



信和酒店(集團)有限公司  
Sino Hotels (Holdings) Limited



可持續發展概覽  
SUSTAINABILITY REVIEW  
2017

# Table of Contents

## 目錄

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- 01** About This Sustainability Review  
關於本可持續發展概覽
- 02** About Sino Hotels (Holdings) Limited  
關於信和酒店 (集團) 有限公司
- 03** Connecting with Our Stakeholders  
與持份者聯繫
- 14** Forging a Greener Environment  
建構綠色環境
- 25** Caring for Our Community  
關懷社群
- 32** Revitalising and Conserving Heritage  
活化及保育歷史文物
- 40** Awards and Recognition Highlights  
獎項及殊榮概覽
- 44** Performance Data Summary  
表現數據摘要
- 47** Environmental, Social and Governance Content Index  
環境、社會及管治內容索引

# About This Sustainability Review

## 關於本可持續發展概覽

Sino Hotels (Holdings) Limited ('Sino Hotels') (1221) is pleased to present the Sustainability Review 2017('Review') which highlights its commitment in achieving environmental and social sustainability during the reporting period from 1 July 2016 to 30 June 2017.

The fifth annual Sustainability Review outlines the sustainability initiatives in the operation and management of our hotels. This Review is prepared in accordance with '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.

This Review, together with additional information regarding the financial data and corporate governance of Sino Hotels which is available in its Annual Report, can be accessed on our corporate website: [www.sino.com](http://www.sino.com).

We appreciate your valuable comments and suggestions on this Review and our sustainability performance. Please send your comments to us at [ExecutiveOffice@sino-hotels.com](mailto:ExecutiveOffice@sino-hotels.com).

信和酒店（集團）有限公司（「信和酒店（集團）」）(1221) 欣然發表《可持續發展概覽 2017》（「本概覽」）以介紹我們於 2016 年 7 月 1 日至 2017 年 6 月 30 日期間，在環境和社會可持續發展所作出的承諾。

這是信和酒店（集團）發表的第五份年度可持續發展概覽，概述我們在酒店業務管理及發展當中推行的可持續發展舉措。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。

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](http://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 [ExecutiveOffice@sino-hotels.com](mailto:ExecutiveOffice@sino-hotels.com)。



# About Sino Hotels (Holdings) Limited

## 關於信和酒店（集團）有限公司

Sino Hotels (Holdings) Limited ('Sino Hotels') is committed to incorporating sustainability initiatives into the operations and management of our hotels. As a committed corporate citizen, we embrace corporate social responsibilities by upholding high level of corporate governance standards, participating in green initiatives, engaging the community, promoting social integration and conserving the cultural heritage.

Sino Hotels also strives to become the preferred choice of customers, investors and employees. We endeavour to build a trusted brand in the hospitality and tourism industry and ensure that we continuously offer our guests a remarkable experience surpassing their expectations.

信和酒店（集團）有限公司（「信和酒店（集團）」）積極將可持續發展的理念融入旗下酒店的業務發展及營運當中。我們秉持良好企業公民的精神，重視良好企業管治、推動環保措施、關懷社區、推廣傷健共融及保育歷史文物，承擔企業社會責任。

信和酒店（集團）致力成為顧客、投資者及僱員的首選。我們積極於酒店及旅遊業中樹立具信譽的品牌，並致力為旅客提供卓越服務及體驗。



# Connecting with Our Stakeholders

## 與持份者聯繫

Sino Hotels appreciates that its employees, customers and business associates are key to its sustainability journey and strives to build a better community through engaging employees, providing quality services for customers, collaborating with business partners and supporting the community.

We put integrity as a top priority, deliver our promises to the highest possible standard, and endeavour to be the preferred choice for investors, customers and employees in the hospitality and tourism industry.

信和酒店(集團)深明在可持續發展的路上，員工、顧客和業務夥伴是可持續發展里程的關鍵。信和酒店(集團)致力與員工緊密聯繫，為顧客提供優質服務，同時與業務夥伴協力同心，支持社會公益事務，以建設更美好的社區。

我們把誠信放在首位，實踐我們的承諾，矢志成為投資者、顧客及員工在酒店及旅遊業中首選。



## Employee Engagement 員工參與

Hospitality industry is both labour and capital intensive. It relies on people to deliver quality service and maintain the facilities in good condition. A team of engaged and well-trained staff is the key contributing factor to building customer loyalty and making our hotels the preferred choice for our customers.

酒店業是勞工及資本密集的行業，需要依賴員工為顧客提供優質服務和維持酒店設施於良好狀況。充滿熱誠及受過專業培訓的員工團隊，是得到顧客的長期支持及使我們的酒店成為顧客首選之關鍵因素。



## Employment Policies 僱傭政策



As a responsible employer, Sino Hotels 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. Sino Hotels is also committed to providing a workplace free of discrimination, harassment and vilification. Differential treatment and harassment on grounds of race, disability, sex 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.

Sino Hotels values our employees and provides them with the best possible support to address their needs and concern. A comprehensive framework together with detailed human resources management policies are embedded in our staff handbook, which also provides information and guidelines to our staff in Hong Kong 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.

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，信和酒店（集團）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。信和酒店（集團）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、殘疾、性別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。

信和酒店（集團）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。

於報告期間，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。

## Staff Communication 員工溝通

The voice of our employees is vital as we collaborate with our employees closely in achieving strategic priorities. Effective two-way and open communication channels are essential for employees to express their ideas and employment expectations. Therefore, we regularly organize staff meetings, staff communication sessions, department sharing sessions and staff suggestion award schemes for our employees to express their thoughts so as to enhance interconnections among departments. Furthermore, the Group will continue to conduct the annual Employee Experience Survey to gather feedback so as to stay competitive in this tight labour market.

我們與員工緊密聯繫才能達致企業策略優先項目，因此我們十分重視員工的聲音。給予員工有效雙向和開放的溝通渠道以表達他們的想法和工作期望是十分重要的。因此，我們定期舉行員工會議、員工交流會、部門分享會和員工建議獎勵計劃，讓員工發表意見，藉此加強部門之間的互動。另外，我們會繼續就員工於年度「員工體驗調查」提出的意見作出檢討，從而保持我們在就業市場的競爭力。



## Staff Welfare and Wellness: Promoting Workplace Diversity and Inclusion 員工福利與健康：推廣多元與包容的工作環境

Upholding the principles of equality and non-discrimination, an ideal working environment with benefits such as competitive remuneration and benefit packages, medical allowances and engagement activities are provided for our employees regardless of their backgrounds, so that they are empowered to achieve growth and pursue holistic development in a diverse and fair environment.

To attract and retain talents, Sino Hotels aims at offering competitive remuneration which is reviewed annually to reflect employees' performance, contribution and market trends.

To enhance the well-being of our employees, Sino Hotels offers various leisure activities including birthday celebrations, sporting competitions and handcraft workshops to energize the working atmosphere.



以平等和不歧視為原則，不論員工的背景，我們都會提供具競爭力的薪酬和福利、醫療津貼和康樂活動等的理想工作環境，使他們在多元和公平的環境中提升自我及追求全面發展。

為了吸引及挽留人才，信和酒店（集團）致力提供具競爭力的薪酬，並每年按照員工的工作表現、貢獻和市場趨勢作出調整。

信和酒店（集團）亦舉辦了各種康樂活動，包括生日慶祝、運動比賽和手工藝工作坊，為員工在工作環境中注入動力，提升員工身心健康。

## Anti-corruption 反貪污

### Policies 政策

The success of a company relies on a strong ethical foundation and staff integrity. Sino Hotels 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.

企業的成功全賴鞏固的道德基礎和員工的誠信可靠。信和酒店（集團）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，包括防止賄賂法。

### Code of Conduct 紀律守則

Our employees are required to comply with the Code of Conduct ('CoC'), which comprises, 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, and acceptance of gifts and entertainment from third parties.

我們的員工必須遵守《紀律守則》，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。

## 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.

During the reporting period, there was no legal case regarding corrupt practices brought against Sino Hotels or its employees.

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。

於報告期間，並沒有對信和酒店（集團）或其員工提出的貪污訴訟案件。



## Labour Standard 勞工準則

Child and forced labour are strictly prohibited across our operation. We also manage and oversee the code of conduct of our suppliers in accordance with the Policies & Procedures for Group Approved Contractors/Suppliers List including their social and ethical standards to minimise the risks associated in our supply chain. Please refer to the Section 'Policy on Supply Chain Management' of this Chapter.

During the reporting period, none of our operation or suppliers had exposed to the significant risk of having child and forced labour.

我們嚴格防止聘用童工和強制勞工，並按照《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，包括他們的社會和道德標準，以將我們供應鏈中的相關風險減至最低。詳情請參閱本章的「供應鏈管理政策」。

於報告期間，我們的業務或供應商並沒有涉及聘用童工和強制勞工的重大風險。

## Asia Recruitment Awards 亞洲招聘大獎

Sino Hotels received Gold Award in Best Diversity and Inclusion Strategy and Bronze Award in Best Management Associate Programme in recognition of our efforts in building a diverse and inclusive workplace. The award highlights our excellent recruitment and selection practices that enable the Group to attract and retain the best qualified candidates from diverse background.

信和酒店(集團)榮獲 Best Diversity and Inclusion Strategy 金獎和 Best Management Associate Programme 銅獎，在建立多元及包容工作環境的努力備受肯定。這些獎項標誌着我們超卓的招聘和選拔方針，讓集團能夠吸引及挽留不同背景的最優秀的人才。



## 18 Districts Caring Employers 2016 Special Awards 十八區關愛僱主 2016 大獎

In recognition of Sino Hotels' effort in promoting social integration, equal employment opportunity and building a barrier-free culture, The Royal Pacific Hotel & Towers and City Garden Hotel were awarded the 18 Districts Caring Employers 2016 Special Awards. We will continue to promote equal employment opportunities and social integration at Sino Hotels, as well as workplace diversity by welcoming great talent with different conceiving backgrounds, experiences and perspectives in community.

皇家太平洋酒店及城市花園酒店均榮獲十八區關愛僱主 2016 大獎，以表揚信和酒店(集團)於推廣社會共融、平等就業機會及建立無障礙文化的努力。我們將如以往於信和酒店(集團)推廣平等就業機會、社會共融及多元工作環境，吸納不同背景、經驗和觀點的優秀人才。



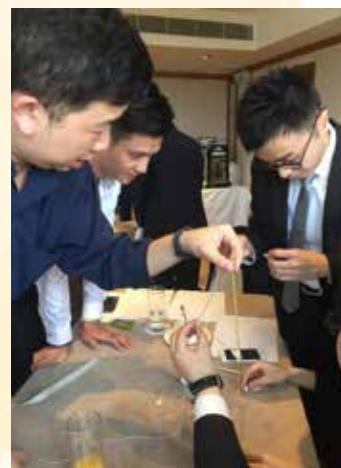
## Training and Development 培訓與發展

Investment in human capital through a broad spectrum of employee training programmes specifically designed to cater to the needs of employees at all levels is of paramount importance to the Group. New training programmes are constantly added and their contents are improved based on the feedback from staff and regular review by management. During the reporting period, emphasis was put on developing human capital through organizing various training programmes, including soft skills training, on-job practical training, language classes and experience sharing sessions.



In-house specialized training programmes, management development initiatives and education sponsorships are provided for our employees with an aim to enhance the overall ability of our employees and foster their holistic development.

因應各級員工的需求特別設計各適其適的員工培訓計劃，對集團投放資源於人力資本來說至關重要。我們不斷增加新的培訓計劃，並根據員工意見及管理層的定期檢討，改善培訓計劃內容。於報告期間，我們將重點投放在人力資源發展，舉辦軟性技能培訓、在職實踐培訓、語言課程和經驗分享會等多種培訓計劃。



我們亦為員工提供公司內部專業培訓計劃、人才管理發展計劃和教育資助，旨在提高員工的整體能力及促進全面發展。

During the reporting period, the average training hour per employee is 30.2 hours. 於報告期間，每名員工的平均培訓時數為 30.2 小時。

## LEAD Programme LEAD 計劃

In 2017, Sino Hotels launches a new training programme, namely LEAD Programme, to provide additional training to develop talents with leadership potential. The Programme covers different aspects of training for the participating employees enhancing their competencies on managing self, team and work. They can further develop their management skills and pave the way to become professional team leaders.

在 2017 年，信和酒店（集團）設立新的培訓計劃「LEAD」，為具有領導潛質的員工提供額外培訓。該計劃涵蓋了不同範疇的培訓，旨在提升參與員工的自我、團隊和工作管理的能力，讓他們進一步發展自己的管理技能，邁步成為專業的團隊領袖。



## Occupational Health and Safety 職業健康及安全



Sino Hotels recognises the importance of a safe and healthy work environment as the cornerstone of a successful organisation as people are the most important asset. In its Occupational Safety and Health Policy Statement, Sino Hotels pins down the practicable principles and reasonable practices at work and covenants:

- 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 its projects to assist in the implementation of policies, procedures and practices related to occupational safety and health at work.

To protect the employees in daily operations, regular training workshops are arranged to increase staff awareness on personal health and safety issues. An internal risk and safety team consisting of various departments including Hygiene, Engineering and Security has been set up to promote a safe working environment for achieving 'zero accident' status.

信和酒店（集團）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。信和酒店（集團）在其《職業安全及健康政策》中闡述了於工作中實踐職業安全及健康的合理原則和常規，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相關的政策、程序和措施。

在日常工作中，為保障員工，我們定期安排培訓工作坊，提升員工對個人健康和安全的意識。我們成立了內部風險及安全小組，由衛生、工程和安全等各個部門組成，致力為員工締造一個安全的工作環境，達到「零意外」的目標。

Sino Hotels also reviews the performance of the Occupational Safety and Health ('OSH') measures on a regular basis to ensure their effectiveness and reliability. OSH measures include conducting daily inspections, formulating emergency response plans, conducting risk assessment and refining its accident investigation mechanism so as to ensure legal compliance and minimise risks associated with OSH.

信和酒店（集團）定期檢討職業安全及健康（「職安健」）措施的表現，以確保措施有效可靠。職安健措施包括進行日常檢查、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。

## Customer Engagement 與顧客溝通

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.



During the reporting period, Sino Hotels 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。

於報告期間，信和酒店（集團）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。

Sino Hotels makes every effort to proactively enhance customer satisfaction and promote a customer-oriented culture within the Company. We value feedback from customers through daily communication, comments posted online, courtesy calls, online guest electronic surveys, mystery shopper programmes and social media sites. Sino Hotels treats every customer complaint as an opportunity to improve relationship with the customer, addressing the concern in a timely and professional manner and in accordance with the established standards.

信和酒店（集團）矢志積極提高顧客滿意度及提倡以客為本的服務文化。我們重視顧客透過日常溝通、網上留言、電話通話、網上顧客電子調查、神秘顧客計劃和社交媒體的回饋，亦視每一位顧客的投訴為與顧客改善關係的機會，以適時專業的方式按照既定的標準來處理顧客的問題。

### 100% Smoke-free in Sino Hotels 信和酒店（集團）全面禁煙

We always seek ways to improve guest experiences. Upgrading and refurbishment of our hotel facilities are carried out whenever necessary to delight and satisfy our guests in every opportunity.

我們不斷尋求方法改善客戶的住宿體驗，於有需要時升級和翻新酒店的設施，把握機會使客人有愉悅的體驗及滿足客人的需要。

To extend our commitment in providing a healthier environment for our guests, during the reporting period, City Garden Hotel and The Royal Pacific Hotel & Towers became one of the pioneer hotels in Hong Kong to go 100% smoke-free. Smoking is prohibited in all the guest rooms, restaurants, common areas and all enclosed facilities. These measures help to provide a health-conscious and smoke-sensitive environment for the global travellers, and guarantee the guests to stay out from both the second and lingering third-hand smoke.

為延續我們為訪客提供一個健康環境的承諾，於報告期間，城市花園酒店及皇家太平洋酒店成為香港全面禁煙的先驅酒店之一。所有客房、餐廳、公共地方和室內設施均一律禁止吸煙。有關措施有助為全部旅客提供一個健康和無煙的環境，避免受二手煙及游離三手煙的影響。



## Sino Hotels' Privacy Policy 信和酒店（集團）私隱政策

Sino Hotels recognises that customers' privacy is an important issue and is dedicated to respecting the customers' privacy safeguarding their personally identifiable information by adhering to the hotels' Internet Privacy Policy. The Policy states the purpose of collection of personal information of the customers on the hotels' website, type of personal information of the customers to be collected on the hotels' website, the third parties with whom we might share such information, and how the customers can access or correct the personal information they have provided on the hotels' website. In addition, we strictly follow the Personal Data (Privacy) Ordinance when handling customers' personal data.

信和酒店（集團）深明顧客私隱的重要性。我們遵從酒店的《互聯網私隱政策》，尊重客戶私隱和致力保護客戶個人資料。該政策說明了我們在酒店網站上收集客戶個人資料的目的、種類、可能與我們共用該等資料的第三方，以及客戶如何能夠查閱或更改他們已於酒店網站提供的個人資料。此外，我們嚴格遵從《個人資料（私隱）條例》來處理顧客的個人資料。

During the reporting period, there was no substantiated complaint regarding breaching of customer personal data privacy or loss of customer data.

於報告期間，我們並沒有接收到有關證明違反客戶個人資料私隱或遺失客戶資料之投訴。

## Barrier-Free Accessibility 無障礙環境

As one of the leading support groups for social integration, Sino Hotels reasserts its commitment through creating a barrier-free environment and culture at the hotels. The Company is a pioneer in the hospitality industry to introduce Braille menus for the visually impaired at its restaurants and support guide dog services. Guide dog training sessions are provided to the hotel colleagues so that they are able to communicate with customers in special needs. The Royal Pacific Hotel & Towers and City Garden Hotel have been selected as Barrier-Free Hotels by Hong Kong Council of Social Service since 2013, which marks a significant accomplishment for the Company's effort.



作為其中一個帶頭支持傷健共融的企業，信和酒店（集團）透過在酒店建立無障礙的環境和文化重申其承諾。公司是首批在旗下酒店為視障人士提供點字餐牌及支持導盲犬服務的酒店集團。我們為酒店員工提供導盲犬訓練員課程，以便他們能夠與有需要的顧客溝通。皇家太平洋酒店及城市花園酒店自 2013 年起獲頒香港社會服務聯會舉辦的「無障礙友善酒店」，對我們的努力作出重大肯定。

## Business Partners 商業夥伴

### Policy on Supply Chain Management 供應鏈管理政策

The Company maintains a high quality standard on all suppliers and contractors. The Company has established the Policies & Procedures for Group Approved Contractors/Suppliers List and included other corresponding requirements in its standard tender documents. These requirements cover regulatory compliance, labour practices, anti-corruption, environmental measures, green procurement, occupational health and safety and other business ethics. New suppliers and contractors are required to submit an application with supporting documents and go through a comprehensive process. Suitable contractors/suppliers will be placed under the Approved Contractors/Suppliers List after a thorough assessment. The Company also has a standard approach and criteria to assess the performances of suppliers and contractors. For instance, auditors from various departments will conduct factory audit on the approved suppliers/contractors to review and assess their performance. Spot checks will be performed on a regular basis to ensure the compliance of law and requirements by the suppliers and contractors.

Sino Hotels works with its suppliers towards more sustainable consumption and production in supply chain. For details, please refer to the Chapter 'Forging a Greener Environment'.

公司對所有供應商和承辦商均保持高質量的標準。本公司已制定《集團認可承辦商 / 供應商的相關政策及程序指引》，並在標準招標文件中列入其他相關要求，其中包括遵守法規、勞資措施、反貪污、環保措施、綠色採購、職安健及其他商業道德要求。新的供應商和承辦商必須提交申請，並附上證明文件及通過嚴格的審核程序。經全面評估後，合適的承辦商 / 供應商將會被列入《認可承辦商 / 供應商名單》。公司亦制定了評估供應商和承辦商表現之劃一方法及標準，例如各部門的審核員會到認可供應商 / 承辦商的工場進行審查，以評估其表現，亦會定期安排突擊巡查，以確保供應商和承辦商遵守法律和其他要求。



信和酒店（集團）供應商合作，務求邁進可持續的消費和生產模式。詳情請參閱「建構綠色環境」一章。

# Forging a Greener Environment

## 建構綠色環境

Sino Hotels places strong emphasis on environmental management throughout our operations. Under the environmental policy of Sino Hotels, we undertake to:

- actively promote a culture of environmental sustainability among our customers, employees and contractors and encourage their involvement in its 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, the Sustainability Policy of Sino Hotels affirms its commitment to maintaining high standards of environmental protection and strives to reduce energy consumption, improve waste management and minimize food wastage in promoting low carbon living.

信和酒店（集團）重視業務的環境管理。我們根據環保政策，承諾：

- 積極向顧客、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。

透過緊遵環保政策，信和酒店（集團）的可持續發展政策肯定其對維持高水平環境保護的承諾，並致力節約能源、改善廢物管理及減少廚餘，推廣低碳生活。



## Emissions Control and Minimisation

### 控制及減少碳排放

As far as environmental management is concerned, Sino Hotels' key objectives are to minimise our carbon footprint and adopt practices that are sustainable to the environment.

During the reporting period, Sino Hotels had no violation record on relevant laws and regulations relating to emissions that have a significant impact on the Group.

We have taken a number of energy efficient initiatives that have resulted in reducing energy consumption. Below are the highlights of some of the key initiatives :

- Installation of energy efficient lamps and heat pumps
- Installation of digital thermostats with temperatures pre-set between 24 - 26°C
- Promotion of energy saving tips among staff to encourage best practices

在環境管理的大前提下，信和酒店（集團）定立目標，致力減低碳足跡，並採取可持續的環境保護措施。

於報告期間，信和酒店（集團）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。

我們採取了連串節約能源措施達至減低能源消耗量，其中主要包括：

- 安裝高效能照明設備及熱泵裝置
- 安裝恆溫調節器，並將溫度預設於攝氏 24 至 26 度之間
- 推廣節能小貼士，提高員工的節能意識

In addition to energy saving signs which are visible for guests and staff, we have installed high-efficiency energy appliances and the key card system in controlling our carbon footprint.

We are committed to implementing more stringent measures on carbon emission reduction in response to the local and international initiatives such as Hong Kong's Climate Action Plan 2030+. With a view to improving the carbon data transparency and raising the public awareness on climate change issues, Sino Hotels took part in the Carbon Footprint Repository for Listed Companies in Hong Kong under the Carbon Reporting Website developed by the Environmental Protection Department which is a carbon disclosure initiative to make available information on greenhouse gas emissions reported directly by the listed companies in Hong Kong as a result of their business operations, together with other related information such as their carbon reduction programmes on combating climate change. Sino Hotels also pledged to support 'Energy Saving Charter 2017' organised by the Environment Bureau.

除了以節能標誌鼓勵顧客及員工節約能源，我們亦安裝了高效能設備及電子感應卡系統以控制碳足跡。

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+》，我們承諾採取更嚴格的措施減少碳排放。為提高透明度及引起大眾對氣候變化議題的關注，我們參與了由環境保護署設立的碳披露網站「香港上市公司碳足跡資料庫」。該資料庫為環境保護署的碳披露倡議，讓香港的上市公司直接對外公布由其業務運作產生的溫室氣體排放數據，以及其他相關資訊，例如對抗氣候變化的減碳計劃。此外，信和酒店（集團）亦承諾支持由環境局舉辦的「節能約章 2017」。

Our electricity consumption saving during the reporting period is 161,590 kWh, which is reduced by 1.07% compared to 2015/2016 electricity consumption.

於報告期間，我們節約了的用電量為 161,590 kWh，相比 2015/2016 年度的用電量減少 1.07%。

## Carbon emission data during the reporting period:

於報告期內的碳排放量：

Aspects 層面	Unit: tonne CO <sub>2</sub> equivalent 單位：公噸二氧化碳對等值
Direct Greenhouse gas ('GHG') Emissions (Scope 1) 直接溫室氣體排放量（範疇一）	34.23 tonnes
Indirect GHG Emissions (Scope 2) 間接溫室氣體排放量（範疇二）	10,132.53 tonnes
Other Indirect GHG Emissions (Scope 3) 其他間接溫室氣體排放量（範疇三）	181.36 tonnes



### Electrical Vehicle Chargers installed at City Garden Hotel

In echo to the Environment Bureau's Energy Saving Plan, Sino Hotels actively develops facilities for green transport. In March 2017, City Garden Hotel installed its first electric vehicle charging stations at the hotel's car parking area, providing free charging service to customers.

### 城市花園酒店設置電動車充電設施

為響應環境局的節能計劃，信和酒店（集團）積極推動環保電動車充電措施。城市花園酒店更於 2017 年 3 月，在酒店停車場設置第一個電動車充電站，為顧客提供免費充電服務。

## Water Management 用水管理

Sino Hotels actively pursues for effective water management in order to minimize the water consumption by installing water saving devices and adopting water reduction practices throughout our operations. We also take a step further by promoting green lifestyles to the hotel guests as their collective efforts will have significant impact on water conservation.

信和酒店（集團）致力追求高效的用水管理，透過安裝節水裝置及於日常營運中採取節水措施，將用水量減至最低。鑒於與酒店顧客共同努力能夠對節約用水起重大作用，因此我們更進一步向他們推廣綠色生活。

Our key water saving measures include:

- Inviting hotel guests to support the linen and towel reuse programme
- Using jet sprays for dish washing
- Operating on fully loaded dish washers and washing machines
- Ensuring that housekeeping and kitchen staff pay close attention to water usage
- Inspecting our hotels' water facilities regularly to ensure no water leakage.

我們主要的節約用水措施包括：

- 邀請酒店住客支持床單和毛巾再利用計劃
- 採用水流噴射清洗餐具
- 確保洗碗機及洗衣機每次均滿載才操作
- 確保房務部和廚房工作人員密切留意食水的使用
- 定期檢查酒店用水設施，以防食水滲漏

Our hotels' total water consumption is registered at least once a month to monitor the water usage. 我們最少每月紀錄一次酒店的總用水量，以監察用水情況。

During the reporting period, our total water consumption was 227,836 m<sup>3</sup> and the average water consumption per visitor night stay was 0.52 m<sup>3</sup>.

於報告期內，我們的總用水量為 227,836 立方米；每晚住客平均用水量為 0.52 立方米。



## Waste Reduction and Recycling 減少及回收廢物

Sino Hotels redoubles the efforts to strengthen our recycling practices in promoting environmental sustainability. With the target to minimise the amount of waste being disposed at landfills, we adopt the '4-R Principle - Reduce, Reuse, Replace and Recycle'.

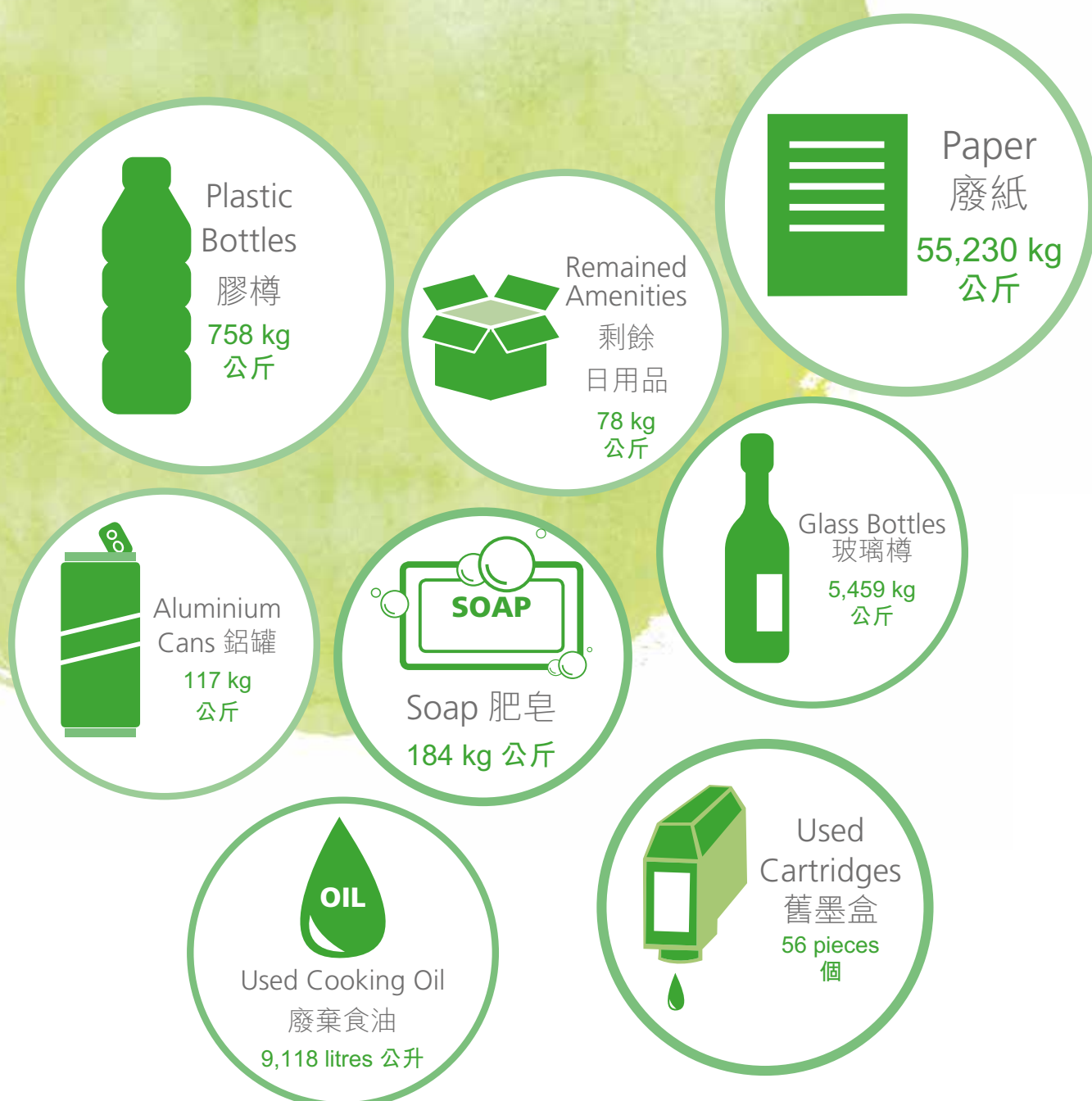
Plastic bottles, paper, cooking oil and remained amenities are the examples of our recycling programme.

信和酒店（集團）致力加強廢物回收措施，以推行環境可持續發展。我們以「環保四法——減少使用，廢物重用，替代使用及循環再造」為本，致力減少運送到堆填區的廢物數量。

我們廢物回收計劃的對象包括膠樽、廢紙、廢棄食油及剩餘日用品等。

Summary on the amount of recycled materials (by weight or volume) during the reporting period:

以下是於報告期內的各類回收物料數量（按重量或體積計算）：



## Promoting Circular Economy through Recycling — Beverage Carton Recycling Campaign

### 透過廢物回收推動循環經濟－紙包飲品盒回收活動

Sino Hotels is one of the pioneer hospitality groups in Hong Kong to form partnership with Green Power in a 'Beverage Carton Recycling Campaign' kick started in November 2016. The campaign aims to promote circular economy through making the best use of the discarded beverage cartons.

Whilst the paper component of the cartons will be remanufactured into recycled papers, the plastic and aluminium component will be remade into heat resistant roof top tiles, which will be used as sustainable construction materials to provide shelters for the rural villages in Thailand.

信和酒店（集團）於 2016 年 11 月與綠色力量合作，推行紙包飲品盒回收活動，為香港酒店業界的先驅者之一。是次活動透過善用棄置紙包飲品盒，向大眾推廣循環經濟。

紙包飲品盒的廢紙部分及塑膠及鋁製部分將被製成再造紙及隔熱屋頂瓦片。其中，隔熱屋頂瓦片將被用作可持續建築物料，為泰國農村建造棲身之所。



## Reduce Plastic Wastage through Hotels Operations

Keeping abreast of the rising awareness of the city's plastic waste problem, Sino Hotels endeavours to take more concrete measures to reduce our hotels' plastic usage. In January 2017, Sino Hotels made a public pledge to support 'Green Bottle Charter 2017' organised by The Green Earth, indicating that the hotels of the Group should adopt best practices to reduce plastic usages. Key measures include the replacement of small bathroom amenities with large dispensers in the hotels' standard rooms, and plastic bottle water in the hotels' meeting venue are replaced by glass water jugs.

### 在酒店日常營運中減少塑膠廢物

信和酒店（集團）了解大眾日益關注都市塑膠廢物問題，致力採取更具體措施減少酒店使用的塑膠物料。在 2017 年 1 月，信和酒店（集團）向公眾承諾支持由綠惜地球舉辦的「綠瓶子承諾 2017」，表明旗下酒店須採納良好的作業方式減少使用塑膠，主要措施包括於酒店標準房內以大容量沐浴液代替小瓶浴室用品，及於會議廳以玻璃水瓶取代塑膠裝支裝水。



In an effort to reduce plastic wastage, Sino Hotels reduced over 39% of plastic wastage in 2016/2017 as compared to 2015/2016.

在我們的努力下，信和酒店（集團）於 2016/2017 年度的塑膠廢物比 2015/2016 年度減少超過 39%。

## Food Waste Management 廚餘管理

Food waste is an imminent problem amongst the hotel and food & beverage industries, and requires collective efforts to improve the food waste management. In light of this, Sino Hotels has established an internal Food Waste Management Task Force Team since 2013. The task force team, led by chefs, stewards, hygiene manager and sustainability manager, meets on a quarterly basis to review the effectiveness of the food production, processing and final disposal procedures in our hotels. It also provides a channel for the operational staff to exchange their insights on food waste reduction.



廚餘是酒店及飲食業界逼在眉睫的問題，需透過各方合作改善廚餘管理。有見及此，信和酒店（集團）於 2013 年成立內部廚餘管理專責小組，由廚師、管事員、衛生經理及可持續發展經理攜手帶領，每季度會面一次，以檢討酒店食品製作、處理以至最終棄置的工序之成效，同時提供渠道讓員工交流減少廚餘的心得。

## Nurturing a Food Wise Culture 培養惜食文化

Sino Hotels has been supporting the Food Wise Hong Kong Campaign of the HKSAR Government since 2013. Through the Food Wise Campaign, we have been closely monitoring our food waste generation and identifying the best practices in food waste reduction on a regular basis, as well as educating our customers and staff about food waste reduction through interactive communication methods such as posters, newsletters, and Food Wise signs placed in the hotels' buffet lines to remind the customers to eat wisely.

自 2013 年起，信和酒店（集團）一直支持香港特別行政區政府的「惜食香港」計劃。透過此計劃，我們定期嚴格監察酒店所產生的廚餘，同時找出良好的作業方式以減少廚餘。我們亦透過各種互動溝通形式如海報、業務通訊，及於餐桌上擺放提示牌提醒顧客珍惜食物，教育顧客及員工減少廚餘。



### FoodWaste Lean & Green Label Scheme — The Green Council 惜食回收標誌計劃 - 環保促進會

In 2017, Sino Hotels was awarded with the FoodWaste Lean & Green Label. The scheme is organized by The Green Council and sponsored by the Environmental and Conservation Fund, with an aim to encourage companies to improve their food waste management practices through certifying the companies with outstanding waste management systems. The label serves as a recognition to Sino Hotels' immense effort in promoting food waste reduction.

信和酒店（集團）於 2017 年獲頒發惜食回收標誌。此計劃由環保促進會舉辦，並獲環境及自然保育基金贊助，旨在透過向推行優秀廚餘管理的公司頒發證書，鼓勵業界改善廚餘管理作業。獲頒惜食回收標誌肯定了信和酒店（集團）在推廣減少廚餘方面所作出的巨大努力。

Food waste disposal and recycling figures are collected and analysed on a monthly basis, so as to monitor closely on the food waste management and its effectiveness.

By 2017/2018, we target to reduce our food waste production by 10% comparing to our baseline amount set in 2014.

我們每月都會收集及分析廚餘棄置和回收的數據，以緊密監察廚餘管理工作及其成效。

我們訂下了於 2017/2018 年前將廚餘產生量從 2014 年的水平減少 10% 的目標。

During the reporting period, we collected 73,068 kg of food waste for recycling and convert into animal feed.

Our food waste has been reduced by 37% compared to 2014 level.

於報告期間，我們收集了 73,068 公斤廚餘並製成動物飼料。

我們的廚餘產生量從 2014 年的水平減少了 37%。

## Green Procurement Practices 綠色採購

Sino Hotels has been expanding our effort towards adopting sustainable consumption and production in supply chain. Through the Group's Green Purchasing Guidelines established since 2014, the Guidelines encourage contractors and suppliers to review the environmental impact of their product's lifecycle as well as following environmentally-sound practices such as offering products with greater durability and greater energy efficiency.

信和酒店（集團）致力推動我們的供應鏈響應環保，透過集團於 2014 年制定的《綠色採購指引》，鼓勵承辦商和供應商檢視其產品的生命周期，並採用環保的設計和物料如高耐用度和高能源效益產品。

The Green Purchasing Guidelines are applied in all purchasing units under Sino Hotels. Some of the principles when considering a purchase include:

- Examining the necessity of the product or service to avoid unnecessary consumption and 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 in their product offerings and design.

信和酒店（集團）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

我們鼓勵採購部密切留意政府提倡的綠色產品規格及相關環保政策。



In addition, Sino Hotels has established the Guidelines on Green Gift Hamper or Basket Packaging Design, with an aim to encourage our suppliers to reduce excessive packaging and seek for potential to replace packaging materials with eco-friendly materials.

此外，信和酒店（集團）亦制定了《禮籃綠色包裝設計指引》，旨在鼓勵我們的供應商減省包裝和採用環保物料。

The Guidelines on Green Gift Hamper or Basket Packaging Design require our suppliers to adopt the following guiding principles for green gift hamper or gift basket packaging design:

**(i) Design of the Packaging**

- Simple Packaging - Excessive packaging should be avoided and packaging should facilitate recycling while also protect gift from damage
- Reusable Design Concept - The design of the packaging and its materials should allow to be reused to dramatically extend its values
- Gift-Packaging Integration - If possible, the gift products should be integrated as part of the packaging design in order to enhance their utilization and reduce waste generation

**(ii) Choice of Packaging Materials**

- Minimise the different types of packaging materials used
- Use packaging materials that are recyclable, preferably those containing recycled constituents (such as recycled paper) or environmentally certified products (such as FSC paper) and avoid using materials that are not environmental friendly or of low recyclable benefits (such as PVC plastic or plastic foam)
- Use eco-friendly or fully biodegradable packaging materials (such as using biodegradable transparent gift wrapping film)

我們要求供應商參考《禮籃綠色包裝設計指引》，採用以下綠色包裝原則：

**(i) 包裝設計**

- 簡約包裝 — 包裝設計須以盡量避免增加使用包裝物料及保持其可回收性，及同時保護禮品為原則
- 重用設計概念 — 包裝設計應盡可能鼓勵重用，以延伸其實用價值
- 禮品與包裝整合一體 — 如果可能，包裝應盡可能設計為禮品的一部分，以提升使用率及減少廢物產生

**(ii) 包裝物料的選用**

- 避免使用由不同物料組成的多層包裝及配件
- 選用可回收的物料製造禮籃包裝。如選用含回收物料成份（如再造紙等）或環保認證紙品（如 FSC 紙等）的包裝物料則更為理想。另一方面，亦應避免使用不環保或回收效益較低的物料（如聚氯乙烯塑膠物料或發泡膠等）
- 選用環保物料或可生物降解的包裝物料（如可生物降解的透明包裝紙）

To enhance our marine conservation efforts, we adhere to the 'Sustainable Seafood Guide' issued by World Wildlife Fund and and Marine Stewardship Council. We also purchase seafood that are sustainability-labelled and certified. All hotels have banned shark's fin in all the menus since 2012.

為加強海洋生物保育，我們遵循由世界自然基金會及海洋管理委員會發佈的《可持續海鮮選擇指引》，採購具有環保標籤及認證的海鮮。自 2012 年起，所有酒店均停止供應魚翅菜式。



## Environmental Partnerships 環保合作夥伴

Aspired to become a green ambassador in the community, Sino Hotels has taken part in various green initiatives to raise stakeholders' awareness on environmental protection. Following are the major achievements and green initiatives that we participated during the reporting period:

信和酒店（集團）參與各種環保項目，提高持份者的環保意識，期望成為社會的綠色大使。以下列述了於報告期間我們的主要成就及參與的環保項目及活動：

Green Initiatives or Activities 環保計劃或活動	Partnering Organisations 合作夥伴
The Government 政府部門	
Food Wise Eateries Scheme – Gold Award 「咪嚟嘢食店」計劃 — 金獎	Environmental Protection Department 環境保護署
Carbon Reduction Charter 減碳約章	Environmental Protection Department 環境保護署
Food Wise Hong Kong Campaign 惜食香港	Environmental Protection Department 環境保護署
Glass Container Recycling Programme for the Hotel Sector 酒店業玻璃樽回收計劃	Environmental Protection Department 環境保護署
Energy Saving Charter 節能約章計劃	Environment Bureau 環境局
Charter on External Lighting - Platinum Award 戶外燈光約章 — 鉑金獎	Environment Bureau 環境局
Hong Kong Green Organisation Certification - Energywi\$e Certificate 'Excellence Level' 香港綠色機構認證 — 節能證書「卓越級別」	Environmental Campaign Committee 環境運動委員會
Hong Kong Green Organisation Certification - Wastewi\$e Certificate 'Excellence Level' 香港綠色機構認證 — 減廢證書「卓越級別」	Environmental Campaign Committee 環境運動委員會
Hong Kong Green Organisation of the Hong Kong Awards for Environmental Excellence 香港綠色機構 (香港環境卓越大獎)	Environmental Campaign Committee 環境運動委員會
Quality Water Supply Scheme for Building - Fresh Water (Plus) Certificate 大廈優質供水認可計劃—食水 (2.0 版) 證書	Water Supplies Department 水務署

NGOs 非政府機構	
Board Games Donation Programme 桌上遊戲捐贈活動	Chinese Evangelical Zion Church Social Service Division 中華錫安傳道會社會服務部
Scarf & Shawl Donation Programme 頸巾及披肩捐贈活動	Christian Actions 基督教勵行會
Lai See Packet Recycling Programme 2017 利是封回收重用大行動 2017	Greeners Action 綠領行動
Green LUCK Alliance 「無綠不歡飲宴」聯盟	Green Monday
Green Bottle Charter 綠瓶子承諾	The Green Earth 綠惜地球
Drink Carton Recycling Campaign 紙包飲品盒回收計劃	Green Power 綠色力量
Hong Kong No Air Con Night 2016 香港無冷氣夜 2016	Green Sense 環保觸覺
Chinese New Year Gift Giveaway 賀年禮品轉贈計劃	St. James Settlement People's Food Bank 聖雅各福群會眾膳坊
Earth Hour 2017 地球一小時 2017	World Wide Fund 世界自然基金會
Association 協會	
Food Safety, Hygiene Sub-committee and Green Initiatives Development Sub-committee 食物安全、衛生及環保行動發展小組委員會	Hong Kong Hotels Association 香港酒店業協會

# Caring for Our Community

## 關懷社群

As a committed corporate citizen, Sino Hotels firmly believes that we can create a better society by providing support and offering voluntary services to the underprivileged members in our society. Under its sustainability policy, Sino Hotels places strong emphasis on serving the community by utilising hotels resources and formulating a number of long-term and sustainable community programmes.

作為負責任的企業公民，信和酒店（集團）深信通過為弱勢社群提供支援和義工服務，可以創建更美好和諧的社區。在可持續發展的政策下，信和酒店（集團）致力服務社群，並充分利用酒店的資源，推行一系列長遠和可持續的社區服務計劃。



## Main Beneficiaries Groups and Activities 主要受惠者和活動

### The Elderly 長者

- Regular Hearty Soup Delivery Programme 定期愛心暖湯行動
- Birthday Celebrations 生日慶祝活動

### Underprivileged Women 基層婦女

- Soap for Hope Programme 製皂希望計劃
- Hotel Career Training 酒店職業培訓

### Underprivileged Families 基層家庭

- Festive Workshops 節日工作坊
- Regular Food Donation Programme 定期食物捐贈計劃

### Physical Impairment Members 傷健人士

- Long-term Employment and Training Opportunities 長期就業和培訓機會
- Sighted Guide Technique & Guide Dog Techniques Training 接待導盲犬使用者技巧培訓

### Community Partners 社區合作夥伴

- Financial Aid and Sponsorship 財政援助
- Charity Sales and Cause-Marketing Events 慈善義賣及公益營銷活動



## Serving the Elderly: Hearty Soup Delivery Programme and Birthday Celebrations

### 服務長者：愛心暖湯行動及生日慶祝活動

Sino Hotels collaborates with various community service centres in our 'Hearty Soup Delivery Programme'. Through this regular Programme, the volunteers of the Group deliver homemade soup prepared by hotels chefs and serve it to the elderly in need few times per month. Ad-hoc soup deliveries are also arranged particularly during winter to bring warmth to the elderly.

信和酒店（集團）與不同的社區服務機構合作舉辦「愛心暖湯行動」，透過這計劃，我們的義工每月數次向長者派送由酒店大廚精心炮製的愛心暖湯。而在冬季期間亦特別安排額外的暖湯送贈，為長者送上溫暖。

Since the launch of the Programme in 2011, we have served over 35,110 elderly residents in need across different community districts in Hong Kong and over 270 soup delivery events have been organised.

計劃自 2011 年開展至今，我們共服務了超過 35,110 名居住在不同社區的長者。舉辦了超過 270 次的「愛心暖湯行動」。



Sino Hotels also organises birthday celebrations in the community service centres for the elderly on a bi-monthly basis, to extend our blessings to the seniors.

信和酒店（集團）亦會每兩個月在社區服務中心為長者舉辦生日慶祝活動，為長者送上祝福。

## Supporting the Underprivileged Families: Festivities and Food Donation Programme

### 支持基層家庭：節日慶祝和食物捐贈計劃

#### Food Donation Programme 食物捐贈計劃

Sino Hotels has partnered with food-related charities such as the Foodlink Foundation and Food Angel on the 'Food Donation Programme', which was launched since 2011 to donate hotels' cooked food to the underprivileged families on a weekly basis. The volunteers of the Group also reach out to various service centres with the food donation partners to distribute hotels' food to the people in need.

信和酒店（集團）自 2011 年起與膳心連和惜食堂等社區夥伴合作，舉辦「食物捐贈計劃」，每週捐贈酒店食物予有需要的基層家庭。我們的義工亦會這些社區夥伴結伴，到訪不同的社區服務中心，向有需要人士派送食物。



During the reporting period, we donated 1,585 kg of food to food charities, which is equivalent to 6,365 meal boxes.

於報告期間，我們共捐贈了 1,585 公斤的食物，相等於 6,365 個營養飯餐給食物援助機構。



## Supporting the Underprivileged Families: Hotels Workshops to spread Festive Cheer 支持弱勢社群：酒店工作坊分享節慶歡樂

Sino Hotels continues to share festive delight with families and children in need by hosting a range of workshops and celebrations during festivals such as Christmas, Lunar New Year, Easter, Mid-Autumn Festival, Mother's and Father's Day.

信和酒店（集團）繼續與有需要的家庭和兒童共享節日歡樂，在聖誕節、農曆新年、復活節、中秋節、母親節和父親節等不同節日中舉辦節日工作坊和慶祝活動。

### Spreading Christmas Cheer

#### 聖誕歡聚樂滿載

Operation Santa Claus is an annual charity campaign jointly organised by South China Morning Post and Radio Television Hong Kong spreading the community spirit and care at the festive time of the year. During the Christmas in 2016, Sino Hotels continued supporting the 'Operation Santa Claus's Fund-Raising Programme' through hotels' Charity Sales of Santa Hats and Chestnuts throughout the Christmas Season. We also invited children from the Benji Centre and Rainbow Project to share the festive joy and conducted an up-cycled Christmas tree workshop at The Royal Pacific Hotel & Towers.

「愛心聖誕大行動」是南華早報及香港電台為宣揚社區精神與關懷，每年合辦的慈善活動。在 2016 年的聖誕節，信和酒店（集團）亦繼續支持「愛心聖誕大行動」的籌款活動，在聖誕節期間於酒店義賣聖誕帽和栗子。我們亦邀請了庭恩兒童中心和彩虹計劃的小朋友來到皇家太平洋酒店參加環保聖誕裝飾工作坊，一起歡度聖誕。



## Easter Celebration with the Underprivileged Families 與基層家庭共慶復活節

During the Easter of 2017, a Junior Chefs workshop was held at City Garden Hotel for the children from underprivileged families. The Junior Chefs workshop offered the children a unique and interactive experience through working with the hotel's chefs and unleashed their creativity.

在 2017 年的復活節，我們在城市花園酒店為一眾基層家庭小朋友舉辦了小廚師工作坊，與酒店大廚一起合作，盡情發揮創意，讓孩子們有一個獨特體驗。



## Caring for the physical impairment members: Social Empowerment Programme 關懷傷健人士：共融展能計劃

To continue our efforts to promote social integration, Sino Hotels continues the 'Social Empowerment Programme' for the second year. The Programme collaborates with Hong Chi Association, SILENCE and The Hong Kong Society for Rehabilitation and provides training opportunities and skills sharing workshops for physical impairment members in the society. Volunteers of the Group visit these centres and provide skills sharing workshops on a regular basis.

為持續推廣傷健共融，信和酒店（集團）連續第二年推行「共融展能計劃」。透過與匡智會、龍耳及香港復康會合作，提供培訓機會和技術分享會予傷健人士。我們的義工亦定期到訪他們的中心，舉辦技能分享工作坊。



## Caring for the underprivileged women: Soap for Hope Programme 關懷基層婦女：製皂希望計劃

Since 2015, Sino Hotels has participated in 'Soap for Hope' to recycle soap bars discarded from our hotels whilst promoting local women empowerment in Hong Kong. Every month, the collected soap bars are sent to members of the Hong Kong Federation of Women's Centres for processing. The processed, eco-friendly soap bars are donated to the underprivileged families and women in Hong Kong and developing countries.

This programme helps to provide job opportunities and empowerment to the underprivileged women in the society by helping them to instill and master new skills.

信和酒店（集團）自 2015 年起參與「製皂希望計劃」，回收酒店的廢棄肥皂並同時促進香港本地婦女的權益。我們每月把收集到的肥皂送往香港婦女中心協會處理，製成環保肥皂，送予香港及發展中國家的有需要家庭和婦女。

這項計劃有助為基層婦女提供就業機會，並讓她們掌握新技能，自我增值。



# Revitalising and Conserving Heritage

## 活化及保育歷史文物

Sino Hotels is committed in promoting cultural heritage conservation, building a sense of identity, enhancing collective memory and strengthening relationships in the community. Hong Kong Heritage Conservation Foundation Limited, a non-profit-making organization founded in 2008 by the Ng Teng Fong Family, the major shareholder of Sino Hotels, revitalized and converted the Old Tai O Police Station into a boutique hotel – Tai O Heritage Hotel (the 'Hotel') through Batch I of the HKSAR Government's Revitalising Historic Buildings through Partnership Scheme. The Hotel, a Grade II historic building built in 1902, provides nine colonial-style rooms and suites. Since the Hotel commenced operation in March 2012, it has received over one million visitors to date.



信和酒店（集團）積極提倡保育歷史文物，為社群建立對社區的歸屬感，從而增進社會各界的關係。由信和酒店（集團）主要股東黃廷方家族於 2008 年成立的非牟利機構——香港歷史文物保育建設有限公司，透過香港特別行政區政府第一階段「活化歷史建築伙伴計劃」，將建於 1902 年的二級歷史建築——舊大澳警署活化及改建成大澳文物酒店（「酒店」），並設有九間富殖民地特色的套房。酒店於 2012 年 3 月正式投入運作，至今已招待超過一百萬名訪客。



## Promoting Sustainable Tourism and Celebrating Traditions with the Tai O Community 推動可持續旅遊業及與大澳社區共度傳統節慶

As a non-profit-making organisation, the Hotel leverages its tangible and intangible recourses, and strives to join hands with the Tai O villagers to preserve its local history and culture.

For the past 5 years, the Hotel has organised and participated in a number of traditional festivities in support of enhancing collective memory. For example the Tai O Dragon Boat Water Parade, which has been classified as 'intangible cultural heritage', the Hotel offers major and long-term financial funding to the community via our 'Heritage Conservation Foundation Fund'. During the Dragon Boat Festival 2017, Public Cultural Tours as well as an array of Tai O Dragon Boat Parade Charity Tours were hosted for the underprivileged families. Around 100 participants joined our Charity and Cultural Tours to experience the annual Tai O Dragon Boat Parade in the only water village in Hong Kong.

作為非牟利社會機構，酒店投放各類資源，致力與大澳居民攜手保護本土歷史及文化保育。

在過去五年間，酒店積極舉辦及參與慶祝傳統節目的活動，如被列入為非物質文化遺產的大澳端午龍舟遊涌，從而推動大澳集體回憶。酒店亦透過「香港歷史文物保育建設基金」為大澳社區給予長期的資金援助。在 2017 年的端午節，我們舉辦了文化導賞團，並為基層家庭舉辦大澳端午龍舟遊涌慈善團，當日約有 100 位參與者感受一年一度的大澳端午龍舟遊涌之特色。



## The Fifth Anniversary Celebration 五周年慶祝活動



2017 marks the fifth anniversary of the Hotel. In addition to the daily free guided tours and annual open house, the Hotel held a series of programmes throughout the year to celebrate the milestone and to promote heritage conservation to locals and tourists. The Hotel has received more than one million visitors and guests since it opened doors five years ago and organised more than 100 community engagement programmes including traditional cultural activities, community services, and home care services for the elderly living in Tai O.

In commemoration of the fifth anniversary,

the Hotel organised the 'Fifth Anniversary Community Session' and invited Tai O Rural Committee, Tai O Chinese Chamber of Commerce, Hong Kong Marine Police Retirees' Association and Tai O residents to express our heartfelt gratitude to all those whom have supported us throughout the journey. The guests enjoyed the performance by the Cha Duk Chang Children's Cantonese Opera Association and showed support for cultural conservation.

2017 年是酒店開業的第五年。除了每日的免費導賞團及年度開放日外，酒店亦舉行一連串活動慶祝這個里程碑，並向本地人士及旅客推廣文物保育。自開業以來，酒店已招待超過一百萬位旅客及賓客，並參與了超過 100 項社區活動，包括傳統文化活動、社區服務及大澳長者居家照顧服務。

為紀念酒店開業五周年，我們特意在酒店安排了「五周年社區活動」，並邀請大澳鄉事委員會、大澳華商會、香港水警退休人員會和大澳居民參與其中，以答謝他們一直以來對酒店的支持。賓客們欣賞了查篤撐兒童粵劇協會的演出，並十分支持文化傳承。

The Hotel collaborated with Hongkong Post on a limited-edition First Day Cover series featuring paintings of Tai O and the Hotel created by six Hong Kong and overseas artists, including To Wing Chi (the student of CCC Tai O Primary School), Stanley Wong (Tai O native artist), Tam Ka Yee (talented artist from Arts with the Disabled Association Hong Kong), Irene Flanhardt (local artist), Helen Fan (local artist) and Tudor-Petru Moldoveasnu, winning young artist of the International Children Painting Competition in Hong Kong 2013/2014 from Romania. All sales proceeds will be pledged for heritage conservation and Tai O community activities to support conservation and revitalisation and to promote ecotourism in Tai O. As part of the celebration series, the first Tai O Heritage Hotel Arts Exhibition was launched in June 2017 featuring paintings by Tai O artists and students showcasing the culture-rich and scenic Tai O.



酒店與香港郵政合作，邀請六位香港及海外藝術家，包括中華基督教會大澳小學學生陶咏知、大澳本土畫家黃志泉、香港展能藝術會展能藝術家譚嘉儀、藝術家 Irene Flanhardt、藝術家樊樂怡及來自羅馬尼亞的藝育菁英——香港國際青少年繪畫比賽 2013/2014 的優秀青年畫家 Tudor-Petru Moldoveanu 描繪大澳風貌，推出五周年誌慶首日封系列。首日封的收益均用作文物保育及大澳社區活動用途，以支持大澳歷史文物保育及活化，推動大澳生態旅遊。此外，首個大澳文物酒店藝術展覽已於 2017 年 6 月展開，展出由大澳藝術家及本地學生筆下的大澳風情，這亦是慶祝活動之一。

The Hotel will continue to promote awareness in preserving the natural ecological environment and local culture of Tai O through a series of ecology-themed activities, for example the Dragon Boat Water Parade Tour and to collaborate with local residents in organising workshops on promoting tradition food, such as Cha Kwo (steamed sticky rice dumpling) Making Workshop, Salted Egg Yolk Making Workshop and Festive Food Workshop.

酒店透過舉辦一系列以生態為題的活動來繼續推廣和加強大眾對自然生態環境及本地文化的保育意識，例如大澳端午龍舟遊涌和與本地居民合作開辦工作坊，推廣傳統食物，例如茶粿（蒸糯米餃子）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。在過去五年，我們合作一同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

### Promoting Appreciation of Tai O Cultural Heritage to Public 提高大眾對大澳歷史文物保育的意識



To assist the public's understanding of the heritage significance of Old Tai O Police Station, the Hotel conducts three free heritage guided tours every day. During November 2016, the Hotel organised a two-day open house event to promote heritage conservation to the general public. The Hotel partners with 'Walk in Hong Kong' and 'Lantau Youth Up' in the Young Ambassadors Programme, engaging over 30 local university students and youngsters from Lantau Island. The young ambassadors showed the visitors the charm of the Old Tai O Police Station, an 115-year-old historic architecture. Over 2,000 visitors enjoyed a day of Heritage Episode in Tai O. Highlights of the Open Day included docent tours, documentary viewing and Food & Beverage offerings at Tai O Lookout. A series of distinctive souvenirs infused with the heritage of Tai O fishing village were also available for sale on the day. All proceeds after deducting the cost of production were contributed to the Hong Kong Heritage Conservation Foundation Limited in supporting the heritage conservation of Tai O community.

為讓大眾了解舊大澳警署作為歷史文物的重要性，酒店每天均會舉辦 3 次免費導賞團。並於 2016 年 11 月，酒店舉辦了一連兩日的開放日向大眾推廣文物保育。酒店與「活現香港」及「大嶼山青年發展計劃 — 躍升」合作的青年大使計劃，讓超過 30 位來自大嶼山的大學生及青少年認識本土歷史文物，然後當日向市民展示這個有 115 年歷史的建築物，吸引了超過 2,000 位訪客。開放日的主要活動包括導賞團、放映紀錄片及由 Tai O Lookout 餐廳提供的餐飲服務。此外，我們有多款精緻紀念品出售，並將當中盈餘捐贈予香港歷史文物保育建設有限公司以支持大澳社區的歷史文物保育。

## Raising Young Ambassadors for Tai O 為大澳培育青年推廣大使

To strengthen the Hotel's engagement with Tai O children and youngsters, free English training sessions were arranged in the summer and winter of 2016. Participants were then trained to become Tai O Ambassadors, to help in promoting the unique culture for the Tai O community to the general public.

In addition, the Hotel engaged with over 30 university students from different local universities and participants of 'Lantau Youth Ambassador' Training & Employment Programme to participate in the Hotel's Open House 2016, providing a great opportunity for the young people to promote appreciation towards Tai O's culture.

為加強與大澳青少年的聯繫，大澳文物酒店於 2016 年夏季及冬季舉辦免費英語培訓課程。及後再培訓參加者成大澳的青年推廣大使，向大眾推廣大澳獨有的歷史文化。

此外，大澳文物酒店亦邀請了超過三十名來自不同本地大學的學生及「大嶼山青年闖新天」培訓及就業計劃成員參與 2016 年的開放日，讓他們欣賞及了解大澳歷史建築，增加對大澳文化的認識。



## Employment Opportunities for Tai O Inhabitants and Lantau Resident 為大澳及大嶼山居民提供就業機會

Providing employment opportunities for Tai O inhabitants and nearby residents is always one of the Hotel's priorities in supporting Tai O's economic and sustainable development. The Hotel collaborated with the Government to promote Lantau recruitment and training opportunities for the youth in Tai O, Tung Chung and remote areas of Lantau. Skills sharing sessions were also conducted by hotel staff in September 2016 to equip the youth with necessary skills to join the working force.



More than half of the working staff at the Hotel is residents of Lantau Island or Tai O fishing village, with some employed as guides for eco and cultural experience tours.

酒店一直致力為大澳及附近居民提供就業機會，以促進大澳的經濟及可持續發展。酒店與政府緊密合作，為大澳、東涌及大嶼山等偏遠地區的青少年提供就業及培訓機會。由酒店職員主持的職場技能分享環節亦於2016年9月舉行，讓大嶼山青少年了解酒店業運作。

現時超過一半的酒店員工為大嶼山居民或大澳本土居民，當中部分員工受聘為生態及文化體驗團的嚮導。

## Communal Support for Local Elderly Members 為大澳長者提供家居照顧服務

The Hotel has worked with local charity groups to organize regular home care visits and services to the elderly in the downtown and remote villages of Tai O. Festive goodies packages, food or soup are also delivered during the visits.



With an aim to assist Tai O elderly to 'age in place' (i.e. to live in one's own home and community safely, independently, and comfortably, regardless of age, income or ability level), the Hotel also provided professional home cleaning services, and assisted social workers to extend their services to the elderly in remote areas of Tai O. Serving the Tai O elderly on a bi-monthly basis, numerous visits were conducted through the Tai O Home Care Service Program.

To take a step further, the Hotel collaborated with Hong Kong Family Welfare Society Lantau (Tai O) Centre to launch the first Elderly Healthcare Program in 2016. Over ten workshops teaching tips in healthy living, such as fitness training and planting skills, were carried out from October 2016.

酒店與本地慈善團體合作，定期探訪居住在大澳市區及偏遠地區的長者，為他們提供居家照顧服務，並贈送節日禮品、食物或暖湯。

為讓大澳的長者們「老有所屬」（讓他們能在家居或社區內安全、獨立和舒適地居住，同時不需受年齡、收入和能力的限制），酒店提供專業家居清潔服務，同時協助社工延伸服務至大澳偏遠地區的長者。在「大澳長者家居服務計劃」下，我們每兩星期向長者提供家居服務，同時進行家訪，給予他們適當照顧，關懷長者。

此外，酒店更與香港家庭福利會大嶼山（大澳）分會合作，於2016年推出首項長者健康管理計劃。自2016年10月，舉辦了超過十個工作坊，向長者灌輸健康生活小貼士，如教導鍛鍊身體的方法和栽種植物技巧等。

## Tai O Villagers' Family Photography Service 大澳村民家庭照服務



In partnership with the YWCA Tai O and Family Welfare Society Tai O, the Tai O elderly and villagers joined the Tai O Villagers' Family Photography Service for this year's Mothers' Day celebration at the Hotel. The villagers shared their touching and memorable moments, and their Tai O community stories.

透過與大澳基督教女青年會及大澳家庭福利會合作，大澳村民及長者在今年母親節獲邀到酒店參與大澳村民家庭照服務，並與我們分享動人而難忘的時刻，細味大澳社區的故事。

## Festive Seasons Celebration with Tai O Community 為大澳社區舉辦慶祝活動

The Hotel celebrates with the Tai O community through events such as tea parties, home visits and giving out handmade souvenirs during festive seasons.

In Christmas 2016, the Hotel invited more than 200 children and elderly members from the Tai O and Lantau Community to celebrate the season together. The children unleashed their creativity in decorating the special Christmas tree with their personalized messages and blessings for the Tai O community.



In addition, the Hotel teamed up with the local Tai O neighbours in conducting Easter Cooking Workshops, including salted egg making class and Chinese herb cakes decoration class, for guests and patrons.

每逢佳節，酒店會舉行茶會、家訪及送贈手作禮物等活動，與大澳社區一同慶祝歡度。

在 2016 年，酒店邀請超過 200 來自大澳及大嶼山社區的小朋友及長者一同慶祝聖誕節。小朋友更發揮創意，將寫有願望和祝福大澳的字條掛上聖誕樹作為裝飾。

此外，酒店亦與大澳居民合作，舉辦復活節烹飪工作坊，包括製作鹹蛋和裝飾紫貝天葵蛋糕。

## Inclusive Art Programme at Tai O - Fence Painting with Tai O Primary School 大澳共融藝術計劃—與中華基督教會大澳小學學生繪畫圍欄

The Hotel invited 10 students from Tai O Primary School to show their talent and creativity by painting the fences of the Herbs Corner. The students together with the Hotels' staff had an enjoyable time to work together and also made the Herbs Corner become more colorful and lively.

酒店邀請了十位就讀中華基督教會大澳小學的同學為酒店植物閣的圍欄添上色彩，讓他們盡顯才華及發揮創意。同學們不但與酒店員工共度美好時光，亦令植物閣變得更色彩繽紛、活潑生動。



## Key Recognitions 重要殊榮

### Asia's Leading Heritage Hotel 2016

The Hotel has been voted as 'Asia's Leading Heritage Hotel 2016' in World Travel Awards™, in recognition of its commitment to excellence that has been demonstrated in engaging the community and promoting heritage conservation and local culture.

### 2016 年亞洲領先文物保育酒店

為表揚我們在關懷社區及推廣文物保育和本地文化上作出的優越貢獻，大澳文物酒店於世界旅遊大獎中獲評選為「2016 年亞洲領先文物保育酒店」。



### International Hotel Awards 2017

During the reporting period, with the effort and guidance of the Hotel's management team and colleagues, the Hotel received 4 accolades in the International Hotel Awards 2017, including the 'Best Small Hotel Hong Kong 2017', 'Hong Kong Best Classic/Heritage Hotel 2017', 'International Five Stars Standard 2017' and also the regional winner of the 'Best Small Hotel Asia Pacific 2017'. The Hotel will continue the efforts in promoting heritage conservation and sustainable tourism for Hong Kong and Asia Pacific.

### 國際酒店大獎 2017

於報告期間，在酒店管理團隊和員工的共同努力下，酒店於 2017 年國際酒店大獎中榮獲四項國際殊榮，包括「2017 年香港最佳小型酒店」、「2017 年香港最佳經典/ 文物保育酒店」、「2017 年國際五星級酒店」及「2017 年亞太區最佳小型酒店」。酒店將繼續努力，積極為香港及亞太區推廣文物保育及可持續旅遊。

# Awards and Recognition Highlights

## 獎項及殊榮概覽

### Sino Hotels 信和酒店 (集團)

Corporate Social Responsibility 企業社會責任

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
ERB Manpower Developer Award Scheme ERB 人才企業嘉許計劃	Employees Retraining Board 僱員再培訓局
Family-Friendly Employers Award Scheme 2015/16 • Distinguished Family-Friendly Employer 家庭友善僱主獎勵計劃 2015/16 • 傑出家庭友善僱主	Home Affairs Bureau and Family Council 民政事務局及家庭議會
Caring Company Logo 2016/17 • 5 Years Plus Caring Company Logo 「商界展關懷」標誌 • 連續 5 年或以上獲頒「商界展關懷」標誌	The Hong Kong Council of Social Service 香港社會服務聯會
Asia Recruitment Awards 2017 • Gold Award of Best Diversity and Inclusion Strategy • Bronze Award of Best Management Associate Programme 亞洲招聘大獎 2017 • 「最具多元化及包容性招聘策略」金獎 • 「Best Management Associate Programme」銅獎	Human Resources Magazine 《人力資源》雜誌
18 Districts Caring Employers Recognition Scheme 2016 Special Award 2016 年「十八區關愛僱主嘉許計劃」- 連續 5 年或以上特別大獎	The Rehabilitation Advisory Committee of Labour and Welfare Bureau, The Hong Kong Council of Social Service, and the Hong Kong Joint Council for People with Disabilities 勞工及福利局康復諮詢委員會、香港復康聯會及香港社會服務聯會
Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme • Friendly Employment Award 《有能者 • 聘之約章》及共融機構嘉許計劃 • 友善聘用獎	The Rehabilitation Advisory Committee of Labour and Welfare Bureau, The Hong Kong Council of Social Service, and the Hong Kong Joint Council for People with Disabilities 勞工及福利局康復諮詢委員會、香港復康聯會及香港社會服務聯會
Happy Company 2017 2017 年 開心企業	The Hong Kong Productivity Council and Promoting Happiness Index Foundation 香港生產力促進局及香港提升快樂指數基金

## Tai O Heritage Hotel 大澳文物酒店

### Quality & Customer Services 品質及顧客服務

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
Asia's Leading Heritage Hotel 2016 2016 年亞洲領先文物保育酒店	World Travel Awards 世界旅遊大獎
Hong Kong Best Classic/ Heritage Hotel 2017 2017 年香港最佳經典/ 文物保育酒店	The International Hotel Awards 國際酒店大獎
Best Small Hotel Asia Pacific 2017 2017 年亞太區最佳小型酒店	The International Hotel Awards 國際酒店大獎
International Five Stars Standard 2017 2017 年國際五星級酒店	The International Hotel Awards 國際酒店大獎
Best Small Hotel Hong Kong 2017 2017 年香港最佳小型酒店	The International Hotel Awards 國際酒店大獎

### Environment Health and Safety 環境健康及安全

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
FoodWaste Lean & Green Label Scheme 惜食回收標誌計劃	Green Council 環保促進會

## The Royal Pacific Hotel & Towers 皇家太平洋酒店

### Quality & Customer Services 品質及顧客服務

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
2016 Best of the Best Culinary Awards – Duo of Eggs • Gold Award 2016 年「美食之最大賞」(月映芙蓉) • 金獎	Hong Kong Tourism Board 香港旅遊發展局
U Favourite Restaurant with a view - Pierside Bar & Restaurant 我最喜愛的靚景餐廳 – 堤岸酒吧及餐廳	U Magazine U 周刊
U Favourite Buffet - Café on the PARK 我最喜愛的自助餐廳 – 柏景餐廳	U Magazine U 周刊
U Favourite Asian Restaurant - Satay Inn 我最喜愛亞洲菜館 – 沙嗲軒	U Magazine U 周刊

## Environment Health and Safety 環境健康及安全

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
2016 Hong Kong Awards for Environmental Excellence - Certificate of Merit 2016 香港環境卓越大獎－優異獎	Environmental Campaign Committee 環境運動委員會
Hong Kong Green Organisation Certification - Energywise Certificate 'Excellence Level' 香港綠色機構認證－節能證書「卓越級別」	Environmental Campaign Committee 環境運動委員會
Hong Kong Green Organisation Certification - Wastewise Certificate 'Excellence Level' 香港綠色機構認證－減廢證書「卓越級別」	Environmental Campaign Committee 環境運動委員會
Hong Kong Green Organisation of the Hong Kong Awards for Environmental Excellence 香港綠色機構 (香港環境卓越大獎)	Environmental Campaign Committee 環境運動委員會
Quality Water Supply Scheme for Building - Fresh Water (Plus) Certificate 大廈優質供水認可計劃－食水 (2.0 版) 證書	Water Supplies Department 水務署
Charter on External Lighting Award – Platinum Award 戶外燈光約章－白金獎	Environment Bureau 環境局
Green Key award Green Key 認證	Foundation for Environmental Education 環境教育基金會
FoodWaste Lean & Green Label Scheme 惜食回收標誌計劃	Green Council 環保促進會

## City Garden Hotel 城市花園酒店

## Quality &amp; Customer Services 品質及顧客服務

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
2016 Best of the Best Culinary Awards (Scallops and Sakura Ebi Rice Roll) • Gold Award 2016 年「美食之最大賞」(珍珠腸粉) • 金獎	Hong Kong Tourism Board 香港旅遊發展局
Trip Advisor 2017 Certificate of Excellence Trip Advisor 2017 年優等證書	Trip Advisor
U Favourite Buffet – Garden Café 我最喜愛的自助餐廳－綠茵閣	U Magazine U 周刊
U Favourite Hotel Chinese Restaurant - YUE 我最喜愛酒店中菜廳－粵	U Magazine U 周刊
U Favourite Asian Restaurant - Satay Inn 我最喜愛亞洲菜館－沙嗲軒	U Magazine U 周刊

## Environment Health and Safety 環境健康及安全

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
2016 Hong Kong Awards for Environmental Excellence - Certificate of Merit 2016 香港環境卓越大獎－優異獎	Environmental Campaign Committee 環境運動委員會
Hong Kong Green Organisation Certification - Energywi\$e Certificate 'Excellence Level' 香港綠色機構認證－節能證書「卓越級別」	Environmental Campaign Committee 環境運動委員會
Hong Kong Green Organisation Certification - Wastewi\$e Certificate 'Excellence Level' 香港綠色機構認證－減廢證書「卓越級別」	Environmental Campaign Committee 環境運動委員會
Hong Kong Green Organisation of the Hong Kong Awards for Environmental Excellence 香港綠色機構 ( 香港環境卓越大獎 )	Environmental Campaign Committee 環境運動委員會
Quality Water Supply Scheme for Building - Fresh Water (Plus) Certificate 大廈優質供水認可計劃－食水 (2.0 版) 證書	Water Supplies Department 水務署
Charter on External Lighting Award – Platinum Award 戶外燈光約章－白金獎	Environment Bureau 環境局
Green Key award Green Key 認證	Foundation for Environmental Education 環境教育基金會
FoodWaste Lean & Green Label Scheme 惜食回收標誌計劃	Green Council 環保促進會

# Performance Data Summary

## 表現數據摘要

### Environmental Performance 環境表現

	2016/2017	Unit 單位
Direct Greenhouse gas ('GHG') Emissions (Scope 1) 直接溫室氣體排放量 (範疇一)	34.23	tonnes CO <sub>2</sub> equivalent (tonnes CO <sub>2</sub> 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)	10,132.53	tonnes CO <sub>2</sub> 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)	181.36	tonnes CO <sub>2</sub> e 公噸二氧化碳對等值
GHG emissions intensity 溫室氣體排放強度	0.42	kg CO <sub>2</sub> e/visitor night 公斤二氧化碳對等值 / 每晚住客
Electricity Consumption 用電量	14,935,844	kWh 千瓦時
Electricity Intensity 用電強度	34.27	kWh/visitor night 千瓦時 / 每晚住客
Fuel Consumption – Towngas 能源耗用量 – 煤氣	6,363,310	MJ 兆焦耳
Fuel Intensity 能源耗用強度	14.6	MJ/visitor night 兆焦耳 / 每晚住客
Water Consumption 用水量	227,836	m <sup>3</sup> 立方米
Water Intensity 用水強度	0.52	m <sup>3</sup> /visitor night 立方米 / 每晚住客
Non-hazardous Waste Disposal 無害廢物棄置量	1563.66	Tonnes 公噸
Non-hazardous Waste Intensity 無害廢物棄置強度	3.59	kg/visitor night 公斤 / 每晚住客
Hazardous Waste Disposal 有害廢物棄置量	172.81	kg 公斤
Hazardous Waste Intensity 有害廢物棄置強度	0.39	g/visitor night 克 / 每晚住客

### Use of Material 物料使用量

Paper 紙張	12.05	Tonnes 公噸
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### Recycled Materials 回收物料量

Plastic Bottles 膠樽	758	kg 公斤
Used Cooking Oil 廢棄食油	9,118	Litres 公升
Paper 廢紙	55,230	kg 公斤
Food Waste 廚餘	73,068	kg 公斤
Used Cartridges 舊墨盒	56	pieces 個
Aluminium Cans 鋁罐	117	kg 公斤
Glass Bottles 玻璃樽	5,459	kg 公斤
Remained Amenities 剩餘日用品	78	kg 公斤
Soap 肥皂	184	kg 公斤

## Social Performance 社會表現

	2016/2017	Unit 單位
Total Number of Employees 僱員總數		
By Gender 按性別劃分		
Male 男性	371	People 人
Female 女性	310	People 人
By employment category 按職級劃分		
Senior level 高級管理人員	23	People 人
Middle level 中級	66	People 人
Entry level 普通員工	544	People 人
Contract/Short-term Staff 合約 / 短期員工	48	People 人
By Age Group 按年齡組別劃分		
Under 30 years old 30 歲以下	166	People 人
30 - 50 years old 30-50 歲	341	People 人
Over 50 years old 50 歲以上	174	People 人
By Geographical region 按地區劃分		
Hong Kong 香港	681	People 人
Overall employee turnover rate 僱員總流失率		
By Gender 按性別劃分		
Male 男性	17.51	%
Female 女性	16.67	%
By Age Group 按年齡組別劃分		
Under 30 years old 30 歲以下	10.1	%
30 - 50 years old 30-50 歲	15.92	%
Over 50 years old 50 歲以上	4.13	%
By Geographical region 按地區劃分		
Hong Kong 香港	30.14	%
Number and rate of work-related fatalities 因工作關係而死亡的人數及比率		
Number of work-related fatalities 因工作關係而死亡的人數	0	People 人
Fatality rate per 1,000 employees 以每千名員工計的因工死亡率	0	-
Lost days due to work injury 因工傷損失工作日數		
Number of lost days 損失的工作日數	598	Days 日
Number of reported accidents (sick leave > 3 days) 須報告的工傷數目 (病假 > 3 天)	36	Accidents 宗事故
Injury rate per 1,000 employees 以每千名員工計的工傷率	50	-

## Employee Training 僱員培訓

	Headcount 員工總數	Total training hour 培訓總時數	Average training hours/ person 每位員工的平均 培訓時數	Percentage of employees trained (%) 接受培訓的員工 百分比 (%)
By Gender 按性別劃分				
Male 男性	371	20,568.43	30.2	100
Female 女性	310			
By Employee Category 按職級劃分				
Senior level 高級管理人員	23	167.83	7.3	100
Middle level 中級	66	2923.2	44.3	100
Entry level 普通員工	544	17,085.15	31.41	100
Contract/Short-term Staff 合約 / 短期員工	48	392.25	8.17	100

## Supply Chain 供應鏈

Suppliers by geographical region 按地區劃分的供應商	Number 數目	Percentage 百分比
Hong Kong 香港	550	99.4%
Mainland China and Taiwan 中國內地及台灣	0	0%
Asia (except Hong Kong, Mainland China and Taiwan) 亞洲 (香港、中國內地及台灣除外)	1	0.2%
Europe and North America 歐洲及北美洲	2	0.4%
Other Regions 其他地區	0	0%

# Environmental, Social and Governance Content Index

## 環境、社會及管治內容索引

Sino Hotels' 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.

信和酒店(集團)《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，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
<b>Environmental 環境範疇</b>			
<b>Aspect 層面 A1: Emissions 排放物</b>			
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	14, 15
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。	We do not generate significant air emissions in our operation. Please refer to Forging a Greener Environment and Performance Data Summary for our greenhouse gas emissions data. 我們的營運並沒涉及大量廢氣排放。有關我們的溫室氣體排放請參閱建構綠色環境及表現數據摘要。	16, 44
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	16, 44
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）。	Performance Data Summary 表現數據摘要	44
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）。	Performance Data Summary 表現數據摘要	44

	Description 描述	Cross-reference / Comments 互相參照 / 註釋	Page number 頁數
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	15
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	18-21
<b>Aspect 層面 A2: Use of Resources 資源使用</b>			
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	14-15, 17-21
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）。	Performance Data Summary 表現數據摘要	44
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	17, 44
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	15
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 During the reporting period, we did not encounter any problems in sourcing water for our daily operations. 於報告期間，我們在營運上並沒有遇到任何求取適用水源的問題。	17
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	44
<b>Aspect 層面 A3: The Environment and Natural Resources 環境及天然資源</b>			
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	14
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	18

Description 描述		Cross-reference / Comments 互相參照 / 註釋	Page number 頁數
<b>Social 社會範疇</b>			
<b>Employment and Labour Practice 僱傭及勞工常規</b>			
<b>Aspect 層面 B1: Employment 僱傭</b>			
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 Sino Hotels for details. 詳情亦可參閱信和酒店（集團）的 2017 年度報告。	3-7
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	45
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	45
<b>Aspect 層面 B2: Health and Safety 健康與安全</b>			
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	4, 10
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。	Performance Data Summary 表現數據摘要	45
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。	Performance Data Summary 表現數據摘要	45
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	10
<b>Aspect 層面 B3: Development and Training 發展及培訓</b>			
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
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	46
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	46

Description 描述		Cross-reference / Comments 互相參照 / 註釋	Page number 頁數
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 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用童工和強制勞工的重大風險。	4, 7
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。		7
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。		7
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 Forging a Greener Environment 建構綠色環境	13, 21-22
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	46
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 Forging a Greener Environment 建構綠色環境	13, 21-22
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	11-12

Description 描述		Cross-reference / Comments 互相參照 / 註釋	Page number 頁數
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	11
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	12
<b>Aspect 層面 B7: Anti-corruption 反貪污</b>			
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	6-7
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	7
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	6-7
<b>Community 社區</b>			
<b>Aspect 層面 B8: Community Investment 社區投資</b>			
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 Revitalising and Conserving Heritage 活化及保育歷史文物	25, 32
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 Revitalising and Conserving Heritage 活化及保育歷史文物	26, 33
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 Revitalising and Conserving Heritage 活化及保育歷史文物	27-31, 33-39