

信德集團

SHUN TAK HOLDINGS

Stock Code 股份代號：242

SUSTAINABILITY REPORT

可持續發展報告

2018





A Budding Future of Sustainability 綴滿苞蕾 綻放未來



Our journey of sustainable development in the past 5 years has significantly transformed us - our knowledge of sustainability has taken root, our effort to build a better and healthier world has multiplied, and our commitment to create shared value for all our stakeholders is stronger than ever. Just like the buds that line up perfectly to reach for sunlight in the blue sky, we stand alongside our stakeholders to embrace a future that promises environmental, social and economic sustainability.

經過5年的努力，我們在可持續發展的道路上初見成效，包括對可持續發展的認知更深厚，就建設更美好及健康環境的能力更強大，以及為持份者創造共享價值的信念更堅定。我們與持份者攜手並肩，為環境、社會和經濟的可持續發展一起努力，就如朵朵花蕾並列迎向燦爛驕陽，在蔚藍天空下茁壯成長。

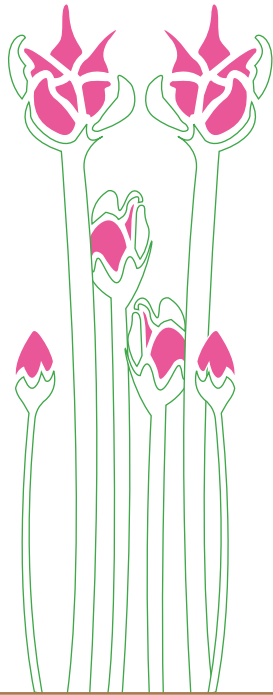


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Message from the Management 管理層序言

2018 marks a special year in our company's journey of sustainable development. From publishing our first ever sustainability report in 2014 to adopting the GRI Standards as one of the international best practices in sustainability reporting, we have consistently sought ways to improve our understanding of how our business can prosper alongside our society and the environment, and to promote initiatives that will benefit the well-being of all stakeholders.

As global economic growth remains uneven due to factors such as trade tensions and protectionist measures, among others, we continue to look for more innovative and integrated approaches to business development in order to sustain growth. 20+ years ago, we pioneered the first IATA approved multi-modal sea-land-air transportation system to capitalise on the unique economic relations between Hong Kong, Macau and cities in the Guangdong Province. With the recent opening of the Hong Kong-Zhuhai-Macau Bridge, we are more committed than ever to making good use of our transportation system to connect major ports and airports in the Guangdong-Hong Kong-Macau Greater Bay Area, and to creating economic, social and cultural benefits for our stakeholders across the three Greater Bay Area communities.

From a community engagement perspective, we remain steadfast in our commitments toward investing in elderly care, youth development, and diversity and inclusion. This year, we strengthened our support for arts and culture in our communities, and hosted public art exhibitions and showcased work of local artists at various locations of the Group's hospitality operations.

To foster a more tight-knit team, we sustain our focus on the health and well-being of our employees. During the reporting period, our corporate office in Hong Kong received the Indoor Air Quality Certificate (Excellent Class) from the Environmental Protection Department. This award is a strong testimony of our earnest effort in maintaining high air quality on the premises where our employees work. We will continue to seek ways to promote health and well-being across all our operations.

在信德集團的可持續發展進程中，2018年可謂別具意義。從2014年發表首份可持續發展報告，到採用《全球報告倡議組織(GRI)標準》作出可持續發展進度匯報，我們始終努力不懈地推進業務、社會與環境的同步發展，提倡以持份者為本的經營良策。

面對環球經濟受貿易緊張及保護主義等因素影響，我們仍不斷尋求有利業務持續增長的創新綜合發展方案。二十多年前，集團率先構建首個獲國際航空運輸協會(IATA)認可的多模式海陸空交通聯運，充分利用香港、澳門及廣東沿岸城市之間的獨特經貿關係。隨著港珠澳大橋正式開通，我們進一步將交通聯運系統連接粵港澳大灣區的主要港口和機場，為持份者締造更大的區域經濟、社會及文化效益。

在服務社區方面，關懷長者、培育青少年及促進和諧共融，繼續是我們工作重點，今年更延伸至藝術文化領域。透過舉辦藝術展覽，在集團旗下酒店展出本地藝術家作品，進一步支持文化藝術發展。

為加強團隊的緊密聯繫，我們致力保障員工的身心健康。報告期內，集團在香港總部喜獲環境保護署頒發室內空氣質素檢定證書《卓越級》，肯定過去在提高工作環境空氣質素的表現。未來我們將繼續努力，爭取更佳成績。

環境保護和保育方面，我們今年在集團內提倡落實可持續採購的措施，要求供應商考慮使用可生物分解的塑膠及環保物料包裝貨品，盼望攜手共建可持續發展的未來。

As an initiative to protect and preserve the environment, we encouraged the adoption of sustainable procurement practices in the Group this year, requiring vendors to consider using biodegradable plastics and environmentally-friendly materials in packaging goods. We look to our suppliers to build a more sustainable future together.

Through our sustainability endeavors, we have slowly but surely developed a responsible mindset within our company, across communities in which we operate and all over our value chain. In recognition of our efforts, the BDO ESG Awards 2019, an event co-organised by BDO in Hong Kong and South China Morning Post, presented us with “Best in ESG” Award and “Best in Reporting” Award in the category of Middle Market Capitalisation.

In the 5 years since the systematic development of our sustainability strategy, our knowledge of sustainability topics has taken root, our passion for change has flourished, and our resolve for a better and healthier world is stronger than ever. Looking ahead, we pledge to be more vigorous in aligning our key sustainability initiatives with and contributing to the United Nations Sustainable Development Goals to end poverty, fight inequality and injustice, and combat climate change by 2030.

I want to take this opportunity to thank our committed staff and all the stakeholders who have supported us over the years. I am proud of our team and all that we have accomplished over the years. However, as the saying goes, the best is yet to come. With our maturing business sustainability perspective and the vast opportunities that lie ahead of us, we look forward to a budding and promising future.



Ho Chiu King, Pansy Catilina 何超瓊

Group Executive Chairman and Managing Director, Shun Tak Holdings Limited

信德集團有限公司集團行政主席兼董事總經理

Chairman of Sustainability Steering Committee

可持續發展督導委員會主席

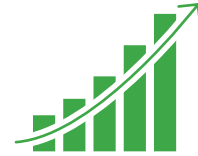
因為在推進持續發展上的堅持，令到對地球、對環境負責任的觀念，慢慢在公司內孕育發芽及茁壯成長，並逐步體現到業務營運及整體價值鏈上，更為我們贏得社會各界的認同及嘉許。在香港立信德豪會計師事務所及《南華早報》合辦的《BDO環境、社會及管治大獎2019》頒獎禮上，我們欣然獲頒中型市值組別的「ESG最佳表現大獎」及「最佳ESG報告大獎」。

過去五年，集團按部就班地建立可持續發展策略，為我們對可持續發展議題的認識奠下了穩固的根基，激發熱誠去作出改變，並堅定我們致力讓世界更美好、更健康的信念。展望未來，我們矢志確保集團的可持續發展措施，將堅守並發揚由聯合國定立的可持續發展目標，實現2030年前消除貧窮、縮窄不平等和應對氣候變化。

整個團隊多年來在可持續發展的努力及成就，讓我深以為傲，在此衷心感謝所有員工及持份者一直以來的支持，並承諾未來必然是「沒有最好，只有更好」。隨著可持續發展理念日趨成熟，加上在我們面前的商機無限，可以預見集團的發展將綴滿苞蕾，綻放未來。



About our Business 我們的業務



Originated in 1962 and headquartered in Hong Kong, Shun Tak Holdings Limited (“the Company” or “STHL”) and its subsidiaries (collectively “the Group”) have evolved from a passenger ferry service connecting Hong Kong and Macau, to an established conglomerate with core businesses in the property, transportation, hospitality and investment sectors.

STHL has been listed on the Hong Kong Stock Exchange since 1973. As regional expansion has become a vital piece of the Group’s growth strategy in recent years, the Group is developing its premium brand in Mainland China and Singapore.

以香港為據點的信德集團有限公司（「本公司」或「信德」）及其附屬公司（統稱「本集團」）於1962年成立，由最初主要提供連接香港與澳門的客運船務，到今天發展成為綜合企業，業務涵蓋地產、運輸、酒店及消閒與投資。

信德於1973年在香港交易所上市。隨著集團近年的業務策略邁向區域發展，目前正積極將版圖拓展至中國內地及新加坡。

Vision, Mission and Principles

願景、使命和營商宗旨

Our Vision, Mission and Principles are essential components driving our management approach across all business operations. We are guided by our principles of honesty and integrity which underpin our business decisions and strategic priorities, and move us in the right direction towards being the most trusted and most value-added company in Hong Kong and Macau.

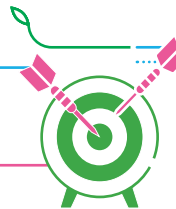
願景、使命和營商宗旨是集團的重要核心價值。本著「誠信德行」的營商宗旨，引領我們作出一次又一次成功的商業決定和策略部署，驅動我們向願景邁進，目標是躋身港澳地區最可靠及最具增值效益企業之列。

Vision 願景



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

Mission 使命



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

Principles 營商宗旨



Honesty and Integrity
誠信德行

Our Business 我們的業務



Property 地產

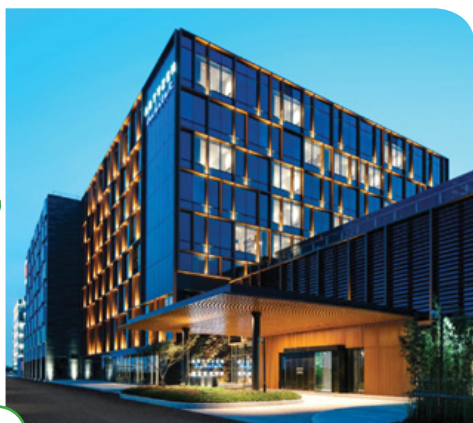
The Group has a long history in property development and investment in Hong Kong and Macau. With a diverse range of properties from offices, hotels, commercial spaces, shopping malls and serviced apartments, we continue to expand our portfolio across Asia, with recent investments in Mainland China and Singapore. We also offer one-stop asset management services including sales and leasing, property management, cleaning and tenancy support.

本集團在香港及澳門的地產發展及投資業務已有悠久歷史，覆蓋辦公室、酒店、辦公樓、大型商場及服務式住宅等。憑藉地產業務多元化，我們進一步擴展亞洲區內的投資組合，包括近期在中國內地及新加坡的發展項目。我們並提供一站式資產管理服務，分別有銷售及租賃、物業管理、清潔和租戶服務。

Transportation 運輸

We continue to leverage our sea-land-air transportation platform to create value for regional and international travelers. Our fleet of high-speed passenger ferries under TurboJET is the largest in the world, and together with our line of intercity buses, we seamlessly connect major destinations within the Greater Bay Area.

我們繼續善用已構建的海陸空運輸平台，為區內以至國際遊客創造價值。噴射飛航擁有全球規模最大的高速客運船隊，配合我們的跨境巴士運輸網絡，成功令大灣區內主要城市連接無間。



Hospitality 酒店及消閒

Our comprehensive hospitality portfolio comprises complementary businesses that create synergetic values. From running iconic attractions to building and managing lifestyle-oriented hotel brands under Artyzen Hospitality Group, to hosting major MICE events, we are at full strength to maximise the growth momentum of the tourism industry.

酒店及消閒板塊與相關配套業務的錯位發展，讓集團在協同效應中更具優勢。從營運著名景點到建造及管理雅辰酒店集團旗下的時尚酒店品牌，以至主辦旅遊、消閒及會展(MICE)活動，我們均全力以赴，冀推動旅遊業的蓬勃發展。

Investment 投資

The Group owns valuable investments in Macau, Hong Kong and Mainland China in the gaming, retail, commercial and healthcare sectors; and is committed to enhancing end-users' leisure experience with its lifestyle concepts and quality retail service platforms.

集團在澳門、香港及中國內地擁有多項重要投資，範圍遍及博彩、零售、商業及康健護理等，透過提供時尚生活概念及優質零售服務平台，為用家帶來更豐富的消閒體驗。



Corporate Governance 企業管治

The Board of Directors (the “Board”) as the highest governance body is responsible for reviewing and directing the activities of the Group. The Board currently comprises five Executive Directors and four Independent Non-Executive Directors. The biographies of our current directors can be found on pages 8 to 12 of our Annual Report 2018.

Supported by the Executive Committee, Remuneration Committee, Nomination Committee and Audit Committee, the Board sets the strategic direction of the Group.

董事會是本集團的最高管理架構，負責檢視及領導集團的運作。該會目前由五名執行董事及四名獨立非執行董事組成。現任董事的履歷詳見本公司2018年度年報第8至12頁。

董事會在執行委員會、薪酬委員會、提名委員會及審核委員會的支持下，為本集團制訂策略發展方向。



Delegated by the Board, the Executive Committee oversees the implementation of board policies consistent with the Group’s Vision, Mission and Principles; and monitors risk management and internal control systems in accordance with our risk management framework. In addition, the Executive Committee makes decisions on economic matters, environment and social issues, legislation and regulation, and stakeholders’ expectations. The Board is responsible for the continuous review of the appropriateness and effectiveness of the systems.

執行委員會經董事會授權，負責監督實施董事會製定的政策，確保所訂政策貫徹集團願景、使命和營商宗旨，並嚴控風險管理及內部監控制度的設計及實施，必須遵照集團的風險管理框架規定。此外，執行委員會需要就經濟事項、環境及社會議題、立法及規管，以及持份者期望等作出決策，董事會負責持續檢討相關政策制度的適切性及成效。

The Group’s long-standing corporate policies and procedures were created to ensure all business activities are conducted with high levels of integrity. Our Code of Conduct which includes anti-corruption policies and procedures is in place to prevent incidents of bribery, fraud and corruption. Our policies are available on the Company’s intranet for staff to peruse and are communicated during induction. Regular seminars, including presentations by the Hong Kong Independent Commission Against Corruption, are held for new and existing employees.

本集團的企業管治政策一直行之有效，所有商業行為均在高度誠信下進行。我們將反貪政策納入集團的《行為守則》之內，以防止任何賄賂、詐騙及貪污行為。為了讓所有員工充份理解有關政策，我們會為新入職員工提供講解、將政策上載於公司內聯網以供查閱，以及定期邀請廉政公署派員舉辦講座。

Our Whistleblowing Policy provides all employees with a guideline to report serious misconduct, malpractice or impropriety concerns internally without fear of reprisal. A robust process is in place to ensure that issues raised by our employees will be handled appropriately. During the reporting period, there were no concluded cases of misconduct.

就涉及嚴重處理失當、疏忽職守或行為不當的內部舉報，集團制定的《舉報政策》提供了清晰指引，以釋除舉報員工的疑慮，並確保所有個案在現行程序下得到妥善處理。匯報期內並無任何行為不當事件。

Additional information on the Group’s corporate structure, core businesses and corporate governance can be found in the Group’s Annual Reports and announcements.

有關本集團的企業架構、核心業務及企業管治詳情，可參閱本集團年報及公告。

www.shuntakgroup.com

Our Approach to Sustainability 可持續發展方針

Ultimate accountability for sustainability sits with our Sustainability Steering Committee (“SSC”). The SSC ensures the effective execution of the sustainability vision, strategy and policy. Our sustainability governance structure, including key roles and responsibilities, is set out below.

可持續發展督導委員會肩負為本集團制訂可持續發展方針的重任，確保可持續發展願景、策略及政策得以有效落實。本集團的可持續發展管治架構，包括主要組成部份及其職能詳列如下：

Board of Directors

董事會

Directs the Group's strategic development on sustainability as the Group's highest governance body

集團的最高管治架構，負責領導集團在可持續發展的策略

Executive Committee

執行委員會

Oversees the activities of the Sustainability Steering Committee

監督可持續發展督導委員會的工作

Sustainability Steering Committee

可持續發展督導委員會

Chaired by the Group Executive Chairman and Managing Director, the SSC comprises senior management and representatives from key business units¹.

由集團行政主席兼董事總經理率領，成員包括管理高層及主要業務單位的代表¹

Formulates, monitors and reviews the Group's sustainability vision, strategy and policy
制訂、監察和檢討集團的可持續發展願景、策略及政策

Reviews and evaluates the Group's initiatives and performances for future planning
檢討和評估集團的措施和成效，計劃未來路向

Sustainability Taskforce Team

可持續發展工作小組

Assists in establishing the Group's sustainability objectives and targets
協助制訂集團的可持續發展目標及指標

Implements action plans and ensures effective communication across divisions
落實計劃，確保各個部門之間有效溝通

A specific working group has been in place to carry out various measures. Our Green Office Management Team facilitates the communication of sustainability-related messages, strengthens sustainability efforts across different business and supporting units, and guides its Green Ambassador Team to promote and implement green practices in different offices.

我們亦設立特定工作小組以便於不同範疇推行各種措施。綠色辦公室管理團隊則負責促進可持續發展信息的互動交流，協助各部門及支援單位加強落實可持續發展工作，以及指引綠色大使組在所屬部門推廣及落實綠色措施。

¹ Deputy Managing Director, Executive Director, and representatives from Property, Transportation and Hospitality businesses and Group Human Resources Department.
副總經理、執行董事以及物業、運輸和酒店及消閒業務以及集團人力資源部門的代表

Created by the SSC, our Sustainability Policy ("The Policy") sets out principles to guide the long-term implementation of sustainable development under the areas of workplace quality, environmental protection, operating practices and community involvement. The Policy is based on the following principles:

由可持續發展督導委員會制定的《可持續發展政策》（「政策」），就工作環境質素、環境保護、營運常規及社區參與範疇，實現長遠的可持續發展。政策以下列原則為基礎：



To comply with all applicable laws and regulations and to go beyond compliance where practicable
遵從所有適用法律和規例，並在可行情況下超越監管當局要求

To incorporate sustainability considerations into all business decisions
在所有業務決策中，加入可持續發展的考慮因素

To ensure that the entire workforce is committed to implementing sustainability initiatives and is striving for improvement
確保所有員工致力實行可持續發展措施，力求進步

Each business unit is responsible for developing and implementing its own management strategies to incorporate the principles into its operations. The Policy is regularly reviewed to adapt to changes in the regulatory and business environment.

各業務單位負責自行制訂管理策略，將相關原則融入業務中。因應監管規定及營運環境不斷變化，我們會定期檢討有關政策。

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

We utilise resources such as regional sustainability indices to benchmark our performance with peers in the industry. The Group is pleased to have been selected as a constituent stock of the Hang Seng Corporate Sustainability Benchmark Index for the eighth year running and received an AA rating again in the Index's review results announced in August 2018.



集團採用各地的可持續發展指數，作為與同業表現的參考比較。我們欣喜連續八年被納入恒生可持續發展企業基準指數成份股，並於2018年8月的評級檢討中，再次榮獲AA評級。

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




Over the past five years, the need to create a more sustainable world has continued to grow. The devastation caused by extreme weather events such as Typhoon Hato in Macau and Typhoon Mangkhut in Hong Kong has heightened our sense of urgency to work on the next phase of our sustainability action plan in order to respond to disastrous circumstances caused by global warming.

過去五年，推動全球可持續發展的迫切性有增無減。以颱風天鴿橫掃澳門及颱風山竹吹襲香港為例，極端天氣引致的嚴重破壞，令我們深切體會下一階段的可持續發展工作刻不容緩，以應對全球暖化引致的災難性破壞。

In 2015, the United Nations adopted the 2030 Agenda for Sustainable Development which includes 17 **Sustainable Development Goals (“SDGs”)**, emphasizing “a holistic approach to achieving sustainable development for all”. This year, we closely examined our sustainability programmes and identified seven specific goals to which we could offer the greatest contributions (below). It is noteworthy that our Group Executive Chairman and Managing Director Ms. Pansy Ho was appointed Tourism Ambassador by the United Nations World Tourism Organization for her continued advocacy for sustainable tourism on regional and global levels.

聯合國於2015年通過2030年可持續發展議程，內容包括17項**可持續發展目標**，強調要全面達至整體可持續發展。今年我們經仔細審視可持續發展計劃後，鎖定七個相信可以作出貢獻的特定目標（見下表）。值得一提的是，集團行政主席兼董事總經理何超瓊小姐榮獲聯合國世界旅遊組織委任為旅遊大使，以表揚其在推動區域及環球旅遊業可持續發展的貢獻。

SDG Goals 可持續發展目標	SDG Targets 具體目標	Areas where we contribute 集團可作出貢獻的範疇
 <p>4 QUALITY EDUCATION</p>	<p>4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship 到2030年，大幅增加掌握就業，體面工作和創業所需相關技能，包括技術性和職業性技能的青年和成年人數</p>	<p>Our Community 我們的社區</p> <p>Nurturing Youth in Society 培育青少年</p> <p>Our People 我們的員工</p> <p>Employee Training and Development 員工培訓及發展</p>
 <p>6 CLEAN WATER AND SANITATION</p>	<p>6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity 到2030年，所有行業大幅提高用水效率，確保可持續取用和供應淡水，以解決缺水問題，大幅減少缺水人數</p>	<p>Our Environment 我們的環境</p> <p>Water Conservation and Treatment 節約用水及污水處理</p> <p>Employee and Customer Awareness 助員工及客戶提高意識</p>
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>7.3 By 2030, double the global rate of improvement in energy efficiency 到2030年，全球能效改善率提高一倍</p>	<p>Our Environment 我們的環境</p> <p>Energy Conservation and GHG Reduction 節約能源及減少溫室氣體</p>
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value 到2030年，所有男女，包括青年和殘疾人實現充份和生產性就業，有體面工作，並做到同工同酬</p>	<p>Our Community 我們的社區</p> <p>Case Study “Continuing Support for the Fuhong Society of Macau” 真實個案「持續支持澳門扶康會」</p>

SDG Goals 可持續發展目標	SDG Targets 具體目標	Areas where we contribute 集團可作出貢獻的範疇
 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p> <p>Make cities and human settlements inclusive, safe, resilient and sustainable 建設包容、安全、有抵禦災害能力和可持續的城市和人類住區</p>	<p>11.2</p> <p>By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons 到2030年，向所有人提供安全、負擔得起的、易於利用、可持續的交運輸系統，改善道路安全，特別是擴大公共交通，要特別關注處境脆弱者、婦女、兒童、殘疾人和老人的需要</p>	<p>Our Value Chain 我們的價值鏈</p> <p>Delivering Service Excellence 提供卓越服務</p> <p>Protecting Our Customers 保障我們的客戶</p>
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p> <p>Ensure sustainable consumption and production patterns 採用可持續的消費和生產模式</p>	<p>12.2</p> <p>By 2030, achieve the sustainable management and efficient use of natural resources 到2030年，實現自然資源的可持續管理和高效利用</p>	<p>Our Environment 我們的環境</p> <p>Energy Conservation and GHG Reduction 節約能源及減少溫室氣體</p> <p>Water Conservation and Treatment 節約用水及污水處理</p> <p>Waste Management 廢物管理</p>
	<p>12.5</p> <p>By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse 到2030年，通過預防、減排、回收和再利用，大幅減少廢物的產生</p>	<p>Our Environment 我們的環境</p> <p>Waste Management 廢物管理</p>
	<p>12.6</p> <p>Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle 鼓勵各公司，特別是大公司和跨國公司，採用可持續的做法，並將可持續性信息納入各自報告週期</p>	<p>Our Value Chain 我們的價值鏈</p> <p>Sustainable Supply Chain Management 供應鏈的可持續管理</p>
 <p>13 CLIMATE ACTION</p> <p>Take urgent action to combat climate change and its impacts² 採用緊急行動應對氣候變化及其影響²</p>	<p>13.3</p> <p>Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning 加強氣候變化減緩、適應、減少影響和早期預警等方面的教育和宣傳，加強人員和機構在此方面的能力</p>	<p>Our Environment 我們的環境</p> <p>Employee and Customer Awareness 助員工及客戶提高意識</p>

² Acknowledging that the United Nations Framework Convention on Climate Change is the primary international, intergovernmental forum for negotiating global responses to climate change.
知悉《聯合國氣候變化框架公約》為世界各國政府協商應對氣候變化的主要公約。

Performance Highlights 表現概覽



Economic Performance 經濟表現



Revenue:
HK\$6,592 million
收益：
\$65.92億港元



Attributable
operating profit:
HK\$3,656 million
經營溢利：
\$36.56億港元



Profit attributable to
shareholders:
HK\$4,647 million
股東應佔溢利：
\$46.47億港元

Our Community 我們的社區



Annual donation to community:
HK\$10,939,643 worth of community
investment in cash and in-kind donations
全年捐款：
向慈善機構捐款或提供實物捐助，
合共**港幣\$10,939,643**



Total hours of community service contributed:
9,882 hours
參與社區服務總時數：
9,882小時

Our People 我們的員工



Total training hours:
31,403 hours
總培訓時數：
31,403小時



Total occupational health and safety
related training hours:
3,449 hours
職安健相關培訓時數：
3,449小時

Our Environment 我們的環境



A total of **32.2%**
cumulative electricity
consumption
saved in offices as
compared to 2013
辦公室的耗電量比
2013年累計節省
32.2%



A total of **37%**
cumulative fuel
consumption saved for
TriCat vessels against
2011 baseline
超級豪華雙體船燃料消
耗量比2011年累計節省
37%



Recycled
**20,117 cubic
metre of
greywater**
回收了
20,117立方米中水

Our Value Chain 我們的價值鏈

Customer satisfaction rate 顧客滿意度：



Property Management received an average satisfaction
rate of **91%** from almost **2,100** residents and tenants.

接近**2,100**名受訪住客及租戶對物業管理業務
的平均滿意度為**91%**



Macau Tower gained a **97%** satisfaction rate from
more than **1,000** visitors.

超過**1,000**名受訪旅客對澳門旅遊塔的滿意
度為**97%**



TurboJET was rated 3 or above on a 1-5 scale of
satisfaction from **93%** of over **1,600** passengers.

以5分為滿分，逾**1,600**名受訪乘客中有**93%**
給予噴射飛航滿意度評分3分或以上



Artyzen Habitat Dongzhimen Beijing received an
average satisfaction rate of **95%** from over **800** guests.

逾**800**名住客對北京東直門雅辰悅居酒店的
平均滿意度為**95%**

OUR COMMUNITY

我們的社區

Giving back to society is our philosophy. Taking responsibility as a good corporate citizen, supporting those in need in the community, caring for them, and sharing a bright and optimistic future with them are objectives of our action plan.

集團的理念是「取諸社會，用諸社會」。我們支援及關懷弱勢社群，帶給他們光明與樂觀的未來，盡力履行良好企業公民的責任。

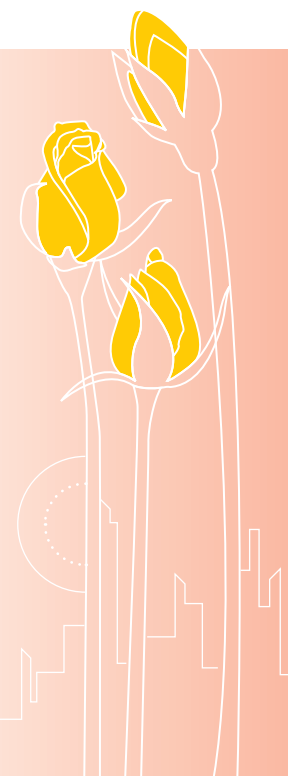


Our Community 我們的社區



Our Founder Dr. Stanley Ho established the Group philosophy of “giving back to society” from which our community investment strategy was built. We have long focused our efforts on supporting those most in need in our society such as the elderly and youth, and are increasingly directing our attention to promote local artistic talents at our expanding lifestyle orientated hotel brands. Over the years we have partnered with non-governmental organisations (“NGOs”) and socially responsible institutions to provide charitable and in-kind donations, and deliver strategic community programmes that enable our corporate volunteers to contribute to societal needs.

集團秉承創辦人何鴻燊博士以「取諸社會，用諸社會」的處世哲學，服務家國，造福社群。我們時刻關注社會各社群的需要，專注向長者及青少年等有需要人士伸出援手；並透過集團旗下時尚酒店品牌的平台，支持本地藝術家發展。多年來，我們夥拍不少非政府組織及社福機構，作出慈善捐款及實物捐贈，並派出我們的愛心義工隊參與及舉辦各種社區項目。



Approach to Community Investment 造福社群方針

Led by our SSC, we take a holistic and systematic three-pronged approach to generate lasting support for the communities we operate in:

在可持續發展督導委員會領導下，我們採取三管齊下的全方位做法，提供長效的社會支援服務：



The Sustainability Steering Committee

- Oversees strategies related to sustainable development

可持續發展督導委員會

- 監督可持續發展策略



The Corporate Social Responsibility Committee

- Develops community and employee programmes

企業社會責任委員會

- 制訂社區項目及員工活動

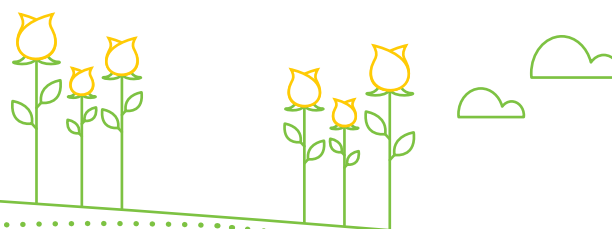


The Shun Tak Social Service Group

- Implements community service programmes, delivering support to vulnerable groups in society

信德愛心義工隊

- 參與社區服務活動，支援弱勢社群



Core Community Programmes and Partnerships 核心社區服務及夥伴

During the reporting year, we joined hands with many of our stakeholders, including our employees, their families and friends, and our like-minded strategic partners to serve the communities in which we operate.

報告年內，本集團聯同各方持份者，包括員工及其親友、志同道合的策略夥伴等，攜手合作，造福業務部門所在地的社區。



Gifted a total of **\$10,939,643**
in donation or in-kind sponsorship to charity
慈善捐款或實物捐贈總額達**10,939,643**港元

Key community organisations we supported in 2018 (in alphabetical order) 集團於2018年支持的主要社區組織 (依英文字母順序排列)

Hong Kong 香港

- Fair Trade Hong Kong
香港公平貿易聯盟
- Feeding Hong Kong
樂餉社
- Food Angel
惜食堂
- Hong Kong Sea School
香港航海學校
- Hong Kong Seamen's Union
香港海員工會
- Hong Kong Young Women's Christian Association
香港基督教女青年會
- Outlying Islands Women's Association
離島婦聯
- Po Leung Kuk
保良局
- Ta Ku Ling Kei Lok Community Association
打鼓嶺耆樂會社
- The Chartered Institute of Logistics and Transport in Hong Kong
香港運輸物流學會
- The Community Chest of Hong Kong
香港公益金
- The Green Earth
綠惜地球
- Tung Wah Group of Hospitals
東華三院
- Vocational Training Council
職業訓練局
- World Green Organisation
世界綠色組織
- World Vision
世界宣明會
- Young Entrepreneurs Development Council
青年企業家發展局

Macau 澳門

- Anima
澳門愛護動物協會
- Caritas Macau
澳門明愛
- Fuhong Society of Macau
澳門扶康會
- Macau Autism Association
澳門自閉症協會
- Macau Cultural and Creative Industries Association
澳門文化創意產業協會
- Orbis
奧比斯
- Oxfam
樂施會
- Rotary Club of Macau
澳門扶輪社
- The Macau Association For The Mentally Handicapped
澳門弱智人士服務協會



Participated in
157
programmes
我們參與共157個項目



Contributed
9,882
hours of
community service
社區服務時數共9,882小時



Served
23,432
beneficiaries
受惠人數達23,432人

Caring for the Elderly 關懷長者

Recognising the challenges and opportunities presented by an ageing population across the region, the Group has extended on-going support to the elderly as part of its community approach. Our Social Service Group backs the advancement of an age-friendly city by deepening relationships with organisations that facilitate community integration of the elderly with society. Volunteering opportunities organised by the Group and community partners leverage our volunteers' talents in care services and arts and crafts.

Highlights of key activities:

“Light up Yiu Tung with Care” Networking Project

We are strongly committed to the “Light up Yiu Tung with Care” Networking Project, a 3-year cross-sector collaboration aiming to build a mutual support network among the elders living in Yiu Tung Estate and to link support from the neighbourhood and the community to the elders. Volunteers from across the Group visited these elders during the Dragon Boat Festival season, sharing with them festive joy through games and delivering rice dumplings and gift packs. Our volunteers accompanied the elders to visit Tai Kwun and Stanley Plaza and enjoyed a luncheon together at the Jumbo Floating Restaurant.

本集團深明所在區域正面對人口老化帶來的挑戰與機遇，關懷長者一直是我們服務社區的重要方針。我們的愛心義工隊與社區組織合作，致力協助長者融入社區，全力支持建立高齡友善城市。愛心義工隊成員在參與活動中，表達對長者敬愛之心，發揮他們在藝術及手工方面的天份。

主要活動概覽：

「耆光照耀東」織網計劃

我們大力支持為期三年的「耆光照耀東」織網計劃。透過跨界別協作，為耀東邨的年長居民建立互助支援網絡，將鄰舍及社區支援相結合。愛心義工隊在端午節期間前往探訪長者，派發糰子和禮物包，共渡佳節；又陪同長者參觀大館和赤柱廣場，並於珍寶海鮮舫共享午餐。



Handcraft for Charity 愛心手工藝班

Volunteers from our Hong Kong Corporate Office and their family members took part in “Handcraft for Charity” where handmade items made by staff volunteers were offered to the elderly as gifts in their CSR activities.

香港總部的愛心義工隊帶同家人一起參與愛心手工藝班，親手製作手工藝品捐贈予長者。

Jade Party 耆舞派對

The Group provided volunteer support to The Jade Club at their Jade Party, held for over 1,000 elderly people at the Kowloonbay International Trade & Exhibition Centre.

愛心義工隊參與尊嚴會假九龍灣國際展貿中心舉辦的「耆舞派對」，協助提供接待超過1,000名長者。



Fun Activities at Macau Tower 澳門旅遊塔精彩活動

In support of the “Rotary Day with Grannies” organised by Rotary Club for 120 elderly ladies, Shun Tak Holdings (Macau) Limited (“Macau Office”) sponsored a lunch for the ladies at Macau Tower after they had completed a tour at the University of Macau. In addition, Macau Office contributed to the “Walking with Wheelchair” initiative by inviting disabled elderly residents from the San Francisco Elderly Centre and their families to Macau Tower’s Observation Deck and a tea gathering afterwards.



信德集團控股（澳門）有限公司（「澳門辦事處」）支持由澳門扶輪社主辦的「扶輪老友記去旅行」，安排120名女性長者在參觀澳門大學後到旅遊塔享用豐富午膳。我們又透過與「輪」同行長者活動，邀請聖方濟各安老院的殘疾院友及其家人到澳門旅遊塔觀光主層參觀，同享溫馨茶敘。



Sharing Love with Elders at Chung Yeung Festival 重陽節獻愛心

In Mainland China, Artyzen Habitat Dongzhimen Beijing organised the inaugural “Sharing Love with Elders at Chung Yeung Festival” for the elderly to enjoy a day of joy and refreshments at the hotel. The event was filmed by a Beijing television station.

在內地，北京東直門雅辰悅居酒店今年舉辦了「重陽節獻愛心」活動，讓長者於酒店歡度佳節，享用精美茶點，而北京電視台亦有到場拍攝活動精彩片段。

Charity Fund for the Elderly 愛德之旅耆樂基金

TurboJET has supported the “Charity Fund for the Elderly” continuously since 2012. Volunteer teams distributed moon cakes to the elders from Ta Ku Ling during Mid-Autumn Festival this year. Hand-made mosquito repellent was also given to the elders for their protection.

噴射飛航自2012年起一直支持「愛德之旅耆樂基金」。義工隊於今年秋節期間，向打鼓嶺區的長者送上月餅及自製驅蚊劑。



Nurturing Youth in Society 培育青少年

The Group is committed to promoting social development to improve opportunities for under-resourced youth in our society. We believe in empowering young people and equipping them with the skills and knowledge required to become well rounded individuals and potential future leaders.

Highlights of key activities:

Young Entrepreneurs Development Council

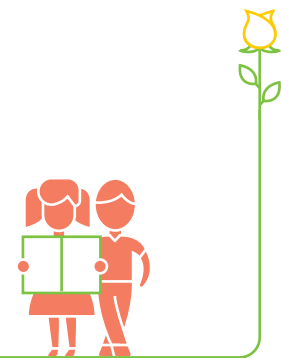
For twelve consecutive years, we have lent our support to the Young Entrepreneurs Development Council (“YDC”) to foster enterprise skills amongst secondary students in Hong Kong. As “Company Ambassador” in the YDC Life Planning Cooperation Programme, we hosted career and life planning guidance workshops from April to July.

本集團致力推動社會發展，改善基層青年向上流動的發展機會。透過協助青少年展現天賦及學習技能知識，自我裝備，以迎接全人發展及準備擔任未來領袖的挑戰。

主要活動概覽：

青年企業家發展局

我們連續十二年與青年企業家發展局（「青企局」）合作，培養香港中學生的營商技巧。我們以青企局「生涯規劃」協作計劃「公司大使」的身份，於四月至七月期間為配對學校舉辦職業及生涯規劃輔導工作坊。



Internship Opportunities 實習計劃

The Group collaborated with the Hong Kong Institute of Vocational Education, Hong Kong College of Technology and Chi Lin Buddhist Secondary School to provide their students with internship opportunities to learn about the property management and tourism industries.

本集團與香港專業教育學院、香港專業進修學校及佛教志蓮中學合作，為學生提供實習機會，藉此了解更多有關物業管理及旅遊業的知識。



Project WeCan Career Exploration Day 「學校起動」計劃生涯規劃日

We participated in the “Project WeCan Career Exploration Day”, and advised students on resume-writing skills and interview techniques to help improve the prospect of future employment opportunities.

我們參與「學校起動」計劃的生涯規劃日，指導學生如何撰寫履歷並分享面試技巧，以便提高他們日後應聘的能力。

Career & Continued Study Workshop

Macau Office organised a study and career guidance workshop for secondary students from youth centres in Macau. The workshop prepared the students for continuous study or entry into the job market. We also carried on the tradition of arranging for students of the Institute for Tourism Studies to visit Macau Tower to gain insights into the daily operations of the hospitality business.

就業與進修工作坊

澳門辦事處為來自不同青年中心的澳門中學生舉辦進修及就業輔導工作坊，協助他們為日後繼續進修或就業作好準備。今年又繼續安排澳門旅遊學院學生參觀澳門旅遊塔，親身體驗及觀察酒店及消閒業務的日常運作。



Greater Bay Area Learning Tour 大灣區交流團

TurboJET organised an educational tour for secondary school students to learn about the rapidly developing Greater Bay Area. The tour focused on the economic advantages generated from the “one-hour living circle” through convenient transportation links between Hong Kong, Macau, Shenzhen, Zhuhai and Guangzhou.

噴射飛航舉辦中學生交流團，協助他們認識大灣區的迅速發展，尤其是跨境交通網絡形成的「1小時生活圈」為香港、澳門、深圳、珠海和廣州帶來的經濟效益。





TurboJET & Friends Book Donation Scheme 噴射飛航好友贈書計劃

Utilising funds raised during the “TurboJET & Friends Charity Show” in 2017 to promote reading for younger generations in Macau, TurboJET and its business partners donated over 10,000 books to 33 primary schools.

噴射飛航及其業務夥伴利用「2017年度噴射飛航好友慈善綜藝晚會」籌得的善款，向33間學校捐贈超過10,000本書，冀提升澳門新一代的閱讀風氣。

Creating an Inclusive Society 建設共融社會

Giving back to the community is an integral part of the Group’s corporate culture. We support local and global campaigns to increase understanding and acceptance of those living with intellectual disabilities and their families.

「取諸社會，用諸社會」是信德企業文化中不可或缺的一環，任何提倡認識和接納智障人士及其家人的本地或全球性活動，我們都會全力支持。

Highlights of key activities:

主要活動概覽：

World Autism Awareness Day

世界提高自閉症意識日

Since 2012, Macau Office and Macau Tower have joined forces to raise awareness of World Autism Awareness Day in April and backed the global initiative “Light It Up Blue” by lighting up Macau Tower in blue. Macau Tower also partnered with the Fuhong Society of Macau for the second consecutive year to hold a concert. This year’s event featured LIFE BAND, formed by a group of autistic artists in Macau who composed original songs, lyrics and melodies.

為支持「世界提高自閉症意識日」，澳門辦事處與澳門旅遊塔自2012年起，每年四月在澳門旅遊塔亮起藍燈，支持「Light It Up Blue」的全球行動。澳門旅遊塔連續第二年夥拍澳門扶康會舉辦音樂會，今年更特別請來由患自閉症藝人組成的LIFE BAND，演繹其親自作曲和填詞的原創作品。

In addition, Macau Tower has supported Macau Autism Association’s “Endless Life and Unlimited Artistic Power” Exhibition consecutively since 2015. The exhibition featured the work of international designers who use paintings created by children with autism as patterns on their design products. Proceeds from the sales of these products were used to aid children living with autism in society.

此外，澳門旅遊塔自2015起一直支持澳門自閉症協會舉辦「生生不息，藝力無窮」展覽，展出多名國際設計師以自閉症兒童畫作為設計元素的作品，作品銷售所得收入，全數用以資助自閉症兒童。



Macau Gastronomy Carnival

澳門美食之都飄雪迎新歲

At the “Macau Gastronomy Carnival” during Chinese New Year, children from Macau Down Syndrome Association and their families were invited to Macau Tower’s Observation Deck to celebrate the festive period with games and immersive events.

在新春期間舉行的「澳門美食之都飄雪迎新歲」，我們招待了患有唐氏綜合症的兒童及其家人，在澳門旅遊塔觀光層參與遊戲節目，感受新年氣氛。



Charity and Fundraising

公益及籌款

To foster community integration, we contribute to charitable events designed to encourage social inclusion regardless of age, gender, physical or mental abilities, or ethnicity.

Highlights of key activities:

Tung Wah Group of Hospitals Charity Events

We have offered charitable support to the advancement of healthcare in Hong Kong for many years. This year, we continued our collaboration with Tung Wah Group of Hospitals (“TWGHs”). Contributions from our sponsorship of the TWGHs Charity Challenge Race in 2017 enabled the redevelopment of Kwong Wah Hospital. Our volunteers took part in this year’s TWGHs Halloween Charity Run, raising over HK\$139,000 for children with mental health and learning disabilities at TWGHs Ho Yuk Ching Educational Psychology Service Centre.

我們熱心參與各項公益活動，以促進社會共融為己任，為提倡年齡、性別、傷健及種族平等出力。

主要活動概覽：

東華三院慈善活動

多年來，集團一直捐助改善香港醫療護理服務。今年，我們繼續與東華三院協作。於2017，我們贊助「東華三院慈善障礙挑戰賽」，令廣華醫院得以落實重建計劃。今年，信德愛心義工隊參加「東華三院萬聖節反轉樂園慈善跑」，再為東華三院何玉清教育心理服務中心籌得超過139,000港元，用作支援受精神問題及學習障礙困擾的學童。



Po Leung Kuk Chinese New Year Charity Walk

保良局新春行大運慈善步行活動

We participated in the “Po Leung Kuk Chinese New Year Charity Walk” to raise funds for the protection of women and children in the community. Money raised was directed to support social welfare, education, recreation, cultural and medical services in Hong Kong.

我們參加「保良局新春行大運」慈善步行活動，為保護婦孺籌募經費，所得款項直接用作支持該局在香港的社會福利、教育、康樂、文化及醫療服務。





Walk for a Million in Macau 澳門公益金百萬行

For more than a decade, our Macau operations and TurboJET have taken part in the "Walk for a Million" charity event. More than 260 staff members and their families joined the event to raise money for the disadvantaged recipients of the Charity Fund from the Readers of the Macao Daily News.

澳門辦事處和噴射飛航過去十多年來均大力支持澳門「公益金百萬行」。今年，共有逾260位信德義工及家屬參與善舉，協助澳門日報讀者公益基金會籌款，為有需要人士出一分力。

Supporting Community Integration

To celebrate its upcoming 35th anniversary, Grand Lapa Macau ("Grand Lapa") organised "Boa Vida Weekend Market", a community market which embraces the "Boa Vida" lifestyle. Boa Vida meaning "good life, good living" in Portuguese was the theme of this two-day market which featured green retailers, arts and crafts makers and family activities across 58 booths.

支持社區共融

為慶祝開業35周年，澳門金麗華酒店（「金麗華」）舉辦「綠惜週末市集」。為期兩日的活動以葡萄牙文Boa Vida為主題，意即「美好生活」。市集內共有58個攤位，以出售環保商品、手工藝品，及舉行家庭活動為主。



Furthermore, in celebration of International Yoga Day in June, Grand Lapa offered community yoga workshops to over 200 adults and children, with a complimentary pass gifted to the first 100 participants. Grand Coloane Resort ("Grand Coloane") also donated toys and books to underprivileged families during its "Easter Carnival".



另外，金麗華為慶祝國際瑜伽日，於六月份舉辦可供超過二百名成人及小童一同參與的社區瑜伽工作坊，首100名參加者更獲贈免費入場證。鷺環海天渡假酒店（「鷺環海天」）亦透過「玩轉復活節嘉年華」，向貧困家庭捐贈玩具和圖書。

Promoting Arts and Culture 推廣藝術及文化

The Group believes that art is a reflection of society. Traditionally art is one of the major mediums used in the community to express ideas, beliefs, emotions, traditions and customs. As our operations expand into new geographies and cultures, we extend our support to local creative industries where our portfolio of hotels is expanding into, while continuing to contribute to creative industries in Hong Kong and Macau.

Highlights of key activities:

“World of Love” Contemporary Ink Exhibition

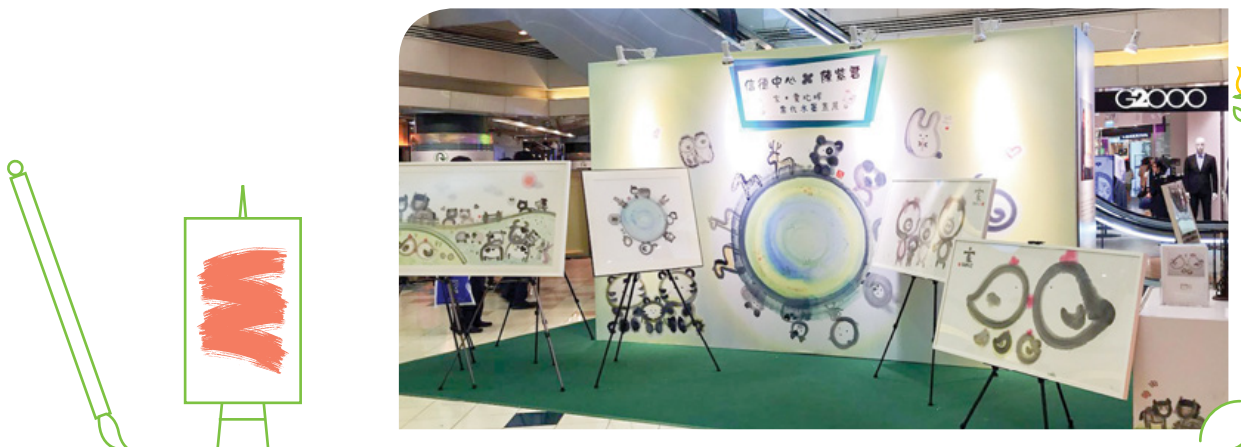
During the summer, our Leasing Department teamed up with contemporary ink painting artist Chan Tsz Kwan to hold the “World of Love” Contemporary Ink Exhibition at Shun Tak Centre to raise awareness of important social and environmental topics. Visitors were encouraged to participate in a “Contemporary Ink Painting Workshop” which combined fun, education and appreciation of the age-old artistic technique.

本集團深信藝術是社會的縮影，傳統藝術是表達思想、信念、情感和傳承傳統習俗的主要媒介之一。在繼續支持香港及澳門創意產業的同時，隨著集團酒店業務向新地區和新文化領域延伸，我們對在地文創的支持亦會循相同方向邁進。

主要活動概覽：

「家·愛地球」當代水墨畫展覽

去年夏季，集團的租務部與當代水墨畫家陳紫君合作，在信德中心舉辦「家·愛地球」當代水墨畫展覽，旨在喚起大眾對重要社會及環境議題的關注。參觀者更參與了同場舉辦的當代水墨畫工作坊，輕鬆地學習和欣賞源遠流長的水墨繪畫藝術。



MACOIN in Macau Tower 在澳門旅遊塔設置壓幣機

In support of the youth enterprise “Redirect Limited” in its first venture, Macau Tower offered the enterprise a rent-free location to house two of its penny pressing MACOIN machines which have been endorsed by the Cultural Affairs Bureau of Macao SAR Government.

澳門旅遊塔以免租形式，提供地方與青年企業壹劃有限公司，讓其放置兩部獲澳門政府文化局認可的MACOIN壓幣機，體現對青年初創企業的支持。



“From Hong Kong to Macao” Exhibition

「從香江到濠江」展覽

Macau Tower collaborated with the Headquarters of the Macau Cultural Creative Industries Association to present the “From Hong Kong to Macao” Exhibition from September to December. Featuring the water colour paintings of artist Ping Shen, the exhibition promoted cultural exchange between the two prominent cities in the Greater Bay Area.

澳門旅遊塔聯同澳門文化創意產業協會總部合作，於九月至十二月期間合辦「從香江到濠江」展覽，展出畫家沈平的水彩畫作，促進大灣區內兩個主要城市的文化交流。

Poetry and Musical Jam Session 詩樂即興表演環節

For three consecutive years, Grand Lapa has supported the “Poetry and Musical Jam Session” at The Script Road – Macau Literary Festival. In 2018, the open mic event attracted groups and solo acts, and an audience of around 100 people.

金麗華連續三年支持「雋文不朽·澳門文學節」，並於2018年成功吸引不少組合及個人參與詩樂即興表演環節，向大約100位現場觀眾獻技。

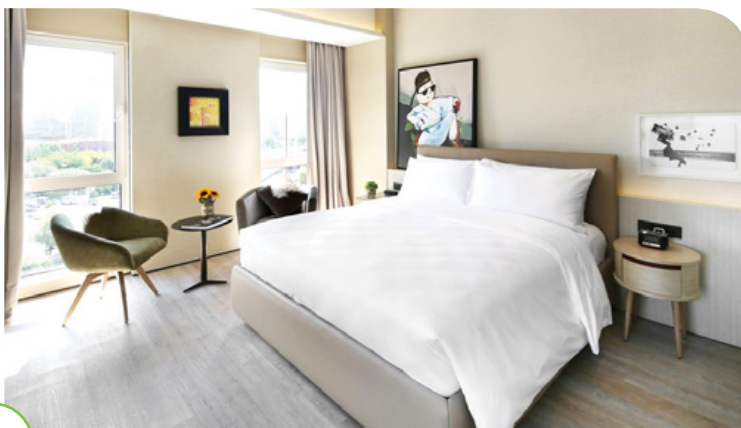


Local Creative Industry

Art is a significant element of the Artyzen brand and plays an important part in the Group’s culture of community care. The Artyzen Habitat Dongzhimen Beijing supports local artistic and cultural development, and offers Beijing-based artists the opportunity to display their work in the hotel’s common areas and guest rooms. This year, the Artyzen Habitat Hongqiao Shanghai also provided a complimentary venue for local art students to exhibit their work.

本地創意產業

藝術是雅辰酒店品牌的關鍵元素，在集團造福社群的企業文化中亦擔當着重要角色。北京東直門雅辰悅居酒店致力推動本土藝術及文化發展，利用酒店的共用空間及客房作平台，為北京本土藝術家提供展出作品的機會。今年，上海虹橋雅辰悅居酒店亦為修讀藝術的當地學生，免費提供展出作品的場地。



Continuing Support for the Fuhong Society of Macau 持續支持澳門扶康會



As Fuhong Society of Macau's ("Fuhong") first corporate partner, the Group has continued to pledge financial and in-kind support to the organisation since 2015. Through a long-term retail venue sponsorship of "Happy Corner @ Macau Tower" ("Happy Corner"), one of Fuhong's social enterprises, Macau Tower has made it possible for Fuhong's apprentices with mild disabilities to sell souvenir products which they have designed and to practice their sales techniques and customer service skills.

本集團是澳門扶康會（「扶康會」）的首個企業夥伴，自2015年一直提供財政支持及實物捐助。澳門旅遊塔長期向扶康會成立的社會企業「喜悅閣@旅遊塔站」（「喜悅閣」）提供零售場地贊助，供輕度殘障人士出售親自設計的紀念品，也藉此為能使康復人士提供鍛煉營銷及客戶服務技巧的平台。

.....
Mr Chu, 朱先生
member of
Fuhong Society of
Macau
澳門扶康會會員

The opportunity to meet people from around the world has enhanced my communication skills. I am proud that with the money I earn through my position at Happy Corner, I can finally contribute financially to my family.

有機會接觸來自世界各地的旅客，加強了我的溝通技巧。能夠在喜悅閣工作並賺取報酬，對家庭作出經濟貢獻，令我感到自豪。

I am truly grateful for the continued support Macau Tower has given us through the years. As a result of Macau Tower's generous contributions, we have been able to integrate people with intellectual disabilities into society. Working at Happy Corner in Macau Tower has definitely been a positive experience for our apprentices, because I have witnessed increased confidence and self-esteem in them. The long term partnership between Macau Tower and Fuhong exemplifies successful collaboration between a corporation and an NGO, and should inspire other corporations to do the same.

我非常感謝澳門旅遊塔多年來持續支持我們的工作。澳門旅遊塔的慷慨幫助，使我們成功協助智障人士、自閉症人士和精神康復者融入社會。我們的學徒透過在澳門旅遊塔的喜悅閣工作，獲得正面經驗。我亦有幸見證他們從中建立自信和自尊。澳門旅遊塔與扶康會長久的夥伴關係，締造企業與非政府組織的成功合作典範，相信定能鼓勵其他企業效法。

.....
Jennifer Chau,
周惠儀女士
Director of
Fuhong Society of Macau
澳門扶康會總幹事

OUR PEOPLE

我們的員工

The interdependence between our people and us is likened to that between the buds and the stem. Sustainable development and growth come from mutual respect and reciprocal support. Our future is full of energy because we are building it together.

我們與員工的關係好像「枝子」和「花果」，兩者缺一不可。可持續發展的實現和成長，建基於公司上下的相互尊重及支持，攜手同行，令未來更添活力。



Our People 我們的員工



Our people form the core of our business, and their continued support has been critical in forming the solid foundation of our business and strong ties with society. To maintain a motivated and dedicated workforce, we emphasise training and career development, competitive remuneration and benefits, occupational health and safety as well as a healthy work-life balance. We strive to sustain a workplace environment which embraces innovation and diversity, and where employees are treated equally and fairly, and their views are heard and valued.

員工是集團最珍貴的資產，員工支持對鞏固集團業務及強化與社會聯繫至關重要。為提升員工團隊的歸屬感及士氣，我們注重員工的在職培訓及事業發展，提供具競爭力的薪酬及福利待遇，提倡職業健康與安全和工作與生活平衡。我們致力提供創新及多元文化的工作環境，使員工能獲得平等及公平的待遇，確保員工的意見被聽取及尊重。



A Fair and Inclusive Working Environment 平等共融的工作環境

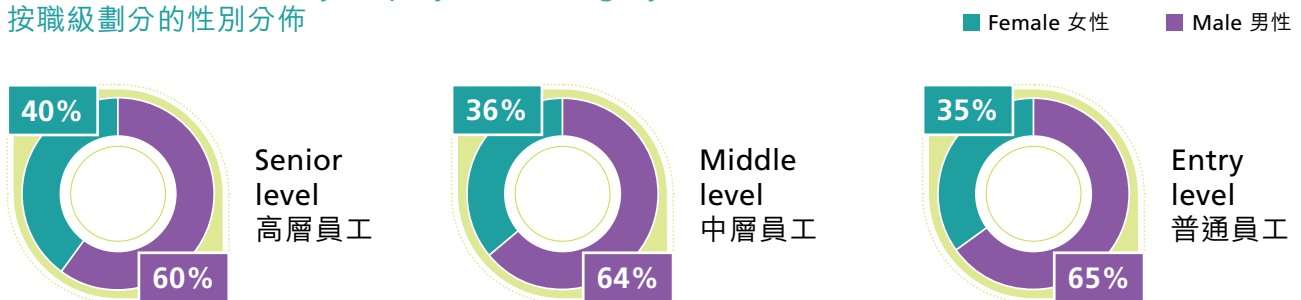
As at the end of the reporting period, the Group employed a workforce of 4,565. We believe in gender equality and the progression of career development opportunities for women. We continue to encourage our female staff to broaden their horizons with respect to vocational options. This year, we invited our female employees to attend two seminars organised by the Hong Kong Federation of Women, where successful female figures in society shared their experiences and attitude towards work and life.

截至報告期完結時，本集團的全體員工合共4,565人。我們注重性別平等，致力為女性提供更多就業發展機會，鼓勵女性員工在就業選擇方面進一步拓闊視野。今年，我們安排女性員工出席由香港各界婦女聯合協進會主辦的兩個講座，從社會上成功女性分享生活體驗及工作心得中學習。

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



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



The Group's Code of Conduct offers a clear set of guidelines for employees to only engage in professional and ethical business practices. We have policies on recruitment, discrimination, promotion, dismissal, and prevention of forced or child labour. In strict compliance with relevant regulations and laws relating to workplace discrimination, we provide all employees equal access to employment and development opportunities, regardless of age, gender, ethnicity, marital and family status, and physical impairment.

本集團的《行為守則》備有清晰指引，規定員工的行為必須符合專業及道德要求。我們設有招聘、反歧視、晉升、解僱、防止強迫勞工或童工等政策。我們嚴格遵守涉及職場歧視的相關規例及法律，確保全體員工無分年齡、性別、種族、婚姻家庭及傷健狀況，一律獲得平等就業和發展機會。

We strive to eliminate discrimination and institutional barriers in the workplace, and we urge our employees to engage in two-way communication with management through email, the intranet and newsletters. Our employees across the Group are encouraged to raise concerns related to the workplace through our confidential

我們致力消除職場歧視及制度性障礙，鼓勵員工善用電郵、內聯網及內部通訊等渠道，與管理層進行雙互溝通，透過絕對保密的申訴程序，向公司反映與工作相關的疑慮。今年，本集團簽署平等機會委員會制定的

grievance procedure. This year, the Group signed The Racial Diversity & Inclusion Charter for Employers developed by the Equal Opportunities Commission and pledged to create a diverse and inclusive workplace. Our Macau operations also use WeChat, a commonly used social media to communicate information about employee relations, corporate social responsibility and recruitment to staff members.

Our competitive remuneration and benefits package includes overtime pay, retirement benefits, training subsidies, discretionary performance bonuses and a wide range of leave entitlements³. We are in full compliance with the Employment Ordinance (Cap.57) and other regulations relating to working conditions and labour practices.

Macau Office launched the “Employees’ Children Education Award” to encourage employees’ children to strive for excellence in learning. Students ranging from primary school to university and with an academic average of 75% are eligible for this award. During the reporting year, 28 students were presented with the award. 43 employees and their family members attended the ceremony.



Talent Acquisition and Retention 人才招募及挽留

Attracting candidates and retaining employees who align with the Group’s Vision, Mission and Principles are essential to our short-term and long-term business success. Across the Company, we offer current employees and new hires ample resources for career development and growth. This year, we revamped our approach to talent acquisition and reached out to a new era of tech savvy candidates.

Social Media Recruiting Tools

Social media is the primary source of information for youths across the globe. The Group adopts the latest hiring tools to recruit new employees, utilising Facebook and talent databases of major JobAd websites.

³ Includes marriage, maternity, paternity, compassionate and examination leave. 包括婚假、產假、侍產假、恩恤假及考試休假。

《種族多元共融僱主約章》，承諾建立多元共融的工作環境。澳門辦事處採用流行社交平台微信，向員工傳達有關員工關係、企業社會責任及招聘的資訊。



The Racial Diversity & Inclusion Charter for Employers from the Equal Opportunities Commission
平等機會委員會的《種族多元共融僱主約章》

我們向員工提供具競爭力的薪酬福利待遇，包括超時工作補償、退休福利、培訓津貼、表現獎賞及一系列有薪假期³等，嚴格遵守香港法例第57章《僱傭條例》及其他涉及工作環境與勞工實務的相關法規。

澳門辦事處推出「員工子女學業優異獎」，鼓勵員工的子女勤奮向學。任何員工的子女正就讀小學至大學，其學業成績平均分達75%，皆合資格申請該獎學金。報告年內，得獎學生人數達28名，頒獎禮當日共有43位員工及家屬出席。

能招募和挽留與集團願景、使命及營商宗旨一致的人才，始能支持集團的日常運作及長遠發展。我們致力投放大量資源協助現職及新聘員工發展事業。今年，我們改革招聘人才的方法，吸引精通先進科技的新世代。

社交媒體招聘工具

社交媒體是全球青年獲得資訊的主要來源，本集團採用最新的招聘工具，包括Facebook及各主要招聘廣告網站的人才資料庫尋找應聘者。

Student Tours

Globally and regionally, attracting and retaining talents within the maritime industry remain a challenge. Aiming to build a talent pool for its own operation, TurboJET regularly organises shipyard and terminal visits for secondary school students to enrich their knowledge in the maritime industry and offer an insight into the business world.

Continuing its collaboration with Macau's Institute for Tourism Studies, Macau Tower invites students to visit the facility to learn about the daily operations of the hospitality business.



學生參觀團

無論是在區域內或全球，航海業均面對吸引及挽留人才之重大挑戰。為建立人才庫以支持業務持續發展，噴射飛航定期安排中學生到船塢及碼頭參觀，向他們灌輸航海知識，加深他們對行業的整體了解。

澳門旅遊塔繼續與澳門旅遊學院合作，邀請該院學生參觀旅遊塔，認識酒店及消閒業務的日常運作。

Career Talks 就業講座

Our Property Management Division partnered with Hong Kong College of Technology and the Integrated Vocational Development Centre to deliver career talks. These presentations provided us with an opportunity to identify suitable candidates for our Engineering Department and Club House.

物業管理部聯同香港專業進修學校及匯縱專業發展中心，合辦就業講座，藉此平台為工程部門及物業會所物色合適人選。



Meet-Up Day

Large-scale recruitment events were hosted by Artyzen Habitat to sign up candidates who fit Artyzen Habitat's culture of "simplicity, bonding, up-to-date, and individuality". Suitable individuals were hired by Artyzen Habitat Dongzhimen Beijing and the newly opened Artyzen Habitat Hongqiao Shanghai. At the one-day event, candidates engaged in interviews with management, group discussions and interactive games. Candidates and interviewers alike appreciated the creative recruitment style.

招聘會

雅辰悦居酒店舉辦大型招聘活動，招募能配合品牌「簡約、契合、與時俱進及個性」企業文化的人才，到北京東直門雅辰悦居酒店及新開幕的上海虹橋雅辰悦居酒店工作。為期一天的招聘活動，包括面試、小組討論及互動遊戲等環節，應徵者及負責面試的管理階層均對嶄新的招募形式表示歡迎。



Employee Training and Development 員工培訓及發展

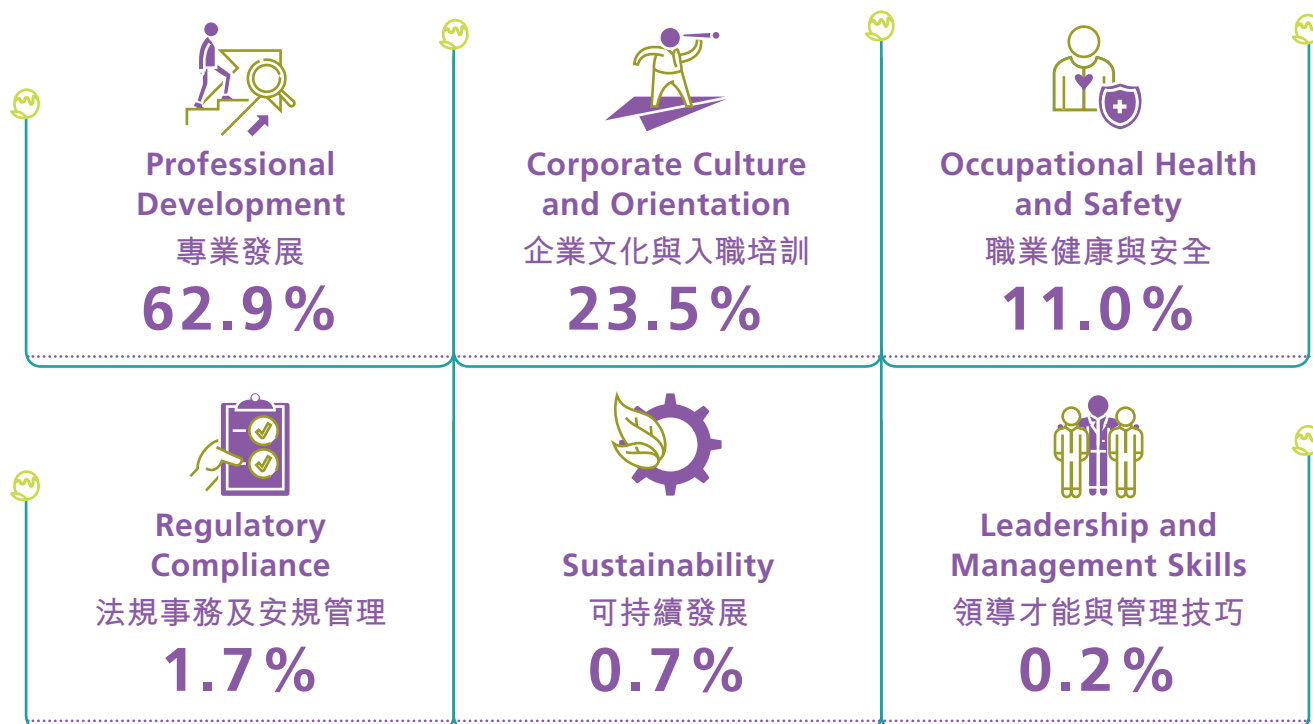
We provide our employees with a wide range of internal and external training to ensure they are equipped with the skills and knowledge required to navigate a changing business environment and advance the Group to the next phase of growth. Employees are offered educational subsidies and 7 days of paid examination leave as incentives to pursue professional development and life-long learning. Our employees accrued more than 31,400 hours of training and participated in over 400 training courses during the reporting year.

To support the operational needs of different business units, we also organise specialised and technical training to enhance employees' professional competence. We believe that matching a person's skills to their job is an important first step to successful employment. Artyzen Hospitality Group established "Identifying Artisans" to ensure that employees' personalities fit the culture and values of the Artyzen brand. Artyzen also offers the "Be an Artyzen Cultivator" training programme to hotel supervisors and managers, equipping them with necessary know-how to become competent trainers. Guest experience is central to the success of our hotel management business, therefore we set up tailor-made customer service training for frontline staff of the food and beverage team at Grand Lapa Hotel.

我們為員工提供多元的內部及外部培訓，充實其知識技能，以應付不斷轉變的營運環境，配合集團發展邁向更高層次。我們為員工提供教育津貼及七天有薪考試假期，鼓勵他們尋求專業發展及終身學習。報告年內，本集團員工接受培訓的時數多達31,400小時，先後參與超過400項訓練課程。

為配合不同業務單位的運作需要，我們舉辦專業及技術培訓，提升員工的專業技能。我們深信正確配對求職者技能和工作崗位是成功招聘的第一步。雅辰酒店集團透過「尋找工藝師」計劃，確保員工的個性特質與雅辰品牌的企業文化及價值觀相符。此外，雅辰酒店集團也為酒店主管及經理提供「雅辰導師培訓課程」，協助他們掌握優質培訓人員必備技巧。住客體驗是酒店管理業務成功的關鍵。因此，金麗華酒店為餐飲團隊的前線員工提供度身定造的培訓，提升他們接待客戶的服務技巧。

Percentage of Training carried out by Category 培訓類別的百分比



Average Hours of Training received per Employee 每名員工接受培訓的平均時數



6.90

Employee Wellbeing 員工的福祉

We believe that the mental and physical health of our employees correlates with their ability to work productively. The Group provides our employees with a range of wellbeing benefits to ensure they are safe and healthy, both physically and mentally, and can maintain a healthy work-life balance.

Highlights of key activities:

我們相信員工的整體身心健康與其工作表現及生產力息息相關。本集團提供一系列員工福利，確保他們身心健康，維持適當的工作與生活平衡。

主要活動概覽：



Healthy Living 健康生活

We have a long history of supporting Asia Employee Wellbeing Week, formerly known as Work-Life Balance Week, organised by Community Business. Health tips were circulated to employees and nutritious snacks distributed around the office to encourage healthy eating habits at work. Our Hong Kong Corporate Office invited a dietitian to share expert tips with our employees on the nutritional value of different types of cuisine.

集團長期支持由社商賢滙舉辦的亞洲僱員身心健康周（前稱「工作與生活平衡周」），透過派發小食及分享保健貼士，鼓勵員工注重均衡飲食。香港總部更請來營養師，從專業角度向員工講解不同菜式的營養價值。





Macau Green Week 澳門綠化週

Grand Coloane and Grand Lapa supported Macau Green Week through participating in organic farming in Coloane Village. Employees who volunteered had the opportunity to learn about the process of organic agriculture production and the value of nature conservation.

為響應「澳門綠化週」，鷺環海天及金麗華的義工隊到鷺環村參與有機種植，深入了解有機農作物的種植過程及自然保育的重要。

Sports Month

For the second consecutive year, our Macau Office supported World Challenge Day organised by the Macao Sports Bureau and the Civic and Municipal Affairs Bureau. Over 100 employees from our various business units joined a stretching class led by a professional coach and exercised for 15 minutes under the supervision of a Macao Sports Bureau's representative. In addition, we organised activities on Bowling Fun Day for our employees and their families. Prizes were given out to participating teams.

運動月

澳門辦事處連續第二年響應澳門體育局與民政總署舉辦的世界挑戰日，各業務單位派出超過100名員工參加。在專業教練帶領下，員工完成伸展熱身，並在澳門體育局代表的指導下，一同進行15分鐘運動。此外，我們在保齡同樂日舉辦員工與家庭活動，並向參與隊伍頒發獎項。



Health and Safety 職業健康與安全

Occupational Health and Safety (“OHS”) is of the highest importance to the Group. We comply with relevant OHS regulations and regularly identify, manage and review potential risks throughout the business. For businesses where OHS related risks are high, such as Property Management, Cleaning Services and Transportation, we reinforce our health and safety measures by implementing management systems. Accredited with OHSAS 18001 in 2018, our Property Management business in Hong Kong and Macau ensures that the highest standards of occupational health and safety are factored into management processes and are in full compliance with local legislation and codes of practice. A dedicated safety committee is charged with the responsibility of making certain that OHS practices at TurboJET are monitored and evaluated.

職業健康與安全（「職安健」）對本集團至為重要。我們遵守職安健的相關法規，定期識別、管理及檢視各業務單位的潛在風險。對於物業管理、清潔服務及運輸等職安健風險較高的業務，我們通過實施管理系統，加強健康及安全措施。本集團在香港及澳門的物業管理業務於2018年榮獲OHSAS 18001認證，肯定所有管理程序符合職業健康與安全的最高標準、當地法例及實務守則。噴射飛航亦特別成立安全委員會，專責監察及檢討職安健實務。

The Group provides practical OHS training across our business units to make sure employees are aware and trained in risks related to their operations. The following are examples of some of our initiatives:

- Clean Living, the laundry service business operated by our Property Management, began rolling out wheeled laundry carts with an automatic lifting mechanism to load and unload laundry. The device reduces the need for repetitive reaching and bending which could cause strain injuries to the laundry service staff.
- Our Macau Office shared weekly OHS tips tailored to different occupations in August. In addition, Macau Office organised a quiz on occupational safety to ensure employees stay apprised of the latest relevant OHS knowledge. Employees who answered the questions correctly were awarded with prizes.
- We arrange regular Display Screen Equipment assessments as an early preventative measure against repetitive strain injuries.



本集團向各業務單位提供職安健實務培訓，確保僱員因應所屬崗位的工作風險有充份認識及適當培訓。以下為一些相關計劃的例子：

本集團向各業務單位提供職安健實務培訓，確保僱員因應所屬崗位的工作風險有充份認識及適當培訓。以下為一些相關計劃的例子：

- 物業管理部營運的白洋舍（澳門）洗衣服務單位，開始採用配有自動升降功能的活動衣物車裝卸衣物，以減少員工在工作中因重覆抬舉及彎腰而導致的傷患。
- 澳門辦事處於八月份，每周與員工分享針對不同工種的職安健貼士，並舉辦職業安全問答比賽，以獎品鼓勵答對問題的員工，確保他們掌握最新的職安健相關知識。
- 我們定期安排顯示屏幕設備評估，及早預防重複動作造成的勞損。

- We organise work safety training courses for staff across different operations to enhance their knowledge on how to prevent work-related injuries. Since 2016, TurboJET's Safety Committee has organised a company-wide competition to promote safety awareness among staff. During an awards presentation in November, efforts of individual employees to build safety within the workplace were recognised.
- 我們為不同業務的員工舉辦工作安全培訓課程，加深他們對預防工作相關傷患的認識。噴射飛航的安全委員會自2016年起舉辦比賽，提高員工的安全意識，並在十一月份舉行的頒獎禮中，表揚在建立安全工作環境有傑出表現的員工。



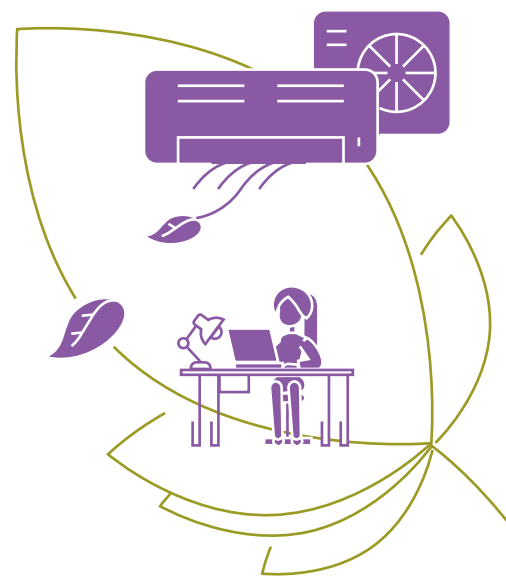
3,449 hours
of OHS training taken by our employees in 2018
2018年員工接受共3,449小時職安健培訓

To maintain a healthy indoor environment for our employees, we ensure that the standard of our air quality is high. At the Hong Kong corporate offices, we regularly clean and disinfect various facilities, including air-conditioning filters, ultraviolet lamps, primary air units and fan coil units. During the reporting year, we were awarded the Indoor Air Quality Certificate (Excellent Class) by the Environmental Protection Department for our consistency in achieving good indoor air quality.

為給予員工健康的工作環境，我們不斷改善辦公室的室內空氣質素。香港總部會對各項設施進行定期進行清潔及消毒，包括空調隔塵網、紫外線燈、鮮風櫃及風機盤管。報告年內，我們喜獲環境保護署頒發「室內空氣質素檢定證書《卓越級》」，以嘉許我們對保持室內空氣質素的努力。



2018 Indoor Air Quality Certificate (Excellent Class) from the Environmental Protection Department
環保署頒發的2018年度「室內空氣質素檢定證書《卓越級》」



OUR ENVIRONMENT

我們的環境

Nature has provided us with life-sustaining resources while evolving and self-replenishing. With our collective pledge to safeguard and preserve the environment, the future will indeed be reassuring for us and generations to come.

大自然在進化和自我修復的同時，亦為我們提供必要的資源。為確保下一代也享有穩健未來，我們恪守對保護生態環境的共同承諾。





Our Environment 我們的環境

Since embarking on our sustainability journey, we have prioritised the protection of the environment and reduction of our ecological footprint. We enact clear lines of communication with our business units and suppliers to encourage sustainable actions and green procurement practices. In recent years, our Green Office Management Team has motivated internal stakeholders to adopt green lifestyles, resulting in a considerable reduction of energy consumption across the Group's offices.

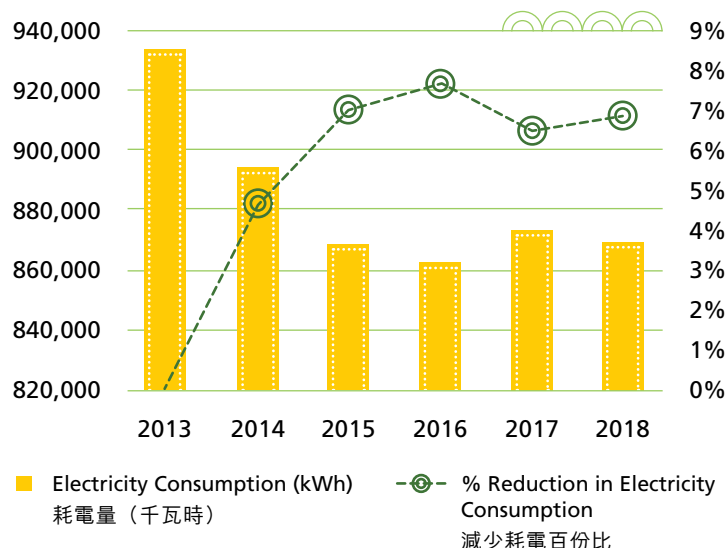
從踏上可持續發展旅程之初，我們已把環保及減少生態足印置於首位。我們各業務單位與供應商有清晰的溝通與共識，鼓勵推行可持續及綠色採購常規。近年，我們的綠色辦公室管理團隊提倡各方持份者實踐綠色生活模式，成功令集團各辦事處大幅減少能源消耗。

Energy Conservation and GHG Reduction 節約能源及減少溫室氣體

Electricity and fuel consumption are the primary sources of greenhouse gas emissions ("GHG") across our diversified operations. To reduce emissions and enhance energy efficiency, our Hong Kong Corporate Office introduced the Energy Saving Campaign in 2014. The campaign outlines strategies and targets designed to reduce electricity consumption at various offices in Hong Kong. Since we began tracking our performance in 2013, we have achieved a cumulative reduction in electricity consumption of 32.2%.

在集團各項業務運作中，電力及能源消耗是溫室氣體排放的主要來源。為減少排放及提高能源效益，香港總部於2014年進行節能計劃，就削減各辦事處的電力消耗制定多項策略和目標。從2013年開始追蹤用電情況以來，我們在電力消耗方面的累計減幅高達32.2%。

Electricity Reduction over the past five years⁴
過去五年耗電減幅⁴



Achieved 32.2%
in electricity savings
over the past 5 Years
於五年內成功節省
32.2%耗電量

⁴ Our actual performance is offset by expansion factor.
實際表現或被擴展因素所抵銷。

TurboJET's Fuel Optimisation Programme for TriCat has achieved a cumulative reduction in fuel consumption of over 37% against the 2011 baseline. The programme has implemented a number of technical improvements to enhance the efficiency of vessels. For example, interceptors installed on vessels have reduced surface friction and vessel engines shut down while docked, and have resulted in significant energy-efficiency improvements.

At Grand Coloane, we replaced a dated water-cooled chiller and achieved energy savings of up to 35%. We also started the practice of adjusting temperatures from 18 to 22 degrees Celsius when guest rooms are unoccupied to reduce energy consumption.

Our Property Management Division and Clean Living in Macau are accredited with ISO 14001:2015. This management system helps the Group stay in compliance with applicable laws and regulations, and minimise the negative impacts its operations have on the environment.

Sustainable Property Development 可持續物業發展

We apply green building concepts in our new property development projects to reduce their environmental impact and to safeguard the health and wellbeing of our occupants. In China, we have adopted the Green Building Evaluation Standard, "Three Star" System, in our mixed-use developments in Zhuhai and Shanghai. Up to 30% of the site in Zhuhai will be covered by foliage. For our new hotel development in Singapore, we will meet the requirements of the Building and Construction Authority's Green Mark scheme, and create horizontal and vertical green space to increase green coverage at the hotel. Similarly, at our recently completed project in China, Shun Tak Tower Beijing, a large lawn area was constructed and native plants have been laid down to provide sun-shading and to filter carbon dioxide from the air.

噴射飛航專為超級豪華雙體船而設的燃料節約計劃，成功令燃料消耗量從2011年累計減少逾37%。計劃中落實多項提升船隻效率的技術改良措施，例如在船上安裝攔截器以減少表面摩擦；以及規定船隻在停泊時關掉引擎，令能源效益得以大幅提升。

鷺環海天酒店更換舊式水冷式冷凍水機後，成功節省多達35%能源。我們亦將空置客房的溫度從攝氏18度調高至攝氏22度，以節約能源。

我們的物業管理部及白洋舍（澳門）均榮獲 ISO 14001:2015 認證。該管理系統有效協助本集團運作符合法例及規定，減少業務營運對環境的負面影響。

我們於新物業發展項目中應用綠色建築概念，冀減少對環境的影響，確保住客的健康及福祉。位於珠海及上海等內地綜合發展項目，均採用中國綠色建築評價標準的「三星」認證系統，珠海項目的綠化比率將達30%。在新加坡興建中的酒店項目，亦將參照當地建設局綠色建築標誌計劃的要求，利用水平及垂直的綠色空間增加酒店的綠化比例。新近在北京落成的信德京滙中心，同樣設有大片草坪及種植本土植物，以供遮蔭及過濾空氣中的二氧化碳。



Artyzen Habitat
Dongzhimen Beijing
北京東直門雅辰悅居酒店



Waste Management

廢物管理

Our integrated approach to sustainable waste management includes: avoiding unnecessary consumption and purchases, opting for sustainable alternatives and reusing materials to minimise the amount of waste generated. We instil group-wide waste reduction practices and strengthen our approach by implementing new initiatives and systems across different business units.

In 2018, the Hong Kong Corporate Office, Macau Office and Property Management launched an electronic waste recycling campaign in our offices and residential premises. Staff and residents in Hong Kong and Macau were encouraged to proactively recycle e-waste, as well as support the Waste Electrical and Electronic Equipment Recycling Programme (“WEEE”) of the Hong Kong Government. At the Hong Kong Corporate Office, we introduced the use of tablets for board and committee meetings to reduce paper use. Furthermore, we began the practice of distributing red packets made from Forest Stewardship Council (“FSC”) certified paper for staff’s use during the Chinese New Year.



我們就可持續廢物管理設定的綜合方案，包括避免不必要的耗用和採購，選用可持續及可重用物料，以減少產生廢物。我們通過各業務單位推行各項新計劃及系統，務求令減廢措施在集團內全面落实。

2018年香港總部、澳門辦事處及物業管理部聯手，在旗下寫字樓及住宅物業推出電子廢物回收行動，鼓勵港澳員工及住戶主動回收電子廢物，響應香港政府的廢電器電子產品生產者責任計劃。在香港總部，董事會及附屬的委員會會議均採用平板電腦，以減少用紙。此外，在農曆新年期間向員工派發採用森林管理委員會（FSC）認證的環保紙印製的利是封。

Friends of EcoPark Certificate of Appreciation from the Environment Bureau
環境局頒發的「環保園之友」嘉許狀

Macau Office and Macau Tower have adopted various resource consumption practices. Our Macau Office uses an “Employee Self-Service” system which enables employees to handle administrative tasks efficiently. Since the installation in 2013, the system has conserved over 32,580 pieces of paper⁵. To attain a higher level of operational efficiency, the Group is considering the digitalisation of documents and forms.

Macau Tower continues to improve its environmental performance by regularly adopting waste reduction measures. During the reporting year, Macau Tower partnered with a waste oil recovery company to collect and repurpose discarded oil from our F&B operations into diesel fuel.

澳門辦事處及澳門旅遊塔推出多項節省資源措施，包括採用「員工自助服務系統」，提高澳門辦事處的行政效率。自系統2013年應用至今，集團已節省超過32,580張紙張⁵。為進一步提高營運效率，本集團正考慮實行文件及表格電子化。

澳門旅遊塔繼續透過各項減廢措施提升環境表現。報告年內，澳門旅遊塔與廢油回收公司合作，將從餐飲業務部門收集所得廢油，再造為生物柴油。

Water Conservation and Treatment

節約用水及污水處理

The Group is committed to conserving water, one of the most precious and vital resources, by raising internal and external awareness of its efficient use. We also install automatic faucets and water meters to monitor consumption across our different operations.

An on-site treatment plant at Grand Coloane, which recycles greywater generated from our guests and operations as well as a used pool water collection system at Grand Lapa, repurposed approximately 20,117 m³

水是最珍貴及最重要的資源之一，本集團致力透過在內部及對外提高有效用水的意識，節約用水，並安裝感應水龍頭及水錶，監察各業務部門的用水情況。

鵬環海天酒店自設污水處理設施，將酒店住客及日常運作所產生的中水循環再用，連同金麗華酒店的泳池水收集系統，2018年合共

⁵ Assuming 1 piece of A4 paper would be used for 1 transaction.
假設每次操作使用一張A4紙。

of water in 2018 for usages such as irrigation of the golf course, hotel landscaping, and toilet flushing.

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

We abide by wastewater laws and regulations. At Clean Living, our synthetic detergents were replaced by ecological alternatives in November. The new biodegradable detergent is almost pH neutral, and conserves water and energy since it requires fewer wash cycles. To reduce waste generation, Clean Living uses biodegradable garment bags for dry cleaned clothes and encourages customers to reuse the bags for dirty laundry and return hangers for reuse.

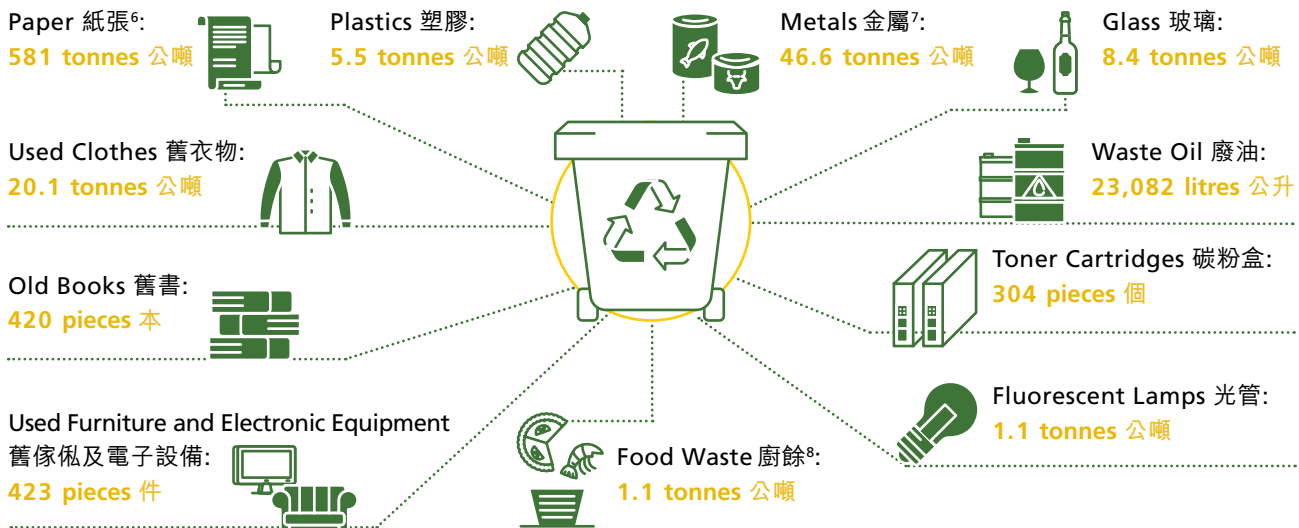
處理及產生再用水約20,117立方米，以作灌溉高爾夫球場、酒店園景和沖廁用途。

部份集團管理物業繼續參與「大廈優質供水認可計劃-食水（管理系統）」，確保持續為用戶提供高質素的飲用水。

我們嚴守污水處理的法例及規定。白洋舍由十一月起以環保洗衣劑取代合成洗衣劑。酸鹼度近乎中性的新型可生物分解洗衣劑，由於所需過水次數較少，將有效節省用水及能源。為減少廢物，白洋舍使用可生物分解衣物袋包裝乾洗衣物，並鼓勵客戶將用完的衣物袋重用及將衣架送回再用。

Sustainable Resources and Recycling 可持續資源及循環再用

RECYCLABLES COLLECTED IN 2018 於2018年收集的可循環再用物品



Grand Lapa and Grand Coloane promote responsible and sustainable development in the hospitality industry. At both hotels, we reduce the pattern of single-use bathroom amenities by replacing small disposable shampoo, conditioner and shower gel bottles with larger wall-mounted dispensers. We also recycle guest towels and reuse them as cleaning material.

Looking ahead, we will replace single-use plastic straws with biodegradable alternatives at our F&B outlets. We will also use sustainable resources to create hotel collateral, such as letterheads, room amenities, gifts for guest, takeaway containers and cutlery.

Artyzen Habitat Dongzhimen Beijing partners with its suppliers to ensure that aluminium coffee capsules used at the hotel are returned for recycling.

金麗華及鷺環海天酒店提倡負責任及可持續發展的酒店管理，採用較大的掛牆式皂液器，代替小支裝即棄洗髮露、護髮素及沐浴露，減少使用一次性浴室用品。我們亦回收住客使用的舊毛巾並重作清潔用途。

展望未來，我們的酒店餐飲業務將會使用可生物分解飲管代替即棄塑膠飲管，並會採用可持續資源製作信箋、房間用品、紀念品、外賣盒及餐具等酒店品牌相關物品。

北京東直門雅辰悅居酒店與供應商合作，確保酒店使用的鋁製咖啡粉囊可獲回收及循環再用。

⁶ Recycled paper includes waste paper, paper products and red packets collected.
紙張包括收集所得的廢紙、紙製產品及利是封。

⁷ Recycled metals include scrap metal and aluminium cans.
金屬包括廢金屬及鋁罐。

⁸ Food waste includes food waste and used coffee grounds.
廚餘包括殘餘食物及咖啡渣。

Employee and Customer Awareness 助員工及客戶提高意識

To deepen our employees' understanding of the Group's commitment to sustainable development, we conducted three training sessions for over 110 employees across our Hong Kong and Macau offices and Grand Coloane. Training at our Hong Kong Corporate Office focused on topics such as climate change, while training at Macau Office and Grand Coloane targeted subjects such as green operational practices on energy, water and waste.



為深化員工對集團可持續發展的了解，我們先後於香港總部、澳門辦事處及鷺環海天酒店，為逾110位員工提供三場培訓。香港總部的培訓以氣候變化為重點，澳門辦事處及路環海天酒店則著重討論有關能源、水資源及廢物的綠色營運常規等議題。

Green Office Management Team and Green Ambassadors

Our GOMT has encouraged employees to adopt green office practices in their daily operations since 2015. A Green Ambassador Team was formed by GOMT this year to help promote and implement green practices across the Group. The first set of Green Office Management Guidelines was created to provide practical suggestions to improve office sustainability performance, namely energy and water savings and waste reduction.



綠色辦公室管理團隊及綠色大使組

我們的綠色辦公室管理團隊自2015年至今，不斷鼓勵僱員在日常工作中奉行綠色辦公室常規，今年，我們更增設綠色大使組，協助推廣及落實綠色常規。綠色辦公室管理指引首度出台，就優化辦公室可持續發展表現，包括節約能源、節省用水及減少廢物等訂出具體建議。

In addition to launching the group-wide event "Bring Your Own Mug" ("BYOM") in July, the team supported regional and global initiatives, including "Earth Hour" organised by the World Wide Fund for Nature, Hong Kong Green Building Council's "Biz-Green Dress Day" and the "No Air Con Night" organised by Green Sense. Furthermore, GOMT and Green Ambassadors successfully conducted the first Green Office Check to identify improvement opportunities.

除了七月份在集團內全面推行Bring Your Own Mug (BYOM) 自備水杯運動，我們亦為其他地區及全球環保項目出力，包括世界自然基金會主辦的「地球1小時」、香港綠色建築議會的「輕·型」上班日，以及環保觸覺的「無冷氣夜」。綠色辦公室管理團隊及綠色大使並進行了首次綠色辦公室審查，尋找進步空間。

“Think Green · Live Green” - Bring Your Own Mug (“BYOM”) Campaign 「綠色生活 · 我思我行」 - 自備水杯運動 (BYOM)



The Green Office Management Team launched a Bring Your Own Mug (“BYOM”) Campaign across the Hong Kong Corporate Office, Macau Office, Property Management Head Office, and TurboJET. BYOM encourages employees via friendly email reminders to bring their own mugs to meetings. The campaign aims to promote a culture of responsible water consumption and raise awareness of water pollution caused by chemicals in dishwashing detergents.

THINK GREEN 綠色生活 LIVE GREEN 我思·我行

Before the BYOM campaign, it was a common practice to provide water to staff and visitors alike who were attending meetings in our premises, and to have the glasses washed after the meetings regardless of whether people drank from the glasses or not.

When the company first initiated the BYOM campaign, the overall participation rate was quite high despite needing to remind our colleagues occasionally to bring their own mugs to meetings. It was very evident that this campaign helped reduce the amount of water wasted and the amount of detergent chemicals disposed into our environment.

自備水杯運動推出之前，我們慣常為出席會議的員工及訪客提供茶水，然後不論他們有否飲用，均需清洗所有水杯。

公司推出自備水杯運動之初，儘管還需偶爾提醒同事自備水杯，但整體參與率已經頗高。此運動明顯有助減少浪費食水和減少碗碟清潔劑中的化學成份對環境的影響。



Lai Ling, 麗玲
Tea Lady at Hong Kong
Corporate Office
香港總部茶水助理

綠色辦公室管理團隊於香港總部、澳門辦事處、物業管理總部及噴射飛航推行BYOM自備水杯運動，並以電郵作出溫馨提示，鼓勵員工出席會議時自備水杯。該運動旨在提倡負責任的用水文化，及喚起大家關注碗碟清潔劑內含化學成份所引致的污染水質問題。

Following the lead of our senior management, this initiative has now become normal practice throughout our operations and has also reminded our employees of the importance of water conservation outside the office.

隨着管理層以身作則，開會自備水杯已成為各業務部的常規，及同時提醒員工們在辦公室以外亦應珍惜食水。



I thought this was a very meaningful campaign initiated by the company. I even started to apply these water saving habits at home by using less water to wash dishes and spending less time in the shower. This not only saves water, it saves money!

我認為公司此運動非常有意義。現在，我已經將珍惜食水的習慣帶回家中，例如洗碗時減少用水及縮短淋浴時間。此舉不但可以節省食水，還可以省錢呢！

Highlights of activities to promote awareness:

Food Drives

Continuing our collaboration with the food bank “Food Angel”, we took part in “A Day with Food Angel” in November. Our volunteers re-packed edible surplus food from different sectors of the food industry in Food Angel’s central kitchen and delivered approximately 1,700 nutritious meal boxes to underprivileged communities. For the second consecutive year, our corporate volunteers assisted NGO “Feeding Hong Kong” in “The Bread Run”. Volunteers gathered surplus bread from bakeries to take to Collection Points for redistribution to the disadvantaged in the community. The Group was also a supporting partner in the initiative, contributing a venue at Shun Tak Centre as one of the bread collection points for volunteers to drop off their collected bread.

During “World Food Day”, the Group launched the “Shun Tak Food Drive”, with staff contributing 360 canned food items for the needy in Hong Kong.



喚起關注活動概覽：

食物善舉

集團繼續參與惜食堂的活動，並參與於十一月舉行惜食體驗日。信德愛心義工隊在惜食堂中央廚房重新整理從飲食界回收的可食用剩餘食物，並將1,700份營養豐富的盒裝食物派送予有需要的人士。我們亦連續第二年支持非政府組織樂餉社的「麵包收集活動」，協助將餅店剩餘麵包經收集站再分發給弱勢社群。集團作為活動的合作夥伴，並於信德中心騰出空間作為麵包收集點，供義工們交回麵包。

信德於世界糧食日舉辦食物募捐活動，員工合共捐出360件罐裝食品，分發予有需要人士。

Flea Market 免廢市集

Fostering resource consumption and culture of sharing, Macau Office continued to hold the “Flea Market” for its staff. At the event, 340 gently used items such as small electrical appliances, household products, utensils and home décor products were exchanged to be reused. The Flea Market was well received by our employees and the remaining items were donated to the Salvation Army.

為提倡善用資源及共享文化，澳門辦事處繼續為員工舉辦免廢市集，約340件小型電器、家居用品、食具及裝飾品等二手物品，藉此平台得以互換及重用。員工對活動的反應熱烈，餘下物資全部捐贈予救世軍供循環再用。



Coffee Grounds Natural Scrub Workshop

We partnered with Fair Trade Hong Kong to organise a “Coffee Grounds Natural Scrub Workshop” to educate our employees on how to upcycle discarded coffee grounds to make a natural scrub. The activity promoted resource conservation and waste reduction.

咖啡渣磨砂膏工作坊

我們與香港公平貿易聯盟合作，舉辦「咖啡渣磨砂膏工作坊」，教導員工將咖啡殘渣升級改造成天然磨砂膏，帶出珍惜資源及減少廢物的信息。



Country Parks Hiking and Planting 郊野公園慈善步行及植樹

The Group, as “satellite” sponsor, sent a team to join the 11 km “Walk for the Green Earth” charity event at the High Island Reservoir in Sai Kung. Our Social Services Group in Hong Kong participated in “Tree Planting Day” organised by the World Green Organisation to advocate the sustainable growth of trees in line with the government-backed Country Parks Plantation Enrichment Project.

本集團以「衛星贊助」身份，派隊參加於西貢萬宜水庫舉行的「撐綠惜日跑夜行」慈善步行活動，全程11公里。另外，香港總部又派出愛心義工隊參與世界綠色組織主辦的植樹日，響應香港政府「郊野公園植林優化計劃」，提倡可持續發展植樹。

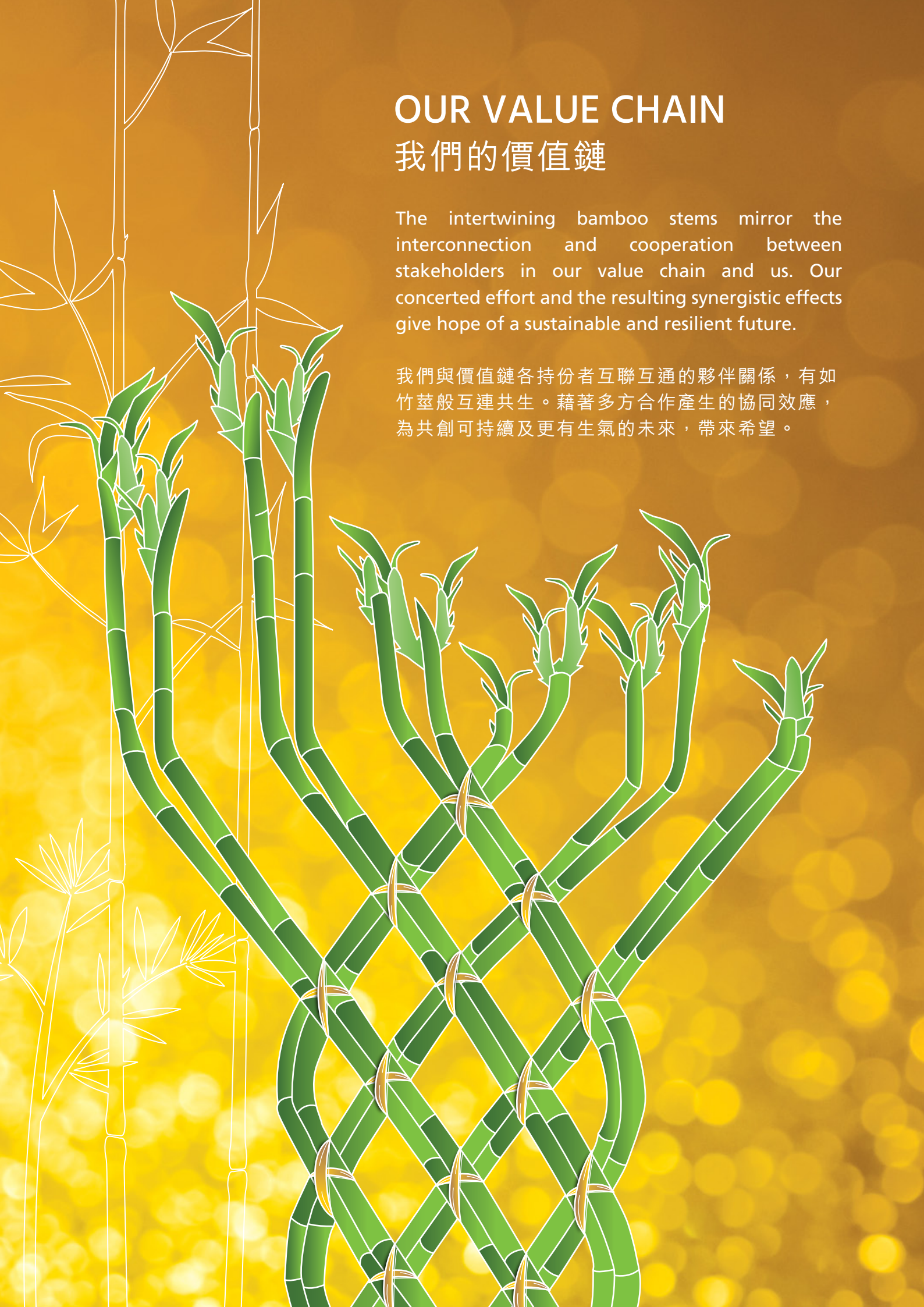


OUR VALUE CHAIN

我們的價值鏈

The intertwining bamboo stems mirror the interconnection and cooperation between stakeholders in our value chain and us. Our concerted effort and the resulting synergistic effects give hope of a sustainable and resilient future.

我們與價值鏈各持份者互聯互通的夥伴關係，有如竹莖般互連共生。藉著多方合作產生的協同效應，為共創可持續及更有生氣的未來，帶來希望。





Our Value Chain 我們的價值鏈

Because our day-to-day operations span the property, transportation, hospitality and investment sectors, and impact the lives of many different groups of stakeholders, we take management of ethical, environmental and social risks throughout our value chain seriously. In addition to establishing and maintaining effective systems to uphold the quality of our products and services, we dedicate time and effort to engage with our stakeholders to ensure that all our businesses operate with integrity, responsibility and empathy.

明白到本集團的日常營運涵蓋地產、運輸、酒店及消閒與投資等業務，影響遍及各方持份者，因此我們認真看待管理價值鏈中的道德、環境及社會風險。除建立及維持有效管理系統以堅守產品及服務質素外，我們積極投放時間及資源與持份者緊密聯繫，確保本集團一切業務運作均貫徹守信、負責任及真誠的宗旨。

Customer Engagement and Satisfaction

客戶參與及滿意度

The Group adopts a multi-level process and strong lines of communication to ensure high levels of customer satisfaction are achieved:

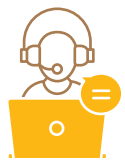
本集團採用多層面的程序及有效的溝通渠道，確保客戶滿意度達高水平：



Engage our customers via:

透過不同途徑與顧客溝通：

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



Understand and satisfy customer needs

了解及滿足顧客需要



Enhance customer experience

提升顧客體驗



Safeguard customer interest and protect their health and safety

保障顧客權益並確保顧客健康及安全

Our customers and end-users are treated with care and respect. To ensure we deliver professional and courteous services across the business, we routinely organise training for our employees to enhance their customer service soft skills. Regular training courses include:

我們關懷及尊重每位客戶及用家，為提供專業有禮的服務，我們為員工舉辦培訓課程，增強客戶服務技巧。定期舉辦的培訓課程包括：

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

As part of an ongoing effort to deliver high quality products and services, our Property Management in Hong Kong and Macau and cleaning services and laundry services in Macau achieved accreditation with the ISO 9001:2015 quality management system. Artyzen Habitat enrolls its frontline staff in courses designed to augment their professional customer service skills. In 2018, Artyzen Sifang Nanjing created the "Art of Service" program to educate its employees about the cultural heritage of the city in which the hotel operates, and to enhance hotel guest relations.

作為體現我們努力不懈地為客戶提供優質產品及服務的典範。集團於香港及澳門的物業管理業務部，以及澳門的清潔及洗衣服務業務單位，已經成功獲取ISO 9001:2015質量管理系統認證。另外，雅辰悅居酒店安排前線人員參與特別為提升專業客戶服務技巧而設的培訓課程。2018年，南京四方雅辰酒店推出「服務的藝術」計劃，讓員工學習當地的文化傳統，加強員工與酒店住客的關係。

During the reporting year, Property Management, Macau Tower, TurboJET and our new hotel Artyzen Habitat Dongzhimen Beijing conducted customer satisfaction surveys to assess areas of business success and areas requiring improvement.

報告年內，物業管理部、澳門旅遊塔、噴射飛航及全新的北京東直門雅辰悅居酒店，進行了客戶滿意度問卷調查，評估業務表現及有待改善之處。



Average Satisfaction Rate for different business units 各業務單位的平均滿意度：

- 

Property Management achieved an average satisfaction rate of **91%** from almost **2,100** residents and tenants. 接近**2,100**名受訪住客及租戶對物業管理業務的平均滿意度為**91%**
- 

TurboJET was rated 3 or above on a 1-5 scale of satisfaction from **93%** of over **1,600** passengers. 以5分為滿分，逾**1,600**名受訪乘客中有**93%**給予噴射飛航滿意度評分3分或以上
- 

Macau Tower attained a **97%** satisfaction rate from more than **1,000** visitors. 超過**1,000**名受訪旅客對澳門旅遊塔的滿意度為**97%**
- 

Artyzen Habitat Dongzhimen Beijing achieved an average satisfaction rate of **95%** from over **800** guests. 逾**800**名住客對北京東直門雅辰悅居酒店的平均滿意度為**95%**

A Trusted Foundation for Partners and Customers 與合作夥伴及客戶建立互信基礎

We are committed to creating lasting positive relationships with our customers and business partners, and are mindful of the need to maintain two-way communication to build trust and to continue the focus of our business.

我們致力與客戶及業務夥伴建立持久的良好關係，亦深明必須維持雙互溝通，才能建立互信和繼續專注業務發展。



liberté - Resident Engagement 昇悦居 - 凝聚居民參與計劃

At liberté, our residential property in Hong Kong, we engage our residents, both old and young, through two programmes. Under the liberté Ranger Programme, which was created in 2015, residents aged between 6-14 are invited to join as members of the Ranger Team and to learn about management operations at liberté under the guidance of our property management team. The Ranger Programme provides a new line of communication between management and the young people. Since 2015, over 40 children have participated in the programme, and child-friendly events have been improved based on the Ranger Team's feedback. At the end of the Programme, each Ranger is presented a certificate of appreciation for his or her contribution.

集團在香港的住宅物業管理項目 - 昇悦居，透過兩項計劃凝聚不同年齡層的業主和住戶。我們於2015年創立「昇Ranger」計劃，接受6-14歲的居民加入成為團員，透過物業管理團隊的領導，了解昇悦居管業處的運作，為管業處與青少年居民築起新溝通渠道。2015年至今，已有超過40名年幼居民加入昇Ranger行列，他們提出的意見令多項兒童友善活動更臻完美。每位完成計劃的團員，均獲發證書以示嘉許。

Hi, I am Hailey. I have been a member of the liberté Ranger Team for two years (2017 - 2018). As a Ranger, I have learned a lot about sustainability issues and the daily operations of property management, particularly clubhouse management. I am so happy being part of the team and will continue to participate in the Programme.

我叫陳穎沁Hailey，我參加了昇Ranger活動兩年(2017及2018)，在活動過程中學到很多知識，如環保及會所日常運作，我很開心能夠參加這個活動，亦會在之後繼續參與。



Hailey Chan, 陳穎沁

One of our Rangers (on the left side of the photo), shares her thoughts on the liberté Ranger Programme
昇Ranger成員陳穎沁（圖左）意見分享

Our "Elderly At Home" Programme was introduced based on the success of the Ranger Programme. As elderly people are among liberté's largest resident groups, prioritising their and their caretakers' wellbeing is paramount. We continue to improve our facilities to suit the needs of the elderly. We also collaborate with a health care service organisation to hold talks for caretakers on how to reduce stress in caring for the elderly at home.

汲取昇Ranger計劃的成功經驗，昇悦居又舉辦「照顧易·長者樂」計劃。基於長者是最大住客群之一，我們將長者及其照顧者的福祉放在首位，透過持續優化屋苑設施，配合長者的需要，並與健康護理服務機構合作，為照顧者舉辦講座，協助減輕照顧長者面對的壓力。

Highlights of key activities:

Promoting Global Sustainability Awareness

We actively support a range of international sustainability initiatives. During the reporting year, the Group was the venue sponsor for “Plastic Free Now”, a Greenpeace initiative to raise awareness of the global plastic pollution crisis.



主要活動概覽：

提高全球可持續發展意識

我們全面響應一系列國際可持續發展項目。報告期內，本集團成為綠色和平的「夠鐘走塑」場地贊助商，旨在喚起公眾關注全球面對的塑膠污染危機。

Chinese Martial Arts – Kung Fu 中國武術 - 功夫

To promote health and fitness, Grand Coloane offered Kung Fu classes to staff and guests. The classes were conducted by the hotel’s General Manager, who is a martial art master. Due to popular demand, frequency of classes was increased from once to multiple times per week.

為推廣運動及健康生活，鸞環海天酒店為員工及住客開辦功夫興趣班，由身為武術高手的酒店總經理親自教授。由於反應熱烈，興趣班由每星期一班增加至數班。

Delivering Service Excellence 提供卓越服務

Across the Group, continuous improvements are made to ensure the quality of our products and services meets our customers’ evolving needs.

Highlights of key activities:

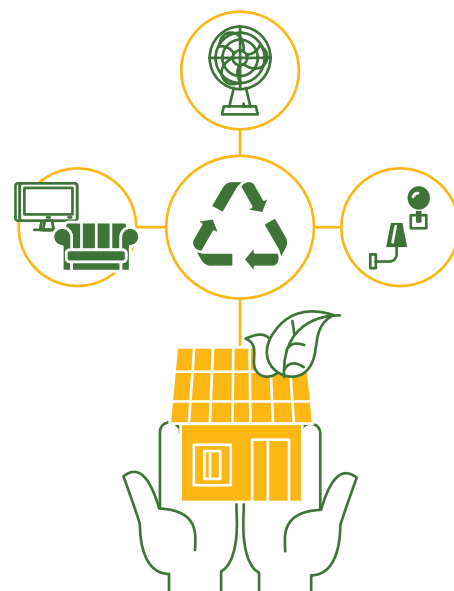
Recycling Household Goods 回收家居用品

In an effort to reduce the amount of waste to be sent to landfill, our Property Management business in Hong Kong organised the “Chatham Barter Day”, and encouraged residents of Chatham Gate to recycle household items at their clubhouse in exchange for small gifts. The event aimed to inspire behavioural change and to foster a communal relationship among management, residents and tenants.

為減少堆填區負荷，香港物業管理部主辦「昇御三色回收日」，以小禮品為獎賞，鼓勵昇御門的住戶把可供循環再用的家居用品送到會所，冀能啟發他們改變浪費的習慣，並促進管業處、住戶及租戶間的和諧關係。

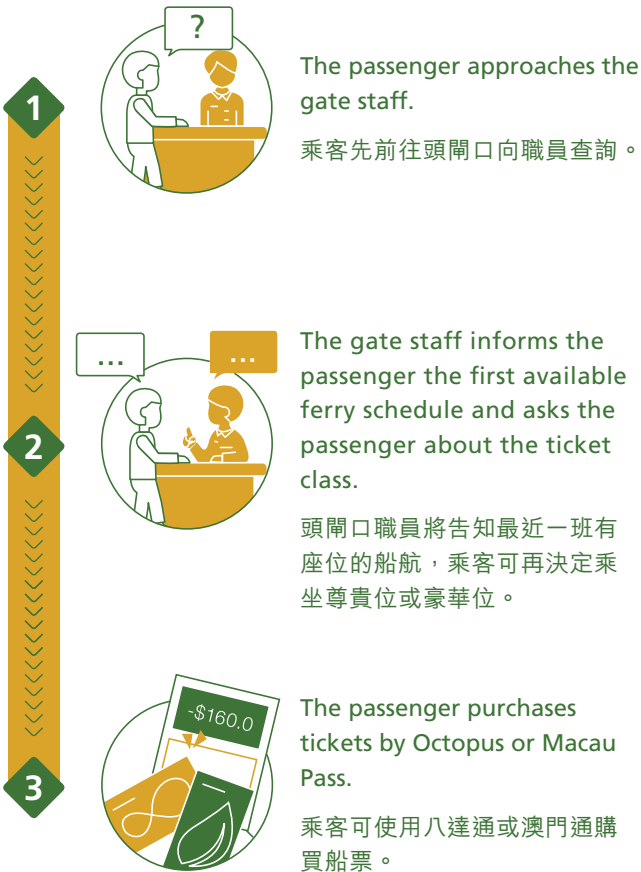
本集團持續作出整體改進，確保產品及服務質素能迎合客戶不斷轉變的需要。

主要活動概覽：



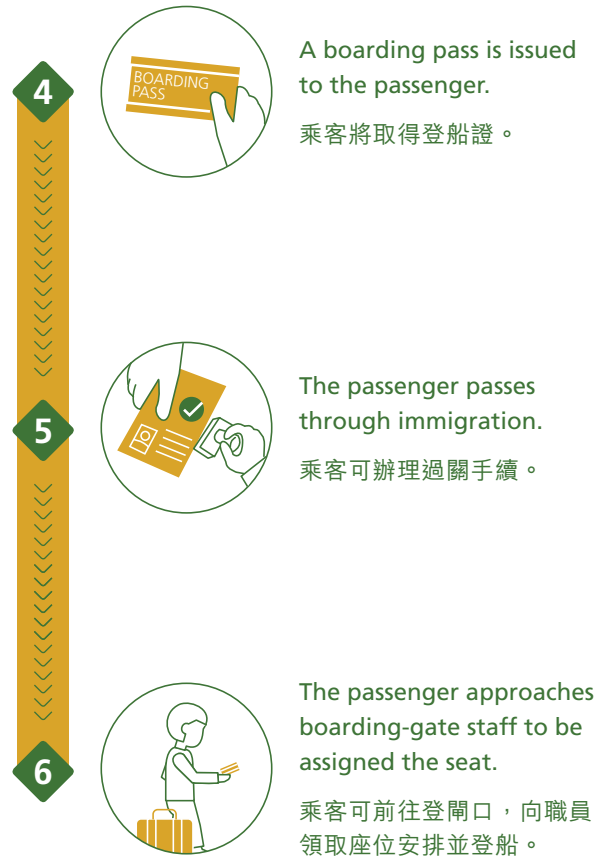
Enhancing Customer Experience

TurboJET continues to enhance travel experience between Hong Kong and Macau, enabling customers to buy tickets online, access instant service updates and scan a QR code in place of a physical ticket. In 2018, TurboJET partnered with Octopus and Macau Pass to further digitise the boarding process for travellers, enabling them to take the first available vessel and more importantly, advancing the integration of transport systems in the Greater Bay Area.



提升顧客體驗

為繼續提升來往港澳旅客的旅遊體驗，噴射飛航開設客戶網上購票，提供即時服務更新及掃描二維碼代替實體船票等服務。2018年，噴射飛航與八達通及澳門通合作，進一步電子化登船程序，方便旅客即時登上最先啟航的班次，更重要是可促進大灣區的交通系統建設。



Purchasing Organic Produce

採購有機農作物

We strive to offer high quality products whenever possible. During the reporting period, Artyzen Habitat Dongzhimen Beijing sourced 10% of the vegetables consumed at the hotel from organic sources.

本集團致力提供高品質的產品。報告期內，北京東直門雅辰悅居酒店有10%的蔬菜屬於有機供應。



Protecting Our Customers 保障我們的客戶

We maintain the ethical principles set out in our Code of Conduct and comply with applicable laws and regulations and industry guidelines. Employee and customer data are safeguarded through the Personal Data (Privacy) Ordinance (Cap. 486). Our divisions adopt privacy policies relevant to their operations.

In Hong Kong, we observe Compliance with Residential Properties (First-hand Sales) Ordinance (Cap. 621), which details our accountability regarding the transparent disclosure of all marketing and sales materials, and related arrangements. In Macau, we follow all relevant laws and regulations including 「承諾轉讓在建樓宇的法律制度」 and 「房地產中介業務法」 when conducting our sales activities. During the reporting year, there were no substantiated complaints concerning breach of customer privacy and loss of customer data.

We uphold a barrier-free culture across our operations and ensure that the proper facilities are in place to cater to a range of mobility and accessibility requirements. We install disabled lifts, ramps, directional tiles and priority seats for disabled and wheelchair users in most of our premises, and dedicated rooms for breastfeeding mothers at our managed properties.

In 2018, TurboJET partnered with Association of Parents of the People with Intellectual Disabilities of Macau to teach mentally handicapped persons how to board safely and navigate immigration procedures through TurboJET's operation facilities at Taipa Ferry Pier in Macau.

Sustainable Supply Chain Management 供應鏈的可持續管理

We integrate sustainable practices into our supply chain as stipulated in our group-wide Sustainability Policy. As the impact of our operations varies across the business, we have developed a decentralised approach to supply chain management. The approach enables each of our diverse businesses to apply their own sourcing and tendering protocol to evaluate the environmental, social and technical performance of potential service providers. In 2018, 83% of our suppliers were in Hong Kong and Macau where the majority of our business operates, whilst the remaining 17% were located in other regions.

Given that our diverse business operations span multiple business sectors, we offer a wide range of products and services, and we proactively source from local suppliers and procure sustainable materials when possible, balancing quality, price and environmental impact.

本集團堅守行為守則中的道德原則，遵從適用法例法規及相關行業指引。員工及顧客的資料透過《個人資料（私隱）條例》得到保障，各部門亦已採用與其業務相關的私隱政策。

在香港，我們遵守香港法例第621章《一手住宅物業銷售條例》，按法例要求公開披露所有市場推廣和銷售資料，以及相關安排。在澳門，我們進行銷售活動時，必定遵從《承諾轉讓在建樓宇的法律制度》及《房地產中介業務法》等法律法規。於報告年內，並無任何涉及侵犯顧客私隱或經證實丟失顧客資料的投訴。

我們致力推廣無障礙文化，確保旗下物業配備合適設施，符合方便可達的要求，包括設置方便殘疾和使用輪椅人士的電梯、斜台、導盲地磚及優先座；管理物業亦普遍設有母乳餵哺室。

2018年，噴射飛航與澳門弱智人士家長協會合作，利用噴射飛航位於澳門氹仔碼頭的設施，實地指導智障人士安全登船及辦理出入境手續。

按集團的可持續發展政策，我們將可持續發展常規融入供應鏈中。因應各業務日常運作對環境的影響不盡相同，我們採取分散式的供應鏈管理，讓各業務部門按個別採購及招標準則，評估準服務供應商的環境、社會及技術表現。2018年，我們有83%供應商來自業務根據地的香港及澳門，餘下17%位於其他地區。

由於多元業務組合覆蓋多個行業，提供的產品及服務亦十分廣泛，因此我們主動向在地供應商取材，並盡可能採購可持續物料，務求於質素、價格及對環境的影響三者之中取得平衡。

Macau Tower has adopted green procurement practices which focus on the three main areas shown below:

澳門旅遊塔採用的綠色採購常規聚焦下列三個主要範疇：



Establish partnerships with vendors that use environmentally responsible materials while complying with laws and regulations.

We communicate our selection criteria to suppliers. The criteria is based on a commitment to prioritise environmentally sound purchasing practices.

An annual vendor assessment evaluates suppliers based on their environmental credentials.

在遵守法例法規的前提下，與採用對環境負責物料的供應商建立夥伴關係。

向供應商講解我們的篩選準則，以環保為優先考慮。

按年對供應商的環保表現進行評估。

To date, Macau Tower has encouraged key vendors from Hong Kong, Macau and China to adopt green practices, including the use of FSC certified and biodegradable packaging materials, certified sustainable seafood with recognised labels, such as Aquaculture Stewardship Council and Marine Stewardship Council, and reusable delivery containers.

澳門旅遊塔仍時刻鼓勵香港、澳門及內地主要供應商採取綠色常規，包括使用FSC認證及可生物分解包裝物料、採購獲水產養殖管理委員會(ASC)及海洋管理委會(MSC)等認可標籤的可持續海產，以及可重用容器。

We offer training courses to our suppliers to promote knowledge exchange and build mutual trust. Through briefings and sharing sessions, we highlight any environmental, health and safety, and labour issues to identify opportunities for process enhancement and risk reduction. Our project development team conducts regular site inspections and project management meetings with contractors. Inspections aim to identify and correct breaches of site safety codes and to avoid the occurrence of preventable incidents. Similarly, TurboJET holds regular Safety Committee meetings to enhance two-way communication with its onsite contractors about safety.

我們為供應商提供培訓課程，促進知識交流及建立互信，通過簡介及分享，就環境、健康及安全以至勞工等重點課題，致力改進程序及降低風險。集團的地產發展部團隊亦定期進行地盤巡查及與承建商開會跟進工程狀況，巡查目的在於預防及糾正任何違反地盤安全守則的情況，避免發生事故。噴射飛航定期召開安全委員會會議，就安全問題與承建商進行緊密的雙互溝通。

Major Recognitions, Awards, Charters & Memberships

主要嘉許、獎項、約章及會籍



We strive to deliver excellent goods and services and enact good governance, whilst creating a positive social and environmental impact. Our efforts have earned us a variety of accolades. The following table lists the awards and recognitions garnered by the Group in 2018, arranged in alphabetical order.

我們竭力提供優質的產品和服務，並實施良好的企業管治，同時為社會和環境創造正向的影響。我們的不懈努力獲得社會各界的多種讚譽。下表依英文字母次序排列出了本集團於2018年獲得的獎項和嘉許。

Recognitions / Awards / Charters 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Corporate Governance and Social Responsibility 企業管治及社會責任				
2017 SE Supporter 2017支持社企機構		Fullness Social Enterprises Society Limited 豐盛社企學會有限公司	TurboJET 噴射飛航	
Age-Friendly Appreciation Scheme 2018-2019 2018-2019長者友善措施致 意行動	Star Award 彩星獎	The Hong Kong Council of Social Service 香港社會服務聯會	STPML 信德物業管 理有限公司 (香港)	The Westwood 西寶城
Age-friendly Employer 聘僱長者僱主嘉許計劃		Macao SAR Government Social Welfare Bureau and Labour Affairs Bureau 澳門特別行政區政府社會工 作局及勞工事務局	STH(M)L 信德集團控股(澳門)有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司 Dazzle Food and Beverage Company Ltd Dazzle餐飲有限公司	
			AHG 雅辰酒店 集團	Grand Coloane Resort 鷺環海天度假 酒店
			Grand Lapa Macau 澳門金麗華 酒店	
Business Awards of Macau 2018 澳門商務大獎2018	Corporate Social Responsibility - Gold Award 企業社會責任大獎 Leading by Example - Gold Award 領導楷模大獎	Project Asia Corporation and Charity Association of Macau Business Readers Project Asia Corporation 及澳門商務讀者慈善會	STH(M)L 信德集團控股(澳門)有限公司	

Recognitions / Awards / Charters 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Caridade Social 2017 - 2018 Award 商界關懷行動嘉許禮2017 - 2018		The Youth Committee of Macau Chamber of Commerce and Associação de Jovens Empresários Chineses de Macau 澳門中華總商會青年委員會及澳門中華青年工商聯會	STH(M)L 信德集團控股(澳門)有限公司	
			TurboJET 噴射飛航	
Caring Company Logo 2018/19 2018/19年度「商界展關懷」標誌	15 Years Plus Caring Company Logo 十五年 Plus 「商界展關懷」標誌	The Hong Kong Council of Social Service 香港社會服務聯會	STPML 信德物業管理有限公司(香港)	
	10 Years Plus Caring Company Logo 十年 Plus 「商界展關懷」標誌		STHL 信德集團 TurboJET 噴射飛航	
Charter on Preferential Appointment of OSH Star Enterprise 優先選用職安健星級企業約章	Preferential Appointment of OSH Star Enterprise 優先選用職安健星級企業	Occupational Safety & Health Council 職業安全健康局	STPL 信德置業管理有限公司(香港) STPML 信德物業管理有限公司(香港) TurboJET 噴射飛航	
Constituent of Hang Seng Corporate Sustainability Benchmark Index 恒生可持續發展企業基準指數成份股		Hang Seng Indexes Company Limited 恒生指數有限公司	STHL 信德集團	
Good Employer Charter 2018 好僱主約章2018	Signatory 簽署機構	Labour Department 勞工處	STPML 信德物業管理有限公司(香港)	liberté 昇悅居
			TurboJET 噴射飛航	
Good MPF Employer Award 2017/18 積金好僱主嘉許計劃2017/18		The Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局	STHL 信德集團 STPL 信德置業管理有限公司(香港) STPML 信德物業管理有限公司(香港) STDL 信德發展有限公司 STHSL 信德旅業服務有限公司 MMCL 澳門東西有限公司 STTSL 信德旅遊有限公司 STREL 信德地產有限公司 STTIHL 信德旅遊投資控股有限公司 TurboJET 噴射飛航	

Recognitions / Awards / Charters 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Happiness-at-Work Promotional Scheme 2018 開心工作間推廣計劃2018	Happy Company 開心企業	Promoting Happiness Index Foundation and Hong Kong Productivity Council 香港提升快樂指數基金及香港生產力促進局	STPML 信德物業管理有限公司 (香港)	liberté 昇悅居
			TurboJET 噴射飛航	
HKQAA CSR Index Plus 香港品質保證局社會責任進階指數		Hong Kong Quality Assurance Agency 香港品質保證局	STHL 信德集團	
Joyful@Healthy Workplace Charter 好心情@健康工作間約章	Signing Organisation 簽署機構	The Department of Health, Labour Department and the Occupational Safety and Health Council 衛生署、勞工處及職業安全健康局	STHL 信德集團	
			STPML 信德物業管理有限公司 (香港)	liberté 昇悅居
Manpower Developer Award Scheme 人才企業嘉許計劃	Manpower Developer Award (2017-2019) 人才企業獎 (2017-2019)	Employees Retraining Board 僱員再培訓局	TurboJET 噴射飛航	
The 9 th Hong Kong Outstanding Corporate Citizenship 第九屆香港傑出企業公民	Merit Award (Enterprise Category) 優異獎(企業組別)	Hong Kong Productivity Council and Committee on the Promotion of Civic Education 香港生產力促進局及公民教育委員會	STHL 信德集團	
	Merit Award (Volunteer Category) 優異獎(義工隊組別)			
The Racial Diversity and Inclusion Charter for Employers 種族多元共融僱主約章	Signing Organisation 簽署機構	Equal Opportunities Commission 平等機會委員會	STHL 信德集團	
TWGHs Halloween Charity Run - Top Fund-raising Award (Corporate / Organization) 東華三院萬聖節反轉樂園慈善跑 - 最高籌款額(企業/團體組)		Tung Wah Group of Hospitals 東華三院	STHL 信德集團	
Environmental Protection 環境保護				
2017 Hong Kong Awards for Environmental Excellence 2017年香港環保卓越計劃	Certificate of Merit 優異獎	Environmental Campaign Committee 環境運動委員會	STPML 信德物業管理有限公司 (香港)	liberté 昇悅居

Recognitions / Awards / Charters 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
4Ts Charter 4Ts 約章	Participating Organisation 參與機構	Electrical and Mechanical Services Department 機電工程署	STPL 信德置業管理有限公司 (香港)	Shun Tak Centre 信德中心
			STPML 信德物業管理有限公司 (香港)	Chatham Place 昇御商場 liberté 昇悅居 liberté place 昇悅商場 The Westwood 西寶城
Asia-Pacific Facility Management Awards 2018 亞太區設施管理獎2018	Asia Pacific Best Managed Sustainability Program Award - Certificate of Merit 亞太地區最佳可持續發展管理項目獎 - 優異獎	The Hong Kong Chapter of International Facility Management Association 國際物業設施管理協會 (香港分會)	STPML 信德物業管理有限公司 (香港)	liberté 昇悅居
BOCHK Corporate Environmental Leadership Awards 2018 中銀香港企業環保領先大獎 2018	EcoChallenger 環保優秀企業	Federation of Hong Kong Industries, Bank of China (Hong Kong) and PRD Council 香港工業總會、中國銀行 (香港)及珠三角工業協會	STPML 信德物業管理有限公司 (香港)	liberté 昇悅居
Business Awards of Macau 2018 2018澳門商務大獎	Environmental Performance - Excellence Award 環境績效大獎	Project Asia Corporation and Charity Association of Macau Business Readers Project Asia Corporation及澳門商務讀者慈善會	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
Charter on External Lighting 戶外燈光約章	Platinum Award 鉑金獎	Environment Bureau 環境局	STPL 信德置業管理有限公司 (香港)	Shun Tak Centre 信德中心
	Gold Award 金獎		STPML 信德物業管理有限公司 (香港)	Chatham Gate 昇御門 liberté 昇悅居 The Belcher's 寶翠園 The Westwood 西寶城

Recognitions / Awards / Charters 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Chinese New Year Waste Electrical and Electronic Equipment Recycling Collection Service 2018 「送舊回收迎新歲」廢電器電子產品回收服務2018	Bronze Award in the category of Highest WEEE Recovery Quantity (Large-Scale Estate) 重量級回收大獎銅獎(大型住宅)	Environmental Protection Department and ALBA Integrated Waste Solutions (Hong Kong) Limited 環境保護署及歐綠保綜合環保(香港)有限公司	STPML 信德物業管理有限公司(香港)	liberté 昇悅居
Eco-Brand Awards 2018 環保品牌大獎2018		Eastweek 東周刊	TurboJET 噴射飛航	
Eco-Healthy Workplace Label 健康工作間標誌		World Green Organisation 世界綠色組織	STHL 信德集團	
			STPML 信德物業管理有限公司(香港)	Chatham Gate 昇御門 liberté 昇悅居 The Belcher's 寶翠園
			TurboJET 噴射飛航	Shipyards 船塢
Energy Saving Charter 2018 節能約章2018	Participation Certificate 參與證書	Electrical and Mechanical Services Department 機電工程署	STHL 信德集團	
			STPL 信德置業管理有限公司(香港)	Shun Tak Centre 信德中心
			STPML 信德物業管理有限公司(香港)	Chatham Place 昇御商場 liberté 昇悅居 liberté place 昇悅商場 The Westwood 西寶城
Friends of EcoPark Certificate of Appreciation 「環保園之友」嘉許狀		Environment Bureau 環境局	STHL 信德集團	
			STPML 信德物業管理有限公司(香港)	liberté 昇悅居

Recognitions / Awards / Charters 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Green Office Award Labelling Scheme 綠色辦公室獎勵計劃	Green Office Label 綠色辦公室標誌	World Green Organisation 世界綠色組織	STHL 信德集團	
			STPML 信德物業管理有限公司 (香港)	Chatham Gate 昇御門 liberté 昇悅居 The Belcher's 寶翠園
			TurboJET 噴射飛航	Shipyards 船塢
Hong Kong Green Organisation 香港綠色機構		Environmental Campaign Committee 環境運動委員會	STHL 信德集團	
			STPML 信德物業管理有限公司 (香港)	liberté 昇悅居
Hong Kong Green Organisation Certification - Energywise Certificate 香港綠色機構認證－節能證書	Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	AHG 雅辰酒店集團	
			STHL 信德集團	
	STPL 信德置業管理有限公司 (香港)		STC Estate Office 信德中心物業管理處	
	STDL 信德發展有限公司			
	STHL 信德集團			
	STPML 信德物業管理有限公司(香港)			
	STREL 信德地產有限公司			
Good Level 良好級別	STTSL 信德旅遊有限公司			
	MMCL 澳門東西有限公司			
Basic Level 基礎級別	STPML 信德物業管理有限公司 (香港)	liberté 昇悅居		
	STTSL 信德旅遊有限公司	Shop 門店		

Recognitions / Awards / Charters 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Hong Kong Green Organisation Certification - IAQwi\$e Certificate 香港綠色機構認證－清新室內空氣證書	Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	STPML 信德物業管理有限公司(香港)	liberté 昇悅居
	Basic Level 基礎級別		STHL 信德集團	
Hong Kong Green Organisation Certification - Wastewi\$e Certificate 香港綠色機構認證－減廢證書	Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團	
	Basic Level 基礎級別		TurboJET 噴射飛航	STPML 信德物業管理有限公司(香港)
Indoor Air Quality Certificate 室內空氣質素檢定證書	Excellence Class 卓越級別	Environmental Protection Department 環境保護署	STHL 信德集團	
	Good Class 良好級別		STPML 信德物業管理有限公司(香港)	liberté 昇悅居
			STCMSL 信德會所管理服務有限公司	Artyzen Club 雅辰會
ISO 14001:2015 Environmental Management Systems Accreditation ISO 14001:2015環境管理系統認證		Hong Kong Quality Assurance Agency 香港品質保證局	STPL 信德置業管理有限公司(香港)	The Belcher's 寶翠園
			STPML 信德物業管理有限公司(香港)	
			STPFML 信德物業及設施管理有限公司	
Macau Green Hotel Award 2016 澳門環保酒店獎	Silver Award 銀獎	Macao Environmental Protection Bureau 澳門環境保護局	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
				Grand Coloane Resort 鷺環海天度假酒店

Recognitions / Awards / Charters 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Macau Energy Saving Contest 2017 澳門知慳惜電比賽2017	Excellence Award in Hotel Group B 酒店B組優異獎	Companhia de Electricidade de Macau and the Office for the Development of Energy Sector of Macao SAR 澳門電力股份有限公司及澳門特區政府能源發展辦公室	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
	Continuous Energy Saving Award in Hotel Group 持續節能獎 (酒店組)			Grand Coloane Resort 鷺環海天度假酒店
Quality Water Supply Scheme for Buildings 大廈優質供水認可計劃	Fresh Water (Management System) Gold Certificate 食水(管理系統)金證書	Water Supplies Department 水務署	STPML 信德物業管理有限公司 (香港)	liberté 昇悅居
Quality and Customer Service 品質及客戶服務				
13 th China Hotel Starlight Awards 第十三屆中國酒店星光獎	The Best New Prominent Hotel Brand 較佳新銳酒店品牌	Asia Hotel Forum and China Hotel Starlight Awards Committee 亞洲酒店論壇及中國酒店星光獎委員會	AHG 雅辰酒店集團	Artyzen Habitat Brand 雅辰悅居酒店
2017 Security Services Best Training Award 2017年度保安服務最佳培訓獎	Award of Gold (Licensed Security Company - Type I) 金獎 (第一類別保安公司)	The Security Services Training Board of Vocational Training Council and the Hong Kong Police Force Crime Prevention Bureau 職業訓練局保安服務業訓練委員會及香港警務處防止罪案科	STPML 信德物業管理有限公司 (香港)	liberté 昇悅居
2017/18 Smiling Enterprises 5+ Year Award – Transportation Services 2017/18微笑企業五+大獎 – 運輸及交通服務		Mystery Shopper Service Association 神秘顧客服務協會	TurboJET 噴射飛航	
2018 Best City Spa in China 2018最佳水療中心 - 中國		Haute Grandeur Global Spa Awards 高級俊宏全球水療大獎	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店

Recognitions / Awards / Charters 嘉許/獎項/約章	Issuing Bodies 頒發機構	Company 公司	
2018 Best Culinary Experience in China 2018最好的烹飪經驗 - 中國	Haute Grandeur Global Hotel Awards 高級俊宏全球酒店獎	AHG 雅辰酒店 集團	Grand Lapa Macau 澳門金麗華 酒店
2018 Best Family Hotel in China 2018最佳家庭酒店 - 中國			
2018 Best Leisure Hotel in China 2018最佳休閒酒店 - 中國			
2018 Best Family Resort in China 2018最佳家庭度假村 - 中國			
2018 Best Beach Resort in China 2018最好的海灘度假酒店 - 中國	Haute Grandeur Global Hotel Awards 高級俊宏全球酒店獎	AHG 雅辰酒店 集團	Grand Coloane Resort 鷺環海天度假 酒店
2018 Best Golf Resort in China 2018最佳高爾夫度假村 - 中國			
2018 Best Relaxation Retreat in China 2018最佳休閒度假 - 中國			
2018 Best Fusion Cuisine in China 2018最佳融合美食 - 中國	Haute Grandeur Global Restaurant Awards 高級俊宏全球食肆大獎	AHG 雅辰酒店 集團	Grand Lapa Macau - Kam Lai Heen Chinese Restaurant 澳門金麗華酒店 - 金麗軒中餐廳
2018 Best Thai Cuisine in Asia 2018最佳泰國美食 - 中國	Haute Grandeur Global Restaurant Awards 高級俊宏全球食肆大獎	AHG 雅辰酒店 集團	Grand Lapa Macau - Naam Thai Restaurant 澳門金麗華酒店 - 濶泰國餐廳
2018 Ctrip Select Award 2018美食林臻選獎	Ctrip Gourmet 攜程美食林	AHG 雅辰酒店 集團	Grand Lapa Macau - Naam Thai Restaurant 澳門金麗華酒店 - 濶泰國餐廳
2018 Local Snacks Awards 2018美食林風味獎	Ctrip Gourmet 攜程美食林	AHG 雅辰酒店 集團	Grand Lapa Macau - Café Bela Vista 澳門金麗華酒店 - 蒼景閣咖啡廳
2018 Gold Circle Awards 2018金環獎	Agoda 安可達	AHG 雅辰酒店 集團	Artyzen Habitat Dongzhimen Beijing 北京東直門雅 辰悅居酒店

Recognitions / Awards / Charters 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
2018 Luxury Hotel Spa 2018年豪華酒店水療中心		World Luxury Spa Awards 世界豪華水療中心獎	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
2018 Luxury Family Hotel 2018豪華的家庭旅館		World Luxury Hotel Awards 世界豪華酒店獎	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
2018年度浦東新區房地產統計工作先進集體稱號 (Chinese name only)		上海市浦東新區統計局 (Chinese name only)	信德前灘(上海)文化置業有限公司 (Chinese name only)	
Excellence in Facility Management Award 2018 卓越設施管理獎2018	Excellence Award (Large-Scale Residential) 卓越獎 (大型住宅)	The Hong Kong Institute of Facility Management 香港設施管理學會	STPML 信德物業管理有限公司(香港)	liberté 昇悅居
Hong Kong Top Service Brand Ten Year Achievement Award 2018香港服務名牌十年成就獎		Hong Kong Brand Development Council and The Chinese Manufacturers' Association of Hong Kong 香港品牌發展局及香港中華廠商聯合會	TurboJET 噴射飛航	
ISO 9001:2015 Quality Management Systems Accreditation ISO 9001:2015質量管理系統認證		Hong Kong Quality Assurance Agency 香港品質保證局	STPL 信德置業管理有限公司(香港) STPML 信德物業管理有限公司(香港) STPFML 信德物業及設施管理有限公司 STMSL 信德澳門服務有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司	
Kowloon West Best Security Services Awards 2017 2017年度西九龍最佳保安服務選舉	Four-Star Managed Property 四星管理物業 Outstanding Managed Public Carpark 最佳管理公眾停車場	Kowloon West Regional Crime Prevention Office, the Security and Guarding Services Industry Authority and the Hong Kong Association of Property Management Companies 西九龍總區防止罪案辦公室、保安及護衛業管理委員會和香港物業管理公司協會	STPML 信德物業管理有限公司(香港)	liberté 昇悅居

Recognitions / Awards / Charters 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Luxury Resort of the Year 2017 (只有英文版)		Luxury Travel Guide Asia & Australasia (只有英文版)	AHG 雅辰酒店集團	Grand Coloane Resort 鷺環海天度假酒店
OHSAS 18001:2007 Occupational Health and Safety Management Systems Accreditation OHSAS 18001:2007職業健康安全管理系統認證		Hong Kong Quality Assurance Agency 香港品質保證局	STPL 信德置業管理有限公司(香港) STPML 信德物業管理有限公司(香港) STPFML 信德物業及設施管理有限公司 STMSL 信德澳門服務有限公司	
Partner Employer Award 2018/19 2018/19「友商有良」嘉許計劃	Certificate of Appreciation 感謝狀	The Hong Kong General Chamber of Small and Medium Business 香港中小型企業總商會	STPML 信德物業管理有限公司(香港) STTS 信德旅遊有限公司	
Quality Tourism Services Accreditation Scheme 星級旅遊服務認可計劃	2018 Star Merchant Award (Deluxe Restaurant Category) 2018年星級服務商戶獎(豪華餐廳組別)	Macao Government Tourism Office 澳門特別行政區政府旅遊局	AHG 雅辰酒店集團	Grand Coloane Resort - Café Panorama 鷺環海天度假酒店 - Café Panorama
	2018 Star Merchant Award (First Class Restaurant Category) 2018年星級服務商戶獎(一級餐廳組別)			Grand Lapa Macau - Naam Thai Restaurant 澳門金麗華酒店-濠泰國餐廳
Thai Select (只有英文版)		Royal Thai Consulate-General in Hong Kong 泰王國駐香港總領事館	AHG 雅辰酒店集團	Grand Lapa Macau - Naam Thai Restaurant 澳門金麗華酒店-濠泰國餐廳
The Hong Kong Classic Brand Awards 2018 香港經典品牌2018	Prestigious Brand 殿堂級品牌	Eastweek 東周刊	TurboJET 噴射飛航	

The Group maintains memberships in professional and trade organisations to stay abreast of key issues in our areas of operation, including industry trends, new legislative rulings, advances in technology, and best practices. The following table lists our memberships, charters and participation in industry and professional associations relevant to our business.

本集團持續參與專業及貿易組織，以及時了解我們營運領域的主要議題，包括行業趨勢、最新法例及法規、嶄新技術及最佳實踐等。下表列出了本集團擁有的會員資格、約章、以及在業界和專業協會的參與情況。

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

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

Performance Data Summary⁹

表現數據摘要⁹



Economic Performance 經濟表現

Economic Performance 經濟表現 ¹⁰	Unit 單位	2018
Direct economic value generated 直接經濟價值產生		10,712,442
Economic value distributed 經濟價值分配	HK\$ '000 港幣千元	5,370,930
Economic value retained 經濟價值保留		5,341,512

Environmental Performance 環境表現

Energy Use 使用能源 ¹¹	Unit 單位	2018
Total energy use 使用能源總量		1,556,019
Electricity 電		99,430
Towngas 煤氣		83
Diesel 柴油	'000 kWh 千個千瓦時	1,453,054
Unleaded petrol 無鉛汽油		111
Liquefied petroleum gas 液化石油氣		3,022
Piped natural gas 管道天然氣		318
Greenhouse Gas ("GHG") Emissions 溫室氣體排放	Unit 單位	2018
GHG emissions for Scope 1 ¹² 溫室氣體排放量(範圍一) ¹²	tonnes CO ₂ e 二氧化碳當量，以公噸計	423,311
GHG emissions for Scope 2 ¹³ 溫室氣體排放量(範圍二) ¹³		77,317

⁹ The scope of data in 2018 was expanded to include Artyzen Habitat Dongzhimen Beijing, managed by Artyzen Hospitality Group.
2018年的數據範圍擴大到包括由雅辰酒店集團管理的北京東直門雅辰悅居酒店。

¹⁰ For more details, please refer to our Annual Report 2018 (www.shuntakgroup.com).
詳情請參閱集團2018年年報(www.shuntakgroup.com)。

¹¹ Energy Use calculations used the conversion factors provided by the UK Government Greenhouse gas reporting: conversation factors 2018.
能源計算採用UK Government GHG Conversion Factors for Company Reporting 2018年的轉換系數。

¹² GHG emission factors for stationary and mobile combustion are based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purpose) in Hong Kong issued by the EPD and EMSD in February 2010; the emission factor for piped natural gas in China is sourced from GHG Protocol tool for Energy Consumption in China (version 2.1).
來自香港的固定源及流動源的溫室氣體排放基於由環境保護署及機電工程署於2010年2月刊發的《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的審計和報告指引》計算；中國地區管道天然氣的排放系數是根據溫室氣體核算體系發佈的《能源消耗引起的溫室氣體排放計算工具指南(2.1版)》作統一計算。

¹³ GHG emissions associated with the electricity purchased in Hong Kong and Macau are provided by the relevant providers of electricity. These specific Emission Factors are available from the CLP's sustainability report 2017, Hong Kong Electric's sustainability report 2017 and Companhia de Electricidade de Macau's sustainability report 2017. For electricity purchased from China, the Emission Factor is sourced from GHG Protocol tool for Energy Consumption in China (version 2.1). For gas purchased from Towngas, the Emission Factor is available in the Towngas Sustainability Report 2017.

香港和澳門購買的電力相關的溫室氣體排放系數由相關電力供應商提供。這些具體的排放系數可從中華電力有限公司的2017年可持續發展報告、香港電燈有限公司的2017年可持續發展報告及澳門電力股份有限公司的可持續發展報告2017獲得。中國電力的溫室氣體排放系數可從溫室氣體核算體系發佈的《能源消耗引起的溫室氣體排放計算工具指南(2.1版)》獲得。而由香港中華煤氣有限公司供應的煤氣，溫室氣體排放系數刊載於煤氣公司2017年可持續發展報告中。

Other Air Emissions 其他氣體排放 ¹⁴	Unit 單位	2018
NOx emission 氮氧化物排放量 ¹⁵	kg	180
SOx emission 硫氧化物排放量 ¹⁶	公斤	120,288
Resources Use 使用物料 ¹⁷	Unit 單位	2018
Paper 紙	tonnes 公噸	40.8
Municipal water 市政用水 ¹⁸	cubic metre 立方米	2,297,084
Waste Disposal & Recycling 廢物棄置及回收 ¹⁹	Unit 單位	2018
Non-hazardous Waste 非有害廢棄物		
General waste to landfill 一般廢棄物 ²⁰		42,419
Paper recycled 回收紙		581.1
Plastics recycled 回收塑膠	tonnes 公噸	5.5
Metals recycled 回收金屬		46.6
Used clothes recycled 回收舊衣物		20.1
Hazardous Waste 有害廢棄物 ²¹		
Fluorescent lamps 光管	tonnes 公噸	1.1
Rechargeable batteries 充電池	pieces 件	330
Toner cartridges 碳粉匣		304

Social Performance 社會表現

Total Workforce 員工總數	Unit 單位	2018
By location 按地區劃分		
Hong Kong 香港		2,492 (54.6%)
Macau 澳門	no. 人數 (%)	1,923 (42.1%)
Mainland China 中國內地		139 (3.1%)
Singapore 新加坡		11 (0.2%)

14 Emissions from Particulate Matter are regarded as insignificant compared to emissions from NOx and SOx.
集團的懸浮粒子排放量相較於氮氧化物及硫氧化物排放量並不顯著。

15 NOx emissions are confined to the Group's emissions from vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX.
氮氧化物排放量僅限於集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。

16 SOx emissions are confined to the Group's emissions from TurboJET, vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX.
硫氧化物排放量僅限於噴射飛機、集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。

17 The use of packaging materials is not applicable to the Group due to the nature of its business operations.
基於集團業務性質，包裝材料的使用並不適用於本集團。

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

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

20 Includes data from The Belcher's, Chatham Gate, liberté, Shun Tak Centre, Grand Coloane Resort, Grand Lapa Macau and Artyzen Habitat Dongzhimen Beijing only. Data for Artyzen Habitat Dongzhimen Beijing was collected for the first time during 2018 reporting period.
數據只包括來自寶翠園、昇御門、昇悅居、信德中心、鸞環海天度假酒店、澳門金麗華酒店及北京東直門雅辰悅居酒店。北京東直門雅辰悅居酒店的數據於2018年作首次匯報。

21 Contractors are arranged for collection of hazardous waste.
安排承建商收集有害廢棄物。

Total Workforce 員工總數	Unit 單位	2018	
By gender 按性別劃分			
Female 女性	no. 人數 (%)	1,615 (35.4%)	
Male 男性		2,950 (64.6%)	
By age group 按年齡組別劃分			
Under 30 years old 30歲以下	no. 人數 (%)	800 (17.5%)	
30 – 50 years old 30至50歲		1,994 (43.7%)	
Over 50 years old 50歲以上		1,771 (38.8%)	
By employment category 按職級劃分			
Senior level 高層員工	no. 人數 (%)	176 (3.9%)	
Middle level 中層員工		621 (13.6%)	
Entry level 普通員工		3,768 (82.5%)	
New Hire and Employee Turnover 新進員工和離職員工	Unit 單位	2018 New Hire²² 2018 新進員工²²	2018 Turnover²³ 2018 離職員工²³
Group overall 總數	no. 人數 (%)	816 (18%)	852 (19%)
By location 按地區劃分			
Hong Kong 香港	no. 人數 (%)	384 (8%)	381 (8%)
Macau 澳門		377 (8%)	417 (9%)
Mainland China 中國內地		49 (1%)	50 (1%)
Singapore 新加坡		6 (0.1%)	4 (0.09%)
By gender 按性別組別劃分			
Female 女性	no. 人數 (%)	368 (8%)	366 (8%)
Male 男性		448 (10%)	486 (11%)
By age group 按年齡組別劃分			
Under 30 years old 30歲以下	no. 人數 (%)	303 (7%)	290 (6%)
30 – 50 years old 30至50歲		356 (8%)	386 (8%)
Over 50 years old 50歲以上		157 (3%)	176 (4%)

²² New hire rate = Total number of employees that joined / Total workforce x 100%
新進員工比率 = 新進員工人數 ÷ 員工總數 × 100%

²³ Turnover rate = Total number of employees that left / Total workforce x 100%
離職員工比率 = 離職員工人數 ÷ 員工總數 × 100%

Occupational Health and Safety 職業健康及安全數據		Unit 單位	2018
Injury rate ²⁴ 工傷比率 ²⁴	Female 女性	Per 1,000 employees 每1,000個員工	4.16
	Male 男性		7.01
Absentee rate ²⁵ 缺勤比率 ²⁵	Female 女性	%	0.36%
	Male 男性		0.78%
Lost day rate ²⁶ 損失工作日比率 ²⁶	Female 女性	%	0.03%
	Male 男性		0.17%
Occupational disease rate 職業病比率	Female 女性	Per 1,000 employees 每1,000個員工	0
	Male 男性		0
No. of fatalities 致命工傷宗數	Female 女性	no. 人數	0
	Male 男性		0
Employee Training 員工培訓		Unit 單位	2018
Average hours of training received per employee 每名員工平均培訓時數		hours 小時	6.9
Average hours of training per employee by gender 按性別劃分的每名員工平均培訓時數			
Female 女性		hours 小時	5.7
Male 男性			7.5
Average hours of training per employee by employment category 按職級劃分的每名員工平均培訓時數			
Senior level 高層員工		hours 小時	6.5
Middle level 中層員工			12.0
Entry level 普通員工			6.1
Suppliers by Geographical Region 各地區供應商		Unit 單位	2018
Hong Kong 香港		no. 個 (%)	1,793 (46.5%)
Macau 澳門			1,412 (36.6%)
Other regions 其他			650 (16.9%)
Community Work 社區工作		Unit 單位	2018
No. of programmes 社區項目數目		no. 個	157
No. of volunteer hours 義工服務時數		hours 小時	9,882
No. of beneficiaries served 受惠人數		no. 人數	23,432
Amount of charity in-kind donations ²⁷ 慈善捐贈總值 ²⁷		HK\$ 港幣	10,939,643

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

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

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

27 Includes company donation, in-kind sponsorship and staff donation across all business units.
包括各業務單位的公司捐贈、實物贊助和員工捐贈。

Assurance Statement

驗證聲明



SGS STATEMENT ON ASSURANCE 《Shun Tak Sustainability Report 2018》 香港通用檢測認證有限公司對《信德可持續發展報告2018》驗證聲明

Nature and Scope of The Assurance

SGS Hong Kong Limited was commissioned by the Shun Tak Holdings Limited (thereafter as "Shun Tak") to conduct an independent assurance of the *Sustainability Report 2018 of Shun Tak* (thereafter as the "Report"). The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the performance of Shun Tak from 1 January 2018 to 31 December 2018.

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

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

- Evaluation of content veracity;
- Evaluation of the Report in accordance with the Core option of the Global Reporting Initiative Sustainability Reporting Standards 2018 (GRI Standards) and Stock Exchange of Hong Kong Limited, Environmental, Social and Governance Reporting Guide.

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

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

驗證的性質和範圍

香港通用檢測認證有限公司獲信德集團有限公司(以下簡稱「信德」)委託，對《信德可持續發展報告2018》(以下簡稱「報告」)進行獨立驗證。根據SGS可持續發展報告的驗證方法，驗證範圍包括信德於2018年1月1日至2018年12月31日有關可持續發展的表現。

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

本報告以高級審查規格進行驗證，所用規章旨在：

- 評估報告內容的真實性；
- 根據《全球報告倡議組織可持續發展報告標準2018》(GRI標準)「核心要求」及香港聯合交易所有限公司《環境、社會及管治報告指引》評估報告。

驗證方法包括驗證前調研、面談以及進行文檔和記錄審查和確認。

獨立審計的財務帳戶中的財務資料，並未於本驗證流程中與來源資料進行核對。

Statement of Independence and Competence

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

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

Assurance Opinion

On the basis of the methodology described and the verification work performed, we are satisfied that the information and data contained within the Report are accurate and reliable. The Report provides a fair and balanced representation of Shun Tak's sustainability performance. The assurance team is of the opinion that the Report conforms to the Core option of the Global Reporting Initiative Sustainability Reporting Standards 2018 (GRI Standards) and the Stock Exchange of Hong Kong Limited, Environmental, Social and Governance Reporting Guide. It can be used by Shun Tak's stakeholders.

Signed:

For and on behalf of SGS Hong Kong Limited



Ben Tsang
曾偉明

Managing Director
香港區總監

3 June 2019
2019年6月3日
www.sgs.com

獨立性與能力聲明

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

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

驗證意見

基於描述的驗證方法和已進行的驗證，報告中包含的資訊和數據是準確的及可靠的，而且對信德可持續發展的表現提供了中肯和均衡的陳述，使我們感到滿意。驗證團隊認為，報告符合《全球報告倡議組織可持續發展報告標準2018》(GRI 標準)「核心要求」及香港聯合交易所有限公司《環境、社會及管治報告指引》，可供信德的持份者使用。

簽字：

代表香港通用檢測認證有限公司



Jacky Yeung
楊時鋒

Lead Assuror
主任驗證員

Certification and Business Enhancement
認證及企業優化

About this Report 關於本報告



This is the fifth annual Sustainability Report (“the Report”) for Shun Tak Holdings Limited (Code: 242) and its subsidiaries. The Report reflects our commitment to sustainability in the following five areas: corporate governance, community, people, environment, and value chain. We hope to disclose our achievements and commitments in sustainability, as well as our future plans to enhance our performance amongst internal and external stakeholders.

此乃信德集團有限公司（港交所上市代號242）及其附屬公司發表的第五份可持續發展報告（「本報告」）。本報告反映我們在企業管治、社區、員工、環境及價值鏈等五個範疇的可持續發展表現。我們期望透過披露可持續發展的成就與承諾，以及未來的路向，進一步提升集團的整體表現，深化內部及外部持份者的可持續發展意識。

Reporting Scope

報告範圍

The Report covers the core activities of the Group and the joint ventures over which the Group has dominant operational control in Hong Kong, Macau, Mainland China and Singapore, which include Property, Transportation, Hospitality and Investment.

The Report provides an overview of Shun Tak Holdings Limited’s Environmental, Social and Governance (“ESG”) performance from 1 January to 31 December 2018. Further information regarding the Group’s corporate governance and financial performance is available in our Annual Report 2018, which can be accessed on our corporate website: www.shuntakgroup.com.

本報告涵蓋本集團及其持有主要營運管控權的各合資企業，包括在香港、澳門、內地及新加坡的地產、運輸、酒店及消閒和投資等。

本報告主要闡述信德集團有限公司於2018年1月1日至12月31日期間，有關環境、社會及企業管治的表現。關於企業管治及經濟表現的進一步資料，可於本公司網站：www.shuntakgroup.com查閱集團的2018年年報。

Reporting Standards and Assurance

報告準則及驗證

This Report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core option, and satisfies the requirements of the ESG Reporting Guide (“ESG Guide”) set out in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong (“HKEx”). For detailed information about the “comply or explain” provisions of the ESG Reporting Guide, please refer to the Performance Data Summary and GRI and HKEx ESG Content Index of this report. The Group’s key initiatives were closely examined and areas in which the Group could offer the greatest contributions towards the UN SDGs were identified.

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

本報告依照《全球報告倡議組織報告準則》的「核心選項」擬備，符合香港聯合交易所有限公司（「港交所」）證券上市規則附錄27《環境、社會及管治報告指引》的披露規定。有關《環境、社會及管治報告指引》涉及「不遵守就解釋」條款的詳情，可參閱本報告「表現數據摘要」及「全球報告倡議組織及香港交易所ESG報告指引內容索引」。集團並仔細審視各主要項目，並選定在聯合國可持續發展目標中，我們可作出更大貢獻的多個範疇。

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

Contact

We welcome your feedback on this report and our sustainability performance so that each year we can deliver more value to our stakeholders. Please send your comments to us at sustainability@shuntakgroup.com.

聯絡我們

歡迎閣下對本報告及我們的可持續發展表現提供意見，以助我們日後為持份者創造更多價值。懇請將意見透過電郵傳送至 sustainability@shuntakgroup.com。

Stakeholder Engagement 持份者參與

Regular and open dialogue with our internal and external stakeholders has helped the Group identify material topics to manage and report on. Maintaining trusted relationships with our stakeholders enables us to define and continuously evolve our current and future sustainability strategies.

定期與內部及外部持份者進行公開對話，有助本集團識別需要處理及匯報的關鍵議題。致力維繫集團與持份者之間的互信關係，則有助我們確立目前及日後的可持續發展策略，並適時調整。

Stakeholder Engagement Channels 持份者參與渠道

Stakeholder Groups 持份者組別



Employees
員工



Customers and Tenants
顧客及租戶



Business Partners
業務夥伴



Suppliers and Contractors
供應商與承建商



Shareholders and Investors
股東與投資者



Government and Industry Associations
政府及業界組織



Non-governmental Organisations and Local Communities
非政府組織及本地社區



Media
傳媒

Communication Channels 溝通渠道

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

We engaged with our stakeholders in 2016 to canvas their feedback on our sustainability progress. Our stakeholder groups include employees, investors, customers, tenants and business partners who directly impact our operations; and NGOs and business partners who are well placed to advise on our reporting focus and strategic approach.

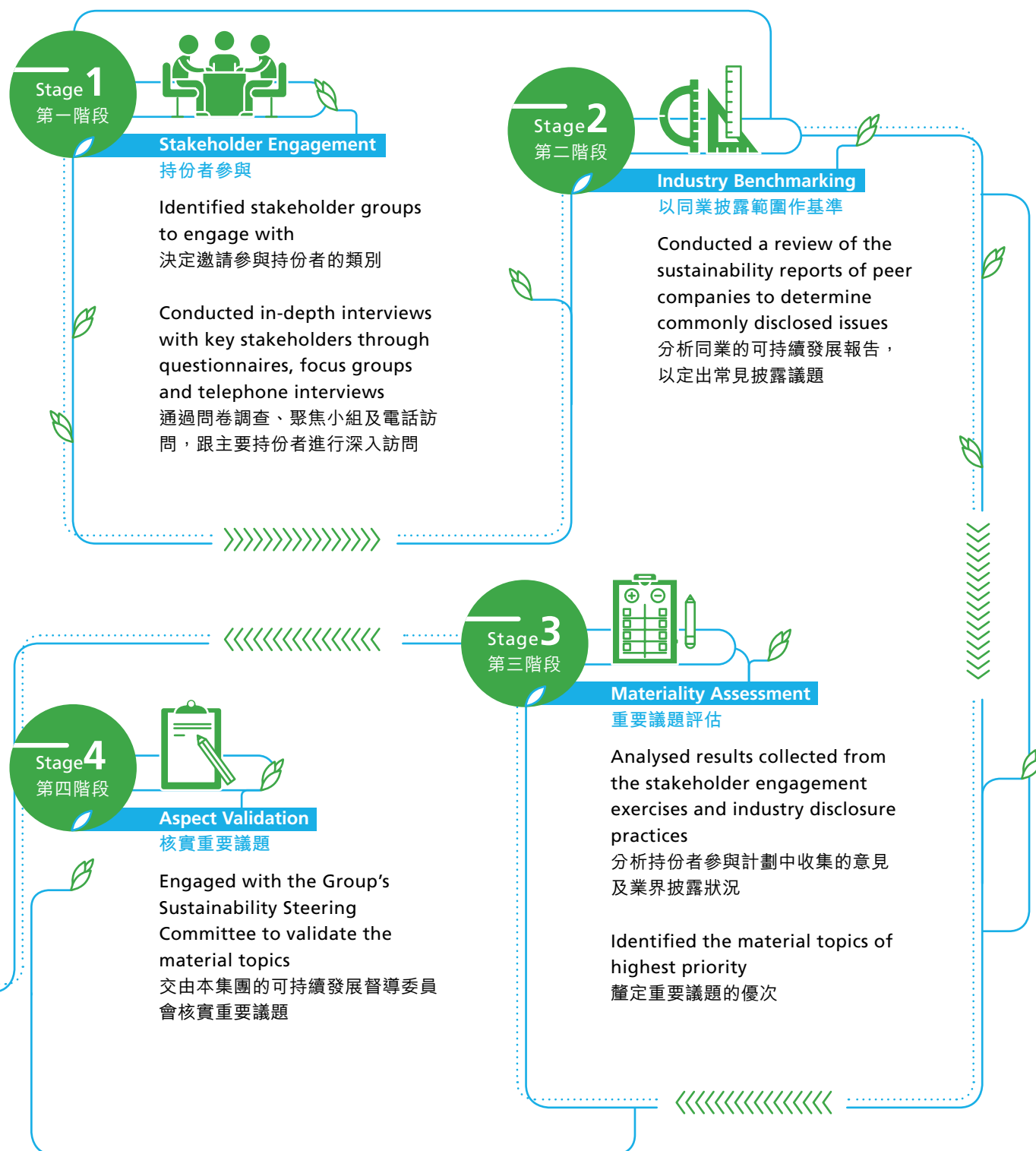
我們於2016年進行持份者參與計劃，收集他們對集團可持續發展表現的意見。參與的持份者都與集團日常運作有直接關係，例如員工、投資者、顧客、租戶及業務夥伴等，以及包括非政府組織和業務夥伴，他們可就集團的報告焦點及策略部署提供建議。

Areas of Concerns 關注範疇	Stakeholder Comments 持份者意見	Our Responses 集團回應
 <p>Group Sustainability Strategy 集團可持續發展策略</p>	<p>Stakeholders suggested that a review of the sustainability performance of peer companies would help the Group identify commonly disclosed issues, thus enhancing its sustainability performance.</p> <p>持份者建議參考其他同業的可持續發展表現，有助本集團掌握慣常披露議題，從而提升可持續發展表現。</p>	<p>Please refer to "About this Report" and "Our Community".</p> <p>請參閱「關於本報告」及「我們的社區」</p>
 <p>Workplace Practice 工作間實施表現</p>	<p>Stakeholders requested a communication platform from which they could learn about training and development opportunities, ways to foster work-life balance, and occupational health and safety.</p> <p>持份者要求建立溝通平台，方便他們得悉培訓及發展機會；學習培養工作與生活平衡的方法，及獲取職業健康與安全相關資訊。</p>	<p>Please refer to "Our People".</p> <p>請參閱「我們的員工」</p>
 <p>Social Involvement 社會參與</p>	<p>The Group actively engage with community partners to promote social integration. Stakeholders would like increased opportunities for disabled workers, and incorporation of barrier-free facilities across the Group's operations.</p> <p>集團主動邀請社區夥伴參與，促進社會共融。持份者希望我們為殘疾人士提供更多就業機會，及在旗下業務增設無障礙設施。</p>	<p>Please refer to "Our Value Chain".</p> <p>請參閱「我們的價值鏈」</p>
 <p>Partner Synergy 夥伴協作</p>	<p>Stakeholders acknowledged the Group's charitable contributions and recommended that the Group use its network of business partners to cumulatively increase this positive impact in society.</p> <p>持份者鳴謝集團的慈善捐獻，建議我們善用業務夥伴網絡為社會帶來更多正面影響。</p>	<p>Please refer to "Our Community".</p> <p>請參閱「我們的社區」</p>
 <p>Environmental Performance 環保表現</p>	<p>Stakeholders recommended that the adoption of smart, green technology and systems should be explored more widely across the Group to reduce environmental impact.</p> <p>持份者建議集團更廣泛採用智能環保科技及系統，減低對環境的影響。</p>	<p>Please refer to "Our Environment".</p> <p>請參閱「我們的環境」</p>

Materiality Assessment 重要議題評估

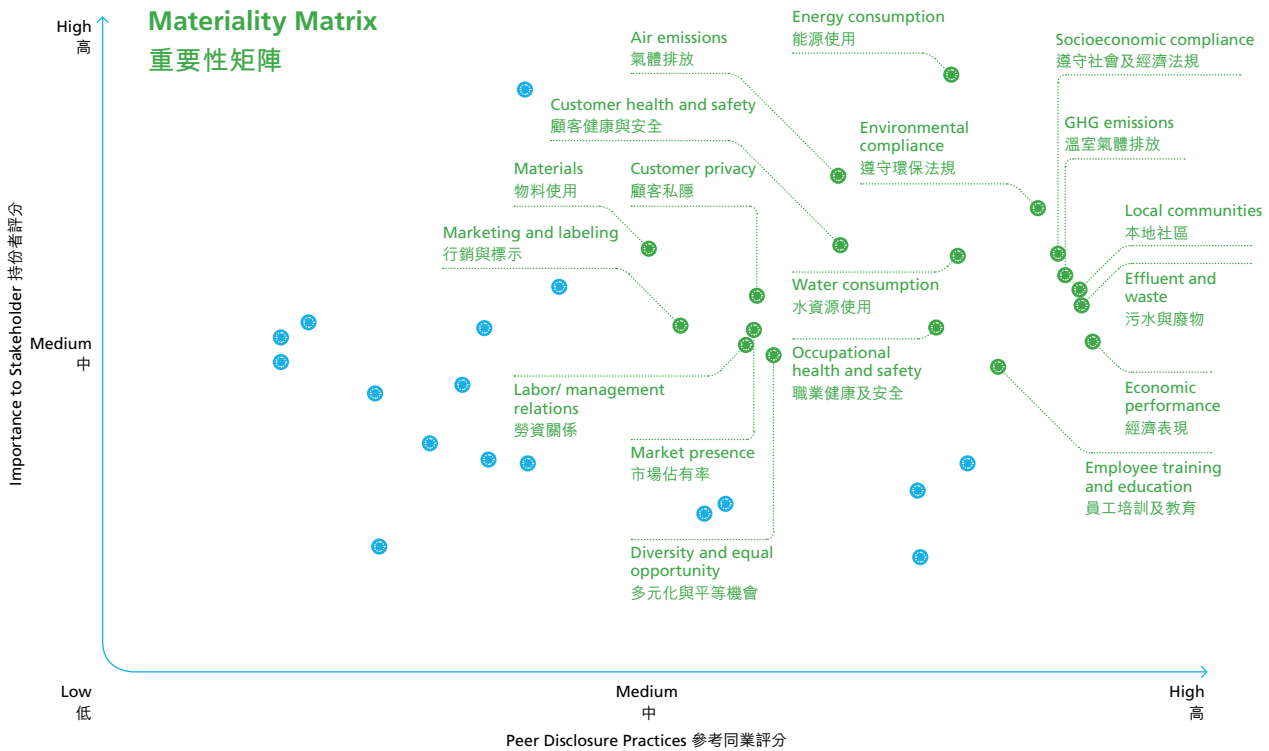
Undergoing a materiality assessment is an important step in our sustainability reporting process. It helps us identify and prioritise topics that are most important to stakeholders. In 2016, we adopted the following systematic four-step approach to define the material topics for disclosure in the report.

評估重要議題是編製可持續發展報告的關鍵環節，有助我們就持份者關注議題進行識別及排序。我們於2016年，按照下述四個步驟，有系統地訂定必須於報告中披露的重要議題。



Following the identification of our most material sustainability topics through stakeholder engagement, the topics are prioritised and plotted on the below matrix.

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



A total of 17 material topics²⁸ were identified across the three key areas of; economic, environmental and social performance. The consolidated list of material topics and their corresponding boundaries are presented in the below table. Boundaries represent the areas of the business, which directly or indirectly affect or have an effect on the material topics. Boundaries are determined based on stakeholder feedback, knowledge of business and management review.

是次評估共歸納出17個重要議題²⁸，涉及經濟、環保及社會表現等三大主要範疇。經整合的重要議題及相關界限範圍詳見下表。界限範圍代表會直接或間接影響重要議題的商業範圍。該等範圍乃根據持份者意見、商業知識及管理層審議結果加以釐定。

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

²⁸ A total of 18 GRI G4 Aspects were identified as material during the materiality assessment conducted in 2016. A total of 17 material topics resulted from mapping to the GRI Standards; the two sub-categories of the Compliance Aspects under GRI G4, namely Social and Product Responsibility, have been combined into one GRI Standard (Socioeconomic Compliance). 2016年進行的重要議題評估原確定共18個GRI G4重要議題。鑑於GRI G4合規項目下的「遵守社會法規」及「遵守產品責任法規」兩個分類，現已結合為一個稱為「遵守社會及經濟法規」的GRI標準，所以我們將重要議題整合為17個，以作配合。

GRI and HKEx ESG Content Index

全球報告倡議組織及 香港交易所ESG報告指引內容索引



The GRI has developed an internationally recognised framework for sustainability reporting. The report contains standard disclosures from the GRI Sustainability Reporting Guidelines. The following table indicates the location of or direct response to GRI Standards disclosures included in this report and other publicly available STHL documents.

全球報告倡議組織（GRI）建立了一個國際認可的可持續發展報告框架。本報告依循GRI標準披露相關資訊。下表就各披露要求提供相關的章節連結、直接解釋和信德集團的其他公開文件。

GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照/註釋	HKEx ESG KPI 香港聯交所關 鍵績效指標	Page 頁數
GRI 101: Foundation 基礎 2016				
GRI 102: General Disclosures 一般揭露 2016				
Organizational Profile 組織概況				
102-1	Name of the organisation 組織名稱	About our Business 我們的業務		P.4-10
102-2	Activities, brands, products, and services 活動、品牌、產品與服務	About our Business 我們的業務 See also Review of Operations section of Annual Report 2018 並參閱2018年年報「業務回顧」章節		P.4-10 N/A
102-3	Location of headquarters 總部位置	About our Business 我們的業務		P.4-10
102-4	Location of operations 營運活動地點	About our Business 我們的業務		P.4-10
102-5	Ownership and legal form 所有權與法律形式	About this Report 關於本報告 See also Review of Operations section of Annual Report 2018 並參閱2018年年報「業務回顧」章節		P.72-76 N/A
102-6	Markets served 提供服務的市場	About our Business 我們的業務		P.4-10
102-7	Scale of the organisation 組織規模	Performance Highlights 表現概覽 Our People 我們的員工 Performance Data Summary 表現數據摘要		P.11 P.26-35 P.66-69
102-8	Information on employees and other workers 員工與其他工作者的資訊	Performance Highlights 表現概覽 Performance Data Summary 表現數據摘要	B1.1	P.11 P.66-69
102-9	Supply Chain 供應鏈	Our Value Chain 我們的價值鏈 Performance Data Summary 表現數據摘要	GD-B5, B5.1, B5.2	P.45-52 P.66-69
102-10	Significant changes to the organisation and its supply chain 組織與其供應鏈的重大變化	No significant changes during the reporting period. 報告期內沒有重大改變。		N/A

GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照/註釋	HKEx ESG KPI 香港聯交所關 鍵績效指標	Page 頁數
102-11	Precautionary principle or approach 預警原則或方針	About our Business 我們的業務 See also the Corporate Governance Report section of our Annual Report 2018 . 並參閱2018年年報「企業管治報告書」章節		P.4-10 N/A
102-12	External initiatives 外部倡議	Our Environment 我們的環境 Major Recognitions, Awards, Charters & Memberships 主要嘉許、獎項、約章及會籍		P.36-44 P.53-65
102-13	Membership of associations 公協會的會員資格	Major Recognitions, Awards, Charters & Memberships 主要嘉許、獎項、約章及會籍		P.53-65
Strategy 策略				
102-14	Statement from senior decision maker 決策者的聲明	Message from the Management 管理層序言		P.2-3
Ethics and Integrity 倫理與誠信				
102-16	Values, principles, standards, and norms of behaviour 價值、原則、標準及行為規範	Message from the Management 管理層序言 About our Business 我們的業務 See also the Corporate Governance Report section of our Annual Report 2018 . 並參閱2018年年報「企業管治報告書」章節	GD-B7, B7.2	P.2-3 P.4-10 N/A
Governance 治理				
102-18	Governance structure 治理結構	About our Business 我們的業務 See also the Corporate Governance Report section of our Annual Report 2018 . 並參閱2018年年報「企業管治報告書」章節		P.4-10 N/A
Stakeholder Engagement 持份者參與				
102-40	List of stakeholder groups 持份者組別	About this Report 關於本報告		P.72-76
102-41	Collective bargaining agreements 團體協約	No current employees are covered by collective bargaining agreements. 暫時無僱員受集體談判合約保障。		N/A
102-42	Identifying and selecting stakeholders 鑑別與選擇持份者	About this Report 關於本報告		P.72-76

GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照/註釋	HKEx ESG KPI 香港聯交所關 鍵績效指標	Page 頁數
102-43	Approach to stakeholder engagement 與持份者溝通的方針	About this Report 關於本報告 Our Value Chain 我們的價值鏈	B6.2	P.72-76 P.45-52
102-44	Key topics and concerns raised 提出之關鍵主題與關注事項	About this Report 關於本報告	B6.2	P.72-76
Reporting Practice 報導實務				
102-45	Entities included in the consolidated financial statements 合併財務報表中所包含的實體	About our Business 我們的業務 See also Notes to the Financial Statements section of our Annual Report 2018 . 並參閱2018年年報「財務報表附註」章節		P.4-10 N/A
102-46	Defining report content and topic Boundaries 界定報告書內容與主題邊界	About this Report 關於本報告 We did not conduct a comprehensive materiality assessment survey in 2018, as no significant changes in our material issues were observed from the 2016 assessment. We are committed to reviewing our material issues annually and will repeat our comprehensive assessment as necessary. Senior management review and confirm our material topics each year. 我們就2016年釐定的重要議題並未發現有重大變化，因此在2018年未有進行全面的重要議題評估。我們確保每年檢討重要議題，並在必要時進行重新評估。高級管理層每年審視並確認我們集團的重要議題。		P.72-76 N/A
102-47	List of material topics 重大主題列表	About this Report 關於本報告		P.72-76
102-48	Restatements of information 資訊重編	There was no restatement of information in this Report. 沒有就去年報告內容作出重整。		N/A
102-49	Changes in reporting 報導改變	There are no significant changes. 沒有重大改變。		N/A
102-50	Reporting period 報告期間	About this Report 關於本報告		P.72-76
102-51	Date of most recent report 上一次報告書的日期	Our previous report was published in June 2018. 上一次報告書於2018年6月出版。		N/A
102-52	Reporting cycle 報告週期	About this Report 關於本報告		P.72-76
102-53	Contact point for questions regarding the report 可回答報告書相關問題的聯絡人	About this Report 關於本報告		P.72-76

GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照/註釋	HKEx ESG KPI 香港聯交所關 鍵績效指標	Page 頁數
102-54	Claims of reporting in accordance with the GRI Standards 依循GRI準則報導的宣告	About this Report 關於本報告		P.72-76
102-55	GRI content index GRI 內容索引	GRI and HKEx ESG Content Index 全球報告倡議組織及香港交易所ESG 報告指引內容索引		P.77-84
102-56	External assurance 外部保證/確信	About This Report 關於本報告 Assurance Statement 驗證聲明		P.72-76 P.70-71
Material Topics 重要議題				
GRI 200: Economic Topics 經濟				
GRI 201: Economic Performance 經濟績效 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Community 我們的社區 See also the Group Financial Review in our Annual Report 2018 . 並參閱2018年年報「集團財務回顧」 章節		P.72-76 P.12-25 N/A
201-1	Direct economic value generated and distributed 組織所產生及分配的直接經濟價值	Performance Highlights 表現概覽 Performance Data Summary 表現數據摘要 See also the Group Financial Review in our Annual Report 2018 . 並參閱2018年年報「集團財務回顧」 章節	B8.2	P.11 P.66-69 N/A
GRI 202: Market Presence 2016 市場地位2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工		P.72-76 P.26-35
202-1	Ratios of standard entry level wage by gender compared to local minimum wage 不同性別的基層人員之標準薪資與當地最低薪資的比率	We complied with local minimum wages laws in Hong Kong, Macau and Mainland China. Employees' wage rate is based on performance and experience. 我們符合香港、澳門及中國內地的最低工資法律，並依照員工的表現和經驗制訂薪酬。	GD-B1	N/A
GRI 300: Environmental Topics 環境				
GRI 301: Materials 物料 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Environment 我們的環境	GD-A2, GD-A3, A3.1	P.72-76 P.36-44
301-1	Materials used by weight or volume 所用物料的重量或體積	Performance Data Summary 表現數據摘要	A2.5	P.66-69

GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照/註釋	HKEx ESG KPI 香港聯交所關 鍵績效指標	Page 頁數
GRI 302: Energy 2016 能源2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Environment 我們的環境	GD-A2, A2.3, GD-A3, A3.1	P.72-76 P.36-44
302-1	Energy consumption within the organisation 組織內部的能源消耗量	Performance Data Summary 表現數據摘要	A2.1	P.66-69
GRI 303: Water 水 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Environment 我們的環境	GD-A2, A2.4, GD-A3, A3.1	P.72-76 P.36-44
303-1	Water withdrawal by source 依來源劃分的取水量	Performance Data Summary 表現數據摘要	A2.2	P.66-69
GRI 305: Emissions 排放 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Environment 我們的環境	GD-A1, A1.1, A1.5, GD-A3, A3.1	P.72-76 P.36-44
305-1	Direct (Scope 1) GHG emissions 直接(範疇一)溫室氣體排放	Performance Data Summary 表現數據摘要	A1.2	P.66-69
305-2	Energy indirect (Scope 2) GHG emissions 能源間接(範疇二)溫室氣體排放	Performance Data Summary 表現數據摘要	A1.2	P.66-69
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions 氮氧化物、硫氧化物和其他重大的氣體排放	Performance Data Summary 表現數據摘要	A1.1	P.66-69
GRI 306: Effluents and Waste 廢污水及廢棄物 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Environment 我們的環境	GD-A1, A1.6, GD-A3, A3.1	P.72-76 P.36-44
306-2	Waste by type and disposal method 按類別及處置方法劃分的廢棄物	Performance Data Summary 表現數據摘要	A1.3, A1.4	P.66-69
GRI 307: Environmental Compliance 有關環境保護的法規遵循 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Environment 我們的環境	GD-A1	P.72-76 P.36-44

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307-1	Non-compliance with environmental laws and regulations 違反環保法規	There were no significant fines or nonmonetary sanctions for non-compliance in the environmental area during the reporting period. 報告期內，集團沒有因違反環境相關法規而被處分巨額罰款或受非金錢制裁。	GD-A1	N/A
GRI 400: Social Topics 社會				
GRI 402: Labour/ Management Relations 勞/資關係 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工 There were no incidents of non-compliance related to child and forced labour, which would have a significant impact on the Group. 報告期內，集團沒有發生任何對本集團產生重大影響的違反強迫勞工或童工法規的事件。	GD-B1, B4	P.72-76 P.26-35 N/A
402-1	Minimum notice periods regarding operational changes 關於營運變化的最短預告期	Depending on the circumstances, there is no fixed minimum notice regarding operational change. However, to the extent possible, we do inform our colleagues well in advance the intention and details of the change. Prior to such changes, we will conduct briefing for employees to collect their feedback and try to put relevant notice within a month's time. 視乎情況而定，我們沒有設定業務運作改變的最短通知期，但我們會盡可能通過內部簡報會事先向有關員工解釋詳情及收集意見。此等運作改動內容會在實施前一個月通知員工。		N/A
GRI 403: Occupational Health and Safety 職業安全衛生 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工	GD-B2, B2.3	P.72-76 P.26-35
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities 傷害類別，傷害、職業病、損工日數、缺勤等比率，以及因公死亡件數	Performance Data Summary 表現數據摘要	B2.1, B2.2	P.66-69

GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照/註釋	HKEs ESG KPI 香港聯交所關 鍵績效指標	Page 頁數
GRI 404: Training and Education 訓練與教育 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工	GD-B3	P.72-76 P.26-35
404-1	Average hours of training per year per employee 每名員工每年接受訓練的平均時數	Our People 我們的員工 Performance Data Summary 表現數據摘要	B3.1, B3.2	P.26-35 P.66-69
GRI 405: Diversity and Inclusion 員工多元化與平等機會 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工	GD-B1	P.72-76 P.26-35
405-1	Diversity of governance bodies and employees 治理單位與員工的多元化	Our People 我們的員工 Performance Data Summary 表現數據摘要 See also the Corporate Governance Report section of our Annual Report 2018 . 並參閱2018年年報「企業管治報告 書」章節	B1.1	P.26-35 P.66-69 N/A
GRI 413: Local Communities 當地社區 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Community 我們的社區	GD-B8	P.72-76 P.12-25
413-1	Operations with local community engagement, impact assessments, and development programs 經當地社區溝通、衝擊評估和發展 計劃的營運活動	Our Community 我們的社區 Performance Data Summary 表現數據摘要	B8.1	P.12-25 P.66-69
GRI 416: Customer Health and Safety 顧客的健康與安全 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Value Chain 我們的價值鏈	GD-B6	P.72-76 P.45-52
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services 違反有關產品與服務的健康和安全 法規之事件	There were no significant incidents of non-compliance concerning the health and safety of our products and services reported during the reporting period. 報告期內，集團沒有發生因違反有關 產品和服務健康與安全影響法規的重要 事件。	GD-B6	N/A
GRI 417: Marketing and Labelling 行銷及標示 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Value Chain 我們的價值鏈	GD-B6	P.72-76 P.45-52

GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照/註釋	HKEx ESG KPI 香港聯交所關 鍵績效指標	Page 頁數
417-2	Incidents of non-compliance concerning product and service information and labeling 未遵循產品與服務之資訊與標示法規的事件	There were no reported incidents of non-compliance concerning product and service information and labelling during the reporting period. 報告期內，集團沒有因違反有關產品和服務資訊標示的法規的事件。	GD-B6	N/A
GRI 418: Customer Privacy 客戶隱私 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告	GD-B6, B6.5	P.72-76
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data 經證實侵犯客戶隱私或遺失客戶資料的投訴	There were no substantiated complaints identified in relation to customer privacy during the reporting period. 報告期內，集團沒有經證實的侵犯顧客私隱及遺失顧客資料的投訴。	B6.2	N/A
GRI 419: Socioeconomic Compliance 社會經濟法規遵循 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告		P.72-76
419-1	Non-compliance with laws and regulations in the social and economic area 違反社會及經濟領域方面之法律和規定	There were no significant incidents of non-compliance concerning laws and regulations during the reporting period. 報告期內，集團沒有發生因違反社會及經濟相關法規而被處分巨額罰款或受非金錢制裁的重要事件。	GD-B1, GD-B2, GD-B4, GD-B6, B7, B7.1	N/A

信德集團

SHUN TAK HOLDINGS

Shun Tak Holdings Limited

Penthouse 39/F, West Tower, Shun Tak Centre,
200 Connaught Road Central, Hong Kong

信德集團有限公司

香港干諾道中二百號信德中心西座三十九頂樓
www.shuntakgroup.com



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