



SYNERGIS HOLDINGS LIMITED 昇捷控股有限公司

(Incorporated in Bermuda with limited liability 於百慕達註冊成立之有限公司)
Stock Code 股份代號: 02340.HK

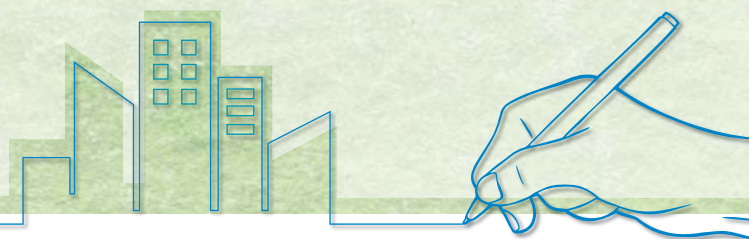
2019

Environmental, Social &
Governance Report
環境、社會及管治報告



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About This Report

關於本報告

Synergis Holdings Limited (the “Company” or “Synergis”, and together with its subsidiaries, the “Group”) is pleased to present its Environmental, Social and Governance (“ESG”) Report (the “Report”). This Report fulfils the requirement of the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). It complies with the “comply or explain” and “recommended disclosure” provisions of the ESG Reporting Guide.

This Report focuses on the Group’s property and facility management (“PFM”) business, interiors and special projects (“ISP”) business, and its corporate offices in Hong Kong where we have management control. Unless otherwise specified, this Report covers the period from 1 January 2019 to 31 December 2019 (the “Reporting Year”).

This Report complements our Annual Report 2019 and responds to stakeholder interest in our ESG impacts by disclosing our sustainability vision, commitment, policy and performance in detail. All information is compiled and published based on existing policies or practices, and official documents or reports.

The board of Directors of Synergis (the “Board”) is responsible for ESG strategising and reporting. It strives to improve our ESG Reports and is dedicated to disclosing our ESG performances annually in an accurate, genuine and transparent manner.

We welcome reader feedback on the Report and our approach to sustainability. Please share your views at investor@synergis.com.hk. For further information regarding our financial performance, please refer to our Annual Report 2019.

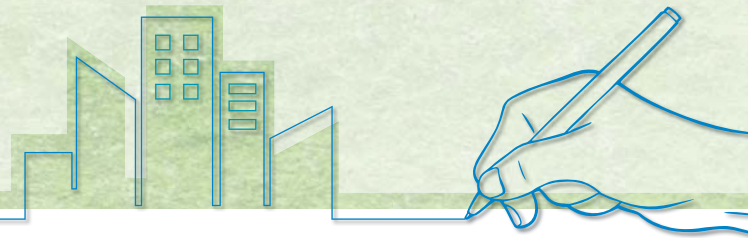
昇捷控股有限公司(簡稱「本公司」或「昇捷」, 及連同其附屬公司統稱為「本集團」)欣然提呈其環境、社會及管治(「環境、社會及管治」)報告(「本報告」)。本報告乃根據香港聯合交易所有限公司(「聯交所」)上市規則附錄二十七的環境、社會及管治報告指引編寫。本報告遵從環境、社會及管治報告指引中所載的「不遵守就解釋」及「建議披露」條文。

本報告涵蓋本集團在香港之物業及設施管理(「物業及設施管理」)業務、室內裝飾及特殊項目(「室內裝飾及特殊項目」)業務、以及其擁有管理控制權的香港公司辦事處。除另有指明外, 本報告涵蓋2019年1月1日至2019年12月31日(「本報告年度」)。

本報告補充我們的2019年年報, 並通過詳細披露我們的可持續發展願景、承諾、政策和績效, 以回應持份者對我們的環境、社會及管治影響的關注。所有信息均根據現有政策或慣例, 以及官方文件或報告進行編輯和發佈。

本公司的董事會(「董事會」)負責我們的環境、社會及管治策略及報告。它致力改善我們的環境、社會及管治報告, 及致力每年以準確、真實和透明的方式披露我們的環境、社會及管治績效。

我們歡迎讀者對於本報告或我們環境、社會及管治表現的反饋。請發送電子郵件至 investor@synergis.com.hk 以分享您的意見。有關我們財政表現的更多資訊, 請參考我們的2019年年報。




This Report adheres to the following Reporting Principles:
本報告遵循以下報告原則：



Materiality 重要性

This Report is structured based on the materiality of respective issues, resulting from a comprehensive stakeholder engagement process. For more detailed information, please refer to the “Stakeholder Engagement” and “Materiality Assessment” under section — “Sustainability at Synergis”.

本報告乃根據持份者參與，所得出的各議題重要性而製定。有關更多詳細信息，請參閱「昇捷的可持續發展」部分下的「持份者參與」和「重要性評估」。



Quantitative 量化

This Report discloses material environmental and social KPIs of the operations at corporate offices, PFM business, and ISP business to evaluate the effectiveness of our ESG policies and management systems.

本報告披露香港公司辦事處、物業及設施管理業務和室內裝飾及特殊項目業務營運的環境和社會關鍵績效指標，以評估我們的環境、社會及管治政策和管理系統的績效。



Consistency 一致性

This Report is prepared consistently in terms of methodology with previous years. For relevant factors leading to meaningful comparison in specific environmental KPI(s), please refer to the “Performance Data Summary”.

本報告的編制方法與往年一致。有關導致某環境關鍵績效指標數據不一的相關因素，請參考「績效數據總結」。

Chairman's Message

主席的話

Dear Stakeholders,

On behalf of Synergis, it is my pleasure to present our third standalone ESG Report of the Company for the year 2019. This Report communicates our commitments and contributions to sustainable development in a genuine and transparent manner. By acknowledging a wider global perspective, we have enhanced our sustainability strategy and, for the first time, incorporated and aligned the United Nations Sustainable Development Goals with our sustainability strategy, which in turn demonstrate our commitment to addressing global challenges.

Synergis is a dynamic and diversified company collaborating with hundreds of organisations and thousands of individuals. As a service provider in the property management and building and interior decoration sector, we are presented with ample development opportunities while also challenged by the ever-changing environment which we operate in. Given the keen market competition and the continual rising operating costs under social and economic instability in the latter half of 2019, we strive to retain our professionalism and leading position in the industry by offering one-stop-shop quality services in property management, facility management and asset management. The strength and capability in managing large-scale projects are reinforced by the implementation of Total Quality Management which is missioned to create value for stakeholders through comprehensive and innovative solutions.

As a business partner to our suppliers, contractors and subcontractors, we are responsible for establishing strict, transparent corporate governance policies and ethical controls in all levels of operations. This in turn, enables **Our Business** to maintain high standards of business integrity and risk management, and helps sustain a close relationship with **Our Partners**.

As an employer, we have a duty to safeguard the legitimate rights and interests of all employees. Accordingly, we have established the flagship "We Care We Share" programme in 2019 to create an inclusive and productive workplace that supports **Our People**. As a service provider in the property management, building and interior decoration sector, we are expected to deliver quality and professional services and projects to **Our Customers**. In the past year, we have made considerable efforts to provide exceptional customer service by employing innovative solutions and maintaining high awareness, especially during emergency events.

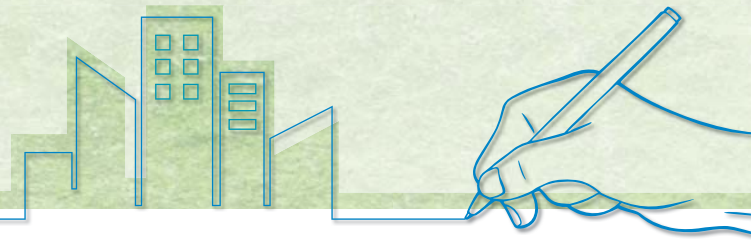
親愛的持份者：

我謹代表昇捷欣然發表本公司第三份獨立的2019年度環境、社會及管治報告。本報告以真實和透明的方式公佈我們在可持續發展的承諾和貢獻。透過以全球視角認知，我們完善了可持續發展策略，並首次將聯合國可持續發展目標納入我們的可持續發展策略，讓其展示我們應對全球挑戰的努力。

昇捷與數百家組織和數千名人員聯繫和合作，是一家充滿活力和多元化的公司。作為一家物業管理、以及樓宇及室內裝潢界別的服務供應商，我們有著巨大的發展機遇，同時亦面臨著環境瞬息萬變所帶來的挑戰。鑑於激烈的市場競爭以及2019年下半年的社會和經濟不穩，引致的營運成本持續上漲，我們致力通過在物業管理、設施管理和資產管理方面提供一站式優質服務，以保持我們的專業水平和行業的領先地位。我們實施全面質量管理以加強大型項目管理的實力和能力，並秉持透過全面和創新的解決方案為持份者創造價值的使命。

作為我們的供應商、承包商和分包商的業務夥伴，我們負責在所有營運層面建立嚴格、透明的公司管治政策和道德管制。這樣，有助**我們的業務**維持高水準的業務完整性和風險管理，並有助與**我們的夥伴**維持緊密的聯繫。

作為一名僱主，我們有義務保障所有員工的合法權益。為此，我們在2019年推行了旗艦計劃「盡展關懷 共享成果」，以創建一個包容和具生產力的工作環境，以支持**我們的員工**。作為一家物業管理、以及樓宇及室內裝潢界別的服務供應商，我們期望為**我們的客戶**提供優質以及專業的服務和項目。在過去一年，我們透過採用創新的解決方案和特別於緊急情況下保持高度警覺，在提供卓越客戶服務方面付出了巨大的努力。



As a corporate citizen, we aspire to create positive social impacts through our businesses. In 2019, we supported the youth, elderly and **Our Community** through our charity programmes, with the theme of “Enjoying Comfortable Homes and Decent Jobs”. Finally, as a concerned global citizen, we, at Synergis, strongly believe that we have a duty to minimise any unnecessary disruption to **Our Environment**. By attaining LEED® and other green building certifications, we strive to assist our customers in realising their environmental goals.

It is our honour and a validation to be recognised externally for our achievements. Over the last year, we have received numerous awards in different fields, such as industry, occupational safety and health, human resources and technological innovation. These recognitions are not symbols of the end result, but tokens of excellence in our journey to further realise our sustainability strategy and vision.

Amidst local social and economic uncertainties, coupled with the outbreak of novel coronavirus, we remain focused and optimistic of the opportunities in our businesses in 2020. We would continue to take appropriate measures on risk management and proactively make improvements in all facets of our business. Aligning our values of customer-focus, integrity, teamwork, innovation and pursuit of excellence, sustainability is and will remain a core focus of our business strategy.

I would like to take this opportunity to express my sincere gratitude to all stakeholders for your continuous trust and support to the Group. Achieving sustainable development is a continuous and collaborative journey; I look forward to building a sustainable future together.

Kingston Chu Chun Ho
Chairman

24 March 2020

作為一名企業公民，我們渴望透過我們的業務創造積極的社會影響。在2019年，我們透過以「安居樂業」為主題的慈善計劃支援青年、長者和**我們的社區**。最後，我們在昇捷，作為一名關心世界的公民，堅信我們有責任減少對**我們的環境**作出不必要的破壞。通過獲得LEED®和其他綠色建築認證，我們努力協助客戶實現他們的環境目標。

獲外界認可我們的成就是我們的榮幸和一個肯定。於過去一年，我們在不同界別獲得了眾多獎項，例如業界、職業安全與健康、人力資源和科技創新。這些認可並不是最終結果的象徵，而是我們進一步實現可持續發展策略和願景過程中追求卓越的形象。

在眼前本地社會和經濟不明確的影響下，再加上新型冠狀病毒的爆發，我們對2020年的商機保持專注和樂觀。我們將繼續採取適當的風險管理措施，並積極改善業務的各個方面。可持續發展將繼續作為我們業務策略的核心重點，並與我們以客為本、正直誠實、群策群力、不斷創新和追求卓越的企业價值保持一致。

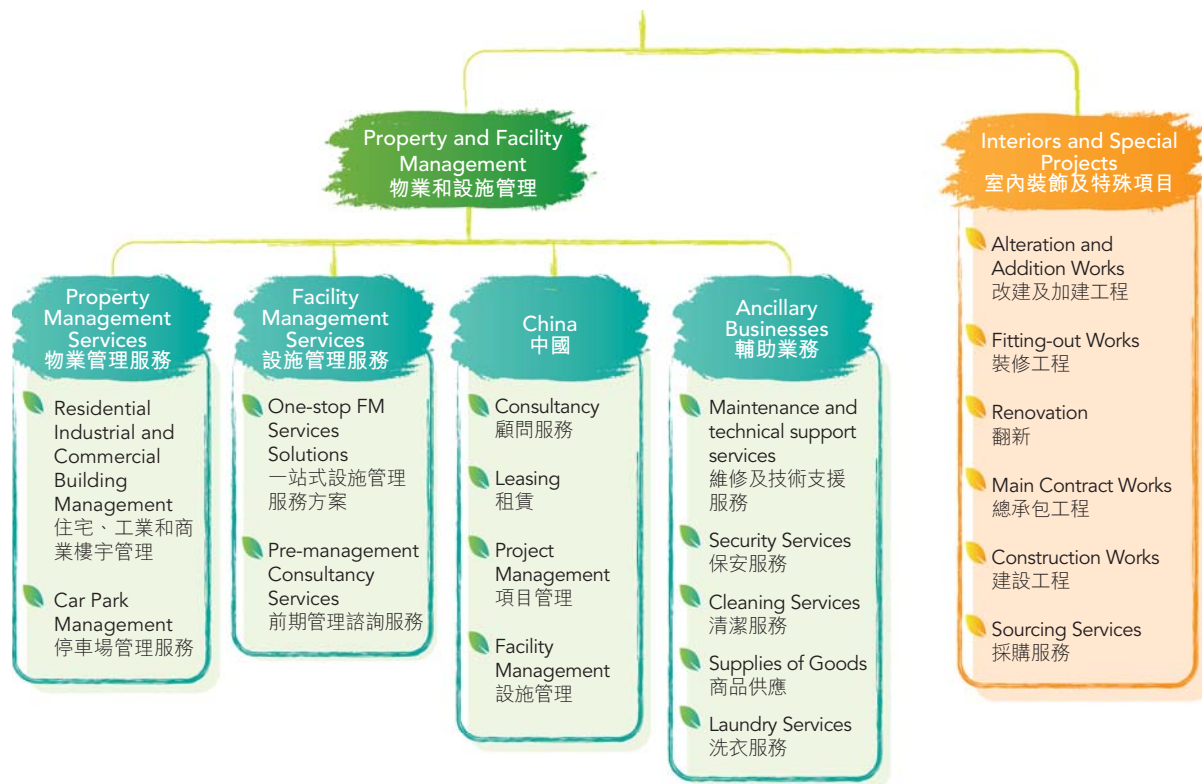
藉此機會，我希望向所有持份者對本集團的持續信任和支持表達衷心的感謝。實現可持續發展是一個持續不斷的合作旅程；我期盼著共同建立一個可持續的未來。

朱俊浩
主席

2020年3月24日

About Synergis

關於昇捷



Our Mission 我們的使命

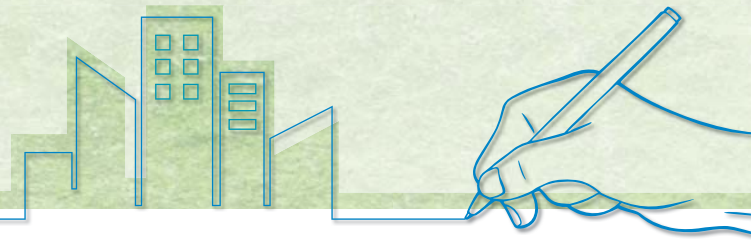
We are committed to creating value for stakeholders by providing comprehensive and innovative solutions that achieve high quality results.

我們致力為持份者創造價值，為他們提供全面及創新的方案，以達至高質素成效。

Our Values 我們的企業價值

Customer Focus
Integrity
Teamwork
Innovation
Pursuit of Excellence

以客為本
正直誠實
群策群力
不斷創新
追求卓越



Synergis has established a leading position in operating PFM business for more than 40 years. We uphold mission and values, and have boasted a diversified clientele, which includes private residential owners and incorporation of owners, government organisations, educational institutions, developers and investors. As at 31 December 2019, we are managing 328 properties and facilities with a gross floor area of approximately 79 million square metres in Hong Kong and China. We have been serving government departments, large public facilities, transport systems, airport cargo terminals, educational institutions, hospitals, commercial and industrial properties, public housing, private and luxury residential properties, as well as car parks.

In 2012, we acquired the ISP business. We serve as a Licensed Contractor, a Registered General Building Contractor and a Registered Specialist Contractor, who specialised in demolition works, site formation works as well as repair and restoration of historic buildings works. Our ISP team aspires to deliver quality projects and offers a complete solution, from planning, design, consultancy, project management, to turn-key interior design and fitting-out, alteration and addition, demolition, renovation, conservation and maintenance works.

To strengthen and support the growth of our PFM business, SynWave was repositioned in 2017 as an ancillary business to the Group. As we integrate procurement, laundry, cleaning, security, and maintenance and technical support into the service scope, we believe that it will add momentum to our business development moving forward.

超過40多年來，昇捷在經營物業和設施管理業務方面建立了領先地位。我們秉承使命和價值觀，並擁有多元化的客戶群，其中包括私人住宅業主和業主立案法團、政府機構、教育機構、發展商和投資者。截至2019年12月31日，本集團在香港和中國共管理328個物業及設施，總樓面面積約為79,000,000平方米。我們一直為政府部門、大型公共設施、運輸系統、機場貨運站、教育機構、醫院、商業及工業物業、公共房屋、私人豪華住宅物業，以及停車場提供服務。

於2012年，我們收購了室內裝飾及特殊項目業務。我們作為一名持牌承建商、註冊一般建築承建商和註冊專門承建商，專門從事拆卸工程、地盤平整工程以及歷史建築維修及修復工程。我們的室內裝飾及特殊項目團隊盼望交付優質的項目並提供從規劃、設計、顧問、項目管理、以至全包的室內設計及裝修工程、改建及加建、拆卸、翻新和維修工程的一套完整方案。

為了鞏固和支持物業和設施管理業務的增長，本集團於2017年將作為輔助業務的新浪潮重新定位。由於我們將採購、洗衣、清潔、保安和維修和保養工程納入至服務範圍，我們相信這將為我們未來的業務發展增添動力。

2019 Progress at a Glance

2019重要成果



ISO 9001, ISO 10002,
ISO 14001,
OHSAS 18001
Certified 認證



Total Training Hours
increased by
總訓練時數增加了

46%



261

Security, property &
training awards
保安、物業和培訓大獎



Overall Energy Usage
總能源消耗下降了

↓14.1%



Number of LEED
Projects Involved
參與LEED
項目的數目

1 LEED Silver
銀級認證

(Interior Design and
Construction)
(室內設計及工程)



98.38%

Customer
Satisfactory Rate for
PFM Business
物業及設施管理
業務客戶滿意度



Overall GHG Emissions
(Scope 1 and 2)

總溫室氣體排放(範圍1和2)下降了

↓20.3%



Work Fatality Case
因工死亡事件

0

3X



Total Number of Training
Attendees

培訓總人數上升了

Major Awards Recognitions

主要獎項認可

Link Asset Management Limited 領展資產管理有限公司

Excellent Contractor Award in the mid-term of 2018 2018 中期卓越承辦商大獎

Property Management Support Services Award 物業管理支援服務大獎

- Synergis Management Services Limited
昇捷管理服務有限公司

The Best Market Management Award 卓越街市管理大獎

- Tin Shing Market
天盛街市

The Best Service Ambassador Award 卓越服務人員大獎

- Synergis Management Services Limited: 3 staff
昇捷管理服務有限公司：3 位同事

The First Car Park Front-line Personnel Award 第一期停車場前線員工獎勵計劃

- Synergis Management Services Limited: 8 staff
昇捷管理服務有限公司：8 位同事



Kowloon City District Office 九龍城民政事務處

Kowloon City District Quality Building Management Competition 九龍城區優質樓宇管理比賽

Merit Award: Fairland Gardens, Crystal Court
優異獎：俊慧園、麗晶樓



Wong Tai Sin District Office 黃大仙民政事務處

Wong Tai Sin District Quality Building Management Competition 黃大仙區優質大廈管理比賽

Tenants Purchase Scheme and Home Ownership Scheme Category
— 2nd Runner-up
租置屋邨及居者有其屋組 — 季軍

- Tsz On Court (Phase II)
慈安苑(二期)

Merit Award
優異獎

- The Vista
怡庭居



Major Awards Recognitions

主要獎項認可

Occupational Safety and Health Council, Labour Department, Electrical and Mechanical Services Department, and The Hong Kong Association of Property Management Companies Limited

職業安全健康局，勞工處，機電工程署及香港物業管理公司協會

Best Property Contractor in Occupational Safety and Health 最佳職安健物業管理承辦商

Silver Award: Master Clean Service Limited
銀獎：宏潔服務有限公司

Best Property Management Award in Occupational Safety and Health 最佳職安健物業管理大獎

最佳職安健物業管理大獎

Merit Award: King Shing Court
優異獎：景盛苑



Hong Kong Police Force 香港警務處

Kowloon West Best Security Services Awards 2018

西九龍最佳保安服務選舉 2018

Five-Star Managed Property: The Crescent, 18A La Salle Road, Emperor Place, 7-11 Cornwall Street, Content Lodge
五星級管理物業獎：仁禮花園，喇沙利道18號A，帝文苑，7-11 歌和老街，安定舍

Four-Star Managed Property: Perth Garden
四星級管理物業獎：巴富花園

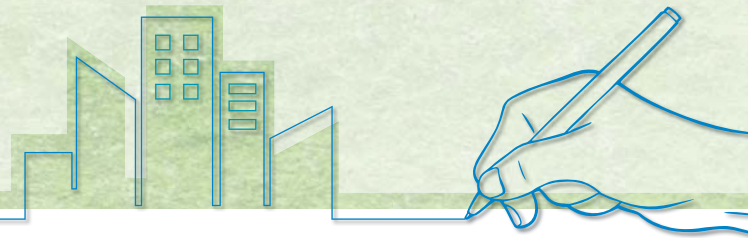
Double-Star Managed Property: Silver Crest
雙星級管理物業獎：銀巒閣

Outstanding Managed Property: Star Court, Edward Court
最佳管理物業獎：文星樓，德星樓

Best Security Award
最佳保安員

- Fairland Gardens: 2 staff
俊慧園：2位同事





New Territories South Best Security Personnel Awards 2018-19

新界南總區最佳保安員選舉 2018-19

Best Security Award (Industrial — Outstanding) 最佳保安員(工商 — 優秀)

Yale Industrial Centre: 2 staff
盈力工業中心：2位同事

Best Security Award (Residential — Outstanding) 最佳保安員(住宅 — 優秀)

Hong Kong Baptist University Senior Staff Quarters: 1 staff
浸會大學高級職員宿舍：1位同事

Forest Hill: 3 staff
蔚林居：3位同事

Security Services Best Training Awards 2018 保安服務最佳培訓獎 2018

Bronze Award 銅獎

- Wah Kwai Estate 華貴邨

Merit Award 優異獎

- Tin Fu Court 天富苑



New Territories North Best Security Personnel Awards 2018 新界北總區最佳保安員選舉 2018

Outstanding Security Award 優異保安員

The New Territories North team: 18 staff
新界北團隊：18位同事

The New Territories West team: 13 staff
新界西團隊：13位同事

Link Asset Management team: 11 staff
領展團隊：11位同事

Outstanding Performance Award 傑出表現獎

The New Territories North team: 109 staff
新界北團隊：109位同事

The New Territories West team: 43 staff
新界西團隊：43位同事

Link Asset Management team: 3 staff
領展團隊：3位同事

Property Management Award 星級物業管理

The New Territories North team: 13 staff
新界北團隊：13位同事

The New Territories West team: 4 staff
新界西團隊：4位同事

Outstanding Managed Property Award 優質物業管理獎

The New Territories North team: 3 staff
新界北團隊：3位同事

The New Territories West team: 2 staff
新界西團隊：2位同事

Best Security Award 最佳保安員

The New Territories North team: 1 staff
新界北團隊：1位同事

Major Awards Recognitions

主要獎項認可

Occupational Safety and Health Council, Labour Department,
government departments, unions and associations
職業安全健康局、勞工處聯同多個政府部門、機構、商會及工會

The 20th Construction Safety Forum and Award Presentation 第二十屆建造業安全分享會暨頒獎禮

No.2 Headland Road, Repulse Bay
淺水灣赫蘭道二號

Best Safety Culture Site — Merit
最佳安全文化地盤 — 優異獎

Best Safety Culture Activity Team — Merit
最佳安全文化活動小組 — 優異獎

Best Safety Culture Project Manager/Site Agent — Merit
最佳安全文化項目經理/地盤總管 — 優異獎



Ma On Shan Kam Tai Shopping Centre
馬鞍山錦泰商場

Best Refurbishment and Maintenance Main Contractor
(Occupational Safety and Health) — Merit
最佳職安健維修及保養承建商 — 優異獎

Hong Kong Construction Association (HKCA) 香港建造商會

HKCA Construction Safety Award 香港建造商會建造安全大獎

Proactive Safety Contractor Award
積極安全承建商獎

ISP Construction (Engineering) Limited
昇柏營造廠(工程)有限公司

The Safe Person-in-charge Award
安全監督獎

Safe Supervisor Award
安全負責人獎

ISP Construction (Engineering) Limited: 1 staff
昇柏營造廠(工程)有限公司：1位同事



Occupational Safety & Health Council, Labour Department, Legco members of the Labour
functional constituency and employee representatives of the Labour Advisory Board
職業安全健康局、勞工處、立法會勞工界議員及勞額會議員代表

Hong Kong Outstanding OSH Employee Award 全港傑出職安健員工嘉許計劃

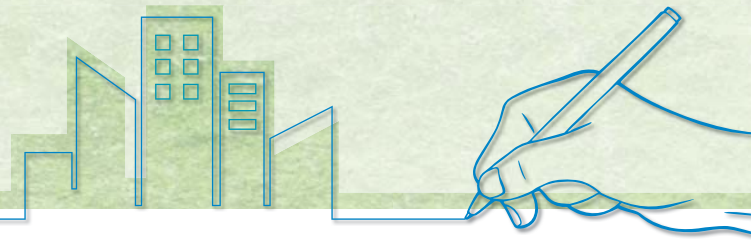
The Outstanding Employees in OSH (Supervisory Level) — Merit
機構/企業組 — 管理層 — 優異獎

ISP Construction (Engineering) Limited: 1 staff
昇柏營造廠(工程)有限公司：1位同事

The Outstanding Employees in OSH (Frontline) — Merit
機構/企業組 — 前線員工 — 優異獎

Synergis Management Services Limited: 1 staff
昇捷管理服務有限公司：1位同事





The World Green Organization 世界綠色組織

Green Office and Eco-Healthy Workplace Awards Labelling Scheme (GOALS) 綠色辦公室獎勵計劃

Synergis Holdings Limited
昇捷控股有限公司

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

Caring Company 商界展關懷

Caring Company 15 Years Plus Award
15年Plus 商界展關懷嘉許標誌

Synergis Management Services Limited
昇捷管理服務有限公司

Caring Company Award
商界展關懷嘉許標誌

SecurExpert Solutions Limited, SynWave Services Limited
新盛保安服務有限公司·新浪潮服務有限公司

Employees Retraining Board 僱員再培訓局

ERB Manpower Developer Award Scheme ERB人才企業嘉許計劃

Manpower Developer
人才企業

Outstanding Award for Employers
優異僱主獎

Synergis Holdings Limited
昇捷控股有限公司



Hong Kong Federation of Youth Groups 香港青年協會

Heart to Heart Company Award Scheme 有心企業嘉許計劃

Heart to Heart Company
有心企業

Synergis Holdings Limited
昇捷控股有限公司

Major Awards Recognitions

主要獎項認可

Environmental Protection Department 環境保護署

Programme on Source Separation of Domestic Waste Commendation Scheme 家居廢物源頭分類獎勵計劃

Diamond Award: Po Ming Court
鑽石獎：寶明苑

Silver Award: Scenery Garden
銀獎：豐景花園

Bronze Award: The Crescent, Valley View Terrace, Rise Park Villas
銅獎：仁禮花園·駿景台·麗莎灣別墅

Certificate of Merit 優異獎：

Tai Hang Tung Estate	大坑東邨
Tai Po Garden	大埔花園
Century Court	山翠苑
Tanner Garden	丹拿花園
Tin Ping Estate	天平邨
Tin Fu Court	天富苑
Perth Garden	巴富花園
Hibiscus Park	芊紅居
Wo Ming Court	和明苑
Fairland Garden	俊慧園
Emperor Place	帝文苑
Harvest Garden	恒豐園
Marine Habitat	悅海華庭
Content Lodge	康定舍
Hong Pak Court	康栢苑
18A La Salle Road	喇沙利道18號A
Wealthy Villas	富康園

Award for Lowest Waste Disposal Quantity 最低廢物棄置量大獎

Po Ming Court, Scenery Garden
寶明苑·豐景花園

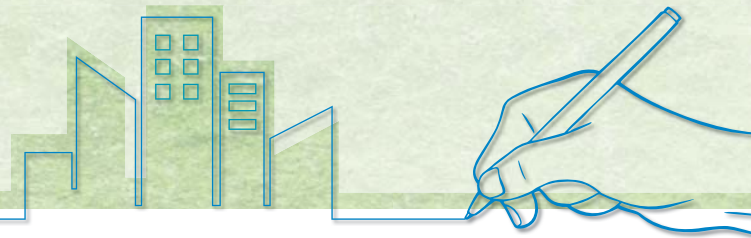


Fu Shin Estate	富善邨
King Shing Court	景盛苑
King Nga Court	景雅苑
Wah Kwai Estate	華貴邨
Broadview Terrace	雅景台
Evelyn Towers	雲景臺
Yuk Ming Court	煜明苑
Wan Tau Tong Estate	運頭塘邨
Chung Nga Court	頌雅苑
Ka Shing Court	嘉盛苑
7-11 Cornwall Street	歌和老街7-11號
Tsui Yiu Court	翠瑤苑
Green Crest	翠巒
Fung Chuen Court	鳳鑽苑
Lung Mun Oasis	龍門居
King Shan Court	瓊山苑
King Hin Court	瓊軒苑
Hin Ming Court	顯明苑



Sustainability at Synergis

昇捷的可持續發展



Prioritising sustainability into the Group's business philosophy, Synergis is committed to operating as a responsible corporate citizen and delivering environmental, social and economic value. This is reflected in our sustainability strategy, which has been reviewed and updated under the Board's leadership during the Reporting Year.

We aspire to serve and deliver long-term value for our stakeholders with pride, who range from customers and employees to the broader community and economy. Our sustainability strategy embodies our sustainability goals and commitment. Six focus areas include: Our Business, Our People, Our Customers, Our Partners, Our Community, and Our Environment.

昇捷將可持續發展優先列為本集團的經營理念，致力以一名負責任的企業公民營運，並帶來環境、社會和經濟價值。這反映在我們的可持續發展策略中，而該策略於本報告年度在董事會的領導下進行審查和更新。

我們渴望為我們的持份者服務，並為他們帶來長期價值，這些持份者包括從客戶和員工，以至更廣泛的社區和經濟。我們的可持續發展策略體現了我們的可持續發展目標和承諾。六個重點範圍包括：我們的業務、我們的員工、我們的客戶、我們的夥伴、我們的社區和我們的環境。

Sustainability at Synergis

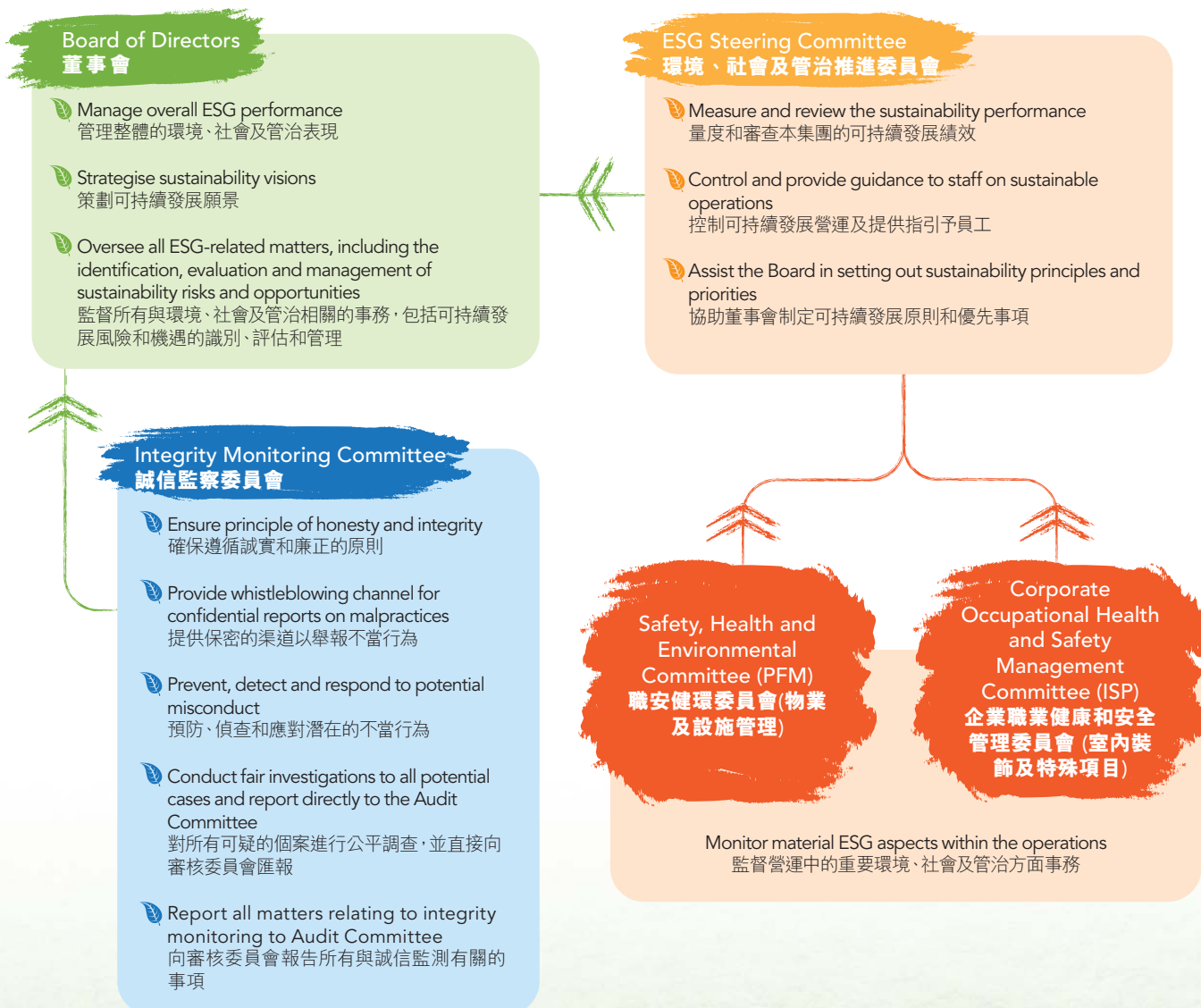
昇捷的可持續發展

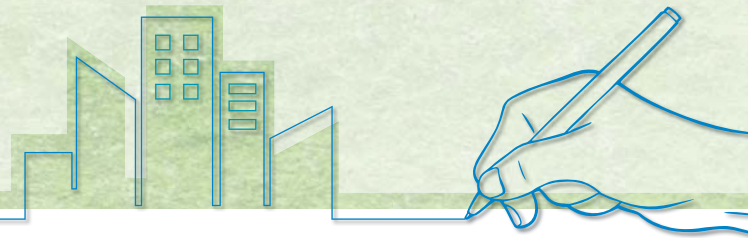
SUSTAINABILITY GOVERNANCE STRUCTURE

Synergis emphasises importance when governing ESG-related performance, which is essential to the success of our sustainable development. The Board is led by our Chairman, who takes responsibility in managing the ESG-related performance of the Group, as well as delegating responsibilities to the ESG Steering Committee, the Integrity Monitoring Committee, the Safety, Health and Environmental Committee, as well as the Corporate Occupational Health and Safety Management Committee. It also sets strategies on sustainability visions and oversees all ESG-related matters, including the identification, evaluation and management of sustainability risks and opportunities.

可持續發展管治結構

在管理與環境、社會及管治相關的績效時，昇捷強調並視此為可持續發展的成功因素。在本集團主席的帶領下，董事會負責管理與本集團環境、社會及企業管治相關的表現，並將職責委託給環境、社會及管治推進委員會、誠信監察委員會、職安健環委員會以及企業職業健康和安全管理委員會。它同時制定可持續發展的願景和策略並為與環境、社會及管治相關的所有事項作出監督，包括識別、評估和管理可持續發展的風險和機遇。





ALIGNING OUR SUSTAINABILITY APPROACH WITH UNSDGS

可持續發展方法與聯合國可持續發展目標相配合

In 2015, the United Nations (“UN”) introduced 17 Sustainable Development Goals (“SDGs”) that set the path of the global sustainability agenda. The Group has identified six SDGs that are relevant to our business and sustainability strategy.

於2015年，聯合國(「聯合國」)推出了17個可持續發展目標(「可持續發展目標」)，為全球可持續發展議程奠定了基礎。本集團識別了與業務及可持續發展策略相關的6個可持續發展目標。



Goal 3: Good health and well-being
目標3：良好健康和福祉

Good health is essential to sustainable development. Operating within the property and construction sector, Synergis is committed to ensuring good health and well-being for all its stakeholders, including its staff, contractors, customers, tenants, and community.

良好健康對可持續發展至關重要。昇捷在物業和建築方面營運時，致力於確保其所有持份者，包括其員工、承包商、客戶、租戶和社區的健康和福祉。



Goal 4: Quality education
目標4：優質教育

Education is a powerful tool for sustainable development. In coherence with its sustainability strategy, Synergis is committed to increasing its stakeholders' awareness on sustainability and providing adequate staff training.

教育是可持續發展的有力工具。根據其可持續發展策略，昇捷致力於提高持份者對可持續性的意識，並提供足夠的員工培訓。



Goal 8: Decent work and economic growth
目標8：體面工作和經濟增長

Despite slower growth, this SDG promotes sustained economic growth, high productivity and technological innovation. To this end, Synergis has implemented policies and measures to achieve productive employment and decent work with equality in mind.

儘管增長較慢，此可持續發展目標促進持續的經濟增長、高生產力和技術創新。為此，昇捷採取了旨在實現有生產效益的就業及體面工作的政策和措施並同時兼顧公平。



Goal 11: Sustainable cities and communities
目標11：可持續城市 and 社區

To build a more sustainable city and communities, Synergis focuses on reducing its environmental impact and maintaining a good management system. It is also important to promote concepts of sustainability to its stakeholders, and help implement sustainable initiatives within its sphere of influence.

為建設一個更具可持續性的城市和社區，昇捷專注減少對環境的影響和維持良好的管理體系。它亦向持份者宣傳可持續性概念，並在其影響範圍內幫助實施可持續性措施。



Goal 12: Responsible consumption and production
目標12：負責任消費與生產

To reduce our ecological footprint, effective management of our resources and the way we dispose of waste and pollutants are important in all operations of Synergis.

為減少我們的生態足跡，有效的資源管理以及處置廢物和污染物的方式對於昇捷的營運非常重要。



Goal 16: Peace, justice and strong institutions
目標16：和平、正義與強大機構

Sustainable development requires peace, stability, human rights and effective governance, based on the rule of law. Synergis is committed to legal compliance and working with management and regulatory bodies to build strong corporate governance and business ethics.

可持續發展需要在法治上實現和平、穩定、人權和有效的管治。昇捷致力於遵守法律，並與管理層和監管機構合作建立穩固的企業管治和商業道德。

Sustainability at Synergis

昇捷的可持續發展

STAKEHOLDER ENGAGEMENT

During the Reporting Year, we continued to adopt the Shareholders' Communication Policy. We collected stakeholders' feedback on our sustainability efforts that helps us identify improvement opportunities and work on the improvement. Different stakeholder groups have been engaged via channels stated as follows:

持份者參與

本報告年度，我們繼續採納股東通訊政策。我們收集持份者對我們可持續發展工作提出的反饋，這些意見有助於我們確定改善機會並就問題作出改善。我們通過以下渠道與不同的持份者組別進行溝通：



Shareholders and Investors
股東與投資者

- Press release and announcements 新聞稿和公告
- Annual and interim reports 年報及中期報告
- Annual general meetings 股東周年大會
- Corporate website 集團網頁



Employees
僱員

- Surveys 問卷
- Newsletters 員工通訊
- Intranet and smart phone application 內聯網及智能電話應用程式
- Business meetings and conferences 商務會議和研討會
- Performance appraisals 工作表現評核
- New hire orientation programmes 新員工入職培訓計劃
- Comment boxes 意見收集箱
- Employment engagement activities 員工活動



Government
政府

- Site inspections 現場視察
- Public consultations 公眾諮詢
- Meetings 會議



Media Partners
媒體夥伴

- Interviews 採訪
- Press releases 新聞稿



Business Partners
(Suppliers, contractors, service providers)
業務夥伴 (供應商、承包商、服務供應商)

- Quarterly performance assessments 季度業績表現評估
- Annual renewal process and updates 年度續約及更新
- Safety booklets 安全小冊子
- Direct engagements 直接參與
- Daily on-site training 每日現場培訓



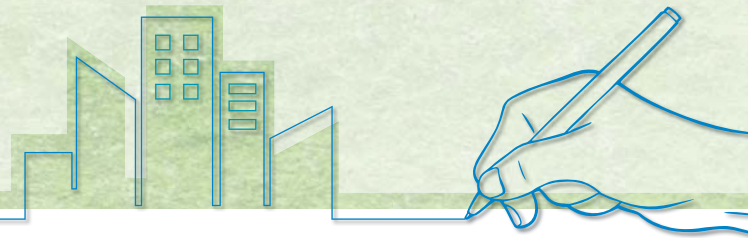
Customers
(Property owners, tenants, residents)
客戶 (業主、租戶、住戶)

- Personal contacts 個人聯繫
- Smart phone application 智能電話應用程式
- Newsletters 客戶通訊
- Customer satisfaction surveys 客戶滿意度調查
- Customer assessment surveys 客戶評估調查
- Call centres and customer hotlines 電話查詢中心及客戶服務熱線
- Tea gatherings 茶聚
- Corporate website and social media 集團網頁和社交媒體



Community
(Non-governmental organisations, industry associations, charity organisations)
社區 (非政府組織、工會、慈善機構)

- Charity activities 慈善活動
- Volunteering activities 義工活動
- Conferences and seminars 大會及研討會



MATERIALITY ASSESSMENT

重要性評估

In 2019, we initiated a materiality assessment to gather feedback from our stakeholders that guided us in shaping and implementing our sustainability strategy. In undertaking the assessment, our independent consultant adopted a 4-step approach to assess materiality of key ESG issues.

在2019年，我們開展了重要性評估，收集持份者的反饋，以指導我們制定和實施可持續發展策略。在進行評估時，我們的獨立顧問採用了4個步驟來評估環境、社會及管治主要議題的重要性。

Step 1 步驟 1

Identification 識別

8 Qualitative interviews:
8 次定性會面：

- Identify new and emerging issues against existing material issues.
就現有的重要性議題識別新出現的議題。
- Consolidate analysis of issues and definitions.
合併對議題的定義和分析。

24 material issues were identified and defined.
確定並定義了24個重要議題。

Step 2 步驟 2

Prioritisation 優先次序

Surveyed more than 120
stakeholders:

向120多個持份者進行問卷調查：

- The composition of survey respondents provided a balanced representation of the views from our management, staff, as well as customers and suppliers.
受訪者的組合平衡地代表了管理層、員工以及客戶和供應商的觀點。

The survey results reflected top 10 material issues, which helped to structure the content of this Report.

調查結果反映了10大重要性議題，這有助於構建本報告的內容。

Step 3 步驟 3

Validation 驗證

The Group's senior management confirmed the list of material topics for disclosure in this Report. Survey data plotted to represent stakeholder views versus sustainable development at Synergis.

本集團的高級管理層確認以下列表的重要性議題，並在本報告中披露。調查得出的數據以圖表比較昇捷持份者觀點與可持續發展的因素。

Step 4 步驟 4

Review 審核

The Board reviews the material issues, the following materiality matrix, as well as relevant risks and opportunities on an annual basis to ensure appropriate relevance and materiality to Synergis.

董事會每年審核重要性議題、以下的重要性圖表，以及相關風險和機遇，以確保與昇捷相符的相關性和重要性。

Sustainability at Synergis

昇捷的可持續發展

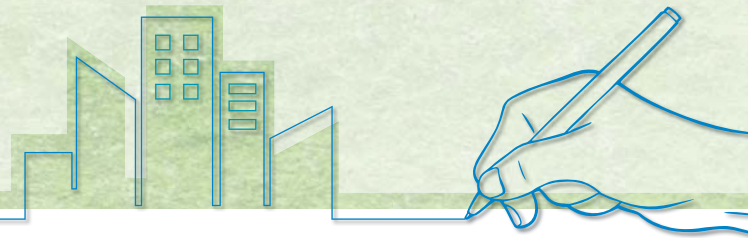


The above matrix reflects the relative importance of each issue to the sustainable development of Synergis against stakeholders' views, and helps us understand the intricacy of the relationship between the two, which provides us with a holistic view of what to focus on.

以上圖表反映了每個議題對於昇捷可持續發展和持份者觀點的相對重要性，並有助我們理解兩者之間的複雜性，為我們需要關注的議題提供一套整體的看法。

The table below indicates each material issue within the materiality matrix in alignment with relevant sustainable strategies, chapters and UNSDGs. The top 10 material issues in the materiality matrix are spread across "Our Business", "Our People" and "Our Customers", and are displayed in bold in the below table. The content of this Report is structured and sequenced according to the overall materiality, which is determined by the aggregated score assigned by our survey respondents.

以下列表顯示了重要性圖表中每個與可持續策略、章節和聯合國可持續發展目標相關的重要議題。重要性圖表中的首10個重要議題分佈於「我們的業務」、「我們的員工」和「我們的客戶」，並在以下列表中以粗體顯示。本報告的內容根據我們調查受訪者的綜合評分所得出的整體重要性組織和排序。

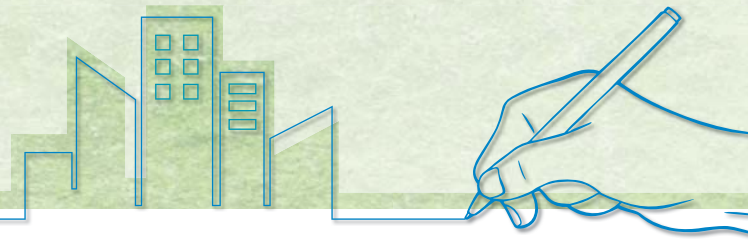






Our Strategies 我們的策略	Material Issues 重要議題	Chapter(s) 章節	Relevant UNSDGs 相關聯合國可持續發展目標
<p>Our Business 我們的業務</p> <ul style="list-style-type: none"> Regularly monitor, evaluate and improve material sustainability issues, performance and risks 定期監控、評估和提升重要的可持續性議題、表現與風險 Operate under high standards of governance, transparency and integrity 在高標準的管治、透明度和誠信度下營運 	<ol style="list-style-type: none"> Corporate Governance 企業管治 Long-Term Economic Performance 長期經濟表現 Anti-Corruption 反貪污 Legal Compliance 法律合規 	<p>Corporate Governance 企業管治</p> <p>Ethical Business Operations and Anti-Corruption 合乎道德的營運與反貪污</p> <p>Respecting Rights 尊重權利</p> <p>Legal Compliance 法律合規</p>	 
<p>Our People 我們的員工</p> <ul style="list-style-type: none"> Care for and engage with our employees 關心並與我們的員工互動 Promote a safe and healthy work environment 促進安全健康的工作環境 Provide professional staff training and assist in career development 提供專業的員工培訓並協助員工職業發展 	<ol style="list-style-type: none"> Employment Practices/Labour Relations 僱傭慣例／勞資關係 Employee Training and Development 僱員培訓與發展 Diversity and Equal Opportunity 員工多樣性和平等機會 Employee Wellbeing and OHS 員工身心健康及職安健 	<p>Occupational Health and Safety 職業健康和安全</p> <p>We Care We Share @Synergis 昇捷 — 盡展關懷 共享成果</p> <p>Employee Relation and Communication 員工關係與溝通</p> <p>Training and Development 培訓與發展</p>	  

Sustainability at Synergis

昇捷的可持續發展

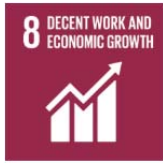
Our Strategies 我們的策略	Material Issues 重要議題	Chapter(s) 章節	Relevant UNSDGs 相關聯合國可持續發展目標
<p>Our Customers 我們的客戶</p> <ul style="list-style-type: none"> Enhance service strength to continuously improve quality assurance 加強服務實力以持續提高質量保證 Encourage innovative solutions to enhance our operation 鼓勵創新方案以加強營運 Respect and safeguard our customers 尊重和保護我們的客戶 	<p>9. Tenant/Customer Engagement 租戶／客戶參與</p> <p>10. Customer Privacy 客戶私隱</p> <p>11. Customer and Tenant Health and Safety 客戶和租戶的健康與安全</p> <p>12. Service Quality and Assurance 服務質量和保證</p>	<p>Quality Services 優質服務</p> <p>Customer Privacy 客戶私隱</p> <p>Customer Satisfaction 客戶滿意度</p> <p>Customer Health and Safety 客戶健康與安全</p>	  
<p>Our Partners 我們的夥伴</p> <ul style="list-style-type: none"> Collaborate with our supply chain partners in improving sustainability performance 與供應鏈合作夥伴共同提升可持續發展的表現 Uphold fair and open procurement practices 堅持公平和公開的採購方法 	<p>13. Responsible Supply Chain Management 負責任的供應鏈管理</p> <p>14. Suppliers and Contractors' Labour/OHS Practices 供應商和承包商的勞動／職業安全與健康慣例</p> <p>15. Suppliers and Contractors' Environmental Practices 供應商及承包商的環境慣例</p>	<p>Fair and Open Procurement Practices 公平和公開的採購慣例</p> <p>Sustainable Supply Chain Management 可持續的供應鏈管理</p>	   



Our Strategies 我們的策略	Material Issues 重要議題	Chapter(s) 章節	Relevant UNSDGs 相關聯合國可持續發展目標
<p>Our Community 我們的社區</p> <ul style="list-style-type: none"> Support causes and initiatives that create positive impact and promote sustainability 支持對能夠創造正面影響及促進可持續發展的倡議與措施 	<p>16. Community Engagement 社會參與度</p> <p>17. Community Investment 社區投資</p> <p>18. Social Integration 社會共融</p>	<p>Youth Development 青少年發展</p> <p>Care for the Elderly 關懷長者</p> <p>Community Empowerment 提高社區能力</p>	 
<p>Our Environment 我們的環境</p> <ul style="list-style-type: none"> Maintain a comprehensive environmental management system with periodic reviews 維護全面的環境管理系統並定期檢查 Implement strategic continuous improvements in resource consumption and emissions control 在資源消耗和排放控制方面作策略性持續改進 Promote awareness towards environmental protection 提升環保意識 	<p>19. Energy Consumption and Efficiency 能源消耗與效率</p> <p>20. Water Consumption and Efficiency 耗水量與效率</p> <p>21. Climate Change/ GHG Management 氣候變化／溫室氣體管理</p> <p>22. Use of Material 材料的使用</p> <p>23. Air and Noise Emissions 空氣和噪音排放</p> <p>24. Waste Reduction and Management 減少與管理廢物</p>	<p>Promoting Environmental Awareness 提升環境意識</p> <p>Emissions Management 排放管理</p> <p>Resource Efficiency 資源效率</p>	  

Our Business

我們的業務



Synergis relies on stringent management in corporate governance, ethical business operations, and respect for rights for the Group's success. We comply with relevant laws and

regulations, and are committed to maintaining high standards of business integrity through regular risk assessment and management on all levels of business operations. We strive to take one step further in achieving our goals by implementing corporate governance policies and governing business ethics.

CORPORATE GOVERNANCE

In order to bring sustainable growth to the Group, our Board takes a pivotal role in making decisions that can reflect balanced views and interests among all stakeholders. We aim to embrace accountability, transparency, and integrity as the principles in our corporate governance framework. To support these principles, the Group has implemented its risk management and internal control systems.

The Board's Audit Committee, Remuneration Committee, Nomination Committee, and Executive Committee are responsible for overseeing the Group's business practices and strategic activities. The management team aligns these activities with established strategies and goals, identifies and manages regulatory risks, as well as evaluates the applicability of our existing policies and measures to the changing regulatory requirements. Through Audit Committee, the effectiveness and capability of our risk management and internal control systems are reviewed and affirmed by the Board, who will then respond to the transitional risks by implementing control. Continuous checking and monitoring are also in place to ensure the effectiveness of the control system and respective measures.

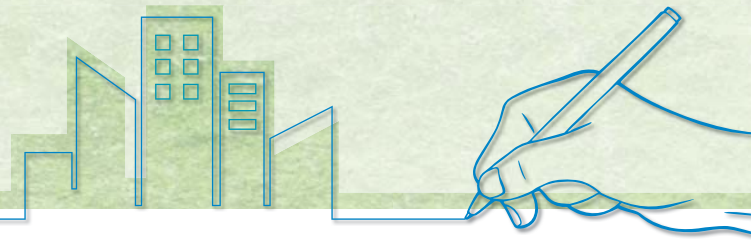
昇捷基於穩健的企業管治而成功、合乎道德的商業慣例，以及對權利的尊重。我們遵守相關的法律法規，並致力於通過定期風險評估和管理對業務營運的所有級別，維持高標準的商業道德。我們通過執行企業管治政策和遵從商業道德，以進一步努力實現目標。

企業管治

為了給本集團帶來可持續的增長，董事會在制定能夠反映和平衡所有持份者的觀點和利益的決策時發揮著關鍵作用。我們旨於在公司管治框架中加入問責機制、透明和廉正原則。為了支持這些原則，本集團實施了風險管理和內部監控系統。

董事會的審核委員會、薪酬委員會、提名委員會和執行委員會負責監測本集團的業務做法和策略性活動。管理團隊將這些活動與既定的策略和目標保持一致、識別和管理監管風險，並評估我們現有政策和措施於常變監管要求的適用性。通過審核委員會，董事會審查並確認了風險管理和內部監控系統的效能，然後將通過實施控制來應對過渡風險。他們亦會進行持續檢查和監測，以確保監控系統和相應措施的有效性。





ETHICAL BUSINESS OPERATIONS AND ANTI-CORRUPTION

Synergis strives to uphold the highest ethical standards in our business activities. By reinforcing in the staff handbook, we strictly prohibit soliciting or accepting an advantage, any form of bribery, extortion, fraud, or money laundering in our operations. Due diligence measures are enforced on donations and sponsorships to eliminate any possible misconduct. We also include policies on conflicts of interest, insider dealing, anti-competition, and anti-corruption and ensure staff's awareness of them. To maintain appropriateness to our business and regulatory compatibility, we periodically review and revise both our Code of Conduct and staff handbook.

In raising awareness of business ethics and updates on regulatory requirements, we invite representatives from law enforcement agencies, including the Independent Commission Against Corruption (the "ICAC") in Hong Kong to conduct training sessions for all new hires and existing staff, including senior management, as well as operational and frontline staff. During the Reporting Year, a total number of 260 staff have undergone training sessions conducted by the ICAC.



The training session conducted by the ICAC
參加由廉政公署舉辦的培訓課程

To enable a confidential and accountable whistleblowing channel to file reports on misconduct and malpractices, the Integrity Monitoring Committee is in place to review all the reports, initiate investigations, and report them to the Audit Committee as necessary. The Audit Committee is obliged to review all referred case reports and pass them to the Board for further handling and monitoring. Appropriate disciplinary actions will be taken against any violators of corroborated allegations.

合乎道德的營運與反貪污

昇捷致力於我們的業務活動中堅守最高的道德標準。通過加強員工手冊，我們嚴格禁止於營運中索取或接受利益、任何形式的賄賂、勒索、欺詐或洗黑錢。我們對捐贈和贊助採取盡職調查措施，以消除任何不當行為的可能性。我們亦有制定關於利益衝突、內幕交易、反競爭和反腐敗的政策，並確保員工的意識。為了保持對我們業務的適合性和法規兼容性，我們會定期審查和修訂道德守則和員工手冊。

為了提高商業道德意識和法規要求更新的知識，我們邀請執法機構，包括香港廉政公署（「廉政公署」）的代表為所有新員工和現有員工，包括高級管理層，以及業務和前線人員進行培訓。本報告年度，我們一共為260名員工安排了由廉政公署舉辦的培訓課程。



為了提供保密及可靠的渠道讓舉報人舉報不當行為和瀆職行為，誠信監察委員會將審查所有報告、進行調查，並在必要時將其滙報給審核委員會。審核委員會有義務審查所有轉介的案例報告，並將其傳遞給董事會以作進一步處理和監控。對於確鑿違反指控的任何違規者，我們將採取適當的紀律處分。

Our Business

我們的業務

RESPECTING RIGHTS

Human Rights

As a means to attain sustainable development, the Group respects basic human rights and highly forbids child or forced labour of all forms in its business operations. During and upon recruitment, all personnel are required to provide valid personal identification documents for identity check. Background checks will also be carried out whenever necessary. Overtime work and respective allowances are compensated rightfully to our staff as per their employment contract. Details on how we respect and care for our stakeholders are described in the following sections.

Intellectual Property Rights

We respect intellectual property rights, including but not limited to trademarks, patents, copyrights and designs in the preparation of marketing and communication materials. We require our staff's compliance with regulatory requirements in collecting, holding, processing, disclosing and using personal information, as well as protecting the confidentiality of information received in the course of business. Consents are required prior to usage of any trademarks.

LEGAL COMPLIANCE

We strive to safeguard the wellbeing of our shareholders, staff, customers, suppliers and contractors, as well as the surrounding community and environment where we operate in. To this end, the Group is devoted to enforcing relevant laws and regulations across different levels of operations.

During the Reporting Year, Synergis convicted the Ordinances which are related to a former staff member because of staff turnover and miscommunication in between on the final working day. The mentioned situation was rectified by our Human Resources Team on the same month. The improvement works included but not limited to reviewing and enhancing the existing computerized payroll system and continuing training to frontline managers and HR officers on the time management of payroll and MPF matters. Upon investigation conclusion by the Prosecutions Division of the Labour Department, the Group has contravened the provisions of the Employment Ordinance (Cap. 57 of the Laws of Hong Kong) and the Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong) and was subject to civil claims lodged by the former staff.

Moving forward, the Group will continue to strive for group-wide adherence to relevant laws and regulations that govern material ESG aspects under our sustainability strategy. For more information regarding laws and regulations compliance for this Reporting Year, please refer to our Appendix — Laws and Regulations Compliance.

尊重權利

人權

作為實現可持續發展的一個方法，本集團尊重基本人權，並在業務營運中高度禁止一切童工或強迫勞動。招聘期間，所有人員必須提供有效的身份證明文件以檢查身份，必要時亦會進行背景調查。我們員工的加時工作將按其僱傭合約得到合理補償。以下各章節介紹了有關我們尊重和關心持份者的詳細資料。

知識產權

我們尊重知識產權，包括但不限於用以在準備營銷與宣傳材料時的商標、專利、版權和外觀設計。我們要求員工在收集、保存、處理、披露和使用個人資料時需遵守法規要求，並確保在業務過程中所獲取的機密資料得到保護。在使用任何商標之前，必須徵得同意。

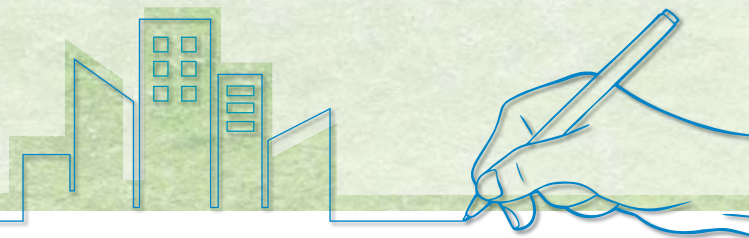
法律合規

我們努力維護股東、員工、客戶、供應商和承包商，以及我們經營所在的周邊社區和環境的利益。為此，本集團致力在不同營運層面上執行相關法律法規。

本報告年度，昇捷與一名前任員工就有關最後工作天和員工更替的溝通上出現了誤解，裁定違反了有關條例。我們的人力資源團隊已於同月糾正了上述情況。改善工作包括但不限於檢討和改善現有的電腦化薪金系統，以及繼續就薪金和強積金事宜的時間管理對前線經理和人力資源管理人員進行培訓。經勞工處檢控科作出調查結論後，本集團違反了香港法例第57章《僱傭條例》及香港法例第485章《強制性公積金計劃條例》的規定，並應向該名前員工的民事申索提供賠償。

展望未來，本集團將繼續努力在集團範圍內遵守有關與我們的可持續發展策略中監管重要環境、社會及管治議題的法律和法規。有關本報告年度所遵守法律法規的更多資訊，請參考我們的附錄一 遵守法律法規。

Our People 我們的員工



The contributions of our staff are critical to the Group's success. Our human resources strategy is established on the basis to create a healthy and safe working environment for our productive workforce. We invest in attracting talents by ensuring equal opportunities, promoting work-life balance, and supporting our staff to optimise their potential. We established "We Care We Share" to further organise workshops and events to improve staff's physical and mental health, enhance community cohesiveness and ultimately fulfill corporate social responsibility. We are committed to achieving our goals through promoting good health, education and training opportunities, as well as equal employment opportunities.

OCCUPATIONAL HEALTH AND SAFETY

Safety Management System

Synergis is susceptible to various occupational and health-related hazards in the workplace where it operates. There are safety committees in our PFM and ISP divisions, namely the Safety, Health and Environmental Committee ("SHEC") and the Corporate Occupational Health and Safety Management Committee ("COHSMC") respectively. They are designated to discuss, identify, review and manage potential occupational health and safety ("OHS") risks during regular meetings. Through regular safety assessment and policy reviews, we maintain emergency and action plans that aim to minimise potential workplace injuries.

PFM and ISP align their respective health and safety commitment with international standards by conforming to the OHSAS 18001. We simultaneously expect all our staff, contractors and subcontractors to follow the standards by including OHS requirements in our internal documents. We also conduct regular safety audits and assessment across our sites to ensure supplier compliance. During the Reporting Year, we continued to work on preparing the migration to the latest international standard ISO 45001 in 2020.

我們的員工的貢獻對集團的成功至關重要。我們的人才資源策略基礎，定位於為我們具生產力的員工，創造一個健康安全的工作環境。我們通過確保平等機會、平衡工作與生活，以及支持我們的員工發揮最大潛力來吸引人才。我們成立了「盡展關懷 共享成果」以進一步改善員工的身心健康、增強社區凝聚力，並最終履行企業社會責任的研討會和活動。我們致力通過促進良好的健康、教育和培訓機會，以及平等的就業機會來實現我們的目標。

職業健康和 safety

安全管理體系

昇捷營運的工作環境受到一定程度上的職業和健康相關風險的影響。我們的物業及設施管理和室內裝飾及特殊項目部門均有安全委員會，分別是職安健環委員會（「職安健環委員會」）和企業職業健康和安全管理委員會（「企業職業健康和安全管理委員會」）。他們於定期會議上討論、識別、審查和管理潛在的職業健康和 safety（「職業健康和 safety」）風險。通過定期的安全評估和政策審查，我們維持緊急和行動計劃旨在減少潛在工傷。

物業及設施管理和和室內裝飾及特殊項目通過符合 OHSAS 18001 認證，使各自的健康和 safety 承諾與國際標準保持一致。我們同時把職業健康和 safety 要求列入在內部文件中，期望我們所有的員工、承包商和分包商都遵循標準。我們亦對我們的工地定期進行安全審核和評估，以確保供應商合規。於報告年度，我們繼續準備於 2020 年過渡到最新的國際標準 ISO 45001。

Our People 我們的員工

Instilling Safety in Mind

To effectively mitigate potential hazards, it is essential to first identify them. The SHEC initiated the Safety Leader Programme and Safety Inspector Programme. The programmes train and equip our site-in-charge with updated health and safety knowledge, where leaders are responsible to communicate significant issues and safety tips among others. During the Reporting Year, SHEC held 8 meetings and re-routed common critical safety issues identified among all managed sites, such as working at height. To facilitate communication among workers at our managed properties, the SHEC team illustrated safety tips and work procedures in drawings. Different themes were featured and issued in our regular safety newsletters, including the safe use of chainsaws, electric fan and air-conditioners, as well as good practices in horticultural work and cleaning industry.

In addition, the SHEC discussed with respective site leaders and site supervisors the importance of effective communication among their frontline teams, to minimise occupational health and safety risks. For easier reference, we invited them to work out site-specific work procedures on high risk areas. It includes proper application of steel wire anti-drop protection device, which were demonstrated by onsite photos. During the Reporting Year, 10 of our managed sites such as Lung Mun Oasis, have been incorporated the site-specific work procedures. Moving forward, in the year 2020, we will further enhance and implement across all sites.

灌輸安全意識

為了有效減輕潛在危害，我們必須首先識別它們。職安健環委員會開創了安全領袖計劃和安全督導員計劃。計劃為我們的場地負責人進行培訓，並為他們提供有關健康和安全的最新知識，領袖則負責向其他員工傳達重要安全議題和提示。本報告年度，職安健環委員會舉行了8次會議，並重新設定了在所有其管理地點發現的常見重要安全議題，例如高空工作。為了促進我們所管理物業員工之間的溝通，職安健環委員會團隊以圖像展示了安全提示和工作程序。我們定期於安全通訊中記載和發佈不同的主題，包括安全使用電鋸、電風扇和空調，以及園藝工作和清潔行業的良好做法。

安全通訊 2019年1月25日

認識鏈鋸危害 接受安全訓練

使用鏈鋸時需要注意的安全事項

- 工作前應先工作場地的特殊環境，進行風險評估，識別危險的樹木及環境，採取相關的安全措施。
- 使用合適的工作平台，例如動力升降工作平台進行高處修剪樹木的工作。
- 使用鏈鋸前必須先檢查鏈鋸各部件和裝置是否狀況良好及操作正常，主要包括鏈鋸高壓點鎖匙，測試鏈鋸能否有效制停鎖鏈，和鎖鏈上的所有螺絲是否已經收緊確實等。
- 必須雙手操作鏈鋸，腰背也要保持挺直。
- 操作人員必須站立在鏈鋸的左側，預防鏈鋸反彈而發生意外。
- 當操作人員正在使用鏈鋸時，其他人員不得走近，若有需要專業人士通知操作人員，可取長柄物件輕敲他肩膀，來取得其注意，但必須保持一定距離。
- 鏈鋸的操作高度不可高過操作人員的頸部，也不得站在梯子上使用鏈鋸。
- 不可使用鏈鋸去切割木頭以外的物件，鎖鏈板電鑽更不可接觸到硬物如鋼釘、碎石等物件，這些機會使鎖鏈反彈而導致意外。
- 操作鏈鋸時不必用力下壓鎖鏈，應讓它自然磨開木材。
- 當操作人員在操作鏈鋸時，在移動前，必須啟動鎖鋸，不可攜帶運轉中的鎖鋸，鎖鋸必須裹上保護套及指向後方。
- 為鎖鋸補充燃油前請確保工作範圍周圍對及鎖匙警告字句，並劃分補充燃油入油箱的範圍。
- 佩戴合適的個人防護裝備，例如安全繩索帶、面罩、護目鏡、護耳罩、鏈鋸手套、鏈鋸褲及安全鞋等。

職安健訓練

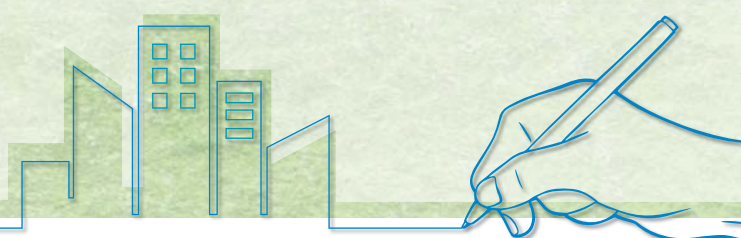
操作鏈鋸是一門專業的學問，而相關的職安健訓練對預防意外甚為重要。為確保工作安全，為主要須指定具足經驗及能力的人員操作鏈鋸，包括認識專有危險及正確使用。職安健環均有相關證書課程，如有需要請安頓員工報讀。

如有任何疑問，請與品質部安全督導 Karen Wong (3410 2352) 聯絡。



Demonstrated the proper application of steel wire anti-drop protection device
演示防墮鋼索保護裝置的正確使用方法

此外，職安健環委員會告知場地負責人和場地主管及其前線團隊，進行有效溝通以降低職業健康和安全的風險。為了方便參考，我們邀請他們制定針對高風險範圍的場地工作程序。它包括以場地實景照片演示正確應用防墮鋼索保護裝置。本報告年度，我們以所管理的10個地點，如龍門居，已設計特定的場地工作程序。展望未來，於2020年，我們將在所有地點進一步增強和實施。



We also recommended good workplace practices by implementing the Code of Practice on Key Safety Issues, various issues are being communicated through issuing safety messages to other staff, including but not limited to the following examples:

我們亦通過實施《重點安全工作守則》以介紹良好的工作場所實務守則，並透過向其他員工發佈安全信息來傳達各種議題，包括但不限於以下例子：



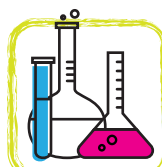
Preventing slips, trips and falls
預防滑倒、絆倒及跌倒



Manual Handling Operations
體力處理操作



Electrical Work Safety
電力工作安全



Chemical Safety
化學品安全



Work-at-Height Safety
高處工作安全



Work-above-Ground Safety
離地工作安全

The COHSMC provides a platform for ISP executives and sub-contractor representatives to communicate among transitional risks such as legislative and regulatory changes, as well as to cultivate OHS awareness. Regular workshops and seminars refresh workers' awareness in everyday work procedures. We place the latest information, policies and industry guidelines on notice boards to ensure OHS awareness. We also map out resting areas at the construction sites for our staff to recharge during their breaks.

企業職業健康和安全管理委員會為室內裝飾及特殊項目的行政人員和分判商代表提供了一個平台，以就立法和法規變更等過渡風險之間進行溝通，並培養職業健康和意識。定期的工作坊和研討會更新員工日常工作程序的意識。我們會在告示板上放置確保職業健康和意識的最新信息、政策和行業指南。我們亦於建築工地劃分了工人休息區，讓員工於休息期間保充體力。



Safety tips
安全提示



Resting area
員工休息室

Our People 我們的員工

Prevention of Workplace Injuries 預防工傷

Synergis is committed to eliminating occupational and health-related hazards by promoting a safety culture, targeting not only our direct employees but subcontracted workers. We closely attend to safety notices and regular publications from the Occupational Safety and Health Council of Hong Kong. Various recent safety issues and improvement recommendations are discussed in the SHEC meetings.

昇捷致力通過倡導安全文化以消除有關職業和健康的危害，這文化不僅針對我們的直接僱員，亦包括分包商員工。我們密切留意香港職業安全健康局的安全通告及定期刊物。我們在職安健環委員會會議中討論各項近期的安全議題和改善建議。



Improvement Works on Refuse Chutes

During the Reporting Year, our team reviewed the potential safety risks of falling from height through a refuse chute at the SHEC meeting and subsequently issued a safety alert. Firstly, we considered to re-design the work method to eliminate the fall hazard of person by using large trash cans and lifts to convey garbage instead of disposing into refuse chutes. In addition, provide long tools to clear any refuse clogging and avoid cleaning workers leaning down or probing into the refuse chutes. The refuse chutes shutters shall always remain closed and safety notice shall be displayed in the vicinity.

垃圾槽改善工程

本報告年度，我們的團隊在職安健環委員會會議中檢討了從垃圾槽高處墮下的潛在安全風險，並隨即發佈了職安警示。首先考慮利用大型垃圾桶以升降機運送垃圾，可完全消除使用垃圾槽的下墮風險。另外針對使用垃圾槽，提供長工具以避免清潔工俯身或探頭到垃圾槽內清理堵塞的垃圾。使用垃圾槽的物業亦須確保垃圾槽的擋板保持常關並在附近的顯著範圍張貼安全提示。

During the Reporting Year, we conducted a Specific and At-Work Risk Assessment and identified measures. In order to further eliminate occupational risks and safeguard the wellbeing of our workers, we worked to improve the design of refuse chutes at 17 of our managed sites. By the end of this Reporting Year, 10 sites have completed the modification. After completion, the size of refuse chute gates have been significantly reduced, from the original 50 cm x 45 cm, to 35 cm x 25 cm. The improvement works of the remaining 7 sites are anticipated to be completed by the next Reporting Year and the temporary safety measures had been implemented.

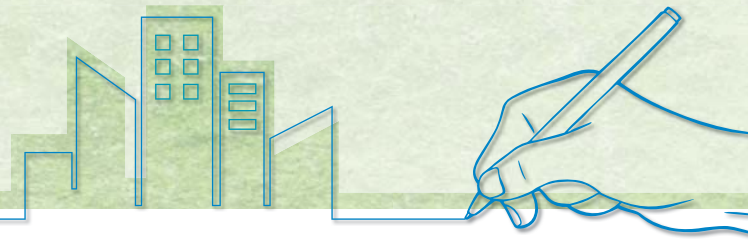
本報告年度，我們進行了一項特定和在職風險評估並確定了措施。為了進一步消除職業風險並維護工人的健康，我們努力改善了我們管理的17個場地的垃圾槽設計。截至本報告年度末，已有10個場地完成了改建。完成後垃圾槽槽門的大小從原來的50厘米x 45厘米大幅減少至35厘米x 25厘米。餘下7個場地的改善工作預計將在下一個報告年度完成，並已採取了臨時安全措施。



The refuse chutes shutters shall always remain closed
垃圾槽的擋板保持常關



Reduction the size of refuse chute gate
減少了垃圾槽槽口門



Devising Innovative Tools

Synergis strives to enhance workplace safety through promoting a series of best practices to frontline staff, such as application of horizontal life line and safety belt, use of metal scaffold and light-duty working platform, electrical work safety, provision of hand-held electrical tools and personal protective equipment, use of chemical and manual handling. We also encourage innovation when it comes to enhancing occupational health and safety. For example, in one of our managed properties — King Shing Court, Fanling, our PFM team devised:



Demonstrating the application of the High-Pressure Sewer Cleaning Hose
展示高壓沖渠喉管的使用方法

設計創新工具

昇捷致力提高工作場所的安全性，向前線同事推廣一系列的良好工作模式，例如：高空工作使用安全帶及防墮鋼索、離地工作使用金屬通架及輕便工作台、電力工作安全、工程設備及個人防護裝備和使用化學品及體力處理操作。我們亦鼓勵在提高職業健康和 safety 方面進行創新。例如，在我們其中一間管理的物業 — 粉嶺景盛苑，我們的物業及設施管理團隊設計了：

High-Pressure Sewer Cleaning Hose — that removes manhole covers and directly connects the water pipe to the flush pipe. The water pressure increases as the pipe outlet narrows, which helps to flush away leaves and mud in the channels. The devised hose minimises potential musculoskeletal disorders arising from bend-down procedures.

高壓沖渠喉管 — 拆下井蓋並將水管直接連接到沖洗管。水壓隨管道出口變窄而增加，有助於沖走通渠中的葉子和泥漿。這喉管的設計可減少因彎腰引起的潛在肌肉勞損。



The devised hose with a narrower pipe outlet
改裝後管道變窄的喉管



Connecting the water pipe to the flush pipe
把水管連接到沖洗管



Our People 我們的員工

ISP — Optimising Site Health and Safety

In the Residential Development at No. 2 Headland Road in Repulse Bay, the team adopted exclusive metal scaffolding in the outer walls and installed tower cranes for site winching. A Safety Ambassador Scheme was launched to promote construction safety among workers where they are encouraged appoint our sub-contractors and frontline staff into Safety Ambassadors. They are to undergo trainings on site safety management knowledge and know-how, and to remind their fellow colleagues during daily operations. A multi-faceted platform that uses mobile application to facilitate workplace communication was also provided. In recognition of our efforts in maintaining team spirit and site safety, the team received several awards in the 20th Construction Safety Forum and Award Presentation during the Reporting Year.

For the alteration and addition works at Kam Tai Shopping Centre in Ma On Shan, the team introduced the internal OHS rewards and penalties system to foster site safety. To protect the wellbeing of our workers who work under high temperature, we used centrifugal sprayers to lower indoor temperature. The team received a merit award in the Best Refurbishment and Maintenance Main Contractor in Occupational Safety and Health category in the above-mentioned award presentation ceremony.



Our ISP team received several awards
我們的室內裝飾及特殊項目團隊獲頒數個獎項

室內裝飾及特殊項目 — 優化地盤健康與安全

在淺水灣赫蘭道二號的住宅發展項目，團隊於外牆全面採用了全屬棚架和安裝了起重機進行現場吊運。我們展開「安全大使計劃」以促進工人的建築安全，並鼓勵他們委任我們的分包商和 frontline 員工擔任「安全大使」。他們將接受

有關地盤安全管理知識和技能的培訓，並在日常工作時提醒同事。我們亦使用電子應用程式等多方面通訊平台來促進工作場所間的溝通。為了表彰我們在維持團隊精神和地盤安全方面的努力，團隊於報告年度提「第二十屆建造業安全分享會暨頒獎禮」上，獲頒數個獎項。



在馬鞍山錦泰商場的改建及加建工程中，團隊引入了內部職業健康與安全獎懲機制以促進地盤安全。為了保護工人在高溫下工作的健康，我們使用了離心噴灑器來降低室內溫度。團隊於上述頒獎禮中獲頒「最佳職安健維修和保養承建商」類別獲得優異獎。

Category 類別	Unit 單位	PFM ¹ 物業及設施管理 ¹		ISP ² 室內裝飾及特殊項目 ²	
		2018	2019	2018	2019
Annual work-related injury rate target 年度工傷率目標	Per 1,000 employees 每1,000名員工	17.0	17.0	7.5	7.5
Work-related injury rate 工傷率	Per 1,000 employees 每1,000名員工	16.0	18.1	8.77	15.31
Lost days 工作日數損失	No. of days 日數	5,629	5,938	1,860	1,201
Work-related fatality rate 因工死亡率	Person 人	0	0	0	0

¹ Direct employees only
² Direct employees and sub-contractors

¹ 只計直接聘用的員工
² 計直接聘用的員工及分包商

“CARE AND SHARE” CULTURE @ SYNERGIS 昇捷 —「關懷共享」文化

Creating a happy office atmosphere and sharing fruits with our staff are the tenets of Synergis' talent management. Through our “We Care We Share” talent management policy, we help our staff not only to better equip themselves, but also balance their work and life via various leisure activities. We believe that as we show care to our staff and share our resources to nurture their growth, they would join hands in achieving the common goal with us — offer quality service and good deeds to the company, customers, and the society at large.



締造快樂的工作氣氛，與員工一起分享成果，是昇捷的人才管理理念。我們透過推行「We Care We Share 盡展關懷 共享成果」的人才管理方針，一方面協助員工裝備自己，另一方面，透過舉辦不同的公餘活動，平衡工作和生活。我們相信當關心員工並分享我們的資源以促進他們的成長時，他們將與我們一同實踐共同的目標 — 為公司、客戶，和整個社會提供優質的服務和良好的行為。

Career Development 事業發展

- Promotion assessment mechanism
晉升考核機制
- Support staff to attain professional qualifications
支持員工考取專業資格

Knowledge Management 知識管理

- Organise specific courses
舉辦針對性的課程
- Departmental information dissemination
部門資訊分享

Work-life Balance 工作和生活平衡

- S-Power
S-Power昇動力
- Participation in community charitable activities
參與社會公益活動
- Arrange different types staff activities
安排不同類型的員工活動

Occupational Health and Safety 職業安全健康

- Quality Management Committee
品質管理委員會

Care — Synergis cares about recruiting, developing and retaining talent. We provide a diversified training platform to our staff across all levels in order to equip them with knowledge to meet with workplace challenges. We care about the physical and mental health of our staff, and aim to achieve work-life balance.

關懷 — 公司著重招聘、發展和保留人才。我們為不同階層的員工提供多元化的培訓平台，裝備他們迎接不同階段的挑戰。我們關懷員工的身心健康，冀望他們可以在工作與生活上取得平衡。

Share — Synergis establishes a comprehensive sharing mechanism to encourage our staff to communicate, retain their loyalty, as well as reinforce our aspiration to achieve the company's goal and build a professional team filled with positive energy with our care and share culture.

共享 — 昇捷建立一個全面的共享機制，以鼓勵我們的員工進行溝通、保持忠誠度，並增強我們實現公司目標的抱負，並建立一支由我們的關懷和共享文化組成充滿正能量的專業團隊。

Two-way Communication 雙向溝通

Set up communication channels for our staff to voice out opinions at any time, distribute staff surveys irregularly
常設溝通渠道，員工可隨時反映意見，不定期舉行員工意見調查

Fair and Just 公平公正

Committed to maintaining competitiveness through fair and objective performance reviews, in order to attract and retain talents
致力維持公平和客觀的績效評核，保持市場競爭力，以吸引及維繫人才

Share the Fruits 分享成果

Enhance the rewarding system to reward outstanding staff, establish and review our goals on an annual basis for moving forward
完善的獎勵制度，對傑出貢獻的員工加以表揚，每年定立及檢討目標，方向清晰，同步向前

Our People

我們的員工

Staff members in different posts are met with various challenges on a daily basis. To help our staff face their work-related problems with ease, we organise tailor-made courses and workshops to assist them in self equipment, as well as to realise their potential in striving for excellence, including but not limited to the following examples:

不同崗位的員工每天面對著各種挑戰。為了幫助我們的員工輕鬆解決與工作有關的問題，我們舉辦了合適的課程和工作坊，以幫助他們自我增值，並發掘他們追求卓越的潛力，包括但不限於以下例子：



Seminars — the Mental Health Association of Hong Kong 研討會 — 香港心理衛生會

In order to take a proactive approach to manage and tackle potential mental health issues in the workplace and our operational division. We invited the Mental Health Association of Hong Kong to conduct two seminars at our headquarters — Seminar on Stress Management and Mental Health, and Seminar on Mental Health First Aid. Staff learnt to recognise the signs and symptoms of mental illness and the guides to provide first aid assistance.

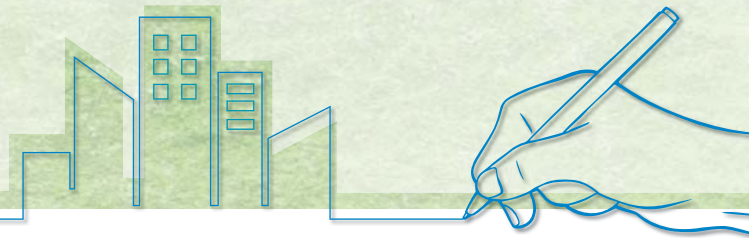
我們在工作環境和營運部門採取積極主動的方法以管理和解決可能會出現的潛在心理健康問題，並邀請了香港心理衛生會在我們的總部舉行了兩次研討會 — 「壓力管理和精神健康研討會」及「精神健康急救研討會」。員工學會了認識精神疾病的身體特徵和症狀，以及提供情緒急救的指南。

Workshop — the Christian Family Service Centre (CFSC) 工作坊 — 基督教家庭服務中心

In order to allow our estate supervisors to learn more about the emotional issues of the elderly residents, and to better cater to their needs, we invited social workers from the CFSC to host a training workshop. Estate supervisors were introduced to past cases and available measures to identify and assist elders and their carers in need.

為了讓我們的屋苑主管了解更多有關年長住戶的情緒問題，並提供更切合他們需要的服務，我們邀請了基督教家庭服務中心的社工主持一個工作坊，向屋苑主管講解案例，以及辨識及協助有需要的長者及其照顧者的方法。





Workshop — the Learning and Development Team 工作坊 — 培育及發展部

Synergis arranged and organised the Business Development and Presentation workshop. Through a series of group activities, including ice-breaking games, as well as business meeting simulation and prompt evaluations, staff were guided to develop a content-rich presentation. 昇捷安排並舉辦了「業務拓展與演講溝通工作坊」。透過一系列小組活動，包括破冰遊戲，以及模擬客戶面試和即場評價，員工學會製作內容豐富的演講簡報。

Workshop — the Hong Kong Nutrition Association (HKNA) 工作坊 — 香港營養學會

To promote a healthy diet and lifestyle, we invited a registered nutritionist from the HKNA to host the Healthy Eating Workshop. Staff are introduced to tips regarding healthy cooking, food intake, as well as nutrient food labels. 為了促進健康的飲食和生活方式，我們邀請了香港營養學會的註冊營養師舉行「識飲識食工作坊」。員工了解有關健康煮食、飲食的提示，以及食物營養標籤。



Workshop — the Learning and Development Team 工作坊 — 培育及發展部

Through assessing personalities and various experiential interactive activities, the Personality Dimensions in Team Communication workshop allowed our staff to understand and appreciate one's unique personality. This helps strengthen group communication. 透過性格評估及各種體驗性的互動活動，「性格透視及團隊溝通工作坊」讓我們的員工學懂了解和欣賞各人的個性風格，這有助加強團體溝通。



Our People 我們的員工

In addition to work performance improvements, we also recognise the importance of mental health and work-life balance in enhancing work morale and productivity. Through the We Care We Share platform, Synergis launched the Good Article Sharing Scheme by sharing monthly "love and share" messages via emails and intranet. These include positive thinking, stress management, health management, and book recommendation. During the Reporting Year, we also organised various staff-engaging experiential workshops, as well as family-friendly activities including:

除了改善工作表現外，我們亦認同心理健康和工作與生活平衡對提高工作士氣和效率的重要性。透過「盡展關懷 共享成果」的平台，昇捷推出了「好文分享計劃」並每月透過電郵和內聯網分享「愛與分享」文章。這些包括正面思想、壓力管理、健康管理和書籍推薦。本報告年度，我們亦舉辦了各種員工參與的體驗工作坊，以及家庭友好活動，包括：

Staff Annual Dinner 員工週年晚宴



We held our annual dinner at the Kowloonbay International Trade & Exhibition Centre on 11 January. We recognised our staff's contribution and dedication, as well as the support from our business partners and clients. The dinner was joined by more than 100 tables of guests, including staff, corporate clients and owners' corporations. 我們在1月11日於九龍灣國際貿易展覽中心舉行了年度晚宴，以答謝員工的貢獻和忠誠，以及業務夥伴和客戶的支持。晚宴共筵開超過100席，賓客包括員工、企業客戶和業主立案法團。

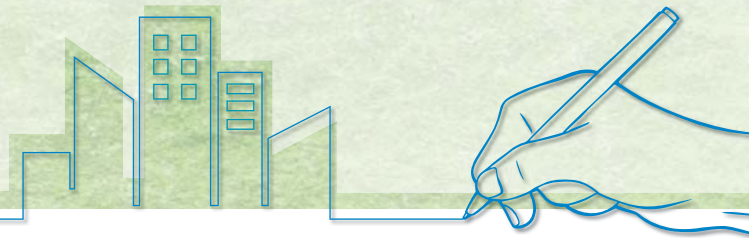
Aerial and Hot Yoga Experience Class 空中及高溫瑜伽體驗班

Taught among 20 staff, the activity was divided into 2 sessions — aerial yoga and hot yoga. Participants were able to stretch their muscles and tendons through maintaining a great range of motions, as well as to release stress through peace and relaxation. 活動共有20多位員工參與，並分為2節——空中瑜伽及高溫瑜伽。參加者能夠通過保持各種動作來伸展肌腱，並通過平靜與放鬆來釋放壓力。



Mother's Day 3D Cake Baking Class 母親節3D蛋糕製作班

Under the instructor's guidance, our staff each customised 3D sculpted cake in the shape of a flower bouquet, as a gift to their beloved mothers. 在導師的指導下，我們的員工每人製作了立體花束造型蛋糕，作為送給摯愛母親的禮物。



Annual Family Movie Day 2019 齊齊睇好戲2019

Over 300 staff and their family members were invited to enjoy the movie, Toy Story 4 at the Golden Harvest Cinema, Whampoa. With popcorn and drinks, they shared a great time with their beloved ones.

我們邀請了超過300位員工及其家屬到黃埔嘉禾電影院觀看電影《反斗奇兵4》。他們與摯愛享受著美食和飲料，一同度過美好時光。



We organised the Mix & Match leather workshop with the intention to allow our staff to develop their interest and unleash their creativity. Taught by professional tutors, the leather craft workshop enabled our staff to customise their personal leather wallet and card holder.

我們舉辦了Mix & Match皮革工作坊，讓員工培養興趣和發揮創意。工作坊由專業導師教授皮革工藝，讓員工製作獨一無二的皮革錢包及證件套。

Mix & Match Leather Workshop Mix & Match 皮革工作坊



Annual Christmas Party 年度聖誕派對



We organised the Annual Christmas Party to celebrate the festive joy with our staff. The event catered an afternoon rooftop barbeque and an exciting lucky draw session.

我們舉辦了年度聖誕節派對，與員工一起慶祝節日的歡樂。當天下午於露天餐廳進行燒烤活動和令人興奮的幸運抽獎環節。

Our People 我們的員工

EMPLOYEE RELATION AND COMMUNICATION

員工關係與溝通

Synergis believes that employee diversity creates synergy at work. We foster a people-oriented inclusive culture where our staff are treated with dignity and respect. We retain staff's talents by adopting good human resource management practices. During the Reporting Year, we continued to sign the "Good Employer Charter" advocated by the Labours Department. In promoting ourselves as an employer of choice and recruiting competent talents, we simultaneously participated in 42 job fairs and recruitment talks.

昇捷相信多樣性的員工可在工作中產生協作效應。我們營造以人為本的包容性文化，讓員工受到富尊嚴的待遇和尊重。我們採用良好的人才資源管理實務守則來挽留人才。本報告年度，我們繼續簽署由勞工處倡導的「好僱主約章」。在推廣自己作為首選僱主和招募優秀人才時，我們參加了42個招聘會和招聘講座。

Fairness and justice are upheld in the Group, where we strictly prohibit partial treatment to staff or job candidates on the grounds of gender, age, nationality, race, disability, religion and marital status, amongst others. Relevant anti-discrimination guidelines of recruitment process and workplace are detailed in the staff handbook and Code of Conduct. In addition, our Remuneration Committee strives to listen to the needs of our staff. We benchmark industry reward and compensation packages, and offer competitive remuneration. To encourage continual improvement, we initiated the Staff Incentive Scheme to recognise staff with outstanding performance. To motivate and nurture a culture of self-belonging, we adopt a group-wide care and share policy model — "We Care We Share" to recruit, develop and retain high-caliber talents.

本集團堅守公平與正義，我們嚴格禁止基於性別、年齡、國籍、種族、殘疾、宗教和婚姻狀況等原因，對員工或應聘者作出不公正待遇。員工手冊和道德守則中，詳細說明了招聘過程和工作環境的相關反歧視準則。此外，我們的薪酬委員會努力聽取員工的需求。我們借鑑行業薪酬及補償條件為基準，並提供具有競爭力的薪酬福利。為鼓勵員工能持續改善工作表現，我們引入了「員工獎勵計劃」，以表彰表現出色的員工。為了激勵和培養有自我歸屬的文化，我們採用了集團的關懷和共享政策模式——「盡展關懷 共享成果」，以招募、培養和保留高素質人才。



One of the job fairs the Group participated during the Reporting Year
本集團於報告年度參與的其中一個招聘會

TRAINING AND DEVELOPMENT

Synergis offers a wide range of opportunities for our staff to grow and thrive, including training and clear career development path. By providing training and development opportunities, we hope to enhance the Group's operational excellence, team building management, service quality and communication skills, industrial and technical knowledge. We also devote resources to organise induction training programmes to our new recruits, with emphasis on the Group's organisational culture, business integrity, OHS and environmental awareness.



培訓與發展

昇捷為員工提供了廣泛的成長和發展機會，包括培訓和明確的職業發展階梯。通過提供培訓和發展機會，我們希望加強本集團的卓越營運、團隊建設管理、服務質量和溝通技巧、行業和技術知識。我們還投放資源為新聘員工安排入職培訓計劃，重點推廣本集團的企業文化、業務誠信、職業健康和環境意識。



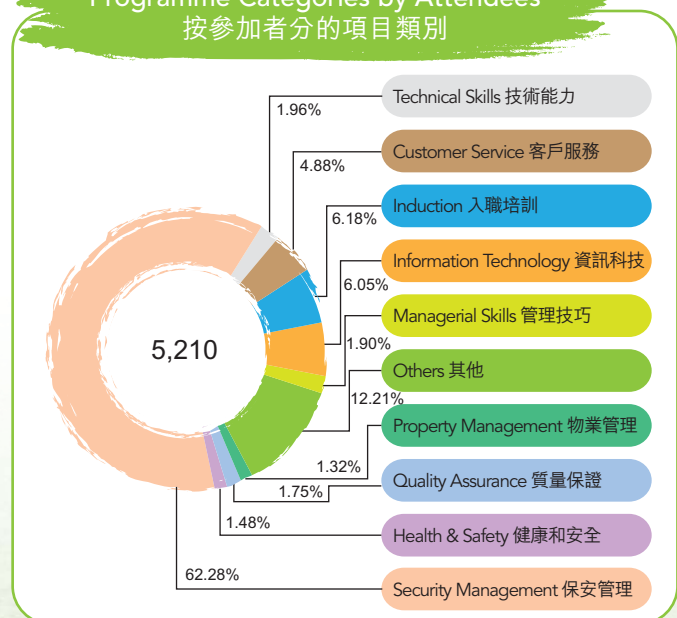
Every year we analyse the training needs of our staff and tailor-made a wide variety of orientation and on-the-job training programmes. We invite in-house and external consultants to provide operational and technical training and on-site training to our staff, as well as review the training effectiveness by distributing surveys after each course. We also encourage our PFM and ISP staff to attend job-related external training courses and seminars to broaden their professional know-how. During the Reporting Year, the total number of programme attendees tripled that of the previous Reporting Year. The total internal training hours also increased by more than 60%.

我們每年為員工分析培訓需求，並定制各種迎新培訓和在職培訓計劃。我們邀請內部和外部顧問為我們的員工提供操作和技術培訓以及實地培訓，並通過在每次課程結束後進行問卷調查評估培訓效果。我們亦鼓勵物業及設施管理和室內裝飾及特殊項目員工參加與工作相關的外部培訓課程和研討會，以提升他們的專業知識。本報告年度，課程參加者的總數比上一個報告年度超出三倍，內部培訓總時間亦增加超過60%。

Total Training Hours
總培訓時數



Programme Categories by Attendees
按參加者分的项目類別



Our Customers

我們的客戶



At Synergis, we are committed to bringing value to our customers through quality products and services. To maintain customer loyalty and strive for sustainable corporate growth, we hold the satisfaction and health and safety of our customers in high esteem.

By providing quality services and caring for the wellbeing of our customers, we hope to promote positive business growth and the concept of sustainability throughout our daily operations, thereby advancing our commitment to achieve our goals.

QUALITY SERVICES

Synergis follows international standards when formulating policies, plans and operating procedures in ensuring product and service quality, handling service requests, as well as maintaining environmental and safety standards.

We consult external auditors on an annual basis to ensure system capability and the updatedness of our internal policies. We



also conducted Quality Management Meetings to assess the effectiveness of all existing quality management systems. During the Reporting Year, SHEC and COHSMC worked on equipping our staff with preparedness in the integration of ISO 45001 in 2020.

Harnessing Technological Innovation

Synergis firmly believes that property management must keep pace with evolving marketing trends and employ innovative technology to strengthen the interactive relationship with our clients. For better response to market development, customer needs, and management efficiency, we continue to maintain communication with clients with our Synergis Community smartphone application ("APP"). Users can easily navigate estate notices, management fees balance, as well as contact details of respective management offices. During the Reporting Year, we also refined the system security and stability of our other App — Track my Tour. Management staff are able to use their mobile gadgets to track, update and confirm their routes and locations, which optimises duty coordination and arrangement.

昇捷致力通過優質的產品和服務為客戶帶來價值。為了保持客戶忠誠度並努力為公司實現可持續發展，我們高度重視客戶的滿意度以及健康和 safety。

通過提供優質的服務並關心客戶的利益，我們希望在整個日常營運中促進正面的業務增長和可持續發展的理念，從而進一步為我們的目標實現承諾。

優質服務

昇捷在制定政策、計劃和操作程序時遵循國際標準，以確保產品和服務質量、處理服務要求，以及維持環境和安全標準。

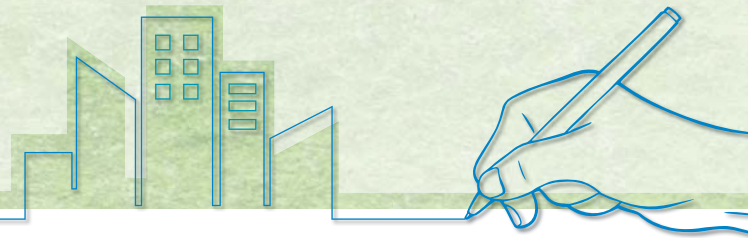
我們每年諮詢外部審核師，以確保系統的功能性和內部政策的更新性。我們亦舉行了質量管理會議，以評估所有現有質量管理系統的有效性。本報告年度，職安健環委員會和企業職業健康和安全管理委員會致力為員工準備於2020年引入ISO 45001。

昇捷堅信物業管理必須跟與時俱進的營銷趨勢保持同步，並採用創新技術來加強與客戶的互動關係。為了更好地回應市場發展、客戶需求和營運效率，我們繼續透過「Synergis Community」智能手機應用程式（「智能手機應用程式」）與客戶保持聯繫。用戶可輕鬆瀏覽屋苑通告、管理費，以及各管業處的聯繫方法。本報告年度，我們亦開發了另一個智能手機應用程式「Track my Tour」的系統安全性和穩定性。管理人員能夠使用智能電話追蹤、更新和確認其路線和位置，從而優化職責協調和安排。

利用技術性創新

昇捷堅信物業管理必須跟與時俱進的營銷趨勢保持同步，並採用創新技術來加強與客戶的互動關係。為了更好地回應市場發展、客戶需求和營運效率，我們繼續透過「Synergis Community」智能手機應用程式（「智能手機應用程式」）與客戶保持聯繫。用戶可輕鬆瀏覽屋苑通告、管理費，以及各管業處的聯繫方法。本報告年度，我們亦開發了另一個智能手機應用程式「Track my Tour」的系統安全性和穩定性。管理人員能夠使用智能電話追蹤、更新和確認其路線和位置，從而優化職責協調和安排。





Annual Quality Circle Competition

Synergis encourages innovation and creativity by reinforcing continual service quality improvement through organising the annual "Quality Circle" Competition. We encourage our PFM frontline staff to form groups in brainstorming and proposing new ideas to enhance operational performances. The winning proposals are as follows:

年度品質圈比賽

昇捷通過舉辦年度「品質圈」比賽，鼓勵創新和創意，務求不斷提高服務質量。我們鼓勵物業及設施管理前線員工組成小組集思廣益，並提出新構思以提高營運表現。得獎提案如下：

Tai Wo Estate — Champion 太和圈 — 冠軍



Easy Lifter 輕而易舉起重器

To reduce the burden of the technical team carrying heavy weight objects, our Tai Wo Estate team used simple mechanical tools and devised a lifter. It can be operated by one person, which saves manpower and minimises potential occupational risks caused by carrying heavy weight objects.

為了減輕工程部人員搬運重型雜物的負擔，我們的太和圈團隊使用簡單的機械工具，並設計了起重器。起重器可以由一人操作，從而減省人手和減低因搬運重物而引起的潛在工傷風險。

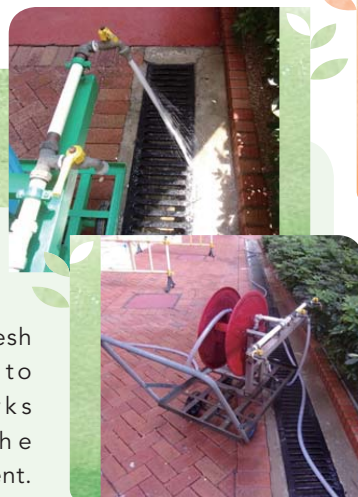


Kwong Ming Court — 1st Runner-up 廣明圈 — 亞軍

Mobile Water Cart 流動食水車

The suspension of fresh water supply due to maintenance works conducted by the government department. Our Kwong Ming Court team utilised tools like trolley, fire hose reel system, metal, water taps and devised a mobile water cart, providing residents with mobile water supply services.

政府部門進行維修公共設施的工程時可能導致食水供應暫停，我們的廣明苑團隊使用手推車、消防喉轆、鐵、水龍頭等配件，並設計了移動水車，為居民提供流動的供水服務。



Tin Fu Court — 2nd Runner-up 天富圈 — 季軍

Shaded Sphere Lights 銀色半遮光波燈罩

To minimise potential light nuisance caused by outdoor lighting in accordance with the Guidelines on Industry Best Practices for

External Lighting Installations, our management team at Tin Fu Court used spray paint, newspaper, tapes, sphere shades and devised the silver shaded sphere lights.

根據《戶外燈光裝置業界良好作業指引》將室外照明可能引起的光滋擾減至最低，我們在天富苑的管理團隊使用了噴漆、報紙、膠帶、波燈罩設計了銀色半遮光波燈罩。



Our Customers

我們的客戶

CUSTOMER SATISFACTION

Synergis endeavours to attain customers satisfaction and understand their opinions by engaging with our tenants, visitors, business partners via multiple channels. For instance, our 24/7 service hotline operated by our customer service centre and the Synergis Community App allows timely responses to customer enquiries. Our PFM division is well trained and equipped with knowledge in response to any unlikely event of an emergency, which is recognised by our clients, including the following examples:

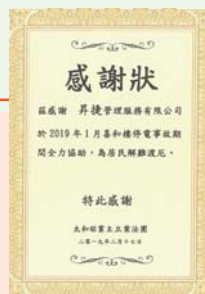
客戶滿意度

昇捷通過多種渠道與我們的租戶、訪客、業務夥伴互動，努力獲得客戶滿意並了解他們的意見。例如，由我們的客戶服務中心操作的24小時服務熱線和「Synergis Community」智能手機應用程式便可及時回應客戶的查詢。我們的物業及設施管理部門訓練有素，並具備應對突發事件的知識，以下示例可知客戶對此表示認可，包括：

Appreciation Cases — Working Hand-In-Hand in Response to Emergency Events 感謝案例 — 攜手應對緊急事件

Tai Wo Estate — Power Outage 太和邨 — 大停電

A power failure resulted from a fire breakout that took place at the basement power distribution room at Hei Wo House, Tai Wo Estate. There is a significant number of singletons and chronically ill tenants, who rely on supporting personnel from the Social Welfare Department to deliver daily meals. We worked closely with the incorporation of owners, where our PFM team set up an emergency team to recruit volunteers to walk up and distribute meals to the needy. We also sent in frontline staff to explain, while posting notifications on the latest power supply information. An appreciation letter was presented to the team by the incorporate of owners in recognition of our effort to coordinate with the Housing Department, Social Welfare Department, district councillor, and CLP Group to recover power supply swiftly.

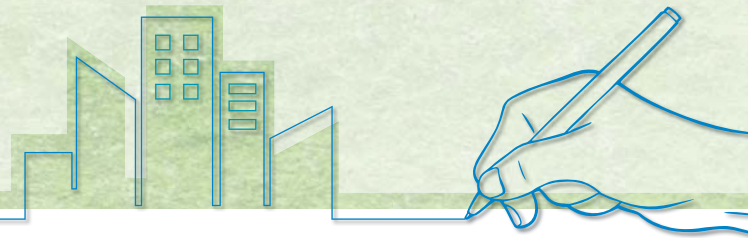


太和邨喜和樓地下配電房發生火警，導致停電。由於屋苑內依靠社會福利署人員提供膳食的獨居長者和長期病患者居住人數眾多。我們與業主立案法團緊密合作，並由我們的物業及設施管理團隊成立應急小組，招募義工步行到有需要人士居住的樓層協助派發膳食。我們亦派出前線人員作出講解，同時發佈有關最新供電資訊的通知告示。業主立案法團向團隊致以感謝信，以表彰我們與房屋署、社會福利署、區議員，和中電集團努力協調以迅速恢復供電。

Maximall — Serious Traffic Accident Response 城市花園 — 嚴重交通事故應變

A car accident took place at Maximall, where the driver crashed into a cake shop, and trapped a pastry shop worker. Our Maximall team helped to evacuate the crowd and assisted the firefighters in rescuing. We also sent in more security staff to patrol around to ensure tenants and property safety. In recognition of our emergency handling in a responsive and prompt manner, an appreciation letter was presented to our team.

城市花園發生了一場車禍，司機撞進了蛋糕店並困住了該店的一名員工。城市花園團隊協助疏散人群，又協助消防員進行救援。我們亦派出更多保安人員巡邏，以確保租戶和財產安全。團隊事後收到感謝信，以答謝我們在緊急情況上的迅速回應。



We place close attention to customer feedback by conducting regular performance appraisal among corporate clients, incorporated owners and residents. It enables us to monitor and continuously refine our service quality in the PFM division. Results of PFM services performance appraisal in 2019 indicated a slight drop in average score from 8.40 to 8.00 (out of 10) compared to the previous Reporting Year. However, the 2019 PFM services survey concluded an increase in the overall customer satisfactory rate to 98.38%.

我們透過定期進行績效評估，我們密切關注從企業客戶、業主和住戶提出的客戶反饋。它使我們能夠監測並不斷完善物業及設施管理部門的服務質量。於2019年物業及設施管理服務表現評核的結果顯示，平均得分與上一個報告年度相比從8.40降至8.00(滿分10分)。然而，2019年物業及設施管理服務問卷調查所得的客戶總體滿意度上升至98.38%。

Kwong Ming Court — Vigilance and Alertness 廣明苑 — 警惕和警覺



When patrolling, one of our PFM staff identified an unfamiliar looking lady wandering around the estate. For safety considerations, we contacted the police for further action. The lady was later reported as a high-risk missing person. An appreciation letter was presented to our team in recognition of our alertness.



我們一名物業及設施管理員工在巡邏時發現了一位陌生女士在屋苑內徘徊。基於安全考慮，我們聯繫了警方以採取進一步行動。該女士後來被發現為高危失蹤者。警方向我們的團隊致以感謝信，以表彰我們的高警覺性。

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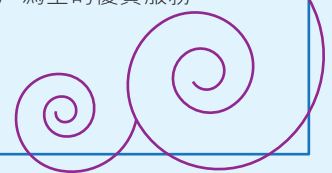


Kwong Ming Court — Post-Typhoon Recovery Work 廣明苑 — 颱風後修復工作



Amidst the devastation from Typhoon Mangkhut, our Kwong Ming Court team coordinated and organised facility recovery works, and regularly reported the repairing progress to the incorporation of owners. We also worked closely with follow-up administrative works and documenting with concerning insurance companies to fight for tenants' interests, and assisted in claiming a total of HK\$2.3 million. An appreciation letter was presented to our team in recognition of our customer-oriented quality services.

在遭受颱風山竹的破壞後，廣明苑團隊協調和組織了設施修復工程，並定期向業主立案法團報告修復進度。我們亦密切跟進向有關保險公司申索所需的行政工作及處理文件，並為住戶爭取到總額為港幣2,300,000萬元的利益索賠。業主立案法團向我們的團隊致以感謝信，以表彰我們以客戶為主的優質服務。



Our Customers

我們的客戶

CUSTOMER PRIVACY

At Synergis, customers' data is collected to facilitate management decision making and delivery of products and services. Our Code of Conduct and staff handbook ensure all personal data collected is held in safe and confidential manners. We take due care in gathering consent from our customers prior to using their data for marketing or operational purposes. Privacy policy statement and personal information collection statement are issued to explain the purpose of data collection and the personnel who will have access to it. To exert strict control over disposal of sensitive information, we also contract an independent service provider to process and destroy it properly.

In the PFM division, physical, environmental and IT security are held in high regard. We strictly regulate the use of closed-circuit television both onsite and offsite and strive to protect the information from loss, damage, theft or compromise. Such access to sensitive information is restricted to authorised individuals. Visitor records to our managed properties and facilities are kept to secure our clients, and periodically delete the visitor record data that has fulfilled the initial collection purpose. Employees are also regularly trained in properly handling customer information.

During the Reporting Year, Synergis has invited a representative from the Office of the Privacy Commissioner for Personal Data to host a sharing session. The programme gave a brief introduction on the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong), followed by case studies in the property management industry to detailedly explain the 6 data protection principles. A total of 37 staff have attended the training session.

客戶私隱

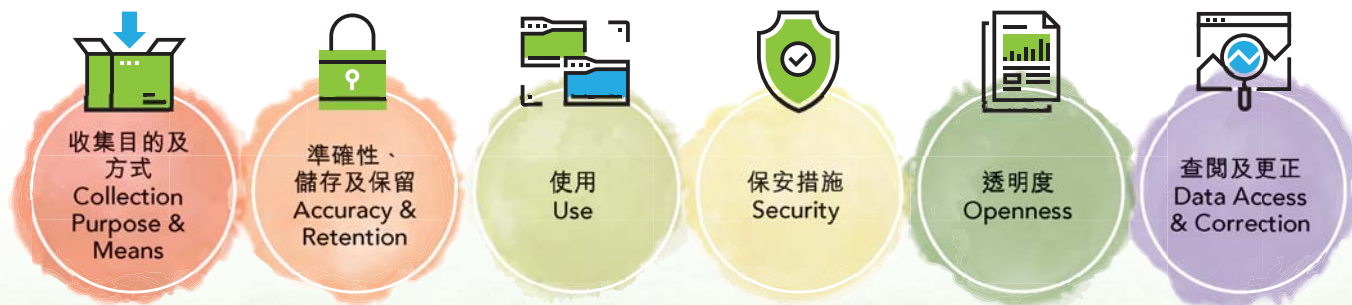
在昇捷，我們收取客戶資料以促進管理決策，以及產品和服務的交付。我們的道德守則和員工手冊確保以安全和保密方式保存所有收集得到的個人資料。我們在使用客戶資料作營銷目的前，會採取適當的措施並先徵取他們的同意。我們發佈私隱政策聲明和個人資料聲明，以解釋收集資料的目的，以及有權使用該資料的人士。為了嚴格處理敏感資料，我們亦會與獨立服務供應商合作以妥善處理和銷毀這些資料。

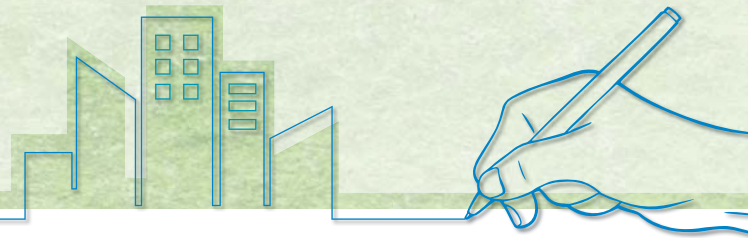
在物業及設施管理部門，我們高度重視人身、環境和資訊科技的安全。我們嚴格規管物業內外使用的閉路電視，並努力保護訊息不致丟失、損壞、被盜或破壞。只有獲授權人士才可存取敏感資料。我們會於管理的物業和設施保存探訪記錄，以保障我們的客戶，並定期刪除已達到原來收集目的的探訪記錄資料。員工亦定期接受有關正確處理客戶資料的培訓。

本報告年度，昇捷邀請了個人資料私隱專員公署的代表舉行分享會。活動簡介了香港法例第486章《個人資料(私隱)條例》，配以物業管理行業的實例，詳細解釋了6項保障資料原則。是次培訓一共有37名員工參加。

6 Data Protection Principles

6項保障資料原則





Our customers' feedback was documented in our Call Centre Monthly Operation Report. In times when we received any complaints, we follow our standard procedures to handle and resolve the case in an appropriate manner. During the Reporting Year, we received an accumulation of 277 appreciation cases and 168 complaints. Moving forward, we will work on enhancing clients and customers' satisfaction.

客戶的意見會記錄在電話查詢中心的每月營運報告中，當收到投訴案件時，我們會按照標準程序以適當的方式處理和解決該案件。本報告年度，我們累計接獲277宗感謝案件和168宗投訴案件。展望未來，我們將致力提高客戶和顧客的滿意度。

Our ISP staff ensure that we also prioritise the customer's interests in mind and operate according to their expectations throughout the project cycle. We organise regular meetings with our clients on project requirements, including material use, methodology and project outcomes.

我們的室內裝飾及特殊項目員工同樣把客戶的利益放在首位，並在整個項目週期間根據客戶的要求營運。我們按客戶對項目要求，包括材料使用、方法和項目成果定期開會。

CUSTOMER HEALTH AND SAFETY

客戶健康與安全

Safe Premises









As a property and facility manager, we regularly conduct safety inspections, tree inspections, external wall inspections, and carry out facility maintenance and repairing work at all of our properties. Besides, our staff also participate in fire drills where they are educated on the location, and trained on the safe and proper use of fire service equipment. Crowd control measures and evacuation routes are detailed on the security handbook. To this end, we pride ourselves for having years of experience in providing the following repair and maintenance works in a safe and reliable manner.



One of our managed properties participated in the fire drill arranged by the Fire Services Department
我們其中一個管轄的物業參加了由香港消防處安排的消防演習

安全場地

作為物業和設施經理，我們定期對所有物業進行安全檢查、樹木檢查、外牆檢查，並進行設施保養及維修工作。此外，我們的員工亦參加消防演習，進行現場訓練，並接受安全和正確使用消防設備的培訓。保安員手冊詳細說明了人群控制措施和疏散路線。我們為擁有多年經驗，以安全可靠的方式提供以下維修和保養工作而感到自豪。

 Fire Services Repair Works 消防維修工程	 Waterproofing Works 防水工程
 Air Conditioning Maintenance Works 冷氣維修工程	 Structural Engineering 結構工程
 Plumping Maintenance Works 喉管維修工程	 Drainage Replacement Works 更換排水工程
 Alterations & Additions 改建與加建	 Concrete Repair Works 混凝土維修工程

Our Customers

我們的客戶

During the Reporting Year, we continue to set up the Safety, Health and Environmental Corner (the "SHE Corner") in our managed properties to enhance community awareness on health, safety and environment. Latest safety and environmental information were prepared and supplied by headquarters, and were placed on respective SHE Corners for tenants, property owners and the public's reference. In 2019, SHE Corners have been set up at 30 properties and facilities.

In addition, our security team issued and posted the Prevention Measures — Winter Issue at the lobby area to as a reminder to pay closer attention in personal properties, and stay alert for theft cases before festivals. Tenants, property owners and visitors can refer to the following measures for better crime prevention:

本報告年度，我們繼續在我們所管理的物業設立職安健環角（「職安健環角」）以提高社區對健康、安全和環境的認識。公司總部準備並提供了最新的安全和環境資訊，並將其放置在各自的職安健環角，以供租戶、業主和公眾參考。在2019年，30個物業及設施已設立職安健環角。

另外，我們的保安部在節日前發佈並在物業大堂張貼了冬防措施，以提醒客戶注意個人財產，並就盜竊案保持警惕。住戶、業主和訪客可以參考以下措施，以更好地預防罪案：



Make good use of anti-theft security system, and install a reliable and durable lock
充分利用防盜保安系統，並安裝可靠耐用的鎖

Check verification documents thoroughly in case of any official visits

就官方進行家訪時，請仔細檢查證明文件



Install iron gates or window grilles to enhance security features
安裝鐵門或窗花以加強保安



Avoid disclosing information of booking appointments or travel plans over the phone

避免通過電話披露預訂約會或旅行計劃的信息



When going on vacations, ask trustworthy personnel to assist in clearing the mailbox, and suspend the delivery of subscribed posts

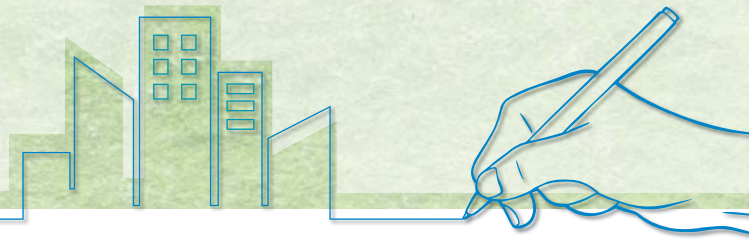
外出假期時，請值得信賴的人協助清理郵箱，並暫停已訂閱的郵件服務



Notify property management office on the changes of personal contact information, in order to be notified as soon as possible in the unlikely event of an emergency

通知物業管理處有關個人聯絡資訊的變更，以便在緊急情況下盡快得到通知





Hong Kong International Airport Automation Project — Stringent Site and Client Management

In the automation project of the Baggage Reclaim Hall inside the Hong Kong International Airport, the ISP team was contracted to undergo building, electrical and mechanical works to enhance automation arrival bags delivery service at the Baggage Reclaim Hall, the baggage conveyor system of Terminal 1, as well as 2 two-storey buildings.

To update site workers with safety issues and ensure their awareness, safety briefing was conducted every morning. In terms of daily housekeeping, garbage trucks were used to send in and out to transfer construction waste to designated recycling point for further handling in accordance with relevant laws and regulations. We also commissioned specialists to handle and remove nailed wood. Site planning is carefully followed to ensure accessibility.

香港國際機場自動輸送帶項目 — 嚴謹的地盤和客户管理

室內裝飾及特殊項目團隊在香港國際機場內行李廳的自動輸送帶項目中，負責進行建築及機電工程，以優化行李廳、1號客運大樓，以及2座兩層高的建築的行李自動輸送服務。

為了更新並確保地盤員工對安全議題意識，我們為每天早上進行安全簡報會。在日常工作間整理方面，我們根據相關法律法規，利用垃圾車，以運走建築垃圾和廢料至指定的回收點以作進一步回收及廢物處理。我們亦委託專系工人整理和拔除木釘。我們嚴謹地規劃工地以確保工地來往暢通。



Our specialist handled and removed nailed wood with precautions
我們的專系工人謹慎地整理和拔木釘



Our workers attended the safety briefing every morning
我們的員工每天早上參加安全簡報會



Garbage trucks transferred construction waste to designated recycling point
垃圾車將建築垃圾運送到指定的回收點

In addition, due to the high sensitivity nature of airport operation to flying objects, our ISP team devised safety solutions by wrapping site materials with shed nets, instead of canvas tarps. With breathable holes, the shed nets are windproof. In recognition of our effort to maintain close and ongoing dialogue with our clients, sub-contractors, and relevant personnel, the team was presented the "Outstanding Housekeeping Award — Merit" by the contractor ATAL Engineering Group, during the Reporting Year.

此外，由於機場營運對飛行物件尤為關注，我們的室內裝飾及特殊項目團隊設計了安全方案，改用棚網包裹以代替帆布覆蓋工地物料。棚網帶有透氣孔，可防風。為了表彰我們與客戶、分判商和相關同事保持密切和持續聯繫的努力，團隊在報告年度獲得承辦商安樂工程集團頒發的「良好工作間整理 — 優異獎」。



Our site workers used shed nets to wrap site materials
我們的地盤員工使用棚網包裹地盤材料



Our Partners

我們的夥伴



The Group's diverse business operations require collaboration with a diverse range of business partners in areas spanning from property and facility management services, engineering supply and maintenance, as well as general supplier. To safeguard business operations, we manage ESG-related risks and maintain a stringent vendor management system across our entire supply chain.

In managing a sustainable supply chain, we hope to generate promising economic growth through developing sustainable concepts across all levels of our operations. We hope that this helps path our way in achieving our goals.

FAIR AND OPEN PROCUREMENT PRACTICES

We safeguard transparency, openness and fairness in our procurement. The PFM keeps an approved contractor list ("ACL"), which consists of consultants, suppliers and subcontractors. Suppliers are reviewed by relevant departments and the ACL Management Committee, based on cost competitiveness, competence, reputation and past performance. We request our contractors to provide relevant certifications and qualifications for our review.

To ensure suppliers' performance meets our requirements, we follow up with quarterly assessments to evaluate work quality and techniques, service quality, as well as environmental and safety performance. A demerit and incentive scheme is adopted to promote best practices. During the Reporting Year, we have rewarded a total of 17 contractors, and issued 12 warning letters to 11 contractors.

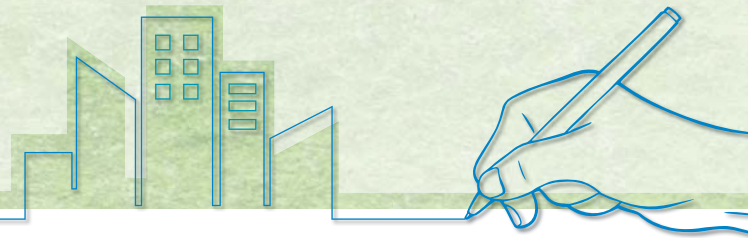
本集團需要與物業和設施管理服務、工程供應和維修，以及一般供應商等多元化的業務夥伴進行合作。為了保護業務營運，我們管理與環境、社會及管治相關的風險，並在整個供應鏈中維持嚴格的供應商管理系統。

在管理可持續的供應鏈時，我們希望通過在營運的各層面上發展可持續概念來實現理想的經濟增長。我們期望這有助實現我們的目標。

公平和公開的採購慣例

我們確保在採購時維持透明度、公開性和公平性。物業和設施管理部門保留一份核准承包商名冊（「核准承包商名冊」），其中包括顧問、供應商和分包商。供應商由相關部門和核准承包商名冊管理委員會根據成本競爭力、能力、聲譽和過往表現進行審查。我們要求承辦商提供相關的證書和資格證明以助我們審查。

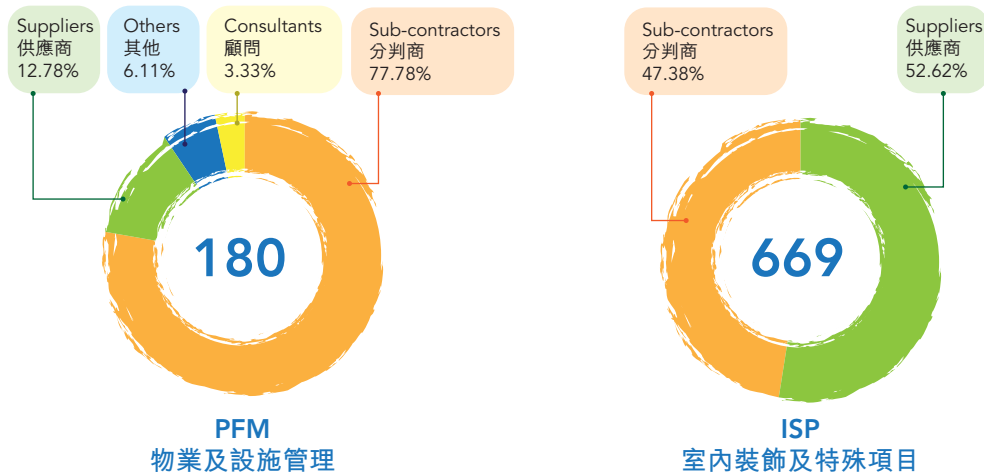
為了確保供應商的表現符合要求，我們會進行季度評估，以評估工作質量和技術、服務質素，以及環境和安全表現。我們採用一個賞罰制度推動承辦商的卓越表現。本報告年度，我們共獎賞了17位承辦商，及向11位承辦商發出了12封警告信。



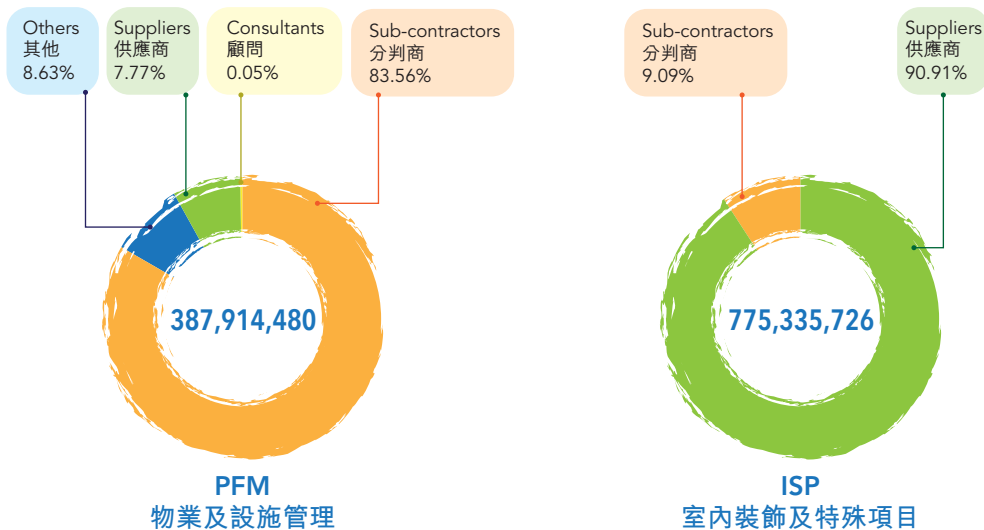
All materials and services in our ISP division are sourced from approved suppliers and subcontractors. They are required to provide relevant insurance policy, environmental and safety certifications on the products, as well as stock storage practices. Their performance on service and material quality, delivery efficiency, and information accessibility are assessed biannually.

我們室內裝飾及特殊項目部門的所有材料和服務均來自已經核准的供應商和分判商。他們必須提供相關的保險政策、產品的環境和安全認證，以及庫存存儲守則。我們每半年會就他們在服務和材料質量、交付準確度和資訊獲取方面進行評估。

2019 Number of Business Partners for PFM and ISP by Type 2019物業及設施管理及室內裝飾及特殊項目的業務夥伴數量：按類型劃分



2019 Procurement Volumes (HK\$) by Types of Business Partners for PFM and ISP 2019年採購量 (港幣)：物業及設施管理及室內裝飾及特殊項目的業務夥伴類型劃分



Our Partners

我們的夥伴

SUSTAINABLE SUPPLY CHAIN MANAGEMENT

Operational

In bringing convenience and effectiveness to our daily operation, Synergis has diversified its service purchasing category. The service line aims to secure the supply of housekeeping products and stationery, as well as facilitate our business operations which specifically procures and supplies products to PFM premises and headquarters with purchase discount. Examples of products include tissue products, cleaning products, plastic products, painting materials, festive decorating items, tailor-made uniforms, as well as stationery. We prioritise and give considerations in procuring environmentally-friendly products.

Environmental

We are committed to our sustainability strategy. We work closely with our supply chain partners to deliver products and services in an economically, socially and environmentally-conscious manner. To reduce paper consumption, PFM introduced the Synergis Procurement Management System ("SPS"), which includes an E-Tendering System, and E-Contractor Assessment System with the ACL. The electrification of the procurement process helps minimise resource usage, as well as maintain procurement records in an accurate and secure manner.

Our environmental representatives at ISP division conduct regular site visits at all project locations to ensure subcontractors' environmental practices are aligned with relevant laws and regulations. An environmental checklist is in place to review aspects related to air, noise, water and waste management during the site visit. We also oversee and encourage responsible resource consumption in order to minimise environmental footprint. During the Reporting Year, we continue to incentivise subcontractors with the well-perceived cash reward and penalty mechanism to limit their wastage below 3% of the total resource consumption.

可持續的供應鏈管理

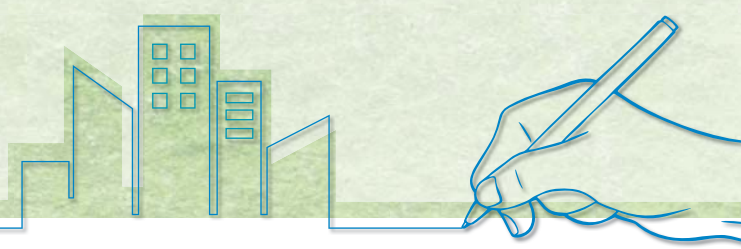
營運

為了在日常營運帶來方便和效率，昇捷推行服務採購類別多樣化。該服務線旨在確保家居服務產品和文儀器材的供應，並促進我們的業務營運，在取得折扣下採購扣供應產品給物業和設施管理之樓宇和公司總部。例如紙巾產品、清潔用品、塑膠品、油漆材料、節日裝飾用品、量身定制的制服和文儀用品。我們以採購環保產品作首要條件。

環境

我們致力於我們的可持續發展戰略。我們與供應鏈夥伴緊密合作，以注重經濟、社會和環境的方式提供產品和服務。為了減少使用紙張，物業和設施管理部門引入了昇捷採購管理系統（「昇捷採購管理系統」），當中包括電子投標系統、以及核准承包商名冊的電子承辦商評估系統。電子化採購流程有助於減少使用資源，並以準確、安全的方式保存採購記錄。

室內裝飾及特殊項目部門的環境代表定期到訪每個項目以進行地盤環境巡查，確保分判商的環保工序符合相關法律法規。在現場巡查期間，我們會制定一份環境檢測清單，以審查與空氣、噪音、水和廢物管理相關的操作。我們亦監督和鼓勵負責任的資源消耗，以減輕其環境足跡。本報告年度，我們繼續採用現金獎懲機制來鼓勵分判商將其資源浪費限制在資源消耗總量的3%以下。



Health and Safety

Our PFM team issues internal OHS manual and conducts yearly review to monitor front line staff's safety performance, whereas all ISP subcontractors are required to undergo our induction safety training and are regularly inspected by management. Our PFM and ISP subscribed to the "Charter on Preferential Appointment of OSH Star Enterprise", accredited by the Occupational Safety and Health ("OSH") Council and Labour Department. We give priority to supply chain partners on the OSH Star Enterprise List, who have complied with safety standards, established safety management systems and passed the safety assessment of OSH Council.



Meeting held among our PFM team to discuss on OHS issues
我們的物業及設施管理團隊舉行會議討論職業健康和安
全議題

健康及安全

我們的物業及設施管理團隊發佈內部職業健康和安手冊並進行年度審查，以監測前線工作人員的安全表現，而所有室內裝飾及特殊項目分判商均須接受我們入職安全培訓，並由管理層作定期考核。我們的物業及設施管理業務和室內裝飾及特殊項目團隊簽署了由職業安全健康局「職安局」和勞工處認可的「優先選用職安健星級企業約章」。我們優先考慮符合安全標準、已經實施有效安全管理體系，並通過職安局安全審核並列在職安健星級企業名單的供應鏈夥伴。

In order to promote safety culture, as well as to facilitate health and safety discussions on the work sites among our contracted and subcontracted partners, ISP team conducts toolbox training to keep safety issues front and centre in workers' minds. The briefings are designed to heighten their awareness of potential occupational hazards and relevant regulations. Various safety issues are being covered, including but not limited to the following examples:



為了推廣安全文化，以及促進我們的合約和分判合作夥伴在工地現場進行健康與安全討論，室內裝飾及特殊項目團隊進行了工地培訓，使工作人員謹記安全議題。簡報會旨在提高他們對潛在職業危害和相關法規的意識。它涵蓋了各種安全議題，包括但不限於以下示例：

- | | | |
|--|---|---|
|  Site housekeeping
工地管理 |  Falling from height
高處墮下 |  Fire safety
消防安全 |
|  Electrical safety
電力安全 |  Light and ventilation
照明和通風 |  Personal equipment
個人裝備 |
|  Woodworking safety
木工安全 |  Mobile cranes safety
移動起重機安全 |  Drilling rigs safety
電鑽安全 |
|  Grinding wheels safety
磨輪安全 |  Air compressors safety
空氣壓縮機安全 |  Substances handling
物質處理 |

Our Community

我們的社區



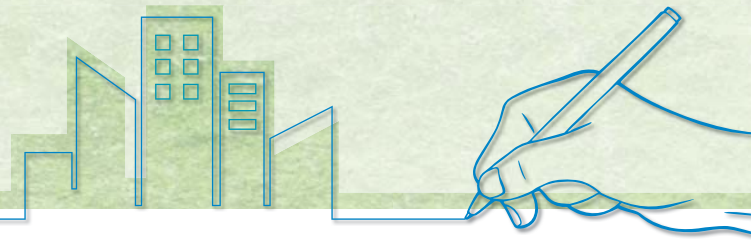
Synergis hopes to create positive social impact through our businesses. We embraced the theme of 'Enjoying Comfortable Homes and Decent Jobs' during the Reporting Year, where our support of local community development and investment rests on three pillars: supporting youth, caring for the elderly and empowering the community as a whole. We uphold the spirit to care for one another and encourage our employees to do so by taking part in our volunteering activities. Synergis has been awarded the "15 Years+ Caring Company" logo by the Hong Kong Council of Social Service for the 17th consecutive year, which proves our commitment to social care.

昇捷希望透過業務創造正面的社會影響。本報告年度，我們秉承「安居樂業」的主題，透過三大支柱：支持青年、關懷老人，以及提高社區能力，支持本地社區發展及投資。我們鼓勵員工通過參加義工活動秉承互相關愛的精神。昇捷已連續第17年榮獲香港社會服務聯會頒發「商界展關懷」標誌，足以證明我們對社會關懷之承擔。



We have also supported the Heart to Heart Project launched by the Hong Kong Federation of Youth Groups since 2006. The Group participated in various services with a genuine wish to serve the community and promote the concept of mutual help among neighbourhoods. During the Reporting Year, we were presented with a "Heart To Heart Company" certificate to recognise our community effort throughout the years. We hope to enhance community cohesiveness, as well as achieve our goals through active engagement with the community.

我們亦自2006年一直支持由香港青年協會發起的「有心企業」項目。本集團誠心希望透過參與各種服務，幫助社區並推廣鄰里互助的理念。本報告年度，我們獲頒「有心企業」證書以表彰我們多年對社區的努力。我們希望通過積極參與社區以增強社區的凝聚力，實現我們服務社區的目標。



ENJOYING COMFORTABLE HOMES AND DECENT JOBS @ YOUTH DEVELOPMENT

安居樂業@青少年發展

Youth development is the key to a more sustainable future. We endeavour to empower youth in need by providing adequate support through different charity programmes.

青少年發展是實現可持續未來的關鍵。我們努力通過各種慈善計劃為有需要的青少年提供適當的協助，以加強他們的能力。

Computer Donation X Christian Action

As some of the construction sites have come to an end during the Reporting Year, ISP team collaborated with the Christian Action and donated 36 sets of functional desktops, as well as its accessories to children in need.



電腦捐贈 X 基督教勵行會

隨著一些項目工程於本報告年度完成，室內裝飾及特殊項目團隊聯同基督教勵行會向有需要的兒童捐贈了36套可操作的桌面電腦及附帶配件。



Supporting Youth Education X Ten Percent Donation

This is the second year of Synergis to support the charity work of Ten Percent Donation Scheme Foundation by donation, who works to enhance education opportunities of underprivileged children. The Group sponsored and participated in their fund-raising Annual Charity Ball that took place on 6 September.

支持青年教育 X 十分關愛基金會

這是昇捷連續第二年捐款支持「十分關愛基金會」，讓貧困學童獲得良好的教育機會。本集團贊助並參加了於9月6日的籌款年度慈善晚會。

Love in Christmas X Hong Kong Sheng Kung Hui Kowloon City Children & Youth Integrated Service Centre

Love in Christmas — Toys for Grassroots is a gift recycling programme under which second-hand undamaged toys and stationery are sent to the "toy bank" of the Hong Kong Sheng Kung Hui Kowloon City Children and Youth Integrated Service Centre. A total of 6 boxes of toys were collected from our staff. Through adding meaning to and bringing value to the once unwanted toys, we hope to empower both donors and receivers from the act of giving and receiving.



愛在聖誕 X 香港聖公會九龍城青少年綜合服務中心

聖誕有愛•玩具贈基層是一項禮物回收計劃，該計劃是把二手及完好無損的玩具和文具送往香港聖公會九龍城青少年綜合服務中心的「玩具銀行」。我們一共收集了6箱玩具，透過為不再使用的玩具增添意義和帶來價值，我們希望使捐贈者和接受者均能從捐贈和接受中受益。

Our Community

我們的社區

ENJOYING COMFORTABLE HOMES AND DECENT JOBS @ CARE FOR THE ELDERLY

Upcycle Glass for Decoration X The Salvation Army

Our corporate volunteer team S-Power coordinated with The Salvation Army in organising the “Upcycle Glass to Decorate Elderly Residence” event. Our volunteers used upcycled glass mosaic to decorate flower boxes in Heng On Integrated Vocational Rehabilitation Services Centre. In delivering environmental and artistic value, they were then sent to an outdoor garden of Hoi Tai Residence for Senior Citizens in Hoi Fu Court, Mongkok. The event has embedded corporate social responsibility value by serving to protect the environment and care for the elderly.



安居樂業@關懷長者

玻璃升級再造X救世軍

我們的「S-Power昇動力」企業義工隊與救世軍合辦了「玻璃升級再造，粉飾長者院舍」活動。我們的義工在救世軍恆安綜合職業復康中心工場用環保玻璃馬賽克點綴大型花圃擺設。為了傳遞環境和藝術價值，它們隨後被送往位於旺角海富苑的海泰長者之家的戶外花園供長者觀賞。透過保護環境和關懷長者，此活動別具企業社會責任價值。



Mooncake Sharing X The Salvation Army

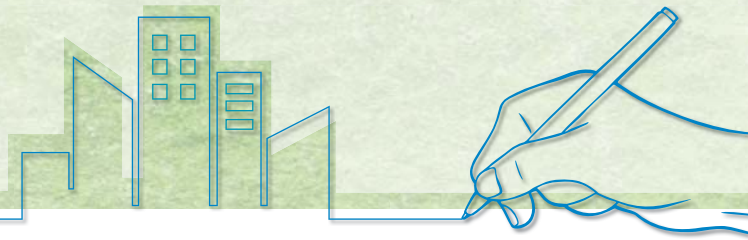
S-Power celebrated Mid-Autumn Festival by collaborating with The Salvation Army to organise the volunteers event — “Synergis Cares about Tung Tau — mooncakes for the Elderly”. Our volunteers delivered the Group’s festive blessings by bringing home-alone elderly in Tung Tau Estate Wong Tai Sin mooncakes and healthy snacks. We also conducted surveys and came to understand their health condition and the daily difficulties they encountered. We collected feedback for The Salvation Army to carry out follow-up assistance in the future.



月餅分享X救世軍

「S-Power昇動力」與救世軍合作舉辦「昇捷耀東頭•月餅贈長者」義工活動，在中秋節探訪黃大仙東頭邨獨居長者活動。我們的義工代表集團為他們送上節日祝福，並奉上月餅和健康零食。我們亦進行問卷調查，以了解他們健康狀況及日常遇到的困難。我們代救世軍收集的反饋意見，有助他們將來進行後續援助。





ENJOYING COMFORTABLE HOMES AND DECENT JOBS @ COMMUNITY EMPOWERMENT

At Synergis, we hope to support charity events of various sectors to promote a diversified, integrated and harmonious society. We take concrete actions together with our staff and participated in various charity fundraising events, with causes ranging from environmental protection, to animals and women's rights during the Reporting Year.

Green Power Hike

Our staff formed a team to participate in the 10km Property Management Cup. While hiking as a team, the activity also raised funds for environmental education projects organised by the Green Power.



安居樂業 @ 提高社區能力

在昇捷，我們希望支持各界別的慈善活動，以促進多元化、一體化及和諧的社會。本報告年度，我們與員工一起採取了具體行動並參加了各種慈善籌款活動，涵蓋環境保護、動物和婦女權益。

綠色力量環島行慈善行山比賽

我們的員工組隊參加「物業管理盃」10公里比賽。透過團隊遠足，此活動亦為綠色力量的環境教育工作籌款。



Dogathon 2019 X Society for the Prevention of Cruelty to Animals

This is the third year of Synergis showing support to the Society for the Prevention of Cruelty to Animals. Our staff brought along their families and pet dogs to attend the Dogathon 2019. Funds raised at the event are used to support SPCA's works in animal rescue and adoption, as well as for free desexing programmes.

全城狗狗行善日 2019 X 愛護動物協會

這是昇捷連續第三年支持愛護動物協會。我們的員工帶同他們的家屬和寵物狗參加「全城狗狗行善日」。活動籌得的款項將用於支持愛護動物協會，以支援動物拯救和領養方面的工作，以及免費絕育計劃。



Our Community

我們的社區

Run-For-Girls X Plan International & Cosmopolitan

Run for Girls is a charity run co-organised by Plan International Hong Kong and Cosmopolitan with the aim to promote women's rights and justice against discrimination, inequality and violence in developing countries. Our staff took part in the 3km and 10.11km races on behalf of Synergis. By raising funds and taking action, we hope to be a part to support the creation of 'Girl-friendly' safe spaces in Rwanda. The funds raised will be used to help girls learn more about reproductive health and report instances of violence, as well as receiving counselling services if needed.

「愛•女孩」起跑X國際培幼會及Cosmopolitan

「愛•女孩」起跑!」是國際培幼會及Cosmopolitan合辦的慈善跑步籌款活動，目的是爭取及推動女性的權益及公義，以消除發展中國家對女性的歧視、不平等及暴力對待。我們的員工代表昇捷參與3公里和10.11公里的賽事。透過籌款和採取行動，我們希望成為支持在盧旺達創建「女孩友好」安全空間的一份子。善款將用於幫助女孩了解更多關於生殖健康和檢舉暴力事件，並在需要時獲得輔導服務。



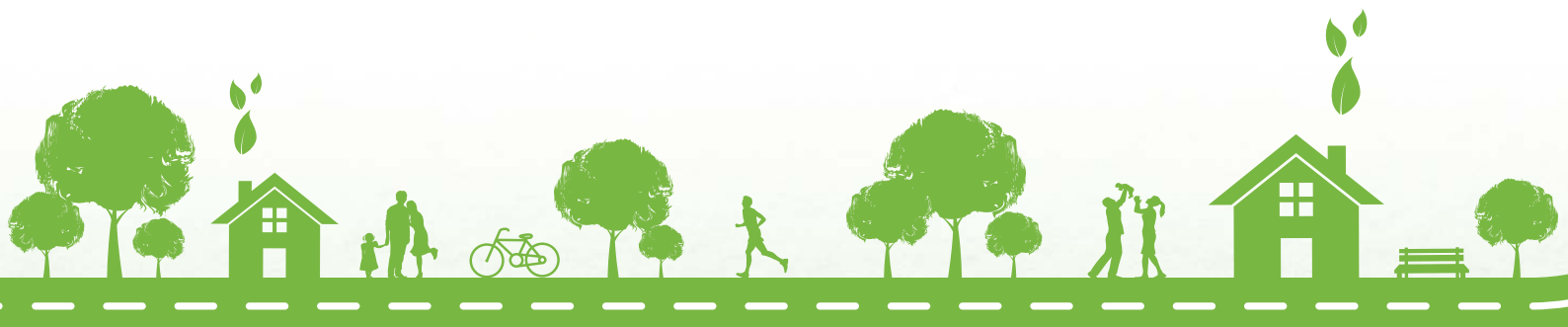
Home-to-Home Massage Experience X Y Serenity

This is our second year to support the Hong Kong Youth Women's Christian Association and its social enterprise — Y Serenity. The Retraining Internship Programme provided an opportunity for the retrained individuals to practise what they have learnt, as well as for our staff to relax and enjoy.



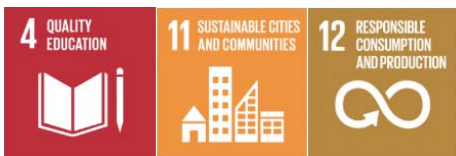
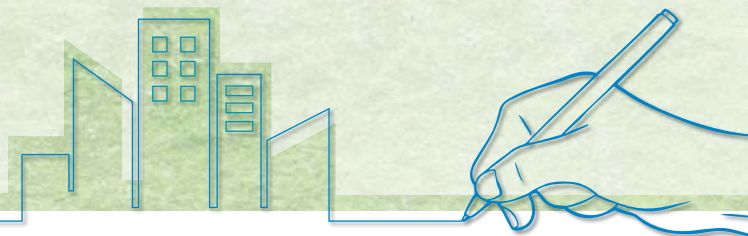
到戶式按摩體驗X青心坊

這是我們第二年支持香港基督教女青年會與其社企——「青心坊」。此再培訓實習計劃為再培訓人士提供了一個實習機會，讓他們實習所學的知識，也讓我們員工放鬆和享受。



Our Environment

我們的環境



Synergis is committed to minimising the environmental impact of its business activities. We endeavour to meet the environmental objectives, targets and goals as defined in our group-wide environmental management system (“EMS”) in accordance with environmental standards outlined in ISO 14001. We strive to enhance our environmental performance by raising awareness, managing emissions and ensuring mindful usage of resources. We aspire to achieve our goals through various environmental awareness activities, as well as mindful business operations.

昇捷致力於減輕其業務活動對環境的影響。我們竭力按照ISO 14001中概述的環境標準，實現集團環境管理系統（「環境管理系統」）的環境目的、指標和目標。我們致力通過提高意識、管理排放和確保小心使用資源以改善環境表現。我們渴望透過各種環保意識活動以及注意業務營運來實現我們的目標。

PROMOTING ENVIRONMENTAL AWARENESS

提升環境意識

Synergis strives to promote environmental awareness across all levels of our businesses. PFM maintains the Register of Environmental Aspects and proposes control measures at our managed properties and facilities. In order to raise environmental awareness among stakeholders, including tenants and property owners, various green tips were shared at the SHE Corners. The tips were also made available and communicated through emails to staff in corporate offices.

昇捷竭力於所有業務層面上提高環保意識。物業及設施管理業務部門制定環境方面登記冊和替我們管理的物業和設施提出監控措施。為了提高住戶和業主等持份者的環保意識，包括住戶和業主，我們在職安健環角分享了各種綠色提示。辦公室員工亦可透過電子郵件知悉該提示。

Low-Carbon Diet 低碳飲食

Introducing low-carbon diet principles — “LOVERS”:
介紹低碳飲食原則 — 「LOVERS」:

- Local** 本地
- Organic** 有機
- Vegetarian** 素食
- Energy-saving** 節能
- Reduce** 減少
- Seasonal** 季節性

Waste Recycling 廢物回收

Introducing ideas to revamp domestic waste:
介紹改造家居垃圾的主意:

- toilet paper tube** 廁紙管
- worn bag** 舊袋
- clothes** 衣服
- tableware** 餐具
- beer carrier box** 啤酒箱
- tissue box** 紙巾盒

Our Environment

我們的環境

Home Renovation 家居裝修

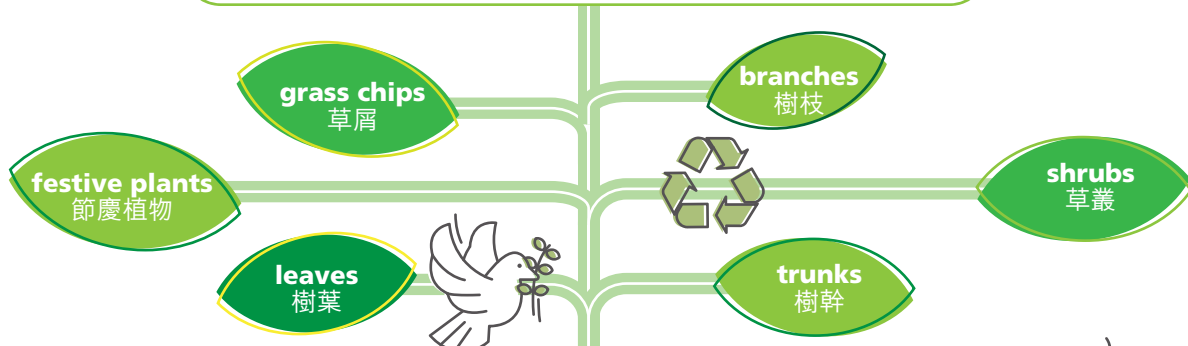
Introducing tips to minimise nuisance caused to neighbours in relation to noise and air pollution, in accordance with relevant laws and regulations

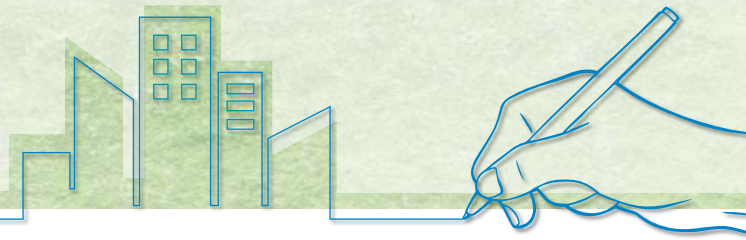
根據相關法律和法規，介紹減少對滋擾鄰居有關的噪音和空氣污染的小提示



Yard Waste Reduction and Handling 減少和處理園林廢物

Recommending tips to **reduce, reuse and recycle** yard waste:
推薦**減少、重用和回收**園林廢物的提示：





ISP is committed to managing the environmental practices of our site workers through contractual obligations and stringent site management. We established environmental objectives target and assess respective performance regularly.

室內裝飾及特殊項目部門致力於透過以合約要求和嚴格的地盤管理來管理地盤工人的環境守則慣例。我們制定了環境目標，並定期評估個別表現。

Objectives 目標	Target 目標	2019 Performance 2019 表現
1. To comply with all environmental legal requirements and regulations 符合所有環保法例法規	100%	All applicable environmental standards were complied 符合所有適用的環境規例
2. To respond to the environmental non-compliance reports within 14 days 14天內回覆客戶或內部發出的環保違規項目報告	100%	No environmental non-compliance was received 沒有收到環保違規或投訴項目
3. To provide environmental training to staff 向員工提供有關環保培訓	Monthly 每月一次	A total of 8 attendees 共有 8 名參加者
4. To promote environmental protection 推廣環保	Biannually 每半年一次	Promotional information regarding environmental practices were posted on-site 有關環境慣例的宣傳資料已張貼在地盤

Participating in Environmental Initiatives

Synergis attaches importance to the sustainable development of society and actively promotes a green management culture. In 2019, we have participated in the United Nations' Millennium Development Goals — Green Office and Eco-Health Workplace Awards Labelling Scheme ("GOALS") initiated by the World Green Organisation ("WGO"). After thorough assessment, our efforts in promoting green offices and heightening eco-healthy awareness among our staff were recognised, and we were awarded the Green Office Logo and the Eco-Healthy Workplace Logo. In addition, during the Reporting Year, our corporate offices staff as well as 53 properties and facilities managed by the Group have participated in the No Air Con Night 2019 initiated by the Green Sense. We have also supported the Earth Hour 2019.

參與環境倡議

昇捷重視社會的可持續發展並積極倡導綠色管理文化。我們在2019年繼續參加了由世界綠色組織（「世界綠色組織」）舉辦的聯合國千禧發展目標——綠色辦公室和健康工作間獎勵計劃。經過全面評估，我們在促進綠色辦公室和提高員工的健康意識方面的努力得到認可，並獲得了「綠色辦公室」和「健康工作間」標誌。此外，本報告年度，我們辦公室員工以及本集團管理的53個物業及設施參加了由環保觸覺發起的「2019無冷氣夜」。我們亦繼續支持2019「地球一小時」。



Our Environment

我們的環境

Under the post-2018 Scheme of Control Agreements signed between the Environmental Bureau with the two power companies, the private sector is encouraged to invest in Renewable Energy ("RE") with the introduction of Feed-in Tariff ("FiT"). Our ESG Steering Committee is keen to learn more about the latest RE market trend in Hong Kong in order to be able to offer professional advice assistance to interested clients or tenants. During the Reporting Year, we participated in a renewable-energy-specific seminar and conducted a tour to the Electrical and Mechanical Services Department ("EMSD").

Seminar on Renewable Energy For Hong Kong: A Bright Future?

In understanding the latest developments and applications of renewable energy, we participated in a seminar conducted by the Green Council. The event invited engineering and environmental professionals to share renewable energy development in Europe and Asia, as well as to explore the FiT initiatives in combating climate change.

根據環境局與兩家電力公司簽署2018年後的新《管制計劃協議》，鼓勵私營機構引入上網電價(「上網電價」)來投資可再生能源(「可再生能源」)。我們的環境、社會及管治推進委員會渴望了解更多有關香港可再生能源市場最新趨勢的資訊，以便為感興趣的客戶或住戶提供專業建議。本報告年度，我們參加了針對可再生能源的研討會，並到機電工程署(「機電署」)參觀導賞團。

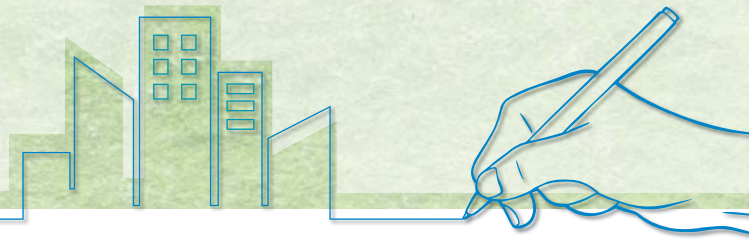
香港可再生能源研討會：光明的未來？

為了了解可再生能源的最新發展和應用，我們參加了由環保促進會舉辦的研討會。是次活動邀請了建築工程和環境專業人士分享歐洲和亞洲的可再生能源發展，並探討了應對氣候變化上網電價的方法。



Our representative attending the seminar to learn more about the trend of renewable energy
我們的代表參加了是次研討會，以了解有關可再生能源趨勢的更多資訊





Site visit to EMSD by ESG Steering committee

We invited headquarter and site staff to join along a guided tour on the Education Path at headquarters of EMSD in Kowloon Bay and come to understand green building technologies with a rooftop viewing gallery of over 2,000 photovoltaic panels. We also learnt about the technical know-how of solar power, including grid connection and the electromechanical and gas safety, relevant safety standards, as well as available supporting tools on sustainable development provided by the government.



Our representative attending the guided tour to learn more about solar panel installation
我們的代表參加了導賞團，以了解有關安裝太陽能板的更多信息



The rooftop viewing gallery of EMSD headquarters with over 2,000 photovoltaic panels
機電署總部的屋頂觀景台設有2,000多個太陽能板

Chow Tai Fook@K11 MUSEA — LEED ID+C Project Certified with Silver Rating

Our ISP team strives to leverage professionalism and assist customers to source environmentally friendly construction materials. We work to enhance environmental performance in our interior design and construction project and meet clients' environmental anticipations to acquire environmental-approving standards, such as the Leadership in Energy and Environmental Design ("LEED"), certified by the U.S. Green Building Council.

As a continual business partner of Chow Tai Fook ("CTF"), our ISP team has been commissioned the fitting-out and woodware works of CTF's brand-new experience store at K11 MUSEA, Tsim Sha Tsui. The project comprises: display cabinets, LED display boards, ceiling facings, floor cabinet surfaces, woodware, wall and column facings, as well as refurbishment of the gate facings, shop signs and lightboxes. The use of elements such as the ocean, the sky, colourful flowers and green leaves not only highlights the sophisticated design of the jewellery, but also showcases ISP's excellent craftsmanship and skills. We spent considerable efforts on sustainable planning during the concept and design stages to minimise environmental impact, and reduce environmental

周大福@ K11 MUSEA — 領先能源與環境設計室內設計和建築項目獲得銀級認證

我們的室內裝飾及特殊項目團隊致力利用專業精神協助客戶採購環保建築材料。我們努力提高室內設計和建築項目的環保表現，並滿足客戶的環保期望，以獲取環保認可標準，例如獲得美國綠色建築委員會認證的領先能源與環境設計（「領先能源與環境設計」）。

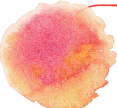


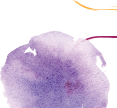
作為周大福（「周大福」）的持續業務合作夥伴，我們的室內裝飾及特殊項目團隊受委託在尖沙咀 K11 MUSEA 開設的全新體驗概念店進行裝修和土木工程。項目包括展示櫃、LED 顯示屏、天花飾面、地台飾面、木器、牆身和飾面、以及翻新門面、商店招牌和燈箱。我們採用海洋、星空、繁花綠葉等元素，不僅突顯了珠寶的精緻設計，而且展示了室內裝飾及特殊團隊卓越的工藝和技能。在概念和設計階段，我們在可持續性規劃上花了大量功夫，以減輕對環境的影響，並減低環境足

Our Environment

我們的環境

footprint. We implemented the Construction and Demolition Waste Management Plan, and the Indoor Air Quality Management Plan. Several attempts included:

跡。我們推行了建築和拆除廢物管理計劃和室內空氣質量管理計劃。包括以下幾種方法：

-  Use increased ventilation to provide enough fresh air and improve indoor air quality
增加通風以提供足夠的新鮮空氣，並改善室內空氣質素
-  Separate and recycle wood, metal, concrete and other construction waste materials
分隔和回收木材、金屬、混凝土和其他建築廢料
-  Use energy efficient LED lighting fixture and compact fluorescent bulbs
使用節能的LED照明燈具和白熾燈泡
-  Use low volatile non-toxic organic compounds paints, coatings, sealants and adhesives
使用低揮發性和無毒的有機化合物的油漆、塗料、密封劑和粘合劑
-  Use water-efficient base building water fixture to reduce water consumption
使用節水型基礎建築固定裝置以減少用水量

In addition, we practised sustainable sourcing and housekeeping by strictly following the chemical management guidelines in the environmental manual to label, store and handle all chemical material. They are also stored in separate containers with height to prevent chemical or oil spill. Signs and posters were set up at noticeable areas to ensure workers' awareness and practices in planning, design, construction, management, operation and maintenance align with certification requirements, and industry regulatory standards. During the Reporting Year, our interior design and renovation works of Chow Tai Fook at K11 MUSEA, the Victoria Dockside has achieved Silver rating under LEED Scheme (Interior Design and Construction Category).

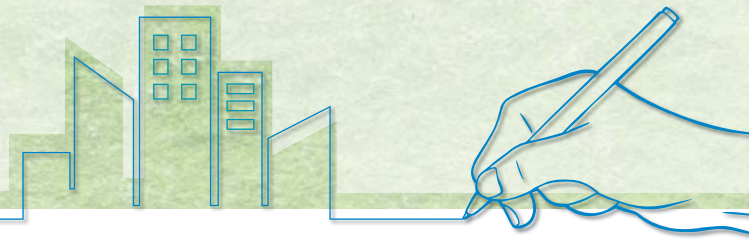
此外，我們嚴格遵守環境手冊中的化學品管理指南，對所有化學物料進行標籤、儲存和處理，從而實現可持續採購和內務管理。我們亦把它們存放在較高和獨立的隔離容器中，以防止化學藥品或機油溢出。我們在顯眼位置貼上安全標誌和海報，以確保工人在規劃、設計、施工、管理、操作和維護方面的意識和做法與認證要求和行業監管標準保持一致。本報告年度，我們在Victoria Dockside K11 MUSEA的周大福室內設計及裝修工程項目，獲得領先能源與環境設計計劃(室內設計及建築類別)獲得銀級認證。



We placed different bins onsite to separate and recycle wood, metal, concrete and other construction waste materials
我們將不同的垃圾箱放置在現場，以分離和回收木材、金屬、混凝土和其他建築廢料



We placed health and safety signs and posters at the site entrance
我們在地盤入口貼上健康與安全標誌及海報



Novotel Hong Kong Citygate Hotel — BEAM Project

The Building Environmental Assessment Method (“BEAM”) Plus is a voluntary green building labelling scheme that is widely adopted in the city. The certification provides a performance label and demonstrates a qualified green building, which aims at providing a safer, healthier, more comfortable environment.

In the subcontract fitting-out works for a hotel in Tung Chung constituting the interior decoration for hotel guestrooms, corridors and lift lobbies to the main contract works for the BEAM Project, our ISP team strives to meet customers’ expectations to minimise potential environmental nuisance to various sensitive receivers in the neighborhood. We implemented the Environmental Management Plan (“EMP”) to provide details of the means and measures to maintain environmental performance measures. In order to minimise nuisance to sensitive receivers affected by the noise, dust, gaseous emissions, waste water and wastes generated by the construction activities, we ensure workers’ practices in planning, design, construction, management, operation and maintenance are aligned with legal requirements and industry standards.

Relevant sustainable construction measures such as source control, mold prevention, and regular housekeeping were practised to control outdoor and indoor air quality in a mindful manner. For instance, stockpiles of dusty materials are covered entirely by impervious sheeting with enclosure extending at least 1m above and beyond the stored materials, placed in an area sheltered on the top and the 3 sides; or sprayed with water and dust suppression chemical. Other environmental mitigation measures, such as noise abatement and waste management are also practised in accordance with the contract and EMP. We also regularly inspect the site and monitor noise, dust, water, waste and vibration by arranging weekly environmental walks to be attended by the environmental officer, the site agent, and the engineer.

諾富特東薈城酒店 — 綠色建築環境評估建築項目

綠色建築環境評估（「綠建環評」）是一項自願性的綠色建築標籤計劃，並已在城市中廣泛採用。此認證提供了表現標籤和展示了符合資格的綠色建築，旨在提供一個更安全、更健康、更舒適的環境。

一間位於東涌的酒店的室內裝飾分包工程，包括酒店客房、走廊及電梯大堂的室內裝修項目主要工程為綠建環評項目，我們的室內裝飾及特殊項目團隊努力滿足客戶的期望，以減輕對附近各種敏感受體的潛在環境滋擾。我們實施了環境管理計劃（「環境管理計劃」），以詳細說明保持環境表現的方法和措施。為了減少對受施工活動產生的噪音、灰塵、氣體排放物、廢水和廢物影響的敏感受體的滋擾，我們確保工人在規劃、設計、施工、管理、營運和維護方面的行為，均符合法例要求和行業標準。

我們採取相關的可持續建築措施，例如源頭控制、防霉和定期整理，以謹慎地控制室外和室內的空氣質素。例如，以防水布完全覆蓋堆放著的多塵物料，並在該物料上方及下方延伸至少1米，頂部和3側均須遮蓋；或噴灑水和抑塵化學品。我們亦按照合同和環境管理計劃進行其他環境緩解措施，例如噪音消除和廢物管理。我們亦定期視察現場，並通過安排由環境主任、工地經理和工程師出席的每週一次的環境巡視來監察噪音、灰塵、水、廢物和震動。



BEAM Project at Novotel Hong Kong Citygate Hotel
諾富特東薈城酒店的綠建環評建築項目



Our site workers used impervious sheeting to cover stockpiles of dusty materials
我們的地盤員工以防水布覆蓋堆放著的多塵物料

Our Environment

我們的環境

EMISSIONS MANAGEMENT

Our PFM and ISP operations involve emissions of air, noise, and waste. Synergis takes responsibility for introducing emission mitigation measures to better manage our environmental performance.

Air Emissions

The Group owns and operates vehicles to support its daily business. We aspire to take precautionary measures to minimise air emissions. Our first step to commit is to start recording relevant exhaust emission data, including greenhouse gas ("GHG") and other air pollutants, such as nitrogen oxides ("NOx"), sulphur oxides ("SOx") and particulate matter ("PM"). To conduct dust control during construction at our ISP sites, our site workers perform relevant preventive measures, including the adoption of air purifying systems and water sprinkling techniques.

排放管理

我們的物業及設施管理和室內裝飾及特殊項目業務涉及空氣、噪音和廢物的排放。昇捷負責任地採取減排措施以更好地管理我們的環境表現。

廢氣排放

本集團擁有並使用車輛以支援其日常業務。我們渴望採取預防措施以減低廢氣排放。我們的第一步是開始記錄相關的廢氣排放數據，包括溫室氣體（「溫室氣體」）和其他空氣污染物，例如氮氧化物（「NOx」）、硫氧化物（「SOx」）和懸浮粒子（「PM」）。為了在室內裝飾及特殊項目地盤的施工過程中進行粉塵控制，我們的地盤員工採取了相關的預防措施，包括採用空氣淨化系統和灑水技術。



Wheel washing for air pollution control
清洗車輪以控制空氣污染

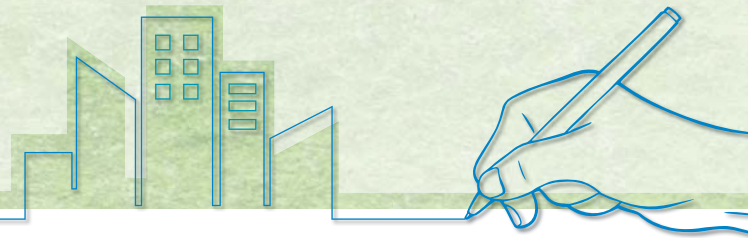
As of 31 December 2019, the Group owns and maintains a total fleet of 32 vehicles. During the Reporting Year, the total distance travelled of all vehicles is 368,991 km*, and have been calculated to have emitted of NOx, SOx as well as PM as follows:

截至2019年12月31日，本集團擁有和維持車輛總數為32輛。本報告年度，所有車輛的總行駛距離為368,991公里*，下列為據計算已排放的NOx、SOx和PM。



* The total distance travelled by the group-owned vehicles is derived from official recording record. 13 vehicles are excluded from the calculation due to activities related to selling and purchasing during the Reporting Year, as well as the lack of official monitoring record. Whereas available, the figures have been rounded up to 3 decimal places. Moving forward, the Group plans to further improve our data management system to include all vehicles.

* 本集團車輛行駛的總距離是根據官方記錄得出的。由於報告年度涉及有關車輛買賣及有些缺乏官方的監控記錄，因此13部車輛被排除在計算之外。如可用，數字將四捨五入至小數點後三位。展望未來，本集團計劃進一步完善我們的數據管理系統以涵蓋所有車輛。



GHG Emissions

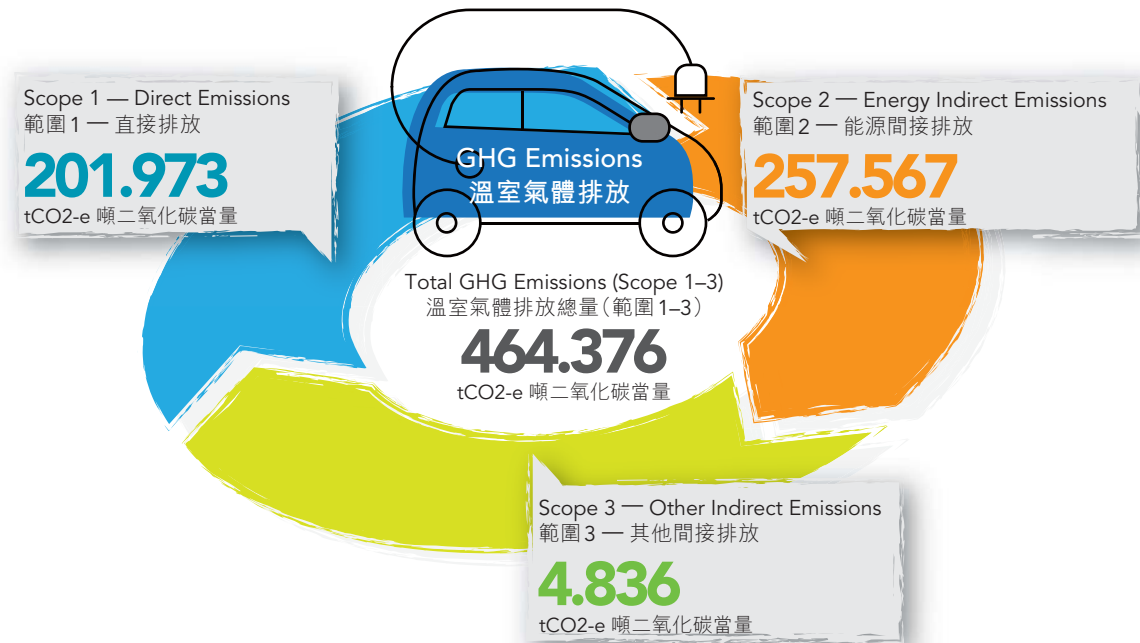
GHG emissions have severed the greenhouse effect, and subsequently caused global warming and climate change. Synergis recognises the climatic risks and is committed to adopting measures to reduce our GHG emissions when operating our businesses. At present, our GHG emissions stem from fuel combustion for vehicles (scope 1 direct emissions), fossil fuel combustion for electricity consumption (scope 2 energy indirect emissions), as well as the electricity used for processing freshwater and sewage by government departments (scope 3 other indirect emissions).

In assessing the Group's annual GHG emissions, our quantification methodology with references to the Guidelines to Account and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purpose) in Hong Kong published by the Environmental Protection Department and the EMSD, as well as the latest emission factors, published by relevant power companies when available.

溫室氣體排放

溫室氣體排放加劇了溫室效應，既而導致了全球變暖和氣候變化。昇捷意識到氣候風險，並致力於營運業務時採取措施以減少我們的溫室氣體排放。目前，我們的溫室氣體排放源於車輛的燃料燃燒（範圍1直接排放）、燃燒石化燃料所消耗的電力（範圍2間接能量排放），以及政府部門用於處理淡水和污水所消耗的電力（範圍3其他間接排放）。

在評估本集團的年度溫室氣體排放量時，我們的量化方法參考了環境保護署和機電署發佈的《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核算和報告指引》，以及相關電力公司發佈的現有最新排放因子。



In 2019, we emitted approximately 465 tonnes of carbon dioxide equivalent in total, with 43.5% being scope 1 direct emissions, 55.5% from scope 2 energy indirect emissions, and the remaining 1% from scope 3 other indirect emissions. We shall continue to closely monitor our fuel consumption and regularly maintain our vehicles to ensure fuel efficiency and keep our air and GHG emissions under control. Regarding electricity consumption, our energy efficient initiatives at headquarters, PFM and ISP can be referred under "Promoting Environmental Awareness" and "Resource Efficiency" section.

在2019年，我們排放了大約465噸二氧化碳當量，其中43.5%是範圍1的直接排放，55.5%來自範圍2能源間接排放，以及其餘1%來自範圍3其他間接排放。我們將繼續密切監測耗油量並定期維修車輛，以確保燃油效率並控制我們的廢氣和溫室氣體排放。有關電力消耗，我們在總部、物業及設施管理和室內裝飾及特殊項目的節能倡議可以參考「提升環境意識」和「資源效率」章節。

Our Environment

我們的環境

Noise Control

At our ISP sites, we strive to minimise noise impacts generated from mechanical machineries. We opt for construction equipment with the Quality Powered Mechanical Equipment label, which is notably quieter and environmentally-friendly. Noise barriers and hearing protective gears are set up and supplied. We also detail noise control procedures in our safety manual and environmental management manual, to be followed by relevant personnel.

噪音控制

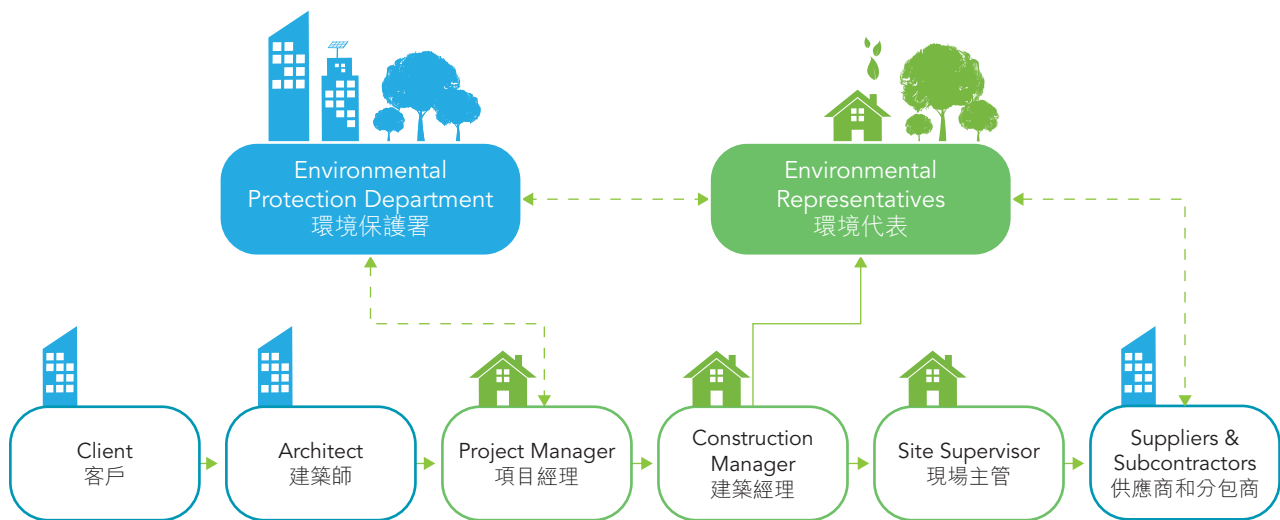
在室內裝飾及特殊項目地盤，我們致力減低機械噪音帶來的影響。我們選擇較安靜環保和帶有「優質機動設備」標籤的建築設備。地盤提供了隔音屏障和聽力保護裝置。我們亦在安全手冊和環境管理手冊中詳細說明，須由相關員工遵循的噪音控制程序。

Environmental Management Plan for a Temple Renovation Project at Kowloon Tong

The ISP team observes the Environmental Procedures and Environmental Guidelines in the extensive renovation for a temple at Kowloon Tong. In addition, we established the Environmental Management Plan to mitigate environmental impacts arising during the course of work. The plan aims to detail measures that minimise the effects on the air, noise, sewage as well as waste nuisance within and outside the project site, on transport routes and at the loading and dumping area. Specific project environmental organisation are shown below:

於九龍塘一間教堂翻新項目的環境管理計劃

室內裝飾及特殊項目團隊在一間位於九龍塘的教堂進行大規模翻新工程時遵守環境程序和環境準則。此外，我們制定了環境管理計劃以減輕工作過程產生的環境影響。該計劃旨在詳細制定措施，以減少對項目場地內外、運輸路線以及裝卸區的空氣、噪音、污水和廢物造成的影響。具體的項目環境組織如下：



In addition to laws and regulations compliance, the ISP team thoroughly detailed measures and procedures to be carried out during the execution of works regarding specific environmental impacts, including but not limited to:

除了遵守法律和法規外，室內裝飾及特殊項目團隊亦詳細介紹了在執行施工過程中與特定環境影響有關的措施和程序，包括但不限於：

Environmental Mitigation Measures 環境緩解措施

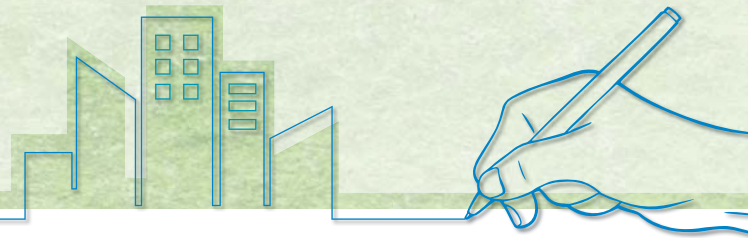
- Air Pollution Control 空氣污染控制
- Sewage Management 污水處理
- Noise Abatement 消減噪音
- Waste Management 廢物管理

Environmental Emergency Procedures 環境應急程序

- Chemical Spillage 化學洩漏

Environmental Monitoring and Audit 環境監察及審核

- Noise Monitoring 噪音監測
- Dust Monitoring 灰塵監測
- Water Monitoring 水監測
- Waste Monitoring 廢物監測



We also arranged weekly environmental walk to be attended by our environmental representative, site supervisor to ensure environmental performance compliance with the requirements under our Environmental Management Plan. A checklist is also in place for summary recording and reporting purposes.

安排了每週一次由我們的環境代表、地盤主管參加的環境考察，以確保環保表現符合環境管理計劃的要求。我們亦準備了一張用於記錄摘要和報告目的的清單。

RESOURCE EFFICIENCY

資源效率

Synergis strives to communicate our commitment to reduce environmental footprint and improve our resource efficiency in the consumption of energy, materials, and water.

昇捷致力傳達我們在減少消耗能源、材料和水方面的承諾，以減少環境足跡並提高我們的資源效率。

Energy Management

能源管理

Energy consumption is a major contributor to our environmental footprint. We endeavour to pursue energy efficiency through legal compliance and employee environmental awareness measures. We have adopted green office practices throughout our headquarters. We also remind our PFM and ISP staff to turn off lights, electronic appliances and air-conditioners by placing notices at our managed properties and facilities, as well as project sites. We shall also consider the installation of machinery models with higher energy efficiency performance in the future.

能源消耗是造成我們環境足跡的主因。我們致力通過法例合規和員工環保意識措施來達至能源效益。我們不但在總部採用了綠色辦公室慣例、亦提醒物業及設施管理和室內裝飾及特殊項目員工，在我們管理的物業和設施以及地盤現場放置關閉照明、電子設備和冷氣機的告示牌。我們亦考慮於未來安裝更具能源效益的機械模型。

In transitioning towards a more sustainable future, Synergis keeps itself updated with the latest RE market trend. With the introduction of the FiT, our PFM division aspires to assist our clients and customers by providing them available market information supplied by the power companies and EMSD. We will also contact relevant parties for solar panels construction, repair and maintenance, if necessary. During the Reporting Year, energy efficiency initiatives have been introduced to enhance energy performance of our managed properties, such as Braemar Hill Mansion and Wo Ming Court.

在邁向可持續的未來過程中，昇捷不斷了解最新的可再生能源市場趨勢。通過引入上網電價，我們的物業及設施管理部門希望通過電力公司和機電署提供的市場信息協助客戶和客人。如有必要，我們亦會聯繫有關人士安裝、維修和保養太陽能電池板。本報告年度，我們引入了能效計劃，以提高我們營運物業，例如賽西湖大廈和和明苑的能源績效。



Our Environment

我們的環境

Energy Efficiency Initiatives at our Managed Properties 我們所管理物業的能源效益計劃

Energy Conservation Measures at Braemar Hill Mansion

Responding to the escalating city-wide demand for higher energy efficiency performance, Synergis aspires to seize opportunities to enhance operational excellence. We work to maximise energy performance and place great emphasis on reducing energy consumption at the housing premises managed by us.

The solar panel inserted into plant container
插入植物盆的太陽能電池板



賽西湖大廈節能措施

為了響應市面對提高能源效益績效不斷增長的需求，昇捷渴望把握機會以提高營運水平。我們致力提高能源效率和高度重視減輕我們管理物業的能源消耗。



The solar panel installed onto the pole lights
安裝在燈柱的太陽能電池板

Our PFM team implemented a series of energy saving program at our managed property — Braemar Hill Mansion.

Firstly, we implemented a Solar Power Trial Scheme. Solar lights are installed in the outdoor area and inserted into flower bed, in which the rechargeable battery can power outdoor pole lights and spotlight in flower bed at nights.

Moreover, we also installed the variable frequency water pump in pump room to reduce electricity consumption.

Finally, we adopt ceiling-mounted luminaires equipped with a fan to provide luminance together with ventilation in cargo lift lobby area.

We will continue to monitor the performance of above equipment, and might consider expanding the scope to other managed properties on the way forward.

The project has replaced a total of 145 solar lights, which has contributed to a reduction of 1,774 kWh per month, and is able to help the property owners cut around HK\$9,000 in its monthly electricity expense at Braemar Hill Mansion.

物業及設施管理團隊在我們管轄的賽西湖大廈實施了一連串節能計劃。

首先，我們實施了一項太陽能試驗計劃，把太陽能燈安裝在戶外地方及插入花槽盆栽裏，這樣可使充電電池在日間吸收陽光，夜間便可為戶外燈柱和花槽射燈提供電力。

再者，我們亦在泵房中安裝了變頻水泵，有助減少其耗電量。

最後，我們在載貨電梯大堂區域，採用配有風扇的吊扇燈，既可節省能源，亦可有照明和通風效用。

展望未來，我們將繼續監測上述節能裝置的成效，並考慮將應用範圍擴展到其他管理物業。

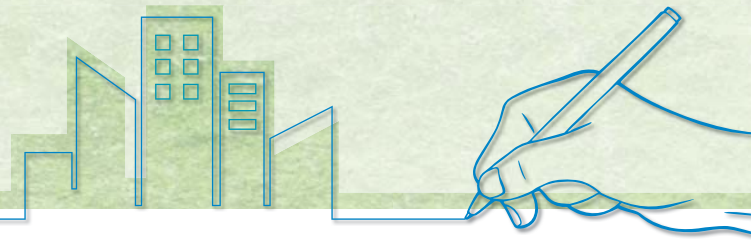
此項目共替換了145支太陽能燈，這有助每月減少1,774千瓦時，並且能夠幫助業主於賽西湖大廈的每月電費支出節省約港幣9,000元。

The ceiling-mounted luminaires equipped with a fan that provides luminance together with ventilation
配有風扇以作照明和通風的吊頂照明設備



The variable frequency water pump installed in the pump room
我們在泵房中安裝的變頻水泵





Electricity Reduction of 35% by Replacing Lighting System at Wo Ming Court

Our Wo Ming Court PFM team initiated an estate-wide energy-saving project by introducing light systems enhancement projects during the previous Reporting Year. The lobby and corridor ceiling lamps of Block A, B, C, and D were replaced with old fluorescent lamp lighting systems with more energy efficient models, which considerably consumed less electricity. Upon replacement, all old fluorescent lamps were collected and disposed at the collection point under the "Fluorescent Lamp Recycling Programme". In addition to lighting systems, we strive to reduce excessive use of electricity. After giving considerations to the reduced demand and usage for lift services during non-peak hours, half of the lifts are put out of service during non-peak hours, from 12 am to 6 am.

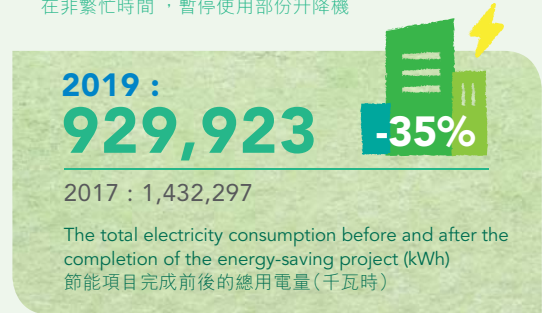
和明苑更換照明系統節省 35% 電力

我們和明苑的物業及設施管理團隊在上一個報告年度於屋苑引入了節能項目，更換了照明系統。在A、B、C和D座的大堂和走廊的舊有慳電膽照明系統更換成更具效能的型號，其大大減少了電力消耗。更換後，我們收集所有舊有的慳電膽，並放置於「慳電膽及光管回收計劃」的收集點。除了照明系統，我們亦努力減少過度用電的情況。考慮到非高峰時段對升降機服務需求和用量，我們在非繁忙時段（由上午12點至凌晨6點）停止一半升降機的服務。



Part of lift are idled during non-peak hour
在非繁忙時間，暫停使用部份升降機

Commenced in 2017, the 5-year contracted project covers installation, replacement and regular maintenance. The stage 1 installation was completed in 2018 and has replaced a total of 6,135 lamps. Comparing the energy performance before and after installation, the total electricity consumption has been reduced by 35%. It is anticipated that the project can help property owners save the electricity expense of around a total of HK\$1 million.



於2017年開始，這項為期5年的合約項目包括安裝、更換和定期維修。該第一期安裝於2018年完成，並共更換了6,135支燈。對比安裝前後的能源表現，總耗電量減少了35%。我們預計期此項目可幫助業主合計節省電費約港幣1,000,000元。

Our Environment

我們的環境

Materials Usage and Waste Management

We are committed to drive towards sustainability by prioritising green and environmentally-friendly resources when procuring resources that support our operations. To reduce paper consumption, we have adopted group-wide electrification on procurement system to communicate via mobile application across different levels of our operations, from procurement, ordering, to monitoring of product and service quality.

The PFM team strives to enhance the environmental awareness of our tenants and residents by placing updated information regarding environmental protection and sustainable lifestyle in the SHEC Corner. We also participated in the Source Separation of Domestic Waste Programme organised by the Environmental Protection Department. We set up recycling and separation facilities in our managed properties and facilities to foster segregation and recycling.

材料使用和廢物管理

我們致力在採購支持我們營運的物料時優先考慮綠色和環保物料，以實現可持續發展。為了減少消耗紙張，我們實行了集團電子化採購系統，利用智能電話應用在採購、訂購到監控產品和服務質量的不同層面上。

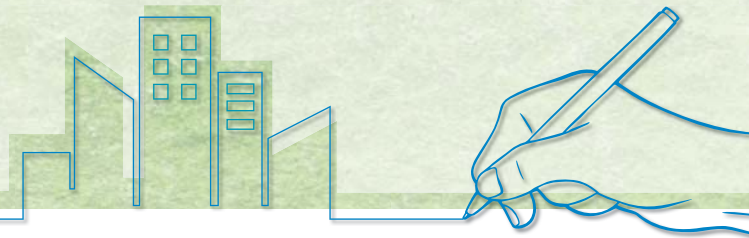
物業及設施管理團隊將有關環境保護和可持續生活方式的最新資訊放在職安健環角，以增強我們的業戶的環保意識。我們亦參加了環境保護署舉辦的「家居廢物源頭分類計劃」。我們在管轄的物業和設施中設立了回收和分類設施，以促進分類和回收。

Recycling bins at our managed properties
在我們所管理物業的回收垃圾桶



Used clothes recycling bank
舊衣回收箱





For the waste generated from our ISP sites, waste separation for inert, non-inert, and other recyclables are practised. They are collected and handled by professional licensed third parties in a proper and responsible manner.

對於在我們的室內裝飾及特殊項目地盤產生的廢物，對惰性、非惰性和其他可回收再用的廢物進行分類。它們由專業認可的第三方以適當和負責任的方式收集和處理。

Recycling bins at our ISP sites
在我們室內裝飾及特殊項目地盤的回收垃圾桶



Facility that collects chemical waste onsite
收集現場化學廢物的設施

Water Management

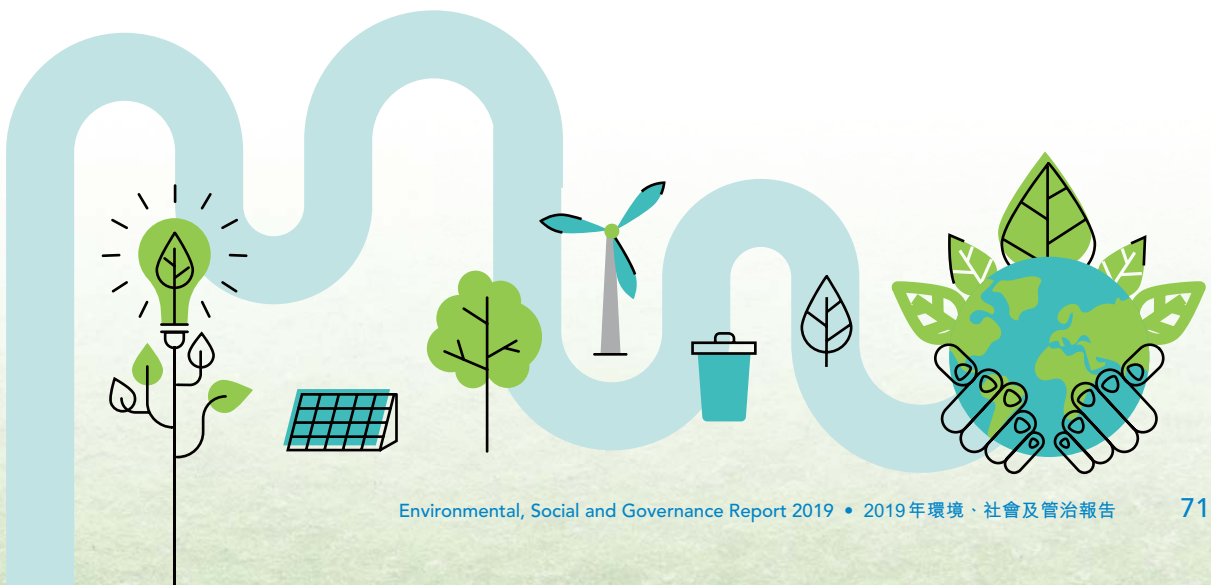
We continue to conserve water through active engagement with tenants, customers, subcontractors, supply chain partners as well as our own staff. We are devoted to using freshwater resources wisely, and diligently treating our sewage.

水管理

通過積極與租戶、客戶、分判商，供應鏈夥伴以及我們的員工合作，我們繼續節約用水。我們致力明智地使用食水資源，並認真處理污水。

We maintain our facilities at headquarters, such as pipes and taps, periodically to prevent water leakage. Relevant reminders are also put up at pantries and washrooms to reinforce a water saving culture. In the provision of laundry service which involves intensive use of water, the PFM team regularly inspects the performance of washing machines and ensures the energy and water efficiency is optimised. At ISP sites, on-site sewage treatment and water recycling facilities are installed before discharge. Our subcontractors are also reminded to consume water in a conscious manner through environmental information on the notice boards.

我們定期保養總部的設施，例如水管和水龍頭，以防止漏水。茶水間和洗手間亦會張貼相關提醒，以加強節水文化。在提供需要大量用水的洗衣服務時，物業及設施管理團隊會定期檢查洗衣機的性能，並確保優化能源和用水效率。在室內裝飾及特殊項目地盤排放污水前，我們安裝了現場污水處理和水循環利用設施。我們亦通過告示板上的環境資訊，提醒分判商有意識地用水。



Laws and Regulations Compliance

遵守法律法規

Our Business 我們的業務

- Prevention of Bribery Ordinance (Cap. 201 of the Laws of Hong Kong)
《防止賄賂條例》(香港法例第201章)
- Competition Ordinance (Cap. 619 of the Laws of Hong Kong)
《競爭條例》(香港法例第619章)
- Trade Marks Ordinance (Cap. 599 of the Laws of Hong Kong)
《商標條例》(香港法例第599章)
- Employment of Children Regulations (Cap. 57B of the Laws of Hong Kong)
《僱用兒童規例》(香港法例第57B章)
- Employment of Young Persons (Industry) Regulations (Cap. 57C of the Laws of Hong Kong)
《僱用青年(工業)規例》(香港法例第57C章)

Our People 我們的員工

- Occupational Safety and Health Ordinance (Cap. 509 of the Laws of Hong Kong)
《職業安全及健康條例》(香港法例第509章)
- Factories and Industrial Undertakings Ordinance (Cap. 59 of the Laws of Hong Kong)
《工廠及工業經營條例》(香港法例第59章)
- Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong)
《僱員補償條例》(香港法例第282章)
- Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong)
《性別歧視條例》(香港法例第480章)
- Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong)
《殘疾歧視條例》(香港法例第487章)
- Family Status Discrimination Ordinance (Cap. 527 of the Laws of Hong Kong)
《家庭崗位歧視條例》(香港法例第527章)
- Race Discrimination Ordinance (Cap. 602 of the Laws of Hong Kong)
《種族歧視條例》(香港法例第602章)
- Employment Ordinance (Cap. 57 of the Laws of Hong Kong)
《僱傭條例》(香港法例第57章)
- Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong)
《最低工資條例》(香港法例第608章)
- Mandatory Provident Fund Schemes Ordinance (Cap. 485 of the Laws of Hong Kong)
《強制性公積金計劃條例》(香港法例第485章)

Our Customers 我們的客戶

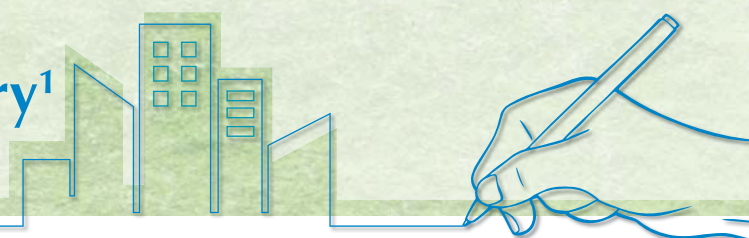
- Trade Descriptions Ordinance (Cap. 362 of the Laws of Hong Kong)
《商品說明條例》(香港法例第362章)
- Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong)
《個人資料(私隱)條例》(香港法例第486章)
- Fire Services Ordinance (Cap. 95 of the Laws of Hong Kong)
《消防條例》(香港法例第95章)

Our Environment 我們的環境

- Air Pollution Control Ordinance (Cap. 311 of the Laws of Hong Kong)
《空氣污染管制條例》(香港法例第311章)
- Noise Control Ordinance (Cap. 400 of the Laws of Hong Kong)
《噪音管制條例》(香港法例第400章)
- Code of Practice on Good Management Practice to Prevent Violation of the Noise Control Ordinance (Cap.400 of the Laws of Hong Kong) for Construction industry
防止違反《噪音管制條例》(第400章)良好管理業務守則(供建造業界使用)
- Waste Disposal (Chemical Waste) (General) Regulation (Cap. 354C of the Laws of Hong Kong)
《廢物處置(化學廢物)(一般)規例》(香港法例第354章)
- Waste Disposal (Charges for Disposal of Construction Waste) Regulation (Cap. 354N of the Laws of Hong Kong)
《廢物處置(建築廢物處置收費)規例》(香港法例第354N章)
- Water Pollution Control Ordinance (Cap. 358 of the Laws of Hong Kong)
《水污染管制條例》(香港法例第358章)
- Ozone Layer Protection Ordinance (Cap. 403 of the Laws of Hong Kong)
《保護臭氧層條例》(香港法例第403章)
- Hazardous Chemicals Control Ordinance (Cap. 595 of the Laws of Hong Kong)
《有毒化學品管制條例》(香港法例第595章)
- Motor Vehicle Idling (Fixed Penalty) Ordinance (Cap. 611 of the Laws of Hong Kong)
《汽車引擎空轉(定額罰款)條例》(香港法例第611章)
- Land (Miscellaneous Provisions) Ordinance (Cap. 28 of the Laws of Hong Kong)
《土地(雜項條文)條例》(香港法例第28章)
- Public Health and Municipal Services Ordinance (Cap. 132 of the Laws of Hong Kong)
《公眾衛生及市政條例》(香港法例第132章)
- Dumping At Sea Ordinance (Cap. 466 of the Laws of Hong Kong)
《海上傾倒物料條例》(香港法例第466章)
- Summary Offences Ordinance (Cap. 228 of the Laws of Hong Kong)
《簡易程序治罪條例》(香港法例第228章)
- Public Health and Municipal Services Ordinance (Cap. 132 of the Laws of Hong Kong)
《公眾衛生及市政條例》(香港法例第132章)

Performance Data Summary¹

績效數據總結



Key Performance Indicators 關鍵績效指標	Unit 單位	2019			
Environmental 環境		Corporate Offices 公司辦公室	PFM 物業及設施 管理	ISP 室內裝飾及 特殊項目	Total 總和
Air and GHG Emissions 空氣和溫室氣體排放					
NOx Emissions NOx 排放	kg 公斤	187.945	–	31.476	219.421
SOx Emissions SOx 排放	kg 公斤	0.494	–	0.107	0.601
PM Emissions PM 排放	kg 公斤	17.349	–	2.889	20.238
GHG Emission — Scope 1 溫室氣體排放(範圍一)	tCO ₂ -e 噸二氧化碳當量	132.499	0.000	69.474	201.973
GHG Emission — Scope 2 溫室氣體排放(範圍二)	tCO ₂ -e 噸二氧化碳當量	202.948	20.110	34.509	257.567
GHG Emission — Scope 3 ² 溫室氣體排放(範圍三)	tCO ₂ -e 噸二氧化碳當量	0.147	1.795	2.894	4.836
Total GHG Emissions (Scope 1–3) 總溫室氣體排放(範圍一至三)	tCO ₂ -e 噸二氧化碳當量	335.594	21.905	106.887	464.376
GHG Emission Intensity by Revenue 按收入計的溫室氣體排放密度	tCO ₂ -e/HK\$'000 噸二氧化碳當量/ 港幣千元	–	–	–	0.000
GHG Emission Intensity by Area ³ (Scope 1–3) 按總樓面面積計的溫室氣體排放密度	tCO ₂ -e/m ² 噸二氧化碳當量/ 平方米	0.084	0.059	0.001	0.005
GHG Emission Intensity by Workforce 按員工計的溫室氣體排放密度	tCO ₂ -e/person 噸二氧化碳當量/人	–	–	–	0.103

¹ All the figures have been rounded up to 3 decimal places.
所有數字均四捨五入至小數點後三個位。

² The calculation of Scope 3 GHG Emission includes indirect GHG emissions arising from electricity used for processing freshwater and sewage by government departments.
範圍三溫室氣體排放的計算包括政府部門用於處理淡水和污水的電力所產生的間接溫室氣體排放。

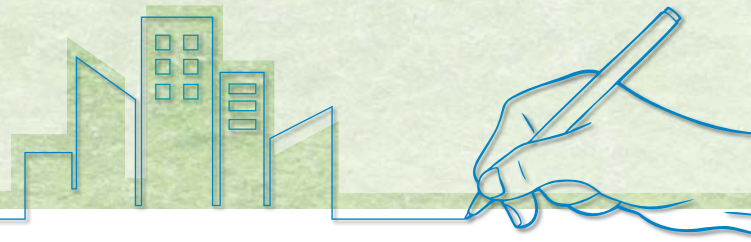
³ Area refers to construction floor area (“CFA”) for ISP sites. If CFA information is not available, site area or gross floor area data is used with caution. 室內裝飾及特殊項目地盤的樓面面積主要取決於總建築面積(「總建築面積」)。如缺乏總建築面積資料，我們則謹慎採用場地面積和總樓面面積之數據，以作評估之用。

Performance Data Summary¹

績效數據總結

Key Performance Indicators 關鍵績效指標	Unit 單位	2019			
Environmental 環境		Corporate Offices 公司辦公室	PFM 物業及設施 管理	ISP 室內裝飾及 特殊項目	Total 總和
Energy Use 能源用量					
Petroleum Usage 汽油用量	Litre 公升	28,261.690	–	21,659.690	49,921.380
Diesel Usage 柴油用量	Litre 公升	20,844.800	–	4,397.410	25,242.210
Electricity Usage 耗電量	kWh 千瓦時	397,937.564	39,430.625	67,664.405	505,032.594
Total Energy Usage 總能源用量	MJ 兆焦耳	3,186,212.054	141,950.250	1,140,664.274	4,468,826.578
Energy Usage Intensity by Revenue 按收入計的能源密度	MJ/HK\$'000 兆焦耳/港幣千元	–	–	–	2.848
Energy Usage Intensity by Area 按總樓面面積計的能源密度	MJ/m ² 兆焦耳/平方米	793.873	381.985	14.036	52.173
Energy Usage Intensity by Workforce 按員工計的能源密度	MJ/person 兆焦耳/人	–	–	–	988.241
Water Use 耗水					
Water Usage 耗水量	m ³ 立方米	288.000	3,510.00	5,660.000	9,458.000
Water Usage Intensity by Revenue 按收入計的耗水密度	m ³ /HK\$'000 立方米/港幣千元	–	–	–	0.006
Water Usage Intensity by Area 按總樓面面積計的耗水密度	m ³ /m ² 立方米/平方米	0.072	9.445	0.094	0.149
Water Usage Intensity by Workforce 按員工計的耗水密度	m ³ /person 立方米/人	–	–	–	2.092
Waste 廢棄物					
Recycled Paper 回收紙量	Kg 公斤	2,660.000	–	–	2,660.000
Non-Hazardous Waste ⁴ 無害廢棄物	Tonnes 噸	–	–	4689.200	4689.200

⁴ We currently do not have a comprehensive monitoring system for office waste.
我們暫時未有完善監控公司廢棄物的系統。



Key Performance Indicators 關鍵績效指標	Unit 單位	2019		
Social 社會		PFM Projects 物業及設施管理項目	ISP Projects 室內裝飾及特殊項目	Total 總和
Workforce by Gender 按性別劃分的員工數目				
Female 女性	Person 人	1,829	51	2,125
Male 男性	Person 人	2,272	125	2,397
Workforce by Age 按年齡劃分的員工數目				
< 30 Years Old < 三十歲	Person 人	509	21	530
30-50 Years Old 三十至五十歲	Person 人	1,101	95	1,196
> 50 Years Old > 五十歲	Person 人	2,736	60	2,796
Workforce by Employment 按受聘類別劃分的員工數目				
Full-time 全職	Person 人	2,762	163	2,925
Part-time 兼職	Person 人	931	0	931
Contract 合約	Person 人	653	13	666
Workforce by Category 按就業類別劃分的員工數目				
Executive 行政級	Person 人	4	5	9
Manager-Grade 經理級	Person 人	134	42	176
Office-Grade 辦公級	Person 人	362	89	451
General Staff 一般員工	Person 人	3,846	40	3,886

Performance Data Summary¹

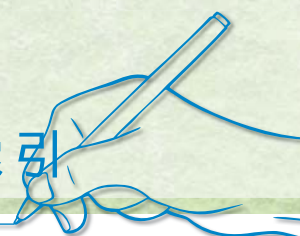
績效數據總結

Key Performance Indicators 關鍵績效指標	Unit 單位	2019		
Social 社會		PFM Projects 物業及設施管理項目	ISP Projects 室內裝飾及特殊項目	Total 總和
Training and Development 培訓與發展				
Internal Training Hours 內部培訓時間	Hours 小時	–	–	8,350
External Training Hours 外部培訓時間	Hours 小時	–	–	1,164.5
Total Number of Attendees 參加人數	Person 人	–	–	5,210
Work-related Incident⁵ 工傷				
Work Related Injury Rate 工傷率	Per 1,000 Employees 以每千名工 人計	18.1	15.31	–
Lost Days due to Work-Related Injury 由工傷所引致的工作日數損失	No. of Days 日數	5,938	1,201	7,139
Work Fatalities 因工死亡	Case 事件	0	0	0
Volunteering Hours 義工時數				
Total Number of Volunteering Hours 義工服務總時數	Hour 小時	–	–	156
Donation 捐款				
Total Amount of Donation 捐款總額	HK\$'000 港幣千元	–	–	85

⁵ For work-related incident data of the PFM, it includes only the direct employees of the Group, whereas ISP include both direct employees and subcontractors.
對於物業及設施管理與工傷有關的數據，僅包括本集團的直接僱員，而室內裝飾及特殊項目包括直接僱員和分包商。

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聯交所《環境、社會及管治報告指引》內容索引

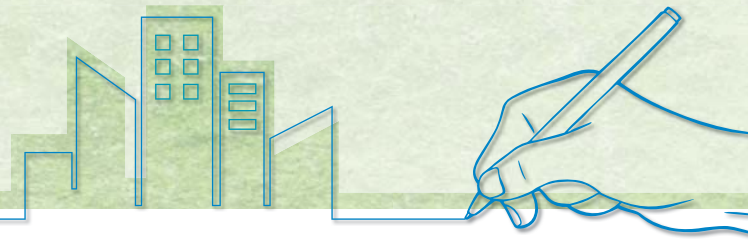


Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
A. Environmental A. 環境		
Aspect A1: Emissions 層面 A1: 排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our Environment — Promoting Environmental Awareness, Emission Management, Laws and Regulations Compliance 我們的環境 — 提升環境意識、排放管理、遵守法律法規
KPI A1.1 關鍵績效指標 A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Our Environment — Emission Management, Performance Data Summary 我們的環境 — 排放管理、績效數據總結
KPI A1.2 關鍵績效指標 A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Our Environment — Emission Management, Performance Data Summary 我們的環境 — 排放管理、績效數據總結

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聯交所《環境、社會及管治報告指引》內容索引

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
KPI A1.3 關鍵績效指標 A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	The production of hazardous waste continues to be insignificant when compared to other non-hazardous waste generated by our Group. Hence, we currently do not have a centralised monitoring system to record the amount of hazardous waste we produce. 與本集團所產生的無害廢棄物相比，有害廢棄物的數量仍然比較微不足道。因此，本集團現階段並沒有一個中央監測系統去紀錄有害廢棄物的產量。
KPI A1.4 關鍵績效指標 A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Performance Data Summary 績效數據總結
KPI A1.5 關鍵績效指標 A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。 「環境」：減少我們對環境的影響、資源管理。	Our Environment — Promoting Environmental Awareness, Emission Management, Resource Efficiency 我們的環境 — 提升環境意識、排放管理、資源效率
KPI A1.6 關鍵績效指標 A1.6	Description of how hazardous and nonhazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	Our Environment — Promoting Environmental Awareness, Emission Management, Resource Efficiency 我們的環境 — 提升環境意識、排放管理、資源效率

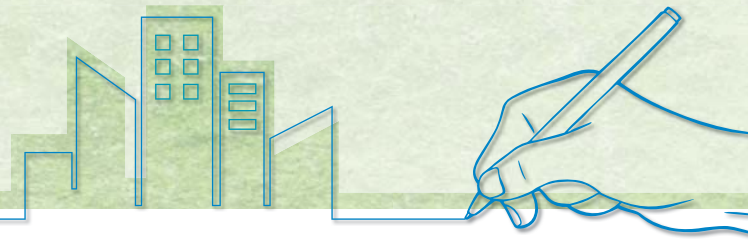


Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
Aspect A2: Use of Resources 層面 A2：資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Our Environment — Promoting Environmental Awareness, Resource Efficiency 我們的環境 — 提升環境意識、資源效率
KPI A2.1 關鍵績效指標 A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	Our Environment — Emissions Management, Resource Efficiency, Performance Data Summary 我們的環境 — 排放管理、資源效率、績效數據總結
KPI A2.2 關鍵績效指標 A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	Performance Data Summary 績效數據總結
KPI A2.3 關鍵績效指標 A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	Our Environment — Resource Efficiency 我們的環境 — 資源效率
KPI A2.4 關鍵績效指標 A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	Our Environment — Resource Efficiency 我們的環境 — 資源效率
KPI A2.5 關鍵績效指標 A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	This KPI is irrelevant to the Group's business. 關鍵績效指標與本集團業務無關。

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聯交所《環境、社會及管治報告指引》內容索引

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
Aspect A3: The Environment and Natural Resources 層面 A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Our Environment — Promoting Environmental Awareness, Emission Management, Resource Efficiency 我們的環境 — 提升環境意識、排放管理、資源效率
KPI A3.1 關鍵績效指標 A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Our Environment — Promoting Environmental Awareness, Emission Management, Resource Efficiency 我們的環境 — 提升環境意識、排放管理、資源效率
B. Social B. 社會		
Employment and Labour Practices 僱傭及勞工常規		
Aspect B1: Employment 層面 B1：僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our People — We Care We Share @ Synergis, Employee Relation and Communication, Laws and Regulations Compliance 我們的員工 — 昇捷 — 盡展關懷 共享成果、員工關係與溝通、遵守法律法規

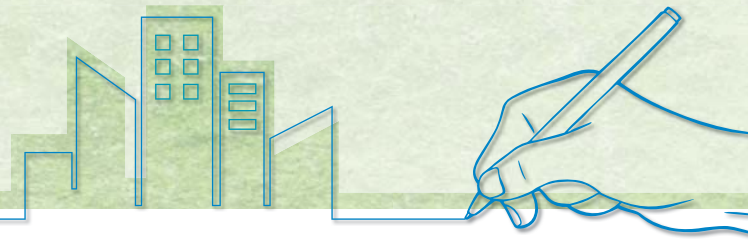


Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
KPI B1.1 關鍵績效指標 B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Performance Data Summary 績效數據總結
KPI B1.2 關鍵績效指標 B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	N/A 不適用
Aspect B2: Health and Safety 層面 B2：健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our People — Occupational Health and Safety, Laws and Regulations Compliance, Performance Data Summary 我們的員工 — 職業健康和 safety、遵守法律法規、績效數據總結
KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	Performance Data Summary 績效數據總結
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury. 因工傷損失工作日數。	Our People — Occupational Health and Safety, Performance Data Summary 我們的員工 — 職業健康和 safety、績效數據總結
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Our People — Occupational Health and Safety 我們的員工 — 職業健康和 safety

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Aspect B3: Development and Training 層面 B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Our People — Occupational Health and Safety, We Care We Share @ Synergis, Training and Development 我們的員工 — 職業健康和 safety、昇捷 — 盡展關懷 共享成果、培訓與發展
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	N/A 不適用
KPI B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Performance Data Summary 績效數據總結
Aspect B4: Labour Standards 層面 B4：勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our Business — Respecting Rights, Laws and Regulations Compliance 我們的業務 — 尊重權利、遵守法律法規
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Compliance 我們的業務 — 尊重權利

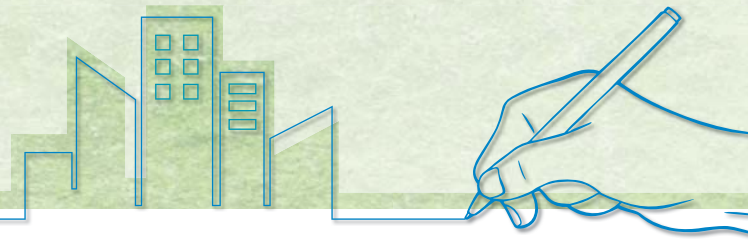


Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Compliance 我們的業務 — 尊重權利
Operating Practices 營運慣例		
Aspect B5: Supply Chain Management 層面 B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Our Partners — Fair and Open Procurement Practices, Sustainable Supply Chain Management 我們的夥伴 — 公平和開放的採購慣例、可持續的供應鏈管理
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	N/A 不適用
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Our Partners — Fair and Open Procurement Practices, Sustainable Supply Chain Management 我們的夥伴 — 公平和開放的採購慣例、可持續的供應鏈管理

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Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
Aspect B6: Product Responsibility 層面 B6：產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our Business — Respecting Rights, Our Customers — Quality Services, Customer Privacy, Customer Satisfaction, Customer Health and Safety, Laws and Regulations Compliance 我們的業務 — 尊重權利、我們的客戶 — 優質服務、客戶私隱、客戶滿意度、客戶健康與安全、遵守法律法規
KPI B6.1 關鍵績效指標 B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	This KPI is irrelevant to the Group's business. 此關鍵績效指標與本集團業務無關。
KPI B6.2 關鍵績效指標 B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	N/A 不適用
KPI B6.3 關鍵績效指標 B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Our Business — Respecting Rights 我們的業務 — 尊重權利
KPI B6.4 關鍵績效指標 B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Our Customers — Quality Services, Customer Satisfaction, Customer Health and Safety 我們的客戶 — 優質服務、客戶滿意度、客戶健康與安全



Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Our Business — Respecting Rights, Our Customers — Customer Privacy 我們的業務 — 尊重權利、我們的客戶 — 客戶私隱
Aspect B7: Anti-corruption 層面 B7：反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our Business — Corporate Governance, Ethical Business Operations and Anti-Corruption, Laws and Regulations Compliance 我們的業務 — 集團管治、合乎道德的營運與反貪污、遵守法律法規
KPI B7.1 關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Year and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Nil 零
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Our Business — Corporate Governance, Ethical Business Operations and Anti-Corruption Our Business — Corporate Governance, Ethical Business Operations and Anti-Corruption 我們的業務 — 集團管治、合乎道德的營運與反貪污

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Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
Community 社區		
Aspect B8: Community Investment 層面 B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Our Community — Enjoying Comfortable Homes and Decent Jobs @ Youth Development, Enjoying Comfortable Homes and Decent Jobs @ Care for the Elderly, Enjoying Comfortable Homes and Decent Jobs @ Community Empowerment 我們的社區 — 安居樂業 @ 青少年發展、安居樂業 @ 關懷長者、安居樂業 @ 提高社區能力
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Our Community — Enjoying Comfortable Homes and Decent Jobs @ Youth Development, Enjoying Comfortable Homes and Decent Jobs @ Care for the Elderly, Enjoying Comfortable Homes and Decent Jobs @ Community Empowerment 我們的社區 — 安居樂業 @ 青少年發展、安居樂業 @ 關懷長者、安居樂業 @ 提高社區能力
KPI B8.2 關鍵績效指標 B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Our Community — Enjoying Comfortable Homes and Decent Jobs @ Youth Development, Enjoying Comfortable Homes and Decent Jobs @ Care for the Elderly, Enjoying Comfortable Homes and Decent Jobs @ Community Empowerment 我們的社區 — 安居樂業 @ 青少年發展、安居樂業 @ 關懷長者、安居樂業 @ 提高社區能力

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