



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



2020

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”, together with its subsidiaries, the “Group”) is pleased to present its annual Environmental, Social and Governance (“ESG”) Report (the “Report”). Complementing our Annual Report 2020, the purpose of this Report is to communicate the Group’s visions, commitments, policies, and performances relating to material ESG issues. It is also intended to build trust and rapport among stakeholders, as well as to enable a better understanding of the Group’s sustainability progress and direction.

The scope of this Report covers the Group’s property and facility management (“PFM”) business and ancillary business (collectively, the “PFM Business”) as well as interiors and special projects (“ISP”) business, and its corporate offices in Hong Kong where we have management control. Unless otherwise specified, the Report covers the period from 1 January 2020 to 31 December 2020 (the “Reporting Year”).

This Report has been prepared in accordance with the “comply or explain” and “recommended disclosures” provisions of the ESG Reporting Guide (the “Reporting Guide”) set out in Appendix 27 of the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). It adheres to the following reporting principles:

昇捷控股有限公司(「本公司」或「昇捷」，及連同其附屬公司統稱為「本集團」)欣然提呈其年度環境、社會及管治(「環境、社會及管治」)報告(「本報告」)。本報告補充我們的2020年報，旨在傳達本集團針對重大環境、社會及管治議題的願景、承諾、政策及表現。它亦旨於跟持份者建立融洽互信的關係，以便更深入了解本集團的可持續發展進展和方向。

本報告涵蓋本集團在香港的物業及設施管理(「物業及設施管理」)業務及輔助業務(統稱「物業及設施管理業務」)和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2020年1月1日至2020年12月31日(「報告年度」)。

本報告乃根據香港聯合交易所有限公司(「聯交所」)證券上市規則(「上市規則」)附錄二十七所載之《環境、社會及管治報告指引》(「報告指引」)中「不遵守就解釋」及「建議披露」條文編寫。它遵循以下報告原則：

Following a comprehensive stakeholder engagement process and materiality assessment, this Report is structured based on the materiality of environmental and social issues of the Group. For more information, please refer to “Stakeholder Engagement” and “Materiality Assessment” under the section of “Sustainability at Synergis”.

經過全面的持份者參與和重要性評估，本報告根據本集團環境及社會議題的重要性編制。有關更多詳細資訊，請參閱「昇捷的可持續發展」中的「持份者參與」和「重要性評估」。

This Report provides an unbiased picture of the Group’s ESG performance. 本報告以中立的角度概述本集團的環境、社會及管治表現。

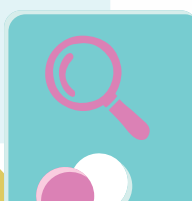
Quantitative 量化

This Report discloses relevant key performance indicators (“KPIs”) and quantitative information in order to measure the effectiveness of ESG policies and management systems. Quantitative information is further accompanied by a description where appropriate.

本報告披露相關關鍵績效指標(「關鍵績效指標」)及量化資訊，以衡量環境、社會及管治政策及管理系統的效能，適當時將加以說明。

This Report adopts methodologies that are consistent with previous years, which allows for meaningful comparisons of ESG data over time. 本報告的編制方法與往年一致，以對過往的環境、社會及管治數據作有意義的比較。

Materiality 重要性



Balance 平衡



Consistency 一致性



The Group is committed to disclosing all material ESG matters in the most accurate and genuine manner. All information is compiled and published based on existing policies or practices, and official documents or reports. This Report is endorsed and approved by the board of Directors of Synergis (the “Board”), who is responsible for strategising and managing ESG matters of the Group. The Board is dedicated to monitoring and disclosing the Group’s sustainability performance through the annual publication of our ESG Report.

At Synergis, we constantly strive to improve our sustainability practices, performances and disclosure. If you wish to provide any comments or suggestions, please contact us at investor@synergis.com.hk. For further information regarding our financial performance, please refer to our Annual Report 2020.

本集團致力以最準確和真實的方式披露所有重大環境、社會及管治事務。所有資訊均根據現有政策或慣例，以及官方文件或報告編寫和發佈。本報告受昇捷的董事會（「董事會」）認可並批准。董事會負責制定和管理本集團的環境、社會及管治事務，致力透過每年發佈環境、社會及管治報告，以監察及披露本集團的可持續發展表現。

在昇捷，我們努力不懈地改善我們的可持續慣例、表現及披露。如閣下希望提供任何意見或建議，歡迎透過 investor@synergis.com.hk 與我們聯繫。有關我們財政表現的更多資訊，請參閱我們的2020年報。



Chairman's Message 主席的話

Dear Stakeholders,

On behalf of Synergis, it is my pleasure to present our ESG Report of the Company for the year 2020. The past year has certainly been challenging for the Group, yet we have continued to make progress towards sustainable development.

The most significant challenge the Group experienced in 2020 was the novel coronavirus pandemic. Although the pandemic has caused no material impact on our PFM Business, our ISP business is anticipating a decline in construction projects as developers and investors take on a more prudent business approach.

The changes that we put into action in 2020 as a result of the pandemic, and the resilience that we built into our business through proper risk management have empowered us to navigate the challenges and uncertainties with confidence and optimism. Throughout the global pandemic, our first priority was to protect the health, safety and well-being of our customers, employees and partners. We quickly modified how our offices operate, implementing split team and office as well as flexible working arrangements at the first instance, even when that meant significantly changing the way we do business. Our offices also strengthened strategic manpower and resource allocation as well as various hygienic instructions to support our PFM and ISP operations, ensuring that our customers, employees and partners felt safe at all times.

In light of these difficult times, we also contributed towards the community by using our professional expertise to help fight the global pandemic. While the duration and severity of the pandemic remain uncertain, we believe that we are in a strong position to face any challenges that come our way.

The pandemic has also allowed our Company to experience a moment of introspection. In the process of regaining our business momentum, the Group took a step back and critically reflected on our operations. We are proud that even in these difficult times, we continued to exude our core values of customer focus, integrity, teamwork, innovation and pursuit of excellence, making sustainability a core focus of our business strategy — intricately woven into every facet of our operations. Incorporating ESG principles into our business strategy enabled us to become more agile and better prepared to deal with sudden changes.

親愛的持份者：

我謹代表昇捷欣然發表本公司的2020年度環境、社會及管治報告。過去的一年對於集團而言無疑充滿挑戰，但我們在可持續發展方面仍繼續取得進展。

本集團在2020年經歷的最大挑戰是新型冠狀病毒大流行。儘管這疫情並未對我們的物業及設施管理業務造成重大影響，但隨著發展商和投資者採取更審慎的業務態度，因此我們室內裝飾及特殊項目業務的建築工程預期將持續下降。

我們在2020年疫情影響下而實施的變動，以及透過適當的風險管理而建立我們的業務的韌性，讓我們充滿信心，樂觀地應對各種挑戰和不確定因素。在這全球疫情下，我們的首要任務是保障我們的客戶、員工和合作夥伴的健康、安全和福祉，因此我們迅速改變了辦公室的運作，於疫情初期便實施分拆團隊在不同辦公室工作及彈性工作安排，即使這樣會大大改變了我們的業務方式。我們的辦公室還加強了人力及資源分配的策略，以及各種衛生指引，以支持我們物業及設施管理和室內裝飾及特殊項目的營運，確保我們的客戶、員工和合作夥伴感到安心。

在這艱難時期，我們運用專業知識，幫助對抗全球疫情，為社區作出貢獻。儘管疫情的持續時間和嚴重程度尚未能確定，但我們相信我們能迎難而上，遊刃有餘地面對挑戰。

本公司在疫情期間恢復業務的過程中，重新反思我們的營運。即使在困難時期，我們仍繼續堅守我們的核心價值，以客為本、正直誠實、群策群力、不斷創新和追求卓越，使可持續發展成為我們業務策略的重心，融入我們各方面的營運，我們為此感到自豪。將環境、社會及管治原則納入我們的業務策略使我們變得更靈活，為應對突發變故做好萬全準備。

In addition to confronting the immediate changes brought about by the pandemic, tackling long-term sustainability risks such as climate change has also been a clear priority for the Group. The extent of the global climate emergency came into clear focus in 2020 and Synergis is committed to taking timely and meaningful action to mitigate the impacts towards the environment. We shall approach this challenge with the same rigour, determination and optimism as we did with the pandemic, and we are confident in our internal capabilities to respond to this global challenge in an efficient and effective manner. We will continue to invest into the Group's sustainable development, as well as advance our risk management procedures to mitigate and turn climate-related risks into new business opportunities.

Amidst local social and economic uncertainties, coupled with the outbreak of the novel coronavirus over the last year, we still maintained a steady performance. Our business continued to push forward with the help of our stakeholders' devotion and tireless efforts. The achievements of 2020 would not have been possible without them. I would like to take this opportunity to express my sincere gratitude to all our stakeholders. I wish to thank all of you for your continuous trust, support, and commitment towards our vision of sustainability.

It's going to take action from everyone in society to overcome these challenges, and with determination, resilience and our can-do spirit, Synergis is ready to play our part in this global movement. Even in these difficult times, we must never lose sight of the big picture. Alongside improving financial performance, we must carry on in delivering a transparent, responsible and inclusive approach to business so that we can continue our journey to sustainable development.

Stay safe and stay well.

Kingston Chu Chun Ho
Chairman
23 March 2021

除了應對疫情帶來的直接變化外，應對氣候變化等長遠的可持續發展風險亦已成為本集團的首要任務。全球氣候危機的緊急程度成為2020年的關注重點，昇捷致力採取適時而有意義的行動來減少對環境造成的影響。我們將如應對疫情般，以同樣的決心、嚴謹及樂觀的態度面對其挑戰，我們相信依靠我們的內部能力，可以快速有效地應對這個全球挑戰。展望未來，我們將繼續投資本集團的可持續發展，促進風險管理程序，以減輕與氣候相關的風險，並將其轉化成新商機。

過去一年，在本地社會和經濟不明確的影響下，加上新型冠狀病毒的爆發，我們仍能保持穩定表現。在我們各持份者不懈的努力和付出下，我們的業務得以繼續發展，成就我們2020年的成績。藉此機會，我希望對所有持份者表達衷心的感謝。感謝大家對我們可持續發展的願景始貫徹始終的信任、支持和承諾。

社會各界均須採取行動來克服這些挑戰，以昇捷的決心、韌性和積極進取的精神，我們已準備好在這全球形勢下發揮我們的作用。即使在困難時期，我們也不忘大局。除了改善財務表現外，我們必須繼續採取透明、負責任和包容的態度和方式發展業務，使我們能繼續在可持續發展的過程上穩步向前。

祝大家身體健康、幸福安康！

朱俊浩
主席
2021年3月23日

About Synergis 關於昇捷



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。



Customer Focus	以客為本
Teamwork	群策群力
Pursuit of Excellence	追求卓越
Integrity	正直誠實
Innovation	不斷創新

Synergis is at the forefront of providing PFM services in the industry. For over 40 years, the Group has managed residential properties, workplaces and facilities, and provided a one-stop comprehensive solution for customers in Hong Kong and China. Concurrently, the Group handles daily operational needs of properties by providing a safe and comfortable living and working environment for occupiers. We have established a diversified clientele ranging from private residential owners, corporate clients to government and public institutions. The scope of service includes but is not limited to government departments, large-scale public facilities, transportation systems, airport cargo terminals, education institutions, hospitals, commercial and industrial properties, shopping malls, public housing estate, private housing and car parks, etc.

As of 31 December 2020, we are managing over 360 properties and facilities with a gross floor area of approximately 7.2 million square metres in Hong Kong and China. Our experience in the industry has enabled us to operate properties and facilities with optimal efficiency and develop a robust relationship with customers, which in turn support the continuous growth of this business division.

To strengthen and support the growth of our PFM business, we continued to develop and invest in our ancillary business — Synwave, which provides five types of professional services, namely, procurement, laundry, cleaning, security, and maintenance and technical support. In doing so, we strive to provide flexible and tailor-made services to all our clients.

The Group's other business arm, ISP Business, offers a comprehensive solution for customers, which includes, but is not limited to, planning, design, consultancy, project management through construction, turn-key interior design and fitting, alteration and addition, demolition, renovation, conservation and maintenance works. We also serve as a Licenced Contractor, a Registered General Building Contractor and a Registered Specialist Contractor, specialising in demolition works, site formation works, as well as works involving the repair and restoration of historic buildings.

We have dutifully respected and prioritised our core values, including customer-focus, integrity, teamwork, innovation and the pursuit of excellence, in value creation for our stakeholders. Looking forward, we shall continue to incorporate and advance the principle of sustainability within our businesses, as we interact with our stakeholders, the community-at-large and the environment, to build a more prosperous and sustainable community.

昇捷作為物業及設施管理服務行業的市場領導者。本集團於過去40多年在香港及中國管理住宅物業、工作場所及設施，並為客戶提供一站式全面解決方案。同時，本集團亦負責物業的日常管理，為客戶提供安全舒適的生活和工作環境。我們建立了多元化的客戶群，其中包括私人住宅業主、企業客戶以至政府及公共機構，服務範圍涵蓋包括但不限於政府部門、大規模公共設施、運輸系統、機場貨運站、教育機構、醫院、工商物業、商場、公共房屋、私人房屋及停車場等。

截至2020年12月31日，我們在香港和中國合共管理超過360項物業和設施，總樓面面積約7,200,000平方米。我們於行業中擁有豐富經驗，以最佳的效率營運物業和設施，並與客戶建立穩固的關係，從而支援該業務部門的持續發展。

為加強和支援物業及設施管理的業務增長，我們繼續發展和投資輔助業務——新浪潮，其提供五項專業服務，分別是採購、洗衣、清潔、保安及維修和技術支援。為此，我們努力為客戶提供靈活和度身訂造的服務。

本集團另一個核心業務為室內裝飾及特殊項目業務，為客戶提供完善的解決方案，包括但不限於透過建築、全包室內設計及裝修、改建和加建、拆卸、翻新、維修和保養工程，提供規劃、設計、諮詢及項目管理服務。我們作為持牌承建商、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。

我們一直重視我們的核心價值，包括以客為本、正直誠實、群策群力、不斷創新和追求卓越，為持份者創造價值。展望未來，昇捷將繼續在業務內納入和推動可持續發展原則，與持份者、社會及環境互動，以建立更繁榮及可持續發展的社會。

2020 Progress at a Glance 2020 重要成果



Major Awards and Recognitions 主要獎項及嘉許

Occupational Safety and Health Council

職業安全健康局

Labour Department

勞工處

Electrical and Mechanical Services Department

機電工程署

The Hong Kong Association of Property Management Companies Limited

香港物業管理公司協會



BEST PROPERTY MANAGEMENT AWARD IN OCCUPATIONAL SAFETY AND HEALTH — BRONZE AWARD
最佳職安健物業管理大獎 — 銅獎

Malvern College Hong Kong
香港墨爾文國際學校

BEST PROPERTY CONTRACTOR IN OCCUPATIONAL SAFETY AND HEALTH
最佳職安健物業管理承辦商 — 銅獎

Master Clean Services Limited
宏潔服務有限公司

第七屆最佳職安健物業管理大獎分享會暨頒獎典禮
The 7th Best Property Safety Management Award Forum and Award Presentation Ceremony
15.1.2020



第七屆最佳職安健物業管理大獎分享會暨頒獎典禮
The 7th Best Property Safety Management Award Forum and Award Presentation Ceremony
15.1.2020



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

GOLD AWARD OF BEST SHOPPING CENTRE MANAGEMENT AWARD
「卓越商場管理大獎」 — 金獎

T Town

SILVER AWARD OF BEST REGION MANAGEMENT AWARD
「卓越區域管理大獎」 — 銀獎

Tin Shui Wai C1 team
天水圍團隊 (C1 組)

BEST MARKET MANAGEMENT AWARD
「卓越街市管理大獎」

Tin Shing Shopping Centre
天盛商場

BEST SERVICE AMBASSADOR AWARDS
「卓越服務人員大獎」

Tin Shing Shopping Centre: 1 staff
天盛商場：1位同事

Temple Mall: 2 staff
黃大仙中心：2位同事

T Town: 2 staff
T Town：2位同事



Major Awards and Recognitions 主要獎項及嘉許

Hong Kong Institute of Housing 香港房屋經理學會

BEST CRISIS MANAGEMENT TEAM —
MERIT AWARD AT THE HONG KONG
INSTITUTE OF HOUSING ELITE AWARDS
2020

香港房屋經理學會精英大獎 2020 年
— 最佳危機管理團隊優異獎

Tai Wo Estate
太和邨



The Hong Kong Construction Association, Limited 香港建造商會

2019 HKCA SAFETY MERIT AWARD
2019 年安全優異獎

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

Development Bureau 發展局 Construction Industry Council 建造業議會

ZERO ACCIDENT AMBASSADOR AWARD
零意外大使獎

COGNITA SCHOOL

Occupational Safety and Health Council 職業安全健康局

HONG KONG SAFE AND HEALTHY ESTATE
SCHEME — EXCELLENT PERFORMANCE
安健屋邨計劃 — 卓越表現

HONG KONG SAFE AND HEALTHY ESTATE
SCHEME — OUTSTANDING PERFORMANCE
安健屋邨計劃 — 傑出表現

Yuk Ming Court
煜明苑

The Crescent
仁禮花園

Sun Hing Garden
新興花園

Broadview Terrace
雅景臺

Harvest Garden
恆豐園

Wan Tau Tong Estate
運頭塘邨

Chung Nga Court
頌雅苑

Tai Wo Estate
太和邨

Tin Ping Estate
天平邨

King Shing Court
景盛苑

Tsz On Court Phase 2
慈安苑 2 期



Hong Kong Police Force 香港警務處

KOWLOON WEST BEST
SECURITY SERVICES AWARDS
2019
西九龍最佳保安服務選舉
2019



**Honour Management
Property Award**
榮譽管理物業獎

The Crescent, 18A La Salle Road,
7-11 Cornwall Street, Emperor
Place, Content Lodge
仁禮花園、喇沙利道18號A、
歌和老街7-11號、帝文苑、康定舍

**Three-star Managed
Property Award**
三星級管理物業獎

Silver Crest
銀巒閣

Best Managed Property Award
最佳管理物業獎

Star Court, Edward Court
文星樓、德星樓

**Outstanding Management
Property Award**
優異管理物業獎

Crystal Court
麗晶樓

KOWLOON EAST BEST
SECURITY SERVICES
AWARDS 2019
2019年度東九龍最佳
保安服務選舉

**Excellent partner: Fung Tak
Shopping Centre**
優秀伙伴：鳳德商場

Excellent security guard: 1 staff
優秀保安員：1位同事

NEW TERRITORIES SOUTH BEST
SECURITY PERSONNEL AWARDS
2019
新界南總區最佳保安員選舉
2019

**Best Security Guard in New Territories South Region
(Business Category — Excellent Security Guard)**

新界南總區最佳保安員(工商組別 — 優秀保安員)

Gold King Industrial Building: 1 staff
金基工業大廈：1位同事

NEW TERRITORIES NORTH BEST
SECURITY PERSONNEL AWARDS
2019
新界北總區最佳保安員選舉
2019

New Territories North Team:
96 staff
新界北團隊：96位同事

Outstanding security guards:
17 staff
優異保安員：17位同事

**Two-star property
management awards: 13 staff**
雙星級物業管理獎：13位同事

**Outstanding Performance Award: 66
staff**
傑出表現獎：66位同事

**Link Shopping Centre — Group 1
領展商場組別1**

Best security guards: 3 staff
最佳保安員：3位同事

Outstanding security guards: 9 staff
優異保安員：9位同事

Outstanding Performance Awards:
6 staff

傑出表現獎：6位同事



Major Awards and Recognitions 主要獎項及嘉許

Hong Kong Police Force 香港警務處

SECURITY SERVICES BEST
TRAINING AWARDS 2019
保安服務最佳培訓獎
2019



Bronze Award (Category I
Security Company)
保安服務最佳培訓獎銅獎
(第I類別保安公司)
Wah Kwai Estate
華貴邨

Merit Award
優異獎
Grenville House
嘉慧園
Kwong Ming Court
廣明苑
Tin Ping Estate
天平邨
Fu Shin Estate
富善邨
Tin Fu Court
天富苑

Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局

GOOD MPF EMPLOYER
積金好僱主



Synergis Holdings Limited
昇捷控股有限公司

Synergis Facility Management Limited
昇捷設施管理有限公司

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

ISP Curtain Wall and Aluminium
Products Limited
昇柏幕牆及鋁質制品有限公司

ISP Interiors Limited
昇柏室內裝飾有限公司

ISP Sourcing Services Limited
昇柏採購服務有限公司

Laundrimate Service Limited
洗衣樂服務有限公司

Master Clean Service Limited
宏潔服務有限公司

SecurExpert Solutions Limited
新盛保安服務有限公司

Service Pro Limited
諾迅服務有限公司

SynWave Services Limited
新浪潮服務有限公司

Labour Department 勞工處

GOOD EMPLOYER CHARTER
好僱主約章

Synergis Holdings Limited
昇捷控股有限公司

Synergis Facility Management Limited
昇捷設施管理有限公司

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

Employees Retraining Board 僱員再培訓局

ERB MANPOWER DEVELOPER AWARD SCHEME
ERB 人才企業嘉許計劃

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

Konica Minolta Green Concert 柯尼卡美能達綠色音樂會

BEST TEAM SPIRIT AWARD
最合拍隊伍獎

Synergis Holdings Limited
昇捷控股有限公司



The World Green Organisation 世界綠色組織

GREEN OFFICE AWARDS LABEL AND ECO-HEALTHY WORKPLACE
LABEL UNDER THE GREEN OFFICE AWARDS LABELLING SCHEME
綠色辦公室獎勵計劃 — 「綠色辦公室」標誌和「健康工作間」
標誌

Synergis Holdings Limited
昇捷控股有限公司

Hong Kong Council on Smoking and Health 香港吸煙及健康委員會

HONG KONG SMOKE-FREE LEADING COMPANY AWARDS 2019 —
CERTIFICATE OF MERIT
香港無煙領先企業大獎2019 — 優異獎

98 awards
98個獎項

Major Awards and Recognitions 主要獎項及嘉許

Environmental Protection Department 環境保護署

PROGRAMME ON SOURCE
SEPARATION OF DOMESTIC
WASTE
家居廢物源頭分類獎勵計劃



Diamond Award
鑽石獎
Po Ming Court
寶明苑

Silver Award
銀獎
Scenery Garden
豐景花園

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

**Award for Lowest Waste Disposal
Quantity**
最低廢物棄置量大獎
Po Ming Court
寶明苑
Scenery Garden
豐景花園

Merit Award
優異獎
42 awards
42個獎項

Hong Kong Federation of Youth Groups 香港青年協會

HEART TO HEART COMPANY
AWARD SCHEME
「有心企業」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



15 YEARS PLUS CARING
COMPANY AWARD
15年Plus「商界展關懷」

CARING COMPANY AWARD
「商界展關懷」

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

SecurExpert Solutions Limited
新盛保安服務有限公司

Sustainability at Synergis 昇捷的可持續發展

As a responsible corporate citizen, we believe in doing well while doing good. We are mindful that stable and responsible corporate development can only be achieved when sustainability becomes the cornerstone of the business. Furthermore, various environmental and social issues may constitute risks that threaten the Group's sustainable development, but the act of venturing to solve such issues can lead to new business opportunities. Hence, to foster company longevity and growth, as well as to realise new business opportunities, the Group commits to integrate sustainability principles into every facet of the business.

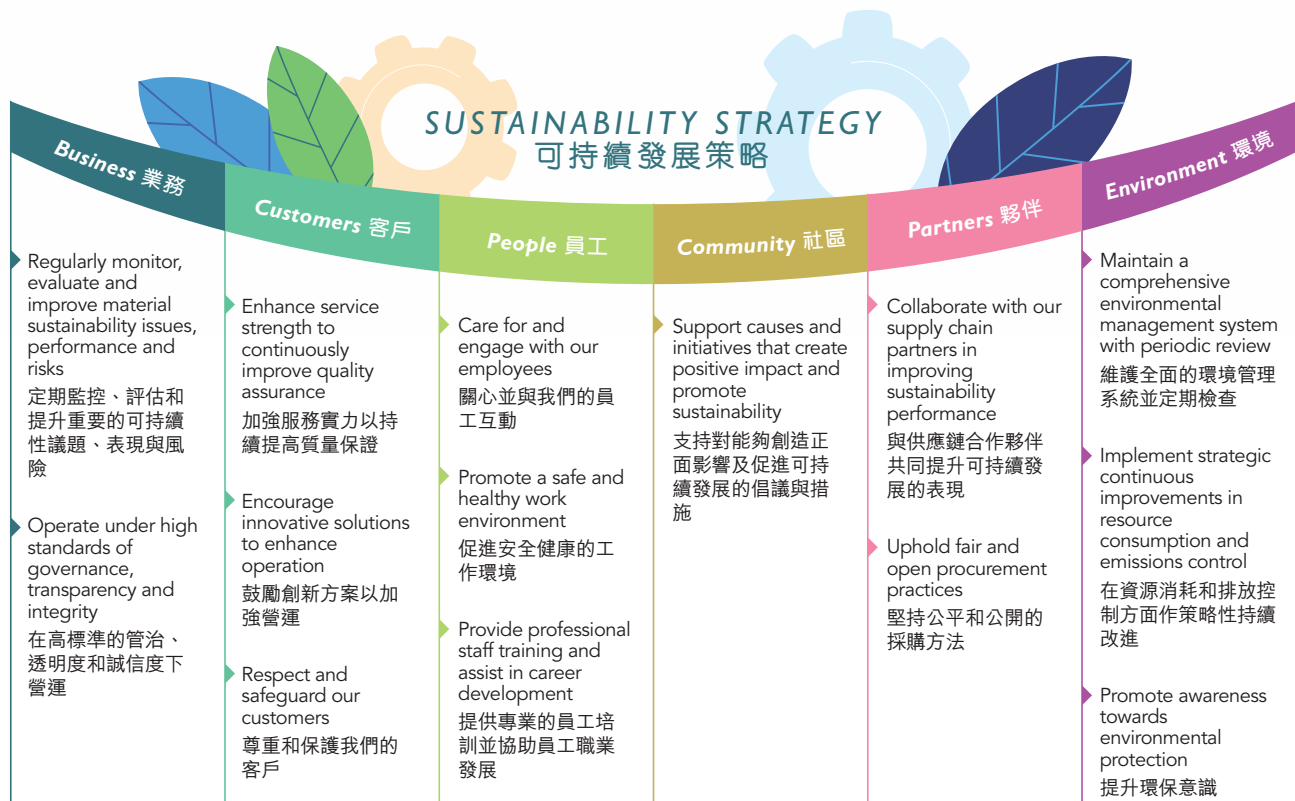
作為負責任的企業公民，我們堅信做好業務同時亦應做好事，只有可持續發展成為企業的基礎時，才能實現穩定及負責任的企業發展。此外，不同的環境和社會議題亦可能會構成風險，影響本集團的可持續發展，不過大膽解決此類問題，亦可能會帶來新商機。因此，為促進公司長遠發展及創造新商機，本集團致力將可持續發展原則融入業務的各個方面。

SUSTAINABILITY STRATEGY

At Synergis, we embed the concept of sustainability not only as a guiding principle, but on a strategic level, which in turn, guides our operations. We strive to achieve positive outcomes for our business, as well as for our people, customers, partners, the community and environment at large. Reviewed annually by our ESG Steering Committee, our sustainability strategy has been developed with these six stakeholder groups in mind, which have been translated into six focus areas. The strategy echoes and reinforces our corporate values, and provides a clear framework for deploying resources, creating impacts and communicating results.

可持續發展策略

昇捷的可持續概念不僅是指導原則，而是策略層面的應用，指引我們的營運。我們致力為我們的業務、員工、客戶、合作夥伴，以及整個社會和環境取得正面成果。我們的環境、社會及管治推進委員會每年審查可持續發展策略，制定策略時均考慮到這六個持份者群體，並化為六個重點範圍。策略呼應並加強我們的企業價值，為分配資源、製造影響和傳達結果提供了清晰的框架。



Sustainability at Synergis

昇捷的可持續發展

SUSTAINABILITY GOVERNANCE

A strong governance structure with clear lines of accountability enables us to deliver the commitments outlined in our sustainability strategy. Effective sustainability management requires committed leadership, clear direction and strategic influence.

At Synergis, sustainability is planned and managed at the strategic level by the Board, while executed and monitored at the operational level by different committees. The Board is responsible for setting our sustainability strategies and visions, and managing ESG-related performances of the Group. It also oversees all ESG-related matters, including the identification, evaluation and management of sustainability risks and opportunities. The Board is supported by the ESG Steering Committee, the Integrity Monitoring Committee, the Risk Management Committee, the Safety, Health and Environmental Committee, as well as the Corporate Occupational Health and Safety Management Committee. In the upcoming years, we aspire to further increase the Board involvement with ESG issues in a gradual manner.

可持續發展管治

嚴謹的管治架構和清晰的責任分配使我們能履行可持續發展策略中概述的承諾，而有效的可持續發展管理需要堅定的領導、明確的方向和策略性影響力。

昇捷的董事會在策略層面上計劃和管理可持續發展事宜，而在營運層面則由不同委員會執行和監管。董事會負責制定我們的可持續發展策略和願景，管理本集團與環境、社會及管治相關的表現，並監督所有與環境、社會及管治相關的事務，包括識別、評估及管理可持續發展的風險和機遇。環境、社會及管治推進委員會、誠信監察委員會、風險管理委員會、職安健環委員會以及企業職業健康和安全管理委員會全力支持董事會，期望在未來數年，逐步增加董事會對環境、社會及管治事務的參與。

Board of Directors 董事會

- ▶ Manage overall ESG performance
管理整體的環境、社會及管治表現
- ▶ Strategise sustainability visions
策劃可持續發展願景

- ▶ Oversee all ESG-related matters, including the identification, evaluation and management of sustainability risks and opportunities
監督所有與環境、社會及管治相關的事務，包括可持續發展風險和機遇的識別、評估和管理

Integrity Monitoring Committee 誠信監察委員會

- ▶ Ensure the Group's operations follow the principle of honesty and integrity
確保本集團在營運上遵循誠實和廉正的原則
- ▶ Provide an impartial whistleblowing channel for confidential reports on malpractices
提供公正及保密的渠道以舉報不當行為
- ▶ Prevent, detect and respond to potential misconduct
預防、偵查和應對潛在的不當行為
- ▶ Report all matters relating to integrity monitoring to Audit Committee
向審核委員會報告所有與誠信監察有關的事項
- ▶ Conduct fair investigations to all potential cases and report directly to the Audit Committee
對所有可疑的個案進行公平調查，並直接向審核委員會匯報

Risk Management Committee 風險管理委員會

- ▶ To consider current and emerging risks and risk exposures relating to the Group's business and strategies to ensure that appropriate arrangements are in place to control and mitigate the risks effectively
考慮與本集團業務和策略有關的當前和新興風險以及潛在風險，以確保有適當的安排來有效控制和緩解風險
- ▶ Facilitates the risk assessment process and timely communication to the Audit Committee and the Board
促進風險評估過程並及時與審核委員會和董事會溝通

ESG Steering Committee 環境、社會及管治推進委員會

- ▶ Measure and review the sustainability performance of the Group
量度和審查本集團的可持續發展績效
- ▶ Control and provide guidance to staff on sustainable development and operations
控制可持續發展與營運及提供指引予員工
- ▶ Assist the Board in setting out sustainability principles and priorities
協助董事會制定可持續發展原則和優先事項

Safety, Health and Environmental Committee (PFM) 職安健環委員會 (物業及設施管理)

- ▶ Monitor material ESG aspects within the operations
監督營運中的重要環境、社會及管治方面事務

Corporate Occupational Health and Safety Management Committee (ISP) 企業職業健康和安全管理委員會 (室內裝飾及特殊項目)

SUSTAINABILITY STANDARDS

In order to ensure best practice in the industry and effectively regulate our occupational health and safety, operational quality, and environmental management, Synergis has implemented numerous policies and management systems, most of which are carried out in accordance with international standards.

可持續發展的標準

為確保在行業內實行最佳的可持續發展，並有效地規管我們的職業健康及安全、營運質素以及環境管理，昇捷實施了許多政策和管理系統，其中大部分均按國際標準執行。



STAKEHOLDER ENGAGEMENT

Synergis recognises the importance of interacting with stakeholders as an integral part of our business operations and corporate development. We strongly believe that regular stakeholder engagement is vital in facilitating our understanding and meeting the needs of all stakeholders. Reviewing our business using a multi-perspective approach can help us prioritise sustainability-related topics, identify trends that we must manage and disclose in this Report, and ultimately, formulate better sustainability related decisions.

持份者參與

昇捷深明與持份者互動十分重要，是我們業務營運和企業發展不可或缺的一部分。我們堅信與持份者保持定期互動，對促進我們了解及滿足所有持份者的需要至關重要。用多角度方式審查我們的業務，有助我們排序處理與可持續發展相關的議題，識別我們必須管理及在本報告中披露的趨勢，最終制定更好的可持續發展相關決策。

During the Reporting Year, we continued to implement the Shareholders' Communication Policy, which enforces the Board to disseminate information in an effective and timely manner through stipulated engagement channels. In preparing this Report, we also engaged an external consultant to conduct a stakeholder engagement exercise to help prioritise and validate material sustainability topics.

於報告年度，我們繼續執行股東通訊政策，讓董事會透過指定的溝通渠道有效及時地傳播資訊。準備本報告時，我們亦聘請了外部顧問舉行持份者參與活動，以助確認並排優次處理重大的可持續發展議題。

Sustainability at Synergis 昇捷的可持續發展

Stakeholder Groups 持份者群體

Shareholders and Investors 股東與投資者



- Annual and interim reports 年報及中期報告
- Corporate website 集團網頁

ENGAGEMENT CHANNELS 溝通渠道

- General meetings 股東大會
- Press release, announcements and circulars 新聞發佈、公告及通函

ENGAGEMENT CHANNELS 溝通渠道

- Employee engagement activities 員工活動
- ESG Survey 環境、社會及管治 問卷
- Intranet and smart phone application 內聯網及智能電話應用程式
- Job Satisfaction Surveys 工作滿意度調查

Employees 僱員



- Meetings and conferences (video) 會議及研討會(視像)
- New hire orientation programmes 新員工入職培訓計劃
- Newsletters 員工通訊
- Performance appraisals 工作表現評核

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



- Call centres and customer hotlines 客戶服務中心及熱線
- Suggestion boxes 意見收集箱
- Corporate website and social media 集團網頁和社交媒體
- Customer satisfaction surveys 客戶滿意度調查

ENGAGEMENT CHANNELS 溝通渠道

- ESG Survey 環境、社會及管治 問卷
- Meetings and conferences (video) 會議及研討會(視像)
- Newsletters 客戶通訊
- Personal contacts 個人聯繫
- Smart phone application 智能電話應用程式

ENGAGEMENT CHANNELS 溝通渠道

- Contract renewal process and updates 續約及更新
- Business meetings and conferences (video) 商務會議及研討會(視像)
- Daily on-site training 每日現場培訓

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



- ESG Survey 環境、社會及管治 問卷
- Quarterly performance assessments 季度業績表現評估
- Safety booklets 安全小冊子

Government 政府



- Business meetings and conferences (video) 商務會議及研討會(視像)

ENGAGEMENT CHANNELS 溝通渠道

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

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

ENGAGEMENT CHANNELS 溝通渠道

- Charity activities 慈善活動
- Meetings and conferences (video) 會議及研討會(視像)

- Seminars 講座
- Volunteering activities 義工活動



Media Partners 媒體夥伴



- E-mail 電子郵件
- Interviews 採訪
- Letters 信件

ENGAGEMENT CHANNELS 溝通渠道

- Meetings and conferences (video) 會議及研討會(視像)
- Press releases 新聞發佈

MATERIALITY ASSESSMENT

Material Issues

The coverage of the Report is determined with reference to a detailed materiality assessment. The assessment identifies and evaluates sustainability issues that are most important to the sustainable development at Synergis and our stakeholders, for the year under review. Through engaging our stakeholders in material issues identification and prioritisation, we gain insights on how our sustainability performance can be improved for future development.

We are committed to performing this exercise annually to ensure our existing priorities, strategies and policies align with stakeholder expectations, as well as sustainability-related risks and opportunities. During the Reporting Year, we engaged an independent third-party consultant to adopt a 4-step approach to assess the materiality of key ESG issues.

IDENTIFICATION 識別

Step
步驟 1

A list of potential material issues was identified with reference to the following sources:

參照以下資料來源以識別潛在重大議題：

The Global Reporting
Initiatives Standards
全球報告倡議組織準則

Previous ESG Reports
from Synergis
昇捷過往的環境、
社會及管治報告

The United Nations Sustainable
Development Goals ("SDGs")
聯合國可持續發展目標
(「可持續發展目標」)

Peer
benchmarking
同行基準

23 material issues were identified and defined.
確定並定義了23項重要議題。

PRIORITISATION 優先次序

Step
步驟 2

25 members of management considered the importance of material aspects for the Group's sustainable development. 207 other stakeholders, constituting members of our staff, customers, suppliers and contractors, ranked the importance of material aspects based on their own preferences and expectations. We used a standard questionnaire to ensure consistent and systematic evaluation of material issues.

25位管理層成員考慮可持續發展的各重大議題對本集團的重要性。207位其他持份者，成員包括我們員工、客戶、供應商及承建商，根據他們的偏好和期望排序各重大議題的重要性。我們採用同一標準的問卷以確保重大議題評估一致而有系統。

重要性評估

重要議題

本報告的涵蓋範圍是根據詳細的重要性評定而決定，評定識別及評估本報告年度對昇捷及我們的持份者最重要的可持續發展議題。透過讓持份者參與識別重大議題及排列優先次序，我們了解到未來可如何改善可持續發展的表現。

我們承諾每年進行一次調整，以確保我們現有的優先排序、策略和政策符合持份者的期望以及與可持續發展相關的風險和機遇。在本報告年度，我們聘請獨立第三方顧問，採用四個步驟以評估關鍵環境、社會及管治議題的重要性。

REVIEW 審核

Step
步驟 4

The Board reviewed the material issues, the following materiality matrix, as well as relevant risks and opportunities to ensure an unbiased and balanced view of our sustainability performance and stakeholder expectations. In addition to overseeing the materiality assessment process, the Board also provided constructive feedback on how the Group should move forward with these results. In particular, the Board provided insight on which issues the Group should focus on improving, as well as which issues pose the greatest ESG-related risks.

董事會審查了重大議題、以下的重要性圖表，以及相關的風險和機遇，以確保對我們的可持續發展表現和持份者期望保持公正公平的看法。董事會除了監督重要性評估的過程外，還就本集團應如何取得這些成果提供具建設性的意見，建議集團該著重改善的議題，以及指出構成最大環境、社會及管治相關風險的議題。

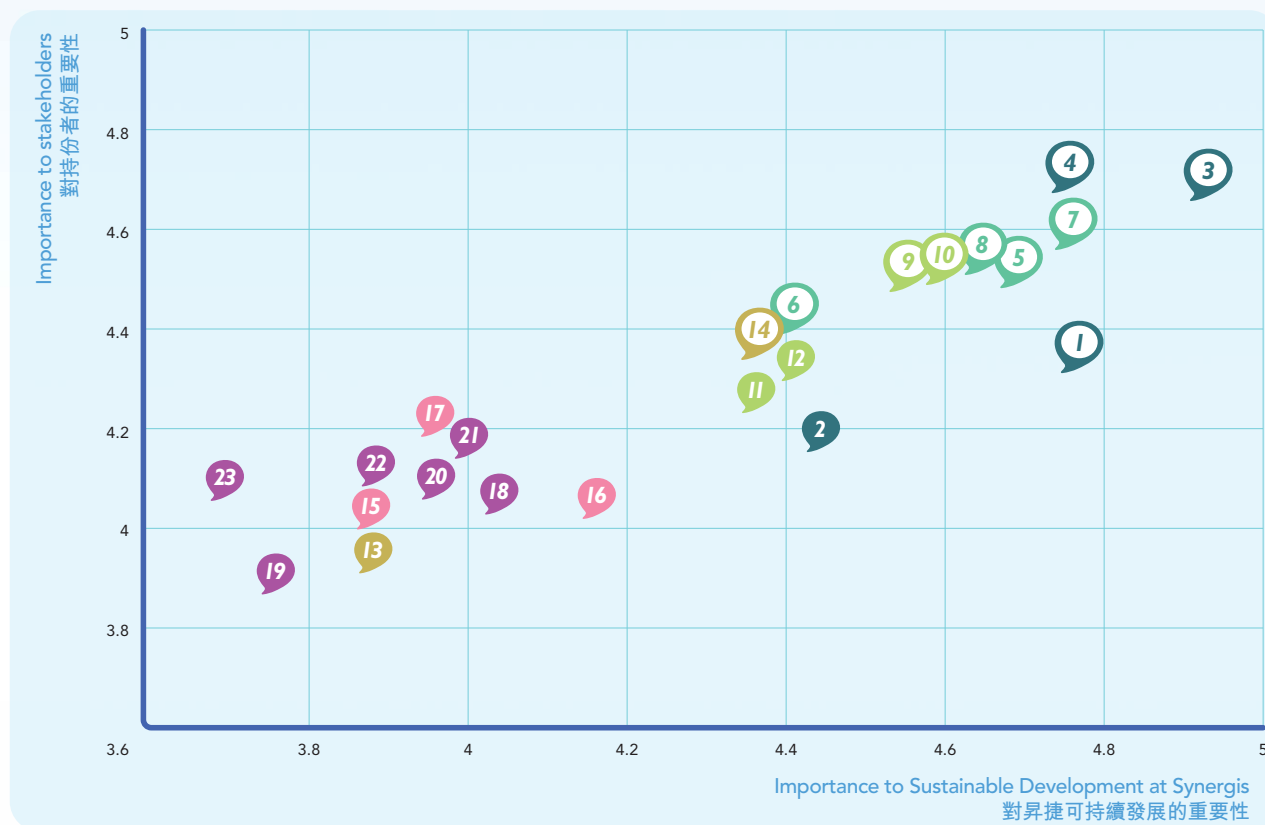
VALIDATION 驗證

Step
步驟 3

The Group's senior management confirmed the list of material topics for disclosure in this Report. Survey data was plotted to represent stakeholder views versus sustainable development at Synergis. 本集團的高層管理人員確認本報告中披露的各項重大議題。調查數據結果以圖表顯示，比較持份者意見與昇捷可持續發展的關係。

Sustainability at Synergis 昇捷的可持續發展

Materiality Matrix 重要性矩陣



Business 業務營運

- 1 Corporate Governance and Risks
企業管治和風險
- 2 Long-Term Economic Performance
長期經濟表現
- 3 Legal Compliance
法律合規
- 4 Ethics and Integrity
道德與操守

Customers 以客為本

- 5 Customer Health and Safety
客戶的健康與安全
- 6 Customer Engagement and Satisfaction
客戶參與度和滿意度
- 7 Customer Privacy
客戶私隱
- 8 Service Quality and Assurance
服務質量和保證

People 人才發展

- 9 Employment Practices
僱傭慣例
- 10 Employee Wellbeing and OHS
員工身心健康及職安健
- 11 Training and Development
培訓與發展
- 12 Equal Opportunities, Diversity and Anti-discrimination
平等機會、多元化和反歧視

Community 社會貢獻

- 13 Community Engagement and Donations
社區參與和捐獻
- 14 Social Harmony
社會和諧

Partners 夥伴合作

- 15 Sustainable Procurement
可持續採購
- 16 Social Responsibility of Suppliers
供應商的社會責任
- 17 Environmental Performance of Suppliers
供應商的環境表現

Environment 環境管理

- 18 Energy
能源
- 19 Water
耗水量
- 20 Air Emissions
廢氣排放
- 21 Effluents and Waste
污水和廢物
- 22 Use of Materials
原材料的使用
- 23 Climate Change
氣候變化

Material SDGs

The SDGs, also known as the Global Goals, were adopted by all United Nations Member States in 2015 as a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity by 2030. Previously, senior management has identified six SDGs that were relevant to the business and sustainability strategy. This year, to align with international practices and provide a more comprehensive picture for the Board, we asked stakeholders to rank and prioritise the relevance and importance of the SDGs to the Group. The list of SDGs identified as material to the stakeholders were then presented and reviewed by our senior management, and approved by the Board.

重大可持續發展目標

聯合國的所有成員國於2015年通過可持續發展目標，又稱全球目標，呼籲大眾採取行動，以消除貧窮、保護地球，並確保於2030年前所有人都能共享和平與繁榮。我們的高層管理人員過往已識別了六個與業務和可持續發展策略相關的可持續發展目標。今年，為與國際慣例接軌並提供更全面的資訊予董事會，我們邀請持份者就可持續發展目標對本集團的相關程度及重要性進行評級及排序。我們把識別了對持份者重要的各個可持續發展目標，滙報予我們的高層管理人員作審核，且得到董事會的批准。



Good Health and Well-being 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 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。



Quality Education 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。



Decent Work and Economic Growth 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 generate productive employment and decent work with equality in mind. We have also devoted ample resources into developing new technologies as well as improving our existing applications.

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。我們已投放大量資源來開發新技術及改善現有應用程序。



Industries, Innovation and Infrastructure 工業、創新和基礎建設

Inclusive and sustainable industrialisation, together with innovation and infrastructure, can unleash dynamic and competitive economic forces that generate employment and growth. To this end, Synergis has implemented various measures to promote new, innovative technologies as a means to find long lasting solutions to both economic and environmental challenges.

包容性高及可持續的工業化，加上創新和基礎建設，可發揮具活力及競爭力的經濟實力，促進就業及經濟增長。為此，昇捷採取了各種措施來推廣全新的創新技術，以尋求長期解決方案以面對經濟和環境挑戰。



Sustainable Cities and Communities 可持續城市和社區

To build a more sustainable city and communities, Synergis focuses on reducing its environmental impact and maintaining good management systems. 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。



Peace, Justice and Strong Institutions 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 governments 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

The table below indicates each material issue within the materiality matrix in alignment with relevant sustainable strategies and SDGs.

下表列出重要性圖表中的各重大議題，並與相關的可持續策略及可持續發展目標保持一致。

Business 業務營運



- ▶ 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

Material Issues 重要議題

Corporate Governance and Risks 企業管治和風險	Long-Term Economic Performance 長期經濟表現
Legal Compliance 法律合規	Ethics and Integrity 道德與操守

Customers 以客為本



- ▶ 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

Material Issues 重要議題

Customer Health and Safety 客戶的健康與安全	Customer Engagement and Satisfaction 客戶參與度和滿意度
Customer Privacy 客戶私隱	Service Quality and Assurance 服務質量和保證

People 人才發展



- ▶ 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

Material Issues 重要議題

Employment Practices 僱傭慣例
Training and Development 培訓與發展
Employee Wellbeing and OHS 員工身心健康及職安健
Equal Opportunities, Diversity and Anti-discrimination 平等機會、多元化和反歧視

Community 社會貢獻



- ▶ 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

Material Issues 重要議題

Community Engagement and Donations 社區參與和捐獻
Social Harmony 社會和諧

Environment 環境管理



- ▶ Maintain a comprehensive environmental management system with periodic review with periodic review
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

Material Issues 重要議題

Energy Consumption and Efficiency 能源消耗與效率	Air Emissions 廢氣排放
Water Consumption and Efficiency 耗水量與效率	Effluents and Waste Reduction and Management 減少與管理污水和廢物
	Use of Materials 原材料的使用
	Climate Change 氣候變化

Partners 夥伴合作



- ▶ 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

Material Issues 重要議題

Purchasing Sustainable Products 採購可持續物品
Social Responsibility of Suppliers 供應商的社會責任
Environmental Performance of Suppliers 供應商的環境表現

Business 業務營運



Business 業務營運



The Group's success is largely attributed to sound corporate governance and risk management, a vision to deliver long-term economic performance, and a profound moral obligation to comply with all relevant laws and regulations whilst maintaining ethics and integrity.

本集團的成功建基於穩健的企業管治及風險管理、實現長期經濟表現的願景，以及履行符合所有相關法律法規的道德義務，同時保持正直誠信。

CORPORATE GOVERNANCE

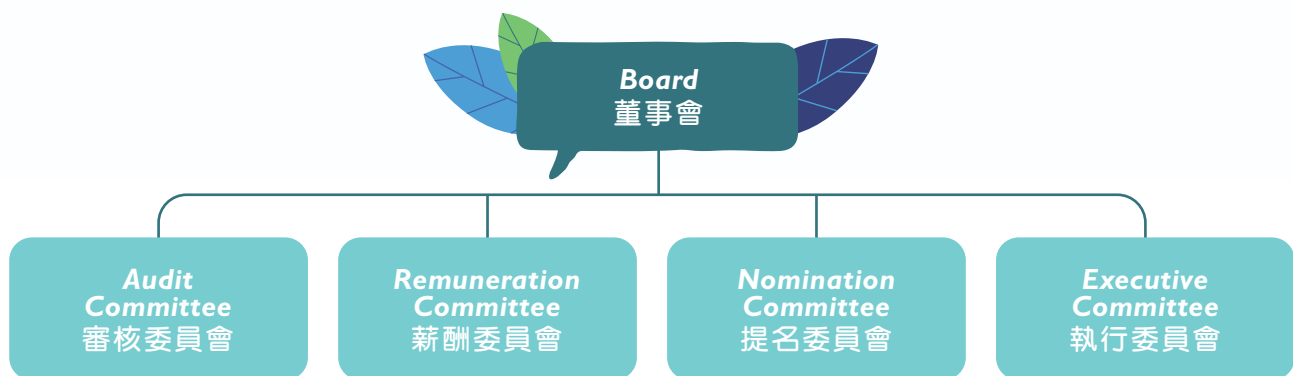
Robust corporate governance is fundamental to our business and long-term success. The Board is responsible for formulating business strategies as well as the overall oversight of our activities with the objective to enhance shareholder value. Under their leadership, we endeavour to ensure that our businesses are future-proof, comply with all relevant laws and regulations, and that we maintain the highest standards of business integrity through ethical business operations and respecting rights.

Our corporate governance structure allows for an effective and efficient flow of information between management, departments and business units. The Board has four Committees:

企業管治

穩健的企業管治對於我們的業務和長遠發展至關重要。董事會負責制定業務策略以及監督我們的業務活動，以提升股東價值為目標。在他們的領導下，我們致力確保我們的業務適應未來的發展，遵守所有相關法律法規，並透過符合道德的業務營運及尊重權利的原則來保持最高的業務誠信標準。

我們的企業管治架構使資訊能於管理層、部門及業務單位之間有效快捷地流通。董事會由四個委員會組成：



Further information about our governance structure can be found in the Corporate Governance Report in the Group's Annual Report 2020 and on the Company's website <https://www.synergis.com.hk/>.

有關我們管治架構的更多資訊，請參閱本集團的2020年報中的《企業管治報告》及公司網站 <https://www.synergis.com.hk/>。

RISK MANAGEMENT

As a proactive and forward-looking corporation, Synergis strongly values effective risk management as a means to reduce both the possibility of risks occurring and its potential impact. It strengthens the Group's decision-making process and focuses on long-term value creation.

At Synergis, we have set up a Risk Management Committee (the "RMC"). Consisting of senior management and corporate managers of both PFM and ISP, the RMC facilitates the risk management process and timely communication to the Audit Committee and the Board. In turn, the Audit Committee reviews RMC reports bi-annually and reports its recommendations to the Board. The RMC will invite relevant staff to join these meetings when necessary.

The RMC has established a Risk Management Policy since 2016, providing a consistent framework for the identification, analysis, evaluation, treatment, monitoring and reporting of key risks at all levels across Synergis to support the achievement of the Group's overall strategic objectives. The policy communicates the process used to evaluate, prioritise and manage material ESG issues.

風險管理

作為積極進取且具前瞻性的企業，昇捷非常重視有效的風險管理，從而降低發生風險的可能性及其潛在影響。風險管理加強了本集團的決策過程，並使本集團專注於創造長遠價值。

昇捷已成立風險管理委員會（「風險管理委員會」）。風險管理委員會由物業及設施管理和室內裝飾及特殊項目的高層管理人員和企業經理組成，促進風險管理的流程，並與審核委員會及董事會適時溝通；審核委員會則每半年審查風險管理委員會報告，並向董事會匯報其建議。有需要時，風險管理委員會亦會邀請相關員工參與會議。

風險管理委員會於2016年建立了風險管理政策，為昇捷提供統一框架，以識別、分析、評估、處理、監管和報告各級別的關鍵風險，以支援本集團實現總體策略目標。政策說明評估、優先次序及管理重大環境、社會及管治議題的流程。



Business 業務營運

During the Reporting Year, the RMC identified material risks to the Group, and have initiated a series of mitigating mechanisms. One of the largest risks faced by the Group is the costing risk resulting from the coronavirus pandemic ("COVID-19"). Construction works were forced to delay their completion due to disruptions from the supply chain and the decrease of workforce. Tender interviews and commencement of new projects were also critically delayed given concerns over personal healthcare and well-being. Furthermore, COVID-19 generated extra costs to the Group as we needed to procure extra manpower and personal protective materials and services for our operation teams, including face masks, gloves and sanitary materials. While the duration and severity of the outbreak remain uncertain, Synergis is executing appropriate strategies and measures to the best of our abilities. The ISP team has re-scheduled the working sequence and has claimed extension of time to mitigate the financial loss. Our headquarters has also taken steps to better strategise manpower and resource allocation, and have established a set of health and safety instructions to support site operations. Other measures to safeguard our customers, people, community and partners are described in detail throughout this Report.

CORPORATE VALUES AND ETHICS

Anti-Corruption

The Group is committed to the highest standards of openness, probity and accountability. The Group has developed robust internal policies and procedures regarding conflicts of interest, insider dealings, anti-competition, and anti-corruption to ensure that all staff are aware of these matters. As stipulated in the Staff Handbook and Code of Conduct, soliciting, accepting or offering any advantages, from or to our customers, suppliers, contractors, or any person having a business relationship with the Group, is strictly prohibited. We also strictly prohibit any form of bribery, extortion, fraud, or money laundering. To further eliminate any potential misconducts, due diligence measures are enforced on all gift and sponsorships. The Staff Handbook and Code of Conduct are reviewed and revised periodically to ensure that we keep abreast of new laws and the constantly evolving regulatory environment.

於本報告年度，風險管理委員會識別出本集團的重大風險，並展開了一系列舒緩措施。本集團於報告年度面對的最大風險之一是由新型冠狀病毒病（「新冠肺炎」）引致的成本風險。由於供應鏈中斷和勞動力減少，建築工程被迫延遲完工。為保障個人健康，招標面試和新項目的開始日期亦因此被嚴重推遲。此外，於抗疫期間，營運團隊不但額外增加人手同時亦加添個人防護品（包括口罩、手套和消毒物品），都直接增加了我們的成本。儘管未能確定疫情的持續時間及嚴重程度，昇捷正盡最大努力實行適當的策略和措施。室內裝飾及特殊項目團隊已重新安排工作次序，並已經申請延期以減低財務損失。我們的總部亦已採取措施，以更有效地分配人力和資源，並制定了一套健康安全指引，支援工作場所的營運。本報告詳述保障我們客戶、員工、社區和合作夥伴的其他措施。

企業價值與道德

反貪污

本集團致力達到透明公開、正直廉潔及負責任的最高標準。本集團就利益衝突、內幕交易、反競爭和反貪污制定了健全的內部政策及程序，確保所有員工知悉這些事宜。根據《員工手冊》及《道德守則》的規定，員工嚴禁向我們的客戶、供應商、承建商或與本集團有業務關係的任何人徵求、接受或提供任何利益。我們亦嚴禁任何形式的賄賂、勒索、欺詐或洗黑錢。為進一步消除任何潛在的不當行為，所有餽贈和贊助均須經審查。我們定期審查及修訂《員工手冊》及《道德守則》，確保符合最新法例和適用於不斷轉變的監管環境。



Virtual Training Sessions Conducted by the ICAC
廉政公署舉辦的虛擬培訓課程



ICAC — Business Ethics Seminar
廉政公署 — 物業管理專業操守講座

In an effort to ensure that employees at all levels understand their roles and responsibilities in protecting our business from the risk of bribery and corruption, we invited representatives from 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. Due to COVID-19, the training sessions were conducted virtually during the Reporting Year, which were attended by 259 staff members in total.

An important aspect of accountability and transparency communication within the workplace enable staff to voice concerns in a safe and effective manner. The Group has therefore established the Integrity Monitoring Committee (the “IMC”) to provide an impartial whistleblowing channel for confidential case reports regarding misconducts and malpractices. The IMC is responsible for reviewing all reports, initiating investigations, and reporting them to the Audit Committee as necessary. The Audit Committee is then required to review all referred case reports and pass them to the Board for further handling and monitoring. Employees who breach the Code of Conduct will be subject to disciplinary action. During the Reporting Year, the Group was not aware of any material non-compliance with relevant laws and regulations that have a significant impact on the Group in relation to bribery, extortion, fraud and money laundering.

為確保各級員工了解他們的角色和責任以保障我們業務避免出現賄賂和貪污風險，我們邀請了香港廉政公署（「廉政公署」）的代表為所有新聘及在職員工，包括高層管理人員和營運及前線員工舉辦培訓課程。由於新冠肺炎影響，於報告年度，培訓課程已在串流平台進行，總共有259名員工參加。

工作場所設立問責制及具透明度的溝通渠道，使員工能有效及安全地表達聲音。因此，本集團成立了誠信監察委員會（「誠信監察委員會」），提供公正的渠道，讓員工以保密方式舉報不當和瀆職行為。誠信監察委員會負責審查所有報告和展開調查，並在有需要時將其報告提交予審核委員會，再由審核委員會審查所有報告事件，並將其遞交給董事會以作進一步處理和監察。違反《道德守則》的員工將受紀律處分。於報告年度，本集團並不知悉在賄賂、勒索、欺詐和洗黑錢等方面有任何嚴重違反的相關法律法規，且對本集團造成重大影響。

Business 業務營運

Data Privacy Protection

It is our moral obligation to safeguard all confidential information shared with us. As iterated in the Staff Handbook and Code of Conduct, employees are required to protect the safety and confidentiality of information received in the course of business, and are forbidden to disclose any confidential information about the Group and our clients without prior consent from management. If customer data is needed for marketing or operational purposes, we ensure that formal consent is provided. In particular, a 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.

Protecting confidential and sensitive data from accidental disclosure is also important to the Group. Hence, we have contracted an independent service provider to process and destroy all sensitive and confidential documents properly.

To protect our customers and their properties, visitor records are used for record keeping purposes in our PFM division. To comply with our internal data privacy regulations, we periodically delete visitor data. To further monitor the safety of our people and customers in our PFM division, we have installed closed-circuit televisions at our sites and the footage collected is only accessible to authorised individuals to ensure that the information is securely protected from misuse, loss, damage, theft or compromise. We also guarantee that these devices are positioned in a way that will not unnecessarily intrude into the privacy of individuals.

During the Reporting Year, the Group was not aware of any material non-compliance with relevant laws and regulations that have a significant impact on the Group in relation to business confidentiality and data privacy.

保障資料私穩

保障所有機密資料是我們的道德義務。根據《員工手冊》和《道德守則》規定，員工必需保障業務過程中收集到的資料安全及保密，未得到管理層同意前，員工嚴禁披露任何有關本集團及客戶的機密資料。如出於營銷或營運目的需取得客戶資料，我們必須確保得到正式許可，為此，我們透過私隱政策聲明和個人資料收集聲明，解釋收集資料的目的及有權取得資料的人員。

本集團非常重視保障機密及敏感資料免於外洩。因此，我們已與一間獨立的服務供應商簽約，以妥善處理及銷毀所有敏感機密文件。

為保障我們的客戶及其財產的安全，訪客資料會在我們的物業及設施管理部門作紀錄用途。為遵守內部資料私隱規例，我們定期銷毀訪客資料。除此之外我們亦在工作場所安裝閉路電視，以保障物業及設施管理部門員工和客戶的安全，收集到的影像僅供授權人士使用，以確保資料受到全面安全保護，不會遭濫用、丟失、毀壞、盜竊或洩露。我們亦保證這些設備不會用於不必要的地方，以免侵犯個人私隱。

本報告年度內，本集團並不知悉有關在業務保密及資料私隱方面有任何嚴重違反的相關法律法規，且對本集團造成重大影響。



Legal Compliance

Legal compliance is part of the Group's fundamental duty to the community and stakeholders. It is also a means to reliably build and maintain trust with our partners. To this end, Synergis is committed to complying with all applicable laws and regulations across the different levels of our operations.

Larvae of mosquito and a pupa of mosquito was found in one of the construction sites managed by us. This is contrary to the Public Health and Municipal Services Ordinance (Cap.132 of the Laws of Hong Kong). To rectify the situation, we immediately arranged follow-up action, including issuing a warning letter to relevant sub-contractors. Our ISP division was convicted and fined in May. Moving forward, we shall arrange and conduct anti-mosquito site checks twice a week to avoid the repeated problems.

To ensure that all employees are aware of the industry's legal requirements, we regularly organise trainings and seminars. During the Reporting Year, we organised a training on the Property Management Services Ordinance (Cap. 626 of the Laws of Hong Kong). Attended by 95 employees, the training provided a briefing on the licensing system to regulate and control the provision of property management services. In providing this training, staff were able to understand the licensing regime of the property management industry.

Furthermore, in late 2019, the Stock Exchange issued new amendments to the Reporting Guide, which includes the mandatory disclosure of the Board's oversight of ESG issues, management approach, among other requirements. During the Reporting Year, we have attended a training session provided by our consultant, and have also conducted a gap analysis, which allows us to minimise the gaps between this Report and the new requirements. We shall ensure that the 2021 ESG Report will fully comply with the new Listing Rules for the financial year ending 31 December 2021.

For more information regarding laws and regulations compliance for this Reporting Year, please refer to our Appendix — Laws and Regulations Compliance.

法律合規

遵守法律法規是本集團對社區和持份者的基本責任，亦是與合作夥伴建立及維繫互信的方法。為此，昇捷致力遵守在各個營運層面上所有適用的法律法規。

我們在其中一個建築工地中發現蚊子幼蟲及蛹，其違反香港法例第132章《公眾衛生及市政條例》並即時安排跟進改正問題，包括向相關承建商發出警告信。在本年5月，我們的室內裝飾及特殊項目部門被定罪及罰款。未來我們亦會安排每週兩次實地檢查防蚊情況，以避免相同的問題。

為確保所有員工了解行業的法律要求，我們定期舉行培訓和研討會。在本報告年度，我們舉辦了與香港法例第626章《物業管理服務條例》有關的培訓。是次培訓簡介規管物業管理服務的牌照系統，一共有95名員工參加，了解與行業相關的發牌制度。

此外，於2019年末，聯交所刊發報告指引的新修訂，包括強制披露董事會對環境、社會及管治議題的監督、管理方法以及其他要求。在本報告年度，顧問公司為我們提供培訓課程，並進行了差距分析，使我們能夠減少本報告與新要求之間的差距。我們將確保截至2021年12月31日報告年度的2021年環境、社會及管治報告將完全遵守新上市規則。

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 — 《遵守法律法規》。



Business 業務營運

RESPECTING RIGHTS

Human Rights

Child and Forced Labour

There is a strong moral and ethical case to support the notion that business entities should integrate human rights principles into business practices. At Synergis, in order to safeguard staff members' rights and interests, as well as build a legal employment system, we strictly prohibit child labour and any type of forced labour. To demonstrate our commitment in respecting human rights, we have established a series of internal precautionary measures to prevent such activities from occurring. During and upon recruitment, all personnel are required to provide valid personal identification documents. Background checks are also carried out when deemed necessary. If anyone is found to be providing false information or a false identity, the recruitment procedure will be terminated immediately. Furthermore, overtime work and other allowances are compensated rightfully to our staff as per their employment contract. During the Reporting Year, the Group was not aware of any material non-compliance with relevant laws and regulations that have a significant impact on the Group relating to labour standards. No cases of child or forced labour were reported.

Fairness and Equal Opportunities

Synergis also strongly believes that equality is a basic human right. We pride ourselves in being an equal opportunity and competence-based employer by evaluating our candidates and employees based on objective criteria, individual performance and merit. This prevents the occurrence of unfair and unjust treatment to staff or job candidates on the grounds of gender, age, nationality, race, disability, religion and marital status, among others. Employee rights, responsibilities, as well as relevant anti-discrimination guidelines are all clearly defined in the Staff Handbook and Code of Conduct.

尊重權利

人權

童工及強迫勞動

我們重視道德概念，將人權原則納入企業實踐中。昇捷保障員工權益並建立合法的就業制度，嚴禁僱用童工和任何形式的強迫勞動。我們承諾尊重人權，因此制定了一系列內部預防措施以防止此類情況發生。在招聘過程中，所有人士都必須提供有效的個人身份證明文件，有需要時會進行背景調查。如發現任何人虛報資料或身份，將立即終止招聘程序。此外，我們的員工因工作需要而超時工作，將可按照其僱傭合約獲得合理超時補償及相關津貼。本報告年度，本集團並不知悉有關在勞動標準方面有任何嚴重違反的相關法律法規，且對本集團造成重大影響，亦沒有收到有關僱用童工或強迫勞動的報告。

公平及平等機會

昇捷堅信平等是基本的人權，我們作為提供平等機會、著重個人能力的僱主感到自豪。我們透過客觀標準、個人表現及優點來評估應徵者及員工，防止因性別、年齡、國籍、種族、殘疾、宗教和婚姻狀況等原因而令員工或應徵者受到不公平或不公正的待遇。員工權利、責任以及相關的反歧視指引均在《員工手冊》和《行為準則》中清晰列明。



To further nurture our corporate culture and advocate the importance of fairness and equal opportunities among staff, we invited representatives from the Equal Opportunities Commission to conduct a training session on the Anti-Discrimination Laws of Hong Kong. Conducted through video conferencing, attendees were educated and trained on the scopes and key terms in the anti-discrimination ordinances, liability and defence, and the different types of unlawful acts under the anti-discrimination ordinances, including the Sex Discrimination Ordinance (Cap. 480 of the Laws of Hong Kong), Disability Discrimination Ordinance (Cap. 487 of the Laws of Hong Kong), Family Status Discrimination Ordinance (Cap. 527 of the Laws of Hong Kong), and Race Discrimination Ordinance (Cap. 602 of the Laws of Hong Kong). By emphasising the business risks of engaging in or tolerating in discriminatory behaviour, we hope to favourably impact employee behaviour, create a better workplace, as well as prevent any future workplace misconduct. In total, 85 staff members attended the training session.

If employees experience any form of discrimination, harassment or unfair treatment, they are encouraged to report it at the first instance for further investigation. All complaints will be treated confidentially and impartially, and appropriate legal and internal disciplinary actions will be taken, including termination of employment. During the Reporting Year, we abided by all anti-discrimination ordinances aforementioned. There were no reported cases of discriminatory behaviour, harassment or unlawful treatment in the workplace.

Intellectual Property Rights

Our Group respects intellectual property rights, including but not limited to trademarks, patents, copyrights and designs during the preparation of marketing and communication materials. To protect the Group from potential infringement, all our logos have been registered in Hong Kong under the Trade Marks Ordinance (Cap. 599 of the Laws of Hong Kong). We also ensure to obtain consent from business partners prior to the usage of trademarks. During the Reporting Year, the Group was not involved in any dispute or litigation in relation to infringement of any intellectual property rights.

為進一步培育企業文化，並向員工提倡公平和平等機會的重要性，我們邀請平等機會委員會的代表舉辦有關香港反歧視法例的培訓課程。透過視像會議參與培訓，參加者學習有關反歧視條例、責任和保障範圍及關鍵術語，以及涵蓋因違法行為而觸犯反歧視法例的個案，包括香港法例第480章《性別歧視條例》、香港法例第487章《殘疾歧視條例》、香港法例第527章《家庭崗位歧視條例》及香港法例第602章《種族歧視條例》。透過強調參與或容忍歧視行為所帶來的企業風險，希望能夠為員工帶來正面影響，以創造更好的工作環境，預防任何不當的職場行為發生。集團共有85名員工參加了此培訓。

如果員工遭受任何形式的歧視、騷擾或不公平待遇，我們鼓勵他們即時舉報，以作進一步調查。所有投訴會加以保密及公正處理，並會採取適當的法律和內部紀律處分，包括終止僱傭關係。於報告年度，我們遵守上述所有反歧視條例，沒有在工作場所發現任何有關歧視行為、騷擾或違法待遇的案件。

知識產權

本集團在準備營銷和傳訊資料時尊重知識產權，包括但不限於商標、專利、版權及設計。本集團為免侵犯知識產權，我們所有的商標已根據《商標條例》（香港法例第599章）在香港註冊，使用商標前亦會確保已徵得業務合作夥伴的同意。於報告年度，本集團並沒有涉及任何與侵犯知識產權有關的糾紛或訴訟。

Customers 以客為本



Customers 以客為本



At Synergis, we aim to create and maintain a trusted relationship with our customers by treating them fairly and providing reliable and honest products and services to them. During the crisis sparked by COVID-19, we understand the value of this more than ever before, and hence have developed robust procedures to ensure that customer health and safety, quality and satisfaction are guaranteed.

在昇捷，我們透過公平對待客戶，提供可靠真誠的產品與服務，與客戶建立及維繫互信關係。在新冠肺炎引發的危機下，我們更了解到客戶關係的重要性，因此制定了可靠的程序以確保客戶的健康和安全，保證質量及客戶滿意度。

CUSTOMER HEALTH AND SAFETY

We value the health and safety of our customers. As an enterprise, Synergis is taking extra steps necessary to maintain a healthy and sanitary environment while still meeting our customer's needs. To this end, it is important that we make special arrangements for COVID-19, promote awareness of health and safety, and conduct regular monitoring.

COVID-19 Preventive Measures

During this challenging time, Synergis prioritised the safety of our customers. During the Reporting Year, we strengthened our internal regulations and procedures at all of our different business divisions, tailoring the procedures to each divisions' needs. In doing so, we are able to safeguard customers' health and well-being during a pandemic, while ensuring the Group's ability to maintain essential operations and to provide services to our customers. In addition to standard health and safety measures such as requiring all customers and staff to wear face masks, perform body temperature checks, and properly disinfect their hands upon entry, we also introduced special hygiene measures throughout our PFM division.

客戶健康與安全

我們重視客戶的健康和安全。作為一間企業，昇捷採取必要的額外措施，保持環境安全衛生，同時滿足客戶需求。為此，我們因應新冠肺炎採取特別安排，提高健康和安全意識，並定期進行監控。

新冠肺炎預防措施

在這個充滿挑戰的時期，昇捷優先考慮客戶的安全。本報告年度，我們根據每個部門的需求度身制定及加強不同業務部門的內部規定和程序。這樣一來，我們就能在疫情期間保障客戶健康和福祉，同時確保本集團得以維持基本運作和向客戶提供服務。除了標準的健康和安全措施外，如要求所有客戶和員工在進入場所前佩戴口罩、檢查體溫，並適當消毒雙手，我們在物業及設施管理部門亦引入了特殊的衛生措施。

Customers 以客為本

CASE STUDY 個案研究

Special Preventive Measures for PFM Business 物業及設施管理業務的特殊預防措施

HKU SPACE — KOWLOON EAST CAMPUS



All persons entering the campus, including staff and customers, must complete a health declaration form before entry is permitted.



To prevent viruses from spreading from staff to customers, hazmat suits are provided to staff undergoing high risk tasks.



The working area is regularly disinfected with 1:49 diluted household bleach. All rubbish bins have also been replaced with ones with covers.



Partitions are installed in the school lounge to reduce the spread of infection and offer comfort to nervous customers.

香港大學專業進修學院 — 九龍東分校

所有進入院校範圍的人士(包括員工和客戶)必須先填寫健康聲明。

為免病毒由員工散播至客戶，從事高感染風險的員工均穿著防護衣物。

工作範圍定期使用 1:49 稀釋家用漂白水消毒，所有垃圾桶亦已換成有蓋垃圾桶。

在校園休息室安裝保護隔板以減低傳播風險，讓客戶感到安心。



Temperature Checks are Performed upon Staff and Customer Entry
員工和客戶進入院校時檢查體溫



Regular Disinfection Works are Performed Regularly
定期進行消毒工作



Installation of Partitions in the School Lounge
在校園休息室安裝保護隔板

LAUNDRIMATE SERVICE LIMITED ("LAUNDRIMATE")

洗衣樂服務有限公司(「洗衣樂」)

We are contributing to the fight against COVID-19 by providing quality laundry services to restaurants and medical clinics. To ensure the health and safety of all staff and customers, incoming laundry from medical clinics are washed separately with extra heat, as well as special disinfectants and antiseptics.

我們透過為餐廳及醫療診所提供優質洗衣清洗服務，以對抗新冠肺炎。為了避免交叉感染，確保所有員工和客戶的健康得到安全保障，我們將從醫療診所收到的衣物分開獨立洗滌，以更高溫度及特殊的消毒劑處理。



Separation of Clothes from Medical Clinic Laundry
分開洗滌診所衣物

COVID-19 Mitigation Measures

Although robust preventive measures are in place, mitigation planning is still required as the spread of COVID-19 cannot be fully prevented. At Synergis, mitigation planning focuses on reducing the impact of such events when they do occur.

新冠肺炎緩解措施

儘管已採取高效預防措施，但仍無法完全防止新冠肺炎的傳播，因此，昇捷制定緩解方案，以減低可能造成的影響。

Action Taken When a Customer is Diagnosed with COVID-19

客戶確診新冠肺炎後採取的措施



CASE STUDY 個案研究

Special Mitigation Measures at Tanner Garden 丹拿花園特殊緩解措施

In December 2020, the property management office at Tanner Garden received a notification from the Department of Health that a person diagnosed with COVID-19 had lived or visited one of the blocks on the premises. The property management office immediately arranged for a cleaning company to perform disinfection procedures in the corridors and lobbies of each floor, lifts, the ground floor lobby and the unloading area. The property management office also announced that in response to the severity of the pandemic, they shall increase the frequency of spray disinfection and efforts at Tanner Garden. Disinfection works are performed three times a day in the lobby and lifts.

於2020年12月，丹拿花園的物業管業處接獲衛生署通知，一名確診新冠肺炎患者曾居住或到訪該屋苑的其中一棟大廈，物業管業處立即安排清潔公司到每層走廊及升降機口、升降機內、地下大堂和卸貨區進行消毒。物業管業處正視疫情的嚴重性，宣佈在丹拿花園加強消毒及增加霧化消毒次數，每天消毒大堂及升降機三次。



Disinfection Works Being Carried Out Immediately After a Customer was Diagnosed
客戶確診後已即時進行消毒工作

Customers 以客為本

Health and Safety Awareness

To enhance community awareness on health, safety and the environment, we continued to set up the Safety, Health and Environmental Corner (the "SHE Corner") in our managed properties. Our headquarters are responsible for preparing SHE Corner materials and ensuring that the latest health, safety and environmental information are communicated to our tenants, property owners and other relevant stakeholders. Over 30 of our managed properties currently have the SHE Corner set up.

健康與安全意識

為提高社會健康、安全及環境意識，我們繼續在管理物業設立安全、健康及環保角（「安健環角」），我們的總部負責準備安健環角的資料，確保將最新的健康、安全和環境資訊傳達給租戶、業主和其他相關持份者，目前我們已有超過30個管理物業設置了安健環角。

2020 Health and Safety Topics Communicated through SHE Corner 透過安健環角傳達2020年健康與安全資訊



Regular Inspection

As a property and facility manager, we regularly conduct safety and environmental inspections, including trees and external walls, as well as carry out facility maintenance and repair work at all of our properties. Furthermore, laboratory tests for all pools are performed regularly to ensure that the pool water complies with the required standard. In doing so, not only does it help us identify and record hazards for corrective action, it also gives our customers peace of mind knowing that they are inhabiting a safe environment.

定期檢查

作為物業和設施管理者，我們定期進行安全環境檢查，包括樹木及外牆，並於所有物業進行設施保養和維修工程。此外，所有泳池亦會定期進行水質化驗，確保水質符合要求標準。這有助我們識別和記錄潛在危險，以採取措施處理，確保環境安全，讓住戶放心。



Lifeguard Collecting a Pool Sample to Submit to the Laboratory
救生員收集泳池樣本以提交予實驗室

To avoid danger to the public and employees, the public facilities are properly maintained.

為避免對公眾和員工構成危險，公共設施必須妥善保養維修。

FINDINGS 調查結果

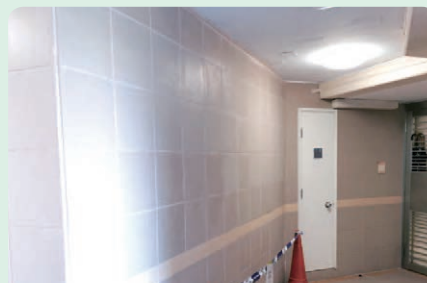
FOLLOW-UP ACTION 跟進行動

Inspection Item 檢驗項目



1

Spalling of concrete and cracked wall tiles were found.
發現混凝土剝落和牆磚破裂。



The area was repaired with new wall tiles.
該範圍已用新牆磚修復。



2

Damaged floor tiles may incur trip hazards to passers-by.
損壞的地磚可能會絆倒路人。



Maintenance was arranged to fix the floor tiles.
安排維修人員修復地磚。

Customers 以客為本

QUALITY SERVICES

Synergis is dedicated to providing excellent products and services to our customers. We strictly follow international standards when formulating internal policies, plans and operating procedures, including ISO 9001 Quality Management System and ISO 10002 Quality management — Customer satisfaction — Guidelines for complaints handling in organisations. Quality management meetings are organised to assess the effectiveness of all existing quality management systems. Furthermore, we consult external auditors on an annual basis to ensure system capability and to keep abreast of new updates to the standards.

Harnessing Technological Innovation

Synergis believes that in order to build and sustain long-term value, the Group must use technology that empowers people to do their best work. Harnessing technological innovation can act as a catalyst to grow and adapt our business in the marketplace.

In 2020, our main focus was to improve overall automation. By improving overall automation, we anticipate that workflow and efficiency can be optimised, and that manual work can be relieved. We hope that employees will have more time to be innovative with their work. Looking forward, our plans for the upcoming year are to continue to automate and optimise workflow to relieve manual labour, enhance network security, and develop an electronic application form to reduce paper usage and improve workflow performance.

Synergis Community Application ("SCA")

The SCA was the core focus of this year's technological enhancement plans. The purpose of the app is to help users easily navigate estate notices, management fees balances, as well as contact details for respective management offices. The app also allows for timely responses to customer enquiries at our PFM sites. This year, we focused on the development of 2 new functions to the app: (1) a facility booking system for tenants and (2) electronic payment system for management fees. These features will enable tenants to easily make reservations if they wish to use communal spaces, such as the club house, as well as experience a more effortless payment process when paying their management fees. As of 31 December 2020, more than 60% of PFM sites are actively using the app, and user installation increased over 25%. Looking forward, we aim to integrate the app into most of our managed sites by 2021.

優質服務

昇捷致力為客戶提供優質產品及服務，在制定內部政策、計劃及工作程序時嚴格遵循國際標準，包括ISO 9001質量管理體系和ISO 10002質量管理 — 客戶滿意 — 組織處理投訴指南，亦舉行質量管理會議以評估現時所有質量管理系統的效能。此外，我們亦會每年諮詢外部審核員，以確保系統性能並符合最新標準。

科技創新

昇捷相信要建立和維持長期價值，本集團必須使用有助人發揮潛能的科技，利用科技創新可以促進業務發展和適應市場。

我們2020年的重點為提升整體自動化，期望優化工作流程和提高效率，減輕勞動工作，讓員工可投放更多時間在創新工作。展望未來，我們計劃來年將繼續實行自動化和改進工作流程，以減輕體力勞動，增強網絡安全，並開發電子申請表以減少使用紙張，並提高工作流程表現。

Synergis Community Application ("SCA")

SCA智能手機應用程式是本年科技改善的重點計劃。這個應用程式的作用於幫助住戶輕鬆瀏覽屋苑通告、管理費用餘額，以及各管業處的聯絡資料，亦為物業及設施管理客戶查詢，以作適時回覆。今年，我們重點開發了兩個新應用程式功能：(1)租戶設施預約系統，以及(2)管理費電子支付系統。新功能使租戶可輕鬆預約會所等公共設施及方便快捷地支付管理費。截至2020年12月31日，超過60%的物業及設施管理場所正積極使用該應用程式，而程式的用戶下載量更增加超過25%。展望未來，我們期望於2021年將應用程式擴展至大部份旗下的場所中。



Track My Tour

For the past few years, Synergis has enhanced an innovative smartphone app called Track My Tour ("TMT"). The purpose of the application is to enhance the occupational health and safety in security patrolling. TMT provides real-time location of security guards' patrol points, which helps to monitor the safety of security guards, especially when violent and unexpected encounters occur while patrolling alone. When the location of the guards are deviated from the planned route or completion time, an instant notification will pop up to notify the supervisor to follow up on the situation. 56 of our PFM sites are currently using this app. By 2021, we aim to integrate the app into most of our managed sites.

Track My Tour

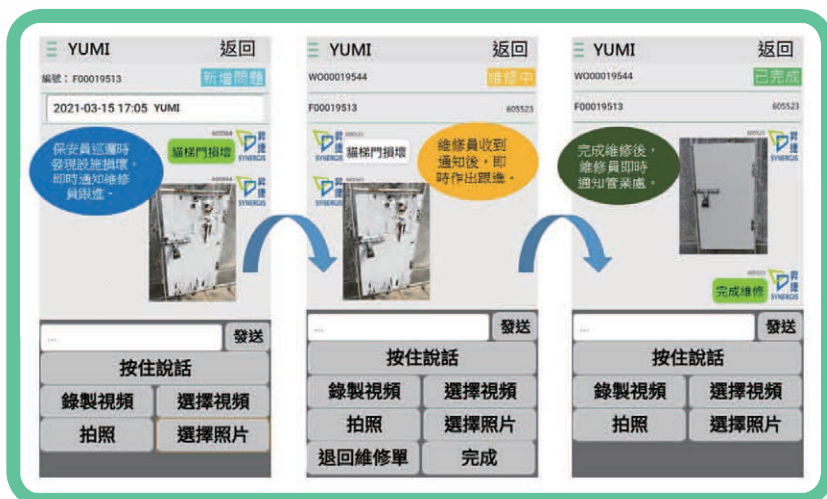
過去數年，昇捷改善創新的智能手機應用程式，名為Track My Tour (「TMT」)，以加強巡邏保安的職業健康及安全。TMT提供巡邏保安的實時位置，有助保障他們的安全，尤其單獨巡邏時遇上暴力和意外情況。當保安偏離計劃路線或完成時間時，應用程式將發出即時通知，通知主管以作跟進。目前，我們有56個物業及設施管業處使用此應用程式，我們期望於2021年將此應用程式套用於大部份場所中。

Synergis Work Order Management System (SWOMS)

During the Reporting Year, we developed the SWOMS with the intention to centralise all work orders. Once a work order is received, responsible parties will be sent an instant notification on their mobile devices to handle the matter. In doing so, prompt and accurate information, as opposed to misalignment and miscommunication, is guaranteed among our staff members, which ultimately increases the efficiency and timeliness of handling customer requests. Currently, more than 50% of managed sites have this system in place.

昇捷工作指示管理系統 (「SWOMS」)

於本報告年，我們開發了SWOMS，旨在集中所有工作通知單。收到工作通知單後，相關人員將在其流動設備上收到即時通知並作出處理，保證員工可迅即收到準確資訊，避免溝通上出現誤會，提高處理客戶要求的效率和即時性。目前，已有超過50%場所安裝了該系統。



Customers 以客為本

CASE STUDY 個案研究

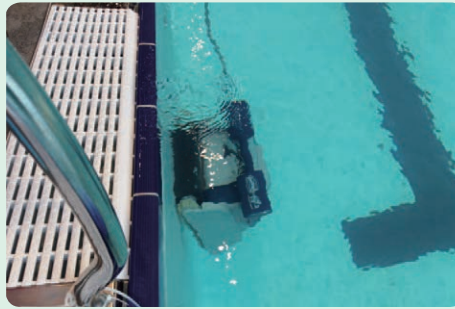
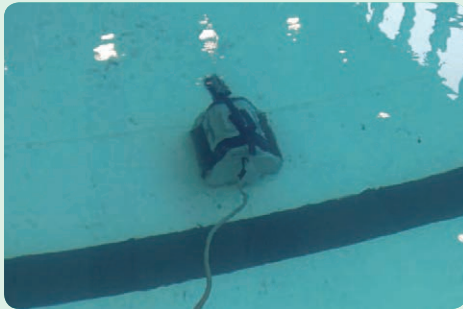
Robotic Cleaning Device at Malvern College 香港墨爾文國際學校的清潔機械人

Malvern College is equipped with a 25-metre heated swimming pool. To ensure that the water quality of the swimming pool is adequate and safe, we regularly arrange contractors to clean the pool.

In the past, staff would need to enter the bottom of the swimming pool or use a long cleaning rod to manually clean the pool wall. During the Reporting Year, the Group introduced a more holistic and innovative method through the use of robotic cleaning devices. The robotic cleaning device can clean the bottom and wall of the pool through a remote control. Not only does this greatly reduce safety risks, but also improves efficiency and effectiveness.

香港墨爾文國際學校配有25米長的恆溫游泳池。為確保泳池的水質良好及安全，我們定期安排承辦商清潔泳池。

以往，工作人員需進入泳池底部或使用長桿清潔工具清理泳池壁。本集團於報告年度內引入更完善及創新的方法，透過遙控操作清潔機械人，將泳池底部及池壁污垢清理。這不但大大降低安全風險，而且提高工作效率和效果。



Robotic Cleaning Device
at Malvern College
香港墨爾文國際學校的清
潔機器人

Annual Quality Circle Competition

To reinforce a culture of continuous innovation, collaboration and service quality improvement, PFM organised an annual "Quality Circle" Competition. Frontline staff are formed into groups to brainstorm and propose new ideas to enhance operational performance. The winning proposals are as follows:

年度品質圈比賽

為了加強持續創新、協作和改善服務質素的文化，物業及設施管理舉辦了年度品質圈比賽，將前線員工分成小組進行討論並藉此提出可提升營運表現的新建議。獲獎的建議如下：

Tai Wo Estate 太和邨**Full-body Disinfecting Booth
全身消毒站**

Staff members from the management office often perform their job duties in public areas within the housing estate, thus exposing themselves to the risk of contracting COVID-19. To increase the efficiency of performing full-body disinfection procedures, our Tai Wo Estate team developed a full-body disinfecting booth. When a staff walks into the booth, a full-body spray disinfection can be achieved, thus reducing staff members' risks to COVID-19.

管業處職員需在屋苑不同的公共空間穿梭工作，增加感染新冠肺炎的風險。為提高全身消毒過程的效率，我們的太和邨團隊設計了全身消毒站。當職員走進消毒站時，消毒噴霧可覆蓋全身，降低員工感染新冠肺炎的風險。

Tin Ping Estate 天平邨**Pressurised Hose
加壓水管**

To help facilitate cleaning staff to easily clean up the fallen leaves and garbage accumulated in the sewage channels, our Tin Ping Estate team invented a flexible pressurised hose. After using the hose, the garbage can be directed to one end of the sewage channel, so that the sewage drain grates can be opened for cleaning. This greatly reduces the amount of manual labour and potential injuries.

為幫助清潔工人更容易清理污水渠中堆積的落葉和垃圾，我們的天平邨團隊發明了加壓水管，使用時可將垃圾引到污水渠的一端，只要打開污水排放渠蓋便可順利清理，大大減低體力勞動，以及潛在傷害。

Wah Kwai Estate 華貴邨**Pipe Blockage Sensor
管道堵塞感應器**

Sewage pipes in Wah Kwai Estate are installed in tenants' households. Oftentimes, the households only realise blockages in the sewage pipes when there is sewage backflow, which inevitably causes damages to the property and the emergence of hygienic issues. To mitigate these issues, our Wah Kwai Estate team developed a pipe blockage sensor and installed it into the sewers. When blockages occur, the sensor will automatically send out a signal to notify the technician, who will immediately rectify the issue.

華貴邨的污水管安裝在租戶住宅內，通常只有污水倒流時，租戶才會發現污水管道堵塞，無可避免地造成財物損失及導致衛生問題出現。為緩解這些問題，我們的華貴邨團隊設計了管道堵塞感應器，並將其安裝到污水管中。當出現堵塞時，感應器將自動發出信號通知技術人員，即時處理問題。

Customers 以客為本

CUSTOMER SATISFACTION

Synergis strives to achieve customer satisfaction by regularly engaging with our residents, visitors and business partners via multiple channels. For instance, our 24-hour service hotline operated by our customer service centre and the SCA allow for timely responses to customer enquiries. Our PFM team is regularly trained to handle matters professionally, pragmatically and swiftly, as testified by the many appreciation letters received during the Reporting Year. In total, we received 152 appreciation letters in our property management services, and 96 appreciation letters in our facility management services.

客戶滿意度

昇捷透過多個渠道定期與住戶、訪客及業務合作夥伴溝通，以提升客戶滿意度。例如：客戶服務中心的24小時服務熱線及SCA智能手機應用程式使我們可以適時回應客戶查詢。於本報告年度內，我們的物業及設施管理團隊定期接受培訓，務求以專業、務實的態度、迅速地處理事務，並獲得多封讚揚信以茲證明。我們總共在物業管理服務中收到了152封感謝信，而在設施管理服務中也收到了96封感謝信。

APPRECIATION CASES 獲讚賞案例

EMERGENCY PANDEMIC RESPONSE AT VILLA CASTELL 新翠山莊緊急應對疫情

On 26 March 2020, a tenant at Villa Castell was diagnosed with COVID-19. The staff that was stationed at Villa Castell immediately took action by organising comprehensive disinfection procedures. Follow up measures were also arranged, including posting notices to notify all relevant households on the confirmed infection case, contacting relevant parties such as the Human Resources (HR) manager, Corporate Communications manager and customer representative, among others, and treating employees who have been in contact with the tenant as suspected cases.

新翠山莊一名住客於2020年3月26日確診感染新冠肺炎，在新翠山莊工作的員工立即採取行動，安排全面消毒及跟進措施，包括張貼告示通知所有相關住戶有關該確診個案，以及聯繫相關人士如人才資源經理、企業傳訊經理和客戶代表等，並將曾與確診住客接觸的員工列為懷疑個案。

Our team was subsequently praised by clients for handling the emergency situation promptly and professionally. 我們的團隊專業地即時處理緊急情況，獲得客戶表揚。



EMERGENCY WATER MAINTENANCE AT TANNER GARDEN 丹拿花園緊急咸水維修



A tenant in Tanner Garden requested for help from the management office on 6 April 2020 due to unwanted backflow from the toilets. The manager from the management office immediately followed up with the situation and hired a cleaning company to clean and disinfect the unit. The manager also arranged to add water into U-shaped water pipes to the public pipes to prevent such problems from happening again in the future. The owners issued a letter of appraisal to the Group to praise the quality of our management services.

丹拿花園一名用戶於2020年4月6日因廁所水倒流向管業處尋求協助。管業處經理立即跟進事件，僱用清潔公司清潔及消毒該單位，另外再安排注水於公共管道及U型水管，以防同類事件再次發生。業主來函予本集團，以讚揚我們的管理服務質素。

APPRECIATION CASES 獲讚賞案例

**ELECTRICITY OUTAGE AT SHUI ON NURSING CENTRE
(SUN TIN WAI COMMERCIAL CENTRE)**
瑞安護老中心(新田圍商場)停電

On 9 July 2020, an annual inspection for fixed electrical installations was carried out at Shui On Nursing Centre (Sun Tin Wai Commercial Centre). The inspection required the centre to turn off all electrical appliances from 9 am to 1 pm. This posed a severe health and life risk for the elderly as many of them relied on oxygen concentrators. Fortunately, our staff members were prepared and were able to locate an external electricity source. The Group was subsequently praised for making the elderly feel at ease in such a life-threatening situation.

2020年7月9日，瑞安護老中心(新田圍商場)進行年度電力裝置檢查，中心需要於上午9時至下午1時關閉所有電器，由於院內很多長者都需依賴製氧機，停電為長者嚴重的健康和生命危險。幸好我們的員工提前做好準備，尋得外部電源。於人命關天的情況下，本集團讓長者安枕無憂，獲得讚揚。

**TYPHOON RESPONSE AT ASIA AIRFREIGHT TERMINAL**
亞洲空運中心應對颱風

In August 2020, Hong Kong was disrupted with the arrival of Tropical Storm Higos. In response to this emergency situation, our Security Team as well as the Facility Management and Building Maintenance Team acted professionally and followed all precautionary procedures. When the typhoon signal was hoisted, our team continuously monitored the power supply and conducted inspection on the roller shutters, switch rooms, offices, and warehouse, as well as the high-bay lights. Although the typhoon intensity was stronger than

forecasted, damage was minimised due to sufficient preparation. The client was subsequently praised for our ability to handle emergency situations efficiently upon short notice.

2020年8月，熱帶氣旋海高斯的來襲打亂了香港。為了應對這緊急事故，我們專業的保安團隊、設施管理和大廈維修團隊採取了所有預防措施。颱風信號懸掛後，我們的團隊不斷監控電源，並對捲簾，電掣房，辦公室和倉庫以及天井燈進行檢查。儘管颱風強度比預期中強，但充分的準備工作將其破壞程度減到最低。隨後，客戶因我們能夠在短時間內有效處理緊急情況而給予讚揚。

Customers 以客為本

APPRECIATION CASES 獲讚賞案例



RESOLVING YEARS OF LIGHTING ADJUSTMENT ISSUES AT WANG FU COURT 解決宏富苑多年的照明調節問題



Since 2017, a tenant at Wang Fu Court had experienced illumination problems outside the corridor of their home. The previous property management company has followed up on the situation to no avail, causing the tenant to feel frustrated. Once Synergis took up the position as the property management company at Wang Fu Court, the lighting adjustment issue was immediately rectified by one of our officers. The tenant felt relieved and expressed their sincere gratitude for the Group's professionalism, attentive services, and ability to handle matters efficiently.

自2017年以來，宏富苑一名租戶住所外的走廊一直有照明問題。先前的物業管理公司沒有採取任何跟進行動，令租戶十分沮喪。昇捷擔任宏富苑物業管理公司一職後，我們的員工立即解決了這個照明問題，令租戶鬆一口氣，衷心感謝本集團專業貼心的服務以及處事能力。

Customer feedback is essential for measuring customer satisfaction. Getting a handle on how our customers view our services and the Company is invaluable. Synergis regularly conducts a performance appraisal among our corporate clients, incorporated owners and residents from our PFM division and collects clients' feedback on our management services.

During the Reporting Year, the performance appraisal results from our clients indicate an increase in average score from 8.00 to 8.25 (out of 10), compared to the previous Reporting Year. The overall customer satisfaction rate from our customers, including property owners, residents and tenants, was 99.07%, which indicates a slight increase from 98.38% in 2019.

客戶意見對我們衡量客戶的滿意度至關重要。昇捷積極了解客戶對我們的服務及公司的意見，定期透過服務表現評核，讓企業客戶、法團和物業及設施管理部門的業戶就我們的服務質素作出評核及反饋。

本報告年度的客戶評核表現平均分，由上一報告年度的8.00分升至8.25分（滿分為10分）。業主、居民及住戶等客戶的總體客戶滿意度為99.07%，較2019年的98.38%略為上升。

CASE STUDY
個案研究**Responding to Customer Feedback in Our ISP Division**
回應我們室內裝飾及特殊項目部門的客戶意見

A number of projects handled by our ISP division have been undergoing extensive renovation works. The projects are oftentimes located near residential areas, hence, we occasionally receive customer concerns and feedback regarding dust pollution and obstructive noise. To guarantee customer satisfaction, we have therefore implemented several measures to respond to these feedback.

Dust particles, often referred to as particulate matter, are inevitably generated during construction activities. They pose significant damage to both living environment and human health, and are thus a topic of concern among our customers. All contractors of Synergis are required to adopt effective dust control measures. For example, subcontractors are strictly instructed to use air purifying systems, water sprinkling techniques, vehicle wheel washing, and dust prevention covers.

室內裝飾及特殊項目部門處理多項大規模的翻新工程，項目通常位於民居附近，因此，我們偶爾會收到客戶對灰塵污染和噪音的關注及意見。為保證客戶滿意，我們採取了多項措施回應。

建築過程中無可避免會產生灰塵粒子（又稱懸浮粒子）。灰塵污染可嚴重損害環境和健康，因此是我們客戶關注的議題。昇捷的所有承建商都必須採取有效的灰塵控制措施。例如，我們嚴格指導承建商使用空氣淨化系統、使用灑水技術、清洗車輪和設置防塵罩。



Dust Prevention Covers
防塵罩



Vehicle Wheel Washing
車輪清洗



Water Sprinkling Techniques
灑水技術

Construction noise is also a significant concern among our customers, especially in densely populated urban areas. Accordingly, the Group has implemented strict measures to manage construction noise and has adhered to the best practice. In particular, we ensure to minimise noise impacts generated from mechanical machineries by using noise barriers and opting for construction equipment with the Quality Powered Mechanical Equipment label, which is notably quieter and environmentally-friendly. For more information regarding noise emissions, please refer to "Emissions Management" under section "Environment".

建築噪音亦是我們客戶特別關注的議題，尤其是在人口稠密的市區。因此，本集團已採取嚴格措施以管理建築噪音，並遵守最佳實務指引。我們使用隔音板及選用帶有「優質機動設備」標籤的建築設備，這些設備操作較安靜，可減低機械設備所製造的噪音及對環境的影響。有關噪音排放的更多資訊，請參閱《環境管理》部分的《排放管理》。

Customers 以客為本

COMPLAINT HANDLING

The Group occasionally receives complaints from our clients. Nevertheless, we ensure that all customer complaints are dealt with in a timely and professional manner. Our objective is not only to regain the trust of our customers, but also to review our own operations, and seek for continuous improvement.

The procedure outlines different measures to take depending on the type of complaint, for example, media related complaints, customer complaints from our properties, customer complaints from our customer service department, among others. All complaints are systematically recorded and filed. Following the complaint, relevant staff are responsible for evaluating the complaint, investigating their possible causes, and formulating and adopting solutions to ensure that corrective and preventive actions have been implemented for each established customer complaint.

During the Reporting Year, we have successfully handled 193 complaints in our call centre. We investigated and resolved every complaint diligently and thoroughly. Moving forward, we will continue to work on enhancing our customers' satisfaction.

投訴處理

本集團偶爾收到客戶的投訴，我們保證會專業適時地處理所有客戶投訴。我們的目標不僅是要重獲客戶的信任，還要審查我們的運作，並持續改進。

程序指示員工按不同類型的投訴採取相應措施，如與傳媒有關的投訴、住戶投訴、客戶服務部門的客戶投訴等。所有投訴均有系統地記錄並妥善保存。接到投訴後，相關員工負責評估投訴，調查可能原因，並制定和執行解決方案，確保已因應每宗客戶投訴採取糾正及預防措施。

本報告年度，我們的客戶服務中心已處理 193 宗投訴。我們認真和徹底地調查及解決每一宗投訴。展望未來，我們將繼續努力提高客戶滿意度。



People 人才發展



People 人才發展

Relevant
UNSDGs
相關聯合國
可持續發展
目標

3 GOOD HEALTH
AND WELL-BEING



良好健康和福祉

4 QUALITY
EDUCATION



優質教育

8 DECENT WORK AND
ECONOMIC GROWTH



工業、創新和基礎建設

Our employees are at the heart of our business and are key to the Group's track record of delivering and managing award-winning projects and services.

By creating a safe and comfortable working environment, valuing employee welfare through our "We Care We Share" program, as well as nurturing and retaining talents through training and development, we strive to ensure that all staff members are treated with respect and appreciation. During these unprecedented times, it is more necessary than ever for us to display solidarity, humanity and kindness towards our people.

員工是我們業務的核心，是本集團交付及管理項目和服務屢獲殊榮、記錄良好的關鍵。

我們創造安全舒適的工作環境，重視員工福利並展開「盡展關懷 共享成果」計劃，同時透過培訓及發展培育和留任人才，致力確保所有員工得到尊重及賞識。在這前所未見的時期，我們更需要向員工展現我們的團結、人性化及友善。

OCCUPATIONAL HEALTH AND SAFETY

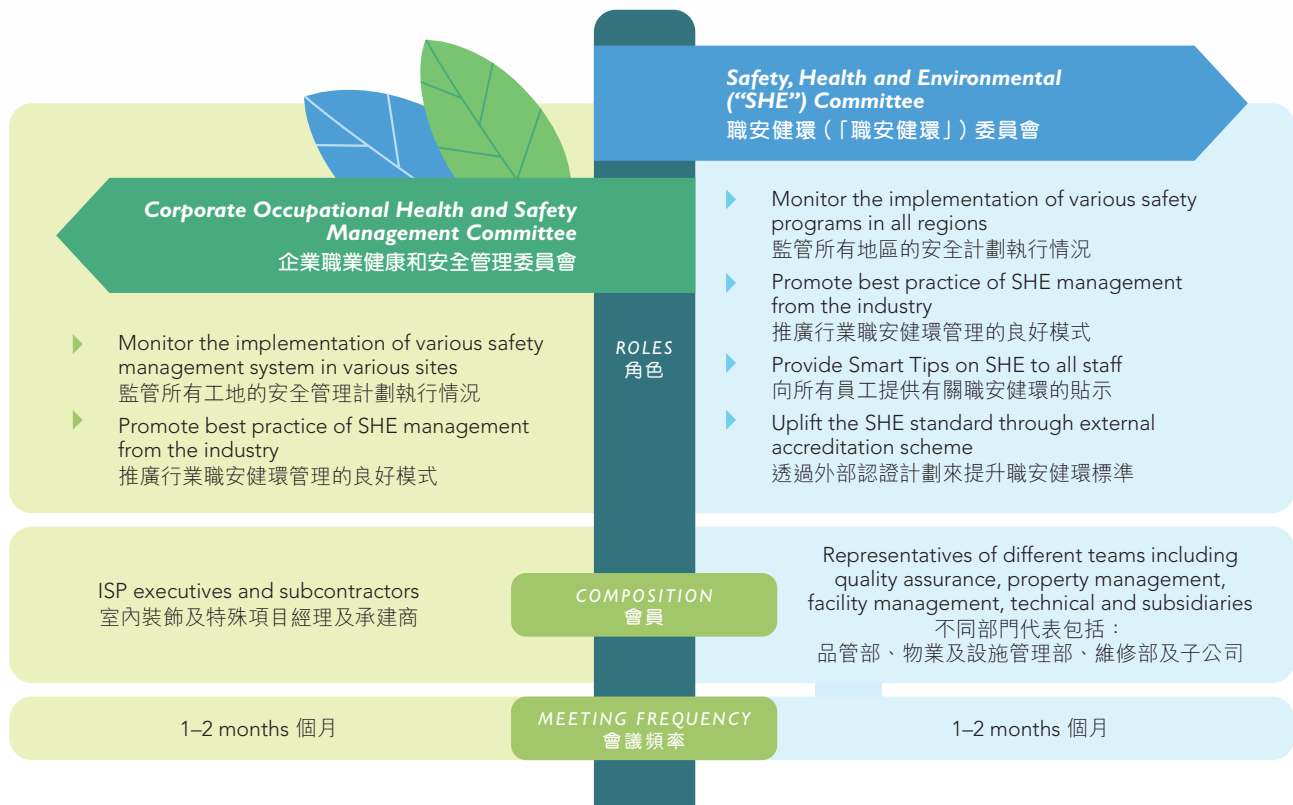
Health and Safety Management System

To address and minimise the inherent health and safety risks in our industry, especially from our ISP division, and to create a safety-conscious working environment, we have established a number of safety committees.

職業健康及安全

健康安全管理系統

我們建立了數個安全委員會，以解決和減低我們行業固有的健康和風險，特別是室內裝飾及特殊項目部門，並創建注重安全的工作環境。



During the Reporting Year, our PFM Business successfully transitioned from OHSAS 18001 into the new ISO 45001 Occupational Health and Safety Management system. To transition into the new system smoothly, awareness training was provided to all audited sites. New practices that were initiated due to the integration of ISO 45001 include identifying risks and opportunities among external and internal issues, making substantial efforts to understand the needs and expectations of workers and other stakeholders, and encouraging workers' participation and consultation.

Prioritising the Health of our People — COVID-19 Arrangements

PFM

Adaptability is at the heart of what it means to be a property and facility manager — and this year, in the face of a pandemic and recession, the Group has rapidly shifted gears to solve problems we have never faced before. To control the spread of COVID-19, PFM has introduced a series of measures, including split-team arrangements, work from home where practical, and other appropriate measures. We also regularly send emails on the latest preventive measures and information of COVID-19, including a list of properties and facilities where there are confirmed cases, to better protect our staff and customers. For more information on COVID-19 arrangements in PFM, please visit "Customer Health and Safety" section under "Customer".

本報告年度，我們物業及設施管理業務成功從 OHSAS 18001 過渡到新的 ISO 45001 職業健康與安全管理系統。為順利過渡到新系統，我們在所有需審計的地點提供培訓加強意識。融合 ISO 45001 帶來新常規，包括識別外部和內部事務的風險與機遇、付出巨大的努力了解員工和其他持份者的需求和期望，以及鼓勵員工參與及諮詢。

優先考慮員工健康 — 新冠肺炎疫情下的安排

物業及設施管理

卓越的適應能力是物業和設施經理必須具備的特質。今年面對疫情和經濟衰退，本集團迅速應變，以解決我們從未遇見的難題。為減低新冠肺炎擴散，物業及設施管理已經採取一系列措施，包括實施分隔工作安排，在可行情況下留在家中工作，及其他適當措施。我們也透過電子郵件定期發送有關預防新冠肺炎的最新預防措施及訊息，包括出現確診個案的物業及設施，加強對員工和客戶的保障。有關物業及設施管理對新冠肺炎措施的更多資訊，請參閱《以客為本》中《客戶健康與安全》部分。



People 人才發展

ISP

Construction projects across the territories have been significantly affected by COVID-19; ISP sites are no exception. To ensure construction site safety and project continuity during COVID-19, we have adopted six key prevention measures at all of our sites.

室內裝飾及特殊項目

新冠肺炎疫情嚴重影響各地的建築項目；我們的室內裝飾及特殊項目工地也不例外。為確保新冠肺炎期間，建築工地及項目能安全地繼續進行，我們所有工地均採取六項預防措施。

The government's "early detection and pre-diagnosis procedures" are implemented onsite.

執行政府的「及早檢測和及早發現」程序。



All workers must sign in and fill in a health declaration form upon entry.

所有工人進入前都須登記並填寫健康申報表。



Training on COVID-19 prevention measures is provided for all site employees.

為所有工地員工提供新冠肺炎預防措施的培訓。

1

2

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The construction site and facilities are cleaned and disinfected daily, including toilets, handles, and machinery.

每天清潔和消毒工地及設施，包括洗手間、扶手及機械。



All resting rooms and working rooms are cleaned regularly. Disinfection supplies are also provided in these areas.

定期清潔所有休息室及工作室，並提供消毒用品。



All workers must wear medical masks within the site area.

所有在工地範圍內的工人必須佩戴醫療口罩。



Headquarters

In our offices, we closely monitor the COVID-19 outbreak, and ensure that precautionary measures and contingency plans are adopted. In alignment with the recommendations provided by the Centre for Health Protection ("CHP") and Department of Health, our headquarters regularly send emails to our staff members to provide updates on the pandemic, inform them whenever there are changes to our working arrangements, and issue reminders to stay vigilant with their hygiene habits. When the pandemic was gaining momentum, all physical meetings held at the headquarters were suspended and replaced by video meetings, and our offices adopted flexible working hours, split office and workstation relocation emergency plans.

總部

我們的辦事處密切監察新冠肺炎疫情，確保採取預防措施及應變計劃。我們的總部根據衛生防護中心（「衛生防護中心」）及衛生署的建議，定期向員工發送電郵，提供疫情的最新消息，通知他們最新的工作安排及改變，並提醒他們時刻保持警惕，注意個人衛生。疫情嚴重時，我們暫停所有在總部舉行的會議，並改為視像會議，辦公室採用彈性工作時間、分開辦公，並進行工作站搬遷應變計劃。

Action Taken by the Headquarters When a Confirmed Case Occurs 公司總部出現確診個案時應採取的應對行動



As cases of COVID-19 increase, so do feelings of doubt and anxiety among our office staff. With split team and office, flexible hour working arrangements, as well as sporadic remote working policies in place, many employees find that their everyday routines have been flipped upside down. As an employer, it is important to understand that this is a natural consequence of a global crisis. Hence, at Synergis, we have prioritised the boosting of morale among our employees. During the Reporting Year, we organised several activities to take care of and build trust among our employees, thus promoting a positive employee experience. Our Company slogan, "Synergis is with you in the fight against the pandemic" ("昇動力與你抗疫同行") is a reminder to employees that they are not alone during this challenging time, and that Synergis is here to address all employee concerns and challenges.

隨著新冠肺炎的確診個案增加，我們辦公室的員工亦愈發擔憂。分開辦公、彈性工作時間安排，以及間歇的在家工作政策令很多員工都感到他們的日常工作方式大幅轉變。作為僱主，我們深明這是全球危機帶來的自然後果，因此昇捷專注提升員工士氣。本報告年度，我們組織了幾項活動來照顧和建立員工之間的信任，令員工保持積極正面。我們公司的口號為「昇動力與你抗疫同行」，提醒員工在這個充滿挑戰的時期並不孤單，昇捷會幫助員工解決所有疑慮及挑戰。

People 人才發展

The Group distributed anti-epidemic supplies to employees, among which an event was organised in March, where over 160 staff members from our headquarters were involved with receiving face masks and hand sanitisers. Similarly, in May, we organised an event where mask holders were distributed to 4,700 of the Group's employees. In total, we distributed approximately 1,700 face masks, over 160 bottles of antiseptic alcohol hand sanitisers, and 4,700 mask holders.

本集團向員工派發防疫用品，其中，於3月組織了一次活動，超過160位總部員工獲派口罩及消毒搓手液。我們於5月再次組織同類活動，派發口罩套予本集團4,700名員工。我們共派發了約1,700個口罩、逾160瓶抗菌酒精搓手液及4,700個口罩套。



Distribution of Face Masks, Hand Sanitisers and Mask Holders
派發口罩、酒精搓手液和口罩套

Instilling Safety in Mind

PFM

Our PFM division is committed to providing and maintaining a safe working environment for employees. In order to achieve this objective, we strive to comply with all applicable statutory requirements, relevant standards and codes of practice. We also continued to initiate the Safety Inspector Programme, where safety inspectors were responsible for communicating significant issues and safety tips among peers. Safety training was also regularly performed.

灌輸安全意識

物業及設施管理

我們的物業及設施管理部門致力為員工提供並維持安全的工作環境。為實現此目標，我們致力遵守所有適用的法定要求、相關標準及工作守則。我們亦繼續舉辦安全巡察員課程，安全巡察員負責向同事傳達重要議題及安全提示。我們還定期進行安全培訓。

Use of Ladder Platform
使用梯台



Use of Personal Protective Equipment
使用個人防護裝備



Promote Safety Awareness
提升安全意識

ISP

Our ISP division considers occupational health and safety ("OHS") as a top priority, and acknowledges that managing OHS and its risks and opportunities is an integral part of our daily operations. As stipulated in our policy, in order to prevent unwanted incidents, accidents, injuries and ill health, we are committed to comply with all local OHS legislations, codes of practice and contractual obligations as the basic standard.



Industry Guidelines Posted on
Notice Boards
公告板上的行業指引

室內裝飾及特殊項目

我們的室內裝飾及特殊項目部門將職業健康和安全(「職業健康和安全的」)置於首位，認同管理職業健康和安全的及其風險與機遇是我們日常營運不可或缺的一部分。根據我們的政策，為防止意外事件、事故、受傷及健康問題，我們致力於遵守所有本地職業健康和安全的法規、業務守則和合約責任，並以其為我們的基本標準。

On our construction sites, daily training is provided to workers to refresh their awareness in everyday work procedures. Fire drills are regularly conducted, and a report is generated to track attendance, as well as evaluate the effectiveness and efficiency of the drill. We also place the latest information, policies and industry guidelines on notice boards, in different languages to increase OHS awareness. For more information regarding the safety procedures in our ISP division, please refer to "Sustainable Supply Chain Management" under section "Partners".

我們的建築工地每天都為工人提供培訓，以提高他們對日常工作程序的認識。我們定期進行消防演習，製作報告以觀察出席情況，並評估演習的效用和效率。我們亦會在公告板上張貼不同語言版本的最新資訊、政策和行業指引，提升員工具備職業健康和安全的意識。有關我們室內裝飾及特殊項目部門安全程序的更多資訊，請參閱《夥伴合作》中《可持續供應鏈管理》部分。

Fire Drills
火警演習



People 人才發展

CASE STUDY

個案研究

Prevention of Workplace Injuries for a Temple Renovation Project at Kowloon Tong

預防員工在九龍塘教堂翻新項目工地受傷

Our ISP division has established robust procedures for continuous health and safety risk identification and evaluation. For the temple renovation project at Kowloon Tong, the team identified potential risks that may occur onsite, including employee heat strokes, injuries, and the damaging of materials during transport. Through the risk assessment exercise, it was concluded that all potential risks were considered as medium risk factors. Accordingly, a set of well-defined safety measures were identified to mitigate each risk.

室內裝飾及特殊項目部門已建立穩健的程序，可持續識別及評估健康和 safety 風險。在九龍塘的教堂翻新項目中，團隊識別了可能在該工地發生的潛在風險，包括員工中暑、受傷以及材料在運輸過程中損壞。從風險評估可見全部潛在風險均被視為中等程度風險因素，我們遂制定一套相應且明確的安全措施以減低各風險。

SAFETY MEASURES TO MITIGATE IDENTIFIED RISKS 減低已識別風險的安全措施



Distribute personal protective equipment to all workers;
分發個人防護設備予所有工人；



Maintain a clean, tidy environment — food is not permitted inside the construction site;
保持環境清潔整潔，禁止在工地內進食；



Using lifts to reduce manual labour;
使用升降機以減少體力勞動；



Open all windows to prevent heat strokes;
打開所有窗戶以防中暑；



Resting areas are mapped out in the construction sites for staff to recharge during their breaks;
在工地劃設休息區，以便員工在休息時間補充體力；



Prohibit smoking during working hours — a penalty will be strictly imposed if a violation occurs.
工作時間內嚴禁吸煙，如有違規，將嚴格執行處罰。



Using Lifts to Reduce Manual Labour
使用升降機以減少體力勞動

By adopting a sound health and safety management system, prioritising the health of our people, as well as instilling safety in mind, we were able to meet our work-related injury rate targets in both our PFM and ISP operations, making significant progress compared to previous years. Looking forward, we will continue to adopt stringent health and safety measures, and will aim to decrease our work-related injury rate and number of lost days on a gradual basis.

我們採用健全的健康和安全管理系統，重視員工健康，向他們灌輸安全意識，使我們在物業及設施管理和室內裝飾及特殊項目的營運中達到工傷事故率的目標，與往年相比有顯著進步。展望未來，我們將繼續採取嚴格的健康和安全措施，以逐步降低工傷率和損失日數為目標。

Category 類別	Unit 單位	PFM 物業及設施管理			ISP 室內裝飾及特殊項目		
		2018	2019	2020	2018	2019	2020
Work-related injury rate target 工傷率目標	Per 1,000 employees 每 1,000 名員工	17.0	17.0	16.0	7.5	7.5	16.0
Work-related injury rate 工傷率	Per 1,000 employees 每 1,000 名員工	16.0	18.1	15.7	8.77	15.31	5.0
Lost days 工作日數損失	No. of days 日數	5,629	5,938	4,085	1,860	1,201	316¹
Work-related fatality rate 因工死亡率	Person 人	0	0	0	0	0	0

¹ Accidents occurred prior to 2020, but the sick leave days have extended to 2020.
事故在 2020 年之前已經發生，但相關病假延續至 2020 年。

VALUE AND CARE FOR EMPLOYEES

Employee Welfare

One of the Group's top priorities is recruiting and retaining talented individuals from a diverse range of backgrounds and experiences. To attract and retain such talents, we offer our staff members competitive remuneration packages, which includes basic salaries, discretionary year-end bonuses, overseas business insurance, medical benefits, as well as contributions to provident funds. Moreover, the Group also offers paid holidays and leave, including annual, wedding, maternity, paternity, work injury, bereavement, birthday and sick leaves. These are all communicated in the Staff Handbook.

During the Reporting Year, we continued to sign the Labour Department's "Good Employer Charter". The charter reaffirms our commitment to foster good employee-oriented human resource management, care for employees, promote a work-family or work-life balance, provide employees with benefits that are better than statutory requirements, as well as establish good communication with employees.

重視及關懷員工

員工福利

本集團非常注重聘請和留任不同背景及經驗的人才，為此我們給予員工具競爭力的薪酬待遇，包括基本薪酬、酌情年終獎金、海外商業保險、醫療福利以及強制性公積金供款。此外，本集團還設有薪假期及休假，包括年假、婚假、產假、侍产假、工傷假、喪假、生日假和病假，均列於《員工手冊》中。

本報告年度，我們繼續簽署勞工處的「好僱主約章」，重申我們促進以員工為導向的人力資源管理、關愛員工、促進工作與家庭或工作與生活的平衡、為員工提供優於法定要求的福利以及與員工建立良好溝通的承諾。

People 人才發展

To motivate staff and recognise their efforts and contributions, we continued to adopt the Staff Incentive Scheme. The awards were presented at our headquarters this year to recognise staff with outstanding performance. In particular, 69 awards were distributed to our loyal employees who have worked for the Group for over a decade.

為鼓勵員工並嘉許他們的努力和貢獻，我們繼續採用員工獎勵計劃。今年在我們的總部頒發獎項以表揚表現出色的員工。同時，我們頒發了69個獎項予在本集團工作超過10年的忠誠員工。

Best Technician Award
最佳技術員獎



Long Service Award
長期服務獎

The Group believes that the success of the business depends on mutual trust, communication, respect and understanding between different divisions and levels. Staff are thus encouraged to candidly share their views and provide constructive criticism periodically through various communication channels to their immediate senior or senior management.

本集團相信業務的成功取決於不同部門及職級的員工之間的互信、溝通、尊重和理解。因此，我們鼓勵員工坦誠分享他們的意見，透過各個溝通渠道定期向其直屬上司或高層管理人員提出建設性意見。

Recruitment

During the Reporting Year, many of our scheduled in-person recruitment functions were unfortunately and necessarily cancelled due to health and safety concerns. At Synergis, we highly value the importance of these events as a means to generate a strong talent pool, thus aiding the selection of right candidates for the right job. Hence, instead of cancelling these important events altogether, we took it online. This year, we organised a total of 14 recruitment functions, including job fairs, HR workshops, in-class recruitments and recruitment talks.

招聘

本報告年度，我們許多原定的面見招聘都因健康和 safety 考量而取消。昇捷高度重視這些活動，以建立強大的人才庫，從而有助選擇合適的候選人作合適的工作。因此，我們並未完全取消這些重要活動，而是改為以線上形式進行。今年，我們組織了14個招聘活動，包括招聘會、人力資源研討會、課堂招聘和招聘講座。

Corporate Culture

To nurture our corporate culture and advocate the importance of participative communications across divisions, we publish an internal newsletter — “S-News” on a regular basis. The newsletter reports on the latest news and events within the Group, customer appreciation letters, updates on employees’ personal lives, and prize winning games for employee leisure.

Through our “We Care We Share” talent management policy, our intentions are twofold: (1) to help staff better equip themselves to face work challenges by providing relevant training programmes; and (2) to help staff maintain proper work-life balance, and keep their mental and physical health in check by organising a diverse array of activities. By putting our employees at the core of our business, we hope to keep them actively and passionately engaged, develop a strong sense of identity and community within the Group and create a shared understanding among employees about what is truly important.

企業文化

為培養我們的企業文化並推廣跨部門溝通的重要性，我們會定期發佈內部通訊「S-News」，報導本集團的最新消息和活動、客戶感謝信、員工個人生活的最新動態以及供員工娛樂的有獎遊戲。

透過「盡展關懷 共享成果」的人才管理計劃，我們期望達到兩個目標：(1)透過提供相關培訓計劃幫助員工更好地裝備自己，以應對工作挑戰；(2)透過組織各種活動來幫助員工保持適當的工作與生活平衡，確保他們身心健康。我們視員工為業務核心，希望他們能積極和熱情地投入工作，於本集團建立強烈的認同感和歸屬感，令員工有共同的價值觀。

WORKSHOP — TEAM LEADERSHIP AND BEHAVIOURAL STYLES 工作坊 — 團隊領導和行為風格

At Synergis, we strive to shape our employees to become future leaders of the Group. Hence, during the Reporting Year, we organised a team leadership and behaviour style workshop, as a way to provide employees with the essential skills that are required to successfully lead any team. Through the workshop, employees learned that key characteristics that are essential in an outstanding leader are maintaining effective communication, motivating team members, adapting to changing environments, delegating tasks in an appropriate manner, transparency and honesty, confidence, and a positive attitude.

昇捷努力培育員工成為本集團的未來領袖。因此，本報告年度，我們舉辦了團隊領袖和行為風格工作坊，為員工提供成功領導團隊所需的基本技能。工作坊讓員工學習到傑出領袖的關鍵特質是能保持有效的溝通、鼓勵團隊成員、適應環境的轉變、以適當方式分配工作、具透明度與誠實、自信及態度積極正面。



People 人才發展



WORKSHOP — PAIN RELIEF STRETCHING CLASS 工作坊 — 舒痛伸展運動班



Sitting in front of a desk every day can take a toll on our lower backs. To help employees alleviate some of the pain, correct poor posture, relieve tight muscles, and regain mobility, we organised a pain relief stretching class. Through the workshop, employees were able to understand the causes of common pain and discomfort, as well as master stretching exercises to relieve pain. In total, over 20 participants joined the workshop.

每天坐在辦公桌前可能會對背部造成傷害。我們舉辦舒緩痛楚伸展班，幫助員工減輕疼痛、糾正不良坐姿、放鬆拉緊的肌肉，並恢復身體的機動性。員工透過工作坊了解常見痛症和不適的成因，並學習緩解疼痛的伸展運動，一共超過20名員工參加。

SEMINAR — FIRST AID KNOWLEDGE AND SKILLS 講座 — 急救知識和技能



Knowledge of first aid promotes a healthy, secure and a safer environment. To instil basic first aid knowledge and skills in employees at Synergis, we invited the Hong Kong Red Cross to deliver a first aid seminar in late November 2020. Attended by 45 participants, the talk introduced fundamental first aid theories and treatment methods for common accidents. Upon the completion of the seminar, employees were given the confidence and knowledge on how to deal with a wide range of emergency situations quickly, correctly and efficiently.

急救知識可令工作環境更健康及安全。為向昇捷員工灌輸基本的急救知識和技能，我們邀請香港紅十字會在2020年11月底舉辦急救講座，共有45名員工參加。講座介紹了基本的急救理論和常見意外的處理方法，令員工更有信心運用知識以快速、正確和有效的方法應對各種緊急情況。





SEMINAR — FOOD THERAPY IN TRADITIONAL CHINESE MEDICINE

講座 — 中醫食療



We fully support employees on their health and wellness journeys. During the Reporting Year, we organised a food therapy in Chinese medicine seminar which provided an introduction to food therapy in Chinese medicine, the principles of health preservation and diet therapy, the main types and causes of common traditional Chinese medicine pain, as well as a demonstration on meridian tapping therapy, acupoint massage and other exercises to incorporate in employees' daily lives. In total, 20 participants attended the 2-hour seminar.

我們十分重視員工的身心健康。於本報告年度，我們亦舉辦了中醫食療講座，介紹中醫食療知識、保持健康和飲食療法的原理、中醫常見痛症的主要類型和成因，並示範了經絡拍打療法、穴位按摩和其他日常運動。是次講座為2小時，一共有20位員工參加。

In addition to helping staff better equip themselves to face work challenges, we also recognise the importance of work-life balance. Maintaining a healthy work-life balance is not only important for staff members' health and relationships, but it can also improve their productivity and performance. During the Reporting Year, the Group organised various recreational events and activities.

我們幫助員工裝備自己以應付工作挑戰，也認同工作與生活平衡的重要性。保持健康的工作與生活平衡不僅對員工的健康和人際關係重要，而且還可以提高他們的生產力和表現。本集團在本報告年度舉辦了各種娛樂活動。

REUNION LUNCH 午餐飯聚



Following the Christmas and New Year holidays, we organised a reunion lunch in January to ring in the new year with our employees. Through this event, we hope to encourage and motivate our staff members to continuously support our operations for another prosperous year ahead.

聖誕節和新年假期後，於1月舉辦了一次午餐聚餐，與我們的員工一同慶祝新的一年。希望透過此活動鼓勵及激勵員工，繼續支持我們的業務，於來年再創輝煌。



As a small token of appreciation towards our staff's contributions and dedications, we distributed electronic supermarket vouchers to each staff member. In doing so, we hope to make employees feel appreciated and valued and also increase their environmental awareness.

為對我們員工的貢獻和努力表示謝意，我們向每位員工派發了電子超市現金券，希望能使員工感受到讚賞及重視，同時宣揚環保意識。

People 人才發展



WINE TASTING 品酒



Wine is made to drink, enjoy and wind down from a stressful day at work. We organised a wine tasting session for our employees so that they could socialise with each other whilst sampling a range of wines and exchange their working experience in a calm and relaxing atmosphere.

喝酒可讓我們在忙碌工作後享受和放鬆一下。我們為員工舉辦了品酒會，在品嚐各種葡萄酒的同時，讓同事可以在輕鬆的氣氛下，互相交流工作上的心得。



SYNERGIS GATHERINGS 昇捷聚會

Our employees are a tight-knit and collaborative team who truly enjoy working together and investing time in building meaningful relationships. When the pandemic was considerably stable in Hong Kong, different departments across Synergis organised several gatherings to catch up with fellow co-workers and enjoy each other's company.

我們的員工是一支緊密協作的團隊，他們由衷喜愛團隊合作，並投入時間來建立有意義的關係。當疫情在香港相對穩定時，昇捷的各個部門組織了幾次聚會，與各位同事們敘舊從而享受彼此的陪伴。



MID-AUTUMN FESTIVAL RIDDLES 中秋燈謎



There's no doubt that the 2020 Mid-Autumn festivities looked a bit different this time around as many festivities had sadly been cancelled. With that said, to increase employee engagement and revitalise the workplace in the age of COVID-19, we organised several puzzles and trivia games for employee leisure. Over 54 teams participated in this interactive activity to celebrate the traditional Chinese festival.

無可否認，2020年中秋節的慶祝活動與往年不同，許多慶祝活動都被取消。但為了在新冠肺炎疫情期間提高員工參與度，並使工作場所回復生氣，我們為員工舉辦猜謎遊戲，超過54個團隊參加了這個互動活動，一同慶祝中國傳統節日。



CHRISTMAS GIFTING ACTIVITY 聖誕有『禮』活動



To celebrate the joy and warmth of the Christmas season, the Group organised a lucky draw event on Christmas Eve. Live-streamed virtually, over 40 gifts were distributed, which were warmly received by our employees.

為慶祝聖誕佳節的喜樂和溫馨，本集團在聖誕節前夕舉辦了一次幸運抽獎活動。透過串流平台，共派發了40多份禮物，受到我們員工的熱烈歡迎。



TRAINING AND DEVELOPMENT

Recognising that sustainable business development is closely related to human capital, our Group is very much committed to providing employees with a development platform in which they could harness valuable skills and knowledge. At Synergis, we regularly design and arrange training courses for our employees to provide them with continuing education and personal development opportunities. During the Reporting Year, training was largely focused on harnessing practical skills.

培訓與發展

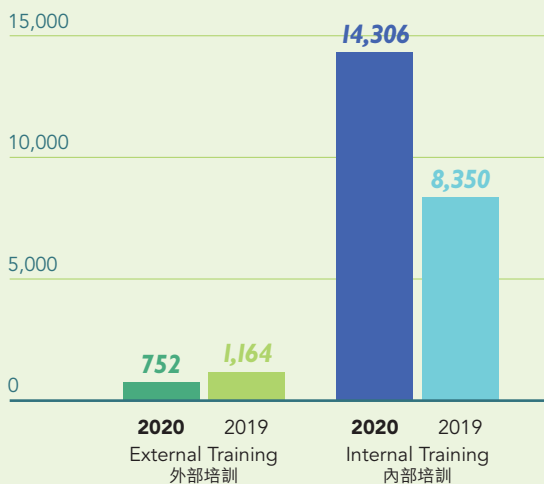
本集團認同可持續的業務發展與人力資本息息相關，因此致力為員工提供發展平台，使他們可以善用寶貴的知識技能。昇捷定期為員工設計和安排培訓課程，為他們提供繼續學習和個人發展機會。本報告年度，培訓的重點為掌握實用技能。

People 人才發展

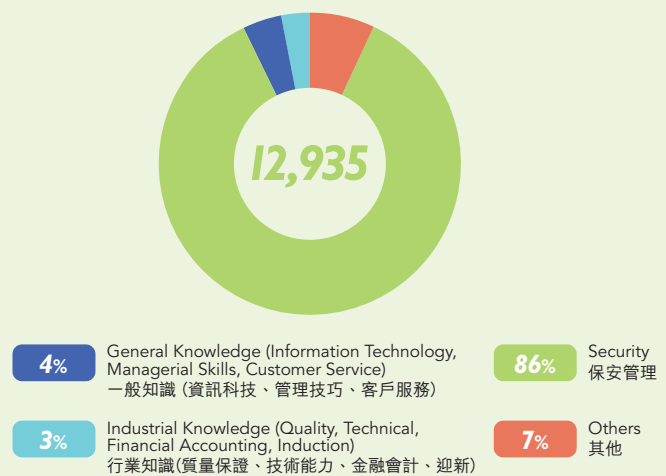
As COVID-19 cases surged in Hong Kong, the majority of our training programs became virtual. To track attendance and analyse staff training needs, staff were required to login to the e-learning platform before accessing the training materials. There are 35 training courses available on the platform, including but not limited to security training, customer service etiquette and telephone answering training and first aid training. Orientation training for new hires was also conducted virtually this year, where they were briefed on the Group's history, culture and code of conduct. Ranging from 10 minutes to an hour, the programs were oftentimes pre-recorded so that employees could complete them at their own pace. Participants were required to complete an exam by the end of each course to assess what they have learned with regards to particular subjects. During the Reporting Year, there were a total of 11,842 enrolments in our e-learning platform, which indicates an increase of usage by 12.9% compared to 2019. The total number of training attendees from our e-learning and in-person programmes was 12,935 and the total internal training hours increased by 71.33%.

由於新冠肺炎個案在港激增，我們大部分的培訓計劃都改以虛擬形式進行。為跟進出席情況並分析員工的培訓需求，員工需在瀏覽培訓資料前登錄電子學習平台。平台提供35個培訓課程，包括但不限於保安培訓、客戶服務禮節和電話應答培訓，以及急救培訓。今年我們為新員工安排了虛擬入職培訓，向他們簡介本集團的歷史、文化和行為準則。計劃需時10分鐘至一小時不等，而且通常會預先拍攝，以便員工可以按自己的進度完成課程。參與者於每個課程結束前均需完成考試，評估他們在特定主題中學到的知識。本報告年度，我們的網上學習平台共錄得11,842個參與課程人次。與2019年相比，顯示出平台的使用率增加12.9%。網上和實體培訓計劃的培訓參加者總人數是12,935，而內部培訓的總時數增加了71.33%。

Total Training Hours
總培訓時數



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



After each course, we review the training effectiveness by distributing surveys. The overall satisfaction rate of the training programs was 94% during the Reporting Year.

每個課程結束後，我們都會派發問卷來評估培訓效果。本報告年度，培訓課程的整體滿意率為94%。

Community 社會貢獻



Community 社會貢獻

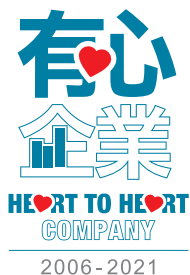


Everything that happened in 2020 is a reminder that during times of crisis, community involvement has the power to bring about positive, measurable change to both the communities in which we operate and to our business.

2020年發生的一切都提醒我們在危機之際，社區參與能為我們營運的社區及我們的業務帶來積極、可量度的變化。

As the COVID-19 pandemic outbreak hit Hong Kong through multiple waves, the disadvantaged communities were severely impacted. In response, our corporate volunteering team, "S-Power" ("S-Power 昇動力") brought forth the theme "Sharing Love" ("分享愛") to encompass our Company's heartfelt care and concern as we stand together to overcome this unprecedented global challenge. During the Reporting Year, as many of the in-person volunteering activities were not practicable, many of our activities involved providing care and supplies for disadvantaged communities, including independent-living and low-income elderly, hearing-impaired children, and low-income families. We provide antiseptic alcohol hand sanitisers to these groups and donated childrens' books, stationary, food and so forth.

數波新冠肺炎疫情爆發衝擊香港，令弱勢社群受到嚴重影響。有見及此，我們的企業義工團隊「S-Power昇動力」提出「分享愛」主題，以表達我們公司真誠的關懷和關注，同心克服這個前所未有的全球挑戰。於報告年度，由於許多面對面交流的義工活動都不能進行，因此我們不少活動都是為弱勢社群提供關懷及用品，對象包括獨居和低收入長者、聽力受損的兒童以及低收入家庭。我們向這些群體提供抗菌酒精搓手液、捐贈兒童讀物、文具及食物等。



We were awarded the "15 Years+ Caring Company" logo by the Hong Kong Council of Social Service for the 18th consecutive year. We were also awarded with a "Heart to Heart" Company certificate for the 14th consecutive year. These awards reaffirm our commitment to nurturing a robust relationship with the communities we operate in.

我們連續第18年獲香港社會服務聯會頒發「15年Plus『商界展關懷』」標誌，以及連續第14年獲頒「有心企業」證書。這些獎項重申我們致力於所營運的社區建立穩健關係的承諾。

SHARING LOVE

Poverty Alleviation

Hand Sanitiser Donation x The Salvation Army

When COVID-19 was tightening its grip in Hong Kong in March, our volunteering team, S-Power, managed to source a supply of hand sanitiser and packed it into 500 bottles for charity use. These hand sanitisers were later sent to independent-living and low-income elderly door by door via the Salvation Army. Around 20 participants from Synergis contributed approximately 2 hours packing hand sanitisers.



分享愛

扶貧

捐贈消毒搓手液 x 救世軍

當新冠肺炎於3月在港肆虐時，「S-Power 昇動力」義工隊搜羅了一批消毒酒精搓手液，包裝成500小瓶，透過救世軍上門派發予獨居長者及低收入長者。昇捷20位參與者用了大約兩個小時的時間來包裝消毒搓手液。

Meal Coupon Donation x Lok Sin Tong Benevolent Society

This year, the Group took part in the meal coupon programme organised by the Lok Sin Tong Benevolent Society. The objective of this activity is to provide regular nutritional and hot food services to disadvantaged groups residing in Kowloon City and To Kwa Wan, reducing their financial and living burden. These disadvantaged groups include the low-income, unemployed population, the independent-living elderly, and those that are under the Comprehensive Social Security Assistance (CSSA) Scheme, School Textbook Assistance Scheme. In total, the Group donated 150 meal coupons to the Lok Sin Tong Benevolent Society.

捐贈餐券 x 樂善堂

本集團今年參加了由樂善堂舉辦的「膳」待飯券計劃，活動目的是為居住在九龍城及土瓜灣的弱勢群體提供定期的營養熱食服務，以減輕他們的經濟和生活負擔。這些弱勢群體包括低收入人士、失業人口、獨居長者，以及接受綜合社會保障援助（綜援）計劃、學校書簿津貼計劃的人士。本集團一共向樂善堂捐贈了150張餐券。



Community 社會貢獻

Food Bank Donation x St. James' Settlement

In consideration of the financial difficulties that unemployed and grassroot families may face due to the unwavering outbreak of COVID-19 local cases, as well as the uncertain economic environment, S-Power organised a food donation activity "Love in Christmas — Food for the Community". Our staff were invited to donate surplus pre-packed food to the St. James' Settlement from November to December 2020. Over 100 pieces of food items were collected and sent to the People's Food Bank of St. James' Settlement.



捐款食物銀行 x 聖雅各福群會
鑑於疫情持續反覆，經濟環境又不明朗，很多失業人士和基層家庭都面對生活困難，「S-Power昇動力」於是舉辦了一項名為「聖誕愛分享•食物贈社群」的捐贈活動，鼓勵員工於2020年11月至12月期間捐出家中乾糧，經聖雅各福群會「眾膳坊食物銀行」派發予有需要的人士和家庭。是次活動共收集到超過100件食物。

Fostering Social Inclusion

Books and Stationery Donation x The Hong Kong Society for the Deaf

In May, Synergis organised the "Synergis Love We Deliver — books and stationery for hearing-impaired children" donation event. Staff members from our headquarters were invited to donate second-hand and well-conditioned children books, drawing books, stationeries and colouring pencils to hearing-impaired children of The Hong Kong Society for the Deaf. In total, we were able to donate over 300 books and stationeries, including large picture books, arts and craft manual books, story books, colouring books and colouring pencils.

In the beginning of June, these items were delivered to The Society for the Deaf — Suntech Child Care Centre and Parent Resource Centre. Luckily, during this time, the pandemic outbreak was not as critical, allowing for the reopening of the library corner, interest classes and related facilities and services. In the library corner, children and parents enthusiastically selected items they wanted to bring home. Through this meaningful activity, we hope that the hearing impaired children will be able to make the most out of their time spent at home due to the closure of schools.

促進社會共融

書籍和文具捐贈 x 香港聾人福利促進會

昇捷於5月舉辦了名為「愛轉贈 — 圖書、文具贈聽障兒童」的捐贈活動，向香港聾人福利促進會一班有聽障的兒童捐贈狀況良好的二手兒童讀物、圖畫書、文具和顏色筆。我們總共捐贈了300多本書籍及文具，包括中英文大型繪本、填色畫冊、美勞手工書、故事書和顏色筆等物品。

捐贈物品於6月初送抵香港聾人福利促進會尚德幼兒中心及家長資源中心。幸好當時疫情不算嚴重，因此該中心可以重新開放圖書角、興趣班以及相關設施和服務讓家長和孩子可以在中心選擇想要的物品。我們希望透過這項有意義的慈善活動，令有聽力障礙的孩子即使在學校停課期間，亦可充分利用在家的時間。



Children's Health

Konica Minolta Green Concert — Conquering Mount Fuji x Children's Heart Foundation

In November 2020, we joined the Konica Minolta Green Concert to raise funds for the "Saving Hearts Projects" organised by the Children's Heart Foundation.

This year, with the theme "Conquering Mount Fuji", participants were invited to use a spacewalker simulation to climb Japan's sacred mountain. The competition not only tested the physical fitness of participants, but also highlighted the importance of teamwork and team spirit. We were subsequently awarded with the Best Team Spirit Award.

The money raised from the event were donated to the Children's Heart Foundation to increase public awareness of congenital heart disease, provide financial and psychological support to families with children suffering from the disease, as well as fund the development of technology and methods for treatment and prevention. In total, the Group raised HK\$24,000 from the event.



兒童健康

柯尼卡美能達綠色音樂會 — 征服富士山 x 兒童心臟基金會

我們於2020年11月參加了柯尼卡美能達綠色音樂會，為兒童心臟基金會組織的「童心向前計劃」籌款。

今年的主題為「征服富士山」，邀請參加者使用太空漫步機模擬攀上日本的聖山。比賽不僅考驗參加者的體能，還強調團隊合作和團隊精神，我們獲得最合拍隊伍獎。

柯尼卡美能達將活動籌集到的資金捐贈予兒童心臟基金會，致力增加公眾對先天性心臟病的認識，為患上心臟病的兒童的家庭提供財務和心理支援，並推動科技和治療及預防方法的發展。本集團於此活動共捐出港幣24,000元。



Community 社會貢獻

Animal Welfare

Dogathon x The Society for the Prevention of Cruelty to Animals

In January 2020, Synergis attended the Dogathon fundraising event: 10th anniversary edition, organised by the Society for the Prevention of Cruelty to Animals ("SPCA"). On the day, our staff brought along their families, friends and pet dogs for a meaningful stroll around the Hong Kong Disneyland Resort. In total, 20 participants joined, contributing 100 service hours and HK\$7,426 in donations. All proceeds from the event went towards SPCA in support of works relating to animal rescue and adoption, as well as the free desexing programme.



動物福利

全城狗狗行善日 x 香港愛護動物協會

昇捷於2020年1月參加由香港愛護動物協會(「香港愛護動物協會」)主辦的10周年「全城狗狗行善日」。我們共有20名員工參與，當日帶同家人、朋友及愛犬到香港迪士尼樂園度假區散步，服務時數共100小時，捐贈了港幣7,426元。是次活動的所有收益都捐予香港

愛護動物協會，用作支援拯救動物工作，領養服務及免費絕育計畫等。

PROTECTING THE HEALTH AND SAFETY OF OUR COMMUNITY

It is our moral obligation to protect the health and safety of our community to the best of our abilities. In light of these trying times, we are constantly searching for ways to help fight the global pandemic with our professional expertise.

In mid-November, the number of confirmed COVID-19 cases increased at an alarming rate. In view of this, the Government decided to set up a temporary testing centre in Tai Po. As a property management agent, Synergis coordinated the operation of the temporary testing centre (Fu Shin Community Hall). In the specimen collection stations, free testing services, including combined nasal and throat swabs, were available to encourage residents of Tai Po or individuals who perceived themselves as having a higher risk of exposure to undergo free COVID-19 testing. This service was provided for three days, which enabled health authorities to identify cases in the community as early as possible to help cut transmission chains.

保護我們社區的健康及安全

我們履行道德義務，盡最大能力保護我們社區的健康及安全。在這艱難時期，我們一直在尋找方法，以專業知識幫助對抗全球疫情。

11月中旬，新冠肺炎確診個案持續上升，有見及此，政府在大埔區設立臨時檢查中心，對此，作為物業管理代理，昇捷協調臨時檢測中心運作(富善社區會堂)。在樣本採集站提供免費檢測服務，包括鼻腔和咽喉合併拭子測試，鼓勵大埔居民或認為自己有較高風險的人士進行免費新冠肺炎測試。該服務維期三天，使衛生部門能夠盡早發現社區內的感染個案，以助切斷傳播鏈。

Temporary Testing Centre
Outside Fu Shin Community Hall
富善社區會堂外臨時檢測中心



Partners 夥伴合作



Partners 夥伴合作



We understand that our procurement activities have direct and indirect impacts towards the environment, economy and society. Hence, to ensure that each of our suppliers align with our expectations, the Group has developed a comprehensive and stringent vendor management system. In doing so, we aim to continue developing long-term, symbiotic relationships with our partners to improve our overall ESG performance.

我們明白昇捷的採購活動對環境、經濟和社會都有直接和間接的影響。因此，為確保我們的每個供應商都符合我們的期望，本集團發展了一套嚴格而全面的供應商管理系統，旨在繼續與合作夥伴建立長期互依的關係，以改善我們的整體環境、社會及管治表現。

FAIR AND OPEN PROCUREMENT PRACTICES

At Synergis, our procurement practices are conducted in a fair, open and transparent manner. We ensure that our partners are all treated on an equal footing, and that all procedures and practices are clear and transparent to facilitate better understanding.

PFM retains an approved contractor list ("ACL"), which largely consists of consultants, suppliers and subcontractors. Reviewed by relevant departments and the ACL Management Committee, contractors are evaluated and given an average score on a quarterly basis, based on criteria such as cost competitiveness, competence, reputation and past performance. To guarantee the authenticity of our contractors, they are required to periodically update relevant certifications and qualifications for our review, including management system certifications, professional qualifications, and financial reports. During the Reporting Year, 22 contractors were awarded with an appreciation letter from our Management Director, and 24 warning letters to 17 contractors were issued.

Our ISP division also maintains a list of approved suppliers and subcontractors to ensure the quality of our procured materials and services. Similar to the procurement practices in our PFM division, to guarantee the genuineness of our suppliers and subcontractors, they are required to provide relevant insurance policies, environmental, safety and quality assurance certifications, as well as inventory management practices. Their performance is assessed biannually based on a number of criteria, including service and material quality, delivery efficiency, and information accessibility.

公平和公開的採購措施

昇捷以公平、公開和透明的方式進行採購。我們對合作夥伴一視同仁，確保所有程序和做法清晰透明，以促進他們更好的理解。

物業及設施管理使用公司認可的核准承辦商名冊（「核准承辦商名冊」），名冊主要由顧問、供應商和承辦商組成。相關部門和認可的核准承辦商名冊管理委員會根據成本競爭力、能力、聲譽和過往表現等標準，季度審查及評估承辦商的表現及給予評分。為確保承辦商的專業資格，他們需定期更新相關的證書及相關的專業認證給我們審核，包括管理系統認證、專業資格證明及財務報告。於本報告年度，我們的董事總經理向22個承辦商頒發了感謝信，及向17個承辦商發出了24封警告信。

我們的室內裝飾及特殊項目部門亦有一份認可的供應商和承建商名冊，以確保我們採購材料和服務的質素。該部門的採購方法與我們的物業及設施管理部門相似，為確保供應商和承建商可靠及值得信賴，他們需按要求提供相關的保單、環境、安全和質量保證證明以及庫存管理方法。他們的表現亦會每半年按多個準則來評估，包括服務及物料質素、交付效率及資料的可獲得性。

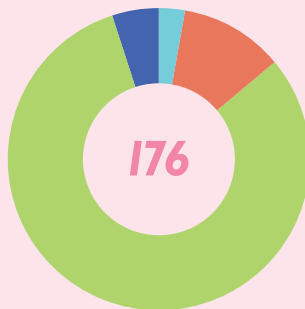
During the Reporting Year, 98% of our suppliers and subcontractors were based in Hong Kong, whilst the remaining 2% were based in Macau and other overseas countries.

本報告年度，我們98%的供應商和承建商都位於香港，其餘2%則位於澳門和其他海外國家。

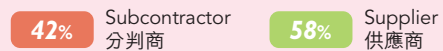
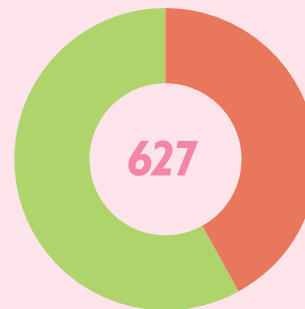
Number of Business Partners for PFM and ISP by Type

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

PFM 物業及設施管理



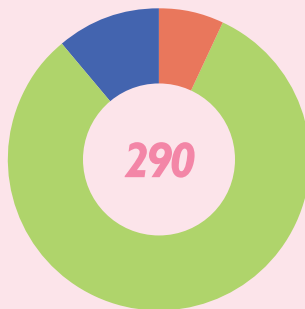
ISP 室內裝飾及特殊項目



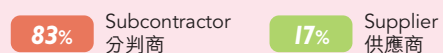
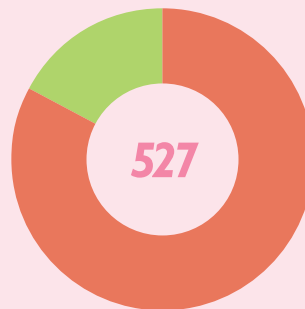
Procurement Volume (HK\$M) by Types of Business Partners for PFM and ISP

採購量(港幣百萬元)：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

PFM 物業及設施管理



ISP 室內裝飾及特殊項目



Partners 夥伴合作

SUSTAINABLE SUPPLY CHAIN MANAGEMENT

Green Procurement

Green procurement remains a key objective of our business. In today's climate, the most important aspect of green procurement at Synergis is considering if the purchase needs to be made at all and — if it does — ensuring quantities are accurate and there is minimal wastage.

To reduce the Group's purchasing needs, we have a few measures in place. For example, staff are encouraged to review their needs and stock availability before request for purchasing. If purchasing is deemed necessary, staff are then encouraged to purchase products manufactured in Hong Kong or Asia to reduce shipping mileage. Products should also be purchased in bulk to minimise resource utilisation and packaging wastes. All purchasing requests are well established and documented to ensure that resources are not overbought.

To reduce paper purchasing, we continued to adopt the Synergis Procurement Management System, which includes an E-Tendering System, and E-Contractor Assessment System with the ACL. The electronification of the procurement process helps minimise resource usage, as well as maintain procurement records in an accurate and secure manner. If paper was needed, FSC, PEFC certified paper, or 100% post-consumer recycled paper was used. For more information regarding how the Group reduces paper consumption, please refer to "Promoting Environmental Awareness" under section — "Environment".

Regarding the selection of contractors, environmental assessments are one of the criterias for our contractors. They are more likely to be selected if they are certified with ISO 14001 or other environmental certifications. Staff are encouraged to select contractors with good compliance of environmental legal requirements.

In our ISP division specifically, environmental representatives are required to conduct regular site visits at all project locations to ensure that subcontractors' environmental practices are aligned with relevant laws and regulations. An environmental checklist is utilised during the site visit to review aspects relating to air, noise, water and waste management. We also oversee and encourage responsible resource consumption in order to minimise our environmental footprint. For example, during the Reporting Year, we continued to incentivise subcontractors with the well-perceived cash reward and penalty mechanism to limit their wastage below 3% of the total resource consumption. Furthermore, subcontractors were also encouraged to provide all environmental certifications to demonstrate their commitments to environmental sustainability.

可持續供應鏈管理

環保採購

環保採購仍然是我們業務的主要目標。在當今的氣候下，昇捷進行環保採購最重要的一環是考慮是否有購買需要，如有需要，則要確保數量準確，將浪費減到最少。

為了減少本集團的採購需求，我們採取了一些措施，如鼓勵員工在申請採購前檢查需求和庫存狀況。如果認為有需要購買，我們鼓勵員工購買在香港或亞洲製造的產品，以減少運輸哩數。產品亦應批量採購，減少資源使用和浪費包裝。所有採購申請均已妥善記錄，確保不會超買資源。

為減少購買紙張，我們繼續採用昇捷採購管理系統，其中包括電子投標系統和使用認可的承建商名冊的電子承建商評估系統。電子化採購過程大大減少資源使用，以及能準確、安全地保留採購記錄。如果需要使用紙張，則會採用森林管理委員會及森林認證體系認可計劃認證的紙張，或100%消費後的再生紙。有關本集團如何減少用紙量的更多資訊，請參閱《環境管理》部分的《提升環境意識》。

環境評估是我們選擇承建商的準則之一。如果承建商已通過ISO 14001或其他環境認證，則更有可能被選中。我們鼓勵員工選擇遵守環境法律要求的承建商。

在室內裝飾及特殊項目部門，環境代表會定期實地視察所有項目位置，以確保承建商的環保工序符合相關法律法規，於實地視察期間利用環境檢查表來審查廢氣、噪音、污水和廢物管理方面的表現。我們亦監督和鼓勵負責任的資源消耗，以盡量減少環境足印。如於本報告年度，我們繼續沿用現金獎勵和罰款機制來鼓勵承建商將浪費限制在總資源消耗的3%以內。此外，我們亦鼓勵承建商提供所有環境認證，以證明其對環境可持續性的承諾。

Health and Safety

The Group is committed to promoting health and safety throughout the supply chain. Our PFM team issues internal OHS manuals to frontline staff and conducts yearly reviews to monitor their safety performance. Our ISP subcontractors on the other hand, are required to undergo safety and toolbox training every day, and are regularly inspected by management. The training is designed to promote a safe culture within the workplace, heighten their awareness of potential occupational hazards and relevant regulations, as well as facilitate health and safety discussions among our contracted and subcontracted partners.

健康及安全

本集團致力在整條供應鏈促進健康與安全。我們物業及設施管理團隊向前線員工發布內部《職業健康與安全手冊》，並每年進行審核監管他們的安全表現。另一方面，我們室內裝飾及特殊項目承建商必須每天接受安全及工具箱培訓，並接受管理層的定期檢查。培訓旨在促進工作場所的安全文化，提高他們對潛在職業危害和相關法規的認識，並促進我們與承包及分包合作夥伴之間的健康與安全討論。



Health and Safety Training
Among ISP Subcontractors
承建商的健康和安全培訓

Emergency Pandemic Response

The Group has also planned for, and is ready to respond to the possibility that our partners from our supply chain may be diagnosed with COVID-19. In our ISP division, a set of contingency measures have been formulated when there is a confirmed case onsite. Similar to the actions taken in our offices, the project manager, HR and Senior Management will be informed of the case, and will immediately arrange deep cleaning and disinfection procedures. Close contacts of the concerned staff or subcontractor will be notified to take a COVID-19 test, and an internal announcement will be made so that all related parties will be informed.

緊急應對疫情

本集團已有計劃和準備應對我們供應鏈中的合作夥伴可能會確診新冠肺炎的情況。室內裝飾及特殊項目部門已制定一套應急措施應對工地出現確認個案。與我們辦公室採取的行動相似，項目經理、人力資源和高層管理人員將會收到有關個案的資訊，並即時安排深層清潔和消毒工作，以及通知相關員工或承建商的密切接觸者進行新冠肺炎測試，亦會向相關人士發出內部通知。

Environment 環境管理



Environment 環境管理

Relevant UNSDGs 相關聯合國可持續發展目標



優質教育



可持續城市和社區

Synergis recognises the potential environmental impacts arising from our business processes, from construction to property and facility management. With our Group-wide environmental management system ("EMS") in place, we hope to reduce the environmental impacts of the Group's activities, as well as to establish goals, processes and procedures that are in alignment with global standards, including ISO 14001.

昇捷意識到我們從建築到物業及設施管理的業務流程對環境可能造成的影響。透過在全集團範圍內使用環境管理系統(「環境管理系統」)，我們希望可減少因本集團活動對環境產生的影響，並設立符合全球標準包括ISO 14001目標、流程和程序。

ENVIRONMENTAL MANAGEMENT SYSTEM AND POLICIES

Both PFM and ISP's EMS are formulated in accordance with ISO 14001 and are reviewed regularly to continuously improve their efficiency and effectiveness, incorporate prevailing best practices adopted in the industry, as well as fulfill their compliance with the standard. Our EMS is used to manage environmental aspects, in order to reduce subsequent impacts and improve our environmental performance so that our aims and principles, as stipulated in such policies, can be successfully met. To improve our environmental performance, during the Reporting Year, we prioritised educating and enhancing employees' environmental awareness through the dissemination of green tips and participating in environmental activities. We also have various measures in place to mitigate the adverse impacts of air and greenhouse gas emissions, natural resources consumption, waste generation, wastewater discharge and climate change.

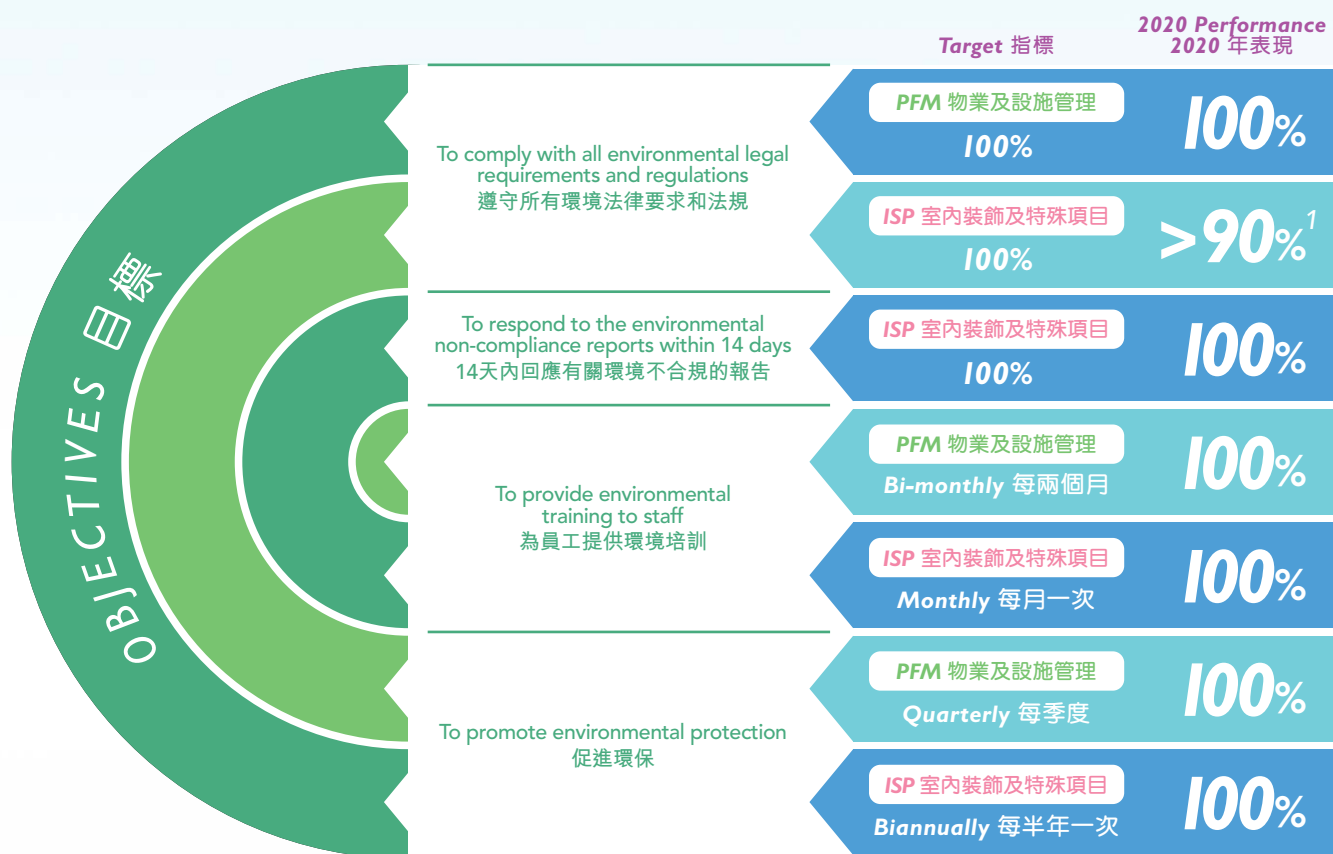
In particular, both PFM and ISP are committed to managing our environmental impacts so that our environmental objectives can be met. We ensure that these objectives are thoroughly met through contractual obligations, stringent site management and regular review.

環境管理系統及政策

物業及設施管理和室內裝飾及特殊項目的環境管理系統均按照ISO 14001制定，並定期審核，以持續提高其效率和效能，結合行業中採用的最佳做法，並滿足其承諾標準。我們的環境管理體系用於管理環境方面，以減少後續影響並改善我們的環境表現，以便成功實現此類政策中規定的目標和原則。為改善我們的環境表現，本報告年度，教育員工為我們的首要任務，我們透過分享綠色提示及參與環保活動來增強員工的環保意識。我們還採取了各種措施來減低因排放廢氣及溫室氣體、消耗自然資源、產生廢物、排放廢水和氣候變化而造成的不利影響。

當中，物業及設施管理和室內裝飾及特殊項目致力管理我們對環境的影響，以實現我們的環境目標。我們確保透過合約義務、嚴格工地管理和定期審查可完全實現這些目標。

Environment 環境管理



¹ Regarding 2020 non-compliance issue, please refer to "Legal Compliance" under section — "Business" for more information.

¹ 有關2020年的不合規行為，請參閱《業務營運》部分的《遵守法律法規》，以獲取更多資訊。

Practising green management in the office space can also promote and achieve efficient use of resources and reduction of waste, save energy, and help improve our working environment. Accordingly, our Group has formulated a set of comprehensive environmental guidelines and policies for the office. In doing so, we hope to instil a sustainable mindset amongst our employees, and inspire them to incorporate sustainability into their everyday life.

在辦公空間中實行環保管理可促進和達至有效利用資源與減少浪費、節約能源，及幫助改善我們的工作環境。因此，本集團為辦公室制定了一套全面的環境指引，希望藉此能令員工養成可持續發展的習慣，啟發他們將可持續發展融入日常生活當中。

PROMOTING ENVIRONMENTAL AWARENESS

提升環境意識

Promoting environmental awareness is an easy way to become an environmental steward and participate in creating a brighter future for our future generations. At Synergis, we do this by distributing environmental posters and green tips, organising environmental seminars, as well as participating in environmental activities.

宣揚環保意識是成為環境管理者及參與為下一代創造美好將來的簡易方法。在昇捷，我們通過分發環保海報和綠色提示，組織環保研討會以及參加環保活動來做到這一點。



Environmental Posters and Green Tips

In order to promote environmental awareness among our tenants and property owners, we utilise environmental posters to effectively and efficiently spread ideas of various environmental conservation measures. The environmental posters are displayed in our ISP sites, SHE Corners of 31 PFM sites, as well as communicated via email to our staff members in corporate offices.

環保海報及綠色提示

為提高住戶及業主的環保意識，我們利用環保海報有效迅速地傳遞各種保護環境的概念。環保海報張貼在我們的室內裝飾及特殊項目工地，31個物業及設施管理場所的安健環角，並通過電子郵件傳達給辦公室的員工。

Green tips are regularly shared to our staff members through emails, bulletin boards, newsletters, intranet, seminars and other means. For example, staff are encouraged to switch off and unplug all appliances when not in use and lower the brightness of their monitor screens. Furthermore, recognising that the amount of waste generated in Hong Kong is continuously growing as a result of rapid economic expansion, and that there is limited land space for landfills, Synergis is obligated to promote the importance of waste reduction, management and proper disposal. Hence, environmental topics that were emphasised this year in the green tips include "Waste Reduction and Recycling" and "Leave No Trace," in which the former conveyed details on how to properly recycle plastic items, whilst the latter provided tips on how to hike responsibly and safely so that garbage and used masks are not accumulated in the mountains.

我們會定期透過電子郵件、公告板、業務通訊、研討會、內聯網和其他方式向員工分享綠色提示。例如，鼓勵員工在沒有使用設備時關機並拔掉電源，及降低顯示器的螢幕亮度。此外，快速的經濟發展令香港的廢物量不斷增加，而堆填區的空間有限，因此昇捷有義務提倡減少、管理和適當處置廢物的重要性。有見及此，綠色提示今年強調的環境主題包括「減少廢物和廢物回收」和「不留痕跡」，前者傳達正確回收塑膠物品的詳細資訊，後者則提供如何負責任而安全地遠足的貼示，使垃圾和用過的口罩不會堆積在山上。

Environment 環境管理

Environmental Seminars

Reduce Food Waste

At Synergis, we constantly strive to educate our staff members on how to incorporate sustainability into their everyday lives. During the Reporting Year, we invited Greeners Action, a local registered charitable environmental group, to share their insights on food waste and sustainable development. Organised online, 31 participants joined and gained knowledge on food waste problems in Hong Kong and potential solutions to reduce such problems.

Energy Efficiency and Conservation

To increase employee awareness on energy efficiency and conservation, the Group invited the CLP Group to deliver a training seminar on energy efficiency and conservation initiatives. This includes energy auditing, the Eco Building Fund, the Electrical Equipment Upgrade Scheme, and the Renewable Energy Certificate, among others. Upon the completion of the training seminar, all 34 participants walked away armed with knowledge and a clear vision on how they can contribute towards environmental protection.

環保研討會

減少廚餘

昇捷一直致力教育員工如何將可持續發展融入日常生活。於本報告年度，我們邀請了本地註冊慈善環保組織綠領行動，分享他們對廚餘及可持續發展的見解。講座在網上舉行，一共有31名參加者，藉此了解更多有關香港廚餘問題的知識，以及可以紓緩此類問題的解決方案。

能源效益與節能

我們邀請了中電集團，為員工講解有關能源效益和節能措施的事宜，其中包括能源審核、綠適樓宇基金、節能設備升級計劃和可再生能源證書等。培訓研討會完結後，34位參加者對如何為環境保護作出一分力有更深入的了解和更清晰的願景。

Greeners Action
Food Waste Seminar
綠領行動廚餘研討會





Environmental Activities

Synergis has supported the World Green Organisation's (WGO) mission in promoting sustainability through the Green Office label and Eco-Healthy Workplace label of the "Green Office Awards Labelling Scheme" (GOALS) since 2018.

環保活動

昇捷自2018年以來便透過其綠色辦公室獎勵計劃(「綠色辦公室獎勵計劃」)中的「綠色辦公室」標誌及「健康工作間」標誌支持世界綠色組織(「世界綠色組織」)的使命，促進可持續發展。

GOALS' Assessment in 8 Aspects 綠色辦公室獎勵計劃評估的八大方向



Earth Hour and Hong Kong No Air Con Night Posters
「地球一小時」和「香港無冷氣夜」海報



In our offices, orientation training on green office best practices is provided to new employees. Furthermore, we actively promote environmental activities among all Synergis staff, so that sustainability can be promoted in a fun yet educational manner. During the Reporting Year, to demonstrate our commitment to tackling the climate crisis and the deterioration of biodiversity on the planet, Synergis continued to participate in the annual Earth Hour organised by the World Wide Fund, as well as the Hong Kong No Air Con Night. 200 of our properties and facilities joined the Earth Hour, while 83 participated in the Hong Kong No Air Con Night.

我們的辦公室向新員工提供綠色辦公室良好工作模式的入職培訓。此外，我們積極向昇捷全體員工提倡環保活動，以有趣又具教育意義的方式促進可持續發展。本報告年度，為展示我們對解決氣候危機和地球生物多樣性惡化的承諾，昇捷繼續參加了由世界自然基金會舉辦的年度「地球一小時」活動，以及「香港無冷氣夜」活動。我們有200個物業和設施參加了「地球一小時」，83個參加了「香港無冷氣夜」。

Environment 環境管理



Saving Paper

During the Reporting Year, Synergis participated in the Paper Saving Campaign 2020, organised by the WGO. Together with other Hong Kong citizens, enterprises and commercial parties, we used this event as an opportunity to raise awareness and reduce unnecessary paper consumption in our offices. In addition, we posted environmental posters next to paper towel dispensers and other prominent areas, to remind staff members to use less paper towels, handwipes and other paper products.

減少用紙

於本報告年度，昇捷參加了由世界綠色組織舉辦的2020年「惜紙行動」。我們與其他香港市民、企業和商業團體一同透過是次活動提高環保意識，減少辦公室不必要的紙張消耗。此外，我們在抹手紙架和其他當眼位置張貼了環保海報，以提醒員工減少使用紙巾、抹手紙和其他紙製品。

During the Reporting Year, our offices noticed a significant reduction in paper usage. In addition to the participation in the Paper Saving Campaign 2020, this reduction can also be attributed to the increase in digital communications and video conferences incited by our split office and flexible hour working arrangements. We currently adopt an e-procurement system, e-recruitment system, electronic documentation and filing system, intranet or internal communication system, as well as a human resource management system. Internal Company publications are also digitised. The increased usage of digital communications and video conferences helped to offset our environmental impact, as paper products can cause deforestation and global warming, while ink and toners contain volatile compounds and non-renewable substances, which are also damaging to the environment.

If paper was needed, double-sided or duplex printing were set as the default option, and only FSC, PEFC certified paper, or 100% post-consumer recycled paper was used. All of the shredded paper were subsequently recycled. During the Reporting Year, we have avoided the emission of 6,086.4 kg of greenhouse gas by diverting paper waste from landfills to recycling these documents instead, which is the equivalent of planting 155.9 tree seedlings.

In addition to raising awareness within our offices, to promote paper saving efforts among our shareholders, during the Reporting Year, the Company adopted the arrangement to dispatch our Annual Report, Interim Report and other corporate documents through electronic means. In support of environmental protection, we recommend all shareholders to elect the website version option. The number of printed copies of our corporate documents were substantially reduced after the adoption of the arrangement.

本報告年度，我們辦公室的用紙量顯著減少。除了參加2020年惜紙行動外，分開辦公和彈性工作時間安排亦增加了電子通訊和視像會議的使用，大大減少用紙量。我們目前採用電子採購系統、電子招聘系統，電子文檔和存檔系統、內聯網或內部通訊系統以及人力資源管理系統。公司內部出版物亦已改成電子版。電子通訊和視像會議日益普及，有助抵消我們對環境的影響，因為紙產品可導致砍伐森林和全球暖化，而墨水和碳粉則含有揮發性化合物和不可再生物質，對環境造成破壞。

如果需要使用紙張，則以雙面或雙重打印為預設指示，並且僅採用森林管理委員會及森林認證體系認可計劃認證的紙張或100%消費後的再生紙，亦會回收所有碎紙。本報告年度，我們將廢紙分類回收，而非送到堆填區，避免了6,086.4公斤的溫室氣體排放，相當於種植了155.9棵樹苗。

本報告年度，除提高辦公室員工的環保意識，本公司亦促進股東節約用紙，採用電子方式發送年度報告、中期報告及其他公司文件。為支持環保，我們建議所有股東選擇網站版本。這項安排使我們印刷的公司文件數量大大減少。


The Group strives to reduce our overall environmental impact. In order to achieve this objective, we hope to reduce our air and noise emissions, as well as extend the life cycle and increase efficiency of our resources.

EMISSIONS MANAGEMENT

Air Emissions

Exhaust Gas

The Group's exhaust gas emissions mainly stemmed from the operation of corporate and employee vehicles, which generates direct air pollutants, including nitrogen oxides ("NOx"), sulphur oxides ("SOx") and particulate matter ("PM"). The Group owns and maintains 13 corporate vehicles, as well as subsidises 13 employee vehicles. Employee vehicles are subsidised through a transportation subsidy by offer corporate fuel cards to specific employees. During the Reporting Year, all 26 vehicles are included in our calculation scope. However, for privacy reasons, we do not collect information relating to the travelling distance of employee vehicles. As NOx and PM calculations are based on travelling distance, employee vehicles are excluded from these particular calculations. During the Reporting Year, the total distance travelled by the Group's vehicles was 268,336 km.

Exhaust Gas 廢氣				
		NOx	SOx	PM
	2020	194.407	0.891	17.915
	2019	219.421	0.601	20.238
in kg 公斤				

Note: The calculation of SOx includes all 13 corporate vehicles and 13 employee vehicles. Due to privacy reasons, all employee vehicles are excluded from the calculation of NOx and PM.

Greenhouse Gas

With regard to greenhouse gas ("GHG") emissions, Scope 1 direct emissions largely derived from mobile combustion of fossil fuels used in our corporate and employee vehicles. Scope 2 indirect emissions can be traceable to the fossil fuels used to generate electricity we use in our operations. Scope 3 other indirect emissions can be attributed to the electricity used for processing freshwater and sewage by government departments.

本集團致力減少整體環境影響。為了達到此目標，我們希望減少空氣和噪音排放，並同時延長資源的生命週期和提高其效率。

排放管理

廢氣排放

廢氣

本集團的廢氣排放主要來自公司及員工車輛，產生直接的空氣污染物，包括氮氧化物（「NOx」）、硫氧化物（「SOx」）和懸浮粒子（「PM」）。本集團總共擁有及維持13架公司車輛，以及資助13架員工車輛。員工車輛受惠於公司向特定員工提供公司油卡之交通補貼。本報告年度，總計有26架車輛被納入我們的計算範圍以內。但是，基於私隱問題，我們不會收集與員工車輛的行駛距離有關的信息。由於NOx和PM的計算方法是基於行駛距離，員工車輛一概不包括在這些特定的計算當中。於本報告年度，本集團所有車輛的總行駛距離為268,336公里。

附註：SOx的計算包括所有13架公司車輛和13架員工車輛，但基於私隱問題，所有員工車輛被排除於NOx及PM的計算以內。

溫室氣體

就溫室氣體（「溫室氣體」）而言，我們於範圍1直接引致的溫室氣體排放主要來自使用化石燃料的公司及員工車輛；範圍2的溫室氣體間接排放則來自我們營運時的用電，需用化石燃料來發電；範圍3的其他間接排放來自政府部門使用電力處理淡水和污水的過程。

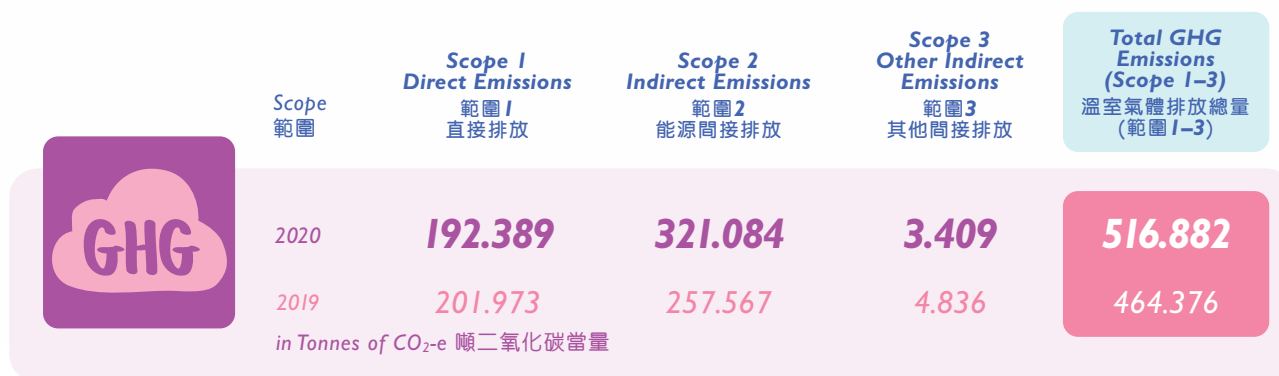
Environment 環境管理

To accurately quantify and assess the Group's GHG emissions, we engaged an independent consultant to evaluate our overall GHG emissions. The quantification process makes reference to both local and international guidelines, including the "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong" published by the EPD and the Electrical and Mechanical Services Department, as well as other international standards such as the "Greenhouse Gas Protocol" developed by the World Resources Institute and World Business Council for Sustainable Development. We also utilised the latest emission factors, which are periodically published by relevant power companies.

In 2020, we emitted approximately 516.882 tonnes of carbon dioxide equivalent in total, with 37.22% being scope 1 direct emissions, 62.12% from scope 2 energy indirect emissions, and the remaining 0.66% from scope 3 other indirect emissions. Please refer to section "Resource Efficiency" for details on our emissions reduction initiatives. Looking forward, the Group will continue to assess, record and annually disclose its GHG emissions, as well as evaluate the effectiveness of current measures to further improve our environmental sustainability.

為準確量化和評估本集團的溫室氣體排放量，我們聘請了獨立顧問來評估我們的總體溫室氣體排放量。量化程序參考本地及國際指引，包括環境保護署及機電工程署發表的《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》，以及其他國際標準如世界資源研究所和世界企業持續發展委員會制定的《溫室氣體協議》。我們還利用由相關電力公司定期發布的最新排放因子。

我們在2020年排放了大約516.882噸二氧化碳，其中37.22%是範圍1的直接排放，62.12%來自範圍2能源間接排放，餘下0.66%來自範圍3其他間接排放。有關我們更多的節能措施，請參閱「資源效率」部分。展望未來，本集團將繼續評估、記錄及每年披露其溫室氣體排放，以及評估現行措施的效用，以進一步改善我們的環境可持續發展。



Noise Emissions

Our construction projects inevitably generate construction noise to the surrounding neighbourhoods. Noise emissions are produced mainly by the operation of onsite machineries. At our ISP sites, we strive to minimise noise impacts generated from mechanical machineries by opting for construction equipment with noise barriers and the Quality Powered Mechanical Equipment label, which is notably quieter and environmentally-friendly. Furthermore, we ensure that construction works are performed at reasonable hours of the day, usually from 7 am to 7 pm. These noise control procedures are detailed in our safety manual and environmental management manual, which are made available to all staff.

噪音排放

我們的建築項目無可避免地會於鄰近社區產生建築噪音。噪音排放主要來自工地的機器運作。在室內裝飾及特殊項目工地，我們使用隔音板及選用帶有「優質機動設備」標籤的建築設備，這些環保設備操作較安靜，可盡量減低機械設備所製造的噪音。此外，我們確保在合理時間施工，通常於上午7時至晚上7時進行工程。有關噪音控制程序詳細列於《安全手冊》及《環境管理手冊》，所有員工均可閱覽。

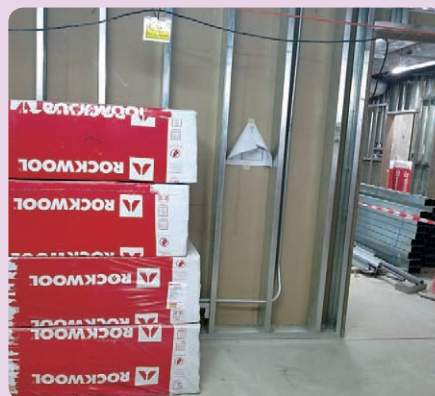
CASE STUDY
個案研究**Noise Control for a Temple Renovation Project at Kowloon Tong**
九龍塘教堂翻新項目的噪音控制

The ISP team has been undergoing extensive renovation works for a temple at Kowloon Tong. The temple is located near residential areas, hence, we are mindful of our noise emissions and strive to minimise these emissions to the best of our abilities.

In the temple, there is a chiller onsite to provide cooling. We recognise that noise generated from air cooled chillers may cause noise disturbance to nearby residents. Hence, to ensure that we comply with regulatory requirements, we took the initiative to conduct a noise assessment during the Reporting Year. The noise assessment report concluded that the noise levels onsite comply with the night-time noise criteria of 60 dB (A). Furthermore, we utilise high-density rockwool onsite, which has the ability to be extremely resistant to airflow and excellent at noise reduction and sound absorption.

室內裝飾及特殊項目團隊在九龍塘一所教堂進行大規模的翻新工程。該教堂位於民區附近，因此，我們十分重視噪音排放，盡量將音量降至最低。

教堂工地內設有冷卻器以助降溫。我們明白風冷式冷水機組產生的噪音可能會對附近的居民造成噪音滋擾。因此，為確保我們遵守法規要求，我們於本報告年度主動進行了噪音評估，報告指出，現場的噪音水平符合60分貝(A)的夜間噪音標準。此外，我們在工地使用高密度岩棉，岩棉具有極強的抗氣流能力，在降噪和吸聲方面表現出色。



Rockwool is Utilised Onsite to Control Noise
地盤使用岩綿控制噪音

RESOURCE EFFICIENCY

At Synergis, we are committed to improving our resources efficiency in the consumption of energy, materials and waste, and water. In doing so, it is our intention to reduce our overall environmental footprint.

資源效率

昇捷致力提高能源、材料、廢物和水源消耗方面的資源效率，以減少整體環境足印。

Environment 環境管理

Energy Usage and Management


With the advent of global climate change, depleting natural resources, and rising expectations on corporate environmental performance, pursuing energy efficiency is a major priority in our corporate agenda. We endeavour to reduce our greenhouse gas emissions to achieve greater corporate social responsibility.

During the Reporting Year, the majority of the Group's energy usage derived from electricity consumption from our corporate offices, PFM and ISP sites. A proportion of our energy usage can also be traceable to petroleum and diesel consumption used for the powering of mobile vehicles in our corporate offices and ISP sites.

能源使用與管理

隨著全球氣候變化加劇，天然資源損耗，以及對企業環境表現期望更高，有效使用能源是我們的主要任務。我們致力減少排放溫室氣體，以實現最佳的企業社會責任。

本報告年度，本集團大部分能源消耗來自公司辦公室、物業及設施管理物業和室內裝飾及特殊項目工地的電力消耗。部分的能源消耗來自公司辦公室和室內裝飾及特殊項目工地中為車輛提供動力時所消耗的石油和柴油。

	Energy Consumption 能源消耗	Electricity Usage 耗電量	Petroleum Usage 汽油用量	Natural Gas Usage 天然氣用量	Diesel Usage 柴油用量	Total Energy Usage 總能源用量
2020		404,307	35,756	27,722	22,681	4,612,902
2019		505,032	49,921	— ²	25,242.210	4,468,826
		kWh 千瓦時	L 公升	m ³ 立方米	L 公升	MJ 兆焦耳

² Due to the addition of Laundrimate into our reporting scope this year, natural gas data has been added to achieve maximum accuracy and transparency.

² 由於今年將洗衣樂納入我們的報告範圍，因此添加了天然氣數據以達至最大的準確性和透明度。



Lighting Controls Have Been Affixed with "Switch-Off" Stickers
照明控制裝置上貼上「關閉」標籤

To reduce energy consumption, the Group has adopted several energy-saving practices in our offices. For example, all lamps and high electricity consumption office appliances have been replaced with those with energy-saving labels and have been affixed with stickers to remind staff to switch off the appliances when not in use. Staff are also encouraged to use public transportation during business trips, and combine visits whenever possible.

為減少能源消耗，本集團在辦公室採用了多項節能措施。例如，所有電燈和耗電量高的辦公設備都已替換為帶有節能標籤的設備，並貼上貼紙提醒員工沒有使用設備時關上電源。我們亦鼓勵員工在商務旅行期間使用公共交通工具，並儘可能將行程合併。



Solar Panels in Shun Fung Building
順豐大廈的太陽能電池板

To transition towards a more sustainable future, we introduced solar panels to our customers at our managed properties. Solar power is the key to a clean energy future, effectively converting renewable energy into electricity for our customers and tenants. During the Reporting Year, we installed solar panels in two locations in Yuen Long, namely Green Crest and Shun Fung Building.

為了邁向更可持續發展的未來，我們在管理物業中向客戶推廣太陽能電池板。太陽能是未來潔淨能源的關鍵，可為客戶及租戶有效地將可再生能源轉化為電能。於本報告年度，我們在元朗翠巒及順豐大廈這兩個地點安裝了太陽能電池板。

In Green Crest, 78 solar panels were installed on the roof of the clubhouse, which can produce approximately 31.2 kW in total. Qualified personnel regularly audits the site to ensure that the design complies with all relevant standards, including the Building Ordinance (Cap. 123 of Laws of Hong Kong). In the Shun Fung Building, 22 solar panels were installed in the outdoor malls and backstreets, producing 450W per day, with a battery capacity of 39,000 mAh.

我們在翠巒會所屋頂安裝了78塊太陽能電池板，總共可生產31.2千瓦電力。合資格人員定期到現場審視，確保設計符合所有相關標準，包括《建築條例》（香港法律第123章）。而順豐大廈的室外商場及後街則安裝了22塊太陽能電池板，每天可生產450瓦電力，電池容量為39,000毫安培小時。

Solar Panels in Green Crest
翠巒的太陽能電池板



Environment 環境管理

Materials Usage and Waste Management

Our PFM division continued to participate in the Source Separation of Domestic Waste Programme organised by the EPD. We set up recycling and separation facilities in our managed properties and facilities to enable proper segregation and recycling. For example, in one of our managed properties, Tanner Garden, we set up a recycling station under each residential block. Recycling materials are collected twice a week. To further mobilise the recycling movement in our managed properties and facilities, we set up recycling bins in our managed properties to promote clean recycling.

At our ISP construction sites construction materials and waste constitute one of the main environmental impacts. Hence, at the procurement level, materials are only purchased based on precise calculations with a specified margin. At our sites, we also practice waste separation for inert, non-inert, and other recyclables. All materials and waste are clearly labelled and separated at each site, in order to be recycled and reused as much as possible. Recyclable construction wastes include metals, glass, plastic and rubber. Renewable construction materials include timber, bamboo and paper, while non-renewable materials include concrete, steel, glass, prefabricated units, aluminium formwork and other metals. All wastes are collected and handled by professional licenced third parties 1–2 times per week in a proper and responsible manner.

物料使用和廢物管理

物業及設施管理部門繼續參加由環境保護署組織的「家居廢物源頭分類計劃」。我們於管理物業及設施中設立回收和分類設施，以協助業戶將廢物妥善分類及回收。如在我們的管理物業丹拿花園，每棟住宅大廈地下均設有回收站，安排每週兩次收集可回收資源。為進一步在管理物業及設施中推動回收，通過回收桶，促進潔淨回收。

在室內裝飾及特殊項目建築工地，建築材料和廢物是構成環境影響的主要源頭之一。因此，在採購方面，我們精確計算來採購需要的物料。在工地，我們還對惰性、非惰性和其他可回收的廢物進行分類。每個工地的所有材料和廢物均有清晰標記和分類，以便盡可能作回收及重用。可回收的建築材料包括金屬、玻璃、塑膠及橡膠；可再生建築材料包括木材、竹和紙；不可再生廢料包括混凝土、鋼鐵、玻璃、預製組件、鋁模板和其他金屬。所有廢物均由專業、得到許可的第三方以適當和盡責方式每週收集和處理一至兩次。

Recycling Station at ISP Construction Sites
室內裝飾及特殊項目建築地盤回收站



Recycling Station at
Tanner Garden
丹拿花園回收站



Separation of
Chemical Waste
化學廢物分類



Separation of Non-inert Waste
非惰性廢物分類

In our offices, there is a designated area for office wastes and recyclables. Staff are actively encouraged to recycle and reuse waste electrical and electronic equipment, printer cartridges, and packaging materials, to avoid the disposal of plastic materials. A chemical handling policy has also been implemented to properly handle and avoid hazardous waste. For example, rechargeable batteries containing toxic chemicals such as cadmium are strictly forbidden, while low phosphate cleaning agents are widely adopted. Office wastes are regularly monitored and the records and progress are shared among staff and relevant stakeholders.

Water Management

Water, once an abundant natural resource, is becoming a more valuable commodity due to droughts and overuse. Recognising this, we strive to conserve water through active engagement with our tenants, customers, subcontractors, partners as well as staff. We are devoted to using freshwater resources wisely while treating our sewage in a sustainable manner.

In our managed facilities and headquarters, we regularly maintain our pipes and taps to prevent water leakages. Relevant reminders are also displayed in pantries and washrooms to reinforce a water saving culture.

At our ISP sites, on-site sewage treatment and water recycling facilities are utilised before discharge. Our subcontractors are also reminded to consume water in a conscious manner through environmental posters displayed on the notice boards.

我們的辦公室設有指定區域用作存放辦公室廢物和可回收物品。我們積極鼓勵員工回收和再利用廢棄的電器和電子設備、打印機墨盒和包裝材料，以減少棄置塑料材料。我們亦實施處置化學品政策，以正確處理和避免產生危險廢物，如嚴格禁止使用含有毒化學物質如鎘的可充電電池，廣泛採用低磷酸鹽的清潔劑。我們定期監察辦公室廢物，並向員工和相關持份者分享記錄和進度。

用水管理

水曾經是豐富的天然資源，卻因乾旱和過度用水而正變得越來越珍貴。有見及此，我們努力透過積極與住戶、租戶、承建商、合作夥伴及員工合作來節約用水。我們致力明智地使用淡水，同時以可持續方式處理污水。

在我們管理的設施和總部中，我們定期保養水管和水龍頭，防止漏水。茶水間和洗手間亦有相關提醒，加強節約用水的文化。

室內裝飾及特殊項目工地在排水前會利用工地的污水處理和水回收設施，我們亦在告示板上張貼環保海報，提醒承建商謹慎用水。

Environment 環境管理

CASE STUDY 個案研究

Ensuring Water Efficiency at Laundrimate 確保洗衣樂的用水效率

Established in 1999, Laundrimate is a wholly owned subsidiary of Synergis. Laundrimate operates a self-owned 4,000 sq. ft. workplace and endeavours to offer efficient, hygienic and reliable laundry and garment caring services to all customers.

In the provision of laundry services which involves intensive usage of water, the PFM team regularly inspects the performance of washing machines and ensures the energy and water efficiency is optimised. The whole cleaning process is strictly monitored and all the machines are operated in accordance with the statutory environmental standards and requirements set out by the EPD, including the Water Pollution Control Ordinance (Cap. 358 of Laws of Hong Kong). Moreover, to maximise the conservation of water, staff are instructed to only wash full loads of laundry, with the exception of laundry that is derived from restaurants or medical clinics due to health and safety reasons. During the Reporting Year, Laundrimate consumed approximately 2,683.381 m³ of water.



Laundry Machines at Laundrimate
洗衣樂的洗衣機

洗衣樂於1999年成立，是昇捷的全資附屬公司，擁有一個4,000平方呎的自家工場，致力為所有客戶提供高效、衛生和可靠的洗衣和服裝護理服務。

為提供涉及大量用水的洗衣服務，物業及設施管理團隊定期檢查洗衣機的性能，確保達至最佳能源效益及用水效率。整個清潔過程受到嚴格監控，所有機器均按照環境保護署制定的法定環境標準及要求操作，包括《水污染管制條例》（香港法例第358章）。此外，根據內部指引，員工只會在滿機的情況下洗滌衣物，以盡量節約用水，但基於健康和安全原因，來自餐廳或醫療診所的衣物不包括在內。於本報告年度，洗衣樂消耗共約2,683.381立方米的水。

CLIMATE CHANGE

Climate change is an unavoidable global issue and a risk that we must prepare our Company against. To mitigate and adapt to the direct impacts of climate risk and its connected downstream risks, there is mounting pressure for change. Hence, at Synergis, we have adopted appropriate measures to prepare our operations and people to react to extreme weather events.

The construction industry has always been directly affected by weather events. As extreme weather events are becoming increasingly common and intense, it is more important than ever for ISP to be proactive in mitigating and adapting to the effects of climate change. Therefore, ISP has issued a set of guidelines on precautionary measures to be adopted before and after extreme weather events.

氣候變化

氣候變化是不可避免的全球問題，亦是我們必須面對的風險。為減輕和適應氣候風險及其相關的下行風險帶來的直接影響，在此方面謀求改變的壓力只會越來越大。因此，昇捷採取了適當措施為我們的業務和員工做好準備，應對極端天氣事件。

天氣事件直接影響建築行業。隨著極端天氣事件變得越來越普遍和強烈，室內裝飾及特殊項目自行發佈了一套有關在極端天氣事件發生前和後應採取的預防措施的指引，以緩解和適應氣候變化的影響。



Remove loose materials near scaffolding and outdoor area and fix all loose things securely
清除棚架和室外範圍附近的鬆散物料，並固定所有鬆散物料



Check and clear any blockage in the site drainage system to ensure effective discharge of surface water run-off
檢查並清除工地排水系統中的任何堵塞物，確保能有效排出地面水流



Check the condition of existing trees on site and stabilise them as appropriate
檢查工地現有樹木的狀況，並適當地固定



Ensure the stability of scaffolding, catch fan, formwork, nylon mesh, safety net, hoarding and temporary structure, and remove tarpaulin from scaffolding as appropriate to avoid adverse impact of strong wind
確保棚架、斜棚、模板、尼龍網、安全網、圍板和臨時支架穩定，並從棚架上適當移除防水布，以避免加劇強風影響



Update emergency contact list, alert all emergency team members, follow steps in emergency preparedness plans and provide personal protective equipment
更新緊急聯絡表，提醒所有應急小組成員跟從應急準備計劃中的步驟，並提供個人防護設備



Cease work on external walls, lower and park gondolas to the lowest position securely
停止外牆工作，降低吊船，停泊於最低位置



Stop unnecessary electricity supply and enhance protection to external electricity distribution boards
停止不必要的供電，加強配電箱的外部保護



Stop all site work and evacuate workers upon hoisting of typhoon signal no. 8.
當八號颱風信號懸掛時，停止所有工地工作並撤離工人

BEFORE AN EXTREME WEATHER EVENT
極端天氣發生前

Precautionary Measures 預防措施

AFTER AN EXTREME WEATHER EVENT
極端天氣發生後



Inspect the site, report damages and repair damaged facilities back to safe condition prior to work commencement
開始工作前檢查工地情況，報告損壞並修復損壞設施，使其恢復安全狀態



Inspect and certify scaffoldings, lifting appliances, electricity facility, and other equipments and machineries to ensure that they are all in safe working condition before use
檢查並確定棚架、起重設備、電力設施以及其他設備和機械的狀況，在使用前確保它們均處於安全的工作狀態



Check temporary structure and soil condition of excavation to ensure stability.
檢查及確保挖掘的臨時支架和土壤狀況穩定。

Environment 環境管理



CASE STUDY 個案研究

Tin Ping Estate — Typhoon Recovery and Prevention Plan 天平邨颱風後跟進工作及預防計劃

Before a typhoon strikes, apart from closely monitoring the latest typhoon announcements, the Management Office will also implement a series of precautionary measures to prepare for the typhoon. After many years of experience in handling typhoons, Synergis has formulated a comprehensive set of typhoon handling contingency measures. When the typhoon signal is hoisted, staff of the Management Office can continue to undergo daily operations of the housing estate in a safe manner. After the typhoon signal is lowered, Management Office will also arrange staff to thoroughly inspect building facilities, as well as record and follow up the property losses caused by the typhoon. We cite one of our managed properties, Tin Ping Estate, as an example to demonstrate our typhoon recovery work.

颱風來襲前，管業處除了密切留意最新之颱風消息外，亦會執行一系列戒備工作，為防禦颱風作好準備。吸收了多年處理颱風經驗，昇捷制定了一套完善的颱風處理應變措施，當颱風訊號懸掛時，管業處職員仍能安全地維持屋苑的日常運作。颱風訊號除下後，管業處亦會安排職員再次巡查大廈各項設施，記錄及跟進因颱風而引致之財物損失。我們引用其中一個管理物業—天平邨作為例子，展示有關風後之跟進工作。

CASE STUDY
個案研究**Tin Ping Estate — Typhoon Recovery and Prevention Plan**
天平邨颱風後跟進工作及預防計劃**PROJECT 項目 1: TIN MEI HOUSE (天美樓) AND TIN HEE HOUSE ROOF (天喜樓天台) REPAIR AND REPLACEMENT OF ROOFTOP LIFT DOORS 維修和更換天美樓及天喜樓天台的電梯門**

The old iron doors of the elevator were replaced with aluminium doors, which can effectively block wind and rain from entering the engine room when a typhoon hits.

電梯的舊鐵門以鋁製門取代，當颱風來襲時，鋁門可以有效地阻擋風雨進入機房位置。

**Before Repairment 維修前****After Repairment 維修後****PROJECT 項目 2: REPAIR AND REPLACE SMOKE-PROOF DOORS 修理和更換防煙門**

The previous fire doors have been replaced using new stainless steel door hinges, hydraulic door drums, and solid fire doors to prevent the doors from being hit and destroyed when there are strong winds.

舊防火門已更換為新的不銹鋼門鉸鏈、液壓門鼓和堅固的防火門，以防強風吹襲時受到破壞。

**Before Repairment 維修前****After Repairment 維修後**

Laws and Regulations Compliance

遵守法律法規

Business 業務營運

- ▶ 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)

Customers 以客為本

- ▶ 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)

People 人才發展

- ▶ 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) and
《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)

Environment 環境管理

- ▶ 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》(香港法例第400章)良好管理業務守則
- ▶ 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)

KPI Data Summary

績效數據總結

Key Performance Indicators ¹ 關鍵績效指標 ¹	Unit 單位	2020			
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 ² NOx 排放	kg 公斤	173.743	N/A 不適用	20.664	194.407
SOx Emissions SOx 排放	kg 公斤	0.640	N/A 不適用	0.251	0.891
PM Emissions ² PM 排放	kg 公斤	16.056	N/A 不適用	1.859	17.915
GHG Emission — Scope 1 溫室氣體排放 — 範圍一	tCO ₂ -e 噸二氧化碳當量	147.106	0.000	45.283	192.389
GHG Emission — Scope 2 溫室氣體排放 — 範圍二	tCO ₂ -e 噸二氧化碳當量	164.946	138.085	18.053	321.084
GHG Emission — Scope 3 ³ 溫室氣體排放 — 範圍三	tCO ₂ -e 噸二氧化碳當量	0.174	1.495	1.740	3.409
Total GHG Emissions (Scope 1–3) 溫室氣體排放總量 (範圍 1–3)	tCO ₂ -e 噸二氧化碳當量	312.226	139.580	65.076	516.882
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	N/A 不適用	0.000	0.000	0.000
GHG Emission Intensity by Area ⁴ 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	0.078	0.376	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	N/A 不適用	N/A 不適用	N/A 不適用	0.111

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 NOx and PM includes 13 corporate vehicles. Due to privacy reasons, 13 employee vehicles have been excluded from this calculation.
NOx及PM的計算包括13架公司車輛，但基於私隱問題，此計算並不包括13架員工車輛。

3 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。

4 Area refers to the 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。

KPI Data Summary

績效數據總結

Key Performance Indicators ¹ 關鍵績效指標 ¹	Unit 單位	2020			
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	19,504.560	N/A 不適用	16,252.140	35,756.700
Diesel Usage 柴油用量	Litre 公升	21,932.920	N/A 不適用	748.550	22,681.470
Electricity Usage 耗電量	kWh 千瓦時	329,891.250	38,309.667	36,106.553	404,307.470
Natural Gas Usage 天然氣用量	m ³ 立方米	N/A 不適用	27,722.581	N/A 不適用	27,722.581
Total Energy Usage 總能源用量	MJ 兆焦耳	2,689,182.346	1,219,095.448	704,624.483	4,612,902.277
Energy Usage Intensity by Revenue 按收入計的能源密度	MJ/HK\$'000 兆焦耳／港幣千元	N/A 不適用	1.619	1.880	4.091
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	670.034	3,280.560	7.684	48.010
Energy Usage Intensity by Workforce 按員工計的能源密度	MJ/person 兆焦耳／人	N/A 不適用	N/A 不適用	N/A 不適用	987.774

Key Performance Indicators ¹ 關鍵績效指標 ¹	Unit 單位	2020			
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
Water Use⁵ 耗水					
Water Usage 耗水量	m ³ 立方米	313.000	2,683.381	3,122.645	6,119.026
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	N/A 不適用	0.004	0.008	0.005
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	0.424	7.221	0.084	0.160
Water Usage Intensity by Workforce 按員工計的耗水密度	m ³ /person 立方米／人	N/A 不適用	N/A 不適用	N/A 不適用	1.310
Waste 廢棄物					
Recycled Paper 回收紙量	kg 公斤	1,268.000	N/A 不適用	N/A 不適用	1,268.000
Non-Hazardous Waste ⁶ 無害廢棄物	Tonnes 噸	N/A 不適用	N/A 不適用	2,767.100	2,767.100

5 This year, we have enhanced our water calculation methodology to employ an extrapolation technique to take into account of unreported days within the Reporting Year.
今年，我們改善了計算耗水量的方法。我們採用外推法來計算報告年度內未有紀錄的天數。

6 Non-hazardous waste in our corporate offices and PFM are non-material to the Group. Nonetheless, we ensure to properly dispose all wastes in a safe and effective manner.
公司辦公室和物業及設施管理中的無害廢棄物對本集團而言並不重要，但我們仍致力確保以安全有效的方式適當處置所有廢棄物。

KPI Data Summary

績效數據總結

Key Performance Indicators 關鍵績效指標	Unit 單位	2020		
Social 社會		PFM 物業及設施管理	ISP 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	2,138	36	2,174
Male 男性	Person 人	2,423	73	2,496
Workforce by Age 按年齡劃分的員工數目				
<30 Years Old <三十歲	Person 人	543	13	556
30–50 Years Old 三十至五十歲	Person 人	1,269	65	1,334
>50 Years Old >五十歲	Person 人	2,749	31	2,780
Workforce by Employment 按受聘類別劃分的員工數目				
Full-time 全職	Person 人	3,063	102	3,165
Part-time 兼職	Person 人	989	0	989
Contract 合約	Person 人	509	7	516
Workforce by Category 按就業類別劃分的員工數目				
Executive 行政級	Person 人	3	2	5
Manager-Grade 經理級	Person 人	130	27	157
Officer-Grade 主任級	Person 人	365	54	419
General Staff 一般員工	Person 人	4,063	26	4,089

Key Performance Indicators 關鍵績效指標	Unit 單位	2020		
Social 社會		PFM 物業及設施管理	ISP 室內裝飾及特殊項目	Total 總和
Employee Turnover Rate by Gender 按性別劃分的僱員流失率				
Female 女性	Person 人	394	7	401
Male 男性	Person 人	382	25	407
Employee Turnover Rate by Age Group 按年齡組別劃分的僱員流失率				
<30 Years Old <三十歲	Person 人	81	5	86
30–50 Years Old 三十至五十歲	Person 人	243	20	263
>50 Years Old >五十歲	Person 人	452	7	459
Training and Development 培訓與發展				
Internal Training Hours 內部培訓時間	Hours 小時	14,230	76	14,306
External Training Hours 外部培訓時間	Hours 小時	574	177.5	751.5
Total Number of Attendees 參加人數	Person 人	12,901	34	12,935

KPI Data Summary

績效數據總結

Key Performance Indicators 關鍵績效指標	Unit 單位	2020		
Social 社會		PFM 物業及設施管理	ISP 室內裝飾及特殊項目	Total 總和
Work-related Incident⁷ 工傷				
Work Related Injury Rate 工傷率	Per 1,000 Employees 以每千名 工人計	15.7	5.03	N/A 不適用
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	4,085	316	4,401
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	106	46	152
Donation 捐款				
Total Amount of Donation 捐款總額	HK\$'000 港幣千元	37	N/A 不適用	37

7 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。

HKEx ESG Guide Content Index

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。

Environment — Environmental Management System and Policies, Promoting Environmental Awareness, Emissions Management Laws and Regulations Compliance
環境管理 — 環境管理系統及政策、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。

Environment — Emissions Management
KPI Data Summary
環境管理 — 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）。

Environment — Emissions Management
KPI Data Summary
環境管理 — 排放管理
績效數據總結

HKEx ESG Guide Content Index

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)。	KPI 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。	Environment — Environmental Management System and Policies, Promoting Environmental Awareness, Emissions Management, Resource Efficiency 環境管理 — 環境管理系統及政策、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 non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	Environment — Environmental Management System and Policies, Promoting Environmental Awareness, Emissions Management, Resource Efficiency 環境管理 — 環境管理系統及政策、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。

Environment — Environmental Management System and Policies, Promoting Environmental Awareness, Resource Efficiency
環境管理 — 環境管理系統及政策、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)。

Environment — Environmental Management System and Policies, Resource Efficiency
KPI Data Summary
環境管理 — 環境管理系統及政策、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)。

Environment — Resource Efficiency
KPI Data Summary
環境管理 — 資源效率
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。

Environment — Resource Efficiency
環境管理 — 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。

During the Reporting Year, the Group had no issue in finding a suitable water source.
本集團於尋找適合使用的水源上並無任何問題。

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.
此關鍵績效指標與本集團業務無關。

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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 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。

Environment — Environmental Management System and Policies, Promoting Environmental Awareness, Emissions Management, Resource Efficiency, Climate Change
環境管理 — 環境管理系統及政策、提升環境意識、排放管理、排放管理、氣候變化

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。

Environment — Promoting Environmental Awareness, Emissions Management, Resource Efficiency, Climate Change
環境管理 — 提升環境意識、排放管理、排放管理、氣候變化

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。

Business — Respecting Rights
People — Value and Care for Employees
Laws and Regulations Compliance
業務營運 — 尊重權利
人才發展 — 重視及關懷員工
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。	KPI 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。	KPI Data Summary 績效數據總結
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。	People — Occupational Health and Safety Laws and Regulations Compliance 人才發展 — 職業健康及安全 遵守法律法規
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。	People — Occupational Health and Safety KPI Data Summary 人才發展 — 職業健康及安全 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。	People — Occupational Health and Safety KPI Data Summary 人才發展 — 職業健康及安全 績效數據總結

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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
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。	People — Occupational Health and Safety 人才發展 — 職業健康及安全
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。	People — Occupational Health and Safety, Value and Care for Employees, Training and Development 人才發展 — 職業健康及安全、重視及關懷員工、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(如高層管理人員、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。	N/A 不適用
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。	Business — Respecting Rights Laws and Regulations Compliance 業務營運 — 尊重權利 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 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。	Business — Respecting Rights 業務營運 — 尊重權利
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。	Business — Respecting Rights 業務營運 — 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。	Partners — Fair and Open Procurement Practices, Sustainable Supply Chain Management 夥伴合作 — 公平和公開的採購方法、可持續供應鏈管理
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。	Partners — Fair and Open Procurement Practices 夥伴合作 — 公平和公開的採購方法
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。	Partners — Fair and Open Procurement Practices, Sustainable Supply Chain Management 夥伴合作 — 公平和公開的採購方法、可持續供應鏈管理

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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. 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。	Business — Corporate Values and Ethics, Respecting Rights Customers — Customer Health and Safety, Quality Services, Customer Satisfaction, Complaint Handling Laws and Regulations Compliance 業務營運 — 企業價值與道德、尊重權利 以客為本 — 客戶健康與安全、優質服務、客戶滿意、投訴處理 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。	Customers — Complaint Handling 以客為本 — 投訴處理
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。	Business — Respecting Rights 業務營運 — 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。	Customers — Customer Health and Safety, Quality Services, Customer Satisfaction, Complaint Handling 以客為本 — 客戶健康與安全、優質服務、客戶滿意、投訴處理

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。	Business — Corporate Values and Ethics, Respecting Rights 業務營運 — 企業價值與道德、尊重權利
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。	Business — Corporate Values and Ethics 業務營運 — 企業價值與道德
KPI B7.1 關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	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。	Business — Corporate Values and Ethics 業務營運 — 企業價值與道德

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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。	Community — Sharing Love, Protecting the Health and Safety of the Community 社會貢獻 — 分享愛、保護我們社區的健康及安全
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)。	Community — Sharing Love, Protecting the Health and Safety of the Community 社會貢獻 — 分享愛、保護我們社區的健康及安全
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)。	Community — Sharing Love, Protecting the Health and Safety of the Community KPI Data Summary 社會貢獻 — 分享愛、保護我們社區的健康及安全 績效數據總結

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