

# ISP

## ISP HOLDINGS LIMITED

## 昇柏控股有限公司

(Formerly known as Synergis Holdings Limited 昇捷控股有限公司)

(前稱為 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



# 2021

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

ISP Holdings Limited (formerly known as “Synergis Holdings Limited”) (the “Company”), and its subsidiaries (collectively, the “Group” or “We”) is pleased to present its annual Environmental, Social and Governance (“ESG”) Report (the “Report”). Complementing our Annual Report 2021, the purpose of this Report is to communicate the Group’s visions, commitments, policies, and performances relating to material ESG issues. This Report also intends to build trust and rapport among stakeholders, as well as to enable a better understanding of the Group’s sustainability progress and direction.

### REPORTING SCOPE

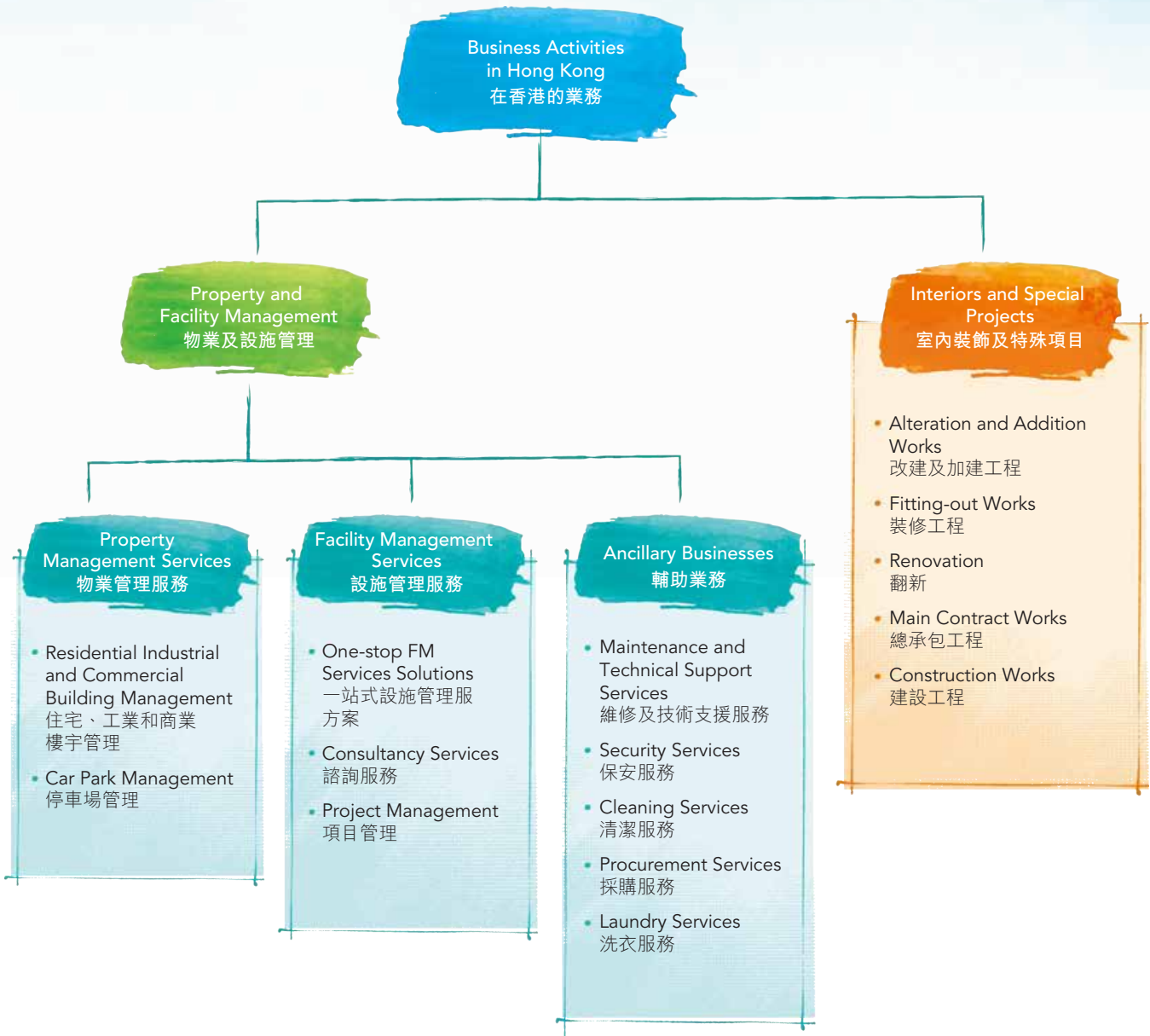
The scope of this Report covers the Group’s business activities in Hong Kong, which includes property and facility management (“PFM”) business and ancillary business (the “Ancillary Business”) (collectively, the “PFM Business”) as well as interiors and special projects (“ISP Business”), and its corporate offices in Hong Kong where we have management control. The scope of this Report is the same as the previous financial year. Unless otherwise specified, this Report covers the period from 1 January 2021 to 31 December 2021 (the “Reporting Year”).

昇柏控股有限公司(前稱「昇捷控股有限公司」)(「本公司」)，連同其附屬公司，(統稱為「本集團」或「我們」)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2021年年報，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。本報告亦旨在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度和方向。

### 報告範圍

本報告範圍涵蓋本集團在香港的業務，其中包括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(「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。本報告的範圍與上一財政年度相同。除另有指明外，本報告涵蓋2021年1月1日至2021年12月31日(「報告年度」)。





The senior management of the Group discusses, identifies and has confirmed the reporting boundary of this Report. The reporting boundary is determined according to the corresponding materiality of each entity to our business and operations, as well as the sustainability impact during the Reporting Year. In addition to operations with significant revenue contribution to the Group, this Report includes entities which are under our direct control and management during development or operations.

本集團高級管理層商討、識別及確認本報告的報告範圍。報告範圍是根據於報告年度各實體對我們的業務及營運的相應重要性以及可持續發展影響而釐定。除了對本集團的收益有重大貢獻的業務外，本報告亦包括了於發展或營運階段中受我們直接控制及管理的實體。

# About This Report

## 關於本報告

During the Reporting Year, the Group issued an announcement regarding the sale of an indirect wholly-owned subsidiary of the Company that is principally engaged in the provision of PFM business in Hong Kong and ancillary business. The completion of the transaction took place on 10 January 2022. Therefore, the reporting scope of our next ESG report will change.

於報告年度，本集團發布關於出售主要從事提供香港物業及設施管理業務及輔助業務之本公司間接全資附屬公司的公告。該交易已於2022年1月10日完成。因此，我們下一份環境、社會及管治報告的報告範圍將會改變。

This Report has been prepared in accordance with 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"). This Report adheres to the following reporting principles:

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」)編寫。本報告遵循以下報告原則：

### Materiality 重要性



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 "Our Sustainable Development"

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「我們的可持續發展」中的「持份者參與」和「重要性評估」。

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。量化資訊將在適當時將加以說明。

### Quantitative 量化



### Balance 平衡



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。

The preparation approach of this Report was substantially consistent with the previous year, and explanations were provided regarding data with changes in the scope of disclosure and calculation methodologies. There are no material changes in the reporting approach and methodologies from those adopted by the Group in the previous reporting year. If there are any changes that may affect comparison with previous reports, the Group will add a description to the corresponding content of this Report.

本報告的編製方式與往年基本一致，並已針對披露範圍及計算方式發生變化的數據進行說明。與本集團上一報告年度所採用的報告方式及方法相比並無重大變動。如有任何可能影響與過往報告作比較的變動，本集團將於本報告的相應內容中添加說明。

### Consistency 一致性

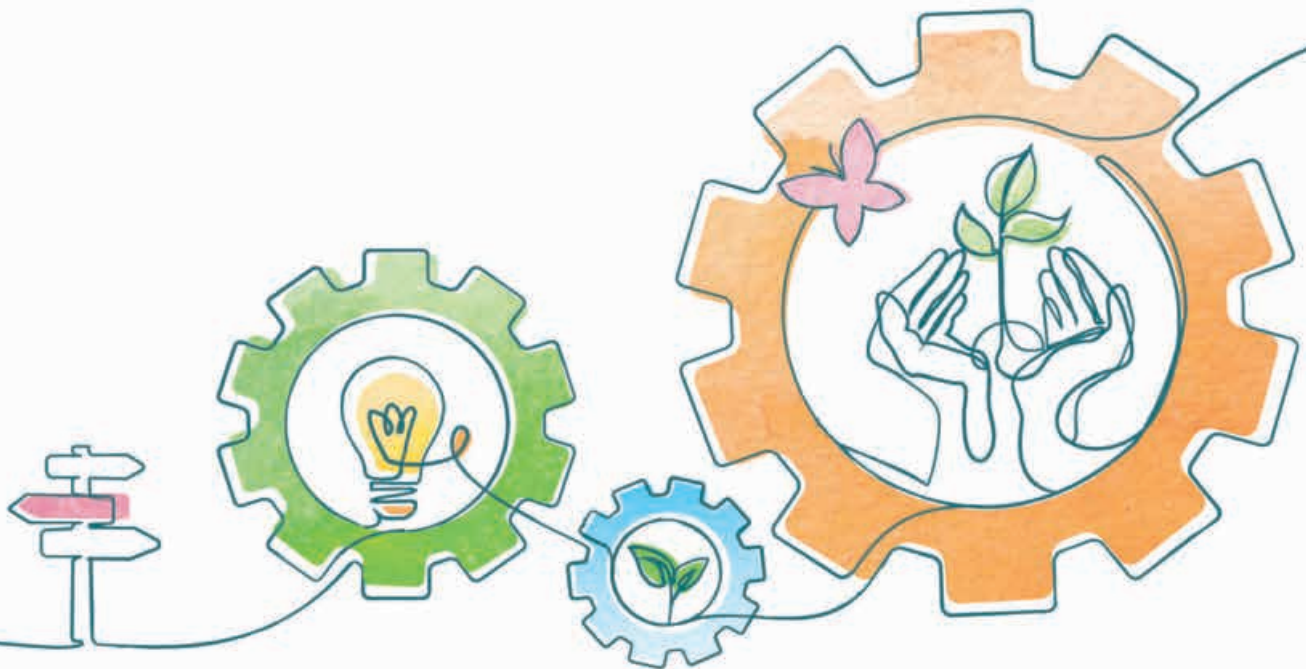


The Group is committed to disclosing all material ESG matters in the most accurate and genuine manner. All information is compiled and published based on existing policies or practices, and official documents or reports. Besides, the publication date of this Report is aligned with our Annual Report 2021, which highlights the interdependency between financial and non-financial matters, allowing the board of directors (the "Board") of the Company to assess these matters comprehensively. The Board is also dedicated to monitoring and disclosing the Group's sustainability performance through the annual publication of ESG report. This Report is endorsed and approved by the Board.

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@isp-hk.com.hk](mailto:investor@isp-hk.com.hk). For further information regarding our financial performance and corporate governance, please refer to our Annual Report 2021.

本集團致力以最準確和真實的方式披露所有重大的環境、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布。此外，本報告的發布日期與我們的2021年報保持一致，以突顯財務和非財務事項之間的相互依存關係，使本公司的董事會（「董事會」）能夠全面地評估這些事項。董事會亦致力透過每年發布環境、社會及管治報告，以監察及披露本集團的可持續發展表現。本報告已受董事會認可並批核。

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@isp-hk.com.hk](mailto:investor@isp-hk.com.hk) 與我們聯繫。有關我們財政表現和企業管治的更多資訊，請參閱我們的2021年報。



# Chairman's Message

## 主席的話

Dear Stakeholders,

On behalf of the Board of the Company, I hereby present to you the annual ESG performance of the Group for the year 2021.

Incorporating ESG considerations into the Group's governance is a critical factor in enabling it to manage sustainability challenges. The Board's approach to effective governance is reflected in the Group's commitment across the organisation to ensuring that it has the right culture and processes to manage various risks, including ESG risks. 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 fully 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.

The COVID-19 has allowed our Company to experience a moment of introspection. Due to the recovery of economy as well as implementation of cost control measures in 2021, ISP Business regained the momentum in the second half of the year. Although there was the outbreak of Omicron in early 2021, we are still optimistic that following the COVID-19 control policy implemented by the Government of HKSAR, the economy of Hong Kong will resume positive growth and our ISP Business will pick up the momentum gradually after the COVID-19 recedes. In addition, the disposal of PFM business in Hong Kong and ancillary business was completed on 10 January 2022. In view of this, we will see expanding ISP Business as our major strategy and align with the government plan to capture more business opportunities in the market when they arise.

Even in these difficult times, we must never lose sight of the big picture. The extent of the global climate emergency came into clear focus in 2021. Apart from improving financial performance, the Group is committed to taking timely and meaningful action to mitigate the impacts towards the environment and make sustainability as the core focus of our business strategy — woven into every facet of our operations. During the Reporting Year, we held various environmental protection seminars to enhance employees' awareness of different environmental protection issues such as energy conservation and food waste reduction. In addition, we have established a number of environmental targets that further demonstrate our commitment to environmental protection. We will regularly review progress towards these targets and the effectiveness of related measures.

親愛的持份者：

本人謹代表本公司董事會向閣下呈報本集團於2021年之環境、社會及管治的年度表現。

將環境、社會及管治的考量融入本集團的管治之中，是其得以管理可持續性發展帶來的挑戰的重要因素。本集團努力確保整個機構具備正確的文化和適當的工作流程，以處理包括環境、社會及管治風險在內的各種風險，這反映了董事會有效的管治方式。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。

本集團在新冠肺炎期間恢復業務的過程中，重新反思我們的營運。由於2021年經濟復甦以及實施了成本控制措施，室內裝修及特殊項目業務在下半年重拾動力。雖然Omicron在二零二一年初肆虐，但我們深信香港特別行政區政府實行新冠肺炎監控政策，香港經濟得以重拾升軌，且室內裝修及特殊項目業務在新冠肺炎消退後逐漸重拾動力。此外，我們於2022年1月10日已完成出售香港之物業及設施管理業務及輔助業務。因此，我們日後會以擴張室內裝飾及特殊項目業務為主要策略，並配合政府規劃，適時把握更多市場商機。

即使在困難時期，我們也不忘大局。全球氣候危機的緊急程度成為2021年的關注重點，除了改善財務表現外，本集團亦致力採取適時而有意義的行動來減少對環境造成的影響，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。於報告年度，我們舉辦了不同環保講座，以提高員工對節約能源和減少浪費食物等不同環境保護議題的意識。此外，我們制定了多項環境目標，進一步體現了我們對環境保護的承諾。我們會定期審查實現該等目標的進展和相關措施的有效性。

While the COVID-19 presented challenges to community engagement, our corporate volunteering team “S-Power” (“S-Power 昇動力”) found ways to reach out to members of the local community to improve the Group’s corporate social responsibility performance. This year, we extended our care to different levels of society. In April, our volunteer team organised a potted plant donation activity and gathered our volunteers to decorate more than a hundred of succulent potted plants before sending them to the frontline medical staff and the co-workers of the Grace Court, a nursing home for the elderly under The Evangelical Lutheran Church of Hong Kong, to express our gratitude and encourage everyone to continue to fight against the COVID-19. In the future, we will strive to giving back to and help fostering an inclusive society.

It is hard to overstate the disruption that has been caused by COVID-19. While fighting against the COVID-19, we continue to enhance our service quality. We believe that we are in a strong position to face any challenges that come our way. For example, in order to stem the spread of the COVID-19, we added the electronic payment function in our Synergis Community Application (“SCA”) to reduce face-to-face contact. This new function also aligns with the government policy by supporting the recently released “Consumption Voucher” as payment method for the sake of assisting local economic recovery.

Last year, our business continued to push forward with the help of our stakeholders’ devotion and tireless efforts. The achievements of 2021 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. We must carry on in exuding our core values of customer focus, integrity, teamwork, innovation and pursuit of excellence as well as 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  
Hong Kong, 29 March 2022

儘管新冠肺炎為社區的聯繫帶來莫大挑戰，我們的企業義工團隊「S-Power昇動力」仍然積極尋找機會服務社區，以提升本集團企業社會責任的表現。今年，我們的關懷延伸至社會不同層面。例如我們為感謝醫護人員在疫情下辛勞工作，我們的企業義工團隊於4月舉辦「抗疫同行春日盆栽贈醫護」活動，義工合力粉飾超過100盆多肉植物盆栽，送往基督教香港信義會恩頤居，贈予老人院舍的前線醫護人員及院舍同工，以表達謝意，並鼓勵大家繼續為對抗新冠肺炎加油。我們未來亦會努力回饋社會，協助打造一個發展共融的社會。

新冠肺炎所造成的影響無容置疑。然而我們在對抗新冠肺炎的同時，仍不斷提升我們的服務質素，我們相信我們能迎難而上，遊刃有餘地面對挑戰。例如，為防止新冠肺炎擴散，我們於我們的《Synergis Community Application》(「SCA」)中新增了電子支付功能，減少面對面接觸。這項新功能同時配合政府政策，支持消費券為付款方式，以協助恢復本地經濟。

過去一年，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2021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始終的信任、支持和承諾。我們必須繼續堅守我們以客為本、正直誠實、群策群力、不斷創新和追求卓越的核心價值及採取透明、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  
香港，2022年3月29日



# About the Group

## 關於本集團

### Our Mission 我們的使命

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

我們致力為持份者創造價值，為他們提供全面及創新的方案，以達至高質素成效。

### Our Values 我們的企業價值

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

During the Reporting Year, the Group's business comprised the ISP Business in Hong Kong and the PFM business in China, which together constituted the continuing operations, and the PFM business in Hong Kong and ancillary business, which had been disposed to a third party on 10 January 2022 and is therefore classified as discontinued operations in the financial statements for the Reporting Year.

The ISP Business which has been in operation since 2006 and had completed over 244 projects up to 31 December 2021 in a large variety of services, including interior design, fitting out, renovation and conservation, A&A, construction, maintenance, and buildability and feasibility studies for building related projects, to its local customers.

於報告年度，本集團的業務由在香港的室內裝飾及特殊項目業務及在中國的物業及設施管理業務（共同構成持續經營業務），以及在香港的物業及設施管理業務及輔助業務（已於2022年1月10日出售予第三方，故於報告年度的財務報表分類為已終止業務）組成。

室內裝飾及特殊項目業務自2006年起運作及截至2021年12月31日已完成逾244個項目，為本地客戶提供多種服務，包括樓宇相關項目的室內設計、裝修、翻新及保育、加建及改建、建築、維護及建築可行性研究。

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. The Group managed 363 projects with over 93,000 units of residential, commercial and industrial facilities in Hong Kong and maintained a diverse portfolio for a wide spectrum of clients including government, corporate clients, public institutions and private clients. The scope of service includes but 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 estates, private housing and car parks, etc.

To strengthen and support the growth of our PFM Business, we developed and invested 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.

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.

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。本集團於香港管理363個項目，涉及超過93,000個住宅單位、商業及工業設施，並維持客戶類別豐富的多元化組合，包括政府、企業客戶、公共機構及私人客戶。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。

為加強和支援物業及設施管理的業務增長，我們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。

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，集團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。

## 2021 Progress at a Glance 2021 重要成果



Received more than  
**240** awards  
獲得超過  
**240** 個獎項

Total internal training hours  
increased from 391 in 2020 to  
535 in 2021, an increase of  
內部培訓總時數由2020年391  
升至2021年的535小時，增加了

**36.83%**



Successfully transitioned to  
成功過渡到

**ISO 45001**

Occupational Health and Safety  
Management System (ISP Business)  
ISO 45001 職業健康與安全管理系統  
(室內裝飾及特殊項目)



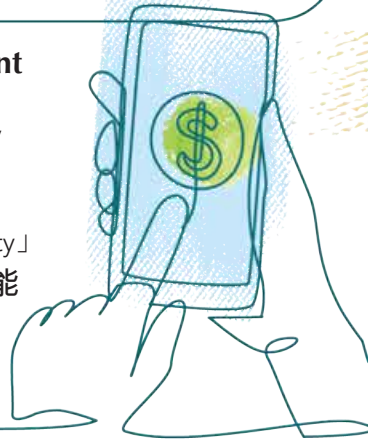
Recycled 1,697.40 kg of  
paper, an increase of  
已回收了1,697.40  
公斤的紙張，增加了

**33.86%**



Added new **payment**  
**function** to the  
Synergis Community  
Application

智能手機應用程式  
「Synergis Community」  
增加了新的**支付功能**



Increased  
**42.86%** of the  
Installation of the Track  
My Tour Application

智能手機應用程式  
「Track My Tour」的  
下載量增加了  
**42.86%**



Set environmental goals  
in **4 areas**,  
including energy,  
greenhouse gases,  
water and waste

在 **4 個領域**  
設定環境目標，  
包括能源、溫室氣體、  
水和廢物

Conducted **7** community  
investment activities

開展 **7** 次社區投資活動



Awarded the Caring  
Company Logo for more than  
榮獲商界展關懷標誌超過

**15 years** 年



# Major Awards and Recognitions 主要獎項及嘉許

## MAJOR AWARDS 主要獎項

Hong Kong Federation of Youth Groups  
香港青年協會

HEART TO HEART COMPANY  
有心企業

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



Promoting Happiness Index Foundation  
香港提升快樂指數基金



HAPPY COMPANY AWARD  
開心企業

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

Employees Retraining Board  
僱員再培訓局

HONOUR OF MANPOWER  
DEVELOPER  
人才企業

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



Education Bureau of Hong Kong Special Administrative Region  
香港特別行政區教育局

QF STAR EMPLOYER  
QF 星級僱主

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



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

15 YEAR PLUS CARING COMPANY LOGO  
15年PLUS「商界展關懷」標誌

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



# Major Awards and Recognitions 主要獎項及嘉許

## MTR Corporation Limited 香港鐵路有限公司

**SAFETY-FIRST AWARDS SCHEME**  
「安全第一質量至上」獎勵計劃

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

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

**GOOD MPF EMPLOYER AND  
PRESENTED WITH  
E-CONTRIBUTION AWARD AND  
MPF SUPPORT AWARD**  
積金好僱主並榮獲電子供款獎  
及積金推廣獎



ISP Holdings Limited (formerly known  
as "Synergis Holdings Limited")  
昇柏控股有限公司  
(前稱「昇捷控股有限公司」)

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

ISP Curtain Wall and Aluminum  
Products Limited  
昇柏幕牆及鋁質製品有限公司

ISP Interiors Limited  
昇柏室內裝飾有限公司

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

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

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

SynWave Services Limited  
新浪潮服務有限公司

## The World Green Organisation 世界綠色組織

**THE UNITED NATIONS SUSTAINABLE  
DEVELOPMENT GOALS — GREEN OFFICE  
AWARDS LABELLING SCHEME" AND  
"ECO-HEALTHY WORKPLACE" LOGO**  
聯合國可持續發展目標 — 「綠色辦公室獎勵計劃」  
認證及「健康工作間」標誌

ISP Holdings Limited (formerly known as "Synergis  
Holdings Limited")  
昇柏控股有限公司(前稱「昇捷控股有限公司」)



Construction Industry Council; Development Bureau  
建造業議會、發展局

**ZERO ACCIDENT  
AMBASSADOR AWARD**  
零意外大使獎

ISP Construction  
(Engineering) Limited  
昇柏營造廠(工程)有限公司  
25 Staffs  
25名員工



Link Property Management Services Limited  
領展物業管理有限公司

**REPAIR AND MAINTENANCE CONTRACTOR  
RECOGNITION AWARD IN  
OCCUPATIONAL HEALTH AND SAFETY**  
保養及維修承辦商嘉許獎

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

**BEST SERVICE AMBASSADOR AWARD**  
卓越服務人員獎

Tin Shui Wai (Group C2), Tsz Wan Shan Shopping Centre,  
Chuk Yuen Plaza, Hing Wah Plaza & T Town  
天水圍(C2組)、慈雲山中心、竹園廣場、華興廣場及T Town  
5 Staffs  
5名員工

Kowloon City District Council Housing and  
Infrastructure Committee  
九龍城區議會轄下房屋及基礎建設委員會

**KOWLOON CITY QUALITY BUILDING  
MANAGEMENT COMPETITION — CHAMPION**  
九龍城區優質樓宇管理比賽 — 冠軍

Fairland Garden  
俊慧園



Environmental Protection Department  
環境保護署

**COMMENDATION SCHEME ON SOURCE  
SEPARATION OF DOMESTIC WASTE —  
CERTIFICATE OF SILVER**  
家居廢物源頭分類 — 銀獎

Rise Park Villas  
麗莎灣別墅



# Major Awards and Recognitions 主要獎項及嘉許

## Environmental Protection Department 環境保護署

### COMMENDATION SCHEME ON SOURCE SEPARATION OF DOMESTIC WASTE — CERTIFICATE OF MERIT 家居廢物源頭分類獎勵計劃 — 優異獎



Evelyn Towers, Valley View Terrace, Fung Chuen Court, Broadview Terrace, Ka Shing Court, Century Court, Sun Hing Garden, Tanner Garden, Horseshoe Tower, Harvest Garden, Hibiscus Park, King Shing Court, Tai Po Garden, Marina Habitat, The Crescent, King Shan Court, Tin Ping Estate, 7-11 Cornwall Street, Wah Kwai Estate, Tsui Yiu Court, Full Wealth Gardens, Yuk Ming Court, Fu Shin Estate, Tai Hang Tung Estate, Yuk Ming Court, Fu Shin Estate, Hong Pak Court, Scenery Garden, Wealthy Villas, 18A La Salle Road, Emperor Place, Tin Fu Court, Kwong Ming Court, King Nga Court, Forest Hill, Wang Fu Court, Tsz On Court, The Vista, Wan Tau Tong Estate, King Hin Court

雲景臺、駿景台、鳳鑽苑、雅景臺、嘉盛苑、山翠苑、新興花園、丹拿花園、藍駿樓、恒豐園、芊紅居、景盛苑、大埔花園、悅海華庭、仁禮花園、瓊山苑、天平邨、歌和老街7-11號、華貴邨、翠瑤苑、富雅花園、煜明苑、富善邨、康栢苑、豐景花園、富康園、喇沙利道18號A、帝文苑、天富苑、廣明苑、景雅苑、康定舍、頌雅苑、蔚林居、宏富苑、慈安苑、怡庭居、運頭塘邨、瓊軒苑

## Occupational Safety and Health Council 職業安全健康局

### CONSTRUCTION SAFETY AWARD — MERIT AWARD 建造業安全大獎 — 優異獎

ISP Construction (Engineering) Limited  
昇柏營造廠(工程)有限公司  
1 Staff  
1名員工



Hong Kong Police Force  
香港警務處

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

Silver Award  
銀獎

Tin Fu Court, Harvest Garden  
天富苑、恒豐園

Outstanding Award  
優異獎

Fu Shin Estate, Kwong Ming Court,  
Tin Ping Estate, Wah Kwai Estate,  
Ka Shing Court, King Shing Court,  
Full Wealth Gardens

富善邨、廣明苑、天平邨、  
華貴邨、嘉盛苑、景盛苑、  
富雅花園

TUEN MUN BEST  
SECURITY GUARD  
AWARDS  
屯門區最佳保安員選舉

Best Security Personnel Award  
最佳保安員獎

Leung King Plaza  
良景廣場  
3 Staffs  
3名員工



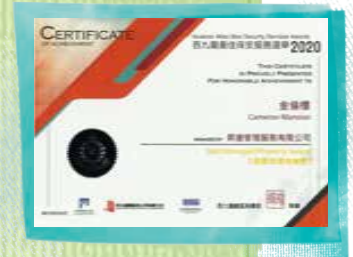
KOWLOON WEST BEST  
SECURITY SERVICES  
AWARDS  
西九龍最佳保安服務選舉

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、帝文苑、  
7-11 歌和老街、康定舍

Four-star Managed Property Award  
四星級管理物業獎

Silver Crest  
銀鑰閣



Outstanding Management Property  
Award  
優異管理物業獎

Cameron Mansion  
金倫樓

EASTERN DISTRICT  
OUTSTANDING  
SECURITY GUARD  
AWARD SCHEME  
東區傑出保安員獎勵計劃

Outstanding Security Guard Award  
傑出保安員獎

Tanner Garden  
丹拿花園





# Major Awards and Recognitions 主要獎項及嘉許

## Hong Kong Police Force 香港警務處

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

**Outstanding Management Property  
Award  
優質物業管理獎**

Elegance Garden, Sun Hing Garden  
富雅花園、新興花園

**Two-star Managed Property Award  
雙星級物業管理獎**

Chung Nga Court, Emerald Palace  
頌雅苑、疊翠豪庭

**Three-star Managed Property Award  
三星級物業管理獎**

88 Plaza, Century Court, Fu Shin Estate,  
Harvest Garden, Ka Shing Court,  
King Nga Court, King Shing Court,  
Marbella Gardens, Tai Po Garden,  
Tin Fu Court, Tin Ping Estate, Villa  
Castell, Wan Tau Tong Estate

88廣場、山翠苑、富善邨、恒豐園、  
嘉盛苑、景雅苑、景盛苑、馬寶花園、  
大埔花園、天富苑、天平邨、  
新翠山莊、運頭塘邨



**Best Security Personnel Award  
(Gold Award)**

**最佳保安員獎(金獎)**

Chung Nga Court: 1 staff  
頌雅苑：1位同事

**Best Security Personnel Award  
最佳保安員獎**

6 staffs  
6位同事

**Outstanding Security Personnel  
優異保安員**

19 staffs  
19位同事

**Outstanding Performance Award  
傑出表現獎**

93 staffs  
93位同事



# Our Sustainable Development 我們的可持續發展

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 may lead to new business opportunities. Hence, to foster company longevity and growth, as well as to realise new business opportunities, the Group commits to integrating sustainability principles into every facet of the business.

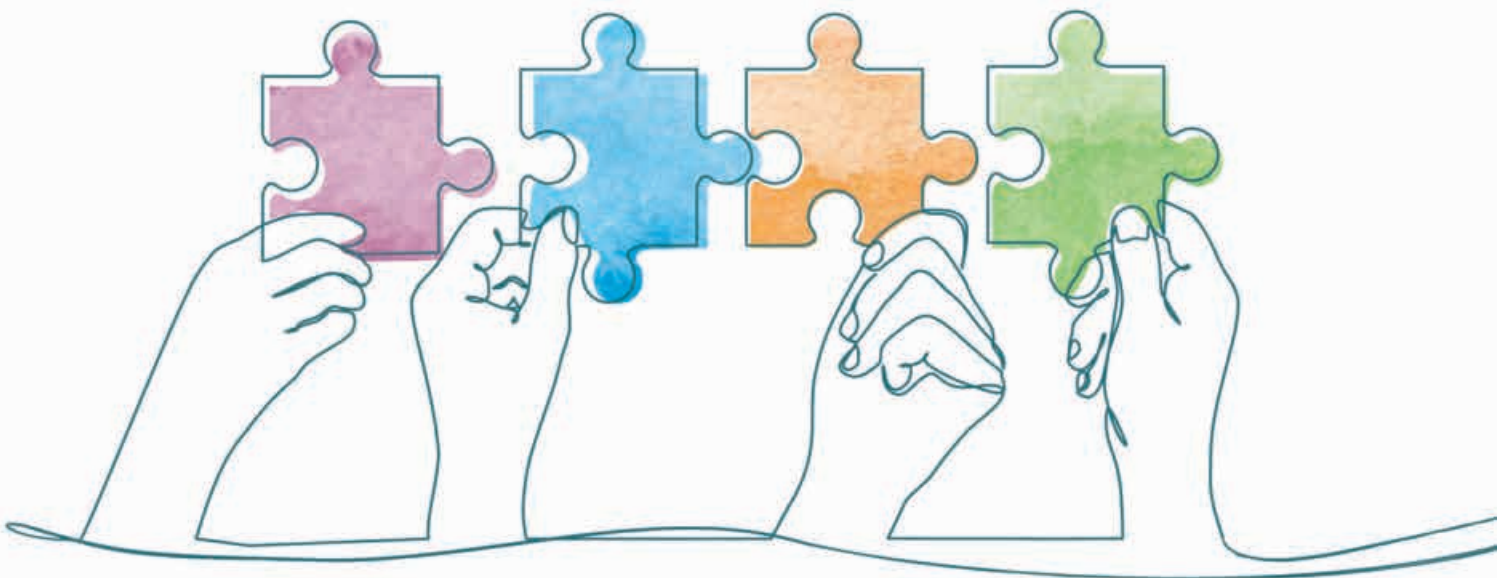
## SUSTAINABILITY STRATEGY

Our concept of sustainability is not only the guiding principle, but is embedded in our strategies, which guides our operations. We strive to achieve positive outcomes for our business, as well as for our business, 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.

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。可是，以敢於嘗試的態度尋求解決方案或能帶來新的商機。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。

## 可持續發展策略

我們的可持續概念不僅是指導原則，而是策略層面的應用，作為我們的營運引導。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。



# Our Sustainable Development 我們的可持續發展

## SUSTAINABILITY STRATEGY 可持續發展策略

- ▶ 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
- ▶ Promote industry's fair competition and sustainable development of the industry  
促進行業公平競爭和行業可持續發展



- ▶ 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 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
- ▶ Establish sound customer communication mechanism  
建立健全的客戶溝通機制



- ▶ 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
- ▶ Provide equal opportunities, non-discrimination and human rights  
提供平等機會、反歧視和保障人權



- ▶ 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
- ▶ Contribute to a loving community  
打造充滿關愛的社區



- ▶ 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
- ▶ Provide equal opportunities, non-discrimination and human rights  
提供平等機會、反歧視和保障人權



- ▶ Maintain a comprehensive environmental management system with periodic review  
維護全面的環境管理系統並定期審視
- ▶ 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
- ▶ Respond to climate change and seize the opportunities brought by climate change  
應對氣候變化，並把握氣候變化帶來的機遇



## SUSTAINABILITY GOVERNANCE

Robust governance is fundamental to our business. A strong governance structure with clear lines of accountability enables us to deliver the commitment outlined in our sustainability strategy. Effective sustainability management requires committed leadership, clear direction and strategic influence. Under the Board's leadership, we endeavour to ensure that our business is conducted in accordance with all applicable laws and regulations, codes and standards and that we live up to our high standards of accountability and transparency.

The Board takes the overarching responsibility of managing the business strategies and activities of the Group. Sustainability issue 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 vision and managing ESG-related performance 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's involvement with ESG issues in a gradual manner.

## 可持續發展管治

我們的業務建基於穩健的管治。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。在董事會的領導下，我們確保業務營運遵守所有適用之規則及法例，並符合適用的守則及標準，致力保持高標準的問責制度和透明度。

董事會肩負為業務策略及整體業務管理制定方針的責任。董事會在策略層面上計劃和管理可持續發展事宜，而在營運層面上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。

# Our Sustainable Development 我們的可持續發展

## 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

- ▶ Ensures the Group's operations follow the principles of honesty and integrity  
確保本集團在營運上遵循誠實和廉正的原則
- ▶ Provides 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
- ▶ Prevents, detects and responds to potential misconduct  
預防、偵查和應對潛在的不當行為
- ▶ Reports 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
- ▶ Conducts 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

- ▶ Takes current and emerging risks and risk exposures relating to the Group's business and strategies into consideration, 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

- ▶ Measures and reviews the sustainability performance of the Group  
量度和審查本集團的可持續發展績效
- ▶ Controls and provides 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
- ▶ Assists 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
- ▶ Assists the Board in setting ESG-related goals and targets that are related to the Group's business  
協助董事會設立與本集團業務有關連的環境、社會及管治相關的目標

## Safety, Health and Environmental Committee (PFM) 職安健康委員會 (物業及設施管理)

- ▶ Monitors 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

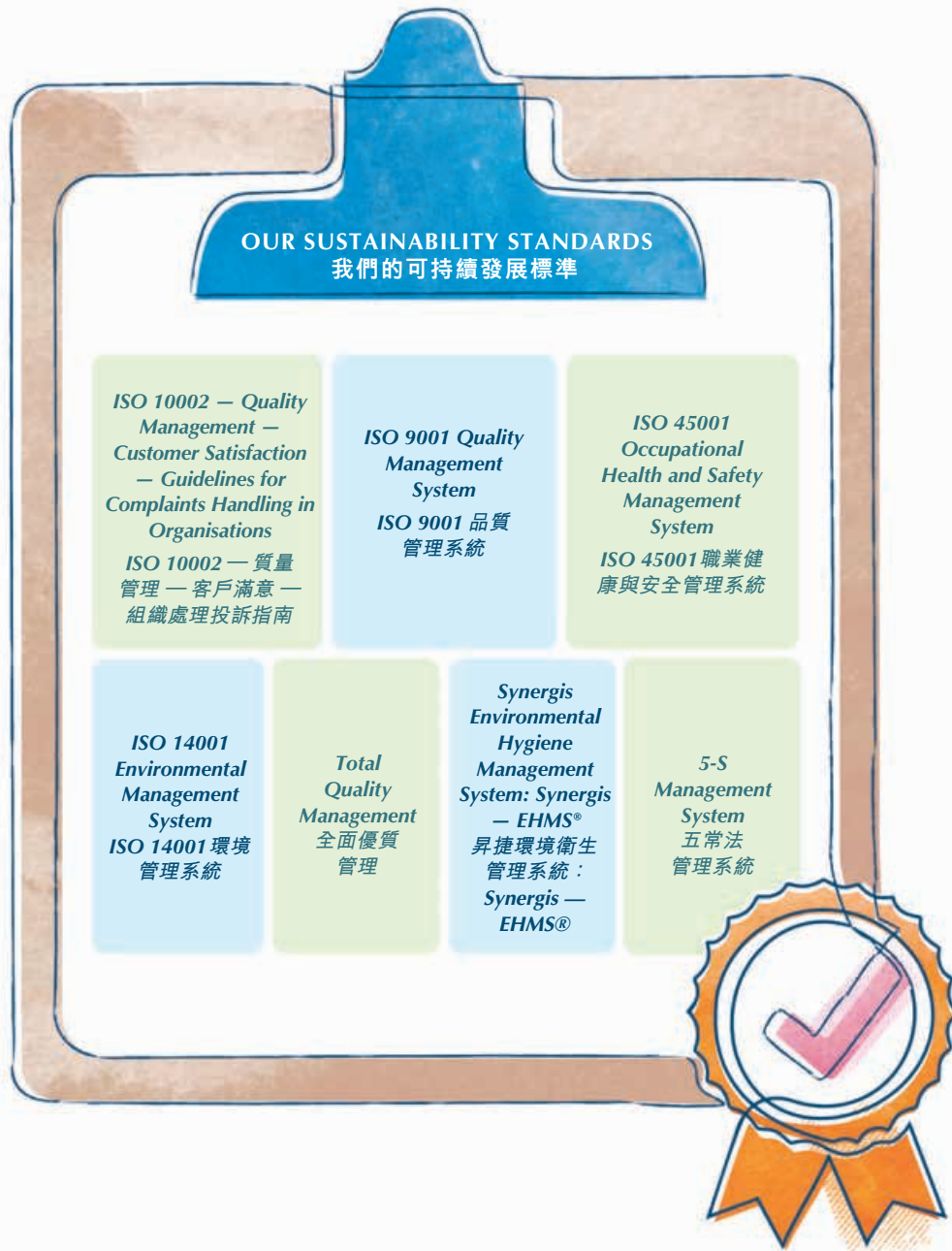
## Corporate Occupational Health and Safety Management Committee (ISP) 企業職業健康和安全管理委員會 (室內裝飾及特殊項目)

## SUSTAINABILITY STANDARDS

In order to ensure best practice in the industry and effectively regulate our occupational health and safety (“OHS”), operational quality, and environmental management, the Group 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(「職業健康及安全」)、營運質素以及環境管理，本集團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。



# Our Sustainable Development 我們的可持續發展

## STAKEHOLDER ENGAGEMENT

The Group openly and actively engages with those who are highly influential to our business, and those whom our operations affect significantly. Understanding different stakeholders' opinions, priorities and values helps us to better serve their evolving needs and to recognise their expectations and concerns regarding our governance, management and sustainability.

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 established engagement channels. In preparing this Report, we also engaged an external consultant to conduct a stakeholder engagement exercise to help validate and priorities material sustainability topics.

Key stakeholders and related engagement methods include but are not limited to the following:

## 持份者參與

本集團開放並積極地與對我們的業務具有高度影響力的人士以及我們的營運對其產生重大影響的人聯繫。了解不同持份者的觀點、優次考慮及價值觀，有助我們更能滿足其不斷轉變的需要，並了解其對我們在管治、管理及可持續發展的期望及關注。

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。

主要持份者及相關參與方法包括但不限於以下各項：



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



### Employees 僱員

- ▶ Employee engagement activities 員工活動
- ▶ ESG surveys 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
- ▶ 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
- ▶ Employee Newsletters 員工通訊
- ▶ Performance appraisals 工作表現評核
- ▶ ESG surveys 環境、社會及管治問卷
- ▶ Meetings and conferences (video) 會議及研討會(視像)
- ▶ Customer Newsletters 客戶通訊
- ▶ Personal contacts 個人聯繫
- ▶ Smart phone application 智能電話應用程式



### 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 集團網頁
- ▶ Social media 社交媒體
- ▶ Customer satisfaction surveys 客戶滿意度調查



**Business Partners (Suppliers, contractors, service providers)**  
業務夥伴 (供應商、承辦商、服務供應商)

- ▶ 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
- ▶ ESG surveys 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)
- ▶ 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)

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



# Our Sustainable Development 我們的可持續發展

## MATERIALITY ASSESSMENT

### Material Issues

The Group's continuous efforts in sustainability will only be meaningful and impactful if it focuses on addressing the issues that matter the most. Engaging its stakeholders in the materiality assessment process is key to its approach to sustainability. It helps the Group prioritise its focus and resources to the areas where the Group can significantly impact and gain insight on how our sustainability performance can be improved for future development. The coverage of this Report is determined with reference to a detailed materiality assessment.

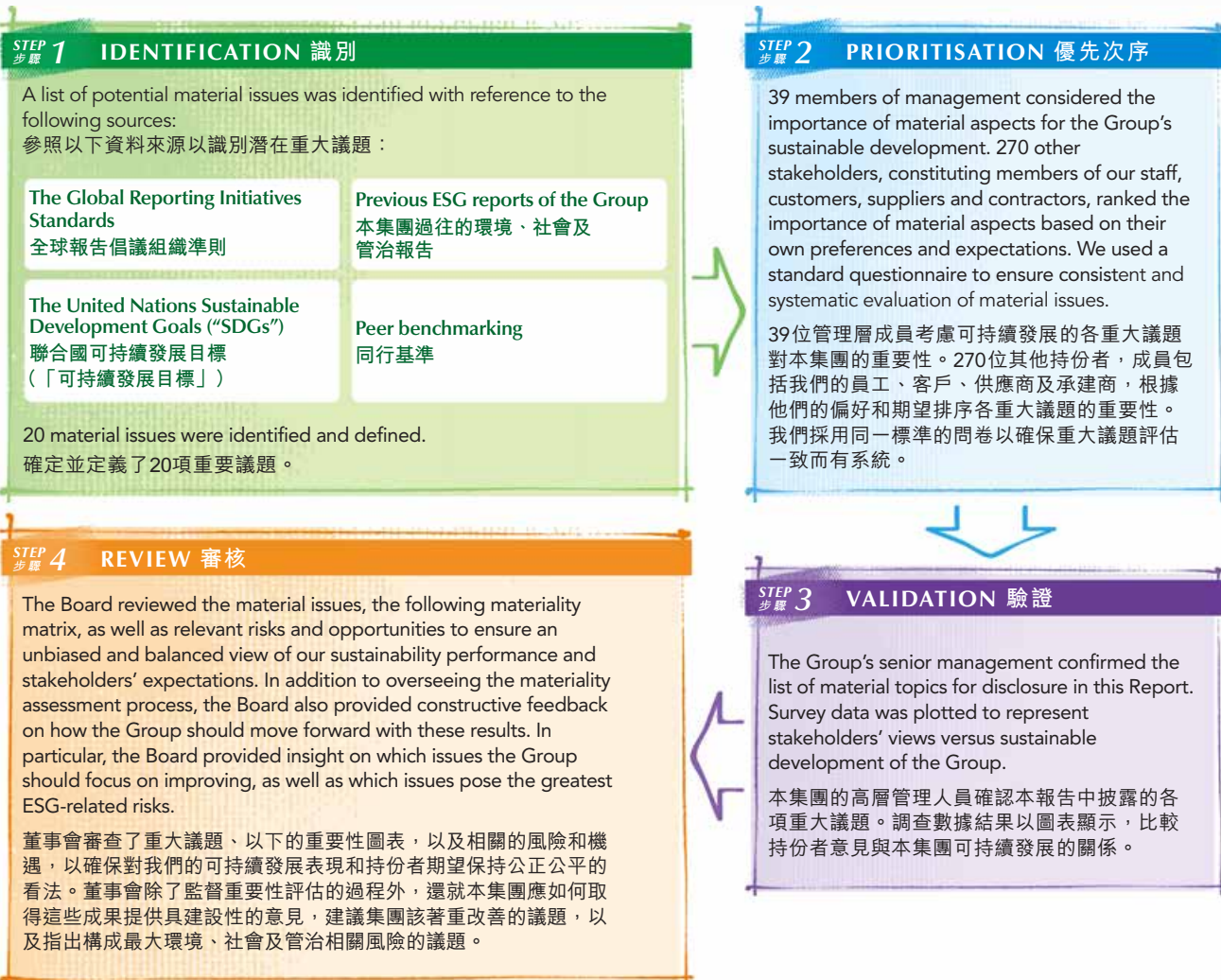
We are committed to performing this exercise annually to ensure our existing priorities, strategies and policies align with stakeholder expectations, sustainability-related risks and opportunities. During the Reporting Year, we engaged an independent third-party consultant to adopt a 4-step approach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

## 重要性評估

### 重要議題

本集團在可持續發展方面的持續努力需專注於解決最重要的議題，才能更具意義及發揮更大影響力。持份者參與重要性評估過程是本集團可持續發展方針的關鍵，有助將重點及資源優先投放於本集團可產生重大影響的範疇，並了解到未來可如何改善可持續發展的表現。本報告的涵蓋範圍是根據詳細的重要性評估而決定的。

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。於報告年度，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。



## 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 Financial Performance of the Group  
集團業績表現
- 3 Compliance with Relevant Laws and Regulations  
遵守相關的法律法規
- 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 Protection  
保障客戶私隱
- 8 Quality Services  
優質服務

### People 人才發展

- 9 Employment Practices  
僱傭慣例
- 10 Occupational Health and Safety  
職業健康及安全
- 11 Employee Training and Development  
員工培訓與發展
- 12 Human Rights Protection  
人權保障

### Community 社會貢獻

- 13 Community Engagement and Investment  
社區參與和投資

### Partners 夥伴合作

- 14 Green Procurement  
綠色採購
- 15 Sustainable Performance of Suppliers and Subcontractors  
供應商和承建商的可持續表現

### Environment 環境管理

- 16 Energy Management  
能源管理
- 17 Water Management  
用水管理
- 18 Air Emissions  
廢氣排放
- 19 Waste Management  
廢物管理
- 20 Climate Change  
氣候變化

# Our Sustainable Development 我們的可持續發展

## Sustainability Commitments and Goals




In 2015, the 193 member states of the United Nations resolved to pass a plan to address the world's most pressing social, economic and environmental challenges. The plan covers 17 SDGs which also known as the Global Goals. The SDGs are universally applicable to all countries and aim to eradicate extreme poverty, fight against inequality and injustice, protect our planet and ensure that all people enjoy peace and prosperity by 2030. During the Reporting Year, the senior management has reviewed the SDGs adopted last year, the Group's sustainability strategy and business nature, and 4 SDGs were identified as the most material aspect to the Group's business and sustainability strategy for the purpose of optimising the resource allocations. We have presented the list of SDGs identified by the senior management to the Board for approval.

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

## 可持續發展承諾及目標

2015年，聯合國193個會員國決議通過一項計劃以應對全球最緊迫的社會、經濟及環境挑戰。該計劃涵蓋17個可持續發展目標，又稱全球目標。可持續發展目標普遍適用於所有國家，旨在消除極端貧困，對抗不平等和不公正現象，保護我們的地球，並確保於2030年前所有人都能共享和平與繁榮。於報告年度，我們的高層管理人員審查了去年通過的可持續發展目標、本集團的可持續發展策略和業務性質，並識別了4個對本集團業務和可持續發展戰略最重要的可持續發展目標，以便優化資源配置。我們已匯報經高層管理人員識別的各個可持續發展目標予董事會作批准。

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。

Our Core Value 核心價值	Our Contribution and Measures 我們的貢獻與措施	Material Issues 重要議題	SDGs 可持續發展目標
<b>Business</b> 業務營運	<p>The Group is committed to legal compliance and working with governments to build strong corporate governance and business ethics. Besides, the Group advocates the cultures of integrity, establishes a transparent and smooth complaint mechanism, to promote stable and sustainable development.</p> <p>本集團遵守法律，並與政府機構合作建立穩固的企業管治和商業道德。此外，本集團提倡誠信文化，建立透明、暢通的申訴機制，促進穩健、可持續的發展。</p> <ul style="list-style-type: none"> <li>▶ Monitor, evaluate and improve material sustainability issues, performance and risks regularly 定期監控、評估和提升重要的可持續性議題、表現與風險</li> <li>▶ 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</li> </ul>	<ul style="list-style-type: none"> <li>▶ Corporate Governance and Risks 企業管治和風險</li> <li>▶ Compliance with Relevant Laws and Regulations 遵守相關的法律法規</li> <li>▶ Financial Performance of the Group 集團業績表現</li> <li>▶ Ethics and Integrity 道德與操守</li> </ul>	<p><b>8</b> DECENT WORK AND ECONOMIC GROWTH </p> <p><b>11</b> SUSTAINABLE CITIES AND COMMUNITIES </p> <p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS </p>

Our Core Value  
核心價值Our Contribution and Measures  
我們的貢獻與措施Material Issues  
重要議題SDGs  
可持續發展目標Customers  
以客為本

The Group's competitiveness depends on its ability to ensure that we consistently deliver high quality services and respond swiftly to the changing preferences and needs of its customers. We have also devoted ample resources into developing new technologies as well as improving our existing applications.

本集團致力確保服務維持高質素，並迅速迎合顧客不斷變化的喜好和需求，以保持競爭力。我們亦已投放大量資源來開發新技術及改善現有應用程序。

- 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

- Customer Health and Safety  
客戶的健康與安全
- Customer Privacy Protection  
保障客戶私隱
- Customer Engagement and Satisfaction  
客戶參與度和滿意度
- Quality Services  
優質服務

4 QUALITY EDUCATION

People  
人才發展

The Group promotes a diverse and equal corporate culture, attaches great importance to occupational health and safety, and strives to create a people oriented working environment. In recent years, apart from providing adequate staff training on topics related to occupational health and safety, vocational skills and environmental protection, the Group has also been committed to raising stakeholders' awareness of sustainability.

本集團倡導多元平等的企業文化，高度重視職業健康安全，致力營造以人為本的工作環境。近年，本集團除了就與職業健康安全、職業技能和環境保護相關的主題提供足夠的員工培訓，亦致力於提高持份者對可持續性的意識。

- 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

- Employment Practices  
僱傭慣例
- Occupational Health and Safety  
職業健康及安全
- Employee Training and Development  
員工培訓與發展
- Human Rights Protection  
人權保障

4 QUALITY EDUCATION



8 DECENT WORK AND ECONOMIC GROWTH



# Our Sustainable Development

## 我們的可持續發展

### Our Core Value 核心價值

### Our Contribution and Measures 我們的貢獻與措施

### Material Issues 重要議題

### SDGs 可持續發展目標

#### Community 社會貢獻

The Group's community investment strategy leverages its internal resources, vast business network and partnerships with various NGOs and stakeholders to build strong relationships and trust with the communities.

本集團的回饋社會的策略是透過內部資源、強大的業務網絡及與各個非政府組織和持份者的合作，與社區建立緊密互信的關係。

- 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

- Community Engagement and Investment  
社區參與和投資

4 QUALITY EDUCATION



11 SUSTAINABLE CITIES AND COMMUNITIES



#### Partners 夥伴合作

The Group pursues mutual benefit and common growth through win-win cooperation with its partners, and constantly improves partner management mechanism to create a sustainable supply chain.

本集團追求與合作夥伴互利共贏，共同成長，不斷完善合作商管理機制，打造可持續的供應鏈。

- 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

- Green Procurement  
綠色採購
- Sustainable Performance of Suppliers and Subcontractors  
供應商和承建商的可持續表現

8 DECENT WORK AND ECONOMIC GROWTH



11 SUSTAINABLE CITIES AND COMMUNITIES



#### Environment 環境管理

To incorporate sustainability into cities and communities and to reduce its environmental impact, the Group is dedicated to developing a comprehensive environmental management system, to explore energy-saving, paper-saving, and waste-reduction measures, as well as to improve risk management capabilities for climate change, in order to contribute to the green development of society.

為建設一個更具可持續性的城市和社區，減少對環境的影響，本集團致力於建立完善的環境管理體系，探索節能、節約用紙、減廢措施，以及提高應對氣候變化的風險管理能力，為社會的綠色發展貢獻力量。

- 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

- Energy Management  
能源管理
- Water Management  
用水管理
- Air Emissions  
廢氣排放
- Waste Management  
廢物管理
- Climate Change  
氣候變化

4 QUALITY EDUCATION



11 SUSTAINABLE CITIES AND COMMUNITIES



# Business 業務營運

8 DECENT WORK AND  
ECONOMIC GROWTH11 SUSTAINABLE CITIES  
AND COMMUNITIES16 PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS

Robust corporate governance and effective risk management are fundamental to the Group's business and long-term success, as well as promoting and safeguarding the interests of its shareholders and other stakeholders. Accordingly, we have adopted and implemented corporate governance principles and practices that emphasise a high-calibre board, effective risk management and internal control systems, stringent disclosure practices, transparency and accountability.

## CORPORATE GOVERNANCE

We maintain a solid corporate governance framework to ensure the Group's integrity, which safeguards the interests of our stakeholders and achieve long-term business 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 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 effective and efficient flow of information between management, departments and business units. As at the publication date of this Report, the Board is composed of five Committees:



Further information about our governance structure can be found in the Corporate Governance Report in the Group's Annual Report 2021 and on the Company's website <http://www.isp-hk.com.hk>.

穩健的企業管治和有效的風險管理對於本集團的業務和長遠發展，以及促進及保障其股東及其他持份者權益至關重要。為此，我們採納與實施企業管治原則及常規，強調高質素的董事會、有效的風險管理及內部監控制度、嚴格的披露常規、透明度及問責制。

## 企業管治

我們繼續以穩健的企業管治框架來確保本集團的誠信，從而維護持份者的利益長遠發展和並取得長期的商業成功。

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，我們確保我們的業務適應未來的發展及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。截至本報告刊發之日，董事會由五個委員會組成：

有關我們管治架構的更多資訊，請參閱本集團的2021年年報中的《企業管治報告》及公司網站 <http://www.isp-hk.com.hk>。

# Business 業務營運

## RISK MANAGEMENT

The Group attaches great importance to effective risk management. Effective risk management not only reduces the possibility of risks occurrence and their potential impact, but also strengthens the Group's decision-making process and allows the Group to focus on long-term value creation. ESG-related issues and risks, such as customer satisfaction, supply chain management and talent retention have already been incorporated in our Enterprise Risk Management which is overseen by the Board on on-going basis. We understand that the potential impact of climate emergency is a business risk. Therefore, climate-related risks have also been included in the risk assessment.

The Group has set up a Risk Management Committee (the "RMC"), which consists of senior management and corporate managers of both PFM and ISP Businesses. The RMC facilitates the risk management process and timely communication with the Audit Committee (the "AC") and the Board. In turn, the AC 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 formulated the Risk Management Policy in 2016, which provides a consistent framework for the identification, analysis, evaluation, treatment, monitoring and reporting of key risks at all levels across the Group to support the achievement of the Group's overall strategic objectives. The policy illustrates the process used to evaluate, prioritise and manage material ESG issues.

## RISK MANAGEMENT PROCESS



## 風險管理

本集團非常重視有效的風險管理。有效的風險管理不但降低發生風險的可能性及其潛在影響，同時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。我們已將環境、社會及管治相關的議題及風險納入由董事局持續監督的「企業風險管理」框架，包括顧客滿意度、供應鏈管理和人才保留等方面。我們明白氣候危機帶來的潛在影響亦是商業風險。因此，與氣候相關的風險也被包括在風險評估中。

本集團已成立的風險管理委員會（「風險管理委員會」），該委員會由物業及設施管理和室內裝飾及特殊項目業務的高層管理人員和企業經理組成。風險管理委員會促進風險管理的流程，並與審核委員會（「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，為本集團提供統一框架，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。該政策說明我們評估、優先次序及管理重大環境、社會及管治議題的流程。

## 風險管理流程

## CORPORATE VALUES AND ETHICS

### Legal Compliance

The Group believes that a reputation for honesty, trustworthiness and fair play is an important business asset and is essential to the long-term growth and success of the company. The Group is committed to complying with all applicable laws and regulations across different levels of our operations, including conflict of interest, bribery, competition and antitrust, privacy compliance, and equal opportunities.

### Property Manager License Course

The licensing regime for the property management industry has implemented on 1 August 2020, and the industry will gradually become professionalised. In order to assist our staff to upgrade their professionalism to meet the needs of the industry, we have joined hands with the Hong Kong Metropolitan University Li Ka Shing School of Professional and Continuing Education (LiPACE) to organise package courses on “Certificate in Property Management for Provisional Property Management Practitioner (Tier 1) Licence” and “Certificate in Property Management for Provisional Property Management Practitioner (Tier 2) Licence” during the Reporting Year. The course content includes: property management laws and regulations, property management principles, building maintenance, safety and environmental protection techniques, financial and management knowledge, communication skills, and other industry-related knowledge. We also encourage our staff to enroll in professional property management courses through training allowance, and support them to further their studies on the job to equip themselves for the challenges of the industry in the future.



Course on “Certificate in Property Management for Provisional Property Management Practitioner (Tier 1) Licence” — Classroom with Lecturer and Students  
《臨時物業管理人(第一級)牌照》課程 — 師生上堂情況



Course on “Certificate in Property Management for Provisional Property Management Practitioner (Tier 2) Licence” — Group Photo of Lecturer and Students  
《臨時物業管理人(第二級)牌照》課程 — 導師與學員合照



Course on “Certificate in Property Management for Provisional Property Management Practitioner (Tier 1) Licence” — Group Photo of Students  
《臨時物業管理人(第一級)牌照》課程 — 學員合照

## 企業價值與道德

### 法律合規

本集團確信擁有誠實、可靠及公正的信譽，是一項重要的商業資產，並為公司長遠發展及取得成功的基石。遵守在各個營運層面上所有適用的法律法規，包括利益衝突、賄賂、競爭與反壟斷、私隱合規、平等機會等。

### 物業管理人牌照課程

物業管理業發牌制度已於2020年8月1日正式實施，物業管理行業亦將逐步走向專業化。為了協助同事提升自己的專業水平以切合業界所需，於報告年度，我們聯同香港都會大學李嘉誠專業進修學院，舉辦《臨時物業管理人(第1級)牌照》及《臨時物業管理人(第2級)牌照》的包班課程，課程內容包括：物業管理相關法律及守則、物業管理原則、樓宇維修、安全及環境保護技術、財務及管理知識及溝通技巧等等行業相關的知識。我們亦以培訓津貼的形式鼓勵同事報讀物業管理專業課程，全力支持大家在職進修，裝備自己以迎接未來行業的挑戰



# Business 業務營運

During the Reporting Year, the Group was not aware of any material non-compliance with all applicable laws and regulations that would have a significant impact on the Group. For more information regarding laws and regulations compliance for this Reporting Year, please refer to our Appendix — Laws and Regulations Compliance.

## Anti-Corruption

The Group upholds the highest level of business ethics in its operations, and has zero tolerance for all forms of corruption and bribery along the value chain. The Group has developed robust internal policies and procedures regarding conflicts of interest, insider dealings, anti-competition, and anti-corruption. The Group strictly implements its internal management policies to curb bureaucracy, create a harmonious and good working atmosphere, and urge a work attitude that emphasises responsibility and refuses to corrode.

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 gifts and sponsorships. The Group regularly introduce the abovementioned policies to employees during the induction training period to ensure that all employees understand these matters. 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.

於報告年度，本集團並不知悉任何嚴重違反有關的適用法律及法規情況。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》。

## 反貪污

本集團在營運中秉持最高的商業道德水平，對價值鏈上各種形式的貪污及賄賂行為採取零容忍態度。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。本集團嚴格實施其內部管理政策，對員工道德行為及日常作風進行規範和約束，以遏制官僚主義，營造和諧良好的工作氛圍，強調責任、拒絕腐蝕的工作態度。

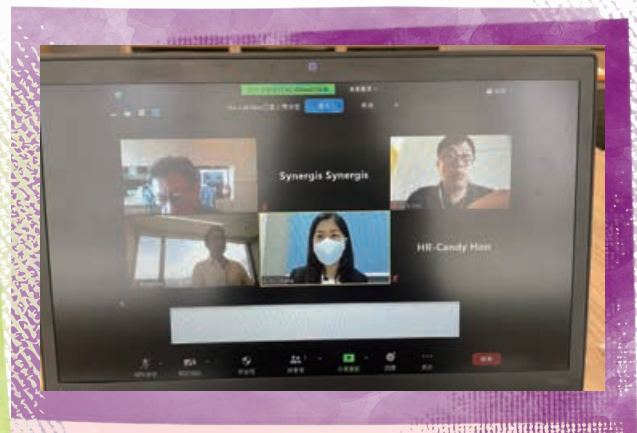
根據《員工手冊》及《道德守則》的規定，員工嚴禁向我們的客戶、供應商、承建商或與本集團有業務關係的任何人徵求、接受或提供任何利益。我們亦嚴禁任何形式的賄賂、勒索、欺詐或洗黑錢。為進一步消除任何潛在的不當行為，所有饋贈和贊助均須經審查。本集團會在入職培訓期間向員工介紹上述政策，以確保所有員工知悉這些事宜。我們定期審查及修訂《員工手冊》及《道德守則》，確保符合最新法例和適用於不斷轉變的監管環境。

We regard training as an important precautionary measure to remind employees our commitments and standards of ethical business practices. 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 continued to invite representatives from the Independent Commission Against Corruption (the "ICAC") in Hong Kong to conduct a training session for all new hires and existing staff, including senior management, as well as operational and frontline staff during the Reporting Year. During the Reporting Year, the Group conducted 17 sessions of anti-corruption training. 5 Directors and 1,076 general staff have participated in the training.

我們視培訓為重要的預防措施，提醒員工遵守商業道德承諾和標準。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，我們於報告年度繼續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，進行培訓課程。於報告年度，本集團舉辦了17場反貪污培訓。5名董事和1,076名一般員工參與了培訓。



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



Our Directors have participated in the ICAC Virtual Training  
董事參與廉政公署的虛擬培訓課程



Virtual Orientation Training Sessions Conducted  
by the ICAC  
廉政公署舉辦的虛擬迎新培訓課程



ICAC — Property Management Anti-corruption Training  
廉政公署 — 物業管理反貪培訓

# Business 業務營運



The Group has a whistleblowing mechanism for internal and external stakeholders to report any suspected cases of misconduct, malpractice, impropriety, unethical or unfair treatment. The Group also established the Integrity Monitoring Committee (the "IMC"). The IMC has set up accountability and transparent communication channels in the workplace can enable employees to express their voices effectively and safely. In addition, the IMC ensure that all reports are treated in a confidential and sensitive manner and the identity of the whistle blower is kept in confidential to protect against any reprisal, harassment and unfair treatment. In the event of any reported case received, the IMC is responsible for reviewing all reports, initiating investigations, and reporting them to the AC as necessary. The AC is then required to review all referred case reports and report them to the Board for further handling and monitoring. Employees who breach the Code of Conduct will be subjected 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. Besides, zero legal cases regarding corrupt practices has been brought against the Group or our employees during the Reporting Year.

本集團設有舉報機制，供本集團內外的持份者報告任何涉嫌不當行為、舞弊、不合適、不道德或不公平待遇的個案。本集團亦成立了誠信監察委員會（「誠信監察委員會」）。誠信監察委員會在工作場所設立問責制及具透明度的溝通渠道，讓員工能有效及安全地表達聲音。此外，誠信監察委員會確保所有舉報會以保密形式處理，舉報人的身份亦會獲保密以防止任何報復、騷擾及不公平待遇。倘接獲任何舉報案件，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。另外，於報告年度，向本集團或我們僱員提起的貪污指控法律案件為零。

## Data Privacy Protection

To maintain business integrity, safeguard all confidential information shared with us, we are committed to properly managing cyber security and ensuring that the information systems are protected. 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. We will also regularly review our personal data and privacy protection practices ensure compliance with legal requirements and highlight any areas for improvement. Anyone who breaches customer privacy obligations is subject to disciplinary action, including termination of employment. Action is taken immediately if scamming or infringing articles or materials are found and, if a criminal offence is suspected, a report is made to the relevant authorities for further action.

## 保障資料私穩

為維持業務的誠信，保障所有機密資料，我們致力妥善管理網絡安全，確保資訊系統受到保護。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，我們設立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及機密文件。我們亦會定期檢討保護個人資料和私隱的措施，以確保遵守相關法定要求並識別有待改進的地方。違反顧客私隱守則的員工將受到紀律處分，嚴重者或會遭解僱。若發現與集團有關的欺詐或侵權物品或材料，以及涉嫌干犯刑事罪行，本集團定必立即採取行動，向有關當局報告。



Virtual Training Sessions Conducted by the Office of the Privacy Commissioner for Personal Data  
個人資料私隱專員公署舉辦的虛擬培訓課程



Office of the Privacy Commissioner for Personal Data Seminar  
個人資料私隱專員公署講座

During the Reporting Year, the Group conducted online seminars on the Personal Data (Privacy) Ordinance to deepen employees' understanding of the relevant regulations and avoid breaking the law.

於報告年度，本集團就《個人資料(隱私)條例》進行了線上講座，以加深員工對相關條例的內容，避免觸犯法律。

## Business 業務營運

To protect our customers and their properties, we inevitably have to collect visitor information in our PFM division for record purposes. Protecting confidential and sensitive data from accidental disclosure is also important to us. Hence, we also periodically delete visitor data according to our internal data privacy regulations. 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. Besides, there was no complaint regarding breaches of customer privacy or loss of customer data during the Reporting Year.

為保障我們的客戶及其財產的安全，我們不可避免地要在我們的物業及設施管理部門收集訪客資料作紀錄用途。我們非常重視保障機密及敏感資料免於外洩。因此，我們亦根據遵守內部資料私隱規例，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放置的位置不會在不必要時侵犯個人隱私。

於報告年度，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。此外，於報告年度本集團並無任何有關違反客戶私隱或遺失客戶資料的投訴。



## RESPECTING RIGHTS

### Human Rights

#### Child and Forced Labour

We value the concept of ethics, and prohibit any use of child labour and forced labour in our operations by setting our standardised recruitment procedures with comprehensive employment related policies in place. To demonstrate our commitment in respecting human rights, we have established a series of internal precautionary measures to prevent such activities from occurring. For example, during and upon recruitment, all personnel are required to provide valid personal identification documents. Background checks are also carried out when deemed necessary to prevent illegal use of child labour. If anyone is found to be providing false information or a false identity, the recruitment procedure will be terminated immediately. We also value the privacy of employees and avoid asking about personal issues unrelated to work performance during interviews. The information of candidates is only available to those who are involved in the selection for the position. Furthermore, our employees who work overtime due to work needs are entitled to reasonable overtime compensation and relevant allowances in accordance with their employment contracts. In case of any violation of laws and regulations related to labour standards, we will punish the person responsible for the incident according to the severity, analyse the cause of the problem, and review, update and adjust the existing system or management methods.

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.

#### 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 Trademarks Ordinance (Cap. 559 of the Laws of Hong Kong). We always ensure consent was given by our business partners prior to using any trademarks. During the Reporting Year, the Group was not involved in any dispute or litigation in relation to infringement of any intellectual property rights.

## 尊重權利

### 人權

#### 童工及強迫勞動

我們重視道德概念，並透過訂立標準化的招聘程序及完善的僱傭政策，禁止任何業務中聘用童工和強制勞動。為展示我們尊重人權的承諾，我們制定了一系列內部預防措施以防止此類情況發生。例如在招聘期間和招聘時，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，杜絕違法使用童工的情況出現。如發現任何人虛報資料或身份，將立即終止招聘程序。我們同時重視員工的隱私權，面試時避免提問與工作績效無關的個人隱私問題，而應聘者的資料僅可供與此職位甄選有關的人員查閱。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。如發現違反有關勞工準則的法律及法規，我們會視乎情況嚴重程度對事件責任人進行處罰，亦會剖析問題原因，對現有制度或管理辦法存在的問題進行檢視和更新調整。

於報告年度，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。

#### 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559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

## 4 QUALITY EDUCATION



By putting customers first, the Group is determined to deliver prime and attentive services to customers. We do our best to meet the needs of our customers, safeguard their rights and protect their health and safety, as well as seek innovative technologies and ideas for continuous improvement.

本集團秉持以客為先的理念，力求提供優質和服務給客戶。我們盡心盡力滿足客戶所需、維護他們的權利和保障他們的健康及安全，並透過創新科技和意念，與時並進。

### CUSTOMER HEALTH AND SAFETY

Protection of customer health and safety is one of the most critical elements in operating businesses. In addition to complying with all applicable laws and regulations related to health and safety, the Group is also committed to improving our health and safety management system, enhancing safety awareness in the workplace, and promoting the well-being of customers to meet customer needs. Our PFM and ISP Businesses have obtained ISO 45001 Occupational Health and Safety Management System certifications.

### 客戶健康與安全

保障客戶健康與安全是營運業務中最關鍵的元素之一。本集團除了遵守所有與健康安全相關的適用法律及法規，同時致力提升我們的健康和安全系統、提高工作場所內的安全意識及促進顧客的福祉，以滿足客戶需求。我們的物業及設施管理和室內裝飾及特殊項目業務已取得ISO45001職業健康與安全管理體系認證。



Set up the SHE Corner to enhance customers' awareness on health, safety and the environment in our managed properties

在管理物業設立安全、健康及環保角為提高客戶健康、安全及環境意識

#### Health and Safety Awareness

The health, safety and well-being of guests, visitors and users remain top priority of the Group's business operations. We actively raise their awareness on health and safety through different measures, especially during the COVID-19.

#### 健康與安全意識

顧客、訪客和物業使用者的健康、安全和福祉是本集團業務營運的重中之重。我們通過不同的措施積極提高他們的健康和 safety 意識，特別是在新冠肺炎期間。

Received positive feedback from tenants, property owners and other relevant stakeholders on the Safety, Health and Environmental Corner (the "SHE Corner"), we continued to set up the SHE Corner to enhance customers' awareness on health, safety and the environment in our managed properties. Around 40 of our managed properties currently have the SHE Corner set up. During the Reporting Year, our headquarters collected different interesting and practical safety, health and environmental protection information, and produced exquisite posters every month. Below are some of our topics during the Reporting Year.

收到租戶、業主和其他相關持份者對的安全、健康及環保角(「安健環角」)正面反饋，我們繼續在管理物業設立安全、健康及環保角為提高客戶健康、安全及環境意識。目前我們已有約40個管理物業設置了安健環角。於報告年度，我們的總部收集不同的有趣和實用的安全、健康及環保資訊，並每月製作精美的海報。以下是我們於報告年度的一些主題。

SHE Corner's 2021 Health and Safety Topics  
安健環角 2021 年健康與安全主題

Safe Use of Refuse Chute  
垃圾槽工作安全



Proper way in using Laptop and Mobile Devices  
正確使用手提電腦及流動裝置



SHE Corner  
安健環角



Prevention of Heat Stroke  
Points to Note  
預防中暑重要事項

Work Safety Under  
Adverse Weather  
惡劣天氣下的工作安全



Eliminate Mosquitoes  
in Public Areas of  
Properties  
杜絕蚊子於物業  
公共地方滋生

Prevention of Slip  
預防滑倒



Healthy Eating Tip  
健康飲食小貼士

In our PFM Business, we often encounter the need for repairs, maintenance and improvement of properties or facilities, as well as the interior decoration conducted by the residents. The incorporated owners, property owners and residents will engage contractors to conduct the construction works. As a responsible property management company, we remind all contractors the importance of safe work by delivering leaflets to contractors, having meeting with the contractors before the projects, and inspecting construction sites regularly.

我們物業及設施管理業務，經常會遇到物業或設施需要維修、保養及改善和住戶進行室內裝修。業主立案法團、業主和居民會委聘承建商進行建築工程。作為一家負責任的物業管理公司，我們通過向承建商發送傳單、項目前與承建商會面以及定期對施工現場進行檢查等方式提醒所有承建商安全工作的重要性。



# Customers 以客為本

## Case Study 個案研究

### WORK SAFETY AT HIGH ALTITUDE 高空安全工作守則

PFM often faces the risk of falling from work-at-height and work-above-ground. A little carelessness may lead to serious injuries or even death. In order to prevent the aforementioned event from happening, the Group established the "Critical Work Safety Procedure", which sets out detailed work safety precautions. These precautions include, for any work-above-ground, suitable working platforms should be the primary means of support to be considered for use; for work-above-ground below 2m where working platforms could not be erected under special working conditions, suitable light-duty working platforms should be used; and unless in very exceptional circumstances that working platforms or light-duty working platforms are impracticable to be used, use of ladders for work-above-ground should be prohibited.

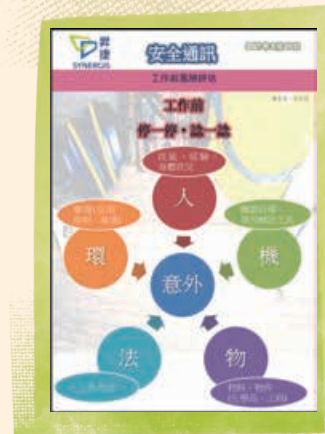
物業及設施管理經常面對高處工作及離地工作的下墮風險，稍有不慎有可能承受嚴重受傷甚至死亡。為了降低上述事件發生的可能性，本集團設立了《重點安全工作守則》，其中列出詳細的工作安全注意事項。這些注意事項包括，進行任何離地工作，均必須先考慮使用適當的工作平台作為支持設施、2米以下因特別工作情況而未能搭建工作平台的離地工作，則必須使用適當的輕便工作台、除在非常特殊的情況不能使用工作平台或輕便工作台，否則不准使用梯子作離地工作。

Truss-out Scaffolds Safety  
懸空式棚架安全要點



Risk Assessment before Work  
工作前風險評估

Risk Assessment before Work  
工作前風險評估



## Regular Inspection 定期檢查

As a property and facility manager, the Group understands that regular safety and environmental inspections can help us to identify and solve existing or potential problems immediately. Therefore, we set up safety inspection teams and formulated a detailed inspection checklist. During routine inspection, the manager would identify any potential safety hazards that could endanger the residents, making sure all facilities are in good condition.

作為物業和設施管理者，我們明白定期進行安全和環境檢查，有助我們即時識別現存或潛在問題。所以，我們成立安全檢查小組，並製定了詳細的檢查清單。在例行檢查中，管理人員會識別可能危及居民的安全隱患，確保所有設施保持良好狀況。

### 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



We regularly check fire requirement to ensure the fire safety of the building. During the Reporting Year, the fire door of Ka Shing Court was damaged and could not be opened normally.

我們會定期檢查消防設施，確保樓宇的消防安全。於報告年度，嘉盛苑防火門有損壞，未能正常開關。

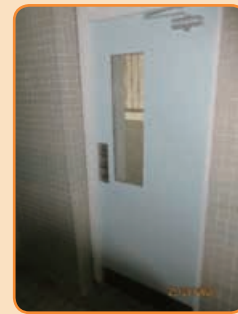


We will regularly monitor the condition of recreation facilities at different estates and conduct maintenance. During the Reporting Year, the recreational facilities at Tin Fu Court was damaged.

我們會定期監察不同屋

苑康樂設施的狀況，並進行維修保養。於報告年度，天富苑康樂設施受損。

#### FOLLOW-UP ACTION 跟進行動



Fire door has been replaced in this area.  
該範圍已更換防火門。



The recreational facilities at Tin Fu Court was fixed.  
天富苑康樂設施已修好。



# Customers 以客為本

## COVID-19 Preventive Measures

The Group prioritised the safety of our customers, safeguarding the health and well-being of customers during the epidemic, while ensuring the Group's ability to maintain essential operations and to provide services to our customers. During the COVID-19, we spared no effort to undertake preventive measures across our operations. We have strengthened our internal regulations and procedures of different business divisions and tailored the procedures to each divisions' needs. Our preventive measures included conducting constant disinfection, maintaining good ventilation and air-conditioning in our managed properties and facilities, as well as using touch-free technology. Besides, we have registered "LeaveHomeSafe" for places in need and posted the respective Quick Response Codes at prominent positions according to the Prevention and Control of Disease (Requirements and Directions) (Business and Premises) Regulation and the Prevention and Control of Disease (Prohibition on Group Gathering) Regulation during the Reporting Year.

In the face of COVID-19, we provide customers with additional disinfection and cleaning services to meet customer needs. For example, Laundrimate Service Limited ("Laundrimate") washes the laundry incoming from medical clinics separately and with extra heat, as well as special disinfectants in order to avoid cross infection and ensure the health and safety of all staff and customers. With Laundrimate's good service quality and reputation, its revenue from medical clinics increased during the Reporting Year compared to the same period prior to the outbreak of COVID-19.

## 新冠肺炎預防措施

本集團將我們客戶的安全放在首位，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。新冠肺炎期間，我們盡力在所有業務範疇採取防疫措施。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。我們的防疫措施，包括在我們管理的物業和設施進行持續消毒、維持良好的通風和冷氣系統，以及盡量採用免觸式技術。除此之外，於報告年度我們根據《預防及控制疾病(規定及指示)(業務及處所)規例》和《預防及控制疾病(禁止羣組聚集)規例》，在有需要的場所註冊了「安心出行」，並將二維條碼放置於顯眼位置。

面對新冠肺炎，我們為客戶提供額外的消毒和清潔服務，以滿足客戶的需求。例如，洗衣樂服務有限公司(「洗衣樂」)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，洗衣樂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。憑藉洗衣樂良好的服務質量和信譽，於報告年度其醫療診所方面的收益與新冠肺炎爆發前相比有所增加。

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

Master Clean Service Limited — Radiant Towers  
宏潔服務有限公司-旭輝臺



The public area of the estate is regularly disinfected with 1:99 diluted household bleach. All rubbish bins have also been replaced with ones with covers.

屋苑範圍定期使用 1:99 稀釋家用漂白水消毒，所有垃圾桶亦已換成有蓋垃圾桶。



Increasing the cleaning frequency of frequently touched public areas in the estate including door handles of entrances and exits, railings and main lift buttons, to reduce the risk of transmission and to comfort residents.

加密清潔屋苑範圍經常被觸摸的設施，包括出入口大門門柄、欄杆扶手及主要升降機按鈕以減低傳播風險，讓住戶感到安心。



Infection Control Information regarding proper use of masks is posted at prominent positions.

在顯眼位置張貼有關正確使用口罩的感染控制信息。



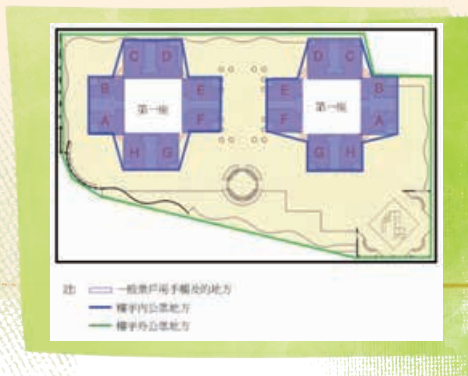
Proper Use of Mask Posters  
正確佩戴口罩的海報



Cleaning tools are colour-coded with 4 colours.  
清潔工具採用了 4 種顏色編碼

Cleaning tools are colour-coded, with white for areas frequently touched by householders; blue for public areas within the building; green for public areas outside the building; and red for special cleaning to prevent cross contamination from one cleaning area to another.

清潔工具採用了顏色編碼，白色用於業戶經常用手接觸地方；藍色用於樓宇範圍內公眾地方；綠色用於樓宇範圍外公眾地方；紅色用於進行特別清潔，以防止一個清潔區域與另一個清潔區域交叉污染。



The public area of the estate is colour-coded to prevent cross contamination from one cleaning area to another.

屋苑範圍之公眾地方已劃分不同顏色編碼，以防上不同清潔區域交叉污染。

# Customers 以客為本

## 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. The Group's 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，本集團制定緩解方案，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

1

Property management team will report the case to the headquarters via a flash report within 24 hours.  
物業管理團隊將儘速在24小時內向總部報告有關個案。

2

Property Manager shall report to the Incorporated Owner/ Corporate Client Representative at the same time.  
物業主管應同時向業主立案法團/公司客戶代表報告。

3

Management Office will issue a notice to the resident.  
管業處將向住戶發出通知。

6

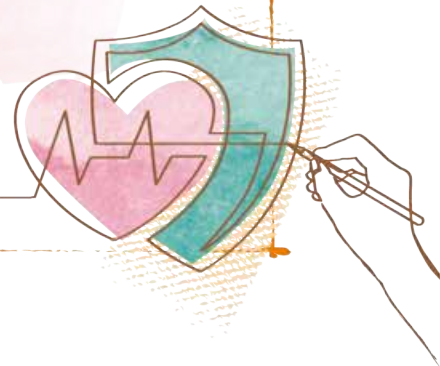
Area Manager will reallocate manpower if the site requires a replacement or any additional manpower.  
分區經理將按物業更換或增加人手的需求，而分配人手。

5

All site staff will need to conduct temperature checks before reporting duty. All staff are reminded to wear personal protection equipment when they are on duty.  
管業處所有員工需在值班前檢查體溫，並需在值班時佩戴個人防護設備。

4

Management Office will arrange disinfection in the affected areas.  
管業處將在受影響範圍安排消毒工作。



## CUSTOMER SATISFACTION

The Group values the opinions from customers as an important driver for its continuous business improvement. We actively engage with different customer groups, including property owners, tenants, and residents. We communicate with customers through multiple channels, including customer satisfaction surveys, hotlines, and face-to-face interviews to understand their opinions. Although the COVID-19 continued during the Reporting Year, the 24-hour service hotline operated by our customer service centre and the SCA allow timely responses to customer enquiries.

We continuously enhance our service quality through relevant training, especially for frontline staff. We handle matters professionally, pragmatically and swiftly. During the Reporting Year, we received 210 appreciation letters in our property and facility management services in total.

## 客戶滿意度

本集團重視客戶意見，並視之為業務持續改善的重要驅動力。我們積極與不同的客戶群聯繫，包括業主、租戶、住戶。我們透過多個渠道，包括客戶滿意度調查、熱線和面談等方式與客戶溝通，以了解客戶的意見。雖然報告年度新冠肺炎持續，我們的客戶服務中心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。

我們通過相關培訓，特別是對前線員工的培訓，不斷提升服務品質。我們務求以專業、務實的態度、迅速地處理事務。於報告年度，我們總共在物業及設施管理服務中一共收到了210封感謝信。

### EMERGENCY WATER MAINTENANCE AT LUNG MUN OASIS

#### 龍門居緊急鹹水維修



The flush water pipe of Lung Mun Oasis Block 11's pumping station burst in the early morning of 9 January 2021. After receiving the report, the Management Office immediately followed up with the situation, switched off the water pump, inspected the power supply facilities in the area, and arranged necessary maintenance works. The Incorporated Owner's of Lung Mun Oasis issued letter of appraisal to the Group to praise the quality of our management services.

龍門居第11座泵房鹹水管於2021年1月9日凌晨時份爆裂。管業處接報後，立即跟進事件，關上泵房鹹水掣，檢查該範圍的供電設施，並安排所需維修工程。龍門居業主立案法團來函予本集團，以讚揚我們的管理服務質素。

### EMERGENCY FIRE RESPONSE AT LUNG MUN OASIS

#### 龍門居緊急應對火警

In the early morning of 18 January 2021, a fire broke out in a middle-level unit in Block 10 of Lung Mun Oasis. After receiving the report, the security team quickly found the source of the fire, promptly notified residents to evacuate, and assisted in maintaining order on the scene and calming of residents. The Incorporated Owner's of Lung Mun Oasis issued appreciation letters to eight security guards in recognition of their flexibility and professionalism.

於2021年1月18日凌晨，龍門居第10座一個中層單位發生火警，保安團隊接報後迅速發現火警源頭，及時通知各業戶疏散，並協助維持現場秩序及安撫各業戶情緒。龍門居業主立案法團向八名保安發出了嘉許信，以表揚他們的靈活應變和工作專業。



## Customers 以客為本

### ASSISTED IN ARRESTING SUSPECTS AT KWONG MING COURT

#### 廣明苑協助拘捕疑犯



On 5 August 2021, the suspect attempted to break in an unit by pretending to be a relative of the tenant and stating that he was authorised to unlock the unit. After receiving the report, the security team immediately launched an investigation and called the tenant to confirm the incident. The police was immediately called after learning that the tenant did not recognise the suspect. Tseung Kwan O Police Station issued a letter of recognition for their high alertness, intelligence and wit.

於2021年8月5日，有人涉嫌冒充其中一戶業主的親戚，並表示獲授權上該單位開鎖以試圖闖入該單位，保安團隊接報後立即展開調查，致電業戶確認事件，在得知業戶不認識涉事人後立即報警，交由警方處理。獲將軍澳警區來函表示嘉許，以表揚他們的高度警覺及機智。

### COVID-19 RESPONSE AT FU SHIN ESTATE

#### 富善邨應對新冠肺炎



After completing the large-scale cleaning of the common areas of the building, we successfully applied for 11,016 boxes of masks from the Home Affairs Department and distributed two boxes to each of the 5,508 households in the estate. The Incorporated Owner's expressed their gratitude for such an arrangement.

我們在完成大廈公用部份的大型清潔工作後，成功向民政事務處申請了11,016盒口罩，向全邨5,508戶住戶派發每戶兩盒口罩，獲法團讚賞。

Customer feedback is essential and invaluable for measuring customer satisfaction. The Group regularly conducts performance appraisal among our corporate clients, incorporated owners and residents from our PFM division and collects clients' feedback on our management services.

客戶意見對我們衡量客戶的滿意度至關重要。本集團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。

During the Reporting Year, the performance appraisal results from our clients indicate an increase in average score from 8.05 to 8.12 (out of 10), compared to the previous Reporting Year. The overall customer satisfaction rate from our customers, including property owners, residents and tenants, was 57.22%, which indicates a slight increase from 0.87% in 2020.

於報告年度的客戶評核表現平均分，由上一報告年度的8.05分升至8.12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57.22%，較2020年略為上升0.87%。

### Heart-warming Activity

In order to strengthen the connection between our employees and residents, our PFM division will prepare different activities in our managed housing estates. Especially due to the COVID-19, which most people cannot travel, our PFM division has organised various activities for residents under safe conditions when the COVID-19 was considerably stable in Hong Kong, providing opportunities for leisure, entertainment, networking, and sharing happy moments with residents.

### 暖心活動

為了增加我們員工和住戶之間的聯繫，我們的物業及設施管理部門會在我們管理的屋苑準備不同的活動。特別是由於新冠肺炎，大多數人不能去旅行，新冠肺炎在香港緩和期間，我們的物業及設施管理部門盡力在安全的情況下為住戶組織了各種活動，提供消閒娛樂、聯誼交流的機會，與住戶共享快樂時光。



Halloween Party  
萬聖節派對



Mother's Day Gift Card  
Distribution Event  
母親節禮品卡派發活動



Father's Day Writing Competition  
父親節寫作比賽



# Customers 以客為本

## Complaint and Service Request Handling

We have a well-established mechanism for handling and managing complaints and requests, ensuring that all customers' complaints are dealt with in a timely and professional manner. We also conducted customer service training to enhance our staff's skill in handling complaints and challenging situations. Our objective is not only to regain the trust of our customers, but also to review our own operations, and seek for continuous improvement. All complaints and requests are systematically recorded and filed.

The procedure outlines different measures to take depending on the type of complaints, for example, media related complaints, customer complaints from our properties, customer complaints from our customer service department, among others. Following the complaint, relevant staff are responsible for evaluating the complaint, investigating the 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 145 complaints and over 9,000 service requests in our customer service centre. We investigated and resolved every complaint diligently and thoroughly and helped customers to solve problem, in order to reach a consensus with our customers.

## QUALITY SERVICES

The Group is dedicated to providing property owners with continuously optimised services to its customers. We strictly follow international standards when formulating internal policies, plans and operating procedures. Furthermore, we consult external auditors on an annual basis to ensure effective system performance and to keep abreast of new updates to the standards. With our continuous efforts to improve the quality of service and the efficiency of the work process, we have obtained a number of management system certifications, such as ISO 9001 Quality Management System, ISO 14001 Environmental Management System and ISO 10002 Quality Management System.

## Harnessing Innovation Design

To reinforce the culture of continuous innovation, collaboration and service quality improvement, we encourage employees to express their ideas. PFM division organises "Quality Circle" Competition every year. Frontline staff is divided into groups to brainstorm and propose different innovative, cost-effective and practical new ideas. The winning proposals of this year are as follows:

## 投訴和服務詢問處理

我們設有完善的處理和管理投訴的機制，保證會專業適時地處理所有客戶投訴和詢問。我們亦舉辦顧客服務培訓，提升員工處理投訴和應對困難情況的技巧。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，並尋求持續的改進。所有投訴和詢問均有系統地記錄並妥善保存。

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。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。

於報告年度，我們的客戶服務中心已處理 145 宗投訴和超過 9,000 宗服務查詢。我們認真和徹底地調查及解決每一宗投訴，並幫助客戶解決問題，務求與客戶達成共識。

## 優質服務

本集團致力為其客戶提供不斷優化的服務。我們在制定內部政策、計劃及工作程序時嚴格遵循國際標準。此外，我們亦會每年諮詢外部審核員，以確保有效的系統性能並符合最新標準。經過我們不斷努力提升服務質素和提高工作流程的效率，我們獲得多個管理系統認證，例如 ISO 9001 質量管理體系、ISO 14001 環境管理體系和 ISO 10002 質量管理。

## 善用創新構思

為了加強持續創新、協作和改善服務質素的文化，我們鼓勵員工表達提供他們的想法。物業及設施管理部門每年都會組織「品質圈」比賽。前線人員會分成小組進行討論，並提出不同創新、具成本效益、實用的新建議。今年獲獎的建議如下：

## Annual Quality Circle Competition

## 年度品質圈比賽

Hibiscus Park  
芊紅居LARGE VACUUM CLEANER- “無處有塵埃”  
大型真空吸塵器-「無處有塵埃」

Large amount of dust is generated from the construction site. To prevent it from affecting the air quality and health of residents in the estate, our “Hibiscus Park team” has invented “無處有塵埃”, which acts as a large vacuum cleaner. Not only does it sheathe the operation location preventing dust from dispersing, it also simultaneously extracts the dust generated into a sealed container, thus prevent employees from being covered by dust. The invention is easy to install and reusable, which provides convenience to our employees and remains a dust-free working environment.



為防止於工程中產生的大量灰塵迅速擴散至周遭環境，影響居民健康及屋苑的空氣質素，我們「芊紅居團隊」設計了「無處有塵埃」，如大型真空吸塵器，不但有效覆蓋工作地點，阻隔灰塵飄散，並透過將工程中產生的塵埃即時抽入密封容器中，令員工免受灰塵佈滿全身之苦。這個發明容易安裝且可重覆使用，為我們的員工帶來方便及保持一個無灰塵的工作環境。

Fu Shin Estate, Tai Po Garden,  
Shan Tsui Court  
富善邨、大埔花園、山翠苑DRAIN ROD- “簡易通渠棒”  
通渠棒-「簡易通渠棒」

Sand, rock, and dust etc. in the corridor will inevitably be flushed into the drain when being cleaned by staff members, which causes the clogging of drains. If it is not immediately cleared, it will cause inconvenience to the residents. As such, our team has invented the “簡易通渠棒”, a drain rod that is made out of rubber-sheet, waterproof tape, and PVC hose. When cleaning staff discover drain blockage while cleaning the corridors, the rod can aid them in unblocking the drain. Different sizes of rod are used to clean the corresponding drains.

清潔員工清洗走廊時難免會將沙石塵土等沖進去水渠內，導致水渠淤塞。如未能即時疏通，將對居民造成不便。因此，我們團隊設計了「簡易通渠棒」，由厚燕梳臣、防水膠帶及PVC膠喉組成的通渠棒，清潔員工在清洗走廊時如發現去水渠淤塞，便可以馬上疏通。不同大小的通渠棒可用於清潔相應的水渠。



# Customers 以客為本

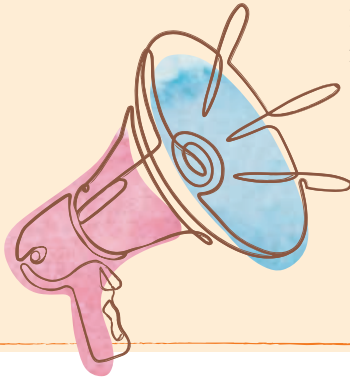
Wah Kwai Estate  
華貴邨

## WATER SUPPLY SYSTEM FAILURE SENSOR- “流動網絡警報系統” 供水系統故障感應器-「流動網絡警報系統」



To strengthen the quality and efficiency of management services, our “Wah Kwai Estate team” invented the “流動網絡警報系統” and installed it into the water tank. When the water supply system fails, the sensor will automatically send out a signal to the technicians’ mobile phones. This allows the technicians to immediately rectify the issue before it seriously affects the residents.

為強化管理服務質素及效率，我們「華貴邨團隊」設計了「流動網絡警報系統」，並將其安裝到水箱中。當出現水箱沒水供應的情況，感應器將自動發出信號通知到技術人員的手提電話，讓技術人員能在住戶受到嚴重影響前即時處理問題。



Moreover, the Group thinks beyond the box, using technological innovation to promote business development and market adaptability. We believe that technological innovation can establish and maintain long-term value. To optimise the workflow and efficiency and relieve the manual work, we continuously focus on improving the overall automation. We hope that our employees will have more time to be innovative with their work. At the same time, we focus on developing electronic application form to reduce paper consumption, enhance convenience of customers and improve workflow performance.

### New Payment Channel — Synergis Community Application x AlipayHK

For greater employee and user convenience, a new feature has been added to the Synergis Community Application (“SCA”). Property owners can now choose to pay their monthly management fees via AlipayHK by using SCA, which provides convenient payment experience to the property owners as electronic payments are much faster than the traditional payment methods such as cash or cheques. In the times of the COVID-19, this contactless payment method also proves to be effective in preventing face-to-face contact, thus safeguarding our employee and property owners from getting infected. Additionally, this new feature also supports the recently released “Consumption Voucher” as payment method, to further echo with the Government scheme in assisting local economic recovery. During the Reporting Year, approximately 30 of our PFM sites was benefited from this new feature, transacting over HK\$800,000 per month. Looking forward, we aim to integrate this new feature into most of our managed sites by 2022.



不僅如此，本集團跳出傳統的思維，利用科技創新促進業務發展和市場適應力。我們相信科技創新可以建立和維持長期價值。我們不斷專注於提高整體自動化，以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。同時，我們專注於開發電子申請表，以減少紙張消耗，提高客戶的便利並提高工作流程表現。

### 新支付渠道 — Synergis Community Application x 支付寶香港

為了給員工和用戶帶來更大的便利，《Synergis Community Application》（「SCA」）中添加了一項新功能。業主現在可以透過使用SCA選擇支付寶香港支付他們的每月管理費，由於電子支付比現金或支票等傳統支付方式要快得多，這為業主提供了便捷的支付體驗。在新冠肺炎疫情期間，這種非接觸式支付方式被證明可以有效防止面對面接觸，從而保護我們的員工和業主免受感染。此外，這項新功能還支持最近發布的「消費券」作為支付方式，進一步呼響應政府計劃，協助本地經濟復甦。於報告年度，我們有約30個物業及設施管理處受益於這一新功能，每月交易額超過港幣80萬元。展望未來，我們期望於2022年將應用程式擴展至大部份旗下管理的場所中。



Property owners pay their monthly management fee via AlipayHK by using SCA  
業戶使用SCA通過支付寶香港支付每月管理費



Notice is posted at Shroff Office to encourage property owners to pay management fee via AlipayHK by using SCA.  
於繳費處張貼告示，以鼓勵業主使用SCA以支付寶香港支付管理費

## Customers 以客為本

### Track My Tour ("TMT")

For the past few years, the Group has enhanced an innovative smartphone app called TMT. The purpose of the application is to improve OHS in security patrolling. TMT provides real-time location tracking of security guards' patrol points to monitor the status of security guards, especially when violent and unexpected encounters occur while patrolling alone. When security guards deviate from the planned route or the patrol exceeded completion time, an instant notification will pop up to notify the supervisor for follow-up actions. During the Reporting Year, the total number of PFM sites that used this app increased by approximately 42.86%, from approximately 56 PFM sites in 2020, to approximately 80 PFM sites in 2021.

### Track My Tour (「TMT」)

過去數年，本集團改善一個名為TMT的創新智能手機應用程式，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。於報告年度，使用此應用程式的物業及設施管業處總數增加了約42.86%，從2020年約56個物業及設施管業處，增加至2021年的約80個物業及設施管業處。



# People 人才發展

4 QUALITY  
EDUCATION8 DECENT WORK AND  
ECONOMIC GROWTH

We regard our employees as a crucial contributing factor to drive our long-term business success. We respect and protect the legitimate rights and interests of all employees, and is committed to providing employees with a good development platform and creating a harmonious working atmosphere. To attract and retain talents, the Group offers competitive compensation and benefits, together with great development opportunities based on a well-established appraisal and recognition system. We strive to nurture a continuous learning culture to help employees unleash their great potential. We take various initiatives and invest in our employees to promote good work-life balance and to create a supportive and inclusive workplace that embraces employees with diverse interests and background.

我們視員工為驅動我們長期業務成功的其中一個重要因素。我們尊重並保障所有員工的合法權益，致力於為員工提供良好的發展平台、營造和諧的工作氛圍。為吸引及挽留人才，本集團提供具競爭力的薪酬及福利，以及完善的考核及表揚制度，同時為員工提供各種發展機會。我們致力培育持續學習文化，協助員工激發潛能。我們亦採取多項措施和投放資源，以提倡工作與生活平衡，營造一個支持、包容和擁護員工有不同興趣和背景的工作環境。

## OCCUPATIONAL HEALTH AND SAFETY

### Health and Safety Management System

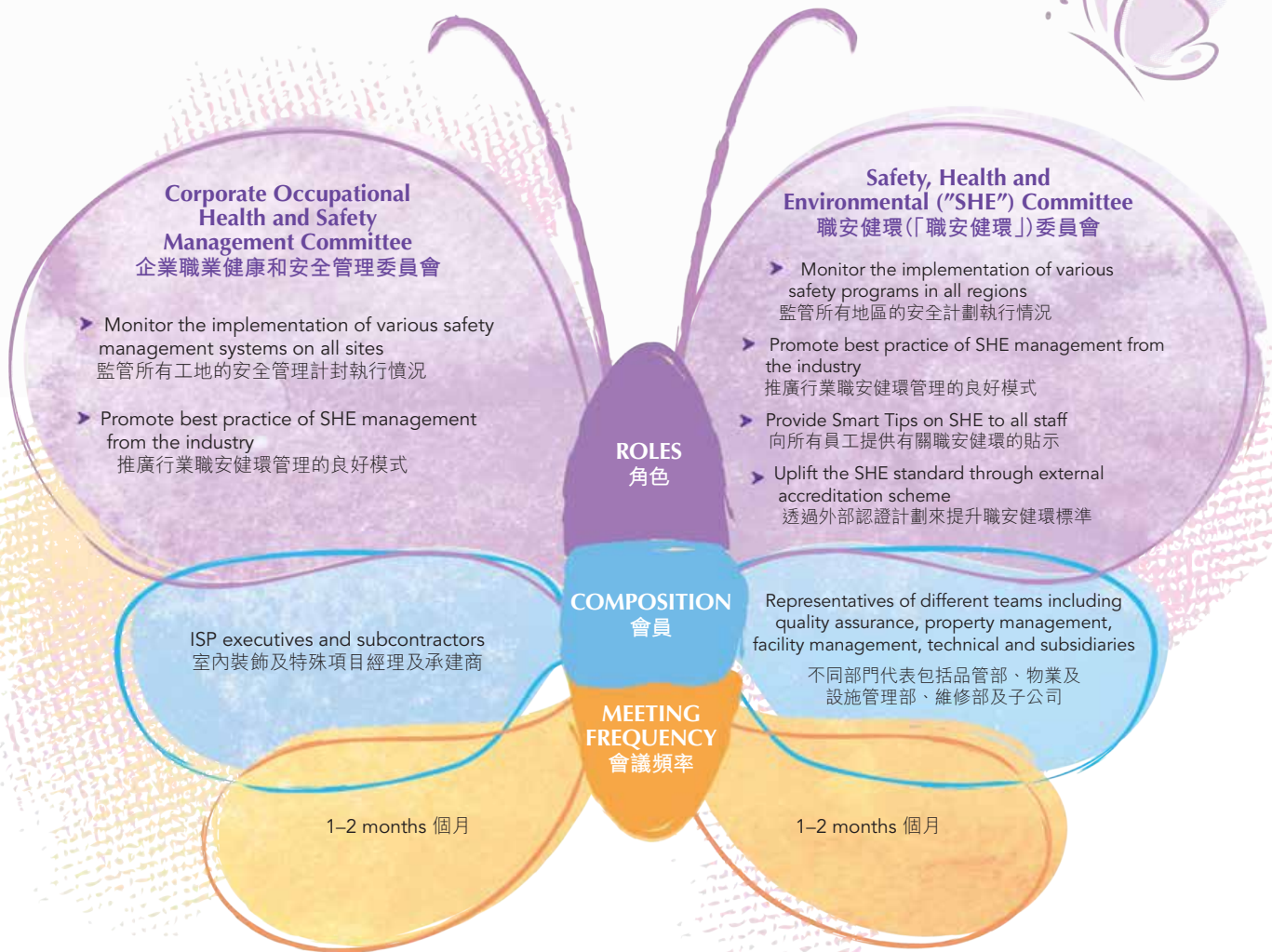
Adhered to the basic safety management principles "safety first, prevention-focused", we have established a number of safety committees to address and minimise the inherent health and safety risks in our industry, especially from our ISP division, and to create a safety-conscious working environment. Each safety committee also actively carried out employee safety trainings and publicity education to improve employees' self-protection awareness to protect their health and safety.

## 職業健康及安全

### 健康安全管理系統

堅持「安全第一、預防為主」的安全管理基本原則，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。各個安全委員亦會積極開展員工安全培訓和宣傳教育工作，提高員工自我保護意識，保障他們的健康與安全。

# People 人才發展



Our ISP and PFM Businesses have obtained ISO 45001 Occupational Health and Safety Management System. During the Reporting Year, our ISP Business successfully obtained a more stringent certification of safety management system, migrating from OHSAS 18001 into the new ISO 45001 Occupational Health and Safety Management System. To migrate 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.

我們室內裝飾及特殊項目和物業及設施管理業務都獲得ISO 45001職業健康與安全管理系統。於報告年度，我們室內裝飾及特殊項目業務成功獲得一個更嚴格的安管理體系認證，從OHSAS 18001轉移到新的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因素的風險與機遇、作出重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。



We take up responsibility for the health and wellbeing of our employees, and we endeavour to develop their careers and skillsets as much as possible. We implement adequate safety policies and measures to ensure the safety of our staff and workers on site, and we endeavour to achieve zero safety incidents in our operations. Our policies and operations are in strict compliance with local labour regulations.

我們對員工的健康和福祉承擔責任，並儘可能地發展他們的職業和技能。我們實施適當的工地安全政策和措施，以確保我們員工和工人的安全，我們努力在我們的營運中實現零安全事故。我們的政策和營運嚴格遵守當地的勞動法規。



# People 人才發展

## Instilling Safety in Mind

### 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. We are committed to comply with all local OHS legislations, codes of practice and contractual obligations as the basic standard. To mitigate the hazard, our safety officer will apply control measure including ensure that workers use proper personal protective equipment and that all equipment used is inspected by qualified persons prior to use. If a work-related incident occurs in the construction sites, the safety officer will conduct a formal inspection with relevant parties to document the incident, including causes of the incident as well as recommendations and follow-up actions to prevent similar incidents from happening in the future. Inspection findings from work related incidents will be communicated to the Corporate Occupational Health and Safety Management Committee during regular meetings.

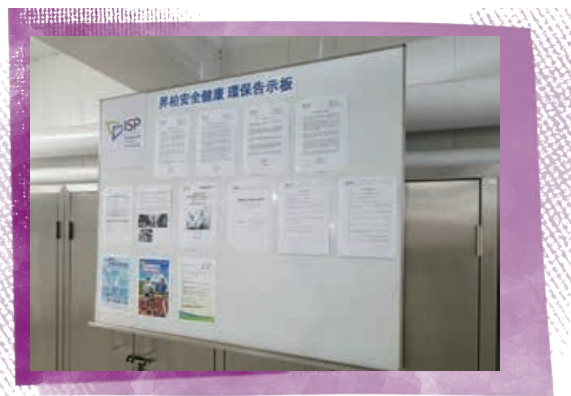
We have general duties with regard to the health and safety at working on construction sites and are responsible for providing regular safety training to the employees. We hope to convey our importance to OHS through safety training. Daily training is provided to workers to refresh their awareness in everyday work procedures on our construction sites and common safety concerns. If any incident occurs, the safety officer will mention the incident and corresponding preventive measures during the training. Fire drills are also regularly conducted, and relevant data is record to evaluate the effectiveness and efficiency of the drill. We also place the latest information, policies and industry guidelines on noticeboards, 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”.

## 灌輸安全意識

### 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安全(「職業健康和安安全」)置於首位，並認同管理職業健康和安安全及其風險與機遇是我們日常營運不可或缺的一部分。我們致力於遵守所有本地職業健康和安安全法規、業務守則和合約責任，並以其為我們的基本標準。安全主任會採取防控措施，包括確保工人妥善配戴個人防護設備，以及所有設備在使用前，均須經由合資格人士檢查，以減低風險。假若建築工地發生與工作相關安安全事故，安全主任會就事故與相關單位進行正式調查，包括記錄事故起因、建議預防措施及跟進方式，避免日後再發生同類事件。工作事故的調查結果會於企業職業健康安安全管理委員會例會上進行討論。

我們對於建築工地的工作健康和安安全責無旁貸，並有責任向僱員提供定期的安安全培訓。我們希望以安安全培訓傳達我們對職安健的重視。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及常見的安全隱憂。如果發生任何事故，安全主任將在培訓中會提及事件及相應的預防措施。我們亦定期進行消防演習，並記錄相關數據以評估演習的效用和效率。我們亦會在通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安全意識。有關我們室內裝飾及特殊項目部門安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。



Safety, health and environmental notice board  
安全、健康及環保告示板

During the Reporting Year, we conducted fire drill to simulate a fire near the brakes on the construction site. The members of the emergency response team reminded employees in various locations to evacuate; and the subcontractors also assisted their employees to stop all work immediately and gather at the "emergency assembly" as soon as possible. The whole process of the fire drill was in good order.

於報告年度，我們進行消防演習，模擬地盤車閘附近發生火警。緊急事故應變小組成員提醒各地盤員工疏散；而各分判商亦協助所屬員工立即停止所有工作，並盡快到「緊急集合處」集合。在整個演習過程中秩序良好。



Demonstration of using a fire extinguisher  
使用滅火器演示



Emergency assembly  
緊急集合處



Number of people was counted and recorded  
統計和記錄人數

# People 人才發展

## SAFETY MEASURES FOR ISP PROJECT AT PO LEUNG KUK CAMÕES TAN SIU LIN PRIMARY SCHOOL

### 室內裝飾及特殊項目在保良局陳守仁小學游泳池工程項目的安全措施

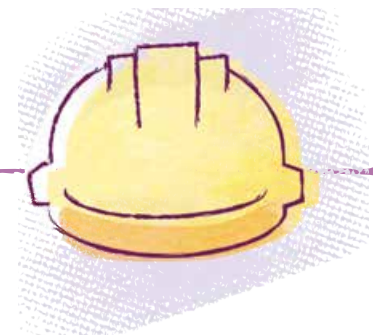
Our ISP division has established robust procedures for continuous health and safety risk identification and evaluation. For the Swimming Pool Project at Po Leung Kuk Camões Tan Siu Lin Primary School, the team identified potential risks that may occur onsite, including employee heat strokes, injuries, and the damaging of materials during transportation. 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.

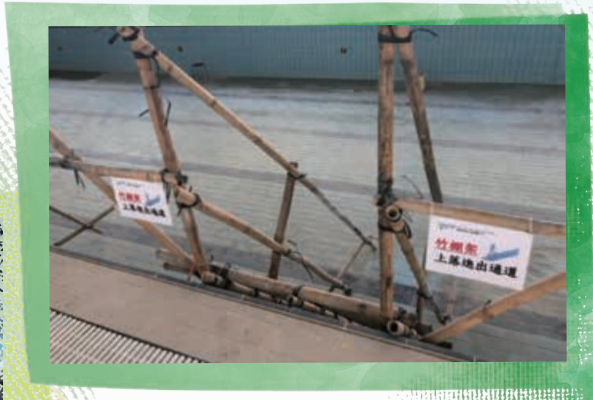
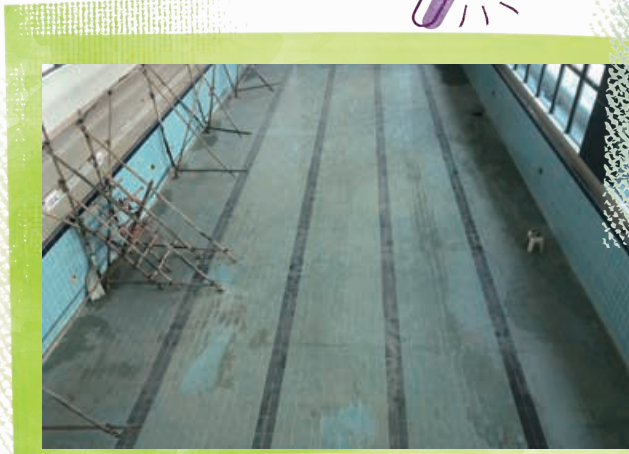
室內裝飾及特殊項目部門已建立穩健的程序，可持續識別及評估健康和 safety 風險。在保良局陳守仁小學的游泳池項目中，團隊識別了在該工地發生的潛在風險，包括員工中暑、受傷以及材料在運輸過程中損壞。從風險評估可見全部潛在風險均被視為中等程度風險因素，我們遂制定一套相應且明確的安全措施以減低各風險。

#### 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；
- Provide storage baskets to all partners, including contractors and sub-contractors, to store their personal protective equipment for their workers;  
提供儲物籃予所有合作夥伴，包括總承包商及承辦商，以貯存其員工的個人防護設備；
- 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；
- 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；
- First aid station is set up in the construction sites to provide immediate assistance when accident occurs;  
在工地設立急救站，當意外發生時提供即時救援；
- 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。





Swimming pool is fenced off to prevent people from falling  
游泳池用圍欄圍起來，防止人摔倒



Posters and banners are posted around the construction site and on the SHE corner in the office in order to remind the staff about the potential risks.  
於辦公室的安全告示板及地盤外圍張貼海報及橫幅，提醒員工注意潛在風險。

# People 人才發展

## PFM

Our PFM division is dedicated to ensuring that employees have a safe working environment. 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.

Through adopting a sound health and safety management system and instilling safety in mind, we were able to decrease our work-related injury rate and number of lost days in both our PFM and ISP operations. Most of the injury cases were related to sprains and some of which were bruises. The Group ensured that all injured workers received appropriate treatment, the cause of the injuries investigated, and improvements were put in place to prevent similar injuries.

During the Reporting Year, a fatal accident occurred at Choi Wan Shopping Centre. In October 2021, one of our employees died as a result of an accident while using the lift truck. The Hong Kong Police Force and the Labour Department are still investigating the accident. The Group pledged to do its best to assist his family members and issue gratuity to them, hoping to help them tide over the difficulties. Besides, more training was provided to employees to strengthen their safety awareness.

## 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。我們也會定期進行安全培訓。

我們採用了健全的健康和安全管理系統，並向員工灌輸安全意識，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和損失日數逐步降低。大部分受傷個案為扭傷，部分為擦傷。本集團確保所有受傷員工均接受適當治療，並調查受傷原因，作出改善以防止類似受傷。

於報告年度，彩雲商場發生一宗致命意外。於2021年10月，我們的一名員工在使用叉車時因事故死亡。香港警務處及勞工處仍在調查這宗意外。本集團承諾盡力協助其家人，並發放恩恤金，希望協助他們度過難關。同時，本集團已加強為員工提供培訓，以增強他們的安全意識。

Category 類別	Unit 單位	PFM 物業及設施管理			ISP 室內裝飾及特殊項目		
		2019	2020	2021	2019	2020	2021
Work-related injury rate target 工傷率目標	Per 1,000 employees 每1,000名員工	17.0	16.0	<b>16.0</b>	7.5	16.0	<b>16.0</b>
Work-related injury rate 工傷率	Per 1,000 employees 每1,000名員工	18.1	15.7	<b>20.8</b>	15.31	5.0	<b>10.75</b>
Lost days 工作日數損失	No. of days 日數	5,938	4,085	<b>5,639</b>	1,201	316	<b>338</b>
Work-related fatality 因工死亡	Person 人	0	0	<b>1</b>	0	0	<b>0</b>
Work-related fatality rate 因工死亡率	%	0	0	<b>0.02</b>	0	0	<b>0</b>

### Synergis is with You in the Fight Against the Pandemic

“Synergis is with you in the fight against the pandemic” (“昇動力與你抗疫同行”) is our Company slogan, which reminds employees that they are not alone during this challenging time, and that the Group is here to address all employees concerns and challenges. During the COVID-19, we prioritised a safe and healthy working environment. We not only supplied anti-COVID-19 items, arranged flexible working schedules, but also encouraged staff to be vaccinated. During the Reporting Year, there are more than 75% of employees in PFM Business and more than 63% of the employees in ISP business have been vaccinated.

### ISP

COVID-19 continued to affect our ISP sites. To ensure construction site safety and project continuity during COVID-19 and to prepare for the government's stricter COVID-19 control measures, we have enhanced site safety measures and have implemented specific COVID-19 precautionary measures to ensure a cleaner, safer and more hygienic working environment for construction workers.

During the Reporting Year, in accordance with the government's COVID-19 prevention requirements, we required all site staff to present negative COVID-19 test result issued within the past 14 days when entering construction sites for work. If an employee has received the second dose of vaccine, the employee is deemed to have met the requirements for regular testing 14 days after the second dose of vaccine. We have stickers with different colours and proper documentary records for identifying different types of employees to ensure the smooth implementation of the measure.

### 昇動力與您抗疫同行

「昇動力與你抗疫同行」為我們公司的口號，提醒員工在這個充滿挑戰的時期並不孤單，本集團會幫助員工解決所有疑慮及挑戰。新冠肺炎期間，我們最重視建立安全和健康的工作環境。我們不但為員工提供預防新冠肺炎用品、安排彈性工作時間，同時亦鼓勵員工接種疫苗。於報告年度，超過75%物業及設施管理業務之員工及超過63%室內裝飾及特殊項目業務之員工已接種了疫苗。

### 室內裝飾及特殊項目

新冠肺炎仍然影響我們的室內裝飾及特殊項目工地。為確保建築工地及項目能在新冠肺炎期間安全地繼續進行，並為政府更嚴格的預防新冠肺炎限制做好準備，我們加強了所有工地的安全措施，並制定防疫措施，確保建築工人在更清潔、更安全及更衛生的環境工作。

於報告年度，我們根據政府預防新冠肺炎要求，要求所有在工地上班的員工必須持有於過去14天內發出的冠狀病毒病檢測之有效陰性檢測結果，方能進入工地上班。如果員工已接種第二劑疫苗，該員工在接種第二劑疫苗14天後被視為已符合定期檢測的規定。我們有不同顏色的貼紙和適當的文件記錄以供識別不同類型的員工，以確保措施順利實施。

# People

## 人才發展

### SITE PRECAUTIONARY MEASURES INCLUDE BUT ARE NOT LIMITED TO 工地防疫措施包括但不限於



- 1 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。
- 2 Infra-red temperature sensors at construction site entrances.  
在建築地盤入口處設置紅外線測溫儀。
- 3 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。
- 4 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。
- 5 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。
- 6 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。
- 7 Fans at resting areas for maximum ventilation  
在休息區安裝風扇，盡量加強通風。

#### PFM

Adaptability is at the heart of what it means to be a property and facility manager. In the face of the ongoing epidemic, we continued to implement a number of measures to reduce the spread of COVID-19, including sheltered lunch areas with individual partitions, sharing the latest healthcare insights, and proactively sharing information and tips on maintaining efficiency and productivity when adopting flexible working arrangements. We also continued to send emails on the latest preventive measures and information of COVID-19 regularly, 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".

#### 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。面對疫情持續，我們繼續實施多項措施，以減低新冠肺炎擴散，包括設獨立間隔的遮蔽式用餐區、分享最新的保健知識，以及積極分享在彈性工作安排期間保持工作效率及生產力的資訊及貼士。同時，我們也繼續以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。

## Headquarters

Our offices have remained open as usual in order to maintain the company's normal operations. 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 update our staff members to on the COVID-19 by emails, inform them whenever there are changes to our working arrangements, and issue reminders to stay vigilant with their hygiene habits. We have also reduced face-to-face meetings and replaced by video meetings. In addition, when the COVID-19 is going momentum, our offices adopted flexible working hours, split office and workstation relocation emergency plans.

## 總部

為了維持公司正常運作，我們的辦事處仍然照常開放。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，提供新冠肺炎的最新消息，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。我們亦減少進行面對面的會議，並改為視像會議。此外，當新冠肺炎嚴重時，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

1

Supervisor will inform Department Head ("DH") and Human Resources Department ("HR") immediately.  
主管將立即通知部門主管（「部門主管」）及人力資源部（「人力資源部」）。

2

DH will inform Senior Management of the case.  
部門主管向高層管理人員報告個案。

3

HR will inform headquarters a in to arrange deep cleaning and disinfection procedures.  
人力資源部將通知總部行政人員安排深層清潔及消毒程序。

4

DH/HR will identify close contacts of the concerned staff and inform them to take a COVID-19 test.  
部門主管／人力資源部將識別確診員工的密切接觸者，並通知他們進行新冠肺炎測試。

7

Advise close contacts to follow CHP arrangements at home. Sick leave will be granted for close contacts that require quarantine.  
建議密切接觸者遵循衛生防護中心的安排留在家中，需接受隔離的密切接觸者將獲批病假。

6

HR will follow up with the test results.  
人力資源部將跟進測試結果。

5

An internal announcement will also be made.  
公司將發出內部通知。





# People 人才發展

## VALUE AND CARE FOR EMPLOYEES

Employees are the backbone of our business operations. The Group puts great emphasis on the protection of the legitimate rights and interests of all employee and complies with all relevant employment laws and regulations in Hong Kong. The Group has also formulated internal human resources policies such as Staff Handbook, covering various aspects such as anti-discrimination, anti-child labour and anti-forced labour, health and safety, remuneration and welfare, working time, performance assessment, code of conduct, occupational training, effectively protecting employees' basic rights. Such policies are subject to regular review and will be revised, where necessary, to ensure continuous improvements of its employment standards.

### Recruitment, Promotion, Remuneration and Dismissal

The Group strives to provide a fair and motivating working environment. The Group ensures its employees are recruited, remunerated and promoted based on their merits, qualifications, competence, suitability and contributions, ensuring that it treats and evaluates employees and applicants in a fair way.

The Group strives to create employment opportunities to improve local employment situations and economic development, as well as strengthen its talent pool. During the Reporting Year, we organised a total of 26 recruitment functions, including job fairs, HR workshops, in-class recruitments and recruitment talks during the Reporting Year. In response to the slowdown of the epidemic, most of our recruitment has resumed offline during the Reporting Year.

The basis for compensation and promotion are job-related skills, qualifications and performances, ensuring that the Group fairly treats and evaluates employees and applicants and compensates employees relative to the industry and local labour markets in which the Group operates. Performance appraisal and counselling for all staff are conducted at least once a year by Department Heads or Executive Directors before the annual salary review.

Unreasonable dismissal under any circumstances is forbidden in the Group. Dismissal process will only be proceeded with a reasonable basis.

Within the reporting scope of this Report, the Group had a total of 4,583 employees in Hong Kong as at 31 December 2021. More detail information about different categories of the Group' employee structure can be found in the KPI Data Summary.

## 重視及關懷員工

僱員是我們業務營運的骨幹。我們注重保護全體員工的合法權益，嚴格遵守香港所有有關僱傭的法例及法規。本集團還制定了《員工手冊》等內部人力資源政策，涵蓋各個方面，例如反歧視、反童工和反強迫勞動、健康與安全、薪酬福利、工作時間、績效考核、行為準則、職業培訓，切實保障員工基本權益。本集團定期審視有關政策，並於有需要時作出修訂。確保其僱傭標準持續提升。

### 招聘、晉升、薪酬及解僱

本集團致力提供公平及激勵人心的工作環境。本集團確保根據優勢、資歷、能力、適合性及貢獻進行僱員招募、支薪及晉升，確保公平對待及評估僱員及應聘者。

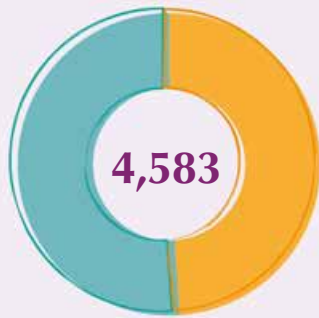
本集團努力創造就業機會以提高營運所在地的就業及發展，並增強其人才庫。於報告年度，我們組織了26個招聘活動，包括招聘會、人力資源研討會、課堂招聘和招聘講座。因應疫情有所放緩，於報告年度我們大部分招聘已經恢復為線下進行。

薪酬及晉升的基礎是根據與工作相關的技能、資格及表現，確保本集團一視同仁地對待及評估僱員和應徵者，並根據本集團營運所在行業及當地勞動市場去補償僱員。部門主管或執行董事每年至少在開始年度薪酬檢討之前對所有僱員進行一次表現評估及諮詢。

本集團禁止任何情況下的不合理的解僱。解僱程序只會在合理的基礎上進行。

在本報告的報告範圍內，截至2021年12月31日，本集團於香港的員工總數為4,583人。有關本集團僱員架構的不同類別的詳情，請參閱績效數據總結。

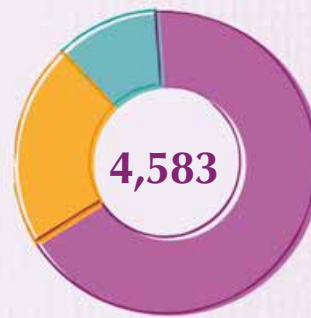
### Workforce by Gender 按性別劃分的員工數目



51% Male  
男性

49% Female  
女性

### Workforce by Employment Type 按受聘類別劃分的員工數目

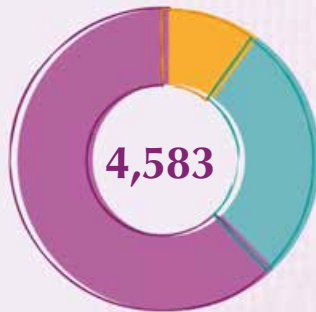


67% Full-time  
全職

22% Part-time  
兼職

11% Contract  
合約

### Workforce by Age 按年齡劃分的員工數目



10% <30 years old  
<三十歲

28% 30-50 years old  
三十至五十歲

62% >50 years old  
>五十歲

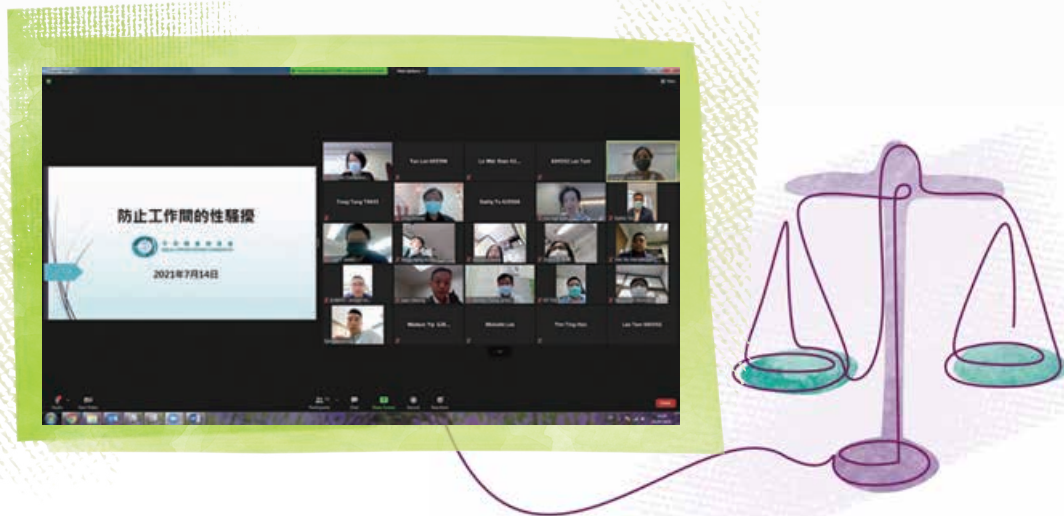
# People 人才發展

## Diversity, Equal Opportunity and Anti-discrimination

The Group is committed to creating and maintaining an inclusive and collaborative workplace culture in which all can thrive. The Group is dedicated to provide equal opportunity in all aspects of employment and maintaining workplace that are free from discrimination against any individual based on age, races, family backgrounds, regions, nationalities, genders, sexual orientation, disability, ethnicity, religion and political beliefs. Discriminatory acts of any kind will not be tolerated. In addition, the Group provides equal employment opportunities for the disabled, ensures equal opportunities for all people, strives to eliminate discrimination or arbitrary dismissal of employees, and encourages effective collaboration among employees in a multi-cultural atmosphere.

## 多元化、平等機會及反歧視

本集團致力於創造及維持包容及協作的工作場所文化，讓所有人都可以茁壯成長。本集團致力在僱傭方面提供平等機會，以及保持工作環境，不會因年齡、種族、家庭背景、地區、國籍、性別、性取向、殘疾、族裔、宗教及政治信仰而對任何人產生歧視。本集團絕不容忍任何形式的歧視行為。此外，本集團為殘障人士提供平等就業機會，確保向所有人士提供平等機會，努力消除因歧視或隨意解僱員工的行為，鼓勵員工在多元化文化氛圍下有效協作。



During the Reporting Year, we have invited Equal Opportunities Commission to carry out a seminar on preventing sexual harassment in the workplace.

我們邀請平等機會委員會為員工進行有關防止工作間的性騷擾的講座。

## Working Hours and Rest Periods

The Group has formulated policies in determining the working hours and rest periods for employees which comply with local employment laws.

## 工時及假期

本集團已遵照當地僱傭法律制定有關釐定僱員工時及假期的政策。

## CORPORATE CULTURE

The Group places great focus on the well-being of its people and highly values their contribution. During the Reporting Year, we received the "Happy Company Award 2021" which is jointly organized by the Promoting Happiness Index Foundation and Hong Kong Productivity Council. The award 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.



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, 84 awards were distributed to our loyal employees who have worked for the Group for over a decade.

## 企業文化

本集團十分重視員工的福祉及高度重視彼等的貢獻。於報告年度，我們榮獲由香港提升快樂指數基金和香港生產力促進局聯合舉辦的「2021開心工作間」獎項，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。



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84個獎項予在本集團工作超過10年的忠誠員工。

# People 人才發展

## Benefits and Welfare

The purpose of the Group's remuneration policy is to attract, retain and motivate outstanding employees. Through annual appraisals, employees with excellent performance are encouraged to keep up with their good work, while employees who fail to meet performance standards are advised to improve themselves to maintain a high quality and efficient corporate culture. We provide competitive remuneration packages, which include 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.

## Employee Communication

An effective employee communication can not only maintains workplace harmony, but also encourages innovation, increases inter-departmental cooperation and helps manage a diverse workplace. Therefore, we provide communication channels between employees and management, allowing them to have an open and continuous dialogue. During the Reporting Year, the Group has conducted various staff engagement programs, such as staff meetings, satisfaction survey and staff activities.

## Celebration Party



When the COVID-19 was considerably stable in Hong Kong, we organised a celebration party in August as a small token of appreciation towards our staff's contributions and dedications. We hope that this event comforts our employees, and let everyone have relaxing and happy time in the midst of busy work, and share the joy together.

## 員工福利與待遇

本集團薪酬政策旨在吸引、保留及激勵表現優秀的僱員。透過年度評估，鼓勵績效優秀的僱員，同時激勵績效未達標的僱員盡力提升，維持高品質與高效率的企業文化。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、侍產假、工傷假、喪假、生日假和病假，均列於《員工手冊》中。

## 員工溝通

有效的員工溝通不僅可以維持工作場所的和諧，還可以鼓勵創新，增加部門間的合作並有助於管理多元化的工作場所。因此，我們為員工和管理層之間提供溝通渠道，讓他們有公開和持續的對話。於報告年度，本集團舉辦各種員工參與計劃，例如員工會議、滿意度調查和各種員工活動。

## 慶祝派對



當新冠肺炎在香港較穩定時，我們在8月組織了一場慶祝派對，以對我們員工的貢獻和奉獻表示感謝。希望藉此活動好好慰勞大家，並讓大家在繁忙的工作中，享受輕鬆歡聚的時刻，共同分享喜悅與歡樂。

### Mid-Autumn Festival Reunion Lunch



We organised the Mid-Autumn Festival Reunion Lunch in September to enjoy this festival with our employees. Through this event, we hope to encourage and motivate our staff members to continuously support our operations in the future.

### Diversified Staff 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 on important corporate values. Our "We Care We Share" talent management policy aims to help our staff maintain proper work-life balance, and keep their mental and physical health in check by organising a diverse array of activities. During the first half of the 2021, due to the COVID-19, most of the staff activities were conducted virtually. During the first half of the 2021, since the COVID-19 was under control, we started to gradually resume some of our physical events.

### Synergis is with you in the fight against the pandemic — "新春搶紅包"

There is no doubt that the 2021 Lunar New Year looked different as many festivities had sadly been cancelled. With that said, to increase employee morale and revitalise the workplace in the age of COVID-19, we organised "新春搶紅包" Campaign to celebrate the traditional Chinese festival together.



### 中秋節午餐飯聚



我們在9月組織了一次中秋節團圓午餐，與我們的員工一起共度佳節。通過這次活動，我們希望鼓勵和激勵我們的員工在未來繼續支持我們的營運。

### 多元化的員工活動

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，令員工有共同的企業價值觀。我們的「盡展關懷共享成果」的人才管理計劃，旨在達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。於2021年上半年，由於新冠肺炎，大部分員工活動都是採用線上虛擬模式進行。於2021年下半年，由於新冠肺炎開始受控，我們開始逐步回復部份的實體活動。

### 昇捷與你抗疫同行 — 「新春搶紅包」

無可否認，2021年的農曆新年慶祝活動與往年不同，許多慶祝活動都被取消。但為了在新冠肺炎期間提高員工士氣，並使工作場所回復生氣，我們舉辦了「新春搶紅包」活動，共同慶祝中國傳統節日。

# People 人才發展

## Easter IQ Quiz

In order to share the joy of the Easter holiday with employees, "S-Power 昇動力" ("S-Power") specially organised the "Easter Egg IQ Quiz" event, so that employees can challenge themselves while potentially winning cash coupons.



## 復活彩蛋IQ問答比賽

為與員工分享復活節日喜悅，「S-Power 昇動力」(「S-Power」) 特意舉辦「復活彩蛋IQ問答比賽」活動，讓同事可以動動腦筋、玩住過節，更可以贏取現金禮券。



## Team Steps Challenge 2021

Maintaining a healthy body is particularly important during the epidemic. Under the influence of various prevention and control measures, everyone's daily exercise volume has been greatly reduced. S-Power therefore launched "昇之行者" activity to encourage everyone to incorporate exercises into their daily work routine, hence achieving a healthier and more energetic life, and at the same time promote work-life balance through fun activities, and enhance team spirit and sense of belonging.

## 團隊步數挑戰賽2021

在疫情期間，保持健康的體魄尤為重要。但在各項防控措施的影響下，大家日常的運動量大減。S-Power 因此推出「昇之行者」活動，鼓勵大家將運動融入日常工作中，讓身體更健康、更有活力。同時藉著趣味性的活動推廣工作與生活平衡，提升團隊精神和歸屬感。



Christmas Gift Raffle  
聖誕有禮大抽獎



Christmas Photo Contest  
聖誕攝影比賽

Even under the epidemic, we want to create a warm and happy Christmas for our employees, so we have held a Christmas gift raffle and photo contest during the Reporting Year in order to enhance the festive atmosphere.

即使在疫情之下，我們也想為員工創造一個溫馨快樂的聖誕節，所以我們於報告年度舉辦了聖誕有禮抽獎和攝影比賽，增加節日氣氛。

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

## TRAINING AND DEVELOPMENT

Employee training and development is essential for the long-term success of the Group. The Group emphasises ongoing development and training, and is dedicated to supporting its employees to undertake lifelong learning and enhancing their work-related skills and knowledge. The Group has designed and provided various types of tailor-made training programmes for its employees to provide them with continuing education and personal development opportunities, as well as to upgrade their overall skillset. During the Reporting Year, training was largely focused on practical skills.

Through our online learning platform, we continued to deliver learning opportunities and courses amid COVID-19. The Group adopted webinar and video formats for new hire orientation and various job training. Online learning provides engagement through interactive exercises, discussions and sharing sessions, while also offers the benefits of overcoming geographical restrictions and eliminating travelling time. There are 54 training courses available on the online learning platform, including but not limited to security training, customer service etiquette, telephone answering training and first aid training. Some training materials, such as the introduction of the history, culture and code of conduct of the Group in the induction training, are prepared by our internal employees. During the Reporting Year, there were a total of 9,716 enrolments in our e-learning platform.

During the second half of 2021, some courses such as customer service, performance management, team leadership etc. have gradually returned to the physical mode, but the number of participants is limited to 20 due to COVID-19. During the Reporting Year, the course hours of our e-learning and in-person programmes increased from 391 in 2020 to 535 in 2021, which there were an increase of 36.8%. During the Reporting Year, there were 120 in person and streaming platform training courses, and a total of 2,217 participants were recorded.

為培養我們的企業文化並推廣跨部門溝通的重要性，我們會定期發布內部通訊「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。

## 培訓與發展

員工培訓和發展為集團長遠成功的關鍵。本集團強調持續發展及培訓，致力於支持員工進行終身學習，提升與工作相關的技能及知識。本集團為員工設計及提供各類量身定製的培訓計劃，為他們提供繼續學習和個人發展機會，以及提升員工的整體技能。於報告年度，培訓主要集中在掌握實用技能上。

通過我們的電子學習平台，我們在疫情期間提供的學習機會和課程並無間斷。本集團以網絡研討會和視頻形式為新入職員工提供迎新培訓和各種工作培訓。透過互動練習、討論和分享環節，讓同事能投入網上學習。與此同時，網上學習亦可消除地域限制並節省交通時間。電子學習平台提供54個培訓課程，包括但不限於保安培訓、客戶服務禮節、電話應答培訓和急救培訓。部分培訓材料，例如入職培訓中本集團的歷史、文化和行為準則的簡介，是由我們的內部員工準備。於報告年度，我們的網上學習平台共錄得9,716個參與課程人次。

於2021年下半年，客戶服務、績效管理、團隊領導等部分課程逐步回歸實體模式，但由於新冠肺炎疫情，參加人數限制在20人以內。於報告年度，我們的網上和實體培訓計劃的課程時間從2020年的391小時增加到2021年的535小時，增長了36.8%。於報告年度，共舉辦120場線下及串流平台培訓課程，參與人數達2,217人。



# People 人才發展

Presentation and Team Communication Skills (Six Bricks)  
演講與溝通技巧(六色積木)



Performance Management  
績效管理

Internal Team Communication Workshop  
內部團隊溝通工作坊



After each course, we review the training effectiveness by distributing surveys. The overall satisfaction rate of the training programs was 93% 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。於報告年度，培訓課程的整體滿意率為93%。

To further enhance the professional skills of its employees and meet our development goals, our employees are strongly encouraged to attend external training courses and professional qualification examinations. Employees who have passed professional qualification examinations and successfully obtained vocational qualification certificates can receive reimbursements from the Group.

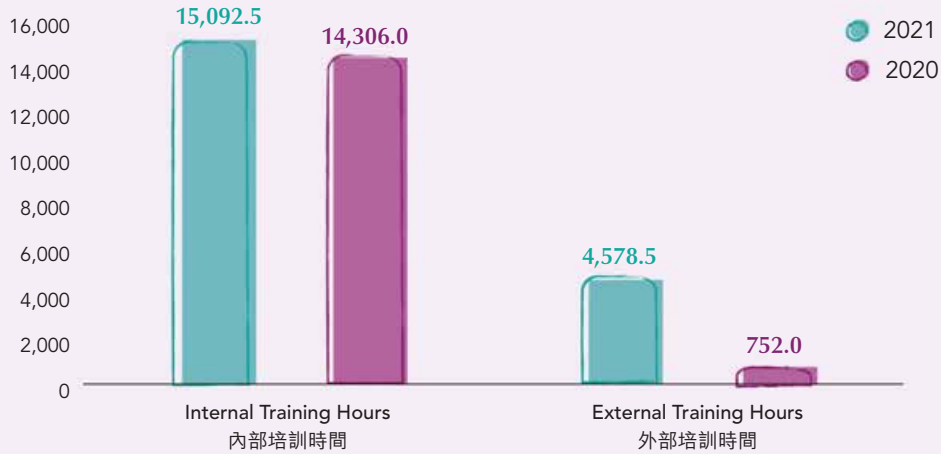
為進一步提升員工的專業技能，實現我們的發展目標，我們十分鼓勵員工參加外部培訓課程並參加專業資格考試。通過專業資格考試並成功取得職業資格證書的員工將可向本集團報銷費用。

In October 2021, the Human Resources Department (Cultivation and Development) and external corporate consultants held a "Team Cohesion Workshop" at Wu Kwai Sha Youth Village. More than 30 senior managers participated in various group activities in order to strengthen the cohesion and loyalty of team, and work together to build a better team.

於2021年10月，人才資源部(培育及發展)聯同外聘企業顧問於烏溪沙青年新村舉行的「團隊凝聚工作坊」，超過30位高級管理人員藉著參與各種形式的團體活動，增強團隊凝聚力及向心力，齊心建立一個更優質的團隊。



### Total Training Hours 總培訓時數



### Programme Categories by Attendees 按參加者分的項目類別



# Community 社會貢獻

4 QUALITY  
EDUCATION11 SUSTAINABLE CITIES  
AND COMMUNITIES

The Group strives to fulfill its social responsibilities to give back to the society while developing its business. As such, the Group has long been committed to making the communities where it operates a better place to live and particularly contributing to the development of an inclusive and environmentally conscious society. We seek to effect change by investing in initiatives that contribute to a better community. We encourage employees to actively participate in various philanthropic activities and organised a corporate volunteer team “S-Power”, helping local communities and those in need, so as to express our care for and contribute to the society with practical actions. In 2021, S-Power continued to use “Sharing Love” (“分享愛”) as our theme to express our sincere care and concern to all walks of life. During the COVID-19, we work together to overcome this unprecedented global challenge.



We were awarded the “15 Years+ Caring Company” logo again this year by the Hong Kong Council of Social Service for our unwavering efforts in promoting good corporate citizenship and creating a more inclusive society in the past years. We were also awarded with a “Heart to Heart” Company certificate for the 15th consecutive year from the Hong Kong Federation of Youth Groups. These awards reaffirm our commitment to nurturing a robust relationship with the communities we operate in.

## SHARING LOVE

### Fostering Social Inclusion

The Group actively supports social enterprise activities and is committed to fostering a collaborative and inclusive community, to create a positive impact where we operate. During the Reporting Year, we partnered with Serenity of the Young Women’s Christian Association (“YWCA”) and the Hong Kong Lutheran Social Service (“HKLSS”) and co-organized several activities, namely, “Workplace Massage”, “Potted plants donation” and “World Tour Fun day” to serve the community.

本集團致力履行社會責任，務求在發展業務的同時可以回饋社會。因此，本集團竭力促使其業務所在社區成為更好的居住環境，特別是為發展共融和環保的社會作出貢獻。我們希望透過投資社區計劃，為社區帶來正面改變。我們鼓勵員工踴躍參與各項社會公益活動，並組織企業義工團隊「S-Power昇動力」，幫助本地社區及有需要人士，以實際行動表達我們對社會的關愛及作出貢獻。於2021年，「S-Power昇動力」繼續以「分享愛」為我們的主题，向各界表達我們真誠的關懷和關注，在新冠肺炎下，同心克服這個前所未有的全球挑戰。

今年，我們再度獲得香港社會服務聯會頒發「15年Plus『商界展關懷』」標誌，以表揚我們在過去致力履行社會責任，建設共融社會的貢獻。此外，我們亦連續第15年獲香港青年協會頒「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。

## 分享愛

### 促進社會共融

本集團積極支持社企活動，致力於打造一個協作和包容的社區，在我們營運業務的地方產生積極的影響。於報告年度，我們與香港基督教女青年會（「基督教女青年會」）轄下之青心坊和香港路德會社會服務處（「香港路德會」）合辦了「頭肩頸按摩」、「抗疫同行•春日盆栽贈醫護」，以及和「腦玩童•世界漫遊同樂日」活動，以回饋社區。

**Workplace Massage x SecurExpert, YWCA, and Serenity**

The Group has always been committed to supporting the sustainable development of society. In August 2021, our subsidiary, SecurExpert, invited the graduates of “Serenity” of the YWCA to hold a “Workplace Massage” experience activity at the headquarters. This meaningful activity not only relieved muscle fatigue of our colleagues, but also provided job opportunities for re-trained people.

**頭肩頸按摩x新盛、基督教女青年會及青心坊**

本集團一直致力支持社會的持續發展。於2021年8月，我們附屬公司——新盛請來基督教女青年會「青心坊」畢業學員，到總所舉辦「頭肩頸按摩」體驗活動。這項有意義的活動不僅可以緩解同事的肌肉疲勞，還可以為再培訓人士提供工作機會。

**World Tour Fun Day x HKLSS****「腦玩童•世界漫遊同樂日」x香港路德會**

The Group also takes care of the needs of the elderly and arranged activities that are beneficial to them. In November 2021, The Group and the HKLSS co-organized a “World Tour Fun Day” to help the elderly exercise their brains and improve brain degeneration. The event was held at the “Brain Play Kids Club” in Sun Chui Lutheran Centre for the Elderly. The S-Power Volunteer Team used cognitive training effectiveness toys to conceive booth games with the theme of a world tour. Approximately 50 elderly people participated on that day, and each of them was given a “Synergis Game Passport” to start a world tour. They enjoyed a multi-country-themed booth game with our volunteers while exercising their brains at the same time. Each participant was given a multi-national gourmet gift package which one can enjoy and recall the happy moment after returning home.

本集團同樣關顧長者的需要，為他們構思有益身心的活動。於2021年11月，本集團與香港路德會合辦「腦玩童•世界漫遊」同樂日，協助長者鍛鍊腦筋，改善腦退化。活動於在香港路德會新翠長者中心——腦玩童俱樂部舉行，「S-Power昇動力」義工隊利用具有認知訓練效能的玩具，構思出以世界漫遊為主題的益智攤位遊戲。當日有大約50位長者參與，每位均獲得一本「昇捷遊戲護照」展開世界漫遊之旅，暢遊了以多國為主題的攤位遊戲，與義工們一起玩樂，鍛鍊腦筋，之後更獲贈多國美食禮包，回家後可以繼續回味歡樂時光。

# Community 社會貢獻

## Potted plants donation x HKLSS



To sincerely thank the medical staff who toiled away the heavy workload during the COVID-19, S-Power Volunteer Team organised a potted plant donation activity in April. This event received strong support from employees of the Group, and we collaboratively decorated more than 100 pots of succulent plants. Volunteer representatives sent the potted plants to the HKLSS Elderly Home and gifted the potted plants to frontline medical staff and home workers to relieve their work pressure and encourage them to continue to fight against the COVID-19.

## Children's Health

The Group cares about the healthy and happy growth of children. To support children and youth with difficulties, during the Reporting Year, S-Power joined the Konica Minolta Green Concert — Starcatcher Championships to raise funds for the Children's Thalassemia Foundation.

## Konica Minolta Green Concert — Starcatcher Championships x Children's Thalassemia Foundation

In December, we joined the "Konica Minolta Green Concert" to raise funds for the Children's Thalassemia Foundation, an organisation that assists children with Thalassemia. 6 members of our S-Power Volunteer Team were invited to participate in the "Starcatcher Championships" held at Zero Carbon Park. The fund raised will be used to provide timely surgical treatments and medicine to the children who have Thalassemia. It will also be used to support the research and development of medical treatments of a radical cure for Thalassemia in children. The Group raised \$24,000 for the activity and the 6 staff members contributed 12 service hours.



## 盆栽捐贈 x 香港路德會



為衷心感謝對抗新冠肺炎期間辛勤工作的醫護人員，於4月份，「S-Power昇動力」義工隊舉辦了「抗疫同行・春日盆栽贈醫護」。是次活動得到本集團員工的鼎力支持，一同合力粉飾超過100盆多肉植物盆栽。義工代表將盆栽送到香港信義會恩頤居老人院舍，並將盆栽贈送給前線醫護人員及院舍人工，讓他們舒緩工作壓力，鼓勵他們繼續為對抗新冠肺炎加油。

## 兒童健康

本集團關心兒童的健康快樂成長。為支持有困難的兒童和青少年，於報告年度，「S-Power昇動力」參加了「柯尼卡美能達綠色音樂會」，為地中海貧血兒童基金會組織的「摘星決戰」籌款。

## 柯尼卡美能達綠色音樂會 — 摘星決戰 x 地中海貧血兒童基金

我們於12月月參加了「柯尼卡美能達綠色音樂會」，為一個協助重型地中海貧血病兒童的機構——地中海貧血兒童基金會組織籌款。「S-Power昇動力」義工隊的6名成員獲邀請參加在零碳天地舉行的「摘星決戰」。籌集的資金將用於為患有地中海貧血的兒童提供適時外科治療和醫療器具贊助，以及支持兒童地中海貧血根治療法的研究和開發。本集團為該活動籌集了港幣24,000元，6名員工共貢獻了12小時的服務時間。

## Poverty Alleviation

The Group partnered with various organisations to support the underprivileged by promoting community projects. During the Reporting Year, we continued to serve the underprivileged in our community through diversified campaigns, including the "Mooncake Collection" of the Green Mid-Autumn Festival 2021 hosted by Food Grace, and the Children Art Jamming Workshop partnered with The Evangelical Lutheran Church of Hong Kong ("ELCHK").

### Children Art Jamming Workshop x ELCHK



This summer, the Group and ELCHK jointly organised a children art jamming workshop for children from low-income families. The objective of this activity was to provide a meaningful leisure activity for children to unleash their creativity and energy during their summer vacation. The workshop took place in July in ELCHK's Login Club. Under the guidance and instruction of the art instructor and S-Power Volunteer Team, the children all created ingenious paintings. After completing the paintings, participants were also given a picture book to bring home, marking a successful end to the summer activities.

### Mooncake Collection x Food Grace

As a traditional Chinese festival, Mid-Autumn Festival is full of happiness and joy. Unfortunately, many people celebrating the festival are unaware of the food waste after the festival. As such, during the Reporting Year, the Group took part in the "Mooncake Collection" of the Green Mid-Autumn Festival 2021 Campaign hosted by Food Grace and signed The Food Wise Charter. The objective of this activity was to promote green festival culture in order to reduce food waste and waste at source. We collected edible mooncakes and shared the festive delicacy with the underprivileged, and also shared love and care to the community in times of the COVID-19. We also reduce gift exchanges between the Company and clients and business partners. We will ask about their actual needs and wishes before deciding the number of gifts in order to reduce waste.

## 扶貧

本集團與不同組織合作推動社區項目以支援支持弱勢社群。於報告年度，我們繼續透過多元化的活動服務於我們社區的弱勢社群，包括食德好主辦的「食德有營過中秋2021」月餅回收活動，以及與基督教香港信義會（「信義會」）合作舉辦的彩繪工作坊。

### 彩繪工作坊 x 信義會

今個夏天，本集團與信義會為低收入家庭的兒童合辦了「繽紛夏日『童』來展創意」工作坊。活動的目的是為兒童在暑假期間提供有意義的休閒活動，釋放孩子們的創造力和活力。活動於今年7月在信義會樂聚軒舉行，在美術老師和「S-Power昇動力」義工的教導和協助下，兒童都創作了別出心裁的繪畫作品。完成繪畫後，每個參加者更獲贈一本繪本帶回家，為是次暑期活動劃上圓滿的句號。

### 月餅回收 x 食德好

作為中國傳統節日，中秋節是充滿了幸福與歡樂。不幸的是，許多慶祝節日的人沒有意識到節日後的食物浪費。因此，於報告年度，本集團參加了由食德好主辦的「食德有營過中秋2021」月餅回收活動和簽署惜食約章。本次活動旨在透過推廣綠色節日文化，以減少食物浪費和達至源頭減廢。我們收集可食用月餅，與弱勢社群分享節日佳餚，在新冠肺炎期間向社會傳遞愛心和關懷。我們亦減少公司與客戶和業務夥伴的禮物往來。我們會詢問對方實際需要及意願，才決定賀禮數目，以減少浪費。



## Partners 夥伴合作

The Group recognises the valuable contribution that its talents contribute to the continued success of the Group. A rigorous vendor management system is in place to review and monitor our vendors' performance on environmental protection, labour rights and health and safety. To monitor suppliers' performance, on-site inspections are conducted regularly. Furthermore, we are committed to making smarter and more sustainable procurement decisions. To strengthen our influence and supplier alignment with our sustainability strategy and environmental policy, we have revised our procurement policy to take greater account of environmental and social considerations when procuring goods and services.

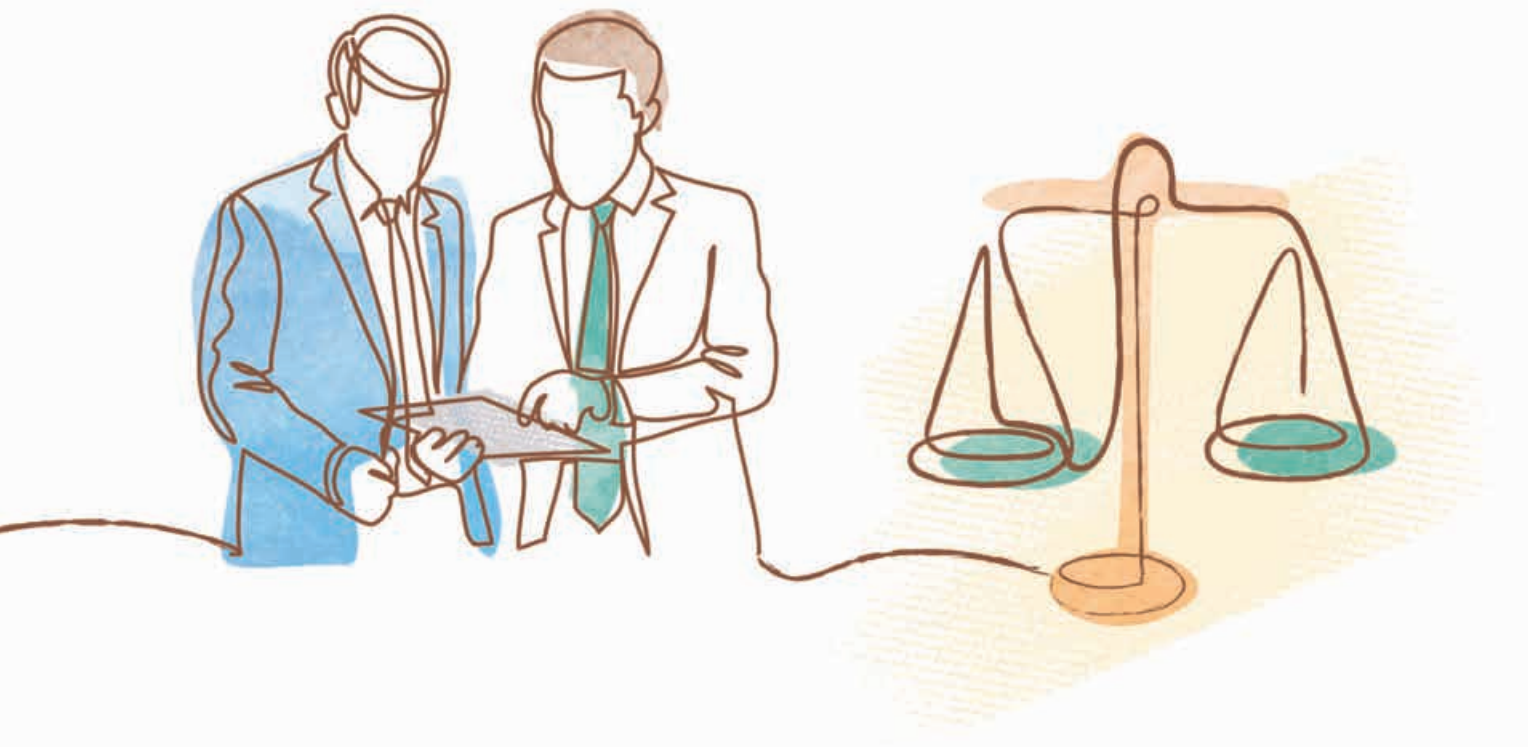
### FAIR AND OPEN PROCUREMENT PRACTICES

The Group has established procedures and guidelines in the selection of suppliers to ensure that the suppliers and distributors could compete in an open and fair way. The Group does not differentiate or discriminate against certain suppliers and it strictly monitors and prevents all kinds of business bribery. Employees or personnel who have an interest relationship with the supplier will not be allowed to be involved in the related business activity.

本集團明白，良好的供應鏈管理常規對減輕環境及社會風險相當重要。我們設有嚴格的供應商管理系統，以檢討及監察供應商在環境保護、勞工權利及健康和安全方面的表現。為監察供應商的表現，我們定期進行實地視察。同時，我們致力制定更明智、更可持續的採購決策。為加強我們的影響力，並確保供應商遵守我們的可持續發展策略和環境政策，我們已修訂採購政策，在採購商品和服務時加強考慮環境和社會因素。

### 公平和公開的採購措施

本集團已制定甄選供應商的程序及指引，確保供應商及分銷商可進行公開及公平的競爭。本集團不會歧視個別供應商或作出差別待遇，且嚴格監控並預防各種形式的商業賄賂。與供應商有利益關係的僱員或人員不得參與相關的業務活動。



## Supplier Engagement Process 供應商參與流程



PFM retains an approved contractor list ("ACL"), which mainly 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, 18 contractors were awarded with an appreciation letter from our Management Director.

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, legal and regulatory compliance, work safety track records and material quality are some of the criteria that are considered when selecting these suppliers and contractors. To guarantee the genuineness of our suppliers and subcontractors, suppliers and contractors 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. We also strive not to over-rely on a specific supplier, to ensure the stability of the supply chain.

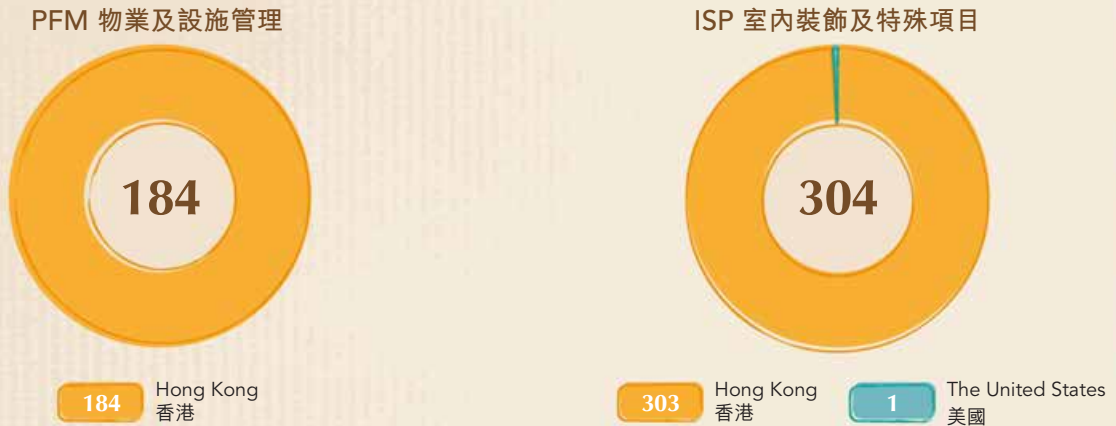
物業及設施管理使用公司認可的核准承辦商名冊（「核准承辦商名冊」），名冊主要由顧問、供應商和承辦商組成。相關部門和認可的核准承辦商名冊管理委員會根據成本競爭力、能力、聲譽及過往表現等標準，季度審查及評估承辦商的表現及給予評分。為確保承辦商的專業資格，他們需定期更新相關的證書及相關的專業認證給我們審核，包括管理系統認證、專業資格證明及財務報告。於報告年度，我們的董事總經理向18個承辦商頒發了感謝信。

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。我們於甄選供應商或承辦商時，會考慮法律及法規合規、工作安全往績記錄和材料質量等準則。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。我們亦致力不過度依賴單一供應商，確保供應鏈維持穩定。

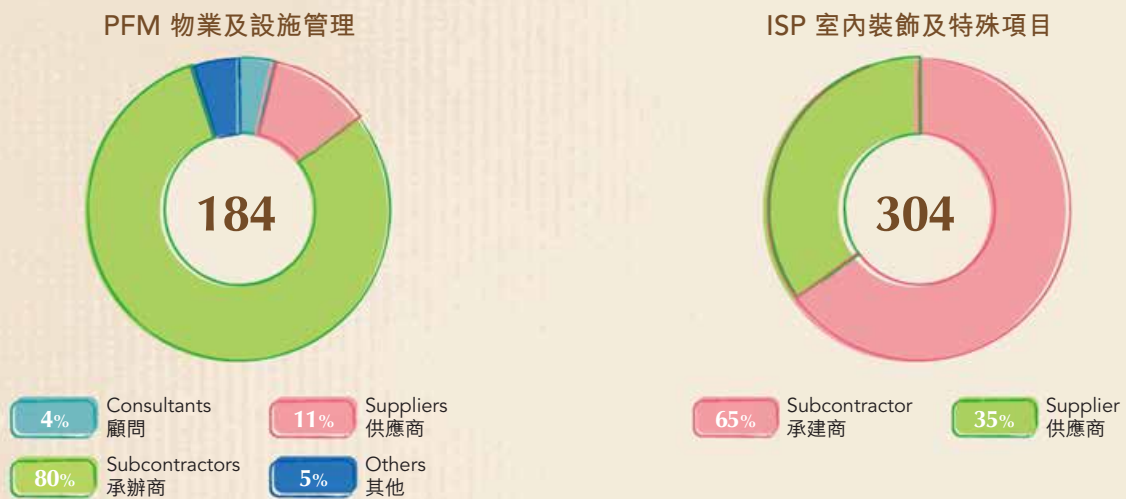


# Partners 夥伴合作

## Number of Business Partners for PFM and ISP by Geographical Region 物業及設施管理及室內裝飾及特殊項目的業務夥伴數量：按地區



## 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



During the Reporting Year, all the approved suppliers and contractors are engaged through our standardised procurement procedure.

於報告年度，所有經批准的供應商和承辦商均通過我們的標準化採購程序進行聘用。

## SUSTAINABLE SUPPLY CHAIN MANAGEMENT

## 可持續供應鏈管理

### Managing Environmental Risks

Regarding the selection of suppliers and contractors, environmental assessments are one of the criteria 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. We have also adopted "Environmental Protection Assessment Form for Subcontractor and Supplier" to evaluate their performance on environmental protection. Moreover, we have included "Environmental Protection" section in the contract with our suppliers to encourage them to take environmental measures in their operations. In the future, we aim to encourage all the suppliers and contractors to obtain ISO 14001 Environmental Management System Certification.

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. Besides, we require our subcontractors to follow the "General Terms of the Subcontracting Project", including the "Code of Conduct for Environmental Protection", and we will periodically assess their performance according to our "Operation Control Procedure" and "Environmental Assessment Procedure". 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.

### 在供應鏈中管理環境風險

關於供應商和承辦商的選擇，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，並制定了《分判商供應商環保表現評核表》，審視他們在環境保護上的表現。此外，我們在與供應商的合同中包含了《環境保護》部份，鼓勵他們在其營運中實行環境措施。未來，我們的目標是鼓勵所有供應商和承辦商獲得ISO 14001環境管理體系認證。

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。此外，我們要求承建商遵守《分包工程合約通用條款》，包括其中的《環保守則》，並按照我們的《運行控制程序》及《環保檢查程序》定期監察他們的表現。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。

# Partners 夥伴合作

## Green Procurement

The Group advocates for all business units and operations on procuring environmentally friendly products, and thus gives priority to suppliers who provide environmentally friendly products and services. To support local economy and to reduce carbon emission in transportation, local suppliers are given priority in the selection process. During the Reporting Year, 99.80% of our suppliers and subcontractors were based in Hong Kong, whilst the remaining 0.20% were based in Macau and other overseas countries.



## 環保採購

本集團提倡所有業務單位與營運採購環保產品，因此會優先選擇提供環保產品及服務的供應商。為支持當地經濟及減少運輸中的碳排放，我們在甄選過程中優先考慮本地供應商和提供環保產品的供應商。於報告年度，我們99.80%的供應商和承建商都位於香港，其餘0.20%則位於澳門和其他海外國家。

Posting posters at the offices to promote sustainable consumption.  
於辦公室張貼海報，推動可持續消費。

In our construction projects, we have purchased certified soft wood, which is from well-managed forests instead of natural forests, showing our value on sustainability.

我們在一些項目中選購了獲得認證的環保木，這些木材是來自次森林及人工種植的，而不是來自原始森林的，證明我們對可持續發展的重視。

We also purchase as needed and prevent over-purchasing. In order to reduce the purchasing need, we have implemented the following measures.

我們也會按需採購，防止過度採購。為了減少採購需求，我們實施了以下措施：

1

reviewed the needs and stock availability before request for purchasing;  
申請採購前檢查需求和庫存狀況；

2

purchased products manufactured in Hong Kong or Asia to reduce shipping mileage;  
購買在香港或亞洲製造的產品以減少運輸里程；

4

purchased in bulk to minimise resource utilisation and packaging wastes; and  
批量採購，減少資源使用和浪費包裝；及

3

properly recorded all purchase requisitions to ensure that resources will not be overused.  
妥善記錄所有採購申請表，確保不會過度使用資源。



## Managing Social Risks in Supply Chain

The Group expects its business partners and suppliers to act in accordance with the highest standards of ethical conduct and professionalism. In particular, the Group's business partners and suppliers are required to implement anti-corruption policies and programmes, and to verify that such policies and programmes are complied with. Bribery or corruption in any form is strictly and expressly prohibited in the tendering process for construction projects and staff are reminded to avoid situations that may lead to the appearance of a conflict of interest and potential conflicts of interest.

The Group encourages its business partners and suppliers to abide by the standards and conditions in ensuring a fair and equitable workplace environment that is free from any form of harassment or discrimination; implementing clear, uniformly applied disciplinary practices and grievance procedures that include providing a work environment that pays due consideration to safety and minimises any health hazards or harm to employees, complying with regulation or legislation on working hours and minimum wage payments and ensuring that employees are provided with freedom of association and the right to collective bargaining.

The Group is committed to ensuring the health and safety across the supply chain. Our ISP Business subcontractors are required to attend daily safety and toolbox training and are inspected by management on a regular basis. 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. Our PFM Business team, on the other hand, provides frontline employees with internal OHS manuals and conducts annual evaluations to assess their safety performance.

## 管理供應鏈中的社會風險

本集團期望其業務夥伴及供應商按照最高標準的道德操守及專業精神行事。特別是，本集團的業務夥伴及供應商必須執行反腐政策及方案，並查核有關政策及方案是否得到遵守。我們嚴禁建築項目投標過程中一切賄賂或貪污行為，亦時刻提醒僱員必須避免可能導致利益衝突及潛在利益衝突之情況。

本集團鼓勵其業務夥伴及供應商遵守以下標準及條件，確保公平及公正的工作場所環境，不受任何形式的騷擾或歧視；實施清晰、統一的紀律處分及申訴程序，包括提供一個充分考慮安全的工作環境，盡量減少對僱員健康造成危害或傷害、遵守有關工作時間及最低工資的規例或法例，以及確保僱員享有結社自由及集體談判權。

本集團致力於確保整個供應鏈的健康和安全。我們室內裝飾及特殊項目業務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，並促進我們與承建及分判合作夥伴之間的健康與安全討論。另一方面，我們物業及設施管理業務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。

# Environment

## 環境管理

4 QUALITY  
EDUCATION11 SUSTAINABLE CITIES  
AND COMMUNITIES

The Group stays abreast of the tightening standards and strictly adheres to environmental laws and regulations applicable to our business operations. For more information, please refer to “Laws and Regulations Compliance”. Moreover, environmental performance, risks and control measures are carefully monitored and evaluated, in order to ensure that our environmental management system and policies align with the respective strategies of the Hong Kong Government, including the Government’s Climate Action Plan 2030+. We are committed to continuously reducing the possible impact of operations on the environment. Therefore, we appropriately allocate resources to address material environmental issues including energy efficiency, waste management and resources consumption. We also raise environmental awareness and communicate green values to employees, suppliers and customers through different channels such as volunteer services and posters.

### ENVIRONMENTAL MANAGEMENT SYSTEM AND POLICIES

With our Group-wide environmental management system (“EMS”) in place, we aim to reduce the environmental impact of the Group’s activities, as well as to establish goals, processes and procedures that are in alignment with global standards, including ISO 14001. In addition, we have formulated specifications and standards for resources consumption management, guiding, supervising, inspecting and assessing the resources consumption management of the Group’s different business segments, as well as for the statistics, analysis of energy consumption and implementation of various resources conservation measures of the projects.

本集團緊貼不斷收緊的標準，並嚴格遵守適用於我們業務營運的環境法律及法規，詳情請參考「遵守法律法規」一節。此外，我們會仔細監察及評估環境表現、風險及監控措施，確保我們的環保措施符合香港政府的相應策略，包括《香港氣候行動藍圖2030+》。我們致力持續減少營運對環境可能造成的影響。因此，本集團適當地調配資源以解決重要環境議題，包括能源效益、廢物管理和資源耗用。我們亦通過不同渠道，例如義工活動和宣傳海報來提高環保意識，並向員工、供應商和客戶傳遞綠色價值觀。

### 環境管理系統及政策

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。此外，我們已制定資源管理規範及標準，對本集團不同業務分部的資源管理工作進行指導、監督、檢查與考核，並負責項目能源消耗情況的統計、分析以及各項資源節約措施的落實。

## Our Environmental Management Flow

## 我們的環境管理流程



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 fulfil their compliance with the standard. The EMS allows us to manage different environmental aspects, reduce the associated impacts and improve our environmental performance.

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，並符合標準。環境管理系統有助管理不同層面的環境事宜、減低相關影響並改善我們的環境表現。

The Group has implemented the Environmental Protection Policy to highlight our commitment to conserve resources, manage and mitigate environmental impacts of our operations. To supplement the Environmental Protection Policy, we have established an Energy Efficiency Policy covering energy-related aspects and developed a target setting strategy to stipulate our commitment and approach to addressing carbon emissions. These policies are communicated to our stakeholders including our employees and customers and will be reviewed by the ESG Steering Committee periodically.

本集團已落實《環境保護政策》，以表明我們致力於保育資源，並致力管理及降低營運對環境所造成的影響。作為《環境保護政策》的補充，我們亦制定了涵蓋能源相關層面的《節省能源政策》，並已採取目標設定策略，定下我們對處理碳排放問題的承諾與方法。我們已向持份者（包括僱員及客戶）闡述有關政策，而環境、社會及管治推進委員會將定期檢討有關政策。

## Target Setting

With an intention of demonstrating our commitment to promoting environmental sustainability, we have established a list of Group-wide and sector-wise environmental targets on topics that are material to the Group during the Reporting Year, including greenhouse gas ("GHG") emissions, waste disposal, energy consumption and water consumption.

## 目標設定

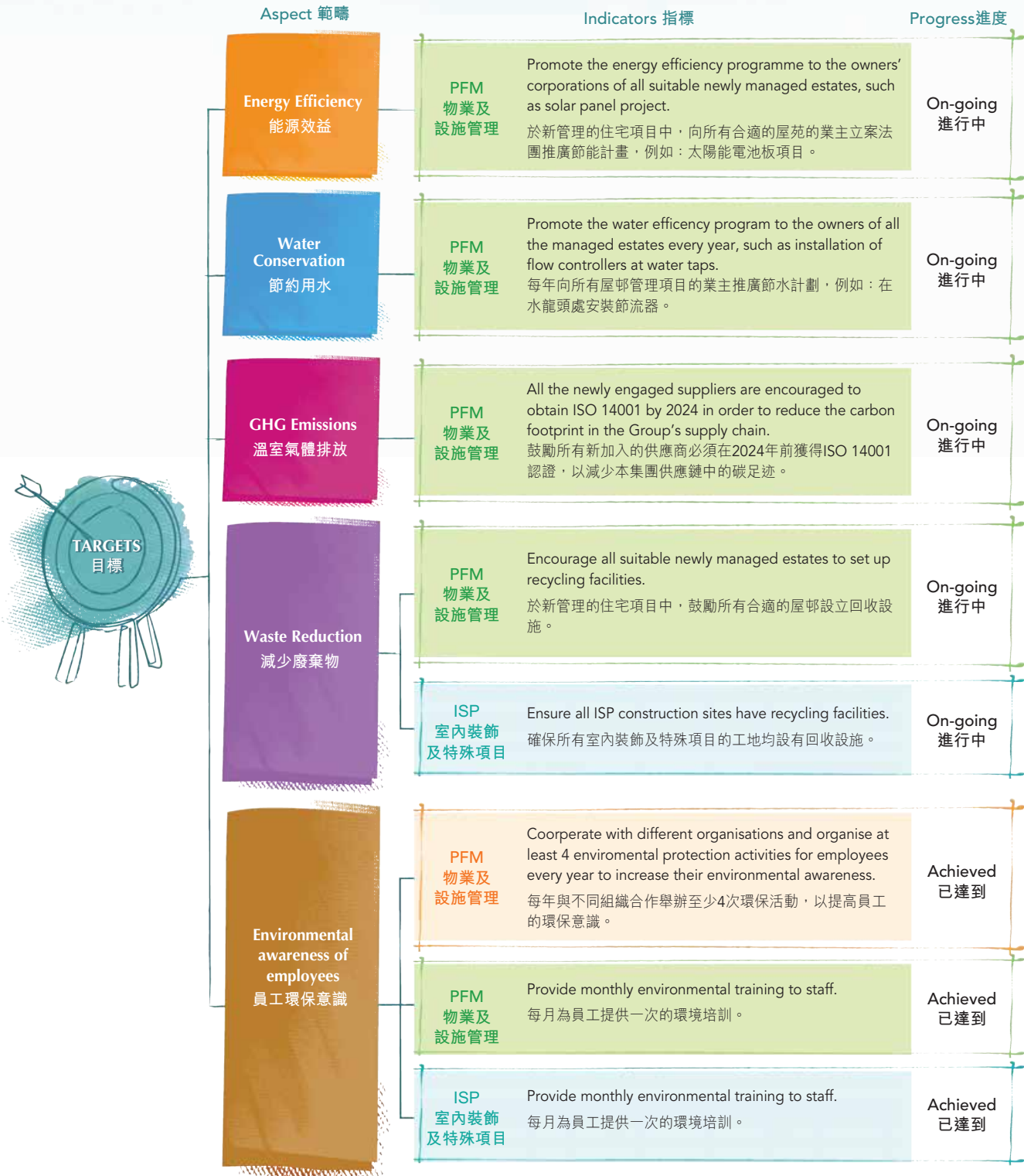
為表明推動環境可持續發展的決心，我們於報告年度就本集團重點關注的議題訂立了一系列環境目標（適用於整個集團及本行業），有關議題包括溫室氣體（「溫室氣體」）排放、廢物棄置、能源消耗及耗水量。

In particular, both PFM and ISP Businesses are committed to managing our environmental impacts so that our environmental objectives can be met. We ensure that these targets are thoroughly met through contractual obligations, stringent site management and regular review. The following table is the summary of our environmental targets. Some data are not yet available since most targets were set during the Reporting Year. We will continue to strengthen our data collection mechanisms to collect relevant data.

當中，物業及設施管理和室內裝飾及特殊項目業務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。下表是我們的環境目標摘要。由於大部分目標是於報告年度設定，因此尚未獲得相關數據。我們將繼續加強我們的數據收集機制，以收集相關數據。

# Environment 環境管理

## Our 2021 Environment Target 我們2021年的環境目標



### Enhance Energy Efficiency to Reduce Our Carbon Footprint

In the face of increasingly serious climate change, the society has paid more attention to environmental protection and resources conservation. The Group is committed to improving resource consumption efficiency of energy, water, paper and packaging materials to reduce our overall environmental footprint, as well as continue to identify and review the implementation of energy conservation and emission reduction measures so as to reduce the environmental impact from business activities.

In daily operation, we encourage our employees to live with low carbon. To promote low carbon live style, we have posted different posters with specific and feasible suggestions in different aspects, namely energy saving, reducing wastes and reducing emissions.

### Energy Usage and Management

We endeavour to avoid excess energy consumption and hence reduce our greenhouse gas emissions to achieve greater corporate social responsibility. 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. Due to the unwavering efforts in energy conservation of the Group, the total energy consumption of the Group during the Reporting Year was 1,148.34 kWh'000, which was 3.90% lower than that of the previous Reporting Year.

### 提升能源效益推動低碳營運

面對日益嚴重的氣候變化，社會愈來愈重視環境保護與節約資源。本集團致力提高能源、水源、紙張和包裝材料方面的資源消耗效率，以減少整體環境足印，並持續辨識與審視各項節能減排措施的實施情況，以減少商業活動對環境的影響。

在日常運作中，我們鼓勵我們的員工進行低碳生活。為了推廣低碳生活模式，我們張貼了不同的海報，從不同方面，即節能、減廢及減排，提出具體及可行的建議。

### 能源使用與管理

我們致力避免過多的能源消耗，從而減少排放溫室氣體，以實現最佳的企業社會責任。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。由於本集團於節約電力方面不遺餘力，於報告年度，本集團的總能源消耗量為1,148.34千個千瓦時，較上一個報告年度減少3.90%。



# Environment

## 環境管理

### Summary of Energy Usage

#### 能源用量摘要

	Unit 單位	2021	2020
Petroleum Usage 汽油用量	kWh'000 千個千瓦時	310.87	346.53
Natural Gas Usage <sup>1</sup> 天然氣用量 <sup>1</sup>	kWh'000 千個千瓦時	–	201.38
Diesel Usage <sup>2</sup> 柴油用量 <sup>2</sup>	kWh'000 千個千瓦時	470.59	242.77
Total Direct Energy Usage 直接能源總用量	kWh'000 千個千瓦時	781.46	790.68
Electricity Usage 耗電量	kWh'000 千個千瓦時	366.88	404.31
Total Indirect Energy Usage 間接能源總用量	kWh'000 千個千瓦時	366.88	404.31
Total Energy Usage 總能源用量	kWh'000 千個千瓦時	1,148.34	1,194.99
Energy Usage Intensity by Revenue <sup>3</sup> 按收入計的能源密度 <sup>3</sup>	kWh'000/HK\$'million 千個千瓦時/港幣百萬元	0.96	1.07
Energy Usage Intensity by Workforce <sup>4</sup> 按員工計的能源密度 <sup>4</sup>	kWh'000/person 千個千瓦時/人	0.25	0.26

- During the Reporting Year, Laundrimate Service Limited did not record natural gas consumption.  
於報告年度，洗衣樂服務有限公司沒有記錄任何天然氣消耗量。
- During the Reporting Year, diesel consumption data of Laundrimate Service Limited has been added to achieve maximum accuracy and transparency. During the Reporting Year, Laundrimate Service Limited consumed 299.69 kWh'000 of diesel.  
於報告年度，添加了洗衣樂服務有限公司的柴油消耗數據，以實現最大的準確性和透明度。於報告年度，洗衣樂服務有限公司消耗了299.69千個千瓦時的柴油。
- For the year ended 31 December 2021, the Group's ISP Business and PFM Business in Hong Kong recorded a revenue of approximately HK\$1,194.24 million (2020: approximately HK\$1,121.20 million).  
截至2021年12月31日止年度，本集團在香港的室內裝飾及特殊項目和物業及設施管理業務錄得收入約港幣1,194.24百萬元(2020：約港幣1,121.20百萬元)。
- As at 31 December 2021, the Group's ISP Business in Hong Kong recorded a workforce of 4,583 people (2020: 4,670).  
截至2021年12月31日，本集團在香港的室內裝飾及特殊項目和物業及設施管理業務錄得的員工人數為4,583人(2020：4,670人)。

To reduce energy consumption, the Group has adopted several energy-saving practices, including but not limited to:  
為降低能源消耗，本集團已採取多項節能措施，包括但不限於：

- employed automation devices such as motion sensors and timers to enhance energy efficiency at our operation sites and offices where appropriate;  
在適當情況下，使用人體感應器和計時器等自動化設備，提高營運地點和辦公室的能源效益；
- put stickers around the office to remind employees to turn off electrical appliances when they were not using;  
貼上貼紙提醒員工在沒有使用設備時關上電源；
- used video conferencing to reduce unnecessary business travel;  
使用視頻會議，減少不必要的出差；
- encouraged employees to use public transportation during business trips; and  
鼓勵員工在商務旅行期間使用公共交通工具；及
- optimised route planning for transportation.  
優化交通路線規劃。





*In order to raise employees' awareness on energy saving, green tips are posted at offices. 為了提高員工的節能意識，在辦公室張貼環保小貼士。*

Clean energy transformation from fossil fuels to renewable energy is key to achieving carbon neutrality. As property and facility manager, the Group makes good use of its business nature and exerts its influence to introduce solar panels to different customers at its managed properties and facilities. During the Reporting Year, we installed solar panels in four locations including Tin Fu Court, Tsz On Court, Green Crest and Shun Fung Building.

從化石燃料到可再生能源的清潔能源轉型是實現碳中和的關鍵。作為物業和設施經理者，本集團善用自己業務性質，發揮自身影響力，於其物業及設施向不同客戶推廣太陽能電池板。於報告年度，我們在天富苑、慈安苑、翠巒及順豐大廈這四個地點安裝了太陽能電池板。

### Solar Panels at Tin Fu Court 天富苑的太陽能電池板

In Tin Fu Court, around 1,075 solar panels were installed on the roof of each residential block, covering about 1,935m<sup>2</sup>, which can produce approximately 617,990 kWh per year. The project was completed in October 2021. Qualified personnel regularly audit the site to ensure that the design complies with all relevant standards, including the Building Ordinance (Cap. 123 of the Laws of Hong Kong).

我們在天富苑各座屋頂安裝了約1,075塊太陽能電池板，覆蓋面積約1,935平方米，每年可生產617,990千瓦電力。該項目於2021年10月竣工。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）。

In order to maintain the productivity of solar panel at an efficient level, we assigned on-site staff to conduct regular cleaning and maintenance. We also conducted functioning inspection. The daily energy yield data of the solar panel are compared with the past data to analyse the energy production.

為維持太陽能電池板的生產力在高效水平，我們派駐現場人員定期進行清潔及保養。我們還進行了功能檢查，將太陽能電池板的每日能量產量數據與過去的數據進行比較，以分析能源產量。



# Environment

## 環境管理

### Water Management

Water scarcity and water crises have been deemed as top global risks. Recognising this, we are devoted to using water responsibly and sustainably. We strive to conserve water through active engagement with our tenants, customers, subcontractors, partners as well as staff. Promoting awareness of water conservation helps protect resources and ensure a sustainable water supply to support business operations and the communities in which we operate.

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, our subcontractors are also reminded to consume water in a conscious manner through environmental posters displayed on the notice boards.

### 用水管理

水資源缺乏和水危機已被視為全球主要危機。有見及此，我們致力以負責任和可持續發展的方式使用水資源。我們通過與租戶、客戶、分判商、合作夥伴以及員工積極合作，努力節約用水。提高節約用水意識有助保護水資源和確保維持可持續供水，以配合業務營運及業務所在社區的需要。

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張貼相關提示，加強節約用水的文化。在室內裝飾及特殊項目工地，我們亦在告示板上張貼環保海報，提醒承建商謹慎用水。

### Tin Fu Court — the Campaign of Promoting the Use of Flow Controllers

#### 天富苑 — 推廣使用節流器的活動

The Group continuously looks for opportunities to improve water efficiency in daily operations. The flow controller is a simple water-saving device that can help reduce water consumption when fitted onto a water tap. The Group installed flow controllers on appropriate taps in the public area of Tin Fu Court which is under the Group's direct management to improve water-saving efficiency.



本集團不斷尋求在日常運作中能提升用水效益的機會。節流器是一種簡單的節水裝置，只需安裝在水龍頭上便可以減少耗水。本集團在其管理的天富苑公眾地方的水龍頭上安裝了節流器，以提高節水效益。

In addition, we actively promote water-saving initiatives and practices at our managed property. During the Reporting Year, we introduced flow controllers to our customers at our managed property. With our effort in coordinating the Water Supplies Department, promotional booths were set up at different public areas in Tin Fu Court to help the interested households to register and arrange installation. Up to October 2021, around 47% of residential units in Tin Fu Court have collected the flow controllers. It is expected that approximately 34% of the water can be saved annually.



此外，我們積極向本集團管理的物業推廣節水措施。於報告年度，我們向物業管理客戶推廣節流器。透過與水務署合作，我們在天富苑不同公眾地方設立宣傳攤位，協助有興趣的住戶登記及安排安裝。截止2021年10月，天富苑有約47%的住宅單位收取了節流器。預計每年可節水約34%。

## Saving Paper

One of the principal materials consumed by the Group was paper for administrative purposes. As paper products can cause deforestation and global warming, to minimise the use of paper, 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 electronification of the procurement process helps minimize resource usage, as well as maintain procurement records in an accurate and secure manner.

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

Furthermore, we set duplex printing as the default mode for most network printers, and use only FSC, PEFC certified paper, or 100% post-consumer recycled paper. All of the shredded paper was subsequently recycled. During the Reporting Year, we have avoided the emission of 8,147.52 kg of GHG by diverting paper waste from landfills to recycling instead. The amount of GHG reduction increased 33.86% as compared with that of last year.

During the Reporting Year, our offices noticed a significant reduction in paper usage. This reduction can be attributed to the increase in digital communications and video conferences incited by our split office and flexible hour working arrangements.

## 減少用紙

用作行政用途的紙張是本集團消耗的主要材料之一。由於紙產品可導致砍伐森林和全球暖化，為減少用紙，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。

為支持環保，本公司採用電子方式發送年度報告、中期報告及其他公司文件。為促進股東節約用紙，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。

此外，我們將雙面打印設置為打印機的默認模式，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。於報告年度，我們將廢紙分類回收，而非送到堆填區，避免了8,147.52公斤的溫室氣體排放。溫室氣體減排量較去年上升33.86%。

於報告年度，我們辦公室的用紙量顯著減少，此乃歸因於分開辦公和彈性工作時間安排而增加了電子通訊和視像會議的使用。

# Environment

## 環境管理

### EMISSIONS MANAGEMENT

#### Exhaust Gas Emissions

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"). Some of the employee vehicles are subsidised through a transportation subsidy by offering corporate fuel cards to specific employees.

### 排放管理

#### 廢氣排放

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」）。部分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。

To reduce emissions from the source, the Group has formulated policies and actively implemented various emissions reduction measures. In which, drivers are responsible for taking the following measures:

為從源頭上減少廢氣排放，本集團已訂立相關政策並積極採取減排措施。當中，駕駛員須負責以下的車輛保養維護工作：

- 1 Turn off the engine when the vehicle is not in use;  
在車輛不使用時關閉引擎；
- 2 Use unleaded fuel and low-sulphur fuel according to the laws and regulations;  
根據法律規定使用無鉛燃料及低硫燃料；
- 3 Eliminate non-compliant vehicles in accordance with national emission policy regulations; and  
根據國家排放政策規定淘汰不達標車輛；及
- 4 Optimise operational procedures to improve fleet efficiency.  
優化營運流程，以提高車隊效率。



The employee's awareness of reducing exhaust gas emissions has been increased through the above measures. 通過以上措施，員工的減排意識得以提高。

#### Summary of Exhaust Gas Emissions Derived from Vehicles 來自車輛的廢氣排放摘要

Exhaust Gas 廢氣	NOx Emissions <sup>1</sup> NOx 排放 <sup>1</sup>	SOx SOx 排放	PM Emissions <sup>1</sup> PM 排放 <sup>1</sup>
2021	135.02	0.73	12.72
2020 in kg 公斤	194.407	0.891	17.915

1. Due to privacy reasons, we do not collect information relating to the traveling distance of employee vehicles. As NOx and PM calculations are based on travelling distance, employee vehicles are excluded from these particular calculations.  
基於隱私原因，我們不會收集與員工車輛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。

## Waste Management

The Group's solid waste mainly come from construction sites and offices. As part of our commitment to minimise our environmental footprint, we seek to reduce material consumption and maximise recycling to effectively use resources in our business activities.

### PFM division

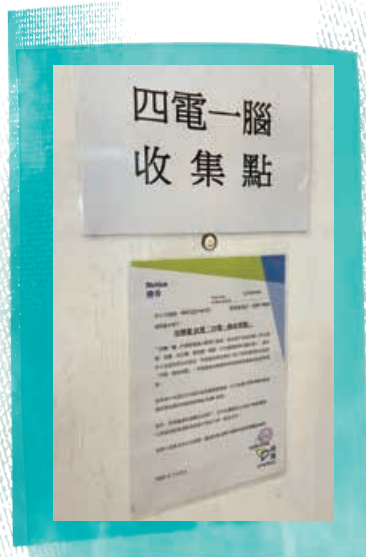
Our PFM division continued to participate in the "Source Separation of Domestic Waste Programme" organised by the Environmental Protection Department ("EPD"). We set up recycling and separation facilities in our managed properties and facilities to enable proper segregation and recycling. To further mobilise the recycling movement in our managed properties and facilities, we also organise recycling programs regularly.

At one of our managed properties, Radiant Tower, in addition to setting up a recycling station under each residential block, we launch a program for collecting recyclables from residents every Saturday. Under this program, recycling materials are collected, in return, residents could collect recycling points for redeeming gifts.



在我們的管理物業旭輝臺，除了在每座住宅樓下設立回收站外，我們還組織了一項回收計劃，逢週六向住戶收集可回收物。在這個計劃下，回收材料會被收集起來，作為交換，居民可以拎領取回收點以換取禮物。

Moreover, in response to the Producer Responsibility Scheme on Waste Electrical and Electronic Equipment implemented by the EPD, we set up a collection point for regulated electrical equipment ("REE") (i.e., air-conditioners, refrigerators, washing machines, televisions, computers, printers, scanners and monitors), which provides a convenient means for recycling and also facilitates the proper treatment of abandoned REE, turning waste into resources.



另外，為響應環境保護署廢電器電子產品生產者責任計劃的實施，我們設立了受管制電氣設備（「四電一腦」）（即空調機、雪櫃、洗衣機、電視機、電腦、打印機、掃描器及顯示器）的收集點，為居民提供方便的回收渠道之餘，亦促進廢棄「四電一腦」的妥善處理，轉廢為材。



## 廢物管理

本集團的固體廢棄物主要來自工程垃圾和辦公生活垃圾。為進一步實現減少生態足跡的承諾，我們致力減少材料消耗和盡可能地將其回收利用，以在業務活動中有效利用資源。

### 物業及設施管理

物業及設施管理部門繼續參加由環境保護署（「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。為進一步在管理物業及設施中推動回收，我們還會定期組織回收計劃。

# Environment 環境管理

## Recycling Station at Radiant Tower 旭輝臺回收站



With the improvement of environmental protection technology and awareness, some of our managed properties have set up beverage cartons recycling bins to educate and encourage the public to recycle and reuse beverage cartons.

### ISP division

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. We have also adopted "Waste Management Guideline" to guide our staff how to dispose different kinds of waste. At our sites, we also practice waste separation for inert, non-inert, and other recyclables. In which, 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 the above materials and waste are clearly labelled and separated at each site, in order to be recycled and reused as much as possible. The wastes of all projects are collected and handled by professional licensed third parties 1-2 times per week in a proper and responsible manner.



隨著環保的技術和意識日漸提高，一些我們管理的物業設置紙包回收桶，教育及鼓勵大眾回收紙包飲品及循環再造。

### 室內裝飾及特殊項目

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。我們還制定了《廢物管理指引》，指導我們的工人如何棄置各種廢物。在工地，我們對惰性、非惰性和其他可回收的廢物進行分類。其中，可回收的建築廢料包括金屬、玻璃、塑膠及橡膠；可再生建築廢料包括木材、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。每個工地均會對上列的所有材料和廢物作清晰標記和分類，以便盡可能作回收及重用。所有項目的廢物均由專業、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Separation of Non-inert Waste  
非惰性廢物分類Separation of Chemical Waste  
化學廢物分類

## Offices

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.

## Sewage Discharge

We do not generate any industrial wastewater in the course of PFM and office operation, but only domestic wastewater. Therefore, all wastewater is discharged to the urban sewage pipe network directly.

On the other hand, sewage is generated and discharged at our ISP sites during the operations. To fully utilize our water resources, wastewater is collected and preceded for reuse, such as reusing for watering plants. To handle our sewage in a sustainable manner. We have adopted "Water Pollution Control Guideline", classifying different kinds of wastewater and listing out the corresponding waste treatment. A sewage treatment system is also installed in the construction site to filter the wastewater before discharging it to public sewers.

## 辦公室

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。

## 廢水排放

我們在物業及設施管理和辦公室營運過程中沒有任何工業廢水，只產生生活廢水。因此，所有廢水均直接排入城市污水管網。

另一方面，我們的室內裝飾及特殊項目工地在營運過程中會產生和排放污水。為了充分利用我們的水資源，我們收集廢水並進行再利用，例如用於澆灌植物。為了以可持續的方式處理我們的污水，我們制定了《水污染控制指引》，將廢水分類並列明相應的處理程序。我們的建築工地還安裝了污水處理系統，將污水過濾後排放到城市污水管。



# Environment

## 環境管理

### Noise Emissions

Our construction projects inevitably generate construction noise in the surrounding neighbourhoods. Noise emissions are produced mainly by the operation of onsite machinery. At our ISP sites, we strive to minimise noise impacts generated from mechanical machinery 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。

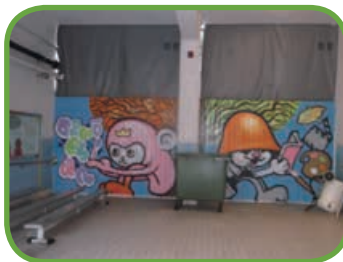
### Noise Control for the Sports Complex Project at Po Leung Kuk Camões Tan Siu Lin Primary School 保良局陳守仁小學運動綜合大樓項目的噪音控制

The ISP team has been undergoing construction work for a sports complex at Po Leung Kuk Camões Tan Siu Lin Primary School. The sports complex is located right next to the main building of the school and near residential areas, hence, we have obtained the construction noise permit issued by the Environmental Protection Department for this project and strive to minimise these emissions to the best of our abilities.

室內裝飾及特殊項目團隊在保良局陳守仁小學進行興建運動綜合大樓的項目。該運動綜合大樓鄰近教學大樓且靠近民區，因此，本項目已取得環保部門頒發的建築噪音許可證，並盡量將音量降至最低。

We recognise that noise generated from construction activities, in particular the piling work, may cause noise disturbance to teaching activities and nuisance to nearby residents. Therefore, we installed noise barriers between the site and the main building for reducing noise. To accommodate the teaching activities, the piling works were only done during the school lunch hour. Furthermore, as the school hall is adjacent to the site, all construction work would be suspended when the school hall is being occupied.

我們明白建築活動，特別是打樁工程產生的噪音，可能會干擾教學活動，並對附近居民造成滋擾。因此，我們在工地和教學主樓之間安裝了隔音屏障，以降低噪音。為配合教學活動，打樁工程只在學校午餐時間進行。此外，由於學校禮堂毗鄰現場，當學校禮堂被使用時，所有施工工作將會暫停。



Noise Barriers are installed onsite to control noise  
在地盤使用隔音圍板控制噪音

## Dust Control

The Group strictly implements the responsibility system of dust control. We continue to strengthen dust prevention measures at construction sites by setting closed enclosure, strengthening material management, and strengthening monitoring and other work procedures. We have established "Air Pollution Control Guideline", which guides our staff the procedures to prevent, control and remove the dusts according to the types of process and project. For example, we assign special personnel to sprinkle water and store cement and other fine granular materials in the warehouse or cover them closely to prevent dust from flying around as much. Besides, when the truck arrives at the gate, the vehicle tires and bodies are cleaned, to avoid taking mud on the road.

## 揚塵控制

本集團嚴格執行揚塵管控責任制的落實，我們通過設置封閉圍擋、和加強監測監控等工作環節，不斷加強施工現場的揚塵防範措施。我們制定了《空氣污染控制指引》，指導我們的工人根據工程及工序的類型預防、控制及清理塵埃的程序。例如，我們派專人灑水，並將水泥等細顆粒物料存放在倉庫內或嚴密覆蓋，盡可能防止灰塵四處飛揚。此外，當卡車到達門口時，會對車輛輪胎和車身進行清潔，以免在路上帶泥。



Cover the stockpile of dusty materials  
覆蓋易生塵埃的物料堆



Provide vehicle washing facilities at site exits to wash away dusty materials from vehicle wheels before they leave the site  
在工地出口處提供洗車設施，以便在車離開前清洗車輪上易生塵埃物料

# Environment 環境管理

## CLIMATE CHANGE

Climate change is the defining issue of our time. The Group recognises the direct impacts of climate change on our business and the community at large, and associated risks and opportunities presented to our operations. Supported by our ESG Steering Committee and other standing committees, our Board oversees climate-related issues and risks and ensures that they are incorporated into our strategy. Meanwhile, we have been consolidating resources to strengthen governance, developing long-term resilient strategies, expanding our climate-risk management capabilities and improving the management of related performance.

To monitor the risks associated with extreme weather, including typhoon and black rainstorm, we have provided employees the Pre- & Post-Typhoon/Rainstorm Site Precautionary Measure Checklist to investigate the availability of different items before and after the typhoon and rainstorm, such as the scaffold, emergency power and so on. Moreover, we have also established "Emergency Response Guideline" in the "Environmental Protection Guideline" as well as "Procedure of Emergency Preparation and Response" in the "Environmental Protection Procedure" for the sake of handling the chemicals leakage associated with the extreme weather.

### Greenhouse Gas Emissions

With regard to greenhouse gas ("GHG") emissions, Scope 1 direct emissions are 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.

During the Reporting Year, we emitted approximately 341.44 tonnes of carbon dioxide equivalent in total, with 59.31% being scope 1 direct emissions, 40.14% from scope 2 energy indirect emissions and the remaining 0.55% from scope 3 other indirect emissions. During the Reporting Year, the Group's total GHG emissions decreased 33.94% compared with that of last financial year mainly due to effective energy conservation measures and reduce in number of operational sites. Please refer to sections "Exhaust Gas Emissions" and "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.

## 氣候變化

氣候變化是現今的重要議題。本集團認識到氣候變化對我們的業務和整個社區的直接影響，以及給我們的營運帶來的相關風險和機遇。在我們環境、社會及管治推進委員會和其他委員會的支持下，我們的董事會監督與氣候相關的問題和風險，並確保它們被納入我們的策略。同時，我們一直在整合資源以加強治理，制定長期彈性策略，擴大氣候風險管理能力，改善相關績效管理。

為了監控極端天氣帶來的風險，包括颱風及黑色暴雨，我們為員工提供了颱風／暴雨前後地盤防護措施檢查表，評估不同項目如棚架和緊急電源等於颱風／暴雨前後的可用性。此外，我們亦分別於《環保指引》及《環保程序》中制定了《緊急應變指引》和《應急準備及應變程序》，以應付因極端天氣導致的化學品洩漏。

### 溫室氣體排放

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。

於報告年度，我們排放了大約341.44噸二氧化碳，其中59.31%是範圍1的直接排放，40.14%來自範圍2能源間接排放，餘下0.55%來自範圍3其他間接排放。於報告年度，本集團的總溫室氣體排放較上一個財政年度下降33.94%，主要由於有效的節約能源措施和營運地點數目減少。有關我們更多的節能措施，請參閱「廢氣排放」及「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。

## Summary of GHG Emissions 溫室氣體排放摘要

Scope 範圍	Scope 1 Direct Emissions 範圍1 直接排放	Scope 2 Indirect Emissions 範圍2 能源間接排放	Scope 3 Other Indirect Emissions 範圍3 其他間接排放	Total GHG Emissions (Scope 1-3) 溫室氣體排放總量 (範圍 1-3)	Energy Usage Intensity by Revenue <sup>1</sup> 按收入 面積計的溫室 氣體排放密度 <sup>1</sup>	Energy Usage Intensity by Workforce <sup>2</sup> 按員工 計的溫室 氣體排放密度 <sup>2</sup>
	tCO <sub>2</sub> -e 噸二氧化碳當量	tCO <sub>2</sub> -e 噸二氧化碳當量	tCO <sub>2</sub> -e 噸二氧化碳當量	tCO <sub>2</sub> -e 噸二氧化碳當量	tCO <sub>2</sub> -e/area 噸二氧化碳當量/ 港幣百萬元	tCO <sub>2</sub> -e/revenue 噸二氧化碳當量/人
2021	202.50	137.06	1.88	341.44	0.29	0.07
2020	192.39	321.08	3.41	516.88	0.46	0.11

- For the year ended 31 December 2021, the Group's ISP Business and PFM Business in Hong Kong recorded a revenue of approximately HK\$1,194.24 million (2020: approximately HK\$1,121.20 million).  
截至2021年12月31日止年度，本集團在香港的室內裝飾及特殊項目和物業及設施管理業務錄得收入約港幣1,194.24百萬元(2020：約港幣1,121.20百萬元)。
- As of 31 December 2021, the Group's ISP Business and PFM Business in Hong Kong recorded a workforce of 4,583 people (2020: 4,670).  
截至2021年12月31日，本集團在香港的室內裝飾及特殊項目和物業及設施管理業務錄得的員工人數為4,583人(2020：4,670人)。

## Climate Resilience and Mitigation Strategies

To address the opportunities and risks of climate change, with reference to the Financial Stability Board's Task Force on Climate-Related Financial Disclosures ("TCFD") framework, an internal review on climate change-related impacts was conducted. The study enabled us to review the effectiveness of existing precautionary measures and emergency responses in case of a crisis, in particular extreme weather conditions such as super typhoons and heavy rainfalls. With a better understanding of the key physical risks posed to our operations by climate change, we will continue to enhance our relevant policies, strategies and precautionary measures in anticipation of such challenges. Based on the internal review on climate change related impacts, we identified the following associated risks and opportunities.

## 氣候韌性和緩和策略

為應對氣候變化所帶來的機遇和風險，我們參考金融穩定委員會的氣候相關財務信息披露工作組（「TCFD」）框架，進行了一個針對氣候變化相關影響的內部研究。該研究有助我們審視尤其在超級颱風及暴雨等極端天氣情況下，現有的預防措施及緊急應變方案是否行之有效。我們經深入了解氣候變化為營運帶來的關鍵實體風險後，將繼續完善相關政策、策略和預防措施，以便更有效地應對預期的挑戰。根據對氣候變化相關影響的內部研究，我們識別了以下的相關風險和機遇。

# Environment

## 環境管理

### PFM division

We acknowledge that the shift in market preference is leading to more demanding environmentally-friendly services and increasing consideration of environmental criteria in tender evaluation for PFM. To outperform peers in capturing the shift in market preference and maintain market share, the Group has prepared the climate and environmental plan during the tendering process of the recent projects in showing its commitment to combating climate change.

In addition, a range of mitigation measures is carried out to avoid and reduce the climate-related impacts on our business operations. Acknowledging that the sustained high temperatures could potentially affect labour productivity as well as the health and safety at the workplace, we took appropriate measures to prevent heatstroke from rising temperatures. For instance, we installed fans at the taxi station at the airport, which is one of our managing facilities, for cooling purposes, provided distilled water machines at the taxi station and offered sun-blocking hats for the security guards at Hong Kong Wetland Park.

### 物業及設施管理

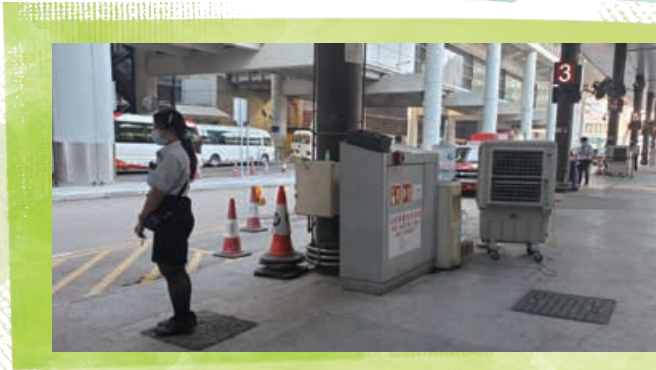
我們明白，市場喜好開始轉向符合更嚴格標準的環保服務，而在評審物業及設施管理的標書時亦會考慮更多環保因素。為掌握市場喜好並維持市場佔有率，在同業當中脫穎而出，本集團在近期項目的投標過程期間，編製了氣候與環境計劃書，以展示本公司對應氣候變化的決心。

此外，我們採取了一系列緩解措施，以避免並減少氣候相關問題對我們業務營運造成的影響。我們意識到持續高溫可能影響僱員生產力以及工作場所的健康與安全，因而採取適當措施以防僱員因高溫而中暑。例如，我們在機場的士站(本集團管理的設施之一)安裝了風扇來降溫，又在的士站提供蒸餾水機，並為香港濕地公園的保安員提供防曬帽。

Sun-blocking hats offered for security guards at Hong Kong Wetland Park to prevent heat stroke  
為香港濕地公園的保安員提供防曬帽以防中暑



Fans installed at the taxi station at the airport for cooling purposes  
在機場的士站安裝了風扇來降溫



### ISP division

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. The Group reckons extreme weather endangering the health and safety of our employees and customers, and increasing daily property operation and maintenance costs. Therefore, ongoing actions including appropriate measures to prepare our operations and employees to react to extreme weather events are adopted, including, issuing a set of guidelines on precautionary measures to be adopted before and after extreme weather events.

### 室內裝飾及特殊項目

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，對室內裝飾及特殊項目來說，現在比以往任何時候都更需要積極主動地緩解和適應氣候變化的影響。本集團認為極端天氣會危及員工和客戶的健康和安全，並新增日常物業營運和維護成本。因此，我們正在採取行動，包括採取適當措施，為我們的營運和員工應對極端天氣事件做好準備，包括發佈一套關於極端天氣事件前後應採取的預防措施的指南。



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



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、斜柵、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



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



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



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



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



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



Cease 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

## PROMOTING ENVIRONMENTAL AWARENESS

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

### Green Tips

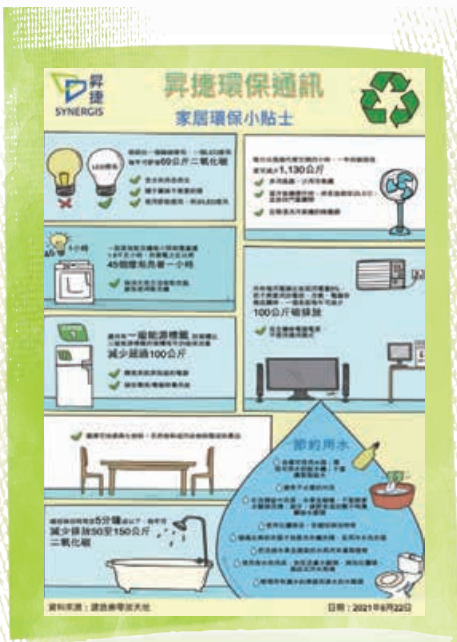
In order to promote environmental awareness among our employees and property owners, we utilise environmental posters to effectively and efficiently spread ideas of various environmental conservation measures. The environmental posters are displayed in our ISP sites, SHE Corners of PFM sites, as well as communicated via email to our staff members in corporate offices. Moreover, orientation training on green office best practices is provided to new employees.

## 提升環境意識

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。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。

### 綠色提示

我們積極向昇捷全體員工及業主提倡環保活動，以有趣又具教育意義的方式促進可持續發展。利用環保海報有效迅速地傳遞各種保護環境的概念。我們將環保海報張貼在我們的室內裝飾及特殊項目工地，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。



Help the Environment from Home  
家居環保



Mandatory Energy Efficiency Labelling Scheme  
強制性能源效益標籤計劃

Orientation training on green office best practices is provided to new staff. Green tips are also regularly shared with our staff members through emails, bulletin boards, newsletters, intranet, seminars and other means. During the Reporting Year, we promoted the idea of sustainable consumption to our staff and encouraged them to adopt green purchasing practices, such as purchasing environmentally friendly toner cartridges that can be recycled and using paper containing recycled fibers. We also encourage them to separate waste for recycling. Furthermore, recognising that energy efficiency is crucial for reducing carbon footprint and thus achieving low carbon transition, the Group is obligated to promote the importance of using electricity wisely. Hence, environmental topics that were emphasised this year in the green tips include "Office Energy Saving Tips", "Mandatory Energy Efficiency Labelling Scheme" and "Help the Environment from Home". The former aims to convey the details of the new energy efficiency rating standards effective from 31 December 2021, deepen employees' understanding of energy efficiency labels and educate them how to choose energy efficient products. The latter aims to remind employees how to reduce the use of electricity and waste of resources at home, such as purchasing energy-efficient appliances, turning down the brightness of TV or computer screens, so as to enhance their awareness of environmental protection.

### Environmental Seminars Reduce Food Waste

We constantly strive to educate our staff members on how to incorporate sustainability into their everyday lives. During the Reporting Year, we invited Friends of the Earth (HK), a local registered charitable environmental group, to share their insights on food waste and building a sustainable food system. The lectures are held online, and 30 participants joined and gained knowledge on food waste problems in Hong Kong and potential solutions to reduce such problems.



Reduce Food Waste Seminar held by Friends of Earth  
與香港地球之友合辦的減少廚餘講座

我們的會向辦公室新員工提供有關實踐綠色辦公室的入職培訓。我們亦會定期透過電子郵件、告示板、業務通訊、研討會、內聯網和其他方式向員工分享綠色提示。於報告年度，我們向員工推廣可持續消費理念，並鼓勵他們採取綠色採購，例如購買能循環使用的環保碳粉匣及採用含有再造纖維的紙張。我們亦鼓勵員工將廢物分類回收。此外，認識到能源效率對於減少碳足跡從而實現低碳轉型來說至關重要，本集團有義務提倡明智用電的重要性。有見及此，綠色提示今年強調的環境主題包括「辦公室節能錦囊」、「強制性能源效益標籤計劃」和「家居環保」。前者旨在傳達於2021年12月31日起生效的新能效評級標準的詳情，加深員工對能源效益標籤的瞭解，教導他們如何選擇具能源效益的產品。後者則旨在提醒員工如何在家裡減少電力的使用和資源的浪費，例如購買具能源效益的電器、調低電視或電腦螢幕亮度等，以提升他們的環保意識。

### 環保研討會 減少廚餘

我們一直致力教育員工如何將可持續發展融入日常生活。於報告年度，我們邀請了本地註冊慈善環保組織香港地球之友，分享他們對廚餘及建立可持續糧食體系的見解。講座在網上舉行，一共有30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潛在解決方案。



Mosquito-repelling incense and soap were made  
of recycled coffee grounds  
由循環再做的咖啡渣製造的蚊香及肥皂



# Environment

## 環境管理

### Energy Conservation

To increase employee awareness on energy efficiency and conservation, the Group invited the CLP Group to hold a seminar on energy efficiency and conservation measures to explain matters related to energy efficiency and energy conservation measures for our employees. After the seminar, 74 participants had a deeper understanding and a clearer vision of how to make a contribution to environmental protection.

### Protection of Biodiversity

During the Reporting Year, to demonstrate our commitment to tackling the climate crisis and the deterioration of biodiversity on the planet, the Group continued to participate in the annual "No Air Con Night" organised by Green Sense, as well as the "Earth Hour" organised by the World Wide Fund. Over 70 of our properties and properties participated in the "No Air Con Night" and over 200 of our properties and facilities participated in the "Earth Hour" event.

"Hong Kong No Air Con Night" Posters  
「香港無冷氣夜」海報



"Earth Hour" Posters  
「地球一小時」海報

### Sustainable Consumption

In order to foster sustainable consumption patterns, we invited the Business Environment Council to introduce the concept and importance of sustainable consumption, the development of sustainable consumption in Hong Kong, and the possible challenges that property management companies may face in implementing sustainable consumption, as well as share the best practices and experience to our employees. 59 employees have participated in this seminar.



### 節約能源

為提高員工對能源效率及節約能源的意識，本集團邀請了中電集團辦能源效率及節約措施研討會，為員工講解有關能源效益和節能措施的事宜。研討會完結後，74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。

### 生物多樣性保護

於報告年度，為展示我們對解決氣候危機和地球生物多樣性退化的承諾，本集團繼續參加了由環保觸角舉辦的年度「香港無冷氣夜」，以及由世界自然基金會舉辦的「地球一小時」活動。我們有超過70個物業和設施參加了「香港無冷氣夜」活動，和200個物業和設施參加了「地球一小時」活動。

### 持續性的消費

為推動可持續性的消費模式，我們邀請了商界環保協會，向員工講述可持續消費的概念和重要性、可持續消費在香港的發展情況、物業管理公司在推行可持續消費上可能面對的挑戰，以及分享最佳案例和經驗。59名員工參加了本次研討會。



Seminar on fostering sustainable consumption for Hong Kong business and the community  
推動香港商界及社區可持續發展講座

# 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. 559 of the Laws of Hong Kong) 《商標條例》(香港法例第559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354C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 <sup>1</sup> 關鍵績效指標 <sup>1</sup>	Unit 單位	2021			Total 總和
		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	
<b>Environmental 環境</b>					
<b>Air Emissions 廢氣排放</b>					
NOx Emissions <sup>2</sup> NOx 排放 <sup>2</sup>	kg 公斤	107.43	N/A 不適用	27.59	135.02
SOx Emissions SOx 排放	kg 公斤	0.53	N/A 不適用	0.20	0.73
PM Emission <sup>2</sup> PM 排放 <sup>2</sup>	kg 公斤	10.10	N/A 不適用	2.62	12.72
<b>GHG Emissions<sup>3</sup> 溫室氣體排放<sup>3</sup></b>					
GHG Emission – Scope 1 溫室氣體排放 — 範圍一	tCO <sub>2</sub> -e 噸二氧化碳當量	94.20	73.27	35.03	202.50
GHG Emission — Scope 2 溫室氣體排放 — 範圍二	tCO <sub>2</sub> -e 噸二氧化碳當量	65.00	37.94	34.12	137.06
GHG Emission — Scope 3 溫室氣體排放 — 範圍三	tCO <sub>2</sub> -e 噸二氧化碳當量	0.19	1.67	0.02	1.88
Total GHG Emissions (Scope 1–3) 溫室氣體排放總量 (範圍1–3)	tCO <sub>2</sub> -e 噸二氧化碳當量	159.39	112.88	69.17	341.44
GHG Emission Intensity by Revenue <sup>5</sup> 按收入計的溫室氣體排放密度 <sup>5</sup>	tCO <sub>2</sub> -e/HK\$'million 噸二氧化碳當量/ 港幣百萬元				0.29
GHG Emission Intensity by Workforce <sup>6</sup> 按員工計的溫室氣體排放密度 <sup>6</sup>	tCO <sub>2</sub> -e/person 噸二氧化碳當量/人				0.07

- All the figures have been rounded up to 2 decimal places.  
所有數字均四捨五入至小數點後二個位。
- The calculation of NOx and PM includes 14 corporate vehicles. Due to privacy reasons, 6 employee vehicles have been excluded from this calculation.  
NOx及PM的計算包括架14公司車輛，基於私隱問題，此計算並不包括6架員工車輛。
- Greenhouse gas emissions data are presented in terms of carbon dioxide equivalent and are based on, but not limited to, "The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standards" issued by the World Bank Institute and the World Business Council for Sustainable Development, the latest released emission factors of China's regional power grid basis, "How to prepare an ESG report? — Appendix II: Reporting Guidance on Environmental KPIs" issued by the Hong Kong Stock Exchange, and the "Global Warming Potential Values" from the IPCC Fifth Assessment Report, 2015 (AR5), the 2020 Sustainability Report published by the CLP Power Hong Kong, the HK Electric Investments Sustainability Report 2020 published by the HK Electric.  
溫室氣體排放資料乃按二氧化碳當量呈列，並參照包括但不限於世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》、最新發佈的中國區域電網基線排放因子、香港交易所發佈的《如何準備環境、社會及管治報告？— 附錄二：環境關鍵績效指標彙報指引》、以及政府間氣候變化專門委員會發佈的《第五次評估報告》的全球升溫潛能值、香港電燈發佈的《2020可持續發展報告》以及中華電力發佈的《2020可持續發展報告》。
- 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。
- For the year ended 31 December 2021, the Group's ISP and PFM Businesses in Hong Kong recorded a revenue of approximately HK\$1,194.24 million. This data is used for calculating other intensity data.  
截至2021年12月31日止年度，本集團在香港的室內裝飾及特殊項目業務和物業及設施管理業務錄得收入約港幣1,194.24百萬元。該數據用於計算其他強度數據。
- As at 31 December 2021, the Group's ISP and PFM Businesses in Hong Kong recorded a workforce of 4,583 people. This data is used for calculating other intensity data.  
截至2021年12月31日，本集團在香港的室內裝飾及特殊項目業務和物業及設施管理業務錄得的員工人數為4,583人。該數據亦用於計算其他密度數。

Key Performance Indicators <sup>1</sup> 關鍵績效指標 <sup>1</sup>	Unit 單位	2021			
		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
<b>Environmental 環境</b>					
<b>Energy Use 能源用量</b>					
Petroleum Usage 汽油用量	kWh'000 千個千瓦時	207.84	N/A 不適用	103.03	310.87
Diesel Usage <sup>7</sup> 柴油用量 <sup>7</sup>	kWh'000 千個千瓦時	144.61	299.69	26.29	470.59
Electricity Usage 耗電量	kWh'000 千個千瓦時	175.66	102.55	88.67	366.88
Total Energy Usage 總能源用量	kWh'000 千個千瓦時	528.11	402.24	217.99	1,148.34
Energy Usage Intensity by Revenue 按收入計的能源密度	kWh'000/ HK\$'million 千個千瓦時/ 港幣百萬元				0.96
Energy Usage Intensity by Workforce 按員工計的能源密度	kWh'000/person 千個千瓦時/人				0.25

7. During the Report Year, diesel consumption data of Laundrimate Service Limited has been added to achieve maximum accuracy and transparency. 於報告年度，添加了洗衣樂服務有限公司的柴油消耗數據，以實現最大的準確性和透明度。

# KPI Data Summary

## 績效數據總結

Key Performance Indicators <sup>1</sup> 關鍵績效指標 <sup>1</sup>	Unit 單位	2021			
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
<b>Water Use 耗水</b>					
Water Usage 耗水量	m <sup>3</sup> 立方米	301.00	2,711.00	35.00	3,047.00
Water Usage Intensity by Revenue 按收入計的耗水密度	m <sup>3</sup> /HK\$'million 立方米/港幣百萬元				2.55
Water Usage Intensity by Workforce 按員工計的耗水密度	m <sup>3</sup> /person 立方米/人				0.66
<b>Waste Disposal 廢物處理</b>					
Non-hazardous Waste <sup>8</sup> 無害廢棄物 <sup>8</sup>	Tonnes 噸	N/A 不適用	N/A 不適用	3,969.00	3,969.00
Non-hazardous Waste Disposal Intensity by Revenue <sup>9</sup> 按收入計的無害廢棄物處理密度 <sup>9</sup>	Tonnes/ HK\$'million 噸/港幣百萬元				9.48
Non-hazardous Waste Disposal Intensity by Workforce <sup>10</sup> 按員工計的無害廢棄物處理密度 <sup>10</sup>	Tonnes /person 噸/人				43.62
<b>Packaging Materials Consumption 包裝材料消耗</b>					
Plastic Bag 塑料袋	Tonnes 噸	N/A 不適用	189.98	N/A 不適用	189.98
Packaging Materials Consumption Intensity by Revenue <sup>11</sup> 按收入計的包裝材料消耗密度 <sup>11</sup>	Tonnes/ HK\$'million 噸/港幣百萬元				1.18

8. 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。

9. For the year ended 31 December 2021, the Group's ISP Business in Hong Kong recorded a revenue of approximately HK\$418.88 million.

截至2021年12月31日止年度，本集團在香港的室內裝飾及特殊項目業務錄得收入約港幣418.88百萬元。

10. As at 31 December 2021, the Group's ISP Business in Hong Kong recorded a workforce of 91 people.

截至2021年12月31日，本集團在香港的室內裝飾及特殊項目業務錄得的員工人數為91人。

11. For the year ended 31 December 2021, the Group's Ancillary Business in Hong Kong recorded a revenue of approximately HK\$160.49 million.

截至2021年12月31日止年度，本集團在香港的輔助業務錄得收入約港幣160.49百萬元。

Key Performance Indicators 關鍵績效指標	Unit 單位	2021		
Social 社會		PFM 物業及設施管理	ISP 室內裝飾及特殊項目	Total 總和
<b>Workforce by Gender 按性別劃分的員工數目</b>				
Female 女性	Person 人	2,206	29	2,235
Male 男性	Person 人	2,286	62	2,348
<b>Workforce by Age 按年齡劃分的員工數目</b>				
<30 Years Old <三十歲	Person 人	465	12	477
30–50 Years Old 三十至五十歲	Person 人	1,227	52	1,279
>50 Years Old >五十歲	Person 人	2,800	27	2,827
<b>Workforce by Employment 按受聘類別劃分的員工數目</b>				
Full-time 全職	Person 人	3,008	84	3,092
Part-time 兼職	Person 人	997	0	997
Contract 合約	Person 人	487	7	494
<b>Workforce by Category 按就業類別劃分的員工數目</b>				
Executive 行政級	Person 人	4	1	5
Manager-Grade 經理級	Person 人	128	17	145
Officer-Grade 主任級	Person 人	379	33	412
General Staff 一般員工	Person 人	3,981	40	4,021

# KPI Data Summary

## 績效數據總結

Key Performance Indicators 關鍵績效指標	Unit 單位	2021		
		PFM 物業及設施管理	ISP 室內裝飾及特殊項目	Total 總和
Social 社會				
<b>Employee Turnover Rate<sup>12</sup> by Gender 按性別劃分的僱員流失率<sup>12</sup></b>				
Female 女性	%	20.90	79.31	21.66
Male 男性	%	22.31	67.74	23.51
<b>Employee Turnover Rate<sup>12</sup> by Age Group 按年齡組別劃分的僱員流失率<sup>12</sup></b>				
<30 Years Old <三十歲	%	21.94	83.33	23.48
30–50 Years Old 三十至五十歲	%	24.78	65.38	26.43
>50 Years Old >五十歲	%	20.18	77.78	20.73

12. The employee turnover rate is calculated by dividing the number of employees leaving employment during Reporting Year by the number of employees as at 31 December 2021.  
員工流失率的計算方法是將於報告年度離職員工工人數除以截至2021年12月31日的員工工人數。

Key Performance Indicators  
關鍵績效指標

Unit  
單位

2021

Social  
社會

PFM  
物業及設施管理

ISP  
室內裝飾及特殊項目

**Breakdown of Trained Employee<sup>13</sup> by Gender 已培訓員工明細<sup>13</sup>按性別分類**

Female 女性	%	47.20	12.50
Male 男性	%	52.80	87.50

**Breakdown of Trained Employee<sup>13</sup> by Employee Category 已培訓員工明細<sup>13</sup>按僱員類別分類**

Executive 行政級	%	0.20	0
Manager-Grade 經理級	%	6.19	43.75
Officer-Grade 主任級	%	13.43	56.25
General Staff 一般員工	%	80.18	0

**Average Training Hour<sup>14</sup> by Gender 按性別劃分平均培訓時間<sup>14</sup>**

Female 女性	Hours 小時	3.43	0.44
Male 男性	Hours 小時	3.66	3.42

**Average Training Hour<sup>14</sup> by Gender By Employee Category 按僱員類別劃分平均培訓時間<sup>14</sup>**

Executive 行政級	Hours 小時	9.69	0
Manager-Grade 經理級	Hours 小時	7.83	0.73
Officer-Grade 主任級	Hours 小時	5.35	4.68
General Staff 一般員工	Hours 小時	3.22	0

13. The breakdown of trained employee by category is calculated by dividing the number of employees in the specified category who took part in training during Reporting Year by the number of employees in the specified category during Reporting Year.  
按類別劃分已培訓員工的明細的計算方法是將於報告年度參加培訓的指定類別員工人數除以於報告年度的指定類別的員工人數。
14. The average training hours by category is calculated by dividing the total training hours of employees in the specified category during Reporting Year by the number of employees in the specified category during Reporting Year.  
按類別劃分的平均培訓時間的計算方法是將於報告年度指定類別員工的總培訓時數除以報告年度內指定類別員工人數計算得出。



# KPI Data Summary

## 績效數據總結

Key Performance Indicators 關鍵績效指標	Unit 單位	2021		
		PFM 物業及設施管理	ISP 室內裝飾及特殊項目	Total 總和
Social 社會				
<b>Work-related Incident<sup>15</sup> 工傷<sup>15</sup></b>				
Work Related Injury Rate 工傷率	Per 1,000 Employees 以每千名 工人計	20.8	10.75	15.78
Lost Days due to Work-Related Injury 由工傷所引致的工作日數損失	No. of Days 日數	5,639	338	5,977
Work-related Fatality 因工死亡	Person 人	1	0	1
Work-related Fatality Rate <sup>16</sup> 因工死亡率 <sup>16</sup>	%	0.02	0	0.02
<b>Volunteering Hours 義工時數</b>				
Corporate Responsibility & Social Harmony 企業責任與社會和諧	Hour 小時	147	0	147

15. 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承辦商。

16. The work-related fatality rate is calculated by dividing the total number of number of work-related fatalities during the Reporting Year by the total number of employees as at 31 December 2021.

因工死亡率的計算方法是將於報告年度的因工死亡的總人數除以截至2021年12月31日的員工人數。

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