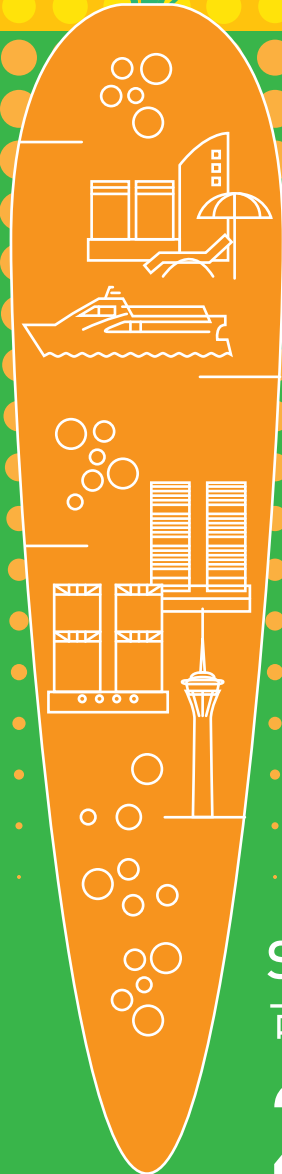


信德集團

SHUN TAK HOLDINGS

Stock Code 股份代號: 242



SUSTAINABILITY REPORT  
可持續發展報告

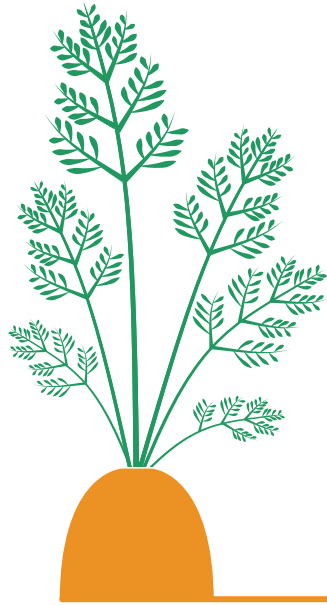
2017



## Roots to Fruits 根 · 果

The process in which these roots absorb all the nutrients in the soil and mature into super healthy vegetables (bearing complex carbohydrates and starch, high fibre, vitamins A and C, anti-cancer anti-oxidants, and anti-inflammatory components) is likened to our relentless effort to dig deep and work hard to strengthen the foundation of every aspect of our businesses to create shared value for all our stakeholders.

根吸收土壤中的營養物並成長為超級健康蔬果(含複合碳水化合物和澱粉、高纖維、維生素A和C、抗癌抗氧化劑和抗炎成分)的過程，可比擬我們努力不懈地深耕細作，以加強我們各方面的業務基礎，為我們所有的持份者創造共同價值。



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# Message from the Management

## 管理層序言



Over the past 5 decades, we have strategically expanded our business network while working to improve, adapt and innovate to stay ahead in an ever changing business landscape. Capitalising on the emerging opportunities in the Guangdong-Hong Kong-Macau Greater Bay Area and the rest of Asia, the Group's growth strategy of comprehensive competitiveness is bearing fruit. As we increase our economic and social footprints in the market, creating value for all our stakeholders and the communities in which we operate, we are mindful of the need to reduce the environmental impact of our business operations.

2017 marked two major milestones in the history of the Group, which speak volumes in the context of our long-established commitment to our stakeholders and communities.

- 55<sup>th</sup> Anniversary of TurboJET – As one of the world's largest jetfoil fleets, TurboJET prides itself on strategic positioning and innovation in all aspects of its operation, with an unshakable determination to support the dynamic growth of the Pearl River Delta region through building solid connectivity within the region and reaching out to the world.
- Establishment of the "Shun Tak Holdings – Dr. Stanley Ho Hung Sun Foundation", a tribute to Dr. Stanley Ho, Founder and Chairman Emeritus of the Group, for his long-standing contribution in respect of his charitable donations and services to the community. His signature quote "giving back to society" is an inspiration to all within the Group.

We take a holistic approach to sustainability because we appreciate the chain reaction of our undertakings. Officially declaring our continued commitment to sustainability in 2014 was none other than laying down the foundation upon which we frame our roadmap and build layers of progressive initiatives in years to come. Having strengthened the connection with our stakeholders through enhanced engagement under the leadership of our top management in 2015, and having sown the seeds of sustainability to deepen our stakeholders' awareness to think and live responsibly and viably, we tasked ourselves in 2017 with ensuring that the concept takes root and grows deeply and firmly, while continuing to champion

過去五十年，我們一直策略性地擴展業務網絡，配合營運上各項改善、調整及創新措施，在瞬息萬變的營商環境中，與時並進、勇往直前、穩守崗位，俾能在粵港澳大灣區及亞洲地區的商機湧現時，令集團可以提升整體競爭力的增長策略更見成效。隨著集團在經濟及社會上的影響力日增，我們致力為持份者及社區創造價值之餘，時刻不忘將營運對環境的影響減至最低。

2017年見證集團發展史上的兩大里程碑，印證我們對持份者及社區的承諾始終如一。

- 噴射飛航55週年誌慶 – 噴射飛航是全球最具規模的噴射船隊之一，向以自身的策略定位及創新精神感到自豪，並以堅定的決心支持珠三角地區發展，竭力構建貫通區內、連繫世界的全方位運輸網絡。
- 成立「信德集團何鴻燊博士基金會」 – 向集團創辦人及榮譽主席何鴻燊博士致敬，表揚何博士多年來熱心公益，服務社區，為社會貢獻良多。他的至理名言「取諸社會，用諸社會」，成為集團全人的座右銘。

我們深諳業務營運過程產生的連鎖效應，所以我們採用整全的方法實踐可持續發展的工作。集團於2014年正式確立對可持續發展的承擔，以此制定長遠藍圖的根本，亦為日後推出更多相關措施奠下基礎。在最高領導層的帶領下，我們於2015年提升持份者的參與，加強彼此聯繫，更重要是向持份者播下可持續發展的種子，提倡他們著重環保意識及實踐綠色生活。我們於2017年進一步訂下目標，推動可持續發展理念的植根及壯大，堅持在業務上體現對環境、社會



sustainable development in the environmental, social and governance aspects of our business. The theme of our Sustainability Report this year is “Rooting for Sustainability”.

On the community front, we refined our approach towards sustainability and our alignment with strategic partners and collaborators, joining new programmes such as “The Volunteer Movement” while continuing our long-time partnership with NGOs and socially responsible organisations such as Tung Wah Group of Hospitals, Walk for Millions, and YDC Life Planning Co-operation Programme. Typhoon Hato devastated the Macau community; we were glad we were there to lend a helping hand.

On the people front, we fine-tuned our systems to ensure our employees work in an inclusive, healthy and safe environment that is also conducive to career development. While we continued the tradition of the Work-Life Balance Week, TurboJET organised 16 workshops to enhance the media and communication skills of our shipmasters, managers and frontline staff. In recognition of our efforts in creating a positive and supportive workplace, the Hong Kong Chapter of HR Asia chose Shun Tak as one of the “Best Companies to Work for in Asia”.

Last but not the least, as we witnessed and experienced the striking outcomes of extreme weather events this year, we reaffirmed our resolve to address the environmental impacts of our operations and contribute to global effort to curb the effects of climate change. To this end, we adopted green building concepts and incorporated green elements in our development projects.

This year, we have moved from the Global Reporting Initiatives (“GRI”) G4 Guidelines to GRI Standards for the first time to keep up with global trends and augment our reporting practices which are based on principles of transparency and accountability.

Looking forward, we will continue to deepen our efforts, including taking further steps towards adopting green building concepts and incorporating green features throughout building lifecycles from design to construction and operation to renovation, and implementing a Facility Management System to better monitor and analyse the performance of our managed properties. I would like to thank all the stakeholders who have supported our sustainability efforts. I also appreciate your thoughts and feedback.

**Ho Chiu King, Pansy Catilina 何超瓊**

Group Executive Chairman and Managing Director, Shun Tak Holdings Limited  
信德集團有限公司集團行政主席兼董事總經理

Chairman of Sustainability Steering Committee  
可持續發展督導委員會主席

及管治的持續發展。今年的可持續發展報告，乃以「扎根傳承」為主題。

在社區層面，我們致力完善可持續發展方針，加強與策略夥伴的合作。在參與「義工運動」等新計劃的同時，繼續保持與多個非政府組織及志願機構的長期合作關係，包括東華三院、「公益金百萬行」及青年企業家發展局的「生涯規劃」協作計劃等。颱風天鴿對澳門造成前所未見的破壞，我們即時向受風災影響的社區伸出援手，與民衆共渡時艱。

關愛員工方面，我們持續優化制度，確保為員工帶來共融、健康及安全的工作環境，讓他們安心發展事業。除了繼續參與「工作與生活平衡周」外，噴射飛航籌辦了16個工作坊，提升船長、經理及前線員工的媒體及溝通技巧。集團堅持為員工締造正面及具支援性的工作環境，並榮獲HR Asia雜誌頒發香港區「亞洲最佳企業僱主獎」。

經過去年目睹極端天氣產生的破壞力，我們將以更大的決心，全力應對業務運作帶來的環境影響，為緩解全球氣候變化出一分力。就此，我們採納綠色建築理念，並在地產發展項目中注入環保元素。

為緊貼全球趨勢，進一步實踐透明及問責的匯報準則，我們首次採用《全球報告倡議組織(GRI)標準》來編製報告，以取代前期的《GRI G4可持續發展報告指引》。

展望未來，我們會繼續努力，包括在建築生命週期內採用綠色建築理念，由設計、建築、營運至翻新階段，加入更多環保元素；並透過推行設施管理系統，更好地監察及分析旗下管理物業的環保表現。在此衷心感謝所有持份者對集團可持續發展工作的支持，亦十分珍視各方提供的建議及意見。



# About our Business

## 我們的業務

Originated in 1962 with the inauguration of a passenger ferry service between Hong Kong and Macau, Shun Tak Holdings Limited (“the Company” or “STHL”) and its subsidiaries (collectively “the Group”) have evolved over the past decades from a shipping operation to a leading listed conglomerate with a well-established and diversified portfolio spanning the property development, transportation, hospitality and investment sectors.

The Group is well-poised to expand its positive impact to Greater China and Asia through the creation of shared value.

發源於1962年，信德集團有限公司（「本公司」或「信德」）及其附屬公司（統稱「本集團」），在數十年間由一家船務公司，發展成為具領導地位的香港上市綜合企業，業務組合穩健多元，涵蓋地產發展、運輸、酒店及消閒與投資。

透過創造共享價值，本集團為大中華及亞洲其他地區帶來正向能量。

## Vision, Mission and Principles

### 願景、使命和營商宗旨

Our Principles, Vision and Mission are integral to our management approach across all business operations. Deep-seated in our day-to-day decision making, the principles of honesty and integrity are the backbone of our pursuit of being the most trusted and value-added company in Hong Kong and Macau.

在管理各項業務時，我們時刻不忘集團的營商宗旨、願景和使命。「誠信德行」的理念植根於日常決策中，更堅定支持我們邁向願景，努力躋身港澳地區最可靠及最具增值效益的企業之列。



## Vision 願景

To be the most trusted and most value-added company in Hong Kong and Macau

躋身港澳地區最可靠及最具增值效益的企業之列



## Mission 使命

To create shared value for all our stakeholders and the communities in which we operate

為持份者及社區創造共享價值



## Principles 營商宗旨

Honesty and Integrity  
誠信德行

## Business Overview 業務概覽

### Property Division 地產業務

The Group has a robust foundation in real estate development. Guided by our boutique approach, we build homes and distinguished properties which are meticulously designed to cater to different lifestyles, aspirations and goals. We also offer one-stop asset management services including sales and leasing, property management, cleaning and tenancy support.

本集團的地產發展業務基礎紮實雄厚。朝著打造精品物業的方向，我們興建各式住宅及優質物業，以配合不同人士的生活風格、氣派和目標。我們並提供一站式資產管理服務，包括銷售及租賃、物業管理、清潔和租戶服務。



### Transportation Division 運輸業務

Our multi-modal strategy enables us to forge a sea-land-air transportation network in the Pearl River Delta and other parts of Asia. With the largest high speed passenger ferry fleet in the world, we connect various dynamic destinations within Southern China, and create an air-sea transit platform for international travellers. Together with a strong line of intercity buses, we open doors to opportunities in the region.

我們採取多模式策略，在珠三角及亞洲其他地區建立海陸空運輸網絡。我們藉著擁有全球最大的高速客運船隊，連接華南區內各個目的地，以及為世界各地的旅客提供海空轉駁平台；並透過強大的城際巴士車隊，迎來區內的發展機遇。





## Hospitality Division

### 酒店及消閒業務

Our comprehensive hospitality portfolio comprises complementary businesses that create synergetic values. From running iconic attractions to building and managing lifestyle-oriented hotel brands under Artyzen Hospitality Group to hosting global meetings, incentives, conferences and exhibitions, we are at full strength in driving the vibrant growth of the tourism industry.

本集團旗下全面的酒店及消閒業務組合涵蓋多項配套業務，藉協同效應帶來更大成效。從營運著名景點、建造及管理雅辰酒店集團旗下的時尚酒店品牌，以至主辦全球旅遊、消閒及會展(MICE)活動，我們均全力以赴，冀推動旅遊業的蓬勃發展。



## Investment Division

### 投資業務

The Group owns diversified valuable investments in Macau and Hong Kong in the gaming, retail and commercial sectors, and is committed to offering contemporary lifestyle concepts and retail service platforms to locals and visitors alike.

本集團於澳門及香港擁有多元化的重要投資，包括博彩、零售及商業發展項目，致力為當地居民和旅客提供當代時尚生活概念和零售服務購物平台。

## Corporate Governance

### 企業管治

The Board of Directors (the "Board") is our highest governing body. Composed of five Executive Directors and four Independent Non-Executive Directors, the Board is responsible for overseeing the Company's strategic development, and has established four separate Board Committees to set appropriate policies on different company affairs.

Delegated by the Board, the Executive Committee is responsible for designing, implementing and monitoring risk management and internal control systems. Taking into consideration factors including economic matters, the environment, social issues, legislation and regulation as well as stakeholders' expectations, the Executive Committee regularly identifies, evaluates and keeps track of risks in accordance with our risk management framework. The Board is responsible for continuous review of the effectiveness of the systems.

董事會是本集團的最高管理架構，由五名執行董事和四名獨立非執行董事組成，負責監督本公司的策略發展，並已成立四個獨立董事會委員會，以就公司不同事務制訂合適政策。

執行委員會獲董事會授權，負責設計、實施及監察風險管理及內部監控制度。經考慮經濟事宜、環境、社會議題、立法及規管，以及持份者期望等因素後，執行委員會根據本集團的風險管理框架，定期進行風險辨識、評估及監察。董事會負責持續檢討相關制度的成效。





## Anti-Corruption and Whistleblowing Policies 反貪污及舉報政策

We are committed to the highest standards of business ethics. Guided by our Code of Conduct and anti-corruption policy, our entire workforce is required to adhere to practices relating to the prevention of bribery, fraud and corruption. Apart from communicating relevant policies to all new recruits during induction sessions, regular seminars with guest speakers from the Hong Kong Independent Commission Against Corruption (“ICAC”) are provided to our staff. During the reporting year, over 360 staff members attended anti-corruption training courses.

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

本集團恪守最高商業道德標準。全體員工必須按照《行為守則》和《反貪污政策》，遵守防止賄賂、詐騙及貪污的相關規例。除在入職培訓工作坊中向所有新聘員工講解相關政策外，我們還會定期邀請香港廉政公署派員到場為員工舉行講座。匯報年內，參加反貪污培訓課程的員工超過360人。

本集團設有舉報政策，為全體員工提供有關內部舉報嚴重行為不當、玩忽職守或行為欠妥事件的指引，而毋須害怕招致報復。我們設立完善程序，確保員工提出的問題得到妥善處理。匯報期內並無任何行為不當事件。

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

有關本集團的企業架構、核心業務及企業管治詳情，請參閱本集團年報及公告。

[www.shuntakgroup.com](http://www.shuntakgroup.com)

## Our Sustainability Approach 可持續發展方針

In 2012, the Sustainability Steering Committee (“SSC”) was established by the Board to formulate the Group’s sustainability vision, strategy and policies. Chaired by the Group Executive Chairman and Managing Director, the SSC is composed of the Group’s senior management and representatives from key business units<sup>1</sup>. To ensure an effective implementation of sustainability initiatives, the Sustainability Taskforce Team is charged with executing action plans across divisions. Specific working groups have also been created to carry out measures in different areas.

董事會於2012年成立可持續發展督導委員會，專責制訂本集團的可持續發展願景、策略及政策。可持續發展督導委員會由本集團行政主席兼董事總經理擔任主席，成員來自本集團的高級管理層及各主要業務單位代表<sup>1</sup>。為確保可持續發展措施得以有效落實，可持續發展工作小組獲委派執行跨部門的有關計劃。專責工作小組亦已告成立，以落實不同範疇的措施。

<sup>1</sup> Deputy Managing Director, Executive Director, and representatives from Property Division, Transportation Division, Hospitality Division and Group Human Resources Department.

副董事總經理、執行董事和來自地產業務、運輸業務、酒店及消閒業務及集團人力資源部的代表。



### Board of Director

#### 董事會

Oversees the Group's strategic development on sustainability as the Group's highest governance body  
集團的最高管理架構，負責監督集團於可持續發展範疇的策略

### Executive Committee

#### 執行委員會

Supervises the activities of the Sustainability Steering Committee  
監督可持續發展督導委員會的工作

### Sustainability Steering Committee

#### 可持續發展督導委員會

Formulates, monitors and reviews the Group's sustainability vision, strategy and policies

制訂、監察和檢討集團的可持續發展願景、策略及政策

Reviews and evaluates the Group's initiatives and performances for future planning

檢討和評估集團的措施及成效，計劃未來路向

### Sustainability Taskforce Team

#### 可持續發展工作小組

Assists in establishing the Group's sustainability objectives and targets

協助制訂集團的可持續發展目標及指標

Implements action plans and ensures effective communication across divisions

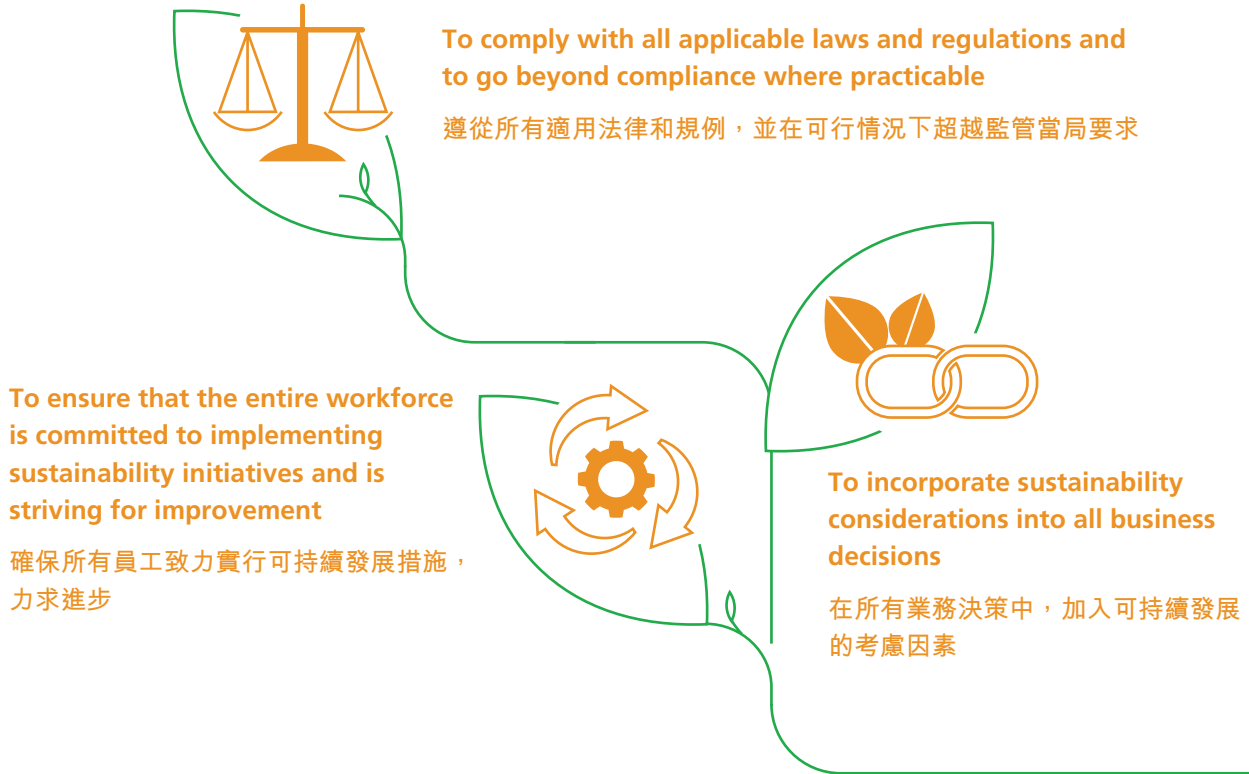
落實計劃，確保各個部門之間有效溝通

To facilitate the communication of sustainability-related messages and strengthen sustainability effort across different business and supporting units, our Green Office Management Team was expanded to include members from different units in 2017 and we plan to establish a "Green Ambassador Team" in early 2018. It is our intention to multiply collaborative efforts to raise environmental awareness and encourage green behaviour for a sustainable future.

本集團於2017年擴充綠色辦公室管理團隊，加入來自不同業務及部門單位的成員，並計劃於2018年初設立「綠色大使組」，以便傳達可持續發展的相關信息，加強他們的可持續發展工作。本集團期望能集多方之力，提升環保意識，鼓勵實踐環保，共建可持續未來。

In 2014, the SSC devised the Sustainability Policy (the "Policy") to assist the Group in achieving long-term sustainability. The Policy is based on the following principles:

可持續發展督導委員會於2014年制定《可持續發展政策》(「政策」)，協助本集團實現長遠的可持續發展，並以下列原則為基礎：



Guided by the Policy, we put these principles into practice under the areas of workplace quality, environmental protection, operating practices and community involvement. Each business unit is responsible for developing its own management strategies to integrate the principles into its operations. The Policy is regularly reviewed as our business evolves in a constantly changing environment.

我們按照政策，在工作環境質素、環境保護、營運常規及社區參與等範疇實踐上述原則。各業務單位負責自行制訂管理策略，將相關原則融入業務中。因應營運環境不斷變化，我們會定期檢討有關政策。





## TurboJET – A Journey of Growth and Service, 55 Years and Counting

Starting as a passenger ferry service company to serve travellers to and from Hong Kong and Macau, TurboJET has capitalised on the economic growth of the Pearl River Delta Region and steadily expanded its network over the past 55 years. Opening new routes, shortening the voyage duration, upgrading its fleet, innovating its customer service, and making a continued effort in sustainable development, are the driving forces behind TurboJET's long and successful journey.

**1962**

- Shun Tak Shipping Company began to operate  
信德船務有限公司開始營運

**1964**

- Purchased a conventional ferry "SS Macau"  
買入傳統渡輪「澳門號」
- Introduced the first hydrofoil "Coloane", travel time shortened from 180 minutes to 75 minutes  
引進第一艘水翼船「路環號」，航程時間由180分鐘縮短至75分鐘

**1999**

- Teamed up with China Travel International Investment Hong Kong Limited to create the TurboJET brand  
與香港中旅國際投資有限公司共同打造噴射飛航品牌
- Became the world's largest jetfoil fleet with 32 vessels  
成為擁有32艘船隻的全球最大規模噴射船隊

**1998**

- Launched the Cadet Programme  
推行「見習伙長」培訓計劃

**1990**

- Passenger volume surpassed 10 million  
載客量突破1千萬

**2002**

- Launched a new Macau – Shenzhen route  
開辦澳門 – 深圳新航線

**2003**

- Launched the "TurboJET Sea Express" service with new routes between Hong Kong International Airport, Shenzhen and Macau  
推出「機場噴射飛航」服務，開辦往返香港國際機場、深圳及澳門的新航線

**2007**

- Operated a record breaking 356 ferry trips on a single day  
創下一日營運356班航班的紀錄
- Sponsored Scout Association of Hong Kong for the "Swiss SOS Expedition" programme, to enhance youth awareness on global warming  
贊助香港童軍總會的「瑞士之旅SOS」，加深青少年對全球暖化的認識

**2017**

- Fleet comprised 36 vessels and served 11 routes  
擁有由36艘船隻組成的船隊，提供11條航線服務
- Organised TurboJET Without Borders Charity Variety Show and TurboJET & Friends Charity Variety Show  
舉辦噴射飛航無國界慈善綜藝晚會及噴射飛航好友慈善綜藝晚會

**2016**

- Launched the Tuen Mun – Macau and Tuen Mun – Shenzhen Fu Yong Airport routes  
開辦屯門 – 澳門及屯門 – 深圳福永機場航線
- Launched the eBoarding Service, Sailor Programme and the First TurboJET Safety Competition  
推出eBoarding服務、水手培訓計劃及第一屆「噴射飛航模範工作間」比賽



## 噴射飛航 – 55年發展及服務之旅

噴射飛航在營運初期，主要提供港澳船務客運服務，過去55年充份配合珠三角區域經濟發展帶來的商機和優勢，穩步拓展網絡。噴射飛航自啟航以來，一路上營運順利，全賴不斷開創新航線，縮短航程時間，提升船隊，改善客戶服務質素，努力不懈追求可持續發展。

● Key Business Activities  
主要業務活動

● Key Sustainability Activities  
主要可持續發展活動

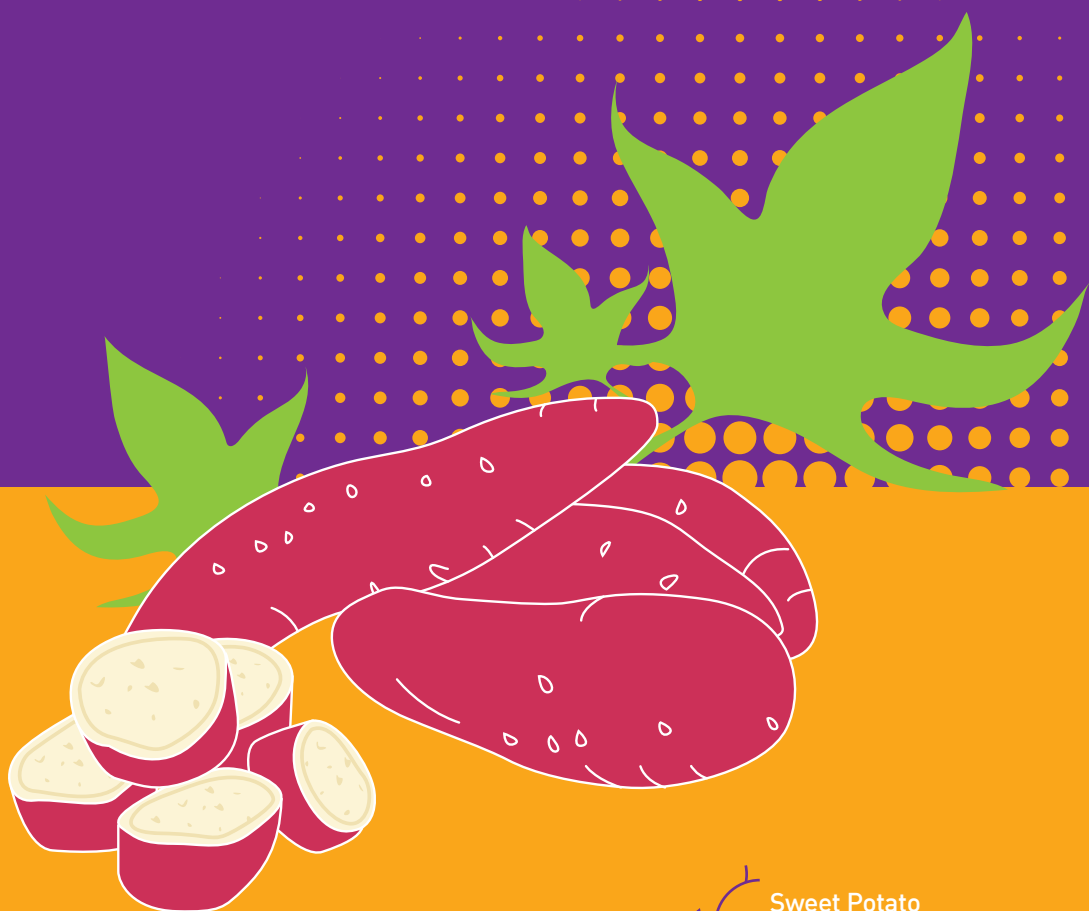


# OUR COMMUNITY

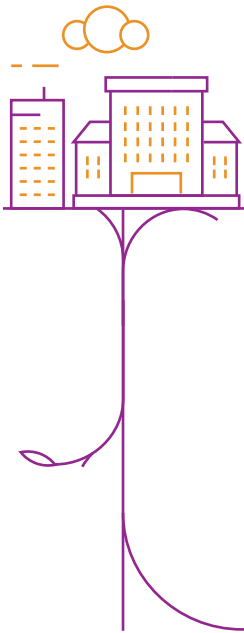
## 我們的社區

Regarded as the “ultimate health food”, sweet potatoes’ sweetness is analogous to our benevolence and respect for all members of our community, and their robust combination of nutrients mirrors the broad range of initiatives and programmes we endeavor under our Founder’s “giving back to society” philosophy.

作為最佳的健康食品，其甘甜之味就像我們對社區所有成員的關懷與尊重；而其豐富的營養價值，正好反映了集團推行不同措施和計劃時，都會秉持我們的創辦人「取諸社會，用諸社會」的理念。



 Sweet Potato  
甘薯



## Our Community 我們的社區

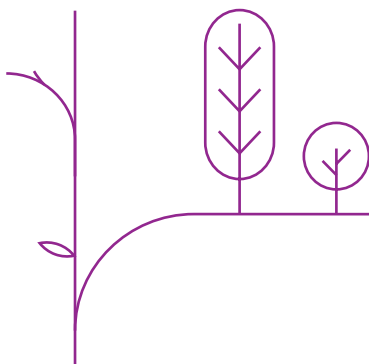
We are committed to building a caring, inclusive and sustainable community wherever we operate. Each year, we refine our approach towards sustainability and our alignment with strategic partners and collaborators, and deepen our support for the elderly, the youth and the community at large.

我們致力建立一個關愛、共融及可持續發展的社區。每年均會優化我們的可持續發展方針，與策略性夥伴及協作者同步向前，並加強對長者、青少年及社會的支援。

### Giving Back to Society 取諸社會，用諸社會

Our commitment to support and serve the community is deeply-rooted in our Founder Dr. Stanley Ho's philosophy of "giving back to society." In 2017, we established the "Shun Tak Holdings – Dr. Stanley Ho Hung Sun Foundation" as a tribute to Dr. Ho's long-standing contribution to society with regard to his charitable donations and services to the community, and as an inspiration to reinforce our own pledge of support. In December, the Foundation committed its first donation to Dr. Ho's alma mater, the University of Hong Kong ("HKU"), in support of the "Hong Kong Summit of Global Health Leaders", which is a flagship event of the 130<sup>th</sup> anniversary celebrations of the Faculty of Medicine of the HKU.

我們對支援及服務社區的承諾，源於集團創辦人何鴻燜博士「取諸社會，用諸社會」的理念。在2017年，我們成立信德集團何鴻燜博士基金會，表揚何博士多年來熱心公益，服務社區，為社會貢獻良多，推動我們更盡心履行服務社區的承諾。十二月，基金會承諾捐出首筆善款予何博士的母校—香港大學，以支持香港大學醫學院舉辦「全球醫療衛生領袖香港峰會」，而此項目亦是醫學院130周年慶典的旗艦活動。





## Our Approach 我們的方針

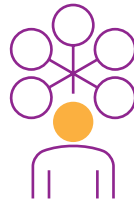
Our holistic and systematic approach to sustainability is regularly reviewed and fine-tuned to make sure our community programmes continue to thrive.

我們制定全面及系統化的可持續發展方針，並定期進行檢視，確保有關社區計劃行之有效。



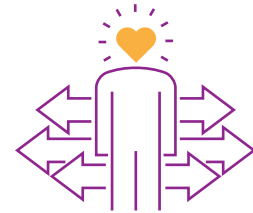
### The Sustainability Steering Committee

- Oversees strategies related to sustainable development
- 可持續發展督導委員會
- 監督可持續發展策略



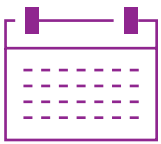
### The Corporate Social Responsibility Committee

- Formulates community and employee programmes
- 企業社會責任委員會
- 制訂社區項目及員工活動



### The Shun Tak Social Service Group

- Implements community service programmes, delivering love and care to the community
- 信德愛心義工隊
- 執行社區服務計劃，關愛送暖



# 122

Number of programmes in which we participated  
我們曾參與的項目總數



# 6,491

Total hours of community service contributed  
已投入社區服務總時數



# 10,952

Number of beneficiaries served  
受惠者數目



# HK\$ 3,527,397

Total amount of donation or in-kind sponsorship to charity  
向慈善機構捐款或提供實物援助總額





## Our Partners and Collaborators 我們的夥伴和協作者

We believe collective effort has a more far-reaching impact than individual effort. In 2017, we continued our practice of teaming up with our partners and collaborators such as non-governmental organisations (“NGOs”) and socially-responsible corporations, and enriched our employee volunteer programme, to serve the community.

### The Volunteer Movement

This year, we joined the Volunteer Movement launched by the Hong Kong Social Welfare Department, aiming to further encourage our employees to participate in community service programmes under the principle “Make a Difference in Life”, to strengthen a culture of volunteering within our organisation, and enhance our employees’ sense of social belonging.

### Provision of Volunteer Opportunities

Apart from our core community service programmes, we also participate in events arranged by local community organisations. This year, we participated in the Sustainable Living Volunteer Day organised by the Christian Family Service Centre where volunteers could learn and experience sustainable planting and farming practices at Urban Oasis located in Kowloon East.

我們相信通力合作遠超過一己之力可帶來的深遠影響。在2017年，我們繼續與非政府組織及社會服務機構等夥伴及協作者合作，並透過充實的僱員義工計劃服務社會。

### 義工運動

今年，我們參與由香港社會福利署發起的義工運動，進一步鼓勵員工參與社區服務計劃，發揮「改變世界」的精神，藉此培養集團參與義務工作的文化，加強員工對社會的歸屬感。

### 提供義務工作機會

除了籌辦社會服務計劃，我們亦參與由本地社區組織安排的活動。今年，我們參與由基督教家庭服務中心舉辦的「永續生活義工日」，讓義工於九龍東的都市綠洲學習及體驗永續種植及耕作。



In recognition of their effort, our Group office presents a Certificate of Appreciation to each volunteer who has participated in at least two community events and volunteered more than 10 hours a year. TurboJET gives each of the three best volunteers, selected and voted amongst the team, a recognition certificate and gift coupons.

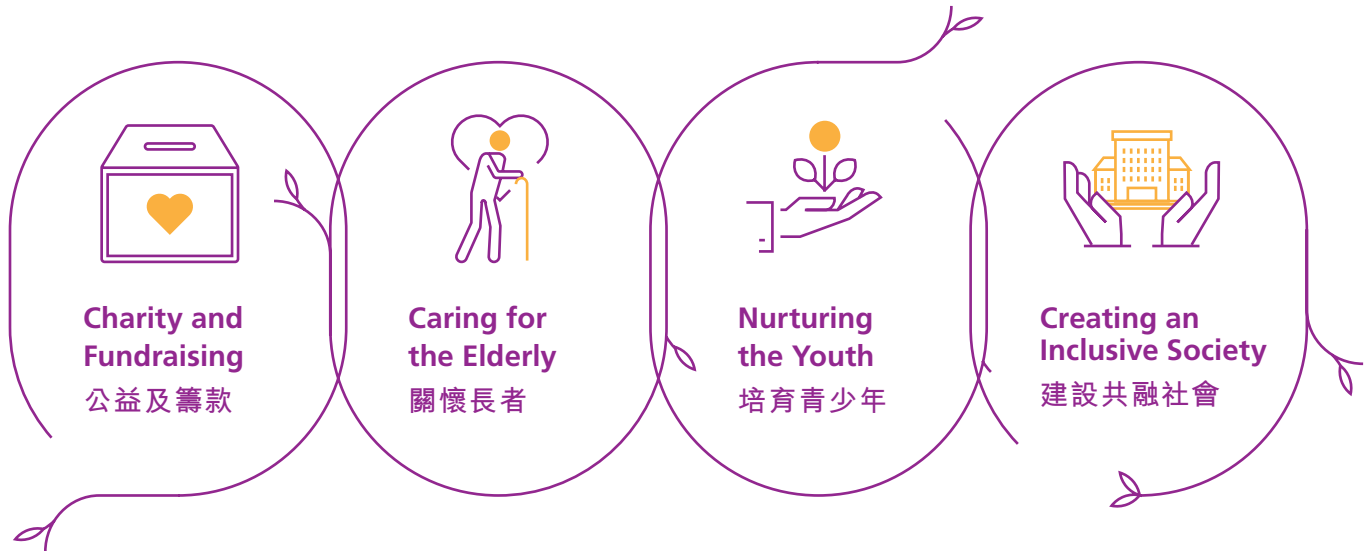
每位義工於年內參與最少兩項社區活動，以及義務工作時數達10小時以上者，均獲得集團頒發感謝狀以作嘉許。而在噴射飛航，經團隊內部投票選出的三位最佳義工，可獲頒贈證書及禮券。



## Our Core Community Programmes 我們的主要社區項目

In 2017, we dedicated our support and services to four community programmes.

我們於2017年向四個社區項目提供支援及服務。



### Charity and Fundraising 公益及籌款

This year, we continued our long tradition of active engagement in charity and fundraising activities in Hong Kong and Macau.

今年，我們秉承悠久傳統，熱心參與香港及澳門的公益及籌款活動。

Highlights of key activities:

主要活動概覽：

#### TWGHs Charity Challenge Race

#### 東華三院慈善障礙挑戰賽

We have been an active supporter and partner of community services organised by Tung Wah Group of Hospitals (“TWGHs”) for many years. In 2017, we registered as one of the Challenge Sponsors in its Charity Challenge Race to raise funds for the Kwong Wah Hospital Redevelopment project which aims to improve public access to health care services in the Yau Tsim Mong District of Hong Kong. Six physically-fit teams from our different business units overcame all the demanding obstacles and helped with fundraising.

多年來，我們積極支持及參與東華三院籌辦的社區活動。在2017年，我們成為東華三院慈善障礙挑戰賽的挑戰贊助商之一，為廣華醫院的重建計劃籌款，以改善香港油尖旺區的公立醫療保健服務。由各業務部門組成的六隊參賽健兒，在比賽中跨越重重障礙，為計劃籌得不少善款。





### Walk for Millions in Macau

For the 14<sup>th</sup> year, we have supported the annual charity event “Walk for a Million” hosted by the Charity Fund from the Macao Daily News. This year, we mobilised over 200 volunteers to make a difference for those in need in Macau.

### 澳門公益金百萬行

我們已連續第十四年支持由澳門日報讀者公益基金會主辦的年度善舉「公益金百萬行」。今年，我們動員超過200位義工為澳門的有需要人士出一分力。



### TurboJET Fundraising Shows

On the occasion of its 55<sup>th</sup> anniversary, and in collaboration with various government agencies and private organisations, TurboJET organised two charity variety shows in Hong Kong and Macau. In Hong Kong, our employees and partners performed an array of spectacular shows and raised HK\$378,500 (including donations after the event) to support Doctors Without Borders. In Macau, we raised MOP \$731,500 for book donations to over 30 primary schools in Macau to promote reading to the younger generation.

### 噴射飛航籌款表演

適逢噴射飛航五十五周年誌慶，我們與多個政府機構及私人組織合作，在香港及澳門舉辦兩場慈善綜藝表演。在香港，我們的員工及夥伴透過連串精彩表演，為無國界醫生籌得378,500港元的善款(包括活動後捐款)。於澳門，我們籌得731,500澳門元，用於捐贈圖書給超過30所澳門小學，藉以向年輕一代推廣閱讀風氣。





### Grand Coloane Resort - Christmas Village 鷺環海天度假酒店－鷺環海天聖誕小鎮

Our hospitality division continued to contribute and create shared value for the community. Grand Coloane Resort (“Grand Coloane”), managed by Artyzen Hospitality Group, once again organised its Christmas Village which provides a platform for local and international NGOs to raise public awareness and funds for social and environmental issues. On this special occasion, Grand Coloane invited Caritas, Macau Oxfam and ANIMA to spread love and meaningful messages.

我們的酒店消閒部繼續為社區作出貢獻，創造共享價值。由雅辰酒店集團管理的鷺環海天度假酒店（「鷺環海天」），再度舉辦鷺環海天聖誕小鎮活動，為澳門及國際非政府組織提供平台，提高公眾對社會及環境問題的關注，並透過活動籌集善款。鷺環海天邀請了明愛、澳門樂施會與澳門愛護動物協會參與活動，一同宣揚關愛的重要訊息。



### Charitable Donation to Hua Xia Foundation

The Group firmly believes that a sustainable society is built on the foundation of empowering its citizens through education and training, and ensuring physical and mental wellness through health care assistance. In 2017, the Group donated HK\$1 million to the Hua Xia Foundation at the Foundation’s 35<sup>th</sup> Anniversary Celebration Charity Dinner, in support of the Foundation’s mission to “develop education and health care, and cultivate talents.”

### 慈善捐助華夏基金會

本集團深信社會的可持續發展，建基於公民的素質及身心健康，這需要良好教育培訓及醫護服務作支持。適逢華夏基金會35年周年慈善晚會，本集團於2017年捐款100萬港元，支持基金會發展教育和醫療衛生事業、培養人才。





## Caring for the Elderly 關懷長者

Caring and showing respect for the elderly are core elements deeply ingrained in our corporate culture. This year, our Shun Tak Social Service Group continued to lead our effort in deepening interaction between our employees alongside their families and the elderly, and in nurturing respect for the latter, through activities such as home visits, festive visits, outings, workshops, and tours, all of which were designed to fully engage our employees and the elderly.

Highlights of key activities:

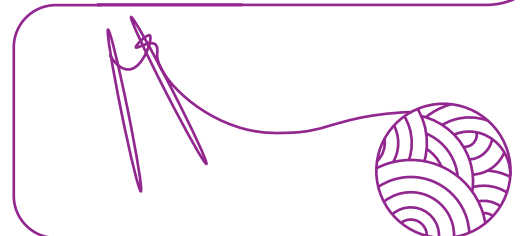
主要活動概覽：

### Knit for Charity 愛心編織班

In 2014, we started “Knit for Charity”, an initiative intended to be much more than knitting warm clothing and accessories for the elderly. “Knit for Charity” involves our employees learning how to knit, knitting different items, and presenting the items to the elderly as an expression of care and affection during our visits. This year, we inspired more than 30 employees to work together to knit pouches which we gave to the elderly during our visits and other volunteering activities.

「愛心編織班」於2014年開始舉辦，透過編織衣物及配飾為長者取暖，更重要的是由學習編織技巧、親手編織不同物件到將製成品送予長者，每個階段均代表著員工對長者的關愛。今年，逾30名員工參與編織小錢包，並透過家訪及其他義工活動把製成品送贈長者。

關懷與尊敬長者是我們企業文化中的核心要素。信德愛心義工隊今年繼續舉辦家訪、節日探訪、戶外活動、工作坊及旅遊等活動，讓員工帶同家人與長者有更深入的互動，並培養年輕一輩對長者的敬愛之心，義工隊與長者均盡情投入其中。



### T-park with Elderly 與長者同遊源·區

We worked with the Hong Kong Aged Concern Limited to organise an outing for the elderly to Hong Kong's first “waste-to-energy” facility at T-park, where they not only gained an understanding of Hong Kong's environmental concerns and sludge treatment, but also had an opportunity to enjoy an outdoor footbath to soak their stress away.

我們與香港耆英協進會合作，安排長者遊覽香港首個「轉廢為能」設施－源·區。是次活動讓長者了解到香港的環境問題和污泥處理方法，更讓他們有機會享受戶外足浴，「洗」走壓力。



### “Light up Yiu Tung with Care” Networking Project 「耆光照耀東」織網計劃

Our team of volunteers provided manpower support to manage a game booth at the Yiu Tung Estate Amphitheatre during the Mid-Autumn Festival, distributed lanterns and mooncakes to the elderly, and shared an evening of joy and friendship with them.

在中秋節期間，信德義工隊在耀東邨露天劇場設置遊戲攤位，向長者派發燈籠及月餅，與他們共度一個愉快的中秋晚上。



### Climb Up to the Sky 登塔樂滿FUN

We have supported this community activity at our own Macau Tower since 2015. This year, we treated 100 seniors from the “Brilho da Vida” day care centre to a tour of the Macau Tower observation deck where they enjoyed unobstructed views across Macau and a tasty lunch with fun games afterwards.

自2015年起，本集團每年在其管理的澳門旅遊塔舉辦這項社區活動。今年，我們招待100位滙暉長者中心的院友登上澳門旅遊塔觀光層，將整個澳門的景色盡收眼底，參觀完畢後更共享佳餚及玩遊戲。

### Fan Donation Programme 「夏日涼風」電風扇捐贈活動

TurboJET donated 100 pedestal electric fans to elders in financial hardship so that they could stay cool during the hot summer months, and sent volunteers to help with fan installation.

噴射飛航向有經濟困難的長者捐出100座電風扇，並安排義工前往協助組裝，讓長者可在炎夏享受涼風。





## Nurturing the Youth 培育青少年

We understand that life planning and career guidance are vital to young people, and have continued to organise programmes to help them better understand themselves, empower them, and equip them with life and work skills.

Highlights of key activities:

主要活動概覽：

### YDC Life Planning Co-operation Programme 青企局「生涯規劃」協作計劃

For the 11<sup>th</sup> consecutive year, we have collaborated with the Young Entrepreneurs Development Council ("YDC") to promote entrepreneurial and leadership skills amongst youngsters. In 2017, six of our volunteers served as "Company Ambassadors", hosting sharing and counselling sessions, and organising a visit to one of our hotels for secondary students.

我們連續十一年與青年企業家發展局合作，向年青人宣揚企業家精神及提升領導才能。在2017年，我們派出六名義工擔任「公司大使」，主持分享會及輔導環節，並安排中學生參觀集團旗下酒店。

我們深明生涯規劃與就業指導對年青人是非常重要的，所以我們持續參與計劃及設計活動幫助年青人認識自我，展現天賦，並且學習各種生活及工作技能以裝備自己。



### Teens Go Grow Goal 童心同長Go Grow Goal

We have supported this community programme since 2014. This year, we invited 20 young people from the Cradle of Hope Association and Lar de Jovens de Mong-Há to participate in a series of intelligence games and a personality test led by a professional instructor, as well as the AJ Hackett Skywalk at the Macau Tower, aiming to open their minds and help them understand their character and interests.

我們自2014年起一直支持是項社區計劃，在2017年，我們邀請了20位來自希望之源協會及望廈青年中心的年青人，參與由專業指導員帶領的一連串益智遊戲及性格測驗，及澳門旅遊塔AJ Hackett的空中漫步，幫助他們敞開心懷，了解自己的性格與喜好。





## Student Visits

### 學生參觀團

Since 2012, we have arranged for students from the Institute for Tourism Studies and the University of Macau to visit the Macau Tower and observe the daily operations of the Tower's facilities, food and beverage outlets, and adventure activities. Employees from our various departments responded to queries and shared their own work experience, encouraging the students to begin planning for their careers.

自2012年以來，我們每年安排澳門旅遊學院與澳門大學的學生參觀澳門旅遊塔，認識旅遊塔設施、餐飲部的日常運作及進行歷奇活動。我們安排多個部門的職員分享自身工作經驗，與學生們交流及鼓勵他們開始為就業規劃。



## Creating an Inclusive Society 建設共融社會

We believe that through our activities in the community, we will contribute to social cohesion and the building of a more inclusive society.

集團不遺餘力參與社區工作，因為我們相信所貢獻的每一分力，均有助加強社會凝聚力及構建共融的社會。

Highlights of key activities:

主要活動概覽：

### Cleaning Training to Kai Hong Center

#### 為啟康中心提供清潔訓練

We partnered with the Macau Association for the Mentally Handicapped to conduct a cleaning training for mentally impaired individuals at the Kai Hong Center. The training was organised to facilitate learning of occupational health and safety practices and cleaning skills, and to improve their self-confidence.

我們與澳門弱智人士服務協會合作，在啟康中心向弱智人士提供清潔訓練。透過訓練提高他們對職業健康與安全常規、知識及清潔技巧，更助他們建立自信。







### Career Exploration Workshops for Students with Special Needs

為特殊需要學生舉辦職業博覽工作坊

We arranged for students with learning disabilities from Escola Luso-Chinesa Técnico-Profissional to attend a floral arrangement training and observe kitchen operations at Macau Tower to help them explore career options.

我們與中葡職業技術學校合作，為該校具學習障礙的學生提供插花培訓班，並安排前往澳門旅遊塔參觀廚房運作，協助他們發掘就業前路。



### Support of "World Autism Awareness Day" and Related Activities

支持「世界提高自閉症意識日」及相關活動

Shun Tak Holdings (Macau) Limited ("Macau Office") and Macau Tower have supported the United Nations' World Autism Awareness Day by lighting up the Tower in blue since 2012. This year, we also partnered with the Fuhong Society of Macau to hold "It's My Life" concert at the Tower's Outdoor Plaza and "I am 0.38: An Exhibition of An Autistic Artist", providing an opportunity for individuals with autism to demonstrate their skills and talents.

信德集團控股(澳門)有限公司(「澳門辦事處」)與澳門旅遊塔自2012年起在旅遊塔亮起藍燈，藉此支持聯合國的世界提高自閉症意識日。今年，我們聯同澳門扶康會，在旅遊塔戶外廣場合辦「It's My Life」音樂會和「我就是『零點三八』」展能藝術展覽，讓自閉症人士盡展所能，展現天賦。

### "Happy Corner @ Macau Tower" - a New Social Enterprise Project

「喜悅閣@旅遊塔站」— 全新社企項目

We were the venue sponsor of Happy Corner, a charitable handicraft shop operated by the Fuhong Society of Macau. This was the first time we offered a long-term free retail space for a social enterprise, where we provided a platform to sell handicrafts designed by individuals with physical impairment, and encouraged them to interact with the public and practice their communication skills.

我們向澳門扶康會提供場地贊助，支持慈善手工藝品店喜悅閣的營運。這是我們首次向社會企業提供長期零售舖位，主要銷售由殘疾人士設計的手工藝品，透過這平台鼓勵他們接觸社群，鍛鍊溝通技巧。





### Joyful Journey with Daddy

#### 親親Daddy樂悠遊

TurboJET has joined hands with the Association of Parents of the People with Intellectual Disabilities of Macau since 2016 to organise an outing for individuals with intellectual disabilities and autism as well as their family members. This year, we visited the 3D World Macau and Adventure Bouncer Zone, and enjoyed a delicious lunch together on Father's Day.

噴射飛航自2016年起與澳門弱智人士家長協進會攜手合作，為弱智及自閉人士與其家人舉辦戶外活動。本年度，我們參觀了澳門十六浦3D奇幻世界及冒險充氣樂園，並一起進午餐共渡父親節。

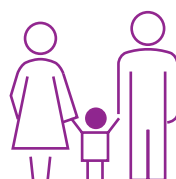


### Tutorial Service for Ethnic Minority Children

TurboJET has supported children of an ethnic minority group since 2016. This year, our volunteers hosted two sessions of tutorial services at the Friends of Scouting Jockey Club Long Ping Service Centre for Children and Youth to help them prepare for term examinations and overcome learning difficulties.

### 少數族裔兒童學習支援

噴射飛航自2016年起提供少數族裔兒童支援服務，義工隊今年在童軍知友社賽馬會朗屏青少年服務中心舉辦兩節學習服務，協助他們準備考試及克服學習困難。





## Caring for the Community in Times of Need 向社區伸出援手

On 23<sup>rd</sup> August 2017, Macau was hit by the worst typhoon to pass the territory in more than 50 years. Typhoon Hato caused tremendous devastation to the city; there were widespread flooding, streets filled with floating rubbish, power outages, and water shortages everywhere. Since we see ourselves as a part of the local community, we immediately took it upon ourselves to work within the Group and with external organisations to bring relief to our people and their families, and the community in Macau.

澳門於2017年8月23日遭受50年一遇的颱風吹襲，颱風天鴿引起廣泛地區水浸、街道垃圾隨處飄浮，大部分地區停電停水。作為當地社區的一分子，我們即時在集團內外籌組災後工作，向澳門市民以至整個社區伸出援手。



**Ken Fan 范文忠**

Manager – Business Analysis,  
Training and Employee Relations  
Group HR Department,  
Shun Tak Holdings (Macau) Limited

經理－業務分析、培訓及員工關係  
信德集團控股(澳門)有限公司  
集團人力資源部

“ Shortly after Hato hit, the Group collected 40,000 bottles of water in Hong Kong and delivered them to Macau in 2 shipments on TurboJET. We unloaded the water from the pier, transferred to the temporary distribution centre at Macau Tower, and delivered to the neighbourhoods in need, working alongside the Macao Chamber of Commerce and other community organisations. We also brought food and water to a 180-resident elderly home and helped them clean their homes. We sent bottled water and instant noodles to all 900 of our employees in Macau.

於風災過後，集團於短時間內從香港收集約40,000支瓶裝食水，經噴射飛航先後兩次付運，及時將物資送到澳門。我們將食水從船上卸下，運送到設於澳門旅遊塔的分發中心，並與澳門中華總商會及其他慈善機構合作，將食水分發至有需要的社區。我們亦向180名安老院住戶派發食物及食水，並協助他們清理家園。此外，我們向900名澳門信德員工派發樽裝水及即食麵。”



**Elyse Wong 黃敏宜**

Assistant Public Relations Manager  
Grand Lapa Macau

助理公關部經理  
澳門金麗華酒店

“ Working with “Peng On Tung” Tele-assistance Service Centre of Macau, an NGO that Grand Lapa Macau (“Grand Lapa”) has worked with closely, we visited singleton elders living in one of the worst-affected areas in Macau. We brought supplies to villagers at lao Hon, helped them clean their homes, and gave moral support, including an elderly man in his eighties. We also donated bread, crackers, instant noodles and bottled water from our inventories to people in the neighbourhood.

澳門金麗華酒店(「金麗華」)與澳門平安通呼援服務中心緊密合作，成立義工隊探訪其中一個風災最嚴重地區的獨居長者。我們為祐漢村民提供物資及心理輔導，並協助他們清潔家居，當中包括一名年屆80的伯伯。我們將倉庫中的麵包、餅乾、即食麵及樽裝水捐出，分發給鄰近社區人士。”



### Recognition of Our Efforts in Corporate Social Responsibility

Thanks to the concerted support and endeavours of our employees, our effort in corporate social responsibility was recognised during “The 8<sup>th</sup> Hong Kong Outstanding Corporate Citizenship Awards Presentation Ceremony” where the Group received a Merit Award in the Enterprise Category and the Corporate Citizenship Logo in the Volunteer Team Category. In addition, our Macau Office was conferred the “Corporate Social Responsibility – Excellence Award” at the “5<sup>th</sup> Annual Business Awards of Macau”.

### 在企業社會責任方面的努力獲得嘉許

全賴員工的攜手支持與熱心付出，集團的企業社會責任工作喜獲社會認同，於「第八屆香港傑出企業公民獎」頒獎典禮上備受嘉許，包括在企業組別中獲授優異獎，以及在義工隊組別中獲授企業公民嘉許標誌。此外，澳門辦事處在「第五屆澳門商務大獎」榮獲「企業社會責任大獎」。



# OUR PEOPLE

## 我們的員工

Onions are considered “the supermen” of all vegetables. The multi-layered structure of the onion is comparable to the multi-layered system we create to safeguard our people’s mental and physical well-being, and to ensure equal employment and career development opportunities.

被譽為蔬菜界的「萬能俠」，其多層結構可媲美我們為保障員工身心健康、確保平等就業及創造事業發展機會而建立的多元系統。



Onion  
洋葱



## Our People 我們的員工

Every day, we rely on our people's individual and collective efforts to support the operation of our businesses and to earn the trust and confidence of our customers, guests, business partners and investors. It is therefore our top priority to have robust systems in place for our people to ensure equality and inclusion, health and wellness, occupational health and safety, training and career development, and talent recruitment.

As a tribute to our continual effort to create workplace excellence, the Group was awarded the HR Asia Best Companies to Work for in Asia 2017. We also received Family-Friendly Employers Award 2017/18 - Gold award in Macau.

每天，我們的員工透過個人及團隊協作，支持集團日常業務有效營運，贏得顧客、旅客、商業夥伴和投資者的信任和信心。因此，我們十分重視為員工建立良好的制度，尤其在平等共融、健康與福祉、職業健康與安全、培訓與職業發展，以及人才招募等各方面，務求盡善盡美。

本集團喜獲《HR Asia》評選為香港區「2017年亞洲最佳企業僱主」，表揚我司在構建優良工作環境的成就。此外，我們亦勇奪澳門2017/18年度家庭友善僱主獎勵計劃金獎殊榮。





## Talent Acquisition 人才招募

Attracting and retaining the right people is essential to the Group's long term growth. Therefore, we consider short-term and long-term potential skill shortages, competence, and personal characteristics which align with our Vision, Mission and Principles in our talent acquisition approach.

吸納及挽留人才對本集團的長遠發展至關重要。因此，我們的招募策略，著重考慮充實短期及長期技術人才庫、僱員的勝任能力及個人特質，以配合集團的願景、使命和營商宗旨為大前提。

### 2017 Career Day 2017就業發展日

The Group participated in two Career Days organised by the Institute for Tourism Studies and Macao Polytechnic Institute and received more than 60 applications. Our representatives introduced our business and career opportunities within our organisation, and talked to the fresh graduates about their career aspirations.

本集團參與兩場由澳門旅遊學院和澳門理工學院舉辦的就業發展日，接獲超過60份申請。我們派出代表介紹集團的業務與就業機會，並與應屆畢業生討論事業前景。



### IVE Career Talk IVE就業講座

TurboJET has invested ample resources to build a sustainable talent pipeline for the maritime transportation industry. Partnered with the Hong Kong Institute of Vocational Education ("IVE"), a seminar was organised for students enrolled in the Higher Diploma in Customer Services for Aviation and Passenger Transport. At the seminar, our crew shared their personal experience in the seafaring career.

噴射飛航投放大量資源為海運業建立可持續的專才供應鏈。本集團與香港專業教育學院（「IVE」）合辦研討會，修讀航空與客運服務高級文憑的學生可於會上與我們的船員交流，分享他們航海生涯中的個人經歷。



### Work-based Experience and Placement Programmes 工作體驗及實習計劃

In collaboration with IVE, Hong Kong College of Technology and Chi Lin Buddhist Secondary School, the Group organised a comprehensive summer placement programme for more than 20 students. The programme enabled students to obtain on-the-job experience in the property management and tourism industries, and learn about the Group's operations, core values, and development opportunities.

本集團聯同IVE、香港專業進修學校和佛教志蓮中學，為超過20名學生提供全方位暑期實習計劃。計劃目的為協助學生累積在物業管理和旅遊業的在職工作體驗，從中了解我們的業務、核心價值及發展機會。



## From Internship to Employment 從實習到加入團隊

To build a sustainable competent workforce, we offer internship opportunities in collaboration with various educational institutes. Our programme has supported Toby's journey from intern to full time staff at Shun Tak Travel.

Toby's career path started at Shun Tak Travel after graduation from Hong Kong Institute of Vocational Education. As an intern, he was trained and mentored on the day-to-day operations of a travel agency, including customer service and telephone skills. Today, he is a Counter Sales Executive, receiving visitors from all over the world at the Macau Ferry Terminal and responding to travel-related inquiries every day. With the support of his colleagues and supervisors, and with the Group's employee training programme, Toby said: "I now have more clarity about my future as a professional travel consultant."

我們與各大教育機構合作提供實習機會，藉此為集團建立一支具實力的工作團隊。透過實習計劃，何冠軒(Toby)由一名實習生，晉身成為信德旅遊的生力軍。

Toby於香港專業教育學院畢業後，便開始了他在信德旅遊的事業。Toby作為實習生期間，獲得導師指導旅行社的日常營運要訣，包括客戶服務和電話溝通的重要技巧。今天，Toby已成為客戶服務主任，每日在港澳碼頭接待無數來自世界各地的旅客，解答他們有關旅遊資訊的查詢。透過本集團的員工培訓計劃及同事和上司支持下，Toby認為：「我更清晰認定個人目標是成為一位專業旅遊顧問。」



**Toby Ho 何冠軒**  
Counter Sales Executive  
Shun Tak Travel Services Limited  
客戶服務主任  
信德旅遊有限公司

**Mr. Bill Sou**, Director of Engineering of Grand Lapa, garnered the "New Talent – Excellence Award" in the "5<sup>th</sup> Annual Business Awards of Macau. He said: "Having a team of management talents has enabled us to deliver excellent and quality services."

金麗華酒店工程總監蘇源標先生在「第五屆澳門商務大獎頒獎典禮」上榮獲「傑出人才大獎」。他表示：「我非常榮幸能與一隊優秀管理人才共事，提供優質服務，精益求精。」





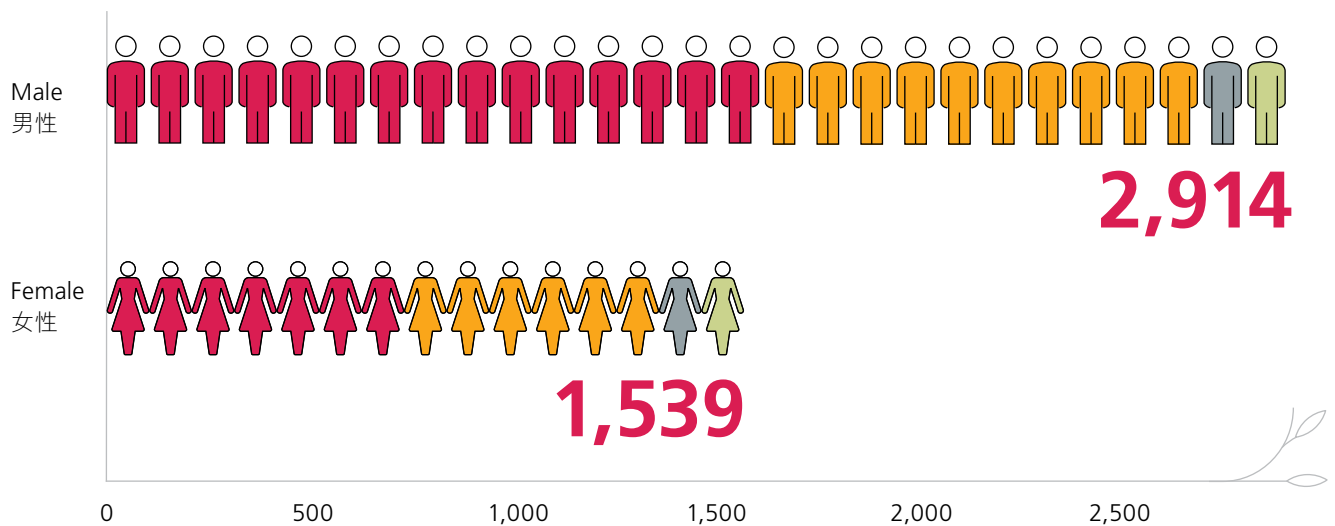
## Equal and Inclusive Work Environment 平等共融的工作環境





Our diversified business portfolio is supported by over 4,400 competent individuals. At the operational level, we experience a predominance of male employees in our transportation operation. To enhance gender parity and promote career development of women in the logistics and transportation industries, TurboJET actively supports Women in Logistic and Transport (“WiLAT”) in Hong Kong.

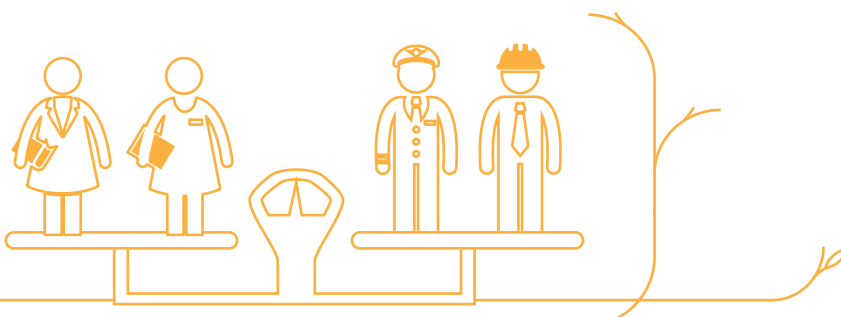
我們多元化的業務組合得以成功，關鍵是逾4,400名能幹員工在背後支持。就運輸業而言，操作層面仍然以男性員工佔大多數。噴射飛航積極支持香港木蘭匯(WiLAT)的工作，以推動兩性平等及女性在物流運輸業的事業發展。

### Total Workforce by Region and by Gender

按地區及性別劃分的員工總數



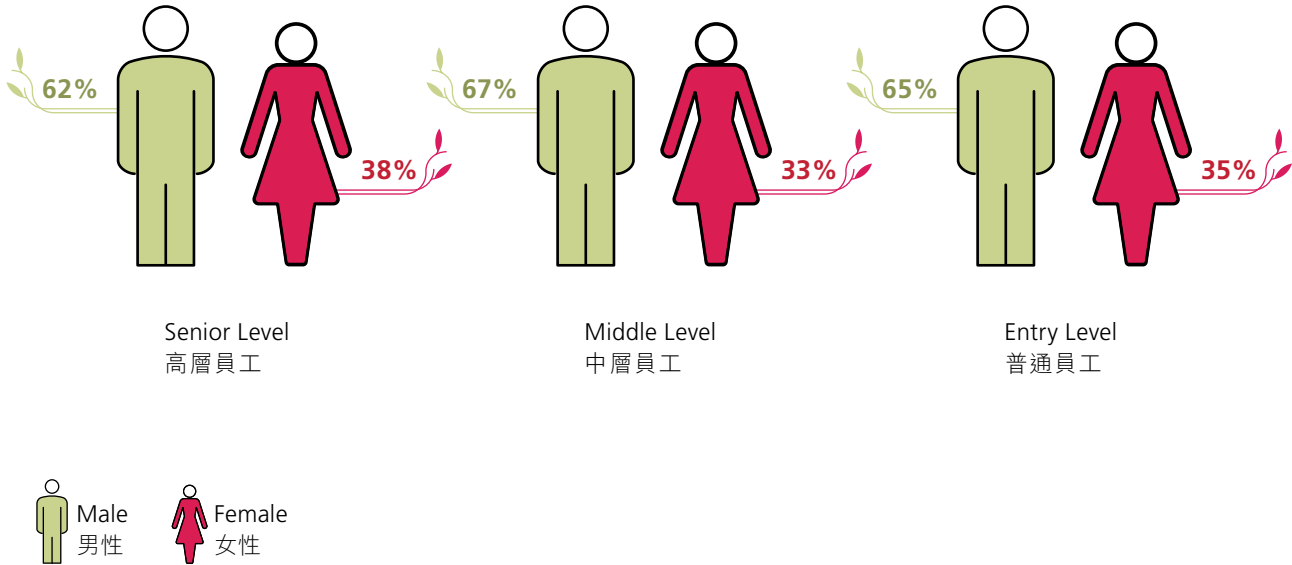
	Male 男性	Female 女性		Male 男性	Female 女性
 Hong Kong 香港	1,755	746	 Mainland China 中國內地	18	29
 Macau 澳門	1,138	758	 Singapore 新加坡	3	6





## Gender Distribution by Employment Category

### 按職級劃分的性別分佈



The Group has clear policies on recruitment, promotion and dismissal, including the strict prohibition of forced labour or child labour. Our Code of Conduct requires professional and ethical behaviour of every employee, and we abide by the Employment Ordinance (Cap.57) and other relevant regulations relating to working conditions and the prevention of forced and child labour. We provide employees with attractive remuneration and benefits packages that go beyond regulatory requirements, including medical care, overtime pay, retirement benefits, training subsidies, discretionary performance bonuses and a wide range of leave entitlements<sup>2</sup>.

Flexible working arrangements have been in place at TurboJET since 2012 to help employees achieve work-life balance. Reinforcing our role as a supportive employer, we regularly review our human resources strategy to enhance staff motivation, productivity and dedication. In strict compliance with relevant regulations and laws relating to workplace discrimination, we provide all employees equal access to employment and development opportunities, regardless of age, gender, ethnicity, marital and family status, and physical impairment.

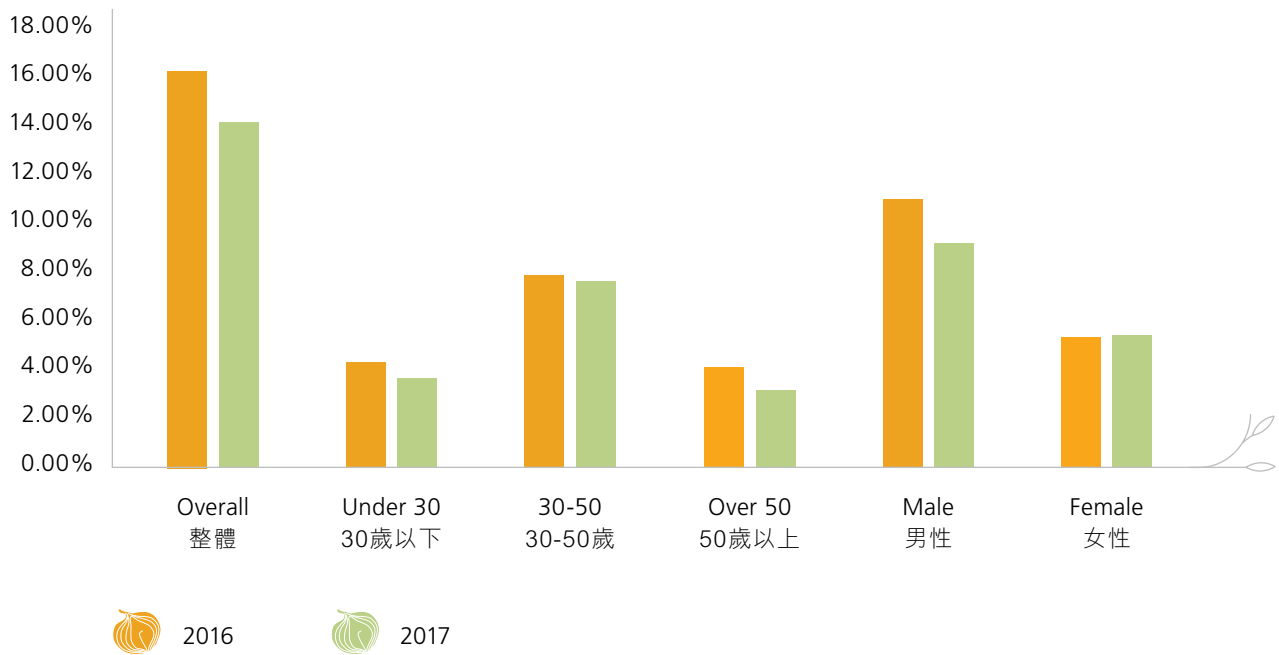
本集團設有清晰的招聘、晉升及解僱政策，包括嚴禁強迫勞工或童工。我們的行為守則規定每名員工在工作時必須符合專業及道德要求。我們嚴格遵守香港法例第57章《僱傭條例》，以及其他與工作環境和強迫勞工或童工的相關法規；並向員工提供優於監管規定的薪酬及福利待遇，包括醫療保健、超時補貼、退休福利、培訓津貼、酌情年終酬金及假期<sup>2</sup>。

噴射飛航自2012年起推行彈性上班安排，協助僱員達致工作與生活平衡。為發揮作為關愛僱主的角色，我們定期檢討人力資源策略，以提升員工士氣、生產力和歸屬感。我們嚴格遵守涉及職場歧視的相關規例及法律，確保全體員工無分年齡、性別、種族、婚姻與家庭狀況及傷健，一律獲得平等就業和發展機會。

<sup>2</sup> Includes marriage, maternity, paternity, compassionate and examination leave. 包括婚假、產假、侍產假、恩恤假及考試休假。



## Turnover Rate by Age and by Gender 按年齡及性別劃分的員工流失率



We are committed to creating an inclusive environment where employees are treated with fairness and respect, and are at all times free from discrimination and harassment. Employees can raise issues concerning work conditions through our grievance system, where disputes are resolved in an efficient and systematic way. We believe staff engagement is vital to maintaining healthy and harmonious work relations, and engage with our staff in open two-way communication through various channels, including email, intranet and newsletters. Since 2016, we have used an instant communication platform with our Macau employees through WeChat, where staff members can obtain the latest information on staff activities, sustainability initiatives and other corporate updates.

我們致力營造共融環境，讓僱員得到公平待遇及尊重，對歧視及騷擾行為零容忍。集團設有申訴機制，讓員工提出與工作環境相關的問題，並以高效及系統化的方式排解糾紛。我們明白員工的參與程度對維持健康和諧工作關係的重要性，因此透過電郵、內聯網及企業通訊等多個渠道，積極與員工進行公開的互動交流。自2016年開始，我們利用微信與澳門員工溝通，他們可在即時通訊平台取得有關員工活動、可持續發展措施及集團的最新資訊。





## Health and Wellness 身心健康

We believe the overall physical and mental wellness of our employees is vital to maintaining an efficient and dedicated workforce. Therefore, we implement a number of work-life balance activities with the needs of our people in mind.

我們相信，員工能保持整體身心健康，對維持高效工作團隊至關重要，因此我們按照員工的切實需要，推行多項促進工作與生活平衡的活動。

### Work-Life Balance Week 生活與工作平衡周

For the 6<sup>th</sup> consecutive year, we participated in the Work-Life Balance Week organised by Community Business. We distributed healthy snacks and shared balanced diet tips with our employees. Coinciding with the Mid-Autumn Festival, we also organised lantern riddle and distributed fruits to celebrate the joyful day.

集團連續第六年參與由社區賢匯舉辦的生活與工作平衡周，向員工派發健康小食及分享均衡飲食小貼士。適逢中秋佳節，我們舉辦猜燈謎活動及派發應節水果，與員工共渡佳節。



### Eco-tour to Hoi Ha Marine Life Centre 海下灣海洋生物中心生態遊

Partnered with World Wide Fund for Nature, we organised a tour for our employees to the Hoi Ha Marine Life Centre at Sai Kung where they learned about Hong Kong's marine ecology, particularly coral ecosystems, and enjoyed glass-bottom boat trips.

我們與世界自然基金會合作，安排員工乘坐玻璃底船遊覽西貢海下灣海洋生物中心，認識香港海洋生態及珊瑚生態系統。

### Food Waste-to-Jam Workshop 「剩食變果醬」工作坊

In collaboration with Oxfam, our Macau employees joined a workshop to turn leftover fruits into healthy, delicious jam. Besides raising their awareness on climate change, food waste and poverty, the workshop also encouraged them to put natural resources to full use.

我們與樂施會合作舉辦工作坊，教導澳門員工將剩餘的水果製成健康美味的果醬，提高他們對氣候變化、浪費食物及貧窮的認知，並鼓勵他們珍惜及善用天然資源。





### ECO Repellent Workshop 環保驅蚊劑工作坊

Our employees attended a workshop to create their own mosquito repellent from natural ingredients for a mosquito-free summer.

透過工作坊，員工學習到利用天然材料自製驅蚊劑，在炎夏季節作驅蚊用途。

### Macau Eco TrailHiker 澳門環保遠足者

Together with AJ Hackett Macau Tower, the Group sponsored 28 staff members to join the 30 km Corporate Challenge and the 10 km Family & Fun Course.

本集團聯同澳門旅遊塔AJ Hackett，贊助28位澳門員工參與30公里挑戰線及10公里樂遊線等兩個項目。



### Shun Tak Sports Day 信德運動日

To promote the good habit of regular exercise, the Macau Office organised Shun Tak Sports Day on 26 November. Staff from different business units participated in badminton and table tennis tournaments, as well as various sports activities with their family members.

為提倡定期運動的良好習慣，澳門辦事處於11月26日舉行信德運動日，來自不同業務單位的員工參加羽毛球及乒乓球比賽，並帶同家人一起參與多項體育活動。





### World Challenge Day

#### 世界挑戰日

In support of the World Challenge Day organised by the Macao Sports Bureau and the Civic and Municipal Affairs Bureau, more than 80 staff members from our different operations joined a 15-minute stretching exercise.

為響應澳門體育局與民政總署舉辦的世界挑戰日，逾80位來自不同業務的員工，一同進行15分鐘伸展運動。



We ensure that our employees work in a healthy work environment. At the Hong Kong corporate offices, we regularly clean and disinfect various facilities, including air-conditioning filters, ultraviolet lamps, primary air units and fan coil units. The Group received the following certificates for its effort in achieving good indoor air quality for our people:

- Indoor Air Quality Certificate (Good Class) from the Environmental Protection Department
- IAQwi\$e Certificate (Good Level) from the Environmental Campaign Committee
- Eco-Healthy Workplace Label from World Green Organisation

為確保員工在健康的工作環境下工作，集團香港辦公室定期清潔及消毒各項設施，包括空調隔塵網、紫外線燈、鮮風櫃及風機盤管。本集團致力為員工提升室內空氣質素，並榮獲下列認證：

- 環境保護署頒發「室內空氣質素檢定證書《良好級》」
- 環境運動委員會頒發「清新室內空氣證書」
- 世界綠色組織頒發「健康工作間」標誌





## Occupational Health and Safety 職業健康與安全

We prioritise workplace health and safety, regularly identifying, managing and reviewing potential occupational health and safety (“OHS”) risks at each business unit. Apart from complying with relevant OHS regulations, we also adopt OHS practices in line with the unique business nature of our operations.

We conduct regular Display Screen Equipment (“DSE”) assessments to identify and resolve safety risks at the earliest possible opportunity. Furthermore, to instil safety mindset in our employees, we offer practical OHS training across our business units. During the reporting period, the Group arranged a series of OHS seminars to allow colleagues to stay apprised of the latest relevant knowledge and regulations. The programme was well received, totalling over 2,300 training hours from different operations. Regular safety training on topics such as “Prevention of industrial accident and work-at-height safety” is also provided to our Property Management staff. To further enhance the safety of our work environment, we are making plans to apply for ISO 45001 Occupational health and safety management systems for our managed properties.



**2,380**  
hours 小時

Number of OHS training taken  
by our employees in 2017

2017年僱員接受職安健培訓時數

我們把職場健康及安全置於首位，定期識別、管理及檢視各業務單位涉及職業健康與安全（「職安健」）的潛在風險。除遵守職安健的相關法規外，我們亦因應各業務的個別性質，採納相應的職安健常規。

我們定期進行顯示屏幕設備評估，及早識別和化解潛在的安全風險；並且在各業務單位提供職安健實踐訓練，向員工灌輸安全意識。於報告期內，本集團舉辦一系列職安健研討會，方便員工掌握最新知識及法規。這項計劃廣受歡迎，各業務部門的員工接受培訓的總時數超過2,300個小時。我們亦向物業管理部的員工提供定期安全培訓，包括預防工業意外及高空工作等。為進一步改善工作環境的安全，我們計劃為旗下管理物業申請ISO 45001職業健康安全系統認證。

Marine safety is a top priority at TurboJET. Comprising staff members from various departments, the TurboJET Safety Committees were established both in Hong Kong and Macau to plan safety training programmes, and review, manage and maintain OHS performance.

航海安全是噴射飛航最為重視的一環，在港澳兩地均有成立噴射飛航安全委員會，由各部門的員工組成，負責規劃安全培訓計劃，就職安健的表現進行檢討、管理及跟進。





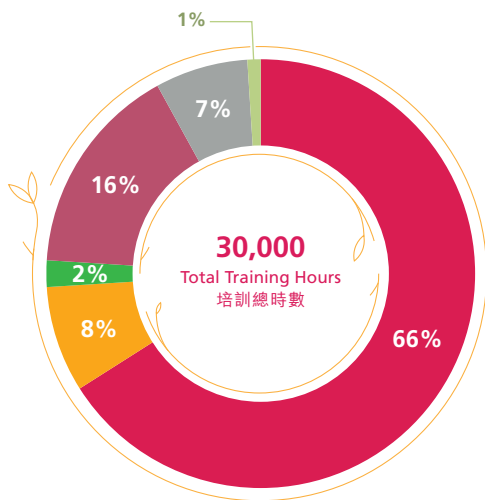
## Training and Career Development 培訓及就業發展

Apart from matching the right people with the right job, we also encourage continuous learning and support the development of our employees. We provide a wide spectrum of training programmes, education subsidies and examination leave to staff members. During the reporting period, employees from different job levels and business units participated in more than 360 training courses and received close to 30,000 total training hours.

我們著重用人唯才，亦鼓勵員工持續進修及支持他們的事業發展，包括提供多元化的培訓計劃、進修資助及考試休假等。於報告期內，各職級及業務單位僱員參與超過360個培訓課程，接受培訓的總時數接近30,000小時。



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



-  Professional Development  
專業發展
-  Occupational Health and Safety  
職業健康與安全
-  Regulatory Compliance  
法規事務及安規管理
-  Corporate Culture and Orientation  
企業文化與入職培訓
-  Communication Skills  
溝通技巧
-  Leadership and Management Skills  
領導才能與管理技巧

The Group offers training programmes ranging from corporate culture, leadership and management training, to cyber security and regulatory updates. To support the operational needs of different business units, we also provide specialised and technical training to enhance employees' professional skills. For example, a series of seminars and workshops on facility maintenance and crisis management were conducted for our Property Management staff.

本集團提供企業文化、領導與管理技巧培訓，以至網絡安全及最新監管規定等範疇的培訓計劃。因應不同業務單位的營運需要，我們亦提供專門的技術培訓，以提升員工的專業技能，例如為物業管理部員工籌辦一系列有關設施保養及危機處理的研討會和工作坊。







Our Property Management operation launched a 3-day Management Development Programme for their managers, focusing on leadership development, effective communication and staff management. With a post training half day workshop in place to strengthen their learned skills, our trained managers are able to carry forward their knowledge as they continue their career journey at Shun Tak.

物業管理部舉行為期3天的管理發展項目，著力培訓經理級員工的領導能力、有效溝通及員工督導管理技巧，並於培訓結束後舉行半天的工作坊，協助各人將所學技能進一步深化，以便他們在部門內繼續發揮所長，薪火相傳。



## Media and Communication Training Series at TurboJET 噴射飛航的傳媒及溝通培訓系列

To enhance the quality of service we provide at TurboJET, we arranged a total of 16 workshops from August to October 2017. Conducted by veteran media consultant Li Chan Wing, the following workshops enhanced the media and communication skills of our shipmasters, managers and frontline staff:

- **“Announcement and Communication Skills” Workshop:** Around 100 ship captains participated in the workshop on how to make reassuring announcements during unexpected situations.
- **“Media Response and Service” Workshop:** The workshop explained how to manage a media crisis and effectively communicate information to the public to over 170 managers, supervisors and senior staff.
- **“Quality Services” Workshop:** More than 400 crew members and frontline staff from wharf operations attended the workshop to learn communication skills to resolve conflicts at work.

為提高噴射飛航的服務質素，我們在2017年8月至10月期間合共舉辦16個工作坊，並邀請資深傳媒顧問李燦榮先生負責主講，重點協助船長、經理及前線員工提升應對傳媒及溝通技巧：

- **「廣播及溝通技巧」工作坊：**  
約100名船長參加工作坊，學習如何在突發情況下發表穩定人心的公佈。
- **「傳媒應對與服務」工作坊：**  
重點剖析公關危機管理，以及有效向公眾提供資訊。參加者包括170多名經理、主管及資深員工。
- **「優質服務」工作坊：**  
超過400名營運船員及碼頭運作前線員工出席，在工作坊中學習溝通技巧，以解決工作期間的糾紛。



# OUR ENVIRONMENT

## 我們的環境

Planted in the middle of deep mud in the pond or river bottom, the lotus root reveals its true color once cleaned.

This “sacred root” reminds us that we must sustain our “Think Green • Live Green” mindset and continue our effort to reduce the environment impact of our business operations.

雖植根於池塘或河床深泥中，然而它出淤泥而不染，清洗後顏色潔白自若。這種「靈根」提醒我們必須堅持「綠色生活•我思我行」的理念，並繼續努力減少我們因業務運營而對環境的影響。



Lotus Root  
蓮藕



# Our Environment

## 我們的環境

We have long been committed to reducing our ecological and carbon footprints to protect the environment, and we work hard to establish management practices and measures to minimise environmental impacts throughout our business units. Augmenting last year's effort to spread green messages, we enriched our flagship environmental awareness programme, "Think Green • Live Green", with a number of new initiatives to motivate behavioural changes for a green lifestyle amongst internal and external stakeholders. Within the Group, we further intensified our efforts to enhance energy efficiency, conserve water resources, and manage waste sustainably.

我們長期不遺餘力地推動環保，致力減少生態足印及碳足印，又盡力制定管理常規及措施，將業務營運對環境的影響減至最低。「綠色生活 我思 • 我行」是我們提倡環保意識的旗艦項目。今年，多個新活動相繼推出，鼓勵內部及外部持份者改變行為習慣，實踐綠色生活，進一步宣揚環保訊息。在集團內，我們更深化地提高能源效益、節約水資源及以可持續方式管理廢物。

Our green activities earned a number of awards:  
我們的環保活動獲頒多個獎項：



- **Hong Kong Green Organisation** from Environmental Campaign Committee .....  
環境運動委員會「香港綠色機構認證」



- **ISO 14001:2015 Environmental Management Systems accreditation** .....  
ISO 14001:2015環境管理系統認證



- **Hong Kong Green Awards 2017 – Environmental, Health and Safety Award – SME** from Green Council .....  
環保促進會「2017超卓環保安全健康獎—中小企」



- **Macau Green Hotel Award – Silver Award** from the Macau Environmental Protection Bureau .....  
澳門環境保護局「澳門環保酒店—銀獎」



- **Environmental Performance – Excellence Award** from the 5<sup>th</sup> Annual Business Awards of Macau .....  
第五屆澳門商務大獎—環境績效大獎



澳門環保酒店獎  
Prémio Hotel Verde Macau  
Macau Green Hotel Award

## Raising Environmental Awareness 提高環保意識

Fostering behavioural change through education is key to building a sustainable community. This year, we added new elements to the “Think Green • Live Green” programme, a campaign strongly supported by our top management, and well received by both internal and external stakeholders.

In 2017, we designated September and October as Green Months, and encouraged our employees to participate in a wide range of environmental activities.

透過教育鼓勵改變行為習慣，是建立可持續發展社區的關鍵。「綠色生活 我思•我行」計劃一直獲得最高管理層的鼎力支持，並廣受內部及外部持份者歡迎，本年度我們增加了更多新元素。

在2017年，我們選定九月及十月為環保月，鼓勵員工參與多元化的環保活動。



# 綠色生活 我思•我行

Highlights of activities during the Green Months:

### Energy-saving Seed Label Distribution

We created an energy-saving reminder using a sunflower seed design, and distributed it to every employee in Shun Tak. The design echoed the message of our sustainability report 2016 – to sow, cultivate, grow, and harvest the seeds of sustainability for the future.

環保月活動概覽：

### 派發節能種子標語貼

我們根據太陽花種子的形狀設計出節能提示標語貼，並派發予信德的每名員工。設計概念與2016年可持續發展報告的訊息相呼應，宣揚為未來播下可持續發展的種子，努力耕耘，讓種子茁壯成長，為社會帶來豐厚收穫。



 **THINK GREEN  
LIVE GREEN**



### Turn Off Lights during Lunchtime

We turned off unnecessary lights during lunch time every Monday at our headquarters and other business units to conserve and save energy.

### 午膳時間熄燈行動

每個星期一的午膳時間，我們關掉總部及其他業務單位的不必要照明，節約能源。

### Upcycling Workshop

#### 皮革再造工作坊

We organised an upcycling leather workshop at our Corporate Office to turn waste leather scraps into new coins purses, promoting resource conservation and reducing waste disposed in landfills.

我們於總部辦公室舉辦皮革再造工作坊，將廢棄的皮革碎片循環再造成為零錢包，推廣節約資源及減少運往堆填區的廢物。



### A Day with Food Angel

#### 惜食體驗日

We collaborated with Food Angel food bank to conserve resources while serving those in need. 26 staff volunteers helped to pack surplus food prepared at the factory, and delivered over 1,600 nutritious meal boxes to those in need.

我們與惜食堂合作，節約資源之餘亦為有需要的人士服務。26位集團義工到工場協助包裝剩餘食物，並將1,600個愛心飯盒運送分發予有需要人士。

### Volunteer Day @ Mai Po 米埔義工日

In September 2017, we partnered with World Wide Fund for Nature, Hong Kong to organise a volunteer activity at the biodiversity-rich Mai Po Nature Reserve, where 23 volunteers from our Corporate Office in Hong Kong and Shun Tak Property Management spent a morning removing *Mikania*, an invasive weed species, to safeguard a healthy ecosystem.

我們與世界自然基金會香港分會合作，於2017年9月在米埔自然保護區舉辦義工活動，23名來自集團香港總部及信德物業管理部的義工隊，於當天早上合力清除在區內的野生害草薇甘菊，協助維持米埔的自然生態系統健康發展。



### Green Menu

Since August 2017, our staff canteen at Macau Tower has offered at least one vegetarian option on our regular menu to provide our staff an additional sustainable, healthy and green choice.

### 綠色餐單

澳門旅遊塔的員工食堂自2017年8月起，在恆常菜單中提供最少一款素菜選項，為員工提供可持續、健康和綠色選擇。



## Green Wednesday 2017 2017綠色星期三

“ We strive to drive positive change and promote sustainable and green living to the wider community. During the Green Months in September and October 2017, our Property Management division organised “Green Wednesday” to offer vegetarian lunch options to our colleagues and residents through collaboration with a catering partner at liberté.

我們竭力以正向推動社區，廣泛宣傳可持續發展及綠色生活訊息。環保月活動在2017年9月及10月進行，期間物業管理部與昇悅居的餐飲夥伴合作推出「綠色星期三」，於午膳時段為我們的員工及住客提供素食選擇。”

### Pierre Leung 梁志平

Senior Property & Facility Manager 高級物業及設施經理  
Shun Tak Property Management Limited 信德物業管理有限公司

Being a self-proclaimed environmentalist, Pierre was pleased to see the extension of the initial 2016 “meatless lunch” option for Property Management staff grow into “Green Wednesday” for all in 2017 at liberté. “My first task was to find a restaurant partner, however, the restaurant owners in the area were quite hesitant about launching a meatless menu.” Luckily, building on his strong relationship with the tenants at liberté, he gained support from the environmentally conscious owner of Jazz Café at liberté clubhouse.

“Following the principles of LOVERS - Local, Organic, Vegetarian, Energy efficient, Reduce packaging, Seasonal crop, we created four meal options tailored to different groups. The green menu was provided at Jazz Café every Wednesday from 20 September through October.”

This first-ever green initiative at liberté attracted customers who embraced healthy eating. “It was the perfect teaching opportunity to educate the younger generation about balanced, healthy and green lifestyle.” In the coming year, Pierre is looking forward to more collaboration. “Riding on the growing momentum, we aim to expand the positive impact of “Green Wednesday” to benefit the community we all hold dear.”

梁志平(Pierre)本身是環保支持者，樂見活動由2016年只限於為物業管理員工提供「無肉午餐」選擇，發展到今年於昇悅居向公眾開放的「綠色星期三」。「開始時我負責物色餐廳為活動的合作夥伴，發現區內餐廳經營者對推出素食菜單顯得猶豫。」幸好基於他與昇悅居租戶的長久友好關係，最終獲得同樣關注環保的昇悅居會所 Jazz Café全力支持。

「我們以LOVERS的原則，即採用本地(Local)、有機(Organic)、素食(Vegetarian)、節能(Energy efficient)、減少包裝(Reduce packaging)及當季作物(Seasonal crop)等準則，配合不同客群的口味，設計了四款餐單。此等綠色菜單由9月20日至10月底的每個星期三，都會在 Jazz Café 供應。」

這項於昇悅居舉行的蕪新意念活動，吸引不少推崇健康飲食的顧客。「這是向年輕一代推廣均衡、健康及綠色生活的絕佳機會。」展望來年，Pierre 希望能夠與更多餐廳合作，「隨著綠色概念日益受到關注，我們的目標是推廣『綠色星期三』的正能量，為我們共同珍視的社區帶來福祉。」



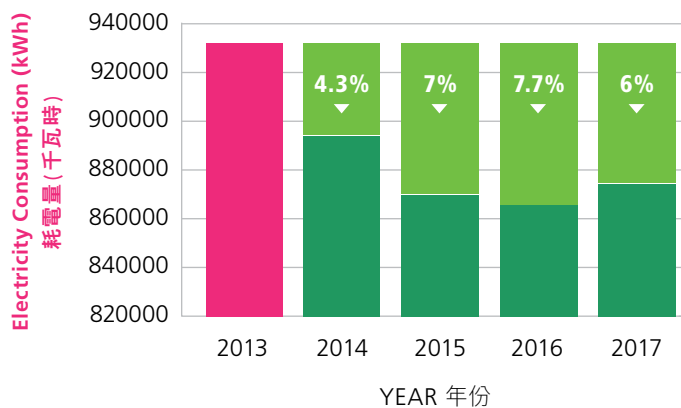


## Enhancing Energy Efficiency 提高能源效益

To reduce greenhouse gas emissions and other environmental impacts that arise from our diversified operations, we explore technologically feasible options to enhance energy efficiency whenever and wherever possible.

Our Energy Saving Campaign at the Hong Kong Corporate Office has set energy-saving strategies and targets across our operations since 2014. We tracked our performance every year to ensure improvements in energy efficiency as part of our response to climate change. We are pleased that our offices achieved a cumulative reduction of 25% in electricity consumption in 2017 against the 2013 baseline, an accomplishment realised through the concerted and combined long-term effort of all teams.

### Annual Electricity Consumption of Shun Tak Offices 信德辦公室全年耗電量



**↓ 25%** cumulative electricity consumption as compared to 2013  
自2013年耗電量累計減少25%

Our on-going Fuel Optimisation Programme at TurboJET continues to increase fuel efficiency over time. Through the Programme, we have adopted a number of measures including switching to lower sulphur content fuel, installing interceptors on vessels to reduce surface friction, and shutting down vessel engines while at berth. In 2017, our Fuel Optimisation Programme for TriCat achieved a cumulative fuel consumption reduction of over 31% against the 2011 baseline.

噴射飛航繼續推行燃料節約計劃，逐步提高航程的燃料效率。透過計劃已實施了多項措施，包括轉用硫含量更低的燃料，為船隻安裝攔截器以減少表面摩擦，及於停泊時關閉船隻引擎。與2011年的基數相比，我們透過燃料節約計劃，於2017年累計減少超級豪華雙體船燃料消耗逾31%。

我們致力減少溫室氣體排放，降低各項業務對環境帶來的其他影響，並且不斷探索可行的技術方案，以達到高效運用能源的目標。

集團香港總部自2014年起推行節能計劃，制定辦公室的節能策略及目標。我們每年檢視節能表現，確保能源效益有所提升，為應對氣候變化出一分力。與2013年的基數相比，我們深感欣慰是辦公室於2017年的耗電量累計減少25%，這是全賴整個團隊長期努力所得的成果。

We have further stepped up our energy-saving effort by progressively replacing traditional fluorescent light tubes with more energy-efficient LED lights at our managed commercial and residential properties in Hong Kong and Macau. In addition, Shun Tak Centre also recently undertook a renovation project which incorporated energy-efficient equipment and facilities upgrades.

集團旗下位於香港及澳門的管理項目，包括商業及住宅物業，正逐步採用節能效率更高的LED燈取代傳統光管，進一步加強節能效率。信德中心亦於近期進行翻新工程，安裝節能設備及進行設施升級。



Installation of variable frequency inverters to enhance energy efficiency  
安裝變頻器以提高能源效率

In our hospitality division, we have a monitoring system at Grand Coloane to review resource consumption on a daily basis including the use of fuel, electricity and water. The data in the monitoring system can be compared with operations data, such as event forecasts and room occupancy, to swiftly identify any abnormal consumption trends and to rectify if necessary. In addition, Grand Lapa has recently undertaken a major renovation to upgrade its facilities and improve overall environmental performance. In the future, we plan to upgrade Grand Coloane's facility and equipment to enhance energy efficiency.

在酒店業務部方面，鷺環海天酒店已設置監察系統，檢視每日的資源消耗，包括燃料、電力及用水量。監察系統的數據可與營運數據進行比對，例如活動預測及客房佔用率等，以迅速識別任何異常耗用趨勢，並在需要時加以糾正。此外，金麗華酒店近期開展大規模翻新工程，優化設施及提升整體環保表現。我們計劃未來為鷺環海天酒店進行設施及設備升級，以提高能源效益。

## Major Renovation of Grand Lapa Hotel 金麗華酒店的翻新項目



Grand Lapa, a contemporary luxury hotel with over 30 years of history, is located in Macau's metropolitan area. We started a phased renovation project to gradually replace and upgrade our facilities to become an environmentally-friendly hotel. By the end of December 2017, more than half of the hotel's guest rooms were renovated.

位於澳門市中心的金麗華酒店，被譽為擁有逾30年歷史的現代豪華酒店。酒店的翻新工程已分階段開展，經過更換及升級各項設施，將變身為嶄新的環保酒店。截至2017年12月底，超過半數的酒店客房已完成翻新。

<p><b>Energy Saving</b> 節能</p> 	<p>Installed <b>LED lighting</b> in 85% of the hotel areas 酒店的85%區域已改裝<b>LED燈</b></p> <p>Upgraded all lifts with <b>Variable Voltage Variable Frequency Lift Drive</b> and reduced energy consumption by 52% 所有升降機升級改裝為<b>變壓變頻器</b>，減少耗能52%</p>	<p>Installed <b>heat pumps</b> for the swimming pool and outdoor jacuzzi 游泳池及戶外按摩池安裝<b>熱泵</b></p> <p>Installed <b>Room Control Unit</b> to adjust room temperatures of vacant guest rooms 安裝<b>客房控制系統</b>，以便調整閒置客房的室內溫度</p>
<p><b>Improve Air Quality</b> 改善空氣質素</p> 	<p><b>Water Saving</b> 節約用水</p> 	<p>Established <b>Pool Water Recollecting System</b> to reuse treated pool water for toilet flushing 設置<b>泳池水收集系統</b>，將經處理的泳池水作沖廁用途</p>
<p>Switched to using more environmentally benign <b>R-407c refrigerant</b> 轉用更環保的<b>R-407c製冷劑</b></p> <p>Replaced fuel oil with <b>light diesel</b> in the boiler system with significantly lower sulphur and ash content 鍋爐系統使用<b>輕質柴油</b>取代燃油，大幅降低硫及灰的含量</p>	<p><b>Waste Reduction</b> 減少廢物</p> 	<p>Donated old furniture and mattresses to charity groups 向慈善團體捐贈舊傢俬及床褥</p> <p>Incorporated former ceiling tiles into the new hotel design to <b>reduce waste and retain character</b> 將舊天花板件融入新的酒店設計元素，以<b>減少浪費及保留特色</b></p>

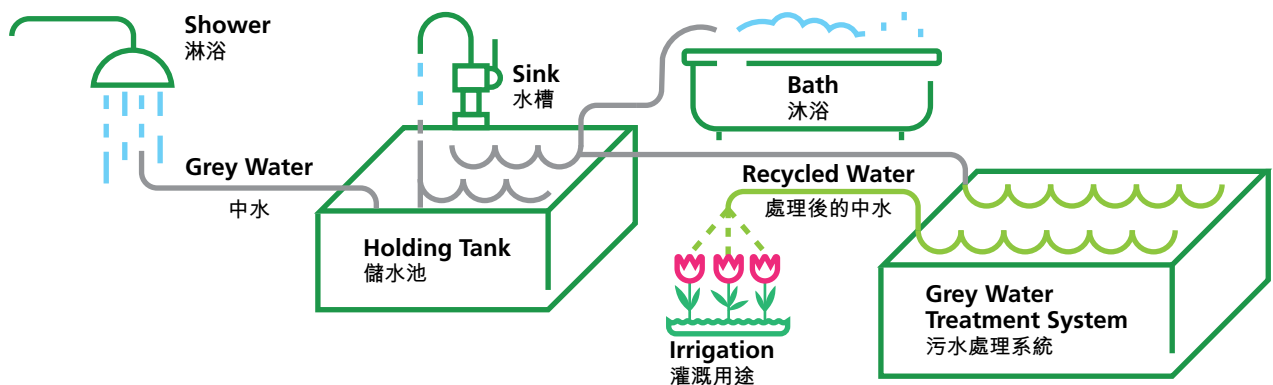
## Conserving Water Resources 節約水資源

Understanding that fresh water is a precious and limited natural resource, we are keen to implement water-saving measures and raise internal awareness for its efficient use. To date, we have implemented a wide array of water conservation measures, including the use of automatic faucets, and water meters to evaluate consumption at different operations.

At Grand Coloane, our on-site water treatment plant treats grey water generated from our guests and operations to produce approximately 15,400 m<sup>3</sup> of water annually for irrigation of the golf course and the hotel landscaping.

我們明白淡水屬珍貴而有限的天然資源，因此著力推行節水措施及在內部提倡節約用水意識。現時已實施的節水措施，包括使用感應水龍頭，以及透過水錶評估不同業務部的用水情況。

鷺環海天酒店自設污水處理設施，每年處理及產生再用水約15,400立方米，用以灌溉高爾夫球場及酒店園景。



Some of our managed properties continued to participate in the “Quality Water Supply Scheme for Buildings – Fresh Water (Plus)” to monitor the fresh water quality to ensure healthy drinking water is provided to users.

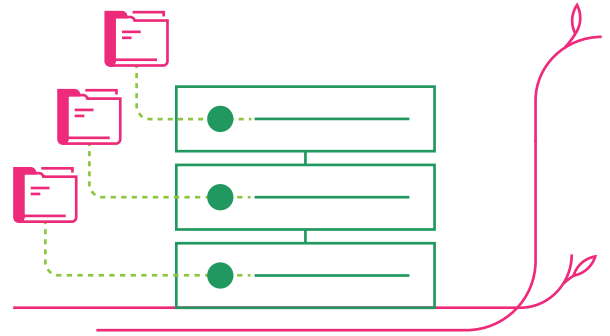
部份集團管理物業繼續參與「大廈優質供水認可計劃—食水(2.0版)」，以監督食水質素，確保向用戶提供健康的飲用水。

## Managing Waste Sustainably 可持續的廢物管理

We adopt a holistic approach to sustainable waste management, including avoiding unnecessary consumption and purchases, separating and recycling useful materials, and recovering waste which is converted into useful resources for employees. Building on the Group’s waste management policies and practices, we further intensify our effort by implementing a number of new initiatives and systems across different business units.

我們採取全面措施實行可持續的廢物管理，包括避免不必要的消耗及採購、分類及循環再造可用物資，以及回收廢物改造成可供員工使用的資源。除按照本集團的廢物管理政策及常規，我們也透過於不同業務單位實施多項新計劃及系統，加強廢物管理。

At our Property Management division, we implemented a new e-filing system for all management offices to significantly reduce paper consumption and related waste. Furthermore, our managed properties, such as liberté, The Belcher's, and Chatham Gate continue to provide recycling facilities, and to encourage residents, tenants, and other building users to separate their waste for recycling purposes. In addition, we arrange outgoing tenants to meet with new tenants during the handover period to explore opportunities to retain fixtures that could be reused to significantly reduce waste production during renovations.

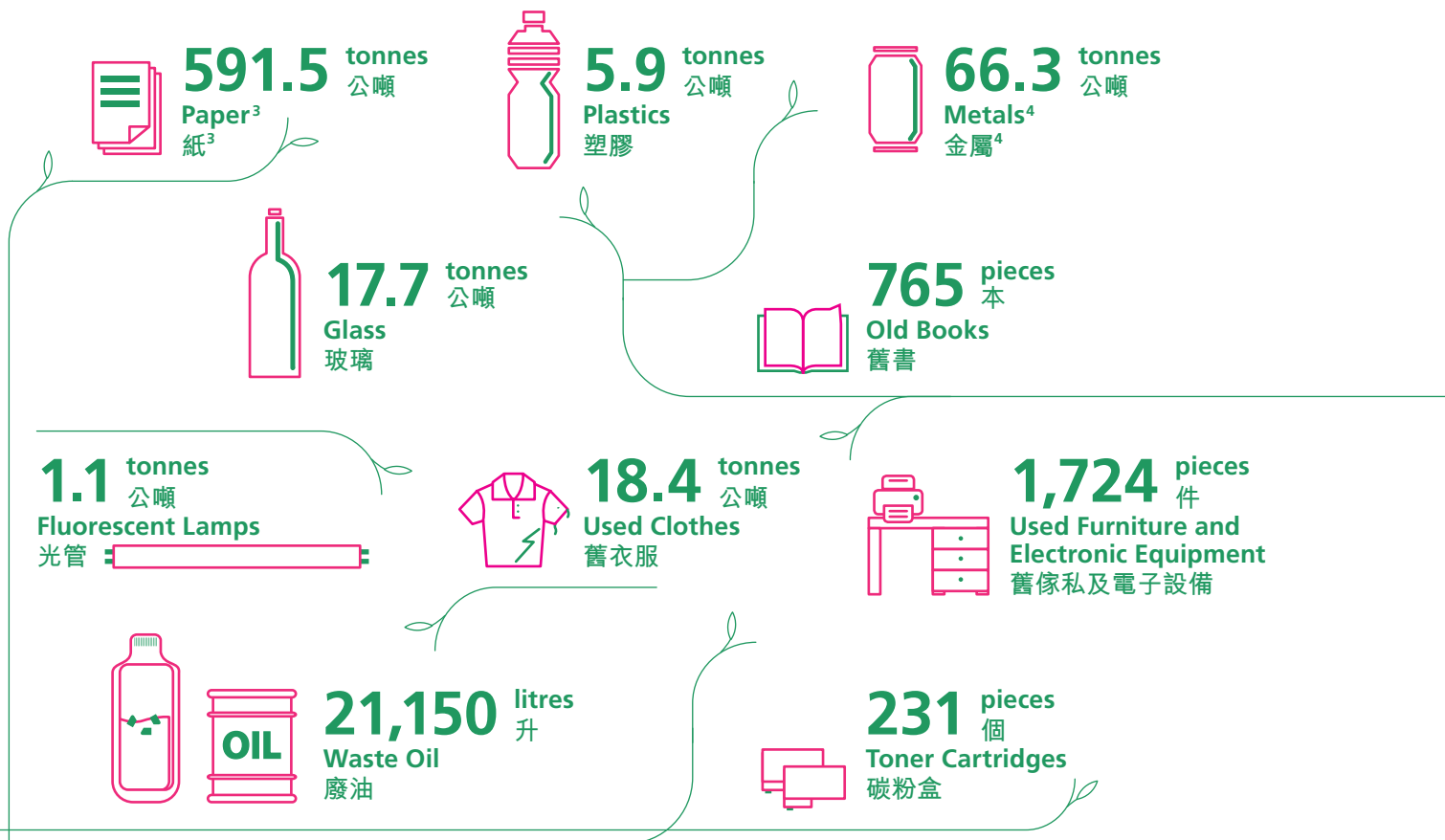


物業管理部落實在所有管理處實施電子存檔系統，大幅減少紙張消耗及相關廢物。集團管理的物業，例如昇悅居、寶翠園及昇御門等，繼續提供回收設施，鼓勵住客、租戶及其他樓宇使用者將廢物分類以便回收。此外，我們安排新舊租戶在物業交收期間見面，探討保留部分裝修以達再用的可能，盡量減少單位於裝修期內產生的廢物。

Taking full advantage of smartphone technology, TurboJET introduced a mobile app in 2016 to provide customers with instant access to the latest service updates and eBoarding to enable paperless ticketing and marketing promotion, significantly reducing the amount of paper consumed.

隨著智能手機技術日趨普及，噴射飛航於2016年分別推出手機應用程式及eBoarding系統，讓顧客即時獲取最新服務資訊，實現票務無紙化及電子市場推廣，大幅減少耗紙量。

### Recyclables Collected in 2017 於2017年收集的可循環再用物品



<sup>3</sup> Recycled paper includes waste paper, paper products and red packets collected.  
回收紙張包括收集的廢紙、紙質產品及利是封。

<sup>4</sup> Recycled metals include scrap metal and aluminum cans.  
回收金屬包括廢金屬及鋁罐。

## Sustainable Consumption - Giving Used Items a New Home 可持續消費 — 給二手物品一個新家

To foster the concept of sustainable consumption and instill a resource-sharing culture, we introduced a first-of-its-kind “Flea Market” in our Hong Kong and Macau offices. Employees were invited to bring gently used or unwanted items, such as small electrical appliances, household products, utensils and home décor products, and swap them with interested colleagues to give a new home to their bartered treasures. The Flea Market was well received by our colleagues and the remaining items were donated to the Salvation Army.

“Looking for a New Home” was a similar initiative introduced at our hospitality division. Grand Lapa created a platform for employees to buy and sell new and used items to raise funds for Fuhong Association in Macau. The initiative was well received amongst employees and we are considering to extend this initiative to other divisions in the future.

為培養可持續消費的理念及灌輸資源共享文化，我們於香港及澳門引入首個「免廢市集」，鼓勵員工將不常用或不需要的物品，例如小型家電、日用品、器皿及家居裝飾品等，與同事互相交換，為二手物品尋找一個新家。「免廢市集」大受同事歡迎，剩餘物品也用作捐贈救世軍。

酒店業務部亦沿用類似概念，推出「尋找一個新家」活動。金麗華酒店提供平台讓員工買賣全新及二手物品，為澳門扶康會籌款。活動深受員工歡迎，並考慮日後擴展至其他部門。



As food waste accounts for the majority of total waste produced in Hong Kong every day, we want to do our part to help drive behaviour change in the city. We coordinated and partnered with external community organisations to support food waste reduction, including a day with Food Angel, Bread Run, and Green Monday Seminar to educate our employees and strengthen their understanding in managing and reducing food waste. We also have other initiatives to convert food waste into useful materials, including:

- Employees from both the Hong Kong and Macau business units are encouraged to take used coffee grounds home for use as a deodoriser.  
鼓勵香港及澳門員工把咖啡渣帶回家作除臭用途。
- Used coffee grounds are collected at Grand Coloane and turned into compost for gardening.  
鸞環海天酒店收集咖啡渣轉化為植物肥料。
- The food decomposer at TurboJET converts food waste collected from the staff canteen into organic fertiliser for their rooftop garden.  
噴射飛航設置廚餘分解機，將員工食堂收集的廚餘循環再造成為屋頂花園的有機肥料。

香港每日所產生的廚餘佔整體垃圾量相當比重，我們希望在推動港人改變行為方面出一分力。我們與社區組織協作，支持減少廚餘，包括參與惜食體驗日、麵包收集及綠色星期一研討會，教育及加深員工對管理及減少廚餘的認識。我們亦舉辦其他活動，鼓勵將廚餘變成有用材料：





Shun Tak Centre, liberty, Chatham Gate, and The Westwood  
4 Properties attained the **Gold Class of FoodEver Award**

信德中心、昇悦居、昇御門及西寶城  
分別獲得**惜食傳承獎金獎**

Looking forward, we are planning more activities to further manage waste sustainably. At TurboJET, we are exploring eco-friendly food packaging, such as recyclable materials and biodegradable cutlery and utensils. At our hospitality division, both Grand Lapa and Grand Coloane will replace shampoo and shower gel bottles with dispensers to help significantly reduce the use of bottled bathroom amenities and their subsequent disposal.

展望未來，我們計劃採取更多措施以達致可持續廢物管理。噴射飛航正研究採用環保食物包裝，包括可循環物料及可分解的餐具器皿。金麗華酒店及鷺環海天酒店，均會以補充裝沐浴露和洗髮水取代瓶裝，以大幅減少瓶裝浴室用品的使用及棄置量。

## Developing and Managing Properties Sustainably 可持續物業發展及管理

With over 20 years of experience in property development, we continue to position ourselves to build innovative and high-quality buildings. Taking a forward-looking stance on the industry, we view green buildings as an emerging opportunity in the Greater Bay Area and the rest of Asia. We have taken steps towards adopting green building standards and have begun to incorporate green features throughout building lifecycles from design to construction and operation to renovation.

集團擁有逾20年地產發展經驗，未來將繼續發展創新及高質素項目。展望行業的前景，我們預見綠色建築將為大灣區及亞洲地區帶來新機遇，因此集團正逐步採用綠色建築標準，並開始在物業發展周期中，從設計到建造、從營運到翻新等不同階段，融入環保元素。

In Mainland China we incorporate sustainable design and energy efficiency principles into our mixed-use developments in Zhuhai and Shanghai, while making plans to fulfil the requirements of the Green Building Evaluation Standard, the “Three Star” System, established by the Ministry of Construction in the People’s Republic of China. In Singapore, our hotel development project aims to be certified under the Building and Construction Authority’s Green Mark scheme.

我們在珠海及上海等內地的綜合發展項目，亦將貫徹可持續設計及能源效益的原則，制定計劃以符合中國綠色建築評價標準（三星）認證的規定。至於新加坡的酒店發展項目，亦致力達到建設局綠色建築標誌計劃的認證。

We are committed not only to developing sustainable properties, but also to managing properties in a responsible and sustainable way that would create shared value for our communities in long run. In 2018, we will implement a Facility Management System to better monitor and analyse our managed portfolio performance. We will also update our Tenant Fit-Out Guidelines to encourage our tenants to take environmental considerations into account while carrying out fit-out works and renovation activities.

我們承諾致力建造可持續發展物業，同時以負責任及可持續發展方式管理物業，長遠為社區創造共享價值。我們將於2018年實施設施管理系統，以便有效監察及分析旗下管理物業組合的表現；並將更新租戶裝修指引，鼓勵租戶於進行裝修及翻新工程時考慮環境因素。

## Nova Grand - Environmentally Responsible Development 濠尚 — 環境友善的發展項目

NOVA GRAND, a development project with eight residential buildings and a 650,000 square foot shopping mall in Macau, is a prime example of how we integrate green elements and technologies in our design and construction process.

濠尚是澳門的物業發展項目，合共有八幢住宅樓宇及650,000平方呎購物中心。這是我們在設計及建築過程中加入綠色元素及技術的最佳例證。



- Designing buildings to have maximum southeast facing windows to capture more natural light

樓宇窗戶盡量朝向東南方，以增加採光度，引入更多自然光

- Providing landscaping and greenery, including vertical green wall, to create a healthy and green living environment

利用園林景觀及綠色植物，包括垂直綠牆，營造健康綠色生活環境



### Building Design 樓宇設計

- Adopting prefabricated components to optimise the use of materials  
採用預製組件以善用物料
- Using reusable and recyclable aluminium formworks to minimise waste generated from wood formworks which have a shorter lifespan  
使用可重複使用及可循環再用的鋁模板取代傳統木模板，減少廢物產生
- Installing LED lights for temporary lighting  
安裝LED燈作臨時照明
- Harvesting storm water for cleaning  
收集雨水作清潔用途



### Construction 建築工程



- Applying variable speed drivers (VSD) or variable frequency drives (VFD) to HVAC and plumbing systems to save energy

在暖通空調系統及水泵系統，安裝變速器或變頻器，節約能源

- Using occupancy sensors to control LED lights to reduce energy consumption

在LED照明系統中安裝感應器，減少能源消耗

- Capturing lost energy from the lift movements and using it back to the lift system

將升降機運作中的剩餘能源凝聚，重新應用於升降機系統



- Incorporating automatic two-speed control to vary escalators speed according to the passenger flow

安裝自動雙速控制器，根據人流調整扶手電梯的速度

- Installing electricity meters to monitor electricity consumption

安裝電錶監察電力消耗

- Using water-efficient dual-flush system and automatic water faucets in the clubhouse restrooms

會所洗手間採用節水雙沖系統及自動感應水龍頭



- Mounting bi-polar air purifiers in each air handling unit in the shopping mall to reduce odours and air pollutants

購物中心的空氣調節機組中，安裝雙極離子空氣淨化器，減少氣味及空氣污染物

- Installing carbon monoxide detectors in car park to prevent unnecessary energy consumption by the ventilation system

停車場安裝一氧化碳偵測器，減少通風系統不必要的能源消耗

- Providing charging stations for electric vehicles in car park

停車場裝設充電站，供電動汽車使用



### Car Park 停車場

# OUR VALUE CHAIN

## 我們的價值鏈

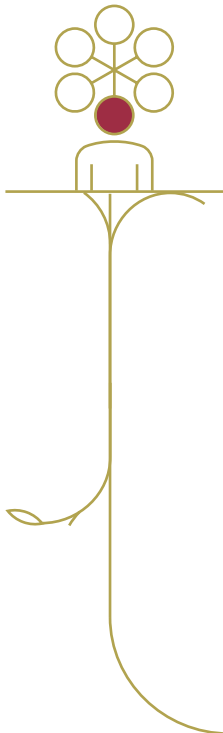
Ginger is famous for its ability to help digestion and improve blood circulation. This special characteristic bears a resemblance to our effort to work through the entire value chain, creating strong partnerships, delivering customer-centred service, and building a responsible supply chain.

因其有助消化和改善血液循環的能力而聞名。此特質與我們致力經營價值鏈相似，就是創建緊密合作的夥伴關係，提供以客為尊的服務，以及建立負責任的供應鏈。



Ginger  
子薑





# Our Value Chain

## 我們的價值鏈

As a Group that operates in property development and management, transportation, hospitality and investment in various other sectors, we impact all walks of life at multiple levels. In addition to establishing effective management systems to oversee the quality of products and services, we make great effort to deepen collaboration with our business partners, contractors and suppliers to deliver world-class services to our customers and at the same time create a responsible value chain.

集團業務覆蓋從事地產發展及管理、運輸、酒店消閒及投資；自然地會從不同層面影響社會各界。我們建立有效的管理系統，以監控及確保產品與服務質素，更竭力深化與業務夥伴、承建商及供應商的協作，為顧客提供世界一流的服務，同時創建負責任的價值鏈。

### Delivering World-class Services to Customers

#### 為顧客提供世界一流的服務

Our strategy for delivering excellent customer service and creating shared value for all stakeholders involves a multi-level process.

我們的顧客服務策略涉及不同層面，目標為提供優質服務，及為所有持份者創造共享價值。



We proactively reach out to our customers through various channels to collect feedback on the provision of products and services as well as build long-term relationships via regular communication.

- Hotline
- Website
- Social media platform
- In-person meetings

我們透過各種渠道積極與顧客聯繫，收集對產品及服務的意見，並透過定期溝通建立長久關係。

- 熱線
- 網站
- 社交媒體平台
- 親身會面



## Pursuing Customer Satisfaction 提升顧客滿意度

We recognise the importance of having a quality management system and a corporate culture focused on delivering customer-centred service to achieve a high customer satisfaction rate. Our Property Management Division both in Hong Kong and Macau and selected managed properties are accredited with the ISO 9001:2015 Quality management systems. We also provide relevant training for our employees to help them build a strong relationship with our customers. Courses offered include:

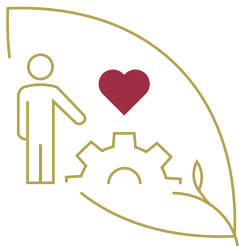
- Service Excellence
- Enhancing Courtesy
- Stress Management
- Effective Communication and Complaint Handling
- Grooming and Professional Customer Service

Measuring customer satisfaction rates gives us a benchmark of our strengths and weaknesses. We evaluate our services on a regular basis. During the reporting year, Property Management, Macau Tower and TurboJET conducted a customer satisfaction analysis through surveys with our customers.

我們深知設立品質管理系統及培養以客為尊的企業文化，對提升顧客滿意度尤其重要。集團於港澳的物業管理部及旗下精選管理物業，均獲 ISO 9001:2015 質量管理系統認證；並為員工提供培訓，協助他們與顧客建立穩固關係，有關課程包括：

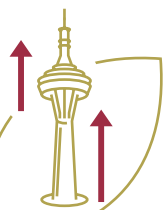
- 卓越服務
- 改善談吐舉止
- 壓力管理
- 有效溝通及投訴處理
- 儀容及專業的客戶服務管理

顧客滿意度是集團衡量自身強弱項的重要參考準則，因此我們會定期進行服務質素評估。於報告年內，物業管理部、澳門旅遊塔及噴射飛航透過客戶問卷調查，對顧客滿意度進行分析。



Property Management received an average satisfaction rate of **96%** from over 2,200 residents and tenants.

逾2,200名受訪住客及租戶對物業管理服務的平均滿意度為**96%**。



Macau Tower gained a **82%** satisfaction rate from more than 800 visitors.

超過800名受訪旅客對澳門旅遊塔的滿意度為**82%**。



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

調查以5分為滿分，逾1,600位受訪乘客中，有**93%**受訪者對噴射飛航的評分是3分或以上。



## Strengthening Relationships with Customers and Partners 加強與顧客及合作夥伴的關係

With a focus on long-term impact rather than immediate results, we are mindful of the continual need to enhance our relationship with the stakeholders in our value chain.

我們著重長遠關係多於短期效應，因此會時刻注意優化及鞏固與價值鏈中各持份者的關係。

Highlights of key activities:

主要活動概覽：

### Recycling Incentive Programme 循環再用獎勵計劃

In support of a zero-waste community, shopping malls under our property management award cash coupons to tenants and residents who participate in recycling programmes. This programme encourages behavioural change and reinforces the relationship amongst all parties including the Management Office, residents, tenants and customers.

為支持零廢物社區，物業管理部向商場的租戶及住客派發現金券以鼓勵他們參加循環再用計劃。我們期望透過計劃的推行，可提倡他們改變習慣，以及加強管理處、住客、租戶及顧客之間的關係。



### Share My Best Moment 相片徵集開心賞

Coinciding with TurboJET's 55 years of service, a "Share my best moment" campaign was launched in June 2017 through Facebook. People were invited to share their most memorable moments with the public. Over 460 photos were shortlisted and the winners were awarded TurboJET Hong Kong – Macau limited edition ferry tickets. Winning photos were also shared in Horizon magazine.



為慶祝噴射飛航55週年誌慶，我們於2017年6月透過Facebook舉行「相片徵集開心賞」活動。參加者可與公眾分享其最值得回味的時刻。超過460張入圍相片的得獎者，獲贈噴射飛航香港—澳門限量版船票，而獲獎相片則於《飛航天地》雜誌刊載。

### Sports Activities with Our Valued Partners 與重要夥伴體驗運動樂趣

TurboJET celebrated its 55<sup>th</sup> anniversary with a series of sports events. We invited our valued partners such as government departments and utilities companies from Hong Kong and Macau to form teams and share the experience of the competitions.

噴射飛航舉行一系列體育活動慶祝55週年誌慶，並邀請重要的合作夥伴，包括港澳的政府部門及公用事業公司組隊比賽，同享競技樂趣。





### Eco Programme for Hotel Guests

#### 為酒店住客而設的生態活動

To promote a healthy lifestyle and encourage our guests to get close to nature, Grand Coloane offers a series of eco activities. Making use of our hotel's advantage of being close to nature, our guests can enjoy a picnic lunch on the Garden Lawn and use a telescope to stargaze at night. Other activities include mountain trail walks in the morning and beach jogging in the afternoon.

為推廣健康生活方式及鼓勵住客親近大自然，鷺環海天酒店善用鄰近大自然的優勢，推出一系列生態活動。住客可於午間在戶外草坪享受野餐樂趣，亦可於晚間用望遠鏡觀星，其他活動包括山間小道晨運及午後沙灘慢跑。



### Safeguarding Customers' Interests

#### 保障顧客權益

We strictly adhere to high standards of business ethics and integrity in our operations and comply with applicable laws, regulations and industry guidelines where we operate. In Hong Kong, we comply with the Residential Properties (First-hand Sales) Ordinance (Cap. 621) which sets out obligations regarding the transparent disclosure of all marketing and sales materials, and related arrangements. In Macau, we follow all relevant laws and regulations such as 「承諾轉讓在建樓宇的法律制度」 and 「房地產中介業務法」 when conducting our sales activities. Through these measures, we are confident that our customers would be able to make informed decisions based on the accurate descriptions we provide.

We are committed to protecting customer information and data with care. Following the Personal Data (Privacy) Ordinance (Cap. 486), our business divisions have established their own data privacy policies tailored to specific business needs. During the reporting year, there were no verified complaints received concerning breaches of customer privacy and disclosure of customer data.

To foster a barrier-free culture and create an environment which is easily accessible by people of different needs, we have in place proper facilities such as disabled lifts, ramps, directional tiles and priority seats for disabled and wheelchair users in most of our premises. Many of our managed properties provide dedicated rooms for breastfeeding mothers. At Grand Coloane, we also provide disabled-friendly guest rooms with well-trained employees for appropriate assistance.

集團堅持在營運過程中秉持高標準的商業道德及誠信，嚴格遵守適用法律、規例和業界指引。在香港，我們遵守香港法例第621章《一手住宅物業銷售條例》，按法例要求公開披露所有市場推廣和銷售資料，以及相關安排。在澳門，我們進行銷售活動時，必定遵從《承諾轉讓在建樓宇的法律制度》、《房地產中介業務法》等所有相關法律和法規。透過完善的法規制度，我們深信顧客根據我們提供的準確描述，可在知情狀況下作出決定。

我們承諾用心保護顧客資料及數據。根據香港法例第486章《個人資料(私隱)條例》，集團旗下各部門已按個別業務需要制定合適的資料私隱政策。於報告年內，並無任何違例個案。

我們致力推廣無障礙文化，創造暢通易達的環境，為有不同需要的人士提供方便。集團大部份場所均設置各種無障礙設施，例如方便殘疾和輪椅人士使用的電梯和斜台、導盲地磚及優先座等；旗下管理物業亦普遍設有母乳餵哺室。鷺環海天酒店則設有無障礙客房，由經訓練的員工提供適當援助。





## Creating a Responsible Supply Chain 創建負責任的供應鏈

We prefer business partners, suppliers and contractors who share the same value of protecting the environment and operating responsibly. Our business divisions have set up their own sourcing and tendering processes to evaluate the environmental, social and technical performance of potential service providers. In 2017, over 87% of our suppliers were in Hong Kong and Macau where the majority of our business operates, whilst the remaining 13% were located in other regions.

Upon registering officially as our suppliers, our partners are required to declare compliance with all relevant laws and regulations governing child labour, forced labour, discrimination, corruption and other unethical practices; occupational safety and health; and environmental protection. We use project based initial assessments, business reviews and post project evaluation to keep track of supplier performance and ensure they are meeting our requirements. We also make site visits to the suppliers' workplaces to evaluate their performance.

Having a stringent monitoring system in place is critical to ensuring that we achieve the optimal outcome. Our property development project team conducts daily site inspections and weekly project meetings with contractors to spot and correct any mistakes relating to construction site safety, if any, and to avoid accidents. We hold regular safety and chemical drills at sites so that workers are familiar with crisis management procedures.

Apart from work site audits, we maintain regular and effective communication with our suppliers and contractors. Work-related briefings are useful to highlight any environmental, health and safety, and labour issues which might put both parties and the workers at risk. TurboJET engages its main suppliers and contractors through regular Safety Committee meetings to strengthen two-way communication about safety measures for site workers.

我們優先考慮與我們在環保及營運價值觀一致的業務夥伴、供應商及承建商。集團旗下各業務部門自行制定採購及招標程序，以評估潛在服務供應商在環境、社會及技術的表現。香港及澳門是集團的業務根據地，2017年我們有超過87%供應商來自港澳，餘下13%則位於其他地區。

正式成為我們合作夥伴的供應商，必須聲明遵守所有相關法律法規，有關規管涉及童工、強迫勞工、歧視、貪污及其他不道德手法，職安健及環保等。我們會就個別項目進行初步評估、業務檢討和總結評估，密切注視及確保供應商的表現符合集團要求；並會巡視供應商的工作場所，進行實地評估。

嚴謹的監察系統是確保達到理想成果的重要一環。集團地產發展部的項目團隊，堅持每日進行地盤巡查，每星期與承建商開會跟進工程狀況，查找任何涉及地盤安全的失誤，如有發現則即時糾正，以避免發生事故。各施工地盤定期舉行安全及化學品泄漏事故演習，確保員工熟悉危機管理程序。

除巡查地盤外，我們與供應商及承建商保持定期良好溝通，以工作簡報方式重點提出涉及環境、健康及安全、以及勞工問題，保障訂約雙方及員工免受風險。噴射飛航透過安全委員會的定期會議，就工地人員的安全措施等事宜，加強與主要供應商及承建商的互動溝通。

### Hong Kong Awards for Industries - Productivity & Quality Award from Trade & Industry Department & Hong Kong Productivity Council

獲工業貿易署與香港生產力促進局頒發  
「香港工商業獎－生產力及品質獎」



### 2016/17 Smiling Enterprises 5+ Year Award – Transportation Services from Mystery Shopper Service Association

獲神秘顧客服務協會頒發  
「2016/17年度微笑企業五+大獎－運輸及交通服務」





# Major Recognitions, Awards, Charters & Memberships

## 主要嘉許、獎項、約章及會籍

In 2017, we continued to pursue excellence in corporate governance, social responsibility, environmental protection and service quality. As the concept of sustainability grows deeper and firmer within the Group, we are grateful for the acknowledgement of our effort from the industry and the wider community. The following recognitions and awards are arranged in alphabetical order.

2017年，我們繼續在企業管治、社會責任、環保和服務品質方面力求卓越。伴隨著可持續發展的理念於集團文化植根萌芽，我們的不懈努力獲業內和社會各界的廣泛認可。以下獎項及嘉許依英文字母次序排列。

Recognitions / Awards 嘉許/獎項		Issuing Bodies 頒發機構	Company 公司	
Corporate Governance and Social Responsibility 企業管治及社會責任				
2016 SE Supporter 2016支持社企機構		Fullness Social Enterprises Society Limited 豐盛社企學會有限公司	TurboJET 噴射飛航	
2 <sup>nd</sup> F&B Occupational Safety and Health Award Program 第二屆飲食業職安健獎勵計劃	Corporate Safety Performance (Hotel Group) Silver Award 企業安全表現(酒店組別)銀獎	Macau Labour Affairs Bureau 澳門勞工事務局	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
	Best Restaurant in Occupational Safety and Health (Hotel Restaurant Group A) Bronze Award 最佳職安健食肆(旗下食肆A組)銅獎			Grand Lapa Macau - Kam Lai Heen Chinese Restaurant 澳門金麗華酒店 - 金麗軒中餐廳
	Best Restaurant in Occupational Safety and Health (Hotel Restaurant Group C) Silver Award 最佳職安健食肆(旗下食肆C組)銀獎			Grand Lapa Macau - Café Bela Vista 澳門金麗華酒店 - 蒼景閣咖啡室
	Best Restaurant in Occupational Safety and Health (Hotel Restaurant Group C) Merit Award 最佳職安健食肆(旗下食肆C組)優異獎			Grand Lapa Macau - Naam Thai Restaurant 澳門金麗華酒店 - 瀝泰國餐廳
Award for implementing paid paternity leave for male employees 支持母乳媽媽友善僱主		The Women's General Association of Macau 澳門婦女聯合總會	STH(M)L 信德集團控股(澳門)有限公司	
Breastfeeding Support Award 實施有薪男士侍產假友善僱主				
Family Friendly Employer Award 家庭友善僱主	Gold 金獎			



Recognitions / Awards 嘉許/獎項		Issuing Bodies 頒發機構	Company 公司
Best Companies to Work For in Asia 2017 2017亞洲最佳企業僱主獎		HR Asia (只有英文版)	STHL 信德集團
Business Awards of Macau 2017 2017澳門商務大獎	Corporate Social Responsibility - Excellence Award 企業社會責任大獎	De Ficção Multimedia Projects and Charity Association of Macau Business Readers 多媒體傳訊及澳門商務讀者慈善會	STH(M)L 信德集團控股(澳門)有限公司
Caring Company Logo 2017/18 2017/18年度「商界展關懷」標誌	10 Years PLUS Caring Company Logo 十年 Plus 「商界展關懷」標誌	The Hong Kong Council of Social Service 香港社會服務聯會	STHL 信德集團 STPML 信德物業管理有限公司(香港) TurboJET 噴射飛航
Constituent of Hang Seng Corporate Sustainability Benchmark Index 恒生可持續發展企業基準指數成份股		Hang Seng Indexes Company Limited 恒生指數有限公司	STHL 信德集團
Good MPF Employer 積金好僱主		The Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局	STHL 信德集團 STPL 信德置業管理有限公司(香港) STPML 信德物業管理有限公司(香港) STDL 信德發展有限公司 STHSL 信德旅業服務有限公司 MMCL 澳門東西有限公司 STTSL 信德旅遊有限公司 STREL 信德地產有限公司 STTIHL 信德旅遊投資控股有限公司 TurboJET 噴射飛航
HKQAA CSR Index Plus 香港品質保證局社會責任進階指數		Hong Kong Quality Assurance Agency 香港品質保證局	STHL 信德集團
Joyful@Healthy Workplace Charter 好心情@健康工作間約章		Occupational Safety & Health Council 職業安全健康局	STHL 信德集團 STPML 信德物業管理有限公司(香港) liberté 昇悅居
Long Term Voluntary Service to the School-Company-Parent Program (10 years) 商校家長計劃長期義工服務(10年)		Young Entrepreneurs Development Council 青年企業家發展局	STHL 信德集團
Manpower Developer Award Scheme 人才企業嘉許計劃	Manpower Developer Award (2017-2019) 人才企業獎(2017-2019)	Employees Retraining Board 僱員再培訓局	TurboJET 噴射飛航
Outstanding Fundraising Volunteer Team Award 義工團體傑出籌款獎		Oxfam 樂施會	STH(M)L 信德集團控股(澳門)有限公司
The 8 <sup>th</sup> Hong Kong Outstanding Corporate Citizenship 第八屆香港傑出企業公民	Merit Award (Enterprise Category) 優異獎(企業組別)	Hong Kong Productivity Council and Committee on the Promotion of Civic Education 香港生產力促進局及公民教育委員會	STHL 信德集團
	Logo (Volunteer Category) 嘉許標誌(義工隊組別)		
Work-Life Balance Week 2017 2017工作與生活平衡周	Practicing Organisation 實踐機構	Community Business 社商賢匯	STHL 信德集團



Recognitions / Awards 嘉許/獎項		Issuing Bodies 頒發機構	Company 公司	
<b>Environmental Protection 環境保護</b>				
Business Awards of Macau 2017 2017澳門商務大獎	Environmental Performance - Excellence Award 環境績效大獎	De Ficção Multimedia Projects and Charity Association of Macau Business Readers 多媒體傳訊及澳門商務讀者慈善會	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
Certificate of Corporate Environmental Leadership Awards 2016 企業環保領先大獎2016證書		Bank of China (Hong Kong) 中國銀行(香港)	STPML 信德物業管理有限公司(香港)	liberté 昇悅居
Charter on External Lighting 戶外燈光約章	Platinum Award 鉑金獎	Environment Bureau 環境局	STPML 信德物業管理有限公司(香港)	liberté 昇悅居 The Belcher's 寶翠園
	Gold Award 金獎			The Westwood 西寶城
Commendation Scheme on Source Separation of Domestic Waste 2016/17 2016/17家居廢物源頭分類獎勵計劃	Certificate of Merit 優異獎	Environmental Protection Department 環境保護署	STPML 信德物業管理有限公司(香港)	liberté 昇悅居
Eco-Brand Awards 2017 環保品牌大獎2017		Eastweek 東周刊	TurboJET 噴射飛航	
Eco-Healthy Workplace Label 健康工作間標誌		World Green Organisation 世界綠色組織	STHL 信德集團	Corporate Office 總部辦公室
			STPML 信德物業管理有限公司(香港)	liberté 昇悅居 The Belcher's 寶翠園
			TurboJET 噴射飛航	
Energy Saving Charter 2017 / 4Ts Charter 節能約章2017 / 4Ts約章	Participation Certificate 參與證書	Electrical and Mechanical Services Department 機電工程署	STHL 信德集團	Corporate Office 總部辦公室
			STPL 信德置業管理有限公司(香港)	Shun Tak Centre 信德中心
			STPML 信德物業管理有限公司(香港)	Chatham Place 昇御商場 liberté place 昇悅商場 The Westwood 西寶城





Recognitions / Awards 嘉許/獎項		Issuing Bodies 頒發機構	Company 公司	
FoodEver WasteNever 惜食傳承	Certificate of Commendation FoodEver Award (Gold Class) 惜食傳承獎狀(金獎)	Hong Kong Women Professionals & Entrepreneurs Association and Hong Kong Productivity Council 香港女工商及專業人員聯會及 香港生產力促進局	STPL 信德置業管理有 限公司(香港)	Shun Tak Centre 信德中心
			STPML 信德物業管理有 限公司(香港)	Chatham Gate 昇御門 liberté 昇悅居 The Westwood 西寶城
Green Office Award Labelling Scheme 綠色辦公室獎勵計劃	Green Office Label 綠色辦公室標誌	World Green Organisation 世界綠色組織	STHL 信德集團	Corporate Office 總部辦公室
			STPL 信德置業管理有 限公司(香港)	Shun Tak Centre 信德中心
			STPML 信德物業管理有 限公司(香港)	liberté 昇悅居 The Belcher's 寶翠園
			TurboJET 噴射飛航	Shipyards 船塢
Hong Kong Green Awards 2017 - Environmental, Health and Safety Award - SME 2017超卓環保安全 健康獎－中小企	Bronze Award 銅獎	Green Council 環保促進會	STPML 信德物業管理有 限公司(香港)	Chatham Gate 昇御門
Hong Kong Green Organisation 香港綠色機構		Environmental Campaign Committee 環境運動委員會	STHL 信德集團	
			TurboJET 噴射飛航	
Hong Kong Green Organisation Certification - Energywi\$e Certificate 香港綠色機構認證 －節能證書	Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團 AHG 雅辰酒店集團	
	Good Level 良好級別		STHL 信德集團 STPL 信德置業管理有限公司(香港) STDL 信德發展有限公司 STREL 信德地產有限公司 STTSL 信德旅遊有限公司	
Hong Kong Green Organisation Certification - IAQwi\$e Certificate 香港綠色機構認證 －清新室內空氣證書	Good Level 良好級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團	Corporate Office 總部辦公室
Hong Kong Green Organisation Certification - Wastewi\$e Certificate 香港綠色機構認證 －減廢證書	Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團	
			STPML 信德物業管理有 限公司(香港)	The Belcher's 寶翠園
			TurboJET 噴射飛航	



Recognitions / Awards 嘉許/獎項		Issuing Bodies 頒發機構	Company 公司	
Hong Kong Smoke-Free Leading Company Awards 香港無煙領先企業大獎	Certificate of Merit 優異獎	Hong Kong Council on Smoking and Health 香港吸煙與健康委員會	STPL 信德置業管理有限公司(香港)	
Indoor Air Quality Certificate 室內空氣質素檢定證書	Excellence Class 卓越級別	Environmental Protection Department 環境保護署	STPML 信德物業管理有限公司(香港)	liberté 昇悅居
	Good Class 良好級別		STHL 信德集團	Corporate Office 總部辦公室
			STPML 信德物業管理有限公司(香港)	The Belcher's 寶翠園
Macau Energy Saving Contest 2017 澳門知慳惜電比賽2017	Excellence Award in Group B 酒店B組優異獎	Companhia de Electricidade de Macau and the Office for the Development of Energy Sector of Macao SAR 澳門電力股份有限公司及澳門特區政府能源發展辦公室	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
Macau Green Hotel Award 澳門環保酒店獎	Silver Award 銀獎	Macau Environmental Protection Bureau 澳門環境保護局	AHG 雅辰酒店集團	Grand Coloane Resort 鷺環海天度假酒店 Grand Lapa Macau 澳門金麗華酒店
Quality Water Supply Scheme for Buildings 大廈優質供水認可計劃	Fresh Water (Plus) (Basic Plan) 食水(2.0版)(基本級別)	Water Supplies Department 水務署	STPML 信德物業管理有限公司(香港)	liberté 昇悅居
<b>Quality and Customer Service 品質及客戶服務</b>				
2016/17 Smiling Enterprises 5+ Year Award – Transportation Services 2016/17微笑企業五+大獎 – 運輸及交通服務		Mystery Shopper Service Association 神秘顧客服務協會	TurboJET 噴射飛航	
2017 Hong Kong Awards for Industries – Productivity & Quality Award 2017香港工商業獎 – 生產力及品質獎		Trade and Industry Department 工業貿易署	TurboJET 噴射飛航	
2017 Hong Kong Top Service Brand Ten Year Achievement Award 2017香港服務名牌十年成就獎		Hong Kong Brand Development Council and The Chinese Manufacturers' Association of Hong Kong 香港品牌發展局及香港中華廠商聯合會	TurboJET 噴射飛航	
Best Relaxation Retreat in Macau 澳門最佳休閒度假酒店		Haute Grandeur Global Hotel Awards 2017 Haute Grandeur 2017全球酒店大獎	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
Crime Prevention Activities 防止罪案活動	Certificate of Appreciation 感謝狀	Hong Kong Police Force 香港警務處	STPL 信德置業管理有限公司(香港)	
Ctrip's Travellers' Top Spots Award 2016 2016年攜程旅行口碑榜	Best Resort Hotel 最佳度假酒店	Ctrip 攜程	AHG 雅辰酒店集團	Grand Coloane Resort 鷺環海天度假酒店



Recognitions / Awards 嘉許/獎項		Issuing Bodies 頒發機構	Company 公司	
Excellence Facility Management Award 2016 卓越設施管理獎2016	Excellence Award (Large-scale Residential) 卓越獎(大型住宅)	The Hong Kong Institute of Facility Management 香港設施管理學會	STPML 信德物業管理有限公司(香港)	liberté 昇悅居
Kowloon West Security Services Best Training Awards 2016 2016年度西九龍最佳保安服務選舉	Outstanding Managed Property 最佳管理物業獎	Kowloon West Regional Crime Prevention Office 西九龍總區防止罪案辦公室	STPML 信德物業管理有限公司(香港)	Chatham Gate 昇御門
	Outstanding Managed Public Carpark 最佳管理公眾停車場獎			liberté 昇悅居 Chatham Gate 昇御門
	Three Star Managed Property 三星級管理物業獎			liberté 昇悅居
Luxury Family Hotel 奢華親子酒店		World Luxury Hotel Awards 2017 2017世界奢華酒店獎	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
Luxury Spa Resort 奢華水療度假村				
Luxury Resort of the Year 2017 (只有英文版)		Luxury Travel Guide Asia & Australasia (只有英文版)	AHG 雅辰酒店集團	Grand Coloane Resort 鷺環海天度假酒店
Partner Employer Award 「友商有良」嘉許計劃	Certificate of Appreciation 感謝狀	The Hong Kong General Chamber of Small and Medium Business 香港中小企業總商會	STPML 信德物業管理有限公司(香港)	
Quality Property & Facility Management 2016 優質物業設施管理大獎2016	Certificate of Appreciation 感謝狀	The Hong Kong Association of Property Management Companies and The Hong Kong Institute of Surveyors 香港物業管理公司協會及香港測量師學會	STPML 信德物業管理有限公司(香港)	Chatham Gate 昇御門
Quality Tourism Services Accreditation Scheme Star Merchant Award 星級旅遊服務認可計劃	Deluxe Restaurant Category 豪華餐廳組別	Macao Government Tourism Office 澳門特別行政區政府旅遊局	AHG 雅辰酒店集團	Grand Coloane Resort - Café Panorama & Kwun Hoi Heen Chinese Restaurant 鷺環海天度假酒店 - Café Panorama及觀海軒中餐廳
Security Services Best Training Award 2016 2016年度保安服務最佳培訓獎	Award of Gold (Licensed Security Company - Type I) 金獎(第一類別得獎保安服務公司)	The Security Services Training Board of the Vocational Training Council and the Hong Kong Police Force Crime Prevention Bureau 職業訓練局保安服務訓練委員會與香港警務處防止罪案科防止罪案科	STPML 信德物業管理有限公司(香港)	liberté 昇悅居



We actively engage with professional groups and industry associations which serve as invaluable platforms for information exchange, idea sharing and collaboration.

我們積極參與各界專業團體及工商業組織，善用社團平台促進資訊互通、意見交流及攜手合作。

Institution 機構	Company 公司		Class of Membership 會籍級別
Business Environment Council 商界環保協會	STHL 信德集團		Corporate Member 企業會員
Employers' Federation of Hong Kong 香港僱主聯合會	STHL 信德集團		Corporate Member 企業會員
France Macau Chamber of Commerce 法國澳門工商會	AHG 雅辰酒店集團	Grand Coloane Resort & Grand Lapa Macau 鷺環海天度假酒店及 澳門金麗華酒店	Corporate Member 企業會員
Hong Kong General Chamber of Commerce 香港總商會	AHG 雅辰酒店集團	Grand Coloane Resort & Grand Lapa Macau 鷺環海天度假酒店及 澳門金麗華酒店	Member 會員
Hong Kong Institute of Human Resource Management 香港人力資源管理學會	STHL 信德集團		Corporate Member 企業會員
	TurboJET 噴射飛航		
Industrial Association of Macau 澳門廠商聯合會	Clean Living (Macau) Ltd 白洋舍(澳門)有限公司		Corporate Member 企業會員
Lantau Development Alliance 大嶼山發展聯盟	TurboJET 噴射飛航		Founding Member 創會成員
Macao Chamber of Commerce 澳門中華總商會	STH(M)L 信德集團控股(澳門)有限公司		Corporate Member 企業會員
	STPML 信德物業管理有限公司(香港)		
	Clean Living (Macau) Ltd 白洋舍(澳門)有限公司		
	Macau Matters Co. Ltd 澳門東西有限公司		
Macau Hotel Association 澳門酒店協會	STMSGL 信德管理服務股份有限公司		Associate Member 非正式會員
	AHG 雅辰酒店集團	Grand Coloane Resort & Grand Lapa Macau 鷺環海天度假酒店及 澳門金麗華酒店	Member 會員
Macau Management Association 澳門管理專業協會	STHL 信德集團		Charter Member 特邀會員
Macau Retail Management Association 澳門零售管理協會	Macau Matters Co. Ltd 澳門東西有限公司		Corporate Member 企業會員
Pacific Asia Travel Association 亞太旅遊協會	TurboJET 噴射飛航		Corporate Member 企業會員
	AHG 雅辰酒店集團	Grand Coloane Resort & Grand Lapa Macau 鷺環海天度假酒店及 澳門金麗華酒店	Member 會員



Institution 機構	Company 公司		Class of Membership 會籍級別
Property Management Business Association Macao 澳門物業管理業商會	STPML 信德物業管理有限公司(香港)		Corporate Member 企業會員
Skål International (只有英文版)	AHG 雅辰酒店集團	Grand Coloane Resort & Grand Lapa Macau 鷺環海天度假酒店及 澳門金麗華酒店	Member 會員
The British Business Association of Macao 澳門英國商會	AHG 雅辰酒店集團	Grand Coloane Resort & Grand Lapa Macau 鷺環海天度假酒店及 澳門金麗華酒店	Corporate Member 企業會員
The Chartered Institute of Logistics & Transport 香港運輸物流學會	TurboJET 噴射飛航		Corporate Member 企業會員
The Drycleaning & Laundry Institute 乾洗及洗衣學會	Clean Living (Macau) Ltd 白洋舍(澳門)有限公司		Corporate Member 企業會員
The Federation of Environmental and Hygienic Services 中港澳環衛總商會	STPML 信德物業管理有限公司(香港)		Member 會員
The Hong Kong Association of Property Management Companies 香港物業管理公司協會	STPML 信德物業管理有限公司(香港)		Corporate Member 企業會員
The Hong Kong Management Association 香港管理專業協會	STPML 信德物業管理有限公司(香港)		Corporate Member 團體會員
	TurboJET 噴射飛航		
The Macau Human Resources Management Association 澳門人力資源管理協會	STH(M)L 信德集團控股(澳門)有限公司		Corporate Member 企業會員
WWF Hong Kong 世界自然基金會香港分會	STHL 信德集團		Corporate Member 企業會員



# Performance Data Summary<sup>5</sup>

## 表現數據摘要<sup>5</sup>

### Economic Performance 經濟表現

Economic Performance <sup>6</sup> 經濟表現 <sup>6</sup>	Unit 單位	2017
Direct economic value generated 直接經濟價值產生	HK\$ '000 港幣千元	7,053,962
Economic value distributed 經濟價值分配		5,355,817
Economic value retained 經濟價值保留		1,698,145

### Environmental Performance 環境表現

Energy Use 使用能源	Unit 單位	2017
Total energy use 使用能源總量	'000 kWh 千個千瓦時	1,608,044
Electricity 電		95,729
Towngas 煤氣		81
Diesel 柴油		1,508,793
Unleaded petrol 無鉛汽油		127
Liquefied petroleum gas 液化石油氣		3,296
Piped natural gas 管道天然氣		17

Greenhouse Gas ("GHG") Emissions <sup>7</sup> 溫室氣體排放 <sup>7</sup>	Unit 單位	2017
GHG emissions for Scope 1 <sup>8</sup> 溫室氣體排放量(範圍一) <sup>8</sup>	tonnes CO <sub>2</sub> e 二氧化碳當量, 以公噸計	449,511
GHG emissions for Scope 2 <sup>9</sup> 溫室氣體排放量(範圍二) <sup>9</sup>		76,025

Other Air Emissions <sup>10</sup> 其他氣體排放 <sup>10</sup>	Unit 單位	2017
NOx emission <sup>11</sup> 氮氧化物排放量 <sup>11</sup>	kg 公斤	188
SOx emission <sup>12</sup> 硫氧化物排放量 <sup>12</sup>		125,046

<sup>5</sup> The scope of data in 2017 was expanded to include Grand Lapa Macau and Grand Coloane Resort, both managed by Artyzen Hospitality Group. 2017年的數據範圍擴大到包括由雅辰酒店集團管理的澳門金麗華酒店及鷺環海天度假酒店。

<sup>6</sup> For more details, please refer to our Annual Report 2017 (www.shuntakgroup.com). 詳情請參閱集團2017年年報(www.shuntakgroup.com)。

<sup>7</sup> The calculation involved the use of conversion factors as provided in the Greenhouse Gas Protocol (March 2017). Intensity figures are not applicable to the Group due to its diverse business operations. 計算採用溫室氣體盤查議定書(Greenhouse Gas Protocol, 2017年3月版)所提供的轉換系數。基於本集團業務範疇多元化, 故能源密度不適用於本集團。

<sup>8</sup> GHG emission factors for stationary and mobile combustion are based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purpose) in Hong Kong issued by the EPD and EMSD in February 2010. 來自固定源及流動源的溫室氣體排放係基於由環境保護署及機電工程署於2010年2月刊發的《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的審計和報告指引》計算。

<sup>9</sup> GHG emissions associated with the electricity purchased in Hong Kong are provided by the relevant provider of electricity. These specific Emission Factors are available from the CLP's sustainability report 2017, Hong Kong Electric's sustainability report 2017 and Companhia de Electricidade de Macau's sustainability report 2016. For gas purchased from Towngas, the Emission Factor is available in the Towngas Sustainability Report 2016. 香港購買的電力相關的溫室氣體排放係由相關電力供應商提供。這些具體的排放係數可從中華電力有限公司的2017年可持續發展報告、香港電燈有限公司的2017年可持續發展報告及澳門電力股份有限公司的可持續發展報告2016獲得。而由香港中華煤氣有限公司供應的煤氣, 溫室氣體排放係數刊載於煤氣公司2016年可持續發展報告中。

<sup>10</sup> Emissions from Particulate Matter are regarded as insignificant compared to emissions from NOx and SOx. 集團的懸浮粒子排放量相較於氮氧化物及硫氧化物排放量並不顯著。

<sup>11</sup> NOx emissions are confined to the Group's emissions from vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX. 氮氧化物排放量僅限於集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二: 環境關鍵績效指標匯報指引。

<sup>12</sup> SOx emissions are confined to the Group's emissions from TurboJET, vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX. 硫氧化物排放量僅限於噴射飛機、集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二: 環境關鍵績效指標匯報指引。



Resources Use <sup>13</sup> 使用物料 <sup>13</sup>	Unit 單位	2017
Paper 紙	tonnes 公噸	36.9

Resources Use <sup>13</sup> 使用物料 <sup>13</sup>	Unit 單位	2017
Municipal water <sup>14</sup> 市政用水 <sup>14</sup>	cubic metre 立方米	2,008,584

Waste Disposal & Recycling <sup>15</sup> 廢物棄置及回收 <sup>15</sup>	Unit 單位	2017
<b>Non-hazardous Waste 非有害廢棄物</b>		
General waste to landfill <sup>16</sup> 一般廢棄物 <sup>16</sup>	tonnes 公噸	28,883
Paper 紙		591.5
Plastics 塑膠		5.9
Metals 金屬		66.3
Used clothes 舊衣物		18.4

Waste Disposal & Recycling <sup>15</sup> 廢物棄置及回收 <sup>15</sup>	Unit 單位	2017
<b>Hazardous Waste 有害廢棄物</b>		
Fluorescent lamps 光管	tonnes 公噸	1.1
Rechargeable batteries 充電池	pieces 件	50
Toner cartridges 碳粉匣		231

## Social Performance 社會表現

Total Workforce 員工總數	Unit 單位	2017
<b>By location 按地區劃分</b>		
Hong Kong 香港	no. 人數	2,501
Macau 澳門		1,896
Mainland China 中國內地		47
Singapore 新加坡		9
<b>By gender 按性別劃分</b>		
Female 女性	no. 人數	1,539
Male 男性		2,914
<b>By age group 按年齡組別劃分</b>		
Under 30 years old 30歲以下	no. 人數	1,056
30 – 50 years old 30至50歲		2,068
Over 50 years old 50歲以上		1,329
<b>By employment category 按職級劃分</b>		
Senior level 高層員工	no. 人數	159
Middle level 中層員工		583
Entry level 普通員工		3,711

<sup>13</sup> The use of packaging materials is not applicable to the Group due to the nature of its business operations.  
基於集團業務性質，包裝材料的使用並不適用於本集團。

<sup>14</sup> Intensity figures are not applicable to the Group due to its diverse business operations.  
基於本集團業務範疇多元化，故能源密集度不適用於本集團。

<sup>15</sup> Intensity figures are not applicable to the Group due to its diverse business operations.  
基於本集團業務範疇多元化，故能源密集度不適用於本集團。

<sup>16</sup> Includes data from The Belcher's, Chatham Gate, liberté, Shun Tak Centre, Grand Coloane Resort and Grand Lapa Macau only.  
數據只包括來自寶翠園、昇御門、昇悅居、信德中心、鸞環海天度假酒店及澳門金麗華酒店。



New Hire and Employee Turnover 新進員工和離職員工	Unit 單位	2017 New Hire <sup>17</sup> 2017年新進員工 <sup>17</sup>	2017 Turnover <sup>18</sup> 2017年離職員工 <sup>18</sup>
Group overall 總數	no. (%) 人數 (%)	673 (15%)	648 (15%)
By location 按地區劃分			
Hong Kong 香港	no. (%) 人數 (%)	423 (10%)	353 (8%)
Macau 澳門		235 (5%)	283 (6%)
Mainland China 中國內地		13 (0.3%)	11 (0.3%)
Singapore 新加坡		2 (0.04%)	1 (0.02%)
By gender 按性別劃分			
Female 女性	no. (%) 人數 (%)	280 (6%)	238 (5%)
Male 男性		393 (9%)	410 (9%)
By age group 按年齡組別劃分			
Under 30 years old 30歲以下	no. (%) 人數 (%)	274 (6%)	165 (4%)
30 – 50 years old 30至50歲		309 (7%)	341 (8%)
Over 50 years old 50歲以上		90 (2%)	142 (3%)

Occupational Health and Safety 職業健康及安全數據	Unit 單位	2017	
Injury rate <sup>19</sup> 工傷比率 <sup>19</sup>	Female 女性	Per 1,000 employee 每1,000個員工	1.80
	Male 男性		8.53
Absentee rate <sup>20</sup> 缺勤比率 <sup>20</sup>	Female 女性	%	0.26%
	Male 男性		0.47%
Lost day rate <sup>21</sup> 損失工作日比率 <sup>21</sup>	Female 女性		0.04%
	Male 男性		0.13%
Occupational disease rate 職業病比率	Female 女性	Per 1,000 employee 每1,000個員工	0
	Male 男性		0
No. of fatalities 致命工傷宗數	Female 女性	no. 宗數	0
	Male 男性		1

<sup>17</sup> New hire rate = Total number of employees that joined / Total workforce x 100%  
新進員工比率 = 新進員工人數 ÷ 員工總數 × 100%

<sup>18</sup> Turnover rate = Total number of employees that left / Total workforce x 100%  
離職員工比率 = 離職員工人數 ÷ 員工總數 × 100%

<sup>19</sup> Injury rate = Total number of injury x 1000 / Total workforce  
工傷比率 = 工傷宗數 × 1000 ÷ 員工總數

<sup>20</sup> Absentee rate = (absentee days) / (total workforce x 50 scheduled work weeks x 5.5 days a week) x 100%  
缺勤比率 = (缺席日數) ÷ (員工總數 × 50個工作週 × 5.5個工作天) × 100%

<sup>21</sup> Lost day rate = (lost days) / (total workforce x 50 scheduled work weeks x 5.5 days a week) x 100%  
損失工作日比率 = (損失工作日數) ÷ (員工總數 × 50個工作週 × 5.5個工作天) × 100%





Employee Training 員工培訓	Unit 單位	2017
Average hours of training received per employees 每名員工平均培訓時數	hours 小時	6.8
Average hours of training per employee by gender 按性別劃分的每名員工平均培訓時數		
Female 女性	hours 小時	6.9
Male 男性		6.7
Average hours of training per employee by employment category 按職級劃分的每名員工平均培訓時數		
Senior level 高層員工	hours 小時	5.2
Middle level 中層員工		11.2
Entry level 普通員工		6.1

Suppliers By Geographical Region 各地區供應商	Unit 單位	2017
Hong Kong 香港	no.(%) 個(%)	2,120 (47%)
Macau 澳門		1,767 (40%)
Other regions 其他地區		572 (13%)
Community Work 社區工作		
No. of programmes 項目數目	no. 個	122
No. of volunteer hours 義工服務時數	hours 小時	6,491
No. of beneficiaries served 受惠人數	no. 人數	10,952
Amount of charity in-kind donations <sup>22</sup> 慈善捐贈總值 <sup>22</sup>	HK\$ 港幣	3,527,397

<sup>22</sup> Includes company donation, in-kind sponsorship and staff donation.  
包括公司捐贈、實物贊助和員工捐贈。



# Assurance Statement

## 驗證聲明

### SGS STATEMENT ON ASSURANCE 《Shun Tak Sustainability Report 2017》

香港通用檢測認證有限公司對《信德可持續發展報告2017》驗證聲明

#### NATURE AND SCOPE OF THE ASSURANCE

SGS Hong Kong Limited was commissioned by the Shun Tak Holdings Limited (thereafter as "Shun Tak") to conduct an independent assurance of *the Sustainability Report 2017 of Shun Tak* (thereafter as the "Report"). The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the performance of Shun Tak from 1 January 2017 to 31 December 2017.

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

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

- Evaluation of content veracity;
- Evaluation of the Report in accordance with the Core option of the Global Reporting Initiative Sustainability Reporting Standards 2016 (GRI Standards) and Stock Exchange of Hong Kong Limited, Environmental, Social and Governance Reporting Guide.

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

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

#### 驗證的性質和範圍

香港通用檢測認證有限公司獲信德集團有限公司(以下簡稱「信德」)委託，對《信德可持續發展報告2017》(以下簡稱「報告」)進行獨立驗證。根據SGS可持續發展報告的驗證方法，驗證範圍包括信德於2017年1月1日至2017年12月31日有關可持續發展的表現。

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

本報告以高級審查規格進行驗證，所用規章旨在：

- 評估報告內容的真實性；
- 根據《全球報告倡議組織可持續發展報告標準2016》(GRI標準)「核心要求」及香港聯合交易所有限公司《環境、社會及管治報告指引》評估報告。

驗證方法包括驗證前調研、面談以及進行文檔和記錄審查和確認。

獨立審計的財務帳戶中的財務資料，並未於本驗證流程中與來源資料進行核對。



## STATEMENT OF INDEPENDENCE AND COMPETENCE

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

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

## ASSURANCE OPINION

On the basis of the methodology described and the verification work performed, we are satisfied that the information and data contained within the Report are accurate and reliable. The Report provides a fair and balanced representation of Shun Tak's sustainability performance. The assurance team is of the opinion that the Report conforms to the Core option of the Global Reporting Initiative Sustainability Reporting Standards 2016 (GRI Standards) and the Stock Exchange of Hong Kong Limited, Environmental, Social and Governance Reporting Guide. It can be used by Shun Tak's stakeholders.

**Signed:**

**For and on behalf of SGS Hong Kong Limited**

Ben Tsang  
曾偉明  
Managing Director  
行政總裁

8 June 2018  
2018年6月8日  
www.sgs.com

## 獨立性與能力聲明

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

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

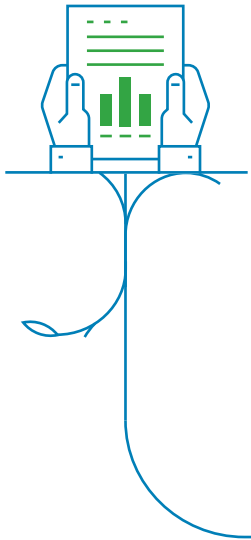
## 驗證意見

基於描述的驗證方法和已進行的驗證，報告中包含的資訊和數據是準確的及可靠的，而且對信德可持續發展的表現提供了中肯和均衡的陳述，使我們感到滿意。驗證團隊認為，報告符合《全球報告倡議組織可持續發展報告標準2016》(GRI 標準)「核心要求」及香港聯合交易所有限公司《環境、社會及管治報告指引》，可供信德的持份者使用。

**簽字：**

代表香港通用檢測認證有限公司

Jacky Yeung  
楊時鋒  
Lead Assuror  
主任驗證員  
Certification and Business Enhancement  
認證及企業優化



## About this Report

### 關於本報告

Shun Tak Holdings Limited (Code: 242) and its subsidiaries are pleased to present our fourth Sustainability Report (“the Report”) which outlines our commitment and actions on strengthening and deepening sustainability amongst internal and external stakeholders.

信德集團有限公司(港交所上市代號：242)及其附屬公司欣然提呈第四份可持續發展報告(「本報告」)，闡述我們對可持續發展的承擔和行動，深化集團內部及外部持份者的可持續發展意識。

## Report Standards and Scope

### 報告準則及範圍

This Report covers the core activities of the Group and joint ventures where we have dominant operational control in Hong Kong, Macau, and Mainland China, which include the Property Division, Transportation Division, Hospitality Division and Investment Division. The scope of the Report involves the Group’s sustainability initiatives and performance in the economic, environmental and social aspects of business operations from 1 January to 31 December 2017. This report, together with the Group’s corporate governance and financial performance which is available in our Annual Report 2017, can be accessed on our corporate website: [www.shuntakgroup.com](http://www.shuntakgroup.com)

The Report was prepared in accordance with the Core option of the GRI Reporting Standards and fulfils the disclosure requirements of the Environmental, Social and Governance Reporting Guide (Appendix 27) issued by The Stock Exchange of Hong Kong Limited (“HKEX ESG Guide”). To assure the quality of the information presented in the report is credible and reliable, we commissioned an independent third party to conduct verification on the data and content accuracy. Details of the assurance process and results can be found in the Assurance Statement.

We welcome your sincere feedback on this report and our sustainability performance to help us improve in the future. Please send your comments to us at [sustainability@shuntakgroup.com](mailto:sustainability@shuntakgroup.com).

報告涵蓋本集團及其持有主要營運管控權的各合資企業，在香港、澳門及中國內地的核心業務，包括地產發展、運輸、酒店消閒及投資等。報告主要闡述本集團於2017年1月1日至12月31日在業務營運中，有關經濟、環境及社會範疇的可持續發展措施及表現。有關本報告及2017年年報刊載集團企業管治及經濟表現，可於公司網站：[www.shuntakgroup.com](http://www.shuntakgroup.com)查閱。

本報告是依照《全球報告倡議組織報告準則》的「核心選項」擬備，符合香港聯合交易所有限公司《環境、社會及管治報告指引》(附錄27) (「香港聯交所ESG指引」)的披露規定。為確保本報告刊載資料的可信性及可靠程度，我們委託獨立第三方核實數據及內容的準確性。有關驗證過程及結果的詳情，請參閱「驗證聲明」。

歡迎閣下對本報告及我們的可持續發展表現提供誠摯意見，以便我們日後不斷優化工作。懇請將意見透過電郵傳送至 [sustainability@shuntakgroup.com](mailto:sustainability@shuntakgroup.com)。

## Stakeholder Engagement and Materiality Assessment

### 持份者參與及重要議題評估

We recognise the importance of engaging both internal and external stakeholders and identifying material sustainability issues for continuous success in sustainability.

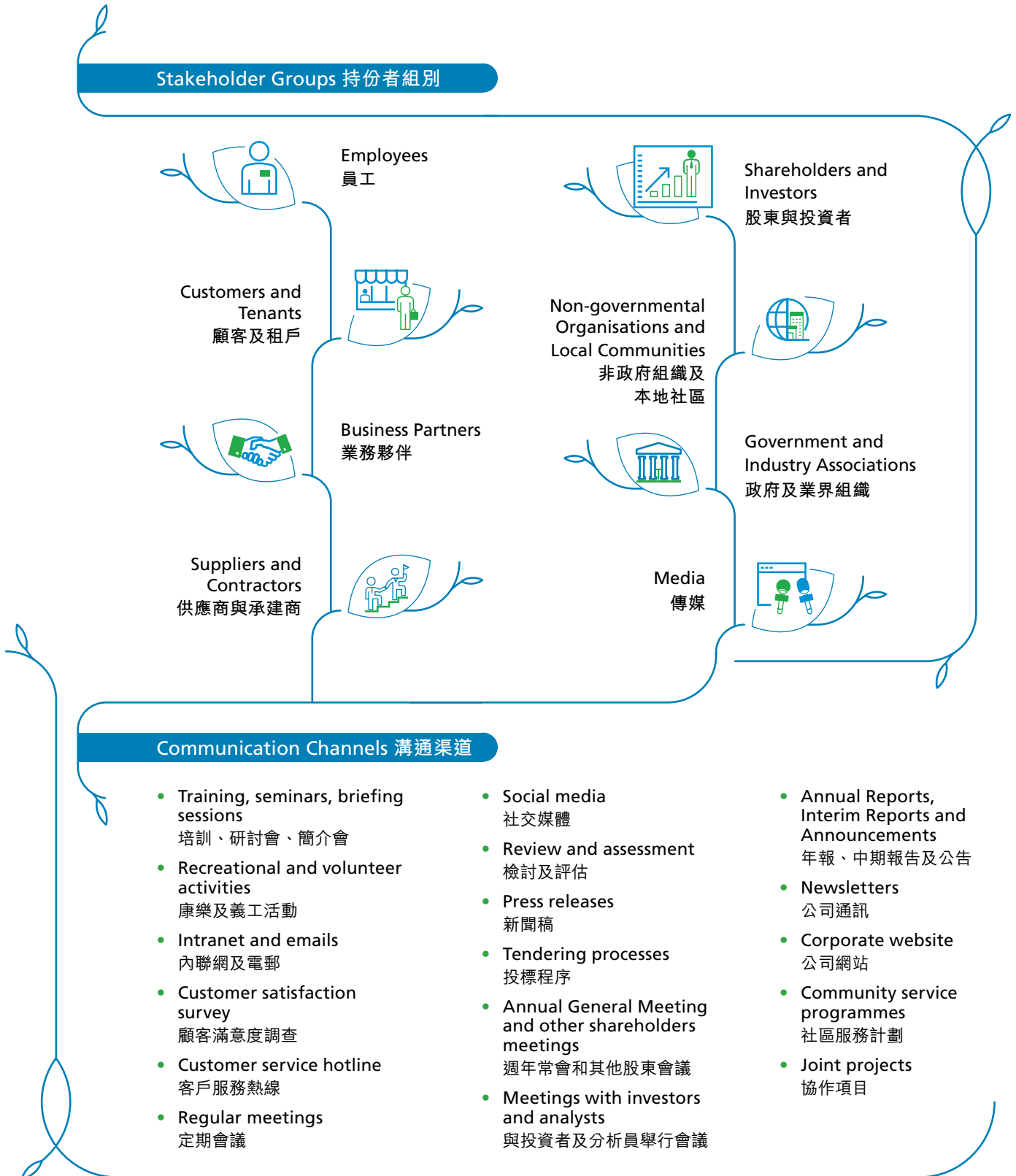
我們深諳內部及外部持份者的參與，以及就重要可持續發展議題的識別，對可持續發展極為重要。

## Stakeholder Engagement Channels

We have regular communication channels for all stakeholder groups to raise their concerns and provide their feedback on our sustainability performance. Their suggestions are reviewed regularly and are incorporated in our future work plans where appropriate.

## 持份者參與渠道

我們為各持份者組別設立恆常溝通渠道，提供平台讓他們提出關注事宜，以及對我們的可持續發展表現提供意見。我們定期檢討所收集的建議並將適合的意見納入日後工作計劃中。





In 2016, we conducted a comprehensive stakeholder engagement exercise to solicit our key stakeholders' feedback on our sustainability performance. The exercise involved the participation of stakeholders from various groups, including employees, investors, customers and tenants, NGOs, business partners and industry associations.

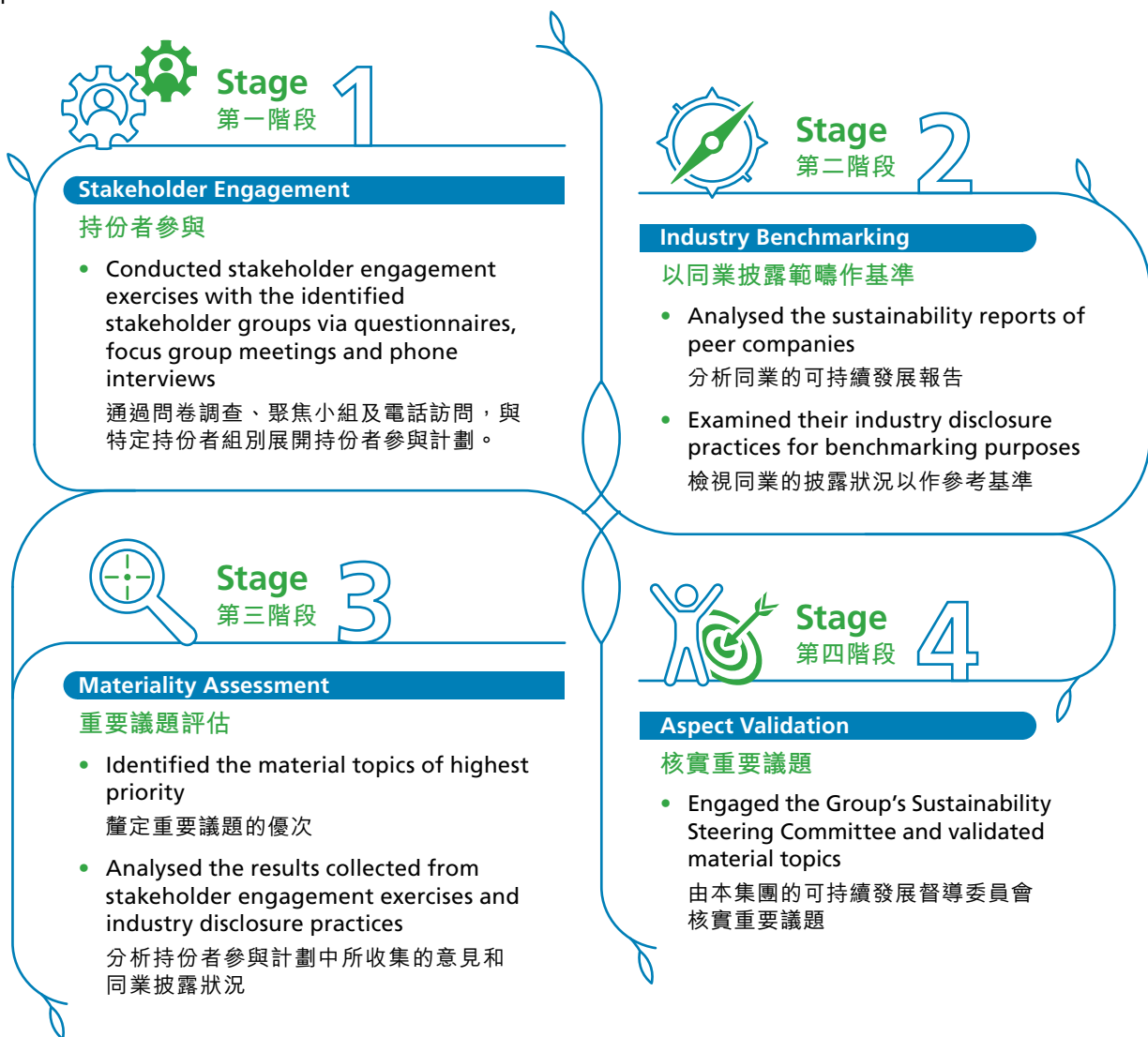
我們於2016年進行全面的持份者參與計劃，收集主要持份者對我們可持續發展表現的意見。參與的持份者來自各個組別，包括員工、投資者、顧客及租戶、非政府組織、業務夥伴及業界組織。

Area of Concerns 關注範疇	Stakeholder Comments 持份者意見	Our Responses 集團回應
 <p><b>Group Sustainability Strategy</b> 集團可持續發展策略</p>	<p>Stakeholders suggested peer performance benchmarking is a useful exercise to identify areas where further measures and new initiatives could be applied to improve the Group's sustainability performance.</p> <p>持份者建議可參考同業表現作基準，以識別未來需要加強或推出新措施的範疇，改善本集團的可持續發展表現。</p>	<p>Please refer to "About this Report". 請參閱「關於本報告」。</p>
 <p><b>Workplace Practice</b> 工作間實施表現</p>	<p>Stakeholders recommended a more regular two-way communication channel to collect and act on employees' feedback. This can cover topics such as how to further enhance work-life balance, occupational health and safety and training and development opportunities for the employees.</p> <p>持份者建議設立恆常的雙向溝通渠道，收集員工意見並作出回應。討論議題可涉及如何加強工作與生活平衡、提升職安健及提供更多培訓和發展機遇等。</p>	<p>Please refer to "Our People". 請參閱「我們的員工」。</p>
 <p><b>Social Involvement</b> 社會參與</p>	<p>The Group's effort in giving back to society is highly appreciated by stakeholders who suggested that the Group can leverage opportunities in its existing operations and hire more persons with disabilities. The Group can also incorporate more barrier-free facilities at its premises to promote social integration.</p> <p>持份者讚揚本集團回饋社會的努力，並建議在現有業務營運中，增加僱用傷殘人士；以及在各業務場所提供更多無障礙設施，促進社會共融。</p>	<p>Please refer to "Our Value Chain". 請參閱「我們的價值鏈」。</p>
 <p><b>Partner Synergy</b> 夥伴協力</p>	<p>Stakeholders recommended that the Group may invite business partners to charitable events to multiply the positive impact on the community.</p> <p>持份者建議本集團可邀請業務夥伴共襄善舉，一同參與慈善活動，為社區帶來更多貢獻。</p>	<p>Please refer to "Our Community". 請參閱「我們的社區」。</p>
 <p><b>Environmental Performance</b> 環保表現</p>	<p>Stakeholders suggested that more innovative approaches, such as implementation of electronic systems and environmentally friendly facilities, could be integrated to the Group's operations to enhance efficiency as well as further minimise the impact on the environment.</p> <p>持份者建議本集團於業務營運中，採用更多創新方法，例如開發更多電子系統及安裝更環保的設施，從而提升效率並進一步減低對環境的影響。</p>	<p>Please refer to "Our Environment". 請參閱「我們的環境」。</p>

## Materiality Assessment

The materiality assessment process is beneficial to our sustainability reporting as well as the structuring of our business approaches. It helps us identify and prioritise the issues that are considered significant by our internal and external stakeholders.

The following describes the detailed process undertaken in 2016 to determine the material issues for disclosure in the report.



A total of 17 material topics<sup>23</sup> were identified following our assessment, including areas in economic performance, environmental performance, and social performance. Results of the materiality assessment and the consolidated list of material topics and their corresponding boundaries are presented in the following matrix and table, respectively.

## 重要議題評估

藉著關鍵性評估的過程，有助我們編製可持續發展報告、制定商業營運方針；亦有助我們掌握內部及外部持份者關注的重要議題，更準確地定出先後緩急的次序。

下文闡述我們於2016年擬備報告的詳細過程：

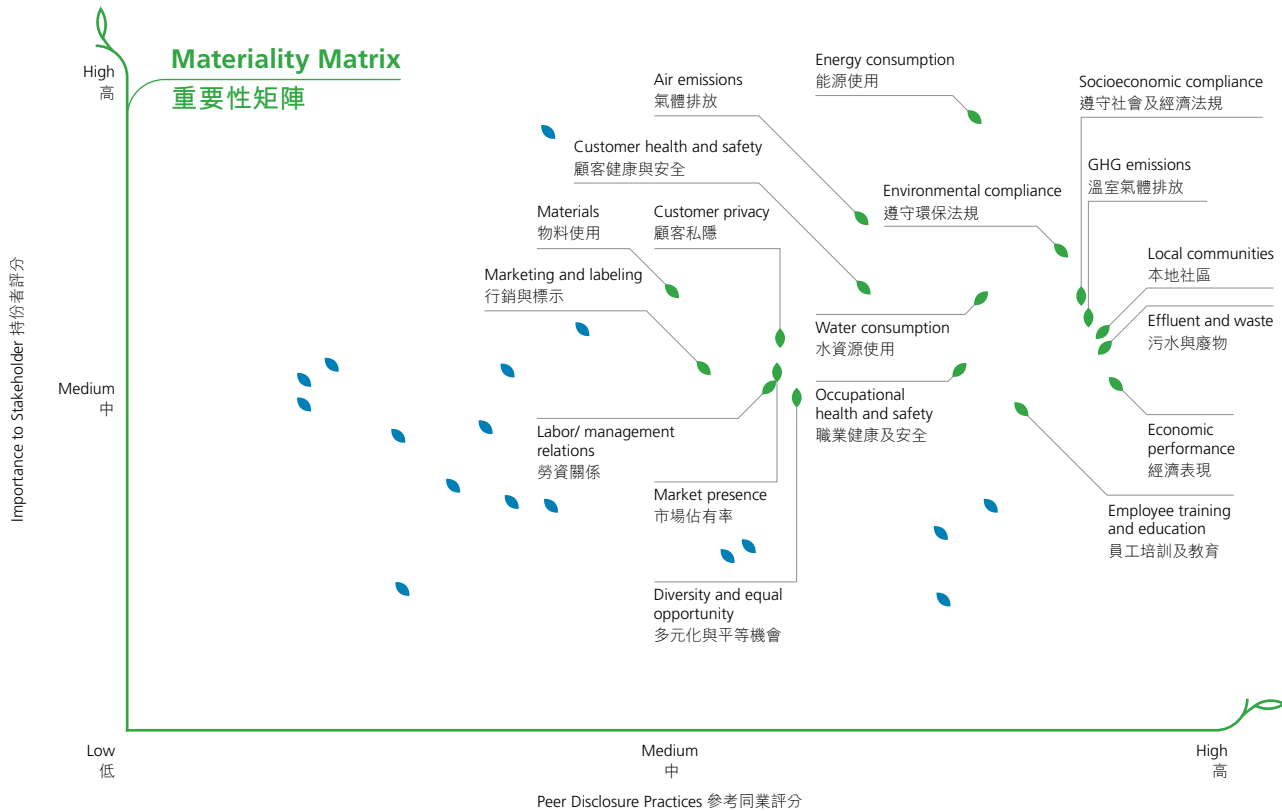
是次評估共歸納出17個重要議題<sup>23</sup>，涉及的範疇涵蓋經濟、環保及社會表現。有關評估結果及經整合的重要議題及界限範圍如下，並以重要性矩陣及列表方式說明。

<sup>23</sup> A total of 18 GRI G4 Aspects were identified as material during the materiality assessment conducted in 2016. A total of 17 material topics resulted from mapping to the GRI Standards; the two sub-categories of the Compliance Aspects under GRI G4, namely Social and Product Responsibility, have been combined into one GRI Standard (Socioeconomic Compliance).  
在2016年進行的重要性評估過程中共確定了18個基於GRIG4的重要議題，當中有關產品責任和社會的兩項法規遵循被合併為一個GRI標準（遵守社會及經濟法規），從而得出17個基於GRI準則的重要議題。



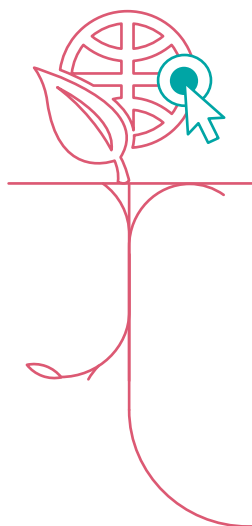
We pinpointed the business operations, the entities in our value chain and the stakeholder groups which directly and indirectly affect or have effect on the material topics. We then assessed the boundary of each topic based on the feedback received from stakeholder engagement, business knowledge and management review. The check marks below indicate the entities with the most significant impacts associated with each material topic.

為釐定報告期間重要議題的界限範圍，我們檢討各項業務營運，價值鏈中的實體，以及其他直接及間接受議題影響或影響議題的持份者組別，根據持份者參與、商業知識及管理層檢視的相關意見，評估各議題的界限範圍。以下剔號標示在各重要議題中出現顯著影響的實體。



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





# GRI Content Index

## 全球報告倡議組織內容索引

This report has been prepared in accordance with the GRI Standards: Core option and the ESG Reporting Guide of Hong Kong Exchanges and Clearing Limited. The disclosures are presented below with either cross-referencing the relevant chapters or providing explanations.

本報告是依循GRI準則：核心選項及香港交易所發佈的《環境、社會及管治(ESG)報告指引》編製。下表就各披露要求提供與相關的章節連結或直接解釋。

GRI Standards 全球報告倡議組織標準		Section Reference/ Comments 互相參照/註釋	ESG Reporting Guide Reference 《ESG報告指引》 相關參考	Page(s) 頁數
GRI 101: Foundation GRI 101: 基礎 2016				
GRI 102: General Disclosures 2016 GRI 102: 一般揭露 2016				
Organizational Profile 組織概況				
102-1	Name of organization 組織名稱	About our Business 我們的業務		P.4-11
102-2	Activities, brands, products, and services 活動、品牌、產品與服務	About our Business 我們的業務 Annual Report – Review of Operations 年報 — 業務回顧		P.4-11 /
102-3	Location of headquarters 總部位置	About our Business 我們的業務		P.4-11
102-4	Location of operations 營運活動地點	About our Business 我們的業務		P.4-11
102-5	Ownership and legal form 所有權與法律形式	About this Report 關於本報告 Annual Report – Review of Operations 年報 — 業務回顧		P.74-78 /
102-6	Markets served 提供服務的市場	About our Business 我們的業務		P.4-11
102-7	Scale of the organization 組織規模	Our People 我們的員工 Performance Data Summary 表現數據摘要		P.27-39 P.68-71
102-8	Information on employees and other workers 員工與其他工作者的資訊	Performance Data Summary 表現數據摘要	B1.1	P.68-71
102-9	Supply chain 供應鏈	Our Value Chain 我們的價值鏈 Performance Data Summary 表現數據摘要	B5, B5.1, B5.2	P.54-59 P.68-71
102-10	Significant changes to the organization and its supply chain 組織與其供應鏈的重大變化	There are no significant changes. 沒有重大改變。		/
102-11	Precautionary principle or approach 預警原則或方針	Annual Report – Corporate Governance Report 年報 — 企業管治報告書		/



GRI Standards 全球報告倡議組織標準		Section Reference/ Comments 互相參照/註釋	ESG Reporting Guide Reference 《ESG報告指引》 相關參考	Page(s) 頁數
102-12	External initiatives 外部倡議	Our Environment 我們的環境 Major Recognitions, Awards, Charters & Memberships 主要嘉許、獎項、約章及會籍		P.40-53 P.60-67
102-13	Membership of associations 公協會的會員資格	Major Recognitions, Awards, Charters & Memberships 主要嘉許、獎項、約章及會籍		P.60-67
<b>Strategy 策略</b>				
102-14	Statement from senior decision-maker 決策者的聲明	Message from the Management 管理層序言		P.2-3
<b>Ethics and integrity 倫理與誠信</b>				
102-16	Values, principles, standards, and norms of behavior 價值、原則、標準及行為規範	Message from the Management 管理層序言 About our Business 我們的業務 Annual Report - Corporate Governance Report 年報 — 企業管治報告書	B7.2	P.2-3 P.4-11 /
<b>Governance 治理</b>				
102-18	Governance structure 治理結構	About our Business 我們的業務 Annual Report - Corporate Governance Report 年報 — 企業管治報告書		P.4-11 /
<b>Stakeholder engagement 持份者參與</b>				
102-40	List of stakeholder groups 持份者組別	About this Report 關於本報告		P.74-78
102-41	Collective bargaining agreements 團體協約	No current employees are covered by collective bargaining agreements. 暫時無僱員受集體談判合約保障。		/
102-42	Identifying and selecting stakeholders 鑑別與選擇持份者	About this Report 關於本報告		P.74-78
102-43	Approach to stakeholder engagement 與持份者溝通的方針	About this Report 關於本報告 Our Value Chain 我們的價值鏈	B6.2	P.74-78 P.54-59
102-44	Key topics and concerns raised 提出之關鍵主題與關注事項	About this Report 關於本報告	B6.2	P.74-78
<b>Reporting practice 報導實務</b>				
102-45	Entities included in the consolidated financial statements 合併財務報表中所包含的實體	About our Business 我們的業務 Annual Report – Notes to the Financial Statements 年報 — 財務報表附註		P.4-11 /
102-46	Defining report content and topic Boundaries 界定報告書內容與主題邊界	About this Report 關於本報告		P.74-78
102-47	List of material topics 重大主題列表	About this Report 關於本報告		P.74-78
102-48	Restatements of information 資訊重編	No restatement on information in previous report was made. 沒有就去年報告內容作出重整。		/



GRI Standards 全球報告倡議組織標準		Section Reference/ Comments 互相參照/註釋	ESG Reporting Guide Reference 《ESG報告指引》 相關參考	Page(s) 頁數
102-49	Changes in reporting 報導改變	There are no significant changes. 沒有重大改變。		/
102-50	Reporting period 報告期間	About this Report 關於本報告		P.74-78
102-51	Date of most recent report 上一次報告書的日期	June 2017 2017年6月		/
102-52	Reporting cycle 報告週期	About this Report 關於本報告		P.74-78
102-53	Contact point for questions regarding the report 可回答報告書相關問題的聯絡人	About this Report 關於本報告		P.74-78
102-54	Claims of reporting in accordance with the GRI Standards 依循GRI準則報導的宣告	GRI Content Index 全球報告倡議組織內容索引		P.79-84
102-55	GRI content index GRI 內容索引	GRI Content Index 全球報告倡議組織內容索引		P.79-84
102-56	External assurance 外部保證/確信	About this Report 關於本報告 Assurance Statement 驗證聲明		P.74-78 P.72-73
GRI 200 Economic Standard Series GRI 200 經濟標準系列				
GRI 201: Economic Performance 2016 GRI 201 : 經濟績效2016				
103	Management approach 管理方針	About this Report 關於本報告 Our Community 我們的社區 Annual Report – Group Financial Review 年報 – 集團財務回顧		P.74-78 P.12-26 /
201-1	Direct economic value generated and distributed 組織所產生及分配的直接經濟價值	Performance Data Summary 表現數據摘要 Annual Report – Group Financial Review 年報 – 集團財務回顧	B8.2	P.68-71 /
GRI 202: Market Presence 2016 GRI 202 : 市場地位2016				
103	Management approach 管理方針	About this Report 關於本報告 Our People 我們的員工		P.74-78 P.27-39
202-1	Ratios of standard entry level wage by gender compared to local minimum wage 不同性別的基層人員之標準薪資與當地最低薪資的比率	We complied with local minimum wages laws in Hong Kong, Macau and Mainland China. Employees' wage rate is based on performance and experience. 我們符合香港、澳門及中國內地的最低工資法律，並 依照員工的表現和經驗制訂薪酬。		/
GRI 300 Environmental Standard Series GRI 300環境標準系列				
GRI 301: Materials 2016 GRI 301 : 物料2016				
103	Management approach 管理方針	About this Report 關於本報告 Our Environment 我們的環境	A2, A3, A3.1	P.74-78 P.40-53



GRI Standards 全球報告倡議組織標準		Section Reference/ Comments 互相參照/註釋	ESG Reporting Guide Reference 《ESG報告指引》 相關參考	Page(s) 頁數
301-1	Materials used by weight or volume 所用物料的重量或體積	Performance Data Summary 表現數據摘要	A2.5	P.68-71
GRI 302: Energy 2016 GRI 302 : 能源2016				
103	Management approach 管理方針	About this Report 關於本報告 Our Environment 我們的環境	A2, A2.3, A3, A3.1	P.74-78 P.40-53
302-1	Energy consumption within the organization 組織內部的能源消耗量	Performance Data Summary 表現數據摘要	A2.1	P.68-71
GRI 303: Water 2016 GRI 303 : 水2016				
103	Management approach 管理方針	About this Report 關於本報告 Our Environment 我們的環境	A2, A2.4, A3, A3.1	P.74-78 P.40-53
303-1	Water withdrawal by source 依來源劃分的取水量	Performance Data Summary 表現數據摘要	A2.2	P.68-71
GRI 305: Emissions 2016 GRI 305 : 排放2016				
103	Management approach 管理方針	About this Report 關於本報告 Our Environment 我們的環境	A1, A1.5, A3, A3.1	P.74-78 P.40-53
305-1	Direct (Scope 1) GHG emissions 直接(範疇一)溫室氣體排放	Performance Data Summary 表現數據摘要	A1.2	P.68-71
305-2	Energy indirect (Scope 2) GHG emissions 能源間接(範疇二)溫室氣體排放	Performance Data Summary 表現數據摘要	A1.2	P.68-71
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions 氮氧化物、硫氧化物和其他重大的氣體排放	Performance Data Summary 表現數據摘要	A1.1	P.68-71
GRI 306: Effluents and Waste 2016 GRI 306 : 廢污水及廢棄物2016				
103	Management approach 管理方針	About this Report 關於本報告 Our Environment 我們的環境	A1, A1.6, A3, A3.1	P.74-78 P.40-53
306-2	Waste by type and disposal method 按類別及處置方法劃分的廢棄物	Performance Data Summary 表現數據摘要	A1.3, A1.4	P.68-71
GRI 307: Environmental Compliance 2016 GRI 307 : 有關環境保護的法規遵循2016				
103	Management approach 管理方針	About this Report 關於本報告 Our Environment 我們的環境		P.74-78 P.40-53
307-1	Non-compliance with environmental laws and regulations 違反環保法規	There were no significant fines or non-monetary sanctions for non-compliance in the environmental area during the reporting period. 報告期內，集團沒有因違反環境相關法規而被處分巨額罰款或受非金錢制裁。	A1	/



GRI Standards 全球報告倡議組織標準		Section Reference/ Comments 互相參照/註釋	ESG Reporting Guide Reference 《ESG報告指引》 相關參考	Page(s) 頁數
GRI 400 Social Standard Series GRI 400 社會標準系列				
GRI 402: Labour/ Management Relations 2016 GRI 402 : 勞/資關係2016				
103	Management approach 管理方針	About this Report 關於本報告 Our People 我們的員工	B1	P.74-78  P.27-39
402-1	Minimum notice periods regarding operational changes 關於營運變化的最短預告期	Depending on the circumstances, there is no fixed minimum notice regarding operational change. However, to the extent possible, we do inform our colleagues well in advance the intention and details of the change. Prior to such changes, we will conduct briefing for employees to collect their feedback and try to put relevant notice within a month's time.  視乎情況而定，我們沒有設定業務運作改變的最短通知期，但我們會盡可能通過內部簡報會事先向有關員工解釋詳情，及收集意見。此等運作改動內容會在實施前一個月通知員工。		/
GRI 403: Occupational Health and Safety 2016 GRI 403 : 職業安全衛生2016				
103	Management approach 管理方針	About this Report 關於本報告 Our People 我們的員工	B2, B2.3	P.74-78  P.27-39
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities 傷害類別，傷害、職業病、損工日數、缺勤等比率，以及因公死亡件數	Performance Data Summary 表現數據摘要	B2.1, B2.2	P.68-71
GRI 404: Training and Education 2016 GRI 404 : 訓練與教育2016				
103	Management approach 管理方針	About this Report 關於本報告 Our People 我們的員工	B3	P.74-78  P.27-39
404-1	Average hours of training per year per employee 每名員工每年接受訓練的平均時數	Our People 我們的員工 Performance Data Summary 表現數據摘要	B3.1, B3.2	P.27-39  P.68-71
GRI 405: Diversity and Equal Opportunity 2016 GRI 405 : 員工多元化與平等機會2016				
103	Management approach 管理方針	About this Report 關於本報告 Our People 我們的員工	B1	P.74-78  P.27-39
405-1	Diversity of governance bodies and employees 治理單位與員工的多元化	Our People 我們的員工 Performance Data Summary 表現數據摘要 Annual Report – Corporate Governance Report 年報 — 企業管治報告書	B1.1	P.27-39  P.68-71  /



GRI Standards 全球報告倡議組織標準		Section Reference/ Comments 互相參照/註釋	ESG Reporting Guide Reference 《ESG報告指引》 相關參考	Page(s) 頁數
<b>GRI 413: Local Communities 2016</b> GRI 413 : 當地社區2016				
103	Management approach 管理方針	About this Report 關於本報告 Our Community 我們的社區	B8	P.74-78  P.12-26
413-1	Operations with local community engagement, impact assessments, and development programs 經當地社區溝通、衝擊評估和發展計畫的營運活動	Our Community 我們的社區 Performance Data Summary 表現數據摘要	B8.1	P.12-26  P.68-71
<b>GRI 416: Customer Health and Safety 2016</b> GRI 416 : 顧客的健康與安全2016				
103	Management approach 管理方針	About this Report 關於本報告 Our Value Chain 我們的價值鏈	B6	P.74-78  P.54-59
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services 違反有關產品與服務的健康和安全法規之事件	There were no incidents of non-compliance concerning health and safety of our products and services reported during the reporting period. 報告期內，集團沒有因違反有關產品和服務健康與安全影響的法規的事件。	B6	/
<b>GRI 417: Marketing and Labelling 2016</b> GRI 417 : 行銷及標示2016				
103	Management approach 管理方針	About this Report 關於本報告 Our Value Chain 我們的價值鏈	B6	P.74-78  P.54-59
417-2	Incidents of non-compliance concerning product and service information and labeling 未遵循產品與服務之資訊與標示法規的事件	There were no reported incidents of non-compliance concerning product and service information and labeling during the reporting period. 報告期內，集團沒有因違反有關產品和服務資訊標示的法規的事件。	B6	/
<b>GRI 418: Customer Privacy 2016</b> GRI 418 : 客戶隱私2016				
103	Management approach 管理方針	About this Report 關於本報告 Our Value Chain 我們的價值鏈	B6, B6.5	P.74-78  P.54-59
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data 經證實侵犯客戶隱私或遺失客戶資料的投訴	There were no substantiated complaints identified in relation to customer privacy during the reporting period. 報告期內，集團沒有經證實的侵犯顧客隱私及遺失顧客資料投訴。	B6.2	/
<b>GRI 419: Socioeconomic Compliance 2016</b> GRI 419 : 社會經濟法規遵循2016				
103	Management approach 管理方針	About this Report 關於本報告		P.74-78
419-1	Non-compliance with laws and regulations in the social and economic area 違反社會及經濟領域方面之法律和規定	There were no significant fines and non-monetary sanctions for non-compliance with laws and regulations in the social and economic area during the reporting period. 報告期內，集團沒有因違反社會及經濟相關法規而被處分巨額罰款或受非金錢制裁。	B1, B2, B4, B6, B7, B7.1	/





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