

信德集團

SHUN TAK HOLDINGS

Stock Code 股份代號: 242

THE 2014 信德的承諾  
SUSTAINABILITY REPORT  
可持續發展報告

SHUN TAK  
COMMITMENT



## About this Report

This is the first stand-alone Sustainability Report (the “Report”) for Shun Tak Holdings Limited (the “Company” or “STHL”) (Code: 242) and its subsidiaries (collectively the “Group”). The Group is committed to building a sustainable future for all our stakeholders and the communities in which we operate through promotion of our sustainability values and implementation of our sustainability programs across all our businesses and all levels of our operations. We are pleased to present the Report to demonstrate our continuous pledge to be a conscientious corporate citizen and to uphold our responsibility to effectuate and contribute to positive and sustainable social and environmental impacts.

## Scope of the Report

The Report covers the core activities of the Group and its joint ventures that have dominant operational control in Hong Kong, Macau and Mainland China, involving 4 business sectors: property, transportation, hospitality and investment. The Report highlights our sustainability activities in the reporting period from 1 January to 31 December 2014. For detailed information on our governance and economic performance, please refer to the Company’s Annual Report ([www.shuntakgroup.com](http://www.shuntakgroup.com)).

## How We Report

The Report is prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (the “ESG Reporting Guide”) under Appendix 27 to the Main Board Listing Rules of The Hong Kong Exchanges and Clearing Limited. Aspects and indicators that reflect the relevant environmental and social impacts from our businesses and operations in relation to workplace quality, environmental protection, operating practices and community involvement will be presented in the Report.

As this is our first Sustainability Report, we have engaged our staff, one of the key stakeholder groups, from different divisions to help us understand where we are with our sustainability performance. The diligently collected and carefully analyzed data underscores not only the Group’s sustainable initiatives for the calendar year 2014, but also the Group’s short-term and long-term sustainability strategy..

Your valuable feedback is crucial to our keen endeavor on our sustainability journey. Please send your comments or suggestions to us via [sustainability@shuntakgroup.com](mailto:sustainability@shuntakgroup.com).

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## MESSAGE FROM THE MANAGEMENT



As embedded in our company name, “Honesty and Integrity” (誠信德行) are the guiding principles of our business operation since the date of our establishment. For the past 40+ years, we have continued to strive to be one of the most trusted and most value-added companies in Hong Kong and Macau, creating shared values for all our stakeholders and the communities in which we operate. To ensure our sustainability, we have made great strides towards striking the delicate balance among driving steady economic growth for the company, generating long term returns for our investors, sharing mutually beneficial business opportunities with our partners, suppliers and vendors; empowering our employees; caring for our communities; and promoting environmental responsibility.

We understand that sustainability is an ever-evolving journey and a vital part of building a solid foundation for long-term development for all parties involved. We also understand that sustainability can occur in tandem with growth and can even promote growth, as we seize the opportunity created in our initiatives to innovate our operations, inspire our people, benefit our communities, and improve our environment.

Committed to integrating sustainable development into our overall business strategy, systematizing our efforts on the sustainability front, and enhancing the transparency of our sustainability programs, we created a Sustainability Steering Committee in December 2012 and charged this Committee with the ultimate responsibility to guide us in the direction set by our Sustainability Policy. With the support of our stakeholders including local governments, Non-Governmental Organizations (NGOs), our business partners and our employees, we believe our potential to create synergistic values is immense.

2014 marked a particularly exciting year for us in the context of our sustainability efforts. I am very proud to report that our commitment and efforts to care for our communities and to empower our employees have received widespread recognition.

We were awarded “Best Performance of School-Company Partnership 2013-14” by Young Entrepreneurs Development Council, in recognition of our long-term collaboration with a local social partner to hold an annual series of experience-sharing classes and company tours for students. During this past year alone, we recorded over 2,900 hours of volunteer services, assisting and caring for the children and the elderly.

Once again we were awarded “Caring Company” by the Hong Kong Council of Social Services in recognition of our signature social initiatives that have positively impacted our people, our communities and our environment. This award, which we have received for 9 consecutive years, and other awards we have received in the previous years, will inspire us to do more in the years ahead. Our unique “Work-Life Balance” campaign among our staff and their family members is one of our many new initiatives that underpin our “Work Smart and Stay Healthy” corporate culture.

Over the past year, we actively participated in a number of prominent environmental initiatives launched by the governments of Hong Kong and Macau, including energy saving, carbon auditing, indoor air quality improvement and waste reduction. These initiatives successfully sparked environmental consciousness throughout our business activities as we move towards achieving low-carbon operations.

As we continue on our sustainability journey, I would like to thank everyone in the Group and all the stakeholders in the communities who participated in our programs, and to solicit your continued support and participation in the year ahead. While I am proud of what we have already accomplished, I am inspired by the enormous possibilities we can undertake to further contribute to a more sustainable future.

**Ms. Ho Chiu King, Pansy Catilina**

Managing Director  
Shun Tak Holdings Limited  
Chairman of Sustainability Steering Committee

## ABOUT SHUN TAK GROUP

Established in 1972, the Company, together with its subsidiaries, has evolved from a shipping operation to a leading listed conglomerate in Hong Kong. With a diversified business portfolio, the Group now has a prominent presence in the property, transportation, hospitality and investment sectors in Hong Kong, Macau and Mainland China.

### Business Overview

#### Property Division

The Group's involvement in property is twofold: property development and investment; and property services covering property management and asset management. The Group has an eminent foothold in the Hong Kong and Macau property development and sales markets. In recent years, the Group has expanded its presence into Mainland China, including development of a vast property portfolio comprising offices, hotels, commercial spaces, shopping malls and serviced apartments.

On the property management front, the Group provides top quality professional property management services in numerous residential, commercial and industrial properties across Hong Kong and Macau. Our property management services also extend to the provision of professional cleaning and laundry services in Macau. On the asset management front, the Group offers high quality sales and leasing services to customers.

#### Transportation Division

The Group has managed and operated a strong sea-land-air transportation network across Hong Kong, Macau and Mainland China over decades. Serving millions of

passengers in its network, the Group delivers value-added services to enhance customers' travel experience.

#### Hospitality Division

The Group has focused on the development in the tourism end across the Asia Pacific region, involving hotel investments, hotel management, travel and meetings, incentives, conferences, and exhibitions (MICE) and event planning.

#### Investment Division

Aiming to enrich customers' leisure experience, the Group has invested in the gaming and retail areas in Macau, and commercial area in Hong Kong.

For detailed information of the corporate structure and core businesses of the Group, please refer to the Company's Annual Report.

#### Corporate Governance

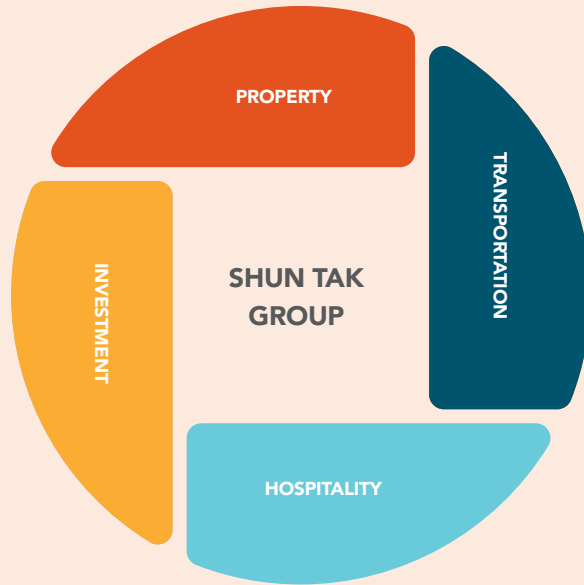
The Group upholds high standards of corporate integrity and business ethics. Clear guidelines are established to ensure fair operations and safeguard the interest of the Group and its shareholders. The board of directors (the "Board") is committed to practicing good corporate governance principles and reviews the governance practices routinely to ensure compliance with regulatory requirements. Through

the Audit, Executive, Nomination and Remuneration Committees, the Board maintains clear segregation of duties and a high level of corporate governance in different aspects.

The Group administers a Code of Conduct (the "Code") which serves as a guideline for staff conduct and operating practices to prevent bribery, fraud and conflict of interest situations. Employees are required to fully comply with the Code. Any breaches are handled in strict confidence under the disciplinary procedures of the Group.

The Group keeps employees apprised of the Group's anti-corruption policy, which is introduced to all new recruits during orientation. Periodic refresher seminars provided by the Independent Commission Against Corruption are offered to employees to reiterate the importance of anti-corruption. The Group has a whistleblowing policy aiming to ensure the highest possible standards of openness, probity and accountability. During the reporting period, no legal case regarding corrupt practices has been identified.

The Group implements a Group Information System policy to ensure customer data protection. All supervisory and managerial employees are trained on the data protection principles and required to strictly follow the Personal Data (Privacy) Ordinance.



All employees are educated on the importance of intellectual property rights and the proper application and use of company assets, resources and communication channels.

**Sustainability Approach**

In December 2012, the Board created a Sustainability Steering Committee (the "SSC") to oversee the Group's Environmental, Social and Governance ("ESG") performance. The SSC, chaired by the Managing Director, consists of representatives from principal business units. The key responsibilities of the SSC include formulating, monitoring and reviewing the Group's sustainability vision, strategy and policies. Meetings are conducted to review the ESG activities

and to plan for future initiatives to foster sustainable development of the Group.

To put the Group's sustainable mission into actions, a Sustainability Policy has been established to provide direction and drive sustainable initiatives in 4 major aspects: Workplace Quality, Environmental Protection, Operating Practices and Community Involvement. Guided by the Group's Sustainability Policy, each business unit can formulate its own strategies, management practices and operational measures to improve sustainability performance according to its business activities. The Group integrates sustainability considerations throughout its operations and strives to better serve our community, our people and our environment.

Being a responsible company, the Group will continue to join hands with our stakeholders including our employees, customers, business partners and NGOs to implement initiatives aiming to achieve long-term sustainability.

In 2014, the Company continues to be one of the constituents of Hang Seng Corporate Sustainability Benchmark Index for the fourth consecutive year and has also been awarded the "HKQAA CSR Index Plus".





## CARING FOR THE COMMUNITY

As a corporate citizen, we believe it is our responsibility to give back to the communities in which we operated by enabling these communities to prosper through our initiatives, such as Support for the Elderly, Love for the Children, Nurturing the Youth, Community Fun-Healthy-Charitable Events, and Promoting Art and Culture. Through these initiatives, we reach out directly to the community, provide resources and offer assistance, bring citizens together, create a sense of community, and work hard to make a positive impact on the lives of everyone in the community.

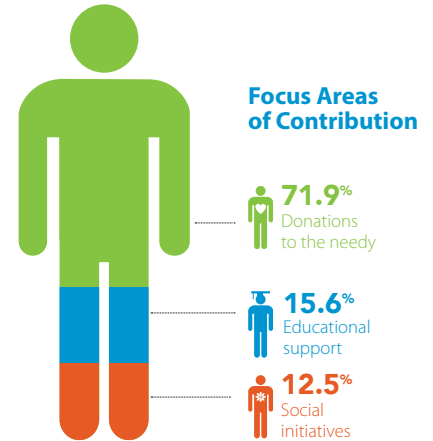
## SUPPORTING SOCIAL RESPONSIBILITY PROGRAMS AND VOLUNTEERISM

Under the leadership of our top management whose long standing commitment to social causes not only inspires us but also serves as an example to the entire organization, systems are set up to support our social responsibility programs and volunteerism:

- The Sustainability Steering Committee was created and charged with the responsibility to oversee our environmental, social and governance issues.
- The Shun Tak Staff Club was formed, enabling representatives from different departments to implement social and staff programs at the corporate level.

- The Shun Tak Social Service Group was created in Macau and Hong Kong in 2012 and 2013 respectively. More than 180 employees have joined these volunteer groups so far. Trained by external social work professionals, these employees lead volunteer activities such as visits to senior homes, blood donation drives and public charity campaigns and events.

In 2014, we allocated an estimated sum of HK\$1,016,463 to support our social responsibility programs; and we volunteered a total of 2,959 man hours to serve the communities in which we operate.



**HK\$1,016,463**  
contributed to social sustainability



**2,959HRS**  
serving the community



Committed to upholding our corporate citizenship responsibility, we have initiated and implemented many social programs over the years, and encouraged our different business units to launch their own programs to support the needy in their local communities.

One example is the dedicated charity fund (愛德之旅耆樂基金) operated by TurboJET since 2012, which provides immediate relief for the emergency needs of elderly people who are referred by the Young Women's Christian Association. A subsidy of up to HK\$ 2,000 is granted to each eligible senior person who demonstrates an urgent demand for daily necessities, medical payments, or necessary home improvements.

Through a number of similar focused volunteer services, programs and events, we have successfully supported and cared for the elderly, the children and the young people in need. We have also reached out to the community and encouraged members of the community to take an active role in fundraising and charitable activities.

CLOCKWISE FROM TOP LEFT: The Central Rat Race, Walks for Millions, Macau Eco TrailHiker, Blood Donation Day



**SUPPORT FOR THE ELDERLY**

**Scarves Knitting**

Collaborating with the Tung Wah Group of Hospitals, 26 employees and their family members knitted and distributed over 60 tailor-made scarves to senior citizens living alone, warming the hearts as well as the bodies of these seniors during the winter season.



**Home Visits**

Throughout the year, our employees in Hong Kong and Macau organized multiple visits to neighbourhood and singleton elderly, offering them gifts and engaging them in activities like exercises, games and DIY classes. Our volunteers also delivered special, personalized care to seniors living alone in the community, attending to their needs with care packages and warming their hearts with our big smiles.

**Disneyland Tour**

Our employees joined hands with Hong Kong Aged Concern Ltd. and accompanied 40 seniors on a visit to Disneyland. With our volunteers' company, the seniors were able to move around in the park facilities easily, allowing them to truly enjoy the exciting activities in the park.





LOVE FOR THE CHILDREN

Toys of Love

At the grand opening of the first branch of Toys "R" Us Macau, a large toy retail brand operated by the Group, we donated a total of MOP 88,000 worth of toys to the Toy Bank Program at the Sheng Kung Hui Macau Social Services Coordination Office (SKH). We also launched a long-term partnership with SKH on a "Toy Exchange Scheme", under which used toys in good conditions are collected through in-store kiosks and then given to children in need.



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*I thank the Shun Tak Group for giving me the opportunity to work with my colleagues to plan and organize these meaningful volunteer activities. The support we received from Management has given us a sense of belonging to the Group and promoted communication among different business units.*

*Participation in volunteer work is one of the many ways Shun Tak promotes "work-life balance" in its workforce. Both staff and their family members are encouraged to join these volunteer activities. It is a very rewarding experience being able to help the needy and share the contentment of doing so with our colleagues and their family members at the same time.*

*In addition to serving our current communities, we hope to extend our service to new immigrants and ethnic minorities in the coming year. Together, we shall demonstrate the Group's social responsibility to the wider community.*

Ms. Kit Tang  
Senior Travel Consultant  
Shun Tak Travel Services Limited

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Fun and Joy

Throughout the year, our employees delivered toys, stationery and daily amenities to the children. Our volunteers and the children shared moments of fun and joy with each other.



## NURTURING THE YOUTH

We believe that our future lies in the hands of the youth. As such, we are committed to supporting the healthy development and growth of the young people. We have participated in our School-Company-Parent program for 9 consecutive years, recently receiving the “Best Performance of School-Company Partnership 2013-14” award.

### School-Company-Parent Program

To promote a spirit of entrepreneurship among the younger generation and pass on some of the best practices of the local industries, we have been an active supporter of the annual School-Company-Parent Program (formerly known as School-Company Partnership) run by the Young Entrepreneurs Development Council since 2006. Each year, our staff representatives lead in-class training sessions and on-site tours for around 30 students from Secondary Four to Secondary Six. During the 2014 program, a total of 5 staff representatives served as ambassadors, arranging 4 workshops and a visit to the TurboJET shipyard for the student participants. We helped students understand our business operations and encouraged them to learn more about the local maritime industry.



### Mentoring the Students

Through on-site tours, career orientation, information exchanges, summer internships and scholarships, we mentor the young people in the areas of education advancement and career planning. Over the years, we have developed close partnerships with local educational institutes, including nurturing partnerships with local institutes such as the Hong Kong Sea School, Macau Institute for Tourism Studies, Maritime Services Training Institute, and the Hong Kong Institute of Vocational Education. Since 2007, our TurboJET Scholarships valued at over HK\$1,100,000 had benefited over 50 local students in maritime or transport related subjects.

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*The Shun Tak Group has been a fabulous partner in changing the mindsets and enhancing the qualities of younger generations for the past 9 years.*

*The Group’s senior management has demonstrated a continued commitment and allocated more manpower support than we requested to ensure the program success. The Group’s staff mentors shared their valuable life experience with our students, and encouraged them to dream and develop their full potentials.*

*Over the years, we have received positive feedback on the program from the student participants, their teachers and parents. We are pleased with this fruitful partnership with the Group. We look forward to learning more about the Group’s social undertaking to drive desirable changes in society and to further collaboration with the Group.*

Ms. Helen Yuen  
Director

Young Entrepreneurs Development Council

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## COMMUNITY FUN-HEALTHY-CHARITABLE EVENTS

We believe in the importance of the sense of community and work hard to bring the community together in fun, healthy and charitable events. The Macau Tower (the “Tower”), our signature landmark building, is now an important platform where we strategically host a variety of community events.

Over the years, we have developed a tradition of hosting public stair-climbing events at the Tower during Chinese New Year. The “TowerRun” and “Charity Walk” offer a unique way for the community not only to celebrate the annual festivity, but also to promote health and wellness, and to raise funds for the Macau Red Cross.



TOP to BOTTOM: Chinese New Year TowerRun, Oxfam Tower Run



### Crazy Jump Carnival

During the 2 bungee events at the Tower, contestants dressed in character costumes performed a daring leap from the 233m high tower, competing for the Most Outstanding Jumper title. To make things even more fun for the audience, special guests were invited to perform dances and stunt jumps. A total amount of MOP 250,000 was raised for Macau Red Cross.

### Light It Up Blue

The Tower participated in the “Light It Up Blue” event in April to commemorate World Autism Awareness Day, an annual global initiative launched by the organization “Autism Speaks”. Over 10 people with autism and their families were invited via the Macau Special Olympic, to witness the memorable moment when the Tower, alongside many iconic landmarks worldwide, was lit up in blue to kick off a 7 days lighting event. Our employees performed Skywalk X on the same day to demonstrate our support and solidarity with the autistic community.



PROMOTING ART AND CULTURE

We believe art and culture represent the way of life of the community. Over the years, we have actively supported artistic and cultural events in the communities in which we operate. We have also sponsored numerous meaningful cultural exchanges by introducing renowned international art performances on the local stage.

**Sponsoring a Ballet Performance of Giselle**

Giselle, a ballet masterpiece, was performed by the Teatro alla Scala Ballet Company during the 42nd Hong Kong Arts Festival in 2014. Being the proud sponsor of one performance, we were delighted to have been able to bring such an elegant artistic expression to our Hong Kong audience.

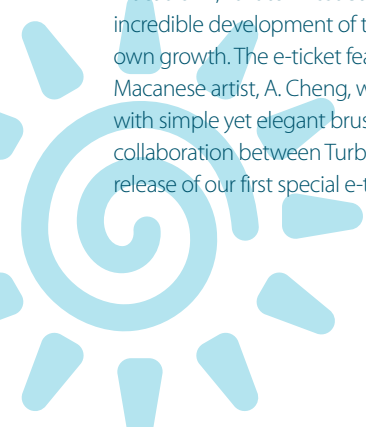


**“Biennial of the Lions” at the Macau Tower**

In celebration of the 50th anniversary of the establishment of diplomatic relations between China and France, we proudly sponsored two venues, the Tower and One Central, to support the exhibition entitled “Biennial of the Lions,” presented for the first time in Asia. Showcasing 50 unique sculptures of lions jointly created by French and Chinese artists, the exhibition not only provided residents in the community viewing pleasure of magnificent artistic creations, but also inspired viewers to appreciate the importance of artistic and cultural exchange between the East and the West.

**Limited Edition E-Ticket Featuring Local Artist**

In commemoration of the 15th anniversary of the establishment of the Macau SAR, TurboJET issued a limited edition e-ticket to celebrate the incredible development of the city over the past 15 years as well as our own growth. The e-ticket featured an ink painting illustration by a famous Macanese artist, A. Cheng, whose drawing captured the vitality of Macau with simple yet elegant brush strokes and vibrant colors. This was the second collaboration between TurboJET and A. Cheng, following the successful release of our first special e-ticket to celebrate our 10th anniversary.





## VALUING OUR PEOPLE

We believe our employees are one of our most important assets. We are committed to providing equal opportunity to our employees, matching the right people with the right job, and offering them a suitable platform to develop and excel in their careers. We are also committed to offering our employees a safe and healthy work environment, and a healthy work-life balance.

In the course of our business activities, we often collaborate with different stakeholders in our supply chain. By sharing our core values with our stakeholders, we create shared benefits with our business partners, suppliers and vendors, and ultimately enhance the overall experience of our customers.



## BUILDING A TEAM

As of 31 December 2014, we employed an approximate total of 4,000 staff. Most of our employees are stationed in Hong Kong or Macau and support our operations, while some also work in Mainland China and Singapore.

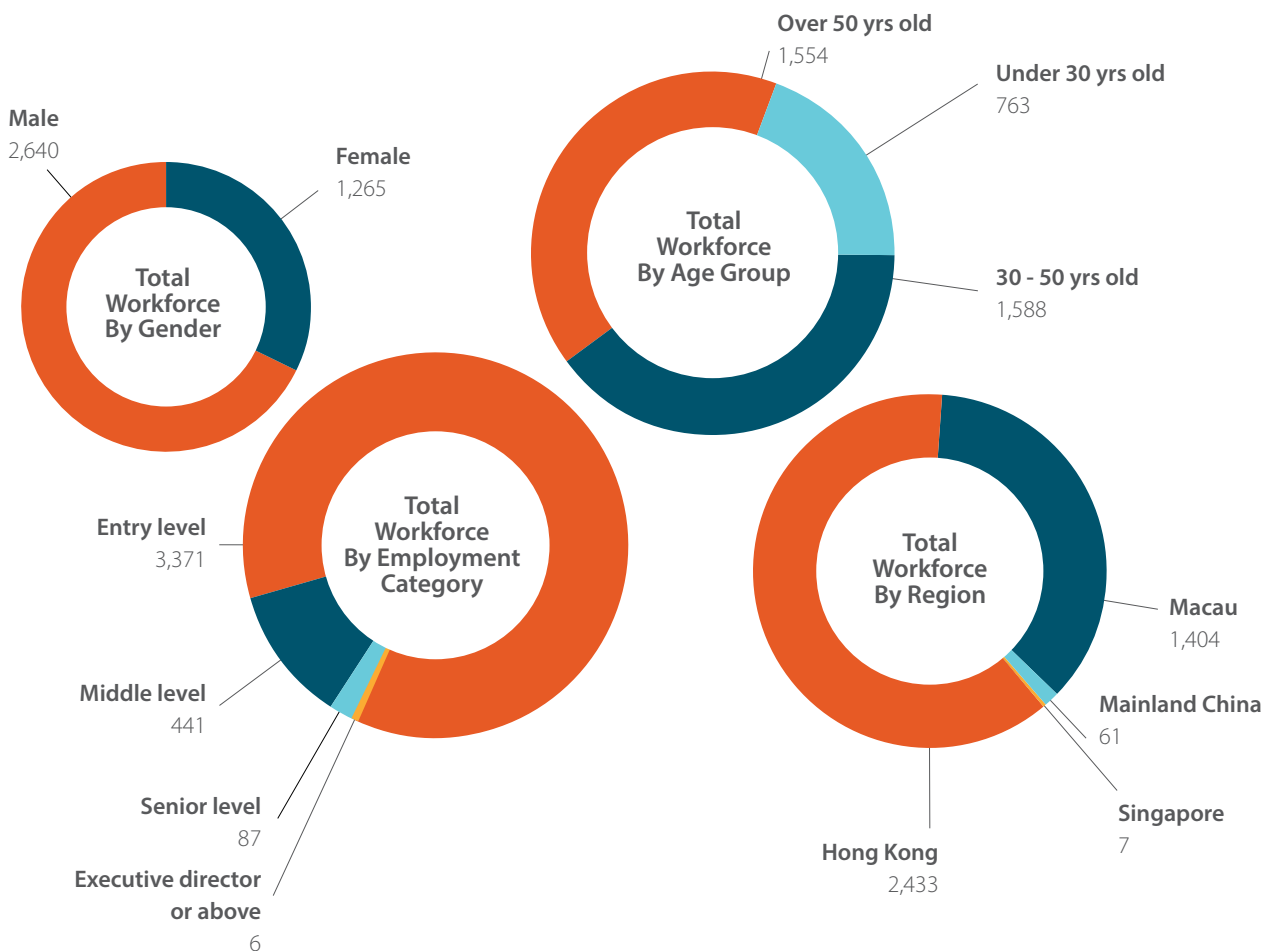
We strictly adhere to labor legislation and comply with all relevant labor practices. Being a responsible employer, we ensure that job duties are performed by suitable candidates regardless of who they are, and that equal opportunities are provided to all.

We also promote social integration by introducing policies and measures to facilitate the employment of persons with disabilities. We employ disabled persons wherever suitable. Our efforts to foster social integration were recognized by the Employees with Disabilities Recognition Scheme of the Government of the Macau SAR.

### Turnover Rate by Region



### Turnover Rate by Age Group



## CHAMPIONING HEALTH AND SAFETY



 **1,481**  
attended safety  
training courses

Striving to achieve zero accidents in the workplace, we explore every opportunity to avoid and eliminate safety and health risks. Apart from standardizing our operational practices, we have also adopted a dual approach to enhance the safety awareness of our employees, with the goal of minimizing potential accidents during daily operations. Regular seminars and workshops are organized to refresh staff awareness on a variety of topics including fire safety, first aid, occupational safety and health (OSH) regulations, and others. As of December 2014, about 1,481 employees attended relevant safety training courses.

### Safety Management at TurboJET

TurboJET has established a Safety Committee to execute the safety management system in compliance to applicable rules and regulations covering all aspects of our operations. Composed of management and staff representatives from different divisions as well as contractors, this committee is responsible for ensuring that safety measures are properly implemented in workplace in accordance with the safety management system. It provides safety training to staff to refresh and enhance knowledge on safety matters. To raise the safety awareness of our staff, health and safety talks are organized and its related news is disseminated to staff through e-mail, notice board and company newsletter. Externally, contractors are engaged through regular meetings designed to strengthen two-way communication regarding safety issues.

To enhance protection of our employees in terms of work-related injuries and illnesses, TurboJET carries out regular health and safety risk assessments. Led by senior management members, regular external and internal audits are conducted, and safety inspections are performed on vessels and in offices, led by senior management members. Audit results are circulated to employees and records are properly kept, both on board the vessels and in offices. Emergency preparedness and response procedures have been defined and relevant drills are regularly performed to safeguard our staff.

### Fire Safety at the Macau Tower

Measuring over 300m in height, fire safety at the Macau Tower ("Tower") is of paramount importance to us. We have stringent measures to ensure fire safety and perform annual inspections to assure that the fire services facilities at the Tower's theatre are in good condition. We also work with the Fire Services Department to carry out annual fire drills.



### Safety and Hygiene at the Macau Tower

We offer complete support to the Civic and Municipal Affairs Bureau in their performance of safety and hygiene inspections at our food production outlets and kitchens at the Macau Tower – a major convention and entertainment center which hosts a variety of catering facilities.



TOP: Silver Award at the First Restaurant Industry Occupational Safety and Health Award Scheme  
BOTTOM: Food & Beverages Safety and Health Seminar

## PROMOTING WORK-LIFE BALANCE

Aiming to foster a pro-family culture and environment for the benefit of all our employees, we have in place a number of employee benefit and support programs which we believe would enable our employees to perform to their full potential and maintain a healthy work-life balance at the same time.

We offer leave entitlements for different circumstances, including marriage leave, maternity and paternity leave, condolence leave and examination leave. In addition, we frequently organize health-related workshops, interest classes and hobby groups to promote our work-life balance program. Other initiatives include TurboJET's Flexi Working Hours which allows office staff to report duty and off duty within a period of time for 9 hours a day. This arrangement gives our staff more flexibility and enables them to maximize their time with their families, continuous education and personal activities.

Networking and volunteer activities are held regularly which encourage cross-departmental cooperation, and foster personal growth. More than 692 staff and their family members participated in various events in 2014.

### Promoting Work-Life Balance

To promote the work-life balance culture in our work environment, we initiated a series of health talks throughout the year by collaborating with external organizations to share health tips. In particular, a "Work-Life Balance Week" was held in October 2014. During the week, we distributed fresh fruit with a high level of dietary fiber to our employees to promote healthy eating. We also took other steps to foster healthy eating and encourage regular exercise amongst our staff. Over 380 employees participated in a number of enjoyable social activities during the week.



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### Activities Highlights



#### Flower Arrangement Class

The interest class provided an opportunity to the employees not only to learn flower arrangement skills, but also to release stress and enjoy the calmer and aesthetic side of city living.



#### TurboJET Sports Association

Established in 2002, the ST-CTS Football Club mainly focused on football activities. Over the years, the Club continued to develop more sports teams and was subsequently renamed as "TurboJET Sports Association" in 2014.

*Prolonged computer use is an inevitable part of life among professionals like members of the accounting staff.*

*Aware of the nature of the job and health risks associated with it, Shun Tak organizes health talks from time to time, providing us with useful information for precautionary and preventive measures.*

*Shun Tak is also a strong advocate for work-life balance. Each year, a number of activities such as field trips and group volunteer services are organized to encourage the participation of the staff and their family members. Through these activities, we are not only able to take care of those in need, but also share these memorable moments with our families.*

Ms. Antonia Chan  
Assistant Accounting Manager  
Shun Tak Development Limited

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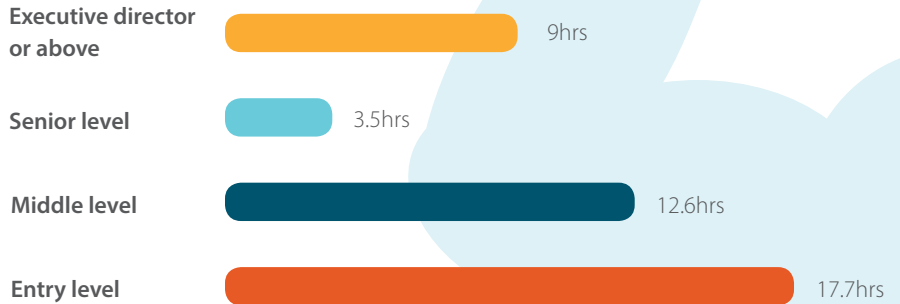
## EMPOWERING OUR PEOPLE

To maintain a competent workforce that has the ability to embrace new challenges, we believe employees' continued education is essential. We offer a number of in-house training opportunities and subsidize external educational programs which are designed to enhance our employees' knowledge, skills and qualifications. In 2014, the total number of our employees' training hours reached 65,710.

We have a comprehensive appraisal review system which allows us to assess staff performance against company expectations and identify their development needs. To help us implement a variety of sustainability initiatives, during the year we arranged training courses covering a wide range of disciplines such as corporate governance, human resources management, regulatory compliance, occupational health and safety, energy management, green procurement and others.

Besides cultivating our in-house talent, we also provide diversified job opportunities to attract new blood. We offer a range of posts with various job functions across business

### Average Training Hours by Employment Category



units, aiming to raise interest among the new generation to join the Group and reap the benefits of its vast business portfolio.

We also rely on experienced staff to train newcomers. We treasure the practical experience and professional knowledge of our retirees. To retain their invaluable knowledge and skills, we would continue to employ them as fixed-term or part-time staff, to allow them to pass on their expertise to the younger staff.



**A total of**  
**65,710HRS**  
 spent on training in 2014



### Developing Our Talents – TurboJET Cadet Program

Since it was launched in 1998, TurboJET Cadet Program is one of our substantial human resources investments to promote career opportunities and advancement as well as to attract new generations to join the maritime industry. This program includes classroom and on-the-job training to acquaint trainees with both theoretical knowledge and practical skills, and is now well-established in preparing and assisting trainees to attain the required professional qualifications. There are two streams under the program: i) Cadet Officers and ii) Engineer Trainees. Under the program, we have recruited on average of over 15 cadet officers and engineer trainees per year, investing more than 2 million Hong Kong dollars and approximately 28,200 training hours. As of this year, 68 cadet trainees have qualified as navigation officers. Of these, 9 trainees have achieved the commanding "Master of Ship" position on board our vessels; while 18 trainees qualified as marine engineers. The program not only offers a valuable opportunity for young people to pursue a career in the maritime industry, but also maintains a continual supply of well-trained and qualified local seafarers to support the sustainable operation of our cross-boundary ferry services.

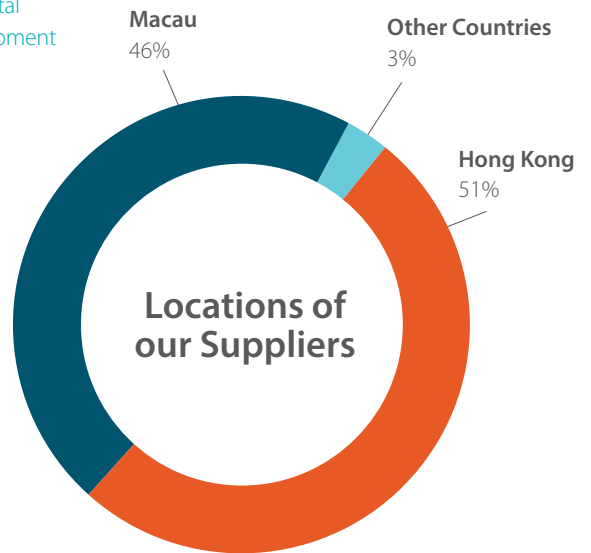
## MANAGING OUR SUPPLY CHAIN

We have standardized procedures to ensure a fair and transparent supplier and contractor selection process. Suppliers are assessed by considering their price competitiveness and the quality of their products and services. We also consider our suppliers' environmental performance, whenever applicable. We carry out annual evaluations of our suppliers' performance, based on prescribed criteria including a review of their code of practices. In 2014, 51% and 46% of our suppliers were located in Hong Kong and Macau respectively, the remaining 3% of suppliers are sourced from other regions.

As a precautionary measure, we mandate that a specific group of contractors with high OSH risks – such as those working in confined spaces and underwater – conduct regular risk assessments and provide safety procedures for high-risk items. In addition, we have work instructions for cleaning contractors and other contractors that handle chemicals frequently, ensuring that their staff members are safeguarded from being exposed to hazardous substances.

We impose a number of environmental requirements in our property development

work contracts. Contractors are required to implement a range of environmental measures including noise and effluent control, construction waste disposal, prevention of mosquito breeding, and others. In addition, the contractors are required to comply with all local environmental regulations whenever applicable.



## LISTENING TO OUR CUSTOMERS

We place great value on performance ratings and feedback from customers, especially feedback which identifies areas for improvement. To assess the customer satisfaction levels of our services, we have developed a customer satisfaction evaluation mechanism, such as regular questionnaire-based surveys and occasional mystery shoppers to collect feedback on how we can enhance our services.

In addition, we have a number of communication channels including a hotline, corporate website and social media platforms to facilitate and strengthen communication with our customers. Further, a complaint handling procedure is in place to ensure that a timely response and appropriate follow-up actions are put into practice. Any complaints received are discussed and reviewed by management during regular complaint handling meetings.







## PROMOTING ENVIRONMENTAL RESPONSIBILITY

We believe it is our responsibility to protect the environment and recognize the importance of weaving environmental sustainability into our daily business operations. Our robust and comprehensive governance framework allows us to integrate consideration for the environment into every decision we make and into every business activity we conduct.

As part of a unified approach to achieving our environmental vision, each business unit contributes to our collective effort to attain operational excellence, enhance efficiency and reduce environmental impact through innovation, capital investment and partner synergy. We reiterate our continued commitment to protecting the environment through our initiatives, which include reducing our carbon footprint, managing our energy use, monitoring our waste management and maintaining indoor environmental quality.

## ENERGY EFFICIENCY AND CONSERVATION

We are committed to reducing our carbon footprint across all our business operations. We have adopted measures to achieve energy efficiency through cultivating staff awareness and through promoting behavioral change.

In 2013, we participated in the “CarbonSmart Program” and conducted a carbon audit at our Hong Kong office premises in order to understand our carbon footprint and review the effectiveness of our energy and carbon reduction strategies. As a follow up to this audit, we established the Energy Saving Campaign with the aim of systematically planning and reviewing our office energy saving practices. We also set energy reduction targets and devised a monitoring mechanism to ensure continuous improvements.

As part of this campaign, our Hong Kong offices have adopted a number of exercises to reduce energy consumption. These include:

- zoning for optimal control of lighting and air conditioning;
- placing signage regarding the importance of energy saving near light switches;
- setting copiers to turn off automatically after a designated time interval when not in use;
- adopting a “PC Auto Power Off” measure to reduce unnecessary standby power usage at night; and
- lowering vertical blinds in meeting rooms

As a general Group-wide practice, we also encourage our colleagues to wear smart casual dress to work during the summer months in order to reduce the demand for air conditioning, which in turn reduces energy consumption in our offices.

To further extend the green awareness among our stakeholders, STMPL has signed the Energy-Saving Charter organized by the Hong Kong Environment Bureau to maintain an average indoor temperature between 24 and 26 degrees Celsius at the premises under our management in summer time.



Top: Energy Saving Charter  
Bottom: Certificate of Commendation – Carbon Smart



“



*By motivating our colleagues to participate in the Energy Saving Campaign, we have not only improved energy efficiency in several of our offices, but also successfully motivated our colleagues to develop daily “green habits” in the workplace. This Campaign has succeeded in nurturing in us a green office culture which will help to support and sustain our endeavors to promote environmental responsibility.*

”

*We look forward to receiving more innovative green ideas from our colleagues to drive us towards a more sustainable operation. I would like to see more coverage on periodic measurement of our sustainability performance, through which opportunities of improvement can be identified and initiated.*

**Ms. Shirley Wong**  
Group Administration Manager  
Shun Tak Holdings Limited

## Supporting Global Initiatives

### Earth Hour 2014

For 5 consecutive years, we have supported WWF-Hong Kong's "Earth Hour" campaign, demonstrating our commitment to combating climate change. On 29 March 2014, we switched off all non-essential illumination and in-cabin entertainment systems across our premises, tourist facilities and transportation services in both Hong Kong and Macau for one hour starting at 8:30pm. Many of our employees have also "gone beyond the hour" and adopted a low-carbon lifestyle in their daily lives to help create a more sustainable future for our planet.



### North Terrain Environmental Ramble 15

Following the sponsored program of "Swiss SOS Expedition" in 2008, TurboJET supported the Scout Association of Hong Kong - New Territories East Region again in 2014 to launch the "North Terrain Environmental Ramble 15" program and investigate the impact of climate change in the Arctic Region. The investigation team is composed of Scout youth members and leaders, one of our staff has also been chosen as our Environmental Pioneer to engage in the investigation during the 12 days arctic tour in 2015 and to enhance green awareness among our staff and the general public through internal and external promotion programs.

## Reducing Fuel Consumption at TurboJET

TurboJET has adopted various measures to reduce vessel fuel consumption and the associated emissions. These measures include:

- the use of advanced anti-foul haul coating to reduce drag;
- the installation of interceptors on company vessels to reduce surface friction;
- installation of LED lighting system;
- the avoidance of unnecessary fuel consumption by stopping vessel engines after berthing on every voyage and stand-by; and
- enhance route planning and reduce waiting time for berthing.



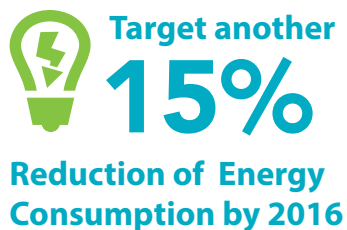
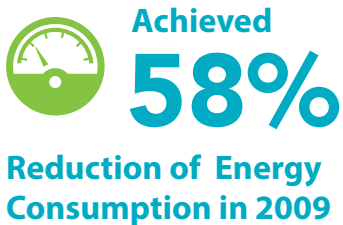
## Energy Saving Initiatives at STPML

Since 2012, STPML has been replacing retired office equipment with the most energy-efficient new models. We have also adopted light emitting diodes (LEDs) and compact fluorescent lamps (CFLs) in its lighting systems, and using LEDs for the decorative lighting displays on the curtain wall of its office building to further reduce energy consumption.

In addition, we joined the "No Air Con Night 2014" to further promote wise use of air-conditioning with our customers and tenants join hands in combating climate change.

## Energy Saving Accomplishments at the Hotel Grand Lapa Macau

The hotel managed by Artyzen Hospitality Group was awarded the “Green Hotel Award 2013–Silver Award” by the Macau Environmental Protection Bureau in recognition of its commendable environmental achievements. In addition to formulating corporate targets and action plans to reduce the hotel’s energy consumption by 15 per cent by 2016; the hotel has also installed various energy conservation hardware, including occupancy sensors which optimize lighting use. Beginning in 2009, the hotel replaced all exterior neon signs with energy efficient LED lights in phases, an action which contributed to reducing energy consumption by a highly-significant 58 per cent.



## Incorporating Environmental Consideration by Shun Tak Development Limited

To use energy efficiently, we have introduced environmental measures in the development stage at Nova Park. For example, we use occupancy sensor to control lighting in typical passenger lift lobbies, clubhouse and fire escape staircase to save electricity consumption. Environmentally friendly refrigerant for all air-conditioners or air handling units are installed in the common areas and residential units.

## Energy Conservation at the Macau Tower

The Macau Tower has adopted a Building Management System (BMS) to monitor most of the building’s services installations – such as air conditioning, lighting, water pumps, and others. This BMS provides central control and monitoring of all building services installations to maintain and enhance energy efficiency.



Apart from managing our own operational carbon footprint, we also aim to extend the responsibility for protecting the environment to our staff and the wider community. By providing our staff with a number of different engagement activities, we have incrementally induced behavioral changes in their daily lives and have spread the “green message” to their family members and beyond.

## Fostering a Low-carbon Living

A carbon reduction campaign was launched at the Macau Office with a series of staff engagement activities, including an energy saving contest, biweekly release of energy saving tips to staff members, an “eco-cleanser-making” workshop. We aim to continuously raise staff awareness and encourage our people to practice green living in their daily lives.



## Promoting Greening at Work

TurboJET has created a green roof garden at its shipyard to promote the benefits of organic farming to employees, inspiring them to appreciate the importance of conserving nature. Lunch seminars and workshops have also been organized to enhance staff awareness about various environmental issues and promote the adoption of a low carbon lifestyle.





## WASTE MANAGEMENT AND REDUCTION

Waste management and reduction are important strategies which help to conserve valuable resources. We have engaged all our business units in a joint effort to manage, reduce and recycle the waste generated by our operations. We not only promote waste management measures within the Group, but also disseminate messages regarding the importance of waste management to our residents, tenants and customers.

A campaign for collecting reusable items such as red packets, mooncake boxes, used clothes, toys and books has been ongoing for some time. We are currently looking into other possible opportunities to broaden the types of items collected for reuse and recycling. Taking an example from STPML,

we have been supporting the Environmental Protection Department's District Waste Electrical and Electronic Equipment Recycling Days since 2012. We encourage tenants to reduce the electronic waste they generate onsite and enhance their recycling efforts. Waste separation facilities are also provided in accessible locations to encourage recycling.

Other than promoting waste recycling and management at our offices, we also explore various channels to expand our reach by embarking on joint efforts with external partners. We collaborate with NGOs in our quest to reduce our waste load and collect more recyclables.

TOP: WastewiSe Label<sup>®</sup> under the Hong Kong Awards for Environmental Excellence  
 BOTTOM: Recycling Bins at Chatham Place




 **Saved**  
**500KG**  
**of Paper**

### Practicing a Paperless Procurement Process

STPML promotes paperless operations by utilizing an electronic procurement system which minimizes paper consumption for manual processing, an estimate amount of 500 kg paper was saved.

### Waste Reduction Initiatives at TurboJET

TurboJET has made every effort to minimize the waste generated by its operations and to maximize its resource utilization and recycling. For example, the ferry ticket has been reduced in size, achieving a 40 per cent reduction in paper resources consumed; and reusable seat head rest covers are now being used on board. A wide range of materials including lubrication oil, scrapped metal, waste paper and toner cartridges are also collected for recycling.

 **Achieved**  
**40%**  
**decrease in paper consumption for ferry tickets**



### Waste Separation at Source

Managed by STPML, various property units are participating in the territory-wide "Source Separation of Domestic Waste" program launched by Hong Kong's Environmental Protection Department. To cultivate environmentally-responsible habits, residents are encouraged to segregate different types of domestic waste into the appropriate recycling bins.



## A Summary of the Total Amount of Recyclables Collected in 2014

**PAPER**  
**582,490KG**



**PLASTICS**  
**2,217KG**



**METAL**  
**104,366KG**



**ALUMINUM CANS**  
**988KG**



**OLD CLOTHES**  
**9,991KG**



**FLUORESCENT LAMPS**  
**233KG**



**TONER CARTRIDGES**  
**339**  
**PCS**



**RECHARGEABLE BATTERIES**  
**210PCS**



## CONTROL OF INDOOR ENVIRONMENTAL QUALITY

We understand that good air and water quality are vital to maintaining a healthy body. We care for our staff, our tenants and our customers, and therefore arrange for regular monitoring and assessment of the indoor environmental quality of our premises.

We and some of our managed properties participate in the "Indoor Air Quality Certification Scheme" organized by the Environmental Protection Department to ensure that the indoor air quality (IAQ) of these premises is up to standard. To maintain better IAQ, the furniture procured in office premises achieved specific indoor air quality certification, eco-label and sustainability standards, aiming to minimize potential emissions. On the property management front, guidelines and rules stipulating our

requirements for renovation work projects have been developed for our contractors to follow.

Apart from IAQ, we provide clean water to our staff and tenants. We have installed water savers in the pantries of our offices – these devices minimize water wastage and prevent water contamination. At our managed properties, we maintain the water plumbing systems to a high standard to ensure that we provide good quality water for our tenants at all times. To demonstrate our commitment to maintaining a hygienic water supply, most of the Hong Kong properties managed by us participate in the "Quality Water Recognition Scheme for Buildings" organized by the Water Supplies Department.

LEFT:  
Quality Water  
Recognition Scheme  
for Buildings  
RIGHT:  
Indoor Air-Quality  
Certificate - Good Class





## RECOGNITION AND AWARDS

We aim to deliver high quality services across our businesses and operations in a sustainable and responsible manner. We are delighted to share our accomplishments over the years.

RECOGNITION/ AWARDS	ISSUING BODIES	COMPANY
<b>Corporate Governance and Social Responsibility</b>		
Hang Seng Corporate Sustainability Benchmark Index	Hang Seng Indexes Company Limited	STHL
HKQAA CSR Index Plus	Hong Kong Quality Assurance Agency	STHL
HKMA Award for Excellence in Training 2014 - Excellence Award in Development Category - Societe Generate - Citation for Youth Mentorship	Hong Kong Management Association	TurboJET
The Fourth Hong Kong Outstanding Corporate Citizenship Awards - Merit Award in Enterprise Category	Hong Kong Productivity Council	TurboJET
Best Performance of School-Company Partnership	Young Entrepreneurs Development Council	STHL
2013/14 Family-Friendly Employers Award	Family Council	TurboJET
Caring Company Logo 2013/14 5 Years PLUS Caring Company Logo 10 Years PLUS Caring Company Logo	Hong Kong Council of Social Service	STHL, TurboJET STPML-HK
Caring Company Award	Macau Chamber of Commerce	STH(M)L
Family-Friendly Employer Award (Category of Enterprise Group)	The Women's General Association of Macau	STH(M)L
Award of Group Blood Donation	Macau Department of Health	STH(M)L
<b>Environment</b>		
Carbon Footprint Repository for Listed Companies in Hong Kong - "Certificate of Commendation"	Hong Kong Environment Bureau	STHL
Energy Saving Charter on Indoor Temperature 2014	Hong Kong Electrical and Mechanical Services Department	STPML-HK
Indoor Air Quality Certificate - Good Class	Hong Kong Environmental Protection Department	STHL
Carbon Audit • Green Partner	Hong Kong Environmental Protection Department	STPML-HK
Source Separation of Domestic Waste 2013/14 - Certificate of Merit	Hong Kong Environmental Protection Department	STPML-HK (1 Mongkok Road, Seymour Place, Liberté)
Hong Kong Green Award - Environmental, Health and Safety Award (Corporate) - Silver Award	Green Council	TurboJET
2014 Hong Kong Awards for Environmental Excellence Wastewiŕe Label "Class of Good" "Class of Excellence"	Environmental Campaign Committee	STPL-HK ~ (Shun Tak Centre) STPML-HK ~ (The Belcher's) TurboJET
Eastweek Eco-Brand Awards	Eastweek	TurboJET
<b>Quality and Customer Service</b>		
Hong Kong Premier Service Brand Award	Hong Kong Brand Development Council & The Chinese Manufacturers Association	TurboJET
2013/14 Certificate of Smiling Enterprises	Mystery Shopper Service Association	TurboJET
Quality Water Recognition Scheme for Buildings	Hong Kong Water Supplies Department	STPML-HK (Seymour Place, Liberté Shopping Mall, Liberté Bk 1 – 8, Liberté Club)
OSH Award - Silver medal of the Best OSH Restaurant Establishment	Macau Labour Affairs Bureau	Macau Tower
Outstanding Safety Supervisor to Staff Award - Merit of OSH Work to Staff	Macau Labour Affairs Bureau	Macau Tower
2014 China Travel & Meetings Industry Awards - Best Business & Incentive Venue (HK & Macau)	Travel Weekly China	Macau Tower

## PERFORMANCE DATA SUMMARY

### SOCIAL PERFORMANCE

TOTAL WORKFORCE <sup>1</sup>	UNIT	2014
<b>By location</b>		
Hong Kong	no.	2,433
Macau	no.	1,404
Mainland China	no.	61
Singapore	no.	7
<b>By gender</b>		
Female	no.	1,265
Male	no.	2,640
<b>By age group</b>		
Under 30 years old	no.	763
30 – 50 years old	no.	1,588
Over 50 years old	no.	1,554
<b>By employment category</b>		
Executive director or above	no.	6
Senior level	no.	87
Middle level	no.	441
Entry level	no.	3,371

EMPLOYEE TURNOVER <sup>1</sup>	UNIT	2014
<b>By location</b>		
Hong Kong	no. (%)	456 (18.7)
Macau	no. (%)	273 (19.4)
Mainland China	no. (%)	10 (16.4)
Singapore	no. (%)	0
<b>By age group</b>		
Under 30 years old	no. (%)	276 (36.2)
30 – 50 years old	no. (%)	254 (16.0)
Over 50 years old	no. (%)	209 (13.4)

HEALTH AND SAFETY	UNIT	2014
No. and rate of work-related fatalities	no.	0
Lost days due to work injury (sick leave > 7 days)	days	6,027

EMPLOYEE TRAINING	UNIT	2014
<b>Employees trained by employment category</b>		
Executive director or above	no. (%)	5 (83.3)
Senior level	no. (%)	39 (44.8)
Middle level	no. (%)	294 (66.7)
Entry level	no. (%)	2,341 (69.4)
<b>Total training hours by employment category</b>		
Executive director or above	hours (avg)	54 (9)
Senior level	hours (avg)	304.5 (3.5)
Middle level	hours (avg)	5,565.5 (12.6)
Entry level	hours (avg)	59,785.9 (17.7)

SUPPLIERS BY GEOGRAPHICAL REGION <sup>2</sup>	UNIT	2014
Hong Kong	no. (%)	958 (50.6)
Macau	no. (%)	867 (45.8)
Other regions	no. (%)	67 (3.5)

(add up to 99.9%)

SERVICE RELATED COMPLAINTS	UNIT	2014
No. of guest complaints received	no.	246

COMMUNITY WORK	Unit	2014
No. of volunteer hours	hours	2,959
Amount of charity donations	HK\$	1,016,463

### ENVIRONMENTAL PERFORMANCE

ENERGY USE AND EMISSIONS	UNIT	2014
Electricity	GJ	372,229
Towngas	GJ	333
Diesel	GJ	5,318,099
Unleaded petrol	GJ	438
Liquefied petroleum gas	GJ	190,125
Greenhouse gas emissions for Scope 1 <sup>3</sup>	Tonnes CO <sub>2</sub> e	391,473
Greenhouse gas emissions for Scope 2 <sup>3</sup>	Tonnes CO <sub>2</sub> e	87,233

MATERIALS USED	UNIT	2014
Water	m <sup>3</sup>	586,818
Paper	kg	53,256

WASTE RECYCLING	UNIT	2014
Paper	kg	582,490
Plastics	kg	2,217
Metal	kg	104,366
Aluminum Cans	kg	988
Fluorescent lamps	kg	233
Rechargeable battery	pcs	210
Old clothes	kg	9,991
Toner cartridge	pcs	339

#### Remarks

<sup>1</sup> Including the Artyzen Hospitality Group

<sup>2</sup> By corporate offices in Hong Kong and Macau, the Artyzen Hospitality Group, STPML and Macau Tower

<sup>3</sup> Greenhouse gas emission factors used 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 in February 2010.

## ESG CONTENT INDEX

ESG GENERAL DISCLOSURES AND KPIS		CROSS-REFERENCE/STATEMENT
<b>A1</b>	<b>Working conditions</b>	<b>Valuing Our People</b>
A1.1	Total workforce by employment type, age group and geographical region	Valuing Our People Performance Data Summary
A1.2	Employee turnover rate by age group and geographical region	
<b>A2</b>	<b>Health and safety</b>	<b>Valuing Our People</b>
A2.1	Number and rate of work-related fatalities	Valuing Our People Performance Data Summary
A2.2	Lost days due to work injury	
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<b>A3</b>	<b>Development and training</b>	<b>Valuing Our People</b>
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A4.2	Steps taken to eliminate child and forced labour practices when discovered	
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B1.1	Types of emissions and respective emissions data	Promoting Environmental Responsibility Performance Data Summary
B1.2	Total greenhouse gas emissions	
B1.3	Total hazardous waste produced	
B1.4	Total non-hazardous waste produced	
B1.5	Description of measures to mitigate emissions and results achieved	
B1.6	Description of how hazardous and non-hazardous waste are handled, reduction initiatives and results achieved	
<b>B2</b>	<b>Use of resources</b>	<b>Promoting Environmental Responsibility</b>
B2.1	Direct and/or indirect energy consumption by type in total	Promoting Environmental Responsibility Performance Data Summary
B2.2	Total water consumption	
B2.3	Energy use efficiency initiatives and results achieved	
B2.4	Any issue in sourcing water, water efficiency initiatives and results achieved	Not Applicable
B2.5	Total packaging material used for finished products	
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B3.1	Significant impacts of activities on the environment and natural resources and actions taken to manage them	Promoting Environmental Responsibility
<b>C1</b>	<b>Supply chain management</b>	<b>Valuing Our People</b>
C1.1	Number of suppliers by geographical region	Valuing Our People Performance Data Summary
C1.2	Practices relating to engaging suppliers	
<b>C2</b>	<b>Product responsibility</b>	<b>Valuing Our People &amp; About Shun Tak Group</b>
C2.1	Percentage of total products sold or shipped	Not Applicable
C2.2	Number of products and service related complaints received	
C2.3	Practices relating to observing and protecting intellectual property rights	Valuing Our People About Shun Tak Group Performance Data Summary
C2.4	Quality assurance process and recall procedures	
C2.5	Consumer data protection and privacy policies	
<b>C3</b>	<b>Anti-corruption</b>	<b>About Shun Tak Group</b>
C3.1	Number of legal cases regarding corruption practices	About Shun Tak Group
C3.2	Preventive measures and whistle-blowing procedures	
<b>D1</b>	<b>Community investment</b>	<b>Caring for the Community</b>
D1.1	Focus areas of contribution	Caring for the Community Performance Data Summary
D1.2	Resources contributed to the focus areas	





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Sustainable development is the masterful balance of meeting our needs without jeopardizing future generations' ability to do the same.

可持續發展是講求兼顧與平衡的發展模式，應對當前需要的同時，也不損害下一代的需求。

*Light of Mine*

”





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