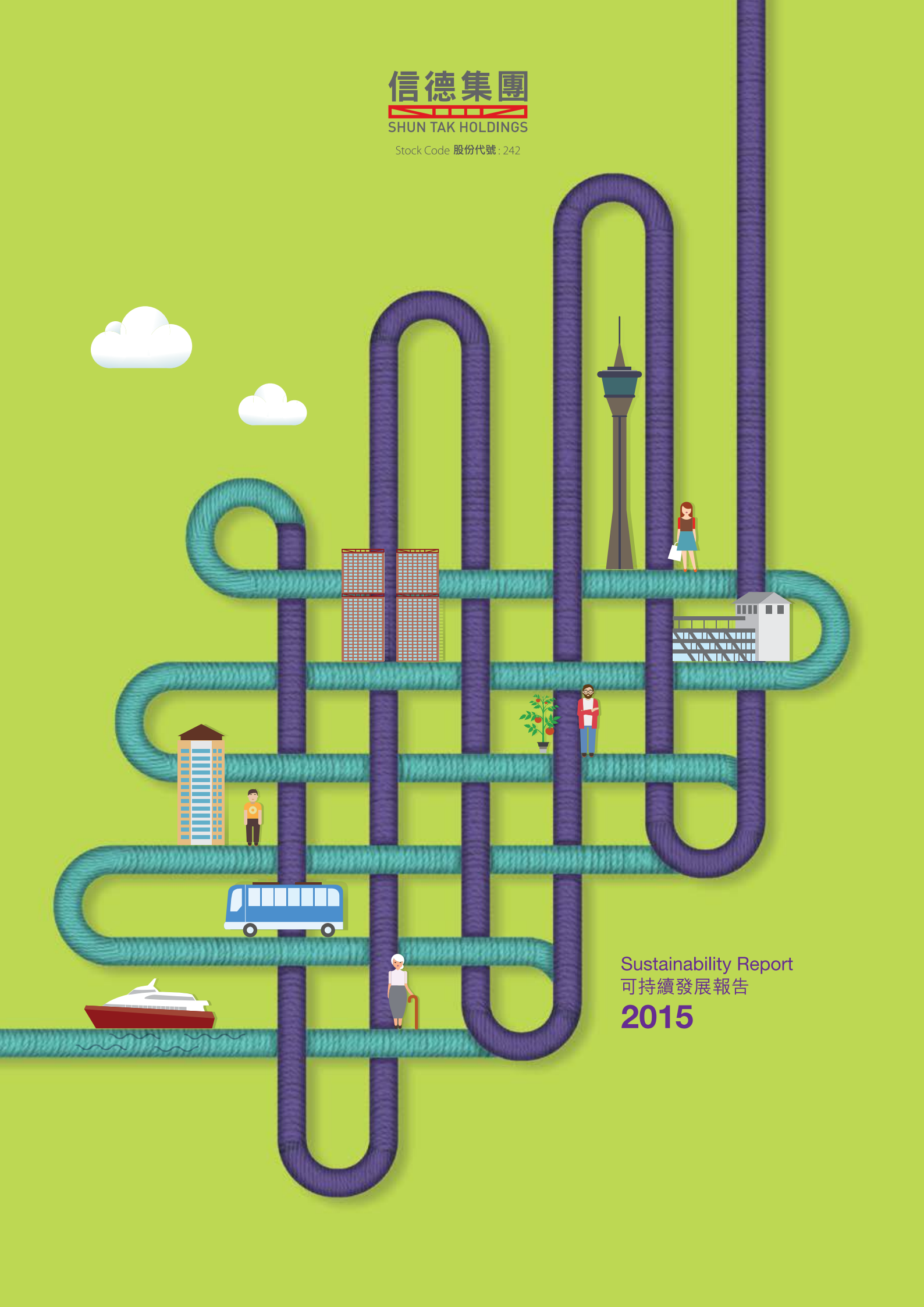


信德集團

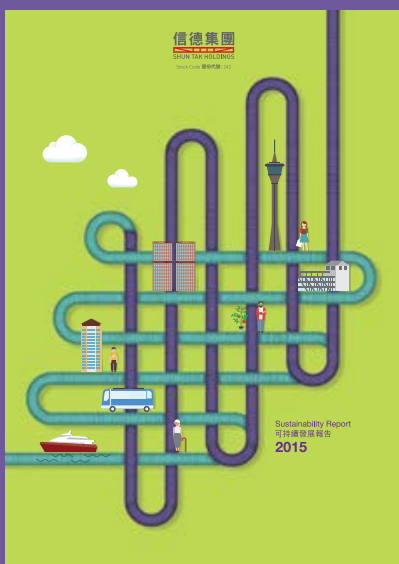
SHUN TAK HOLDINGS

Stock Code 股份代號: 242



Sustainability Report
可持續發展報告

2015



The design concept is inspired by the traditional Chinese ruyi knots (如意結). The knot symbolizes the Group's connections with its stakeholders, and the endless cord signifies its path in the pursuit of sustainable development for its businesses as illustrated in the graphics. The overall colour scheme and the dual-color of each ruyi knot are intended to convey a sense of balance, respect and responsibility.

報告的設計概念源自於中國傳統的『如意結』。此結象徵著集團與持份者之間的連繫，那延綿不盡的繩代表集團和其業務部門持續追求可持續發展的旅程。整體的色調選擇和雙色搭配的如意結，旨在傳達平衡，尊重和責任的意思。

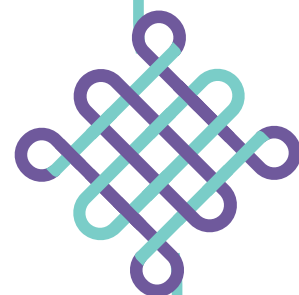


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Message from the Management 管理層序言



In 2015, we devoted ourselves to converting our long-standing ideas about sustainability into further actions as we continued our sustainability journey, the blueprint for which we first articulated in our 2014 Sustainability Report. This blueprint, indeed our entire sustainability ethos, is founded on three keystones: the principle of “honesty and integrity”, which has been the guiding principle of our business operations since the date of our establishment; our vision for the past 40 plus years and counting: “to be the most trusted and most value-added company in Hong Kong and Macau”; and our mission to “create shared value for all our stakeholders and the communities in which we operate”.

2015 therefore marked the beginning of our dedicated efforts to augment both the accountability and transparency of our corporate sustainability reporting, and to enhance our connections with our stakeholders. This year, for the first time, we are publishing our Sustainability Report in accordance with the GRI G4 Core Option, an international standard, and with reference to the ESG Reporting Guide issued by The Stock Exchange of Hong Kong Limited. We had also broadened the scope of our stakeholder engagement exercise to include a much larger group of internal and external

踏入2015年，我們朝著可持續發展的道路向前邁進，以2014年可持續發展報告的藍圖為本，致力將長久以來可持續發展的構想，進一步轉化為行動。藍圖建基於三大要素：貫徹集團創立至今“誠信德行”的營商宗旨；延續過去四十多年以至未來“躋身港澳地區最可靠及最具增值效益的企業之列”的願景；堅守集團於業務所在地“為持份者及社區創造共同價值”的使命。

2015年見證了我們在提高可持續發展報告的問責及透明度，以及加強與持份者聯繫的力度。今年發表的可持續發展報告，首次引用國際標準《全球報告倡議組織G4報告指引的「核心選項」，並參考香港交易所的《環境、社會及管治(ESG)報告指引》。此外，我們更擴大持份者參與計劃，讓更多不同持份者參與，因為我們明白公司的持續發展，實有賴持份者的回饋。


stakeholders whose feedback, we believe, is vital to continuing our sustainable growth.

At the top management level, we have continued to lead by example and spearhead sustainability initiatives, engaging the communities in which we operate on both a personal level and at the company level, while also actively participating in community affairs through holding decision-making positions in non-profit, non-governmental organizations. All of this deep involvement is helping to drive positive social change and raise much-needed funds for social and community services. At the company level, we have continued to serve our communities in a multitude of ways. In 2015, we achieved 4,446 man-hours of volunteer services, and proudly received the “Caring Company” award in Hong Kong for the tenth consecutive year.

Understanding that “small changes can yield great improvements,” we have continued to enrich our employee programs and promote environmental awareness, encouraging and facilitating behavioral changes within our workforce and along our supply chain. We were proud to receive both the Energywi\$e and Wastewi\$e certificates in 2015. Despite a more challenging market environment, we have continued to create long term benefits for our investors and our supply chain partners, having undertaken a promising business expansion that is forging new sea-air connectivity across Hong Kong, Macau and Mainland China.

Our actions in 2015 demonstrated our commitment to maintaining the delicate balance between 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.

Looking ahead, we will continue to uphold our responsibilities as a corporate citizen and invest our resources to create shared value for all our stakeholders with honesty and integrity. I would like to extend my gratitude to everyone in the Group and to all the stakeholders and communities that have participated in our sustainability programs thus far. I look forward to your continued support and participation in the years ahead.



Ho Chiu King, Pansy Catilina

何超瓊

Managing Director, Shun Tak Holdings Limited 信德集團董事總經理

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

管理層一如既往，以身作則及帶領公司的可持續發展，在個人和公司層面努力凝聚社會。透過在非牟利或非政府組織擔任決策職務，積極參與社會事務，推動正面的社會革新及為社會服務募集更多資源。在公司層面，我們持續循不同途徑服務社會。2015年的公司義工服務總時數達4,446小時，並連續十年在香港榮獲「商界展關懷」大獎。

「小改變可帶來大改善」，因此我們不斷優化及豐富員工活動，並鼓勵及協助員工從日常習慣做起，於工作間至供應鏈推廣環保意識。我們很高興於2015年榮獲節能及減廢證書。儘管市場挑戰漸趨嚴峻，我們依然開發具潛力的新業務，發展連接內地與港澳的海空路線，竭誠為投資者及供應鏈合作夥伴締造長遠效益。

我們在2015年的努力，充份表現公司對維持收益穩定增長的承諾；為投資者奠定長遠回報；與業務合作夥伴、供應商及承辦商分享互惠互利的商機；鼓勵員工增值；關愛社群；以及推廣環保責任。

展望未來，我們將繼續履行企業的公民責任，投放資源並至誠地為持份者創造共同價值。在此衷心感謝所有曾經參與我們可持續發展項目的集團員工、持份者及社群，期望繼續得到大家的支持和參與。



About this Report

關於本報告

Shun Tak Holdings Limited (“the Company” or “STHL”) (Code: 242) and our subsidiaries (collectively called “the Group”) are pleased to present our second Sustainability Report (“the Report”). The Report not only serves as an important communication tool for the Group to share our initiatives and achievements with our stakeholders, it also gives the Group an invaluable opportunity to express our commitment to sustainability.

Scope of the Report

報告範圍

Similar to our report last year, the Report covers the core activities of the Group and the joint ventures over which the Group has dominant operational control in Hong Kong, Macau, and Mainland China. These activities involve our four business sectors: Property, Transportation, Hospitality and Investment. The Report presents our sustainability approach and performance in the economic, environmental and social aspects of our business for the reporting period – 1 January to 31 December 2015. Additional information in relation to the Group’s corporate governance and financial performance can be found in our Annual Report 2015, which is available on the Company’s website: <http://www.shuntakgroup.com>.

信德集團有限公司(「本公司」或「信德」)(港交所上市代號：242)欣然發表本公司及其附屬公司(統稱「集團」)的第二份可持續發展報告(「本報告」)。本報告是集團與持份者溝通的重要工具，分享我們在可持續發展的項目和成果，並展現我們對可持續發展的承擔。

一如往年，本報告主要從經濟、環境及社會範疇，匯報集團於2015年1月1日至12月31日期間的可持續發展工作和表現。報告涵蓋集團和其持有主要營運管轄權的合資企業，在香港、澳門及中國內地的4項核心業務，包括地產、運輸、酒店及消閒和投資。有關我們管治及經濟績效的詳情，可參閱已上載於本公司網站的2015年年報(<http://www.shuntakgroup.com>)。

How We Report 報告準則

The Report was prepared in accordance with the Core Option of the Global Reporting Initiative (GRI) G4 Guidelines and with reference to the Environmental, Social and Governance Reporting Guide (ESG Guide) issued by Hong Kong Exchanges and Clearing Limited (HKEx).

We referred to both the GRI G4 Guidelines and the ESG Guide in our determination of material aspects to be covered in the Report. We carried out a comprehensive stakeholder engagement exercise involving our internal and external stakeholders, conducted benchmarking against selected industry practitioners, and retained an independent third party to administer the assurance process to enhance the credibility and reliability of the Report. Results of the assurance process can be found in the Assurance Statement.

We value any comments you might have on the Report. Please send your comments or suggestions to sustainability@shuntakgroup.com.

本報告是依照《全球報告倡議組織(GRI)G4指引》中的「核心選項」，並參考了香港交易所的《環境、社會及管治報告指引》(《ESG報告指引》)所編寫。

我們依據GRI G4指引及ESG報告指引，選定報告應涵蓋的重要範疇。期間，我們進行全面的持份者參與活動，廣邀內部與外界持份者參與其中，並參考同業的披露範疇作標準。為加強本報告的可信性和可靠性，我們委託獨立第三方認證機構進行審查，核實報告內容，並將結果刊載於驗證聲明內。

閣下的寶貴回饋，有助我們的可持續發展工作更臻完善。歡迎閣下將意見或建議以電郵形式發送至電子郵箱sustainability@shuntakgroup.com。

Stakeholder Engagement 持份者參與

We understand that our stakeholders play a critical role in our sustainability journey. Through our comprehensive two-way communication platforms, we regularly engage them in dialogues, listen to their feedback, and respond to their queries or concerns with actions that not only address the issues raised, but also demonstrate our commitment to sustainability.

可持續發展是一個持續的旅程，需要各方持份者的攜手合作，向共同目標邁進。透過持續與持份者雙向溝通，我們建立了不同溝通渠道，以便收集內外持份者的意見，收集更多寶貴意見，有助貫徹改善我們的可持續發展表現。

Stakeholder Communication Channels 持份者溝通渠道



Employees 員工

- Training, seminars, briefing sessions 培訓、研討會、簡介會
- New hire orientation 新員工入職迎新講座
- Recreational and volunteer activities 康樂及義工活動
- Intranet and emails 內聯網及電郵
- Newsletters 通訊



Customers and Tenants 顧客及租戶

- Customer satisfaction survey 顧客滿意度問卷調查
- Customer service hotline 客戶服務熱線
- Corporate website 公司網站
- Social media 社交媒體
- Regular meetings 定期會議



Suppliers and Contractors 供應商與承辦商

- Tendering processes 投標程序
- Regular meetings 定期會議
- Review and assessment 審查和評估會
- Press releases 新聞稿



Non-governmental Organizations and Local Communities 非政府組織和本地社區

- Community programs 社區計劃
- Joint projects 協作項目
- Volunteer activities 義工活動
- Sustainability reports 可持續發展報告



Shareholders and Investors 股東與投資者

- Annual General Meeting and other shareholders meetings 週年常會和其他股東會議
- Corporate website 公司網站
- Meetings with investors and analysts 與投資者及分析員舉行會議
- Annual Reports and Interim Reports 年報和中期報告
- Announcements 公告
- Newsletters 通訊



Media 傳媒

- Press conferences 新聞發佈會
- Interviews 訪問
- Corporate website 公司網站
- Press releases 新聞稿



Government and Industry Associations 政府與業界組織

- Participation in schemes or charters 參與計劃或約章
- Industry Association conferences 業界商會會議
- Corporate website 公司網站
- Annual reports 年報

When we prepared our first Sustainability Report in 2014, our stakeholder engagement exercise involved an internal process of gathering and assessing views from staff members of our various business divisions. For this second Report, we commissioned an external consultant to conduct the stakeholder engagement exercises for us; and expanded our engagement profile to include other stakeholder groups, such as investors, customers and tenants, non-governmental organizations (NGOs), suppliers and contractors, whom we had carefully identified according to their level of interest in and influence on our operations. This had given us an even broader stakeholder perspective.

Our stakeholders were invited to express their views through focus group meetings, phone interviews and questionnaires. Different methods of interaction were used, depending on the nature and size of the stakeholder groups. A summary of important stakeholder comments and our corresponding responses is tabulated below.

我們依據不同持份者組別的性質和人數，透過焦點小組會議、電話訪問和問卷等不同方式，邀請他們發表意見。下表列出持份者之意見重點和我們的回應。

2014年籌備第一份可持續發展報告時，我們邀請不同部門的員工一同參與及提供意見。是次擬備第二份可持續發展報告，我們委託獨立顧問進行持份者參與計劃，將持份者參與範圍擴展到其他層面，例如投資者、顧客與租戶、非政府組織、供應商及承辦商。根據他們對集團運作的關注及影響程度作出挑選，藉此收集不同持份者更廣泛的意見，以了解他們對集團可持續發展表現之看法及期望。



Highlights of Stakeholder Comments and The Group's Responses

持份者意見的重點及集團的回應

Area of Concern 關注範疇	Stakeholder Comments 持份者意見	Our Responses 集團回應
Group Sustainability Strategy 集團可持續發展策略	<p>Stakeholders would like the Group to publicize its sustainability performance across more channels.</p> <p>持份者希望集團利用更多渠道，公開可持續發展的表現。</p>	<p>We published our "2014 Sustainability Report", our first Report in 2015. We believe this is the perfect platform to communicate our sustainability initiatives and performance to all our stakeholders on a regular basis. We also disseminate information about our sustainability performance to our workforce and other stakeholders through emails and e-newsletters.</p> <p>我們於2015年發表首份可持續發展報告「可持續發展報告2014」。這是一個有效平台，定期向持份者匯報可持續發展的工作與成果。此外，透過電郵及電子通訊，向員工及持份者發放我們的有關動向。</p>
Workplace Practice 工作間實施表現	<p>Stakeholders suggested that the Group should broaden the communication channels between management and frontline staff, and arrange more engagement activities to strengthen working relationships and enhance the sense of belonging in the workforce.</p> <p>持份者建議集團增加管理層與前線員工的溝通渠道，以及安排更多活動讓員工參與，從而改善員工關係和增進員工對公司的歸屬感。</p>	<p>Our employees are our most important asset. We work hard to maintain an open and harmonious working culture across all divisions. Apart from arranging team-building exercises, we have in place a range of communication channels between management and frontline staff, including newsletter and Intranet. We also utilize recreational and volunteering activities to strengthen team spirit.</p> <p>員工是集團最寶貴的資產。我們致力於各部門維持開明及和諧的工作文化。除了舉辦團隊合作活動，我們建立了不同溝通渠道，例如電子通訊和內聯網，加強管理層和前線員工的溝通。透過康樂和義工活動，加強團隊精神。</p>
Environmental Performance 環保表現	<p>Stakeholders suggested that the Group should consider more green practices, such as adopting more electronic systems to save paper and providing more green facilities /hardware to improve the environmental performance of their operations.</p> <p>持份者建議集團考慮採取更多環保措施，例如多用電子系統以節省用紙量；以及提供更多環保設施/硬件設備，以優化日常營運的環保表現。</p>	<p>We make every effort to provide a green work environment for our stakeholders including our workforce and tenants. We review our current green practices from time to time. Electronic systems such as e-procurement and e-leave, and green facilities/ hardware to enhance the environmental performance, are adopted in our operations across our business divisions. We will continue to take on different green measures to foster environmental responsibility.</p> <p>我們致力推廣可持續的工作環境，並與員工及租戶緊密合作，締造綠色環境。此外，我們會不時檢討現行環保措施，例如相關部門已經採用「電子採購」和「電子假期申請」系統，或按各業務需要，採用相關的環保設施/硬件設備，致力改善環保績效，履行環保責任。</p>
Social Involvement 社會參與	<p>Stakeholders expressed their appreciation for the Group's active participation in community events, but suggested that the Group could further expand its service target groups in both Hong Kong and Macau.</p> <p>持份者對集團積極參與多項社區服務表示讚賞，建議集團進一步擴展在香港和澳門的服務對象。</p>	<p>The Shun Tak Social Service Group was created specifically to devise social programs at the corporate level. We have expanded our target beneficiaries from the needy at specific homes to different targets in the community. We will continue our efforts to serve additional beneficiary groups.</p> <p>信德愛心義工隊的成立，專責在企業層面推行社區活動。受惠者由特定院舍的有需要人士擴展至社區的不同層面。我們將繼續努力，擴闊受惠社群。</p>
Supplier/ Contractor Management 供應商與承辦商管理	<p>Stakeholders suggested that the Group may consider evaluating social performance of its suppliers by using a scoring system during evaluation.</p> <p>持份者建議集團考慮採用評分制，對供應商與承辦商的社會服務表現進行評估。</p>	<p>We are committed to improving our environmental and social performance as far as possible along our value chain. Some of our operations units have started to include CSR performance as one of the indicators for supplier evaluation.</p> <p>我們致力提升環保和社會服務的表現，竭盡所能推廣至價值鏈。個別部門在評估供應商時已經開始考量有關方面的企業社會責任表現。</p>

Materiality Assessment 重要議題評估

Materiality assessment for the Report was achieved through analysis of stakeholder views collected over the past two years, examination of relevant peer disclosure practices, and review of senior management's concerns. A total of 18 items were identified as the most relevant issues throughout the assessment process, covering areas like economic performance, environmental performance, employee benefits and policies, customer service and product responsibility, and social responsibility and human rights. Results of the materiality assessment are presented in the form of a matrix.

透過分析過去兩年收集到的不同持份者意見、相關同業的披露狀況，以及檢視管理層關注的事項，完成對本報告內容的重要性評估。其中歸納出18項最重要的議題，涵蓋範圍包括經濟績效、環保績效、員工福利及政策、顧客服務及產品責任、社會責任和人權。下圖顯示本集團的重要性評估結果。

1

Stage 1 第一階段

Stakeholder
Engagement
持份者參與



- Identified key stakeholder groups and devised stakeholder engagement plan with external consultant 與獨立顧問共同界定主要的持份者組別，並制訂持份者參與計劃
- Conducted stakeholder engagement by various means to collect internal and external stakeholders' views and comments 進行不同形式的持份者參與計劃，收集持份者之意見

2

Stage 2 第二階段

Industry
Benchmarking
以同業披露範疇
作基準



- Identified a list of peer companies to examine their industry disclosures practices for benchmarking purposes 參考相關同業及檢視他們的披露傾向，以確立議題相關度的披露基準

3

Stage 3 第三階段

Materiality
Assessment
重要性評估

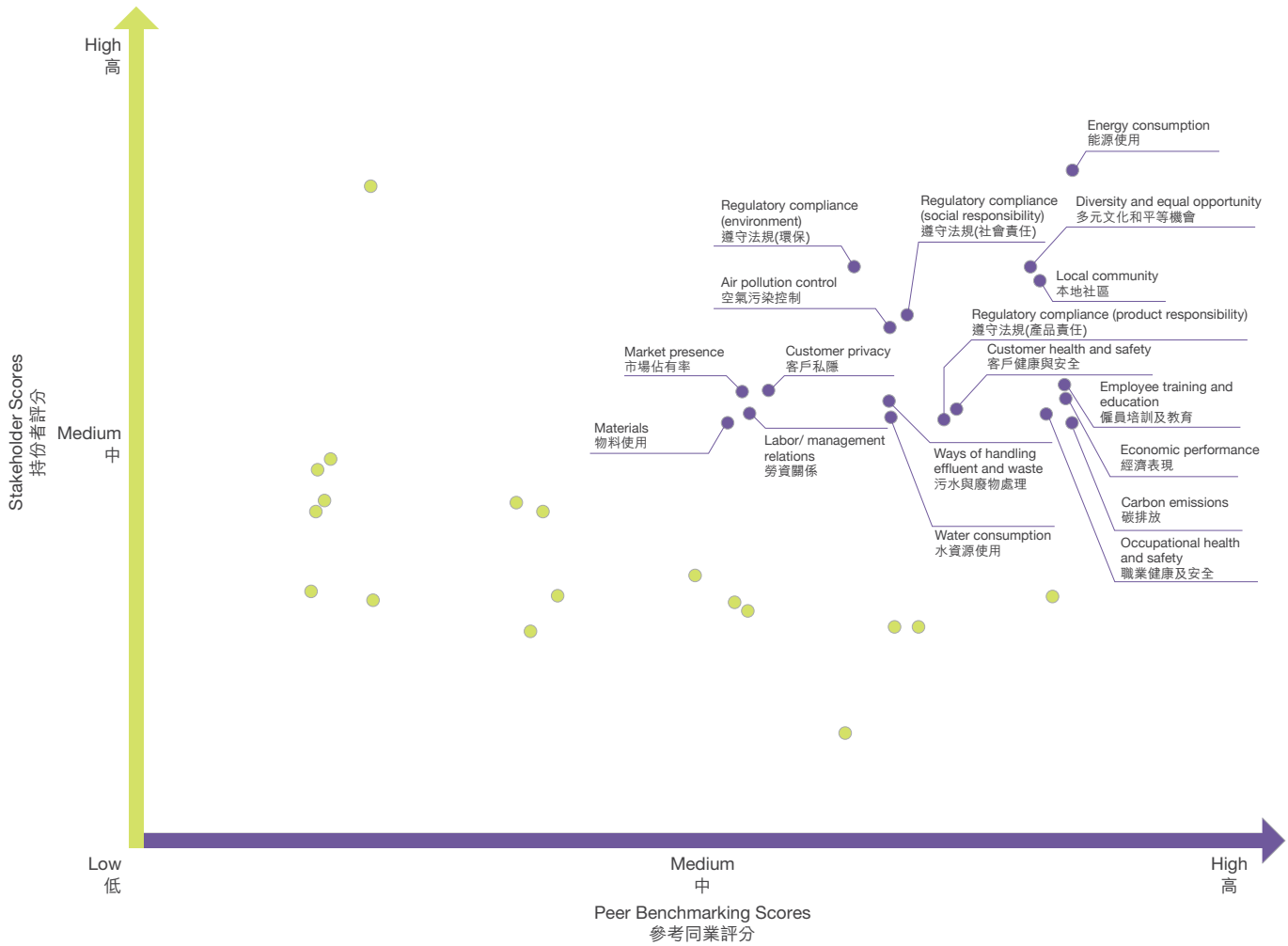


- Determined the material topics of highest concern to stakeholder groups and industry peers 確定持份者和同業最關注的重要議題
- Final review and endorsement by the Group's Sustainability Steering Committee 由集團可持續發展督導委員會作最後審視及定案

Taking the results into consideration, we have mapped the material sustainability issues in line with the GRI G4 terminology for the purpose of this Report. The following table presents the consolidated list of material aspects and their corresponding boundaries.

根據重要性評估的結果，我們參照「全球報告倡議組織G4指引」詞彙匯報本報告的重要性議題。下表列出總結的重要性議題及其相應範疇。

Materiality Matrix 重要性矩陣

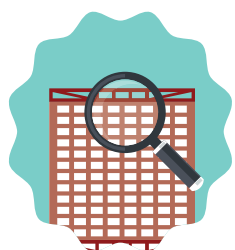


Sustainability Category 可持續發展項目 | **Material Aspects*** 重要性議題

Economic 經濟	Economic performance 經濟績效	Market presence 市場表現		
Environmental 環保	Materials 物料	Energy 能源	Water 水	Emissions (GHG Emission and other air emission) 溫室氣體排放及其他氣體排放
	Effluent and waste 廢水及廢物	Compliance (environment) 遵守環保法規		
Social – Labor Practices and Decent Work 社會 – 僱傭關係實務	Labor/ management relations 勞/資關係	Occupational health and safety 職業健康和 safety	Employee training and education 員工培訓和教育	Diversity and equal opportunity 多元化及平等機會
Social – Society 社會 – 社會工作	Local communities 本地社區	Compliance (society) 遵守社會法規		
Social – Product Responsibility 社會 – 產品責任	Customer privacy 顧客隱私	Compliance (product responsibility) 遵守產品責任法規	Customer health and safety 顧客健康和 safety	

*Aspect Boundary: The boundaries of all material aspects are defined as “within Shun Tak”.

議題的邊界：所有重要性議題的邊界僅限於信德集團內。



About Shun Tak Group

關於信德集團

Over the past few decades, the Group has evolved from a shipping operation into a leading listed conglomerate in Hong Kong. Through our diversified business portfolio which spans the property, transportation, hospitality and investment sectors in Hong Kong, Macau, and Mainland China, we now serve the wider community in each of these regions. As a responsible corporation, we are committed to operating our businesses in a sustainable manner.

過去數十年，本集團由從事船務蛻變成為在香港上市的大型綜合企業。集團的業務多元化，遍及香港、澳門和中國內地的地產、運輸、旅遊及項目投資等，為三地的廣泛社區提供服務。作為一間對社會負責任的企業，我們致力秉持可持續發展的模式經營業務。

Business Overview

業務概覽



Property Division

地產業務

The Group continues its property operations into two areas: property development and investment; and property management services. Apart from our major operations in the property development and investment markets in Hong Kong and Macau, the Group has strengthened its foothold in Mainland China in recent years. Our diverse property portfolio includes offices, hotels, commercial spaces, shopping malls and serviced apartments. In addition, the Group provides a one-stop asset management service which offers high-quality sales and leasing services to customers.

Our property management services include management of residential, commercial and industrial properties across Hong Kong and Macau. We also offer complementary professional cleaning and laundry services in Macau.

本集團的地產業務主要分為兩部份：地產發展與投資及物業管理服務。在港澳主力經營地產發展及投資的同時，集團近年加強拓展中國內地市場；發展項目涵蓋辦公室大樓、酒店、商用樓宇、商場及服務式公寓等多元化領域。此外，本集團提供一站式資產管理服務，為顧客提供優質的銷售和租賃服務。

物業管理服務方面，集團服務港澳兩地眾多住宅及工商業樓宇。為迎合不同顧客需要，我們更於澳門提供專業的清潔及洗衣服務。

Transportation Division

運輸業務

Over the years, the Group has continued to innovate and enhance our existing strong transportation network across Hong Kong, Macau, and Mainland China. Through our long-term growth strategies, we will continue to create value-added services to further enrich our customers' travel experiences.



多年來，本集團努力開發及強化聯繫港澳及中國內地的交通網絡。透過集團的長期增長策略，我們將開發更多增值服務，進一步豐富旅客的旅遊體驗。

Hospitality Division

酒店及消閒業務

With a solid foundation in the Macau tourism industry, the Group has further expanded our foothold in Asia. Our Hospitality Division now extends across hotel investments, hotel management, travel and tourism, event planning, and meetings, incentives, conferences and exhibitions (MICE). A recent brand expansion now allows us to offer hotel management solutions to lifestyle-oriented hotel brands.



集團在澳門旅遊業已建立穩固地位，在此基礎上，我們進一步拓展亞洲市場。現時，我們的業務已涵蓋酒店投資、酒店管理、旅遊觀光、活動策劃和會議展覽。最近更擴展業務，構建生活時尚酒店品牌的酒店管理服務方案。

Investment Division

項目投資

The Group continues to invest in the gaming and retail sector, and in the commercial sector in both Macau and Hong Kong. Aiming at enhancing customers' leisure experiences, the Group provides lifestyle concepts and quality retail service platforms to shoppers.



集團繼續投資澳港兩地博彩、零售及商業發展項目，提供不同的時尚概念和優質的零售服務購物平台，為顧客創造更精采的消閒體驗。



Detailed information on the Group's corporate structure and core businesses can be found in the Group's Annual Report (www.shuntakgroup.com).

有關集團的企業架構及核心業務詳情，請參閱本公司年報 (www.shuntakgroup.com)。

Corporate Governance 企業管治

At the heart of the Group's core values lies a single overriding philosophy: business integrity. As we conduct our business operations across the region, we uphold the highest standards of corporate integrity and business ethics. To safeguard the interests of the Group and our shareholders, clear guidelines are in order to ensure fair operations and to avoid any acts of misconduct. The Group's highest governance body is the Board of Directors ("the Board"), which comprises six executive directors, one non-executive director and four independent non-executive directors.

Adhering to the concept of segregation of duties, the Board has put in place four committees – Executive, Audit, Nomination and Remuneration, which are charged with the responsibilities of providing a framework and corresponding principles in these areas, and implementation of policies such as corporate governance policy, board diversity policy, remuneration and incentive policy, and inside information policy. Our governance practices are reviewed at appropriate time intervals to ensure they remain in compliance with the latest regulatory requirements.

To ensure integrity in the workplace, the Group has established both a code of conduct and an anti-corruption policy to provide official guidelines for staff conduct and operating practices to guard against incidents of conflicts of interest, bribery, fraud or corruption. Refresher seminars provided by the Independent Commission Against Corruption are periodically arranged for the workforce.

Group practices and policies require that any breaches of internal policies and guidelines are to be handled in strict confidence under our established disciplinary procedures. Our whistleblowing policy ensures the highest possible standards of openness, probity, and accountability. During the reporting period, no incidents of misconduct were identified.

Please refer to the Group's Annual Report (www.shuntakgroup.com) for detailed information on our corporate governance policies and procedures.

「商業誠信」乃本集團的核心價值，我們秉持最高的商業誠信及道德標準經營區內業務。為保障集團和股東的利益，本集團制訂明確指引，以避免任何不當行為，確保營運公平公正。董事會是本集團的最高管理機構，由六名執行董事，一名非執行董事和四名獨立非執行董事組成。

董事會堅守良好的企業管治原則並有明確的分工。下設有四個委員會，分別專責執行、審核、提名及薪酬工作，各司其職，務使企業管治達到最高水平。透過落實企業管治、董事會成員多元化、薪酬獎勵及內幕消息等不同政策，提供適切的營運框架和方針。我們並會適時檢視管治守則，確保符合最新的監管要求。

集團深明誠信在職場的重要性，故此訂定《行為守則》和《反貪污政策》，列明有關員工操守和營運方式的指引，防止發生任何利益衝突、賄賂、欺詐和貪污事件。集團更定期邀請廉政公署為員工舉辦講座，提醒員工秉持反貪承諾。

任何違反內部政策和指引的個案，均按集團既定的紀律程序嚴肅處理。我們的舉報政策確保集團維持高度開放、廉潔和問責的最高標準。報告期內，集團並無發現行為不當的事件。

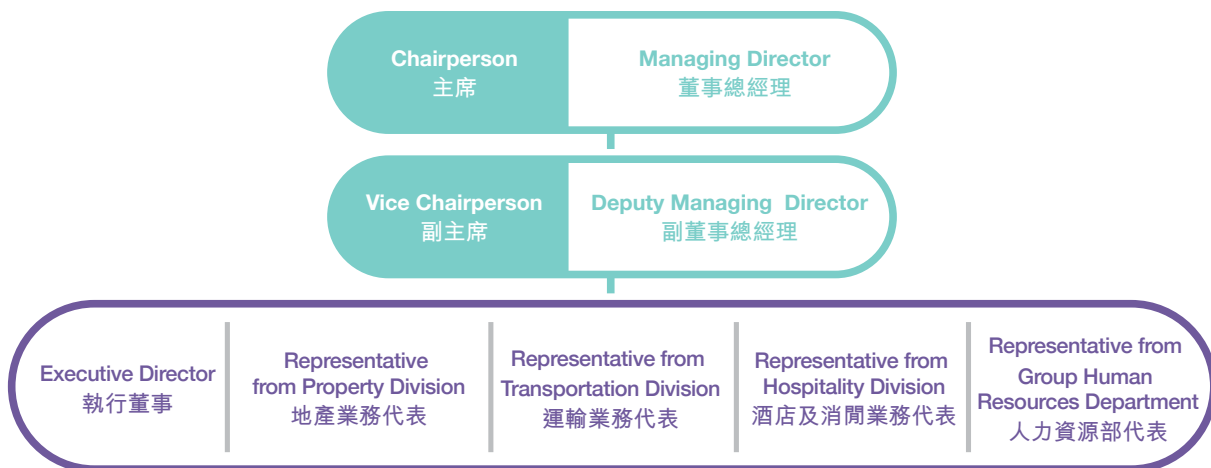
有關集團的企業管治政策和程序，請參閱本公司年報 (www.shuntakgroup.com)。

Sustainability Approach 可持續發展方針

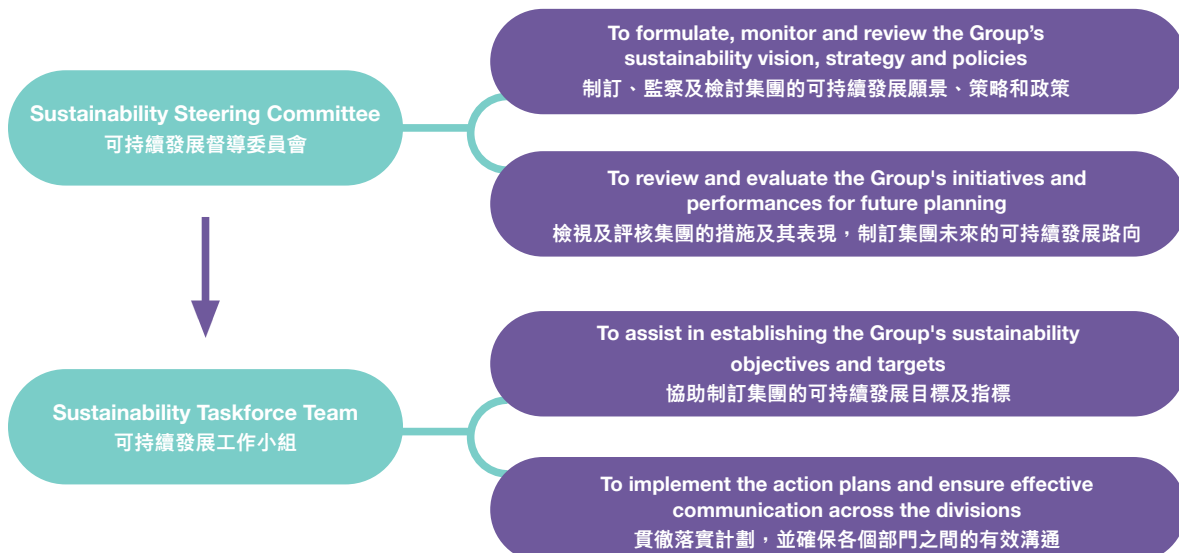
The Group's Sustainability Steering Committee (the "SSC") was created by the Board in 2012. Chaired by the Managing Director, and supported by a committee of representatives from key business units, the SSC oversees the Group's sustainability performance throughout our business operations. Also created by the Board was the Sustainability Taskforce Team which ensures that our values are effectively communicated across the Group, our initiatives are implemented, and our performance is recorded and documented. Key roles and responsibilities of the SSC and the Sustainability Taskforce Team are listed as follows:

董事會於2012年成立可持續發展督導委員會，由集團董事總經理擔任主席，成員來自各主要業務單位，負責監督集團於業務運作上的可持續發展績效。至於可持續發展工作小組的設立，目的是確保既定的可持續發展價值觀，能有效地傳遍及體現在集團不同角落。督導委員會和工作小組的主要職責如下：

SSC Composition 可持續發展督導委員會



Roles for the Committee 委員會工作角色



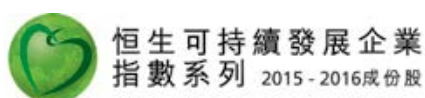
In 2014, a Sustainability Policy was formulated by the SSC to provide a framework for the Group's sustainability mission. Under the Policy, sustainable initiatives are to be driven in 4 major aspects: workplace quality, environmental protection, operating practices and community involvement. Individual business units may structure their own strategies, management practices and operational measures that are pertinent to their core business activities to improve their sustainability performance. The Group is considering a review of the Sustainability Policy in the near future in order to step up efforts to promote sustainable initiatives and at the same time support the growth of our business.

為實踐集團的可持續發展使命，我們於2014年制訂了《可持續發展政策》。在政策的框架下，我們就工作環境質素、環境保護、營運常規及社區參與四大範疇，推進相關的可持續發展措施。各業務單位可自行制訂業務策略、管理守則和營運措施，在核心業務活動中提高可持續發展表現。本集團正考慮在不久將來檢視《可持續發展政策》，在優化可持續發展措施時，也促進業務增長。



The Group continues to collaborate with both our internal and external stakeholders on initiatives which are conducive to shared responsibility and shared benefits. In the reporting year, the Group was one of the constituents of the Hang Seng Corporate Sustainability Benchmark Index for the fifth consecutive year. The Group was also awarded the “HKQAA CSR Index Plus” from the Hong Kong Quality Assurance Agency, and received the “Caring Company” logo from the Hong Kong Council of Social Service for the tenth consecutive year. Our sustainability efforts have also gone beyond Hong Kong. Shun Tak Holdings (Macau) Limited was awarded the “Corporate Social Responsibility - Excellence Award” in Business Awards of Macau 2015, organized by Charity Association of Macau Business Readers and media group De Ficção Multimedia Projects.

我們將繼續與集團內外不同的持份者合作，推展各類計劃和措施，以臻達可持續發展的共同責任和共享價值。集團在促進可持續發展的努力，於業內獲得多方面肯定。在報告期內，本公司連續第五年成為「恒生可持續發展企業基準指數」的成份股之一，並被列入「香港品質保證局社會責任進階指數」，以及連續十年獲得香港社會服務聯會頒予的「商界展關懷」標誌。香港以外機構對我們亦有高度評價，其中信德集團控股(澳門)有限公司於2015澳門商業大獎活動中，榮獲澳門商務讀者慈善會和 De Ficção Multimedia Projects傳媒集團頒發「企業社會責任優異獎」。





我們的社區

OUR COMMUNITY

Enhancing our connection to serve our community through year-round community and charitable services, donations, fundraisings, sponsorships and employee volunteering.

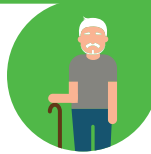
我們透過全年的社區及慈善服務、捐獻、籌款、贊助和義工活動，加強與社區的聯繫和接觸。

We are deeply committed to serving the communities in which we operate. For nearly half a century, we have continued to serve our communities through multiple means, including community and charitable services, donations, fundraisings, sponsorships and employee volunteering. We have also continued to join forces with non-governmental organizations (NGOs) and socially responsible corporations to do good for our communities. We are extremely proud to have served the community at large, the elderly, and children and youth; and promoted art and culture within the communities.

近半世紀以來，我們一直透過不同途徑，包括社區及慈善服務、捐獻、籌款、贊助和職員義工活動等，不遺餘力服務社區。我們亦持續與非政府組織及實踐社會責任的企業合作，為社區謀福祉。能夠為社會大眾、長者、兒童及青年提供服務，並為推廣社區藝術文化作出貢獻，我們引以為傲。

Highlights of Our 2015 Community Programs 2015年社區項目重點

Elderly Care 關愛長者



Sharing love and providing support

- Shun Tak Caring Series - 'Nostalgia'
 - Elderly Fun Day based on 60s & 70s
 - Nostalgic outing to Hong Kong History Museum
 - Home Visits to Elderly
- Festive visits to Residential Care Homes for Elderly in Macau
- Poon Choi Feast for elders in village by TurboJET Volunteer Team

關懷及送暖

- 信德關愛系列 — 懷舊主題：
 - 以六、七十年代為主題的濃情繽紛日
 - 參觀香港歷史博物館的懷舊之旅
 - 關愛長者的濃情顯關懷探訪日
- 澳門安老院節日探訪
- 噴射飛航義工隊籌辦圍村長者盆菜宴

Children and Youth Development 兒童及青年發展



Nurturing personal development

- Sky High Kid's Birthday Party
- Tailor-made exposure programs

Providing learning support and career counseling

- Young Entrepreneurs Development Council – Life Planning Cooperation Program
- TurboJET Scholarship
- Career advisory program and learning tours for educational institutions

培育個人發展

- 童樂GO高生日會
- 度身訂造的體驗計劃

提供學習輔助和職業輔導

- 青年企業家發展局 — 生涯規劃合作計劃
- 噴射飛航獎學金
- 職業輔導計劃，以及安排教育機構實地參觀

Community and Charitable Services 社區及慈善服務



Serving the community and encouraging volunteerism

- Tung Wah Flag Day
- Light it Up Blue World Autism Awareness Day
- Charity walks and races
- Other fundraising and donation activities
- Tower Run, Tower Jump events

服務社區及鼓勵義務工作

- 東華賣旗日
- 世界關顧自閉症日
- 慈善步行和競賽
- 其它籌款和捐助活動
- 旅遊塔競跑、笨豬跳活動

Art and Culture 文化藝術推廣



Sponsoring culture events and promoting cultural exchanges

- Latin American Cultural Festival

Promoting culture heritage of local community

- TurboJET Summer Drawing Competition 2015

場地及其他贊助，促進文化交流

- 拉丁美洲文化節

推廣本地社區的活動

- 噴射飛航開心暑假繪畫比賽2015



Community and Charitable Services 社區慈善服務

Our commitment to the society is rooted in our corporate culture. Our top management's style of "leading by example," advocacy of "going above and beyond" our duty to support social causes, and endorsement of employee volunteerism, have continued to inspire the way we operate and interact with our communities.

我們已將對社會的承擔，植根於企業文化中。集團最高管理層秉持「以身作則」及「精益求精」的原則，以支持社區服務及員工義務工作為己任，持續推動企業以此新思維與社區接觸和合作。

Tung Wah Flag Day 東華三院賣旗日

The annual Tung Wah Flag Day in 2015 epitomized our commitment to serve the community. Believing that "every dollar counts" in driving social change and bringing hope to the underprivileged in Hong Kong, our Managing Director and Executive Director led our volunteer team of over 50 staff members and their families and friends to sell charity flags on Tung Wah Flag Day. Our flag selling effort raised more than HK\$30,000 for the Tung Wah Group of Hospitals. We were proud to have been recognized by the Tung Wah Group of Hospitals for having raised the highest amount in charitable donations and for being the group with the most volunteers.

2015年的東華三院賣旗日，充分體現集團服務社區的承擔。我們深信聚沙成塔的力量，可以促進社會進步，為弱勢社群帶來希望。集團董事總經理和執行董事藉此活動身體力行，帶領50多名員工及其親友參與賣旗日，成功為東華三院籌得超過港幣30,000元善款。我們的努力得到東華三院的肯定，成功獲頒「最高籌款獎」及「最多義工參與獎」。



Management participation
管理層的參與

With the endorsement of top management, and the dedication of our staff members, we are able to do good for our communities through three major internal platforms, namely:

在管理層的鼓勵及員工們的努力下，我們透過三大內部組織為社會謀福祉，分別為：

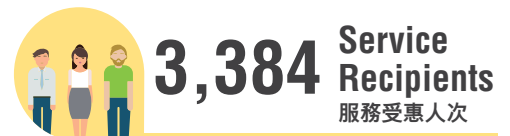
<p>The Sustainability Steering Committee 可持續發展督導委員會</p>	<ul style="list-style-type: none"> • Comprises top management and heads of business divisions 由高級管理層和業務部門負責人組成 • Oversees environmental, social and governance issues 監督環保、社會和管治方面的事務
<p>The Corporate Social Responsibility Committee 企業社會責任委員會</p>	<ul style="list-style-type: none"> • Comprises representatives from different business divisions/ departments 由不同部門的代表組成 • Devises both community and staff programs 規劃社區項目和員工活動
<p>The Shun Tak Social Service Group 信德愛心義工隊</p>	<ul style="list-style-type: none"> • Comprises representatives from different business divisions/ departments 由不同部門的有心人組成 • Implements voluntary services, delivers care and support to the community 執行及參與義工服務、關愛送暖及支持社區項目

Our CSR Committee and Social Service Group are both responsible for the design and implementation of tailor-made programs and services to meet the specific needs of disadvantaged communities in Hong Kong and Macau. These programs serve different beneficiaries and contribute to the sustainable development in the society at large.

企業社會責任委員會和信德愛心義工隊，合力設計以港澳弱勢人士為對象的項目，落實切合他們需要的服務。這些項目服務不同需要的社群，為社會的可持續發展作出貢獻。

During the reporting period, we contributed a total of HK\$1,636,542 through donations, fundraisings, and sponsorships to support various community programs. We also contributed a total of 4,446 man-hours of volunteering work.

年內，我們透過多個捐款、籌款及贊助項目回饋社會，合共捐獻港幣1,636,542元。義工隊及其他同事參與港澳兩地社區服務，合共獻出服務時數4,446小時。



We are a long-standing supporter of a number of non-profit and social service organizations in Hong Kong and Macau. Our involvement includes monetary support, employees' and their family members' participation in community and charitable events, and in-kind support for community events.

集團長期支持港澳多個非牟利和社會服務組織，除了捐獻外，我們更鼓勵員工及家人參與各類社區慈善活動，並提供不同類型的支持。

Below are highlights of our 2015 community and charitable services:
2015年社區及慈善活動重點如下：

Activities 活動	Beneficiary organizations 受惠機構
Charity Badminton Competition <<全力扣殺>>慈善羽毛球大賽	The Tung Wah Group of Hospitals 東華三院
Charity Bowling Tournament 慈善保齡球比賽	
Corporate Flag Day 東華三院企業團體賣旗日	
Celebrative Gift Donation 「賀禮支持」計劃	Po Leung Kuk 保良局
Chinese New Year Charity Walk* 新春行大運慈善步行*	The Community Chest of Hong Kong 香港公益金
Dress Casual Day 公益便服日	
Love Teeth Day 公益愛牙日	
Walk for Millions in Hong Kong 香港公益金百萬行	
Oxfam Tower Run in Macau 樂施競跑旅遊塔	Oxfam 樂施會
Oxfam Rice Sales 樂施米義賣	
Macau TrailHiker 澳門遠足者	The Macau Special Olympics and the Macau Association for the Mentally Handicapped 澳門特殊奧運會及澳門弱智人士服務協會
Walk for Millions in Macau 澳門公益金百萬行	Macau Daily News Readers Charity Fund 澳門日報讀者公益基金會
Macau Zombie Walk 澳門喪屍行	Orbis 奧比斯
Macau Tower Charity Walk 福禪高照慈善登塔日	Macau Red Cross 澳門紅十字會
Crazy Jump Day 瘋狂笨豬跳	

*This event was initiated in 2015 but held in early 2016
集團於2015年開始籌備此項在2016年年初舉辦的活動





Elderly Care 關愛長者

We are committed to serving the elderly in our community. Our Elderly Care program includes regular home visits, festive visits, outings and trips. In addition to engaging our employees to be a part of these activities, we encourage them to bring along their family members.

Shun Tak Caring Series 信德關愛系列

Treating the elderly with dignity and respect is an important virtue in Chinese tradition, and is part of our corporate culture.

2015 marked the second year of our Elderly Caring program in Hong Kong, that is specifically designed to encourage the elderly to have a deeper engagement with the local community. A series of three “Nostalgic” cultural events collectively known as “Shun Tak Caring” (「信德濃情顯愛心」) was created in collaboration with Hong Kong Aged Concern Limited to serve a group of around 50 single seniors from the Chai Wan District. This trio was designed to create a sense of fun and joy for the seniors during the event days, and to bring back sweet memories from their individual past. Our employee volunteers designed and prepared all the program materials, executed the programs on the fun days, accompanied the seniors to visit the Hong Kong History Museum, and visited the seniors at their homes with gifts.

長者是我們的重點服務對象之一。我們的長者關愛計劃，包括舉辦定期家居探訪、節日探訪及戶外旅行活動。除了員工參與外，我們更鼓勵他們的家人一同參與。

尊敬長者素來是中國傳統美德，亦是我們企業文化的一部分。

2015年，我們連續第二年在香港舉辦，協助長者緊密融入社區的項目。我們與香港耆英協進會以懷舊文化為主題合辦三項名為「信德濃情顯愛心」的系列活動，為約50名柴灣的獨居長者奉獻愛心。透過活動讓長者之間彼此分享美好回憶，將喜悅和樂趣感染他人。義工隊一手包辦活動的統籌及物資準備，並於活動當日陪伴長者參觀香港歷史博物館，以及在家訪時送上禮物。



Festive Visit 節日探訪

Our employee volunteers stand ready to reach out and serve the needy in our community. In 2015, we made several visits to share the festivities with the elderly. In Macau, our volunteers paid two Caring Visits to an Elderly Residential Care Centre – the Centre de Dia “Brilho da Vida” (匯暉長者中心), presenting gifts to the seniors, and teaching them how to do Chinese paper-cutting and Chinese knot tying. In Hong Kong, our TurboJET volunteer team organized a Poon Choi feast before Christmas for more than 140 seniors living in Ta Kwu Ling. In addition, we prepared a shopping cart fully loaded with rice as our blessings for the elderly. For seniors with special needs, we visited their homes to find out their needs and provided them with further support through the TurboJET Charity Fund for the elderly. Some of the support included items such as air-conditioners and washing machines.

我們的義工隊時刻就緒，服務社群。2015年，我們安排了多個節日探訪，與長者分享節日歡樂。在澳門，我們的義工兩度探訪匯暉長者中心，為他們送上禮物，教導長者傳統剪紙和中國繩結藝術。而噴射飛航義工隊則在聖誕前夕為超過140名居住在打鼓嶺的長者舉辦盆菜宴。此外，我們還為他們準備了滿載袋裝米的手拖車。至於那些有經濟困難的長者，我們專程上門探訪，瞭解他們的生活所需，再透過噴射飛航愛德之旅耆樂基金提供協助，例如為長者添置冷氣機和洗衣機。





Children and Youth Development 兒童及青年發展

Children and young people are the future pillars of our society. Over the years, we have organized programs that aimed at nurturing their personal development. Our 2015 programs were designed to broaden the horizons of young people in different ways – a “Noah’s Ark” trip was created for children with special needs, and a Macau Day trip was organized for children living in a small communal home. Our employee volunteers also visited underprivileged children, encouraged them to explore their potential and motivated them to develop themselves at an early stage of their life journey, regardless of their background.

Sky High Kid’s Birthday Party 童樂GO高生日會

In July 2015, we organized a memorable birthday celebration party for 35 underprivileged children on the top of The Macau Tower, our landmark building, in cooperation with the Cradle of Hope Adoption Agency and Lar de Jovens de Ming-Há. These children had the opportunity to enjoy exquisite food and drink, received birthday gifts, and played fun games. The most anticipated moment of the party was when the children got to experience the unforgettable AJ Hackett Skywalk. We hoped that the skywalk experience would inspire the children and convey to them a very important message - “the sky’s the limit”.



Children from Hope Adoption Agency experienced the Skywalk
來自希望之泉的兒童體驗空中漫步

兒童及青年是我們未來的社會棟樑。過去數年，我們組織不同活動培育青年的個人發展。2015年的項目，更為拓展青年多方面視野發展而設，其中有為特殊需要兒童舉辦的「挪亞探索體驗日」；以及為寶血兒童村的小朋友及家人舉辦澳門一日遊。義工隊亦探訪了弱勢家庭的兒童，鼓勵他們發掘個人潛能和盡早規劃人生發展方向，拋開對成長背景的顧慮。

2015年7月，我們與希望之泉及望廈青年之家合作，在澳門地標——澳門旅遊塔塔頂為35名來自弱勢家庭的兒童舉辦難忘的生日會。孩子們一同享用豐富的生日大餐，並獲贈生日禮物及參與趣味性遊戲。而最令人期待的環節就是親身感受難忘的AJHackett空中漫步。我們期望藉著空中漫步的體驗啟發孩子們，令他們明白自己擁有無限潛能。

We offer a wide range of programs that provide learning opportunities to young people. In 2015, we organized career orientations, summer internships, scholarships and on-site tours of the Macau Tower and the TurboJET shipyard, aiming to give them an opportunity to learn about these industries and to help them develop a career plan.

我們亦提供連串可為青年帶來學習機會的項目。單是2015年，我們舉辦的項目有就業輔導、暑期實習、獎學金計劃，以及參觀澳門旅遊塔和噴射飛航船塢等，提供機會讓青年人加深了解相關行業，協助他們開展職業路向規劃。

YDC Life Planning Cooperation Program 青年企業家發展局生涯規劃合作計劃

2015 marked the tenth year of our collaboration with the Young Entrepreneurs Development Council (YDC). Selected staff members acted as instructors at the annual YDC educational workshops and facilitated the “company tour” section of the program.

2015年是我們與青年企業家發展局持續合作的第十個年頭。我們挑選合適的員工，在青年企業家發展局的教育工作坊擔任導師，並安排參觀信德集團的環節。

Views from Mr. Joey Fan, Director of YDC

青年企業家發展局總監范致賢先生認為：



We appreciate the commitment of Shun Tak's top management and their staff to engage the community, especially to provide support to the youth. We look forward to having their continuous support and leadership as a role model for the industry in carrying out community programs.

我們欣賞信德集團的管理層和員工致力團結社區，尤其對青年發展的支援，期盼信德繼續給予支持及指導，為業界開展相關項目發揮示範作用。

In 2015, as an enhancement to the existing program, we selected representatives from six different departments to be corporate ambassadors to support a new initiative called the YDC Life Planning Cooperation Program. These corporate ambassadors acted as mentors and shared their life experiences with over 30 students from a local school, advising them to “plan early and plan wisely”, and counseling them on their transition from school to work.

我們於2015年加強現有項目，在集團的六個部門中選出代表作為公司大使，支持新推出的「青年企業家發展局生涯規劃協作計劃」，擔當導師與超過30名本地學生分享人生經驗，協助他們及早和更好地規劃人生，指導他們如何從學校走向社會。

Views from Mr. Chan, a 5A student 5A班陳同學認為：



Shun Tak's corporate ambassadors and I were strangers to each other, but now we are friends. I got to know more about their work and how it touches many people's lives. Their instruction on the skills and manners necessary for job interviews was both invaluable and much appreciated.

信德公司大使和我從陌生人變成朋友，讓我對他們工作及如何服務大眾，有更多了解，並感謝他們在見工面試技巧和儀態方面提供的寶貴意見。

Youth Exploring Tour - One-hour Living Circle in the Pearl River Delta Region 青年探索 — 「走進珠三角 體驗一小時生活圈」之旅

In June and October 2015, TurboJET organized a study mission for more than 80 young scouts and leaders, as well as staff members to experience the one-hour living circle in the Pearl River Delta (PRD) Region. During the tour, participants visited important landmarks such as the Hengqin Exhibition Hall, the High Speed Rail Stations, the Shenzhen Baoan International Airport and the Macao LRT alignment; while educating the youngsters about the rapid economic and transportation development in the region. We encouraged them to appreciate the opportunity available to them at the present and to make plans for their future.



噴射飛航分別在2015年6月和10月，為超過80名童軍和領袖舉辦學習考察團，親身感受珠三角地區一小時生活圈的體驗，我們的員工也有參與。參加者到訪珠三角區內不同的交通基建及樞紐，包括橫琴展示廳、深廣高鐵、深圳寶安國際機場及澳門輕軌工程地點；了解區域經濟及交通的迅速發展。透過實地參觀，我們鼓勵青年把握眼前機遇，積極規劃未來。



We also participate in career fairs which are organized by various educational institutes in Hong Kong in support of youth employment initiatives. Our business unit in Macau took part in Youth Career Fair 2015 (青年就業博覽會2015), and provided information on nearly 100 job openings of different types within our business operations to young members of the local workforce.

此外，我們多次參與本港教育機構舉辦的就業博覽，支持青年就業；澳門分部亦有參與2015青年就業博覽會，為當地青年提供近100個分佈各營運部門的就業機會。



Art and Culture 藝術與文化

Art is a vital reflection of our social and cultural values. For this reason, we dedicate special attention to use art to serve the community. Through supporting art and cultural events, we hope to deepen and enhance our connection with the community and its different members.

Latin American Cultural Festival 拉丁美洲文化節

As a prominent landmark in Macau, Macau Tower attracts tens of thousands of visitors, event organizers, and exhibitors from around the world. Each year, we carefully select a few art events or exhibitions to become the beneficiaries of our free venue sponsorship and other in-kind sponsorship for purposes of promoting cultural exchanges. From 31 October to 27 November 2015, Macau Tower was the co-organizer of the Latin American Cultural Festival. Apart from hosting the opening ceremony and several exhibits (including the Painting and Photograph exhibition), we also promoted the festival through leaflets and online and social media channels. Through our support, visitors as well as residents in the local community were given a unique opportunity to experience Latin culture in Macau.

藝術反映當地的社會和文化價值。有見及此，我們於社區活動中特別注重藝術推廣，透過支持藝術文化活動，深化及加強社會與不同群組之間的聯繫。

澳門旅遊塔是著名地標，成功吸引數以千計來自世界各地的活動籌辦者、展覽商和遊客。我們每年會精選數個具影響力的藝術活動和展覽，提供免費場地和其他支援推動文化交流。澳門旅遊塔參與協辦於2015年10月31日至11月27日舉行的拉丁美洲文化節，除了主持開幕儀式、畫展和攝影展覽外，我們更透過派發傳單及互聯網社交媒體宣傳文化節，為旅客及澳門居民帶來獨一無二的機會，在澳門感受拉丁美洲文化。



Drawing Macau 繪畫澳門

In celebration of the 10th anniversary of the inscription of "The Historic Centre of Macau" on World Heritage List, TurboJET organized the Summer Drawing Competition 2015 and invited youngsters to draw pictures of Macau. The competition aimed at encouraging young children and their families to learn the history and culture of Macau, and to create art pieces using their imagination. As an incentive, winners were presented with prizes such as ferry tickets and Jetpasses, which would enable them to return to Macau in the future to experience all the exciting things Macau has to offer.



為慶祝澳門的歷史城區被列入世界文化遺產十週年，噴射飛航舉辦了「開心暑假繪畫比賽2015」，邀請年輕藝術家繪畫心目中的澳門。比賽旨在鼓勵小朋友與家人一同認識澳門歷史和文化，運用想像力進行藝術創作。優勝者獲贈免費船票及噴射飛航儲值卡作為獎勵，鼓勵他們日後更多到訪，感受澳門的新體驗。



OUR PEOPLE

我們的員工

Enhancing our connection to empower our people by providing a fair, safe, healthy and happy working environment that is conducive to personal growth and career development.

我們積極連繫、支持鼓勵員工，盡力為他們創造公平、安全、健康及愉快的工作環境，促進員工個人和事業發展。

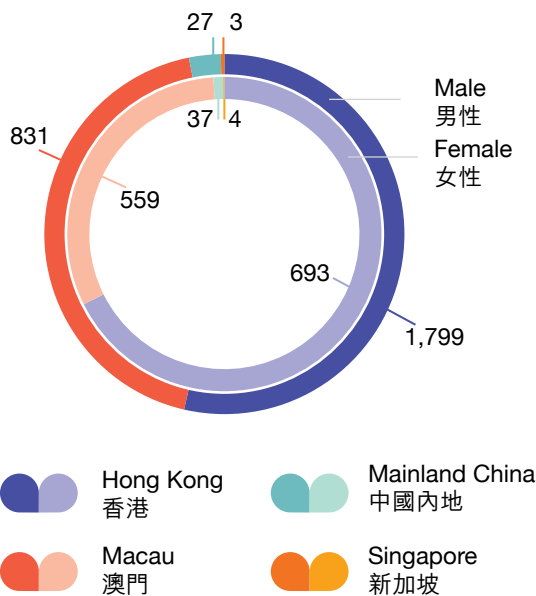
Our people are our most valuable asset. They are the foundation of our corporate structure upon which we develop and grow our business; without their continued commitment and contribution, we will not be able to operate or serve our customers. It is therefore our top priority to make sure that our employees work in a fair, safe, healthy and happy working environment that facilitates their personal growth and career development.



Team Profile 團隊架構

Across our diversified business portfolio, we have a workforce of around 4,000 in a number of locations, including Hong Kong, Macau, Mainland China, and Singapore. As of 31 December 2015, the composition of our staff was as follows:

Total Workforce by Region, by Gender
按性別及地區劃分的員工總數

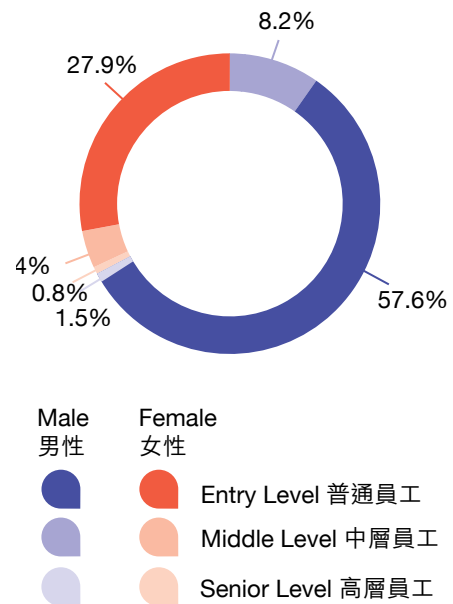


The profile of our workforce shows that the number of our male employees was substantially higher than that of our female employees. This is due to the industry norm of transportation, our largest business unit; notwithstanding, our effort to achieve gender diversity continues. As we strictly adhere to all labor legislation in all of our operations, we do not permit forced labor or child labor under any circumstances.

員工是我們最寶貴的資產，亦是促進集團業務發展和增長的基石。員工的持續努力和貢獻，對於我們的營運及客戶服務是不可或缺。故此，我們的首要任務是為員工提供公平、安全、健康及愉快的工作環境，促進他們的個人和事業發展。

集團業務多元化，我們的團隊在香港、澳門、中國內地及新加坡等不同地區，擁有約4,000名員工。截至2015年12月31日，整體員工分佈如下：

Total Workforce by Employment Category, by Gender
按職級和性別劃分的員工總數



從員工的分佈可見，男性員工總數顯著多於女性員工，這是我們最大的業務部門－運輸行業的特性。儘管如此，我們仍會盡力達至員工性別多元化。此外，我們各營運部門均嚴格遵守勞工法例，嚴禁在任何情況下聘請強迫勞工或童工。



Policies and Benefits 政策與福利

We have clear employment policies in place, such as Recruitment Policy, Equal Opportunities Policy, Personal Data (Privacy) Policy and Code of Conduct, to ensure a fair and transparent work environment for our employees.

We offer competitive remuneration to our employees to attract and retain talent. A comprehensive benefits package is provided to all eligible staff. These benefits include medical insurance, overtime payment, retirement benefits through Mandatory Provident Fund (MPF) Scheme or the Occupational Retirement Scheme Ordinance (ORSO) Scheme, and a wide range of leave entitlement such as marriage, maternity and paternity, compassionate, and examination leave.

Employees are treated equally and fairly, and are rewarded based on their performance. Staff performance is evaluated against company goals and expectations through performance appraisal, which identifies achievements as well as opportunity for improvement.

我們設有清晰的僱傭政策，例如招聘政策、平等機會政策、個人資料（私隱）政策和行為守則，確保員工享有公平及高透明度的工作環境。

為吸引和挽留人才，我們提供具競爭力的薪酬待遇。所有合資格員工均享有完善的員工福利，包括醫療保險、超時補貼、強積金計劃或職業退休計劃等福利，以及婚假、產假、侍產假、恩恤假和考試假等多種假期。

我們公平公正地對待所有員工，並按表現獎勵。集團會依據公司目標與期望進行工作表現評核，肯定每位員工的努力及貢獻，共同探討改善空間。



Equal Opportunities and Social Integration 平等機會和社會共融

We are an equal opportunity employer and are committed to social integration across the organization. We firmly believe that each individual has his/her unique strengths that can be harnessed to add value to the company and the society at large. We therefore ensure that all our employees receive equal opportunities in terms of employment, career development and promotion, regardless of their gender, marital status, pregnancy, disability, family status, race, or age. During the year under review, we received no discrimination reports.

In 2015, we continued our practice of supporting the equal employment of disabled workers. Shun Tak Macau Services Limited and Clean Living (Macau) Limited, two of our subsidiaries, were honored at the Edição do Plano de Atribuição de Prémios às Entidades Empregadoras de Pessoas Deficientes Awards Ceremony in recognition of their efforts in this area.

作為推崇平等機會的僱主，集團致力促進社會共融。天生我才必有用，我們深信每位員工發揮所長，都可以對公司及社會作出貢獻。因此，我們確保於招聘、事業發展和晉升等各範疇，不論性別、婚姻狀況、懷孕、殘障、家庭狀況、種族或年齡，所有員工均享有平等機會。本年度我們沒有收到任何關於歧視的報告。

2015年，我們一如既往支持平等聘用殘障人士。集團旗下的信德澳門服務有限公司和白洋舍（澳門）有限公司，均於第六屆聘僱殘障人士僱主嘉許計劃頒獎典禮上，獲表揚他們推動社會共融的貢獻。





Health and Safety 健康與安全

Employees safety is of paramount importance to us. We monitor our safety performance closely and regularly. Given the diversified nature of our businesses, we make it our top priority to identify and address safety issues that are unique to our different operations to avoid and minimize safety risks, and to equip our employees with the necessary safety knowledge. During the reporting year, more than 1,700 employees received relevant safety and health trainings.

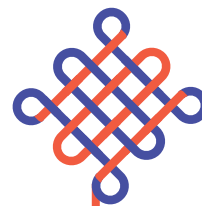
我們將員工安全放在首位，因此會詳細監察安全表現並定期作出改善。基於業務性質多元化，我們針對不同業務的安全事項作仔細評估，避免和減低於工作間的意外風險。透過經常重溫及發送職業安全訊息，讓員工具備所需的安全知識，以及提升基本安全意識。於匯報年內，逾1,700名員工接受了相關的安全與健康培訓。



Workplace Occupational Health and Safety 職業健康與安全工作間

Prolonged computer use is an inevitable part of life among professionals in today's workforce. In order to reduce health risk such as visual fatigue and body discomfort from extended use of Display Screen Equipment (DSE), we make arrangements for our employees to undergo the DSE assessment as required by Occupational Safety and Health (DSE) Regulation. We also maintain a register of qualified first aiders to provide immediate, lifesaving, first aid care before the arrival of further medical help at the workplace should this be needed.

上班一族難免會長時間使用電腦，有可能因長期使用顯示屏幕設備引致視覺疲勞及身體不適。為減低有關健康風險，我們按《職業安全及健康(顯示屏幕設備)規例》為員工進行評估。另外，公司的合資格註冊急救員在工作間隨時候命，在緊急情況下，可以在救護人員抵達前為傷者提供即時的急救支援。



Fire Safety 防火安全

Fire safety education is vital to the prevention of any fire hazards and employees' personal safety. We conduct fire drills on annual basis, and fire escape routes were made known to the entire workforce.

In Macau, hotels operated by Artyzen and Macau Tower implement stringent measures to ensure fire safety. Annual inspections are performed to make sure that all fire services facilities are in good condition and good working order. We also work with the Fire Services Department to carry out annual fire drills.

Marine Safety 海事安全

To address marine safety at all levels in all relevant operations, we conduct regular safety drills with employees and external parties so as to familiarize them with evacuation procedures and possible disaster scenarios. In 2015, the Safety Committee of TurboJET revised and enhanced its Safety Policy.

In September 2015, the Marine and Water Bureau of the Macau SAR and 11 other government departments and associations jointly organized a marine rescue drill. This drill not only provided an opportunity for our crew members to coordinate and work with various government departments in a mock emergency scenario, it also tested the contingency plans and response efficacy of all the participating units. The quick and well-coordinated responses of all involved parties made the exercise a smooth and successful one. The valuable experience gained from this drill has enhanced our emergency preparedness in terms of handling marine accidents and further strengthened our service pledge to our passengers.

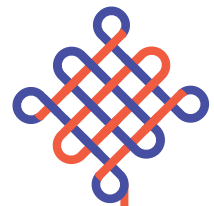


防火安全教育對預防火警和保障員工人身安全至為重要。不同的業務單位均需每年進行防火演習，而所有員工都要熟悉火警逃生路線。

在澳門，雅辰酒店集團營運的酒店和澳門旅遊塔皆實施了嚴格的防火措施，並安排年檢確保防火設施運作正常。另外，我們亦與當地消防局合作舉行年度火警演習。

為應對運作過程涉及不同層面的海事安全，噴射飛航會定期安排內部員工與合作伙伴參與安全演習，讓各方熟悉緊急疏散流程和突發災難危機的處理。噴射飛航安全管理委員會於2015年，落實修訂及加強安全政策和指引。

澳門特區海事及水務局與其他11個政府部門及機構，於2015年9月聯合舉辦海上救援演習。透過是次演習，我們的船員有機會在模擬海上事故中，預習與多個政府部門的協調合作，以及測試各參與單位的危機處理和應變效率。在各參與單位的迅速反應和有效協調下，演習順利完成。我們將從演習獲得的寶貴經驗，用於強化對海上事故的應急處理，以及加強我們對乘客的服務承諾。



Lift Raft Drills 釋放救生艇演習



Development and Training 發展與培訓

We recognize the importance of empowerment through development and training in the workplace. Equipping our employees with the right skill sets and knowledge not only supports our long-term development, but also benefits the society as a whole.

Understanding that our employees' dedication and professionalism have enabled us to excel in our operations and service delivery, we continued to offer a wide range of in-house and external training opportunities in 2015. Training courses covered such topics as leadership and management, occupational health and safety, regulatory compliance, and professional development. We organized an emergency handling training for 20 supervisory employees of property management to enhance their awareness in times of crisis. Through this training, they acquired technical skills to manage critical situations such as flooding, power outages, fire and burglary. We also provided education subsidies and examination leave to encourage our employees to pursue external job-related continuous learning and education.

During the reporting year, employees from different job levels across our Group participated in more than 140 training courses. The total training hours therefore reached 35,769, representing an average of 9 hours per employee.

我們深明員工發展與培訓對企業的重要性，提升員工的技能和鼓勵知識增值，不但有利於集團的長遠發展，對整個社會亦有莫大裨益。

集團暢順運作有賴員工的敬業精神和專業技能，有見及此，我們於2015年為員工提供廣泛的內部培訓及外出學習，涵蓋領導才能和管理、職業健康與安全、法規守則，以及其他專業發展課程。公司更為20位物業管理的主管級員工提供緊急狀況處理培訓，加強他們的危機意識。是次培訓讓員工獲得相關技能應付緊急狀況，如發生水浸、電力中斷、火警及失竊時的處理技巧。我們亦提供教育津貼和考試假，鼓勵員工持續進修與工作相關的課程。

於匯報年內，集團各級員工參與超過140個培訓課程，培訓總時數達35,769小時，每名員工接受平均9小時培訓。

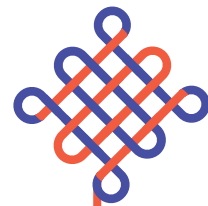


Management Development Program 管理人員培訓及發展計劃

In 2015, we created a management development program in Macau and featured advanced leadership and management skills training throughout the year. Using different interactive games and activities, the program was specially devised to enhance the team's competence in strategic leadership, and management trainees' professionalism and abilities to grasp impending business opportunities using their collective creativity.



集團於2015年在澳門開展管理人員培訓及發展計劃，在年內組織了多次領導才能與管理技巧的進階培訓課程，透過不同教學方法及學員之間的互動，以加強團隊的策略領導能力、提升管理人員的專業水平及促進集體創意以捕捉商機。



TurboJET Team Building Training Series 噴射飛航團隊建立工作坊

Aiming to prepare the workforce for the changing business environment and to work together as a team towards our development goals, TurboJET created the Team Building Workshops "Together you can make a difference" in 2015. Management gave a presentation on the market condition and shared insights in how to embrace the challenges while upholding our corporate values. Workshops were also organized in the form of a series of team building games to promote team spirit and reinforce core values, including teamwork, competitiveness, professionalism, continued improvement of customer service, in order to achieve quality excellence and a sustainable business.

This team building training series included 18 workshops with 1,976 employees participating in total.

噴射飛航於2015年設立「齊心建未來」團隊建立工作坊，協助員工適應現今多變的營商環境，凝聚及帶動員工共同為集團的發展目標努力。由公司管理層向員工講解市場狀況，並分享如何在堅持公司價值觀的前提下迎接挑戰。工作坊又透過一系列團隊訓練遊戲，加強團隊精神及鞏固核心價值，包括團隊工作意識、競爭力、專業態度和持續改善顧客服務，以達至精益求精和可持續發展。

此培訓系列由18個工作坊組成，合共有1,976名員工參與。



18
workshops
個工作坊



1,976
employees
名員工參與



Work-life Balance 工作與餘暇平衡

We believe that a happy employee is one who is able to achieve a balance between work and life. Over the years, we have continued to organize a range of wellness and leisure support programs to promote a healthy work-life balance in our workforce. These activities include sports events, healthcare workshops, interest classes, and day tours. We believe that fostering a pro-family culture creates a positive impact on the well-being of our employees, strengthens cross-departmental communication, and deepens employees' sense of belonging to the company. Apart from these recreational activities, we engage our employee and their family members to join hands in serving the needy in the society. In 2015, over 1,405 staff and their family members participated in these activities.

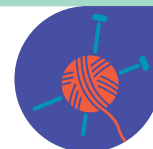
我們深信快樂的員工就是能夠平衡工作和生活。過去多年，集團致力為員工提供一系列著重身心健康及休閒活動，包括體育運動、健康工作坊、興趣班和旅遊，使他們重視平衡工作與生活。我們相信注重家庭生活的文化，有利於員工的身心健康，亦可加強部門之間的溝通，提高員工對公司的歸屬感。除了安排康體活動，我們也鼓勵員工與家人一同參與社會服務，幫助社會上有需要人士。於2015年參與相關活動的員工及其家人，合共超過1,405人。

Interest Class Participant's Sharing 興趣班參加者分享

This was the first time I participated in a knitting class. We were tasked to knit scarves for the elderly and I was not sure if I would be able to do it. Though I was the only male in the class, I was able to pick up the basics quickly under the clear guidance of the class instructor. Through this interest class, I had not only developed an interest in knitting, but had also done a meaningful act in serving the elderly in the community.

這是我第一次參加編織興趣班，主要任務是為長者編織頸巾。開始時我也懷疑自己能否做到，加上我是班上唯一的男學員，壓力更大。幸好在導師的清晰指導下，很快便掌握編織的基本技巧。既發掘了我對編織的興趣，又可以為長者服務，別具意義。

By Hin Lee
李先生



Highlight of the employee activities
員工活動重點

Bakery Class 烘培班



Basketball Competition 籃球比賽

Staff Day Tour 員工一日遊



Voluntary Services with Families and Friends
與親友參與義工服務



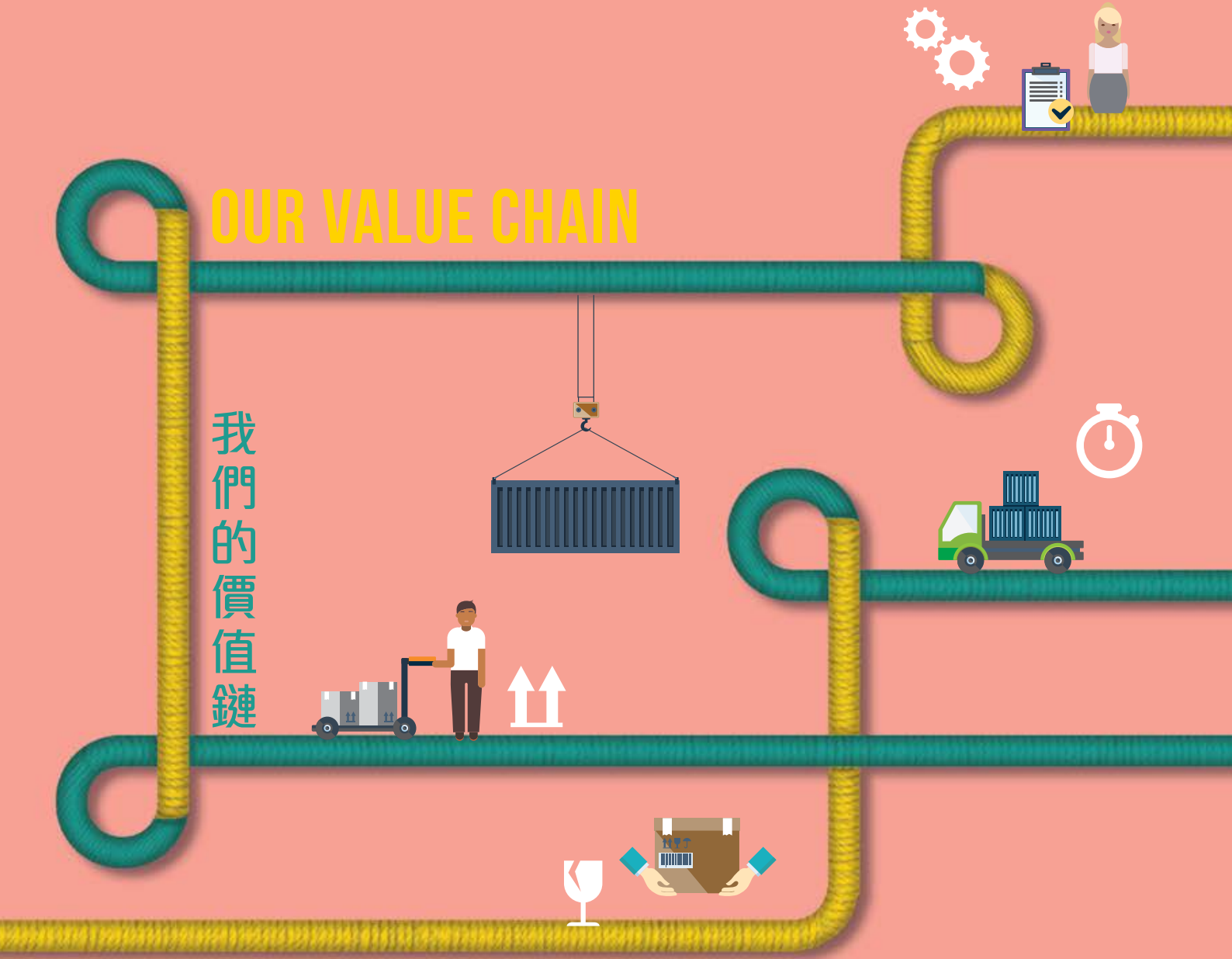
Stress Management Workshop
壓力管理工作坊



Dragon Boat Competition
龍舟競賽

OUR VALUE CHAIN

我們的價值鏈



Enhancing our connection to share value with our value chain in our pursuit of business integrity, service excellence and long-term mutually beneficially relationships.

藉著加強與價值鏈彼此之間的連繫，分享價值觀，務使達致商業誠信、卓越服務和維持長遠互惠關係。

Our diversified business portfolio stretches across different regions in Asia. We place great emphasis on our relationship with our business partners, suppliers, contractors, customers and end users; and work hard to create an environment of shared responsibility and shared value with all of our stakeholders. Our value chain is not only critical to our business growth, it is also a resource for us to identify room for improvements in our sustainability performance.



Managing our Supply Chain 供應鏈管理

We understand that our business activities will create economic, environmental, and social impacts. In order to promote our sustainability values along our value chain, we require our suppliers and contractors to comply with all the applicable laws and regulations; to assure us that they have no instances of child labor, forced labor, discrimination, corruption or other unethical practices and safeguard workers' health and safety; and to mitigate environmental pollution. Due to our diversified business, each business division has its own tendering and evaluation process which require suppliers and contractors to follow the principles of proper social, environmental and ethical conduct.

While we manage the supply chain, our employees are required to perform their work with high integrity and to adhere to our internal Code of Conduct and whistleblowing policy. Employees are required to be aware of, and are provided the tools to avoid the traps relating to bribery, conflicts of interest, and accepting and offering favors. In 2015, 10 sessions of anti-corruption training were arranged for over 200 property management employees.

集團業務多元化，遍佈亞洲各地。就業務運作的管理而言，我們特別重視與不同合作夥伴及持份者的互動；致力與商業合作夥伴、供應商、承辦商、客戶和用戶，創造共同價值。這價值鏈不但支持集團的業務增長，亦為我們改善可持續發展表現的泉源。

我們明白集團的商業活動，對經濟、環境及社會也會帶來影響。我們對供應商和承辦商提出多項條款，包括要求遵守所有適用的法律和法規；保證沒有聘用童工、強迫勞工、歧視、貪污或其他不道德的行為；保障工人的健康和 safety；以及減少營運造成的環境污染，藉此與價值鏈分享及提倡我們的可持續發展理念。基於業務範圍廣泛，各部門有個別的招標和評估機制，要求供應商和承辦商遵守社會、環境和道德行為的守則。

在管理供應鏈的過程中，我們要求員工履行職務要堅持高度誠信，嚴格遵守公司的「行為守則」和舉報政策。任何員工必須時刻警覺，用一切方法避免涉及賄賂、利益衝突及利益輸送的陷阱。我們於2015年安排了10次反貪污講座，合共逾200名物業管理人員參加。



10
sessions of anti-corruption
training
次反貪污培訓



>200
property management
employees participated
名物業管理人員參加

Adhering to stringent safety requirements, we require our contractors to conduct regular risk assessments and provide safety procedures for high-risk work, such as at-height work, underwater work, or work carried out in confined spaces. In addition, we schedule regular meetings with the suppliers and contractors, and work-related briefing sessions for staff at frontline sites.

TurboJET regularly invites our main suppliers and contractors to participate in our Safety Committee meeting to ensure that safety measures are properly implemented in our workplace. Similarly, in the property development division, our onsite project teams monitor the performance of construction contractors through daily site inspections and weekly project meetings. We hold regular safety drills for crisis such as fire accident and chemical leakage to ensure that site workers are familiar with the procedures in case of emergency. We require all on-site workers employed by our contractors to attend the Green Card training course to ensure that they possess the relevant safety knowledge required to carry out the site work.



We strongly recommend that our contractors use environmentally-friendly products in order to minimize the environmental impacts of our business operations. Our property development contracts require the contractors to comply with all the local environmental regulations in relation to noise control, disposal of hazardous materials such as oils, paints and chemicals, removal of debris/ rubbish.

Apart from consideration of pricing and quality of products and services to be provided, we take into account the environmental, health and safety performance of our suppliers and contractors, whenever applicable. We conduct project based pre-assessments, business reviews and annual evaluations, as and when appropriate, to keep track of their performance. We record these results in our database of service providers and use them as our reference for the next purchase.

我們對工作安全有嚴格標準，要求承辦商定期進行風險評估，為高空、水底或密閉空間等高風險工作設定安全程序。此外，我們會聯同供應商和承辦商定期進行會議，以及為前線員工安排工作簡介會。

噴射飛航定期邀請主要的供應商和承辦商參與其安全管理委員會的會議，確保各工作崗位的安全措施妥善執行。同樣地，物業發展業務的駐場項目團隊，透過日常的現場檢查和每週的項目會議，監控承建商的表現。我們定期舉行火警及化學品洩漏等安全演習，確保工人熟悉緊急處理的程序，防患於未然。我們並要求經承辦商聘用的地盤工人參與「平安卡」培訓課程，確保他們具備相關安全知識以應付工作所需。

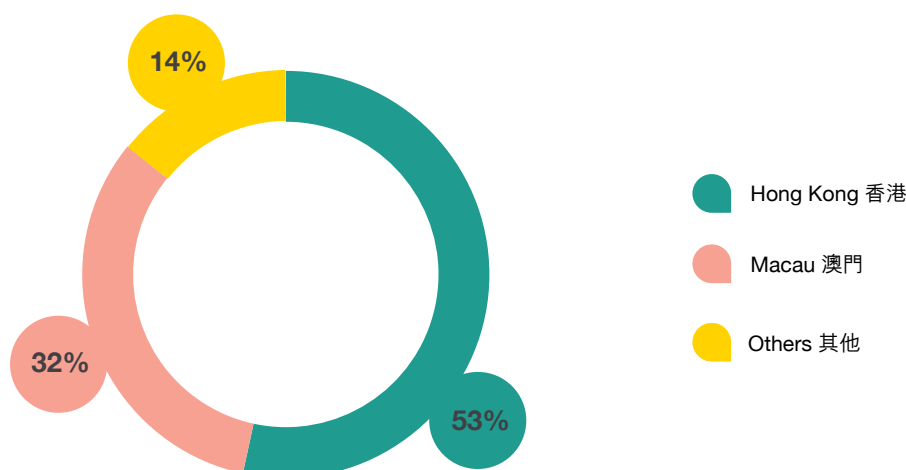
我們鼓勵承辦商採用環保產品，將業務營運對環境的影響減至最低。在物業發展的過程中，我們在合約中訂明環保條款，規定承建商遵守當地所有環保法規，包括噪音管制、危險品如廢油、油漆和化學品的處理，以及雜物或廢物棄置等。

我們選擇供應商和承辦商時除考慮價格、產品和服務的質素，在適用情況下，也會衡量他們在環保、健康和安全的表現。我們會以個別項目的事前評估、業務報告審閱和年度評核，以便追蹤他們的環保表現，並將結果存放在我們的服務供應商數據庫，方便日後參考。

In 2015, 53% and 32% of our suppliers were located in Hong Kong and Macau respectively. The remaining 14% of our suppliers were sourced from other regions. With 85% of the suppliers located where our main business operated, we believe the benefits accrued to both the environment and the local economies were clear.

2015年，集團在港澳兩地的供應商分別佔53%及32%，其餘地區佔14%。我們相信85%供應商來自主要業務營運地，對環境和當地經濟可帶來顯著效益。

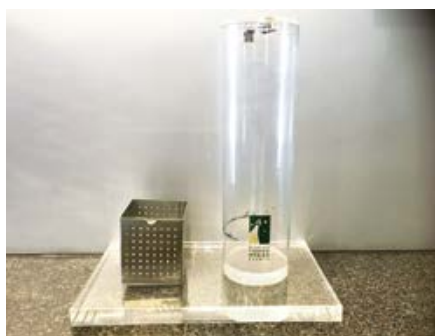
Percentage of suppliers by location
按地區劃分的供應商百分比



Engaging our Customers 與顧客建立關係

We strive for service excellence across all our business activities. Since customer feedback is vital to our pursuit for excellence, we take full advantage of progressive technological advancement to enhance our communications with our stakeholders. We have in place a broader range of two-way communication channels, including hotline services, a website, and social media platforms. We also have a complaint handling procedure which requires timely responses and appropriate follow-up actions. All complaints received are carefully addressed and reported to our management during regularly-held complaint handling meetings.

我們致力於各業務範疇提供卓越服務，故此客戶的意見具有重要的參考價值。科技進步有助我們加強與持份者溝通。我們設立廣泛的雙向溝通渠道，包括電話熱線、網站和社交媒體平台。另外，設立投訴處理程序，有助我們提供迅速回應，確保所有投訴得到適當處理，並於定期舉行的投訴處理會議中向管理層匯報。

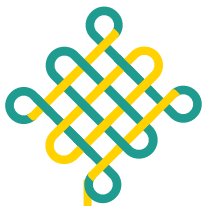


Since 2003, TurboJET has been certified to the ISO 9001 standard for providing quality high speed ferry service with safe and pollution free operation. Similarly, since 2005, STPML's Quality Management System has been certified to the ISO 9001 standard both in Hong Kong and Macau for providing quality management service to our tenants and residents.

In 2015, STPML and TurboJET received "The Excellence In Facility Management Award" from Hong Kong Institute of Facility Management and "Hong Kong Premier Service Brand Award" from Hong Kong Brand Development Council and The Chinese Manufacturers Association respectively demonstrating our high quality customer service and professional management.

噴射飛航自2003年通過ISO 9001標準認證，提供優質、安全及無污染的高速渡輪服務。同樣地，信德物業管理的「質量管理系統」自2005年起通過ISO 9001標準認證，為香港和澳門的租戶和住戶提供優質的管理服務。

2015年，信德物業管理及噴射飛航分別榮獲香港設施管理學會頒發「卓越設施管理獎」，以及香港品牌發展局與香港中華廠商聯合會頒發「香港卓越服務名牌獎」，表揚我們的優質客戶服務和專業管理表現。



Customer Satisfaction 顧客滿意度

We regularly invite our customers and engage mystery shoppers to evaluate our services. We use their feedback to analyze the quality of our services. During the reporting year, STPML obtained over 85.4% satisfaction rate from more than 2,000 tenants and residents in Hong Kong and Macau. Likewise, TurboJET commissioned an independent institute to conduct a structured face-to-face personal survey on customer satisfaction, 93.1% of over 1,400 passengers rated point 3 or above in the 5 point scale survey. In addition, TurboJET's quality customer service is recognized by "2014/2015 Smiling Service Enterprises Award – Transportation Services". Grand Coloane Resort and Grand Lapa Hotel, managed by our Artyzen Hospitality Group, received "Certificate of Excellence 2015" from TripAdvisor which required an overall rating of at least four out of five by the reviewers.

我們定期邀請客戶和神秘顧客對我們的服務作出評價，將收集到的意見進行服務質素分析。2,000多名來自港澳的租戶和住戶，於匯報期內填寫服務評價問卷，信德物業管理取得超過85.4%的滿意度。同樣地，噴射飛航委託獨立機構進行有系統的面談，了解客戶對服務的滿意程度。以5分為最高，在1,400多名受訪乘客中，93.1%給予的服務評分達3分或以上。此外，噴射飛航的優質客戶服務榮獲「2014/2015微笑企業大獎 – 運輸服務」獎項；雅辰酒店集團管理的鷺環海天度假酒店和澳門金麗華酒店，亦榮獲「貓途鷹」的「2015年卓越獎」，代表在最高5分的服務評級中，兩間酒店獲得不低於4分。

>3
points
3分或以上

>1,400 passengers
位乘客
which have 93.1%
之中

>2,000
tenants and residents
in HK and Macau
位在港澳的租戶和住戶

85.4%
satisfaction rate
滿意度



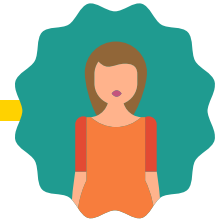
We also received compliments from our residents, which greatly motivated us to continue our dedication to service excellence.

此外，我們收到不少住戶的讚賞，鼓勵我們繼續致力追求卓越的服務質素。

Thanks to the prompt action of the management team. The water and electricity shortage problems at my home were resolved quickly.

感謝管理團隊的迅速行動。我家的暫停水電問題很快得到解決。

View 1 意見 1 :
Resident from Nova Park, Macau
澳門濠珀住戶



The management team is friendly and they are doing a great job in upkeeping the estate's facilities to enable our enjoyment.

管理團隊待人友善，工作出色，讓我們享用到保養完善的屋苑設施。

View 2 意見 2 :
Resident from Liberté
香港昇悦居住戶



Safeguarding Customers' Interests 保障顧客利益

We maintain a high standard of business integrity throughout our operations, requiring our employees to strictly follow the Personal Data (Privacy) Ordinance in handling information of our customers and employees, and staff members who handle personal data to follow stringent procedures and regular trainings. No violations of regulations were observed during the year under review. Our business divisions have established their own data privacy policies to protect customers in accordance with their specific business needs.

We strictly follow the Residential Properties (First-hand Sales) Ordinance which requires provision of true and accurate marketing and information materials of properties, covering areas such as sales brochures, sales arrangements, price lists, show flats, advertisements, and registers of transactions throughout the sales process. In addition, we refer to the ICAC Best Practice Checklist for estate agents to avoid agent misconduct. In Macau, we also fully comply with all the active ordinances when conducting our sales activities, namely "Regime jurídico da promessa de transmissão de edifícios em construção" and "Lei da actividade de mediação imobiliária".

集團的營運秉持高度商業誠信，在處理顧客及員工的資料時，必須嚴格遵守個人資料（私隱）條例。處理個人資料亦有嚴格程序，負責員工必須定期接受相關培訓。匯報期內未有發現違規個案。各業務部門亦按個別需要制訂相關政策，保障客戶私隱。

我們嚴格按照一手住宅物業銷售條例的要求，為物業提供真實及準確的市場推廣及營銷資料，涵蓋範圍包括售樓說明書、銷售安排、價目表、示範單位、廣告，以及在整個銷售過程中的交易登記。以及在銷售過程中的交易登記。此外，我們遵照廉政公署為地產代理而設的緊守廉政公署編制的地產代理「防貪錦囊」，以避免代理涉及任何不當行為。在澳門，避免涉及任何不當行為。我們的銷售活動在澳門進行物業銷售，亦全面遵守澳門所有的當地相關條例法規，包括「承諾轉讓在建樓宇的法律制度」及「房地產中介業務法」。

Ensuring Customers Health and Safety

保障顧客利益

We make every effort to conduct our business activities in a safe and healthy manner. Specific safety issues are addressed by the different business divisions. At TurboJET, providing a safe journey at sea is our first priority. Regular mechanical checks are carried out and life jackets are installed for all passengers in conspicuous places. In 2015 when there was an outbreak of Middle East Respiratory Syndrome (MERS) in different countries, TurboJET implemented timely precautionary measures to clean and sterilize our vessels, so that our passengers could travel in a safe and disease-free environment.

In our hospitality division, we conduct systematic site inspections in alignment with the Hazard Analysis Critical Control Point (HACCP) food safety management system to safeguard against any food safety issues.

In the reporting year, 8 drills were conducted in our Hong Kong and Macau properties to ensure safety of our tenants and residents. We also have in place procedures such as Contingency Plan of Occupy Central and Crowd Control Plan at the Hong Kong-Macau Ferry Pier.

我們致力以一個安全和健康的方式，經營旗下業務，個別安全問題由不同業務部門自行負責處理。至於噴射飛航，首要任務是提供安全的海上之旅，包括定期檢查船上的機械組件，以及在當眼處放置乘客的救生衣。多個國家於2015年爆發中東呼吸綜合症（MERS），噴射飛航即時採取防範措施，加強船艙的清潔和消毒，讓乘客在安全和無病菌的環境中享受旅程。

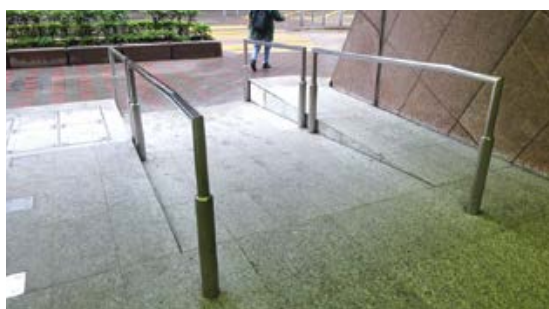
在酒店及消閒業務方面，我們參照「食物安全重點控制」（HACCP）的食品安全管理系統，定期巡查各廚房，防止出現食品安全問題。

匯報期內，信德物業管理在香港和澳門舉行了逾8次演習，保障租戶和住戶的安全；此外，亦會因應實際情況制定特別應變措施，例如「佔中應變計劃」和「港澳碼頭人潮控制計劃」。



Universal Accessibility 無障礙通道

We are committed to promoting a barrier-free culture and environment across our operational locations. A wide range of facilities catering to persons with disabilities have been installed at most of our premises as appropriate. TurboJET champions barrier-free journey and provides wheelchairs to the needy and priority seats to wheelchair users at the vessels, allowing these customers to experience our marine transportation services. We regularly assess the overall barrier-free environment to ensure better accessibility for people in need.



我們致力在不同營運地點推動無障礙的文化和環境，在旗下大部份合適場所設置殘疾人士輔助設施。噴射飛航率先提倡無障礙旅程，為有需要人士提供輪椅，以及在船艙設有輪椅使用者的優先座位，讓他們體驗卓越的海上旅程服務。我們亦會定期就無障礙環境進行整體評估，為有需要人士提供更合適的協助。



Sharing Values with Our Customers 與顧客建立共享價值

We believe in shared value and work hard to engage our customers in different community initiatives. Not only do we offer the best services possible to our customers, we also create channels through which they can contribute collectively to support social causes and our sustainable initiatives.

我們崇尚分享價值，透過參與各類社區活動，竭誠與客戶建立健康和長遠的關係。為顧客提供優質的服務外，我們還提供不同渠道，鼓勵顧客一起支持及參與我們舉辦的可持續發展活動，建立共享價值。

Toys Collection Movement Reward Scheme 玩具送舊迎新獎勵計劃

We operate Toys “R” Us stores in Macau. In addition to providing our customers a great place to shop for children’s toys, we engage them in our community initiatives with the NGOs. In 2015, we launched a community program to collect preloved toys at our stores and to distribute these toys to children in need through the partnered NGO. To facilitate and encourage our customers to get involved in this meaningful campaign, we placed our toy collection boxes at the Toys “R” Us stores and offered coupons to them as an incentive.

我們於澳門經營的玩具“反”斗城，除了為顧客提供購買兒童玩具的好去處外，亦推動顧客參與由我們與非政府組織合辦的社區公益活動。我們於2015年在澳門的玩具“反”斗城收集完好無損的玩具，透過非政府組織轉贈有需要的兒童。為方便和鼓勵顧客參與這項有意義的活動，我們將玩具收集箱設置在玩具“反”斗城店內，並向捐贈玩具的顧客贈送優惠券，以作鼓勵。

玩具送舊迎新獎勵計劃
Toys Exchange Program-Toys Collection Movement Reward Scheme

鼓勵小朋友把完好無損的二手玩具送到澳門玩具“反”斗城店內設置的玩具收集箱，所收集的玩具，會經由聖公會澳門社會服務處屬下單位轉贈給有需要的家庭及用於推行家庭服務。

We encourage children to donate their undamaged toys to the Toy Collection Boxes set up at the Toys “R” Us stores in Macau. All of the toys collected will be transferred to different groups of underprivileged, aged through Hong Kong The Macau Social Services Coordination Office’s family services.

玩具“反”斗城 送舊迎新 Toys “R” Us
● 贈送玩具券予捐贈玩具“反”斗城店內的顧客作一獎
● Old Toys “R” Us vouchers is awarded to donors
● 於商場內收集舊玩具
● For every enquiry please contact staff members

玩具需求 Demand of Toys
● 玩具均應完好無損且已清潔
● All toys for donation must be clean and undamaged
● 不適合穿給兒童用或安全度低的玩具
● Dolls are not suitable for donation

玩具收集點 Collection locations
● 澳門旅遊塔 - 澳門旅遊塔會展酒樓中心2樓
Toys “R” Us Macau Tower Share Level 2, Macau Tower Convention & Exhibition Centre, Largo da Torre da Macau
● 澳門新濠鏡 - 澳門新濠鏡15號新濠鏡商場
Toys “R” Us Macau Grand Plaza Share Level 1, Grand Plaza, Rua da Sao Domingos

查詢或聯絡 Enquire
● 請電29556813與聖公會(小/區)小組聯絡
● For any enquiry please contact Sheng Kung Hui, Ma. Chee or Ma. Wan at 2973 4818

玩具收集期 Donation Period
● 2015年2月13日至3月27日
13th February, 2015 to 27th March, 2015

收集玩具類型 Collection of Toys/type
● 社交性：棋類和牌類遊戲、桌遊遊戲等
Socialize board games, card games or strategy cards etc.
● 教育性：拼圖、積木、遊戲工具類玩具
Educational: jigsaw puzzles, learning machines or children storybooks etc.
● 娛樂性：玩具車、玩具飛機、玩具火車等
Recreational: toyplane learning machines or children storybooks etc.
● 其他適合送給5至10歲兒童的玩具
Toys which are good for facilitating the interaction between parents and their children

我們的環保使命



OUR ENVIRONMENT



Enhancing our connection to protect the environment through implementation of management practices and measures across all of our business operations.

我們加強與所有業務單位的連繫，全面推行各項管理措施，致力保護環境。

We recognize that it is our responsibility to protect and conserve the environment, and therefore work hard to ensure that the concept of environmental sustainability lies at the heart of all of our daily business operations. In 2014, we adopted our Sustainability Policy to demonstrate our commitment to environmental protection and sustainable business growth. We continue to push forward management practices and measures that have been in place to help us minimize the environmental impacts of our business activities, and to ensure that our workforce is fully aware of our Sustainability Policy and our commitment to its execution.

We continue to drive a wide array of initiatives, including operating a green office, improving energy efficiency, supporting conservation and environmental education, addressing waste management and reduction issues, and maintaining air and water quality.



Greener Workplace 綠色辦公室

Green office management is an integral component of our overall environmental governance. Our Green Office Management Team formulates and implements our green office management initiatives which focus on managing energy consumption and waste generation, as well as maintaining the indoor air quality of the working environment.

As part of our efforts to communicate environmental information to our employees, a “green corner” has been set up in a number of our offices. Festive green tips and external environmental campaigns organized by green groups are also shared via this green corner and through our intranet and email systems. Other green measures carried out in our offices include the following:

我們明白要肩負保護及保育環境的責任，故此將環境可持續發展的理念，植入各業務單位的日常運作中。2014年，集團實踐可持續發展政策，以體現對保護環境和業務可持續增長的承諾。我們繼續推進現行的環保管理措施，以減低業務運作對環境的影響，確保員工充份認識及執行集團的可持續發展政策。

我們重視並推行多項環境保護措施，包括推行綠色辦公室、改善能源效益、支持保育及環保教育、致力廢物管理及減廢，以及維持空氣及供水質素。

綠色辦公室管理是整體環保策略的重要部份。我們的綠色辦公室管理小組制定及推行各項相關措施，主要是管理能源消耗和減少廢物，以及維持工作環境的室內空氣質素。

我們在多個辦公室設立「環保角」，作為向員工傳達環保信息的其中一種方法。透過「環保角」、內聯網及電郵等不同途徑，向員工發放節日環保小貼士及其他環保組織的相關活動。我們在辦公室推行的環保措施，還包括以下各項：



1



2



3

1. Green Corner 環保角 2. Recycling Bins at offices 辦公室廢物回收箱 3. Green Signage 環保告示

We seize every opportunity to engage our employees to support our green initiatives in the office and to share good practices with their family members. For example, we actively promote the reuse of used coffee grounds by putting up notices next to coffee machines to encourage our employees to take the used coffee grounds home and use them as air freshener.

我們把握每個機會，鼓勵員工支持辦公室推行環保措施及與家屬分享經驗。例如在咖啡機旁張貼告示，鼓勵員工將咖啡渣帶回家作除臭劑之用，積極推廣循環再用咖啡渣。

Waste Management practices, such as recycling of papers, aluminum cans and plastic bottles are regularly carried out in our offices. Our Green Office Management Team launched a rather special initiative – ‘Reuse the Used Coffee Grounds’ – aiming to engage our colleagues to embrace environmental stewardship with us. We invite our colleagues to collect the used coffee grounds and reuse them as a natural deodorizer, fertilizer, insect repellent, etc. Through this initiative, we hope to convey the message that green measures can be interesting and can be integrated into their daily life—at home and in the office.

我們定期在辦公室進行廢物管理措施，例如紙張、鋁罐和膠樽回收作循環再用。綠色辦公室管理小組並發起「循環再用咖啡渣」的特別構想，邀請同事們循環使用咖啡渣作為除臭劑、肥料和除蟲劑等，讓大家一同參與環保。更重要是將訊息傳達，用行動說明環保措施也可以很有趣，而且可以融入每個人的家庭及辦公室生活中。



Betty Tam
GOA cum Green Office
Management Team
譚小姐
集團行政部及綠色辦公室管理小組



Efforts have also been made by different business units to achieve a greener workplace. In Macau, we encouraged our office colleagues to dress light and switched off unnecessary lightings to support "Macau Energy Conservation Week 2015" organized by the Office for the Development of the Energy Sector of the Macao SAR. Since 2013, TurboJET has been using the green garden roof of its building to promote the benefits of organic farming to our employees. To further raise workplace green awareness, TurboJET participated in the Green Office Awards Labelling Scheme (GOALS) and signed up for the "Energy Saving Charter on Indoor Temperature" in 2015.



集團內的業務單位均竭盡所能，以締造更環保的工作間。在澳門，我們鼓勵員工簡約衣著上班，以及關掉不必要的照明系統，以支持澳門特區政府能源發展辦公室舉辦的「澳門節能周2015」。噴射飛航自2013年已利用辦公大樓的天台農莊，向員工推廣有機耕種的優點；並於2015年參與「綠色辦公室獎勵計劃」(GOALS)，同時簽署「室內溫度節能約章」，深化落實綠色辦公室。



Energy Efficiency 能源效益

Committed to reducing both our energy and carbon footprints across all of our business operations to help combat global climate change, we continue to adopt measures to achieve energy efficiency, boost staff awareness and promote behavioral change.



In 2015, our continued efforts in energy saving campaign across all our offices in Hong Kong earned us the Energywi\$e Certificates under the program run by Hong Kong Green Organization Certification. Our Head Office attained the Excellence Level which required at least 6 per cent saving in electricity consumption. Over the years, LED or T5 tube has been adopted in more than 83 per cent of the lightings in our Head Offices to maximum energy efficiency.


我們承諾在業務運作過程中，積極減低能源消耗和碳排放，以應對全球氣候變化；並繼續採取措施，加強員工環保意識及促進行為改變，以提高能源效益。


2015年，我們繼續在香港的辦公室推動節能運動，並榮獲香港綠色機構認證頒發節能證書，其中集團總部更達到用電量節省不少於6%的卓越級別標準。過去多年，總部超過83%燈具已採用LED照明或T5慳電光管，將能源效益最大化。



To create a synergistic effect from efficient use of energy, our Macau Head Office has stipulated an action plan that includes improvement works in areas of office equipment, air conditioning system, housekeeping, etc. With the implementation of the following measures, the offices achieved an energy saving of 6.1 per cent when compared to that in 2014.

-  Adopting a “Power off & Light off” measure to reduce unnecessary standby power;
提倡「關電關燈」，減少不必要的備用能源；
-  Setting copiers to turn off when idle for more than 1 hour;
設定影印機在閒置一小時後自動關閉；

-  Placing signage near light switches to remind our staff the importance of saving; and
在燈掣旁張貼告示，提醒員工節約能源的重要性；及

-  De-lamping in corridors with excessive lumen and carrying out light retrofit in phases.
減少光度過強的走廊電燈，分階段安裝節能燈。

Macau Head Office Energy saving 6.1%
澳門總部辦公室能源節省 6.1%



We report our greenhouse gas (GHG) emissions to the Environmental Protection Department’s Carbon Footprint Repository for Listed Companies in Hong Kong as a way to demonstrate our commitment to carbon management. This reporting action enables the public to have knowledge about our GHG emission reduction measures.

STPML joins the “Carbon Audit • Green Partner” organized by Environmental Protection Department and participated in the Building Energy Efficiency Funding Schemes to conduct Energy-cum-carbon Audit Project and Energy Efficiency Project across various properties units managed by us in Hong Kong. We conduct energy audit with regular checking in our commercial buildings in accordance with the Building Energy Efficiency Ordinance.

為了展示我們對減少碳排放的決心，我們加入香港上市公司碳足跡資料庫，向環境保護署報告公司的溫室氣體排放，讓公眾得知我們的溫室氣體減排措施。

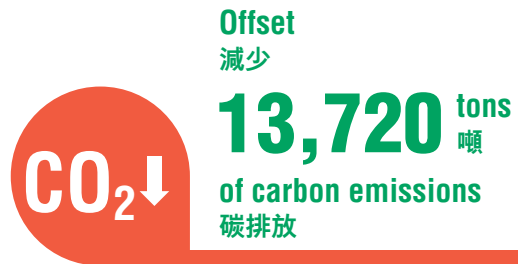
信德物業管理有限公司分別參與環境保護署舉辦的「碳審計•綠色機構計劃」，以及建築物能源效益資助計劃，在旗下管理的香港物業推行能源及碳排放綜合審計及能源效益，並按建築物能源效益條例的規定，定期為旗下商業大廈進行能源審計及檢查。

Maximizing Fuel Efficiency at TurboJET 噴射飛航提升燃料效益

With our long-standing commitment to environmental protection, TurboJET has in place a Fuel Optimization Program which adopts a series of measures to reduce vessel fuel consumption and the associated emissions. These measures include:

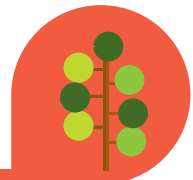
-  the use of Anti-fouling Coating to reduce drag;
使用防污塗層，減少阻力；
-  the Air Foil System Polishing to improve take off performance and reduce fuel consumption;
為船底的翼柱和翼板進行打磨及拋光，以改善船隻在起航時的表現及減少燃料消耗；
-  the installation of interceptors on vessels to lower water resistance and increase vessels' speed;
於船身安裝攔截器，減低水阻和增加船速；
-  the avoidance of unnecessary fuel consumption by stopping vessel engines after berthing on every voyage and stand-by; and
船隻泊岸及待用期間關掉引擎，減少不必要的燃料消耗；及
-  the installation of variable frequency inverters to enhance electricity efficiency.
安裝變頻器，加強電能效益。

為體現長久以來保護環境的決心，噴射飛航推行燃料節約計劃，採取連串措施減少船隻燃料耗用和相關排放。有關措施包括：



Equivalent to planting
相當於種植

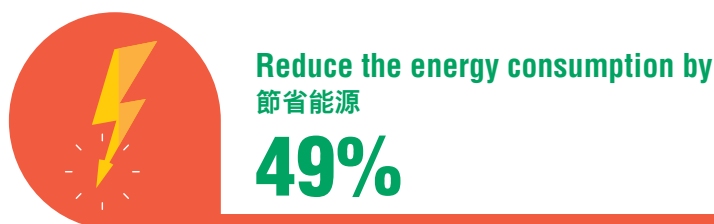
82,319 trees*
棵樹木



* the calculation is based on each tree absorbing 1.1kg/year over 25 years
計算結果是根據每棵樹在過去25年內每年吸收1.1千克碳排放量所得

Macau Tower has installed The Building Management System (BMS) which provides central control and monitoring of all building services installations to maintain and enhance energy efficiency. Through BMS, we regularly monitor and review most of Macau Tower's service installations. Taking lighting retrofit as example, we have replaced about 2,000 sets of conventional light bulbs with LEDs in the car park and wall illumination fixtures, saving energy consumption of 49% which translates into reduction of 287,713 kg of CO₂ emission.

澳門旅遊塔採用樓宇管理系統，中央控制和監察建築物各系統裝置的運作，以維持及提高能源效益。透過樓宇管理系統，我們可定期監察和檢討澳門旅遊塔大部份的服務系統裝置。以翻新照明系統為例，我們把停車場和旅遊塔外牆約2,000套傳統燈泡轉為用LED照明，節省能源49%，相當於減少287,713公斤的二氧化碳排放。



Reduction of CO₂
減少了二氧化碳排放

287,713 kg
公斤

CO₂↓

Replaced Light bulbs
with LEDs





更換LED 照明
2,000 sets
套



Under the leadership of our Artyzen Hospitality Group, Grand Lapa Hotel and Grand Coloane Resort both received the Excellence Award in the Macau Energy Saving Contest in 2015. Jointly organized by Companhia de Electricidade de Macau (CEM) and the Office for the Development of the Energy Sector (GDSE), the award aims to enhance public awareness of energy conservation and to encourage the commercial and residential sectors to put energy conservation and emission reduction theories into practice. In addition to formulating corporate targets and action plans to reduce the hotel's energy consumption by 15% by 2016, Grand Lapa Hotel has installed various energy conservation hardware as described below.

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，分別在「澳門知慳惜電比賽2015」獲得優異獎。該比賽由澳門電力股份有限公司(「澳電」)及能源發展辦公室合辦，旨在加強公眾的節能意識及鼓勵在商住物業採取節能和減排措施。澳門金麗華酒店訂下2016年減少耗能量15%的目標及相應行動，並設置不同的節能硬件：

Examples of energy conservation hardware that has been installed:
已設置的節能硬件設備包括：

-  **occupancy sensors which optimize the use of lighting in several areas of the hotel;**
有效使用酒店照明系統的佔用感應器；
-  **variable speed drives (VSD) in laundry machines and chiller plants;**
洗衣機及冷卻器的變速驅動器；
-  **VSD for secondary chilled water distribution loop and lift drive system;**
次級冷水輸送管及升降機驅動系統的變速驅動器；
-  **and replacement of all exterior neon signs with LED lights.**
以及用LED照明取代所有戶外霓虹燈。



目標在 2016 年降低耗能量
Target reduction of Energy

15%

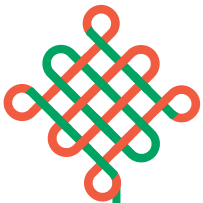




Incorporating Environmental Consideration in Property Development Projects 將環保概念融入物業發展項目

We place great emphasis on environmental conservation in our property development and renovation projects. For our property development projects, we apply numerous energy efficient fittings such as CO sensor controlled carpark mechanical ventilation system, regeneration of power from lift, lift idling provision and dual speed escalator. We also impose adequate control and monitoring measures to reduce water pollution during construction. For our renovation projects, we have in place an evaluation process of the materials selected for the architectural design including design robustness and innovation, whole-life cost of the product, materials used, and impact of their production process and product disposal. After the first design, we also have in place a value engineering exercise to investigate alternative products for which we will go through the same evaluation process.

我們十分重視於物業發展和翻新項目的環保工作。就物業發展項目而言，我們安裝多個高效益能源裝置，例如一氧化碳感應器控制停車場機械通風系統、升降機電力能源再生系統、閒置升降機控制系統及使用雙速扶手電梯。我們亦提供充足管理及監控措施，減少工程期間的水污染。至於物業翻新工程，我們會評估建築設計所選用的物料，包括其穩健性和創新度、產品的全生命週期成本、物料的選擇，以及生產過程和棄置時的環境影響。完成初步設計後，我們通過價值工程評估程序，探討及研究替代品的可行性，並對替代品進行相同的評估程序。





Conservation and Environmental Education 保育及環保教育

Apart from closely monitoring the environmental impacts of our own operations, we work hard to extend the umbrella of responsibility for environmental protection to our workforce and the wider community. During the year under review, we supported a number of conservation and environmental education initiatives, aiming to spread green messages to our employees, their families and the public at large.

Support Green Initiatives 支持環保行動

Recognizing our responsibility as a corporate citizen to contribute to the transformation of Hong Kong into a low carbon city, we take the initiative to help the public understand the importance of energy saving, to elevate their awareness, and to encourage the practice of reducing carbon emissions in their daily lives. Our support for government-led initiatives such as Youth Energy Saving Award, Energy Saving Charter on Indoor Temperature for Shopping Mall organized by Electrical and Mechanical Services Department demonstrates our commitment to corporate sustainability.

除了嚴密監察營運對環境的影響外，我們還致力向員工及社區宣揚推廣環保責任。匯報年內，我們積極支持多項保育及環保教育活動，藉以向員工及其家人，以至整個社會宣揚環保訊息。

我們深明為香港轉化為低碳城市作出努力，是企業公民的責任。就此，我們推行多項措施，協助公眾了解節能的重要性，加強他們的環保意識，並鼓勵他們在日常生活減少碳排放。集團支持政府主導的多個活動，例如機電工程署舉辦的「慳電熄一熄青年獎」及「商場室內溫度節能約章」，展示我們對企業可持續發展的承擔。



Understanding the importance of marine biodiversity conservation, our hospitality division targets certified sustainable products when purchasing seafood products that are served in our hotels and banquet venues. We engage our guests and customers to support marine conservation through our green initiatives to effectuate positive changes in our environment.

集團理解保育海洋生物多樣性的重要，故此旗下酒店及宴會場地在採購海產食材時，盡量選用已獲認證的可持續發展品種。我們積極透過環保措施，鼓勵顧客支持海洋保育，為環境帶來正面影響。

North Terrain Environmental Ramble 15 北極環保探索之旅

As part to our commitment to environmental conservation, TurboJET has supported different environmental and educational initiatives for years. Following the remarkable support and sponsorship of “Swiss SOS Expedition” program in 2008, TurboJET partnered with Scout Association again to explore a new project on Global Climate Change and launched the “North Terrain Environmental Ramble 15”, an Arctic environmental protection expedition in 2015.

In addition to sponsoring the expedition, TurboJET appointed our Engineer Trainee, Alice Ng as Environmental Protection (EP) Ambassador, to join with 15 scouts on the journey in June 2015. The 12-day expedition was the result of more than a year of planning and preparation. The Exploring Team received special training to prepare and equip themselves for the harsh Arctic environment. During the trip, they were engaged in a variety of scientific research to learn about the wildlife habitats and the impact of human activities on the local ecosystem.

Upon her return, our EP Ambassador shared her valuable experience with her colleagues and the community. In addition, TurboJET joined forces with the Scout Association to organize talks and exhibition at a local school to educate the public on environmental protection.

為響應集團履行環保責任的承諾，噴射飛航多年來全力支持不同的環保和教育活動，履行環保的承諾。繼2008年資助「瑞士之旅SOS」後，噴射飛航再度與香港童軍總會合作，就開展有關全球氣候變化的探索新的項目，並於2015年組織北極考察團，名為「北極環保探索之旅」考察團。

除了贊助是次考察外，噴射飛航還任命工程見習學員吳芷茵小姐為環保大使，於2015年6月與15名童軍前往北極進行考察。這12天的考察旅程是用超過一年的時間進行籌劃及準備。探索隊需接受特殊訓練裝備自己，以便適應極地艱苦的環境。在旅途中，隊員要參與一系列科學研究，學習認識野生動物生態及人類活動對極地生態系統的影響。

考察團回港後，我們的環保大使致力與同事及社會人士分享她的寶貴經驗。此外，噴射飛航與香港童軍總會合作，於一所本地學校舉辦講座和展覽，教育公眾環境保護的知識。



Greenhouse gases caused by human activities have set in motion a vicious cycle of rapid glacier melting and rising sea levels. After the trip, I reminded myself and others to commit to lifestyle changes to help resolve the problem, such as cutting down on the use of air conditioning, saving water and recycling waste wherever possible. I will also help TurboJET to continue to carry out energy saving measures in its daily operations.

人類活動造成的溫室氣體已導致冰川快速融化和海平面及海洋水位上升的惡性循環。今次考察旅程後，我提醒自己和其他人要改變生活習慣，例如盡可能減少使用冷氣，節約用水和回收廢物，以協助舒緩情況。我亦會協助噴射飛航在日常運作中繼續推行節能措施。

Ms. Alice Ng
Engineer Trainee,
TurboJET
吳芷茵小姐
噴射飛航工程見習學員

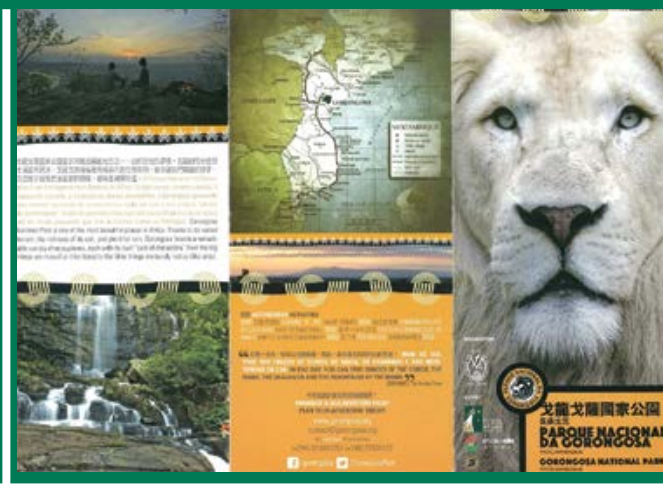


Gorongosa National Park Exhibition at Macau Tower

澳門旅遊塔戈龍戈薩國家公園展覽

We are dedicated to promoting environmental awareness through various campaigns and channels. With the initiative of the Mozambique Friends' Association in Macau, Macau Tower collaborated with Macau government bodies to display the history and restoration of Gorongosa National Park (PNG), Mozambique's largest and most important protected habitat. Photos and films provided by PNG were showcased at the Macau Tower from 13 to 29 November 2015. The exhibition was open to the public. More than 800 students from five local schools viewed the exhibition and learned about wildlife restoration in Africa.

我們致力透過不同活動和途徑推廣環保意識。戈龍戈薩國家公園展覽由澳門莫桑比克友協會倡議、澳門旅遊塔與澳門政府部門合辦，展出國家公園的歷史與復修場景，這是莫桑比克最大和最重要的生態保護區。戈龍戈薩國家公園提供的照片和影片於2015年11月23至29日在澳門旅遊塔展出，展覽開放予公眾參觀，期間有五所學校超過800名本地學生到場參觀，學習非洲野生保育的知識。



Visitors' Comment 參觀者意見

Johnny Law

This exhibition was nice because it made me understand how important animal life is. Good job! Keep it up!

這次展覽令我獲益良多，讓我明白動物生命的可貴。做得好！希望展覽繼續順利進行！



Malcolm vince Chan Costales:

Very good exhibition. I finally get to know more about Africa.....So keep it up people!

出色的展覽，讓我進一步了解非洲野生保育的知識。繼續努力！





Waste Management and Reduction 惜物減廢

Waste management and reduction play a crucial role in the conservation of the Earth's finite resources. To practice what we preach, we continue to engage all our divisions in a concerted effort to reduce and recycle waste generated by our operations. We not only implement waste management measures within our corporate structure, but also disseminate waste reduction messages to our residents, tenants and customers.

At the Group level, we integrate waste management and reduction principles into our daily operations. We set our waste reduction and recycling targets through the participation of Wastewi\$e Certificate Program run by Hong Kong Green Organization Certification. In 2015, our Corporate Office, Shun Tak Centre, The Belcher's, Libertè and TurboJET all attained the "Class of Excellence" Label.

惜物減廢對保育地球有限資源十分重要。我們身體力行，持續凝聚企業各部門全體合力，減少廢物，回收及循環使用生產過程的廢料。我們不但在企業內實施廢物管理措施，亦同時向我們的住戶、租戶及顧客宣揚減廢訊息。

在集團層面上，此等原則已融入日常運作中。我們透過參與由香港綠色機構認證舉辦的減廢證書計劃，制訂我們設下減少和回收廢物的目標。2015年，我們旗下的集團總部辦公室、信德中心、寶翠園、昇悅居及噴射飛航，均獲頒卓越級別證書。



Hong Kong Green Organization Certification's "Wastewi\$e Certificate"
香港綠色機構認證的「減廢證書」



Across our business operations, we continue to carry out collection programs of a wide range of reusable items, including used electric appliances, old uniforms, toys, books, festive food and other materials for recycling or donation as and when appropriate. To encourage environmentally-responsible habits, STPML engages their residents to segregate different types of domestic waste at source for recycling by participating in territory-wide "Source Separation of Domestic Waste".

我們於在業務運作上，我們持續推行多項可循環再用物品的回收計劃，包括舊電器、舊制服、玩具、書本、節日食品和其他物品，分別安排適當地循環再用或捐贈予有需要人士。為鼓勵住戶養成環保習慣，信德物業管理有限公司積極參與全港性的「家居廢物源頭分類計劃」，鼓勵居民把不同廢物在源頭分類回收。



Over 150 kg surplus food 超過 150 kg 剩餘食物

TurboJET donated over 150 kg surplus food to Food Angel, an initiative that not only helps to reduce food waste, but also benefits the underprivileged in our society.

噴射飛航捐出逾150公斤剩餘食物予惜食堂，不但可減少浪費食物，更可以幫助社會上的弱勢社群。

STPML recycled peach blossom trees used for festive decorations under the Wood Recycling and Tree Conservation Scheme at the properties we manage. We also encourage our residents and tenants to join our festive donation program to reduce waste generation.

信德物業管理有限公司在旗下物業推行「木材回收樹木保育計劃」，回收用於節日裝飾的桃花，並鼓勵住戶和租戶參與我們的節日捐贈計劃，減少廢物。



Indoor Air Quality and Water Quality Control 管控室內空氣和水質質素

It is a fact that people spend more than 80% of the time living and working in indoor areas. To ensure good indoor air and water quality for our staff, our tenants, our residents, and our customers in all our premises, we conduct regular monitoring and assessments of both our air and water quality. We actively support governmental initiatives such as the Indoor Air Quality (IAQ) Certification Scheme and Quality Water Recognition Scheme for Buildings.

To maintain indoor air quality at a satisfactory level, our property management provides guidelines and rules that stipulate our requirements to use environmentally friendly products as much as applicable in all our renovation work projects. We and some of our managed properties received “Class of Excellence” and “Class of Good” certificates.

日常生活中，我們有超過80%時間在室內居住和工作。為確保在我們建築物的員工、租戶、住戶及顧客，均享有優質的室內空氣和供水，我們就空氣及供水質素作定期監察和測試。公司更積極支持政府的相關計劃，例如「室內空氣質素檢定計劃」和「大廈優質供水認可計劃」。

為了維持良好的室內空氣質素，我們的物業管理制訂指引及規則，規定所有翻新項目需盡量使用環保產品，集團及部份轄下管理的物業就該計劃已分別榮獲「卓越」和「良好」級別證書。

In addition to IAQ, we continue to reduce use of natural resources throughout our operations by adopting a variety of water conservation measures, and to increase water conservation awareness among our employees, residents, tenants and customers. These measures include the use of automatic taps, water savers, dual flush toilet and meters to monitor the consumption. In Liberté, STPML set up a green activity to engage the residents to support the “Let’s Save 10L Water” campaign organized by Water Supplies Department to encourage our guest to embrace our green culture and support water conservation, hotels managed by Artyzen place Water Saving Measures Advising Card in their guest rooms.



Water Saving Measures Advising Card provided by Grand Lapa Hotel
澳門金麗華酒店擺放節約用水措施建議卡

我們既關注室內空氣質素，亦持續在業務運作中推行多項節約用水措施，並提高員工、住戶、租戶和顧客的節約用水意識，以減少耗用天然資源。這些措施包括使用自動水龍頭、節水器、雙抽水式馬桶和耗水監察器。另信德物業管理有限公司於昇悅居舉行環保活動，讓居民參與水務署舉辦的「齊來慳水十公升」運動。雅辰酒店集團旗下管理的酒店，則在客房擺放溫馨提示，鼓勵住客節約用水。



“Let’s Save 10L Water” campaign supported by STPML
信德物業管理有限公司支持「齊來慳水十公升」運動

We maintain our water plumbing systems at a high standard to ensure quality tap water for the users at our managed properties. In 2015, the majority of our managed buildings in Hong Kong received 11 Gold Certificates and 10 Blue Certificates of the “Quality Water Recognition Scheme for Building” organized by the Water Supplies Department.

我們致力確保旗下管理物業的供水系統維持良好狀態，為用戶提供優質食水。其中在香港管理的建築物，大部份於2015年在水務署舉辦的「大廈優質供水認可計劃」中獲獎，取得11項「金證書」和10項「藍證書」。

11
Gold Certificates
金證書

10
Blue Certificates
藍證書

Over the years, we have continued to participate in environmental programs launched by different organizations, including but not limited to the following:

多年來，我們一直參與由不同團體發起的環保計劃，摘錄如下：

Green Partner 環保夥伴	Activity 活動	Focus 重點
Hong Kong Productivity Council 香港生產力促進局	CarbonSmart Program 商界減碳建未來	To understand our carbon footprint and review the effectiveness of our energy and carbon reduction strategies 了解我們的碳足跡，檢討節能及減碳策略的成效
WWF Hong Kong 世界自然基金會	Earth Hour 2015 地球一小時2015	To demonstrate our commitment to combat climate change and to promote the concept of low-carbon lifestyle 展示我們應對全球氣候改變的努力，向員工推廣低碳生活概念
Friends of the Earth 地球之友	Waste No Food 惜飲惜食	To raise awareness of food waste reduction 提高減少浪費食物的意識
Business Environment Council 商界環保協會	Green Visit to Disneyland Hotel 迪士尼酒店環保考察	To learn more about green management at work 認識更多工作上的環保管理
Green Sense 環保觸覺	No Air Con Night 2015 無冷氣夜2015	To foster environmental conservation 教育環境保育的觀念
Hong Kong Environmental Protection Association 香港環境保護協會	Christmas Tree, Peach Blossom and Chinese New Year Plants Recycling Program 2015 聖誕樹、桃花樹及新年植物回收計劃 2015	To raise public awareness of resources conservation 提高保育資源的意識
Green Council 環保促進會	International Coastal Cleanup at Wu Shek Kok Estate in Sha Tau Kok 在沙頭角烏石角村舉行國際海岸清潔運動	To promote environmental responsibility and to solicit employee's efforts to keep our shorelines clean 推廣環保責任，並連同與員工一起保持海岸清潔
Office for the Development of the Energy Sector of the Macau SAR 澳門特別行政區能源發展辦公室	Macau Energy Conservation Week 2015 澳門節能周2015	To convey the importance of energy conservation to reduce carbon footprint for a better and sustainable earth 傳遞宣揚節能的重要性的信息，以減低碳足跡、維持、打造更好美好及可持續的地球
The Civic and Municipal Affairs Bureau of Macau SAR 澳門特別行政區民政總署	Recycling campaigns on red packet collection, old clothes collection, and mooncake box collection 紅封包、舊衣服和月餅盒回收活動	To raise awareness of waste reduction 提高減廢的意識



Major Recognition, Award, Charter & Membership

主要獎項、嘉許、約章及會籍

Determined to continue our sustainability endeavours and encouraged by the positive responses we received for our 2014 Sustainability Report, we stepped up our efforts in 2015. As a result, we received numerous recognitions and awards from the public and from the industry in the year under review. These recognitions and awards serve as acknowledgment of our undertakings in pursuing excellence in corporate governance, social responsibility, environmental protection, and service qualities.

2015年，集團在「可持續發展報告2014」的正面鼓勵下，繼續堅持實踐可持續發展的決心。於匯報年內，我們繼續榮獲多項來自公眾和業界的獎項及嘉許。這些嘉許確認我們於企業管治、社會責任、環境保護及品質服務等方面表現出眾。

Recognition / 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		
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
HKQAA CSR Index Plus (with satisfactory sustainability performance) 香港品質保證局社會責任進階指數	HKQAA 香港品質保證局	STHL 信德集團
Outstanding Social Caring Organization Award 社會關愛企業卓越獎	Social Enterprise Research Institute 社會企業研究所	STHL 信德集團
Caring Company Logo 2014/15 2014/15年度「商界展關懷」標誌 · 5 Years PLUS Caring Company Logo 「五年 Plus 同心展關懷標誌」	The Hong Kong Council of Social Service 香港社會服務聯會	TURBOJET 噴射飛航
Caring Company Logo 2014/15 2014/15年度「商界展關懷」標誌 · 10 Years PLUS Caring Company Logo 「十年 Plus 同心展關懷標誌」		STHL 信德集團 STPML 信德物業管理有限公司(香港)
“Manpower Developer Award Scheme” Manpower Developer Award (2015-17) 「人才企業嘉許計劃」人才企業獎	Employees Retraining Board 僱員再培訓局	TURBOJET 噴射飛航
Tung Wah Flag Day 2015 東華三院賣旗日2015 · The Highest Amount of Donation Raised 最高籌款獎冠軍 · The Greatest Number of Participating Volunteers 最多義工參與獎冠軍	Tung Wah Group of Hospitals 東華三院	STHL 信德集團

Recognition / Awards 嘉許/ 獎項	Issuing Bodies 頒發機構	Company 公司
“Corporate Social Responsibility - Excellence Award” in Business Awards of Macau 2015 「企業社會責任大獎」-2015澳門商務大獎	Charity Association of Macau Business Readers and media group De Ficção Multimedia Projects 澳門商務讀者慈善會及De Ficção Multimedia Projects	STH(M)L 信德集團控股(澳門)有限公司
6.ª Edição do Plano de Atribuição de Prémios às Entidades Empregadoras de Pessoas Deficientes 第六屆聘僱殘障人士僱主嘉許計劃	Labour Affairs Bureau and Social Welfare Bureau of Macau 澳門勞工事務局及社會工作局	STMSL 信德澳門服務有限公司 CL(M)L 白洋舍(澳門)有限公司
Environment 環境保護		
HK Green Award (Corporation) 2015 - Bronze 香港綠色企業大獎 2015 - 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
Commendation Scheme on Source Separation of Domestic Waste 2014/15 家居廢物源頭分類獎勵計劃2014/15 · Certificate of Diamond 鑽石獎 · Certificate of Enhancement 進步獎	Environmental Protection Department (EPD) 環境保護署	STPML 信德物業管理有限公司(香港) · The Belcher's 寶翠園
Commendation Scheme on Source Separation of Domestic Waste 2014/15 家居廢物源頭分類獎勵計劃2014/15 · Certificate of Merit 優異獎		STPML 信德物業管理有限公司(香港) · Liberté 昇悅居
Hong Kong Green Organisation Certification - WasteWi\$e Certificate 香港綠色機構認證 - 減廢證書 · Class of Excellence 卓越級別	Environmental Campaign Committee 環境保護運動委員會	STHL 信德集團 STPML 信德物業管理有限公司(香港) · Liberté 昇悅居 · The Belcher's 寶翠園 STPL 信德置業管理有限公司(香港) · Shun Tak Centre 信德中心
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 環境保護運動委員會	TURBOJET 噴射飛航 STHL信德集團 AHG 雅辰酒店集團
Hong Kong Green Organisation Certification - EnergyWi\$e Certificate 香港綠色機構認證 - 節能證書 · Good Level 良好級別		STHL 信德集團 STDL 信德發展有限公司 STPL 信德置業管理有限公司(香港) STTSL 信德旅遊有限公司 STREL 信德地產有限公司

Recognition / Awards 嘉許/ 獎項	Issuing Bodies 頒發機構	Company 公司
Indoor Air Quality Certificate 室內空氣質素檢定證書 · Excellent Class 卓越級	Environmental Protection Department (EPD) 環境保護署	STPML 信德物業管理有限公司(香港) · Liberté Clubhouse Indoor Stadium 昇悅居會所
Indoor Air Quality Certificate 室內空氣質素檢定證書 · Good Class 良好級		Corporate Office 總部辦公室
2015 Hong Kong Awards for Environmental Excellence – IAQwise Award 香港環保卓越計劃 - 清新室內空氣標誌 2015 · Class of Excellence IAQwise Label 「卓越級別」	Environmental Campaign Committee 環境保護運動委員會	STPML 信德物業管理有限公司(香港) · Liberté 昇悅居
Carbon Footprint Repository for Listed Companies in Hong Kong — “Certificate of Commendation” 香港上市公司碳足跡資料庫 — 嘉許證書	Environmental Bureau & Environmental Protection Department (EPD) 環境局及環境保護署	STHL信德集團
Waste Reduction and Recycling Charter Scheme - Certificate of Appreciation 環保產業齊減廢約章 - 感謝狀	The Federation of Environmental And Hygienic Services 中港澳環衛總商會	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) · The Belcher's & Westwood Liberté Owners' Committee 寶翠園、西寶城及昇悅居業主委員會 · One Mongkok Road Commercial Centre 旺角道壹號商業中心 · Monmouth Place 萬信臺 · Seymour Place 信怡閣
Hang Seng Pan PRD Environmental Awards 13/14 - Green Medalist 恒生泛珠三角環保大獎2013/14- 綠色獎章	Federation of HK Industries 香港工業總會	TURBOJET 噴射飛航
Energy Saving Charter on Indoor Temperature 室內溫度節約章計劃	Environmental Bureau & Electrical and Mechanical Services Department 環境局及機電工程署	STPL 信德置業管理有限公司 · Shun Tak Centre 信德中心商場
		STPML信德物業管理有限公司(香港) · Chatham Gate Place 昇御門商場 · Liberté Place 昇悅商場 · The Westwood 西寶城
Carbon Audit • Green Partner 碳審計 • 綠色機構	Environmental Protection Department (EPD) 環境保護署	STPML 信德物業管理有限公司(香港)

Recognition / Awards 嘉許/ 獎項	Issuing Bodies 頒發機構	Company 公司
Green Office Awards Labeling Scheme 綠色辦公室獎勵計劃	World Green Organization 世界綠色組織	TURBOJET 噴射飛航
Quality and Customer Service 品質及顧客服務		
HKIFM EFMA Awards 2015 - Excellence in Facility Management Services - Cert. of Merit 香港設施管理學會卓越設施管理2015 - 優秀獎狀 · Small-Scale Residential 小型住宅	HKIFM 香港設施管理學會有限公司	STPML 信德物業管理有限公司(香港) · Chatham Gate 昇御門
HKIFM EFMA Awards 2015 - Excellence in Facility Management Services - Cert. of Merit 香港設施管理學會卓越設施管理2015 - 優秀獎狀 · Large-Scale Residential 大型住宅		STPML 信德物業管理有限公司(香港) · Liberté 昇悅居
Quality Water Recognition Scheme for Buildings 大廈優質食水認可計劃 · Gold certificate 金證書	Water Supplies Department 水務處	STPML 信德物業管理有限公司(香港) · West Tower, Shun Tak Centre 信德中心西座 · China Merchant Tower, Shun Tak Centre 信德中心招商局大廈 · Liberté 昇悅居
Quality Water Recognition Scheme for Buildings 大廈優質食水認可計劃 · Blue certificate 藍證書		STPML 信德物業管理有限公司(香港) · Seymour Place 信怡閣 · 1 Mongkok Road Commercial Centre 旺角道壹號商業中心 · The Belcher's 寶翠園
Hong Kong Premier Service Brand Award 香港卓越服務名牌	Hong Kong Brand Development Council & The Chinese Manufacturers Association 香港品牌發展局及香港中華廠商聯合會	TURBOJET 噴射飛航
2014/15 Smiling Services Enterprises Award – Transportation Services 微笑服務企業大獎 - 運輸及交通服務(澳門)	Mystery Shopper Service Association 神秘顧客服務協會	TURBOJET 噴射飛航

To fully engage the industries in which we operate for our own benefits and for public interest, we also actively participate in industry and professional associations where we exchange ideas and market insights, and share our expertise and experience with fellow members.

我們全面關注業界在營運時為公司和公眾所帶來的利益，故此我們積極參與行業和專業協會以交換意見和市場見解，並與其他會員分享我們的專業知識和經驗。

Company 公司	Institution 機構	Class of Membership 會籍級別
STHL 信德集團	Hang Seng Index 恆生指數	Constituent 成份股
	Business Environment Council 商界環保協會	Corporate Member 企業會員
	Employers' Federation of Hong Kong 香港僱主聯合會	Corporate Member 企業會員
	Hong Kong Institute of Human Resource Management 香港人力資源管理學會	Corporate Member 企業會員
STH(M)L 信德集團控股(澳門)有限公司	Macau Management Association 澳門管理專業協會	Charter Member 特邀會員
	The Macau Human Resources Management Association 澳門人力資源管理協會	Corporate Member 企業會員
	The Macao Chamber of Commerce 中華總商會	Corporate Member 企業會員
STMSGSL 信德管理服務股份有限公司	Macau Hotel Association 澳門酒店協會	Associate Member 非正式會員
TURBOJET 噴射飛航	The Chartered Institute of Logistics & Transport 香港運輸物流學會	Corporate Member 企業會員
	Hong Kong Logistics Association 香港物流協會	Corporate Member 企業會員
	Hong Kong Institute of Human Resource Management 香港人力資源管理學會	Corporate Member 企業會員
	The Hong Kong Management Association 香港管理專業協會	Corporate Member 企業會員
	Lantau Development Alliance 大嶼山發展聯盟	Founding Member 創會成員
	International Chinese Transportation Professionals Association 國際華人交通運輸協會	Corporate Member 企業會員
	Pacific Asia Travel Association 亞太旅遊協會	Corporate Member 企業會員
STPML 信德物業管理有限公司(香港)	The Hong Kong Association of Property Management Companies 香港物業管理公司協會	Corporate Member 企業會員
	The Hong Kong Management Association 香港管理專業協會	Corporate Member 團體會員
	Property Management Business Association Macao 澳門物業管理業商會	Corporate Member 企業會員
	The Federation of Environmental And Hygienic Services 中港澳環衛總商會	Member 會員



Performance Data Summary

表現數據摘要

Economic Performance 經濟表現

Economic performance ¹ 經濟表現 ¹	Unit 單位	2015
Direct economic value generated 直接經濟價值產生		5,055,297
Economic value distributed 經濟價值分配	HK\$ '000	3,882,330
Economic value retained 經濟價值保留		1,172,967

Environmental Performance 環境表現

Energy use and emissions ² 使用能源及排放 ²	Unit 單位	2015
Electricity 電	GJ 千兆焦耳	512,291
Towngas 煤氣	GJ 千兆焦耳	226
Diesel 柴油	GJ 千兆焦耳	5,534,868
Unleaded petrol 無鉛汽油	GJ 千兆焦耳	787
Liquefied petroleum gas 液化石油氣	GJ 千兆焦耳	8,812
Greenhouse gas emissions for Scope 1 ³ 溫室氣體排放量（範圍一） ³	Tonnes CO ₂ e 二氧化碳當量， 以公噸計	458,159
Greenhouse gas emissions for Scope 2 ⁴ 溫室氣體排放量（範圍二） ⁴	Tonnes CO ₂ e 二氧化碳當量， 以公噸計	108,349

Resources use 使用物料	Unit 單位	2015
Paper 紙	kg 公斤	67,658
Water 水	m ³ 立方米	573,995

Remarks 備註

¹ For more details, please refer to our Annual Report 2015 (www.shuntakgroup.com)
詳情請參閱集團2015年年報 (www.shuntakgroup.com)

² The calculation involved the use of conversion factors as provided in the Greenhouse Gas Protocol (April 2014).
計算是採用溫室氣體盤查定書(Greenhouse Gas Protocol, 2014年4月版)所提供的轉換係數。

³ GHG emissions associated with the electricity purchased in Hong Kong are provided by the relevant provider of electricity (the specific Emission Factors provided in the table above are for 2014). These specific Emission Factors are available from the power companies' (CLP and Hong Kong Electric) respective sustainability reports 2014. For gas purchased from Towngas, the Emission Factor is available in the Towngas Sustainability Report 2014. For Macau, the emission factor from CEM Sustainability Report 2014 is 0.966 kg/kWh.
溫室氣體排放係數由當地的能源公司提供。在香港，這些係數能在電力公司的2014年可持續發展報告中找到（包括中電香港和香港電燈）。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2014年可持續發展報告中。在澳門，根據澳門電力股份有限公司的2014年可持續發展報告，澳電的溫室氣體排放係數為每kWh 0.966公斤。

⁴ GHG emission factors for 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 in February 2010.
來自流動源的溫室氣體排放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。

Waste disposal and recycling 廢物棄置及回收	Unit 單位	2015	Waste disposal and recycling 廢物棄置及回收	Unit 單位	2015
General waste to landfill ⁵ 一般廢棄物 ⁵	Tonnes 公噸	55,756	Fluorescent lamps 光管	kg 公斤	475
Paper 紙	kg 公斤	586,051	Rechargeable batteries 充電電池	pcs 件	92
Plastics 塑膠	kg 公斤	2,718	Old clothes 舊衣物	kg 公斤	11,612
Metal 金屬	kg 公斤	75,758	Toner cartridges 碳粉匣	pcs 件	324
Aluminum cans 鋁罐	kg 公斤	3,240			

Social Performance 社會表現

Total Workforce ⁶ 員工總數 ⁶	Unit 單位	2015
By location 按地區劃分		
Hong Kong 香港	no. 人數	2,492
Macau 澳門		1,390
Mainland China 中國內地		64
Singapore 新加坡		7
By gender 按性別劃分		
Female 女性	no. 人數	1,293
Male 男性		2,660
By age group 按年齡組別劃分		
Under 30 years old 30 歲以下	no. 人數	733
30 — 50 years old 30 至 50 歲		1,614
Over 50 years old 50 歲以上		1,606
By employment category 按職級劃分		
Senior level 高層員工	no. 人數	90
Middle level 中層員工		484
Entry level 普通員工		3,379

⁵ Data includes The Belcher's, Chatham Gate, liberte and Shun Tak Centre only
數據只包括來自寶翠園、昇御門、昇悅居及信德中心。

⁶ Including corporate office staff of the Artyzen Hospitality Group
包括雅辰酒店集團的集團總部員工。

Employee Turnover ⁷ 員工流失率 ⁷	Unit 單位	2015
By location 按地區劃分		
Hong Kong 香港	%	10.78
Macau 澳門		6.35
Mainland China 中國內地		0.20
Singapore 新加坡		0.05
By gender 按性別劃分		
Female 女性	%	6.70
Male 男性		10.68
By age group 按年齡組別劃分		
Under 30 years old 30 歲以下	%	6.02
30 — 50 years old 30 至50 歲		6.27
Over 50 years old 50 歲以上		5.08

Occupational health and safety statistics 職業健康及安全數據		Unit 單位	2015
Injury Rate ⁸ 工傷比率 ⁸	Female 女性	Per 1,000 employee 每1000個員工	6.32
	Male 男性		10.88
Absentee Rate ⁹ 缺勤比率 ⁹	Female 女性	%	0.56
	Male 男性		1.10
Lost Day Rate ¹⁰ 損失工作日比率 ¹⁰	Female 女性		0.09
	Male 男性		0.15
Occupational Disease Rate 職業病比率	Female 女性	Per 1,000 employee 每1000個員工	0.00
	Male 男性		0.00
No. of Fatalities 致命工傷宗數	Female 女性	—	0
	Male 男性		0

⁷ Turnover rate = Total number of turnover / Total workforce
員工流失率 = 流失員工人數 ÷ 員工總數

⁸ Injury rate = Total number of injury x 1000 / Total workforce
工傷比率 = 工傷宗數 × 1000 ÷ 員工總數

⁹ 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%

¹⁰ 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	2015
Average hours of training received per employees 員工平均的培訓總時數	hours 小時	9.05
Average hours of training per employee by gender 按性別劃分的受訓時數		
Female 女性	hours 小時	5.91
Male 男性		10.57
Average hours of training per employee by employment category 按職級劃分的受訓時數		
Senior level 高層員工	hours 小時	11.39
Middle level 中層員工		24.05
Entry level 普通員工		6.84

Suppliers By Geographical Region 各地區供應商	Unit 單位	2015
Hong Kong 香港	no.個 (%)	1,451 (53)
Macau 澳門	no.個 (%)	882 (32)
Other regions 其他地區	no.個 (%)	385 (14)

(add up to 99% 加至99%)

Community Work 社區工作	Unit 單位	2015
No. of volunteer hours 義工服務時數	hours 小時	4,446
Amount of charity in-kind donations 慈善捐贈總值	HK\$ 港元	1,636,542



ASSURANCE STATEMENT

驗證聲明

SGS STATEMENT ON ASSURANCE – 《Shun Tak Sustainability Report 2015》

香港通用檢測認證有限公司對《信德可持續發展報告2015》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 2015 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 2015 to 31 December 2015.

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 (GRI) G4 Sustainability Reporting Guidelines; and
- Evaluation of the Report with reference to 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2015》(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2015年1月1日至2015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 G4 可持續發展報告指南》「核心要求」評估報告；以及
- 參考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 ISO14001, auditors of SA 8000, ISO26000 and OHSAS18001 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 GRI G4 Sustainability Reporting Guidelines 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
Senior Director, China and Hong Kong
高級總監，中國及香港
Certification and Business Enhancement
認證及企業優化

24 June 2016
2016年6月24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ISO14001主任審核員、SA 8000審核員、ISO26000審核員、OHSAS18001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，而且對房委會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G4可持續發展報告指南》「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



Patrick Leung
梁耀基
Lead Assuror
任驗證員
Certification and Business Enhancement
認證及企業優化



GRI Content Index

全球報告倡議組織內容索引

This report was prepared in accordance with the Core requirements of Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines and the Environmental, Social and Governance (ESG) Reporting Guide of Hong Exchanges and Clearing Limited (HKEx)*. The disclosures are presented below with either linkage to the reported section(s) or direct answer.

本報告是根據《全球報告倡議組織GRI G4指引》的「核心選項」及香港交易所《環境、社會及管治報告指引》*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。

General Standard Disclosures 一般標準披露					
	General Standard Disclosures 一般標準披露	Cross-references/ Comments 互相參照/註釋	External Assurance 外部認證	ESG Guide Reference 《環境、社會及管治報告指引》相關參考	Page(s) 頁數
Strategy and Analysis 策略與分析					
G4-1	Statement from the highest decision-maker of the organization 董事總經理的話	Message from the Management 管理層序言	√		P.2-P.3
Organizational Profile 機構簡介					
G4-3	Name of the organization 機構名稱	About this Report 關於本報告	√		P.4
G4-4	Primary brands, products and services 主要品牌、產品及服務	About Shun Tak Group 關於信德集團 Annual Report – Review of Operations 年報 — 業務回顧	√		P.11
G4-5	Location of organization's headquarters 機構總部的位址	Back cover 封面底頁	√		/
G4-6	Number of countries the organization operates 機構營運所在地的數目	About Shun Tak Group 關於信德集團	√		P.11
G4-7	Nature of ownership and legal entity 擁有權的性質及法律形式	About Shun Tak Group 關於信德集團 Annual Report – Review of Operations 年報 — 業務回顧	√		P.11
G4-8	Markets served 機構所服務的市場	About Shun Tak Group 關於信德集團	√		P.11
G4-9	Scale of the organization 機構規模	Our People 我們的員工 Performance Data Summary 表現數據摘要	√		P.28 P.67

* Version implemented since 2013 and effective up to 30 December 2015
自2013年生效至2015年12月30日的版本

General Standard Disclosures 一般標準披露					
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G4-10	Number of employees 僱員人數	Performance Data Summary 表現數據摘要	√	A1.1	P.67
G4-11	Percentage of employees covered by collective bargaining agreements 受集體協商協定保障的僱員百分比	No current employees are covered by collective bargaining agreements 暫時無僱員受集體談判合約保障	√		/
G4-12	Organization's supply chain 機構的供應鏈	Our Value Chain 我們的價值鏈	√		P.37
G4-13	Significant changes regarding size, structure, ownership/ organization's supply chain 匯報期內機構規模、架構、所有權或供應鏈方面的重大改變	There are no significant changes 沒有重大改變	√		/
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization 說明機構是否具有因應之預警方針或原則	Annual Report – Corporate Governance Report 年報 — 企業管治報告書	√		/
G4-15	Externally developed economic, environmental, and social charters, principles, or other initiatives 機構參與或支持外界發起的經濟、環境及社會約章、原則或其他倡議	Our Environment 我們的環保使命	√		P.48-P.60
G4-16	Memberships in associations and/ or national/international advocacy organizations 機構參與的聯會及(或)本地/國際倡議組織	Major Recognition, Award, Charter & Membership 主要獎項、嘉許、約章及會籍	√		P.61
Identified Material Aspects and Boundaries 重要指標方面及界限					
G4-17	Entities included in the organization's consolidated financial statements or equivalent documents 機構綜合財務報表或同等文件內包含的實體	About Shun Tak Group 關於信德集團 Annual Report – Notes to the Financial Statements 年報 — 財務報表附註	√		P.12
G4-18	Process for defining report content and the aspect boundaries 界定報告內容邊界的過程	About this Report 關於本報告	√		P.5-P.10
G4-19	Material aspects identified in the process for defining report content 界定報告內容過程中確定的重要議題	About this Report 關於本報告	√		P.5-P.10
G4-20	Aspect boundary within the organization for each material aspect 機構內各重要議題的界限	About this Report 關於本報告	√		P.5-P.10

General Standard Disclosures 一般標準披露					
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G4-21	Aspect boundary outside the organization for each material aspect 機構外各重要議題的界限	During the stakeholder engagement process, the impacts of “Material” and “Customer Health and Safety” occurring beyond our organizational boundary were considered to be of moderate importance by having considered the impacts’ implication and relevance to our business operation. 在持份者參與計劃中，考慮到議題影響性及與集團營運的相關性後，物料使用和客戶健康及安全對集團邊界外的影響具有中等重要性。	√		P.5-P.10
G4-22	Explanation of the effect of any restatements 說明重整舊報告所載信息的影響及原因	No restatement on information in previous report was made 沒有就去年報告內容作出重整	√		/
G4-23	Significant changes from previous reporting periods in the scope and boundary 說明報告的範圍及議題界限與以往報告的重大改變	There are no significant changes 沒有重大改變	√		/
Stakeholder Engagement 持份者參與					
G4-24	List of stakeholder groups engaged by the organization 機構的持份群組別列表	About this Report 關於本報告	√		P.7
G4-25	Basis for identification and selection of stakeholders with whom to engage 界定及挑選相關持份者的基準	About this Report 關於本報告	√		P.7
G4-26	Approaches to stakeholder engagement 持份者的參與方法	About this Report 關於本報告	√		P.7
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns 持份者參與的過程中提出的主要關鍵議題及關注事項，以及機構的回應	About this Report 關於本報告	√		P.8
Report Profile 報告概況					
G4-28	Reporting period 匯報期	About this Report 關於本報告	√		P.4
G4-29	Date of previous report 上一份報告的日期	June 2015 2015年6月	√		/
G4-30	Reporting cycle 匯報周期	About this Report 關於本報告	√		P.4
G4-31	Contact Point for Report enquiries and its contents 查詢報告或報告內容的聯絡方式	About this Report 關於本報告	√		P.4

General Standard Disclosures 一般標準披露					
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G4-32	GRI Content Index , the 'in accordance' option the organization has chosen and the reference to the External Assurance (if any) 依循的選項及全球報告倡議組織內容索引	GRI Content Index 全球報告倡議組織內容索引	√		P.72-P.80
G4-33	Policy and current practice with regard to seeking external assurance for the report 為報告尋求外部認證的政策及現行措施	About this Report 關於本報告 Assurance Statement 驗證聲明	√		P.5 P.70-P.71
Governance 管治					
G4-34	Governance structure of the organization 機構的管治架構	About Shun Tak Group 關於信德集團 Annual Report - Corporate Governance Report 年報 — 企業管治報告書	√		P.13
Ethics and Integrity 道德及誠信					
G4-56	Organization's values, principles, standards and norms of behavior 機構的價值觀、原則、標準及行為規範	Message from the Management 管理層序言 About Shun Tak Group 關於信德集團 Annual Report - Corporate Governance Report 年報 — 企業管治報告書	√		P.2-P.3 P.13-P.15

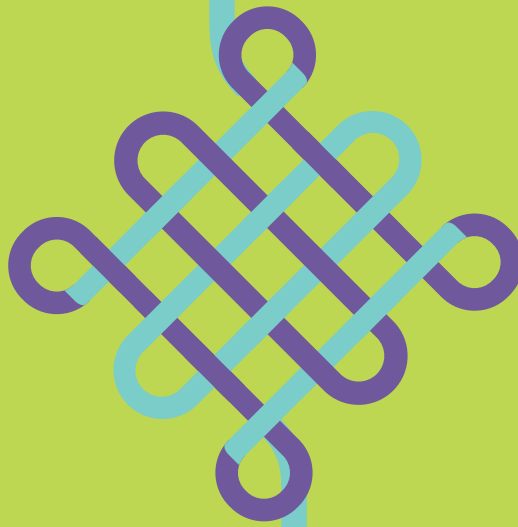
Specific Standard Disclosures 特定標準披露					
GRI G4 Indicator 指標	Description 描述	Cross-references/ Comments 互相參照/註釋	External Assurance 外部認證	ESG Guide Reference 香港交易所《環境、社會及管治報告指引》相關參考	Page(s) 頁數
Economic Performance 經濟表現					
G4-DMA		About Shun Tak Group 關於信德集團 Annual Report – Group Financial Review 年報 — 集團財務回顧	√		P.12
G4-EC1	Direct economic value generated and distributed 機構產生和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	√		P.66
Market Presence 市場表現					
G4-DMA		Annual Report – Group Financial Review 年報 — 集團財務回顧	√		/
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation 機構在各主要營運地點按性別劃分的標準薪金與當地最低工資的比例	We complied with local minimum wages laws in Hong Kong, Macau and Mainland China. Employees' wage rate are 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。	√		/
Materials 物料					
G4-DMA		Our Environment 我們的環保使命	√	B3, B3.1, C1	P.46
G4-EN1	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	√		P.66
Energy 能源					
G4-DMA		Our Environment 保護環境	√	B2, B2.1, B2.3	P.46
G4-EN3	Energy consumption within the organization 機構內的能源消耗量	Performance Data Summary 表現數據摘要	√		P.66
Water 水					
G4-DMA		Our Environment 我們的環保使命	√	B2, B2.2, B2.4	P.46
G4-EN8	Total water withdrawal by source 按源頭劃分的總用水量	Performance Data Summary 表現數據摘要	√		P.66

Specific Standard Disclosures 特定標準披露					
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Emissions 溫室氣體排放及其他氣體排放					
G4-DMA		Our Environment 我們的環保使命	√	B1, B1.2, B1.5	P.46
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1) 直接溫室氣體排放量（範圍一）	Performance Data Summary 表現數據摘要	√		P.66
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2) 能源間接溫室氣體排放量（範圍二）	Performance Data Summary 表現數據摘要	√		P.66
G4-DMA		Our Environment 我們的環保使命	√	B1, B1.1, B1.5	P.46
G4-EN21	NOx, SOx, and other significant air emissions 氮氧化物、硫氧化物和其他主要氣體的排放量	The SOx emission was 0.13 kT in 2015 and the NOx emission was insignificant. 在2015年內，集團排放了0.13千噸的硫氧化物；而氮氧化物的排放並不顯著。	√		/
Effluents and Waste 廢水及廢物					
G4-DMA		Our Environment 我們的環保使命	√	B1, B1.3, B1.4, B1.6	P.46
G4-EN23	Total weight of waste by type and disposal method 按種類及處理方式劃分的廢棄物總重量	Performance Data Summary 表現數據摘要 There were no hazardous waste processed by the Group in 2015, the waste oil processed was regarded as chemical waste under Waste Disposal Ordinance (Cap. 354). 2015年內，集團並沒有棄置有害廢料。本報告按香港法例第354章《廢物處置條例》，將廢油定義為化學廢料。	√		P.67
Regulatory Compliance (Environmental) 遵守環保法規					
G4-DMA		Our Environment 我們的環保使命	√	B1	P.46
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations 違反環境法例及法規被處分巨額罰款的總額，以及受非金錢制裁的總次數	No significant fines or non-monetary sanctions for non-compliance recorded in 2015. 2015年，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。	√		/

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Labor/Management Relations 勞/資關係					
G4-DMA		Our People 我們的員工	√	C3.2	P.28
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements 有關改變運作的最短通知期	We do not have a minimum notice period regarding operational change but 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 up relevant notice within a month's time. 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內通知員工。	√		/
Occupational Health and Safety 職業健康和安					
G4-DMA		Our People 我們的員工	√	A2, A2.1, A2.2, A2.3	P.28
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender 按地區和性別劃分的工傷類別、工傷率、職業病、損失日數比例及缺勤率，以及因公死亡事故總數	Performance Data Summary 表現數據摘要	√		P.68
Training and Education 培訓和教育					
G4-DMA		Our People 我們的員工	√	A3, A3.1, A3.2	P.28
G4-LA9	Average hours of training per year per employee by gender, and by employee category 按性別和僱員類別劃分，每名僱員每年受訓的平均時數	Our People 我們的員工 Performance Data Summary 表現數據摘要	√		P.69
Diversity and Equal Opportunity 多元化及平等機會					
G4-DMA		Our People 我們的員工	√	A1, A1.1, A1.2	P.28
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity 按性別、年齡組別、少數族裔成員及其他多元性指標劃分，各管治機關成員和各類僱員的組成	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	√		P.28 P.68

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Customer Health and Safety 顧客健康和安全					
G4-DMA		Our Value Chain 我們的價值鏈	√	C1, C1.2, C2, C2.4	P.37
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes 按後果類別說明，違反有關產品和服務健康與安全影響的法規的事件總數	There were no incidents of non-compliance concerning health and safety of our products and services reported. 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。	√		/
Customer Privacy 顧客隱私					
G4-DMA		Our Value Chain 我們的價值鏈	√	C2, C2.5	P.37
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data 經證實侵犯顧客隱私及遺失顧客資料的投訴總數	During the reporting period, there were no substantiated complaints identified in relation to customer privacy. 回顧年內，集團沒有經證實的侵犯顧客隱私及遺失顧客資料投訴。	√		/
Regulatory Compliance (Product Responsibility) 遵守產品責任法規					
G4-DMA		Our Value Chain 我們的價值鏈	√	C2, C2.2, C2.3	P.37
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services 違反提供及使用產品和服務的法律及規例的重大罰款的總金額	No significant fines for non-compliance with laws and regulations concerning the provision and use of services during the reporting period. 集團沒有因違反提供及使用產品和服務的法規而被處分重大罰款。	√		/
Local Communities 本地社區					
G4-DMA		Our Community 我們的社區	√	D1, D1.1, D1.2	P.17
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs 已執行當地社區參與、影響評估和發展計畫的營運點之百分比	Our Community 我們的社區 Performance Data Summary 表現數據摘要	√		P.17 P.69

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Regulatory Compliance (Social) 遵守社會法規					
G4-DMA		Our People 我們的員工	√	A4, A4.1, A4.2	P.28
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations 違反法規被處巨額罰款的金額，以及所受非金錢制裁的次數	There were no significant fines or non-monetary sanctions for non-compliance with laws and regulations. 集團沒有因違反法規而被處分巨額罰款或受非金錢制裁。	√		/



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