

信德集團

SHUN TAK HOLDINGS

Stock Code 股份代號: 242

SUSTAINABILITY REPORT
可持續發展報告

2020





Building Resilience for a Sustainable Future

The jigsaw puzzle symbolises challenges we face in life, particularly during unprecedented times like the COVID-19 pandemic. Reinforcing the connection and coherence among all the puzzle pieces – our businesses, environment, society and governance – is our way to build strength and resilience. As the jigsaw puzzle takes shape, and as we see the different parts come together to form a full picture, we find new energy, new purposes and new opportunities in the Greater Bay Area.

為可持續的未來，建立充足的韌力

拼圖象徵我們在生活中面臨著每個挑戰時，尤其如同前所未見、突如其來的新冠肺炎疫情，我們必須透過加固每塊拼圖，即我們的業務、環境、社會及管治之間的聯繫和配合，藉此增強自身實力和恢復力。隨著拼圖組裝完成，每塊拼圖變得更緊密，融為一體，就如我們在大灣區找到新的活力、意義和機遇。

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Message from Management 管理層寄語

2020 will be remembered as a year when global economy and society were shaken to the core, putting to test practices, protocols and systems that have been in place for years. Crisis seems to be nature's way of testing our strength and resilience, challenging our preparedness to simultaneously handle crises at hand and maintain a long term perspective, and daring us to turn challenges into opportunities.

During the COVID-19 pandemic, the Group has remained grounded and stayed the course, guided solely by our principles, mission and vision. Our responsibility is first and foremost to create and sustain values for our shareholders, and our commitment is always to ensure people and the planet are protected along the way.

Government emergency measures such as lock-downs, quarantines and border closures have brought the world to a halt, negatively impacting all industries particularly travel and hospitality. During these unprecedented times, we have not only implemented cost management measures to weather the storm, ensuring progress continues in projects at hand and in the works, but have also strategically reorganised and reprioritised our business operations in order to get a head start when normalcy resumes.

Revamping our operational structure to enhance efficiency; completing a restructure with our TurboJET partner to better position our business in unleashing the enormous growth potential arising from the imminent integration of the Greater Bay Area; and shifting our focus in hospitality to developing the domestic market and building brand loyalty locally were among the many steps we have undertaken to put pieces of the big picture together to achieve coherence and strength in time of crisis, and to build flexibility and resilience for the future.

2020年是震撼寰宇的一年。新冠肺炎疫情沖擊全球經濟和社會各層面活動，為固有慣例、機制和系統帶來嚴峻考驗。每次危機對企業而言都是一次試煉，既是測試我們的實力和恢復力，也是考驗我們是否有遠見應對當前形勢、及在危機中抓緊機遇。

在應對新冠肺炎疫情期間，集團始終秉持良好的企業管治原則、使命和願景，繼續堅定不移地前行。我們致力為股東創造可持續價值的同時，亦實踐我們對保護人類及地球的承諾。

各國政府的緊急措施，如封城、隔離和封關等，令世界近乎陷入停頓，衝擊所有行業，尤其是旅遊業及酒店業。在這前所未見的時期，我們不僅實施成本管理措施以渡過難關，及確保當前項目和工程繼續穩步推進，並策略性地重組及重新調整有關的業務運營模式，以便在恢復常態時搶佔先機。

我們採取了一系列的措施，為在困難時期中提升實力及尋找機遇，以確保企業未來更具靈活性及韌性，其中包括調整營運結構以提高效率；我們跟噴射飛航合資夥伴完成重組，改善我們的業務定位、迎接大灣區所帶來的巨大增長潛力；及將酒店業務的重心轉移到開發國內市場和在當地建立品牌忠誠度。

As a committed member in society, we have always made it our top priority to safeguard the health and safety of people around us. Our response when the pandemic hit was immediately putting in place rigorous disinfection and sterilisation protocols at the workplace and public spaces on our commercial and residential premises to ensure everyone was safe and well.

Working swiftly, on our own and in collaboration with local and overseas partners, NGOs and local authorities, we provided the communities in which we operate with what they urgently needed to fight the pandemic. We donated significant funding to manufacture masks for the vulnerable and frontline healthcare workers in Hong Kong; and delivered millions of masks, anti-epidemic supplies, hot meals, etc. to the elderly and the underprivileged in Hong Kong and Singapore. We created safety-first work arrangements for our employees, and we offered flexible leasing measures to our tenants and helped them stay in business. Taking care of people is part and parcel of how we operate our business.

Mandated by the Board, and as Chairman of Sustainability Steering Committee, I am responsible for the Group's sustainability vision, strategy and policy and for ensuring that environmental, social and governance concerns are all taken into account in the Group's sustainable development roadmap. I regularly report the Committee's progress to the Board. This year, we added Sustainable Procurement Policy and the Supplier Code of Conduct to our overall Sustainability Policy. We also identified our climate-related risks and explored mitigation measures, based on recommendations from the Task Force on Climate-related Financial Disclosures.

2020 will be a year of special remembrance for the Group because of the passing of Dr. Stanley Ho, our Founder. Dr. Ho's legacy of patriotism, ingenuity and entrepreneurialism, resilience, compassion and generosity, and humour will continue to inspire us and steer us towards good corporate citizenship.

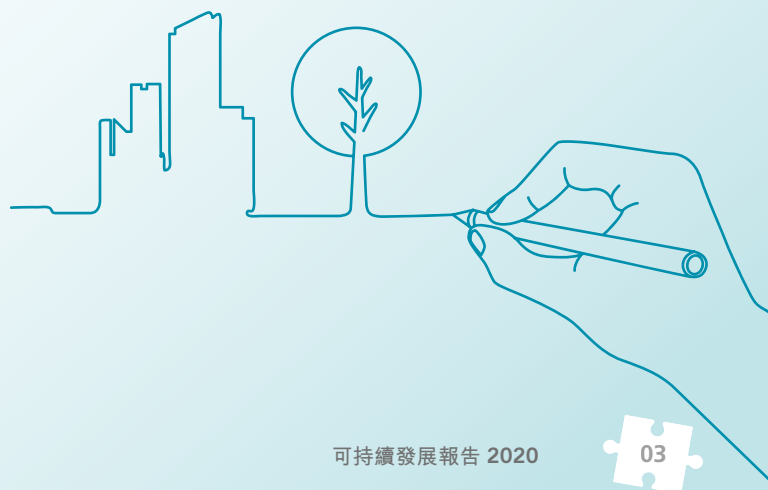
Ho Chiu King, Pansy Catilina 何超瓊
Group Executive Chairman and Managing Director
Shun Tak Holdings Limited
信德集團有限公司集團行政主席兼董事總經理
Chairman of Sustainability Steering Committee
可持續發展督導委員會主席

作為盡責的企業公民，我們把保障社會大眾的健康和安全放在首位。疫情爆發初期，我們立刻在辦公室、商業和住宅物業公共空間採取了嚴格的消毒措施，以保障員工及客人的安全及健康。

面對疫情，我們加強與本地和海外業務夥伴、非政府組織和政府合作，為我們業務所在地的社區提供急需的抗疫物資。我們捐助籌備外科口罩生產，以供香港的基層和前線醫護人員使用；又向香港及新加坡的長者和弱勢社群提供數百萬個口罩、抗疫物資及熱餐等。關顧員工及持份者對我們營運至關重要，我們為員工作出安全至上的工作安排，並向租戶提供靈活的租賃安排，幫助他們維持業務。

作為由董事會委任的可持續發展督導委員會主席，我為集團的可持續發展願景、策略和政策負責，並確保集團將環保、社會和企業管治議題納入可持續發展的藍圖。我亦定期向董事會匯報我們可持續發展的進度。今年，為進一步鞏固我們的可持續發展政策，我們制定了《可持續採購政策》和《供應商行為守則》。又根據「氣候相關財務揭露工作小組」(TCFD)的建議，披露與氣候相關的風險並探討緩解措施。

2020年對集團是特別的一年，我們將永遠懷念剛離世的創辦人何鴻燊博士。集團全人會承傳何博士的愛國情懷、創造力、企業家精神、韌力、慈悲、慷慨與幽默感，並秉承他作為良好企業公民的信念。



About Shun Tak

信德集團

Established in 1972 and headquartered in Hong Kong, Shun Tak Holdings Limited (“the Company” or “STHL”) has been listed on the Hong Kong Stock Exchange (HK Stock Code: 242) since 1973.

STHL together with its subsidiaries (collectively “the Group”) is a leading conglomerate with core businesses in property, hospitality, transportation and investment sectors, and a growing presence in Greater China and Asia.

信德集團有限公司(「本公司」或「信德」)成立於1972年，總部設於香港，並自1973年起在香港交易所(香港股份代號：242)上市。

信德及其附屬公司(統稱「本集團」)是具領導地位的綜合企業，核心業務包括地產、酒店及消閒、運輸與投資。集團得以茁壯發展，業務擴展至大中華和亞洲地區。



Vision, Mission and Principles

願景、使命和營商宗旨

- **Vision:** To be the most trusted and most value-added company in Hong Kong, Macau and Asia
- **Mission:** To create shared value for all our stakeholders and the communities in which we operate
- **Principles:** Honesty and Integrity
- 願景：躋身港澳地區與亞洲內最可靠及最具增值效益企業之列
- 使命：為持份者及社區創造共享價值
- 營商宗旨：誠信德行

Our Business

我們的業務

Property 地產

The Group has a successful track record in the property markets of Macau and Hong Kong, with a well-rounded portfolio of commercial, residential and retail property developments. In addition to expansion in the Greater China real estate market, the Group has also been investing in Singapore with a number of acquisitions that hold excellent potentials. The Group also provides one-stop asset management services including sales and leasing, property management, cleaning, laundry service and tenancy support.

本集團在澳門和香港的房地產市場的發展成績斐然，並擁有完善的商業、住宅和零售房地產發展投資組合。除了拓展於大中華房地產市場的業務外，本集團亦於新加坡投資，並收購多項極具潛力的地產物業。本集團更提供一站式資產管理服務，包括房地產銷售、租賃、物業管理、清潔、洗衣和禮賓服務。

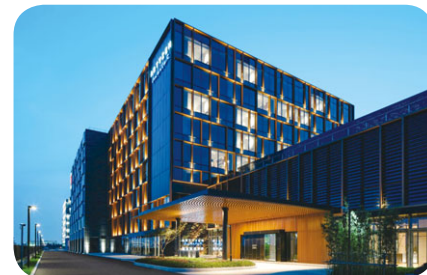


Hospitality 酒店及消閒



The Group offers multi-faceted hospitality services including operations in hotels, entertainment attractions, tourism facility management, membership club, and travel and MICE. With expertise in hotel portfolio management, concept development services for food and beverage premises, and adventure & team-building products, the Group is positioned to capture the enormous opportunities arising from the resilient and fast growing economies in China and across Asia.

本集團提供包括酒店、娛樂景點、旅遊設施管理、會員會所、旅遊及會展服務等多元化的酒店及消閒服務。憑藉在酒店組合管理、餐飲場所概念開發服務、以及歷奇和團隊建設產品方面的專業知識，本集團已部署迎接中國及整個亞洲快速恢復增長的經濟體所帶來的巨大機遇。



Transportation 運輸

The Group continues to refine its seamless cross-modal transportation network within the Pearl River Delta ("PRD"). At sea, the Group's TurboJET operates one of the strongest high-speed jetfoil fleets, linking up major cities and airports in the PRD, and strengthening connections between the PRD cities and world destinations. On land, the Group provides local and cross-boundary coach services between various mainland cities and Macau, and personalised door-to-door land transit service "TurboJET Cross Border Limo". Across the Hong Kong-Zhuhai-Macau Bridge, the Group operates the shuttle bus service and cross-boundary coach service between Hong Kong and Macau.



In March 2020, the Group and China Travel International Investment Hong Kong Limited (through their respective subsidiaries) entered into sale and purchase agreements to implement the restructuring and transformation of its transportation platform, aiming to generate stronger synergy in the offer of cross boundary transportation services in the Greater Pearl River Delta Region.



本集團繼續完善在珠江三角洲（「珠三角」）內的海陸空運輸網絡。在海上運輸方面，集團的噴射飛航營運最具規模的噴射船船隊之一，連接珠三角的主要城市和機場，並加強了珠三角城市與世界各地之間的聯繫。陸上運輸方面，集團於中國內地主要城市及澳門經營境內及跨境客運巴士服務，以及個人化的點到點陸上運輸服務—「噴射飛航跨境車」。集團也參與經營港珠澳大橋來往香港與澳門的穿梭巴士服務及跨境旅遊巴士服務。

2020年3月，本集團與香港中旅國際投資有限公司透過旗下個別附屬公司訂立買賣協議，實施重組和轉型運輸平台，俾能增強在大珠三角地區的跨境運輸服務方面的協同效應。

Investment 投資

The Group owns diversified and valuable investments in Macau, Hong Kong and Greater China across the gaming, retail, commercial and tourism facility sectors. The Group is committed to enhancing the leisure experience of end-users through its dynamic platforms of lifestyle concepts, high-quality retail service and international cruise hub offerings.



本集團在澳門、香港及大中華地區擁有多元化及具價值的投資項目，涵蓋博彩、零售、商業及旅遊設施營運等行業。集團致力開創充滿活力的時尚生活概念平台、優質的零售服務及國際郵輪碼頭，優化客戶及遊客的休閒體驗。

Dr. Stanley Ho, Our Founder

我們的創辦人 — 何鴻燜博士

In 1987, the United Nations World Commission on Environment and Development (also known as Brundtland Commission) defined sustainable development as “development that meets the needs of the present without compromising the ability of the future generations to meet their own needs.”

In fact our Founder, Dr. Stanley Ho, had already been walking down the sustainability path decades before the development of that famous definition. **Not only had Dr. Ho not compromised the ability of the future generations to meet their own needs, he had laid the foundation of a new era that would support the needs and aspirations of the future generations.**

Dr. Ho was a visionary who built to meet the needs of the present and shape the future. His ingenuity, entrepreneurialism and resilience had enabled him to identify the needs of the time, take on challenges, and achieve economic and social values at the same time.



於1987年，聯合國環境與發展世界委員會(又名布倫特蘭委員會)將可持續發展定義為「既能滿足當代的需要，又同時不妨礙後代要滿足其本身需要的發展模式」。

事實上，我們的創辦人何鴻燜博士遠在該定義訂定前數十年已走在可持續發展之路上。何博士不但沒有妨礙下一代追求滿足需要的慾望，更為支持他們實現抱負的新時代奠定基礎。

何博士高瞻遠矚，他的創新與企業家精神和堅韌使他能夠掌握時代需求、迎接挑戰，同時締造經濟和社會價值。

Hard Infrastructure – Providing Services

基建發展



Dr. Ho's over 6-decade effort to build hard infrastructure in Hong Kong and Macau, and between the two cities, has continued to benefit not only the shareholders of his companies and the two communities, but also visitors from Mainland China and across the globe.

何博士致力於香港、澳門及兩地間之基建發展逾六十載，不僅持續地令他旗下公司的股東和兩地社區得益，亦令中國內地和全球遊客從中受惠。

Connecting people by sea, air and land; facilitating the movement of ideas, goods and services; creating new industries and new jobs; and linking Hong Kong and Macau to China and the rest of the world were Dr. Ho's original intentions which have yielded positive outcomes with lasting impact.

何博士的初衷是通過海陸空交通聯繫人們；促進思想、商品和服務的交流；創造新的行業和就業機會；以及連接香港和澳門與中國內地及世界各地。何博士的努力取得積極成果，影響至為深遠。

1950s

- Founded Lee On Construction Company in HK, becoming a leading commercial and residential property developer. As President of The Real Estate Developers Association of Hong Kong for 27 years since 1984, he was instrumental in propelling HK's pillar industry
於香港成立利安建築公司，成為商業及住宅地產發展商翹楚之一。他自1984年起連任香港地產建設商會會長27年，在推動香港支柱產業方面至為重要



1960s

- Took on the responsibility of daily dredging of the navigation channels in the Macau harbour
承擔每天疏浚澳門航道的工作

1960-1970s

- Supported government development of Outer Harbour area reclamation (ZAPE)
支持政府發展新口岸填海工程

1962

- Founded Shun Tak Shipping Company (forerunner of STHL) in HK, creating a vital connection between HK and Macau in trade, tourism and cultural exchanges
於香港成立信德船務（信德集團的前身），使香港和澳門之間在貿易、旅遊和文化交流建立聯繫

- Founded STDM¹ in Macau, playing a pivotal role in the transformation of Macau into a world-class tourism destination and World Centre of Leisure and Tourism
於澳門成立澳娛¹，在澳門轉型為世界級旅遊目的地和「世界旅遊與休閒中心」方面發揮著舉足輕重的作用

1980s

- Supported government development of the Nam Van area reclamation (NAPE)
支持政府發展南灣填海工程

1990s

- Introduced helicopter service
引進直升機服務
- Supported construction of Macau Outer Harbour Ferry Terminal, Friendship Bridge, Macau International Airport, and Coloane Container Terminal
支持澳門外港客運碼頭、友誼大橋、澳門國際機場及路環貨櫃碼頭的興建



1998

- Fully funded the construction of Macau Tower Convention & Entertainment Centre (open in 2001)
全資興建澳門旅遊塔會展娛樂中心（2001年啟用）



2001

- Supported government development of Lotus Square in Macau
支持政府發展澳門金蓮花廣場



¹ STDM: Sociedade de Turismo e Diversões de Macau, S.A. ¹ 澳娛：澳門旅遊娛樂股份有限公司

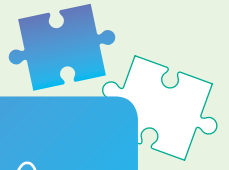
Soft Infrastructure – Developing Human Capital 軟基建 – 發展人力資本

Dr. Ho's undertaking to build soft infrastructure equalled his effort to build hard infrastructure. A firm believer in the power of education in preparing a person to integrate into and contribute to society, Dr. Ho generously dedicated resources to champion education.

除硬基建外，何博士在建設軟基建上同樣不遺餘力。何博士堅信教育可幫助人們融入及貢獻社會，因此慷慨地投入資源以支持教育發展。

Dr. Ho's sponsorship of the construction and renovation of educational and cultural institutions, and the establishment of training and research centres; support of different academic disciplines; and donations to educational development programmes all bear witness to his contribution to the present and future generations.

何博士贊助教育及文化機構建設和翻新、建立培訓和研究中心；支持不同學術範疇；及捐助教育發展計劃等均見證何博士對今世後代作出的貢獻。



Universities & Schools

大學及學校

Facilities construction / renovation, programme development
建設 / 翻新設施、發展課程



1970s

1970年代

- Scientia Secondary School (former Workers' Children Secondary School) New Wing Extension
創知中學(前勞工子弟中學)新翼擴建

1990s

1990年代

- HKBU² David C. Lam Institute for East-West Studies
浸大²林思齊東西學術交流研究所
- UM³ STDM Auditorium and Stanley Ho Building
澳大³STDM 演講廳及何鴻燊樓

2000s:

2000年代

- PolyU⁴ Stanley Ho Building
理大⁴何鴻燊樓
- OUHK's⁵ phase II campus extension, Stanley Ho Library
公大⁵第二期校舍擴展 – 何鴻燊圖書館

2010s

2010年代

- UM Stanley Ho East Asia College
澳大何鴻燊東亞書院
- Premier School Affiliated to Hou Kong Middle School, Stanley Ho Block (Macau)
澳門濠江中學附屬英才學校何鴻燊樓
- HKU⁶ Ricci Hall Stanley Ho Block
港大⁶利瑪竇宿舍何鴻燊樓
- HKU SPACE Po Leung Kuk Stanley Ho Community College
港大專業進修學院保良局何鴻燊社區書院

Science & Engineering

科學與工程

Training / research centre establishment
成立訓練 / 研究中心



1990s

1990年代

- Stanley Ho Astronautics Training Foundation in Hong Kong
於香港成立何鴻燊航天科技人才培訓基金會
- Stanley Ho Astronautics Training Centre in Langfang, Heibei Province, China
於河北省廊坊市建造何鴻燊培訓樓

2000s

2000年代

- Communication University of China Portuguese Language Centre in Beijing, China
北京中國傳媒大學葡萄牙語言中心
- Tongji University Sino-French Centre in Shanghai, China
上海同濟大學中法中心
- Zhongkai University of Agriculture and Engineering Stanley Ho Experiment Building in Guangzhou, Guangdong Province, China
廣東省廣州市仲愷農業工程學院何鴻燊實驗大樓

2010s

2010年代

- Queen's College Old Boys' Association Stanley Ho Astronomical Observatory in Hong Kong
於香港設立皇仁舊生會何鴻燊天文觀測站

² HKBU: Hong Kong Baptist University

³ 浸大: 香港浸會大學

⁴ OUHK: The Open University of Hong Kong

⁵ 公大: 香港公開大學

³ UM: University of Macau

³ 澳大: 澳門大學

⁶ HKU: The University of Hong Kong

⁶ 港大: 香港大學

⁴ PolyU: The Hong Kong Polytechnic University ⁴ 理工: 香港理工大學

Arts & Culture

文化藝術

Facilities construction / maintenance,
programme development
建設 / 翻新設施、發展計劃



1980s – 1990s

1980 – 1990 年代

- UM Cultural Centre
澳大文化中心
- UM Ho Yin Convention Centre
澳大何賢會議中心
- Dom Pedro V Theatre
伯多祿五世劇院(崗頂劇院)
- Macau Military Club, Dr. Stanley Ho Room
澳門陸軍俱樂部何鴻燊博士廳
- Macao Maritime Museum (open in 1987)
澳門海事博物館(1987 年落成開放)
- Macao Museum (open in 1998)
澳門博物館(1998 年落成開放)
- Macao Cultural Centre (open in 1999)
澳門文化中心(1999 年落成開放)
- Society of the Academy for Performing Arts
in Hong Kong
香港演藝學院友誼社

Medicine, Diseases & Healthcare

醫藥、疾病與保健

Programme development
發展計劃



1990s

1990年代

- Hong Kong Academy of Medicine Foundation
Fund
香港醫學專科學院基金會
- Kiang Wu Nursing College of Macau (former
Kiang Wu Nursing and Midwifery School) in
Macau
澳門鏡湖護理學院(前鏡湖護士助產學校)

2000s

2000年代

- CUHK⁷ Stanley Ho Centre for Emerging
Infectious Diseases
中大⁷何鴻燊防治傳染病研究中心

2010s

2010年代

- CUHK Stanley Ho Professorship of Respiratory
Medicine
中大何鴻燊呼吸系統學教授席
- HKU's Hong Kong Summit of Global Health
Leaders
港大全球醫療衛生領袖香港峰會

Sports

體育

Facilities construction
建設設施



1970s

1970 年代

- HKU Flora Ho Sports Centre and Stanley Ho
Sports Centre
港大何世光夫人體育中心及何鴻燊體育中心

1990s

1990年代

- Queen's College Old Boys' Association
Secondary School swimming pool and
relocation of staff quarters (Hong Kong)
香港皇仁舊生會中學泳池及教職員宿舍搬遷

Education Development

Programmes

教育發展計劃

Programme development
發展計劃



1980s

1980年代

- Queen's College Old Boys' Association
皇仁舊生會

1990s

1990年代

- HKU Foundation for Educational
Development and Research, Founding
Chairman, and later Honorary Lifetime
Chairman
港大教研發展基金創會主席及永遠榮譽主席

2000s

2000年代

- HKU Foundation for Educational
Development and Research
港大教研發展基金
- PolyU Foundation (former PolyU Development
Foundation)
理大基金(前理大發展基金)
- Government's Matching Grant Scheme for
PolyU
香港政府為理工大學提供的配對補助金計劃
- HKU Stanley Ho Alumni Challenge (with a
pledge of \$500 million sparking a tradition of
alumni giving)
港大何鴻燊校友挑戰計劃(出資5 億港元激勵校友
建立回饋母校的傳統)

⁷ CUHK: The Chinese University of Hong Kong ⁷ 中大: 香港中文大學

A Patriot at Heart and in Action

從心而發的愛國企業家

Having dedicated his entire life to the service of his Motherland, Dr. Ho had indeed lived up to every nuance of this expression.

A firm believer in our Nation's wisdom, Dr. Ho answered the call by taking actions to honour the Nation's many profound, forward-looking and far-reaching policies, including Reform and Opening-Up, One Country Two Systems, Regional Collaboration in the Greater Bay Area, and Macau's Economic Diversification and Transformation into a World Centre of Tourism and Leisure.

In deep appreciation of his cultural heritage, Dr. Ho was passionate about protecting the Nation's legacy of invaluable and irreplaceable historic treasures that illuminate our identity, traditions and artistic expressions. Throughout his lifetime, Dr. Ho had donated many artifacts to his Motherland, including the 147 artifacts in 1987 and the following:

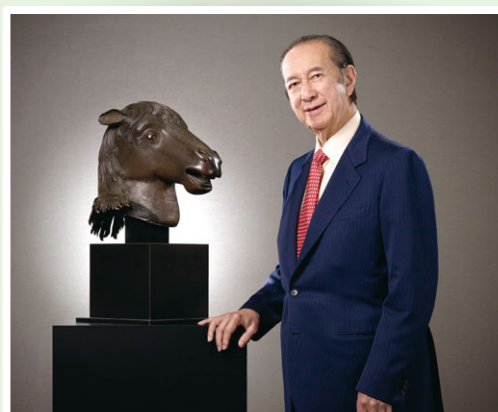
何博士畢生致力報效祖國，無論事無大小均作出奉獻。

何博士擁護國家智慧，並身體力行回應國家多項重大、富前瞻性及深遠的政策，包括改革開放、一國兩制、大灣區區域合作、澳門經濟多元化及「世界旅遊與休閒中心」建設。

何博士深切重視自己的文化背景，熱衷於保護及彰顯國家民族的傳統和藝術，特別是寶貴又無可取代的國家歷史瑰寶。何博士一生中曾多次向祖國捐贈文物，其中包括於1987年捐贈147件中國古代文物，與及：



Donated Yuanmingyuan
Bronze Pig Head
捐贈圓明園豬首銅像



Donated Yuanmingyuan
Bronze Horse Head,
as a tribute to the 70th
Anniversary of the
Founding of the People's
Republic of China and
the 20th Anniversary of
Macau's return to the
Motherland

捐贈圓明園馬首銅像，以紀念中華人民共和國成立70週年及澳門回歸祖國20週年

1999

Amongst the first to support Beijing in building The China Millennium Monument to mark the ushering of a new era

率先支持北京興建中華世紀壇，以迎接新時代的來臨



2003

2007

Donated 5 artistic pieces as a tribute to the 10th Anniversary of Hong Kong's return to the Motherland

捐贈5件藝術品，以紀念香港回歸祖國十週年



2019

Performance Highlights 表現概覽

10th Consecutive Year
as a constituent stock of
Hang Seng Corporate
Sustainability Benchmark Index
連續**10**年被納入「恒生可持續發展企業基準指數」成份股



Hang Seng Corporate
Sustainability Index
Series Member 2020-2021

15 Years Plus Caring
Company Logo awarded by
The Hong Kong Council of
Social Service
連續**15**年獲香港社會服務聯會頒發「商界展關懷」標誌



Adopted Board Statement stipulating Board oversight of Group sustainability issues
通過**董事會聲明**，列明董事會對本集團可持續發展議題的監督

Established Sustainable Procurement Policy and the Supplier Code of Conduct
制定《可持續採購政策》及《供應商行為守則》



HK\$16,118,509
of monetary and in-kind gifts
donated to charity, of which
HK\$8,614,355 were used to help the
community fight COVID-19, such as:
慈善捐款及實物捐贈總額達
16,118,509港元，
其中8,614,355 港元用於幫助社區對抗
新冠肺炎疫情，例如：

Donated **HK\$3,000,000**
to The Hong Kong
Federations of Trade
Unions to produce surgical
face masks
向香港工會聯合會捐贈
3,000,000港元，
用於生產外科口罩

Together with
business partner,
donated **5,000,000**
surgical face masks
to Singapore's social
service sector
與業務合資夥伴共同向
新加坡社會服務界捐贈
5,000,000 個
外科口罩



Donated **25,000**
surgical face masks to
various NGOs
向多個非政府組織捐贈共
25,000 個外科口罩

Donated over
1 tonne
of food to the needy
through Caritas Macau
透過澳門明愛向有需要人士
捐贈逾 **1** 公噸食品





Identified **climate-related risks** based on recommendations from the Task Force on Climate-related Financial Disclosures

根據「氣候相關財務披露工作小組」的建議，披露

與氣候相關的風險



Hengqin Integrated Development received **3-star** (highest rating) certification in China's Green Building Evaluation Label

橫琴綜合發展項目獲中國綠色建築評價三星標識(最高等級)

Corporate offices achieved **52.3%** cumulative reduction in electricity consumption since 2014

自2014年以來，辦公室的耗電量累計節省 **52.3%**



Total number of employees: **3,713**

全體員工人數：
3,713人

6.1% increase in female employees in our total workforce as compared to 2019

與2019年相比，女性員工總數增加 **6.1%**

Injury rate: **61%** decrease in women and **30%** decrease in men as compared to 2019

與2019年相比，女性及男性工傷比率分別減少 **61%** 及 **30%**

6,052 hours 小時 of occupational health and safety-related training
總職安健培訓時數達 **6,052** 小時



Total training hours: **20,376**

提供培訓總時數：
20,376 小時



Corporate Governance

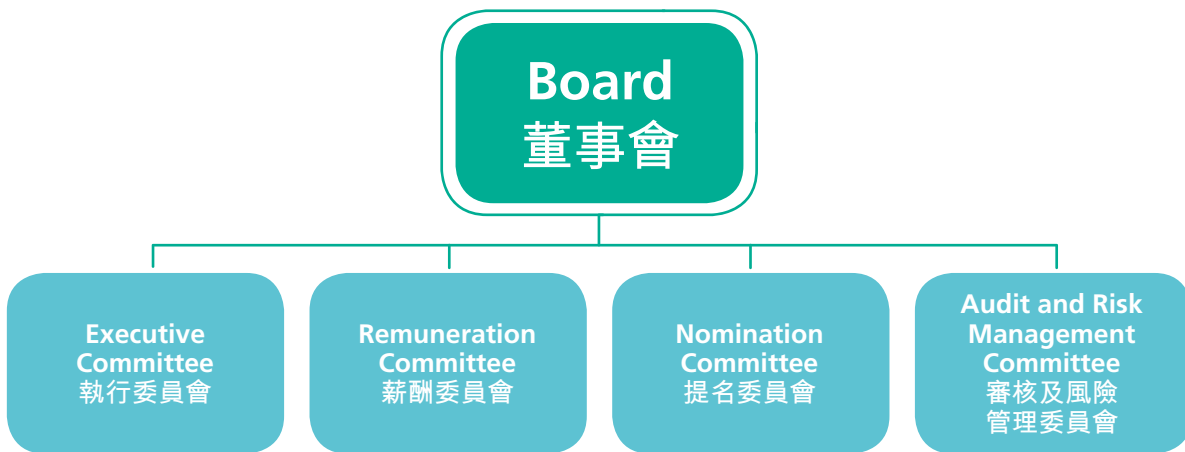
企業管治

The Group maintains a robust governance structure to ensure that business is conducted at the highest standard of integrity to safeguard the interests of shareholders and stakeholders.

The Board of Directors (the “Board”) is the highest governance body that oversees the strategy and performance of the Group’s operations. The Board comprises five Executive Directors and four Independent Non-Executive Directors, and is supported by four committees, namely, Executive Committee, Remuneration Committee, Nomination Committee and Audit and Risk Management Committee.

本集團致力維持高水平的企業管治，遵守最高誠信標準，保障股東及持份者的利益。

董事會作為最高管理架構，負責監督集團之經營策略及績效。董事會由五名執行董事和四名獨立非執行董事組成，並由下轄四個委員會，即執行委員會、薪酬委員會、提名委員會及審核及風險管理委員會協助。



Internal Control and Risk Management

內部監控及風險管理

The Board has overall responsibility for ensuring that appropriate and effective risk management and internal control systems are established and maintained in all key areas including finance, operation, compliance, information technology and security, fraud detection and risk management. These systems serve to identify, manage and mitigate risks.

The Executive Committee assists the Board in designing and implementing policies & procedures, identifying and managing risks across the organisation, and evaluating risk severity and likelihood of occurrence, through a process which includes self-assessment from heads of business or supporting units and internal audit reviews conducted by the Group’s Internal Audit Department. The Audit and Risk Management Committee assists the Board in reviewing the risk management and internal control systems to ensure that an effective framework is in place for management to perform its duties.

董事會有總體責任確保所有關鍵領域，包括財務、營運、合規、資訊科技及保安、欺詐識別，以及風險管理等制訂和維持適當及有效的風險管理及內部監控系統。這些系統用於識別、管理及減輕風險。

執行委員會通過業務及支援部門主管的自我評估，及由內部審計部門進行的內部審計流程，協助董事會制定和落實政策及程序、識別及管理集團的風險，並評估風險的嚴重性和發生的可能性。審核及風險管理委員會協助董事會評估風險管理及內部監控系統，以確保管理層能具備有效框架履行職責。

Risk Management and Business Continuity during COVID-19

Risk assessment and management exercise related to COVID-19 was carried out in our business operations across the property, hospitality, transportation and retail sectors. Risk factors covering economic, politics, finance, employees' health, business continuity, supply chain and cybersecurity etc. were identified and analysed, and corresponding mitigation measures were proposed.

新冠肺炎疫情下的風險管理與業務持續營運

本集團在物業、酒店及消閒、運輸及零售行業的業務運營中展開與新冠肺炎疫情相關的風險評估和管理工作。我們識別及分析涉及經濟、政治、財務、員工健康、業務持續、供應鏈和網路安全等各方面的風險因素，並提出相應的緩解措施建議。

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

We are committed to the highest standards of business ethics in our operations and throughout our value chain. Our Code of Conduct and anti-corruption policies are well-established, and our workforce is required to adhere to practices relating to the prevention of bribery, fraud and corruption. Our anti-corruption policies are communicated across all business units and relevant trainings are provided to our employees. Regular seminars, including presentations by the Hong Kong Independent Commission Against Corruption ("ICAC"), are also organised for new and existing employees. During the reporting period, there were no significant cases of misconduct.

Our Whistleblowing Policy provides employees with clear guidelines to report serious misconduct, malpractice or impropriety concerns internally without fear of reprisal. The effectiveness of the Whistleblowing Policy is monitored and reviewed by our Audit and Risk Management Committee.

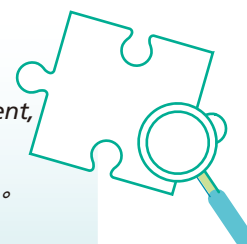
我們秉持最高的商業道德標準，並將其全面融入各業務營運及價值鏈中。我們制定了完善的《行為守則》和反貪政策，並要求所有員工必須遵守與防止賄賂、詐騙和貪污有關的慣例。我們已向各業務部門闡釋反貪政策，並為員工提供相關的培訓。我們亦定期舉行研討會，並邀請廉政公署為新入職和現職員工進行講解。匯報期內並無任何行為不當之嚴重事件。

我們的《舉報政策》為員工就舉報內部嚴重行為失當、疏忽職守或不當行為提供了清晰的指引，並確保其毋須畏懼報復。審核及風險管理委員會負責監控及檢討《舉報政策》的有效性。

For details of our corporate governance, internal control and risk management, please refer to the Group's Annual Reports and announcements.

有關本集團的企業管治、內部監控及風險管理詳情，請參閱本集團年報及公告。

www.shuntakgroup.com



Sustainability Governance

可持續發展管治

As the Group's highest governance body, the Board oversees the Group's sustainability governance practices, strategic development and protection of stakeholder interests.

In 2012, the Board charged the Executive Committee with the responsibility for establishing a Sustainability Steering Committee ("SSC").

Chaired by the Group Executive Chairman and Managing Director, the SSC comprises representatives from Executive Committee and key business & supporting units⁸. The SSC is responsible for formulating the Group's sustainability vision, strategy and policy; monitoring and reviewing our environmental, social and governance ("ESG") related goals and targets; evaluating the impact of our initiatives and measuring their performance; giving advice to the Executive Committee on the implementation progress of our ESG goals and targets; and regularly reporting to the Board through the Executive Committee on group-level sustainability practices and priorities.

The SSC is supported by the Sustainability Taskforce Team which assists in establishing the Group's sustainability objectives and targets, as well as implements sustainability initiatives and practices across divisions through the Green Office Management Team and Green Ambassadors.

Our sustainability governance structure, with key roles and responsibilities of different bodies within the Group, is outlined below:

作為集團的最高管理架構，董事會負責監督集團之可持續發展管治的實踐、發展策略及保障持份者利益。

董事會於2012年授權執行委員會負責設立可持續發展督導委員會。

可持續發展督導委員會由集團行政主席兼董事總經理率領，並由執行董事及主要業務及支援部門主管代表組成⁸。可持續發展督導委員會負責制定集團之可持續發展願景、策略及政策；監督和檢討集團與環境、社會和管治相關目標和指標；評估有關倡議的效益及表現；就我們環境、社會和管治目標的實施進度向執行委員會提供建議；並通過執行委員會，定期向董事會報告集團層面的可持續發展實務和優先事項。

可持續發展工作小組為可持續發展督導委員會提供支援，小組負責協助制定集團可持續發展的目標和指標，並通過綠色辦公室管理小組和綠色大使在各個部門實施可持續發展措施和執行方案。

我們的可持續發展管治架構及集團內不同部門的主要組成部分及其職能概述如下。



⁸ Deputy Managing Director, Executive Directors, and representatives from Property, Hospitality, Transportation and Investment businesses and Group Human Resources Department.

⁸ 副董事總經理，執行董事，物業、酒店及消閒、運輸、投資業務以及集團人力資源部門的代表。

Sustainability Policies 可持續發展政策

The Group is committed to fostering sustainable business growth and development, and creating accountability for this effort at all management and operation levels. Our Sustainability Policy ("the Policy") underscores the Group's sustainable development in operating practices, workplace quality, community involvement and environmental protection.

The Policy is based on the following principles:



- To comply with all applicable laws and regulations and to go beyond compliance where practicable
遵從所有適用法律和規例，並在可行情況下超越監管當局要求
- To incorporate sustainability considerations into all business decisions
在所有業務決策中，加入可持續發展的考慮因素
- To ensure that the entire workforce is committed to implementing sustainability initiatives and is striving for improvement
確保所有員工致力實行可持續發展措施，力求進步

政策以下列原則為基礎：

Sustainable Procurement Policy

In 2020, we established the Sustainable Procurement Policy and Supplier Code of Conduct to extend our sustainability commitment towards our supply chain. The Sustainable Procurement Policy outlines the environmental and social sustainability principles for our procurement practices, and green specifications for our suppliers. The Supplier Code of Conduct defines our sustainability standards and expectations of our suppliers.

可持續採購政策

2020年，我們制定了《可持續採購政策》和《供應商行為守則》，把我們的可持續發展承諾延伸至供應鏈管理。《可持續採購政策》概述了我們在採購過程中加入環境和社會可持續性的原則，以及對供應商的綠色規範。《供應商行為守則》列明我們對供應商的可持續發展準則及期望。

The United Nations Sustainable Development Goals 聯合國可持續發展目標

COVID-19 has struck a devastating blow to global economy and livelihoods around the world. Existing social and environmental challenges have been amplified by the pandemic. Recognising our responsibility as a corporate citizen, we pledge to step up and do more to help people and the planet in the recovery process.

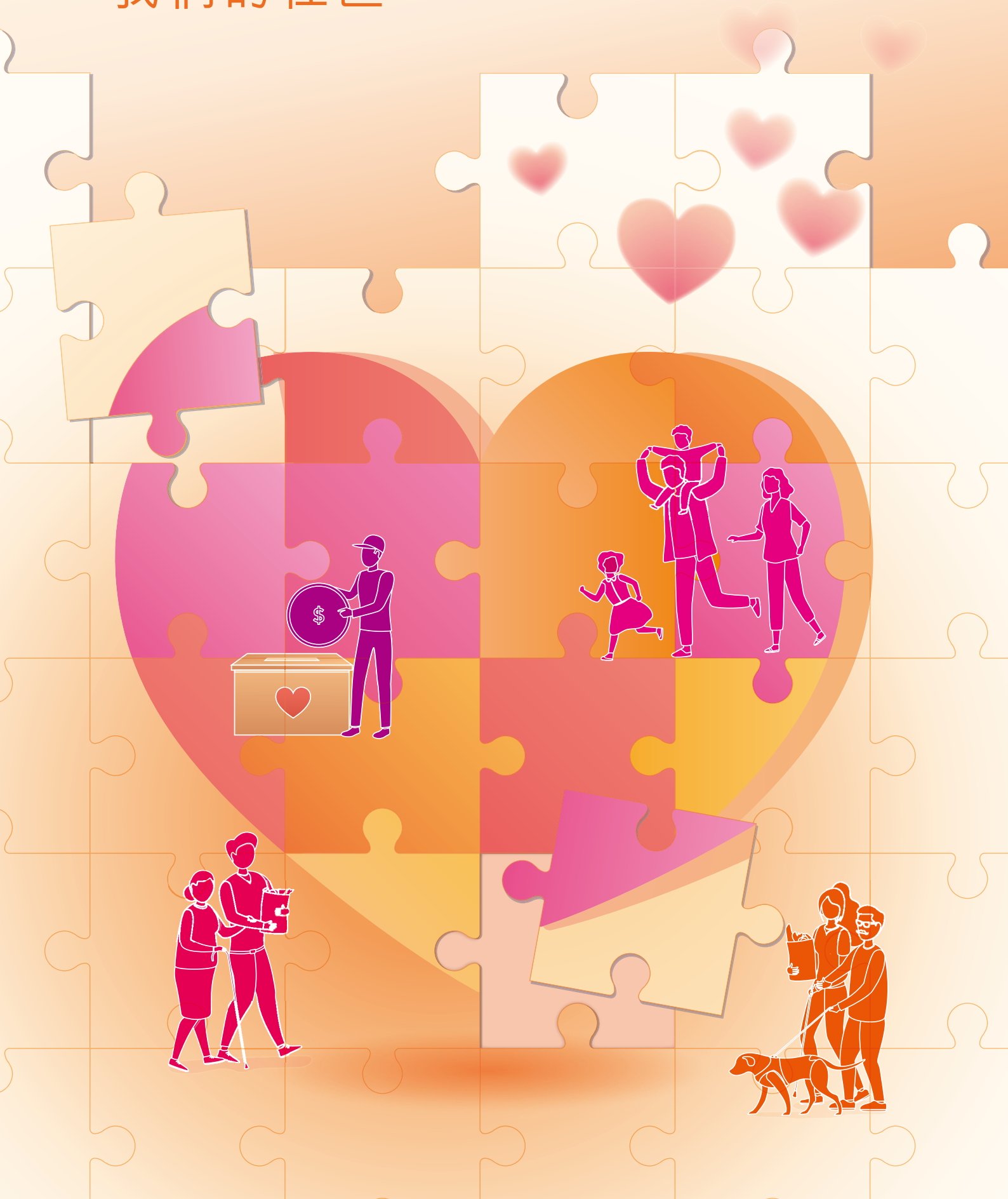
We strongly support the United Nations Sustainable Development Goals ("SDGs"). To better align our effort with the SDGs, we continue to make improvements to our sustainability programmes. In 2020, we focused on the following nine SDGs. Details of our contribution to the nine SDGs can be found in relevant chapters of this Report.

新冠肺炎疫情對全球經濟和人民生計造成嚴重打擊，加劇社會和環境問題。我們深知作為企業公民的責任，所以承諾為人類及地球在疫情恢復過程中作出更多的貢獻。

我們全力支持聯合國可持續發展目標。為此，我們繼續優化集團的可持續發展的項目。在2020年，我們更選出下列九個與我們最相關及可以讓我們作出貢獻的可持續發展目標。關於這九個目標，可參閱本報告之相關章節。



Our Community 我們的社區



Our Community

我們的社區

As a committed member of our community, we are deeply aware of the importance of “sense of community” and its power to restore normalcy during challenging times like the COVID-19 pandemic.

In 2020, we reinvigorated the sense of community by forging even stronger connections within the community – helping and supporting the underprivileged; equipping those in need with resources necessary to stay healthy and safe; finding creative solutions to lift spirit; and joining forces with our employees, local and overseas partners, local non-governmental organisations (“NGOs”) and local authorities to coordinate efforts. Bringing the community together, reassuring everyone that we are all in this together, and making sure everyone feel safe and well are our ways of giving back to society.

集團致力成為良好企業公民，我們深明「社區歸屬感」的重要性，尤以在新冠肺炎疫情肆虐的艱難時期，它對於恢復社會常態有不可或缺的作用。

於 2020 年，我們與社區建立更緊密聯繫，以增強「社區歸屬感」，包括幫助和支持弱勢群體；為有需要的人提供保持健康及安全所需的資源；提出新穎方案振奮人心；與我們的員工、本地及海外合資夥伴、當地非政府組織和政府共同合作。我們透過凝聚社區力量，讓每個人都感到安全和健康，以回饋社會。



SDGs

可持續發展目標



良好健康與福祉

Our Contribution in 2020

我們在2020年的貢獻

In the fight against COVID-19, we contributed monetary and in-kind donations to ensure vulnerable groups have sufficient resources to stay safe and healthy. We also offered our hotels as medical observation facilities, and created programmes to lift community spirit. 在對抗新冠肺炎疫情時，我們提供資金及物資援助，以確保弱勢社群有足夠的資源保持安全和健康。我們還提供旗下的酒店作為醫學觀察場所，並舉辦提升社區精神的活動。

SDGs

可持續發展目標



優質教育

Our Contribution in 2020

我們在2020年的貢獻

Upholding our commitment to provide career exposure to the younger generation, we continue to organise learning tours to Macau Tower and to provide internship opportunities in the hotels managed by Artyzen Hospitality Group (“Artyzen”) for students in the hospitality industry and students with learning disabilities. 我們堅守為年輕一代提供就業機會的承諾，繼續為酒店服務業的學生以及有學習障礙的學生舉辦澳門旅遊塔的學習之旅及在雅辰酒店集團管理的酒店提供實習機會。

Leading by Example – Ms. Pansy Ho 何超瓊女士—以身作則

Leadership in corporate citizenship

As our Group Executive Chairman and Managing Director, Ms. Pansy Ho not only leads as the principal strategist of business development, she also leads as the chief architect of corporate citizenship. In her capacity as Chairman of the Sustainability Steering Committee, Ms. Ho formulates the Group's sustainability vision, strategy and policy to ensure that environment, society and governance are all included in the formula of the Group's sustainable development, and that all our initiatives have a positive impact on society. Under her leadership, the Group dedicatedly contributes to the wellbeing of the underprivileged in Hong Kong, Macau and China; to the health and safety, and career development of the employees; and to the preservation of the environment.

Leadership in public affairs

Beyond the boardroom, Ms. Ho is a champion of social causes, steadfastly funding and developing projects that contribute to the betterment of Hong Kong, Macau and China. In addition to being an avid proponent of education, arts and culture in the community, she is a determined advocate of women empowerment and development. In her capacity as Chairperson of the Hong Kong Federation of Women, Ms. Ho has contributed extensively to the improvement and protection of women's legal interests, women's participation in the social and economic fabric, and nurturing of the next generation of female talents. She is looked upon as a leader who cares and never hesitates to take the initiative to make a difference.

In recognition of her long-standing contribution to society, Ms. Ho was conferred The Silver Bauhinia Star by the HKSAR Government in November 2020.

企業公民的領導榜樣

作為本集團的行政主席兼董事總經理，何超瓊女士不僅是集團業務發展的首席策略師，更是企業公民意識的宣導者。在擔任可持續發展督導委員會主席期間，何女士制定了集團的可持續發展願景、方針及政策，確保集團的可持續發展模式全方位地將環境、社會及企業管治納入考量，為社會帶來正面的影響。在她的領導下，集團致力於在香港、澳門和中國內地促進弱勢社群的福祉、員工的健康與安全、職業發展，以及對環境的保護。

公共事務的領導榜樣

在董事會以外，何女士亦是社會服務的積極支持者，她堅持資助和發展有助於香港、澳門和中國大陸的項目。除了熱心支持社區教育、藝術和文化外，她亦是婦女權益和發展的堅定擁護者。在擔任香港各界婦女聯合協進會主席期間，何女士為改善和保障婦女的合法權益、促進女性在社會和經濟結構中的參與度、培養下一代女性人才等範疇作出了傑出貢獻。何女士以身作則，以關懷及主動求變以改善社會，為大眾樹立了明確的榜樣。

為表彰何女士長期對社會作出的貢獻，香港特區政府於2020年11月向何女士頒授銀紫荊星章。



Community Engagement

社區參與

Led by our Sustainability Steering Committee, we adopt a systematic community engagement approach to ensure our initiatives have lasting positive impact on the community.

我們以可持續發展督導委員會為領導，採用了系統性的社區參與方式來確保我們的舉措能對社會產生積極深遠的正面影響。



Giving Back to The Community During the Pandemic

疫情期間回饋社區

At the onset of the pandemic, our top management took decisive actions and initiated immediate responses to support our community, making sure we donated much-needed funds and resources to the underprivileged and healthcare workers, delivered kindness and care to the vulnerable, and worked with our employees, local and overseas partners, local NGOs and local authorities to make sure we were there for the community.

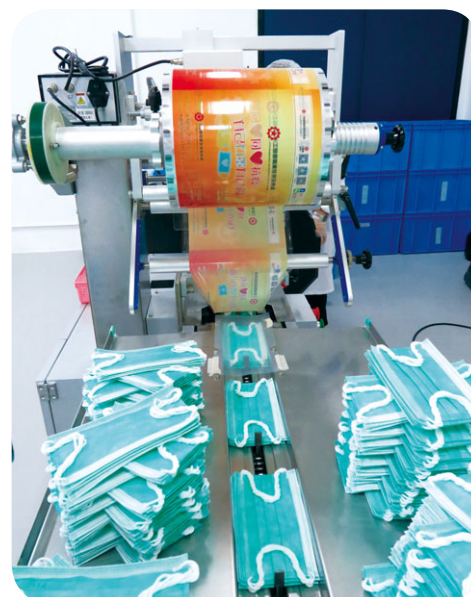
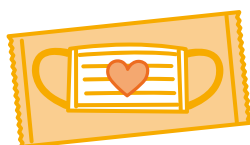
在疫情爆發時，我們的最高管理層果斷地落實行動，並迅速採取相應對策支持社區。我們向弱勢社群和醫護人員捐贈應急資金和資源，向弱勢社群表達善意和關懷，並與我們的員工、當地及海外合資夥伴、當地非政府組織和政府合作，共同為社區盡一分力。

Donation of HK\$3 Million to Manufacture Urgently Needed Surgical Face Masks

The Group donated HK\$3 million to The Hong Kong Federations of Trade Unions in March 2020 in quick response to the shortage of masks following the outbreak of the pandemic. The donated fund was used to produce surgical face masks for frontline healthcare workers, low-income families and disadvantaged groups.

向香港工會聯合會捐贈300萬港元以生產外科口罩

集團於2020年3月向香港工會聯合會捐贈三百萬港元，以應對疫情爆發造成的口罩短缺問題。捐贈的資金用於支援生產外科口罩予前線醫護人員、低收入家庭和弱勢社群。

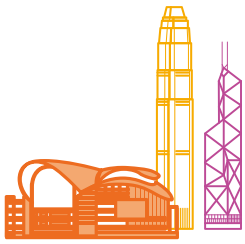


Donation of 24,000 Masks to NGOs

Continuing our long-established collaboration with Hong Kong Federation of Women, Po Leung Kuk and Tung Wah Group of Hospitals (“TWGHs”), and sharing a mutual commitment to aid the poor and vulnerable, protect the young, and care for the elderly and the sick, the Group donated 8,000 masks each to these NGOs for distribution to those in need.

向本地非牟利組織捐贈24,000個外科口罩

本集團向多間長期合作機構包括香港各界婦女聯合協進會、保良局和東華三院各捐贈8,000個外科口罩，務使能協助貧困及弱勢社群，並關懷青年、長者及長期病患者。



Joint Donation of 5 Million Surgical Face Masks to Singapore’s Social Service Sector

The Group, through Shun Tak Residential Development Pte Limited in Singapore, and Perennial Real Estate Holdings Limited (“Perennial”), jointly donated five million surgical face masks to the National Council of Social Service through Community Chest Singapore to support various vulnerable groups in Singapore. The masks were distributed to social service agencies and homes including Senior Group Homes, Welfare Homes, Disability Homes, Children and Young Persons Homes and Safe, and Sound Sleeping Places for rough sleepers.

向新加坡社會服務界聯合捐贈500萬個外科口罩

本集團旗下的新加坡信德發展有限公司和合資夥伴鵬瑞利置地集團有限公司(「鵬瑞利」)，通過新加坡公益金向國家社會服務委員會捐贈500萬個外科口罩，幫助新加坡的弱勢社群。捐贈的口罩獲分發至社會服務機構，包括安老院、福利院、殘疾人士、兒童、青年及露宿者之家。

Ms Pansy Ho, Executive Chairman and Managing Director of Shun Tak remarked on the occasion: “We believe in solidarity and responsibility. Despite being a new entrant to Singapore, we have always shared close bonds with this community, and are pledging to stand united through rain or shine ... The spirit of collaboration has always been a central part of our business philosophy, and now we are upholding this same spirit, joined by our corporate partners and local authorities, as we come together and stand as one amid this global pandemic.”

集團行政主席兼董事總經理何超瓊女士表示：「我們堅信團結精神和企業責任。儘管我們剛進入新加坡市場，我們卻與這個社區保持密切聯繫，保證不論風雨仍團結一致。團結精神一直是本集團的核心經營理念，現在我們與合資夥伴及當地政府攜手合作，共同對抗疫情。」



In recognition of the Group's dedication and effort in giving back to the society during the pandemic, Community Chest Singapore conferred the Community Spirit Platinum Award on Shun Tak Holdings Ltd. at Community Chest Awards 2020.

新加坡公益金於2020年公益金頒獎禮頒發公益精神(鉑)獎予信德集團，以表彰我們在疫情期間的共同努力。

Donation of 1 tonne of Food to Food Bank

The pandemic has created tremendous hardship for low-income families. According to the food bank of Caritas Macau, 340 more households registered for the food donation service this year, representing a year-on-year increase of 11%. In December, our Shun Tak Holdings (Macau) Limited ("Macau Office") donated over 1 tonne of food items, including rice, corn oil, oatmeal, and noodles, to the needy through Caritas.

向澳門明愛食物銀行捐贈一公噸食物

新冠肺炎疫情令不少低收入家庭陷入困境。澳門明愛食物銀行本年新增340多戶家庭登記申請食物援助服務，較去年同期增加11%。於十二月，本集團的信德集團控股(澳門)有限公司(「澳門辦事處」)透過澳門明愛明糧坊向弱勢社群捐贈超過一公噸的食物，包括大米、玉米油、燕麥和麵食。



Donation of Surgical Face Masks and Fund to Support Children Programme

Our Property Management Division donated 1,000 surgical face masks and HK\$10,000 to support the "Playful Bear Hospital 2020" programme of Playright Children's Play Association, a non-profit organisation. The programme provides hospitalised children with enjoyable play experiences and therapeutic play during the pandemic.

向智樂兒童遊樂協會捐贈口罩及捐款

我們的物業管理部向智樂兒童遊樂協會舉辦的「智樂開心小熊醫院2020」項目捐贈1,000個外科口罩和1萬港元，支援協會在疫情期間為住院病童提供治療性遊戲和愉快的遊戲體驗。



Giving a Special Gift – Ms. Daisy Ho 何超鳳女士—暖心的貢獻

Deeply concerned about how the pandemic has disproportionately affected the elderly and the underprivileged, Ms. Daisy Ho, Deputy Managing Director of the Group and Chairman of Po Leung Kuk 2020-21, set out to create a series of benevolent measures to help those in need. During the process, Ms. Ho has brought the Group and Po Leung Kuk closer together, and strengthened the enduring collaboration between the two.

Under the theme “Boundless Compassion Unconditional Giving”, Ms. Ho initiated Po Leung Kuk’s “Boundless Compassion • Solidarity in Action” COVID-19 Response Programme which distributed anti-infectious supplies and offered free Chinese medical consultation services. To counter the fourth wave of the pandemic, Ms. Ho extended the Programme to include food assistance, seasonal soup packs and warm clothing to the distribution packs. And to add a personal touch to this extended Programme, Ms. Ho invited the Group’s employees to create handwritten cards filled with blessings, encouraging words and children’s drawings. The cards and the handwoven bags knitted by our employees and families were delivered to the recipients with food, soup packs and warm clothing.

At the inauguration of the Programme, Ms. Ho remarked: “The foundation of Po Leung Kuk was built upon love and compassion... As long as we drop our prejudice, able and disabled children alike will have the same opportunities; and as long as we have empathy and compassion, elderly and homeless children alike will feel loved. Acts of kindness, big and small, will unequivocally warm hearts and souls. This is “Boundless Compassion Unconditional Giving”.

本集團副董事總經理兼保良局2020-21主席何超鳳女士對疫情中受影響的長者及弱勢社群深表關注。因此，何女士積極訂立出一系列的支援計劃幫助有需要人士，同時亦令本集團和保良局的長期合作關係變得更加密切和堅固。

本著「關愛無限 • 咫尺善行」的宗旨，何女士積極倡導保良局的「關愛無限 • 共跨疫境」扶弱計劃，在疫情期間向基層家庭派發防疫物資及提供中醫診所義診服務。為協助社區面對第四波疫情，何女士延續扶弱計劃，提供食物援助、增派時令湯包及禦寒衣物。何女士更邀請集團員工製作手寫心意卡，上面寫滿祝福、勵志語句和兒童畫作，為這個扶弱計劃增添人情味。該心意卡和員工鈎織的賀年福袋將會連同食物、湯包及禦寒衣物一同送予基層及有需要人士，為不少家庭送暖。

在扶弱計劃的開展儀式上，何女士表示：「由愛出發，成就了保良局的基業...我們若能放下偏見，殘疾和健全的孩子也可以同場競技；若能賦以同理心及同情心，長者及不得已離家的孩子也能感受被愛的溫暖。善行無分大小，只要用心去做，必能溫暖人心。『關愛無限 • 咫尺善行』，此之所謂也。」



Employee Donation to Provide Food to the Disadvantaged

At our encouragement, our employees made donations to support the new “Boundless Compassion • Solidarity in Action” COVID-19 Response Programme of Po Leung Kuk, and contributed to the provision of free food packs or hot meals to disadvantaged groups in the community, and nutrition packs to children from grassroots families.

員工捐款為弱勢社群提供食物

在我們的鼓勵下，本集團員工捐款予保良局新推出的「關愛無限 • 共跨疫境」扶弱計劃。該計劃為社區弱勢社群提供免費食物包或熱餐，並為基層兒童提供營養包。

Shun Tak Social Service Group Volunteering to Deliver Senior Care Package

Partnering with TWGHs Wu Ki Lim Neighbourhood Elderly Centre in June 2020, 15 of our Shun Tak Social Service Group volunteered to visit 49 seniors living alone in their homes in Yiu Tung Estate, delivering daily necessities, including canned food and noodles, as well as warmth and kindness.

信德愛心義工隊為長者送上關愛物資包

2020年6月，我們與東華三院胡其廉長者鄰舍中心合作，派出15位信德愛心義工隊員探訪49名耀東邨的獨居長者，提供罐頭食品和麵食等日用品，並向他們送上溫暖和祝福。



Employee Contribution to Rice Distribution to Low Income Families

Our Macau Office participated in the “Oxfam Actions Against COVID-19” and encouraged staff to purchase the Oxfam rice and the limited edition Oxfam x Le Petit Prince silicon collapsible lunch box. In total, our employees contributed MOP\$5,640 to support the programme.

員工為低收入家庭捐贈愛心米包

本集團的澳門辦事處參與樂施會「新型冠狀病毒緊急援助」行動，鼓勵員工訂購樂施米以及限量版Oxfam x Le Petit Prince摺疊式環保餐盒。該次活動合共籌得5,640澳門元。

“Stay Home Ideas” Competition

To encourage people to stay home and stay safe during the pandemic, the Leasing Department of Shun Tak Real Estate Limited launched an online “Stay Home Ideas” competition on the social media platform. The top 10 ideas, chosen for their creative solutions to find joy and remain positive while staying at home during the lockdown, centred around fun and learning interactions between parents and children, and physical and mental self-motivation activities. Winners were awarded shopping vouchers.

「在家治癒心得」有獎遊戲

為了鼓勵市民在疫情期間居家並保持安全，信德地產有限公司的租賃部門在社交媒體平台上推出「在家治癒心得」有獎遊戲，選出十項最能在疫情中幫助大眾保持正面樂觀的創意心得。獲獎心得包括親子互動趣味學習與及自我身心啟發活動。勝出的前十位參賽者均獲贈購物券。

Showing Appreciation to Healthcare Workers

Macau Tower participated in the “Heroes Shine Bright” Campaign organised by the World Federation of Great Towers to light up the tower in red from 8:30pm to 9:30pm on 2 May 2020 as an expression of our gratitude to all medical professionals for their effort in battling the pandemic. In addition, thank you messages have been displayed at the Tower’s outdoor LED billboard for 12 hours daily since April 2020.

向醫護人員致謝

澳門旅遊塔參加由世界高塔聯盟舉辦的「Heroes Shine Bright」活動。旅遊塔於2020年5月2日晚上8:30至9:30閃耀紅光，表達我們對醫護人員對抗疫情的謝意。此外，自2020年4月起，旅遊塔的戶外液晶顯示屏每天12小時顯示感謝留言。



“Happy Zai H2 Sculpture Exhibition – Stay Healthy and Be Happy!” Exhibition

Macau Tower collaborated with Macau City Visual Arts Society to organise a sculpture exhibition in Macau Tower for two months. The exhibition featured “Happy Zai”, a cartoon character created by local artist Lo Si In to bring positive vibes and boost community spirit amid the pandemic.

「Happy Zai H2 雕塑展 – 要繼續健康與快樂地成長！」展覽

澳門旅遊塔與澳門城區視覺藝術社合作，在旅遊塔舉辦了為期兩個月的雕塑展。展覽以本地藝術家羅思言創作的卡通人物「Happy Zai」為主題，旨在疫情陰霾底下，為市民創造積極的氛圍，並激發社區精神。



Serving as Designated Medical Observation Facilities in Macau

During the pandemic, Grand Lapa Macau (“Grand Lapa”) and Grand Coloane Resort (“Grand Coloane”) stepped up their effort as responsible corporate citizens.

為澳門提供指定醫學觀察酒店

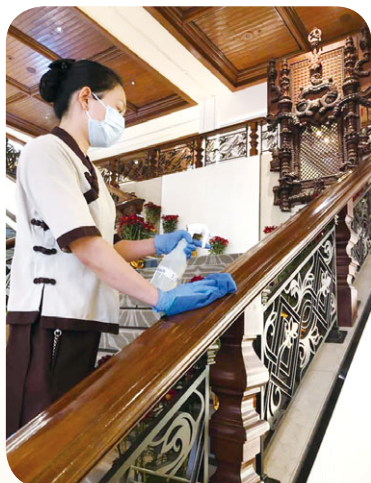
在疫情期間，澳門金麗華酒店和鷺環海天度假酒店積極履行企業公民的責任。

In response to the Macau Government’s call to serve as designated medical observation facilities, Grand Lapa and Grand Coloane offered 643 rooms to add to the government’s medical isolation capacity. Our hotel management remained in close communication with the Tourism Office, the Health Bureau and Customs of Macao SAR on the latest development and precautionary measures to be implemented.

為響應澳門政府對指定醫學觀察酒店的號召，澳門金麗華酒店和鷺環海天度假酒店提供643間客房作為政府醫學觀察的指定隔離場所。我們的酒店管理層與澳門政府旅遊局、澳門衛生局和澳門海關保持密切溝通，積極瞭解關於疫情的最新發展和防預措施。

While actively supporting the government in combating COVID-19, we took all necessary actions to ensure both our employees and our guests were given the best protection and support. We provided proper training on safety measures and the use of personal protective equipment to frontline staff and the food and beverage teams. We equipped them with appropriate personal protective equipment prior to entering the quarantine floors and interacting with quarantined guests. We kept our guests well-informed of the safety procedures to be followed daily, including having temperature checks twice a day, receiving meals and fresh towels, etc., and we served food and beverages in accordance with guidelines of the World Health Organization. To show we cared, we offered special treats such as chocolate, ice cream, slice of cake, or hand sanitizer to our quarantined guests during their stay.

為支持政府對抗新冠肺炎疫情，我們採取一切必要措施，確保能為酒店的員工及客人提供最好的保護及支援。我們為前線工作人員和餐飲部員工提供適當的防疫措施和使用個人防護裝備培訓。我們要求前線工作人員在進入隔離樓層和接觸隔離的客人前穿戴適當的個人防護裝備。我們確保客人充分瞭解每天應遵守的安全程序，包括每天兩次的體溫檢查、收餐和更換毛巾等。此外，我們根據世界衛生組織的指引提供食品和飲料。我們亦向隔離的客人提供朱古力、雪糕、蛋糕或洗手液等小禮物，以表達我們的關心。



"We were honoured to be given the opportunity to play our part in serving the society during the pandemic. It has been heart-warming to see thank you message and positive feedback from our quarantined guests."

「我們很榮幸能在疫情期間盡己所能、服務社會。當收到隔離的客人給予的感謝信和讚賞時，我們都感到窩心。」

Kee Wei Chew
周紫薇女士
Restaurant Manager, Grand Lapa Macau
澳門金麗華酒店餐廳經理

Grand Lapa and Grand Coloane resumed operations in mid-April and continued to implement precautionary measures in line with government guidelines. To boost community spirit, we launched the “Love Macau • Like Us” campaign as one of the first few hotels to give away mask-holders to citizens, and the “Tap to Redeem Love” campaign to provide tailor-made discounts and offers for the special staycation, as well as dining, resort and spa discounts to Macau locals.

澳門金麗華酒店和鷺環海天度假酒店已於4月中旬恢復正常運作，並繼續按照政府的指引採取預防措施。為了提升社區精神，我們推出了「愛澳門•愛我們」活動，成為首批向市民派贈口罩套的酒店之一；及舉行「拍卡分享愛」活動，為當地市民提供度身訂造的宅度假折扣優惠，與及餐飲、客房預訂和水療體驗折扣。

Highlights of Our Long-Standing Community-Based Programmes

以社區為本的長期計劃概覽

The COVID-19 pandemic did not diminish our commitment to support the community. On the contrary, we know kindness and care are more needed than ever in challenging times. To show solidarity, we continued our engagement in charitable events and our employees continued to volunteer in 2020 to raise funds for worthy social causes.

新冠肺炎疫情爆發並沒有削弱我們支持社區的承諾。相反，我們明白困難時期比以往任何時候更需要慈善捐獻和關懷。2020年，我們繼續參與慈善活動，與我們的企業義工團結一致地為慈善籌集資金。

Flag Selling Fund Raising

To comply with social distancing advice, the conventional flag selling campaigns in the streets were diverted to online channels. We encouraged participation by pledging to match employee donations and presented gifts of disinfectants and surgical face masks to the generous donors. In total, we raised HK\$105,600 in the Po Leung Kuk Flag Selling Fund Raising Campaign 2020 and TWGHs Flag Day 2020 campaigns.

賣旗籌款活動

為保持社交距離，傳統的街頭賣旗活動已轉移到線上舉行。為鼓勵員工參與，我們以配對捐款方式，捐出與員工捐款相同的金額，並回贈消毒劑和外科口罩與捐款員工。在2020年保良局賣旗籌款和東華三院賣旗日中，我們一共籌得105,600港元。



Charity Run 2020

We participated in the Po Leung Kuk Charity Run 2020 to raise funds for Po Leung Kuk's children and youth services and medical assistance fund-raising programme. A total of 16 employees together with their families and friends joined the events, running in the 3 km, 10 km and half marathon races in the High Island Reservoir. As a token of appreciation, we awarded each staff runner 4 complimentary "Campsite Experience Pass" to the Po Leung Kuk campsite facilities.

保良局慈善跑2020

我們參加了保良局慈善跑2020活動，為保良局的兒童及青少年服務和助醫計劃籌款。我們共有16名員工及其親友參加了萬宜水庫的3公里、10公里和半程馬拉松比賽。為表達謝意，我們回贈每位員工4張免費的「日營體驗券」，讓他們可享受保良局的度假營設施。



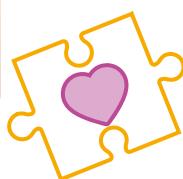
Knit for Charity

We continued our Knit for Charity programme, a 2014 initiative which involves our employees learning to knit, knitting various types of warm clothing and accessories, and sending them to the elderly as an expression of our affection and care. Due to the pandemic, we encouraged our staff to do the knitting at home. In November 2020, a total of 41 employees and their family and friends joined the programme and knitted around 100 pouch bags for the elderly.



愛心編織班

我們延續自2014年起舉辦的愛心編織班，讓員工學習編織技巧，並透過贈送所鈎織的各種保暖衣物和配飾給長者，表達我們的關懷。因應疫情，我們鼓勵員工在家中進行編織。2020年11月，我們共有41名員工和其親友參與該活動，為長者鈎織了約100個賀年福袋。



Po Leung Kuk Poon Choi 2020

The Group and our employees together donated over HK\$10,000 to support Po Leung Kuk's "1+1 Charity Poon Choi Coupon" programme, aiming to encourage elderly with dysphagia to enjoy poon choi prepared as nutritious "engay food" and to reignite their interest in eating.

World Autism Awareness Day

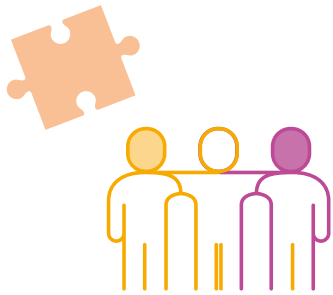
We value an inclusive and diverse society, and firmly believe that embracing differences in gender, age, race, ethnicity, socioeconomic status, physical or intellectual abilities, religious or political beliefs is a pre-requisite to a healthy and sustainable society. Continuing our support of World Autism Awareness Day since 2012, Macau Tower again turned on the blue lights to show people with autism that we care.

保良局慈善盆菜2020

本集團連同員工共為保良局「1+1 慈善盆菜外賣券」籌募計劃籌得超過10,000港元善款。該計劃旨在讓有吞嚥困難的長者享用「回味」盆菜流心軟餐，令長者重拾進食樂趣。

世界提高自閉症意識日

我們重視社區的包容和多元性，深信創造健康及可持續社會的先決條件是要包容性別、年齡、種族、族裔、社會經濟地位、體能或智力、宗教或政治取態上的差異。自2012年以來，我們一直支持世界提高自閉症意識日。今年，澳門旅遊塔再次亮起藍燈，向自閉症患者表達我們的關懷。



Learning Tours for Tourism Students and Disabled Students

We are committed to nurturing future leaders for the betterment of tomorrow, and providing our younger generation with career exposure in the hospitality industry.

為旅遊業學生和殘疾學生舉辦學習之旅

我們致力培養未來的領袖，並為我們的年輕一代提供酒店行業的就業機會，創造更好明天。

In September, Macau Office organised a learning tour for 17 students specialising in event management at the Macao Institute for Tourism Studies to visit Macau Tower and get acquainted with operations in the hospitality industry. In addition, aligning with our commitment to promote an inclusive society, we arranged 13 students with learning disabilities from Escola Luso-Chinesa Técnico-Profissional to visit Macau Tower and observe a real working environment.

澳門辦事處在9月為澳門旅遊學院修讀活動管理專科的17名學生舉辦學習之旅，藉參觀澳門旅遊塔豐富他們對酒店業的認識。此外，為呼應我們致力建設共融社會的承諾，我們安排了來自中葡職業技術學校的13名患有學習障礙的學生參觀澳門旅遊塔，讓他們接觸到真實的工作環境。



Supporting Arts and Culture

We believe arts and culture can break barriers and lift spirit, and continue to support local creative industries. Lifting spirit is particularly invaluable during difficult times.

In 2020, The Westwood, our shopping mall at the Belcher's, Western District, partnered with local Hong Kong artist Helen Tam to use the comic character "Pineapple Bun Girl – Pinana" to introduce scenic spots of Sai Wan. The creative work was posted on The Westwood's Facebook page. From September to October, Macau Tower, in collaboration with Route Arts association in Macau, hosted local artist Mel Cheong's art installation with mime performance entitled "Curiouser and Curiouser – Exploring Alice's Wonderland" and directed by Nada Chan.

At Grand Coloane, we organised the Portuguese Arts & Crafts at Halloween Event, completed with arts and crafts booths, game booths, and workshops for art-inspired face paintings. At Grand Lapa, we invited Portuguese stilt walkers to perform during the Christmas season, and held one-to-one workshops for event participants aged 8 or above to experience stilt walking.

支持藝術文化

我們相信藝術和文化可以打破隔閡、振奮人心。我們一如既往地支持本地創意產業。尤其在困難時期，激勵人心更顯重要。

2020年，我們位於西區寶翠園的商場—西寶城與香港本地藝術家譚詩慧合作，運用漫畫人物「菠蘿油妹妹」介紹西環的旅遊景點，相關創意作品被展示在西寶城的臉書專頁。9月至10月，澳門旅遊塔與足各藝術社合作舉辦「探索愛麗絲的奇幻迷城」，展出了澳門本地藝術家張凱儀的裝置藝術以及由塵雅正編導的默劇表演。

鷺環海天度假酒店在萬聖節舉辦了葡萄牙工藝美術活動，包括工藝美術攤位、遊戲攤位和藝術面部彩繪工作坊。聖誕節期間，澳門金麗華酒店邀請葡萄牙高蹺表演者進行表演，並為8歲或以上的參加者提供一對一的高蹺體驗。



Our People 我們的員工



Our People

我們的員工



Our people are our most valuable capital. They play a crucial role in our business continuity because they enrich our knowledge and experience base, enhance our competitiveness, and serve as the vital connection between our external stakeholders and us. The importance of our employees in the process of sustainable development simply cannot be under-estimated.

Our commitment to provide a work environment that is fair and inclusive, healthy and safe, and with training and career development opportunities, is stronger than ever. In 2020, protecting our people during the pandemic was our top priority.

員工是集團最寶貴的資本，對維持業務營運至為重要。員工不僅提升我們的知識和經驗基礎、增強集團競爭力，更是我們與持份者溝通的重要橋樑。員工也是我們實踐可持續發展過程中不可缺少的重要夥伴。

我們用心創造一個公平、包容、健康和安全的工作環境，及致力提供良好的職業發展機會。在2020年，面對嚴峻疫情環境下，保障員工健康是我們的首要任務。



<p>SDGs 可持續發展目標</p>  <p>良好健康與福祉</p>	<p>Our Contribution in 2020 我們在2020年的貢獻</p> <p>We care for the health and well-being of our people. At the outbreak of COVID-19, we took quick and proactive precautionary measures to protect our employees. In 2020, TurboJET created new programmes to improve employees' occupational health and safety.</p> <p>我們關心員工的身心健康。在新冠肺炎疫情蔓延下，我們及時和積極地採取預防措施，保障我們的僱員。在2020年，噴射飛航增添新項目，進一步改善員工的職業健康和 safety。</p>		
<p>SDGs 可持續發展目標</p>  <p>優質教育</p>	<p>Our Contribution in 2020 我們在2020年的貢獻</p> <p>We continue to provide our employees with training based on their learning needs, and offer them paid examination leave and educational subsidies to pursue external training. In 2020, Artyzen introduced two new management training programmes on performance management and problem-solving skills.</p> <p>我們繼續根據員工所需培訓提供學習機會、有新考試假期和進修津貼，鼓勵他們參與外部培訓。在2020年，雅辰酒店推行兩項有關績效管理及解難能力的新培訓課程。</p>		

<p>SDGs 可持續發展目標</p>  <p>性別平等</p>	<p>Our Contribution in 2020 我們在2020年的貢獻</p> <p>Our recruitment, promotion, rewards and career development opportunities continue to be based on merit, regardless of gender. As a result of our on-going effort to reduce the gender employment gap, the percentage of female employees in our total workforce was increased from 37.7% in 2019 to 40.0% in 2020.</p> <p>我們一直根據個人績效，而非性別，進行招聘、晉升、獎賞和職業發展機會。我們持續努力減少性別就業差距，集團的女性員工比例也從2019年的37.7%增加至2020年的40.0%。</p>		
<p>SDGs 可持續發展目標</p>  <p>體面工作和經濟增長</p>	<p>Our Contribution in 2020 我們在2020年的貢獻</p> <p>Committed to providing a fair, equitable and inclusive working environment, we continue to ensure that our employees' career development opportunities are based on merits without any form of discrimination.</p> <p>我們致力提供一個公平、公正和共融的工作環境，繼續確保員工的事業發展機會是根據其績效評定，並不涉及任何形式的歧視。</p>		

Protecting Our People During the Pandemic 疫情下的員工保障

At the outbreak of the pandemic, we took a proactive, employee-first approach and quickly put in place proper precautionary measures to minimise the risks of spreading COVID-19.

To keep our people healthy and safe, we provided surgical face masks to our staff; imposed strict hygienic measures in the workplace, such as applying long-acting antimicrobial technology to disinfect high-touch surfaces and office common areas with increasing frequency; enforced mask wearing protocol in the office at all times; adopted split teamwork and work-from-home arrangements as far as possible according to our operational needs; arranged staff living in the same building of confirmed case to work from home and go for test; suspended business travel; imposed restrictions on visits from external parties, etc.

To keep our people engaged and updated, we set up online meeting arrangements, and created new WhatsApp groups for our Group Human Resources to communicate with department heads and coordinators on instant updates.

面對疫情爆發，本集團採取以員工為重的態度，主動及迅速地實施適當的防疫措施，以減低新冠肺炎疫情傳播的風險。

為保障員工的健康與安全，我們為員工提供外科口罩，及在工作間推行嚴格的衛生措施，例如更頻密地以長效殺菌技術消毒經常接觸的設施表面和辦公室的共用空間；員工在辦公室內需全時間佩戴口罩；並在不妨礙正常運作，盡量採取分隊工作及居家工作安排；如居於出現確診個案大廈的員工，均需留家工作並接受檢測；暫停所有公幹出差安排；及限制訪客探訪等。

為維持員工間溝通及確保得悉防疫最新資訊，我們盡量安排網上會議，及開設Whatsapp群組，以便集團人力資源部與各部門主管聯絡。

While our Human Resources Department diligently monitored updates of the pandemic from the Centre for Health Protection and promptly shared the information across the Group, our Information Services Department rendered all the technical support we needed to enable work-from-home and online meeting arrangements, and secure and efficient transfer of information among employees, clients and other external parties.

集團的人力資源部密切監察衛生防護中心的疫情最新情況，並及時將相關資訊分享予各部門同事。同時，集團資訊系統部則負責提供居家工作安排及網上會議的所有技術性支援，確保員工、客戶及其他合作夥伴之間的資訊傳送有效及安全。

In response to the mandatory quarantine requirement, our Macau Office provided free accommodation, from February to August, to around 230 frontline employees who resided in China but worked in Macau.

為遵從強制隔離的規例，在2020年2月至8月期間，澳門辦事處為約230名居於內地的澳門前線員工提供免費住宿。

Artyzen head office and its hotels in Macau and China regularly shared latest developments and regulations on COVID-19, and information relating to precautionary responses within the hospitality sector.

雅辰酒店集團總部及其澳門與中國內地的酒店定期分享新冠肺炎疫情的最新發展及規例，及與酒店業界採取的防疫措施。



Government Wage Subsidy during the Pandemic

The Group received wage subsidies from the government under the Employment Support Scheme in Hong Kong and had undertaken to use all the wage subsidies to pay wages to eligible employees.

疫情下的政府就業補貼計劃

本集團獲得香港政府「保就業」計劃的工資補貼，並已將全數金額用作支付合資格僱員薪金。

A Fair and Inclusive Working Environment 公平及共融的工作環境

We pledge to provide a fair, equitable and inclusive work environment for our people. Firmly believe that all our employees should have the opportunities to thrive in a workplace free from discrimination and institutional barriers, we ensure that recruitment, promotion, rewards and career development opportunities are based on merit, without discrimination against age, gender, ethnicity, marital and family status, physical impairment, or any other status protected by the laws or regulations.

In Hong Kong, we abide by the Employment Ordinance (Cap.57) and other regulations relating to working conditions and labour practices, and require professional and ethical behaviour of all our employees as articulated in our Code of Conduct. To prevent misconduct and unethical behaviour in recruitment, promotion and dismissal, including prevention of bribery, discrimination and forced or child labour, we have established and implemented relevant polices.

Our employees are encouraged to engage in two-way communication with management through different channels, including email, intranet and newsletters, and to raise concerns related to any unwanted behaviour or harassment through the confidential grievance mechanism.

In our Macau operations, we communicate important information about sustainability initiatives, recruitments and employee relations with our employees through social media platform. To further enhance the protection of privacy in relation to personal data, our Macau Office released the Human Resources Personal Data (Privacy) Policy in 2020.

From July to September, Macau Office continued the tradition of holding the "Shun Tak Employees' Children Education Award 2020" event as a motivation for our employees' children to pursue excellence in learning. A total of 42 students were awarded in 2020, representing an increase of 14 more students being awarded as compared with year 2018 when the initiative was first introduced.

我們承諾為員工提供一個公平、公正和共融的工作環境。我們深信員工應在零歧視和零制度障礙的工作環境中茁壯成長。故此，我們確保所有招聘、晉升、獎賞和事業發展機會均基於個人能力及表現，並不受年齡、性別、種族、婚姻和家庭狀況、傷健狀況以及其他受法律保障的狀況影響。

本集團遵從香港《僱傭條例》(第57章)及其他與工作環境和勞工相關的法規及慣例，並規定員工必須符合集團《行為守則》中訂明的專業及道德要求。我們制定及執行相關政策，以杜絕所有在招聘、晉升及解僱時的不當及不道德行為，包括防止賄賂、歧視以及強迫勞工或童工等。

我們鼓勵員工善用電郵、內聯網及員工通訊等不同渠道，與管理層進行雙向溝通，或透過保密申訴機制，向公司表達對任何不良行為或騷擾的關注。




我們透過社交媒體平台，與澳門的員工傳達有關可持續發展活動、招聘和員工關係的重要資訊。澳門辦事處亦在2020年發佈人力資源管理個人資料(私人)政策，進一步完善保護個人資料方面的工作。

由七月至九月，澳門辦事處繼續舉辦「2020年信德員工子女學業優異獎」活動，鼓勵員工子女爭取卓越學習成績。在2020年，共有42名學生獲獎，與2018年活動首次推行相比增加14名學生。



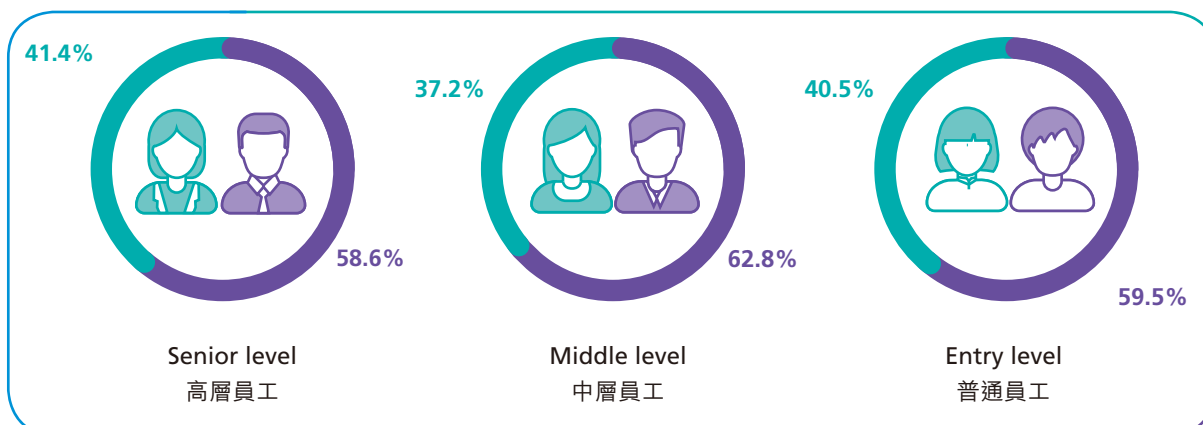
Total Workforce by Region and Gender

按地區及性別劃分的員工總數

			
Hong Kong 香港	563	1,089	1,652
Macau 澳門	788	1,001	1,789
China 中國內地	124	134	258
Singapore 新加坡	9	5	14
Total 總數	1,484	2,229	3,713

Gender Distribution by Employment Category

按職級劃分的性別分佈



Talent Acquisition

人才招募

We believe it is important for us to attract and acquire the right talent for our long term growth, and continued our recruitment effort despite the pandemic. We conducted interviews with our candidates efficiently through alternative channels such as Zoom and virtual meetings.

我們相信吸納合適的人才對本集團的長遠發展非常重要。儘管面對疫情，我們仍然繼續招聘工作，並透過Zoom和視像會議等渠道與應徵者進行面試。

"We are happy to use an online job interview approach because it minimises human contact and reduces the risk of face to face interviews amidst the COVID-19 outbreak. In addition, it increases interviewing efficiency in terms of time and geographic location."
 「我們很樂意使用網上面試的形式來進行甄選，這種模式能減少疫情期間人與人的接觸，亦降低面對面進行面試的風險。此外，網上面試也突破了時間和地域限制，提升面試效率。」

Henry Lam

林慶鴻

Senior Manager, Group Human Resources, STHL

信德集團人力資源部高級經理



Training and Development 培訓與發展

We also believe it is imperative for us to retain and develop our employees for our continuing growth. Since talent has been a major pillar underpinning our success and the key driver propelling our sustainable development, we invest resources to nurture new and experienced members in our workforce.

We provide our employees with an array of high quality and professional internal and external trainings, and offer them paid examination leave and educational subsidies to pursue external training. Making productive use of the time during the pandemic, we created new training programmes to enhance their skillsets and necessary professional knowledge specific to their roles.

Training Our Employees

Artyzen regularly organises soft skills and technical trainings to enhance employees' professional competence, and updates training curriculum to better align with the learning needs of our employees.

In July, two new management training programmes on performance management and problem-solving skills were introduced to employees at supervisory and managerial levels at our hotels in Macau and China.

- **“Driving Progression Performance” Training Programme** aims to enhance leadership skills on target setting and performance management. Training workshops were held to guide managers to set and manage targets for achieving individual and company goals. A total of 36 employees participated in the training programme during the reporting period.
- **“The Art of Problem Solving” Training Programme** aims to develop employees' analytical skills and introduce processes, tools and techniques for them to solve problems in an effective and efficient manner. In the training sessions, participants were taught to address the root of the problems through data collection and analysis techniques. A total of 47 employees joined the training programme during the reporting period.

我們亦相信挽留和栽培員工，對長遠可持續發展而言是不可或缺的。人才是集團成功的主要棟樑，亦是推動可持續發展的關鍵，因此，我們投放大量資源，培育新晉及資深員工。

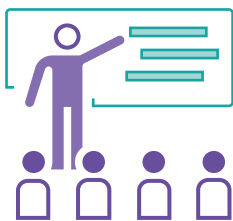
我們為員工提供一系列高質及專業的內部及外部培訓。給予有新考試假期和進修津貼，讓員工能夠參與外部培訓課程。為妥善運用疫情期間的時間，我們制定新的培訓計劃，以增強員工工作需要的專業知識和技能。

員工培訓

雅辰酒店集團定期舉辦有關軟性技巧及技術的培訓，以提高員工的專業能力，亦會持續更新培訓內容，令課程更貼合員工的學習需要。

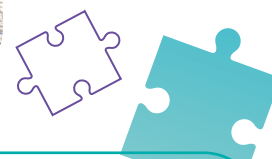
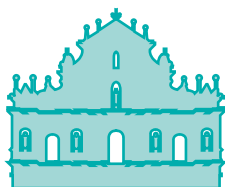
在七月，我們為澳門和中國內地酒店的主管和經理推行了兩項有關績效管理及解難能力的新培訓計劃。

- 「推動卓越績效表現」培訓課程旨在提升員工在訂立目標和績效管理上的領導技巧。培訓工作坊指導經理如何訂立和管理目標，以實現個人及酒店的目標。在報告期內，共有36名員工參加是次培訓課程。
- 「解難的藝術」培訓課程目的是培養員工的分析能力，及讓他們了解有效解決問題的程序、工具和技巧。在培訓課程中，參與者學習如何透過收集數據及分析技巧，務求能直接處理問題根源。在報告期內，共有47名員工參加是次培訓課程。



Continuing our “Art of Service” training series, Grand Coloane and Grand Lapa collaborated with the Cultural Affairs Bureau of Macao SAR to organise the “Macau Cultural Tour” in August. 16 of our employees were led by the tour guide from the Bureau to explore the cultural and historically significant locations in Macau. Through this cultural activity, we hoped to help our employees, of whom 70% of them were from overseas, understand the culture and history of Macau, and appreciate the sense of place.

在八月，鷺環海天度假酒店和澳門金麗華酒店與澳門文化局合作，舉辦了「澳門文化遊」，延續「服務的藝術」培訓系列。文化局的代表帶領16名酒店的員工在澳門探索具有文化和歷史意義的景點。透過是次文化活動，我們希望員工（當中七成來自海外），能夠了解澳門的文化和歷史，及欣賞其特色。



Online Training During the Pandemic

In 2020, Artyzen adopted the “Train-the-Trainer” approach to deliver trainings via online platforms. The Training Manager conducted online training for local hotel human resources managers, who in turn organised training for their local staff.

Sharon Cheung, Learning & Development Manager, Artyzen Hospitality Group, said:

“Due to the pandemic, online training has become immensely popular and a new norm. It offers great flexibility, allowing employees to access the training regardless of their geographic locations and time zones. There are numerous user-friendly features provided by the online platforms, such as recording functions, so that the trainings conducted could be revisited easily.

Although technical issues could not wholly be avoided, and it is challenging to facilitate interaction and ensure training effectiveness, I believe online learning will become part of our teaching mode in future.”

疫情期間的網上培訓

在2020年，雅辰酒店集團透過網上平台提供「培訓師培訓」，讓酒店人力資源部經理接受了集團培訓經理的網上培訓後成為培訓師，俾能為其員工舉辦有關的培訓課程。

雅辰酒店集團培訓及發展經理張秀雲女士表示：

「由於疫情關係，網上培訓變得非常普及，亦成為了新常態。網上培訓極富靈活性，使員工在任何地方和時間都可以接受培訓。網上平台亦具有多項方便用户的元素，例如錄影功能，方便我們再次瀏覽培訓內容。

雖然網上學習難以完全避免技術問題，亦在促進互動和確保培訓成效方面帶來挑戰，但我相信網上學習將會成為我們未來教學模式的一部份。」



During the reporting period, the total training hours of the Group was over 20,300 and the number of training courses was over 340.

在報告期內，我們的總培訓時數超過20,300小時，而培訓課程總數則超過340項。

Employee Training
員工培訓時數



Total Training Hours 總培訓時數	Over超過 20,300 hours 小時	
Average Training Hours per Employee 每名員工的平均培訓時數	5.5 hours 小時	
Percentage of Employees Received Training by Employment Category 按職級劃分的受培訓員工百分比		
Senior Level 高層員工 78.8%	Middle Level 中層員工 91.2%	Entry Level 普通員工 62.5%

Developing the Next Generation

To provide career development opportunities to the next generation, we offer internship programmes to students in our community.

培養下一代

我們為學生在投身職場前提供寶貴的實習機會，讓他們及早認識職場世界。

In 2020, Grand Lapa and Grand Coloane once again organised an internship programme to provide students with on-the-job working opportunities to learn about the daily operations of the hospitality sector. With a period spanning four to six months, a total of seven interns participated in the programme and were engaged in interactive learning. One of the highlights of the programme was interns' presentations of their insights and learning outcomes during their internship.

在2020年，澳門金麗華酒店和鷺環海天度假酒店再次舉行實習計劃，為學生提供工作機會，讓他們了解酒店業的日常運作。在為期四至六個月的實習期間，共有7名實習生參與計劃並進行互動學習。其中一項計劃重點是實習生在匯報中分享他們對實習經歷的見解和學習成果。

Committed to promoting an inclusive working environment, Grand Lapa supported Macau Government's Work Experience Programme, which provides tailored internship opportunities to students with special needs. In 2020, four interns were arranged to work in our various departments including housekeeping, laundry and bakery in Grand Lapa for a month, fully supported and guided by our experienced staff who served as their mentors. These interns completed their internship journey with excellent results, and one of them was recruited as our full-time staff in the laundry team.

澳門金麗華酒店聯同澳門政府舉辦工作體驗活動，為有特殊需要的學生提供度身訂造的實習機會，營造一個共融的工作環境。在2020年，4名實習生獲安排在澳門金麗華酒店不同部門工作，包括房務部、洗衣部及餅房，為期一個月。我們安排經驗豐富的員工成為實習生的導師，全面地支援及指導他們。我們的實習生順利完成整個實習計劃，其中一位實習生更被聘用為洗衣部的全職員工。



Employee Wellness

員工健康

We believe our people's well-being is vital to the maintenance of an effective and productive workforce. Therefore, we advocate work-life balance and have different programmes in place to improve our employees' physical and mental well-being. During the reporting period, we engaged our employees in the following wellness and recreation activities.

我們相信，員工的福祉對於維持高效率 and 生產力的工作團隊至關重要。因此，我們提倡工作與生活平衡，並制定了不同的項目來改善員工的身心健康。在報告期內，我們為員工提供以下健康及娛樂活動。

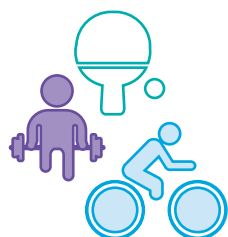


Health Pack Distribution

派發健康食品

In June and September, we distributed health packs with fruits and healthy drinks to our office staff to promote healthy living style and remind employees to be attentive to their wellness.

在六月和九月，我們向員工派發健康食品，包括水果和健康飲品，以推廣健康生活及提醒員工注意身心健康。



Po Leung Kuk 2020 Virtual Sports – Online Challenge

保良局2020 VS線上挑戰—隨時動•樂

We participated in the "Po Leung Kuk 2020 Virtual Sports – Online Challenge" as sponsor, encouraged our employees to join the challenge by uploading their exercise records to the Po Leung Kuk website, and donated HK\$30,000. Charitable donations were made by sponsors according to the hours of exercises done by participants.

我們贊助「保良局2020 VS線上挑戰—隨時動•樂」，並鼓勵員工參加挑戰，將自己的運動記錄上載到保良局網站，並捐贈30,000港元善款，而贊助者的捐款金額取決於參加者的運動時數。



Ocean Park Family Ticket Subsidy Programme

海洋公園家庭特惠套票

We launched the "Ocean Park Family Ticket Subsidy Programme" and subsidised 36 employees and their families and friends to visit Ocean Park. They shared quality time and had fun at Ocean Park.

我們推出「海洋公園家庭特惠套票」，資助36名員工及其親友往海洋公園享受家庭玩樂時光。



Occupational Health and Safety 職業健康與安全

We strive to be an organisation with a proactive health and safety culture. Occupational health and safety is therefore an integral part of our daily business operations. We ensure workplace safety by complying with relevant Occupation Health and Safety (“OHS”) regulations, and regularly identifying, monitoring and reviewing potential health hazards across our operations. Safety culture is promoted within our organisation through campaigns and effective communication.

本集團致力成為一個積極推動健康和 safety 文化的企業。因此，職業健康與安全(「職安健」)是我們日常業務營運中不可或缺的一部分。我們遵守相關的職安健法規，並定期識別、監控及檢視業務營運中的潛在風險，確保工作環境安全。我們亦透過不同活動和有效溝通渠道，宣揚集團的安全文化。

Preventing Work Fatigue Tips Prize and Quiz

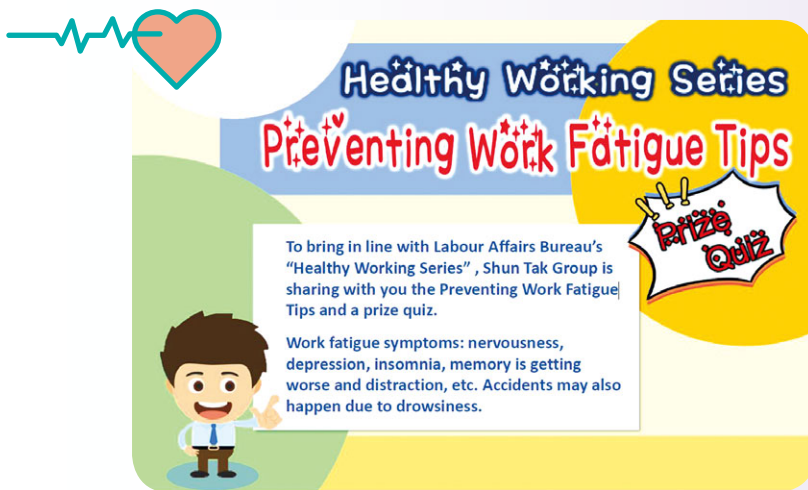
In June, Macao SAR Government Labour Affairs Bureau launched the “Healthy Working Series” to enhance public awareness of OHS issues, as well as to provide tips for work fatigue prevention. Echoing the government initiative, we shared additional tips such as heatstroke avoidance, sufficient rest and regular exercise.

Highlights of the campaign included a quiz to test the understanding of OHS knowledge. A total of 63 of our employees participated. As a token of encouragement, we awarded the 30 participants who answered all the questions correctly with a MOP\$100 shopping coupon through drawing lots.

預防工作疲勞小貼士有獎遊戲

在六月，澳門勞工事務局舉辦「健康職場生活話你知」系列活動，旨在提升公眾的職安健意識，並提供預防工作疲勞的貼士。我們響應政府的倡議，分享更多有關預防工作過勞的小貼士，例如避免中暑、並要充足休息及定時運動。

是次活動重點包括以有獎遊戲測試員工對職安健的了解，共有63名員工參與該遊戲。我們透過抽籤形式，向30名答對所有题目的參加者送贈價值100澳門元的購物券，以作鼓勵。



For businesses where OHS-related risks are high, such as Property Management, Cleaning Services and Transportation, we reinforce our health and safety measures by implementing management systems that comply with international standards. Since 2018, our Property Management businesses in Hong Kong and Macau have been accredited with OHSAS 18001. We are committed to full integration of the highest OHS standards into our operations and full compliance with local legislations and codes of practice.

對於物業管理、清潔服務及運輸等職安健風險較高的業務，我們透過實施符合國際標準的管理系統，加強健康及安全措施。自2018年起，本集團在香港及澳門的物業管理業務榮獲 OHSAS 18001 的認證，確保將最高的職安健標準納入公司營運中，並完全遵從當地法例及業務守則。

Safety Improvement Team

In August, TurboJET's Safety Committee created a working team called Safety Improvement Team ("SIT") to address OHS issues identified by the Safety Committee and external safety consultants, and to help employees standardise and execute safety measures through newly set up safety guidelines and standards. Supervised by the Safety Committee, SIT comprises representatives from different departments across all operational sites.

In September, SIT launched an inspection programme on electrical devices, and inspected over 230 electric panels in workplaces, including shipyards, office and terminals in Hong Kong and Macau. The programme ensures all electric panels are in compliance with relevant legal requirements and safety standards of the Company. In addition, on-site briefing for frontline staff and corrective actions are taken when necessary. A second inspection focusing on the extension units, adaptors and switches was conducted in November to ensure proper use of electrical appliances.

安全改善小組

在八月，噴射飛航的安全委員會設立安全改善小組，以應對安全委員會和外部安全顧問識別的職安健問題，並通過新制定的安全指引和標準幫助員工執行標準化的安全措施。安全改善小組由各運營地點不同部門的代表組成，並由安全委員會負責進行監督。

在九月，安全改善小組開展了一項有關電器設備的巡查工作，在船塢、香港及澳門的辦公室及碼頭等工作場所巡查了超過230個配電板。此巡查計劃確保所有配電板符合相關的法律要求及公司安全標準。此外，小組也會到車間巡查，為前線員工現場講解，及在必要時糾正工序操作。為確保員工安全使用電器，第二輪針對拖板、轉接器及開關掣的巡查已在十一月起動。



Internal Safety Assessment for TurboJET's Crew

In June, TurboJET launched the "Well Versed with Safety Management System (ISM) Enhanced Program" to enrich staff's safety knowledge and ensure that safety measures are properly implemented in the workplace.

The scope of the internal assessments covered over 600 deck staff and frontline staff, including masters, chief officers, chief engineers, night vision officers, sailors, wharf sailors and wharf service staff. The assessment was evaluated by a panel comprising members from the Divisional Directors, Safety Office Managers, experienced masters and chief engineers. Face-to-face oral assessment on safety knowledge and case scenarios was also conducted by the panel with our assessed staffs. In 2020, over 80% of TurboJET's targeted staffs completed the internal assessment.

噴射飛航船員內部安全評核

今年六月，噴射飛航推出了「精通安全管理系統手冊進深計劃」，以提升員工的安全知識，並確保在工作場所正確實施安全措施。

內部評核的範疇覆蓋超過600名甲板員工及前線員工，當中包括船長、大副、首席工程師、夜航員、水手、碼頭水手及碼頭服務人員。此評核由部門總監、安全辦公室經理、經驗豐富的船長及首席工程師組成的專家小組評核。專家小組與受評核的員工工作口試及分析有關安全知識個案。在2020年，逾八成的噴射飛航有關船員已完成是次內部評核。

Our Environment 我們的環境



Our Environment

我們的環境



We are committed to combating climate change by reducing our impact on the environment. We continue to redesign and fine tune our framework to reduce our carbon footprint and introduce improvements in different areas, including the adoption of green building practices which encompass advanced sustainable design, construction and operation of buildings.

In 2020, in addition to creating new group-wide initiatives to improve our energy, water and waste performance and enhance environmental awareness, we also pledged our support to the Task Force on Climate-related Financial Disclosures (“TCFD”). We identified our climate-related risks and explored mitigation measures based on the recommendations from TCFD.

我們致力減少因業務營運對環境及氣候變化的影響，同時不斷調整有關的策略以減低我們的碳足跡，並盡量完善不同範疇，例如採用可持續的樓宇設計、建造和營運綠色的建築概念。


在2020年，我們繼續引入嶄新的倡議，積極改善我們在能源、用水和排廢方面的績效，及提高環保意識。我們承諾支持「氣候相關財務揭露工作小組」(「TCFD」)，參考其建議，披露與氣候相關的風險並探討緩解措施。



<p>SDGs 可持續發展目標</p>  <p>清潔飲水和衛生設施</p>	<p>Our Contribution in 2020 我們在2020年的貢獻</p> <p>Committed to the sustainable use of scarce water resources, we continue to implement prudent water management in our operations. In 2020, we recycled 19,972 cubic metre of greywater, hence reducing the use of freshwater.</p> <p>我們致力可持續地使用水資源，並繼續在營運中實施審慎的水資源管理措施。在2020年，我們共處理19,972立方米的中水，從而減少淡水消耗。</p>		
<p>SDGs 可持續發展目標</p>  <p>經濟適用的清潔能源</p>	<p>Our Contribution in 2020 我們在2020年的貢獻</p> <p>With ongoing engagement in various energy saving measures and support of the government's Energy Saving Charter & 4T Charter Schemes, we attained a cumulative reduction in electricity consumption of 52.3% from 2014 to 2020.</p> <p>我們透過持續採取各種節能措施，並參與政府《節節約章計劃》及《4T約章計劃》。2014至2020年期間，集團辦公室耗電量累計減少52.3%。</p>		

<p>SDGs 可持續發展目標</p>  <p>可持續城市和社區</p>	<p>Our Contribution in 2020 我們在2020年的貢獻</p> <p>Continued adoption of green building features in our new developments and management of our properties in a sustainable manner have enabled us to safeguard not only the health and wellbeing of our occupants but also the health and safety of our community.</p> <p>我們在新開發物業項目和物業管理中應用可持續的綠色建築概念，保障住客的身心健康，及維護社區健康和安全。</p>
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<p>SDGs 可持續發展目標</p>  <p>負責任消費和生產</p>	<p>Our Contribution in 2020 我們在2020年的貢獻</p> <p>The combined effort of incorporating sustainable management, practicing efficient use of resources, and evaluating sustainability practices along the supply chain has strengthened our waste reduction and recycling initiatives.</p> <p>我們透過可持續的管理、有效運用資源及評估供應鏈的可持續性，加強我們的減廢及回收計劃成效。</p>
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<p>SDGs 可持續發展目標</p>  <p>氣候行動</p>	<p>Our Contribution in 2020 我們在2020年的貢獻</p> <p>We continue our initiatives in energy saving, water conservation and sustainable use of resources to minimise our carbon emissions. In 2020, we took a step further to identify our climate-related risks and explored mitigation measures.</p> <p>我們繼續實行各種節能、節水和可持續的資源使用措施，減少碳排放。在2020年，我們更進一步，披露與氣候相關的風險，並探討相關的緩解措施。</p>
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Climate Risk Management 氣候風險管理

Climate change poses both acute and chronic risks not only to people and the planet, but also to businesses. In 2020, based on the recommendations from the TCFD, we undertook preliminary identification of the main risk factors for our business operations in relation to climate change. The table below shows major climate risks, in the form of physical and transition risks, that could affect us and mitigation measures we could adopt to minimise those risks.

氣候變化不僅危及人類和地球，更為企業帶來急性和慢性風險。在2020年，我們參考TCFD的建議，初步鑒定我們的業務運營中與氣候變化有關的主要風險因素。以下列表顯示可能影響我們業務運營的主要實體風險和過渡風險，以及我們可以採取的緩解措施。



Physical Risks 實體風險

Rise in sea level causes a significant increase in the frequency and severity of flooding events
海平面上升導致更頻密和更嚴重的水災

Potential Implications 潛在影響

- Increased likelihood of damage to coastal properties and critical infrastructure
- 沿海建築和重要基礎設施受破壞的可能性會增加

Mitigation Measures 緩解措施

- Take account of flood risk when designing new property development projects
- Develop crisis management
- 在設計房地產開發項目上要考慮水災風險
- 制定危機管理

Increase in average temperatures leads to more hot days
平均氣溫上升導致更多炎熱天氣日數

Potential Implications 潛在影響

- Increased energy demand in buildings using air conditioning for cooling
- Reduced equipment efficiency and increased equipment damage or failure
- Increased maintenance and operating costs
- 建築物因使用空調而增加的能源需求
- 設備效率降低，及設備的損壞或故障率提高
- 保養及營運成本上升

Mitigation Measures 緩解措施

- Improve building energy efficiency to reduce carbon emissions
- Use materials that are more resistant to heat stress
- Provide guidelines to assess and control heat stress in workplace environment
- 提高建築物能效以減少碳排放
- 採用具有較高抗熱的物料
- 提供指引以評估和控制工作環境的熱壓力



Extreme weather events, such as tropical cyclones, or temperature variability, cause disruption and damage to facilities, infrastructure, and supply chain

極端天氣事件，例如熱帶氣旋、溫度升高等，令設施及基礎建設受損以及供應鏈中斷

Potential Implications 潛在影響

- Adaptation costs for climate change, including both technical and management measures
- Increased maintenance and repair costs for damaged facilities
- 因應付氣候變化而產生的技術和管理措施的開支
- 受損壞設施的保養及維修成本不斷提高

Mitigation Measures 緩解措施

- Review engineering design
- Prepare protective and precautionary measures for buildings against extreme weather events
- Have multiple sources of supply and flexibility in sourcing
- 檢討工程設計
- 提升建築物抵禦極端天氣的防護和預防措施
- 構建多元化的供應來源和提高採購靈活性



Transition Risks 過渡風險

More environmental laws, policies and regulations would be in place to reduce carbon emissions
為減少碳排放而制定更多嚴謹的環境法律、政策和法規

Potential Implications

潛在影響

- Increased capital investment to improve energy efficiency through technology and equipment upgrades
- Extra costs for the adoption of green materials and additional construction costs to meet new regulatory criteria, in both new development and retrofitting projects
- 為提高能效而提升技術和設備上的資本投資
- 在新建和翻新項目中，為遵守相關新法規要求採用的綠色建材和建築付出的額外成本

Mitigation Measures

緩解措施

- Monitor and analyse emerging environmental trends, policies, regulations and guidelines on an ongoing basis
- Develop energy saving initiatives or plans
- Enhance energy efficiency of existing buildings through energy-saving equipment and practices
- Incorporate green building elements into new developments
- 持續監測和分析新的環境趨勢、政策、法規和準則
- 制定節能倡議或計劃
- 通過使用節能設備及實踐，以提高現有建築物的能源效率
- 將綠色建築元素納入新開發項目中

Failure to respond to change per investors' demands and customers' growing concerns over climate change issues

未能應對投資者需求的轉變，及消費者對氣候變化問題的日益關注

Potential Implications

潛在影響

- Lower property valuation and rental premium
- Company being required to provide more sustainability disclosures in the sustainability reports
- 降低物業估價和租金溢價
- 公司需要在可持續發展報告中披露更多有關可持續發展的資訊

Mitigation Measures

緩解措施

- Continue to ensure transparent and efficient disclosure of our climate change risk management through sustainability reporting
- Continue to support government green initiatives, and work with green groups to combat climate change
- 繼續通過可持續發展報告，透明及有效率地披露我們的氣候變化風險管理
- 繼續支持政府的環保倡議，並與環保團體合作應對氣候變化

Green Project Highlight – Hengqin Integrated Development

綠色建築亮點—橫琴綜合發展項目

Our Hengqin Integrated Development (“Development”), located adjacent to Macau Lotus Bridge, has a site area of 23,834 square metre, comprising office, retail mall, hotel and service apartments.

In this project, we adopted the “Sponge City” concept, an urban development model designed to manage water-related issues, such as surface-water flood control, effective drainage systems and water conservation. We applied comprehensive innovative and environmental-friendly practices to enhance the overall performance of the Development, thus creating a green and comfortable living environment.

The Development was awarded 3-star (highest rating) in 2019 by China’s Green Building Evaluation Label, also known as Three Star. The evaluation standard rates buildings in five categories, namely Safety and Durability, Healthy and Comfort, Convenience of Occupation, Resources Conservation, and Environmental Liveability.

我們的橫琴綜合發展項目(「項目」)位處澳門蓮花大橋旁，佔地面積達23,834平方米，設有辦公室大樓、零售商場、酒店和服務式公寓。

我們在該項目中採用「海綿城市」概念，以加強城市應對洪水問題的能力，例如控制地表水氾濫、有效排水系統和節水。我們採用全面的創新和環保方式，提高項目的整體績效，從而創造環保和舒適的生活環境。

該項目在2019年榮獲中國綠色建築評價最高級別的三星級標識。該標識的評分標準包括安全耐久、健康舒適、生活便利、資源節約及環境宜居五方面。



Sponge City Design 海綿城市設計

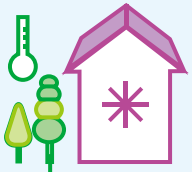
The Development mimics the natural hydrological cycle to improve its ability in absorption, infiltration, retention, release and purification of rain water and control of floods, which significantly enhances resilience to climate change. It incorporates several green infrastructures, including sunken green space, rain gardens and water harvesting facilities, with more than 30% site coverage of greenery. A minimum of 55% of annual runoff within the site could be treated through the sponge city design.

該項目模仿自然水循環，提高其吸收、滲透、保留、釋放和淨化雨水以及防洪的能力，從而提高抵禦氣候變化的能力。設計元素中綠色基礎設施，包括蓄洪湖、雨水花園和集水設施，項目綠化比率超過30%。通過海綿城市設計，可以處理至少55%的年徑流總量。

Abundant and Diverse Greenery 豐富多樣的綠化環境

The site has more than 30% greenery coverage, with a diverse range of vegetation species from groundcovers, shrubs, to trees, and over 70% of its buildings covered with green roof, creating environmental benefits by reducing urban heat island effects, as well as amenity and aesthetic benefits by providing a pleasant outdoor space for the occupants.

項目的綠化覆蓋率超過30%，植被種類繁多，涵蓋地被植物、灌木及樹木。項目內超過70%的建築物之屋頂覆蓋植物，減少城市的熱島效應、並為住客提供優質的休閒戶外空間，提升舒適度和美觀價值。



Outdoor Thermal Comfort Design 戶外熱舒適性設計

We applied Computational Fluid Dynamics Simulation to outdoor ventilation of the site to optimise air flow and prevent disturbance induced by wind.

With over 23% of the outdoor spaces in shaded area and more than 70% of the reflection coefficient of solar radiation on the paved surfaces and roof surfaces greater than 0.4, the ambient temperature could be effectively lowered, hence reducing heat island effects.

我們應用計算流體動力學模擬幫助項目的戶外通風設計，以優化風之流動及防止擾人的風流。



項目超過23%面積的戶外空間位於遮陽範圍，超過70%的道路路面和建築屋面的太陽輻射反射係數大於0.4，有效降低環境溫度，從而減少熱島效應。



Comfortable and Healthy Indoor Environment 舒適及健康的室內環境

We installed carbon dioxide sensors in shopping malls and hotels and carbon monoxide sensors in underground car parks to reduce energy use while optimising indoor air quality. These sensors ensure that the space is ventilated at the appropriate level for its occupancy, rather than being ventilated at an arbitrary rate that was determined when the building was designed.

We also designed spaces to allow natural daylight penetration. In addition, we created a low noise indoor environment by providing sufficient attenuation to the HVAC systems, and selecting suitable sound-absorbing materials and furnishings.

我們在購物走廊和酒店安裝二氧化碳感應器，並在地下停車場安裝一氧化碳感應器，在優化室內空氣質素之餘亦能減少耗能。這些感應器能確保在不同情況下，讓場地有適量的鮮風，而並不受限於設計建築物時預設的固定通風率進行通風。

我們的設計確保足夠自然光能穿透空間；同時，亦應用相關的措施降低HVAC系統的噪音量，並選擇合適的吸音材料和家具，創造舒適和低噪音的室內環境。



Energy Efficient Heating, Ventilation and Air-Conditioning ("HVAC") System 高效節能的暖通空調("HVAC")系統



In the service apartments and hotels, we utilise heat generated from the district's combined heat and power system that would otherwise be wasted for heating purposes. We built in automatic temperature control of air-conditioning system in hotel rooms to save energy, and primary air handling unit with pre-set time control system to align with different ventilation demand.

在服務式公寓和酒店中，我們運用該區域熱電聯供系統產生的餘熱作熱能供熱。酒店房間內亦安裝了空調自動溫度調節的系統以節省能源，並通過設定的時間控制系統連接到空氣處理單元以配合不同的通風需要。

Water Efficiency 用水效率



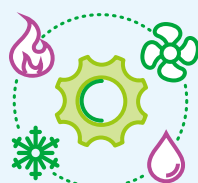
The Development uses municipal reusable water for flushing, washing refuse storage rooms and underground parking lots. Irrigation water and water used for cleaning floors are provided through rainwater harvesting. Precise irrigation coupling with soil moisture sensor was adopted to use rainwater effectively.

項目使用市政再用水作沖廁、清洗垃圾房和地下停車場。收集的雨水則用於灌溉和清潔地面。同時，我們採用土壤濕度傳感器，有效地利用回收雨水作灌溉。

Energy Efficient Lighting 節能照明

We put in LED lights with automatic lighting sensing system throughout the project to reduce energy waste, and installed the intelligent lighting system with adjustable lighting and illuminance sensors, allowing illumination in the public space be monitored and controlled remotely through the Building Management System.

我們在整個項目中均採用了自動照明感應系統的LED燈，以減少照明系統上的耗電，並通過智能照明系統調節光的明暗亮度；同時透過樓宇管理系統遙距監控公用地方的照明。



Building Management System ("BMS") 樓宇管理系統

We included a BMS to monitor and control the buildings' technical systems and services including electricity, lighting, water consumption and discharge, air conditioning, fire and security system, etc. Building information is recorded for better energy management and saving.

我們通過樓宇管理系統監察和控制建築物內的技術系統和服務，例如：用電、照明、用水和污水排放、空調、消防及安全系統等。同時亦透過記錄的數據，更有效地管理能源及節能。



Other Energy Efficient Devices 其他節能設備

Energy consumption of electric equipment such as elevators, air conditioners, hot water, office equipment, and lighting is measured separately to derive a more comprehensive monitoring of the development's energy performance. In addition, the "Standard for Measuring, Accounting and Reporting of Carbon Emission from Buildings" (CECS 374:2014) was adopted to ensure a higher accuracy of the compilation, quantification and disclosure of embodied carbon emissions from construction materials.

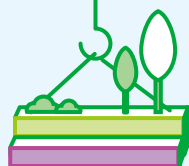
我們分別監察電梯、空調、熱水、辦公設備和照明系統等電子設備的能源消耗，全面管理項目的能源績效。此外，我們通過《建築碳排放計量標準》(CECS 374:2014)，確保編寫、量化和披露建築材料內含碳排放量的準確性。



Green Building Materials 綠色建材

We used ready-mix concrete for the construction. Because this concrete was produced in a precise manner, there was less concrete wastage, resulting in less pollution in production and a higher standard of energy conservation.

我們使用預拌混凝土進行施工。由於這種混凝土以精確的方式生產，可有效避免在生產時造成的浪費和污染，並提高能源管理水平。



Saving Energy and Reducing Emission 節能減排

Initiatives in Motion in 2020

Continuing our 2014 Energy Saving Campaign which set energy-saving strategies and targets throughout our operations, our corporate offices have achieved a cumulative reduction in electricity consumption of 52.3% over the past seven years.

Concurrently, we have continued to support the Energy Saving Charter and 4T Charter Schemes launched by the Hong Kong government aiming to save energy and reduce carbon emissions in the city.

2020年推行的倡議

集團總部辦公室延續自2014年起開展的節能計劃，該計劃制定我們營運的節能策略和目標。於過去7年，總部辦公室累計減少52.3%的用電量。

與此同時，我們繼續支持香港政府發起的《節能約章計劃》和《4T約章計劃》，推動節約能源並減少城市的碳排放。



Our effort to replace conventional lights with LED lights in Shun Tak Centre began in 2019, and replacement of all the lights in the common areas of Shun Tak Centre was completed in 2020. We also replaced all the exit signs on two floors and motion sensor lights at staircase with LED lights.

我們於2019年起在信德中心以LED燈取締傳統燈具，並在2020年完成更換公共空間的所有燈具，及其中兩層的出口燈牌和樓梯間的動態感應器的燈。

In March 2020, we completed replacement of the four depreciated chillers in The Westwood with refrigerants with zero potential destruction of the ozone layer and lower potential of global warming.

2020年3月，我們更換西寶城四個老化的冷水機，並使用對臭氧層零破壞潛勢的製冷劑，為減緩全球暖化作出貢獻。

Grand Lapa replaced all cooling fins in its cooling towers, with an estimated energy saving of about 7-10%.

我們亦更換澳門金麗華酒店冷卻塔的所有散熱片，估計節省約7-10%的能源。

Initiatives in the Works

We have laid out a future energy saving plan to further enhance energy efficiency across our operations.

籌備中的倡議

我們已制定未來的節能計劃，進一步提高我們營運的能源效率。

At Chatham Gate, we plan to install electric vehicle charging stations in the carpark to promote the use of electric vehicles to reduce emissions.

我們準備於昇御門停車場安裝電動車充電站，促進電動車的使用，以減少碳排放。

At Macau Tower, a series of energy efficiency enhancement measures would be implemented in the near future.



Macau Tower will upgrade its Building Management System in 2021 to better control and monitor its performance. The BMS comprises mechanical control systems and power control and monitoring systems, which are the backbone that monitors and automatically controls the HVAC operations of the Macau Tower. Upgrading of the BMS is expected to incur a saving of around 7%.



Macau Tower plans to revamp the chiller plant to optimise the cooling capacity and explore the feasibility of downsizing the existing chiller plant. Chillers will be replaced with new, more energy-efficient models, while non-functional sensing and measurement instruments will be retrofitted. Such changes are estimated to save operating cost by 35-40%.



Macau Tower also plans to conduct a feasibility study of replacing the diesel-fuelled boilers with electric heat pumps and the possibility of integration of solar panels (i.e. solar-assisted electric heat pumps) to further save energy. Per our preliminary estimation, 30% of Macau Tower's energy cost could be saved if the above measures are completed.



Macau Tower aims to replace all conventional lights with LED lights by the first half of 2021. The light retrofiting is expected to reduce energy cost by over 50%.

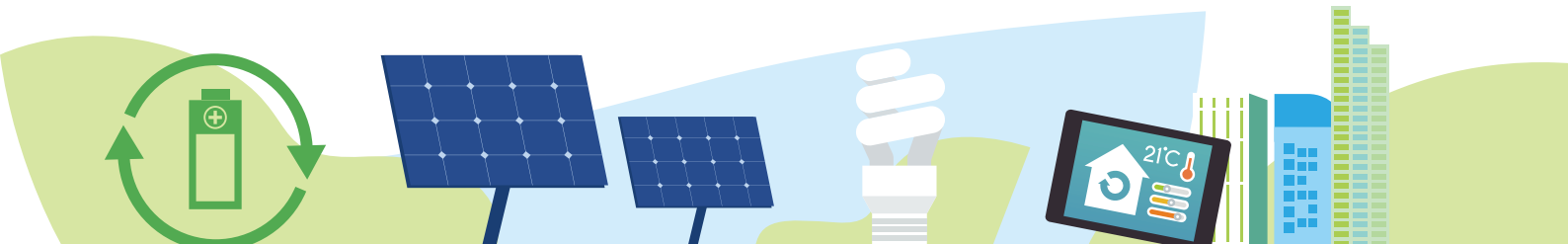
在澳門旅遊塔，我們將實施一系列提高能源效率措施。

澳門旅遊塔將在2021年提升其樓宇管理系統，俾能有效地控制和監察建築物的能效。該系統由機械控制系統及電力控制和監察系統組成，監察和自動控制澳門旅遊塔的暖通空調系統運行。我們預計樓宇管理系統升級後，將節省約7%的能源。

澳門旅遊塔計劃更換冷水機組，以優化其製冷能力，並研究縮小現有冷水機組規模的可行性。我們將以更節能的新型冷水機取替舊機，及更換已損耗的感應器和測量儀器，估計可節省35-40%的運營成本。

澳門旅遊塔計劃進行可行性研究，探討以電熱泵代替柴油鍋爐，及使用太陽能電池板(即太陽能輔助電熱泵)以進一步節省能源。根據初步估計，上述措施將可節省澳門旅遊塔30%的能源成本。

澳門旅遊塔目標於2021年上半年前，完成以LED燈取締傳統燈具，預計能降低50%以上的能源成本。



At the managed hotels of Artyzen in Macau, that are, Grand Lapa and Grand Coloane, we have the following initiatives:



Lighting and chiller retrofiting have been scheduled to be completed in 2021.



Air handling units will be replaced with higher energy efficient models in the hotel lobby of Grand Lapa.



LED lights will replace traditional swimming pool underwater lights, road-side and landscaping lighting at Grand Lapa and Grand Coloane.



Feasibility of adopting solar-power lights will be studied.



Grand Lapa will also explore the opportunity to revamp lightings in the common areas.



Continuing with replacement of water-cooled chillers in Grand Coloane last year, the other two remaining water-cooled chillers will be replaced in 2021.

我們將在雅辰酒店集團管理下的澳門金麗華酒店和鷺環海天度假酒店進行以下措施：

於2021年完成照明和冷水機翻新計劃。

澳門金麗華酒店將准以更高節能的空氣調節機組取代大堂現有的機組。

澳門金麗華酒店和鷺環海天度假酒店的游泳池水底燈、路燈和景觀照明燈將會更換為LED燈。

將進行採用太陽能燈的可行性研究。

澳門金麗華酒店將研究於公共空間改造照明系統的可行性。

我們延續去年在鷺環海天度假酒店更換水冷式冷水機計劃，於2021年，將更換其餘下兩個水冷式冷水機。

Conserving Water 節約用水

Conserving water is a global imperative. We recognise water is a scarce resource, and are diligent in our efforts to reduce freshwater consumption wherever possible. We monitor our operations' water consumption by installing automatic faucets and water meters across the business units.

To ensure the quality of our drinking water is consistently at a high standard for consumption, our Property Management Division in Macau participated in the "Consumption of Safe Water Scheme for Buildings" in selected managed properties, including Nova City, Nova Park, Nova Grand and One Central Residences.

At Grand Coloane, a greywater recycling system is in place to save fresh water resources and reduce sewage flow. A total of 19,972m³ of greywater was recycled during the reporting period.

節約用水是全球當務之急。我們明白食水是珍貴資源，並竭力減少用水。我們在各業務部門安裝自動水龍頭和水錶來監控用水量。

為確保飲用水的質素，我們的澳門物業管理部旗下管理物業均參加「樓宇安心用水計劃」，包括濠庭都會、濠珀、濠尚及壹號湖畔。

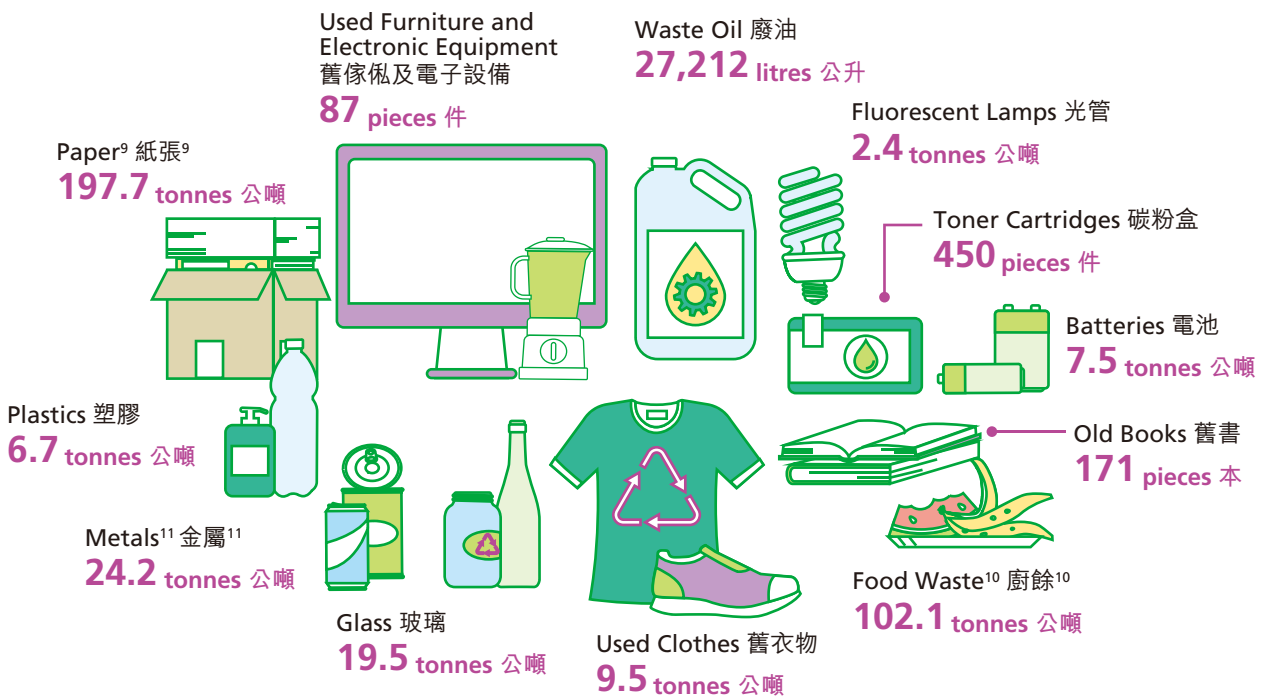
鷺環海天度假酒店設有污水處理系統，節省使用淡水和減少污水量。在報告期間，我們總共處理19,972立方米的中水。

Managing Resources 資源管理

We support resource circulation and strive to maximise the use of resources. As a group, we used our concerted effort to conduct a series of recycling and waste reduction activities related to plastic, food and office equipment in 2020. We pledge to continue to explore utilisation of recyclable resources.

我們支持資源循環再用，並推動善用資源。於2020年，我們實施一系列塑膠、食物和辦公設備回收和減廢活動，並承諾將會繼續研究可回收資源的運用。

Recyclables collected in 2020 2020年收集可回收的物料



⁹ Recycled paper includes waste paper, paper products and red packets collected.

¹⁰ Food waste includes food waste and used coffee grounds.

¹¹ Recycled metals include scrap metal and aluminium cans.

⁹ 紙張包括收集所得的廢紙、紙製品和利是封。

¹⁰ 廚餘包括殘餘食物和咖啡渣。

¹¹ 金屬包括廢金屬和鋁罐。

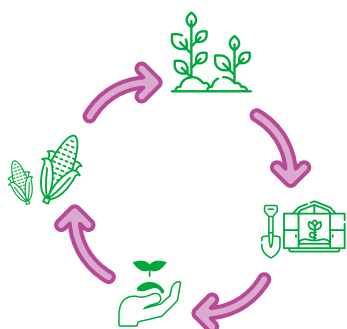
Reducing Use of Plastics

Macau Tower has continued to encourage its customers not to use plastic utensils in support of the Macau government's initiative to reduce plastic use.

As part of our ongoing commitment to minimise single-use plastics in the hospitality sector, Grand Lapa and Grand Coloane installed three water filter systems at catering outlets in 2020 to reduce plastic bottle usage. With the installation of the filter systems, we could refill water in reusable bottles instead of providing plastic bottled water to our customers. We will extend the initiatives to hotel guest rooms in 2021 to further eliminate the use of single-use plastics.

Reducing Waste

To encourage recycling of yard waste in the community, Shun Tak Centre participated in the "Peach Blossom Trees Recycling Programme" initiated by the Environmental Protection Department in February. Collected peach blossom trees were recycled into useful materials such as mulch for planting purposes and compost.



Our Macau Office and Property Management Division started campaigns to recycle red packets and mooncake boxes. In 2020, over 20 kg of red packets and 374 mooncake boxes were collected in Macau Tower, One Central, Nova City, Nova Park, Nova Grand and Macau Office.

減少使用塑膠

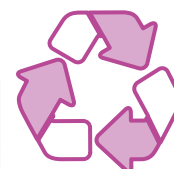
澳門旅遊塔一直鼓勵客戶避免使用塑膠用具，以支持澳門特區政府減少塑膠使用的倡議。

為支持酒店業減少使用即棄塑膠的承諾，我們於2020年在雅辰酒店集團旗下的澳門金麗華酒店和鷺環海天度假酒店的餐飲店安裝三個濾水系統，以減少樽裝水的消耗。自濾水系統安裝後，我們使用水樽為顧客提供食水，而不需使用塑膠樽裝水。在2021年，我們將於酒店客房應用該濾水系統，進一步減少使用即棄塑膠。

減少廢物

為鼓勵社區園林廢物回收，信德中心參加環境保護署於二月舉行的「桃花回收計劃」。收集後的桃花將回收成有用的材料，例如供種植用途的覆蓋物和堆肥。

我們的澳門辦事處和物業管理部參加回收利是封和月餅盒的活動。在2020年，澳門旅遊塔、壹號湖畔、濠庭都會、濠珀、濠尚和澳門辦事處共收集超過20公斤的利是封和374個月餅盒。



Both Macau Office and Macau Tower have continued to participate in the Macao Environmental Protection Bureau's pilot scheme for the collection of food waste produced in food and beverage establishments. The recycled food waste was collected and transported to the Macao Environmental Protection Bureau for processing into organic fertilisers.

To reduce food waste and support surplus food donation, TurboJET donated food to Food Angel and HKYWCA Ellen Li District Elderly Community Centre in 2020, benefitting around 300 underprivileged households, street sweepers and street sleepers. TurboJET has also continued to participate in recycling through various channels to save valuable raw materials and reduce environmental pollution, including the recycling of batteries, waste oil and metal scraps. In support of the Hong Kong Battery Recycling Centre Limited ("HKBR") established in September 2019 and located in Hong Kong Ecopark, TurboJET continued to transport its waste batteries to HKBR for proper recycling.

澳門辦事處和澳門旅遊塔繼續參與澳門環境保護局的「食肆廚餘回收先導計劃」。回收的廚餘被運送到澳門環境保護局，加工處理為有機肥料。

為減少浪費食物及善用仍可食用之食物，噴射飛航於2020年向惜食堂和香港基督教女青年會秀群松柏社區服務中心捐贈食品，惠及約300個貧困家庭、街道清潔工人及露宿者。噴射飛航亦持續參與不同環保活動，回收電池、廢油和廢金屬等，節省寶貴的原材料及減少環境污染。為支持於2019年9月成立，位於環保園的香港電池回收中心有限公司，噴射飛航繼續將其廢電池運輸到該回收中心作妥善回收。



Artyzen's Grand Lapa Macau and Grand Coloane Resort are proud to retain the Silver Award in the Macao Green Hotel Award

雅辰酒店集團的澳門金麗華酒店和鷺環海天度假酒店榮獲澳門環保酒店獎銀獎

In recognition of our continuous effort to carry out environmentally friendly initiatives in the hospitality sector, Grand Lapa and Grand Coloane were once again awarded with the Silver Award of the "2019 Macao Green Hotel Award" by the Macao Environmental Protection Bureau. The award honours hotels that have adopted excellent environmental measures.

為表彰我們在酒店業不斷推動環保的努力，澳門金麗華酒店和鷺環海天度假酒店再次榮獲澳門環境保護局頒發的「2019澳門環保酒店獎」銀獎。該獎項旨在表揚採取出色環保措施的酒店。



Promoting Environmental Awareness 提升環保意識

We promote environmental awareness and practices within our organisation and in our community. Our Green Ambassador Team was established by the Green Office Management Team to promote green practices and environmental awareness in our offices in Hong Kong and Macau.

我們致力在公司內和社區中推廣環保意識。我們的綠色辦公室管理小組設有綠色大使組，旨在於香港和澳門的辦公室實踐環保措施和宣揚環保意識。

To elevate environmental alertness among our employees, we encouraged our staff to participate in “World Wide Fund (“WWF”) Walk for Nature 2020”. A total of 30 of our employees, their family members and friends joined in this fund-raising event. They took part in educational activities, volunteered to clear invasive plant Mikania, and walked along the magnificent mangrove forest accompanied by a professional eco-guide. We gave full sponsorship to each staff participant and partial sponsorship to their family members and friends, and donated a total of HK\$10,625 to the WWF.

為提高員工的環保意識，我們鼓勵員工參加世界自然基金會「步走大自然2020」活動，該次籌款活動共有30名員工及其親友參加。內容包括教育活動、協助清除入侵植物薇甘菊，以及由專業的生態導賞員帶領下在紅樹林漫步。我們全額贊助員工及部分贊助他們的親友，並向世界自然基金會捐贈10,625港元。



We have continued to participate in events organised by various environmental groups, including “Earth Hour” held by the WWF. We have also continued to offer venue sponsorship to local NGOs to exhibit environmental educational materials in liberte place.

我們繼續參與不同環保團體舉辦的活動，包括世界自然基金會舉辦的「地球一小時」熄燈活動。我們亦向非政府組織提供場地贊助，例如在昇悅商場舉行環保教育展。

At Artyzen Habitat Hongqiao Shanghai, we created a “Green Rebirth Art Wall” in 2019. The Art Wall was designed based on modern environmental concepts, and built by using waste materials such as plastic straws and bottles. The end product was an eye-catching art work with a motivating environmental message.

在上海虹橋雅辰悅居酒店，我們於2019年設置「綠色再造藝術牆」。該藝術牆以現代環境概念設計，並使用塑膠飲管和瓶子等廢料建造，成為令人嘆為觀止並帶有環保信息的藝術品。



Our Value Chain

我們的價值鏈



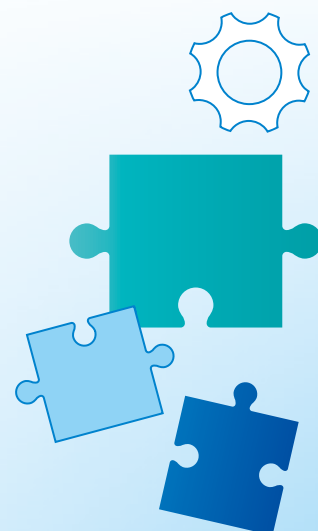
Our Value Chain 我們的價值鏈

We interact with a significant number of stakeholders including shareholders, customers, tenants, business partners and suppliers on a daily basis as our value chain spans the property, hospitality, transportation and investment sectors. To drive sustainability across our business operations, we have set up accountable management systems to manage key social and environmental risks in our value chain.

We actively engage with our stakeholders to ensure that all our businesses operate responsibly with integrity and honesty. In 2020, we created the Sustainable Procurement Policy and the Supplier Code of Conduct, to further join hands with our suppliers to build a sustainable future.

我們的價值鏈橫跨地產、酒店及消閒、運輸及投資業務，我們與股東、顧客、租戶、商業夥伴和供應商等持份者，均保持緊密聯繫。為在業務營運中推動可持續發展，我們設立責任制管理系統，管理我們價值鏈中主要的社會及環境風險。

我們積極與持份者溝通，確保能根據集團的營商宗旨「誠信德行」營運。在2020年，我們制定《可持續採購政策》和《供應商行為守則》，與供應商攜手建構可持續未來。



Keeping Our Shareholders, Customers and Tenants Safe and Well During the Pandemic

在疫情期間保障我們的股東、顧客和租戶的安全及健康



For Shun Tak Holdings Ltd.'s 2020 Annual General Meeting ("AGM"), we took into consideration the health and safety of all attendees (including our shareholders, employees and other stakeholders) amid the pandemic. We encouraged shareholders to cast their votes by appointing the Chairman of the AGM as their proxy. At the meeting venue, we implemented precautionary measures such as compulsory body temperature check and health declaration, surgical face mask wearing, safe distance between seats, limitation of attendance and no provision of corporate gifts and refreshments.

因應疫情，我們關注信德集團2020年度股東週年常會參加者(包括股東、員工及其他持份者)的健康和安全。我們鼓勵股東通過任命股東週年常會主席作為代表進行投票表決。我們在會場內採取預防措施，包括強制性體溫檢查和健康聲明、佩戴外科口罩、保持座位間的安全距離、限制出席人數及不提供公司禮品和茶點。

The safety and well-being of our customers, tenants and occupants are very important to us. To minimise the risk of spreading COVID-19 during the pandemic, we implemented rigorous disinfection and sterilisation protocols to keep our stakeholders safe in our shopping malls, offices and residential premises. Our precautionary measures have included temperature checking, installing automatic hand sanitiser dispensers, limiting the number of occupants and visitors using the lifts during rush hours, and increasing disinfection of handrails, lifts, floor lift lobbies, glass doors, handles and stair handles.

顧客、租戶和住客的安全和健康至關重要，為減低新冠肺炎傳播的風險，我們採取嚴密的消毒和除菌措施，保障我們的持份者在商場、辦公室及住宅物業的安全。我們的預防措施包括量度體溫、安裝自動感應消毒搓手液機、在繁忙時間限制使用升降機的住戶和訪客人數，以及在扶手電梯、升降機、各樓層的電梯大堂、玻璃門、門柄、樓梯扶手等地方加強消毒工作。

At Shun Tak Centre, a multi-functional antimicrobial coating with release-killing, contact-killing and anti-adhesion properties was applied to high touch surfaces in common facilities. This invisible coating could provide continuous surface protection for up to 90 days. In addition, disinfectant fogging treatment was arranged and used in common areas and public facilities. Two disinfection stations were set up for occupants and visitors. Also, UV light escalator handrail cleaners were installed to inhibit germs and viruses on escalator handrails. A 24-hour hotline was set up to facilitate effective communication between Shun Tak Centre's management office and tenants.

在信德中心，我們在經常接觸的公共設施表面塗上多功能、抗有害微生物的塗層，該隱形塗層具接觸殺滅、釋放殺滅和抗菌黏連功效，並持續有效90日。此外，我們在公共地方和公用設施進行消毒霧化處理；為租戶和訪客設置兩個消毒站；亦安裝紫外線電梯扶手消毒殺菌器，抑制細菌和病毒在電梯扶手上滋生。我們亦設立了24小時服務熱線，以確保中心管理處與租戶保持緊密溝通。

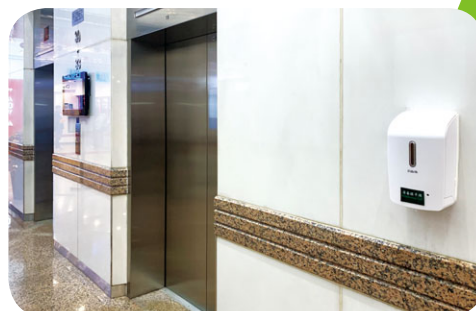


Body temperature check at building entrance
在辦公室大樓入口量度訪客體溫



UV light escalator handrail cleaners
紫外線電梯扶手消毒殺菌器

Automatic hand sanitiser dispenser
自動感應消毒搓手液機



Since the pandemic has created negative impact on almost every business sector, we adopted more flexible leasing strategies and measures for all affected tenants under our property portfolio to help them stay in business under the current sluggish market condition. The relevant policies would also be subject to review from time to time to keep a well balance for all stakeholders concerned.

由於疫情幾乎對所有行業均帶來負面影響，因此我們對旗下物業所有受影響租戶提供更靈活的租賃策略和措施，幫助他們在當前低迷的市場環境下繼續經營。我們亦將不時檢討相關政策，平衡所有持份者的利益。

Government Subsidies during the Pandemic

Our Property Management Division received subsidies on employee payroll from the government under the Employment Support Scheme and we had undertaken to transfer the full amount to the Building Accounts of our managed estates. In turn, it also means extra funding for the maintenance of the properties which would benefit the owners and tenants directly.

疫情期間的政府補貼

我們的物業管理部獲得香港政府「保就業」計劃的工資補貼。所得的資金皆全數撥歸旗下物業的賬戶中，以作維修物業之用，直接惠及我們的業主和租戶。

Customer Service 客戶服務

We value our customers and therefore make every effort to refine our customer service. We maintain close communication with our customers through multi-tier processes and regularly gauge customer satisfaction through our annual satisfaction surveys.

我們高度重視客戶，並在客戶服務方面一直力求完美。透過多元化渠道和每年定期進行客戶滿意度調查，我們與客戶保持緊密溝通。



**Communication Channels
with Our Customers**
與客戶的溝通渠道

- Company website 公司網頁
- Hotline 熱線
- In-person meeting 面談
- Social media platform 社交媒體平台
- Survey 問卷

Three-folded Strategies for Providing Excellence Customer Services
提供優質客戶服務的三項策略

**Understand and satisfy
customer needs**
了解及滿足客戶需要



**Upgrade customer
experience**
提升客戶體驗



**Safeguard customer
interest and protect
customer health and safety**
保障客戶權益並確保客戶
健康及安全



Customer Service Training

To make sure we consistently deliver professional and courteous services throughout our business operations, we provide regular soft skills and inter-personal trainings to our frontline employees engaged in customer services. Regular training courses include:

- Effective Communication and Complaint Handling
有效溝通及投訴處理
- Enhancing Courtesy
改善談吐舉止
- Grooming and Professional Customer Service
儀容及專業客戶服務管理

顧客服務培訓

我們為前線員工定期提供軟技能和人際關係的培訓，提高他們的客戶服務技巧，以持續在日常營運中提供專業誠懇的服務。定期舉辦的培訓課程包括：

- Heritage and Culture
傳統及文化
- Service Excellence
卓越服務
- Stress Management
壓力管理

Engaging Our Tenants and Residents

We actively engage our stakeholders in our sustainability initiatives. For example, The Westwood shared wellness and nutrition tips with tenants through its Facebook. In January, Chatham Gate arranged the “Chatham Barter Day” household recycling activity to incentivise residents to recycle in exchange for small gifts. In October, liberté organised recycling day to raise environmental awareness and foster a communal relationship between residents and property management.

In addition, our Property Management Division continued to partner with Jazz Café, the catering service provider at liberté, to provide the green lunch option as a low carbon and healthier alternative to liberté residents and the staff of our Property Management headquarters and on-site offices in Hong Kong in October.

Celebrating the Chinese New Year with our tenants, we set up eight workshops in January and February at The Westwood, liberté place and Chatham Place to teach kids to make non-woven fabric bag for Chinese New Year.

與租戶及住戶互動

我們與不同持份者接觸和讓他們參與可持續發展活動，例如在西寶城商場的臉書專頁，分享與健康和營養相關的小貼士；在一月，昇御門籌辦「昇御三色回收日」家居回收活動，鼓勵住戶積極回收家居物品，以換取小禮物；在十月，昇悅居舉辦回收日，提升住戶的環保意識，並促進與住戶的關係。

另外，物業管理部於十月延續與昇悅居 Jazz Café 的合作，向昇悅居居民、物業管理業務部香港總部及其他辦公室的員工提供素食午膳，作為低碳及健康的選擇。

為與租戶同慶農曆新年，我們在一月及二月在西寶城商場、昇悅商場及昇御商場先後舉辦八個工作坊，教導兒童製作農曆新年不織布袋。



Enriching Customer Experience

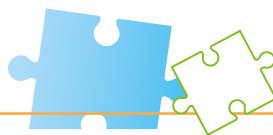
International Accreditation of Quality Management System

We have in place a quality management system that helps us uphold quality excellence in the Property Management Division. We assure the quality of our management through attaining internationally recognised accreditations. Our Property Management Division in Hong Kong and Macau along with the cleaning services and laundry services in Macau have achieved accreditation with the ISO 9001:2015 Quality management system.

優化客戶體驗

質量管理系統國際認證

我們的物業管理部應用質量管理系統，確保其優質表現。我們亦透過獲取國際認可，保證我們管理服務的質素。集團於香港和澳門的物業管理部，與及澳門的清潔和洗衣服務業務部，已經成功獲取ISO 9001:2015質量管理系統認證。



Continued Upgrade of our Facility Management System

Since 2019, we have continued to upgrade the Facility Management System in all our major properties in Hong Kong and Macau. With these enhancements, we are able to provide our tenants and residents uncompromised security services such as real time incident reporting; prompt and orderly responses to maintenance service requests; and ease in expressing their feedbacks and concerns.

On the operation level, our upgrades in e-procurement and maintenance process enable us to streamline our procedures, and manage our properties and facilities more effectively.

持續優化設施管理系統

自2019年以來，我們持續優化香港和澳門所有主要物業的設施管理系統。通過優化系統，我們為租戶及住戶提供更優質的保安服務，例如實時回報事故、及時並有序回應維修服務要求和讓他們可以更容易地表達意見。

在營運層面，我們透過升級電子採購和維修排程，簡化程序，並更有效地管理我們的物業和設施。

Mobile Patrol Route System 電子巡邏系統



Allows real time incident reporting, and instant alerts to be sent to the control room in case of any absence or delay at patrol checkpoints.

可實時回報事故，並在發現巡邏檢查站有遺漏報到或延遲的狀況時，可向控制室發出即時警報。

Work Order Process 工單流程



Distributes automatic work order to technicians for requested maintenance service, with real time status monitoring.

自動向技術人員發需安排的維修服務日程，並實時監控工單的進度。

Scheduled Maintenance Process 預定維修排程



Syncs with our inventory management system to monitor check stock level for replenishment with automatic email reminders and alerts.

與我們的庫存管理系統同步更新，讓員工可確認存貨量，同時系統可自動發送補貨電郵提醒和警報。

Customer Feedback Process 顧客反饋流程



Allows residents, customers and tenants to share feedbacks and concerns by scanning the QR code at the lobby of our managed properties.

讓住客、客戶和租戶透過掃描張貼於各物業大堂的二維碼，更容易地分享意見。

E-procurement 電子採購



Improves efficiency and saves more paper and storage space by putting more paper documents to e-copies.

將文件盡量電子化，減少紙張使用和省卻存庫需要，有效提升效率。



Innovative PRC Property Sales Service during the COVID-19 Pandemic

During the pandemic, we took extraordinary measures to make sure our customers were well-protected in the apartment launch of our Hengqin Integrated Development. In fact, we were one of the first developers in the area to take on an innovative property sales model.

Our PRC property sales team quickly adopted a real-time online platform for the launch, enabling potential buyers to visit our show flats virtually and purchase the units of their choice remotely. Our one-stop service in Hong Kong and Macau also allowed buyers to complete the transactions and the legal and mortgage processes at their respective locations without being physically present in Hengqin.

Our teams in Hong Kong and Mainland China worked diligently to customise the online platform, making it more user-friendly for potential customers from Mainland China, Hong Kong and Macau; and our sales team provided training on the operation of the online platform to over 4,000 staff from more than a hundred real estate agencies to enable the frontline personnel to deliver optimal customer support.

The pandemic had accelerated the digital transformation process within our Group. With the online platform, we were able to achieve exceptional property sales results as well as a significant reduction in the volume of printed marketing materials and decorations at the sales venue, resulting in approximately 70% drop in paper usage in the launch. We will certainly consider using a similar model in our future projects to keep up with the digitalisation era.

新冠肺炎疫情期間，中國房地產銷售部採用嶄新銷售模式

新冠肺炎疫情期間，我們於推出橫琴綜合發展項目住宅單位時，採取非常措施以保障客戶安全。我們是該地區最早採用創新房地產銷售模式的開發商之一。

我們的中國房地產銷售團隊迅速採用實時網上平台，推售橫琴綜合發展項目，讓潛在買家可參觀網上虛擬示範單位及遙距選購單位。我們在香港及澳門提供一站式服務，讓買家毋須親臨橫琴，也可以在任何地方完成交易、法律和按揭程序。

我們在香港和中國內地的團隊共同規劃該網上平台，以切合來自中國內地、香港和澳門的潛在客戶的需要。我們的銷售團隊為來自一百多個房地產代理商的4,000多名員工提供培訓，使他們熟習在線平台的操作，俾能為客戶提供適切而貼心的服務。

疫情加速集團的數碼轉型。我們透過網上平台，成功取得理想的房地產銷售業績，同時大幅減少營銷印刷品及銷售處配置物品，並於是次開售日，減少使用約70%的紙張。我們將緊貼數碼化時代的步伐，在未來的項目中考慮採用類似的模式。

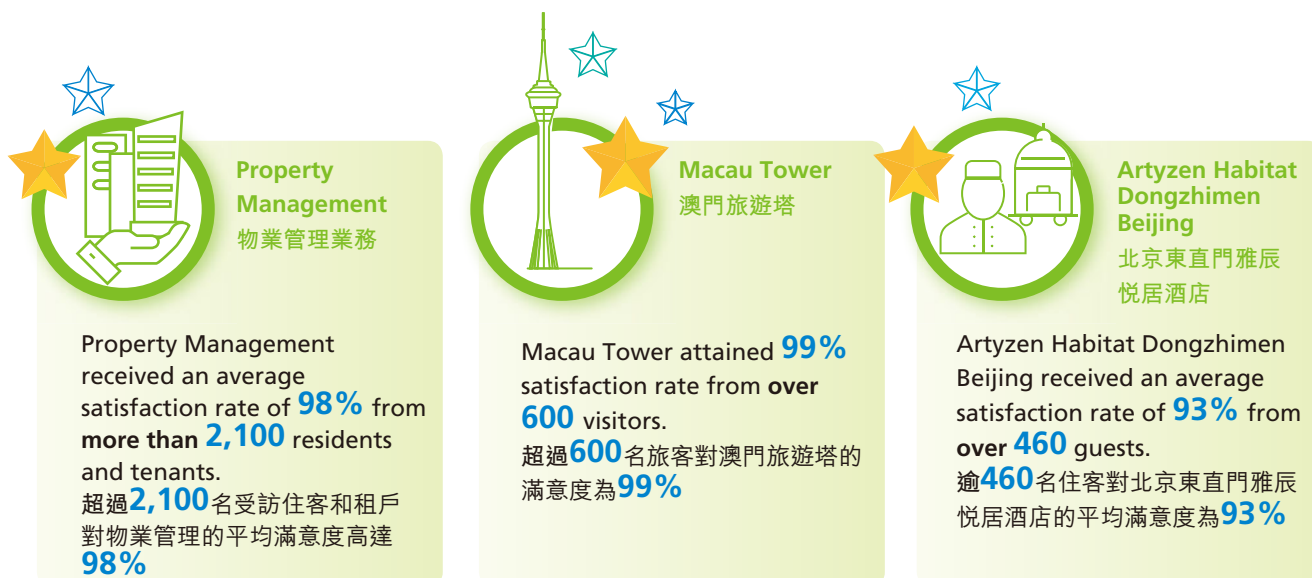


Customer Feedback

Customer feedback is of great importance to us since it is a critical factor in enhancing our service quality and customer experience. During the reporting period, customer satisfaction surveys of Property Management Division, Macau Tower and our hotel Artyzen Habitat Dongzhimen Beijing were conducted to evaluate our performance and identify areas of improvement.

客戶意見及回饋

客戶的意見和回饋對我們至關重要，是改善服務質素和客戶服務體驗的關鍵因素。在報告期間，物業管理部、澳門旅遊塔及北京東直門雅辰悅居酒店均進行客戶滿意度調查，分析其表現和識別可優化的範疇。



Protecting Customers' Privacy and Interests

保障客戶私隱和權益

We respect our customers' legal right to privacy and comply with applicable laws, regulations and industry guidelines. The importance of customer's data protection is stipulated in our Code of Conduct, which requires all our employees to treat customer data with strict confidentiality. We abide by the Personal Data (Privacy) Ordinance (Cap.486) to protect the privacy of our customers.

Reliable and accurate information on our products and services are provided to our customers to help them make informed decisions. In Hong Kong, we fully comply with the Residential Properties (First-hand Sales) Ordinance (Cap.621) in our sales arrangement, marketing and communication materials, while we follow all relevant laws and regulations such as "承諾轉讓在建樓宇的法律制度" and "房地產中介業務法" when conducting our sales activities in Macau. During the reporting period, there were no significant cases of non-compliance in relation to the breach of customer privacy and loss of customer data.

We are committed to promoting a barrier-free culture and environment to enhance social inclusion. We had built various accessible facilities throughout our managed properties. Disabled lifts, access ramps, directional tiles and priority seats for disabled and wheelchair users are available on our premises, and dedicated rooms for breastfeeding are provided to lactating mothers.

我們尊重客戶私隱的法律權益，並遵守相關法例、法規和行業標準。我們在《行為守則》中清楚列明保護客戶個人資料的重要性，並要求所有員工對客戶資料保密。我們嚴格遵守第486章《個人資料(私隱)條例》，保障客戶私隱。

我們亦向客戶提供與我們產品和服務相關的準確資訊，幫助他們在知情下作出明智的決定。在香港，我們所有銷售安排、市場推廣和宣傳資料完全遵守第621章《一手住宅物業銷售條例》；而在澳門，我們的銷售活動亦遵從所有相關的法律法規，包括《承諾轉讓在建樓宇的法律制度》和《房地產中介業務法》等。在報告年度內，集團沒有涉及違反客戶私隱和丟失客戶資料的重大違規個案。

我們致力推動無障礙文化和環境，促進社會融合，並在旗下物業建設各類無障礙設施，為傷殘人士及輪椅使用者設立升降機、斜台、導盲地磚和優先座，亦提供母乳餵哺室。

Supply Chain Management 供應鏈管理

We put high emphasis on integrating our sustainability practices into our supply chain, making sure that environmental and social considerations are embedded in our supplier selection process and applied fairly at different stages. We give preference to suppliers who demonstrate a commitment to sustainable development, while we balance quality and cost-effectiveness.

In 2020, 83% of our suppliers were in Hong Kong and Macau where the majority of our business operates, while the remaining 17% of our suppliers were located in other regions.

With the implementation of ISO14001:2015 in our Property Management Division, our contractors are required to comply with our environmental management criteria and guidelines by signing the declaration form. We conduct safety and environmental inspections to monitor the contractors and ensure that they comply with our requirements. If a contractor fails to comply, a verbal warning will be given at the first stage and a suspension notice will be issued if no improvement has been made.

Enhancing our supplier's capacity to identify, manage and mitigate their social and environmental risks is essential to effective risk management in the supply chain. Therefore, we provide training to our suppliers to ensure they acquire the key competencies to manage their risks. We maintain bilateral and constructive dialogues with our suppliers and contractors through various effective communication channels, such as site inspections and meetings between our project management team and them.

我們高度重視將可持續發展措施融入我們的供應鏈管理，確保在挑選供應商的過程中納入對環境和社會影響的選項，並公平地應用在不同階段。我們優先考慮致力推動可持續發展的供應商，同時重視質素和性價比的平衡。

在2020年，83%的供應商均在我們的主要營運地區，包括香港和澳門，剩餘的17%供應商遍佈其他地域。

我們的物業管理部推行ISO 14001:2015，我們的承辦商亦需要簽署申報表，承諾遵循我們對環境管理的要求和指引。我們監察承辦商的安全及環保表現，以確保他們符合要求。如果承辦商無法達到要求，我們會先向相關承辦商發出口頭警告，假若情況沒有改善，及後將會發出暫時停工通知書。

為在供應鏈進行有效的風險管理，我們需提升供應商識別、管理和減輕社會及環境風險的能力。有見及此，我們為供應商提供培訓，確保他們能應對相關風險。透過巡查地盤和與項目管理團隊進行會議等有效的溝通渠道，我們與供應商及承辦商保持雙向和有效對話。



Sustainable Procurement
可持續物料採購



Sustainable Business Practices
可持續業務常規



Supplier Management
供應商管理

Introducing Sustainable Procurement Policy

In 2020, we introduced the Sustainable Procurement Policy to strengthen our procurement management and promote sustainable practices in the identification, selection and purchase of products and services with low environmental impact and positive social outcomes. The Policy is based on the following guiding principles:

制定《可持續採購政策》

在2020年，我們制定《可持續採購政策》，以加強採購管理，並推動可持續的實踐，期望可識別、挑選及採購對環境影響較少但同時對社會具正面影響的產品和服務。此政策基於以下原則：



We continued to require our suppliers to provide internationally recognised sustainability credentials, such as ISO 9001, ISO 14001 and OHSAS 18001 etc., which are part of the criteria for supplier selection and approval process in some of our projects. Also, our new hotels in China give preferences to suppliers who source sustainable furniture, fixtures and equipment as far as possible.

我們於個別項目的挑選和批核供應商程序中，持續要求供應商提供其可持續發展的國際認證，例如ISO 9001、ISO 14001及OHSAS 18001認證等。此外，我們在中國的新酒店亦盡可能優先採用提供可持續使用傢俱、裝置和設備的供應商。

Introducing Supplier Code of Conduct

We recognise that our suppliers are indispensable in our effort to achieve long term sustainable growth. In 2020, we also implemented the Supplier Code of Conduct, which sets out our expectations and requirements for our suppliers' sustainability performances. The Code covers 13 aspects as stated below.

推行《供應商行為守則》

我們明白與供應商合作，才能達致長遠可持續發展。在2020年，我們亦推出《供應商行為守則》，詳細列明我們對供應商可持續發展表現的期望和要求。守則涵蓋以下13個範疇：



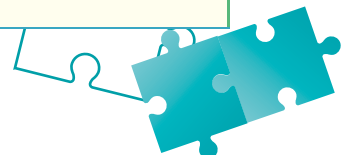
Major Recognitions, Awards, Charters & Memberships

主要嘉許、獎項、約章及會籍

The Group has received awards and recognition for its efforts in corporate governance, social responsibility, environmental protection, and customer service. These are the awards and recognitions received by us in 2020.

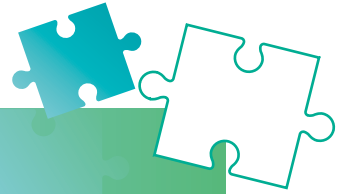
本集團在企業管治、社會責任、環境保護與品質及客戶服務皆獲得不同獎項及備受認可。以下是我們於2020年獲得的獎項及嘉許。

Recognition/Award/Charter 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Corporate Governance and Social Responsibility 企業管治及社會責任				
2019-20 "Hong Kong Citizen Hong Kong Heart" Volunteer Ambassador Program Commendation Certificate 2019-20《香港人·香港心》義工大使行動嘉許狀		Social Welfare Department 社會福利署	STHL 信德集團有限公司	
2020年優秀長者僱員暨 聘僱「耆才」僱主嘉許計劃 (available in Chinese only)	聘僱「耆才」僱主 (available in Chinese only)	Macao SAR Government Labour Affairs Bureau and Social Welfare Bureau 澳門特別行政區政府勞工事務局 及社會工作局	STPFML 信德物業及設施管理有限公司 STMSGL 信德管理服務股份有限公司 STMSL 信德澳門服務有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司	
			AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店
Caring Company Logo 「商界展關懷」標誌	15 Years Plus Caring Company Logo 十五年Plus「商界展關懷」 標誌	The Hong Kong Council of Social Service 香港社會服務聯會	STHL 信德集團有限公司 STPML 信德物業管理有限公司	
	10 Years Plus Caring Company Logo 十年Plus「商界展關懷」 標誌		TurboJET 噴射飛航	
Charter on Preferential Appointment of OSH Star Enterprise 優先選用職安健星級企業約章	Preferential Appointment of OSH Star Enterprise 優先選用職安健星級 企業	Occupational Safety & Health Council 職業安全健康局	STPL 信德置業管理有限公司	
			STPML 信德物業管理有限公司	
			STPML 信德物業管理 有限公司	liberté 昇悅居 The Belcher's 寶翠園 The Westwood 西寶城
			TurboJET 噴射飛航	



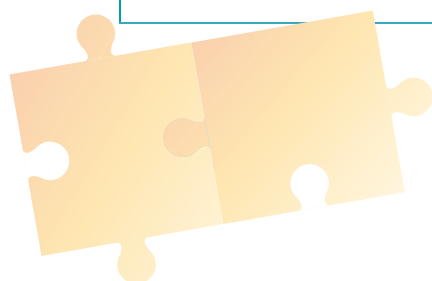


Recognition/Award/Charter 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Community Chest Awards 2020 公益金獎	Community Spirit Platinum Award 公益精神(鉑)獎	Community Chest Singapore 新加坡公益金	STHL 信德集團有限公司	
Constituent of Hang Seng Corporate Sustainability Benchmark Index 恒生可持續發展企業基準指數成份股		Hang Seng Indexes Company Limited 恒生指數有限公司	STHL 信德集團有限公司	
Family-Friendly Employers Award Scheme 家庭友善僱主獎勵計劃	Family Friendly Employer Award 家庭友善僱主	The Women's General Association of Macau 澳門婦女聯合總會	STH(M)L 信德集團控股(澳門)有限公司	
	The Best Support Breast-Feeding Mom's Employer 支持母乳餵哺獎			
Good Employer Charter 2020 好僱主約章 2020	Signing Organisation 簽署機構	Labour Department 勞工處	STHL 信德集團有限公司	
			STPL 信德置業管理有限公司	
			STPML 信德物業管理有限公司	
			STPML 信德物業管理 有限公司	liberté 昇悅居
Good MPF Employer 6 years and presented with e-Contribution Award and MPF Support Award 積金好僱主6年 及「電子供款獎」及「積金推廣獎」		The Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局	STHL 信德集團有限公司	
			STDL 信德發展有限公司	
Good MPF Employer and presented with e-Contribution Award and MPF Support Award 積金好僱主及「電子供款獎」及「積金推廣獎」			STPL 信德置業管理有限公司	
			STPML 信德物業管理有限公司	
Happiness-at-Work Promotional Scheme 2020 「開心工作間」推廣計劃2020	Happy Company 開心企業	Promoting Happiness Index Foundation and Hong Kong Productivity Council 香港提升快樂指數基金及 香港生產力促進局	STREL 信德地產有限公司	
			STTIHL 信德旅遊投資控股有限公司	
			TurboJET 噴射飛航	
			MMCL 澳門東西有限公司	
			STCMSL 信德會所管理服務有限公司	
			STPML 信德物業管理 有限公司	liberté 昇悅居
			TurboJET 噴射飛航	



Recognition/Award/Charter 嘉許/獎項/約章	Issuing Bodies 頒發機構	Company 公司
Joyful@Healthy Workplace Charter 好心情@健康工作間約章	Signing Organisation 簽署機構	The Department of Health, Labour Department and the Occupational Safety and Health Council 衛生署、勞工處及職業安全健康局 STHL 信德集團有限公司 STPL 信德置業管理有限公司 Shun Tak Centre 信德中心 STPML 信德物業管理有限公司 STPML 信德物業管理有限公司 Chatham Gate 昇御門 liberté 昇悅居 The Belcher's 寶翠園 The Westwood 西寶城
Manpower Developer Award Scheme 人才企業嘉許計劃	Manpower Developer 人才企業	Employees Retraining Board 僱員再培訓局 TurboJET 噴射飛航
Mental Health Workplace Charter 精神健康職場約章	Chartered Signatory 簽署機構	The Department of Health, Labour Department and the Occupational Safety and Health Council 衛生署、勞工處及職業安全健康局 STHL 信德集團有限公司 STPL 信德置業管理有限公司 Shun Tak Centre 信德中心 STPML 信德物業管理有限公司 Chatham Gate 昇御門 liberté 昇悅居
OHSAS 18001:2007 Occupational Health and Safety Management Systems Accreditation OHSAS 18001:2007職業安全健康管理體系認證		Hong Kong Quality Assurance Agency 香港品質保證局 STPFML 信德物業及設施管理有限公司 STPL 信德置業管理有限公司 STPML 信德物業管理有限公司 STMSL 信德澳門服務有限公司
The 10 th Hong Kong Outstanding Corporate Citizenship 第十屆香港傑出企業公民	Merit Award (Enterprise Category) 優異獎(企業組別) Merit Award (Volunteer Category) 優異獎(義工隊組別)	Hong Kong Productivity Council and Committee on the Promotion of Civic Education 香港生產力促進局及公民教育委員會
The Racial Diversity and Inclusion Charter for Employers 種族多元共融僱主約章	Signing Organisation 簽署機構	Equal Opportunities Commission 平等機會委員會 STHL 信德集團有限公司 STPML 信德物業管理有限公司 TurboJET 噴射飛航

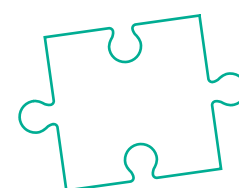
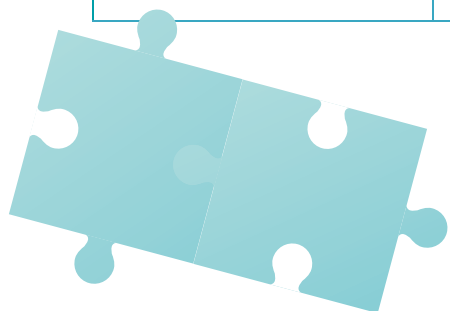
Recognition/Award/Charter 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Environmental Protection 環境保護				
2019 Hong Kong Awards for Environmental Excellence 2019 香港環境卓越大獎	Certificate of Merit 優異獎	Environmental Campaign Committee 環境運動委員會	STPML 信德物業管理有限公司	liberté 昇悅居
4T Charter 2020 4T約章2020	Participation Certificate 參與證書	Electrical and Mechanical Services Department 機電工程署	STHL 信德集團有限公司	Corporate Office 總部辦公室
BOCHK Corporate Environmental Leadership Awards 2019 中銀香港企業環保領先大獎2019	EcoChallenger 環保優秀企業	Federation of Hong Kong Industries, Bank of China (Hong Kong) and PRD Council 香港工業總會、中國銀行(香港)及珠三角工業協會	STPML 信德物業管理有限公司	liberté 昇悅居
Charter on External Lighting 戶外燈光約章	Platinum Award 鉑金獎	Environment Bureau 環境局	STPML 信德物業管理有限公司	Chatham Gate 昇御門 liberté 昇悅居
	Gold Award 金獎			The Belcher's 寶翠園 The Westwood 西寶城
Programme on Source Separation of Domestic Waste Commendation Scheme 2018/19 家居廢物源頭分類獎勵計劃 2018/19	Certificate of Merit 優異獎	Environmental Protection Department 環境保護署	STPML 信德物業管理有限公司	liberté 昇悅居
Energy Saving Charter 2020 節約約章2020	Participation Certificate 參與證書	Electrical and Mechanical Services Department 機電工程署	STHL 信德集團有限公司	Corporate Office 總部辦公室
			STPL 信德置業管理有限公司	Shun Tak Centre 信德中心
			STPML 信德物業管理有限公司	Chatham Place 昇御商場 liberté place 昇悅商場 The Westwood 西寶城
Green Office Award Labelling Scheme 綠色辦公室獎勵計劃	Green Office label and Eco-Healthy Workplace label 綠色辦公室標誌及健康工作間標誌	World Green Organisation 世界綠色組織	STPML 信德物業管理有限公司	Chatham Gate 昇御門 liberté 昇悅居
			TurboJET 噴射飛航	





Recognition/Award/Charter 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司			
Hong Kong Green Awards 2020 香港綠色企業大獎2020	Environmental, Health and Safety Award (SME) – Bronze 超卓環保安全健康獎 (中小企) – 銅獎	Green Council 環保促進會	STPML 信德物業管理有限公司	Chatham Gate 昇御門		
Hong Kong Green Organisation 香港綠色機構		Environmental Campaign Committee 環境運動委員會	STHL 信德集團有限公司			
			STPML 信德物業管理有限公司	liberté 昇悅居		
Hong Kong Green Organisation Certification – Energywise Certificate 香港綠色機構認證 – 節能證書	Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團有限公司	Corporate Office 總部辦公室		
	Basic Level 基礎級別		STHL 信德集團有限公司 AHG 雅辰酒店集團 STDL 信德發展有限公司 STPML 信德物業管理有限公司 STREL 信德地產有限公司 STTSL 信德旅遊有限公司 MMCL 澳門東西有限公司	Corporate Office 總部辦公室		
			STTSL 信德旅遊有限公司	Shop 門店		
			STPML 信德物業管理有限公司	liberté 昇悅居		
			TurboJET 噴射飛航	Ocean Shipyard 海洋船廠		
			Hong Kong Green Organisation Certification – IAQwise Certificate 香港綠色機構認證 – 清新室內空氣證書		STHL 信德集團有限公司	Corporate Office 總部辦公室
					STPML 信德物業管理有限公司	liberté 昇悅居

Recognition/Award/Charter 嘉許／獎項／約章		Issuing Bodies 頒發機構	Company 公司	
Hong Kong Green Organisation Certification – Wastewi\$e Certificate 香港綠色機構認證－減廢證書	Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團有限公司	Corporate Office 總部辦公室
	Basic Level 基礎級別		AHG 雅辰酒店集團	
			STDL 信德發展有限公司	
			STPL/STPML 信德置業管理有限公司／信德物業管理有限公司	
Indoor Air Quality Certificate 室內空氣質素檢定證書	Excellent Class 卓越級	Environmental Protection Department 環境保護署	STHL 信德集團有限公司	Corporate Office 總部辦公室
	Good Class 良好級		STPML 信德物業管理有限公司	liberté 昇悅居
			STPL 信德物業管理有限公司	Shun Tak Centre 信德中心
			STPML 信德物業管理有限公司	The Westwood 西寶城





Recognition/Award/Charter 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
ISO 14001:2015 Environmental Management Systems Accreditation ISO 14001:2015環境管理系統認證		Hong Kong Quality Assurance Agency 香港品質保證局	STPL 信德置業管理有限公司 STPML 信德物業管理有限公司 STPFML 信德物業及設施管理有限公司 STMSL 信德澳門服務有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司	
Macao Green Hotel Award 2019 2019年澳門環保酒店獎	Silver Award 銀獎	Macao Environmental Protection Bureau 澳門環境保護局	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店 Grand Coloane Resort 鷺環海天度假酒店
Quality Water Supply Scheme for Buildings 大廈優質供水認可計劃	Fresh Water (Management System) Gold Certificate 食水(管理系統)金證書	Water Supplies Department 水務署	STPML 信德物業管理有限公司	liberté 昇悅居
樓宇安心用水計劃 – 高級證書 (available in Chinese only)		Macao SAR Government Marine and Water Bureau 澳門特別行政區政府海事及水務局	STPFML 信德物業及設施管理有限公司	Nova City 濠庭都會 Nova Grand 濠尚 Nova Park 濠珀 One Central Residences 壹號湖畔
Quality and Customer Service 品質及客戶服務				
2019 Security Services Best Training Award 2019年度保安服務最佳培訓獎	Award of Gold (Licensed Security Company – Type I) 金獎(第一類別保安服務公司)	The Security Services Training Board of Vocational Training Council and the Hong Kong Police Force Crime Prevention Bureau 職業訓練局保安服務訓練委員會及香港警務處防止罪案科	STPML 信德物業管理有限公司	liberté 昇悅居
2019-2020 Smiling Enterprises 5+ Year Award – Transportation Services 2019-2020微笑企業5+大獎 – 運輸及交通服務		Mystery Shopper Service Association 神秘顧客服務協會	TurboJET 噴射飛航	PSD 客務部門
Best Partner Hotel 2020 2020攜程酒店最佳合作夥伴酒店		Ctrip 攜程旅行	AHG 雅辰酒店集團	Artyzen Habitat Hongqiao Shanghai 上海虹橋雅辰悅居酒店

Recognition/Award/Charter 嘉許/獎項/約章		Issuing Bodies 頒發機構	Company 公司	
Customer Review Awards 2020 2020客戶好評獎		Agoda 安可達	AHG 雅辰酒店集團	Artyzen Habitat Hongqiao Shanghai 上海虹橋雅辰 悅居酒店
Excellence in Facility Management Award 2020 卓越設施管理獎2020	Excellence Award (Large-Scale Residential) 卓越獎(大型住宅)	The Hong Kong Institute of Facility Management 香港設施管理學會	STPML 信德物業管理 有限公司	liberté 昇悅居
	Merit (Office Building) 優異獎(商業樓宇)		STPL 信德置業管理 有限公司	Shun Tak Centre 信德中心
	Most Popular Facility Award 最受歡迎設施獎			
ISO 9001:2015 Quality Management Systems Accreditation ISO 9001:2015質量管理系統認證		Hong Kong Quality Assurance Agency 香港品質保證局	STPL 信德置業管理有限公司 STPML 信德物業管理有限公司 STPFML 信德物業及設施管理有限公司 STMSL 信德澳門服務有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司	
Kowloon West Best Security Services Awards 2019 2019年度西九龍最佳保安服務選舉	Honorable Managed Property Award 榮譽管理物業獎	Kowloon West Regional Crime Prevention Office, the Security and Guarding Services Industry Authority and The Hong Kong Association of Property Management Companies 西九龍總區防止罪案辦公室、保安 及護衛業管理委員會及香港物業管 理公司協會	STPML 信德物業管理 有限公司	liberté 昇悅居
	Outstanding Managed Public Carpark Award 最佳管理公眾停車場獎			
Loved By Guests Award 2020 2020賓客歡迎酒店獎		Hotels.com (只有英文版)	AHG 雅辰酒店集團	Artyzen Habitat Hongqiao Shanghai 上海虹橋雅辰 悅居酒店
Partner Employer Award 2020 「友商有良」嘉許計劃2020	Partner Employer Award 卓越企業嘉許狀	The Hong Kong General Chamber of Small and Medium Business 香港中小型企业總商會	STPML 信德物業管理有限公司	
The Most Popular Hotel 2020 2020年度携程最受歡迎酒店		Ctrip 携程旅行	AHG 雅辰酒店集團	Artyzen Habitat Dongzhimen Beijing 北京東直門雅辰 悅居酒店

We have joined trade organisations and industry associations to stay abreast of key sustainability issues related to our business operations such as industry trends, legislation changes, new technologies and best practices. These are our memberships and charters in the industry and professional associations.

我們積極參與貿易組織和行業協會，以及時了解與我們的業務營運相關的關鍵可持續發展議題，例如行業趨勢、法規變化、創新科技和最佳實踐等。以下是我們在行業和專業協會擁有的會員資格與約章。

Institution 機構	Company 公司	Class of Membership 會籍級別	
Employers' Federation of Hong Kong 香港僱主聯合會	STHL 信德集團有限公司	Corporate Member 企業會員	
Equal Opportunities Commission 平等機會委員會	STHL 信德集團有限公司	EO Club Corporate Member 平等機會之友會企業會員	
Federation of Hong Kong Industries 香港工業總會	TurboJET 噴射飛航	Corporate Member 企業會員	
France Macau Chamber of Commerce 法國澳門工商會	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店	
			Grand Coloane Resort 鷺環海天度假酒店
	Macau Tower 澳門旅遊塔		
Hong Kong Business Accountants Association 香港商界會計師協會	STHL 信德集團有限公司	Corporate Member 企業會員	
Hong Kong General Chamber of Commerce 香港總商會	TurboJET 噴射飛航	Corporate Member 企業會員	
	AHG 雅辰酒店集團		
	AHG 雅辰酒店集團		Grand Lapa Macau 澳門金麗華酒店
	STCMSL 信德會所管理服務有限公司		
Hong Kong Institute of Human Resource Management 香港人力資源管理學會	STHL 信德集團有限公司	Corporate Member 企業會員	
	TurboJET 噴射飛航		
Industrial Association of Macau 澳門廠商聯合會	Clean Living (Macau) Ltd 白洋舍(澳門)有限公司	Corporate Member 企業會員	
Lantau Development Alliance 大嶼山發展聯盟	TurboJET 噴射飛航	Founding Member 創會成員	
Macao Chamber of Commerce 澳門中華總商會	STH(M)L 信德集團控股(澳門)有限公司 STPFML 信德物業及設施管理有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司 MMCL 澳門東西有限公司	Corporate Member 企業會員	
Macao Convention & Exhibition Association 澳門會議展覽業協會	Macau Tower 澳門旅遊塔	Corporate Member 企業會員	



Institution 機構	Company 公司		Class of Membership 會籍級別
Macau Hotel Association 澳門酒店協會	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店	Member 會員
		Grand Coloane Resort 鷺環海天度假酒店	
	Macau Tower 澳門旅遊塔		Associate Member 非正式會員
Macau Management Association 澳門管理專業協會	STHL 信德集團有限公司		Charter Member 特邀會員
Macau Retail and Management Association 澳門零售管理協會	MMCL 澳門東西有限公司		Corporate Member 企業會員
Pacific Asia Travel Association 亞太旅遊協會	TurboJET 噴射飛航		Corporate Member 企業會員
	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店	Member 會員
	Macau Tower 澳門旅遊塔		
Property Management Business Association Macao 澳門物業管理業商會	STPFML 信德物業及設施管理有限公司		Corporate Member 企業會員
Skål International (只有英文版)	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店	Member 會員
	Macau Tower 澳門旅遊塔		
The British Business Association of Macau 澳門英國商會	AHG 雅辰酒店集團	Grand Lapa Macau 澳門金麗華酒店	Corporate Member 企業會員
The Chartered Institute of Logistics & Transport 香港運輸物流學會	TurboJET 噴射飛航		Corporate Member 企業會員
The Dry Cleaning & Laundry Institute 乾洗及洗衣學會	Clean Living (Macau) Ltd 白洋舍(澳門)有限公司		Professional Member 專業會員
The Federation of Environmental And Hygienic Services 中港澳環衛總商會	STPML 信德物業管理有限公司		Member 會員
The Green Earth 綠惜地球	STHL 信德集團有限公司		Green Earth Companion (Soil) 綠惜夥伴計劃(土壤)
The Hong Kong Association of Property Management Companies 香港物業管理公司協會	STPML 信德物業管理有限公司		Corporate Member 企業會員
The Hong Kong Management Association 香港管理專業協會	STPML 信德物業管理有限公司		Corporate Member 團體會員
The Macau Human Resources Management Association 澳門人力資源管理協會	STH(M)L 信德集團控股(澳門)有限公司		Corporate Member 企業會員
World Federation of Great Towers 世界高塔聯盟	Macau Tower 澳門旅遊塔		Member 會員

Performance Data Summary¹²

表現數據摘要¹²

Economic Performance 經濟表現

Economic Performance 經濟表現 ¹³	Unit 單位	2020
Direct economic value generated 直接經濟價值產生		4,546,006
Economic value distributed 經濟價值分配	HK\$'000 港幣千元	3,912,972
Economic value retained 經濟價值保留		633,034

Environmental Performance 環境表現

Energy Use 使用能源 ¹⁴	Unit 單位	2020
Total energy use 使用能源總量		211,185
Electricity 電		99,624
Towngas 煤氣		55
Diesel 柴油	'000 kWh 千個千瓦時	107,621
Unleaded petrol 無鉛汽油		91
Liquefied petroleum gas 液化石油氣		2,690
Piped natural gas 管道天然氣		1,102

¹² The scope of data in 2020 was expanded to include Artyzen Habitat Hongqiao Shanghai.
2020年的數據範圍擴大到包含上海虹橋雅辰悅居酒店。

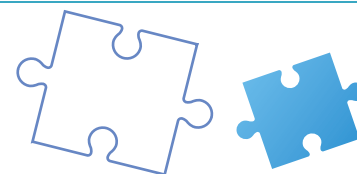
¹³ For more details, please refer to our Annual Report 2020 (www.shuntakgroup.com).
詳情請參閱集團2020年年報(www.shuntakgroup.com)。

¹⁴ Energy Use calculations used the conversion factors provided by the UK Government Greenhouse gas reporting: conversation factors 2020.
能源計算採用UK Government GHG Conversion Factors for Company Reporting 2020年的轉換系數。

Greenhouse Gas ("GHG") Emissions 溫室氣體排放	Unit 單位	2020
GHG emissions for Scope 1 ¹⁵ 溫室氣體排放量(範圍一) ¹⁵	tonnes CO ₂ e 二氧化碳當量，以公噸計	32,002
GHG emissions for Scope 2 ¹⁶ 溫室氣體排放量(範圍二) ¹⁶		76,493

Other Air Emissions 其他氣體排放 ¹⁷	Unit 單位	2020
NOx emission ¹⁸ 氮氧化物排放量 ¹⁸	kg 公斤	160
SOx emission ¹⁹ 硫氧化物排放量 ¹⁹		8,355

Resources Use ²⁰ 使用物料 ²⁰	Unit 單位	2020
Paper 紙	tonnes 公噸	32.6
Municipal water ²¹ 市政用水 ²¹	cubic metre 立方米	991,463.8



¹⁵ GHG emission factors for stationary and mobile combustion are based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purpose) in Hong Kong issued by the EPD and EMSD in February 2010; the emission factor for piped natural gas in China is sourced from GHG Protocol tool for Energy Consumption in China (version 2.1).

來自香港的固定源及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；中國地區管道天然氣的排放系數是根據溫室氣體核算體系發佈的《能源消耗引起的溫室氣體排放計算工具指南(2.1版)》作統一計算。

¹⁶ GHG emissions associated with the electricity purchased in Hong Kong and Macau are provided by the relevant providers of electricity. These specific Emission Factors are available from the CLP's sustainability report 2019, Hong Kong Electric's sustainability report 2019 and Companhia de Electricidade de Macau's sustainability report 2019. For electricity purchased from China, reference is made to the National Baseline Grid Emission Factor in China 2015 issued by the Ministry of Ecology and Environment of the PRC. For gas purchased from Towngas, the Emission Factor is available in the Towngas sustainability report 2019.

香港和澳門購買的電力相關的溫室氣體排放系數由相關電力供應商提供。這些具體的排放系數可從中華電力有限公司的2019年可持續發展報告、香港電燈有限公司的2019年可持續發展報告及澳門電力股份有限公司的可持續發展報告2019年獲得。中國電力的溫室氣體排放系數為國家發改委發佈的2015年全國電網平均排放因子。而由香港中華煤氣有限公司供應的煤氣，溫室氣體排放系數刊載於煤氣公司2019年可持續發展報告中。

¹⁷ Emissions from Particulate Matter are regarded as insignificant compared to emissions from NOx and SOx.

集團的懸浮粒子排放量相較於氮氧化物及硫氧化物排放量並不顯著。

¹⁸ NOx emissions include the Group's emissions from vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEx.

氮氧化物排放量僅限於集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。

¹⁹ SOx emissions include the Group's emissions from TurboJET, vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEx.

硫氧化物排放量僅限於噴射飛機、集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。

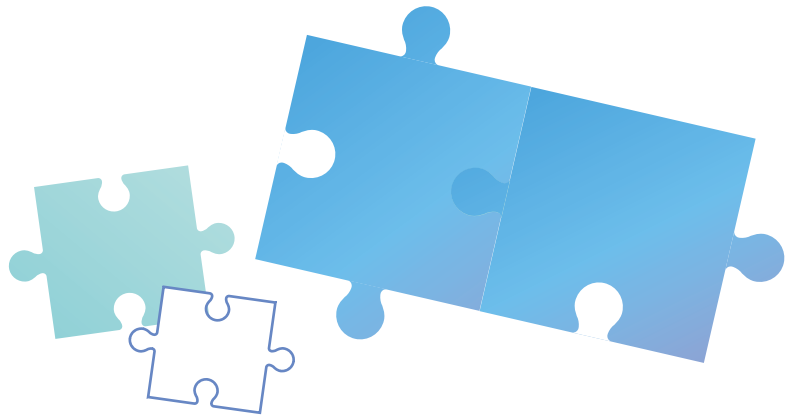
²⁰ The use of packaging materials is not applicable to the Group due to the nature of its business operations.

基於集團業務性質，包裝材料的使用並不適用於本集團。

²¹ Intensity figures are not applicable to the Group due to its diverse business operations.

基於本集團業務範疇多元化，故密集度數據不適用於本集團。

Waste Disposal & Recycling ²² 廢物棄置及回收 ²²		Unit 單位	2020
Non-hazardous Waste 非有害廢棄物			
General waste to landfill/incineration ²³ 一般廢棄物(堆填/焚化) ²³	tonnes 公噸	10,463.1	
Paper recycled 回收紙		197.7	
Plastics recycled 回收塑膠		6.7	
Metals recycled 回收金屬		24.2	
Used clothes recycled 回收舊衣物		9.5	
Hazardous Waste 有害廢棄物²⁴			
Fluorescent lamps 光管	tonnes 公噸	2.4	
Batteries 電池		7.5	
Toner cartridges 碳粉匣	pieces 件	450	



²² Intensity figures are not applicable to the Group due to its diverse business operations.

基於本集團業務範疇多元化，故密集度數據不適用於本集團。

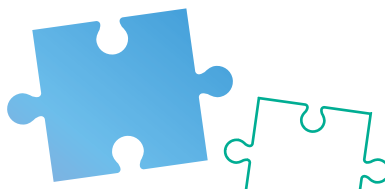
²³ Includes data from The Belcher's, Chatham Gate, liberté, Shun Tak Centre, Nova Grand, Grand Coloane Resort, Grand Lapa Macau only.

數據只包括來自寶翠園、昇御門、昇悅居、信德中心、濠尚、鷺環海天度假酒店及澳門金麗華酒店。

²⁴ Contractors are retained to collect hazardous waste.

安排承建商收集有害廢棄物。

Social Performance 社會表現



Total Workforce 員工總數	Unit 單位	2020
By Location 按地區劃分		
Hong Kong 香港	no. 人數(%)	1,652 (44.5%)
Macau 澳門		1,789 (48.2%)
Mainland China 中國內地		258 (6.9%)
Singapore 新加坡		14 (0.4%)
By gender 按性別劃分		
Female 女性	no. 人數(%)	1,484 (40.0%)
Male 男性		2,229 (60.0%)
By age group 按年齡組別劃分		
Under 30 years old 30歲以下	no. 人數(%)	618 (16.6%)
30–50 years old 30至50歲		1,766 (47.6%)
Over 50 years old 50歲以上		1,329 (35.8%)
By employment category 按職級劃分		
Senior level 高層員工	no. 人數(%)	198 (5.3%)
Middle level 中層員工		616 (16.6%)
Entry level 普通員工		2,899 (78.1%)
By employment type 按勞僱類型劃分		
Full-time 全職	no. 人數(%)	3,403 (91.7%)
Part-time 兼職		310 (8.3%)

New Hire and Employee Turnover 新進員工和離職員工	Unit 單位	2020 New Hire ²⁵ 2020新進員工 ²⁵	2020 Turnover ²⁶ 2020離職員工 ²⁶
Group overall 總數	no. 人數(%)	502 (13.5%)	1,094 (29.5%)
By location 按地區劃分			
Hong Kong 香港	no. 人數(%)	164 (4.4%)	604 (16.3%)
Macau 澳門		256 (6.9%)	402 (10.8%)
Mainland China 中國內地		76 (2.0%)	86 (2.3%)
Singapore 新加坡		6 (0.2%)	2 (0.1%)
By gender 按性別劃分			
Female 女性	no. 人數(%)	247 (6.7%)	389 (10.5%)
Male 男性		255 (6.9%)	705 (19.0%)
By age group 按年齡組別劃分			
Under 30 years old 30歲以下	no. 人數(%)	194 (5.2%)	273 (7.4%)
30–50 years old 30至50歲		233 (6.3%)	445 (12.0%)
Over 50 years old 50歲以上		75 (2.0%)	376 (10.1%)

²⁵ New hire rate = Total number of employees who joined / Total workforce x 100%
新進員工比率 = 新進員工人數 ÷ 員工總數 × 100%

²⁶ Turnover rate = Total number of employees who left / Total workforce x 100%
離職員工比率 = 離職員工人數 ÷ 員工總數 × 100%



Occupational Health and Safety 職業健康及安全數據		Unit 單位	2020
Injury rate ²⁷ 工傷比率 ²⁷	Female 女性	Per 1,000 employees 每1,000個員工	3.23
	Male 男性		6.46
Absentee rate ²⁸ 缺勤比率 ²⁸	Female 女性	%	0.34%
	Male 男性		0.46%
Lost day rate ²⁹ 損失工作日比率 ²⁹	Female 女性	%	0.05%
	Male 男性		0.11%
Occupational disease rate 職業病比率	Female 女性	Per 1,000 employees 每1,000個員工	0
	Male 男性		0
No. of fatalities 致命工傷宗數	Female 女性	no. 人數	0
	Male 男性		0

Employee Training 員工培訓		Unit 單位	2020
Average hours of training received per employee 每名員工平均培訓時數		hours 小時	5.5
Average hours of training per employee by gender 按性別劃分的每名員工平均培訓時數			
Female 女性	hours 小時		5.4
Male 男性			5.6

²⁷ Injury rate = Total number of injury x 1000 / Total workforce

工傷比率 = 工傷宗數 × 1000 ÷ 員工總數

²⁸ 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%

²⁹ 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	2020
Average hours of training per employee by employment category 按職級劃分的每名員工平均培訓時數			
Senior level 高層員工	hours 小時	15.1	
Middle level 中層員工		9.6	
Entry level 普通員工		4.0	
Percentage of employees trained by gender 按性別劃分的受培訓員工百分比			
Female 女性	%	73.8%	
Male 男性		59.6%	
Percentage of employees trained by employment category 按職級劃分的受培訓員工百分比			
Senior level 高層員工	%	78.8%	
Middle level 中層員工		91.2%	
Entry level 普通員工		62.5%	

Suppliers by Geographical Region 各地區供應商		Unit 單位	2020
Hong Kong 香港	no. 個(%)	3,046 (58.9%)	
Macau 澳門		1,246 (24.1%)	
Other regions 其他		883 (17.0%)	

Community Work 社區工作		Unit 單位	2020
No. of programmes 社區項目數目	no. 個	98	
No. of volunteer hours 義工服務時數	hours 小時	1,356	
No. of beneficiaries served 受惠人數	no. 個	2,116	
Amount of charity in-kind donations ³⁰ 慈善捐贈總值 ³⁰	HK\$ 港幣	16,118,509	

³⁰ Includes company monetary and in-kind donations, and staff donation across all business units.
包括各業務部門的慈善捐款及實物捐贈和員工捐贈。

About This Report

關於本報告

This is the seventh annual Sustainability Report (“the Report”) for Shun Tak Holdings Limited (HK Stock Code: 242) and its subsidiaries. The Group is committed to creating long term sustainable growth for its stakeholders and providing transparent disclosure of its sustainability initiatives and performance.

Reporting Scope

This Report provides an overview of the Group’s approach and performance in terms of sustainable development from 1 January to 31 December 2020, covering core businesses (Property, Hospitality, Transportation and Investment) of the Group and the joint ventures over which the Group has dominant operational control in Hong Kong, Macau, Mainland China and Singapore.

For further information about the Group’s corporate governance and financial performance, please refer to our Annual Report 2020, which can be accessed on our corporate website: www.shuntakgroup.com.

Reporting Standards

This Report is prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core option, and fulfils the requirements of the ESG Reporting Guide set out in Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong (“HKEx”).

The Group supports the United Nations Sustainable Development Goals as part of its efforts to tackle global challenges and has prioritised nine specific goals that best align with the Group’s operations and sustainability strategies.

External Assurance

To ensure that information presented in the Report is accurate and reliable, our senior management commissioned a third-party institution to conduct an independent verification on both the data and content of the Report. Please refer to the Assurance Statement section of this report.

Feedback

We welcome stakeholders’ feedback and suggestions. Please contact us at sustainability@shuntakgroup.com.

此乃信德集團有限公司(香港股份代號：242)及其附屬公司發表的第七份可持續發展報告(「本報告」)。報告記錄本集團對持份者的承諾及在可持續發展的實施情況和績效。

報告範圍

本報告提供集團於2020年1月1日至12月31日期間，有關可持續發展的方針及表現，當中涵蓋本集團及其持有主要營運管控權的各合資企業在香港、澳門、內地及新加坡的主要業務，包括地產、酒店及消閒、運輸和投資。

有關企業管治及經濟表現的詳細資料，可於本公司網站：www.shuntakgroup.com查閱集團的2020年年報。

報告準則

本報告依照全球報告倡議組織(「GRI」)準則：核心選項擬備，並符合香港聯合交易所有限公司(「港交所」)證券上市規則附錄27《環境、社會及管治報告指引》的披露規定。

為應對全球挑戰，本集團支持聯合國可持續發展目標，並鎖定9個最符合我們營運和可持續發展策略的目標。

外部驗證

集團管理層委托獨立第三方核實本報告的數據及內容，確保資料準確無誤。請參閱本報告的「驗證聲明」章節。

意見

本集團歡迎持份者提出意見和建議，請透過電郵 sustainability@shuntakgroup.com 聯絡我們。

Stakeholder Engagement

We recognise the importance of our stakeholders in driving the success of our business. Therefore, we maintain regular engagement and open dialogues with our stakeholders through various communication channels.

持份者參與

我們深信持份者對推動業務成功十分重要，因此，我們透過各種溝通渠道與持份者保持持續和貫徹的溝通聯繫。

Key Stakeholder Groups and Communication Channels

主要持份者組別和溝通渠道

Business Partners 業務夥伴



- Annual Reports, Interim Reports, Circulars and Announcements
年報、中期報告、通函及公告
- Corporate website
公司網站
- Press releases
新聞稿
- Regular meetings
定期會議

Customers and Tenants 顧客及租戶



- Annual Reports, Interim Reports, Circulars and Announcements
年報、中期報告、通函及公告
- Corporate website
公司網站
- Customer satisfaction survey
顧客滿意度調查
- Customer service hotline
客戶服務熱線
- Regular meetings
定期會議
- Social media
社交媒體

Employees 員工



- Annual Reports, Interim Reports, Circulars and Announcements
年報、中期報告、通函及公告
- Intranet and emails
內聯網及電郵
- Newsletters
公司通訊
- Recreational and volunteer activities
康樂及義工活動
- Review and assessment
檢討及評估
- Training, seminars, briefing sessions
培訓、研討會及簡介會

Government and Industry Associations 政府及業界組織



- Annual Reports, Interim Reports, Circulars and Announcements
年報、中期報告、通函及公告
- Corporate website
公司網站
- Press releases
新聞稿
- Regular meetings
定期會議

Media 傳媒



- Annual Reports, Interim Reports, Circulars and Announcements
年報、中期報告、通函及公告
- Corporate website
公司網站
- Press releases
新聞稿

Non-governmental Organisations ("NGOs") and Local Communities 非政府組織及本地社區



- Annual Reports, Interim Reports, Circulars and Announcements
年報、中期報告、通函及公告
- Community service programmes
社區服務計劃
- Corporate website
公司網站
- Joint projects
協作項目
- Volunteer activities
義工活動

Shareholders and Investors 股東與投資者



- Annual General Meeting and other shareholders meetings
週年常會及其他股東會議
- Annual Reports, Interim Reports, Circulars and Announcements
年報、中期報告、通函及公告
- Meetings with investors and analysts
與投資者及分析員進行會議
- Press releases
新聞稿

Suppliers and Contractors 供應商與承建商



- Annual Reports, Interim Reports, Circulars and Announcements
年報、中期報告、通函及公告
- Review and assessment
檢討及評估
- Tendering processes
投標程序
- Training, seminars, briefing sessions
培訓、研討會及簡介會

An independent consultant was engaged to conduct a comprehensive stakeholder engagement exercise to identify the needs of key groups and actions necessary to meet those needs. Below is a summary of their key areas of concerns. Our responses to their invaluable feedback are explained in details in the respective sections of the Report.

我們委託獨立顧問進行全方位的持份者參與計劃，識別主要組別的需求，並採取適當行動。以下為持份者主要的關注範疇。有關集團的回應詳情，請參閱本報告的相應章節。

Areas of Concerns 關注範疇	Stakeholder Feedback 持份者意見	Our Responses 集團回應
Group Sustainability Strategy 集團可持續發展策略	Benchmarking with our peers would be useful for the Group to understand common sustainability issues in the industry and to identify areas of improvement. 以同業作基準，有助集團掌握常見的可持續發展議題及識別可改善範疇。	Please refer to “About this Report” and “Our Community” . 請參閱「關於本報告」及「我們的社區」
Workplace Practice 工作場所實務	The Group should develop a platform to provide training information and development opportunities to employees with the aim of achieving work-life balance and occupational health and safety. 集團應建立溝通平台，為員工提供培訓資訊及發展機會，以達致工作與生活平衡和職安健。	Please refer to “Our People” . 請參閱「我們的員工」
Social Involvement 社會參與	The Group should install more barrier-free facilities in its workplace and provide more opportunities for workers with disabilities. 集團應在旗下業務增設更多無障礙設施，並提供更多就業機會予殘疾人士。	Please refer to “Our Value Chain” . 請參閱「我們的價值鏈」
Partner Synergy 夥伴協作	The Group should amplify its positive impact on the society from charitable events by leveraging on its business partner network. 集團應善用業務夥伴的網絡，以慈善活動為社會帶來更多正面影響。	Please refer to “Our Community” . 請參閱「我們的社區」
Environmental Performance 環保表現	Further exploration on smart, green and sustainable technologies and systems is crucial to the Group’s effort in reducing environmental impact. 集團應更廣泛的利用智能環保科技及系統，減少環境影響。	Please refer to “Our Environment” . 請參閱「我們的環境」



Materiality Assessment

A systematic four-step approach was adopted to identify the material topics that represent the focuses of the Group and its stakeholders. The Board is closely involved in our materiality assessment process. During the validation phase, the results of the materiality assessment were reviewed and validated by our SSC and then approved by the Board.

重要議題評估

我們採納下述四個步驟，有系統地辨別出集團與持份者共同關注的重要議題。董事會密切參與我們的重要議題評估過程。在核實階段，重要議題評估結果先由可持續發展督導委員會檢視及核實，再由董事會批准。

Stakeholder Engagement

持份者參與

- In-depth interviews with key stakeholders were conducted through questionnaires, focus groups and telephone interviews
透過問卷調查、聚焦小組及電話訪問，與主要持份者進行深入訪問
- Sustainability topics that are highly relevant to our business, as well as sustainability challenges and opportunities, were identified
識別與集團業務高度相關的可持續發展議題、挑戰及機遇

Materiality Assessment

重要議題評估

- Results collected from the stakeholder engagement exercises and industry disclosure practices were analysed to develop a prioritised list of material topics
收集持份者於參與計劃中的意見及業界披露狀況，加以分析，以整合重要議題的優次

Stage 1

第一階段

Stage 2

第二階段

Industry Benchmarking

以同業披露範圍作基準

- Peer companies' performance and sustainability reports were reviewed to determine industry standards and commonalities
分析同業的表現和可持續發展報告，以確定行業標準和共通性

Stage 3

第三階段

Stage 4

第四階段

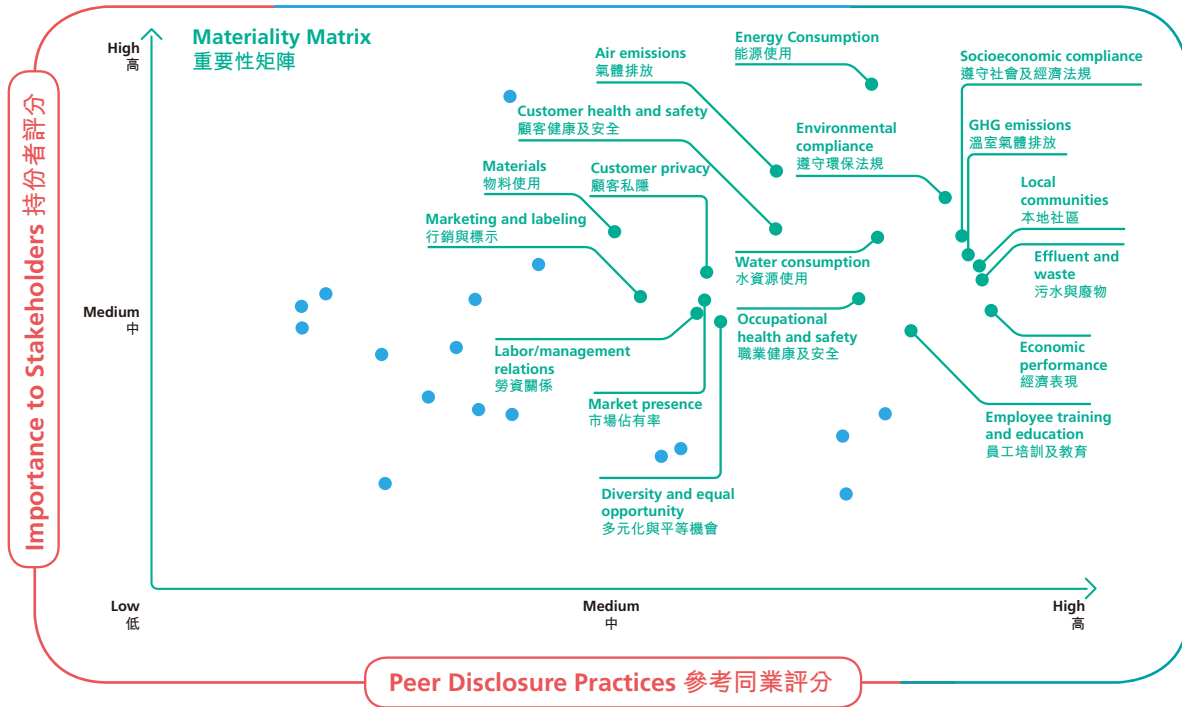
Aspect Validation

核實重要議題

- Material topics were submitted to the Group's SSC and the Board for review and validation
由本集團的可持續發展督導委員會檢視並核實重要議題

The key material topics identified in the stakeholder engagement exercise are plotted on the matrix below:

根據持份者參與計劃的結果，主要的可持續發展議題以矩陣方式排列如下：



Based on stakeholder feedback and our business knowledge, 17 material topics³¹ covering environmental, social and economic aspects were identified. The table below displays the material topics and its impact boundaries.

根據持份者意見和我們的商業知識，我們歸納出17個涉及經濟、環保及社會表現等的重要議題³¹。下表為歸納所得的重要議題及其影響範圍。

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

³¹ A total of 18 GRI G4 Aspects were identified as material during the materiality assessment conducted in 2016. As this report adopts the new GRI Standards in which two sub-categories of the Compliance Aspects under GRI G4, namely Social and Product Responsibility, have been combined into one GRI Standard (Socioeconomic Compliance), a total of 17 material topics were mapped from the GRI Standards.

³¹ 2016年進行的重要議題評估原確定共18個GRI G4重要議題。由於本報告採納更新版本的GRI準則，而鑑於GRI G4合規項目下的「遵守社會法規」及「遵守產品責任法規」兩個分類現已結合為一個稱為「遵守社會及經濟法規」的GRI標準，所以我們將重要議題整合為17個，以作配合。

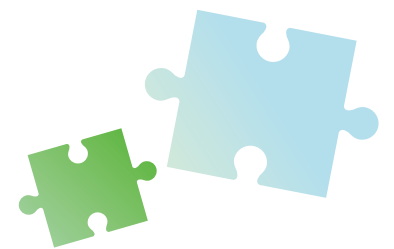
GRI and HKEx ESG Content Index

全球報告倡議組織及香港交易所 ESG 報告指引內容索引

Shun Tak Holdings Sustainability Report 2020 is prepared in accordance with GRI Standards: Core option, as well as the requirements stipulated in the ESG Reporting Guide, set out in Appendix 27 of the Rules Governing the Listing of Securities of Hong Kong Exchanges and Clearing Limited. The following table provides explanation or cross-reference to the relevant chapters.

《信德集團可持續發展報告2020》是依循全球報告倡議組織(「GRI」)準則：核心選項和香港聯合交易所有限公司證券上市規則附錄27《環境、社會及管治報告指引》所編寫。下表提供了相關章節或說明的互相參照。

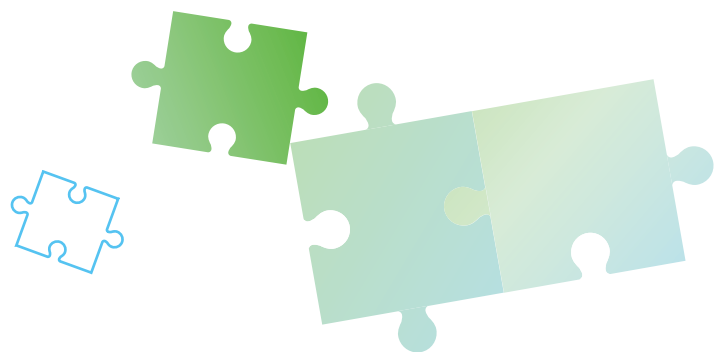
GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照／註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 101: Foundation 2016 基礎2016				
GRI 102: General Disclosures 2016 一般揭露2016				
Organisational Profile 組織概況				
102-1	Name of the organisation 組織名稱	About Shun Tak 信德集團		P.4-5
102-2	Activities, brands, products, and services 活動、品牌、產品與服務	About Shun Tak 信德集團 See also Review of Operations section of Annual Report 2020 並參閱2020年年報「業務回顧」章節		P.4-5 N/A
102-3	Location of headquarters 總部位置	About Shun Tak 信德集團		P.4-5
102-4	Location of operations 營運活動地點	About Shun Tak 信德集團		P.4-5
102-5	Ownership and legal form 所有權與法律形式	About this Report 關於本報告 See also Review of Operations section of Annual Report 2020 並參閱2020年年報「業務回顧」章節		P.84-88 N/A
102-6	Markets served 提供服務的市場	About Shun Tak 信德集團		P.4-5
102-7	Scale of the organisation 組織規模	Our People 我們的員工 Performance Data Summary 表現數據摘要		P.32-43 P.78-83



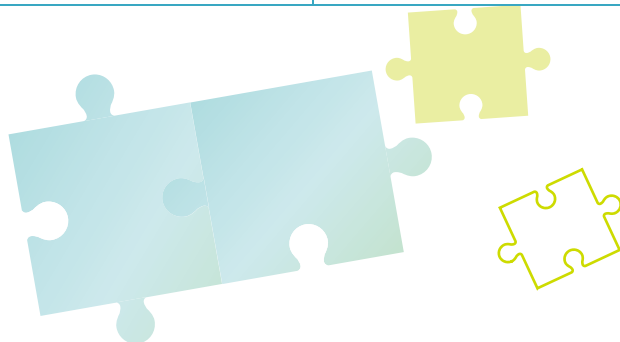


GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照／註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
102-8	Information on employees and other workers 員工與其他工作者的資訊	Performance Highlights 表現概覽 Our People 我們的員工 Performance Data Summary 表現數據摘要	B1.1, B1.2	P.12-13 P.32-43 P.78-83
102-9	Supply Chain 供應鏈	Our Value Chain 我們的價值鏈 Performance Data Summary 表現數據摘要	GD-B5, B5.1, B5.2, B5.3, B5.4	P.58-67 P.78-83
102-10	Significant changes to the organisation and its supply chain 組織與其供應鏈的重大變化	The Group and China Travel International Investment Hong Kong Limited (through their respective subsidiaries) entered into sale and purchase agreements to implement the restructuring and transformation of TurboJET. 本集團與香港中旅國際投資有限公司(透過旗下個別附屬公司)訂立買賣協議，以實施噴射飛航的重組和轉型。		N/A
102-11	Precautionary principle or approach 預警原則或方針	Corporate Governance 企業管治 Sustainability Governance 可持續發展管治 See also the Corporate Governance Report section of our Annual Report 2020. 並參閱2020年年報「企業管治報告」章節		P.14-15 P.16-17 N/A
102-12	External initiatives 外部倡議	Our Environment 我們的環境 Major Recognitions, Awards, Charters & Memberships 主要嘉許、獎項、約章及會籍		P.44-57 P.68-77
102-13	Membership of associations 公協會的會員資格	Major Recognitions, Awards, Charters & Memberships 主要嘉許、獎項、約章及會籍		P.68-77
Strategy 策略				
102-14	Statement from senior decision maker 決策者的聲明	Message from Management 管理層寄語		P.2-3

GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照/註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
Ethics and Integrity 倫理與誠信				
102-16	Values, principles, standards, and norms of behaviour 價值、原則、標準及行為規範	Message from Management 管理層寄語 About Shun Tak 信德集團 See also the Corporate Governance Report section of our Annual Report 2020. 並參閱2020年年報「企業管治報告」章節	GD-B7, B7.2	P.2-3 P.4-5 N/A
Governance 治理				
102-18	Governance structure 治理結構	Corporate Governance 企業管治 Sustainability Governance 可持續發展管治 See also the Corporate Governance Report section of our Annual Report 2020. 並參閱2020年年報「企業管治報告」章節		P.14-15 P.16-17 N/A
Stakeholder Engagement 持份者參與				
102-40	List of stakeholder groups 持份者組別	About this Report 關於本報告		P.84-88
102-41	Collective bargaining agreements 團體協約	No current employees are covered by collective bargaining agreements. 暫時無僱員受集體談判合約保障。		N/A
102-42	Identifying and selecting stakeholders 鑑別與選擇持份者	About this Report 信德集團		P.84-88
102-43	Approach to stakeholder Engagement 與持份者溝通的方針	About this Report 信德集團 Our Value Chain 我們的價值鏈	B6.2	P.84-88 P.58-67
102-44	Key topics and concerns raised 提出之關鍵主題與關注事項	About this Report 關於本報告	B6.2	P.84-88



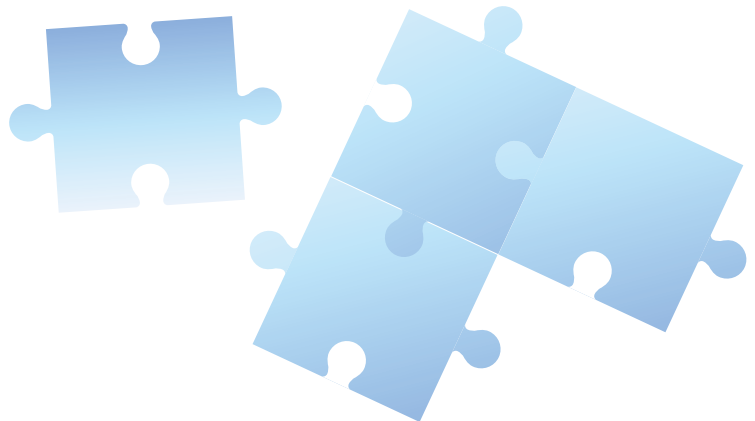
GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照／註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
Reporting Practice 報導實務				
102-45	Entities included in the consolidated financial statements 合併財務報表中所包含的實體	About this Report 關於本報告 See also Notes to the Financial Statements section of our Annual Report 2020. 並參閱2020年年報「財務報表附註」章節		P.84-88 N/A
102-46	Defining report content and topic Boundaries 界定報告書內容與主題邊界	About this Report 信德集團 As there have been no significant changes in our material issues since the 2016 assessment, a materiality assessment survey was not conducted in 2020. We shall review our material issues annually if necessary. Our senior management review and confirm our material topics every year. 由於我們就2016年釐定的重要議題並未發現有重大變化，因此在2020年未進行重要議題評估。在有必要時，我們將每年檢討我們的重大議題。每年，高級管理層會審視並確認集團的重要議題。		P.84-88 N/A
102-47	List of material topics 重大主題列表	About this Report 關於本報告		P.84-88
102-48	Restatements of information 資訊重編	There were no restatements of information in this Report. 沒有就去年報告內容作出重整。		N/A
102-49	Changes in reporting 報導改變	There are no significant changes compared to previous reporting periods regarding the lists of material topics and topic boundaries. 與以前的報告期相比，本報告沒有對重要議題及議題邊界方面作出重大改變。		N/A
102-50	Reporting period 報告期間	About this Report 關於本報告		P.84-88
102-51	Date of most recent report 上一次報告書的日期	Our previous report was published in April 2020. 上一次報告書於2020年4月出版。		N/A





GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照/註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
102-52	Reporting cycle 報告週期	About this Report 關於本報告		P.84-88
102-53	Contact point for questions regarding the report 可回答報告書相關問題的聯絡人	About this Report 關於本報告		P.84-88
102-54	Claims of reporting in accordance with the GRI Standards 依循GRI 準則報導的宣告	About this Report 關於本報告		P.84-88
102-55	GRI content index 依循GRI準則報導的宣告	GRI and HKEx ESG Content Index 關於本報告		P.89-98
102-56	External assurance 外部保證/確信	About this Report 關於本報告 Assurance Statement 驗證聲明		P.84-88 P.99-100
Material Topics 重要議題				
GRI 200: Economic Topics 經濟				
GRI 201: Economic Performance 2016 經濟績效 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針2016		Sustainability Governance 可持續發展管治 Our Community 我們的社區 See also the Group Financial Review in our Annual Report 2020. 並參閱2020年年報「集團財務回顧」章 節		P.16-17 P.18-31 N/A
201-1	Direct economic value generated and distributed 組織所產生及分配的直接經濟價值	Performance Highlights 表現概覽 Performance Data Summary 表現數據摘要 See also the Group Financial Review in our Annual Report 2020. 並參閱2020年年報「集團財務回顧」章 節	B8.2	P.12-13 P.78-83 N/A
GRI 202: Market Presence 2016 市場地位 2016				
GRI 103 Management Approach 2016 GRI 103管理方針2016		About this Report 關於本報告 Our People 我們的員工		P.84-88 P.32-43
202-1	Ratios of standard entry level wage by gender compared to local minimum wage 不同性別的基層人員之標準薪資與 當地最低薪資的比率	We complied with local minimum wages laws in Hong Kong, Macau, Mainland China and Singapore. Employees' wage rate is based on performance and experience. 我們符合香港、澳門及中國內地的最低 工資法律，並依照員工的表現和經驗制 定薪酬。	GD-B1	N/A

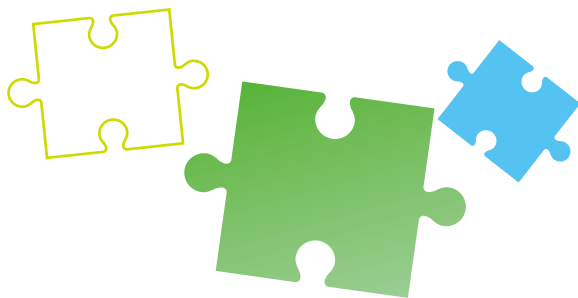
GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照／註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 300: Environmental Topics 環境				
GRI 301: Materials 2016 物料 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Sustainability Governance 可持續發展管治 Our Environment 我們的環境	GD-A2, GD-A3, A3.1	P.84-88 P.16-17 P.44-57
301-1	Materials used by weight or volume 所用物料的重量或體積	Performance Data Summary 表現數據摘要	A2.5	P.78-83
GRI 302: Energy 2016 能源 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Sustainability Governance 可持續發展管治 Our Environment 我們的環境	GD-A2, A2.3, GD-A3, A3.1	P.84-88 P.16-17 P.44-57
302-1	Energy consumption within the organisation 組織內部的能源消耗量	Performance Data Summary 表現數據摘要	A2.1	P.78-83
GRI 303: Water and Effluents 2018 水與污水 2018				
GRI 103 Management Approach 2016, 303-1, 303-2 GRI 103 管理方針 2016, 303-1, 303-2		About this Report 關於本報告 Sustainability Governance 可持續發展管治 Our Environment 我們的環境	GD-A2, A2.4, GD-A3, A3.1	P.84-88 P.16-17 P.44-57
303-5	Water consumption 耗水量	Performance Data Summary 表現數據摘要 The Group did not consume any water from areas with water stress during the reporting period. 報告期內，集團沒有使用具水資源壓力地區的水。	A2.2	P.78-83 N/A





GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照/註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 305: Emissions 2016 排放 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		<p>About this Report 關於本報告</p> <p>Sustainability Governance 可持續發展管治</p> <p>Our Environment 我們的環境</p> <p>There are no laws and regulations that have a significant impact on the Group relating to air and greenhouse gas emissions. 本地沒有法律及規例影響本集團有關廢氣及溫室氣體排放的管理。</p>	GD-A1, A1.1, A1.5, GD-A3, A3.1, GD-A4, A4.1	<p>P.84-88</p> <p>P.16-17</p> <p>P.44-57</p> <p>N/A</p>
305-1	Direct (Scope 1) GHG emissions 直接(範疇1)溫室氣體排放	Performance Data Summary 表現數據摘要	A1.2	P.78-83
305-2	Energy indirect (Scope 2) GHG emissions 能源間接(範疇2)溫室氣體排放	Performance Data Summary 表現數據摘要	A1.2	P.78-83
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions 氮氧化物、硫氧化物和其他重大的氣體排放	Performance Data Summary 表現數據摘要	A1.1	P.78-83
GRI 306: Effluents and Waste 2016 廢污水及廢棄物 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		<p>About this Report 關於本報告</p> <p>Sustainability Governance 可持續發展管治</p> <p>Our Environment 我們的環境</p> <p>There are no laws and regulations that have a significant impact on the Group relating to discharges into water and land, and generation of hazardous and non-hazardous waste. 本地沒有法律及規例影響本集團有關水及土地的排污、有害及無害廢棄物的管理。</p>	GD-A1, A1.6, GD-A3, A3.1	<p>P.84-88</p> <p>P.16-17</p> <p>P.44-57</p> <p>N/A</p>
306-2	Waste by type and disposal method 按類別及處置方法劃分的廢棄物	Performance Data Summary 表現數據摘要	A1.3, A1.4	P.78-83

GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照／註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 307: Environmental Compliance 2016 有關環境保護的法規遵循 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Sustainability Governance 可持續發展管治 Our Environment 我們的環境	GD-A1	P.84-88 P.16-17 P.44-57
307-1	Non-compliance with environmental laws and regulations 違反環保法規	There were no fines or non-monetary sanctions for non-compliance in the environmental area during the reporting period. 報告期內，集團沒有因違反環境相關法規而被處分罰款或受非金錢制裁。	GD-A1	N/A
GRI 400: Social Topics GRI 400: 社會				
GRI 402: Labour/Management Relations 2016 勞／資關係 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工 There were no incidents of non-compliance related to child and forced labour. 報告期內，集團沒有違反強迫勞工或童工法規的事件。	GD-B1, B4, B4.1, B4.2	P.84-88 P.32-43 N/A
402-1	Minimum notice periods regarding operational changes 關於營運變化的最短預告期	Depending on the circumstances, there is no fixed minimum notice regarding operational change. However, to the extent possible, we do inform our workforce well in advance the intention and details of the change. Prior to such changes, we will conduct briefing for employees to collect their feedback and try to put relevant notice within a month's time. 視乎情況而定，我們沒有設定業務運作改變的最短通知期，但我們會盡可能通過內部簡報會事先向有關員工解釋詳情及收集意見。此等運作改動內容會在實施前一個月通知員工。		N/A



GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照/註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 403: Occupational Health and Safety 2018 職業安全衛生 2018				
GRI 103 Management Approach 2016, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7 GRI 103 管理方針 2016, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7		About this Report 關於本報告 Our People 我們的員工 There are no laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards. 本集團並無違反提供安全工作環境及保障僱員避免職業性危害的相關法律及規例。	GD-B2, B2.3	P.84-88 P.32-43 N/A
403-9	Work-related injuries 職業傷害	Performance Data Summary 表現數據摘要	B2.1, B2.2 Please refer to our past sustainability reports for previous years' occupational health and safety statistics. 有關我們過去的職安健數據，請參閱我們過往的可持續發展報告。	P.78-83
GRI 404: Training and Education 2016 訓練與教育 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工	GD-B3, B7.3	P.84-88 P.32-43
404-1	Average hours of training per year per employee 每名員工每年接受訓練的平均時數	Our People 我們的員工 Performance Data Summary 表現數據摘要	B3.1, B3.2	P.32-43 P.78-83
GRI 405: Diversity and Inclusion 2016 員工多元化與平等機會 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工	GD-B1	P.84-88 P.32-43
405-1	Diversity of governance bodies and employees 治理單位與員工的多元化	Our People 我們的員工 Performance Data Summary 表現數據摘要 See also the Corporate Governance Report section of our Annual Report 2020. 並參閱 2020 年年報「企業管治報告」章節	B1.1	P.32-43 P.78-83 N/A
GRI 413: Local Communities 2016 當地社區 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Community 我們的社區	GD-B8	P.84-88 P.18-31
413-1	Operations with local community engagement, impact assessments, and development programs 經當地社區溝通、衝擊評估和發展計劃的營運活動	Our Community 我們的社區 Performance Data Summary 表現數據摘要	B8.1	P.18-31 P.78-83

GRI Standard 全球報告倡議 組織標準	Disclosure Number and Title 披露項目	Section reference/remarks 互相參照／註釋	HKEx ESG KPI 香港聯交所 關鍵績效指標	Page No. 頁數
GRI 416: Customer Health and Safety 2016 顧客的健康與安全 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Value Chain 我們的價值鏈	GD-B6	P.84-88 P.58-67
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services 違反有關產品與服務的健康和安全法規之事件	There were no reported incidents of non-compliance concerning the health and safety of our products and services reported during the reporting period. 報告期內，集團沒有發生因違反有關產品和服務健康與安全影響法規的事件。	GD-B6, B6.1, B6.4	N/A
GRI 417: Marketing and Labelling 2016 行銷及標示 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Value Chain 我們的價值鏈	GD-B6, B6.3	P.84-88 P.58-67
417-2	Incidents of non-compliance concerning product and service information and labelling 未遵循產品與服務之資訊與標示法規的事件	There were no reported incidents of non-compliance concerning product and service information and labelling during the reporting period. 報告期內，集團沒有因違反有關產品和服務資訊標示的法規的事件。	GD-B6	N/A
GRI 418: Customer Privacy 2016 客戶隱私 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告	GD-B6, B6.5	P.84-88
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data 經證實侵犯客戶隱私或遺失客戶資料的投訴	There were no substantiated complaints identified in relation to customer privacy during the reporting period. 報告期內，集團沒有經證實的侵犯顧客私隱及遺失顧客資料的投訴。	B6.2	N/A
GRI 419: Socioeconomic Compliance 2016 社會經濟法規遵循 2016				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 The Group's Code of Conduct was established in accordance with Hong Kong's Prevention of Bribery Ordinance, which prohibits unethical issues such as corruption, bribery and conflict of interest within our working environment. 本集團的《行為守則》是根據香港的《防止賄賂條例》制定的，該守則禁止我們的工作環境中發生如腐敗、賄賂和利益衝突之類等不道德事件。		P.84-88 N/A
419-1	Non-compliance with laws and regulations in the social and economic area 違反社會及經濟領域方面之法律和規定	There were no incidents of non-compliance concerning laws and regulations during the reporting period. 報告期內，集團沒有發生因違反社會及經濟相關法規而被處分巨額罰款或受非金錢制裁的事件。	GD-B1, GD-B2, GD-B4, GD-B6, GD-B7, B7.1	N/A

Assurance Statement

驗證聲明



SGS Statement on Assurance 《Shun Tak Holdings Limited Sustainability Report 2020》 香港通用檢測認證有限公司對《信德集團有限公司可持續發展報告2020》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 2020 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 2020 to 31 December 2020.

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

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

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

The assurance methodology comprised a combination of pre-assurance research, 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《信德集團有限公司可持續發展報告2020》(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2020年1月1日至2020年12月31日有關可持續發展的表現。

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

本報告以高級審查規格進行驗證，所用規章旨在：

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

驗證方法包括驗證前調研及進行文檔和記錄審查和確認。

獨立審計的財務帳戶中的財務資料，並未於本驗證流程中與來源資料進行核對。

STATEMENT OF INDEPENDENCE AND COMPETENCE

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

The assurance team was assembled based on the members' knowledge, experience and qualifications for this assignment, and comprised lead auditors of ISO 14001, auditors of ISO 45001, SA 8000 and ISO 26000 and trainer in Sustainability Reporting.

ASSURANCE OPINION

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

Signed:

For and on behalf of SGS Hong Kong Limited



Miranda Kwan

關靜儀

Director

總監

Knowledge

知識與管理

3 March 2021

www.sgs.com

獨立性與能力聲明

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

驗證團隊是由具備與此項任務有關的知識、經驗和資歷的人員組成，當中包括ISO 14001主任審核員、ISO 45001、SA 8000審核員、ISO 26000審核員及可持續發展報告培訓導師。

驗證意見

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

簽字：

代表香港通用檢測認證有限公司



Patrick Leung

梁耀基

Lead Assuror

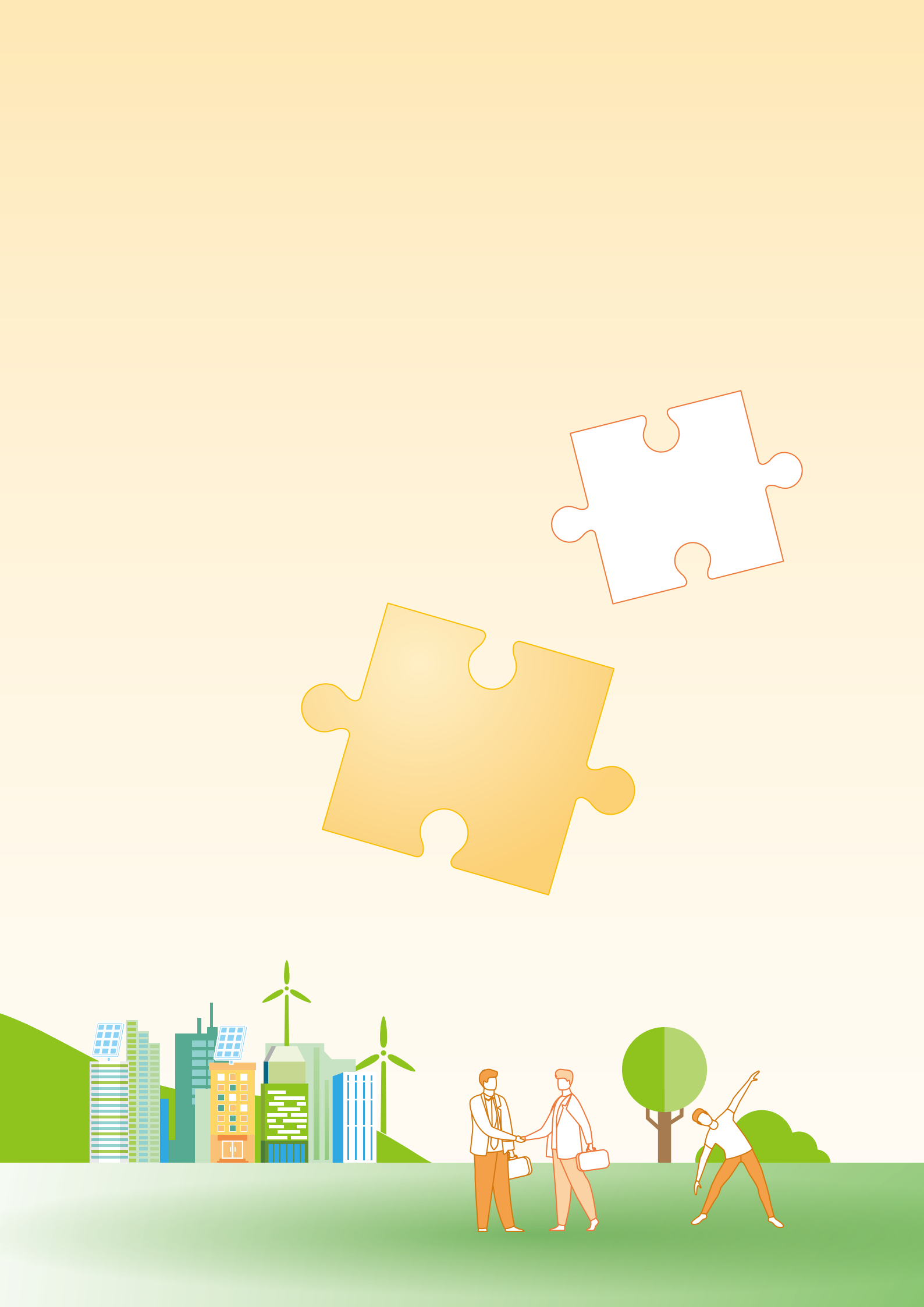
主任驗證員

Knowledge

知識與管理

2021年3月3日

www.sgs.com



信德集團

SHUN-TAK HOLDINGS

Shun Tak Holdings Limited

Penthouse 39/F, West Tower, Shun Tak Centre,
200 Connaught Road Central, Hong Kong

信德集團有限公司

香港干諾道中二百號信德中心西座三十九頂樓

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Sustainability Report PDF version
可持續發展報告 PDF版本

