

信德集團

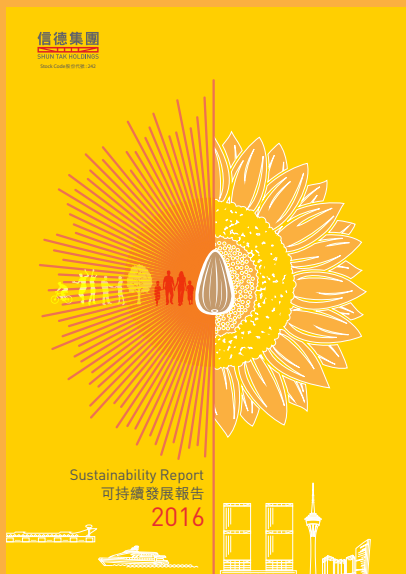
SHUN TAK HOLDINGS

Stock Code 股份代號: 242



Sustainability Report  
可持續發展報告  
2016



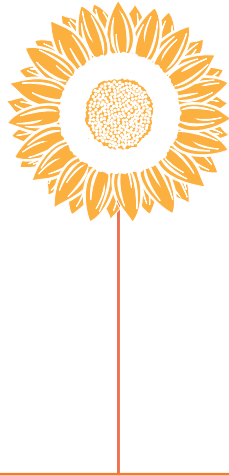


### **Today's Seeds, Tomorrow's Flowers**

今天的種子 明天的花兒

Sunflower symbolizes strength and loyalty. Its bountiful seeds contain beneficial nutrients such as vitamins, minerals and phytochemicals that are necessary for growth and development. The image of people and the tree on the left side of the sunflower seed represents the people, the community and the environment we deeply care for.

向日葵是力量與忠誠的象徵。它數目繁多的種子含有發育及生長所需的營養素，例如維他命、礦物質和植物化學成份等。向日葵種子左方人和樹的圖像代表我們深切關心的人、社群及環境。



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# Message from the Management

## 管理層序言



2016 was a tumultuous year, marked by socio-economic and socio-political issues around the world. In this difficult environment, our commitment to create shared value for all our stakeholders and the communities in which we operate has become stronger than ever. Firmly believe in the interdependence of our company's success and the society's advancement, we make creating shared value the crux of our business strategy and daily operations.

It is in the spirit of creating shared value that we undertook our sustainability efforts in 2016. The theme of our Sustainability Report this year is "Sowing the seeds of sustainability," and our goal is to spread the message of "Today's Seeds, Tomorrow's Flowers," with regard to the environmental, social and governance aspects, to our stakeholders across our businesses and to our communities.

Leading our "Sowing the seeds of sustainability" campaign was our Group's green initiative called "Think Green • Live Green." During the year under review, we had organised more than 35 green programmes for our stakeholders to nurture green appreciation and low carbon living. Through our collective efforts, our corporate and main offices achieved cumulative electricity reduction of nearly 19% against the 2013 baseline. Our commitment and continuous efforts in environmental protection have been recognised by local and international authorities alike.

Lending support to our campaign were our long-standing "Knowledge Sharing and Education" and "Caring and Supporting" initiatives. Our pragmatic knowledge sharing

2016年是充滿挑戰的一年，政經動盪影響社會發展的情況遍及全球。在這困難的環境下，更加堅定我們為持份者及社區創造共享價值的決心；致力將創造共享價值的理念，融入集團的商業策略及日常營運，因為我們深信企業成就與社會進步息息相關，兩者相輔相承。

本著創造共享價值的精神，2016年我們開展多項可持續發展計劃。今年的可持續發展報告以「播下可持續發展的種子」為主題，寓意「今天的種子 明天的花兒」，並向所有業務單位持份者及社區宣揚這訊息，鼓勵大家在環境、社會及管治等各方面努力耕耘。

「綠色生活 我思•我行」是配合「播下可持續發展的種子」為主題的重點環保計劃。在回顧年度，集團籌辦超過35個綠色項目，向我們的持份者提倡賞綠文化和低碳生活。憑著大家群策群力，集團總部及主要辦事處得以大幅節省能源消耗，用電量相對2013年基綫累積減少近19%。我們在環保方面的承擔及持續努力，更喜獲本地及國際機構的認同。

長久以來，我們本著「知識共享教育」及「關愛扶持」來推行可持續發展工作，在集團的業務範疇，借助知識共享及教育向持份者撒下可持續



and education sessions are seeds of sustainable development we spread to stakeholders across our businesses. In March 2016, we proudly sponsored the “Shun Tak Holdings Limited presents: Tung Wah Charity Carnival Charity Day” in collaboration with the Tung Wah Group of Hospitals to promote social integration and inclusiveness. We also dedicated our active support to the community through sponsorships, donations, volunteering and 4,276 hours of community service.

One of the major business developments in our Group last year was the expansion of our ferry services at the Tuen Mun Ferry Terminal with the launching of two new routes destined for Macau and the Shenzhen Airport. This expansion further enhances our service network in the Pearl River Delta region, but more importantly brings new convenience to passengers in Tuen Mun and the nearby districts, Macau and Mainland China.

Our actions in 2016 demonstrate our continuous effort to sustain economic growth for the Group and generate long term returns for our investors, while partnering with and caring for our invaluable stakeholders (employees, customers, business partners and suppliers) and our communities, and protecting the environment. Apart from following the prevalent international Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines and the new Environmental, Social and Governance (ESG) Reporting Guide set forth by The Stock Exchanges of Hong Kong Limited, we expanded our stakeholders engagement programme to cover a wider spectrum because we believe consultation and collaboration with our stakeholders are critical to our sustainability.

We will continue to incorporate sustainable development concept in our business strategy and daily operations, and enhance measures to elevate green awareness in our development and reduce carbon emission in our operations without compromising the quality of our services and products. We will also continue to work hand-in-hand with different parties in our value chain to optimize energy efficiency, reduce resources usage and curtail waste generation. I would like to thank our employees for their tremendous efforts and our stakeholders for their crucial feedback. I look forward to your continued support and encourage you to give us your comments so that we can improve our sustainability performance.

**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

23/06/2017

發展的種子。2016年3月，集團誠意贊助「信德集團有限公司呈獻：東華慈善嘉年華慈善同樂日」，與東華三院合力推動社會和諧共融。透過贊助、捐獻及提供4,276小時義工服務，貢獻社會。

在集團去年的重大業務發展之中，其中一項是擴展屯門客運碼頭的渡輪服務，開辦往來澳門及深圳機場兩條新航線。是次擴充進一步加強我們在珠三角區域的服務網，更重要是為屯門以至澳門及內地鄰近地區的居民，帶來更大便捷。

2016年作出的努力，充份體現我們矢志促進集團業務增長，為投資者創造長遠回報的同時，亦極為重視與不同持份者（員工、客戶、業務夥伴和供應商）及社群的衷誠合作，關顧其需要，並且悉力保護環境。因為我們深信與持份者的協商和合作，將影響到集團的可持續發展，除了引用相關國際標準《全球報告倡議組織（GRI）G4可持續發展報告指引》及香港交易所最新公佈《環境、社會及管治（ESG）報告指引》，我們將持份者參與計劃的覆蓋範圍延伸至更廣泛領域。

我們承諾繼續將可持續發展概念融入業務發展策略及日常營運；在確保服務及產品質素的前提下，採取措施加強在發展過程中的環保意識，以及減少在業務運作中的碳排放。我們並將繼續與價值鏈各方攜手合作，致力提高能源效益，減少資源虛耗及減廢。在此衷心感謝所有員工的努力及各持份者的寶貴意見，期望繼續得到大家的支持和建議，讓我們的可持續發展工作更臻完善。



## About this Report

### 關於本報告

This is the third Sustainability Report (“the Report”) of Shun Tak Holdings Limited (“the Company” or “STHL”) (Code: 242) and its subsidiaries (collectively called “the Group”). The Report shows the Group’s commitment to integrate sustainability into its business strategy and daily operations across its business units, and presents the Group’s continuous efforts to foster a sustainable future for its stakeholders and the communities in which it operates.

本報告是信德集團有限公司(「本公司」或「信德」)(港交所上市代號：242)及其附屬公司(統稱「集團」)發表的第三份可持續發展報告(「本報告」)。本報告展示集團將可持續發展融入業務策略及部門日常營運的承諾，並闡述集團竭力為持份者及社區創建可持續發展的未來。



## Scope of the Report

### 報告範圍

The Report covers the core activities of the Group and the joint ventures with the Group’s dominant operational control in Hong Kong, Macau, and Mainland China, involving four business sectors: property, transportation, hospitality and investment. It highlights the Group’s sustainability approach and performance in the economic, environmental and social aspects of its businesses for the reporting period from 1 January to 31 December 2016. For detailed information related to the Group’s corporate governance and financial performance, please refer to our Annual Report 2016, which is available on the Company’s website: <http://www.shuntakgroup.com>

本報告涵蓋集團和其持有主要營運管控權的各合資企業，在香港、澳門及中國內地的地產、運輸、酒店消閒和投資等四大核心業務，重點匯報於2016年1月1日至12月31日期間在經濟、環境及社會範疇的可持續發展工作和表現。有關集團企業管治及經濟績效的詳情，請參閱已上載本公司網站的2016年年報(<http://www.shuntakgroup.com>)。

## How We Report 報告準則

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

We carried out a comprehensive stakeholder engagement exercise involving our internal and external stakeholders, conducted benchmarking against selected industry practitioners, and commissioned an independent third party to verify the content and quality of information in the Report. Details of the assurance process and results can be found in the Assurance Statement.

We welcome your feedback to help us improve our sustainability performance. Please send your comments or suggestions to us via [sustainability@shuntakgroup.com](mailto:sustainability@shuntakgroup.com).

本報告是依照《全球報告倡議組織(GRI)G4可持續發展報告指引》的「核心選項」及香港交易所發佈的《環境、社會及管治(ESG)報告指引》擬備。

我們進行全面的持份者參與活動，廣邀內部與外界持份者參與其中，並參考同業的披露範疇作標準，以及委託獨立第三方認證機構進行審查，核實報告的內容和資料準確性。有關驗證過程及結果，請參閱「驗證聲明」。

閣下的意見彌足珍貴，有助我們不斷優化可持續發展工作。歡迎閣下將意見或建議透過電郵傳送至 [sustainability@shuntakgroup.com](mailto:sustainability@shuntakgroup.com)。

## Stakeholder Engagement 持份者參與

Our stakeholders' views on our sustainability performance are critically important in respect to our long term strategic planning. We therefore value every opportunity to forge meaningful relationships with them and to engage them in an on-going dialogue. Throughout the year, we maintain comprehensive two-way communication platforms (summarised below) to interact with them, solicit their opinion and address their concerns.

我們高度重視持份者對集團可持續發展工作的意見，視為制定長遠策略性規劃的參考依據，因此珍惜每個機會與持份者建立深厚關係，與他們持續溝通。年內，我們繼續透過全面的雙向平台(詳見下文)與持份者交流互動，用心聆聽他們的意見和回應他們的關注。



# Stakeholder Communication Channels

## 持份者溝通渠道

### Stakeholder Groups 持份者組別



### Communication Channels 溝通渠道

- Training, seminars, briefing sessions  
培訓、研討會、簡介會
- Recreational and volunteer activities  
康樂及義工活動
- Intranet and emails  
內聯網及電郵
- Customer satisfaction survey  
顧客滿意度問卷調查
- Customer service hotline  
客戶服務熱線
- Regular meetings  
定期會議
- Social media  
社交媒體
- Review and assessment  
檢視及評估
- Press releases  
新聞稿
- Tendering processes  
投標程序
- Annual General Meeting and other shareholders meetings  
週年常會和其他股東會議
- Meetings with investors and analysts  
與投資者及分析員舉行會議
- Annual Reports, Interim Reports and Announcements  
年報、中期報告及公告
- Newsletters  
通訊
- Corporate website  
公司網站
- Community service programmes  
社區服務計劃
- Joint projects  
協作項目



For the purpose of our Sustainability Reports, we commission an external consultant to conduct independent stakeholder engagement exercises. This year, in addition to engaging our employees, investors, customers and tenants, non-governmental organisations (NGOs) and business partners, we expanded our stakeholder engagement to include industry associations so as to obtain views from a wider spectrum. Depending on the nature and size of the stakeholder groups, participants were invited to express their views in format of focus group meetings, phone interviews or questionnaires. A summary of stakeholder comments and our corresponding responses are tabulated below.

因應可持續發展報告的需要，我們委託獨立顧問專責統籌持份者參與計劃。本年度，我們進一步擴大持份者的覆蓋範圍，除了員工、投資者、顧客與租戶、非政府組織及業務夥伴外，亦廣邀業界組織與我們共商同理，務求廣泛了解不同持份者的意見。我們會視乎各個持份者組別的性质和人數，邀請他們出席聚焦小組、接受電話訪問或問卷調查。持份者意見重點及集團回應，詳列下表：

## Highlights of Stakeholder Comments and The Group's Responses

### 持份者意見重點及集團回應

Area of Concerns 關注範疇	Stakeholder Comments 持份者意見	Our Responses 集團回應
 <p><b>Group Sustainability Strategy</b> 集團可持續發展策略</p>	<p>Stakeholders suggested that the Group should conduct performance benchmarking against peer companies as it is a meaningful practice for companies to identify room for performance enhancement.</p> <p>持份者建議集團參考同業的表現基準分析，制定相關機制進行評比，藉此檢視改善空間，有效提升集團表現。</p>	<p>Benchmarking against peers will indeed enable us to keep abreast of market trends and better understand our strengths and weaknesses. During the reporting process, we benchmark our reporting practice against a number of comparable peer companies. The results are used to determine the material issues in our Reports. We will continue the benchmarking practice against international and industry standards as a tool to improve our sustainability performances.</p> <p>參考同業表現作評比基準，的確可讓我們緊貼市場趨勢和加深了解集團的優勢和弱點。在編製可持續發展報告的過程中，我們嘗試與多間同業公司進行對照，並根據分析結果界定應納入本報告的重要議題。未來我們將繼續根據國際及業界標準進行評比分析，藉此優化集團的可持續發展績效。</p>
 <p><b>Workplace Practice</b> 工作間實施表現</p>	<p>Stakeholders expressed appreciation for the Group's efforts in promoting work-life balance, but recommended that the Group should collect more input from employees and should further enhance occupational health and safety awareness in the workplace.</p> <p>持份者對集團促進工作與生活平衡的努力表示讚賞，但建議集團可徵集更多員工意見，並進一步提高工作間的職安健意識。</p>	<p>Employees are our greatest asset and we value their opinion. In planning for activities to promote work-life balance, we conduct an annual survey to collect our employees' input on their preferred activities and accommodate whenever possible. We also conduct post-event communications such as debriefings and questionnaires to solicit their feedback. We will continue to reach out to our employees to enhance our work-life balance programme. We will also organise further training on occupational health and safety in the workplace.</p> <p>員工是最寶貴的資產，我們非常重視他們的意見。為完善規劃各類活動促進工作與餘暇平衡，我們每年均會進行意見調查聽取員工的喜好，盡可能安排相關活動。此外，我們會在活動後與員工溝通，例如事後諮詢會和問卷調查，以了解他們的看法。我們會繼續主動接觸員工，促進工作與生活平衡，亦會安排更多職安健培訓。</p>

<b>Area of Concerns</b> 關注範疇	<b>Stakeholder Comments</b> 持份者意見	<b>Our Responses</b> 集團回應
 <p><b>Social Involvement</b> 社會參與</p>	<p>Stakeholders commended the Group for its active participation in social events, and suggested that the Group could hire more persons with disabilities and provide more universal accessibility facilities in its operation to promote social integration.</p> <p>持份者讚揚集團積極參與公益活動，並建議集團多僱用傷殘人士和在各業務場所提供更多無障礙通道，促進社會共融。</p>	<p>As a conscientious corporate citizen, we are committed to giving back to the society and promoting social integration and inclusiveness. We uphold our policy of equal opportunities and support equal employment of disabled workers. In Macau, our efforts to foster social integration have been recognised by the Employees with Disabilities Recognition Scheme. In our managed properties, we offer a barrier-free environment, having installed a wide range of facilities to ensure better accessibility for people in need. We will continue our efforts to promote social integration.</p> <p>作為重德承責的企業公民，我們矢志回饋社會，推動社會和諧共融。我們堅守平等機會政策，支持傷殘人士享有平等就業機會。在澳門，我們對促進社會共融不遺餘力，獲得「聘僱殘障人士僱主嘉許計劃」的表揚。我們在集團轄下管理物業推動無障礙設施，為有需要人士提供暢通無阻的環境。我們會繼續提倡社會共融。</p>
 <p><b>Partner Synergy</b> 夥伴協力</p>	<p>Stakeholders suggested that the Group may consider inviting our working partners in our value chain to participate in our charity initiatives to serve the society at large.</p> <p>持份者建議集團考慮邀請價值鏈的業務夥伴共襄善舉，一同參與集團的慈善活動，服務廣大社群。</p>	<p>Our business partners are also our sustainability partners. We strive to leverage our influence on them through collaborations and joint community and charity projects. In 2017, on the occasion of its 55<sup>th</sup> anniversary, TurboJET will host a fund-raising Charity Variety Show and invite its business partners to join; and Macau Tower will join hands with its tenants to support a NGO to hold an Art Exhibition during the Autism Month.</p> <p>對我們而言，業務夥伴也是可持續發展夥伴，我們致力透過合作和協辦公益慈善活動，倡導他們一同造福社會。2017年為噴射飛航成立55週年誌慶，我們舉辦慈善籌款綜藝表演，並廣邀業務夥伴出席。澳門旅遊塔則會在「自閉症關懷月」，與租戶攜手支持由非政府組織舉辦的藝術展覽。</p>
 <p><b>Environmental Performance</b> 環保表現</p>	<p>Stakeholders suggested that the Group should adopt more green measures across the operations, such as exploring the implementation of more electronic systems and installation of more eco-friendly facilities/equipment to enhance environmental performance.</p> <p>持份者建議集團於不同業務採取更多環保措施，例如考慮開發更多電子系統和安裝更環保的設施/設備，提升環保表現。</p>	<p>Environmental protection is one of the cornerstones of our sustainability strategy. We review our practices regularly and encourage all our business units to adopt industry best practices to enhance our environmental performance. E-procurement and employee self-service system such as e-leave, e-attendance systems, e-claim, etc., have been used by some of our business units for years. In 2016, TurboJET implemented a new eBoarding service to enhance customer experience and to inspire customers to go paperless. A new electronic filing system is expected to be launched as a pilot programme at property management in Q1 2017. We will continue to implement environmental measures to foster a greener workplace.</p> <p>環保是集團可持續發展策略的基石之一，我們鼓勵旗下業務單位效法業界最佳作業典範，提高集團整體的環保表現，並定期檢討成效。電子採購和人力資源管理電子化系統，包括電子休假系統、電子考勤系統、電子費用報銷系統等，亦已於多年前在個別部門引入應用。2016年，噴射飛航推行嶄新的eBoarding服務，為乘客帶來更方便快捷的體驗，提倡船票無紙化。此外，我們的物業管理部亦計劃於2017年第一季推展全新的電子檔案先導計劃。日後我們會繼續引入更多環保措施，創造更美好的綠色工作環境。</p>

# Materiality Assessment

## 重要議題評估

The materiality assessment process is crucial to our sustainability reporting. It helps us identify and prioritise the issues that matter most to our internal and external stakeholders; and it creates a clear picture of what the material issues are for the Group. Our materiality assessment process included an in-depth analysis of stakeholder views, examination of relevant peer disclosure practices, and thorough review of management's concerns.

重要議題評估是可持續發展報告的關鍵一環，有助我們掌握內部及外界持份者的關注議題及按優次排序，清晰闡述對集團較為重要的議題。重要議題評估的整個過程，涵蓋對持份者意見的深入分析、考察相關同業的披露工作，以及檢視管理層的關注事項。

### Stage 1 第一階段



#### Stakeholder Engagement 持份者參與

- Engaged external consultant to review the mechanism of the three-year stakeholder engagement plan  
與獨立顧問共同檢討三年期的持份者參與計劃機制
- Identified appropriate stakeholder groups and conducted stakeholder engagement  
物色合適的持份者群組及進行持份者參與計劃

### Stage 2 第二階段



#### Industry Benchmarking 以同業披露範疇作基準

- Analyzed the sustainability report of a list of peer companies  
分析多間同業的可持續發展報告
- Examined their industry disclosure practices for benchmarking purposes  
檢視同業的披露狀況以作參考基準

### Stage 3 第三階段



#### Materiality Assessment 重要議題評估

- Identified the material topics of highest priority  
釐定最優先的重要議題
- Analyzed the results collected from stakeholder engagement exercises and industry disclosure practices cumulated for three years  
分析過去三年在持份者參與過程收集的意見和同業披露狀況

### Stage 4 第四階段

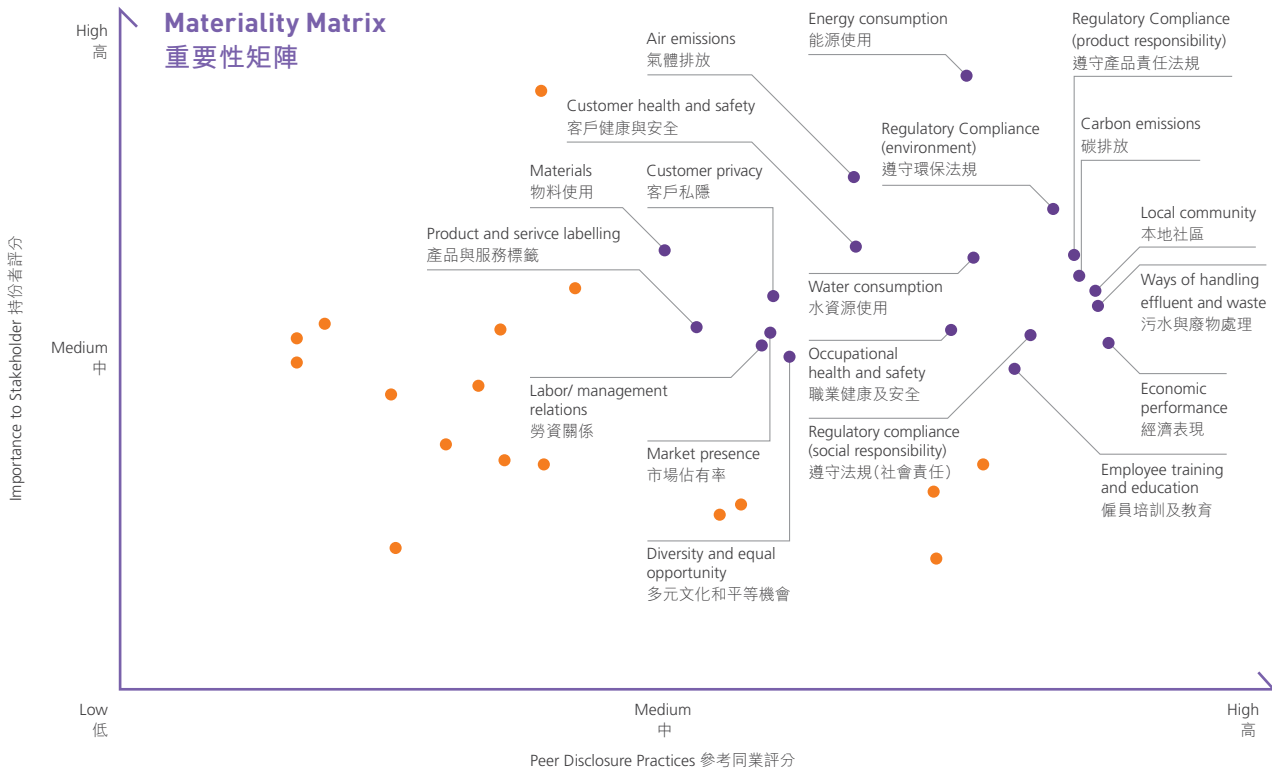


#### Aspect Validation 核實重要議題

- Engaged the Group's Sustainability Steering Committee and validated the material Aspects  
由集團的可持續發展督導委員會核實重要議題

Following our assessment, a total of 18 material aspects were identified, including areas in economic performance, environmental performance, employee benefits and policies, customer service and product responsibility, and social responsibility and human rights. Results of the materiality assessment and the consolidated list of material Aspects and their corresponding boundaries are presented in the following matrix and table respectively.

是次評估共歸納出18個重要議題，涉及的範疇涵蓋經濟績效、環保績效、員工福利及政策、顧客服務及產品責任、社會責任及人權。以下重要性矩陣及列表總結出重要性議題及其界限。



Sustainability Category 可持續發展項目	Material Aspects 重要議題	Boundaries 界限	
		Shun Tak 信德	Outside Shun Tak 信德以外
Economic 經濟	Economic performance 經濟績效	✓	
	Market presence 市場表現	✓	
Environmental 環保	Materials 物料	✓	✓
	Energy 能源	✓	
	Water 水	✓	
	Emissions (GHG Emission and other air emission) 溫室氣體排放及其他氣體排放	✓	✓
	Effluent and waste 廢水及廢物	✓	
	Compliance (environment) 遵守環保法規	✓	
Social - Labour Practices and Decent Work 社會—僱傭關係實務	Labour/ management relations 勞/資關係	✓	
	Occupational health and safety 職業健康和 safety	✓	
	Employee training and education 員工培訓和教育	✓	
	Diversity and equal opportunity 多元化與平等機會	✓	
Social - Society 社會—社會工作	Local communities 本地社區	✓	
	Compliance (society) 遵守社會法規	✓	
Social - Product Responsibility 社會—產品責任	Customer health and safety 顧客健康和 safety	✓	✓
	Product and service labelling 產品與服務標籤	✓	
	Customer privacy 顧客私隱	✓	
	Compliance (product responsibility) 遵守產品責任法規	✓	



## About Shun Tak Group

### 關於信德集團

Since its establishment in 1972, the Group has evolved from a shipping operation into a leading listed conglomerate, with a core business in the property, transportation, hospitality and investment sectors. Based on the well-established foundation of its diversified business, the Group is extending its vision to pursue emerging prospects across Greater China and Asia. The Group is committed to creating a positive impact on the lives of all of its stakeholders and in the communities in which it operates.

本集團自1972年成立，從昔日的船務公司發展成為今天在香港上市並具領導地位的大型綜合企業，核心業務涵蓋地產、運輸、酒店消閒和投資。憑藉發展多元業務的穩健根基，本集團將視野及版圖延伸至大中華以至亞洲地區，掌握前所未有的龐大機遇。本集團承諾為所有持份者和社區服務，帶來積極和正向能量。

## Principles, Vision, and Mission

### 營商宗旨、願景和使命





## Business Overview 業務概覽

### Property Division 地產業務

The Group's involvement in property operations is twofold: property development and investment; and property management services. The Group's completed projects in the period with recent sales included the Chung Hom Kok Collection in Hong Kong and Nova Park in Macau. New projects under development include Nova Grand in Macau, Integrated Development in Beijing and Hengqin as well as hotel property at Shanghai. The Group continues to strengthen its diverse property foothold in offices, hotels, commercial spaces, shopping malls and serviced apartments. It has also recently made foray into Singapore through acquisition of premium properties located in the central business district.

The Group continues to provide one-stop asset management service which offers high-quality sales and leasing services to customers. With a proven track record, the Group's property management services continue to span the residential, commercial and industrial properties in Hong Kong and Macau. As part of its integrated approach, the Group also offers complementary professional cleaning and laundry services in Macau.

集團的地產業務主要分為兩部份：地產發展與投資和物業管理服務。近期開售的已完成項目，包括香港的春磡角豪華洋房項目及澳門濠珀，興建中的新項目則有澳門濠尚、北京和橫琴的綜合發展項目，以及上海的酒店物業。本集團不斷擴展地產業務的板塊至辦公室大樓、酒店、商用樓宇、商場及服務式公寓等領域，近年更透過收購新加坡中央商業區的高級物業項目，進軍當地地產市場。

集團經營的一站式資產管理服務，向客戶提供優質的銷售及租賃服務。集團的物業管理服務素來口碑載道，服務領域已遍及港澳兩地的住宅和工商業樓宇，並在澳門提供專業的清潔及洗衣服務，照顧更周全。

### Transportation Division 運輸業務

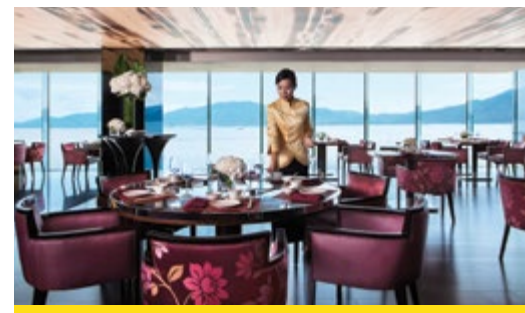
The Group utilises a unique and strategic international cross-modal transportation platform to capitalise on the booming passenger traffic in the Pearl River Delta and other parts of Asia. The Group strives to expand its strong transportation network across Hong Kong, Macau, and Mainland China. Since commencing management of the Tuen Mun Ferry Terminal in 2016, TurboJET has launched new services to Macau and nearby places, and rolled out the Macau Express Link and Tuen Mun Fly land connecting services to facilitate intermodal transits for passengers using the two SAR airports. The strategic position of Tuen Mun Ferry Terminal will consolidate its role as an important node in regional cross-boundary travel when the various new highways are completed.

集團利用獨特而具策略性的國際多模式運輸服務平台，把握珠三角及亞洲其他地區旅客流所帶來的機遇，不斷擴展貫通港澳及中國內地的強大運輸網絡。噴射飛航自2016年開始管理屯門客運碼頭，先後推出多條新航線往來澳門及鄰近地方，並相繼推出澳門直通快線及「屯門飛」專車接駁服務，為港澳兩地的機場過境旅客，提供多模式交通轉駁的便利。隨著各項大型基建的落成，將鞏固屯門客運碼頭作為珠三角跨境旅遊樞紐的重要地位。

### Hospitality Division 酒店及消閒業務

Despite the strong headwind on Hong Kong and Macau tourism, the Group's Hospitality Division continues to offer a broad portfolio in hotel investments, hotel management, travel and tourism, event planning, and meetings, incentives, conferences and exhibitions (MICE) aspects. Artyzen Hospitality Group, a subsidiary in hotel management, has further expanded its presence into Beijing, Shanghai and Taipei to offer hotel management solutions to lifestyle-oriented hotel brands.

儘管港澳旅遊業承接去年下行壓力，集團繼續在酒店及消閒領域作多元化發展，業務涵蓋酒店投資、酒店管理、旅遊觀光、活動策劃及會議展覽。信德旗下提供酒店管理方案及服務的附屬公司雅辰酒店集團，於年內進一步擴展北京、上海及台北的業務，提供多個時尚酒店品牌的酒店管理方案。





## Investment Division 投資業務

The Group owns valuable investments in Macau and Hong Kong in the gaming, retail and commercial sectors; and is committed to providing lifestyle concepts and quality retail service platforms to shoppers to enhance their leisure experience.

集團於澳門及香港擁有多元化的重要投資，包括博彩、零售及商業發展項目，致力提供不同的時尚概念和優質的零售服務購物平台，為顧客創造更精采的消閒體驗。

## Corporate Governance 企業管治

The Board of Directors (“the Board”) is the Group’s highest governance body and is committed to promulgating principles of good corporate governance standards and procedures. Adhering to the concept of segregation of duties, the five<sup>1</sup> executive directors and four independent non-executive directors have different roles in the four separate committees namely – Executive, Audit, Nomination, and Remuneration. The committees are responsible for providing a framework and corresponding principles in respective areas, and implementation of policies such as corporate governance policy, board diversity policy, remuneration and incentive policy, and inside information policy.

The Group’s corporate governance practices are reviewed regularly to ensure they are up-to-date and in compliance with the latest regulatory requirements. In light of the amendments in the Corporate Governance Code (as set out in Appendix 14 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited) effective in January 2016, the Group has made tremendous effort to strengthen its risk management and internal control systems. The Executive Committee was delegated by the Board to (i) assist the Board in evaluating and determining the nature and extent of risks the Board is willing to take to achieve the Group’s strategic objectives; and (ii) oversee management in the design, implementation and ongoing monitoring of risk management and internal control systems and to ensure their appropriateness and effectiveness.

The Group emphasises a high level of integrity in the workplace. All staff members are required to observe a set of corporate policies and procedures when conducting business activities. A code of conduct and an anti-corruption policy are in place to guard against any incidents of conflicts of interest, bribery, fraud or corruption. Periodic seminars provided by the Independent Commission Against Corruption (ICAC) are organised for the workforce to raise the awareness of our staff on the risks of corruption and its legal consequence. During the reporting year, over 200 staff attended the anti-corruption training courses. The Group’s whistleblowing policy ensures the highest possible standards of openness, probity, and accountability. During the reporting period, there was no incident of misconduct.

董事會是本集團的最高管理架構，專責制訂良好企業管治的標準及程序。董事會由五名<sup>1</sup>執行董事和四名獨立非執行董事組成，分工明確，在執行、審核、提名及薪酬委員會各司其職。四個獨立委員會分別為相關的事務範疇釐定運作框架和準則，並負責推行各項政策，例如企業管治、董事會成員多元化、薪酬及獎勵及內幕消息等政策。

集團會定期檢討管治守則，確保與時並進和符合最新的監管規定。為遵從2016年1月生效的新修訂《企業管治守則》（於香港聯合交易所有限公司證券上市規則附錄十四所載），集團投放大量資源加強風險管理及內部監控系統。執行委員會獲董事會授權（i）協助董事會評估並釐定董事會為實現本集團戰略目標而願意承擔風險之性質及程度；及（ii）監督管理層設計、實施及持續監察風險管理及內部監控系統，並確保相關制度的適合性和有效性。

集團非常重視職場誠信，要求員工恪守信實原則，所有員工必須在履行職務時遵守各項企業政策與程序。我們訂有《行為守則》和《反貪污政策》，悉力防範利益衝突、賄賂、詐騙或貪污事件；並會不時舉行講座，邀請廉政公署派員到場向員工灌輸反貪污知識，提高員工的風險意識，讓他們認識貪污行為會招致的法律後果。在匯報年度，參加多個反貪污培訓課程的員工超過200人。此外，集團設有舉報政策，藉此維持高度開放、廉潔和問責的最高標準。匯報期內並無任何行為不當的事件。

Additional information on the Group’s corporate structure, core businesses and corporate governance can be found in the Group’s Annual Report and announcements ([www.shuntakgroup.com](http://www.shuntakgroup.com)).

有關集團的企業架構、核心業務及企業管治詳情，請參閱本集團年報及公告 ([www.shuntakgroup.com](http://www.shuntakgroup.com))。

<sup>1</sup> With effect from the conclusion of the annual general meeting of the Company held on 23 June 2017.  
自本公司於2017年6月23日召開的股東週年常會結束後生效

## Sustainability Approach 可持續發展方針

The Board established the Group's Sustainability Steering Committee (the "SSC") in 2012 and the SSC was chaired by the Group's top management, the Group Executive Chairman and Managing Director. With the composition of important representatives from key business units, the SSC oversees the Group's sustainability performance all through its business operations. To ensure that sustainability initiatives of the Group are implemented in a timely manner, the Board has designated the Sustainability Taskforce to roll out the action plans. Key roles and responsibilities of the SSC and the Sustainability Taskforce are listed as follows:

董事會於2012年成立可持續發展督導委員會，由集團行政主席兼董事總經理擔任主席，成員來自各主要業務單位，專責監督集團屬下業務以實踐可持續發展的績效。為確保集團的可持續發展措施得以適時落實，董事會委派可持續發展工作小組執行各個行動方案。可持續發展督導委員會及可持續發展工作小組的主要功能和職責如下：

### Board of Director 董事會

Oversees the Group's strategic development on sustainability as the Group's highest governance body

集團的最高管理架構，負責監督集團於可持續發展範疇的策略

### Executive Committee 執行委員會

Supervises the activities of the Sustainability Steering Committee

監督可持續發展督導委員會的工作

### Sustainability Steering Committee 可持續發展督導委員會

Group Executive Chairman and Managing Director, Deputy Managing Director, Executive Director, Representatives from Property Division, Transportation Division, Hospitality Division and Group Human Resources Department

集團行政主席兼董事總經理、副董事總經理、執行董事、來自地產業務、運輸業務、酒店消閒業務及集團人力資源部的代表

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

制訂、監察和檢討集團的可持續發展願景、策略及政策

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

檢討和評估集團的措施及成效，制訂集團未來的可持續發展路向

### Sustainability Taskforce Team 可持續發展工作小組

Assists in establishing the Group's sustainability objectives and targets

協助制訂集團的可持續發展目標及指標

Implements the action plans and ensures effective communication across the divisions

貫徹落實計劃，並確保各個部門之間的有效溝通



A Sustainability Policy (the "Policy") was formulated by the SSC in 2014 to provide a framework for the Group's sustainability initiatives. The Policy is based on the following principles:

可持續發展督導委員會於2014年制定《可持續發展政策》（「政策」），為集團的可持續發展措施提供基本框架，並以下列原則為基礎：



Under the Policy, sustainable initiatives are driven in four major aspects: workplace quality, environmental protection, operating practices and community involvement. Individual business units may structure their own strategies, management practices and operational measures as and when appropriate. The Policy is reviewed regularly and updated when necessary so as to support the growth of our business as well as to respond to changes in the regulatory environment.

按照政策，我們在四大範疇推動可持續發展：工作環境質素、環境保護、營運常規及社區參與。各業務單位可按個別情況自行擬定合適的策略、管理守則及營運措施。政策將不時進行檢討及優化，以緊貼及促進我們的業務發展，同時順應監管環境可能出現的變化。

In collaborating with different stakeholders, the Group continues to advocate shared responsibility and shared benefits. In recognition of our sustainability efforts, organisations in both Hong Kong and Macau have commended us in our pursuit of excellence in corporate governance, social responsibility and environmental protection.

集團將繼續與各方持份者合作，提倡共同責任、共享價值的理念。集團憑著企業管治、社會責任及環境保護各方面的佳績，在香港和澳門屢獲嘉許。



# OUR COMMUNITY

## 我們的社區

Sowing the seeds of inclusion and harmony to build a stronger and united community.

播下共融和諧的種子，  
攜手共建更團結的社區。



Wheat seeds  
小麥種子

### Wheat seeds:

Wheat represents abundance and richness. It is a healthy food source because of its multiple nutrients and dietary fiber. Its adaptability to environment with the ability to grow in almost all parts of the world makes it a primary staple food in many societies. Just like the wheat seeds, our care and support for the community see no limitations.

### 小麥種子：

小麥代表豐足和富裕，它是健康的食糧，蘊含多種營養及膳食纖維，也可適應不同環境，幾乎世界每個角落都可以生長，成為許多地方的主要食糧。誠如小麥種子，我們對社群的關懷和支持也是沒有界限。





## Our Community 我們的社區

Deeply-rooted in our corporate psyche is our keen awareness that we are a member of our community, and that our decisions and actions as a corporate citizen directly and indirectly impact our community. Just like our fellow members, we breathe the same air, utilise the same basic resources, have the same fear of natural and man-made disasters, and share the same desire for health, equality, economic stability, and peace. We are committed to doing our part in supporting and strengthening the foundation of our community by bringing people together so that we can grow stronger together.

Our first mission this year is to **sow the seeds of inclusion and harmony**, so that every member of our community, regardless of age, gender, physical and mental ability, or ethnicity, will have a sense of belonging, understand that his/her presence and participation matter, and recognise that the community cares.

We task three dedicated committees to formulate, develop and implement a systematic and integrated approach for our community programme.

我們深明作為企業公民的一員，集團每項決策及行動，對社區都會帶來直接或間接影響，這道理早已植根在我們的企業精神中。與大家一樣，我們在社會上呼吸著相同的空氣、共享基本資源、同樣為自然和人為災害擔憂，也同樣對健康、公平、經濟穩定及和平有所期盼。我們將克盡己任凝聚各方力量，支持及鞏固我們社會的基石，並肩成長。

我們今年首個使命是在社區**播下共融和諧的種子**，讓當中每一分子，不論年齡、性別、體智水平或種族，都對社會產生歸屬感，明白到個人的存在和參與舉足輕重，感受到社會對他/她的關顧。

我們設有三大內部組織，為集團制訂、發展及實施具系統性及全面的社區計劃。

### The Sustainability Steering Committee

- Oversees strategies for sustainable development

#### 可持續發展督導委員會

- 監督可持續發展策略的事務



### The Corporate Social Responsibility Committee

- Devises community and staff programmes

#### 企業社會責任委員會

- 規劃社區項目及員工活動



### The Shun Tak Social Service Group

- Implements voluntary services, delivering care to the community

#### 信德愛心義工隊

- 執行及參與義工服務，關愛送暖



Striving to be a best-in-class member of the community, we take on the full responsibility of giving through community services and charity, and caring through employee volunteering, as we take and derive benefits from others; nurturing children and youth (personal development and career counselling) as we care for the elderly (home visits and outings); championing social integration and inclusion of the underprivileged (ethnic minorities and individuals with physical and mental disabilities); and promoting cultural exchanges.

我們致力在社會樹立優秀典範，履行「取諸社會，回饋社會」的公民責任，竭盡所能透過公益及慈善活動和義務工作，服務社會，培育兒童和青少年（個人發展及就業輔導），關心長者（家居探訪及外遊），也積極幫助弱勢社群（少數族裔及身體或心智殘障人士）融入社會，促進和諧共融，推廣文化交流。

## Our Core Community Programmes in 2016 2016年社區項目概要

### Community Services and Charity

#### 社區服務及慈善活動

**Aim: To serve the community through charitable events**

- Tung Wah Charity Carnival Charity Day
- Charity walks and races
- Tower Run and Tower Jump events
- "Light it up Blue" Autism Month
- Charitable donation/ sponsorship for fundraising events

目標：透過慈善活動服務社會

- 東華慈善嘉年華慈善同樂日
- 慈善步行和競賽
- 旅遊塔競跑及笨豬跳活動
- 自閉症關懷月一點亮藍燈活動
- 慈善捐款/贊助籌款活動



### Care for the Elderly & the Underprivileged

#### 關愛長者及弱勢社群



**Aim: To deliver care to the elderly and the underprivileged**

- Go Green with Elderly
- Festive home visits
- Outings
- TurboJET Charity Fund for seniors living under poverty

目標：向長者及弱勢社群送暖

- 與長者制作環保手工藝
- 節日探訪
- 戶外活動
- 愛德之旅耆樂基金為貧困長者提供支援

### Children and Youth Development

#### 兒童及青少年發展



**Aim: To nurture and inspire children and youth**

- Young Entrepreneurs Development Council — Life Planning Cooperation Programme
- Learning tours and job fairs for education institutes
- TurboJET Scholarship
- Tutorial classes for ethnic minorities
- Tailor-made exposure programmes
- Caring programmes for children

目標：培育下一代，啟發潛能

- 青年企業家發展局—生涯規劃合作計劃
- 為教育機構安排實地參觀及就業展覽
- 噴射飛航獎學金
- 少數族裔功課輔導課程
- 度身訂造的體驗計劃
- 兒童關愛活動

### Art and Culture

#### 藝術及文化推廣



**Aim: To promote cultural awareness and exchanges**

- ART MO 2016
- Colouring Art Wall at Tuen Mun Pier
- Music and Poetry Jam Session at hotel
- Venue sponsorship for signature cultural events

目標：推廣文化意識和交流

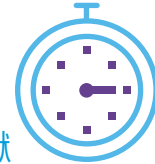
- 藝術澳門2016
- 屯門碼頭藝術牆
- 在酒店舉辦詩歌即興表演
- 贊助文化活動場地

During the reporting period, we joined hands with our remarkably compassionate employees, their families and friends; together, we devoted a total of 4,276 hours of voluntary work. We also teamed up with our strategic partners such as non-governmental organisations (NGOs) and socially responsible corporations to organise 124 programmes. Our charitable donation amounted to HK\$4,359,987 and we served 11,041 underprivileged in the community.

於匯報年度，我們將滿懷愛心的員工組織起來，聯同他們的親友結伴行善，合共提供4,276小時義工服務；並與非政府組織及具社會承擔的企業等策略性夥伴合作，攜手協辦124項社區活動。此外，集團於年內的慈善捐款總額為港幣4,359,987元，所提供的社會服務讓11,041名有需要人士受惠。



Participated in 參與  
**124** Programmes  
項社區活動



Contributed 貢獻  
**4,276** hours of voluntary work  
小時義工服務

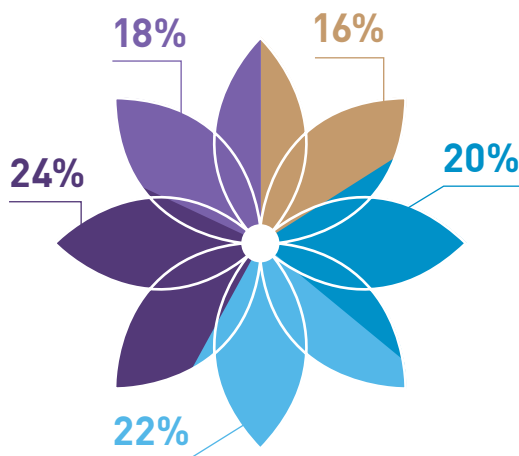


Donated 捐獻善款  
HK\$**4,359,987**  
for charity



Served 為  
**11,041** underprivileged  
位有需要人士提供服務

**Focus Areas of Contribution**  
主要貢獻範疇



## Highlights of Community Activities 社區活動概覽



### Po Leung Kuk Lunar New Year Charity Walk 保良局新春行大運慈善步行

Our volunteers participated in the Charity Walk to help raise funds for those in need. We received Team Fund-raising Merit Award and Individual Highest Amount of Donation Raised.

我們的義工參加慈善步行籌款幫助有需要人士，並奪得「隊伍籌款優異獎」及「個人最高籌款獎」。

### Environment Fun Day 環保同樂日

Our volunteers prepared interesting games to educate kids about environmental conservation at Po Leung Kuk Kim Huynh Kindergarten-Cum-Nursery.

我們的義工到訪保良局黃樹雄幼稚園暨幼兒園，透過多個有趣的遊戲，教導小朋友保護環境。



### Macau Eco TrailHiker 澳門環保遠足者

Six teams of our 24 volunteers hiked the trails in Macau to help raise funds for the community and to promote the greener side of Macau.

24位義工組成六隊參加澳門的慈善遠足活動，為社區籌款和宣傳澳門的綠色郊野。

### CENTRAL Rat Race 鼠戰中環

Dressed in colourful and fun costumes, our volunteers raced through obstacles to raise funds for people with mental health issues.

集團派出義工代表悉心裝扮，以鮮艷奪目的造型出戰障礙賽，為精神病患者籌款。





### Tower Visit 暢遊旅遊塔

Our volunteers treated 99 seniors from the Brilho da Vida day centre to a visit and lunch at the Macau Tower.

我們的義工招待來自匯暉長者中心的99位長者到澳門旅遊塔遊玩和享用午餐。



### The 47<sup>th</sup> Caritas Macau Charity Bazaar 第四十七屆明愛慈善園遊會

TurboJET volunteers manned a charity booth and offered games, prizes and TurboJET limited edition products at the Caritas Macau Charity Bazaar. All proceeds from the charity sale were donated to Caritas Macau to support its social welfare services.

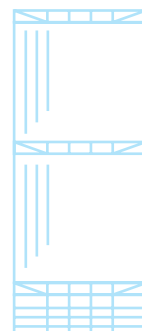
噴射飛航義工隊在明愛慈善園遊會設立慈善攤位，既有遊戲亦送出獎品，並有噴射飛航限量版精品發售。慈善賣物所得收益全數捐贈澳門明愛作社福服務經費。



### 1 Day Pearl River Delta Trip 走進珠三角 體驗一小時生活圈

TurboJET organised a PRD trip for 56 professionals from the Chartered Institute of Logistics and Transport in Hong Kong and youth from King's College to give them a better understanding of the tremendous opportunities and economic development in the PRD region.

噴射飛航分別為香港運輸物流學會的專業會員及英皇書院的年青學生舉辦珠三角一天遊活動，藉此讓合共56名參加者深入了解珠三角地區的龐大機遇和經濟發展。



## Charity and Community Services 慈善及社區服務

### Shun Tak Holdings Limited presents: Tung Wah Charity Carnival Charity Day 信德集團有限公司呈獻：東華慈善嘉年華慈善同樂日

Under the leadership of our top management, we continue to collaborate with Tung Wah Group of Hospitals (TWGHs) to serve the community through different charitable events that are designed to promote participation, inclusion and social integration of all members of the society regardless of their age, gender, physical or mental abilities, or ethnicity. This year, we were proud to be the title sponsor of "Tung Wah Charity Carnival Charity Day," a mega event held on 4 March 2016 to raise fund to support TWGHs' community services for children, youth and low income families.

在管理層的領導下，我們與東華三院持續並肩服務社群，協辦各類慈善活動，鼓勵社會大眾不論年齡、性別、體智水平或種族，共同參與社會事務，提倡包容共融的文化。今年，我們很榮幸成為「東華慈善嘉年華慈善同樂日」的冠名贊助機構。這項盛事於2016年3月4日舉行，為東華三院的社會服務籌募經費，支援兒童、青少年及低收入家庭。



I am extremely delighted that there is yet another remarkable opportunity for Shun Tak to collaborate with TWGHs in support of this Charity Day, so that we can bring together beneficiaries of TWGHs' service units and other less-privileged groups in the society, and our own Shun Tak employees to have fun at the carnival.

我非常高興信德再度與東華三院共襄善舉，支持舉辦慈善同樂日，讓東華三院服務單位的受助人、其他弱勢社群和信德的員工聚首，歡度愉快時光。

Maisy Ho 何超邁

Executive Director, Shun Tak Holdings Limited cum Chairman (2015/16) of TWGHs  
信德集團有限公司執行董事兼東華三院乙未年主席





The Charity Day was attended by nearly 10,000 guests, donors and community members including over 1,000 disabled persons, low-income families, elders living alone, rehabilitated persons, and beneficiaries from 35 TWGHs' service units and other self-help groups that do not receive a regular subvention from the Government. During the lighting ceremony, a platform was provided for the self-help groups to introduce their services and

for the service users to perform. The event reminded us that each and every member of the community deserves to be treated fairly and equally regardless of their background, and that it is our responsibility as a corporate citizen to make business decisions and take actions that will positively impact our community.

慈善同樂日共吸引近一萬名嘉賓、捐款人及社區人士參加，當中包括逾千位來自35個東華三院轄下服務單位及其他非政府資助團體的受助人、傷殘人士、低收入家庭、獨居長者及復康人士。在亮燈儀式上，大會安排非政府資助團體介紹其服務，並安排服務使用者參與表演。藉著活動宣揚社會上不論階層，每個人均享有公平及平等待遇；企業的商業決定及行動要惠澤社群，履行企業公民責任。

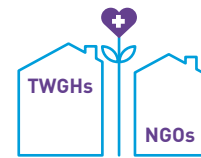


**~10,000**

people participated  
共有約10,000人

including  
beneficiary from  
包括

**35**



TWGHs and non-governmental organisation  
service units

個東華三院和非政府組織服務單位參與

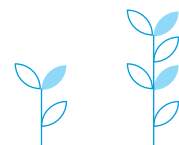


*This is the first time our family of five could spend a day together at a carnival, as we normally could not afford the expenses. I am so happy to be able to share this precious opportunity with my sons and husband.*

*這是我們一家五口首次一起參加同樂日活動，平常我們根本負擔不起這樣的消費。我很高興可以和兒子及丈夫分享這寶貴的機會。*

Ms Kan 簡女士

one of the beneficiaries of the Charity Day  
慈善同樂日受惠人



## Autism Month 自閉症關懷月

Continuing our support of the meaningful Autism Month in April, Macau Tower again turned on the blue lights to show people with autism that we care. This year, we created new and exciting programmes that provided the autistic children with the opportunities to showcase their talents while enhancing their artistic and musical experience.

集團對深具意義的「自閉症關懷月」活動一直十分支持，澳門旅遊塔今年4月繼續亮起藍燈，向自閉症人士傳達關懷暖意。今年我們設計了多項嶄新的精彩活動，讓自閉症兒童展現才華，豐富他們的藝術及音樂體驗。



### Way forward 展望

To promote social integration of people with disabilities in the community, Macau Tower will be the 2017 venue sponsor for the Happy Corner, a charitable handicraft shop operated by Associação de Reabilitação Fu Hong de Macau. This initiative not only provides a platform for disabled persons to interact with the public and practice their communication skills, but also helps build their confidence and promotes the spirit of a harmonious community.

為提倡社會上傷健共融，澳門旅遊塔將於2017年贊助場地予澳門扶康會設立的「喜悅閣」慈善工藝品店。本計劃提供平台讓弱能人士練習溝通技能及接觸社群，並幫助他們建立自信及促進社會和諧。



## Care for the Elderly and the Underprivileged 關心長者及弱勢社群

Connecting with the elderly and the underprivileged in the society is now part of our standard practice for community outreach. During the reporting period, our Shun Tak's Social Service Group organised a series of activities with our volunteers and their families delivering care to the elderly and the underprivileged through visits (on regular days and festive days), outings, and different workshops.

### Think Green • Live Green - Go Green with Elderly

Under one of the key CSR initiatives we launched this year, "Think Green • Live Green," we worked with the Hong Kong Aged Concern Limited to teach senior volunteers about horticulture and how to make plant products which were then delivered to an elderly centre to create a green environment for the residents there. Our volunteer team visited the Brilho da Vida day centre in Macau and made handcrafts with the elderly using reusable bags aiming to spread the message of plastic waste reduction.

我們決心與長者及弱勢人士同行，有關的社福工作也是我們社區外展計劃的恆常活動。在報告期內，信德愛心義工隊籌辦了連串活動，動員義工和家人進行探訪(平日及節日)、組織戶外活動及舉辦各類工作坊，向長者及弱勢人士送上慰問與關懷。

### 綠色生活 我思•我行—與長者制作環保手工藝

今年首辦的「綠色生活 我思•我行」活動，是企業社會責任的重點項目之一。我們與香港耆英協進會合作，教導長者義工園藝技巧和利用植物製造各式用品，將製成品送贈一間安老院，為院舍增添翠綠生氣。義工隊又探訪澳門匯暉長者中心，與長者一同製作環保袋，宣傳少用膠袋的訊息。



Spreading the "Think Green • Live Green" concept among the elders through our volunteer work

透過義工服務向長者推廣「綠色生活 我思•我行」概念



### Festive Visits and Outings

Each of our business units organises visits to the elderly, especially those who are single and underprivileged, and mentally handicapped through our designed programmes. Our TurboJET volunteers visit the seniors in Tak Ku Ling regularly to provide companionship, support and caring, as well as to engage them in farming to promote a healthy lifestyle. To enhance the experience of the underprivileged, Macau Tower invited 15 mentally handicapped individuals to visit the Tower and taught them table manners during the meal. In 2016, we distributed over 350 gift packs to the seniors during our visits, including food and daily necessities as well as scarfs knitted by our volunteers.

### 節日探訪及戶外活動

集團旗下的業務單位經常安排各類探訪活動，尤其關注獨居貧困長者及智障人士。其中噴射飛航義工隊定期探望及關懷打鼓嶺的長者，提供適切的支援，並鼓勵他們享受農耕樂，投入健康生活。澳門旅遊塔則邀請15位智障人士前往遊玩，並在用餐過程中教導他們餐桌禮儀，增進弱勢社群的生活體驗。2016年，我們在探訪活動中向長者派發超過350份禮物，包括食品和生活必需品，及義工編織的頸巾。

## Children and Youth Development 兒童及青少年發展

We believe that children and youths are the future leaders of our society. Therefore, we put together programmes to help them understand more about themselves, their future, and the rapid changing environment so that they can develop the necessary emotional strength and life skills.

### Life Planning Cooperation Programme 生涯規劃合作計劃

The Company has teamed up with Young Entrepreneurs Development Council (YDC) for over a decade to promote Entrepreneurial Spirit among the youth. In addition to putting together various interactive workshops this year, we organised a tour of one of our hotels for a group of students to give them a glimpse of the working environment within a hotel. The programme helps inspire them to start making plans for their future.

過去十多年來，本公司一直與青年企業家發展局合作，啟發年青人的創業精神。年內，我們除了籌辦各類互動工作坊外，還安排一群學生參觀集團旗下一間酒店，讓他們實地了解酒店的工作環境，啟發他們及早規劃未來發展。

我們深明兒童及青少年是社會的未來棟樑，所以推展多項計劃協助他們發掘個人潛能，規劃未來，以及了解瞬息萬變的環境，有助他們在心理以至生活和工作技能上有更好裝備。



### Tutorial Service for Children of Ethnic Minorities 少數族裔學童功課輔導服務

Committed to supporting a socially inclusive society, TurboJET reached out to children of ethnic minorities to help them adapt to the local education system and integrate into the community. During this summer, volunteers of TurboJET provided free tutorial service for these children to help them improve their Chinese language proficiency and to motivate them to establish positive learning attitude. Apart from tutorial service, a series of after-class activities like mass games, art workshops and snack preparation exercise, etc., were designed to encourage cross-cultural understanding and exchange.

為促進社會共融，噴射飛航今年為少數族裔的學童籌組義工服務，幫助他們適應本地教育制度和融入社群。今年夏季，噴射飛航義工隊為他們提供免費功課輔導服務，以提升他們的中文語文能力，建立正面的學習態度。此外，義工隊還設計了多項課餘活動，如集體遊戲、藝術工作坊和小食製作等，藉此促進彼此跨文化的了解與交流。





### Cultivating Young Talents for Industry 為行業培養年輕人才

The Group arranged tours of the Macau Tower for students in tourism-related studies, giving them an opportunity to actually see the hospitality facilities, and witness in person industry operations and the backend of the business.

集團安排就讀旅遊業相關課程的學生到澳門旅遊塔考察，讓他們實地參觀各消閒設施和業界的營運實況，體驗後勤作業的環境。

## Art and Culture 藝術與文化

We cherish art and culture in our community because they reflect our way of life, our customs and our beliefs. We believe that, through art and cultural events, members of the community will interact with each other and bond together.

我們珍視民間藝術與文化，這是我們生活方式、風俗和信念的寫照。透過舉辦藝術文化活動，我們相信可凝聚社會，促進人與人之間的互動和連繫。



Exhibition of Takashi Murakami's Artworks  
村上隆作品展

### ART MO 2016 – Showcasing Creative and Artistic Cultural Activities

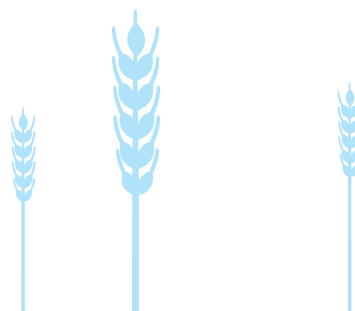
#### 藝術澳門2016 — 創意與文藝活動大薈萃

We supported ART MO 2016, an event organised by the Macao Cultural and Art Industry Association from November 2016 to January 2017. ART MO provided a platform to expose the public to different art exhibitions hosted in Macau, support the development of local creative industries, and facilitate the cultural exchange among Cross-Strait Four Regions.

年內，我們贊助澳門文化藝術行業協會於2016年11月至2017年1月主辦的「藝術澳門2016」，提供平台讓公眾可接觸澳門不同的藝展，支持本地創意產業發展，推動兩岸四地的文化交流。



The Inter-city Sculpture Exchange Exhibition 2016  
2016年兩岸四地(澳穗港臺)雕塑交流作品展







## Pumpkin seeds 南瓜種子

### Pumpkin seeds:

Pumpkin embodies bounty and prosperity. Its seeds are plentiful and nutritious. While the pumpkin represents the world we live in, each of its seeds represents a possibility which becomes an opportunity if nurtured. It is this notion upon which we build our work environment and programmes for our people.

### 南瓜種子：

南瓜象徵寬厚恩澤及繁榮。它種子繁多，而且營養豐富。南瓜代表我們生活的地方，而它每一粒種子都代表著發展的潛能，只要好好孕育，定會帶來機遇。我們正是抱著這種積極心態創造美好的工作環境和推展計劃促進員工發展。

# OUR PEOPLE

## 我們的員工

Planting the seeds of empowerment to inspire a life journey filled with possibilities and opportunities.

種植賦能展才的種子，讓員工拓展無限可能和機遇，編寫豐盛人生。





## Our People 我們的員工

If family is the building block of society, then our people is the building block of our company. Our employees' dedication, hard work, and their collective knowledge and experience are our most important capital. Our employees have not only played a significant role in the company's growth from strength to strength, but also deepened our connection with the society at large.

Our second mission this year is to **plant the seeds of empowerment**, so that every member of our workforce, regardless of his/her work function and job rank, will be inspired to continue to better himself/herself, and to live life to its full. To sustain a strong workforce, we offer excellent opportunities to attract and recruit talent, competitive benefits and welfare, a safe and healthy working environment, and work-life balance for our employees.

誠如家庭是社會的基石，員工就是企業的砥柱。員工的投入和努力，以及他們的睿智與經驗，都是集團最重要的資本。我們的僱員不僅是公司業務持續發展的關鍵，也是我們與廣大社會心連心的橋樑。

我們今年第二個使命是**種植賦能展才的種子**，公司團隊每一分子，不論崗位職能及職級，啟發他們自我增值，豐盛人生。為保持團隊的實力，我們致力提供優厚條件，務求吸引及挽留人才，也為員工提供具競爭力的薪酬和福利、安全及健康的工作環境，並提倡工作與生活平衡。

### Strong and Competent Taskforce 能幹的專業團隊

With a dynamic, healthy and harmonious workplace, we are proud to have a strong and competent workforce of over 4,000 people from our diversified business portfolio.

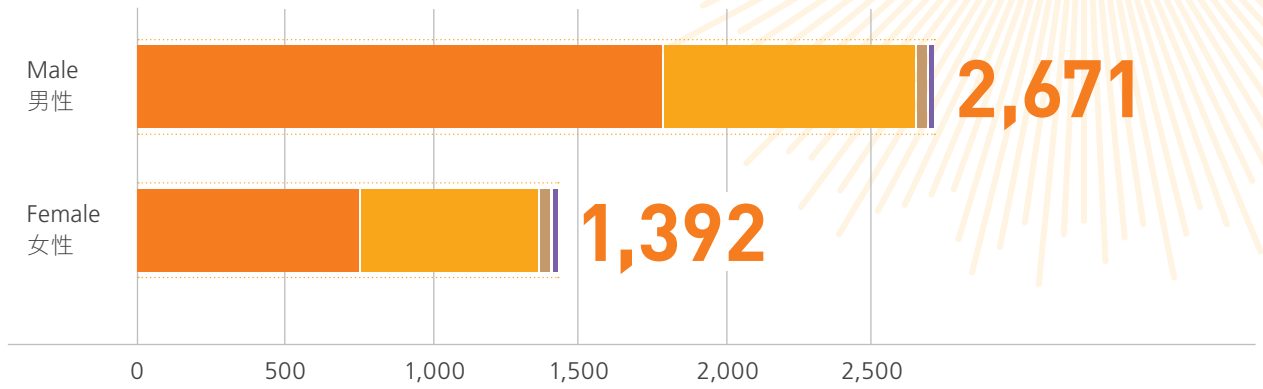
我們擁有一支引以為傲的工作團隊，在活力盎然、健康、和諧的工作環境中，逾4,000名員工於不同業務領域群策群力，各展所長。







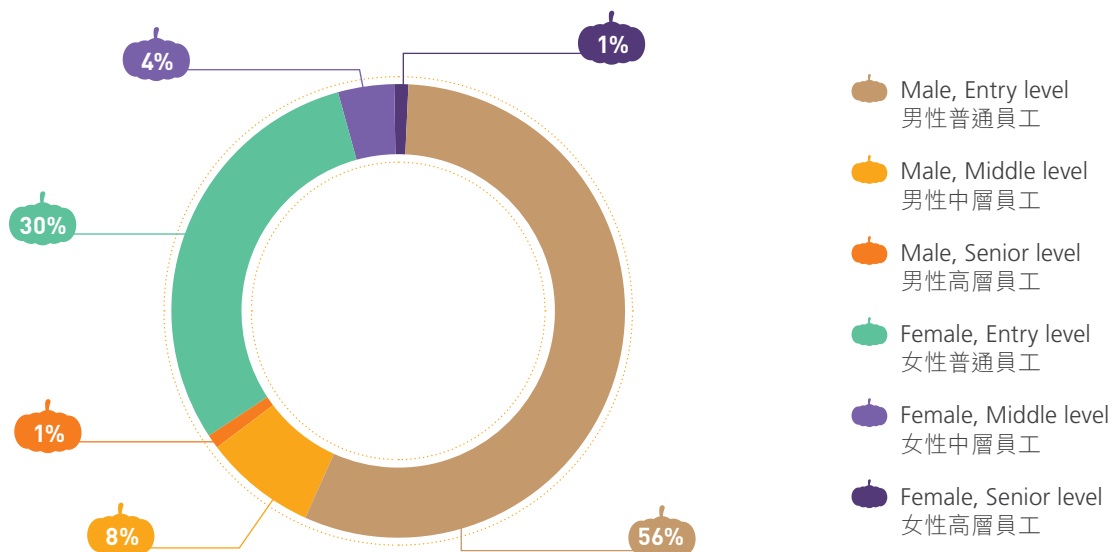
### Total Workforce by Region and By Gender 按地區及性別劃分的員工總數



	Male 男性	Female 女性		Male 男性	Female 女性
Hong Kong 香港	1,784	753	Mainland China 中國內地	32	33
Macau 澳門	852	601	Singapore 新加坡	3	5



### Total Workforce by Employment Category and By Gender 按職級及性別劃分的員工總數



## Employee Policies and Benefits 員工政策及福利

We have clear policies on recruitment, promotion, equal opportunity, personal data (privacy) protection and code of conduct to ensure that a fair and transparent working environment is in position. To maintain a high standard of professionalism and business integrity, our employees are required to strictly adhere to the disciplinary policy and procedures.

Our competitive remuneration package includes medical care, overtime pay, retirement benefits<sup>ii</sup>, training subsidies, long service awards and a wide range of leave entitlement such as marriage, maternity and paternity, examination and compassionate leave as well as a discretionary performance bonus based on a performance evaluation system according to the employee's job rank. At TurboJET, we have a number of family-friendly employment practices including flexible work arrangement for our office staff, have been in effect since 2012. Eligible employees are allowed to adjust their time of reporting for duty and leaving work within a certain limit. This provides more flexibility for employees so that they can achieve better work-life balance.

In order to stay competitive in today's labor markets, we regularly review our human resources strategy to attract, retain and empower talent. During the reporting year, the working hours of the building staff were altered after we had benchmarked our working hours against market trends.

我們設有清晰的招聘、晉升、平等機會及個人資料(私隱)政策，並訂有行為守則，確保員工在公平和高度透明的環境下工作。員工必須嚴格遵守紀律政策與程序，時刻保持高度專業，恪守商業誠信原則。

我們提供具競爭力的薪酬待遇，包括醫療保險、超時補貼、退休福利<sup>ii</sup>、培訓津貼、長期服務獎，以及婚假、產假、侍產假、考試假及恩恤假等多種假期，並按照各職級的工作表現評核結果，發放年終賞金。噴射飛航實施多項家庭友善的僱傭措施，例如早於2012年推行員工彈性上班時間。合資格的員工可在指定工作時間內選擇上下班時間，以便靈活地分配和善用時間，達致工作與生活平衡。

現今人才市場競爭十分劇烈，為吸引和挽留人才，我們定期檢討集團的人力資源策略。於報告年內，我們就物業管理員工的工作時間進行了市場趨勢評比，並相應地作出調整。

“

Under the guidance of my superiors and with training opportunities provided by Shun Tak, I have gradually developed my professional skills in the leasing industry, having been groomed from an assistant to a manager which I am today. Shun Tak's employee programmes and work culture are definitely the reasons behind my decision to stay and grow with the company.

憑藉上司們的指導及信德提供的培訓機會，我逐步建立對租務業的專業技能。由一名助理晉升到經理職級。信德的僱員發展計劃及工作文化，正是我留在信德工作與公司一起進步的主要原因。

”

Ivy Cheng 鄭小姐

Leasing Manager 租賃經理

Long Service Awardee 長期服務獎得主



<sup>ii</sup> Retirement benefits through Mandatory Provident Fund and Occupational Retirement Scheme Ordinance  
透過強積金及職業退休計劃條例提供退休福利

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

We are an equal opportunity employer. Due to the nature of our transportation business, our workforce profile shows a predominance of male employees at the operational level. Nevertheless, we make every effort to enhance gender parity and ensure fair opportunity for all employees in employment, training and development, and promotion, regardless of age, gender, marital status, pregnancy, disability, family status, or ethnicity.

我們是遵奉平等機會的企業。基於運輸業務的工作性質，我們團隊中負責日常操作的員工以男性居多。儘管如此，我們仍竭盡所能提倡平等就業，不論年齡、性別、婚姻狀況、懷孕、殘障、家庭狀況及種族，確保所有員工均享有平等的就業、培訓發展和晉升機會。

TurboJET actively supports Women in Logistic and Transport (WiLAT) in Hong Kong, an organisation which promotes career development of women in the logistics and transportation industries through networking support and mentoring by experienced women leaders.

噴射飛航積極支持香港木蘭匯(WiLAT)的工作，其使命主要透過網絡支援及邀請業內資深女性領導層作為師友，促進女性在物流運輸業的發展。

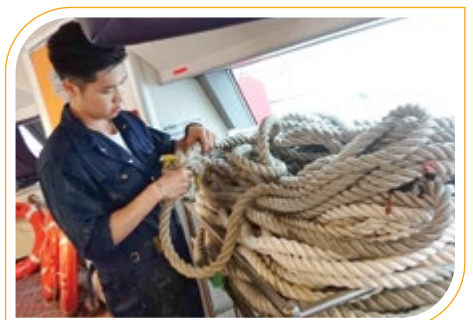
We have a grievance system at work to allow systematic two-way communication for employees to express their complaints concerning working conditions, policies, co-workers or management. Since 2010, our cleaning services operation in Macau has continued to employ disabled workers in support of social integration. We firmly comply with all labor legislation across our operations and do not allow forced labor or child labor under any situations.

我們設有申訴機制，員工可透過系統化的雙向溝通渠道，表達他們對工作環境、政策、同事或管理層的訴求。為促進社會共融，自2010年在澳門的清潔服務業務僱用殘障人士。我們所有業務單位均嚴格遵守所有勞工法例，在任何情況下也絕不容許強迫勞工或童工。

## Talent Acquisition, Training and Development 人才招募與培訓發展

To support our vast business portfolio spanning Hong Kong, Macau and Mainland China, we have in operation a comprehensive talent acquisition plan to recruit the right candidate for the right job, and a number of training programmes to maximise the growth of our people. Different business units have utilised recruitment days, career fairs and their own networks to recruit new talents.

為配合集團遍及香港、澳門和中國內地的多元化業務發展步伐，我們設有周全的招聘計劃，務求良才善用，能者居之。與此同時，我們亦設計了多項培訓計劃，以提升技能，促進員工的事業發展。此外，集團旗下各業務單位也會善用招聘日、就業博覽，以及各自的網絡招攬新人。





Over the years, we have continued to collaborate with various educational institutes, such as the Hong Kong Sea School and the Hong Kong Institute of Vocational Education, to nurture talent via different platforms. Our property and hospitality divisions have organised placement programmes to provide work-based experience for students to develop skills that are crucial to their career development. During the reporting year, we listed over 200 openings for new graduates in the hospitality and tourism industries in Macau. Since 1998, TurboJET has invested significant resources in human development programme, aiming to create awareness of the positive career opportunities and advancement in the maritime transport industry, attracting and training a new generation of young professionals to take up a seafaring career through cooperation with different institutions in Hong Kong. These education programmes include "Cadet Program", "TurboJET Scholarship", "Placement Programs", and "Sailor Program" which was introduced in 2016.

多年來，我們與香港航海學校和香港專業教育學院等教育機構廣泛合作，透過不同平台栽培人才。我們的地產和酒店消閒業務均設有實習計劃，為學生提供在職體驗及學習職場技能，以應付日後事業發展需要。於報告年內，我們共刊登逾200個職位的招聘廣告，邀請應屆畢業生投身澳門的酒店及旅遊業。噴射飛航從1998年至今在人力發展計劃投放大量資源，聯同香港多間學術機構，推廣航海業的就業前景與發展機遇，以招攬並培訓新一代年青專才，鼓勵他們投身航海事業。有關的培訓計劃包括「見習伙長」培訓計劃、噴射飛航獎學金、工作實習和於今年設立的水手培訓計劃等。

“

My experience as a Part-time Club Ambassador at Shun Tak's The Belcher's Clubhouse when I was a student equipped me with basic understanding about clubhouse operation. Since graduation and over the years, I have received a wide variety of training from Shun Tak, which allowed me to progress in my career. Thank you, Shun Tak, for all the opportunities.

我於學生時代在信德旗下的寶翠園會所擔任兼職會所大使，這經驗讓我了解到會所的基本運作。自畢業以來的這些年，我參與了許多由信德提供的各種培訓，使我在事業上持續發展。信德，多謝您給我的一切機會。

”

Garvin Chan 陳先生  
The Belcher's Clubhouse Officer  
寶翠園會所主任





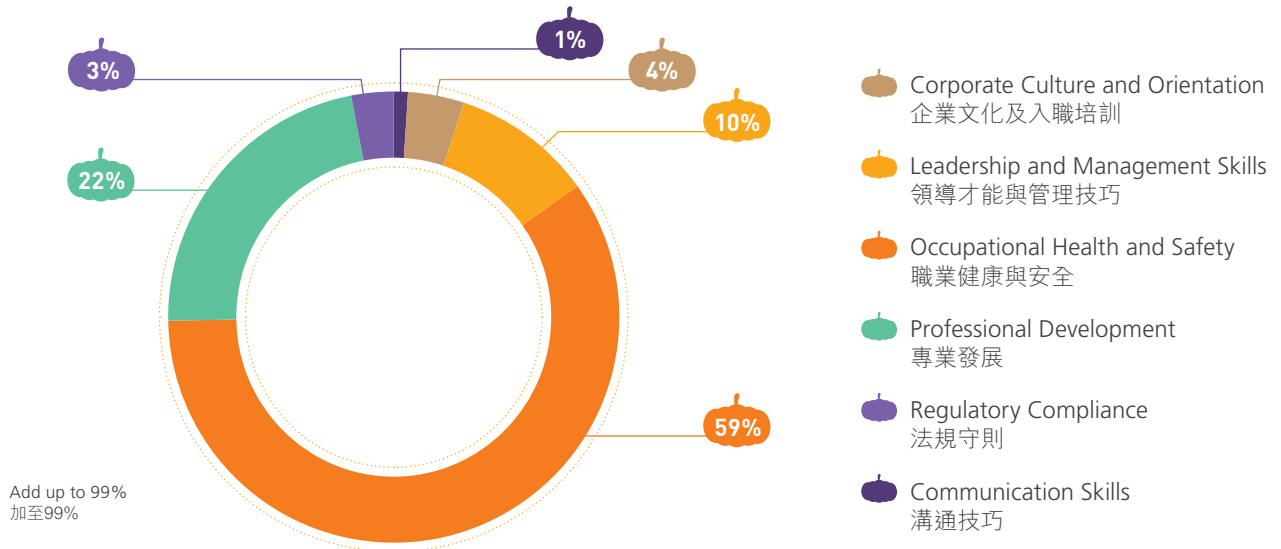
Our employees are our greatest asset. We encourage continuous learning and career development by providing internal and external training, education subsidies and examination leave to our employees. In 2016, employees from different job levels and businesses participated in more than 200 training courses with topics ranging from corporate culture to leadership and management skills. Over 20,400 hours of training were conducted, amounting to an average of 5 training hours for each employee.

員工是集團最寶貴的資產。我們提供內部和外界培訓，教育津貼和考試休假，以鼓勵員工持續進修及發展事業。2016年，集團為屬下各職級及業務範疇的員工安排了超過200個培訓課程，課題涵蓋企業文化、領導才能和管理技巧等，員工培訓的總時數超過20,400小時，人均培訓時數為5小時。



### Percentage of trainings by category

按培訓類別劃分的培訓百分比



### Elementary Managerial Skill Programme

管理技巧基礎課程

To address the strategic direction and critical success factors identified in our previous training programme, we created the two-stage Elementary Managerial Skill Programme to enhance the leadership skills of our managerial/supervisory staff in 2016. 106 participants received a total of 1,130 training hours.

參考以往訓練課程的策略性方向及成功要素，集團於2016年推出兩階段的「管理技巧基礎課程」，提升管理/督導人員的領導技能。課程共有106位員工參與，接受合共1,130小時的培訓。





aimed to enhance leadership skills of the managerial/ supervisory staff  
旨在提升管理/督導人員的領導技能



aimed to reinforce the learned skills and share the challenges and success stories of the participants  
旨在加強培訓所學的技巧，分享學員遇到的挑戰和成功經驗



● Stage 1 Training 第一階段培訓



● Stage 2 Training 第二階段培訓

## Professional Training Session

### 專業培訓工作坊

Our property management branch continues to conduct technical training to support its operational needs. In 2016, new training on a Deed of Mutual Covenant (DMC) and Building Management Ordinance (BMO) was organised for 46 managerial and general staff to augment their property management knowledge in the areas of their rights and responsibilities, legal and statutory requirements. This training included case studies and discussions with legal advisors and experienced practitioners.

我們的物業管理單位持續提供技術培訓予員工，以應付日常運作需要。2016年，46位管理人員及普通員工參加了最新的大廈公契及《建築物管理條例》培訓，認識物業管理人的權利和責任、法律及法定要求，增進物業管理知識。培訓內容包括個案研究，學員還能與法律顧問和資深從業員研討交流。



## Workplace Occupational Health and Safety

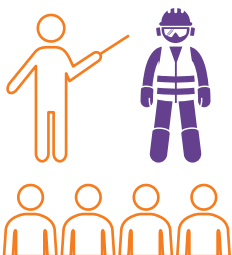
### 職業健康與安全工作間

Occupational health and safety (OHS) in the workplace is our first priority. Due to the diversified nature of our business, each business unit is equipped with systems which identify and respond to the unique safety issues in its operations. We conduct Display Screen Equipment assessments to ensure our employees' well-being at their workstations. Regular fire safety inspections and drills are conducted with the Fire Services Departments of the Hong Kong and Macau Government to prepare our employees and end-users of our managed buildings against fire risks.

We offer a variety of OHS related training to our staff across our business units, including first aid training courses. We now have a total of 27 qualified first aiders in our company, who are capable of providing instant lifesaving support in the workplace. We also organised industrial safety training like "workplace safety for working at height" and "accident prevention workshop" for our property management staff.

我們時刻將工作間的職業健康與安全（職安健）放在首位。基於集團的業務性質多元化，各業務單位會因應個別運作情況，各自制定合適的安全系統。我們為員工進行顯示屏幕設備的職安健評估以確保工作間安全，並與港澳消防部門合作，定期進行防火巡查及火警演習，協助員工及旗下管理物業的使用者提高防火意識。

集團各業務單位均會安排員工，接受包括急救訓練課程等職安健相關的培訓，有27位員工已成為合資格急救員，可在工作場所發生事故時提供緊急支援。此外，我們亦為物業管理人員舉辦工業安全培訓，例如「高空作業工作間安全」及「預防意外工作坊」。



During the year under review, **1,195** employees received relevant health and safety training. 報告年內，集團內共有 **1,195** 位員工接受了職安健相關的訓練。

## Way forward 展望

In addition to their safety measures and monitor system, our property management branch is preparing to obtain ISO 45001, occupational health and safety management systems, by 2019.

物業管理部門正透過推行多項安全措施和監察系統，爭取在2019年前取得ISO 45001職安健管理體系認證。



## Safety Management at TurboJET 噴射飛航的職安健管理

Safety is the vital element in TurboJET's operation. We conduct regular safety drills and evacuation exercises with internal and external parties, and achieved Level 2 of the Continual Improvement Safety Programme Recognition of System (CISPROS) of the Occupational Safety and Health Council in 2016.

Our TurboJET Safety Committee organised a safety competition between May and August 2016. Based on the 14 elements of our safety management system, the participating working units revamped their workplace, improved safety measures and demonstrated their efforts to heighten safety consciousness among the staff. An award was presented to the most outstanding units, and good examples were shared with all the units.

We also established a TurboJET Safety Committee (Macau) in May 2016. Through continuous training programmes, the selected staff members from various departments were trained up to review, manage and maintain OHS performance.

安全是噴射飛航日常營運的關鍵要素。我們聯同合作伙伴定期舉辦安全和疏散演習，在2016年更獲得職業安全健康局的「持續進步安全管理確認計劃」(CISPROS)第二級別認證。

噴射飛航的安全委員會於2016年5月至8月舉辦「噴射飛航模範工作間」比賽。根據安全管理制度的14項元素，參賽單位重新整理工作場所、改善安全措施和致力提高員工的安全意識。表現最傑出的單位獲頒獎嘉許，並與所有業務單位分享他們的良好典範。

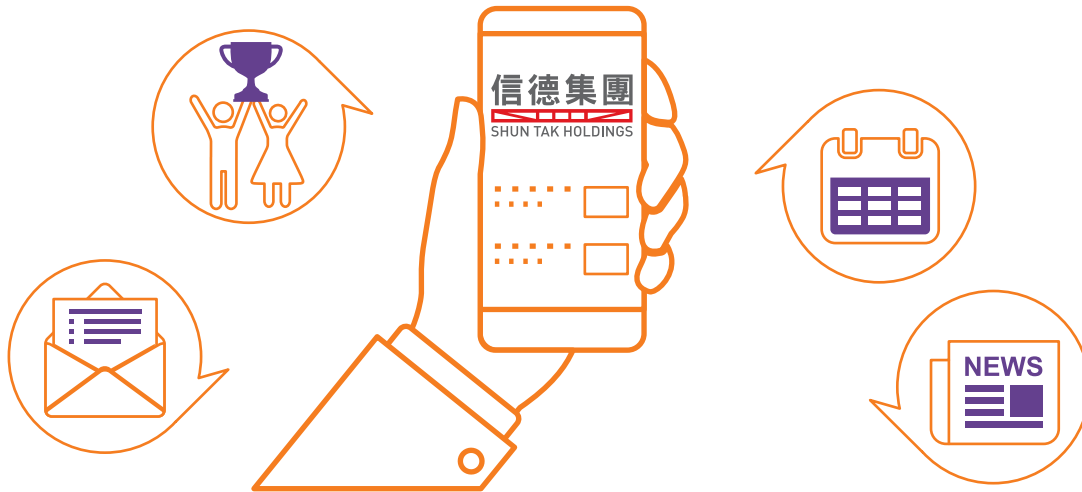
我們亦於2016年5月成立噴射飛航安全委員會(澳門)，分別從不同部門挑選代表加入，透過持續培訓掌握必要知識，以檢視、管理及維持職安健績效。



## Staff Communication and Engagement 員工溝通及參與

We value open communication and active engagement with our workforce. To facilitate two-way communication, we use different channels to engage and connect with our employees, such as email, intranet and newsletters. In 2016, we began using WeChat as a new instant initiative to release corporate information to staff in Macau.

我們非常重視坦誠公開的溝通，也希望員工積極參與，全情投入。為促進雙向溝通，我們採用不同渠道與員工共商同理，包括電郵、內聯網和企業通訊等。2016年，我們開始使用微信，作為向澳門員工即時發佈企業信息的新途徑。



Happiness and health are not only the core ingredients of our employees' personal lives, but also the essential components of their work lives. We therefore encourage our employees to adopt a lifestyle which balances work and life. Our initiatives include employee benefit schemes and support programmes such as sports teams, healthcare workshops, interest classes and field trips. In addition to recreational activities, we encourage our employees and their families to volunteer in the community. In the year under review, we organised various activities with over 5,000 participants joining across all our operations.

身心健康是員工在個人生活上的必要元素，在其工作上亦不可或缺，因此我們悉力向員工提倡工作與生活平衡，並推行多項員工福利及支援計劃，例如運動隊伍、健康工作坊、興趣班和野外考察等。除了康樂活動，我們於年內舉辦了連串社區活動，鼓勵員工帶同家人參與義工及社會服務，吸引超過5,000名來自各業務單位的同事及其親友參與。

I was happy to participate in the Group's "Think Green • Live Green" campaign to learn lots of practical environmental tips. With the full support of my family in collecting different recyclables, I became one of the employees who had the highest score in the "Green Point Competition". To me, the most valuable reward was the planting of the seeds of environmental protection in the hearts of each and every one of my family members.

我很高興參加了集團的「綠色生活 我思•我行」活動，過程中學到不少實用的環保心得。在家人全力支持下，我收集了不同的可回收物料，在「減廢回收擺滿Fun」比賽的家多參賽者中得分最高。對我來說，這次比賽的最大收穫，就是成功在我家每位成員的心中，深深埋下了環保的種子。

Isa leong 楊小姐  
Assistant Administration Officer (Macau)  
助理行政主任(澳門)







Life Style Workshop – Storm Glass D.I.Y  
天氣瓶工作坊



Nam Sang Wai Eco Tour by Bicycle  
南生團「自駕」親親大自然之旅



Visit Macau Observatory Department  
氣象局參觀



TurboJET Sports Association Annual Training Camp  
噴射飛航體育會兩天的體能集訓



Coastal Cleanup & ECO Tour at Cheung Chau  
清潔海岸暨長洲環島遊



Interest Class – DIY Green Product  
環保清潔劑及天然潤膚膏工作坊

# OUR ENVIRONMENT

## 我們的環保使命

Spreading the seeds of green awareness to sustain the environment for generations to come.

散播環保的種子，讓世代在美好的環境持續發展。



### Lotus seeds 蓮花種子

#### Lotus seeds:

Lotus epitomises purity and beauty. Growing through muddy waters into a beautiful flower, the lotus reminds us that we too can overcome obstacles in our pursuit of a cleaner and greener world. The many remarkable uses of its seeds, flowers, leaves and roots further remind us of nature's resourcefulness and why we must protect it.

#### 蓮花種子：

蓮花象徵純潔美麗，出淤泥而不染，盛放展姿。它提醒我們也可以克服障礙，追求更清潔更綠化的世界。蓮的種子、花、葉和根都有實用價值，再一次印證大自然是個大寶庫，我們必須保護它。





## Our Environment 我們的環保使命

Faced with intensifying environmental issues, businesses around the globe see the urgent need to put additional efforts to reduce their ecological footprint, and we are no exception. Environmental protection has been an integral part of our strategy ever since we began our sustainability journey. In fact, environmental protection was stipulated as one of the key principles for our sustainable business growth when we developed our Sustainability Policy in 2014.

Our third mission this year is to **spread the seeds of green awareness**, so that every stakeholder understands how his/her behaviour and actions can impact the environment, and what he/she needs to do to protect the environment individually and collectively with others in his/her community. Putting policy into practice, we are committed to raising green awareness among our stakeholders, implementing management practices across our operations, and executing programmes and initiatives to ensure sustainability.

面對環境問題日益嚴峻，全球企業均意識到需要加倍努力減低生態足印，我們也不例外。集團自踏上可持續發展的道路以來，一直將環保融入經營策略。2014年制訂的可持續發展政策，更指定環境保護為實現可持續業務增長的主要原則之一。

**散播環保種子**是今年第三個使命，目標是讓每個持份者也了解自身習慣和行為對環境的影響，以及認識如何由個人做起以至與社區合力保護環境。我們承諾將政策付諸行動，致力加強持份者的環保意識，在業務中實施適切的管理規範，並會推行各類計劃及措施，確保可持續發展。



### Raising Environmental Awareness 推廣環保意識

In 2016, we made tremendous effort to expand our initiatives to greener workplace, energy efficiency, waste management, indoor and water quality, and environmental education. The initiative that we are most proud of is our Group Programme - "Think Green • Live Green," which we will continue to use to elevate green awareness among our stakeholders.

2016年，我們全力倡導環保文化，在綠色辦公室、能源效益、廢物管理、室內空氣與水質，以及環境教育等各方面多措並舉。其中最值得引以為傲的是「綠色生活 我思•我行」活動，我們將繼續藉此活動提高各持份者的環保意識。



## Engaging our Stakeholders in the Green Movement 環保運動與持份者同行

Led by our top management, a series of green activities were launched across different business and supporting units. These activities attracted a high participation from our workforce. With the seeds sown, we hope they will take roots in our stakeholders' hearts, motivate changes in behaviour, inspire green awareness, and drive the stakeholders to adopt an environmentally responsible lifestyle.

在最高管理層的領導下，各業務及支援單位推展了一系列環保活動，吸引員工踴躍參加。各種不同活動增廣了員工的環保知識，也倡導他們改變日常生活的習慣。我們相信已成功播下綠色種子，希望環保幼苗在持份者的心中茁壯成長，為環保付出更大努力。



Number of Participants  
參加人數

**1,000+**



Number of Events  
活動數目

**16**



NGOs/organisations involved  
參與的非政府組織/機構

**11**



Ladies & Kids Fashion Recycling  
回收女裝及童裝

**122** pcs  
件



Old Clothes Donation  
捐贈舊衣物

**98** kg  
公斤



Surplus Food Lunch Box Prepared  
利用剩餘食物烹調飯盒

**700+** boxes  
個



Unused Computer Collected  
收集舊電腦

**66** units  
部



Coastal Clean Up  
清潔海岸收集廢物

**16+** kg  
公斤



Green Lunch  
素食午餐

**286** sets  
份

**Think Green • Live Green**  
綠色生活 我思•我行

To carry out green talks / seminars  
舉辦講座/研討會

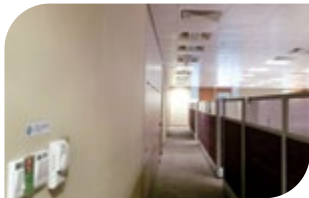
To cultivate green mindset in our workforce  
培養員工的環保思維

To walk the talk  
坐言起行

To adopt environmental protection initiatives  
推行環保措施

**Snapshot of activities**  
活動花絮

To promote green behaviour in daily life and business operations  
提倡在日常生活及業務營運注重環保



• Light off @Lunch Hour  
「午膳熄燈」行動



• Food Donation and Surplus Food Management Talk  
捐贈食物及剩餘食物管理講座



• Coastal Clean Up  
海岸清潔活動



• Unused Clothes Donation & Fashion Recycling  
捐贈舊衣物及回收時裝



• Green Lunch @ Clubhouse Cafe 會所綠色午餐

• Green Tips of Winter  
冬季環保貼士

• Computer Recycling Programme with Tenants & Residents  
租戶及住戶電腦回收計劃



• A day with Food Angel 「借食體驗日」



• Visit of Cotai Ecological Zones & Coloane Wastewater Treatment Plant  
路氹城生態保護區及鷺環污水處理廠導賞遊



• Green Living Competition  
綠色生活比賽

• Municipal Waste Reduction and Recycling Talk  
都市廢物減排及回收講座



### Motivating Our Customers and Residents 鼓勵顧客及住客加入環保行列

We spread our environmental messages to our residents and customers through various green initiatives. Taking advantage of the outstanding landscape design at liberty, our property management team inspires our residents' appreciation of nature by increasing seasonal flowers and creating a plant trail for green education with QR Code which provides information on the species of trees and plants, as well as regular updates about the plant trail. To encourage green diet, Macau Tower and Grand Lapa Hotel provide customers with vegetarian menu and sustainable menu (e.g. no shark fin dishes in its menu) respectively. Similarly, a 'Save the Earth' Bed Linen Card is placed in each hotel room to encourage guests to support water conservation.

我們採取多項措施，向住客和顧客廣泛宣傳環保訊息。其中物業管理團隊善用昇悅居的優越園境設計，在不同時令添置合時花卉，啟發住客欣賞大自然，並設立「植物教育徑」，利用二維條碼技術沿途提供樹木和植物資料，以及定期提供教育徑的最新消息，推廣綠色教育。為鼓勵顧客食得更環保，澳門旅遊塔及澳門金麗華酒店分別提供素食餐單和可持續發展餐單(例如不設魚翅菜式)。此外，酒店每間客房均放置「愛護地球建議卡」，鼓勵客人支持愛惜水資源。

### Inspiring the Public 提高公眾的環保觸覺

Aiming to raise public awareness of environmental issues, we continue to participate in and organise eco-friendly programmes for the public. In both Hong Kong and Macau, we remain a long-term supporter of the WWF Earth Hour campaign to combat climate change. Following our sponsorship of the arctic journey "North Terrain Environmental Ramble 2015," TurboJET and the Scout Association of Hong Kong jointly conducted educational talks for seven schools in Hong Kong and Macau after the trip. The TurboJET ambassador for the expedition team shared her arctic experience on environmental conservation with over 4,000 students.



為喚起更多市民關心環保事務，我們持續參與及舉辦各類公眾環保活動，包括長期支持世界自然基金會在港澳的「地球一小時」運動，應對氣候變化。繼2015年贊助「北極環保探索之旅」後，噴射飛航聯同香港童軍總會，為港澳七間學校舉行教育講座，由噴射飛航環保大使代表考察團成員，與逾4,000名學生分享極地體驗及環境保育的訊息。



Stepping up our efforts to enhance green awareness, our property management team signed the "Charter on External Lighting" launched by the Environment Bureau (ENB) in April 2016, and switched off unnecessary outdoor decorative and promotional lightings to minimise light nuisance and energy wastage.

我們的物業管理團隊用行動進一步推廣環保意識，於2016年4月簽署環境局推出的「戶外燈光約章」，承諾關掉不需要的戶外燈飾及廣告照明，盡量減低光滋擾和避免浪費能源。

## Greener Workplace 共建更環保辦公室

We believe “greening the workplace” is one of the most effective strategies. It not only enhances the environmental performance of our office through our employees’ collective effort, but also strengthens our green culture.

Our Green Office Management Team oversees initiatives on offices’ energy consumption, waste recycling and indoor air quality; and monitors on-going measures such as the Green Corner (a notice board posted with green messages), recycling bins, energy conservation measures and green signage. To widen employee participation, we also recruit green ambassadors from different business units.

In 2016, we encouraged our employees to pledge and support “No Air Con 2016” to promote the importance of energy saving and prudent use of air-conditioning. We also supported the “Macau Energy Saving Week 2016,” an initiative we have backed for a decade to minimise energy use in summer, and prompted our staff to dress casual and to maintain the air-conditioning temperature at not lower than 25 degrees Celsius. In addition, our offices in Hong Kong and Macau participated in the Lai See Packets Recycling Campaign 2016 organised by Greeners Action in Hong Kong and The Civic and Municipal Affairs Bureau of Macau SAR respectively.

Collected **56** Kg  
合共回收 **56** 公斤 

During the reporting year, our corporate office and a number of property management site offices received the “Green Office Awards Labelling Scheme” which requires the passing of green audit covering nine mandatory aspects of operations, including energy savings, water savings, waste reduction, paper/printing reduction, green procurement, IT use and disposal, transportation, education and awareness, and green innovation. Our TurboJET has received this award for two consecutive years.



我們認為綠色工作間是推廣環保的最有效策略之一，不僅可鼓勵員工同心合力優化辦公室的環境績效，還可鞏固集團的綠色文化。

我們成立了綠色辦公室管理團隊，負責檢視各辦公室的能源耗用量、廢物回收及室內空氣質素，並且監察各項措施的持續執行，例如「環保角」（張貼環保訊息的告示板）、回收箱、節能措施和環保告示。為擴大同事的參與層面，我們會在不同業務單位招募環保大使。

2016年，我們鼓勵員工承諾和支持「2016無冷氣夜」運動，宣揚節約能源及慎用冷氣的重要性。在澳門，我們一如既往地支持「澳門節能周2016」，十年來一直提倡夏季節約能源，並勸籲員工穿著便服上班，將冷氣室溫調節維持在不低於攝氏25度。此外，港澳兩地的辦公室，分別參加由香港綠領行動和澳門特區民政總署舉辦的2016年利是封回收行動。



於匯報年內，我們的辦公室和多個物業管理辦事處參加「綠色辦公室獎勵計劃」，成功通過九個指定營運範疇的環保審計，包括節約能源、節約用水、減廢、減少用紙/打印、環保採購、資訊技術使用和處置、交通運輸、教育和意識，以及綠色創新，獲頒發「綠色辦公室」標誌。當中噴射飛航已連續兩年取得「綠色辦公室」標誌。



## Enhancing Energy Efficiency of Operations 改善日常營運的能源效益

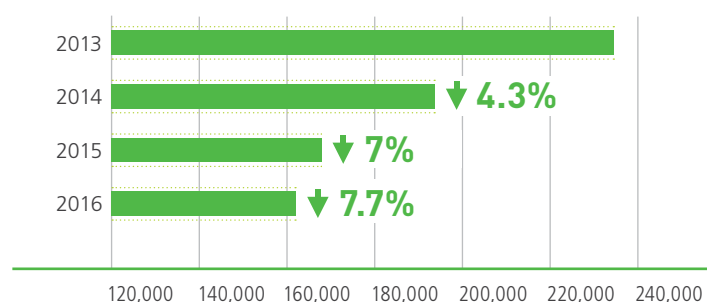
Given Hong Kong's and Macau's limited potential for renewable energy development, improving energy efficiency continues to be our major strategy to combat climate change. To maintain, and hopefully to reduce, the level of energy consumption of our core operations despite the continued growth of our business activities, we have invested in energy efficiency enhancement projects in phases, with recent highlights as follows.

After we had conducted a thorough carbon audit at our Hong Kong office premises in 2013, we laid out an energy reduction plan to mitigate our impact on the environment throughout our operations. Our plan includes improvement works for office equipment and housekeeping initiatives. During the reporting year, we achieved cumulative electricity saving of nearly 19%<sup>iii</sup> against the 2013 baseline.

考慮到可再生能源在香港和澳門的發展潛力有限，我們遂以提高能源效益為應對氣候變化的主要策略。在業務不斷擴展的過程中，我們仍致力維持並盡可能減少核心業務的能源使用量；並投放大量資源分階段推行能源效益優化計劃，以下概述相關措施的最新進展。

我們的香港辦公室於2013年完成碳審計後，隨即擬定節能計劃以紓減日常營運對環境的影響。節能計劃涵蓋辦公室設備改善工程和內務管理措施。按照2013基準年計算，我們於匯報年度累計節省約19%<sup>iii</sup> 用電量。

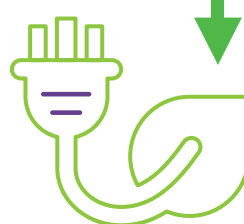
### Annual Electricity Consumption (kwh) 年度能量使用量(度)



past 3 years

過去三年

↓ ~19%



In 2016, in recognition of TurboJET's outstanding performance in implementing green measures, the Environmental Campaign Committee (ECC) & Environmental Protection Department (EPD) granted us the "2015 Hong Kong Awards for Environmental Excellence (HKAEE) - Transport and Logistics - Silver Award." During the year under review, our Fuel Optimization Program achieved cumulative reduction of over 26% against the 2011 baseline.

2016年，噴射飛航獲環境運動委員會(環運會)頒發「香港環境卓越大獎2015—銀獎(交通及物流業)」，表揚我們不遺餘力推行環保措施的佳績。於匯報期內，噴射飛航繼續透過「燃料節約計劃」節省燃料，按照2011基準年計算累積減幅達26%。

Offset over **34,200** tons  
減少超過 **34,200** 噸  
of carbon emissions  
碳排放



Equivalent to planting  
相等於種植

**205,211** trees  
棵樹木

<sup>iii</sup> includes Shun Tak corporate and main offices  
包括信德集團總部及主要辦事處





Shun Tak and CILTHK are long-standing partners in the development and advancement of logistics and transport industry. We sincerely appreciate this partnership. I am sure the industry will be delighted to learn more about Shun Tak's future plans for development and management best practice in its future sustainability reports.

信德和香港運輸物流學會多年來合作無間，共同促進物流運輸業的發展。我們非常珍惜這份夥伴關係，相信業界亦希望在日後的可持續發展報告，可了解更多信德的未來發展大計和良好管理守則。



Tsang Wing Hang 曾永鏗

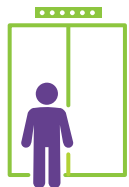
President 主席

The Chartered Institute of Logistics and Transport in Hong Kong (CILTHK) 香港運輸物流學會



Grand Lapa Hotel, managed by our Artyzen Hospitality Group, is one of the few hotels in Macau with a large temperature-controlled outdoor swimming pool which consumes a lot of energy. To acclimatise the pool water more efficiently, we upgraded all the pool heat pumps in 2016. We also upgraded our entire lifts' driving systems and replaced old lighting fixtures by LED in phases at the hotel.

雅辰酒店集團營運的金麗華酒店，在澳門是少數設有大型恆溫戶外游泳池的酒店，這項設施耗用大量能源。2016年，泳池所有熱泵完成升級工程後，現時調節泳池水溫的操作更富能源效益。此外，我們全面改善了電梯驅動系統，以及分階段更換酒店舊有的照明裝置，改用LED燈。



Lift modernisation project achieved

升降機更新工程減少

**>40%** of energy saving  
用電量



Replacement of LED lightings achieved approx.

改用LED燈每日約可節省  
**2,500** kWh per day  
度電

## Way forward 展望

Plans have been made for a large-scale energy efficient renovation project in Macau Tower. From late 2015 to early 2016, we held energy audits and technical meetings to explore opportunities to optimize energy efficiency of the Tower. We concluded that the project, to be conducted by phases in 2017 and onwards, will include obsolete equipment replacement, system repair and upgrade. With the combined saving from the various measures in this project, our annual electricity reduction will be equivalent to over 4,000 tons of carbon emission.

- Chiller plant replacement with VSD-Trirotor machine
- Ongoing LED retrofits
- Building Management System (BMS) upgrade with new open-platform and associated equipment for system signal monitoring, network controlling which could maximise the result of plant staging and chiller sequencing for HVAC system.

澳門旅遊塔已完成規劃階段，正準備開展大規模翻新工程以提高能源效益。我們於2015年底至2016年初進行多次能源審計及技術會議，探索提升旅遊塔能源效益的各種方案，已敲定於2017年開始分階段實施翻新工程，包括更換過時設備、系統修理及升級。翻新工程的各項措施可望每年減少相等於超過4,000公噸碳排放的用電量。

- 更換冷卻器，裝設新的變速驅動三轉子裝置
- 持續進行LED燈加裝工程
- 提升樓宇管理系統，設置新的開放平台和相關設備，以監察系統訊號及控制網絡，令暖通空調系統(HVAC)發揮最高卸載開關和冷卻器順序效能



## Integrated Approach to Property Development

### 地產發展項目全盤規劃

We apply a wide range of green measures in our property development project. At the design stage, we incorporate energy saving equipment in our project to save electricity consumption, such as installation of different sensors in the common area. During the construction period, we select eco-friendly materials and widely adopt aluminum formwork instead of the traditional timber formwork, since the former can be reused for more than 300 times. Moreover, it is much easier to handle with respect to site storage and material transportation which in turn minimise the impact on the environment.

集團的地產發展項目廣泛採用環保措施。早於設計階段，我們便將節能設備納入整體規劃，在公用地方安裝各類感應器，務求節省用電。到施工建造階段，我們選用環保物料，並盡量以鋁模板取代傳統木模板。鋁模板不但可循環再用300多次，在工地存放和運輸都更方便，對環境造成的影響亦較輕。



## Waste Management and Reduction

### 惜物減廢

Waste generation remains a pressing issue in cities like Hong Kong and Macau where an increasing amount of waste is generated from the commercial, industrial and residential sectors, and the solution to this is in great need. As a responsible corporate citizen, we are dedicated to reducing waste generated in our operations. In 2016, the majority of our Group offices, business unit offices and managed properties in Hong Kong continued to receive the "Class of Excellence" Certificate of the Wastewi\$e Certificate Programme under the Hong Kong Green Organization Certification.

一如其他城市，香港和澳門來自工商業和住宅的廢物不斷增加，已構成嚴重的環境問題，尋找解決良方已刻不容緩。作為負責任的企業，信德竭力減少日常營運產生的廢物量。2016年，各集團辦公室、業務單位辦事處和在香港的管理物業，大部份繼續取得「香港綠色機構認證」的「卓越級別」減廢證書。

Proper waste reduction and management is vital to the conservation of valuable resources. We collect a wide variety of recyclables or reusable items across our operations, including used office furniture, electric appliances, old computers, old uniforms, toys, books, festive food and other materials. We continue to explore and expand the types of items we can collect for reuse and recycle; and at the same time, we find ways to minimise waste generation. Our property management team supports source separation of domestic waste organised by the government, and encourages our residents to segregate different types of municipal waste.

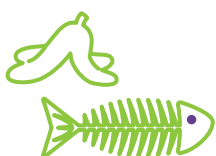
切實減廢及完善廢物管理是保護珍貴資源的關鍵。有見及此，我們在日常營運中積極收集可回收物料或可循環再用物品，包括辦公室的舊傢俱、電器、舊電腦、舊制服、玩具、書本、節日食品和其他物品。日後我們將不斷擴大回收範圍，務求回收更多類別的物品作循環再用和再造；並會廣開途徑減少廢物量。物業管理團隊響應政府主辦的家居廢物源頭分類計劃，鼓勵住戶將不同類別的都市廢物分類。

In Hong Kong, food waste accounts for over 30% of municipal waste dumped into the landfill each day. It is important for business operators to play a role in waste reduction strategy. In some of our managed properties, we participated in the FoodEver Award to enhance public awareness of reducing food waste by putting tent cards and posting signage at our customer service counters and club house dining tables respectively.

香港每日運往堆填區棄置的都市廢物中，廚餘佔逾30%，工商界在減廢策略中擔當著重要角色。集團部份管理物業參加了「惜食傳承獎」，在顧客服務櫃檯和住客會所的餐桌上擺放告示，致力加強公眾意識，呼籲市民減少廚餘。

To promote eco-friendly initiatives among the staff, TurboJET continues to maintain and operate an organic farm on the roof of our shipyards. The planting area has been expanded and an automatic water planting system has been installed, which greatly increases the crop diversity and yield. Besides, a food decomposer was installed to recycle food waste originated from the staff canteen as organic fertilizer.

為鼓勵員工響應環保，噴射飛航繼續以船塢天台作農圃，推廣有機種植，並擴大種植範圍和安裝自動灌溉系統，令農作物的品種更多，收成亦更理想。此外，我們設置廚餘機，將員工食堂的回收廚餘轉化成有機肥料。



In 2016, approximately **160 kg** of food waste was recycled for use in our green roof garden. The crops collected were used in our staff canteen for staff enjoyment.

2016年，共**160公斤**的廚餘在綠化天台園圃被循環再用，收成的蔬菜全部供給員工食堂讓同事們享用。



We actively collaborate with the important stakeholders in our value chain to promote the idea of sustainability. We require our contractors to provide bio-degradable garbage bags at our managed properties in order to minimise the burden on the landfills. Likewise, TurboJET adopts paper saving practices on the vessels by providing on board free WiFi service to passengers, which helped reduce 12% of newspaper consumption in 2016.

我們素來也熱心與價值鏈的主要持份者合作，廣泛宣揚可持續發展理念。我們要求承辦商在集團管理的物業，提供環保生物降解塑料垃圾袋，以紓緩堆填區的壓力。此外，噴射飛航在旗下船隊推行節約用紙措施，在船上為旅客提供免費WiFi服務，2016年的報紙消耗量因此減少12%。



**12%** of newspaper consumption  
報紙用量

## Overview of Recyclables Collected in 2016

### 2016年收集到的各類可回收物料概覽

**491,940** kg  
公斤

Paper  
紙



**1,789** kg  
公斤

Plastics  
塑膠



**75,225** kg  
公斤

Metal  
金屬



**25,673** kg  
公斤

Glass  
玻璃



**667** kg  
公斤

Fluorescent Lamps  
光管



**88** pcs  
件

Rechargeable  
Batteries  
充電電池



**9,339** kg  
公斤

Old Clothes  
舊衣物



**164** pcs  
件  
Toner Cartridges  
碳粉匣



**15,800** L  
升  
Waste Oil  
廢油

**267** pcs  
件

Old Furniture and  
Electronic Equipments  
舊傢俬及電子設備



## Indoor Air Quality and Water Quality Control 室內空氣及水質質素管制

Good air and water quality is fundamental to the maintenance of health. As such, we regularly monitor and assess our air and water quality control to ensure a healthy and safe environment for our staff, our tenants, our residents, and our customers. We actively support governmental initiatives such as the Indoor Air Quality (IAQ) Certification Scheme and Quality Water Recognition Scheme for Buildings.

To maintain IAQ at a satisfactory level, we require the use of environmentally friendly products which generate lower levels of volatile organic compounds (VOCs) in renovation works. We also procure office furniture which has achieved specific IAQ certification, eco-label and sustainability standards. Some of our offices and managed properties attained various IAQ recognitions. During the reporting year, corporate office awarded "Good Level" in IAQwi\$e Certificate Scheme through achieving specific targets.

To sustain water resources, we adopt a variety of water conservation measures including the use of automatic taps, water savers and meters to monitor the consumption in different operation premises. We have also been proactive in enhancing awareness among our stakeholders. In light of the much publicised incidents that occurred in the public rental housing where excessive lead were found in drinking water, some of our managed properties participated in the "Quality Water Supply Scheme for Buildings - Fresh Water (Plus)" launched by the Water Supplies Department in 2016. This new scheme included testing of heavy metals and expanded the scope of water sampling to ensure good water quality.

優質空氣和用水與公眾健康息息相關，因此我們定期監察和評估處所的空氣及供水質素，確保員工、租戶、住戶及顧客享有健康安全的環境。我們積極響應政府的相關措施，例如「室內空氣質素認證計劃」和「大廈優質供水認可計劃」。

為保持室內空氣質素良好，我們指定所有翻新工程採用釋出較少揮發性有機化合物的環保產品，同時採購取得指定室內空氣質素認證、環保標籤和符合可持續發展標準的辦公室傢俬。集團部份辦公室及管理物業分別取得多項室內空氣認證。於匯報期年內，我們的集團總部順利達標，獲頒發「良好級別」的「清新室內空氣證書」。

我們珍惜水資源，採用多種措施來節約用水，包括使用自動水龍頭、節水器和耗水監察器，密切監察各業務地點的用水情況；並主動推廣節約用水，提高各持份者的環保意識。有見早前多個公共屋邨發現食水含鉛量超標，部份集團管理的物業於2016年參加水務署推出的「大廈優質供水認可計劃－食水(2.0版)」，除了檢測多種重金屬外，收集水樣本的範圍亦更廣，可確保水質優良，安心飲用。

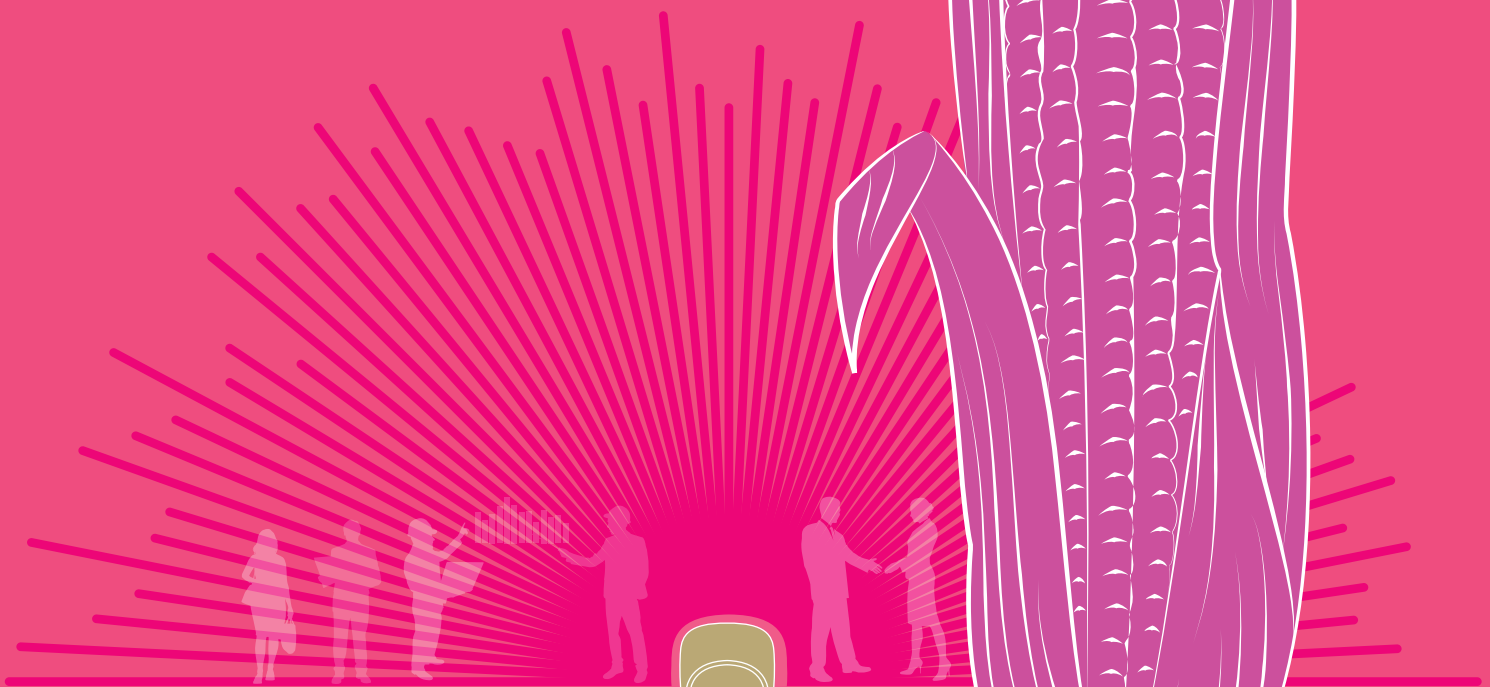


# OUR VALUE CHAIN

## 我們的價值鏈

Scattering the seeds of shared value and shared responsibility to create a far-reaching sustainable impact.

撒播共享價值各盡己責的種子，  
發揮深遠影響力推動可持續發展。



### Corn seeds 玉米種子

#### Corn seeds:

Corn exemplifies harvest and health. Its ability to grow in diverse climates makes it a staple food in many parts of the world. Corn is also used for animal feed, corn ethanol and other corn products. The dynamics of the corn value chain with its diverse stakeholders all adding value and sharing benefits are a force to be reckoned with.

#### 玉米種子：

玉米是豐收和健康的象徵，它可適應多種氣候，作為世界各地主要的食糧。玉米也可製成動物飼料、玉米乙醇及其他玉米產品。玉米的價值鏈廣博縱橫，為不同的持份者各自創造價值，共享互利。



## Our Value Chain

### 我們的價值鏈

Our diversified business is a dynamic macrocosm. It provides us with a unique environment to interact with many different types of customers and end-users, business partners, suppliers, and contractors; inspires and challenges us to develop distinct business models and operating skills, as well as different products and services; and enables us to grow within our own structure and with all the players in our value chain in long-lasting and mutually beneficial relationships.

Our forth and last mission this year is to **scatter the seeds of shared value and shared responsibility**, so that every stakeholder, regardless of where the stakeholder is in our value chain, will know that we do business in a way that not only focus on immediate results but also on long-term impact on the society and the environment at large. Customer care and business integrity are the two fundamental principles upon which our value chain management is based.

多元化業務為我們締造了獨特的環境，讓員工有機會與形形色色的顧客、用戶、業務夥伴、供應商及承辦商互動接觸，啟發並激勵我們開發更獨特的經營模式和營運技巧，以及提供各式各樣的產品和服務。在這環境下，我們不但可推進公司本身發展，也可與價值鏈各方建立長遠互惠的關係，與他們一同成長。

今年第四個也是最後一個使命是**撒播共享價值各盡己責的種子**，向價值鏈各方宣揚我們的經營理念，讓所有持份者明白我們不僅著重即時成果，也放眼於對社會和環境的長遠及整體影響。關懷顧客及業務誠信，是我們管理價值鏈的兩大基本原則。

## Servicing our Customer with Care

### 用心服務客戶

We believe customers care is the key to the success of our business. Caring for our customers means engaging them; enhancing their experience; satisfying their needs; safeguarding their interest; protecting their health and safety; facilitating access to those in need; and creating shared values.

We engage our customers through channels such as hotline service, website, social media platform and in-person meetings when necessary; and provide value added services to enrich their experience.

我們深信用心服務是業務成功的重要關鍵。卓越的客戶服務指待客親切，為他們創造更稱意的體驗、滿足他們的需要、維護其權益、保障其健康與安全、方便有需要人士出入，以及創造共同價值。

我們善用各種渠道，例如熱線服務、網站和社交媒體平台，抓緊與顧客互動的每個機會；並會在需要時安排親身會面，以及提供有助豐富體驗的增值服務。

## Enhancing Customer Experience

### 為旅客送上更佳體驗

In November 2016, TurboJET introduced an innovative eBoarding service which not only creates an efficient, convenient and smooth journey for the passengers, but also promotes paperless ticketing. Instead of using conventional ferry tickets, passengers can access the departure gate by scanning the online booking confirmation QR Code on their mobile devices.

2016年11月，噴射飛航推出嶄新的eBoarding服務，為乘客帶來前所未有的方便與快捷的乘船體驗，更促進了票務無紙化。已進行網上預訂船票的乘客，不用手持船票，只須在離境時掃描手機上的確認二維條碼，即可入關。

### TurboJET eBoarding

噴射飛航電子登船系統



## Nova Grand – Home Surrounded by Excitement

### 精彩生活盡在濠尚

The new development of Nova Grand demonstrates our commitment to create a well-integrated community that promises to enhance the overall lifestyle experience of its residents, and to fulfill an unmet demand in the entire Macau local community. The 650,000 square feet Lifestyle Shopping Mall in the development is Macau's first and is designed to house a diverse range of facilities including a cineplex, a supermarket, and an array of lifestyle brands and dining options. Surrounded by an extensive greenery occupying 121,000 square feet with variety species of plants, Nova Grand's overall landscape design will blend in with the neighboring park environment to provide a pleasant scenic view.

我們致力打造揉合優質生活配套的住宅小區，並已體現於濠尚這個新發展項目。濠尚擁有650,000平方呎的時尚購物商場，各類設施應有盡有，包括電影院和超級市場，國際時尚名牌及美食總匯。這是澳門首座融入生活與時尚的購物中心，住戶在這裡既可盡享生活便利，也可滿足澳門當地消費市場的需求缺口。此外，濠尚園林環抱121,000平方呎的綠化地帶，種植著各式花木，整體園境設計與鄰近公園的景致融和，營造更悅目景觀。

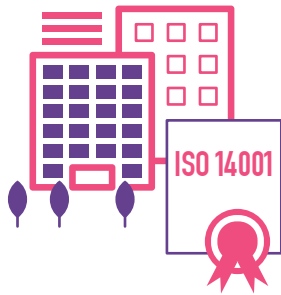


Nova Grand – Home Living – Lifestyle Mall  
濠尚 — 優質生活的時尚購物中心



Since 2005, STPML's Quality Management System has been certificated to ISO 9001 in both Hong Kong and Macau. In 2016, our Property Management business attained ISO 14001:2015 certification for its managed sites, adopting even further international systems to provide integrated services in terms of quality and environmental management. We are also making plans to apply for ISO 14001 certification for other business operations under Property Management in Macau.

自2005年起，信德物業管理有限公司的品質管理體系，在香港和澳門同時取得ISO 9001認證。2016年，集團物業管理部透過更新管理場所的國際系統，以提供完善品質和環境管理的綜合服務，成功通過ISO 14001:2015認證。我們亦準備為澳門物業管理的其他業務單位申請環境管理體系認證。



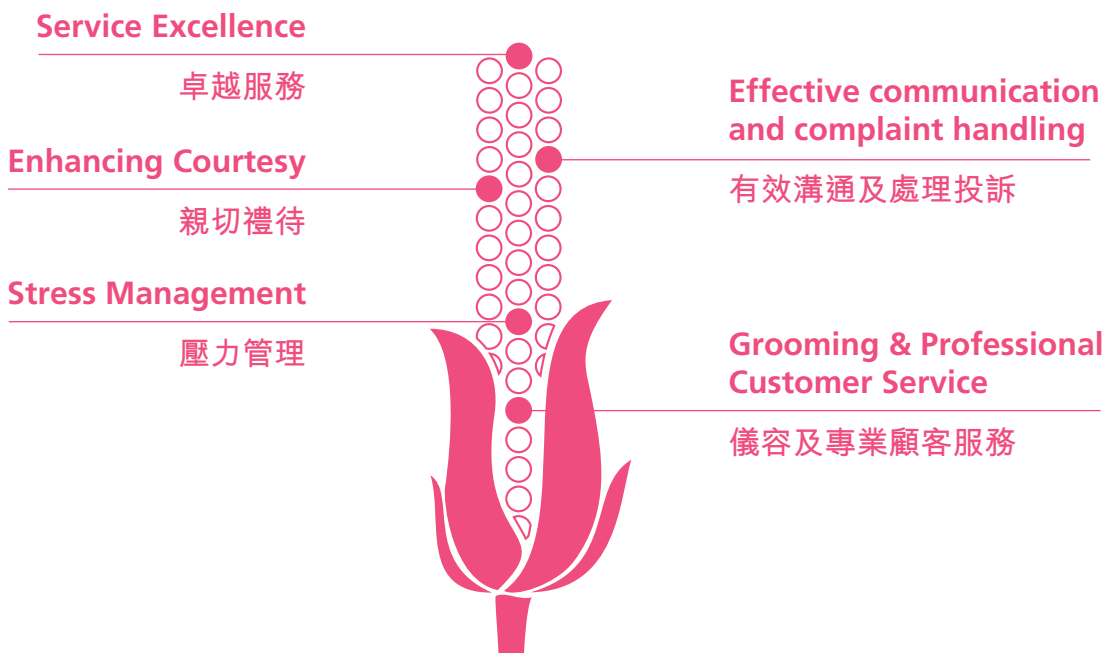
港澳 **17** properties in HK & Macau attained ISO 14001  
 個物業均達到ISO 14001認證

### Achieving Customer Satisfaction

To ensure strong and long-term relationship with our customers, we organise specialised customer care training for our employees to help them achieve higher customer satisfaction.

### 令顧客稱心滿意

我們非常重視與客戶建立深厚長遠的關係，因此不時舉辦專題的顧客服務/關懷培訓及工作坊，教導員工如何提高顧客滿意度。



We evaluate our services on a regular basis. During the reporting year, Property Management, Macau Tower and TurboJET conducted customer satisfaction analysis through surveys and interviews, and commissioned an independent institute to conduct a structured face-to-face personal survey. The overall satisfaction rate was over 90%.

我們會定期進行服務質素評估，了解顧客的滿意度。於報告年內，物業管理、澳門旅遊塔及噴射飛航，分別透過問卷、訪談及委托獨立機構進行有系統的面談，對顧客滿意度進行分析。是次分析發現整體顧客滿意度超過90%。

Property Management received an average satisfaction rate of **94%** from over 2,000 residents and tenants. 逾2,000名受訪住戶及租戶，對物業管理服務的平均滿意度為**94%**。



Macau Tower gained a **90%** satisfaction rate from more than 1,300 visitors. 超過1,300名受訪旅客，對澳門旅遊塔的滿意度為**90%**。



TurboJET was rated 3 or above on a 1-5 scale of satisfaction from **93%** of 1,600 passengers. 調查以5分為滿分，1,600位乘客中超過**93%**給予噴射飛航3分或更高的評分。



In recognition of our effort in customer service excellence, TurboJET was conferred the “2015/16 Smiling Services Enterprises Award – Transportation Services” by the Mystery Shopper Service Association; Grand Lapa Macau and Grand Coloane Resort, managed by our Artyzen Hospitality Group (AHG), was awarded “Guest Review Award” by hotels booking websites which are rated by travelers; and Artyzen Habitat, slated for opening in mid-2017, was named “2016 The Most Anticipated Hotel Brand” by the Mainland’s Tourism Media and Best Travel Media at the National Tourism Award 2016.

我們的顧客服務精益求精，這份堅持為集團帶來不少嘉許。噴射飛航獲神秘顧客服務協會頒發「微笑服務企業大獎—運輸及交通服務（澳門）」獎項；雅辰酒店集團營運的澳門金麗華酒店及鷺環海天度假酒店，在多個由旅客評分的酒店預訂網站奪得「住客評分卓越獎」；預計於2017年中開幕的雅辰悅居酒店，於國家旅業榜中獲中國旅業傳媒和榜中榜頒授「2016年度最值得期待酒店品牌」獎項。



## Way forward 展望

Macau Tower will be implementing a Customer Relationship Management System which is designed to keep track of customer preferences and help us improve the quality of our services. In addition, STPML would revise the Service Standard Pledge to upgrade our response time standard.

展望未來，澳門旅遊塔正籌備設立顧客關係管理系統，追蹤顧客的喜好和促進改善服務質素，從而提高顧客滿意度。此外，信德物業管理有限公司亦修訂了「服務標準承諾」，提高回應時間標準。

## Safeguarding Customers' Interests

We uphold high standards of corporate governance and business integrity. Our staff is required to strictly follow the Personal Data (Privacy) Ordinance in managing customer and employee information. Staff members who handle personal data are well trained on data protection principles and procedures. Our business divisions have established their own data privacy policies to protect customers in accordance with their specific business needs. There was no violation of regulations during the year under review.

We strictly adhere to the applicable law, regulations and industry guidelines in Hong Kong, including without limitation the Residential Properties (First-hand Sales) Ordinance to protect our customers' interest. In Macau, we follow all relevant laws and regulations such as 「承諾轉讓在建樓宇的法律制度」 and 「房地產中介業務法」 when conducting our sales activities.

## 保障顧客權益

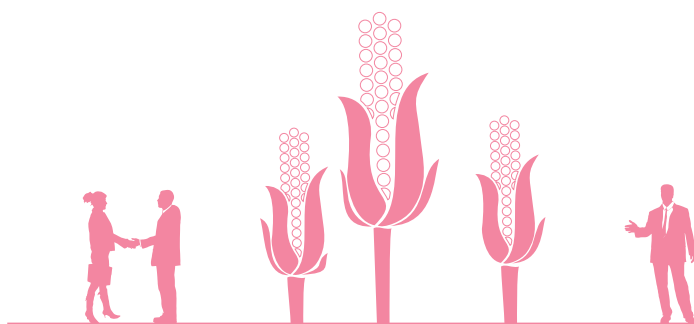
我們秉持崇高的企業管治水平及商業誠信，規定所有員工處理顧客及僱員資料時嚴格遵守《個人資料(私隱)條例》的規定。負責處理顧客個人資料的員工，均經過正式培訓，確保熟悉保障個人資料的準則和程序。集團各業務部門亦各自根據具體的營運需要，制訂資料私隱政策保障顧客。匯報期內並無任何違例個案。

我們嚴格遵守香港所有適用法律、規例和業界指引，包括但不限於《一手住宅物業銷售條例》的規定，以保障顧客的權益。在澳門，我們進行地產項目銷售時，同樣遵從所有相關法律和規例，例如《承諾轉讓在建樓宇的法律制度》及《房地產中介業務法》。

## Facilitating Access to Those in Need 無障礙通道

We foster a barrier-free culture and environment across our operations to meet the accessibility need of different people. Most of our premises have suitable facilities such as disabled lifts, directional tiles and priority seats for disabled and wheelchair users.

我們致力推廣無障礙文化，在日常營運上全力創造暢通易達的環境，為有需要人士提供方便。集團大部份場所均有適當的無障礙設施，例如殘疾人士電梯、導盲地磚和輪椅使用者優先座，協助行動不便的人士。



## Ensuring Customer Health and Safety

We are committed to safeguarding our customers' health and safety. Guidelines on safety and emergency responses are posted at conspicuous places for customers' information. Specific safety issues are addressed and drill training sessions are regularly organised by different business divisions.

## 確保客戶健康及安全

我們盡心竭力保障顧客的健康與安全，在各大場所的顯眼處張貼安全及緊急應變指引，供顧客參考。各業務部門會針對個別安全議題，採取措施和定期進行演習排練。



## Marine Safety 航海安全



TurboJET established safety management system and procedures to assure safe ship operations and safe journeys for our passengers. With our well-trained professional staff and regular precautionary inspections, vessels are maintained at optimal conditions. We implemented the RFID Assets Tracking System for life jacket management in 2016 to ensure that adequate life jackets are in place onboard the vessels. Further, going beyond regulatory requirements, seat belts were fully installed for the seats in all vessels.

噴射飛航建立了安全管理系統與程序，保證船隻航行安全，讓乘客享受安全愉快的旅途。透過已接受專業訓練的人員定期為船隻進行預防性檢查，以確保船隻維持最佳狀況。為進一步提高安全水平，我們於2016年引入無線射頻識別(RFID)資產追蹤系統，用作救生衣設備的管理，確保船上已設置完備的救生衣。此外，我們甚至超越法例要求，率先為旗下船隊的所有座位安裝安全帶。



## Food Safety 食物安全

We conduct regular food quality tests and safety and hygiene inspections with reference to the Hazard Analysis Critical Control Point (HACCP) food safety management and relevant food safety guides.

我們參考「食物安全重點控制」(HACCP)的食品安全管理指引及相關的食物安全指引，定期進行食品品質檢測及安全與衛生巡查，杜絕食物安全問題。



## Building Management Safety 樓宇管理安全

Our property management staff receives a wide range of training e.g. mechanical and electrical repair, use of Automated External Defibrillator (AED) and drills to deal with emergency situations such as power failures, flooding cases, fire and chemicals spillage drills, and to protect our customers, residents and tenants against safety risks. In the year under review, we worked with the Government department to arrange drills for residents and tenants to enhance their fire safety knowledge and raise their awareness.

我們為物業管理人員安排多種培訓，例如機電設備維修、自動體外心臟去纖維性顫動器(去顫器)的應用，以及停電、水浸、火警和化學品泄漏等緊急事故應變演習，同時做好風險預防措施，保障顧客、住戶及租戶的人身安全。於匯報年度，我們與政府部門合作，安排住戶及租戶進行演習，加強他們的消防安全知識和防火意識。



## Creating Shared Values

Creating shared values is the core of our business strategy and daily operations.

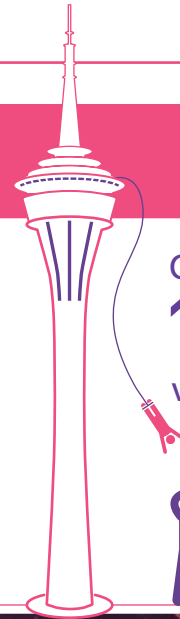
## 創造共同價值

創造共同價值是我們業務策略及日常營運的核心願景。

### Bringing Adventure Attractions to Macau Tourism 為澳門旅遊業引入創意景點

Since its opening in 2001, Macau Tower has been a major landmark in the city of Macau. With over 10 million visitors over the years, Macau Tower is positioned as a world-class tourism, leisure and MICE venue. The Tower not only contributes to Macau's economy, but also serves as an important platform for its visitors and the local community to seek fun and adventure.

澳門旅遊塔自2001年開幕以來，一直是澳門的著名地標。澳門旅遊塔以世界級旅遊、消閒及會展(MICE)場地為定位，多年來入場人次超過1,000萬。除了推廣澳門旅遊業及帶動經濟外，旅遊塔也是重要的消閒平台，深受喜愛歷奇遊樂的海外及當地遊客歡迎。



Over 超過  
**10,000,000**  
visitors 訪客



Shun Tak understands the impact of artistic and cultural events on the community, and provides support to promote local brands. Being a signature convention and exhibition venue in Macau, Macau Tower is an excellent place to promote tourism and to showcase our local designs to visitors. We are delighted that we are invited by Macau Tower to support the meaningful event “the Autism Month” in 2017. We value the opportunity to collaborate with Shun Tak and to do good for our community.

信德深明藝術和文化活動對社群的影響，一直熱心支持推廣本地品牌。澳門旅遊塔作為澳門最具代表性的會展場地，成為向遊客展示澳門當地設計和推廣旅遊業的理想平台。我們很高興獲澳門旅遊塔邀請，合力支持在2017年舉行的「自閉症關懷月」社區項目。我們很珍惜這次與信德攜手造福社會的機會。

**Wilson Lam 林子恩**

CEO | Creative Director 行政總裁兼創作總監

Macau Creations at Macau Tower 澳門佳作駐澳門旅遊塔

### A Taste of Green Living

In 2016, our Property Management initiated a series of green living activities for our residents based on the “Think Green • Live Green” concept. The liberté club organised “Live Green Market” events for residents to learn more about organic food and health care products. Additionally, we made use of the areas in the estate’s podium to create a small garden so that residents can plant potted plants as well as share planting knowledge.



### 體驗綠色生活

2016年，物業管理部開展連串綠色生活的活動，向住戶推廣「綠色生活 我思•我行」環保概念。其中昇悅居住客會所舉辦綠色生活市場活動，向住戶灌輸更多有機食品和保健品的知識。我們並在屋苑平台一角建設小農圃，供有興趣的住客種植盆栽，彼此分享種植心得及低碳生活的裨益。



## Sharing Responsibility with Our Supply Chain 與供應鏈共同承擔責任

We share our core values with our business partners, suppliers and contractors in the course of our business activities, promoting shared responsibility while creating shared value in our supply chain.

Committed to achieving sustainable development along our value chain, we have put into practice a number of measures to uphold social, environmental and business ethics. Our suppliers and contractors are required to comply with all relevant laws and regulations in matters relating to child labor, forced labor, discrimination, corruption and other unethical practices, occupational risks and violation of environmental laws/ordinance. According to different operation needs, our business units have also devised their own sourcing and tendering process.

With our internal Code of Conduct and Whistleblowing Policy in effect, our workforce is built with a high level of business ethics and integrity, and is regarded as a trustworthy partner by our customers and suppliers. Our staff is required to declare any conflict of interest and avoid any bribery or favors offered. ICAC training which features procurement practice and industry case studies is organised to enhance staff’s understanding of potential corruption situations and to reinforce the principles of proper and ethical conduct.

在經營業務的過程中，我們主動向業務夥伴、供應商及承辦商傳達集團的核心價值，提倡為我們的供應鏈創造共同價值及共同分擔責任。

為實現價值鏈的可持續發展，我們採取多項措施履行社會、環境和商業責任。所有關於童工、強迫勞工、歧視、貪污及其他不道德手法、職業風險和違反環保法律/條例的法規，我們要求供應商及承辦商必須一律遵守，集團經營業務亦全面恪守上述宗旨。我們的業務單位分別訂有切合本身營運需要的採購及招標流程。

在內部行為守則和舉報政策的有效配合下，集團已建立一支注重商業道德與誠信的團隊，並且是客戶及供應商認定的可信賴夥伴。我們規定員工在涉及利益衝突時必須申報，以及杜絕任何利益收受或賄賂。我們也不時安排培訓講座，邀請廉正公署人員到場講解採購守則和業界真實案例，使員工更了解日常工作可能潛在的貪污問題，強調嚴守紀律的原則。



We care about the possible impact that could be caused by our operation and development, therefore we apply stringent measures and monitoring systems to our activities. Our contractors and suppliers in our property development and property management projects are required to comply with statutory environmental requirements and adopt eco-friendly products as much as possible to minimise negative impact on the environment.

集團十分關注業務運作及發展可能帶來的影響，因此嚴格執行周全的措施，並設置各種系統全面監察營運活動。我們要求地產發展及物業管理項目的承辦商和供應商，遵守法定環保規定及盡量採用符合環保原則的產品，將對環境的損害減至最低。



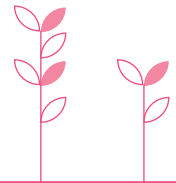
*We believe that successful projects involve many individuals working together towards a common goal. As such, we have a close working relationship with Shun Tak in our property development projects. We both emphasise the importance of incorporating environmental design in our buildings, and we will continue to work together to explore opportunities to adopt more green initiatives.*

我們相信項目的成功全賴眾人努力實現共同目標。因此，我們在物業發展項目中與信德有著密切的合作關係。我們都注重將環保概念納入建築物的設計中，繼續努力及共同探索更多綠色方案。

**Janette Chan 陳韻明**

Director 董事

P&T Architects and Engineers Limited 巴馬丹拿建築及工程師有限公司



Apart from environmental concerns, we also place great emphasis on our contractors' social performance. Our property development project team conducts daily site inspection and weekly project meetings with contractors to monitor their performance. We hold regular safety and chemical drills at sites so that workers are familiar with crisis management procedures. Most importantly, all workers hired by our contractors at our sites are required to have relevant construction work qualifications. In recognition of our concerted efforts to guard workers' health and safety at the construction site, our main contractor for the Nova Grand project at Macau was awarded several honors in the 5<sup>th</sup> Construction site Safety Awards issued by the Labour Affairs Bureau.



我們關心環境，也十分重視承辦商的社會績效。我們的地產發展項目團隊每日均會巡查地盤，另每周與承辦商舉行工程項目會議，監察他們的表現。各施工地盤定期舉行安全及化學品洩漏事故演習，確保員工熟悉危機管理程序。最重要是所有由承辦商聘請的工人，必須持有相關的建造工程資格，方可於集團旗下的地盤工作。澳門濠尚項目的總承辦商，在勞工事務局舉辦的「第五屆建築業安全施工獎勵計劃」獲得多項嘉許，印證我們與承辦商在保障工人健康與安全的努力，獲得肯定。

We maintain effective communication with our supply chain through multiple well-established channels to propagate our sustainability value. We engage our suppliers and contractors in regular meetings and work-related briefings to discuss environmental, health and safety and labor issues. We use project based initial assessments, business reviews and post project evaluation to keep track of their performance and ensure they are meeting our requirements. We also make site visits to the suppliers' workplaces to evaluate their performance. TurboJET engages its main suppliers and contractors through regular Safety Committee meetings to strengthen two-way communications about safety measures for site workers.

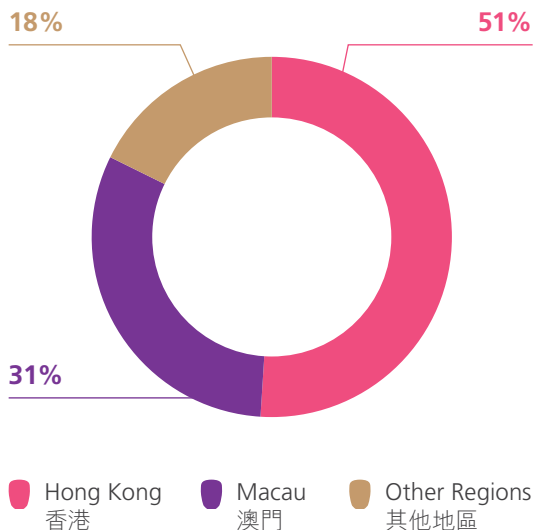
通過各種行之有效的渠道，我們與供應鏈各方維持良好溝通，傳達可持續發展的價值觀。我們與供應商和承辦商在定期會議及工作簡報會中，會討論有關環境、健康、安全及勞工事務的資訊。此外，我們會就個別項目進行初步評估、業務檢討和竣工評估，密切追蹤供應商及承辦商的表現，確保其符合集團的要求；以及巡視供應商的工作場所，實地評估各方面的績效。噴射飛航定期舉行「安全委員會」會議，邀請主要供應商及承辦商出席，既可加強雙向溝通，亦可保證工地人員落實安全措施。

Besides pricing and quality of products, we evaluate our suppliers' and contractors' performance in environment and social areas and use the results as our reference for the next purchase. To ensure the supplier/contractor safety standard, our Property Management signed the Charter on Preferential Appointment of OSH Star Enterprise in 2016 and will appoint contractors on the OSH Star Enterprise list who have passed the stringent safety audit and have good safety standard. Likewise, the number of suppliers on our Macau Tower's vendor list, who provide sustainable eco-friendly products and services, has increased by 70% as compared to last year.

我們在評價供應商和承辦商表現時，除了考慮價格和產品質素外，也著重其環境及社會績效，並以此結果作為日後採購決定的參考。為確保供應商/承辦商達到安全標準，物業管理部於2016年簽署了《優先選用職安健星級企業約章》，日後會在職安健星級企業名錄上，通過嚴格安全審核及安全標準優良的承辦商，將獲得我們優先選用。同樣地，在澳門旅遊塔的供應商名單上，提供可持續發展產品及服務的供應商數目，相對去年大幅增加70%。



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



Sourcing our suppliers locally is not only good for our community's economy, but also beneficial to the environment because it reduces our carbon footprint. In 2016, over 80% of our suppliers were in Hong Kong and Macau where the majority of our business operates, whilst the remaining 18% were located in other regions.

香港及澳門是集團的主要營運地，選用港澳兩地供應商不僅可促進本土經濟，透過減少碳足跡對環境亦有裨益。2016年，我們逾80%供應商為港澳兩地企業，其餘18%來自其他地區。





# Major Recognitions, Awards, Charters & Memberships

## 主要獎項、嘉許、約章及會籍

Encouraged by what we had accomplished in 2015, we dedicated even more effort and resources to enhance our sustainability performance in 2016. It is our honor to be garnered recognitions and awards from the public and from the industry in the year under review. We are deeply grateful for their acknowledgement of our endeavor in pursuing excellence in corporate governance, social responsibility, environmental protection, and service qualities.

在2015年我們取得的成就鼓勵下，2016年我們繼續投放更多資源，提高可持續發展績效。我們的努力廣受肯定，集團在回顧年度獲得多項來自業界和公眾的嘉許與獎項，表揚我們在企業管治、社會責任、環境保護及品質服務各方面力求卓越。

Recognitions / Awards 嘉許 / 獎項	Issuing Bodies 頒發機構	Company 公司
<b>Corporate Governance and Social Responsibility 企業管治及社會責任</b>		
Constituent of Hang Seng Corporate Sustainability Benchmark Index 恒生可持續發展企業基準指數成份股	Hang Seng Indexes Company Limited 恒生指數有限公司	STHL 信德集團
HKQAA CSR Index Plus (with satisfactory sustainability performance) 香港品質保證局社會責任進階指數	HKQAA 香港品質保證局	STHL 信德集團
The 7th Hong Kong Outstanding Corporate Citizenship Logo 第七屆香港傑出企業公民嘉許標誌	Enterprise Category 企業組別  Volunteer Category 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
TWGHs Corporate Partnership — Recognition Award 2016 東華三院企業伙伴 — 嘉許狀 2016	Tung Wah Group of Hospitals 東華三院	STHL 信德集團
Po Leung Kuk Chinese New Year Charity Walk 保良局新春行大運慈善步行	Team Fund-raising Merit Award 隊伍籌款成績優異獎	Po Leung Kuk 保良局
Caring Company Logo 2015/16 2015/16 年度「商界展關懷」標誌	10 Years PLUS Caring Company Logo 「十年 Plus 同心展關懷」標誌	The Hong Kong Council of Social Service 香港社會服務聯會
Good MPF Employer 積金好僱主	The Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局	STHL 信德集團 STPL 信德置業管理有限公司(香港) STPML 信德物業管理有限公司(香港) STDL 信德發展有限公司 STHS 信德旅業服務有限公司 MMCL 澳門東西有限公司 STTSL 信德旅遊有限公司 STREL 信德地產有限公司 STTIHL 信德旅遊投資控股有限公司 TurboJET 噴射飛航



Recognitions / Awards 嘉許 / 獎項		Issuing Bodies 頒發機構	Company 公司	
Caridade Social 2015-2016 商界關懷行動嘉許禮2015-2016		Associação Comercial De Macau 澳門中華總商會青年委員會	STH(M)L 信德集團控股(澳門)有限公司 TurboJET 噴射飛航	
Happy Company 2016 開心工作間2016		Promoting Happiness Index Foundation 香港提升快樂指數基金	TurboJET 噴射飛航	
2015/16 Family-Friendly Employers Awards Scheme 2015/16年家庭友善僱主獎勵計劃	Family-Friendly Employers 家庭友善僱主 Special Mention 特別嘉許	Family Council 家庭議會	TurboJET 噴射飛航	
"Manpower Developer Award Scheme" Manpower Developer Award (2015-17) 「人才企業嘉許計劃」人才企業獎		Employees Retraining Board 僱員再培訓局	TurboJET 噴射飛航	
Greater China Super Brands Award 2016 大中華優秀品牌大獎2016		Eastweek 東周刊	TurboJET 噴射飛航	
<b>Environment 環境保護</b>				
Hong Kong Green Organisation Certification 香港綠色機構認證 · Wastewi\$e Certificate 減廢證書	Excellence Level 卓越級別	Environmental Campaign Committee 環境保護運動委員會	STHL 信德集團 STDL 信德發展有限公司	liberté 昇悅居
			STPML 信德物業管理有限公司(香港) TurboJET 噴射飛航	
Hong Kong Green Organisation Certification 香港綠色機構認證 · Energywi\$e Certificate 節能證書	Excellence Level 卓越級別	Environmental Campaign Committee 環境保護運動委員會	STHL 信德集團 AHG 雅辰酒店集團	Corporate Office 總部辦公室
	Good Level 良好級別		STHL 信德集團 STDL 信德發展有限公司 STPL 信德置業管理有限公司(香港) STTSL 信德旅遊有限公司 STREL 信德地產有限公司	
Hong Kong Green Organisation Certification 香港綠色機構認證 · IAQwi\$e Certificate 清新室內空氣證書	Good Level 良好級別	Environmental Campaign Committee 環境保護運動委員會	STHL 信德集團	
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	STPML 信德物業管理有限公司(香港)	liberté Clubhouse Indoor Stadium 昇悅居會所
	Good Class 良好級		STHL 信德集團 STPML 信德物業管理有限公司(香港)	Corporate Office 總部辦公室 The Belcher's 寶翠園
Commendation Scheme of Source Separation of Domestic Waste — Merit Award 家居廢物源頭分類獎勵計劃 — 優異獎		Environmental Protection Department 環境保護署	STPML 信德物業管理有限公司(香港)	liberté 昇悅居 Seymour Place 信怡閣 Monmouth Place 萬信臺



Recognitions / Awards 嘉許/ 獎項		Issuing Bodies 頒發機構	Company 公司	
2015 Hong Kong Award for Environmental Excellence - Certificate of Appreciation 2015香港環境卓越大獎 — 感謝狀		Environmental Campaign Committee 環境運動委員會	STPML 信德物業管理有限公司(香港)	liberté 昇悅居 Chatham Gate 昇御門
2015 Hong Kong Awards for Environmental Excellence Transport and Logistics — Silver Award 2015香港環境卓越大獎 交通及物流業 — 銀獎		Environmental Campaign Committee 環境運動委員會	TurboJET 噴射飛航	
Hong Kong Green Awards - Environmental, Health and Safety Award (SME) — Bronze Award 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(香港)	Chatham Gate 昇御門
FoodEver Award 惜食傳承獎	Gold Class 金獎	Hong Kong Women Professional & Entrepreneurs Association and Hong Kong Productivity Council 香港女工商及專業人員聯會及香港生產力促進局	STPL 信德置業管理有限公司(香港)	Shun Tak Centre 信德中心
			STPML 信德物業管理有限公司(香港)	liberté 昇悅居 Chatham Gate 昇御門 The Westwood 西寶城
Energy Saving Charter 節能約章		Environmental Bureau & Electrical and Mechanical Services Department 環境局及機電工程署	STHL 信德集團	
			STPL 信德置業管理有限公司(香港)	
			STPML 信德物業管理有限公司(香港)	
Energy Saving Contest 2015 澳門知慳惜電比賽2015		Companhia de Electricidade de Macau and the Office for the Development of the Energy Sector 澳門電力股份有限公司及能源業發展辦公室	STPML 信德物業管理有限公司(香港)	One Central Residences 壹號湖畔 Nova City 濠庭都會
Macau Green Hotel Award 澳門環保酒店	Green Supporter Award 積極推動環保獎	Macau Environment Protection Bureau 澳門環境保護局	AHG 雅辰酒店集團	Grand Coloane Resort 鷺環海天度假酒店
Green Office Awards Labeling Scheme 綠色辦公室獎勵計劃		World Green Organisation 世界綠色組織	STHL 信德集團	
Better World Company 環球愛心企業		Junior Chamber International Hong Kong 國際青年商會香港總會	STPL 信德置業管理有限公司(香港)	Shun Tak Centre 信德中心
			STPML 信德物業管理有限公司(香港)	liberté 昇悅居 Chatham Gate 昇御門 The Belcher's 寶翠園
Eco-Brand Awards 2016 環保品牌大獎2016		Eastweek 東周刊	TurboJET 噴射飛航	





Recognitions / Awards 嘉許 / 獎項		Issuing Bodies 頒發機構	Company 公司	
<b>Quality and Customer Service 品質及顧客服務</b>				
HKIFM EFMA Awards 2016 - Excellence in Facility Management Services — Certificate of Merit 香港設施管理學會卓越 設施管理獎2016 — 優秀獎狀	Small-Scale Residential 小型住宅	Hong Kong Institute of Facility Management 香港設施管理學會有限公司	STPML 信德物業管理 有限公司(香港)	Chatham Gate 昇御門
	Large-Scale Residential 大型住宅			liberté 昇悅居
Quality Water Supply Scheme for Buildings 大廈優質供水認可計劃	Fresh Water (Plus) (Basic Plan) 食水(2.0版)(基本級別)	Water Supplies Department 水務署	STPL 信德置業管理 有限公司(香港)	West Tower, Shun Tak Centre 信德中心西座  China Merchant Tower, Shun Tak Centre 信德中心招商局大廈
			STPML 信德物業管理 有限公司(香港)	liberté 昇悅居
Hong Kong Premier Service Brand Award 香港卓越服務名牌		Hong Kong Brand Development Council & The Chinese Manufacturers Association 香港品牌發展局及香港中華廠商 聯合會	TurboJET 噴射飛航	
2015/16 Smiling Services Enterprises Award — Transportation Services 微笑服務企業大獎 — 運輸及交通服務(澳門)		Mystery Shopper Service Association 神秘顧客服務協會	TurboJET 噴射飛航	
Michelin Recommended 米芝蓮推介餐廳		Michelin Guide Hong Kong & Macau 米芝蓮指南香港澳門	AHG 雅辰酒店集團	Grand Lapa, Macau - NAAM Thai Restaurant & Kam Lai Heen Chinese Restaurant 澳門金麗華酒店 — 濠泰國餐廳&金麗軒中餐廳
Quality Tourism Services Accreditation Scheme Star Merchant Award 星級旅遊服務認可計劃	Deluxe Restaurant Category 豪華餐廳組別	Macau Government Tourism Office 澳門特別行政區政府旅遊局	AHG 雅辰酒店集團	Grand Lapa, Macau - Kam Lai Heen Chinese Restaurant & Café Bela Vista 澳門金麗華酒店 — 金麗軒 中餐廳及蒼景閣咖啡室  Grand Coloane Resort - Cafe Panorama & Kwun Hoi Heen Chinese Restaurant 鷺環海天度假酒店 — Café Panorama及 觀海軒中餐廳
	First Class Restaurant Category 一級餐廳組別			Grand Lapa, Macau - NAAM Thai Restaurant 澳門金麗華酒店 — 濠泰國餐廳
Charter on Preferential Appointment of OSH Star Enterprise 優先選用職安健星級企業約章		Occupational Safety & Health Council 職業安全健康局	STPL 信德置業管理有限公司(香港)	
			STPML 信德物業管理有限公司(香港)	



We actively participate in industry and professional associations that are germane to our businesses. These associations are excellent platforms for ideas exchange and market insights sharing.

集團積極參與行業和專業協會，藉著這些寶貴平台交流意見及分享市場見解。



Institution 機構	Company 公司	Class of Membership 會籍級別
Business Environment Council 商界環保協會	STHL 信德集團	Corporate Member 企業會員
Employers' Federation of Hong Kong 香港僱主聯合會	STHL 信德集團	Corporate Member 企業會員
WWF Hong Kong 世界自然基金香港	STHL 信德集團	Corporate Member 公司會員
Hong Kong Institute of Human Resource Management 香港人力資源管理學會	STHL 信德集團	Corporate Member 企業會員
Macau Management Association 澳門管理專業協會	TurboJET 噴射飛航	Charter Member 特邀會員
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
The 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 STPML 信德物業管理有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司 Macau Matters Co. Ltd 澳門東西有限公司	Corporate Member 企業會員
Macau Hotel Association 澳門酒店協會	STMSG 信德管理服務股份有限公司	Associate Member 非正式會員
The Hong Kong Management Association 香港管理專業協會	STPML 信德物業管理有限公司 TurboJET 噴射飛航	Corporate Member 團體會員
The Hong Kong Association of Property Management Companies 香港物業管理公司協會	STPML 信德物業管理有限公司	Corporate Member 企業會員
Property Management Business Association Macao 澳門物業管理業商會	STPML 信德物業管理有限公司	Corporate Member 企業會員
Industrial Association of Macau 澳門廠商聯合會	STPML 信德物業管理有限公司	Corporate Member 企業會員
The Federation of Environmental And Hygienic Services 中港澳環衛總商會	STPML 信德物業管理有限公司	Member 會員
Lantau Development Alliance 大嶼山發展聯盟	TurboJET 噴射飛航	Founding Member 創會成員
Pacific Asia Travel Association 亞太旅遊協會	TurboJET 噴射飛航	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
Drycleaning & Laundry Institute 乾洗及洗衣學會	Clean Living (Macau) Ltd 白洋舍(澳門)有限公司	Corporate Member 企業會員





# Performance Data Summary

## 表現數據摘要

### Economic Performance 經濟表現

Economic Performance <sup>1</sup> 經濟表現 <sup>1</sup>	Unit 單位	2016
Direct economic value generated 直接經濟價值產生		3,673,029
Economic value distributed 經濟價值分配	HK\$ '000	3,905,884
Economic value retained 經濟價值保留		232,855

### Environmental Performance 環境表現

Energy Use and Emissions <sup>2</sup> 使用能源及排放 <sup>2</sup>	Unit 單位	2016	Resources Use 使用物料	Unit 單位	2016
Total energy use 使用能源總量	GJ 千兆焦耳	5,805,153	Paper 紙	kg 公斤	35,963
Electricity 電	GJ 千兆焦耳	348,503	Water 水	m <sup>3</sup> 立方米	729,153
Towngas 煤氣	GJ 千兆焦耳	279			
Diesel 柴油	GJ 千兆焦耳	5,446,440			
Unleaded petrol 無鉛汽油	GJ 千兆焦耳	686			
Liquefied petroleum gas 液化石油氣	GJ 千兆焦耳	9,245			
Greenhouse gas emissions for Scope 1 <sup>3</sup> 溫室氣體排放量(範圍一) <sup>3</sup>	Tonnes CO <sub>2</sub> e 二氧化碳當量, 以公噸計	450,871			
Greenhouse gas emissions for Scope 2 <sup>4</sup> 溫室氣體排放量(範圍二) <sup>4</sup>	Tonnes CO <sub>2</sub> e 二氧化碳當量, 以公噸計	76,857			

#### Remarks 備註

<sup>1</sup> For more details, please refer to our Annual Report 2016 ([www.shuntakgroup.com](http://www.shuntakgroup.com))  
詳情請參閱集團2016年年報 ([www.shuntakgroup.com](http://www.shuntakgroup.com))

<sup>2</sup> The calculation involved the use of conversion factors as provided in the Greenhouse Gas Protocol (March 2017).  
計算採用溫室氣體盤查議定書(Greenhouse Gas Protocol, 2017年3月版)所提供的轉換系數。

<sup>3</sup> GHG emissions associated with the electricity purchased in Hong Kong are provided by the relevant provider of electricity (the specific Emission Factors provided in the table above are for 2015). These specific Emission Factors are available from the power companies' (CLP and Hong Kong Electric) respective sustainability reports 2015. For gas purchased from Towngas, the Emission Factor is available in the Towngas Sustainability Report 2016. For Macau, the emission factor from CEM Sustainability Report 2015 is 0.939 kg/kWh.  
溫室氣體排放系數由當地的能源公司提供。在香港，這些系數能在電力公司的2015年可持續發展報告中找到(包括中電香港和香港電燈)。而由香港中華煤氣有限公司供應的煤氣，溫室氣體排放系數刊載於煤氣公司2016年可持續發展報告中。在澳門，根據澳門電力股份有限公司的2015年可持續發展報告，澳電的溫室氣體排放系數為每kWh 0.939公斤。

<sup>4</sup> GHG emission factors for mobile combustion are based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for buildings (Commercial, Residential or Institutional Purpose) in Hong Kong issued by the EPD in February 2010.  
來自流動源的溫室氣體排放基於由環境保護署及機電工程署於2010年2月刊發的《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的審計和報告指引》計算。



Waste Disposal and Recycling 廢物棄置及回收	Unit 單位	2016	Waste Disposal and Recycling 廢物棄置及回收	Unit 單位	2016
General waste to landfill <sup>5</sup> 一般廢棄物 <sup>5</sup>	Tonnes 公噸	32,551	Fluorescent lamps 光管	kg 公斤	667
Paper 紙	kg 公斤	491,940	Rechargeable batteries 充電池	pcs 件	88
Plastics 塑膠	kg 公斤	1,789	Old clothes 舊衣物	kg 公斤	9,339
Metal 金屬	kg 公斤	75,225	Toner cartridges 碳粉匣	pcs 件	164



## Social Performance 社會表現

Total Workforce <sup>6</sup> 員工總數 <sup>6</sup>	Unit 單位	2016
<b>By location 按地區劃分</b>		
Hong Kong 香港	no. 人數	2,537
Macau 澳門		1,453
Mainland China 中國內地		65
Singapore 新加坡		8
<b>By gender 按性別劃分</b>		
Female 女性	no. 人數	1,392
Male 男性		2,671
<b>By age group 按年齡組別劃分</b>		
Under 30 years old 30歲以下	no. 人數	752
30 – 50 years old 30至50歲		1,655
Over 50 years old 50歲以上		1,656
<b>By employment category 按職級劃分</b>		
Senior level 高層員工	no. 人數	85
Middle level 中層員工		488
Entry level 普通員工		3,490

<sup>5</sup> Data includes The Belcher's, Chatham Gate, liberté and Shun Tak Centre only  
數據只包括來自寶翠園、昇御門、昇悅居及信德中心的廢棄物。

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



Employee Turnover <sup>7</sup> 員工流失率 <sup>7</sup>	Unit 單位	2016
<b>By location 按地區劃分</b>		
Hong Kong 香港	no. 人數 %	405 (9.97)
Macau 澳門		240 (5.91)
Mainland China 中國內地		16 (0.39)
Singapore 新加坡		0 (0.00)
<b>By gender 按性別劃分</b>		
Female 女性	no. 人數 %	214 (5.27)
Male 男性		447 (11.00)
<b>By age group 按年齡組別劃分</b>		
Under 30 years old 30歲以下	no. 人數 %	174 (4.28)
30 – 50 years old 30至50歲		319 (7.85)
Over 50 years old 50歲以上		168 (4.13)

Occupational Health and Safety Statistics 職業健康及安全數據		Unit 單位	2016
Injury rate <sup>8</sup> 工傷比率 <sup>8</sup>	Female 女性	Per 1,000 employee 每1,000個員工	4.92
	Male 男性		16.74
Absentee rate <sup>9</sup> 缺勤比率 <sup>9</sup>	Female 女性	%	0.40
	Male 男性		0.88
Lost day rate <sup>10</sup> 損失工作日比率 <sup>10</sup>	Female 女性		0.02
	Male 男性		0.20
Occupational disease rate 職業病比率	Female 女性	Per 1,000 employee 每1,000個員工	0.00
	Male 男性		0.00
No. of fatalities 致命工傷宗數	Female 女性	—	0
	Male 男性		0

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

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

<sup>9</sup> Absentee rate = (absentee days) / (total workforce x 50 scheduled work weeks x 5.5 days a week) x 100%  
缺勤比率 = (缺席日數) ÷ (員工總數 × 50個工作週 × 5.5個工作天) × 100%

<sup>10</sup> Lost day rate = (lost days) / (total workforce x 50 scheduled work weeks x 5.5 days a week) x 100%  
損失工作日比率 = (損失工作日數) ÷ (員工總數 × 50個工作週 × 5.5個工作天) × 100%







Employee Training 員工培訓	Unit 單位	2016
Average hours of training received per employees 員工平均的培訓總時數	hours 小時	5.03
Average hours of training per employee by gender 按性別劃分的受訓時數		
Female 女性	hours 小時	4.96
Male 男性		5.06
Average hours of training per employee by employment category 按職級劃分的受訓時數		
Senior level 高層員工	hours 小時	4.57
Middle level 中層員工		13.08
Entry level 普通員工		3.91

Suppliers By Geographical Region 各地區供應商	Unit 單位	2016
Hong Kong 香港	no.個 (%)	1,506 (51)
Macau 澳門	no.個 (%)	926 (31)
Other regions 其他地區	no.個 (%)	523 (18)

Community Work 社區工作	Unit 單位	2016
No. of volunteer hours 義工服務時數	hours 小時	4,276
Amount of charity in-kind donations 慈善捐贈總值	HK\$ 港元	4,359,987





# Assurance Statement

## 驗證聲明



### SGS STATEMENT ON ASSURANCE – 《Shun Tak Sustainability Report 2016》

香港通用檢測認證有限公司對《信德可持續發展報告2016》驗證聲明

#### NATURE AND SCOPE OF THE ASSURANCE

SGS Hong Kong Limited was commissioned by the Shun Tak Holdings Limited (hereafter as “Shun Tak”) to conduct an independent assurance of *the Sustainability Report 2016 of Shun Tak* (hereafter 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 2016 to 31 December 2016.

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

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

- Evaluation of content veracity;
- Evaluation of the Report in accordance with the Core option of the Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines and Stock Exchange of Hong Kong Limited, Environmental, Social and Governance Reporting Guide.

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

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

#### 驗證的性質和範圍

香港通用檢測認證有限公司獲信德集團有限公司(以下簡稱「信德」)委託，對《信德可持續發展報告2016》(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 2016年1月1日至2016年12月31日有關可持續發展的表現。

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

本報告以高級審查規格進行驗證，所用規章旨在：

- 評估報告內容的真實性；
- 根據《全球報告倡議組織G4可持續發展報告指南》「核心要求」及香港聯合交易所有限公司《環境、社會及管治報告指引》評估報告。

驗證方法包括驗證前調研、面談以及進行文檔和記錄審查和確認。

獨立審計的財務帳戶中的財務資料，並未於本驗證流程中與來源資料進行核對。



## STATEMENT OF INDEPENDENCE AND COMPETENCE

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

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

## ASSURANCE OPINION

On the basis of the methodology described and the verification work performed, we are satisfied that the information and data contained within the Report are accurate and reliable. The Report provides a fair and balanced representation of Shun Tak's sustainability performance. The assurance team is of the opinion that the Report conforms to the Core option of the GRI G4 Sustainability Reporting Guidelines and the Stock Exchange of Hong Kong Limited, Environmental, Social and Governance Reporting Guide. It can be used by Shun Tak's stakeholders.

**Signed:**

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

Ben Tsang  
曾偉明

Senior Director, China and Hong Kong  
高級總監，中國及香港  
Certification and Business Enhancement  
認證及企業優化

14 June 2017  
2017年6月14日  
www.sgs.com

## 獨立性與能力聲明

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

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

## 驗證意見

基於描述的驗證方法和已進行的驗證，報告中包含的資訊和數據是準確的及可靠的，而且對信德可持續發展的表現提供了中肯和均衡的陳述，使我們感到滿意。驗證團隊認為，報告符合《全球報告倡議組織 G4 可持續發展報告指南》「核心要求」及香港聯合交易所有限公司《環境、社會及管治報告指引》，可供信德的持份者使用。

**簽字：**

代表香港通用檢測認證有限公司

Jacky Yeung  
楊時鋒

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



# GRI Content Index

## 全球報告倡議組織內容索引

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

本報告是根據《全球報告倡議組織(GRI)G4可持續發展報告指引》的「核心選項」及香港交易所《環境、社會及管治(ESG)報告指引》編製。下表就各披露要求提供與相關的章節連結或直接解釋。

General Standard Disclosures 一般標準披露					
GRI G4 Indicator GRI G4 指標	Description 描述	Cross-references/ Comments 互相參照/註釋	External Assurance 外部認證	ESG Reporting Guide Reference 《ESG報告指引》 相關參考	Page(s) 頁數
<b>Strategy and Analysis 策略與分析</b>					
G4-1	Statement from the highest decision-maker of the organisation 最高決策者的話	Message from the Management 管理層序言	√		P.2-3
<b>Organisational Profile 機構簡介</b>					
G4-3	Name of the organisation 機構名稱	About this Report 關於本報告	√		P.4-10
G4-4	Primary brands, products and services 主要品牌、產品及服務	About Shun Tak Group 關於信德集團 Annual Report – Review of Operations 年報 — 業務回顧	√		P.11-15
G4-5	Location of organisation's headquarters 機構總部的位址	Back cover 封面底頁	√		/
G4-6	Number of countries the organisation operates 機構營運所在地的數目	About Shun Tak Group 關於信德集團	√		P.11-15
G4-7	Nature of ownership and legal entity 擁有權的性質及法律形式	About Shun Tak Group 關於信德集團 Annual Report – Review of Operations 年報 — 業務回顧	√		P.11-15
G4-8	Markets served 機構所服務的市場	About Shun Tak Group 關於信德集團	√		P.11-15
G4-9	Scale of the organisation 機構規模	Our People 我們的員工 Performance Data Summary 表現數據摘要	√		P.29-39 P.68-71
G4-10	Number of employees 僱員人數	Performance Data Summary 表現數據摘要	√	B1.1	P.68-71



General Standard Disclosures 一般標準披露					
GRI G4 Indicator GRI G4 指標	Description 描述	Cross-references/ Comments 互相參照/註釋	External Assurance: 外部認證	ESG Reporting Guide Reference 《ESG報告指引》 相關參考	Page(s) 頁數
G4-11	Percentage of employees covered by collective bargaining agreements 受集體協商協定保障的僱員百分比	No current employees are covered by collective bargaining agreements. 暫時無僱員受集體談判合約保障。	√		/
G4-12	Organisation's supply chain 機構的供應鏈	Our Value Chain 我們的價值鏈	√	B5.1	P.52-62
G4-13	Significant changes regarding size, structure, ownership/ organisation's supply chain 匯報期內機構規模、架構、所有權或供應鏈方面的重大改變	There are no significant changes. 沒有重大改變。	√		/
G4-14	Report whether and how the precautionary approach or principle is addressed by the organisation 說明機構是否具有因應之預警方針或原則	Annual Report – Corporate Governance Report 年報 — 企業管治報告書	√		/
G4-15	Externally developed economic, environmental, and social charters, principles, or other initiatives 機構參與或支持外界發起的經濟、環境及社會約章、原則或其他倡議	Our Environment 我們的環保使命 Major Recognitions, Awards, Charters & Memberships 主要獎項、嘉許、約章及會籍	√		P.40-51 P.63-66
G4-16	Memberships in associations and/ or national/international advocacy organisations 機構參與的聯會及(或)本地/國際倡議組織	Major Recognitions, Awards, Charters & Memberships 主要獎項、嘉許、約章及會籍	√		P.67

Identified Material Aspects and Boundaries 重要議題及界限

G4-17	Entities included in the organisation's consolidated financial statements or equivalent documents 機構綜合財務報表或同等文件內包含的實體	About Shun Tak Group 關於信德集團 Annual Report – Notes to the Financial Statements 年報 — 財務報表附註	√		P.11-15
G4-18	Process for defining report content and the aspect boundaries 界定報告內容邊界的過程	About this Report 關於本報告	√		P.4-10
G4-19	Material aspects identified in the process for defining report content 界定報告內容過程中確定的重要議題	About this Report 關於本報告	√		P.4-10
G4-20	Aspect boundary within the organisation for each material aspect 機構內各重要議題的界限	About this Report 關於本報告	√		P.4-10
G4-21	Aspect boundary outside the organisation for each material aspect 機構外各重要議題的界限	We make our best attempt to include the relevant materials from our suppliers and contractors. 我們盡能力披露供應商和承辦商的相關信息。	√		/
G4-22	Explanation of the effect of any restatements 說明重整舊報告所載信息的影響及原因	No restatement on information in previous report was made. 沒有就去年報告內容作出重整。	√		/
G4-23	Significant changes from previous reporting periods in the scope and boundary 說明報告的範圍及議題界限與以往報告的重大改變	There are no significant changes. 沒有重大改變。	√		/



General Standard Disclosures 一般標準披露					
GRI G4 Indicator GRI G4 指標	Description 描述	Cross-references/ Comments 互相參照/註釋	External Assurance 外部認證	ESG Reporting Guide Reference 《ESG報告指引》 相關參考	Page(s) 頁數
<b>Stakeholder Engagement 持份者參與</b>					
G4-24	List of stakeholder groups engaged by the organisation 機構的持份群組別列表	About this Report 關於本報告	√		P.4-10
G4-25	Basis for identification and selection of stakeholders with whom to engage 界定及挑選相關持份者的基準	About this Report 關於本報告	√		P.4-10
G4-26	Approaches to stakeholder engagement 持份者的參與方法	About this Report 關於本報告	√		P.4-10
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns 持份者參與的過程中提出的主要關鍵議題及關注事項，以及機構的回應	About this Report 關於本報告	√		P.4-10
<b>Report Profile 報告概況</b>					
G4-28	Reporting period 匯報期	About this Report 關於本報告	√		P.4-10
G4-29	Date of previous report 上一份報告的日期	June 2016 2016年6月	√		/
G4-30	Reporting cycle 匯報周期	About this Report 關於本報告	√		P.4-10
G4-31	Contact Point for Report enquiries and its contents 查詢報告或報告內容的聯絡方式	About this Report 關於本報告	√		P.4-10
G4-32	GRI Content Index, the 'in accordance' option the organisation has chosen and the reference to the External Assurance (if any) 依循的選項及全球報告倡議組織內容索引	GRI Content Index 全球報告倡議組織內容索引	√		P.74-80
G4-33	Policy and current practice with regard to seeking external assurance for the report 為報告尋求外部認證的政策及現行措施	About this Report 關於本報告 Assurance Statement 驗證聲明	√		P.4-10 P.72-73
<b>Governance 管治</b>					
G4-34	Governance structure of the organisation 機構的管治架構	About Shun Tak Group 關於信德集團 Annual Report - Corporate Governance Report 年報 — 企業管治報告書	√		P.11-15
<b>Ethics and Integrity 道德及誠信</b>					
G4-56	Organisation's values, principles, standards and norms of behaviour 機構的價值觀、原則、標準及行為規範	Message from the Management 管理層序言 About Shun Tak Group 關於信德集團 Annual Report - Corporate Governance Report 年報 — 企業管治報告書	√		P.2-3 P.11-15





Specific Standard Disclosures 特定標準披露					
GRI G4 Indicator GRI G4 指標	Description 描述	Cross-references/ Comments 互相參照/註釋	External Assurance 外部認證	ESG Reporting Guide Reference 《ESG報告指引》 相關參考	Page(s) 頁數
<b>Economic Performance 經濟表現</b>					
G4-DMA		About Shun Tak Group 關於信德集團 Annual Report – Group Financial Review 年報 — 集團財務回顧	√		P.11-15
G4-EC1	Direct economic value generated and distributed 機構產生和分配的直接經濟價值	Performance Data Summary 表現數據摘要 Annual Report – Group Financial Review 年報 — 集團財務回顧	√	B8.2	P.68
<b>Market Presence 市場表現</b>					
G4-DMA		Annual Report – Group Financial Review 年報 — 集團財務回顧	√	B1	/
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation 機構在各主要營運地點按性別劃分的標準薪金與當地最低工資的比例	We complied with local minimum wages laws in Hong Kong, Macau and Mainland China. Employees' wage rate is based on performance and experience. 我們符合香港、澳門及中國內地的最低工資法律，並依照員工的表現和經驗制訂薪酬。	√		/
<b>Materials 物料</b>					
G4-DMA		Our Environment 我們的環保使命	√	A2, A3, A3.1	P.40-51
G4-EN1	Materials used by weight or volume 所用物料的重量或體積	Performance Data Summary 表現數據摘要	√	A2.5	P.68
<b>Energy 能源</b>					
G4-DMA		Our Environment 我們的環保使命	√	A2, A3, A2.3, A3.1	P.40-51
G4-EN3	Energy consumption within the organisation 機構內的能源消耗量	Performance Data Summary 表現數據摘要	√	A2.1	P.68
<b>Water 水</b>					
G4-DMA		Our Environment 我們的環保使命	√	A2, A3, A2.4, A3.1	P.40-51
G4-EN8	Total water withdrawal by source 按源頭劃分的總用水量	Performance Data Summary 表現數據摘要	√		P.68
<b>Emissions 溫室氣體排放及其他氣體排放</b>					
G4-DMA		Our Environment 我們的環保使命	√	A1, A3, A1.5, A3.1	P.40-51
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1) 直接溫室氣體排放量(範圍一)	Performance Data Summary 表現數據摘要	√	A1.1, A1.2	P.68



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G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2) 能源間接溫室氣體排放量(範圍二)	Performance Data Summary 表現數據摘要	√	A1.1, A1.2	P.68
G4-EN21	NOx, SOx, and other significant air emissions 氮氧化物、硫氧化物和其他主要氣體的排放量	The SOx emission was 0.13 kT in 2016 and the NOx emission was insignificant. In 2016, the Group emitted 0.13 kilotons of sulfur dioxide; while nitrogen oxide emissions were not significant.	√	A1.1	/
<b>Effluents and Waste 廢水及廢物</b>					
G4-DMA		Our Environment 我們的環保使命	√	A1, A3, A1.6, A3.1	P.40-51
G4-EN23	Total weight of waste by type and disposal method 按種類及處理方式劃分的廢棄物總重量	Performance Data Summary 表現數據摘要  There were no hazardous waste processed by the Group in 2016, the waste oil processed was regarded as chemical waste under Waste Disposal Ordinance (Cap. 354). 2016年內，集團並沒有棄置有害廢料。本報告按香港法例第354章《廢物處置條例》，將廢油定義為化學廢料。	√	A1.3, A1.4, A1.6	P.69
<b>Regulatory Compliance (Environmental) 遵守環保法規</b>					
G4-DMA		Our Environment 我們的環保使命	√		P.40-51
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations 違反環境法例及法規被處分巨額罰款的總額，以及受非金錢制裁的總次數	No significant fines or non-monetary sanctions for non-compliance recorded in 2016. 2016年，集團沒有因違反環境相關法規而被處分巨額罰款或受非金錢制裁。	√	A1	/
<b>Labor/Management Relations 勞/資關係</b>					
G4-DMA		Our People 我們的員工	√		P.29-39
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements 有關改變運作的最短通知期	Depending on the circumstances, there is no fixed minimum notice regarding operational change. However, to the extent possible, we do inform our colleagues well in advance the intention and details of the change. Prior to such changes, we will conduct briefing for employees to collect their feedback and try to put relevant notice within a month's time. 視乎情況而定，我們沒有設定業務運作改變的最短通知期，但我們會盡可能通過內部簡報會事先向有關員工解釋詳情，及收集意見。此等運作改動內容會在實施前一個月通知員工。	√		/







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<b>Occupational Health and Safety 職業健康和安全</b>					
G4-DMA		Our People 我們的員工	√	B2, B2.3	P.29-39
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender 按地區和性別劃分的工傷類別、工傷率、職業病、損失日數比例及缺勤率，以及因公死亡事故總數	Performance Data Summary 表現數據摘要	√	B2.1, B2.2	P.70
<b>Training and Education 培訓和教育</b>					
G4-DMA		Our People 我們的員工	√	B3	P.29-39
G4-LA9	Average hours of training per year per employee by gender, and by employee category 按性別和僱員類別劃分，每名僱員每年受訓的平均時數	Our People 我們的員工 Performance Data Summary 表現數據摘要	√	B3.2	P.29-39 P.71
<b>Diversity and Equal Opportunity 多元化及平等機會</b>					
G4-DMA		Our People 我們的員工	√	B1	P.29-39
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity 按性別、年齡組別、少數族裔成員及其他多元性指標劃分，各管治機關成員和各類僱員的組成	Our People 我們的員工 Performance Data Summary 表現數據摘要 Annual Report – Corporate Governance Report 年報 — 企業管治報告書	√	B1.1	P.29-39 P.69
<b>Customer Health and Safety 顧客健康和安全</b>					
G4-DMA		Our Value Chain 我們的價值鏈	√		P.52-62
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes 按後果類別說明，違反有關產品和服務健康與安全影響的法規的事件總數	There were no incidents of non-compliance concerning health and safety of our products and services reported. 集團沒有因違反有關產品和服務健康與安全影響的法規的事件。	√	B6	
<b>Product and Service Labelling 產品及服務標籤</b>					
G4-DMA		Our Value Chain 我們的價值鏈	√	B6	P.52-62
G4-PR5	Results of surveys measuring customer satisfaction 客戶滿意度調查的結果	Our Value Chain 我們的價值鏈	√	B6.2	P.52-62



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<b>Customer Privacy 顧客隱私</b>					
G4-DMA		Our Value Chain 我們的價值鏈	√	B6, B6.5	P.52-62
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data 經證實侵犯顧客私隱及遺失顧客資料的投訴總數	During the reporting period, there were no substantiated complaints identified in relation to customer privacy. 回顧年內，集團沒有經證實的侵犯顧客私隱及遺失顧客資料投訴。	√	B6, B6.2	/
<b>Regulatory Compliance (Product Responsibility) 遵守產品責任法規</b>					
G4-DMA		Our Value Chain 我們的價值鏈	√		P.52-62
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services 違反提供及使用產品和服務的法律及規例的重大罰款的總金額	No significant fines for non-compliance with laws and regulations concerning the provision and use of services during the reporting period. 集團沒有因違反提供及使用產品和服務的法規而被處分重大罰款。	√	B6	/
<b>Local Communities 本地社區</b>					
G4-DMA		Our Community 我們的社區	√	B8	P.16-28
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programmes 已執行當地社區參與、影響評估和發展計劃的營運點之百分比	Our Community 我們的社區 Performance Data Summary 表現數據摘要	√		P.16-28 P.71
<b>Regulatory Compliance (Social) 遵守社會法規</b>					
G4-DMA		Our Community 我們的社區	√		P.16-28
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations 違反法規被處巨額罰款的金額，以及所受非金錢制裁的次數	There were no significant fines or non-monetary sanctions for non-compliance with laws and regulations. 集團沒有因違反法規而被處分巨額罰款或受非金錢制裁。	√	B1, B2, B4, B7	/







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