

## Message from Management 管理層寄語

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

The Group has remained grounded and stayed the course during the COVID-19 pandemic, upholding our responsibility to create and sustain values for our shareholders, and our commitment to ensure people and the planet are protected along the way. Implementing cost management measures, revamping our operational structure, and strategically reorganising and reprioritising our business operations were among the many steps we have undertaken to manage the crisis and to get a head start when normalcy resumes. We responded to the pandemic by taking rigorous epidemic prevention actions, setting up safety-first work arrangements for our employees, offering flexible leasing measures to our tenants, and providing the communities with necessary resources and supplies to ensure everyone was safe and well.

Mandated by the Board, and as Chairman of Sustainability Steering Committee, I am responsible for the Group's sustainability vision, strategy and policy and for ensuring that the environmental, social and governance concerns are all taken into account in the Group's sustainable development roadmap. I regularly report the Committee's progress to the Board and am pleased to say that we have made significant progress despite the pandemic.

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

**Ho Chiu King, Pansy Catilina**  
Group Executive Chairman and Managing Director, Shun Tak Holdings Limited  
Chairman of Sustainability Steering Committee

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

集團在新冠肺炎疫情期間仍堅定不移地前行，在持續為股東創造價值時，亦實踐我們對保護人類及地球的承諾。我們作出多項相應的措施應對危機，為將來回復常態時能夠搶佔先機；包括實施成本管理、調整營運結構、策略性地重組和重新調整業務運營模式。面對疫情，我們採取嚴格的防疫措施、為員工建立安全至上的工作安排、為租戶提供了靈活的租賃措施、並為社區提供必要的資源及物資，以確保各人的安全和健康。

作為由董事會委任的可持續發展督導委員會主席，我為集團的可持續發展願景、策略和政策負責，並確保集團將環保、社會和管治議題納入可持續發展的藍圖。我亦定期向董事會匯報我們可持續發展的進展，並欣然表示我們在疫情期間仍能取得重大進展。

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

何超瓊  
信德集團有限公司集團行政主席兼董事總經理  
可持續發展督導委員會主席



## About Shun Tak Holdings Limited 關於信德集團有限公司

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

STHL together with its subsidiaries is a leading conglomerate with core businesses in property, hospitality, transportation, and investment sectors, and with a growing presence in Greater China and Asia.

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

信德及其附屬公司是具領導地位的綜合企業，核心業務包括地產、酒店及酒間、運輸與投資。我們在大中華和亞洲的業務正日益增長。

## Report Theme & Cover Design Concept 報告主題及封面設計概念

**Building Resilience for a Sustainable Future**  
為可持續的未來，建立充足的韌力

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

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

信德集團  
SHUN TAK HOLDINGS

Stock Code 股份代號: 242

SUSTAINABILITY REPORT HIGHLIGHTS  
可持續發展報告亮點  
2020



Download  
Full Report  
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報告

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

We strongly support the United Nations Sustainable Development Goals ("SDGs"). To better align our effort with the SDGs, we continue to make improvements to our sustainability programmes. In 2020, we focused on nine SDGs as identified below.

新冠肺炎疫情對全球經濟和民生造成毀滅性打擊，加劇了社會和環境挑戰。我們肩負企業公民責任，承諾更進一步為人類及地球在恢復過程中作出更多貢獻。

我們全力支持聯合國可持續發展目標。為此，我們繼續改進集團的可持續計劃。在2020年，我們更鎖定下列九個目標。



**10<sup>th</sup>**

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



Hang Seng Corporate Sustainability Index Series Member 2020-2021



**15**

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



15 years+ 商界展關懷 caring company  
Awarded by The Hong Kong Council of Social Service  
香港社會服務聯會頒發

## Our Community 我們的社區




**HK\$16,118,509** of monetary and in-kind gifts donated to charity, of which **HK\$8,614,355** were used to help the community fight COVID-19, such as:

- 慈善捐款及實物捐贈總額達**16,118,509港元**，其中**8,614,355港元**用於幫助社區對抗新冠肺炎疫情，例如：
- Donated **HK\$3,000,000** to The Hong Kong Federations of Trade Unions to produce surgical face masks  
向香港工會聯合會捐贈**3,000,000港元**，用於生產外科口罩
- Together with business partner, donated **5,000,000 surgical face masks** to Singapore's social service sector  
與業務合資夥伴共同向新加坡社會服務界捐贈**5,000,000個外科口罩**
- Donated **25,000 surgical face masks** to various NGOs  
向多個非政府組織捐贈共**25,000個外科口罩**

Donated over **1,000 kg of food** to the needy through Caritas Macau  
透過澳門明愛向有需要人士捐贈逾**1,000公斤食品**

Shun Tak Centre launched an online **"Stay Home Ideas"** competition to explore creative ways to find joy and remain positive during the pandemic. The top 10 winning ideas centred around interaction with children and self-motivation activities  
信德中心推出「**在家治癒心得**」有獎遊戲，尋找在疫情中保持正面樂觀的創意方法。勝出的首十個心得主要關於與孩童互動及自我啟發的活動

STHL received the **Community Spirit Platinum Award** from Community Chest Singapore at Community Chest Awards 2020  
信德集團於2020年新加坡公益金頒獎禮中獲頒發**公益精神(鉑)獎**

## Our Environment 我們的環境







Identified **climate-related risks** based on recommendations from the Task Force on Climate-Related Financial Disclosures  
根據「氣候相關財務披露工作小組」的建議，披露與氣候相關的風險

Hengqin Integrated Development received **3-star** (highest rating) certification in China's Green Building Evaluation Label  
橫琴綜合發展項目獲中國綠色建築評價**三星標識** (最高等級)

Corporate offices achieved **52.3%** cumulative reduction in electricity consumption since 2014  
自2014年以來，辦公室的耗電量累計**減少52.3%**

**Water filter system** installed at catering outlets in Grand Lapa and Grand Coloane to reduce consumption of plastic bottled water  
在澳門金麗華酒店和鷺環海天度假酒店安裝**濾水系統**，以減少樽裝水的消耗

Our Property Management Division received the **Excellence Award** (Large-Scale Residential) in Excellence in Facility Management Award 2020 from The Hong Kong Institute of Facility Management  
我們的物業管理部在香港設施管理學會舉辦的2020年卓越設施管理獎中獲頒發**卓越獎**(大型住宅)

## Our People 我們的員工






Total number of employees: **3,713**  
全體員工人數：

Total training hours: **20,376**  
提供培訓總時數：

Percentage of Employees Received Training by Employment Category  
按職級劃分的員工受訓百分比

- Senior Level: **78.8%**  
高層員工：
- Middle Level: **91.2%**  
中層員工：
- Entry Level: **62.5%**  
普通員工：

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

**6.1% increase** in female employees in our total workforce as compared to 2019  
與2019年相比，女性員工總數**增加6.1%**

Injury rate: **61% decrease** in women and **30% decrease** in men as compared to 2019  
與2019年相比，女性及男性工傷比率分別**減少61%及30%**

## Our Value Chain 我們的價值鏈




Established **Sustainable Procurement Policy** and the **Supplier Code of Conduct** to extend our sustainability commitments towards our supply chain  
制定《**可持續採購政策**》及《**供應商行為守則**》，將可持續發展承諾擴展至我們的供應鏈管理

Upgraded our **facility management system** to improve the quality of our service delivery and enhance communications with stakeholders  
優化**設施管理系統**，以提升服務質素及加強與持份者溝通

Adopted an innovative, real-time **online platform** for property sales in Hengqin, China, during the pandemic  
在疫情期間採用實時**網上平台**銷售國內的橫琴房地產

Artyzen Habitat Dongzhimen Beijing was named **The Most Popular Hotel 2020** by Ctrip  
北京東直門雅辰悅居酒店獲評為**2020年度攜程最受歡迎酒店**

Artyzen Habitat Hongqiao Shanghai received:  
上海虹橋雅辰悅居酒店獲以下獎項：

- Best Partner Hotel 2020** from Ctrip  
獲攜程評為**2020攜程酒店最佳合作夥伴酒店**
- Customer Review Awards 2020** from Agoda  
獲安可達頒發**2020客戶好評獎**
- Loved By Guests Award 2020** from Hotels.com  
獲Hotels.com頒發**2020賓客歡迎酒店獎**