

Message from the Management 管理層寄語

2021 was a time of reflection and recovery, the Group has remained grounded and stayed the course during the pandemic. Notwithstanding the immense challenges to our lives and economy, we continue to uphold our principles and mission to create and sustain values for our shareholders, as well as to ensure people and the planet are protected along the way.

In the midst of the pandemic, we are well-positioned and well-prepared to tackle the issues with strength and resilience. In addition to implementing cost management measures, reorganising and reprioritising our business operations, we have also revamped our operational structure to enhance efficiency to weather the storm. More importantly, our commitment to sustainability has not wavered.

We have adapted our sustainability initiatives and business strategies to turn challenges into opportunities. For instance, incorporating green building features and obtaining sustainable building certifications in our latest property development projects; developing and executing our "Tourism Plus" strategy to promote a diversified and "life-affirming" tourism experience; and setting four environmental targets to be fulfilled by 2030.

We have also continued our collaboration with local and overseas partners and authorities to promote sustainability, and inspire and motivate our employees to serve the communities where we operate and give back to our society. These partnerships have prompted us to align our initiatives with an additional United Nations Sustainable Development Goal ("SDG") – "SDG17 Partnership for the Goals".

Our recognitions in ESG performance, value creation and leadership are proof of our commitment to lead the way to a more sustainable future by creating shared values with our partners.

As we look toward the next year with optimism and hope, I sincerely invite partners to join us on our green brick road.



2021年是讓我們反思和復甦的一年，集團在疫情期間依然腳踏實地、不偏不倚地前行。儘管我們的生活和經濟面臨巨大的挑戰，我們仍然堅守原則和使命，為我們的股東創造和維持價值，同時保護社會和環境。

面對疫情，我們仍站在有利位置並且已做足準備，以實力和韌力迎難而上。除了實施成本管理措施、重組和重新調整業務運營模式外，我們亦調整運營架構，加強逆境抵禦能力克服未知挑戰。更重要的是，我們對可持續發展的承諾從未動搖。

我們也調整可持續發展計劃和業務策略，務求轉危為機。例如，在我們最新的房地產發展項目中融入綠色建築特色並期望取得綠色建築認證；制定及執行我們的「旅遊+」策略，以促進多元化和「獨特」的旅行經歷；及制定我們的四項2030年環境目標。

我們與本地及海外夥伴和相關當局繼續合作推廣可持續發展，並啟發和鼓勵員工服務我們營運所在的社區並積極回饋社會。這些合作促使我們的倡議與聯合國可持續發展目標「SDG17 促進目標實現的夥伴關係」接軌。

我們在環境、社會及管治績效、價值創造和領導力方面的各種認可，證明我們致力與合作夥伴創造共享價值，並引領可持續未來的決心。

我們懷著希望，並以積極樂觀的態度展望來年，誠邀合作夥伴一起踏上綠磚之路。

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Chairman of Sustainability Steering Committee
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

Shun Tak Holdings Limited and its subsidiaries is a leading listed conglomerate with core businesses in property, hospitality, transportation and investment sectors. Established in 1972, the Company has been listed on the Hong Kong Stock Exchange (HK Stock Code: 242) since 1973.



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關於信德集團

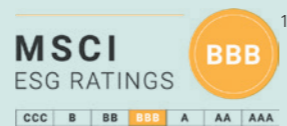
信德集團有限公司及其附屬公司是具領導地位的綜合企業，核心業務包括地產、酒店及消閒、運輸與投資。公司成立於1972年，並自1973年起在香港交易所（香港股份代號：242）上市。

信德集團

SHUN TAK HOLDINGS

Stock code 股份代號: 242

Sustainability Report Highlights 2021 可持續發展報告亮點



Our People 我們的員工

We are dedicated to upholding a sustainable work environment for our employees by promoting diversity and equality, occupational health and safety, work-life balance, as well as providing adequate training and career development opportunities.

我們致力為員工提供一個可持續發展的工作環境，包括透過促進多元化與平等機會、職業健康和安、工作與生活的平衡，及提供充足的培訓和職業發展機會。



Total number of employees: **3,068**
全體員工人數：**3,068**

2% increase in female employees' composition in our total workforce as compared to 2020
與2020年相比，女性員工佔比員工總人數**增加2%**



Total training hours: **over 22,000**
提供培訓總時數：**超過22,000**

Over 6,400 hours of occupational health and safety-related training
總職安健培訓時數**超過6,400**小時

Our Environment 我們的環境

We aim to create more value for our stakeholders, for the communities we operate in, and for our company at a reduced environmental footprint. This year, we have set our 2030 Environmental Targets to manage our green performance in a measurable and systematic way.

我們除了致力減少我們的環境足跡，亦旨在為我們的持份者、業務營運所在的社區及集團創造更多價值。今年，我們制定了2030年環境目標，以可量化和有系統的方式管理我們的綠色績效。



Our newly set **2030 Environmental Targets**, each reduction by **10% by 2030**
我們新制定的**2030年環境目標**，在各環境範疇於**2030年前減少10%**

Carbon Intensity
碳強度
vs 2017 levels
對比2017年水平

Water Intensity
耗水強度
vs 2017 levels
對比2017年水平



Electricity Intensity
耗電強度
vs 2017 levels
對比2017年水平

Waste Intensity
廢棄物強度
vs 2020 levels
對比2020年水平

Enhanced disclosures on climate-related information based on the four thematic areas of the **Task Force on Climate-related Financial Disclosures** ("TCFD") recommendations: governance, strategy, risk management, and metrics and targets
根據**氣候相關財務揭露工作小組**建議的四個主題領域：治理、策略、風險管理以及指標和目標，來加強氣候相關的信息披露

Recycled **25,686** cubic metres of greywater
回收了**25,686** 立方米的灰水



Our Community 我們的社區

We strive to maintain long-term partnerships with NGOs, institutions and local authorities in order to address the evolving needs of our community through active engagement across different social segments such as the youth, elderly and underprivileged.

我們致力與非政府組織、機構和相關當局保持長期的合作關係。透過積極接觸社會上不同的組別人士，包括青少年、長者和弱勢社群，以回應不斷變化的社會需求。



HK\$31,969,492 of monetary and in-kind gifts donated to charity, of which **over HK\$3,000,000** were used to promote arts and culture
慈善捐款及實物捐贈總額達**31,969,492**港元，其中**超過3,000,000**港元用於推廣藝術與文化

Engaged and benefited **more than 1,800** youths and **1,000** schools
讓**超過1,800**名青年和**1,000**間學校受惠



Partnered with **more than 60** institutions and NGOs to organise / participate in community service activities
與**超過60**間機構和非政府組織合作舉辦/參與社區服務活動

Donated **1,000** grocery packs to FuHong Society in Macau
向澳門扶康會捐贈**1,000**份糧油食品包

Our Value Chain 我們的價值鏈

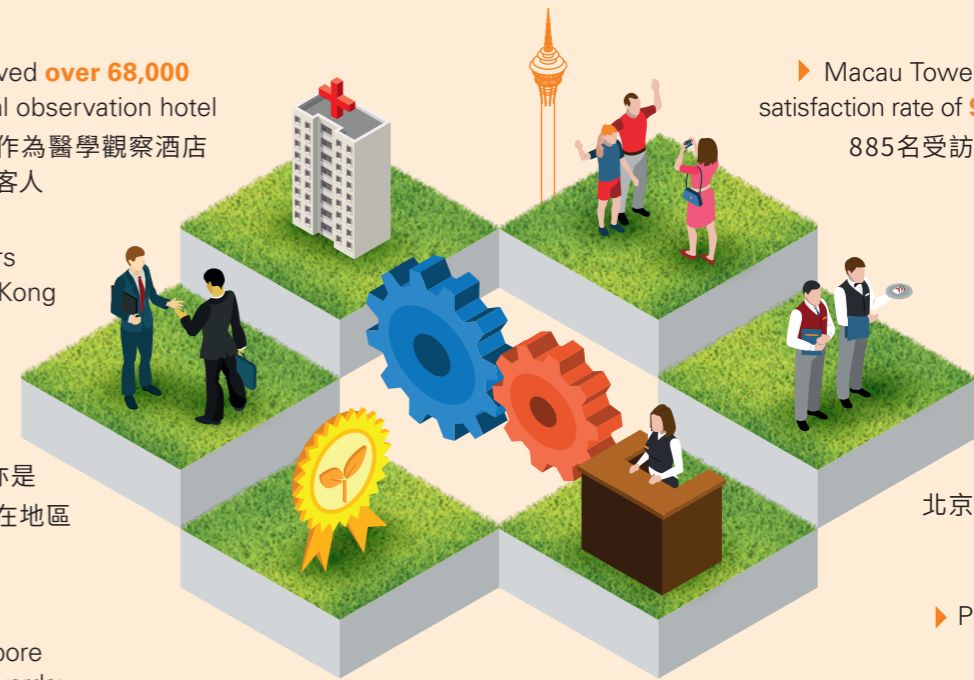
We understand that our responsibility in the value chain far extends far beyond our own operations, therefore we have established strict customer service protocols as well as policies and procedures to monitor our suppliers' environmental and social management.

我們深知於價值鏈中的責任遠遠超出我們的日常營運活動，因此我們制定了嚴格的客戶服務守則、政策和程序，以監察供應商在環境和社會管理績效。



Grand Coloane served **over 68,000** guests as a medical observation hotel
鷺環海天度假酒店作為醫學觀察酒店服務**超過68,000**位客人

83% of our suppliers are based in Hong Kong and Macau where the majority of our business operates
我們**83%**的供應商位於香港和澳門，亦是我們主要業務的所在地區



Macau Tower attained an average satisfaction rate of **99%** from 885 visitors
885名受訪旅客對澳門旅遊塔的平均滿意度為**99%**

Artyzen Habitat Dongzhimen Beijing received an average satisfaction rate of **87%** from over 450 guests
逾450名受訪住客對北京東直門雅悅居酒店的平均滿意度為**87%**

Park Nova in Singapore garnered various awards:
• **Best Condo Development (Asia)** at the 16th PropertyGuru Asia Property Awards Grand Final
• **Design Excellence, Top Luxury Development, Top Boutique Development** and **Best Show Flat in the Luxury Category** in the Edgeprop Excellence Award 2021
• **Best Ultra Luxury Condo Development** and **Best Condo Development (Singapore)** in the 11th PropertyGuru Asia Property Awards (Singapore)

新加坡的柏怡榮獲多個獎項：

- 於第16屆「PropertyGuru-Asia地產大獎」總決賽榮獲**最佳公寓發展項目(亞洲)獎**
- 於Edgeprop卓越大獎2021年榮獲**最佳設計獎、最佳豪華發展項目、最佳精品發展項目及最佳示範單位獎**
- 於第11屆「PropertyGuru-Asia地產大獎(新加坡)」榮獲**最佳豪華公寓發展項目及最佳公寓發展項目獎**

Property Management achieved an average satisfaction rate of **98%** from over 2,000 residents and tenants
超過2,000名受訪住客和租戶對物業管理的平均滿意度高達**98%**