

Awards and Recognitions

獎項及嘉許

Our Community 我們的社區

- Earned the **Merit Award in the Enterprise Category** and the **Corporate Citizenship Logo** in the **Volunteer Team Category** from the 8th Hong Kong Outstanding Corporate Citizenship Awards
於「第八屆香港傑出企業公民獎」企業組別中獲授優異獎，及在「義工隊組別」中獲授企業公民嘉許標誌



- Received the **Corporate Social Responsibility – Excellence Award** from the 5th Annual Business Awards of Macau
於「第五屆澳門商務大獎」榮獲「企業社會責任大獎」



Our Environment 我們的環境

- Attained the **Hong Kong Green Organisation** from Environmental Campaign Committee
獲環境運動委員會頒發「香港綠色機構認證」



- Won the **Silver Award in the Macau Green Hotel Award** from Macau Environmental Protection Bureau
獲澳門環境保護局頒發「澳門環保酒店—銀獎」



澳門環保酒店獎
Premio Hotel Verde Macau
Macao Green Hotel Award

- Received the **Environmental Performance – Excellence Award** from the 5th Annual Business Awards of Macau
於「第五屆澳門商務大獎」獲頒發「環境績效大獎」



- Accredited with **ISO 14001:2015** Environmental Management Systems
獲ISO 14001:2015環境管理系統認證



ISO 14001 : 2015
Certificate No.: CC 6174

Our People 我們的員工

- Won the **HR Asia Best Companies to Work for in Asia 2017**
獲《HR Asia》評選為香港區「2017年亞洲最佳企業僱主」



- Attained the **10 Years Plus Caring Company Logo** from the Hong Kong Council of Social Service
獲香港社會服務聯會頒發十年Plus「商界展關懷」標誌



- Received the Gold Award from **Family-Friendly Employers Award 2017/18** in Macau
獲澳門2017/18年度家庭友善僱主獎勵計劃金獎殊榮



Our Value Chain 我們的價值鏈

- Won the **Hong Kong Awards for Industries - Productivity & Quality Award** from Trade & Industry Department & Hong Kong Productivity Council
獲工業貿易署與香港生產力促進局頒發「香港工商業獎—生產力及品質獎」



- Received the **2016/17 Smiling Enterprises 5+ Year Award – Transportation Services** from Mystery Shopper Service Association
獲神秘顧客服務協會頒發2016/17年度微笑企業五+大獎—運輸及交通服務



- Accredited with **ISO 9001:2015** Quality Management Systems
獲ISO 9001:2015質量管理系統認證



ISO 9001 : 2015
Certificate No.: CC 2316



About Cover Design 關於封面設計

Roots to Fruits - The process in which these roots absorb all the nutrients in the soil and mature into super healthy vegetables is likened to our relentless effort to dig deep and work hard to strengthen the foundation of every aspect of our businesses to create shared values for all our stakeholders.

根·果—根吸收土壤中的營養物並成長為超級健康蔬果的過程，可比擬我們努力不懈地深耕細作，以加強我們各方面的業務基礎，為我們所有的持份者創造共同價值。

SUSTAINABILITY REPORT
HIGHLIGHTS

可持續發展報告亮點

2017

Our Community 我們的社區



We are committed to building a caring, inclusive and sustainable community wherever we operate. Each year, we refine our approach towards sustainability and our alignment with strategic partners and collaborators, and deepen our support for the elderly, the youth and the community at large.

我們致力建立一個關愛、共融及可持續發展的社區。每年均會優化我們的可持續發展方針，與策略性夥伴及協作者同步向前，並加強對長者、青少年及社會的支援。



Established the "Shun Tak Holdings – Dr. Stanley Ho Hung Sun Foundation"
成立「信德集團何鴻燊博士基金會」



Participated in **122** programmes
參與了122個項目



Contributed **6,491** hours of voluntary work – **↑52%** vs 2016
社區服務時數為6,491小時 — 比2016年↑52%



Served **10,952** beneficiaries
幫助了10,952名受惠者



Donated **HK\$3,527,397** for in-kind sponsorship or charity
向慈善機構捐款或提供實物援助，合共港幣\$3,527,397

Our Environment 我們的環境



We have long been committed to reducing our ecological and carbon footprints and helping to protect the environment, and we work hard to establish management practices and measures to minimise environmental impacts throughout our business units.

我們長期不遺餘力地推動環保，致力減少生態足印及碳足印，又盡力制定管理常規及措施，將業務營運對環境的影響減至最低。

↓0.4% greenhouse gas emissions in 2017 as compared to 2016

與2016年相比，2017的溫室氣體排放量 **↓0.4%**



↓31% cumulative fuel consumption for TriCat vessels against the 2011 baseline

與2011年的基數相比，超級豪華雙體船累計燃料消耗 **↓31%**



↓25% cumulative electricity consumption in offices as compared to 2013 baseline

與2013年的基數相比，各辦公室於2017年的耗電量累計 **↓25%**



Recycled **591.5 tonnes** of paper and **21,100 m³** of grey water
回收了591.5公噸廢紙及21,100立方米中水



About Shun Tak Holdings Limited

關於信德集團有限公司

Originated in 1962 with the inauguration of a passenger ferry service between Hong Kong and Macau, Shun Tak Holdings Limited and its subsidiaries have evolved over the past decades from a shipping operation to a leading listed conglomerate with a well-established and diversified portfolio spanning the property development, transportation, hospitality and investment sectors.

發源於1962年，信德集團有限公司及其附屬公司，在數十年間由一家船務公司，發展成為具領導地位之香港上市綜合企業，業務組合穩健多元，涵蓋地產發展、運輸、酒店及消閒與投資。

Sustainability in Shun Tak Group 信德集團的可持續發展

Taking a holistic approach to sustainability, we tasked ourselves in 2017 with ensuring that the concept takes root and grows deeply and firmly, while continuing to champion sustainable development in our business operations. The theme of our Sustainability Report this year is "Rooting for Sustainability."

我們採用整全的方法實踐可持續發展的工作。我們於2017年進一步訂下目標，推動可持續發展理念的植根及壯大，堅持在業務上體現可持續發展。今年的可持續發展報告，乃以「扎根傳承」為主題。

About this Document

關於本報告亮點

This document highlights our sustainability performance in 2017. For more details, please refer to our Sustainability Report 2017.

本報告亮點重點介紹我們於2017年的可持續發展表現。有關詳情，請參閱我們2017年可持續發展報告。



Our People 我們的員工



The support and care we provided our people were no less than those we gave to our community. Making sure our people achieve work-life balance, and work in a healthy and safe environment remained our top priority.

我們為員工提供的支持和關懷不亞於我們對社區的付出。我們的首要任務是確保員工達至工作與生活平衡，並有健康安全的工作環境。



30,000 total training hours
接受培訓的總時數為30,000小時

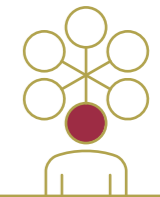


2,380 occupational health and safety training hours
職安健培訓時數達至2,380小時



Injury rate **↓63%** in women and **↓49%** in men as compared to 2016
與2016年相比，女性及男性的工傷比率分別 **↓63%** 及 **↓49%**

Our Value Chain 我們的價值鏈



We strengthened our value chain through innovative and collaborative programmes that not only built trust between our stakeholders and us, but also created efficiency and responsibility.

我們通過創新和合作計劃強化價值鏈，這不僅加強與持份者的互信，亦提升了效率及確立了責任。



Property Management received an average satisfaction rate of **96%** from over 2,200 residents and tenants
逾2,200名受訪住客及租戶對物業管理服務的平均滿意度為96%



Macau Tower gained an **82%** satisfaction rate from more than 800 visitors
超過800名受訪旅客對澳門旅遊塔的滿意度為82%

TurboJET was rated 3 or above on a 1-5 scale of satisfaction from **93%** of over 1,600 passengers
調查以5分為滿分，逾1,600位受訪乘客中，有93%受訪者對噴射飛航的評分是3分或以上

