信德集團
SHUN TAK HOLDINGS

Stock code 股份代號: 242

Sustainability Report 2021 可持續發展報告



The Green Brick Road | Creating Shared Values for a Sustainable Future

The lush grass staircase is abstractly shaped like the letter "G", symbolising the "Green" Brick Road that we have embarked upon this year towards a foreseeable future. Our four newly set environmental targets are placed along the steps, represented by the recycling bin, the water droplet, the lightbulb and the solar panel-fitted building respectively. These targets are supplemented by the governance and social efforts across our businesses to pledge the Group's commitment to a sustainable future, where we aim to present Shun Tak to the world as a cross-sector, cross-industry conglomerate as we reach the top of the staircase.

綠磚路 | 為可持續的未來創造共享價值

以青草覆蓋的階梯拼成抽象的「G」字母，象徵我們剛踏上通向可持續未來的「綠」磚之路。擺放在階梯上的回收桶、水滴、綠色燈泡和安裝於建築物的太陽能板顯示了我們新訂立的四項環境目標。我們期盼透過良好的企業管治和為社會作出的貢獻，配合環境目標，貫徹集團對可持續發展未來的承諾，並在集團攀上階梯的最高點時，向世界展現集團為一個跨領域、跨行業的綜合企業。



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Message from the Management
管理層寄語



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

The 26th annual United Nations Climate Change Conference of the Parties (COP 26 Summit) in Glasgow last year is one of the latest events to spotlight climate risk and drive greater corporate commitment to sustainability initiatives.

As a responsible corporate citizen, the Shun Tak Group is committed to playing an instrumental role in maintaining and supporting sustainable development. Sustainability remains our top-of-mind for a broad array of key stakeholders, despite the unprecedented impacts made by the COVID-19 pandemic.

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.

COVID-19 has caused disruptions to the global economy and society in different ways. Nevertheless, 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 deficiency to weather the storm. More importantly, our commitment to sustainability has not wavered.

In the midst of the pandemic, we have adapted our sustainability initiatives and business strategies to turn challenges into opportunities.

第26屆聯合國氣候變化大會（COP26峰會）於去年在格拉斯哥舉行，是近來的一個重要會議，聚焦於氣候風險，並同時推動企業對可持續發展倡議作出更大的承諾。

作為負責任的企業公民，信德集團一直致力擔當推行和支持可持續發展的重要角色。儘管新冠疫情造成前所未有的影響，但我們仍視可持續發展為各持份者首要考慮的因素。

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。

新冠疫情對全球經濟和社會造成各種影響，但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。

面對疫情，我們也調整可持續發展計劃和業務策略，務求轉危為機。



For instance, our latest property development projects like NEW BUND 31 in Qiantan, Shanghai, China, and Park Nova and Les Maisons Nassim in Singapore will incorporate green building features and obtain sustainable building certifications such as China's Green Building Evaluation Label, Singapore's Green Mark and other internationally recognised green building certifications.

On the tourism front, we have developed and executed our "Tourism Plus" strategy to grasp the new business opportunities arisen from the pandemic, including new travel trends and consumer preferences like the "life-affirming" experience. We believe a diversified and well-integrated tourism experience comprising the elements of art, culture, sports and wellness. The "Tourism Plus" strategy enhances our resilience against the pandemic and puts us ahead of our peers in leading tourism recovery efforts. The effectiveness of this strategy hinges heavily upon improved cooperation and dialogue with our partners, therefore reinforcing the importance of partnership.

While continuing our collaboration with local and overseas partners and authorities to promote sustainability, we work with NGOs such as Po Leung Kuk and Tung Wah Group of Hospitals, and inspire and motivate our employees to serve the communities where we operate and give back to our society. We are also prompted by these partnerships 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.

Additionally we have introduced a myriad of actions to reduce our carbon emission, electricity consumption, water consumption and waste generation, each by 10%, and fulfilled by 2030. All of which rolls up to advance the ESG agenda and demonstrate our determination to sustainability.

Leadership is showing a commitment to achieving real outcomes with ESG, regardless of how long it takes to have the world as a whole moving in lockstep on creating a green, low-emission and climate resilient society for all of us.

As we look towards the next year with optimism and hope, we welcome partners to join us on our green brick road.

其中，以房地產發展項目為例，我們在上海的前灘31和在新加坡的柏皓及蘭心居都融入綠色建築特色並期望取得綠色建築認證，如中國的綠色建築評價三星標識、新加坡的綠色建築標誌及其他國際認可的綠色建築認證。

在旅遊方面，我們把握疫情帶來的新商機，並根據旅遊新趨勢和旅客喜好，如獨特的旅行經歷，制定及執行「旅遊+」策略。同時，我們相信一個多元化和整合的旅遊體驗應該涵蓋藝術、文化、體育和健康元素。我們期望此策略增強我們在抗擊疫情的韌度，並在旅遊業逐步恢復時領先同儕。此策略的成效很大程度上取決於我們與夥伴的合作及溝通，故此加強夥伴關係至關重要。

在與本地及海外夥伴和相關當局繼續合作推廣可持續發展的同時，我們亦透過與保良局及東華三院等非政府組織合作，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。

此外，我們也採取一系列的行動，務求在2030年前將碳排放、耗電量、耗水量和廢物產生量強度分別減少10%。所有舉措均為促進環境、社會及管治的進程，並彰顯我們推動可持續發展的決心。

我們管理層正積極實踐達至環境、社會及管治效果的承諾，無論需時多久才促使世界步伐一致，我們仍致力為大眾創造一個綠色、低碳和具氣候適應力的社會。

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。



About Shun Tak
信德集團

Shun Tak Holdings Limited (the "Company" or "STHL") and its subsidiaries (collectively the "Group") 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.

信德集團有限公司(「本公司」或「信德」)及其附屬公司(統稱「本集團」)是具領導地位的綜合企業,核心業務包括地產、酒店及消閒、運輸與投資。

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。

Vision 願景

To be the most trusted and most value-added company in Hong Kong, Macau and Asia

躋身港澳地區與亞洲內最可靠及最具增值效益企業之列

Mission 使命

To create shared value for all our stakeholders and the communities in which we operate

為持份者及社區創造共享價值

Principles 營商宗旨

Honesty and Integrity

誠信德行

Our Business
我們的業務



Property 地產

The Group has a prominent and successful track record in the Macau and Hong Kong property markets with a comprehensive portfolio comprising residential, commercial and retail property developments. The Group possesses one of the largest land banks in Macau, and has a growing presence in the Greater China and Singapore real estate markets. We also offer seamless one-stop asset management services including sales and leasing, property management, cleaning, laundry service and tenancy support.

本集團在澳門和香港的房地產市場的發展成績斐然,並擁有住宅、商業和零售的綜合房地產發展投資組合。我們坐擁澳門最大的土地儲備,並積極擴展於大中華地區及新加坡的房地產市場業務。本集團更提供無縫的一站式資產管理服務,包括房地產銷售、租賃、物業管理、清潔、洗衣和禮賓服務。



Hospitality 酒店及消閒

With a solid foundation in Macau's tourism business and growing alongside the dynamic tourism industry, the Group has evolved into a multi-faceted hospitality group with operations spanning hotels, entertainment attractions, tourism facility management, membership club, and travel and MICE. By offering a variety of innovative products, unique adventures and team-building experiences, along with hotel portfolio management and concept development services for food and beverage premises, the Group is well-positioned to capture the wealth of opportunities arising from the burgeoning tourism landscape across Asia.

憑藉我們在澳門旅遊業的堅實基礎,並伴隨著旅遊業的發展,本集團已發展為一個提供多元化服務的酒店集團,提供包括酒店、娛樂景點、旅遊設施管理、會員會所、旅遊及會展服務等服務。通過提供各種創新產品、獨特的歷奇和團隊建設的經驗,以及酒店組合管理和餐飲場所概念開發的服務,我們已做好充分部署迎接亞洲蓬勃發展的旅遊業所帶來的巨大機遇。

ESG Awards with BDO

The BDO ESG Awards recognises outstanding listed companies in Hong Kong that have made a positive impact in the areas of ESG, those that implement outstanding sustainability initiatives.

Further to receiving two awards in the second year's BDO ESG Awards, we have been encouraged to continue to excel in our ESG performance. In their third year, we are presented with three awards in the Small Market Capitalisation category, namely the "Best in ESG Award", "Best in Reporting Award" and last but not least, "ESG Report of the Year". Our recognition at BDO ESG Awards for two years in a row has proven our commitment to promoting sustainable development through our business practices.

BDO環境、社會及管治大獎

BDO環境、社會及管治 (ESG) 大獎旨在表揚於環境、社會及管治範疇上有正面貢獻的香港上市公司，以肯定其在推行可持續發展項目上的卓越表現。

集團一直努力在環境、社會及管治方面取得進展。集團在第二屆的BDO環境、社會及管治大獎中獲頒兩個獎項。今年集團亦於其第三屆大獎中獲得主板小市值組別的三個獎項，分別為「ESG最佳表現大獎」、「最佳ESG報告大獎」和「ESG年度大獎」。集團連續兩年獲得BDO環境、社會及管治獎項，以證明我們致力透過業務範疇推動可持續發展。



Transportation 運輸

The Group plays a lynchpin role in facilitating connectivity across the Pearl River Delta ("PRD") region with its seamless multimodal transportation network. At sea, the Group operates one of the strongest high speed jetfoil fleets in the world, offering speedy, reliable and comfortable sea travel services across major destinations and airports within the PRD. On land, we provide local and cross-boundary coach services between various mainland cities and Macau, further enhancing regional integration and accessibility of the Greater Bay Area.

本集團憑藉其無縫並多式聯運網絡，在促進珠江三角洲（「珠三角」）地區的連通性方面發揮了重要作用。在海上運輸方面，我們擁有全球最具規模的噴射船船隊之一，為珠三角的主要目地點和機場提供快速、可靠和舒適的海上交通服務。在陸上運輸方面，我們於中國內地主要城市及澳門經營境內及跨境客運巴士服務，繼而進一步提升大灣區的區域整合和可達性。





Investment 投資

The Group owns a balanced and diversified business portfolio in Macau, Hong Kong and Greater China across the gaming, retail, commercial and tourism facility sectors. At the pulse of dynamic growth across the PRD, the Group sets to provide lifestyle concepts, high quality retail service platforms and international cruise hub offerings in contribution to the region's development to drive value for investors and stakeholders.

本集團在澳門、香港及大中華地區擁有平衡及多元化的投資項目，涵蓋博彩、零售、商業及旅遊設施營運等行業。我們緊貼珠三角的蓬勃增長趨勢，並提供時尚生活概念平台、優質的零售服務及國際郵輪碼頭，為區內發展作出貢獻，並為投資者及持份者創造價值。

Performance Highlights
表現概覽

COMMUNITY
社區

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**名青少年和**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

ENVIRONMENT
環境

The Group has set **Environmental Targets for 2030** on carbon emissions, electricity consumption, water consumption and waste reduction
集團在碳排放、耗電量、耗水量和廢物產生方面訂立了**2030年環境目標**

10% reduction in **carbon intensity** by 2030 from 2017 levels
2030年前將**碳強度**由2017年的水平降低**10%**

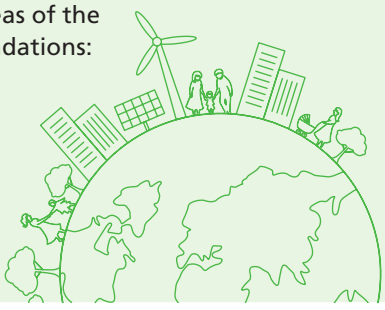


10% reduction in **electricity intensity** by 2030 from 2017 levels
2030年前將**耗電強度**由2017年的水平降低**10%**

10% reduction in **water intensity** by 2030 from 2017 levels
2030年前將**耗水強度**由2017年的水平降低**10%**

10% reduction in **waste intensity** by 2030 from 2020 levels
2030年前將**廢棄物強度**由2020年的水平降低**10%**

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**立方米的中水

Hang Seng Corporate Sustainability Index Series Member 2021-2022

MSCI ESG RATINGS BBB[1]

15 years+ 商界展關懷 caringcompany

BDO ESG AWARDS

PEOPLE
員工

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%**



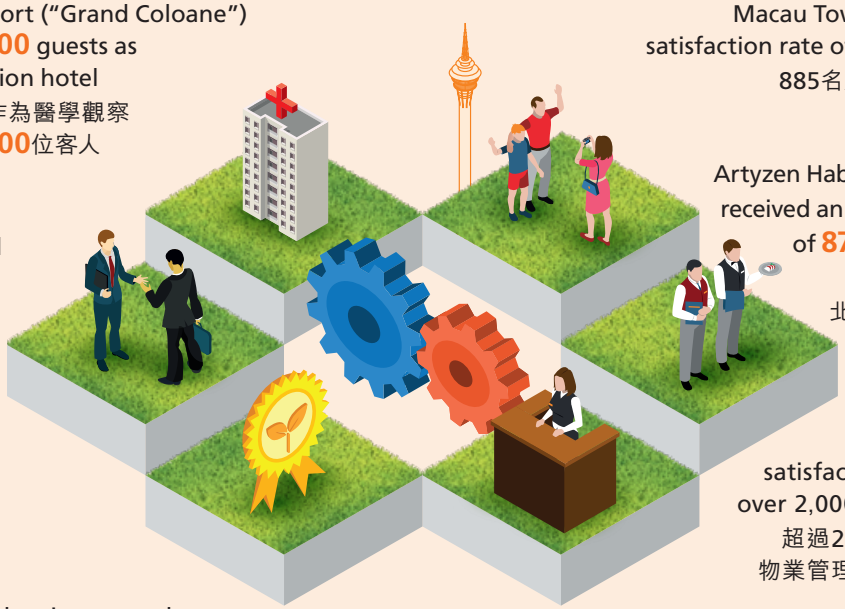
Total training hours: **over 22,000**
提供培訓總時數：
超過22,000小時

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

VALUE CHAIN
價值鏈

Grand Coloane Resort ("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高達**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辰悅居酒店的平均滿意度為**87%**

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%**

Park Nova 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)

新加坡的柏皓榮獲多個獎項：
- 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**和**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**和**最佳公寓發展項目獎**

1. Disclaimer 免責聲明: https://www.shuntakgroup.com/en/mscidisclaimer/index.html

Our Governance
我們的管治

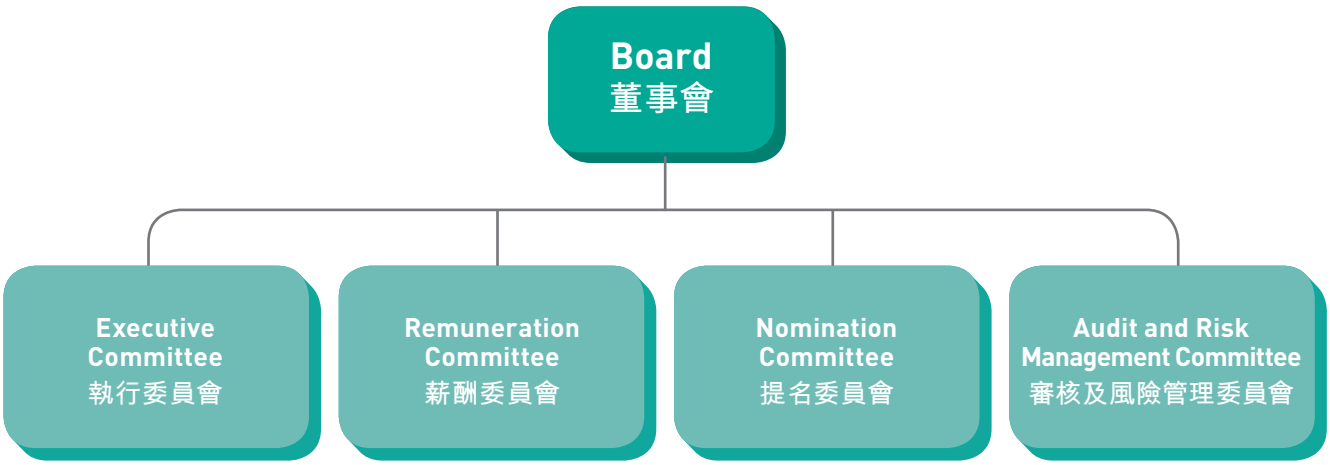
A robust governance framework is the cornerstone of sustainable development and the long-term success of the Group. We recognise such importance and ensure we uphold high standards of accountability, integrity and transparency to create influential value for our stakeholders and make strides towards a more sustainable future.

我們深明擁有穩健的管治架構對本集團的可持續發展和長遠成功至關重要。因此，我們堅持以最負責的態度、最高的誠信度和透明度處理一切業務，為持份者創造長遠價值，並朝著可持續的未來邁進。

Governance Structure
管治架構

Our Board of Directors (the "Board") lies at the top of the Group's governing hierarchy, whereby providing a top-down approach in its decision-making process that drives the Group's strategic development, risk management, sustainable development and overall financial and operational performance.

董事會作為集團最高治理單位，通過自上而下的決策方式，推動集團的策略發展、風險管理、可持續發展及整體財務和運營表現。



The Board is composed of five Executive Directors and four Independent Non-Executive Directors, while supported by four Board committees, namely the Executive Committee, Remuneration Committee, Nomination Committee, and Audit and Risk Management Committee. Under the Executive Committee, there is a Sustainability Steering Committee ("SSC") that is supported by the Sustainability Taskforce Team and its working groups: Green Office Management Team and Green Ambassadors.

董事會由五名執行董事和四名獨立非執行董事組成，並由轄下四個委員會，即執行委員會、薪酬委員會、提名委員會和審核及風險管理委員會協助。執行委員會下轄的可持續發展督導委員會則由可持續發展工作小組及其轄下的工作小組：綠色辦公室管理小組和綠色大使提供支援。

The following diagram illustrates our sustainability governance structure:
我們的可持續發展管治架構如下圖：



Approach to Risk Management and Internal Control
風險管理及內部監控方針

Risk management and internal control are considered by the Board essential parts of the Group's overall operations as they allow for early identification, management and mitigation of risks. These risks are also diverse in nature, ranging from operational, financial and legal compliance to cybersecurity and climate impacts. Therefore, the Board has delegated the risk management and internal control authorities to the Executive Committee and the Audit and Risk Management Committee to ensure the adequacies and effectiveness of our risk management and internal control systems.

董事會了解風險管理及內部監控對本集團的整體營運至關重要。風險來自四方八面，當中包括營運、財務、法律合規、網路安全及氣候變化影響。能及早識別這些風險，從而掌握、管理、緩解將之轉移或避免。為此，董事會已將風險管理及內部監控權力下放至執行委員會及審核及風險管理委員會，以確保集團的風險管理及內部監控制度充足性和有效性。

The Executive Committee designs, implements and monitors the Group's risk management and internal control systems. The Audit and Risk Management Committee, assisted by the Group's Internal Audit Department, reviews the effectiveness of the risk management and internal control systems in fulfilling its purpose of mitigating relevant risks and ensuring an effective framework is in place for management to perform its duties across the organisation. Our risk management framework also extends to the various business and supporting units as well as the general staff in day-to-day operations. Heads of business and supporting units are responsible for maintaining and updating their risk registers and self-assessing the adequacy of their internal controls against established risk management and internal control frameworks.

執行委員會負責制定、落實和監督本集團的風險管理和內部監控制度。審核及風險管理委員會則透過內部審計部的協助，檢視風險管理和內部監控制度在降低相關風險，及確保管理層能具備有效框架履行職責方面的成效。我們的風險管理框架覆蓋各個業務及支援部門以及員工的日常工作中。各業務和支援部門主管亦有責任維持及更新其風險登記冊，並根據既定的風險管理和內部監控框架作自我評估，檢視其內部監控是否充足有效。



Approach to Sustainability
可持續發展方針

Since its establishment in 2012, the SSC, chaired by the Group Executive Chairman and Managing Director, comprising representatives from Executive Committee and key business and supporting units[2], has been introducing sustainability policies in line with the Group's environmental, social and governance ("ESG") goals, all the while monitoring, reviewing and evaluating the implementation progress of our ESG-related targets and initiatives. The SSC regularly reports to the Board through the Executive Committee on the group-level sustainability issues.

Under the SSC's oversight, the Sustainability Taskforce Team then executes the policies set out by the Executive Committee by coordinating Group-wide sustainability initiatives. Relevant business units are responsible for integrating sustainability practices into their operations and developing their own management strategies. Sustainability policies and initiatives are regularly reviewed by the SSC to ensure that they keep abreast with the latest regulatory requirements and business trends.

可持續發展督導委員會於2012年成立，由集團行政主席兼董事總經理率領，並由執行委員會及主要業務及支援部門主管代表[2]組成。可持續發展督導委員會負責制定符合本集團環境、社會和管治目標的政策，同時監測、審查和評估集團在環境、社會和管治方面的行動和表現。可持續發展督導委員亦會通過執行委員會，定期向董事會匯報集團層面的可持續發展事宜。

在可持續發展督導委員會的監督下，可持續發展工作小組負責協調集團的可持續發展舉措來落實執行委員會制定的政策。各業務部門均有責任把可持續實踐融入其營運中，並自行制定與部門相應的管治策略。可持續發展督導委員會亦會定期檢視可持續發展政策及舉措，確保符合最新的法例規定及業務發展趨勢。



2. Deputy Managing Director, Executive Directors, and representatives from Property, Hospitality, Transportation and Investment businesses and Group Human Resources Department.
副董事總經理，執行董事，物業、酒店及消閒、運輸、投資業務以及集團人力資源部門的代表。

Key Policies and Guidelines
主要政策及指引

Apart from a well-defined governance structure, clear and explicit policies are also essential to providing operational guidance for our day-to-day activities across all business units. These policies form a unified front with an aim to safeguard the interests of the Group's stakeholders.

除了正確的管治架構外，清晰明確的政策對於我們所有業務部門的日常運營也有至關重要的指導作用。這些政策目標一致，均以保障本集團持份者的利益為依歸。

Anti-corruption and Whistleblowing Policies

Our Code of Conduct ("Code") provides the basis for ethical business conduct across our operations, covering topics such as bribery, fraud, extortion, money laundering and anti-corruption.

The Group also holds regular anti-corruption training for both directors and employees, especially inviting the Hong Kong Independent Commission Against Corruption to conduct relevant presentations. There were no significant cases of misconduct during the reporting period. The Code is further supplemented by our Whistleblowing Policy, which protects employees from fear of reprisal while encouraging them to take on a more active role in voicing their concerns whenever they come across any potential misconduct or malpractice in our daily operations. The Audit and Risk Management Committee was delegated with the overall responsibility for monitoring and reviewing the effectiveness of the Whistleblowing Policy.

反貪污及舉報政策

我們的《行為守則》制定了在業務營運中商業道德標準，當中概述我們對賄賂、欺詐、勒索、洗黑錢和貪污行為均採取零容忍的態度。

本集團亦定期為董事及員工提供反貪污培訓，更特別邀請香港廉政公署進行講解。匯報期內並無任何行為不當的嚴重事件。我們的《舉報政策》進一步充實了《行為守則》，鼓勵員工在集團日常營運中遇到任何潛在的不當行為時，更加積極地發聲，同時保障員工免受任何舉報後果。審核及風險管理委員會則負責全面監督和檢視《舉報政策》的有效性。

Sustainability Policies

In addition to our business conduct, the Group maintains a Sustainability Policy, Sustainable Procurement Policy ("SPP") and Supplier Code of Conduct ("SCC") to ensure our operations along the value chain are conducted in a sustainable manner.

The Sustainability Policy is overseen by the SSC and provides an overall guidance for the Group to go beyond legal compliance, factor sustainability into any decision-making process, and promote continuous employee commitment to sustainable improvement.

The SPP and SCC were established in 2020 to supplement the Sustainability Policy by focusing on different stakeholders. The SPP focuses on internal procurement procedures for prioritising green and socially responsible products and services while the SCC defines our sustainability standards for our suppliers to abide by.

可持續發展政策

商業行為準則外，集團也制定了《可持續發展政策》、《可持續採購政策》和《供應商行為守則》，確保我們在價值鏈中亦以可持續的方式營運。

可持續發展督導委員會對《可持續發展政策》的實施負有監察責任。該政策為集團提供比法規要求更嚴格的運營指引，並將可持續發展考慮因素納入業務決策過程，促進員工持續實行可持續發展措施，力求進步。

《可持續採購政策》和《供應商行為守則》於2020年制定而成，透過聚焦不同的持份者，來完善我們的《可持續發展政策》。《可持續採購政策》是規範內部採購程序，並優先考慮綠色和對社會負責的產品及服務；《供應商行為守則》則規定了我們的供應商必須遵守的可持續發展標準。

For details of our corporate governance, please refer to the Group's Annual Reports and announcements.
有關本集團的企業管治詳情，請參閱本集團年報及公告。

www.shuntakgroup.com

Supporting the United Nations Sustainable Development Goals
支持聯合國可持續發展目標

As a leading listed conglomerate, we are committed to upholding our corporate social responsibility in a world still recovering from the effects of the COVID-19 outbreak by reinforcing our commitment to the United Nations Sustainable Development Goals ("SDGs"). Acknowledging our responsibility as a driver of sustainable transition, we believe in generating both long-term corporate and societal values through continuous improvement in our sustainability initiatives.

In 2021, we reaffirmed our commitment to align our initiatives to the existing SDGs. We are also proud to commit to an additional SDG, "SDG 17 Partnerships for the Goals", to continuously promote sustainable growth by joining hands with different actors and stakeholders along the value chain. Details of our contributions to the ten SDGs can be found in the relevant chapters of this report.

儘管世界尚未從新冠疫情引發的負面影響中恢復過來，我們作為一家領先的上市企業，仍繼續致力透過加強支持聯合國可持續發展目標，履行我們的企業社會責任。我們深明作為可持續轉型推動者應承擔的責任，並透過不斷改進我們的可持續發展倡議來創造長遠的企業和社會價值。

2021年，我們將繼續全力支持原定的可持續發展目標，同時也很自豪地宣佈已納入新一個可持續發展目標，即可持續發展目標「SDG17促進目標實現的夥伴關係」。我們期望透過與價值鏈上的其他參與者和持份者攜手合作，促進長遠的可持續發展。請參閱本報告之相關章節以了解我們對十項可持續發展目標的貢獻。



Lead the Way
領導以身作則

The Group's unyielding dedication to serve the community and the country is best reflected by our Group Executive Chairman and Managing Director, Ms. Pansy Ho. Under her leadership, the Group's efforts in social support and integration with the Greater Bay Area have not gone unnoticed.

In November 2021, Ms. Pansy Ho was appointed the new Executive Chairman of the World Federation of Chinese Entrepreneurs Organization ("WFCEO"), which is an amazing feat due to her being the first female Executive Chairman of WFCEO since its founding nineteen years ago. Her appointment signals the importance of gender diversity and women empowerment to the WFCEO in the entrepreneurial world.

Furthermore, Ms. Pansy Ho's significant contributions to the country regarding women empowerment led to her bestowment of the "March 8th Red Banner Holder 2020" by the All-China Women's Federation on the special occasion of International Women's Day. This national accolade evidences Ms. Ho's efforts to aspire fellow women to perform to the best of their abilities in their respective capacities.

In Hong Kong, the Chief Executive, Mrs. Carrie Lam together with the Chairman of the Hong Kong Ta Kung Wen Wei Media Group, Mr. Jiang Zaizhong, co-presented the Greater Bay Area ("GBA") Navigation Award – Award for Outstanding Contribution (Leader) to Ms. Pansy Ho, in recognition of her leadership in promoting greater integration of the Group's operations within the GBA through increased collaboration with businesses, organisations and local governments across the eleven cities.

Building upon Ms. Pansy Ho's conferment of the Silver Bauhinia Star by the HKSAR Government in 2020, this year our Executive Director and Deputy Managing Director, Ms. Daisy Ho, is conferred the Bronze Bauhinia Star in recognition of her committed and meritorious services towards our community. During her tenure as the Chairman of Po Leung Kuk, Ms. Daisy Ho spearheaded a variety of projects including youth development, elderly care and support for the grassroots families. Including Ms. Maisy Ho who received the Bronze Bauhinia Star in 2016, three of the Group's Board members have garnered Bauhinia Stars over the years, a testimony to the legacy of "Giving Back to Society".

最能表現集團致力為社區和國家服務決心的就是我們的集團行政主席兼董事總經理何超瓊女士。在她領導下，集團在社區服務和大灣區互通共融方面的成果備受肯定。

2021年11月，何超瓊女士被任命為世界華商組織聯盟的新任執行主席，成為該聯盟創會19年來的首位女性執行主席。她的任命展現了世界華商組織聯盟重視創業界中的「性別多樣性」和「女性賦權」。

此外，在國際婦女節這特別的日子裡，全國婦聯授予何超瓊女士「2020年度全國三八紅旗手」稱號。此項國際榮譽肯定她在女性賦權方面作出的巨大貢獻，並激勵婦女界在各自的專業範疇內做到最好。

香港行政長官林鄭月娥與香港大公文匯傳媒集團董事長姜在忠先生共同向何超瓊女士頒發「領航粵港澳大灣區傑出貢獻領袖獎」，以表彰她致力於推動本集團在大灣區的業務，與大灣區內十一個城市的企業、組織和地方政府合作。

繼何超瓊女士於2020年獲香港特別行政區政府頒授銀紫荊星章，今年我們的執行董事兼副董事總經理何超鳳女士獲頒授銅紫荊星章，以表彰她對社會的傑出服務和貢獻。在其擔任保良局主席期間，何超鳳女士曾牽頭展開多個項目，包括青年發展、長者關懷和基層家庭支援計劃。連同何超蕸女士於2016年獲授銅紫荊星章在內，本集團共有三名董事會成員榮獲紫荊星章，足見董事會秉承「取諸社會，用諸社會」的核心價值。



Ms. Pansy Ho (Top); Ms. Daisy Ho (Bottom left); Ms. Maisy Ho (Bottom right)
何超瓊小姐（上）；何超鳳小姐（左下）；何超蕸小姐（右下）

Our Environment
我們的環境



Our Environment
我們的環境

The Group believes that as a large corporate body, we have the responsibility to manage the ecological footprints of our operations – and even more so than individuals or small businesses due to the large number of stakeholders we engage in our business activities. As such, we are dedicated to reducing our environmental impacts through the application of various management systems, operations framework and green procurement practices.

As a continuation to our 2020 climate-related risk analysis and disclosures, this year we further explored the Task Force on Climate-related Financial Disclosures ("TCFD") framework and have reviewed and summarised our actions on climate change, which are divided into four thematic areas of disclosure set out by the TCFD. The Group has also set out new, quantifiable environmental targets for 2030, which will serve as the foundation of our future development initiatives as we journey into a new decade.

本集團一直致力於業務流程中減少生態足跡。與個人或中小企業相比，大企業涉及更多不同的持份者。因此，我們堅持貫徹以負責任的方式經營業務。我們通過應用各種管理系統、營運框架和綠色採購政策來減少日常營運對環境的影響。

作為我們2020年氣候相關風險分析和披露的延續，今年我們進一步探索氣候相關財務揭露工作小組（TCFD）的披露框架，並根據四個核心元素檢視及總結本集團應對氣候變化的措施。本集團亦訂定全新及可量化的2030年環境目標，而這些目標將成為我們邁進未來十年的發展基礎。

CLEAN WATER AND SANITATION
清潔飲水和衛生設施

Incorporate water recycling and sustainable water management strategies into daily business operations

將循環再用水及可持續水資源管理的策略納入日常業務營運之中



AFFORDABLE AND CLEAN ENERGY
經濟適用的清潔能源

Promote sustainable usage through introducing energy efficiency measures

透過實踐能源效益措施，以促進可持續能源的使用



SUSTAINABLE CITIES AND COMMUNITIES
可持續城市和社區

Support the efforts of establishing resilient and sustainable cities through waste management and projects with public gain opportunities

通過廢物管理和推行具社會公共利益的項目，支持建立具韌性和可持續發展的城市



RESPONSIBLE CONSUMPTION AND PRODUCTION
負責任消費和生產

Embrace sustainable procurement practices, enhance resource efficiency and increase the uptake of biodegradable materials within the organisation

實踐可持續採購措施，提高資源使用效率，並在企業營運中採用更多可生物降解的材料



CLIMATE ACTION
氣候行動

Introduce long-term initiatives, including group-wide environmental targets, as well as green renovation and upgrading works to minimise carbon footprint of our business activities

訂立長期計劃，包括集團環境目標及綠色翻新和升級工程，以減少因業務活動產生的碳足跡



PARTNERSHIPS FOR THE GOALS
促進目標實現的夥伴關係

Strengthen collaboration with stakeholders and our business partners to generate synergistic shared value and work towards combating climate change

加強與持份者及業務夥伴合作，以產生協同的共享價值並共同應對氣候變化



Managing our Climate Risks
氣候風險管理

The implications of climate change on businesses are twofold – it calls for an active change in operations and implementation of green practices to reduce their carbon emissions, while also pushing for a reassessment in the risks and opportunities posed to the business landscape resulting from permanent shifts in climate patterns and frequency of extreme weather events.

TCFD provides a systematic framework for reporting the risks and opportunities, their impacts on the business, and mitigation measures proposed or adopted by the corporate entity to manage its climate risk exposure. Furthering our efforts last year in preliminary risk screening, the Group has conducted a more comprehensive review on the four thematic areas of business operations based on TCFD recommendations, key findings of which are summarised below:



Governance
治理

The Group adopts a hierarchical and dedicated sustainability governance approach in managing our climate-related risks and opportunities:

Delegated by the Board, the Executive Committee oversees the activities of the Sustainability Steering Committee ("SSC"). The SSC, comprising of Group Executive Chairman and Managing Director, Deputy Managing Director, Executive Committee delegates and representatives from key business divisions, is supported by the Sustainability Taskforce Team and its working groups in facilitating the implementation of sustainability policies across all business units. The SSC is also responsible for giving advice to the Executive Committee on the implementation progress of our sustainability activities and regularly reporting to the Board through the Executive Committee on group-level sustainability matters.

本集團在治理與氣候相關的風險和機遇時採用專業及分級的可持續發展管治架構：

董事會授權執行委員會，負責監督可持續發展督導委員會的工作。我們的可持續發展督導委員會由集團行政主席兼董事總經理、副董事總經理、執行董事會代表及主要業務的部門代表組成，並由可持續發展工作小組及其轄下的工作小組協助實施和執行可持續發展政策。可持續發展督導委員會亦負責就推動可持續發展活動的進展向執行委員會提出建議，並定期透過執行委員會向董事會匯報集團層面的可持續發展事務。



Strategy
策略

Recognising the potential financial implications of climate-related risks and opportunities on our assets and operation activities, we regularly review and refine the business strategic plans and sustainability approach to incorporate effects of the latest climate considerations.

The Group is actively integrating green building features and other mature technological advancements – such as adoption of green materials, structural designs with inherent climate resilience, and "Sponge City" concept for rainwater harvesting and storm water management – into some of the new property developments, in line with the evolving market landscape and environmental regulations.

The Group is also dedicated to furthering its ongoing efforts in the pursuance of green building certifications for a number of new development projects in China, as well as in Singapore. To enhance the green performance of our existing properties, the Property Management Division is evaluating the feasibility for incorporation of energy and water efficiency enhancements, as well as opportunities for optimising operation schedules and hence associated resource consumption.

我們深知氣候變化帶來的財務風險和機遇對集團的資產及營運有莫大影響。因此，我們會定期審查及完善業務策略和可持續發展方針，以便納入氣候考量所帶來的最新影響。

本集團亦積極將綠色建築概念及先進的科技融入於我們新的房地產發展項目中，例如採用環保耐用的建築材料、對氣候變化有更強適應性的結構設計，以及雨水收集和地表水氾濫管理的「海綿城市」建築概念等，以迎合不斷變化的市場形勢和環境法規。

集團亦致力進一步在中國及新加坡的新發展項目取得綠色建築認證。另一方面，物業管理部正評估提升旗下管理物業的能源和用水效益，以及優化營運日程以減少相關資源消耗的可行性。

氣候變化對企業有著雙重的影響—它不單是推動改善營運模式和實施環保措施以減少碳排放，同時亦促使企業重新評估因氣候變化和頻密極端天氣事件對其商業環境構成的風險和機遇。

TCFD提供一套系統性的披露框架，協助企業評估並披露其氣候相關的風險和機遇、對業務的影響，以及應對氣候風險而提議或採用的緩解措施。本集團去年初步篩查和披露氣候相關風險，今年更進一步根據TCFD的建議，對業務營運的四個核心元素進行更全面的檢視，重點總結如下：



Risk Management
風險管理

The Group has conducted a preliminary climate risk assessment exercise with reference to TCFD recommendations last year, identifying some of the most material physical and transition risks, their implications and corresponding mitigation measures. We are planning to explore the TCFD framework further and progressively refine the risk assessment and evaluation approach in the near future to strengthen our climate resilience.

To responsibly and effectively manage the environmental impacts of the business operations, the Group has introduced the Environmental Management System ("EMS") to the Property Management Division and Clean Living in Macau have obtained ISO 14001 certification for their EMS in place.

The following policies and operational guidelines are also set out to guide and support our business units in transitioning towards low-carbon operations:

- Sustainability Policy
- Sustainable Procurement Policy
- Supplier Code of Conduct

本集團去年參考TCFD的建議對氣候風險進行了初步評估，識別重要的實體和過渡風險、其影響及相應的緩解措施。我們計劃在不久將來進一步探索TCFD框架，並逐步完善我們風險評估的策略，以增強我們的氣候適應力。

為更好履行企業責任和有效地管理業務營運對環境的影響，集團已於物業管理部及澳門白洋舍實行環境管理系統，並已獲得ISO 14001認證。

集團亦制定以下政策和營運指引，以便指導和支援業務部門轉型至低碳營運模式：

- 可持續發展政策
- 可持續採購政策
- 供應商行為守則



Metrics and Targets
指標和目標

The Group has been continuously monitoring and disclosing the environmental and climate-related metrics, including Scope 1 and 2 greenhouse gas emissions, in our annual Sustainability Report since 2014. These performance indicators, in addition to facilitating a transparent communication with our stakeholders, serve as the basis for benchmarking our performance against peer companies, as well as quantitatively assessing the effectiveness of our EMS and policies in place.

In 2021, the Group also introduced new 10-year environmental targets to provide a quantifiable path for reducing the carbon emissions, electricity consumption, water consumption and waste generation associated with our business activities.

本集團自2014年以來一直持續監測並在每年的可持續發展報告中披露我們的範圍一和範圍二溫室氣體排放量等環境和氣候相關指標。這些績效指標除了促使我們與持份者保持透明溝通外，亦作為我們與同業比較表現的基準，更為評估環境管理系統和政策有效性提供可量化的基礎。

我們亦於2021年推出為期10年的環境目標，以可量化的方式減少與業務活動相關的碳排放、耗電量、耗水量和廢棄物產生量。

Modest and Viable Targets for a Sustainable Future
透過切實可行的目標，邁向可持續的未來

Reducing the environmental impacts of the operations requires collective efforts across all business units in the Group's diverse portfolio. Therefore, the Group has introduced our commitment to combat climate change in the form of quantifiable targets, based on internal review and analysis of past monitoring data concerning carbon emission, electricity consumption, water consumption and waste generation. These targets provide a definite goal for our people to pursue, as well as to facilitate clear and transparent communication with all stakeholders as Shun Tak progresses towards a sustainable and low-carbon future.

減少集團營運對環境的影響需要我們所有業務部門共同努力。因此，本集團以可量化的目標實現我們應對氣候變化的承諾。這些目標經由內部審查及分析過往碳排放、耗電量、耗水量和廢棄物產生量而訂定，並將為我們的員工提供明確的未來願景，及在集團邁向可持續和低碳未來的過程中，與我們的持份者保持清晰透明的溝通。





Carbon Emissions
碳排放

Reduce carbon intensity by 10% by 2030 from 2017 levels
2030年前將碳強度由2017年的水平降低10%

Continuous improvement in energy efficiency and savings reduces the Group's indirect carbon emissions associated with electricity consumption.
集團致力持續提升能源效益及節約能源，減少與耗電相關的間接碳排放。







Electricity Consumption
耗電量

Reduce electricity intensity by 10% by 2030 from 2017 levels
2030年前將耗電強度由2017年的水平降低10%

Through initiatives such as operations optimisation and replacement of mechanical installations with energy efficient models in phases, the Group is committed to enhancing the overall energy efficiency across our businesses.
集團致力透過優化營運和分階段更換節能裝置等措施，以提高各業務部門的整體能源效益。



Water Usage
耗水量

Reduce water intensity by 10% by 2030 from 2017 levels
2030年前將耗水強度由2017年的水平降低10%

By retrofitting installations which have high water consumption rates with water-efficient counterparts and adequately managing our greywater recycling system at our hotels, we strive to minimise water depletion by practicing responsible water consumption and conserving freshwater resources in our business activities.

集團致力透過將較耗水的裝置更換至節水器材，並妥善管理酒店內的污水處理系統，於業務活動中實踐負責任的用水和節約水，以減低用水需求。







Waste Generation
廢物產生

Reduce waste intensity by 10% by 2030 from 2020 levels
2030年前將廢棄物強度由2020年的水平降低10%

With ongoing efforts of replacing single-use consumables with reusable or biodegradable alternatives and incorporating sustainable cuisine options into our services, the Group is dedicated to reducing the amount of non-recyclable waste and food waste produced at source.

集團致力以可重複使用或可生物降解產品代替一次性消耗品，並在服務中加入可持續餐飲選項，從而達至源頭減廢，減少產生不可回收垃圾及廚餘。



Energy and Water Conservation
節約能源及用水

With the rise in average global temperature surpassing the 1°C threshold with reference to pre-industrial levels this year, it calls for immediate actions from individuals and businesses to reduce their emissions and consume resources responsibly. Further to the successful conclusion of several energy and water-efficient upgrading works commenced in previous years, the Group also laid out future development plans in support of energy and water conservation within the Group.

隨著今年全球平均氣溫上升超越工業化前水平1°C的警戒綫，意味著我們在個人和企業層面均急需採取行動，減少排放並負責任地使用資源。繼成功完成多項在往年開展的節能節水升級工程後，集團亦制定了未來的節水節能發展路向及計劃。

Energy Efficient Initiatives in 2021
2021年推行的節能倡議



Recognising that carbon emissions from electricity consumption are a major contributor to our carbon footprint, the Group has adopted three approaches in reducing energy consumption and improving energy efficiency across our businesses:

我們深知因耗電而產生的碳排放是我們碳足跡的主要來源，因此，集團採取以下三種措施來減少業務的能源消耗並提高能源效益：

Operations Optimisation
優化營運模式

- Through introducing combinations of cooling loads with two different types of chiller size, the operation schedule of the four installed chillers at the Macau Tower Convention and Entertainment Centre were mapped against fluctuations in cooling demand over the day. This avoids the use of excessive cooling, saving around 5% of energy consumption and associated costs.
- Boiler operations at Clean Living has been revised to match the main business hours and switched off during times of low occupancy such as lunch hours and prior to the end of day, saving an average of two hours daily.

- 澳門旅遊塔會展娛樂中心透過結合兩種不同製冷能力的冷水機組，並以該中心日常的冷卻需求波動與現有四台冷水機運作時間表進行匹配，可避免過度製冷，並節省約5%的耗能及相關成本。
- 白洋舍改變鍋爐運作以配合營業時間之需要，並在午膳和下班時間前等低使用率期間停機，合共每天平均節省兩小時的運作時間。



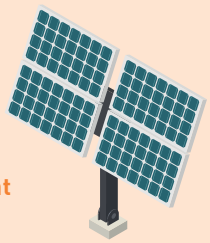
Replacement with Energy Efficient Designs and/or Appliances
加入節能設計和/或替換節能電器

- The Property Management Division has replaced all conventional lightings with LED lights in The Westwood and the Shun Tak Centre carpark, incurring estimated energy savings of 26% and 50% respectively.
- As part of the ongoing initiative for LED lights installation in Macau Tower, all high-power consumption conventional lights in one of the floors of the carpark have been replaced.
- Artyzen Grand Lapa Macau ("Artyzen Grand Lapa") has retrofitted its roadside and landscaping lights, swimming pool underwater lights and tungsten lamps in the resort area with energy efficient and LED alternatives.
- Air handling units at the hotel lobby of Artyzen Grand Lapa have been upgraded to models with higher energy efficiency, offering a 15% reduction in energy consumption.

- 物業管理部已將西寶城和信德中心停車場的所有傳統燈具替換為LED燈，估計分別可節省26%和50%的能源。
- 作為澳門旅遊塔現正推行LED燈安裝計劃的一環，其中一層停車場所有高耗電率的傳統燈具已被LED燈取締。
- 澳門雅辰酒店已將其度假區內的路燈、景觀照明燈、游泳池水底燈和鎢絲燈更換為節能燈具及LED燈。
- 澳門雅辰酒店大堂內的空氣調節機組已升級為更高能源效益的型號，可降低15%的能源消耗。



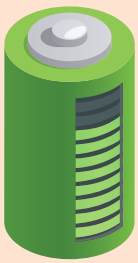
Water Efficient Initiatives in 2021
2021年推行的節約用水倡議



New Installations and Deployment of System-wide Upgrades
系統升級的部署和安裝

- Partnering with a solar panel provider, TurboJET has launched a new initiative to participate in CLP's Feed-in Tariff (FiT) scheme for renewable energy development, with plans in place to install solar panels on our Shipyard rooftops which currently possess over 4,000 m^2 of available floor area. The installation works are estimated to be completed in 2022.
- Both the lighting and chiller systems at Artyzen Grand Lapa and Grand Coloane have been revamped, and new installations are estimated to allow energy savings of 9% and 13% respectively.

- 噴射飛航聯同太陽能電池板供應商合作參加中電的可再生能源上網電價計劃，並將會在面積逾4,000平方米的船廠屋頂安裝太陽能電池板，工程預計於2022年完成。
- 澳門雅辰酒店和鷺環海天度假酒店的照明及冷水機系統已完成翻新，新的系統估計能分別節省9%和13%的能源。



With increasing concerns over freshwater scarcity and water stress brought about by climate change, the Group is dedicated to reducing wastewater generation and promoting the sustainable use of water resources.

In 2021, The Westwood, a shopping mall operating under Property Management Division, has signed the ECH_2O Charter organised by the Water Supplies Department and the Green Council in commitment to responsible water consumption, uptake of water-efficient installations as well as water efficiency benchmarking.

A greywater collection and recycling system at Grand Coloane is designed to repurpose greywater from the daily hotel operations to an acceptable quality standard for toilet flushing, golf course irrigation and hotel landscaping. In 2021, the treatment facility has processed a total of 25,686 m^3 of greywater, reducing our sewage flow by a substantial amount.

隨著因氣候變化引起的食水短缺和水資源壓力的憂慮日益增長，集團持續致力減少產生污水，並促進可持續使用水資源。

物業管理部旗下的購物中心西寶城於2021年簽署由水務署和環保促進會舉辦的「商約」惜水約章，承諾實踐負責任用水、採用節水裝置及參與用水效益基準。

鷺環海天度假酒店的污水處理系統能將酒店日常營運所產生的中水轉化至符合質量標準的中水，以作沖廁、高爾夫球場及酒店園景灌溉用途。該處理設施於2021年共處理25,686立方米的中水，大大減少我們的污水排放量。

Future Plans Down the Road
未來的企劃

Tackling climate change is a long-term commitment and does not end with a mere few initiatives launched in a year or two. Therefore, as we wrap up some of the improvement works laid out above, we are planning ahead to further enhance our conservation efforts as we steadily work towards a low carbon realm.

應對氣候變化需要作長期承諾，初期寥寥數項的措施無法解決問題。因此，除了完成上述部分改善工程之外，我們還正積極計劃進一步加強環境保護工作，穩步邁向低碳領域。

Green Innovations introduced to Renovation of Shun Tak Centre
信德中心翻新工程引入綠色概念

Commenced in late 2021, the renovating works design of Shun Tak Centre have incorporated various water and energy-efficient electrical and mechanical (E&M) installations, covering the HVAC system, lighting and plumbing, as well as lift operations.

信德中心翻新工程於2021年底展開，當中採納各種節水和節能的機電（E&M）裝置，涵蓋暖通空調系統、照明和水管，以及載客升降機運作。

Heating, Ventilation, and Air Conditioning (HVAC) System

To improve the inherent energy efficiency of ventilation fans and toilet fan coil units installed in the restrooms, we will be retrofitting them with electronically commutated (EC) motors which have lower heat dissipation rates and hence energy loss compared to traditional alternating current (AC) motors. Furthermore, we are also planning to introduce variable speed drive toilet ventilation fans with CO_2 sensor controls, such that the fan power can automatically adjust based on room occupancy, thereby reducing energy consumption when the room is not occupied.

Illumination and Plumbing

In addition to retrofitting the existing conventional lights with LED counterparts, timer controls will be integrated for scheduled lights-off at night-time to avoid power consumption of non-essential illumination. Dual flush WCs will also replace the single-flush ones in place to offer reduced flush and full flush options, thereby facilitating the reduced consumption of flushing water resources.

Passenger Lift Operations

The new batch of passenger lifts planned for installation will contain a power regenerative feature, where braking energy could be recovered from lift operations under two circumstances – when the lift is travelling downwards with a load heavier than the counterweight, or when the lift is travelling upwards with a load lighter than the counterweight.

With an estimated energy efficiency 20-30% higher than that of conventional lifts, the power generated by the traction machine can either be fed into the electricity grid for communal consumption, or be converted into electricity for other uses, presenting a huge opportunity for energy saving.

供暖、通風和空調（暖通空調）系統

為了提高洗手間內的換氣扇及風管機組的能源效益，我們將淘汰傳統交流（AC）電機，並更換更佳散熱率以減少能量損失的電子整流（EC）電機。此外，我們亦計劃在洗手間安裝由二氧化碳傳感器控制的可變速驅動換氣扇，使風扇功率因應室內人流自動調節，從而減低洗手間非使用時的耗能。

照明和水管系統

除了以LED燈取締現有的傳統燈具外，我們亦會為新安裝的照明系統配備時間控制功能，在夜間自動關掉不必要的照明以減少耗電。此外，雙沖式坐廁將取代現有的單沖式坐廁，以提供低量沖水和全沖水的選擇，從而有助節約水資源。



載客升降機運作

新一批載客升降機將包含電力再生功能，當升降機的車廂載荷在向下運行時比對重裝置更重，或在向上運行時車廂載荷比對重裝置輕，升降機便能回收制動能量。

與傳統升降機相比，新一批載客升降機的能源效益預計將會提高20-30%。由升降機的發動裝置所產生的能量經轉化後除了可以饋入電網供公眾使用外，亦能作其他電力用途，為節能提供了巨大的機遇。



Macau Tower – Enhancing Building Energy Efficiency

The following energy efficiency upgrading works are planned to take place at the Macau Tower over the next few years:

- Continuing the efforts introduced last year, upgrading of the Building Management System ("BMS") is scheduled for implementation in 2022. Since control of the HVAC system at Macau Tower is automated by the BMS, improvements planned in place for the BMS is estimated to be associated to approximately a 7% reduction in energy consumption.
- Progressing from the feasibility study conducted in 2020, replacement of the diesel-fuelled boilers with electric heat pumps will be carried out next year, with an estimated saving of 20% in energy costs following completion of the works.
- Three of the tower chillers will be upgraded to more energy efficient models in 2022, suggesting a reduction of 20% in operating costs according to preliminary estimations.
- A two-year initiative of replacing all high-power consumption conventional lights with LED lights should be completed in 2023.
- The replacement of bulb lights on the Tower Billboard with LED lights is tentatively arranged for implementation in 2023.
- Installation of motion sensors and timers for control of office area illumination is scheduled to commence in 2023.

Chatham Gate – Upgrading Works to Carpark

All lights at Chatham Gate's carpark are scheduled for replacement with the greener alternative of LED lighting fixtures. We are also actively planning for the installation of electric vehicle ("EV") charging stations to encourage the transition towards green motor vehicles with reduced emissions on the road.

Artyzen Grand Lapa – Improving Air Circulation

Scheduled to commence in 2022 and continue over three years, we plan to rectify the current air imbalance issues with uneven airflows in the common areas at Artyzen Grand Lapa. Through the installation of variable frequency drives in its air conditioning system, the works will ensure consistent air flow and thermal comfort with reduced energy consumptions.

澳門旅遊塔 — 提升建築物的能源效益

澳門旅遊塔計劃在未來數年進行以下能源效益提升工程：

- 為延續去年提高能源效益措施，樓宇管理系統（BMS）的升級計劃將於2022年推行。澳門旅遊塔的暖通空調系統由BMS自動化控制之下，預計升級後的BMS系統可減少約7%與能源相關的消耗。
- 建基於我們在2020年進行的可行性研究，我們將在明年以電熱泵取締現有的柴油鍋爐，預計工程完成後可節省約20%的能源成本。
- 我們其中三台的塔式冷水機組將在2022年更換為更高能源效益的型號，初步估計可將營運成本降低20%。
- 我們預計於2023年完成為期兩年的節能倡議，將所有高耗能的傳統燈具替換為LED燈。
- 我們暫定於2023年開展工程，將澳門旅遊塔廣告牌上的燈具更換為LED燈。
- 我們於2023年起在辦公區域安裝動態感應器及定時器，控制照明系統。



昇御門 — 停車場升級工程

昇御門停車場的所有燈具都將更換為更環保的LED照明系統。此外，我們亦正在積極計劃安裝電動車充電站，以鼓勵道路交通進行綠色轉型並減少碳排放。

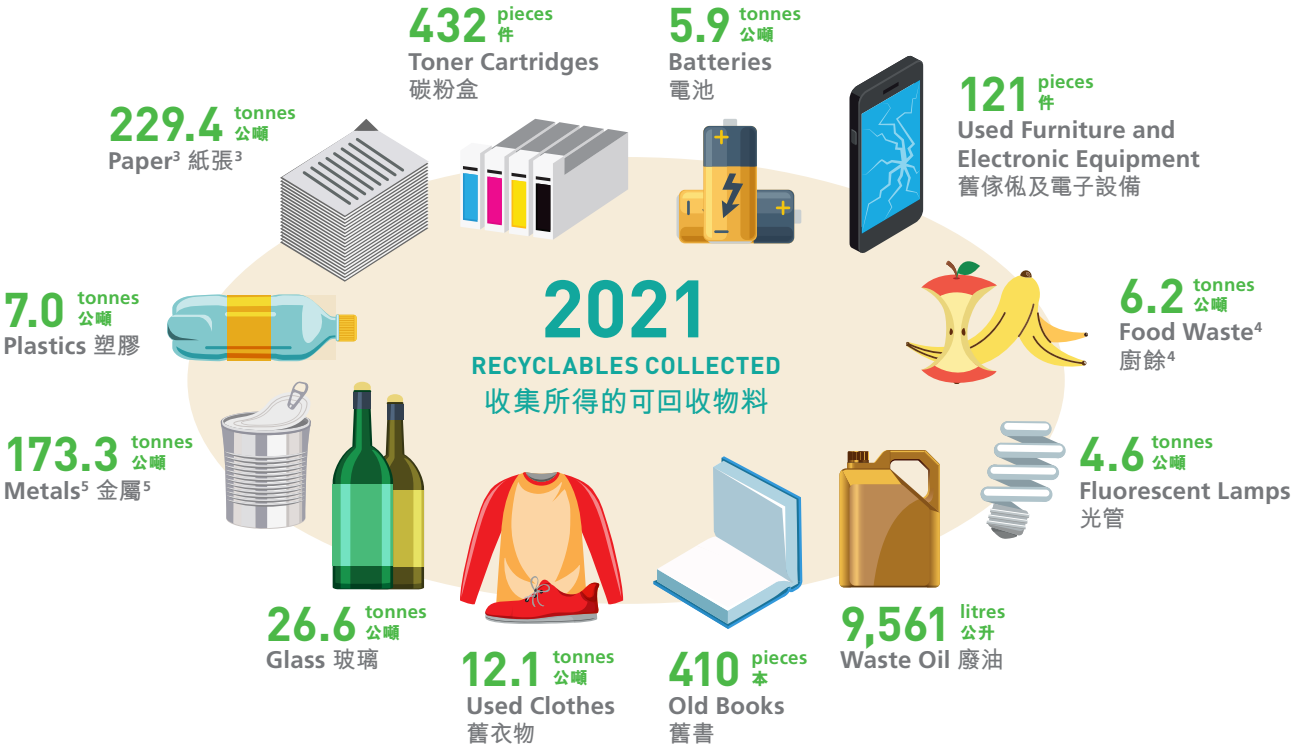
澳門雅辰酒店 — 優化空氣循環

我們將於2022年開展為期三年的優化工程，以矯正當前澳門雅辰酒店公共區域氣流不均的問題。透過在空調系統中安裝變頻器，此工程將確保室內空間氣流的平衡及維持舒適氣溫，同時降低空調系統的能源消耗。

Promoting Responsible Sourcing, Resource Consumption and Recycling
促進負責任的採購、資源消耗及物料回收

The Group believes that through the three-step process of sustainable sourcing, responsible consumption, and finally recycling of used resources to make the most out of their "afterlife", we can reduce the amount of waste produced at source. In 2021, we continued to uphold our recycling efforts and introduced a series of waste reduction and recycling initiatives as we actively pursued Green Organisation Certification such as the Wastewi$e Certificate.

本集團相信透過進行可持續的採購、負責任資源使用及物料回收的三部曲，以充分地利用並賦予物資「第二生命」，可達至源頭減廢。我們在2021年繼續推動資源回收，並推出一系列減廢和回收倡議，同時亦可持續獲得減廢證書等香港綠色機構認證。



Green Procurement Practices and Supply Chain Management

In addition to our daily operations and value creation activities, the environmental impacts and carbon footprint of our services are also related to the materials we source and partners we engage with. Therefore, the Group has Sustainable Procurement Policy and Supplier Code of Conduct in place and encourages our subsidiaries to observe these policies when engaging the vertical supply chain.

環保採購及供應鏈管理

除了日常營運及創造價值的活動外，我們所採購的材料和選擇的合作夥伴亦會對環境造成影響並產生碳足跡。因此，本集團制定了《可持續採購政策》及《供應商行為守則》，並鼓勵我們的子公司在與縱向供應鏈商討合作時遵守這些政策。

3. Recycled paper includes waste paper, paper products and red packets collected.
紙張包括收集所得的廢紙、紙製品和利是封。
4. Food waste includes food waste and used coffee grounds.
廚餘包括殘餘食物和咖啡渣。
5. Recycled metals include scrap metal and aluminium cans.
金屬包括廢金屬和鋁罐。

For the Singapore property development projects, the Group selectively procured energy efficient models for all kitchen appliances from eco-friendly brands in an effort to facilitate a green tenancy for our future inhabitants.

The team at the Macau Tower has also introduced various measures to guarantee sustainable procurement practices with our suppliers and contractors, including setting out clear environmental requirements during the tendering of services, inspecting materials supplied by contractors, and conducting regular inspection with regard to their work practices and quality of services delivered.

集團於新加坡的房地產發展項目中，所有的廚房電器均選購自環保品牌的節能型號，以積極鼓勵未來的業主推行綠色租約。

此外，澳門旅遊塔亦推出多項措施，包括在服務招標時設立明確的環保規範、驗收承建商所提供的材料，以及定期檢查他們的工作和服務質素，以確保我們的供應商及承建商遵守可持續採購的原則。

Switching to Reusable, Biodegradable and Sustainable Product Alternatives

Artyzen Grand Lapa has been gradually phasing in environmentally friendly initiatives to reduce the use of plastics and disposables, and hence the generation of non-recyclable waste amid our operations. In 2021, we ceased to provide paper cups at the water bottle refilling station in the Gym Room and instead distributed reusable water bottles to guests, encouraging them to bring their own bottle along during their exercise sessions.

We have also increased the percentage uptake of biodegradable materials employed in the daily hotel operations. While Artyzen Grand Lapa and Grand Coloane have replaced plastic takeaway containers with sustainable alternatives made from sugarcane pulp, Artyzen Grand Lapa has substituted the plastic wraps with kraft paper packaging for room amenities such as cotton tips, razor sets and shower caps.

When choosing the materials and products to support our operations and services, we are also dedicated to sourcing organic and cruelty-free options, as we believe that quality and sustainability of hospitality services should be of paramount importance, and does not have to come at the expense of the other. The Spa Services at Artyzen Grand Lapa uses certified organic and cruelty-free beauty products while the Food & Beverage department procures organic ingredients and food products, supporting a more environmentally friendly experience for guests throughout their stay.

採用可重用、可生物降解和可持續的產品

澳門雅辰酒店已逐步在日常營運中推行環保倡議，以減少使用塑膠產品及一次性的消耗品，從而減少因營運而產生不可回收的廢物量。於2021年，我們已停止於健身房內的飲水機提供紙杯，並鼓勵客人攜帶及使用我們派發的可重用的水瓶。



我們亦提高了日常酒店營運中可生物降解材料的使用比率。除了在澳門雅辰酒店及鷺環海天度假酒店以甘蔗纖維製成的可持續替代品取代塑料外賣容器，澳門雅辰酒店亦已採用牛皮紙取代客房用品的塑料包裝，如棉籤、剃須刀套裝和浴帽等。

我們確信保持酒店服務的品質及可持續發展同樣重要，故此我們在選擇營運所需的物料和產品時，亦致力採購有機和無動物測試的商品。澳門雅辰酒店的水療服務採用具有機及無動物測試認證的美容產品，而餐飲部則採購有機食材和食品，為客人在入住期間提供更環保的體驗。

Sustainable Culinary Practices at Artyzen Grand Lapa

As an initiative to reduce food waste and encourage responsible food consumption, restaurants at Artyzen Grand Lapa have switched from offering buffets to tick box menus during quiet breakfast hours.

We have also introduced sous vide cooking – a technique that employs vacuum-sealing and precise temperature control to slowly cook the ingredients – into our menus. As food prepared by sous vide does not make direct contact with the water bath, there is no need to change the water often, thereby reducing freshwater consumption as well as greywater production associated to dining services. Furthermore, we can maintain the target temperature required for cooking with minimal energy consumption in sous vide, which presents another advantage over conventional stove cooking.

在澳門雅辰酒店推廣可持續餐飲理念

為減少廚餘量和鼓勵負責任食物消費，澳門雅辰酒店的餐廳於較少客人的早餐時段已由自助餐改為提供自選式的餐單。

此外，我們亦引入了真空低溫烹調法，以真空密封和精確溫度控制慢煮食材。真空低溫烹調法製作的食物不會與熱水直接接觸，因而不需要經常換水，從而能減少耗水及產生與餐飲服務相關的中水。真空低溫烹調法亦能以較低的耗能維持烹飪所需溫度，比傳統的爐灶烹飪更勝一籌。



Enhancing Environmental Awareness in Our Community
提高社區的環保意識

Established by the Green Office Management Team ("GOMT") in 2018, the Green Ambassador Team has been relentlessly promoting green initiatives and sustainable practices through the coordination of both external and internal events to instil environmental awareness across different business divisions.

我們的綠色大使組在2018年由綠色辦公室管理小組設立。他們一直幫助協調外部和內部的活動，並同時持續不懈地向不同業務部門推動綠色和可持續的倡議，及提升環保意識。

Earth Hour 2021 & World Environment Day 2021

In response to the movements initiated by the World Wildlife Fund for Nature and the United Nations, the Group participated in both "Earth Hour" in March and "World Environment Day" in June, demonstrating our support in climate action through switching off non-essential lighting in our premises for one hour.

地球一小時2021及世界環境日2021

為響應世界自然基金會（WWF）和聯合國發起的運動，本集團參與三月「地球一小時」和六月「世界環境日」的活動，關掉旗下物業非緊急照明一小時，以表明我們對氣候行動的支持。

Biz-Green Dress Day

In September 2021, the Group encouraged our staff to support the Biz-Green Dress Day by dressing light when coming in for work. With fewer fabric layers as well as opting for thin and breathable materials in their attire, we strived to balance thermal comfort for employees while avoiding excessive consumption of air-conditioning and energy in our offices.

「輕。型」上班日

本集團於2021年9月同心響應「輕。型」上班日，鼓勵員工以輕便裝束上班。透過穿著較薄、透氣的服飾及減少衣物層次件數，以達到環境的舒適度的同時亦可減低辦公室的空調耗能。





Green Bazaar

Introduced in 2017 and previously known as the "Flea Market", Shun Tak Holdings (Macau) Limited ("Macau Office") has once again organised the Green Bazaar event to advocate the culture of community sharing, as well as the reuse and lifecycle extension of second-hand items which are still functional and with minimal wear and tear.

Through coupling the event with digital platforms such as emails and WeChat, Macau Office provided an online platform to facilitate exchange of small electrical appliances, utensils, household and home décor products between our employees, and have successfully found a new home for 10 mildly used items.

免廢市場

繼2017年開展的「免廢市集」，信德集團控股（澳門）有限公司（「澳門辦事處」）在本年度再次舉辦「免廢市場」。活動旨在倡導社區共享文化，以實際行動支持重複使用可以再用的二手物品，延長其生命週期。

同時通過將免廢市場結合電郵、微信等數碼化的平台，以方便員工之間交換小型電器、廚具、家居和裝飾用品，並成功為10件二手物品找到新家。



Other Initiatives

Further to the internal environmental initiatives coordinated, the Group also has various measures to support the promotion of environmental awareness as well as sustainable concepts to our stakeholders and the wider community. In support of the efforts of NGOs, we offered sponsorships to environmental events held at our venues such as liberté place. We are also providing EV charging stations at Shun Tak Centre and Nova Grand to promote the use of electric vehicles and facilitate EV drivers visiting our properties.

其他措施

除了推動集團內部的環保倡議外，本集團亦積極透過多項措施向我們的持份者及社區宣揚環保意識和可持續發展概念。為了支持非政府的環保組織，我們在昇悅商場等集團旗下場地提供場地贊助以舉辦環保活動。此外，我們亦在信德中心和濠尚安裝電動車充電站，以推廣電動車的使用，並為電動車駕駛者提供全面的配套。





Our Community
我們的社區



Our Community
我們的社區

As a leading corporate philanthropist, we believe that communities are formed by groups and individuals of all shapes and sizes, but each community can only be as strong as its weakest link. Especially when the world is still struggling to recover from the depths of the COVID-19 crisis, the Group believes that companionship is the only way forward as we support one another in the unprecedented challenges that lie ahead.

The Group seeks to maintain long-term partnerships with non-governmental organisations ("NGOs"), institutions and local authorities by participating in, sponsoring or hosting events benefiting different social segments such as the youth, elderly and underprivileged. Through active engagement, we strive to address the evolving needs of our community.

集團作為推動慈善的先鋒企業，儘管每個社會皆由各類獨特的群體和個人組成，我們深信一環薄弱，全局必垮的道理。尤其在全世界仍處於從新冠疫情危機恢復的階段，本集團認為互相扶持是應對未知挑戰的唯一途徑。

本集團長期與非政府組織、機構和地方當局保持合作夥伴關係，透過參與、贊助或舉辦活動，增加對長者、青少年和弱勢群體的關懷。我們積極參與社區服務活動，努力滿足社區不斷變化的需求。



GOOD HEALTH AND WELL-BEING
良好健康與福祉

Care for the health and well-being of our community
推動社區健康生活及福祉



QUALITY EDUCATION
優質教育

Nurture young talents and maximise their career opportunities
培養年輕人才並為其提供更多就職機會



SUSTAINABLE CITIES AND COMMUNITIES
可持續城市和社區

Enhance the inclusiveness and diversity within our community
加強社區包容性和多元化



PARTNERSHIPS FOR THE GOALS
促進目標實現的夥伴關係

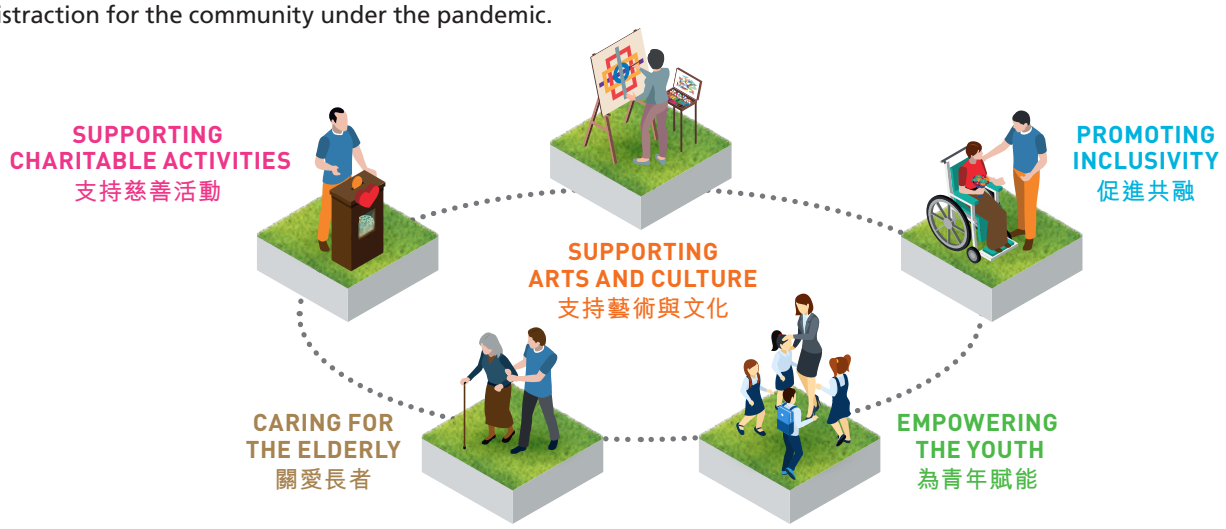
Collaborate proactively with different organisations to reach the greater community
積極與不同的組織合作，幫助更多社區有需要人士



Our Core Community Programmes
我們的核心社區活動

Given our long corporate history and experience in supporting the community, we have strategically categorised our community efforts to better cater to the needs of various social segments. The categories cover our efforts in giving, caring and empowerment of the elderly, youth and underprivileged as well as our increased focus on art and culture as an added means of distraction for the community under the pandemic.

基於我們支援社區具悠久的歷史和經驗，我們對社區工作進行策略性分類，更適切地滿足不同社群的需求。這些類別涵蓋給予、關懷和賦權長者、青年和弱勢社群，而我們對藝術和文化的日益關注，是作為在新冠疫情下調節社區注意力的另一種方式。



Supporting Charitable Activities
支持慈善活動

Po Leung Kuk and TWGHs Fundraising Events

We are proud to remain long time partners with Po Leung Kuk and Tung Wah Group of Hospitals ("TWGHs") by participating in their respective events or activities, in which the Group has shown its support through sponsorships and donations. General funds for Po Leung Kuk and TWGHs are usually raised through their respective Flag Day events, while funds with a more specific purpose such as TWGHs' Halloween Charity Night and Community Day @ Tung Wah Village are dedicated to TWGHs' redevelopment project of Kwong Wah Hospital. We raised a total of HK$176,500 in the Po Leung Kuk and TWGHs fundraising campaigns in 2021.





保良局和東華三院籌款活動

我們很榮幸能與保良局和東華三院保持長期的合作關係，並會透過贊助和捐贈，表達對他們活動的支持。保良局和東華三院通常透過賣旗活動籌集善款，而東華三院慈善萬聖夜和「遊．藝．享．樂．東華村」社區同樂日的善款，則用於東華三院集團的廣華醫院重建工程。2021年，我們為保良局和東華三院共籌得176,500港元。

Po Leung Kuk Charity Walk 2021

Po Leung Kuk Charity Walk 2021 was conducted in a "virtual" mode due to social distancing restrictions and health concerns. Participants were given the choice to either complete 10,000 steps for any 7 days or hike along any preferred trails. They were required to record their steps with any smart devices for the walk while hikers would have to upload a photo of themselves at a picturesque point to the campaign website. With over 40 employees participating in the charity walk, the event demonstrates the success of integrating technology and social media with traditional charity events.

保良局「新春行大運」慈善步行2021

基於社交距離規限和健康考慮，保良局「新春行大運」慈善步行活動以虛擬步行形式進行。參與者可以隨意選定7天內完成「每天萬步行」，或自選行山路線挑戰「遠足健步行」。「每天萬步行」的參與者需要使用智能設備記錄他們的步數；而「遠足健步行」的參與者則需上傳沿途景色自拍照至活動網站。是次慈善步行活動共有40多位員工參與，展現了融合科技、社交媒體與傳統公益活動的成功例子。



The Community Chest's Love Teeth Day

In addition to Po Leung Kuk and TWGHs, we motivated 27 staff to make donations on 10 December 2021 Love Teeth Day, which was co-organised by The Community Chest of Hong Kong and the HKSAR Department of Health. The proceeds from Love Teeth Day aim to support the "Oral Health Services for the Needy" program operating under Community Chest and raise public awareness regarding dental care and oral health.

香港公益金公益愛牙日

除保良局和東華三院外，我們還鼓勵27名員工捐款，支持於2021年12月10日由香港公益金和香港特別行政區衛生署合辦的公益愛牙日。愛牙日所籌得的善款，撥捐公益金資助的「為有需要人士加強口腔護理服務」計劃，並提高公眾對牙齒護理和口腔健康的認識。

Food Donation to NGOs

On top of monetary donations, material goods such as food are another charitable alternative. This year, we supported FuHong Society ("FuHong") with an accumulated donation of 1,000 grocery packs in Macau. These packs were sold to individuals in need at discounted prices through the Happy Market, a social enterprise operating under FuHong's management. Separately, our TurboJET donated drinks to the YWCA Ellen Li District Elderly Community Centre to help the elders and families with financial difficulties.



向非政府組織捐贈食物

慈善捐獻除了善款之外，捐贈食物亦是另一種選擇。今年，我們向澳門扶康會（「扶康會」）捐贈共1,000個糧油食品包，讓扶康會轄下的喜悅市場社會企業以折扣價格出售予有需要的人士。另外，噴射飛航亦向香港基督教女青年會秀群松柏社區服務中心捐贈糕點、杯麵和飲料，以幫助有經濟有困難的長者和家庭。



Support Good Causes

Our Macau colleagues helped raise about MOP$7,000 by taking part in various charity sales and activities hosted by Oxfam and Orbis which are both internationally known NGOs with an aim to end poverty and provide eye healthcare respectively.

Furthermore, Macau Tower acted as a venue sponsor for many charity events in 2021, namely Global Wellness Day, Sportarian – Change in a Month for Good ("Sportarian") and "End Polio Now" Walk and Carnival cum World's Greatest Meal ("End Polio Now"). The latter two events shared the common goal in promoting to end polio worldwide but the former provides additional support for local cancer patients and their families.

支持公益活動

我們的澳門同事參加由國際知名非政府組織樂施會和奧比斯主辦的多次慈善義賣和活動，兩個慈善團體的目標分別為消除貧困和提供眼睛保健，而我們的參與共籌得約7,000澳門元善款。





此外，澳門旅遊塔於2021年成為多項慈善活動的贊助場地，包括全球健康日、Sportarian為慈善動起來（「Sportarian」）和「共融社會•根治小兒麻痺」慈善步行及晚宴。「Sportarian」旨在提供額外幫助予當地的癌症患者及其家人；而後兩項活動則以推動全球性根除小兒麻痺症為共同目標。

Caring for Others

In honour of Renri, the day human beings were created according to Chinese mythology, Artyzen Grand Lapa's culinary team graciously prepared their signature Abalone Noodles dish to give away to over 150 taxi drivers that day.

關愛他人

為紀念「人日」，即中國神話中人類誕生的日子，澳門雅辰酒店的餐飲團隊精心準備了招牌鮑魚撈麵，在當天贈送予150多名的士司機，共同慶賀生日。





Artyzen Grand Lapa was a proud co-sponsor and venue provider of Pink Day Out, a fundraising event in which all the proceeds were donated to the Hong Kong Breast Cancer Foundation for raising awareness of preventing breast cancer. The event featured a live music band, family-themed picnic baskets, children's activities and various stalls set up by local Macau businesses.

澳門雅辰酒店是「慈善粉紅同樂日」籌款活動的聯合贊助商和場地提供者。活動所有收益均捐贈至香港乳癌基金會，以提高大眾對預防乳癌的認識。活動亮點包括現場樂隊、以家庭為主題的野餐籃活動、兒童活動以及澳門當地企業設立的各式攤位。





Stay Positive in the Time of Pandemic

The COVID-19 pandemic has made a devastating impact on individuals around the world and has led to an increase in mental health issues. The Global Wellness Day 2021 promotes the theme "Protecting Our Mental Wellness", which aimed to help all adults and children amidst the pandemic. The one-day event was attended by around 1,600 visitors, 40 small-medium enterprises and NGOs, and supported by 30 entities including Macau Tower. Throughout the day, it was jam-packed with various wellness activities, performances, workshops and more. The aerial arts experience, rope skipping performance and kombucha brewing workshop were definitely a few of the highlights but the key takeaway was to share the different destressing methods and the importance of leading a balanced life to remain physically and mentally healthy.

戰勝疫情

新冠疫情對全世界所有人均造成重大負面影響，並引發許多心理健康問題。2021年全球健康日的主題是「保護我們的心理健康」，旨在幫助在全球疫情大背景下的成人和兒童。為期一天的活動吸引約1,600名參與者、40家中小企業和非政府組織，並獲澳門旅遊塔等30個實體的支持。活動當天安排各種健康活動、表演及研討會等。空中藝術體驗、花式跳繩表演和特調發酵茶工作坊無疑是其中亮點，但活動的核心是透過分享不同的減壓方法以及平衡生活的重要性來保持身心健康。





During the challenging times of the pandemic, Artyzen Grand Lapa also offered hotel rooms at discounted rates for those who were stuck in Macau due to border closure, caused by an increase in confirmed COVID-19 cases.

當澳門政府因新冠確診病例增加而封鎖邊境時，澳門雅辰酒店為滯留澳門人士提供酒店住房折扣優惠，協助他們度過疫情爆發的嚴峻時期。

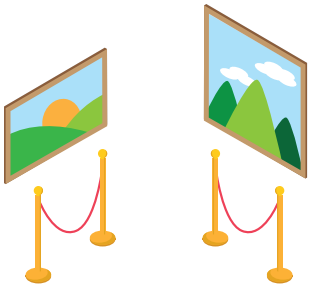
Supporting Arts and Culture
支持藝術與文化

Learning about Our Country

2021 was a special year marking the centenary of the founding of the Communist Party of China ("CPC"). The Group supported initiatives to raise awareness of the importance of safeguarding national security and learning more about our country. We sponsored two exhibitions totalling HK$1,500,000 during summer, namely the "Centenary of Achievements – Celebration of the CPC's 100th Anniversary Grand Exhibition" and the "Centennial Long March – Modern Chinese History Grand Photo Exhibition". While both exhibitions were held in Hong Kong's exhibition centres for the general public, the latter was also held at 1,000 local schools to provide easy access for students. In December, the Group encouraged our Hong Kong office staff to attend a forum, organised by Women's Federation of Guangdong Province and All-China Women's Federation Hong Kong Delegates Association Limited, on helping us understand our country better.

瞭解我們的祖國

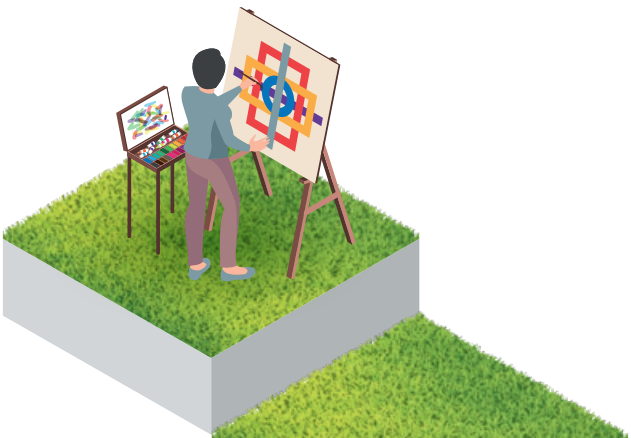
2021年是中國共產黨成立一百周年。本集團致力提高大眾對維護國家安全的認知，促進民眾對祖國更深入的瞭解。我們於夏季贊助兩個總額達1,500,000港元的展覽，分別為「百年偉業—慶祝中國共產黨成立100周年大型主題展覽」和「世紀長征—中國近現代史圖片展」。兩個展覽均在香港的展覽中心舉辦，並對外開放，後者更在1,000所本港學校舉行，為學生提供更便利的觀賞途徑。12月，本集團鼓勵香港辦事處的員工參加由廣東省婦女聯合會和港區婦聯代表聯誼會合辦的論壇，從而幫助我們更好地瞭解祖國。





In Macau, 42 staff attended the National Security Education Exhibition organised by the Macao SAR Government and the Liaison Office of the Central People's Government ("LOCPG") in April 2021. The State Council Information Office, the Macao SAR Government and the LOCPG in the Macao SAR co-organised a photo exhibition, also celebrating the 100th anniversary of the founding of the CPC to commemorate the spectacular occurrence. Our Macau office led 38 staff to visit the exhibition for better understanding of China's rapid development in recent decades and continue to support the country's development trajectory by proactively

2021年4月，我們42名澳門員工參加由澳門特別行政區政府和中聯辦合辦的國家安全教育展。此外，國務院新聞辦公室、澳門特別行政區政府和中聯辦在澳門共同舉辦主題為慶祝中國共產黨成立100周年的圖片展。我們的澳門辦事處帶領38名員工參觀展覽，讓員工更好地瞭解中國近幾十年來的高速發展，並透過積極提升自身的優勢，繼續支持國家的穩步



leveraging and contributing their own strengths. Our Macau Tower also organised the "Get together • Stand up - Moscow Multimedia Art Museum presenting the Mikosha Photography Exhibition", which showcased 120 historical pictures taken in 1949 China by the famed Russian photographer Vladislav Mikosha.

發展。我們的澳門旅遊塔更舉辦了「聚焦『站起來』—莫斯科多媒體藝術博物館藏米科沙攝影作品展」，其中展出由俄羅斯著名攝影師弗拉季斯拉夫·米科沙於1949年訪華時拍攝的120餘幅珍貴照片。







On a similar celebratory note, our Artyzen Beijing hotel was the venue sponsor for the 2nd Xiangbei Community Fashion and Creativity Show, which was co-organised by the Xiangbei community and Dongzhimen Street in July to celebrate the centenary of the CPC's founding. 100 guests attended the event featuring various performances such as a children fashion show, an electronic organ performance, an environmental protection show and a chorus, just to name a few.

我們北京東直門雅辰悅居酒店為第二屆香北社區創意時裝秀提供場地贊助。該活動於7月由香北社區和東直門街道合辦，意在慶祝中國共產黨成立一百周年，活動當天共有100位嘉賓參加。活動環節包括兒童時裝秀、電子琴表演、環保展示和合唱等。





From Reality to Surrealism and Back

In 2021, we introduced artistic and cultural elements into our community outreach initiatives, thus benefiting a more diverse crowd. The Group sponsored HK$1,500,000 for the exhibition "Mythologies: Surrealism and Beyond — Masterpieces from Centre Pompidou" at the French May Arts Festival. The exhibition aimed to illustrate the stages and aesthetics along the journey of surrealism through the lens of various mythologies. The Surrealist movement began in 1924, inspired by ancient poets to invent modern mythology, and then evolved to include elements of occultism and esotericism during World War II. At one point, the movement further opened up new perspectives based on their interest in Native American and pre-Columbian civilisations. It was our honour to be able to promote Surrealism art to the public so as to inspire more local Surrealist artists.

遊走現實與超現實主義之間

2021年，我們在社區外展計劃中引入藝術和文化元素，從而進一步惠及更多元的受眾。本集團贊助1,500,000港元予法國五月藝術節的「超現實之外—巴黎龐比度中心藏品展」。本次展覽旨在透過神話的視角來闡釋超現實主義的發展歷程和美學。超現實主義運動於1924年開始，源於古代詩人的啟發，一直力圖開創現代神話。第二次世界大戰期間，超現實主義演變出更濃厚的神秘主義元素，並隨著探索美洲土著和前哥倫布時期文明，開闢了全新視野。我們深感榮幸能向公眾推廣超現實主義藝術，並希望它能夠啟發及成就更多本地超現實主義藝術家。







"Curiouser and Curiouser" Programme

For three years in a row, Macau Tower had supported the programme of "Curiouser and Curiouser". The programme aimed to inspire and encourage visitors to dare to dream and to explore the unknown. This year, they presented the "A Curious Race with Alice" event, organised by the Ieng Chi Dance Association. This multimedia art show combined the beauty of arts installation, contemporary dance and stage lighting.

「樂踪尋夢」計劃

澳門旅遊塔連續三年支持「樂踪尋夢」項目。該項目旨在鼓勵遊客勇於尋夢和探索未知。今年，澳門英姿舞園舉辦名為「與愛麗絲的爭奇鬥妍」的多媒體藝術表演，充分體現了藝術裝置、當代舞蹈和舞臺燈光結合的美感。



"Boa Vida" Programme

Back in 2018, Artyzen Grand Lapa developed a community programme known as "Boa Vida", which means "good life, good living" in Portuguese. The programme was proven quite popular, and we have therefore introduced new activities under the programme throughout the year.

「Boa Vida」社區項目

澳門雅辰酒店於2018年舉辦名為「Boa Vida」的社區項目，在葡萄牙語中意為「美好生活」。「Boa Vida」社區項目廣受歡迎，因此今年我們續推一系列新活動。





Artyzen Grand Lapa held a Chinese New Year ("CNY") market on its lawn where more than 10 game or merchandise stalls were set up, selling environmentally friendly products, crystal displays, CNY products and Chinese calligraphy sets. During Easter, we also invited musicians to perform in a mini concert to bring joy to the visitors. On the special occasion of June's International Yoga Day, a yoga workshop was conducted for 60 customers, giving them a chance to stretch out their tranquility and exhale their stress.

澳門雅辰酒店在度假村草坪舉辦年宵市集，設置了10多個攤位，販賣環保產品、水晶擺設、年貨及揮春墨寶，還設有遊戲攤位；復活節期間，我們還邀請音樂家舉行小型音樂會，為參觀者帶來歡樂；我們亦在六月國際瑜伽日為60位客人舉辦一場瑜伽工作坊，讓他們有機會舒展身心，釋放壓力。

Calligraphy Tasting Workshop

Artyzen Grand Lapa actively hosts a variety of other activities to curate unique arts and cultural experiences for our guests. In efforts to preserve the art of western calligraphy, Mr. Aquino da Silva, one of the top ten penmen in the region, was invited to run the four Calligraphy Tasting Workshops teaching 80 aspiring artists about the Engrosser's script. Furthermore, Artyzen Grand Lapa is committed to help keep the art alive by hosting the launch of Macau's first and only western calligraphy book, called "Preserve Penmanship Chapter 1 – Engrosser's Script", authored by Mr. Aquino da Silva.

西洋書法藝術體驗工作坊

澳門雅辰酒店積極舉辦各種活動，為我們的客人提供獨特的藝術和文化體驗。為傳承西洋書法藝術，我們邀請了澳門十大西洋書法家阿堅奴先生舉辦四場體驗工作坊，向80位學員教授銅版雕刻手寫書法。此外，澳門雅辰酒店亦主辦阿堅奴先生新書發佈會，致力發揚藝術。該書名為《澳門「字」傳—銅版雕刻手寫—「守」篇》，是澳門第一本也是唯一一本西洋書法工具書。





Art in Unlikely Places

In partnership with Associação Internacional de Filantropia (Macau), Artyzen Grand Lapa was the venue host for the art photo exhibition project "This Is My Street". This is a relatively new Facebook campaign created amid COVID-19 in 2020 and serves as a global platform for people to share photos of streets in their neighbourhood under the pandemic. This project acts at the same time as a fundraiser for Lar de Amor Nossa Senhora da Penha, a Macau-based charity that shelters children with physical and mental disabilities. The project received over 6,000 photos from more than 130 places across 5 continents in the world, a selection of which was showcased in the exhibition.

「街頭」藝術

澳門雅辰酒店與國際博愛協會（澳門）合作，擔任攝影藝術展覽「This is My Street」的場地主辦方。「This is My Street」是2020年疫情期間於臉書發起的嶄新藝術項目，旨在提供一個全球性平台，供人們在疫情期間分享他們居家附近街道的照片。該項目所籌得的善款已捐贈予主教山兒童中心，協助支援傷殘弱能兒童。「This is My Street」項目收到來自世界五大洲130多個地方的6,000多張照片，當中精選作品會在攝影藝術展覽中展出。





Fado Nights

Over the summer, Fado Nights were organised at Café Bela Vista in Artyzen Grand Lapa in collaboration with the Association Casa de Portugal Macao to impress our guests with a live performance supplemented by tapas and wine. Fado is a traditional Portuguese music genre and is also listed under UNESCO's Intangible Cultural Heritage. This event not only showcases the beauty of Fado but also serves to preserve the heritage.

法朵之夜

今年夏天，澳門雅辰酒店與澳門葡人之家協會合作，在薈景閣咖啡室舉辦「法朵之夜」。現場精彩的表演，搭配葡式傳統小食和美酒，給我們的客人留下深刻印象。「法朵」是葡萄牙的一種傳統音樂形式，並被聯合國教科文組織列為非物質文化遺產。本次活動不僅展示法朵的美妙樂聲，還有助於保存文化遺產。



Little Maestro

On another note, Artyzen Grand Lapa organised a special event "Little Maestro" under the Kids Co. programme for young guests between the ages of 4 and 14, offering a series of workshops and activities in which they were encouraged to let their imagination and creativity roam free.

小小藝術家

澳門雅辰酒店為4至14歲的兒童住客舉辦特別活動「小小藝術家」，提供一系列工作坊和趣味活動，鼓勵他們盡情發揮想像力和創造力。





Caring for the Elderly
關愛長者

Of all the beneficiary groups, the Group has the utmost respect for the elderly as they have contributed in their respective ways during their prime to the greater community that we all get to take advantage of today. We recognise the importance of "Giving Back" as a token of appreciation for their past contributions. As such, we recruited volunteers to design gift cards, pack gift sets, knit mittens, prepack and apply herbal compress balls and simply hang out with the elderly to show them our appreciation.

Back in 2019, we helped connect TWGHs Wu Ki Lim Neighbourhood Elderly Centre with the charity group Holistic SY to co-run a volunteering programme. Holistic SY trained up senior volunteers at the Elderly Centre to partner with our staff volunteers to heat up herbal compress balls in the steamer we donated prior to the pandemic. The heated herbal compress balls would then be applied on the body of the elderly to help improve their blood circulation, which in turn energise them. The Group conducted two sessions in 2021 which served a total of 60 elderlies.



在本集團幫助的所有群體中，我們對長者抱有最高的敬意，他們年輕時的無私奉獻，使社會有今天的成果。我們希望予以回報，以感謝他們過去的貢獻。因此，我們招募義工設計禮品卡、包裝禮物、編織手套、製作暖包，並積極與長者交談，以表達我們的感激之情。

從2019年起，我們幫助連繫東華三院胡其廉長者鄰舍中心與慈善機構善園，以合作推行志願服務計劃。善園所培訓的鄰舍中心資深義工與我們的義工合作，使用我們捐贈的蒸爐加熱暖包，然後敷在長者的身上，以改善他們的血液循環，為長者注入活力。集團於2021年亦曾舉行兩次活動，共服務60名長者。





Our "Knit for Charity" initiative had been in place since 2014 and remained one of the more well-received programmes. This year, our volunteers knitted 62 pairs of mittens which were then distributed to the elderly who took part in our "Outing with the Elderly" event at the end of the year. The local day tour comprised 10 of our volunteers accompanying 44 elderlies from Yiu Tung Estate TWGHs Elderly Centre on an exciting excursion to visit new sites such as the newly renovated Central Market.

我們自2014年來持續舉辦的愛心編織班至今一直廣受好評。今年，我們的義工編織了62對手套，並於歲末的「長者秋遊樂」活動中贈予長者。在該次本地遊中，我們的10名義工陪同耀東邨東華三院長者中心的44位長者踏上興奮的旅程，到訪保育復建後的中環街市等新景點。



In addition to mittens, we invited volunteers to prepare 40 gifts sets with sundries including toothbrushes and towels. Accompanying each gift set was a hand-drawn card with a warm message to assure the elderly that they were not alone.

While gifts and gestures were always appreciated, we found that physically attending to the elderly and chatting with them warmed their hearts even more so than the hand-knit mittens. On the other hand, the Group had been participating in Po Leung Kuk's flagship elderly service since 2019. This year, we donated HK$38,000 and sent 6 volunteers to visit the elderly at Chun Shek Estate in Shatin. They brought along the gift packs previously prepared by other volunteers to distribute to the elderlies. They had a great time bonding with one another.





除了手套外，我們還邀請義工準備40份包括牙刷和毛巾等日常用品在內的禮品套裝。每套禮包均附有一張寫上暖心話語的手繪卡片，讓長者倍感溫馨。

雖然長者歡迎我們的禮物和善舉，但我們與長者的慰問交談比贈送手套更使他們暖意窩心。本集團自2019年起參與保良局的安老服務計劃，今年捐款逾38,000港元，並招募6名義工帶著早前準備的禮品包到秦石邨探訪長者，與他們一起度過愉快的時光。

Empowering the Youth
為青少年賦權增能

Living in the current prosperity built by the elderly, we look to the younger generations for our future. The Group, therefore, believes in providing guidance and training to our promising torchbearers.

In 2021, the Group partnered with Project *WeCan* and the Young Entrepreneurs Development Council ("YDC") to provide career advice and life planning guidance to secondary school students through online workshops. On Career Exploration Day, organised by Project *WeCan*, we arranged online workshops for 860 students to share careers in the property management industry and tips for job interviews. In YDC's "Mind Way, My Way® Life Planning Program", we offered similar workshops focusing on interview skills for 119 secondary students from St. Stephen's Girl's College.

長者為創造我們現有繁榮作出了貢獻，而青少年將是決定我們未來的發展。因此，本集團堅持為我們前途無限的未來繼承者提供指導和培訓。

2021年，本集團與「學校起動」計劃以及青年企業家發展局合作，透過網上工作坊為中學生提供職業建議和人生規劃指導。在「學校起動」計劃的「生涯規劃日」，我們為860名學生安排網上工作坊，分享物業管理行業知識和求職面試技巧。此外，我們在青年企業家發展局舉辦的「我思我路®職極創新計劃」中，也為聖士提反女子中學的119名中學生舉辦類似的工作坊，並提供面試技巧相關的指導。

Youth today may not be emotionally prepared to deal with day-to-day problems and stress. Macau Office identified institutions like Sheng Kung Hui Astor Shore, the first female youth home in Macau to provide accommodation and counselling services. The adolescent girls staying at the accommodation centre did not get to spend time with their families as often as their peers would. Macau Office started the Family Skywalk initiative to offer 31 girls the opportunity to spend quality time with their families in the adventure event and also to enjoy the panoramic scenery at the Observation Deck of the Macau Tower.

現今的青少年未必具充足準備應付各種日常挑戰及壓力，因此心理諮詢機構如聖公會星願居等尤為重要。星願居是澳門首間提供住宿和輔導服務的女性青少年院舍。女青年在星願居逗留期間，無法像同齡人一般經常與家人團聚。因此，澳門辦事處舉辦親子空中漫步活動，為31名女青年製造與家人共聚的機會，一同於澳門旅遊塔欣賞如畫般的景色。



TurboJET supported the Hong Kong Seamen's Union ("HKSU") for a similar purpose but with a different approach. TurboJET sponsored chopstick gift sets for the Hong Kong Maritime Week Orienteering Race 2021 to promote the maritime industry and attract young talents. In addition, TurboJET donated a level unit (vessel equipment) to the HKSU to enhance their ship simulator which facilitates vessel berthing training for the seafarers.

噴射飛航以不同的方式支持香港海員工會支援青年的活動。噴射飛航為「香港海運週定向賽2021」贊助筷子套裝，以推廣海運業並吸引年青人才。此外，噴射飛航還捐贈一個船舶設備—水平儀予香港海員工會，從而提升增強他們的船舶模擬器，促進海員的船舶靠泊培訓能力。

Promoting Inclusivity
促進共融

Apart from the elderly and the youth, we also actively engage those with special needs to offer our support as well as to help raise overall awareness of diversity and inclusion.

The Group supported The Society of Rehabilitation and Crime Prevention ("SRACP") to prepare gift packs for distribution within the community to raise awareness on AIDS prevention.

除了長者和青少年，我們還積極向有特殊需要的群體提供支援，同時提高對多元化和包容性的整體意識。

本集團支持香港善導會的工作，透過協助包裝禮品包分發社區，提高社會人士對預防愛滋病的認知。



Through our collaboration with FuHong, Artyzen Grand Lapa invited one of its aspiring artists, Mr. Leong Ieng Wai (a.k.a. "0.38"), to design our Chinese New Year Cake Box. The autistic artist is nicknamed "0.38" due to his preference of using 0.38mm thick drawing tools. For our Chinese New Year Cake Box, he used a gel ink pen to create remarkably detailed sketches of the hotel's iconic "Window of Tomar".

透過與扶康會合作，澳門雅辰酒店邀請展能藝術家梁英偉先生（別稱「零點三捌」）設計我們的賀年糕點禮盒。這位自閉症展能藝術家喜愛用0.38型號的針筆作畫，故有「零點叁捌」之別稱。梁先生使用中性墨水筆，並以酒店標誌性的「托馬爾之窗」為主題，為我們的農曆新年賀年糕點禮盒作細緻的描繪。





Artyzen Grand Lapa also initiated various activities involving students with special needs such as inviting them to participate in tree planting at the hotel. We also invited our professional chefs to run a culinary workshop teaching 50 students from Kai Chi School and their parents how to make authentic Portuguese egg tarts.

澳門雅辰酒店為有特殊需要的學生舉辦各種活動，例如邀請他們參與酒店的植樹活動；我們亦邀請啟智學校的50名學生及其家長，參與由我們專業廚師舉辦的葡撻製作體驗活動，學習制作正宗的葡式蛋撻。





Macau Tower, One Central Macau and Artyzen Grand Lapa are proudly listed under the Macao Government Tourism Office's "Barrier Free Access Guide", which provides a list of accessible tourism facilities in Macau. Our entrances, elevators, toilets and aisles are graded as suitable for wheelchair users. In 2020, we collaborated with Caritas Macau to install a barrier-free bus stop at the entrance of Macau Tower, making it one of the stopping points of their rehabus service since. Wheelchair users had been benefitting from this reliable and convenient pick-up / drop-off service by expanding the coverage of main destinations and encouraging their integration into the community.



澳門旅遊塔、澳門壹號廣場和澳門雅辰酒店榮列澳門政府旅遊局製作的「無障礙旅遊指南」之地點清單中。我們的出入口、電梯、洗手間和通道均獲評為適合輪椅使用者。自2020年起，我們與澳門明愛合作，在澳門旅遊塔入口處設立無障礙巴士站，作為康復巴士服務的停靠點之一。透過擴大澳門主要景點的覆蓋範圍，輪椅使用者可以受益於更可靠和方便的接送服務，鼓勵他們融入社區。

Our People
我們的員工



Our People
我們的員工

Embarking on a steadfast journey towards a sustainable future calls for efforts across all of Shun Tak's business units, as we believe that the delivery of continuous excellence and long-lasting community impacts is inseparable from corporate sustainability practices. In particular, our people lie at the heart of what we do – they are an essential part of our knowledge base and expertise, while also serving as the interface between our Group and external stakeholders.

Through laying down human-centric policies that embrace diversity and equality, ensure occupational health and safety, promote work-life balance, as well as providing adequate training and career development opportunities, we are dedicated to upholding a sustainable work environment for our employees – our most valued assets – as we recover from the COVID-19 pandemic.

我們相信實踐企業可持續發展，與持續卓越及建立社區影響力密不可分，並且需要我們各業務部門衷誠合作及共同努力，才能實現可持續發展的未來。我們視員工為業務核心—他們不但作為我們的重要專業團隊和知識庫，也是集團與外部持份者之間的橋樑。

本集團透過制定重視多元化和平等、確保職安健、促進工作與生活平衡等以人為本的政策，並提供充足的培訓和職業發展機會，致力為員工建構可持續的工作環境，並在嚴峻疫情中恢復日常運作。

GOOD HEALTH AND WELL-BEING
良好健康與福祉

Ensure occupational health and safety through providing vocational training and implementing pandemic control policies, while also promoting work-life balance

提供職業培訓和實施流行病控制措施以確保職業健康和安全，同時積極提倡工作與生活的平衡



QUALITY EDUCATION
優質教育

Encourage lifelong learning through providing in-house training and career development opportunities

提供內部培訓和職業發展機會以鼓勵員工持續進修



GENDER EQUALITY
性別平等

Provide equal employment, promotion, training and development opportunities to our employees

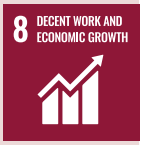
為員工提供平等的就業、晉升、培訓和發展機會



DECENT WORK AND ECONOMIC GROWTH
體面工作和經濟增長

Advocate decent work and equal opportunities for all, as well as supporting sustainable tourism through our hospitality services

主張體面工作和平等工作機會，並透過我們的酒店服務推動可持續旅遊業



Observing Occupational Health and Safety as we Ride Out COVID-19
疫情下的職業健康和安全

Taking away from last year's experience of developing agile responses and measures for flexible operations management amidst the outbreak of COVID-19, our business units have become more accustomed to the "new normal". With appropriate precautionary measures and compassionate arrangements in place for our employees in response to the pandemic development and variant strains, the safety and health of our people remain our top priority as we strive to adapt, advance and accomplish our sustainability milestones in these unprecedented times.

經過去年在新冠肺炎爆發期間靈活制定營運管理措施的經驗，我們的業務部門已更熟習疫情下的「新常態」。為應對疫情發展和變異病毒流行，我們已為員工制定適當的預防措施和體恤安排。在致力調整、推進和實現我們的可持續發展里程碑的同時，我們依然視員工的安全和健康為首要任務。



Arrangements Related to Vaccination

In support of the government's initiative regarding territory-wide COVID-19 vaccination deployment, our staff are entitled to take paid vaccination leave for each vaccination dose they receive. While the Group appreciates the novelty of the developed vaccines, we are also aware that their potential side effects may be of concern to some of our people. Therefore, we have joined hands with the Group's medical insurer to deliver two free webinar sessions for our employees, covering the possible side effects, considerations when deciding between the types of vaccine on offer, as well as details of the vaccination rollout plan.

疫苗接種安排

為支持政府在全港實施的新冠疫苗接種計劃，我們就員工接種每劑疫苗給予帶薪疫苗接種假。集團明白新冠疫苗技術新穎，理解其潛在副作用可能會引起部分員工關注。對此，我們參與集團醫療保險公司舉辦兩場免費的網絡研討會，使員工瞭解潛在副作用、疫苗選擇考量以及疫苗接種計劃詳情。



Workplace Precautionary Measures

The Group is taking every step possible to prevent and limit the spread of the pandemic in the workplace in all business services, daily operations as well as recruitment activities. Appreciating the importance of talent attraction and acquisition in maintaining a competitive and dynamic workforce, we have been adapting our recruitment procedures under the pandemic to offer a COVID-safe process while retaining the characteristic personalised aspects of interacting with our representatives and gaining insights into our company culture, one of which is conducting online interviews and virtual meetings with our candidates.

工作場所中採取的預防措施

本集團採取一切可行措施以遏止在我們的商業服務、日常營運和招聘活動工作場所中潛在的流行病傳播風險。我們深知人才吸納對於維持具競爭力和有活力團隊非常重要，因此，我們持續調整疫情下的招聘程序，在確保面試流程免受感染風險，亦保留一定互動性。求職者透過網上面試和視頻會議等方式與我們的代表交流，了解我們的公司文化。

Advantages of Online Interviews
網上面試的好處

"Compared to in-person interviews, online interviews with platforms like Zoom offer more flexibility with time arrangements and erases any geographical and spatial constraints. Meeting the company representatives virtually on camera also adds a nice personal touch to the application process, as "face-to-face" interactions are rare due to social distancing and pandemic precautionary measures in place."

「與面對面進行的面試相比，Zoom等網上平台視頻會議提供更靈活的時間安排，突破地理和空間限制。在目前的社交距離及疫情防控措施下，『面對面』的互動難以進行，這種以視頻與公司代表會面，讓招聘過程更為人性化。」



Derrick Lee 李卓濂
CSR Officer, Group Human Resources, STHL
信德集團人力資源部企業社會責任主任

Moreover, following a surge in cases of the highly transmissible COVID-19 Delta variant in Macau, our Macau Office rapidly responded with the issuance of the new Pandemic Disease Control Policy in July 2021. With three levels of internal alert and governing precautionary measures, the Policy outlines a comprehensive set of standard operating procedures aimed at minimising the impacts of COVID-19 and other pandemic diseases of the like on the Group's daily operations, and more importantly, safeguarding the health of our employees.

此外，隨著澳門的新冠病毒Delta變種病例激增，我們的澳門辦事處迅速於2021年7月發布新的疫症防控政策。政策概述全面的標準操作程序，劃分三級制內部警報和預防管理措施，旨在減少新冠病毒和其他類似流行病對集團日常營運的影響，並保護我們員工的健康。

Compassionate Arrangements

We understand that this has been a difficult period to say the least, especially for those employees ordinarily residing outside the city where they work, with the quarantine, lockdown and regular nucleic acid testing requirements in place. As such, our Macau Office has introduced various compassionate arrangements to support our people, including offering free hotel accommodation for 364 staff members on the frontline and living outside of Macau during lockdown between August and October 2021, as well as reimbursing nucleic acid test expenses associated with immigration control for more than 460 employees.

體恤安排

我們明白在疫情橫行的艱難時期，隔離、封城和定期核酸檢測措施對居於工作地區以外的員工尤其不便。因此，我們的澳門辦事處推出多項體恤安排以支援這些員工，當中包括在2021年8月至10月封城期間為前線和居於澳門以外的364名員工提供免費酒店住宿，以及為460多名員工提供出入境管制相關的核酸檢測費用報銷安排。

Prioritising People and Operation Needs when Designing Pandemic Control Policies
在制定疫情防控政策下，優先考量員工及營運的需求

"Over the past year, the Macau Government has introduced various pandemic prevention and control measures in response to the fast-moving COVID-19 landscape. As the Group Human Resources Department, we are entrusted with drafting up revised measures and operating guidelines in a timely manner and in accordance with the latest government guidance, while facilitating an orderly transition to the new protocols. We strive to design and implement human-centric policies that strike a balance between effective pandemic control, employee wellness and minimal disruption to business operations."

「在過去一年，澳門政府針對快速傳播的新冠病毒形勢採取了各種防控措施。作為人力資源部，我們的首要任務是根據政府最新的防疫方針，適時地修訂相關措施和營運指引，同時促進有序地過渡至新政策。我們致力設計和實施以人為本的政策，並在確保疫情控制成效、保障員工健康和減少對業務營運影響之間取得平衡。」

Ken Fan 范文忠
Manager — Recruitment, Business Analysis, Training and Employee Relations,
Group HR Department, Shun Tak Holdings (Macau) Limited
信德集團控股（澳門）有限公司集團人力資源部
經理－招聘、業務分析、培訓及員工關係

Safeguarding Our Hospitality Staff at Grand Coloane – a Medical Observation Hotel

Recognising the importance of medical observation at designated locations in limiting community outbreaks and pandemic spread, we once again stepped up and collaborated with the Macao Government Tourism Office in 2021 to transform Grand Coloane into a designated medical observation hotel, offering a total of 208 rooms for both Macau citizens and non-residents.

The health and safety of our people, especially our frontline hospitality staff, always remain our top priority in our daily operations amidst the pandemic and as such, we have introduced various measures to reduce risks of cross-contamination and pathogen transmission to a minimal level. Aside from the provision of adequate and sufficient personal protective equipment, we organised a series of internal training sessions for all of our Grand Coloane employees to familiarise with the precautionary measures in place and the latest government guidelines for designated quarantine hotels.

保障作為醫學觀察設施的鷺環海天度假酒店員工

我們深知定點醫學觀察對限制社區疫情蔓延至關重要，因此在2021年本集團再次與澳門旅遊局合作，提供鷺環海天度假酒店共208間客房作為政府醫學觀察的指定隔離場所，供澳門公民和非居民預約。

在疫情肆虐期間，確保員工的健康和安全，特別是前線接待人員，仍是我們日常營運的首要任務。因此，我們積極採取多項措施，將交叉感染和病原體傳播引起的感染風險降至最低。除了提供充足的個人防護裝備外，我們亦為所有在鷺環海天度假酒店工作的員工舉行一系列的內部培訓，以助他們熟悉現有的疫情防控措施及政府對指定醫學觀察酒店最新的檢疫管制。





In terms of operations management, we have adopted a systematic team-division approach – members of staff are categorised into "High-risk" and "Low-risk" teams based on their level of interaction with guests when performing their assigned job duties. For susceptible high-risk team members such as engineers and security guards who are in frequent contact with guests, they are provided with free hotel accommodation, meals and daily necessities, as well as access to the entertainment area with television and table tennis throughout their duty period, during which they are required to stay in the hotel. Both teams, especially the high-risk team, are required to observe operation zoning and minimise interactions with the other team.

在營運管理方面，我們採用有系統的分隊方式，根據員工在履行職責時與客人的接觸程度，將員工分為「高風險」和「低風險」團隊。對於經常與客人接觸的工程師及保安等易受感染的高風險員工，我們會為其提供免費酒店住宿、膳食和生活用品，以及在他們必須留在酒店的值班期間開放設有電視和乒乓球設施等娛樂區，滿足員工的消閑需要。所有員工，特別是高風險團隊人員，都必須按照劃分的營運分區行動，並儘量減少與另一團隊互動和接觸。



Carson Cai, Guest Services Manager of Grand Coloane Resort, said:
鷺環海天度假酒店顧客服務經理蔡斯聰表示：

"When Grand Coloane was first converted to operate as a designated medical observation hotel, my colleagues and I were fairly anxious about the risk of being infected when performing our daily duties. Fully appreciating our concerns, Grand Coloane worked closely with the Health Bureau of Macao SAR to provide us with regular training sessions and free nucleic acid tests. Clear sets of guidelines and standard operating procedures were also disseminated to us, including recommendations on minimising contact with guests or their personal belongings in order to reduce the risk of cross-contamination.

With sufficient personal protective equipment provided by the Hotel and all above measures in place, our Team at Grand Coloane feel much more at ease now when supporting the daily operations concerning medical observation. I believe this has fulfilled one of the most fundamental and material concerns of our Team, "Resuming normal-level of operations and duties for everyone, without compromising health and safety risks at work under the pandemic".

Up till now, there has not been a single case of infection at Grand Coloane, and we are confident that with our current precautionary measures and practices in place, we can maintain this reassuring track record while upholding the quality of our hospitality services."

「當鷺環海天度假酒店剛開始作為指定醫學觀察酒店營運時，我和其他同事都相當憂慮在執行日常工作時可能受到感染。幸好，酒店充分理解我們的顧慮，並與澳門特別行政區衛生局密切合作，為我們提供定期培訓和免費核酸檢測。酒店亦提供明確的營運指引和標準操作程序，例如儘量減少與客人或其個人物品接觸的建議，以降低交叉感染的風險。

有了酒店提供的充足個人防護裝備，加上上述各項嚴謹的預防措施，我們的團隊在支援日常醫學觀察工作時倍感安心。我認為酒店已充份回應我們最基本和最重要的憂慮，即在恢復正常營運和員工職責之餘，不輕視疫情下工作中的健康和安全風險。

至今為止，鷺環海天度假酒店並未出現任何一宗感染個案，我們亦有信心能在維持酒店服務質素的同時，以現時的防疫措施捍衛這令人安心的佳績。」



Health of our Employees is Wealth to the Group
員工的健康是集團的財富

The Group has multiple initiatives and engagement activities on offer to encourage a healthy and green lifestyle, work-life balance as well as occupational health and safety, as we believe employee wellness goes hand in hand with productivity at work and the delivery of sustainable results.

Activity Highlights in 2021:

本集團積極推動多項倡議及員工活動，以鼓勵健康和綠色的生活方式、工作與生活平衡以及職業健康和安全，全因我們相信員工的健康與工作效率和達致持續卓越的成果息息相關、相輔相承。

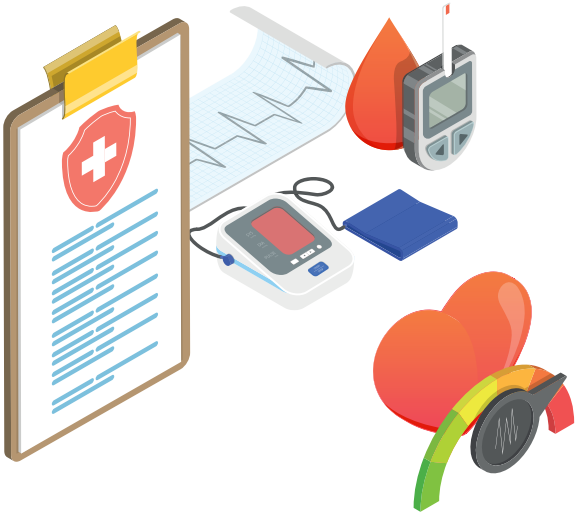
2021年的活動亮點：



Staff Wellness Week

As part of our annual flagship environmental awareness programme "Think Green • Live Green", the group-wide Staff Wellness Week was hosted in late November to raise awareness of personal well-being and promote healthy lifestyle among our employees.

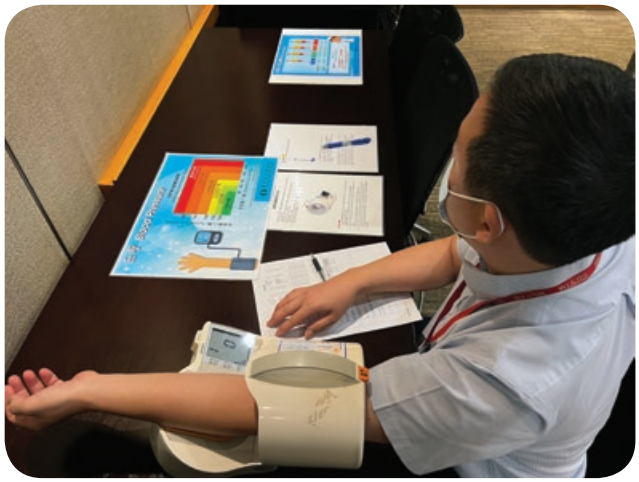
In addition to the distribution of health food packs, employees were invited to participate in our Green Living Challenges featuring daily exercise goals, health talks, bringing their own vegan lunch and performing simple health checks at our pop-up stations. To encourage active participation and introduce a little competition, the first 100 employees successfully completed the Challenge Goals were awarded with HK$50 supermarket coupons.



員工健康週

作為我們年度旗艦環保意識項目「綠色生活 我思•我行」的一部分，我們於11月下旬舉辦員工健康週，以提高員工對個人健康意識，並提倡健康的生活方式。

除了向員工派發健康食品，我們亦邀請員工參加多項綠色生活挑戰活動，如日常運動目標、健康講座、自携素食午餐以及在我們的限定檢測站進行簡單的身體檢查。為鼓勵員工積極參與健康週，首100名成功完成挑戰目標的員工獲贈50港元的超級市場禮券。



Well-being at Work

With interactive sessions that feature dance therapy, mindfulness and sound relaxation, the Group's medical insurer organised the health week event, which aimed to promote mental health awareness and stress management techniques. Through offering priority sign-up spots to our employees, we hope to emphasise that we value their mental health just as much as their physical health, and bring their attention to their psychological well-being.

We also arranged a series of webinars to our employees and their dependents covering three prevalent health complications, including physical pain at workplace, gastric cancer, as well as breast and cervical cancer. Through discussing the risk factors, underlying causes, prevention measures and treatment approaches, our people have gained a much more in-depth and well-rounded understanding of the topics.

職場健康

本集團全力支持我們醫療保險公司舉辦的健康週活動，它旨在通過舞蹈治療、心理健康教育和頌缽放鬆體驗等互動環節，提高個人的心理健康意識和壓力管理技巧。透過為員工提供優先報名待遇，我們希望表達對員工身心健康的重視，並為他們的健康把關。

此外，我們亦為員工及其家屬安排一系列網絡研討會，內容涵蓋三種常見的併發症，包括職場痛症、胃癌和乳癌及子宮頸癌。研討會討論相關的風險因素、背後成因、預防措施和治療方法，使大家可更全面了解相關健康問題。



Healthy Working Series Quizzes

In support of the Macau Government's initiative to promote occupational health and safety, our Macau Office once again encouraged our people to participate in the Quizzes to refresh their knowledge about common workplace risk factors associated with work fatigue and muscle strain. Additional tips on how to prevent OHS hazards such as occupational musculoskeletal disorders and high blood pressure were also communicated to our staff members.

「健康職場生活話你知」有獎問答遊戲

為支持澳門政府促進職工健康和安全的倡議，我們的澳門辦事處在本年度再次鼓勵員工參加「健康職場生活話你知」有獎問答遊戲，以增進他們對於工作疲勞和肌肉勞損相關職安風險因素的認識。我們亦針對職業性肌肉筋骨勞損和高血壓等常見職安健危害，特別向員工講解相應的預防提示。

Stepping up our efforts in TurboJET's Internal Safety Assessment

Safety at work is one of our top priorities at Shun Tak and all our subsidiaries. Further to the launch of TurboJET's internal safety assessment "Well Versed with Safety Management System (ISM) Enhanced Program" in 2020, which was designed to strengthen the safety practices of our staff and ensure proper implementation of safety measures in place, we have now extended the mandatory assessment and safety drills to 200 more of our floating staff including captains, sailors and cabin attendants.

加強噴射飛航的內部安全評核

維持職業安全是本集團和其子公司的首要任務。繼噴射飛航於2020年推出內部安全評核「精通安全管理系統手冊進深計劃」，我們現已將船長、水手和客艙服務員在內的200多名船上員工納入強制性評估和安全演習的範圍，以進一步確保員工的安全措施及相關職安守則得以正確實踐。



Promoting a Fair, Diverse and Inclusive Workplace
推動公平、多元化和共融的工作場所

We believe that a fair and inclusive work environment should be non-discriminatory, gender-equal and barrier-free for all of our employees, with impartial practices and equal opportunities in place for them to perform to the best of their abilities. As such, the Group has implemented associated policies to eliminate any discriminatory and institutional barriers at work as far as possible.

We strive to guarantee merit-based evaluations during recruitment, work appraisal, promotion and career development opportunities, ensuring that no one will be disadvantaged due to their ethnicity, age, gender, marital and family status, physical impairment or any other conditions as dictated in relevant laws and regulations.

我們深信一個公平與共融的工作環境應是零歧視、尊重性別平等和無障礙的，並同時能為員工提供不偏不倚的準則和平等的機會，使他們在工作上自由發揮所長。因此，本集團已實施相關政策，以儘可能避免工作中的任何潛在歧視和制度障礙。

我們承諾盡最大努力保證所有招聘、工作評估、晉升和職業發展機會均建基於個人能力及績效評估，確保沒有人因種族、年齡、性別、婚姻和家庭狀況、傷健狀況或任何其他受法律保障的狀況獲不公對待，並擁護相關的法律法規。



TOTAL WORKFORCE BY REGION AND GENDER
按地區及性別劃分的員工總數

	Female 女	Male 男	Total 總數
Hong Kong 香港	438	763	1,201
Macau 澳門	721	859	1,580
China 中國內地	113	150	263
Singapore 新加坡	15	9	24
Total 總數	**1,287**	**1,781**	**3,068**

GENDER DISTRIBUTION BY EMPLOYMENT CATEGORY
按職級劃分的性別分佈



58% 42%



62% 38%



57% 43%

TRAINING COMPLETED BY EMPLOYEES
員工培訓時數



Total Training Hours
總培訓時數

Over 超過
22,000 hours 小時

Average Training Hours per Employee
每名員工的平均培訓時數

5.3 hours 小時

AVERAGE TRAINING HOURS BY GENDER
按性別劃分的平均培訓時數



Female
女性
4.4 hours 小時

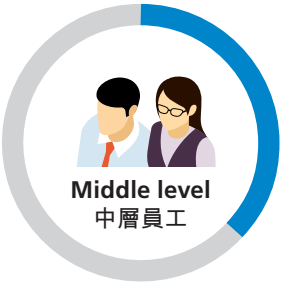


Male
男性
5.8 hours 小時

PERCENTAGE OF EMPLOYEES RECEIVED TRAINING BY EMPLOYMENT CATEGORY
按職級劃分的受培訓員工百分比



40.0%



37.2%



73.8%

In compliance with the Employment Ordinance (Cap. 57) and other regulations governing work conditions and labour practices, the Group's Code of Conduct presents an overarching framework that explicitly outlines the business integrity, professional and ethical behaviour which we expect our employees to uphold. Policies concerning the prevention of other unsuitable behaviour and misconduct, such as bribery, corruption, discrimination, and the use of forced or child labour, are also in place and strictly observed in the process of recruitment, promotion and dismissal of employees.

Across the Group, we have various means available to facilitate information dissemination and bilateral communication with management, including email, staff intranet and newsletters. We also actively engage employees in our Macau operations through social media platforms such as WeChat to keep them posted about recruitments, employee relations as well as sustainability initiatives. Furthermore, a confidential grievance mechanism is accessible to all staff members for them to raise concerns should they experience or be aware of any unwanted behaviour or harassment episodes at the workplace.

本集團的《行為守則》建基於並遵循《僱傭條例》（第57章）和其他與工作環境及勞工相關的法律法規，明確概述員工須遵守的商業誠信、專業和道德規範。我們亦針對招聘、晉升及解僱員工的過程制定並嚴格執行一系列有關杜絕其他不當或不道德行為的政策，包括防止賄賂、貪污、歧視、使用強迫勞工或童工等。

集團內設有多個資訊傳播及雙向溝通渠道如電郵、內聯網和員工通訊，使我們的員工能與管理層保持緊密的交流。我們亦透過微信等社交媒體平台積極與澳門的員工溝通，讓他們了解有關招聘、員工關係和可持續發展措施的重要資訊。此外，所有員工都可以透過保密申訴機制提出對任何不良行為或騷擾事件的疑慮。



Expressing Appreciation towards Our People
向我們的員工表達謝意

Each and every one of our employees forms an indispensable part of our quality services delivered to clients and stakeholders. As such, aside from small appreciation gift gestures and offerings of family event packages at discounted rates during festive occasions, the Group also runs a number of different award programmes that aim to recognise and celebrate the contribution of our employees, as well as outstanding achievements of their family members.

每位員工都是我們提供優良服務不可或缺的一部分。因此，除了在節日贈送應節賀禮和提供家庭活動折扣外，本集團亦推行多項獎勵計劃，旨在表彰員工的貢獻，以及其家人在不同範疇的傑出成就。

Recognising Unwavering Dedication and Exceptional Performance

Throughout Shun Tak's 49 years of development, our people have been the fundamental basis of every step in our business operations, supporting the projects we deliver, the services we provide and the sustainability initiatives we work towards. In recognition of the long-term contribution of our employees who have stayed with us through thick and thin, a total of 209 employees were awarded the Shun Tak Group Long Service Award in 2021.

On the other hand, as an initiative to encourage the children of our staff to aspire and work towards academic excellence, our Macau Office has been organising the "Shun Tak Employees' Children Education Award" for the 4th consecutive year. In 2021, a total of 52 youths were awarded, marking a 20% increase in comparison to the number of awardees last year.

表揚員工的奉獻精神與卓越表現

在信德集團49年的發展歷程中，員工一直是我們每個業務營運的基礎，用心地支撐着我們每個項目、每項服務和可持續發展計劃的實踐。為表彰資深員工與我們同甘共苦的精神，我們在2021年頒發信德集團長期服務獎予209名員工，以肯定他們一直以來的貢獻。

另一方面，為鼓勵員工子女爭取卓越的學習成績，我們的澳門辦事處連續第四年舉辦「信德員工子女學業優異獎」活動。2021年的獲獎人數較去年增加20%，共有52名青少年獲獎。





Celebrating Special Occasions with Our Employees and Their Families

In December, the Group reserved over 200 seats for our staff and family members to enjoy the movie "Spiderman: No Way Home" at Festival Grand Cinema, celebrating the jolly Christmas season.

Employees in our Hong Kong Office received turnip pudding and gelato sticks from the Group in celebration of the Year of the Ox.



Grand Coloane presented complimentary gifts to 91 hotel employees to celebrate both Mother's Day and Father's Day, with soap rose flowers sets for mothers and ceramic teaware sets for fathers.

與員工及其家庭成員歡度節日

集團於12月購入超過200張《蜘蛛俠：不戰無歸》電影票，免費贈予我們的員工，並為其同行者提供票價優惠，藉此向其親朋好友致以最誠摯的節日祝福，一同享受歡樂的聖誕節。

為慶祝牛年，集團向香港辦事處的員工送上蘿蔔糕和意式雪糕作節日禮物。



鷺環海天度假酒店分別在母親節和父親節向91名酒店員工贈送禮物，包括為母親節而設的玫瑰花肥皂套裝和為父親節而準備的陶瓷茶具套裝。





Supporting Our Employees in their Charitable Acts

We are also dedicated to supporting our employees outside of work, especially for their active participation in sport activities for a charitable cause. In recognition of their benevolent initiatives, we have once again opened up our "Sports for Charity" sponsorship programme in 2021, offering our employees reimbursements on the application fees of charity sport events organised by NGOs.

對員工行善的支持

我們亦致力為員工提供工作以外的支持，特別是響應及鼓勵他們積極參與慈善體育活動。為表彰他們的善舉，我們在2021年重啟《為慈善 · 做運動》贊助計劃，為員工報銷非政府組織舉辦的慈善體育賽事報名費，攜手為社區慈善活動出一分力。



Awards in Recognition of Shun Tak's Employee-centric Policies and Outstanding Talent Nurturing Efforts
信德集團以人為本的政策及傑出的人才培育工作獲外界表揚

The Group is extremely honoured to have been selected for the "COVID-19 Special Award – Corporate" in the South China Morning Post ("SCMP") HR Appreciation Awards 2020. Organised by SCMP, the COVID-19 Special Award series was first introduced this year to highlight efforts and arrangements made to balance the health and safety of employees with strategic operations management in business organisations. We are committed to continue delivering employee-oriented policies and facilitate sustainable business growth, as we prepare to journey into another year.

At the 1st National Human Resource Management (Service) Innovation Competition, our Macau Office showcased their innovation in enterprise management and service trading development, as well as the embodied contribution of their ideas in nurturing future talents in the Greater Bay Area. We were placed as one of the top 100 out of 678 contestants in different categories, and have received the "2020 Human Resources Management Business Value Creation Award" as well as the "2020 Outstanding Employers Brand Building Leadership Award" from this competition.

本集團非常榮幸在2020年南華早報 HR Appreciation Awards 中榮獲企業類別的「COVID-19特別獎」。該獎項是由主辦者南華早報於本年度新增，以表揚企業為平衡員工職業安全健康與營運管理所作出的努力和安排。在新一年，我們承諾繼續以員工福祉為前提，制定以人為本的政策，並同時促進可持續的業務增長。

在首屆全國人力資源管理（服務）創新大賽中，我們的澳門辦事處展示了他們在企業管理和服務貿易發展方面的創新，以及對大灣區未來人才培育的貢獻。我們在678名參賽隊伍中有幸成為前100名，並在本次大賽中榮獲「2020年度人力資源管理傑出業務價值創造獎」和「2020年度卓越僱主品牌建設領軍獎」。





Employee Engagement for Continuous Improvement
與員工共同發展

While we celebrate the affirmation from external parties in recognition of our efforts in developing human-centric policies, promoting employee wellness and minimising disruptions to business operations, the Group believes that there is always room for improvement and surpass ourselves time and again.

In view of this, Artyzen Hospitality Group ("Artyzen") rolled out a group-wide employee satisfaction survey in 2021, aiming to gauge our employees' satisfaction levels and opinions on the current hotel management practices anonymously, thereby identify aspects which are appreciated by our people as well as areas for improvement.

With questions covering 6 different aspects (company culture, sense of belonging, job satisfaction, work environment and rewards, teamwork, and management), the employee satisfaction survey was distributed to all permanent employees across our hotels managed by Artyzen. A total of 742 responses were received, analysed, and their findings were subsequently consolidated.

On the whole, our staff members were predominantly satisfied, with all six areas scoring 80% of the full mark or above. The areas of company culture and sense of belonging earned top two scores in the survey while teamwork and work environment and rewards scored relatively low. The results highlighted the potential to explore the underlying reasons through further engagement with employees, followed by the devising of concrete goals and action plans to strategically work towards improving the workplace and collaboration between our staff members, building on our success so far.

Further to the results and takeaways this year, we plan to conduct the survey on an annual basis to drive continuous improvement in our hospitality services, ensuring that the voices of our staff members are always heard, and their most material concerns addressed.

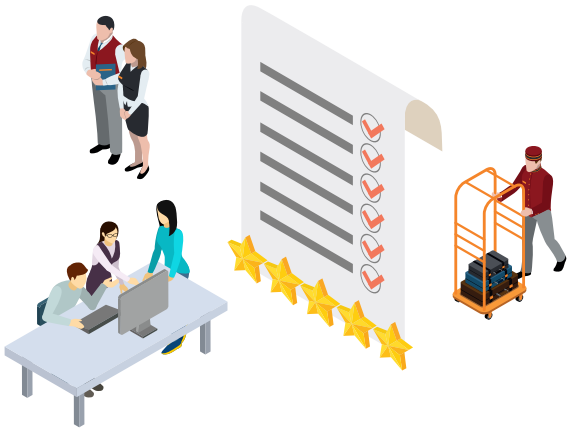
集團制定以人為本的政策、促進員工健康和減少影響業務營運因素等的成果深得外界肯定。然而我們相信集團仍有改善空間，並致力持續優化營運模式。

有鑑於此，雅辰酒店集團（「雅辰」）於2021年推出涵蓋整個雅辰集團的員工滿意度調查，以匿名方式評估員工對工作環境的滿意度和對目前酒店營運管理手法的意見，從而找出員工認同及需要改善的領域。

是次員工滿意度調查涵蓋六個不同層面（企業文化、歸屬感、工作滿意度、工作環境和福祉、團隊合作及營運管理），問卷被分發予雅辰旗下酒店的所有全職僱員，共收回742份回覆，並已作出分析及整合調查結果。

整體而言，我們的員工大致滿意現時狀況，六個調查層面的得分均在80%或以上。當中企業文化和歸屬感在調查中得分最高，而團隊合作及工作環境和福祉則仍有進步空間。分析結果反映我們可與員工合作進一步探索各項得分背後的原因，繼而制定具體目標和相應計劃，有系統地共同改善工作環境以及員工間的協作，在我們迄今為止取得成功的基礎上繼續改進。

建基於今年的調查結果和分析亮點，我們計劃未來將每年進行一次員工滿意度調查，以推動我們的酒店服務砥礪前行，確保員工的聲音能被反映，並解決他們所關注的問題。



Developing a Resilient and Adaptive Workforce
培養靈活及具適應力的員工

Through offering our staff tailored in-house professional training that continuously adapts to the needs of our clients and customers, we are committed to maintaining a versatile and competitive workforce capable of addressing potential shifts in the market landscape or any unforeseen circumstances. Furthermore, through providing inclusive internship and training opportunities to students from all backgrounds, we are nurturing our next-generation workforce with valuable vocational experience while contributing to an equal-opportunity future.

透過提供度身定制的內部專業培訓予員工以協助他們靈活應對不同客戶的需求，我們致力維持具適應力和競爭力的員工隊伍，以隨時應對市場格局的潛在變化及未能預見的狀況。此外，我們也向不同背景的學生提供各種實習和培訓機會，在培養下一代的職業能力同時，亦為平等機會和共融的未來作出貢獻。

Practice of Digitalisation to Support Remote Operations during the COVID-19 Pandemic

Amidst the pandemic, the organisation of in-person training sessions for our staff has become extremely challenging due to social distancing and precautionary measures in place. Therefore, in 2021, Artyzen developed a new centralised archive - Artyzen Online Learning & Development Resources Centre, where the Learning & Development team of each hotel could access extensive learning resources highlighting effective work communication, as well as management and service tips. Each hotel is free to opt for their preferred way of information dissemination, such as weekly emails or sharing sessions, to achieve knowledge sharing with the rest of their colleagues.

Transform Complaint into Compliment

To better understand and cater to the needs of different guests from various backgrounds, Artyzen launched a brand new "Transform Complaint into Compliment" programme for our frontline staff. This 3-hour workshop, with an overarching theme of "Read, Relate and React", first touches on ways to deduce and read into the underlying concerns of guests based on their behaviour, micro-expression and emotions. Our staff were then introduced to the "4As" – Acknowledge, Apologise, Act, and Add a personal touch – which they should adopt when taking ownership and dealing with concerns raised by our guests. Finally, we worked with our people to enhance their professional skills and techniques in relation to showing empathy, active listening and psychological management, ensuring that they are fully prepared to face any type of guest behaviour and concerns expressed.

Adopting the "Train-the-Trainer" approach, we organised two training sessions across our Artyzen hotels in September and November 2021, and they will be responsible for instructing their own colleagues with regard to the skills and techniques for interacting with guests.

疫情下以數碼化系統支援遙距工作

在疫情期間，社交距離和防疫措施使面授員工培訓課程難以舉行。因此在2021年，雅辰建立全新的網上中央資料庫—雅辰網上學習與發展資源中心，使每間酒店的學習與發展團隊都可隨時隨地取得所需的學習資源，進一步推行高效的溝通模式，並提高管理和服務技巧。每間酒店可自由選擇透過合適的信息傳播渠道，如每週推送電子郵件或舉辦分享會，與員工分享知識。

「扭轉客訴」課程

為更了解和迎合不同背景客人的需求，雅辰為我們的前線員工推出全新的「扭轉客訴」課程。這個長達3小時的工作坊以「感知情緒、身同感受和給予諒解」為主題，先探討如何根據客人的行為、微表情和情緒來推斷和解讀客人潛在關注點。我們的員工隨後認識「4A」的原則—認同感受、真誠道歉、具體行動以及添加個人連繫的元素，以協助他們主動積極處理客人提出的問題。最後，我們與員工合作，共同提高他們在表達同理心、積極傾聽和心態管理方面的專業知識和技巧，確保他們做好充分準備以應對不同類型客人的需求和關注點。



我們於2021年9月和11月在雅辰酒店舉辦兩次「扭轉客訴」培訓課程，並採用「培訓師培訓」方式，培訓員工成為培訓師，於日後負責指導他們的同事，改進其團隊與客人互動的技巧。



Cultural Experience Tour

Launched in 2020, our Cultural Experience Tour aims at introducing the local heritage, culture and famous tourist spots to our Artyzen Grand Lapa and Grand Coloane employees who are from other cities or countries. With their expanded knowledge, we hope that our people will then be able to share and promote an immersive cultural experience to our guests. In 2021, 29 of our staff members participated in our "Macau Cultural Experience Tour" for Artyzen Grand Lapa, and "Coloane Cultural Experience Tour" for Grand Coloane, both with enriched several new cultural highlights.

Internship Programme for University Students and Students with Special Needs

Dedicated to providing a rewarding and interactive internship experience with a real taste of the day-to-day hospitality operations, we hosted 25 students for 4 to 6 months at Artyzen Grand Lapa and Grand Coloane this year. As with previous years, we have also retained the tradition of having a presentation session driven by our interns as a concluding remark towards the end of their internship with us, which serves as an opportunity for them to review their learning outcomes and main takeaways, as well as for us to evaluate the programme aspects which has been most valued by our budding youths.

In addition, as part of our continuous efforts in supporting inclusive employment and developing our next generation, Artyzen Grand Lapa has again offered students with special needs a tailored internship experience as part of the Macau Government's Work Experience Programme. In 2021, we have two interns shadowing with us in the Laundry Department as well as the Steward Department, with full support from their assigned mentors throughout their 6 weeks of vocational experience at Artyzen Grand Lapa.

文化體驗之旅

我們的文化體驗之旅於2020年開展，旨在向來自其他城市或國家的澳門雅辰酒店和鷺環海天度假酒店員工介紹澳門當地的歷史遺產、文化和著名旅遊景點。憑藉擴闊他們對本土文化的認知，我們希望員工能繼而向客人分享和推廣身臨其境的深度文化體驗。在2021年，我們共有29名員工參加了澳門雅辰酒店的「澳門文化體驗之旅」和鷺環海天度假酒店的「路環文化體驗之旅」，得以對當地文化有更深入的認識。



為大學生及有特殊需要的學生提供實習機會

我們致力為學生在投身社會前提供充實和互動的實習機會，使他們可以真實體驗酒店的日常運作。今年我們在澳門雅辰酒店和鷺環海天度假酒店舉辦為期4至6個月的實習計劃，共有25名學生參與。一如以往，我們保留由實習生在計劃結束前主持匯報的傳統，以回顧他們在實習期間的學習成果和得著，並藉此深入了解年輕人對實習計劃各個環節的評價。

此外，作為我們積極推動共融就業和培養下一代的一環，澳門雅辰酒店再次透過澳門政府工作體驗計劃為有特殊需要的學生提供度身定制的實習體驗。在2021年，我們有兩名實習生在洗衣部和管事部學習，在為期六週的實習體驗中由指定的導師指導及支援他們。



Our Value Chain
我們的價值鏈



Our Value Chain
我們的價值鏈

We understand that our responsibility in the value chain extend far beyond our own operations, as we work with a broad range of stakeholders spanning across different sectors. Through regularly engaging with our customers, tenants, business partners and suppliers, we strive to promote sustainable practices across our value chain, ensure integrity and honesty in our operations, and strengthen partnerships for sustainability.

We have established strict customer service protocols to guide our service quality and manage customer satisfaction, data privacy, and health and safety, as well as policies and procedures to monitor the effectiveness of our suppliers' environmental and social management.

由於集團的營運涉及廣泛的行業範疇，聯繫和接觸不同類別的持份者，因此，我們深知於價值鏈中的責任遠遠超出日常營運活動。透過與顧客、租戶、商業夥伴和供應商定期溝通，我們致力於價值鏈中推行可持續發展措施，確保我們在業務營運中保持誠信德行，並加強合作關係以實踐可持續發展。

我們制定嚴格的客戶服務守則以確保服務質素、妥善管理客戶滿意度、保障個人資料的私隱及其健康和安全。此外，我們亦建立相關的政策和程序，監察供應商在環境和社會管理績效。



GOOD HEALTH AND WELL-BEING
良好健康與福祉

Safeguard the health and safety of our stakeholders
保障持份者的健康與安全



RESPONSIBLE CONSUMPTION AND PRODUCTION
負責任消費和生產

Promote sustainable procurement along our value chain
在價值鏈中促進可持續採購



PARTNERSHIPS FOR THE GOALS
促進目標實現的夥伴關係

Enhance collaboration with our stakeholders to maximise the extent of positive impacts
加強與持份者的合作，以發揮最大正面影響



Keeping Our Premises Safe during the Pandemic
疫情期間保障我們場所的安全

The health, safety and well-being of our stakeholders, from our employees, customers, tenants and occupants to our suppliers and contractors, remain our top priorities.

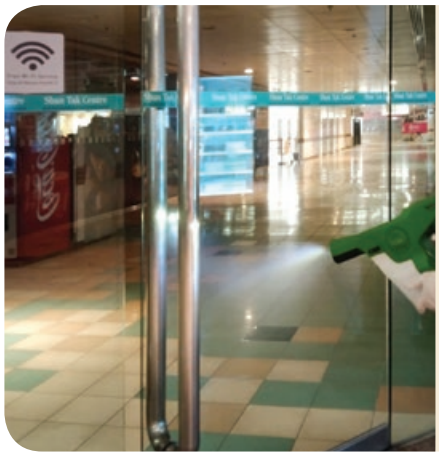
As the COVID-19 pandemic continues to unfold and pose unprecedented risks to our communities and operations, we mobilised concerted resources to ensure people in our shopping malls, offices and residential premises are protected. A series of disinfection and preventive measures have been implemented including temperature checks at building entrances, provision of automatic hand sanitiser dispensers, limiting the number of occupants and visitors using the lifts during rush hours, and regular disinfection of handrails, lifts, floor lift lobbies, glass doors, handles and stair handles.

At Shun Tak Centre, a number of measures have been introduced to lower the transmission risks in common areas. Vacuum and UV-C disinfection robots with advanced AI navigation systems and high cleaning productivity were newly introduced in 2021 to further enhance the hygiene standards of our premises.

本集團一直以保障我們的持份者身心健康和安全為營運的首要任務，從員工、顧客、租戶、住戶至供應商及承辦商。

隨著新冠肺炎蔓延並為社區和業務營運帶來前所未有的風險，我們動用一切可用資源以保障商場、辦公室和住宅大廈中持份者的健康。我們採取一系列消毒與預防措施，包括為進入大樓人士量度體溫、提供自動感應消毒搓手液機、限制繁忙時段使用升降機的乘客人數、定期消毒扶手電梯、升降機、各樓層的升降機大堂、玻璃門、門柄及樓梯扶手等，以減低病毒傳播風險。

其中，信德中心採取多項措施，以降低公共區域的傳播風險。我們於2021年引進具先進人工智能導航系統和高效清潔功能的除塵及紫外線消毒機械人，進一步提高我們場所的衛生標準。



Multi-functional antimicrobial coating applied at high touch surfaces in common facilities
於經常接觸的公共設施表面塗上多功能抗菌塗層

Two disinfection stations in place for occupants and visitors
為租戶和訪客設置兩個消毒站



Disinfectant fogging treatment applied in common areas and public facilities
於公共地方及公用設施進行消毒霧化處理





Installation of touchless lift control panels
安裝免觸式電梯控制面板

UV-C disinfection upper air device mounted on ceiling
於天花板上安裝紫外線吊頂式上層空氣消毒機





Adoption of Vacuum and UV-C Disinfection Robot
採用除塵及紫外線消毒機械人



UV light escalator handrail cleaners installed to inhibit germs and viruses on escalator handrails
在扶手電梯安裝紫外線消毒殺菌器以抑制細菌和病毒滋生

Virus-killing air purifiers in lobby of the shopping mall
於商場大堂設置空氣消毒淨化器





Sanitizing spray stations near the entrance of shopping mall
在商場入口附近設置消毒噴霧器

Stay Happy Stay Healthy in Quarantine at Grand Coloane
鷺環海天度假酒店提供身心康泰的隔離體驗

In 2021, Grand Coloane once again stepped up and served as a hotel for medical observation in Macau in support of the local government's efforts to combat COVID-19. We launched various initiatives and programmes to offer our guests with a comfortable, cozy and relaxing experience during their stay.

為支援澳門政府對抗新冠肺炎疫情的工作，鷺環海天度假酒店在2021年再次成為澳門的醫學觀察酒店之一。我們推出各種活動和計劃，務求為客人在入住期間提供舒適輕鬆的體驗。



Highlights of activities include:

活動亮點包括：

Biggest Heart in the City Programme

The Biggest Heart in the City programme involves a spectrum of activities such as gift-giving, art contest for kids and photography competitions, etc., aiming to spread love and positivity among our guests and community.

隔離不隔愛

透過贈送小禮物、舉辦小小藝術家繪畫比賽和攝影比賽等一系列活動，隔離不隔愛計劃為客人及社區傳播愛和正能量。



Go Fit Programme

The Go Fit programme features the concept of healthy and sustainable living with exclusive products and services tailor-made for in-house guests during their quarantine stay. Gym equipment rental, go fit diet menu, whole fruit menu, children cutlery and bamboo cutlery sets, etc. were offered to provide guests with a personal and bespoke experience.

Go Fit

Go Fit 活動結合健康和可持續的生活理念，為客人在隔離期間度身訂制專屬產品和服務。透過提供健身器材出租服務、健康飲食餐單、水果餐單、兒童餐具和竹餐具套裝等，我們致力為客人提供專屬及個性化的健康生活體驗。









Virtual Butler

All guests enjoy 24-hour virtual butler services to cater to their every whim.

智慧管家

我們為所有客人提供24小時智慧管家服務，以滿足他們每個需求。

Smiley Badge Initiative

Under the restrictions of social distancing and mask mandate, we launched the Smiley Badge initiative to build a closer connection between our employees and guests. By wearing a smiley badge, we hope to share our warmest smile with our hotel guests even when our employees are masked.

微笑襟章

在社交距離和口罩令的限制下，我們發起微笑襟章活動，以助員工與客人建立更緊密的聯繫。通過佩戴微笑襟章，我們希望即使員工佩戴著口罩，仍能與酒店客人分享口罩下最溫暖的笑容。





Feedback from Our Guests — "Staycation Under Quarantine"
客人好評 —「隔離宅度假」

The pandemic has vilified "quarantine" into a despicable procedure for most of those who have experienced or are about to experience it. However, Grand Coloane managed to do the opposite by turning "quarantine" into a "staycation", a newly coined term arising from the pandemic meaning overnight vacation within the confines of a hotel. According to publicly available review platforms, we received mostly positive reviews from customers noting "greatest quarantine hotel" and some even going as far as to describing their quarantine experience as "staycation under quarantine", "am I having a staycation" and "best quarantine staycation". There are also various other comments on the quality service and picturesque view.

對於大多數已經完成或即將經歷隔離檢疫的人來說，「隔離檢疫」是令人不快的抗疫程序。然而，鷺環海天度假酒店卻反其道而行之，將「隔離檢疫」成功變為「宅度假」體驗。「宅度假」是一個新創術語，源於此次新冠肺炎疫情，意思是在酒店內留宿度假。根據一些公開評論平台，我們收到的客戶評價大多正面，其中我們更獲評為「最好的隔離酒店」，有些客戶甚至描述他們的隔離體驗為「隔離期間的宅度假」、「我是在宅度假嗎」和「最好的隔離宅度假」。除此以外，我們也獲客戶讚揚酒店的優質服務和優美景色等各種正面評價。



Customer Experience
客戶體驗

The Group endeavours to create value for its customers and is committed to deliver prime properties and quality services that exceed expectations. We maintain close relationships with our customers through various channels and seek for continuous improvement.

本集團致力為客戶創造價值，並提供超越預期的優質物業及服務。我們透過各種渠道與客戶保持密切關係，並尋求持續改進。

THREE-FOLDED STRATEGIES FOR PROVIDING EXCELLENCE CUSTOMER SERVICES
提供優質客戶服務的三項策略

- Understand and satisfy customer needs
  了解並滿足客戶需求
- Upgrade customer experience
  提升客戶體驗
- Safeguard customer interest and protect customer health and safety
  保障客戶權益並確保客戶健康及安全

Staying Connected

The Group continues to engage and stay connected with our customers, tenants and residents, especially during the special times of COVID-19.

In October 2021, a Green Studio tour was arranged for liberté Club members with an aim to promote green and sustainable living as well as providing education on global warming and climate change. A total of 40 residents participated in the tour.

In addition, by partnering with Jazz Café, the catering service provider at liberté, our Property Management Division continued to offer green lunch options to liberté residents and employees of our Property Management headquarters and on-site offices in Hong Kong.



We also leverage digital platforms to actively engage with our stakeholders, such as sharing health and wellness tips with the public through Shun Tak Centre and The Westwood's Facebook Pages.

保持緊密聯繫

本集團一直持續不斷與客戶、租戶和住戶保持溝通，特別在疫情肆虐的嚴峻時期，我們的聯繫更為密切。

在2021年10月，我們為昇悅居會所會員安排「綠D班」活動，旨在推廣綠色和可持續的生活方式，並加強大眾對全球暖化及氣候變化的認知。此次活動共有40名居民參加。



此外，通過與昇悅居的餐飲服務供應商 Jazz Café 合作，我們的物業管理部亦繼續為昇悅居居民以及物業管理總部和香港辦公室的員工提供素食午膳選擇。

我們亦積極利用網上平台與持份者互動，例如通過信德中心和西寶城的臉書專頁與公眾分享健康和保健小技巧。



Promoting Barrier-free Culture

We are committed to promoting a barrier-free culture and environment to enhance social inclusion. In response to Macau Government's policy to transform Macau into a barrier-free city, we had built various accessible facilities throughout our managed properties. Inclusive elements such as disabled lifts, access ramps, directional tiles in our premises to ensure barrier-free access, and dedicated rooms for breastfeeding are provided for breastfeeding mothers.

推廣無障礙文化

我們致力透過推廣無障礙文化和環境提升社會包容性。為響應澳門政府打造無障礙城市的政策，我們在旗下管理物業建造各種無障礙設施，如暢通易達的升降機、斜台以及導盲地磚，以確保無障礙通行。此外，我們也提供母乳餵哺室。







Customer Satisfaction

Customer feedback and satisfaction are of paramount importance to us and vital to the long-term sustainability of our business. To gauge customer satisfaction and enhance our services on a continuous basis, we conduct annual satisfaction surveys to evaluate our performance and pinpoint areas of improvements.

顧客滿意度

客戶反饋和滿意度對集團業務的長期可持續發展至關重要。為了解客戶的滿意度並持續改進我們的服務，我們透過進行年度滿意度調查評估績效，並藉此了解需要改進的的地方。

Overall Satisfaction Rates for Different Business Units in 2021
2021年度不同業務單位的總體滿意度

PROPERTY MANAGEMENT
物業管理業務

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%**。

MACAU TOWER
澳門旅遊塔

Macau Tower attained a 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高達**99%**。

ARTYZEN HABITAT DONGZHIMEN BEIJING
北京東直門雅辰悅居酒店

Artyzen Habitat Dongzhimen Beijing received an average satisfaction rate of **87%** from over 450 guests.

逾450位受訪住客對北京東直門雅辰悅居酒店的平均滿意度為**87%**。



Park Nova — a "Biophilic" Tower
柏皓 — 親近自然的設計

The 19th Century orchard-laden neighbourhood inspired the biophilic conception of Park Nova, our luxury residential property in Singapore, a subtle yet unique architecture that reminds us of our integration with nature. On the one hand, the building is oriented with gently curved floorplates resembling the undulating outline of butterfly wings to maximise natural shading that cuts out direct sunlight shone into the units. On the other hand, planters placed on every floor and vegetation scattered between balconies serve as a natural barrier to noise and air pollution as well as a natural regulator of ambient temperature. Park Nova is on its way to achieving the Green Mark Gold rating, a green building assessment scheme, based on its environmental credentials. Eco-friendly measures include installation of energy efficient air conditioners, sanitary fittings with enhanced water efficiency, water usage monitoring systems for the development, waste-recycling chutes for every apartment unit, and maximisation of natural daylighting for common amenities.



集團高端住宅發展項目「柏皓」的親近自然設計概念的靈感來源於新加坡19世紀，當時在該地區到處都是種植園和果園的環境。因此，我們希望「柏皓」以一種低調而獨特的建築方式來重新讓人直接走進自然，重拾與自然融為一體的感覺。項目以蝴蝶兩翼為靈感設計弧型而起伏交替的樓板，形成自然的遮陽裝置，大幅減低直接照射單位的陽光。另外，每層的花圃和散佈在陽台間的綠色植物有助於過濾噪音和污染，還能調節周邊環境溫度帶來舒適感。「柏皓」以達到綠色建築標誌金級認證為目標，此標誌是新加坡設立的一項綠建築評分認證系統。除此之外，其他節能環保措施包括安裝節能空調、節水的衛浴設備、用水監測系統、為每套公寓提供廢物回收槽，及加強公共設施的自然採光能力。

Park Nova garnered various awards
柏皓榮獲多個獎項

Best Condo Development (Asia) at the 16th PropertyGuru Asia Property Awards Grand Final
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

Design Excellence, Top Luxury Development, Top Boutique Development and Best Show Flat in the Luxury Category in the Edgeprop Excellence Award 2021
於Edgeprop卓越大獎2021年榮獲最佳設計獎、最佳豪華發展項目、最佳精品發展項目和最佳示範單位獎

Best Ultra Luxury Condo Development and Best Condo Development (Singapore) in the 11th PropertyGuru Asia Property Awards (Singapore)
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和最佳公寓發展項目獎

Protecting Customers' Rights and Interests
保障客戶權益



The Group attaches great importance to the protection of customer data and fully complies with the Personal Data (Privacy) Ordinance (Cap.486) of Hong Kong to safeguard customers' rights and interests.

Our Code of Conduct stipulates that all employees treat customer data in strict confidence. Policies and guidelines are regularly reviewed and updated to ensure compliance with latest laws, regulations, and industry guidelines.

Upholding product responsibility, we ensure accurate and complete disclosure of information on our products and services are provided to our customers. We fully abide with the relevant local laws and regulations such as Hong Kong's Residential Properties (First-hand Sales) Ordinance (Cap.621) as well as Macau's「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.

During the reporting period, no significant case regarding breaches of customer privacy and loss of customer data was found in the Group.

本集團十分重視保護客戶資料並嚴格遵守香港《個人資料（私隱）條例》（第486章），以保障客戶權益。

我們的《行為守則》規定所有員工均需嚴格保密客戶資料。此外，我們會定期審查及更新內部政策和守則，以符合最新的法律、法規和行業規定。

我們堅守產品責任並致力確保向客戶披露準確及完整的產品和服務資訊。在進行銷售活動時，我們全面遵從香港的《一手住宅物業銷售條例》（第621章）和澳門的《承諾轉讓在建樓宇的法律制度》及《房地產中介業務法》等當地相關法律法規。

在報告期內，本集團並未發現任何涉及侵犯客戶私隱和洩漏客戶資料的重大違規個案。

Supply Chain Management
供應鏈管理

With our diverse business operations spanning across multiple sectors, we are aware of the importance of managing our supply chain in a socially and environmentally responsible manner. We work in close partnership with our suppliers to promote a sustainable supply chain in environmental, social and governance dimensions through concerted efforts.

We uphold our commitment to integrate sustainable practices and business ethics such as intellectual property rights and non-discrimination into our supply chain as stipulated in our group-wide Sustainable Procurement Policy and Supplier Code of Conduct, ensuring that sustainability considerations are embedded in our supplier screening process and applied fairly at various stages.

基於我們多元化跨領域的業務性質，我們深切明白以社會及環境負責方式管理供應鏈的重要性。我們與供應商密切合作，共同努力促進環境、社會和管治方面達至可持續發展的供應鏈。

我們堅守集團的《可持續採購政策》及《供應商行為守則》，將知識產權及反歧視等可持續實踐方案和商業道德價值融入供應鏈，並確保將可持續發展考慮因素納入我們的供應商篩選過程，並公平應用於在各個篩選階段。



Sustainable Procurement

Introduced in 2020, the Group's Sustainable Procurement Policy advocates the integration of sustainable principles into our procurement processes and activities. It serves to extend our sustainability efforts from our own operations to our supply chain partners.

When selecting suppliers, we give preference to suppliers who demonstrate strong commitments to sustainable development such as those who have attained internationally recognised sustainability credentials (e.g. ISO 9001, ISO 14001 and OHSAS 18001, etc.), or adopt green procurement practices. We also aim to take greater account of environmental and social considerations when selecting goods and products, such as encouraging the use of products and services with low environmental impact and positive social outcomes. For our hotel operations in China, suppliers providing sustainable furniture, fixtures and equipment are given priority consideration in the process of selection.

In 2021, 83% of our suppliers were based in Hong Kong and Macau where the majority of our business operates, while the remaining 17% of our suppliers were located in other regions.

We expect our suppliers to act in accordance with the highest standards of ethical behaviour and comply with all relevant laws and regulations.

Our Supplier Code of Conduct sets out our expectations on the sustainability performances of our suppliers and business partners, encompassing specific criteria and standards in various aspects of sustainability.

In addition, with the implementation of ISO14001:2015 in our Property Management Division, our contractors are required to be fully compliant with the relevant environmental management requirements in the course of their business activities with the Group by signing the declaration form. Regular inspections and thorough evaluations are also conducted on the contractors to ensure compliance. Any breach of the declaration may result in the termination of business relationship with the Group.

With our aspirations of creating a green supply chain, we regularly engage our suppliers to facilitate communication and align with our expectations, as well as building long-term and mutually beneficial relationships. We also provide trainings to help our suppliers develop the key competencies to identify, manage and mitigate the potential environmental and social risks within their operations.

可持續採購

本集團於2020年推出《可持續採購政策》，提倡將可持續原則融入採購流程及活動。此政策有助我們將可持續發展方面的努力從自身營運業務擴展至供應鏈合作夥伴。

在選擇供應商時，我們優先考慮對可持續發展作堅定承諾的供應商，如已獲國際認可的可持續發展認證（如ISO9001、ISO 14001和OHSAS 18001等）或已實行綠色採購措施。我們亦致力在選擇商品和產品時更關注環境和社會考慮因素，如鼓勵使用低環境影響且能帶來正面社會成果的產品和服務。同時，我們在中國的酒店也優先考慮可提供可持續傢俱、裝置和設備的供應商。



在2021年，我們超過83%的供應商都位於本集團經營業務所在地區，即香港和澳門；而其餘17%的供應商則位於其他地區。

我們期望供應商按照最高的道德標準營運，並遵守所有相關法律法規。

我們的《供應商行為守則》釐定我們對供應商及業務合作夥伴於可持續發展績效的期望，包括在各可持續發展方面的具體準則和標準。

此外，隨著我們的物業管理部實施 ISO 14001:2015，我們的承辦商與集團合作時必須簽署申報表，以確保其業務活動完全符合相關的環境管理要求。還有，我們亦會對承辦商進行定期檢查及全面評核以確保他們合符相關管理規格。任何違反申報規定的行為都可能導致本集團與該承辦商終止業務關係。

秉持創建綠色供應鏈的抱負，我們定期與供應商溝通以協助他們達到我們的期望，並建立長期互惠互利的關係。我們亦為供應商提供培訓，以助他們培養關鍵技能用以識別、管理和減輕其營運中潛在的環境和社會風險。

Major Recognitions, Awards, Charters & Memberships
主要嘉許、獎項、約章及會籍



The Group's efforts across the areas of corporate governance, environmental protection, social responsibility and customer services have not gone unnoticed, as the following awards and recognitions mark the milestones we have reached along our journey in 2021.

本集團於2021年企業管治、環境保護、社會責任與品質及客戶服務的表現，榮獲以下的獎項及嘉許。

Corporate Governance and Social Responsibility
企業管治及社會責任

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司	
BDO ESG Awards 2021 **BDO 環境、社會及管治年度大獎 2021** In Small Market Capitalisation category: 在主板小型市值類別： • ESG Report of the Year ESG 年度大獎 • Best in ESG Award ESG 最佳表現大獎 • Best in Reporting Award 最佳ESG報告大獎	BDO Limited 香港立信德豪會計師事務所有限公司	STHL 信德集團	
15 Years Plus Caring Company Logo 十五年 **Plus**「商界展關懷」標誌	The Hong Kong Council of Social Service 香港社會服務聯會	STHL 信德集團 STPML 信德物業管理有限公司 TurboJET 噴射飛航	
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	
Equal Opportunity Employer (Equality for Diverse Abilities) 平等機會僱主（傷健平等共融）	Equal Opportunities Commission 平等機會委員會	STHL 信德集團 STPML 信德物業管理有限公司	
Good MPF Employer and presented with e-Contribution Award and MPF Support Award 積金好僱主 及「電子供款獎」及「積金推廣獎」	The Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局	STHL 信德集團 STCMSL 信德會所管理服務有限公司 STDL 信德發展有限公司 STPL 信德置業管理有限公司	STPML 信德物業管理有限公司 STREL 信德地產有限公司 STTIHL 信德旅遊投資控股有限公司 MMCL 澳門東西有限公司
HR Appreciation Awards 2020 • COVID-19 Special Award – Corporate （只有英文版）	Classified Post 南華早報	STHL 信德集團	
Inaugural SportsHour Company Scheme 《企業「一」起動》嘉許計劃	InspiringHK Sports Foundation 凝動香港體育基金	STHL 信德集團	

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司
Manpower Developer Award Scheme 人才企業嘉許計劃	Employees Retraining Board 僱員再培訓局	TurboJET 噴射飛航
National Human Resource Management (Service) Innovation Competition 全國人力資源管理（服務）創新大賽 • 2020 Human Resources Management Business Value Creation Award 2020年度人力資源管理傑出業務價值創造獎 • 2020 Outstanding Employers Brand Building Leadership Award 2020年度卓越雇主品牌建設領軍獎	CCPIT Commercial Sub-Council and CCOIC Commercial Chamber of Commerce 中國貿促會商業行業委員會及中國國際商會商業行業商會	STH(M)L 信德集團控股（澳門）有限公司
ISO 45001:2018 Occupational Health and Safety Management Systems Accreditation **ISO 45001:2018職業健康安全管理體系認證**	Hong Kong Quality Assurance Agency 香港品質保證局	STPFML 信德物業及設施管理有限公司 STPL 信德置業管理有限公司 STPML 信德物業管理有限公司 STMSL 信德澳門服務有限公司
Outstanding Disabled Employees and Talent Recognizing Employers Award Program 2021 **2021優秀殘疾僱員暨識才僱主嘉許計劃** • Talent Recognizing Employer 識才僱主	Macao SAR Government Social Welfare Bureau and Labour Affairs Bureau 澳門特別行政區政府勞工事務局及社會工作局	Clean Living (Macau) Ltd 白洋舍（澳門）有限公司 STMSL 信德澳門服務有限公司
The 10th Hong Kong Outstanding Corporate Citizenship 第十屆香港傑出企業公民 • Merit Award (Enterprise Category) 優異獎（企業組別） • Merit Award (Volunteer Category) 優異獎（義工隊組別）	Hong Kong Productivity Council and Committee on the Promotion of Civic Education 香港生產力促進局及公民教育委員會	STHL 信德集團
The Racial Diversity and Inclusion Charter for Employers **種族多元共融僱主約章**	Equal Opportunities Commission 平等機會委員會	STHL 信德集團 STPML 信德物業管理有限公司 TurboJET 噴射飛航

Environmental Protection
環境保護

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司
2020 Hong Kong Awards for Environmental Excellence **2020 香港環境卓越大獎** • Certificate of Merit 優異獎	Environmental Campaign Committee 環境運動委員會	STPML 信德物業管理有限公司 • liberté 昇悅居
BOCHK Corporate Environmental Leadership Awards 2020 **中銀香港企業環保領先大獎2020** • 5 years+ EcoPioneer 5年+ 參與環保先驅 • EcoChallenger 環保優秀企業	Federation of Hong Kong Industries and Bank of China (Hong Kong) 香港工業總會及中國銀行（香港）	STPML 信德物業管理有限公司 • liberté 昇悅居

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司	
Charter on External Lighting 戶外燈光約章 • Platinum Award 鉑金獎 • Gold Award 金獎	Environment Bureau 環境局	STPML 信德物業管理有限公司 • Chatham Gate 昇御門 • liberté 昇悅居 • The Belcher's 寶翠園 • The Westwood 西寶城	
ECH$_2$O Charter 「商約」惜水約章	Water Supplies Department and Green Council 水務署及環保促進會	STPML 信德物業管理有限公司 •The Westwood 西寶城	
Energy Saving Charter 2021 and 4T Charter 2021 節能約章2021及4T約章2021	Electrical and Mechanical Services Department 機電工程署	STHL 信德集團 STPL 信德置業管理有限公司 • Shun Tak Centre 信德中心	STPML 信德物業管理有限公司 • Chatham Place 昇御商場 • liberté place 昇悅商場 • The Westwood 西寶城
Green Office Award Labelling Scheme 綠色辦公室獎勵計劃	World Green Organisation 世界綠色組織	STPL 信德置業管理有限公司	STPML 信德物業管理有限公司 • liberté 昇悅居
Hong Kong Green Awards 2021 香港綠色企業大獎2021 • Environmental, Health and Safety Award (SME) — Bronze 超卓環保安全健康獎 (中小企) — 銅獎 • Sustained Performance 7 years + 連續獲獎機構 (7年或以上)	Green Council 環保促進會	STPML 信德物業管理有限公司 • Chatham Gate 昇御門	
Hong Kong Green Organisation 香港綠色機構	Environmental Campaign Committee 環境運動委員會	STHL 信德集團	STPML 信德物業管理有限公司 • liberté 昇悅居
Hong Kong Green Organisation Certification — Energywi$e Certificate 香港綠色機構認證 — 節能證書	Environmental Campaign Committee 環境運動委員會	STHL 信德集團 AHG 雅辰酒店集團 STDL 信德發展有限公司	STPML 信德物業管理有限公司 • liberté 昇悅居 STREL 信德地產有限公司 MMCL 澳門東西有限公司 TurboJET 噴射飛航
Hong Kong Green Organisation Certification — IAQwi$e Certificate 香港綠色機構認證 — 清新室內空氣證書	Environmental Campaign Committee 環境運動委員會	STHL 信德集團	STPML 信德物業管理有限公司 • liberté 昇悅居
Hong Kong Green Organisation Certification — Wastewi$e Certificate 香港綠色機構認證 — 減廢證書	Environmental Campaign Committee 環境運動委員會	STHL 信德集團 AHG 雅辰酒店集團 STDL 信德發展有限公司 STPL 信德置業管理有限公司	STPML 信德物業管理有限公司 • liberté 昇悅居 STREL 信德地產有限公司 MMCL 澳門東西有限公司 TurboJET 噴射飛航

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司	
Indoor Air Quality Certificate **室內空氣質素檢定證書**	Environmental Protection Department 環境保護署	STHL 信德集團 STPL 信德置業管理有限公司 • Shun Tak Centre 信德中心	STPML 信德物業管理有限公司 • liberté 昇悅居 • The Belcher's Management Office 寶翠園管理處 • The Westwood 西寶城
ISO 14001:2015 Environmental Management Systems Accreditation **ISO 14001:2015 環境管理系統認證**	Hong Kong Quality Assurance Agency 香港品質保證局	Clean Living (Macau) Ltd 白洋舍 (澳門) 有限公司 STPFML 信德物業及設施管理有限公司 STPL 信德置業管理有限公司 STPML 信德物業管理有限公司 STMSL 信德澳門服務有限公司	
Programme on Source Separation of Domestic Waste Commendation Scheme 2020/21 **家居廢物源頭分類獎勵計劃2020/21** • Certificate of Merit 優異獎	Environmental Protection Department 環境保護署	STPML 信德物業管理有限公司 • liberté 昇悅居	
Macao Green Hotel Award 2019 **2019年澳門環保酒店獎** • Silver Award 銀獎	Macao Environmental Protection Bureau 澳門環境保護局	AHG 雅辰酒店集團 • Artyzen Grand Lapa Macau 澳門雅辰酒店 • Grand Coloane Resort 鷺環海天度假酒店	
Quality Water Supply Scheme for Buildings **大廈優質供水認可計劃** • Fresh Water (Management System) Blue Certificate 食水 (管理系統) 藍證書	Water Supplies Department 水務署	STPML 信德物業管理有限公司 • liberté 昇悅居	
樓宇安心用水計劃 — 高級證書 (available in Chinese only)	Macao SAR Government Marine and Water Bureau 澳門特別行政區政府海事及水務局	STPFML 信德物業及設施管理有限公司 • Nova City 濠庭都會 • Nova Grand 濠尚 • Nova Park 濠珀 • One Central Residences 壹號湖畔	

Quality and Customer Services
品質及客戶服務

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司
2020 Security Services Best Training Award **2020年度保安服務最佳培訓獎** • Award of Gold (Licensed Security Company - Type I) 金獎 (第一類別保安服務公司)	The Security Services Training Board of Vocational Training Council and the Hong Kong Police Force Crime Prevention Bureau 職業訓練局保安服務訓練委員會及香港警務處防止罪案科	STPML 信德物業管理有限公司 • liberté 昇悅居

Recognition / Award / Charter **嘉許 / 獎項 / 約章**	**Issuing Bodies** **頒發機構**	**Company** **公司**	
EdgeProp Singapore Excellence Awards 2021 **EdgeProp卓越大獎 2021** • Best Show Flat in the Luxury Category 最佳示範單位 • Design Excellence Award 最佳設計獎 • Top Boutique Development Award 最佳精品發展項目 • Top Luxury Development Award 最佳豪華發展項目	EdgeProp （只有英文版）	STHL 信德集團 • Park Nova 柏皓	
Excellence in Facility Management Award 2021 **卓越設施管理獎2021** • Excellence Award (Large-scale Residential) 卓越獎（大型住宅） • Excellence Award (Office Building) 卓越獎（商業樓宇）	The Hong Kong Institute of Facility Management 香港設施管理學會	STPL 信德置業管理有限公司 • Shun Tak Centre 信德中心	STPML 信德物業管理有限公司 • liberté 昇悅居
Hong Kong Top Brand Mark (Top Mark) — Ordinary & Premier Mark **香港名牌標識（Top嗲） — 普通標識、卓越標識**	Hong Kong Brand Development Council and The Chinese Manufacturers' Association of Hong Kong 香港品牌發展局及香港中華廠商聯合會	TurboJET 噴射飛航	
ISO 9001:2015 Quality Management Systems Accreditation **ISO 9001:2015 質量管理系統認證**	Hong Kong Quality Assurance Agency 香港品質保證局	Clean Living (Macau) Ltd 白洋舍（澳門）有限公司 STPFML 信德物業及設施管理有限公司 STPL 信德置業管理有限公司 STPML 信德物業管理有限公司 STMSL 信德澳門服務有限公司	
Kowloon West Best Security Services Awards 2020 **2020年度西九龍最佳保安服務選舉** • Honorable Managed Property Award 榮譽管理物業獎	Kowloon West Regional Crime Prevention Office, the Security and Guarding Services Industry Authority and The Hong Kong Association of Property Management Companies 西九龍總區防止罪案辦公室、保安及護衛業管理委員會及香港物業管理公司協會	STPML 信德物業管理有限公司 • liberté 昇悅居	
Partner Employer Award 2021 **「友商有良」嘉許計劃 2021**	The Hong Kong General Chamber of Small and Medium Business 香港中小型企業總商會	STHL 信德集團 STPML 信德物業管理有限公司	
The 11st PropertyGuru Asia Property Awards (Singapore) **第11屆「PropertyGuru-Asia 地產大獎（新加坡）」** • Best Condo Development (Singapore) 最佳公寓發展項目（新加坡） • Best Ultra Luxury Condo Development (Singapore) 最佳豪華公寓發展項目（新加坡）	PropertyGuru Group PropertyGuru集團	STHL 信德集團 • Park Nova 柏皓	
The 16th PropertyGuru Asia Property Awards Grand Final **第16屆「PropertyGuru-Asia 地產大獎」總決賽** • Best Condo Development (Asia) 最佳公寓發展項目（亞洲）	PropertyGuru Group PropertyGuru集團	STHL 信德集團 • Park Nova 柏皓	
The Lifestyle Hotel of the Year 2021 **2021年度生活方式酒店**	初旅行 First Journey	AHG 雅辰酒店集團 • Artyzen Habitat Hongqiao Shanghai 上海虹橋雅辰悅居酒店	
The Z Times Hotel of the Year 2021 **2021年度Z時代酒店**	初旅行 First Journey	AHG 雅辰酒店集團 • Artyzen Habitat Hongqiao Shanghai 上海虹橋雅辰悅居酒店	

These milestones also represent the shared values among trade organisations, industry associations and the Group, which require harmonised partnerships to bring us closer to a sustainable future. Tokens of our memberships and charters in 2021 are listed below.

以上的里程碑是基於本集團與相關貿易組織和行業協會擁有共同價值，並能締結相互和諧的夥伴關係，攜手邁向可持續的未來。以下是我們於2021年所持有的會籍與約章。

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

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

About this Report
關於本報告

This is the eighth Sustainability Report ("the Report") for Shun Tak Holdings Limited (Code: 242) and its subsidiaries. Our sustainability reports are published on an annual basis as part of the Group's ongoing commitment to sustainability and transparent reporting.

此乃信德集團有限公司(香港股份代號:242)及其附屬公司發表的第八份可持續發展報告(「本報告」)。本集團對可持續發展表現保持透明及負責任,並每年發佈集團可持續發展報告,以展現本集團在可持續發展道路上的承諾。

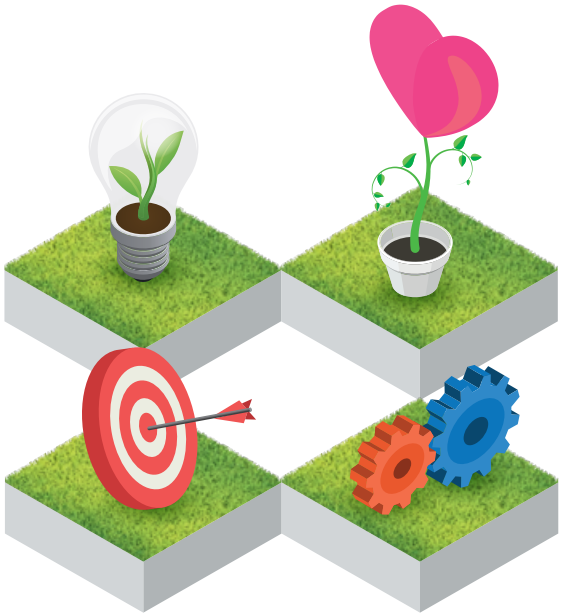
Reporting Period and Scope
報告期和報告範圍

This Report presents the Group's sustainability approach, initiatives and performance from 1 January to 31 December 2021. The reporting boundary includes our core businesses in property, hospitality, transportation and investment sectors, as well as the joint ventures over which the Group has dominant operational control in Hong Kong, Macau, Mainland China and Singapore.

Further information about the Group's corporate governance and financial performance can be found in our Annual Report 2021, which can be accessed on our corporate website: www.shuntakgroup.com.

本報告匯報集團於2021年1月1日至12月31日期間,有關可持續發展的方針、倡議及表現。當中報告範圍涵蓋本集團在地產、酒店及消閒、運輸和投資方面的主要業務,及其在香港、澳門、內地及新加坡所持有主要營運管控權的各合資企業。

有關企業管治及經濟表現的詳細資料,可於本公司網站:www.shuntakgroup.com 查閱集團的2021年年報。



Reporting Standards
報告準則

This Report is prepared in accordance with the Global Reporting Initiative ("GRI") Standards: Core option and the ESG Reporting Guide under Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong ("HKEX").

The Group supports the United Nations Sustainable Development Goals, which aim to tackle the most pressing environmental and social challenges of our time. We have aligned our sustainability strategy with ten SDGs where we believe we can deliver on the most.

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

本集團支持聯合國可持續發展目標,為應對現時最迫切的環境和社會問題出一分力,並將我們的可持續發展策略及可作出貢獻的十項可持續發展目標接軌。



External Assurance
外部驗證

A third-party institution has been commissioned to conduct an independent assurance on the report to validate the accuracy and reliability of its data and content. The scope and basis of the verification is set out in the Assurance Statement section of this Report.

本集團已委托獨立第三方核實本報告的數據及內容，確保資料準確無誤。有關驗證範圍和驗證準則，請參閱本報告的「驗證聲明」章節。

Contact Us
聯絡我們

We value your feedback and suggestions on our sustainability report for our continuous improvement. Please share your views with us at sustainability@shuntakgroup.com.

本集團歡迎讀者就本報告提出意見和建議，請透過電郵 sustainability@shuntakgroup.com 聯絡我們。

Stakeholder Engagement
持份者參與

Our stakeholders are entities or individuals who have a significant impact on our business or are significantly affected by our operations.

Continuous and effective communication with our stakeholders is crucial for our business success. Their feedback enables us to identify emerging risks and opportunities to our operations, make informed decisions to refine our sustainability strategies and priorities, as well as to prepare for future challenges.

In 2021, we continued to engage with our stakeholders through various channels to gain understanding of their views and expectations.

我們的持份者包括對我們的業務產生重大影響或受到我們業務影響的團體或個別人士。

本集團深信與持份者保持持續有效的溝通是我們業務成功的關鍵。持份者的回饋能讓我們辨別嶄新的風險和機遇，有利我們完善可持續發展策略及優先事項，為未來的挑戰作充分準備。

2021年，我們繼續透過各種渠道與持份者保持溝通，從而得知及理解他們對本集團的意見和期望。

Key Stakeholder Groups and Communication Channels
主要持份者組別和溝通渠道

BUSINESS PARTNERS 業務夥伴	• Annual Reports, Interim Reports, Circulars and Announcements • Corporate website • Press releases • Regular meetings	• 年報、中期報告、通函及公告 • 公司網站 • 新聞稿 • 定期會議
CUSTOMERS AND TENANTS 顧客及租戶	• Annual Reports, Interim Reports, Circulars and Announcements • Corporate website • Customer satisfaction survey • Customer service hotline • Regular meetings • Social media	• 年報、中期報告、通函及公告 • 公司網站 • 顧客滿意度調查 • 客戶服務熱線 • 定期會議 • 社交媒體
EMPLOYEES 員工	• Annual Reports, Interim Reports, Circulars and Announcements • Intranet and emails • Newsletters • Recreational and volunteer activities • Review and assessment • Training, seminars, briefing sessions	• 年報、中期報告、通函及公告 • 內聯網及電郵 • 公司通訊 • 康樂及義工活動 • 檢討及評估 • 培訓、研討會及簡介會
GOVERNMENT AND INDUSTRY ASSOCIATIONS 政府及業界組織	• Annual Reports, Interim Reports, Circulars and Announcements • Corporate website • Press releases • Regular meetings	• 年報、中期報告、通函及公告 • 公司網站 • 新聞稿 • 定期會議
MEDIA 傳媒	• Annual Reports, Interim Reports, Circulars and Announcements • Corporate website • Press releases	• 年報、中期報告、通函及公告 • 公司網站 • 新聞稿
NGOS AND LOCAL COMMUNITIES 非政府組織及本地社區	• Annual Reports, Interim Reports, Circulars and Announcements • Community service programmes • Corporate website • Joint projects • Volunteer activities	• 年報、中期報告、通函及公告 • 社區服務計劃 • 公司網站 • 協作項目 • 義工活動
SHAREHOLDERS AND INVESTORS 股東與投資者	• Annual General Meeting and other shareholders meetings • Annual Reports, Interim Reports, Circulars and Announcements • Meetings with investors and analysts • Press releases	• 週年常會及其他股東會議 • 年報、中期報告、通函及公告 • 與投資者及分析員進行會議 • 新聞稿
SUPPLIERS AND CONTRACTORS 供應商與承建商	• Annual Reports, Interim Reports, Circulars and Announcements • Review and assessment • Tendering processes • Training, seminars, briefing sessions	• 年報、中期報告、通函及公告 • 檢討及評估 • 投標程序 • 培訓、研討會及簡介會

Materiality Assessment
重要議題評估

We adopted the following four-step approach to determine, prioritise and validate material topics that are perceived to be the most significant to the Group and its stakeholders.

我們採納下述四個步驟，有系統地辨別、排序及核實集團與持份者共同關注的重要議題。

1 Stakeholder Engagement 持份者參與



Feedback from key stakeholders was collected through a series of engagement activities, including questionnaires, focus groups and telephone interviews

透過問卷調查、聚焦小組及電話訪問形式，收集持份者的回饋

Potential sustainability issues relevant to the Group were identified and grouped into three categories — Economic, Environmental and Social

識別與集團業務相關的可持續發展議題，並歸納為經濟、環境和社會三個類別

2 Industry Benchmarking 以同業披露範圍作基準

The performance and sustainability reports of our peers were reviewed to identify global trends and industry standards

分析同業的表現和可持續發展報告，以識別全球趨勢及行業標準



3 Materiality Assessment 重要議題評估



The priority of sustainability topics was assessed based on the results collected from the stakeholder engagement exercises and industry disclosure practices

收集持份者參與計劃的意見及業界披露狀況，評定重要可持續發展議題的優次

17 sustainability topics that are most material to our business and stakeholders were pinpointed

識別17個對我們的業務和持份者最重要的議題

4 Aspect Validation 核實重要議題

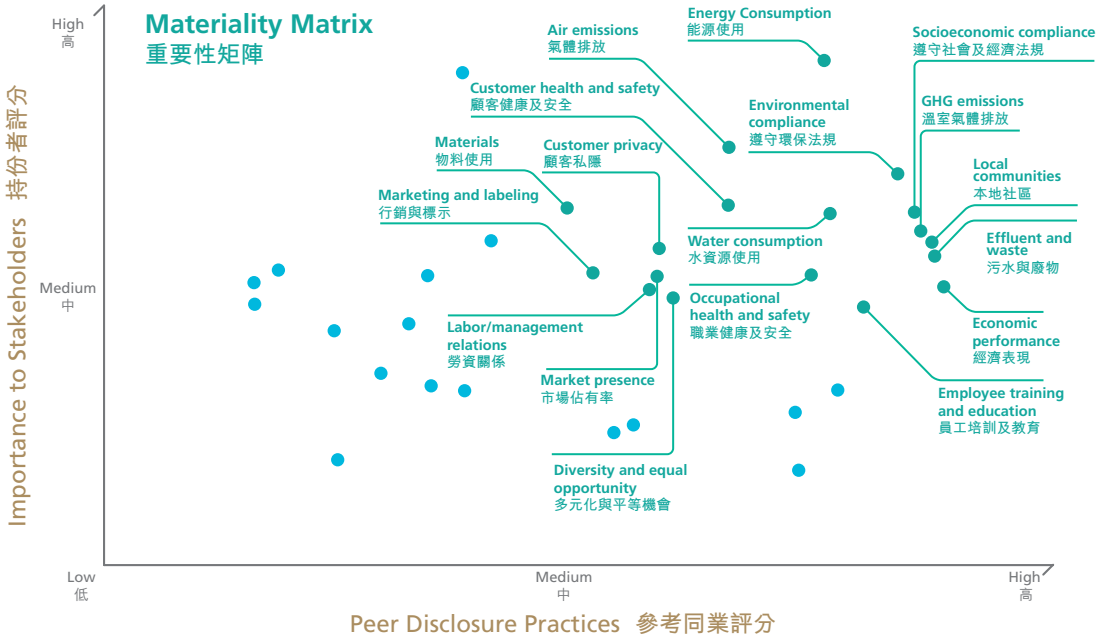
The results of the materiality assessment and the list of material topics were reviewed and validated by the Group's SSC

可持續發展督導委員會檢視及核實重要議題及其評估結果



The sustainability topics are mapped and plotted in the matrix below based on their level of materiality towards our stakeholders and peers.

透過矩陣方式，對持份者與同業均為重要的可持續發展議題排列如下。



The 17 identified material topics[6], covering economic, environmental and social aspects are summarised in the table below with the indication of their impact boundaries.

以下圖表說明17個涉及經濟、環保及社會表現的重要議題[6]及其影響範圍。

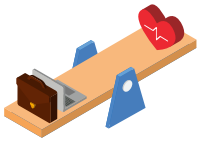
Category 類別	Material Topics 重要議題	Impact Boundaries 影響範圍			
		Employees 員工	Customers & Tenants 顧客及租戶	Suppliers & Contractors 供應商及承建商	Local Communities 本地社區
Economic 經濟	Economic performance 經濟表現	✓		✓	✓
	Market presence 市場佔有率	✓			
Environmental 環保	Materials 物料使用	✓			
	Energy consumption 能源使用	✓	✓		✓
	Water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

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

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

Since the feedback received from the stakeholder engagement exercise is quite diverse but also contain overlapping concerns, we consolidated them in the table below instead of aligning each concern with its respective stakeholder group. Please refer to the respective sections of the Report for our detailed responses and the stakeholder groups we engaged.

由於持份者參與計劃中收集所的回饋類別繁多，加上部分回饋內容重疊，所以我們沒有將每個關注範疇與個別持份者組別進行配對，而是透過以下圖表合併匯報。有關持份者的類別及我們的詳細回應，請參閱本報告的相應章節。

AREAS OF CONCERNS 關注範疇	STAKEHOLDERS' COMMENTS 持份者意見	OUR RESPONSES 集團回應
Group Sustainability Strategy 集團可持續發展策略 	Peer benchmarking is crucial for the Group to identify common practices, emerging sustainability trends and issues in the industry. 以同業作基準，有助集團識別同業日常慣例、可持續發展趨勢及議題。	Please refer to **"About this Report"** and **"Our Community"**. 請參閱「關於本報告」及「我們的社區」。
Workplace Practice 工作場所實務 	The Group should develop a platform to provide employees with information on training and career development opportunities, employee engagement activities, and occupational health and safety. 集團應建立溝通平台，為員工提供有關培訓、發展機會、員工活動和職業安全與健康的資訊。	Please refer to **"Our People"**. 請參閱「我們的員工」。
Social Involvement 社會參與 	More opportunities for workers with disabilities as well as barrier-free facilities should be provided. 集團應為殘疾員工提供更多就業機會和增設更多無障礙設施。	Please refer to **"Our Community"** and **"Our Value Chain"**. 請參閱「我們的社區」及「我們的價值鏈」。
Partner Synergy 夥伴協作 	The Group should leverage on its network of business partners and invite them to moret charitable activities, thus multiplying the positive impact on the society. 集團應善用業務夥伴的網絡，並邀請夥伴參與更多的慈善活動，從而為社會帶來加倍的正面影響。	Please refer to **"Our Community"**. 請參閱「我們的社區」。
Environmental Performance 環保表現 	Green, sustainable and innovative technologies should be explored and more widely adopted across the Group's operations to minimise environmental impacts. 集團應在業務中更廣泛的利用環保、可持續和創新的科技，以減少對環境的影響。	Please refer to **"Our Environment"**. 請參閱「我們的環境」。

Performance Data Summary[7]
表現數據摘要[7]



Economic Performance
經濟表現

Economic Performance[8] 經濟表現[8]	Unit 單位	2021
Direct economic value generated 直接經濟價值產生	HK$ '000 港幣千元	5,456,963
Economic value distributed 經濟價值分配		4,276,136
Economic value retained 經濟價值保留		1,180,827



Environmental Performance
環境表現

Energy Use[9] 能源使用[9]	Unit 單位	2021
Total energy use 能源使用總量	'000 kWh 千個千瓦時	121,656
Electricity 電	'000 kWh 千個千瓦時	99,122
Electricity intensity 耗電強度	'000 kWh / m^2 千個千瓦時 / 平方米	0.071
Towngas[10] 煤氣[10]	'000 kWh 千個千瓦時	543
Diesel 柴油		17,711
Unleaded petrol 無鉛汽油		81
Liquefied petroleum gas 液化石油氣		2,682
Piped natural gas 管道天然氣		1,517
Greenhouse Gas ("GHG") Emissions[11] 溫室氣體排放[11]	**Unit 單位**	**2021**
GHG emissions for Scope 1[12] 溫室氣體排放量 (範圍一) [12]	tonnes CO_2e 公噸二氧化碳當量	5,950
GHG emissions for Scope 2[13] 溫室氣體排放量 (範圍二) [13]		71,689
Carbon intensity for property sector 物業業務的碳強度	tonnes CO_2e / m^2 公噸二氧化碳當量 / 平方米	0.050
Carbon intensity for hospitality sector 酒店及消閒業務的碳強度	tonnes CO_2e / guest night 公噸二氧化碳當量 / 賓客入住晚數	0.048

7. The scope of data in 2021 was expanded to include YaTi by Artyzen Hongqiao Shanghai.
2021年的數據範圍擴大到包含上海虹橋雅辰緹酒店。
8. For more details, please refer to our Annual Report 2021 (www.shuntakgroup.com).
詳情請參閱本集團2021年年報 (www.shuntakgroup.com)。
9. Energy Use calculations used the conversion factors provided by the UK Government Greenhouse gas reporting: conversation factors 2021.
能源計算採用「UK Government GHG Conversion Factors for Company Reporting 2021年」的轉換系數。
10. The scope of towngas data in 2021 was expanded to include Artyzen Club.
2021年的數據範圍擴大到包含雅晨會。
11. GHG emission carbon intensity for transportation sector is omitted due to business disruption from the pandemic creating an abnormality in the data.
由於新冠疫情造成的業務影響導致數據異常，因而集團省略匯報運輸業務的溫室氣體排放強度。
12. GHG emission factors for stationary and mobile combustion are based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purpose) in Hong Kong issued by the EPD and EMSD in February 2010; the emission factor for piped natural gas in China is sourced from GHG Protocol tool for Energy Consumption in China (version 2.1).
來自香港的固定源及流動源的溫室氣體排放基於由環境保護署及機電工程署於2010年2月刊發的《香港建築物（商業、住宅或公共用途）的溫室氣體排放及減除的審計和報告指引》計算；中國地區管道天然氣的排放系數是根據溫室氣體核算體系發佈的《能源消耗引起的溫室氣體排放計算工具指南（2.1版）》作統一計算。
13. GHG emissions associated with the electricity purchased in Hong Kong and Macau are provided by the relevant providers of electricity. These specific Emission Factors are available from the CLP's sustainability report 2020, Hong Kong Electric's sustainability report 2020 and Companhia de Electricidade de Macau's sustainability report 2020. For electricity purchased from China, reference is made to the National Baseline Grid Emission Factor in China 2015 issued by the Ministry of Ecology and Environment of the PRC. For gas purchased from Towngas, the Emission Factor is available in the Towngas sustainability report 2020.
香港和澳門購買的電力相關的溫室氣體排放系數由相關電力供應商提供。這些具體的排放系數可從中華電力有限公司的2020年可持續發展報告、香港電燈有限公司的2020年可持續發展報告及澳門電力股份有限公司的可持續發展報告2020年獲得。中國電力的溫室氣體排放系數為國家發改委發佈的2015年全國電網平均排放因子。而由香港中華煤氣有限公司供應的煤氣，溫室氣體排放系數刊載於煤氣公司2020年可持續發展報告中。



Other Air Emissions[14] 其他氣體排放[14]	Unit 單位	2021
NOx emission[15] 氮氧化物排放量[15]	kg 公斤	129
SOx emission[16] 硫氧化物排放量[16]		664
Resources Use[17] 使用物料[17]	**Unit 單位**	**2021**
Paper 紙	tonnes 公噸	22.6
Municipal water 市政用水	cubic metre 立方米	933,111
Municipal water intensity 市政用水強度	cubic metre / m^2 立方 / 平方米	0.7
Waste Disposal & Recycling 廢物棄置及回收	**Unit 單位**	**2021**
Non-hazardous Waste 非有害廢棄物		
General waste to landfill[18] 一般廢棄物（堆填）[18]	tonnes 公噸	13,696.6
General waste to incineration[19] 一般廢棄物（焚化）[19]	tonnes 公噸	33.2
General waste to landfill/ incineration intensity[20] 一般廢棄物（堆填 / 焚化）強度[20]	tonnes / m^2 公噸 / 平方米	0.02
Paper recycled 回收紙	tonnes 公噸	229.4
Plastics recycled 回收塑膠		7.0
Metals recycled 回收金屬		173.3
Used clothes recycled 回收舊衣物		12.1
Hazardous Waste[21] 有害廢棄物[21]		
Fluorescent lamps 光管	tonnes 公噸	4.6
Batteries 電池	tonnes 公噸	5.9
Toner cartridges 碳粉匣	pieces 件	432
Waste Oil 廢油	litres 公升	9,561.0



14. Emissions from Particulate Matter, Persistent Organic Pollutants, Volatile Organic Compounds, Hazardous Air Pollutants are regarded as insignificant compared to emissions from NOx and SOx.
本集團的懸浮粒子、持久性有機污染物、揮發性有機化合物、有害空氣污染物排放量相較於氮氧化物及硫氧化物排放量並不顯著。
15. NOx emissions include the Group's emissions from vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX.
氮氧化物排放量僅限於集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。
16. SOx emissions include the Group's emissions from TurboJET, vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX.
硫氧化物排放量僅限於噴射飛航、集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。
17. The use of packaging materials is not applicable to the Group due to the nature of its business operations.
基於集團業務性質，包裝材料的使用並不適用於本集團。
18. Includes landfill data from The Belcher's, Chatham Gate, liberté, Shun Tak Centre and TurboJET only.
堆填數據只包括來自寶翠園、昇御門、昇悅居、信德中心及噴射飛航。
19. Includes incineration data from Grand Coloane Resort and Artyzen Grand Lapa Macau only.
焚化數據只包括來自寶鷺環海天度假酒店及澳門雅辰酒店。
20. Includes landfill and incineration data from The Belcher's, Chatham Gate, liberté, Shun Tak Centre, Grand Coloane Resort, Artyzen Grand Lapa Macau and TurboJET only.
堆填及焚化數據只包括來自寶翠園、昇御門、昇悅居、信德中心、鷺環海天度假酒店、澳門雅辰酒店及噴射飛航。
21. Contractors are retained to collect hazardous waste.
安排承建商收集有害廢棄物。

Social Performance
社會表現

Total Workforce 員工總數	Unit 單位	2021
By Location 按地區劃分		
Hong Kong 香港	no. 人數 (%)	1,201 (39.1%)
Macau 澳門		1,580 (51.5%)
Mainland China 中國內地		263 (8.6%)
Singapore 新加坡		24 (0.8%)
By gender 按性別劃分		
Female 女性	no. 人數 (%)	1,287 (41.9%)
Male 男性		1,781 (58.1%)
By age group 按年齡組別劃分		
Under 30 years old 30歲以下	no. 人數 (%)	402 (13.1%)
30 — 50 years old 30至50歲		1,582 (51.6%)
Over 50 years old 50歲以上		1,084 (35.3%)
By employment category 按職級劃分		
Senior level 高層員工	no. 人數 (%)	208 (6.8%)
Middle level 中層員工		550 (17.9%)
Entry level 普通員工		2,310 (75.3%)
By employment type 按勞僱類型劃分		
Full-time 全職	no. 人數 (%)	2,838 (93%)
Part-time 兼職		230 (7%)



New Hire and Employee Turnover 新進員工和離職員工	Unit 單位	2021 New Hire[22] 2021 新進員工[22]	2021 Turnover[23] 2021 離職員工[23]
Group overall 總數	no. 人數 (%)	552 (18%)	1,128 (36.8%)
By Location 按地區劃分			
Hong Kong 香港	no. 人數 (%)	204 (6.6%)	669 (21.8%)
Macau 澳門		197 (6.4%)	332 (10.8%)
Mainland China 中國內地		138 (4.5%)	124 (4.0%)
Singapore 新加坡		13 (0.4%)	3 (0.1%)
By gender 按性別劃分			
Female 女性	no. 人數 (%)	261 (8.5%)	429 (14.0%)
Male 男性		291 (9.5%)	699 (22.8%)
By age group 按年齡組別劃分			
Under 30 years old 30歲以下	no. 人數 (%)	176 (5.7%)	218 (7.1%)
30 — 50 years old 30至50歲		295 (9.6%)	491 (16%)
Over 50 years old 50歲以上		81 (2.6%)	419 (13.7%)

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

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

Occupational Health and Safety 職業健康及安全數據		Unit 單位	2021
Injury rate[24] 工傷比率[24]	Female 女性	Per 1,000 employees 每1,000個員工	3.91
	Male 男性		6.19
Absentee rate [25] (including vaccination leave) 缺勤比率[25] (包括疫苗假期)	Female 女性	%	0.51
	Male 男性		0.73
Lost day rate[26] 損失工作日比率[26]	Female 女性	%	0.06
	Male 男性		0.09
Occupational disease rate 職業病比率	Female 女性	Per 1,000 employees 每1,000個員工	0
	Male 男性		0
No. of fatalities[27] 致命工傷宗數[27]	Female 女性	no. 人數	0
	Male 男性		0

Employee Training[28] 員工培訓[28]	Unit 單位	2021
Average hours of training received per employee 每名員工平均培訓時數	hours 小時	5.3
Average hours of training per employee by gender 按性別劃分的每名員工平均培訓時數		
Female 女性	hours 小時	4.4
Male 男性		5.8
Average hours of training per employee by employment category 按職級劃分的每名員工平均培訓時數		
Senior level 高層員工	hours 小時	6.8
Middle level 中層員工		4.1
Entry level 普通員工		6.0
Percentage of employees trained by gender 按性別劃分的受培訓員工百分比		
Female 女性	%	50.4
Male 男性		58.4
Percentage of employees trained by employment category 按職級劃分的受培訓員工百分比		
Senior level 高層員工	%	40.0
Middle level 中層員工		37.2
Entry level 普通員工		73.8

Suppliers by Geographical Region 各地區供應商	Unit 單位	2021
Hong Kong 香港	no. 個 (%)	3,119 (58.9%)
Macau 澳門		1,282 (24.2%)
Other regions 其他		896 (16.9%)

Community Work 社區工作	Unit 單位	2021
No. of programmes 社區項目數目	no. 個	114
No. of volunteer hours 義工服務時數	hours 小時	1,316
No. of beneficiaries served 受惠人數	no. 個	15,285
Amount of charity in-kind donations[29] 慈善捐贈總值[29]	HK$ 港幣	31,969,492

24. Injury rate = Total number of injury x 1000 / Total workforce
工傷比率=工傷宗數×1000÷員工總數
25. 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%
26. 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%
27. The no. of fatalities remained zero since year 2018.
自2018起，死亡人數維持0人。
28. In this year, the total workforce used in the calculation of employee training included resigned employees during the reporting period.
今年，在計算員工平均培訓時數中採用的員工總數包括報告期內的已離職員工。
29. Includes company monetary and in-kind donations, and staff donation across all business units.
包括各業務部門的慈善捐款及實物捐贈和員工捐贈。

GRI and HKEX ESG Content Index
全球報告倡議組織及香港交易所ESG報告指引內容索引

Shun Tak Holdings Sustainability Report 2021 is prepared in accordance with GRI Standards: Core option and the ESG Reporting Guide under Appendix 27 to the Rules Governing the Listing of Securities on HKEX. The following table provides with either cross-references of the relevant chapters or explanation.

《信德集團可持續發展報告2021》是依循全球報告倡議組織(「GRI」)準則:核心選項和香港聯合交易所有限公司證券上市規則附錄27《環境、社會及管治報告指引》所編寫。下表提供了相關章節或說明的互相參照。

GRI Standard 全球報告倡議組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEX KPI 香港聯交所關鍵績效指標	Page No. 頁數
GRI 101: Foundation 2016 **GRI 101: 基礎2016** **GRI 102: General Disclosures 2016** **GRI 102: 一般揭露2016**				
Organisational Profile 組織概況				
102-1	Name of the organisation 組織名稱	About Shun Tak 信德集團		P.4-5
102-2	Activities, brands, products, and services 活動、品牌、產品與服務	About Shun Tak 信德集團 See also Review of Operations section of Annual Report 2021 並參閱2021年年報「業務回顧」章節		P.4-5 N/A
102-3	Location of headquarters 總部位置	About Shun Tak 信德集團		P.4-5
102-4	Location of operations 營運活動地點	About Shun Tak 信德集團		P.4-5
102-5	Ownership and legal form 所有權與法律形式	About this Report 關於本報告 See also Review of Operations section of Annual Report 2021 並參閱2021年年報「業務回顧」章節		P.78-83 N/A
102-6	Markets served 提供服務的市場	About Shun Tak 信德集團		P.4-5
102-7	Scale of the organisation 組織規模	Our People 我們的員工 Performance Data Summary 表現數據摘要		P.44-59 P.84-87
102-8	Information on employees and other workers 員工與其他工作者的資訊	Performance Highlights 表現概覽 Our People 我們的員工 Performance Data Summary 表現數據摘要	B1.1, B1.2	P.6-7 P.44-59 P.84-87
102-9	Supply Chain 供應鏈	Our Value Chain 我們的價值鏈 Performance Data Summary 表現數據摘要	GD-B5, B5.1, B5.2, B5.3, B5.4	P.60-70 P.84-87
102-10	Significant changes to the organisation and its supply chain 組織與其供應鏈的重大變化	No significant changes to size, structure or ownership during the reporting period. 報告期內沒有關於組織規模、結構或所有權的重大改變。		N/A
102-11	Precautionary principle or approach 預警原則或方針	Our Governance 我們的管治 See also the Corporate Governance Report section of our Annual Report 2021. 並參閱2021年年報「企業管治報告」章節		P.8-13 N/A

GRI Standard 全球報告倡議組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEX KPI 香港聯交所關鍵績效指標	Page No. 頁數
102-12	External initiatives 外部倡議	Our Environment 我們的環境 Major Recognitions, Awards, Charters & Memberships 主要嘉許、獎項、約章及會籍		P.14-27 P.71-77
102-13	Membership of associations 公協會的會員資格	Major Recognitions, Awards, Charters & Memberships 主要嘉許、獎項、約章及會籍		P.71-77
Strategy 策略				
102-14	Statement from senior decision maker 決策者的聲明	Message from the Management 管理層寄語		P.2-3
Ethics and Integrity 倫理與誠信				
102-16	Values, principles, standards, and norms of behaviour 價值、原則、標準及行為規範	Message from the Management 管理層寄語 About Shun Tak 信德集團 See also the Corporate Governance Report section of our Annual Report 2021. 並參閱2021年年報「企業管治報告」章節	GD-B7, B7.2	P.2-3 P.4-5 N/A
Governance 治理				
102-18	Governance structure 治理結構	Our Governance 我們的管治 See also the Corporate Governance Report section of our Annual Report 2021. 並參閱2021年年報「企業管治報告」章節		P.8-13 N/A
Stakeholder Engagement 持份者參與				
102-40	List of stakeholder groups 持份者組別	About this Report 關於本報告		P.78-83
102-41	Collective bargaining agreements 團體協約	No current employees are covered by collective bargaining agreements. 暫時無僱員受集體談判合約保障。		N/A
102-42	Identifying and selecting stakeholders 鑑別與選擇持份者	About this Report 關於本報告		P.78-83
102-43	Approach to stakeholder Engagement 與持份者溝通的方針	About this Report 關於本報告 Our Value Chain 我們的價值鏈	B6.2	P.78-83 P.60-70
102-44	Key topics and concerns raised 提出之關鍵主題與關注事項	About this Report 關於本報告	B6.2	P.78-83
Reporting Practice 報導實務				
102-45	Entities included in the consolidated financial statements 合併財務報表中所包含的實體	About this Report 關於本報告 See also Notes to the Financial Statements section of our Annual Report 2021. 並參閱2021年年報「財務報表附註」章節		P.78-83 N/A
102-46	Defining report content and topic Boundaries 界定報告書內容與主題邊界	About this Report 關於本報告 As there have been no significant changes in our material issues since the 2016 assessment, a materiality assessment survey was not conducted in 2021. We shall review our material issues annually if necessary. Our senior management review and confirm our material topics every year. 由於我們就2016年釐定的重要議題並未發現有重大變化，因此在2021年未有進行重要議題評估。有必要時，我們將每年檢討我們的重大議題。每年，高級管理層會審視並確認集團的重要議題。		P.78-83 N/A
102-47	List of material topics 重大主題列表	About this Report 關於本報告		P.78-83
102-48	Restatements of information 資訊重編	There were no restatements of information in this Report. 沒有就去年報告內容作出重整。		N/A

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102-49	Changes in reporting 報導改變	There are no significant changes compared to previous reporting periods regarding the lists of material topics and topic boundaries. 與以前的報告期相比，本報告沒有對重要議題及議題邊界方面作出重大改變。		N/A
102-50	Reporting period 報告期間	About this Report 關於本報告		P.78-83
102-51	Date of most recent report 上一次報告書的日期	Our previous report was published in April 2021. 上一次報告書於2021年4月出版。		N/A
102-52	Reporting cycle 報告週期	About this Report 關於本報告		P.78-83
102-53	Contact point for questions regarding the report 可回答報告書相關問題的聯絡人	About this Report 關於本報告		P.78-83
102-54	Claims of reporting in accordance with the GRI Standards 依循GRI準則報導的宣告	About this Report 關於本報告		P.78-83
102-55	GRI content index 依循GRI準則報導的宣告	GRI and HKEX ESG Content Index 全球報告倡議組織及香港交易所ESG報告指引內容索引		P.88-94
102-56	External assurance 外部保證 / 確信	About this Report 關於本報告 Assurance Statement 驗證聲明		P.78-83 P.95-96
Material Topics 重要議題				
GRI 200: Economic Topics **GRI 200: 經濟** **GRI 201: Economic Performance 2016** **GRI 201: 經濟績效 2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		Our Governance 我們的管治 Our Community 我們的社區 See also the Group Financial Review in our Annual Report 2021. 並參閱2021年年報「集團財務回顧」章節		P.8-13 P.28-43 N/A
201-1	Direct economic value generated and distributed 組織所產生及分配的直接經濟價值	Performance Data Summary 表現數據摘要 See also the Group Financial Review in our Annual Report 2021. 並參閱2021年年報「集團財務回顧」章節	B8.2	P.84-87 N/A
GRI 202: Market Presence 2016 **GRI 202: 市場地位 2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工		P.78-83 P.44-59
202-1	Ratios of standard entry level wage by gender compared to local minimum wage 不同性別的基層人員之標準薪資與當地最低薪資的比率	We complied with local minimum wages laws in Hong Kong, Macau, Mainland China and Singapore. Employees' wage rate is based on performance and experience. 我們符合香港、澳門及中國內地的最低工資法律，並依照員工的表現和經驗制定薪酬。	GD-B1	N/A

GRI Standard 全球報告倡議組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEX KPI 香港聯交所關鍵績效指標	Page No. 頁數
GRI 300: **Environmental Topics** **GRI 300**: 環境 **GRI 301**: **Materials 2016** **GRI 301**: 物料 **2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Governance 我們的管治 Our Environment 我們的環境	GD-A2, GD-A3, A3.1	P.78-83 P.8-13 P.14-27
301-1	Materials used by weight or volume 所用物料的重量或體積	Performance Data Summary 表現數據摘要	A2.5	P.84-87
GRI 302: **Energy 2016** **GRI 302**: 能源 **2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Governance 我們的管治 Our Environment 我們的環境	GD-A2, A2.3, GD-A3, A3.1	P.78-83 P.8-13 P.14-27
302-1	Energy consumption within the organisation 組織內部的能源消耗量	Performance Data Summary 表現數據摘要	A2.1	P.84-87
GRI 303: **Water and Effluents 2018** **GRI 303**: 水與污水 **2018**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Governance 我們的管治 Our Environment 我們的環境	GD-A2, A2.4, GD-A3, A3.1	P.78-83 P.8-13 P.14-27
303-1	Interactions with water as a shared resource 共享水資源之相互影響	Our Governance 我們的管治 Our Environment 我們的環境	GD-A2, A2.4, GD-A3, A3.1	P.8-13 P.14-27
303-2	Management of water discharge-related impacts 與排水相關衝擊的管理	Our Governance 我們的管治 Our Environment 我們的環境	GD-A2, A2.4, GD-A3, A3.1	P.8-13 P.14-27
303-5	Water consumption 耗水量	Performance Data Summary 表現數據摘要 The Group did not consume any water from areas with water stress during the reporting period. 報告期內，集團沒有使用具水資源壓力地區的水。	A2.2	P.84-87 N/A
GRI 305: **Emissions 2016** **GRI 305**: 排放 **2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Governance 我們的管治 Our Environment 我們的環境 There are no laws and regulations that have a significant impact on the Group relating to air and greenhouse gas emissions. 本地沒有法律及規例影響本集團有關廢氣及溫室氣體排放的管理。	GD-A1, A1.5, GD-A3, A3.1, GD-A4, A4.1	P.78-83 P.8-13 P.14-27 N/A

GRI Standard 全球報告倡議組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEX KPI 香港聯交所關鍵績效指標	Page No. 頁數
305-1	Direct (Scope 1) GHG emissions 直接（範疇1）溫室氣體排放	Performance Data Summary 表現數據摘要	A1.2	P.84-87
305-2	Energy indirect (Scope 2) GHG emissions 能源間接（範疇2）溫室氣體排放	Performance Data Summary 表現數據摘要	A1.2	P.84-87
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions 氮氧化物、硫氧化物和其他重大的氣體排放	Performance Data Summary 表現數據摘要 Emissions from PM, POP, VOC and HAP are regarded as insignificant compared to emissions from NOx and SOx. 本集團的懸浮粒子、持久性有機污染物、揮發性有機化合物和有害空氣污染物排放量相較於氮氧化物及硫氧化物排放量並不顯著。	A1.1	P.84-87 N/A
GRI 306: Effluents and Waste 2016 **GRI 306: 廢污水及廢棄物2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Governance 我們的管治 Our Environment 我們的環境 There are no laws and regulations that have a significant impact on the Group relating to discharges into water and land, and generation of hazardous and non-hazardous waste. 本地沒有法律及規例影響本集團有關水及土地的排污、有害及無害廢棄物的管理。	GD-A1, A1.6, GD-A3, A3.1	P.78-83 P.8-13 P.14-27 N/A
306-2	Waste by type and disposal method 按類別及處置方法劃分的廢棄物	Performance Data Summary 表現數據摘要	A1.3, A1.4	P.84-87
GRI 307: Environmental Compliance 2016 **GRI 307: 有關環境保護的法規遵循2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Governance 我們的管治 Our Environment 我們的環境	GD-A1	P.78-83 P.8-13 P.14-27
307-1	Non-compliance with environmental laws and regulations 違反環保法規	There were no fines or non-monetary sanctions for non-compliance in the environmental area during the reporting period. 報告期內，集團沒有因違反環境相關法規而被處分罰款或受非金錢制裁。	GD-A1	N/A
GRI 400: Social Topics **GRI 400: 社會** **GRI 402: Labour / Management Relations 2016** **GRI 402: 勞 / 資關係2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工 There were no incidents of non-compliance related to child and forced labour. 報告期內，集團沒有違反強迫勞工或童工法規的事件。	GD-B1, B4, B4.1, B4.2	P.78-83 P.44-59 N/A
402-1	Minimum notice periods regarding operational changes 關於營運變化的最短預告期	Depending on the circumstances, there is no fixed minimum notice regarding operational change. However, to the extent possible, we do inform our 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。		N/A

GRI Standard 全球報告倡議組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEX KPI 香港聯交所關鍵績效指標	Page No. 頁數
GRI 403: Occupational Health and Safety 2018 **GRI 403: 職業安全衛生2018**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工 There are no laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting employees from occupational hazards. 本地沒有法律及規例影響本集團有關提供安全工作環境及保障僱員避免職業性危害的相關法律及規例。	GD-B2, B2.3	P.78-83 P.44-59 N/A
403-1	Occupational health and safety management system 職業安全衛生管理系統	Our People 我們的員工	GD-B2, B2.3	P.44-59
403-2	Hazard identification, risk assessment, and incident investigation 危害辨識、風險評估、及事故調查	Our People 我們的員工	GD-B2, B2.3	P.44-59
403-3	Occupational health services 職業健康服務	Our People 我們的員工	GD-B2, B2.3	P.44-59
403-4	Worker participation, consultation, and communication on occupational health and safety 有關職業安全衛生之工作者參與、諮商與溝通	Our People 我們的員工	GD-B2, B2.3	P.44-59
403-5	Worker training on occupational health and safety 有關職業安全衛生之工作者訓練	Our People 我們的員工	GD-B2, B2.3	P.44-59
403-6	Promotion of worker health 工作者健康促進	Our People 我們的員工	GD-B2, B2.3	P.44-59
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 預防和減輕與業務關係直接相關聯之職業安全衛生的衝擊	Our People 我們的員工	GD-B2, B2.3	P.44-59
403-9	Work-related injuries 職業傷害	Performance Data Summary 表現數據摘要	B2.1, B2.2	P.84-87
GRI 404: Training and Education 2016 **GRI 404: 訓練與教育2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工	GD-B3, B7.3	P.78-83 P.44-59
404-1	Average hours of training per year per employee 每名員工每年接受訓練的平均時數	Our People 我們的員工 Performance Data Summary 表現數據摘要	B3.1, B3.2	P.44-59 P.84-87
GRI 405: Diversity and Inclusion 2016 **GRI 405: 員工多元化與平等機會2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our People 我們的員工	GD-B1	P.78-83 P.44-59
405-1	Diversity of governance bodies and employees 治理單位與員工的多元化	Our People 我們的員工 Performance Data Summary 表現數據摘要 See also the Corporate Governance Report section of our Annual Report 2021. 並參閱2021年年報「企業管治報告」章節	B1.1	P.44-59 P.84-87 N/A

GRI Standard 全球報告倡議組織標準	Disclosure Number and Title 披露項目	Section reference / remarks 互相參照 / 註釋	HKEX KPI 香港聯交所關鍵績效指標	Page No. 頁數
GRI 413: Local Communities 2016 **GRI 413: 當地社區2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Community 我們的社區	GD-B8	P.78-83 P.28-43
413-1	Operations with local community engagement, impact assessments, and development programs 經當地社區溝通、衝擊評估和發展計劃的營運活動	Our Community 我們的社區 Performance Data Summary 表現數據摘要	B8.1	P.28-43 P.84-87
GRI 416: Customer Health and Safety 2016 **GRI 416: 顧客的健康與安全2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Value Chain 我們的價值鏈	GD-B6	P.78-83 P.60-70
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services 違反有關產品與服務的健康和安全法規之事件	There were no reported incidents of non-compliance concerning the health and safety of our products and services reported during the reporting period. 報告期內，集團沒有發生違反有關產品和服務健康與安全影響法規的事件。	GD-B6, B6.1, B6.4	N/A
GRI 417: Marketing and Labelling 2016 **GRI 417: 行銷及標示2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 Our Value Chain 我們的價值鏈	GD-B6, B6.3	P.78-83 P.60-70
417-2	Incidents of non-compliance concerning product and service information and labelling 未遵循產品與服務之資訊與標示法規的事件	There were no reported incidents of non-compliance concerning product and service information and labelling during the reporting period. 報告期內，集團沒有發生違反有關產品和服務資訊標示的法規的事件。	GD-B6	N/A
GRI 418: Customer Privacy 2016 **GRI 418: 客戶隱私 2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告	GD-B6, B6.5	P.78-83
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data 經證實侵犯客戶隱私或遺失客戶資料的投訴	There were no substantiated complaints identified in relation to customer privacy during the reporting period. 報告期內，本集團沒有經證實的侵犯顧客私隱及遺失顧客資料的投訴。	B6.2	N/A
GRI 419: Socioeconomic Compliance 2016 **GRI 419: 社會經濟法規遵循 2016**				
GRI 103 Management Approach 2016 GRI 103 管理方針 2016		About this Report 關於本報告 The Group's Code of Conduct was established in accordance with Hong Kong's Prevention of Bribery Ordinance, which prohibits unethical issues such as corruption, bribery and conflict of interest within our working environment. 本集團的《行為守則》是根據香港的《防止賄賂條例》制定的，該守則禁止我們的工作環境中發生如貪污、賄賂和利益衝突之類等不道德事件。		P.78-83 N/A
419-1	Non-compliance with laws and regulations in the social and economic area 違反社會及經濟領域方面之法律和規定	There were no incidents of non-compliance concerning laws and regulations during the reporting period. 報告期內，集團沒有發生違反社會及經濟相關法規的事件。	GD-B1, GD-B2, GD-B4, GD-B6, GD-B7, B7.1	N/A

Assurance Statement
驗證聲明

SGS Statement On Assurance (Shun Tak Holdings Limited Sustainability Report 2021)
香港通用檢測認證有限公司對《信德集團有限公司可持續發展報告2021》驗證聲明

Nature and scope of the assurance

SGS Hong Kong Limited was commissioned by the Shun Tak Holdings Limited (thereafter as "Shun Tak") to conduct an independent assurance of the Sustainability Report 2021 of Shun Tak (thereafter as the "Report"). The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the performance of Shun Tak from 1 January 2021 to 31 December 2021.

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

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

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

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

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

Statement of Independence and Competence

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

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

驗證的性質和範圍

香港通用檢測認證有限公司獲信德集團有限公司（以下簡稱「信德」）委託，對《信德集團有限公司可持續發展報告2021》（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2021年1月1日至2021年12月31日有關可持續發展的表現。

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

本報告以高級審查規格進行驗證，所用規章旨在：

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

驗證方法包括驗證前調研及進行文檔和記錄審查和確認。

獨立審計的財務帳戶中的財務資料，並未於本驗證流程中與來源資料進行核對。

獨立性與能力聲明

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

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

Assurance Opinion

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

驗證意見

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

Signed:

For and on behalf of SGS Hong Kong Limited



Miranda Kwan Director
Knowledge Solutions

18 March 2022
www.sgs.com

簽字：

代表香港通用檢測認證有限公司



關靜儀
總監 知識與管理

2022年3月18日
www.sgs.com



信德集團
SHUN TAK HOLDINGS

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

信德集團有限公司
香港干諾道中二百號信德中心西座三十九頂樓
www.shuntakgroup.com

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