

信德集團

SHUN TAK HOLDINGS

Stock Code 股份代號: 242



SUSTAINABILITY REPORT

可持續發展報告

2022



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

The Group's caring efforts and forward-looking aspirations in sustainability are best symbolised by the life cycle of a plant, from the seed to ripening stages. We began our journey by sowing our 2030 Environmental Targets in 2021 and have since dived into every available ESG opportunity to germinate and sprout our first leaf. This leaf encompasses our establishment in Hong Kong and Macau, which are portrayed by Shun Tak Centre, the Ferry Terminal, TurboJET and Macau Tower near the stem; as well as our gradual expansion into the Greater Bay Area as illustrated by the Hong Kong-Zhuhai-Macao Bridge near the tip. The different shades of green extending outwards mirror our continuing effort in building up our resilience.

綠磚路 | 深耕細作

本集團在可持續發展方面的努力和前瞻性的抱負，象徵著植物從種子到成熟階段的生命週期。我們在2021年播下的2030年環境目標，展開我們的旅程，自此我們把握任何一個能讓我們發芽成長的環境、社會及管治機會，長出了我們的第一片葉子。這片葉子展現了我們在香港和澳門業務的根基，涵蓋了在葉柄附近的信德中心、客運碼頭、噴射飛航和澳門旅遊塔；以及我們如葉尖附近的港珠澳大橋所示，正逐漸擴展至大灣區。由內到外的深淺綠色反映了我們持續建立與日俱增的韌力。

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Message from the Management 管理層寄語

2022 was another year of challenges, but nonetheless incredibly holding us and our stakeholders together where commitment and goal are combined to develop and execute a wealth of sustainable initiatives across the globe.

Shun Tak Group has a history of over 60 years in establishing bonds with our stakeholders and rewarding the communities on our core principles of “Integrity and Virtue”. Building on our heritage in Hong Kong, Macau and the Greater Bay Area, we are devoted to serving the communities by creating long-term value for our stakeholders through our environmental, social and governance related initiatives over the years.

With our businesses spanning across different sectors, we acknowledge the importance of monitoring and managing our environmental impacts, especially our carbon footprint. This year, we have introduced the Climate Change Policy as a means of consolidating our efforts in combating climate change after identifying and prioritising our most material climate risks.

Despite the persistence of COVID-19, we have remained steadfast in our commitment to the United Nations Sustainable Development Goals (“SDGs”). They provide a critical framework for a more sustainable and resilient future by addressing global challenges such as climate change, inequality and even recovery from COVID-19. In 2022, we have mapped out our contributions towards ten of the SDGs across the four aspects of environment, community, people and value chain.

2022依然是充滿挑戰的一年，但我們仍與持份者步調一致，保持共同承諾和目標，為發展和實施全球多個可持續發展倡議作出貢獻。

信德集團以「誠信德行」的核心價值，在60多年來與我們的持份者建立緊密聯繫，並同時回饋社區。信德秉承香港、澳門以及大灣區的悠久傳統，致力為各持份者創造長遠價值，透過多年環境、社會及管治相關的措施服務社群。

本集團業務覆蓋不同範疇，因此我們深明監察及管理日常營運對環境影響的重要性，尤以碳足跡為重要。今年，我們推出氣候變化政策，協助我們識別及優先排序重大氣候風險，從而制定相應的應對措施。

儘管新冠疫情持續，我們仍然堅守對聯合國可持續發展目標的承諾。這些目標為可持續及更具韌性的未來提供一個重要的框架，以回應例如氣候變化、不平等以至新冠疫情後的復甦等全球性的挑戰。在2022年，我們選出十項與本集團的環境、社區、員工及價值鏈四個範疇最相關及可作出貢獻的可持續發展目標。

To rise to the challenges of climate change, we introduced four measurable targets for carbon emissions, electricity consumption, water consumption and waste generation in 2021. They currently serve as corporate's environmental targets for 2030 towards a sustainable and low-carbon future.

This year, we also continued our disclosure by following the Task Force on Climate-related Financial Disclosures recommendations to provide consistent information to our stakeholders. These recommendations outline a framework for reporting climate-related information that are grouped into four thematic areas: governance, strategy, risk management, and metrics and targets.

We understand it is imperative to adapt our sustainability initiatives and business strategies to develop our property projects like NEW BUND 31 in Qiantan, Shanghai; and Park Nova as well as Les Maisons Nassim in Singapore. The successful incorporation of green building features to our projects enables us to obtain sustainable building certifications including China's Green Building Evaluation Label and Singapore's Green Mark.

Moreover, our "Tourism Plus" strategy has made important strides towards putting us ahead of our peers in leading tourism recovery efforts. We know that a diverse and well-integrated tourism experience comprising the elements of art, culture, sports and wellness. By advocating the new travel trends and consumer preferences, we are well-positioned to grasp the new business opportunities arisen from COVID-19.

Our recent efforts on sustainability across sectors and locations have not gone unnoticed. Our high standards in annual disclosure of ESG practices and development were recognised by TVB's "Best in ESG Reporting Award" in Hong Kong. Further south in Singapore, the Group swept four awards at the PropertyGuru Asia Property Awards Grand Final, riding on last year's momentum of blending grandeur with innovation and sustainability into property development.

We are now on our green brick road to create a sustainable tomorrow and will embrace challenges and opportunities with the continuous support of our partners and stakeholders.

Ho Chiu King, Pansy Catilina

Group Executive Chairman and Managing Director
Shun Tak Holdings Limited
Chairman of Sustainability Steering Committee

為迎接氣候變化的挑戰，我們在2021年為碳排放、耗電量、耗水量和廢物產生量設立了四個可量度的目標，亦是集團的企業2030年環境目標，引領我們邁向可持續和低碳未來。

今年，我們繼續根據氣候相關財務披露工作小組的建議向持份者披露一致的資料。這些建議框架涵蓋四個主題：管治、策略、風險管理及指標和目標，披露氣候相關的信息。

我們明白到調整可持續發展措施和業務策略對發展我們的房地產項目至關重要，例如在上海的前灘31和在新加坡的柏皓及蘭心居項目。成功融入綠色建築特色，使我們獲得了可持續建築認證，包括中國的綠色建築評價標誌和新加坡的綠色建築標誌。

此外，我們的「旅遊+」策略讓我們在旅遊業逐步恢復時領先同儕。我們相信一個多元化和全面的旅遊體驗應該涵蓋藝術、文化、體育和健康元素。透過提倡旅遊新趨勢和洞悉旅客喜好，我們做好充分準備迎接新冠疫情後帶來的新商機。

我們最近在不同行業和地區為可持續發展的貢獻均備受認可。在香港，我們高質量的環境、社會及管治年度報告，榮獲香港無線電視(TVB)的「ESG最佳報告大獎」，充分肯定我們在這方面的努力成果。南至新加坡，本集團於「PropertyGuru亞洲不動產獎」總決賽囊括了四個大獎，延續去年的勢頭，集創新與可持續發展於房地產發展中。

我們正在可持續發展的綠磚路上，並於合作夥伴及持份者的持續支持下，無懼挑戰，迎接新機遇。

何超瓊

信德集團有限公司集團行政主席兼董事總經理
可持續發展督導委員會主席



About Shun Tak

信德集團

Shun Tak Holdings Limited (the “Company” or “STHL”) is headquartered in Hong Kong and has been listed on the Hong Kong Stock Exchange (HK Stock Code: 242) since 1973.

Established in 1972, the Company, together with its subsidiaries (collectively the “Group”), has evolved into a leading listed conglomerate with core businesses in the property, hospitality & tourism, and investment sectors.

信德集團有限公司（「本公司」或「信德」），總部位於香港，自1973年起在香港交易所（香港股份代號：242）上市。

成立於1972年，本公司及其附屬公司（統稱「本集團」）已發展為一個具領導地位的綜合企業，核心業務包括地產、酒店及旅遊消閒與投資。

Vision 願景

To be the most trusted
conglomerate in Hong Kong,
Macau and Asia

躋身港澳地區
與亞洲內最可靠
綜合企業之列

Mission 使命

To create shared value for
all stakeholders and
the communities in which
the Group operates

為持份者及社區創造
共享價值

Principles 營商宗旨

Integrity and
Virtue

誠信德行

Best in ESG Reporting Award with TVB

TVB的ESG最佳報告大獎

The Group's continued commitment and actions to support sustainable development over the years have not gone unnoticed. On 21 December 2022, we were bestowed the “Best in ESG Reporting Award” (Small- and Mid-Cap Companies Category) by the first ever TVB ESG Awards, which acknowledged companies with high standard in environmental, social and governance (“ESG”) practices.

Our significant efforts to push for sustainable development began in 2012 when the Sustainability Steering Committee was set up to introduce policies that would fall in line with the ESG goals. Along the way, we have gradually aligned the operations across our business units with additional Sustainable Development Goals (“SDGs”), reaching a total of 10 SDGs at the moment. In 2021, we proceeded to set the 2030 Environmental Targets for reducing carbon emissions, electricity consumption, water usage and waste generation. The Group shall maintain a proactive and pragmatic approach to create a pleasant, diverse and sustainable community.

本集團多年來積極推動可持續發展的承諾和努力備受認可。在2022年12月21日舉行的首屆「TVB ESG大獎」頒獎典禮上，榮獲「ESG最佳報告大獎」（中、小市值企業組別），充分肯定我們在環境、社會及管治(ESG)方面的措施達到了卓越的水平。

早於2012年，我們已致力推動可持續發展，並設立可持續發展督導委員會，負責制定符合我們ESG目標的政策。我們亦持續地從聯合國可持續發展目標中選出與我們最相關及可以讓我們發揮最大影響力的目標以茲配合，至今已達十項。在2021年，我們更制定2030年環境目標，為減少碳排放、耗電、耗水及廢物產生，訂立指標。我們將會保持積極及務實的態度，創造一個舒適、多元化以及可持續的社區。



Our Business 我們的業務

Property 地產

The Group owns a comprehensive portfolio of commercial, residential and retail property developments, backed by a prominent and successful track record in the property markets of Macau and Hong Kong. In addition, we also provide seamless one-stop asset management services including but not limited to sales and leasing, property management, cleaning, laundry service and tenancy support.

本集團擁有商業、住宅和零售的綜合房地產發展投資組合，並在澳門和香港房地產市場的發展成績斐然。本集團更提供無縫的一站式資產管理服務，包括但不限於房地產銷售、租賃、物業管理、清潔、洗衣和禮賓服務。



Hospitality & Tourism 酒店及旅遊消閒

The Group stands to be the forerunner in embracing the “Tourism Plus” philosophy through facilitating cross-sectoral, cross-discipline and cross-industry partnerships. We leverage on our up-and-coming portfolio of arts-and-culture themed hotels managed under the original homegrown Artyzen brand to capture the emerging tourism opportunities across Asia. Our multimodal transportation network of the world’s largest high-speed ferry fleet TurboJET and cross-border coaches enhances integration and accessibility across the Pearl River Delta region. Coupled with our event hosting venues, entertainment attractions and retail operations, the Group is well positioned to capture integrated hospitality and tourism opportunities by unleashing “1+1>2” benefits to connect the host cities with the rest of the world building on the foundation of “Tourism Plus”.



本集團通過跨產業、跨行業、跨領域的合作模式，成為實踐「旅遊+」理念的先驅者。為把握亞洲區內旅遊增長的契機，我們積極拓展自家的雅辰酒店品牌旗下以藝術與文化為主題的酒店。我們亦在珠江三角洲地區建立跨模式交通網絡，經營著世界上最具規模的噴射飛航船隊，和跨境陸路運輸服務，促進該地區的一體化和可達性。此外，我們還提供活動主辦場地、娛樂景點及零售服務。本集團已充分部署好迎接整合的酒店及旅遊消閒機遇，以創造“1 + 1 > 2”的效益，並在「旅遊+」的基礎上，將主辦城市和世界各地連接起來。

Investment 投資

The Group manages a multi-dimensional portfolio of investments across gaming concession, cruise terminal development, art and cultural exchange, and electric vehicle manufacturing. At the pulse of the dynamically growing Greater Bay Area, we aim to contribute to Macau’s tourism value, Hong Kong’s competitive advantage in innotech and arts and cultural exchange, and China’s low carbon and clean-energy initiatives, creating shared values for our stakeholders and the communities in which we operate.

本集團管理多元化的投資項目，涵蓋博彩經營權、郵輪碼頭發展、藝術文化交流及電動車生產。我們緊貼大灣區的蓬勃增長趨勢，致力為澳門旅遊業的價值、香港創科及藝術文化交流上的競爭優勢以及中國低碳和潔淨能源倡議作出貢獻，同時為持份者及我們營運所在的社區創造共享價值。

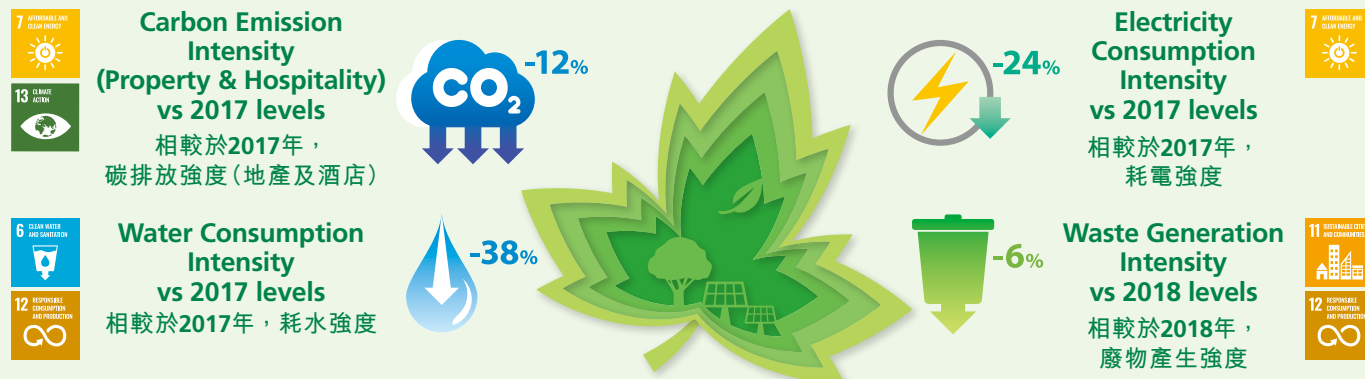


Performance Highlights

表現概覽

ENVIRONMENT 環境

Progress of 2030 Environmental Targets¹ 2030年環境目標進度¹



Recycled 23,779 cubic metres of greywater
回收了23,779立方米的中水

Introduced **Climate Change Policy** to outline our approach to managing the potential risks arising from climate change
推出了氣候變化政策以概述我們在應對氣候變化的潛在風險方面的策略

Enhanced disclosures on climate-related risks based on recommendations from the **Task Force on Climate-related Financial Disclosures**
根據氣候相關財務揭露工作小組建議來加強氣候相關的信息披露

COMMUNITY 社區

HK\$24,151,986 of monetary and in-kind gifts donated to charity, of which over HK\$19,200,000 were used to promote arts and culture

慈善捐款及實物捐贈總額達24,151,986港元，其中超過19,200,000港元用於推廣藝術與文化

Collaborated with 78 institutions and NGOs to support, organise or participate in community activities
與78間機構和非政府組織合作，以支持、舉辦或參與社區活動

Participated in 105 programmes
參與了105個項目

Three hotels managed by Artyzen Hospitality Group were utilised as a medical observation hotel, including:

- Grand Coloane Resort in Macau served over 56,800 guests
- Artyzen Habitat Hongqiao Shanghai and YaTi by Artyzen Hongqiao Shanghai in China provided a total of 19,581 room nights for guests, medics and community helpers

雅辰酒店集團旗下的三間酒店作為醫學觀察酒店，包括：

- 澳門鷺環海天度假酒店服務超過56,800位客人
- 中國上海虹橋雅辰悅居酒店及虹橋雅辰緹酒店提供一共19,581房晚給客人、醫護人員及社區義工



¹ In 2022, the Group has recorded a significant change of intensity for carbon emissions (property and hospitality sectors), electricity consumption and water consumption that exceed each respective 2030 Environmental Target. This may be a standalone incident resulting from the COVID-19 pandemic.

在2022年，本集團的碳排放（地產及酒店業務）、耗電量及耗水量的強度錄得重大變化，並超出了相關的2030年環境目標。這可能是由新冠疫情所導致的單一事件。



**TVB's Best in ESG
Reporting Award
2022**



Hang Seng Corporate
Sustainability Index
Series Member 2022-2023



Applauded by the industry for their contemporary luxurious design, Park Nova Singapore and Artyzen Singapore have swept a host of awards.

柏皓及新加坡雅辰酒店以當代奢華設計，備受業界推崇，屢獲殊榮。

VALUE CHAIN 價值鏈

- 17th PropertyGuru Asia Property Awards Grand Final 第17屆「PropertyGuru亞洲不動產獎」總決賽
 - **Best Condo Architectural Design (Asia)** 最佳公寓建築設計項目（亞洲）
 - **Best Condo Landscape Architectural Design (Singapore)** 最佳公寓景觀設計項目（新加坡）
 - **Best Hospitality Interior Design (Asia)** 最佳酒店室內設計項目（亞洲）
 - **Best Hospitality Architectural Design (Singapore)** 最佳酒店建築設計項目（新加坡）
- 12th PropertyGuru Asia Property Awards (Singapore) 第12屆「PropertyGuru亞洲不動產獎（新加坡）」
 - **Best Ultra Luxury Condo Development** 最佳豪華公寓發展項目
 - **Best Ultra Luxury Condo Architectural Design** 最佳豪華公寓建築設計項目
 - **Best Ultra Luxury Condo Landscape Architectural Design** 最佳豪華公寓景觀設計項目
 - **Best Hotel Architectural Design** 最佳酒店建築設計項目
 - **Best Hotel Interior Design** 最佳酒店室內設計項目
- **Five-Star "Best Apartment/Condominium Singapore" Award** at Asia Pacific Property Awards 2022
「亞太區房地產大獎」2022 — 「新加坡最佳公寓」五星級殊榮
- **Innovative Excellence Awards** at EdgeProp Excellence Awards 2022
EdgeProp卓越大獎2022 — 創新卓越獎



PEOPLE 員工

Total number of employees: 2,866
全體員工人數：2,866



Total workforce by gender:
42.3% for women and 57.7% for men
按性別劃分的勞動力總數：
女性員工佔42.3%，男性員工佔57.7%

Injury rate 73% decrease in women and
4% decrease in men as compared to 2021
與2021年相比，女性員工及男性員工的工傷比率
分別下降73%及4%



Total training hours: over 13,800
提供培訓總時數：超過13,800小時

Over 5,900 hours of occupational
health and safety-related training
總職安健培訓時數超過5,900小時



² Disclaimer: <https://www.shuntakgroup.com/en/mscidisclaimer/index.html>
免責聲明: <https://www.shuntakgroup.com/en/mscidisclaimer/index.html>

Our Governance

我們的管治

Sustainable business growth hinges on the amount of attention the Group gives to the level of accountability, integrity and transparency, all of which are essentially the building blocks of a robust governance structure that protects the interests of our stakeholders.

本集團深明問責制、誠信和透明度的關注程度是使業務持續發展和增長的關鍵，而這些原則也是構建我們全面管治架構的基石，確保持份者的利益能得到充分保護。

Corporate Governance

企業管治

The Board of Directors (the “Board”) serves as the Group’s highest governance and decision-making body, the driving force behind the Group’s strategy setting, risk management, sustainable development and overall financial and operational performance through the adoption of a top-down approach.

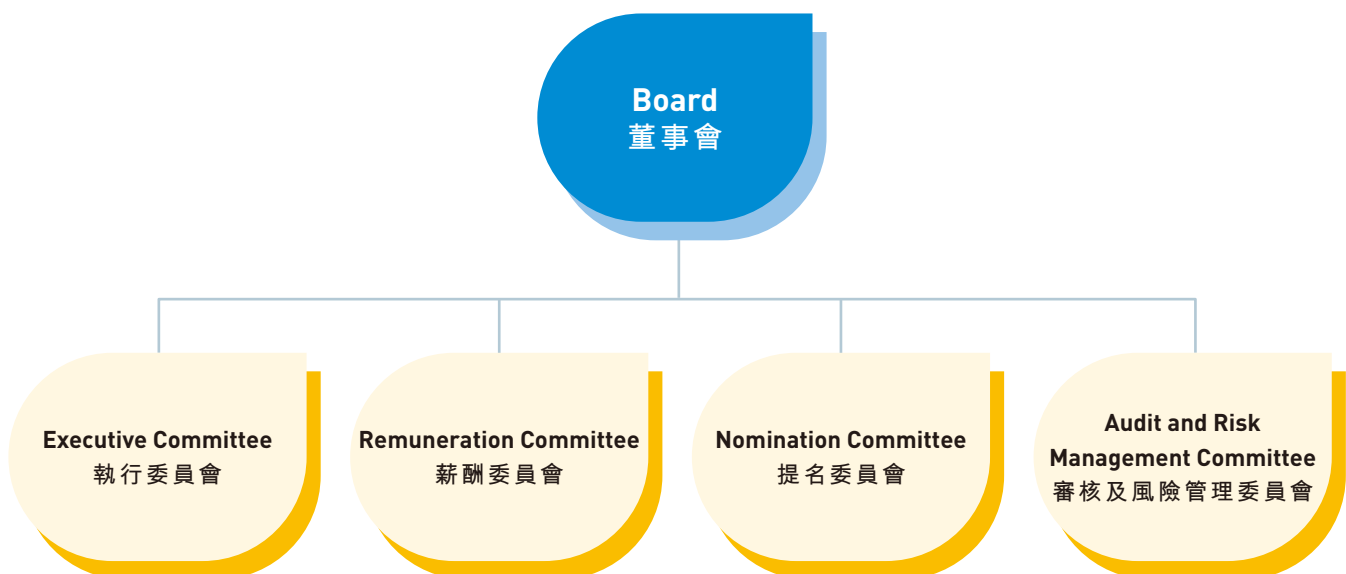
董事會作為集團的最高管治和決策單位，通過自上而下的方式負責推動集團的戰略制定、風險管理、可持續發展與及整體財務和運營表現。

The Board comprises five Executive Directors and four Independent Non-Executive Directors, with support from four main committees, namely the Executive Committee, Remuneration Committee, Nomination Committee, and Audit and Risk Management Committee.

董事會由五名執行董事和四名獨立非執行董事組成，並由轄下四個主要委員會協助，即執行委員會、薪酬委員會、提名委員會及審計和風險管理委員會。

The following diagram illustrates our overall governance structure:

我們的整體治理架構如下圖：

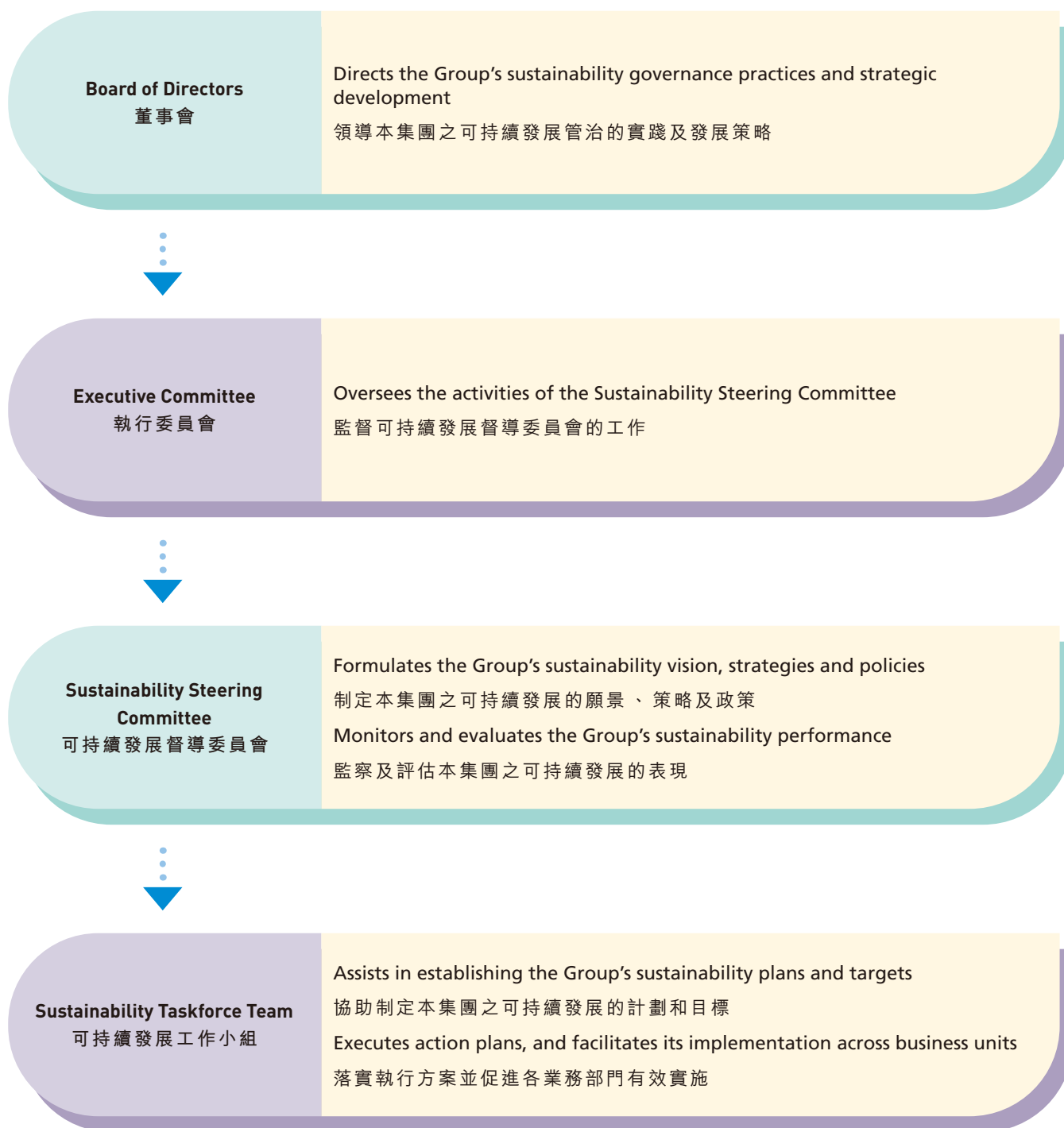


Under the leadership of the Executive Committee, the Sustainability Steering Committee (“SSC”) oversees sustainability strategy formulation and related performance review with support from the Sustainability Taskforce Team and its functional subdivisions: Green Office Management Team and Green Ambassadors.

在執行委員會的領導下，可持續發展督導委員會負責制定集團之可持續發展的策略及審查相關績效，而可持續發展工作組及其職能部門，包括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：





Risk Management and Internal Control Framework

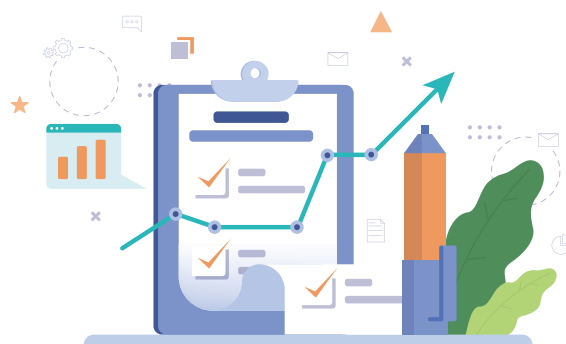
風險管理及內部監控框架

The Board considers an effective risk management and internal control framework integral to the Group's overall operations. The framework should be well-established to identify, manage and mitigate risks across operational, financial and legal compliance, as well as those risks in relation to cybersecurity and ESG. This diverse range of risks has given cause for the Executive Committee and the Audit and Risk Management Committee to share the risk management authority as delegated by the Board to ensure our risk management and internal control systems to be as effective as they are comprehensive.

The Executive Committee is tasked with designing and implementing policies and procedures that make up the risk management and internal control systems while the Audit and Risk Management Committee is charged with reviewing the effectiveness of the risk management and internal control systems in performing their risk mitigation duties. Furthermore, our risk management framework is not confined to only certain business units and department heads but extends also to general staff in daily operations.

董事會明白有效的風險管理和內部監控框架對本集團的整體營運至關重要，並要繼續完善該框架，以便識別、管理和減輕有關營運、財務和法律合規方面的風險，及針對網絡安全及環境、社會和企業管治相關的風險。有見及此，董事會已將風險管理及內部監控權力下放至執行委員會和審核及風險管理委員會，確保制度的有效運作。

執行委員會負責制定及落實風險管理和內部監控體系的政策和程序，而審計及風險管理委員會則負責審查風險管理和內部監控的成效。此等風險管理框架不僅覆蓋各個業務部門和後勤部門主管，更延伸至日常營運中的員工。



Sustainability Management

可持續發展管理

Since its establishment in 2012, the SSC has been monitoring, reviewing and evaluating the implementation progress of our environmental, social and governance related targets and initiatives. Chaired by the Group Executive Chairman and Managing Director, the SSC reports regularly to the Board through the Executive Committee. The SSC comprises representatives from the Executive Committee as well as key business and supporting units³.

The SSC oversees and directs the activities of the Sustainability Taskforce Team, which executes policies passed down from the Executive Committee and coordinates Group-wide sustainability initiatives. Respective business units are also expected to develop their own unit-specific management strategies to better integrate sustainability considerations into their operations. The SSC regularly reviews sustainability policies and initiatives to keep up with the latest sustainability trends and ensure regulatory conformance.

可持續發展督導委員會自2012年成立以來，一直在監測、審查和評估我們在環境、社會和治理相關的目標和倡議的實施情況。在集團行政主席兼董事總經理的帶領下，可持續發展督導委員會通過執行委員會定期向董事會報告。可持續發展委員會由執行委員會及主要業務及後勤部門主管代表³組成。

在可持續發展督導委員會監督和指導下的可持續發展工作組，履行執行委員會下達的，並協調本集團的可持續發展倡議。各個業務單位負責度身訂造相應的管理戰略，更有效地將可持續發展融入其業務的日常營運中。可持續發展督導委員會定期檢視可持續發展政策和倡議，以緊隨最新的可持續發展趨勢，並確保合法合規。

Ethics and Sustainability Policies

Our policies on business ethics and sustainability are among the cornerstones of our robust governance structure. They provide clear and explicit guidance for our daily operations across all business units. These policies also act as our first line of defence in protecting the interests of the Group's stakeholders.

Business Ethics: Anti-corruption and Whistleblowing Policies

The Group's Code of Conduct ("Code") dictates the basic business conduct to be upheld across our business units. Common ethical dilemmas related to bribery, fraud, extortion, money laundering and anti-corruption are all referenced in the Code.

The Group regularly engages the Hong Kong Independent Commission Against Corruption ("ICAC") to conduct anti-corruption trainings for both directors and employees to refresh their understanding of potential acts of corruption. No significant cases of misconduct were recorded during the reporting period.

道德及可持續發展政策

我們的可持續發展政策和商業道德是我們穩健管治架構的基石之一，亦為本集團所有業務部門日常運作提供了明確和詳細的指引。這些政策也成為我們保護持份者利益的第一道防線。

商業道德：反貪污及舉報政策

本集團的《行為守則》制定了在業務營運中的商業道德標準，包括如賄賂、欺詐、勒索、洗黑錢和反貪污行為等常見的道德問題。

本集團定期邀請香港廉政公署為董事和員工進行反貪污培訓，使他們深刻了解潛在的不當行為。我們在這匯報期內並無任何行為不當的嚴重個案。

³ Deputy Managing Director, Executive Directors, and representatives from Property, Hospitality & Tourism and Investment businesses and Group Human Resources Department.

副董事總經理、執行董事以及物業、酒店及旅遊消閒、投資業務和集團人力資源部門的代表。

In parallel to the Code, our Whistleblowing Policy serves as a second line of defence, behind which, employees and those who deal with the Group such as customers, suppliers and business associates are encouraged to report any suspected cases of misconduct, if any, without fear of reprisal, thus ensuring ethical practices within the Group. The effectiveness of the Whistleblowing Policy is monitored and reviewed by our Audit and Risk Management Committee.

此外，我們的《舉報政策》作為第二道防線，鼓勵員工及與跟本集團來往的客戶、供應商和業務夥伴，舉報任何潛在的不當行為，並保障舉報者免受任何舉報後果，從而確保本集團實踐商業道德。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

Apart from business ethics, the Group maintains a Sustainability Policy, Sustainable Procurement Policy ("SPP") and Supplier Code of Conduct ("SCC") to ensure sustainable operations within the Group and along the value chain.

The Sustainability Policy, overseen by the SSC, is considered the foundation of all sustainability related policies as it lays out the framework for relevant policies to not only meet the minimum regulatory requirements but also to actively seek opportunities for continued improvement.

In 2020, the Sustainability Policy was well supplemented by the introduction of the SPP and SCC, which expanded the scope to cover suppliers. The SPP focuses on internal procurement procedures for prioritising sustainable products and services while the SCC defines our sustainability expectations from our suppliers.

The Group has gradually introduced new sustainability policies over the years and this year, we welcomed the arrival of the Climate Change Policy ("CCP"), which outlines our approach to managing the potential risks arising from climate change. With this new addition, these policies together paint a more complete map in guiding the Group on our sustainability journey towards the "2030 Environmental Targets" we have set in 2021. Please refer to the "Our Environment" chapter for further details on our environmental targets.

可持續發展政策

除了商業道德外，本集團還制定了《可持續發展政策》、《可持續採購政策》和《供應商行為守則》，確保集團無論在內部或價值鏈中運作也是可持續的營運。

可持續發展督導委員會負責監察《可持續發展政策》的實施，為相關政策制定框架，不僅滿足最低的法規要求，還積極尋求持續改進的機會。

於2020年，我們優化《可持續發展政策》，引入《可持續採購政策》和《供應商行為守則》，適用範圍擴大至供應商。《可持續採購政策》側重於優先考慮可持續產品和服務的內部採購程序，而《供應商行為守則》則界定了我們對供應商可持續發展的期望。

本集團多年來逐步引進新的可持續發展政策，今年我們迎來《氣候變化政策》，該政策概括我們對於氣候變化所帶來潛在風險的管理方針。這政策加強我們整個可持續發展制度，引導集團朝著其在2021年制定的2030年環境目標前進。有關我們環境目標的詳情，請參閱「我們的環境」章節。

Contributing to Sustainable Development Goals

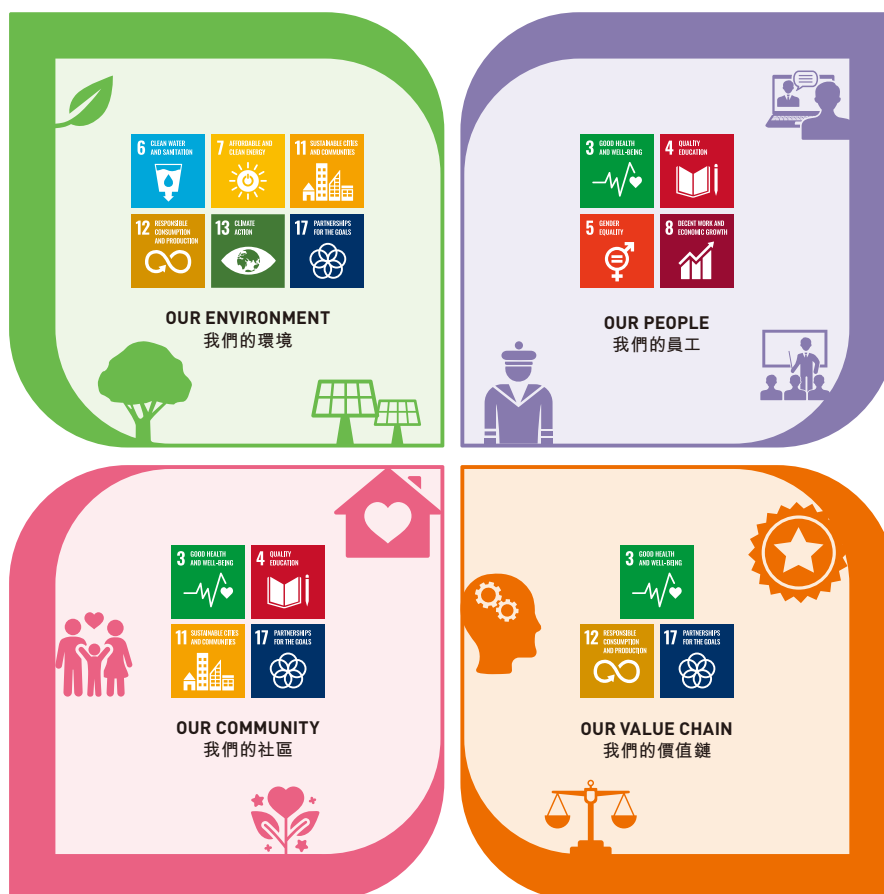
為可持續發展目標作出貢獻

Despite the COVID-19's persistence, the Group has remained steadfast in our commitment to the United Nations SDGs. They provide a critical framework for a more sustainable and resilient future by addressing global challenges such as climate change, inequality and even recovery from COVID-19.

In 2022, we have mapped out our contributions towards ten of the SDGs across the four aspects of environment, community, people and value chain in their respective chapters.

儘管新冠疫情依然存在，本集團對於聯合國可持續發展目標的承諾依然堅定不移。這些目標為我們可持續發展及具韌性的未來提供一個重要的框架，並幫助我們面對不同的挑戰，包括氣候變化、不平等、和如何走出疫境等。

在2022年，我們從環境、社區、員工和價值鏈這四個方面勾畫出我們對十項可持續發展目標的貢獻。



Our Environment

我們的環境



Our Environment

我們的環境

With our businesses spanning across different sectors, the Group acknowledges the importance of monitoring and managing our environmental impacts, especially our carbon footprint. This year, we have reached a new milestone along our sustainability journey with our newly established Climate Change Policy ("CCP") and have also taken the extra mile to elaborate on our climate resilience after identifying and prioritising our most material climate risks. Our latest policy and disclosures have testified our efforts in propelling a more sustainable future, and we will continue to explore additional opportunities to progress even further.

本集團的業務橫跨不同的行業，我們清楚明白監控和管理環境影響的重要性，尤其是我們的碳足跡。今年新制定的《氣候變化政策》，標誌著我們在可持續發展的旅程中達到一個新的里程碑，同時我們亦在對氣候相關風險的識別及排序後，得以進一步闡述集團對氣候變化的韌性。我們新的政策和行動證明我們在推動更可持續未來所做的努力，然而，我們仍會繼續推進，探索可進步的空間。

CLEAN WATER AND SANITATION

清潔飲水和衛生設施

Explore the possibility of adoption of water recycling technologies combined with advocacy of water saving practices to reduce consumption of fresh water

探索循環再用水技術並結合推動節水措施，以減少耗用淡水的可能性



AFFORDABLE AND CLEAN ENERGY

經濟適用的清潔能源

Replace existing installations with newer, smarter models to enhance energy efficiency

利用新的智能設備替換現有裝置，提高能源效益



SUSTAINABLE CITIES AND COMMUNITIES

可持續城市和社區

Raise environmental awareness internally and externally to support the efforts of establishing resilient and sustainable cities

對內對外提高環保意識，以支持建設具韌性及可持續發展的城市



RESPONSIBLE CONSUMPTION AND PRODUCTION

負責任消費和生產

Adopt sustainable approaches in procurement and consumption activities to reduce waste generation
實踐可持續採購和消費行為以減少產生廢棄物



CLIMATE ACTION

氣候行動

Minimise carbon footprint across all business operations through long-term environmental initiatives and establish associated targets

透過制定長期環保舉措和建立相關目標，致力減少所有業務營運的碳足跡



PARTNERSHIPS FOR THE GOALS

促進目標實現的夥伴關係

Encourage collective efforts to alleviate climate change through actively collaborate with different stakeholders

通過與不同持份者積極合作，鼓勵團結努力緩解氣候變化



Identifying Our Climate Risks

Recognising that extreme weather events have become increasingly severe and frequent, the Group has established the CCP to guide our business units and supporting units in managing their respective climate risks and also to serve as a sign of our commitment to combating climate change. Our twofold approach first includes our existing initiatives and practices to reduce the Group's carbon footprint, then at the same time assess the potential climate risks posed to our operations. In response to these potential risks, we have also actively explored mitigation measures to minimise the adverse impacts.

The Task Force on Climate-related Financial Disclosures ("TCFD") developed a framework for companies to disclose climate-related financial risks consistently to their stakeholders. It provides recommendations on reporting climate-related information based on four thematic areas: governance, strategy, risk management, and metrics and targets. This year, the Group continued its climate disclosure by following the TCFD recommendations, as outlined below.

識別氣候風險

面對日益嚴重和頻繁的極端天氣事件，本集團建立《氣候變化政策》，協助各業務部門和後勤部門管理相應的氣候風險，同時也標誌着我們應對氣候變化的決心。在我們的雙管齊下，首先以現有的舉措減少碳足跡，然後評估我們在營運所構成的潛在氣候風險。於此，我們積極探索緩解措施，把負面影響降至最低。

氣候相關財務披露工作小組("TCFD")為企業制定建議框架，以便向其持份者披露一致性的氣候相關財務風險，並根據管治、策略、風險管理及指標和目標四個領域提供了披露氣候相關信息的建議。今年，本集團依照TCFD建議繼續作出氣候信息披露報告，內容如下：

Governance

管治

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

Delegated by the Board, the Executive Committee oversees the activities of the Sustainability Steering Committee ("SSC"). Our SSC, chaired by our Group Executive Chairman and Managing Director, is supported by the Sustainability Taskforce Team and its working groups in facilitating the implementation of sustainability policies across all business units.

The new Climate Change Policy has been established this year to our list of sustainability-related policies:

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

本集團在管治與氣候相關的風險時，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擔任主席，並由可持續發展工作小組及其轄下的工作小組協助向所有業務部門推行實施可持續發展政策。

今年，我們在可持續發展相關的政策清單上新增《氣候變化政策》：

- 《可持續發展政策》
- 《可持續採購政策》
- 《供應商行為守則》
- 《氣候變化政策》



Strategy

策略

The Group is progressively incorporating green building features and implementing energy and water efficient technologies and products in some of our latest property developments. For our existing properties, we shall continue to explore system upgrades and replacements to increase energy and water efficiency.

本集團在最新的房地產開發項目中積極融入綠色建築特色，並採用節能節水技術和產品。對於現有物業，我們將繼續探索優化和更換系統，提高能源和用水效益。



Risk Management

風險管理

The Group's risk management framework includes a risk appetite which describes the nature and extent of the risks the Group is willing to take in achieving strategic objectives, as well as policies on the risk management responsibilities of different levels of staff and procedural guidelines on risk registering, analysis, evaluation, risks responses and treatments, monitoring and reviews. The risks which are being managed include, amongst others, ESG related risks.

In 2020, the Group conducted a preliminary climate risk assessment exercise with reference to TCFD recommendations. This year, we have conducted a Climate Risk Workshop with participants hailing from our key business units to prioritise the most material climate risks and to identify current and potential practices to mitigate or adapt to the effects of climate change.

本集團的風險管理框架包括集團為實現戰略目標願意承擔的風險性質和描述了風險程度的偏好，以及關於不同職級的員工的風險管理責任的政策和有關風險識別、分析、評估、風險應對、處理、監測和核查等程序的指引。現有管理的風險當中包括與環境、社會及管治相關的風險。

在2020年，本集團就TCFD的建議已進行了初步氣候風險評估。今年，我們舉辦了一次認識氣候風險工作坊，與會者均來自我們的主要業務部門。工作坊旨在認識氣候風險的重要性，選定優先次序，然後識別能減輕或適應氣候變化影響的現有和可採用措施。



Metrics and Targets

指標和目標

The Group has been carefully monitoring our Scope 1 and 2 greenhouse gas emissions and disclosing them with full transparency in our annual Sustainability Report since 2014. These metrics serve as the basis for benchmarking our performance against our peers as well as target setting.

In 2021, we introduced for the very first time, four 10-year environmental targets on reducing the carbon emissions, electricity consumption, water consumption and waste generation associated with our business activities.

本集團自2014年以來一直全面監測我們的範圍一和範圍二溫室氣體排放，並在年度可持續發展報告中以完全透明的方式進行披露。這些指標為我們與同業比較表現，和訂立目標建立基礎。

2021年，我們首次推出四個為期10年的環境目標，旨在減少與我們業務活動相關的碳排放、耗電量、耗水量和廢棄物產生量。



Evaluating and Addressing our Climate Risk Susceptibility

Furthering our climate disclosure efforts last year, we have engaged an external consultant this year to conduct a more comprehensive assessment in the form of a Climate Risk Workshop ("Workshop") with representatives from our key business units. The most material risks identified, along with their implications and mitigation strategies are summarised and presented below.

評估和應對我們的氣候風險敏感性

為進一步推進去年的氣候相關披露工作，我們今年委任一名外部顧問，以氣候風險工作坊（“工作坊”）的形式與我們的主要業務部門代表進行更全面的評估。以下總結工作坊中識別的重大風險及其影響和緩解措施。

Risk Type 風險類型	Risk 風險	Impacts 影響	Potential Measures 可採用措施
Acute Physical Risk 急性實體風險	- Extreme weather events, such as tropical cyclones and severe flooding - 極端天氣事件，例如熱帶氣旋和嚴重水災	- Increased maintenance and repair costs for damaged facilities or assets - Increased health and safety risks to employees and tenants - 增加受損設施或資產的維護和維修成本 - 增加員工和租戶的健康與安全風險	- Consider both active and passive designs for new development projects - Provide trainings related to extreme weather for employees and convey safety measures to tenants - 在開發新建項目時，考慮引入主動式和被動式設計 - 為員工提供極端天氣相關的培訓，並向租戶傳達有關極端天氣的安全措施

Risk Type 風險類型	Risk 風險	Impacts 影響	Potential Measures 可採用措施
Chronic Physical Risk 慢性實體風險	- Sea level rise and mean temperature increase - 海平面上升和平均溫度升高	- Increased insurance costs for vulnerable facilities or assets - Increased energy demand for cooling - 增加易受影響設施或資產的保險成本 - 因製冷需求增加而變相增加能源需求	- Optimise scheduling of energy use and replace air conditioning units with more energy efficient models in existing developments - 將現有項目中的空調更換為更節能的型號並優化能源消耗調度
Policy and Legal Risk 政策與法律風險	- Increasingly stringent laws, policies and regulations - 日益收緊的法律、政策和法規	- Increased costs to meet compliance with the latest standards and requirements - 增加用以滿足最新標準和要求的成本	- Keep abreast of the latest regulatory changes and emerging environmental trends to provide enough buffer for adaptation needs - 了解最新的監管要求變化和新興的環保趨勢，提供足夠的緩衝以適應所需
Market Risk 市場風險	- Increased consumer preference towards more responsible and sustainable companies - 消費者偏好更具社會責任和可持續發展的企業	- Increased costs to outperform peers with less than optimal sustainability initiatives based on sheer quantity - 為超越同業，以高質的可持續發展措施而增加成本	- Conduct market research to first comprehend consumer preferences, then adapt accordingly to operations based on creativity and feasibility to provide quality initiatives - 進行市場調查先了解消費者的喜好，然後以創新性和可行性進行相應的調整，提供優質的措施
Reputational Risk 聲譽風險	- Increasing levels of concern and scrutiny on sustainable performance and management from the public and investors - 公眾和投資者對可持續發展表現和管理的關注和審查要求不斷提高	- Increased risk of falling into area of greenwashing - 增加落入漂綠的風險	- Conduct internal review of planned sustainability initiatives to ensure the objectives and implementation plans are feasible and have positive contribution to the environment and society - 對計劃中的可持續發展舉措進行內部審查，以確保其目標和實施細節的可行性，及對環境和社會做出貢獻
Technology Risk 技術風險	- Increase shift to advanced software or platforms to manage and analyse climate data efficiently - 增加使用先進軟件或平台，以便有效地管理和分析氣候數據	- Increased cost to subscribe to data services or develop similar technology in-house - 增加訂閱數據服務或在內部研發類似技術的成本	- Optimise data collection process or collaborate with universities, government or industry associations to share the cost of in-house or industry-specific technology - 透過優化數據收集過程或與大學、政府或行業協會合作，分擔內部或行業技術研究成本

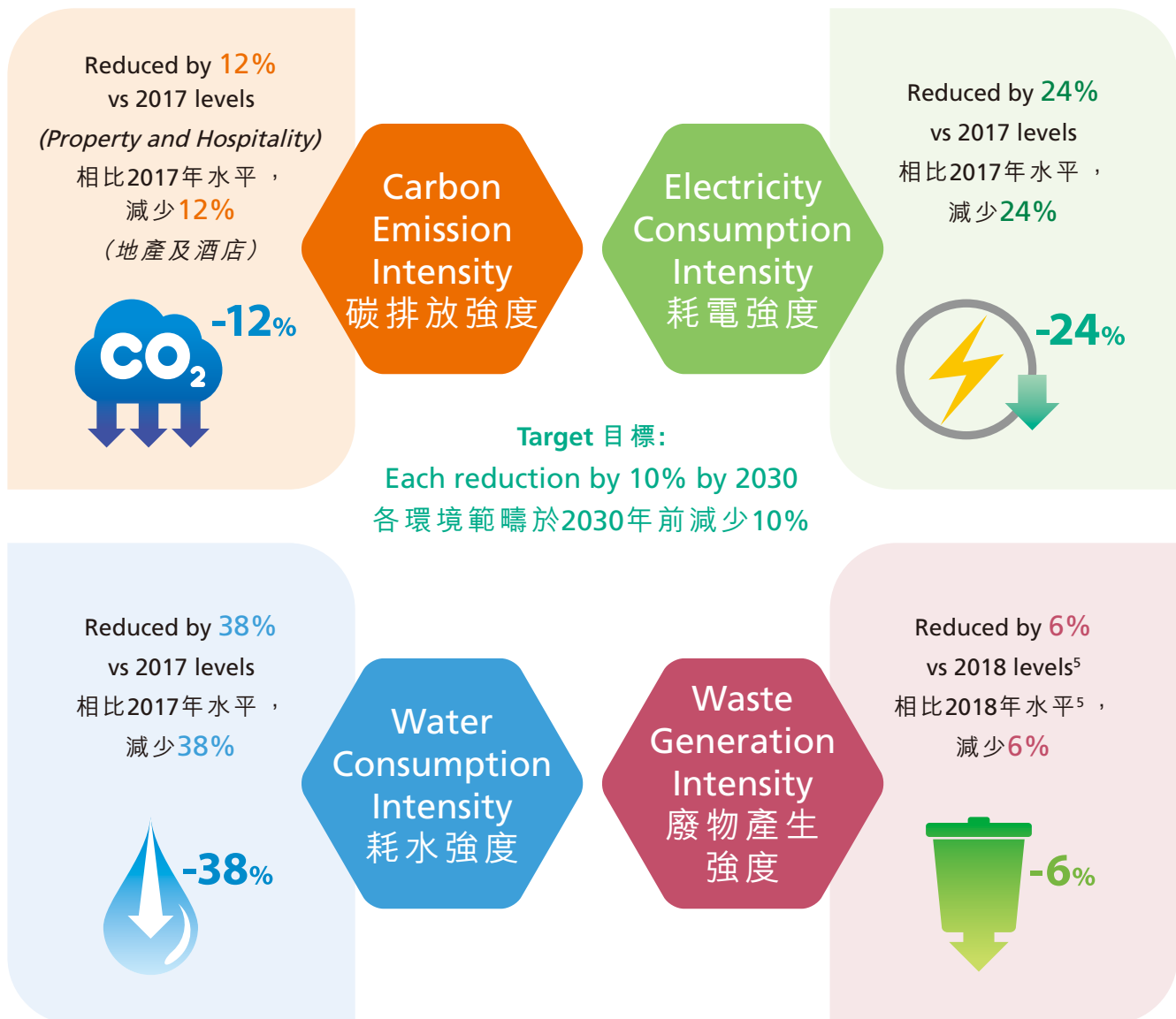
Reaching for a Sustainable Future

Last year, the Group introduced four quantifiable environmental targets to combat climate change. They currently serve as a corporate goal for the Group to pursue until 2030 as well as to clearly state our commitment towards a sustainable and low-carbon future.

實現可持續發展的未來

去年，本集團推出四項可量化的環境目標，以應對氣候變化。它們目前是集團到2030年追求的企業目標，並明確表達我們對可持續發展和低碳未來的承諾。

Progress of 2030 Environmental Targets⁴ 2030年環境目標的最新進展⁴



⁴ In 2022, the Group has recorded a significant change of intensity for carbon emissions (property and hospitality sectors), electricity consumption and water consumption that exceed each respective 2030 Environmental Target. This may be a standalone incident resulting from the COVID-19 pandemic. 在2022年，本集團的碳排放(地產及酒店業務)、耗電量及耗水量的強度錄得重大變化，並超出了相關的2030年環境目標。這可能是由新冠疫情所導致的單一事件。

⁵ Due to the unpredictable fluctuations of COVID cases, we have adjusted the baseline year for our waste generation target from 2020 to 2018 to induce a fairer comparison. 由於新冠疫情的波動難以預測，我們將廢棄物產生目標的基準年從2020年調整為2018年，以作出更公平的比較。

Be Energy and Water Smart

精明運用能源和水源

We have been facing higher global average temperatures and have seen more frequent extreme weather events over the past years, with 2021 being the sixth warmest year on record according to the United Nations' World Meteorological Organization. Businesses from different sectors are heightening their concerns and are increasing efforts to combat climate change and reduce their impacts. Efficient resources consumption could significantly reduce the stress on climate change. As we see the effectiveness of various energy-saving and water-saving upgrade projects initiated in recent years, we have further formulated future plans to support energy and water conservation within the Group.

在過去幾年，我們一直面對全球平均氣溫上升，並且察覺到更頻繁的極端天氣事件。根據聯合國世界氣象組織的資料，2021年是有記錄以來第六個最熱的年份。來自不同行業的企業不斷提高應對氣候變化的關注度，並竭力減少其帶來的影響。高效的耗能方式顯著地減輕氣候變化帶來的壓力。近年來我們開展了多項有效的節能節水改造項目，同時更制定了集團未來的相關方案。



Sustainable Energy Initiatives in 2022

Recognising that oblique carbon emissions from energy intake are the chief contributor to our carbon footprint, we have adopted various techniques to lessen power intake and improve our energy efficiency.

2022年可持續能源倡議

我們明白因耗電而間接產生的碳排放是我們碳足跡的主要來源，我們採用了各種技術來減少能耗並提高能源效益。

Heating, Ventilation, and Air Conditioning (HVAC) System Upgrades

- Artyzen Habitat Dongzhimen Beijing ("Artyzen Beijing") increased the chiller outlet water temperature by 3 degrees at night in summer from May to September at hotels, and also reduced corridor lighting in the hotel's back of house to reduce electricity usage throughout the year. These, combined with other energy-saving measures, reduced electricity cost by 2% compared to 2021.
- Three of the 20-year-old tower chillers have been gradually upgraded to more energy efficient models at Macau Tower. The first one was replaced three years ago, the second one was replaced in 2022, and the last one will be replaced in due course. It is estimated to have a reduction of at least 10% in operating costs after the replacement is completed.
- Macau Tower also replaced diesel boilers with electric ones to provide hot water at staff changing room in enhancing energy efficiency. This helps to reduce the negative impact presented by diesel use, such as environmental pollutions caused by diesel combustion.
- Artyzen Grand Lapa Macau ("Artyzen Grand Lapa") commenced the work on improvement of air flow circulation in 2022 with expected completion in 2024. This year, we rectified the current air imbalance issues with uneven airflows in the restaurants at the hotel. The installation of variable frequency drives in our air flow circulation system enhances thermal comfort and reduces the need and electricity consumption on cooling.

優化暖通空調(HVAC)系統

- 北京東直門雅辰悅居酒店於5月至9月期間的晚上，將冷水機出水溫度提高3度，並減少酒店內的走廊的照明，減少全年耗電量。這些舉措與其他節能措施加起來，讓用電成本比2021年降低2%。
- 澳門旅遊塔使用了20年的三台冷水機，已逐步改為能源效益更高的型號。第一台在三年前已完成更換，第二台則在2022年更換，最後一台將在合適時候更換。預計完成後可為營運成本至少降低10%。
- 澳門旅遊塔亦以電熱泵取代現有的柴油鍋爐，為員工更衣室提供熱水的同時，也提高能源效益。這有助於減少柴油消耗帶來的負面影響，例如燃燒柴油所造成的環境污染。
- 澳門雅辰酒店於2022年展開改善氣流循環的項目，預計於2024年完成。今年，我們利用氣流變頻解決酒店餐廳氣流不均的問題。我們在氣流循環系統中安裝了變頻裝置，一方面確保改善熱舒適性，另一方面降低空調的需求從而減低能源消耗。

- Artyzen Grand Lapa will replace the second cooling tower, which is over 20 years old, in 2023 to enhance the cooling system performance and energy savings. On the other hand, Grand Coloane Resort ("Grand Coloane") continues the plan to upgrade their chillers by replacing their three old chillers with more energy efficient ones. The first chiller was replaced in 2017, the second one to be replaced in 2023, and the third one in the near future. This avoids the use of excessive cooling, saving around 10% of energy consumption and associated costs.

Improvement in Lighting and Electronics

- Continuing the efforts introduced in 2021, a total of 937 lights (28 watt each) were replaced with dimmer, motion sensor activated LED tubes (14 watt each). This year, Shun Tak Centre has installed 507 units of motion sensors for two office towers and facility rooms area illumination to further increase energy efficiency.
- The NOVA Mall in Macau upgraded the lighting system in contributing to energy conversation. In 2022, we replaced light fitting at back of house and carparking space.
- All conventional lights at Macau Tower's two-storey carpark were scheduled for replacement with the greener alternative of LED lighting fixtures this year and is expected to be completed in 2023. Such initiative will enhance the carpark appearance, increase safety and efficiency, improve the user experience, as well as reduce the carbon footprint.
- Over 130 desktop computers have been replaced with higher energy efficiency with smaller size at Hong Kong and Macau offices this year. There is further ongoing replacement of around 50 new display monitors with more energy efficient models.

Operational Efficiency

- In 2023, our Artyzen Club will optimise operations in adopting more sustainable practices. Resources such as straws, mask holders, takeaway containers will only be provided as needed and a licenced contractor shall be engaged in collecting and recycling glass bottles and containers to minimise waste generation. On the front of energy and water conservation, the Club will always maintain a moderate temperature of 22–24°C and replace existing lights with LEDs.

- 澳門雅辰酒店將於2023年更換已使用超過20年的第二台冷卻塔，以提升冷卻系統性能和節能效果。另一方面，鷺環海天度假酒店繼續提升其冷水機的效率，將三台舊式冷水機更換為更高能源效益的型號。第一台冷水機已於2017年更換，第二台將於2023年內更換，第三台將在不久的將來更換。這個升級計劃能避免過度使用空調，節省大約10%的能源消耗和相關成本。

改善照明及電子設備

- 延續2021年推出的計劃，今年已將937盞燈具（每盞28瓦）更換成具調光功能配備的動作感測器的LED燈管（每燈管14瓦）。信德中心也已為兩座辦公大樓和設施房安裝507個動作感測器，以進一步提高能源效率。
- 澳門星皓廣場提升了照明系統以推動節約能源。於2022年，我們更換了大樓公共區域和停車場的燈具。
- 澳門旅遊塔兩層停車場內的舊燈具在2022年開始全面更換節能率效較高的發光二極管，並於2023年完成。此舉將改善停車場外觀，提高安全性和效率，改善用戶體驗，以及減少碳足跡。
- 香港和澳門辦事處今年共更換了130多台能效更高、尺寸更小的桌上型電腦，及大約50台更節能的顯示屏。

更有能效的營運

- 2023年，我們的雅辰會將致力優化服務，採用更可持續的營運模式。我們僅在客人要求時才提供吸管、口罩收納封套、外賣容器等，並安排持牌承包商回收玻璃瓶和容器，盡量減少廢棄物的產生，鼓勵循環再造。在節能節水方面，我們會保持22°C–24°C的室溫環境，並為局部區域更換節能LED燈具。



- During the pandemic period with low occupancy rate, Artyzen Beijing temporarily closed some floors to reduce use of A/C and lighting. This initiative combined with other energy-saving measures has reduced electricity cost by 2% compared to 2021.
- Furthering the efforts introduced in 2021 at Macau Tower, upgrading of the Building Management System ("BMS") is scheduled for completion in 2023. BMS enables us to monitor, control and optimise our building's performance. With this automation technology, the BMS could potentially reduce energy consumption by 7%.

Utilisation of Sustainable Energy Sources

- In 2021, electric vehicle (EV) charging stations were installed and made available at Shun Tak Centre and Nova Grand to encourage the transition towards green motor vehicles with reduced emissions on the road. Such charging stations will as well be installed at Chatham Gate in 2023.
- The installation work of solar panels by TurboJET were done satisfactorily this year. It encouraged the use of renewable energy in increasing energy security and reducing pollution. It is expected to generate around 272,000 kWh of electricity each year to reduce energy burden.



Water Saving Initiatives in 2022

Artyzen Grand Lapa has adopted water-saving practices as well to help conserve water. Instead of running cold water from the tap for hours to defrost frozen foods, which is a standard practice in regular restaurant kitchens, Artyzen Grand Lapa required kitchen staff to plan ahead to thaw frozen foods in order to reduce water for defrosting. Other than that, we provided weekly training to all the associated staff in helping them to understand the reason behind and put it into practice. Monitoring was also in place to ensure best practices were adopted. The hotel also cut down operating hours of the waterfall in the pool of its resort, and it would only be turned on during peak hours and designated timeslots.

- 北京東直門雅辰悅居酒店在疫情期間入住率較低，因此酒店暫時關閉了部分樓層，以減少使用空調和照明能源。與2021年相比，這些舉措及其他節能措施合共降低2%電力成本。
- 澳門旅遊塔延續2021年推出的樓宇管理系統(BMS)升級計劃工程項目，並於2023年完成。BMS讓我們能夠監測、控制和優化旅遊塔的系统性能。借助自動化技術，BMS可將能耗降低7%。

使用可持續能源

- 於2021年，香港信德中心和澳門濠尚增設了電動車充電站，推廣轉用綠色能源汽車，達至減少道路廢氣排放量。香港昇御門亦將於2023年安裝此類充電站。
- 噴射飛航的太陽能電池板安裝工程已於今年完成。這個舉措鼓勵使用可再生能源，提高能源安全和減少污染，並可減輕能源負擔，預計每年可產生約272,000千瓦時電力。

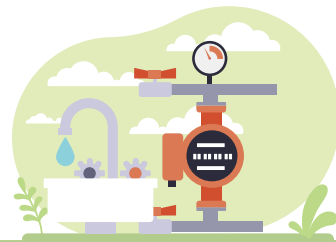


節約用水計劃2022

澳門雅辰酒店採用多個措施來幫助節約用水。改變用於一般餐廳廚房的做法以水龍頭流出數小時的冷水來解凍冷凍食品，酒店提倡廚房工作人員提前計劃解凍急凍食品，減少解凍用水。除此之外，我們每週會培訓所有相關員工，幫助他們了解背後的原因並確保措施得以實踐。在游泳池營運方面，酒店度假村泳池瀑布僅在高峰時段和指定時段開放。

A greywater recycling system has also been operating in Artyzen Grand Lapa and Grand Coloane and the amount recycled was 23,779 m³ during the reporting period. The recycled grey water is used for golf course irrigation, hotel landscaping, and toilet flushing.

澳門雅辰酒店及鷺環海天度假酒店已投入使用中水重用系統，去年中水回收量達23,779立方米。回收的可重用水被用於高爾夫球場灌溉、酒店園景灌溉和洗手間沖洗。

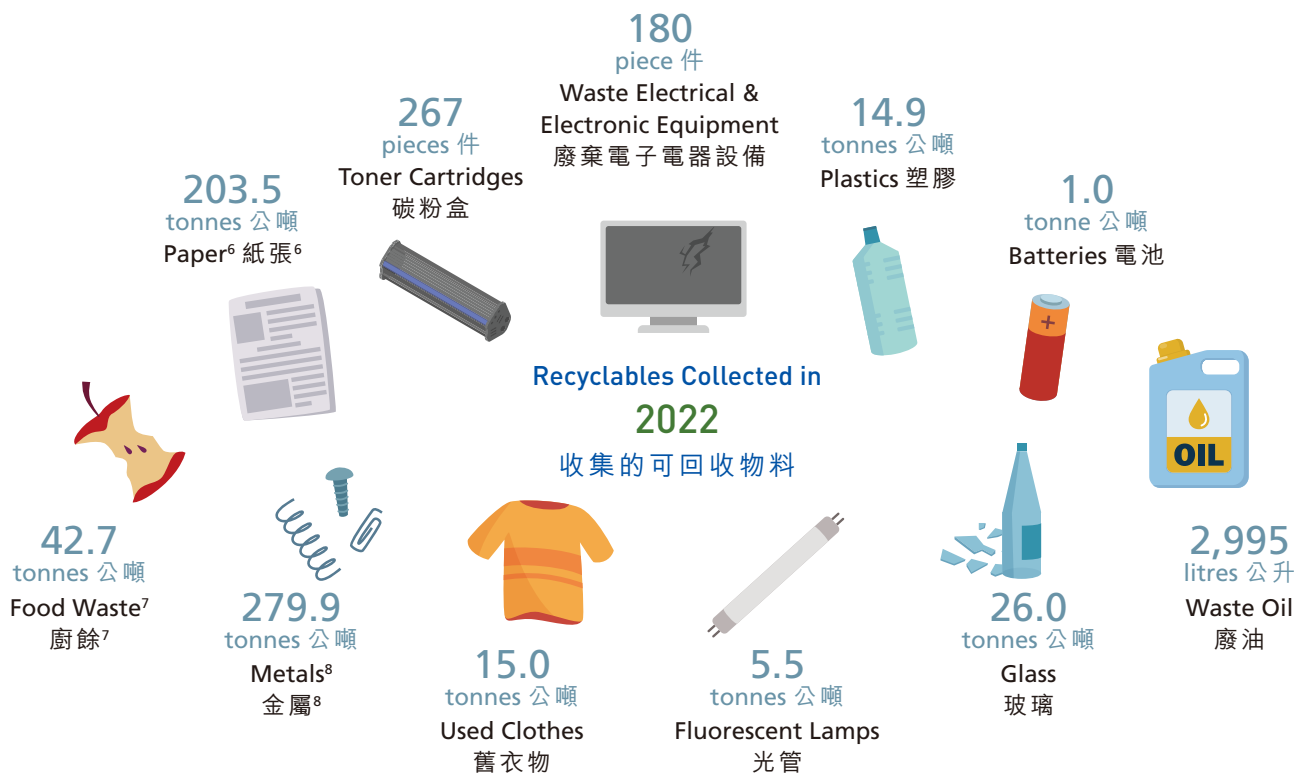


Responsible Consumption

負責任的消費

Waste also constitutes to climate change with its significant greenhouse gas footprint, and thus we strive to be responsible in our consumption to minimise waste generation. The Group adheres to the three-step philosophy of responsible consumption: reduce, reuse and recycle. We always prioritise waste reduction at source before considering the subsequent steps to reuse and eventually recycle within our waste reduction and recycling initiatives.

固體廢物會產生大量溫室氣體及碳足跡而加劇氣候變化，因此我們竭力對消費負起責任，以盡量減少廢物產生。集團相信透過可持續採購、負責任的資源使用和物料回收的三部曲，可達到源頭減廢，再考慮重用。



⁶ Recycled paper includes waste paper, paper products and red packets collected.
紙類包括收集所得的廢紙、紙製品及收集的利是封。

⁷ Food waste includes food waste and used coffee grounds.
廚餘包括廚餘和咖啡渣。

⁸ Recycled metals include scrap metal and aluminium cans.
金屬包括廢金屬和鋁罐。

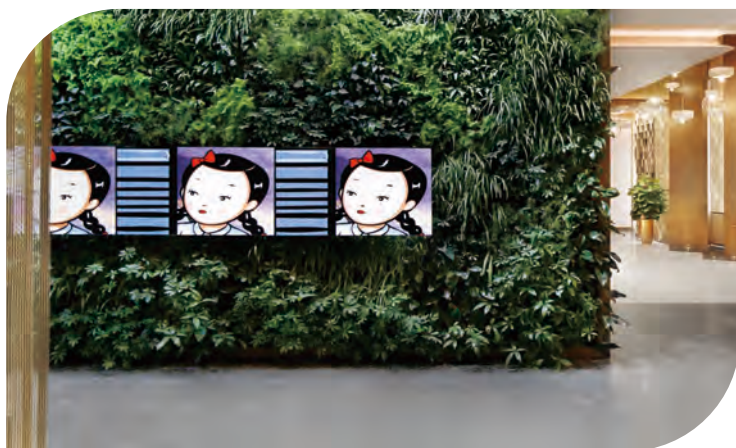
Going Plastic-free

The world is on a mission to go plastic-free and our hospitality sector has joined the movement. Artyzen Grand Lapa and Grand Coloane believe that quality and sustainability of hospitality services should be of paramount importance and does not have to come at the expense of the others. Thus, we demonstrated our commitment to protecting the environment by replacing single-use plastic items like cutleries with biodegradable alternatives initiated a few years ago, to respond to Macau's new regulation in banning the import of disposable plastic knives, forks and spoons, which came into force on 1 January 2023.

Aligning with our hotels in Macau, Macau Tower also completed replacing plastic take-out containers and cutleries, including forks, spoons, knives, straws, etc, with biodegradable ones in 2022 to comply with the Macau's new regulation of disposable plastic cutlery ban.

Similarly, since 2021, the Artyzen Beijing has adopted the biodegradable takeaway tableware including straws, takeaway containers and cutlery, which not only decomposes quicker than traditional plastic ones, but also creates less pollution during production.

Continuing the efforts introduced in 2020, Artyzen Beijing provided single-use hotel amenities, such as toothbrushes, combs, bath wipes, nail files and shoe wipes, only upon request. Guests are encouraged to bring their own supplies to reduce waste.



On the other hand, Artyzen Grand Lapa continued to phase out the use of plastic bags. This year, they replaced plastic bags with non-woven bags for storing extra pillows in each guest room. It saved approximately 6,000 plastic bags in 2022. Furthermore, they no longer provided plastic laundry bag to staff. This initiative has effectively saved a total of 1,500 plastic bags.

Artyzen Habitat Hongqiao Shanghai ("Artyzen Shanghai") has planned to phase out in-room plastic water bottles in hotel rooms in 2023. They will install water filters for taps in hotel rooms so that they can gradually phase out plastic waste and will reduce at least 60,000 plastic water bottles each year.

邁向無塑膠

我們的酒店參與實現無塑膠化的倡議。澳門雅辰酒店及鷺環海天度假酒店認為服務的質素和酒店業可持續發展是最重要的。因此，我們在數年前已開始以可生物降解的替代品取代一次性塑膠產品，例如即棄餐具，以響應澳門政府將於2023年1月1日實施的新法規——禁止進口不可降解的塑膠刀叉和匙羹，表明我們對保護環境的承諾。

在澳門的酒店一樣，澳門旅遊塔亦於2022年將塑料外賣容器和餐具更換為可生物降解的材料，包括叉、匙羹、刀、吸管等，以遵守澳門政府限制一次性塑膠餐具的禁令。

同樣，北京東直門雅辰悅居酒店自2021年起已全面採用可生物降解的外賣餐具，包括吸管、外賣容器和餐具。該舉措不僅使廢棄餐具比傳統塑膠餐具分解得更快，而且在生產過程中產生更少的污染。

延續2020年推出的計劃，北京東直門雅辰悅居酒店不再主動提供牙刷、梳、浴擦、指甲銼和擦鞋巾等一次性酒店用品。我們更鼓勵客人自行帶攜帶個人護理物品，減少浪費。



另一方面，澳門雅辰酒店逐步限制使用膠袋。今年，我們將每間客房用於存放額外枕頭的膠袋更換為不織布袋。在2022年，酒店節省了大約6,000個膠袋。此外，我們不再用膠袋交回為員工已洗的制服，這項舉措共有效節省了大約1,500個膠袋。

上海虹橋雅辰悅居酒店計劃將在2023年起逐步淘汰酒店客房內的塑料水瓶，他們將為客房安裝水龍頭濾水器，逐步減少塑膠垃圾，估計每年至少減少60,000個塑料瓶。

Active Recycling

As part of our commitment to sustainability, our Property Management Division collaborated with various NGOs and green groups to promote recycling in our residential premises, such as liberty and Chatham Gate in Hong Kong, and Nova Grand and One Central Residences in Macau. Through the provision of clearly labelled collection bins conveniently located in designated areas of each residential estate, residents can easily separate and recycle a wide range of materials, including plastic containers, aluminium cans, paper, books, toys, cloths, red packets, mooncake boxes, and electrical and electronic equipment. Furthermore, our Property Management Division regularly reviews and updates the recycling policies to ensure they align with the latest industry standards and best practices for promoting a more environmental-friendly and sustainable community.

Artyzen Beijing started to run a pilot scheme to better manage their food waste since 2021, and had collected a total of 93,450 kg of food waste sent for recycling in 2021 and 56,000 kg in 2022.

Artyzen Shanghai celebrated Christmas differently this year. They had a special Christmas tree made from recycled materials placed at the hotel's lobby, hoping to raise the awareness of recycling practices and environmental protection while celebrating this joyful season responsibly.

Furthermore, Grand Coloane used new sustainable and upcycling methods to maintain their landscape this year. They kept and left the fallen leaves in the garden, which would have been sent to landfill in the past, to decompose and help return valuable nutrients to the soil. Without disposing the leaves, these can act as a natural mulch to help retain water in the soil and to reduce the use of water for irrigation purpose.

We are also committed to incentivise recycling efforts at Macau Tower. Since recycling facilities and contractors are rare in Macau, citizens lack the awareness of recycling. Therefore, five triple recycling bins were added and placed at different locations at Macau Tower since September 2022, including office spaces to encourage recycling practices.

主動地回收

作為我們對可持續發展承諾的一部分，我們的物業管理部門與多個非政府組織和環保團體合作，推廣我們住宅物業的回收活動，例如香港的昇悅居和昇御門及澳門的濠尚和壹號湖畔。透過在每個屋苑的指定區域提供貼有清晰標籤的回收箱，居民可以輕鬆地分類和回收各種物品，包括塑膠容器、鋁罐、紙張、舊書、玩具、舊衣物、利是封、月餅盒，以及電器和電子設備。此外，我們的物業管理部門進行定期審查和更新回收政策，以確保它們符合最新的行業標準和最佳實踐要求，以推動更環保和可持續發展的社區。

北京東直門雅辰悅居酒店自2021年開展試點計劃，以更好管理廚餘，盡量回收。2021年和2022年分別回收了93,450公斤和56,000公斤廚餘。

今年上海虹橋雅辰悅居酒店慶祝聖誕節的方式也有所不同。我們在酒店大堂放置了一棵由回收材料製成的特色聖誕樹，希望負責任地慶祝這個普天同慶的節日，並同時提高回收和環境保護的意識。

此外，今年鷺環海天度假酒店使用新的可持續和優化回收方法維護我們的環保景觀。我們將花園裡落葉收集再用。過往是把這些落葉送往堆填區，以分解方法幫助將寶貴的養分返還土壤。現在就不特別處理落葉，只讓它們成為天然覆蓋物，幫助保持土壤中的水分並減少灌溉用水。

我們還致力於鼓勵澳門旅遊塔進行回收工作。由於澳門回收設施和承辦商較少，市民缺乏回收意識。因此，自2022年9月起，澳門旅遊塔新增五個三類回收桶，安置於不同位置，包括辦公空間，鼓勵實踐回收。



Advocates for the Environment

Our Green Office Management Team, which is supported by its Green Ambassadors, has actively raised environmental awareness in the workplace of the Group by introducing various green initiatives. Other business units and supporting units also support for environmental protection in their respective capacities.

Hong Kong Green Building Week: Biz-Green Dress Day

Biz-Green Dress Day has always served as a key programme of the Hong Kong Green Building Week ("HKGBW"), an annual public campaign co-organised by the Construction Industry Council and the Hong Kong Green Building Council surrounding the topic of Green Building. This year's campaign was themed "10 out of 10 for Green Building. Carbon Neutrality by 2050!", which highlighted 10 crucial green building elements that contribute to carbon reduction.

To celebrate the HKGBW's 10th anniversary, they added a twist to the regular Biz-Green Dress Day, which simply encouraged employees to dress light at work to avoid excessive use of air-conditioning. This twist, otherwise known as the "10 Biz-Green Outfits Social Challenge", echoed the HKGBW theme by requesting participating companies and organisations to demonstrate 10 different Biz-Green outfits through our corporate social media accounts. The Group continued to participate in the event and was awarded the Biz-Green Style Award — Bronze, which demonstrated the professional and green yet stylish outfits worn by our colleagues.

成為環保倡導者

我們的綠色辦公室管理小組在綠色大使的支援下，推出各種綠色活動，積極提高集團工作場所的環保意識。其他業務部門也以不同形式活動倡導及支持環保。

香港綠色建築週：「輕•型」上班日

「輕•型」上班日一直是香港綠色建築週的重點項目，該年度公眾活動是由建造業議會和香港綠色建築議會就綠色建築主題合辦的。今年的主題是「十築綠建•築起2050碳中和」，其中強調有助於減少碳排放的10個關鍵綠色建築元素。

為慶祝香港綠色建築週成立10週年，「輕•型」上班日增加了一個特色挑戰，鼓勵員工在上班時穿著輕便，以減低辦公室的空調耗能。這個挑戰名為「輕•型十式Social Challenge」，透過參與的企業和組織在其社交媒體賬戶展示10種不同的「輕•型」上班服裝，以響應香港綠色建築週的主題。我們集團參與該活動，並榮獲最具風格大獎——銅獎，展現同事專業、綠色又有型的穿搭。



Earth Hour 2022

地球一小時2022

The Group has once again extended our full support to the World Wide Fund for Nature (“WWF”)’s global initiative “Earth Hour” with the theme “Habits Protect Habitats” this year on 26th March 2022. The theme calls for the need to protect irreplaceable wetlands which in turn provides essential ecosystem services to wildlife and human beings alike. We invited our employees to pledge their support to conserving the environment and promoting sustainability by turning off all non-essential lighting for one hour.

集團於2022年3月26日再次全力支持世界自然基金會以「生活態度」為主題的全球倡議「地球一小時」活動。是次主題呼籲需要保護不可替代的濕地，濕地是為野生動物和人類提供重要的生態系統。我們邀請員工簽署承諾通過關掉所有非必要的照明一小時來保護環境和促進可持續發展。



Bread Run

麵包收集活動

The Bread Run programme, organised by Feeding Hong Kong, aims to rescue surplus or leftover food from bakeries and markets and redistribute to those in need through the likes of charities, schools and senior centres. On 14th June, 2022, our volunteers served as bread runners and successfully reclaimed over 100 packs of bread from 24 bakeries that would otherwise had gone to waste.

樂餉社舉辦的「麵包收集活動」計劃旨在從麵包店和市場收集多餘或剩餘的食物，並通過慈善機構、學校和安老中心等重新分配給有需要的人士。在2022年6月14日，我們的義工化身麵包收集員，成功從24家麵包店收集了100多袋原本被廢棄的麵包。

Promoting Sustainable Events

The Group has continued to offer venues to local NGOs and government to exhibit environmental and social educational materials in our shopping malls in order to raise environmental awareness of the public. The events include:

推廣可持續發展活動

本集團繼續為非政府組織和政府提供場地，在我們的購物中心展示環境與社會教育素材，以提高公眾的環保意識。這些活動包括：



- “Know Our Corals, Love Our Ocean” mobile coral exhibition, organised by Environment and Conservation Fund in June at the Westwood. It aimed to educate and raise public awareness on Hong Kong corals and local marine biodiversity.
- “Planning for a Liveable and Healthy City” Exhibition, organised by Planning Department of HKSAR in October at the Westwood. The objective of the outreach programme was to provide more opportunities for the general public, particularly our younger generations to know more about town planning in Hong Kong and how they could participate in the planning process.
- “Community Art Work Exhibition”, organised by Tung Wah Group of Hospitals CROSS Centre in July at the Westwood, the venue sponsor. Through artwork (fluid art, alcohol ink or line wrapping painting) and art installations, the mental journey of hidden drug addicts and their families in the face of family drug addiction were expressed. General public, especially teenagers, could learn more about the severity of drug addiction as well as the stories behind.
- 於6月，由環境及自然保育基金在西貢城舉辦“愛•識珊瑚及海洋生物多樣性 — 流動珊瑚展覽”，旨在教育和提高公眾對香港珊瑚和本地海洋生物多樣性的認識。
- 香港特別行政區規劃署於10月在西貢城舉辦的“規劃宜居健康的城市”展覽。這個外展計劃的目的是為公眾，特別為年輕一代提供更多機會，讓他們認識更多香港的城市規劃，以及如何參與規劃過程。
- 本集團為東華三院越峰成長中心於7月在西貢城舉辦的「沿途有家社區藝術作品展」提供了場地贊助。通過藝術品（流體藝術、酒精墨水畫或纏繞畫）和藝術裝置，表達了隱蔽吸毒者及其家人面對家庭毒癮的心路歷程。展覽可以讓大眾尤其是年輕人更深入了解毒癮的嚴重性和背後的故事。

World Environment Day 2022

Artyzen Grand Lapa has again partnered with the Macau IC2 (“I Can Too”) Association, the only NGO in Macau run by people with intellectual disabilities and autism, to celebrate World Earth Day for the second consecutive year with a particular focus on low carbon living, sustainable practices as well as healthier and greener lifestyle.

Attended by around 200 participants, the event included activities such as green walk, tree planting ceremony, product showcase, pickleball game and a series of green talks by corporate leaders and academics on the topics of global warming, energy saving, carbon reduction and sustainable lifestyle. The Green Walk, which was the kick-off activity, invited participants to walk from Macau Tower to Artyzen Grand Lapa to reduce carbon footprint by avoiding both private and public transportation. The Tree Planting Ceremony at the lawn of the hotel was another signature event promoting carbon reduction. Last but not least, repurposed handicrafts by IC2 were showcased for sale along with an exhibition of recycled bicycles and e-motorbikes to advocate low carbon commuting options.



世界環境日2022

澳門雅辰酒店連續兩年與澳門唯一由智障和自閉症人士創辦的非政府組織澳門展現真我協會（「I Can Too」）合作，一同慶祝世界地球日，特別關注低碳生活、實踐可持續發展，與及更健康、更環保的生活方式。

活動約有200名參加者，活動包括綠色步行、植樹儀式、產品展示、匹克球，以及企業領袖和學者就全球暖化、節能減碳等主題進行的一系列綠色講座和可持續的生活模式。一方面，以綠色步行作

為啟動活動，呼籲參加者避免使用交通工具，並從澳門旅遊塔徒步至澳門雅辰酒店，減少碳足跡。另一方面，在酒店草坪舉行植樹儀式，這也被認為是推動碳減排的標誌性活動。最後，活動展出了由展現真我協會改造後的手工藝品、回收單車和電動摩托車展覽，以提倡上下班時的低碳通勤選項。

Our Community

我們的社區



Our Community

我們的社區

We strongly believe that “with great power comes great responsibility”. During this unprecedented time, we take the initiative to reach out to the communities and offer as much guidance and support as we can.

Recognising the importance of community engagement, the Group collaborates with several non-governmental organisations (“NGOs”), institutions and local governments to show helping hands to the people in need, including the youth, elderly and disadvantaged people, by participating in, sponsoring or hosting events. On top of that, the Group also takes a role in promoting arts and culture. Through active engagement, we strive to meet the evolving needs of our community.

我們深信「實力愈強，責任更大」。在此空前時刻，我們主動伸出援手接觸社區，盡力提供指導和支援。

我們知道社區參與的重要性，所以集團與多個非政府組織、機構和政府合作，通過參與、贊助或舉辦活動，向有需要幫助的人群，包括青少年、長者和弱勢群體，伸出援手。此外，本集團還致力推廣藝術和文化。我們積極參與社區服務活動，滿足社區不斷變化的需要。

GOOD HEALTH AND WELL-BEING

良好健康與福祉

Support healthy living at the individual and community levels
支持個人和社區健康生活



QUALITY EDUCATION

優質教育

Develop young individuals and expand their career opportunities
培育年輕人才，並為其開拓就業機會



SUSTAINABLE CITIES AND COMMUNITIES

可持續城市和社區

Increase our community's the inclusivity and diversity
增加社區共融和多元化



PARTNERSHIPS FOR THE GOALS

促進目標實現的夥伴關係

Proactive collaboration with various organisations to engage and reach out to the larger community
積極與不同的組織合作，幫助更多社區有需要人士





Our Dedicated Support “Letters to Home” Campaign 全力支持《看見家書》活動

In celebration of the 73rd anniversary of the founding of the People’s Republic of China and the 25th anniversary of the establishment of the Hong Kong Special Administrative Region (HKSAR), Shun Tak Holdings, as a corporate sponsor, has dedicated its support to a campaign presented by Hong Kong Federation of Women (HKFW)–“Letters to Home”, inviting 25 guests to pen letters to their families or friends in retrospect of the exciting moments and memorable occasions that coincided with the past 25 years of development in Hong Kong and Mainland China.

These 25 personalities, from all walks of life, shared their stories of a meaningful encounter in their life through a personal letter to someone special to them. The stories touched our hearts and renewed our patriotism towards the country. They also reminded us of the importance of passing on traditional Chinese family values from one generation to the other.

為慶祝中華人民共和國成立73周年和香港特別行政區成立25周年，信德集團作為企業贊助商，全力支持由香港各界婦女聯合協進會（婦協）推出的《看見家書》項目。該項目特別邀請 25 位嘉賓，寫信給他們的家人或朋友們回顧香港和中國過去25年發展中激動人心和難忘的情感片段。

這25位來自各行各業的嘉賓，透過寫給對他們至為特別的人的家書，分享他們在生命中有意義的經歷或逸事。這些故事觸動心靈和為讀者重新燃起愛國之情。它們也提醒我們傳承中國傳統家庭價值的重要性。



Image: Television Broadcasts Limited 圖片：電視廣播有限公司

HKFW also presented a TV programme with the same title, “Letters to Home”, bringing to life moving stories taken from the letters. The programme was broadcasted on TVB Jade, myTV SUPER, and TVB’s online streaming platform.

Ms. Pansy Ho, the Group’s Executive Chairman and Managing Director, was one of the guests featured in the first episode. She remarked that the Group’s steady development over the past 60 years would not be possible without our motherland’s backing. It is our mission and responsibility to promote patriotism and to pass our love for the nation to the next generations. With “Letters to Home”, we hope to showcase the unyielding bond of family, society and nation, as well as the indispensable connection between Hong Kong and the motherland. We also hope to kindle our younger generation’s devotion and commitment with the nation.

婦協還推出了同名電視節目《看見家書》，將信中感人的故事呈現給觀眾。該節目在香港無綫電視翡翠台、myTV SUPER和無綫電視的線上平台播映。

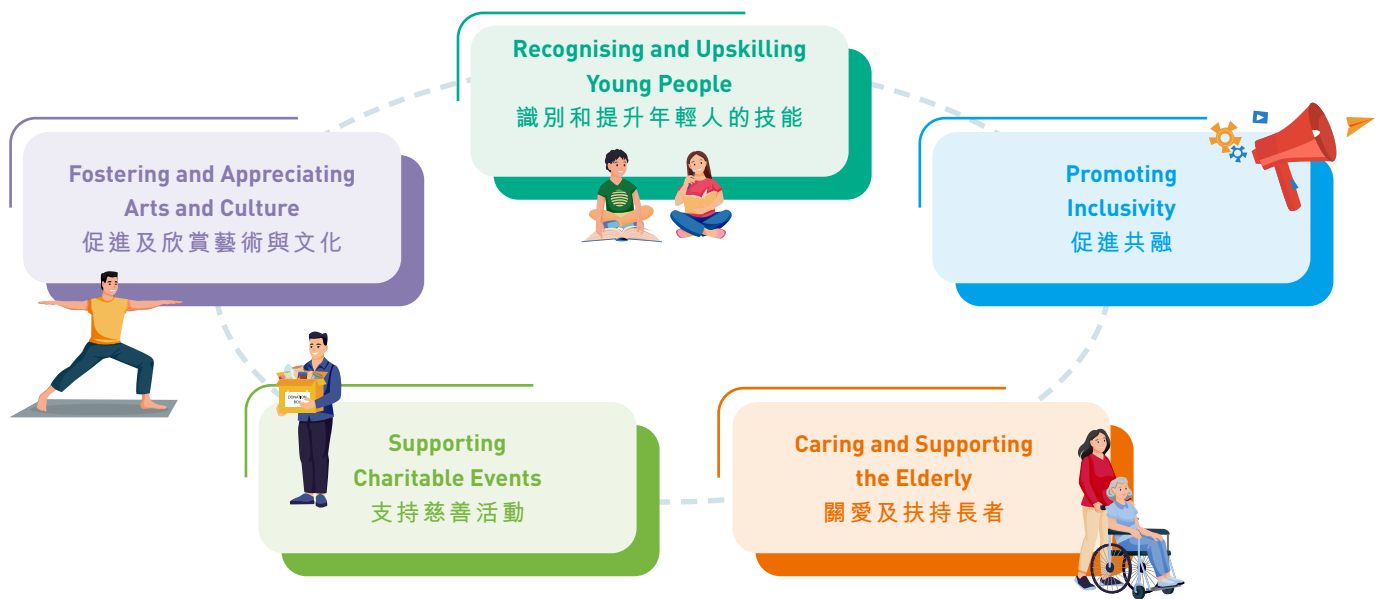
信德集團行政主席兼董事總經理何超瓊女士是第一集的特邀嘉賓之一。她表示，信德集團紮根港澳60年，取得平穩發展，有賴祖國作為堅強後盾。信德集團盡責任肩負使命宣揚愛國情懷，傳承至下一代。我們希望通過《看見家書》，充分展現「家庭」、「社會」與「國家」之間的緊密關係，突顯國家和特區始終與香港市民命運與共，從而喚起我們年輕一代對國家的貢獻與承諾。

Our Core Community Programmes

我們的核心社區活動

The core community programmes we have categorised — youth, elderly, social inclusion, charity, and arts and culture, are indispensable and significant in terms of our efforts in supporting and strengthening the community. All the social segments are the pillars that build a community. In line with our core principles of “Integrity and Virtue”, we thus have taken the initiative to work with other organisations to help people in need so as to create an overarching positive impact on society.

我們的核心社區活動包括—青年、長者、社區共融、慈善和藝術與文化。這些項目在我們支持和強化社區方面擔當不可或缺的重要角色。社區是由不同的社會階層構建而成。我們本著「誠信德行」的核心原則，主動與其他機構組織合作，幫助有需要的社群，為社會帶來正面影響。



Recognising and Upskilling Young People

識別和提升年輕人的技能



Project WeCan Career Exploration Day

「學校起動」計劃職業探索日

This year, the Group continued to work with Project WeCan to provide career advice and life planning guidance to secondary school students. On Career Exploration Day organised by Project WeCan on 26th November 2022, we arranged an online workshop for 240 students to share job interview and career planning skills.

今年，我們繼續與「學校起動」計劃合作，為中學生提供職業生涯規劃的建議和人生指導。在「學校起動」計劃於2022年11月26日舉辦的職業探索日上，我們為240名學生安排了一個在線工作坊，分享求職面試和職業規劃的技巧。

Industrial Visit

業務參觀

With support from our hospitality business, Shun Tak Holdings (Macau) Limited ("Macau Office") is happy to provide learning opportunities for teenagers who are interested in the industry. In October, 23 students with tourism business management major from Macao Institute for Tourism Studies got the chance to visit Macau Tower to experience real working environment and get a grasp of what skills they need to equip themselves with.

酒店業是我們核心業務之一，信德集團控股（澳門）有限公司（「澳門辦事處」）為對旅遊業感興趣的青少年提供學習機會。在10月，為來自澳門旅遊學院修讀旅遊企業管理的23名學生安排參觀澳門旅遊塔，體驗真實的工作環境，並幫助他們了解行業相關所需要的技能。



Internship Opportunities in Hotels

酒店實習機會

Recognising the importance of providing students with the opportunities to develop their skills and knowledge before entering the job market, Artyzen Grand Lapa and Grand Coloane Resort continued their internship programme to allow students to have a real taste of the day-to-day hospitality operations. We hosted 20 university students from different local universities to work in operations or administration sector in two intakes this year — January to June and July to December. At the end of the internship, interns met with respective department heads to share their experience and to review their learning outcomes and main takeaways.

我們深知學生進入就業市場之前，獲得提供職業生涯計劃的指引、深化技能和加強知識是非常重要的。有見及此，澳門雅辰酒店和鷺環海天度假酒店繼續提供實習計劃，讓學生體驗酒店日常營運。我們今年分兩次實習期（1月至6月和7月至12月），招募來自各本地大學的20名大學生到前線或行政部門實習。當完成實習期後，實習生們把握機會與各部門負責人會面，分享他們的經驗，並回顧學習成果和主要收穫。



Promoting Inclusivity

促進共融

Knit for Charity

愛心編織

Since 2014, our “Knit for Charity” initiative has been one of the most popular programmes. This year, the Group partnered with the Society of Rehabilitation and Crime Prevention Hong Kong to spread warmth and love to the underprivileged teenagers. In November, our staff gathered again to knit scarves by hand and give them to 53 underprivileged teenagers, wishing them a warm winter.

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，我們與香港善導會合作，向弱勢青少年傳遞暖意和愛心。在11月，我們的員工再次編織圍巾，贈送給53名弱勢青少年，讓他們在寒冬中得保溫暖。



Birthday Party for Children

兒童生日會

Growing up with love and care is important to children's physical and mental health. In December, the Social Services Group partnered with the Society of Rehabilitation and Crime Prevention Hong Kong to organise a birthday party and movie screening for 63 underprivileged children and their caregivers. Volunteers from the Group assisted in organising the birthday party, hoping to make them feel love and care.

愛與關懷對兒童的身心健康至關重要。在12月，我們與香港善導會合作，為63名弱勢兒童及其照顧者舉辦了一個生日會和電影放映活動。我們的義工協助籌備生日會，讓他們感受到愛與關懷。





Supporting Students with Special Educational Needs

支援有特殊教育需要的學生

Macau Office also supported students with special educational needs as they are equally important in building a future for all of us. We provided a learning tour for those students from Escola Luso-Chinesa Técnico-Profissional to visit our Macau Tower kitchen and catch a sight of the real working environment for them to gain a better understanding of their future roles.

澳門辦事處繼續支援有特殊教育需要的學生，他們對建設共同未來的參與同樣重要。我們為來自中葡職業技術學校的特殊教育需要學生提供了學習之旅，考察了澳門旅遊塔的廚房並參觀到真實的工作環境，以便他們更瞭解自己未來的崗位。

SPORTARIANS — Calories for Charity

扶輪傷健齊運動“化fat為愛”慈善挑戰

Apart from promoting sports and culture to teenagers, we also actively engage those with special needs to help raise overall awareness of diversity, equity and inclusion. On 27th November, Macau Tower partnered with Life Project and Mr. J Sports, alongside with five beneficiaries, to hold an outdoor exercise challenge event, “SPORTARIANS — Calories for Charity” in order to encourage more people to exercise as well as to raise money for those in need. Around 200 participants engaged in a series of workout sessions, to burn calories, which in turn were measured and transferred into money for donation.

Moreover, we invited disabled persons, from different backgrounds, including different age groups and types of disabilities, to join the event this year in promoting diversity, equity, and inclusion development in Macau. Through the event, we hoped to provide disabled people with equal opportunity to participate and enable everyone to enjoy working out and contributing themselves to the society.

除了向青少年推廣體育和文化，我們還積極與有特殊需要的人士互動，以提高多元化、公平和包容的意識。在11月27日，澳門旅遊塔與Life Project和Mr. J體育會及5個受惠機構舉辦了一個戶外扶輪傷健齊運動項目，名為「化fat為愛」慈善運動挑戰。活動集多個體能挑戰及戶外鍛煉於一體，讓約200名參加者能鍛煉身體之餘，可以測量其燃燒的卡路里，並將其轉化為慈善捐獻。

今年我們更邀請了來自不同背景，包括不同年齡層和殘疾組別的人士一起參與，以促進澳門多元化、公平和共融的發展。我們更希望通過這次活動，為殘疾人士提供平等參與的機會，讓每個人都能享受運動的樂趣，為社會貢獻自己的力量。



Crazy Jump Day

瘋狂笨豬跳

Macau Tower partnered with Macau Autism Association and Child Development Association to co-organise a charity event, the "Crazy Jump Day" at Macau Tower on 26th November, where 30 participants dressed up in costumes for bungee jump. This event was a great opportunity for people to get out of their comfort zone and support Macau's local community. Participants were welcomed to wear as creative according to this year's freestyle theme. The winners of Best Costumes and Best Performances could have the chance to get fabulous gifts from the organiser. The fund raised were given to Macau Child Development Association to particularly help children with Autism, attention deficit hyperactivity disorder, learning difficulties, and other developmental disorders.

澳門旅遊塔聯同澳門自閉症協會和澳門兒童發展協會共同舉辦了一個慈善活動——「瘋狂笨豬跳」，有30名穿上精心裝扮服飾的參加者於11月26日在澳門旅遊塔進行極限跳躍。這個活動不但讓參加者走出自己的舒適區，同時支持澳門當地社區的慈善活動。參加者今年的裝扮主題為自由創作，可隨意設計服飾，最佳裝扮者和最佳表演者的得獎人獲得我們的精美禮物。而所籌集的善款則捐贈給澳門兒童發展協會，特別是用於幫助患有自閉症、專注力不足症、學習困難和其他發展障礙的兒童。



Inclusive Internship Opportunities

包容性實習計劃

Artyzen Grand Lapa has kept up with its continuous efforts in supporting inclusive employment by offering students with special needs, who were from Escola Luso-Chinesa Técnico-Profissional, a tailored internship experience. This year, we had four interns serving for both the laundry and stewarding departments for two weeks in June.

澳門雅辰酒店一直致力於支持共融就業，為來自中葡職業技術學校有特殊需要的學生提供度身訂造的實習體驗。今年，我們有四名實習生在洗衣部和管事部學習，在6月份進行了為期兩週的實習。



Caring and Supporting the Elderly

關愛及扶持長者



Home Visits to Elderly

長者探訪

Back in 2019, we partnered with Tung Wah Group of Hospitals ("TWGHs") Wu Ki Lim Neighbourhood Elderly Centre to run different volunteering programmes. In June, 20 volunteers of our Social Services Group visited 50 elderlies at Yiu Tung Estate. We had engaging moments with them and brought them gifts of homey food to show our care and warmth.

自2019年起，我們與東華三院胡其廉長者鄰舍中心合辦不同類型的義工服務計劃。在6月，我們的義工服務隊20名義工探訪了50名在耀東邨的長者，並向他們派發生活用品和日常食品禮包，更跟他們聊天閒談，讓他們感受到關懷和溫暖。



Christmas Getaway with Seniors

耆樂聖誕逍遙遊

We believe that to keep the elderly healthy and strong, they need social interaction and connection with others and engage in outdoor activities. Thus, the Social Services Group accompanied 44 elderlies to visit sites of interest and re-discovered the beauty of Hong Kong in December. We were happy to see the elderlies enjoy themselves during the tour.

我們相信長者多外出走動，參加戶外活動，會幫助他們保持身體健康以及維持正常社交。因此，集團在12月派出義工服務隊陪同44名長者參觀香港的名勝古蹟，重新發掘香港之美。我們樂見長者們享受旅程。



Po Leung Kuk's District Elderly Campaign

保良局地區安老服務計劃

The Group has been participating in Po Leung Kuk's District Elderly Campaign since 2019. In December, we donated HK\$38,800 and sent our Social Services Group to visit the elderly and also attended its kick-start ceremony at Cheung Fat Estate in Tsing Yi. The purpose of this Campaign is to continue to raise the community's awareness to the mentally handicapped elderly, and provided them with anti-epidemic support, soft meals, home care and fitness services so that the elderly can receive timely physical and mental support regardless of their disabilities.



自2019年以來，我們一直參與保良局的地區安老服務計劃。在今年12月，我們捐贈了38,800港元善款，並派出我們的義工服務隊探訪長者，更參加了在青衣長發邨舉行的啟動禮。這個計劃的目的是提高社區對患有智力障礙的長者的認知，並為他們提供抗疫支援、軟餐、居家護理和健身服務，讓長者不論殘疾狀況，都能及時獲得體貼周到的身心援助。



Knitting for Elderly

敬老暖心編織

Similar to the "Knit for Charity" initiative in Hong Kong, our Macau Office held three lessons for staff to learn how to knit scarf or beanie in November. The finished crafts were given to the elderly through Caritas Macau to keep them warm in winter.

類似香港的「愛心編織班」，我們的澳門辦事處於11月份舉辦了三堂課程，讓員工學習如何編織圍巾或帽子。這些製成品透過澳門明愛送予長者，讓他們在寒冬中保持溫暖。



Supporting Charitable Events

支持慈善活動

Flag Days with Po Leung Kuk and TWGHs

參與保良局和東華三院賣旗日

By participating in the events held by Po Leung Kuk and TWGHs, we are honoured to maintain a long-term partnership with both organisations. Through the years, the Group has shown its immense support in form of sponsorships and donations. In August, our enthusiastic Social Service Group and their family members served as flag-sellers, inviting passers-by as well as our own colleagues to make donations. In addition, the Group also pledged to match all staff donation to help raise more funds for the charities' social welfare and education services.

我們很榮幸能夠通過參與保良局和東華三院舉辦的活動，及與這兩個機構保持長期的合作關係。多年來，集團通過贊助和捐款表達了大力支持。在8月，我們充滿熱情的義工服務隊及其家人充當了賣旗義工，向路人和我們的同事募捐。此外，本集團更承諾對員工捐贈進行配捐，為慈善機構的社會福利及教育服務籌得更多善款。



Volunteering in China

愛國義工服務

In February, Artyzen Beijing demonstrated its commitment to support the Beijing Winter Olympics and Paralympics by providing warm bread to the event helpers. Furthermore, in October, our volunteers delivered ginger tea to community helpers during the 20th National Congress of the Communist Party of China, expressing our gratitude for their contributions to society. These initiatives demonstrate our unwavering commitment to social responsibility and our efforts to support the government in its endeavours for the betterment of society.

今年2月，北京雅辰酒店致力於支持北京冬季奧運會和殘奧會，並為大會工作人員提供溫暖的麵包。此外，在10月，我們的義工在中國共產黨第二十次全國代表大會期間向社區志願者提供薑茶，以表感謝他們對社會的貢獻。這些舉措強調了我們對社會責任的堅定承諾，盡我們的努力協助當地政府造福社會。





Cookies for a Cause

公益曲奇

More and more people are acknowledging that animals are part of our community. We seek to do as much as we can to benefit every single member of the community. Artyzen Grand Lapa supported the Macau Association for Stray Dogs and Animal Welfare (MASDAW) on its crowd-funding campaign, "Cookies for a Cause". The delicious traditional Scottish butter cookies came with amazing packages. During the months of January and February, the charity cookies were sold in the hotel at a pop-up counter.

愈來愈多人認識到動物是我們社區的一部分，我們希望盡可能為社區的每位成員作出貢獻。在1月至2月期間，澳門雅辰酒店支持澳門流浪狗暨動物安康協會的公益曲奇群眾募捐活動，在酒店的大堂出售美味且配有精美包裝的蘇格蘭傳統牛油曲奇。

Fostering and Appreciating Arts and Culture

促進及欣賞藝術與文化

Ballderless Unfold the Unthinkable

籃球展會

We made use of the newly built versatile Shun Tak Exhibition & Event Space in Shun Tak Centre to showcase the BALLDERLESS space of a penetrating and specialised basketball experience. During the months of October to November, visitors, especially basketball fans and art lovers, could recap their collective memories with Basketball Superstar — Michael Jordan through visiting art gallery and figures room, playing basketball games and watching videos in the Exhibition.

In November, the Group partnered with Hong Kong Christian Service to arrange an exclusive tour for 30 underprivileged teenagers from Jockey Club Sports EXPLORE Project to visit the exhibition. These teenagers are interested in the sports industry, and the tour provided the insights of the history of global basketball industry, the artworks inspired by the sneakers, the development of the sneaker business and sports culture. Teenagers could get this opportunity to learn about basketball culture and its playable and watchable sport features.



我們在位於信德中心的全新多功能展覽及活動空間，展示了一個層次豐富和專業的籃球體驗空間—BALLDERLESS。於10月至11月期間，籃球迷和藝術愛好者可以透過參觀畫廊和人物展覽區、參與籃球比賽與及觀看展覽中的影片，重溫與籃球巨星米高·佐敦的集體回憶。

在11月，我們與香港基督教服務處合作，安排賽馬會體育探索計劃30名有志投身體育事業的弱勢青少年參觀展覽。導賞團介紹了全球籃球產業的歷史、靈感來自運動鞋的藝術品、球鞋業務和體育文化發展的深入見解。青少年有機會瞭解籃球文化及其可玩和可觀看的體育特點。



Play Unified, Play Sports!

樂動融

In supporting "Macau Special Olympics", Nova Mall was the venue sponsor for the 35th Anniversary Ceremony of the Play Unified, Play Sports event. It helped the participants to recognise an inclusive community where people with and without disabilities to enjoy and appreciate one another's gifts, both on and off the playing field. In promoting the Special Olympics sports mission and positive vibes, there were various events and performances, including playing unified golf, charity booth for sales, and charity piano performance, with special gifts given to visitors.

為支持「澳門特殊奧運會」，星皓廣場成為「樂動融35週年創新活動巡禮」的場地贊助商，有助參與者認識到共融運動在社區，無論是健全或殘障，在運動場上或運動場外，人都應該彼此享受和欣賞共融夥伴的才能。為推動特殊奧運會的使命和建立積極的氛圍，當中包含多種活動和表演，如高爾夫球共融體驗、慈善義賣攤位和鋼琴義演等，並把特別禮品送給來賓。



Double Happiness 「好事X2」

Macau Tower supported the activity "Double Happiness Exhibition" organised by Macao Wisdom Humanities Encourage Political Association from September to December 2022. It created a visual narrative of Macao's stylistic heritage through the Chinese calligraphy and watercolour artwork by Ung Choi Kun and Wilson Chi-lan Lam. Lam designed the stamp for the 100th anniversary of the founding of the Communist Party of China (CPC) for Macao post office in 2021.

澳門智慧人文勵政會於2022年9月至12月假澳門旅遊塔舉辦的「好事X2」活動提供場地。展覽透過著名藝術家吳在權和林子恩的中國書法和水彩畫這兩種截然不同的藝術形式，譜寫出澳門世遺故事及風貌。林子恩在2021年更設計本地郵票，為慶祝中國共產黨成立100周年而發行。





Fashion Talk Show — Macasaphis Comémódia Em Pé

時裝脫口秀 — 《霓裳秀我澳》

Macau Tower had been the venue sponsor to support local drama industry and young artist development, including the fashion talk show produced by Frost Ice Snow Creative Experimental Theatre, “Macasaphis Comémódia Em Pé” in September. This event, with “Macau” as the creative theme, extracted four local elements of Macau: festivals and holidays, intangible cultural heritage, street architecture, as well as language and culture, through fashion show and showcased a collection of branded apparel. It used clothing as the carrier and outlined the style and appearance of the small city of Macao in the eyes of the designers. The entire fashion talk show presented the journey of Macau from a small fishing village to the current prosperous “Macau” intertwined with Chinese and Portuguese elements.

澳門旅遊塔在9月贊助本地戲劇業和年輕藝術家發展，包括由霜冰雪創作實驗劇團製作的時裝脫口秀《霓裳秀我澳》，以「澳門」為創作主題，萃取澳門的四個本土元素，包括節日假期、非物質文化遺產、街道建築和語言文化，創作一系列品牌服飾。以服裝為載體，勾勒出設計師眼中的澳門小城風貌。整個時尚脫口秀承載著中葡元素交織出的澳門，從小漁村到現今繁榮景象的歷程。



“Lift Left Life Live” — Let’s Fly Around the World

「我想行開吓，想忘記咗呢個世界」

In easing the desperation of being unable to travel overseas for a long time due to the pandemic, Macau Tower worked with Cultural Affairs Bureau in decorating different floors with various countries’ styles in January to let visitors feel like they are travelling around the world. Visitors got a “boarding pass” to travel to different floors by taking lifts. Apart from that, in order to increase the sense of reality, there were some airplane seats around for visitors to take photos.

為減輕疫情限制下而長時間不能出境旅遊的鬱悶，澳門旅遊塔與澳門文化局合作，在1月於不同樓層精心佈置，讓遊客感受一下環遊世界的氛圍。遊客需透過「登機證」乘搭電梯前往不同的樓層。除此之外，為了增加真實感，澳門旅遊塔內還設有飛機座位供遊客拍照留念。



“Boa Vida” Programme — Amagao Gallery

「Boa Vida」社區項目 — Amagao 藝廊

Artyzen Grand Lapa has been organising the community programme, known as “Boa Vida” since 2018. “Boa Vida” stands for “good life, good living” in Portuguese. They continued to introduce new activities under the programme throughout the year. Artyzen Grand Lapa had an art exhibition “Colour Lusofonia” at Amagao Gallery from March to May 2022, which attracted over 500 participants. This gallery featured a varied gamut of works of some 50 artists from the Portuguese-speaking countries. It was a celebration of a Sino-Portuguese artistic and creative exchange, bridging China and the Lusophone world.

Furthermore, another graphic exhibition “LUSOGRAFIA” was hosted at Amagao Gallery from June to November 2022, honouring celebrated graphics and engraving art works of over 24 renowned Portuguese artists including Paula Rego, Vieira da Silva, Julio Pomar and Cruzeiro Seixas, and Gracia Morais.

澳門雅辰酒店自2018年起舉辦名為「Boa Vida」的社區項目廣受歡迎。此名在葡萄牙語中意為「美好生活」。在2022年3月至5月，澳門雅辰酒店在Amagao藝廊舉辦了「藝術邂逅·葡語色彩」展覽，吸引了超過500名來賓。此展覽展出了來自葡語系國家約50位藝術家的多樣化作品，是一個中葡藝術和創意交流的慶典，同時橋接中國和葡語世界。

此外，Amagao 藝廊在2022年6月至11月期間舉辦了另一個名為「藝術邂逅 葡萄牙圖形」展覽，展出超過24位著名葡萄牙藝術家以圖像藝術結合之心血結晶，當中包括Paula Rego、Vieira da Silva、Julio Pomar、Cruzeiro Seixas 和 Gracia Morais。



In Full Support of Local Film Production

全力支持本地電影製作

The Group believes that movies are a wonderful way to showcase the heartbeat of Macau's art and culture, reaching a captive audience of savvy and educated art-enthusiasts from across the globe. Artyzen Grand Lapa gave full support for the local film production by providing venue, accommodation and dining sponsor to support for an award-winning and up-and-coming local young film maker — Maxim Bessmertny to film his local movie “The Violin Case” with the aim to promote local movie culture and support young director's independent movie.

集團相信電影是向全球藝術愛好者展示澳門藝術和文化脈搏的絕佳途徑。澳門雅辰酒店通過提供場地、住宿和餐飲贊助等方式全力支持本地電影製作，並贊助一位屢獲殊榮且備受矚目的本地年輕電影製片人貝馬善拍攝他的本地電影《走失的小提琴》，旨在推廣本地電影文化，並支持年輕導演的電影製作。



Our People

我們的員工



Our People

我們的員工

At Shun Tak, employees are our most valuable asset. We strive to provide a safe and inclusive workplace for our employees, and consistently provide appropriate training to ensure we could attract and retain talents with an ever-growing mindset. To achieve these objectives, the Group has undertaken various measures over past year, including measures related to managing and coping with COVID-19, enhancing employee wellness and recreation, creating a just and inclusive working environment, providing a variety of training and development, and managing occupational health and safety in the workplace.

在信德，我們將員工視為最寶貴的資產。我們為員工提供安全和共融的工作場所，和適當的培訓，確保我們能夠吸引和挽留上進好學的人才。為實現這些目標，集團在過去一年切實執行各項措施，包括新冠疫情管理，提高員工健康與福祉、創造公平和共融工作環境、提供培訓和發展機會，以及重視職業健康安全管理。

GOOD HEALTH AND WELL-BEING

良好健康與福祉

Ensure employee health and well-being through promoting work-life balance, providing training and implementing policies responses to COVID-19

通過促進工作與生活的平衡、提供培訓和實施應對新冠疫情的政策來確保員工的健康和福祉



QUALITY EDUCATION

優質教育

Provide suitable training and help employees explore career development opportunities

提供合適的培訓，幫助員工探索職業發展機會



GENDER EQUALITY

性別平等

Ensure gender diversity in the workplace and uphold equality in employment, promotion and training processes

確保工作場所的多元性別，並在就業、晉升和培訓過程中保持平等

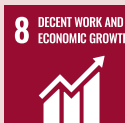


DECENT WORK AND ECONOMIC GROWTH

體面工作和經濟增長

Support economic growth and sustainable development, and ensure decent work and equal opportunities for all

支持經濟增長和可持續發展，確保人人享有體面工作和平等機會



Outstanding Business Women Award 2022

2022傑出商界女領袖大獎



In December 2022, Ms. Maisy Ho, our Executive Director, received the Outstanding Business Women Award 2022 organised by Hong Kong Commercial Daily. The award recognised Ms. Ho's contribution and success in upholding the principle of being people-oriented in both business management and social contribution.

As an outstanding woman business leader, Ms. Ho believes that success originates from both the ability to recognise one's strengths, and the willingness to keep an open mind for different opinions. In terms of employee relationship, she believes that a leader must find a balance between ensuring efficiency and being people-oriented. Ms. Ho cares about her employees, and enjoys working and sharing with them, and always value their work with encouraging note.

Ms. Ho is also committed to giving back to the society, as she learned from her parents when she was young that helping others is the source of happiness. As a member of the Advisory Board of Tung Wah Group of Hospitals, she has spearheaded charitable projects to inspire others and use her experiences to build a stronger volunteers' network as a way for us to give back to society. Through actively looking for opportunities to learn in the ever-changing world, and her generosity to help those in need, Ms. Ho has brought about positive impacts to the Group as well as society as a whole.

在2022年12月，我們的執行董事何超蓮女士榮獲由香港商報主辦的2022傑出商界女領袖大獎。該獎項肯定了何女士在企業管理和社會貢獻方面堅持以人為本的原則所作出的貢獻和卓越成就。

作為傑出的商界女性領袖，何女士認為，成功源於能夠認清自己的長處，以及願意對不同意見保持開放的心態。在員工關係方面，她認為領導者必須在保證效率和以人為本之間找到平衡。何女士關心員工，樂於跟他們分享成果，並以鼓勵的方式表示欣賞和重視他們的工作。

何女士亦熱心回饋社會，自小從父母身上學會了幫助別人是幸福的源泉。作為東華三院顧問局成員，她率先開展慈善項目以激勵他人，並利用她的經驗建立更強大的義工網絡，作為我們回饋社會的一種方式。何女士在瞬息萬變的世界中積極尋找學習機會，並慷慨解囊幫助有需要的人，為本集團乃至整個社會帶來正面影響。

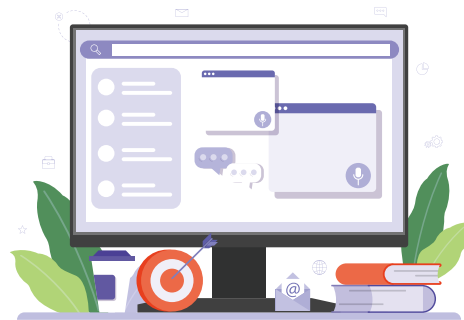
Maintaining a Positive Work Environment During COVID-19

在新冠疫情期間保持積極的工作氛圍

With the continuous development of COVID-19 and the presence of its variants, the Group has managed to remain vigilant and continued to impose precautionary measures on top of compassionate arrangements and wellness programmes designed for maintaining the wellbeing of employees. We also held various activities targeted at improving the mental and physical health of employees.

In terms of precautionary measures, we limited the spread of viruses from daily operations to talent acquisition processes through adopting flexible COVID-safe arrangements. We held interviews and meetings online with candidates to avoid direct face-to-face contact. By doing so, we had flexibility in terms of time and geographic constraints. In our Macau Office, the Pandemic Disease Control Policy issued in July 2021 remained in place, outlining a set of standard operating procedures for reducing the negative impacts of the pandemic on our operations and safeguarding the health of our employees. We provided our employees with paid vaccination leave to support the government's territory-wide vaccination deployment initiative. At the same time, we organised two webinar sessions covering topics on the side effects and considerations related to vaccination hosted by the Group's medical insurer.

Furthermore, regarding compassionate arrangements, Macau Office offered free hotel accommodation for more than 440 frontline staff members who lived outside Macau during the lockdown period in 2022. Artyzen Grand Lapa and Grand Coloane offered free accommodation to their frontline employees who resided in Mainland China but worked in Macau between June to August 2022 during the pandemic. We also allowed reimbursement of nucleic acid test expenses associated with immigration control, benefitting 530 employees in 2022. Artyzen Grand Lapa and Grand Coloane introduced an Agile Leave Programme in July 2022 to support employees who have exhausted their annual leave to get agile leave, enabling them to have 50% of their unpaid leave days as paid leave.



隨著新冠病毒持續突變，疫情反覆，集團時刻保持警惕，除了安排染疫員工病假和健康講座，也嚴守預防措施，維護員工福祉。我們經常舉辦活動，以提升員工身心健康。

在預防措施方面，我們調整疫情下的招聘形式，使面試流程減少感染風險。例如，我們為求職者安排在線面試，避免面對面直接接觸，並且可以靈活性安排面試時間和地點。我們的澳門辦事處於2021年7月發佈的《疫情防控政策》仍然有效，概述了標準操作程式，以減少疫情對我們營運的負面影響，和保障我們員工的健康。此外，我們在香港亦繼續讓員工可以在接種新冠疫苗後休假，以支持政府的疫苗接種計劃。同時，我們安排集團醫療保險公司提供了兩場網絡研討會，主題涉及疫苗接種後常見的副作用和注意事項。

在體恤安排方面，澳門辦事處在2022年對抗疫情期間，為超過440名居住在澳門以外的前線員工提供免費酒店住宿。在2022年6月至8月疫情期間，澳門雅辰酒店和鸞環海天度假酒店，也為居於中國而在澳門工作的前線員工提供免費住宿。此外，我們也讓員工報銷其出入境所需的核酸檢測費用，惠及530名員工。澳門雅辰酒店和鸞環海天度假酒店更於7月推出靈活休假計劃，讓已經用完年假的員工再申請彈性休假，使他們能夠將無薪假的一半轉為帶薪休假。



Engaging and Delighting Our Employees

讓員工投入並感到快樂

We organised wellness talks and festive events whenever feasible so that our employees can reduce stress and manage their health. We understand that work efficiency and wellbeing are interrelated. Thus, we help our employees develop healthier mindsets and deliver better work performance in return.

Think Green, Live Green, Eat Green

At Shun Tak, we believe fostering behavioural change through engagement is key to building a sustainable community. As part of our “Think Green • Live Green” efforts, a flagship environmental awareness program championed by the Management team, we aim to inspire our colleagues to take small steps for a well-balanced, green lifestyle.

One of the key initiatives is the “Staff Wellness Month” staged in November where our Human Resources team organised various wellness activities including a seminar on plant-based diet and sports performance, a health check station, as well as encouraging colleagues to be active in various sports activities, walk 10,000 steps per day and have green lunch. To end the program on a high note, all colleagues were given an energy pack each with healthy drinks and fruits. Those who attained the targets set during the Staff Wellness Month were given token gifts.

Stay healthy and happy is our motto for all fellow colleagues.

我們定期舉辦健康講座和節日活動，以讓我們的員工能緩解壓力及建立管理健康的能力。我們亦明白工作效率和健康福祉是息息相關的，因此，我們幫助員工培養更健康的心態，讓他們的工作表現達至更高水平。

綠色生活 我思•我行

我們相信通過參與可以改變行為，也是建立可持續發展社區的關鍵。我們的「綠色生活我思•我行」項目，是由管理層倡導的旗艦環保計劃，旨在激勵同事逐步實踐均衡、綠色生活。

其中一項重要環節是在11月舉辦的「員工健康月」，我們的人力資源部門舉辦各種與健康有關的活動，包括“素食與運動表現研討會”、“健康檢查站”、以及鼓勵同事積極參與體能活動的“挑戰每日一萬步”和“綠色午餐”等。這項目的高潮是給所有同事派發的禮包，裡面有能量棒，健康飲料和水果。凡在員工健康月期間完成挑戰目標的同時，都獲得精美禮物。

保持健康快樂是我們送給所有同事的座右銘。



Health Talk

In March, the Group arranged two one-hour webinars to all employees and their dependents on “Ways to Take Care of Our Emotions during COVID-19”. We recognised that more abrupt changes under COVID-19 could increase stress levels and induce higher impact to people’s mental health. As such, we are dedicated to equipping our employees with the capabilities to take care of themselves during these transitions in addition to providing support. In this health talk, Amanda Li, a Clinical Psychologist and Co-founder of StoryTaler, gave insights on the ways to understand ones’ stress signals and practise “self-compassion” to cope with the ever-changing and ambiguous nature of the pandemic.

健康講座

今年三月，集團為所有員工及其家人安排了兩次一小時的網上研討會，主題是「在疫情期間如何照顧我們的情緒」，因為我們了解疫情下各種突如其來的轉變，可能會增加壓力，並對同事的心理健康產生更大的影響。因此，我們還致力培養員工相應的能力，以便在此轉變期間能照料自己。在這次健康講座中，由臨床心理學家兼「說書人」的聯合創會人李昭明女士就如何了解個人的壓力訊號，以及實踐「自我關懷」，以應對疫情反覆和不明確等問題提供意見。



Micro Green Interest Workshop

In September, the Group had a virtual Micro Green Interest workshop in collaboration with Grow Something, a local social enterprise with the vision to reduce Hong Kong’s carbon emissions by encouraging people to grow vegetables at home. The advantages of green eating from planting arugula, broccoli, pea and radish were introduced in the workshop. 60 participants joined the webinar and were provided packs to practise green planting both in the office and at home. Results were encouraging and the office was overwhelmed with produce from their planting assignments.

迷你菜種植班

集團今年9月與本地社會企業Grow Something合作舉辦了一個線上的迷你菜種植班。該企業的願景是通過鼓勵人們在家種植蔬菜減少香港的碳排放。在工作坊介紹了種植芝麻菜、西蘭花、豌豆和白蘿蔔的好處。60名同事參加了線上工作坊，並在辦公室和家裡開始綠色種植。結果令人鼓舞，辦公室裡堆滿了他們所種植的成果。



Eat Green Challenge

Adopting a green eating lifestyle does not only benefit our health, but the environment too. Macau Office promoted green lifestyle among their staff, encouraging them to protect the environment in their daily lives. In August, we organised an engaging activity to promote green eating by first sharing green lifestyle tips, then creating an online quiz for staff to join. There was a total of 59 staff participants, 20 of which who answered all questions correctly were awarded shopping coupons.

DIY Fluid Bear Painting Workshop

During the month of Father's Day in 2022, the Macau Office organised a parent-child DIY workshop for staff and their families to paint fluid bears together. This workshop aimed to let employees spend quality time to bond with their children. A hand-painted bear served as a special and unique gift, and this workshop has successfully attracted the participation of 43 individuals.



Fitness for All

TurboJET introduced a new Occupational Health and Safety (OHS) Competition, held in two rounds, between March to April and August to September this year. The competition focused on sharing health tips and promoting active and healthy lifestyle. Over 100 staff participated in both rounds.

The first round aimed at strengthening the awareness and knowledge of OHS, establishing a safe and healthy work culture for employees and assisting them to understand the potential risks and precautionary measures. In this round, participants were invited to share health tips against COVID-19 and to do exercise regularly via different channels. The participating teams utilised their creativity and came up with different types of promotional materials, such as video demos on home exercises and slogan design.

The objective of the second round was to help employees establish a regular exercise habit and enjoy the fulfilment of exercising, and ultimately building a healthy lifestyle to cope with the pandemic. It encouraged staff to exercise regularly during the work from home period by categorising different intensity levels of exercises and asking employees to record the duration and category of exercise done as a team. The team that had the highest total calorie burnt was rewarded with HK\$1,000 consumption coupons.

綠色飲食挑戰

培養綠色飲食生活方式不僅有助我們的健康，也有助環境。澳門辦事處一直向員工推廣綠色生活方式，鼓勵他們在日常生活中保護環境。在8月，我們舉辦了一場推廣綠色飲食的互動活動，首先是分享綠色生活方式的小貼士，然後創建在線測驗供員工參與。共有59名員工參與，其中20名答對所有問題的員工獲贈購物券。

流體熊DIY工作坊

2022年父親節期間，澳門辦事處舉辦了親子DIY工作坊，讓員工及家屬一起繪畫流體熊。該工作坊旨在讓員工度過美好時光，與孩子建立親密關係，這個流體熊亦可作為一份特別的禮物。本次工作坊最後成功吸引了43名參加者。



全民做運動，抗疫我做到

噴射飛航於今年3月至4月和8月至9月份舉辦了兩輪全新的職業安全健康比賽，重點是分享健康秘訣，提倡積極健康的生活方式，超過100名員工參加比賽。

第一輪旨在加強職業安全健康的意識和知識，在員工之間建立安全健康的工作文化，並協助員工了解潛在風險和預防措施。在這一輪中，參與者被邀請分享在疫情下保持健康的方法，並通過不同管道激勵員工定期鍛煉。參賽隊伍更發揮創意，設計不同類型的宣傳品，例如居家操短片及標語設計等。

第二輪的目標是幫助員工養成規律的運動習慣，享受運動帶來的滿足感，最終建立健康的生活方式來應對疫情。活動鼓勵員工在家工作期間定期鍛煉，將鍛煉分為不同強度水準，並要求員工記錄團隊鍛煉的持續時間和類別。總卡路里消耗量最高的隊伍可獲贈1,000港元消費券。

Artyzen Physical and Mental Health Garden

This year, Artyzen Hospitality Group (“Artyzen”) rolled out a new virtual platform called the Artyzen Physical and Mental Health Garden to promote wellness to staff. This platform contains various mental and physical, health and stress relieving information provided in the forms of videos and tips. It is accessible to staff in all hotels managed by Artyzen through a link or QR code and employees could also interact by giving “likes”. They updated the contents on the platform on a weekly basis in order to provide an abundance and variety of tips to help maintain the wellbeing of our employees.

Artyzen Zentangle

“Artyzen Zentangle”, an art activity for stress relief, was held in June by Artyzen with the aim to help cultivate a healthier mindset. “Zentangle” is a self-help art therapy originating from the US to enhance relaxation and focus. Through this activity, they connected the hotel colleagues together and introduced them to this relaxing art-exercise for mental wellness that they can conduct anywhere despite the pandemic restrictions. Colleagues did not need to attend any physical class. They self-learned from the videos to draw the Zentangle at their own convenience with minimal and basic materials, and then uploaded it directly to our dedicated platform. They received a total of 100 Zentangles from all hotels in different locations, and combined all artworks and shared them with all colleagues at different hotels.

“Fai Chun” Design

「揮春」設計

In January, Artyzen held a joint hotel event of Chinese New Year “Fai Chun” Design to celebrate Chinese New Year among staff and to create festive atmosphere across hotels in Mainland China and Macau. Participants have showcased their creativity and aesthetic, and altogether 34 submissions were received, including individuals and teams from different locations such as Macau, Beijing and Shanghai. Eight winners were selected to have their “Fai Chun” Design transformed into WeChat stickers and to be shared within the group.



雅辰酒店集團在1月聯合舉辦了農曆新年揮春設計活動，與員工歡度新春，並在中國內地和澳門的酒店營造節日氣氛。活動中參賽者展示了他們的創意和藝術感，共收到了34份參賽作品，包括來自澳門、北京和上海等地的個人和團隊。被選出的八位得獎者，將他們的揮春設計轉化為微信貼圖，在群組內分享。

雅辰身心健康花園

雅辰酒店集團（“雅辰”）今年推出了一個名為“雅辰身心健康花園”的全新線上平台，以推廣員工健康。該平台包含以視頻和指南的形式提供的各種身心、健康和緩解壓力的資訊。雅辰酒店的所有員工都可以通過鏈結或二維碼使用該平台，還可以通過點贊進行互動。他們每週無間斷更新平台上的內容，以提供豐富的指南，幫助保持員工的健康福祉。

雅辰禪繞畫

雅辰酒店集團在6月舉辦了一個名為「雅辰禪繞畫」的舒緩壓力藝術活動，旨在培養員工有更健康的心態。「禪繞畫」是一種源自美國的自助藝術療法，旨在放鬆和增強專注力。通過這次活動，我們將酒店同事們聯繫在一起，並向他們介紹了這種輕鬆和有益身心的藝術運動。儘管疫情受到限制，他們仍可以在任何地方進行此活動。同事們可以不用上實體課，他們可以通過視頻自學，用基本材料在自己空閒時繪畫出禪繞畫，並直接上傳到我們的專用平台。我們一共收到了100張來自不同地方的酒店的禪繞畫，更將所有的藝術作品組合在一起並與不同酒店的所有同事分享。



Zentangle 禪繞畫

Ensuring Diversity and Inclusivity in the Workplace

確保工作場所的多樣性和包容性

Over the years, the Group has always upheld the principle of providing a fair, diverse and inclusive workplace for our employees, and for this we have led our employees to share the same values by implementing policies, and continuous supporting the Equal Opportunities Commission's Racial Diversity and Inclusion Charter for Employers, to demonstrate our commitment. As one of the founding signatories of the Charter in 2018, we hold inclusive policy, inclusive culture and inclusive work environment as our three primary goals to create a pluralistic and inclusive society free of discrimination and filled with equal opportunities.

The Charter, as a commitment towards racial diversity and inclusion, allows us to work along the nine goals related to racial equality policy, fair employment process, policy review, anti-racial discrimination awareness, engagement with racial communities, favourable work environment for all races, workplace racial inclusion, racial discrimination grievance process and fair racial discrimination grievance handling with 200 other signatories. As a signatory, we are given access to actively participate in training sessions and networking events with other business and consistently assess, improve, learn and share our own experiences and practices in the community.

We strive to ensure equality in terms of ethnicity, age, gender, marital and family status, physical status or any other aspects as set out in relevant laws and regulations throughout the relationship with our employees, including the processes of recruitment, work appraisal, promotion and career development opportunities.

多年來，集團一直秉承為員工提供公平、多元及共融的工作環境的原則。我們透過推行政策，帶領員工分享相同的價值觀，並持續支持平等機會委員會的種族多元共融僱主約章，以證明我們的承諾。作為2018年約章的創始簽署者之一，我們將共融政策、文化和工作環境作為我們的三個主要目標，以創建一個沒有歧視和充滿平等機會的多元化和共融社會。

這份約章表示我們對種族多元和共融等價值觀的承諾，讓我們與其他200個簽署方一起為致力於實現九大種族共融政策目標，包括公平就業程式和準則、政策檢討、反種族歧視的意識、與種族社區的互動、營造良好工作環境、職場種族共融、種族歧視申訴程式，以及公平種族歧視申訴處理。作為簽署方，我們有機會積極參與有關培訓，並和其他企業交流，以致可以持續評估、改進、學習和分享我們在社區中的經驗和做法。

我們努力確保平等處理員工關係的流程，包括招聘、績效評估、晉升和職業發展機會等，並根據相關法律法規公平對待種族、年齡、性別、婚姻和家庭狀況、身體狀況等。



Total Workforce by Region and Gender

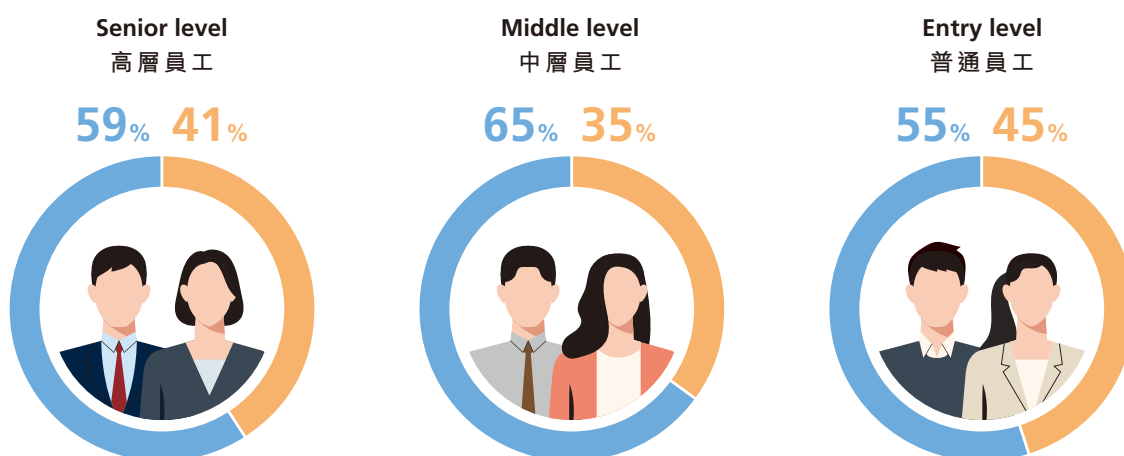
按地區及性別劃分的員工總數



	Female 女	Male 男	Total 總數
Hong Kong 香港	381	693	1074
Macau 澳門	692	810	1502
China 中國內地	124	140	264
Singapore 新加坡	15	11	26
Total 總數	1,212	1,654	2,866

Gender Distribution by Employment Category

按職級劃分的性別分佈



We are consistently compliant with the Employment Ordinance (Cap. 57) and other governing laws on work conditions and labour practices, while the Group's Code of Conduct acts as an overarching framework that outlines the appropriate professional and ethical behaviour that must be followed. In addition, we have a confidential grievance mechanism in place for employees to raise concerns on unwanted behaviour or harassment episodes at the workplace to ensure that employees will not be retaliated for reporting unlawful instances.

我們持守《僱傭條例》(第57章)和其他有關工作條件和勞工實務慣例，而本集團的「行為守則」乃是一個全面性框架，概述員工必須遵循的適當專業和道德行為。此外，我們設有保密的申訴機制，供員工就工作場所中的不良行為或騷擾事件提出關注，以確保員工不會因舉報違法行為而遭到不合理對待。

Meticulously Listening to Our Employees

仔細聆聽我們的員工

Give Employees a Voice

In August 2022, Artyzen undertook its second group-wide employee satisfaction survey, allowing employees to anonymously rate their satisfaction level and voice their opinions on current hotel management practices. This thereby helped us identify aspects that are appreciated by our people which should be maintained as well as areas for improvement. The survey covered six primary aspects: company culture, sense of belonging, job satisfaction, work environment and rewards, teamwork, and management. We have received 816 responses in total from nine Macau and Mainland China hotels, including four that were newly opened in Mainland China last year. Among the aforementioned aspects, our employees are most satisfied in terms of company culture and sense of belonging.

This year, we also made improvements according to last year's employee satisfaction survey. For instance, in order to acquire more in-depth views of employees for identifying improvement areas and developing proper action plans accordingly, Artyzen Grand Lapa and Grand Coloane further conducted engagement activities via channels such as focus groups and town halls. To showcase our continuous improvement and commitment to ensure employee satisfaction in a balance of aspects, employees are informed on the progress of our relevant action plans when necessary. Some examples of follow-up actions taken in 2022 were the employee dialogue luncheon and the staff canteen food enhancement.

Employee's Children Education Award 2022

In September, our Macau Office held the Employees' Children Education Award which was launched since 2018 to encourage employees' children to strive for academic excellence. This year, 55 children were awarded scholarship at the amount of MOP\$600 each for primary school students, MOP\$1,000 each for secondary school students and MOP\$1,500 each for university students. Other than the face value of scholarships, the memento of appreciations and achievements played a distinctively important role in further motivating high performance and improvement in studies.

給予員工發聲的機會

雅辰酒店集團在2022年8月進行了第二屆的員工滿意度調查，讓員工不記名評價對公司的滿意度，並對目前的酒店管理運作發表意見。是項調查有助確認我們的員工欣賞公司的範疇，以及我們需要保持和改進的範疇，俾能更好地了解我們的優勢和不足之處。調查主要涵蓋六個範疇：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。我們共收到來自澳門和中國九家酒店的816份問卷，其中包括四家去年在中國新開業的酒店。在上述範疇中，我們的員工對於集團最滿意的是企業文化和歸屬感。

今年，我們更根據去年的員工滿意度調查進行整改。例如，為了深入地了解員工的意見，以找出需要改進的地方，並擬出適當的實施計劃，澳門雅辰酒店和鷺環海天度假酒店就這主題舉辦了不同活動，包括焦點小組和會議等。為展示我們會持續改進和有承擔，並確保員工在對各方面的滿意度持平，我們會適時跟員工溝通相關整改計劃的進展。在2022年，我們已經跟進的行動包括安排與員工的午餐談話會和改善員工食堂伙食。

員工子女學業優異獎2022

澳門辦事處於9月續辦自2018年推出的員工子女學業優異獎，以鼓勵員工子女追求卓越學業成績。今年共有55名學童獲得獎學金，金額分別為小學生每位600澳門元、中學生每位1,000澳門元，以及大學生每位1,500澳門元。除獎學金外，紀念獎狀對表彰他們的成績極具重要性，更能激勵學生們追求優良的表現。



Gearing Up Our Employees

為我們的員工作好準備

We are committed to providing training to employees to ensure that employees could continuously learn to meet the needs and changes in the market, as well as improve their ability to manage their own health.

Equipping Employees with Multitasking Skills

TurboJET has created a new position of Cabin Attendant and transferred 10 existing staff to this new position, equipping them with the knowledge and multitasking skills essential to post-pandemic operations. These selected staff joined a 23-week programme of Junior General Purpose Ratings organised by Maritime Services Training Institute that provides the necessary certifications for properly trained and qualified general purpose ratings to serve the maritime sector. We foresee that from this initiative, the selected employees will not only be capable of performing duties as a Cabin Attendant, but also beyond that as a sailor, and further become a team leader in future by learning proactively.

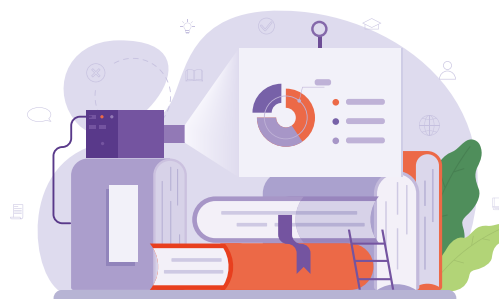
Continuous Training for Our Employees

We are committed to help our employees build both the essential and additional skills that could be used in the workplace. Artyzen has been progressively including more training programmes over the past few years for our hotel staff, including “Transform Compliant into Compliment”, “Driving Progressive Performance”, “The Art of Problem Solving”, “Agile Leader”, “Walk the Talk” and “Building Collaborative Team”. These different programmes prepare our employees to utilise different skill sets when facing both internal and external parties, from customers to colleagues, and are a life-long asset for them.

We have also continued to adopt the “Train-the-Trainer” approach from last year, delivering trainings to individual hotel trainers online and equip hotel trainers with the required skills to train their own staff.

Also, by using the materials shared through the Artyzen Online Learning & Development Resources Centre, hotel trainers have the flexibility to give bite-size training to their respective hotel teams.

我們致力為員工提供培訓，確保員工不斷學習以適應市場的需要和變化，並提升管理自身健康的能力。



提升員工多任務並行處理的能力

噴射飛航增設了客艙服務員的職位，並將10名現有員工調任至該新職位，為他們提供疫後營運所需的知識及提升多任務並行處理的能力。這些被選中的員工參加了由海事訓練學院舉辦為期23周的初級全能海員課程。課程根據國際海事組織培訓值班及發證標準為有志服務海事行業人士而制定。我們從這項目預見到被選中的員工，不僅能夠擔任客艙服務員，還有潛能成為水手，並通過積極學習成為未來的團隊領導者。

持續培訓我們的員工

我們不斷幫助培訓員工掌握在工作場所中的基礎和進深技能。雅辰酒店集團在過去幾年，為我們的酒店員工逐步提供更多培訓課程，包括「扭轉客訴」、「改進表現」、「解決問題的藝術」、「靈活的領袖」、「言出必行」和「建立協作團隊」。這些不同的培訓課程讓我們的員工能夠無論對內或是對外，從客戶到同事，均能使出適當的技能，這對他們無疑是終身的財富。

去年，我們繼續舉辦「培訓師培訓」課程，向個別酒店培訓師提供在線培訓，並為酒店培訓師提供所需的培訓技能，以便他們能擔任培訓其酒店同事的任務。

此外，通過使用雅辰在線學習和培訓資源中心的共享資源，酒店培訓師可以靈活地向其酒店團隊提供獨立單項培訓課程。



Wellbeing Training

liberté has arranged staff trainings for both physical and mental health to ensure that employees have the necessary skills to cope with the pandemic. In terms of mental health, we have used the Department of Health's materials, named "Less Stress, More Resilience Keeping a Positive Mindset During the Pandemic" and "Workplace Mental Health — Workplace Stress Management" to support and practise positive thinking. These trainings stress the importance of holding a positive mindset and demonstrate the ways to cultivate a positive mindset in both cognitive and behavioural aspects.

Moreover, the training on workplace stress management provides the ways in which employees could adopt to relieve stress, such as squeezing out time for short breaks and establishing good connection with other colleagues. In terms of physical health, liberté has trained their staff by using the Health Advice on Prevention of Coronavirus disease (COVID-19) for Properties Management from Centre for Health Protection.

健康訓練

昇悅居為員工安排身心健康培訓課程，以確保員工能夠掌握應對疫情所需的必要技能。在心理健康方面，我們使用了衛生署，名為“增韌力、減壓力正向思維好抗疫”和“職場心理健康 — 職場壓力管理”的材料，以培養和鼓勵積極思維。這些培訓強調保持積極心態的重要性，並展示了在認知和行為方面培養積極心態的方法。

此外，職場壓力管理培訓提供員工緩解壓力的方法，例如擠出時間進行短暫休息，和與同事建立良好的關係。在身體健康方面，昇悅居使用衛生防護中心的預防2019冠狀病毒病 (COVID-19)給物業管理的健康指引培訓員工。

Upholding Occupational Health and Safety

維護職業健康與安全

Joyful Healthy Workplace Workshops

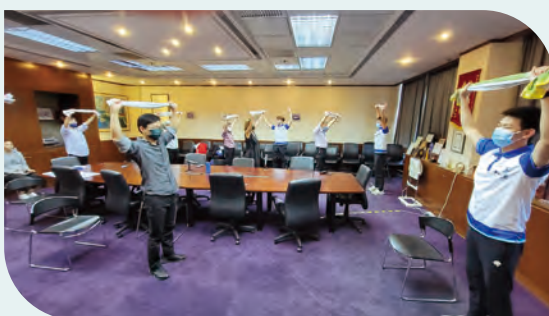
TurboJET collaborated with Occupational Safety and Health Council to encourage their staff to join four workshops that ran from August to October 2022. These workshops aim to enhance better physical and mental wellness of employees as well as providing a joyful and healthy working environment for them. Over 100 employees have participated in the following four workshops that were designed to cater the needs and interests of different people.

好心情@健康工作間

噴射飛航與職業安全健康局合作，鼓勵員工參加從2022年8月到10月舉辦的四個工作坊。這些工作坊旨在增強員工的身心健康，為他們提供愉快和健康的工作環境。超過100名員工參加了以下四個工作坊，旨在滿足不同人士的需求和興趣。



- **Floral Tea Workshop** — Traditional Chinese medicine practitioners shared how nutrient composition of floral tea could help keep both the mind and the body healthy.
花茶工作坊 — 中醫師分享花茶的營養組成如何有助於保持身心健康。
- **Relaxation Exercise Workshop** — Instructors introduced relaxation techniques and guided participants to practise relaxation breathing.
放鬆練習工作坊 — 教練介紹放鬆技巧，並指導參與者練習放鬆呼吸。
- **Healthy Eating Workshop** — Nutritionists shared information on healthy eating, including tips for healthy daily lunches.
健康飲食工作坊 — 營養師分享健康飲食的資訊，包括健康午餐的提示。
- **Towel Exercise Workshop** — Fitness trainers guided participants in towel exercise training.
毛巾運動工作坊 — 健身教練指導參與者進行毛巾運動訓練。



OHS Training

International standards provide guidance and expectations of global citizens, and as such we are committed to maintain our Occupational Health and Safety (“OHS”) management at an internationally recognised level. Our Property Management Division maintains and renews their ISO 45001:2018 OHS management systems certification annually. Not only does the adoption of this system reduce organisational risks, but it also increases the protection of our workforce and assures our employees that we are playing our role in ensuring their safety. Specifically, ISO 45001 enables our Property Management Division to provide safe and healthy workplaces by preventing work-related injuries and ill health, as well as by proactively improving our properties’ OHS performance.

At liberté, OHS Training was provided on emergency handling and response under two emergency situations. We covered the topic of emergency handling of gas leakage and taught our staff the appropriate procedure of handling gas leaks in the premises by keeping calm and ensuring their own safety first. In terms of emergency response to power outage, our staff were trained to provide reliable and safe electricity supply as well as handling power outage situations due to unavoidable, unpredictable or uncontrollable factors such as adverse weather, third-party-induced damage and equipment failure.

liberté also provided training on Occupational Safety and Health (Display Screen Equipment) Regulation (Cap. 509, section 43) and Code of Practice for Use of Display Screen Devices with the aim to protect employees who use display screen equipment at work for prolonged periods of time.

職業健康安全培訓

國際標準為全球公民提供指引和合理期望，因此，我們致力於維持我們的職業健康和安全管理方面達到國際認可的水準。我們的物業管理部門每年均維護和更新其 ISO 45001:2018 職業健康與安全管理系統認證。採用此系統不僅可降低組織風險，還可以加強對我們的員工的保護，並向我們的員工保證我們致力於確保他們的安全。具體而言，ISO 45001 使我們的物業管理部門通過預防與工作相關的傷害和疾病，以及積極改善我們物業的職業健康和安全管理表現，提供安全健康的工作場所。

在昇悅居，針對兩種緊急情況下的應急處理和回應，我們提供了職業健康和安全管理培訓。我們涵蓋了氣體洩漏的應急處理主題，並教授我們的員工在場所內冷靜處理氣體洩漏的適當程式，確保自身安全為先。在應對停電的緊急情況方面，我們的員工接受培訓，在不可避免、不可預測或不可控因素引起的停電時，仍能提供可靠和安全的電力的供應。此等因素包括惡劣天氣、第三方造成的損壞和設備故障等。

此外，昇悅居還提供了關於職業安全與健康（顯示屏幕設備）條例（第509章第43條）和使用顯示屏設備使用守則的培訓，旨在保護在工作中長時間使用顯示屏設備的員工。

Our Value Chain

我們的價值鏈



Our Value Chain

我們的價值鏈

Our priority is to work with our stakeholders to ensure that our value chain is green and healthy. As we work with a wide range of stakeholders in various sectors, we recognise that our responsibilities in the value chain go far beyond our own activities. Through regular cooperation with our customers, tenants, business partners and suppliers, and implementation of the Shun Tak Group Sustainable Procurement Policy ("SPP") and the Shun Tak Group Supplier Code of Conduct ("SCC") from 2020, we are committed to promote sustainability practices across our value chain, ensuring integrity and uprightness in our operations, and strengthening partnerships for sustainability.

Stringent customer service protocols were implemented for the control of service quality as we manage and monitor customer satisfaction, data privacy, health and safety, and suppliers' environmental and social management policies and procedures.

我們的首要任務是與我們的持份者合作，以確保我們的價值鏈可持續發展。由於本集團的業務橫跨多個行業，涉及不同類別的持份者，因此，我們深知於價值鏈中的企業責任遠遠超越了自身業務的範疇。通過與客戶、租戶、商業夥伴和供應商的合作，及從2020年起實施的《可持續採購政策》和《供應商行為守則》作為基石，我們致力於在整個價值鏈中推廣可持續發展，確保我們的營運誠信，並為可持續發展加強合作伙伴關係。

此外，我們實施了嚴格的客戶服務守則，以確保適當管理及監控服務質素，並有效提升客戶滿意度、數據隱私、健康和 safety，以及供應商的環境和社會管理政策和程序。

GOOD HEALTH AND WELL-BEING

良好健康與福祉

Protect our stakeholders' wellbeing and safety

保障持份者的福祉與安全

3 GOOD HEALTH AND WELL-BEING



RESPONSIBLE CONSUMPTION AND PRODUCTION

負責任消費和生產

Encourage responsible and sustainable procurement throughout our value chain
在價值鏈中鼓勵負責任及可持續採購

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



PARTNERSHIPS FOR THE GOALS

促進目標實現的夥伴關係

Strengthen stakeholders' cooperation for positive influence maximisation
加強與持份者的合作，以發揮最大正面影響

17 PARTNERSHIPS FOR THE GOALS



Artyzen Habitat Hotels Join Hands to Spread Positive Vibes through Joyful Culinary Carnival



「雅辰悦居」酒店 攜手透過歡樂美食嘉年華散播正能量

Coping with stress during the pandemic, Artyzen Habitat's hotel brand, including Dongzhimen Beijing, Hongqiao Shanghai, Qiantan Shanghai, Lingang Shanghai, and Hengqin Zhuhai, hosted the "Beer Camp" initiative, presenting a unique opportunity to indulge in delectable food and craft beer in a convivial atmosphere. The leisure setting allowed guests to unwind, dance to the music, flaunt their fashion sensibilities, and savour the exquisite food and drinks on offer, bringing the community together and spreading positive vibes via creative collaboration.

For the first time, Artyzen Habitat hotels in Mainland China came together, showcasing the collective efforts, commitment, and unity of the Artyzen Hospitality Group. The five executive chefs representing their hotels had each curated a unique dish that perfectly complemented the beer selection and competed against one another to demonstrate their culinary expertise. It encouraged customer engagement by allowing guests to cast their votes on their favourite dish, and receive a complimentary craft beverage with the purchase of one.

In addition to the delightful cuisine and interactive elements of the event, the campaign showcased the mottos from the culinary team of Artyzen Hospitality Group, such as "No pain, no gain", "Hard work is the only key to perfection", and "Make a difference each day, things get better along the way". Not only did the campaign demonstrate the team's unwavering commitment to delivering exceptional customer experience, it also emanated positive energy through culinary arts. It inspired our valued customers and served as a reminder that, despite the challenges, we remain steadfast in our pursuit of a better tomorrow, one-step at a time.

應對疫情壓力，「雅辰悦居」品牌旗下的北京東直門、上海虹橋、上海前灘、上海臨港和珠海橫琴酒店舉辦「啤酒營地」活動，為客人提供一個獨特的機會來享受美味的食物和精釀啤酒。在休閒的環境下，客人得以放鬆身心，隨著音樂起舞，展現他們的時尚感，並品嚐精緻的食物和飲品，大夥兒聚在一起，共同創造和分享正面的氛圍。

中國內地的「雅辰悦居」酒店系列首次合作，展示雅辰酒店集團的集思力量、承諾和團結。來自各酒店的五位行政總廚分別策劃一道能與啤酒完美搭配的獨特菜餚，並相互競爭，以展示他們的烹飪專業技巧。是次活動通過讓客人投票選出他們最喜愛的菜餚，參加投票的客人更可享受買一送一的精釀啤酒，以示鼓勵客人積極參與。

既有愉悅的美食，也有互動的元素，雅辰酒店集團主廚團隊更分享他們對這項活動提出的口號，例如「一分耕耘，一分收穫」、「匠心廚藝，除了努力沒有秘訣」及「努力一點點，每天進步一點點」。該活動不僅展示了團隊對提供卓越客戶體驗的堅定承諾，還通過烹飪藝術散發出正能量。不但啟發我們尊貴的客戶，並且提醒我們自己，儘管面臨挑戰，我們仍堅定不移，一步一步地邁向更美好的明天。

Operating our Business Safely during the Pandemic

疫情期間保障業務營運環境的安全

During the pandemic, we continued to steadfastly implement a series of disinfection and preventive measures in our shopping malls, offices and residential premises, including temperature checks at building entrances, provision of automatic hand sanitiser dispensers, and regular disinfection of handrails, lifts, floor lift lobbies, glass doors, handles and stair handles. This is to stay alert and avoid any unexpected risks posed to our communities.

With existing measures in place, including vacuum and UV-C disinfection robots with advanced AI navigation systems and high cleaning productivity, two new disinfection channels, which are with multi-purpose sanitising liquid, were newly introduced in 2022 to prevent disease transmission in shared spaces at Shun Tak Centre and always maintain hygienic practices within the premises.



疫情期間，我們絕不鬆懈，繼續在我們的商場、辦公室和住宅物業中採取有系統的消毒和預防措施，包括在大廈入口處檢查體溫，提供自動消毒液機，以及定時為扶手、電梯、升降機大堂、玻璃門、門柄及樓梯扶手等進行消毒，以保持警惕，並避免為我們的社區造成任何意想不到的風險。

除使用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外，我們於2022年亦引進了兩台新的消毒通道，以防止疾病在信德中心的公用空間中傳播及保持場所內的衛生。



Be Well Journey in Quarantine

Since the beginning of the pandemic, Grand Coloane has contributed to Macau government's effort in fighting COVID-19 by serving as a hotel for medical observation. We have launched various initiatives and programmes to offer our guests with a comfortable, cosy and relaxing experience during their stay. This year, Grand Coloane immersed into the Macau exclusive "Be Well Journey" programme in collaboration with lululemon during guest quarantine staycation in Macau. The journey was inclusive of daily tasks and exercises guided by Lululemon Macau ambassadors for mind-body wellness, including animal flow, upper body mobility and strength, core strength, meditation, yin yang yoga, and more exciting tasks. The activities were free of charge and enrolled through QR code registration. The journey does not only strengthen the guests' physical health to fight the virus, but also care for their psychological health by relieving stress and depression during quarantine. Moreover, a social media giveaway campaign was launched by Grand Coloane in parallel to enhance awareness and engagement of this community initiative. We offered giveaway prizes for entitled participants, including 25 afternoon sets and 25 champagne and caviar sets.

In Mainland China, Artyzen Shanghai and YaTi by Artyzen Shanghai also served as designated medical observation hotels from March to June 2022, providing 10,923 room nights for quarantine guests, 5,330 room nights for medics who provided PCR tests, and 3,328 room nights for community helpers. In addition, staff from both hotels have also worked as volunteers for community in their hometowns during the pandemic.

隔離的身心健康之旅

自新冠疫情爆發以來，鷺環海天度假酒店一直被用作醫學觀察酒店，為澳門政府對抗疫情作出貢獻。我們推出了各種安排和計劃，為我們的客人提供舒適、溫馨和鬆弛的住宿體驗。今年，鷺環海天度假酒店與lululemon合作，在客人隔離期間開展了澳門獨有的「身心健康之旅」計劃。內容包括由lululemon澳門大使指導的每日任務和運動，如動物流、上身肌力伸展、核心肌群訓練、靜心冥想、陰陽瑜伽等等，以促進身心健康。客人能通過掃描海報的二維碼報名，費用全免。這個計劃不僅能讓客人鍛煉體魄以對抗病毒，還能舒緩隔離期間的壓力和憂鬱，以關顧他們的心理健康。此外，鷺環海天度假酒店同時發起了一個社交媒體送禮活動，以提升活動的關注度和參與度。我們更為合資格的參與者提供了不同的禮品，包括25套下午茶餐和25套香檳與魚子醬套裝禮品。

在中國內地，上海虹橋雅辰悅居酒店和上海虹橋雅辰緹酒店也在2022年3月至6月期間作為指定的醫學觀察酒店，為需隔離的客人提供了10,923晚住宿，也為負責核酸檢測的醫務人員提供了5,330晚住宿，並為協助社區防疫人員提供了3,328晚住宿。此外，兩家酒店的員工更在疫情期間擔任志願者，為他們的居住社區盡一分力。

Enhancing Customer Experience

提升客戶體驗

The Group recognises the significance of providing prime services and creating extraordinary experience for customers in meeting our customer-first strategy. We therefore strive to connect with our customers and to build and maintain good relationships through different means.

本集團深明提供優質服務和為客戶創造非凡體驗對落實客戶至上策略的重要性。因此，我們致力與客戶建立聯繫，並通過不同的方式建立和保持良好關係。



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
了解並滿足客戶的需求

Upgrade customer experience
提升客戶體驗

Safeguard customer interest and protect customer health and safety
保障客戶利益並確保客戶健康和安

Park Nova and Artyzen Singapore Clinched Multiple Awards in Singapore

柏皓和新加坡雅辰酒店 在新加坡榮獲多項大獎

The Group has been expanding its business in Singapore, introducing unique, luxurious, innovative and sustainable property designs into the vibrant Lion City. In 2022, our two Singapore projects under development, namely Park Nova and Artyzen Singapore, swept a number of honours at two prestigious property awards applauded by the industry worldwide.

本集團一直在新加坡拓展業務，將獨特、豪華、創新和可持續的物業設計引入充滿活力的獅城。在2022年，我們正在開發的兩個新加坡項目，即柏皓和新加坡雅辰酒店，在全球業界著名的兩個房地產獎項比賽中橫掃多項榮譽。



Park Nova, the Group's luxury condominium development, garnered various awards:

本集團的高端住宅項目**柏皓**，榮獲了以下獎項：

- At 17th PropertyGuru Asia Property Awards Grand Final
在第17屆「PropertyGuru亞洲不動產獎」總決賽
 - “Best Condo Architectural Design (Asia)”「最佳公寓建築設計（亞洲）」
 - “Best Condo Landscape Architectural Design (Singapore)”「最佳公寓景觀設計項目（新加坡）」
- At the 12th PropertyGuru Asia Property Awards (Singapore)
在第12屆「PropertyGuru亞洲不動產獎」（新加坡）
 - “Best Ultra Luxury Condo Development”「最佳豪華公寓發展項目」
 - “Best Ultra Luxury Condo Architectural Design”「最佳豪華公寓建築設計項目」
 - “Best Ultra Luxury Condo Landscape Architectural Design”「最佳豪華公寓景觀設計項目」
- At EdgeProp Excellence Awards 2022
在EdgeProp卓越大獎 2022
 - “Innovation Excellence Award”「創新卓越獎」
- At Asia Pacific Property Awards 2022
在「亞太區房地產大獎」2022
 - Five-star “Best Apartment/Condominium Singapore” Award「新加坡最佳公寓」五星級殊榮

Artyzen Singapore, the top-of-the-line property in the Group's hotel portfolio, won the following awards:

新加坡雅辰酒店是集團酒店組合中的頂級物業，贏得了以下獎項：

- At 17th PropertyGuru Asia Property Awards Grand Final
在第17屆「PropertyGuru亞洲不動產獎」總決賽
 - “Best Hospitality Interior Design (Asia)”「最佳酒店室內設計項目（亞洲）」
 - “Best Hospitality Architectural Design (Singapore)”「最佳酒店建築設計項目（新加坡）」
- At 12th PropertyGuru Asia Property Awards (Singapore):
在第12屆「PropertyGuru亞洲不動產獎」（新加坡）
 - “Best Hotel Architectural Design”「最佳酒店建築設計項目」
 - “Best Hotel Interior Design”「最佳酒店室內設計項目」

Social Media Establishment

建立社交媒體

In the digital era, it is important and beneficial to establish social media platforms for the Group. This year, the Group has gradually launched different social media platforms to communicate and engage with our stakeholders, grow our brand reputation, as well as to build our employees a sense of belonging at work. We have activated a content strategy on LinkedIn and set up Instagram, Weibo and WeChat accounts to reach out to audiences in Mainland China and beyond.

在數字化時代，建立社交媒體平台對於集團來說至為重要。今年，本集團陸續開發了不同的社交媒體平台，與我們的持份者進行溝通和交流，以提升我們的品牌聲譽，同時也可以為我們的員工建立歸屬感。為了接觸中國內地和其他地區的持份者，我們在領英的平台發佈有關集團的資訊，並建立Instagram、微博和微信的官方賬戶，擴大我們的媒體覆蓋率。



EV Supercharging Stations in Macau Tower

澳門旅遊塔的電動車超級充電站

As a responsible business, the Group took the initiative to reduce greenhouse gas emissions by supporting the adoption of electric vehicles. Three V3 Superchargers and three Destination Chargers were installed in Macau Tower this year and provided to users free of charge. V3 Supercharge takes 15 minutes to charge up to 275km with charging speed up to 250kW, equalling 13 round trips from Macau Tower to Coloane, or more than a week's travel on a single charge.



作為負責任的企業，我們主動支持採用電動汽車，以減少溫室氣體排放。今年，我們在澳門旅遊塔安裝了三個V3超級充電站和三個目的地充電站，並免費提供給用戶使用。V3超級充電站支持輸出功率高達250千瓦的快速充電，只需15分鐘即可補充最高275公里的續航距離，相當於從澳門旅遊塔到路環的13次往返，或超過一個星期的旅程。

Average Satisfaction Rate across our Business Units

各業務單位的平均滿意度



Property Management achieved an average satisfaction rate of **98%** from over 1,490 residents and tenants.

物業管理取得了1,490多名住客和租戶的平均滿意度高達**98%**。



Artyzen Beijing received an average satisfaction rate of **88%** from over 121 guests.

北京東直門雅辰悅居酒店在超過121位住客中的平均滿意度為**88%**。



Macau Tower attained a satisfaction rate of **99%** from 644 visitors.

澳門旅遊塔在644名旅客中的滿意度高達**99%**。

Safeguarding Customer Information

The Group takes customer data protection very seriously and fully complies with Personal Data (Privacy) Ordinance (Cap.486) in Hong Kong, Personal Data Protection Act (Law 8/2005) in Macau, and Personal Information Protection Law in Mainland China to protect customer rights and interests.

Our Code of Conduct requires all employees to treat customer information confidentially. Our policies and guidelines are regularly reviewed and updated to ensure compliance with the latest laws, regulations and industry guidelines.

We maintain product control while also ensuring that customers are provided with accurate and complete information regarding our products and services. We conduct business activities in compliance with local laws and regulations, including Hong Kong's Residential Properties (First-hand Sales) Ordinance (Cap.621), Macau's "承諾轉讓在建樓宇的法律制度" and "房地產中介業務法", and Mainland China's Measures for the Management of Pre-sale of Urban Commodity Property.

No significant instances of data protection breaches or loss of customer data were identified within the Group during the reporting period.

Personal Data and Privacy Training

This year, our Property Management Division provided a protection of personal data training to the liberty's staff. It is one of the topics under Property Management Services Authority's codes of conduct and best practices guide. The training does not only aim to enhance our staff's knowledge on the issue, but also to address concerns of the public and to raise competence and professionalism of the property management industry.

保障客戶的資料

本集團非常重視保障客戶的資料，一直遵守香港的《個人資料（私隱）條例》（第486章）、澳門的《個人資料保護法》（第8/2005號法律）和中國內地的《個人信息保護法》，以保障客戶權益。

我們的《行為守則》要求所有員工將客戶資料視為機密。此外，我們會定期審查及更新內部政策和守則，以確保符合最新的法律、法規和行業準則。

我們堅守產品控制並致力確保向客戶披露準確及完整的產品和服務資訊。我們在業務上持續遵守當地的法律和法規，包括香港的《一手住宅物業銷售條例》（第621章）、澳門的《承諾轉讓在建樓宇的法律制度》和《房地產中介業務法》以及中國的《城市商品房預售管理辦法》。

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。

個人資料和隱私培訓

今年，我們的物業管理部門為昇悅居的員工提供了一個關於保護個人資料的培訓。這是在物業管理業監管局的操守守則和良好作業指南內的其中一個主題。我們不僅在此培訓提高了員工在這方面的知識，也減低公眾對個人資料洩漏的憂慮，同時亦提高了物業管理行業的能力和專業水平。



Improving Supply Chain Sustainability

Our responsibility and commitment to sustainability encompasses not only our operations, but extends to our supply chain as well. Given our diversified business operations spanning different industries, we work together with all our suppliers to ensure that sustainable practices are considered and implemented.

As set forth in our Group-wide Sustainable Procurement Policy and Supplier Code of Conduct, apart from upholding sustainable behaviours, we are dedicated to foster business ethics in our supply chain also, such as intellectual property rights and non-discrimination. At different stages, supplier screening is handled and managed fairly.

Implementing Sustainable Procurement

Sustainability in procurement is of vital importance in keeping up with the market and creating customer value. The Group's Sustainable Procurement Policy, launched in 2020, urges the incorporation of sustainable principles and practices into our procurement procedures and operations. This has effectively integrated environmental, social, and governance goals into our procurement and supply chain.

Practices and commitment in sustainable development is one of our key factors in choosing suppliers. We aim to lower the environmental impact and to raise social outcomes. As such, the Group seek suppliers who have internationally recognised sustainability certifications (ISO 9001, ISO 14001, OHSAS 18001, etc.) or adopting green procurement practices. Thus, our hotels in Mainland China prioritise supply chain partners which provided sustainable and environmental-friendly furniture and fittings.

In order to set clear expectations for suppliers in a way they can consult and engage with, we have our Supplier Code of Conduct covering specific criteria and standards related to various aspects of sustainability.



Going Green with the Contractors

Additionally, with the implementation of ISO 14001 in our property management business, contractors are required to fully comply with relevant environmental management requirements in their business operations by signing a declaration with the Group. Contractors are also subject to regular inspections and thorough evaluations to ensure compliance. Violation of any statement may result in the termination of their business relationship with the Group.

改善供應鏈可持續性

我們不僅在內部運作中負起可持續發展的責任和承諾，亦將其伸延至供應鏈內。由於我們的多元業務涉及不同行業，與所有供應商合作時亦會確保可持續的做法得到考量及採用。

本集團的《可持續採購政策》和《供應商行為守則》促使我們堅持可持續的商業行為並同時促進供應鏈中的商業道德，如知識產權和非歧視性等。在不同的階段都會公平公正地處理和管理供應商的篩選。

實施可持續採購

可持續採購在滿足市場需求和創造客戶價值方面至關重要。本集團於2020年推出的《可持續採購政策》要求在採購程序和營運中納入和實踐可持續發展的原則。這有效地將環境、社會和管治目標納入了我們的採購過程和供應鏈中。

可持續發展的實踐和承諾是我們在選擇供應商時的關鍵因素之一。我們旨在降低環境影響，同時提高社會效益。因此，本集團致力尋找持有國際認可的可持續認證(如ISO 9001、ISO 14001、OHSAS 18001等)或採用綠色採購的供應商。因此，我們位於中國內地的酒店優先選擇可提供可持續及環保傢俱和裝飾的供應鏈合作夥伴。

為了釐定我們對供應商明確的期望，及讓他們能夠諮詢和參與，我們制定了《供應商行為守則》，涵蓋與可持續發展相關的特定標準和準則。

與承包商實現綠色轉型

另外，我們在物業管理業務中實施 ISO 14001，要求承包商就與本集團的業務往來中完全遵守相關的環境管理要求簽署聲明。承包商還需接受定期檢查和評估以確保合規性。如果違反任何聲明，則可能導致被本集團終止其業務關係。

Aiming to build a green supply chain, we regularly work with our suppliers to facilitate communication, meet our expectations and build long-term and mutually beneficial relationships. We also provide training to help our suppliers develop the key competencies to identify, manage and mitigate the potential environmental and social risks within their operations.

Furthermore, our Property Management Division has implemented the Group's Sustainable Procurement Policy, from our own operations to our contractors. Our cleaning contractor was advised to use environmental-friendly materials. They were also requested to comply with both our and their company's workflows as part of ISO 14001's requirements, and implement the recycling practices, including tri-colour materials, fluorescent tube and glass.

Sustainable Sourcing

In 2022, 84% of our suppliers were based in Hong Kong and Macau, where most of our business was operated, while the remaining 16% of our suppliers were based in other regions.

In order to help achieve equality in trade in developing countries and to improve food security, the Group supported the use of different Fairtrade products. Artyzen Beijing has partnered with a coffee supplier to use Fairtrade's coffee beans at the restaurants as well as to support a green group, the Jane Goodall Roots & Shoots Programme. The programme encourages coffee lovers to purchase coffee produced in compliance of the sustainable philosophy and lifestyle of Jane Goodall — "Cumulatively small decisions, choices, actions, make a very big difference." A portion revenue from such coffee beans were donated to Jane Goodall's Roots and Shoots programme.

Moreover, Artyzen Grand Lapa and Grand Coloane supported the use of Fairtrade chocolate for the desserts served in their restaurants. The Fairtrade mark ensures that the coco beans used to make the chocolate were ethically grown and purchased at a reasonable price from the farmers and labourers to sustain their livelihoods.

Artyzen Grand Lapa and Grand Coloane have also gradually purchased local ingredients and products from the Greater Bay Area and other parts of China to reduce carbon footprint from transporting long distances and to support local economies. We also increased our use of seasonal food products to reduce our carbon footprint from the extra energy used to grow and transport out-of-season produce.

為了建立綠色供應鏈，我們與供應商保持合作，以促進溝通、滿足期望，並建立長期互利的關係。我們還為供應商提供培訓，有助他們建立識別、管理和減輕其營運中的潛在環境和社會風險方面的能力。

此外，我們的物業管理部門，包括我們自身的業務和承包商，都會遵循本集團的《可持續採購政策》。我們亦建議清潔承包商使用對環境無害的物料，加上ISO 14001的要求，清潔承包商亦需同時遵守我們和他們自身的工作流程，實施廢物回收，包括將三色材料、熒光管和玻璃分類回收。

可持續採購

在2022年，我們的供應商當中有84%位於香港和澳門，亦是我們大部分業務營運的地區，而其餘16%的供應商則位於其他地區。

為了幫助發展中國家實現公平貿易和改善糧食安全，本集團支持採用不同的公平貿易產品。北京雅辰酒店與一家咖啡供應商合作，在酒店餐廳中選用公平貿易咖啡豆，並支持名為珍古德的根與芽項目的綠色團體。該計劃鼓勵咖啡愛好者在購買咖啡的同時，支持珍古德的可持續發展理念和生活方式：「微小的決定、選擇和行動，累積起來也能帶來很大的變化。」咖啡供應商亦將部分咖啡豆的收益捐贈給珍古德的根與芽項目。

此外，澳門雅辰酒店和鷺環海天度假酒店亦支持在其餐廳供應的甜點中採用公平貿易巧克力。公平貿易標誌確保所使用的可可豆是以合理及能維持農民和勞工生計的價格購買。

為了減少長途運輸所產生的碳足跡並支持當地經濟，澳門雅辰酒店和鷺環海天度假酒店逐步加大採購大灣區和其他中國地區的本地食材和產品。我們亦增加了季節性食品的使用比例，以減少因種植和運輸非當季產品而產生的額外能源消耗及碳排放。



Major Recognitions, Awards, Charters & Memberships

主要嘉許、獎項、約章及會籍

2022 has been a fruitful year for the Group. As a reward of our notable efforts across different aspects, including corporate governance, social responsibility, environmental protection and customer services, we are heartened to achieve the following awards and recognitions.

2022年是本集團豐收的一年。我們在不同範疇作出了努力，包括企業管治、社會責任、環境保護與品質及客戶服務，並對榮獲以下的獎項及嘉許感到鼓舞。

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
TVB ESG Awards 2022 TVB《環境、社會及管治大獎》2022 Small-and Mid-Cap Companies Category: 在中、小市值企業組別： Best in ESG Reporting Award 最佳ESG報告大獎	Television Broadcasts Limited 電視廣播有限公司	STHL 信德集團
Appreciation for Employment of the Elderly Scheme 2022 — Certificate of Appreciation 2022年優秀長者僱員暨聘僱「耆才」僱主嘉許計劃 — 感謝狀	Labour Affairs Bureau and Social Welfare Bureau 勞工事務局及社會工作局	STMSL 信德澳門服務有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司
Caring Company Logo 「商界展關懷」標誌 15 Years Plus Caring Company Logo 十五年 Plus「商界展關懷」標誌 20 Years Plus Caring Company Logo 二十年 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 TurboJET 噴射飛航 STPML 信德物業管理有限公司
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 Recognition Scheme: Equal Opportunity Employer (Equality for Diverse Abilities) 平等機會嘉許計劃：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 5 Years+ and presented with e-Contribution Award and MPF Support Award 積金好僱主 5年+ 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 STDIL 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
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	STCMSL 信德會所管理服務有限公司

Recognition/Award/Charter 嘉許／獎項／約章	Issuing Bodies 頒發機構	Company 公司
Happiness at Work Promotional Scheme 2022 開心工作間 2022 • Happy Company 開心企業	Promoting Happiness Index Foundation 香港提升快樂指數基金	STHL 信德集團
Joyful@Healthy Workplace Charter 好心情@健康工作間約章 • Signing Organisation 簽署機構	The Department of Health, Labour Department and the Occupational Safety and Health Council 衛生署、勞工處及職業安全健康局	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 Gate 昇御門 • liberté 昇悅居 • The Belcher's 寶翠園 • The Westwood 西寶城
Manpower Developer Award Scheme 人才企業嘉許計劃 • Manpower Developer 人才企業	Employees Retraining Board 僱員再培訓局	TurboJET 噴射飛航
Mental Health Friendly Organisation 精神健康友善機構 • Chartered Signatory 簽署機構	The Department of Health and Advisory Committee on Mental Health 衛生署及精神健康諮詢委員會	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 Gate 昇御門 • liberté 昇悅居
ISO 45001:2018 Occupational Health and Safety Management Systems Accreditation ISO 45001:2018職業健康安全管理体系認證	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
The Racial Diversity and Inclusion Charter for Employers 種族多元共融僱主約章 • Signing Organisation 簽署機構	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
BOCHK Corporate Environmental Leadership Awards 2021 中銀香港企業環保領先大獎2021 • 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
Certificate of Green Building Design Label — Two Star 二星級綠色建築設計標識證書	Shanghai Green Building Council 上海市綠色建築協會 天津市住房和城鄉建設委員會 (available in Chinese only)	STHL 信德集團 - Shanghai Suhe Bay Area Mixed-use Development Project 上海蘇河灣綜合發展項目 - South Area — Public Green & Underground Space 南地塊 — 公共綠地地下空間 - North Area — Tower 1, Tower 2-1, Tower 2-2, and Tower 3 to 6 北地塊 — 大樓1、大樓2-1、大樓2-2、及大樓3至6 - Tianjin South High-Speed Railway Station Integrated Development 天津南高鐵站綜合發展項目 - Plot #8 — Hotel & Commercial 酒店及商業地塊 #8 - Plot #9 — Healthcare 護理醫院地塊 #9 - Plot #11 Eldercare Apartment 養老公寓地塊 #11
Charter on External Lighting 戶外燈光約章 - Platinum Award 鉑金獎 - Gold Award 金獎	Environment and Ecology Bureau 環境及生態局	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 Gate 昇御門 - liberté 昇悅居 - The Belcher's 寶翠園 - The Westwood 西寶城
CSR傑出企業社會責任環保獎2022 (available in Chinese only)	100%HK Branding Award and Hong Kong WEEE Recycling Association 大中華百分百香港名牌大獎及香港電器及電子設備回收協會	STPML 信德物業管理有限公司 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 2022 and 4T Charter 2022 節能約章2022及4T約章 2022	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 Green Office label and Eco-Healthy Workplace label 綠色辦公室標誌及健康工作間標誌	World Green Organization 世界綠色組織	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
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 8 years + 連續獲獎機構(8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 TurboJET 噴射飛航
Hong Kong Green Organisation Certification — Energywise Certificate 香港綠色機構認證 — 節能證書 Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團 Corporate Office 總部辦公室
Hong Kong Green Organisation Certification — Energywise Certificate 香港綠色機構認證 — 節能證書 Basic Level 基礎級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團 AHG 雅辰酒店集團 STD L 信德發展有限公司 STPML 信德物業管理有限公司 STREL 信德地產有限公司 MMCL 澳門東西有限公司 - Corporate Office 總部辦公室 STPML 信德物業管理有限公司 - liberté 昇悅居 TurboJET 噴射飛航 - Ocean Shipyard 海洋船廠
Hong Kong Green Organisation Certification — IAQwise Certificate 香港綠色機構認證 — 清新室內空氣證書 Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團 - Corporate Office 總部辦公室 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
Hong Kong Green Organisation Certification — Wastewi\$e Certificate 香港綠色機構認證 — 減廢證書 Excellence Level 卓越級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團 STDL 信德發展有限公司 STPML 信德物業管理有限公司 STREL 信德地產有限公司 MMCL 澳門東西有限公司 AHG 雅辰酒店集團 - Corporate Office 總部辦公室 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
Indoor Air Quality Certificate 室內空氣質素檢定證書 - Excellent Class 卓越級 - Good Class 良好級	Environmental Protection Department 環境保護署	STHL 信德集團 - Corporate Office 總部辦公室 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 Westwood 西寶城 - The Belcher's Management Office 寶翠園管理處
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	STPL 信德置業管理有限公司 STPML 信德物業管理有限公司 STPFML 信德物業及設施管理有限公司 STMSL 信德澳門服務有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司
Leadership in Energy and Environmental Design (LEED) 能源與環境設計先鋒評級 (LEED) - Platinum 鉑金級 - Gold 金級	U.S. Green Building Council 美國綠色建築議會	STHL 信德集團 - Shanghai Suhe Bay Area Mixed-use Development Project 上海蘇河灣綜合發展項目 - South Area — Suhe Centre 南地塊 — 蘇河中心 - North Areas — Tower 3 北地塊 — 大樓3
Macao Green Hotel Award 2022 澳門環保酒店 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

Recognition/Award/Charter 嘉許／獎項／約章	Issuing Bodies 頒發機構	Company 公司
Peach Blossom Trees Recycling Programme 2022「桃花回收計劃」 • Certificate of Appreciation 感謝狀	Environmental Bureau 環境局	STPML 信德物業管理有限公司 • The Belcher's 寶翠園
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 Mall 星皓廣場 • 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
2022 Beijing 100 New Consumption List 2022北京100新消費榜	TimeOut Beijing TimeOut北京	AHG 雅辰酒店集團 • Artyzen Habitat Dongzhimen Beijing 北京東直門雅辰悅居酒店
2022 Gold Circle Award Winner (只有英文版)	Agoda 安可達	AHG 雅辰酒店集團 • YaTi by Artyzen Hongqiao Shanghai 上海虹橋雅辰緹酒店
Asia Pacific Property Awards 2022 「亞太區房地產大獎」2022 • Five-star "Best Apartment/Condominium Singapore" award 「新加坡最佳公寓」五星級殊榮	PropertyGuru Group PropertyGuru集團	STHL 信德集團 • Park Nova 柏皓
China Hospitality Brand Value Award 2022中國飯店業CHBA大獎 • The Most Fashionable Business Hotel of China Hospitality Industry 2022年度(中國)飯店傑出時尚商旅酒店	CHBA 中國飯店業CHBA	AHG 雅辰酒店集團 • YaTi by Artyzen Hongqiao Shanghai 上海虹橋雅辰緹酒店
EdgeProp Excellence Awards 2022 EdgeProp卓越大獎 2022 • Innovation Excellence Award 創新卓越獎	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	STPML 信德物業管理有限公司 • liberté 昇悅居 STPL 信德置業管理有限公司 • Shun Tak Centre 信德中心

Recognition/Award/Charter 嘉許／獎項／約章	Issuing Bodies 頒發機構	Company 公司
Hong Kong Top Brand Mark (Top Mark) — Ordinary & Premier Mark 香港名牌標識 (Top 嘜) — 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	STPL 信德置業管理有限公司 STPML 信德物業管理有限公司 STPFML 信德物業及設施管理有限公司 STMSL 信德澳門服務有限公司 Clean Living (Macau) Ltd 白洋舍(澳門)有限公司
Kowloon West Best Security Services Awards 2021 2021年度西九龍最佳保安服務選舉 - Honorable Managed Property Award 榮譽管理物業獎 - Outstanding Managed Public 最佳管理公眾停車場獎	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
PM Pioneers 「物管先鋒」嘉許狀	Property Management Services Authority 物業管理業監管局	STPL 信德置業管理有限公司 STPML 信德物業管理有限公司
Selected Pet-friendly hotel 甄選寵物友好酒店	Life Element 生活元素	AHG 雅辰酒店集團 Artyzen Habitat Dongzhimen Beijing 北京東直門雅辰悅居酒店
Selected Premium Life-style hotel 甄選高端生活方式酒店	Life Element 生活元素	AHG 雅辰酒店集團 Artyzen Habitat Dongzhimen Beijing 北京東直門雅辰悅居酒店
The 17 th PropertyGuru Asia Property Awards Grand Final 第17屆「PropertyGuru亞洲不動產獎」總決賽 - Best Condo Architectural Design (Asia) 最佳公寓建築設計項目(亞洲) - Best Condo Landscape Architectural Design (Singapore) 最佳公寓景觀設計項目(新加坡)	PropertyGuru Group PropertyGuru集團	STHL 信德集團 Park Nova 柏皓
The 12 th PropertyGuru Asia Property Awards (Singapore) 第12屆「PropertyGuru亞洲不動產獎」(新加坡) - Best Ultra Luxury Condo Development 最佳豪華公寓發展項目 - Best Ultra Luxury Condo Architectural Design 最佳豪華公寓建築設計項目 - Best Ultra Luxury Condo Landscape Architectural Design 最佳豪華公寓景觀設計項目	PropertyGuru Group PropertyGuru集團	STHL 信德集團 Park Nova 柏皓

Recognition/Award/Charter 嘉許／獎項／約章	Issuing Bodies 頒發機構	Company 公司
The 17th PropertyGuru Asia Property Awards Grand Final 第17屆「PropertyGuru亞洲不動產獎」總決賽 • Best Hospitality Interior Design (Asia) 最佳酒店室內設計項目（亞洲） • Best Hospitality Architectural Design (Singapore) 最佳酒店建築設計項目（新加坡）	PropertyGuru Group PropertyGuru集團	AHG 雅辰酒店集團 • Artyzen Singapore 新加坡雅辰酒店
The 12th PropertyGuru Asia Property Awards (Singapore) 第12屆「PropertyGuru亞洲不動產獎」（新加坡） • Best Hotel Architectural Design 最佳酒店建築設計項目 • Best Hotel Interior Design 最佳酒店室內設計項目	PropertyGuru Group PropertyGuru集團	AHG 雅辰酒店集團 • Artyzen Singapore 新加坡雅辰酒店
The Best Design Hotel 年度最佳設計酒店	Enjoyable Travel 意遊	AHG 雅辰酒店集團 • Artyzen Habitat Dongzhimen Beijing 北京東直門雅辰悅居酒店
The Best Hotel Restaurant — SAN Restaurant 年度最佳酒店餐廳 — 三合門餐廳	Enjoyable Travel 意遊	AHG 雅辰酒店集團 • Artyzen Habitat Dongzhimen Beijing 北京東直門雅辰悅居酒店
Traveller Review 2022 (只有英文版)	Booking.com 繽客	AHG 雅辰酒店集團 • Artyzen Habitat Hongqiao Shanghai 上海虹橋雅辰悅居酒店

On the other hand, we are honoured to be members of the below organisations and institutions in 2022. We believe that the shared values that we have can help the Group bring about continued improvements and lead us to a more sustainable future.

另一方面，我們榮幸在2022年成為以下組織與機構的會員。深信我們擁有的共同價值將會帶領本集團砥礪前行，共創一個可持續發展的未來。

Institution 機構	Company 公司	Class of Membership 會籍級別
Agency for Volunteer Service 義務工作發展局	STHL 信德集團	Corporate Member 團體會員
Employers' Federation of Hong Kong 香港僱主聯合會	STHL 信德集團	Corporate Member 企業會員
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 • Grand Coloane Resort 鷺環海天度假酒店 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 College of Technology 香港專業進修學校	STHL 信德集團 STPML 信德物業管理有限公司	Member 會員
Hong Kong General Chamber of Commerce 香港總商會	STHL 信德集團 TurboJET 噴射飛航 AHG 雅辰酒店集團 STCMLS 信德會所管理服務有限公司	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	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 Clean Living (Macau) Ltd 白洋舍(澳門)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

Institution 機構	Company 公司	Class of Membership 會籍級別
Macau Hotel Association 澳門酒店協會	AHG 雅辰酒店集團 • Grand Coloane Resort 鷺環海天度假酒店 • Artyzen Grand Lapa Macau 澳門雅辰酒店 Macau Tower 澳門旅遊塔	Member 會員
	STMSG 信德管理服務股份有限公司	Associate Member 非正式會員
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	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 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

Performance Data Summary

表現數據摘要

Economic Performance

經濟表現

Economic Performance ⁹ 經濟表現 ⁹	Unit 單位	2022
Direct economic value generated 直接經濟價值產生	HK\$ '000 港幣千元	2,689,722
Economic value distributed 經濟價值分配		3,166,102
Economic value retained 經濟價值保留		(476,380)

Environmental Performance

環境表現

Energy Use ¹⁰ 能源使用 ¹⁰	Unit 單位	2022
Total energy use 能源使用總量	'000 kWh 千個千瓦時	110,979
Electricity 電	'000 kWh 千個千瓦時	92,301
Electricity intensity 耗電強度	'000 kWh/m ² 千個千瓦時／平方米	0.061
Towngas 煤氣	'000 kWh 千個千瓦時	448
Diesel 柴油		14,680
Unleaded petrol 無鉛汽油		57
Liquefied petroleum gas 液化石油氣		2,444
Piped natural gas 管道天然氣		1,049
Greenhouse Gas ("GHG") Emissions 溫室氣體排放	Unit 單位	2022
GHG emissions for Scope 1 ¹¹ 溫室氣體排放量（範圍一） ¹¹	tonnes CO ₂ e 公噸二氧化碳當量	4,942
GHG emissions for Scope 2 ¹² 溫室氣體排放量（範圍二） ¹²		57,595
Carbon intensity for property sector 物業業務的碳強度	tonnes CO ₂ e/m ² 公噸二氧化碳當量／平方米	0.036
Carbon intensity for hospitality sector 酒店及消閒業務的碳強度	tonnes CO ₂ e/guest night 公噸二氧化碳當量／賓客入住晚數	0.052

⁹ For more details, please refer to our Annual Report 2022 (www.shuntakgroup.com).
詳情請參閱本集團2022年年報 (www.shuntakgroup.com)。

¹⁰ Energy Use calculations used the conversion factors provided by the UK Government Greenhouse gas reporting: conversion factors 2022.
能源計算採用「UK Government GHG Conversion Factors for Company Reporting 2022年」的轉換系數。

¹¹ 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。

¹² 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 2021, Hong Kong Electric's sustainability report 2021 and Companhia de Electricidade de Macau's sustainability report 2021. For electricity purchased from China, reference is made to the National Baseline Grid Emission Factor in China 2022 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 2021.
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2021年可持續發展報告、香港電燈有限公司的2021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2021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2022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2021年可持續發展報告中。

Other Air Emissions ¹³ 其他氣體排放 ¹³	Unit 單位	2022
NOx emission ¹⁴ 氮氧化物排放量 ¹⁴	kg 公斤	97
SOx emission ¹⁵ 硫氧化物排放量 ¹⁵		509
Resource Use ¹⁶ 使用物料 ¹⁶	Unit 單位	2022
Paper 紙	tonnes 公噸	14.6
Total water use 總用水量	cubic metre 立方米	777,024
Municipal water 市政用水	cubic metre 立方米	777,004
Bottled water 瓶裝水		20
Water intensity 耗水強度	cubic metre/m² 立方／平方米	0.52
Waste Disposal & Recycling 廢物棄置及回收	Unit 單位	2022
Non-hazardous Waste 非有害廢棄物		
General waste to landfill ¹⁷ 一般廢棄物（堆填） ¹⁷	tonnes 公噸	13,977.3
General waste to incineration ¹⁸ 一般廢棄物（焚化） ¹⁸	tonnes 公噸	31.7
General waste to landfill/incineration intensity 一般廢棄物（堆填／焚化）強度	tonnes/m² 公噸／平方米	0.018
Paper recycled 回收紙	tonnes 公噸	203.5
Plastics recycled 回收塑膠		14.9
Metals recycled 回收金屬		279.9
Used clothes recycled 回收舊衣物		15.0
Hazardous Waste ¹⁹ 有害廢棄物 ¹⁹		
Fluorescent lamps 光管	tonnes 公噸	5.5
Batteries 電池	tonnes 公噸	1.0
Toner cartridges 碳粉匣	pieces 件	267
Waste oil 廢油	litres 公升	2,995.1

- 13 Emissions from Particulate Matter 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。
- 14 NOx emissions include the Group's emissions from vehicular sources, town gas 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輪排放、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。
- 15 SOx emissions include the Group's emissions from TurboJET, vehicular sources, town gas 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、集團的車輪排放、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 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。
- 17 Includes data from The Belcher's, Chatham Gate, liberté, Shun Tak Centre, Grand Coloane Resort, Artyzen Grand Lapa Macau 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、鷺環海天度假酒店、澳門雅辰酒店及噴射飛航。
- 18 Includes incineration data from Grand Coloane Resort only
焚化數據只包括來自鷺環海天度假酒店。
- 19 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	2022
By Location 按地區劃分		
Hong Kong 香港	no. 人數 (%)	1,074 (37.5%)
Macau 澳門		1,502 (52.4%)
Mainland China 中國內地		264 (9.2%)
Singapore 新加坡		26 (0.9%)
By gender 按性別劃分		
Female 女性	no. 人數 (%)	1,212 (42.3%)
Male 男性		1,654 (57.7%)
By age group 按年齡組別劃分		
Under 30 years old 30歲以下	no. 人數 (%)	322 (11.3%)
30–50 years old 30至50歲		1,508 (52.6%)
Over 50 years old 50歲以上		1,036 (36.1%)
By employment category 按職級劃分		
Senior level 高層員工	no. 人數 (%)	192 (6.7%)
Middle level 中層員工		605 (21.1%)
Entry level 普通員工		2,069 (72.2%)
By employment type 按勞僱類型劃分		
Full-time 全職	no. 人數 (%)	2,643 (92%)
Part-time 兼職		223 (8%)

New Hire and Employee Turnover 新進員工和離職員工	Unit 單位	2022 New Hire ²⁰ 2022新進員工 ²⁰	2022 Turnover ²¹ 2022離職員工 ²¹
Group overall 總數	no. 人數 (%)	526 (18.4%)	681 (23.8%)
By location 按地區劃分			
Hong Kong 香港	no. 人數 (%)	197 (6.9%)	276 (9.6%)
Macau 澳門		228 (8.0%)	313 (11.0%)
Mainland China 中國內地		95 (3.3%)	88 (3.1%)
Singapore 新加坡		6 (0.2%)	4 (0.1%)
By gender 按性別劃分			
Female 女性	no. 人數 (%)	229 (8.0%)	280 (9.8%)
Male 男性		297 (10.4%)	401 (14.0%)
By age group 按年齡組別劃分			
Under 30 years old 30歲以下	no. 人數 (%)	177 (6.2%)	178 (6.2%)
30–50 years old 30至50歲		258 (9.0%)	323 (11.3%)
Over 50 years old 50歲以上		91 (3.2%)	180 (6.3%)

²⁰ 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%

²¹ 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	2022
No. of injuries 工傷宗數	Female 女性	no. 人數	3
	Male 男性		17
Injury rate ²² 工傷比率 ²²	Female 女性	Per 1,000 employees 每1,000個員工	1.05
	Male 男性		5.93
No. of high-consequence injuries (excluding fatalities) 嚴重工傷宗數 (不包括死亡)	Female 女性	no. 人數	0
	Male 男性		0
High-consequence injury rate ²³ (excluding fatalities) 嚴重工傷比率 ²³ (不包括死亡)	Female 女性	Per 1,000 employees 每1,000個員工	0
	Male 男性		0
Absentee rate ²⁴ (including vaccination leave) 缺勤比率 ²⁴ (包括疫苗假期)	Female 女性	%	0.67%
	Male 男性		1.03%
Lost day rate ²⁵ 損失工作日比率 ²⁵	Female 女性	%	0.03%
	Male 男性		0.09%
No. of occupational diseases 職業病宗數	Female 女性	no. 人數	0
	Male 男性		0
No. of fatalities ²⁶ 致命工傷宗數 ²⁶	Female 女性	no. 人數	0
	Male 男性		0
Fatality rate 死亡率	Female 女性	Per 1,000 employees 每1,000個員工	0
	Male 男性		0

22 Injury rate = Total number of injury x 1000 / Total workforce

工傷比率 = 工傷宗數 × 1000 ÷ 員工總數

23 High-consequence Injury rate = Total number of high-consequence injury x 1000 / Total workforce

嚴重的職業傷害比率 = 嚴重的職業傷害數 (排除死亡人數) × 1000 ÷ 員工總數

24 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%

25 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%

26 The no. of fatalities remained zero since year 2018.

自2018起，死亡人數維持0人。

Employee Training 員工培訓	Unit 單位	2022
Average hours of training received per employee 每名員工平均培訓時數	hours 小時	3.6
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	2.7
Male 男性		4.3
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		5.8
Entry level 普通員工		2.7
Percentage of employees trained by gender 按性別劃分的受培訓員工百分比		
Female 女性	%	32.2
Male 男性		49.3
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	%	62.6
Middle level 中層員工		48.9
Entry level 普通員工		38.0
Percentage of employees receiving regular performance and career development reviews ²⁷ 定期接受績效及職業發展檢核的員工百分比 ²⁷		
Female 女性	%	100
Male 男性	%	100

Suppliers by Geographical Region 各地區供應商	Unit 單位	2022
Hong Kong 香港	no. 個 (%)	3,183 (59.5%)
Macau 澳門		1,297 (24.3%)
China 中國		393 (7.3%)
Other regions 其他		474 (8.9%)

Community Work 社區工作	Unit 單位	2022
No. of programmes 社區項目數目	no. 個	105
No. of volunteer hours 義工服務時數	hours 小時	1,135
No. of beneficiaries served 受惠人數	no. 個	5,714
Amount of charity in-kind donations ²⁸ 慈善捐贈總值 ²⁸	HK\$ 港幣	24,151,986

²⁷ Includes permanent employees only.
只包括全職員工。

²⁸ 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。

About this Report

關於本報告

This is the ninth Sustainability Report ("the Report") for Shun Tak Holdings Limited (Code: 242) and its subsidiaries. The Report details the Group's long-term dedication to sustainability through the disclosure of our annual sustainability initiatives and performance in a transparent manner.

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九份可持續發展報告（「本報告」）。本集團承諾繼續秉持可持續發展的理念，並每年通過可持續發展報告，全面披露集團可持續發展的倡議和績效。



Reporting Boundary

This Report presents the Group's sustainability approach, initiatives and performance from 1 January to 31 December 2022. The reporting scope includes the property, hospitality & tourism and investment sectors, which our core businesses serve as well as joint ventures over which the Group has dominant operational control in Hong Kong, Macau, Mainland China and Singapore.

For more information regarding the Group's corporate governance and financial performance, please refer to our Annual Report 2022, which can be accessed on our corporate website: www.shuntakgroup.com.

報告範圍

本報告匯報集團於2022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、酒店及旅遊消閒和投資方面的業務，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2022年年報。

Reporting Standards

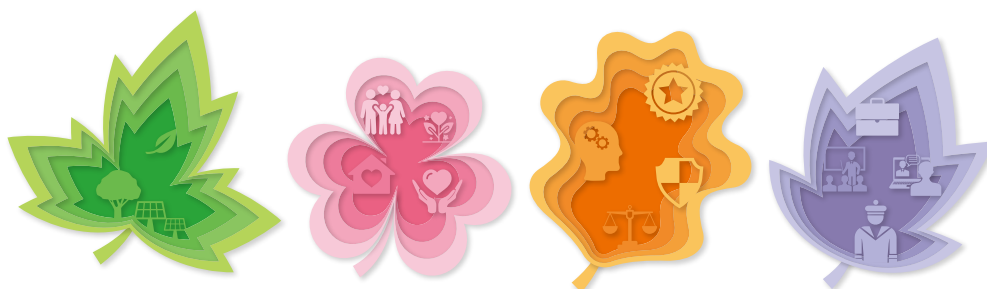
This Report is prepared in accordance with the Global Reporting Initiative ("GRI") Standards 2021 and the ESG Reporting Guide under Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong ("HKEX").

The Group remains supportive of the United Nations Sustainable Development Goals, which consolidate the world's most pressing environmental and social challenges for us to tackle. We have carefully identified ten SDGs that align with our efforts in sustainability in hopes that our operations may contribute to the global advancement in these aspects.

報告準則

本報告依照全球報告倡議組織（「GRI」）標準2021，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。我們致力與已選出的十項可持續發展目標接軌，並期望我們的業務能在相關方面為全球進步作出貢獻。



External Assurance

In consideration of how crucial data accuracy and reliability are to transparent disclosure, the Group has commissioned a third-party to conduct an independent assurance on information presented in this Report. Further details regarding validation methodology can be found in the Assurance Statement section of this Report.

Contact Us

Your precious comments and suggestions are crucial to improving our sustainability efforts. We look forward to receiving your feedback at sustainability@shuntakgroup.com.

Stakeholder Engagement

In 2022, we diversified our engagement channels in various social media platforms. We have developed our content calendar for LinkedIn and set up official accounts on Instagram, Weibo and WeChat to expand our reach.

Furthermore, we conducted a first of its kind workshop on climate risks, please refer to the "Our Environment" chapter for further details.

Stakeholders play an important role in the Group's decision-making process in advancing the sustainable development agenda as our performance is best reflected by their feedback. The feedback in turn, serves as the key motivator behind our drive for continuous improvement.

Broad reach of stakeholder types and constructive feedback shall ensure that our strategies are feasible, relevant and effective against future challenges.

外部驗證

考慮到數據及內容的準確性和可靠性對於透明公開披露的重要性，本集團委託獨立第三方核實本報告的信息。有關驗證方法的詳情，請參閱本報告的「驗證聲明」章節。

聯絡我們

您的寶貴意見和建議對我們可持續發展的工作非常重要。我們期待通過 sustainability@shuntakgroup.com 收到您的意見。

持份者參與

於2022年，我們拓展各種社交媒體平台讓持份者參與。我們在領英的平台發佈有關集團資訊，並建立Instagram、微博和微信的官方賬戶，擴大我們的媒體覆蓋率。

此外，我們首次舉辦了氣候風險工作坊，詳情請參閱「我們的環境」章節。

持份者在本集團推動可持續發展議程的決策過程中發揮著重要作用，因為他們的回饋是最能反映我們的表現。因此，回饋是我們持續地改進的主要驅動力。

我們要廣泛接觸各方持份者，並鼓勵他們給予建設性的回饋，以確保我們策略的可行性、合適及有效地面對未來的挑戰。



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 - Social media	- 年報、中期報告、通函及公告 - 公司網站 - 新聞稿 - 定期會議 - 社交媒體
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 - Social media - Training, seminars, briefing sessions, workshops	- 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 - 社交媒體 - 培訓、研討會、簡介會及工作坊
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 - Social media	- 年報、中期報告、通函及公告 - 公司網站 - 新聞稿 - 社交媒體
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 - Social media	- 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 - 社交媒體
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

Our systematic four-step approach has remained effective in comprehending the most significant material topics to the Group and its stakeholders through identification, comparison, prioritisation and validation.

重要議題評估

我們採納四個步驟，有系統地通過識別、比較、排序及核實，在確保集團及其持份者最關注的重要議題方面仍然有效。

Stakeholder Engagement 持份者參與



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

透過問卷調查、聚焦小組、電話訪問及工作坊形式，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

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

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

15 sustainability topics that are most material to our business and stakeholders were pinpointed
識別15個對我們的業務和持份者最重要的議題

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

由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 matrix below maps the prioritised materiality topics based on their level of materiality to both stakeholders and peers.

根據可持續發展議題對持份者與同業的重要性，透過以下矩陣方式排列優次。



A total of 15 identified material topics²⁹ are summarised in the table below, with reference to their respective topic category covering economic, environmental and social aspects along with their impact boundaries.

以下圖表總結了共 15 個已確定的重要議題²⁹，並說明其分別涵蓋經濟、環境和社會表現的議題類別，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	✓	✓		✓
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		✓		

²⁹ A total of 18 GRI G4 Aspects were identified as material during the materiality assessment conducted in 2016. Under the GRI Standards (2016), two sub-categories of the GRI G4 Compliance Aspects, namely Social and Product Responsibility, were combined into one GRI Standard (Socioeconomic Compliance), bringing it down to 17 material topics. As this report adopts the new GRI Universal Standards (2021), in which Environmental Compliance and Socioeconomic Compliance had been consolidated under GRI 2-27: General Disclosures 2021 - Compliance with laws and regulations, bringing down the number of GRI-mapped material topics to 15.

2016年進行的重大議題評估原確定共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。由於本報告採納最新的GRI通用準則(2021)，當中「有關環境保護的法規遵循」及「社會經濟法規遵循」兩個議題已結被歸納在「GRI 2-27：一般揭露2021—法規遵循」，所以將重要議題再整合為15個，以作配合。

The table below provides a summary of the major comments from our stakeholders which have been consolidated according to their areas of concerns, in addition to the respective chapters of the Report where our detailed responses are located.

我們總結出各持份者的主流意見及其所關注的範疇，並加上我們詳細的回應及其於本報告的相應章節，透過以下圖表合併匯報。

AREAS OF CONCERNS

關注範疇

Group Sustainability Strategy

集團可持續發展策略



Environmental Performance

環保表現



Workplace Practice

工作場所實務



Social Involvement

社會參與



Partner Synergy

夥伴協作



STAKEHOLDER COMMENTS

持份者意見

Benchmarking against the Group's peers is essential to determining the best industry practices and room for improvement.
與集團同業進行基準比較對於確定最佳行業實踐和改進空間至關重要。

Smart and sustainable technologies should be explored and warrant a group-wide adoption to alleviate environmental impacts.
集團應探索智能和可持續技術，並保證在業務範圍內採用，以減輕對環境的影響。

The Group should develop a platform that provides employees with various engagement and training opportunities on occupational health and safety, and career development.
集團應建立平台，為員工提供職業健康與安全、職業發展等方面的各種參與培訓的機會。

Workforce inclusiveness should be enhanced by offering opportunities to workers with disabilities and installing barrier-free facilities in the workplace.
集團應通過為殘疾員工提供更多就業機會並在工作場所安裝無障礙設施來增強對員工的包容性。

The Group should expand the reach of its positive impact to cover more segments of society by taking advantage of its vast network of business partners to partake in a wider range of charitable events.
集團應利用其龐大的業務夥伴網絡，參與更多元化的慈善活動，擴大其正面影響的範圍，以涵蓋更廣的社會階層。

OUR RESPONSES

集團回應

Please refer to **"Our Governance"** and **"About this Report"**.
請參閱「我們的管治」及「關於本報告」。

Please refer to **"Our Environment"**.
請參閱「我們的環境」。

Please refer to **"Our People"**.
請參閱「我們的員工」。

Please refer to **"Our People"** and **"Our Value Chain"**.
請參閱「我們的員工」及「我們的價值鏈」。

Please refer to **"Our Community"**.
請參閱「我們的社區」。

GRI Content Index

全球報告倡議組織內容索引

Shun Tak Holdings Sustainability Report 2022 is prepared in accordance with the latest GRI Standards 2021. 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2022》是按照最新的全球報告倡議組織標準2021編制。下表提供了相關章節或說明的互相參照。

GRI Standard/Disclosure No. and Title 全球報告倡議組織標準／披露編號和標題		Section Reference/Remarks 互相參照／註釋	Page No. 頁數
GRI 1: Foundation 2021 GRI 1: 基礎2021			
GRI 2: General Disclosures 2021 GRI 2: 一般揭露2021			
2-1	Organizational details 組織詳細資訊	About Shun Tak 信德集團 About this Report 關於本報告 Annual Report 2022 — Review of Operations 2022年年報 — 「業務回顧」	P.4-5 P.85-90 N/A
2-2	Entities included in the organization's sustainability reporting 組織可持續報導中包含的實體	About this Report 關於本報告 Annual Report 2022 — Notes to the Financial Statements 2022年年報 — 「財務報表附註」	P.85-90
2-3	Reporting period, frequency and contact point 報導期間、頻率及聯絡人	About this Report 關於本報告	P.85-90
2-4	Restatements of information 資訊重編	There were no restatements of information during the reporting period. 沒有就去年報告內容作出重整。	N/A
2-5	External assurance 外部保證／確信	About this Report 關於本報告 Assurance Statement 驗證聲明	P.85-90 P.110-112
2-6	Activities, value chain and other business relationships 活動、價值鏈和其他商業關係	About Shun Tak 信德集團 Our People 我們的員工 Our Value Chain 我們的價值鏈 Performance Data Summary 表現數據摘要 Annual Report 2022 — Review of Operations 2022年年報 — 「業務回顧」	P.4-5 P.46-59 P.60-69 P.80-84 N/A

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2-7	Employees 員工	Performance Highlights 表現概覽	P.6-7
		Our People 我們的員工	P.46-59
		Performance Data Summary 表現數據摘要	P.80-84
2-8	Workers who are not employees 非員工的工作者	Confidentiality constraint. The Group has privacy agreements with contractors under which we are not allowed to disclose any data deemed confidential. 保密規定限制。本集團與承包商簽訂了隱私協議，根據該協議，我們不得披露任何被視為機密的數據。	N/A
2-9	Governance structure and composition 治理結構及組成	Our Governance 我們的管治	P.8-13
		Annual Report 2022 — Management Profile, and Corporate Governance Report 2022年年報 — 「管理層簡介」和「企業管治報告」	N/A
2-10	Nomination and selection of the highest governance body 最高治理單位的提名與遴選	Annual Report 2022 — Nomination Committee Report 2022年年報 — 「提名委員會報告」	N/A
2-11	Chair of the highest governance body 最高治理單位的主席	Annual Report 2022 — Management Profile 2022年年報 — 「管理層簡介」	N/A
2-12	Role of the highest governance body in overseeing the management of impacts 最高治理單位於監督衝擊管理的角色	About this Report 關於本報告	P.85-90
		Annual Report 2022 — Management Profile, and Corporate Governance Report 2022年年報 — 「管理層簡介」和「企業管治報告」	N/A
2-13	Delegation of responsibility for managing impacts 衝擊管理的負責人	Our Governance 我們的管治	P.8-13
		Annual Report 2022 — Corporate Governance Report 2022年年報 — 「企業管治報告」	N/A
2-14	Role of the highest governance body in sustainability reporting 最高治理單位於可持續報導的角色	Our Governance 我們的管治	P.8-13
2-15	Conflicts of interest 利益衝突	Annual Report 2022 — Corporate Governance Report 2022年年報 — 「企業管治報告」	N/A
2-16	Communication of critical concerns 溝通關鍵重大事件	Annual Report 2022 — Corporate Governance Report, and Audit and Risk Management Committee Report 2022年年報 — 「企業管治報告」和「審核及風險管理委員會報告」	N/A
2-17	Collective knowledge of the highest governance body 最高治理單位的群體智識	Annual Report 2022 — Corporate Governance Report 2022年年報 — 「企業管治報告」	N/A
2-18	Evaluation of the performance of the highest governance body 最高治理單位的績效評估	Annual Report 2022 — Corporate Governance Report 2022年年報 — 「企業管治報告」	N/A

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2-19	Remuneration policies 薪酬政策	Annual Report 2022 — Remuneration Committee Report 2022年年報 — 「薪酬委員會報告」	N/A
2-20	Process to determine remuneration 薪酬決定流程	Annual Report 2022 — Remuneration Committee Report 2022年年報 — 「薪酬委員會報告」	N/A
2-21	Annual total compensation ratio 年度總薪酬比率	Confidentiality constraint. Prior consent from each employee would be required since this disclosure is beyond the requirements of any applicable laws and regulations. 保密規定限制。由於此披露已超出任何適用法律和法規的要求，因此需事先取得每位員工的同意才能作出披露。	N/A
2-22	Statement on sustainable development strategy 可持續發展策略的聲明	Message from Management 管理層寄語	P.2-3
2-23	Policy commitments 政策承諾	Our Governance 我們的管治	P.8-13
		About this Report 關於本報告	P.85-90
2-24	Embedding policy commitments 納入政策承諾	Our Governance 我們的管治	P.8-13
		Our Value Chain 我們的價值鏈	P.60-69
2-25	Processes to remediate negative impacts 補救負面衝擊的程序	Our Governance 我們的管治	P.8-13
2-26	Mechanisms for seeking advice and raising concerns 尋求建議和提出疑慮的機制	Our Governance 我們的管治	P.8-13
2-27	Compliance with laws and regulations 法規遵循	Our Governance 我們的管治	P.8-13
		Our Value Chain 我們的價值鏈	P.60-69
		There were no fines or non-monetary sanctions for non-compliance during the reporting period. 報告期內，集團沒有因違規而被處分罰款或受非金錢制裁。	N/A
2-28	Membership 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.70-79
2-29	Approach to stakeholder engagement 利害關係人議合方針	About this Report 關於本報告	P.85-90
2-30	Collective bargaining agreements 團體協約	No employee is covered by collective bargaining agreements during the reporting period. Working conditions and terms of employment are based on legal requirements and individual performance and experience. 暫時沒有僱員受集體談判合約保障。工作條件和僱用條款基於法律要求，以及個人表現和經驗。	N/A

GRI Standard/Disclosure No. and Title 全球報告倡議組織標準／披露編號和標題		Section Reference/Remarks 互相參照／註釋	Page No. 頁數
GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
3-1	Process to determine material topics 決定重大主題的流程	About this Report 關於本報告	P.85-90
3-2	List of material topics 重大主題列表	About this Report 關於本報告	P.85-90
GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 201: Economic Performance 2016 GRI 201: 經濟績效2016			
3-3	Management of material topics 重大主題管理	Our Governance 我們的管治 Annual Report 2022 — Group Financial Review 2022年年報 — 「集團財務回顧」	P.8-13 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	P.80-84
201-2	Financial implications and other risks and opportunities due to climate change 氣候變遷所產生的財務影響及其它風險與機會	Our Environment 我們的環境	P.14-29
201-3	Defined benefit plan obligations and other retirement plans 確定給付制義務與其他退休計畫	Annual Report 2022 — Notes to the Financial Statements 2022年年報 — 「財務報表附註」	N/A
201-4	Financial assistance received from government 取自政府之財務援助	Annual Report 2022 — Notes to the Financial Statements 2022年年報 — 「財務報表附註」	N/A
GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 202: Market Presence 2016 GRI 202: 市場地位2016			
3-3	Management of material topics 重大主題管理	About Shun Tak 信德集團	P.4-5
202-1	Ratios of standard entry level wage by gender compared to local minimum wage 不同性別的基層人員標準薪資與當地最低薪資的比率	Confidentiality constraint. Prior consent from each entry level employee would be required since this disclosure is beyond the requirements of any applicable laws and regulations. We have however complied with local minimum wages laws in Hong Kong, Macau, Mainland China and Singapore. Employees' wage rate is based on performance and experience. 保密規定限制。由於此披露已超出任何適用法律和法規的要求，因此需事先取得每位初級員工的同意才能作出披露。此外，我們已符合香港、澳門、中國內地及新加坡內地的最低工資條例，並依照員工的表現和經驗制定薪酬。	N/A

GRI Standard/Disclosure No. and Title 全球報告倡議組織標準／披露編號和標題		Section Reference/Remarks 互相參照／註釋	Page No. 頁數
202-2	Proportion of senior management hired from the local community 雇用當地居民為高階管理階層的比 例	Confidentiality constraint. Prior consent from each senior management employee would be required since this disclosure is beyond the requirements of any applicable laws and regulations. 保密規定限制。由於此披露已超出任何適用法律和法規的要求，因此需事先取得每位高級管理人員的同意才能作出披露。	N/A
GRI 3: Material Topics 2021 GRI 3: 重大主題 2021			
GRI 301: Materials 2016 GRI 301: 物料 2016			
3-3	Management of material topics 重大主題管理	Our Governance 我們的管治 Our Environment 我們的環境 Our Value Chain 我們的價值鏈	P.8-13 P.14-29 P.60-69
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	P.80-84
301-2	Recycled input materials used 使用回收再利用的物料	Our Environment 我們的環境	P.14-29
301-3	Reclaimed products and their packaging materials 回收產品及其包材	Our Environment 我們的環境	P.14-29
GRI 3: Material Topics 2021 GRI 3: 重大主題 2021			
GRI 302: Energy 2016 GRI 302: 能源 2016			
3-3	Management of material topics 重大主題管理	Our Governance 我們的管治 Our Environment 我們的環境	P.8-13 P.14-29
302-1	Energy consumption within the organization 組織內部的能源消耗量	Performance Data Summary 表現數據摘要	P.80-84
302-2	Energy consumption outside of the organization 組織外部的能源消耗量	Confidentiality constraint. The Group has privacy agreements with upstream and downstream stakeholders under which we are not allowed to disclose any data deemed confidential. 保密規定限制。本集團與上下游的持份者簽訂了隱私協議，根據該協議，我們不得披露任何被視為機密的數據。	N/A
302-3	Energy intensity 能源密集度	Performance Data Summary 表現數據摘要	P.80-84

GRI Standard/Disclosure No. and Title 全球報告倡議組織標準／披露編號和標題		Section Reference/Remarks 互相參照／註釋	Page No. 頁數
302-4	Reduction of energy consumption 減少能源消耗	Performance Highlights 表現概覽 Our Environment 我們的環境	P.6-7 P.14-29
302-5	Reductions in energy requirements of products and services 降低產品和服務的能源需求	Performance Highlights 表現概覽 Our Environment 我們的環境	P.6-7 P.14-29
GRI 3: Material Topics 2021 GRI 3: 重大主題 2021			
GRI 303: Water and Effluents 2018 GRI 303: 水與放流水2018			
3-3	Management of material topics 重大主題管理	Our Governance 我們的管治 Our Environment 我們的環境	P.8-13 P.14-29
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	P.8-13 P.14-29
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	P.8-13 P.14-29
303-3	Water withdrawal 取水量	The Group did not withdraw any water from areas with water stress during the reporting period. Water withdrawn from municipal source and third-party provider with $\leq 1,000$ mg/L Total Dissolved Solids. 報告期內，集團沒有於任何具水資源壓力地區取水。從市政水源和第三方供應商抽取的水，總溶解固體含量 $\leq 1,000$ mg/L。	N/A
303-4	Water discharge 排水量	The Group did not discharge any water into areas with water stress during the reporting period. Water discharged to municipal treatment plants with $> 1,000$ mg/L Total Dissolved Solids. 報告期內，集團未向任何缺水地區排水。排放到市政處理廠的水中總溶解固體 $> 1,000$ mg/L。 There were no incidents of non-compliance during the reporting period. 報告期內未發生違規事件。	N/A
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. Water consumed from municipal source and third-party provider with $\leq 1,000$ mg/L Total Dissolved Solids. 報告期內，集團沒有使用任何具水資源壓力地區的水。從市政水源和第三方供應商處消耗的水，總溶解固體含量 $\leq 1,000$ mg/L。	P.80-84 N/A

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GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 305: Emissions 2016 GRI 305: 排放2016			
3-3	Management of material topics 重大主題管理	Our Governance 我們的管治 Our Environment 我們的環境	P.8-13 P.14-29
305-1	Direct (Scope 1) GHG emissions 直接（範疇一）溫室氣體排放	Performance Data Summary 表現數據摘要	P.80-84
305-2	Energy indirect (Scope 2) GHG emissions 能源間接（範疇二）溫室氣體排放	Performance Data Summary 表現數據摘要	P.80-84
305-3	Other indirect (Scope 3) GHG emissions 其它間接（範疇三）溫室氣體排放	Confidentiality constraint. The Group has privacy agreements with upstream and downstream suppliers under which we are not allowed to disclose any data deemed confidential. 保密規定限制。本集團與上下游的供應商簽訂了隱私協議，根據該協議，我們不得披露任何被視為機密的數據。	N/A
305-4	GHG emissions intensity 溫室氣體排放強度	Performance Data Summary 表現數據摘要	P.80-84
305-5	Reduction of GHG emissions 溫室氣體排放減量	Performance Highlights 表現概覽	P.6-7
305-6	Emissions of ozone-depleting substances (ODS) 臭氧層破壞物質（ODS）的排放	The Group's operations do not involve the production, import or export of ODS. 本集團的業務不涉及消耗臭氧層物質的生產及進出口。	N/A
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions 氮氧化物(NOx)、硫氧化物(SOx)，及其它顯著的氣體排放	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。	P.80-84 N/A
GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 306: Waste 2020 GRI 306: 廢棄物2020			
3-3	Management of material topics 重大主題管理	Our Governance 我們的管治 Our Environment 我們的環境	P.8-13 P.14-29
306-1	Waste generation and significant waste-related impacts 廢棄物的產生與廢棄物相關顯著衝擊	Our Environment 我們的環境	P.14-29

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306-2	Management of significant waste-related impacts 廢棄物相關顯著衝擊之管理	Our Environment 我們的環境	P.14-29
306-3	Waste generated 廢棄物的產生	Performance Data Summary 表現數據摘要	P.80-84
306-4	Waste diverted from disposal 廢棄物的處置移轉	Our Environment 我們的環境	P.14-29
		Performance Data Summary 表現數據摘要	P.80-84
306-5	Waste directed to disposal 廢棄物的直接處置	Performance Data Summary 表現數據摘要	P.80-84
GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 402: Labour/Management Relations 2016 GRI 402: 勞／資關係2016			
3-3	Management of material topics 重大主題管理	Our People 我們的員工	P.46-59
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 period 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 a 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 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 403: Occupational Health and Safety 2018 GRI 403: 職業安全衛生2018			
3-3	Management of material topics 重大主題管理	Our People 我們的員工	P.46-59
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	P.46-59
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	P.46-59
403-3	Occupational health services 職業健康服務	Our People 我們的員工	P.46-59

GRI Standard/Disclosure No. and Title 全球報告倡議組織標準／披露編號和標題		Section Reference/Remarks 互相參照／註釋	Page No. 頁數
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、諮詢與溝通	Our People 我們的員工	P.46-59
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	P.46-59
403-6	Promotion of worker health 工作者健康促進	Our People 我們的員工	P.46-59
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 預防和減緩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	P.46-59
403-8	Workers covered by an occupational health and safety management system 職業安全衛生管理系統所涵蓋之工作者	Hong Kong: 100% 香港：100% Macau: 100% 澳門：100% OHS only applies to the Property Management sector. There are currently no property management operations in Mainland China. 職安健僅適用於物業管理板塊。目前在中國內地並沒有物業管理業務。 Workers who are not employees are excluded as the Group has privacy agreements with contractors under which we are not allowed to disclose any data deemed confidential. 由於集團與承包商簽訂了隱私協議，根據該協議，我們不得披露任何被視為機密的數據，所以非員工的工作者被排除在披露外。	N/A N/A
403-9	Work-related injuries 職業傷害	Our People 我們的員工 Performance Data Summary 表現數據摘要 Major types of injuries are limited to minor slip and falls, cuts and burns in office setting. 主要類型的工傷僅限於辦公室環境中的輕微滑倒、割傷和燒傷。 Workers who are not employees are excluded as the Group has privacy agreements with contractors under which we are not allowed to disclose any data deemed confidential. 由於集團與承包商簽訂了隱私協議，根據該協議，我們不得披露任何被視為機密的數據，所以非員工的工作者被排除在披露外。	P.46-59 P.80-84 N/A

GRI Standard/Disclosure No. and Title 全球報告倡議組織標準／披露編號和標題		Section Reference/Remarks 互相參照／註釋	Page No. 頁數
403-10	Work-related ill health 職業病	Our People 我們的員工	P.46-59
		Performance Data Summary 表現數據摘要	P.80-84
		Major types of ill health are limited to muscle strains in an office setting. 主要類型的疾病僅限於辦公室環境中的肌肉拉傷。	N/A
		Workers who are not employees are excluded as the Group has privacy agreements with contractors under which we are not allowed to disclose any data deemed confidential. 由於集團與承包商簽訂了隱私協議，根據該協議，我們不得披露任何被視為機密的數據，所以非員工的工作者被排除在披露外。	
GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 404: Training and Education 2016 GRI 404: 訓練與教育2016			
3-3	Management of material topics 重大主題管理	Our People 我們的員工	P.46-59
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	P.46-59
		Performance Data Summary 表現數據摘要	P.80-84
404-2	Programs for upgrading employee skills and transition assistance programs 提升員工職能及過渡協助方案	Our People 我們的員工	P.46-59
404-3	Percentage of employees receiving regular performance and career development reviews 定期接受績效及職業發展檢核的員工百分比	Performance Data Summary 表現數據摘要	P.80-84
GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 405: Diversity and Equal Opportunity 2016 GRI 405: 員工多元化與平等機會2016			
3-3	Management of material topics 重大主題管理	Our People 我們的員工	P.46-59
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	P.46-59
		Performance Data Summary 表現數據摘要	P.80-84
		Annual Report 2022 — Corporate Governance Report 2022年年報 — 「企業管治報告」	N/A

GRI Standard/Disclosure No. and Title 全球報告倡議組織標準／披露編號和標題		Section Reference/Remarks 互相參照／註釋	Page No. 頁數
405-2	Ratio of basic salary and remuneration of women to men 女性對男性基本薪資與薪酬的比率	Confidentiality constraint. Prior consent from each employee would be required since this disclosure is beyond the requirements of any applicable laws and regulations. 保密規定限制。由於此披露已超出任何適用法律和法規的要求，因此需事先取得每位員工的同意才能作出披露。	N/A
GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 413: Local Communities 2016 GRI 413: 當地社區2016			
3-3	Management of material topics 重大主題管理	Our Community 我們的社區	P.30-45
413-1	Operations with local community engagement, impact assessments, and development programs 經當地社區議合、衝擊評估和發展計畫的營運活動	Performance Highlights 表現概覽 Our Value Chain 我們的價值鏈	P.6-7 P.60-69
413-2	Operations with significant actual and potential negative impacts on local communities 對當地社區具有顯著實際或潛在負面衝擊的營運活動	The Group's operations do not contain significant actual and potential negative impacts on local communities. 集團營運不包含對當地社區的重大實際和潛在負面影響。	N/A
GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 416: Customer Health and Safety 2016 GRI 416: 顧客健康與安全2016			
3-3	Management of material topics 重大主題管理	Our Value Chain 我們的價值鏈	P.60-69
416-1	Assessment of the health and safety impacts of product and service categories 評估產品和服務類別對健康和安全的衝擊	The Group remains compliant with all relevant design guidelines and safety codes applicable to our operations. 本集團始終遵守所有適用於我們營運的相關設計指南和安全規範。	N/A
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。	N/A

GRI Standard/Disclosure No. and Title 全球報告倡議組織標準／披露編號和標題		Section Reference/Remarks 互相參照／註釋	Page No. 頁數
GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 417: Marketing and Labelling 2016 GRI 417: 行銷與標示2016			
3-3	Management of material topics 重大主題管理	Our Value Chain 我們的價值鏈	P.60-69
417-1	Requirements for product and service information and labelling 產品和服務資訊與標示的要求	Our Value Chain 我們的價值鏈	P.60-69
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相關法規的事件	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。	N/A
417-3	Incidents of non-compliance concerning marketing communications 未遵循行銷傳播相關法規的事件	There were no reported incidents of non-compliance concerning marketing communications. 報告期內，集團沒有發生違反有關行銷傳播的法規的事件。	N/A
GRI 3: Material Topics 2021 GRI 3: 重大主題2021			
GRI 418: Customer Privacy 2016 GRI 418: 客戶隱私2016			
3-3	Management of material topics 重大主題管理	Our Value Chain 我們的價值鏈	P.60-69
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 and losses of customer data during the reporting period. 報告期內，集團沒有經證實的侵犯客戶隱私及遺失客戶資料的投訴。	N/A

HKEX ESG Reporting Guide Content Index

香港交易所ESG報告指引內容索引

We also conduct our Sustainability Report 2022 in accordance with 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.

我們亦遵循香港聯合交易所有限公司的證券上市規則附錄27《環境、社會及管治報告指引》編寫我們的《可持續發展報告2022》。下表提供了相關章節或說明的互相參照。

HKEX KPI 香港聯交所 關鍵績效指標	Disclosure 披露	Section Reference/Remarks 互相參照／註釋	Page No. 頁數
A. Environmental			
A. 環境			
Aspect A1: Emissions			
層面A1: 排放物			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	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, discharges into water and land, and generation of hazardous and non-hazardous waste. 報告期內，本集團並無有關廢氣及溫室氣體排放、向水及土地的排污及有害及無害廢棄物的產生法律法規的不合規案例。	P.8-13 P.14-29 N/A
KPI A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Performance Data Summary 表現數據摘要	P.80-84
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Performance Data Summary 表現數據摘要	P.80-84
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Performance Data Summary 表現數據摘要	P.80-84
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	Performance Data Summary 表現數據摘要	P.80-84

HKEX KPI 香港聯交所 關鍵績效指標	Disclosure 披露	Section Reference/Remarks 互相參照／註釋	Page No. 頁數
KPI A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Performance Highlights 表現概覽 Our Environment 我們的環境	P.6-7 P.14-29
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Performance Highlights 表現概覽 Our Environment 我們的環境	P.6-7 P.14-29
Aspect A2: Use of Resources 層面A2: 資源使用			
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。	Our Governance 我們的管治 Our Environment 我們的環境	P.8-13 P.14-29
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。	Performance Data Summary 表現數據摘要	P.80-84
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度（如以每產量單位、每項設施計算）。	Performance Data Summary 表現數據摘要	P.80-84
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Performance Highlights 表現概覽 Our Environment 我們的環境	P.6-7 P.14-29
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Performance Highlights 表現概覽 Our Environment 我們的環境	P.6-7 P.14-29
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。	The Group's operations do not consist of packaging material. 本集團的業務不包括包裝材料。	N/A

HKEX KPI 香港聯交所 關鍵績效指標	Disclosure 披露	Section Reference/Remarks 互相參照／註釋	Page No. 頁數
Aspect A3: The Environment and Natural Resources			
層面A3：環境及天然資源			
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Our Governance 我們的管治 Our Environment 我們的環境	P.8-13 P.14-29
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Our Governance 我們的管治 Our Environment 我們的環境	P.8-13 P.14-29
Aspect A4: Climate Change			
層面A4：氣候變化			
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Our Governance 我們的管治 Our Environment 我們的環境	P.8-13 P.14-29
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Our Governance 我們的管治 Our Environment 我們的環境	P.8-13 P.14-29
B. Social			
B. 社會			
Employment and Labour Practices			
僱傭及勞工常規			
Aspect B1: Employment			
層面B1：僱傭			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our Governance 我們的管治 Our People 我們的員工 There are no laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 報告期內，本集團並無有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利法律法規的不合規案例。	P.8-13 P.46-59 N/A

HKEX KPI 香港聯交所 關鍵績效指標	Disclosure 披露	Section Reference/Remarks 互相參照／註釋	Page No. 頁數
KPI B1.1	Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region. 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	Performance Data Summary 表現數據摘要	P.80-84
KPI B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Performance Data Summary 表現數據摘要	P.80-84
Aspect B2: Health and Safety 層面B2: 健康與安全			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	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. 報告期內，本集團並無有關提供安全工作環境及保障僱員避免職業性危害法律法規的不合規案例。	P.46-59 N/A
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因工亡故的人數及比率。	Performance Data Summary 表現數據摘要	P.80-84
KPI B2.2	Lost days due to work injury. 因工傷損失工作日數。	Performance Data Summary 表現數據摘要	P.80-84
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Our People 我們的員工	P.46-59
Aspect B3: Development and Training 層面B3：發展及培訓			
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Our People 我們的員工	P.46-59
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。	Our People 我們的員工 Performance Data Summary 表現數據摘要	P.46-59 P.80-84

HKEX KPI 香港聯交所 關鍵績效指標	Disclosure 披露	Section Reference/Remarks 互相參照／註釋	Page No. 頁數
KPI B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Our People 我們的員工 Performance Data Summary 表現數據摘要	P.46-59 P.80-84
Aspect B4: Labour Standards 層面B4：勞工準則			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our People 我們的員工 There are no laws and regulations that have a significant impact on the Group relating to preventing child and forced labour. 報告期內，本集團並無有關防止童工或強制勞工法律法規的不合規案例。	P.46-59 N/A
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Our People 我們的員工	P.46-59
KPI B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Our People 我們的員工	P.46-59
Operating Practices 營運慣例			
Aspect B5: Supply Chain Management 層面B5：供應鏈管理			
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Our Value Chain 我們的價值鏈	P.60-69
KPI B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Performance Data Summary 表現數據摘要	P.80-84
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Our Value Chain 我們的價值鏈	P.60-69
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Our Value Chain 我們的價值鏈	P.60-69

HKEX KPI 香港聯交所 關鍵績效指標	Disclosure 披露	Section Reference/Remarks 互相參照／註釋	Page No. 頁數
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Our Value Chain 我們的價值鏈	P.60-69
Aspect B6: Product Responsibility 層面 B6：產品責任			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Our Value Chain 我們的價值鏈 There are no laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 報告期內，本集團並無有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的法律法規不合規案例。	P.60-69 N/A
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	The Group's operations do not involve selling or shipping of products. 本集團的業務不涉及產品的銷售或運輸。	N/A
KPI B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	The Group's operations do not involve of products and there were no substantiated service related complaints identified during the reporting period. 報告期內，本集團經營不涉及產品，並沒有經證實的服務相關投訴。	N/A
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Our Value Chain 我們的價值鏈	P.60-69
KPI B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	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，本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。	N/A
KPI B6.5	Description of consumer data protection and privacy policies, how they are and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Our Value Chain 我們的價值鏈 About this Report 關於本報告	P.60-69 P.85-90

HKEX KPI 香港聯交所 關鍵績效指標	Disclosure 披露	Section Reference/Remarks 互相參照／註釋	Page No. 頁數
Aspect B7: Anti-corruption			
層面 B7：反貪污			
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	About Shun Tak 信德集團 There were no incidents of non-compliance concerning laws and regulations during the reporting period. 報告期內，本集團沒有發生違反相關法規的事件。	P.4-5 N/A
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	There were no incidents of non-compliance concerning laws and regulations during the reporting period. 報告期內，本集團沒有發生違反相關法規的事件。	N/A
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	About Shun Tak 信德集團	P.4-5
KPI B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	Our People 我們的員工	P.46-59
Community			
社區			
Aspect B8: Community Investment			
層面 B8：社區投資			
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Our Community 我們的社區	P.30-45
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。	Our Community 我們的社區 Performance Data Summary 表現數據摘要	P.30-45 P.80-84
KPI B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源（如金錢或時間）。	Our Community 我們的社區 Our Value Chain 我們的價值鏈 Performance Data Summary 表現數據摘要	P.30-45 P.60-69 P.80-84

Assurance Statement

驗證聲明



SGS HONG KONG'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE SHUN TAK HOLDINGS LIMITED SUSTAINABILITY REPORT 2022

香港通用檢測認證有限公司對信德集團有限公司於2022年可持續發展報告中可持續發展活動之驗證聲明

NATURE OF THE ASSURANCE

SGS Hong Kong Limited (hereinafter referred to as SGS) was commissioned by the Shun Tak Holdings Limited (hereinafter referred to as Shun Tak) to conduct an independent assurance of the contents of the Sustainability Report 2022 of Shun Tak (hereinafter referred to as the Report) presented from 1 January 2022 to 31 December 2022.

驗證的性質

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2022》(以下簡稱「報告」)於2022年1月1日至2022年12月31日有關可持續發展的內容進行獨立驗證。

INTENDED USERS OF THIS ASSURANCE STATEMENT

This Assurance Statement is provided with the intention of informing all Shun Tak's Stakeholders.

本驗證的使用者

本驗證聲明旨在告知信德的所有持份者。

RESPONSIBILITIES

The information in the Report and its presentation are the responsibility of the directors or governing body (as applicable) and the management of Shun Tak. SGS has not been involved in the preparation of any of the material included in the Report.

職責

報告中的資訊及匯報由信德的董事或管治機構(如適用)及其管理層負責。香港通用檢測認證有限公司並未參與其報告任何材料的準備工作。

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of assurance with the intention to inform all Shun Tak's stakeholders.

我們的責任是對驗證範圍內的文本、數據、圖表和聲明表達意見，旨在告知信德的所有持份者。

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The SGS ESG & Sustainability Report Assurance protocols used to conduct assurance are based upon internationally recognized assurance guidance and standards, and the guidance on levels of assurance contained within the AA1000 series of standards and/or ISAE3000.

驗證標準、驗證類型及級別

SGS用於執行驗證工作引用之ESG及可持續發展報告驗證規章，是依據國際認可之驗證指引及標準為基礎，並且包含AA1000標準系列和／或ISAE3000中驗證級別的指引。

The assurance of this report has been conducted according to the following Assurance Standards:

該報告的驗證乃根據以下的驗證標準進行：

Assurance Standard Options

- A. SGS ESG & SRA Assurance Protocols (based on GRI Principles and guidance in AA1000)

驗證標準項目

- A. SGS ESG及可持續發展報告驗證規章(以GRI原則及AA1000為基礎)

SCOPE OF ASSURANCE AND REPORTING CRITERIA

The scope of the assurance included evaluation of quality, accuracy and reliability of specified performance information as detailed below and evaluation of adherence to the following reporting criteria:

Reporting Criteria Options

- 1 Stock Exchange of Hong Kong Limited, Environmental, Social and Governance Reporting Guide (HKEx ESG)
- 2 Global Reporting Initiative Sustainability Reporting Standards (GRI Standards)

ASSURANCE METHODOLOGY

The assurance comprised a combination of pre-assurance research, interviews with relevant employees in HK via online; documentation and record review and validation with external bodies and/or stakeholders where relevant.

LIMITATIONS AND MITIGATION

Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process. Note here any other specific limitations for the assurance engagement and actions taken to mitigate those limitations.

STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm 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 their knowledge, experience and qualifications for this assignment, and comprised auditors registered with IRCA EMS Principal Auditor, ISO 26000, nominated tutor of GRI Standards and experience on the SRA assurance service provisions.

驗證及報告要求範圍

驗證的範圍包括評估特定績效資訊的報告品質、準確性及可靠性，此評估依據之報告準則如下：

報告準則項目

- 1 香港聯合交易所有限公司《環境、社會及管治報告指引》(HKEx ESG)
- 2 《全球報告倡議組織可持續發展報告標準》(GRI標準)

驗證方法

驗證包括驗證活動前調研、相關員工於線上訪談，文件和紀錄的審查以及與相關之外部機構和／或持份者的確認。

使用限制及措施

獨立審計的財務賬目中的財務數據，並未作為本驗證過程的組成部份與來源資訊進行核對。請垂注本文有關驗證委託的任何局限以及緩減有關局限而採取的行動。

獨立性與能力聲明

SGS集團在檢驗、測試和鑒定的領域在世界上具有領先地位，我們在超過140多個國家營運和提供服務，服務包括管理體系和服務認證；品質、環境、社會和道德審核和培訓以及環境、社會及可持續發展報告驗證。SGS香港申明我們對信德、其附屬公司和持份者的獨立性上沒有任何的偏見和利益衝突。

驗證團隊是由具備與此項任務相關的知識、經驗和資歷的人員組成，當中包括IRCA註冊的EMS首席審核員、ISO 26000審核員、GRI標準委任培訓導師及具備可持續發展報告驗證服務經驗的人員。

ASSURANCE OPINION

On the basis of the methodology described and the verification work performed, we are satisfied that the specified performance information included in the scope of assurance is accurate, reliable, has been fairly stated and has been prepared, in all material respects, in accordance with the reporting criteria.

In our opinion, the contents of the report meet the requirements of GRI Standards and HKEx ESG.

Signed:

For and on behalf of SGS Hong Kong Limited



Miranda Kwan
Director
Knowledge Solutions
28 February 2023

驗證意見

基於上述的驗證方法和已完成的驗證工作，在驗證範圍內的特定績效資訊是準確及可靠，並已作出中肯的陳述，而且在所有重大方面已符合報告標準的編製準則，因此使我們感到滿意。

驗證團隊認為，報告內容符合《全球報告倡議組織可持續發展報告標準》(GRI標準)及香港聯合交易所有限公司《環境、社會及管治報告指引》的要求。

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
2023年2月28日



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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