



Message from the Management 管理層序言



As we continue our sustainability journey, we look excitedly to the Greater Bay Area, a treasure trove of development possibilities, growth opportunities, synergies created by socio-economic and cultural integration, shared resources and strategic alliances. We have therefore taken to heart the critical importance of strengthening collaboration, on different fronts and in different aspects, as one of our core tactics in sustainable development.

Carrying on our effort in the past five years, we fine-tuned a number of our operation practices and processes this year, with a sharp focus on further alignment with local, regional, national and global sustainability trends. As we usher in 2020, we will put forth our best effort and create positive social and economic impact in alignment with the United Nations Sustainable Development Goals. We eagerly look forward to a new era of growth as we engage in future local and regional projects.

I am grateful for the support from our staff and the trust of our stakeholders. With ambition and perseverance at the heart of our endeavour, we will use our creativity and innovation to work with our stakeholders to achieve environmental, social and economic sustainability. We look forward to joining hands with you on our sustainability journey and to savouring the majestic view with you when we reach the summit.

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

在繼續朝着可持續發展的道路向前邁進的同時，我們也殷切地將目光投向大灣區。因其獨特的社會經濟、文化融合、資源共享和良性競爭模式，大灣區已成為一個充滿發展潛力、增長機遇以及良好協同效應的寶庫。因此，我們深信加強不同方面及層面的協作至關重要，這也是我們的可持續發展核心戰略之一。

在過去五年努力的基礎上，我們於今年也調整部分的運營常規和流程，致力聚焦與本地、區域、國家和全球的可持續發展趨勢同步。邁進 2020 年，我們會竭力創造及促進社會和經濟效應，配合聯合國的可持續發展目標。我們熱切期待新的增長時代的來臨，參與各項本地和區域項目。

我衷心感謝員工的支持和持份者的信任。我們以雄心和毅力為奮鬥核心，透過創意與創新工作模式與持份者合作，實現環境、社會和經濟的可持續發展。我們希望在可持續發展之路上與持份者攜手合作，共同登頂，欣賞壯麗的景色。

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



信德集團
SHUN TAK HOLDINGS
Stock Code 股份代號: 242



SUSTAINABILITY REPORT HIGHLIGHTS
可持續發展報告亮點

2019

9 consecutive years
as a constituent stock of the
Hang Seng Corporate Sustainability
Benchmark Index
連續 9 年被納入「恆生可持續發展
企業基準指數」成份股



Received the
Caring Company Logo for
consecutive years
14
連續 14 年獲香港社會服務聯會
頒發「商界展關懷」標誌



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

Shun Tak Holdings Limited ("STHL") and its subsidiaries have evolved from a shipping operator to a leading listed conglomerate with core businesses spanning the property, transportation, hospitality and investment sectors. Established in 1972 and headquartered in Hong Kong, STHL has been listed on the Hong Kong Stock Exchange since 1973. Well established over the years, the Group has strategically grown its presence in Greater China and Asia.

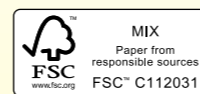
信德集團有限公司（「信德」）及其附屬公司從最初主要從事客運船務公司，到今天發展成為具領導地位的上市大型綜合企業，核心業務包括地產、運輸、酒店及消閒與投資。以香港作為據點的信德於 1972 年成立，並自 1973 年起在香港交易所上市。隨著業務不斷發展，集團正策略性地擴展至大中華和亞洲的業務。



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Economic Performance 經濟表現



To nurture sustainable long-term economic growth, we continue to engage in diversified business development. Many of our property developments are anticipated to come onto the markets from 2020 onwards. We strive to venture in other areas to pave the way for future economic advancement, utilising our thorough knowledge and extensive experience of local markets.

我們繼續推動多元化的業務發展，以支持長遠的可持續發展。本集團預期多個物業發展項目將於2020年起陸續推出市場。本集團正積極運用於當地市場的豐富經驗，以努力開拓其他領域，為未來的經濟發展鋪平道路。

Revenue:
HK\$14,649 million
收益：
146.49 億港元

Attributable operating profit:
HK\$6,284 million
經營溢利：
62.84 億港元

Profit attributable to shareholders:
HK\$3,456 million
股東應佔溢利：
34.56 億港元

Giving Back to Our Community 回饋社區



We are dedicated to building a sustainable and inclusive society through engagement in a wide range of community and care projects. We have placed high priority on reaching out to the elderly, youth and the underprivileged both on our own initiative and through partnership with various community organisations.

集團積極參與關懷社區活動，以建設可持續發展及和諧共融的社會。我們一直透過舉辦多元化的社區項目及參與社區組織協作項目，以加強關懷長者、青少年和弱勢群體。

HK\$1,656,648 total amount of monetary and in-kind donations to charity
慈善捐款及實物捐贈總額達
1,656,648 港元

Participated in **142** programmes
參與共 **142** 個項目

4,955 total hours of community service contributed
社區服務總時數共 **4,955** 小時

1,195 total number of volunteers
總義工人數達 **1,195** 人

8,165 number of beneficiaries served
受惠人數達 **8,165** 人

Caring for Our People 關懷員工



Our success is inseparable from our people. To acquire and retain the best talents, we have continued to design and implement human-centred policies to create an inclusive workplace, promote gender equality, ensure training and career development opportunities, offer competitive remuneration and benefits, and uphold occupational health and safety.

員工是令集團成功的關鍵。為了吸引和挽留最優秀的人才，我們繼續設計和實施以人為本的政策，以營造共融的工作環境、促進性別平等、確保培訓和職業發展機會、提供具競爭力的薪酬和福利待遇，及提倡職業健康和 safety。

4,252 employees
全體員工共 **4,252** 人

23,167 total training hours
提供培訓總時數為 **23,167** 小時

6,889 total occupational health and safety training hours
總職安健培訓時數達至 **6,889** 小時

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

Senior Level
高層員工
87.7%

Middle Level
中層員工
63.6%

Entry Level
普通員工
78.4%

Building a Sustainable Environment 建立可持續發展的環境



We are devoted to protecting the environment and reducing our ecological footprint across our diversified and substantial portfolio. We have introduced initiatives including a group-wide campaign to reduce waste, encourage recycling programmes, minimise energy consumption, conserve water, promote green properties and enhance environmental awareness.

我們致力於在多元化的業務運作過程中推動環境保護並減少生態足印。我們推行一系列措施，包括於集團內推行減少廢物活動、鼓勵回收計劃、減低能源消耗、節約用水、推廣綠色物業及提高環保意識等活動。

16%¹ greenhouse gas emissions compared with 2018
溫室氣體排放量比 2018 年 **16%¹**

18.9%¹ total energy consumption compared with 2018
總能源消耗量比 2018 年 **18.9%¹**

41.2% cumulative electricity consumption in offices since 2014
自 2014 年以來，辦公室的耗電量累計 **41.2%**

43% cumulative fuel consumption for TriCat vessels against 2011 baseline
與 2011 年的基數相比，超級豪華雙體船的累計燃料消耗量 **43%**

Recycled **21,627 m³** of greywater at Grand Coloane and Grand Lapa
鷺環海天度假酒店及金麗華酒店合共處理及產生再用水 **21,627 立方米**

The United Nations Sustainable Development Goals 聯合國可持續發展目標

The urgency to create a more sustainable world for all has never been so critical. In order to take ownership of the steps for change – be it individually, collectively and on a corporate level, we fully support the United Nations Sustainable Development Goals (“SDGs”). This year, we continued to closely examine our sustainability programmes, and identified 8 specific goals to which we could offer the greatest contributions.

集團深諳世界可持續發展的重要性。為了肩負正面推動改變的角色，我們不論在個人、團體還是在企業的層面都全力支持聯合國可持續發展目標。今年，我們繼續仔細審視我們的可持續發展計劃，並鎖定了 8 個我們可以作出最大貢獻的特定目標。



¹ The reduction of greenhouse gas emissions and total energy consumption compared with the previous year was in part induced by the decline of business operations of TurboJET.
噴射飛航的業務放緩是導致集團溫室氣體排放量與總能源消耗量較上年度減少的一部分原因。

Striving for Excellence in Our Value Chain 在價值鏈上追求卓越



Integrity, responsibility and compassion are the foundation stones we use to build excellence in our value chain. We have continued to safeguard the quality of our products and services with reliable and accountable management systems. And we have continued to partner with stakeholders in our supply chain to identify and manage key social and environmental risks.

本集團貫徹守信、負責任及真誠的宗旨，以構建卓越的價值鏈。我們將繼續通過可靠而負責的管理體系來維持我們產品和服務的質素。此外，我們亦繼續與供應鏈中的持份者合作，以識別和管理社會和環境的主要風險。

Property Management attained an average satisfaction rate of **88%** from almost 2,100 residents and tenants
接近 2,100 名受訪住客及租戶對物業管理業務的平均滿意度為 **88%**

TurboJET was rated 3 or above on a 1-5 scale of satisfaction from **93%** of 1,000 passengers
以 5 分為滿分，在 1,000 名受訪乘客中有 **93%** 給予噴射飛航滿意度評分 3 分或以上

Macau Tower accomplished a **100%** satisfaction rate from more than 650 visitors
超過 650 名受訪旅客對澳門旅遊塔的滿意度為 **100%**

Artyzen Habitat Dongzhimen Beijing achieved an average satisfaction rate of **95%** from over 740 guests
逾 740 名住客對北京東直門雅辰悅居酒店的平均滿意度為 **95%**