

信德集團



SHUN TAK HOLDINGS

Stock Code 股份代號: 242

Sustainability Report
2023

可持續發展報告





The Green Brick Road | Co-create a Sustainable Future

A mélange of leaves gathers to form a green earth, representing the concerted efforts of everyone in the Group to building a green future – through our diverse businesses and various approaches to sustainability. The crisp and clean design of the report cover speaks of the clear and effective communication of our sustainability commitment and efforts with our stakeholders. The individuals and icons in the background convey the Group's emphasis on achieving sustainability goals in a collaborative spirit shared across our business units and geographical presence.



綠磚路 | 共創可持續未來

綠葉千姿百態，逐片聚合成綠色地球，象徵集團的每位成員同心協力，透過多元化業務和各種可持續發展策略，建構出綠色未來。封面設計簡潔俐落，跟集團重視與各持份者保持清晰、高效的溝通模式，遙相呼應。而背景中的不同人物和圖像，則描繪出集團上下同心，跨越業務範疇與地域界限，攜手邁向永續發展的目標。



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MESSAGE FROM THE MANAGEMENT



管理層寄語

In 2023, the Group continued its momentum of progressive developments with milestone project openings and achievements in green building certifications while adhering to our core principle of “Integrity and Virtue” to create and sustain value for our stakeholders.

This tenth edition of our stand-alone sustainability report serves as an extension of our guiding principle for achieving and perfecting our sustainable business practices. From our long-established support towards global initiatives, to the responding the National call for culture and heritage preservation, we are thrilled to be one of the initiators of the Alliance for Cultural Heritage in Asia. It is exciting and gratifying to witness the maturation and expansion of the Group’s green strategies, and to envision the Group’s next step in sustainability.

The Group’s most recent development, NEW BUND 31, is a milestone project that testifies the progress we have made on our journey to sustainability. Infusing green development, inclusive community, cultural enrichment and revitalised heritage into one, the mixed-use development manifests our dedication to integrate sustainability with our businesses. Our sustainable architecture strategies earned us notable recognitions such as the U.S. LEED Gold Certificate and China’s Green Building Evaluation Label 3-star Rating.

在2023年，本集團持續有序發展，不但為多個標誌性項目揭幕，亦取得了綠色建築認證，反映我們一直秉持「誠信德行」的核心原則，為持份者創造和維繫重要價值。

這本可持續發展報告誕生至今已踏入第十年，象徵我們致力於業務中推展可持續措施，力臻完美。我們一直熱心支持不同的全球倡議項目，亦積極響應國家對保護文化遺產的號召，而我更成為了亞洲文化遺產保護聯盟的發起人代表之一，實在深感榮幸。一路以來，我們見證著集團的綠色發展策略漸趨成熟，且範疇遍布日廣，令人不勝欣喜。

本集團的最新旗艦項目—前灘31面世，充分展現了我們在可持續發展的路上，取得積極進展。此綜合發展項目將綠色發展、社區共融、文化涵養與古蹟活化共治一爐，彰顯我們致力在業務中融入可持續發展理念。同時，我們的可持續建築策略也獲得了多方認證，包括美國能源與環境設計先鋒評級（LEED）金級證書，以及中國綠色建築設計標識三星級評級。

With the rise of new post-pandemic business opportunities, we are pushing forward our “Tourism+” growth strategy and driving innovation in our business strategies. Riding on the Group’s solid foundation in tourism and hospitality in the Greater Bay Area, we established Artyzen Hospitality Group in 2013 which has a growing presence in China’s first-tier cities. The homegrown hospitality brand celebrates its 10th anniversary last year and made its debut in Singapore – a project that received several awards for its green architectural and development concepts.

As we journey along our Green Brick Road, the Group’s endeavours in sustainability have been recognised with awards and industry certifications. Looking ahead, we remain steadfast in our commitment in sustainable development and will continue to firmly anchor sustainability into our corporate identity and make positive impacts on the environment and community.

Ho Chiu King, Pansy Catilina

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

後疫情時代的商機處處，我們亦持續深化「旅遊+」策略，讓業務發展推陳出新。憑藉本集團在大灣區旅遊及酒店業的雄厚基礎，我們在2013年成立了雅辰酒店集團，擴展了在中國一線城市的業務足跡。這個自家酒店品牌去年慶祝成立十周年之際，更首度於新加坡推出新酒店—該項目以其綠色建築設計及發展理念，經已奪得多項殊榮。

在漫漫「綠磚路」上，我們砥礪前行，贏得多個獎項及業界認證，肯定了集團在可持續發展方面的貢獻。展望未來，我們將致力於可持續發展領域深耕細作，並將企業形象與可持續發展相互緊扣，以期為環境和社區帶來良好改變。

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 This Report

關於本報告

This is the tenth publication of the Sustainability Report ("the Report") for Shun Tak Holdings Limited ("the Company", "STHL" or together with its subsidiaries, "the Group"). The Report serves to outline the Group's steadfast dedication to sustainability by transparently disclosing its sustainability initiatives and performance throughout the year.

此乃信德集團有限公司（「本公司」、「信德」或連同其附屬公司統稱為「本集團」）發表的第十份可持續發展報告（「本報告」）。本報告概述本集團對可持續發展的理念及承諾，清晰披露集團過去一年於可持續發展方面的倡議和績效。

Reporting Boundary

報告範圍

The Report provides an overview of the Group's sustainability strategy, initiatives, and performance during the period of 1 January to 31 December 2023. Our reporting scope encompasses our headquarters in Hong Kong, Shun Tak Holdings (Macau) Limited ("Macau Office") office in Macau, as well as our business units, namely Property Management Division, Shun Tak - China Travel Ship Management Limited, operating under the brand name of "TurboJET", Artyzen Hospitality Group ("AHG") and its hotels under management: Artyzen Grand Lapa Macau ("Artyzen Grand Lapa"), Grand Coloane Resort ("Grand Coloane"), Artyzen Habitat Dongzhimen Beijing ("Artyzen Habitat Dongzhimen"), Artyzen Habitat Hongqiao Shanghai ("Artyzen Habitat Hongqiao") and YaTi by Artyzen Hongqiao Shanghai ("YaTi"), Artyzen Club and Macau Tower Convention & Entertainment Centre ("Macau Tower") as well as selected properties of the Group in Hong Kong and Mainland China. These entities represent the property, hospitality and tourism, and investment sectors, which are the core areas of our business operations. Additionally, the reporting scope also includes joint ventures where the Group has significant operational control, spanning across Hong Kong, Macau, Mainland China, and Singapore.

To obtain additional details about the Group's corporate governance and financial performance, please refer to our Annual Report 2023, which is available for access on our corporate website: www.shuntakgroup.com.



本報告概述本集團於2023年1月1日至12月31日期間，有關可持續發展的策略、倡議和表現。報告範圍涵蓋集團位於香港的總部辦公室、信德集團控股（澳門）有限公司（「澳門辦事處」），以及我們的業務部門，即物業管理部、信德中旅船務管理有限公司旗下品牌「噴射飛航」；雅辰酒店集團與旗下的酒店：澳門雅辰酒店、鷺環海天度假酒店、北京東直門雅辰悅居酒店、上海虹橋雅辰悅居酒店、上海虹橋雅辰緹酒店、雅辰會及澳門旅遊塔會展娛樂中心（「澳門旅遊塔」）；以及本集團於香港及中國內地的部分物業。以上涵蓋了本集團的主要業務，即地產、酒店消閒及旅遊以至投資業務。此外，本報告亦披露集團在香港、澳門、中國內地及新加坡持有主要營運管控權的各合資企業。

如欲了解更多有關企業管治和經濟表現的詳細資訊，請於本公司網站：www.shuntakgroup.com 查閱我們的2023年年報。

Reporting Standards

報告準則

This Report adheres to the Global Reporting Initiative (“GRI”) Standards 2021 and the ESG Reporting Guide outlined in Appendix C2 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong (“HKEX”).

The Group continues to endorse and support the United Nations Sustainable Development Goals (“SDGs”), which serve as a framework for addressing critical environmental and social challenges worldwide. In line with our commitment to sustainability, we have identified eleven specific SDGs that align with our efforts. By focusing on these goals, we aim to contribute to the global progress in addressing these important areas through our operations and initiatives.

本報告遵循全球報告倡議組織（「GRI」）標準 2021 以及香港聯合交易所有限公司（「香港交易所」）證券上市規則附錄 C2《環境、社會及管治報告指引》概述的披露規定。

本集團持續支持聯合國可持續發展目標。該等目標為應對全球重大環境和社會問題提供了框架，我們從中選出十一項符合我們發展方針的可持續發展目標，期望透過可持續的業務營運活動和倡議項目，為全球的可持續發展進程作出貢獻。

External Assurance

外部驗證

Recognising the significance of data accuracy and reliability in transparent disclosure, the Group engaged a third-party to conduct an independent assurance on the information presented in this Report. This external validation provides an additional layer of credibility to the disclosed data and ensures its accuracy. For more detailed information on the validation methodology, please refer to the “Assurance Statement” section of the Report.

本集團重視公開披露信息的數據準確度和可靠性，並委托了獨立第三方核實本報告內容，從而進一步確保公開數據的可信度及準確性。有關驗證細節，請參閱本報告的「驗證聲明」章節。

Contact Us

聯絡我們

We highly value your input and believe that valuable comments and suggestions play a crucial role in enhancing our sustainability efforts. We encourage you to share your feedback with us by contacting sustainability@shuntakgroup.com. We appreciate your engagement and look forward to receiving your feedback as we strive to continuously improve our sustainability performance.

您的寶貴意見和建議對我們完善其可持續發展工作至關重要。我們期待通過 sustainability@shuntakgroup.com 收到您的反饋。同時，我們也會不斷努力完善於可持續發展方面的表現。



About Shun Tak

信德集團

Since its establishment in 1972, the Company has become a leading conglomerate headquartered in Hong Kong. The Company has been listed on the Hong Kong Stock Exchange (HK Stock Code: 242) since 1973. The Group is primarily engaged in the property, hospitality and tourism, and investment sectors.

本集團於 1972 年成立，總部位於香港，至今已發展成具領導地位的綜合企業，並於 1973 年在香港聯合交易所（香港股份代號：242）上市，核心業務包括地產、酒店消閒、旅遊與投資。

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

Our Business

我們的業務

Property

地產

With a prominent and successful track record in the property markets of Macau and Hong Kong, the Group has a comprehensive portfolio of commercial, residential, and retail property developments. Furthermore, we are dedicated to providing seamless one-stop asset management services, which include sales and leasing, property management, cleaning, laundry service, and tenancy support. The Group is also steadily growing its influence in the real estate markets of Greater China and Singapore, thereby solidifying its position as a key player within the region.



本集團在澳門和香港地產市場的發展成績斐然，其綜合地產發展投資組合涵蓋商業、住宅和零售項目。此外，我們致力提供完善的一站式資產管理服務，包括物業銷售、租賃、管理、清潔、洗衣和禮賓服務等，在大中華地區及新加坡地產市場的影響力日增，從而進一步鞏固了集團在區內的重要地位。

Hospitality and Tourism

酒店消閒及旅遊

By embracing the “Tourism+” philosophy, the Group plays a pioneering role in fostering cross-sectoral, cross-discipline, and cross-industry collaborations. Through our expanding portfolio of diverse services, including hotels managed under the Group’s hospitality arm – Artyzen Hospitality Group, the world’s largest high-speed ferry fleet TurboJET, cross-border coaches, event-hosting venues, entertainment attractions, and retail operations, we create synergies that go beyond individual components, unleashing “1+1>2” benefits. By capitalising on integrated hospitality and tourism opportunities, we strive to create an environment that fosters inclusivity and ensures that everyone feels welcomed.

本集團秉持「旅遊+」發展理念，成為推動跨產業、跨領域、跨行業合作模式的先驅者。我們不斷豐富服務組合，當中包括：由本集團的附屬酒店管理公司「雅辰酒店集團」營運及管理的多間酒店、世界上最具規模的高速船隊「噴射飛航」、跨境客運服務，以至提供活動場地、管理娛樂景點和經營零售業務等。藉著結合酒店消閒與旅遊業務，我們突破單一服務的框架，締造「1+1>2」的協同效益，同時致力建構能關顧每個社群成員的共融環境，讓每人都感到賓至如歸。



Investment

投資

The Group’s diverse investment portfolio covers integrated resorts, international retail brands, cruise terminal and more. With “Tourism+” as its growth strategy, the Group plays an active role in the development of the Greater Bay Area and advocates sustainable development in the region.

本集團的投資組合多元化，涵蓋綜合度假村、國際零售品牌、郵輪碼頭等。本集團以「旅遊+」發展策略，積極參與大灣區發展，同時推動區內可持續發展。

The Group Clinches the “Hong Kong ESG Award”

本集團榮獲「香港ESG獎」

The Group is committed to creating long-term value for all stakeholders while actively addressing climate change and reducing our carbon footprint. In 2023, the Group was honoured with the prestigious “Hong Kong ESG Award” by the Chinese Manufacturers’ Association of Hong Kong, recognising its ESG efforts.

The award serves as a platform to celebrate and commend outstanding ESG practices within the Hong Kong business community, aiming to inspire local enterprises to accelerate their transformation and embrace sustainable practices.

The Group is grateful for this industry recognition, and reaffirms our pledge to uphold the core values of “Integrity and Virtue”. We will continue to adopt a proactive and pragmatic approach in creating a pleasant, diverse and sustainable community and built environment.

本集團致力為所有持份者創造長遠價值之外，亦積極應對氣候變化的風險及減少其碳足印。在2023年，本集團榮獲香港中華廠商聯合會頒發「香港ESG獎」，以表彰本集團在環境、社會和企業管治方面的付出。

該獎項為香港商界提供平台，以嘉許其在ESG範疇的傑出表現，從而鼓勵本地企業加速轉型，實踐可持續發展。

本集團十分感謝業界的認可，並承諾將繼續秉持「誠信德行」的核心價值，以積極務實態度，建構一個多元化及可持續發展的愉快社區和環境。

Performance Highlights

表現概覽

Our Environment 我們的環境

- In addition to the Group's Sustainability Steering Committee, our **Artyzen Hospitality Group** launched its dedicated **ESG Committee** in 2023 to manage ESG issues, including climate risks. 除了可持續發展督導委員會，集團旗下 **雅辰酒店集團** 亦於 2023 年成立 **ESG 委員會**，以管理包括氣候風險在內的 ESG 議題



- Progress of 2030 Environmental Targets
2030 年環境目標進度



↓ **38%** in carbon emission intensity compared with 2017

相較於 2017 年，碳排放強度 ↓ **38%**



↓ **15%** in electricity consumption intensity compared with 2017

相較於 2017 年，耗電強度 ↓ **15%**



↓ **33%** in water consumption intensity compared with 2017

相較於 2017 年，耗水強度 ↓ **33%**



↓ **37%** in waste generation intensity compared with 2018

相較於 2018 年，廢物產生強度 ↓ **37%**

- Achieved the number of **Green Building Certifications** in our recent portfolio

集團最近的物業發展項目榮獲 **綠色建築認證**

- Continued expanding our disclosures on climate-related information based on the **Task Force on Climate-related Financial Disclosures' Recommendations**

根據 **氣候相關財務披露工作小組** 的建議，我們持續擴闊所披露的氣候資訊內容

- A rooftop **solar power system** at TurboJET generated **315,860 kWh** of electricity in 2023

在 2023 年，噴射飛航船廠天台的 **太陽能發電系統** 產出發電量達 **315,860 千瓦時**

Our People 我們的員工

- Total number of employees: **3,339** (↑ **16%** vs 2022)

全體員工人數：**3,339**
(較 2022 年 ↑ **16%**)

- Total workforce by gender: **42%** for women and **58%** for men

按性別劃分的勞動力總數
女性員工佔 **42%**，男性員工佔 **58%**

- Total training hours: **over 24,000** (↑ **74%** vs 2022)

提供培訓總時數：**超過 24,000** 小時
(較 2022 年 ↑ **74%**)



- Over **3,700** hours of occupational health and safety-related training

總職安健培訓時數 **超過 3,700** 小時

- Average training hours per employee: **6.8** hours (↑ **89%** vs 2022)

平均每位員工受訓時數：**6.8** 小時
(較 2022 年 ↑ **89%**)

- The headquarters of Property Management Division and its managed properties have been enhancing its OHS management systems and renewing its **ISO 45001:2018 certification**

物業管理業務部總部及其管理的物業一直致力加強職安健管理系統，並繼續更新 **ISO 45001:2018 認證**

Our Community 我們的社區

▶ **HK\$21,086,368** of monetary and in-kind gifts donated to charity
慈善捐款及實物捐贈總額達 **21,086,368 港元**

▶ Donated a total of **30 million RMB** over the past three years to support the **Asian Fund for Cultural Heritage Conservation**, which aims at the conservation of Asia's cultural heritage
過去三年共捐款 **3,000 萬人民幣**，以支持 **亞洲文化遺產保護基金** 開展文物保護工作

▶ Supported the publication of **Hong Kong Chronicles** with a total of **HK\$10 million** donation between 2020 and 2024
於2020年至2024年期間，共捐款 **1,000 萬港元**，支持《香港志》編輯和出版

▶ Collaborated with **136** institutions and NGOs to support, organise or participate in community activities
與 **136** 間機構及非政府組織合作，支持、舉辦或參與社區活動

▶ Participated in **223** programmes
共參與 **223** 個項目

▶ **3,428** total hours of community service contributed
社區服務總時數共 **3,428** 小時

▶ **9,990** number of beneficiaries served
受惠人數達 **9,990** 人



Our Value Chain 我們的價值鏈

▶ The headquarters of Property Management Division and its managed properties have been obtaining and renewing its **ISO 14001 Environmental Management System** and **ISO 9001 Quality Management System Certifications**
物業管理業務部總部及其管理的物業已取得並持續更新 **ISO 14001 環境管理系統** 和 **ISO 9001 品質管理系統認證**

▶ Property Management achieved an average satisfaction rate of **97%** from 1,736 residents and tenants
1,736 名受訪住客和租戶對物業管理服務的平均滿意度為 **97%**

▶ **82%** of our suppliers were based in Hong Kong and Macau, where most of our business was operated
我們有 **82%** 的供應商位於集團主要業務的所在地區 — 香港和澳門

▶ Macau Tower attained an average satisfaction rate of **99%** from 1,242 visitors
1,242 名受訪遊客對澳門旅遊塔的平均滿意度為 **99%**

▶ Artyzen Habitat Dongzhimen Beijing received an average satisfaction rate of **92%** from over 372 guests
逾 **372** 名受訪住客對北京東直門雅辰悅居酒店的平均滿意度為 **92%**



Major Awards and Recognitions 主要獎項和嘉許



In 2023, we have been honoured with numerous awards and accolades in various fields, including:
在 2023 年，我們在不同領域獲得許多獎項和榮譽，包括：

- ★ Chinese Manufacturers' Association of Hong Kong – **Hong Kong ESG Award**
香港中華廠商聯合會 – 香港 ESG 獎
- ★ TVB ESG AWARDS 2023 – **ESG Special Recognition Award**
TVB《環境、社會及管治大獎》2023 – ESG 特別嘉許獎
- ★ 22nd Hong Kong Occupational Safety and Health Award – **Safety Management System Award (All Industries)**
第 22 屆香港職業安全健康大獎 – 安全管理制度大獎 (各行各業組)
- ★ IR Magazine Awards - Greater China 2023 – **Best Crisis Management**
投資者關係雜誌 - 大中華地區大獎 2023 – 最佳危機管理
- ★ Hong Kong Green Building Council's Biz-Green Dress Day 2023 – **Most Popular Award – Gold**
香港綠色建築議會的輕·型上班日 2023 – 最受歡迎大獎 – 金獎
- ★ Hong Kong Designers Association Brand Design Awards 2023 – **Excellence in Best Marketability Award – Macau Tower**
香港設計師協會最佳品牌設計大獎 2023 – 最佳品牌設計大獎 – 澳門旅遊塔
- ★ Macao Green Hotel Award 2022 – **Silver Award – Artyzen Grand Lapa Macau and Grand Coloane Resort**
澳門環保酒店獎 – 銀獎 – 澳門雅辰酒店和鷺環海天度假酒店
- ★ Asia Pacific Property Awards 2023 – **Best Hotel Architecture Singapore – Artyzen Singapore**
亞太房地產大獎 2023 – 新加坡最佳酒店建築設計 – 新加坡雅辰酒店
- ★ China Real Estate & Design Award 2023 - **Future Project category - Silver Award; Planning Design category - Merit Award – NEW BUND 31**
地產設計大獎·中國 2023 – 未來項目 - 銀獎；規劃設計 - 優秀獎 – 前灘 31
- ★ MIPIM Asia Awards – **Best Hospitality, Tourism and Leisure Project – Bronze Award – NEW BUND 31**
MIPIM 亞洲大獎 – 最佳酒店、旅遊和休閒專案 – 銅獎 – 前灘 31
- ★ 10th PropertyGuru Asia Property Awards (Mainland China) – **Best Landmark Development & Best Mixed-Use Development – NEW BUND 31**
第 10 屆 PropertyGuru 亞洲不動產獎 (中國內地) – 年度地標建築項目及年度綜合體項目 – 前灘 31
- ★ 18th PropertyGuru Asia Property Awards Grand Final – **Best Mixed-Use Development (Asia) – NEW BUND 31**
第 18 屆 PropertyGuru 亞洲不動產獎總決賽 – 年度綜合體發展項目 (亞洲) – 前灘 31
- ★ 31st Asia Pacific Interior Design Awards 2023 - **Excellence Award – NEW BUND 31**
第 31 屆亞太區室內設計大獎 2023 – 優異獎 – 前灘 31
- ★ **World Design Awards 2023 – NEW BUND 31**
世界設計獎 2023 – 前灘 31

Stakeholder Engagement

持份者參與

Maintaining consistent and productive communication with our stakeholders is imperative for the success of our business. Their valuable feedback allows us to recognise emerging risks and opportunities within our operations, make well-informed decisions to enhance our sustainability strategies and priorities, and adequately prepare for future challenges.

本集團認為與持份者保持有效溝通，對我們業務的成功至關重要。持份者的寶貴反饋有助我們識別營運風險及機遇，從而為可持續發展策略和優先關注事項作出明智的決策，為未來挑戰做好充分準備。

Materiality Assessment

重要議題評估

In 2023, we conducted a new group-wide materiality assessment, reaffirming our steadfast commitment to meeting the evolving expectations of our stakeholders. Our business is influenced by a diverse range of internal and external interest groups, who either have substantial impacts on our operations, or are themselves significantly affected by our activities. These stakeholder groups encompass customers and tenants, employees, industry associations, NGOs and local communities, shareholders and investors, and suppliers and contractors.

The materiality assessment was conducted in the form of an online stakeholder survey, for a duration of three weeks in October 2023. We reached out to around 1,000 stakeholders spanning six different interest groups. In the end, we received a total of 372 responses with a robust response rate of 37%, successfully showcasing our meaningful engagement to gather invaluable insights from our stakeholders.

Moreover, about 92% of those surveyed believes that the Group's sustainability performance has either met or exceeded expectations. This demonstrates that the Group overall is on the right track with regards to promoting sustainable development.

在2023年，我們對整個集團的重要議題重新評估，以確保我們在回應持份者期望時，可與時並進。我們的業務與不同的內部和集團外的持份者息息相關，他們對我們營運的影響深遠，又或自身受到我們業務活動所影響。這些持份者包括客戶、租戶、員工、行業商會、非政府組織、本地社區，以至股東、投資者，供應商和承辦商。

在2023年10月，我們透過為期三周的持份者線上問卷調查，進行重要議題評估。我們邀請了逾1,000名來自六個組別的持份者參與，最終收回372份問卷，回覆率達37%。這不但展示此問卷的代表性，更確保獲得有價值的回饋。

此外，約92%的受訪者認為，本集團的可持續發展表現已達到或超出預期，反映集團在推進可持續發展的整體方向正確。



Assessment Process and Analysis

評估過程和分析

We employed a three-step approach to identify, prioritise, and validate material topics that are considered to be of utmost significance to the Group and our stakeholders.

我們採用三步曲來識別、排序和核實對本集團和其持份者至關重要的議題。

Stage 1 Identification 第一階段 識別

In 2023, we initiated a materiality review with the support of an independent consultant. A total of 23 sustainability topics that are relevant to the Group were identified, and organised into three main categories: Environmental, Social, and Governance (“ESG”).

在 2023 年，我們在獨立顧問的指導下啟動了全面的重要議題評估。首先確定了共 23 個與本集團相關的重要可持續發展議題，並分為三個類別：環境、社會和管治（「ESG」）。

Stage 2 Prioritisation 第二階段 排序

The prioritisation of sustainability topics was determined by analysing the 372 questionnaire responses we received out of the 1000 surveys sent.

18 material topics were identified as most material to our business and stakeholders.

我們共發送了逾 1000 份問卷予持份者，並收回 372 份回覆。我們通過分析交回的問卷，確定可持續發展議題的優先次序。

我們確定其中的 18 個可持續發展議題為對業務和持份者最重要的議題。

Stage 3 Validation 第三階段 核實

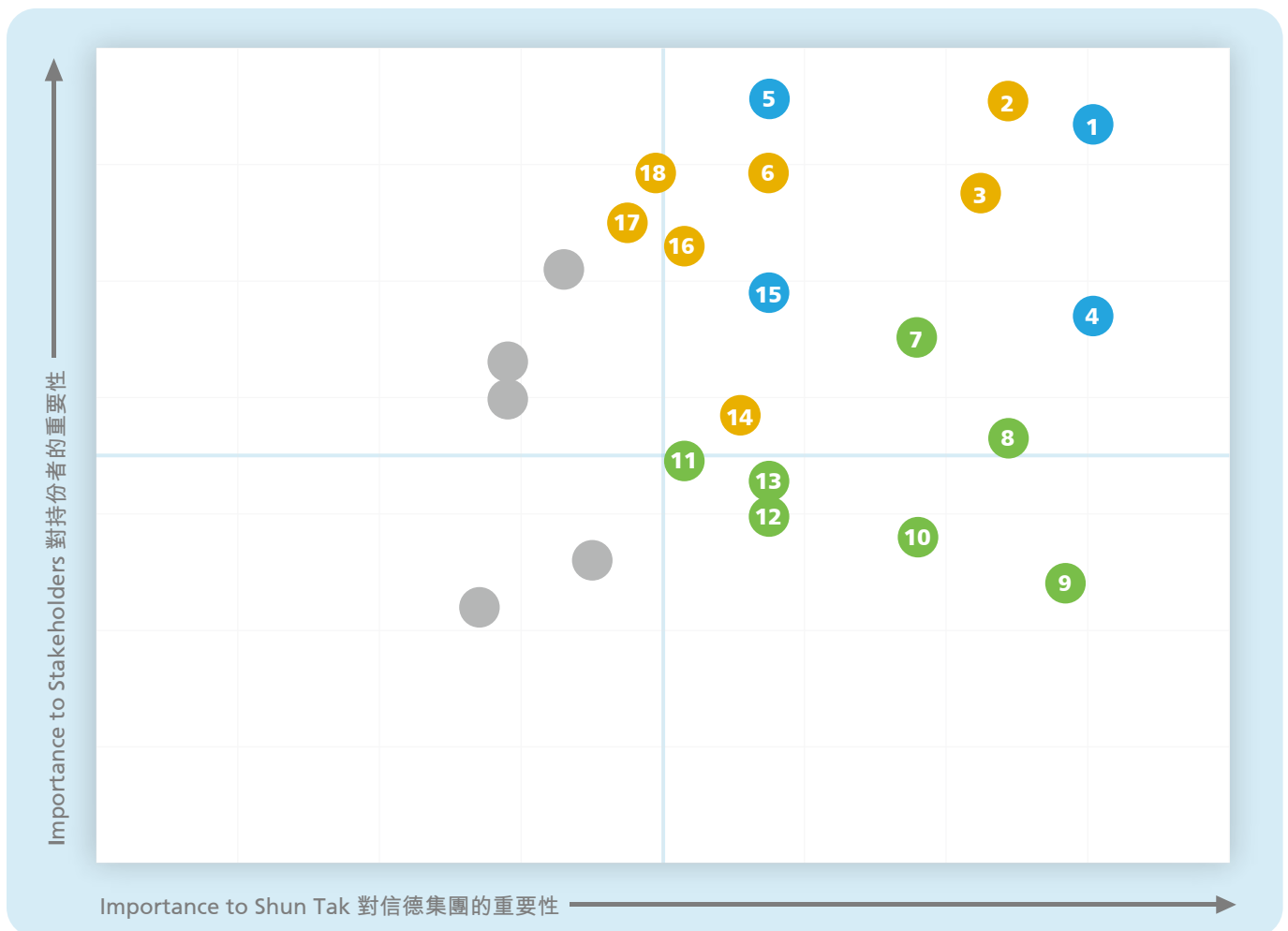
The findings of the materiality assessment and the list of material topics were reviewed and validated by the Group's Sustainability Steering Committee and Executive Committee.

重要議題評估結果及議題清單經本集團的可持續發展督導委員會和執行委員會審查和核實。



The matrix below illustrates the mapping and plotting of material topics, based on their level of materiality to the Group and its stakeholders.

以下矩陣圖展示了各個可持續發展議題對本集團及其持份者的重要性。



Environmental 環境

- 7 Sustainable buildings
可持續建築
- 8 Energy consumption
能源消耗
- 9 Climate change
氣候變化
- 10 Greenhouse gas ("GHG") emissions
溫室氣體排放
- 11 Materials for construction and operations
建築和營運耗材
- 12 Water consumption
水資源使用
- 13 Effluent and waste
污水與廢物

Social 社會

- 2 Occupational health and safety
職業健康與安全
- 3 Customer health and safety
顧客健康與安全
- 6 Labour-management relations
勞資關係
- 14 Promoting arts and culture
文化藝術發展
- 16 Community investments
社區投資
- 17 Diversity, equity, and inclusion
多元、平等和共融
- 18 Employee training and education
員工培訓和教育

Governance 管治

- 1 Regulatory compliance
遵守法規
- 4 Anti-corruption and ethical business conduct
反貪污及商業道德
- 5 Customer privacy
顧客隱私
- 15 Cybersecurity and data privacy
網絡安全及數據私隱

Key Sustainability Issues

可持續發展的重要議題

The latest materiality matrix presented above indicates that our stakeholders have identified a diverse array of top-ranking concerns, with a strong emphasis on governance and social aspects, followed by environmental considerations.

Compared with our previous materiality assessment results, our stakeholders have recognised the increasing importance of good corporate governance in guaranteeing a company's sustainability. The results prioritised the significance of regulatory compliance in ensuring that our operations align with applicable laws and regulations, and highlighted the continued importance of upholding high ethical standards, such as anti-corruption measures, cybersecurity and data privacy, ethical business conduct, preserving customer privacy, and fostering strong labour-management relations.

The findings have also demonstrated our stakeholders' increased attention to safeguarding the health and safety of both employees and customers, reflecting a larger trend focused on personal well-being. Our continued efforts to promote social welfare have received significant recognition from stakeholders as material aspects as well, including promoting arts and culture, community investments, diversity, equity, and inclusion, as well as employee training and education. These rankings highlight the significance of our commitment to creating positive social impacts and cultivating a workplace that embraces inclusivity.

Within the environmental realm, climate change, GHG emissions, energy consumption, and sustainable buildings are considered most material, as the results serve as tangible reminders for the Group to renew its commitment to creating a sustainable and eco-friendly built environment, minimising energy usage, and addressing the impact of climate change.

上述新的矩陣圖將我們的持份者最關注的議題依照重要性排列。他們最重視公司管治和社會責任的表現，其次才是環境保護表現。

與先前的重要議題評估結果相比，我們的持份者意識到良好的公司管治對於公司可持續發展的重要性日增。評估結果將監管合規性列為優先事項，以確保公司營運符合相關法律法規的意義；同時強調秉持高道德標準的重要性，當中包括反貪腐措施、網路安全和數據私隱、商業道德操守、保障顧客私隱，以及建立良好的勞資關係。

評估結果亦顯示，持份者愈來愈關注保障員工及客戶的健康和安全，反映社區關注個人福祉的趨勢。在促進社會福利方面，我們在此重要議題的持續努力也獲得持份者的高度認可，包括促進藝術和文化發展、社區投資、多元、公平、共融以及員工培訓和教育等。這些優先事項充分顯示我們致力打造共融工作間，並為社會帶來正面影響。

在環境保護方面，氣候變化、溫室氣體排放、能源消耗和可持續建築深受重視。評估結果亦正好鼓勵集團持續努力，建設可持續和有利生態的周邊建築環境、減少能源消耗，以應對氣候變化的影響。



The table below provides a summary of the 18 identified material topics, encompassing environmental, social, and governance aspects, along with their impact boundaries.

下表總結出已識別的18個重要議題，涵蓋環境、社會和管治方面，及其影響範圍。

Category 類別	Material Topics 重要議題	Impact Boundaries 影響範圍					
		Customers and Tenants 顧客及租戶	Employees 員工	Industry Associations 行業商會	NGOs and Local Communities 非政府組織及本地社區	Shareholders and Investors 股東及投資者	Suppliers and Contractors 供應商及承建商
Environmental 環境	Climate change 氣候變化	✓	✓	✓	✓		
	Greenhouse gas ("GHG") emissions 溫室氣體排放		✓		✓		
	Energy consumption 能源消耗	✓	✓		✓	✓	✓
	Water consumption 水資源使用		✓		✓	✓	
	Effluent and waste 污水與廢物		✓	✓	✓		✓
	Sustainable buildings 可持續建築	✓	✓	✓	✓	✓	✓
	Materials for construction and operations 建築和營運耗材	✓	✓	✓	✓	✓	✓
Social 社會	Occupational health and safety 職業健康與安全	✓	✓	✓	✓	✓	✓
	Labour-management relations 勞資關係	✓	✓	✓		✓	✓
	Employee training and education 員工培訓與教育	✓		✓		✓	✓
	Diversity, equity, and inclusion 多元、平等和共融	✓	✓	✓	✓	✓	✓
	Customer health and safety 顧客健康與安全	✓	✓	✓	✓	✓	✓
	Community investments 社區投資	✓	✓	✓	✓	✓	✓
	Promoting arts and culture 文化藝術發展	✓		✓		✓	✓
Governance 管治	Regulatory compliance 遵守法規	✓	✓	✓	✓	✓	✓
	Anti-corruption and ethical business conduct 反貪污及商業道德	✓	✓	✓	✓	✓	✓
	Cybersecurity and data privacy 網絡安全及數據私隱	✓	✓			✓	✓
	Customer privacy 顧客隱私	✓	✓	✓	✓	✓	✓

Stakeholder Communication Channels



持份者溝通渠道

As part of our ongoing stakeholder engagement efforts, the Group has been employing various communication channels. In this year's stakeholder engagement survey, we specifically inquired about the preferred channels for staying informed about the Group's sustainability-related initiatives. The top three channels identified by our stakeholders were the company website, social media platforms, and annual sustainability reports.

The following table illustrates our strategic approach in selecting communication channels tailored to our specific stakeholder groups:

本集團採用不同聯絡渠道維繫與持份者的溝通，以增加他們的參與度。在本年度持份者參與調查中，我們特地詢問了他們傾向以何種渠道知悉本集團可持續發展的相關倡議。他們選定的三大渠道分別是公司網站、社交媒體平台和年度可持續發展報告。

下表闡明我們為各特定持份者群體而設的溝通渠道策略：

Stakeholder Group 持份者群組	Communication Channels	溝通渠道
Customers and Tenants 顧客及租戶	<ul style="list-style-type: none"> ■ Annual Reports, Interim Reports, Circulars and Announcements ■ Corporate website ■ Customer satisfaction survey ■ Customer service hotline ■ Regular meetings ■ Social media 	<ul style="list-style-type: none"> ■ 年報、中期報告、通函及公告 ■ 公司網站 ■ 客戶滿意度調查 ■ 客戶服務熱線 ■ 定期會議 ■ 社交媒體
Employees 員工	<ul style="list-style-type: none"> ■ Annual Reports, Interim Reports, Circulars and Announcements ■ Intranet and emails ■ Newsletters ■ Recreational and volunteer activities ■ Review and assessment ■ Social media ■ Training, seminars, briefing sessions 	<ul style="list-style-type: none"> ■ 年報、中期報告、通函及公告 ■ 內聯網和電郵 ■ 公司通訊 ■ 康樂和義工活動 ■ 檢討和評估 ■ 社交媒體 ■ 培訓、研討會、簡介會
Industry Associations 行業商會	<ul style="list-style-type: none"> ■ Annual Reports, Interim Reports, Circulars and Announcements ■ Corporate website ■ Press releases ■ Regular meetings ■ Social media 	<ul style="list-style-type: none"> ■ 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
Media 媒體	<ul style="list-style-type: none"> ■ Annual Reports, Interim Reports, Circulars and Announcements ■ Corporate website ■ Press releases ■ Social media 	<ul style="list-style-type: none"> ■ 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	<ul style="list-style-type: none"> ■ Annual Reports, Interim Reports, Circulars and Announcements ■ Community service programmes ■ Corporate website ■ Joint projects ■ Volunteer activities ■ Social media 	<ul style="list-style-type: none"> ■ 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 ■ 社交媒體
Shareholders and Investors 股東及投資者	<ul style="list-style-type: none"> ■ Annual General Meeting and other shareholders meetings ■ Annual Reports, Interim Reports, Circulars and Announcements ■ Meetings with investors and analysts ■ Press releases ■ Social media 	<ul style="list-style-type: none"> ■ 周年常會及其他股東會議 ■ 年報、中期報告、通函及公告 ■ 與投資者和分析師進行會議 ■ 新聞稿 ■ 社交媒體
Suppliers and Contractors 供應商及承建商	<ul style="list-style-type: none"> ■ Annual Reports, Interim Reports, Circulars and Announcements ■ Review and assessment ■ Tendering processes ■ Training, seminars, briefing sessions 	<ul style="list-style-type: none"> ■ 年報、中期報告、通函及公告 ■ 審查和評估 ■ 招標流程 ■ 培訓、研討會、簡介會

Our Governance

我們的管治

The Group recognises the importance of a strong governance structure on its sustainable development and long-term success. We uphold high standards of accountability, integrity and transparency to create value for our stakeholders and contribute to a more sustainable future.

本集團深明強而有力的管治架構對我們可持續發展和達致長期成功的重要性。我們秉持高標準的問責制、誠信和透明度，為持份者創造價值，並為更可持續的未來作出貢獻。

Corporate Governance

企業管治

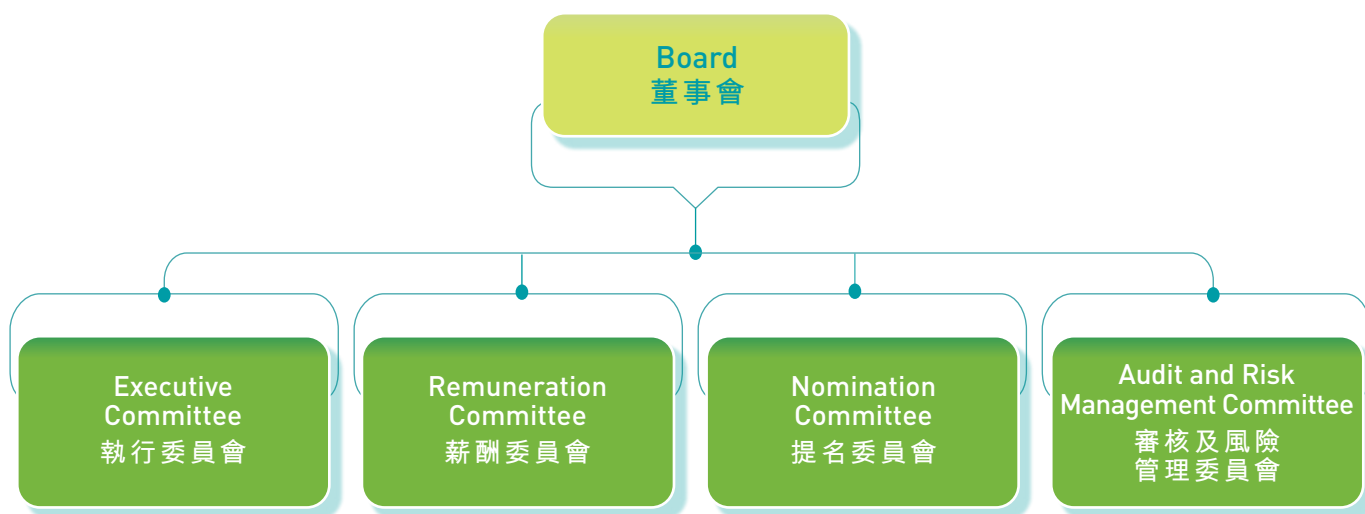


The Board of Directors (the “Board”), the highest governing body of the Group, provides top-down decision-making that guides the Group in terms of strategic development, risk management, sustainable development, and overall financial and operational performance.

The Board comprises four Independent Non-Executive Directors and five Executive Directors. It is supported by four committees: the Executive Committee, the Remuneration Committee, the Nomination Committee, and the Audit and Risk Management Committee.

董事會是本集團的最高決策單位，通過自上而下的決策，指導策略發展、風險管理、可持續發展及整體財務和營運。

董事會由四名獨立非執行董事及五名執行董事組成，並由轄下四個委員會協助：包括執行委員會、薪酬委員會、提名委員會及審核及風險管理委員會。



Overseen by the Executive Committee, the Sustainability Steering Committee (“SSC”) is responsible for formulating sustainability strategies and reviewing related performance. The SSC is in turn supported by the Sustainability Taskforce Team and its two working groups: 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的可持續發展策略和檢討相關表現，而該督導委員會透過可持續發展工作組及旗下的兩個支部運作，包括綠色辦公室管理小組和綠色大使。

Our sustainability governance structure is shown in the diagram below:

我們的可持續發展管治架構如下圖：





Risk Management and Internal Control

風險管理及內部監控

The Board regards risk management and internal control as vital parts of the Group's overall operations, because they allow for early detection, management and reduction of risks. These risks vary in type, from operational, financial, legal compliance, to cybersecurity and ESG risks. Thus, the Board has assigned the risk management and internal control responsibilities to the Executive Committee and the Audit and Risk Management Committee, ensuring the sufficiency and effectiveness of our risk management and internal control systems.

The Executive Committee designs, implements and monitors the Group's risk management and internal control systems. The Audit and Risk Management Committee evaluates the effectiveness of these systems in minimising relevant risks, and ensures that a sound framework is in place for the management to perform its organisational duties. Our risk management framework also involves the various business and supporting units, as well as the general staff in day-to-day operations. Heads of business and supporting units are in charge of maintaining and updating their risk registers and self-evaluating the adequacy of their internal controls, based on established risk management and internal control frameworks.

董事會視風險管理及內部監控對集團整體營運至為重要，有助及早識別、管理及降低風險。這些風險的類型各有不同，包括營運、財務、符合法規、網路安全和ESG風險等。因此，董事會已將風險管理及內部監控職責下放至執行委員會和審核及風險管理委員會，以確保具備充分和有效的風險管理及內部監管系統。

執行委員會負責制定、實施及監察集團的風險管理及內部監管系統，而審核及風險管理委員會則負責評估有關系統在減低相關風險方面的成效，並確保管理層可以全面履行其監管組織的職責。我們的風險管理框架覆蓋集團內各業務和後勤部門，以及所有員工。業務和後勤部門主管負責檢視和更新其風險管控表，並根據制定的風險管理和內部監控框架，作對內部監控的自我評估。

Sustainability Governance

可持續發展管治

Under the leadership of the Group Executive Chairman and Managing Director, the SSC is composed of representatives from the Executive Committee and key business and supporting units¹. Since its establishment in 2012, the SSC monitors and reviews the implementation progress of our ESG-related targets and initiatives. The SSC is also responsible for updating the Board regularly through the Executive Committee on the latest development of sustainability matters.

Over the years, the Group has maintained a comprehensive set of sustainability policies in line with the Group's sustainability goals. The sustainability policies and related initiatives are regularly reviewed to ensure compliance with current regulatory requirements and alignment with evolving business trends.

The Sustainability Taskforce Team, which operates under the supervision of the SSC, implements the policies by coordinating sustainability initiatives across the entire Group. It is then the responsibility of relevant business units to incorporate sustainability practices into their operations and formulate their own management strategies.

In September 2023, the Group's hospitality division, AHG, launched its dedicated ESG Committee, who meets regularly to systematically address ESG issues while remaining in alignment with the Group's overarching sustainability strategy. This marks a significant step towards fostering sustainability awareness among AHG employees and the society, as well as vertical integration of ESG efforts within the Group.

在集團行政主席兼董事總經理的領導下，可持續發展督導委員會的成員是由執行委員會和主要業務及後勤部門的代表¹組成。自2012年成立以來，可持續發展督導委員會一直監察和檢視環境、社會及管治相關目標和措施的實施進度。可持續發展督導委員會亦會通過執行委員會，向董事會定期匯報可持續發展事宜的最新發展。

多年來，集團致力制定一套全面的可持續發展政策，以符合集團的可持續發展目標。我們會定期檢視可持續發展政策和相關倡議，確保符合當前的監管要求，並與不斷發展的業務趨勢保持同步。

可持續發展工作小組在可持續發展督導委員會的監管下運作，協調集團的可持續發展舉措推進政策，使相關業務部門負責任地將這些政策納入其日常運營，並制定各自的管理策略。

在2023年9月，集團內的雅辰酒店集團成立了專責的ESG委員會。該委員會定期召開會議，不但可以更有系統地解決ESG問題，亦有助擴展集團的可持續發展策略。自ESG委員會成立，我們可望提升雅辰酒店員工及其相關社群對可持續發展的認識，讓集團可從上而下更有效地整合其ESG策略，從而達致更全面的可持續發展模式。

¹ Deputy Managing Director, Executive Directors, and representatives from Property and Hospitality and Tourism businesses, Group Human Resources Department and Group Corporate Branding.

副董事總經理、執行董事以及來自物業、酒店和旅遊相關業務、集團人力資源部門和集團企業品牌的代表。

Ethics and Sustainability Policies

道德及可持續發展政策

In addition to a clearly defined governance and management structure, it is also crucial to have explicit policies as operational guidance in our daily activities across all business units, ensuring that our operations are consistently carried out in a sustainable and responsible manner. These ethics and sustainability policies work together as a cohesive framework to protect the interests of the Group's stakeholders.

除了明確釐定管治和管理架構外，業務部門的日常營運亦須相關政策作為指引，以確保我們始終如一地以可持續和負責任的方式經營業務。這些道德和可持續發展政策構建成統一框架，保障集團持份者的利益。

Ethics Policies

道德政策

The Group's Code of Conduct ("Code") establishes the foundation for ethical business behaviour throughout our operations. It addresses various aspects, including bribery, fraud, extortion, money laundering, and anti-corruption.

The Group regularly organises anti-corruption training sessions for directors and employees, specifically inviting the Hong Kong Independent Commission Against Corruption to deliver targeted training programmes. No significant instances of misconduct were reported during the reporting period.

In addition to the Code, we have a Whistleblowing Policy in place to foster a culture of transparency and protect individuals associated with the Group, including employees, business associates, suppliers, and customers, free from any forms of retaliation when reporting potential wrongdoing or improper conduct in our daily operations. The Audit and Risk Management Committee has been delegated the responsibility of monitoring and evaluating the effectiveness of the Whistleblowing Policy. No significant cases of whistleblowing were reported during the reporting period.

本集團的《行為守則》為我們的營運制定商業道德標準。該守則涵蓋防止賄賂、欺詐、勒索、洗黑錢和反貪污行為。

本集團定期為董事及各級員工舉辦反貪污培訓，並誠邀香港廉政公署提供針對性的課程。在本報告所述期間，我們並無任何行為不當的個案。

除《行為守則》外，我們還制定了《舉報政策》，以培養具透明度的文化，並保障與集團相關的成員，包括員工、業務夥伴、供應商和客戶，可在舉報日常營運中的潛在不當行為時免受任何形式的報復。審核及風險管理委員會獲授權負責監督和評估舉報政策的成效。在本報告所述期間，我們並無重大舉報個案。

Sustainability Policies

可持續發展政策

The Group has implemented a Sustainability Policy, Sustainable Procurement Policy ("SPP"), Supplier Code of Conduct ("SCC") and Climate Change Policy ("CCP"). Under the supervision of the SSC, the Sustainability Policy serves as a comprehensive framework that goes beyond mere legal compliance. It provides guidance to the entire Group, emphasising the integration of sustainability considerations into all decision-making processes, and fostering a continuous commitment from employees towards sustainable improvement.

In 2020, the SPP and SCC were introduced as complementary measures to enhance the effectiveness of the Sustainability Policy, each with a distinct focus on different types of stakeholders. The SPP concentrates on the internal procurement processes, prioritising environmentally friendly and socially responsible products and services. On the other hand, the SCC sets out the sustainability expectations for our suppliers.

In order to effectively manage the risks posed by climate change, we implemented the CCP in 2022. This policy, along with our existing policies, forms a cohesive framework that propels the Group towards meeting our "2030 Environmental Targets". For detailed information regarding our environmental targets, please refer to the "Our Environment" chapter.

本集團已制定《可持續發展政策》、《可持續採購政策》、《供應商行為守則》和《氣候變化政策》。在可持續發展督導委員會的監督下，可持續發展政策構成一個全面的框架，而非僅僅是合法合規。它為整個集團提供指導，強調將可持續發展元素納入決策過程中，並推動員工持續改進。

在2020年，我們引入了《可持續採購政策》和《供應商行為守則》作為輔助措施，以提高可持續發展政策的有效性，每個措施均針對不同類型的持份者。《可持續採購政策》專注於內部採購流程，優先考慮環保和對社會負責的產品和服務。另一方面，《可持續採購政策》還界定了我們對供應商可持續發展的期望。

為了有效管理氣候變化帶來的風險，我們在2022年實施了《氣候變化政策》。該政策與我們現有的政策共同構建了一個既有效又統一的框架，推動本集團實現我們的《2030年環境目標》。有關我們環境目標的詳細資訊，請參閱「我們的環境」篇。



Supporting the United Nations Sustainable Development Goals

支持聯合國可持續發展目標

As we reach the midpoint towards the 2030 Sustainable Development Agenda deadline, there is a growing global urgency to accelerate progress. As a prominent listed conglomerate, we are dedicated to fulfilling our corporate social responsibility by strengthening our commitment to the United Nations SDGs. Recognising our role in achieving sustainable development, we firmly believe in creating sustainable value for both our company and society in the long run through ongoing enhancements in our sustainability initiatives.

In 2023, we reiterated our dedication to aligning our initiatives with the established SDGs. Furthermore, we take pride in our commitment to an additional SDG, specifically "SDG 9: Industry, innovation and infrastructure," as we prioritise the construction and development of green sustainable buildings that foster innovative green technology within our property and hotel portfolios. Detailed information about our contributions to the eleven SDGs can be found in the respective chapters of this report.

距離2030年可持續發展議程期限已過半，全球急需加快步伐。作為一家知名的上市企業集團，我們致力履行企業社會責任，加強對聯合國可持續發展目標的投入。我們明白自身在實現可持續發展方面的角色，並堅信從長遠來看，我們需要不斷加強可持續發展的舉措，才能為集團和社會創造可持續的價值。

在2023年，我們重申對確立的可持續發展目標堅守如初。同時，我們自豪地宣佈再增加一個可持續發展目標，即「可持續發展目標9：產業、創新和基礎設施」。我們優先考慮採用可持續建設和發展綠色可持續建築，並在我們的物業和酒店投資組合中促進綠色技術創新。有關本集團對十一個可持續發展目標貢獻的詳細資訊，請參閱本報告的相應篇章。

Our Environment

我們的環境



Our Community

我們的社區



Our People

我們的員工



Our Value Chain

我們的價值鏈



OUR ENVIRONMENT

我們的環境



Our Environment

我們的環境

As the Group with operations across various sectors, we recognise the significance of managing and monitoring our environmental impacts, including our carbon footprint. This year, we have enhanced our climate resilience through the identification and prioritisation of material climate risks. We also actively engage our stakeholders to foster collaboration and gain valuable insights on climate related actions and policies that contribute to our ongoing sustainability efforts. The Group is committed to continuously improving our environmental performance and exploring opportunities for further advancements in all aspects of our operations.

由於本集團的營運涉及多個行業，所以我們知道管理和監控因業務而產生的環境影響非常重要，特別是我們的碳足跡。今年，我們通過識別和確定重大氣候相關風險的優先次序，提升公司的「氣候韌性」。我們也積極推進與持份者的合作，並重視他們對集團氣候相關行動和政策的看法，這些寶貴意見協助我們改善可持續發展的工作成效。集團致力持續改善環保表現，並探索進一步將相關元素應用於我們營運當中。



Material Topics Covered: 涵蓋的重要議題：

Climate change
氣候變化

GHG emissions
溫室氣體排放

Energy consumption
能源消耗

The Group is committed to tackling climate change and fostering a sustainable built environment. To achieve these goals, we have implemented various measures to enhance energy efficiency, invest in renewable energy, conserve water, promote waste reduction and recycling. We have also sought out opportunities to collaborate with stakeholders who share our vision for constructing green buildings and infrastructure, as well as other green initiatives, to create synergy in climate actions.

本集團致力應對氣候變化，營造可持續發展的建築環境。為達致這些目標，我們已採取多項措施，以提高能源效益、投資可再生能源、節約用水、減少廢物和推動回收。我們也積極推動綠色建築、基礎設施及其他相關倡議，並尋求與懷著共同願景的持份者合作，以在應對氣候變化的行動中創造協同效應。

Effluent and waste
污水與廢物

Sustainable buildings
可持續建築

Water consumption
水資源使用

Materials for construction and operations
建築和營運耗材

Trailblazing Path of Green Buildings

開拓綠色建築之路

The Group is committed to sustainable development and environmental stewardship, striving to create buildings that minimise their ecological footprint. As part of this commitment, the Group has undergone green building certifications for numerous projects. Below table displays the Group's portfolio of certified green buildings, demonstrating our ongoing efforts to contribute to sustainable cities.

集團積極推動可持續發展和保護環境的責任，努力建造對生態環境影響最少的建築。集團的一系列項目亦獲頒綠色建築認證，肯定了我們在可持續發展的承諾。以下列舉了集團獲認證的綠色建築項目，呈現我們為創建可持續城市所作努力。

Property 物業	Green Building Certificate Achieved 已獲綠色建築證書
CHINA 中國	
NEW BUND 31, Shanghai 上海前灘31	<ul style="list-style-type: none"> ■ U.S. LEED Gold Certificate 美國能源與環境設計先鋒評級 (LEED) 金級認證 ■ 3-star, the highest rating, under China Green Building Design Label 中國綠色建築設計標識的三星級 (最高等級)
Hengqin Integrated Development 橫琴綜合發展項目	<ul style="list-style-type: none"> ■ 3-star, the highest rating, under China Green Building Design Label 中國綠色建築設計標識的三星級 (最高等級)
Shanghai Suhe Bay Area Mixed-use Development 上海蘇河灣綜合發展項目	<ul style="list-style-type: none"> ■ U.S. LEED Platinum Precertification (Suhe Centre) 美國 LEED 鉑金級預認證 (蘇河灣中心) ■ 2-star under China Green Building Design Label 中國綠色建築設計標識的二星級
Tianjin South HSR Integrated Development 天津南高鐵站綜合發展項目	<ul style="list-style-type: none"> ■ 2-star under China Green Building Design Label 中國綠色建築設計標識的二星級 ■ WELL Precertification under the WELL Building Standard™ WELL 健康建築標準™ 的 WELL 預認證
Beijing Tongzhou Integrated Development 北京通州綜合發展項目	<ul style="list-style-type: none"> ■ U.S. LEED Gold Precertification (Plot 14-1 & Plot 14-2) 美國 LEED 金級預認證 (地塊 14-1 和地塊 14-2)
SINGAPORE 新加坡	
Park Nova 柏皓	<ul style="list-style-type: none"> ■ BCA Green Mark GoldPlus Certificate 建設局綠色建築標章超金獎
Les Maisons Nassim 蘭心居	<ul style="list-style-type: none"> ■ BCA Green Mark Certificate 建設局綠色建築標章

Building for Sustainability - NEW BUND 31 建設可持續發展 - 前灘31

Opened in October 2023, the 140,500 square metre NEW BUND 31, a joint venture between the Group and Shanghai Lujiazui Development (Group) Company Limited, has emerged as a new landmark in Pudong, Shanghai.

What sets NEW BUND 31 apart is its pioneering concept of combining a performing arts centre, retail space, office tower, and luxury hotel Artyzen NEW BUND 31 Shanghai into a single complex – the first of its kind in Shanghai. This innovative approach represents a significant milestone in sustainable urban design and functionality.

NEW BUND 31 adapted a central district energy system that provides heating and cooling for all buildings within, which is far more energy-efficient than equipping each individual building with separate equipment. On top of meeting the basic requirements for energy-efficient building, NEW BUND 31 also features a sustainable drainage system in line with the concept of "sponge city", conserve hydroelectric power to energy and optimise the building structure by using energy-saving technology and low-carbon materials, all of which culminates into our key consideration of environmental comfort.

As a result, NEW BUND 31 has proudly achieved the prestigious LEED Gold certification and a 3-star rating under the China Green Building Design Label, underscoring its design commitment to achieve higher sustainable standards and the adoption of innovative green building practices.



2023年10月開幕的前灘31是本集團與上海陸家嘴（集團）有限公司的合資項目，佔地面積140,500平方米，是上海浦東的新地標。

前灘31的與眾不同之處在於其開創性的理念，將演藝中心、零售空間、辦公樓和奢華的上海前灘31雅辰酒店融為一體，這在上海尚屬首例。這種創新的設計標誌著可持續城市設計和功能共融的重要里程碑。

前灘31擁有中央區域能源系統，可為內部所有建築物供暖和製冷，比為每棟建築配備單獨的設備更為節能。除滿足建築外牆節能的基本要求外，前灘31的排水系統還符合「海綿城市」的概念，通過使用節能和低碳材料來節約水電和優化建築結構，也體現出我們對於環境舒適度的重點考慮。

因此，前灘31成功獲得了著名的能源與環境設計先鋒評級（LEED）金級認證和三星級中國綠色建築設計標識，其設計彰顯了本集團對實現更高可持續標準和創新綠色建築實踐的承諾。

Assessing Our Climate Risks

評估我們的氣候風險

In response to the escalating severity and frequency of extreme weather events, the Group has established the Climate Change Policy (“CCP”) in 2022 to provide guidance to our business units and supporting teams in managing their individual climate risks. The CCP serves as a tangible expression of our dedication to addressing climate change. Our approach involves two key components. Firstly, we continue to implement ongoing initiatives and practices aimed at reducing the Group’s carbon footprint. Secondly, we conduct assessments to identify potential climate risks that may affect our operations.

In line with our dedication to transparency, we recognise the importance of Scope 3 disclosure and commit to capturing and disclosing emissions from categories of Scope 3 activities in the future. By actively exploring and implementing mitigation measures, we strive to minimise any adverse impacts associated with climate risks.

The Group has embraced the framework established by the Task Force on Climate-related Financial Disclosures (“TCFD”) to ensure consistent disclosure of climate-related financial risks to stakeholders. The TCFD framework offers guidance on reporting climate-related information across four key areas: governance, strategy, risk management, and metrics and targets. This year, the Group remained committed to climate disclosure by adhering to the TCFD recommendations, as outlined in the following manner.

為應對愈趨嚴峻的極端天氣事故，本集團於2022年制定了《氣候變化政策》，為我們各業務部門和後勤團隊提供指引，以管理各自的氣候風險。此政策也表明我們致力於應對氣候變化的決心。相關的應對方法涉及兩個關鍵領域：首先，我們會繼續實行目前減少集團碳足跡的倡議和措施。其次，我們會評估和識別可能影響集團營運的潛在氣候風險。

我們致力提升透明度，並了解披露「範圍三」排放數據的重要性，因此將會記錄和披露與此範疇相關活動的排放數字。通過積極探索和實行氣候緩解措施，我們會努力將相關風險的不利影響降至最低。

本集團採用氣候相關財務披露工作小組（「TCFD」）建立的框架，以確保向持份者以統一的標準披露氣候相關財務風險。TCFD框架為報告氣候相關信息提供了四個關鍵領域的指導：管治、策略、風險管理，以及指標和目標。今年，本集團繼續遵循TCFD的建議進行氣候相關信息披露，概述如下。



Governance 管治



To effectively manage climate-related risks and ensure that the impacts of climate change are considered across various business units, the Group has implemented a hierarchical and dedicated sustainability governance structure.

At the top level, the Executive Committee, delegated by the Board, provides oversight of the activities carried out by SSC, which is in turn supported by the Sustainability Taskforce Team to help facilitate implementation of related strategies and policies across the Group. SSC plays a crucial role in formulating sustainability policies and guiding the Group's commitment to environmental responsibility by taking into account climate-related factors when making operational decisions.

An example of our dedication to climate governance is reflected in the formation of AHG's ESG Committee in September 2023. This committee meets regularly to address ESG issues, aligning with our overarching sustainability strategy. This governance structure ensures an integrated approach to addressing climate-related risks throughout the organisation.

本集團為有效管理氣候相關風險，並確保各業務部門考慮氣候變化的影響，而實施專業及分級的可持續發展管治架構。

作為公司最高決策層，董事會委派執行委員會負責監督可持續發展督導委員會的工作。而該會在可持續發展工作小組的支援下，促進集團可持續發展策略和政策的實施。可持續發展督導委員會制定的相關政策，列明我們對保護環境的承諾，並指導我們將氣候相關考慮因素納入集團營運決策中。

2023年9月，雅辰酒店集團成立了專責的ESG委員會，奠定了我們在氣候管治方面的里程碑。該委員會定期召開會議，不但可以更有系統地解決ESG問題，亦有助集團統一其可持續發展方針，從而讓整個集團可更全面地應對氣候風險。

Strategy 策略



The Group is actively integrating green building features and adopting energy and water-efficient technologies and products in our latest property developments. Additionally, we are committed to exploring system upgrades and replacements for our existing properties to enhance energy and water efficiency.

Our strategy is closely aligned with the views expressed by our stakeholders in this year's engagement survey. We enquired stakeholders about the importance of taking climate change into consideration during the Group's decision-making process. The survey results showed that the top priority for our stakeholders is to incorporate climate change considerations into the development of our corporate strategy. The second most important aspect is to take into account the environmental impact of our new property projects.

集團積極地在最新的房地產開發項目中融入綠色環保建築特色，並採用節能節水技術和產品。至於現有的物業，我們將繼續探索優化和更換系統，提高能源和用水效益。

根據今年的持份者參與調查結果，我們的策略與持份者期望相符。我們詢問了持份者關於集團在決策過程中考慮氣候變化的重要性，調查結果顯示，持份者的首要期望是將氣候變化因素納入企業策略的制定過程中，其次是考慮房地產開發項目對環境的影響。

Risk Management 風險管理



In 2020, the Group conducted a preliminary climate risk assessment exercise, guided by the recommendations of the TCFD. This exercise further strengthened our robust risk management framework, which encompasses a clearly defined risk appetite, comprehensive policies, and procedural guidelines. These measures outline the responsibilities of staff at different levels and facilitate activities such as risk registration, analysis, evaluation, response, treatment, monitoring, and review. It is important to note that our risk management approach extends beyond traditional risks and includes ESG factors. We prioritise the identification and mitigation of ESG-related risks alongside other significant risk categories, ensuring a comprehensive and integrated approach to risk management across the Group.

The views expressed by our stakeholders in the engagement survey resonate strongly with our strategy. We enquired stakeholders about what initiatives to take in order to mitigate the Group's climate risks. The survey results indicated that the majority of our stakeholders believes that the Group should prioritise energy-related measures, such as using renewable energy and establishing carbon neutrality plans.

在2020年，本集團就TCFD的建議已進行了初步氣候風險評估。這項工作進一步鞏固了我們穩健的風險管理框架，其中包括明確界定風險偏好及全面的政策和程序指引。這些措施概述了不同職級員工的職責，並促進了風險識別、分析、評估、應對、處理、監測和核查等工作。值得注意的是，我們的風險管理措施不僅包括傳統風險，還涵蓋ESG因素。我們優先識別和緩解ESG相關風險以及其他重大風險類別，以確保整個集團採用全面而綜合的風險管理方法。

我們的策略與持份者參與調查中表達的觀點一致。我們詢問了持份者應採取何種措施以減輕本集團的氣候風險。調查結果顯示，大部分持份者認為集團應優先採取能源相關措施，例如使用可再生能源及制定碳中和計劃。

Metrics and Targets 指標和目標



Since 2014, the Group has been diligently monitoring and transparently disclosing our Scope 1 and 2 greenhouse gas emissions in our annual Sustainability Report. These emissions metrics provide a foundation for benchmarking our performance against industry peers and setting targets to drive continuous improvement. Furthermore, we are actively working towards disclosing our Scope 3 emissions in the near future, expanding our transparency and accountability in addressing the full extent of our environmental impact.

In a significant milestone in 2021, we introduced four 10-year environmental targets for the first time. Below, we will outline the progress we have made towards these targets and the initiatives implemented to achieve them.

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。該排放量指標可顯示出我們與同行相比較的表現，並為設定可持續發展目標和改進奠定了基礎。此外，我們正積極地推進「範圍三」排放的披露，以擴大我們透明度和問責制的適用範圍，從而全面檢視我們業務對環境的影響。

在2021年的重要里程碑中，我們首次推出四個為期10年的環境目標。以下內容將概述我們在實現這些目標方面取得的進展，及為這些目標而採取的舉措。

Assessing and Mitigating our Vulnerability to Climate Risks

評估和減輕我們的氣候風險敏感性

Building upon our commitment to climate risk assessment, we took proactive steps to enhance our understanding of the potential risks associated with climate change. In pursuit of this goal, we conducted an extensive analysis of climate-related risks across our organisation last year. An abridged version of the findings is presented below, shedding light on the significant risks we face and outlining the corresponding strategies we have developed to mitigate them effectively. For detailed information, please refer to last year's Sustainability Report 2022.

基於我們對氣候風險評估的承諾，我們採取了積極措施，以增進我們對氣候變化相關的潛在風險的了解。為了實現這一目標，我們去年對整個集團的氣候相關風險進行了全面的分析。以下是分析結果的簡化版，闡明了我們面臨的重大氣候風險，並概述了為有效緩解這些風險而制定的策略。詳情請參閱去年的《2022年可持續發展報告》。

Risks 風險	Impacts 影響	Potential Measures 可採用措施
Physical Risks 實體風險		
Extreme weather phenomena 極端天氣現象	<ul style="list-style-type: none"> Increased maintenance and repair expenses 維護和維修費用增加 Higher health and safety risks 更高的健康和​​安全風險 	<ul style="list-style-type: none"> Adopt sustainable building designs 採用可持續建築設計 Provide trainings and safety measures 提供培訓及安全措施
The rise in sea levels and average temperatures 海平面和平均氣溫的上升	<ul style="list-style-type: none"> Higher insurance costs 更高的保險成本 Increased energy consumption 增加能源消耗 	<ul style="list-style-type: none"> Optimise energy demand and usage 優化能源需求和使用
Transition Risks 轉型風險		
Stringent laws, policies, and regulations 收緊的法律、政策和法規	<ul style="list-style-type: none"> Increased compliance costs 增加合規成本 	<ul style="list-style-type: none"> Monitor regulatory changes and environmental trends 監管法規上的變化和環境趨勢
Growing consumer preference for sustainability 消費者對可持續發展的偏好日益增加	<ul style="list-style-type: none"> Higher costs to outperform peers 超越同業的成本更高 	<ul style="list-style-type: none"> Perform market research 進行市場調研
Heightened scrutiny of sustainable performance 加強對可持續發展表現審查	<ul style="list-style-type: none"> Higher risk of greenwashing 增加落入漂綠的風險 	<ul style="list-style-type: none"> Monitor and review sustainability initiatives 監控和審查可持續發展計劃
Promote use of climate data software 推廣使用氣候數據管理軟件	<ul style="list-style-type: none"> Growing data services costs 不斷提高的數據服務成本 	<ul style="list-style-type: none"> Optimise data collection and seek partnerships 優化數據收集過程並尋求合作夥伴

Reaching for a Sustainable Future

邁向可持續發展的未來

The Group has established four specific environmental targets aimed at combating climate change. These targets specifically focus on reducing carbon emissions, electricity consumption, water consumption, and waste generation associated with our business activities. They not only serve as a corporate goal for us to work towards until 2030 but also demonstrate our strong commitment to a sustainable and low-carbon future.

集團制定了四項旨在應對氣候變化的具體環境目標。這些目標特別側重於減少集團業務相關的碳排放、耗電、耗水和廢物產生。它們不僅是本集團到 2030 年一直努力追求的企業目標，更顯示出我們對可持續和低碳未來的堅定承諾。



Update on Progress of 2030 Environmental Targets 2030 年環境目標的最新進展

Target: Each Reduction by 10% by 2030
目標：各環境範疇於2030年前減少10%



Carbon Emission Intensity
碳排放強度

Reduced by ↓ **38%**
vs 2017 levels

相比 2017 年水平，
減少 ↓ **38%**



Electricity Consumption Intensity
耗電強度

Reduced by ↓ **15%**
vs 2017 levels

相比 2017 年水平，
減少 ↓ **15%**



Water Consumption Intensity
耗水強度

Reduced by ↓ **33%**
vs 2017 levels

相比 2017 年水平，
減少 ↓ **33%**



Waste Generation Intensity
廢物產生強度

Reduced by ↓ **37%**
vs 2018 levels

相比 2018 年水平，
減少 ↓ **37%**

Driving Energy and Water Efficiency in Operations

在營運中提升能源和水資源效率

Within the Group, we acknowledge the critical importance of efficient resource usage in mitigating the impacts of climate change. By prioritising energy and water conservation measures, we can contribute significantly to reducing our environmental footprint. Building upon the achievements of past energy-saving and water-saving projects, we have formulated future plans to advance these efforts even further. Our goal is to continually promote and implement initiatives that optimise resource consumption and foster sustainability within the Group.

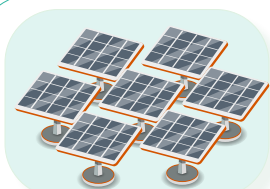
在集團內，我們意識到有效地利用資源對減輕氣候變化的影響至關重要。通過優先考慮節能和節水措施，我們能夠為減少環境足跡作出貢獻。同時，我們以積累所得的經驗和成果作為基礎上，繼續尋求新的機會及制定未來計劃，以進一步推進相關工作。我們的目標是不斷推動和落實不同的舉措，以優化資源消耗和促進集團可持續發展。

Energy Sustainability in Operations

營運中的能源可持續性

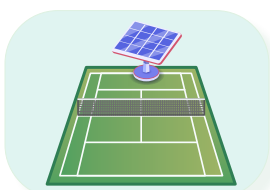
In 2023, the Group made significant progress in enhancing sustainability and energy efficiency across multiple properties and initiatives. From improving air circulation and cooling systems to adopting advanced energy-efficient technologies, we have actively pursued measures to reduce our carbon footprint and promote a greener future.

在2023年，本集團在營運中的可持續發展和能源效率方面取得了重大進展。從改善空氣循環和供冷系統到採用先進的節能技術，我們積極採取措施減少碳足跡，促進更綠色的未來。



In 2022, TurboJET installed solar panels as part of their sustainability commitment. These solar panels successfully became operational during the year. In 2023, these panels generated an impressive 315,860 kWh of electricity.

在2022年，噴射飛航安裝了太陽能板以履行其可持續發展的承諾。這些太陽能電池板於年內成功投入使用。在2023年，成功產生315,860千瓦時電力。



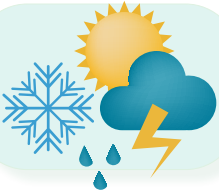
Artyzen Grand Lapa explored the feasibility of installing solar panels on its old tennis court to harness abundant sunlight. The concept includes using the generated electricity to power electric vehicle charging stations in the hotel's carpark, aiming to reduce the carbon footprint and promote sustainability.

澳門雅辰酒店探索在其舊網球場上安裝太陽能板的可行性，以充分利用陽光轉化為清潔能源。該方案利用產生的電力為酒店停車場的電動汽車充電站供電，旨在減少碳足跡並促進可持續發展。



Artyzen Grand Lapa has continued to enhance air flow circulation within its premises by installing variable frequency drives on areas of its lobby, kitchen, and restaurants. The work will continue into 2024.

澳門雅辰酒店通過在大堂、廚房和餐廳區域安裝變頻裝置，增強其場所內的氣流循環。這項工作將持續至2024年。

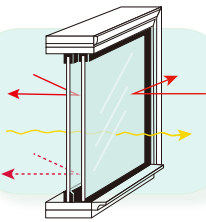


Artyzen Grand Lapa has achieved significant advancements in its cooling system upgrade by replacing the second chiller and exploring the relocation of two water-cooled chillers from the 20th floor rooftop to the 4th floor podium roof.

Grand Coloane enhanced energy efficiency by replacing two old chillers with advanced and energy-efficient models. This included the adoption of an oil-free magnetic bearing chiller, which offers multiple benefits such as lower maintenance costs, exceptional energy efficiency, and minimal energy consumption, noise and vibration.

澳門雅辰酒店在供冷系統升級方面取得了重大進展，更換了第二台冷水機，並計劃將另外兩台冷水機從20樓屋頂搬遷到4樓平臺。

鷺環海天度假酒店通過將兩台舊的冷水機替換成先進節能的型號，提高能源效率。新型號採用無油磁浮軸承冷水機，該供冷器具有多種優勢，例如更低的維護成本、更高的能源效率以減低耗能、噪音和振動。



Artyzen Habitat Hongqiao plans to install low-e window film in its hotel guest rooms by 2024 to enhance the guest experience. This film can block up to 79% of solar heat during the summer and reduce heat loss by approximately 30% in winter, resulting in estimated annual energy savings of around 7.3%. Additionally, it maintains guest privacy while allowing natural light to create a tranquil and well-lit ambiance.

上海虹橋雅辰悅居酒店計劃於2024年底在酒店客房貼上防曬隔熱玻璃薄膜，以提升賓客體驗。這種薄膜可以在夏季阻擋高達79%的太陽熱量，並在冬季減少約30%的熱量損失，預計每年可節省約7.3%的能源。此外，它在保護隱私同時保持充足的自然光，進而營造出寧靜且光線充足的氛圍。



Artyzen Club implemented energy efficiency measures such as optimising air conditioning usage by prioritising better air circulation and replacing lighting fixtures with energy-efficient LED lights. These initiatives led to an impressive 8% reduction in electricity consumption compared to the same period last year.

雅辰會採取一系列能源效益措施，例如優化空調的使用、以節能LED燈取代舊的照明設備。與去年同期相比，這些有力舉措使電力消耗減少8%。



Macau Tower is planning to upgrade its power control management system to enhance energy efficiency. The upgraded system will enable better monitoring and control of electricity consumption, optimising energy usage. The implementation of this upgrade is scheduled for 2024.

澳門旅遊塔正計劃升級其電力控制管理系統，以提高能源效率。升級後的系統將能夠更好地監測和控制電力消耗，優化能源使用。此升級計劃將於2024年落實。



The Group made ongoing efforts to enhance energy efficiency by replacing or upgrading IT equipment. This included the replacement or upgrade of computers, monitors, and servers with more energy-efficient alternatives.

本集團一直致力透過更換或升級資訊科技設備以提升能源效益，包括替換成更節能的產品或升級電腦、顯示器和伺服器。

Sustainable Water Usage in Operations

營運中的可持續用水

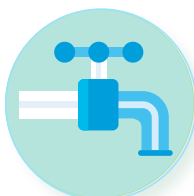
Throughout 2023, the Group prioritised sustainable water management practices across multiple properties. We implemented measures such as optimising water pressure, reducing leakage, and installing water-efficient fixtures, demonstrating our dedication to responsible resource management and water conservation.

在2023年，本集團在營運中實踐可持續水資源管理。我們落實了優化水壓、減少滲漏和安裝惜水裝置等措施，彰顯出我們在負責任的資源管理和節約用水方面的所作的貢獻。



Grand Coloane implemented water system enhancements, including the installation of variable speed drives to the plumbing system in order to optimise water pressure and reduce water leakage. These measures demonstrate the resort's commitment to sustainability and responsible water management practices.

鷺環海天度假酒店改進了供水系統，包括在管道系統安裝可變速驅動器，以優化水壓並減少漏水。這些措施顯示酒店在實踐可持續發展和負責任的水資源管理方面的承諾。



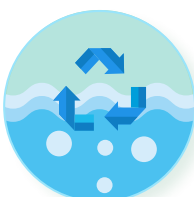
Macau Tower replaced the faucets in its toilets with water-efficient models to promote water conservation and reduce wastage. This initiative is expected to achieve significant water savings, estimated at around 30% of the previous water usage.

澳門旅遊塔將洗手間的水龍頭更換為節水的型號，旨在節約用水和減少浪費。這一舉措將會有顯著的節水效果，預計用水量將減少至原來的30%。



Artyzen Club's culinary team has implemented a water-saving strategy by allowing frozen foods to thaw naturally, eliminating the need for continuously running water taps. This proactive approach effectively reduces water usage during the defrosting process.

雅辰會的烹飪團隊使用自然解凍冷藏食品的方法，避免持續打開水龍頭解凍，以落實節水措施。這種積極主動的措施有效地減少解凍過程中的用水量。



Artyzen Grand Lapa and Grand Coloane have maintained their greywater recycling system, successfully recycling a total volume of 75,616m³ of greywater this year. The recycled greywater is used for irrigation, hotel landscaping, and toilet flushing, reducing reliance on freshwater sources for non-potable purposes.

澳門雅辰酒店和鷺環海天度假酒店繼續使用中水重用系統，成功回收總共75,616m³的中水。回收的可重用水被用於灌溉、酒店綠化和洗手間沖洗，以減少非飲用用途對淡水資源的依賴。

Sustainable Waste Management: Upcycling and Recycling



可持續的廢物管理：升級再造和回收

The impact of waste on climate change is substantial, primarily due to its significant greenhouse gas emissions. To address this issue, we are committed to adopting responsible consumption practices that minimise waste generation. Our approach follows a three-step philosophy: reduce, reuse, and recycle. We prioritise waste reduction at its source as our primary focus, aiming to minimise waste generation. By adhering to this philosophy, we actively contribute to mitigating our environmental impact and promoting sustainable waste management practices.

廢物對氣候變化的影響不容忽視，主要是由於其溫室氣體的排放。為了解決這個問題，我們致力採取負責任的廢物管理，盡量減少廢物的產生。我們遵循三步法：減少、再利用和回收。從源頭上減少廢物是我們的首要關注點，旨在最大限度地減少廢物的產生。通過堅持這理念，我們在減輕對環境的影響和促進可持續的廢物管理方面作出積極的貢獻。

Zero Waste Ways of Repurposing and Recycling

零廢棄物的資源再利用和回收

Artyzen Habitat Hongqiao has actively supported the “Raindrops for Change” programme, a meaningful initiative where the hotel donates plastic bottles to create school uniforms for village schools in China. The uniforms are crafted from recycled polyester, a durable and sweat-wicking material, making it suitable for Autumn and Winter tracksuit uniforms. Remarkably, each uniform set is made from 28 recycled plastic bottles. In 2023 alone, the hotel donated a total of 430 kg of plastic bottles, highlighting their commitment to environmental responsibility and supporting educational initiatives in underprivileged communities.

In a similar vein, Artyzen Grand Lapa took part in an upcycling initiative in 2023 by collecting used coffee capsules and facilitating their recycling. Through a collaboration with the vendor, the capsules were returned to them to be repurposed and transformed into ballpoint pens, effectively giving the aluminium material a new lease of life. In 2023, Artyzen Grand Lapa successfully collected used capsules for recycling. By actively participating in this programme, the hotel demonstrates its commitment to environmental stewardship and the circular economy, turning coffee waste into functional and innovative products.

Artyzen Habitat Dongzhimen has maintained its commitment to effectively managing food waste through an ongoing pilot scheme that began in 2021. As part of this initiative, the hotel has implemented measures to minimise and properly handle food waste in a sustainable manner. In 2023, the efforts yielded significant results, with 80,000 kg of food waste successfully collected.

Macau Tower has also demonstrated ongoing support for food waste recycling efforts. Since its inception, the initiative has been successful in collecting and diverting food waste from the Tower. On average, three 20-litre containers of food waste are collected and sent to the recycling facility each day.



上海虹橋雅辰悅居酒店積極響應「春雨新生」計劃，這項有意義的倡議鼓勵酒店捐贈塑膠瓶為中國的鄉村學校製作校服。校服由再生聚酯纖維製成，這是一種耐用且吸汗的材料，非常適合用於製作秋冬運動服。值得注意的是，每套校服均由28個回收塑膠瓶製成。在2023年，酒店捐贈了430公斤的塑膠瓶，彰顯他們對環境責任的承諾以及對貧困社區教育計劃的支持。

同樣地，澳門雅辰酒店在2023年參與一項升級再造計劃，收集使用後的咖啡膠囊並促進其回收再用。通過與供應商的合作歸還的膠囊被重新利用轉化為原子筆，成功賦予鋁材料一次新的生命。2023年，澳門雅辰酒店成功回收膠囊積極參與該計劃，酒店表明對環境管理和循環經濟的承諾，將咖啡廢料轉化為具有功能性和創新性的產品。

北京東直門雅辰悅居酒店持續落實自2021年開始的廚餘試點計劃，致力有效地處理廚餘。為落實這項舉措，酒店已採取措施，以可持續的方式盡量減少和妥善處理廚餘。這項工作在2023年成效顯著，成功回收了8萬公斤的廚餘。

澳門旅遊塔亦一直支持廚餘回收。旅遊塔每天平均收集約三個20公升桶的廚餘，並送往回收設施。自該計劃成立以來，回收成績斐然。

Waste Reduction at Source

從源頭減廢

In line with our commitment to reducing plastic waste, AHG's hotels have implemented a new approach in 2023 for wrapping slippers provided to guests. Instead of using single-use plastic bags, the hotels have transitioned to using paper as a more environmentally friendly alternative. This initiative not only helps to minimise plastic waste but also showcases our dedication to sustainable practices and creating a more eco-conscious hospitality experience.

Aligning with our hotels in Macau, TurboJET has taken a significant step towards reducing single-use plastic waste by replacing them with reusable alternatives in 2023. By adopting reusable cutlery, TurboJET and the participating hotels are taking a proactive step towards reducing plastic waste and promoting more eco-friendly practices within their respective industries.

Artyzen Grand Lapa and Grand Coloane have implemented the "first in, first out" ("FIFO") principle in managing their beverage inventory. It makes sure that the oldest items are used or sold first, preventing wastage of resources and ensuring that customers receive the freshest stock available.

The Group is currently exploring the possibility of replacing traditional paper business cards with digital alternatives in the near future. By adopting digital name cards, the Group aims to make a substantial reduction in paper waste and the environmental impact associated with it.

為配合集團對於減少塑膠垃圾的承諾，雅辰酒店集團旗下酒店在2023年為客人提供的拖鞋，不再使用一次性塑膠膠袋，並改為使用更環保的紙張作為包裝材料。這項舉措不僅有助於減少塑膠垃圾，還體現了我們對可持續實踐的貢獻，同時還營造了更環保的酒店體驗。

噴射飛航亦與我們在澳門的酒店同步，在2023年通過採用可重複使用的餐具，噴射飛航和酒店正採取積極措施，減少塑膠垃圾，並在各自的行業領域內推廣更環保的經營方法。

澳門雅辰酒店和鷺環海天度假酒店在管理其飲料庫存時實施了「先進先出」的原則。它確保先用先購入的商品，防止資源浪費並確保為客戶呈上最新鮮的飲品。

集團現正探討以電子名片取代傳統紙質名片的可能性。本集團旨在大幅減少紙張浪費和用紙導致的環境影響。



² 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。

³ Food waste includes food waste and used coffee grounds. 廚餘包括廚餘和咖啡渣。

⁴ Recycled metals include scrap metal and aluminium cans. 金屬包括廢金屬和鋁罐。

Advocates for the Environment

成為環保倡導者



The Group has made significant efforts to promote environmental awareness within the workplace. Through the implementation of various green initiatives, we have successfully raised consciousness about environmental issues among staff. Additionally, different business units and supporting units have provided diverse forms of support, contributing to the collective advocacy for environmental protection within their respective roles and capacities. This collaborative approach highlights the Group's commitment to fostering a sustainable and environmentally conscious workplace, demonstrating the importance they place on environmental stewardship across the organisation.

集團一直在努力於工作場所中提升環保意識，通過推行各項環保措施，我們成功地培養了員工對環境問題的認識。此外，各業務單位及後勤單位亦提供多方面的支援，在各自的崗位和能力範圍內共同宣揚環保。這種協作形式說明集團致力營造可持續和具有環保意識的工作場所，同時也表明我們對集團的環境管理之重視。

“Most Popular Award – Gold” at Biz-Green Dress Day 2023

2023年「輕•型」上班日最受歡迎大獎 - 金獎

The Group was awarded the prestigious “Most Popular Award – Gold” at the Biz-Green Dress Day 2023 organised by Hong Kong Green Building Council (“HKGBC”). This event, held in September 2023, revolved around the theme of “Unite Green Building Powers, Fight for Carbon Neutrality by 2050!” In response to the organisers’ call, our staff enthusiastically participated by dressing in light and vibrant colours, symbolising the four Green Building Powers. They embraced the following guidelines: No tie and open necked shirts (Red for Health and Well-being), fewer layers (Green for Environmental Friendliness), thinner outfits with breathable fabrics (Blue for Resource Efficiency), and professional yet stylish attire (Yellow for Innovative Elements). Our dedicated staff members from Hong Kong, Macau, and China wholeheartedly supported the event by dressing lighter, while maintaining professionalism and style in the workplace. This not only enhanced comfort but also contributed to reducing air conditioning usage and conserving energy, aligning with our commitment to environmental sustainability.

集團於香港綠色建築議會舉辦的「輕•型」上班日中榮獲「最受歡迎大獎 - 金獎」。本次活動於2023年9月舉行，圍繞著「集合綠建能量，向2050碳中和進發！」的目標。為回應主辦單位的號召，我們的員工踴躍參與，穿著象徵「四大綠建能量」的服裝。他們遵循以下的指引：不打領帶和打開衣領（紅色代表健康舒適），少穿幾層（綠色代表環保友善），穿著更薄的衣服和透氣的面料（藍色代表高效資源），以及專業而時尚的服裝（黃色代表創新元素）。來自香港、澳門和中國內地的員工全力支持該次活動，穿著輕便、有型又專業的上班服裝。這不僅提高了舒適度，還有助於減少使用空調和節約能源，符合我們對環境可持續發展的承諾。





HKGBC's Hong Kong Green Shop Alliance

香港綠色建築議會之香港綠建商鋪聯盟

Shun Tak Centre, liberté place, Chatham Place, and The Westwood proudly joined the HKGBC's Green Shop Alliance. This initiative aims to foster collaboration among shops and mall operators in Hong Kong to create a sustainable and environmentally friendly retail environment. By joining the Green Shop Alliance, these establishments demonstrate their commitment to promoting green practices, sustainable design, and energy efficiency within their premises.

信德中心、昇悅商場、昇御商場及西寶城榮幸地加入了香港綠色建築議會的香港綠建商鋪聯盟。這項計劃旨在促進香港商鋪和商場經營者之間的合作，創造可持續和環保的零售環境。這些場所通過加入綠建商鋪聯盟，表明了他們致力於在場所內推廣綠色實踐、使用可持續設計和提高能源效率的承諾。

Bread Run

麵包收集活動

In February, Shun Tak Social Services Group actively participated in the Bread Run, a meaningful initiative organised by Feeding Hong Kong. 10 dedicated volunteers from our organisation joined the cause as bread runners. Our volunteers collected unsold bread from various bakeries and delivered it to designated collection points. The collected bread was then distributed by the organisers to individuals and communities in need. Their valuable contributions helped ensure that surplus bread was put to good use, benefiting those who are less fortunate and promoting a more sustainable approach to food distribution.

今年2月，信德義工隊參與由樂餉社舉辦的「麵包收集活動」活動。來自我們小組的10名熱心義工化身麵包收集員加入了這項活動，從多家麵包店收集未售出的麵包，並運送到指定的收集點。然後，主辦方將收集到的麵包分發給有需要的個人和社群。他們的熱心奉獻有助於充分利用剩餘的麵包，讓那些有需要的人受益，並推動更可持續的食物分配。



A Day with Food Angel

惜食堂日



45 volunteers from Shun Tak Social Services Group actively participated in the "A Day with Food Angel" event in January and August. Their work involved assisting in the preparation of nutritious meals at a central kitchen. These meals, totalling 1,800 meal boxes, were then distributed by Food Angel to underprivileged communities, ensuring that those in need received nourishing sustenance.

信德義工隊的45名成員積極參與1月和8月的「惜食堂日」活動。他們在中央廚房協助準備營養餐，合共製作1,800個餐盒，讓惜食堂人員派發給弱勢社群，確保有需要的人能獲得營養豐富的食物。

Coastal Cleanup

海岸清潔活動

Organised by HandsOn Hong Kong and Greeners Action, a coastal cleanup activity took place in May at Shap Long of Lantau, with the involvement of 20 volunteers from Shun Tak Social Services Group and TurboJET. These dedicated participants actively engaged in the event, working together to pick up beach debris, especially plastic, which poses a severe threat to marine wildlife and the natural environment.

由「牽手香港」和「綠領行動」主辦的海岸清潔活動於5月在大嶼山十壆舉行，信德義工隊和噴射飛航的20名義工參與其中。他們積極投入活動，清理塑膠等對海洋野生動物和自然環境構成嚴重威脅的海灘垃圾。



Go Wild Safari

本地野外生態學堂

From 21 July to 3 September, The Westwood organised the “Go Wild Safari” event with the slogan of “This Summer, we are with you. Go Green, Go Wild Safari!”. The event aimed to promote environmental awareness and appreciation for local wildlife. The venue was transformed into a local wild ecology school, showcasing 50 species of wild animals and plants, including 8 precious species on loan from the Agriculture, Fisheries and Conservation Department. Additionally, animal specimens and a parrot loaned by conservationist - Ms. Sharon Kwok Sau Wan were featured. The event emphasised sustainability, with environmentally friendly materials used for decorations, and over 70% of the materials being recyclable. To engage children, workshops such as “Safari Exploration Adventure” during the holidays, “Animal Encounter School”, and hands-on DIY workshops were offered, providing interactive and educational experiences related to nature and wildlife.

今年7月21日至9月3日，西寶城舉辦「本地野外生態學堂」活動，口號是「這個 Summer，與大家一齊 Go Green, Go Wild Safari！」。該活動旨在提高參與者的環保意識和對本地野生動物的認識。場地化身為一個本地野生生態學堂，展示50種野生動植物標本，包括漁農自然護理署借來的8種珍貴標本。另外，還包括從保育人士郭秀雲女士借來的動物標本和一隻鸚鵡。該活動強調可持續性，使用環保材料進行裝飾，超過70%的材料是可回收物料。為了讓孩子們參與進來，我們舉辦了「野外生態探索之旅」、「動物全接觸學堂」和「手工DIY工作坊」等活動，提供了與自然和野生動物相關的互動式教育體驗。



E-waste Recycling

電子廢物回收活動

The Westwood, our shopping mall, sponsored the E-waste Recycling event, organised by Caritas Computer Workshop, an NGO, from 26 September to 2 October. In addition to sponsorship, our leasing team and property management team actively encouraged residents and tenants to participate in the event, resulting in the collection of over 200 Waste Electrical and Electronic Equipment (“WEEE”) products. Moreover, a workshop titled “Computer Repair Apprentice” was conducted for primary to junior secondary school students. A total of 38 students participated in this engaging and informative workshop, gaining hands-on experience and knowledge about e-waste recycling and refurbishment.



今年9月26日至10月2日，我們的西實城購物中心贊助了由非政府機構明愛電腦工場主辦的「電子廢物回收」活動。除贊助外，我們的租賃團隊和物業管理團隊還積極鼓勵居民和租戶參與活動，共收集超過200件廢棄電子電器設備產品，並為38名中小學生舉辦了名為「電腦維修學徒」的工作坊，讓他們獲得有關回收電子廢物的知識和親身參與翻新的經驗。

World Earth Day 2023

2023年世界地球日

In April, Artyzen Grand Lapa collaborated with the Macau IC2 Association for the third consecutive year to support World Earth Day 2023. The Macau IC2 Association is an NGO that consists of individuals with intellectual disabilities and autism. The event's primary objective was to promote a low-carbon lifestyle and sustainable practices. Various activities were organised, including a green walk, tree planting, a green fashion show, educational talks, and sports activities. The event drew participation from around 150 people, all coming together to raise awareness about environmental conservation and encourage sustainable behaviours.

今年4月，澳門雅辰酒店連續第三年與澳門展現真我協會合作，支持2023年世界地球日。澳門展現真我協會是一個由智障和自閉症人士組成的非政府組織。該活動的主要目標是促進低碳生活方式和可持續發展的實踐。活動內容豐富，包括綠化步道、植樹、綠色時裝秀、教育講座和體育活動。該活動吸引約150人參與，藉此提高大眾對環境保護的認識並鼓勵可持續發展的舉措。



OUR COMMUNITY

我們的社區



Our Community

我們的社區

Under the guiding principles of “Integrity and Virtue”, the Group recognises the importance of community engagement and actively collaborates with NGOs, institutions, and local governments. These engagements are dedicated to supporting the evolving needs of our community and empowering individuals from all walks of life, including the youth, the elderly, and the disadvantaged.

In addition, we wholeheartedly support artistic endeavours and preservation of cultural heritage by providing platforms for creative expression. In light of the indispensable role of youths in national development, we provided internship programmes for university students and organised youth exchange programmes within the Greater Bay Area, so as to increase their understanding of our nation and encourage them to develop their talents and contribute to society. With unwavering resolve and genuine engagement, we work tirelessly to make a lasting and meaningful impact on the society.

秉承「誠信德行」的宗旨，本集團至為重視社區參與，並積極展開與非政府組織、專業團體，院校機構和地方政府合作。集團亦致力滿足我們社區不斷變化的需求，並讓各界人士獲益，包括青年、長者及弱勢群體。

同時，我們全心全意地支持藝術創作和保護文化遺產，營造有利創意的環境和氛圍。青少年是國家發展不可或缺的部分，因此，我們為大學生提供實習計劃，並組織青年在大灣區內的交流活動，以加深他們對國家的瞭解，鼓勵他們發展才能，為社會作出貢獻。我們秉持著堅定不移的決心，真誠投入，努力奉獻，致力為社會帶來持久、有意義的影響。



Material Topics Covered: 涵蓋的重要議題：

Community investments
社區投資

Promoting arts and culture
文化藝術發展

The Group is dedicated to uplifting communities through various initiatives. We actively facilitate programmes that empower young people, promote social inclusion, care for the elderly, contribute to charitable causes, and foster arts and culture, which closely aligned with the related SDGs by addressing key social challenges.

本集團致力通過各項舉措改善社區。我們積極推展與可持續發展目標和重要議題有密切關連的活動，包括推動青年賦能、促進社會共融、關愛長者、資助慈善事業，以及促進藝術和文化活動。

Diversity, equity and inclusion
多元、平等和共融

Our Core Community Programmes

我們的核心社區活動

We have classified our community programmes into six main categories: cultural heritage preservation, youth, elderly, social inclusion, charity, and arts and culture. These programmes play a vital role in our commitment to support and strengthen the community. For years, our management team have been leading by example and actively participating in various community work. Their involvement in community development has laid a solid foundation for the Group.

我們的社區活動可以分為六大類：文化遺產保護、青年、長者、社會共融、慈善以及藝術和文化。這些活動在我們支持和改善社區之承諾至為關鍵。多年來，我們的管理團隊一直以身作則，積極參與各種社區工作，她們積極參與社區發展，為集團奠定堅實基礎。



Supporting Cultural Heritage Preservation

支持文化遺產保護

The Group has always been committed to the conservation and development of cultural heritage, and believes that it is through the leadership of large enterprises and the participation of various sectors of society that cultural preservation can create the greatest impact.

集團一直致力於文化遺產的保護與發展，並相信企業的引領和社會各界的參與能夠讓文化保護發揮最大的影響力。

Support the Launch of Asian Fund for Cultural Heritage Conservation

支持亞洲文化遺產保護基金的成立



In April 2023, the Asian Fund for Cultural Heritage Conservation was officially launched during the inaugural general assembly of the Alliance for Cultural Heritage in Asia ("ACHA") held in Xi'an, Shaanxi Province. Ms. Pansy Ho, the Group Executive Chairman and Managing Director of Shun Tak, played a pivotal role as the Vice Chairman of the China Foundation for Cultural Heritage Conservation and the founding representative of the Asian Fund for Cultural Heritage Conservation. She joined 150 delegates from 22 Asian countries and three international organisations to witness the establishment of the ACHA and the official launch of the Asian Fund for Cultural Heritage Conservation. Ms. Ho aspires for cultural heritage conservation to ultimately contribute to sustainable social development and bring benefits to the people, aligning with the nation's goal of striving towards "common prosperity."

In response to the national efforts for cultural heritage conservation, Shun Tak, as one of the founding members of the Asian Fund for Cultural Heritage Conservation, donated a total of 30 million RMB over the past three years to support the Fund's various initiatives, ranging from joint archaeological excavation, cultural heritage conservation and restoration, management of World Heritage sites, exhibition of cultural artifacts, to talent development. Furthermore, the Group actively engages in public welfare projects related to the conservation of Asian cultural heritage, with the goal of increasing social awareness and participation in protecting these valuable assets.

在2023年4月，在中國陝西省西安市舉行的首屆亞洲文化遺產保護聯盟大會上，由中國文物保護基金會牽頭的亞洲文化遺產保護基金會正式啟動。信德集團行政主席兼董事總經理何超瓊女士作為中國文物保護基金會副理事長和亞洲文化遺產保護基金的發起人代表，在會上發揮了關鍵作用。她與來自亞洲22個國家和3個國際組織的150名代表一起見證了亞洲文化遺產保護聯盟大會的成立和亞洲文化遺產保護基金的正式啟動。何女士希望文化遺產保護最終能為社會可持續發展作出貢獻並造福人民，這也與我們國家實現「共同富裕」的奮鬥目標一脈相承。

為響應國家對文化遺產保護的努力，信德集團作為亞洲文化遺產保護基金的創始成員之一，連續三年捐贈共三千萬元人民幣，支持該基金的各項計劃。這些計劃包括聯合考古、文化遺產保護與修復、世界遺址管理、文化遺物展覽以及人才培育。然而，本集團積極參與亞洲文化遺產保護相關的公益項目，旨在提高社會對這些寶貴資產的認識和參與程度。



Lead by Example in Cultural Heritage Conservation

在文化遺產保育領域以身作則

In April, Ms. Pansy Ho joined a tour to observe cultural heritage conservation efforts in Xi'an. She witnessed the city's dedicated efforts in preserving and restoring historical sites, as well as their focus on revitalising cultural relics and integrating them into the city's cultural fabric.

Xi'an, known as the capital of 13 ancient Chinese dynasties and the starting point of the ancient Silk Road, boasts notable attractions such as the "Great Tang All Day Mall" and the adjacent Giant Wild Goose Pagoda, a renowned UNESCO World Heritage Site. Through meticulous restoration, the surrounding area has been rejuvenated into a cultural and historical treasure, offering a blend of cultural experiences, entertainment, dining, and tourism.

In September, Ms. Ho also participated in a two-day research trip organised by the China Foundation for Cultural Heritage Conservation. The research focused on the conservation work of grotto temples in Gansu Province, specifically exploring the future of Dunhuang cultural heritage preservation.

Leveraging the influence of both the Group and herself, Ms. Ho raises awareness and spreads the message about the conservation of Asian cultural heritage. She actively encourages various sectors of society to participate in cultural heritage preservation, advocating for increased involvement from businesses, individuals, and organisations. This aligns with the national spirit of "revitalising cultural relics" and emphasises the importance of collective efforts in cultural heritage conservation.

於4月在訪問西安期間，何超瓊女士考察了當地文化遺產保育工作。她見證了該市在文化遺產保育方面的努力，以及其對活化文化遺產並將其融入城市文化框架的重視。

西安被譽為十三朝古都和古絲綢之路的起點，坐擁「大唐不夜城」和毗鄰的聯合國教科文組織世界遺產大雁塔等著名景點。經過精心修復，周邊地區已煥然一新，成為文化和休閒中心，可提供融合了文化、娛樂、餐飲和旅遊的體驗。

在9月，何女士也參加了由中國文物保護基金會舉辦為期兩天的研究考察團，此行重點在於甘肅省石窟寺的保護工作，並共同探討敦煌文物保護的未來。

展望未來，何女士本人將會繼續以自身影響力，及集團於行業的領先地位，致力提升市民大眾對保護亞洲文化遺產的意識及積極傳播相關的訊息；並鼓勵社會各界參與文化遺產保護，倡導企業、個人和組織更多參與，同時貫徹國家「讓文物活起來」的精神，並強調共同保護文化遺產的重要性。



Championing Intangible Cultural Heritage Preservation 支持非物質文化遺產保護

As Vice President of the China Foundation for Cultural Heritage Conservation and Deputy Director of the Asian Fund for Cultural Heritage Conservation, the Group Executive Chairman and Managing Director Ms. Pansy Ho is passionate about the preservation of intangible cultural heritage and a firm believer in cultural preservation through social projects.

作為中國文物保護基金會副理事長和亞洲文化遺產保護基金管理委員會副主任，本集團行政主席兼董事總經理何超瓊女士熱衷於非物質文化遺產的保護，並堅信通過社會項目進行文化保護的重要性。

In 2023, the Group has collaborated with Bazaar Art China for the “A Lasting Heritage from Fingertips: Miao Embroidery Art Exhibition”, paying tribute to the vibrant culture of the Miao ethnic group. The exhibition not only showcases the exquisite craftsmanship of Miao women, but more importantly, it appeals to the wider public to appreciate the splendid intangible cultural heritage of Miao embroidery and deepen the understanding of its cultural and aesthetic value which needs to be preserved and passed on for generations to come.



Ms. Ho emphasises the importance of commercialising intangible cultural heritage projects like Miao Embroidery, leading to more attention to the revitalisation of rural communities, the advancement of women’s development, and the nurturing of female embroiderers and entrepreneurs.



A special supplement and a digital magazine documenting Ms. Ho’s visit to Guizhou interacting with Miao embroiderers were also released. These serve as additional channels to showcase the efforts and achievements of the Miao Embroidery initiative in preserving and promoting intangible cultural heritage, as well as fostering cultural exchange.

在2023年，本集團與中國芭莎藝術合作舉辦了「指上生花，經典永續：苗族刺繡藝術展」，向苗族充滿活力的文化致敬。展覽不僅展示了苗族女性的精湛技藝，更重要的是，它呼籲廣大公眾欣賞苗族刺繡的優秀非物質文化遺產，加深各界對文化和審美價值的理解，這些價值需要世代得到保存和傳承。

何女士強調，將苗繡等非物質文化遺產項目商業化的重要性，在於使人們更加關注鄉村振興、促進婦女發展以及培養女性刺繡師和女性企業家等議題。

是次活動還發行了特刊和電子雜誌，記錄何女士訪問貴州與苗族刺繡師的互動，加強展示苗族刺繡在保護非物質文化遺產，與及促進文化交流方面的努力和成果。

Philanthropic Endeavours Championed by the Management

管理層推動慈善事業

While the Group's management shows unwavering support for cultural heritage preservation, as corporate citizen, the management also lead by example in their long-standing contribution to the community through multifaceted philanthropic endeavours.

Ms. Daisy Ho, our Executive Director and Deputy Managing Director, the Chief Financial Officer, has made significant contributions to various spheres of social welfare and cultural enrichment. Through her donations to Po Leung Kuk Kai Yee Jolly Net, she has facilitated the establishment and enhancement of facilities and services. These advancements empower over 130 elderly individuals daily to lead fulfilling lives with activities ranging from health and leisure to art and information technology. As the Chairman of the Hong Kong Ballet ("HKB"), Ms. Daisy Ho's advocacy for making ballet accessible has materialised in initiatives such as the "Swan Lake Silver Ballet Camp" and the interactive workshop "Dancing to Hong Kong's Heartbeat", enriching the lives of seniors and low-income families. Recognising the importance of arts education, she has led HKB to enable over 5,000 students to experience performing arts through the "Taking Centre Stage: School Performing Arts in Practice Scheme", organised by the Leisure and Cultural Services Department. She has also led HKB to play an integral role in nurturing artistic talent and shaping a vibrant cultural landscape under her leadership. HKB has presented extraordinary productions amid keen competition, while simultaneously prioritising the health and wellness of its dancers. Furthermore, Ms. Daisy Ho's sponsorship of the "Academic Merit Scholarships" at HKU SPACE Po Leung Kuk Stanley Ho Community College underscores her commitment to academic excellence. Ms. Daisy Ho's efforts consistently drive toward a more inclusive, culturally rich, and socially responsible society.

Likewise, Ms. Maisy Ho, our Executive Director has shown continuous support to Tung Wah Group of Hospitals, one of Hong Kong's largest charity organisations, by participating as its Advisory Board member after she stepped down from the Chairman role in 2016. She was one of the award sponsors to foster a more inclusive environment. Believing in the potential of our future generation, Ms. Maisy Ho donated to HKU SPACE for the establishment of a learning centre, named in her honour as the "Maisy Ho Centre for Teaching and Learning". Under her capacity as Standing Committee Member of The Chinese General Chamber of Commerce, Ms. Maisy Ho supported the initiative of "Strive and Rise Programme" by arranging site visits to the Group's business units of Property Management and Transportation for underprivileged secondary school students. All these initiatives showcase our management's dedication in promoting social sustainability in our business units.



集團管理層不但在文化遺產保育工作貢獻良多，對於集團作為企業公民，管理層亦以身作則，長期參與慈善工作，惠澤社群。

在社會公益和文化發展方面，集團的執行董事兼副董事總經理和財務總監何超鳳女士也有深遠貢獻。她向保良局樂儀喜悅營捐獻，以改善並增設其設施和服務，讓超過130名長者每天可參與保健休閒活動，以至學習藝術和使用電腦等，活出精彩人生。作為香港芭蕾舞團（「港芭」）的主席，何超鳳女士提倡讓芭蕾舞更融入社會，並透過一系列項目付諸實行，例如

「銀髮芭蕾舞尋夢園《天鵝湖》」及互動式工作坊「舞出香港情懷」，為長者和低收入家庭的生活添加色彩。她認同藝術教育的重要性，率領港芭參與康樂及文化事務署推行的「少年登台：學校演藝實踐計劃」，讓超過五千名學生體驗表演藝術。在她的帶領下，港芭亦致力培育藝術人才，為社會營造更有朝氣的文化氛圍。由於每個傑出作品的誕生，背後也帶出舞蹈員的艱苦鍛煉，互相競爭，港芭亦因此會優先關注舞者的身心健康和福祉。此外，何超鳳女士亦重視學術發展，並贊助香港大學專業進修學院保良局何鴻樂社區書院，為學生提供「學術卓越獎學金」。她一直以來熱心參與社會公益，持續不懈的打造兼具共融和諧、文化涵養和負責任的社會。

與此同時，集團執行董事何超蓮女士也一直參與香港最大的慈善組織之一的東華三院事務。她在二零一六年卸任東華三院主席後，便成為其顧問委員會成員。她也是東華三院獎項的贊助人，為建設共融社區盡心盡力。何超蓮女士對新生代寄予厚望，更向香港大學專業進修學院捐款，成立了以其命名的「何超蓮教與學中心」。作為香港中華總商會的常務會董，何超蓮女士透過政府的「共創明『Teen』計劃」，安排來自弱勢家庭的中學生參觀集團的物業管理和運輸部門。透過這些社會公益項目，管理層致力在業務部門展現集團對社會可持續發展的成績。

Hong Kong Chronicles

香港志

Published by Hong Kong Chronicles Institute (HKCI) which was established by Our Hong Kong Foundation, the Hong Kong Chronicles is a mega project with extensive coverage on the social, cultural and people history of Hong Kong. By tracing, transcribing and preserving historical information, the Hong Kong Chronicles series serves as a record of progress over the past thousands of years and promotes a better understanding of Hong Kong's history and culture, and of the shared background and long-standing ties with the Mainland. The first round of Hong Kong Chronicles covers a period from the ancient era about 7,000 years ago to the 20th anniversary of HKSAR on 1 July 2017 and featured a number of the Group's important milestones.

In support of this monumental project, Shun Tak Holdings – Dr. Stanley Ho Hung Sun Foundation Limited has committed to a 5-year sponsorship with a total donation of HK\$10 million from 2020 to 2024.

From the 1960s to the present day, the Group has long been a contributor and driver of Hong Kong and Macau's economic and social development. Today, the Group has evolved from a singular focus to multiple-industry conglomerate. We are proud to have had left an indelible mark in Hong Kong's development and made history with the Group's crucial breakthroughs being officially documented in the Hong Kong Chronicles.

《香港志》由團結香港基金建立的香港地方志中心出版，是一個涵蓋香港社會、文化和人民歷史的大型項目。《香港志》系列通過追溯、抄錄和保存歷史資料，記錄了香港過去幾千年的發展，並促進了大眾對香港歷史和文化的了解，以及與內地的共同背景和長期聯繫。第一個系列的《香港志》涵蓋從約7,000年前的遠古時代到2017年7月1日香港特別行政區成立20周年的時期，並介紹了本集團的多個重要里程碑。

為支持這個具有歷史價值的項目，信德集團何鴻燊博士基金會承諾在2020年至2024年期間，提供為期5年的贊助，總捐款額為一千萬港元。

自1960年代至今，本集團一直是香港及澳門經濟社會發展的貢獻者和推動者。如今，本集團已從單一業務發展成為跨行業的綜合企業。伴隨著本集團的重大突破被正式載入《香港志》，我們很自豪能在香港的發展中留下不可磨滅的印記並創造了歷史。



Photo: Hong Kong Chronicles 圖片：《香港志》

Promoting Youth Empowerment and Development

促進青年賦能和發展

NEW BUND 31 Young Creator Program

前灘31青年創藝計劃

NEW BUND 31 is the Group's mixed-use development in Shanghai with the goal of introducing a diverse and interactive cultural and leisure experience. NEW BUND 31 Young Creator Program ("31 YCP"), is an initiative jointly developed by NEW BUND 31 and the Edinburgh Fringe Showcase, aimed at serving as an incubation platform for young talents in the arts and creative fields.

Launched in 2021, the 31 YCP not only provided financial support and guidance to selected projects throughout multiple rounds, but also offered young artists the opportunity to develop their ideas and connect with one another. Youth could showcase their creativity and imagination in an inclusive environment. 31 YCP is fully committed to nurturing and supporting young individuals who are passionate about music, dance, theatre, new media, and other crossover creations through the programme. With workshops, online performances, and offline events, participants had the opportunity to showcase their creative abilities and gain valuable exposure.

In the first season, the winning project was awarded to "The Picture" in January 2022, a captivating creative dance theatre performance that artfully portrayed the changing emotions of human nature through the interplay of light, shadow, and the graceful weaving of ropes. As a testament to its excellence, the winning project received a 100,000 RMB creative support fund. In the second season, the winning project was bestowed upon artist Meng Nan for "Dream Island" earlier in 2023, also receiving 100,000 RMB creative support fund for the outstanding project.

前灘31是本集團在上海的綜合開發項目，旨在引入多元化和互動的文化和休閒體驗。「前灘31青年創藝計劃」是由前灘31和愛丁堡前沿劇展聯合策劃發起的一項計劃，旨在為青年藝術家提供孵化平台。

自2021年啟動以來，計劃不僅為入選的創意方案提供多輪分階段的資金支持和指導，讓青年藝術家可以深入細化他們的想法，還為他們提供了相互聯繫交流的機會。讓青年藝術家可以在一個包容的環境中展示他們的創造力和想像力。「前灘31青年創藝計劃」致力於培養和支持對音樂、舞蹈、戲劇、新媒體和其他跨界創作領域充滿熱情的年輕人。通過工作坊、線上表演和線下活動，參與者有機會展示他們的創作能力並獲得寶貴的曝光機會。

在第一季中，作品《圖景》於2022年1月獲頒年度金牌。這是一場引人入勝的創意舞劇表演，通過光、影的相互作用和優雅的繩索編織，巧妙地描繪了人性不斷變化的情感。得獎項目獲得了10萬元人民幣的創作扶持基金，以表彰其卓越的表現。在第二季中，金牌創作扶持資格於2023年初授予藝術家孟楠的《遊夢島》，並獲頒贈10萬元的創作扶持基金。



Shun Tak with Co-op Program @ CUHK

信德與香港中文大學的「在學·在職計劃」

In 2023, the Group started a new partnership with The Chinese University of Hong Kong's "Co-op Program @ CUHK", and recruited four undergraduate students in their 3rd or final year, who participated in internships in different business units, covering corporate communications, marketing, and business development. The programme was to provide the students with six months full-time placement opportunities to apply their knowledge and skills in real-world settings.

The interns have participated in various events as part of the internship programme, such as the Global Tourism Economy Forum in Macau. They also joined a one-day study tour in Macau, where they explored the Group's property and hospitality projects, visited retail stores, and saw an exhibition at Macau Tower. During their internship, the interns also had their opportunities to be exposed to projects in China, Macau, Singapore and Hong Kong at their respective business or support units. At the end of the internship, the interns reflected on their experience while their supervisors provided them with feedback on their performance and suggestions for improvement. The programme enabled these youngsters to learn more about the business world and the local culture where the projects are.



2023年，本集團與香港中文大學的「在學·在職計劃」展開全新合作，招募了四名大三和大四的本科生，讓他們在不同業務部門實習，包括企業傳訊部、集團市場推廣部和業務發展部。該計劃的目標為提供六個月全日制實習機會與獲選學生，使他們能夠將知識和技能應用到實際工作中。

在實習計劃期內，實習生參加多項活動，例如於澳門舉行的世界旅遊經濟論壇。他們還在澳門進行了為期一天的考察，參觀信德房地產和酒店項目、零售商店，以及澳門旅遊塔的展覽。在實習結束前，實習生回顧他們的工作經歷，導師也同時分享對他們表現的反饋和改善建議。這項計劃讓他們更了解商業世界和業務項目所在地的當地文化。

YDC's FutureMind Programme

「青企局 — 夥伴創未來」商校計劃

In 2023, the Group continued its collaboration with the Young Entrepreneurs Development Council ("YDC") by conducting workshops as part of the YDC's FutureMind Programme. These workshops were tailored to students from Lok Sin Tong Leung Chik Wai Memorial School, particularly focusing on career advice and life planning guidance. Among the workshops, three key sessions were organised, namely the V.A.S.K. Workshop, ESG Canva Workshop, and Career Planning Workshop. Topics such as communication, self-expression, self-reflection, as well as ESG issues were covered in the sessions. The programme was highly successful in engaging a total of 75 students, equipping them with valuable knowledge, skills, and guidance to tackle obstacles in work and in life.

在2023年，本集團繼續與青年企業家發展局合作舉辦工作坊，以參與「青企局 — 夥伴創未來」商校計劃。該工作坊乃為樂善堂梁植偉紀念中學學生設計，特別著重職業輔導和生涯規劃指導。我們合共舉辦了三場重要的工作坊，分別是V.A.S.K.

(價值、態度、技能及知識)工作坊、ESG概覽圖工作坊和職業規劃工作坊。內容包括溝通技巧、自我表達、自我反思及ESG概念等。工作坊非常成功，共有75名學生參與其中，我們為他們提供了寶貴的知識、技能和指導，裝備自己，迎接未來在工作和生活中的挑戰。



China Daily Campus News Award 2023

「中國日報」大學新聞獎 2023



To promote a deeper understanding of the Greater Bay Area's developments and its rising prominence among students in the region, the Group sponsored the China Daily Campus News Award in 2023. The award aims to improve the news writing and media-production skills of students and provide a platform to communicate and exchange ideas among peers from Mainland China, Hong Kong, Macau and Taiwan.

The 2023 award received a record-breaking participation with a total of 3,600 students from tertiary institutions submitting 1,200 works through student-run campus news and media outlets. 87 winning entries was selected, covering various social and livelihood issues both in China and on the international stage, ranging from life during the COVID-19 pandemic to Mainland China's regulations on youth addiction to online gaming, and even the Russia-Ukraine war. This award aimed to cultivate young journalists' sense of news and enable them to stay informed.

為促進大學生對粵港澳大灣區發展的認識及其日益顯著的重要性，本集團特別贊助2023年的「中國日報」大學新聞獎。該獎項旨在提高大學生的新聞寫作和媒體製作技能，並為來自中國內地、香港、澳門和台灣的同齡青年提供溝通交流的平台。

競逐2023年大學新聞獎的參賽者人數突破以往的記錄，共有3,600名大專院學生通過學生自主經營的校園新聞和媒體提交了1,200件作品。共有87件獲獎作品入圍，涵蓋中國和國際舞台上的各種社會議題，從新冠疫情大流行期間的生活，到中國內地對青少年網路遊戲成癮的法規，甚至俄烏戰爭。該獎項旨在培養年輕記者的新聞觸覺，使他們能夠及時注意最新資訊。

Industrial Visit to Macau Tower

澳門旅遊塔行業考察

Macau Office continued its support for youth development, particularly in the hospitality and tourism industry, by collaborating with Macau Tower to organise two industrial visits. These visits went beyond classroom learning and provided students with practical insights into industry trends. The first visit in March focused on facility management and risk management, welcoming 49 students from the Macau Institute of Management and Wuyi University in Mainland China. In November, 76 students majoring in Event Management from Instituto de Formação Turística de Macau participated in the second visit, which focused on the development of the green exhibition and featured a talk on green MICE by an industry expert.

本集團的澳門辦事處為繼續支持青年發展，尤其是關於酒店業和旅遊業，所以與澳門旅遊塔合作組織兩次行業參觀考察活動。這些考察超越課堂學習的內容，讓學生對行業趨勢有更深的實際見解。在3月份的首次訪問側重於設施管理和風險管理，共邀請來自澳門管理學院和中國內地的五邑大學的49名學生。在11月，澳門旅遊學院的76名主修活動策劃管理專業的學生參加了第二次參觀，重點介紹綠色展覽的發展，並由業界專家主講綠色會展。



Internship in Hospitality

酒店實習計劃



This year, Artyzen Habitat Dongzhimen and Artyzen Habitat Hongqiao had welcomed a total of 17 interns hailing from various universities, including Tianjin University and Hebei Youth Management College. These internships offered hands-on experience in the food and beverage, and kitchen departments, allowing them to gain practical food preparation and logistics planning skills in the hospitality industry.

Artyzen Grand Lapa and Grand Coloane also continued their commitment to inclusive internships by providing tailored experiences in the laundry and stewarding departments for four students with special needs from Escola Luso-Chinesa Técnico-Profissional. In addition, during the March to June period, they recruited 22 students majoring in hotel management from six local universities, further enriching their internship offerings.

今年，北京東直門雅辰悅居酒店和上海虹橋雅辰悅居酒店共迎接從天津大學、河北青年管理幹部學院等多所大專高校的17名實習生。實習計劃為他們提供餐飲和廚房部的實習經驗，使他們獲得酒店業有關烹調準備和物流規劃等實務知識和技能。

澳門雅辰酒店和鷺環海天度假酒店也繼續提供實習計劃，為來自中葡職業技術學校的四名有特殊學習需要的學生提供度身訂造的洗衣部和管事部的實習體驗。此外，在3月至6月期間，兩所酒店從本地六所大學招收了共22名酒店管理專業學生，提供更多的實習機會。

Fostering Diversity and Inclusion

推動多元共融



“So Uk” Musical Theatre

「甦·屋」音樂劇場

The Group sponsored the “So Uk” musical theatre 2022-2023, organised by SideBySide and performed by the Star Theater, in February. This exceptional production showcased the talents of deaf artists and ex-convicts, serving as a source of inspiration for the underprivileged and a catalyst for promoting social inclusion. The musical seamlessly integrated life stories and social issues through performance arts to convey inspirational messages of inclusivity. The event garnered immense success and captivated the hearts of over 1,600 audience who thoroughly enjoyed the powerful and meaningful performance.

集團於2月參與贊助由善導會主辦、甦星劇團演出的2022-2023年度「甦·屋」音樂劇。這部非凡的作品除展示聾人藝術家和釋囚人士的才華，為弱勢群體提供靈感，並成為促進社會共融的催化劑。這部音樂劇通過藝術表演將生活故事和社會問題相融合，傳達令人感動的包容之心。是次演出大獲成功，吸引超過1,600名觀眾入場，他們深受震撼且十分喜愛這場有意義的表演。



Animal Volunteer Day

關愛動物義工日

To support the promotion of community awareness of animal welfare, the Group collaborated with Lifelong Animal Protection Charity and 12 volunteers from our Social Services Group came together to serve at a dog shelter in November. This initiative provided an opportunity for our volunteers to learn about the issue of stray and abandoned dogs in Hong Kong. By actively participating in such activities, we promote a culture of inclusivity that extends beyond human beings to encompass the welfare and well-being of animals.



為提高社區對動物福祉的意識，集團與保護動物慈善協會合作，於11月派出義工隊12名義工，到狗隻收容所服務。是次活動讓義工有機會了解香港流浪狗和遺棄狗隻的問題。通過積極參與活動，我們提倡共融文化，不僅限於人類，還涵蓋動物的福祉。

Knit for Charity

愛心編織班



The “Knit for Charity” initiative has consistently been a highly regarded programme since its inception in 2014, engaging volunteers from our dedicated Social Services Group. In November and December, our volunteers diligently knitted a total of 48 mobile phone pouches. These specially crafted bags were then distributed as heartwarming Christmas gifts to underprivileged children in collaboration with SideBySide, bringing joy and support to those in need.

自2014年成立以來，愛心編織班計劃一直備受推崇，吸引了我們義工隊的義工參與。在11月和12月，我們的義工們辛勤地編織了48個手機袋。隨後我們與善導會合作，將這些特別製作的袋子作為暖心的聖誕禮物分發給弱勢兒童，為有需要的人帶來歡樂和鼓勵。

Birthday Parties with SideBySide

與善導會合辦生日會

The Group collaborated with SideBySide to organise three birthday parties for underprivileged children in April, August, and November 2023. The purpose of these events was to promote inclusivity and raise awareness about the challenges faced by disadvantaged children. A total of 44 volunteers generously provided their support during these parties. In total, 189 underprivileged children and their family members participated in these joyful celebrations. The activities included movie screenings, lucky draws, do-it-yourself miniature Bonsai workshops, and various party games.

集團與善導會於2023年4月、8月及11月為弱勢兒童舉辦三場生日會，目的是促進共融性，更加認識對弱勢兒童所面臨的挑戰。在聚會中，有44名義工參與，共與189名弱勢兒童及其家人歡樂的慶祝。活動包括電影放映、幸運抽獎、自製微型盆景工作坊和各種派對遊戲。



Educational Tour

教育之旅

In December, the Macau Office organised an educational tour at Macau Tower for students with learning disabilities from Escola Luso-Chinesa Técnico-Profissional. The event provided the students with an opportunity to enhance their knowledge and understanding of a real working environment. By experiencing the unique setting of Macau Tower, the students gained valuable insights that will contribute to their personal and educational development.

在12月，集團的澳門辦事處在澳門旅遊塔為來自中葡職業技術學校的學習障礙學生安排一次教育之旅。該活動提供學習機會，讓學生提升對真實工作環境的認識和理解。通過體驗澳門旅遊塔的独特環境，學生們可以大開眼界，有助於他們日後的個人和教育發展。



Supporting World Autism Awareness Day

支持世界自閉症宣傳日



The Macau Office collaborated once again with the Macau Autism Association to hold an event at Macau Tower in support of World Autism Awareness Day in April. The event provided a memorable experience for 120 children with autism spectrum disorder and their families. The activities included a visit to the Observation Deck, a music performance where autistic children showcased their piano skills, a lunch buffet, and the illumination of Macau Tower in blue, symbolising support for autism awareness.

集團的澳門辦事處再次與澳門自閉症協會合作，在澳門旅遊塔舉辦活動，以支持4月的世界提高自閉症意識日。是次活動為120名有自閉症譜系障礙的兒童及其家人提供一次難忘的體驗。活動包括參觀觀景台、欣賞讓自閉症兒童展現鋼琴技巧的音樂表演、享受自助午餐，以及象徵著支持提高自閉症意識的藍色澳門旅遊塔燈光。

Nurturing Well-being in Seniors

提升長者福祉

Homemade Soup for Elderly

為長者準備自製暖心湯

In November and December, our Social Services Group worked with Tung Wah Group of Hospitals (TWGHs) Wu Ki Lim Elderly Centre to visit elderly living at Yiu Tung Estate, bringing hot soup to them as a special treat. The soup is specially crafted by chefs at the Artyzen Club for seniors, tailor-made based on a healthy soup recipe so as to ensure warmth amidst the bitter winter, and distributed by dedicated volunteers.

In early evening, our volunteers visited the elderly who were on meal delivery service scheme and supplemented their meals with the nutritious soup. A total of 46 elderly individuals were served and engaged in pleasant conversations with warmth and companionship.

在11月及12月，我們的義工隊與東華三院胡其廉長者鄰舍中心合作，為居住在耀東邨的長者提供暖心湯。我們的雅辰會廚師精心為長者熬製燉湯，並根據健康湯譜量身烹調，確保長者在嚴冬中能保暖。

在傍晚時分，我們的義工為被安排送餐服務的長者送湯，讓他們補充營養，也同時與他們愉快的閒聊。是次活動共有46位長者享用暖心湯，和我們對他們的關愛和陪伴。



Home Visits to Elderly

家訪探望長者



In February and November, our Social Services Group collaborated with TWGHs Wu Ki Lim Neighbourhood Elderly Centre to arrange two visits to the elderly residing at Yiu Tung Estate. Our volunteers visited the elderly to provide them with essential daily necessities, including canned food and noodles, as well as warmth and kindness.

我們的義工隊與東華三院胡其廉長者鄰舍中心合作，於2月及11月兩次探訪居住在耀東邨的長者。義工為長者不但送上罐頭、麵條等生活食品，還有我們對他們的溫暖和善意。

Chinese Herbal Hot Compress Service for Elderly

為長者提供中草藥暖敷服務

In April, our Social Services Group provided Chinese herbal hot compress service for the elderly. Recognising the need to enhance our professionalism in serving this demographic, our dedicated volunteers invested time to refresh their technique from video done by tutors with Holistic S. Y. Ltd. The volunteers diligently followed the instructions and skilfully applied Chinese herbal hot pack to the body of the elderly, providing relief to their joints. In the course of the treatment, our volunteers also took the chance to chat with the elderly, listen to their concerns and share their joy. A total of 40 elderly benefited from this service and received gift packs afterwards.

在4月，義工隊為長者提供中草藥暖敷服務。為達到服務所需的專業水平，我們敬業的義工向「善園」的導師學習暖敷理療技術。在導師的指導下，義工們認真聽從指示，將草球敷在長者的腿部和手臂上，緩解他們的關節疼痛。在治療過程中，義工跟長者聊天，傾聽他們的心聲，分享他們的喜悅。是次服務共有40名長者受惠，並於療程後獲贈禮包。



Climb Up to the Sky 2023

登塔樂滿FUN活動 2023



The Macau Office partnered with Caritas Macau, an NGO, to organise the special event of "Climb Up to the Sky 2023" at Macau Tower in October for 100 elderly. The Macau Office mobilised 10 staff volunteers to provide support and assistance throughout the event. The volunteers, together with elderly, toured around the Observation Deck and captured memorable photos. Furthermore, a delicious lunch was provided to ensure the elderly had a fulfilling experience.

我們的澳門辦事處與非政府組織澳門明愛合作，於10月在澳門旅遊塔舉辦名為「2023登塔樂滿FUN」活動，共邀請100名長者參加。澳門辦事處派出10名義工，在整個活動內提供協助。義工們與長者一起參觀觀景台，並拍攝了令人難忘的照片。除此之外，我們還提供美味的午餐，確保長者有個充實的體驗。

Double Ninth Festival Event

重陽節活動

Artyzen Habitat Dongzhimen showed its support for the Double Ninth Festival event by donating 4,800 g of bread in October. The event was organised by the local community, MOMA, where our hotel is located. Over 100 elderly participated in this meaningful festive event, which has long been a day for the Chinese to show care and appreciation to the elderly.

今年10月，北京東直門雅辰悅居酒店捐贈4,800公斤的麵包支持重陽節活動。該活動由我們酒店所在的MOMA社區安排。重陽節是中國傳統上對長者表達關心和感謝的節日，是次活動有超過100名長者參與。



Facilitating Charitable Endeavours

推動慈善事業



The Hong Kong Ballet Fundraising Gala

香港芭蕾舞團籌款晚會



Ms. Daisy Ho, the Group's Executive Director and Deputy Managing Director, also serves as the Chairman of Board of Governors of Hong Kong Ballet. Over the past decade, Ms. Ho has actively engaged in the promotion of performing arts, making them accessible to the wider public. In 2023, under her leadership, the Hong Kong Ballet successfully organised a fundraising gala after a five-year hiatus due to the impact of the pandemic. The gala aimed to support the daily operations of the Hong Kong Ballet and enable them to continue delivering high-quality performances both locally and internationally.

集團執行董事兼副董事總經理何超鳳女士也是香港芭蕾舞團的董事會主席。過去十年，何女士一直積極參與推廣表演藝術，讓更多人接觸到相關藝術。因疫情影響，舞團的籌款晚會被迫中斷五年；終於在2023年，在何女士的帶領下，香港芭蕾舞團成功再次舉辦籌款晚會，旨在籌募經費支持舞團的日常運作，讓他們繼續在本地和國際上提供高品質的演出。

Support TWGHs and Po Leung Kuk Flag Days

支持東華三院及保良局賣旗日

In August, our Social Services Group acted as flag-sellers at the "TWGHs Flag Day 2023" to support TWGHs in their fund raising initiative to support the community and education. The Group echoes with TWGH's unwavering commitment to spreading love and care to the disadvantaged, and translating love into action that necessitates the provision of essential social welfare and education services to those in need.

Besides, we also supported Po Leung Kuk Flag Day 2023 by making donation to help raise funds for various services, including elderly care, education, medical assistance, children and youth support, and rehabilitation. Our contributions to both flag days exemplify our dedication to making a positive impact on the lives of individuals in our community.

今年8月，我們的義工隊在「2023年東華三院賣旗日」參與賣旗。是次活動主要是籌集捐款，支持東華三院提供的社區和教育服務。作為活動的參與者，本集團響應東華三院向弱勢社群傳遞愛心和關懷的堅定承諾，將愛心轉化為行動，為有需要的人提供必要的社會福利和教育服務。

此外，我們亦大力捐獻支持2023年保良局賣旗日。這筆捐款旨在為各種社會服務籌募善款，支持包括長者護理、教育、醫療援助、兒童和青少年支援以及康復治療等。我們在以上賣旗日所作的貢獻，體現了我們致力為社區帶來積極影響的精神。



Shun Tak Love Reward Scheme

信德愛心獎賞計劃



In 2023, the Macau Office introduced the “Shun Tak Love Reward Scheme”, a new rewards programme designed to inspire and motivate staff to engage in voluntary work. This programme spanned the entire year and adopted a point-based reward system. By the end of 2023, staff who had collected 10 or more points were rewarded with a shopping voucher and a thank-you certificate as a token of appreciation. This year, 10 employees were recognised and received these rewards for their outstanding commitment to volunteerism.

2023年，澳門辦事處推出「信德愛心獎賞計劃」，旨在鼓勵員工參與義務工作。該計劃貫徹全年，採用積分獎勵制。在2023年底前，累積10分或以上的員工可獲購物券和感謝狀。年內，共有10名員工憑藉參與義務工作的傑出貢獻，獲得表彰和獎勵。

Macau Tower CNY Charity Walk

澳門旅遊塔新春「步步高陞慈善登塔日」

In January, Macau Tower brought back the long-awaited “CNY Charity Walk”, which has been its tradition in Macau symbolising prosperity and progression on the third day of Chinese New Year. The CNY Charity Walk is Macau Tower’s signature New Year event since its introduction in 2009, and has since attracted more than 20,000 local and overseas participants over the years.

To celebrate the Year of the Rabbit, more than 1,500 participants turned up on 24 January for free and ascended to the top of the tower for good fortune, while raising funds for Macau Red Cross to deliver the new year blessing to those in need.

今年1月，澳門旅遊塔在農曆新年大年初三，舉行了大眾期待已久的新春「步步高陞慈善登塔日」活動，象徵著澳門的繁榮和進步。自2009年推出以來，新春登塔活動是澳門旅遊塔的標誌性新年活動，多年來吸引了超過20,000名本地和海外參與者。

為慶祝兔年，超過1,500名參與者於1月24日免費登頂，為澳門紅十字會籌款，並為有需要人士送上新年祝福。



NOVA Mall's Sponsorship for Community Events

澳門星皓廣場贊助社區活動

NOVA Mall has consistently demonstrated its dedication to social good by actively participating as a venue sponsor for numerous community events within its operating areas. These initiatives have been carefully designed to promote awareness, education, and support for important social causes. Here are some notable examples:

澳門星皓廣場一直熱衷社會公益事業。作為場地贊助商，廣場積極參與場內的眾多社區活動，旨在提升公益意識和教育，以及支持社會事務的活動。具體例子如下：

Territory-wide Anti-scam Promotion Week by Macao Judiciary Police

澳門司法警察局全民防騙推廣週

The opening ceremony and subsequent activities were hosted to raise public awareness of scams and promoting effective scam prevention strategies.

啟動儀式及其後的活動旨在提高公眾對詐騙的認識，並推廣有效的防騙策略。

Play Unified Play Sports by Macau Special Olympic

澳門特殊奧運會樂動融

The event showed our support to local Special Olympics athletes who were preparing to represent Macau in the Special Olympics World Games 2023 held in Berlin, with a range of activities, including e-bike trials, virtual reality sports experiences, charity sales, and charity concerts.

是次活動為準備代表澳門參加在柏林舉行的2023年世界特殊奧運會的本地特殊奧運會運動員提供支持，包括電動自行車試車、虛擬實境運動體驗、慈善義賣和慈善音樂會等。

"No Drug" Community Education Exhibition by Sing Meng Charity Association

善明會「癮誘」社區教育展覽

The objective of this exhibition was to enhance public knowledge about drug abuse, its associated harms, and empowering individuals to resist temptations.

這次展覽的目的是提高公眾對藥物濫用及其相關危害的認識，並增強個人抵制誘惑的能力。

"Lucky Meow" Colouring Contest Exhibition by Association of Parents of People with Intellectual Disabilities of Macau

澳門弱智人士家長協進會「福貓又又」填色比賽展覽

This initiative was designed to support the artistic development of individuals with intellectual disabilities, providing them with a platform to showcase their talents and boost their confidence.

這項計劃旨在推動智障人士的藝術發展，為他們提供一個展示才華和增強信心的平台。

Food Safety x Pop Up by Instituto para os Assuntos Municipais

市政署「食安 × POP UP」社區推廣活動

The pop up setting helped raise public awareness of food safety through informative exhibits and engaging activities.

活動通過內容豐富的展覽和引人入勝的互動遊戲，提高公眾對食品安全的意識。



A Place Called Home – WeCare by Women's General Association of Macau

澳門婦女聯合總會「家有所歸 – WeCare」活動

The focus of the event was to enhance public concern about unpaid care and domestic work, as well as to promote shared responsibility within the household.

該活動著重於提高公眾對無償護理和家務勞動的關注，並促進分擔家庭內部的責任。

Enriching Communities through Arts and Culture

藝術與文化豐富社區

The 2nd Beijing-Hong Kong-Macao Youth Music and Art Carnival

第二屆京港澳青少年音樂藝術嘉年華

The 2nd Beijing-Hong Kong-Macao Youth Music and Art Carnival commenced with the support of Macau Tower as the vendor sponsor for its opening ceremony on 1 May. The carnival served as a platform for teenagers from Beijing, Hong Kong, and Macau to showcase their musical and artistic talents. Throughout the event, experienced artists and instructors from the three regions provided guidance to the young participants utilising various teaching methods including both online and offline classes. These dedicated professionals shared their knowledge and expertise, fostering the artistic growth of the youth. Moreover, the participants had the opportunity to immerse themselves in Macau's local customs and urban culture through activities such as visits to renowned landmarks and engaging in cultural exchanges.

以澳門旅遊塔為場地贊助的第二屆京港澳青少年音樂藝術嘉年華於5月1日開幕。是次嘉年華為來自北京、香港和澳門的青年提供一個展示音樂和藝術才華的平台。在整個活動期間，來自三地經驗豐富的藝術家和導師利用各種教學方法，包括線上和線下課程，為年輕參與者提供指導。這些敬業的專業人士分享了他們的知識和專長，促進了年輕人的藝術成長。此外，參與者還獲得機會參觀著名地標和文化交流等活動，沉浸在澳門的當地風土人情和城市文化中。

Paying Tribute to Local Heritage

向當地文化傳統致敬

Staying true to AHG's Asia-rooted philosophy of "Emotional Wisdom" to bring people together and create a sense of meaningful connections for one's journey, the newly-opened Artyzen Singapore celebrates the heritage of the locale and the people in the community with art installations throughout the hotel by local designers and artists.

The Peranakan Graphics by Aeropalmics at the hotel lobby pays homage to Singapore's rich cultural heritage juxtaposing Peranakan tiles and hand-drawn orchid flowers, blending history with sophistication. The kaleidoscopic digital art work Timeless Peranakan I / II / III by Terence Tan, showcased inside the elevators is a colourful depiction of Peranakan shop houses that gives a sense of place to the hotel.



雅辰酒店集團秉承其獨特的亞洲根源哲學——以「情感智慧」為基礎，為旅客提供別樹一格的體驗。為頌揚傳統之美、致敬地方文化、關注社區人群，新開業的新加坡雅辰酒店在酒店內部添加由本地設計師和藝術家創作的藝術裝飾，向當地社區及市民致敬，展示了當地的文化風韻。

酒店大堂的「娘惹圖案」由Aeropalmics設計，以新加坡豐富的文化遺產為題材，將娘惹瓷磚和手繪蘭花相互交融，融合了歷史與精緻之美。電梯內則展示由Terence Tan創作的數碼藝術「永恆娘惹 I / II / III」(Timeless Peranakan I / II / III)，用萬花筒般豐富多彩的方式描繪了娘惹店屋，為酒店營造出獨特的氛圍。

Celebrating Art and Culture at an Attitude

慶祝藝術與文化

An iconic landmark offering diversified entertainment to tourists and locals alike, Macau Tower has long been a keen supporter of art and culture, acting as a platform for creative talents to showcase their works and for the public to immerse in a wide range of art and cultural events.

The inaugural China Great Tower Photography Competition, organised by the China Great Tower members of The World Federation of Great Towers, was held from July to August. Macau Tower participated as one of the sponsors of this event. The competition was open to all photography enthusiasts and professionals to capture the beauty of Macau Tower with an aim to promote visual culture and architectural excellence inherent in great towers.

In 2023, Macau Tower once again played a pivotal role as the venue sponsor for the Macausaphis Experimental event organised by Frost Ice Snow Creative Experimental Theatre. Themed “Macau people”, the collaboration between the theatre, renowned Macau fashion designer Memphis Ng, and the local youth band “Experience”, showcased the artistic diversity and creativity of Macau by combining elements of a fashion show, talk show, live music, drama, and storytelling. The Macausaphis Experimental show took place on 18 November, complemented with an exhibition of garments and fashion articles, offering an immersive and engaging experience for the audience.

In addition, Macau Tower also served as a vendor sponsor for three remarkable art exhibitions, providing platforms for talented artists to exhibit their unique perspectives, artistic skills, and cultural heritage, including “Boundless - An Open World” held from May to July featuring renowned local photographer Lou Kam Ieng’s works. “Infinite - Contemporary Watercolor Paintings Touring Exhibition (Macau)” by Ma Ding, a prominent Chinese watercolour artist, from August to September; and “Double Happiness”, organised by Macao Wisdom Humanities Encourage Political Association from November 2023 to February 2024.



長期以來，澳門旅遊塔都是遊客和當地社區多元化娛樂活動的地標建築。我們一直熱心支持文化藝術，為創意人才提供展示作品的平台，讓公眾沉浸在各式各樣的藝術文化活動當中。

由世界高塔聯盟中國成員塔聯合舉辦的首屆中國高塔攝影大賽於7月至8月舉行，澳門旅遊塔作為贊助商之一參與是次活動。比賽對所有攝影愛好者和專業人士開放，讓他們捕捉澳門旅遊塔的美麗，旨在推廣高塔固有的視覺文化和卓越的建築造詣。

2023年，澳門旅遊塔再次扮演重要角色，成為霜冰雪創作實驗劇團舉辦的「霓裳秀我澳Exp」的場地贊助商。劇團聯乘澳門青年服裝設計師吳子慧和本澳青年樂隊「Experience」，以「澳門人」為創作主題，融入時裝秀、脫口秀、現場演奏、戲劇及說書等元素，展現了澳門的藝術多元化與創意。「霓裳秀我澳Exp」於11月18日舉行，並輔以服裝和時尚用品展覽，為觀眾提供身臨其境、引人入勝的體驗。

此外，澳門旅遊塔也是三場精彩藝術展覽的場地贊助商，為才華橫溢的藝術家提供平台，以展示其獨特視角、藝術技巧和文化遺產。這其中包括於5月至7月舉辦的聚焦著名本土攝影師盧錦盈作品的「無界－盧錦盈的自由天地」展覽；8月至9月展出中國著名水彩畫家馬丁作品的「無限－當代水彩畫名家馬丁作品巡迴展（澳門）」；以及2023年11月至2024年2月由澳門智慧人文勵政會舉辦的「好事X2」聯展。



Amagao Gallery - Connecting Artists and Community

Amagao 藝廊—連接藝術家和社區



Amagao Gallery, situated at Artyzen Grand Lapa, has curated a series of three remarkable exhibitions in 2023, serving as a platform to promote arts and culture and showcase a diverse range of artistic expressions in Macau.

The first exhibition titled “YEAR ONE Exhibition” commemorated the gallery’s one-year anniversary. From March to May, the exhibition featured artworks by 27 talented Macau artists across various media such as paintings, sculptures, porcelain, and mixed media. It provided art enthusiasts with an opportunity to appreciate the creativity and skill of local artists.

In association with Portugal’s National Day celebration, the second exhibition titled “Portuguese Contemporary Art Exhibition” took place from June to August. The exhibition showcased the vitality and diversity of Portuguese contemporary art, featuring works by acclaimed artist Abílio Febra and other talented Portuguese artists. Additionally, participants had the chance to partake in the “Unleash Your Creativity at Artistry Sculpture Workshop”, where they crafted their own abstract sculptures using wire and paper mache.

Another exhibition titled “Interior Landscapes’ Painting Exhibition” was held from August to October, highlighted the exceptional talent of renowned Mozambican artist - Suzy Bila. The exhibition seamlessly aligned with the prestigious “Art Macao: Macao International Art Biennale 2023” and provided visitors with a unique opportunity to experience Bila’s captivating paintings. Accompanying the exhibition was the “Paint Your Fantasy Workshop”, offering participants a chance to explore their own artistic vision.

在2023年，位於澳門雅辰酒店的 Amagao 藝廊策劃了三場精彩展覽，為澳門推廣藝術和文化，並展示多元化的藝術表現形式。

首場展覽名為「『壹匯』藝術展覽」，其名稱是為了紀念畫廊成立一周年。展覽於3月至5月期間展出了27位澳門藝術家的作品，涉及繪畫、雕塑、瓷器和混合媒體等多種藝術媒介。它為藝術愛好者提供了一個欣賞當地藝術家的創造力和技巧的機會。

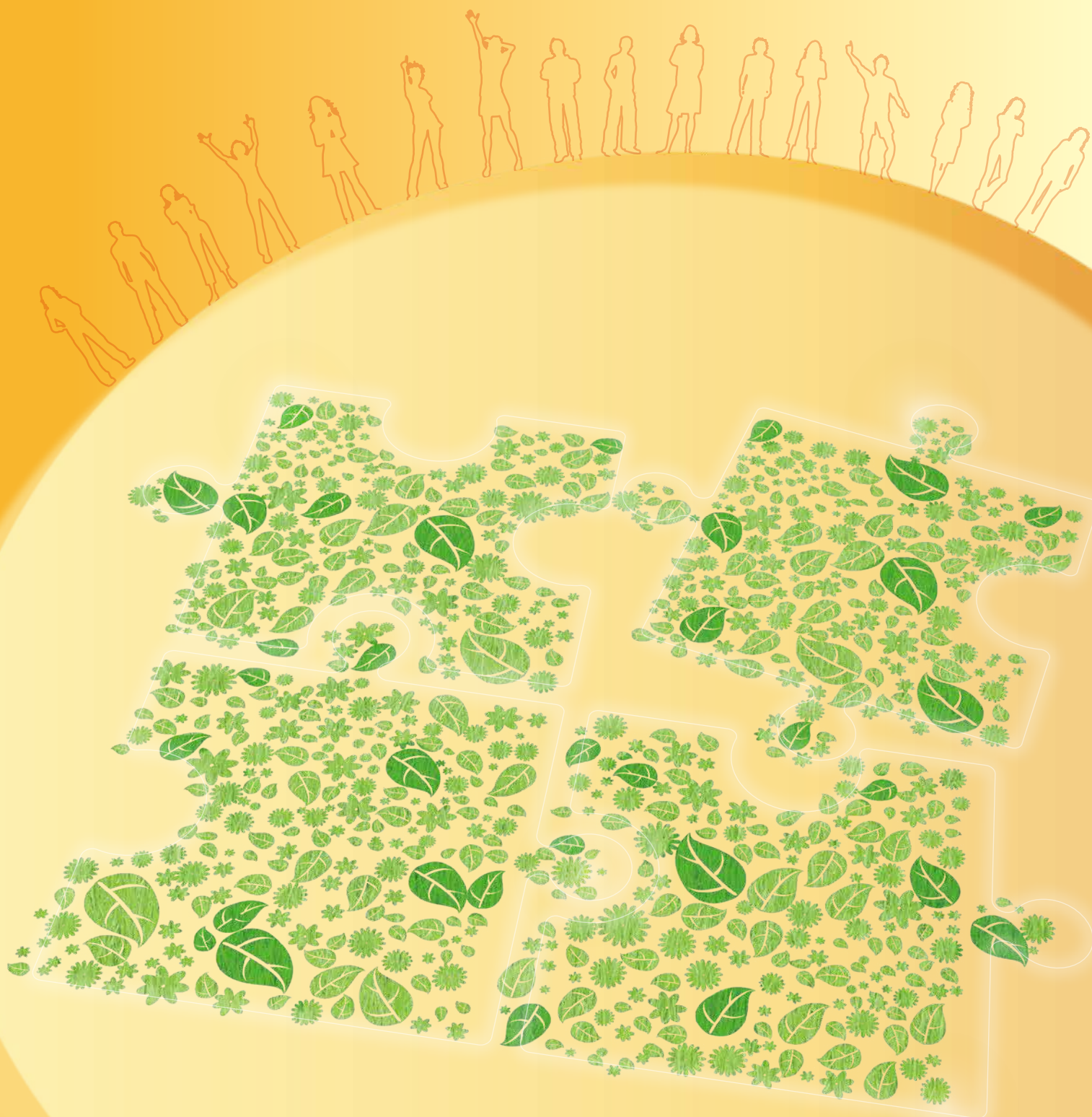
為配合葡萄牙國慶日的慶祝活動，第二場展覽名為「葡萄牙當代藝術展」於6月至8月舉行。該展覽展出了Abílio Febra及其他傑出葡萄牙藝術家的當代藝術作品，充分展示出葡萄牙當代藝術的活力和多樣性。此外，參與者還有機會參加「釋放你的創造力」的雕塑藝術工作坊，使用金屬絲線和紙漿製作自己的抽象雕塑手工作品。

另一場名為「內在山河」的繪畫展於8月至10月舉辦，該展覽充分體現了莫桑比克著名藝術家 Suzy Bila 的傑出才華。是次展覽與久負盛名的「藝文薈澳：澳門國際藝術雙年展2023」完美契合，為參觀者提供了一個獨特的機會去欣賞 Suzy Bila 的藝術傑作。展覽還伴有「藝享童夢之旅」繪畫創作體驗坊，讓參與者有機會探索自己的藝術視界。



OUR PEOPLE

我們的員工

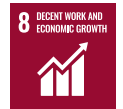


Our People

我們的員工

We recognise that our people and culture are integral to our long-term business success, and we strive to create an environment where employees are given equal opportunities to succeed, irrespective of their identity or background. We have provided an equal, diverse and inclusive workplace for our employees, and support their growth through tailored trainings that cater to their individual needs. In addition, we have also implemented a range of policies, programmes and initiatives designed to prioritise our people's physical and mental health, as well as their overall well-being.

集團明白員工和企業文化是令業務能長遠成功的主要要素，我們致力創造一個不論身份或背景，每位員工都能獲得平等機會的環境。我們為員工提供平等、多元和共融的工作空間，並根據需要為員工提供個人化培訓以支持他們的成長。此外，我們還實施了一系列政策、計劃和倡議，優先考慮員工的身心健康，以及他們的整體福祉。



Material Topics Covered: 涵蓋的重要議題：

Occupational health and safety
職業健康與安全

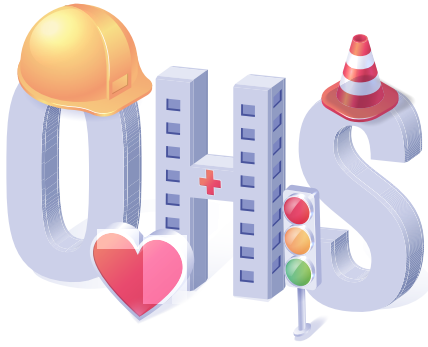
Labour-management relations
勞資關係

We are committed to providing our employees with a safe and healthy work environment while also offering them training and education opportunities to enhance their skills and competencies. In addition, we have also fostered a culture of respect and inclusion for all, celebrating the diversity and uniqueness of our employees and ensuring that they are treated fairly and equitably.

我們致力為員工提供安全健康的工作環境，並提供培訓和教育機會，以提升他們的技術和能力。此外，我們還建立尊重且包容的職場文化，重視員工的多元化和獨特性，並確保他們得到公平和公正的對待。

Employee training and education
員工培訓與教育

Diversity, equity, and inclusion
多元、平等和共融



Safeguarding the Health and Safety of Employees

保障員工的健康與安全

It is crucial to prioritise the safety of our employees, contractors, and guests by ensuring Occupational Health and Safety (“OHS”), as exemplified in our implementation of the Occupational Health and Safety System in 2023 in accordance with the ISO 45001:2018 standard. We not only adhere to relevant OHS regulations but also consistently assess, address, and evaluate potential risks throughout our business operations. In sectors where OHS-related risks are particularly significant, such as property management, strengthen our health and safety protocols by implementing robust management systems.

To demonstrate our commitment to OHS, the headquarters of our Property Management Division and its managed properties have been enhancing its OHS management systems and renewing its ISO 45001:2018 certification every year. This ensures that our systems are up to standards for protecting our employees, and can substantially reduce the health and safety risks they could face.

我們重視維持職業健康及安全，涵蓋員工、承包商和顧客，所以我們引進 ISO 45001:2018 標準，並繼續於 2023 年落實職業健康與安全管理系統。我們不僅遵守職安健相關的法規，而且在整個業務營運過程中持續評估和應對潛在風險。我們在職安健風險相對較高的業務部門，如物業管理，已通過實施有效的安全管理系統來改善相關的表現。

為了展現我們對職安健的承諾，我們的物業管理部總部及其管理的物業不懈地提升職安健管理系統，並每年更新其 ISO 45001:2018 職業健康和安全管理系統認證。這確保了我們的系統達到保障員工的標準，並大大降低他們可能面臨的健康和安全風險。











OHS Training

職安健培訓

Our Property Management Division recognises training and education as vital tools for keeping our people informed about the latest OHS industry standards and best practices. Continuous training enables our employees to enhance their understanding and proficiency in areas such as hazard identification, risk assessment and control measures, resulting in a safer and more productive work environment. Throughout the year 2023, Property Management Division and its managed properties have organised a series of OHS training sessions and activities. Here are a few examples:

我們的物業管理部視培訓和教育為重要工具，讓員工了解最新職安健行業標準和最佳實踐。持續的培訓能夠提高我們的員工對危害識別、風險評估和控制措施等範疇的理解和熟練程度，從而創造一個更安全和高效的工作環境。在 2023 年，物業管理部及其管理的物業舉辦了一系列職安健培訓課程和活動。例子如下：

-  An Emergency Training on Rainstorm and Typhoon was conducted to equip our employees with the necessary knowledge and skills to effectively respond to and stay safe during rainstorms and typhoons, which are common natural hazards of concern.
-  In support of the Government's newly released Guidance Notes on Prevention of Heat Stroke at Work in May 2023, we disseminated information regarding heat stroke prevention with our employees, providing them with crucial knowledge and preventive measures to safeguard their health in hot weather conditions.
-  A training on Five Steps to Risk Assessment Occupational Safety in Renovation and Maintenance Projects - Instructions for Property Management Companies was held to educate property management staff about occupational safety practices that are particularly relevant to renovation and maintenance projects.
-  A Code of Conduct - Handling of Scaffolding Work training was organised to ensure that workers involved in property management projects were well-versed in the proper handling and safety protocols pertaining to scaffolding work, reducing the occurrence of accidents and injuries.
-  舉辦針對暴雨和颱風措施的緊急培訓，讓員工掌握必要的知識和技能，以便應對暴雨和颱風等常見自然災害時，能確保自身安全。
-  為配合政府於2023年5月新發佈的《預防工作時中暑指引》，我們向員工發放預防中暑的資訊，向他們提供重要相關知識和預防措施，以保障他們在炎熱天氣下的健康。
-  舉辦「裝修及維修工程中職業安全風險評估的五步曲—物業管理公司須知」的培訓，讓物業管理人員了解與裝修及維修工程相關的職業安全措施。
-  舉辦「行為守則—處理棚架工作」培訓，以確保參與物業管理項目的工作人員熟悉棚架工作的正確處理和安全規程，以減少意外和受傷的發生。

Training Completed by Employees 員工完成的培訓

Over 超過
24,000
hours 小時

Total Training Hours
培訓總時數

Over 超過
3,700
hours 小時

Total OHS Training Hours
職安健培訓總時數

- 📍 An Employee Chemical Safety and Handling Training for our staff of Clean Living, the laundry service business operated by our Property Management, was held to educate them on the safe handling, storage, and disposal of chemicals commonly used in clean living practices.
- 📍 A Fire Safety Training on Inflammable Substance Handling and Acknowledgement on Factories and Industrial Undertakings Regulations (Fire Precautions in Notifiable Workplaces) was organised to enhance our employees' knowledge and skills in preventing, responding to, and managing fire incidents in notifiable workplaces, with a particular emphasis on safe handling practices for inflammable substances.
- 📍 A training on First Aid and Mental Health Support at Work was held to equip employees with basic first aid skills and raise awareness about mental health support resources available in the workplace, promoting a safe and supportive environment for employees.
- 📍 為物業管理部經營的洗衣服務業務組的白洋舍員工舉辦化學品安全和處理的培訓課程，以教育他們如何安全處理、儲存和處置工作中常見的化學品。
- 📍 舉辦「《易燃物品處理》和《工廠及工業經營規例》（應呈報工場的防火設備）的消防安全」培訓，以提升員工在應呈報工場中預防、應對和管理火警事故的知識和技能，並加強了解易燃物品的安全處理守則。
- 📍 舉辦「工作急救及精神健康支援」培訓，為員工提供基本的急救知識，並了解工作場所裡有關精神健康的支援，為員工營造安全和可獲得支援的環境。



Joyful and Healthy Working Environment

開心和健康的工作環境

A joyful and healthy workplace is one where employees feel safe and fulfilled while also staying physically and mentally healthy. Since 2017, the Group and its Property Management Division have been active participants of the Joyful@Healthy Workplace Charter developed by the Hong Kong Occupational Safety and Health Council.

In February, our Property Management Division gave a training session about Mental Health at the Workplace - Interpersonal Relationship Series: Tips for Sharing Feelings at the Workplace in order to promote physical and mental well-being with an emphasis on healthy diet, physical activity and mental well-being. Furthermore, they also provided break time at work to encourage employees to perform physical activities, including stretching exercises like "Let's Move in Conference Room", "Don't Sit Too Long!", "Find Time to Exercise" and "Let's Take an Energetic Break" exercises.

開心和健康的工作場所能讓員工感到安全和滿足，同時保持身心健康。自2017年以來，集團及其物業管理部一直積極參與香港職業安全健康局推行的《好心情@健康工作間約章》。

今年2月，物業管理部舉辦了「職場精神健康 - 人際關係系列：職場感受分享小貼士」培訓課程，以促進員工身心健康，並重點關注健康飲食、體能活動和精神健康。此外，我們還在工作時提供休息時間，鼓勵員工進行體育活動，包括伸展運動，如「讓我們在會議室裡活動」、「不要坐太久！」、「找時間鍛煉」和「讓我們精力充沛地休息一下」等活動。

Prioritising Employee Wellness and Communication 優先考慮員工的健康和溝通

The Group was recognised as a Happy Company under the Happiness at Work Promotional Scheme, which was jointly organised by the Promoting Happiness Index Foundation and the Chinese Manufacturers' Association of Hong Kong. This recognition reflects our efforts in building a happy workplace culture and promoting a healthy lifestyle among our staff.

集團獲「開心工作間」推廣計劃頒發「開心企業」標誌，此計劃由香港提升快樂指數基金及香港中華廠商聯合會合辦。這次嘉許肯定了我們在為員工建立快樂的職場文化及推廣健康生活方面所作的努力。

Staff Wellness Month

員工健康月



This year, the Group continued to provide staff engagement programme to promote well-being and wellness. The "Think Green•Live Green 2023 - Staff Wellness Month" was hosted in October with the aim to advocate for a healthy lifestyle. In order to encourage staff participation, we have introduced a rewards programme, where employees could accumulate their stamps through participating in different health activities, and redeem rewards such as supermarket coupons.

Our wellness activities organised for employees included yoga lessons taught by a professional yoga instructor, various health talks by doctors or nutritionists, walking 10,000 steps for five consecutive days, bringing your own green lunch, as well as sport activities. Furthermore, same as previous years, liberté also provided green lunch options as a healthy alternative to its residents and employees on 25 October.

今年，本集團繼續推行提高員工福祉和身心健康的活動，於10月舉行「綠色生活 我思•我行2023 - 員工健康月」，旨在推廣健康的生活模式。為鼓勵員工參與，我們更推出獎勵計劃，讓員工從不同的健康活動獲得印章，換領超市優惠券等獎賞。

此次的健康活動包括由專業導師教授的瑜伽課程、由醫生或營養師主持的健康講座、連續五天作一萬步挑戰、自攜綠色午餐飯盒以及體育活動。與往年一樣，昇悅居在10月25日也為其居民和員工提供綠色午餐，作為更健康的選擇。



Enhancing Employees' Physical and Mental Health



提升員工身心健康



The Group is aware of the impact of mental health issues on our employees' emotional and physical well-being, such as lowering mood, insomnia, oversleeping, poor concentration, as well as decreased cognitive abilities. The Group arranged a mental health talk with the objective to increase awareness and alertness towards depression. We have invited Ms. Isabel Li, an educational psychologist and creative arts therapist, to deliver this talk, which covered the cases and treatment methods of depression.

In April, we hosted a staff movie day participated by a total of 63 employees, who brought along their family members to enjoy a day of movie screenings and shared enjoyment. Additionally, we arranged a squid fishing tour in Sai Kung in August to provide an opportunity for social gathering and connection among our staff and their families. A total of 32 participants joined the excursion, enjoying a memorable day on the water. These initiatives were intended to promote employee well-being, foster relationships, and create a positive and supportive work environment.

Furthermore, recognising the prolonged effects of COVID-19, our Macau Office invited a Chinese medicine practitioner to provide valuable sharing in January, including introductions on post COVID-19 symptoms and the recovery tips on how to properly use soup, tea and acupoint massage. It was a well-attended event, with 34 employees participating and benefiting from the practitioner's expertise.

集團關注員工的精神健康，會觸發不同的情緒及健康問題：例如情緒低落、失眠、嗜睡、專注力不足，以及認知能力下降。因此，針對心理健康問題，提高對抑鬱症的認識和警覺性，我們為員工安排講座，並邀請教育心理學家和表達藝術治療師李文頤女士分享抑鬱症等病例和治療方法。

我們在4月舉辦電影日，共有63名員工參加，讓他們與家人一起享受電影帶來的歡樂。此外，為讓員工之間加強交流並聯誼，我們於8月在西貢舉辦「釣墨魚」團，為員工及其親友提供輕鬆愉快的夜釣體驗，32位參加者一同度過了難忘的一晚。是次活動能促進員工身心健康、提升彼此關係，並營造積極互助的氛圍。

另外，鑒於新冠疫情可能引起的長遠影響，我們的澳門辦事處在1月邀請一位中醫師分享相關資訊，為員工介紹新冠疫情後的常見徵狀及如何正確利用湯水、泡茶和穴位按摩等康復技巧。是次活動圓滿成功，讓34名員工受益於中醫師的專業知識。



Sharing the Joy of our Employees



分享員工的喜悅

In September, our Macau Office held the 6th Employees' Children Education Award. A total of 52 employees' children were awarded with a scholarship this year, including 23 primary school students who were given MOP\$600 each, 21 secondary school students who were given MOP\$1,000 each, and eight college or university students who were given MOP\$1,500 each. The presentation ceremony was held in September at Macau Tower for our employees to share the joy and celebrate the achievements of their children.

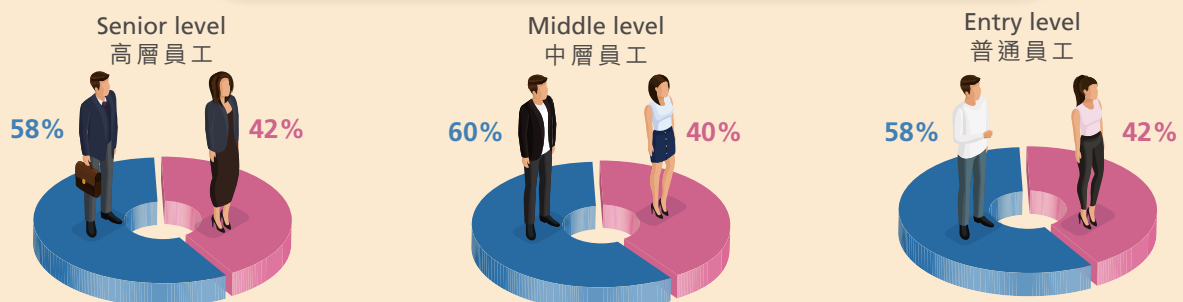
在9月，我們的澳門辦事處舉辦了第六屆員工子女學業優異獎。今年，共有52名學童獲得獎學金，包括23名小學生各獲得澳門幣600元，21名中學生各獲得澳門幣1,000元，8名大學生各獲得澳門幣1,500元。頒獎典禮於9月在澳門旅遊塔舉行，為員工家庭送上喜悅，讓他們一同慶祝子女的卓越成績。



Total Workforce by Region and Gender 按地區和性別劃分的員工總數

	 Female 女	 Male 男	Total 總數
Hong Kong 香港	453	863	1,316
Macau 澳門	773	885	1,658
Mainland China 中國內地	165	179	344
Singapore 新加坡	9	12	21
Total 總數	1,400	1,939	3,339

Gender Distribution by Employment Category 按職級劃分的性別分佈



Equipping Employees with the Necessary Skills

為員工配備必要的技能

Noticing an increasing global focus on ESG-related issues, the Group is committed to providing our employees with the necessary ESG knowledge to make better decisions across our businesses. This year, we have provided a number of ESG training sessions to employees in Shanghai and Singapore to raise their awareness on ESG-related issues. Furthermore, our AHG continued its three-tiered training to enhance its employees' professional competence to ensure quality services.

隨著全球對環境、社會及管治的關注日益增加，本集團亦配合趨勢，致力為員工提升相關的知識，幫助我們在業務中作出更好的決策。今年，我們為上海和新加坡的員工提供有關環境、社會及管治的培訓課程，提高他們對 ESG 的認識。此外，我們的雅辰酒店集團繼續通過培訓三部曲，提升員工的專業能力以便提供優質服務。



Three-tiered Training

AHG maintained its three-tiered training framework, a systemic structure of 11 core programmes that cover the various needs at the organisational, operational, and individual levels. These core programmes are designed with specific staff grades in mind from general staff to senior staff.

培訓三部曲

雅辰酒店集團制定培訓三個框架，主要包括11個主要模組，涵蓋集團架構、日常營運和個人發展等範疇，此等模組按前線員工至高層職員的職位需要而設計。



Level A – Artyzen Kick-off Series aims at introducing AHG's vision, mission and values, enabling new employees to fit into our culture, as well as building their commitment and motivation over time.

A系列 – 雅辰啟動系列旨在介紹雅辰酒店集團的願景、使命和價值觀，助新晉員工適應其文化，並隨時間建立他們對工作的承諾和動力。

Level B – Artyzen Leap Series targets managers and high potential employees through equipping them with the knowledge, skills and business mindset to take on leadership roles.

B系列 – 雅辰飛躍系列針對經理和具潛質的員工，為他們裝備將來擔任領導角色所需的知識、技能和商業思維。

Level C – Artyzen Soar Series builds on the previous level and further enables employees to achieve a higher level of leadership, tackle more challenges, lead with greater confidence, inspire performance, contribute maximum values and drive business results.

C系列 – 雅辰翱翔系列建基於B系列的基礎上，進一步幫助員工培養更高水準的領導能力，以便應對更多挑戰、提升自信心、提升表現、實現最大化價值，從而提升業績。

Master Cultivator Certificate Programme

星級導師培訓課程

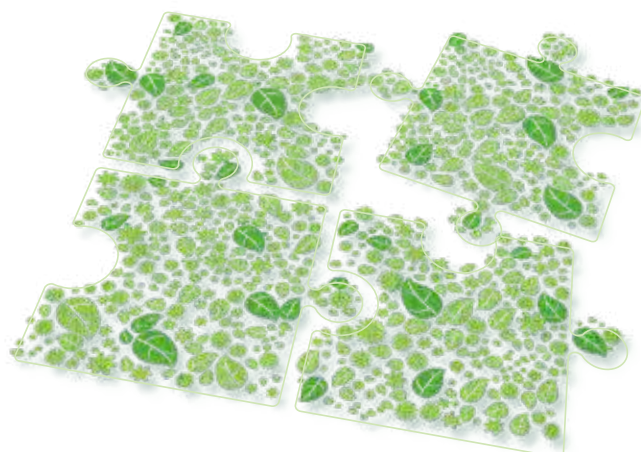


Meanwhile, our Train-the-Trainer programme has still been undergoing to equip trainers in each AHG hotel with the skills required to provide the best learning experience to employees. In 2023, we held two rounds of virtual Train-the-Trainer sessions in March and June respectively.

In addition to the existing programmes, we created a new programme “Master Cultivator” to plan and review hotels’ learning performance and support Artyzen Cultivators in their departmental training. It aims to enhance the learning culture among the hotels. This programme is specifically designed for our senior management, who can obtain the “Master Cultivator Certificate” after fulfilling the requirements, including joining “Be a Master Cultivator Train-the-Trainer” course, completing the provided assignments, and attending all core 11 programmes mentioned above throughout the year. In 2023, a total of 39 senior management have participated in the programme, and 14 of them have obtained the Master Cultivator Certificate.

與此同時，我們繼續舉辦「導師培訓」課程，使雅辰酒店集團旗下各酒店的導師都具備為其員工提供最佳學習體驗所需的技能。在2023年，我們亦分別於3月和6月舉辦了兩輪的線上培訓。

我們還在現有的課程外，建立了一個「星級導師」新課程，以規劃和檢視酒店學習的成效，並支援雅辰導師的內部培訓，目的是促進酒店之間的學習文化。這個新課程專為我們的高級管理人員設計，他們符合要求後可獲得「星級導師證書」。其中包括：參加「成為星級導師」的培訓課程、完成指定任務，以及在一年內修讀上述提及的11個主要模組課程。在2023年，共有39名高層管理人員參加該計劃，其中14人獲得「星級導師證書」。



Building a Diverse and Inclusive Team Culture

建立多元和共融的團隊文化

Throughout the years, the Group has consistently embraced the ideas of creating team culture and fostering a fair and equitable workplace, which has been reflected in the implementation of various policies and initiatives.

多年來，透過在各項政策及措施的實施，集團秉持創造團隊文化及營造公平公正職場的理念。



Racial Diversity in the Workplace

工作場所的種族多元化

This year, we have implemented a new initiative to promote racial diversity at the workplace through conducting training and hosting activities for our employees. In April, the Group organised a staff training session on the topic of “Promoting Culturally Inclusive Workplace”, which was attended by 58 staff. During the workshop, participants were introduced to key aspects of the Race Discrimination Ordinance (“RDO”) as well as Unconscious Bias and Cultural Sensitivity. Additionally, we were fortunate to have a speaker from the Equal Opportunities Commission who shared valuable insights on tips and good employment practices for creating a culturally inclusive environment. These initiatives aim to raise awareness, foster understanding, and empower our employees to actively contribute to a workplace that celebrates diversity and embraces cultural sensitivity.

今年，我們實施了一項新的倡議，通過為員工提供培訓和舉辦活動，促進工作場所的種族多元化。在4月，集團舉辦一場以「推廣共融文化職場」為主題的員工培訓課程，共有58名員工參加。在工作坊中，員工了解《種族歧視條例》的主要概念，及認識無意識的偏見和文化敏感度。此外，我們邀請了來自平等機會委員會的講者分享關於營造文化共融環境的技巧，以及良好僱傭事例的寶貴建議。這些活動旨在培養員工對多元化和文化敏感度的意識，促進理解，並鼓勵他們積極在這方面作出貢獻。

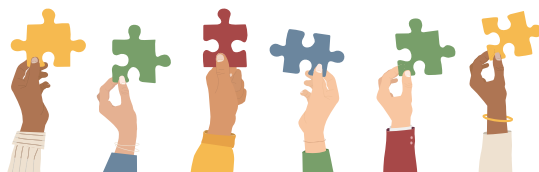


Celebrating the Nepali Dashain Festival

慶祝尼泊爾德賽節

In October, we held a special celebration of the Dashain Festival to further promote inclusivity in our workplace, involving our 16 Nepalese employees. As a demonstration of our care and respect for our Nepalese staff, we went the extra mile by importing a premium snack sent directly from Nepal. Our intention was to bring about festive and homely warmth to our Nepalese employees and their families. This gesture underscores our deep respect for their culture and our commitment to creating an environment where everyone feels valued and included.

為進一步促進工作場所的共融性，在10月，我們與16名尼泊爾籍員工一起慶祝德賽節。我們直接從尼泊爾進口優質節日點心，以表達我們對他們的關心和尊重，為尼泊爾籍的員工及其家人帶來節日的溫暖。這項活動顯示我們對他們文化的尊重，讓他們在工作環境中感受到重視。



Disability Inclusion in the Workplace

傷健共融的工作場所

The Group's Code of Conduct, which abides by the Employment Ordinance (Cap.57), protects our employees from unprofessional and/or unethical behaviours. We have taken steps throughout the years to create a fair and inclusive work environment and ensure compliance with relevant laws and regulations against workplace discrimination. We have also taken advantage of social media platforms to efficiently communicate with our colleagues with regards to recruitments, employee relations, as well as sustainability initiatives relevant to employees.

This year, we continued our efforts to champion an inclusive work environment at both Artyzen Habitat Dongzhimen and Artyzen Habitat Hongqiao in China by actively recruiting individuals with disabilities. At Artyzen Habitat Dongzhimen, we have one individual with special needs who is a valuable member of the Administration Department. Similarly, at Artyzen Habitat Hongqiao, two staff with special needs have joined the Steward Department.

集團的《行為守則》遵從《僱傭條例》(第57章)保護員工免受不專業及/或不道德行為的傷害。多年來，我們一直採取多項措施創造一個公平和共融的工作環境，並確保遵守工作場所反歧視的相關法律和法規。我們還善用社交媒體與員工進行溝通，了解他們就招聘、員工關係及相關的可持續發展活動的意見。

今年，我們在中國的北京東直門雅辰悅居酒店和上海虹橋雅辰悅居酒店也積極推動共融的工作環境，繼續聘用殘障人士。在東直門雅辰悅居酒店，我們在行政部有一名有特殊需要的員工，同樣，在虹橋雅辰悅居酒店亦有兩名特殊需要的員工加入管事部門。

OUR VALUE CHAIN

我們的價值鏈



Our Value Chain

我們的價值鏈

The Group regularly reviews the environmental and social risks along our value chain through frequent collaborations and communication with our stakeholders on the priority of staying green and healthy. While working with a wide range of stakeholders in different sectors, we recognise the importance of ensuring the quality and integrity of our services, and establishing mechanisms to ensure legal compliance and client-focus across the Group's diverse businesses.

集團重視定期檢討價值鏈中的環境及社會風險，並積極透過不同渠道和平台，與持份者保持緊密合作及溝通，秉持我們的綠色及健康發展。在與不同行業的持份者攜手合作的同時，我們亦明白服務品質和完整至關重要，並需要建立機制，確保我們多元化業務的運作守法合規，並以客戶為中心。



Material Topics Covered: 涵蓋的重要議題：

Customer health
and safety
顧客健康及安全

At the heart of our commitment to sustainable development, the Group prioritises initiatives such as customer satisfaction and privacy, and promoting environmental responsibility in the supply chain. Through these efforts, we aim to foster responsible procurement along the supply chain, encourage collaboration with stakeholders and create a sustainable and healthy built environment for our customers and tenants.

Regulatory
compliance
遵守法規

Customer privacy
顧客隱私

本集團以可持續發展為承諾的核心，優先考慮客戶滿意度和私隱度，並促進我們的供應鏈承擔環保責任。通過這些努力，我們期望推動在供應鏈中，採取負責任的採購程序，及積極與持份者合作，矢志為我們的客戶和租戶建設一個可持續和健康的建築環境。

Sustainable
buildings
可持續建築

Cybersecurity and data privacy
網路安全及數據私隱

Bespoke Sincerity and Harmony 精誠所至、和樂融融

With foresight and innovation, the Group's developments are not only new creations that conserve and add value to the characteristics of their localities, but also where core components blend together in perfect harmony. Apart from constructing infrastructures, we build the neighborhoods with residents' happiness and well-being firmly on our heart.

As a homegrown lifestyle hospitality specialist, we pride ourselves in providing bespoke guest experience with a unique Asian-rooted philosophy of "emotional wisdom". We bring people together and create a sense of meaningful connections for one's journey.

NEW BUND 31

NEW BUND 31 infuses green development, inclusive community, cultural enrichment and revitalised heritage into one. These elements demonstrate the timeless art of craftsmanship through the Group's dedication, foresight, skill, and meticulous attention to detail, which are integral to our sustainable development journey and creating long-term value for all.

Opened in October 2023, NEW BUND 31 has been honoured with numerous awards and accolades in 2023, reflecting our commitment to upholding high standard of excellence in the project.



本集團憑藉遠見卓識和創新精神，不僅在新推出的發展項目上傳承和宣揚當地特色，而且將相關的核心元素和諧地融合在一起。除了建築物業本身，我們亦不忘打造以增加居民幸福感與福祉為中心的社區。

為本土原生生活方式酒店品牌，集團秉承其獨特的亞洲根源哲學——「情感智慧」，並以其為基礎，為他們提供精緻訂製的體驗，並匯聚旅客，為他們的旅程創造有意義的連繫。

前灘31

前灘31集綠色發展、社區共融、豐富文化、文遺活化於一體。結合集團對項目的真誠專注、遠見卓識、精湛技藝及對細節的一絲不苟，鑄就這個匠心獨運的

項目，成為我們可持續發展之旅中不可或缺的一部分，並為所有人創造長遠價值。

前灘31於2023年10月開業，並在2023年獲得了多個獎項和榮譽，反映了我們對項目卓越標準的承諾。

- ★ China Real Estate & Design Award 2023 - Future Project category - **Silver Award**
地產設計大獎·中國2023 - 未來項目 - 銀獎
- ★ China Real Estate & Design Award 2023 - Planning Design category - **Merit Award**
地產設計大獎·中國2023 - 規劃設計 - 優秀獎
- ★ GBE HOPSCA Awards 2022-2023 - GBE Best Integrated Commercial Development – **Gold Award**
GBE商業綜合體大獎2022-2023 - 金獎
- ★ Global Future Design Awards 2023 – **Gold Award**
2023年全球未來設計獎 - 金獎
- ★ MIPIM Asia Awards – Best Hospitality, Tourism and Leisure Project - **Bronze Award**
MIPIM 亞洲獎–最佳酒店、旅遊及休閒專案 - 銅獎
- ★ 10th PropertyGuru Asia Property Awards (Mainland China) – **Best Landmark Development**
第10屆PropertyGuru亞洲不動產大獎(中國內地) - 年度地標建築項目
- ★ 10th PropertyGuru Asia Property Awards (Mainland China) – **Best Mixed-Use Development**
第10屆PropertyGuru亞洲不動產大獎(中國內地) - 年度綜合體項目
- ★ 18th PropertyGuru Asia Property Awards Grand Final – **Best Mixed-Use Development (Asia)**
第18屆PropertyGuru亞洲不動產大獎總決賽 - 年度綜合體發展項目(亞洲)
- ★ 31st Asia Pacific Interior Design Awards 2023 - **Excellence Award**
第31屆亞太區室內設計大獎2023 - 優異獎
- ★ **World Design Awards 2023**
2023世界設計獎



Artyzen Singapore

Following the opening of Artyzen NEW BUND 31 Shanghai in October, AHG's "A Tale of Two Cities" continues with the opening of Artyzen Singapore in November 2023.

Artyzen Singapore is the brand's first hotel outside of Greater China. One of its distinguishing features is the seamless integration of lush tropical greenery throughout the property. This signature design element creates a harmonious and refreshing ambiance, exemplifying the hotel's commitment to sustainability. This approach proves particularly advantageous in mitigating the hot and humid tropical weather that characterises Singapore. In essence, Artyzen Singapore epitomises modern hospitality design, blending cultural influences, sustainable principles, and natural beauty. It provides an exceptional experience for guests seeking a contemporary and environmentally conscious retreat.

The Group's expansion to Singapore is more than merely investing and building properties in the city. With Artyzen Singapore, we add value to our residential projects by providing bespoke services not just to hotel guests, but also extend to the home-owners and residents of Park Nova and Les Maisons Nassim, building and elevating a sophisticated community that appreciates understated affluent lifestyle.

The project has received several accolades including the Best Hotel Architecture Singapore at the Asia Pacific Property Awards 2023 and the Best Hotel Architectural Design and Best Hotel Interior Design at the Asia Property Awards Singapore 2022.

新加坡雅辰酒店

繼10月上海前灘31雅辰酒店開業後，緊隨其後，雅辰酒店集團旗艦項目「雙城故事」的新加坡雅辰酒店也於2023年11月揭幕。

新加坡雅辰酒店是自家雅辰酒店品牌在大中華區以外的首家酒店。其顯著特點之一是整間酒店與鬱鬱蔥蔥的熱帶植物無縫結合。這種具代表性的設計營造出和諧而清新的氛圍，盡顯酒店對可持續發展的承諾，尤其有利於舒緩新加坡炎熱潮濕的熱帶氣候。具體而言，新加坡雅辰酒店是現代酒店設計的縮影，融合了文化氣息、可持續發展原則和自然美景。為客人提供了現代且極具環保意識的非凡體驗。

本集團進軍新加坡市場的發展策略不局限於投資和房地產業務發展，同時亦為居住者增加價值。透過新加坡雅辰酒店，我們不僅為酒店客人提供靈活貼心的服務，更將服務延伸至柏皓和蘭心居的業主和居民，從而打造一個低調奢華的精緻社區。

新加坡雅辰酒店獲得多項榮譽，包括2023年亞太房地產獎的新加坡最佳酒店建築獎，和2022年新加坡亞洲房地產獎的最佳酒店建築設計、最佳酒店室內設計獎。

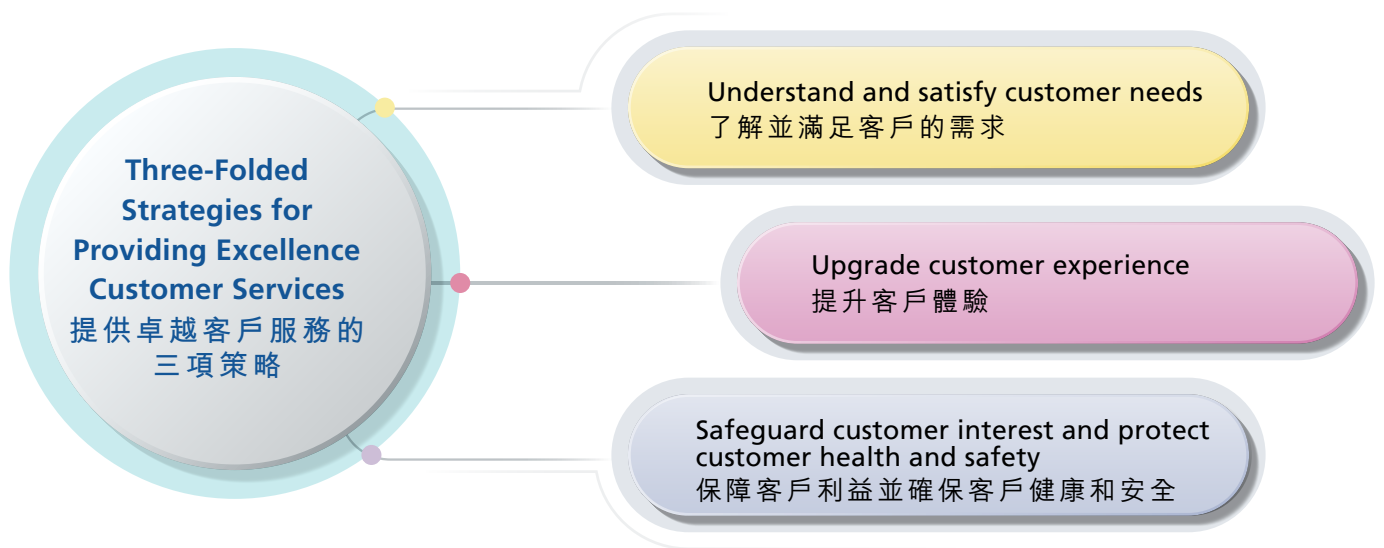


Elevating Customer Satisfaction

提高客戶滿意度

The Group is dedicated to actively cultivating and nurturing strong and enduring relationships with our esteemed clients. To achieve this, we employ our meticulously crafted Three-Folded Strategies, recognising the importance of not only fulfilling but surpassing our customers' expectations in offering top-notch services and remarkable customer experiences.

本集團致力與客戶建立深厚、持久的關係。為了實現這些目標，我們採用精心設計的三項策略，不僅滿足客戶的需求，更深入了解他們的期望，從而提供優質服務和卓越客戶體驗。



Delivering Exceptional Customer Experience

提供卓越的客戶體驗

We came to understand the value and advantages of setting up social media channels for the Group in this digital era. Acknowledging the diverse nature of our stakeholders across various locations and age groups, the Group has continued to utilise different social media channels such as Instagram, LinkedIn, Weibo and WeChat to interact with our stakeholders. Through these platforms, we have successfully built and fortified our brand reputation, while also catering to the evolving needs and preferences of our valued customers.

我們明白在這個數碼時代，設立社交媒體平台有助集團創造價值及優勢。鑒於集團的持份者來自不同地區和年齡組別，本集團繼續利用多個社交媒體渠道，如Instagram、領英、微博和微信，與我們的持份者互動。通過這些平台，我們成功建立並鞏固集團的品牌形象，同時也迎合我們客戶不斷變化的需求和偏好。



Furthermore, our commitment to enhancing the customer experience extends beyond the realm of social engagement. With a keen focus on environmental sustainability, we have taken proactive steps to bolster our services in this aspect. In addition to the existing EV charging stations, we have recently expanded our efforts by installing 17 additional chargers at the car parks at Shun Tak Centre. Moreover, Macau Tower also installed three more destination chargers in 2023.

除了在社交平台互動外，我們承諾透過其他領域提升客戶體驗。本集團非常關注環境的可持續性，並採取了積極措施來加強我們在這方面的服務。在現有的電動車充電站外，我們最近也擴大充電網絡。在信德中心的停車場增設17個充電站，而澳門旅遊塔亦在2023年安裝了另外三個目的地充電站。

Measuring Satisfaction across Business Units

對業務單位的滿意度

Property Management achieved an average satisfaction rate of **97%** from 1,736 residents and tenants.

物業管理取得了1,736多名住客和租戶的平均滿意度高達**97%**。

Property Management
物業管理業務部



Macau Tower attained an average satisfaction rate of **99%** from 1,242 visitors.

澳門旅遊塔在1,242名旅客中的滿意度高達**99%**。

Macau Tower
澳門旅遊塔



Artyzen Habitat Dongzhimen Beijing received an average satisfaction rate of **92%** from over 372 guests.

北京東直門雅辰悅居酒店在超過372位住客中的平均滿意度為**92%**。

Artyzen Habitat Dongzhimen Beijing
北京東直門雅辰悅居酒店



Protecting Customer Privacy and Rights

保障客戶隱私和權利

We prioritise the protection of customer data and comply with privacy laws in different regions. This includes adhering to the Personal Data (Privacy) Ordinance (Cap.486) in Hong Kong, the Personal Data Protection Act (Law 8/2005) in Macau, and the Personal Information Protection Law in Mainland China.

To reinforce the importance of customer information confidentiality, we have established a Code of Conduct that mandates our employees to treat such information as confidential. We regularly review and update our policies to ensure compliance with the latest laws, regulations and industry guidelines.

In our pursuit of product accountability, we provide our customers with accurate and comprehensive information about our products and services. When conducting property-related business activities, we strictly adhere to relevant 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", as well as Mainland China's Measures for the Management of Pre-sale of Urban Commodity Property.

During the reporting period, the Group recorded no significant instances of data protection breaches or loss of customer data.

我們極為重視保障客戶資料，並遵守不同地區的隱私法例。這包括遵守香港的《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》。

為了加強客戶資料保密的重要性，我們制定《行為守則》，要求所有員工將客戶資料視為機密。我們並會定期審查和更新內部政策，以符合最新的法律、法規和行業準則。

在堅守產品質量方面，我們確保向客戶披露準確及完整的產品和服務資訊。在進行與物業相關的業務時，我們嚴格遵守香港的《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》，及中國的《城市商品房預售管理辦法》相關法規。

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



Responsible Sourcing

負責任的採購

As growing attention is given to carbon footprint of business activities, it is essential for businesses to continuously evolve their sustainable procurement practices in order to satisfy customer expectations and remain competitive in the market. Therefore, the Group has made significant efforts to ensure that sourcing and procurement activities align with sustainable principles and practices as stated in our SPP.

In order to choose vendors that align with our values and ensure good quality over laundry services at Artyzen Habitat Hongqiao, we specifically select the vendors certified with ISO 9001, further attesting to our adherence to international standards as well as our dedication to delivering superior services. Furthermore, our collaboration with suppliers focused on minimising packaging for furniture and equipment in new hotels managed by AHG. These efforts reflect our commitment to integrating sustainability into our business operations.

隨著業務活動的碳足跡不斷受到關注，企業必須繼續開發其可持續採購模式，以滿足客戶的期望，並在市場上保持競爭力。因此，集團努力確保採購的過程，符合我們《可持續採購政策》中所闡述的原則。

為了挑選與我們價值觀一致，並能提供優質服務的供應商，我們的上海虹橋雅辰悅居酒店在篩選洗衣服務供應商時，專門挑選已取得ISO 9001認證的供應商，表明我們堅持選擇符合國際標準的供應商及對提供優質服務的熱誠。此外，在雅辰酒店集團管理的新酒店中，我們要求供應商盡量減少傢俱和設備的包裝，反映我們致力在業務營運中融入和實踐可持續發展的原則。

Eco-friendly Products

環保產品

We are also actively encouraging our key vendors to procure trusted and sustainability-labelled products, such as Forest Stewardship Council-certified packaging materials and Fairtrade-certified products. Artyzen Habitat Dongzhimen has opted for eco-friendly cleaning products during the procurement process by taking into account environmental factors on top of the conventional factors such as price. In terms of food sustainability, Artyzen Habitat Dongzhimen has also procured sustainable coffee beans with UTZ sustainable development certification for its restaurants. The UTZ certification programme is part of the Rainforest Alliance and aims to promote more sustainable farming and better opportunities for farmers, their families, and our planet. These opportunities particularly enable farmers to use better farming methods, grow better crops, generate more income, improve working conditions, adapt to climate change, and protect the environment.

A similar approach is also adopted at Artyzen Grand Lapa and Grand Coloane, where we included a variety of vegetables into our menus and will switch to serving cage-free eggs as a new initiative. Not only do cage-free eggs demonstrate our respect for animal welfare, but they also offer customers a safer and higher quality food choice.

我們積極鼓勵供應商提供可信賴的可持續產品，如森林管理委員會認證的包裝材料和公平貿易認證的產品。北京東直門雅辰悅居酒店在採購清潔產品過程中，除價格等傳統因素外，還積極考慮環境因素。在可持續食品方面，北京東直門雅辰悅居酒店為其餐廳採購具有UTZ認證的可持續咖啡豆。UTZ認證計劃是雨林聯盟的一部分，旨在促進更可持續的農業，為農民、他們的家庭和我們的地球提供更好的機會。這些機會尤其使農民能夠使用更好的耕作方法、種植更優質的農作物、創造更多收入、改善工作條件、並適應氣候變化和保護環境。

澳門雅辰酒店和鷺環海天度假酒店也採用了類似的方法，我們在菜單上提供多種素食菜餚選項，並轉用「放養雞蛋」。這些雞蛋不僅充分體現了我們對動物福祉的重視，而且為客戶提供了更安全、更優質的食品選項。



Engage Suppliers and Contractors in Sustainability

供應商和承包商的可持續發展

The headquarters of our Property Management Division and its managed properties have been obtaining and renewing its ISO 14001 Environmental Management System and ISO 9001 Quality Management System Certifications. Clean Living, our laundry services business, has also followed the same priorities and implemented the same Systems.

In addition, the Group holds itself to similar, if not higher standards than those expected of suppliers and contractors. The Property Management Division leads by example with an Integrated Management System (“IMS”) in place, which is outlined in the IMS Manual, integrates various aspects, including Quality Management System (QMS), Environmental Management System (EMS) and Occupational Health and Safety (OHS). The IMS Manual clearly sets out the policies, objectives, and dedicated roles and responsibilities. Some of the key processes under the IMS include regular management review meetings, communication and competence, extensive documentation, and audits.

In terms of vendor selection, different assessments are carried out by dedicated procurement staff aimed at potential and existing suppliers and contractors. On the one hand, potential vendors are assessed and prioritised based on their experience in applying environmentally friendly approaches during the Supplier or Contractor Assessment. On the other hand, existing vendors are regularly evaluated for their environmental performance, during which, any unsatisfactory findings shall be communicated to the respective vendors for further improvement.

As for occupational health and safety risks, the Occupational Health and Safety Assessment considers the safety risks associated with renovation or routine operations and maintenance work that may impact suppliers, contractors, employees, visitors, clients, tenants and any other individuals onsite. This assessment, which adopts a three-tier risk rating system based on severity and likelihood of the potential risks, shall be conducted by relevant parties including suppliers or contractors prior to any scheduled works.

Finally, actively engaging suppliers and contractors in sustainability initiatives is crucial for promoting responsible business practices. By prioritising those who demonstrate a commitment to environmental and safety responsibility, certified or otherwise, we can foster a culture of sustainability throughout our supply chain.

物業管理部總部及其管理的物業已獲得及適時延續其ISO 14001環境管理體系及ISO 9001品質管理體系認證。我們的洗衣服務業務白洋舍也實施了相同的系統，並遵循相同的優先事項。

同時，集團要求嚴格遵守與供應商和承辦商同樣的標準，甚至更高的標準。如物業管理部以身作則，以綜合管理系統為榜樣。該系統手冊中概述並結合幾個體系，包括品質管理體系、環境管理體系、職業健康與安全管理體系。綜合管理系統手冊明確規定了政策、目標以及專門的角色和責任。其中的關鍵流程包括定期管理評審會議、溝通和能力、文件記錄和審計。

在供應商選擇方面，由專門的採購人員針對現有和有可能成為我們的供應商和承辦商進行不同的評估。一方面，在供應商或承包商評估期間，我們的員工根據此等供應商在應用環保方案的經驗，對他們進行評估和優先排序。另一方面，我們會定期評估現有供應商的環保表現。若發現問題，我們要求有關供應商改進。

至於職業健康及安全風險，我們的職安健評估則考慮與裝修或日常操作及維修工作相關的安全風險，這些風險可能會影響供應商、承包商、員工、訪客、客戶、租戶和現場任何其他人士。該評估基於潛在風險的嚴重程度和可能性的三級風險評級系統，並要求在任何預定工程之前，由相關方如供應商或承辦商進行。

最後，我們明白供應商和承辦商積極參與可持續發展計劃，對促進負責任的商業守則至關重要。我們優先考慮能證明他們對環境和安全負責任的供應商和承辦商，無論經過認證或其他方式的證明，藉此在整個供應鏈中實現可持續發展的文化。



Major Recognitions, Awards, Charters & Memberships



主要嘉許、獎項、約章及會籍

The Group has had a successful year in 2023 and our significant endeavours in areas of corporate governance, social responsibility, environmental protection, and quality and customer services. We are honoured to announce that we have received the following accolades and acknowledgments.

在 2023 年，本集團在企業管治、社會責任、環境保護與品質及客戶服務的成就獲得社會各界的多項讚譽。我們很榮幸能夠獲得以下的榮譽和認可。

Environmental Protection

環境保護

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司
Hong Kong ESG Awards 2023 2023 香港 ESG 獎	Chinese Manufacturers' Association of Hong Kong 香港中華廠商聯合會	STHL 信德集團
4T Charter 2023 4T 約章 2023 ■ Participation Certificate 參與證書	Electrical and Mechanical Services Department 機電工程署	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 ■ Chatham Place 昇御商場 ■ liberté place 昇悅商場 ■ The Westwood 西寶城
Asia Pacific Awards of Excellence 2022-2023 亞太區卓越大獎 2022-2023 ■ Environmental Stewardship Award - Certificate of Merit 「環境管理」優異獎	The Hong Kong Chapter of International Facility Management Association 國際物業設施管理協會(香港分會)	STPML 信德物業管理有限公司 ■ liberté 昇悅居
BCA Green Mark Certificate 綠色建築標章 ■ GoldPlus 超金獎 ■ Certificate 合格等級	Building and Construction Authority, Singapore 新加坡建設局	STHL 信德集團 ■ Park Nova 柏皓 ■ Les Maisons Nassim 蘭心居
Biz-Green Dress Day 輕·型上班日 ■ Most Popular Award - Gold 最受歡迎大獎 - 金獎	Construction Industry Council and Hong Kong Green Building Council 香港建造業議會及香港綠色建築議會	STHL 信德集團

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Bodies 頒發機構	Company 公司
BOCHK Corporate Environmental Leadership Awards 2022 中銀香港企業環保領先大獎2022 <ul style="list-style-type: none"> ■ 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 <ul style="list-style-type: none"> ■ liberté 昇悦居
Charter on External Lighting 戶外燈光約章 <ul style="list-style-type: none"> ■ 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 <ul style="list-style-type: none"> ■ Shun Tak Centre 信德中心 STPML 信德物業管理有限公司 <ul style="list-style-type: none"> ■ Chatham Gate 昇御門 ■ liberté 昇悦居 ■ The Belcher's 寶翠園 ■ The Westwood 西寶城
China Green Building Design Label 中國綠色建築設計標識 <ul style="list-style-type: none"> ■ 3-Star 三星級 	Ministry of Housing and Urban-Rural Development Technology and Industrialization Development Centre 住房及城鄉建設部科技與產業化發展中心	STHL 信德集團 <ul style="list-style-type: none"> ■ NEW BUND 31 前灘31
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 <ul style="list-style-type: none"> ■ The Westwood 西寶城
Energy Saving Charter 2023 節能約章2023 <ul style="list-style-type: none"> ■ Participation Certificate 參與證書 	Electrical and Mechanical Services Department 機電工程署	STHL 信德集團 <ul style="list-style-type: none"> ■ Corporate Office 總部辦公室 STPL 信德置業管理有限公司 <ul style="list-style-type: none"> ■ Shun Tak Centre 信德中心 STPML 信德物業管理有限公司 <ul style="list-style-type: none"> ■ Chatham Place 昇御商場 ■ liberté place 昇悦商場 ■ The Westwood 西寶城 STCMSL 信德會所管理服務有限公司 <ul style="list-style-type: none"> ■ Artyzen Club 雅辰會
ESG Pledge ESG約章	The Chinese Manufacturers' Association of Hong Kong 香港中華廠商聯合會	STHL 信德集團

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司
<p>Green Office Award Labelling Scheme 綠色辦公室獎勵計劃</p> <ul style="list-style-type: none"> 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	<p>STPML 信德物業管理有限公司</p> <ul style="list-style-type: none"> liberté 昇悅居 <p>STPL 信德置業管理有限公司</p> <ul style="list-style-type: none"> Shun Tak Centre 信德中心
<p>Hong Kong Green Awards 2023 香港綠色企業大獎2023</p> <ul style="list-style-type: none"> Sustained Performance 8 years + 連續獲獎機構 (8年或以上) 	Green Council 環保促進會	<p>STPML 信德物業管理有限公司</p> <ul style="list-style-type: none"> Chatham Gate 昇御門
<p>Hong Kong Green Organisation 香港綠色機構</p>	Environmental Campaign Committee 環境運動委員會	<p>STHL 信德集團</p> <p>STPML 信德物業管理有限公司</p> <ul style="list-style-type: none"> liberté 昇悅居 <p>TurboJET 噴射飛航</p>
<p>Hong Kong Green Organisation Certification - Energywise Certificate 香港綠色機構認證 - 節能證書</p> <ul style="list-style-type: none"> Excellence Level 卓越級別 	Environmental Campaign Committee 環境運動委員會	<p>STHL 信德集團</p> <ul style="list-style-type: none"> Corporate Office 總部辦公室
<p>Hong Kong Green Organisation Certification - Energywise Certificate 香港綠色機構認證 - 節能證書</p> <ul style="list-style-type: none"> Basic Level 基礎級別 	Environmental Campaign Committee 環境運動委員會	<p>STHL 信德集團</p> <p>AHG 雅辰酒店集團</p> <p>STDL 信德發展有限公司</p> <p>STREL 信德地產有限公司</p> <p>MMCL 澳門東西有限公司</p> <ul style="list-style-type: none"> Corporate Office 總部辦公室 <p>STPML 信德物業管理有限公司</p> <ul style="list-style-type: none"> liberté 昇悅居 <p>TurboJET 噴射飛航</p> <ul style="list-style-type: none"> Ocean Shipyard 海洋船廠
<p>Hong Kong Green Organisation Certification - IAQwise Certificate 香港綠色機構認證 - 清新室內空氣證書</p> <ul style="list-style-type: none"> Excellence Level 卓越級別 	Environmental Campaign Committee 環境運動委員會	<p>STHL 信德集團</p> <ul style="list-style-type: none"> Corporate Office 總部辦公室 <p>STPML 信德物業管理有限公司</p> <ul style="list-style-type: none"> liberté 昇悅居

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Bodies 頒發機構	Company 公司
<p>Hong Kong Green Organisation Certification - Wastewise Certificate 香港綠色機構認證 - 減廢證書</p> <p>■ Excellence Level 卓越級別</p>	<p>Environmental Campaign Committee 環境運動委員會</p>	<p>STHL 信德集團</p> <p>STDL 信德發展有限公司</p> <p>STPML 信德物業管理有限公司</p> <p>STPL 信德置業管理有限公司</p> <p>STREL 信德地產有限公司</p> <p>MMCL 澳門東西有限公司</p> <p>■ Corporate Office 總部辦公室</p> <p>STPL 信德置業管理有限公司</p> <p>■ Shun Tak Centre 信德中心</p> <p>STPML 信德物業管理有限公司</p> <p>■ liberté 昇悅居</p> <p>AHG 雅辰酒店集團</p> <p>■ Corporate Office 總部辦公室</p>
<p>Hong Kong Green Shop Alliance 香港綠建商舖聯盟</p> <p>■ Certificate of Appreciation 感謝狀</p>	<p>Hong Kong Green Building Council 香港綠色建築議會</p>	<p>STPML 信德物業管理有限公司</p> <p>■ The Westwood 西寶城</p>
<p>Indoor Air Quality Certificate 室內空氣質素檢定證書</p> <p>■ Excellent Class 卓越級</p>	<p>Environmental Protection Department 環境保護署</p>	<p>STHL 信德集團</p> <p>■ Corporate Office 總部辦公室</p> <p>STPL 信德置業管理有限公司</p> <p>■ Shun Tak Centre 信德中心</p>
<p>Indoor Air Quality Certificate 室內空氣質素檢定證書</p> <p>■ Good Class 良好級</p>	<p>Environmental Protection Department 環境保護署</p>	<p>STPML 信德物業管理有限公司</p> <p>■ liberté 昇悅居</p> <p>■ The Westwood 西寶城</p> <p>■ The Belcher's Management Office 寶翠園管理處</p>
<p>ISO 14001:2015 Environmental Management Systems Accreditation ISO 14001:2015 環境管理系統認證</p>	<p>SGS Hong Kong Limited 香港通用檢測認證有限公司</p>	<p>STPL 信德置業管理有限公司</p> <p>STPML 信德物業管理有限公司</p> <p>STPFML 信德物業及設施管理有限公司</p> <p>STMSL 信德澳門服務有限公司</p> <p>Clean Living (Macau) Ltd 白洋舍(澳門)有限公司</p>

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司
Leadership in Energy and Environmental Design (LEED) 能源與環境設計先鋒評級 (LEED) ■ Gold 金級	U.S. Green Building Council 美國綠色建築議會	STHL 信德集團 ■ NEW BUND 31 前灘31
Leadership in Energy and Environmental Design (LEED) 能源與環境設計先鋒評級 (LEED) ■ Gold (Precertification) 金級(預認證)	U.S. Green Building Council 美國綠色建築議會	STHL 信德集團 ■ Beijing Tongzhou Integrated Development (Plot 14-1 & Plot 14-2) 北京通州綜合發展項目(地塊 14-1 和 地塊 14-2)
Macao Green Hotel Award 2022 澳門環保酒店獎2022 ■ 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
TVB ESG Awards 2023 TVB《環境、社會及管治大獎》2023 ■ ESG Special Recognition Award ESG 特別嘉許獎	Television Broadcasts Limited 電視廣播有限公司	STHL 信德集團
Water Quality Assurance Program in Buildings 樓宇安心用水計劃 ■ Elevated-level certificate 高級證書 ■ Basic-level certificate 初級證書	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 ■ Nova City 濠庭都會
WELL Building Standard 健康建築標準 ■ WELL Certification (Precertification) WELL 認證 (預認證)	International WELL Building Institute 國際健康建築研究所	STHL 信德集團 ■ Tianjin South High-Speed Railway Station Integrated Development 天津南高鐵站綜合發展項目
大灣區 ESG 可持續發展企業大獎 2023 (available in Chinese only)	100% HK Branding Award 大中華百分百香港名牌大獎	STPML 信德物業管理有限公司

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
<p>Caring Company Logo 「商界展關懷」標誌</p> <ul style="list-style-type: none"> 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 	<p>The Hong Kong Council of Social Service 香港社會服務聯會</p>	<p>STHL 信德集團</p> <p>TurboJET 噴射飛航</p> <p>STPML 信德物業管理有限公司</p>
<p>Equal Opportunity Employer Recognition Scheme 平等機會嘉許計劃</p> <ul style="list-style-type: none"> Equal Opportunity Employer (Equality for Diverse Abilities) 平等機會僱主(傷健平等共融) 	<p>Equal Opportunities Commission 平等機會委員會</p>	<p>STHL 信德集團</p> <p>STPML 信德物業管理有限公司</p>
<p>Family-Friendly Employers Award Scheme 2021 – 2023 2021-2023年度家庭友善僱主獎勵計劃</p> <ul style="list-style-type: none"> Family Friendly Employer Award 家庭友善僱主 Breastfeeding-friendly Workplace Award 支持母乳餵哺獎 United Against the Pandemic Award 疫境同行大獎 Excellent Family-Friendly Employer Award 優秀家庭友善僱主 	<p>The Women's General Association of Macau 澳門婦女聯合總會</p>	<p>STH(M)L 信德集團控股(澳門)有限公司</p>
<p>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」</p>	<p>The Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局</p>	<p>STHL 信德集團</p> <p>STDL 信德發展有限公司</p> <p>STPL 信德置業管理有限公司</p> <p>STPML 信德物業管理有限公司</p> <p>STREL 信德地產有限公司</p> <p>STTIHL 信德旅遊投資控股有限公司</p> <p>MMCL 澳門東西有限公司</p>
<p>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」</p>	<p>The Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局</p>	<p>STCMSL 信德會所管理服務有限公司</p>
<p>Happiness at Work Promotional Scheme 2023 開心工作間 2023</p> <ul style="list-style-type: none"> Happy Company 開心企業 	<p>Promoting Happiness Index Foundation 香港提升快樂指數基金</p>	<p>STHL 信德集團</p>
<p>Hong Kong Volunteer Award - Corporate Award 香港義工獎 - 企業獎</p> <ul style="list-style-type: none"> Top Ten Highest Volunteer Hours Award (Corporate with 101-999 full-time employees) 年度十大最高義工時數獎(全職僱員人數 101-999 人之商業機構) Volunteer Hour - Certificate of Appreciation (500 hours or above) 義工時數 - 優異獎 (500小時或以上) 	<p>Home and Youth Affairs Bureau and Agency for Volunteer Service 民政及青年事務局及義務工作發展局</p>	<p>STHL 信德集團</p>

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司
IR Magazine Awards - Greater China 2023 投資者關係雜誌 - 大中華地區大獎 2023 ■ Best Crisis Management 最佳危機管理	IR Magazine 投資者關係雜誌	STHL 信德集團
ISO 45001:2018 Occupational Health and Safety Management Systems Accreditation ISO 45001:2018 職業安全健康管理體系認證	SGS Hong Kong Limited 香港通用檢測認證有限公司	STPFML 信德物業及設施管理有限公司 STPL 信德置業管理有限公司 STPML 信德物業管理有限公司 STMSL 信德澳門服務有限公司
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
Outstanding Disabled Employees and Talent Recognizing Employers Award Program 2023 2023 優秀殘障僱員暨識才僱主嘉許計劃	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
SportsHour Company Scheme 企業「一」起動嘉許計劃	InspiringHK Sports Foundation 凝動香港體育基金	STHL 信德集團
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

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
2023 HKDA Brand Design Awards Excellence in Best Marketability Award 「香港設計師協會最佳品牌設計大獎2023」 特色旅游目的地	Hong Kong Designers Association 香港設計師協會	Macau Tower 澳門旅遊塔
Asia Pacific Awards of Excellence 2022-2023 亞太區卓越大獎 2022-2023 <ul style="list-style-type: none"> ■ Facility Management Operation category - Certificate of Merit 設施管理營運 - 優異獎 ■ Risk Management category - Certificate of Merit 風險管理 - 優異獎 	The Hong Kong Chapter of International Facility Management Association 國際物業設施管理協會(香港分會)	STPML 信德物業管理有限公司 <ul style="list-style-type: none"> ■ liberté 昇悅居
Best Hospitality, Tourism and Leisure Project 最佳酒店、旅遊和休閒專案 <ul style="list-style-type: none"> ■ Bronze Award 銅獎 	MIPIM Asia Awards (只有英文版)	STHL 信德集團 <ul style="list-style-type: none"> ■ NEW BUND 31 前灘31
Best Partner Award 2023 2023最佳合作夥伴獎	Trip.com Group 攜程集團	AHG 雅辰酒店集團 <ul style="list-style-type: none"> ■ Artyzen Habitat Dongzhimen Beijing 北京東直門雅辰悅居酒店
China Real Estate & Design Award 2023 地產設計大獎中國 2023 <ul style="list-style-type: none"> ■ Future Project category - Silver Award 未來(方案)項目 - 銀獎 	China Real Estate & Design Award 地產設計大獎·中國	STHL 信德集團 <ul style="list-style-type: none"> ■ NEW BUND 31 前灘31
GBE HOPSCA Awards 2022-2023 GBE商業綜合體大獎 2022-2023	Global Business Engine GBE建築論壇	STHL 信德集團 <ul style="list-style-type: none"> ■ NEW BUND 31 前灘31
Global Future Design Awards 2023 - Gold Award (只有英文版)	Architecture Press Release (只有英文版)	STHL 信德集團 <ul style="list-style-type: none"> ■ NEW BUND 31 前灘31
Hong Kong Top Brand Mark (Top Mark) 香港名牌標識 (Top 嘜) <ul style="list-style-type: none"> ■ Ordinary & Premier Mark 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	SGS Hong Kong Limited 香港通用檢測認證有限公司	STPL 信德置業管理有限公司 STPML 信德物業管理有限公司 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
Most Anticipated Hotel New Opening of 2023 2023年度最受矚目新開業酒店	China Hotel Menduner 中國酒店門墩兒獎	AHG 雅辰酒店集團 <ul style="list-style-type: none"> ■ Artyzen Habitat Hengqin Zhuhai 珠海橫琴雅辰悅居酒店

Recognition / Award / Charter 嘉許 / 獎項 / 約章	Issuing Bodies 頒發機構	Company 公司
New Lifestyle Brand of the Year 2023 年度新銳生活方式品牌獎 2023	The Bund D.E.S.I.G.N Hotels Award 外灘設計酒店大獎	AHG 雅辰酒店集團 ■ Artyzen Habitat 雅辰悅居酒店
Partner Employer Award 2023 「友商有良」嘉許計劃 2023	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
Security Services Best Training Award 2021 保安服務最佳培訓獎2021 ■ Award of Bronze (Licensed Security Company - Type I) 第一類別保安公司 - 銅獎	Vocational Training Council 職業訓練局	STPML 信德物業管理有限公司 ■ liberté 昇悅居
The 10 th PropertyGuru Asia Property Award (Mainland China) 第10屆PropertyGuru亞洲不動產獎 (中國內地) ■ Best Mixed Use Development 「年度綜合體項目」 ■ Best Landmark Development 「年度地標建築項目」	PropertyGuru Group PropertyGuru集團	STHL 信德集團 ■ NEW BUND 31 前灘31
The 18 th PropertyGuru Asia Property Awards Grand Final 第18屆「PropertyGuru亞洲不動產獎」總決賽 ■ Best Mixed Use Development (Asia) 年度綜合體發展項目 (亞洲)	PropertyGuru Group PropertyGuru集團	STHL 信德集團 ■ NEW BUND 31 前灘31
The 22 nd HKOSH Award 第22屆香港職業安全健康大獎 ■ Safety Management System Award (All Industries) 安全管理制度大獎 (各行各業組)	Occupational Safety & Health Council 職業安全健康局	STPML 信德物業管理有限公司 ■ The Westwood 西寶城
The 31 st Asia Pacific Interior Design Awards 第31屆亞太區室內設計大獎2023 ■ Excellence Award 優異獎	Hong Kong Interior Design Association 香港室內設計協會	STHL 信德集團 ■ NEW BUND 31 前灘31
The Best City Resort Hotel 2023 2023最佳城市度假酒店	LUXURY TIMES 現代奢侈品	AHG 雅辰酒店集團 ■ Artyzen Grand Lapa Macau 澳門雅辰酒店
The Best Hotel Architecture Singapore 新加坡最佳酒店建築設計 ■ Winner 金獎	The Asia Pacific Property Awards 2022 - 2023 2022 - 2023年亞太房地產大獎	AHG 雅辰酒店集團 ■ Artyzen Singapore 新加坡雅辰酒店
The Most Anticipated Lifestyle Brand 2023 酒店旅行甄選大賞年度值得期待生活方式品牌大獎 2023	GOGO Shanghai GOGO上海	AHG 雅辰酒店集團 ■ Artyzen Hotels and Resorts 雅辰酒店及度假村
Travel Awards 2023 (只有英文版)	KAYAK 客涯	AHG 雅辰酒店集團 ■ Grand Coloane Resort 鷺環海天度假酒店
Traveler's Choice Award 2023 旅行者之選大獎 2023	TripAdvisor 貓途鷹	AHG 雅辰酒店集團 ■ Grand Coloane Resort 鷺環海天度假酒店

Furthermore, during 2023, we actively participated as members of the following organisations and institutions. We firmly believe that our alignment in values can contribute to ongoing enhancements and guide us towards a more sustainable future for the Group.

此外，在 2023 年期間，我們擁有下列組織及機構的會員資格。我們堅信與我們價值觀一致的夥伴有助我們持續改進，並引導集團邁向更可持續的未來。

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
Austrian Chamber of Commerce Hong Kong & Macau 奧地利駐港澳總領事館	AHG 雅辰酒店集團 ■ Grand Coloane Resort 鷺環海天度假酒店	Member 會員
Canadian Chamber of Commerce in Macao 澳門加拿大商會	AHG 雅辰酒店集團 ■ Artyzen Grand Lapa Macau 澳門雅辰酒店	Member 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 Chinese Importers' & Exporters' Association 香港中華出入口商會	MMCL 澳門東西有限公司 IMCL 冰點東西(香港)有限公司	Corporate Member 商號會員
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 STCMSL 信德會所管理服務有限公司 AJ Hackett Macau Tower Limited (只有英文版)	Corporate Member 企業會員

Institution 機構	Company 公司	Class of Membership 會籍級別
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 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
Macao Hotel Association 澳門酒店協會	AHG 雅辰酒店集團 ■ Artyzen Grand Lapa Macau 澳門雅辰酒店 ■ Grand Coloane Resort 鷺環海天度假酒店	Member 會員
	Macau Tower 澳門旅遊塔	Associate Member 非正式會員
Macao Management Association 澳門管理專業協會	STHL 信德集團	Charter Member 特邀會員
Macao 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	Member 會員
	Macau Tower 澳門旅遊塔	
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

Institution 機構	Company 公司	Class of Membership 會籍級別
The Chinese General Chamber of Commerce Hong Kong 香港中華總商會	STHL 信德集團 Shun Tak Tourism Investment Holdings Limited 信德旅遊投資控股有限公司 Shun Tak Properties Limited 信德置業管理有限公司	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
The Real Estate Developers Association of Hong Kong 香港地產建設商會	STHL 信德集團 Shun Tak Development Limited 信德發展有限公司 STPML 信德物業管理有限公司	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 ⁵ 經濟表現 ⁵	Unit 單位	2023
Direct economic value generated 直接經濟價值產生		3,567,380
Economic value distributed 經濟價值分配	HK\$ '000 港幣千元	4,200,886
Economic value retained 經濟價值保留		(633,506)

Environmental Performance

環境表現

Energy Use ⁶ 能源使用 ⁶	Unit 單位	2023
Total energy use 能源使用總量		502,795
Electricity 電	'000 kWh 千個千瓦時	104,935
Electricity intensity 耗電強度	'000 kWh/m ² 千個千瓦時／平方米	0.070
Towngas 煤氣		175
Diesel 柴油		392,381
Unleaded petrol 無鉛汽油	'000 kWh 千個千瓦時	65
Liquefied petroleum gas 液化石油氣		3,680
Piped natural gas 管道天然氣		1,559
Greenhouse Gas ("GHG") Emissions 溫室氣體排放	Unit 單位	2023
GHG emissions for Scope 1 ⁷ 溫室氣體排放量 (範圍一) ⁷	tonnes CO ₂ e 公噸二氧化碳當量	116,668
GHG emissions for Scope 2 ⁸ 溫室氣體排放量 (範圍二) ⁸		63,456

5 For more details, please refer to our Annual Report 2023 (www.shuntakgroup.com).

詳情請參閱本集團2023年年報 (www.shuntakgroup.com)。

6 Energy Use calculations used the conversion factors provided by the UK Government Greenhouse gas reporting: conversion factors 2023.

能源計算採用「UK Government GHG Conversion Factors for Company Reporting 2023年」的轉換系數。

7 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。

8 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 2022, Hong Kong Electric's sustainability report 2022 and Companhia de Electricidade de Macau's sustainability report 2022. 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 2022.

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2022年可持續發展報告、香港電燈有限公司的2022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2022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2022年可持續發展報告中。

Greenhouse Gas ("GHG") Emissions 溫室氣體排放	Unit 單位	2023
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	0.039
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	0.034
Carbon intensity for transportation sector 運輸業務的碳強度	tonnes CO ₂ e/passenger-km 公噸二氧化碳當量/旅客週轉量	0.092
Other Air Emissions ⁹ 其他氣體排放 ⁹	Unit 單位	2023
NOx emission ¹⁰ 氮氧化物排放量 ¹⁰	kg 公斤	106
SOx emission ¹¹ 硫氧化物排放量 ¹¹		32,274
Resource Use ¹² 使用物料 ¹²	Unit 單位	2023
Paper 紙	tonnes 公噸	24.0
Total water use 總用水量	cubic metre 立方米	854,553
Municipal water 市政用水		854,521
Bottled water 瓶裝水		32
Water intensity 耗水強度	cubic metre/m ² 立方/平方米	0.57
Waste Disposal & Recycling 廢物棄置及回收	Unit 單位	2023
Non-hazardous Waste 非有害廢棄物		
General waste to landfill ¹³ 一般廢棄物(堆填) ¹³	tonnes 公噸	20,600.1
General waste to incineration ¹⁴ 一般廢棄物(焚化) ¹⁴		218.1
General waste to landfill/incineration intensity 一般廢棄物(堆填/焚化)強度	tonnes/m ² 公噸/平方米	0.03
Paper recycled 回收紙	tonnes 公噸	396.8
Plastics recycled 回收塑膠		20.8
Metals recycled 回收金屬		18.1
Used clothes recycled 回收舊衣物		17.6
Hazardous Waste ¹⁵ 有害廢棄物 ¹⁵		
Fluorescent lamps 光管	tonnes 公噸	4.5
Batteries 電池		5.8
Toner cartridges 碳粉匣	pieces 件	317
Waste oil 廢油	litres 公升	7,520

9 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。

10 NOx emissions include the Group's emissions from vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX.

氮氧化物排放量僅限於集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。

11 SOx emissions include the Group's emissions from TurboJET, vehicular sources, towngas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX.

硫氧化物排放量僅限於噴射飛航、集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。

12 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。

13 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。

14 Includes incineration data from Nova Mall and Grand Coloane Resort only.

焚化數據只包括來自星皓廣場及鷺環海天度假酒店。

15 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	2023
By Location 按地區劃分		
Hong Kong 香港	no. 人數 (%)	1,316 (39.4%)
Macau 澳門		1,658 (49.7%)
Mainland China 中國內地		344 (10.3%)
Singapore 新加坡		21 (0.6%)
By gender 按性別劃分		
Female 女性	no. 人數 (%)	1,403 (42%)
Male 男性		1,936 (58%)
By age group 按年齡組別劃分		
Under 30 years old 30歲以下	no. 人數 (%)	430 (12.9%)
30–50 years old 30至50歲		1,690 (50.6%)
Over 50 years old 50歲以上		1,219 (36.5%)
By employment category 按職級劃分		
Senior level 高層員工	no. 人數 (%)	209 (6.3%)
Middle level 中層員工		599 (17.9%)
Entry level 普通員工		2,531 (75.8%)
By employment type 按勞僱類型劃分		
Full-time 全職	no. 人數 (%)	2,925 (88%)
Part-time 兼職		414 (12%)

New Hire and Employee Turnover 新進員工和離職員工	Unit 單位	2023 New Hire ¹⁶ 2023新進員工 ¹⁶	2023 Turnover ¹⁷ 2023離職員工 ¹⁷
Group overall 總數	no. 人數 (%)	1,234 (37.0%)	787 (23.6%)
By location 按地區劃分			
Hong Kong 香港	no. 人數 (%)	620 (18.6%)	343 (10.3%)
Macau 澳門		478 (14.3%)	327 (9.8%)
Mainland China 中國內地		133 (4.0%)	114 (3.4%)
Singapore 新加坡		3 (0.1%)	3 (0.1%)
By gender 按性別劃分			
Female 女性	no. 人數 (%)	504 (15.1%)	326 (9.8%)
Male 男性		730 (21.9%)	461 (13.8%)
By age group 按年齡組別劃分			
Under 30 years old 30歲以下	no. 人數 (%)	326 (9.8%)	207 (6.2%)
30–50 years old 30至50歲		569 (17.0%)	364 (10.9%)
Over 50 years old 50歲以上		339 (10.2%)	216 (6.5%)

¹⁶ 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%

¹⁷ 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	2023	
No. of injuries 工傷宗數	Female 女性	no. 人數	14	
	Male 男性		34	
Injury rate ¹⁸ 工傷比率 ¹⁸	Female 女性	Per 1,000 employees 每1,000個員工	4.19	
	Male 男性		10.18	
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		2	
High-consequence injury rate ¹⁹ (excluding fatalities) 嚴重工傷比率 ¹⁹ (不包括死亡)	Female 女性	Per 1,000 employees 每1,000個員工	0	
	Male 男性		0.60	
Absentee rate ²⁰ (including vaccination leave) 缺勤比率 ²⁰ (包括疫苗假期)	Female 女性	%	0.59 %	
	Male 男性		0.74 %	
Lost day rate ²¹ 損失工作日比率 ²¹	Female 女性		0.04 %	
	Male 男性		0.14 %	
No. of occupational diseases 職業病宗數	Female 女性		no. 人數	0
	Male 男性			0
No. of fatalities ²² 致命工傷宗數 ²²	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	

Employee Training 員工培訓		Unit 單位	2023
Average hours of training received per employee 每名員工平均培訓時數		hours 小時	6.8
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		3.6
Male 男性			11.3
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		10.2
Middle level 中層員工			13.1
Entry level 普通員工			5.1
Percentage of employees trained by gender 按性別劃分的受培訓員工百分比			
Female 女性	%		30.0
Male 男性			72.4

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

工傷比率 = 工傷宗數 × 1000 ÷ 員工總數

19 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

20 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%

21 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%

22 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	2023
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	%	75.0
Middle level 中層員工		73.4
Entry level 普通員工		39.7
Percentage of employees receiving regular performance and career development reviews²³ 定期接受績效及職業發展檢核的員工百分比²³		
Female 女性	%	100
Male 男性		100

Suppliers by Geographical Region 各地區供應商	Unit 單位	2023
Hong Kong 香港	no. 個 (%)	3,647 (58%)
Macau 澳門		1,511 (24%)
Mainland China 中國內地		637 (10%)
Other regions 其他		476 (8%)

Community Work 社區工作	Unit 單位	2023
No. of programmes 社區項目數目	no. 個	223
No. of volunteer hours 義工服務時數	hours 小時	3,428
No. of beneficiaries served 受惠人數	no. 個	9,990
Amount of charity in-kind donations ²⁴ 慈善捐贈總值 ²⁴	HK\$ 港幣	21,086,368

²³ Includes permanent employees only.
只包括全職員工。

²⁴ Includes company monetary and in-kind donations, and staff donation across all business units.
包括各業務部門的慈善捐款及實物捐贈和員工捐贈。

GRI and HKEX ESG Reporting Guide Content Index



全球報告倡議組織及香港交易所 ESG 報告指引內容索引

Shun Tak Holdings Sustainability Report 2023 is prepared in accordance with the latest GRI Standards 2021, and the ESG Reporting Guide under Appendix C2 to the Rules Governing the Listing of Securities on HKEX. The following table provides with either cross-references of the relevant chapters or explanation.

《信德集團可持續發展報告 2023》是按照最新的全球報告倡議組織標準 2021，及香港聯合交易所有限公司的證券上市規則附錄 C2《環境、社會及管治報告指引》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及描述		HKEX KPI 香港聯交所關 鍵績效指標	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	Not Applicable 不適用	About This Report 關於本報告 About Shun Tak 信德集團 Annual Report 2023 — Review of Operations 2023年年報 — 「業務回顧」	P.4-5 P.6-7 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	Part B Reporting Boundary B部分： 匯報範圍	About This Report 關於本報告 Annual Report 2023 — Notes to the Financial Statements 2023年年報 — 「財務報表附註」	P.4-5
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.4-5
2-4	Restatements of information 資訊重編	Part B Reporting Principles B部分： 匯報原則	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	Not Applicable 不適用	About This Report 關於本報告 Assurance Statement 驗證聲明	P.4-5 P.111-112
2-6	Activities, value chain and other business relationships 活動、價值鏈和其他商業關係	KPI B5.1	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 2023 — Review of Operations 2023年年報 — 「業務回顧」	P.6-7 P.62-73 P.74-83 P.96-100 N/A
2-7	Employees 員工	KPI B1.1	Performance Highlights 表現概覽 Our People 我們的員工 Performance Data Summary 表現數據摘要	P.8-10 P.62-73 P.96-100

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2-8	Workers who are not employees 非員工的工作者	Not Applicable 不適用	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 Annual Report 2023 — Management Profile, and Corporate Governance Report 2023年年報 — 「管理層簡介」和「企業管治報告」	P.17-21 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 2023 — Nomination Committee Report 2023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 2023 — Management Profile 2023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	Part B Governance Structure B部分： 管治架構	About This Report 關於本報告 Annual Report 2023 — Management Profile, and Corporate Governance Report 2023年年報 — 「管理層簡介」和「企業管治報告」	P.4-5 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 Annual Report 2023 — Corporate Governance Report 2023年年報 — 「企業管治報告」	P.17-21 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.17-21
2-15	Conflicts of interest 利益衝突	Not Applicable 不適用	Annual Report 2023 — Corporate Governance Report 2023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 2023 — Corporate Governance Report, and Audit and Risk Management Committee Report 2023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 2023 — Corporate Governance Report 2023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			
2-19	Remuneration policies 薪酬政策		Annual Report 2023 — Remuneration Committee Report 2023年年報 — 「薪酬委員會報告」	N/A
2-20	Process to determine remuneration 薪酬決定流程			
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	Part B Governance Structure B部分： 管治架構	Message from the Management 管理層寄語 Our Governance 我們的管治	P.2-3 P.17-21

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2-23	Policy commitments 政策承諾	Not Applicable 不適用	About This Report 關於本報告 Our Governance 我們的管治	P.4-5 P.17-21
2-24	Embedding policy commitments 納入政策承諾		Our Governance 我們的管治 Our Value Chain 我們的價值鏈	P.17-21 P.74-83
2-25	Processes to remediate negative impacts 補救負面衝擊的程序		Our Governance 我們的管治	P.17-21
2-26	Mechanisms for seeking advice and raising concerns 尋求建議和提出疑慮的機制			
2-27	Compliance with laws and regulations 法規遵循		Our Governance 我們的管治 Our Value Chain 我們的價值鏈 There were no fines or non-monetary sanctions for non-compliance during the reporting period. 報告期內，本集團沒有因違規而被處分罰款或受非金 錢制裁。	P.17-21 P.74-83 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.84-95
2-29	Approach to stakeholder engagement 利害關係人議合方針	Part B Reporting Principles B部分： 匯報原則	Stakeholder Engagement 持份者參與	P.11-16
2-30	Collective bargaining agreements 團體協約	Not Applicable 不適用	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 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	Part B Reporting Principles B部分： 匯報原則	Stakeholder Engagement 持份者參與	P.11-16
3-2	List of material topics 重大主題列表			
GRI 205: Anti-corruption 2016 GRI 205: 反貪腐2016				
3-3	Management of material topics 重大主題管理	Aspect B7: General Disclosure 層面B7： 一般披露	Our Governance 我們的管治 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.17-21 N/A
205-1	Operations assessed for risks related to corruption 已進行貪腐風險評估的營運據點	KPI B7.2		
205-2	Communication and training about anti-corruption policies and procedures 有關反貪腐政策和程序的溝通及 訓練	KPI B7.3		
205-3	Confirmed incidents of corruption and actions taken 已確認的貪腐事件及採取的行動	KPI B7.1		

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GRI 301: Materials 2016 GRI 301: 物料2016				
3-3	Management of material topics 重大主題管理	Aspect A2 General Disclosure 層面A2： 一般披露	Our Governance 我們的管治 Our Environment 我們的環境 Our Value Chain 我們的價值鏈	P.17-21 P.22-39 P.74-83
301-1	Materials used by weight or volume 所用物料的重量或體積	KPI A2.5	The Group's operations do not consist of production and packaging. 本集團的業務不涉及生產與包裝。	N/A
301-2	Recycled input materials used 使用回收再利用的物料	Not Applicable 不適用		
301-3	Reclaimed products and their packaging materials 回收產品及其包材			
GRI 302: Energy 2016 GRI 302: 能源2016				
3-3	Management of material topics 重大主題管理	Aspect A2 General Disclosure 層面A2： 一般披露	Our Governance 我們的管治 Our Environment 我們的環境	P.17-21 P.22-39
302-1	Energy consumption within the organization 組織內部的能源消耗量	KPI A2.1	Performance Data Summary 表現數據摘要	P.96-100
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.96-100
302-4	Reduction of energy consumption 減少能源消耗	KPI A2.3	Performance Highlights 表現概覽 Our Environment 我們的環境	P.8-10 P.22-39
302-5	Reductions in energy requirements of products and services 降低產品和服務的能源需求	Not Applicable 不適用		
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	Aspect A2 General Disclosure 層面A2： 一般披露	Performance Highlights 表現概覽 Our Governance 我們的管治 Our Environment 我們的環境	P.8-10
		Aspect A3 General Disclosure 層面A3： 一般披露		P.17-21 P.22-39
303-1	Interactions with water as a shared resource 共享水資源之相互影響	KPI A2.4		
303-2	Management of water discharge-related impacts 與排水相關衝擊的管理	KPI A3.1		

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303-3	Water withdrawal 取水量	Not Applicable 不適用	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，本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，本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	KPI A2.2	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，本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.96-100 N/A
GRI 305: Emissions 2016 GRI 305: 排放2016				
3-3	Management of material topics 重大主題管理	Aspect A1 General Disclosure 層面A1： 一般披露 Aspect A3 General Disclosure 層面A3： 一般披露	Our Governance 我們的管治 Our Environment 我們的環境	P.17-21 P.22-39
305-1	Direct (Scope 1) GHG emissions 直接(範疇一)溫室氣體排放	KPI A1.1 KPI A1.2	Performance Data Summary 表現數據摘要	P.96-100
305-2	Energy indirect (Scope 2) GHG emissions 能源間接(範疇二)溫室氣體排放			
305-3	Other indirect (Scope 3) GHG emissions 其它間接(範疇三)溫室氣體排放	Not Applicable 不適用	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	KPI A1.2	Performance Data Summary 表現數據摘要	P.96-100
305-5	Reduction of GHG emissions 溫室氣體排放減量	KPI A1.5	Performance Highlights 表現概覽	P.8-10
305-6	Emissions of ozone-depleting substances (ODS) 臭氧層破壞物質(ODS)的排放	KPI A1.1	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.96-100 N/A

GRI Standard/Disclosure No. and Title 全球報告倡議組織標準及描述		HKEX KPI 香港聯交所關 鍵績效指標	Section Reference/Remarks 互相參照/註釋	Page No. 頁數
GRI 306: Waste 2020 GRI 306: 廢棄物2020				
3-3	Management of material topics 重大主題管理	Aspect A3 General Disclosure 層面A3： 一般披露	Our Governance 我們的管治 Our Environment 我們的環境	P.17-21 P.22-39
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	KPI A3.1		
306-2	Management of significant waste-related impacts 廢棄物相關顯著衝擊之管理	KPI A1.6		
306-3	Waste generated 廢棄物的產生	KPI A1.3 KPI A1.4	Performance Data Summary 表現數據摘要	P.96-100
306-4	Waste diverted from disposal 廢棄物的處置移轉	Not Applicable 不適用	Our Environment 我們的環境 Performance Data Summary 表現數據摘要	P.22-39 P.96-100
306-5	Waste directed to disposal 廢棄物的直接處置			
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	Aspect B1: General Disclosure 層面B1： 一般披露	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.17-21 P.62-73 N/A
402-1	Minimum notice periods regarding operational changes 關於營運變化的最短預告期	Not Applicable 不適用	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 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	Aspect B2: General Disclosure 層面B2： 一般披露	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.62-73 N/A

GRI Standard/Disclosure No. and Title 全球報告倡議組織標準及描述		HKEX KPI 香港聯交所關 鍵績效指標	Section Reference/Remarks 互相參照/註釋	Page No. 頁數
403-1	Occupational health and safety management system 職業安全衛生管理系統	KPI B2.3	Our People 我們的員工	P.62-73
403-2	Hazard identification, risk assessment, and incident investigation 危害辨識、風險評估及事故調查			
403-3	Occupational health services 職業健康服務			
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			
403-5	Worker training on occupational health and safety 有關職業安全衛生之工作者訓練			
403-6	Promotion of worker health 工作者健康促進			
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			
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	KPI B2.1	Our People 我們的員工 Performance Data Summary 表現數據摘要	P.62-73 P.96-100
		KPI B2.2	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.	N/A
		KPI B2.3	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 Standard/Disclosure No. and Title 全球報告倡議組織標準及描述		HKEX KPI 香港聯交所關 鍵績效指標	Section Reference/Remarks 互相參照/註釋	Page No. 頁數
403-10	Work-related ill health 職業病	Not Applicable 不適用	Our People 我們的員工 Performance Data Summary 表現數據摘要 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。 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.62-73 P.96-100 N/A
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	Aspect B3: General Disclosure 層面B3： 一般披露	Our People 我們的員工	P.62-73
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	KPI B3.1 KPI B3.2	Our People 我們的員工 Performance Data Summary 表現數據摘要	P.62-73 P.96-100
404-2	Programs for upgrading employee skills and transition assistance programs 提升員工職能及過渡協助方案	Not Applicable 不適用	Our People 我們的員工	P.62-73
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.96-100
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	Aspect B1: General Disclosure 層面B1： 一般披露	Our People 我們的員工	P.62-73
405-1	Diversity of governance bodies and employees 治理單位與員工的多元化	KPI B1.1	Our People 我們的員工 Performance Data Summary 表現數據摘要 Annual Report 2023 - Corporate Governance Report 2023年年報 — 「企業管治報告」	P.62-73 P.96-100 N/A
404-2	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	Not Applicable 不適用	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 413: Local Communities 2016 GRI 413: 當地社區2016				
3-3	Management of material topics 重大主題管理	Aspect B8: General Disclosure 層面B8： 一般披露	Our Community 我們的社區	P.40-61

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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	KPI B8.1	Performance Highlights 表現概覽	P.8-10
		KPI B8.2	Our Value Chain 我們的價值鏈	P.74-83
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	Not Applicable 不適用	The Group's operations do not contain significant actual and potential negative impacts on local communities. 本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 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	Not Applicable 不適用	Our Value Chain 我們的價值鏈	P.74-83
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	Not Applicable 不適用	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，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
GRI 418: Customer Privacy 2016 GRI 418: 客戶隱私2016				
3-3	Management of material topics 重大主題管理	KPI B6.5	About This Report 關於本報告 Our Value Chain 我們的價值鏈	P.4-5 P.74-83
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data 經證實侵犯客戶隱私或遺失客戶資料的投訴	Not Applicable 不適用	There were no substantiated complaints identified in relation to customer privacy and losses of customer data during the reporting period. 報告期內，本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
Not Material or Not Applicable Topics 非重大或不適用主題				
Not Applicable 不適用		Aspect A4 General Disclosure 層面A4： 一般披露	Our Governance 我們的管治 Our Environment 我們的環境	P.17-21 P.22-39
		KPI A4.1		
		KPI B1.2	Performance Data Summary 表現數據摘要	P.96-100

GRI Standard/Disclosure No. and Title 全球報告倡議組織標準及描述	HKEX KPI 香港聯交所關 鍵績效指標	Section Reference/Remarks 互相參照/註釋	Page No. 頁數
Not Material 非重大	Aspect B4: General Disclosure 層面B4： 一般披露	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.62-73 N/A
	KPI B4.1	Our People 我們的員工	P.62-73
	KPI B4.2		
	Aspect B5: General Disclosure 層面B5： 一般披露	Our Value Chain 我們的價值鏈	P.74-83
	KPI B5.2		
	KPI B5.3		
	KPI B5.4		
	Aspect B6: General Disclosure 層面B6： 一般披露	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.74-83 N/A
	KPI B6.1	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	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	Our Value Chain 我們的價值鏈	P.74-83
	KPI B6.4	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



Assurance Statement

驗證聲明

SGS Hong Kong's Report On Sustainability Activities In The Shun Tak Holdings Limited Sustainability Report 2023
香港通用檢測認證有限公司對信德集團有限公司於 2023 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 2023 of Shun Tak (hereinafter referred to as the Report) presented from 1 January 2023 to 31 December 2023.

Intended Users of this Assurance Statement

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

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.

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.

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.

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

Assurance Standard Options

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

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)

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2023》(以下簡稱「報告」)於2023年1月1日至2023年12月31日有關可持續發展的內容進行獨立驗證。

本驗證的使用者

本驗證聲明旨在告知信德的所有持份者。

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。

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。

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。

該報告的驗證乃根據以下的驗證標準進行：

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)

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)

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.

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
Business Assurance
1 March 2024

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

獨立審計的財務帳目中的財務數據，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。

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制準則，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
管理與保證
2024年3月1日

信德集團



SHUN TAK HOLDINGS

Shun Tak Holdings Limited

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

信德集團有限公司

香港干諾道中二百號信德中心西座三十九頂樓

www.shuntakgroup.com



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