



TSIM SHA TSUI PROPERTIES LIMITED
尖沙咀置業集團有限公司



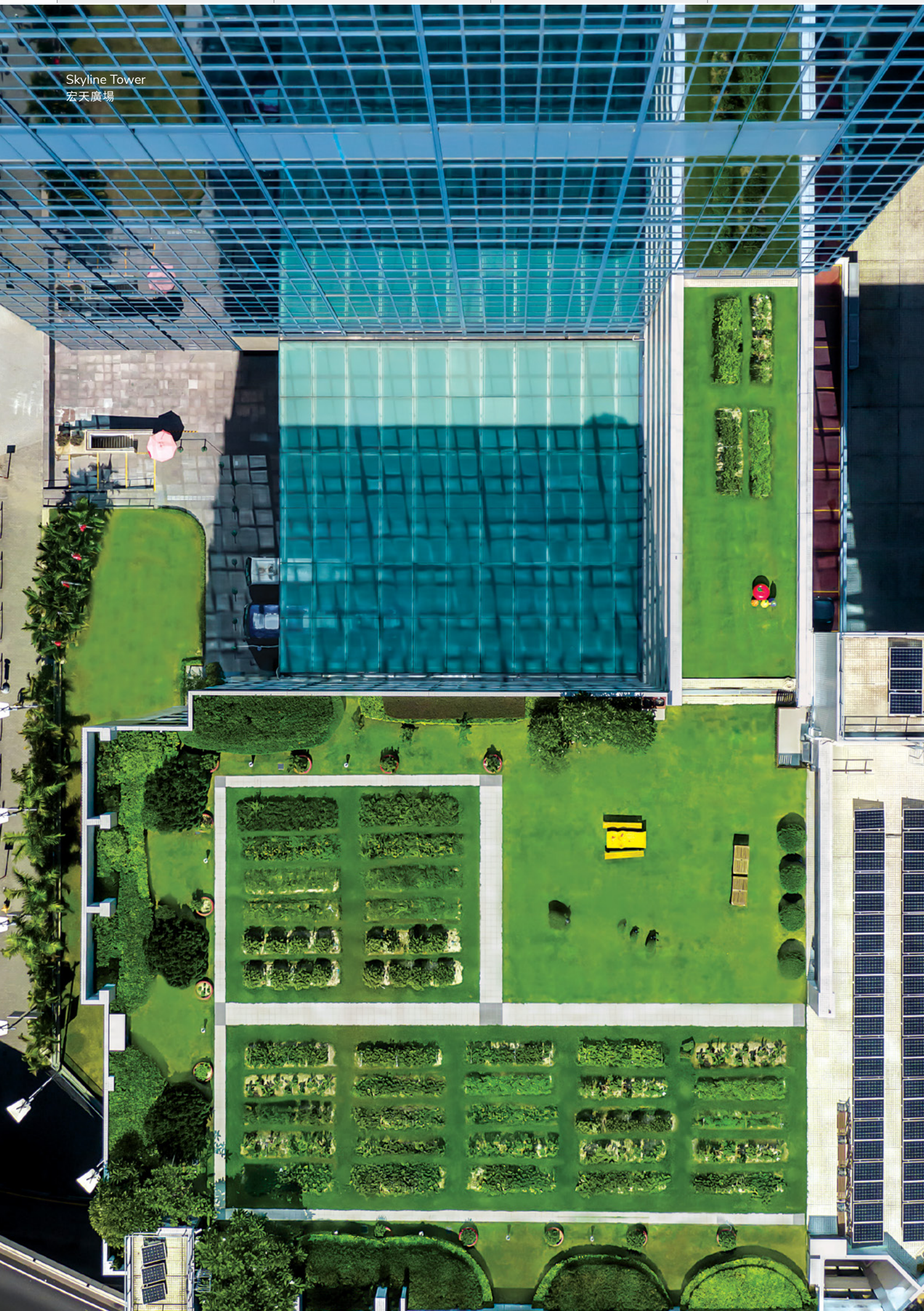
Creating Better Lifescapes

建構更美好生活

Sustainability Report 2020 可持續發展報告



Skyline Tower
宏天廣場



Contents

目錄

	2	About this Report 關於本報告
	4	About Tsim Sha Tsui Properties 關於尖沙咀置業
Managing Sustainability 可持續發展管理	6	Message from the ESG Steering Committee 環境、社會及管治督導委員會的話
	8	Sustainability Framework 可持續發展框架
	12	Performance Highlights 表現概覽
	16	Materiality Assessment and Stakeholder Engagement 重要性評估和持份者參與
	26	Governance 管治
Our Pillars 六大範疇	38	Green 綠色生活
	60	Wellness 健康舒泰
	76	Design 匠心設計
	86	Innovation 創意革新
	96	Heritage & Culture 文化傳承
	106	Community 連繫社群
Appendix 附錄	118	Awards and Recognition Highlights 獎項及殊榮概覽
	126	Progress on Key Sustainability Indicators 關鍵可持續發展指標的進展
	144	HKEX ESG Reporting Guide Content Index 香港交易所《環境、社會及管治報告指引》內容索引
	154	GRI Content Index GRI內容索引
	166	Ng Teng Fong Charitable Foundation 黃廷方慈善基金
	170	Hong Kong Innovation Foundation 香港創新基金

About this Report

關於本報告

We welcome your comments and suggestions on our sustainability performance shared in this Report. Please send your comments to sustainability@sino.com ↗

我們歡迎閣下就本報告所分享的可持續發展表現，提供寶貴意見及建議。有關意見可電郵至 sustainability@sino.com ↗

Tsim Sha Tsui Properties Limited (“Tsim Sha Tsui Properties” or the “Company”) is pleased to present its 7th Sustainability Report (the “Report”), covering the period from 1 July 2019 to 30 June 2020. It outlines the environmental, social and governance policies, initiatives and performance of the Company and its subsidiaries (collectively, the “Group”). In this Report, we discuss the Group’s commitment to sustainability based on our six pillars of Green, Wellness, Design, Innovation, Heritage & Culture and Community.

This Report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards: Core option, in conjunction with the GRI G4 Construction and Real Estate Sector Disclosures. It also addresses the “comply or explain” provisions as well as the recommended disclosures outlined in the Environmental, Social and Governance Reporting Guide under Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEX ESG Reporting Guide”) applicable for the reporting period. We have also included some additional disclosures under the revised HKEX ESG Reporting Guide which take effect on 1 July 2020 in this Report.

The operations under Sino Land Company Limited (“Sino Land”) represent a substantial portion of the operations of the Group as a whole. Therefore, for discussion purposes, this Report focuses on the sustainability performance and initiatives of Sino Land, including its headquarters, managed properties, construction sites in Hong Kong, as well as The Fullerton Hotels and Resorts in Singapore and Sydney.

尖沙咀置業集團有限公司(「尖沙咀置業」或「公司」)欣然發表第七份《可持續發展報告》(「本報告」)，以概述本公司及其附屬公司(統稱為「集團」)於2019年7月1日至2020年6月30日期間，在環境、社會及管治的政策、活動及表現。我們在本報告中就六大範疇分享集團履行可持續發展承諾而採取的行動，當中包括綠色生活、健康舒泰、匠心設計、創意革新、文化傳承和連繫社群。

本報告依循全球報告倡議組織(「GRI」)《可持續發展報告標準》中的核心選項及GRI G4《建築及房地產行業披露》編撰，同時亦根據適用於本報告期的《香港聯合交易所有限公司證券上市規則》(「香港交易所」)附錄27《環境、社會及管治報告指引》中的「不遵守就解釋」條文，以及「建議披露」匯報。此外，我們參考於2020年7月1日生效的香港交易所《環境、社會及管治報告指引》的修訂，於本報告作出一些附加披露。

信和置業有限公司(「信和置業」)之業務於集團整體業務佔很大比重。因此，本報告集中討論信和置業的可持續發展表現和計劃，包括其總部、集團管理的物業、在香港的建築工地，以及富麗敦集團在新加坡和悉尼的活動。



About Tsim Sha Tsui Properties

關於尖沙咀置業

Tsim Sha Tsui Properties Limited (HKSE: 0247), headquartered in Hong Kong, is one of the three listed companies of Sino Group whose shares are listed on The Stock Exchange of Hong Kong Limited.

As an extensive portion of the operations of Tsim Sha Tsui Properties is included under Sino Land, we focus on the business and sustainability initiatives and activities of Sino Land in this Report. Sino Land's core business comprises the development and investment of residential, office, industrial and retail properties and hotels in Mainland China, Hong Kong, Singapore and Australia.

Our core business is complemented by a range of property services, including property management, security, car park operations and environmental services. We are also a key player in hotel investment and management.

Sustainability is integral to our business and is integrated into all aspects of our operations. As a responsible corporate citizen, we are committed to Creating Better Lifescapes, which we bring to life through our work under the six pillars of Green, Wellness, Design, Innovation, Heritage & Culture and Community.

尖沙咀置業集團有限公司 (股份代號：0247) 總部設於香港，為信和集團旗下三間在香港聯合交易所有限公司上市的公司之一。

信和置業之業務佔尖沙咀置業整體業務很大比重，本報告將集中介紹信和置業的業務及可持續發展的相關項目及活動。信和置業的核心業務包括住宅、寫字樓、工業大廈、商場及酒店物業發展及投資，遍及中國內地、香港、新加坡和澳洲。

為配合集團的核心業務，我們提供一系列物業服務，包括物業管理、保安、停車場管理和環境衛生服務。此外，我們積極參與酒店投資及管理。

可持續發展已被納入到各營運層面，成為業務中不可或缺的一部分。作為負責任的企業公民，我們通過將綠色生活、健康舒泰、匠心設計、創意革新、文化傳承及連繫社群這六大範疇，將可持續發展帶入生活，致力建構更美好生活。



Property Development**物業發展**

Sino Land develops properties for sale and investment, including residential, industrial and retail properties, and offices. As at 30 June 2020, Sino Land had a land bank of approximately 22.3 million square feet ("sq. ft.") of attributable floor area in Mainland China, Hong Kong, Singapore and Sydney within its balanced portfolio of properties.

We incorporate environmentally-responsible designs, features and initiatives in all of our projects. Our heritage conservation and restoration projects, such as The Fullerton Hotels in Singapore and Sydney, together with the arts and cultural initiatives we support, help to revitalise communities.

信和置業發展住宅、工業大廈、商場和寫字樓等物業，作銷售和投資用途。於2020年6月30日，信和置業在中國內地、香港、新加坡和悉尼約有應佔樓面面積22.3百萬平方尺的土地儲備，各類型物業比例均衡。

我們對環境負責，並把環保設計、元素和相關措施，納入於所有項目。我們的歷史建築保育和復修項目，如位於新加坡和悉尼的富麗敦酒店，連同支持藝術和文化計劃，有助活化社區。

Investment Properties**物業投資**

Sino Land has built a rental portfolio that generates a solid stream of recurrent income and cash flow, with rental income growing in line with our development pipeline. Our balanced portfolio of investment properties comprises residential, retail, office and industrial properties as well as car parks. We also carry out asset enhancement initiatives to ensure our properties remain appealing to customers.

信和置業的租賃組合，能帶來穩定的經常性收入和現金流。租賃的收入增長，與我們的業務發展並進。投資物業組合均衡，包括住宅、商場、工商業大廈和停車場。我們亦為資產增值，保持物業對客戶的吸引力。

Hotel Business**酒店業務**

Sino Land owns and manages hotels, including those under The Fullerton Hotels and Resorts in Singapore and Sydney. In Hong Kong, we also own The Conrad Hong Kong and The Olympian Hong Kong.

信和置業擁有並管理酒店，包括富麗敦集團位於新加坡和悉尼的酒店。在香港，我們亦擁有香港麗酒店和香港遨凱酒店。

Property Management and Other Services**物業管理及其他服務**

Sino Land manages more than 190 properties, totalling over 50 million sq. ft. To ensure a seamless "Sino Experience", we provide a comprehensive range of professional property services, including maintenance, security and professional environmental services, ranging from specialist cleaning to environmentally-responsible cleaning solutions. Additionally, we manage clubhouses, related facilities and car parks.

信和置業管理逾190個物業，總面積超過5,000萬平方尺。為確保無縫的「信和體驗」，我們為旗下管理的物業，提供全面的專業物業管理服務，包括保養維修、保安，以及專業環境衛生服務，從專業清潔到環保解決方案，皆一應俱全。此外，我們亦管理會所、相關設施和停車場。

Message from the ESG Steering Committee

環境、社會及管治督導委員會的話

At the Group, sustainability is central to what we do as we seek to create value for stakeholders and make business a driver of sustainability for a better future. Taking a holistic approach, we integrate sustainability into every aspect of our operations – from architectural planning to environmentally friendly provisions, from green property management to green innovations, from taking care of our staff to serving the community – to “Creating Better Lifescapes”.

This is the ethos we take to our heart – committed and aligned, we make every effort to build a better life together, where communities thrive in harmony by embracing green living and wellness, by engaging with all and pursuing meaningful designs, and by seeking innovation while respecting heritage and culture. We bring this to life through work in six areas, namely Green, Wellness, Design, Innovation, Heritage & Culture and Community. Interconnected and complementing each other, these six areas guide how we plan, design, work and deliver products and services throughout the value chain.

We set up the Sustainability Committee in 2010 for systematic planning and implementation of sustainability strategies. As we celebrate the ten-year mark this year, we restructure and rename the committee as the Environmental, Social and Governance Steering Committee (“ESG Steering Committee”). In addition to formulating strategies and plans, the ESG Steering Committee supports the Board of Directors in overseeing and steering the Group’s sustainability efforts, sets directions and develops policies. This re-organisation is an apt reflection of the changes we need to make as the market evolves, and it places us in a better position to address sustainability matters.

We have unveiled our Sustainability Vision 2030, an important blueprint charting the course for 2030 and beyond. It entails our visions for crucial areas such as renewable energy, plastic reduction, green building certification and innovative sustainability solutions to contribute to a more sustainable future.

可持續發展是集團業務營運不可或缺的一環。我們致力為持份者創造價值，並將可持續發展融入業務各個層面——從建築規劃到環保設施；從綠色物業管理到環保科創意念；從關顧員工到服務社群；我們採取全面方針，建構更美好生活。

我們透過綠色生活、健康舒泰、匠心設計、創意革新、文化傳承及連繫社群六大範疇，落實「建構更美好生活」的願景——擁抱綠色生活、追求健康舒泰、連繫社區及頌揚匠心設計、力求創新同時尊重文化傳承，共建和諧昌盛的社區。六項範疇環環緊扣、相輔相成，並為我們從規劃、設計、營運以至交付產品與服務的整個價值鏈訂下原則。

集團於2010年成立可持續發展委員會，有系統地規劃及執行相關策略。為更好應對市場發展，推動集團可持續發展，委員會在2020年整合並更名為「環境、社會及管治督導委員會」，協助董事會監察及督導集團可持續發展舉措，協助制定整體方向及政策。今年適值為成立十週年，更添意義。

我們制定及發布「可持續發展願景2030」，為集團未來可持續發展提供重要藍圖及策略。「可持續發展願景2030」涵蓋再生能源、減少單次使用塑膠製品、環保建築認證及創新環保科技等重要範疇，建構更可持續發展未來。

During the reporting period (1 July 2019 – 30 June 2020), we continued to make strides on various fronts on our sustainability journey. Below are a few highlights:

- As of June 2020, we achieved greenhouse gas emission reduction by 17.73% (from 2012 level), exceeding our target by 1.73% and one year ahead of plan.
- In April 2020, Sino Land joined the United Nations Global Compact as a Signatory, becoming one of the first property companies in Hong Kong to do so and reaffirming our commitment to principled operations and conducting business in a responsible manner.
- Aligned our sustainability efforts with 15 United Nations Sustainable Development Goals.
- We have updated and expanded the ESG Policies, which have been made available on our corporate website.
- We continue to adopt sustainable building standards, invest in technologies and incorporate renewable energy and energy-efficient features in our projects. During the reporting period, 76% of our projects under development obtained BEAM Plus provisional rating. 133 Portofino, our residential project in Sai Kung, has become the first residential property in Hong Kong to receive WELL v2™ pre-certification, the world's first architectural benchmark focusing exclusively on human health and wellness to improve sustainability. After the reporting period, St. George's Mansions in Ho Man Tin and Landmark South in Wong Chuk Hang also received WELL v2™ pre-certification.
- To foster a culture of innovation and enhance our ability to innovate, a group-wide competition, Sinovation, was launched in June 2019. Four out of 131 out-of-the-box ideas from colleagues have been identified and selected as winners, who receive funding support to turn their concepts into functional prototypes to enhance productivity and efficiency.

We have taken the opportunity to set new targets on decarbonisation, renewable energy and green building certification. More details are provided in the Report.

We would not have been able to achieve these mileages without your support on our sustainability journey. On behalf of the team, I would like to thank you for your wonderful support.

We shall continue to play our part to contribute to a more sustainable future, and look forward to Creating Better Lifescapes with you.

Daryl Ng
Chairman, ESG Steering Committee

報告期內(2019年7月1日至2020年6月30日),集團繼續在可持續發展旅程上取得進展,以下是重點摘要:

- 截至2020年6月,集團溫室氣體排放量從2012年水平減少17.73%,提前一年完成並超額達成目標1.73%。
- 信和置業於2020年4月簽署加入《聯合國全球契約》成為簽署企業,為香港首批簽署的地產發展商之一,印證集團業務恪守誠信的承諾。
- 將可持續發展策略與聯合國可持續發展目標其中15項配對。
- 更新及加強環境、社會及管治相關政策,並上載至集團網站。
- 我們繼續於發展項目採納可持續建築標準,投資科技、引入節能措施,提升建築物環保績效。於報告期內,集團76%發展中項目已獲綠建環評預認證;位於西貢的最新住宅項目133 Portofino,為香港首個榮獲《WELL建築標準™》v2預認證的住宅項目。有關認證為全球首個融合建築及身心健康,以提升可持續發展的建築標準認證體系。報告期後,何文田St. George's Mansions及黃竹坑Landmark South亦獲取《WELL建築標準™》v2預認證。
- 集團致力推動企業創新文化及培育創新思維,於2019年6月推出「信·共創」計劃,至今收到131個由同事提出的創新提議,當中四項優秀方案獲甄選為優勝者並獲得資助,將概念發展為功能性原型,提高效率及生產力。

我們並就減碳、再生能源及環保建築認證訂立全新目標。詳情可參考報告內有關章節。

可持續發展旅程需要各方協作努力。本人謹代表環境、社會及管治督導委員會及團隊感謝您一直以來的支持。

我們當繼續努力,為建設可持續發展未來出一分力。期待與您共建更美好生活。

環境、社會及管治督導委員會主席
黃永光 謹啟

Sustainability Framework

可持續發展框架

Our Sustainability Framework aligns our strategies with our vision of “Creating Better Lifescapes”. Our pillars and related material topics guide our strategic approach to sustainability. With sound governance and a strong corporate culture, we ensure our business activities are conducted within the wider context of our communities and the environment to create shared value for all our stakeholders.

The Group focuses its efforts on its six pillars of Green, Wellness, Design, Innovation, Heritage & Culture and Community, which are increasingly interconnected and interrelated. We have also mapped our six pillars with the holistic United Nations Sustainable Development Goals (“SDGs”).

Each of our pillars has specific strategies, related goals and initiatives, all of which are discussed in this Report, along with our performance during the year. The following page outlines Sino Group’s Sustainability Vision 2030 to which Sino Land contributes to their achievement. For specific Sino Land’s goals, please refer to the management approach section for each pillar.

我們的可持續發展框架與策略互相呼應，以實現「建構更美好生活」的願景。我們在可持續發展的主要範疇和相關重大議題引領下，制定策略性的可持續發展方針，更憑藉穩健的管治和深厚的企業文化，確保業務活動能在更廣的社區和環境下，為所有持份者創造共享價值。

集團著力於綠色生活、健康舒泰、匠心設計、創意革新、文化傳承及連繫社群六大可持續發展範疇。這些範疇環環相扣，關係緊密。我們並將六大範疇與全面的聯合國可持續發展目標配對。

每一個範疇均訂立具體策略，以及相關的目標和計劃。本報告將進一步討論這些範疇和年內表現。載於下頁的為信和集團的可持續發展願景2030，信和置業亦致力達成這些目標。有關信和置業的具體目標，請參閱每個範疇章節的管理方針。



Sustainability Vision 2030 可持續發展願景2030

Green 綠色生活

- By 2030, achieve a greenhouse gas ("GHG") emission reduction of 30% from our 2012 baseline (covering the common areas of 51 properties under our management)
- By 2022, reduce single-use plastic consumption by 50% across all business lines from our 2017 baseline
- By 2030, achieve a renewable energy generation of 8,000,000 kWh from the 2012 level
- By 2025, 60% of seafood served at the Group's hotels will be purchased from sustainable sources
- 以2012年水平為基數，於2030年前將溫室氣體排放量減少30% (包括我們管理的51項物業的公共地方)
- 以2017年水平為基數，於2022年前將集團旗下各業務的即棄塑膠製品消耗量減少50%
- 由2012年至2030年前實現再生能源的發電量達800萬千瓦時
- 於2025年前，集團旗下酒店供應的60%海鮮將採購自可持續來源

Wellness 健康舒泰

- Deliver products and services that enhance the wellness of our stakeholders
- Improve the wellbeing of our employees through wellness programmes covering work, family, physical health and mental health
- Increase training hours per employee by 50% by 2025 and 100% by 2030 from 2019 level
- We embrace diversity and inclusion. We ensure equal opportunities in all our people related practices
- 提供能進一步提升持份者身心健康的產品和服務
- 透過涵蓋工作、家庭及身心健康活動提高員工健康舒泰
- 以2019年為基數，於2025年及2030年前分別增加每名員工的培訓時數50%及100%
- 我們擁抱共融多元文化，確保平等機會原則在人力資源措施中得以有效實施

Design 匠心設計

- Achieve BEAM Plus certification for all of our new buildings in Hong Kong
- Seek to achieve WELL™ certification for all of our new buildings in Hong Kong
- Continue to adopt sustainable building standards and invest in improvements across our portfolio
- 為旗下所有香港新建物業取得綠建環評認證
- 致力為旗下所有香港新建物業取得《WELL建築標準™》認證
- 繼續採用可持續建築標準，並投放資源提升現有的物業

Innovation 創意革新

- Foster a culture of innovation that enables colleagues and external innovators to test out new ideas and build a mechanism to apply new technologies in our business operations
- Obtain ISO 27001 (Information security management) certification by 2025
- 促進創新文化，為同事及科創企業提供試驗新構思的機會，並建立於業務應用新科技的機制
- 於2025年前獲取ISO 27001 (資訊安全管理體系) 認證

Heritage & Culture 文化傳承

- Supporting communities' arts and culture events and programmes to enrich everyday life
- 支持社區的藝術及文化活動與計劃，讓社會的日常生活更加豐盛

Community 連繫社群

By 2025

- Improve the wellbeing of 5,000 less-resourced families
- Establish a wellness education programme to promote health education in the community
- Support 150 primary schools and enhance the school environment by providing wellness education
- Collaborate with local NGOs to promote social inclusion
- Collaborate with NGOs to help women from less-resourced families contribute to the community

By 2030

- Develop long-term, mutually-beneficial relationships aimed at
 - enhancing the quality of life of all our stakeholders, including individuals, groups and the wider community; and
 - promoting social inclusion

於2025年前

- 致力改善5,000個基層家庭的生活
- 於社區推出健康教育課程，推廣健康概念
- 透過提供身心健康教育，支援150間小學改善學校環境
- 與本地非政府機構合作，促進社會共融
- 與非政府機構協作，幫助基層婦女貢獻社區

於2030年前

- 發展長遠和互惠關係，以：
 - 提升持份者，包括個人、群體，以至廣大社區的生活質素；以及
 - 促進社會共融

Sustainability Framework
可持續發展框架

Corporate Vision & Mission
企業願景和使命

Vision 願景

To make Sino the preferred choice for customers, investors and employees.

信和成為顧客、投資者及僱員的首選。

Mission 使命

To achieve excellence by fully understanding the needs of customers and consistently surpassing their expectations.

了解顧客的需要，時刻超越顧客的期望，以實踐卓越品質。

Sustainability Vision
可持續發展願景

Creating
Better
Lifescapes
建構更美好生活

Pillars
範疇

Green 綠色生活

Wellness 健康舒泰

Design 匠心設計

Innovation 創意革新

Heritage & Culture 文化傳承

Community 連繫社群

Foundation for Sustainability
可持續發展的基礎

Governance 企業管治

Corporate Core Values
企業核心價值

Integrity 誠信可靠
Customer First 顧客至上

Material Topics
重大議題

Environmental Compliance 遵守環境規例
Climate Resilience & GHG Emissions 氣候抗禦力和溫室氣體排放
Energy Consumption & Efficiency 能源消耗和效益
Material Use, Waste Reduction & Management 物料使用、廢物削減和管理
Water Consumption & Efficiency 用水和用水效益

Human Capital 人力資本
Occupational Health & Safety 職業健康及安全
Customer Health & Safety 顧客健康及安全
Customer Satisfaction 顧客滿意度

Sustainable Buildings 可持續發展建築物

Investment in Innovation 創新投資

Heritage & Culture 文化傳承

Community Engagement 社區參與

Corporate Governance & Risk Management 企業管治與風險管理
Direct & Indirect Economic Impacts 直接和間接的經濟影響
Ethics & Integrity 道德與誠信
Cybersecurity & Data Protection 網絡安全與數據保護

SDGs Alignment
相關的可持續發展目標



Quality Excellence 卓越品質
Respect 尊重共融

Teamwork 團隊精神
Continuous Improvement 不斷求進

Preparedness 充分準備
Sense of Urgency 急迫意識

Performance Highlights

表現概覽

Sino Land is committed to our vision of “Creating Better Lifescapes”.

This means taking a holistic, long-term approach and working in partnership with stakeholders to create better environments and a better life together.

信和置業致力實現「建構更美好生活」的願景，採取整體和長遠方針，與持份者合作，共同創造更優質環境，建構更美好的生活。

During the reporting period (1 July 2019 – 30 June 2020)
報告期間 (2019年7月1日至2020年6月30日)



Governance
企業管治

BCI Asia Awards 2019

awarded as Top Ten Developers
獲評選為2019年度「BCI Asia 香港十大地產發展商」

Zero

corruption cases recorded
沒有錄得任何貪污事件

Hang Seng Corporate Sustainability Index

listed since 2012
自2012年起列入恒生可持續發展企業指數成份股

United Nations Global Compact

signatory since April 2020
於2020年4月簽署《聯合國全球契約》



Green
綠色生活

-17.7%

GHG emission reduction from 2012 level
溫室氣體排放量從2012年水平減少17.7%

31,307 tonnes

of materials collected for recycling
收集31,307公噸物料循環再造

2019 Hong Kong Awards for Environmental Excellence

attained a Silver Award & four Merit Awards in the Property Management Category
於「2019香港環境卓越大獎」的物業管理範疇榮獲一個銀獎及四個優異獎



Wellness
健康舒泰

11 average training hours

per colleague
員工平均培訓時數為11小時

10 days

of paid parental leave on top of
14 weeks of maternity leave
提供14周產假並新增十天有薪育嬰假

Asia Recruitment Awards 2020

received Gold Award in Best Internship Programme
於「亞洲招聘大獎2020」榮獲「最佳實習生計劃」金獎



Design
匠心設計

76% of our projects under development

have obtained BEAM Plus provisional rating

76%發展中項目已獲綠建環評預認證

133 Portofino

was awarded WELL Core v2™ pre-certification

133 Portofino獲得《WELL建築標準™》Core v2預認證



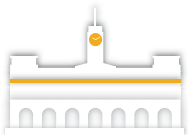
Innovation
創意革新

>2,400 visitors

>100 technologies/solutions evaluated

at Sino Inno Lab

「信和創意研發室」吸引超過2,400位訪客，並評選了逾100項技術/解決方案



Heritage &
Culture
文化傳承

The Fullerton Hotel Sydney

housed in the heritage-listed former Sydney General Post Office,
opened doors in October 2019

坐落於地標性歷史建築—前悉尼郵政總局的悉尼富麗敦酒店於2019年10月開幕



Community
連繫社群

> 174,000 hours

of volunteer service contributed

義工服務總時數逾174,000小時

> 8,000

less-resourced elderly, children, youth and families served

服務逾8,000個來自基層的長者、兒童、青少年及家庭

> 260 volunteer activities

organised

舉辦逾260個義工活動

Performance Highlights
表現概覽

The Ten Principles of the United Nations Global Compact

In April 2020, Sino Land was delighted to become a signatory of the United Nations Global Compact (“UNGC”). In joining over 13,000 leading companies, organisations and governments across 170 countries, Sino Land is committed to implementing environmental, social and ethical practices in support of the UNGC’s Ten Principles to build sustainable communities.

《聯合國全球契約》十項原則

2020年4月，信和置業簽署《聯合國全球契約》，並與全球170個國家的13,000多家領先公司、機構及政府攜手，致力實踐環境、社會和道德規範，以支持《聯合國全球契約》十項原則，共建可持續社區。

Area 範疇

UNGC’s Ten Principles 《聯合國全球契約》十項原則

Human Rights 人權

- 1 Businesses should support and respect the protection of internationally proclaimed human rights; and
企業應支持並尊重國際公認的人權保護；和
- 2 make sure they are not complicit in human rights abuses.
確保他們不參與侵犯人權行為。

Labour 勞工

- 3 Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
企業應維護結社自由和有效承認集體談判權的原則；
- 4 the elimination of all forms of forced and compulsory labour;
消除一切形式的強迫及強制勞工；
- 5 the effective abolition of child labour; and
有效廢除童工；和
- 6 the elimination of discrimination in respect of employment and occupation.
消除關於就業和職業的歧視。

Environment 環境

- 7 Businesses should support a precautionary approach to environmental challenges;
企業應支持對環境挑戰的預防措施；
- 8 undertake initiatives to promote greater environmental responsibility; and
採取舉措促進更大的環境責任；和
- 9 encourage the development and diffusion of environmentally friendly technologies.
鼓勵發展和推廣環保技術。

Anti-Corruption 反腐敗

- 10 Businesses should work against corruption in all forms, including extortion and bribery.
企業應打擊一切形式的腐敗，包括勒索和賄賂。

Description of Actions 行動描述

Report Location 相關章節

Respect for human rights is our fundamental value. The Group supports and promotes human rights in accordance with the United Nations Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, as well as local legislation.

尊重人權為集團秉持的基本價值。集團根據《聯合國世界人權宣言》、《聯合國企業與人權指導原則》、國際勞工組織《工作基本原則和權利宣言》以及當地法律，支持和促進人權。

We provide a comprehensive framework and detailed human resource management policies in our Staff Handbook. This handbook provides information and guidelines regarding working conditions, benefits and remuneration, training and development, and health and safety. It is regularly reviewed and updated according to new legal and regulatory requirements and best employment practices. We uphold our employment policies and comply with all legislation pertaining to child and forced labour.

我們在《員工手冊》中，提供全面的框架及詳細的人力資源管理政策，當中更提供有關工作條件、福利與報酬、培訓與發展，以及健康與安全的資訊和指引。《員工手冊》需根據法律和規例的最新要求，以及最佳僱傭實務常規，定期審核和更新。我們遵守集團的僱傭政策，以及所有有關童工和強制勞工的法律。

We make every effort to minimise our environmental footprint, enhance energy and material use efficiency, and raise environmental awareness. We integrate environmental protection and conservation practices into all aspects of our operations, including initiatives to reduce GHG emissions, conserve natural resources and energy, manage waste and prevent pollution.

我們竭盡所能，減少環境足跡、提高能源和物料的使用效益，提升環保意識。我們將環保和保育措施，納入各營運層面，包括採取減少溫室氣體排放、善用自然資源與能源、管理廢物及減少污染等行動。

The integrity of staff is one of the critical factors in the corporate success. We prohibit all forms of bribery and corruption in our business dealings and hold our staff accountable for any instance of bribery or corruption. Employees are also required to conduct themselves in an ethical and proper manner and to comply with applicable laws and regulations, including anti-bribery laws, in the jurisdictions where the Group operates.

員工的誠信乃企業成功的其中一項關鍵因素。我們嚴禁業務中的一切賄賂和貪污行為，並定必向與賄賂或貪污事件有關人士追究。員工必須恪守道德操守，並遵守集團經營所在司法管轄區的反賄賂等法律和規例。

Please refer to the "Wellness" chapter on page 60 of this Report for details on how the Group protects the rights and interests of its employees and other stakeholders.

有關本集團保障旗下員工和其他持份者權益的詳情，請參閱本報告第60頁的「健康舒泰」章節。

Please refer to the "Wellness" chapter on page 60 of this Report for details on how the Group ensures a fair and supportive workplace in compliance with applicable laws and regulations on labour standards.

有關本集團如何落實勞工準則適用的法律與規例，以確保公平和具支援的工作環境，請參閱本報告第60頁的「健康舒泰」章節。

Please refer to the "Green" chapter on page 38 of this Report for details on the Group's environmental performance.

有關集團環境績效的詳情，請參閱本報告第38頁的「綠色生活」章節。

Please refer to the "Governance" chapter on page 26 of this Report on how the Group prevents and minimises the risk of unethical conduct.

有關集團如何防止及降低不道德行為的風險，請參閱本報告第26頁的「管治」章節。

Materiality Assessment and Stakeholder Engagement

重要性評估和持份者參與

Stakeholder Groups and Engagement Channels

Given the diverse nature of our business, we interact with a wide cross-section of people in the communities where we operate.

Our stakeholders include our customers, tenants, staff, shareholders, investors, non-governmental organisations ("NGOs"), partners (contractors and suppliers, academia and governmental organisations), local communities and the media.

As stipulated in our Stakeholder Engagement Guidelines, we regularly engage our stakeholders to better understand their concerns and expectations. Our key stakeholder groups and the methods we employ to engage them are summarised below, along with their priority issues and concerns that we have responded to in this Report.

持份者組別及溝通渠道

因應我們的多元化業務，我們需要與經營所在社區的各界人士互動。我們的持份者包括顧客、租戶、員工、股東、投資者、非政府機構、合作夥伴（承辦商和供應商、學術界和政府機構）、當地社區和傳媒。

根據《聯繫持份者指引》的規定，我們定期與持份者互動，以更了解他們關注的議題和期望。以下列出我們的主要持份者組別，以及與他們互動的方法渠道，同時總結持份者較關注而我們在本報告中作出回應的議題。

Stakeholder Groups 持份者組別	Engagement Channels 溝通渠道	Issues and Concerns 議題與關注
Shareholders and Investors 股東和投資者	<ul style="list-style-type: none"> Annual general meetings 股東周年大會 Annual and interim reports 年報及中期報告 Press releases, announcements and circulars 新聞發布、公告及通函 Investor conferences 投資者會議 Analyst briefings 分析員簡報會 	<ul style="list-style-type: none"> Financial performance 財務表現 Corporate governance 企業管治 Risk management 風險管理 Compliance with regulatory requirements 符合監管要求
Staff 員工	<ul style="list-style-type: none"> Town hall and mini-town hall meetings 員工溝通大會及小型座談會 Staff magazine and staff app (<i>inSino</i>) 員工通訊及員工手機應用程式(「信誌」) New hire orientation 迎新課程 Intranet (<i>SinoNet</i>) 集團內聯網(<i>SinoNet</i>) Sinovation programme 「信·共創」計劃 	<ul style="list-style-type: none"> Training and career development 培訓及職業發展 Benefits and remuneration 福利與報酬 Workplace health and safety 職場健康及安全 Corporate strategy 企業策略 Innovation 創新

Stakeholder Groups 持份者組別	Engagement Channels 溝通渠道	Issues and Concerns 議題與關注
<p>Partners (Contractors and suppliers, academia and governmental organisations) 合作夥伴 (承辦商和供應商、學術界和政府機構)</p>	<ul style="list-style-type: none"> • Tendering process 招標程序 • Meetings and conferences 會議及研討會 • Exhibitions 展覽 • Site visits 實地視察 	<ul style="list-style-type: none"> • Design and quality 設計與質素 • Standards and procedures 標準及程序 • Innovation 創新 • Compliance with regulatory requirements 符合監管要求
<p>Media 傳媒</p>	<ul style="list-style-type: none"> • Media briefings, conferences and luncheons 傳媒簡介會、發布會及午間聚會 • Press releases 新聞發布 	<ul style="list-style-type: none"> • Corporate strategies 企業策略 • Financial performance 財務表現 • Design and quality 設計與質素
<p>Customers and Tenants 顧客和租戶</p>	<ul style="list-style-type: none"> • Handover service survey (<i>property buyers</i>) 交樓服務調查 (物業買家) • Customer satisfaction surveys 客戶滿意度調查 • Home visits by property management teams 物業管理團隊家訪 • Customer service hotline 客戶服務熱線 • Regular gatherings 定期聚會 • Social media 社交媒體 • Daily personal contact 日常親身接觸 • Mailings and publication (<i>LifeScape</i>) 郵寄宣傳及刊物 (<i>LifeScape</i>) 	<ul style="list-style-type: none"> • Customer service 客戶服務 • Design and quality 設計與質素 • Health and safety 健康及安全 • Innovation 創新 • Ethical marketing 恪守專業操守的市場推廣
<p>Local Communities/ NGOs 當地社區/ 非政府機構</p>	<ul style="list-style-type: none"> • Volunteering opportunities 義工機會 • Charitable events 慈善活動 • Art exhibitions and functions 藝術展覽和活動 • Regular meetings with green and community partners 與環保和社區夥伴的定期會議 • Joint activities 合辦活動 	<ul style="list-style-type: none"> • Social inclusion 社會共融 • Volunteering initiatives 義工活動 • Promoting environmental awareness 促進環保意識 • Innovation 創新 • Heritage & Culture 文化傳承

Materiality Assessment and Stakeholder Engagement
重要性評估和持份者參與

Materiality Assessment

An independent consultant was engaged to conduct a stakeholder engagement exercise to identify material economic, environmental and social impacts along our value chain and to align this Report with the Group's strategies and the expectations of our stakeholders.

Stakeholders were asked to rank the importance of sustainability issues and provide their views on the Group's sustainability performance. This enabled us to identify issues that are material to the sustainable development of the Group and prioritise the topics covered in this Report, according to the principles of stakeholder inclusivity and materiality, as defined in the GRI Sustainability Reporting Standards.

Identification of Material Topics

Based on industry research and peer benchmarking, the independent consultant identified a broad range of sustainability issues related to the Group's economic, environmental and social impacts and performance, and prepared a questionnaire for our stakeholders, including employees, customers, green groups, community partners and suppliers.

Establishment of Materiality Matrix

Stakeholders ranked the sustainability issues according to their perceived importance. The sustainability issues were plotted in a matrix (see page 19), with their position relative to the degree of importance to stakeholders and significance of the impact to Sino Land's business as a result of how it addresses or performs for each of the economic, environmental and social issues.

Validation and Review

After analysing stakeholder input, Sino Land's management organised the sustainability issues into 17 material topics and validated the scope, topic boundaries and completeness of the prioritised material topics (see pages 20 to 25). The headings in this Report, under each of the six pillars of our Sustainability Framework, address the identified material topics, which encompass the relevant sustainability issues. For future reports, the Group will perform a regular review of the material topics by collecting stakeholder feedback and ensuring the topics align with our organisational strategy.

重要性評估

我們委託了獨立顧問開展持份者參與活動，以識別價值鏈中重大的經濟、環境和社會影響，使本報告內容符合集團的策略和持份者的期望。

我們要求持份者就可持續發展議題的重要性排序，並就集團在可持續發展的表現提出意見，以識別對集團重要的可持續發展議題，同時讓我們能按照全球報告倡議組織（「GRI」）《可持續發展報告標準》持份者參與和重要性原則的定義，確定匯報議題的優次。

識別重大議題

獨立顧問根據行業研究和同儕對照基準，識別出與集團經濟、環境和社會影響與表現有關的可持續發展議題，並向我們的持份者，包括員工、顧客、環保團體、社區夥伴和供應商等，展開問卷調查。

制定重要性矩陣

持份者根據其認知排列可持續發展議題的重要性。然後，我們將這些可持續發展議題匯入於矩陣中（見第19頁），議題所在位置反映對持份者的重要性及對信和置業業務的重要性，從而影響其應對經濟、環境及社會各個議題的表現。

驗證與檢視

分析了持份者的意見後，信和置業的管理層將可持續發展議題整合至17個重大議題中，並驗證優先重大議題範圍、界限和完整性（見第20至25頁）。本報告以集團可持續發展框架的六大範疇為每章標題，從中回應與可持續發展議題相關的重大議題。集團將繼續定期透過收集持份者的意見，用於檢視重大議題，以確保這些主題與我們的發展策略一致，並供日後匯報之用。

Matrix of Sustainability Issues

可持續發展議題矩陣



The Group's Sustainability Framework 集團的可持續發展框架

- Governance 管治
- Wellness 健康舒泰
- Green 綠色生活
- Design 匠心設計
- Innovation 創新革新
- Heritage & Culture 文化傳承
- Community 連繫社群

Sustainability Issues Ranked by Stakeholders 持份者排列的可持續發展議題

- | | | | |
|--|---|--|--|
| <p>1 Customer Health & Safety
顧客健康及安全 ●</p> <p>2 Energy Consumption & Efficiency
能源消耗和效益 ●</p> <p>3 Waste Reduction & Management
廢物削減和管理 ●●</p> <p>4 Occupational Health & Safety
職業健康及安全 ●</p> <p>5 Economic Performance
經濟表現 ●</p> <p>6 Compliance with Relevant Environmental Regulations
遵守相關的環境規例 ●</p> <p>7 GHG Emissions & Control
溫室氣體排放及控制 ●</p> | <p>8 Customer Satisfaction
顧客滿意度 ●</p> <p>9 Customer Privacy
顧客私隱 ●</p> <p>10 Sustainable Buildings
可持續發展建築物 ●</p> <p>11 Community Engagement
社區參與 ●</p> <p>12 Anti-Corruption
反貪污 ●</p> <p>13 Water Consumption & Efficiency
用水和用水效益 ●</p> <p>14 Corporate Governance & Risk Management
企業管治與風險管理 ●</p> | <p>15 Innovation
創新 ●●</p> <p>16 Employee Training & Development
員工培訓與發展 ●</p> <p>17 Heritage & Culture
文化傳承 ●</p> <p>18 Compliance with Relevant Social & Economic Regulations
遵守相關的社會和經濟的規例 ●</p> <p>19 Employment Practices
僱傭實務 ●</p> <p>20 Non-Discrimination
非歧視 ●</p> <p>21 Use of Materials
物料使用 ●●</p> | <p>22 Green Procurement Practices
綠色採購實務 ●</p> <p>23 Product Responsibility
產品責任 ●●</p> <p>24 Indirect Economic Impacts
間接經濟影響 ●</p> <p>25 Diversity & Equal Opportunities
多元與平等機會 ●</p> <p>26 Supply Chain Management
供應鏈管理 ●●</p> <p>27 Social Integration
社會共融 ●</p> <p>28 Biodiversity
生物多樣性 ●●</p> |
|--|---|--|--|

Material Topics with Impacts and Initiatives along the Value Chain

價值鏈中重大議題的影響和活動

Sustainability Issues 可持續發展議題	Material Topics 重大議題	Report Headings/ Focus Areas 報告標題/重點範疇	Material Topics of Interest to our Stakeholder Groups 持份者組別所關心的重大議題					
			Shareholders and Investors 股東及投資者	Employees 員工	Partners* 合作夥伴*	Media 傳媒	Customers and Tenants 顧客和租戶	Local Communities/ NGOs 當地社區/ 非政府機構
Corporate Governance & Risk Management 企業管治與風險管理 Compliance with Relevant Social & Economic Regulations 遵守相關的社會和經濟的規例 Supply Chain Management 供應鏈管理	Corporate Governance & Risk Management 企業管治與風險管理	Corporate Governance 企業管治 Sustainability Governance 可持續管治 Risk Management & Internal Control 風險管理與內部監控 Product & Service Responsibility 產品和服務責任	✓	✓	✓	✓	✓	
Economic performance 經濟表現 Indirect Economic Impacts 間接經濟影響	Direct & Indirect Economic Impacts 直接和間接的經濟影響	Economic Performance 經濟表現	✓	✓	✓	✓	✓	✓
Anti-Corruption 反貪污 Supply Chain Management 供應鏈管理	Ethics & Integrity 道德與誠信	Ethics & Integrity 道德與誠信	✓	✓	✓	✓	✓	
Customer Privacy 顧客私隱	Cybersecurity & Data Protection 網絡安全與數據保護	Cybersecurity & Data Protection 網絡安全與數據保護	✓	✓	✓		✓	
Compliance with Relevant Environmental Regulations 遵守相關的环境規例 Supply Chain Management 供應鏈管理	Environmental Compliance 遵守環境規例	Environmental Compliance 遵守環境規例	✓	✓	✓	✓	✓	✓
GHG Emissions & Control 溫室氣體排放及控制	Climate Resilience & GHG Emissions 氣候抗禦力和溫室氣體排放	Climate Resilience, Energy & Emissions 氣候抗禦力、能源和排放	✓	✓	✓		✓	✓

* Contractors and suppliers, academia and governmental organisations
承辦商和供應商、學術界和政府機構

	<p>Where Impacts Occur 影響範圍</p>	<p>Examples of Key Initiatives in 2019-2020 for Value Creation 2019至2020年年度為 創造價值的主要活動例子</p>
	<ul style="list-style-type: none"> Risk management and reputation of the Group 風險管理和集團聲譽 Upstream governance and risk management practices of suppliers and contractors 對上游供應商及承辦商的管治及風險管理 Onsite governance and risk management practices for our operations and contractors 營運地點和承辦商的管治及風險管理 Downstream to the community by setting an example of governance and risk management practices 為下游的社區樹立良好管治及風險管理的榜樣 	<ul style="list-style-type: none"> Maintained an Enterprise Risk Management Policy and Framework, which is reviewed and updated based on changes in the latest ISO 31000:2018 standard 配備企業風險管理政策和框架，並根據最新修訂的ISO 31000:2018標準審查和更新有關政策和框架
	<ul style="list-style-type: none"> Economic value generated upstream in the supply chain and downstream in places where we operate 於上游供應鏈和下游業務的營運所在地產生的經濟價值 	<ul style="list-style-type: none"> The Fullerton Hotel Sydney opened in 2019 悉尼富麗敦酒店於2019年開業 Maintained strong pipeline of property projects under development 保持物業發展項目增長
	<ul style="list-style-type: none"> Governance and reputation of the Group 企業管治和集團聲譽 Upstream ethical conduct of suppliers and contractors 供應商及承辦商的道德操守 Onsite ethical practices for our operations and contractors 營運地點中以及承辦商的道德規範 Downstream to the community by setting an example of ethical behaviour 為下游的社區樹立榜樣，恪守道德操守 	<ul style="list-style-type: none"> Strictly complied with all applicable laws and regulations 嚴格遵守所有適用的法律和規例 Provided training to employees 為員工提供培訓
	<ul style="list-style-type: none"> Downstream data protection for our customers, tenants and guests 保護下游顧客、租戶和訪客資料 	<ul style="list-style-type: none"> Continued to protect the privacy of our customers with polices and measures in place 繼續實施保護顧客私隱的政策和措施
	<ul style="list-style-type: none"> Reputation of the Group 集團聲譽 Environmental impacts onsite at our operations, upstream in the supply chain and downstream from our activities 營運地點、上游供應鏈和下游業務運作對環境的影響 	<ul style="list-style-type: none"> Operated in accordance with relevant laws and regulations and required our contractors and suppliers to do the same 按照相關法律和規例營運，以及要求承辦商和供應商達到同等要求
	<ul style="list-style-type: none"> GHG emissions arising from our operations and managed properties, upstream in the supply chain and downstream from our activities 營運地點及旗下管理物業、上游供應鏈及下游業務運作引起的溫室氣體排放 	<ul style="list-style-type: none"> Continued to make progress to achieve our GHG emission reduction target 在達成減排目標方面持續取得進展

- Governance 管治
- Wellness 健康舒泰
- Innovation 創意革新
- Community 連繫社群
- Green 綠色生活
- Design 匠心設計
- Heritage & Culture 文化傳承

Material Topics with Impacts and Initiatives along the Value Chain (continued)

價值鏈中重大議題的影響和活動(續)

Sustainability Issues 可持續發展議題	Material Topics 重大議題	Report Headings/ Focus Areas 報告標題/重點範疇	Material Topics of Interest to our Stakeholder Groups 持份者組別所關心的重大議題					
			Shareholders and Investors 股東及投資者	Employees 員工	Partners* 合作夥伴*	Media 傳媒	Customers and Tenants 顧客和租戶	Local Communities/ NGOs 當地社區/ 非政府機構
Energy Consumption & Efficiency 能源消耗和效益	Energy Consumption & Efficiency 能源消耗和效益	Climate Resilience, Energy & Emissions 氣候抗禦力、能源和排放	✓	✓	✓		✓	✓
Green Procurement Practices 綠色採購實務 Product Responsibility 產品責任 Biodiversity 生物多樣性 Use of Materials 物料使用 Waste Reduction & Management 廢物削減和管理 Supply Chain Management 供應鏈管理	Material Use, Waste Reduction & Management 物料使用、 廢物削減和 管理	Responsible & Sustainable Consumption 負責任和可持續消耗 Sustainable Procurement 可持續採購	✓	✓	✓		✓	✓
Water Consumption & Efficiency 用水和用水效益	Water Consumption & Efficiency 用水和用水效益	Responsible & Sustainable Consumption 負責任和可持續消耗	✓	✓	✓		✓	✓
Employment Practices 僱傭實務 Diversity & Equal Opportunities 多元與平等機會 Non-discrimination 非歧視 Employee Training & Development 員工培訓與發展	Human Capital 人力資本	Our People 我們的員工	✓	✓				
Occupational Health & Safety 職業健康及安全	Occupational Health & Safety 職業健康及安全	Our People 我們的員工	✓	✓	✓		✓	✓

* Contractors and suppliers, academia and governmental organisations
承辦商和供應商、學術界和政府機構

	<p>Where Impacts Occur 影響範圍</p>	<p>Examples of Key Initiatives in 2019-2020 for Value Creation 2019至2020年年度為 創造價值的主要活動例子</p>
	<ul style="list-style-type: none"> Upstream from energy generation 上游發電 Onsite at our properties to ensure services for our customers, tenants and residents 確保在我們的物業範圍內為顧客、租戶和住戶提供電力服務 	<ul style="list-style-type: none"> Engaged Negawatt for digital transformation of technical services, with results achieved in reducing energy consumption 使用Negawatt將技術服務轉型至電子化，成功減少能源消耗 Developed an Integrated Renewable Energy Platform to monitor real-time performance of all photovoltaic panels at our properties 利用綜合再生能源平台，實時監測在我們旗下物業的太陽能光伏電板的表現
	<ul style="list-style-type: none"> Upstream from the sourcing of materials and product development in the supply chain 上游供應鏈的物料採購及產品開發 Onsite from managing waste produced in our office operations and by tenants and residents at our properties 辦公室營運、物業租戶和住戶所產生廢物的現場處理 Downstream from waste treatment and disposal 下游業務的廢物處理和棄置 	<ul style="list-style-type: none"> The Fullerton Hotel Singapore signed WWF's PACT (Plastic ACTION) statement 新加坡富麗敦酒店簽署了世界自然基金會的PACT (Plastic ACTION) 聲明 Continued implementing a food waste management programme and recycling/upcycling initiatives in our properties 持續在我們物業中推行廚餘管理及回收/升級再造活動
	<ul style="list-style-type: none"> Upstream on water resources 上游的水資源 Onsite for water consumed daily at our properties providing services to customers, tenants and residents 在我們的物業為顧客、租戶和住戶提供日常用水服務 	<ul style="list-style-type: none"> Continued monitoring water consumption and installing water-saving devices 持續監察用水情況及安裝節水器
	<ul style="list-style-type: none"> Upstream high-potential candidates 上游具潛質的人才 Onsite workplace practices, including career development for our people and developing a pipeline of future leaders 職場實務，包括為員工提供的職業發展，和培養未來領袖 Downstream to the community by setting an example of leadership in human capital development 為下游的社區樹立榜樣，提倡人才發展 	<ul style="list-style-type: none"> Launched a mobile app that enables employees to access e-learning, anywhere, anytime 推出手機應用程式，讓員工隨時隨地學習 Offered a wide range of training programmes to suit individual employees' career needs 提供多元化培訓，以切合不同員工的職業需要
	<ul style="list-style-type: none"> Onsite for staff and site workers in places where we operate 營運所在地的員工及工地工人 	<ul style="list-style-type: none"> Continued to maintain an ISO 45001 Occupational Health and Safety Management System 繼續獲得ISO 45001職業健康及安全管理體系認證

● Governance 管治
● Green 綠色生活

● Wellness 健康舒泰
● Design 匠心設計

● Innovation 創意革新
● Heritage & Culture 文化傳承

● Community 連繫社群

Material Topics with Impacts and Initiatives along the Value Chain (continued)

價值鏈中重大議題的影響和活動(續)

Sustainability Issues 可持續發展議題	Material Topics 重大議題	Report Headings/ Focus Areas 報告標題 / 重點範疇	Material Topics of Interest to our Stakeholder Groups 持份者組別所關心的重大議題					
			Shareholders and Investors 股東及投資者	Employees 員工	Partners* 合作夥伴*	Media 傳媒	Customers and Tenants 顧客和租戶	Local Communities/ NGOs 當地社區/ 非政府機構
Customer Health & Safety 顧客健康及安全 Product Responsibility 產品責任	Customer Health & Safety 顧客健康及安全	Our Customers, Tenants & Partners 我們的顧客、租戶和夥伴	✓	✓	✓		✓	✓
Customer Satisfaction 顧客滿意度	Customer Satisfaction 顧客滿意度	Our Customers, Tenants & Partners 我們的顧客、租戶及夥伴	✓	✓			✓	✓
Sustainable Buildings 可持續發展建築物 Innovation 創新 Biodiversity 生物多樣性 Use of Materials 物料使用 Waste Reduction & Management 廢物削減和管理	Sustainable Buildings 可持續發展建築物	Facility Management 設施管理 Green Office Management Guidelines 綠色辦公室管理指引 Green Building Investment & Certification 綠色建築投資和認證	✓		✓	✓	✓	✓
Innovation 創新	Investment in Innovation 創新投資	Investment in Innovation 創新投資	✓	✓	✓		✓	✓
Heritage & Culture 文化傳承	Heritage & Culture 文化傳承	Heritage Projects 文化傳承項目 Culture 文化	✓	✓	✓	✓	✓	✓
Community Engagement 社區參與 Social Integration 社會共融	Community Engagement 社區參與	Community Care 關懷社區	✓	✓	✓			✓

* Contractors and suppliers, academia and governmental organisations
承辦商和供應商、學術界和政府機構

	<p>Where Impacts Occur 影響範圍</p>	<p>Examples of Key Initiatives in 2019-2020 for Value Creation 2019至2020年年度為 創造價值的主要活動例子</p>
	<ul style="list-style-type: none"> At our shopping malls for customers, tenants and visitors 在我們開放給客戶、租戶和訪客的商場 At our managed properties for our residents and guests 在我們開放給住戶及訪客的管理物業 	<ul style="list-style-type: none"> Actively promoted a safety culture 積極促進安全文化 Continued to use mobile robots to measure indoor air quality at our properties 繼續於我們的物業使用流動機械人量度室內空氣質素
	<ul style="list-style-type: none"> Resulting from our activities and at our managed properties for a wide portfolio of customers, including tenants, home buyers and residents 我們的行動，以及在管理物業中為租戶、物業買家和住戶等眾多客戶提供服務所得的反饋 	<ul style="list-style-type: none"> Maintained an ISO 10002 certified Customer Satisfaction and Complaints Handling System 獲得ISO 10002客戶滿意度和投訴處理系統認證 Continued to use iPromise, a digital platform for handling customer feedback 繼續使用iPromise電子平台處理顧客的意見
	<ul style="list-style-type: none"> Upstream from the sourcing of materials, equipment, fittings, fixtures and other items in the supply chain 上游供應鏈採購物料、儀器、配件、裝置及其他物件 Impact from the development of project sites and surroundings, and from property operations 發展項目工地和周邊環境，以及物業營運帶來的影響 Onsite environment for tenants and occupants 租戶和住戶的使用地方 Downstream environment and engagement for the community 下游社區的環境與參與 	<ul style="list-style-type: none"> Our latest residential project in Sai Kung, 133 Portofino, has been awarded WELL Core v2™ Pre-certification 位於西貢最新落成的住宅項目133 Portofino獲得《WELL建築標準™》Core v2預認證
	<ul style="list-style-type: none"> Upstream for innovation influencing the supply chain 以創新影響上游供應鏈 Onsite for an innovative culture at our workplace 於職場營造創新文化 Downstream opportunities for local start-ups and the community 給予下游本地初創企業和社區的發展空間 	<ul style="list-style-type: none"> Launched the Sinovation Programme among employees to develop a culture of innovation 推行「信·共創」計劃，促進創新文化 Evaluated over 100 technologies and solutions at Sino Inno Lab 在「信和創意研發室」評選逾100項技術及解決方案
	<ul style="list-style-type: none"> Upstream opportunities for skilled contractors and crafts people 給予上游技術熟練承辦商及工匠的發展空間 Onsite experience for employees, guests and other stakeholders 給予員工、訪客及其他持份者的現場體驗 Downstream impact of heritage conservation for the community 文化保育對下游社區的影響 	<ul style="list-style-type: none"> The Fullerton Hotel Sydney opened in 2019 悉尼富麗敦酒店於2019年開業
	<ul style="list-style-type: none"> Downstream in local communities in the vicinity of our development projects and to groups we serve via community programmes 發展項目附近的下游社區，以至我們透過社區計劃服務的對象 	<ul style="list-style-type: none"> Continued engagement through our community care projects, volunteering programmes and donations 繼續透過社區關懷計劃、義工計劃和捐助服務社區

● Governance 管治
● Green 綠色生活

● Wellness 健康舒泰
● Design 匠心設計

● Innovation 創意革新
● Heritage & Culture 文化傳承

● Community 連繫社群

Governance

管治

Corporate Governance

Tsim Sha Tsui Properties attaches great importance to integrity, business ethics and good governance. To ensure we are practising corporate governance at the highest level, our Board of Directors (the "Board") exercises oversight of our systems and performance through various board committees, including the Audit Committee, Compliance Committee, Remuneration Committee and Nomination Committee, each of which reports to the Board.

The Board provides effective leadership and control to optimise the Group's financial performance and shareholder value. It has oversight of all our material topics, including:

- Corporate Governance & Risk Management
- Direct & Indirect Economic Impacts
- Ethics & Integrity
- Cybersecurity & Data Protection

The Board reviews and advises on business strategies and corporate governance practices, sets the Group's direction, objectives, values and standards, and oversees and monitors management's performance within the control and delegation framework of the Group. These include the Group's financial statements, dividend policy, accounting policy and principles, adoption of corporate governance practices and processes, as well as risk management and internal control measures.

As at 30 June 2020, the Board had six Directors comprising two Executive Directors, including the Chairman and Deputy Chairman of the Board, one Non-executive Director and three Independent Non-executive Directors.

We consider diversity at the Board level to be essential for the sustainable and balanced development of the Group. Our Board Diversity Policy encourages the Group to consider diversity from a range of different perspectives when deciding on new appointments or re-appointments to the Board. Criteria include, but are not limited to, gender, age, ethnicity, cultural and educational background, professional or industry experience, skills, knowledge and other relevant qualities. The Nomination Committee considers candidates on their merits, and against our diversity objectives, in order to bring in diverse expertise.

To maintain transparency, we disseminate timely information about our new developments through press releases, the corporate website, results briefings, onsite visits and investor conferences, among other channels. Further details of our corporate governance approach and practices are provided in our Annual Report 2020 [↗](#).

企業管治

尖沙咀置業非常重視誠信、營商操守和良好的企業管治。為確保能實踐企業管治至最高水平，董事會透過轄下的委員會，包括審核委員會、遵守規章委員會、薪酬委員會和提名委員會，監督企業管治的體系和表現。這些委員會向董事會匯報。

董事會有效的領導和監控，能為集團財務業績和持份者帶來價值，同時負責監督所有重大議題：

- 企業管治與風險管理
- 直接與間接的經濟影響
- 道德與誠信
- 網絡安全與數據保護

董事會就商業策略和企業管治實務作出檢討和提出建議，並訂立集團的方向、目標、價值與標準，並在監控和授權框架內，監督和審視管理層的表現。其中包括集團財務報表、股息政策、會計政策和原則、採用企業管治的常規和過程、以及風險管理和內部監控措施。

截至2020年6月30日，董事會共有六名董事，其中兩名為執行董事，包括董事會主席及副主席；另有一名非執行董事和三名獨立非執行董事。

我們認為，多元的董事會對集團的可持續和平衡發展至關重要。我們的《董事會成員多元化政策》，鼓勵集團以多角度考慮董事任命或續任事宜。準則包括但不限於性別、年齡、族裔、文化與教育背景、專業或行業經驗、技能、知識，以及其他相關素質。提名委員會比對參照各人選的優點與董事會多元化的目標，為董事會引進多元化的專業人才。

為保持透明度，我們透過新聞發布、企業網站、業績發布會、實地視察和投資者會議等渠道，及時發布集團最新動向的資訊。更多有關企業管治方針和實務的詳情，請參考本公司2020年報 [↗](#)。

Sustainability Governance

In 2010, we set up the Sustainability Committee to take responsibility for the planning and implementation of the Group's sustainability strategy. Chaired by Mr Daryl Ng, Deputy Chairman, the Sustainability Committee comprises key executives representing the Group's significant business units. In addition to providing the overall strategic direction for sustainability across the Group, the Sustainability Committee ensures related programmes and policies support the strategy. This includes responsibility for the Group's various policies that outline our long-term plans for implementing our sustainability strategy across the Group.

In 2020, the Sustainability Committee was restructured and renamed the Environmental, Social and Governance Steering Committee ("ESG Steering Committee"). It comprises the Deputy Chairman and key executives, who support the Board in overseeing the Group's management approach to sustainability.

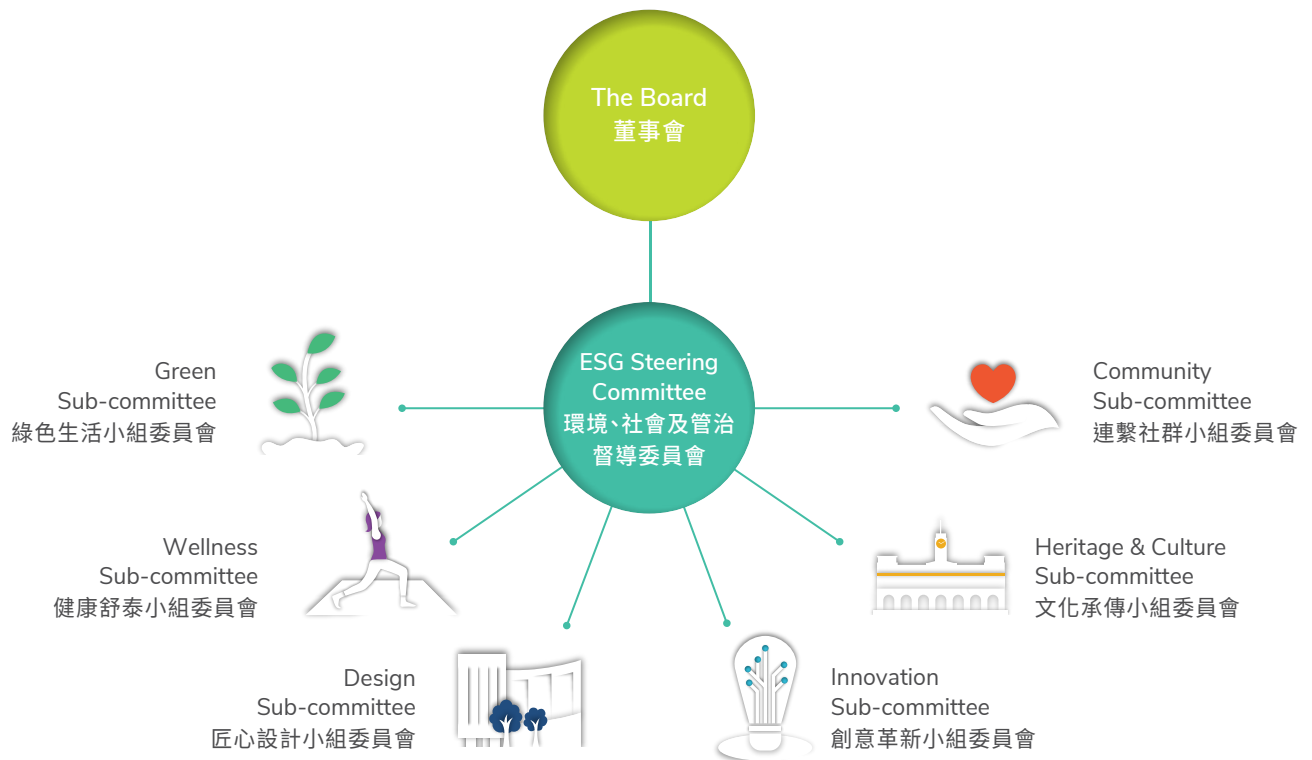
Under our ESG Steering Committee, we have established sub-committees with representatives from across business units, who focus on developing the roadmaps and championing initiatives to deliver the goals and targets under our six pillars.

可持續發展管治

我們於2010年成立可持續發展委員會，負責計劃和實施集團的可持續發展策略。委員會主席由集團副主席黃永光先生擔任，成員包括來自集團各業務單位的管理層。除了負責為企業可持續發展的整體策略提供方向，委員會亦要確保有關計劃和政策能支持策略執行及擬訂各項政策，為集團實施可持續發展制定長遠策略。

我們於2020年重組可持續發展委員會，並改名為環境、社會及管治督導委員會。委員會由副主席和主要管理人員組成，協助董事會監督可持續發展的管理方針。

我們在環境、社會及管治督導委員會下，成立了由各個業務部門代表組成的小組委員會，工作重點涵蓋為達成六大範疇的發展目標和指標、規劃路線圖和籌辦活動。



Governance
企業管治

Risk Management and Internal Control

The Board is committed to the effective management and control of the Group, ensuring risk management and internal control systems are integrated into strategy formulation, implementation and review.

This includes overall responsibility for evaluating and determining the nature and extent of the risks that it is willing to take in achieving the Group's strategic objectives.

The Audit Committee is delegated with authority from the Board to oversee risk management and internal control systems, as effective risk management is critical for achieving the Group's strategic goals. Accordingly, the Group has adopted an Enterprise Risk Management ("ERM") approach to assist the Board in discharging their risk management responsibilities and to guide individual business units in managing the key risks faced by the Group.

The corporate governance principles of the Group emphasise maintaining effective and responsible corporate governance practices, with sound internal control, and high standards of transparency and accountability to shareholders.

Risk Governance

In June 2020, the Audit Committee approved the updated ERM Policy and Framework, which was based on International Standard ISO 31000: 2018 Risk Management – Guidelines, proposed by the Risk Management function of the Company's Internal Audit Department. To ensure continued relevance and continuous improvement, the ERM Policy and Framework is reviewed and updated with changes regularly.

The Group has further adopted the Three Lines of Defence model in risk governance. This is manifested in the oversight and direction of the Board, the Audit Committee and the Risk and Control Committee of the Group. The risk management framework combines a top-down strategic view with a bottom-up operational assessment conducted by each division and department. Members of senior management will discuss the top-tier risks that have been escalated through the bottom-up process and deliberate on other risk issues they consider important. This combined approach ensures that all significant risks are identified and managed properly.

風險管理和內部監控

董事會致力於集團有效的管治和監控，並確保風險管理和內部監控體系納入策略制定、實施和檢討中。董事會全面負責評估及釐定本公司於達成策略目標過程中所願意接納的風險性質及程度。

行之有效的風險管理，對於集團達成策略目標至關重要，因此，董事會授權審核委員會監督風險管理和內部監控系統。集團採用企業風險管理系統，協助董事會履行風險管理的責任，並支援各業務單位管理集團所面對的主要風險。

集團的企業管治原則強調維持有效和盡責的企業管治常規、穩健的內部監控、高標準的透明度，以及對股東的問責制。

風險管治

公司內部審核部轄下的風險管理職能按照國際標準《ISO 31000: 2018 風險管理 — 指引》建議的企業風險管理政策及框架的更新版本，於2020年6月的審核委員會會議中獲正式通過。為確保企業風險管理政策及框架的持續合適性及得以不斷改進，風險管理職能將定期檢討有關政策及框架，並納入所需的更新。

集團在風險管治方面進一步採用「三道防線」模式，並體現於董事會、審核委員會和風險及監控委員會的監督和指導上。風險管理框架結合從上而下的策略觀點，以及從下而上的部門營運評估。高級管理層成員會討論從下而上過程中所識別的重大風險，並審慎考慮其他重要的風險問題，以確保所有重大風險都得以識別並適當管理。

Review of Effectiveness of Risk Management and Internal Control Systems

The Board has the overall responsibility for the risk management and internal control systems, and for reviewing their effectiveness. These systems are designed to facilitate the management of risks to achieve business objectives.

For the year ended 30 June 2020, the Audit Committee, with the assistance of the Risk and Control Committee, conducted a review of the effectiveness of the Group's risk management and internal control systems covering all the material controls, including ESG-related risks, together with financial, operational and compliance controls. Throughout the year, the Audit Committee also oversaw the risk management system on an ongoing basis by reviewing and approving the updated ERM Policy and Framework as well as the ERM reports.

Further details of our risk management and internal control are provided in our Annual Report 2020 [↗](#).

檢討風險管理和內部監控系統的成效

董事會全面負責風險管理和內部監控系統，並檢討其成效，務求管理風險以達成業務目標。

審核委員會在風險及監控委員會的協助下，檢討集團截至2020年6月30日年度的風險管理和內部監控體系的成效，範圍涵蓋所有重要的監控措施，包括與環境、社會及管治相關的風險，以及財務、營運和合規監控。審核委員會於年內審批了企業風險管理政策及框架的更新版，以及企業風險管理報告，持續監察風險管理系統。

更多有關風險管理和內部監控的詳情可參考本公司2020年報 [↗](#)。



Governance
企業管治

Economic Performance

As one of the leading developers in Hong Kong with businesses in Mainland China, Hong Kong, Singapore and Australia, the Group is conscious of the economic impact it has on the livelihood of the communities where it operates. The Group will continue to optimise earnings, enhance efficiency and productivity, and improve the quality of its products and services. Management will also maintain a policy of selectively and continuously replenishing our land bank. In terms of property sales, product quality and service, as well as competitive pricing, are key to the Group's success. The Group's recurrent businesses, which comprise property leasing, hospitality and property management services, contribute to a stable stream of income. The Group has a strong pipeline of property projects, which will be launched for sale over the next few years. With a good financial position and sustainable business strategy, the Group is well positioned to respond to changing economic conditions and other emerging challenges.

As at 30 June 2020, Sino Land had a total land bank of 22.3 million sq. ft. across Hong Kong, Mainland China, Singapore and Sydney. In terms of breakdown of the land bank by status, 9.8 million sq. ft. were properties under development, 11.8 million sq. ft. of properties for investment and hotels, together with 0.7 million sq. ft. of properties held for sale. The Group will continue to be selective in replenishing its land bank to optimise its earnings potential.

22.3 million sq. ft.

Total land bank across Hong Kong, Mainland China, Singapore and Sydney
香港、中國內地、新加坡和悉尼的土地儲備總面積為2,230萬平方尺

經濟表現

信和置業的業務遍及中國內地、香港、新加坡和澳洲。作為香港主要的地產發展商之一，集團深明其營運對所在地的經濟影響。集團將繼續增加收益、提高效率 and 生產力，及提升產品和服務質素。管理層將繼續採取選擇性策略補充土地儲備。物業銷售方面，產品和服務質素以及價格是成功的關鍵因素。集團的經常性業務，包括物業租賃、酒店餐飲服務和物業管理服務，將繼續作為集團核心支柱，帶來良好及穩定收入。集團擁有多個地產項目，將於未來幾年內開售。集團財政穩健，加上可持續的業務增長策略，有助應對經濟環境的挑戰和把握機遇。

於2020年6月30日，信和置業在香港、中國內地、新加坡和悉尼的土地儲備，總面積為2,230萬平方尺。以土地狀況劃分，發展中物業的總面積為980萬平方尺，投資物業和酒店為1,180萬平方尺，以及已完成之銷售物業為70萬平方尺。集團將繼續以選擇性的策略增添土地儲備，提升盈利潛力。

Ethics and Integrity

The integrity of our staff is a critical factor in our success, and we strictly prohibit all forms of bribery and corruption in our business dealings. Our Code of Conduct (“CoC”) sets out our expectations for ethical behaviour and our approach to address ethics violations and stipulates the channels for whistleblowing.

Employees are required to conduct themselves with integrity, in an ethical and proper manner, and in compliance with all applicable laws and regulations, including anti-bribery laws, of the jurisdictions where the Group operates. All new employees receive training in the CoC, while existing employees are required to revisit the CoC on an annual basis.

We also have a Human Rights Policy [↗](#) that protects the rights of our employees and provides equal opportunities to existing and prospective staff, as well as the freedom to join labour unions. Forced labour and child labour, which are also covered under the policy, are forbidden by the Group.

Human rights provisions are extended to our contractors and suppliers, as outlined in the Contractor/Supplier Code of Conduct [↗](#) (“SCoC”). An annual assessment is conducted to check their compliance with this code. Communication channels are available for employees, contractors and suppliers to report any violation. Anyone who is found to be in violation of the CoC or the SCoC will be subject to disciplinary action.

道德和誠信

員工的誠信乃集團成功的關鍵。因此，我們嚴禁業務交易中所有形式的賄賂和貪污行為。《紀律守則》闡釋了我們對道德行為的期望，處理違反道德操守行為的方針，以及舉報的特定渠道。

員工必須以誠信、合乎道德和正確的態度行事，並遵守集團經營所在司法管轄區所有適用的法律和規例，包括反賄賂條例。所有新入職員工需接受《紀律守則》培訓，而在職員工必需每年重溫。

我們亦制定了《人權政策》[↗](#)，保障員工的權益。我們的在職員工和求職者享有平等機會以及參加工會的自由。另外，政策中列明集團嚴禁強制勞工和童工。

《承辦商/供應商行為守則》[↗](#)列明，人權條文同時適用於承辦商和供應商。每年，我們都會評估承辦商和供應商遵守該守則的情況。另外，我們亦設立溝通渠道，供員工、承辦商和供應商舉報任何違規行為。如發現任何人違反《紀律守則》或《承辦商/供應商行為守則》，將受到紀律處分。

Governance
企業管治

Corporate Policies and Guidelines 企業政策和指引

↗ Anti-Corruption Policy 《反貪污政策》	Unethical Conduct Notification Policy and Procedures 《不道德行為舉報政策及程序》	↗ Whistleblowing Policy 《舉報政策》	* Stakeholder Engagement Guidelines 《聯繫持份者指引》
↗ * Cybersecurity Policy 《網絡安全政策》	↗ Contractor / Supplier Code of Conduct 《承辦商/供應商行為守則》	↗ Sustainable Procurement Policy 《可持續採購政策》	Code of Conduct 《紀律守則》

Anti-Corruption

The Anti-Corruption Policy ↗ is in place to ensure proper conduct across all aspects of the Group's operations. It includes the policies, procedures and guidelines relating to the prevention of bribery, solicitation and acceptance of advantages, conflicts of interest, forging documents or presenting false accounting records, as well as the acceptance of gifts and entertainment from third parties.

Senior management takes full responsibility for upholding regulations for the prevention of bribery and corruption. The Group conducts periodic internal monitoring and risk assessments to ensure ethical conduct is upheld. Annual training in anti-corruption is provided for employees, including Executive Directors, in collaboration with the Independent Commission Against Corruption ("ICAC"). The training covers issues such as integrity in property management, and in construction and works supervision. Anti-corruption training was provided by the Human Resources Department to employees during the reporting period.

Employees are also regularly reminded to avoid situations that may lead to, or involve, a conflict or potential conflict of interest. To ensure fairness in the tendering process, a Tender Committee has been set up to monitor the contractor and supplier selection process.

The Group strictly complies with all applicable laws and regulations in the jurisdictions where it operates, including the Prevention of Bribery Ordinance of Hong Kong, and equivalent laws and regulations in Singapore and Sydney. During the reporting period, there were no corruption cases recorded.

* New policy/guideline
新政策/指引

反貪污

集團制定《反貪污政策》↗，內容涵蓋防止賄賂、索取及收受利益、利益衝突、偽造文件或提供虛假會計紀錄，以及接受第三方饋贈和款待等相關政策、程序及指引，確保集團營運的各方面恰當有序。

高級管理層全權負責實施防止賄賂和貪污的規例。集團定期展開內部監控和風險評估，以確保道德操守貫徹執行。每年，我們都與廉政公署合作，為執行董事及其他員工，提供反貪污培訓。培訓內容包括物業管理、建築和工程監督方面的誠信操守。報告期內，人力資源部為員工提供反貪污培訓。

我們亦定期提醒員工，避免可能導致或涉及利益衝突或潛在利益衝突的情況。為確保招標過程公正，我們成立了招標委員會，以監督承辦商和供應商的甄選過程。

集團嚴格遵守經營所在司法管轄區的適用法律和規例，包括香港的《防止賄賂條例》，以及新加坡和悉尼的同等法律和規例。報告期內，我們並無錄得貪污個案。

Whistleblowing

Our Whistleblowing Policy [↗](#) is critical for ensuring integrity, transparency and fairness, as well as upholding corporate governance standards. This mechanism enables employees to raise concerns about any suspected case of misconduct, malpractice or impropriety in a confidential manner, and without fear of retaliation. We also encourage third parties (e.g. customers, contractors, suppliers, business associates) to report suspected wrongdoings or irregularities relating to the Group.

With the implementation of the Unethical Conduct Notification Policy and Procedures (the "UCN Policy and Procedures"), we established the Business Ethics Committee, which comprises members of senior management, to protect employees against unethical conduct such as dishonesty, fraud or harassment. In situations where an employee identifies a potential breach of the CoC or an act of misconduct, he or she can make a report to the Business Ethics Committee using confidential and reliable whistleblowing procedures specified under the UCN Policy and Procedures. Employees can also consult the Business Ethics Committee on ethical issues.

Confidentiality is safeguarded, with no form of retaliation allowed for reports or complaints made in good faith. Investigation procedures are instigated to ensure that all complaints are treated promptly and fairly. Ongoing monitoring and regular reviews along with periodical staff training are carried out to ensure the effectiveness of the UCN Policy and Procedures.

The Group was not aware of any material non-compliance with relevant laws and regulations relating to bribery, extortion, fraud or money laundering that had a significant impact on the Group during the reporting period.

舉報

《舉報政策》[↗](#) 是確保誠信、透明和公平，以及捍衛企業管治標準的關鍵。這個機制能讓員工以保密方式舉報任何涉嫌不當行為和瀆職，在提出疑慮的同時無需擔心遭受報復。我們亦鼓勵第三方（例如客戶、承辦商、供應商和商業機構）舉報與集團有關的任何可疑的不當或違規行為。

隨著《不道德行為舉報政策及程序》的實施，我們成立了由高級管理層組成的商業操守委員會，以保護員工免受不誠實、欺詐或騷擾等不道德行為傷害。若員工發現任何可能有違《紀律守則》或其他不當的行為，可透過《不道德行為舉報政策及程序》中保密和可信賴的舉報程序，向商業操守委員會報告。員工亦可就道德議題諮詢商業操守委員會。

我們對出於真誠的舉報或投訴絕對保密，不容許任何形式的報復。既定的調查程序確保所有投訴得到迅速和公正處理。我們定期監察和檢討《不道德行為舉報政策及程序》，並不時為員工提供有關培訓，以確保推行的成效。

集團在報告期內並未發現任何違反與賄賂、勒索、欺詐或洗黑錢有關的法律和規例，並對集團構成重大影響的情況。

Whistleblowing Channels 舉報渠道

Telephone 電話：(852) 2132 8488

Email 電郵：ethics@sino.com [↗](#)

Governance

企業管治

Grievances

The Group has a formal complaint channel to ensure any views, suggestions and issues that our stakeholders might raise are treated fairly and promptly. Our Business Ethics Committee, which reports to the Board of Directors and Risk and Control Committee, enables employees to make reports in strict confidentiality. A dedicated phone number, email and site for file storage have also been set up to guard against and minimise the risk of loss, misuse or unauthorised processing or disclosure of the personal information held by the Group.

Grievances might relate to discrimination, harassment, health and safety issues, employment terms and conditions, or misconduct. Staff are encouraged to submit all grievances promptly.

We value the opinions of other stakeholders, including those in the local community, and have a dedicated communication channel for collecting their views. Each grievance is handled independently and in accordance with established rules and procedures. The same investigation procedures are adopted for each case that is filed. These procedures are designed to be accessible and provide a safe and effective platform for all parties involved in the process. The Group communicates the process and the decisions made in a transparent and timely manner. All cases, including those that are shared verbally, are properly recorded. Rules and procedures are reviewed regularly to ensure continual improvement of the process.

The Group has a formal complaint channel to ensure any views, suggestions and issues that our stakeholders might raise are treated fairly and promptly.

集團提供正式的投訴渠道，確保持份者提出的任何觀點、建議和問題得到公正和迅速的處理。

申訴

集團提供正式的投訴渠道，確保持份者提出的任何觀點、建議和問題得到公正和迅速的處理。我們成立了向董事會和風險及監控委員會報告的商業操守委員會，讓員工可以在絕對保密的情況下作出舉報。我們亦已設立專用熱線、電子郵箱和文件儲存庫，以防止和減少遺失、濫用、未經授權處理或洩露集團所持有個人資訊的風險。

員工可就歧視、騷擾、健康及安全問題、僱傭條款與細則或不當行為申訴，集團亦鼓勵員工盡快提出所有申訴。

我們重視當地社區等其他持分者的意見，並設立專用溝通渠道收集他們的意見。每個個案，均會按照既定規則和統一的調查程序獨立處理。這些程序的設計簡單直接，並為參與其中的各方，提供安全和有效的平台。集團以透明和迅速的方式，傳達相關過程和決定。所有個案，包括口述資料，均會詳細記錄在案。我們亦會定期對規則和程序進行檢討，確保整個流程得以持續改善。

Product and Service Responsibility

The Group takes full responsibility for its products and services and follows all regulatory requirements, industry guidelines and internal procedures to safeguard customer health and safety, promote responsible marketing and ensure the security of information related to its customers and partners.

Responsible information management is vital to marketing and data handling. We prepare marketing and information materials according to applicable laws and regulations, such as the Residential Properties (First-hand Sales) Ordinance and the self-regulatory regime of the Real Estate Developers Association of Hong Kong. Detailed information about fittings and fixtures is made available to customers and tenants during the sale and leasing process to ensure transparency and authenticity of information. Customer satisfaction surveys are conducted with our property buyers as part of our continuous improvement.

Food safety is one of our top priorities. We put stringent measures in place to ensure our food supplies are of quality, providing the best experience for our hotel guests. Our suppliers are required to adhere to the Contractor/Supplier Code of Conduct [↗](#), which stipulates our requirements with regard to ethics and integrity, labour practices, health and safety, environmental and social compliance and intellectual property rights.

As a result of our continuous efforts to improve service quality and enhance the efficiency of work processes, our business units have received management system certifications such as ISO 9001 (Quality), ISO 14001 (Environmental), ISO 10002 (Complaints Handling), OHSAS 18001 (Occupational Health and Safety), as well as Hygiene Control System Certification.

During the reporting period, there were no incidents of non-compliance with relevant laws and regulations relating to product and service information and labelling that had a significant impact on the Group.

Health and Safety

We endeavour to provide a safe and healthy environment for our employees, customers, contractors, suppliers and other stakeholders. In addition to regular inspections and audits, the Group's ERM framework adopts a risk-based approach to identify, evaluate, mitigate and report issues relating to health and safety.

A dedicated team – the Employee Safety and Health Committee – has been set up comprising senior executives from all key business units. It is responsible for administering the health and safety management system of the Group and ensuring that its procedures are adopted in our day-to-day operations. The Committee also reviews injury cases to identify corrective measures for both loss control and the prevention of similar incidents.

產品和服務責任

集團承擔對產品和服務的所有責任，並遵守所有規管要求、行業準則和內部程序，以保障顧客的健康及安全，促進負責任的市場推廣，並確保顧客和合作夥伴的資料安全。

負責任的資訊管理對市場推廣和數據處理至關重要。我們根據適用的法律和規例，如《一手住宅物業銷售條例》，以及香港地產建設商會的自我監管制度，準備市場推廣和資訊的素材。我們亦於銷售和租賃過程中，為顧客和租戶提供裝置及設備的詳情，以確保資訊的透明度和真確性。為了不斷改進服務質素，我們會向物業買家展開客戶滿意度調查。

食品安全為我們的首要任務之一。我們採取嚴格措施以確保食品供應的質素，務求為酒店客人提供最佳體驗。供應商必須遵守《承辦商/供應商行為守則》[↗](#)，達到道德與誠信、勞工實務常規、健康及安全、環境和社會監管，以及知識產權方面的要求。

經過我們不斷努力提升服務質素和提高工作流程的效率，多個業務部門榮獲管理系統認證，例如ISO 9001(品質)、ISO 14001(環境)、ISO 10002(投訴管理)、OHSAS 18001(職業健康及安全)，以及衛生控制管理系統認證。

報告期內，我們並沒有違反產品和服務資訊及標籤的相關法律及規例，並對集團構成重大影響的情況。

健康及安全

我們致力為員工、顧客、承辦商、供應商以及其他持份者，提供安全與健康的環境。除了定期視察和審核，集團的企業風險管理框架採用風險為本的方針來識別、評估、緩解和報告有關健康及安全的情況。

由集團各業務單位的高級行政人員組成的專責團隊 — 僱員安全及健康管理委員會，負責在日常業務中切實執行健康及安全管理系統的各项原則，並會對工傷個案作出檢討，從而控制及預防類似意外發生。

Governance
企業管治

Sustainable Procurement

The Group recognises the importance of protecting the environment and safeguarding human and labour rights, as well as its role in creating a more sustainable built environment. We are committed to integrating sustainability into our own procurement practices to minimise our social impacts as well as our impacts on natural resources and ecosystems, and to having our contractors and suppliers share these commitments. In a further effort to safeguard against environmental and social risk in our supply chain, the Group is devising an enhanced risk assessment mechanism for our new and existing contractors and suppliers.

Our business partners, including contractors and suppliers, are integral to the delivery of high-quality sustainable products and services. To communicate with contractors and suppliers on sustainability issues, we have developed a Contractor/Supplier Code of Conduct [↗](#) and a Sustainable Procurement Policy [↗](#), which are included in our standard tender documents.

These requirements cover regulatory compliance, labour practices, anti-corruption, environmental measures, environmentally-responsible procurement, occupational safety and health, and business ethics. The Sustainable Procurement Policy [↗](#), is applied to all purchasing units of the Group, with purchasing units being strongly encouraged to take into consideration all relevant local government policies on green product specifications. In line with this policy, we purchase responsibly-sourced paper products for our office operations.

The performance of our contractors and suppliers is managed through a contractor/supplier approval process as well as regular monitoring and annual performance reviews. In accordance with the Group Approved Contractors/Suppliers List Policies & Procedures, the performance of our contractors and suppliers is reviewed every 12 months. Contractors and suppliers are also asked to complete and submit a performance assessment report. The corresponding user department of the Group evaluates the performance of each contractor and supplier on the basis of the acceptance criteria and records, as stated in the performance assessment form. Such criteria include, but are not limited to, quality of service, safety measures, timeliness and overall performance.

可持續採購

集團深明保護環境和維護人權和勞工權益的重要性，以及我們在建構更可持續環境中擔任的角色。我們致力將可持續發展納入採購實務中，從而將對社會、自然資源和生態系統的影響減至最低。我們亦呼籲承辦商和供應商共同履行這些承諾。為進一步防範供應鏈中的環境和社會風險，集團正為現有及新承辦商和供應商設計一套更完善的風險評估機制。

承辦商和供應商等業務夥伴，是提供優質、可持續產品和服務不可或缺的部分。為與承辦商和供應商商議可持續發展議題，我們已制定《承辦商/供應商行為守則》[↗](#)和《可持續採購政策》[↗](#)，同時將相關的要求納入招標文件中。

這些要求，涵蓋法律規管、勞工實務常規、反貪污、環保措施、環保採購、職業健康及安全 and 營商操守。《可持續採購政策》[↗](#)適用於集團的所有採購部門，並鼓勵採購部門採購時，考慮所有有關綠色產品規格的地方政府政策。為配合這項政策，我們要求辦公室營運選購環保紙品。

我們透過承辦商/供應商審批流程以及定期監察和年度審核，管理承辦商和供應商的表現。根據《集團認可承辦商/供應商的相關政策及程序指引》，我們每12個月會審核承辦商和供應商的表現，並要求他們提交表現評核報告。集團相應的用戶部門會根據表現評核表中規定的驗收標準和紀錄，包括但不限於服務質量、安全措施、準時和整體表現等標準，評估各個承辦商和供應商的表現。

Cybersecurity & Data Protection

We have developed a Cybersecurity Policy [↗](#) to protect our employees, customers, suppliers and other stakeholders from risks arising from potential cybersecurity breaches.

We conduct regular self-risk assessments of our cybersecurity programme to review existing systems, products and practices on security and compliance. Our Internal Audit Department has conducted an in-depth review of the Company's system and relevant supporting IT operations. The key objective of the review is to assess whether the risks are appropriately managed and monitored. The review covered areas such as secure network architecture, performance monitoring and capacity monitoring, data protection, licensed software management and anti-virus detection and management. In addition, we engaged an external security consultant to conduct a cybersecurity assessment of our systems and infrastructure in 2019. We also held regular employee training on cybersecurity issues. In July 2019, 114 colleagues from different departments attended a Cybersecurity Awareness Talk, during which the importance of security measures was highlighted and quick tips were provided on protecting important data assets. We aim to be certified to the information security standard, ISO 27001, by 2025.

Customer Privacy

We are committed to protecting the privacy of our customers' information as well as intellectual property rights. To ensure this, we have put in place policies and measures regarding the protection, collection and usage of personal data and the protection of intellectual property. The Group closely follows Hong Kong's Personal Data (Privacy) Ordinance when handling customer data, and our CoC requires all employees to treat this data in strict confidence. Training is further provided for relevant employees regarding the protection of personal data and the Personal Data (Privacy) Ordinance, in collaboration with the Office of the Privacy Commissioner for Personal Data ("PCPD"). Regular reviews and revisions of the Group's personal data and privacy protection practices are conducted to ensure compliance with relevant laws and to identify improvement actions as needed. Trademarks and domain names are registered in various jurisdictions to protect the intellectual property of the Group. Action is taken immediately if scamming or infringing articles or materials in relation to the Group are discovered. Individuals who breach customer privacy obligations will be subject to disciplinary action, which may include termination of employment. In cases of suspected criminal offences, a report will be made to the relevant authorities.

During the reporting period, there were no significant cases of non-compliance in relation to breach of customer privacy or loss of customer data.

網絡安全與數據保護

我們制定《網絡安全政策》[↗](#)以保護員工、顧客、供應商和其他持份者免受潛在網絡安全漏洞所構成的風險。

我們定期對網絡安全計劃進行自我風險評估，以審查現有網絡安全系統、產品和實務常規，以及遵守法律的情況。我們的內部審核部，亦已深入審查公司的系統和支援資訊科技的運作，評估風險是否得到適當管理和監控。審查範圍涵蓋網絡安全體系結構、效能與容量監察、數據保護、軟件授權管理，以及防毒檢查與管理等方面。此外，我們亦於2019年委託外部安全顧問，為我們的網絡安全系統和基礎架構，評估安全水平。我們定期就網絡安全為員工舉行培訓。在2019年7月，來自不同部門的114位同事參加了網絡安全意識講座，當中強調安全措施的重要性，並提供有關保護重要數據資產的貼士。我們的目標是於2025年或之前通過ISO 27001資訊安全標準認證。

顧客私隱

我們致力保護顧客資料的私隱權和知識產權。為此，我們制定了有關保障、收集和使用個人資料，以及保護知識產權的政策和措施。集團處理顧客資料時，會嚴格遵守香港《個人資料(私隱)條例》，而我們的《紀律守則》亦要求所有員工必須嚴格保密這些數據。我們與個人資料私隱專員公署合作，定期為相關員工提供有關保護個人資料和《個人資料(私隱)條例》的培訓。集團定期審查和完善修訂個人資料及私隱保護實務常規，確保符合相關法律的規定。我們已在各個司法管轄區註冊商標和域名，以保護集團的知識產權。若發現與集團有關的欺詐或侵權物品或材料，我們會立即採取行動；違反顧客私隱守則的員工，將受到紀律處分，嚴重者或會遭解僱。如涉嫌干犯罪行，集團會向有關當局報告。

報告期內，我們並沒有違反顧客私隱或遺失顧客資料的重大違規事件。



Green

綠色生活

Respecting our relationship with nature, we strive for sustainability and balance.

尊重自然，為可持續與平衡發展努力。



We contribute to the sustainable development of our communities by minimising pollution and mitigating our impacts on the environment. This begins with architectural design, material selection and building development and continues through to the responsible management of our properties. It also shapes our sourcing and procurement practices and the way we support and engage our stakeholders. Priority focus areas include climate action, energy saving and waste reduction, as well as exploring environmental innovations. We also strive to promote sustainable living among our stakeholders and the broader community.

我們透過建築設計、物料挑選和建築發展，以至負責任地管理我們的物業，將污染減至最低，緩減對環境的影響，從而支持社區的可持續發展。我們亦規範選材和採購常規，以及支持和連繫持份者的方式。我們重點關注的領域包括氣候行動和節能減廢，以及探索環保創新科技。我們亦致力促進持份者和廣大社區的可持續生活。



Utilising renewable energy and enhancing energy efficiency
善用可再生能源及提高能源效益



Supporting innovation and adopting environmental technologies
支持創科發展，以新科技推動環保



Optimising energy and resource consumption and adopting circularity principles
完善能源和資源管理，和採取循環原則



Minimising our greenhouse gas ("GHG") footprint and setting an emission reduction target
訂立溫室氣體減排目標，致力減低碳足跡



Offering sustainable seafood in our hotel operations
於酒店提供可持續海鮮



Promoting waste reduction, recycling and upcycling
提倡減廢、回收和升級再造

Green
綠色生活

Management Approach

We are committed to doing our part in combating climate change. As we continue to develop our business and portfolios, our investment decisions will place greater emphasis on environmental sustainability.

Our Green Sub-committee of the ESG Steering Committee supports the ESG Steering Committee and the Board in setting and facilitating the overall environmental approach of the Group. It also reviews and evaluates initiatives to address climate change, manage energy and waste, conserve water resources, and promote environmental protection, as well as identifies areas for improvement.

This process ensures that we effectively address our material topics of

- Environmental Compliance
- Climate Resilience & GHG Emissions
- Energy Consumption & Efficiency
- Material Use, Waste Reduction & Management
- Water Consumption & Efficiency

Sino Land's Green Goal

信和置業綠色生活目標



Achieve **greenhouse gas emission reduction by 30%** by 2030 from 2012 level¹

以2012年水平為基數，於2030年前將溫室氣體排放量¹減少30%

Environmental Management System (“EMS”)

Our EMS has been implemented throughout our business operations, ensuring that environmental considerations are front and centre in all the decisions we make. This system provides a coherent framework for identifying the significant environmental aspects and impacts of the Group's activities. It outlines our commitments, principles, scope, responsibilities and processes for the protection of the environment and guides us in analysing and evaluating our environmental objectives and targets. By continually reviewing our EMS, we are able to focus on enhancing our environmental performance and reducing our overall environmental footprint.

Under our group-wide EMS, we identify and address the potential environmental impacts of our operations and adopt measures ranging from GHG emission management to waste reduction. Our Environmental Policy [↗](#) sets out our approaches and commitments for mitigating our environmental impacts, enhancing energy efficiency and raising environmental awareness.

1. Covering the common areas of 51 properties under our management. 包括我們管理的51項物業的公共地方。

管理方針

我們竭盡所能應對氣候變化。隨著業務和物業組合不斷發展和增長，我們的決策亦將更加注重環境的可持續發展。我們的環境、社會及管治督導委員會轄下的綠色生活小組委員會，全力支持環境、社會及管治督導委員會和董事會制定和促進集團整體環境方針，同時檢討和評估應對氣候變化、能源管理和減廢、節約用水和促進環境保護的計劃，並找出有待改進的地方。

這過程能確保我們應對以下重大議題：

- 遵守環境規例
- 氣候抗禦力和溫室氣體排放
- 能源消耗和效益
- 物料使用、廢物削減和管理
- 用水和用水效益

環境管理體系

我們於整個業務營運中實施環境管理系統，確保將環境因素納入考慮是決策的大前提。這系統提供一個清晰貫徹的框架，以識別集團活動的重大環境影響，同時體現我們對環境保護的承諾、原則、範圍、責任和執行，並指引我們分析和評估環境目標和指標。我們致力透過不斷檢討環境管理體系，提升於環境方面的表現，減少整體環境足跡。

在環境管理體系下，集團識別並應對營運的潛在環境影響，並實施溫室氣體排放管理以至減少廢物等多項措施。我們的《環保政策》[↗](#)，為緩減對環境影響、提高能源效益和環保意識制定方針並作出承諾。



The Group promotes environmental sustainability and encourages public participation in green initiatives. 集團向公眾宣傳環境可持續性，並鼓勵他們親身參與綠色項目。

During the reporting period, there were no infringements of relevant environmental laws or regulations that would have a significant impact on the Group.

報告期內，並無出現對集團有重大影響的違反環境法律或規例事件。

Under our Environmental Policy [↗](#), the Group strives to

- Promote a culture of environmental sustainability among residents, tenants, customers, employees and contractors, encouraging their participation in green initiatives;
- Minimise potential impacts on the environment;
- Improve environmental protection through energy and resource conservation, waste reduction and pollution prevention;
- Implement and update effective measures to sustain green living; and
- Ensure compliance and strive to perform beyond statutory environmental requirements.

根據《環保政策》[↗](#)，集團致力：

- 向住客、租戶、顧客、員工以及承辦商推廣環境可持續性，並鼓勵他們參與環保活動；
- 將對環境的潛在影響減至最低；
- 透過節約能源和資源、減少廢物及防止污染，完善環境保護；
- 推行及更新可持續綠色生活的措施；以及
- 確保遵守及致力超越相關環保法例要求。



Park Mediterranean: The Group is committed to increasing greenery areas at its properties to mitigate climate change risks.
逸瓏海滙：集團致力增加物業的綠化面積，以緩減氣候變化風險。

Biodiversity

The Group recognises the importance of protecting and enhancing biodiversity. Through our Biodiversity Policy [7](#), we have committed to addressing biodiversity during the design, construction and operational phases of our business cycle. Our policy enables us to identify and evaluate the risks or potential impacts of our business on biodiversity and ecosystems, with a view to mitigating our impacts on natural resources as well as marine and terrestrial ecosystems. It also helps us increase the ecological value of the landscapes we manage by preserving existing trees and adopting diverse native plants.

One example of how we conserve biodiversity is our residential project, The Mediterranean, which has about 52,000 sq. ft. of green space covering more than 30% of the development area. Landscaping and ecological experts themed the design of this space around the concept of a primary forest. Around 70 native species of flora have been planted within the green area, creating a rich and varied habitat.

生物多樣性

集團深明保護和增加生物多樣性的重要性，透過《生物多樣性政策》[7](#)，我們致力從設計、建造和營運階段入手，應對業務周期對生物多樣性帶來的影響。此政策亦能讓我們識別和評估業務對生物多樣性和生態系統的潛在風險，以減輕我們對自然資源，以及海洋和陸地生態的影響，同時透過保護現有樹木和種植多種本地植物，提高我們管理環境的生態價值。

「逸瓏園」的綠化空間佔地約52,000平方尺，佔發展面積30%以上，是我們保育生物多樣性的住宅項目之一。園林綠化和生態專家以原始森林為設計概念，在綠化區種植了約70種本土植物，創造豐富多樣的棲息地。

Climate Resilience, Energy and Emissions

Climate Resilience and Greenhouse Gas (“GHG”) Emissions

We recognise the importance of developing strategies in line with best practices to address climate change risks and mitigate the associated impacts on our business operations. Physical risks, such as rising sea levels, extreme weather events and rising temperatures can impact our stakeholders, assets and supply chain. Our Climate Change Policy [↗](#) sets out the principles for addressing climate change risk in our operations, in particular those relating to our property development projects.

We have stringent measures in place for reducing GHG emissions in accordance with local government policies and international frameworks to combat climate change, such as Hong Kong’s Climate Action Plan 2030+ and the Paris Agreement. Sino Land is a strong supporter of transparency in GHG disclosure and reports its emissions annually in the Carbon Footprint Repository for Listed Companies in Hong Kong, developed by the Environmental Protection Department. Sino Land was also among the first group of companies to sign the Business Environment Council’s Low Carbon Charter in March 2019.

The Group has set a target to reduce its GHG emissions by 30% by 2030, based on its 2012 baseline. As of 30 June 2020, a reduction of 17.7% had been achieved, equivalent to 633,720 trees planted.

-17.7%

GHG emission reduction, equivalent to 633,720 trees planted
溫室氣體排放量減少了17.7%，相當於種植了633,720棵樹



The Mediterranean: The Group integrates biodiversity considerations into all aspects of its operations.
逸瓏園：集團將生物多樣性納入業務營運的考慮因素。

氣候抗禦力、能源和排放

氣候抗禦力和溫室氣體排放

我們深明依循最佳實務常規制定策略以應對氣候變化風險，減輕與業務營運相關影響的重要性。海平面上升、極端天氣事件和氣溫上升等實體風險，會影響我們的持份者、資產和供應鏈。我們的《氣候變化政策》[↗](#)為我們的營運，尤其地產發展項目，制定應對氣候變化風險的原則。

我們已根據本地政府政策，以及國際框架，如《香港氣候行動藍圖2030+》和《巴黎協定》，制定嚴格的措施，以減少溫室氣體排放。信和置業極力支持增加溫室氣體排放的透明度，並每年在環境保護署建立的香港上市公司碳足跡資料庫中，披露其排放量。信和置業亦是最早簽署由商界環保協會於2019年3月推出的《低碳約章》企業之一。

集團已制定減排目標，以2012年水平為基數，在2030年前將溫室氣體排放量減少30%。截至2020年6月30日已減少17.7%，相當於種植了633,720棵樹。

Green
綠色生活

Resilience: Our Approach to Climate Change Risk Management 抗禦力：氣候變化風險管理方針

Key Areas 主要範疇	Sino Land's Approach 信和置業採取的方針	
<p>Governance 管治</p>	<p>The ESG Steering Committee reviews and approves our strategies, goals and targets. This process enables the committee to address climate change not only as a risk to mitigate, but also an opportunity to effect change.</p> <p>環境、社會及管治督導委員會檢討並審核我們的策略、目標和指標，整個過程不僅能讓應對氣候變化以緩減風險，亦能從中把握改進的機遇。</p>	
<p>Strategy 策略</p>	<p>Mitigation</p> <ul style="list-style-type: none"> • Setting a long-term emission target; • Communicating and encouraging employees, customers, contractors, suppliers and other stakeholders to reduce GHG emissions in daily operations whenever practicable; • Using low-carbon and energy-efficient products and materials; • Adopting best practices to improve energy efficiency; and • Identifying climate change-related risks in our business operations. <p>Adaptation</p> <ul style="list-style-type: none"> • Mainstreaming climate change risks into early planning of development projects; • Adopting best practices and the latest guidelines in resilient building design; • Retrofitting existing buildings with climate-resilient features; and • Monitoring and responding to market and technological shifts, and regulatory and policy changes associated with climate change. 	<p>減緩</p> <ul style="list-style-type: none"> • 制定長遠減排目標； • 與僱員、客戶、承辦商、供應商及其他持份者保持溝通，鼓勵他們在可行情況下減少日常運作所產生的溫室氣體排放； • 使用低碳節能產品和物料； • 採用最佳實務常規改善能源效益；以及 • 識別與業務營運相關的氣候變化風險。 <p>適應</p> <ul style="list-style-type: none"> • 將氣候變化風險納入物業項目發展的前期建築規劃； • 在設計樓宇時採納最佳實務常規及參照最新指引，加強應對氣候變化能力； • 在翻新現有建築物時，引入有助應對氣候變化的措施；以及 • 適時監察及檢討應對與氣候變化相關的市場、技術、規例及政策的最新發展。
<p>Transition Risks 轉型風險</p>	<p>Current Practice</p> <p>The Group seeks to adopt green building features in its properties to manage their impacts on the environment and natural resources. During the reporting period, 76% of our development projects under construction received green rating. Our sustainability strategy and ESG policies have considered climate change risks and opportunities as part of the development process.</p> <p>Emerging Requirements</p> <p>Updates on relevant policies and regulations and new building standards will impose direct and material climate-related risks on our business, including operating costs. We consult with relevant regulatory bodies and professional firms so that we can adjust our strategies accordingly.</p>	<p>目前實務常規</p> <p>集團致力於旗下物業中加入綠色建築元素，以管理對環境和自然資源的影響。報告期內，76%興建中的發展項目，已獲得環保建築認證。在制定可持續發展策略以及環境、社會及管治政策的過程中，集團考量氣候變化的風險與機遇。</p> <p>新興要求</p> <p>有關政策、規例和建築標準的修訂，將對集團業務造成直接和重大的氣候相關風險，如營運成本。我們會徵詢相關監管機構和專業顧問的意見，以調整相應策略。</p>

Key Areas 主要範疇	Sino Land's Approach 信和置業採取的方針	
<p>Transition Risks (continued) 轉型風險 (續)</p>	<p>Reputation The Group understands that its efforts to build a sustainable future can raise brand and reputation. We assess ourselves against global sustainability benchmarks to identify gaps, potential risks and opportunities for improvement, in alignment with high ESG standards.</p> <p>Our Value Chain Our Green Office Policy ↗ sets out our approach for achieving environmentally-responsible operations at workplace. Through our Contractor/Supplier Code of Conduct ↗, the Group has always been, and will continue to be, a strong advocate of incorporating sustainability into its supply chain. As part of our commitment to raise environmental awareness, the Group promotes sustainable living among customers and other stakeholders.</p>	<p>聲譽 集團認同在建構可持續未來方面的努力，能協助建立品牌及良好聲譽。我們根據全球可持續發展基準作出評估，以找出潛在風險和改善機會，提升環境、社會及管治的標準。</p> <p>價值鏈 我們的《綠色辦公室政策》↗為實現對環境負責的辦公室營運訂立方針，集團一直透過《承辦商/供應商行為守則》↗，並將繼續積極推動供應鏈落實可持續發展原則。向顧客和其他持份者推廣可持續生活，是集團履行提高環保意識的重要一環。</p>
<p>Physical Risks 實體風險</p>	<p>Changes in climate patterns and the increased severity of weather events, such as heatwaves and flooding caused by rising sea levels could cause damage, disrupt operations and affect our business. To mitigate climate change-related risks, our buildings are designed to be adaptable and resilient. These include the provision of sustainability features and the use of materials to increase resilience.</p>	<p>氣候變化和所引致的現象越加嚴重(如熱浪及由海平面上升所致的洪水)或會破壞或影響業務。為減輕與氣候變化相關的風險，我們精心設計具有適應力和抗禦力的建築物，當中包括提供可持續發展功能，以及使用能提高抗禦力的物料。</p>
<p>Risk Management 風險管理</p>	<p>The Group is committed to incorporating climate-related risks in its Enterprise Risk Management (“ERM”) Framework to identify, manage and disclose material climate-related risks. An integrated comprehensive risk management process that involves communication and consultation with stakeholders is used to address our transition risks. Our stakeholder-driven materiality assessments complement our ERM framework in identifying and assessing material ESG and climate-related risks and opportunities.</p>	<p>集團致力將氣候相關風險納入企業風險管理框架中，以識別、管理和披露與氣候相關的重大風險。我們的綜合風險管理流程，包括與持份者溝通和諮詢，目的是應對轉型風險。我們以持份者為本的重要性評估，完善企業風險管理框架，以識別和評估重大的環境、社會及管治議題，以及與氣候相關的風險和機遇。</p>
<p>Metrics and Targets 指標和目標</p>	<p>We monitor GHG emissions, hazardous and non-hazardous waste generation and effluent discharge from our operation to analyse and evaluate our environmental performance against objectives and targets. These metrics are also used to evaluate the overall effectiveness of our EMS and to set future targets and action plans.</p>	<p>我們監察業務產生的溫室氣體排放、有害和無害廢物，以及廢水排放，並按照目標和指標，分析和評估我們的環境表現。這些指標亦用於評估環境管理體系的整體成效，以及制定未來的目標和計劃。</p>

Green
綠色生活

Energy Consumption and Efficiency

Better resource management is critical to sustainability, and we are continually reviewing how we can improve energy and resource management across our operations. Particular attention has been paid to enhancing the energy efficiency of our assets. Our Energy Policy [↗](#) outlines our commitment to managing energy consumption and to adopting energy-efficient technologies that can further reduce consumption.

能源消耗與效益

有效資源管理對於可持續發展至關重要。因此我們不斷檢討並改善整個營運的能源和資源管理的方法，尤其著重提高物業的能源效益。《能源政策》[↗](#) 闡述我們管理能源消耗，及採用高能源效益技術以進一步節能的承諾。

Our targets include

- Integrating energy considerations into all aspects of our operations;
- Installing renewable energy features in new and existing buildings where appropriate and practicable; and
- Establishing smart monitoring platforms to optimise building services and renewable energy systems.

我們的目標包括：

- 將能源因素納入於營運的各個範疇；
- 在適當和可行的情況下，在新建和現有建築物安裝可再生能源設備；以及
- 建立智能監察平台，完善樓宇服務和可再生能源系統。

During the reporting period, the energy intensity of the properties managed by the Group was 104.3 kWh/m², representing an 8% reduction as compared with the previous reporting period.

報告期內，集團管理物業的能源強度為每平方米104.3千瓦時，相比上個報告期減少8%。

104.3 kWh/m²

Energy intensity
能源強度為每平方米104.3千瓦時

-8%

Compared with the previous reporting period
相比上個報告期減少8%

The Energy Saving Charter and 4Ts Charter

Enhancing energy efficiency and promoting energy saving play an important part in our efforts towards the continuous reduction of our GHG emissions. Sino Land supports the Energy Saving Charter initiated by the Environment Bureau and the Electrical and Mechanical Services Department. During the reporting period, 78 of our residential buildings, 33 of our shopping malls, and 42 of our commercial and industrial buildings have signed the Energy Saving Charter and pledged to maintain an average indoor temperature between 24°C and 26°C throughout the months of June and September.

As a committed advocate of sustainability, we became a 4Ts Charter (Target, Timeline, Transparency and Together) partner of the Environment Bureau, under which we have set an internal energy intensity reduction target with implementation timelines. During the reporting period, 13 shopping malls, 11 residential buildings and 13 commercial and industrial buildings have signed the 4Ts Charter.

《節能約章》及《4Ts約章》

我們致力減少溫室氣體排放，提高能源效益和促進節能為當中的重點工作。信和置業一直支持由環境局和機電工程署推動的《節能約章》。報告期內，我們已有78幢住宅樓宇、33個購物商場和42座工商大廈簽署了《節能約章》，並承諾在6月至9月期間將室內平均溫度保持在24°C至26°C之間。

作為可持續發展的支持者，我們成為了環境局《4Ts約章》（訂立目標、制定時間表、開放透明及共同參與）的合作夥伴，並制定降低內部能源強度目標及實施時間表。報告期內，我們共有13個購物商場、11幢住宅樓宇，以及13座工商大廈，簽署了《4Ts約章》。

Energy Management System

In September 2019, Sino Land engaged Negawatt, a Hong Kong property technology company specialising in smart building solutions. The partnership contributes to the constant digital transformation of our technical services and drives initiatives in our building operations to reduce energy consumption in our managed properties.

Exchange Tower reduced its chiller plant energy consumption year-on-year by over 8%, while maintaining indoor comfort levels. This was achieved through the efforts of our property management team and with the support of Negawatt's big data, IoT technology and AI analysis platform. This smart building platform aligns with the Electrical and Mechanical Services Department's promotion of retro-commissioning in existing buildings. Using the Negawatt Building Operating System, Exchange Tower was able to create a positive impact:

610,000+

Data points collected and analysed
收集和分析逾61萬項數據

-8%

Saving in energy year-on-year
相比去年同期節省逾8%能源

162,727 kg

CO₂e savings
減少162,727公斤二氧化碳對等值

232,467 kWh

Electricity saved
節約232,467千瓦時電力

The Group has leveraged big data, Internet of Things (IoT) and Artificial Intelligence (AI) to enhance energy efficiency in Exchange Tower. 集團於國際交易中心利用大數據、物聯網 (IoT) 和人工智能 (AI) 提升能源效益水平。

人工智能能源管理系統

2019年9月，信和置業與研究智能建築解決方案的Negawatt合作，將物業技術電子化，推動大廈管理的可持續發展，減少能源消耗。

經過我們物業管理團隊的努力，並在大數據、物聯網技術和人工智能分析平台的支持下，國際交易中心得以保持室內舒適度，同時降低供冷機組能源消耗，相比去年同期節省逾8%能源。這個平台與機電工程署倡議現有建築物的重新校驗相配合。國際交易中心在使用Negawatt操作系統後已取得正面效果：





The property management team strives to support renewable energy through installing photovoltaic panels at properties under its management.

物業管理團隊支持可再生能源，於旗下管理的物業安裝太陽能光伏系統。

Renewable Energy and Clean Energy

With a view to reducing our GHG footprint, the Group has committed to harnessing technology and implementing initiatives that promote the use of renewable energy in our daily operations. We aim to achieve a renewable energy generation of 8,000,000 kWh from the 2012 level by 2030. To meet this goal, we are installing renewable energy features in our managed properties and establishing smart platforms to monitor and optimise our building services and renewable energy systems. We are also promoting energy awareness and the use of renewable energy among employees, customers, suppliers and other stakeholders.

Photovoltaic System

The Group is expanding the coverage of solar panels across our managed properties. As of 30 June 2020, over 2,100 photovoltaic panels, with a total rated power of more than 700 kW, have been installed at properties under the Group's management in Hong Kong.

Integrated Renewable Energy Platform

We have developed an Integrated Renewable Energy Platform, the Solar PowerSmart System, to monitor the real-time performance of the photovoltaic panels at our managed properties, including their system status, system capacity and photovoltaic energy output. This has enabled us to obtain the performance ratio of each site and compare it with the actual and rated energy outputs on a daily, monthly and yearly basis, for improvements in system performance.

再生能源與潔淨能源

為減少我們的溫室氣體足跡，集團致力採用技術，並實施計劃以增加日常營運使用可再生能源。我們的目標是由2012年至2030年前實現再生能源的發電量達800萬千瓦時。為達成目標，我們在旗下管理的物業安裝可再生能源設備，並建立智能監察平台，以監控和完善設施和可再生能源系統。我們亦會提高員工、顧客、供應商和其他持份者的能源意識，推廣使用可再生能源。

太陽能光伏系統

集團正擴展旗下管理物業中太陽能板的覆蓋範圍。截至2020年6月30日，集團已在香港的物業安裝了超過2,100多塊光伏電板，總額定功率超過700千瓦。

綜合再生能源平台

Solar PowerSmart太陽能光伏系統，是我們建立的綜合再生能源平台，可實時監察所有太陽能光伏電板的表現，包括系統狀態、系統容量和輸出的光伏電量，讓我們能取得每個地點的表現數據，並可以將每日、每月和每年的實際輸出電量與額定輸出電量對比，從而提升系統表現。

Key monitoring features of the Solar PowerSmart System:

- Overall performance of photovoltaic systems at all properties;
- Performance of photovoltaic systems on individual sites; and
- Information on sunlight and weather conditions.

Solar PowerSmart System 主要監察功能包括：

- 光伏系統在所有物業的整體表現；
- 個別物業的光伏系統表現；以及
- 有關日照與天氣狀況的資訊。

Smart Hybrid Conversion System of Solar Energy at Olympian City 1

We began conducting a feasibility study on the installation of a smart hybrid conversion system for solar energy at Olympian City 1 in 2020, with a rated power of 86.25 kW.

奧海城一期太陽能智能混合轉換系統

我們於2020年進行可行性研究，於奧海城一期安裝太陽能智能混合轉換系統，其額定功率為86.25千瓦。

More than 360 EV Charging Stations

The Group strongly supports the use of electric vehicles (“EVs”). We have installed more than 360 EV charging stations in more than 50 car parks of the Group.

逾360個電動車充電站

集團全力支持採用電動汽車，於50多個集團旗下的停車場安裝360多個電動車充電站。

CLP Smart Energy Award

In December 2019, the Group received the Renewable Energy Excellence Award and Joint Energy Saving Award under the Smart Energy Award programme of CLP Power Hong Kong Limited. The award recognises the outstanding performance in energy management and the use of renewable energy and smart technology.

中電「創新節能企業大獎」

2019年12月，集團於中華電力有限公司「創新節能企業大獎」中，榮獲「可再生能源傑出大獎」和「齊心節能大獎」。獎項旨在表揚香港企業和團體於能源管理，以及使用可再生能源和智能技術方面的傑出表現。



In support of clean transport, we have installed EV charging stations at more than 50 of our car parks. 為支持綠色運輸，我們於旗下50多個停車場安裝了電動車充電站。

Green
綠色生活

Responsible and Sustainable Consumption

We advocate environmentally-responsible procurement practices across our business units and among our suppliers. We have also introduced group-wide initiatives to promote sustainable consumption to reduce waste, encourage recycling, minimise energy consumption, conserve water and promote biodiversity, green management and green living.

Hazardous and Non-hazardous Waste Management

Waste reduction and pollution prevention are two focus areas of our emission control efforts, we are on track in our pursuit of an integrated resource and waste management approach. Our waste management efforts cover waste generated by customers, tenants and residents, as well as construction waste generated in our development projects. Waste is collected by licensed collectors for proper disposal in compliance with relevant regulations. Our operations also dispose of a small quantity of mercury-containing fluorescent tubes, which is collected by licensed waste collectors and sent to the Chemical Waste Treatment Centre, where mercury is recovered and recycled.

Our Waste Management Policy, which prioritises the principle of avoiding redundant consumption and purchases, guides us on the selection of sustainable alternatives and the proper reuse and disposal of materials in order to minimise waste generated across our business units.

We are committed to

- Managing and monitoring our operations to reduce, recycle and reuse materials;
- Implementing programmes and initiatives to engage employees, customers and tenants in waste reduction, recycling and upcycling; and
- Disposing of all waste responsibly, in accordance with local legislation in the jurisdictions where we operate, and adopting best practices.

In addition, we have a Green Office Policy [↗](#) to guide employees on the sustainable use of resources in our offices, including reducing waste through the adoption of best green office practices and raising staff awareness of sustainability issues in our day-to-day housekeeping.

During the reporting period, 1,295 tonnes of non-hazardous waste were disposed², representing a reduction of 51.4% as compared with the previous reporting period.

2. Excludes waste from our construction sites.
建築工地的廢物除外。

負責任和可持續消費

我們向業務部門和供應商推廣對環境負責的採購實務。我們亦於集團內舉辦與減少浪費、鼓勵回收、減少能源消耗、節約用水，以及促進生物多樣性、綠色管理與綠色生活相關主題的活動，推廣可持續消費。

有害和無害廢物管理

減少廢物和防止污染是我們控制排放工作的兩個重點範疇，我們並朝著資源整合和廢物管理方針邁進。我們在廢物管理方面的工作，涵蓋從顧客、租戶和住戶所產生的廢物，以及項目發展時產生的建築廢物。廢物由持牌廢物處理商收集，並依照相關規定適當處置。我們日常營運棄置的少量含汞光管，由持牌廢物處置商收集送往化學廢物處理中心，將汞收集和循環再造。

我們的《廢物管理政策》訂明避免過度消費和購買的優次原則，並指引我們挑選可持續的替代品，以及物料正確重用和處置，以減少各業務部門產生的廢物。

我們致力：

- 管理和監察業務營運，以減少、循環再造和重用物料；
- 推行減少廢物、回收和升級再造計劃和活動，並鼓勵員工、顧客和租戶參與；以及
- 根據營運所在司法管轄區的法律，以負責任和最佳實務常規，處理所有廢物。

此外，我們制定的《綠色辦公室政策》[↗](#)，指引員工適當利用辦公室資源，包括以最佳綠色辦公室實務常規來減少廢物，並在日常工作上提高員工對可持續發展議題的關注。

報告期內，我們共棄置了1,295公噸無害廢物²，相比上個報告期減少51.4%。

Plastic Awareness Campaign

In April 2018, we pledged to reduce plastic by committing to the Plastic Awareness Campaign. We are on track to reduce consumption of single-use plastics across all business lines by 50% by 2022 (from our 2017 baseline). Highlights of our actions are presented below:

「塑減行動」

2018年4月，我們推行「塑減行動」並承諾減少使用即棄塑膠製品。我們期望以2017年水平為基數，於2022年前將旗下各業務範圍的即棄塑膠製品減少50%消耗量。行動摘要如下：

NO plastic drinking straws

are provided at F&B outlets of all hotels
停止在酒店餐廳提供塑膠飲管

Refillable dispensers

are used to replace bathroom amenities in the standard rooms of all hotels
所有酒店的標準客房以補充按壓裝取代即棄小瓶裝沐浴用品

65 clubhouses

are provided with water dispensers
於65個會所安裝飲用水機

117 umbrella dryers

are provided at 70 locations
於70個地點安裝117部雨傘除水機

> 371,000 plastic bottles

are collected through reverse vending machines, translating into a carbon emission reduction of 89,000 kg, saving the equivalent of 3,800 trees that would have been required to offset these emissions
膠樽回收機共回收了超過371,000個膠樽，減低了89,000公斤碳排放量，相等於3,800棵樹的碳吸收量

WWF's PACT

In 2019, The Fullerton Hotel Singapore signed the WWF's PACT (Plastic ACTion) statement. In addition to discontinuing the use of plastic drinking straws and stirring rods, we have removed all single-use plastic water bottles in hotel rooms, meeting spaces and F&B outlets.

We are also making use of eco-responsible takeaway boxes and cutlery, replacing single-use plastic bags with non-woven bags, and switching to environmentally-responsible alternatives in all hotel rooms.

世界自然基金會「絕膠行動」

2019年，新加坡富麗敦酒店簽署了世界自然基金會「絕膠行動」聲明。除了停止使用塑膠飲管和攪拌棒外，酒店房間、會議室和餐飲場所均停止使用即棄樽裝水。

我們亦選用環保外賣盒和餐具，以不織布袋代替即棄膠袋，並在所有酒店客房內提供環保的替代品。

Green
綠色生活

Green Packaging

In accordance with our Guidelines on Green Gift Hamper or Baskets Packaging Design, we have requested our suppliers to reduce excessive packaging and explore the use of eco-responsible materials as substitutes for conventional packaging.

Specifically, our suppliers are required to observe the following principles:

Design of Packaging

- Simple Packaging – excessive packaging should be avoided and packaging should be recyclable.
- Reusable Concept – reuse of packaging materials should be promoted through careful design and choice of materials.

Choice of Packaging Materials

- Use of recyclable packaging materials is preferred, especially those containing recycled constituents (such as recycled paper) or environmentally-certified products. The use of materials with high environmental impact or low recycling values (such as PVC plastic or plastic foam) should be minimised.

環保包裝

根據《禮籃綠色包裝設計指引》，我們要求供應商減少過度包裝，以及採用環保物料替代傳統包裝。

具體而言，我們的供應商必須遵守以下原則：

包裝設計

- 簡單包裝 — 避免過度包裝，並使用可回收的包裝物料。
- 重用概念 — 謹慎設計包裝及選用物料，方便重用。

選擇包裝物料

- 使用可回收的包裝物料，尤其是含有可回收物料的成分（如再造紙）或經環境認證的產品為包裝物料；減少使用對環境影響大或回收價值低的物料（例如聚氯乙烯塑膠或發泡膠）。

Food Waste Management

Sino Land manages food waste through a structured food waste recycling programme to lessen the burden on landfills. We also encourage our tenants to participate in our Green Tenant Engagement Programme.

At tmtplaza, our food waste decomposer is capable of processing 7,000 kg of food waste per month. At Citywalk, we have installed two food waste decomposers with a capacity of 3,000 kg per month each and, at Olympian City 2, we have a high-efficiency food waste decomposer with a capacity of over 15,000 kg per month. The compost generated from these facilities is turned into organic fertilisers. Hong Kong Gold Coast Hotel has installed an ORCA digester that is capable of processing 16,000 kg of food waste per month, transforming food waste into liquid. These food waste decomposers and digesters not only reduce air pollutants and GHG emissions arising from transport to landfill, but also help reduce fugitive methane emissions from landfills.

Sino Property Services (“SPS”) has implemented a food waste management programme in its managed residential properties, shopping malls, office and industrial buildings. These include Bowen’s Lookout, Pacific Palisades, Island Resort Mall, Exchange Tower, Skyline Tower (including SPS Headquarters Office), The Coronation and Tsim Sha Tsui Centre (Sino Headquarters Office). The programme has also been extended to the facilities of clients in the government sector and among NGOs.

廚餘管理

信和置業透過有系統的廚餘回收計劃管理廚餘，使堆填區的壓力得以減輕。我們亦鼓勵租戶參與「環保租戶計劃」。

設置於屯門市廣場的廚餘機，每月可處理 7,000 公斤廚餘；而設置於荃新天地的兩台廚餘機，每月分別能處理 3,000 公斤廚餘。奧海城二期亦設置了一台高效廚餘機，每月可處理超過 15,000 公斤廚餘。經處理的廚餘可作堆肥，並轉化為有機肥料。香港黃金海岸酒店已安裝了 ORCA 廚餘機，每月可處理 16,000 公斤廚餘，將廚餘轉化為液體。這些廚餘機不僅能減少因運往堆填區而產生的空氣污染物和溫室氣體排放，而且亦有助減少堆填區的甲烷排放。

信和管業優勢已於轄下管理的住宅物業、購物商場、工商大廈，實施了廚餘管理計劃。當中包括 Bowen’s Lookout、寶馬山花園、藍灣廣場、國際交易中心、宏天廣場（包括信和管業優勢總部辦公室）、御金·國峯，以及尖沙咀中心（信和集團總部辦公室）。計劃亦擴展至政府部門和非政府機構等客戶。



A high-efficiency food waste decomposer at Olympian City 2 turns food waste into organic fertiliser.
設於奧海城二期的高效廚餘機，能將經處理的廚餘轉化為有機肥料。

The one-stop waste recycling solutions are provided by Best Result Environmental Services Limited ("BRESL") and Perfect Green Supplies Company Limited ("Perfect Green") under SPS. In addition to collecting general recyclables and food waste, BRESL and Perfect Green are registered collectors in the Waste Cooking Oils Recycling Administrative Registration Scheme by the Environmental Protection Department. During the reporting period, 137 tonnes of food waste was collected.

Recycling and Upcycling

Sino Land makes every effort to minimise waste generation, increase opportunities for reuse and recycling, and treat and dispose of waste responsibly.

Creative New Uses for Trees

The Group aims to preserve and care for trees at its properties. When trees have to be felled due to safety concerns, disease or other reasons, we make sure the timber is not wasted. Felled trees are examined and sorted. Trunks, branches and twigs with no signs of pest infestation or disease are recycled into compost or mulch. Larger trunks and branches are upcycled into furniture and art pieces.

信和管業優勢的環境服務由恒毅環衛服務有限公司（「恒毅環衛」）和綠玲瓏供應有限公司（「綠玲瓏」）提供，為客戶提供一站式廢物回收解決方案。除了收集一般可循環再造的資源和廚餘外，恒毅環衛和綠玲瓏亦是環境保護署「廢置食用油回收行政登記計劃」的註冊收集商。報告期內，我們一共收集了137公噸廚餘。

循環再用及升級再造

信和置業竭盡所能減少產生廢物、增加重用和循環再造的機會，並會負責任地處理和棄置廢物。

樹木創意新用途

集團致力保護和照料旗下物業所有樹木。樹木若因生病、安全或其他原因而必須砍伐，我們會妥善處理木材，確保不會造成浪費。樹木砍伐後，我們會加以檢查並篩選，將沒有病蟲害或疾病跡象的樹幹、樹枝和細枝製成堆肥或覆蓋物，較大的樹幹則會升級再造成傢俱及藝術品。

Green
綠色生活Discover more
了解更多

Our first Upcycled Learning Centre features sustainable materials.
集團首間升級再造培訓中心採用環保建材。

Upcycled Learning Centre

The Group launched its first Upcycling Learning Centre for our employees at our Tsim Sha Tsui Centre Headquarters. In collaboration with an innovation start-up company, Miniwiz, the Learning Centre features low impact equipment such as laser projectors, which are more energy-efficient than LED screens. It also features sound-absorbing fibreboards for lining walls that comprise 160 kg of recycled towels, bed sheets and uniforms from Sino Hotels. By using these boards, which are easy to fit and reversible, their lifespan can be prolonged.

Mooncake Box Recycling Campaign 2019

The Group organised the Mooncake Box Recycling Campaign on 13-27 September 2019 at its managed properties and eight designated Sino Malls – tmtplaza, Olympian City, Citywalk, China Hong Kong City, Tsim Sha Tsui Centre, Empire Centre, Island Resort Mall and Regentville Shopping Centre.

With the support of our property management team, colleagues and long-time partner Christian Action, 15,662 mooncake boxes were collected from the designated malls, which was 15 times higher than the quantity collected the previous year. A total of more than 19,000 mooncake boxes were collected in this programme across all participating Sino properties. The recycled mooncake boxes will be turned into raw materials for making new products.

Lai See Packet Reuse and Recycling Programme 2020

Sino Land continued to support Greeners Action's Lai See Packet Reuse and Recycling Programme during the reporting period. This was the ninth consecutive year we collaborate with this organisation.

During 5-19 February 2020, a total of 21 shopping malls, offices and residential properties of the Group, served as collection points for good-as-new lai see packets. Over 1,200 kg of lai see packets were collected for reuse.

升級再造培訓中心

集團與環保創新企業小智研發合作，在尖沙咀中心的總部推出集團首間升級再造培訓中心。培訓中心採用環保設備，如比LED電視更節能的鐳射投影機。另外，牆上的隔音纖維板，是從信和酒店收集得來逾160公斤舊物料如毛巾、床單和制服製作而成。這些纖維板容易安裝，同時可以循環再用，確保其可持續性。

「月餅盒回收計劃2019」

在2019年9月13日至27日期間，集團於旗下管理的物業和八個指定商場，包括屯門市廣場、奧海城、荃新天地、中港城、尖沙咀中心、帝國中心、藍灣廣場和帝庭軒購物商場，舉行了月餅盒回收活動。

在物業管理團隊、同事和長期合作夥伴基督教勵行會的支持下，我們於指定商場收集了15,662個月餅盒，較去年收集量高出15倍，加上其他所有從信和物業收集得來的月餅盒，總數超過19,000個。回收得來的月餅盒將會循環再造成原材料，製造新產品。

利是封回收重用大行動2020

報告期內，信和置業繼續支持綠領行動的「利是封回收重用大行動」，這是我們連續第九年與綠領行動合作。

在2020年2月5日至19日期間，集團旗下共21個購物商場、寫字樓及住宅物業，都響應成為利是封的收集點。我們共收集了超過1,200公斤利是封供重新使用。



More than 19,000 mooncake boxes were collected in Mooncake Box Recycling Campaign 2019.
「月餅盒回收計劃2019」收集超過19,000個月餅盒。

LOVE • SHARING Toy Collection Programme

Sino Property Services collaborated with Asbury Methodist Social Service ("AMSS") on the LOVE • SHARING Toy Collection Programme. This meaningful programme received a very favourable response, with more than 50 properties participating. Over 4,400 toys and 4,500 books were collected during December 2019 and January 2020 and given to families in need under the Help² Project by AMSS. On the giveaway day, over 260 children gathered at the AMSS service centre to choose their favourite toys and books.

Water Consumption and Efficiency

We endeavour to minimise water consumption and consume water responsibly throughout our operations. Our Environmental Policy [↗](#) outlines our commitment to utilise water efficiently, minimise adverse impacts on the environment and encourage the reuse and recycling of greywater. Water consumption is monitored at least once a month. In addition to installing water-saving devices and adopting the best water-saving practices, we promote responsible water management among our hotel guests and office tenants.

Some of the key water-saving measures in hotels include

- Encouraging hotel guests to participate in the linen and towel reuse programme;
- Promoting awareness among housekeeping and kitchen staff;
- Introducing jet sprays for dish washing;
- Operating fully-loaded dishwashers and washing machines; and
- Inspecting water facilities regularly to ensure there are no leakages.

「愛分享」玩具大募集

信和管業優勢與循道衛理亞斯理社會服務處合作，開展「愛分享」玩具大募集。活動吸引了50多個物業參加，反應熱烈。在2019年12月至2020年1月期間，我們為循道衛理亞斯理社會服務處的「友里幫社區支援計劃」收集了超過4,400件玩具和4,500本書籍，並分發給有需要的家庭。活動當日，260多名兒童在循道衛理亞斯理社會服務處，挑選心儀的玩具和書籍。

用水和用水效益

我們致力減少用水量，並在整個營運過程中負責任地用水。我們的《環保政策》[↗](#)，列出了對有效用水的承諾，並盡力減低對環境的影響。我們亦鼓勵廢水回收和重用，並每月至少進行一次用水監測。除了安裝節水設備和採用最佳節水實務常規外，我們更向酒店住客和辦公室租戶宣傳負責管理水資源。

酒店的部份主要節水措施包括：

- 鼓勵酒店住客參加床單和毛巾重用計劃；
- 提高房務和廚房員工的節水意識；
- 引進噴射式洗碗機；
- 只開動已載滿的洗碗機和洗衣機；以及
- 定期檢查供水設施，確保沒有任何滲漏。

Green
綠色生活

In Hong Kong, all water consumed in our operations comes from municipal water supply, including potable water and seawater for flushing. Water is used mostly for washrooms and washing purposes in our commercial and residential buildings and hotels. All effluents are discharged into the public sewer system, in accordance with applicable discharge licences, to avoid any significant residual impact.

The Group is developing water-related targets. During the reporting period, water consumption was 726,805 m³, representing a reduction of 10% as compared with the previous reporting period³.

726,805 m³ -10%

Water consumption Compared with the previous reporting period
用水量 726,805 立方米 相比上個報告期減少 10%

Sustainable Procurement

We collaborate with business partners to deliver quality products and services with sustainable attributes. Our Sustainable Procurement Policy [↗](#) guides our operations on making environmentally and socially-responsible procurement decisions. For example, the environmental, energy, water and other natural resources implications, as well as waste generation at all stages of the life cycle of a product and labour practices, are considered when making these decisions.

To facilitate communication with contractors and suppliers on sustainability issues, we have developed Policies & Procedures for Group Approved Contractors/Suppliers List and Green Purchasing Guidelines, with relevant requirements included in our standard tender documents. These requirements cover regulatory compliance, labour practices, anti-corruption, environmental measures, green procurement, occupational safety and health, and business ethics. Regular monitoring and annual performance reviews of registered suppliers are conducted to minimise environmental and social risks in our supply chain. All suppliers are required to comply with the Policies & Procedures for Group Approved Contractors/Suppliers List and Green Purchasing Guidelines.

在香港，我們營運地點的用水均來自水務署，包括食水和用海水沖廁。在商業與住宅樓宇及酒店中，食水主要用於洗手間和洗滌用途。我們根據適用的排放許可證，將所有廢水排入公共污水收集系統，避免殘留對環境造成影響。

集團正制定與用水有關的目標。報告期內，用水量為 726,805 立方米，相比上個報告期減少 10%³。

可持續採購

我們與業務夥伴合作提供可持續發展的優質產品和服務。我們的《可持續採購政策》[↗](#) 指引我們作出對環境和社會負責的採購決策，例如考慮產品在整個生命週期對環境、能源、水資源和其他天然資源造成的影響，以及勞工實務常規。

為了向供應商及承辦商傳達可持續發展訊息，我們制定了《集團認可承辦商/供應商的相關政策及程序指引》和《綠色採購指引》，並於招標文件中列明相關標準及要求。這些要求包括符合監管要求、勞工實務常規、反貪污、環境措施、綠色採購、職業安全與健康及營商操守。我們會定期監察註冊供應商，並進行年度表現審查，盡力減少供應鏈的環境和社會風險。所有供應商都必須遵守《集團認可承辦商/供應商的相關政策及程序指引》以及《綠色採購指引》。

3. Excludes water consumption in our construction sites.
建築工地用水量除外。

Our Green Purchasing Guidelines are used by the purchasing units of the Group. Some of the green purchasing principles include

- Examining the necessity of the product or service to avoid unnecessary consumption and to manage demand;
- Considering alternative products, including those that are reusable, recyclable, made of reduced impact materials and have greater durability and higher energy efficiency; and
- Considering the emissions, pollutants, energy and water required throughout the life cycle of the product or service.

集團採購部門採用的《綠色採購指引》，包括以下的一些綠色採購原則：

- 檢查產品或服務的必要性，避免不必要的消費，並管理需求；
- 考慮購買環保替代品，包括可重用和回收、對環境影響低、較耐用和較高能源效益的物料；以及
- 考慮產品或服務的整個生命周期中的排放、污染物、所需能源和用水。

Purchasing Sustainable Seafood

To promote marine conservation, the Group has adopted the Sustainable Seafood Guide issued by the World Wildlife Fund ("WWF") and the Marine Stewardship Council ("MSC") for procuring seafood that complies with sustainability schemes. In addition, we do our utmost to source seafood from certified fisheries and farms. At The Fullerton Hotel Sydney, all Pacific cod, hake and hoki are sourced from suppliers certified by MSC.

Since 2012, we have ceased serving shark fin at all our restaurants and banquet halls.

Supplier Environmental Performance

In June 2020, we updated our Contractor/Supplier Code of Conduct ("SCoC"), which outlines our environmental and social performance requirements for contractors and suppliers. We encourage our contractors and suppliers to observe the Group's core values and to adhere to ethical as well as socially and environmentally-responsible practices. Suppliers are required to comply with applicable codes, laws and regulations in the jurisdictions where they operate and obtain and maintain all necessary environmental permits and registrations. We conduct regular compliance checks on our suppliers through a performance assessment report completed by the Company's relevant departments every 12 months.

To encourage suppliers to contribute to sustainable development, the Group favours suppliers who demonstrate a commitment to sustainability during tender submission and quotation evaluation.

採購可持續海鮮

為保育海洋生態，集團採納了世界自然基金會和海洋管理委員會發布的《可持續海鮮指南》，並竭盡所能從認可漁農和養魚場採購海鮮。悉尼富麗敦酒店的所有太平洋鱈魚、無鬚鱈和長尾鱈均來自經過海洋管理委員會認證的供應商。

自2012年起，我們已在所有餐廳和宴會廳停止供應魚翅。

供應商的環境表現

於2020年6月，我們修訂並實施新的《承辦商/供應商行為守則》，其中概述對承辦商和供應商在環保和社會表現方面的要求。我們鼓勵承辦商和供應商奉行集團的核心價值，以符合道德、對環境及社會負責的形式經營業務。供應商必須遵守經營所在司法管轄區所有適用的守則、法律和規例，並確保獲得及持有其經營業務所必要的所有環境許可證及註冊登記。我們會透過由企業相關部門每12個月撰寫一次的表现評估報告，定期審查供應商表現。

為鼓勵供應商支持可持續發展，集團會於投標和報價中，考慮供應商對可持續發展的承諾。

Green
綠色生活

Farm Together

Farm Together is the Group's integrated green project for planting the seeds of sustainability and bringing the community closer to nature.

We partner with organic farming specialists such as Smiley Planet and Rooftop Republic to design, implement and maintain our farms. We also work with community partners such as Hong Chi Association to promote urban farming and social inclusion.

The project currently comprises six farms covering more than 23,000 sq. ft.: Sky Farm at Skyline Tower, 148 Farm at 148 Electric Road, Gold Coast Fun Farm, Gold Coast Eco Farm, Gold Coast Farm and Butterflies and Herbs Farm at the Hong Kong Gold Coast Hotel. These projects serve as platforms to breathe new life into the Group's properties while also enabling staff, tenants and the wider community to experience urban farming.

「一喜種田」

「一喜種田」為集團的綜合綠色項目，旨在與持份者一起播下可持續發展的種子，讓社區更親近大自然。

我們與Smiley Planet和雲耕一族等有機農業專家合作，設計、種植和護養農田。我們亦與匡智會等社區夥伴合作，推廣都市耕作及傷健共融。

「一喜種田」項目現時共營運六個農莊，面積逾23,000平方尺，包括位於宏天廣場的宏天空中農莊、電氣道148號的148空中農莊、黃金海岸開心農莊、黃金海岸綠悠農莊，以及黃金海岸酒店的黃金海岸農莊和蝶舞香草農莊。這些農莊能為集團物業注入活力，同時讓員工、租戶和廣大社區體驗都市耕作。



The Group launched integrated green project Farm Together in March 2020 to promote urban farming and bring the community closer to nature.

集團於2020年3月推出綜合綠色項目「一喜種田」，推廣都市農耕及讓社區能更親近自然。

Discover more
了解更多





Farm Together provides an opportunity for our colleagues, tenants and the community to experience urban farming. 「一喜種田」讓員工、租戶和廣大社區體驗都市耕作。

During the reporting period, Sky Farm produced two harvests. We had the first harvest of approximately six kg of fresh vegetables, including lettuce, beetroot and cherry tomatoes. The second harvest yielded nearly 110 kg of fresh vegetables, which were savoured in a farm-to-table experience for our colleagues, who enjoyed winter melon soup, ice winter melon tea and lime soda. Staff who participated in the harvest learned about farming, while having the opportunity to take home and share the harvest with their families.

報告期內，宏天空中農莊共獲得兩次收成。首次收割了約六公斤新鮮蔬菜，包括生菜、紅菜頭和小番茄。第二次收成有新鮮農作物將近110公斤，這次豐收讓同事都能親嘗「由農田直送到餐桌」的體驗，同時能品嚐以時令蔬菜烹調的冬瓜湯、冬瓜茶和青檸梳打。參與員工不僅能學習耕作，更可把收成帶回家與家人分享。



Wellness

健康舒泰

Caring for one another, we create nurturing and fulfilling environments.
關心彼此，創造有利身心健康的環境。



To fulfill our vision, “to make Sino the preferred choice for customers, investors and employees”, we make every effort to address their feedback. We strive to safeguard and enhance the wellness of our employees and our community, including their physical and mental wellbeing, so that we can make further advances in sustainable development and grow together.

The continued support of our employees is critical to our business operations and for forming bonds with our external stakeholders. To acquire and retain the best talent, we support equality and respect for all, provide training and career development opportunities, offer competitive remuneration and benefits, and ensure our colleagues are safe and healthy.

秉持「信和成為顧客、投資者及僱員的首選」的願景，我們傾力回應持份者的意見，致力保障僱員和社區大眾的身心健康，讓我們能進一步促進可持續發展，一起成長。

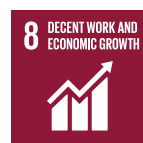
員工持續的支持對業務營運至關重要，並有助我們與外部持份者建立深厚聯繫。為吸納及珍惜各方人才，我們支持平等及尊重、提供培訓與事業發展機會、具競爭力的薪酬和福利，以及確保同事的安全與健康。



Providing a safe and healthy work environment
提供安全與健康的工作環境



Providing equal employment opportunities
提供平等的就業機會



Promoting sustainable economic growth and decent work for all
促進可持續的經濟增長，為所有人提供合宜的工作



Providing equal opportunities for employees
為員工提供平等機會

Wellness
健康舒泰

Management Approach

The ability to attract and retain talent is key to our business growth.

Our Wellness Sub-committee of the ESG Steering Committee supports fair employment practices and ensures we comply with local labour regulations across our global operations, as well as minimum wage laws. The Sub-committee identifies, monitors and reviews current and emerging issues and trends related to human capital development and health and safety.

Moreover, we have adopted group-wide Diversity and Inclusion Policy [↗](#), Human Rights Policy [↗](#) and Health and Safety Policy [↗](#), and review them periodically based on our business strategies and feedback. Our commitment to these policies enables us to create a safe, equitable and favourable workplace for all our employees. With regard to occupational health and safety, 15 of our managed properties are certified under the ISO 45001 Occupational Health and Safety Management System standard. Our Wellness Sub-committee also evaluates safety performance periodically and develops action plans accordingly.

This process ensures that we address our material topics of

- Human Capital
- Occupational Health & Safety
- Customer Health & Safety
- Customer Satisfaction

Sino Land's Wellness Goals

信和置業健康舒泰目標



Improve the wellbeing of our employees through **wellness programmes** covering work, family, physical health and mental health
透過涵蓋工作、家庭及身心健康活動提高員工健康舒泰



Increase employee training hours by 50% by 2025 and 100% by 2030, based on our 2019 baseline
以2019年為基數，於2025年及2030年前分別增加每名員工的培訓時數50%及100%



We embrace **diversity and inclusion**. We ensure **equal opportunities** in all our people related practices
我們擁抱共融多元文化，確保平等機會原則在人力資源措施中得以有效實施

管理方針

吸納及珍惜各方人才為業務增長的關鍵。我們的環境、社會及管治督導委員會轄下的健康舒泰小組委員會，支持公平的僱傭實務常規，並確保我們遵守全球營運所在地的勞工規例及最低工資法例。小組委員會負責識別、監督和檢討與人力資本發展，以及健康及安全有關的現有及新興議題和趨勢。

此外，我們實施了《多元共融政策》[↗](#)、《人權政策》[↗](#)和《健康及安全政策》[↗](#)，並根據業務策略和意見定期檢討政策。我們透過這些政策，承諾為所有員工創造安全、平等和友善的工作環境。至於在職業健康及安全方面，我們共有15個管理物業，獲得ISO 45001職業健康及安全管理體系認證。健康舒泰小組委員會亦會定期評估安全表現，適時制定計劃。

這個過程可確保我們應對以下重大議題：

- 人力資本
- 職業健康及安全
- 顧客健康及安全
- 顧客滿意度

Our People

Employment Practices

We value our employees and listen to their needs and concerns so that we can address them effectively.

How we work with our employees is outlined in our Staff Handbook, which contains a comprehensive human resources framework together with detailed management policies. The handbook provides information and guidelines on working conditions, benefits and remuneration, training and development, as well as health and safety. It is regularly reviewed and updated based on new legal and regulatory requirements and best employment practices. The Group adheres to Hong Kong's Employment Ordinance and relevant laws and regulations in the overseas jurisdictions where we operate.

The wellness of our employees is of paramount importance, and we seek to provide optimal working conditions and competitive benefits. To attract and retain talent, we offer attractive remuneration and benefits packages, including overtime pay, retirement benefits, training subsidies, discretionary performance bonuses and an extensive range of leave entitlements. In addition to paid annual leave and medical coverage, we provide birthday leave, as well as maternity and paternity leave. Free holiday flat access and staff privileges are also offered to all staff. All our packages and benefits are reviewed annually to reflect employees' performance and contributions, as well as market trends.

Employee's Children Education Award & Assistance Scheme

Sino Land provides financial support for educational activities, including textbook subsidies for primary and secondary students of eligible parents. We also encourage our employees' children to achieve outstanding academic results through the Employees' Children Education Sponsorship and Bursary Award. Internship opportunities with the Group are provided to eligible university students so they can acquire work experience before graduation.

Enhancement of Maternity Benefits

In October 2018, the Group increased the maternity leave from 12 to 14 weeks. In line with our family-friendly employment policies, we also extended the maternity benefits to include an additional 10-day paid parental leave. Female employees who have completed one year of service on their date of confinement can take the paid parental leave in the first year after their baby is born.

我們的員工

僱傭實務

我們重視員工的意見，聆聽他們的需要和關注，並作有效跟進。

我們的《僱員手冊》概述我們與員工的合作方式，涵蓋全面的人力資源框架，以及詳細的管理政策。手冊亦就有關僱傭條件、福利與薪酬、培訓與發展，以及健康及安全，提供資訊和指引。我們會根據法律和規例的最新要求，以及最佳僱傭實務常規，定期檢討和修訂手冊的內容。集團遵守香港《僱傭條例》，以及經營所在地海外司法管轄區的相關法律和規例。

員工的身心健康對我們至關重要。為此，我們致力提供最佳的僱傭條件和具競爭力的福利。為了吸納及珍惜各方人才，我們提供具吸引力的薪酬和福利，包括加班費、退休保障、培訓津貼、酌情花紅和各種假期。除了有薪年假和醫療保障，員工亦可享有生日假期及產假與待產假。員工更可免費入住度假屋，以及享有員工折扣。我們會每年檢討待遇和福利，以回饋員工的貢獻和反映市場的趨勢。

員工子女教育獎勵及資助計劃

信和置業為合資格的員工子女，提供中小學生教科書簿津貼等教育資助。我們亦透過員工子女教育獎學金及助學金，鼓勵員工的子女追求優異的學業成績。集團更為合資格的大學生提供實習機會，讓他們畢業前獲取工作經驗。

優化生育福利

2018年10月，集團將產假福利從12周增加至14周。為體現我們家庭友善的政策，更額外增加了十天有薪育嬰假。產前已在集團服務滿一年的女性員工，可在嬰兒出生後首年獲得此有薪育嬰假。

Wellness
健康舒泰

Staff Communication

We strive to instil a strong sense of belonging in our staff and assure them that their voices can be heard through open communication channels. Our employees are encouraged to engage in two-way communication with our management through various channels, including email, intranet, newsletters, town hall and mini-town hall meetings.

Town Hall Meetings

In the Staff Suggestion and Management Feedback Session of each town hall meeting, our senior management addresses staff questions and, where appropriate and necessary, follows up with a review of the relevant policies. This feedback is then uploaded onto SinoNet, the Group's intranet.

Diversity, Equal Opportunities and Non-discrimination

As a responsible employer, the Group is committed to providing equal opportunities in recruitment, training, promotion, transfers and remuneration, regardless of gender, disability, family status, marital status, pregnancy, race, religion, age, nationality or sexuality. Our Diversity and Inclusion Policy [↗](#) outlines our commitment to ensuring a workplace free of discrimination, harassment or vilification, where employees can enjoy equal opportunities at all times. The Group considers differential treatment on the grounds of race, gender, disability, family status or sexual orientation to be unacceptable in the workplace.

Training in workplace diversity and non-discrimination is provided during the orientation of all new staff. The Human Resources Department also organises training in effective communication to help employees increase their productivity in the workplace.

The Group's Code of Conduct, Human Rights Policy [↗](#) and regulations related to work and labour practices help to ensure we are operating our business according to high standards of ethical behaviour and integrity. We also have policies in place to prevent unethical behaviour in recruitment, promotion and dismissal, as well as child labour and forced labour. Furthermore, employees are free to exercise their freedom of association by participating in trade unions and collective bargaining.

員工溝通

我們竭力培育員工對公司的歸屬感，透過開放的溝通渠道，確保同事能反映意見。我們鼓勵員工透過各種渠道與管理層雙向溝通，包括電子郵件、內聯網、員工通訊、員工溝通大會和小型座談會。

員工溝通大會

在每次員工溝通大會的員工建議和管理回應的環節上，管理層都會回答員工的提問，並適時跟進並檢討相關政策。有關意見及回應隨後更會上載到集團內聯網，供同事查閱。

多元共融、平等機會及非歧視

集團致力成為負責任的僱主，在招聘、培訓、晉升、調職和薪酬方面，不論性別、殘疾、家庭狀況、婚姻狀況、懷孕、種族、宗教、年齡、國籍或性取向，均提供平等的機會。《多元共融政策》[↗](#) 概述了我們承諾讓員工在職場上免受歧視、騷擾或侮辱，並時刻享受平等機會。集團絕不容許因種族、性別、殘疾、家庭狀況或性取向而導致不同待遇的情況。

在員工迎新課程期間，新入職員工需接受職場多元共融培訓。人力資源部亦會舉辦有關有效溝通的培訓，以提高員工的工作效率。

集團的《紀律守則》、《人權政策》[↗](#)，以及與工作和勞工實務常規有關的其他規例，有助我們按照高標準的道德行為和誠信經營業務。我們亦制定政策，防止在招聘、晉升和解僱方面出現有違道德的行為，以及童工和強制勞工。此外，員工可透過參加工會和集體談判，行使自由結社的權利。

We have a Whistleblowing Policy [↗](#), which describes the confidential grievance mechanism that employees can use to express their concerns related to any inappropriate behaviour or harassment. Detailed descriptions of the types of reportable conduct, procedures and follow-up actions are included in the policy.

During the reporting period, there were no incidents of non-compliance to the laws or regulations related to employment or labour standards that had a significant impact on the Group.

Employee Training & Development

Employee development is vital to the sustainable growth of the Group. In support of our lifelong learning culture, we encourage our employees at all levels to acquire professional knowledge, learn new skills and attain qualifications to support their career growth and the Group's business needs. We also provide a wide spectrum of internal and external training opportunities to deepen their professional knowledge and help them acquire interdisciplinary skills. To promote lifelong learning, we offer our employees examination leave and educational subsidies so that they can participate in external training.

Approximately 106,000 hours of training was organised during the reporting period with each employee receiving an average of 11 hours of training.

The Group offers a wide spectrum of learning opportunities on an ongoing basis, including courses, seminars and workshops in areas such as customer service, technical skills including first aid and the safe use of electricity, financial knowledge, information technology, language proficiency and legal requirements. In addition to professional skills, training in topics such as mental health and stress management are offered.

Approximately **106,000** hours

Employee training
約106,000小時的員工培訓

我們的《舉報政策》[↗](#)，列明員工可以循保密申訴機制，反映對任何有關不當行為或騷擾的投訴。政策亦詳細說明有關可舉報的行為種類、程序和跟進工作。

報告期內，我們並沒有對集團有重大影響的違反僱傭或勞工準則相關法律或規例的事件。

員工培訓與發展

員工發展對集團的可持續發展極為重要。為支持終身學習的文化，我們鼓勵各級員工汲取專業知識、學習新技能和考取專業資格，以滿足個人事業發展和集團的業務需求。我們亦提供多元化的內部和外部培訓機會，讓員工增強專業知識和掌握跨領域技能。為推動終身學習，我們為員工提供考試假期和教育津貼，以便他們參加外部培訓。

報告期內，員工共接受了約106,000小時的培訓，平均每位員工的培訓時數為11小時。

集團定期提供多元化的培訓機會，包括顧客服務、急救及用電安全等技能、財務知識、資訊科技、語言和法律要求等領域的課程、研討會和工作坊。除了專業技能，我們亦提供有關心理健康和舒緩壓力等培訓。

11 hours on average

Provided for each employee
平均每位員工的培訓時數為11小時

Wellness
健康舒泰

Staff Mobile App

The Group launched its dedicated app, inSino, in December 2019 to give employees access to e-learning, anywhere, at any time. The app serves as a platform for providing the latest corporate updates, announcements, management communications, staff discounts, and information on annual leave and medical benefits balances.

Trainee Programmes

Developing and maintaining talent is essential for our business growth. During the reporting period, we continued to partner with local and overseas universities to attract bright young minds to our well-structured Corporate Management Trainee Programme, Engineer Trainee Programme and Internship Programme.

In our comprehensive Corporate Management Trainee Programme, we offer 20 months of training, during which we rotate the management trainees through our major business functions. In addition to receiving on-the-job training, the management trainees acquire problem-solving, management and networking skills, as well as a broader business perspective. The Engineer Trainee Programme allows building services engineering graduates to equip themselves with the professional skills and knowledge needed for accreditation by the Hong Kong Institution of Engineers.

In addition to these trainee programmes, tertiary students can gain exposure to our business through participation in our summer internship programmes. Interns with good performance and potential will also have the opportunity to join our trainee programmes.

員工手機應用程式

集團於2019年12月推出了手機應用程式「信誌」，讓員工可隨時隨地上網學習。這應用程式，亦用於發布最新企業消息和公告、管理層通訊，供員工查閱員工折扣、年假與醫療福利餘額等資料。

培訓生計劃

培養人才對於業務增長至關重要。報告期內，我們繼續與本地和海外大學合作，以吸引才華出眾的年輕人，參加我們精心設計的管理培訓生計劃、見習工程師計劃和實習計劃。

在這全面的管理培訓生計劃中，我們透過為期20個月的培訓，讓培訓生於各個主要業務部門實習。除了接受在職培訓，管理培訓生亦能學習解難、管理和社交技能，以及掌握業務前景。見習工程師計劃讓樓宇設備工程學系的畢業生，掌握香港工程師學會認可的所需專業技能和知識。

除了這些實習計劃，大專生亦可透過參加暑期實習計劃，擴闊視野。表現良好和具潛質的實習生，將有機會參加我們的培訓生計劃。



The 20-month Corporate Management Trainee Programme allows our energetic young talents to develop their career in the Group. 管理培訓生計劃為期20個月，讓具備潛能、有魄力的年青人透過此計劃在集團發展事業。



inSino is the Group's first mobile app developed for colleagues. 「信誌」為集團首個專為員工而設的手機應用程式。



Young Leaders Series was launched in July 2019 to provide a platform for young leaders to strengthen their skills, competencies and knowledge for better career development.

「青年領袖發展課程」於2019年7月推出，為年青管理團隊提升技巧、才能及知識，幫助他們裝備自己，發展事業。

Study Trip to Singapore

Every year, our Management Trainees (“MTs”) are given the opportunity to join an overseas study trip to learn about the local property market and development trends. In 2019, our MTs visited Singapore to learn about the property market and the Group’s overseas projects. They presented their findings to senior management.

Gold Award for Best Internship Programme

The Group received the Gold Award for the Best Internship Programme at Asia Recruitment Awards 2020, organised by *Human Resources* magazine. This award programme honours in-house hiring teams for their achievements in the Best Internship Programme category, which recognises companies that provide a unique and enriching experience for interns.

Our internship programme involves the participation of different departments across the Group and is tailored to interns’ needs. As this programme is critical for our leadership pipeline, we will continue to improve this and other trainee programmes in support of our growth.

新加坡遊學團

我們的管理培訓生每年都有機會參加海外遊學團，增加對物業市場和發展趨勢的認識。管理培訓生於2019年前往新加坡，研究當地的物業市場並參觀了數個集團海外項目，隨後向高級管理人員匯報學習所得。

「最佳實習生計劃」金獎

集團在《人力資源》雜誌舉辦的「亞洲招聘大獎2020」中，榮獲「最佳實習生計劃」金獎。比賽表揚內部招聘團隊的成就，而「最佳實習生計劃」組別則表揚企業為實習生提供獨特且豐富的經驗。

我們的培訓生計劃，讓實習生能於集團的不同部門工作，並根據學習需求度身訂造。計劃對我們培育領袖繼任人才極為重要，因此，我們將力求改進此計劃和其他培訓生計劃，支持集團成長。

Wellness
健康舒泰

We are committed to creating a happy and engaging workplace for all colleagues.
我們致力為員工創造愉快和有歸屬感的工作環境。

Employee Wellness Programme

The Employee Wellness Programme offers a variety of activities across four themes: work, family, physical wellbeing and mental health. Major highlights of the programme during the reporting year include Chinese New Year party, theme park visit, hiking and outdoor fun day.

Sino Ocean Park Halloween Fest

To celebrate Halloween, the Group organised the Sino Ocean Park Halloween Fest on 27 September 2019. It was well participated by over 2,500 employees, their family members and friends.

Happy@Work

Happy@Work is an annual campaign organised by the Employers' Federation of Hong Kong for celebrating the joint efforts of employers and employees to create a happy and engaging workplace. During the reporting period, our staff participated in the campaign and demonstrated positive team spirit.

Employee Counselling Service

The Group has engaged the Christian Family Service Centre ("CFSC") to provide counselling services for staff and their family members on how to deal with stress and anxiety. All information shared is kept strictly confidential.

員工身心健康計劃

員工身心健康計劃提供多元活動，內容涵蓋四個主題，包括工作、家庭、生理及心理健康。期內計劃重點活動包括農曆新年晚會、暢遊主題樂園、遠足和戶外同樂日。

「信和海洋公園哈囉喂全日祭」

為慶祝萬聖節，集團於2019年9月27日舉辦了「信和海洋公園哈囉喂全日祭」，逾2,500名員工、家人和朋友聚首一堂參加園內不同的萬聖節活動。

Happy@Work

Happy@Work為香港僱主聯合會舉辦的年度活動，鼓勵僱主與僱員一同締造愉快和共融的職場。報告期內，我們的員工在Happy@Work中表現積極，發揮團隊合作精神。

員工輔導服務

集團委託基督教家庭服務中心，為員工及其家屬解決壓力和焦慮提供輔導服務，分享的所有訊息將絕對保密。

Occupational Health and Safety

Our Health and Safety Policy [↗](#) covers wellness of our employees, contractors, tenants and visitors, as well as any other person whose work or workplace is managed by the Group. In addition, we have a Wellness Sub-committee under the ESG Steering Committee, which administers the employee health and safety management system and ensures that health and safety principles are embedded across all our business lines.

We have adopted stringent occupational health and safety (“OHS”) practices that help us maintain a safe and healthy environment for our employees, tenants and contractors. We also adhere to Hong Kong’s Occupational Safety and Health Ordinance as well as equivalent laws and regulations in the overseas jurisdictions where we operate.

職業健康及安全

我們的《健康及安全政策》[↗](#)，保障我們的員工、承辦商、租戶和訪客，以至所有在本集團管理範圍內工作的任何人士的安全及健康。此外，環境、社會及管治督導委員會轄下的健康舒泰小組委員會，負責管理員工健康及安全管理系統，並確保健康及安全的原則貫徹落實在所有業務範疇中。

我們採用了嚴格的職業健康及安全（「職安健」）實務常規，為員工、租戶和承辦商提供安全與健康的工作環境。我們亦遵守香港《職業安全及健康條例》，以及營運所在海外司法管轄區的同等法律和規例。

Our OHS Policy Statement stipulates the principles and preferred work practices of the Group, which are to

- Provide and maintain best practices in training and implement methods and systems to the highest health and safety standards to prevent occupational injuries and disease;
- Operate facilities, machinery and equipment using safe working methods compliant with appropriate health and safety standards;
- Assign competent and skilled staff and contractors to handle projects with critical hazards or impacts;
- Promote a strong safety culture through various communication channels, including safety campaigns, discussions and sharing sessions;
- Require contractors and subcontractors working on our projects to adopt appropriate policies, procedures and practices to ensure OHS at work;
- Administer our health and safety management system in compliance with relevant laws and regulations; and
- Establish and continuously monitor and update our health and safety performance indicators, and implement improvement actions.

我們的《職業安全及健康政策》，訂明集團職安健的原則和工作實務的方向，包括：

- 提供並保持最佳的培訓實務常規，並按照最高的健康及安全標準，實施工作方法和系統，以防止工傷和職業病；
- 使用符合健康及安全標準的安全工作方法操作設施、機械和設備；
- 委派合資格的員工和承辦商，處理較高危的項目工種；
- 透過安全推廣活動、討論和分享會等多個渠道，推廣安全文化；
- 要求承辦商和分判商採用合適政策、程序和實務常規，確保在我們的項目中實踐職安健；
- 根據相關法律和規例管理我們的健康及安全管理體系；以及
- 建立並持續監督和更新我們的健康及安全績效指標，以及改善計劃。

Wellness
健康舒泰

Occupational Health and Safety Management System

We take a systematic approach and provide support to all our stakeholders to achieve the highest standards of OHS performance.

The OHS measures implemented during the reporting period included the following:

Leadership and Management

Our Wellness Sub-committee, chaired by our senior executives and Chief HR Officer, monitors the OHS performance of the day-to-day operations of our property management, car park management, security and environmental services. Fifteen buildings managed by Sino Property Services in Hong Kong are certified under the ISO 45001 Occupational Health and Safety Management System.

Internal Rules and Procedures

We have developed an in-house Occupational Health and Safety Code of Practice, safety procedures and general rules for our employees, contractors and sub-contractors. We exercise stringent control over work practices in high-risk situations, such as working in confined spaces and working at height.

Training and Communication

We enhance OHS awareness among employees and contractors through safety campaigns, publications and billboards, discussions and sharing sessions, as well as mandatory and specialised training programmes on health and safety.

Target Setting

We require all our building managers to set annual targets for key OHS performance indicators, such as injury rates and the number of qualified first aiders, with the aim of fully engaging our staff in the implementation of OHS principles and practices.

Review and Monitoring

We regularly review our OHS Policy Statement and OHS performance to ensure the effectiveness and reliability of our systems. We also conduct daily inspections and risk assessments, and prepare emergency response plans. In addition, we hire third-party OHS specialists to conduct external audits and refine our investigation mechanism to ensure legal compliance and minimise OHS risks.

職業健康及安全管理體系

我們以系統性方針支援持份者，以達到最高的職安健標準。

報告期內，我們實施的職安健措施包括：

領導能力和管理

我們的健康舒泰小組委員會由高級管理人員擔任主席，負責監督物業管理、停車場管理、保安和環境衛生服務日常營運的職安健表現。由信和管業優勢管理的15座香港建築物，已獲得ISO 45001職業安全健康管理體系認證。

內部規則和程序

我們為所有員工、承辦商和分判商制定並實行內部《職安健行為守則》、安全程序和守則。我們亦為高危工作環境，如涉及密閉空間和高空工作，實施嚴格的工作程序及監控。

培訓與溝通

我們透過不同渠道提高員工及承辦商對職安健的意識，例如安全推廣活動、刊物和資訊板、討論、分享環節，以及強制性和專門的安全與健康培訓計劃。

訂立目標

我們要求所有物業經理為職安健訂立年度關鍵績效指標，例如工傷率和合資格的急救員人數等，目的是推動全員參與，以促進實踐職安健原則和實務常規。

檢討及監察

我們定期檢討《職業安全及健康政策》和職安健措施的表現，以確保管理系統有效可靠。我們亦透過進行日常巡查及風險評估、制定應急計劃，並聘請第三方職安健專家進行外部審核和完善我們的調查機制，以確保符合法例要求，將職安健相關風險減至最低。

The Safety Team

In addition to our Occupational Health and Safety Management System and Wellness Sub-committee, we have established a Safety Team to supervise onsite health and safety. The team's responsibilities include communication and technical support, training and education, safety inspections, hazard control, safety promotion and incident investigations of our development projects.

安全小組

除了職業健康及安全管理體系和健康舒泰小組委員會，我們亦設立了安全小組以監督施工現場的健康及安全。小組的職責包括溝通和技術支援、培訓與教育、安全巡查、危機控制、安全宣傳，以及就發展項目事故展開調查。

Scope of Work 工作範圍	Description 描述	
Communication & Technical Support 溝通與技術支援	Organise a safety kick-off meeting and provide advice on areas of improvement for contractors.	舉行安全啟動會議，並就承辦商需改進的地方提出建議。
Training & Education 培訓與教育	Issue weather warnings, alerts, etc., and prepare safety training plans and materials for onsite workers.	發出天氣警告和提示等，並為現場工作人員準備安全培訓計劃和資料。
Safety Inspections 安全巡查	Develop and execute a regular safety inspection programme.	制定並定期執行安全巡查計劃。
Hazard Control 危機控制	Conduct risk assessments for specific tasks and work types, and provide feedback on areas of improvement for contractors.	評估特定職務和工作類型的風險，並就承辦商需改進的地方提出建議。
Promotion & System Enhancement 推廣和優化系統	Ensure internal safety measures and procedures are up to date with local regulations.	確保內部安全措施和程序符合當地的規例。
Incident Investigation 事故調查	Conduct accident/incident investigations and identify underlying causes; make recommendations for improvement.	展開意外/事故調查並尋根究底；提出改進建議。

During the reporting period, 373 staff members completed the Mandatory Basic Safety Training Course (Construction Work), and 18 staff members completed the Safety Training Course for Competent Persons of Confined Spaces Operation.

報告期內，完成強制性基本安全訓練課程（建築工程）的員工共有373名，而完成密閉空間合資格人士安全訓練課程的員工則有18名。

There were no infringements of any relevant laws and regulations related to OHS that had a significant impact on the Group during the reporting period.

在此期間，並無對集團有重大影響的違反職安健法律和規例。

6,263 staff members

Have completed the Green Card Training Course (Construction Work) since 2008

自2008年起，共有6,263名員工完成強制性基本安全訓練課程（建築工程）

620 staff members

Have completed the Safety Training Course for Competent Persons of Confined Spaces Operation since 2008

自2008年起，共620名員工完成密閉空間合資格人士安全訓練課程

Wellness
健康舒泰



Sino Property Services won six awards at the 18th Hong Kong Occupational Safety & Health Award. 信和管業優勢於職業安全健康局舉辦的「第十八屆香港職業安全健康大獎」中獲頒六個獎項。

Safety Culture Award

Sino Plaza received the Bronze Award (Safety Culture Award) at the 18th Hong Kong Occupational Safety & Health Award, organised by the Occupational Safety & Health Council, in recognition of the Group's efforts to build a safety culture.

「安全文化獎」

信和廣場榮獲職業安全健康局頒發「第十八屆香港職業安全健康大獎」銅獎（「安全文化獎」），表揚其致力建立安全文化。

Our Customers, Tenants and Partners

Our aim is to achieve service and product excellence by thoroughly understanding the needs of customers and consistently surpassing their expectations, in line with our core value of "Customers First".

我們的顧客、租戶和合作夥伴

我們致力透過全面了解顧客的需求，提供優質的服務和產品，時刻令顧客感到喜出望外，以實現「顧客至上」的核心價值。

Our Stakeholder Engagement Guidelines help us collect suggestions and handle feedback from customers in a fair, transparent and timely manner. To better understand the needs of our customers, we collect their feedback on our services and product quality through communication channels such as our annual customer satisfaction survey. Customers are welcome to rate our services and facilities, including those related to our management, clubhouse services, cleanliness and security. During the reporting period, we achieved a customer satisfaction rating in Hong Kong of 3.67 out of 4.

我們的《聯繫持份者指引》，有助於我們以公平和透明的方式，及時收集建議並處理顧客的意見。為使我們更了解顧客的需求，我們透過年度顧客滿意度調查等溝通渠道，收集他們對服務和產品的意見。我們亦歡迎顧客就管理、會所、清潔和保安等服務和設施評分。報告期內，我們於香港的顧客滿意度評級為3.67分（4分為滿分）。

We have also established an ISO 10002 certified Customer Satisfaction and Complaints Handling System, which is facilitated by a digital platform, iPromise, to ensure customer feedback is handled promptly and communicated efficiently.

我們亦建立了獲ISO 10002認證的顧客滿意度和投訴處理系統，使用「iPromise」電子平台，以妥善處理顧客的意見。

The following technologies have been implemented for the wellness of our tenants and customers:

Mobile Robot for IAQ Measurement

Keeps track of IAQ for the benefit of our tenants.

Air Purification Paint

Enhances the air quality of Sino properties. An air purification paint called Airlite is a 100% mineral-based, inorganic paint that can reduce pollutants in the air, such as nitrogen oxide ("NO_x") and volatile organic compounds ("VOCs").

Air Purification for Lift Cars

Protects tenants using our lifts with a nano-structured high-efficiency particulate air ("HEPA") filter in a virus-killing (e.g. flu, measles) air purification system.

我們採用以下技術，以保障租戶和顧客的健康：

用於測量室內空氣質素的流動機械人

追蹤室內空氣質素，使租戶受益。

空氣淨化油漆

改善信和物業的空氣質素。空氣淨化油漆 Airlite 為 100% 礦物基無機油漆，能減少空氣中的污染物，如氮氧化物和揮發性有機化合物。

空氣淨化升降機

利用備有納米結構的高效率空氣微粒子過濾網（「HEPA」）的升降機，讓空氣淨化系統殺滅流感、麻疹等病毒，保護租戶的健康。

Sino Club

We are committed to building positive, long-term relationships with our customers. Through our membership-based loyalty programme, Sino Club, we connect and interact with our members by providing bespoke experiences, such as art and cultural events and lifestyle activities. Sino Club members are also offered an array of benefits from the Group and its affiliates throughout the year, including exclusive property-related privileges, overseas and local hotel packages, access to dining, parking facilities and many more.

Customer Service Awards

Olympian City won the Customer Service Award at the 2019 Hong Kong Awards for Industries: Customer Service. Organised by the Hong Kong Retail Management Association, this award programme recognises companies that provide outstanding service. It aims to promote the importance of quality service and improve Hong Kong's overall standards of customer service.

The award programme is known for its rigorous, three-stage methodology. The first stage of judging begins with the submission of a customer service proposal, including objectives, creativity, measurement systems and results. Alongside this, mystery shoppers assess service based on staff appearance, attitude, quality of assistance, knowledge, after-sales service and other factors. If entrants score well at this stage, they move on to the second stage, which involves interviews and further mystery shopper assessments. Organisations with the highest scores then move forward to final judging.

Sino Club

我們致力與顧客建立深厚的關係，透過會員計劃 Sino Club 與會員互動交流，安排各種藝術文化及生活品味體驗活動，讓會員盡享優越體驗。會員更可享受有由集團及成員機構提供的一連串精彩優惠，包括物業相關的專屬禮遇、本地和外地酒店套票優惠、享用我們的餐飲、泊車設施等等。

顧客服務獎項

奧海城於香港零售管理協會主辦的「2019 年度香港工商業獎：顧客服務」贏得「顧客服務獎」。獎項藉著表揚提供出色服務的企業，鼓勵業界追求卓越，並推廣優質服務的重要性，從而提升香港整體顧客服務質素。

評選過程非常嚴謹並要經過三個評選階段。首先，企業須提交顧客服務建議書，詳列目標、創意、評估機制和成效，並由神秘顧客按員工的儀容、態度、服務質素、知識、售後服務等評審。若參加者得分良好，則可進入第二階段，接受面談評審和再由神秘顧客評分，得分最高的企業可進入最終評選階段。



Citywalk received the Best Green Public Education Award at the Hong Kong Green Shop Alliance Award 2019 by the Construction Industry Council and the Hong Kong Green Building Council.
荃新天地在建造業議會和香港綠色建築議會舉辦的「香港綠建商舖聯盟大獎2019」中榮獲「最綠公眾教育獎」。

BCI Asia Awards

Sino Land was named one of the Top Ten Developers in Hong Kong at the BCI Asia Awards 2019 in recognition of its continuous efforts to create a sustainable built environment.

Hong Kong Green Shop Alliance Award 2019

Citywalk received the Best Green Public Education Award at the Hong Kong Green Shop Alliance Award 2019 by the Construction Industry Council and the Hong Kong Green Building Council. The award goes to organisations that promote sustainability initiatives in the retail industry through landlord-tenant collaboration.

BCI Asia 獎項

信和置業獲評選為2019年度「BCI Asia 香港十大地產發展商」，以表揚我們在建設可持續建築環境方面的努力。

「香港綠建商舖聯盟大獎 2019」

荃新天地在建造業議會和香港綠色建築議會舉辦的「香港綠建商舖聯盟大獎 2019」中，榮獲「最綠公眾教育獎」，表揚透過與租客合作促進零售業的可持續發展。

COVID-19 Support

Care Packs for Colleagues

The wellbeing and safety of colleagues is our foremost concern. During the COVID-19 pandemic, volunteers from various departments worked together to prepare around 20,000 care packs, comprising surgical masks, vitamin C tablets, electrolyte drink, alcohol wipes and a hand sanitiser. The care packs were distributed to colleagues to help strengthen their immunity against COVID-19.

The Group Procurement and Administration Team worked tirelessly to procure essential supplies from global sources so that our employees would be well-equipped. At the same time, colleagues from Sino Property Services worked continuously to ensure a safe, clean and hygienic working environment across our properties for our customers and guests.

Combating COVID-19 with customers

To help contain the COVID-19 pandemic, Sino Club offered stylish mask holders to customers. The outer layer of the holder is made of sustainably-sourced paper certified by an accredited international organisation, while the inside layer features Tyvek® 100% polyethylene, which can protect the mask from liquids, chemicals, rot and mildew. In the spirit of sustainability and green living amid COVID-19, the inside layer can be cleaned with spray for reuse.

支援對抗新型冠狀病毒

為同事派發防疫包

我們非常關心同事的健康及安全。在新型冠狀病毒疫情期間，來自各個部門的義工共同努力準備了約20,000個防疫包，內有外科口罩、維他命C片、電解質飲品、酒精濕紙巾和輕便裝酒精搓手液。同事獲分發防疫包，以增強免疫能力，對抗新型冠狀病毒。

集團採購及行政部，從全球採購必需品，為員工提供最佳保護。與此同時，信和管業優勢的同事亦努力不倦，確保環境安全、清潔和衛生。

與客戶同心抗疫

為協助對抗新型冠狀病毒疫情，Sino Club為客戶奉上型格環保口罩收納夾。收納夾外層以國際組織認證的環保紙製成，而內層採用100% Tyvek® 聚乙烯，保護面罩免受液體、化學品、腐爛和黴菌耗損。裡面的保護層經沖洗可重複使用，在抗疫同時發揮可持續發展和綠色生活的精神。

The Group distributed care packs to colleagues to help combat COVID-19.
集團向同事分發防疫包，同心抗疫。



Design

匠心設計

Appreciating the creative process, we celebrate originality, function and craftsmanship.

享受創作過程，頌揚原創、功能和工藝。



The Group recognises the importance of incorporating sustainability into the design, construction and operation of its development projects to protect the environment, improve climate resilience and enhance the health, safety and wellbeing of residents, tenants and local communities.

集團明白將可持續發展元素融入到發展項目的設計、建造和營運的重要性，以保護環境、提高氣候抗禦力，同時增強居民、租戶和當地社區的健康、安全與福祉。



Providing a safe and healthy environment that promotes wellness
提供安全和健康的環境，促進健康與福祉



Building resilient infrastructure, promoting inclusive and sustainable development and fostering innovation
建設具抗禦力的基礎設施，促進共融和可持續發展並促進創新



Making cities and human settlements inclusive, safe, resilient and sustainable
創造共融、安全、具抗禦力和可持續的城市和居所



Ensuring sustainable consumption and production patterns
確保可持續的消費和生產模式

Design
匠心設計

Management Approach

The Group attaches great importance to the sustainability of its business operations and has made efforts to incorporate features with sustainability attributes into its properties. Providing green features and indoor comfort through thoughtful design are two important elements integrated into the Group's properties. To improve environmental performance, we have adopted green building certification schemes for our properties. During the reporting period, 76% of our projects under development have received a BEAM Plus provisional rating.

Our Sustainable Building Guidelines [↗](#) provide a framework for integrating sustainability attributes at the design stage and throughout the building life cycle. Our Sustainable Procurement Policy [↗](#) sets out principles for integrating sustainability considerations into procurement decisions, while our Contractor/Supplier Code of Conduct [↗](#) stipulates the specific environmental requirements that all contractors and suppliers must comply with. We also have a Biodiversity Policy [↗](#), which guides our decisions on site development, including the design, construction and operational phases. These include measures for protecting the surrounding habitats and minimising impacts on air quality, water quality and soil.

The Design Sub-committee of the ESG Steering Committee evaluates our approach and performance on sustainable building design and green building certification and recommends areas for improvement.

This process ensures that we address our material topic of

- Sustainable Buildings

Sino Land's Design Goals

信和置業匠心設計目標



Achieve **BEAM Plus certification** for all of our new buildings in Hong Kong

為旗下所有香港新建物業取得綠建環評認證



Seek to achieve **WELL™ certification** for all of our new buildings in Hong Kong

致力為旗下所有香港新建物業取得《WELL 建築標準™》認證

管理方針

集團十分重視可持續發展，並努力將可持續發展的元素融入至業務營運當中，透過考慮周全的設計，將環保功能和室內舒適度兩大重要元素融入於集團的物業。為改善環境表現，我們的物業均參與環保建築認證計劃。報告期內，集團76%發展中的項目已取得綠建環評預認證。

我們的《可持續建築指引》[↗](#)訂下框架，在建築的設計階段及整個生命週期中加入可持續發展元素。我們的《可持續採購政策》[↗](#)規定將可持續發展因素納入於採購決策中，而《承辦商/供應商行為守則》[↗](#)規定所有承辦商和供應商，必須遵守特定的環保要求。我們亦制定了《生物多樣性政策》[↗](#)，引導我們為項目工地的設計、建設和營運階段等決策。相關的措施，包括保護周邊生態環境，以及將對空氣質素、水質和土壤的不利影響減至最低。

環境、社會及管治督導委員會轄下的匠心設計小組委員會，負責評估在可持續發展建築設計和環保建築認證方面的方針和表現，並建議需改進的領域。

這個過程能確保我們應對以下重大議題：

- 可持續發展建築物

Facility Management

Our property management team, Sino Estates Management Limited (“SEML”), has been at the forefront of adopting environmentally-responsible practices for the services we offer. With the introduction of energy management technologies (described in the “Green” Chapter on pages 46 to 49), we have been able to improve energy efficiency in our facilities and reduce overall energy consumption. We have also adopted environmental initiatives in our daily operations. These include waste recycling and reduction, rooftop gardens for urban farming in partnership with tenants and customers, and more electric vehicle charging points in our car parks.

SEML was recognised at the Excellence in Facility Management Award (“EFMA”) 10th Anniversary, with 44 properties receiving awards. Among these, Citywalk won the EFMA 10th Anniversary Honourary Award – an honour given to one of the past Grand Awardees for demonstrating continuous advances in service quality. Vision City won the Grand Award (Medium-scale Residential), while Citywalk 2 and The Johnston received the Gold Award (Theme Award 2019 – Asset Enhancement).

Some of the energy efficiency measures we have implemented in our buildings are highlighted below:

- Installed an AI control optimisation solution for the chiller plants at Olympian City 3;
- Replaced high-efficiency primary air handling units (“PAUs”) with electronically-commutated (“EC”) motors; and
- Modernised lifts.

Green Office Management Guidelines

Our Green Office Management Guidelines set out the principles and provide useful tips for green workplace practices in energy, water and the consumption of office supplies. We have appointed Departmental Green Officers from different business units to conduct green office audits and to cascade green initiatives down to all business lines.

To assess compliance with the Green Office Management Guidelines, our Departmental Green Officers conduct green office audits twice a year. To identify areas for improvement and recognise good green practices, members of our Green Sub-committee regularly visit our commercial buildings, residential properties, shopping malls and hotels.

設施管理

我們的物業管理團隊 — 信和物業管理有限公司，服務時實施環保實務常規，是履行環境責任的先驅。隨著我們引入能源管理技術（詳見「綠色生活」章節第46至49頁），設施的能源效益得到大大的改善，亦降低整體的能源消耗。我們在日常營運中，亦採取了若干環保措施，包括減少和回收廢物，與租戶和顧客攜手在天台花園進行都市耕作，和擴大停車場電動汽車充電站的覆蓋範圍。

信和物業管理有限公司於「卓越設施管理獎十週年」上備受認可，共有44個信和物業獲得獎項。其中，荃新天地榮獲「卓越設施管理獎十週年榮譽大獎」，表揚曾獲「卓越大獎」的荃新天地持續提升服務質素。萬景峯榮獲「卓越大獎（中型住宅）」，而荃新天地2和靄寓則獲頒「2019年主題獎金獎（資產增值）」。

以下概述我們在建築物採取的一些提高能源效益措施：

- 優化奧海城三期的供冷機組，安裝人工智能技術方案；
- 電子整流電動機替代高效鮮風處理機組；以及
- 優化升降機。

綠色辦公室管理指引

我們的《綠色辦公室管理指引》列出了環保原則，並在能源、水和辦公室消耗用品方面，提供綠色辦公室實用貼士。我們亦於各部門委任綠色主任，以推動環保活動和進行綠色辦公室審核。

部門環保主任每年展開兩次綠色辦公室審核，以評估遵守《綠色辦公室管理指引》的情況。為識別需要改進的地方並確保良好的綠色實務常規，我們的綠色生活小組委員會成員會定期視察集團旗下的商業大廈、住宅物業、購物商場和酒店。

Design
匠心設計

Green Building Investment and Certification

To showcase our commitment in green building investment, we continue to adopt sustainable building standards, invest in improvements and incorporate energy-efficient features in our projects.

Projects under development with green building certification during the reporting period include the following:

綠色建築投資和認證

我們積極於旗下發展項目採納可持續建築標準，投入資源改善建築物環保績效及引入節能措施，以展現對綠色建築投資的承諾。

報告期內，具有環保建築認證的發展中項目包括：

Project Name 項目名稱	Assessment Tool and Rating 綠色建築評估及評級	
IL9064 內地地段第9064號	BEAM Plus New Buildings v1.2 Provisional Gold	綠建環評新建建築1.2版 暫定金級
KCTL524 葵涌市地段第524號	BEAM Plus New Buildings v1.2 Provisional Unclassified	綠建環評新建建築1.2版 暫定不予評級
133 Portofino	BEAM Plus New Buildings v1.2 Provisional Bronze WELL Core v2™ Pre-certification	綠建環評新建建築1.2版 暫定銅級 《WELL建築標準™》Core v2預認證
Madison Park 一號九龍道	BEAM Plus New Buildings v1.2 Provisional Gold	綠建環評新建建築1.2版 暫定金級
Silversands	BEAM Plus New Buildings v1.2 Provisional Gold	綠建環評新建建築1.2版 暫定金級
Mayfair by the Sea 8 逸瓏灣8	BEAM Plus New Buildings v1.2 Provisional Bronze	綠建環評新建建築1.2版 暫定銅級
YLTL532 元朗市地段第532號	BEAM Plus New Buildings v1.2 Provisional Bronze	綠建環評新建建築1.2版 暫定銅級

133 Portofino – WELL Core v2™ Pre-certification

133 Portofino in Sai Kung, our latest residential project, has been listed as a WELL™ Pre-certified Project, making it the first Hong Kong residential project accredited by Core v2™ of the coveted assessment system.

Developed by the International WELL Building Institute (“IWBI™”), the WELL Building Standard™ is the world’s first architectural benchmark focusing exclusively on human health and wellness to further sustainability. It measures and monitors ten key features of the built environment that have an impact on human health and wellbeing, namely air, water, nourishment, light, movement, thermal comfort, sound, materials, mind and community.

133 Portofino – 《WELL建築標準™》Core v2預認證

位於西貢的133 Portofino成為香港首個榮獲國際級《WELL建築標準™》Core v2認證的住宅項目。

由國際WELL建築研究院™制定的《WELL建築標準™》，是全球首個融合建築及身心健康，以提升可持續發展的建築標準認證體系。《WELL建築標準™》測量和監察建築環境中，影響人類健康和福祉的十個關鍵要素，包括空氣、水質、營養、光線、運動、熱舒適度、聲環境、物料、精神和社區。



133 Portofino becomes the first Hong Kong residential project achieving WELL Core v2™ standards.
133 Portofino 成為香港首個榮獲《WELL 建築標準™》Core v2 認證的住宅項目。

WELL Core v2™ represents a leap forward from the pioneering WELL v1™ standard, covering additional features that are critical to health and wellbeing. To be awarded pre-certification, 133 Portofino underwent rigorous assessments conducted by Green Business Certification Inc. ("GBCI"), a third-party certification body, to ensure it met all performance requirements. The assessments also takes into account of whether the building has integrated elements of good management and education. This includes the promotion of educational services and the advocacy of health and wellbeing.

Green Finance

In December 2018, Sino Land announced its first green loan as well as details of its Green Finance Framework. The framework guides the financing of sustainable building developments that will deliver environmental benefits in line with our sustainability vision.

《WELL 建築標準™》Core v2 為《WELL 建築標準™》v1 的進階版，涵蓋更多對健康和福祉重要的元素。第三方認證機構綠色建築認證委員會完成就 133 Portofino 的嚴格評核，確保項目表現符合相關標準；當中亦有考慮到項目將教育元素結合優良管理作業，包括在住客會所分享教育資訊及推動健康舒泰生活。

綠色金融

2018年12月，信和置業宣布獲批出首筆綠色貸款以及「綠色融資框架」的詳情。此框架為綠色融資制定指引，投資可持續發展建築項目，提升環境效益，實踐建構可持續發展社區的願景。

Green Loan for St. George's Mansions

Sino Land Green Loan 2018, in the amount of HK\$2 billion, was the first green loan raised by Sino Land under its Green Finance Framework. The proceeds were fully allocated to St. George's Mansions, the Group's new residential project at 24A Kadoorie Avenue, Kowloon, for implementing sustainability elements in the project.

The project will incorporate the following sustainability features:

Community

- Slope upgrading and green works will be carried out at the back of Clock Tower Building and next to the existing public staircase connecting Argyle Street and Kadoorie Avenue.

Heritage & Culture

- The building envelope of the Clock Tower Building, a Grade I Historic Building, will be preserved, and transformed into a museum.

Green

- 25% of the total site area will consist of greenery.
- Over 100 new trees will be planted onsite.
- EV charging facilities will be provided in the car park.
- Insulated glass units and a curtain wall system will be fitted to reduce heat gain and heat loss; improving thermal efficiency.

Wellness

- The development is targeted to achieve WELL Core v2™ Gold Certification.
- Large balconies for all units will ensure fresh air in habitable spaces.
- Indoor air quality sensors will be installed at clubhouse to ensure all spaces are well ventilated.
- An integrated design with acoustic fins will mitigate noise to city-facing units.

Innovation

- All common areas will be 5G ready.

St. George's Mansions的綠色貸款

在「綠色融資框架」下，信和置業於2018年獲批的首筆綠色貸款達20億港元。所得款項已全數撥用於集團位於九龍嘉道理道24A號的新住宅項目St. George's Mansions，從中展現可持續發展元素。

項目的可持續發展措施包括：

連繫社群

- 在鐘樓背面，連接亞皆老街和嘉道理道的現有公共樓梯旁邊，將進行斜坡升級及綠化工程。

文化傳承

- 保留一級歷史建築鐘樓的建築外部結構，並將改造成博物館。

綠色生活

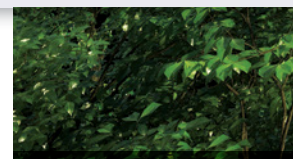
- 綠化總面積達25%。
- 種植100多棵新樹。
- 在停車場提供電動汽車充電設備。
- 安裝中空玻璃組件和幕牆系統，減少熱增益及熱損耗，提升節能效益。

健康舒泰

- 以獲得《WELL建築標準™》Core v2金級認證為目標。
- 每戶均設大露台，確保居住空間內的新鮮空氣充足。
- 於會所內安裝空氣質素監測器，確保良好的室內通風。
- 建築鰭片的設計能阻隔室外噪音，減低對面向街道的住戶的影響。

創意革新

- 所有公共地方都可支援5G網絡。





Computerised rendering of St. George's Mansions for reference only.
St. George's Mansions之電腦模擬效果圖，僅供參考。

Grand Central

As a major project of the Kwun Tong Town Centre Development Area, Grand Central benefits from the enormous potential brought about by the Energising Kowloon East and CBD2 initiatives. Four residential towers, with a total of 1,999 units, are aligned on two sides of the podium and surround a large 77,000 square foot outdoor green space serving as a leisure park.

The project will create a healthy living environment that fits into Kowloon East's smart city framework, and will incorporate a wide range of innovative sustainability features:

- An overall greening ratio of 30%;
- Smart irrigation systems and renewable energy harvesting devices;
- Insulated glazing for all residential units to improve indoor thermal comfort and energy efficiency;
- Acoustic windows, balconies and fins to minimise urban noise;
- Building setback for a wider street and better traffic circulation;
- Multi-level pedestrian links with local transit networks and future Development Areas for enhanced connectivity and accessibility for Kwun Tong Town Centre;
- High-voltage chargers for electric minibuses; and
- 5G-ready infrastructure to support smart city development.

凱滙

位於觀塘市中心發展區的凱滙為區內的大型發展項目，受惠於「起動九龍東」和第二個核心商業區（「CBD2」）計劃帶來的無限潛力。四座住宅大廈共提供1,999個單位，圍繞著77,000平方尺的室外綠化空間，提供大型的休憩公園。

項目透過融合一系列創新和可持續發展元素，響應九龍東智慧城市規劃，創造健康的生活環境，其中包括：

- 整體綠化率達30%；
- 智能灌溉系統和可再生能源收集設備；
- 所有住宅單位均裝配隔熱玻璃，提高室內熱舒適度和能源效益；
- 隔音窗、露台和簷片可降低室外噪音；
- 樓宇後移使街道更寬闊、交通更順暢；
- 連接本地運輸網絡及未來發展區的多層行人通道，使觀塘市中心更四通八達；
- 電動小巴採用高壓充電器；以及
- 支持智慧城市發展的5G基礎建設。

Computerised rendering of Grand Central and the proposed
Kwun Tong Town Centre Development Areas 4 & 5 for reference only.
凱滙及擬建觀塘市中心重建項目第4、5期之電腦模擬效果圖，僅供參考。





Innovation

創意革新

Imagining possibilities, we strive to innovate and inspire.
擁抱嶄新概念，啟發新思。



Creativity and learning by experience are critical for achieving our sustainability goals at Sino Land. To attain these goals, we promote innovation, exploration and the development of new technologies on a variety of platforms. We are also committed to embracing new concepts and welcome original thinking that inspires solutions for greener, cleaner, more resilient and competitive cities.

創意和實驗精神是信和置業實現可持續發展目標的關鍵。為實現這些目標，我們在多個平台上促進科技創新、探索和發展。我們亦鼓勵創新概念，歡迎具啟發性的原創方案，創造更環保、更潔淨、更具抗禦力和競爭力的城市。



Supporting innovation and create a resilient city with new technologies
支持創新，利用科技建構更具抗禦力的城市



Collaborating with stakeholders to advocate innovation
與持份者合作推動創新

Innovation
創意革新

Management Approach

Sino Land believes that innovation and technology are key factors in developing a diversified, sustainable and resilient economy and for improving Hong Kong's competitiveness. Through our pursuit of innovation and technology, we are able to create a positive impact on our communities and develop new ideas for the real estate industry. We have also set up various programmes to engage internal and external stakeholders, with the aim of promoting innovation in society. Our Innovation Sub-committee under the ESG Steering Committee directs, monitors and reviews our innovation strategy, sets priorities and recommends areas to pursue.

Our approach ensures we address our material topic of

- Investment in Innovation

Sino Land's Innovation Goals

信和置業創意革新目標



Foster a culture of innovation that enables colleagues and external innovators to test out new ideas and build a mechanism to apply new technologies in our business operations

促進創新文化，為同事及科創企業提供試驗新構思的機會，並建立於業務應用新科技的機制



Obtain **ISO 27001** (Information Security Management) certification by 2025
於2025年前獲取ISO 27001(資訊安全管理體系)認證

Investment in Innovation

To support Hong Kong's innovative ecosystem and development as an international innovation hub, we are committed to collaborating with internal and external stakeholders. With the support of Sino Inno Lab and the OC STEM Lab, we have been promoting innovation together with various organisations and providing opportunities for innovators to turn their creative ideas into reality.

創新投資

我們致力與內部和外界持份者合作，以支持香港的創科生態和發展，成為國際創新科技樞紐。在「信和創意研發室」和「OC STEM Lab 創意工作室」的支持下，我們一直與多個團體衷誠合作、促進創新，並為創新企業提供機會，將創新意念付諸實踐。



As Hong Kong develops into an international innovation and technology hub, our priority is to strengthen talent development and provide the next generations with all-rounded opportunities.

隨著香港發展成為國際創新科技樞紐，我們的首要任務便是加強人才發展培訓，為下一代提供更全面的發展機會。

Mr Daryl Ng, Deputy Chairman
集團副主席黃永光先生



Sinovation creates a culture of innovation, drives efficiency and improves quality.

我們透過「信·共創」計劃，培育創新文化、促進效率和改善質素。



Discover more
了解更多

Sinovation Programme

To create a culture of innovation, drive efficiency and improve quality, we launched a new programme – Sinovation – in June 2019. Through this programme, our staff can explore ideas for enhancing work performance, increasing productivity and improving customer service. Ideas that are considered worth pursuing will gain the support needed to realise their ideas. Technical sharing sessions in IoT, AI and robotics, and presentation skills, as well as meet-the-innovator sessions are also arranged under the programme.

A total of 131 innovative ideas have been collected for the programme. Nine colleagues with outstanding ideas were chosen to enter the Learn & Grow stage as Sinovators; four were then selected to proceed to the final Sinovation stage and received funds to turn their proposals into prototypes. The four winning projects that were chosen are not only innovative but practical. Most of them can be applied immediately to our properties while some can be further developed to benefit the wider community. The 2019 Sinovation programme champion was COOLJET; a jacket fitted with a cooling ventilation system, which is particularly useful for colleagues who need to work outdoors or in a hot environment. The project was then turned into prototypes for further implementation.

European Innovation Academy

The European Innovation Academy (“EIA”) is the world’s largest entrepreneurship programme for students. In 2019, we supported this programme by giving university students in Hong Kong the opportunity to work with their counterparts in the Greater Bay Area on innovative projects. Ten outstanding students from Belt & Road countries were also offered scholarships to participate in this programme.

During the 14-day programme, a total of 60 students gained valuable experience in entrepreneurship as well as insights into the latest business trends during a series of intensive workshops. Divided into teams, students developed and pitched start-up ideas to investors on the last day of the programme. The winning team was offered a prize and online mentoring to kick-start their business.

「信·共創」計劃

為培養創新文化、促進效率和改善質素，我們於2019年6月推出「信·共創」計劃。透過此計劃，員工可探索能提升工作表現、提高生產力和改善顧客服務方面的構思。值得推展的創新提議，可獲支援將構思意念轉化為測試原型。計劃亦提供物聯網、人工智能和機械人技術的科技分享會，以及演繹技巧培訓，並安排與其他初創者會面。

計劃至今收到131個創新構思。今年，其中九位同事的構思極具創意，獲甄選成為Sinovators晉身「學習與成長」階段。我們繼而挑選四個構思，進入最後「Sinovation」階段，獲資助實施提案並測試成效。四個獲獎方案不僅創新，而且具實用性，能即時在集團物業中應用，其中一些方案在進一步改進後更可惠及廣大社區。2019年「信·共創」計劃的冠軍作品為COOLJET外衣，配備冷風裝置，對需要在戶外或炎熱環境工作的同事大派用場。這方案獲轉化為測試原型，以作進一步實施。

歐洲創新學院

歐洲創新學院為世界最具規模的學生創業計劃。我們於2019年支持香港的大學生與大灣區的年輕人合作，共同開展創意項目。來自「一帶一路」國家的十名優秀學生，亦獲頒獎學金參加此計劃。

計劃為期14天，60位學生參加了一系列工作坊，獲得寶貴的創業體驗，並對最新的商業趨勢有更深入了解。學生分成小組討論，並在活動的最後一天向投資者推銷創業構思。得獎團隊獲贈獎金和網上指導，助他們開創事業。

Innovation
創意革新



To stimulate young people's interest in business innovation, the Group sponsored the HKGCC Business Case Competition. 為激發年輕人對業務創新的興趣，集團贊助「香港總商會商業個案大賽」。

HKUST-Sino One Million Dollar Entrepreneurship Competition 2020

For the third consecutive year, we supported the Hong Kong University of Science and Technology ("HKUST") and its HKUST-Sino One Million Dollar Entrepreneurship Competition 2020. The programme provides students and alumni of HKUST with an integrated learning experience in entrepreneurship.

In the 2020 competition, 151 teams with 491 participants (including 293 students and alumni of HKUST) entered to win cash prizes as seed money for starting their own companies.

The Hong Kong General Chamber of Commerce ("HKGCC") Business Case Competition

To stimulate young people's interest in business innovation, we sponsored the HKGCC Business Case Competition and provided the theme "Shaping a Sustainable Future for the Hospitality Industry". The competition challenged contestants to rethink hospitality as a sustainable industry, particularly through the use of technology, to meet guests' evolving needs.

The Group and three other companies from different business sectors represented four different tracks in the competition. Each team submitted their solutions to the track of their choice. The competition attracted 960 participants and resulted in 225 completed submissions. Of these, the Group's track was well received with 88 project submissions from 329 students. The winning team would then be invited to Singapore to present their ideas to the Fullerton Hotels' management.

「科大 — 信和百萬獎金創業大賽2020」

今年已是我們連續第三年支持香港科技大學（「科大」）及「科大 — 信和百萬獎金創業大賽2020」，為科大的學生和校友，提供綜合的創業體驗。

在2020年的大賽中，491名參賽者分成151支隊伍參賽（當中包括293名科大學生和校友），得獎者可獲現金獎作為種子基金，用作支援他們日後的發展。

「香港總商會商業個案大賽」

為激發年輕人對業務創新的興趣，我們贊助了「香港總商會商業個案大賽」，並為商業案例研究出題 — 「酒店業的可持續未來」，讓參加者重新思考酒店業如何能透過科技應用滿足顧客需求，發展成可持續發展行業。

集團與另外三間來自不同行業的贊助公司，在大賽中代表四個不同組別。隊伍需以已選取的組別，提交商業個案的解決方案。比賽吸引了960名參與者，完成共225項參賽作品。當中集團組別收到329名學生提交共88項作品。得勝隊伍將其後獲邀到訪新加坡，向富麗敦酒店的管理層介紹解決方案的構思。

Sino Inno Lab

Dedicated to supporting innovation and technology, Sino Inno Lab was established for the Group's business units to explore new innovation and technologies and engage in proof-of-concept phase. The Lab also enables our business units to work with external stakeholders, including people from industry and academia, as well as researchers and entrepreneurs, on small-scale trials.

Since its inception, the Lab has connected with more than 400 companies on technology exploration. Currently, there are more than 70 technologies/ideas showcased at Sino Inno Lab, more than 30 of which are from start-ups.

During the reporting period
報告期間

> 2,400 people

visited the Lab
逾2,400人參觀了研發室

47 projects under exploration

47個項目正在探索中

「信和創意研發室」

為支持創新和科技而成立的「信和創意研發室」，為集團業務部門探索創新科技和驗證創意構思。研發室促成旗下業務部門與外界持份者的合作，並進行小規模試驗，當中包括業界人士、學者、研究人員以及企業家。

自研發室成立以來，我們已與400多家公司合作探索及開發科技。目前，研發室展示了70多項技術/構思，其中30多項來自初創企業。

> 100 technologies/solutions

were evaluated
評選了逾100項技術/解決方案

> 40 projects adopted

and in the trial stage
另有40多個項目處於試行階段



In a further effort to foster a culture of innovation, the Group has established Sino Inno Lab, a sandbox platform for technology companies to test out inventions and to facilitate co-creation. 為進一步推廣創新文化，集團開設「信和創意研發室」，為科技公司提供「沙池平台」測試科技發明及促進創新合作。

Innovation
創意革新

UV Sanitisation Robot

A UV sanitisation robot, which was created by a local technology enterprise and a Swedish partner, was brought to Hong Kong by Sino Inno Lab to help contain the COVID-19 pandemic. The robot, which fully complies with Swedish medical standards, is currently being used by Best Result Environmental Services Limited to further enhance sanitisation services.

By emitting UV light with an optimal wavelength, the robot can achieve a sanitisation rate of up to 99.9999%. It is easily operated with a joystick or a smartphone and comes equipped with other functions such as an infrared body temperature detector and the ability to remind people to wear a face mask.

Plastic Waste Upcycling

As the Group is committed to reducing plastic waste, we have adopted a Precious Plastic ("PP") cultural tool. It comprises four machines, namely a shredder, extruder, injection machine and compression machine. By sharing information on an open source basis, this tool encourages people from all walks of life to build their own upcycling systems.

Sino Inno Lab also collaborated with like-minded partners, such as the School of Design of the Hong Kong Polytechnic University ("PolyU"), to participate in this project. Two PP machines were subsequently built by the students under their professors' supervision during their internship with the Group.

紫外線消毒機械人

為協助應對新冠病毒疫情，「信和創意研發室」引入一部由本地和瑞典科研企業合作研發的紫外線消毒機械人。該機械人符合瑞典醫療標準，恒毅環衛服務有限公司目前以此提升消毒服務質素。

機械人發出最佳波長的紫外線，消毒能力高達99.9999%，並配備紅外線體溫探測儀和配戴口罩提示等功能。清潔團隊可以使用操縱桿或智能手機輕鬆操作機械人。

升級再造塑膠廢料

集團致力減少塑膠廢料，因此，我們響應Precious Plastic計劃。此計劃涵蓋四台機器，分別為碎膠機、擠出機、注塑機和壓縮機，並透過開放平台分享塑膠回收的解決方案，鼓勵各行各業建立自己的升級再造系統。

「信和創意研發室」亦與志同道合的夥伴合作，如香港理工大學（「理大」）設計學院。學生在集團實習期間，在教授的指導下製造了兩台Precious Plastic機器。



Best Result has adopted a new UV sanitisation robot to keep our premises safe and clean during the pandemic.

恒毅環衛採用了紫外線消毒機械人，在疫情期間保持旗下管理物業安全清潔。



Students from PolyU built two Precious Plastic machines while interning with the Group.

理大學生在集團實習期間製造了兩台Precious Plastic機器。



This eye-catching mural at Skyline Tower was created with Airlite, an inorganic paint that turns walls into air purifiers. 這位於宏天廣場的壁畫，以無機油漆Airlite繪製而成，將牆壁化身成空氣淨化器。

Design Circular: Plastic Recycling + Upcycling Innovation for Sino Design Competition

The annual award for the Design Circular: Plastic Recycling + Upcycling Innovation for Sino Design Competition, organised by PolyU and sponsored by the Group, encourages students to work on circular economy designs based on plastic waste collected from our properties.

A total of 46 students participating in the competition came up with 11 project ideas, and two winning teams were engaged for a summer internship programme in 2020 to bring their ideas to life.

PropTech Alliance

To promote the development of property-related technologies, we participated in the PropTech Alliance, which brings together innovation teams in the industry across Hong Kong. The Alliance, which has participants from 10 major Hong Kong real estate developers, serves as an open platform for sharing views and exchanging ideas on potential technologies and applications relevant to the real estate sector. The Alliance also meets on a periodic basis to explore related applications and technologies.

「循環設計：信和塑膠循環再造+升級再造設計大賽」

由理大籌辦及集團贊助的年度大賽—「循環設計：信和塑膠循環再造+升級再造設計大賽」，鼓勵學生利用從我們的物業收集得來的塑膠廢料，實踐循環經濟設計。

是屆比賽吸引了共46名學生參加，提出了11個創意項目。兩支優勝隊伍獲邀請參加2020年暑期實習計劃，讓他們把創意付諸實行。

PropTech聯盟

為促進物業發展的相關技術，來自香港十家主要地產發展商成立了PropTech聯盟，匯聚了香港同業的各大創新團隊，集團亦是其中一份子。PropTech聯盟開放的平台，能讓成員就房地產業相關的最新技術發展與應用，交流見解和構思，並透過定期召開會議，探討相關的應用程式和技術。

Innovation
創意革新

OC STEM Lab

To encourage young people's interest in STEM (Science, Technology, Engineering and Mathematics), we set up the OC STEM Lab at Olympian City to provide learning opportunities in these subjects.

The OC STEM Lab hosts workshops for children, during which they gain hands-on experience using laser cutting machines, 3D printers and computer-aided embroidering machines. Professor Einstein – a robot powered by AI with the ability to answer questions about science – is particularly popular with students.

In the future, the OC STEM Lab will roll out more programmes for young people, in collaboration with Hong Kong Science and Technology Parks Corporation, Microsoft Hong Kong, the Centre for Learning Sciences and Technologies (CUHK), the School of Design (PolyU), the College of Science and Engineering (CityU) and Lok Sin Tong Yu Kan Hing Secondary School.

「OC STEM Lab 創意工作室」

為激發年輕人對STEM(科學、技術、工程和數學)的興趣，我們於奧海城設立了「OC STEM Lab 創意工作室」，提供相關學習機會。

「OC STEM Lab 創意工作室」為兒童舉辦工作坊，讓他們可以親身體驗使用鐳射切割機、3D立體打印機及電腦繡花縫紉機。人工智能機械人——愛因斯坦教授，具備回答科學問題的能力，尤其受到學生的歡迎。

「OC STEM Lab 創意工作室」於不久將來會與香港科技園公司、微軟香港、中大學習科學與科技中心、理大設計學院、城大科學及工程學院和樂善堂余近卿中學合作，為年輕人推出更多計劃。



At the OC STEM Lab, students can learn all about STEM subjects.
「OC STEM Lab 創意工作室」讓學生能學習所有STEM科目。

Key Partners

Sino Inno Lab serves as a bridge between internal and external stakeholders to facilitate the adoption of technology and innovation.

Knowledge is acquired through local and international key partners, which include the following:

Universities and post-secondary institutions

The University of Hong Kong, The Hong Kong University of Science and Technology, The Hong Kong Polytechnic University, The Chinese University of Hong Kong, City University of Hong Kong, and the Vocational Training Council

Incubators, Accelerators and VCs

Hong Kong Science and Technology Parks Corporation, CyberPort, CoCoon, Hong Kong Startup Council of the Federation of Hong Kong Industries, Startup 500, Hong Kong X-Tech Startup Platform, TusPark Hong Kong, Crowdfund, European Innovation Academy, Hong Kong Venture Capital and Private Equity Association and MIT Hong Kong Innovation Node

Industry Associations

The Hong Kong General Chamber of Commerce, Federation of Hong Kong Industries, Hong Kong Electronic Industries Association, Hong Kong Electronics and Technologies Association, Hong Kong Medical and Healthcare Device Industries Association, Hong Kong Startup Council, Hong Kong Automation Technology Council, AI & Robotics Alliance of Hong Kong

R&D Centre

The Hong Kong Research Institute for Textiles and Apparel, Nano and Advanced Materials Institute, and Hong Kong Applied Science and Technology Research Institute

Professional Associations

The Hong Kong Institution of Engineers, Construction Industry Council, Royal Institution of Chartered Surveyors, Construction Innovation and Technology Application Centre and the Hong Kong Green Building Council

Public Organisations and Government Departments

Innovation and Technology Bureau, InvestHK, Urban Renewal Authority, Airport Authority Hong Kong, Hong Kong Trade Development Council and Mass Transit Railway

主要夥伴

「信和創意研發室」作為內部和外界持份者之間的橋樑，促進技術和創新應用。

我們透過本地和國際網絡的主要合作夥伴學習新知識，包括：

大學及專上院校

香港大學、香港科技大學、香港理工大學、香港中文大學、香港城市大學和職業訓練局

創業培育中心、創業加速中心和創投機構

香港科學園、數碼港、浩觀、香港工業總會、香港初創企業協會、Startup 500、香港X科技創業平台、香港啟迪中心、眾籌、歐洲創新學院、香港創業及私募投資協會和麻省理工學院香港創新中心（「MIT Hong Kong Innovation Node」）

行業協會

香港總商會、香港工業總會、香港電子業商會、香港電子科技商會、香港醫療及保健器材行業協會、香港初創企業協會、香港自動化科技協會、香港人工智能與機器人科技聯盟（「AI & Robotics Alliance of Hong Kong」）

研發中心

香港紡織及成衣研發中心、納米及先進材料研發院和香港應用科技研究院

專業協會

香港工程師學會、建造業議會、皇家特許測量師學會、建造業創新及科技應用中心和香港綠色建築議會

公共機構和政府部門

創新及科技局、投資推廣署、市區重建局、香港機場管理局、香港貿易發展局和港鐵



Heritage & Culture

文化傳承

Honouring our origins, we value legacy, knowledge and identity.
承先啟後，代代延續文化、智慧和特性。



At Sino Land, we understand the importance of cultural heritage to a community's identity and sense of belonging. We promote built heritage conservation and revitalisation across our operations by supporting and showcasing historical projects in Mainland China, Hong Kong, Singapore and Australia.

We are committed to enriching communities through our support of the arts and culture. We curate exhibitions and related activities at the Group's properties and provide a platform for local and international artists to showcase their talent.

信和置業深明文化傳承在建立大眾對社區的認同感及歸屬感方面，擔當著重要角色。為此，我們致力保育歷史遺產，透過於中國內地、香港、新加坡和澳洲支持和展示的歷史項目，活現文化傳承。

我們亦透過支持文化藝術，豐富社區生活。我們於集團旗下物業策劃展覽和相關活動，為本地和國際藝術家提供展示才華的平台。



Promoting heritage conservation and sustainable tourism
促進文化傳承和可持續旅遊業



Collaborate with stakeholders to advocate our efforts
與持份者通力合作，攜手向目標邁進

Heritage & Culture
文化傳承

Management Approach

A community's heritage is part of its collective memory and provides a sense of continuity and belonging. In our business operations in Hong Kong, Singapore and Australia, we identify, conserve and showcase projects of historical significance to help pass on their rich legacy to present and future generations.

The Heritage & Culture Sub-committee of our ESG Steering Committee is responsible for promoting heritage projects of cultural value. We revitalise communities by preserving their cultural heritage in the design, development and long-term management of the projects. The Sub-committee identifies, monitors and reviews existing and emerging issues, trends and investments related to heritage and culture, with implementation plans that align with our goals. We also engage the younger generation and the general public to raise awareness of the importance of conserving heritage buildings.

This approach ensures that we consistently address our material topic of

- Heritage & Culture

Furthermore, we are committed to promoting arts and culture to enrich everyday life within the communities we serve. Activities include collaborations with NGOs and artists on projects for children and youth, with the aim of developing their appreciation of the arts and advancing their personal development. The Group also sponsors art and design events that contribute to a vibrant, local creative scene.

Sino Land's Heritage & Culture Goal

信和置業文化傳承目標



Supporting communities' **arts and culture events and programmes** to enrich everyday life

支持社區的藝術及文化活動與計劃，讓社會的日常生活更加豐盛

Heritage Projects

The Group has participated a number of projects that help to conserve our communities' cultural heritage and sense of identity.

管理方針

社區的歷史文物是集體回憶的一部份，傳承文化能增強大眾的歸屬感。我們在香港、新加坡和澳洲，尋求保存和展示具有歷史意義的項目，從而將文化遺產傳承至今世後代。

我們的環境、社會及管治督導委員會轄下的文化傳承小組委員會，負責促進具有文化價值的保育項目。集團透過設計、發展和長遠管理，保留歷史文物並活化社區。小組委員會識別、監督和檢討與文化傳承有關的現有和逐漸浮現的問題、趨勢和投資，從而制定與目標相符的執行計劃。我們亦與年輕一代和廣大公眾接觸，以提高對保育文物建築重要性的認識。

這個流程確保我們堅實地回應以下重大議題：

- 文化傳承

此外，我們致力於推廣藝術與文化，豐富我們所服務社區的日常生活。為增進兒童和青少年對藝術欣賞的興趣，培養個人發展，我們與非政府機構和藝術家合作，開展不同的項目。集團亦贊助藝術和設計活動，使本地創意產業蓬勃發展。

歷史建築項目

集團已參與多個項目，以協助社區保育文化歷史建築，增加認同感。



The Fullerton Hotel Sydney
悉尼富麗敦酒店



Discover more
了解更多

The Fullerton Hotel Sydney

The Fullerton Hotel Sydney is located in the heart of Sydney's bustling Central Business District. Housed in the iconic former General Post Office ("GPO") building at No. 1 Martin Place, this hotel is breathing new life into the city's much-loved landmark. Completed in 1874, the majestic sandstone structure is regarded as one of the finest examples of Victorian Italian Renaissance architecture in Australia. Its grand clock tower and vaulted granite arcades have long been points of rendezvous for politicians and global travellers.

In preparation for the hotel's 2019 opening, The Fullerton Hotels and Resorts engaged more than 30 stonemasons to carry out a meticulous, chemical-free cleaning of the building's ornate sandstone façade. The remediation work took over 38,000 hours across nine months to complete.

悉尼富麗敦酒店

悉尼富麗敦酒店位於悉尼繁華的市中心商業區，坐落於馬丁廣場一號的前郵政總局大樓，為這座備受喜愛的經典地標注入新活力。大樓於1874年落成，其砂岩結構廣被認為是澳洲維多利亞時代文藝復興建築經典之一。鐘樓和花崗岩拱廊間逾一個世紀以來皆是政客和環球旅客的聚集點。

為籌備酒店於2019年開幕，富麗敦集團聘請逾30位專業石匠，全面清洗大樓的砂岩外牆，過程並無採用任何化學物料，以妥善保存外牆的精細裝飾，此項重大任務歷時九個月，總工時高達38,000小時。



The hotel has a rich history, which we plan to conserve and showcase so that guests can enjoy a hospitality experience steeped in character, culture and heritage.

悉尼富麗敦酒店的歷史源遠流長，我們竭盡所能，致力保育它的特色、文化和歷史，讓訪客能夠感受與眾不同的住宿體驗。

Cavaliere Giovanni Viterale, General Manager of The Fullerton Hotels and Resorts
富麗敦集團總經理 Cavaliere Giovanni Viterale

Heritage & Culture
文化傳承



Construction of the iconic building, made of Sydney sandstone, began in 1866 and continued through to 1891. For 150 years, the site has played a central role in the Sydney community.

這座以悉尼砂岩建成的著名建築始建於1866年，1891年竣工。過去150年，大樓於悉尼社區意義重大。

Fullerton Experiences: Complimentary Heritage Tours

The Fullerton Hotel Sydney shines a spotlight on the unique stories of the former post office building through Fullerton Experiences, a bespoke programme featuring complimentary heritage tours and events for both hotel guests and members of the public.

During the 90-minute heritage tour, hotel guests and the public can explore the building's vibrant history dating back to 1874. Docents share fascinating stories of those who worked at the GPO building, and showcase the intricate stonework and reveal little-known facts of bygone years, depicting the city's early life.

富麗敦體驗：免費古蹟之旅

位處前郵政總局大樓的悉尼富麗敦酒店，其獨特故事成為城中焦點。酒店為訪客和社區提供免費文化導賞團，締造非凡文化體驗。

酒店顧客和公眾人士參加90分鐘的文化導賞團期間，可探索這座1874年建成的建築物的歷史。導賞員會分享曾在這郵政總局工作的朋友的動人故事，又會講解細緻的石雕作品、分享過去鮮為人知的故事和城市早期面貌。

The Fullerton Hotel Singapore

The magnificent former Fullerton Building is a grand, neoclassical landmark completed in 1928. Gazetted in December 2015 as the 71st National Monument of Singapore, it was once home to Singapore's General Post Office and the Singapore Club and Chamber of Commerce. For nearly a century, it has played a pivotal role in Singapore's history.

Today, the building has been revitalised into an elegant 400-room hotel – The Fullerton Hotel Singapore. It is located in The Fullerton Heritage precinct together with six other developments, namely The Fullerton Bay Hotel Singapore, The Fullerton Waterboat House, One Fullerton, The Fullerton Pavilion, Clifford Pier and the Customs House.

Double Honours for The Fullerton Hotels and Resorts

The Fullerton Hotels and Resorts was named Best Independent Hotel Brand in 2019, while The Fullerton Bay Hotel Singapore was named Best Independent Hotel in Asia-Pacific by *Business Traveller*. The hotel has also received recognition from other quarters, including its induction into the TripAdvisor Hall of Fame for five consecutive years thanks to its consistently high traveller ratings. Now in their 28th year, these coveted awards honour the crème de la crème of the hospitality industry, as voted by the readers of *Business Traveller*.

新加坡富麗敦酒店

建成於1928年的浮爾頓大樓，為新古典主義地標建築，並於2015年12月被刊憲列為新加坡第七十一座國家歷史文物。浮爾頓大樓曾為新加坡郵政總局、新加坡俱樂部和商會的所在地，在新加坡過去近一個世紀的歷史中有著舉足輕重的位置。

如今，這座建築已重新煥發活力，活化成為提供400間客房的典雅酒店——新加坡富麗敦酒店。酒店位於富麗敦天地，毗鄰另外六個發展項目，分別為新加坡富麗敦海灣酒店、富麗敦船屋、富麗敦一號、富麗敦蓮亭、紅燈碼頭和前海關大樓。

富麗敦集團的雙重榮譽

富麗敦集團於2019年獲選為「最佳獨立酒店品牌」，而新加坡富麗敦海灣酒店則榮膺亞太區「最佳獨立酒店」。大獎踏進第廿八屆，所有優勝者均由《Business Traveller》讀者投票選出，表揚業界出色成員。此外，新加坡富麗敦海灣酒店連續五年入選「TripAdvisor Hall of Fame」，為客人締造愉悅住宿體驗的努力備受肯定。

The Fullerton Hotel Singapore, formerly known as Fullerton Building, was built in 1928 and once housed Singapore's General Post Office and several government departments.
新加坡富麗敦酒店前身為浮爾頓大樓，於1928年落成，曾為新加坡郵政總局及多個政府部門的辦事處。



Heritage & Culture
文化傳承

Culture

Sino Junior Reporter Programme

The Sino Junior Reporter Programme, organised by the Group in collaboration with *SCMP Young Post*, has been providing workshops on English news writing and interviewing skills for aspiring writers since 2014.

Over the past six years, the programme has received close to 3,000 applications from Form 4 students and college freshmen and delivered workshops to over 320 individuals. Students can learn from a seasoned journalist on how to conduct interviews and structure a news article. Topics include planning, researching, finding suitable interviewees and organising the information into an interesting article.

Ink Art Walk

The Group supported Hong Kong Ink Art Walk 2019, which is part of the Hong Kong Culture Festival, celebrating Hong Kong's cultural diversity and promoting cultural exchange. The Group aims to support the education of future generations in the long and rich history of ink art, one of the most celebrated traditional Chinese art forms, while engaging local ink artists in the wider community.

Feathered Ascent

In November 2019, Lee Tung Avenue partnered with the First Initiative Foundation and Nicholas Cheung, an award-winning international multimedia and lighting installation artist, to present a spectacular dove-themed art installation – Feathered Ascent at Christmas. The exhibition was held to promote the development of arts and culture and celebrate home-grown talent.

Feathered Ascent portrayed a flock of 50 doves, a symbol of harmony and peace. Incorporating robotics, electronics and advanced materials that include 22 photovoltaic panels, each dove dynamically flaps its wings as a beacon of hope. The dove's space-age material reflects 99.95% of visible light and is folded into origami patterns to mimic feathers that scatter light in all directions.

文化

「信和校園記者計劃」

集團自2014年與《南華早報青年報》合辦「信和校園記者計劃」，為有志投身寫作的同學，提供有關英語新聞寫作和採訪技巧的工作坊。

過去六年，計劃已收到接近3,000份來自中四至大專學生的申請，並為超過320名學員舉辦工作坊。學員可向資深的記者學習採訪和撰寫新聞文章的技巧。主題包括計劃、研究和尋找合適的受訪對象，並將資料整理成有趣的文章。

「香港水墨行」

集團支持「香港水墨行2019」，為「香港文化節」的一部分，體現香港文化多元和促進交流。水墨藝術歷史悠久，乃中國著名傳統藝術媒介之一，我們希望培育年輕人對水墨藝術的認識，同時為本地水墨藝術家提供平台，將藝術帶入社區。

「Feathered Ascent」

為促進藝術文化發展和頌揚本地藝術人才，利東街夥拍領賢慈善基金於2019年11月，為屢獲殊榮的國際多媒體和光影藝術家Nicholas Cheung舉辦展覽，展示以鴿子為主題的壯觀裝置藝術—「Feathered Ascent at Christmas」。

「Feathered Ascent」描繪出象徵和諧與和平的50隻白鴿。每隻白鴿都融合了機械人技術、電子技術以及先進物料，並由22個光伏電板組成，從而模仿擺動翅膀的動態，喻意為希望的光。製造白鴿的先進物料，能反射99.95%的可見光，折射出層層疊疊的摺紙圖案，儼如羽毛的光芒四射。



The Sino Junior Reporter Programme provides workshops on English news writing and interviewing skills for aspiring writers. 「信和校園記者計劃」為有志投身寫作的同學提供有關英語新聞寫作和採訪技巧的工作坊。



Lee Tung Avenue and First Initiative Foundation presented Feathered Ascent along with The Spirit of Christmas from London. 利東街與領賢慈善基金合作展示光影藝術家和平鴿作品，伴隨英國倫敦「The Spirit of Christmas」大型燈飾迎接聖誕。



The Think Like Leonardo da Vinci 500th Anniversary Exhibition was held in December 2019 at Olympian City. 2019年12月奧海城舉辦「想·像達文西500週年展」。

Think Like Leonardo da Vinci 500th Anniversary Exhibition

In commemoration of the 500th anniversary of Leonardo da Vinci's legacy in 2019, exhibitions and events honouring the original Renaissance Master were held across the world. In Hong Kong, we partnered with the Hong Kong Innovation Foundation and Italy's acclaimed Leonardo3 Museum ("L3") to bring its world-class travelling exhibition to Olympian City. The Think Like Leonardo da Vinci 500th Anniversary Exhibition was the first large-scale thematic exhibition L3 had staged in Asia and was designed and curated following museum standards to re-create the world of the great Italian inventor and artist.

The exhibition showcased da Vinci's ideas, achievements and contributions to humanity in an interactive and engaging way that encouraged audiences to delve into the universe of the celebrated genius. In addition to the fascinating machines constructed by L3 based on da Vinci's ideas, the exhibition featured over 1,000 digitised manuscripts and interactive drawings as part of a new, multi-sensory experience especially designed for this occasion.

「想·像達文西500週年展」

為紀念傳奇人物達文西逝世500週年，世界各地於2019年舉行了多項紀念文藝復興時期大師的展覽和活動。在香港，集團與香港創新基金及意大利國家級達文西博物館 Leonardo3 博物館（「L3」）攜手合作，將世界巡迴展覽引進奧海城。「想·像達文西500週年展」為L3首個在亞洲舉辦的大型主題展覽，並按照博物館級標準設計和策劃，重塑這偉大的意大利發明家和藝術家的世界。

展覽以互動的方式，展示達文西的思想、成就和對人類的貢獻，鼓勵觀眾深入研究這位著名天才的世界。L3除了根據達文西的概念製作機械原型外，亦展出過千張電子手稿和繪圖互動裝置，為是次展覽特別設計的嶄新多感官體驗之一。

Heritage & Culture
文化傳承

The Fullerton Heritage

During the reporting period, The Fullerton Heritage continued to serve the community through its initiatives and outreach programmes, in partnership with the Singapore Government and NGOs.

Fullerton Care

Our Fullerton Care Programme is a family-focused initiative for developing community care outreach programmes with partners such as the People's Association, Ministry of Social and Family Development, Hope Centre (Singapore), Beyond Social Services and MILK (Mainly I Love Kids) Fund.

Festival Magic Lit Up

Continuing its long tradition, The Fullerton Hotel Singapore became a centre of good deeds and Christmas magic on 28 November 2019. The official light-up was preceded by a candlelit procession of more than 100 hotel staff members and followed by a guest and representative of the Business Times Budding Artists Fund, who illuminated the entire space. Following the light-up, our guests enjoyed the Christmas Charity Buffet Dinner. The Fullerton Hotel Singapore donated S\$25 for every adult dinner ticket sold to the Business Times Budding Artists Fund and the Straits Times School Pocket Money Fund, in addition to S\$10 from the sale of each Fullerton Santa Bear.

富麗敦天地

報告期間，富麗敦天地與新加坡政府和非政府機構合作，透過其活動和社區外展計劃，繼續為社區服務。

富麗敦社會關懷

「富麗敦社會關懷計劃」為一項以家庭為中心的計劃，並與People's Association、新加坡社會及家庭發展部、Hope Centre (新加坡)、Beyond Social Services和MILK (Mainly I Love Kids) Fund等新加坡夥伴合作，開展社區外展計劃。

點亮佳節

新加坡富麗敦酒店秉持傳統，於2019年11月28日舉辦年度亮燈儀式，燃起節日魅力並傳揚關愛。在亮燈儀式正式開始前，逾100位酒店員工手持燭光進場，嘉賓和Business Times Budding Artists Fund代表陸續點亮璀璨美麗的聖誕燈飾。接下來是酒店為賓客準備的聖誕慈善自助餐晚宴。酒店為每位成人賓客捐出新加坡幣25元，另每售出一隻富麗敦聖誕熊會捐出新加坡幣十元，全數善款捐贈Business Times Budding Artists Fund和Straits Times School Pocket Money Fund。



Singapore's Ministry of Bellz group, performing a Christmas classic during the Christmas Light Up Celebration.
新加坡手鈴樂團Ministry of Bellz於佳節慶祝活動演奏聖誕經典。



Fullerton Charity Cook-out
富麗敦慈善自助餐晚宴



Launch of the Christmas Light Up Celebration at The Fullerton Hotel Singapore on 28 November 2019.
新加坡富麗敦酒店於2019年11月28日舉行聖誕亮燈儀式。

Festival Cheer

In the spirit of caring and giving, The Fullerton Hotel Sydney hosted a memorable Christmas celebration for the community on 28 November 2019. Live carols, festive magic and a fusion banquet were just some of the highlights of the hotel's inaugural charity Christmas celebration, a tradition that began at The Fullerton Hotel Singapore and has continued at the Grand Dame of Sydney. Our guests joined us by partaking in the Christmas Charity Buffet Dinner, where they were able to purchase a limited-edition Fullerton Christmas Santa Bear. Part of the proceeds were donated to The Girls and Boys Brigade, a local not-for-profit organisation dedicated to providing quality education, recreation and life skill activities for less-resourced youth. Children from The Girls and Boys Brigade were also invited to take part in a light-up ceremony, during which a Christmas tree adorned with Fullerton teddy bears was unveiled in the lobby.

同慶佳節

悉尼富麗敦酒店秉承新加坡富麗敦酒店的傳統，於2019年11月28日舉辦首屆聖誕慈善活動，除了現場詩歌和魔術表演，更設美食盛宴。顧客能參加聖誕節慈善自助晚宴，購買限量版富麗敦聖誕熊。部分收益撥捐當地非牟利組織The Girls and Boys Brigade，為基層家庭的青少年提供優質的教育、康樂和訓練生活技能的活動。酒店並邀請來自The Girls and Boys Brigade的兒童參加聖誕亮燈儀式，見證掛滿可愛富麗敦泰迪熊的聖誕樹揭幕。

Community

連繫社群

Remembering our roles in society, we build bonds and friendships with all around us.

緊記我們在社會的角色，建立社群聯繫及友誼。



As a committed corporate citizen, we believe in supporting people in need and building a better community together. To achieve these goals, we continually engage our stakeholders, collaborate with charitable organisations and NGOs, and encourage our staff to participate in volunteer activities.

我們秉持良好企業公民精神，支援社區有需要的人士，攜手共創美好的社區。為了實現這些目標，我們持續連繫持份者、與慈善組織和非政府機構合作，並鼓勵我們的員工參與義工活動。



Promote health, education and upward mobility of children and youngsters
促進兒童和青少年的健康、教育和向上流動



Organise home visits and festival celebrations for families in need
探訪有需要的家庭，並一同慶祝節日



Organise programmes for children to unleash their creativity and talent
為兒童籌辦計劃，以發揮創造力和才能



Create more sustainable cities and communities
建構更多可持續發展的城市和社區



Collaborate with stakeholders to advocate our efforts
與持份者通力合作，攜手向目標邁進

Community
連繫社群

Management Approach

The Group recognises the importance of an inclusive society and has established a Community Sub-committee for setting the overall direction of our community initiatives as well as monitoring and reviewing. The Community Sub-committee of the ESG Steering Committee is also responsible for connecting, supporting and engaging with its stakeholders to understand their aspirations. We listen to our stakeholders' feedback and strive to make continuous improvements to our community programmes.

We also engage our neighbours, particularly children, young people, the elderly and those in need, and organise events and activities, often in collaboration with charitable organisations, to provide platforms for volunteer work and community service.

Throughout the years, we have participated in a wide range of volunteer services and community programmes. As part of our volunteering culture, we encourage employees at all levels across different business units to serve the community with their skills and expertise. In addition, we support NGOs through community engagement programmes, venue sponsorships and publicity. Our vision, mission and strategies help us attribute to our communities and are reflected in our Stakeholder Engagement Guidelines.

This process ensures that we address our material topic of

- Community Engagement

Sino Land's Community Goals

信和置業連繫社區目標



Improve the **wellbeing of less-resourced families**

改善基層家庭生活



Establish a wellness education programme to **promote health education** in the community

於社區推出健康教育課程，推廣健康概念



Collaborate with local NGOs to **promote social inclusion**

與本地非政府機構合作，推動社會共融

管理方針

集團明白社會共融的重要性，因而成立連繫社群小組委員會，以制定社區倡議的總體方向，並監督和檢討成效。環境、社會及管治督導委員會轄下的連繫社群小組委員會亦負責支援持份者，透過溝通了解他們的期望。我們樂於聆聽持份者的意見，不斷改善我們的社區計劃。

我們與鄰里社區，尤其著重與兒童、年輕人、長者和有需要人士互動溝通，經常與慈善團體合作舉辦活動，參與義務工作和社區服務平台。

多年來，我們參與多項義工服務和社區計劃。義工服務為我們連繫社群的重要一環，因此，我們鼓勵不同業務部門的員工，運用自己的技能和專業知識服務社區。此外，我們透過社區參與計劃、贊助場地以及協助宣傳，支援非政府機構。正如《聯繫持份者指引》所述，我們的願景、使命和策略，推動我們為社區積極貢獻。

這個過程確保我們回應以下重大議題：

- 社區參與

Community Care

We are committed to building a sustainable and inclusive society through our involvement in community care projects. The Group places a high priority on volunteer services and community engagement through our own initiatives and in partnership with charitable organisations. Promoting social inclusion and supporting communities and those in need are also our priorities.

Volunteer Service

Volunteer Incentive Scheme

The Volunteer Incentive Scheme was launched in 2011 to encourage our colleagues to participate in volunteer services during office hours for at least one day a year. During the reporting period, 17 of our colleagues were recognised under the Volunteer Incentive Scheme for their contributions to the community. These colleagues were offered a choice of accommodation packages and buffet coupons at Hotels under the Group as tokens of appreciation for their volunteer service.

Visit to Tsz Shan Monastery for the Elderly

Sino Caring Friends visited Tsz Shan Monastery with elderly residents of Ho Ning Health Care Services Centre (Sponsored by Sik Sik Yuen) on 15 September 2019.

Participants were taken on a guided tour of the monastery's halls and joined the spiritual practices at the Guan Yin Statue Precinct. All participants enjoyed a peaceful morning together.



This is my fourth time visiting Tsz Shan Monastery. Accompanying the elderly gives me new inspiration.

這是我第四次參觀慈山寺!但這次能與一班老友記前來參觀,另有一番體會。

Doreen Lum, Sino Caring Friends
「信和友心人」林美瓊女士

關懷社區

我們致力透過參與社區關懷項目,建設可持續發展和共融的社區。集團透過籌劃社區活動以及與慈善機構合作,積極參與義工服務和鼓勵社區參與,促進社會共融,以及支援社區和有需要的人士。

義工服務

義工服務獎勵計劃

「義工服務獎勵計劃」於2011年推出,旨在鼓勵員工每年最少一天於辦公時間內參與義工服務。報告期內,我們共有17位同事,憑藉對社區的貢獻而獲得「義工服務獎勵計劃」的認可。為表感謝,得獎者可獲贈集團旗下酒店的住宿套票和自助餐券以作鼓勵。

與長者參觀慈山寺

「信和友心人」於2019年9月15日,與耆色園主辦可寧健康服務中心的長者院友,一起參觀慈山寺。

參加者參加了遊覽主佛殿堂的導賞團,並在觀音聖像區參加靈修活動,一同度過寧靜的早晨。



The Group donated WaterWheels® to NGOs for wheelchair users to enjoy the beach.
集團捐贈水上輪椅予非政府機構，讓傷健人士享受沙灘嬉水的樂趣。

Mid-Autumn Festival Home Visit

Accompanied by social workers from the Society for Community Organization, Sino Caring Friends participated in the Mid-Autumn Festival Home Visit 2019 and distributed gift bags to 55 households in Sham Shui Po.

Sino Care X The Hong Kong Society for Rehabilitation (“HKSR”) Waterwheel Fun Day

To promote equal access, Sino Care X HKSR Waterwheel Fun Day was held on 24 August 2019 at the Hong Kong Gold Coast Hotel and Golden Beach for wheelchair users from the Hong Kong Society for Rehabilitation. Accompanied by Sino Caring Friends and volunteers from the Hong Kong Fire Services Department, the participants were able to enjoy the beach by using the WaterWheels® floating wheelchair.

Hong Kong Volunteer Award 2019 by the Social Welfare Department

In recognition of our commitment to promote a volunteering culture, we received the Champion of the Highest Service Hour Award 2018 (Private Organisations – Category 1) of the Social Welfare Department 2019 Hong Kong Volunteer Award.

The 10th Hong Kong Outstanding Corporate Citizenship Award

Sino Parking Services Limited won the Bronze Award (Enterprise), and the Vision City Volunteering Team received a Merit Award from the Hong Kong Productivity Council and the Committee on the Promotion of Civic Education in recognition of our outstanding achievements in corporate responsibility. Ten managed properties also received a Corporate Citizenship logo under the Group.

中秋節愛心家訪

「信和友心人」於2019年的中秋節，在社區組織協會的社工陪同下，探訪55個深水埗家庭，並向他們派發節慶禮物。

「信和友心 X 香港復康會 — 沙灘同樂日」

為推廣平等使用設施的權利，我們於2019年8月24日在香港黃金海岸酒店和黃金泳灘舉行「信和友心 X 香港復康會 — 沙灘同樂日」活動。在「信和友心人」和香港消防處義工隊的陪同下，香港復康會會員可體驗水上輪椅，享受嬉水的樂趣。

社會福利署「2019年香港義工嘉許」

為表揚我們履行推廣義工服務文化的承諾，我們於「2019年香港義工嘉許」中，榮獲社會福利署頒發「2018年最高服務時數獎（私人團體 — 組別一）」冠軍。

「第十屆香港傑出企業公民獎」

信和停車場管理有限公司和「萬景峯義工隊」分別榮獲香港生產力促進局和公民教育委員會頒發企業組銅獎及優異獎，以肯定在企業責任方面的傑出表現。集團旗下另有十項管理物業，榮獲「企業公民嘉許標誌」。

Community Engagement and Social Integration

We participate in community involvement programmes and communicate regularly with our stakeholders in order to gain a better understanding of needs in the community. Our community services range from child and youth development programmes to services for the elderly.

The Group also promotes social integration by organising initiatives that empower and enhance the social mobility of less fortunate members of the community.

School Care Subsidy Scheme

We have been supporting the School Care Subsidy Scheme since 2009. Organised by the Music Office of the Leisure and Cultural Services Department, the scheme provides students in-school music groups with opportunities to show their care through musical performances and to develop a sense of social responsibility.

In 2019, 42 secondary schools, primary schools, kindergartens and special schools were selected for the scheme. Beneficiaries included the elderly, ethnic minorities, people with disabilities, people with intellectual challenges and people recovering from mental illness. Since the launch of the scheme in 2009, 350 Care and Concern Concerts have been held for well over 30,000 diverse members of the community.

Citywalk X Sino Care: The Great Detective Sherlock Holmes: The Greatest Jail-Breaker Charity Show

To extend our care to families in need, Citywalk and Sino Care organised three charity shows on 2 and 7 August 2019. The event invited over 250 participants from Tin Shui Wai, Tuen Mun and Kwai Tsing districts.

社區參與及社會共融

我們參加社區參與計劃，並與持份者定期溝通，務求更了解社區的需求。我們的社區服務範圍包括兒童及青少年發展計劃，以至長者服務。

同時，集團致力促進社會共融，並透過舉辦活動，支援弱勢社群，提升他們的上流動力。

「校園音樂大使展關懷」資助計劃

自2009年，我們一直支持「校園音樂大使展關懷」資助計劃。計劃由康樂及文化事務署音樂事務處推行，旨在讓學生透過學校音樂團隊傳遞關懷，培養學生對社會的責任感。

2019年共有42間中小學、幼稚園和特殊學校參加計劃，向長者、少數族裔、殘疾人士、智障人士和精神病康復者展關懷。自2009年推出以來，計劃已為30,000多個來自社區各階層的人士舉辦了350場關懷音樂會。

荃新天地 X 「信和友心」:《大偵探福爾摩斯:逃獄大追捕》慈善場

為延展我們對基層家庭的關懷，荃新天地聯同「信和友心」於2019年8月2日及8月7日共舉辦了三場《大偵探福爾摩斯:逃獄大追捕》慈善場。是次活動參加人數超過250人，邀請來自天水圍、屯門及葵青區的家庭參與。



Sino Caring Friends participated in the Mid-Autumn Festival Home Visit 2019 and distributed gift bags to households in Sham Shui Po.

「信和友心人」於2019年的中秋節探訪深水埗家庭並派發禮品包。



Young audiences appreciated the charity show organised by Citywalk and Sino Care.

小朋友觀賞由荃新天地和「信和友心」舉辦的電影慈善場。

Community
連繫社群

Christmas Visits

To spread the joy of Christmas with families and children in the community, Sino Caring Friends organised a series of Christmas parties with our NGO partners in December 2019, including Evangelical Free Church of China – Evangel Children's Home, Ho Shing Home for the Elderly (Sponsored by Sik Sik Yuen), Precious Blood Children's Village, SAHK Pak Tin Pre-school Centre, Society for Community Organization and YWCA Sham Shui Po Integrated Social Service Centre. Over 600 families and children in the community were able to enjoy these parties, which featured donations of gifts and balloon twisting displays.

聖誕送暖活動

為傳播聖誕歡樂至社區的家庭和兒童，「信和友心人」於2019年12月與非政府機構合作，舉辦了一系列聖誕派對，包括中國基督教播道會－播道兒童之家、薈色園主辦可誠護理安老院、寶血女修會寶血兒童村、香港耀能協會白田幼兒中心、香港社區組織協會及基督教女青年會深水埗綜合社會服務中心。來自社區的600多個家庭和兒童，欣賞扭氣球表現，並收到聖誕禮物，同享聖誕的歡樂。



Spreading Christmas joy during a Christmas party organised by Sino Caring Friends and our NGO partners.
「信和友心人」與非政府機構合作舉辦聖誕派對，傳播聖誕歡樂。



I am grateful for the continuous support of Sino Caring Friends, and it is exciting to see new volunteers here spread the Christmas joy to the Sham Shui Po community together. With fabulous gift bags this year, we could see children's smiling faces while they were unwrapping the gifts.

感謝『信和友心人』一直的支持，亦很高興見到有新加入的義工一同在深水埗社區傳播聖誕節的歡樂，令我感到很高興。今年我們更送上精美的禮品包，小朋友拆禮物時都笑逐顏開。

Ms Caroline Chim, Social Worker of YWCA Sham Shui Po Integrated Social Service Centre
基督教女青年會深水埗綜合社會服務中心社工詹愛珍女士

I sincerely thank the volunteers for coming to the centre and having hotpot with us to celebrate Winter Solstice. I remember many volunteers joined us for celebrations at different festivals last year as well, and I still have vivid memories of the visit to Lam Tsuen!

衷心感謝義工隊來到中心，和我們一起吃火鍋慶祝冬至。記得去年，多位義工亦參加了我們不同的節日慶祝活動，而我對林村探訪仍然記憶猶新！

Ms Kwai-Hin Ko, resident of Ho Shing Home for the Elderly (Sponsored by Sik Sik Yuen)
薈色園主辦可誠護理安老院院友高桂軒女士



Thanks again to Sino Caring Friends for creating this trip to Ocean Park! We have built a great partnership in the past five years, and this has helped us make this challenging outing to the Ocean Park an easier one.

In addition to visiting Ocean Park, they also experienced the caring of the Sino Caring Friends. Many of them were eager to share their happiness with their family members and appreciated the efforts of all the volunteers.

再次感謝『信和友心人』創造這次海洋公園之旅！過去五年，我們建立的良好夥伴合作關係，使前往海洋公園的挑戰都變得輕而易舉。

除了去海洋公園遊玩，院友都感受到『信和有有心人』的關懷，並希望與家人分享快樂。他們感謝義工隊付出的努力。

Mr Yeung, Social Work Team Leader from Ho Shing Home for the Elderly (Sponsored by Sik Sik Yuen)
耆色園主辦可誠護理安老院社工隊長楊先生

Ocean Park Fun Day

Sino Caring Friends travelled to Ocean Park Hong Kong with 17 residents of Ho Shing Home for the Elderly (Sponsored by Sik Sik Yuen). The participants are 86 years old in average and the oldest one is 101 years old. For some of the residents, this was their first visit to Ocean Park.

海洋公園同樂日

「信和友心人」與17位耆色園主辦可誠護理安老院的院友，一起到海洋公園遊玩。參加者的平均年齡為86歲，年紀最大的已經101歲，其中多位院友更是初次到訪海洋公園。

Ocean Park X Sino Group Christmas Sensation 2019

The Group partnered with Ocean Park Hong Kong to celebrate the festive season with around 100 children and their families on 23 December 2019. With the support of three NGOs, namely the Tung Wah Group of Hospitals, Caritas Hong Kong and St. James' Settlement, the children and their families were treated to a day of Christmas festivities.

「信和集團 X 海洋公園聖誕全城 HO HO HO 2019」

集團與香港海洋公園合作，於2019年12月23日與約100名兒童及其家人一起慶祝聖誕。在東華三院、香港明愛和聖雅各福群會三個非政府機構的支持下，他們與家人在聖誕節慶祝活動中度過了愉快的一天。

Ocean Park X Sino Group Christmas Sensation 2019, a celebration of the Christmas season with less-resourced families. 「信和集團 X 海洋公園聖誕全城 HO HO HO 2019」與基層家庭慶祝聖誕節。



Community
連繫社群

Children and seniors enjoying the harvest at the Gold Coast Farm of Hong Kong Gold Coast Hotel.
小朋友和長者於香港黃金海岸酒店的黃金海岸農莊享受農作物收割的樂趣。

Christmas Harvesting at Hong Kong Gold Coast Hotel

On 30 November 2019, we partnered with the ChickenSoup Foundation and invited around 20 children and the elderly to harvest produce on the farm at the Hong Kong Gold Coast Hotel. During the outing, the participants joined the Gold Coast Green Journey to learn about the hotel's eco-programmes.

The Fullerton Academy

Our corporate responsibility programme in Singapore, the Fullerton Academy, was launched in 2018 to promote skill-based volunteerism among our colleagues, partners and vendors for less-resourced youth through workshops, classes and mentorships. The Fullerton team is dedicated to training the next generation of Singaporeans and encouraging them to pursue their dreams.

The Fullerton Academy is now in its third year. The programme provides less-resourced youth in Singapore with practical industry training as well as engagement and mentorship opportunities. Offering monthly training workshops led by Fullerton colleagues, the Academy is a platform for engaging young people, helping them develop their interests and introducing them to a potential career in the hospitality industry. In view of the COVID-19 situation, the 2020 programmes were taken online.

黃金海岸酒店「聖誕豐收日」

2019年11月30日，我們與心靈雞湯慈善基金會合作，邀請約20名兒童和長者於香港黃金海岸酒店的農莊收割農作物。活動期間，參加者更參與「黃金海岸綠旅程」，學習酒店的環保舉措。

富麗敦學院

我們在新加坡的企業社會責任計劃 — 「富麗敦學院」於2018年啟動，鼓勵員工、合作夥伴與供應商，透過工作坊、課堂和師友計劃，利用自己的專長服務來自弱勢社群的青少年。富麗敦團隊致力為新加坡培養新一代人才，並鼓勵他們追求夢想。

富麗敦學院已踏入第三個年頭。計劃為來自弱勢社群的青少年，提供實用的行業培訓，以及參加師友計劃的機會。學院每月舉辦培訓工作坊，讓年輕人參與，從中發展興趣，並為他們介紹酒店業工作，發展事業。在新冠病毒疫情期間，2020年計劃轉為網上進行。

Donations & Sponsorships

Through donations and sponsorships to our community partners, we are able to extend our support and care. Our support includes venue sponsorships and free displays of print and audio-visual promotional materials at the Group's properties.

Australian Fire Relief

The Fullerton Hotels and Resorts launched a series of initiatives to support relief efforts for those affected by the Australian bushfires that started in late 2019, by donating a portion of the sales proceeds from various dine and stay packages to charitable organisations. A\$30 was donated to the Salvation Army Disaster Appeal for each adult patron of the Australia Day Brunch Buffet, and A\$20 was donated from each Summer Escape Package booked for stays during the month of January 2020. The company donated A\$60,000 towards the relief efforts as well as an additional A\$5,000 raised from the sales promotions.

The Spirit of Hong Kong Awards 2019

In 2019, we co-organised the seventh year of The Spirit of Hong Kong Awards with *South China Morning Post* to pay tribute to Hong Kong's unsung heroes, whose quiet but significant work epitomises the Lion Rock Spirit of kindness, courage and determination. The awards, which have been supported by the Group since their inception in 2013, is designed to honour individuals and groups who have made a positive impact with their work in the community and among youth, as well as for their perseverance, teamwork, and cultural preservation initiatives.

捐贈與贊助

透過捐贈和贊助社區合作夥伴，我們得以延展支持和關懷至廣大社區，當中包括場地贊助，以及提供在集團物業免費展示宣傳品和視聽材料的支援。

澳洲山火救災支援

富麗敦集團發起一系列活動，以支援於2019年末開始的澳洲山火救災工作，包括將餐飲和住宿的部分收益撥捐慈善團體。凡惠顧「澳洲節自助早午餐」，我們會向澳洲救世軍捐出30澳元；凡出售2020年1月期間的「夏日逍遙遊」套票，我們都會捐出20澳元；活動籌得5,000澳元，加上公司的60,000澳元善款，支援當地的救災工作。

「香港精神獎2019」

我們與《南華早報》於2019年舉辦了「第七屆香港精神獎」，旨在表揚香港無名英雄，體現獅子山的仁愛、勇氣和堅毅精神。自2013年獎項創立以來，集團全力支持。獎項肯定個人和團體的工作，對社區和青年發揮積極影響，並表揚他們的毅力、團隊合作精神和文化保育努力。



The Spirit of Hong Kong Awards 2019 pay tribute to Hong Kong's unsung heroes, whose quiet but significant work epitomises the Lion Rock Spirit of kindness, courage and determination.
「香港精神獎2019」表揚香港無名英雄默默的付出，體現獅子山的仁愛、勇氣和堅毅精神。

Community
連繫社群

Community Care Programme

Since 2008, Sino Caring Friends and their families and friends have been developing bonds with less-resourced families in various districts of Hong Kong. Through our Community Care Project launched in 2018, Sino Caring Friends and community members are able to deepen their understanding of community care services through training and participation in volunteer services.

During the reporting period, Sino Caring Friends organised over 260 activities, with more than 1,600 volunteers participating in services for over 8,000 less-resourced elderly people, children, youth and families. In total, they performed around 174,000 hours of volunteer services in Hong Kong.

Caring Company

In recognition of our service to the community, we have been recognised as a Caring Company by the Hong Kong Council of Social Service for 17 consecutive years. During the reporting period, the Group, together with 16 of its subsidiaries, shopping malls, a hotel and commercial developments, received the Caring Company Logo.

社區關懷計劃

自2018年，「信和友心人」及其親友在香港各區與一直被忽略的家庭建立密切關係。透過我們於2018年展開的「關懷社區計劃」，「信和友心人」和社區成員得以透過培訓和參與義工服務，加深對社區關懷服務的了解。

報告期內，「信和友心人」共舉辦逾260項活動，超過1,600名義工參與服務，為8,000多個來自基層家庭的長者、兒童、青少年和家庭提供服務，於香港的義工服務時數約為174,000小時。

「商界展關懷」

集團連續17年獲香港社會服務聯會「商界展關懷」嘉許，肯定我們對社會服務的貢獻。報告期內，集團連同旗下16間附屬公司、購物商場、酒店和商業發展項目，榮獲「商界展關懷」標誌。



Since 2008, Sino Caring Friends and their families and friends have been developing bonds with less-resourced families in various districts of Hong Kong.

自2008年，「信和友心人」及其親友致力與香港基層家庭建立密切關係。

Key Partners

We collaborate with internal and external stakeholders, including our colleagues, their families and friends, as well as like-minded community partners, to serve the communities in which we operate.

主要夥伴

我們與多方內部及外部持份者合作，包括同事及其親友，以及志同道合的合作夥伴，服務我們營運所在的社區。

In 2019, we partnered with the following organisations:

- Asbury Methodist Social Service
- ChickenSoup Foundation
- Christian Action
- Christian Alliance Louey Choy Kwan Lok Kindergarten
- Evangelical Free Church of China – Evangel Children's Home
- Food Angel
- Foodlink Foundation
- Ho Ning Health Care Services Centre (Sponsored by Sik Sik Yuen)
- Ho Shing Home for the Elderly (Sponsored by Sik Sik Yuen)
- Kwun Tong Methodist Social Service
- Ocean Park Hong Kong
- Precious Blood Children's Village
- SAHK Pak Tin Pre-school Centre
- Society for Community Organization
- *South China Morning Post*
- St. James' Settlement
- The Hong Kong Society for Rehabilitation
- The Urban Peacemaker Evangelistic Fellowship
- TWGHs Jockey Club Tai Kok Tsui Integrated Services Centre
- YWCA Sham Shui Po Integrated Social Service Centre

2019年和我們合作的團體包括：

- 循道衛理亞斯理社會服務處
- 心靈雞湯基金會
- 基督教勵行會
- 宣道會雷蔡群樂幼稚園
- 中國基督教播道會 — 播道兒童之家
- 惜食堂
- 膳心連基金
- 薈色園主辦可寧健康服務中心
- 薈色園主辦可誠護理安老院
- 循道衛理觀塘社會服務處
- 香港海洋公園
- 寶血女修會寶血兒童村
- 香港耀能協會白田幼兒中心
- 香港社區組織協會
- 《南華早報》
- 聖雅各福群會
- 香港復康會
- 城市睦福團契
- 東華三院賽馬會大角咀綜合服務中心
- 基督教女青年會深水埗綜合社會服務中心

Awards and Recognition Highlights

獎項及殊榮概覽

Corporate Governance and Social Responsibility

企業管治及社會責任

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
<p>Hang Seng Corporate Sustainability Index (since 2012) 恒生可持續發展企業指數 (自2012年起)</p> <p>Constituent Member of the Hang Seng Corporate Sustainability Index: Sino Land Company Limited 恒生可持續發展企業指數成份股: 信和置業有限公司</p>	<p>Hang Seng Indexes Company Limited 恒生指數有限公司</p>
<p>Caring Company Scheme 2019/20 「商界展關懷」2019/20</p> <p>15 Years Plus Caring Company Logo: Sino Estates Management Limited 15年Plus「商界展關懷」標誌: 信和物業管理有限公司</p> <p>10 Years Plus Caring Company Logo: Sino Security Services Limited, Sino Parking Services Limited, Best Result Environmental Services Limited, Regentville Shopping Mall, China Hong Kong City, tmtplaza, Avon Mall 10年Plus「商界展關懷」標誌: 信和護衛有限公司、信和停車場管理有限公司、恒毅環衛服務有限公司、帝庭軒購物商場、中港城、屯門市廣場、碧湖商場</p> <p>5 Years Plus Caring Company Logo: Citywalk, Citywalk 2, Island Resort Mall, Gold Coast Piazza, Olympian City 5年Plus「商界展關懷」標誌: 荃新天地、荃新天地2、藍灣廣場、黃金海岸商場、奧海城</p> <p>Caring Company Logo 2019/20: Skyline Tower, The Waterside Shopping Arcade, The Olympian Hong Kong 2019/20年度「商界展關懷」標誌: 宏天廣場、雅濤居購物商場、香港遨凱酒店</p>	<p>The Hong Kong Council of Social Service 香港社會服務聯會</p>
<p>The 10th Hong Kong Outstanding Corporate Citizenship Awards 第十屆香港傑出企業公民獎</p> <p>Bronze Award (Enterprise): Sino Parking Services Limited 銅獎 (企業組別): 信和停車場管理有限公司</p> <p>Merit Award (Volunteer Team): Vision City 優異獎 (義工組別): 萬景峰</p> <p>Corporate Citizenship Logo: Best Result Environmental Services Limited, Chai Wan Industrial City Phases I & II, Citywalk, Hollywood Centre, Cornell Centre, Exchange Tower, Island Resort, Pacific Palisades, tmtplaza Phases 1 & 2, The Avenue, The Centrium 企業公民嘉許標誌: 恒毅環衛服務有限公司、柴灣工業城一期和二期、荃新天地、荷李活商業中心、港利中心、國際交易中心、藍灣半島、寶馬山花園、屯門市廣場一期和二期、蕙滙、中央廣場</p>	<p>Hong Kong Productivity Council and Committee on the Promotion of Civic Education 香港生產力促進局及公民教育委員會</p>
<p>Corporate Governance Asia's Recognition Awards 2019 2019年亞洲最佳企業管治</p> <p>The Best of Asia – Icon on Corporate Governance: Sino Land Company Limited 亞洲最佳公司 — 企業管治典範: 信和置業有限公司</p>	<p>Corporate Governance Asia 《亞洲企業管治》</p>
<p>HR Distinction Awards 2019 人力資源卓越大獎2019</p> <p>Silver Award of Excellence in Employee Work-Life Balance 卓越員工工作及生活平衡銀獎</p>	<p>Human Resources Magazine 《Human Resources》雜誌</p>
<p>Asia Recruitment Awards 2020 亞洲招聘大獎2020</p> <p>Gold Award of Best Internship Programme 「最佳實習生計劃」金獎</p>	<p>Human Resources Magazine 《Human Resources》雜誌</p>

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
<p>Happy Company Label 2020 2020開心工作間標誌</p> <p>Happy Company 5 Years+ Label: Sino Estates Management Limited, Sino Security Services Limited, Sino Parking Services Limited, Best Result Environmental Services Limited and 3 managed properties 開心工作間 5+ 標誌: 信和物業管理有限公司、信和護衛有限公司、信和停車場管理有限公司、恒毅環衛服務有限公司和三項管理物業</p> <p>Happy Company 2020 Label: 89 managed properties 開心工作間2020 標誌 : 89項物業</p>	<p>Promoting Happiness Index Foundation 香港提升快樂指數基金</p>
<p>2019 Inclusive Environment Recognition Scheme 2019年共融環境嘉許計劃</p> <p>Merit Award for Inclusive Environment: tmtplaza Phase 1 共融環境優異獎: 屯門市廣場一期</p> <p>Progressive Award: The Hennessy 積極進步獎: The Hennessy</p>	<p>The Hong Kong Joint Council for People with Disabilities and the Hong Kong Council of Social Service 香港復康聯會及香港社會服務聯會</p>
<p>2019 Security Services Best Training Awards 2019年度保安服務最佳培訓獎</p> <p>Gold Award (Sino Parking Services Limited): Tseung Kwan O, Technology Plaza 金獎 (信和停車場管理有限公司): 將軍澳、科技中心</p> <p>Gold Award (Sino Security Services Limited): Olympian City 1, Olympian City 2, Olympian City 3, The Avenue, Pacific Palisades, Vision City, Hong Kong Gold Coast, City University of Hong Kong, Lingnan University 金獎 (信和護衛有限公司): 奧海城一期、奧海城二期、奧海城三期、轄滙、寶馬山花園、萬景峯、香港黃金海岸、香港城市大學、嶺南大學</p>	<p>Vocational Training Council and Hong Kong Police Force Crime Prevention Bureau 職業訓練局及香港警務處防止罪案科</p>
<p>HSBC Living Business Awards 2019 2019「滙豐營商新動力」獎勵計劃</p> <p>Environmental, Social and Governance (ESG) Award: 環境、社會及管治獎:</p> <p>Certificate of Excellence: Pacific Palisades, Marina House, Paloma Bay, Paloma Cove, 148 Electric Road, China Hong Kong Tower, One Capital Place, China Hong Kong City 傑出獎: 寶馬山花園、海天廣場、雍澄灣、雍澄海岸、電氣道148號、中港大廈、海德中心、中港城</p> <p>Certificate of Merit: Sino Parking Services Limited, Perfect Green Supplies Company Limited, The Hennessy, Sino Plaza, Skyline Tower, Island Resort, Citywalk, Citywalk 2 優異獎: 信和停車場管理有限公司、綠玲瓏供應有限公司、The Hennessy、信和廣場、宏天廣場、藍灣半島、荃新天地、荃新天地 2</p> <p>Sustainable Supply Chain Leader: 可持續供應鏈領袖:</p> <p>Sino Estates Management Limited 信和物業管理有限公司</p> <p>Enablers: 策動大使:</p> <p>One Capital Place, 148 Electric Road 海德中心、電氣道148號</p>	<p>The Hongkong and Shanghai Banking Corporation Limited, Business Environment Council, The Hong Kong Council of Social Service and Policy for Sustainability Lab, Centre for Civil Society and Governance of The University of Hong Kong 香港上海滙豐銀行有限公司、商界環保協會、香港社會服務聯會及香港大學社會科學學院策動永續發展坊</p>

Awards and Recognition Highlights
獎項及殊榮概覽

Quality and Customer Services 品質及顧客服務

Awards / Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
<p>BCI Asia Awards 2019 Top Ten Developers in Hong Kong: Sino Land Company Limited 香港十大地產發展商: 信和置業有限公司</p>	<p>BCI Asia</p>
<p>Excellence in Facility Management Award 10th Anniversary 卓越設施管理獎十週年 EFMA 10th Anniversary Honorary Award: Citywalk 「卓越設施管理獎十週年」榮譽大獎: 荃新天地 Grand Award (Medium-scale Residential): Vision City 卓越大獎 (中型住宅): 萬景峯 Gold Award, 2019 Theme Award – Asset Enhancement (Commercial): Citywalk 2 2019年度主題獎 — 資產增值 (商業項目) 金獎: 荃新天地 2 Gold Award, 2019 Theme Award – Asset Enhancement (Institutional & Others): The Johnston 2019年度主題獎 — 資產增值 (公共項目及其他) 金獎: 靚寓 Excellence Award (Hotel & Serviced Apartment): The Johnston, The Staunton 卓越獎 (酒店及服務式住宅): 靚寓、昇寓 Excellence Award (Industrial): Clifford Centre 卓越獎 (工業樓宇): 香港中心 Excellence Award (Office Building): Hong Kong Pacific Centre, Marina House, One Capital Place, Pacific Plaza, Sino Plaza, Skyline Tower, The Centrium, The Hennessy 卓越獎 (商業樓宇): 亞太中心、海天廣場、海德中心、太平洋廣場、信和廣場、宏天廣場、 中央廣場、The Hennessy Excellence Award (Large-scale Residential): Hong Kong Gold Coast 卓越獎 (大型住宅): 香港黃金海岸 Excellence Award (Medium-scale Residential): Grand Palisades, Mayfair by the Sea I & II, One SilverSea, Pacific Palisades, The Avenue, The Coronation, The Hermitage 卓越獎 (中型住宅): 大埔寶馬山、逸瓏灣 I 及逸瓏灣 II、一號銀海、寶馬山花園、靚滙、御金、國峯、 帝峯、皇殿 Excellence Award (Small-scale Residential): Bowen's Lookout, Paloma Bay, Park Metropolitan, Park Summit, The Camphora, The Humphreys, Three Bays 卓越獎 (小型住宅): Bowen's Lookout、雍澄灣、觀月、樺峯、奧柏、御峯、柏寓、爵寓、Three Bays Excellence Award (Retail): China Hong Kong City, Citywalk, Citywalk 2, Olympian City 2, Tsim Sha Tsui Centre, Waterside Plaza Shopping Arcade 卓越獎 (商場): 中港城、荃新天地、荃新天地 2、奧海城二期、尖沙咀中心、海灣花園商場 Merit Award (Industrial): Pan Asia Centre, Parklane Centre, Sunley Centre 優秀獎 (工業樓宇): 泛亞中心、百利中心、崇利中心 Merit Award (Office Building): 148 Electric Road, Far East Finance Centre, Golden Centre 優秀獎 (商業樓宇): 電氣道 148 號、遠東金融中心、金龍中心 Merit Award (Medium-scale Residential): Oceania Heights 優秀獎 (中型住宅): 海典軒</p>	<p>The Hong Kong Institute of Facility Management 香港設施管理學會</p>

Awards / Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
<p>Excellence in Facility Management Award 10th Anniversary 卓越設施管理獎十週年</p> <p>Merit Award (Retail): Golden Plaza, Island Resort Mall, tmtplaza Phase 1, tmtplaza Phase 2 優秀獎(商場): 萬金中心、藍灣廣場、屯門市廣場一期、屯門市廣場二期</p> <p>Silver Award, FM People Award (Officer): The Johnston 設施管理傑出人才獎(主任組) 銀獎: 蕙寓</p> <p>Bronze Award, FM People Award (Managerial): 148 Electric Road 設施管理傑出人才獎(經理組) 銅獎: 電氣道148號</p>	<p>The Hong Kong Institute of Facility Management 香港設施管理學會</p>
<p>2019 Hong Kong Awards for Industries: Customer Service 香港工商業獎2019: 顧客服務</p> <p>Customer Service Award: Olympian City 顧客服務大獎: 奧海城</p>	<p>Hong Kong Retail Management Association 香港零售管理協會</p>
<p>Excellent Service Award 2019 2019 優質服務獎</p> <p>Champion Organisation: The Fullerton Hotel Singapore 冠軍機構: 新加坡富麗敦酒店</p> <p>STAR, Gold and Silver Awards: The Fullerton Hotel Singapore and The Fullerton Bay Hotel Singapore 星級、金及銀獎: 新加坡富麗敦酒店及新加坡富麗敦海灣酒店</p>	<p>Singapore Retailers Association 新加坡零售商協會</p>
<p>Top 10 Hotels in Singapore: Readers' Choice Awards 2019 2019 年度讀者之選「新加坡十大酒店」</p> <p>The Fullerton Hotel Singapore 新加坡富麗敦酒店</p> <p>The Fullerton Bay Hotel Singapore 新加坡富麗敦海灣酒店</p>	<p><i>Condé Nast Traveler</i> 《悅遊》</p>
<p>Forbes Travel Guide 2020 2020 福布斯旅遊指南</p> <p>Five-Star Rating – The Fullerton Bay Hotel Singapore (eighth consecutive year) 五星級酒店 — 新加坡富麗敦海灣酒店(連續第八年獲獎)</p>	<p><i>Forbes</i> 《福布斯》</p>
<p>New Territories North Regional Best Security Guard Awards 2019 2019 年度新界北總區最佳保安服務選舉</p> <p>350 Awards received 獲350個獎項</p>	<p>New Territories North Regional Crime Prevention Office, Hong Kong Police Force 香港警務處新界北總區防止罪案辦公室</p>

Awards and Recognition Highlights

獎項及殊榮概覽

Environment

環境

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
<p>2019 Hong Kong Awards for Environmental Excellence 2019香港環境卓越大獎</p> <p>Silver Award (Property Management, Commercial & Industrial): Citywalk 銀獎 (物業管理 — 工商業): 荃新天地</p> <p>Merit Award (Property Management, Commercial & Industrial): Citywalk 2, Hong Kong Pacific Centre, Skyline Tower 優異獎 (物業管理 — 工商業): 荃新天地 2、亞太中心、宏天廣場</p> <p>Merit Award (Property Management – Residential): Pacific Palisades 優異獎 (物業管理 — 住宅): 寶馬山花園</p> <p>Outstanding HKAEE Promotional Partner: Pacific Palisades, Golden Plaza, Sunley Centre, tmtplaza, Citywalk, Citywalk 2 傑出香港環境卓越大獎推廣夥伴: 寶馬山花園、萬金中心、崇利中心、屯門市廣場、荃新天地、荃新天地 2</p>	<p>Environmental Campaign Committee and Environmental Protection Department 環境運動委員會及環境保護署</p>
<p>5th Hong Kong Business Sustainability Index 第五屆「香港企業可持續發展指數」</p> <p>Achiever (rank 9th): Sino Land Company Limited 成功者 (第九位): 信和置業有限公司</p>	<p>The Chinese University of Hong Kong Centre for Business Sustainability 香港中文大學商業可持續發展中心</p>
<p>1st Greater Bay Area Business Sustainability Index 第一屆「大灣區企業可持續發展指數」</p> <p>Achiever (rank 8th): Sino Land Company Limited 成功者 (第八位): 信和置業有限公司</p>	<p>The Chinese University of Hong Kong Centre for Business Sustainability 香港中文大學商業可持續發展中心</p>
<p>Umbrella Bags Reduction Accreditation Programme 2019 「減少使用/派發雨傘膠袋」審核認證計劃2019</p> <p>Fully Support Organisation Award: Sino Estates Management Limited 全力支持機構獎: 信和物業管理有限公司</p> <p>Gold Award: 36 managed properties 金獎: 36項管理物業</p> <p>Silver Award: 2 managed properties 銀獎: 2項管理物業</p> <p>Merit Award: 1 managed property 優異獎: 1項管理物業</p> <p>Reduction Award: 16 managed properties 減量大獎: 16項管理物業</p>	<p>Greeners Action 綠領行動</p>

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
<p>Smart Energy Award 2019 創新節能企業大獎2019</p> <p>Renewable Energy Excellence Award (Corporate/Government Bodies), Joint Energy Saving Award: Sino Estates Management Limited 可再生能源傑出大獎 (企業/政府部門)、齊心節能大獎: 信和物業管理有限公司</p>	<p>CLP Power Hong Kong Limited 中華電力有限公司</p>
<p>Charter on External Lighting Award 戶外燈光約章</p> <p>Platinum Award: 71 managed properties 鉑金獎: 71項管理物業</p> <p>Gold Award: 13 managed properties 金獎: 13項管理物業</p>	<p>Environment Bureau 環境局</p>
<p>CarbonCare® Star Label 2019 2019年度「低碳關懷標籤」計劃</p> <p>Sino Estates Management Limited – Argyle Centre Phase I, Hong Kong Pacific Centre, Tsim Sha Tsui Centre and Empire Centre 信和物業管理有限公司 — 旺角中心第一期、亞太中心、尖沙咀中心及帝國中心</p>	<p>Carbon Care Asia 低碳亞洲</p>
<p>Hong Kong Green Awards 2019 香港綠色企業大獎2019</p> <p>Green Management Award – Service Provider (SME) – Silver Award: Skyline Tower 優越環保管理獎 — 服務供應商(中小型) — 銀獎: 宏天廣場</p> <p>Green Management Award – Service Provider (SME) – Bronze Award: Exchange Tower 優越環保管理獎 — 服務供應商(中小型) — 銅獎: 國際交易中心</p> <p>Green Management Award – Service Provider (SME) – Merit Award: One SilverSea 優越環保管理獎 — 服務供應商(中小型) — 優異獎: 一號銀海</p>	<p>Green Council 環保促進會</p>
<p>Indoor Air Quality Certificate Scheme 2019 室內空氣質素檢定計劃 2019</p> <p>Excellent Class Certificate: Citywalk, Exchange Tower, Hong Kong Pacific Centre, Skyline Tower, Three Bays 卓越級證書: 荃新天地、國際交易中心、宏天廣場、亞太中心、Three Bays</p> <p>Good Class Certificate: 44 managed properties 良好級證書: 44項管理物業</p>	<p>Environmental Protection Department 環境保護署</p>

Awards and Recognition Highlights

獎項及殊榮概覽

Health and Safety

健康及安全

Awards/Recognition 獎項 / 嘉許名稱	Issuing Authority 主辦機構
<p>The 7th Best Property Safety Management Award 第七屆最佳職安健物業管理大獎</p> <p>Silver Award (Safety Culture Award): Argyle Centre Phase I 銀獎 (安全文化大獎) : 旺角中心一期</p> <p>Merit Award (Best Safety Enhancement Programme): Kwun Tong Harbour Plaza 優異獎 (工作安全改善計劃) : 觀塘碼頭廣場</p>	<p>Occupational Safety and Health Council, Labour Department, Electrical and Mechanical Services Department, The Hong Kong Association of Property Management Companies 職業安全健康局、勞工處、機電工程署、香港物業管理公司協會</p>
<p>Good Housekeeping Competition 2019 良好工作場所整理比賽2019</p> <p>Bronze Award – Good Housekeeping Plan (Other Industries), Bronze Award – Best Presentation Award: The Avenue 良好工作場所整理銅獎(其他行業組別)、最佳演繹獎銅獎 : 轄滙</p>	<p>Occupational Safety and Health Council and Labour Department 職業安全健康局及勞工處</p>
<p>18th Hong Kong Occupational Safety & Health Award 第十八屆香港職業安全健康大獎</p> <p>Bronze Award (Safety Culture Award): Sino Plaza 銅獎 (安全文化獎) : 信和廣場</p> <p>Silver Award (Best Performance Award): Sino Plaza 銀獎 (最佳演繹獎) : 信和廣場</p> <p>Silver Award (Best Screenplay/Best Content Award): Sino Plaza 銀獎 (最佳劇本/最佳內容獎) : 信和廣場</p> <p>Bronze Award (Best Visual Effects Award): Sino Plaza 銅獎 (最佳視覺效果獎) : 信和廣場</p> <p>Bronze Award (Best Performer Award): Tsang Fan Keung of Sino Plaza 銅獎 (最佳演繹人員獎) : 信和廣場 — 曾奮強</p> <p>Safety Performance Award: Citywalk, The Avenue 安全表現大獎 : 荃新天地、轄滙</p>	<p>Occupational Safety and Health Council 職業安全健康局</p>
<p>Occupational Health Award 2019-20 職業健康大獎2019-20</p> <p>Grand Award (Joyful@Healthy Workplace Best Practices Award – Enterprise/Organisation Category) & Excellence Award (Prevention of Pneumoconiosis Best Practices Award): Best Result Environmental Services Limited 好心情@健康工作間大獎 (企業/機構組) 超卓機構大獎及卓越表現大獎 (預防肺塵埃沉著病大獎) : 恒毅環衛服務有限公司</p> <p>Outstanding Award (Joyful@Health Workplace Best Practices Award – Branch/SME Category): The Avenue 好心情@健康工作間傑出機構大獎 (業務/中小企組) : 轄滙</p>	<p>Occupational Safety and Health Council 職業安全健康局</p>

Corporate Memberships

企業會籍

The Group participates in the discussion of topics that are conducive to building a better community, covering areas including climate change, waste reduction, conservation of biodiversity, corporate social responsibility and tourism, through its membership in business associations, NGOs and government-led initiatives.

集團透過參與多個協會、非政府機構及政府倡導計劃，參與討論氣候變化、減少廢物、保育生物多樣性、企業社會責任及旅遊業發展等公共事務，以建構更美好的社區。

Organisation 機構	Corporate Membership 企業會籍
Business Environment Council 商界環保協會	Council Member (Sino Land Company Limited) 特邀會員 (信和置業有限公司) General Member (Perfect Green Supplies Company Limited) 協會會員 (綠玲瓏供應有限公司)
Employers' Federation of Hong Kong 香港僱主聯合會	Member 會員
Federation of Hong Kong Industries 香港工業總商會	Member (Sino Innovation Laboratory Limited) 會員 (信和創意研發有限公司)
The Chamber of Hong Kong Listed Companies 香港上市公司商會	Member 成員
The Federation of Hong Kong Hotel Owners 香港酒店業主聯會	Member Hotels 會員酒店
The Hong Kong Association of Property Management Companies 香港物業管理公司協會	Council Member (Sino Estates Management Limited) 理事會會員 (信和物業管理有限公司)
The Hong Kong Council of Social Service 香港社會服務聯會	Caring Company Patron's Club – Jade Member 「商界展關懷」贊助人會 – 翡翠會員
The Hong Kong General Chamber of Commerce 香港總商會	Member 成員
The Hong Kong Green Building Council 香港綠色建築議會	Gold Patron Member 黃金贊助會員
The Hong Kong Management Association 香港管理專業協會	Council Member 理事會委員
The Hong Kong Security Association 香港保安業協會	Executive Committee Member (Sino Security Services Limited) 執行委員會委員 (信和護衛有限公司)
The Real Estate Developers Association of Hong Kong 香港地產建設商會	Executive Vice-President 第一副會長 Director 會董
TSTE Property Developers Association 東尖沙咀地產發展商聯會	Member (Tsim Sha Tsui Centre and Empire Centre) 會員 (尖沙咀中心及帝國中心)

Progress on Key Sustainability Indicators

關鍵可持續發展指標的進展

Economic Performance

經濟表現

	2019/20	2018/19
Direct Economic Value Generated 產生的直接經濟價值		
Total 總計	Please refer to our Annual Report 2020 ↗ 請參考本公司2020年報 ↗	Please refer to our Annual Report 2019 ↗ 請參考本公司2019年報 ↗
Economic Value Distributed 分配的經濟價值		
Total 總計	Please refer to our Annual Report 2020 ↗ 請參考本公司2020年報 ↗	Please refer to our Annual Report 2019 ↗ 請參考本公司2019年報 ↗
Economic Value Retained 留存的經濟價值		
Difference between direct economic value generated and economic value distributed 產生的直接經濟價值減去分配的經濟價值	Please refer to our Annual Report 2020 ↗ 請參考本公司2020年報 ↗	Please refer to our Annual Report 2019 ↗ 請參考本公司2019年報 ↗

Green 綠色生活

Environmental Performance¹ 環境表現¹

	2019/20	2018/19	Unit 單位
Greenhouse Gas ("GHG") Emissions 溫室氣體排放量			
Direct GHG Emissions (Scope 1)² 直接溫室氣體排放量(範疇一)²	4,045.1	605.9	tonnes CO ₂ e 公噸二氧化碳對等值
Property Management 物業管理	728.4	89.2	tonnes CO ₂ e 公噸二氧化碳對等值
Construction Sites 建築工地	1,885.8	516.7	tonnes CO ₂ e 公噸二氧化碳對等值
Hotels 酒店	1,430.9	N/A 不適用	tonnes CO ₂ e 公噸二氧化碳對等值
Indirect GHG Emissions (Scope 2)³ 間接溫室氣體排放量(範疇二)³	91,947.4	98,381.2	tonnes CO ₂ e 公噸二氧化碳對等值
Head Office 總部	760.8	565.0	tonnes CO ₂ e 公噸二氧化碳對等值
Property Management 物業管理	75,943.1	87,042.3	tonnes CO ₂ e 公噸二氧化碳對等值
Construction Sites 建築工地	1,480.6	252.8	tonnes CO ₂ e 公噸二氧化碳對等值
Hotels 酒店	13,762.9	10,521.1	tonnes CO ₂ e 公噸二氧化碳對等值
Other Indirect GHG Emissions (Scope 3)⁴ 其他間接溫室氣體排放量(範疇三)⁴	551.8	384.3	tonnes CO ₂ e 公噸二氧化碳對等值
Head Office 總部	67.0	99.2	tonnes CO ₂ e 公噸二氧化碳對等值
Property Management 物業管理	260.3	195.6	tonnes CO ₂ e 公噸二氧化碳對等值
Construction Sites 建築工地	65.6	11.4	tonnes CO ₂ e 公噸二氧化碳對等值
Hotels 酒店	158.9	78.1	tonnes CO ₂ e 公噸二氧化碳對等值

Progress on Key Sustainability Indicators

關鍵可持續發展指標的進展

	2019/20	2018/19	Unit 單位
GHG Emissions Intensity 溫室氣體排放強度			
Head Office 總部	0.91	0.74	tonnes CO ₂ e/employee 公噸二氧化碳對等值/員工
Property Management 物業管理	0.074	0.087	tonnes CO ₂ e/m ² 公噸二氧化碳對等值/平方米
Construction Sites 建築工地	0.02	0.001	tonnes CO ₂ e/m ² 公噸二氧化碳對等值/平方米
Hotels 酒店	0.062	0.043	tonnes CO ₂ e/visitor night 公噸二氧化碳對等值/住客晚數
Electricity Consumption 用電量			
Sino Land 信和置業	137,597,037	135,744,974	kWh 千瓦時
Head Office 總部	1,086,854	1,107,880	kWh 千瓦時
Property Management 物業管理	108,490,079	114,007,952	kWh 千瓦時
Construction Sites 建築工地	2,115,079	495,765	kWh 千瓦時
Hotels 酒店	25,905,025	20,133,377	kWh 千瓦時
Electricity Intensity 用電強度			
Head Office 總部	1,191.7	1,228.2	kWh/employee 千瓦時/員工
Property Management 物業管理	104.3	113.1	kWh/m ² 千瓦時/平方米
Construction Sites 建築工地	12.9	0.6	kWh/m ² 千瓦時/平方米
Hotels 酒店	105.2	82.2	kWh/visitor night 千瓦時/住客晚數

	2019/20	2018/19	Unit 單位
Fuel Consumption 燃料耗用量			
Property Management 物業管理	2,322	2,290	L 公升
– Ultra low sulphur diesel 超低硫柴油			
Construction Sites 建築工地	720,688	197,469	L 公升
– Ultra low sulphur diesel 超低硫柴油			
Hotels 酒店	861,710	2,511,487	m ³ 立方米
– Gas 燃氣			
Fuel Intensity 燃料耗用量強度			
Property Management 物業管理	0.002	0.002	L/m ² 公升/平方米
– Ultra low sulphur diesel 超低硫柴油			
Construction Sites 建築工地	4.4	0.3	L/m ² 公升/平方米
– Ultra low sulphur diesel 超低硫柴油			
Hotels 酒店	3.5	10.3	m ³ /visitor night 立方米/住客晚數
– Gas 燃氣			
Water Consumption 用水量⁵			
Sino Land 信和置業	805,922	824,018	m ³ 立方米
Property Management 物業管理	419,739	485,995	m ³ 立方米
Construction Sites 建築工地	79,118	14,349	m ³ 立方米
Hotels 酒店	307,065	323,663	m ³ 立方米

Progress on Key Sustainability Indicators

關鍵可持續發展指標的進展

	2019/20	2018/19	Unit 單位
Water Intensity 用水強度			
Property Management 物業管理	0.40	0.48	m ³ /m ² 立方米/平方米
Construction Sites 建築工地	0.48	0.02	m ³ /m ² 立方米/平方米
Hotels 酒店	1.25	1.32	m ³ /visitor night 立方米/住客晚數
Non-hazardous Waste Disposal 無害廢物棄置量^{6,7}			
Sino Land 信和置業	36,604.9	4,400.3	tonnes 公噸
Head Office 總部	21.5	25.9	tonnes 公噸
Construction Sites 建築工地	35,309.7	1,726.4	tonnes 公噸
Hotels 酒店	1,273.7	2,648.0	tonnes 公噸
Non-hazardous Waste Intensity 無害廢物棄置強度			
Head Office 總部	0.02	0.03	tonnes/employee 公噸/員工
Construction Sites 建築工地	0.24	0.0022	tonnes/m ² 公噸/平方米
Hotels 酒店	0.01	0.01	tonnes/visitor night 公噸/住客晚數
Hazardous Waste Disposal 有害廢物棄置量⁸			
Sino Land 信和置業	861.47	1,335.16	kg 公斤
Head Office 總部	56.11	473.00	kg 公斤
Property Management 物業管理	805.36	862.16	kg 公斤
Hazardous Waste Intensity 有害廢物棄置強度			
Head Office 總部	0.06	0.47	kg/employee 公斤/員工
Property Management 物業管理	0.001	0.001	kg/m ² 公斤/平方米

	2019/20	2018/19	Unit 單位
Use of Materials 物料使用量			
Packaging Materials 包裝物料	6.63	1.17	tonnes 公噸
Materials Recycled 回收物料量			
Metals 金屬	1,870.1	1,773.4	tonnes 公噸
Plastic 塑膠	10.0	24.6	tonnes 公噸
Used Cooking Oil 廢棄食油	11	9	tonnes 公噸
Paper 紙張	2,215.9	2,848.6	tonnes 公噸
Food Waste 廚餘	137	153	tonnes 公噸
Grease Trap Waste 隔油池廢物	10,922.2	10,510.0	tonnes 公噸
Aluminium Cans 鋁罐	1.05	0.79	tonnes 公噸
Construction Waste 建築廢料	16,140.2	269,491.9	tonnes 公噸

Remarks 備註：

1. Calculation methodologies for GHG emissions:

Methodologies: "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong" published by the Environmental Protection Department and the Electrical and Mechanical Services Department of the Hong Kong SAR Government.

Sources of emission factors: Local power and utility companies, Drainage Services Department and Water Supplies Department of the Hong Kong SAR Government, Energy Market Authority of the Government of Singapore.

GHG emissions calculated included carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O) and hydrofluorocarbons (HFCs). Perfluorocarbons (PFCs), sulphur hexafluoride (SF₆) and nitrogen trifluoride (NF₃) are not considered material.

Head office refers to the offices of Sino Land in Tsim Sha Tsui Centre.

Property management refers to the 51 buildings managed by the Group. Electricity consumption by property management also included some centralised cooling services for tenants. Further breakdown of such electricity consumed is not available.

Included 8 construction sites (IL9064, KCTL524, 133 Portofino, Madison Park, St. George's Mansions, Silversands, Mayfair by the Sea 8 and YLTL532) in the 2019/20 assessment and 3 in 2018/19.

The increase in GHG emissions, electricity, fuel and water consumption and their intensities, and waste disposal from construction activities, were due to the increase in the number of sites reported and the different stages of construction activities at the sites during the reporting period, when compared with 2018/19.

The scope for hotels has been expanded from The Fullerton Hotel Singapore and The Fullerton Bay Hotel Singapore to cover The Fullerton Hotel Sydney as well, which opened in October 2019. Hotel operations were affected by COVID-19, hence there was a decrease in some parameters, such as fuel consumption and its intensity and waste disposal, when compared with 2018/19.

Progress on Key Sustainability Indicators

關鍵可持續發展指標的進展

溫室氣體排放量計算方法：

方法：根據香港特別行政區政府環境保護署和機電工程署所發佈的《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核算和報告指引》。

排放因子的來源：本地電力和公用事業公司、香港特別行政區政府渠務署和水務署、新加坡政府能源市場管理局。

計算的溫室氣體排放量包括二氧化碳(CO₂)、甲烷(CH₄)、氧化亞氮(N₂O)及氫氟碳化物(HFCs)。全氟化碳(PFCs)、六氟化硫(SF₆)及三氟化氮(NF₃)並不顯著。

總部為信和置業於尖沙咀中心的辦事處。

物業管理為集團管理的51座建築物。物業管理的用電量，亦包括為部份租戶提供的中央冷氣服務，但未能進一步提供該項用電分項數字。

2019/20年度的評估包括八個建築工地（內地地段第9064號、葵涌市地段第524號、133 Portofino、一號九龍道、St. George's Mansions、Silversands、逸瓏灣8及元朗市地段532號）；2018/19年度評估了三個建築工地。

與2018/19年度相比，本報告期內的建築工地數量有所增加，而有關工地的建築活動亦處於不同階段，因此，溫室氣體排放、電力、燃料和水的用量和強度，以及建築活動所產生的廢物數量亦有所增加。

酒店的報告範圍已由新加坡富麗敦酒店及新加坡富麗敦海灣酒店擴展至涵蓋於2019年10月開業的悉尼富麗敦酒店。與2018/19年度相比，本年度酒店的營運受新型冠狀病毒影響，部分參數，如燃料消耗和強度，以及廢物棄置量，亦因而有所減少。

2. Scope 1 emissions included direct GHG emissions from fuel consumption and loss of refrigerant (HCFC refrigerants: 50 kg; HFC refrigerants: 514 kg). The scope has been expanded to include fugitive emissions from fire extinguishers and from gas consumption in 2019/20. For 2018/19, the data included 51 buildings managed by the Group and 3 construction sites. Scope 1 emissions do not apply to Head Office.

範疇一排放量包括能源消耗和製冷劑折耗造成的直接溫室氣體排放（氟氯烴（HCFC）製冷劑：50公斤；氫氟碳化物（HFC）製冷劑：514公斤）。2019/20年度的報告範圍擴大，將使用滅火器和消耗燃氣時釋出的氣體納入其中。至於2018/19年度的數據則包括集團管理的51座建築物和3個建築工地。總部並沒有範疇一排放。

3. Scope 2 emissions included indirect GHG emissions from purchased electricity and gas. The emission factor has been adjusted.

範疇二排放量包括購買電力和燃氣的間接溫室氣體排放量。排放因子已有所調整。

4. Scope 3 emissions included indirect GHG emissions from water consumption, wastewater discharge, paper waste disposal and air travel. CO₂e emissions from air travel are calculated by the ICAO Carbon Emissions Calculator.

範疇三排放量包括耗水、廢水排放、廢紙棄置和航空交通造成的間接溫室氣體排放。航空交通的二氧化碳對等值，以國際民用航空組織的碳排放計算器計算得出。

5. Water consumption data of our Head Office are unavailable since there is no separate metering.

由於總部並沒有獨立水錶，有關用水量數據因而未能提供。

6. Excluded recycled materials.

回收物料除外。

7. No non-hazardous waste disposal data for property management are reported as the waste was mainly generated by tenants and residents. No further breakdown of non-hazardous waste disposal by source under property management is available.

物業管理的廢物主要由租戶和住戶產生，未能提供按源頭劃分的廢物棄置量，因此沒有報告無害廢物棄置量的數據。

8. The scope has been revised to include only disposed fluorescent tubes for 2019/20. Loss of refrigerant is accounted under Scope 1 GHG emissions. Hazardous waste generated by the Group was collected by qualified contractors for treatment in a safe manner.

2019/20年度的報告範圍已修改為僅包括已處置的光管。製冷劑折耗則撥入範疇一溫室氣體排放量的計算範圍。集團產生的有害廢物由合資格承辦商收集，並以安全的方式處理。

Wellness

健康舒泰

Social Performance¹社會表現¹

	Hong Kong and Mainland China 香港及中國內地	Singapore 新加坡	Sydney 悉尼	Unit 單位
Employees Statistics 員工統計				
By Gender 按性別劃分				
Male 男性	4,304	333	119	people 人
Part-time 兼職	830	–	63	people 人
Full-time 全職	3,474	333	56	people 人
Female 女性	4,068	264	146	people 人
Part-time 兼職	729	–	85	people 人
Full-time 全職	3,339	264	61	people 人
By Employment Contract 按僱傭合約劃分				
Permanent 長期	7,777	597	137	people 人
Male 男性	4,045	333	67	people 人
Female 女性	3,732	264	70	people 人
Temporary 臨時	595	–	128	people 人
Male 男性	259	–	52	people 人
Female 女性	336	–	76	people 人

Progress on Key Sustainability Indicators

關鍵可持續發展指標的進展

	Hong Kong and Mainland China 香港及中國內地	Singapore 新加坡	Sydney 悉尼	Unit 單位
By Employment Category 按職級劃分				
Director Level (Associate Director or above) 董事(聯席董事或以上)	22	2	–	people 人
Senior Level (Manager to General Manager) 高級(經理至總經理)	453	70	34	people 人
Middle Level (Officer to Assistant Manager) 中級(主任至助理經理)	1,272	323	44	people 人
Entry Level (Assistant Officer or below) 普通員工(助理主任或以下)	5,063	202	187	people 人
Contract/Short-term Staff 合約/短期員工	1,562	–	–	people 人
By Age Group 按年齡組別劃分				
Under 30 years old 30歲以下	773	140	128	people 人
30 - 50 years old 30至50歲	3,085	333	90	people 人
Over 50 years old 50歲以上	4,514	124	47	people 人
New Hires 新入職員工²				
By Gender (and Rate) 按性別劃分(及比率)				
Male 男性	1,174 (24.7)			people (%) 人(%)
Female 女性	991 (22.1)			people (%) 人(%)
By Age Group (and Rate) 按年齡組別劃分(及比率)				
Under 30 years old 30歲以下	465 (44.7)			people (%) 人(%)
30 - 50 years old 30至50歲	732 (20.9)			people (%) 人(%)
Over 50 years old 50歲以上	968 (20.7)			people (%) 人(%)

	Hong Kong and Mainland China 香港及中國內地	Singapore 新加坡	Sydney 悉尼	Unit 單位
By Geographical Region 按地區劃分				
Total number of new hires 新入職員工總數	1,860	159	146	people 人
Overall new hires rate 新入職員工比率	22.2	26.6	55.1	%
Overall Turnover 員工流失人數				
By Gender (and Rate) 按性別劃分(及比率)				
Male 男性	1,930 (40.6)			people (%) 人(%)
Female 女性	1,820 (40.6)			people (%) 人(%)
By Age Group (and Rate) 按年齡組別劃分(及比率)				
Under 30 years old 30歲以下	698 (67.1)			people (%) 人(%)
30 - 50 years old 30至50歲	1,155 (32.9)			people (%) 人(%)
Over 50 years old 50歲以上	1,897 (40.5)			people (%) 人(%)
By Geographical Region 按地區劃分				
Total number of employee turnover 整體員工流失人數	3,315	269	166	people 人
Overall turnover rate 整體員工流失率	39.6	45.1	62.6	%

	Number of Employees (percentage) 員工人數(百分比)	Unit 單位
Diversity 多元化		
Hong Kong and Mainland China 香港和中國內地		
Chinese 中國籍	8,110 (96.9)	people (%) 人(%)
Non-Chinese 非中國籍	262 (3.1)	people (%) 人(%)

Progress on Key Sustainability Indicators

關鍵可持續發展指標的進展

	Number of Employees (percentage) 員工人數(百分比)	Unit 單位
Singapore 新加坡		
Chinese 華裔	322 (53.9)	people (%) 人(%)
Malays 馬來裔	104 (17.4)	people (%) 人(%)
Indians 印度裔	75 (12.6)	people (%) 人(%)
Others 其他	96 (16.1)	people (%) 人(%)
Sydney 悉尼		
Australian 澳洲人	124 (46.8)	people (%) 人(%)
European 歐洲人	12 (4.5)	people (%) 人(%)
Asian 亞洲人	117 (44.2)	people (%) 人(%)
Middle Eastern 中東人	1 (0.4)	people (%) 人(%)
South African 南非人	1 (0.4)	people (%) 人(%)
North American 北美人	1 (0.4)	people (%) 人(%)
Others 其他	9 (3.4)	people (%) 人(%)

	Hong Kong and Mainland China 香港和中國內地	Singapore 新加坡	Sydney 悉尼	Unit 單位
Maternity/Paternity Leave 產假 / 侍產假				
Number of Employees Entitled to Maternity/Paternity Leave 合資格享有產假 / 侍產假的員工總數				
By Gender 按性別劃分				
Male 男性	3,740	334	39	people 人
Female 女性	3,685	264	63	people 人

	Hong Kong and Mainland China 香港和中國內地	Singapore 新加坡	Sydney 悉尼	Unit 單位
Number of Employees Taking Maternity/Paternity Leave 實際使用產假 / 侍產假的員工總數				
<i>By Gender 按性別劃分</i>				
Male 男性	53	11	0	people 人
Female 女性	57	4	2	people 人
Number of Employees Returning to Work After Maternity / Paternity Leave 產假 / 侍產假後復職的員工總數				
<i>By Gender 按性別劃分</i>				
Male 男性	49	9	0	people 人
Female 女性	57	4	1	people 人
Return to Work Rate 復職率³				
<i>By Gender 按性別劃分</i>				
Male 男性	93	82	–	%
Female 女性	100	100	50	%
Number of Employees Still Employed for 12 Months After Returning to Work (After Maternity/Paternity Leave) 產假 / 侍產假復職12個月後仍在任的員工總數				
<i>By Gender 按性別劃分</i>				
Male 男性	34	9	0	people 人
Female 女性	29	4	1	people 人
Number of Employees Returned to Work After Taking Maternity/Paternity Leave in Prior Reporting Period 上一個報告期產假 / 侍產假後復職的員工總數				
<i>By Gender 按性別劃分</i>				
Male 男性	45	13	–	people 人
Female 女性	42	12	–	people 人

Progress on Key Sustainability Indicators

關鍵可持續發展指標的進展

	Hong Kong and Mainland China 香港和中國內地	Singapore 新加坡	Sydney 悉尼	Unit 單位
Retention Rate 留任率⁴				
By Gender 按性別劃分				
Male 男性	76	69	–	%
Female 女性	69	33	–	%
Occupational Health and Safety 職業健康及安全				
Number and Rate of Work-related Fatalities 因工死亡人數及死亡率				
Number of work-related fatalities ⁵ 因工死亡人數 ⁵	0	0	0	people 人
Work-related fatality rate ⁶ 因工死亡率 ⁶	0	0	0	per 100 employees 每100名員工
Number and Rate of Work-related Injuries 因工受傷人數及事故率⁷				
Number of lost days 損失的工作日數	5,277	116	278	days 日
Number of reported accidents due to work-related injury ⁸ 因工傷須呈報事故數目 ⁸	160	17	14	accidents 宗事故
Injury rate 工傷率	2.02	2.85	5.66	per 100 employees 每100名員工
Number of high-consequence work-related injuries (excluding fatalities) ⁹ 嚴重工傷事故數目(不包括死亡) ⁹	9	0	1	accidents 宗事故
High-consequence work-related injury rate ⁹ 嚴重工傷率 ⁹	0.11	0	0.38	per 100 employees 每100名員工
Thousand hours worked ¹⁰ 千工時 ¹⁰	16,744	1,194	530	thousand hours 1,000小時
No. of buildings managed by the Group that have been certified with ISO 45001 獲ISO 45001職業健康及安全管理體系認證之樓宇數目	15	0	0	buildings 樓宇

	Hong Kong 香港	Unit 單位
Occupational Health and Safety (Contractors and Subcontractors on Construction Sites)¹¹ 職業健康及安全(於建築工地的承辦商及分判商) ¹¹		
Number and Rate of Work-related Fatalities 因工死亡人數及死亡率		
Number of work-related fatalities 因工死亡人數	0	people 人
Number and Rate of Work-related Injuries 因工受傷人數及事故率¹²		
Number of reported accidents due to work-related injury ⁸ 因工傷須呈報事故數目 ⁸	15	accidents 宗事故
Number of high-consequence work-related injuries (excluding fatalities) ⁹ 嚴重工傷事故數目(不包括死亡) ⁹	2	accidents 宗事故

	No. of Staff Trained 培訓人數 (percentage 百分比)	Total Training Hours 總培訓時數 (hour 小時)	Average Training Hours/Employee 每位員工的平均 培訓時數 (hour 小時)
Employee Training 員工培訓¹³			
By Gender 按性別劃分			
Male 男性	4,119 (87)	53,563	11.3
Female 女性	3,973 (89)	52,428	11.7

Progress on Key Sustainability Indicators

關鍵可持續發展指標的進展

	No. of Staff Trained 培訓人數 (percentage 百分比)	Total Training Hours 總培訓時數 (hour 小時)	Average Training Hours/Employee 每位員工的平均 培訓時數 (hour 小時)
By Employment Category 按職級劃分			
Director Level (Associate Director or above) 董事(聯席董事或以上)	17 (71)	181	7.5
Senior Level (Manager to General Manager) 高級(經理至總經理)	468 (84)	7,162	12.9
Middle Level (Officer to Assistant Manager) 中級(主任至助理經理)	1,325 (81)	26,936	16.4
Entry Level (Assistant Officer or below) 普通員工(助理主任或以下)	5,501 (100)	66,538	12.2
Contract/Short-term Staff 合約/短期員工	781 (50)	5,174	3.3
By Training Topic 按培訓主題劃分			
Training on human rights policies or procedures 人權政策或程序培訓	2,165 (23)	4,910	0.53

	Number 數目	Percentage % 百分比
Performance Reviews 工作表現評核		
No. of Employees Receiving Regular Performance Reviews 定期接受工作表現評核的員工人數		
By Gender 按性別劃分		
Male 男性	4,756	100
Female 女性	4,478	100
By Employment Category 按職級劃分		
Director Level (Associate Director or above) 董事(聯席董事或以上)	24	100
Senior Level (Manager to General Manager) 高級(經理至總經理)	557	100
Middle Level (Officer to Assistant Manager) 中級(主任至助理經理)	1,639	100
Entry Level (Assistant Officer or below) 普通員工(助理主任或以下)	5,452	100
Contract/Short-term Staff 合約/短期員工	1,562	100

	Number 數目	Percentage % 百分比
Supply Chain 供應鏈		
By Geographical Region 按地區劃分		
Hong Kong 香港	203	25.4
Mainland China and Taiwan 中國內地及台灣	1	0.1
Asia (except Hong Kong, Mainland China and Taiwan) 亞洲 (香港、中國內地及台灣除外)	289	36.2
Europe and North America 歐洲及北美洲	16	2.0
Oceania 大洋洲	288	36.0
Other Regions 其他地區	2	0.3

Remarks 備註：

- Percentages may not add up to 100% due to rounding.
數值以四捨五入計算，百分比的總和未必達100%。
- New hire rate is calculated based on total number of staff for the category (gender and age group).
新聘率根據該類別 (性別和年齡組別) 的員工總數計算得出。
- Return to work rate is calculated as total number of employees who did return to work after maternity/paternity leave divided by total number of employees due to return to work after taking maternity/paternity leave, multiplied by 100%.
復職率的計算方法：產假/待產假後復職的實際員工總數，除以產假/待產假後應復職的員工總數，再乘以100%。
- Retention rate is calculated as total number of employees retained 12 months after returning to work following a period of maternity/paternity leave divided by total number of employees returning from maternity/paternity leave in the prior reporting period(s), multiplied by 100%.
留任率的計算方法：產假/待產假後復職留任12個月的員工總數，除以上個報告期產假/待產假後復職員工的總數，再乘以100%。
- No work-related fatalities were recorded for the 2017/18 and 2018/19 reporting years.
2017/18和2018/19年度並沒有因工死亡的紀錄。
- Refer to the calculation methods suggested in GRI 403-9. Calculation is based on 200,000 hours worked by 100 employees in a year.
參考GRI 403-9建議的計算方法。根據每年100名員工的200,000小時工作時間計算得出。
- Main types of injuries included slips and falls in an office setting.
主要工傷類別包括在辦公室滑倒和絆跌。
- Reportable injuries resulting in leave of 3 days or more in accordance with Occupational Safety and Health Ordinance of Hong Kong.
根據香港《職業安全及健康條例》，須呈報造成三天或以上病假的工傷事故。
- High-consequence work-related injuries (excluding fatalities) refer to work-related injuries that result in an injury from which the worker cannot, does not, or is not expected to fully recover to pre-injury health status within 6 months.
嚴重工傷 (不包括死亡) 指與工作有關的傷害，導致工人無法、不能或預計六個月內未能完全康復至受傷前的健康狀況。
- The number of total hours worked was estimated based on working days of 8-hours/day during the reporting period.
根據報告期內每天工作八小時，估算出工作總時數。
- Included 8 construction sites.
包括八個建築工地。
- Main types of injuries included contusions and bruises.
主要工傷類型包括挫傷和擦傷。
- Only included training provided by the Human Resources Department. All employees were included in the calculation of average training hours.
只包括由人力資源部提供的培訓。平均培訓時數的計算包括所有員工。

Progress on Key Sustainability Indicators

關鍵可持續發展指標的進展

Design 匠心設計

List of Projects Under Development with Green Building Certification

獲綠色建築認證的發展中項目列表

Project Name 項目名稱	Green Building Certification 綠色建築認證
IL9064 內地段第9064號	BEAM Plus New Buildings v1.2 Provisional Gold 綠建環評新建建築1.2版暫定金級
KCTL524 葵涌市地段第524號	BEAM Plus New Buildings v1.2 Provisional Unclassified 綠建環評新建建築1.2版暫定不予評級
133 Portofino	BEAM Plus New Buildings v1.2 Provisional Bronze 綠建環評新建建築1.2版暫定銅級 WELL Core v2™ Pre-certified 《WELL 建築標準™》Core v2 預認證
Madison Park 一號九龍道	BEAM Plus New Buildings v1.2 Provisional Gold 綠建環評新建建築1.2版暫定金級
Silversands	BEAM Plus New Buildings v1.2 Provisional Gold 綠建環評新建建築1.2版暫定金級
Mayfair by the Sea 8 逸瓏灣8	BEAM Plus New Buildings v1.2 Provisional Bronze 綠建環評新建建築1.2版暫定銅級
YLTL532 元朗市地段第532號	BEAM Plus New Buildings v1.2 Provisional Bronze 綠建環評新建建築1.2版暫定銅級

Innovation

創意革新

Our Performance 表現

Sino Inno Lab welcomed over 2,400 visitors during the 2019/2020 financial year; evaluated over 100 technologies with 47 under study for adoption, and over 40 adopted and at trial stage.

於2019/2020財務年度，「信和創意研發室」接待逾2,400位訪客；評估超過100項科技，當中47項正進行應用研究，逾40項獲處試驗階段。

131 innovative ideas were received from colleagues through the Sinovention programme.

「信·共創」計劃已收集131個由員工提出的創新方案。

Heritage & Culture

文化傳承

Our Performance 表現

The Fullerton Hotel Sydney, housed in the heritage-listed former Sydney General Post Office, opened in October 2019.

位於前悉尼郵政總局之悉尼富麗敦酒店於2019年10月開業。

The Fullerton Hotel Sydney carried out chemical-free cleaning of the building's ornate sandstone façades; the remediation works spanned 38,000 hours over nine months.

悉尼富麗敦酒店以不使用化學品的方式清潔酒店大樓的砂岩雕塑外牆。修復歷時九個月，共用上38,000小時。

Community

連繫社群

Our Performance 表現

Sino Caring Friends performed over 174,000 volunteer service hours in Hong Kong in the 2019/2020 financial year.

「信和友心人」於2019/2020財務年度在香港的義工服務時數逾174,000小時。

The Fullerton Hotel Sydney has undertaken a two-year partnership with The Boys and Girls Brigade, a Sydney-based children's charity. Support includes upgrading current facility to create a multifaceted space that will improve physical and mental health of beneficiaries.

悉尼富麗敦酒店與悉尼兒童慈善機構The Boys and Girls Brigade展開為期兩年的合作，透過提升設施優化空間，促進服務對象的身心健康。

HKEX ESG Reporting Guide Content Index

香港交易所《環境、社會及管治報告指引》內容索引

Subject Areas, Aspects and KPIs 主要範疇、層面及關鍵績效指標	Description 描述	Relevant Chapter(s) of this Report or Other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
Aspect 層面 A1: Emissions 排放物			
General disclosure 一般披露	Policies and compliance relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的政策及遵守相關法律及規例的資訊。	Climate Change Policy ↗ 《氣候變化政策》 ↗ Environmental Policy ↗ 《環保政策》 ↗ Green Office Policy ↗ 《綠色辦公室政策》 ↗ Waste Management Policy 《廢物管理政策》 Green 綠色生活 There were no confirmed incidents of non-compliance with relevant laws or regulations that had a significant impact on the Group during the reporting period. 報告期內，本集團沒有任何違反相關法律或規例，並對業務產生重大影響的確認個案。	38-59
KPI A1.1	The types of emissions and respective emissions data. 排放種類及相關排放數據。	Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活 Emissions of NO _x , SO _x and other air pollutants are not considered significant in the Group's operations. 本集團營運過程所產生的氮氧化物、硫氧化物及其他空氣污染物排放並不顯著。	127-128, 131-132
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範疇一)及能源間接(範疇二)溫室氣體排放量(以公噸計算)及(如適用)強度(如以每產量單位、每項設施計算)。	Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活	127-128, 131-132
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以公噸計算)及(如適用)強度(如以每產量單位、每項設施計算)。	Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活	130-132
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以公噸計算)及(如適用)強度(如以每產量單位、每項設施計算)。	Performance Highlights 表現概覽	12
		Green – Hazardous and Non-hazardous Waste Management 綠色生活 — 有害和無害廢物管理 Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活	50-53 130-132

Subject Areas, Aspects and KPIs 主要範疇、層面及關鍵績效指標	Description 描述	Relevant Chapter(s) of this Report or Other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
KPI A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Sustainability Framework 可持續發展框架 Materiality Assessment and Stakeholder Engagement 重要性評估和持份者參與 Green – Management Approach 綠色生活 – 管理方針 Green – Climate Resilience and Greenhouse Gas (“GHG”) Emissions 綠色生活 – 氣候抗禦力和溫室氣體排放 Design – Green Office Management Guidelines, Green Loan for St. George’s Mansions, Grand Central 匠心設計 – 綠色辦公室管理指引、St. George’s Mansions的綠色貸款、凱滙	8-11 16-25 40-41 43-49 79, 82, 84
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Green – Responsible and Sustainable Consumption 綠色生活 – 負責任和可持續消耗 Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 – 綠色生活	50-55 130-132
Aspect 層面 A2: Use of Resources 資源使用			
General disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源 (包括能源、水及其他原材料) 的政策。	Energy Policy ↗ 《能源政策》 ↗ Environmental Policy ↗ 《環保政策》 ↗ Sustainable Building Guidelines ↗ 《可持續建築指引》 ↗ Sustainable Procurement Policy ↗ 《可持續採購政策》 ↗ Green 綠色生活	38-59
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in ‘000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及/或間接能源 (如電、氣或油) 總耗量 (以千個千瓦時計算) 及強度 (如以每產量單位、每項設施計算)。	Green – Energy Consumption and Efficiency 綠色生活 – 能源消耗與效益 Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 – 綠色生活	46-47 128-129, 131-132
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及強度 (如以每產量單位、每項設施計算)。	Green – Water Consumption and Efficiency 綠色生活 – 用水和用水效益 Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 – 綠色生活	56 129-132

HKEX ESG Reporting Guide Content Index
香港交易所《環境、社會及管治報告》內容索引

Subject Areas, Aspects and KPIs 主要範疇、層面及關鍵績效指標	Description 描述	Relevant Chapter(s) of this Report or Other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Green – Climate Resilience, Energy and Emissions 綠色生活 — 氣候抗禦力、能源和排放	43-49
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Green – Water Consumption and Efficiency 綠色生活 — 用水和用水效益 All potable water and flushing water used by the Group were provided by the municipal waterworks with appropriate licences/permits. There were no issues related to sourcing water that was fit for purpose. 集團使用的所有飲用水和沖廁用水，均由持有認可牌照/許可證的市政供水機構提供，並沒有於採購相關適合用水上遇上問題。	55-56
KPI A2.5	Total packaging material used for finished products (in tonnes), and if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以公噸計算)及(如適用)每生產單位佔量。	Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活 The total amount of packaging material used by the Group, mainly for festive packaging, was 6.63 tonnes. 本集團的包裝材料主要用於節日包裝，總量為6.63公噸。	131
Aspect 層面 A3: Environment and Natural Resources 環境及天然資源			
General disclosure 一般披露	Policies on minimising the issuer's significant impacts on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Biodiversity Policy ↗ 《生物多樣性政策》 ↗ Energy Policy ↗ 《能源政策》 ↗ Environmental Policy ↗ 《環保政策》 ↗ Sustainable Building Guidelines ↗ 《可持續建築指引》 ↗ Sustainable Procurement Policy ↗ 《可持續採購政策》 ↗ Green 綠色生活	38-59
		Design – Management Approach, Green Office Management Guidelines 匠心設計 — 管理方針、綠色辦公室管理指引	77-79
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Green 綠色生活 Design 匠心設計	38-59 76-85

Subject Areas, Aspects and KPIs 主要範疇、層面及關鍵績效指標	Description 描述	Relevant Chapter(s) of this Report or Other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
Aspect 層面 A4: Climate Change 氣候變化			
General disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Climate Change Policy ↗ 《氣候變化政策》 ↗ Green – Climate Resilience and Greenhouse Gas (“GHG”) Emissions 綠色生活 – 氣候抗禦力和溫室氣體排放	43-45
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Green – Climate Resilience and Greenhouse Gas (“GHG”) Emissions 綠色生活 – 氣候抗禦力和溫室氣體排放	43-45
Aspect 層面 B1: Employment 僱傭			
General disclosure 一般披露	Policies and compliance relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策及遵守相關法律及規例的資訊。	Diversity and Inclusion Policy ↗ 《多元共融政策》 ↗ Human Rights Policy ↗ 《人權政策》 ↗ Whistleblowing Policy ↗ 《舉報政策》 ↗ Wellness 健康舒泰 There were no confirmed incidents of non-compliance with relevant laws or regulations that had a significant impact on the Group during the reporting period. 報告期內，本集團並沒有任何違反相關法律或規例，並對業務產生重大影響的確認個案。	60-75
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 – 健康舒泰	133-134
KPI B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 – 健康舒泰	135

HKEX ESG Reporting Guide Content Index
香港交易所《環境、社會及管治報告》內容索引

Subject Areas, Aspects and KPIs 主要範疇、層面及關鍵績效指標	Description 描述	Relevant Chapter(s) of this Report or Other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
Aspect 層面 B2: Health and Safety 健康與安全			
General disclosure 一般披露	Policies and compliance related to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的政策及遵守相關法律及規例的資訊。	Health and Safety Policy ↗ 《健康及安全政策》 ↗ Wellness – Management Approach 健康舒泰 – 管理方針 Wellness – Occupational Health and Safety 健康舒泰 – 職業健康及安全	61-62 69-72
KPI B2.1	Number and rate of work-related fatalities. 因工亡故的人數及比率。	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 – 健康舒泰	138-139, 141
KPI B2.2	Lost days due to work injury. 因工傷損失工作日數。	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 – 健康舒泰	138-139, 141
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Wellness – Management Approach 健康舒泰 – 管理方針 Wellness – Employment Practices 健康舒泰 – 僱傭實務 Wellness – Occupational Health and Safety 健康舒泰 – 職業健康及安全	61-62 63 69-71
Aspect 層面 B3: Development and Training 發展及培訓			
General disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Human Rights Policy ↗ 《人權政策》 ↗ Wellness – Diversity, Equal Opportunities and Non-discrimination, Employee Training & Development 健康舒泰 – 多元共融、平等機會及非歧視、員工培訓與發展	64-67
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 – 健康舒泰	139-141
KPI B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Performance Highlights 表現概覽 Wellness – Employee Training & Development 健康舒泰 – 員工培訓與發展	12 65
		Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 – 健康舒泰	139-141

Subject Areas, Aspects and KPIs 主要範疇、層面及關鍵績效指標	Description 描述	Relevant Chapter(s) of this Report or Other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
Aspect 層面 B4: Labour Standards 勞工準則			
General disclosure 一般披露	Policies and compliance related to preventing child and forced labour. 有關防止童工或強制勞工的政策及遵守相關法律及規例的資訊。	Human Rights Policy ↗ 《人權政策》 ↗ Governance – Ethics and Integrity 管治 – 道德和誠信 Wellness – Diversity and Equal Opportunities, Non-discrimination 健康舒泰 – 多元與平等機會、非歧視 There were no confirmed incidents of non-compliance with relevant laws or regulations that had a significant impact on the Group during the reporting period. 報告期內，本集團並沒有任何違反相關法律或規例，並對業務產生重大影響的確認個案。	31 64
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Human Rights Policy ↗ 《人權政策》 ↗ Governance – Ethics and Integrity 管治 – 道德和誠信 Wellness – Employment Practices, Diversity, Equal Opportunities and Non-discrimination 健康舒泰 – 僱傭實務、多元共融、平等機會及非歧視 The Group does not engage in nor tolerate any use of child or forced labour and therefore has established procedures to ensure that no child or forced labour is engaged. Contractors and suppliers are also required to declare that they have not engaged and will not engage in child or forced labour. 集團沒有亦絕不容忍任何使用童工或強制勞工的行為，並已制定相應程序，確保不僱用童工或強制勞工。承辦商和供應商亦必須聲明沒有和不會使用童工或強制勞工。	31 63-65
KPI B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Whistleblowing Policy ↗ 《舉報政策》 ↗ Governance – Ethics and Integrity 管治 – 道德和誠信 Wellness – Diversity and Equal Opportunities, Non-discrimination 健康舒泰 – 多元與平等機會、非歧視 The Group adopts a zero-tolerance approach towards such practices. Any violation will be subject to disciplinary actions. 集團對有關情況採取零容忍態度。任何違規行為將受到紀律處分。	31, 33 64-65

HKEX ESG Reporting Guide Content Index
香港交易所《環境、社會及管治報告》內容索引

Subject Areas, Aspects and KPIs 主要範疇、層面及關鍵績效指標	Description 描述	Relevant Chapter(s) of this Report or Other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
Aspect 層面 B5: Supply Chain Management 供應鏈管理			
General disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Contractor/Supplier Code of Conduct ↗ 《承辦商/供應商行為守則》 ↗ Sustainable Procurement Policy ↗ 《可持續採購政策》 ↗ Governance – Ethics and Integrity, Sustainable Procurement 管治 — 道德和誠信、可持續採購 Green – Sustainable Procurement, Supplier Environmental Performance 綠色生活 — 可持續採購、供應商的環境表現 Wellness – Occupational Health and Safety 健康舒泰 — 職業健康及安全 Design – Management Approach 匠心設計 — 管理方針	31, 36 78
KPI B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 — 健康舒泰	141
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Materiality Assessment and Stakeholder Engagement – Material Topics with Impacts and Initiatives along the Value Chain 重要性評估和持份者參與 — 價值鏈中重大議題的影響和活動 Governance – Product and Service Responsibility, Sustainable Procurement 管治 — 產品和服務責任、可持續採購 Green – Sustainable Procurement, Supplier Environmental Performance 綠色生活 — 可持續採購、供應商的環境表現	20-25 56-57
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Governance – Product and Service Responsibility, Sustainable Procurement 管治 — 產品和服務責任、可持續採購 Green – Sustainable Procurement, Supplier Environmental Performance 綠色生活 — 可持續採購、供應商的環境表現	35-36 56-57
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Governance – Product and Service Responsibility, Sustainable Procurement 管治 — 產品和服務責任、可持續採購 Green – Sustainable Procurement, Supplier Environmental Performance 綠色生活 — 可持續採購、供應商的環境表現	35-36 56-57

Subject Areas, Aspects and KPIs 主要範疇、層面及關鍵績效指標	Description 描述	Relevant Chapter(s) of this Report or Other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
Aspect 層面 B6: Product Responsibility 產品責任			
General disclosure 一般披露	Policies and compliance relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策及遵守相關法律及規例的資訊。	Cybersecurity Policy ↗ 《網絡安全政策》 ↗ Health and Safety Policy ↗ 《健康及安全政策》 ↗ Governance – Product and Service Responsibility, Cybersecurity & Data Protection 管治 — 產品和服務責任、網絡安全與數據保護 There were no confirmed incidents of non-compliance with relevant laws or regulations that had a significant impact on the Group during the reporting period. 報告期內，本集團並沒有任何違反相關法律或規例，並對業務產生重大影響的確認個案。	35, 37
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	The Group takes responsibility for its products and services, and strictly follows regulatory requirements, industry guidelines and internal procedures to improve customer health and safety, promote responsible marketing and ensure information security of its customers. During the reporting period, no products sold were recalled for safety and health reasons. 集團對旗下產品和服務負責，並嚴格遵守法例要求、行業準則和內部程序，以改善顧客的健康及安全，促進責任推廣及保障顧客資料的安全。 報告期內，本集團並沒有以安全和健康為由，回收已出售的產品。	–
KPI B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	The ISO 10002 certified Customer Satisfaction and Complaint Handling System guides the Group's complaint handling process. The Group also sets up hotlines for collecting suggestions, enquiries or complaints from customers, and a complaint/incident handling platform, iPromise, which enables its dedicated customer relations team to respond appropriately to customers' concerns. For the year ended 30 June 2020, the overall customer satisfaction rating was 3.67 out of 4. During the reporting period, there were no substantive product or service related complaints received. ISO 10002 顧客滿意度和投訴處理系統，為集團處理投訴流程提供指引。集團建立熱線以收集顧客的建議、查詢或投訴。與此同時，集團亦設投訴/事件處理平台「iPromise」，讓顧客服務團隊能適當地回應顧客的疑慮。截至2020年6月30日止年度的顧客滿意度評級為3.67，滿分為4。 報告期內，集團並沒有接獲有關產品或服務的重大投訴。	–

HKEX ESG Reporting Guide Content Index
香港交易所《環境、社會及管治報告》內容索引

Subject Areas, Aspects and KPIs 主要範疇、層面及關鍵績效指標	Description 描述	Relevant Chapter(s) of this Report or Other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Governance – Cybersecurity & Data Protection 管治 — 網絡安全與數據保護	37
KPI B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Governance – Product and Service Responsibility, Sustainable Procurement 管治 — 產品和服務責任、可持續採購	35-36
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資訊保障及私隱政策，以及相關執行及監察方法。	Corporate website (Personal Data (Privacy) Policy) 企業網站《個人資料(私隱)政策》 Governance – Cybersecurity & Data Protection 管治 — 網絡安全與數據保護	37
Aspect 層面 B7: Anti-corruption 反貪污			
General disclosure 一般披露	Policies and compliance relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的政策及遵守有關法律及規例的資訊。	Anti-Corruption Policy ↗ 《反貪污政策》 ↗ Governance – Ethics and Integrity 管治 — 道德與誠信 There were no confirmed incidents of non-compliance with relevant laws or regulations that had a significant impact on the Group during the reporting period. 報告期內，本集團並沒有任何違反相關法律或規例，並對業務產生重大影響的確認個案。	31-33
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Governance – Anti-Corruption 管治 — 反貪污	32
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Governance – Whistleblowing 管治 — 舉報	33
KPI B7.3	Description of anti-corruption training provided to directors and staff 描述向董事及員工提供的反貪污培訓。	Governance – Anti-Corruption 管治 — 反貪污	32

Subject Areas, Aspects and KPIs 主要範疇、層面及關鍵績效指標	Description 描述	Relevant Chapter(s) of this Report or Other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
Aspect 層面 B8: Community Investment 社區投資			
General disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Innovation – Management Approach 創意革新 — 管理方針 Heritage & Culture – Management Approach 文化傳承 — 管理方針 Community – Management Approach 連繫社群 — 管理方針	87-88 97-98 107-108
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Materiality Assessment and Stakeholder Engagement – Material Topics with Impacts and Initiatives along the Value Chain 重要性評估和持份者參與 — 價值鏈中重大議題的影響和活動 Innovation 創意革新 Heritage & Culture 文化傳承 Community 連繫社群 Progress on Key Sustainability Indicators – Innovation, Heritage & Culture, Community 關鍵可持續發展指標的進展 — 創意革新、文化傳承、連繫社群	20-25 86-95 96-105 106-117 143
KPI B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Community – Donations & Sponsorships, Community Care Programme 連繫社群 — 捐贈與贊助、社區關懷計劃 Progress on Key Sustainability Indicators – Economic Performance, Community 關鍵可持續發展指標的進展 — 經濟表現、連繫社群	115-116 126, 143

GRI Content Index

GRI 內容索引

Disclosure Number 披露編號	Disclosure 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
GRI 102: General Disclosures 一般披露 2016			
Organisational Profile 機構概況			
102-1	Name of the organisation 機構名稱	About this Report 關於本報告	2
102-2	Activities, brands, products, and services 活動、品牌、產品和服務	About Tsim Sha Tsui Properties 關於尖沙咀置業	4-5
102-3	Location of headquarters 機構總部的位址	About Tsim Sha Tsui Properties 關於尖沙咀置業	4-5
102-4	Location of operations 機構營運所在地	About Tsim Sha Tsui Properties 關於尖沙咀置業	4-5
102-5	Ownership and legal form 所有權的性質及法律形式	About Tsim Sha Tsui Properties 關於尖沙咀置業 Please also refer to our Annual Report 2020 ↗ for further details on legal ownership. 有關所有權的詳情，請參考本公司2020年報 ↗ 。	4-5
102-6	Markets served 所服務的市場	About Tsim Sha Tsui Properties 關於尖沙咀置業	4-5
102-7	Scale of the organisation 機構規模	About Tsim Sha Tsui Properties 關於尖沙咀置業 Please also refer to our Annual Report 2020 ↗ – Group Financial Summary, for further details on our financial performance 有關財務表現的詳情，請參考本公司2020年報 ↗ 的「集團財務摘要」。	4-5
102-8	Information on employees and other workers 員工及其他工作人員的資訊	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 — 健康舒泰	133-134
102-9	Supply chain 供應鏈	Governance – Product and Service Responsibility, Sustainable Procurement 管治 — 產品和服務責任、可持續採購 Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 — 健康舒泰 Our key suppliers support our development projects and office operations. 主要供應商支援我們的發展項目及辦公室營運。	35-36 141
102-10	Significant changes to the organisation and its supply chain 機構及其供應鏈發生的重要變化	There was no significant change to Tsim Sha Tsui Properties and our supply chain during the reporting period. 尖沙咀置業及其供應鏈於報告期內沒有重要的變化。	–
102-11	Precautionary Principle or approach 預警原則或方針	Governance – Ethics and Integrity 管治 — 道德和誠信	31-33

Disclosure Number 披露編號	Disclosure 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
102-12	External initiatives 外界發起的倡議	Message from the ESG Steering Committee 環境、社會及管治督導委員會的話	6-7
		Sustainability Framework 可持續發展框架	8-11
102-13	Membership of associations 機構加入的協會(如行業協會)	Awards and Recognition Highlights – Corporate Memberships 獎項及殊榮概覽 – 企業會籍	125
Strategy 策略			
102-14	Statement from senior decision- maker of the organisation 機構最高決策者的聲明	Message from the ESG Steering Committee 環境、社會及管治督導委員會的話	6-7
Ethics and Integrity 倫理與誠信			
102-16	Values, principles, standards, and norms of behavior 價值觀、原則、標準和行為規範	Sustainability Framework 可持續發展框架	8-11
		Governance – Corporate Governance, Sustainability Governance 管治 – 企業管治、可持續發展管治	26-27
102-17	Mechanisms for advice and concerns about ethics 有關操守之建議與關切事項的機制	Governance – Ethics and Integrity 管治 – 道德和誠信	31-33
Governance 管治			
102-18	Governance structure 管治架構	Governance – Corporate Governance, Sustainability Governance 管治 – 企業管治、可持續發展管治 Please also refer to our Annual Report 2020 ↗ for further details on legal ownership. 有關法律擁有權的詳情，請參考本公司2020年報 ↗ 。	26-27
Stakeholder Engagement 持份者的參與			
102-40	List of stakeholder groups 持份者組別列表	Materiality Assessment and Stakeholder Engagement – Stakeholder Groups and Engagement Channels 重要性評估和持份者參與 – 持份者組別及溝通渠道	16-17
102-41	Collective bargaining agreements 集體談判協議	None of our employees are engaged in collective bargaining agreements. 我們的員工沒有參與集體談判協議。	–
102-42	Identifying and selecting stakeholders 識別及選擇持份者	Materiality Assessment and Stakeholder Engagement – Stakeholder Groups and Engagement Channels 重要性評估和持份者參與 – 持份者組別及溝通渠道	16-17
102-43	Approach to stakeholder engagement 持份者參與的方針	Materiality Assessment and Stakeholder Engagement – Stakeholder Groups and Engagement Channels 重要性評估和持份者參與 – 持份者組別及溝通渠道	16-17
102-44	Key topics and concerns raised 持份者提出的關鍵議題與關注事項	Materiality Assessment and Stakeholder Engagement 重要性評估和持份者參與	16-25

GRI Content Index

GRI內容索引

Disclosure Number 披露編號	Disclosure 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
Reporting Practice 報告常規			
102-45	Entities included in the consolidated financial statements 合併財務報表中所包含的實體	Please refer to our Annual Report 2020 ↗ . 請參考本公司2020年報 ↗ 。	–
102-46	Defining report content and topic boundaries 界定報告內容和議題邊界	About this Report 關於本報告	2
		Materiality Assessment and Stakeholder Engagement 重要性評估和持份者參與	16-25
		We have applied the GRI Standards' reporting principles of stakeholder inclusiveness, sustainability context, materiality and completeness to define the Report content and the principles of accuracy, balance, clarity, comparability, reliability and timeliness to ensure the quality of the Report. 我們已應用GRI標準的報告原則，即廣泛持份者參與、可持續發展背景、重要性與完整性、準確度、平衡性、清晰度、可比性、可靠度和時效要求，以確保報告的質素。	
102-47	List of material topics 列出重大議題	Sustainability Framework 可持續發展框架	8-11
		Materiality Assessment and Stakeholder Engagement 重要性評估和持份者參與	16-25
102-48	Restatements of information 重整舊報告所載資訊	There were no restatements of information. 沒有重整舊報告的內容。	–
102-49	Changes in reporting 報告議題及邊界的改變	There were no significant changes. 議題及議題邊界沒有重大改變。	–
102-50	Reporting period 報告期	About this Report 關於本報告	2
102-51	Date of most recent report 上一份報告的出版日期	Our ESG Report 2019 ↗ (in our Annual Report 2019) was published in September 2019. 刊載於本公司在2019年9月出版的2019年報中「環境、社會及管治報告2019」 ↗ 。	–
102-52	Reporting cycle 報告週期	Annually 每年	–
102-53	Contact point for questions regarding the report 查詢有關報告的聯絡方法	Contact Details 聯絡詳情	176
102-54	Claims of reporting in accordance with the GRI Standards 按照GRI準則的匯報申述	About this Report 關於本報告	2
102-55	GRI Content Index GRI內容索引	GRI Content Index GRI內容索引	154-165

Disclosure Number 披露編號	Disclosure Description 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
GRI 200: Economic 經濟			
GRI 103: Management Approach 管理方針 2016			
103-1	Explanation of the material topic and its Boundary 重大議題的描述和界限	Materiality Assessment and Stakeholder Engagement 重要性評估和持份者參與	16-25
		Governance – Economic Performance 管治 — 經濟表現	30
103-2	The management approach and its components 管理方法及其要素	Governance – Economic Performance 管治 — 經濟表現 Please also refer to the Chairman's Statement in our Annual Report 2020 ↗ for further details. 詳情請參考本公司2020年報 ↗ 中的「主席報告」。	30
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	Governance – Economic Performance 管治 — 經濟表現 Please also refer to the Chairman's Statement in our Annual Report 2020 ↗ for further details. 詳情請參考本公司2020年報 ↗ 中的「主席報告」。	30
GRI 201: Economic Performance 經濟績效 2016			
201-1	Direct economic value generated and distributed (EVG&D) 機構所產生及分配的直接經濟價值	Progress on Key Sustainability Indicators – Economic Performance 關鍵可持續發展指標的進展 — 經濟表現	126
GRI 203: Indirect Economic Impacts 間接經濟衝擊 2016			
203-1	Infrastructure investments and services supported 基礎設施的投資與支援 服務的發展及影響	Design – Green Building Investment and Certification 匠心設計 — 綠色建築投資和認證	80-81
		Innovation – Investment in Innovation, Sino Inno Lab, OC STEM Lab 創意革新 — 創新投資、「信和創意研發室」、 「OC STEM Lab 創意工作室」	88-94
		Heritage & Culture – Heritage Projects, Culture 文化傳承 — 文化傳承項目、文化	98-103
		Community 連繫社群	106-117
GRI 205: Anti Corruption 反貪污 2016			
205-3	Confirmed incidents of corruption and actions taken 已確認的貪污事件及採取的行動	Governance – Anti-Corruption 管治 — 反貪污	32

GRI Content Index

GRI內容索引

Disclosure Number 披露編號	Disclosure 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
GRI 300: Environment 環境			
GRI 103: Management Approach 管理方針 2016			
103-1	Explanation of the material topic and its boundary 重大議題的描述和界限	Materiality Assessment and Stakeholder Engagement 重要性評估和持份者參與 Green – Management Approach, Biodiversity, Climate Resilience and Greenhouse Gas (“GHG”) Emissions 綠色生活 — 管理方針、生物多樣性、氣候抗禦力和溫室氣體排放	16-25 39-45
103-2	The management approach and its components 管理方法及其要素	Sustainability Framework 可持續發展框架 Green – Management Approach, Biodiversity, Climate Resilience and Greenhouse Gas (“GHG”) Emissions 綠色生活 — 管理方針、生物多樣性、氣候抗禦力和溫室氣體排放	8-11 39-45
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	Green – Management Approach, Biodiversity, Climate Resilience and Greenhouse Gas (“GHG”) Emissions 綠色生活 — 管理方針、生物多樣性、氣候抗禦力和溫室氣體排放	39-45
GRI 301: Materials 物料 2016			
301-2	Recycled input materials used 使用的可再生物料	Green – Responsible and Sustainable Consumption 綠色生活 — 負責任和可持續消耗 We strive to explore the use of sustainable building materials as much as possible in our development projects. We are developing a matrix to record such data. 我們積極探討於發展項目中，使用可持續建築材料，並正開發能記錄此類數據的矩陣。	50-57
GRI 302: Energy 能源 2016			
302-1	Energy consumption within the organization 機構內部的能源消耗	Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活	128-129, 132
302-3	Energy intensity 能源強度	Green – Energy Consumption and Efficiency 綠色生活 — 能源消耗與效益 Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活 Intensities reflect consumption within our operations, except for total electricity consumption of property management, which also includes chiller plant electricity consumption for centralised cooling services for tenants; a further breakdown of electricity consumed is not available. 強度反映我們營運中的消耗，唯未能進一步提供包含為租戶提供中央冷氣服務物業管理的總耗電量，及該用電分項數字。	46 128-129, 132
302-4	Reduction of energy consumption 減少能源消耗	Green – Energy Consumption and Efficiency 綠色生活 — 能源消耗與效益	46-49

Disclosure Number 披露編號	Disclosure Description 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
GRI 303: Water 水 2018			
303-1	Interactions with water as a shared resource 共享水資源之相互影響	<p>Green – Water Consumption and Efficiency 綠色生活 — 用水和用水效益</p> <p>In Hong Kong, all of the water consumed by our operations comes from municipal water supplies, including freshwater for potable use, cooling, washing, toilet and landscaping, and seawater for flushing. Hong Kong's two main sources of freshwater are rainfall from natural catchments and Dongjiang water from Guangdong Province. All effluents are discharged to public sewers and/or the sea in accordance with applicable discharge licences.</p> <p>In Singapore, all of the water consumed by our operations comes from third-party water source(s) supplied by the Public Utilities Board (“PUB”). According to PUB, Singapore's water demand is currently met by water from local catchment areas, imported water, NEWater and desalinated water.</p> <p>In Sydney, all of the water consumed by our operations comes from Sydney Water. All effluents are discharged to public sewers and/or the sea in accordance with applicable discharge licences/permits.</p> <p>There is no significant water-related impact caused by the Group's operations.</p> <p>在香港，我們業務使用的所有水，均來自水務署，包括用於飲用水、冷卻、洗滌、洗手間和澆灌的淡水，以及用於沖廁的海水。香港的兩個主要淡水來源是自然流域的降雨和廣東省的東江水。根據適用的排放許可證，所有廢水均排入公共污水收集系統和/或海洋。</p> <p>在新加坡，我們運營所用的所有水，均由公用事業局第三方水源提供。根據公用事業局，新加坡目前可透過使用當地集水區的水、進口水、「新生水」和化淡海水來滿足對水的需求。</p> <p>在悉尼，所有業務營運的用水均來自悉尼水務局。所有廢水均根據適用的排放牌照/許可證，排入公共污水收集系統和/或海洋。</p> <p>集團運營不會對水資源造成重大影響。</p>	56
303-2	Management of water discharge-related impacts 與排水相關影響的管理	<p>Green – Water Consumption and Efficiency 綠色生活 — 用水和用水效益</p> <p>Water discharged from our operations followed the requirements set in Hong Kong's Water Pollution Control Ordinance (WPCO), Singapore's Environmental Protection and Management Act (EPMA) and the Environmental Protection and Management (Trade Effluent) Regulations, and Sydney Water Regulation 2017.</p> <p>我們依照《香港水污染管制條例》、新加坡《環境保護與管理法》(EPMA) 和《環境保護與管理(工商業污水) 條例》以及《2017年悉尼水務條例》中的規定，排放營運點的水。</p>	55-56

GRI Content Index

GRI內容索引

Disclosure Number 披露編號	Disclosure 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
303-3	Water withdrawal 取水量	<p>Green – Water Consumption and Efficiency 綠色生活 — 用水和用水效益</p> <p>Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活</p> <p>All water withdrawn is from municipal water supplies. Please refer to Water Supplies Department (Hong Kong), Public Utilities Board (Singapore) and Sydney Water (Sydney) for breakdowns of total water withdrawal by sources.</p> <p>Breakdown of water withdrawn by locations during the reporting period: Hong Kong: 463,201 m³ Singapore: 233,563 m³ Sydney: 73,502 m³</p> <p>所有取水均來自市政供水。有關按來源劃分的總取水量細項，請向水務署（香港）、公用事業局（新加坡）及悉尼水務局（悉尼）查詢。</p> <p>報告期內按地點的取水量細項： 香港：463,201立方米 新加坡：233,563立方米 悉尼：73,502立方米</p>	55-56 129-130, 132
303-5	Water consumption 耗水量	<p>Green – Water Consumption and Efficiency 綠色生活 — 用水和用水效益</p> <p>Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活</p>	55-56 129-130, 132
GRI 305: Emissions 排放 2016			
305-1	Direct (Scope 1) GHG emissions 直接（範疇一）溫室氣體排放總量	Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活	127, 132
305-2	Energy indirect (Scope 2) GHG emissions 能源間接（範疇二）溫室氣體排放總量	Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活	127, 132
305-3	Other indirect (Scope 3) GHG emissions 其他間接（範疇三）溫室氣體排放總量	Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活	127, 132
305-4	GHG emissions intensity 溫室氣體排放強度比率	Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活	128, 132
305-5	Reduction of GHG emissions 減少的溫室氣體排放量	Green – Climate Resilience, Energy and Emissions 綠色生活 — 氣候抗禦力、能源和排放	43-49

Disclosure Number 披露編號	Disclosure Description 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
GRI 306: Effluents & Waste 廢污水和廢棄物 2016			
306-2	Waste by type and disposal method 按類別及處置方法劃分的廢棄物總重量	Green – Responsible and Sustainable Consumption 綠色生活 — 負責任和可持續消耗 Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 — 綠色生活 In Hong Kong, non-hazardous waste is collected by licensed waste collectors for disposal at the landfill. In Singapore, non-hazardous waste is collected by licensed waste collectors for incineration. In Sydney, non-hazardous waste is collected by licensed waste collectors for processing at a material recovery facility (MRF) before final disposal at the landfill. Hazardous waste is considered immaterial in our operations. Only a limited amount of hazardous waste (e.g. fluorescent tubes) is generated and it is collected by licensed waste collectors for proper treatment. 在香港，無害廢棄物由認可廢物收集商棄置於堆填區。 在新加坡，無害廢棄物由認可廢物收集商送往焚化爐處理。 在悉尼，無害廢棄物棄置於堆填區前，先由認可廢物收集商於物料回收設施處理。 營運過程所產生的有害廢棄物並不顯著，產生的少量有害廢棄物，如光管，均由持牌收集商收集並加以適當處理。	50-55 130-132
GRI 307: Environmental Compliance 環境合規 2016			
307-1	Non-compliance with environmental laws and regulations 違反環境法律和規例	Green – Environmental Management System (“EMS”) 綠色生活 — 環境管理體系	40-41
GRI 400: Social 社會			
GRI 103: Management Approach 管理方針 2016			
103-1	Explanation of the material topic and its boundary 重大議題的描述和界限	Materiality Assessment and Stakeholder Engagement 重要性評估和持份者參與 Wellness – Management Approach 健康舒泰 — 管理方針	16-25 61-62
103-2	The management approach and its components 管理方法及其要素	Sustainability Framework 可持續發展框架 Wellness – Management Approach 健康舒泰 — 管理方針	8-11 61-62
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	Wellness – Management Approach 健康舒泰 — 管理方針	61-62
GRI 401: Employment 僱傭 2016			
401-1	New employee hires and employee turnover 新入職員工和員工流失人數	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 — 健康舒泰	134-135, 141
401-3	Parental leave 育嬰假	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 — 健康舒泰	136-138, 141

GRI Content Index

GRI內容索引

Disclosure Number 披露編號	Disclosure 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
GRI 403: Occupational Health & Safety 職業健康與安全 2018			
403-1	Occupational health and safety management system 職業健康及安全管理系統	Wellness – Occupational Health and Safety 健康舒泰 – 職業健康及安全	69-70
403-2	Hazard identification, risk assessment, and incident investigation 危害辨識、風險評估及事故調查	Wellness – Occupational Health and Safety 健康舒泰 – 職業健康及安全	69-70
403-3	Occupational health services 職業健康服務	Wellness – Occupational Health and Safety 健康舒泰 – 職業健康及安全	69-72
403-4	Worker participation, consultation, and communication on occupational health and safety 有關職業安全健康的工人活動、諮詢與溝通	Wellness – Staff Communication, Employee Training & Development, Occupational Health and Safety 健康舒泰 – 員工溝通、員工培訓與發展、職業健康及安全	64-65, 69-72
403-5	Worker training on occupational health and safety 有關職業安全及健康的工人培訓	Wellness – Occupational Health and Safety 健康舒泰 – 職業健康及安全	69-72
403-6	Promotion of worker health 促進工人的健康	Wellness – Occupational Health and Safety 健康舒泰 – 職業健康及安全	69-72
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 預防及減輕業務關係對職業健康和安全的直接相關的影響	Wellness – Occupational Health and Safety 健康舒泰 – 職業健康及安全	69-72
403-9	Work-related injuries 職業傷害	Wellness – Occupational Health and Safety 健康舒泰 – 職業健康及安全 Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 – 健康舒泰	69-72 138-139, 141
GRI 404: Training & Education 培訓與教育 2016			
404-1	Average hours of training per year per employee 每位員工每年接受培訓的平均時數	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 – 健康舒泰	139-141
404-2	Programmes for upgrading employee skills and transition assistance programmes 提升員工職能及過渡協助方案	Wellness – Employee Training & Development 健康舒泰 – 員工培訓與發展	65-66
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	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 – 健康舒泰	139-141

Disclosure Number 披露編號	Disclosure Description 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
GRI 405: Diversity & Equal Opportunity 多樣性與機會均等 2016			
405-1	Diversity of governance bodies and employees 多元管治組織和員工	Wellness – Diversity and Equal Opportunities, Non-discrimination 健康舒泰 – 多元與平等機會、非歧視 Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 – 健康舒泰	64-65 135-136
GRI 406: Non-Discrimination 反歧視 2016			
406-1	Incidents of discrimination and corrective actions taken 歧視事件以及機構採取的改善行動	Wellness – Diversity and Equal Opportunities, Non-discrimination 健康舒泰 – 多元與平等機會、非歧視 There were no confirmed incidents of discrimination in the reporting period. 報告期內並無確實的歧視事件。	64-65
GRI 412: Human Rights Assessment 人權評估 2016			
412-2	Employee training on human rights policies or procedures 人權政策或程序的員工培訓	Progress on Key Sustainability Indicators – Wellness 關鍵可持續發展指標的進展 – 健康舒泰	140
GRI 413: Local Communities 當地社區 2016			
413-1	Operations with local community engagement, impact assessments, and development programmes 經本地社區溝通、影響評估和發展計劃的營運活動	Wellness – Our Customers, Tenants and Partners 健康舒泰 – 我們的顧客、租戶和合作夥伴 Design 匠心設計 Innovation 創意革新 Heritage & Culture 文化傳承 Community 連繫社群 Progress on Key Sustainability Indicators – Design, Innovation, Heritage & Culture, Community 關鍵可持續發展指標的進展 – 匠心設計、創意革新、文化傳承、連繫社群 413-1 [i-iii, vi-vii] Not applicable to our existing property management and hotel operations. As a majority of our property development projects are located in urban areas, they are not subject to full environmental impact assessments. Environmental and social impact assessments will be conducted where necessary or legally required. 413-1 [i-iii, vi-vii] 不適用於現有物業管理及酒店營運。 由於我們的地產發展項目大部份位於市區，因此無需進行全面環境評估。在必要或法律要求的情況下將會進行環境和社會影響評估。	72-74 76-85 86-95 96-105 106-117 142-143
GRI 416: Customer Health & Safety 顧客健康與安全 2016			
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	During the reporting period, there were no incidents of non-compliance concerning the health and safety impacts of products and services. 報告期內，並沒有有關產品和服務對健康及安全構成影響的違規事件。	–

GRI Content Index

GRI內容索引

Disclosure Number 披露編號	Disclosure 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
GRI 418: Customer Privacy 顧客私隱 2016			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data 經證實侵犯顧客私隱及遺失顧客資料的投訴	Governance – Customer Privacy 管治 — 顧客私隱	37
GRI 419: Socioeconomic Compliance 社會經濟法規遵循 2016			
419-1	Non-compliance with laws and regulations in the social and economic area 違反社會與經濟領域之法律和規定	Governance – Customer Privacy 管治 — 顧客私隱 No significant fines or non-monetary sanctions for non-compliance with such laws and regulations were recorded in the reporting period. 沒有錄得違反此類法律和規例而被處分重大罰款或非金錢制裁。	37
Sustainable Buildings 可持續發展建築			
GRI 103: Management Approach 管理方針 2016			
103-1	Explanation of the material topic and its boundary 重大議題的描述和界限	Materiality Assessment and Stakeholder Engagement 重要性評估和持份者參與 Design – Management Approach 匠心設計 — 管理方針	16-25 77-78
103-2	The management approach and its components 管理方法及其要素	Sustainability Framework 可持續發展框架 Design – Management Approach 匠心設計 — 管理方針	8-11 77-78
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	Design – Management Approach 匠心設計 — 管理方針	77-78
Investment in innovation 創新投資			
GRI 103: Management Approach 管理方針 2016			
103-1	Explanation of the material topic and its boundary 重大議題的描述和界限	Materiality Assessment and Stakeholder Engagement 重要性評估和持份者參與 Innovation – Management Approach 創意革新 — 管理方針	16-25 87-88
103-2	The management approach and its components 管理方法及其要素	Sustainability Framework 可持續發展框架 Innovation – Management Approach 創意革新 — 管理方針	8-11 87-88
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	Innovation – Management Approach 創意革新 — 管理方針	87-88

Disclosure Number 披露編號	Disclosure 描述	Relevant Chapter(s) of this Report or other References/Explanation 本報告內的有關章節或其他說明	Page Number 頁數
Heritage & Culture 文化遺產			
GRI 103: Management Approach 管理方針 2016			
103-1	Explanation of the material topic and its boundary 重大議題的描述和界限	Materiality Assessment and Stakeholder Engagement 重要性評估和持份者參與	16-25
		Heritage & Culture – Management Approach 文化傳承 – 管理方針	97-98
103-2	The management approach and its components 管理方法及其要素	Sustainability Framework 可持續發展框架	8-11
		Heritage & Culture – Management Approach 文化傳承 – 管理方針	97-98
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	Heritage & Culture – Management Approach 文化傳承 – 管理方針	97-98
Real Estate Sector Disclosures 建築及房地產行業披露			
CRE-2	Building water intensity 用水強度	Green – Water Consumption and Efficiency 綠色生活 – 用水和用水效益	56
		Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 – 綠色生活	130, 132
CRE-3	Greenhouse gas emission intensity 溫室氣體排放強度	Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 – 綠色生活	127-128, 131-132
CRE-4	Greenhouse gas emissions intensity from new construction and redevelopment activity 新建築及重建活動產生的溫室效應排放量	Progress on Key Sustainability Indicators – Green 關鍵可持續發展指標的進展 – 綠色生活	127-128, 131-132
CRE-6	Percentage of the organisation operating in verified compliance with an internationally recognised health and safety management system 機構在核實符合國際認可的健康和安全管理體系營運的百分比	Wellness – Occupational Health and Safety Management System 健康舒泰 – 職業健康及安全管理體系	70
CRE-8	Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment 與新建項目、物業管理、物業使用及重建有關的可持續發展認證、評級及標誌計劃類型及數目	Awards and Recognition Highlights 獎項及殊榮概覽	118-124
		Progress on Key Sustainability Indicators – Design 關鍵可持續發展指標的進展 – 匠心設計	142

Ng Teng Fong Charitable Foundation

黃廷方慈善基金

The Ng Teng Fong Charitable Foundation was established in 2010 as a charitable organisation in memory of Mr Ng Teng Fong, the founder of Sino Group in Hong Kong and the Far East Organization in Singapore.

The Ng Teng Fong Charitable Foundation supports programmes in education, medical research and supplies, arts and culture, sports and aging-related initiatives that help our communities thrive. The Foundation focuses on poverty alleviation, with financial aid offered to less-resourced groups and social welfare causes. Since its establishment, the Foundation has supported to a wide variety of charitable causes across Mainland China, Hong Kong, Singapore, Europe and the Americas.

Additional highlights of the Foundation's support for the community are provided below.

Combating COVID-19 Together

Donation of Face Masks to the Community

The Ng Teng Fong Charitable Foundation donated over 5.2 million surgical masks to less-resourced families and people in need across Hong Kong. The globally-sourced surgical masks were distributed as an immediate relief measure through the government and with the support of over 20 community partners. These included the Society for Community Organization, Po Leung Kuk, the Tung Wah Group of Hospitals and Lok Sin Tong. Over 150,000 child-sized masks were also distributed via more than 40 NGOs specialising in children's services, such as Precious Blood Children's Village, Hong Kong Christian Service, S.K.H. St. Christopher's Home, St. James' Settlement, the Children's Heart Foundation and the Children's Cancer Foundation.

黃廷方慈善基金於2010年成立，紀念香港信和集團和新加坡遠東機構創辦人黃廷方先生。

黃廷方慈善基金支持教育、醫療研究及物資、藝術文化、體育及安老等計劃，透過資助弱勢社群和援助社會福利事業，致力協助社區發展。基金自成立以來，在中國內地、香港、新加坡，以及歐美等地，支持社會公益。

以下為基金支援社區項目的附加摘要。

支援對抗新型冠狀病毒疫情

向社區捐贈口罩

黃廷方慈善基金向全球多個供應商採購逾520萬個外科口罩，並透過政府及社區組織如香港社區組織協會、保良局、東華三院及樂善堂等逾20個社區夥伴，捐贈予全港基層家庭和有需要人士。當中15萬個兒童口罩，分派給40多個專門提供兒童服務的非政府機構，如寶血兒童村、香港基督教服務處、聖公會聖基道兒童院、聖雅各福群會、兒童心臟基金會及兒童癌病基金等。



The Foundation supports the communities in combating the COVID-19 situation through aids and assistance in various areas. 基金從多方面支援本地及國際應對新型冠狀病毒疫情。



The Foundation donated personal protective equipment, sanitising equipment and various medical items to support medical professionals in combating COVID-19. 基金向醫院管理局醫護人員捐贈個人防護裝備、消毒用品及多項醫療物資，以支持抗疫。

Support to Tsinghua University on Medical Research

The Foundation donated RMB50 million to Tsinghua University through the establishment of the Ng Teng Fong Charitable Foundation scientific research project under the Tsinghua University Spring Breeze Fund. The project supports Tsinghua University's anti-epidemic research in testing, as well as its studies on epidemiology and psychological rehabilitation. The fund also assists university research on biosecurity and public health.

Medical Supplies and Donation to the Hospital Authority in Hong Kong

The Ng Teng Fong Charitable Foundation donated personal protective equipment, sanitising equipment and various medical items to support medical professionals in combating COVID-19. These included 17,500 protective gowns, 20,000 N95 1860 respirators, 12,000 type IIR surgical masks with visors, 8,000 medical face shields, 1,000 medical eye shields, 1,000 safety goggles, 10,000 pocket-sized hand sanitisers and 5,000 tubes of vitamin C supplements for Hospital Authority medical staff. In addition, the Foundation donated HK\$15 million to the Hong Kong Hospital Authority in recognition of its healthcare staff's efforts and contributions.

捐贈清華大學以支持醫學研究

基金向清華大學捐贈5,000萬人民幣，用於成立「清華大學春風基金－黃廷方科研攻關專項」，以支持清華大學在抗疫檢測技術、流行病學、心理康復等方面的研究。基金更協助大學進行生物安全及公共衛生方面的研究。

捐贈醫療物資予香港醫院管理局

黃廷方慈善基金向醫院管理局醫護人員捐贈個人防護裝備、消毒用品及多項醫療物資，當中包括17,500套保護衣、20,000個N95 1860口罩、12,000個IIR型口罩連護目片、8,000個醫護面罩、1,000個醫護眼罩、1,000副護目鏡、10,000支輕便裝酒精搓手液及5,000支維他命C補充品。此外，基金亦向醫院管理局捐款1,500萬港元，以表揚醫護人員的努力和貢獻。

“Our beloved Hong Kong community has weathered many challenges before. I have faith that our unity and care for each other will enable us to overcome these difficult times. By supporting and caring for each other, we shall be able to weather this challenge together with our Lion Rock Spirit.”

「香港，我們的家曾經歷無數風浪，我深信只要團結一致，互相關懷，定能克服困難。大家守望相助，互信互勉，一起以獅子山精神跨越挑戰。」

Mr Daryl Ng, Director of the Ng Teng Fong Charitable Foundation
黃廷方慈善基金董事黃永光先生

Ng Teng Fong Charitable Foundation
黃廷方慈善基金

Two Fully-automated Mask-making Machines for Hong Kong

Two fully-automated mask-making machines, with a combined capacity of 200,000 masks a day, were donated to the HKSAR Government to support the effort to ensure a steady supply of surgical masks.

Cash Donations to Over 30 Local NGOs Supporting Community Services

The Ng Teng Fong Charitable Foundation made cash donations to over 30 local NGOs in support of their community work and to ensure resources reach those in need.

Educational Support

1,000 educational toys were donated to children from less-resourced families to support continued learning during the suspension of classes in Hong Kong.

International Support For the Fight Against COVID-19

Since February 2020, the Ng Teng Fong Charitable Foundation has been helping local and international communities combat COVID-19 with donations of 400,000 masks to France, Italy and the US; 8,000 N95 respirators to Royal North Shore Hospital in Sydney, Australia; and 10 ventilators each to Italy and France.

捐贈兩台全自動口罩機

基金向香港特區政府捐贈兩台全自動口罩製造機，每天能製造20萬個口罩，為穩定外科口罩供應出一分力。

捐款予30多個非政府機構以支持社區服務

黃廷方慈善基金捐款予30多個非政府機構，以支持社區工作，並確保惠及有需要人士。

教育支援

在香港停課期間，基金向資源匱乏的基層家庭兒童，捐贈1,000份教學玩具，以支援學童持續學習。

支援國際應對新冠病毒疫情

黃廷方慈善基金自2020年2月起支援本地及國際應對新冠病毒疫情，包括向法國、意大利和美國捐贈合共40萬個外科口罩、向澳洲悉尼皇家北岸醫院捐贈8,000個N95口罩，以及向意大利和法國分別捐贈10部呼吸機。



The Foundation donated educational toys to children from less-resourced families to support children's continued learning. 基金向基層家庭兒童捐贈教學玩具以支援學童持續學習。



Book launch of *Marjorie Doggett's Singapore*, sponsored by the Ng Teng Fong Charitable Foundation.
由黃廷方慈善基金贊助的《Marjorie Doggett's Singapore》於新加坡舉行發布會。

Education, Art and Culture

To give students the opportunity to fulfill their educational aspirations, the Ng Teng Fong Charitable Foundation provides scholarships and other financial assistance to those in need.

The Foundation also supports activities that raise awareness of Asia's rich artistic and cultural heritage.

Ng Teng Fong Scholarship

Since 2015, Ng Teng Fong Scholarships have been awarded to more than 3,000 outstanding secondary and university students from less-resourced families in Fujian, Ningxia, Sichuan, Chongqing, Guangdong and Hong Kong, totalling an amount of over HK\$14 million.

Ng Teng Fong Merit Scholarship: Singapore International School Foundation (Hong Kong)

HK\$10 million was donated to the Singapore International School (Hong Kong) for the establishment of the Singapore International School Foundation Ng Teng Fong Merit Scholarship. The scholarship covers full tuition fees for the awardees, who have demonstrated academic excellence and extensive involvement in community service.

Marjorie Doggett's Singapore

The Ng Teng Fong Charitable Foundation sponsored the publication and launch of *Marjorie Doggett's Singapore*, which gives readers the opportunity to view Singapore in the 1950s through the author's lens. From the 14 November 2019 to 2 February 2020, Ms Doggett's photos were on display during the book launch at The Arts House at the Old Parliament, which was built in 1827 and is one of the oldest buildings in Singapore.

Visit to the Great Wall for Hong Kong Youth Project

In this annual project, Hong Kong youth are hosted on visits to the Great Wall of China so they can appreciate this national treasure and UNESCO World Heritage site first-hand. Over 80 students participated in this project in 2019.

教育、藝術及文化

黃廷方慈善基金設立獎學金和其他經濟援助，為有需要的學生提供實現理想及深造學業的機會。基金亦贊助文化藝術活動，傳承亞洲豐富的藝術和文化。

「黃廷方獎學金」

自2015年起，「黃廷方獎學金」已獎勵超過3,000名來自福建、寧夏、四川、重慶、廣東，以及香港等地區基層家庭的優秀中學生和大學生，獎學金總額逾1,400萬港元。

新加坡國際學校(香港)「黃廷方優秀學生獎學金」

基金捐款1,000萬港元予新加坡國際學校(香港)設立「黃廷方優秀學生獎學金」，為學業成績優異及熱心服務社會的本地學生提供全額學費。

《Marjorie Doggett's Singapore》

黃廷方慈善基金贊助出版及發行《Marjorie Doggett's Singapore》，讓讀者透過作者的鏡頭，細味1950年代新加坡的時光。Doggett女士的照片於2019年11月14日至2020年2月2日在新加坡The Arts House舉行的新書發布會上展出。The Arts House坐落於在1827年建成的舊國會大廈，是新加坡最古老建築之一。

「香港青少年長城知旅」

在這一年一度的計劃中，香港青年有機會參觀中國萬里長城，親歷國家珍貴文物和聯合國教科文組織世界遺產。2019年共有80多名學生參加。

Hong Kong Innovation Foundation

香港創新基金

In support of Hong Kong's development as an international innovation and technology hub, Sino Group established the Hong Kong Innovation Foundation in 2018.

The Hong Kong Innovation Foundation is committed to supporting innovation and technology, as well as building a smart and sustainable future. In the belief that innovation and technology will define the future, this not-for-profit organisation promotes collaboration among industry leaders, innovators, academics and like-minded partners. The following are some of the programmes by the Foundation:

信和集團於2018年成立香港創新基金，以支持香港發展成為國際創新科技的樞紐。

香港創新基金本著未來取決於創新科技的信念，致力於創新科技發展，創造智慧和可持續的未來。基金為非牟利機構，旨在促進業界創新者、學者和志同道合的夥伴之間的合作。以下為基金推行的一些計劃：

Programmes 計劃	Description 詳情	
Go Code Project, Crazy Circuit, Robot Maker 「Go Code程式小先鋒」、 「Crazy Circuit瘋狂電路 工作坊」、「Robot Maker」	Free classes for students from less-resourced families to learn coding, circuitry and robotics	為基層家庭學生提供程式設計、電路及機械人技術的免費課程
OC STEM Lab 「OC STEM Lab創意工作室」	Workshops and activities covering robotics, VR and AR to inspire the minds of the next generation	工作坊及活動涵蓋機械人技術、虛擬實境 (VR)和擴增實境 (AR)等領域，激發下一代的思維
University Entrepreneurship Initiatives 大學創業計劃	Encourage experimentation and interaction among local universities and overseas institutions, while helping promising entrepreneurs turn their ideas into reality	促進本地與海外大學之間實驗和互動，同時幫助具潛質的企業家實踐構想
Robotic Architecture Series 機械建築系列	Envisioning the future of architecture with growing use of robots in the age of digitalisation, virtualisation and computerisation	數碼化、虛擬化及電腦化的新時代，構想應用機械人於未來建築
Sino Inno Lab 「信和創意研發室」	A sandbox platform established for local and international technology companies to test innovations and facilitate co-creations	為本地及國際科創公司提供「沙池平台」，測試創新技術，促進共創
X-LAB	Support Hong Kong's innovation and technological development through the Hong Kong X-Tech Startup Platform, nurturing home-grown entrepreneurs to bring ideas to life	提供培育本地企業家的平台，將概念轉化為實踐，支持香港創新科技發展
Educational Support 教育支援	Donated 50 GB mobile data SIM cards through 25 NGOs and primary schools to 2,000 students from less-resourced families to facilitate online learning amid class suspension during COVID-19	透過25間非政府機構及學校，向2,000名基層兒童捐贈50 GB流動數據卡，以支援新冠疫情停課期間的網上學習

> 6,000
class placements

Since 2014, we have provided over 6,000 class placements for over 2,500 less-resourced students from over 200 schools.
自2014年，我們提供逾6,000個學額，服務超過200所學校的2,500多名基層學生。

> 32,000
hours of STEAM

Since 2014, we have offered over 32,000 hours of free STEAM (Science, Technology, Engineering, Art and Mathematics) education to the community.
自2014年，我們已為社區提供逾32,000小時的免費STEAM (科學、技術、工程、藝術及數學) 課程。

> 600 students

We engaged more than 600 (Primary 3 to Form 3) students in need for our summer school.
我們的暑期學課程招募了600多名小三至中三的基層學生。

Education Programmes

To help young people develop their innovative ideas, we offer a wide range of free education programmes, including the Go Code Project, so that primary school students from less-resourced families can learn essential skills.

Go Code Project

The Go Code Project offers free courses in coding, circuitry and robotics for students from less-resourced families. University students are also trained to be tutors so they can teach children coding skills and guide them in creating their own apps in an interactive and fun learning environment.

Go Code 2019 Summer School

In 2019, the Go Code Project joined 19 community partners to provide over 1,000 summer school placements for students in Sham Shui Po, Yau Tsim Mong, New Territories East and New Territories West. The project organisers also invited primary schools in Sau Mau Ping, Kowloon East to provide venues for the summer school programme.

Highlights of the programme included the Innovation & Technology Fun Day and Junior Course Graduation Ceremony, organised by the Hong Kong Innovation Foundation in collaboration with the Hong Kong Science and Technology Parks Corporation, on 26 July and 3-6 August in 2019. Guided tours were arranged for students to different thematic areas of Hong Kong Science Park, including shops that function without staff and start-up inventions. Students also visited the Robo Workshop to learn more about engineering, physics and coding. Qualified students received graduation certificates and gifts.

教育項目

我們為來自基層家庭的小學生，提供多個免費的教育課程，包括「Go Code程式小先鋒」計劃，幫助年輕人裝備重要科技技能，發展創新思維。

「Go Code程式小先鋒」

「Go Code程式小先鋒」為來自基層家庭的學童提供程式設計、電路及機械人技術等免費課程，同時培訓大學生成為課程導師，教授編寫程式，並在互動和有趣的學習環境中帶領學童設計自己的手機程式。

「Go Code程式小先鋒」2019暑期課程

2019年，「Go Code程式小先鋒」與19個社區合作夥伴攜手，為深水埗、油尖旺、新界東和新界西的學童，提供1,000多個暑期課程學額。計劃獲九龍東秀茂坪的小學支持，提供課程場地。

計劃的焦點項目，是香港創新基金於2019年7月26日及8月3至6日與香港科技園公司合辦的「創新科技同樂日暨見習程式學員先修班畢業典禮」。學員參加導賞團探索香港科學園的不同主題區域，包括無人商店和初創發明。學員亦參與機械人工作坊，學習工程、物理及編程等知識。合資格的學員更獲頒證書及禮物。

The Hong Kong Innovation Foundation
香港創新基金

Sponsorships

The Hong Kong Innovation Foundation supports innovation and the technological development of our community partners.

Asia Social Innovation Award 2020

The Hong Kong Innovation Foundation partnered with Social Ventures Hong Kong to launch the Hong Kong Innovation Foundation – Better Living Hong Kong Award as part of the 12th Asia Social Innovation Award. The award recognises social innovation that improves local livelihoods.

PolyU-HKIF Children Eye Care Project

The Hong Kong Innovation Foundation partnered with the School of Optometry of The Hong Kong Polytechnic University (“PolyU”) on the PolyU-HKIF Children Eye Care Project. Spanning a period of two years, the project provides vision screening, proprietary myopia control spectacles as well as regular check-ups and assessments for 200 children aged 6 to 12 years old from less-resourced families.

The myopia control spectacles are fitted with the award-winning Defocus Incorporated Multiple Segments (“DIMS”) Spectacle Lens, jointly developed by PolyU and Hoya Corporation. Results of clinical trials show that children wearing DIMS Spectacle Lens experienced a 59% reduction in myopia progression. More than 20% of the children who were in the treatment group did not show any myopia progression.

贊助

香港創新基金積極支持社區合作夥伴創新及科技發展。

亞洲社企創新獎2020

香港創新基金夥拍香港社會創投基金，於「第十二屆亞洲社企創新獎」頒發「香港創新基金－香港好生活獎」，以表揚旨在改善民生的社創概念。

「香港理工大學－香港創新基金兒童護眼計劃」

香港創新基金與香港理工大學眼科視光學院攜手合作籌辦「香港理工大學－香港創新基金兒童護眼計劃」。計劃為期兩年，期間為200名來自基層家庭的6至12歲兒童，提供全面的視力檢查、近視控制眼鏡，定期跟進檢查及評估眼鏡使用情況。

香港理工大學和豪雅光學共同研發的近視控制鏡片採用了屢獲殊榮的「多區正向光學離焦」技術設計。臨床實驗中證明，鏡片有效延緩兒童近視加深速度達59%，當中更有20%兒童停止加深近視。



The Project not only protects the eyesight of children, but also expands children's horizons in innovation and technology.
「香港理工大學－香港創新基金兒童護眼計劃」不僅保護小朋友的視力，更助他們放眼世界。



Computerised rendering of CAPS II fabricated in the form of a bus shelter.
第二代城市空氣淨化系統原型組裝成巴士站之電腦模擬效果圖。

Proprietary Innovations

Our proprietary innovations that address issues associated with the built environment received recognition.

Two proprietary innovations by the Hong Kong Innovation Foundation, a holistic innovation eco-system of Sino Group, namely City Air Purification System (Generation Two) (CAPS II) and In-building Hydropower System (Generation Three), were honoured with Gold Medals with Jury Commendation at the Silicon Valley International Invention Festival 2019. These are the latest international recognitions conferred on the proprietary innovations after Gold Medals at the 47th International Exhibition of Inventions Geneva and Medal for Inventors at the World Intellectual Property Organization (WIPO) 2019.

City Air Purification System (Generation Two) (CAPS II)

Fabricated in the form of a bus shelter, the enhanced CAPS II is capable of removing fine suspended particulates (PM_{2.5}) and respirable suspended particulates (PM₁₀) in the air using antibacterial, nano-porous filters and features an air curtain and duo air currents to shield people from pollutants. The system runs on solar assisted power energy system and has IoT connectivity to enable real-time monitoring and data comparison, as well as an interactive display to show useful information.

In-building Hydropower System (Generation Three)

In the third generation prototype of this novel system, the hydraulic design of the hydro turbine has been improved to increase efficiency. As it does not require an external power source, wear-and-tear is minimised. A bypass subsystem has also been designed to prevent excessive water pressure reduction and ensure normal water supply to our properties. With an output of about 200 watts when consuming three bars of water pressure, the system generates environmentally-responsible, low-cost hydroelectricity. In comparison with fossil-fuel derived energy, around 1.4 tonnes of carbon dioxide emissions can be avoided per annum with the system.

專利創新項目

我們為應對與建築環境相關問題的專項研發項目獲得嘉許。

信和集團旗下香港創新基金致力建構全面創科生態系統，兩個專項研發項目－第二代城市空氣淨化系統及第三代大廈水力發電系統－於「2019年度矽谷國際發明展」榮獲「評判特別嘉許金獎」。這是繼於「第四十七屆日內瓦國際發明展」和世界知識產權組織分別奪得金獎及發明獎章後，再獲國際嘉獎。

第二代城市空氣淨化系統

第二代系統原型組裝成巴士站，具有空氣幕和雙重氣流，並能以抗菌和納米多孔過濾膜，消除空氣中的微細懸浮粒子 (PM_{2.5}) 及可吸入懸浮粒子 (PM₁₀)，減少人體污染物。系統更使用太陽能作輔助發電，並接駁物聯網實時監控及比較數據，從而透過互動顯示屏展示相關資訊。

第三代大廈水力發電系統

系統第三代原型渦輪機的水力設計經過改良後效率有所提升。新系統毋需外部電源，大大減少機件磨損。此外，旁路系統的設計有助防止過度降低水壓，從而確保物業的正常供水。系統在降低3 bar 水壓時可產電約200瓦特，不但環保及低成本，同時有效減低二氧化碳排放。相比化石燃料產生的能源，大廈水力發電系統每年可減少碳排放量1.4公噸。

Contact Details

聯絡詳情

We value your feedback, please share your comments on our sustainability performance with us at sustainability@sino.com ↗

Tsim Sha Tsui Properties Limited

Registered Office:

12th Floor, Tsim Sha Tsui Centre
Salisbury Road, Tsim Sha Tsui
Kowloon, Hong Kong

Telephone : (852) 2721 8388

Fax : (852) 2723 5901

Website : www.sino.com ↗

Email : info@sino.com ↗

Stock Code : 247

我們重視閣下的意見，歡迎電郵至 sustainability@sino.com ↗，評價我們的可持續發展表現。

尖沙咀置業集團有限公司

註冊辦事處：

香港九龍尖沙咀
梳士巴利道
尖沙咀中心12樓

電話 : (852) 2721 8388

傳真 : (852) 2723 5901

網址 : www.sino.com ↗

電郵 : info@sino.com ↗

股份代號 : 247





TSIM SHA TSUI PROPERTIES LIMITED
尖沙咀置業集團有限公司

www.sino.com