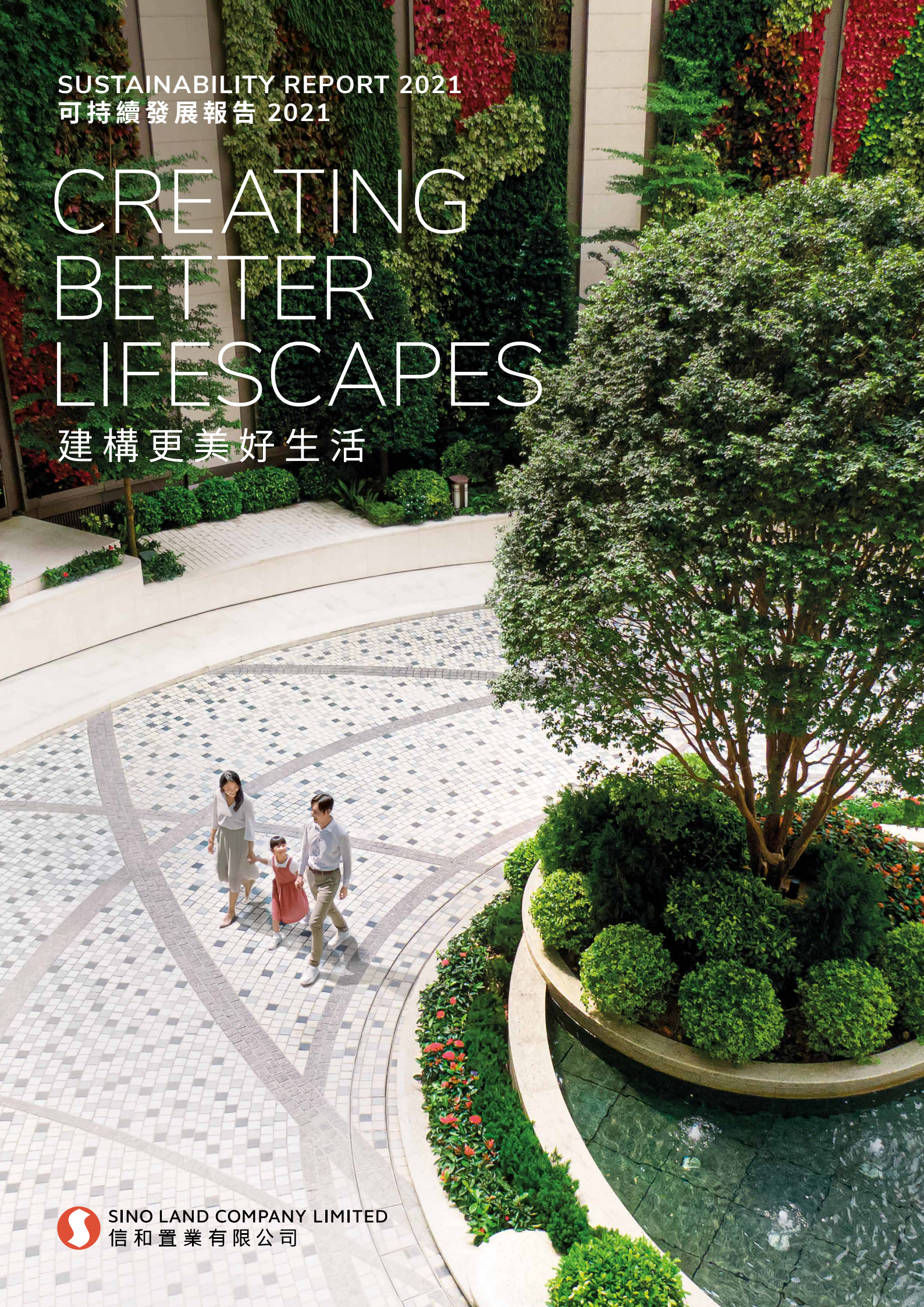
SUSTAINABILITY REPORT 2021
可持續發展報告 2021

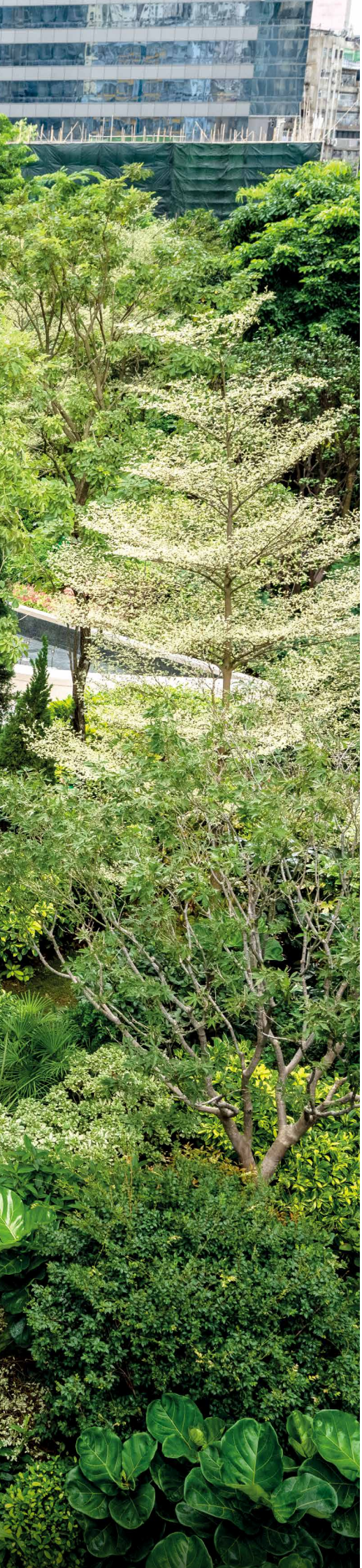
CREATING BETTER LIFESCAPES

建構更美好生活



SINO LAND COMPANY LIMITED
信和置業有限公司

Grand Central
凱滙



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ABOUT THIS REPORT
關於本報告

Sino Land Company Limited ("Sino Land" or the "Company") is pleased to present this financial year's Sustainability Report (the "Report"), covering the period from 1 July 2020 to 30 June 2021. This Report outlines the environmental, social and governance ("ESG") policies, initiatives and performance of the Company, its subsidiaries and affiliates (collectively, the "Group").

The Report focuses on the sustainability performance of our headquarters, managed properties and construction sites in Hong Kong, as well as hotels under The Fullerton Hotels and Resorts in Singapore and Sydney. 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 requirements 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"). In addition, our climate actions are disclosed with reference to the Task Force on Climate-related Financial Disclosures ("TCFD") recommendations. Methodologies and reporting scope adopted for preparation of this Report are consistent with previous years, any changes are stated in the relevant paragraphs. The Hong Kong Quality Assurance Agency was engaged to conduct an independent assurance assessment of this Report; the External Verification Statement can be found on p.186 ↗.

信和置業有限公司(「信和置業」或「公司」)欣然發表本財政年度的《可持續發展報告》(「本報告」),以概述公司、旗下附屬公司和成員機構(統稱為「集團」)於2020年7月1日至2021年6月30日期間,在環境、社會及管治的政策、活動和表現。

本報告重點介紹在香港的公司總部、集團管理的物業、建築工地,以及富麗敦集團位於新加坡和悉尼的酒店的可持續發展表現。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《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》的要求作出匯報。此外,我們的氣候行動乃根據氣候相關財務信息披露工作組(「TCFD」)的建議披露。我們採納與往年一致的編製方式及匯報範圍,並於相關段落闡釋任何變化。我們已委託香港品質保證局為本報告的內容作獨立驗證核實。有關詳情請參閱第186頁的外部核實聲明 ↗。

Tsim Sha Tsui Centre
尖沙咀中心

ABOUT SINO LAND
關於信和置業

Our core business comprises the development of and investment in residential, office, industrial and retail properties and hotels in Mainland China, Hong Kong, Singapore and Australia. Our business is complemented by property management, security, car park operations and environmental services. The Group is also a key player in hotel investment and management.

The Group is committed to "Creating Better Lifescapes", which we bring to life through our three interconnected pillars of Green Living, Innovative Design and Community Spirit.

我們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和投資,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、停車場管理和環境衞生服務。此外,我們亦積極參與酒店投資和管理。

集團透過綠色生活、創新構思及心繫社區三大相輔相成的元素,將可持續發展帶入生活,致力建構更美好生活。

Sino Land Company Limited (HKSE: 083), headquartered in Hong Kong, is one of three companies of Sino Group whose shares are listed on The Stock Exchange of Hong Kong Limited.

信和置業有限公司(股份代號：083) 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。

Property Development

We develop properties for sale and investment, including residential, industrial and retail properties and offices. As at 30 June 2021, we had a land bank of approximately 20.8 million square feet ("sq. ft.") of attributable floor area in Mainland China, Hong Kong, Singapore and Sydney within our portfolio. We incorporate environmentally responsible designs, features and initiatives in all our projects. The arts initiatives we support are designed to revitalise the communities we operate in.

Investment Properties

We have built a rental portfolio that generates a solid stream of recurrent income and cash flow. Our balanced portfolio of investment properties comprises residential, retail, office and industrial properties as well as car parks. We carry out asset enhancement initiatives, including energy efficiency improvements as we strive to remain environmentally responsible.

Hotel Business

We own and manage hotels, including those under The Fullerton Hotels and Resorts in Singapore and Sydney. In Hong Kong, we own The Conrad Hong Kong and The Olympian Hong Kong.

Property Management and Other Services

We manage more than 190 properties, with a gross floor area totalling over 50 million sq. ft. We provide a comprehensive range of professional property management 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.

物業發展

我們發展住宅、工業大廈、商場和寫字樓等物業，作銷售和投資用途。於2021年6月30日，我們在中國內地、香港、新加坡和悉尼的土地儲備約有應佔樓面面積2,080萬平方呎。我們於所有項目當中都注入環保的設計、特點及倡議。我們支持藝術和文化的計劃，有助活化我們營運所在的社區。

物業投資

我們的租賃組合，能帶來穩定的經常性收入和現金流。我們的投資物業組合均衡，包括住宅、商場、工商業大廈和停車場。我們亦展開多項資產增值計劃，包括提升能源效益，致力對環境負責。

酒店業務

我們擁有並管理酒店，包括富麗敦集團位於新加坡和悉尼的酒店。在香港，我們擁有香港港麗酒店和香港逸凱酒店。

物業管理及其他服務

我們管理逾190個物業，總面積超過5,000萬平方呎。我們為旗下管理的物業提供全面的專業管理服務，包括保養維修、保安，以及專業環境衞生服務，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 CHAIRMAN OF THE ESG STEERING COMMITTEE
環境、社會及管治督導委員會主席寄語

2021 holds special meaning to us as it marks the 50th anniversary of the founding of Sino Group. Over the past five decades, we have been Creating Better Lifescapes. This vision is at the heart of what we do to create a wellness-oriented built environment, long-term value for stakeholders as well as the broader community as we grow with it, and to promote positivity in the community. We bring this vision to life through the three interconnected and strategic pillars of Green Living, Innovative Design and Community Spirit, incorporating wellness and sustainability principles into design, development and management of the Group's portfolio.

Sustainability is integrated into all aspects of our business and operations. We are doing our part through more energy-efficient designs, green development and procurement, harnessing renewable energy, reducing waste and carbon emissions, leveraging technology and advocating green living at our properties.

Climate change is posing imminent impacts on our environment and the communities in which we work. The Group seeks to develop a climate-resilient portfolio through collaborative efforts in addition to improving the overall sustainability of the built environment. We have also included climate reporting in accordance with the Task Force on Climate-related Financial Disclosures recommendations to more effectively report climate-related challenges and opportunities, and help us improve in this critical area.

Following the announcement of our Sustainability Vision 2030 last year, we joined the Business Ambition for 1.5°C in May 2021, furthering our decarbonisation efforts and becoming one of the first five real estate developers in Asia to support this global pledge. The Group is working with academia on formulating a holistic roadmap and setting science-based targets and KPIs towards net zero carbon by 2050, charting our course towards a greener future. Our support to the United Nations Global Compact is ongoing, observing the latest trends and regulations in human rights, labour, environment and anti-corruption and making appropriate updates in the report.

The built environment has a profound impact on our health and wellbeing, as we spend 90% of our time indoors. We have undertaken to achieve BEAM Plus and WELL™ certification for all our new projects in Hong Kong as part of our Sustainability Vision 2030 goals. We are making progress with WELL™ accreditation for projects such as 133 Portofino, St. George's Mansions, Landmark South and The Fullerton Ocean Park Hotel Hong Kong. The Fullerton Ocean Park Hotel Hong Kong has become the first hotel in Hong Kong and the Mainland to have achieved the coveted WELL™ accreditation.

Green Finance is key to a sustainable future, facilitating the transition to a less carbon-intensive economy and channelling capital to green technologies. In June 2021, the Group converted a five-year HK$1 billion loan into a sustainability-linked loan, marking our first financing arrangement directly linked to sustainability targets.

Over the past year and a half, we have been combating COVID-19 and coping with the disruptions it has brought about. While the pandemic has brought unprecedented challenges, it also demonstrates the resilience of our communities, and highlights the importance of environmental, social and governance aspects. With concerted efforts and steady progress in vaccination, normality will return. It is an important lesson as it radically changes how we live, work, travel and play. We need to adjust to the new normal, amid increasing awareness of health, wellness and sustainability.

Businesses, community partners and different sectors are coming together to co-create solutions, contributing constructive views and ideas on the way forward. We are particularly heartened that the younger generations are passionate to play their part in creating a more sustainable future.

Our commitment to excellence and community spirit stays at the heart of everything we do, and will continue to guide us as we write new chapters of the Sino story for the next 50 years and more.

Thank you for your wonderful support on our sustainability journey. We look forward to Creating Better Lifescapes with you.

Daryl Ng
Chairman, ESG Steering Committee

"Sustainability is integrated into all aspects of our business and operations. We are doing our part through more energy-efficient designs, green development and procurement, harnessing renewable energy, reducing waste and carbon emissions, leveraging on innovation and technology and advocating green living at our properties."

「集團把可持續發展融入業務各個層面。透過節能設計、綠色建築發展及採購、利用可再生能源、減少廢物及碳排放，以及善用創新科技，在旗下物業推動綠色生活。」

2021年是信和集團50周年金禧誌慶，對我們別具意義。半個世紀以來，我們一直致力「建構更美好生活」，這是我們的願景——締造健康舒泰的建築環境、致力為持份者創造長遠價值，以及為社區增添正能量。綠色生活、創新構思及心繫社區三大元素相輔相成，助我們實現這願景。我們把健康舒泰及可持續發展理念融入設計建築規劃發展、物業管理等各層面，共建和諧昌盛。

集團把可持續發展融入業務各個層面。透過節能設計、綠色建築發展及採購、利用可再生能源、減少廢物及碳排放，以及善用創新科技，在旗下物業推動綠色生活。

氣候變化對環境及社區帶來的影響刻不容緩，是重要議題。集團透過多方協作，致力提高物業組合的整體可持續性，以及應對氣候變化的能力。報告中我們參照氣候相關財務訊息披露工作組(TCFD)的建議，闡述氣候變化帶來的挑戰與機遇，助我們持續改善氣候抗禦力策略。

繼去年公布《可持續發展願景2030》後，集團於2021年5月參與「Business Ambition for 1.5° C」，為亞洲首五家參與此項全球聯署運動房地產發展商之一，為實現淨零碳排放出一分力。集團正與學者攜手，以科學基礎減量目標制定全方位計劃，致力於2050年前達至淨零碳排放，建構更綠色的未來。我們繼續按《聯合國全球契約》，留意人權、勞工、環境和反腐敗方面的最新趨勢，並作適當彙報。

我們有九成以上的時間都在室內，建築環境對我們的身心健康和生產力有重大影響。《可持續發展願景2030》訂立了清晰目標，在2030前為旗下新建築及項目取得綠建環評(BEAM Plus)及《WELL建築標準™》認證。有關工作穩步推進，133 Portofino、St. George's Mansions、Landmark South及香港富麗敦海洋公園酒店已取得《WELL建築標準™》認證；其中香港富麗敦海洋公園酒店更是本港和內地首家榮獲《WELL建築標準™》認證的酒店。

綠色金融是可持續未來的關鍵，有助推動經濟實現低碳轉型及投資環保技術。2021年6月，集團將一筆十億港元五年期貸款轉為與可持續發展表現掛鉤貸款，為我們首個與可持續發展目標直接相關的融資安排。

過去一年半，我們努力應對新冠疫情及其帶來的衝擊。疫情帶來前所未有的挑戰，但亦展現社區的活力和抗逆力，及凸顯環境、社會及管治方面的重要性。有賴各界齊心協力以及疫苗接種計劃穩步推進，相信回復正常生活可期。疫情改變了我們的生活、工作、旅遊以至消閑娛樂，給了我們寶貴的一課。我們需要適應新常態，提高對健康及可持續發展的關注。

企業、社區夥伴和各界集思廣益，共同創造解決方案。年輕一代亦積極參與，共創更可持續的未來，尤其令人欣喜。

集團堅守追求卓越品質和關懷社區，譜寫新篇章，迎接更多個美好的50年。

感謝您一直以來的支持。我們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

Creating Better Lifescapes
建構更美好生活

OUR VISION AND MISSION
我們的願景和使命

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。

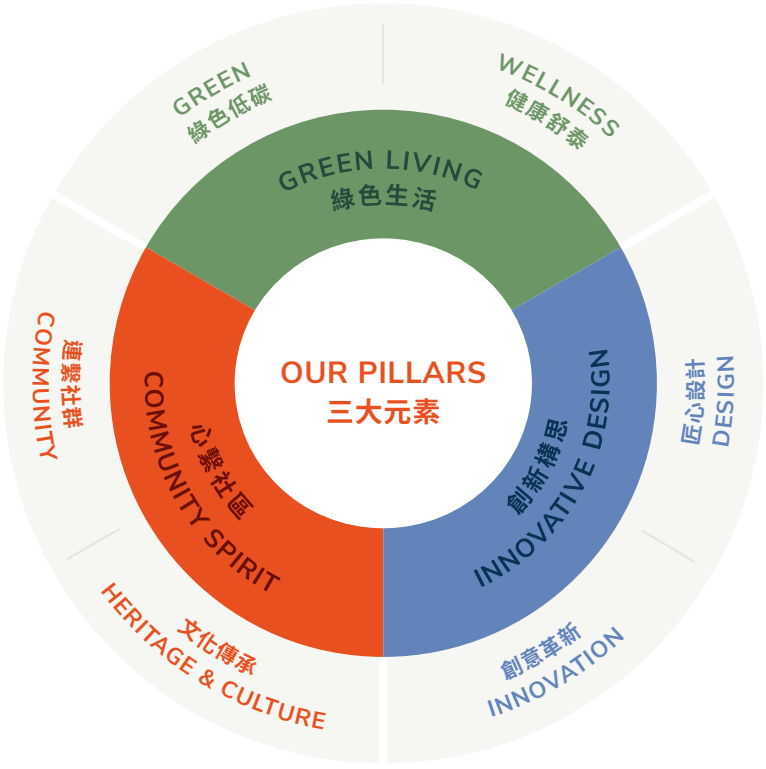
Core Values
核心價值

Integrity	誠信可靠
Customer First	顧客至上
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

OUR SUSTAINABILITY FRAMEWORK
可持續發展框架

Our ethos of Creating Better Lifescapes defines our sustainability strategy and guides us in creating shared value for all our stakeholders. With robust governance measures and our three key pillars of Green Living, Innovative Design and Community Spirit, this strategy ensures we address sustainability issues that are material to our business.

我們「建構更美好生活」的願景，為制定可持續發展策略的框架，並指引我們為所有持份者創造共享價值。在這個框架下，我們憑藉穩健的管治措施，以及綠色生活、創新構思和心繫社區這三大元素，應對重大的可持續發展議題。



Climate Resilience for a Sustainable Future

The Group is committed to climate impact mitigation through the adoption of measures to address physical and transition risks, and decarbonisation. The Group joined the global pledge of the Business Ambition for 1.5°C to strive for net zero emissions by 2050. Some of the decarbonisation initiatives we have pursued are highlighted below.

以氣候抗禦力實現可持續未來

集團致力通過採取措施解決實體和轉型風險以及減碳，以減緩氣候影響。集團參與「Business Ambition for 1.5° C」聯署運動，致力於2050年前實現淨零碳排放。以下為集團採取的部分減碳措施。

Decarbonisation in Action
減碳行動

We utilise innovative solutions including the Enertainer energy storage system, Negawatt's smart building solution and the PlantPro smart platform to tackle greenhouse gas ("GHG") emissions and energy reduction.

我們利用創新解決方案，包括「淨能櫃」能源儲存系統、庫瓦智能樓宇解決方案，以及PlantPro智慧平台，以減少溫室氣體排放和節約能源。

Over 2,300 photovoltaic panels have been installed across our managed properties, equivalent to 38,560 trees planted‡.

我們管理的物業已安裝超過2,300塊光伏電板，相當於種植了38,560棵樹‡。

To support green transport and the HKSAR Government's Hong Kong Roadmap on Popularisation of Electric Vehicles, we have installed more than 800 electric vehicle ("EV") charging stations in properties developed or managed by the Group.

為支持綠色運輸及香港特區政府的《香港電動車普及化路線圖》，我們已於旗下發展/管理項目安裝超過800個電動車充電站。

‡ Environmental Protection Department and the Electrical and Mechanical Services Department. *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes)* in Hong Kong, February 2010
環境保護署及機電工程署.*《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》*，2010年2月

Sustainability Vision 2030
可持續發展願景2030

Sino Land's targets contribute to the Group's broader goals outlined under Sino Group's Sustainability Vision 2030 initiative. An overview of our governance considerations and goals by pillar can be found on p.8–11 . Our governance focus area and each of our pillars are mapped to the relevant United Nations Sustainable Development Goals ("UNSDGs") we aspire to further. An in-depth discussion of our strategic pillars, including our management approach, key goals, initiatives and performance can be found in the relevant chapters of this Report.

信和置業訂下目標，致力配合並達成信和集團「可持續發展願景2030」的目標。第8頁至11頁概述我們的管治方針及目標。我們分別將管治和三大可持續發展元素與聯合國可持續發展目標配對。本報告的「我們的關鍵元素」章節，將深入討論各重要元素，包括其管理方針、關鍵目標、計劃和表現。

Governance 管治

Our governance considerations take into account material topics including Economic Performance, Ethics and Integrity, Sustainable and Ethical Supply Chain and Customer Satisfaction, which are vital to the sustainable development of the Group.

我們將對集團的可持續發展至關重要的重大議題納入於管治方針中。當中包括經濟表現、道德和誠信、可持續和道德供應鏈和顧客滿意度。

Green Living 綠色生活

MATERIAL TOPICS & GOALS 重大議題和目標

Climate Resilience and GHG Emissions 氣候抗禦力和溫室氣體排放	• By 2030, achieve a GHG emission reduction of 30% from our 2012 baseline*	• 以2012年水平為基數，於2030年前將溫室氣體排放量減少30%*
Energy Consumption and Efficiency 能源消耗和效益	• By 2030, reduce electricity consumption by 30% from our 2012 baseline*△ • By 2030, achieve renewable energy generation of 6,000,000 kWh from the 2012 level†	• 以2012年水平為基數，於2030年前將用電量減少30%*△ • 由2012年至2030年前實現再生能源的發電量達600萬千瓦時†
Material Use, Waste Reduction and Management 物料使用、廢物削減和管理	• By 2025, 60% of seafood served at the Group's hotels will be purchased from sustainable sources • By 2022, reduce single-use plastic consumption by 50% across all business lines from our 2017 baseline • By 2030, reduce water consumption intensity by 20% from our 2018 baseline*△ • By 2030, divert 50% of commercial waste from landfill△	• 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 • 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% • 以2018年水平為基數，於2030年前將用水強度減少20%*△ • 於2030年前將運往堆填區的商業廢物減至50%△
Labour Practices 勞工實務常規	• Increase training hours per employee by 50% by 2025 and 100% by 2030 from the 2019 level • Embrace diversity and inclusion to ensure equal opportunities in all our people related practices	• 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
Wellbeing 福祉	• Deliver products and services that enhance the wellness of our stakeholders • Improve the wellbeing of our employees through wellness programmes covering work and family life, physical health and mental health	• 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促進員工福祉

KEY PROGRESS 進度

- 26.94%
GHG emission reduction from the 2012 level
溫室氣體排放量從2012年水平減少26.94%

>1,267,000 kWh
renewable energy generated from the 2012 level
自2012年起，集團的再生能源發電量合共126.7萬千瓦時

14 → 18
Paid maternity leave entitlement extended from 14 to 18 weeks
有薪產假由14周延長至18周

13
average training hours per colleague
每位同事的平均培訓時數為13小時

* 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。

△ This is a new target set during the reporting period.
該目標為報告期內設定的新目標。

† Sino Group's goal is to generate 8,000,000 kWh of renewable energy from the 2012 level by 2030.
信和集團的目標是由2012年至2030年前實現再生能源的發電量達800萬千瓦時。

Innovative Design 創意革新

MATERIAL TOPICS & GOALS 重大議題和目標

Sustainable Buildings 可持續發展建築物	• 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物標準，並投放資源改善現有的物業
Investment in Innovation 創新投資	• 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

KEY PROGRESS 進度

76%
of our property projects under development obtained BEAM Plus provisional ratings
76% 集團發展中地產項目已獲綠建環評預認證

7
property projects obtained WELL™ certification or pre-certification
七個物業項目已獲《WELL 建築標準™》認證或預認證

>2,000
visitors and 118 technologies/solutions evaluated at Sino Inno Lab during the reporting period
報告期內，「信和創意研發室」吸引超過 2,000 位訪客，並評選了 118 項技術/解決方案

>90
innovative ideas contributed by staff in the second year of the Sinovation programme
第二屆「信・共創」計劃共吸引逾 90 個來自員工的創新提議

Community Spirit 心繫社區

MATERIAL TOPICS & GOALS 重大議題和目標

Heritage and Culture 文化傳承	• Support communities' arts and cultural 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 Investment and Engagement 社區投資和參與	**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 non-governmental organisations ("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

KEY PROGRESS 進度

182,000

We continue to participate in a large variety of community service activities and support our community partners. During the reporting period, Sino Caring Friends organised over 490 activities with more than 1,070 volunteers serving over 17,900 less-resourced elderly, children, youth and families in Hong Kong — recording over 182,000 volunteer service hours.

我們持續積極參與社區服務及支持社區夥伴，報告期內，「信和友心人」舉辦了超過490項活動，逾1,070名義工參加，共服務17,900多位香港基層長者、兒童、青年及家庭，服務時數超過182,000小時。

THE GRAND CENTRAL PROJECT: A MODERN URBAN OASIS
凱滙：現代都市綠洲

As part of the largest urban redevelopment scheme undertaken by the Urban Renewal Authority in Hong Kong, the Grand Central project provides 1,999 residential units within four towers atop a two-storey public transport interchange, as well as public spaces and a retail podium. With its extensive natural landscaping, smart technologies and convenient transportation, this urban oasis furthers the objectives of our three sustainability pillars.

作為香港市區重建局最大的市區重建計劃的一部分，凱滙的四座住宅大樓提供共1,999個住宅單位，基座設有兩層公共運輸交匯處、公共空間和商場。融合寬廣的自然景觀、智能技術和便捷交通，這個都會綠洲體現了我們可持續發展的三大元素。

Community Spirit
心繫社區

The YM^2 shopping mall features the "Yue Man Hawker Bazaar", keeping the unique culture of the neighbourhood alive. Two special art pieces, Time Loop, marking respect for both history and constant change, and Open Door, a creative piece built using traditional metal gates from old apartments, have been gifted by the Group to the Kwun Tong community.

裕民坊商場YM^{2}設有具特色的「裕民市集」，傳承昔日鄰里文化。兩件獨特的藝術裝置為集團贈予鄰近社區的一份心意，包括向香港歷史及蛻變致敬的《Time Loop時環》，以及利用舊建築的鐵閘製成的藝術傢俬《Open Door進接》。

Green Living
綠色生活

Grand Central's beautifully landscaped public spaces with more than 400 new trees, provide a serene and green sanctuary — cultivating a sense of wellbeing in the community. In addition, the development features smart technologies such as an intelligent irrigation system to reduce water consumption, photovoltaic panels to harvest energy for phone charging, as well as innovative pavement materials and fitness equipment that harness energy from human movement.

凱滙的公共空間種植了逾400棵樹，為社區創造恬靜怡人的綠化空間及健康的生活環境。同時具備智能科技，包括自動灑水系統減少耗水，光伏電板為手機充電，以及能轉化人體動能發電的創新鋪地物料和健身器材。

《Open Door 進接》

《Time Loop 時環》

Innovative Design
創意構思

The project includes hybrid solar-wind turbines to power lighting, along with the first and the largest covered smart public transport interchange in Hong Kong with an artificial intelligence ("AI")-operated gate control system and an air induction unit ventilation system. Innovations including AI air conditioning and ultraviolet sanitisation robots are all designed for comfort and convenience.

項目包括為照明供電的混合式太陽能風力發電機，以及全港第一個及最大的有蓋智能公共運輸交匯處，配備智能感應的登車閘門控制系統和智能通風裝置。創新科技包括人工智能空調系統和紫外線消毒機械人，提供方便和舒適的體驗。

PERFORMANCE HIGHLIGHTS 表現概覽

Our progress towards Creating Better Lifescapes is illustrated by various programmes we have undertaken during the reporting period. A summary of these initiatives is included below.

我們開展各項計劃，致力實現「建構更美好生活」的願景，報告期內的重點計劃如下。

Governance 管治

First Sustainability-linked Loan
首筆可持續發展表現掛鉤貸款

Sino Land converted a five-year, HK$1 billion loan signed with Bank of China (Hong Kong) Limited to a sustainability-linked loan, marking our first financing arrangement directly linked to sustainability targets. All proceeds from the arrangement will be used for funding ESG initiatives.

信和置業將一筆與中國銀行（香港）有限公司（「中銀香港」）訂立的十億港元五年期貸款轉為與可持續發展表現掛鉤貸款，成為集團首個與可持續發展目標直接相關的融資安排。所得款項將用於環境、社會及管治相關項目。

Green Living 綠色生活

Farm Together
一喜種田

The Farm Together project promotes urban farming and social inclusion — creating a community that thrives in harmony with nature. The project has expanded to include nine farms in Hong Kong and one farm in Singapore, spanning over 35,000 sq. ft. and cultivating over 150 plant and crop species.

「一喜種田」項目促進都市耕作及社區共融，建構與自然和諧共處的社區。項目擴展至九個香港的農圃，以及一個新加坡的農圃，總面積超過35,000平方呎，合共種植逾150種植物和農作物。

Career Day
招聘日

The Group hosted the Career Day to meet our business development needs and support Hong Kong's economic recovery. The event featured around 1,000 career opportunities across our businesses, and attracted over 3,000 fresh graduates and talent.

集團舉辦招聘日以滿足業務發展需要和支持香港經濟復甦。招聘日提供約1,000個涵蓋各個業務範疇的職位，吸引逾3,000名應屆畢業生及人才到場。

Innovative Design 創新構思

CAPS 2.0

城市空氣淨化系統 2.0

Our City Air Purification System 2.0 ("CAPS 2.0") is a state-of-the-art air purification invention jointly developed by Sino Inno Lab and Arup, which doubles as a functional bus shelter. This system aims to improve the surrounding air quality.

由「信和創意研發室」和奧雅納共同研發劃時代的「城市空氣淨化系統 2.0」，組裝具空氣淨化功能的巴士站候車亭。系統旨在改善周邊的空氣質素。

PropXTech

創新計劃「城慧」

The Group's PropXTech Innovation Programme has been established to nurture promising technology start-ups. Participants gain access to the Sino Inno Lab to develop pilots, showcase their achievements and connect with investors to discuss funding prospects.

集團的創新計劃「城慧」，支持具潛力的科技初創企業。參加者可利用「信和創意研發室」的設備開發試驗原型，並有機會向投資者展示成果和討論融資機會。

Community Spirit 心繫社區

Photo Exhibition: Two Great World Cities

攝影作品展：兩個世界級城市的變遷

The Group and the Ng Teng Fong Charitable Foundation jointly presented a unique exhibition entitled "Photographs from the 1950s: Marjorie Doggett's Singapore, Lee Fook Chee's Hong Kong", paying tribute to the rich shared history and warm friendship between the two great cities.

集團與黃廷方慈善基金攜手呈獻《1950 年代攝影作品展：瑪喬麗・多格特鏡頭下的新加坡　李福志鏡頭下的香港》，向這兩個大城市的豐富歷史和深厚友誼致敬。

Supporting Communities

支援社區

To support less-resourced people in our communities whose livelihoods have been impacted by COVID-19, the Group and the Ng Teng Fong Charitable Foundation launched a six-month meal box donation programme to distribute over 60,000 hot meals to the needy in Hong Kong.

為支援受新型冠狀病毒疫情影響的基層人士，集團與黃廷方慈善基金展開為期六個月的「愛心飯盒捐贈計劃」，派發逾 60,000 個熱食餐盒予本港有需要人士。

DEFINING OUR MATERIAL TOPICS
界定重大議題

Stakeholder Engagement

We actively engage with our stakeholders to understand their expectations of Sino Land's sustainability strategy and what matters most to them. Our key stakeholder groups,* how we engage with them and their priority concerns are summarised below.

持份者參與

我們積極與持份者溝通，以了解他們對信和置業可持續發展策略的期望，以及關注的議題。下表整合我們的主要持份者組別*、與他們溝通的方法，以及他們較關注的議題。

STAKEHOLDER GROUPS 持份者組別	METHODS OF ONGOING ENGAGEMENT 持續溝通的渠道		
Executive Board Members **執行董事**	• One-on-one interviews • Surveys		
Investors/Analysts/ Shareholders **投資者/分析師/股東**	• Surveys • Annual general meetings	• Annual and interim reports • Press releases, announcements and circulars	• Investor conferences • Analyst briefings
Employees **僱員**	• Surveys • Town hall and mini-town hall meetings	• Staff magazine and app (InSino) • New hire orientation	• Intranet (SinoNet) • Sinovation programme
Tenants/Customers/ Residents **租戶/顧客/住戶**	• One-on-one interviews • Surveys • Handover service surveys (property buyers)	• Customer satisfaction surveys • Home visits by property management teams • Customer service hotline • Regular gatherings	• Social media • Daily personal contact • Mailings and publications (LifeScape)
Partners/Suppliers/ Contractors **合作夥伴/供應商/承辦商**	• One-on-one interviews • Surveys	• Tendering process • Meetings and conferences	• Exhibitions • Site visits
Peers **行業同儕**	• Surveys • Industry events		
Academia **學術界**	• One-on-one interviews • Surveys		
Government **政府**	• One-on-one interviews • Surveys		
Trade Associations/ Industry Organisations **同業公會/業界組織**	• One-on-one interviews • Surveys	• Industry events	
Media **傳媒**	• Surveys • Press releases	• Media briefings, conferences and luncheons	
NGOs/Local Communities **非政府機構/當地社區**	• One-on-one interviews • Surveys	• Regular meetings with green and community partners • Joint projects	• Volunteer opportunities • Charitable events • Art exhibitions and functions

* Our stakeholder groups are identified using guidelines provided in the AA1000 Stakeholder Engagement Standard (2015).
我們利用《AA1000持份者參與準則（2015）》所提供的指引，識別持份者組別。

OUR STAKEHOLDERS' PRIORITY CONCERNS 持份者較關注的議題

- Sustainable and Ethical Supply Chain 可持續和道德供應鏈
- Ethics and Integrity 道德與誠信
- Economic Performance 經濟表現
- Cybersecurity and Data Protection 網絡安全與數據保護
- Climate Resilience and GHG Emissions 氣候抗禦力和溫室氣體排放
- Energy Consumption and Efficiency 能源消耗和效益
- Sustainable Buildings 可持續發展建築物
- Biodiversity 生物多樣性
- Material Use, Waste Reduction and Management 物料使用、廢物削減和管理
- Investment in Innovation 創新投資
- Health and Safety 健康及安全
- Wellbeing 福祉
- Customer Satisfaction 顧客滿意度
- Diversity and Equal Opportunities 多元與平等機會

			PRIORITY CONCERNS 較關注的議題
• 一對一訪談 • 問卷調查			
• 問卷調查 • 股東周年大會	• 年報及中期報告 • 新聞發布、公告及通函	• 投資者會議 • 分析員簡報會	
• 問卷調查 • 員工溝通大會和小型座談會	• 員工通訊及手機應用程式（「信誌」） • 迎新課程	• 集團內聯網 (SinoNet) • 「信・共創」計劃	
• 一對一訪談 • 問卷調查 • 交樓服務調查（物業買家）	• 客戶滿意度問卷調查 • 物業管理團隊家訪 • 客戶服務熱線 • 定期聚會	• 社交媒體 • 日常親身接觸 • 郵寄宣傳及刊物 (LifeScape)	
• 一對一訪談 • 問卷調查	• 招標程序 • 會議及研討會	• 展覽 • 實地視察	
• 問卷調查 • 行業活動			
• 一對一訪談 • 問卷調查			
• 一對一訪談 • 問卷調查			
• 一對一訪談 • 問卷調查	• 行業活動		
• 問卷調查 • 新聞發布	• 傳媒簡介會、發布會及午間聚會		
• 一對一訪談 • 問卷調查	• 與環保團體和社區夥伴的定期會議 • 合辦活動	• 義工機會 • 慈善活動 • 藝術展覽和活動	

Materiality Assessment
重要性評估

In defining our material topics, we reflect on an issue's importance to stakeholders and significance to Sino Land, relative to the company's economic, environmental and social impacts. To facilitate this evaluation, an independent consultant was engaged to conduct an in-depth stakeholder engagement exercise.

The purpose of this exercise was to understand the insights and concerns of our key stakeholders and the potential ESG risks and opportunities for our business, stakeholders and society at large. The materiality assessment process, detailed here, has since informed the rationalisation of Sino Land's sustainability strategy — ensuring we continue to focus on the sustainability topics salient to both stakeholders and the Group's business interests.

As a result of this comprehensive undertaking, we were able to refine our materiality methodology and effectively align this Report with the Group's strategies and expectations of our stakeholders.

我們考慮每項可持續發展議題對持份者和信和置業的重要性，同時衡量其對公司的經濟、環境及社會影響以識別重大議題。是次評估我們委託了獨立顧問開展深入的持份者參與活動。

活動旨在了解主要持份者的意見和關注事項，以及對我們的業務、持份者和廣大社會帶來的潛在環境、社會及管治風險和機遇。右方詳述的重要性評估過程，為信和置業的可持續發展策略提供資訊，讓我們重點地關注對持份者和集團業務皆重要的可持續發展議題。

經過這全面的評核過程，我們得以完善重要性評選方法，並使本報告的內容與集團的策略和持份者的期望一致。

1 Identification of Key Sustainability Issues
識別關鍵可持續發展議題

Research involved analysing global ESG-related risk reports and insights, alongside a peer review, to benchmark a range of sustainability issues related to the Group's business. These issues were used to prepare in-depth questionnaires for our stakeholders, including executive board members, employees, customers, suppliers, investors, trade associations, peers, academia, media, government and NGOs.

透過分析全球環境、社會及管治風險報告和資訊，以及參照同儕，我們得以衡量與集團業務相關的一系列可持續發展議題。這些議題用於準備深入的持份者問卷調查，持份者包括執行董事、員工、顧客、供應商、投資者、同業公會、行業同儕、學術界、傳媒、政府和非政府機構。

2 Engagement with Key Stakeholders
與主要持份者溝通

Individuals representing 11 key stakeholder groups participated in the exercise, with over 630 respondents either completing the materiality questionnaire online or participating in one-on-one interviews. The interviews were conducted internally with senior management representing key business areas, as well as with external stakeholders such as government representatives, partners and suppliers, tenants, NGOs and academics. All stakeholders ranked the importance of sustainability issues and provided their views on the Group's sustainability performance and communication strategies. This enabled us to identify topics material to the Group, according to the principles of stakeholder inclusivity and materiality.

630 多名受訪者完成網上重要性評估問卷調查或一對一訪談，共代表 11 個主要持份者組別。對內訪談對象包括主要業務單位的高級管理人員，對外訪談對象包括政府代表、合作夥伴和供應商、租戶、非政府機構和學者等。所有持份者均按可持續發展議題的重要性進行排名，並就集團的可持續發展表現和溝通策略發表意見。是次活動讓我們能根據持份者參與和重要性原則，識別集團的重大議題。

3 Establishing the Materiality Matrix
制定重要性矩陣

Management representatives participated in a workshop to evaluate the issues identified by stakeholders. During the workshop, participants worked together to assess stakeholders' priorities and Sino Land's views on what is essential for long-term value creation. Participants considered ESG-related risks, opportunities and impacts along the value chain, including expectations of customers and the wider community, before plotting the sustainability issues in the matrix shown on the following page.

管理層代表參加工作坊以評估持份者所識別的議題。工作坊期間，參加者共同檢視持份者所識別的可持續發展議題，並就對信和置業創造長遠價值的關鍵要素分享見解，亦衡量價值鏈中的環境、社會及管治相關風險、機遇和影響，包括客戶和廣大社會的期望，以制定下頁的可持續發展議題矩陣。

Management representatives evaluated the issues identified by stakeholders and organised them into 13 material topics.
管理層代表檢視持份者所識別的可持續發展議題，將它們整合至 13 個重大議題中。

4 Validation and Review
驗證與檢視

To complete the assessment, Sino Land's management organised the 20 sustainability issues into the following 13 material topics. Specific sustainability issues have been grouped under related topics to enhance the clarity and conciseness of our reporting.

信和置業管理層代表將 20 個可持續發展議題整合成以下 13 個重大議題。部分可持續發展議題涵蓋於相關的重大議題，使報告更清晰簡潔。

• Economic Performance	經濟表現
• Ethics and Integrity *(including Cybersecurity and Data Protection)*	道德與誠信 *(包括網絡安全與數據保護)*
• Sustainable and Ethical Supply Chain *(including Forced and Child Labour)*	可持續和道德供應鏈 *(包括強制勞工和童工)*
• Customer Satisfaction	顧客滿意度
• Climate Resilience and GHG Emissions	氣候抗禦力和溫室氣體排放
• Energy Consumption and Efficiency	能源消耗和效益
• Material Use, Waste Reduction and Management *(including Water Consumption and Efficiency)*	物料使用、廢物削減和管理 *(包括用水和用水效益)*
• Labour Practices *(including Diversity and Equal Opportunities, Training and Development)*	勞工實務常規 *(包括多元與平等機會以及培訓與發展)*
• Wellbeing *(including Health and Safety)*	福祉 *(包括健康及安全)*
• Sustainable Buildings *(including Biodiversity)*	可持續發展建築物 *(包括生物多樣性)*
• Investment in Innovation	創新投資
• Heritage and Culture	文化傳承
• Community Investment and Engagement	社區投資和參與

Matrix of Sustainability Issues

The position of issues in the matrix below illustrates their degree of importance to stakeholders relative to the significance of their impact on Sino Land's business.

可持續發展議題矩陣

以下矩陣的議題位置，反映這些議題對持份者的重要性，以及對信和置業業務的重要性。

GOVERNANCE 管治

1. Economic Performance 經濟表現
2. Ethics and Integrity 道德與誠信
3. Cybersecurity and Data Protection 網絡安全與數據保護
4. Sustainable and Ethical Supply Chain 可持續和道德供應鏈
5. Forced and Child Labour 強制勞工和童工
6. Customer Satisfaction 顧客滿意度

GREEN LIVING 綠色生活

7. Climate Resilience and GHG Emissions 氣候抗禦力和溫室氣體排放
8. Energy Consumption and Efficiency 能源消耗和效益
9. Material Use, Waste Reduction and Management 物料使用、廢物削減和管理
10. Water Consumption and Efficiency 用水和用水效益
11. Labour Practices 勞工實務常規
12. Diversity and Equal Opportunities 多元與平等機會
13. Training and Development 培訓與發展
14. Wellbeing 福祉
15. Health and Safety 健康及安全

INNOVATIVE DESIGN 創新構思

16. Sustainable Buildings 可持續發展建築物
17. Biodiversity 生物多樣性
18. Investment in Innovation 創新投資

COMMUNITY SPIRIT 心繫社區

19. Heritage and Culture 文化傳承
20. Community Investment and Engagement 社區投資和參與

These 20 issues were grouped into 13 material topics for conciseness and clarity of reporting.

20個可持續發展議題被整合成13個重大議題，使報告更清晰簡潔。

IMPACTS ALONG THE VALUE CHAIN

The following table indicates the connections between the 13 material topics and our extended value chain. We are committed to engaging with our key stakeholders to improve and embrace ever more sustainable practices along the value chain.

價值鏈的影響

下表顯示前述的13個重大議題與我們價值鏈的關聯。我們致力與各主要持份者合作，在價值鏈中提升及採納更多可持續的實務常規。

MATERIAL TOPICS 重大議題	IMPACT AND INTENSITY (SCOPE AND EXTENT) 影響和強度(範圍和程度) UPSTREAM 上游 CONTRACTORS AND SUPPLIERS 承辦商和供應商	ONSITE 物業範圍 SINO LAND OPERATIONS 信和置業營運	DOWNSTREAM 下游 TENANTS AND CUSTOMERS 租戶和顧客
Economic Performance 經濟表現			
Ethics and Integrity 道德與誠信			
Sustainable and Ethical Supply Chain 可持續和道德供應鏈			
Customer Satisfaction 顧客滿意度			
Climate Resilience and GHG Emissions 氣候抗禦力和溫室氣體排放			
Energy Consumption and Efficiency 能源消耗和效益			
Material Use, Waste Reduction and Management 物料使用、廢物削減和管理			
Labour Practices 勞工實務常規			
Wellbeing 福祉			
Sustainable Buildings 可持續發展建築物			
Investment in Innovation 創新投資			
Heritage and Culture 文化傳承			
Community Investment and Engagement 社區投資和參與			

KEY
圖例

HIGH 高 MEDIUM 中 LOW 低

ESG RISK MANAGEMENT

Our sustainability strategy focuses on identifying potential key ESG risks related to material topics and transforming these into opportunities for positive impact. These potential ESG risks and opportunities identified are outlined below.

環境、社會及管治風險管理

我們的可持續發展策略，致力就重大議題識別潛在環境、社會及管治風險，並將風險轉化為機遇以帶來積極影響。以下概述已識別的潜在環境、社會及管治風險及機遇。

Economic Performance
經濟表現

REPORT SECTION 相關章節
p.31 Governance 管治

POTENTIAL RISKS/OPPORTUNITIES

- Our economic performance impacts the interests of our stakeholders
- Focusing on our service quality, brand and market positioning as well as disaster preparedness are all essential for the Group and our value chain to thrive

潛在風險/機遇

- 我們的經濟表現影響持份者利益
- 專注於服務質素、品牌和市場定位以及緊急應變機制對於集團和我們價值鏈的蓬勃發展非常重要

OUR RESPONSE

- Selective land bank replenishment to optimise earning potential
- Diversification of investments
- Established budgetary control mechanism, and analysis along with benchmarking of construction and operating costs
- Ongoing assessment of risks and preparedness
- Contingency plans developed for critical business processes/functions and accounting system recovery drill performed
- Comprehensive insurance coverage for our properties and business operations

我們的回應

- 策略性地增添土地儲備，以提升盈利潛力
- 多元化的投資
- 建立預算監控機制和進行建築成本及經營成本分析，並與業界基準作比較
- 持續評估風險和作出應變準備
- 為關鍵業務流程/職能制定應變計劃，並進行會計系統恢復演練
- 為集團旗下物業及業務營運投保

Ethics and Integrity
道德與誠信

REPORT SECTION 相關章節
p.32-34 Governance 管治

POTENTIAL RISKS/OPPORTUNITIES

- Enhancing training and communication on our core value of "Integrity" will build capacity in preventing fraud and provide assurance to all stakeholders regarding our commitment to transparency
- Minimising cybersecurity threats by strengthening our information security measures is imperative for the long-term resilience of the Group

潛在風險/機遇

- 加強培訓及宣揚我們「誠信可靠」的核心價值，將有助防止舞弊，並增強持份者對我們保持透明度的信心
- 加強我們的資訊安全措施以減少網絡安全威脅，有助集團實現長期抗禦力

OUR RESPONSE

- Internal communication and training on cyberattacks and the setting up of an emergency incident response team
- Ongoing review of infrastructure and systems, and the engagement of an independent consultant to assess cybersecurity risks
- Policies and procedures enforcing high commitment to ethical values and incorporating clear segregation of duties with checks and balances
- Regular staff training and communication

我們的回應

- 就防禦網絡攻擊議題展開內部通訊及培訓，並成立緊急應變小組
- 持續檢視基礎設施和系統，並外聘獨立顧問公司評估網絡安全風險
- 透過政策和程序堅守道德價值，列明適當的職責分工安排及制衡措施
- 定期進行員工培訓和溝通

Climate Resilience and GHG Emissions
氣候抗禦力和溫室氣體排放

REPORT SECTION 相關章節
p.45-47 Green 綠色低碳

POTENTIAL RISKS/OPPORTUNITIES

- Adopting climate-related risk management measures, from implementing energy-efficient and renewable technology to addressing physical and transition risks, including costly regulatory mechanisms, is important for the Group

潛在風險/機遇

- 採取與氣候相關的風險管理措施對集團十分重要，包括採用節能和可再生技術，以及應對如高成本監管機制的實體和轉型風險

OUR RESPONSE

- Climate-proofing buildings by incorporating environmentally responsible designs/facilities
- Utilising technology to minimise emissions and pursuing innovative solutions
- Establishing and updating our approach to climate risk mitigation and adaptation
- Budgetary control mechanism and planning to manage costs

我們的回應

- 透過對環境負責的設計/設施，建造能抵禦氣候變化的建築物
- 利用創新科技減低排放，以及尋求創新方案
- 建立和修訂氣候風險緩解及適應方針
- 建立預算監控機制以管理成本

Wellbeing
福祉

REPORT SECTION 相關章節
p.75-83 Wellness 健康舒泰

POTENTIAL RISKS/OPPORTUNITIES

- Stringent health and safety practices could help to prevent the spread of disease in view of the pandemic
- Consistent and strong health and safety measures will improve the wellbeing of people

潛在風險/機遇

- 嚴謹的健康及安全實務常規有助疫情期間防止病毒在社區傳播
- 持續實施有效的健康及安全措施能促進大眾的身心健康

OUR RESPONSE

- Creating a safe, equitable and favourable workplace for our employees
- Measures to safeguard the health and safety of customers and employees, including occupational health and safety ("OHS") policies and health and safety training
- Engaging stakeholders to identify new ideas and best practices for implementation

我們的回應

- 為員工創造安全、平等和友善的工作環境
- 實施保障顧客和員工健康及安全的計劃，包括職安健政策及健康及安全培訓
- 與持份者溝通，發掘新構思和最佳實務常規

Community Investment and Engagement
社區投資和參與

REPORT SECTION 相關章節
p.118-125 Community 連繫社群

POTENTIAL RISKS/OPPORTUNITIES

- Active community engagement could help the Group to understand and effectively respond to the needs of our communities
- By collaborating with like-minded partners we can strive to create shared value and long-term prosperity for all

潛在風險/機遇

- 積極的社區參與有助我們了解和有效地回應社區的需求
- 通過與志同道合的社區夥伴合作，我們致力為人們創造共享價值和長遠繁榮

OUR RESPONSE

- Supporting community needs through volunteerism, donations and sponsorship
- Engaging with community partners to understand their needs and to build relationships and mutual trust

我們的回應

- 透過義工服務、捐款和贊助，支援社區的需要
- 與社區合作夥伴聯繫以了解他們的需求並建立關係和相互信任

GOVERNANCE
管治

RELATED MATERIAL TOPICS
相關重大議題

31 Economic Performance
經濟表現

32 Ethics and Integrity
道德與誠信

35 Sustainable and Ethical Supply Chain
可持續和道德供應鏈

36 Customer Satisfaction
顧客滿意度

MANAGEMENT APPROACH

Corporate Governance Structure

Sino Land's Board of Directors (the "Board") provides effective leadership and optimises the Group's financial performance and shareholder value. The Board oversees the Company's systems and performance through various committees, including the Audit Committee, Compliance Committee, Remuneration Committee and Nomination Committee. Each of these committees reports to the Board regularly.

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 the 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 2021, the Board had ten Directors comprising five Executive Directors, including the Chairman and Deputy Chairman of the Board, one Non-executive Director and four Independent Non-executive Directors. Board members possess skills and experience in various areas including economics, accounting, finance, real estate development, architecture and law.

Sino Land believes that a diverse Board is crucial to ensuring the long-term sustainability of the Company. Our Board Diversity Policy ensures the Group considers a range of different criteria including gender, age, ethnicity, cultural and educational background, professional or industry experience, skills, knowledge and other relevant attributes when deciding on new appointments or re-appointments. The Nomination Committee considers candidates on their merits and against our objectives to enhance both the diversity of expertise and independence of the Board.

Our corporate governance practices stipulate that transparency be maintained across our business. Accordingly, information about our new developments is disseminated through various channels including press releases, the corporate website, results briefings, onsite visits and investor conferences, among others. More information about our approach to corporate governance is provided in our Annual Report 2021 .

管理方針

企業管治架構

信和置業董事會有效的領導，能為集團財務業績和持份者帶來價值。董事會透過多個轄下的委員會，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定期匯報。

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2021年6月30日，董事會共有十名董事，其中五名為執行董事，包括董事會主席及副主席；另有一名非執行董事和四名獨立非執行董事。董事會成員具有包括經濟、會計、金融、物業發展、建築和法律等多個領域的專業知識和經驗。

信和置業相信，董事會多元化對於確保公司長期的可持續發展十分重要。我們的《董事會成員多元化政策》確保集團以多角度考慮董事任命或續任事宜，準則包括性別、年齡、種族、文化與教育背景、專業或行業經驗、技能、知識，以及其他素質。提名委員會考慮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並提高其獨立性。

我們的企業管治實務規定業務須保持透明度。為此，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，發布集團最新動向的資訊。更多有關企業管治方針的詳情，請參考本公司2021年報 。

Risk Management

The corporate governance principles of the Group emphasise effective and responsible governance practices, with sound internal control and high standards of transparency and accountability to shareholders. The Board ensures risk management and internal control systems are integrated into strategy development, implementation and review, and is committed to evaluating the extent and nature of risks, as well as the adequacy of measures taken to achieve our strategic objectives.

The Board authorises the Audit Committee to oversee risk management and internal control systems. An Enterprise Risk Management ("ERM") Policy and Framework based on International Standard ISO 31000:2018 Risk Management – Guidelines is used to assist the Board and individual business units in managing key risks faced by the Group. To ensure our systems are up-to-date, the ERM Policy and Framework is reviewed regularly. Our approach to risk utilises the Three Lines of Defence model, with direction from the Board, the Audit Committee and the Risk and Control Committee. This model comprises a top-down strategic view and a bottom-up operational risk assessment conducted by each department. Members of senior management discuss the top-tier risks identified by the bottom-up process and consider other critical risks. This combined approach ensures proper identification and management of all significant risks.

For the year ended 30 June 2021, the Audit Committee, with the assistance of the Risk and Control Committee, reviewed the effectiveness of the Group's risk management and internal control systems covering financial, operational and compliance controls along with ESG-related risks. The Audit Committee also oversaw the risk management system on an ongoing basis by reviewing the ERM Policy and Framework and ERM reports. More information about our risk management systems can be found in our Annual Report 2021.

風險管理

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、穩建的內部監控以及高標準的透明度及對股東的問責制。董事會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，並致力評估於達成策略目標過程中所願意接納之風險性質和程度，以及採取足夠的相應措施。

董事會授權審核委員會監督風險管理和內部監控體系。企業風險管理政策及框架依據國際標準《ISO 31000：2018風險管理——指引》制訂，用於協助董事會和各個業務單位管理集團所面對的主要風險。為確保其持續合適性，我們會定期檢討企業風險管理政策及框架。我們採用「三道防線」的風險管理模式，並由董事會、審核委員會及風險及監控委員會監督及領導，綜合「由上而下」的策略觀點，以及各部門所進行「由下而上」的營運風險評估。高級管理層成員討論由下而上匯報的重大風險，並審慎考慮其他關鍵風險，以確保所有重大風險均獲識別並適當管理。

審核委員會在風險及監控委員會的協助下，檢討集團截至2021年6月30日止年度的風險管理和內部監控體系的成效，範疇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。審核委員會透過檢討企業風險管理政策及框架，以及企業風險管理報告，監察風險管理系統。有關風險管理系統的更多詳情可參考本公司2021年報。

Sustainability Governance
可持續發展管治

The Board oversees the management of the overall sustainability strategy and reporting of the Group through regular updates from the Environmental, Social and Governance Steering Committee ("ESG Steering Committee"), which meets twice a year. Chaired by Mr Daryl Ng, Deputy Chairman, the ESG Steering Committee comprises other Executive Director and key executives, who support the Board in overseeing our approach to sustainability (see the table on the right for a list of committee members). The ESG Steering Committee is responsible for planning and implementation, ensuring our programmes and policies (outlined on the following page) support the overall sustainability strategy. This includes oversight of the policies and approach that outline how our strategy is to be implemented across the business and for all our material topics in particular. Overall sustainability performance and progress is reported to the Board by the ESG Steering Committee at regular board meetings.

董事會透過環境、社會及管治督導委員會的定期匯報，監督集團整體可持續發展策略的管理和報告。委員會每年舉行兩次會議，委員會主席由集團副主席黃永光先生擔任，成員包括其他執行董事和主要管理人員，協助董事會監督可持續發展的管理方針。有關委員會成員名單，請參閱右表。另外，委員會規劃和執行計劃和政策（如下頁所示），確保計劃和政策能針對集團重大議題和配合整體的可持續發展策略，同時監督有關政策和方針在整個業務中得以有效實施。委員會在定期舉行的董事會會議上向董事會報告整體可持續發展績效和進展。

ESG Steering Committee Members
環境、社會及管治督導委員會成員

Mr Daryl Ng, Deputy Chairman
副主席**黃永光先生**

Mr David Ng, Group Associate Director
集團聯席董事**黃永龍先生**

Ms Nikki Ng, Group General Manager
集團總經理**黃敏華女士**

Mr Thomas Tang, Executive Director & Group Chief Financial Officer
執行董事兼集團財務總裁**鄧永鏞先生**

Ms Bella Chhoa, Director – Asset Management
資產管理董事**蔡碧林女士**

Ms Elaine Liu, Group Associate Director & Chief Human Resources Officer
集團聯席董事兼人力資源總監**廖懿妮女士**

Ms Vivian Lee, Group General Manager (Corporate Marketing & Communications)
集團企業市務及傳訊部總經理**李玲鳳女士**

Under our ESG Steering Committee, we have established sub-committees with representatives from various business units who focus on developing roadmaps and championing initiatives to deliver the goals and targets under our three pillars — Green Living, Innovative Design and Community Spirit. For each of our material topics, the relevant Sub-committees ensure that sufficient resources are allocated. They assess any feedback, concerns or grievances raised through multiple channels, and also provide recommendations for action or new initiatives for the ESG Steering Committee to consider for implementation.

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「綠色生活」、「創新構思」和「心繫社區」三大元素，負責發展規劃路線圖和籌辦活動，以達成目標和指標。為應對集團可持續發展的重大議題，相關的小組委員會確保資源分配充足，並透過多個渠道聽取意見、關注或申訴，從而為環境、社會及管治督導委員會提供相應的行動建議。

Key Policies and Guidelines
主要政策及指引

The Group is guided by a set of policies and guidelines that outline our approach to various sustainability issues. These ESG Policies and Guidelines enable us to design and deliver products and services while meeting our sustainability goals. These are covered in more depth under the relevant material topic sections of this Report.

集團根據一系列主要政策和指引，釐定各項可持續發展議題的方針。這些環境、社會及管治政策和指引，讓我們設計和提供產品與服務的同時，達成可持續發展目標。有關資訊載於本報告中相關的重大議題章節。

OUR ESG POLICIES AND GUIDELINES 我們的環境、社會及管治政策和指引	
Anti-Corruption Policy 《反貪污政策》	Energy Policy 《能源政策》
Cybersecurity Policy 《網絡安全政策》	Biodiversity Policy 《生物多樣性政策》
Whistleblowing Policy 《舉報政策》	Environmental Policy 《環保政策》
Contractor/Supplier Code of Conduct 《承辦商/供應商行為守則》	Green Office Policy 《綠色辦公室政策》
Sustainable Procurement Policy 《可持續採購政策》	Human Rights Policy 《人權政策》
Sustainable Building Guidelines 《可持續建築指引》	Diversity and Inclusion Policy 《多元共融政策》
Climate Change Policy 《氣候變化政策》	Health and Safety Policy 《健康及安全政策》

Sino Sustainability Academy

To ensure that an ethos of championing sustainability practices permeates from the leadership to frontline staff, the Group has established a Sustainability Academy to nurture a sustainability mindset among employees. To equip colleagues with a better understanding of our ESG initiatives, the Academy organised a webinar covering topics such as why ESG matters, with an introduction of the ESG Steering Committee, ESG Policies and our Sustainability Vision 2030. In addition, sessions encouraging colleagues to adopt an environmentally responsible lifestyle were also held. Guest speakers from NGOs and various other professional backgrounds were invited to share ideas on low carbon living, effective ways to reduce food waste, and the importance of conserving trees and biodiversity. To add to this, colleagues also received pop-up messages on their screens when switching on their computers. This served to remind them about the importance of green living. The activities organised through the Sustainability Academy enabled colleagues to accumulate 1,740 learning hours in this reporting period.

可持續發展學堂

為確保實踐可持續發展的精神從領導層貫徹至前線員工，集團成立了「可持續發展學堂」，培養員工的可持續發展意識。學堂舉辦網絡研討會，內容涵蓋環境、社會及管治的重要性，並且介紹集團的環境、社會及管治督導委員會和政策，以及可持續發展願景2030，讓員工更了解這方面的政策。我們亦舉辦講座鼓勵員工實踐環保生活，包括邀請來自非政府機構和具不同專業背景的嘉賓分享低碳生活的貼士、有效減少廚餘的方法，以及保護樹木和生物多樣性的重要性。員工的電腦螢光幕亦會在開機時顯示環保訊息，提醒綠色生活的重要性。報告期內，員工在「可持續發展學堂」的學習時數共為1,740小時。

To kick-start the Sino Sustainability Academy, the Group organised a webinar on 8 September 2020 to equip colleagues with a better understanding of the Group's ESG policies.
為展開「可持續發展學堂」，集團於2020年9月8日舉行了網上研討會，協助員工了解集團的環境、社會及管治政策。

GOVERNANCE HIGHLIGHTS 管治重點項目

1

Secured first HK$1 billion sustainability-linked loan from Bank of China (Hong Kong) Limited

與中國銀行（香港）有限公司簽訂首筆與可持續發展掛鉤的十億港元貸款

2

Launched the Sino Sustainability Academy to promote sustainability awareness among employees, with a total of 1,740 sustainability learning hours recorded

為提高員工的可持續發展意識，成立「可持續發展學堂」，共錄得1,740小時與可持續發展相關的培訓

Sino Land was honoured with the ESG Leader (Platinum Award), Outstanding ESG Company (Diamond Award) and the Outstanding ESG Performance in Governance award at the ESG Achievement Awards 2020.
信和置業於「環境、社會及企業管治成就2020大獎」榮獲「環境、 社會及企業管治領袖（白金獎）」、「傑出企業大獎（鑽石獎）」及「傑出企業管治表現大獎」。

Economic Performance
經濟表現

As we seek to make business a driver for sustainability and to create a better life for all, we are keenly aware that these aspirations come hand in hand with achieving steady economic performance. With this in mind, we continue to optimise earnings, improve efficiencies and elevate the quality of our products and services. At present, our leasing, hospitality and property management businesses contribute to a stable stream of income and we have a robust pipeline of property projects, which will be available for sale in the coming years.

As at 30 June 2021, the Group had a total land bank of approximately 20.8 million sq. ft. of attributable floor area in Mainland China, Hong Kong, Singapore and Sydney. In terms of breakdown of the land bank by status, 7.9 million sq. ft. were properties under development, 11.9 million sq. ft. were properties for investment and hotels, together with 1 million sq. ft. of properties held for sale. The Group will continue to selectively replenish our land bank to optimise our earning potential. Our strong financial position combined with our sustainable business strategy, provides the resilience we require to effectively face challenges and successfully achieve our vision of Creating Better Lifescapes.

穩定的經濟表現有助我們促進企業的可持續發展，以及實現為人們建構更美好生活的願景。有見及此，我們繼續增加收益、提高效率，及提升產品和服務質素。目前，集團的物業租賃、酒店餐飲服務和物業管理服務業務，為集團帶來良好及穩定的收入。集團擁有多個的地產項目計劃，將於未來幾年內開售。

截至2021年6月30日，集團在中國內地、香港、新加坡和悉尼擁有的土地儲備應佔樓面面積約2,080萬平方呎。以土地狀況劃分，發展中物業的總面積為790萬平方呎、投資物業和酒店為1,190萬平方呎，以及已完成之銷售物業為100萬平方呎。集團將繼續採取選擇性策略補充土地儲備，提升盈利潛力。穩建的財務狀況與可持續業務策略環環相扣，能為我們提供有效應對挑戰的抗禦力，以實現「建構更美好生活」的願景。

7.9 million sq. ft.

of properties under development
發展中物業面積為790萬平方呎

11.9 million sq. ft.

of properties for investment and hotels
投資和酒店物業面積為1,190萬平方呎

1 million sq. ft.

of properties held for sale
已完成之銷售物業面積為100萬平方呎

A total land bank of approximately 20.8 million sq. ft. across Mainland China, Hong Kong, Singapore and Sydney.
中國內地、香港、新加坡和悉尼的土地儲備為約2,080萬平方呎。

Ethics and Integrity
道德與誠信

Good governance must start with the highest standards of "Integrity", which is a core value of the Group. We do not compromise on ethical standards and do not allow any form of corruption or bribery in our business transactions. Our Code of Conduct ("CoC") outlines the expectations that all staff must meet and clearly sets out our approach to addressing any violations. Training on the CoC is provided to all new employees, with existing employees required to review the CoC annually. Our high ethical standards extend to suppliers as outlined in our Contractor/Supplier Code of Conduct ("SCoC").

Anti-Corruption

The Group complies with all applicable laws and regulations, including the Prevention of Bribery Ordinance of Hong Kong and equivalent laws and regulations in Mainland China, Singapore and Sydney. Our Anti-Corruption Policy provides guidelines to ensure proper conduct across all aspects of our business. This policy provides procedures relating to the prevention of bribery, solicitation and acceptance of advantages, conflicts of interest, forging of documents or presenting false accounting records, as well as the acceptance of gifts and entertainment from third parties.

Internal monitoring and risk assessment are conducted every six months to ensure continual compliance with our stringent ethical standards. In addition, anti-corruption training is provided for employees, including Executive Directors, in collaboration with the Independent Commission Against Corruption (ICAC) on an annual basis. This training covers issues such as integrity in property management, construction and work supervision. Employees are also regularly reminded to avoid situations that may lead to a potential conflict of interest.

Senior management takes full responsibility for upholding regulations for the prevention of bribery and corruption. A Tender Committee monitors contractor/supplier selection to ensure fairness in the tendering process.

「誠信可靠」是集團的核心價值，秉持最高的誠信標準是良好管治的基礎。我們從不在道德標準上妥協，亦絕不允許商業交易中出現任何形式的貪污或賄賂。《紀律守則》闡釋了我們對道德行為的期望和處理違反道德操守行為的方針，所有員工必須遵守。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。同樣的道德標準亦應用於承辦商，並已訂明在《承辦商/供應商行為守則》。

反貪污

集團遵守所有適用法律和規例，包括香港的《防止賄賂條例》，以及中國內地、新加坡和悉尼的同等法律和規例。我們的《反貪污政策》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。

集團每六個月展開一次內部監控和風險評估，以確保道德操守貫徹執行。此外，我們每年都與廉政公署合作，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。我們亦定期提醒員工避免涉及或會導致潛在利益衝突的情況。

高級管理層全權負責實施防止賄賂和貪污的規例。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/供應商的甄選過程。

Open Communication Channels

ADDRESSING GRIEVANCES

The Group values the views and suggestions of our stakeholders. We have a formal channel to ensure that they are handled promptly and impartially. For employees, a dedicated phone line, email and site for file storage have been set up with procedures to ensure complaints and related records are received, logged, securely saved and not subject to unauthorised processing or disclosure. Grievances could involve issues related to discrimination, health and safety, employment terms or misconduct.

We also have a dedicated channel to collect the views of other stakeholders, including those from the local community. All grievances are managed according to established procedures, which ensure they are handled consistently, promptly and transparently. These procedures are designed to provide a safe, accessible and effective platform for all parties and they are reviewed regularly to ensure the continual improvement of our grievance handling mechanisms.

WHISTLEBLOWING

To ensure we uphold corporate governance standards with transparency, our Whistleblowing Policy enables employees to raise issues about any suspected case of misconduct without fear of retaliation. Employees can consult our Business Ethics Committee, which reports to the Risk and Control Committee and the Board of Directors on any ethical issues. In situations where an employee identifies a potential breach of the CoC or an act of misconduct, he can make a report to the Business Ethics Committee using whistleblowing procedures specified under our established Unethical Conduct Notification ("UCN") Policy and Procedures. This UCN Policy and Procedures provide employees with detailed procedures on reporting, investigation and monitoring of complaints. Once a report is made, investigations are then conducted to ensure that all complaints are treated promptly and fairly. Ongoing monitoring, regular reviews and periodic staff training are carried out to ensure the effectiveness of the UCN Policy and Procedures.

Every reported case is handled confidentially by the Business Ethics Committee, except where the Group is required by law or regulation to disclose information, and followed through in accordance with the Group's UCN Policy and Procedures. The Group is committed to protecting the reporting person's identity; reports may be submitted anonymously if the reporting person is uncomfortable disclosing their identity.

開放的溝通渠道

解決申訴

我們重視持份者的意見和建議。我們提供正式的投訴渠道，確保接獲的所有意見都得以公正及迅速處理。我們為員工設立專用熱線、電子郵箱和文件儲存庫，並制定程序，確保接獲的投訴和相關紀錄得以記錄和安全儲存，並不會在未經授權的情況下處理或洩露個案。申訴內容可包括歧視、健康及安全、僱傭條款或不當行為申訴。

我們亦設立專用溝通渠道，收集當地社區等其他持分者的意見。每個個案，均會按照既定程序，統一、迅速和透明地處理。這些程序，為參與其中的各方提供安全、方便和有效的平台，並會定期檢討，確保申訴機制得以持續改善。

舉報

為確保具透明度的企業管治標準得以維護，我們的《舉報政策》能讓員工在提出疑慮的同時無需擔心遭受報復。員工可就道德議題向風險及監控委員會和董事會報告的商業操守委員會諮詢。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》列明的舉報程序，向商業操守委員會報告。《不道德行為舉報政策及程序》會就有關報告、調查和監控投訴，提供詳細的程序。我們會跟進調查所有接獲的個案，確保所有投訴都得到迅速和公正辦理。我們亦定期監察和檢討《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。

除相關法例或法規訂明要求披露的情況外，集團竭力將所有舉報事項交由商業操守委員會按照《不道德行為舉報政策及程序》保密處理。集團致力保護舉報者的身分，若舉報者不願意透露其身分，則可以匿名方式舉報。

Whistleblowing Channels
舉報渠道

Employees and other relevant parties can raise their concerns to the Group's Business Ethics Committee by email or phone:
僱員和相關人士可透過電郵或致電集團商業操守委員會提出疑慮：

Telephone 電話：**(852) 2132 8488**

Email 電郵：**ethics@sino.com**

Cybersecurity and Data Protection

To maintain business integrity, we work to ensure that cybersecurity is well managed and our information systems are protected. As cybersecurity threats become increasingly common, we have adopted several measures to protect our employees, customers and suppliers as outlined in our Cybersecurity Policy. Risk assessments are regularly conducted by our Internal Audit Department to ensure our cybersecurity programme is robust. These involve in-depth reviews of the Group's systems and relevant supporting IT operations, including secure network architecture, performance and capacity monitoring, data protection, licensed software management and anti-virus detection and management. In 2020, an external consultant continued to perform a thorough review of our IT systems and recommend areas for improvement. During the reporting period, 87 employees attended cybersecurity awareness training and eight IT staff participated in a session on implementation of ISO 27001 (Information Security Management). Information security tips on safeguarding IoT devices and protection from ransomware were also disseminated to all staff via email.

A key goal for the Group has been to attain ISO 27001 certification in information security management. We are forging ahead with our preparation phase for certification that entails reviewing responsibilities, forming an Information Security Framework and governance model and defining information security key performance indicators ("KPIs"). We are simultaneously reviewing existing policies, preparing procedural templates and establishing policies and standards, in order to achieve certification before 2025.

Our information security efforts are designed to protect intellectual property and ensure the safe collection and usage of personal data. To protect the intellectual property of the Group, our trademarks and domain names are registered in various jurisdictions. Our CoC stipulates that all employees treat customer data in strict confidence. Training is further provided for relevant employees regularly on the protection of personal data in accordance with Hong Kong's Personal Data (Privacy) Ordinance, in collaboration with the Office of the Privacy Commissioner for Personal Data ("PCPD"). Employees in other jurisdictions where we operate are similarly trained in accordance with the privacy laws of their respective markets. Regular reviews of our personal data and privacy protection practices ensure compliance with legal requirements and highlight any areas for improvement. Anyone who breaches intellectual property or customer privacy obligations is subject to disciplinary action, including termination of employment. Action is taken immediately if scamming or infringing articles or materials are found and, if a criminal offence is suspected, a report is made to the relevant authorities for further action.

網絡安全與數據保護

為維持業務的誠信，我們致力妥善管理網絡安全，確保資訊系統受到保護。隨著網絡安全威脅日益增加，我們於《網絡安全政策》列明保護員工、顧客和供應商所採取的多項措施。我們的內部審核部定期評估風險，確保網絡安全計劃穩健。範圍涵蓋深入調查集團網絡安全系統和支援資訊科技的相關運作，包括網絡架構、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。2020年，集團繼續委託外部安全顧問，全面審查我們的資訊科技系統和提出改善建議。報告期內，87名員工參加了網絡安全意識培訓，八名資訊科技員工參加了有關實施ISO 27001（資訊安全管理體系）的會議。我們亦通過電郵向所有員工發放有關保護物聯網設備和防範勒索軟件等資訊安全貼士。

集團在資訊安全管理的主要目標是獲得ISO 27001認證。目前我們處於認證的準備階段，當中包括審查職責、制定資訊安全框架和管治模式，以及訂立資訊安全的關鍵績效指標。與此同時，我們正檢討現有政策、制定程序模板、訂立政策和標準，致力於2025年之前獲得認證。

我們的資訊安全工作力求保護知識產權，並確保安全地收集和使用個人資料。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。我們的《紀律守則》，規定所有員工對顧客數據嚴格保密。我們定期為相關員工提供由個人資料私隱專員公署舉辦的《個人資料（私隱）條例》培訓。其他經營所在司法管轄區的員工，則參加當地同等市場的私隱法例培訓。我們定期檢討保護個人資料和私隱的措施，以確保遵守相關法定要求並識別有待改進的地方。違反知識產權或顧客私隱守則的員工將受到紀律處分，嚴重者或會遭解僱。若發現與集團有關的欺詐或侵權物品或材料，以及涉嫌干犯刑事罪行，集團定必立即採取行動，向有關當局報告。

Sustainable and Ethical Supply Chain

可持續和道德供應鏈

Our commitment to sound governance standards extends to our suppliers without whom we cannot deliver high-quality, sustainable products and services. Our Sustainable Procurement Policy integrates environmental considerations into contractor/supplier selection, procurement processes and activities. This policy also strongly encourages all purchasing units to follow relevant local government policies on sustainable product specifications. As we strive to minimise our social and environmental impact across our value chain, engagement with our contractors and suppliers is crucial. Our Contractor/Supplier Code of Conduct ("SCoC") and Sustainable Procurement Policy are included in all standard tender documents and cover areas including business ethics, regulatory compliance, anti-corruption, environmental measures, environmentally responsible procurement, labour practices and occupational safety and health in the supply chain. The Group's prohibition of forced and child labour is clearly stipulated in our policies and applies to all contractors and suppliers. Our risk assessment mechanisms ensure new and existing suppliers remain committed to protecting human rights and natural resources while following sustainable practices in their business.

In accordance with our Group Approved Contractors/Suppliers List Policies & Procedures ("GACSL"), the GACSL Working Team sends out Contractor Performance Assessment Forms to all corresponding user departments every 12 months to review the performance of all our contractors and suppliers. The departments utilise these forms to evaluate contractors according to pre-determined criteria, including quality of service, safety measures, timeliness and overall performance. Completed forms are consolidated to generate a Contractor Performance Assessment Report, that is annually submitted to a panel for review. Any violations to our guidelines can be reported through communication channels described in the Ethics and Integrity section of this Report on p.33 .

我們對良好管治標準的承諾同樣適用於供應商。我們有賴供應商才能提供優質和可持續的產品和服務。我們的《可持續採購政策》已將環境因素納入承辦商/供應商甄選、採購流程和活動的考慮之中。政策亦鼓勵所有採購部門，遵循當地政府有關可持續產品規格的政策。我們積極將整個價值鏈的社會和環境影響減至最低，因此承辦商和供應商的參與非常重要。我們所有招標文件均包含《承辦商/供應商行為守則》和《可持續採購政策》，涵蓋供應鏈的營商操守、法律規管、反貪污、環保措施、環保採購、勞工實務常規，以及職業健康及安全。我們的政策明確規定集團嚴禁強迫勞動和童工，並適用於所有承辦商和供應商。我們的風險評估機制，確保現有及新供應商不僅在業務中實踐可持續發展，而且持續致力於保護人權和自然資源。

我們根據《集團認可承辦商/供應商的相關政策及程序指引》，每12個月由工作小組向所有相應的用戶部門發出表現評核表審核所有承辦商和供應商的表現。部門利用這些評估表列明的預定標準，包括服務質量、安全措施、準時和整體表現等評核供應商；已完成的表格會綜合成為承辦商績效評估報告，每年提交給小組審查。任何違反準則的行為，都可透過本報告第33頁的「道德與誠信」章節中所描述的舉報渠道反映。

Customer Satisfaction
顧客滿意度

Being "Customer First" is a core value that is essential to the long-term sustainability of our business, driving our efforts to consistently surpass customer expectations. Accordingly, we put significant emphasis on understanding the specific needs and changing sensitivities of our customers to achieve product and service excellence. This is accomplished by collecting customer feedback through communication channels such as our annual customer satisfaction survey. Customers are invited to rate our services and facilities, including those related to our management, clubhouse, cleanliness and security. During the reporting period, our Hong Kong businesses achieved a customer satisfaction rating of 3.72 out of 4 (2019/20: rating of 3.67).

Our Stakeholder Engagement Guidelines enable us to collect suggestions in a fair, transparent and timely manner. We received ISO 10002 Certification, the international standard for customer satisfaction, which provides guidelines for us to manage customer complaints more efficiently and effectively. iPromise, the tailored web-based Complaint Handling System monitors maintenance issues, customer enquiries and complaints while providing real-time tracking of all operational aspects to enable prompt responses to customer concerns.

In recognition of our customer service efforts, a number of our properties received the Excellence in Facility Management Award from the Hong Kong Institute of Facility Management in 2020. In addition, our S+ REWARDS programme, providing interactive activities for shoppers at five Sino Malls, received the Silver Award for the Best Use of Mobile & Apps at the MARKies Awards 2021.

我們「顧客至上」的核心價值對業務的長期可持續發展至關重要，推動我們時刻超越顧客期望。為此，我們致力透過年度顧客滿意度調查等溝通渠道，收集顧客對服務和產品的意見，從中了解他們個人和不斷在變的需求，提供相應的優質服務和產品。我們亦邀請顧客就管理、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3.72分（4分為滿分）（2019/20：3.67分）。

我們的《聯繫持份者指引》讓我們以公平、透明和迅速的方式收集建議。集團已獲ISO 10002顧客滿意度認證，為我們更有效地處理顧客意見提供指引。我們利用「iPromise」電子平台度身訂造的物業管理互聯網系統處理保養維修、顧客查詢和投訴，同時實時跟踪營運方面的資訊，使我們能夠迅速回應顧客的問題並採取相應行動。

我們多項管理物業獲香港設施管理學會頒發「卓越設施管理獎2020」，肯定我們在顧客服務的努力。此外，我們的S+ REWARDS，在五個信和商場為顧客提供互動獎賞計劃，榮獲「MARKies Awards 2021」頒發「最佳使用手機應用程式」銀獎。

Our core value of “Customer First” drives us to achieve excellence by thoroughly understanding the needs of customers and consistently surpassing their expectations.
「顧客至上」的核心價值推動我們透過了解顧客的需要，時刻超越顧客期望，以實踐卓越品質。

Quality Assurance

An essential part of maintaining customer satisfaction is to ensure that our products and services follow all regulatory requirements and industry guidelines across all markets. We have stringent internal procedures to provide superior quality and promote responsible marketing practices. Our marketing and information materials adhere to all 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. Accordingly, 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. To identify opportunities for the continual improvement of our practices, customer satisfaction surveys are conducted with our property buyers.

On the hotel side, food quality and safety is one of our top priorities when seeking to provide the best experience for our customers. We have strict protocols to ensure our food supplies are of high quality, including requiring all hotel suppliers to adhere to our Contractor/ Supplier Code of Conduct. More details on this Code can be found in the section on Sustainable and Ethical Supply Chain on p.35.

質量保證

確保產品和服務符合所有市場的各項監管要求和行業準則，是維持顧客滿意度的重要一環。我們嚴格的內部程序確保卓越質量，並促進負責任市場推廣的實務常規。我們根據所有適用的法律和規例，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。為此，我們為顧客和租戶提供裝置及設備的詳情，以確保銷售和租賃過程中的資訊透明且真確。為了識別不斷改進實務常規的機會，我們會向物業買家展開客戶滿意度調查。

食品質素和安全為酒店的首要任務之一，務求為酒店客人提供最佳體驗。我們採取嚴格措施以確保食品供應的質素，包括要求所有酒店供應商遵守《承辦商/供應商行為守則》。有關守則的詳情，可參閱第35頁的「可持續和道德供應鏈」章節。

Our continuous efforts to improve service quality and enhance the efficiency of work processes have led to the adoption of several management system certifications for our properties. Certifications include ISO 9001 (Quality), ISO 14001 (Environmental), ISO 10002 (Customer Satisfaction), ISO 45001 (Occupational Health and Safety), ISO 41001 (Facility) and ISO 50001 (Energy) as well as Hygiene Control System Certification to ensure health risks associated with public hygiene are managed in a systematic manner.

Specific details on our approach to protecting customer information and health and safety can be found in the Cybersecurity and Data Protection and Health and Safety sections of this Report on p.34 and p.79, respectively.

經過我們不斷努力提升服務質素和提高工作流程的效率，我們的物業採用多個管理系統認證，例如ISO 9001（品質）、ISO 14001（環境）、ISO 10002（顧客滿意度）、ISO 45001（職業健康及安全）、ISO 41001（設施）及ISO 50001（能源）。我們亦取得衞生控制管理系統認證，確保有系統地管理公共衞生相關的健康風險。

有關保護顧客資料以及健康及安全的詳情，可參閱分別載於第34頁的「網絡安全與數據保護」和第79頁的「健康及安全」章節。

To further the Group's vision of Creating Better Lifescapes, Sino Club connects with the community through dynamic lifestyle activities.
Sino Club 響應集團「建構更美好生活」的願景，與社區緊密聯繫互動，帶來更多元化的生活體驗。

Sino Club

Our membership-based loyalty programme, Sino Club, allows us to connect and interact with customers to develop long-term relationships. Members are offered bespoke experiences, such as artistic and cultural events and lifestyle activities, along with a variety of benefits from the Group and its affiliates. These include exclusive property-related privileges, local and international hotel packages, dining perks, parking facilities and many other offers throughout the year.

會員計劃Sino Club讓我們能與會員互動交流，建立長遠關係。會員尊享藝術文化及生活品味的優越體驗，以及由集團和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，以及多項全年優惠。

CASE STUDY
案例

Sino Land secured a HK$1 billion sustainability-linked loan from Bank of China (Hong Kong) Limited, marking our first financing arrangement directly linked to our sustainability targets.
信和置業與中國銀行（香港）有限公司簽訂一筆與可持續發展表現掛鉤的十億港元貸款，為集團首項與可持續發展目標直接相關的融資安排。

FIRST SUSTAINABILITY-LINKED LOAN SECURED
獲得首筆與可持續發展表現掛鉤貸款

Sino Land converted a five-year, HK$1 billion loan signed with Bank of China (Hong Kong) Limited ("BOCHK") to a sustainability-linked loan, marking our first financing arrangement directly linked to sustainability targets. Aligning with our vision of Creating Better Lifescapes, the proceeds will be used for funding ESG initiatives. According to the loan terms, upon achieving sustainability performance targets mutually agreed with BOCHK, Sino Land will be incentivised with a reduction in the interest rate applied to the loan. The sustainability targets are set in accordance with our key goals, including reducing GHG emissions, generating renewable energy, reducing consumption of single-use plastic, achieving green building certifications for all of our new buildings in Hong Kong and improving the wellbeing of less-resourced families. This sustainability-linked loan is Sino Land's most recent sustainable financing initiative, following the HK$2 billion green loan raised in 2018 under our Green Finance Framework.

信和置業成功將一筆與中國銀行（香港）有限公司（「中銀香港」）簽訂十億港元五年期貸款，轉為與可持續發展表現掛鉤貸款，為信和置業首個與可持續發展目標直接相關的融資安排。為配合集團「建構更美好生活」的願景，是次貸款所得款項將用於可持續發展及環境、社會及管治相關項目。根據與中銀香港的共同協議，當信和置業的可持續發展表現成功達到所訂定的部分目標，即可獲得貸款利率下調。有關可持續發展目標是按照集團的重點範疇而制訂，包括減少溫室氣體排放量、產生可再生能源，減少即棄塑膠製品消耗、為集團旗下所有香港新建物業取得綠色建築認證，以及改善有需要家庭的福祉。此項與可持續發展表現掛鉤的貸款是信和置業繼2018年在「綠色融資框架」下獲批的20億港元貸款後，最新一項可持續發展融資計劃。

"This sustainability-linked loan underpins our commitment to pursuing ESG initiatives in our daily operations, effectively moving us towards a better future for all our stakeholders."

「這筆與可持續發展掛鉤的貸款，讓我們得以履行環境、社會及管治承諾，在日常營運中推行相關計劃，與所有持份者攜手邁向更美好未來。」

Mr Thomas Tang 鄧永鏞先生

Executive Director & Group Chief Financial Officer
執行董事兼集團財務總裁

GREEN LIVING

綠色生活

GREEN 綠色低碳
WELLNESS 健康舒泰

Respecting our relationship with nature and with one another, we create environments that nurture sustainability and balance.

尊重彼此和我們與大自然的關係，創造有利身心健康的環境，促進可持續與平衡發展。

GREEN
綠色低碳

RELATED MATERIAL TOPICS 相關重大議題

45 Climate Resilience and GHG Emissions
氣候抗禦力和溫室氣體排放

48 Energy Consumption and Efficiency
能源消耗和效益

54 Material Use, Waste Reduction and Management
物料使用、廢物削減和管理

MANAGEMENT APPROACH

Enhancing our environmental performance remains a key focus of our sustainability efforts. Our priority areas include climate action and energy saving, along with managing our resources and waste efficiently and effectively. Recognising the urgent need for decisive action to address climate change, we have pledged to achieve net zero carbon emissions by 2050. We have also set new targets to reduce electricity usage, minimise water consumption and divert waste from landfill. To meet our goals, we actively strive to implement environmental innovations in the provision of our products and services. The Group's environmental approach is set by the ESG Steering Committee and the Board with the help of the Green Living Sub-committee. This Sub-committee also sets objectives and targets, reviews and evaluates our initiatives pertaining to environmental protection and identifies areas for improvement. Our environmental management system outlines our principles, scope, responsibilities and processes, providing a framework for identifying and reducing significant environmental impacts.

管理方針

提升環境表現仍然是我們在可持續發展方面的重點工作。我們重點關注的領域包括氣候行動和節約能源，以及妥善和有效地管理資源和廢物。我們明白須採取果斷行動應對迫切的氣候變化問題，因此我們承諾於2050年前實踐淨零碳排放目標。另外，我們亦制定了新目標，包括減少用電量、用水量及運往堆填區的廢物。為達成目標，我們積極地在產品和服務中加入環保創新科技的元素。環境、社會及管治督導委員會和董事會在綠色生活小組委員會的協助下，負責制定集團的環保方針。小組委員會亦制定目標和指標、檢討和評估與環境保護有關的計劃，並找出有待改進的地方。我們的環境管理體系，闡述原則、範圍、責任和執行，並提供框架，以識別和減少業務的重大環境影響。

GOALS 目標	OUR PROGRESS 我們的進展
-30% By 2030, achieve a GHG emission reduction of 30% from our 2012 baseline* 以2012年水平為基數，於2030年前將溫室氣體排放量減少30%*	**-26.94%** GHG emission reduction from the 2012 level 溫室氣體排放量從2012年水平減少了26.94%
-30% By 2030, reduce electricity consumption by 30% from our 2012 baseline* 以2012年水平為基數，於2030年前將用電量減少30%*	This is a new target set during the reporting period 該目標為報告期內設定的新目標
6,000,000 kWh By 2030, achieve renewable energy generation of 6,000,000 kWh from the 2012 level† 由2012年至2030年前實現再生能源的發電量達600萬千瓦時†	**>1,267,000 kWh** renewable energy generated from the 2012 level 自2012年起，集團的再生能源發電量合共126.7萬千瓦時
60% By 2025, 60% of seafood served at the Group's hotels will be purchased from sustainable sources 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	We continue to 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 the Marine Stewardship Council 我們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
-50% By 2022, reduce single-use plastic consumption by 50% across all business lines from our 2017 baseline 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%	**-65.6%** single-use plastic consumption reduction from the Group's 2017 level 集團的即棄塑膠製品消耗量從2017年水平減少了65.6%
-20% By 2030, reduce water consumption intensity by 20% from our 2018 baseline* 以2018年水平為基數，於2030年前將用水強度減少20%	This is a new target set during the reporting period 該目標為報告期內設定的新目標
50% By 2030, divert 50% of commercial waste from landfill 於2030年前將運往堆填區的商業廢物減至50%	This is a new target set during the reporting period 該目標為報告期內設定的新目標

* 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。

† Sino Group's goal is to generate 8,000,000 kWh of renewable energy from the 2012 level by 2030.
信和集團的目標是由2012年至2030年前實現再生能源的發電量達800萬千瓦時。

The Group strives to create a community that thrives in harmony by embracing green living and wellness.
集團致力透過提倡健康綠色生活理念以建構更美好社區。

The Group's Environmental Policy sets out our commitment to perform beyond statutory requirements and to raise awareness about sustainability among all stakeholders. At the office level, our Green Office Policy and Green Office Management Guidelines outline expectations and provide recommendations for workplace practices relating to energy, water and the consumption of office supplies. We also remain dedicated to raising environmental awareness among colleagues to improve our collective performance. During the reporting period, several campaigns provided educational messaging about the impact of single-use plastic bottle usage, electricity consumption and food waste. Simple everyday "Green Tips" to mitigate impacts in the workplace and daily lives were also shared company-wide.

In addition to climate, energy, waste and water management, the Group recognises the importance of protecting biodiversity. Our Biodiversity Policy demonstrates our commitment to addressing the health of surrounding ecosystems during all phases of our business cycle. More details about these efforts can be found in the section on Sustainable Buildings on p.88 .

透過集團的《環保政策》，我們致力超越相關環保法例要求，並提升所有持份者對可持續發展的關注。在辦公室層面，我們制定《綠色辦公室政策》及《綠色辦公室管理指引》，在能源、用水和辦公室用品消耗方面概述期望和提供建議。此外，我們繼續致力提高員工的整體環保意識。報告期內，我們舉辦多個活動傳遞環保訊息，包括使用即棄膠樽、消耗電力和浪費食物對環境的影響。我們亦向全體員工分享簡單的日常環保貼士，鼓勵他們在工作和日常生活上盡可能減低對環境造成的影響。

除了氣候、能源、廢物和用水管理，集團亦明白保護生物多樣性的重要性。透過《生物多樣性政策》，我們致力在業務周期的所有階段，保障周邊生態系統的健康。有關詳情請參閱第88頁的「可持續發展建築物」章節，以了解我們在這方面的工作。

GREEN HIGHLIGHTS
綠色低碳重點項目

1

Joined the global pledge to support the Business Ambition for 1.5°C to strive for net zero emissions by 2050

參與「Business Ambition for 1.5° C」聯署運動，致力於2050年前實現淨零碳排放

2

Installed more than 800 EV charging stations in properties developed/managed by the Group

於集團旗下發展/管理項目安裝超過800個電動車充電站

Climate Resilience and GHG Emissions

氣候抗禦力和溫室氣體排放

Climate change is the defining issue of our time. The Group recognises the importance of addressing climate change and is committed to adopting appropriate measures and best practices that help to mitigate climate risks and the associated impacts on our business operations.

氣候變化是現今的重要議題。集團明白應對氣候變化的重要性，從而制定有關措施及按照最佳舉措，致力減緩氣候變化為業務營運帶來的影響。

Sino Estates Management Limited received the Smart Technology Excellence Award (Corporate/Government Bodies) and the Joint Energy Saving Award at CLP Smart Energy Award 2020.
信和物業管理有限公司於中華電力舉辦的2020年度「創新節能企業大獎」獲「智能技術傑出大獎（企業/政府部門）」及「齊心節能大獎」。

HOW WE ARE MANAGING IT

We have pledged to support Business Ambition for 1.5°C, the campaign led by the Science Based Targets initiative in partnership with the United Nations Global Compact and We Mean Business Coalition, calling on businesses to set science-based targets ("SBTs") and develop an approach towards achieving net zero emissions by 2050. Our pledge involves a partnership with academics from the Hong Kong University of Science and Technology ("HKUST") to develop a roadmap to decarbonise the built environment.

As we move towards carbon neutrality, we continue to uphold transparency by disclosing our GHG emissions annually in the Environmental Protection Department's Carbon Footprint Repository for Listed Companies in Hong Kong. We were among the first group of companies to sign the Business Environment Council's Low Carbon Charter in March 2019, and remain committed to mobilising the property sector in contributing to decarbonisation. Our Climate Change Policy provides guidelines for addressing climate risk across our operations. We currently have stringent measures to reduce GHG emissions according to local government policies and international frameworks such as Hong Kong's Climate Action Plan 2030+ and the Paris Agreement. In disclosing our approach to addressing potential climate risks, we have made reference to the recommendations of the Task Force on Climate-related Financial Disclosures ("TCFD") framework. Our TCFD section on p.151 describes how we manage these risks in accordance with the recommended pillars. The Group remains focused on reducing its GHG emissions by 30% by 2030, based on its 2012 baseline. As at 30 June 2021, a reduction of 26.94% had been achieved, equivalent to 962,840 trees planted‡.

怎樣管理

我們參與由科學基礎目標倡議組織與《聯合國全球契約》及全球商業氣候聯盟聯合發起的「Business Ambition for 1.5° C」聯署運動，響應號召訂定科學基礎目標，銳意於2050年前實踐淨零碳排放目標。集團將與香港科技大學（「科大」）學者共同制定減少建築物碳排放的路線圖。

在邁向碳中和的過程中，我們每年在環境保護署的香港上市公司碳足跡資料庫中，披露溫室氣體排放量，保持資訊透明度。我們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，並繼續致力推動地產業界，為減碳出一分力。我們的《氣候變化政策》為應對營運相關的氣候風險提供指引。目前，我們根據「香港氣候行動藍圖2030+」和《巴黎協定》等本地政府政策和國際框架，採取嚴格措施以減少溫室氣體排放。我們參照氣候相關財務信息披露工作組的建議，披露應對潛在氣候風險的方針。第151頁的「氣候相關財務信息披露工作組」章節闡述我們如何參照建議管理相關風險。集團亦繼續專注於減少溫室氣體排放量，並以2012年水平為基數，目標於2030年前將溫室氣體排放量減少30%。截至2021年6月30日已減少26.94%，相當於種植了962,840棵樹‡。

‡ Environmental Protection Department and the Electrical and Mechanical Services Department. *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes)* in Hong Kong, February 2010
環境保護署及機電工程署.《*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*》，2010年2月

Roadmap to Net Zero Carbon Emissions
淨零碳路線圖

As we strive for net zero carbon emissions by 2050, an initial task for Sino Land will be to evaluate how we can further increase responsible energy use in our portfolio. Our Carbon Reduction Taskforce Team is working alongside HKUST academics to formulate a roadmap as part of a holistic plan to achieve decarbonisation. The Team is reviewing our existing target of reducing emissions, including current actions planned to achieve this target, to further establish SBTs for the Group. A comprehensive study of market trends and the benchmarking of our efforts will also be conducted. This analysis will enable the Group to identify gaps and opportunities and pursue a concrete plan to reduce our emissions.

為致力達到於2050年前實現淨零碳排放的目標，信和置業的首要任務是評估物業組合以尋求更負責任的能源運用方法。作為減碳整體計劃的一部分，我們的減碳專責小組與科大學者攜手合作制定路線圖。團隊正檢視現有的減排目標及相關的行動計劃，以進一步為集團制定科學基礎減量目標。我們亦全面研究市場趨勢，並比對集團現行的減排工作，以作出評估及識別機遇，並制定具體的減排計劃。

We are collaborating with HKUST to set SBTs and develop a holistic approach towards net zero carbon emissions by 2050.
我們正與科大合作，以科學基礎為減量目標制定全方位計劃，於2050年前實現淨零碳排放目標。

"Climate change is real, and it is up to all of us to actively work towards a sustainable model for the future. We are excited to be working alongside distinguished HKUST academics and young professionals to set targets and roadmaps that continue Sino Group's vision of Creating Better Lifescapes."

「氣候變化是確實地存在的，未來有賴我們共同積極實踐可持續發展的生活模式。我們很高興宣佈信和置業與科大的優秀學者和年輕專才共同制定計劃的目標及發展路線圖，實現信和集團『建構更美好生活』的願景。」

Mr David Ng 黃永龍先生
Group Associate Director
集團聯席董事

Energy Consumption and Efficiency

能源消耗和效益

The Group recognises the importance of improving energy efficiency in daily operations. It is our responsilibility as a property developer to continue to seek ways to manage our energy consumption ever more responsibly.

集團深明提高能源效益的重要性。作為地產發展商，我們有責任妥善地管理能源消耗。

HOW WE ARE MANAGING IT

Our Environmental Policy sets out our commitments to managing energy use and increasing efficiency across our operations. As we commit our energies to reducing electricity consumption by 30% from the 2012 level by 2030, we focus on establishing smart monitoring platforms to optimise building services and installing renewable energy features in both new and existing buildings.

Harnessing Technology to Increase Energy Efficiency

The Group is harnessing technology to improve the energy efficiency of our portfolio, while supporting local start-ups to co-create better innovative property technology ("PropTech") solutions. One such solution, the Enertainer, developed by local start-up, Ampd Energy, utilises diesel-free power and the Internet of Things ("IoT") to conduct holistic reviews of equipment and operational efficiency, enabling better planning and reducing potential disruptions onsite. Compared with traditional generators, the Enertainer is 32 times quieter, produces up to 85% less carbon and can eliminate "tailpipe emissions" including NO_X, PM and SO_2, improving air quality in surrounding areas.

In addition to addressing emissions, this technology empowers construction teams to make energy-saving decisions based on performance data. In this way we strive to make construction more environmentally responsible and encourage our supply chain partners to adopt sustainability best practices and digitalisation for a cleaner future.

怎樣管理

我們的《環保政策》展現我們積極管理能源使用並提高營運效益的承諾。我們的新目標是以2012年水平為基數，於2030年前將用電量減少30%。為此，我們致力建立智能監察平台來優化建築服務，並在新建築和現有建築加入可再生能源設施。

善用科技提升能源效益

集團利用科技提升物業能源效益，同時支持本地初創企業，共同創造更完善的房地產技術方案。當中，由本地初創公司Ampd Energy 研發的「淨能櫃」，替代傳統柴油發電機，配合物聯網（IoT）技術平台，有助規劃、管理及全面檢視工地器械運作和效率，較傳統柴油發電機減少產生噪音32倍及碳排放量達85%，同時消除氮氧化物（NO_X）、懸浮粒子（PM）及二氧化硫（SO_2）等污染物排放，改善周邊空氣質素。

除了應對溫室氣體排放，「淨能櫃」技術能幫助建築團隊透過分析表現數據，作出節能決策。我們致力使建築過程更環保，並鼓勵供應鏈合作夥伴採用可持續的實務常規及數碼化，為未來締造更清潔的建築業。

The Group has adopted the advanced energy storage system Enertainer, in place of noisy, smoke-emitting traditional diesel generators.
集團引入能源儲存系統「淨能櫃」，替代傳統柴油發電機，減少噪音及碳排放。

In addition to Ampd, the Group is working with Negawatt, a Hong Kong property technology company specialising in smart building solutions, to leverage big data, IoT and AI to enhance energy efficiency and drive the digital transformation of our technical services. This smart building platform aligns with Electrical and Mechanical Services Department's retro-commissioning of existing buildings. Twelve buildings managed by the Group commenced applying the Negawatt smart building solution, we estimate that approximately 2,800,000 kWh of electricity can be saved annually through this. This amounts to a reduction of 1,960 tonnes of CO_2 per year and is equivalent to 85,217 trees planted‡. The electricity saved is estimated to equal the annual consumption of 448 households in Hong Kong. PlantPro, an optimisation solution from CLP*e* Solution is also being piloted at our Olympian City 3 and Island Resort Mall properties. Moving away from traditional manual control methods, PlantPro is designed to optimise the operation and maintenance of chiller plants and can reduce energy consumption by 10%. The platform provides a complete, reliable and easy-to-access measurement of key components and can make real-time adjustments, resulting in reductions in consumption and immediate cost savings. Utilisation of the PlantPro system has delivered estimated savings in electricity consumption of 400,000 kWh per annum in the two buildings where it is being piloted.

除了 Ampd，集團亦與研究智能建築解決方案的香港地產科技公司庫瓦合作，利用大數據、物聯網及人工智能技術提升能源績效並推動物業技術電子化。庫瓦智能樓宇解決方案與機電工程署倡議為現有建築物進行重新校驗相配合。我們旗下管理的 12 項物業已安裝庫瓦智能樓宇解決方案，預計每年可節省 280 萬千瓦時用電量，相當於減少 1,960 公噸二氧化碳，或種植了 85,217 棵樹‡。另外，奧海城三期和藍灣廣場為中電源動智慧平台 PlantPro 試點。該平台擺脫傳統手動控制，能使供冷機組的運作和保養得以優化，可降低 10% 的能源消耗。這個平台的關鍵組件完整、可靠和易於測量，並可實時調整，從而減少消耗和即時節省成本。兩個正使用 PlantPro 系統的試點物業，預計每年可節省 40 萬千瓦時用電量。

Expected Savings from the Installation of the Negawatt Smart Building Solution
安裝庫瓦智能樓宇解決方案的預計成果

2,800,000 kWh

annual electricity savings
每年可節省 280 萬千瓦時用電量

1,960 tonnes

CO_2 reduction per year
每年可減少 1,960 公噸二氧化碳

Equivalent to

85,217

trees planted‡
相當於種植了 85,217 棵樹‡

‡ Environmental Protection Department and the Electrical and Mechanical Services Department. *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes)* in Hong Kong, February 2010
環境保護署及機電工程署.《*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*》，2010 年 2 月

The property management team strives to enhance energy efficiency and support renewable energy generation by installing photovoltaic panels at our properties.
物業管理團隊致力提升能源效益及支持可再生能源，於旗下管理的物業安裝太陽能光伏系統。

Renewable Energy Management

To achieve the wider Sino Group target of generating 8,000,000 kWh of renewable energy by 2030 from the 2012 level, we are committed to promoting the use of renewables in our operations. This includes installing renewable energy features in our managed properties and establishing smart platforms to monitor and optimise our building services and renewable energy systems. We also strive to enhance awareness about the use of renewable energy among our stakeholders.

A key focus is the expansion of our photovoltaic system that generates solar power. Our integrated renewable energy platform, the Solar PowerSmart System, monitors the real-time performance of the photovoltaic panels, providing data on their status, 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 daily, monthly and yearly, to improve system performance.

As at 30 June 2021, over 2,300 photovoltaic panels have been installed at properties under the Group's management in Hong Kong. The resulting avoided GHG emissions are equivalent to 38,560 trees planted‡. In 2020, we began conducting a feasibility study on the installation of a Smart Hybrid Conversion System for solar energy at Olympian City 1, with a rated power of 89 kW. This project aims to generate an estimated 88,553 kWh of electricity annually, which is equivalent to avoiding the emission of 61.98 tonnes of CO_2 annually, or 2,695 trees planted‡. The Group is exploring the deployment of other renewable energy sources, such as our award-winning proprietary In-building Hydropower System and wind turbines.

可再生能源管理

信和集團訂立由2012年至2030年前實現再生能源的發電量達800萬千瓦時的目標。為達成這目標，我們致力在營運中推動使用可再生能源。當中包括在旗下的管理物業安裝提供可再生能源的裝置，並建立智能平台以監控和優化樓宇服務和可再生能源系統。我們亦致力提高持份者對使用可再生能源的認識。

擴大產生太陽能的光伏系統為集團的重點項目。我們的綜合可再生能源平台Solar PowerSmart系統，提供光伏電板的狀態、容量和光伏輸出數據，讓我們能實時監測太陽能光伏電板的表現，並透過取得每個地點的表現數據，比較每日、每月和每年的實際和額定輸出電量，從而改善系統表現。

截至2021年6月30日，本集團在香港的管理物業已安裝超過2,300塊光伏電板。避免的溫室氣體排放量相當於種植了38,560棵樹‡。2020年，我們開始在奧海城一期安裝太陽能智能混合轉換系統的可行性研究，額定功率為89千瓦。項目旨在每年產生約88,553千瓦時的電力，相當於每年從大氣層中減少61.98公噸二氧化碳或種植了2,695棵樹‡。我們同時也在探索其他可再生能源的項目，包括獲獎專項研發項目大廈水力發電系統及風力發電系統。

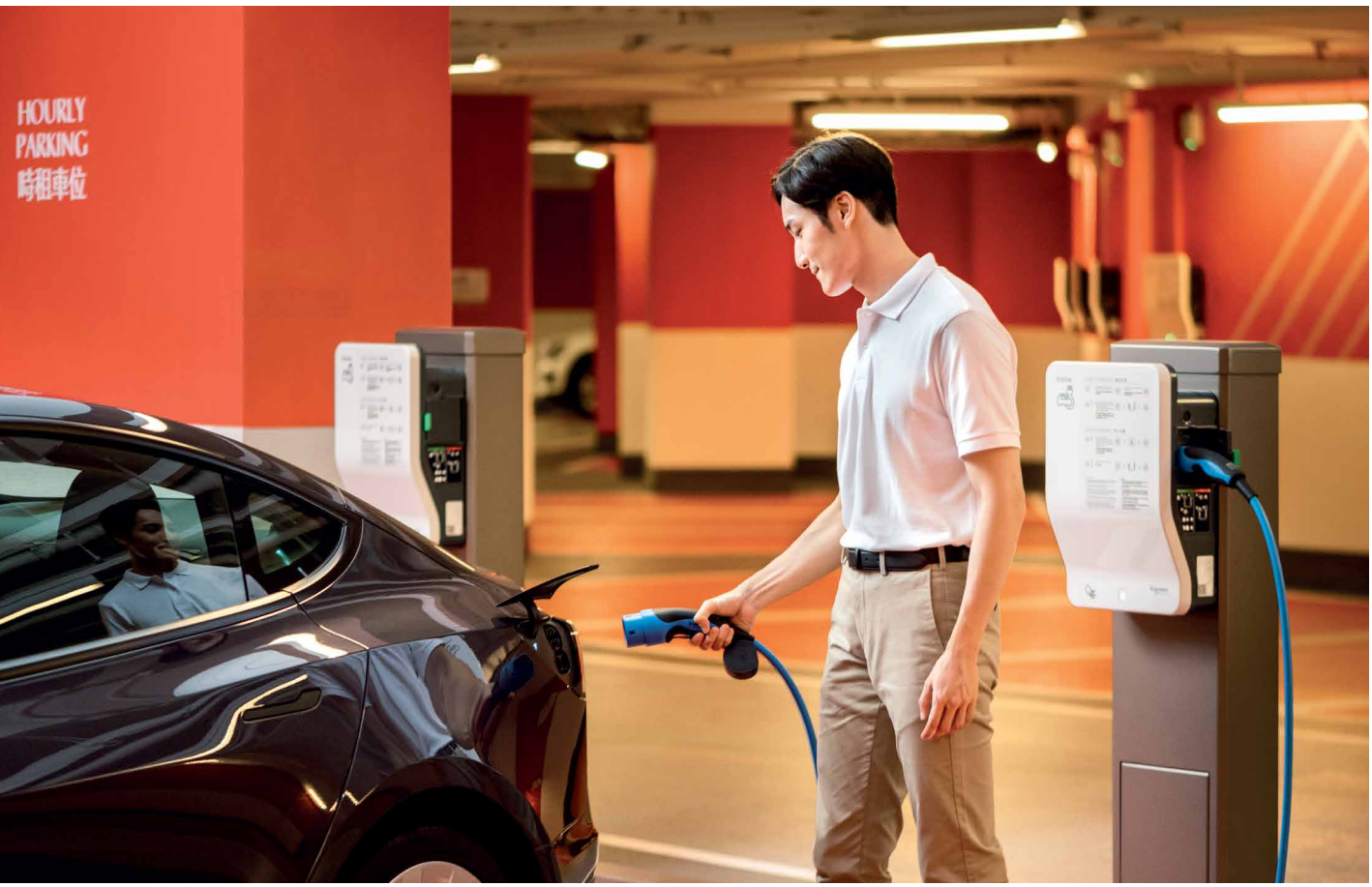
‡ Environmental Protection Department and the Electrical and Mechanical Services Department. *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes)* in Hong Kong, February 2010
環境保護署及機電工程署.*《香港建築物（商業、住宅或公共用途）的溫室氣體排放及減除的核算和報告指引》*，2010年2月

GREEN TRANSPORTATION
綠色運輸

The Group also continues to encourage the use of EVs in the community by installing more than 800 EV charging stations at our developed/managed properties. We are simultaneously working on upgrading our existing ordinary charging points to medium EV chargers, and exploring possibilities to introduce a "Load Management System" to allow more coverage of EV charging bays.

集團繼續鼓勵使用電動車，並已於旗下發展/管理項目安裝超過800個電動車充電站。與此同時，我們致力將現有的一般充電點升級至中速電動車充電器，並探索「負載分配管理系統」的可能性，以擴大電動車充電站的覆蓋範圍。

In support of green transport, we have installed more than 800 EV charging stations in properties developed/managed by the Group.
為支持綠色運輸，我們已於旗下發展/管理項目安裝超過800個電動車充電站。



Promoting Collective Action

We continue to work with local government bodies and trade organisations to enhance energy management. In Hong Kong, Sino Land supports the Energy Saving Charter initiated by the Environment Bureau and the Electrical and Mechanical Services Department to adopt various energy-saving measures. During the reporting period, 78 of our residential buildings, 33 of our shopping malls, and 42 of our commercial and industrial buildings signed the Energy Saving Charter. We are also a 4T Charter (Target, Timeline, Transparency and Together) partner of the Environment Bureau, under which we have set an internal energy intensity reduction target with an implementation timeline. During the reporting period, 13 shopping malls, 11 residential buildings and 13 commercial and industrial buildings signed the 4T Charter.

We also continue to engage our employees, tenants and customers in supporting energy-saving initiatives. Non-essential lighting at several of our properties in Hong Kong and The Fullerton Hotels in Singapore and Sydney were switched off on 27 March 2021 to mark the Worldwide Fund for Nature's Earth Hour. The Group also continued support of the environmental NGO, Green Sense, in its No Aircon Night event aimed at promoting responsible energy consumption among our community.

Awards and Certifications

In recognition of our performance in energy saving, energy management and the application of smart energy resources, Sino Estates Management Limited received the Excellence Award — Smart Technology (Corporate/Government Bodies) and the Joint Energy Saving Award at the CLP Smart Energy Award 2020, organised by CLP Power Hong Kong Limited.

To further our commitment to responsible energy management, many of our managed properties including Tsim Sha Tsui Centre, Empire Centre and Hong Kong Pacific Centre, attained ISO 50001:2018 Energy Management System certification in this reporting period.

促進協作行動

我們繼續與本地政府機構和同業公會合作，加強能源管理。在香港，信和置業支持由環境局和機電工程署推動的《節能約章》，響應呼籲採取多項節能措施。報告期內，集團旗下78幢住宅樓宇、33個購物商場和42座工商大廈均簽署了《節能約章》。我們亦是環境局《4T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幢住宅樓宇和13座工商大廈簽署了《4T約章》。

我們亦繼續支持環保活動，以提升員工、租戶和顧客對環境議題的關注。2021年3月27日，為了響應世界自然基金會的「地球一小時」活動，我們香港部分物業及位於新加坡和悉尼的富麗敦酒店關掉非必要燈光。集團亦繼續支持非政府環保組織環保觸覺舉辦的「無冷氣夜」活動，推動社會大眾負責任地使用能源。

獎項和認證

為表揚我們在節能、能源管理和智慧能源應用方面的表現，信和物業管理有限公司於中華電力有限公司舉辦的「創新節能企業大獎2020」榮獲「智能技術傑出大獎（企業/政府部門）」及「齊心節能大獎」。

為進一步履行負責任管理能源的承諾，我們旗下管理的多個物業，包括尖沙咀中心、帝國中心和亞太中心，於報告期內獲得ISO 50001:2018能源管理體系認證。

Material Use, Waste Reduction and Management

物料使用、廢物削減和管理

Our focus on improving resource efficiency and waste management enables us to realise our vision of Creating Better Lifescapes while enhancing productivity across our operations.

提高資源效益和完善廢物管理，有助我們提升環境表現來實現「建構更美好生活」的願景，並可提高生產力。

HOW WE ARE MANAGING IT

Responsible and sustainable consumption efforts are at the heart of our resource and waste management programmes. We have committed to two new targets during this reporting period as part of our Vision 2030 initiative. These include diverting 50% of commercial waste from landfill and reducing water consumption intensity by 20% from our 2018 baseline by 2030. Our Green Office Policy outlines the sustainable use of resources in our offices, by adopting best practices and raising staff awareness of sustainability issues. We have also implemented several programmes to engage employees, customers, tenants and the community in resource and material reduction, as well as recycling and upcycling. Our ESG Steering Committee is responsible for reviewing, evaluating and continuously monitoring all material use and waste management initiatives.

Waste Management

Our Waste Management Policy prioritises the avoidance of excess consumption and the selection of sustainable alternatives. It also promotes proper reuse, recycling and disposal of waste across our operations, encouraging all stakeholders to join us on our journey. Our efforts cover waste generated by customers, tenants and residents, as well as construction waste produced on our development projects. Licensed collectors collect all waste for proper disposal in compliance with local market regulations. Our operations dispose of a limited amount of hazardous waste, in the form of a small quantity of mercury-containing fluorescent tubes, that are collected by licensed waste collectors and sent to Chemical Waste Treatment Centre, where the mercury is recovered and recycled.

怎樣管理

致力於負責任和可持續消費是我們資源和廢物管理計劃的核心。我們於本報告期內訂立兩個新目標，承諾於2030年前，將運往堆填區的商業廢物減至50%，以及以2018年為基數，將用水強度減少20%。我們的《綠色辦公室政策》，透過採納最佳實務常規和提高員工對可持續發展議題的意識，闡釋辦公室運用可持續資源的方針。我們亦就減少使用、回收和升級再造資源和物料，推行不同計劃連繫員工、顧客、租戶和社區。我們的環境、社會及管治督導委員會負責審視、檢討，以及持續監察所有物料運用和廢物管理的計劃。

廢物管理

我們的《廢物管理政策》訂明避免過度消費和選擇可持續替代品的優次原則，同時促進各業務部門以妥善的方法重用、回收和處置廢物，並鼓勵所有持份者一同參與。顧客、租戶和住戶所產生的廢物，乃至項目發展時產生的建築廢物，均由持牌廢物處理商收集，並依照當地相關規定適當處置。我們日常營運棄置的少量含汞光管，屬有害廢物並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。

PLASTIC WASTE
塑膠廢料

A key component of our waste management initiatives entail reducing and recycling single-use plastic. We committed to the Plastic Awareness Campaign in 2018 as part of our efforts to reduce single-use plastic consumption across all business lines by 50% by 2022 (from our 2017 baseline) in accordance with wider Sino Group goals. Since November 2018, we have introduced Reverse Vending Machines for recycling plastic beverage bottles at some of our managed properties in Hong Kong to facilitate customer and public participation in our campaign. As at 30 June 2021, more than 711,000 plastic bottles were recycled through this initiative, reducing carbon emissions by 170,000 kg. This is equivalent to 7,400 trees planted‡.

To further promote recycling, we plan to introduce an updated version of the Reverse Vending Machines in July 2021 to collect plastic bottles and aluminium cans in return for cash rebates. The machines will service ten of our properties.

To communicate our waste management priorities to colleagues and tenants, interns from the PolyU School of Design produced lovable animal figures made from upcycled plastic waste for display around the common areas and offices as daily reminders to conserve resources. More details on this initiative can be found in the Investment in Innovation section on p.100 .

減少使用和回收即棄塑膠，是我們廢物管理計劃的重要部分。我們於2018年推行「塑減行動」，以配合信和集團以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消耗量減少50%的目標。我們於2018年11月引入「逆向自動售貨機」於旗下部分管理的物業進行塑膠飲料樽回收，讓顧客及公眾參與我們的活動。截至2021年6月30日，回收了超過711,000個膠樽，減低了170,000公斤的碳排放量，相當於種植了7,400棵樹‡。

為進一步促進回收，我們計劃於2021年7月於旗下十個物業引入升級版的「逆向自動售貨機」，顧客及公眾可透過回收膠樽和鋁罐換取現金回贈。

為了向同事及租戶宣傳廢物管理的重要性，來自香港理工大學設計學院的實習生製作了由回收塑膠升級再造成的可愛動物模型環保小提示，並在公用地方及辦公室展示，作為日常減少消耗和回收資源的小提示。有關該計劃的詳情，請參見本報告「創新投資」章節的第100頁。

Animal figures made from upcycled plastic waste are displayed around the common areas and offices as daily green reminders.
「塑造動物園」環保小提示由回收塑膠升級再造，並放置於公用地方及辦公室。

‡ Environmental Protection Department and the Electrical and Mechanical Services Department. *Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes)* in Hong Kong, February 2010
環境保護署及機電工程署.《*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*》，2010年2月

In addition to recycling, we reduce single-use plastic usage at source through various initiatives including: eliminating plastic straws; switching from plastic water bottles to smart water filtering stations, with water dispensers installed in 62 of our managed clubhouses so far; removing single-use plastic amenity containers in hotels, with standard rooms in all our hotels now having refillable dispensers; and providing umbrella dryers instead of plastic sleeves, with 142 installed at 76 locations to date. We signed a Plastic ACTion ("PACT") agreement with the World Wide Fund for Nature ("WWF") in 2019 pledging the items on the right for our two hotels in Singapore.

Since 2020, The Fullerton Hotel Singapore and The Fullerton Bay Hotel Singapore have reduced plastic usage by eliminating more than 21,000 plastic bags, 370,000 plastic straws and 277,000 plastic water bottles. The hotels also partner with a local waste vendor to track monthly recyclable waste data. The recyclables are further segregated into categories such as paper, metal, plastic and glass and are subsequently recycled at the waste vendor's recycling plant.

Our Guidelines on Green Gift Hampers and Basket Packaging Design encourage suppliers to reduce excessive packaging and explore the use of environmentally responsible materials in place of conventional packaging. Our suppliers are encouraged to opt for simple packaging designs using recyclable and reusable materials, while those with high environmental impact or low recycling value (such as PVC plastic or plastic foam) are discouraged.

除了回收，我們亦透過各項措施從源頭減少使用即棄塑膠，其中包括：停止提供塑膠飲管；於62個管理會所安裝飲用水機；於酒店標準房間配備補充裝沐浴用品，以取代即棄塑膠小瓶裝沐浴用品；並已在76個地點安裝了142部雨傘除水機取代即棄塑膠遮袋。我們於2019年簽署了世界自然基金會「絕膠行動」聲明，右方列出我們新加坡兩家酒店的承諾。

自2020年起，新加坡富麗敦酒店和新加坡富麗敦海灣酒店已避免使用逾21,000個膠袋、370,000支塑膠飲管和277,000個膠樽。酒店亦與當地廢物收集商合作，追蹤每月廢物回收的數據。可回收物包括紙張、金屬、塑膠和玻璃等類別，將在廢物收集商的回收廠循環再造。

我們的《禮籃綠色包裝設計指引》，鼓勵供應商減少過度包裝，並使用對環境負責的材料替代傳統包裝。我們鼓勵供應商採用可回收和重用的簡單包裝，減少使用對環境影響較大或回收價值低的包裝物料（例如聚氯乙烯塑膠或發泡膠）。

WWF's PACT Agreement for The Fullerton Hotel Singapore and The Fullerton Bay Hotel Singapore
新加坡富麗敦酒店及新加坡富麗敦海灣酒店於世界自然基金會「絕膠行動」(PACT)的承諾

On-going Practice
持續實行中

- Advocate environmentally responsible packaging to actively reduce single-use plastic
  致力使用環保的包裝設計以減少即棄塑膠
- Utilise centralised procurement to ensure all plastic alternatives are verified as being environmentally responsible
  利用中央採購，確保所有塑膠替代品均通過環保驗證

Achievements by 2019
2019年或之前已達成的目標

- Eliminated use of all single-use plastic stirrers and straws, switched from plastic bags to non-woven reusables and placed recycling bins in all guest rooms
  停止使用即棄塑膠攪拌棒和飲管，並在所有客房提供不織布袋和設置回收箱

Target by 2022
2022年目標

- Eliminate use of all single-use plastic bottles
  停止使用所有即棄膠樽

FOOD WASTE

Food waste management is another important area to Sino Land, given that Hong Kong's daily food waste disposal at landfill comprises 30% of municipal solid waste. Our structured food waste recycling programme is designed to lessen the burden on our overflowing landfills. We also encourage our tenants to reduce food waste through our Green Tenant Engagement Programme.

We have installed food waste decomposers at several sites to transform food waste into compost for organic fertilisers. These machines reduce air pollutants and GHG emissions arising from transport to landfill and help reduce methane emissions from landfill. In addition, Sino Property Services ("SPS") has also implemented a food waste management programme in our managed residential properties, shopping malls, office and industrial buildings. The programme has been extended to the facilities of clients in the government sector and among NGOs, providing one-stop waste recycling solutions from 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 Environmental Protection Department's Waste Cooking Oil Recycling Administrative Registration Scheme. During the reporting period, 66.2 tonnes of food waste were collected.

廚餘

香港堆填區每天處理的廚餘佔都市固體廢物的30%。有見及此，信和置業視廚餘管理為另一個重要範疇。我們有系統的廚餘回收計劃，旨在減少依賴即將飽和的堆填區。我們亦鼓勵租戶透過參與「環保租戶計劃」，減少浪費食物。

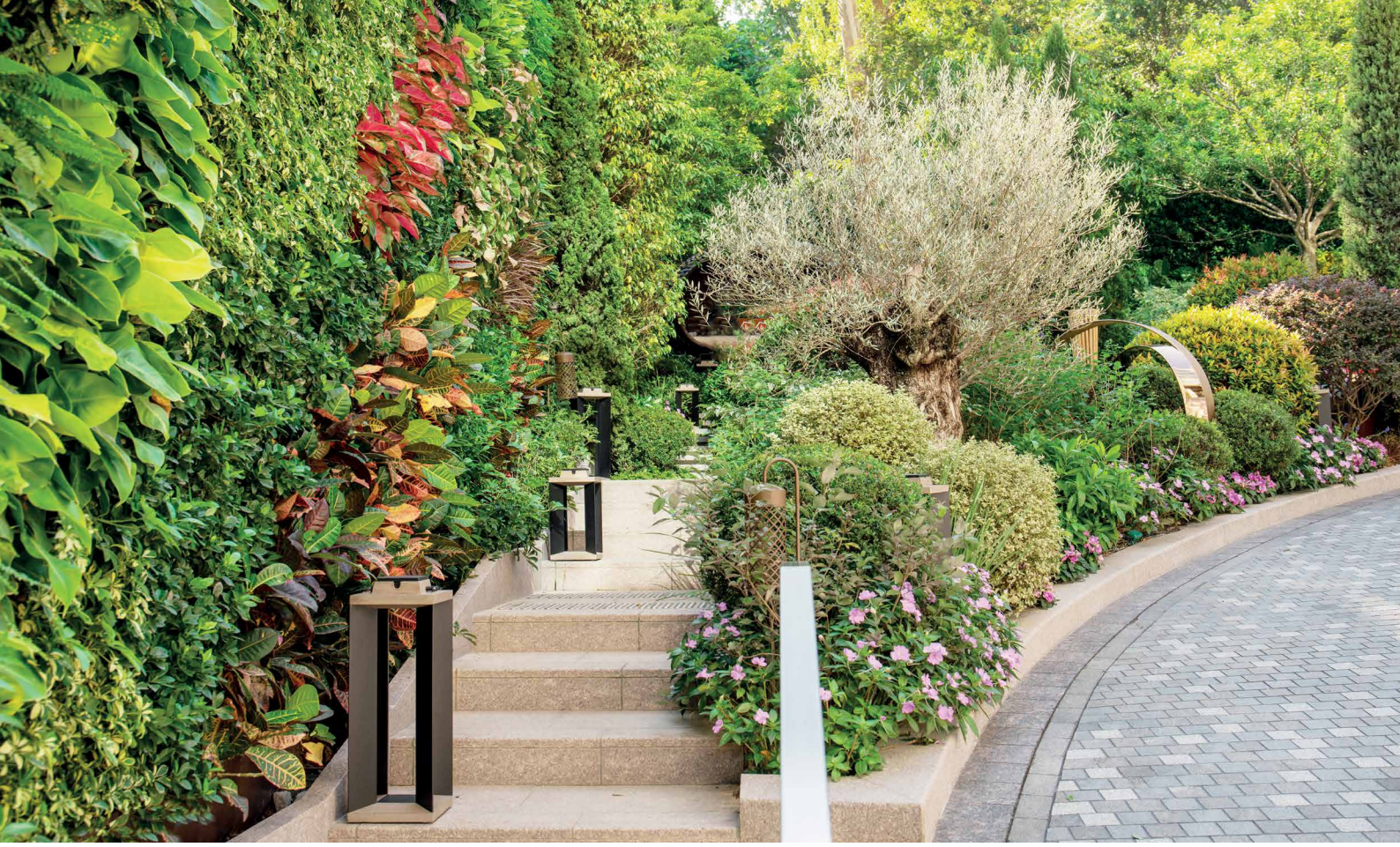
我們於多個地點安裝廚餘機，將廚餘轉化為有機肥料，供堆肥之用。這些設備不僅能減少因運往堆填區而產生的空氣污染物和溫室氣體排放，亦有助減少堆填區的甲烷排放。此外，信和管業優勢的廚餘管理計劃，除了於轄下管理的住宅物業、購物商場、工商大廈實施外，亦擴展至政府部門和非政府機構客戶的設施，由信和管業優勢旗下的恒毅環衛服務有限公司（「恒毅環衛」）和綠玲瓏供應有限公司（「綠玲瓏」），提供一站式廢物回收解決方案。除了收集一般可循環再造的資源和廚餘外，恒毅環衛和綠玲瓏亦是環境保護署「廢置食用油回收行政登記計劃」的註冊收集商。報告期內，一共收集了66.2公噸廚餘。

Water Consumption and Efficiency

The Group's Environmental Policy outlines our commitment to utilising precious shared resources like water efficiently. In Hong Kong, all the water we consume comes from Water Supplies Department, including potable water and seawater for flushing. Water is used mainly for washrooms and washing purposes in our commercial and residential buildings. All effluents are discharged into the public sewer system, following applicable discharge licences. We encourage the reuse and recycling of greywater as we strive to minimise adverse impacts on the environment.

用水和用水效益

集團的《環保政策》列出了對有效用水的承諾，以珍惜寶貴的水資源。在香港，我們的用水均來自水務署，包括食水和沖廁海水。在商業與住宅樓宇中，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。我們亦鼓勵廢水回收和重用，盡力減低對環境的負面影響。



133 Portofino: To enhance water efficiency, the Group collects rainwater for landscape irrigation.
133 Portofino: 集團收集雨水作園景灌溉以提高用水效益。

Our operations monitor the consumption of water monthly. We have installed several water-saving devices and adopted a variety of practices to reduce consumption. We also promote responsible water management among our hotel guests and office tenants.

The Group enhances water conservation efforts through rainwater collection and reuse systems that utilise greywater for landscape irrigation.

我們每月監測營運用水。除了安裝節水設備和採用節水實務常規外，我們更向酒店住客和辦公室租戶宣傳負責任管理水資源。

集團透過雨水收集和循環用水系統加強節約用水，系統將收集的廢水用於園景灌溉。

Some of the Water-saving Measures Adopted in our Hotels
部分在我們酒店採取的節水措施

- Encouraging guests to participate in the linen and towel reuse programme
  鼓勵酒店住客參加床單和毛巾重用計劃
- Promoting awareness among housekeeping and kitchen staff to use water efficiently
  提高房務和廚房員工的節水意識
- Introducing jet sprays for dish washing
  引進噴射式洗碗機
- Operating fully-loaded dishwashers and washing machines
  只開動已載滿的洗碗機和洗衣機
- Inspecting water facilities regularly to ensure there is no leakage
  定期檢查供水設施，確保沒有任何滲漏

Engaging Our Stakeholders
與持份者共同參與

Other than waste and water management, we engage with our stakeholders through various activities and programmes to raise awareness, reduce consumption and recycle materials.

除了廢物和用水管理之外，我們亦透過多項活動和計劃致力提高環保意識，與持份者合作減少消耗和回收物料。

SOAP AND COFFEE CAPSULE RECYCLING
回收肥皂和咖啡膠囊

Initiatives at The Fullerton Hotel Singapore and The Fullerton Bay Hotel Singapore included collaboration with NGO, Clean the World, to recycle soap bars for redistribution to regions in need. This need has been heightened given the importance of hygiene during the COVID-19 pandemic. The total amount of soap collected during the reporting period amounted to 186.6 kg. The hotel also worked with Nespresso to recycle used coffee capsules. During the reporting period, a total of 168.2 kg of used coffee capsules were collected for recycling.

新加坡富麗敦酒店及新加坡富麗敦海灣酒店與非政府機構 Clean the World 合作，回收肥皂並重新分配給有需要的地區，肥皂於新型冠狀病毒疫情期間對保持衛生更顯重要。報告期內，合共收集了 186.6 公斤肥皂。酒店亦與 Nespresso 合作，回收使用過的咖啡膠囊，報告期內，合共收集了 168.2 公斤咖啡膠囊以作回收。

PROTECTING OUR MARINE RESOURCES
保護海洋資源

To raise awareness and protect marine resources in Hong Kong, we joined community partners EcoDrive and Eco Marine, Tai O residents, and students and staff from the Christian and Missionary Alliance Tai O Kindergarten, to clean up the shores of Tai Long Wan and Tai O on Lantau Island on World Oceans Day 2021. Over 130 kg of waste in total, including packaging, plastic containers, water barriers, plastic pipes and construction waste, was collected and sorted from both sites. In addition to protecting the natural beauty and the area's indigenous species such as the Chinese white dolphins, this clean-up effort also encouraged environmental action among the younger generation. We further support awareness building through sponsorship of initiatives such as Eco Drive's Enough Plastic campaign.

我們於「世界海洋日 2021」聯同社區夥伴 EcoDrive 及 Eco Marine、大澳居民及基督教宣道會大澳幼稚園師生，合力清潔位於大嶼山的大浪灣海灘及大澳海岸，以提高保護海洋生態的意識。活動共收集及分類處理逾 130 公斤垃圾，當中包括塑膠包裝、塑膠容器、水馬、塑膠水管，以至建築廢料等。除了保護這些生態系統中的自然景致和本土海洋生物包括中華白海豚，是次清潔沙灘活動亦鼓勵年輕一代採取環保行動。另外，我們透過贊助 EcoDrive 的「不要膠下去」運動，進一步提高大眾的減塑意識。

MOONCAKE BOX AND LAI SEE PACKETS RECYCLING CAMPAIGNS
月餅盒和利是封回收計劃

The Group organised the Mooncake Box Recycling Campaign 2020 from 21 September to 9 October 2020. With the support of our property management team, colleagues and long-time partner Christian Action, nearly 15,000 mooncake boxes were collected across 150 properties and turned into raw materials for new products. We also continued to support Greeners Action's Lai See Packet Reuse and Recycling Programme for the tenth year. From 18 February to 3 March 2021, over 1,400 kg of Lai See packets were collected at 124 managed properties for reuse in the following year.

集團在 2020 年 9 月 21 日至 10 月 9 日舉行「月餅盒回收計劃 2020」。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，我們在 150 個物業收集了接近 15,000 個月餅盒，月餅盒將循環再造成原材料，製造新產品。我們連續第十年參加支持綠領行動的「利是封回收重用大行動」，集團在 2021 年 2 月 18 日至 3 月 3 日期間，於旗下 124 個管理物業中，收集超過 1,400 公斤利是封供來年重用。

Around 15,000 mooncake boxes were collected during the Mooncake Box Recycling Campaign 2020.
「月餅盒回收計劃 2020」收集近 15,000 個月餅盒。

Colleagues at Tsim Sha Tsui Centre created a stunning Christmas tree out of 376 red wine bottles and 350 CDs.
尖沙咀中心的員工利用376個紅酒樽和350隻光碟，升級再造成美麗的環保聖誕樹。

CHRISTMAS TREE COMPETITION AND TREE RECYCLING
升級再造聖誕樹比賽

We celebrated the festive season with an Upcycled Christmas Tree Competition, encouraging colleagues to create “green” Christmas trees using recycled and waste material. The competition received an overwhelming response with over 220 submissions from more than 450 staff members and their families and friends. As a result, over 100 upcycled Christmas trees adorned Sino properties across Hong Kong, Singapore and Sydney. Colleagues also created upcycled Christmas trees to decorate their homes or offices.

Apart from the upcycling competition, we continued our recycling efforts with 77 Christmas trees and 79 Chinese New Year peach blossom trees recycled through Eco Greentech, EcoPark or authorised recycler. We are also committed to caring for trees at all our properties. When trees have to be felled due to safety concerns, disease or other reasons, the healthy components of fallen trees are recycled into compost or mulch, with larger trunks and branches upcycled into furniture and art pieces.

我們以「升級再造聖誕樹比賽」歡度綠色聖誕，鼓勵同事善用回收物料及廢物，創造環保聖誕樹。比賽反應熱烈，共收到超過220份參賽作品，逾450位同事及其親友參加。超過100棵升級再造而成的聖誕樹於集團旗下位於香港、新加坡及悉尼的物業展出。此外，同事亦製作環保聖誕樹裝飾家居或辦公室。

除了升級再造比賽外，我們透過綠科環保、環保園或認可回收商回收了77棵聖誕節和79棵新年桃花。我們亦致力照料旗下物業的樹木，樹木若因安全、生病或其他原因而必須砍伐，其健康部分會用作堆肥或覆蓋物，而較大的樹幹和樹枝則被升級再造成傢俱和藝術品。

PROMOTING SUSTAINABLE FOOD CHOICES
提供更多可持續食品的選擇

The Group encourages sustainable food choices across its hotel properties. Special plant-based menus at The Fullerton Hotel Singapore include vegan options featuring organic herbs and fresh produce grown at the Fullerton Farm. In addition to plant-based options, sustainable seafood options are provided. To promote marine conservation, we have adopted the Seafood Guide issued by WWF for procuring sustainable seafood that complies with sustainability schemes, including Aquaculture Stewardship Council and the Marine Stewardship Council (“MSC”) certified sustainable seafood at all our restaurants. In addition, we do our utmost to source seafood from certified fisheries and farms, working towards the Group's target that 60% of the seafood served at our hotels will be purchased from sustainable sources by 2025. At The Fullerton Hotel Sydney, all Pacific cod, hake and hoki fish are sourced from MSC-certified suppliers.

集團鼓勵旗下酒店提供可持續的食品選擇。新加坡富麗敦酒店的特色素菜餐單，提供多款來自富麗敦農莊有機香草和新鮮農產等純素選擇。除了素食，我們亦提供多款可持續海鮮。為推廣保育海洋生態，我們採納了世界自然基金會發布的《海鮮選擇指引》，致力採購符合海洋管理委員會及水產養殖管理委員會認證的海鮮。集團亦竭力從認可漁農和養魚場採購海鮮，致力於2025年前實現集團的目標，使旗下酒店供應的60%海鮮將採購自可持續來源。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。

CASE STUDY
案例

Orchid Farm at Pacific Palisades, one of the farms under our Farm Together Project, provides a learning ground where residents can discover sustainable living and wellness, while developing an appreciation for the joys of planting.
「一喜種田」項目的其中一個農圃——寶馬山花園蘭花園，定期為住戶舉辦各類型綠色工作坊，讓他們接觸可持續生活及體驗都市種植的樂趣。

CONNECTING WITH NATURE THROUGH FARM TOGETHER

Committed to creating a community that thrives in harmony by embracing green living and wellness, the Group continues to expand our Farm Together project. The project comprises nine farms in Hong Kong and one in Singapore: the Sky Farm at Skyline Tower, the 148 Farm at 148 Electric Road, the Butterflies and Herbs Farm and Gold Coast Farm at the Hong Kong Gold Coast Hotel, the Gold Coast Fun Farm and Gold Coast Eco Farm at Hong Kong Gold Coast Residences, the Orchid Farm at Pacific Palisades, the Country Club Farm at Grand Central, the Butterfly Garden at YM^2 and the Fullerton Farm at The Fullerton Hotel Singapore. Spanning over 35,000 sq. ft., these farms have cultivated over 150 plant and crop species and produce more than 1,000 kg annually to be shared with residents, tenants and charitable organisations to support the local community.

The Orchid Farm at Pacific Palisades, showcases over ten orchid species and more than 150 flowering pots, offering relaxing surroundings and a learning environment where residents can discover sustainable living and wellness. The project has been extended to the Singapore community through the launch of the Fullerton Farm. There, guests can learn about sustainability and biodiversity through weekly tours. From familiar fruit, plant and herb species like papaya, spinach and rosemary to unique varieties like custard apple and chiku, guests can explore a diverse array of crops grown, harvested and used for creative dishes at The Fullerton Hotel Singapore.

「一喜種田」與大自然建立連繫

集團致力透過提倡健康綠色生活理念以建構更美好社區，繼續擴展「一喜種田」項目。項目包括九個香港的農圃和一個新加坡的農圃：分別是位於宏天廣場的宏天空中農莊、電氣道148號的148空中農莊、香港黃金海岸酒店的蝶舞香草農莊和黃金海岸農莊、香港黃金海岸住宅的黃金海岸開心農莊和黃金海岸綠悠農莊、寶馬山花園的蘭花園、凱滙的俱樂部農莊、裕民坊YM^{2}的蝴蝶園，以及新加坡富麗敦酒店的富麗敦農莊。這些農圃總面積佔地逾35,000平方呎，合共種植逾150種植物和農作物，每年出產逾1,000公斤收成，與住客、租戶和慈善組織分享，藉以支持本地社區。

寶馬山花園蘭花園種植了超過十種不同品種逾150多株蘭花，為住戶締造怡人環境和探索可持續生活的學習園地。項目已藉著富麗敦農莊走進新加坡社區。賓客可以透過每周舉行的導賞團，認識可持續發展和生物多樣性。從熟悉的水果、植物和草本植物如木瓜、菠菜和迷迭香到獨特的品種如釋迦和人心果，賓客可探索新加坡富麗敦酒店內種植、收成和用於創意菜餚的各種農作物。

The Farm Together project offers a range of community workshops, programmes and tours that teach participants everything from the farm-to-table concept to expert farming tips. It is designed and maintained in partnership with Smiley Planet, Rooftop Republic, Fung Yuen Butterfly Reserve, Environmental Association and The Providence Garden for Rehab. We also work with Dyelicious, Hong Chi Association, New Life Psychiatric Rehabilitation Association, The Warehouse Teenage Club, St. James' Settlement — Ground Work and other like-minded partners to promote urban farming and social inclusion.

The Farm Together project recently received the Green Good Design Award in 2021 from the Chicago Athenaeum Museum of Architecture and Design and Metropolitan Arts Press Ltd. The goal of this award is to recognise outstanding organisations and programmes that have forwarded exceptional thinking and inspired progress towards a healthier and more sustainable universe.

「一喜種田」項目為大眾提供一系列社區工作坊、活動及導賞團，讓參與者進一步了解涵蓋「農場到餐桌」（farm-to-table）飲食概念，以至專業耕作技巧等綠色生活理念。我們凝聚合拍伙伴，與Smiley Planet、雲耕一族、鳳園蝴蝶保育區、環保協進會和康恩園等機構合作設計、種植和護養農田。我們亦與染樂工房、匡智會、新生精神康復會、蒲窩青少年中心、聖雅各福群會土作坊，以及其他志同道合的社區夥伴合作，促進都市耕作及社區共融。

「一喜種田」項目最近榮獲芝加哥雅典娜建築與設計博物館及Metropolitan Arts Press Ltd頒發2021年度的「Green Good Design Award」。獎項旨在表揚傑出的機構和項目，推動卓越思維，並鼓勵大眾建設一個更健康和更環保的地球。

The produce was packed into green hampers and shared among our partners.
我們將收成包裝成精美的蔬菜籃，贈送予集團夥伴，與他們分享「一喜種田」的成果。

"Farm Together invites our colleagues, residents, tenants and the wider community to connect with the natural environment. In celebrating local biodiversity, the project promotes wellness and sustainable living — driving a greener future for all."

「『一喜種田』讓員工、住戶、租戶和社區大眾更親近大自然。在促進本地生物多樣性的同時，為大眾推動綠色未來。」

Ms Vivian Lee 李玲鳳女士

Group General Manager, Corporate Marketing and Communications
集團企業市務及傳訊部總經理

WELLNESS

健康舒泰

RELATED MATERIAL TOPICS 相關重大議題

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MANAGEMENT APPROACH

Enhancing the wellness of our people is a vital factor in achieving our corporate vision of making Sino the preferred choice for customers, investors and employees. The Green Living Sub-committee of the ESG Steering Committee oversees our approach to Wellness. This Sub-committee supports fair employment practices and ensures we comply with local labour regulations, including minimum wage laws across our global operations. The Sub-committee meets quarterly and identifies, monitors and reviews current and emerging issues and trends related to human capital development, including the increasingly important issues of health, safety and wellbeing brought to the fore by the COVID-19 pandemic.

A number of essential policies define our approach to engaging our people. These include our group-wide Human Rights Policy, Diversity and Inclusion Policy and Health and Safety Policy, which guide us in maintaining a fair workplace as well as a safe environment for our employees, customers and communities. These policies are regularly reviewed to ensure they align with our overall strategies and stakeholder expectations. Our Green Living Sub-committee also evaluates our safety performance quarterly and develops action plans to ensure all measures remain effective.

Employee Communication Channels

We maintain easily accessible communication channels with colleagues to instil a sense of belonging and ensure their opinions and concerns are addressed. Employees can engage in two-way communication with our management through various channels, including email, intranet, newsletters, and town hall and mini-town hall meetings. In our town hall meetings, senior management addresses staff questions and follows up with a review of the relevant policies, where appropriate and necessary. The feedback is then uploaded onto SinoNet, the Group's intranet.

管理方針

促進持份者的身心健康是實現企業願景——「使信和成為顧客、投資者和員工的首選」的重要元素。環境、社會及管治督導委員會旗下的綠色生活小組委員會，負責監督集團「健康舒泰」的方針，並保持公平的僱傭實務常規，確保我們在全球的業務，均遵守最低工資等當地勞工規例。小組委員會每季舉行一次會議，以識別、監督、檢討與人力資本發展相關的現有和新興議題及趨勢，包括因新型冠狀病毒疫情而越趨重要的身心健康及安全等議題。

多項重要政策規範我們與持份者聯繫的方針。當中《人權政策》、《多元共融政策》和《健康及安全政策》指引我們為員工、顧客和社區締造公平和安全的環境。我們會定期檢討政策，以確保政策符合業務的整體策略和持份者的期望。綠色生活小組委員會亦會每季評估安全表現並制定計劃，以確保所有措施持之有效。

員工溝通渠道

我們持續透過開放透明的溝通渠道，致力培育同事的歸屬感，並確保他們的意見和疑慮得到回應。員工可以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。在年度員工溝通大會上，管理層回答員工的提問，並適時跟進及檢討相關政策。有關意見及回應隨後更會上載到集團內聯網。

GOALS 目標	OUR PROGRESS 我們的進展
+50% +100% Increase training hours per employee by 50% by 2025 and 100% by 2030 from the 2019 level 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%	13 average training hours per employee, which is a 18.2% increase over the previous year 員工平均培訓時數增加至13小時，較去年上升18.2%
Embrace diversity and inclusion to 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	50:50 male to female employee ratio 員工的男女比例為50:50
Improve the wellbeing of our employees through wellness programmes covering work and family life, physical health and mental health 透過涵蓋工作、家庭及身心健康活動促進員工福祉	>3,000 employees enjoyed attending various activities as part of the Employee Wellness Programme created to promote the health and wellbeing of colleagues 集團推出全新員工身心健康計劃，以推廣健康生活。報告期內，逾3,000人參與各類活動，反應踴躍
Deliver products and services that enhance the wellness of our stakeholders 提供能進一步提升持份者身心健康的產品和服務	To enhance professional hygiene and disinfection measures during the COVID-19 pandemic, BRESL utilises a medical grade ultraviolet (UV) sanitisation robot which performs deep sanitisation 為了在新型冠狀病毒疫情期間加強專業的衛生和消毒措施，恒毅環衛利用醫療級的紫外線消毒機械人進行深層消毒

WELLNESS HIGHLIGHTS 健康舒泰重點項目

1 Extended paid maternity leave entitlement from 14 to 18 weeks

將有薪產假福利從14周增加至18周

2 Featured about 1,000 job opportunities across various businesses at the Career Day

於招聘日提供約1,000個就業機會，涵蓋集團各業務範疇

3 Launched a Diversity and Inclusion Month in mid-April 2021 to promote workplace inclusion

於2021年4月中推出「多元與共融行動月」，推動多元和共融工作文化

4 Conducted wellness workshops on a variety of topics for employees

為員工舉辦多個以身心健康為主題的工作坊

The Group's Corporate Town Hall Meeting was held on 31 October 2020. It was conducted online for the first time due to the COVID-19 pandemic.

集團於2020年10月31日舉行管理人員溝通大會。因應新型冠狀病毒疫情，是次大會首次移師網上進行。

Labour Practices

勞工實務常規

Creating a fair, positive and motivating working environment that engages and inspires our people is at the heart of our thriving business community. Good labour practices, including professional development opportunities and competitive benefits, are fundamental to making Sino the preferred choice for customers, investors and employees.

公平、正面及積極的工作環境，能讓員工投入工作，對於業務發展和員工成長至關重要。良好的勞工實務常規，包括專業發展機會和具競爭力的福利，都是讓信和成為顧客、投資者及僱員首選的基石。

We strive to create a happy and engaging workplace and provide equal opportunities for our colleagues.
我們致力為員工創造愉快和有歸屬感的工作環境，並提供平等機會。

HOW WE ARE MANAGING IT

Our core values of “Integrity”, “Respect” and “Teamwork” define our approach to workplace practices. To acquire and retain talent, we support equality for all, provide training and career development opportunities and offer competitive remuneration and benefits. Our Code of Conduct and Human Rights Policy protect the rights of our employees and provide equal opportunities to existing and prospective staff, as well as the freedom to participate in collective bargaining and join labour unions. The Group forbids forced labour and child labour, which extends to our contractors and suppliers as specified in our Contractor/Supplier Code of Conduct. Communication channels are available for employees, contractors and suppliers to report any concerns. Anyone found to be in violation of our codes of conduct is subject to disciplinary action. More details on our codes of conduct and grievance mechanisms can be found in the Governance section of this Report on p.33.

Our Staff Handbook outlines our comprehensive human resources framework together with our 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 to keep pace with legal and regulatory requirements and best employment practices, such as extended maternity leave. The Group adheres to Hong Kong’s Employment Ordinance and relevant laws and regulations in all jurisdictions where we operate.

怎樣管理

「誠信可靠」、「尊重共融」和「團隊精神」的核心價值，為我們定下了工作間實務常規的方針。為了吸納及珍惜各方人才，我們支持平等機會，為所有員工提供培訓和個人事業發展的機會，並提供具吸引力的薪酬和福利。我們的《紀律守則》和《人權政策》，保障員工的權益，並為在職員工和求職者提供平等機會，以及參加工會及集體談判的自由。集團嚴禁強制勞工和童工，有關條文同時適用於承辦商和供應商，並於《承辦商/供應商行為守則》當中列明。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。如發現任何人違反守則，將受到紀律處分。有關行為守則和申訴機制的詳情，請參閱本報告「管治」章節的第 33 頁。

我們的《僱員手冊》概述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如增加產假。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。

Employee Benefits

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 privileges are also offered to all staff. All our packages and benefits are reviewed annually to reflect employee performance, contributions, and market trends. In addition to standard terms, we provided the key benefits highlighted below during the reporting period.

EMPLOYEES' CHILDREN EDUCATION SCHOLARSHIP AND BURSARY AWARD PROGRAMME

The Group continues to support the "Children's Education Award and Assistance Scheme" to recognise outstanding academic performance by employees' children and to provide financial support for their learning needs. A total of 82 and 22 employees' children from Hong Kong and Mainland China, respectively, received the Scholarship and Bursary Award amounting to HK$935,400 in 2020. In addition, 286 children of employees were granted primary and secondary student subsidies to buy learning materials for the new academic year.

PARENTAL BENEFITS

We further enhanced our family-friendly employment policy by extending our paid maternity leave entitlement to 18 calendar weeks, which is four weeks longer than the current statutory requirement. This is in addition to the ten-day paid parental leave provided to female employees. Male employees receive five days paternity leave with full pay.

Connecting with Our Staff

Beyond providing attractive benefits, we believe open communication is key to keeping our employees engaged. Town hall meetings have always been a vital communication channel for the Group. In this reporting period, these meetings were considered more important than ever to understand the needs of our employees during the pandemic. The Corporate Town Hall Meeting was conducted online with over 800 colleagues joining from Hong Kong and overseas. Senior management shared their aspirations for how colleagues could work together to create a better community for all. A mini-town hall meeting, themed "Empathy 3.0", was also held online. At this session, over 60 colleagues from Sino Property Services ("SPS") shared their experiences in meeting and exceeding customer expectations by showing empathy and embracing feedback on enhancing our services.

員工福利

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、產假與侍產假。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，以回饋員工的表現、貢獻和反映市場的趨勢。除了標準待遇外，我們於報告期內亦提供了多項福利，重點如下。

員工子女教育獎勵及資助計劃

集團繼續設有「員工子女教育獎勵及資助計劃」表揚員工子女在學業上的優異表現，並為有需要的員工子女提供經濟援助，支持學習需要。2020年香港及內地分別有82及22位員工子女，獲頒發獎學金或助學金合共935,400港元。另外亦有286位員工子女獲頒發中小學生書簿津貼，以資助他們在新學年購買教科書及文具。

生育福利

為進一步完善家庭友善的政策，我們將有薪產假福利增加至18周，較現行的法定假期多四星期。女性員工更可額外獲得十天有薪育嬰假，而男性員工則享有五天有薪侍產假。

與我們的員工聯繫

除具吸引力的福利外，我們相信坦誠溝通是員工投入工作的關鍵。溝通大會一直是集團重要的溝通渠道，疫情下這些溝通大會對了解員工的需求比往常更為重要。報告期內，管理人員溝通大會轉移至網上舉行，逾800名來自香港和海外的同事參與，管理層寄語同事共同為建構更美好生活出一分力。另外，我們的小型座談會以「將心比心3.0」為題在網上舉行，信和管業優勢的60多位同事分享他們如何在工作中以同理心滿足及超越顧客期望，並抱開放的態度對待服務改進建議。

The Group is committed to encouraging and promoting diversity and inclusion in our workplace.
集團致力鼓勵並推行種族多元共融的工作環境。

Diversity and Equal Opportunities

We safeguard equal opportunities in recruitment, training, promotion, transfers and remuneration, regardless of gender, disability, family status, marital status, pregnancy, race, religion, age, nationality or sexuality. As a signatory to the Racial Diversity & Inclusion Charter for Employers launched by Hong Kong's Equal Opportunities Commission, we are committed to encouraging and promoting diversity and inclusion in our workplace.

Our Diversity and Inclusion Policy outlines our commitment to ensuring a workplace free of discrimination, harassment or vilification, where employees can enjoy fair treatment at all times. Our Whistleblowing Policy describes the confidential grievance mechanism that employees can use to express their concerns regarding any suspected inappropriate behaviour or harassment. Detailed descriptions of the types of reportable conduct, procedures and follow-up actions are included in the policy. More information about our whistleblowing mechanisms can be found in the Governance section of this Report on p.33 . Training in workplace diversity and non-discrimination is provided during orientation to all new staff. The Human Resources Department also organises training on effective communication to help employees increase their productivity in the workplace. Our diversity and inclusion initiatives and programmes are outlined on the next page.

多元與平等機會

我們致力在招聘、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。作為簽署香港平等機會委員會推行的《種族多元共融僱主約章》的機構之一，我們致力鼓勵並推行種族多元共融的工作環境。

我們以《多元共融政策》展現承諾，確保員工免受歧視、騷擾或誹謗，並時刻享有公平的待遇。我們的《舉報政策》列明員工可依循保密申訴機制，反映對任何有關涉嫌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。有關舉報政策的詳情，請參閱本報告「管治」章節的第33頁。所有新入職員工在迎新課程期間，需接受職場多元共融和反歧視培訓。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。下頁列出一些有關多元共融的舉措。

DIVERSITY AND INCLUSION MONTH

The Group organised Diversity and Inclusion Month with a series of activities and events. These included seminars, international culinary classes, interactive games, a costume contest and employee sharing. Also as a part of the programme, we held an interactive seminar featuring representatives from the Equal Opportunities Commission, the NGO CareER and a guide dog trainer from Hong Kong Seeing Eye Dog Services. They were invited to share insights on how to integrate diversity and inclusion practices in the workplace and how to appreciate the diverse capabilities of people, to create an inclusive environment for all. Over 100 participating colleagues had the opportunity to interact with the guide dog and support a charity sale at the seminar.

CAREER OPPORTUNITIES FOR PEOPLE WITH VARYING ATTRIBUTES

We continued our long-term partnership with CareER and Dialogue in the Dark (HK) Foundation to provide job matching and career opportunities for people with disabilities. In addition, we cooperated with Caritas Hong Kong to support youth development, as well as diversity and inclusion in the workplace. We organised a career visit to the Hong Kong Gold Coast Hotel for non-Chinese speaking students from six secondary schools. The students were given the opportunity to shadow hotel staff for a full day to gain practical experience. This initiative allowed the students to better understand career options and to plan their future professional paths.

多元與共融行動月

集團於「多元與共融行動月」舉辦一系列活動，包括講座、多元菜式烹飪班、互動遊戲、民族服裝比賽及員工分享等。其中，「多元共融工作間講座」由平等機會委員會、非政府機構CareER，以及香港導盲犬服務中心的代表主講，分享如何在工作間有效推行多元共融文化，以及學習如何運用同理心，發掘不同人士的能力及潛能，為大眾創造共融環境。是次講座吸引超過100位員工出席，當日更有機會與導盲犬互動及支持慈善義賣活動。

為不同能力人士提供就業機會

我們繼續與長期合作夥伴CareER和黑暗中對話（香港）基金會合作，為傷健人士提供合適的工作和職業發展的機會。此外，我們亦與香港明愛合作，支持青少年發展以及多元和共融職場。我們安排來自六間中學的非華語學生到訪香港黃金海岸酒店，與酒店職員一起工作一天，從中獲得實踐經驗。是次活動能讓學生更了解自己的職業選擇，為未來的職業路向做好規劃。

A guide dog trainer from Hong Kong Seeing Eye Dog Services and representatives from the NGO CareER were invited to to speak about how to create an inclusive environment for people with visual impairments.
我們邀請了香港導盲犬服務中心的導盲犬訓練員及非政府機構CareER的代表，分享如何為視障人士創造共融環境。

Employee development is vital to the sustainable growth of the Group. We offer a wide spectrum of learning opportunities on an ongoing basis.
員工發展對集團的可持續發展極為重要，集團定期提供多元化的培訓機會。

Training and Development

Employee training and development is essential for the long-term success of the Group. We consistently encourage colleagues to acquire new skills and attain qualifications to support their professional growth and the Group's needs. We provide a wide spectrum of internal and external training opportunities to deepen employees' knowledge and help them acquire interdisciplinary skills. To promote lifelong learning, we offer examination leave and educational subsidies so employees can participate in external training. Learning opportunities provided on an ongoing basis include courses, seminars and workshops in areas such as customer service, financial knowledge, information technology, language proficiency, technical skills such as first aid and the safe use of electricity, and legal requirements. In addition to professional skills, training on topics such as mental health and stress management are offered. We aim to increase our training hours per employee by 50% by 2025 and 100% by 2030 from our 2019 level. During this reporting period, approximately 123,000 hours of training were organised, with each employee receiving an average of 13 hours of training. This is an increase of 18.2% from the previous year.

E-LEARNING OPPORTUNITIES

Employees have access to the Group's mobile app, inSino, for the latest corporate information, announcements, management communications, staff discounts and information on annual leave and medical benefit balances. In September 2020, the Group launched another staff mobile app and web portal dedicated to e-learning called "SINO iLearn". The app allows colleagues to learn anytime and anywhere, providing the incentive of earning inSino badges towards prize redemption for completing courses. Through SINO iLearn, colleagues can learn at their own pace and access learning materials by browsing the course list on their phones or computers. The courses are bite-sized and provided in an interactive mode, to enhance learning efficiency. Offerings include the "Star Service+" series covering customer service management, as well as courses on various topics pertaining to personal development, with new courses added regularly.

培訓與發展

員工培訓和發展為集團長遠成功的關鍵。我們持續鼓勵員工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要。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。我們持續提供的培訓機會包括顧客服務、財務知識、資訊科技、語言和法律要求等領域的課程、急救及用電安全等技能、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。我們定下目標，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%。報告期內共舉辦了約123,000小時的培訓，平均每位員工的培訓時數為13小時，較去年上升18.2%。

網上學習機會

員工可透過集團的手機應用程式「信誌」在網上查閱最新公司資訊，包括公告、管理層通訊，員工優惠、年假及醫療福利結餘等資訊。2020年9月，集團推出了另一個員工線上學習手機應用程式及網頁「信學堂」。完成課程後，更可獲得「信誌獎章」來兌換獎品。員工可自主掌握學習進度，並透過手機或電腦輕鬆獲取學習資源。「信學堂」課程精簡，以生動有趣的互動模式提升學習效能，當中包括提升客戶服務的「星級服務+」系列，以及針對個人發展的課程。「信學堂」亦會定期增設新課程。

STAFF TRAINING AND WORKSHOPS

The Group launched a two-year High Potential Staff Development Programme in November 2020 to strengthen our leadership pipeline. Three levels of customised training sessions have been tailored to cater to the varying needs of our frontline, young and senior leaders. Senior management of SPS nominated 56 colleagues to join the programme in this reporting period. Each participant received an individual development plan with core programmes to support their growth. On-the-job coaching and mentoring, job rotation or shadowing and a leadership camp are also features of the programme, which aims to broaden participants' business and leadership perspectives.

We also continued to deliver learning opportunities and courses amid COVID-19, adopting a webinar format for new hire orientation and training in customer service and others soft skills. Online learning provided engagement through interactive exercises, discussions and sharing sessions, while also offering the benefits of overcoming geographical restrictions and eliminating commuting time.

To support our frontline colleagues in providing excellent customer experiences, we offer bite-sized customer service tips through various channels, including our staff app inSino, monthly posters and daily briefings.

員工培訓及工作坊

為培育領袖人才，集團於2020年11月推出為期兩年的「優秀員工發展計劃」。計劃按前線領袖、青年領袖及資深領袖三個級別的發展需要度身定造。報告期內，信和管業優勢的高級管理層提名了56位員工參與計劃，每位均有一份涵蓋核心課程及度身而設的培訓計劃，協助他們發展事業。參加者更可獲得在職指導和輔導、輪崗個人發展或影子學習，並會參與領導力訓練營，進一步拓闊商業和領導力視野。

我們在疫情期間提供的學習機會和課程並無間斷，以網絡研討會形式為新入職員工提供迎新培訓，以及顧客服務和其他實用技巧等培訓。透過互動練習、討論和分享環節，讓同事能投入網上學習。與此同時，網上學習亦可消除地域限制並節省交通時間。

為使前線員工能為顧客提供卓越體驗，我們透過不同渠道包括員工應用程式「信誌」、每月海報及每日簡報提供簡單易明的顧客服務貼士。

We encourage our employees to acquire professional knowledge, learn new skills and attain qualifications to support their career growth and the Group's business needs.
我們鼓勵員工汲取專業知識、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。

Upon completion of training, participants of the Youth-Up Programme were appointed as Customer Experience Ambassadors to support the handover of our new development, Grand Central in Kwun Tong.
「青年躍動計劃」的參加者在完成培訓後擔任客戶服務體驗大使，以支持我們觀塘最新發展項目 —— 凱滙的物業交付工作。

TRAINEE PROGRAMMES

Developing young talent is vital for the growth of our business. During the reporting period, we continued to partner with local and overseas universities to attract bright young minds to our trainee programmes. Our programmes include:

CORPORATE MANAGEMENT TRAINEE PROGRAMME

The Corporate Management Trainee Programme is a 20-month development programme that helps young talent develop successful careers. Trainees rotate through our primary business functions, receiving on-the-job training and acquiring problem-solving, management and networking skills, as well as a broader business perspective.

INTERNSHIP PROGRAMME

Tertiary students can gain exposure to our business through participation in our regular summer internship programmes. This year, the Group recruited 130 interns at our Career Day held on 29 May 2021. The interns were assigned to 25 different departments including Sales, Leasing, Property Management, Hotel Management, Innovation and Sustainability, among other areas. Young talent experience working in different functions and understand various businesses of the Group; individuals who perform well have the opportunity to join our full-time trainee programmes.

YOUTH-UP PROGRAMME

The Group also launched the Youth-Up Programme in March 2021 to nurture young talent and bring fresh insights and inspiration to the property management services industry. The programme provides comprehensive training and work experience for recent graduates who are interested in joining the industry, with successful applicants undertaking immersive training for one month prior to commencing their duties. In addition to a wide range of operational areas under the SPS Property Management Academy, the training incorporates topics related to our three key pillars.

培訓生計劃

培養年輕人才對業務增長至關重要。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，參加我們的培訓生計劃。計劃包括：

管理培訓生計劃

管理培訓生計劃為期20個月，協助年輕人才發展事業。培訓生於各個主要業務部門實習，接受在職培訓、學習排解難題、管理和社交技能，以及掌握業務前景。

實習生計劃

集團定期舉辦暑期實習生計劃予大專生。今年，集團於2021年5月29日舉行的招聘日招聘了逾130名實習生。他們被派往銷售、租賃、物業管理、酒店管理、創新、可持續發展等25個不同部門實習。年青人才透過在不同部門工作，了解集團的各項業務。當中表現出色的實習生更有機會參加全職培訓生計劃。

青年躍動計劃

集團亦於2021年3月推出「青年躍動計劃」，旨在培育年青及充滿熱誠的人才，並為物業管理行業注入更多創意及新思維。計劃為有志投身物業管理行業的大專畢業生，提供全面培訓和工作經驗。獲選的參加者可接受為期一個月的職前全職培訓，從中汲取實習經驗。培訓內容不僅涵蓋信和物管精英培訓學堂的一系列專業及實用技巧，更包括與集團三項關鍵元素相關的議題。

Wellbeing
福祉

The wellbeing of our employees, customers and communities has always been at the heart of who we are as a business. Our appreciation of wellbeing has driven us to ensure that our health and safety policies and measures remain at the highest standards as we strive to maintain the trust of all our stakeholders and uphold our core values of “Continuous Improvement” and “Preparedness”.

保障員工、顧客和社區的福祉一直是我們的首要任務。我們致力確保健康及安全政策及措施達至最高標準，並竭誠與所有持份者保持互信關係，繼續秉持集團「不斷求進」和「充分準備」的核心價值。

The Group strives to provide a safe and healthy environment for its employees, customers, contractors, suppliers and other stakeholders.
集團致力為僱員、顧客、承辦商、供應商及其他持份者提供一個安全及健康的環境。

HOW WE ARE MANAGING IT

Our efforts involve protecting the physical health and safety of all stakeholders and enhancing general employee wellness. Our Health and Safety Policy sets out our commitment to prioritising health and safety across all aspects of our business, from building planning and design to daily operations. As such, we endeavour to provide a healthy and safe environment for our stakeholders, including employees, contractors, tenants and visitors. Our health and safety management system complies with all relevant laws, regulations and meets industry standards and best practices. In addition to regular inspections and audits, our ERM framework adopts a risk-based approach to identify, evaluate, mitigate and report any issues related to health and safety. The Green Living Sub-committee under the ESG Steering Committee ensures that health and safety principles are embedded across all our business lines.

Occupational Health and Safety

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. This includes control over work practices in high-risk situations, such as confined spaces and working at height. We adhere to Hong Kong's Occupational Safety and Health Ordinance and relevant laws and regulations in the overseas jurisdictions where we operate. Sixteen properties managed under SPS, are certified under the ISO 45001 Occupational Health and Safety Management System standard. The Green Living Sub-committee, comprising senior executives from key business units, monitors the OHS performance of day-to-day operations in property management, car park management, security and environmental services. The Sub-committee is also responsible for administering the health and safety management system of the Group and ensures that safety principles are adopted in day-to-day operations. In addition, the Sub-committee also reviews injury cases to identify corrective and preventative actions.

怎樣管理

我們致力保障所有持份者的健康和安全，以及促進員工的身心健康。透過《健康及安全政策》，我們承諾將健康及安全納入到建築規劃、設計和營運等所有業務範疇中。為此，我們竭力為員工、承辦商、租戶和訪客等持份者提供健康及安全的環境。我們的健康及安全管理體系，不僅符合所有法律和規例，更依循行業標準和最佳實務常規。除了定期視察和審核，我們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。環境、社會及管治督導委員會旗下的綠色生活小組委員會，負責確保健康及安全原則，融合於所有業務範疇中。

職業健康及安全

我們採取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。當中包括密閉空間和高空工作等高風險工作常規的監控工作。我們遵守香港《職業安全及健康條例》，以及經營所在地海外司法管轄區的相關法律和規例。信和管業優勢管理的16項物業，均已獲得ISO 45001職業健康與安全管理體系標準認證。綠色生活小組委員會由來自集團各業務單位的高級行政人員組成，負責監察物業管理、停車場管理、保安和環境服務業務的職安健表現。同時確保在日常業務上落實執行健康及安全管理系統的各項原則，並會檢視工傷個案以識別糾正及預防措施。

OHS Policy Statement
職業安全及健康政策

- Administer our health and safety management system in compliance with relevant laws and regulations
  根據相關法律和規例管理我們的健康及安全管理體系
- Operate facilities, machinery and equipment using safe working methods compliant with appropriate health and safety standards
  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
- Assign competent and skilled staff and contractors to handle projects with critical hazards or impacts
  委派合資格的員工和承辦商，處理較高危的項目工種
- Require contractors and subcontractors working on our projects to adopt appropriate policies, procedures and practices to ensure OHS at work
  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
- 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
  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
- Continuously monitor and update our health and safety performance indicators and implement improvement actions
  持續監督和更新我們的健康及安全績效指標，並改善計劃
- Promote a strong safety culture through various communication channels, including safety campaigns, discussions and sharing sessions
  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

Our OHS Policy Statement and OHS performance are regularly reviewed 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 work with third-party OHS specialists to conduct external audits and refine our investigation mechanisms to ensure legal compliance and minimise risks. 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.

Training is crucial for staff to build the right mindset and cultivate high safety standards. Our training comprises safety campaigns, publications and billboards, discussions and sharing sessions, as well as mandatory and specialised programmes. SPS was one of the first in the private property management sector to be recognised and accredited by the HKSAR Labour Department to run Safety Training Courses and endorse related professional qualifications for staff that have completed the courses.

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。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。

培訓對於培養員工正確態度和提高安全標準至關重要。我們的培訓課程涵蓋安全推廣活動、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。信和管業優勢獲香港特別行政區勞工處授權，開辦安全訓練課程和頒發相關職業資格予完成課程的員工，為業界首批獲此認可的私營物業管理公司之一。

CONSTRUCTION SITE SAFETY
建築工地安全

We have also 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, the promotion of safety and investigation of incidents at our development projects.

Since 2008, 6,716 staff members have completed our Mandatory Basic Safety Training Course (Construction Work), and 620 staff members have completed the Safety Training Course for Competent Persons of Confined Spaces Operation.

我們亦設立了安全小組以監督施工現場。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。

自2008年起，6,716名員工完成強制性基本安全訓練課程（建築工程），以及620名員工完成密閉空間作業合資格人士安全訓練課程。

OHS AWARDS
職業健康安全獎

Under the Group's management, seven properties received Safety Performance Awards at the 19th Hong Kong Occupational Safety and Health Award. 148 Electric Road won silver awards for its Safety Management System and 5S Good Housekeeping Best Practices, as well as a bronze award for Best Workplace Infection Control Measures. Jointly organised by the Occupational Safety and Health Council and the Labour Department, the Awards aim to recognise organisations with outstanding achievements in occupational safety and health.

在集團的管理下，七項物業於「第十九屆香港職業安全健康大獎」中榮獲「安全表現大獎」。其中，電氣道148號榮獲「安全管理制度大獎」銀獎、「5S工作場所整理最佳實踐獎」銀獎，以及「最佳工作間預防感染措施獎」銅獎。是次比賽由職業安全健康局與勞工處合辦，旨在表揚在職業安全及健康方面取得傑出成就的機構。

Tasks Managed by the Safety Team
安全小組處理的工作

- Organise safety meetings 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
- Issue weather warnings or alerts 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
- Develop and execute regular safety inspection programmes
  制定並定期執行安全巡查計劃
- Conduct risk assessments for specific tasks and work types and provide feedback on areas for 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
- 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

A Special Disinfection Unit has been established to provide round-the-clock professional sanitisation services for our customers, tenants, contractors and visitors.
特別成立專業消毒團隊，全天候為客戶、租戶、承辦商和訪客提供專業消毒服務。

Customer Health and Safety

The health and safety of our customers, tenants and visitors also remains an important priority across our operations. Best Result Environmental Services Limited ("BRESL"), harnesses innovative and environmentally responsible technologies to create healthy, comfortable environments across our properties in Hong Kong. To enhance professional hygiene and disinfection measures during the COVID-19 pandemic, BRESL utilises a medical grade ultraviolet (UV) sanitisation robot which performs deep sanitisation to eradicate up to 99.9999% of bacteria and viruses. The robot is equipped with an infrared body temperature detector and can send reminders to people without a mask on, offering an all-around upgrade in combating COVID-19.

BRESL uses plant-based sanitisers in carrying out its disinfecting fogging service, effectively and safely killing bacteria. These natural products thoroughly disinfect spaces while protecting the wellbeing of people and the environment. In addition, round-the-clock professional sanitisation services are equipped by BRESL's Special Disinfection Unit, which has also provided frontline staff with more than 100 hours of training to enhance their know-how of specialised disinfection services.

顧客健康及安全

顧客、租戶和訪客的健康和安全，仍然是我們營運中的重要事項。恒毅環衛服務有限公司（「恒毅環衛」）利用創新和對環境負責的科技為我們旗下的香港物業創造健康和舒適的環境。為了在新型冠狀病毒疫情期間加強專業的衛生和消毒措施，恒毅環衛利用醫療級的紫外線消毒機械人深層消毒，殺滅細菌和病毒能力高達99.9999%。機械人更配備紅外線體溫探測儀，並能向未有佩戴口罩的人士發出提醒，全方位提升防疫效能。

恒毅環衛採用全天然的消毒劑進行霧化消毒，安全並有效殺滅細菌。在保障客戶健康及安全的同時，亦保護環境。此外，恒毅環衛特別成立專業消毒團隊負責全天候專業消毒服務，團隊成員須接受超過100小時的培訓，加強他們提供專業消毒服務的知識及技能。

The Fullerton Hotels and Resorts continues to offer hospitality and wellness programmes to safeguard guests' safety and wellbeing.
富麗敦集團致力為賓客提供優質服務和健康配套，守護賓客的身心健康。

The Fullerton Hotels and Resorts has also implemented a range of measures designed to protect the health of guests and visitors. Temperature checks and touch-free transactions provide added safety at check-in, and staff wear masks throughout the hotels. Guests are also provided with masks upon request, while touch-free sanitiser stations complement the hotels' regular deep cleaning, disinfection, air purification and social distancing measures in public spaces. Additional measures have also been implemented for guest rooms, including thorough cleaning and sanitisation after each check-out, minimal contact during in-room dining, and the ability for guests to opt out of housekeeping services to minimise contact. The Fullerton Hotels and Resorts has received the SafeGuard Hygiene Excellence and Safety Label by Bureau Veritas. To further promote the wellbeing of guests, our in-room digital compendium provides recommendations on exercises and stretching.

富麗敦集團亦已實施一系列專為保障賓客和訪客而設的健康措施。在登記入住時，酒店會為賓客量度體溫，更設有無接觸交易。所有員工在酒店範圍內必須佩戴口罩。如有需要，我們亦會為賓客提供口罩，酒店亦設自動感應消毒站，配合定期深度清潔、消毒和空氣淨化，並於公用空間實施社交距離安排。客房亦新增了其他措施，包括每次退房後徹底清潔及消毒客房、以最少的接觸下安排房間餐飲服務。賓客亦可以選擇取消客房清潔服務，減少社交接觸。富麗敦集團獲Bureau Veritas授予SafeGuard衛生卓越和安全標籤。為了進一步促進賓客的健康，我們於客房增設電子概要，提供運動和伸展活動的建議。

Employee Wellness
員工身心健康

In addition to our stringent health and safety measures, we offer a holistic Employee Wellness Programme providing various activities across the themes of work, family, physical and mental health. Key aspects include the promotion of mindfulness and positivity among staff, and providing support during times of need. The Programme has become more important as we face the challenges brought on by the pandemic. Some highlights of activities and services provided during the reporting period follow.

除了嚴謹的健康及安全措施，我們亦提供全面的員工身心健康計劃，內容涵蓋工作、家庭和生理及心理健康等範疇。計劃旨在促進員工的正向和積極心態，並在需要時提供支援。面對疫情所帶來的挑戰，這些計劃因而變得更為重要。報告期內的重點活動和服務摘要如下。

The Group organised a staff photo competition with a number of awards, including the Best Smile Award.
集團舉辦員工攝影比賽，比賽設有多個獎項，包括「最燦爛笑容大獎」。

MENTAL HEALTH MONTH 2020
精神健康月2020

Over 200 colleagues and their families participated in a series of activities, including aromatherapy workshops, "laughter yoga" relaxation webinar, "Happy Moments under the Pandemic" photo sharing campaign and an online Pressed Flower Photo Frame class.

超過200名同事和家屬參加了一系列活動，包括香薰治療舒壓工作坊、「大笑瑜伽」網上講座、「疫情下的開心時刻」攝影分享，以及網上壓花相框工作坊。

SLEEP HEALTH PROGRAMME
睡眠健康計劃

Over 160 colleagues and their family members joined a series of activities including webinars on preventing insomnia and improving sleep quality, as well as an opportunity to take the Belun Ring Sleep Test to monitor and analyse sleep quality with a professional medical consultation.

超過160名同事和家屬參加了一系列活動，包括以預防失眠和改善睡眠質素為主題的網上講座，以及進行「倍靈指環睡眠分析測試」以監察及分析睡眠質素，並獲取醫生專業建議。

EMPLOYEE SNAPSHOT COMPETITION
員工攝影比賽

The Group organised a staff photo competition, inviting colleagues to submit photos around various themes. The competition received overwhelming responses with over 200 submissions from more than 110 colleagues and their family and friends.

集團舉辦員工攝影比賽，誠邀同事就不同攝影主題提交照片。活動吸引超過110位同事及其親友參加，參賽照片逾200張。

FAMILY CELEBRATIONS
家庭慶祝活動

The Group organised activities during festivals, including Father's Day, Mother's Day, Mid-Autumn Festival, Halloween and Christmas, featuring classes and treats for colleagues and their families to enjoy celebrating together.

集團在節日期間舉辦活動，包括父親節、母親節、中秋節、萬聖節和聖誕節等，為同事和家屬舉辦主題興趣班和聚餐活動，一同慶祝特別的日子。

COUNSELLING SERVICES
輔導服務

The Group engaged the Christian Family Service Centre (CFSC) and other organisations to provide support counselling services for staff and their family members on varied issues including stress management, emotional wellness, parenting and family challenges.

集團委託基督教家庭服務中心和其他機構提供轉導服務，為員工和家屬提供壓力、情緒管理，以及育兒和家庭關係等各範疇的支援。

CASE STUDY
案例

The Career Day attracted fresh graduates, tertiary students and other talent who are keen on tapping into the real estate, hotel and property management industries and related businesses.
招聘日吸引了應屆畢業生、大專院校學生，以及有意投身房地產、酒店或物業管理行業及相關業務範疇的人才到場。

CAREER DAY

On 29 May 2021, we hosted a Career Day at the Hong Kong Convention and Exhibition Centre to meet the Group's business development needs and support Hong Kong's road to economic recovery. The event featured around 1,000 career opportunities across various businesses. The roles available covered property development, property management, hospitality services, innovative technology and sustainability, among other related sectors.

Among the career opportunities offered were Internship Programme and Management Trainee positions available for fresh graduates. Specific openings included positions with The Fullerton Ocean Park Hotel Hong Kong that was looking to hire a "Nature and Conservation Ambassador" to promote natural treasures and marine biodiversity, a "Heritage and Culture Champion" to share the stories of Hong Kong neighbourhoods, and an "Exploration and Adventure Host" to curate thrilling itineraries for guests looking for excitement and discovery.

招聘日

我們於2021年5月29日在香港會議展覽中心舉辦招聘日，在配合集團業務發展需要的同時，支持香港經濟復甦。招聘日提供約1,000個職位，涵蓋物業發展、物業管理、酒店款待、創新科技、可持續發展及其他相關範疇。

當天所提供的就業機會，包括為應屆畢業生提供實習計劃職位和管理培訓生職位。具體空缺職位包括香港富麗敦海洋公園酒店招聘「自然保育大使」，負責推廣本地大自然瑰寶和海洋生物多樣性。另外亦招聘「文化傳承大使」，負責分享香港鄰里社區的故事，以及為尋求刺激和勇於探索的賓客策劃精彩旅程的「冒險探索大使」。

A Youth Zone was specially designed for young talent, featuring onsite career consultations with experienced human resources professionals to provide job matching advice. Young people were also invited to visit the "Knowing Yourself" section to get a better understanding of their strengths and suitable career paths by conducting an occupational personality questionnaire. "Creative Workshops" were also hosted at the Youth Zone for applicants of hotel and hospitality service positions. In addition, workshops were facilitated by the Group's hotel trainer with the purpose of stimulating innovative ideas in response to work scenarios.

The Career Day provided opportunities spanning the Group's various business units, suitable for job seekers with different backgrounds, experience and academic qualifications. Potential candidates had the opportunity to better understand the Group's core business and sustainability efforts through display panels, videos and conversations with executives who shared the Group's corporate culture and vision. Many job seekers expressed keen interest in opportunities related to sustainability, community affairs and innovation. Onsite interviews were arranged on the day, with some offers made on the spot.

活動特別為年輕人設立了「青年區域」，由經驗豐富的人力資源團隊為參加者於現場提供職業諮詢及職位配對建議。年輕人更獲邀參加「認識自己」問卷環節，透過完成職業性格問卷了解個人長處，尋找合適的職業路向。在「青年區域」舉辦的「創意工作坊」專為有意投身酒店及款待相關職位的參加者而設。工作坊由集團的酒店培訓導師主持，透過建構工作場景激發創新思維。

招聘日提供集團各個業務部門的就業機會，適合不同背景、經驗和學歷的求職者。會場設有展板及播放企業短片，多個部門主管亦在場解答求職者的問題及講解集團文化及理念，增加求職者對集團核心業務及可持續發展工作的了解。不少求職者對可持續發展、社區事務及創新科技相關職位最感興趣。部分求職者獲安排即場面試，並即時獲聘。

The Group aspires to attract talent with strong interest in our business, who share our vision of Creating Better Lifescapes.
集團希望能藉著是次大型招聘日，吸納更多人才並成為一起建構更美好社區的一份子。

"We were thrilled to meet many talented and enthusiastic candidates at the Career Day, and to have the opportunity to address their questions and introduce our corporate culture and vision to them. We hope to give continued impetus to the Group's business development with the addition of ingenuity and innovation that young talent will bring."

「我們非常高興於招聘日當天認識很多充滿熱誠的人才，並即場解答求職者的問題及講解公司文化及理念。我們希望匯聚他們的創新意念，為集團業務發展持續注入新動力。」

Ms Elaine Liu 廖懿妮女士

Group Associate Director &
Chief Human Resources Officer
集團聯席董事兼人力資源總監

Imagining possibilities,
we celebrate originality, function
and craftsmanship as we strive
to innovate and inspire.

前瞻未來，頌揚原創、實踐和工藝；擁抱嶄新概念，啟發新思。

INNOVATIVE DESIGN

創新構思

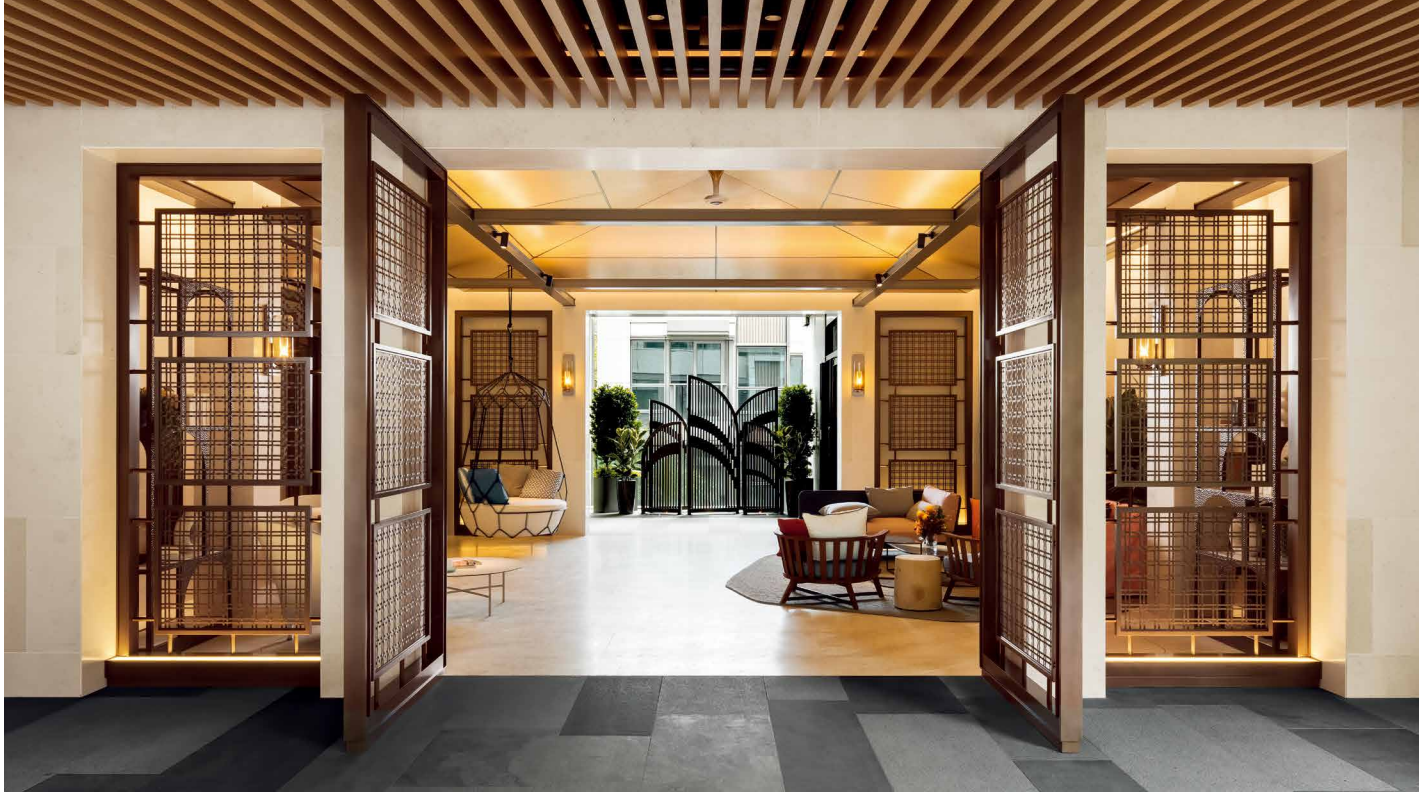
DESIGN 匠心設計
INNOVATION 創意革新

DESIGN
匠心設計

RELATED MATERIAL TOPIC 相關重大議題

88 Sustainable Buildings
可持續發展建築物

GOALS 目標	OUR PROGRESS 我們的進展
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	76% of our property projects under development obtained BEAM Plus provisional ratings 76%集團發展中地產項目已獲綠建環評預認證
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	7 property projects obtained WELL™ certification or pre-certification 七個物業項目已獲《WELL建築標準™》認證或預認證
Continue to adopt sustainable building standards and invest in improvements across our portfolio 繼續採用可持續建築標準，並投放資源提升現有的物業	Hong Kong Pacific Centre and Tsim Sha Tsui Centre attained Final Platinum rating in BEAM Plus Existing Buildings, Empire Centre attained Provisional Platinum rating, and Exchange Tower received Satisfactory (Management aspect) rating 亞太中心及尖沙咀中心獲頒綠建環評既有建築最終鉑金級認證、帝國中心獲得綠建環評既有建築暫定鉑金級認證、國際交易中心獲得「綠建環評既有建築自選評估計劃」滿意評級 — 營運管理範疇認證



133 Portofino: The Group recognises the importance of incorporating sustainability into the design, construction and operation of its development projects.
133 Portofino: 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。

MANAGEMENT APPROACH
管理方針

Incorporating sustainability into our product design, construction process and management is an essential part of our effort to protect our precious environment, improve climate resilience and enhance the wellness of residents, tenants and the community. Carefully designed projects can help conserve resources in the construction process and during a building's lifecycle. With this in mind, our property designs take into account sustainability features while also striving to achieve optimal comfort to deliver ideal products and services for people and the environment. Our commitment to sustainable design is evident in our continuing efforts to adopt sustainable building standards in our projects. The Innovative Design Sub-committee of the ESG Steering Committee meets quarterly and oversees our approach. This Sub-committee is responsible for monitoring our performance in sustainable building design and certification, evaluating our progress and recommending areas for improvement.

我們致力將可持續發展元素融入到發展項目的設計、建造和管理中，以保護珍貴的環境、提高氣候抗禦力，同時提升住戶、租戶和社區健康。精心設計的項目有助節約施工過程和建築物生命週期內所使用的資源。因此，我們設計物業時不僅考慮可持續發展的措施，更力求提高舒適度，為人們和環境提供理想的產品和服務。我們積極於發展項目採納可持續建築標準，以體現對可持續設計的承諾。環境、社會及管治督導委員會轄下的創新構思小組委員會，每季舉行一次會議，負責評估在可持續發展建築設計和認證方面的表現，並檢討進度和提出需改進的範疇。

DESIGN HIGHLIGHTS
匠心設計重點項目

1

Sino Estates Management Limited is one of the first property management companies in the Greater Bay Area to receive ISO Facility Management System certification (ISO 41001:2018)

信和物業管理有限公司成為大灣區首批取得ISO 41001：2018設施管理體系認證的物業管理公司之一

2

Launched the award-winning City Air Purification System 2.0

展出獲獎研發成果「城市空氣淨化系統2.0」

Sustainable Buildings
可持續發展建築物

The Group attaches great importance to making buildings sustainable. Recognising that the right design elements have the potential to help tenants and customers implement sustainable practices, contribute to the health and wellness of inhabitants, and facilitate positive ecological outcomes in the surrounding natural environment, we actively seek to embed sustainability into our designs.

集團致力使旗下建築物變得更環保。我們明白合適的建築設計可有助租戶和顧客實踐可持續發展措施，以及促進租戶、顧客和員工的身心健康，同時對周邊地區的自然生態有正面的影響。因此，我們積極在建築設計融入可持續發展元素。

133 Portofino includes features that are crucial to health and wellbeing. The project was evaluated and received WELL™ Gold certification.

133 Portofino 涵蓋多項有關身心健康的元素，並通過了《WELL 建築標準™》的評估而獲得金級認證。

HOW WE ARE MANAGING IT

Our Sustainable Building Guidelines provide a comprehensive framework for integrating sustainability principles at the design stage and throughout the building life cycle. This framework, with our Sustainable Procurement Policy and Contractor/ Supplier Code of Conduct, set out principles for incorporating sustainability considerations into our procurement decisions. More details on our procurement policies can be found in the Sustainable and Ethical Supply Chain section of this Report on p.35. In addition, our approach to site development is guided by our Biodiversity Policy, which provides parameters for protecting the natural habitats surrounding our sites. Our policy enables us to evaluate potential risks, allowing us to mitigate 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 trees and native plants.

Investment in Sustainable Buildings

To ensure our properties meet local and global standards, we focus on attaining certifications such as BEAM Plus and WELL™ certification. BEAM Plus, recognised by the Hong Kong Green Building Council, sets out independent performance criteria for a wide range of sustainability issues relating to the planning, design, construction, commissioning, fitting out, management, operation and maintenance of buildings. By providing an objective assessment of our overall performance, this benchmark enables us to measure our progress. WELL Building Standard™, developed by the International WELL Building Institute™, focuses on measuring the human health and wellness attributes of the built environment by monitoring ten key features: air, water, nourishment, light, movement, thermal comfort, sound, materials, mind and community.

As at 30 June 2021, 76% of our property projects under development obtained BEAM Plus provisional ratings. Six of our property projects under development obtained WELL™ pre-certification and one project, 133 Portofino, received Gold certification.

怎樣管理

我們在《可持續建築指引》訂下完善的框架，在建築設計階段及整個樓宇生命週期中加入可持續發展元素。這個框架，連同《可持續採購政策》和《承辦商/供應商行為守則》，訂下了將可持續發展因素納入採購決策的原則。有關採購政策的詳情，請參閱第35頁的「可持續和道德供應鏈」章節。此外，《生物多樣性政策》指引我們開發項目的方針，為保護建築工地周邊的自然棲息地提供參考標準。政策能使我們評估潛在風險，從而減低對自然資源，以及海洋和陸地生態系統的影響，同時亦協助我們透過保護樹木和本土植物，提高所管理園林的生態價值。

投資可持續發展建築物

為確保旗下物業符合本地及國際標準，我們致力於取得綠建環評認證和《WELL 建築標準™》認證。香港綠色建築議會認可的綠建環評認證，為建築物在規劃、設計、建造、調試、裝修、管理、營運和保養等多方面，制定可持續發展相關的獨立表現標準。該標準客觀評估我們的整體表現，並推動我們監察表現進展。由國際WELL建築研究院™制定的《WELL建築標準™》，測量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。

截至2021年6月30日，76%發展中地產項目已取得綠建環評預認證，六個集團發展中地產項目亦已獲得《WELL建築標準™》預認證，另外，133 Portofino項目已獲得金級認證。

Key Initiatives at Tsim Sha Tsui Centre
尖沙咀中心的重點措施

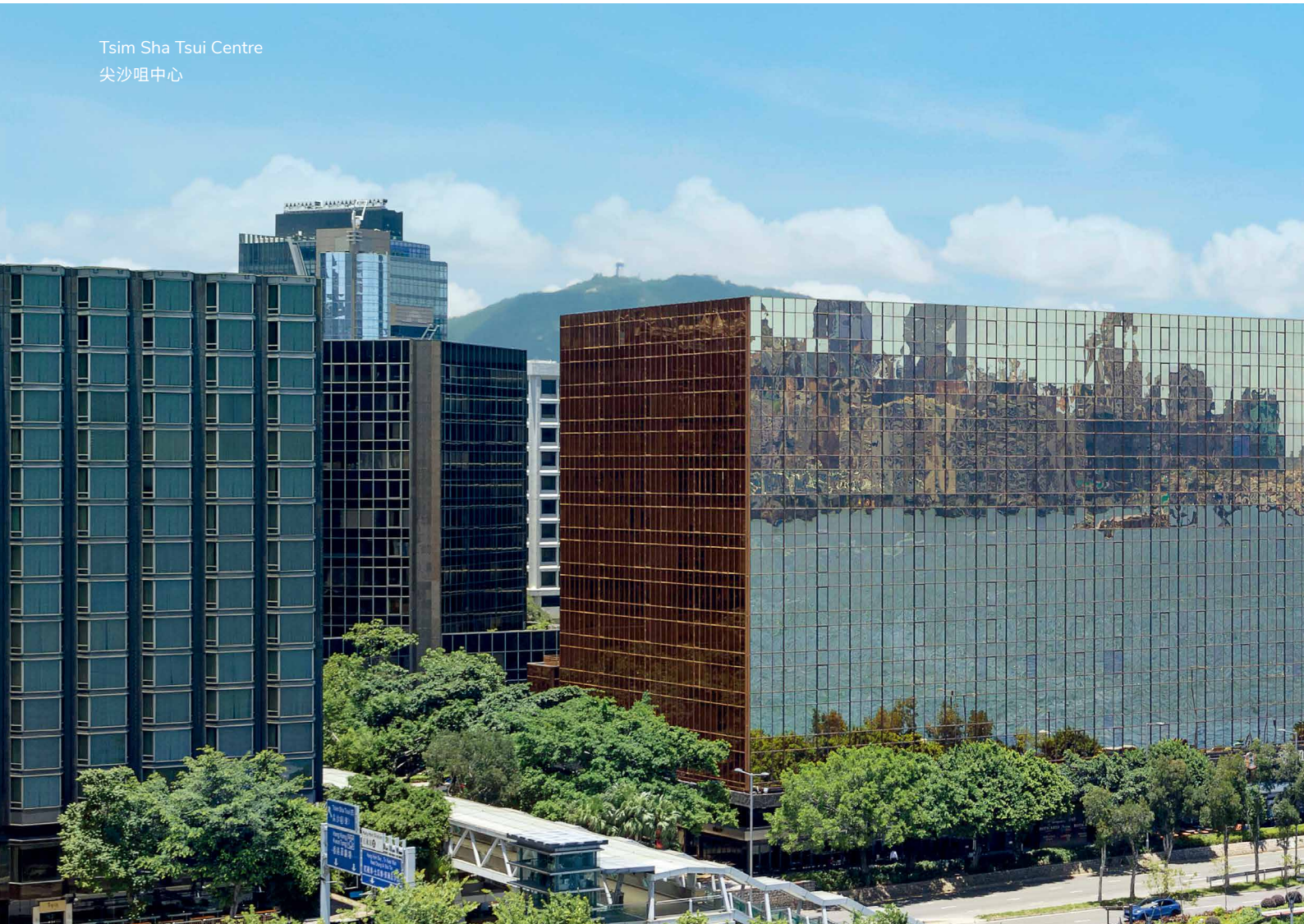
- Effective Building Management Systems ("BMS") to log data for the operation of monitoring systems
  採用有效的樓宇管理系統，記錄運行數據以監察系統的運行
- Achieving energy savings through chiller replacement and BMS upgrades
  透過更換供冷機組和升級建築管理系統，以達到節能效果
- Executing retro-commissioning of the electrical, central air conditioning, plumbing, drainage and lift systems, among others
  推行重新校驗，包括供電、中央空調、水管裝置、排水及升降機系統等
- Implementing regular audits to monitor quantities of waste and recycling
  實施定期審計以檢視廢棄物和回收的數量

BEAM PLUS ACCREDITATION FOR TSIM SHA TSUI CENTRE
尖沙咀中心獲綠建環評認證

Tsim Sha Tsui Centre, which has served as our headquarters for the past 40 years, received the Final Platinum rating in the BEAM Plus Existing Buildings V2.0 Comprehensive Scheme. This was achieved by investing in existing infrastructure and adopting sustainable operational practices. Among the many evaluation criteria, the project achieved outstanding performance in its energy use, material selection and waste management.

集團40年來的總部所在——尖沙咀中心獲得「綠建環評既有建築2.0版綜合評估計劃」最終鉑金級評級認證，肯定集團完善現有建築物設施及實踐綠色管理的努力。在眾多評估準則中，尖沙咀中心在能源使用、物料選擇和廢物管理方面表現出眾。

Tsim Sha Tsui Centre
尖沙咀中心



Facility Management

Our responsible practices extend beyond design and construction to our day-to-day operations. Our property management team, Sino Estates Management Limited ("SEML"), has adopted environmentally responsible practices to minimise energy consumption and improve efficiency, and manage water consumption while also encouraging recycling and waste reduction. Other efforts include the Farm Together project and increasing the number of EV charging points in our managed car parks.

In 2021, SEML became one of the first property management companies in the Greater Bay Area to receive ISO 41001:2018 Facility Management System certification. The headquarters office of SEML and its managed property Skyline Tower obtained certification, illustrating the team's efforts in providing quality facility management, operational and maintenance services. The key energy efficiency measures implemented as part of SEML's daily operations at our properties included the pilot installation of an AI-controlled optimisation solution for chiller plants at Olympian City 3, replacement of high-efficiency primary air handling units with electronically-commutated motors and the modernisation of lifts.

設施管理

我們在建築設計和施工以至日常營運中均實施負責任的實務常規。我們的物業管理團隊信和物業管理有限公司(「信和物管」)已採取對環境負責的實務常規,將能源消耗減至最低的同時提高效益、管理用水量,以及鼓勵回收和減少廢物。其他措施包括「一喜種田」項目,以及增加管理停車場電動車充電站的數量等。

2021年,信和物管成為大灣區首批取得ISO 41001:2018設施管理體系認證的物業管理公司之一。信和物管總部辦公室及旗下管理物業宏天廣場均取得認證,肯定團隊在設施管理、營運和維護服務方面的努力。作為日常營運的一部分,我們旗下物業實施能源效益措施,包括於奧海城三期試行安裝人工智能技術方案以優化的供冷機組、配備電子整流電動機替代高效鮮風處理機組,以及優化升降機等。

CASE STUDY
案例

CAPS 2.0 safeguards public health in densely populated cities using novel filtration and sanitisation technologies.
CAPS 2.0利用嶄新過濾和消毒技術在人口稠密的都市守護大眾健康。

AWARD-WINNING CITY AIR PURIFICATION SYSTEM 2.0

The Group and the Hong Kong Innovation Foundation recently unveiled the City Air Purification System 2.0 ("CAPS 2.0"). CAPS 2.0 is a state-of-the-art invention jointly developed by Sino Inno Lab and Arup that improves outdoor air quality while serving as a functional bus shelter. Given that the World Health Organisation ranks air pollution as the single largest environmental health concern globally, CAPS 2.0 is set to make a valuable contribution, serving as a citywide solution to urban pollution.

CAPS 2.0 draws in surrounding polluted air, creating an invisible shield-like air curtain from the underside of the canopy, while concurrently generating air currents within that space to clean the air. Polluted air is then internally purified with its dual protection technology, removing harmful suspended particles and eliminating coronaviruses. The patented technology efficiently recycles and cleans air within a semi-open space and has been proven to reduce pollution exposure by half, remove 99.95% of $PM_{0.1}$ airborne allergens and kill viruses, bacteria and fungi within seconds. It is the first of its kind to concretise the "invisible shield" concept — a unique element that distinguishes it from other enclosed-shelter air purification systems. The full-scale CAPS 2.0 bus shelter was on display at Central and Western District Promenade (Central Section)

屢獲殊榮的「城市空氣淨化系統2.0」

集團與香港創新基金攜手呈獻「城市空氣淨化系統2.0」(「CAPS 2.0」)。CAPS 2.0是由「信和創意研發室」和奧雅納(Arup)共同研發的劃時代新發明,利用嶄新科技組裝成為具功能的巴士站候車亭。世界衞生組織將空氣污染列為最影響人類健康的最大單一環境問題,CAPS 2.0正是解決城市空氣污染的嶄新方案。

CAPS 2.0能有效阻隔污染物進入簷篷下的範圍,形成看不見的空氣保護盾,抽入附近受污染空氣,透過裝置內產生氣流以淨化空氣。污染空氣進入系統後,會進行雙重過濾淨化,去除空氣中有害的懸浮粒子,同時消滅冠狀病毒。這項專利技術可應用於半開放空間,有效回收及淨化空氣,並已證實能將空氣中的污染物減半;除去空氣中99.95%的$PM_{0.1}$致敏原,以及於數秒內消滅病毒、細菌和真菌。CAPS 2.0率先引入看不見的空氣保護盾概念,有別於其他封閉式空氣淨化系統。CAPS 2.0巴士站候車亭於2021年

The award-winning CAPS 2.0, jointly developed by Sino Inno Lab and Arup, was put on display for the public to experience this novel filtration and sanitisation technologies.
由信和創意研發室與奧雅納共同開發的CAPS 2.0公開展出，讓公眾體驗這個採用先進過濾和消毒技術的嶄新發明。

from April to June 2021 for the public to experience this innovative air purification system. The bus shelter then travelled on to Olympian City, with students from a local university enlisted to monitor and analyse the data collected from the roving exhibition for further educational purposes.

CAPS 2.0, the second-generation prototype of the system first introduced in 2015, was awarded both the Gold Medal and the Industrial Design Prize at the 47th International Exhibition of Inventions Geneva, as well as the Gold Medal with Jury Commendation at the Silicon Valley International Invention Festival and the World Intellectual Property Organisation Medal for Inventors in 2019, and the Green Good Design Award in 2021. Alongside its current application, CAPS 2.0 has multiple functions that can contribute to everyday wellbeing. The technology can be easily adapted to a variety of built environments, with the potential to be used with established public transport networks in densely populated areas of most metropolises.

4月至6月在中西區海濱長廊（中環段）展出，讓市民親身體驗這種嶄新的空氣淨化系統。隨後移師至奧海城展出，並邀請本地大學生監測和分析巡迴展覽所得數據，以作教育用途。

CAPS 2.0是2015年首創系統之第二代原型，於「第四十七屆日內瓦國際發明展」榮獲金獎和「工業設計大獎」，以及2019年度「矽谷國際發明展」「評判特別嘉許金獎」及「世界知識產權組織發明獎」，以及於2021年獲「Green Good Design Award」。除了目前的應用外，CAPS 2.0亦具備多種功能，有助促進日常身心健康。技術可廣泛應用於各種建築環境，亦有潛力應用於人口稠密且公共交通網絡完善的大多數城市。

"This commercially-ready solution was made possible thanks to the team's dedication to continuous improvement over the past five years, resulting in the award of several design and invention patents."

「今天展出的解決方案隨時可推出市場，全賴研發團隊過去五年一直全力以赴，精益求精，並獲得多項設計及發明專利。」

Dr Jimmy Tong 湯振權博士

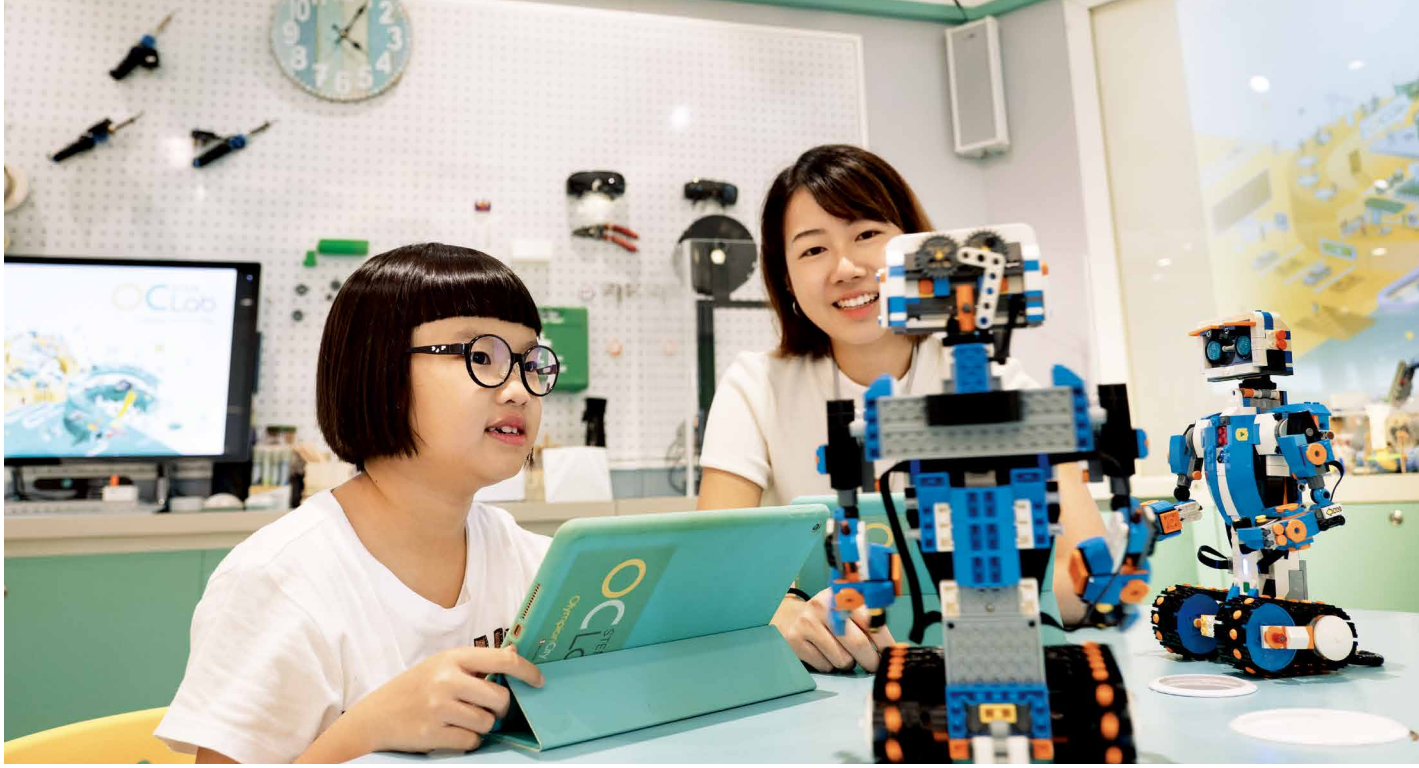
Associate, Arup Hong Kong
奧雅納工程顧問

INNOVATION
創意革新

RELATED MATERIAL TOPIC 相關重大議題

96 Investment in Innovation
創新投資

GOALS 目標	OUR PROGRESS 我們的進展
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	>2,000 visitors and 118 technologies/solutions evaluated at Sino Inno Lab during the reporting period 報告期內，「信和創意研發室」吸引超過2,000位訪客，並評選了118項技術/解決方案
	>90 innovative ideas contributed by staff in the second year of the Sinovation programme 第二屆「信・共創」計劃共吸引逾90個來自員工的創新提議
ISO 27001 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	Preparation phase in progress with Implementation, Operation and Assessment phases for certification to follow in accordance with our 2025 target 正處於認證的準備階段，穩步邁向於2025年前推行實施、營運和評估階段並獲得認證的目標



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.
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」，並提供相關學習機會。

MANAGEMENT APPROACH
管理方針

Through our pursuit of state-of-the-art innovation and technology, we aim to positively impact our communities and develop new ideas for the real estate industry. We engage with internal and external stakeholders to co-create and promote original innovation in society. Our Innovative Design Sub-committee under the ESG Steering Committee meets regularly to manage our innovation strategy, set priorities and recommend new areas to explore.

我們透過先進的創新和技術，致力為社區帶來積極影響，並為地產行業帶來新思維。我們與內部和外界持份者合作，共同創造和促進原創方案。環境、社會及管治督導委員會轄下的創新構思小組委員會定期舉行會議，以管理創新策略、制定優先事項，以及建議新的探索領域。

INNOVATION HIGHLIGHTS
創意革新重點項目

1

Launched PropXTech Innovation Programme to nurture start-ups and drive PropTech innovation in the Greater Bay Area

推出創新計劃「城慧」，於大灣區培育初創企業及推動創新技術

2

Two home-grown innovations developed by colleagues, the CoolJet and Mobile Indoor Air Quality (IAQ) Robot, received Gold Medals at the 2021 International Exhibition of Inventions Geneva

集團兩項由同事自行研發的項目——CoolJet 和 Mobile IAQ Robot，於 2021 年度「日內瓦國際發明展」獲頒金獎

Investment in Innovation
創新投資

The Group believes that innovation and technology are key to developing a diversified, sustainable and resilient economy and for promoting Hong Kong's competitiveness. We are committed to embracing new concepts and explorative ideas that inspire solutions for a healthier and more sustainable environment.

集團相信創新和科技是多元化、可持續和穩健經濟發展的關鍵，同時亦可促進香港的競爭力。我們致力鼓勵創新概念，歡迎具啟發性的原創方案，為人們創造更健康和可持續的環境。

HOW WE ARE MANAGING IT

We partner with a variety of stakeholders to empower and inspire the younger generation while supporting Hong Kong's innovation ecosystem and growth into an international innovation and technology hub. We established Sino Inno Lab in 2018 and the Sinovation programme in 2019, which provide opportunities for innovators, both external and internal, to turn their creative ideas into reality.

怎樣管理

我們與多方持份者合作，支援和啟發年輕一代，並支持香港的科創生態和發展，推動香港成為國際科創樞紐。我們於2018年成立「信和創意研發室」，並於2019年推出「信・共創」計劃，為外界和內部的創新者提供機會，將創新意念付諸實踐。

Sino Inno Lab
信和創意研發室

Sino Inno Lab provides a sandbox platform for start-ups and technology companies to test out inventions and solutions. The Lab cultivates partnerships between business partners and industry players and serves as a platform to promote an innovative culture and create a knowledge network. The Lab encourages interest in innovation by hosting interactive tours featuring exciting technology displays that are refreshed every six to eight months. In addition, a virtual, 360-degree tour of the Lab was introduced to enable "visits" in a convenient way.

「信和創意研發室」為初創公司和科技企業提供「沙池平台」，以測試產品及方案，並透過夥伴合作，促進創新科技文化和創建知識網絡。為提高大眾對創新科技的興趣，研發室為訪客舉辦互動導賞以展示研發室的精彩新科技，內容每六到八個月會更新一次。此外，研發室引入了360°虛擬導覽，讓訪客能更方便地進行參觀。

SINO INNO LAB

During the reporting period
報告期內

118

technologies/solutions were evaluated
評估了118項技術/解決方案

>30

projects adopted or in trial
被採用或處於試行階段的項目逾30個

>2,000

visitors to the Lab
逾2,000人參觀了研發室

SINO INNO LAB

SINO GROUP 信和集團

The Group seeks to foster a culture of innovation; Sino Inno Lab provides a sandbox platform for start-ups and technology companies to facilitate co-creation and support innovation.
集團致力培育創新文化。「信和創意研發室」為初創企業和科技公司提供「沙池平台」，促進業界共創及支持創新。

AWARDS AND RECOGNITION

The Lab was honoured at the Global Most Innovative Knowledge Enterprise ("MIKE") Award 2020 and the Hong Kong MIKE Award 2020 in recognition of its contributions to and performance in implementation and innovation. Sino Inno Lab was named one of the four winners in Hong Kong, alongside 19 winners from eight countries and regions.

The Lab was also recognised for contributing to UNSDG Goal 9, Industry, Innovation and Infrastructure. The Lab was named one of the Best Sustainable Companies at the inaugural SDG Enterprise Awards 2020 for its efforts in driving industry innovation and being an open platform for idea exchange among start-ups, as well as fostering technological development in the property sector. Among the nine winners of the Awards, Sino Inno Lab was the only winner from the real estate industry and the only winner from the field of technology and innovation.

獎項及殊榮

研發室榮獲2020年度「全球最具創新力知識型機構(MIKE)大獎」及「香港最具創新力知識型機構大獎」，以表揚其在創新發展的貢獻和表現。全球19家來自八個國家和地區的得獎機構獲頒這項殊榮，「信和創意研發室」為香港地區四家得獎機構之一。

研發室亦在推動聯合國可持續發展目標(SDG)第九項「產業、創新和基礎設施」方面備受認可。研發室於首屆「SDG企業大獎2020」獲選為「最佳可持續發展企業」得獎者之一，以表揚我們對推動業界創新，為初創企業提供開放平台鼓勵創意交流，以及促進地產業界創新發展的努力。在九家得獎企業中，「信和創意研發室」為房地產界及科創領域的唯一得獎者。

Sinovation

In addition to engaging external stakeholders, Sino Land has been keen to encourage employees to embrace innovation and technology. The Sinovation programme, launched in 2019, aims to inspire colleagues to explore ideas that enhance performance, increase productivity and improve customer service. Technical sharing workshops covering design thinking, IoT, sensors/network, AI and robotics, presentation skills training and "meet-the-innovator" sessions are held for programme participants to interact with other technology companies as part of the initiative.

In this reporting period, the Sinovation programme attracted more than 90 innovative ideas with seven outstanding ideas shortlisted for further development and prototype testing. Shortlisted participants also underwent a series of "Learn & Grow" sessions to allow them to brainstorm with the Innovation Department and meet companies with relevant technologies that can help them further develop their ideas.

AWARDS AND PROGRESS

Following up on last year's Sinovation programme, two home-grown innovations developed by colleagues, the CoolJet and Mobile Indoor Air Quality ("IAQ") Robot, received Gold Medals at the 2021 International Exhibition of Inventions Geneva. The CoolJet is a patented technology that was designed as a "wearable air conditioner", for use in working environments where ventilation and high temperature are concerns. The double-layered jacket allows cool air to flow through the entire jacket through the layers while heat is dissipated into the surroundings. The CoolJet has been converted a practical solution and put into mass production to improve the occupational health and safety of frontline employees.

The other Gold Medal recipient, the self-navigating Mobile IAQ Robot, serves as an IAQ detector and display for continuous inspection of up to nine IAQ parameters including fine suspended particles PM_1, $PM_{2.5}$ and PM_{10}.

信・共創

除了外界持份者，信和置業致力激發員工對創新和科技的興趣。「信・共創」計劃於2019年推出，旨在鼓勵員工發揮創意，探索解決方案，提高日常運營效率和改善顧客服務質素。計劃包括科技分享會，內容涵蓋設計思維、物聯網、感應器/網絡、人工智能和機械人技術、演講技巧培訓，以及獲安排與初創企業創辦人會面，讓計劃參加者與其他科技公司交流。

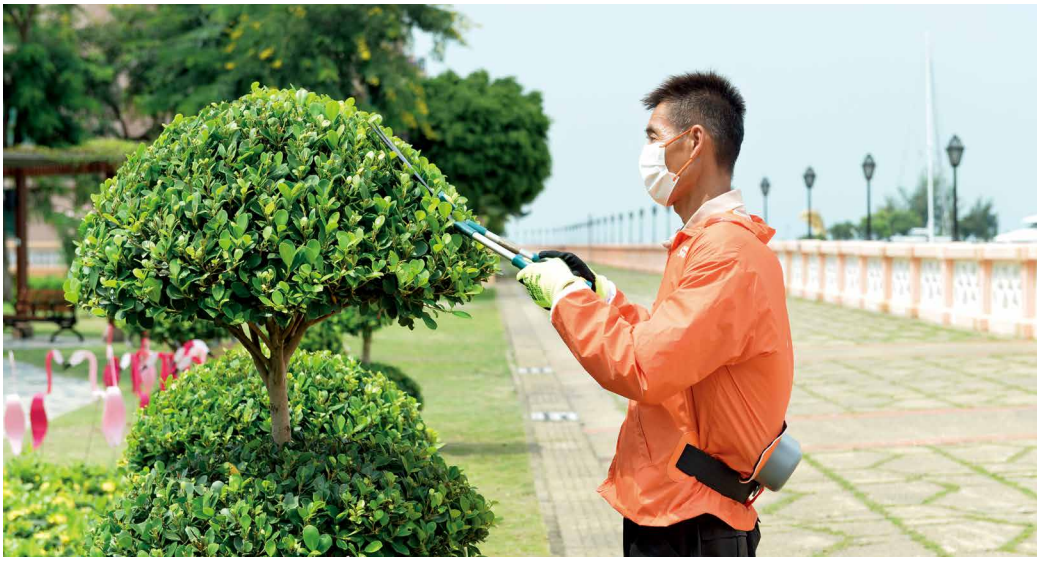
報告期內，「信・共創」吸引了超過90項創新構思，當中七項創意發明將會進一步開發並轉化為測試原型。入圍的參加者更參加了一系列「學習與成長」分享會，與集團的創新部分享和交流，並與擁有相關技術的企業會面，協助進一步發展自己的想法。

獎項及殊榮

去年「信・共創」計劃，兩項由集團員工自行研發的項目 — CoolJet和Mobile IAQ Robot，於2021年度「日內瓦國際發明展」獲頒金獎。擁有專利技術的CoolJet，設計成「可穿戴式冷風裝置」，適用於有通風需要及溫度較高的工作環境。外套採雙層設計，讓冷空氣於外套夾層之間流動，同時將熱空氣散發到四周，保持通風。CoolJet的概念被進一步轉化為實際應用方案並進行批量生產，提升前線員工的職業健康及安全。

另一項獲頒金獎的發明Mobile IAQ Robot附有自動導航系統，可用作室內空氣質素檢測器及顯示器，持續檢測多達九個室內空氣質素參數，包括空氣中的懸浮顆粒PM_1、$PM_{2.5}$和PM_{10}。

CoolJet is a jacket providing cool ventilation for colleagues working in hot environments.
配備冷風系統的外套CoolJet，對需要在炎熱環境工作的同事大派用場。



Support to Innovation Programmes
支持創新計劃

We actively participated in various programmes that promote innovation in this reporting period. This entailed meeting with more than 150 local and international start-ups and collaborating with tertiary institutions on competitions in the fields of upcycling and sustainable product design. In addition we engaged with industry peers to exchange ideas. Key highlights of major activities undertaken are described as follows.

我們積極參與各項創新計劃，在報告期內與150多家本地和國際初創企業會面。此外，我們亦與大專院校合作，就升級再造、可持續產品設計和創新設計等領域開展項目和舉辦比賽。以下為主要活動的摘要。

PROPTECH ALLIANCE
PROPTECH聯盟

Sino Land is one of the conveners of the PropTech Alliance, which aims to engage counterparts in the industry to create a vibrant innovation ecosystem for property technology development, accelerating effective adoption and investment in related solutions. It provides a platform for the Group to exchange and share information, global trends and experience regarding PropTech with other property developers and government.

信和置業為PropTech聯盟的召集人之一，旨在與業界同儕合作，為房地產行業開發具活力的科創生態系統，加快採納並投資相關方案。聯盟為集團提供了一個平台，與其他地產發展商和政府交流及分享有關房地產科技的資訊、全球趨勢和經驗。

STUDENT PROGRAMMES WITH POLYU SCHOOL OF DESIGN
與理大設計學院合作的學生計劃

PolyU School of Design students created animal figures made from upcycled plastic waste, using a plastic shredder and compressor developed by previous interns. Due to the collaborative efforts of Sino Inno Lab, Brand & Design and Sino Property Services teams, these upcycled plastic animals can be seen around the common areas and offices as daily reminders for employees and tenants to reduce consumption and recycle resources.

理大設計學院的學生利用去屆實習生計劃所開發的碎膠機及熔膠機處理回收塑膠物料，升級再造成別具創意的動物裝飾。「信和創意研發室」、信和品牌和設計部，以及信和管業優勢團隊攜手合作，將這些動物造型的環保小提示帶到公用地方及辦公室，時刻提醒租戶和員工減少消耗和回收資源。

Students from PolyU School of Design upcycled plastic waste into little animal figures for use as daily green reminders around the common areas and offices.
理工大學設計系學生把塑膠物料升級再造成一系列帶有環保小提示的動物裝飾，展示於公用地方及辦公室。

To stimulate young people's interest in business innovation, the Group sponsored the HKGCC Business Case Competition for the second consecutive year.
為激發年輕人對業務創新的興趣，集團連續第二年贊助「香港總商會商業個案大賽」。

THE HONG KONG GENERAL CHAMBER OF COMMERCE ("HKGCC") BUSINESS CASE COMPETITION
香港總商會商業個案大賽

Nurturing young talent is an essential goal of our innovation initiatives. For the second year in a row, the Group was one of the HKGCC Business Case Competition sponsors. We provided the theme, "Wellness Living for the Community", challenging participants to deliver "out-of-the-box" ideas that create positive environments and keep the community happy, healthy and safe. The Group's track received 60 applications from over 250 students. Five teams were shortlisted as semi-finalists, receiving guidance and mentorship from our colleagues, in which three winners were selected.

培養年輕人才是我們創新計劃的重要目標。集團連續第二年成為「香港總商會商業個案大賽」的贊助商之一。我們提出以「社區健康生活」為主題，鼓勵參加者跳出固有思維，提交創造積極環境及讓社區保持快樂、健康和安全的構思。集團的研究題目收到來自250多名學生的60份申請。五支入圍準決賽的隊伍，接受集團員工的指引和指導，當中三隊脫穎而出。

HKUST-SINO ONE MILLION DOLLAR ENTREPRENEURSHIP COMPETITION 2021
科大—信和百萬獎金創業大賽2021

We continued to support the HKUST-Sino One Million Dollar Entrepreneurship Competition in 2021, which attracted 185 participating teams as participants. Two of the winning student groups of this year developed plans to help reduce the city's waste by upcycling bread scraps and making edible cutlery, thereby reducing the amount of disposables going to landfill. Meanwhile, another team created a real-time, non-invasive and easily accessible technology to monitor athletes' stress and muscle fatigue level to avoid potential injuries. All three winning teams have the opportunity to work with industrial partners on commercialising their products with the support from the Group.

在2021年，我們繼續支持「科大—信和百萬獎金創業大賽」，比賽吸引185支隊伍參賽。獲獎的其中兩支學生隊伍，分別提出了升級再造剩餘麵包，和製作可吃掉的餐具的方案，以減少棄置於堆填區的垃圾。除此之外，另一支隊伍則研發了一款即時、非入侵性且方便使用的技術來監測運動員的壓力和肌肉疲勞水平，以保護他們避免因過度訓練而受傷。三支獲獎隊伍均能獲得集團支持，與業界合作將研發成果商品化。

CASE STUDY
案例

Welbot has created a cable robotic cleaner for buildings, that uses environmentally friendly ionic pure water, and does not require a gondola, making the cleaning process more safe and sustainable. Cleaning trials have been conducted on the external wall of the Skyline Tower.
威博特科技有限公司研發出外牆清潔機器人，過程採用環保純淨離子水，亦無需使用吊船，令清潔過程更可持續及安全。該機器人已在宏天廣場的外牆進行清潔試驗。

PROPXTECH INNOVATION PROGRAMME

The Group launched the PropXTech Innovation Programme with Ping An Smart City in 2021 to attract promising technology companies interested in exploring innovation projects in the Greater Bay Area. The response to the programme was encouraging, attracting nearly 300 applications from 42 countries and cities. Of these, 10 start-ups were shortlisted as the first cohort of companies. The shortlisted participants attended training sessions and workshops and, with access to the Sino Inno Lab, they were able to develop pilots and proofs of concept, as well as test and fine-tune their solutions in a real-world environment.

In addition, our operations team, global mentors and a dedicated account manager provided hands-on assistance to them. Before concluding the programme, participants were able to showcase their achievements and connect with investors and partners to discuss funding prospects.

創新計劃「城慧」

集團於2021年與平安智慧城市攜手推出創新計劃「城慧」，於大灣區培育具潛力的科技企業，為房地產行業提供更多創新技術解決方案。計劃吸引近300個來自42個國家及城市的申請者，反應非常熱烈。其中，十家入圍初創企業參加了培訓和工作坊。他們亦可利用「信和創意研發室」的設備，開發試驗原型並進行概念驗證測試，更可於實際場景中測試和優化解決方案。

此外，我們的營運團隊、環球導師和專責聯絡團隊，亦為他們提供實際支援。在計劃結束之前，入選企業有機會展示其成果，並與投資者和計劃的合作夥伴探討融資機會。

Some of the shortlisted PropTech companies include:

- **Welbot:** provides a cable robotic cleaner as well as an adaptive robotics application for construction automation, leveraging artificial intelligence, algorithms and a proprietary database
- **Valpas:** offers a solution to bed bugs through smart bed legs that have a special coating and colour that work together with the carbon dioxide emitted by sleeping guests to attract and trap these pests
- **Archilyse:** provides a cloud-based service utilising machine learning and AI to replace subjective assessment of architectural qualities
- **Vutility:** provides an energy monitoring solution utilising real-time, actionable data about consumption to improve energy efficiency

部分入圍房地產創新科技公司包括：

- **威博特科技有限公司**：研發了外牆清潔機器人以及具適應能力的機器人，利用人工智能、演算法及專用數據庫，為建築業界開拓自動化工序的可能
- **Valpas**：提供智能床腳應對床蝨，利用特殊塗層及顏色，加上房客熟睡時產生的二氧化碳，有效吸引及捕捉床蝨
- **Archilyse**：提供機器學習及人工智能服務的雲端技術，有助客觀評估建築工程質量
- **Vutility**：開發能源監測解決方案，透過提供實時及可操作的能源消耗數據，提升營運效率，改善能源效益

The PropXTech corporate innovation programme is designed to foster promising technology companies in the Greater Bay Area.
企業創新計劃「城慧」旨在於大灣區培育具潛力的科技企業。

"Selections were made based on the strength of their business model, sales potential, engineering, scalability and operational capabilities. We also assessed their ability to address the customer experience."

「在遴選過程中，我們考慮到申請企業清晰商業模式的優點，亦考慮到其產品銷售力、工程技術、發展前景及運營能力，以及能否滿足客戶的體驗。」

Mr Andrew Young 楊孟璋先生

Associate Director (Innovation)
創新聯席董事

Remembering our roles in society, we build bonds and friendships with all around us while honouring our heritage, knowledge and identity.

緊記我們在社會的角色，連繫社群；承先啟後，
延續文化、智慧和社會特色。

COMMUNITY SPIRIT

心繫社區

HERITAGE & CULTURE 文化傳承
COMMUNITY 連繫社群

HERITAGE & CULTURE
文化傳承

RELATED MATERIAL TOPIC 相關重大議題

108 Heritage and Culture
文化傳承

GOAL 目標

Support communities' arts and cultural 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

OUR PROGRESS 我們的進展

>1,700

visitors participated in the heritage tours offered by The Fullerton Hotel Sydney
超過 1,700 名訪客參加了由悉尼富麗敦酒店提供的文化導賞團

>100

applications received for the "Feel the Motion" programme to equip young talent with skills to pursue a career in the motion design industry
「Feel the Motion」計劃旨在裝備有志投身動態影像設計行業的年輕人才，共收到逾 100 份申請

We supported various art projects including "Butterflies of Hope", the world's first AI-powered light art installation showcasing butterflies, "Art for Autism", an exhibit celebrating the work of differently-abled artists and "Life in Edo | Russel Wong in Kyoto" featuring an array of master artworks depicting Japanese cities
我們支持了各種藝術項目，包括全球首個人工智能蝴蝶光影藝術裝置《希望之蝶》，展示傷健藝術家作品的《Art for Autism》展覽，和展出一系列描繪日本城市的大師級作品的《Life in Edo | Russel Wong in Kyoto》展覽

The Group appreciates the importance of cultural heritage to a community's identity and sense of belonging.
集團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。

MANAGEMENT APPROACH
管理方針

At Sino Land, we recognise the importance of celebrating heritage and culture. We strive to conserve and showcase projects of historical significance across our properties in Hong Kong, Singapore and Sydney to pass on their rich legacy to present and future generations. We are committed to enriching communities through support of arts and culture and promoting built heritage conservation and revitalisation. By preserving legacies, we build a sense of harmony. The Community Spirit Sub-committee of our ESG Steering Committee is responsible for promoting projects of cultural value. The Sub-committee meets quarterly and is responsible for identifying, monitoring and reviewing existing and emerging trends and investments in these areas, paving the way for the Group to enrich people's everyday lives within the communities where we operate.

信和置業深明文化傳承的重要性。我們竭盡所能，保育並展現在香港、新加坡和悉尼別具歷史意義的建築，將豐富的文化遺產傳承下來給下一代。我們亦致力透過支持藝術和文化來豐富社區生活，並透過保育歷史文化和促進藝術發展，締造和諧的社區。環境、社會及管治督導委員會轄下的心繫社區小組委員會，負責推動具有文化價值的項目。小組委員會每季舉行一次會議，負責識別、監測和檢討現有和新興的趨勢，以及這些範疇的投資，讓集團為經營所在社區的人群締造更豐盛的生活。

HERITAGE & CULTURE HIGHLIGHTS
文化傳承重點項目

1

Organised the "Photographs from the 1950s: Marjorie Doggett's Singapore, Lee Fook Chee's Hong Kong" exhibition to showcase portraits of Singapore and Hong Kong during the defining 1950s

舉辦《1950年代攝影作品展：瑪喬麗・多格特鏡頭下的新加坡　李福志鏡頭下的香港》，展示1950年代新加坡和香港的相片

2

Completed remediation of The Fullerton Hotel Sydney's facade

完成修復悉尼富麗敦酒店外牆

Heritage and Culture
文化傳承

Cultural heritage is part of a community's collective memory and provides a sense of continuity and belonging. Our art and cultural initiatives serve to revitalise the communities in which we operate, and drive economic and social development. These initiatives also help us build invaluable connections with stakeholders across our value chain.

歷史文化是集體回憶的一部分，建立與社區的聯繫和歸屬感。我們的藝術和文化計劃有助活化我們所經營的社區，並推動經濟和社會發展。這些計劃更有助我們與價值鏈中的持份者建立寶貴的聯繫。

The Fullerton Heritage
富麗敦天地

HOW WE ARE MANAGING IT

We promote built heritage conservation in our design, development and long-term management of projects. A key focus is community engagement, in particular with the younger generation, on the importance of conserving heritage buildings. We also strive to enrich our communities through our support of the arts. Activities include collaborations with NGOs and artists on projects for children and youth to nurture their appreciation of the arts and enhance their personal development. The Group also sponsors art and design events that contribute to a vibrant, local creative scene. We curate exhibitions and related activities at the Group's properties and provide a platform for local and international artists to showcase their talent.

Heritage Projects

An important project is The Fullerton Hotel Sydney, which is located in a heritage-listed landmark intertwined with Sydney's development over the past century. Completed in 1874, the majestic sandstone structure is regarded as one of Australia's finest examples of Victorian Italian Renaissance architecture. Another project is The Fullerton Hotel Singapore. Housed in a grand, neoclassical landmark completed in 1928, this building has played a pivotal role in Singapore's history for nearly a century. Once home to Singapore's General Post Office, the Singapore Club and various government departments, the building was gazetted in 2015 as the 71st National Monument of Singapore. Today, it is located in The Fullerton Heritage precinct together with The Fullerton Bay Hotel Singapore, The Fullerton Waterboat House, One Fullerton, The Fullerton Pavilion, Clifford Pier and the Customs House.

怎樣管理

我們在項目設計、開發和長期管理中致力保育歷史遺產。我們重視社區參與，尤其是年輕一代，讓他們了解保育歷史建築的重要性。我們亦積極透過支持藝術活動來豐富社區，當中包括與非政府機構和藝術家合作開展為兒童和青少年而設的項目，以培養他們對藝術的欣賞能力和促進個人發展。集團同時贊助藝術和設計活動，促進本地創意產業發展。我們在集團旗下的物業策劃展覽和相關活動，並為本地和國際藝術家提供展示才華的平台。

歷史建築項目

其中一個重要項目為悉尼富麗敦酒店，所坐落的歷史文化地標在過去一個世紀與悉尼的發展密不可分。大樓於1874年落成，其砂岩結構被譽為澳洲維多利亞時代文藝復興建築的經典之一。另一個項目則為新加坡富麗敦酒店。這座宏偉的新古典主義地標建築於1928年落成，在新加坡過去近一個世紀的歷史中有著舉足輕重的位置。建築曾為新加坡郵政總局、新加坡俱樂部和眾多政府機構的所在地，於2015年被刊憲列為新加坡第七十一座國家歷史文物。酒店位於富麗敦天地，毗鄰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。

The Group endeavours to preserve valuable landmarks to reconnect today's communities and future generations with these historic gems and to share their unique story with everyone who visits. More details on key projects that conserve community legacies are described below.

AN ICON RESTORED: REMEDIATION OF SYDNEY GPO

The Fullerton Hotel Sydney is housed in the iconic former General Post Office ("GPO") building at No. 1 Martin Place. Following an extensive revitalisation programme spanning two years and a combined 98,000 working hours, this much-loved landmark, known as the "Grand Dame", was restored to her former glory. The historic building's intricate stonework and carvings were painstakingly cleaned using a meticulous, chemical-free process undertaken in a series of stages. Carried out by experienced specialists, the project's objective was to preserve the building's integrity and historical significance by returning the surface of sandstone to its natural patina. Special attention was paid to the external stone and metal work, intricate windows and doors, as well as lead weathering and waterproofing.

集團致力保育寶貴的地標，讓社會和我們的下一代與這些歷史瑰寶重新建立聯繫，並與每位訪客分享它們背後的獨特故事。有關傳承社區文化的重點項目如下。

回復昔日光輝：修復悉尼郵政總局

悉尼富麗敦酒店坐落於馬丁廣場一號具標誌性的前郵政總局大樓。經過為期兩年，共98,000小時的全面修復後，這座經典地標已回復昔日的光輝。外牆上錯綜複雜的石雕和雕刻，經歷多個不使用化學品的清潔步驟，過程一絲不苟。項目由經驗豐富的專家執行，力求將砂岩外牆回復自然光澤，保存建築物的歷史完整性及風貌。是次維修重點是外牆的石雕和金屬製件和裝飾精緻的門窗，以及處理鉛材風化和防水。

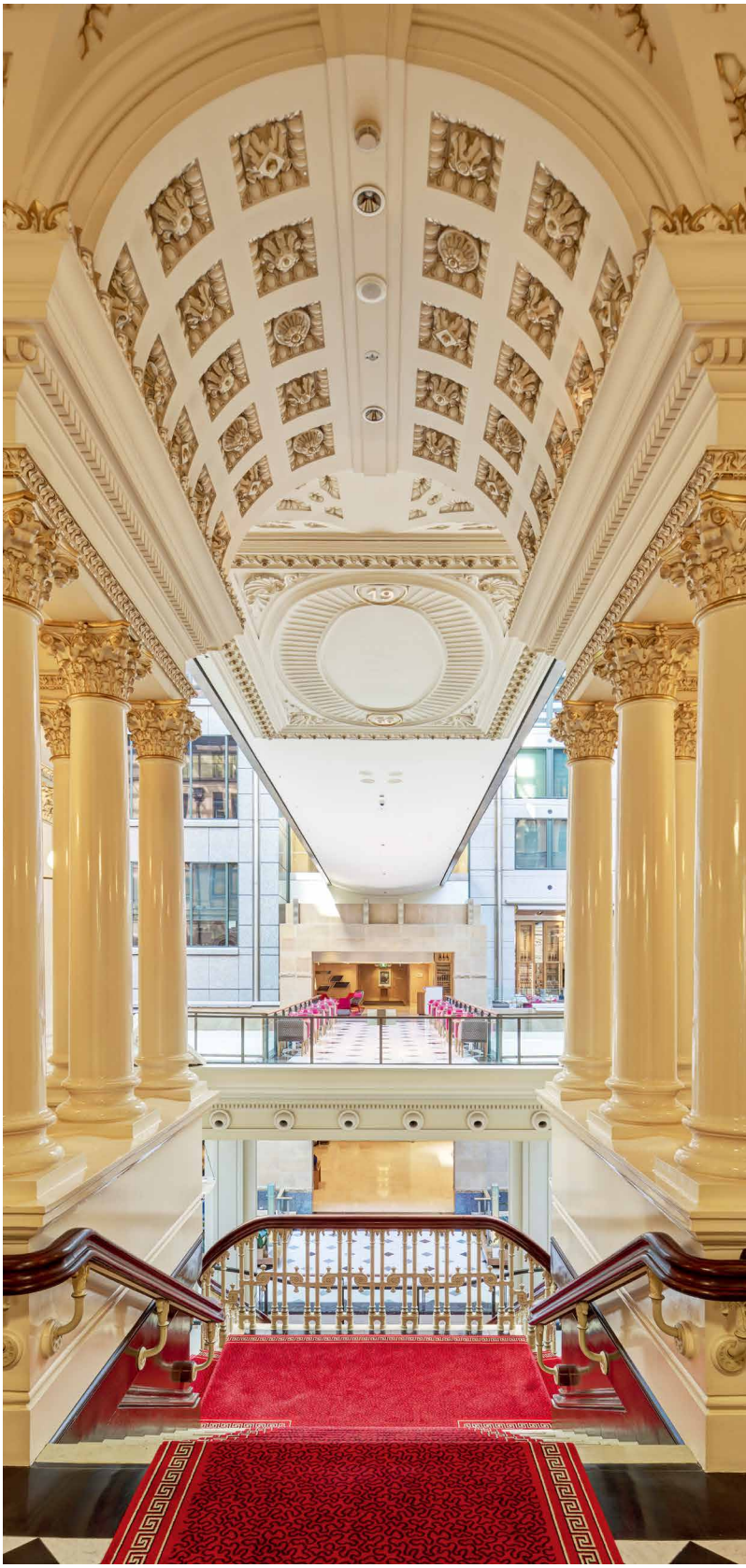
The Fullerton Hotel Sydney
悉尼富麗敦酒店

HERITAGE TOURS: ENHANCING THE HERITAGE EXPERIENCE

文化導賞團：體驗歷史建築

Since opening in 2019, The Fullerton Hotel Sydney has offered complimentary heritage tours that provide an opportunity to discover the unique stories behind one of Sydney's most iconic buildings. So far, more than 1,700 visitors have participated in the tours to learn about the former GPO's role in connecting Sydney to the wider world through letters, telegrams and lively telephone exchange. The tours share the building's fascinating history, reflecting details from the revered hallways of the structure to the ornamental carvings on the Pitt Street façade. The heritage tours offer an intimate experience where participants can engage with the tour guide to learn little-known facts about those who worked at the GPO building.

悉尼富麗敦酒店自2019年開業以來，提供免費的文化導賞團，讓訪客有機會置身於悉尼最經典的建築之一，探索其背後的獨特故事。至今，已有超過1,700名訪客參加了導賞團，從中了解前郵政總局所擔當的角色，透過信件、電報和電話交流，連繫悉尼與更廣闊的世界。導賞團分享引人入勝的建築歷史，當中包括雄偉的走廊結構，以及面向Pitt Street外牆上的裝飾雕刻。參加者亦可透過與導遊的個人對話以及親身體驗，了解曾在郵政總局大樓工作的人們鮮為人知的故事。



The tours of The Fullerton Hotel Sydney highlight the unique stories of the former GPO building for guests.
悉尼富麗敦酒店舉辦導賞團，向訪客介紹前郵政總局大樓的獨特故事。

Art Projects
藝術計劃

We engaged local and international artists to bring art and cultural activities to our communities.

我們與本地和國際藝術家合作，舉辦藝術和文化活動。

"Butterflies of Hope" is the world's first AI-powered, butterfly-themed, illuminated and interactive art installation, embracing the concept of "placemaking" and synergy between art and technology.
《希望之蝶》為全球首個大型人工智能蝴蝶光影藝術裝置，設計以營造地方為概念並結合藝術科技。

BUTTERFLIES OF HOPE
希望之蝶

To celebrate Chinese New Year, our Lee Tung Avenue site in Hong Kong was decorated with "Butterflies of Hope", the world's first AI-powered light art installation showcasing butterflies. Created by 2019 Martell Artist of the Year, Victor Wong, the installation dressed up the tree-lined boulevard with more than 350 LED butterflies with a large seven-metre stained glass butterfly as the centrepiece. During the day, the piece reflected daylight onto the ground, bringing about a magical display of dancing butterflies. At night, the AI-controlled symbols of hope were synchronised with music, presenting an enchanting symphony of light and sound under the stars.

為慶祝農曆新年，我們於香港利東街設置全球首個人工智能蝴蝶光影藝術裝置《希望之蝶》，由2019年法國「馬爹利非凡藝術人物大獎」得主黃宏達創作。作品以七米高的彩色玻璃蝴蝶為中心，加上超過350隻LED蝴蝶，點綴了林蔭步行街。在日間，作品折射陽光在步行街上，炫彩的蝶舞表演隨之上演；到了晚上，透過人工智能的指揮，《希望之蝶》隨著音樂在星光下演出動人的光影協奏曲。

FEEL THE MOTION

In order to nurture Arts and Technology ("Arts Tech") in line with global trends, we launched "Feel the Motion" in collaboration with Hong Kong-based studio eMotionLAB. The six-month programme equipped passionate young talent with a range of learning experiences, industry sharing and hands-on training to pursue a career in the motion design industry. Apart from access to a session featuring over ten renowned international and local motion designers, participants were sponsored for 12 "Accelerator Workshops" focused on motion design theory and techniques.

From more than 100 applicants, 30 were shortlisted for the programme. Each participant was given the opportunity to take part in a commissioned project for Sino Malls' digital screens to gain real-life work experience. To further raise awareness within the Greater Bay Area, a webinar was held in January 2021 focusing on motion graphic trends and the potential for nurturing motion design in the area. Industry leaders from Macau and Shenzhen shared their experience of major projects, including those from internationally-recognised festivals.

為緊貼「藝術科技」這全球趨勢，我們與本地工作室eMotionLAB合作推出「Feel the Motion」計劃。計劃為期六個月，為有志投身動態影像設計行業的年輕人才提供一系列體驗、業界分享和實踐培訓。除了能參與匯聚十多位國際及本地知名動畫設計師的講座外，參加者更獲得資助，參加12個「創意教學工作坊」學習動態影像設計理論和技術。

計劃從超過100份申請中挑選出30名參加者。每位參加者均有機會參與實踐項目，為集團旗下商場的數碼屏幕設計動態影像，汲取實戰經驗。為進一步提高動態影像在大灣區的關注度，我們於2021年1月舉辦了網上研討會，重點探討動態影像趨勢以及大灣區在發展動態設計方面的潛力。來自澳門及深圳的業界領袖亦分享了他們參與大型項目的經驗，當中包括一些國際盛事。

ART FOR AUTISM

The Fullerton Hotel Singapore partnered with the Autism Resource Centre and Pathlight School to present an exceptional exhibition, "Art for Autism: All Things Singapore 2021". At the exhibition, 17 young, differently-abled artists invited the public to explore unique perspectives on Singapore through their lens and to enter their world of discovery through their artwork. Full proceeds from the sale of the works of art went towards supporting the artists.

新加坡富麗敦酒店欣然與Autism Resource Centre和Pathlight School合作舉辦《Art for Autism: All Things Singapore 2021》展覽。17位年輕傷健藝術家邀請公眾以其角度探索新加坡獨有的一面，並透過藝術作品走進他們眼中的世界。展覽中售出的作品收益全數給予藝術家。

The Group is committed to supporting Arts Tech, with the Tsim Sha Tsui Centre and Empire Centre showcasing motion pyrotechnics along Victoria Harbour since 2017.
集團致力支持藝術科技，尖沙咀中心及帝國中心自2017年起便於維港海旁上演精彩動態影像表演。

LIFE IN EDO | RUSSEL WONG IN KYOTO

The exhibition of "Life in Edo | Russel Wong in Kyoto" hosted by The Fullerton Hotel Singapore, featured an array of woodblock printing and photography masterworks, telling the tale of two popular Japanese cities — Edo (today's Tokyo) and Kyoto. "Life in Edo" depicted everyday life in the Edo period through a collection of 157 fully coloured ukiyo-e prints. "Russel Wong in Kyoto" featured 40 black-and-white photographs from the Singaporean celebrity photographer's 13-year-long, ongoing personal project to document the Geiko of Kyoto.

《Life in Edo | Russel Wong in Kyoto》展覽假新加坡富麗敦酒店舉行，當中展出一系列木刻版畫和攝影作品，講述兩個熱鬧繁盛的日本城市——江戶（今天的東京）和京都的故事。《Life in Edo》透過157幅全彩色浮世繪版畫，展示江戶時代的日常生活。《Russel Wong in Kyoto》則展出40張由新加坡著名攝影師黃國基13年來記錄京都藝妓風情的黑白照片。

CASE STUDY
案例

Curated by the Photographic Heritage Foundation, the exhibition showcases parallel timelines of the 1950s in Hong Kong and Singapore.
展覽由歷史遺珍攝影基金會策展，帶領參觀者了解香港和新加坡兩地於1950年代的共同歷史回憶。

THE TRANSFORMATION OF TWO GREAT WORLD CITIES — "PHOTOGRAPHS FROM THE 1950s: MARJORIE DOGGETT'S SINGAPORE, LEE FOOK CHEE'S HONG KONG"

The Group, the Ng Teng Fong Charitable Foundation and the Photographic Heritage Foundation jointly presented a unique exhibition entitled, "Photographs from the 1950s: Marjorie Doggett's Singapore, Lee Fook Chee's Hong Kong". Curated by the Photographic Heritage Foundation and supported by the Consulate General of the Republic of Singapore in Hong Kong, the exhibition presented works by Marjorie Doggett, a pioneering female photographer from England, who captured the cityscapes and buildings of Singapore from 1954 to 1957, and Lee Fook Chee, a self-taught Singaporean photographer who focused on Hong Kong streetscapes during the same period. The "time capsule" exhibition showcased parallel timelines in Hong Kong and Singapore, when they were on the cusp of their transformations into shining international metropolises, paying tribute to the rich shared history and warm friendship between these two great Asian cities.

兩個世界級城市的變遷 —— 《1950年代攝影作品展：瑪喬麗・多格特鏡頭下的新加坡 李福志鏡頭下的香港》

集團、黃廷方慈善基金和歷史遺珍攝影基金會合作舉辦了《1950年代攝影作品展：瑪喬麗・多格特鏡頭下的新加坡　李福志鏡頭下的香港》。展覽由歷史遺珍攝影基金會策劃，並獲新加坡駐港領事館支持，呈獻來自英國的早期女性攝影師瑪喬麗・多格特（Marjorie Doggett）以鏡頭捕捉1954至1957年的新加坡城市面貌，以及來自新加坡自學成師的攝影師李福志於同期攝下的香港街景。照片帶領參觀者穿越時光隧道，穿梭於當時正轉變成國際大都市的香港和新加坡，向兩地的豐富歷史和深厚友誼致敬。

The exhibition at Sino Plaza was thoughtfully arranged to beautifully contrast Doggett's Singapore and Lee's Hong Kong, as well as their legacy of life, resulting in a cohesive and impactful storyline.
展覽特意分別呈現瑪喬麗・多格特鏡頭下的新加坡及李福志鏡頭下的香港，以及兩位攝影師緊密連繫又極富感染力的生平故事。

"We are delighted to present an enriching and educational event for the community and the public to enjoy. This collection of beautiful historic photos brings us through the journey of time, where East meets West, and reminds us of the passion for travel between Hong Kong and Singapore."

「我們很高興為社會和公眾提供充實並具教育意義的活動。這些美麗的紀實照片，將帶領大家踏上時光之旅，讓我們重拾往來香港和新加坡旅遊的熱情。」

Ms Nikki Ng 黃敏華女士

Group General Manager
集團總經理

The compelling exhibit on Hong Kong featured the urban spaces of Des Voeux Road, Central District and Hennessy Road in addition to the Cheung Chau waterfront, rice fields in the city's alluvial plain and a Hakka village in the New Territories. Singapore's icons included the former Fullerton Building, the Raffles Institution, the characteristic godowns along the Singapore River and the 19th-century buildings on Collyer Quay. The public exhibition at Sino Plaza was open from 1 April to 30 May 2021, with a series of free curatorial and educational tours introducing the history, architecture, iconic buildings and urban transformation of the two cities, available to visitors and schools. A roving exhibition with highlights of the collection also took place between 2 April and 6 June 2021, at some of our properties across Hong Kong.

這場展覽展出了香港的長洲海傍、元朗平原的稻田，以及新界客家村落，更展出德輔道、中環和軒尼詩道的市區街頭面貌。而新加坡則有經典地標包括前浮爾頓大樓、萊佛士書院、新加坡河兩傍的特色倉庫，以及哥烈碼頭的19世紀建築物。公眾展覽由2021年4月1日至5月30日在信和廣場舉行，期間設有一系列免費教育導賞團，介紹兩地歷史、建築、經典建築物和城市變遷，供公眾及學校團體參加。部分精選作品亦於2021年4月2日至6月6日期間在集團香港旗下的部分物業舉行巡迴展覽。

COMMUNITY

連繫社群

RELATED MATERIAL TOPIC 相關重大議題

118 Community Investment and Engagement
社區投資和參與

GOALS 目標

5,000

By 2025, improve the wellbeing of 5,000 less-resourced families
於2025年前，致力改善5,000個基層家庭的生活

By 2025, establish a wellness education programme to promote health education in the community
於2025年前，於社區推出健康教育課程，推廣健康概念

150

By 2025, support 150 primary schools and enhance the school environment by providing wellness education
於2025年前，透過提供身心健康教育，支援150間小學改善學校環境

By 2025, collaborate with local NGOs to promote social inclusion
於2025年前，與本地非政府機構合作，促進社會共融

By 2025, collaborate with NGOs to help women from less-resourced families contribute to the community
於2025年前，與非政府機構協作，幫助基層婦女貢獻社區

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

OUR PROGRESS 我們的進展

182,000

We continue to participate in a large variety of community service activities and support our community partners. During the reporting period, Sino Caring Friends organised over 490 activities with more than 1,070 volunteers serving over 17,900 less-resourced elderly, children, youth and families in Hong Kong — recording over 182,000 volunteer service hours.

我們持續積極參與社區服務及支持社區夥伴，報告期內，「信和友心人」舉辦了超過490項活動，逾1,070名義工參加，共服務17,900多位香港基層長者、兒童、青年及家庭，服務時數超過182,000小時。

Sino Caring Friends visited members of Direction Association for the Handicapped living in Kowloon and the New Territories to extend care.
「信和友心人」與路向四肢傷殘人士協會合作，上門探望居住於九龍及新界區的會員，送上關心。

MANAGEMENT APPROACH
管理方針

Investing in our communities is a vital step on our journey of Creating Better Lifescapes. As a responsible corporate citizen, we strive to build inclusive societies by engaging with stakeholders and supporting those in need. The Community Spirit Sub-committee of our ESG Steering Committee meets quarterly and sets the overall direction of our community engagement strategy and monitors and reviews our community initiatives. The Sub-committee is also responsible for connecting with our stakeholders to understand their aspirations. Stakeholder feedback is essential as we endeavour to make continuous improvements to our community programmes.

投資於我們的社區是建構更美好生活的重要一環。作為負責任的企業公民，我們致力與持份者聯繫並支持有需要的人士，以建設共融社會。環境、社會及管治督導委員會轄下的心繫社區小組委員會，每季舉行一次會議，明確定立我們社區參與策略的總體方向，並監督和檢討社區計劃的成效。小組委員會亦負責透過與持份者溝通，了解他們的期望。持份者的意見對我們至關重要，有助我們不斷改善社區計劃。

COMMUNITY HIGHLIGHTS
連繫社群重點項目

1

Launched a programme in Hong Kong in April 2021 to donate over 60,000 meal boxes to less-resourced families and individuals

於2021年4月在香港開展「愛心飯盒捐贈計劃」，捐贈逾60,000個飯盒予基層家庭和人士

Community Investment and Engagement
社區投資和參與

Prioritising community investment and engagement initiatives creates thriving communities and shared value for all. Strong partnerships with the communities in which we operate engender a spirit of social cohesion on our shared journey towards a brighter future.

以社區投資和參與計劃為首要任務，能為所有持份者創造繁榮的社區和共享價值。我們與經營所在的社區建立緊密的夥伴關係，共同促進社會共融的精神，努力實現更美好的未來。

HOW WE ARE MANAGING IT

Engaging charitable organisations and NGO partners in collaborative events and activities helps us to further our reach within communities to all members of society, from children and youth to the elderly. The Group also promotes social integration by organising initiatives that empower and enhance the social mobility of less-resourced members of the community. As a high priority, we foster a volunteering culture that seeks opportunities to serve the community, sharing the time and varied skills of our people at all levels across our different business units. We also extend our support to community partners through donations and sponsorships. Our support includes venue sponsorships and free displays of print and audio-visual promotional materials at the Group's properties. Our community initiatives aim to fulfil our goals of improving the wellbeing of less-resourced families, promoting health education and collaborating with local NGOs to promote social inclusion.

怎樣管理

與慈善團體和非政府機構夥伴合作籌劃活動，使我們更能接觸到社會上從兒童、青少年以至長者的每一員。集團亦籌辦各項活動，推動社會共融，提升弱勢社群向上流動的機會。我們非常重視義工服務，並以此為企業文化的一部分，鼓勵不同業務部門的各級員工，善用他們的時間和技能服務社區。此外，我們透過捐款和贊助，支援社區合作夥伴，當中包括場地贊助，以及在集團物業免費展示宣傳品和影片。我們的社區計劃力求改善基層家庭的生活、推廣健康教育，以及與本地非政府機構合作，促進共融的社區。

In late January to early February 2021, Sino Caring Friends joined hands with community partners to prepare over 1,000 Chinese New Year gift packs for less-resourced families and people with disabilities in different districts of Hong Kong.
2021年1月下旬至2月初期間，「信和友心人」與社福機構合作，為各區的基層家庭及傷健人士準備超過1,000份賀年禮物，獻上新年祝福。

Charitable Initiatives

SINO CARING FRIENDS

Since 2008, Sino Caring Friends, comprising our staff along with their families and friends, has been nurturing bonds with less-resourced families in various districts across Hong Kong. Launched in 2018, our Community Care Project provides training and facilitates participation in volunteer service. During the reporting period, Sino Caring Friends organised over 490 activities, with more than 1,070 volunteers participating in services for over 17,900 less-resourced elderly, children, youth and families. In total, we performed over 182,000 hours of volunteer service in Hong Kong.

CHRISTMAS VISITS

To celebrate Christmas, 36 Sino Caring Friends played games and presented close to 1,100 Christmas gifts to the elderly and frontline care workers at nursing homes, as well as to children from less-resourced families and ethnic minority groups. Community partners visited as a part of the programme included the Ho Cheung Home for the Elderly and Ho Shing Home for the Elderly (both sponsored by Sik Sik Yuen), Hong Kong Christian Service, Hong Kong Society for the Protection of Children, Precious Blood Children's Village, Tung Wah Group of Hospitals Jockey Club Tai Kok Tsui Integrated Services Centre and YWCA Sham Shui Po Integrated Social Service Centre.

慈善計劃

信和友心人

自2008年起，由員工及其親友組成的「信和友心人」在香港各區與基層家庭建立聯繫。我們於2018年展開「關懷社區計劃」，提供培訓並推動義工服務。報告期內，「信和友心人」共舉辦逾490項活動，超過1,070名義工參與服務，為17,900多個來自基層家庭的長者、兒童、青少年和家庭提供服務，於香港的義工服務總時數超過182,000小時。

聖誕送暖活動

36位「信和友心人」與老人院舍長者和前線職員，以及來自基層家庭和少數族裔家庭的小朋友一起慶祝聖誕節，並送上近1,100份聖誕禮物。探訪的社區合作夥伴包括：嗇色園主辦可祥護理安老院、嗇色園主辦可誠護理安老院、香港基督教服務處、香港保護兒童會、寶血兒童村、東華三院賽馬會大角咀綜合服務中心，以及香港基督教女青年會深水埗綜合社會服務處。

Sino Caring Friends shared the joy of Christmas with our elderly friends via video calls.
「信和友心人」與長者進行視像通話，一起分享聖誕喜悅。

Sino Caring Friends dressed up as Santa Claus to spread Christmas joy to elders and children.
「信和友心人」化身聖誕老人與長者和小朋友共慶佳節，傳播聖誕歡樂。

CHINESE NEW YEAR BLESSINGS

The Group extended festive joy and blessings by distributing over 1,000 Chinese New Year gift packs to less-resourced families and individuals with varying abilities across Hong Kong. Prepared and distributed by Sino Caring Friends as well as their families and friends, each gift pack consisted of seasonal and festive food, decorations and healthcare supplies.

In the spirit of giving and building a better community together, we joined hands with seven community partners, including St. James' Settlement, J Life Foundation, Asbury Methodist Social Service, Aplichau Kaifong Primary School, Direction Association for the Handicapped, Kwun Tong Methodist Social Service and Special Educational Needs & Parents Association. Sino Caring Friends also visited members of Direction Association for the Handicapped living in Kowloon and the New Territories, to extend care to those who have encountered considerable challenges due to COVID-19. Over 100 volunteers participated in eight sessions of community service in this period.

DRAGON BOAT FESTIVAL ACTIVITIES

More than 100 volunteers participated in eight service sessions, during which they visited and presented 1,700 Dragon Boat Festival gift bags to people with varying abilities, along with less-resourced local and ethnic minority families. Community partners engaged in these sessions included Direction Association for The Handicapped, Hong Kong Nepalese Federation, Ho Ning Health Care Service Centre (sponsored by Sik Sik Yuen), Islamic Dharwood Pau Memorial Primary School, Pakistan Islamic Welfare Union, the Society for Community Organization and The Mission Covenant Church Holm Glad Primary School.

送上農曆新年祝福

集團向香港的基層家庭和傷健人士派發超過 1,000 份賀年福袋，傳遞節日祝福及關愛精神。賀年福袋由「信和友心人」及其親友包裝和派發，內有賀年食品、節日裝飾和個人防護用品。

我們與七間社區夥伴合作，包括聖雅各福群會、啓愛共融社區中心、循道衛理亞斯理社會服務處、鴨脷洲街坊學校、路向四肢傷殘人士協會、循道衛理觀塘社會服務處及特殊學習需要家長協會，發輝樂善好施和共同建設更美好社區的精神。由於疫情對一眾行動不便的人士影響甚大，因此「信和友心人」探訪居於九龍和新界的路向四肢傷殘人士協會會員送上關懷。在八次義工活動中，共有超過 100 位義工參與。

端午節活動

超過 100 名義工於八次活動中，向傷健人士以及本地基層和少數族裔家庭，派發了 1,700 份端午節禮品包。當中的社區合作夥伴包括路向四肢傷殘人士協會、香港尼泊爾協會、嗇色園主辦可寧護理安老院、伊斯蘭鮑伯濤紀念小學、巴基斯坦福利會、香港社區組織協會和基督教聖約教會堅樂小學。

CHARITY CLASSIC CAR DRIVE TO DONATE NUTRITIOUS MEALS

Aligned with 2020's National Day theme, "Together, A Stronger Singapore", The Fullerton Hotel Singapore partnered with the Malaysia and Singapore Vintage Car Register to organise its annual "National Day Charity Classic Car Drive". Our staff and volunteers from participating organisations visited 300 beneficiaries of WeCare@Marine Parade, a network that aims to help vulnerable residents in the neighbourhood and delivered nutritious bento meals prepared by Fullerton chefs in a convoy of classic cars.

透過慈善老爺車巡禮捐贈營養飯盒

配合2020年新加坡國慶主題「心手相連，堅毅向前」，新加坡富麗敦酒店聯同新馬老爺車協會合作舉辦一年一度的「國慶慈善老爺車巡禮」。當天我們的員工聯同參與機構的義工乘坐老爺車，探訪WeCare@Marine Parade的300名受助人士，並派發由富麗敦廚師準備的營養飯盒，幫助社區中的弱勢社群。

CHRISTMAS CHARITY CAMPAIGN AND DINNER FEAST

聖誕慈善活動和晚宴

A five-metre-tall Christmas tree decorated with 600 limited edition Fullerton Santa bears took centre stage at The Fullerton Hotel Singapore to ring in the Christmas season in December 2020. These special bears were sold at The Fullerton Shop with proceeds from their sale donated to NGO partner Beyond Social Services, in support of its efforts to help children and youth from less-resourced backgrounds.

To further the spirit of giving, guests enjoyed Christmas-themed specialty dishes whipped up by the General Manager of The Fullerton Hotels and Resorts, alongside the Australian High Commissioner and New Zealand High Commissioner, as they donned chef's whites for Fullerton's Charity Dinner Feast. Proceeds from the dinner were also donated to Beyond Social Services.

一棵以600隻限量版富麗敦聖誕熊砌成的五米高聖誕樹，聳立於新加坡富麗敦酒店中庭迎接2020年聖誕節。這些特別的聖誕熊於酒店紀念品商店出售，所得收益撥捐非政府機構夥伴Beyond Social Services，以幫助基層兒童和青少年。

此外，富麗敦集團總經理聯同澳洲高級專員和新西蘭高級專員，在富麗敦慈善晚宴上穿上廚師服共同調製聖誕主題特色菜餚，供在場賓客享用。晚宴收益同樣撥捐Beyond Social Services。

A five-metre tall Christmas tree was decorated with limited edition Fullerton Santa bears which were designed in collaboration with Singapore Post to send a message of love and encouragement.
一棵五米高的聖誕樹由限量版富麗敦聖誕熊砌成。我們與新加坡郵政共同設計聖誕熊，傳遞愛意和鼓勵訊息。

We received the Highest Service Hour Award 2019 (Private Organisations – Category 1) – Honour at the Hong Kong Volunteer Award 2020 from the Social Welfare Department.
我們於社會福利署的「2020香港義工嘉許」中，獲頒「2019年最高服務時數獎（私人團體 — 組別一）」榮譽獎。

Promoting Wellness and Inclusion

BREAST CANCER AWARENESS MONTH

To kick off Breast Cancer Awareness Month 2020, The Fullerton Hotel Singapore was lit up as a pink beacon for the month of October to raise awareness and support the cause. The Fullerton Hotel and The Fullerton Bay Hotel in Singapore, along with The Fullerton Hotel Sydney, curated a pink-themed Afternoon Tea throughout the month. A portion of the proceeds was donated to the Breast Cancer Foundation in Singapore and the National Breast Cancer Foundation in Sydney to support breast cancer patients.

INTERNATIONAL WOMEN'S DAY

In honour of International Women's Day and to support fundraising efforts for women's empowerment, The Fullerton Hotel Singapore presented a specially curated Purple Afternoon Tea throughout March 2021 at all dining outlets. A portion of the proceeds of each purple-hued Afternoon Tea set was donated to United Women Singapore, a not-for-profit organisation, which aims to advance gender equality and women's empowerment by promoting STEM (science, technology, engineering and mathematics) for girls and advocating for issues faced by women.

Volunteer Recognition

Launched in 2011, the Volunteer Incentive Scheme continued to encourage our colleagues to volunteer during office hours for at least one day a year. During the reporting period, 23 colleagues were recognised for their service. These colleagues were offered hotel accommodation packages, buffet coupons or gift vouchers as tokens of appreciation for their contribution.

In recognition of our commitment to promoting a corporate volunteer culture, Sino Land once again received the Highest Service Hour Award 2019 (Private Organisations – Category 1) – Honour as part of the Hong Kong Volunteer Award 2020 from the Social Welfare Department.

促進健康與共融

乳癌關注月

為揭開2020年「乳癌關注月」的序幕，新加坡富麗敦酒店外牆於10月點亮粉紅燈飾，藉此提高大眾的關注以及為公益出一分力。新加坡富麗敦酒店和富麗敦海灣酒店，以及悉尼富麗敦酒店，在當月推出以粉紅色為主題的下午茶套餐。部分收益分別撥捐新加坡的乳癌基金會和位於悉尼的National Breast Cancer Foundation，以支援乳癌患者。

國際婦女節

新加坡富麗敦酒店於2021年3月在旗下的所有餐廳提供Purple Afternoon Tea以慶祝「國際婦女節」並支持婦女賦權籌款活動。部分收益撥捐United Women Singapore，該非牟利機構旨在透過推廣STEM（科學、技術、工程和數學）課程予女孩和提倡對婦女問題的關注，促進性別平等和婦女賦權。

義工嘉許

於2011年推出的「義工服務獎勵計劃」繼續鼓勵我們的員工每年最少一天於辦公時間內參與義工服務。報告期內，共有23名員工獲獎。得獎者可獲得集團旗下酒店的住宿套票、自助餐券或酒店禮券以感謝他們的貢獻。

信和置業於社會福利署的「2020香港義工嘉許」中再次獲頒「2019年最高服務時數獎（私人團體 — 組別一）」榮譽獎，以肯定集團在推動企業義工文化方面的努力。

CASE STUDY
案例

The Group, Ng Teng Fong Charitable Foundation and Pei Ho Counterparts distributed meal boxes with supportive messages to extend encouragement to people from less-resourced communities.
集團、黃廷方慈善基金與北河同行向有需要人士送上寫有打氣字句的餐盒。

SUPPORTING OUR COMMUNITIES DURING THE COVID-19 PANDEMIC

To alleviate the immediate needs of less-resourced people in our communities whose livelihoods have been impacted by COVID-19, the Group and the Ng Teng Fong Charitable Foundation launched a meal box donation programme in Hong Kong. Prepared by Sino Hotels' chefs and a social enterprise, Pei Ho Counterparts, over 60,000 hot and nutritious meal boxes were distributed by our Group's volunteers together with other community partners. We are grateful to our like-minded partners who joined us in this meal donation programme to promote a spirit of caring by providing practical assistance to those in need. The six-month programme, which ran from end-April to end-October, was organised with seven community partners, including Pei Ho (Ming Gor) Charity Foundation, The ABM Hong Kong Swatow Baptist Church Community Service Association, People Service Centre, J Life Foundation, International Church of the Foursquare Gospel Hong Kong District, The Boys' & Girls' Clubs Association of Hong Kong Jockey Club Shek Yam Children & Youth Integrated Services Centre and Hong Kong Network for the Promotion of Inclusive Society. Service areas included San Po Kong, Sham Shui Po, To Kwa Wan, Tuen Mun and Shatin. The programme also added value to the local economy by creating job opportunities in transport and logistics.

疫情期間支援社區

新型冠狀病毒疫情影響基層人士的生計。集團與黃廷方慈善基金在香港推出「愛心飯盒捐贈計劃」，以緩解社區目前所面對的挑戰。餐盒由信和酒店廚師團隊和社會企業「北河同行」準備，透過集團義工和社區夥伴，派發超過60,000個熱食營養餐盒。我們感謝各社區合作夥伴透過「愛心飯盒捐贈計劃」傳揚關愛和奉獻精神，為有需要人士提供支援。是次計劃由4月底起至10月底，為期六個月，合作的七個社區夥伴包括北河（明哥）慈善基金、美差會潮浸服務聯會、民社服務中心、啟愛共融社區中心、國際四方福音會香港教區、香港小童群益會賽馬會石蔭青少年綜合服務中心，以及香港傷健共融網絡。服務範圍包括新蒲崗、深水埗、土瓜灣、屯門及沙田等多個地區。計劃亦提供運輸和物流相關的就業機會，以促進本地經濟。

In addition to initiatives in Hong Kong, we have also supported frontline healthcare workers as well as migrant worker groups in Singapore who need an extra helping hand. Since April 2020, our culinary team has prepared over 23,000 packed meals and donated essential supplies including masks and clothes to the workers. Our pandemic support programmes extend to our communities in Sydney where we donated 8,000 N95 respirator masks to a local hospital to assist with short-term supply of much needed protective equipment. In September 2020, we also organised food delivery drives to The Girls & Boys Brigade, a not-for-profit organisation in Sydney, and assisted charity staff to pack food bags to donate to 150 less-resourced families.

除了在香港的活動外，我們在新加坡支持前線抗疫醫護人員，以及需要支援的外籍勞工團體。自2020年4月，我們的餐飲團隊準備了超過23,000份餐盒，更向外籍勞工捐贈口罩和衣服等必需品。我們的疫情支援計劃亦擴展至悉尼社區，向當地的醫院捐贈8,000個N95口罩以協助解決防護設備供應短缺的問題。2020年9月，我們為悉尼非牟利機構The Girls and Boys Brigade舉辦送餐活動，同時協助慈善機構工作人員包裝食品袋，捐贈給150個有需要的家庭。

The meal boxes were distributed by Sino Caring Friends and community partners to less-resourced individuals and families, as well as elderly citizens across Hong Kong.
餐盒由「信和友心人」及社區合作夥伴派發予本地基層人士和家庭，以及有需要長者。

"COVID-19 has affected the local economy and the livelihoods of many people in an unprecedented way, and the less-resourced communities need help with basic needs more than ever. In this critical period, we need to pull together to care for each other while the situation improves with the vaccination roll-out and upsurge in economic activity."

「新型冠狀病毒疫情對本港經濟和市民生計帶來前所未有的挑戰，基層人士的基本需求更要支援。隨著疫苗接種計劃推進，經濟活動回復，情況將會改善，而在這個關鍵時期，我們要團結齊心，共渡難關。」

Mr Daryl Ng 黃永光先生

Deputy Chairman of Sino Land
信和置業副主席

Major Awards and Memberships
主要獎項和會籍

MAJOR AWARDS 主要獎項

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
Hang Seng Corporate Sustainability Index (since 2012) Constituent Member of the Hang Seng Corporate Sustainability Index	**恒生可持續發展企業指數（自2012年起）** 恒生可持續發展企業指數成份股	Hang Seng Indexes Company Limited 恒生指數有限公司
6th Hong Kong Business Sustainability Index Achiever (rank 10th)	**第六屆「香港企業可持續發展指數」** 成功者（第十位）	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
2nd Greater Bay Area Business Sustainability Index Achiever (rank 9th)	**第二屆「大灣區企業可持續發展指數」** 成功者（第九位）	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
BDO ESG Awards 2021 Best in Reporting – Large Cap	**2021年BDO環境、社會及管治大獎** 最佳ESG報告大獎－大型市值	BDO Hong Kong 香港立信德豪會計師事務所有限公司
ESG Achievement Awards 2020 The ESG Leader (Platinum Award) Outstanding ESG Company (Diamond Award) Outstanding Performance in Governance	**環境、社會及企業管治成就2020大獎** 環境、社會及企業管治領袖（白金獎） 傑出企業大獎（鑽石獎） 傑出企業管治表現	The Institute of ESG & Benchmark 環境、社會、企業管治及基準學會
ESG Leading Enterprise Awards 2020 ESG Leading Enterprise Award Leading Social Initiative Award	**ESG領先企業大獎2020** ESG領先企業大獎 領先社區項目獎	Bloomberg Businessweek/ Chinese Edition and Deloitte 《彭博商業周刊/中文版》及德勤
SDG Enterprise Awards 2020 Best Sustainable Company	**2020年度「SDG企業大獎」** 最佳可持續發展企業	Junior Chamber International Victoria 維多利亞青年商會
The 10th Asian Excellence Award 2020 Asia's Best CSR Best Investor Relations Company Asia's Best CFO (Investor Relations)	**第十屆亞洲卓越大獎2020** 亞洲最佳企業社會責任 最佳投資者關係公司 亞洲最佳財務總監（投資者關係）	Corporate Governance Asia 《亞洲企業管治》

AWARDS/RECOGNITION	獎項/嘉許名稱	ISSUING AUTHORITY 主辦機構
The 16th Corporate Governance Asia – Asian ESG Award 2021 Asia's Icon on Corporate Governance Asian Corporate Director Recognition Award	**第16屆亞洲企業管治— ESG傑出公司獎2021** 最佳亞洲企業管治 亞洲區最佳公司董事	Corporate Governance Asia 《亞洲企業管治》
Hong Kong Corporate Governance Excellence Awards 2020 Awards of Excellence in Corporate Governance Awards of Excellence in Sustainability	**2020年度香港公司管治卓越獎** 公司管治卓越獎 持續發展卓越獎	Chamber of Hong Kong Listed Companies and the Centre for Corporate Governance and Financial Policy of the Hong Kong Baptist University 香港上市公司商會及香港浸會大學公司管治與金融政策研究中心
Privacy-Friendly Awards 2021 Gold Certificate	**私隱之友嘉許獎2021** 金獎狀	The Office of the Privacy Commissioner for Personal Data, Hong Kong 香港個人資料私隱專員公署
Classified Post HR Appreciation Awards Grand Winner – Business Partner COVID-19 Special Award	**Classified Post HR Appreciation Awards** 最佳人力資源業務合作夥伴— 卓越大獎 COVID-19特別獎	Classified Post
HR Distinction Awards 2020 Excellence in Innovative Business Solutions (Gold) Excellence in Workplace Culture (Silver) Excellence in Employee Engagement (Silver) Excellence in Employee Caring (Silver)	**人力資源卓越大獎2020** 「創新業務解決方案卓越大獎」（金獎） 「卓越工作文化」（銀獎） 「卓越員工投入」（銀獎） 「卓越員工關顧」（銀獎）	Human Resources Magazine 《Human Resources》雜誌
2020 Security Services Best Training Award Gold Award (Sino Parking Services Limited): Tseung Kwan O District, Avon Park	**2020年度保安服務最佳培訓獎** 金獎（信和停車場管理有限公司）：將軍澳區、碧湖花園	Vocational Training Council and the Hong Kong Police Force Crime Prevention Bureau 職業訓練局及香港警務處防止罪案科
Social Capital Builder Awards 2020 Social Capital Builder Logo Award: Sino Estates Management Limited, Sino Parking Services Limited, One SilverSea, Grand Palisades, Hong Kong Gold Coast, Pacific Palisades, Argyle Centre Phase I, Vision City, Skyline Tower, Miami Beach Towers	**社會資本動力獎2020** 社會資本動力標誌獎：信和物業管理有限公司、信和停車場管理有限公司、一號銀海、大埔寶馬山、香港黃金海岸、寶馬山花園、旺角中心第一座、萬景峯、宏天廣場、邁亞美海灣	Labour and Welfare Bureau, Community Investment and Inclusion Fund 勞工及福利局及社區投資共享基金
Best Companies to Work for in Asia 2020 Best Companies to Work for in Asia 2020	**2020年亞洲最佳企業僱主** 2020年亞洲最佳企業僱主	HR Asia Magazine 《HR Asia》雜誌

AWARDS/RECOGNITION	獎項/嘉許名稱	ISSUING AUTHORITY 主辦機構
MARKies Awards 2021 Best Idea – Corporate Social Responsibility, Gold Award: "Feel the Motion" programme	**MARKies Awards 2021** 「最佳創意 — 企業社會責任」金獎：「Feel The Motion」計劃	Marketing Magazine 《Marketing》雜誌
Caring Company Scheme 2020/21 15 Years Plus Caring Company Logo: Sino Estates Management Limited, Sino Security Services Limited, Best Result Environmental Services Limited, Regentville Shopping Mall 10 Years Plus Caring Company Logo: Sino Parking Services Limited, China Hong Kong City, Tuen Mun Town Plaza, Avon Mall 5 Years Plus Caring Company Logo: Citywalk, Citywalk 2, Island Resort Mall, Gold Coast Piazza, Olympian City, Skyline Tower Caring Company Logo 2020/21: The Waterside Shopping Arcade, The Olympian Hong Kong	**「商界展關懷」2020/21** 15年Plus「商界展關懷」標誌：信和物業管理有限公司、信和護衛有限公司、恒毅環衛服務有限公司、帝庭軒（商場） 10年Plus「商界展關懷」標誌：信和停車場管理有限公司、中港城、屯門市廣場、碧湖商場 5年Plus「商界展關懷」標誌：荃新天地、荃新天地2、藍灣廣場、香港黃金海岸商場、奧海城、宏天廣場 2020/21年度「商界展關懷」標誌：雅濤居（商場）、香港遨凱酒店	The Hong Kong Council of Social Service 香港社會服務聯會
Hong Kong Volunteer Award 2020 Highest Service Hour Award 2019 (Private Organisations – Category 1) – Honour	**2020香港義工嘉許** 2019年最高服務時數獎（私人團體 — 組別一）榮譽獎	Social Welfare Department 社會福利署

Quality and Customer Service 品質及顧客服務

AWARDS/RECOGNITION	獎項/嘉許名稱	ISSUING AUTHORITY 主辦機構
BCI Asia Awards 2020 Top Ten Developers in Hong Kong: Sino Land Company Limited	**BCI Asia Awards 2020** 香港十大發展商：信和置業有限公司	BCI Asia
Excellence in Facility Management Award 2020 Excellence Award (Hotel & Serviced Apartment): The Camphora, The Johnston Excellence Award (Large-Scale Residential): Hong Kong Gold Coast Excellence Award (Medium-Scale Residential): Dynasty Heights, One SilverSea, Pacific Palisades, The Avenue, The Coronation, The Hermitage Excellence Award (Small-Scale Residential): Bowen's Lookout, One Mayfair, Paloma Bay, Park Metropolitan, Three Bays	**卓越設施管理獎2020** 卓越獎（酒店及服務式住宅）：柏寓、囍寓 卓越獎（大型住宅）：香港黃金海岸 卓越獎（中型住宅）：帝景峰、一號銀海、寶馬山花園、囍滙、御金・國峯、帝峯・皇殿 卓越獎（小型住宅）：Bowen's Lookout、逸瓏、雍澄灣、觀月・樺峯、Three Bays	The Hong Kong Institute of Facility Management 香港設施管理學會

AWARDS/RECOGNITION	獎項/嘉許名稱	ISSUING AUTHORITY 主辦機構
Excellence Award (Office Building): 148 Electric Road, Cameron Plaza, Exchange Tower, Golden Centre, Hong Kong Pacific Centre, Kwun Tong Harbour Plaza, Marina House, Sino Plaza, The Hennessy Excellence Award (Industrial): Fullerton Centre, Remington Centre, Westin Centre, Westley Square Excellence Award (Retail): China Hong Kong City, Citywalk, Citywalk 2, Golden Plaza, Island Resort Mall, Tuen Mun Town Plaza Phase I (Shopping Arcade), Tuen Mun Town Plaza Phase II (Shopping Arcade) Merit Award (Hotel & Serviced Apartment): The Humphreys, The Staunton Merit Award (Medium-Scale Residential): Grand Palisades Merit Award (Small-Scale Residential): Park Summit, The Mediterranean Merit Award (Office Building): Futura Plaza, Ginza Square, Ocean Building, One Capital Place, Pan Asia Centre, Skyline Tower Merit Award (Industrial): Corporation Park Silver Award, Theme Award – Sustainability (Commercial): Citywalk Silver Award, FM People Award (Supervisory): Pacific Palisades Bronze Award, FM People Award (Managerial): Sino Plaza	卓越獎（商業樓宇）：電氣道148號、金馬倫廣場、國際交易中心、金龍中心、亞太中心、觀塘碼頭廣場、海天廣場、信和廣場、The Hennessy 卓越獎（工業樓宇）：富登中心、利登中心、威登中心、威利廣場 卓越獎（商場）：中港城、荃新天地、荃新天地2、萬金中心、藍灣廣場、屯門市廣場第一期（商場）、屯門市廣場第二期（商場） 優秀獎（酒店及服務式住宅）：爵寓、昇寓 優秀獎（中型住宅）：大埔寶馬山 優秀獎（小型住宅）：奧柏・御峯、逸瓏園 優秀獎（商業樓宇）：富利廣場、銀座廣場、華海廣場、海德中心、泛亞中心、宏天廣場 優秀獎（工業樓宇）：企業中心 主題獎「可持續發展」（商業項目）銀獎：荃新天地 設施管理傑出人才獎（督導組）銀獎：寶馬山花園 設施管理傑出人才獎（經理組）銅獎：信和廣場	
Hong Kong Professional Building Inspectors Academy Awards 2020 Quality Building: Madison Park Supreme Five Stars Shopping Mall: Lee Tung Avenue	**2020年度建造及裝修業優秀大獎** 優秀屋苑獎：一號九龍道 至尊五星級商場：利東街	Hong Kong Professional Building Inspectors Academy 香港專業驗樓學會
Residential Club House Management Award 2019 Residential Units 1,000 or above, Bronze Award: Club Mayfair	**住宅會所管理大獎2019** 「住宅單位為1,000伙或以上」銅獎：逸瓏灣會所	Hong Kong Recreation Management Association 香港康樂管理協會
MARKies Awards 2021 Best Use of Mobile & Apps, Silver Award: S^+ REWARDS	**MARKies Awards 2021** 「最佳使用手機應用程式」銀獎：S^+ REWARDS	Marketing Magazine 《Marketing》雜誌

AWARDS/RECOGNITION	獎項/嘉許名稱	ISSUING AUTHORITY 主辦機構
Hong Kong Licensing Awards 2020 Best Promotion Campaign Award, Gold Award: Tuen Mun Town Plaza Best Promotion Campaign Award, Merit Award: Citywalk	**香港授權業大獎2020** 「最佳授權宣傳活動獎」金獎：屯門市廣場 「最佳授權宣傳活動獎」優異獎：荃新天地	Asian Licensing Association 亞洲授權業協會
Asian Licensing Awards 2020 Best Promotion Campaign Award, Gold Award: Tuen Mun Town Plaza	**亞洲授權業大獎2020** 「最佳亞洲授權宣傳活動獎」金獎：屯門市廣場	Asian Licensing Association 亞洲授權業協會
Kowloon West Best Security Services Awards 2019 Best Security Guard – Gold Award: One SilverSea 82 awards received	**2019年度西九龍最佳保安服務選舉** 「最佳保安員」金獎：一號銀海 82項獎項	Kowloon West Regional Crime Prevention Office 西九龍總區防止罪案辦公室
Hong Kong Service Awards 2021 Winner – Property Management: Sino Estates Management Limited	**香港服務大獎2021** 物業管理得獎機構：信和物業管理有限公司	East Week Magazine 《東周刊》
2020-2021 Carers Award (Estate Property Management) Silver Award: 148 Electric Road Bronze Award: Island Resort Mall Merit Award: The Dynasty, Citywalk, Miami Beach Towers, Corinthia by The Sea, Mount Beacon, The Regalia	**「2020-2021年度全港優秀護老者選舉」屋苑物業管理員類別** 銀獎：電氣道148號 銅獎：藍灣廣場 優異獎：信和廣場、御凱、荃新天地、邁亞美海灣、帝景灣、畢架山峰、爵士花園	Hong Kong Association of Gerontology 香港老年學會
2020 Travelers' Choice Awards Best Hotels in Singapore: The Fullerton Bay Hotel Singapore, The Fullerton Hotel Singapore	**2020年度Travellers' Choice大獎** 「新加坡最佳酒店」：新加坡富麗敦海灣酒店、新加坡富麗敦酒店	Tripadvisor
Top 10 Hotels in Singapore: Readers' Choice Awards 2020 The Fullerton Hotel Singapore	**2020年度讀者之選「新加坡十大酒店」** 新加坡富麗敦酒店	Condé Nast Traveler 《悅遊》
Forbes Travel Guide 2021 Five-Star Rating – The Fullerton Bay Hotel Singapore (9th consecutive year)	**2021福布斯旅遊指南** 五星級酒店 — 新加坡富麗敦海灣酒店（連續第九年獲獎）	Forbes 《福布斯》
Top 10 Hotels in Australia and New Zealand: Readers' Choice Awards 2020 The Fullerton Hotel Sydney	**2020年度讀者之選「澳洲及新西蘭十大酒店」** 悉尼富麗敦酒店	Condé Nast Traveler 《悅遊》

Environment 環境

AWARDS/RECOGNITION	獎項/嘉許名稱	ISSUING AUTHORITY 主辦機構
The 10th Asian Excellence Award Best Environmental Responsibility: Sino Land Company Limited	**第10屆亞洲卓越大獎2020** 最佳環境責任公司：信和置業有限公司	Corporate Governance Asia 《亞洲企業管治》
Smart Energy Award 2020 Excellence Award – Smart Technology (Corporate/Government Bodies): Olympian City 3 Joint Energy Saving Award: Sino Estates Management Limited	**創新節能企業大獎2020** 智能技術傑出大獎（企業/政府部門）：奧海城三期 齊心節能大獎：信和物業管理有限公司	CLP Power Hong Kong Limited 中華電力有限公司
Charter on External Lighting Award Platinum Award: 71 managed properties Gold Award: 13 managed properties	**《戶外燈光約章》** 鉑金獎：71項管理物業 金獎：13項管理物業	Environment Bureau 環境局
CarbonCare® Star Label 2020 Sino Estates Management Limited – Argyle Centre Phase I, Hong Kong Pacific Centre, Tsim Sha Tsui Centre and Empire Centre	**2020年度「低碳關懷標籤」計劃** 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	Carbon Care Asia 低碳亞洲
Hong Kong Green Awards 2020 Green Management Award – Service Provider (SME) Silver Award: Skyline Tower Green Management Award – Service Provider (SME) Bronze Award: Citywalk Green Management Award – Service Provider (SME) Merit Award: One SilverSea	**香港綠色企業大獎2020** 優越環保管理獎 — 服務供應商（中小企）銀獎：宏天廣場 優越環保管理獎 — 服務供應商（中小企）銅獎：荃新天地 優越環保管理獎 — 服務供應商（中小企）優異獎：一號銀海	Green Council 環保促進會

AWARDS/RECOGNITION	獎項/嘉許名稱	ISSUING AUTHORITY 主辦機構
BOCHK Corporate Environmental Leadership Awards 2019 Bronze Award in the Service Sector: Pacific Palisades 5 Years+ EcoPioneer Logo: Golden Centre 3 Years+ EcoPioneer Logo: China Hong Kong City, Exchange Tower, Sino Plaza EcoChallenger Certificate: Citywalk, Pacific Palisades, Exchange Tower, Skyline Tower, Sino Plaza, 148 Electric Road, Pacific Plaza EcoPartner Certificate: Perfect Green Supplies Company Limited, China Hong Kong City, Far East Finance Centre, Fullerton Centre, Futura Plaza, Golden Centre, Golden Plaza, Hong Kong Pacific Centre, Island Resort Mall, Marina House, Maritime Bay, One Capital Place, One SilverSea, Pan Asia Centre, Ping Wui Centre, Remington Centre, The Avenue, The Centrium, The Coronation, The Hennessy, Tuen Mun Town Plaza Phase I, Tuen Mun Town Plaza Phase II, Westin Centre, Westley Square	**中銀香港企業環保領先大獎2019** 銅獎（服務業）：寶馬山花園 5年+參與環保先驅獎章：金龍中心 3年+參與環保先驅獎章：中港城、國際交易中心、信和廣場 環保優秀企業證書：荃新天地、寶馬山花園、國際交易中心、宏天廣場、信和廣場、電氣道148號、太平洋廣場 環保傑出伙伴證書：綠玲瓏供應有限公司、中港城、遠東金融中心、富登中心、富利廣場、金龍中心、萬金中心、亞太中心、藍灣廣場、海天廣場、海悅豪園、海德中心、一號銀海、泛亞中心、屏會中心、利登中心、囍滙、中央廣場、御金・國峯、The Hennessy、屯門市廣場一期、屯門市廣場二期、威登中心、威利廣場	Federation of Hong Kong Industries and Bank of China (Hong Kong) Limited 香港工業總會及中國銀行（香港）有限公司
Umbrella Bags Reduction Accreditation Programme 2020 Fully Support Organisation Award: Sino Estates Management Limited Gold Award: 42 managed properties Silver Award: 1 managed property Bronze Award: 1 managed property Reduction Award: 15 managed properties	**「減少使用/派發雨傘膠袋」審核認證計劃2020** 全力支持獎：信和物業管理有限公司 金獎：42項管理物業 銀獎：1項管理物業 銅獎：1項管理物業 減量大獎：15項管理物業	Greeners Action 綠領行動

Health and Safety 健康與安全

AWARDS/RECOGNITION	獎項/嘉許名稱	ISSUING AUTHORITY 主辦機構
The 8th Best Property Safety Management Award Silver Award (Best Property Management Award in Occupational Safety and Health): 148 Electric Road Silver Award (Best Safety Enhancement Programme): Kwun Tong Harbour Plaza	**第八屆最佳職安健物業管理大獎** 銀獎（最佳職安健物業管理大獎）：電氣道148號 銀獎（工作安全改善計劃）：觀塘碼頭廣場	Occupational Safety and Health Council 職業安全健康局

AWARDS/RECOGNITION	獎項/嘉許名稱	ISSUING AUTHORITY 主辦機構
Silver Award (Best Property Contractor in Occupational Safety and Health): Best Result Environmental Services Limited (Project: Olympian City 2) Bronze Award (Best Safety Enhancement Programme): The Avenue Bronze Award (Safety Culture Award): Skyline Tower Bronze Award (Best Property Management Award – Resident's RMAA Works Safety Enhancement Award): Olympian City	銀獎（最佳職安健物業管理承辦商）：恒毅環衛服務有限公司（項目：奧海城二期） 銅獎（工作安全改善計劃）：囍滙 銅獎（安全文化大獎）：宏天廣場 銅獎（最佳物業管理大獎 — 提升業戶裝修及維修安全）：奧海城	
The 19th Hong Kong Occupational Safety & Health Award Silver Award (Safety Management System Award): 148 Electric Road Silver Award (5S Good Housekeeping Best Practices Award): 148 Electric Road Bronze Award (Best Workplace Infection Control Measures Award): 148 Electric Road Excellence Award (Safety Performance Award): Skyline Tower, The Avenue Outstanding Award (Safety Performance Award): Kwun Tong Harbour Plaza, Citywalk 2, Park Summit (Arcade), Island Resort, Vista (Arcade)	**第十九屆香港職業安全健康大獎** 銀獎（安全管理制度大獎）：電氣道148號 銀獎（5S工作場所整理最佳實踐獎）：電氣道148號 銅獎（最佳工作間預防感染措施獎）：電氣道148號 卓越獎（安全表現大獎）：宏天廣場、囍滙 傑出獎（安全表現大獎）：觀塘碼頭廣場、荃新天地2、奧柏．御峯（商場）、藍灣半島、海峯（商場）	Occupational Safety and Health Council 職業安全健康局
The 12th Hong Kong Outstanding OSH Employee Award Gold Award (Organisation/Enterprise – Management): Sino Plaza Silver Award (Organisation/Enterprise – Frontline Worker): 148 Electric Road Silver Award (Organisation/Enterprise – Foreman): One Capital Place Merit Award (Organisation/Enterprise – Foreman): Best Result Environmental Services Limited	**第十二屆全港傑出職安健員工嘉許計劃** 金獎（機構/企業組 — 管理層）：信和廣場 銀獎（機構/企業組 — 前線員工）：電氣道148號 銀獎（機構/企業組 — 管工）：海德中心 優異獎（機構/企業組 — 管工）：恒毅環衛服務有限公司	Occupational Safety and Health Council, Labour Department, LegCo members (Functional Constituency – Labour) and employee representatives of Labour Advisory Board 職業安全健康局、勞工處、立法會勞工界議員及勞顧會僱員代表
Occupational Health Award 2020-21 Innovative Measures Award, Grand Award Outstanding Award: Sino Plaza Merit Award: Best Result Environmental Services Limited	**職業健康大獎2020-21** 「創意措施大獎」超卓機構大獎 傑出機構大獎：信和廣場 良好機構大獎：恒毅環衛服務有限公司	Occupational Safety and Health Council 職業安全健康局
SafeGuard Hygiene Excellence and Safety Label	**SafeGuard Hygiene Excellence and Safety Label**	Bureau Veritas 必維國際檢驗集團

CORPORATE MEMBERSHIPS

The Group is an active member of various industry associations, NGOs and government-led initiatives, through which we work to create shared value and better our communities. These associations focus on topics such as climate change, waste reduction, conservation of biodiversity, corporate social responsibility and sustainable tourism.

企業會籍

本集團是各種行業協會、非政府機構和政府主導的舉措的積極成員，通過這些舉措，我們致力於創造共享價值並改善我們的社區。這些協會專注於氣候變化、減少廢物、保護生物多樣性、企業社會責任和可持續旅遊業等主題。

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）
	Member (Sino Administration Services Limited) 會員（信和行政服務有限公司）
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

ORGANISATION 機構	CORPORATE MEMBERSHIP 企業會籍
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
	Vice-Chairman (Executive Committee) 副主席（執行委員會）
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

DIRECT ECONOMIC VALUE GENERATED (HK$) 產生的直接經濟價值(港元)	2020/2021	2019/2020	2018/2019
Revenue 收入	24,545,345,720	5,886,888,002	8,009,912,578
Finance income 財務收益	572,185,143	1,025,188,143	643,252,213
Share of results of associates and joint ventures[1] 應佔聯營公司及合營企業業績[1]	457,729,651	942,771,973	1,003,157,242
Total 總計	**25,575,260,514**	7,854,848,118	9,656,322,033
ECONOMIC VALUE DISTRIBUTED 分配的經濟價值			
Operating cost[2] 營運成本[2]	372,031,655	360,251,860	443,926,845
Employee wages and benefits[3] 員工薪酬及福利[3]	1,567,393,317	1,610,405,253	1,625,363,198
Payment to providers of capital 向出資者支付的款項	3,960,930,516	3,799,049,962	3,647,767,782
Hong Kong profits tax paid 已付香港利得稅	482,622,948	433,102,425	712,371,965
Taxation in other jurisdictions paid 已付其他地區的稅項	206,838,502	163,911,303	1,090,805,629
Community investment (i.e. charitable donations and sponsorship) 公益投資（慈善捐款及贊助）	2,626,000	5,222,000	4,349,000
Total 總計	**6,592,442,938**	6,371,942,803	7,524,584,419
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	18,982,817,576	1,482,905,315	2,131,737,614

Remarks 備註

[1] Excluding revaluation of investment properties.
不包括投資物業重估。

[2] Including administrative expenses and other operating expenses; excluding staff costs.
包括行政費用及其他營運費用，但不包括員工成本。

[3] Including Directors' remuneration.
包括董事酬金。

Environmental Performance[1] 環境表現[1]

GREENHOUSE GAS ("GHG") EMISSIONS (tonnes CO_2e) 溫室氣體排放量(公噸二氧化碳對等值)	2020/2021	2019/2020	2018/2019
Direct GHG Emissions (Scope 1)[2] 直接溫室氣體排放量(範疇一)[2]	**2,906.5**	4,045.1	605.9
Property Management 物業管理	1,183.7	728.4	89.2
Construction Sites 建築工地	280.4	1,885.8	516.7
Hotels 酒店	1,442.4	1,430.9	–
Indirect GHG Emissions (Scope 2)[3] 間接溫室氣體排放量(範疇二)[3]	**96,227.2**	91,947.4	98,381.2
Head Office 總部	670.2	760.8	565.0
Property Management 物業管理	83,938.6	75,943.1	87,042.3
Construction Sites 建築工地	1,547.5	1,480.6	252.8
Hotels 酒店	10,071.0	13,762.9	10,521.1
Other Indirect GHG Emissions (Scope 3)[4] 其他間接溫室氣體排放量(範疇三)[4]	**348.1**	551.8	384.3
Head Office 總部	0.4	67.0	99.2
Property Management 物業管理	201.4	260.3	195.6
Construction Sites 建築工地	39.8	65.6	11.4
Hotels 酒店	106.5	158.9	78.1

GHG EMISSIONS INTENSITY 溫室氣體排放強度			
Head Office (tonnes CO_2e/employee) 總部(公噸二氧化碳對等值/員工)	0.68	0.91	0.74
Property Management (tonnes CO_2e/m^2) 物業管理(公噸二氧化碳對等值/平方米)	0.062	0.074	0.087
Construction Sites (tonnes CO_2e/m^2) 建築工地(公噸二氧化碳對等值/平方米)	0.007	0.021	0.001
Hotels (tonnes CO_2e/visitor night) 酒店(公噸二氧化碳對等值/住客晚數)	0.139	0.062	0.043

ELECTRICITY CONSUMPTION (kWh) 用電量(千瓦時)	2020/2021	2019/2020	2018/2019
Sino Land **信和置業**	**143,638,431**	137,597,037	135,744,974
Head Office 總部	957,448	1,086,854	1,107,880
Property Management 物業管理	119,912,282	108,490,079	114,007,952
Construction Sites 建築工地	2,210,674	2,115,079	495,765
Hotels 酒店	20,558,027	25,905,025	20,133,377
ELECTRICITY INTENSITY **用電強度**			
Head Office (kWh/employee) 總部(千瓦時/員工)	964.2	1,191.7	1,228.2
Property Management (kWh/m^2) 物業管理(千瓦時/平方米)	86.9	104.3	113.1
Construction Sites (kWh/m^2) 建築工地(千瓦時/平方米)	14.0	12.9	0.6
Hotels (kWh/visitor night) 酒店(千瓦時/住客晚數)	246.7	105.2	82.2
FUEL CONSUMPTION **燃料耗用量**			
Property Management – Ultra low sulphur diesel (L) 物業管理 — 超低硫柴油(公升)	5,091	2,322	2,290
Construction Sites – Ultra low sulphur diesel (L) 建築工地 — 超低硫柴油(公升)	107,152	720,688	197,469
Hotels – Gas (m^3) 酒店 — 燃氣(立方米)	717,295	861,710	2,511,487
FUEL INTENSITY **燃料耗用量強度**			
Property Management – Ultra low sulphur diesel (L/m^2) 物業管理 — 超低硫柴油(公升/平方米)	0.004	0.002	0.002
Construction Sites – Ultra low sulphur diesel (L/m^2) 建築工地 — 超低硫柴油(公升/平方米)	0.7	4.4	0.3
Hotels – Gas (m^3/visitor night) 酒店 — 燃氣(立方米/住客晚數)	8.6	3.5	10.3
TOTAL ENERGY CONSUMPTION (kWh) **能源總耗量(千瓦時)**	**151,323,295**	152,713,353	150,879,999

WATER CONSUMPTION[5] (m^3) 用水量[5]（立方米）	2020/2021	2019/2020	2018/2019
Sino Land **信和置業**	**583,957**	805,922	824,007
Property Management 物業管理	343,722	419,739	485,995
Construction Sites 建築工地	35,260	79,118	14,349
Hotels 酒店	204,975	307,065	323,663

WATER INTENSITY 用水強度			
Property Management (m^3/m^2) 物業管理（立方米/平方米）	0.2	0.4	0.5
Construction Sites (m^3/m^2) 建築工地（立方米/平方米）	0.22	0.48	0.02
Hotels (m^3/visitor night) 酒店（立方米/住客晚數）	2.5	1.3	1.3

NON-HAZARDOUS WASTE DISPOSAL[6,7] (tonnes) 無害廢物棄置量[6,7]（公噸）			
Sino Land **信和置業**	**11,426.2**	36,604.9	4,400.3
Head Office 總部	18.3	21.5	25.9
Construction Sites 建築工地	10,605.1	35,309.7	1,726.4
Hotels 酒店	802.8	1,273.7	2,648.0

NON-HAZARDOUS WASTE INTENSITY 無害廢物棄置強度			
Head Office (tonnes/employee) 總部（公噸/員工）	0.02	0.02	0.03
Construction Sites (tonnes/m^2) 建築工地（公噸/平方米）	0.067	0.240	0.002
Hotels (tonnes/visitor night) 酒店（公噸/住客晚數）	0.01	0.01	0.01

HAZARDOUS WASTE DISPOSAL[8] (kg) 有害廢物棄置量[8](公斤)	2020/2021	2019/2020	2018/2019
Sino Land **信和置業**	**1,132.9**	861.5	1,335.2
Head Office 總部	81.3	56.1	473.0
Property Management 物業管理	1,051.6	805.4	862.2
HAZARDOUS WASTE INTENSITY **有害廢物棄置強度**			
Head Office (kg/employee) 總部（公斤/員工）	0.08	0.06	0.47
Property Management (kg/m^2) 物業管理（公斤/平方米）	0.001	0.001	0.001
USE OF MATERIALS (tonnes) **物料使用量(公噸)**			
Packaging Materials 包裝物料	21.8	6.6	1.2
MATERIALS RECYCLED (tonnes) **回收物料量(公噸)**			
Metals 金屬	1,583.1	1,870.1	1,773.4
Plastic 塑膠	0.9	10.0	24.6
Used Cooking Oil 廢棄食油	6.3	11.0	9.0
Paper 紙張	1,349.6	2,215.9	2,848.6
Food Waste 廚餘	66.2	137.0	153.0
Grease Trap Waste 隔油池廢物	7,811.8	10,922.2	10,510.0
Aluminium Cans 鋁罐	1.4	1.1	0.8
Construction Waste 建築廢料	25,602.7	16,140.2	269,491.9
Glass Bottles 玻璃瓶	32.4	14.4	32.2

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, and Department of Industry, Science, Energy and Resources of the Australian Government. Emission factors adopted have been updated based on the above sources.

GHG emissions calculated included carbon dioxide (CO_2), methane (CH_4), nitrous oxide (N_2O) and hydrofluorocarbons (HFCs). Perfluorocarbons (PFCs), sulphur hexafluoride (SF_6) and nitrogen trifluoride (NF_3) are not considered material.

Head Office refers to the offices of Sino Land in Tsim Sha Tsui Centre.

Property management in 2020/21 refers to the 67 buildings managed by the Group. For 2019/20 and 2018/19, the data included 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.

Assessments included eight construction sites (IL9064, KCTL524, 133 Portofino, Madison Park, St. George's Mansions, Silversands, Mayfair by the Sea 8 and YLTL532) in 2020/21 and 2019/20, while three construction sites (Mayfair by the Sea 8, STTL611 and YLTL532) were included in 2018/19. The changes in GHG emissions, fuel and water consumption and their intensities, and non-hazardous waste disposal from construction activities, were due to the different stages of construction activities at the sites during the reporting period, when compared with previous years.

The scope for hotels included The Fullerton Hotel Singapore, The Fullerton Bay Hotel Singapore and The Fullerton Hotel Sydney. Hotel operations were affected by COVID-19, hence there was a decrease in some parameters, such as fuel consumption and waste disposal, when compared with previous years.

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布的《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及澳洲政府產業、科學、能源及資源部。所運用的排放因子已根據以上來源作出相應的更新。

計算的溫室氣體排放量包括二氧化碳（CO_2）、甲烷（CH_4）、氧化亞氮（N_2O）及氫氟碳化物（HFCs）。全氟化合物（PFCs）、六氟化硫（SF_6）及三氟化氮（NF_3）並不顯著。

總部為信和置業於尖沙咀中心的辦事處。

2020/21年度的物業管理為集團管理的67座建築物。2019/20及2018/19年度則包括集團管理的51座建築物。物業管理的用電量，亦包括為部分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。

2020/21及2019/20年度的評估包括八個建築工地（內地段第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年度則評估了三個建築工地（逸瓏灣8、沙田市地段611號及元朗市地段532號）。與過往年度相比，本報告期內有關工地的建築活動處於不同階段，因此，溫室氣體排放、燃料和水的用量和強度，以及建築活動所產生的無害廢物量亦有所改變。

酒店的報告範圍包括新加坡富麗敦酒店、新加坡富麗敦海灣酒店及悉尼富麗敦酒店。與過往年度相比，酒店的營運受新型冠狀病毒影響，部分參數，如燃料消耗以及廢物棄置量，亦因而有所減少。

[2] Scope 1 emissions included direct GHG emissions from fuel consumption, loss of refrigerant (HCFC refrigerants: 227 kg; HFC refrigerants: 612 kg) and fugitive emissions from the use of fire extinguishers in the properties managed and construction sites. Scope 1 emissions do not apply to Head Office.

範疇一排放量包括物業管理和建築工地的燃料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：227公斤；氫氟碳化物（HFC）製冷劑：612公斤）及使用滅火器時釋出的氣體。總部並沒有範疇一排放。

[3] Scope 2 emissions included indirect GHG emissions from purchased electricity and gas. The latest emission factors have been applied.

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。已套用最新的排放因子。

[4] Scope 3 emissions included indirect GHG emissions from water consumption, wastewater discharge, paper waste disposal and air travel. CO_2e 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排放，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 is 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 amount of hazardous waste produced by the Group during the reporting period was insignificant. Hazardous waste generated by the Group was collected by qualified contractors for treatment in a safe manner.

報告期內，集團並無產生大量有害廢物。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。

Social Performance[1] 社會表現[1]

EMPLOYEES STATISTICS (people) 員工統計(人)	HONG KONG AND MAINLAND CHINA 香港及中國內地		SINGAPORE 新加坡		SYDNEY 悉尼	
	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20
By Gender 按性別劃分						
Male 男性	4,374	4,304	244	333	91	119
Part-time 兼職	624	830	0	–	50	63
Full-time 全職	3,750	3,474	244	333	41	56
Female 女性	4,350	4,068	205	264	108	146
Part-time 兼職	640	729	0	–	57	85
Full-time 全職	3,710	3,339	205	264	51	61
By Employment Contract 按僱傭合約劃分						
Permanent 長期	7,460	7,777	447	597	108	137
Male 男性	3,750	4,045	244	333	48	67
Female 女性	3,710	3,732	203	264	60	70
Temporary 臨時	1,264	595	2	–	91	128
Male 男性	624	259	0	–	43	52
Female 女性	640	336	2	–	48	76
By Employment Category 按職級劃分						
Director Level (Associate Director or above) 董事(聯席董事或以上)	19	22	2	2	7	–
Senior Level (Manager to General Manager) 高級(經理至總經理)	444	453	59	70	12	34
Middle Level (Officer to Assistant Manager) 中級(主任至助理經理)	912	1,272	233	323	63	44
Entry Level (Assistant Officer or below) 普通員工(助理主任或以下)	6,085	5,063	121	202	117	187
Contract/Short–term Staff 合約/短期員工	1,264	1,562	34	–	0	–

EMPLOYEES STATISTICS (people) 員工統計(人)	HONG KONG AND MAINLAND CHINA 香港及中國內地		SINGAPORE 新加坡		SYDNEY 悉尼	
	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20
By Age Group **按年齡組別劃分**						
Under 30 years old 30歲以下	809	773	92	140	79	128
30 - 50 years old 30至50歲	3,060	3,085	257	333	75	90
Over 50 years old 50歲以上	4,855	4,514	100	124	45	47

NEW HIRES[2] (people) 新入職員工[2](人)						
Total number of new hires 新入職員工總數	2,973	1,860	100	159	58	146
Overall new hires rate 新入職員工比率	34.1%	22.2%	22.3%	26.6%	29.1%	55.1%

NEW HIRES[2] (people) 新入職員工[2](人)	2020/2021	2019/2020
By Gender (and rate) **按性別劃分(及比率)**		
Male 男性	1,553 (33.0%)	1,174 (24.7%)
Female 女性	1,578 (33.8%)	991 (22.1%)
By Age Group (and rate) **按年齡組別劃分(及比率)**		
Under 30 years old 30歲以下	566 (57.8%)	465(44.7%)
30 - 50 years old 30至50歲	1,099 (32.4%)	732 (20.9%)
Over 50 years old 50歲以上	1,466 (29.3%)	968 (20.7%)

	HONG KONG AND MAINLAND CHINA 香港及中國內地		SINGAPORE 新加坡		SYDNEY 悉尼	
OVERALL TURNOVER (people) 員工流失人數(人)	**2020/21**	**2019/20**	**2020/21**	**2019/20**	**2020/21**	**2019/20**
Total number of employee turnover 整體員工流失人數	2,791	3,315	251	269	138	166
Overall turnover rate 整體員工流失率	32.0%	39.6%	55.9%	45.1%	69.3%	62.6%

OVERALL TURNOVER (people) 員工流失人數(人)	**2020/2021**	**2019/2020**
By Gender (and rate) 按性別劃分(及比率)		
Male 男性	1,681 (35.7%)	1,930 (40.6%)
Female 女性	1,499 (32.1%)	1,820 (40.6%)
By Age Group (and rate) 按年齡組別劃分(及比率)		
Under 30 years old 30歲以下	521 (53.2%)	698 (67.1%)
30 - 50 years old 30至50歲	1,007 (29.7%)	1,155 (32.9%)
Over 50 years old 50歲以上	1,652 (33.0%)	1,897 (40.5%)

DIVERSITY (people) 多元化(人)		
Hong Kong and Mainland China (and rate) 香港和中國內地(及比率)		
Chinese 中國籍	8,452 (96.9%)	8,110 (96.9%)
Non-Chinese 非中國籍	272 (3.1%)	262 (3.1%)
Singapore (and rate) 新加坡(及比率)		
Chinese 華裔	258 (57.5%)	322 (53.9%)
Malay 馬來裔	65 (14.5%)	104 (17.4%)
Indian 印度裔	47 (10.5%)	75 (12.6%)
Others 其他	79 (17.6%)	96 (16.1%)

DIVERSITY (people) 多元化（人）	2020/2021	2019/2020
Sydney (and rate) **悉尼（及比率）**		
Australian 澳洲	38 (19.1%)	124 (46.8%)
European 歐洲	10 (5.0%)	12 (4.5%)
Asian 亞洲	125 (62.8%)	117 (44.2%)
Middle Eastern 中東	1 (0.5%)	1 (0.4%)
South African 南非	2 (1.0%)	1 (0.4%)
North American 北美	4 (2.0%)	1 (0.4%)
Others 其他	19 (9.6%)	9 (3.4%)

	HONG KONG AND MAINLAND CHINA 香港及中國內地		SINGAPORE 新加坡		SYDNEY 悉尼	
PATERNITY OR MATERNITY LEAVE (people) 侍產假或產假（人）	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20
Number of Employees Entitled to Paternity or Maternity Leave **合資格享有侍產假或產假的員工總數**						
By Gender 按性別劃分						
Male 男性	3,685	3,740	233	333	42	39
Female 女性	3,728	3,685	182	264	51	63
Number of Employees Taking Paternity or Maternity Leave **實際使用侍產假或產假的員工總數**						
By Gender 按性別劃分						
Male 男性	30	53	4	11	0	0
Female 女性	48	57	11	4	2	2
Number of Employees Returning to Work After Paternity or Maternity Leave **侍產假或產假後復職的員工總數**						
By Gender 按性別劃分						
Male 男性	24	49	4	9	0	0
Female 女性	43	57	7	4	0	1

PATERNITY OR MATERNITY LEAVE (people) 侍產假或產假(人)	HONG KONG AND MAINLAND CHINA 香港及中國內地		SINGAPORE 新加坡		SYDNEY 悉尼	
	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20
Return to Work Rate[3] 復職率[3]						
By Gender 按性別劃分						
Male 男性	80.0%	92.4%	100%	81.8%	–	–
Female 女性	89.6%	100%	63.6%	100%	0%	50.0%
Number of Employees Still Employed for 12 Months After Returning to Work (After Paternity or Maternity Leave) 侍產假或產假復職12個月後仍在任的員工總數						
By Gender 按性別劃分						
Male 男性	20	34	6	9	0	0
Female 女性	39	29	4	4	0	1
Number of Employees Who Returned to Work After Taking Paternity or Maternity Leave in Prior Reporting Period 上一個報告期侍產假或產假後復職的員工總數						
By Gender 按性別劃分						
Male 男性	49	45	9	13	0	–
Female 女性	57	42	4	12	1	–
Retention Rate[4] 留任率[4]						
By Gender 按性別劃分						
Male 男性	40.8%	75.6%	66.6%	69.2%	–	–
Female 女性	68.4%	69.0%	100%	33.3%	0%	–

OCCUPATIONAL HEALTH AND SAFETY 職業健康及安全	HONG KONG AND MAINLAND CHINA 香港及中國內地		SINGAPORE 新加坡		SYDNEY 悉尼	
	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20
Number and Rate of Work-related Fatalities 因工死亡人數及死亡率						
Number of work-related fatalities[5] (people) 因工死亡人數[5]（人）	0	0	0	0	0	0
Work-related fatality rate[6] (per 100 employees) 因工死亡率[6]（每100名員工）	0	0	0	0	0	0
Number and Rate of Work-related Injuries[7] 因工受傷人數及事故率[7]						
Number of lost days (days) 損失的工作日數（日）	6,553	5,277	125	116	748	278
Number of reported accidents due to work-related injury[8] (accidents) 因工傷須呈報事故數目[8]（宗事故）	166	160	39	17	8	14
Injury rate (per 100 employees) 工傷率（每100名員工）	1.90	2.02	9.35	2.85	8.04	5.66
Number of high-consequence work-related injuries (excluding fatalities)[9] (accidents) 嚴重工傷事故數目（不包括死亡）[9]（宗事故）	0	9	3	0	0	1
High-consequence work-related injury rate[9] (per 100 employees) 嚴重工傷率[9]（每100名員工）	0	0.11	0.67	0	0	0.38
Thousand hours worked[10] (thousand hours) 千工時[10]（1,000小時）	17,448	16,744	898	1,194	398	530

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]	HONG KONG 香港	
	2020/2021	2020/2019
Number and Rate of Work-related Fatalities **因工死亡人數及死亡率**		
Number of work-related fatalities (people) 因工死亡人數(人)	0	0
Number and Rate of Work-related Injuries[12] **因工受傷人數及事故率[12]**		
Number of reported accidents due to work-related injury[8] (accidents) 因工傷須呈報事故數目[8](宗事故)	5	15
Number of high-consequence work-related injuries (excluding fatalities)[9] (accidents) 嚴重工傷事故數目(不包括死亡)[9](宗事故)	0	2

EMPLOYEE TRAINING[13] 員工培訓[13]	NUMBER OF STAFF TRAINED (people and rate) 培訓人數(人及比率)		TOTAL TRAINING HOURS (hour) 總培訓時數(小時)		AVERAGE TRAINING HOURS/EMPLOYEE (hour) 每位員工的平均培訓時數(小時)	
	2020/21	2019/20	2020/21	2019/20	2020/21	2019/20
By Gender **按性別劃分**						
Male 男性	3,169 (67.3%)	4,119 (86.6%)	71,847	53,563	15.3	11.3
Female 女性	2,336 (50.1%)	3,973 (88.7%)	51,271	52,428	11.0	11.7
By Employment Category **按職級劃分**						
Director Level (Associate Director or above) 董事(聯席董事或以上)	18 (64.3%)	17 (70.8%)	287	181	10.3	7.5
Senior Level (Manager to General Manager) 高級(經理至總經理)	494 (95.9%)	468 (84.0%)	10,002	7,162	19.4	12.9
Middle Level (Officer to Assistant Manager) 中級(主任至助理經理)	939 (77.7%)	1,325 (80.8%)	28,689	26,936	23.8	16.4
Entry Level (Assistant Officer or below) 普通員工(助理主任或以下)	3,245 (51.3%)	5,452 (100%)	80,079	66,538	12.7	12.2
Contract/Short-term Staff 合約/短期員工	809 (62.3%)	781 (50.0%)	4,061	5,174	3.1	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	727 (7.8%)	2,165 (23.4%)	824	4,910	0.1	0.53

PERFORMANCE REVIEWS 工作表現評核	2020/2021	2020/2019
Number of Employees Receiving Regular Performance Reviews (people) **定期接受工作表現評核的員工人數（人）**		
By Gender (and rate) **按性別劃分（及比率）**		
Male 男性	4,709 (100%)	4,756 (100%)
Female 女性	4,663 (100%)	4,478 (100%)
By Employment Category (and rate) **按職級劃分（及比率）**		
Director Level (Associate Director or above) 董事（聯席董事或以上）	28 (100%)	24 (100%)
Senior Level (Manager to General Manager) 高級（經理至總經理）	515 (100%)	557 (100%)
Middle Level (Officer to Assistant Manager) 中級（主任至助理經理）	1,208 (100%)	1,639 (100%)
Entry Level (Assistant Officer or below) 普通員工（助理主任或以下）	6,323 (100%)	5,452 (100%)
Contract/Short-term Staff 合約/短期員工	1,298 (100%)	1,562 (100%)

SUPPLY CHAIN (number) 供應鏈（數目）		
By Geographical Region (and rate) **按地區劃分（及比率）**		
Hong Kong 香港	169 (18.7%)	203 (25.4%)
Mainland China and Taiwan 中國內地及台灣	14 (1.6%)	1 (0.1%)
Asia (except Hong Kong, Mainland China and Taiwan) 亞洲（香港、中國內地及台灣除外）	317 (35.1%)	289 (36.2%)
Europe and North America 歐洲及北美洲	29 (3.2%)	16 (2.0%)
Oceania 大洋洲	370 (41.0%)	288 (36.0%)
Other Regions 其他地區	4 (0.4%)	2 (0.3%)

Remarks 備註

[1] 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%。

[2] New hire rate is calculated based on total number of staff for the category (gender and age group).
新入職員工比率根據該類別（性別和年齡組別）的員工總數計算得出。

[3] Return to work rate is calculated as the total number of employees who did return to work after paternity or maternity leave divided by total number of employees due to return to work after taking paternity or maternity leave, multiplied by 100%.
復職率的計算方法：侍產假或產假後復職的實際員工總數，除以侍產假或產假後應復職的員工總數，再乘以100%。

[4] Retention rate is calculated as the total number of employees retained 12 months after returning to work following a period of paternity or maternity leave, divided by total number of employees returning from paternity or maternity leave in the prior reporting period(s), multiplied by 100%.
留任率的計算方法：侍產假或產假後復職留任12個月的員工總數，除以上個報告期侍產假或產假後復職員工的總數，再乘以100%。

[5] No work-related fatalities were recorded for the 2018/19 reporting year.
2018/19年度並沒有因工死亡的紀錄。

[6] 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。

[7] 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。

[8] Reportable injuries resulting in leave of three days or more in accordance with the 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。

[9] 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 six 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。

[10] The number of total hours worked was estimated based on working days of eight-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。

[11] Included eight construction sites.
包括八個建築工地。

[12] Main types of injuries included contusions and bruises.
主要工傷類型包括挫傷和擦傷。

[13] 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。

Task Force on Climate-related Financial Disclosures

氣候相關財務信息披露工作組

The following table describes how we manage climate risks that pose a potential financial risk on our business in accordance with the Task Force on Climate-related Financial Disclosures ("TCFD") framework. Looking ahead, we will continue to strive to respond to the TCFD recommendations more comprehensively as we enhance our climate resilience strategy.

下表描述我們參照氣候相關財務信息披露工作組(「TCFD」)的框架，管理對業務帶來潛在財務影響的氣候風險。展望未來，我們將繼續致力加強氣候抗禦力策略，以更全面地回應TCFD的建議。

RECOMMENDED DISCLOSURES 建議揭露事項	OUR APPROACH	方針
GOVERNANCE 管治		
Describe the board's oversight of climate-related risks and opportunities. 描述董事會對氣候相關風險與機會的監督情況。	Sino Land's Board of Directors (the "Board") has the overall responsibility for risk management, including climate-related risks and opportunities. The Group has adopted an Enterprise Risk Management ("ERM") approach to assist the Board in discharging its risk management responsibilities via the Audit Committee, and to guide individual business units in managing the key risks faced by the Group.	信和置業董事會(「董事會」)對風險管理負有最終責任，包括與氣候相關的風險和機遇。集團已採用企業風險管理系統，協助董事會(透過審核委員會)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。
Describe management's role in assessing and managing climate-related risks and opportunities. 描述管理階層在評估和管理氣候相關風險與機會的角色。	The day-to-day process of identifying, assessing, and managing risk associated with climate change rests with the Environment, Social and Governance Steering Committee ("ESG Steering Committee"). It comprises the Deputy Chairman, Mr Daryl Ng, and other Executive Director and key executives, who support the Board in overseeing the Group's management approach to sustainability.	識別、評估和管理與氣候變化相關風險的日常流程，由環境、社會和管治督導委員會負責。委員會由集團副主席黃永光先生，以及其他執行董事和主要管理人員組成，協助董事會監督集團的可持續發展管理方針。

RECOMMENDED DISCLOSURES 建議揭露事項	OUR APPROACH	方針
	Under the ESG Steering Committee, the Green Living Sub-committee reviews and evaluates initiatives to address climate change, manage energy and waste, conserve water resources, and promote environmental protection, while identifying areas for improvement. This Sub-committee meets regularly and makes timely reports to the ESG Steering Committee and the Board to facilitate the overall sustainability approach of the Group.	在環境、社會和管治督導委員會的領導下，綠色生活小組委員會檢討和評估應對氣候變化、管理能源和廢物、節約水資源和促進環境保護的計劃，同時確定需要改進的地方。小組委員會定期開會，並適時向環境、社會和管治督導委員會和董事會報告，以促進集團整體可持續發展方針。
STRATEGY 策略		
Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term. 描述組織所鑑別的短、中、長期氣候相關風險與機會。	Our Climate Change Policy sets out the principles for addressing risk to our operations. We identify potential risks as well as opportunities for improvement in alignment with high ESG standards. **Physical Risks** Changes in the climate 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 these risks, our buildings are designed to be adaptable and resilient. Our efforts include the provision of sustainability features and the use of materials to increase resilience. Accordingly, we have set targets and seek to achieve BEAM Plus certification and WELL™ certification for all of our new buildings in Hong Kong. **Transition Risks** Updates on relevant policies, regulations, technology and new building standards will impose direct and material impacts on our business, including our operating costs. We consult with relevant regulatory bodies and professional firms so that we keep abreast of evolving expectations and can adjust our strategies accordingly.	我們的《氣候變化政策》，為應對營運風險訂立原則。我們以環境、社會及管治的高標準來識別潛在風險和改進的機會。 **實體風險** 氣候變化和極端天氣事件（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。為此，我們已訂立目標，致力讓旗下的所有香港新建物業都獲得綠建環評認證和《WELL 建築標準™》認證。 **轉型風險** 有關政策、規例和技術的修訂及新建築標準，將對集團業務造成直接和實質的風險，如營運成本。我們會徵詢相關監管機構和專業顧問的意見，以了解不斷變化的期望並相應地調整策略。

RECOMMENDED DISCLOSURES 建議揭露事項	OUR APPROACH	方針
Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning. 描述組織在業務、策略和財務規劃上與氣候相關風險與機會的衝擊。	The Group's Sustainability Vision 2030 is the strategic blueprint outlining our management approach for crucial areas such as GHG and energy use reduction, renewable energy generation, single-use plastic consumption, green building certification and innovative sustainability solutions to mitigate climate risks for a more sustainable future. Climate-related risks and opportunities shape different aspects of our business, for example, material selection, building development, energy saving and waste reduction practices. Our various sustainability-related policies outline our approach to managing climate risk. We recently converted a five-year HK$1 billion loan signed with Bank of China (Hong Kong) Limited to a sustainability-linked loan, marking our first financing arrangement directly linked to sustainability targets. The proceeds will be used for funding sustainability-related initiatives.	集團的「可持續發展願景2030」為集團提供策略藍圖，勾劃出我們在減少溫室氣體和能源消耗、生產可再生能源、減少即棄塑膠製品消耗量、綠色建築認證及創新環保科技等重要範疇的管理方針，以緩解氣候風險及建構更可持續發展未來。 與氣候相關的風險和機遇塑造出多個業務層面，例如選用物料、建築發展、節能和減少廢物的實務常規。我們各種與可持續發展相關的政策，闡釋了管理氣候風險的方針。 我們最近將一筆與中國銀行（香港）有限公司簽訂的十億港元五年期貸款協議，轉為與可持續發展表現掛鉤貸款，為信和置業首個與可持續發展目標直接相關的融資安排。所得款項將用於推動與可持續發展的計劃。
Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario. 描述組織在策略上的韌性，並考慮不同氣候相關情境（包括2°C或更嚴苛的情境）。	We are working to strengthen the climate resilience of our business by setting targets for GHG mitigation and climate-related adaptation. Sino Land is one of the five real estate developers in Asia to join the Business Ambition for 1.5°C, the campaign led by the Science Based Targets initiative in partnership with the United Nations Global Compact and We Mean Business Coalition. As part of this initiative, we are collaborating with the Hong Kong University of Science and Technology ("HKUST") to set science-based targets ("SBTs") and develop a holistic approach towards net zero carbon emissions by 2050. Further improving resource management is critical to the resilience of our strategy and as outlined in our Energy Policy , particular attention is paid to enhancing the energy efficiency of our assets through consumption management and adopting new technologies. Since 2019, Sino Land has engaged Negawatt, a Hong Kong property technology company specialising in smart building solutions to further the digital transformation of our technical services and drive initiatives for reducing energy consumption in our managed properties.	我們致力透過訂立溫室氣體減排和氣候相關適應目標，加強業務的氣候抗禦力。信和置業為亞洲首五家參與由科學基礎目標倡議組織與《聯合國全球契約》及全球商業氣候聯盟聯合發起的「Business Ambition for 1.5° C」聯署運動的房地產發展商之一。我們正與香港科技大學（「科大」）攜手合作，以科學基礎減量目標制定全方位計劃，銳意於2050年前達至淨零碳目標。 有效資源管理對我們策略的抗禦力至關重要。正如《能源政策》所述，我們致力透過管理消耗和採用新技術，提高物業資產的能源效益。2019年，信和置業與研究智能建築解決方案的香港物業科技公司庫瓦合作，進一步將物業技術電子化，並推動旗下管理物業減少能源消耗的計劃。

RECOMMENDED DISCLOSURES 建議揭露事項	OUR APPROACH	方針
RISK MANAGEMENT 風險管理		
Describe the organization's processes for identifying and assessing climate-related risks. 描述組織在氣候相關風險的鑑別和評估流程。	To enhance our preparedness and response, Sino Land regularly monitors and reviews climate change related risks. Our environmental management system ("EMS") ensures that environmental considerations are front and centre in all the decisions we make. Considering climate change impacts in the early planning of development projects allows for the identification and assessment of physical risks. Monitoring and responding to market and technological developments, and regulatory and policy changes associated with climate change facilitates the management of transition risks.	信和置業定期監察和檢討與氣候變化相關的風險，以加強我們的準備和應對能力。我們的環境管理系統，確保將環境因素納入決策考慮。 將氣候變化風險納入物業項目發展的前期建築規劃，有助於識別和評估實體風險。適時監察及應對與氣候變化相關的市場、技術、規例及政策的最新發展，則有助管理轉型風險。
Describe the organization's processes for managing climate-related risks. 描述組織在氣候相關風險的管理流程。	To manage climate-related risks, targets for decarbonisation, renewable energy and green building certification have been set. We are collaborating with HKUST to set SBTs and develop a holistic approach towards decarbonising the built environment. Our Sustainable Building Guidelines provide a framework for integrating sustainability attributes at the design stage as well as throughout the building life cycle. Our Green Office Policy outlines environmentally responsible practices for the workplace.	為了管理與氣候相關的風險，我們已訂立減碳、可再生能源和綠色建築認證目標。我們正與科大合作，訂立科學基礎減量目標，並制定全方位計劃以達成淨零碳目標。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《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。
Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management. 描述氣候相關風險的鑑別、評估和管理流程如何整合在組織的整體風險管理制度。	The Group is committed to incorporating climate-related risks in its 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 physical and transition risks. With the assistance of the Risk and Control Committee, the Audit Committee reviews the effectiveness of the Group's risk management and internal control systems. The review includes all the material controls, including ESG-related risks, together with financial, operational and compliance controls. The Audit Committee monitors the risk management system by reviewing and approving the ERM Policy and Framework (based on International Standard ISO 31000:2018 Risk Management — Guidelines) and ERM reports.	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，目的是應對實體和轉型風險。 在風險及監控委員會的協助下，審核委員會檢討集團風險管理及內部監控系統的成效。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。審核委員會依據國際標準《ISO 31000：2018年風險管理 —— 指引》，審批風險管理政策及框架，以及風險管理報告，持續監察風險管理系統。

RECOMMENDED DISCLOSURES 建議揭露事項	OUR APPROACH	方針
METRICS AND TARGETS 指標和目標		
Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process. 揭露組織依循策略和風險管理流程進行評估氣候相關風險與機會所使用的指標。	The EMS provides a coherent framework for our environmental protection commitments, principles, scope, responsibilities and processes. It guides us in analysing and evaluating our objectives and targets. By continually reviewing our EMS, we can enhance our environmental performance. We publish key metrics on GHG emissions, energy and water usage and waste management in our Sustainability Report annually. Monitoring and reporting these metrics help us identify areas with high climate-related risks to further improve our performance.	環境管理體系提供一個清晰貫徹的框架，界定我們對環境保護的承諾、原則、範圍、責任和流程，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，提升環境方面的表現。 我們每年都會在《可持續發展報告》中，發布關於溫室氣體排放、能源和水的用量，以及廢物管理的關鍵指標。監控和報告這些指標，有助我們識別具較高氣候相關風險的領域，從而繼續提升表現。
Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 GHG emissions, and the related risks. 揭露範疇一、範疇二和範疇三（如適用）溫室氣體排放和相關風險。	**GHG Disclosure** Scope 1: 2,906.5 tonnes CO_2e (emissions include direct GHG emissions from fuel consumption, loss of refrigerants and purchase of fire extinguishers) Scope 2: 96,227.2 tonnes CO_2e (emissions include indirect GHG emissions from purchased electricity and gas) Scope 3: 348.1 tonnes CO_2e (emissions include indirect GHG emissions from water consumption, wastewater discharge, paper waste disposal and air travel)	**溫室氣體披露** 範圍一：2,906.5 公噸二氧化碳對等值（排放包括能源消耗、製冷劑折耗及購買滅火器造成的直接溫室氣體排放） 範圍二：96,227.2 公噸二氧化碳對等值（排放包括購買電力和燃氣的間接溫室氣體排放） 範圍三：348.1 公噸二氧化碳對等值（排放包括耗水、廢水排放、廢紙棄置和航空交通造成的間接溫室氣體排放）
Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets. 描述組織在管理氣候相關風險與機會所使用的目標，以及落實該目標的表現。	Under our Sustainability Vision 2030, we have established targets for GHG emission reduction. We aim to achieve a reduction of 30% by 2030 from our 2012 baseline. We are collaborating with HKUST to set SBTs and develop a holistic approach towards net zero carbon emissions by 2050. Our climate-related targets, such as those related to GHG emissions, energy and water usage, waste generation and renewable energy, along with progress on metrics, are available on p.43 of this Report.	我們以「可持續發展願景2030」為本，訂立溫室氣體減排目標。我們的目標，是以2012年水平為基數，於2030年前將溫室氣體排放量減少30%。我們正與科大合作，訂立科學基礎減量目標，並制定全方位計劃，銳意於2050年前達至淨零碳目標。 我們的氣候相關目標，如溫室氣體排放、能源和水的用量、廢物產生和可再生能源的相關目標以及進展，可參閱本報告第43頁。

Ten Principles of the United Nations Global Compact

《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。

OUR ACTIONS 我們的行動

Our Human Rights Policy outlines our commitment to respecting human rights. The Group respects and promotes human rights with reference to the principles stipulated in the Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, and the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, as well as the relevant local legislation in the markets where we operate.

我們的《人權政策》展現我們尊重人權的承諾。集團參照《世界人權宣言》、《聯合國企業與人權指導原則》和國際勞工組織《工作中的基本原則和權利宣言》規定的原則以及當地法律，尊重和促進人權。

REPORT LOCATION 相關章節

p.64 Wellness 健康舒泰

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。

OUR ACTIONS 我們的行動

Our Code of Conduct and Human Rights Policy protect the rights of our employees and provide equal opportunities to existing and prospective staff, as well as the freedom to participate in collective bargaining and join labour unions. The Group forbids forced and child labour; this extends to our contractors and suppliers, as specified in our Contractor/Supplier Code of Conduct.

我們的《紀律守則》和《人權政策》保護員工的權利。在職員工和求職者享有平等機會，以及參加集體談判和工會的自由。本集團嚴禁強制勞工和童工。《承辦商/供應商行為守則》亦訂明相關規定，適用於承辦商和供應商。

REPORT LOCATION 相關章節

p.64 Wellness 健康舒泰

In April 2020, Sino Land joined over 13,000 leading companies across 170 countries as a signatory to the United Nations Global Compact ("UNGC"). As part of our sustainability strategy, we remain committed to implementing environmental, social and ethical practices in support of the UNGC's Ten Principles to advance societal goals.

2020年4月，信和置業聯同全球170個國家的13,000多家領先公司，簽署《聯合國全球契約》。作為可持續發展策略的一環，我們繼續致力實踐環境、社會和道德規範，並支持《聯合國全球契約》十項原則，以達成可持續發展的目標。

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。

OUR ACTIONS 我們的行動

The Group's Environmental Policy sets out our commitment to perform beyond statutory environmental requirements and to raise awareness among our stakeholders. Our priority focus areas include climate action and energy saving, along with managing our resources and waste efficiently and effectively. We actively strive to implement cutting-edge technologies to enhance our environmental performance.

集團的《環保政策》指引我們履行承諾，致力超越相關環保法例和提高持份者的環保意識。我們的重點關注領域包括氣候行動和節能，以及妥善和有效地管理資源和廢物。我們更力求採用尖端技術來提升環境表現。

REPORT LOCATION 相關章節

p.42 Green 綠色低碳

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。

OUR ACTIONS 我們的行動

We do not allow any form of corruption or bribery in our business transactions. Our Anti-Corruption Policy provides guidelines to ensure proper conduct across all aspects of our business. The Group's Code of Conduct outlines the expectations that all staff must meet; these high ethical standards extend to suppliers, as specified in our Contractor/Supplier Code of Conduct. The Group complies with all applicable laws and regulations in the jurisdictions where we operate.

我們絕不容許業務中出現任何形式的腐敗或賄賂。為確保業務營運的各方面合乎恰當操守，我們的《反貪污政策》提供相關指引，而《紀律守則》則闡釋對所有員工道德行為操守的期望；同樣的道德標準亦適用於供應商，並於《承辦商/供應商行為守則》中列明。集團遵守經營所在司法管轄區的所有適用法律和規例。

REPORT LOCATION 相關章節

p.32-33 Governance 管治

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, GENERAL DISCLOSURES AND KPIS 主要範疇、層面、一般披露及關鍵績效指標	RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION 本報告內的有關章節或其他說明	
Environmental 環境		
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, Environmental Policy, Green Office Policy 《氣候變化政策》、《環保政策》、《綠色辦公室政策》
	42-44	Green – Management Approach 綠色低碳 — 管理方針 There were no confirmed incidents of non-compliance with relevant laws or regulations relating to air and greenhouse gas emissions, discharges into water and land and generation of hazardous and non-hazardous waste that had a significant impact on Sino Land during the reporting period. 報告期內，信和置業沒有任何違反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相關法律或規例並對業務產生重大影響的確認個案。
KPI A1.1 The types of emissions and respective emissions data. 排放物種類及相關排放數據。	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現 Emissions of NO_x, SO_x and other air pollutants are not considered significant in Sino Land's operations. 信和置業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。

SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS 主要範疇、層面、一般披露及關鍵績效指標	RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION 本報告內的有關章節或其他說明	
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）。	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現
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）。	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現
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）。	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現
KPI A.1.5 Description of emissions 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。	45-47	Green – Climate Resilience and GHG Emissions 綠色低碳 — 氣候抗禦力和溫室氣體排放
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。	54-61	Green – Material Use, Waste Reduction and Management 綠色低碳 — 物料使用、廢物削減和管理

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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, Environmental Policy, Sustainable Building Guidelines, Sustainable Procurement Policy 《能源政策》、《環保政策》、《可持續建築指引》、《可持續採購政策》
	42-44	Green – Management Approach 綠色低碳 — 管理方針
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）。	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現
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）。	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現
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。	48-53	Green – Energy Consumption and Efficiency 綠色低碳 — 能源消耗和效益
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。	55	Green – How We are Managing It 綠色低碳 — 怎樣管理
	58-59	Green – Water Consumption and Efficiency 綠色低碳 — 用水和用水效益 All potable and flushing water used by the Group was 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方面遇上問題。
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。	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現

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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 impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	– Biodiversity Policy, Energy Policy, Environmental Policy, Sustainable Building Guidelines, Sustainable Procurement Policy, Green Office Policy 《生物多樣性政策》、《能源政策》、《環保政策》、《可持續建築指引》、《可持續採購政策》、《綠色辦公室政策》
	42-44 Green – Management Approach 綠色低碳 — 管理方針
	87 Design – Management Approach 匠心設計 — 管理方針
	89 Design – How We are Managing It 匠心設計 — 怎樣管理
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。	42-44 Green – Management Approach 綠色低碳 — 管理方針
	88-93 Design – How We are Managing It 匠心設計 — 怎樣管理
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》
	45-47 Green – Climate Resilience and GHG Emissions 綠色低碳 — 氣候抗禦力和溫室氣體排放
	151-155 Task Force on Climate-related Financial Disclosures 氣候相關財務信息披露工作組
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。	23 ESG Risk Management 環境、社會及管治風險管理
	45-47 Green – Climate Resilience and GHG Emissions 綠色低碳 — 氣候抗禦力和溫室氣體排放
	151-155 Task Force on Climate-related Financial Disclosures 氣候相關財務信息披露工作組

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Social 社會		
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, Human Rights Policy, Whistleblowing Policy, Code of Conduct 《多元共融政策》、《人權政策》、《舉報政策》、《紀律守則》
	64	Wellness – Management Approach 健康舒泰 — 管理方針
	68-71	Wellness – Labour Practices 健康舒泰 — 勞工實務常規 There were no confirmed incidents of non-compliance with relevant laws or regulations relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare that had a significant impact on Sino Land during the reporting period. 報告期內，信和置業沒有任何違反薪酬及解僱、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等相關法律或規例並對業務產生重大影響的確認個案。
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。	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
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。	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現

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ASPECT 層面 B2: HEALTH AND SAFETY 健康與安全		
General Disclosure **一般披露** Policies and compliance relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的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》
	64	Wellness – Management Approach 健康舒泰 — 管理方針
	76-78	Wellness – Occupational Health and Safety 健康舒泰 — 職業健康及安全 There were no confirmed incidents of non-compliance with relevant laws or regulations relating to providing a safe working environment and protecting employees from occupational hazards that had a significant impact on Sino Land during the reporting period. 報告期內，信和置業沒有任何違反提供安全工作環境及保障僱員避免職業性危害等相關法律或規例並對業務產生重大影響的確認個案。
KPI B2.1 Number and rate of work-related fatalities occurring in the last 3 years. 過去三年因工亡故的人數及比率。	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
KPI B2.2 Lost days due to work injury. 因工傷損失工作日數。	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
KPI B2.3 Description of occupational health and safety measures adopted, 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。	76-78	Wellness – Occupational Health and Safety 健康舒泰 — 職業健康及安全

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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》
	68	Wellness – How We are Managing It 健康舒泰 — 怎樣管理
	72-74	Wellness – Training and Development 健康舒泰 — 培訓與發展
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。	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
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。	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
ASPECT 層面 B4: LABOUR STANDARDS 勞工準則		
General Disclosure **一般披露** Policies and compliance relating 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》
	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈
	68	Wellness – How We are Managing It 健康舒泰 — 怎樣管理 There were no confirmed incidents of non-compliance with relevant laws or regulations relating to preventing child and forced labour that had a significant impact on Sino Land during the reporting period. 報告期內，信和置業沒有任何違反防止童工或強制勞工相關法律或規例並對業務產生重大影響的確認個案。
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》
	33	Governance – Whistleblowing 管治 — 舉報
	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈
	68	Wellness – How We are Managing It 健康舒泰 — 怎樣管理

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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。	33	Governance – Whistleblowing 管治 — 舉報
	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈
	68	Wellness – How We are Managing It 健康舒泰 — 怎樣管理
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, Sustainable Procurement Policy 《承辦商/供應商行為守則》、《可持續採購政策》
	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈
	76-78	Wellness – Construction Site Safety 健康舒泰 — 建築工地安全
KPI B5.1 Number of suppliers by geographical region. 按地區劃分的供應商數目。	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
KPI B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	32	Governance – Anti-Corruption 管治 — 反貪污
	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈 All of the Group's 903 suppliers were engaged on environmental and social practices during the reporting period. 報告期內，集團向所有供應商（共903個）執行有關環境和社會的實務常規。
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。	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈
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。	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈

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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 , Health and Safety Policy 《網路安全政策》、《健康及安全政策》
	37	Governance – Quality Assurance 管治 — 質量保證
	34	Governance – Cybersecurity and Data Protection 管治 — 網絡安全與數據保護 During the reporting period, there were no incidents of non-compliance with relevant laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided by the Group. 報告期內，集團提供的產品和服務並無任何違反與健康及安全、廣告、標籤和私隱有關法律及規例的個案。
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 the security of customer information. During the reporting period, no products sold or shipped 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，信和置業並沒有以安全和健康為由，回收已出售或已運送的產品。
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。	36-37	Governance – Customer Satisfaction 管治 — 顧客滿意度 During the reporting period, there were no substantive product or service related complaints received. 報告期內，集團並沒有接獲有關產品或服務的重大投訴。
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。	34	Governance – Cybersecurity and Data Protection 管治 — 網絡安全與數據保護

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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。	37	Governance – Quality Assurance 管治 — 質量保證 Product recall procedures are not considered material to the operations of the Group. 產品回收程序對集團業務並無實質影響。
KPI B6.5 Description of consumer data protection and privacy policies, 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。	34	Governance – Cybersecurity and Data Protection 管治 — 網絡安全與數據保護
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相關法律及規例的資訊。	–	Anti-Corruption Policy 《反貪污政策》
	32-33	Governance – Ethics and Integrity 管治 — 道德與誠信 There were no confirmed incidents of non-compliance with relevant laws or regulations relating to bribery, extortion, fraud and money laundering that had a significant impact on Sino Land during the reporting period. 報告期內，信和置業沒有任何違反防止賄賂、勒索、欺詐及洗黑錢相關法律或規例並對業務產生重大影響的確認個案。
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。	32-33	Governance – Anti-Corruption 管治 — 反貪污 During this reporting period, there were no concluded legal cases of non-compliance with relevant laws and regulations relating to bribery, extortion, fraud, or money laundering brought against the Group. 報告期內，並無出現任何涉及本集團違反與賄賂、勒索、欺詐或洗黑錢有關法律和規例的已審結訴訟案件。
KPI B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	33	Governance – Whistleblowing 管治 — 舉報
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。	32	Governance – Anti-Corruption 管治 — 反貪污

SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS 主要範疇、層面、一般披露及關鍵績效指標	RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION 本報告內的有關章節或其他說明	
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。	95	Innovation – Management Approach 創意革新 — 管理方針
	107	Heritage & Culture – Management Approach 文化傳承 — 管理方針
	117	Community – Management Approach 連繫社群 — 管理方針
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）。	97-103	Innovation – How We are Managing It 創意革新 — 怎樣管理
	109-115	Heritage & Culture – How We are Managing it 文化傳承 — 怎樣管理
	119-125	Community – How We are Managing it 社區投資和參與 — 怎樣管理
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）。	119-125	Community – How We are Managing it 社區投資和參與 — 怎樣管理
	136	Progress on Key Sustainability Indicators – Economic Performance 關鍵可持續發展指標的進展 — 經濟表現

GRI Content Index

GRI內容索引

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GRI 102	**General Disclosures 一般披露 2016**		
Organisational Profile 機構概況			
102-1	Name of the organization 機構名稱	2	About this Report 關於本報告
102-2	Activities, brands, products, and services 活動、品牌、產品和服務	2	About Sino Land 關於信和置業
102-3	Location of headquarters 機構總部的位置	2	About Sino Land 關於信和置業
102-4	Location of operations 機構營運所在地	2	About Sino Land 關於信和置業
102-5	Ownership and legal form 所有權的性質及法律形式	2	About Sino Land 關於信和置業
		–	Annual Report 2021 2021年報
102-6	Markets served 所服務的市場	2	About Sino Land 關於信和置業
102-7	Scale of the organization 機構規模	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
		–	Annual Report 2021 2021年報
102-8	Information on employees and other workers 員工及其他工作人員的資訊	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
102-9	Supply chain 供應鏈	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈
		142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
102-10	Significant changes to the organization and its supply chain 機構及其供應鏈發生的重要變化	–	There was no significant change to Sino Land and our supply chain during the reporting period. 信和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	32–33	Governance – Ethics and Integrity 管治 — 道德與誠信

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102-12	External initiatives 外界發起的倡議	–	External initiatives are described throughout the Report. 整本報告均有描述外部舉措。
102-13	Membership of associations 機構加入的協會（如行業協會）	134-135	Major Awards and Memberships – Corporate Memberships 主要獎項和會籍 — 企業會籍
Strategy 策略			
102-14	Statement from senior decision-maker of the organization 機構最高決策者的聲明	4-5	Message from the Chairman of the ESG Steering Committee 環境、社會及管治督導委員會主席寄語
Ethics and Integrity 道德與誠信			
102-16	Values, principles, standards, and norms of behavior 價值觀、原則、標準和行為規範	6	Creating Better Lifescapes – Our Mission and Vision 建構更美好生活 — 我們的願景和使命
		32-33	Governance – Ethics and Integrity 管治 — 道德與誠信
102-17	Mechanisms for advice and concerns about ethics 有關操守之建議與關切事項的機制	32-33	Governance – Ethics and Integrity 管治 — 道德與誠信
Governance 管治			
102-18	Governance structure 管治架構	25-29	Governance – Management Approach 管治 — 管理方針
Stakeholder Engagement 持份者的參與			
102-40	List of stakeholder groups 持份者組別列表	16-17	Defining our Material Topics – Stakeholder Engagement 界定重大議題 — 持份者參與
102-41	Collective bargaining agreements 集體談判協議	68	Wellness – How We are Managing It 健康舒泰 — 怎樣管理
102-42	Identifying and selecting stakeholders 識別和選擇持份者	16-17	Defining our Material Topics – Stakeholder Engagement 界定重大議題 — 持份者參與
102-43	Approach to stakeholder engagement 持份者參與的方針	16-17	Defining our Material Topics – Stakeholder Engagement 界定重大議題 — 持份者參與
102-44	Key topics and concerns raised 持份者提出的關鍵議題與關注事項	16-17	Defining our Material Topics – Stakeholder Engagement 界定重大議題 — 持份者參與
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	–	Annual Report 2021 2021 年報

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102-46	Defining report content and topic Boundaries 界定報告內容和議題邊界	2	About This Report 關於本報告
		16-20	Defining our Material Topics 界定重大議題 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 this 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	18-20	Defining our Material Topics – Materiality Assessment 界定重大議題 — 持份者參與
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	–	17 material topics consolidated into 13 topics. 17個重大議題整合成13個。
		137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現 In 2020/2021, 67 buildings and three hotels included in the reporting scope that are managed by the Group. In 2019/2020 and 2018/19, the scope comprised 51 buildings and three hotels. Scope included eight construction sites in 2020/21 and 2019/20, and three in 2018/19. 2020/2021年度的報告範圍涵蓋由集團管理的67座建築物及三間酒店。2019/2020及2018/2019年度則為51座建築物及三間酒店。 2020/2021及2019/2020年度的報告範圍包括八個建築工地，而2018/2019年度則為三個。
102-50	Reporting period 報告期	2	About This Report 關於本報告
102-51	Date of most recent report 上一份報告的出版日期	–	Our Sustainability Report 2020 was published in December 2020. 可持續發展報告2020於2020年12月出版。
102-52	Reporting cycle 報告期	–	Annually 每年
102-53	Contact point for questions regarding the report 查詢有關報告的聯絡方法	193	Contact Details 聯絡詳情

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102-54	Claims of reporting in accordance with the GRI Standards 按照GRI準則的匯報申述	2	About This Report 關於本報告
102-55	GRI content index GRI內容索引	169-185	GRI Content Index GRI內容索引
102-56	External assurance 外部核實報告	186-187	External Verification Statement 外部核實聲明

Governance 管治

ECONOMIC PERFORMANCE 經濟表現

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	31	Governance – Economic Performance 管治 — 經濟表現
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		31	Governance – Economic Performance 管治 — 經濟表現
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	27-28	Governance – Sustainability Governance 管治 — 可持續發展管治
		31	Governance – Economic Performance 管治 — 經濟表現
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	136	Progress on Key Sustainability Indicators – Economic Performance 關鍵可持續發展指標的進展 — 經濟表現
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	89-93	Design – How We Are Managing It 匠心設計 — 怎樣管理
		97-103	Design – How We are Managing It 匠心設計 — 怎樣管理
		109-115	Heritage & Culture – How We are Managing It 文化傳承 — 怎樣管理
		118-125	Community – How We are Managing It 連繫社群 — 怎樣管理

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ETHICS AND INTEGRITY 道德與誠信			
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	32-33	Governance – Ethics and Integrity 管治 — 道德與誠信
103-2	The management approach and its components 管理方法及其要素	27-28	Governance – Sustainability Governance 管治 — 可持續發展管治
		32-33	Governance – Ethics and Integrity 管治 — 道德與誠信
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	27-28	Governance – Sustainability Governance 管治 — 可持續發展管治
		32-33	Governance – Ethics and Integrity 管治 — 道德與誠信
GRI 205	**Anti-Corruption 反貪污 2016**		
205-3	Confirmed incidents of corruption and actions taken 已確認的貪污時間及採取的行動	32-33	Governance – Anti-Corruption 管治 — 反貪污 During this reporting period, there was no material case of non-compliance with relevant laws and regulations relating to bribery, extortion, fraud, or money laundering that significantly impacted the Group. 報告期內，並未發現任何違反賄賂、勒索、欺詐或洗黑錢相關的法律和規例並對集團構成重大影響的情況。
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	34	Governance – Cybersecurity and Data Protection 管治 — 網絡安全與數據保護 No significant cases of non-compliance in relation to breach of customer privacy, intellectual property or loss of customer data occurred in this reporting period. 報告期內，並無違反顧客私隱、侵犯知識產權或遺失顧客資料的重大違規事件。
CUSTOMER SATISFACTION 顧客滿意度			
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	36-37	Governance – Customer Satisfaction 管治 — 顧客滿意度
103-2	The management approach and its components 管理方法及其要素	27-28	Governance – Sustainability Governance 管治 — 可持續發展管治
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		36-37	Governance – Customer Satisfaction 管治 — 顧客滿意度
GRI 417	**Marketing & Labelling 行銷與標示 2016**		
417-2	Incidents of non-compliance concerning product and service information and labelling 未遵循產品與服務之資訊與標示法規的事件	36-37	Governance – Customer Satisfaction 管治 — 顧客滿意度 During the reporting period, there were no incidents of non-compliance with relevant laws and regulations relating to product and service quality, information or labelling that had a significant impact on the Group. 報告期內，我們並沒有違反產品和服務質素、資訊或標籤的相關法律及規例，並對集團構成重大影響的情況。
417-3	Incidents of non-compliance concerning marketing communications 未遵循行銷傳播相關法規的事件	36-37	Governance – Customer Satisfaction 管治 — 顧客滿意度 During the reporting period, there were no incidents of non-compliance concerning marketing communications. 報告期內，並沒有有關市場傳訊的違規事件。
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	36-37	Governance – Customer Satisfaction 管治 — 顧客滿意度 There were no significant fines or non-monetary sanctions for non-compliance with relevant laws or regulations that had a significant impact on Sino Land during the reporting period. 報告期內，信和置業沒有錄得違反有關法律和規例而被處分重大罰款或非金錢制裁。
SUSTAINABLE AND ETHICAL SUPPLY CHAIN 可持續和道德供應鏈			
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	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈
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103-3	Evaluation of the management approach 管理方法的檢討方法和機制	27-28	Governance – Sustainability Governance 管治 — 可持續發展管治
		35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈

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GRI 414	**Supplier Social Assessment 供應商社會評估 2016**		
414-1	New suppliers that were screened using social criteria 使用社會標準篩選的新供應商	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈
414-2	Negative social impacts in the supply chain and actions taken 供應鏈中負面的社會衝擊以及所採取的行動	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈 In this reporting period there were no cases of non-compliance with social or environmental regulations in the supply chain that had a significant impact on the Group. 報告期內，供應鏈並無出現對集團有重大影響的違反社會或環境法律或規例事件。
GRI 308	**Supplier Environmental Assessment 供應商環境評估 2016**		
308-1	New suppliers that were screened using environmental criteria 採用環境標準篩選新供應商	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈
308-2	Negative environmental impacts in the supply chain and actions taken 供應商對環境的負面衝擊，以及所採取的行動	35	Governance – Sustainable and Ethical Supply Chain 管治 — 可持續和道德供應鏈 In this reporting period there were no cases of non-compliance with social or environmental regulations in the supply chain that had a significant impact on the Group. 報告期內，供應鏈並無出現對集團有重大影響的違反社會或環境法律或規例事件。

Green 綠色低碳

MATERIAL USE, WASTE REDUCTION AND MANAGEMENT 物料使用、廢物削減和管理

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	42-44	Green – Management Approach 綠色低碳 — 管理方針
103-2	The management approach and its components 管理方法及其要素	42-44	Green – Management Approach 綠色低碳 — 管理方針
		54-61	Green – Material Use, Waste Reduction and Management 綠色低碳 — 物料使用、廢物削減和管理
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	42-44	Green – Management Approach 綠色低碳 — 管理方針

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GRI 301	**Materials 物料 2016**		
301-2	Recycled input materials used 使用的可再生物料	42-44	Green – Management Approach 綠色低碳 — 管理方針
		87-89	Design – Sustainable Buildings 匠心設計 — 可持續發展建築物 We are developing a matrix to record such data so as to be able to report on the use of sustainable building materials in our development projects in the future. 我們正開發記錄相關數據的矩陣，以便日後就發展項目中所使用的可持續建築材料進行披露。
GRI 303	**Water and Effluents 水和廢棄物 2018**		
303-1	Interactions with water as a shared resource 共享水資源之相互影響	58-59	Green – Water Consumption and Efficiency 綠色低碳 — 用水和用水效益 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 the Dongjiang water from Guangdong Province. All effluents are discharged to public sewers and/or the sea in accordance with applicable discharge licences. 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. 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. There is no significant water-related impact caused by the Group's operations. 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。 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。 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。 集團運營不會對水資源造成重大影響。

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303-2	Management of water discharge-related impacts 與排水相關影響的管理	58-59	Green – Water Consumption and Efficiency 綠色低碳 — 用水和用水效益 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. 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。
303-3	Water withdrawal 取水量	–	All water withdrawn is from municipal water supplies. Please refer to the Water Supplies Department (Hong Kong), Public Utilities Board (Singapore) and Sydney Water (Sydney) for breakdowns of total water withdrawal by sources. Breakdown of water withdrawn by location during the reporting period: Hong Kong: 378,982 m^3 Singapore: 170,293 m^3 Sydney: 34,682 m^3 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。 報告期內按地點的取水量細項： 香港：378,982立方米 新加坡：170,293立方米 悉尼：34,682立方米
303-5	Water consumption 耗水量	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現
GRI 306	**Waste 廢棄物 2020**		
306-1	Waste generation and significant waste-related impacts 廢棄物的產生與廢棄物相關顯著衝擊	54-58	Green – Waste Management 綠色低碳 — 廢物管理 Waste-related impacts arise primarily from construction and renovation activities of the organisation. 與廢物相關的影響主要來自公司的建築及翻新工作。
306-2	Management of significant waste-related impacts 廢棄物相關顯著衝擊之管理	54-61	Green – Waste Management 綠色低碳 — 廢物管理
306-4	Waste diverted from disposal 廢棄物的處置移轉	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現

DISCLOSURE NUMBER 披露編號		RELEVANT CHAPTER(S) OF THIS REPORT OR OTHER REFERENCES/EXPLANATION 本報告內的有關章節或其他說明	
ENERGY CONSUMPTION AND EFFICIENCY 能源消耗和效益			
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	42-44	Green – Management Approach 綠色低碳 — 管理方針
103-2	The management approach and its components 管理方法及其要素	42-44	Green – Management Approach 綠色低碳 — 管理方針
		48-53	Green – Energy Consumption and Efficiency 綠色低碳 — 能源消耗和效益
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	42-44	Green – Management Approach 綠色低碳 — 管理方針
GRI 302	**Energy 能源 2016**		
302-1	Energy consumption within the organization 機構內部的能源消耗	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現
		48-53	Green – Energy Consumption and Efficiency 綠色低碳 — 能源消耗和效益 Majority of renewable energy generated is distributed to the local grid in Hong Kong. 大部分產生的可再生能源輸出至香港的本地電網。
302-3	Energy intensity 能源強度	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現 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, we will consider the feasibility to disclose such data in the future. 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。我們會考慮未來披露相關數據的可行性。
302-4	Reduction of energy consumption 減少能源消耗	48-53	Green – Energy Consumption and Efficiency 綠色低碳 — 能源消耗和效益
		137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現

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CLIMATE RESILIENCE AND GHG EMISSIONS 氣候抗禦力和溫室氣體排放			
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	42-44	Green – Management Approach 綠色低碳 — 管理方針
103-2	The management approach and its components 管理方法及其要素	42-44	Green – Management Approach 綠色低碳 — 管理方針
		45-47	Green – Climate Resilience and GHG Emissions 綠色低碳 — 氣候抗禦力和溫室氣體排放
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	42-44	Green – Management Approach 綠色低碳 — 管理方針
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	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現 Not applicable: emissions of NO_x, SO_x and other air pollutants are not considered significant in Sino Land's operations. 不適用：信和置業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。
305-2	Energy indirect (Scope 2) GHG emissions 能源間接（範疇二）溫室氣體排放總量	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現
305-3	Other indirect (Scope 3) GHG emissions 其他間接（範疇三）溫室氣體排放總量	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現
305-4	GHG emissions intensity 溫室氣體排放強度比率	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現
305-5	Reduction of GHG emissions 減少的溫室氣體排放量	45-47	Green – Climate Resilience and GHG Emissions 綠色低碳 — 氣候抗禦力和溫室氣體排放
		49-53	Green – Energy Consumption and Efficiency 綠色低碳 — 能源消耗和效益
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	42-44	Green – Management Approach 綠色低碳 — 管理方針 There were no confirmed incidents of non-compliance with relevant laws or regulations that had a significant impact on Sino Land during the reporting period. 報告期內，信和置業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。

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Wellness 健康舒泰			
LABOUR PRACTICES 勞工實務常規			
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	64-66	Wellness- Management Approach 健康舒泰 — 管理方針
103-2	The management approach and its components 管理方法及其要素	64-66	Wellness – Management Approach 健康舒泰 — 管理方針
		68-74	Wellness – Labour Practices 健康舒泰 — 勞工實務常規
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	64-66	Wellness – Management Approach 健康舒泰 — 管理方針
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	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
401-3	Parental leave 育嬰假	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
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	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
404-2	Programs for upgrading employee skills and transition assistance programs 提升員工職能及過渡協助方案	72-74	Wellness – Training and Development 健康舒泰 — 培訓與發展
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	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
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	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
		70-71	Wellness – Diversity and Equal Opportunities 健康舒泰 — 多元與平等機會

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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	70-71	Wellness – Diversity and Equal Opportunities 健康舒泰 — 多元與平等機會 During the reporting period, there were no incidents of non-compliance with the laws or regulations related to discrimination that had a significant impact on the Group. 報告期內，集團並沒有任何違反歧視相關法律或規例並對業務產生重大影響的確認個案。
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	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
WELLBEING 福祉			
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	76-78	Wellness – Occupational Health and Safety 健康舒泰 — 職業健康及安全
403-2	Hazard identification, risk assessment, and incident investigation 危害辨識、風險評估及事故調查	76-78	Wellness – Occupational Health and Safety 健康舒泰 — 職業健康及安全 The Group's internal Safety Manual clearly outlines the actions to be taken by staff and supervisors to identify and respond to potential hazards. Property supervisors are required to conduct regular inspections. The results including corrective and preventative actions must be recorded and reported to management to facilitate review and analysis. 集團內部的安全手冊清楚列出員工和主管就識別和應對潛在危險應採取的行動。物業主管需定期為物業進行巡查。巡查結果，包括相關建議及跟進紀錄必須向管理層報告，以便進行檢討和分析。
403-3	Occupational health services 職業健康服務	76-78	Wellness – Occupational Health and Safety 健康舒泰 — 職業健康及安全
403-4	Worker participation, consultation, and communication on occupational health and safety 有關職業安全及健康的工人活動、諮詢與溝通	76-78	Wellness – Occupational Health and Safety 健康舒泰 — 職業健康及安全
403-5	Worker training on occupational health and safety 有關職業安全及健康的工人培訓	76-78	Wellness – Occupational Health and Safety 健康舒泰 — 職業健康及安全
403-6	Promotion of worker health 促進工人的健康	81	Wellness – Employee Wellness 健康舒泰 — 員工身心健康

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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直接相關的影響	76-78	Wellness – Occupational Health and Safety 健康舒泰 — 職業健康及安全
403-9	Work-related injuries 職業傷害	142-150	Progress on Key Sustainability Indicators – Social Performance 關鍵可持續發展指標的進展 — 社會表現
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 with 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。

Design 匠心設計

SUSTAINABLE BUILDINGS 可持續發展建築物

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	87	Design – Management Approach 匠心設計 — 管理方針
103-2	The management approach and its components 管理方法及其要素	87	Design – Management Approach 匠心設計 — 管理方針
		89-93	Design – Sustainable Buildings 匠心設計 — 可持續發展建築物
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	87	Design – Management Approach 匠心設計 — 管理方針

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Innovation 創意革新

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	95	Innovation – Management Approach 創意革新 — 管理方針
103-2	The management approach and its components 管理方法及其要素	95	Innovation – Management Approach 創意革新 — 管理方針
		97-103	Innovation – Investment in Innovation 創意革新 — 創新投資
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	95	Innovation – Management Approach 創意革新 — 管理方針

Heritage & Culture 文化傳承

HERITAGE AND CULTURE 文化傳承

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	107	Heritage & Culture – Management Approach 文化傳承 — 管理方針
103-2	The management approach and its components 管理方法及其要素	107	Heritage & Culture – Management Approach 文化傳承 — 管理方針
		109-125	Heritage & Culture – Heritage and Culture 文化傳承 — 文化傳承
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	107	Heritage & Culture – Management Approach 文化傳承 — 管理方針

Community 連繫社群

COMMUNITY INVESTMENT AND ENGAGEMENT 社區投資和參與

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	117	Community – Management Approach 連繫社群 — 管理方針
103-2	The management approach and its components 管理方法及其要素	117	Community – Management Approach 連繫社群 — 管理方針
		119-125	Community – Community Investment and Engagement 連繫社群 — 社區投資和參與
103-3	Evaluation of the management approach 管理方法的檢討方法和機制	117	Community – Management Approach 連繫社群 — 管理方針

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GRI 413	**Local Communities 當地社區 2016**		
413-1	Operations with local community engagement, impact assessments, and development programs 經本地社區溝通、影響評估和發展計劃的營運活動	33	Governance – Open Communication Channels 管治 — 開放的溝通渠道
		89-93	Design – Sustainable Buildings 匠心設計 — 可持續發展建築物
		109-115	Heritage & Culture – How We are Managing It 文化傳承 — 怎樣管理
		119-125	Community – Community Investment and Engagement 連繫社群 — 社區投資和參與
Real Estate Sector Disclosures 建築及房地產行業披露			
CRE-1	Building energy intensity 能源強度	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現 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, we will consider the feasibility to disclose such data in the future. 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。我們會考慮未來披露相關數據的可行性。
CRE-2	Building water intensity 用水強度	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現 In 2020/2021, 70 buildings included in the reporting scope are managed by the Group. These include 48 commercial (retail and office), ten industrial, nine residential properties and three hotels. 2020/2021 年度的報告範圍為集團管理的 70 座建築物，當中包括 48 座商業大廈（商鋪及寫字樓）、十座工業大廈、九個住宅物業和三間酒店。

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CRE-3	Greenhouse gas emission intensity 溫室氣體排放強度	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現 In 2020/2021, 70 buildings included in the reporting scope are managed by the Group. These include 48 commercial (retail and office), ten industrial, nine residential properties and three hotels. 2020/2021 年度的報告範圍為集團管理的 70 座建築物，當中包括 48 座商業大廈（商鋪及寫字樓）、十座工業大廈、九個住宅物業和三間酒店。
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	137-141	Progress on Key Sustainability Indicators – Environmental Performance 關鍵可持續發展指標的進展 — 環境表現
CRE-6	Percentage of the organization operating in verified compliance with an internationally recognized 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	76-78	Wellness – Occupational Health and Safety 健康舒泰 — 職業健康及安全 We operate under comprehensive health and safety management systems. Some systems are yet to be verified as compliant with internationally recognised standards. 我們在全面的健康和安全管理體系下營運。部分管理體系尚待核實符合國際認可標準。
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	89-93	Design – Sustainable Buildings 匠心設計 — 可持續發展建築物

External Verification Statement

外部核實聲明

Verification Statement

SCOPE AND OBJECTIVE

Hong Kong Quality Assurance Agency ("HKQAA") was commissioned by Sino Land Company Limited ("Sino Land") to undertake an independent verification of its Sustainability Report 2021 ("the Report"). The Report covered the sustainability performance of Sino Land for the period 1st July 2020 to 30th June 2021.

The aim of this verification is to provide an independent reasonable assurance on the reliability of the data and contents. The Report has been prepared in accordance with the Global Reporting Initiatives ("GRI") Standards: Core option, the GRI G4 Construction and Real Estate Sector Disclosure document, as well as Rule 13.91 and Appendix 27 "Environmental, Social and Governance Reporting Guide ("ESG Guide")" of the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited. The Report also provides the climate actions disclosure with reference to the Task Force on Climate-related Financial Disclosures ("TCFD") requirements.

LEVEL OF ASSURANCE AND METHODOLOGY

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board. Our evidence gathering process was designed to obtain a reasonable level of assurance as set out in the standard for the purpose of devising the verification conclusion. The extent of this verification process undertaken covered the criteria set in the GRI Standards: Core option, the GRI G4 Construction and Real Estate Sector Disclosure document, the ESG Guide and the TCFD's recommendations.

HKQAA's verification process included verifying the mechanisms for collecting, calculating and reporting the sustainability performance information, reviewing relevant documented information, interviewing responsible personnel with accountability for preparing the Report and verifying selected representative samples of data and information. Raw data and supporting evidence of the selected samples were also thoroughly examined during the verification process.

INDEPENDENCE

Sino Land is responsible for the collection and preparation of the information. HKQAA is not involved in the collection and calculation of data or the compilation of the reporting contents where our verification activities were entirely independent and there was no relationship between HKQAA and Sino Land that would affect the impartiality of the verification.

CONCLUSION

Based on the verification results and in accordance with the verification procedures undertaken, HKQAA has obtained reasonable assurance and is in the opinion that:

- The Report has been prepared in accordance with the GRI Standards: Core option, the GRI G4 Construction and Real Estate Sector Disclosure document, the ESG Guide and the TCFD's recommendations;
- The Report illustrates the sustainability performance of Sino Land, covering all material aspects, in a balanced, comparable, clear and timely manner;
- The sampled data and report content are accurate; and
- The data and information disclosed in the Report are consistent, reliable and complete.

Nothing has come to HKQAA's attention that the selected sustainability performance information and data contained in the Report has not been prepared and presented fairly and honestly, in all material aspects, in accordance with the verification criteria.

In conclusion, the Report reflects truthfully of Sino Land's sustainability performance that is commensurate with the sustainability context and materiality of the company.

Signed on behalf of Hong Kong Quality Assurance Agency

KT Ting
Director, Strategic Services Development
September 2021

HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
香港品質保證局

核實聲明

範圍及目的

香港品質保證局獲信和置業有限公司（「信和置業」）委託為其可持續發展報告2021（「報告」）的全部內容進行獨立驗證。該報告闡述信和置業於2020年7月1日至2021年6月30日期間在可持續發展方面的表現。

此核實聲明的目的是對報告所載之數據及內容提供獨立合理保證。報告是根據全球報告倡議組織（GRI）的《可持續發展報告標準》的核心選項、GRI G4《建築及房地產行業披露》文件，及香港聯合交易所有限公司主板上市規則第13.91條及附錄二十七所載的《環境、社會及管治報告指引》的要求編制。報告並參考氣候相關財務信息披露工作組（「TCFD」）的披露建議報告（「TCFD披露建議」）披露氣候變化行動。

保證程度和核實方法

此次驗證工作是依據International Auditing and Assurance Standards Board（國際審計與核證準則委員會）發佈的International Standard on Assurance Engagements 3000 (Revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information（《國際核證聘用準則3000（修訂版），歷史財務資料審計或審閱以外的核證聘用》）執行。收集核實證據程序參考國際準則所訂合理保證原則制定，以確保能擬定核實結論。此外，核實的內容是按照GRI的《可持續發展報告標準》的核心選項、GRI G4《建築及房地產行業披露》文件、《環境、社會及管治報告指引》，及《TCFD披露建議》而定。

香港品質保證局的核實過程包括驗證信和置業在收集、計算和彙報可持續發展表現資料的機制、檢閱有關文件資料，與負責編制報告的代表面談，及抽樣查核具代表性的數據和資料。相關原始數據和支持證據亦於核實過程中詳細審閱。

獨立性

信和置業負責收集和準備報告內所有陳述資料。香港品質保證局不涉及收集和計算此報告內的數據或參與編撰此報告。就提供此報告核實服務而言，核實過程是完全獨立的。香港品質保證局與信和置業之間並無任何會影響核實公正的關係。

結論

根據是次核實結果，香港品質保證局對報告作出合理保證並總結：

- 報告是按照GRI的《可持續發展報告標準》的核心選項、GRI G4《建築及房地產行業披露》文件、《環境、社會及管治報告指引》，及《TCFD披露建議》的要求編制；
- 報告內容平衡、具比較性、清晰和及時地闡述信和置業的可持續發展表現，涵蓋所有可持續發展的重要範疇；
- 抽樣查核的數據和報告內容準確；
- 報告內的數據和資料一致、可靠及完整。

根據驗證準則，香港品質保證局沒有發現在報告內闡述的可持續發展表現資訊和資料並非公平和如實地按照重要範疇作出披露。

總括而言，此報告能如實反映信和置業的可持續發展表現，所選載內容與其具體的可持續發展情況和重要性一致。

香港品質保證局代表簽署

丁國滔.

丁國滔
策略服務發展總監
二零二一年九月

Ng Teng Fong Charitable Foundation
黃廷方慈善基金

The Ng Teng Fong Charitable Foundation was established in 2010 in memory of Mr Ng Teng Fong, the founder of Sino Group in Hong Kong and the Far East Organization in Singapore. The Foundation supports community programmes in education, arts and culture, environment, heritage and aging-related initiatives. To help alleviate poverty, the Foundation offers financial aid to less-resourced groups and social welfare causes. Since its establishment, a wide variety of charitable endeavours across Mainland China, Hong Kong, Singapore, Europe and the Americas have been supported. Highlights of the Foundation's work during this reporting period are shared below.

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、藝術及文化、環保、保育及安老等計劃，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，以及歐美等地致力投入各種慈善活動。以下為基金於報告期內支援社區項目的摘要。

EDUCATIONAL INITIATIVES

Partnering with Viva Kids to Launch the e-KidsExcel@Nee Soon Programme

The Ng Teng Fong Charitable Foundation and The Fullerton Hotel Singapore launched a two-year programme, e-KidsExcel@Nee Soon ("e-KidsExcel"), for 110 less-resourced primary school students. Held in partnership with a social enterprise, Viva Kids, the programme aims to provide weekly online tutoring lessons in science or mathematics and various extra-curricular activities, including coding workshops, sports leagues and Fullerton Farm excursions. Every student of the programme is given a tablet with mobile connectivity and digital learning resources. In addition, students can participate in Fullerton Academy programmes that provide practical training such as in culinary skills, along with mentorship opportunities led by colleagues.

Donation to Support Beijing Normal University and Shaanxi Normal University

The Ng Teng Fong Charitable Foundation donated over RMB16 million to support the Beijing Normal University's Ng Teng Fong Teacher Development Programme and the Shaanxi Normal University's Ng Teng Fong Training Programme. These programmes aim to give teachers the best chance of succeeding by helping them acquire innovative teaching and leadership skills. The programmes also increase the supply of high-quality teachers and principals in China's less-resourced rural areas, thereby having a positive impact on development in the region.

教育計劃

與Viva Kids合作推出「e-KidsExcel@Nee Soon」項目

黃廷方慈善基金和新加坡富麗敦酒店與新加坡合作夥伴Viva Kids合作，為110名來自基層的小學生推出為期兩年的「e-KidsExcel@Nee Soon」項目。項目旨在每週提供科學或數學網上學習課堂，以及編程工作坊、運動聯賽和富麗敦農莊體驗日等多元化課外活動。每名學生均獲發一部配備連接流動網路功能的平板電腦，以及網上學習課程資源。此外，學生更可參加「富麗敦學院」提供的烹飪技能發展等實用培訓以及師友計劃。

捐款支持北京師範大學和陝西師範大學

黃廷方慈善基金捐贈合共逾1,600萬元人民幣，支持「北京師範大學西部地區縣域卓越黃廷方教師培養計劃」及「陝西師範大學黃廷方西部地區中小學校長培養項目」，旨在為中國偏遠的貧困地區培養具備研究及創新能力的優秀教師和校長，從而為地區發展帶來積極正面的影響。

Tablets with mobile connectivity and digital learning resources are provided to children by e-kidsExcel.
e-kidsExcel為參加學生預備一部配備連接流動網路功能的平板電腦，以及網上學習課程資源。

The Foundation has organised multiple enhancement programmes for teachers in collaboration with different universities and trained more than 100 outstanding teachers from rural areas.
基金和多間大學攜手培訓了100多名鄉村卓越教師。

Donation to Hubei "Enshi 2020 Donation Ceremony" Charity Event

The Ng Teng Fong Charitable Foundation was invited to participate in the "Enshi 2020 Donation Ceremony" charity event in August 2020, and donated RMB800,000 as part of the Ng Teng Fong Scholarship for students from the Enshi Tujia and Miao Autonomous Prefectures. The scholarship was awarded to 160 less-resourced high school graduates of good character and academic ability.

Ng Teng Fong Scholarship

The Ng Teng Fong Scholarship rewards outstanding secondary school and university students from less-resourced families in Hong Kong, Fujian, Hubei, Sichuan, Ningxia, Guangdong and Chongqing, helping them to receive better education. In 2020, 108 students from secondary schools in Hong Kong were awarded the Scholarship. Since the establishment of the Ng Teng Fong Scholarship in 2015, more than 4,000 students have been awarded the scholarship, with over HK$20 million donated over the past six years.

Donation to Encourage Students to Stay Positive Amid Difficulties

A HK$2 million donation from the Ng Teng Fong Charitable Foundation funded the establishment of the Kiki Hung Scholarship in memory of the late City University of Hong Kong alumna Ms Kiki Hung Mei-ki. The scholarship was established in appreciation for her exemplary personal qualities, including her positivity and great perseverance in the face of difficulties. The Kiki Hung Scholarship recognises students with physical or mental challenges who achieve outstanding academic results, offering three to six awardees funding annually.

善款捐贈予湖北「四海同心恩施行」公益活動

黃廷方慈善基金於2020年8月應邀參加「四海同心恩施行」公益活動，並由「黃廷方獎學金」撥捐80萬元人民幣予恩施土家族苗族自治州的學生。獎學金已頒發予160名來自基層家庭，品學兼優的高中畢業生。

黃廷方獎學金

「黃廷方獎學金」獎勵香港、福建、湖北、四川、寧夏、廣東及重慶等地區基層家庭的優秀中學生和大學生，幫助他們接受更好的教育。2020年「黃廷方獎學金」向108位香港中學生頒發獎學金。自2015年設立以來，過去六年共有4,000多名學生獲頒獎學金，總額逾港幣2,000萬元。

捐款以鼓勵學生積極面對逆境

黃廷方慈善基金捐贈港幣200萬元予香港城市大學成立「孔美淇勵志獎學金」，以紀念已故校友孔美淇女士，並表揚她積極和堅毅地面對困難，樹立良好典範。「孔美淇勵志獎學金」每年將為三至六名成績優秀、惟身心面對困難的學生提供資助。

The "Sino Group × Ng Teng Fong Charitable Foundation Presentation Ceremony" on 1 March 2021. The Foundation pledged to donate over HK$10 million to 100 NGOs and the winners of the 8th Spirit of Hong Kong Awards, in appreciation of their efforts to provide care for the less-resourced and those in need.
2021年3月1日舉行的「信和集團×黃廷方慈善基金捐贈儀式」，基金宣佈捐款逾港幣1,000萬元予100間本地非政府機構及「第八屆香港精神獎」的得獎者，感謝他們關懷基層和為有需要人士默默付出努力。

COMMUNITY INITIATIVES

Lucky Draw to Support Hong Kong's COVID-19 Vaccination Programme

Encouraging the community to reach a high vaccination rate is an important way to achieve herd immunity and demonstrate the shared responsibility for personal and societal health and wellbeing. The Ng Teng Fong Charitable Foundation and Chinese Estates Holdings sponsored a lucky draw to support the HKSAR government's vaccination programme. Permanent residents aged 18 or above who received two doses of the COVID-19 vaccine in Hong Kong were eligible to register for the Grand Prize — a one-bedroom residential apartment at Grand Central worth more than HK$10.8 million. All vaccinated Hong Kong Identity Card holders were also eligible to win 20 other prizes. Each prize consisted of a credit card with a value of HK$100,000, donated by the Foundation as part of this programme.

Supporting the Less-resourced with Essential Food Items

The Ng Teng Fong Charitable Foundation joined forces with community partners to donate essential food items to those in need. Joyous Kitchen, a community kitchen, was also engaged to use donated food to prepare nutritious hot meals. Working in collaboration with several NGOs, the Foundation donated around 40,000 meals through this programme. In addition, the Foundation and Sino Hotels launched a meal donation programme providing 3,000 hot meal boxes for less-resourced individuals and families in need from August to September 2020.

社區服務計劃

舉辦抽獎活動以響應香港2019冠狀病毒病疫苗接種計劃

鼓勵社區團結一致提高疫苗接種率，是達致群體免疫的重要方法，以展示對個人和社會健康的共同責任。黃廷方慈善基金及華人置業集團贊助了一項抽獎活動，以支持香港特別行政區政府的疫苗接種計劃。年滿18歲並已於香港完成接種兩劑新冠疫苗的香港永久居民均符合抽獎資格，有機會參與抽獎贏取凱滙一房住宅單位的終極大獎，價值超過港幣1,080萬元。而所有持香港身份證的永久和非永久居民，亦有機會贏得由基金送出的20份獎品，每份為價值港幣十萬元的信用卡免找數簽賬額。

捐贈食物予基層市民

黃廷方慈善基金夥拍社區夥伴向有需要人士捐贈食物。社區廚房樂廚坊亦響應參與，利用基金所捐贈的食品製作營養熱食餐盒。基金透過與多個非政府機構合作，為有需要人士提供約40,000份飯餐。此外，基金聯同信和酒店推出膳食捐贈計劃，在2020年8月和9月期間，捐出3,000個熱食餐盒予基層人士及家庭。

Hong Kong Innovation Foundation
香港創新基金

The Ng family established the Hong Kong Innovation Foundation as a non profit organisation in 2018, to support Hong Kong's development as an international innovation and technology hub. The Foundation is committed to building a smart and sustainable future for our city and the world. With the firm belief that innovation and technology will define the future, the Foundation promotes collaboration among industry leaders, innovators, academics and like-minded partners. The Foundation focused on the following key programmes during this reporting year:

黃氏家族於2018年成立非牟利機構香港創新基金，以支持香港發展成為國際創新科技的樞紐。基金致力為我們的城市和世界，創造智慧和可持續的未來。基金本著未來取決於創新科技的堅定信念，促進業界創新者、學者和志同道合的夥伴之間的合作。以下為基金於報告期內推行的重點計劃：

The Hong Kong Innovation Foundation partnered with the PolyU School of Optometry to launch the PolyU-HKIF Children Eye Care Project.
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」。

PolyU-HKIF Children Eye Care Project to Treat Myopia

Modern city life makes children prone to myopia, the treatment of which is often costly for those from less-resourced families. A new invention jointly developed by The Hong Kong Polytechnic University ("PolyU") and Japanese company Hoya Vision offers hope. The Defocus Incorporated Multiple Segments ("DIMS") spectacle lens has been proven to control the progression of myopia. It won the Grand Prize, Grand Award and Gold Medal at the 46th International Exhibition of Inventions in Geneva, Switzerland, in April 2018, in addition to a host of other coveted awards. Clinical trials of DIMS show that myopia progression in children has been reduced by an average of 59%, with more than 20% of children not showing any progression at all.

In August 2019, the PolyU-HKIF Children Eye Care Project came to life with the vision of empowering more children from less-resourced families to avail of this innovative treatment. Through this two-year programme, the Hong Kong Innovation Foundation supports 200 children, who will be prescribed DIMS spectacles, with optical check-ups conducted every six months to track their progress.

香港理工大學－香港創新基金兒童護眼計劃

現代生活容易令小孩患上近視，而治療近視的費用往往為基層家庭帶來吃力的財政負擔。香港理工大學與日本豪雅光學（Hoya）共同研發的「多區正向光學離焦（DIMS）」眼鏡鏡片，經證實能控制近視加深的速度，為近視學童帶來新希望。發明曾榮獲多個重要獎項，更於2018年4月於瑞士日內瓦舉辦的「第四十六屆國際發明展」勇奪全場總冠軍、特別大獎及「評判特別嘉許金獎」三項大獎。臨床研究結果顯示DIMS眼鏡鏡片有效減慢學童近視加深速度達59%，其中更有超過20%學童完全停止加深近視。

2019年8月，香港創新基金與香港理工大學攜手，展開為期兩年的「香港理工大學－香港創新基金兒童護眼計劃」，利用這項創新技術幫助基層家庭的兒童控制近視。基金贊助200位學童佩戴DIMS眼鏡，並會每半年跟進視光檢查。

One Laptop Programme Provides Educational Support for Children

The Hong Kong Innovation Foundation and Sino Group jointly launched the One Laptop Programme in August 2020 to support the growing number of families in need of e-learning support amid the suspension of face-to-face classes due to the COVID-19 pandemic. Out of the 1,019 successful applicants, over 60% did not have a computer at home, impacting their ability to keep up with schoolwork. Applicants who did not have access to a broadband internet connection at home received mobile data SIM cards for online access.

All donated laptops included daily online technical support to address learning needs managed by Learning Support Ambassadors from programme partner, Hong Kong Baptist University. The Ambassadors, who are 50 passionate undergraduate students from the university, are dedicated to helping students with all enquiries, including the use of software and different e-learning platforms. The Ambassador Programme also provided job opportunities for these university students.

In addition to laptops, the Foundation provided a series of training courses for the students and their families, to enhance computer and internet use capabilities, as well as STEAM (science, technology, engineering, arts and mathematics) learning opportunities, encouraging the spirit of innovation in the community. In October 2020, the Group extended the One Laptop Programme to employees' children, providing them with educational support to facilitate online learning.

「一人一電腦」計劃提供教育支援

因應面授課堂因疫情而暫停，香港創新基金與信和集團於2020年8月攜手啓動「一人一電腦」計劃，向有需要家庭提供網上學習支援。在1,019名成功的申請者中，超過六成家庭表示家中沒有電腦，學業進度因此而受影響。而家中沒有配備寬頻網絡的申請人亦可獲得流動數據卡用以網上學習。

由香港浸會大學學生組成的學習支援大使，為所有獲贈手提電腦的申請人提供學習支援，讓學生可以應付日常學習需要。大使團隊由50名充滿熱誠的大學生組成，致力於幫助學生解答與網上學習有關的查詢，包括軟件使用及電子學習平台等問題，這大使計劃亦為大學生提供工作機會。

除了手提電腦外，基金亦提供一系列培訓課程，加強學童及其家人對電腦及互聯網的認識，當中包括STEAM（科學、技術、工程、藝術和數學）的課程，希望藉此培養學生的創新精神。2020年10月，集團將「一人一電腦」計劃推廣至員工子女，向他們提供網上學習支援。

Hong Kong Innovation Foundation and Sino Group donated laptops and provided online support to 1,019 families in need through the One Laptop Programme.
香港創新基金與信和集團推「一人一電腦」計劃支援基層家庭及學童，為1,019個低收入家庭學童提供手提電腦及網上支援。

CONTACT DETAILS
聯絡詳情

We value your feedback, please share your comments on our sustainability report and performance with us at **sustainability@sino.com**.

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報告及表現。

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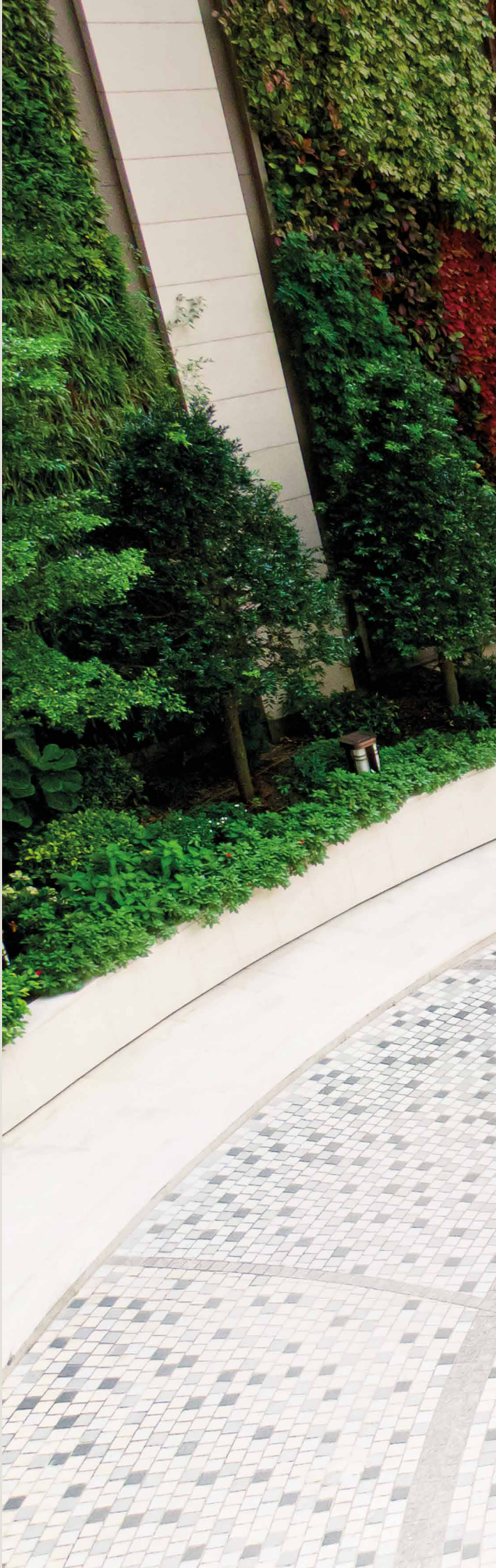

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