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

Sustainability Report
可持續發展報告
2024



The Green Brick Road
Upholding Integrity and Innovating for Sustainable Development

Sustainability is an ever-evolving journey, much like the Group's transformative path from over six decades of cross border maritime passenger service operation to an integrated cultural tourism conglomerate.

The creative concept of this year's report captures the Group's spirit of upholding tradition and moving forward with innovation. The cover design, featuring our TurboJET fleet embarking on a journey amidst lush greenery, is a tribute to our roots in passenger ferry service. The section dividers, utilizing generative AI tools, portrays a sustainable future of the Group's endeavors of Environmental Harmony, Communal Connectivity, Collaborative Inclusivity and Bespoke Sincerity.



綠磚路 | 守正創新·可持續發展

可持續發展是一場不斷演進的旅程，正如集團所經歷六十餘載的蛻變，從跨境海上客運業務發展成為一家綜合文旅企業。

今年的報告以「守正創新」為概念，封面設計以噴射飛航船隊在蔥鬱綠意的景致下啟航，致敬集團在渡輪服務的深厚根基。各章節分隔頁則利用生成式人工智能工具，描繪集團在「自然諧和」、「商社共榮」、「協作共融」及「匠心摯誠」四大範疇的可持續願景。

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Message from the Management

管理層寄語



As we reflect on our decade-long journey on our Green Brick Road, we have laid a solid foundation for the Group's ESG development, paving the way for the next phase of growth. Over the years, we have embraced the "entrepreneurial spirit," as the intrinsic motivation to drive our sustainability initiatives. We adopt sustainability concepts and requirements with clear objectives as the standard to ensure every decision advances both our business objectives and the greater good.

Shun Tak is rooted in Hong Kong for over six decades, we are keen to be a positive social contributor. By integrating our "Tourism+" growth strategy and unwavering commitment to Integrity and Virtue, we aim to build a sustainable, low-carbon circular economy to strengthen the competitiveness and resilience of our Group, our country and beyond.

Sustainable development stands as a pivotal global trend and an integral component of China's national strategy for progress. Shun Tak Holdings has consistently aligned its growth trajectory with the nation's policies, reflecting a commitment to harmonious development. China is currently transitioning into a new epoch of high-quality economic and social advancement, characterized by a strong emphasis on green initiatives and low-carbon practices, thereby ushering in a more sustainable future.

We are dedicated to advancing our company's efforts across the three core Environmental, Social, and Governance (ESG) dimensions, with the goal of enhancing the quality of our sustainability initiatives.

回顧在信德集團綠色轉型旅程「綠磚路」的十年歷程，為企業環境、社會及管治(ESG)的發展奠定堅實基礎，為下一階段鋪墊發展的道路。多年來，我們秉持「企業家精神」作為推動集團可持續發展的動力，將可持續發展理念與要求融入業務目標，確保每一項決策既能推動業務發展，同時造福社會。

集團扎根香港逾六十載，致力推動社會進步。我們結合「旅遊+」發展策略及對「誠信德行」的堅定承諾，推動可持續、低碳的循環經濟，提升集團、國家，以至全球的競爭力與應變能力。

可持續發展是全球關注的重點，也是國家發展戰略的重要一環。集團始終緊貼國家政策，在追求業務發展的同時，兑現對和諧發展的承諾。當前，中國正邁向經濟與社會高質量發展的新時代，並以綠色低碳為核心，開創更具可持續性的未來。

我們致力推動集團在ESG三大核心領域的發展，進一步提高可持續發展舉措的質素。

This year, the Ocean Park "Adventure Zone" project was awarded to Shun Tak AJ Hackett Skypark Holdings Limited, a consortium comprising the Group and a company under the AJ Hackett International group. This project reinforces our belief that ecological priorities and business growth can be mutually reinforcing rather than mutually exclusive. It will serve as an adventure tourism attraction that brings nature conservation concepts to life.

We are intensifying our commitment to social investments, taking pride in our employees' dedication of personal time to contribute to societal betterment. This year, they have collectively achieved a remarkable 30% surge in volunteer service hours. Furthermore, our company is expanding its reach by leveraging diverse platforms to endorse and facilitate an even broader array of cultural outreach activities and programs aimed at enhancing overall social well-being.

To fortify our governance structure, the Business Units have been empowered to establish Sustainability Taskforce in order to drive sustainability initiatives across various areas. This proactive measure addresses the evolving sustainability landscape, propelling sustainability endeavor throughout the entire Group.

The Green Brick Road is not a solitary path but a collective accomplishment. By leveraging entrepreneurship with sincerity at its core, we strive to understand the true needs and challenges of society. Using our expertise, we act as a bridge to connect conventional business metrics with community well-being, transforming societal gaps into opportunities for meaningful community development and sustainable prosperity.

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

本年度，集團與 AJ Hackett International 集團旗下公司組成的財團 Shun Tak AJ Hackett Skypark Holdings Limited，成功投得香港海洋公園「歷險主題區」項目。園區將成為一個融合自然保育理念的歷險旅遊景點，彰顯生態保護與業務發展可共生共榮的信念。

我們持續深化社會投資承諾，並為員工主動投入個人時間參與社會公益活動深感自豪。本年度，員工義工服務時數較去年增長了30%。此外，我們還透過多元化的平台拓展影響力，支持並推動更廣泛的文化推廣活動及計劃，惠及社會各界。

為鞏固我們的管治架構，各業務單位獲授權成立可持續發展工作小組，負責推動跨領域的可持續發展舉措，更積極回應不斷演變的可持續發展趨勢，推動集團內的可持續發展工作。

「綠磚路」並非獨行之道，而是眾志成城之成果。我們以誠信為核心，發揮企業家精神，深入體察社會的真實需求與挑戰，憑藉專業所長搭建橋樑，將傳統商業指標與社區福祉緊密連結，將社會缺口轉化為促進社區發展及可持續繁榮的契機。

何超瓊
信德集團有限公司集團行政主席兼董事總經理
可持續發展督導委員會主席

About This Report

關於本報告

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

本報告乃信德集團有限公司（「信德」或連同其附屬公司統稱為「集團」）發表的第十一份可持續發展報告（「本報告」）。本報告通過清晰披露集團過去一年於可持續發展方面的舉措及表現，概述集團對可持續發展的堅定承諾。

Reporting Boundary 報告範圍

The Report provides an overview of the Group's sustainability strategy, initiatives, and performance during the period of 1 January to 31 December 2024. Our reporting boundary covers entities and joint ventures where the Group has significant operational control, spanning across Hong Kong, Macau, Mainland China, and Singapore. These include our headquarters in Hong Kong, offices in Macau, selected investment properties[1], hotels[2] under Artyzen Hospitality Group's ("AHG") management, TurboJET, Macau Tower Convention & Entertainment Centre ("Macau Tower"), Artyzen Club, and Retail Matters. This year, the Group has refined the reporting boundary in alignment with our corporate structure and operational materiality[3]. The Group has also restructured the Report to amplify the coherence of our sustainability endeavors. This refined approach underscores our commitment to drive sustainability innovation while honoring Shun Tak's rich traditions.

To obtain additional details about the Group's corporate governance and financial performance, please refer to our Annual Report 2024, which is accessible on our corporate website: www.shuntakgroup.com.

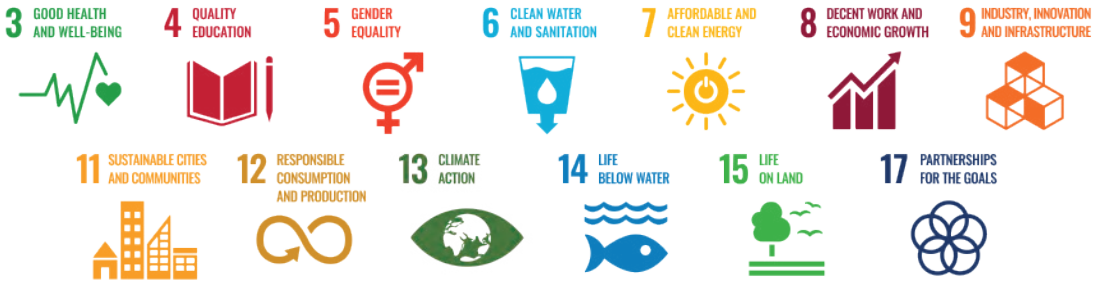
本報告概述集團於2024年1月1日至12月31日期間，有關可持續發展的策略、舉措及表現。報告範圍涵蓋集團在香港、澳門、中國內地及新加坡持有主要營運管控權的實體及合資企業。其中包括集團位於香港的總部辦公室、澳門辦事處、特定投資物業[1]、雅辰酒店集團營運及管理的酒店[2]、噴射飛航、澳門旅遊塔會展娛樂中心(「澳門旅遊塔」)、雅辰會及經營零售業務的信活東西有限公司。今年，集團已根據公司架構及營運的重要性[3]，優化了報告範圍。集團亦重新整合了本報告，以提升我們可持續發展工作的一致性，並在延續信德悠久傳統之際，矢志推動可持續發展創新的決心。

如欲了解更多有關企業管治和經濟表現的詳細資訊，請於 本公司網站：
www.shuntakgroup.com
查閱我們的2024年年報。

Reporting Standards 報告準則

This Report is prepared in accordance with the Global Reporting Initiative ("GRI") Standards 2021 and complies with the ESG Reporting Guide set out in Appendix C2 of the Rules Governing the Listing of Securities on the Hong Kong Stock Exchange ("HKEX"). In the reporting year, we have further enhanced our financial disclosures on climate-related risks and opportunities. These enhancements are part of our proactive efforts to align with the phased implementation of the HKEX's updated ESG Reporting Code, effective from 1 January 2025.

本報告遵循全球報告倡議組織（「GRI」）標準2021以及香港聯合交易所有限公司（「聯交所」）證券上市規則附錄C2《環境、社會及管治報告指引》概述的披露規定。於報告年度內，我們進一步加強了與氣候相關之風險及機遇的財務披露。該等工作旨在積極為自2025年1月1日起生效的聯交所《環境、社會及管治報告守則》的分階段披露要求做好準備。



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

集團持續支持聯合國可持續發展目標。該等目標為應對全球重大環境和社會問題提供了框架。根據集團對可持續發展的承諾，我們從中選出十三項符合我們發展方針的具體目標，期望透過我們的業務和倡議舉措，為全球的可持續發展進程作出貢獻。

External Assurance 外部驗證

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

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

Contact Us 聯絡我們

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

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

1 The selected properties include 111 Somerset, Chatham Place, liberté place, NOVA Mall, Shun Tak Centre, Shun Tak House, Shun Tak Tower Beijing, and The Westwood.
特定投資物業包括索美塞路 111 號、昇御商場、昇悅商場、星皓廣場、信德中心、信德堡、信德京滙中心及西寶城。

2 Artyzen Grand Lapa Macau, Artyzen Habitat Dongzhimen Beijing, Artyzen Habitat Hongqiao Shanghai, Grand Coloane Resort, and YaTi by Artyzen Hongqiao Shanghai.
包括澳門雅辰酒店、北京東直門雅辰悅居酒店、上海虹橋雅辰悅居酒店、鷺環海天度假酒店及上海虹橋雅辰緹酒店。

3 We will progressively expand the reporting boundary according to the maturity of new entities.
我們將按新經營項目的成熟程度逐步擴大報告範圍。

About Shun Tak Holdings

信德集團

Since its establishment in 1972, Shun Tak Holdings has become a leading integrated cultural tourism conglomerate active in the Greater Bay Area and listed on the Hong Kong Stock Exchange (HK Stock Code: 242) since 1973.

The Group is a forerunner in Macau and Hong Kong's tourism and transportation scene, and has established a sizable portfolio of infrastructure investments and integrated developments spanning major economic zones across China, including the Pearl River Delta, Yangtze River Delta and Beijing-Tianjin-Hebei Region. It is also expanding its footprint in the Singapore real estate market through acquisitions of premium properties and land parcels in downtown locations. With "Tourism+" as its growth strategy, the Group strives to harness its cross-sectoral experience in property, transportation, infrastructure, integrated commercial projects, hospitality and investments to deliver economic value for regions it operates in, as well as contribute to the country's national development blueprint.

Property

The Group takes on the vision and innovation of a forerunner, prioritizing people and creating sustainable living environments. The Group identifies city potentials and growth trajectories, establishes long-term public-private-people partnerships with governments and communities, invests in communal resources, and develops a diversified range of properties that meet the complex and sophisticated needs of end-users across generations for creating a harmonious future.

Hospitality and Leisure

By embracing the "Tourism+" philosophy, the Group pioneers in fostering cross-sectoral, cross-disciplinary, and cross-industry collaborations. Through our expanding portfolio of diverse services, including hotels managed under the Group's hospitality arm – Artyzen Hospitality Group, event-hosting venues, entertainment attractions, and retail operations, we create synergies that go beyond individual components, unleashing "1+1>2" benefits. By capitalizing on integrated hospitality and tourism opportunities, we strive to create an environment that fosters inclusivity and ensures everyone feels welcome.

自1972年成立以來，信德集團已成為活躍於大灣區的具領導地位的綜合文化旅遊企業，並於 1973 年在香港聯合交易所 (香港股份代號：242) 上市。

集團在澳門及香港的旅遊與運輸領域處於領先地位，在珠江三角洲、長江三角洲及京津冀等中國主要經濟區建立了龐大的基礎設施投資和綜合開發組合。同時，集團透過收購新加坡市中心的優質房產和地塊，積極拓展其在當地房地產市場的影響力。以「旅遊+」作為發展策略，集團致力結合其在地產、運輸、基礎設施、綜合商業項目、酒店及投資等跨領域的經驗，為其營運所在地創造經濟價值，並為國家的整體發展藍圖作出貢獻。

地產

集團懷有先行者的遠見及創新精神，以人為本，打造可持續的居住環境。集團深入發掘城市的發展潛力及增長軌跡，與政府及社區建立長期的合作夥伴關係，投資社區資源，並開發多樣化的物業項目，以滿足不同世代用戶的複雜需求，創建和諧未來。

酒店及消閒

集團秉持「旅遊+」發展理念，成為推動跨產業、跨領域、跨行業合作模式的先驅。透過不斷豐富服務組合，包括由集團旗下雅辰酒店集團營運及管理的酒店、提供活動場地、管理娛樂景點和經營零售業務等。我們突破單一業務的框架，締造「1+1>2」的協同效益。藉著結合酒店及消閒的綜合機遇，我們致力建構能關顧每個社群成員的共融環境，讓人人都感到賓至如歸。



Transportation

The Group plays a key role in pioneering and developing a multimodal transportation network in the Greater Bay Area. With over 60 years of experience, its flagship ferry passenger services, operated under the brand TurboJET, is one of the largest high-speed ferry fleets in the world, carrying over 500 million passengers between Hong Kong and Macau alone. In recent years, capitalizing on the growing regional transportation infrastructure, the Group is strategically gearing up to diversify its transportation portfolio, extending its business footprint into the Greater Bay Area with crossborder coach bus and limousine services.

Investment

The Group oversees a multi-dimensional portfolio of investments, encompassing gaming concession, cruise terminal operations, and arts and cultural exchange. Positioned at the heart of the rapidly growing Greater Bay Area, we strive to meaningfully contribute to the region's tourism sector in line with our "Tourism+" growth strategy. By actively engaging in these areas, the Group aims to drive positive impact and foster sustainable development across the region.

ESG Excellence Recognized with Multiple Prestigious Awards

Our steadfast commitment to environmental, social, and governance initiatives has been integral to our sustainable business growth and development. This dedication has earned recognitions from prestigious ESG award bodies. In 2024, the Group was honored with multiple accolades acknowledging our ESG performance.

At the 6th BDO ESG Awards, the Group was named Best in ESG – Small Market Capitalization. Building on this success, the Group received three prestigious awards at the TVB ESG Awards 2024 - Best in ESG Practices, Best in ESG Report, and Greater Bay Area ESG Excellence Enterprise Award.

Additionally, the Group was recognized as the "Outstanding ESG Performance Organization in the Greater Bay Area 2024" by the Guangdong-HK-Macao Bay Area Entrepreneurs Alliance. These accolades stand as a testament to our continued efforts in the ESG realm and reaffirm our pledge to uphold our core values of "Integrity and Virtue".

Through our focus on ESG, we have demonstrated our unwavering dedication to driving positive changes and creating long-term, sustainable value for our stakeholders. These recognitions further motivate us to deepen our commitment and intensify our efforts in the years ahead.

運輸

集團致力創建及投進大灣區無縫的多模式交通網絡。擁逾60年跨境客運經驗，旗艦品牌噴射飛航是世上最強大的高速客運船隊之一，單計港澳航線，歷年客運量超過5億人次。近年，為把握區內交通基建發展蓬勃所帶來的機遇，集團積極豐富其交通業務板塊，透過參與投進跨境巴士、轎車等服務，業務網絡覆蓋至大灣區更廣泛地區。

投資

集團管理的投資組合多元化，涵蓋博彩經營權、郵輪碼頭營運以及藝術文化交流等範疇。立足於迅速發展的大灣區核心地帶，我們以「旅遊+」發展策略，積極為區內旅遊業作出重要貢獻。透過積極投身於這些領域，集團旨在為整個區域帶來積極影響，以促進可持續發展。

環境、社會及管治方面的卓越表現榮獲多項殊榮

我們對環境、社會及管治相關舉措的堅定承諾，一直是集團實現可持續業務增長與發展的核心要素。這份付出亦獲得權威ESG獎項機構的認可。在2024年，集團憑著在ESG方面的卓越表現榮獲多項殊榮。

在第六屆BDO環境、社會及管治大獎中，集團獲頒「ESG最佳表現大獎 — 小市值」。集團更在2024年TVB環境、社會及管治大獎中，一舉奪得三項權威大獎，包括「ESG最佳表現大獎」、「ESG最佳報告大獎」，以及「大灣區ESG傑出企業大獎」。

此外，集團榮獲粵港澳大灣區企業家聯盟頒發的「大灣區傑出ESG表現機構」。這些獎項不僅見證我們在ESG領域的不懈努力，更再次彰顯集團恪守「誠信德行」核心價值的堅定承諾。

透過在ESG方面的專注實踐，我們將一如既往地推動正面變革，為持份者創造長期及可持續的價值。這些認可將進一步鞭策我們在未來全力以赴，實踐承諾。



2024 Sustainability Performance Highlights

2024 年可持續發展表現概覽

Governance 管治

Integrate sustainability for business values creation
融合可持續發展以創造商業價值

- Conducted our first **Double Materiality Assessment** with Financial Materiality factored in
- Conducted our first **Climate-Related Financial Impacts Assessment**
- **Platinum Tier – Cyber Security Staff Awareness Recognition Scheme**
- Internationally recognized management systems in place, including **ISO 14001, 9001, and 45001** for Environmental, Quality, and Occupational Health and Safety Management Systems – Shun Tak Property Management Limited
- **Best in ESG Practices, Best in ESG Report & Greater Bay Area ESG Excellence Enterprise Award** by TVB ESG Awards 2024
- **Best in ESG – Small Market Capitalization** by 6th BDO ESG Awards
- **Outstanding ESG Performance Organization in the Greater Bay Area** by Guangdong-HK-Macao Bay Area Entrepreneurs Alliance

- 首次進行**雙重重要性評估**，並納入財務重要性
- 首次開展**氣候相關財務影響評估**
- **白金級－「共建員工防火牆」嘉許計劃**
- 推行國際標準管理體系，包括 **ISO 14001**環境管理、**ISO 9001**質量管理，以及**ISO 45001**職業安全健康管理－信德物業管理有限公司
- 榮獲 2024 年TVB環境、社會及管治大獎**「ESG 最佳表現大獎」**、**「ESG最佳報告大獎」**及**「大灣區 ESG傑出企業大獎」**
- 榮獲第六屆BDO環境、社會及管治大獎**「ESG 最佳表現大獎－小市值」**
- 榮獲粵港澳大灣區企業家聯盟頒發的**「大灣區傑出ESG表現機構」**

Environmental Harmony 自然諧和

Demonstrate how a high-quality ecological environment supports high-quality development
展現優質生態環境支持高質量發展

- **12 Sustainability Building Certifications** (LEED, WELL, China Green Building Design Label)
- **Ocean Park Adventure Zone Development Project champions eco-consciousness entertainment** through nature conservation, material circularity, and energy saving practices
- **Macao Green Hotel Award – Silver Award** by Environmental Protection Bureau, Macao SAR Government – Grand Coloane Resort & Artyzen Grand Lapa Macau

- 獲得**12項可持續建築認證**（能源與環境設計先鋒評級、WELL建築標準™、中國綠色建築設計標識）
- **海洋公園「歷險主題區」發展項目**通過自然保育、物料循環利用及節能措施，**成為寓生態理念於娛樂的典範**
- 鷺環海天度假酒店及澳門雅辰酒店榮獲澳門特別行政區政府環境保護局頒發的**「澳門環保酒店獎－銀獎」**

Communal Connectivity 商社共榮

Connect young generation to our proud Chinese culture to solidify launched sustainable development foundation
將年輕一代與優秀中華文化相連繫，鞏固可持續發展基礎

- Revamped community investment strategy based on the principle of BLISS (Belonging, Legacy, Inclusivity, Sincerity, and Sustainability), focusing on **#cultureBLISS, #artBLISS, #greenBLISS, and #wellnessBLISS**
- Launched **T+ Exploration Tour** to nurture youth career development in GBA and tourism industry
- Contributed **HK$5,169,082** in donations (cash and in-kind) and **4,448 hours** of community service, benefiting **33,328 individuals**

- 基於 BLISS 原則 (歸屬感、傳承、共融、真誠、可持續) 重塑社區投資策略，聚焦於**#樂在文化、#樂在藝術、#樂在綠色及#樂在健康**
- 推出**「T+研學遊」**，為大灣區旅遊業培育年輕人才
- 慈善捐款及實物捐贈總額達 **5,169,082 港元**，社區服務總時數 **4,448 小時**，達 **33,328 人**受惠

Collaborative Inclusivity 協作共融

Empower diverse talents to unleash full potential
賦能多元人才，助盡展才能

- In the Group's headquarters, **55% female senior management** with **1:1.16 gender pay ratio (female to male)**
- Invested over **HK$895,000 in training** by providing **27,453 training hours** (increased 14.4% compared with 2023)
- **Employer Branding Award, GBA Category – Elite Award; ESG Initiatives – Merit; Green Achievement Award – Merit; Community Caring Award - Merit** under **HKIHRM HR Excellence Awards (2023/24 & 2024/25)** by Hong Kong Institute of Human Resource Management
- **Joyful@Healthy Workplace Award – Excellence Award** under **Occupational Health Award (2023-24)** by Occupational Safety and Health Council

- 集團總部**女性高層管理人員佔比55%，男女薪酬比率為1:1.16 (女比男)**
- 投入超過 **895,000 港元用於培訓**，提供 **27,453 小時培訓時數** (較 2023 年增加 14.4%)
- 於**香港人力資源管理學會「卓越人力資源獎」2023/24及2024/25年度**中榮獲各大獎項：**「僱主品牌獎－大灣區類別－銀獎」**、**「ESG措施大獎－銅獎」**、**「環保成就獎－銅獎」**及**「社區關懷獎－銅獎」**
- 於職業安全健康局**「職業健康大獎2023-24」**中榮獲**「好心情@健康工作間大獎－卓越機構大獎」**

Bespoke Sincerity 匠心摯誠

Accelerate digital innovation to redefine customer experience
促進數碼創新，塑造嶄新客戶體驗

- TurboJET launched **"Tap to Board" seamless ticketing service** and **AI-powered hotline systems**
- Artyzen Hospitality Group's hotels scored over **90% in customer satisfaction** with **44 awards in quality and service**
- Artyzen Hospitality Group's **technology powered operations and smart in-room controls** elevate guest experience
- Artyzen Club's **new mobile app enables members' effortless management of their bookings**, serving their best needs anytime and anywhere
- **3 Gold Awards of Interior Design in 10TH *CRED*AWARD** won by Artyzen NEW BUND 31 Shanghai, BOCOM NEW BUND 31 Performing Arts Center and Artyzen Singapore

- 噴射飛航推出**「一拍登船」無紙化售票服務**及**人工智能熱線系統**
- 雅辰酒店集團**客戶滿意度超過 90%**，榮獲 **44 項品質及服務獎項**
- 雅辰酒店集團的**科技營運及智能客房控制系統**提升顧客體驗
- 雅辰會**全新手機應用程式讓會員可輕鬆管理預訂**，隨時隨地貼合所需
- **於第十屆地建師設計大獎中榮獲3項室內設計金獎**，由上海前灘31雅辰酒店、交通銀行前灘31演藝中心及新加坡雅辰酒店奪得

Stakeholder Engagement
持份者參與

Active engagement with our stakeholders is vital to our success, providing essential insights that shape our sustainability strategy and risk management. This ongoing dialogue enables us to identify material ESG aspects and ensures that our business remains responsive to evolving stakeholder expectations.

與持份者保持積極的互動，對我們業務的成功至關重要，這為我們制定可持續發展策略及開展風險管理工作提供重要的見解。與持份者的持續溝通，能讓我們識別重要的ESG議題，並確保我們的業務能靈活應對持份者不斷變化的期望。

Materiality Assessment 重要議題評估

In 2024, we conducted Shun Tak's first double materiality assessment to evaluate sustainability topics in terms of both financial and impact materiality. In our assessment process tabulated below, an enhanced approach is adopted for gauging double materiality, reaffirming our steadfast commitment to better understand the evolving expectations of our stakeholders.

2024年，集團首次進行雙重重要性評估，從財務重要性及影響重要性兩個角度評估可持續發展議題。在下表所示的評估過程中，我們採用了升級的方法來評估議題的雙重重要性，並以此彰顯我們對更深入了解持份者不斷變化之期望的承諾。

Stage 1: Identification 第一階段: 識別

23 sustainability topics relevant to the Group were identified and organized into three pillars: Environmental, Social, and Governance ("ESG").

我們識別出23個與集團相關的可持續發展議題，並將其歸納為環境、社會及管治（「ESG」）三大範疇。

Stage 2: Prioritization 第二階段: 排序

With the balance of Financial Materiality and Impact Materiality, sustainability topics were prioritized and categorized into three tiers with Tier 1 representing the most material issues with the highest potential impact on business sustainability.

Financial Materiality — investors, analysts, financiers and our senior management provided feedback on the financial materiality of the sustainability topics.

Impact Materiality — 372 valid survey responses on the impact materiality were received from our stakeholders across different stakeholder groups.

我們同時考慮財務重要性及影響重要性，對可持續發展議題進行優先排序，並將其劃分為三個層級。其中，第一層級代表對業務可持續性具有最大潛在影響的重要議題。

財務重要性：投資者、分析員、金融界人士及集團高層管理人員就可持續發展議題的財務重要性提供了反饋意見。

影響重要性：我們從不同持份者組別收集到372份有效問卷回覆，以了解議題的影響重要性。

Stage 3: Validation 第三階段: 核實

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

可持續發展督導委員會及執行委員會對重要性評估的結果進行了審查和核實。

Stage 4: Integration 第四階段: 整合

Validated sustainability topics will be integrated into the Group's sustainable business strategy, which is to be gradually implemented by individual business units in their respective operations from 2025 onwards.

經核實的可持續發展議題將被納入集團的可持續業務策略，自 2025 年起，各業務部門將在其營運中逐步落實該策略。

Our stakeholders have identified a diverse array of top-ranking concerns covering all three ESG aspects. The summary table below illustrates our top two tiers of material topics, their relevance to our business operations and the corresponding chapters where further details are provided.

我們的持份者已識別出一系列涵蓋環境、社會及管治三個方面的重要議題。下表概述了首兩個層級的重要議題，其與集團業務營運的相關性，以及提供進一步詳情的相應章節。

	Material Topic 重要議題	Activations 具體行動	Relevant Chapter 相關章節
Tier 1 第一層級	Regulatory compliance 遵守法規	Meet legal and regulatory requirements 滿足法律及監管機構的要求	Governance 管治
	Anti-corruption and ethical business conduct 反貪污及商業道德	Prevent and address issues such as bribery and conflicts of interest 防止及解決賄賂和利益衝突等問題	
	Occupational health and safety 職業健康與安全	Minimize workplace accidents and ensure a safe working environment 防止工作場所發生事故並確保安全的工作環境	Collaborative Inclusivity 協作共融
	Employee training and education 員工培訓和教育	Upskill employees in response to changing professional and business demands and foster upward mobility 根據日漸提升的專業及業務需求，提高員工技能和專業水準，進而幫助員工晉升	
	Customer privacy 顧客私隱	Prevent customers' personal data leakage and ensure compliance with privacy policies 防止顧客個人資料洩漏並遵守私隱政策	Bespoke Sincerity 匠心摯誠
	Customer health and safety 顧客健康與安全	Eliminate any potential hazards to customers in products and operations 杜絕任何商品及營運中對消費者的潛在危害	
Tier 2 第二層級	Cybersecurity and data privacy 網絡安全及數據私隱	Implement measures to prevent cyber-attacks and data breaches 實施防止網路攻擊及數據洩露的措施	Governance 管治
	Sustainable building 可持續建築	Develop or renovate properties that align with market demands and standards on green, health, smart, and climate resilience, etc. 開發或翻新物業，以滿足綠色、健康、智慧建築和氣候韌性等方面的市場需求及標準	Environmental Harmony 自然諧和
	Materials for construction and operations 建築和營運物料	Utilize sustainable materials in constructions and operations 在建築及營運中使用可持續物料	
	Climate change 氣候變化	Prepare for extreme weather events and global warming 為極端天氣事件及全球暖化做好準備	
	Energy consumption 能源消耗	Reduce fossil fuel consumption, improve energy efficiency and seek alternatives such as renewable energy 減低化石燃料用量，提高能源效益，並尋求可再生能源等替代能源	
	Biodiversity 生物多樣性	Avoid damage to natural habitats in operations, and promote biodiversity awareness 防止項目營運對環境及棲息地的破壞，並向持份者宣揚生物多樣性的重要性	
	Promoting arts and culture 文化藝術發展	Integrate arts and cultural heritage into our operations to create and strengthen business synergy 將藝術推廣和文化遺產保護融入我們的業務中，以實現協同效應	Communal Connectivity 商社共榮
	Labor-management relations 勞資關係	Improve employee satisfaction and aim to be a preferred employer among potential employees 提高員工滿意度，致力於成為潛在員工的首選僱主	Collaborative Inclusivity 協作共融
	Diversity, equity, and inclusion 多元、平等和共融	Enhance employee diversity in terms of gender, race, age, etc.; treat employees equally; promote a harmonious and respectful workplace 提升員工的性別、種族、年齡等方面的多元性；平等對待員工；創建和諧並相互尊重的工作場所	
	Changing consumer preferences toward sustainability 消費者對可持續發展的喜好轉變	Adjust sustainable practices to cater for consumers with increasing sustainability preferences 調整可持續發展舉措，以滿足越來越注重可持續性的消費者	Bespoke Sincerity 匠心摯誠

Stakeholder Communication Channels 持份者溝通渠道

As part of our ongoing stakeholder engagement efforts, the Group has been employing various communication channels to inform our stakeholders about the Group's sustainability-related initiatives. Through materiality assessment, the top three channels identified by our stakeholders remained the corporate website, social media platforms, and annual sustainability reports.

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

集團採用不同渠道向持份者傳達我們的可持續發展相關倡議，以增加他們的參與度。在重要性評估中，持份者選定的三大首要溝通渠道為公司網站、社交媒體平台和年度可持續發展報告。

下表闡明我們為各特定持份者組別而設的溝通渠道策略：

Stakeholder Group 持份者組別	Communication Channels 溝通渠道	
Customers and Tenants 顧客及租戶	• Annual Reports, Interim Reports, Circulars and Announcements • Corporate website • Customer satisfaction survey • Reviews and Assessments • Regular meetings • Social media	• 年報、中期報告、通函及公告 • 公司網站 • 客戶滿意度調查 • 客戶服務熱線 • 定期會議 • 社交媒體
Employees 員工	• Annual Reports, Interim Reports, Circulars and Announcements • Intranet and emails • Newsletters • Recreational and volunteer activities • Reviews and Assessments • Social media • Training, Seminars and Briefing sessions	• 年報、中期報告、通函及公告 • 內聯網和電郵 • 公司通訊 • 康樂和義工活動 • 檢討和評估 • 社交媒體 • 培訓、研討會及簡介會
Financiers and Analysts 金融界人士及分析員	• Annual Reports, Interim Reports, Circulars and Announcements • Corporate website • Press releases • Materiality assessment survey • Meetings with financiers and analysts	• 年報、中期報告、通函及公告 • 公司網站 • 新聞稿 • 重要議題評估調查 • 與金融界人士和分析師會面
Industry Associations 行業商會	• Annual Reports, Interim Reports, Circulars and Announcements • Corporate website • Press releases • Regular meetings • Social media • Membership	• 年報、中期報告、通函及公告 • 公司網站 • 新聞稿 • 定期會議 • 社交媒體 • 商會成員

Stakeholder Group 持份者組別	Communication Channels 溝通渠道	
Media **媒體**	• Annual Reports, Interim Reports, Circulars and Announcements • Corporate website • Press releases • Social media • Events	• 年報、中期報告、通函及公告 • 公司網站 • 新聞稿 • 社交媒體 • 活動
NGOs and Local Communities **非政府組織及本地社區**	• Annual Reports, Interim Reports, Circulars and Announcements • Community service programs • Corporate website • Joint projects • Volunteer activities • Social media	• 年報、中期報告、通函及公告 • 社區服務計劃 • 公司網站 • 協作項目 • 義工活動 • 社交媒體
Shareholders and Investors **股東及投資者**	• Annual General Meeting • Annual Reports, Interim Reports, Circulars and Announcements • Meetings with shareholders and investors • Press releases • Social media • Corporate website	• 年度股東大會 • 年報、中期報告、通函及公告 • 與股東及投資者進行會議 • 新聞稿 • 社交媒體 • 公司網站
Suppliers and Contractors **供應商及承建商**	• Annual Reports, Interim Reports, Circulars and Announcements • Annual surveys • Open communication platforms • Regular meetings • Review and Assessments • Tendering processes • Training, Seminars and Briefing sessions	• 年報、中期報告、通函及公告 • 年度調查問卷 • 開放式溝通平台 • 定期會議 • 審查和評估 • 招標流程 • 培訓、研討會及簡介會

Governance
管治

The Group maintains a robust governance structure to ensure responsible and sustainable business operations. Our comprehensive approach encompasses business ethics, cybersecurity and supply chain management, supported by clear policies and oversight mechanisms. Regular assessments, training programs, and continuous monitoring help us maintain effective governance and adapt to emerging challenges, ensuring long-term business resilience and stakeholder trust.

集團秉持健全的管治架構，以確保負責任及可持續的業務營運。我們在清晰的政策及監管機制的支持下，採取涵蓋商業道德、網絡安全及供應鏈管理等範疇的全方位策略。通過定期評估、培訓及持續監察，有助於集團維持有效管治，靈活應對各種新挑戰，從而保障業務長期穩健營運，鞏固各持份者對我們的信任。

Corporate Governance
企業管治

The Board of Directors (the "Board"), the highest governing body of the Group, has overall responsibility for overseeing the Group's strategic development, risk management, sustainable development, and overall financial and operational performance.

The Board is supported by four committees: the Executive Committee, the Remuneration Committee, the Nomination Committee, and the Audit and Risk Management Committee.

董事會是集團的最高決策單位，全權負責監督集團的策略發展、風險管理、可持續發展，以及整體財務及營運表現。

董事會由轄下四個委員會協助，包括執行委員會、薪酬委員會、提名委員會，以及審核及風險管理委員會。

Board Independence 董事會獨立性	Board Diversity 董事會多元化
44%	33%
Independent Non-Executive Directors 獨立非執行董事	Female Directors 女性董事

Sustainability Governance
可持續發展管治

Apart from corporate governance, the Board also has overall responsibility for overseeing the Group's ESG and climate-related matters. The Board actively enhances its ESG competency and stays informed of emerging ESG trends through regular training on topics including regulatory climate disclosures, anti-corruption, cybersecurity and data privacy. During these training courses, the Board engages with sustainability experts to help identify areas for development. This commitment ensures the Board remains well-equipped to provide effective oversight and guide its ESG initiatives in an ever-evolving landscape.

除企業管治外，董事會亦全權負責監督集團 ESG 以及氣候相關事宜。藉著定期培訓，董事會積極提升 ESG 管治能力，緊貼 ESG 最新趨勢。培訓主題涵蓋監管機構要求的氣候資訊披露、反貪污、網絡安全及數據私隱等。培訓期間，董事會與可持續發展專家交流，並在其協助下釐清發展方向。這能確保董事會在不斷變化的環境中，有效發揮監督職能，引領集團的 ESG 相關工作。

Our latest sustainability governance structure is presented in the diagram below:
集團最新的可持續發展管治架構如下圖所示：



- Directs the Group's sustainability governance practices and strategic development
- 領導集團之可持續發展管治的實踐和發展策略

- Oversees the activities of the Sustainability Steering Committee ("SSC") and reports to the Board regularly on the latest development of sustainability matters
- 監督可持續發展督導委員會的工作，並定期向董事會報告可持續發展事宜的最新進展

- Under the leadership of the Group Executive Chairman and Managing Director, the SSC is composed of representatives from the Executive Committee and key business units and operations
- The SSC is responsible for formulating the Group's sustainability vision, strategy and policies, monitoring and evaluating the Group's sustainability performances
- 可持續發展督導委員會由集團行政主席兼董事總經理領導，成員由執行委員會以及主要業務及營運部門的代表組成
- 可持續發展督導委員會負責制定集團的可持續發展願景、策略及政策，並監察及評估集團之可持續發展的表現

- Under the supervision of the SSC, the Taskforce drives the sustainability initiatives across the entire Group, particulary in the areas of environment, employees, customers, supply chain and community investment. It is in turn supported by respective business units, which are responsible for incorporating sustainability practices into their operations and formulating their own management strategies
- 在可持續發展督導委員會的監督下，該工作組推動整個集團的可持續發展措施的落實，尤其是在環境、員工、客戶、供應鏈及社區投資等範疇。各業務部門則為該工作組提供支援，這些部門負責將可持續發展措施融入其營運中，並制訂各自的管理策略

- An enhanced governance structure commenced in 2024; the Taskforce drives the sustainability development led by the Group-level Sustainability Taskforce Team to ensure the aligned strategy across the Group while striking the balance with own business context
- 自2024年起深化管治架構，由集團層面的可持續發展工作組牽頭，推動業務部門可持續發展工作組在保持集團整體策略一致的同時，兼顧自身業務的實際情況，落實可持續發展工作

Risk Governance

風險管治

The Board has overall responsibility in ensuring that appropriate and effective risk management and internal control systems (including, among others, risks related to ESG, climate change and cybersecurity) are established and maintained, with support from the Executive Committee and the Audit and Risk Management Committee.

At the heart of our risk management framework, the proper risk management structure effectively enhances governance, transparency, and risk resilience across the organization.

在執行委員會和審核及風險管理委員會的協助下，董事會全權負責確立及維持切實有效的風險管理與內部監管制度，當中涵蓋ESG、氣候變化以及網絡安全等相關風險。

作為我們的風險管理架構的核心，適當的風險管理結構能夠加強整個組織的治理、透明度和風險管理能力。

Board of Directors **董事會**	• Oversees the Group's risk management and internal control systems and determines the Group's risk appetite • 監督集團的風險管理及內部監管制度，釐定集團的風險承受能力
Audit and Risk Management Committee **審核及風險管理委員會**	• Reviews the risk management and internal control systems and ensures that management has performed its duty to have effective systems • 檢視風險管理及內部監管制度，確保管理層已履行職責並有效落實制度
Executive Committee **執行委員會**	• Oversees the design, implementation and monitoring of risk management and internal control systems • Considers emerging risks relating to the Group's business and strategies to ensure that appropriate measures are in place • Deliberates whether adequate measures have been taken to mitigate significant or urgent risks • 監督風險管理及內部監管制度的設立、推行及監察工作 • 探討與集團業務及策略相關的新風險，確保已制定恰當的應對措施 • 商議是否已採取適當措施，以緩解重大或緊急的風險
Business and Supporting Units **業務及協助部門**	• Identifies, assesses, and manages risks from daily operations • 識別、評估及管理日常營運中的風險

Business Ethics

商業道德

Our commitment to ethical business conduct is embedded in comprehensive policies and procedures that guide every aspect of our operations. These policies, which are regularly reviewed and updated, establish clear standards for integrity, transparency, and responsible business practices. We ensure these guidelines are effectively communicated to all employees and business counterparts through various channels, making them easily accessible and understood across all levels of our organization. Some of our key policies are tabulated on the following page:

集團已將嚴格遵守商業道德的承諾融入各政策與程序中，以此指引集團的各項營運活動。我們會定期檢討及更新這些政策，並為誠信、透明和負責任的商業行為訂立了清晰明確的標準。我們通過多種渠道向全體員工和業務夥伴有效地傳達這些指引，並確保在集團各個層級都易於獲取及理解。我們的一些主要政策如下頁所示：

Code of Conduct **《行為守則》**	Establishes the foundation for ethical operations addressing various aspects, including anti-corruption, anti-competition, conflicts of interest, and the prevention of bribery, fraud and extortion 為道德營運釐定基礎，涵蓋多個範疇，包括反貪污、反不公平競爭、利益衝突，以及防止賄賂、欺詐及勒索等
Policy on Anti-Money Laundering ("AML") and Counter-Terrorist Financing ("CTF") **《打擊清洗黑錢及反恐佈份子融資政策》**	Sets out procedures on risk identification and assessment, due diligence measures, suspicious transactions reporting, record keeping and staff training related to AML and CTF 訂明與打擊清洗黑錢及反恐佈份子融資相關的風險識別及評估流程、盡職審查措施、可疑交易報告、記錄儲存及員工培訓等
Inside Information Policy **《內幕消息政策》**	Sets out procedures for handling price-sensitive and inside information to ensure the fair and timely dissemination of such information. An Inside Information Taskforce is set up to assist the Executive Committee regarding matters concerning relevant disclosures 規範處理股價敏感資料和內幕消息的流程，確保此類信息能公平、及時地披露。專門成立了內幕消息工作組，協助執行委員會處理相關披露事宜
Whistleblowing Policy **《舉報政策》**	Sets out procedures for reporting potential wrongdoing or improper conduct in daily operations without fear of retaliation. The effectiveness is reviewed semi-annually by the Audit and Risk Management Committee 訂立於日常營運中舉報潛在不當或錯誤行為的程序，保障舉報人免遭報復。審核及風險管理委員會每半年會對該政策的有效性進行檢討
Guideline on Complaint Handling **《投訴處理指引》**	Sets out the authority levels, responsibilities and reporting lines to ensure effective and timely action in response to complaints concerning suspected fraud, malpractice or misconduct 釐清權限層級、職責和匯報途徑，以確保能就懷疑欺詐、不當或失當行為的投訴及時採取有效行動
Counterparty Check Policy **《交易對手審查政策》**	Provides guidelines on counterparty's background, conflict and credit checks 就交易對手的背景、利益衝突和信貸審查提供指引
Project Management Manual **《項目管理手冊》**	Includes anti-bribery message and conflict of interest clauses 列載反賄賂資訊和利益衝突條款

To reinforce these principles, we conduct regular trainings that help the Board and our employees navigate complex ethical situations and make informed decisions. These interactive sessions cover key areas such as anti-corruption, fair competition, conflicts of interest, copyright, data privacy and cybersecurity.

We collaborate with the Hong Kong Independent Commission Against Corruption to deliver targeted anti-corruption training programs, and ensure our workforce is well-equipped to uphold our ethical standards. During the reporting year, all our employees received anti-corruption training. The Board attends training to keep abreast of the latest data privacy regulatory updates as well as cybersecurity threats. In terms of employees, they participate in regular trainings and annual external audits on cybersecurity to remain alert to relevant risks.

Building on our comprehensive ethics training programs, we recognize that robust reporting mechanisms are essential for translating principles into practice. Our secure whistleblowing channels and grievance handling procedures provide employees, business associates, suppliers, and customers with safe avenues to raise concerns about potential ethical violations without fear of retaliation. No significant cases of corruption or whistleblowing were reported during the reporting period.

為貫徹這些準則，我們定期開展培訓，協助董事會成員和員工應對複雜的道德難題並作出明智決策。這些互動式培訓涵蓋反貪污、公平競爭、利益衝突、版權、數據私隱和網絡安全等核心領域。

我們與香港廉政公署合作，推出針對性的反貪污培訓項目，確保員工具備維護集團道德標準的能力。在報告期內，全體員工均接受了反貪污培訓，而董事會亦透過培訓了解最新的數據私隱監管方法和網絡安全威脅。員工則參與定期的網絡安全培訓和年度外部審計，以時刻保持對相關風險的警覺。

在完善道德培訓計劃基礎上，我們深知健全的舉報機制對落實道德準則至關重要。我們為員工、商業夥伴、供應商及客戶提供了安全可靠的舉報渠道和投訴處理程序，讓他們能夠毫無顧慮地指出潛在的道德違規行為。在報告期內，集團並無重大貪污或舉報個案。

Climate Change
氣候變化

We have compiled our climate-related disclosure into four pillars, namely governance, strategy, risk management, as well as metrics and targets, with reference to the HKEX ESG Code. We disclose climate-related risk information to stakeholders, with the aim of enhancing information transparency and jointly addressing the challenges brought about by climate change. The following content mainly focuses on climate-related governance, while for strategy, risk management, metrics and targets, please refer to the "Environmental Harmony" chapter.

我們參照香港聯交所《環境、社會及管治報告指引》，將與氣候相關的披露內容分為四大核心支柱，即管治、策略、風險管理，以及指標與目標。我們向各持份者披露與氣候相關的風險資訊，務求提升信息透明度，共同應對氣候變化帶來的挑戰。以下內容主要關於氣候相關管治，至於策略、風險管理，以及指標與目標，請參閱「自然諧和」章節。

Climate-related Governance
氣候相關管治

Our climate actions are overseen by the Board and guided by our Climate Change Policy, which sets out a multi-faceted approach to manage climate risks that includes setting long-term reduction targets for carbon emissions and resource consumption, incorporating climate-resilient features in developments, and adopting industry best practices while exploring new technologies.

We understand the uncertainties lie in climate change. To facilitate evidence-based business decision, we conducted the climate-related financial impacts assessment for both physical risks and transitional risks under different scenarios and time horizons. For details, please refer to the “Assessing our Climate Risks and Opportunities” section under “Environmental Harmony”.

Our forward-looking business development strategy is supported by the results of risk and related financial impact assessments. Through years of continuous growth and development, the Group has grown into a leading conglomerate engaging in the property, hospitality and leisure, transportation, and investment sectors with business footprint across multi-regions in China and Singapore. The strategy successfully diffuses the risks, including climate-related risks. We will continue to factor in the impacts brought by climate change when assessing our business portfolio.

To build internal competence in parallel, during the reporting year, 48 key members from multi-business units and disciplines have been trained regarding this topic with 168 training hours in total.

董事會以《氣候變化政策》為指引，監督集團的氣候行動。該政策制定了一套多角度的氣候風險管理方案，涵蓋設定碳排放和資源消耗的長期減排目標、在發展項目中注入氣候韌性元素、採用業界最佳實踐，以及探索新技術等方面。

我們明白氣候變化帶來的不確定性。為了能夠依據實際情況作出業務決策，我們針對不同情境和時間跨度下的物理風險與轉型風險，展開了氣候相關的財務影響評估。有關評估的詳細內容，請參閱「自然諧和」章節中的「評估我們的氣候風險和機遇」部分。

基於風險及相關財務影響評估的結果助證了集團前瞻性的業務發展策略。經過多年的持續發展，集團已發展成為一家在地產、酒店及消閒、運輸、投資等領域處於領先地位的綜合企業，業務足跡遍布中國以及新加坡。這一策略有效地分散了包括氣候相關風險在內的各類風險。我們在評估業務組合時，會繼續將氣候變化帶來的影響納入考量。

為同步提升內部管理能力，在報告年度，來自多個業務部門和專業領域的48名核心成員均接受了氣候相關主題的培訓，累計培訓時數為168小時。

Cybersecurity

網路安全

In an age where data breaches and cyber incidents can have far-reaching consequences, including financial losses, reputational damage, and legal liabilities, a well-developed strategy is essential to proactively address these risks and ensure the continuity of business operations amid evolving cyber threats.

處身數碼時代，資料外洩和網絡事故可能引發嚴重後果，包括財務損失、聲譽受損及法律責任，制定完善的策略來主動應對這些風險至關重要，從而確保業務能在層出不窮的網絡威脅下穩定運作。

Our Cybersecurity Strategy
我們的網路安全策略

Compliance

- Imposing stringent requirements on information technology service providers to comply with our cybersecurity standards and regulations of data protection;
- Setting out clear policies and ensuring internal compliance.

合規

- 對信息技術服務的供應商施以嚴格要求，使其遵守集團的網絡安全標準和數據保護法規；
- 制定清晰的政策並確保內部合規性。

Precaution

- Establishing a management system to identify, analyze, and address the risks;
- Upgrading and replacing application systems, system software and hardware in a timely manner to phase out outdated andunsupported technologies;
- Assessing system capabilities and implementing appropriate measures and control procedures to mitigate the cybersecurity risks associated with remote access and the risk of unauthorized access and leakage of critical or sensitive data;
- Testing and evaluating the safety of adopting any new technologies by internal and external technical experts.

預防

- 建立管理系統，以識別、分析和處理相關風險；
- 及時升級和更換應用系統、系統軟件和硬件，逐步淘汰過時且不再受支援的技術；
- 評估系統能力，並實施適當措施和控制程序，以降低與遠端存取相關的網絡安全風險，以及關鍵或敏感數據被未經授權訪問和洩露的風險；
- 由內部及外部技術專家測試和評估採用任何新技術的安全性。

Monitoring

- Conducting regular assessments to identify threats and vulnerabilities, and address them efficiently;
- Implementing a clear escalation process to address suspicious IT issues and problems;
- Preparing for Business Continuity Plans and disaster recovery procedures in case of systems failure to minimize the impacts.

監察

- 定期展開評估，以識別威脅和漏洞，並有效處理；
- 實施明確的上報流程，以應對可疑的信息技術問題；
- 為業務持續營運的計劃和災難恢復程序做好準備，當系統一旦故障，亦能將影響降至最低。

Education

- Providing adequate training to all employees and elevating awareness and competence on cybersecurity.

教育

- 為全體員工提供充足培訓，提高其網絡安全意識和能力。

To ensure a secure online environment, we launched a mandatory online training program for all staff in the reporting year, covering essential topics such as phishing attacks, password security, data protection, social engineering, and best practices for secure online behavior. The participants are required to pass the quiz upon completion.

The Group and some of its subsidiaries have received the Cyber Security Staff Awareness Recognition Scheme – Platinum Tier. The scheme, co-organized by The Hong Kong Internet Registration Corporation Limited and ISACA China Hong Kong Chapter, aims to recognize organizations that are aware of the importance and have implemented suitable measures to enhance cybersecurity staff awareness within the organizations.

為確保安全的網絡環境，在報告年度，集團為全體員工推出了一項強制性的線上培訓，內容涵蓋網絡釣魚攻擊、密碼安全、數據保護、社交詐騙以及安全網絡行為的最佳實踐等。參與的員工在完成培訓後均須通過測驗。

集團及部分旗下的企業榮獲「共建員工防火牆嘉許計劃—白金級」。該計劃由香港互聯網註冊管理有限公司和國際信息系統審計協會中國香港分會聯合主辦，表彰重視網絡安全重要性，並採取適當措施提高員工網絡安全意識的機構。

Supply Chain Management

供應鏈管理

In addition to a clearly defined internal governance and management structure, it is also crucial to extend oversight to our suppliers across all business units with our Supplier Code of Conduct, which sets out the standard of ethical conduct that our suppliers (including their subcontractors and agents) should comply with, covering areas such as environmental protection, labor rights and interests, intellectual property rights, and privacy protection. We regularly review and enhance our supplier engagement policies, strategies, compliance monitoring, and performance evaluation. Details of the relevant practices can be found in each chapter.

我們不僅擁有清晰明確的內部管治及管理架構，還通過《供應商行為守則》對各業務單位的供應商進行監管。此守則訂明了供應商（包括其外判商及代理商）須遵守的道德行為準則，涵蓋環境保護、勞工權益、知識產權及私隱保護等範疇。我們會定期檢討及優化與供應商合作的政策、策略、合規監督及表現評估的相關條款。相關的實踐詳見各個章節。

Supplier Prequalification

供應商資格預審

In the initial stage of supplier prequalification, a thorough set of controls is put in place to assess the suitability and reliability of potential suppliers. These controls include basic checks on a supplier's competence, financial stability, technical capability, resource availability, track record, permits, licenses, and certifications. Additionally, we evaluate corporate governance by searching if any recent regulatory and ESG non-compliances, and significant adverse media coverage.

To ensure our evaluations are based on accurate and comprehensive facts, we ask suppliers to provide proof, conduct interviews and site inspections. On top of internal control, we seek external consultant assessment when necessary to minimize blind spots in conducting critical decisions.

在供應商資格預審的階段，我們會實施一套全面的管控措施，以評估潛在供應商的適合度及可靠程度。這些措施包括對供應商的能力、財務穩定性、技術能力、現有資源、往績、許可證、牌照及認證進行基本審查。此外，我們會通過搜索其近期是否存在違反監管規定及環境、社會和管治要求的情況，以及有否重大負面媒體報道，來評估其企業管治情況。

為保證評估基於準確且全面的事實，我們會要求供應商提供證明，進行面談和實地考察。除內部管控外，必要時我們還會尋求外部顧問協助評估，以盡量避免進行關鍵決策時出現盲點。

Risk Management and Control
風險管理與控制

In the second stage, major ESG risks and corresponding controls are identified in the supply chain regarding our diverse business activities covering construction, leasing, customer service, food & beverage, retail, and sea transportation.

在第二階段，針對集團多元化的業務性質，包括建造、租賃、客戶服務、餐飲、零售及海上運輸等，我們識別出供應鏈的主要ESG風險，並實施對應的管控措施 。

Key Risks 主要風險		Controls in Response to the Risks 應對風險的管控措施
Environment **環境**	Pollutions, Resources Sustainability 污染、資源可持續性	• Defining clear environmental objectives and targets • 設定明確的環境目標與指標
Social **社會**	Occupational Health and Safety (OHS), Customer Health and Safety 職業健康與安全、客戶健康與安全	• Personal protective equipment provision • Qualified with international standards - ISO / Hazard Analysis Critical Control Point (HACCP) • 提供個人防護設備 • 符合ISO及食物安全重點控制等國際標準
Governance **管治**	Bribery and Corruption, Cybersecurity, Conflict of Interest, Anti-competition 賄賂與貪污、網絡安全、利益衝突、反競爭行為	• Strict adherence to anti-corruption policy, providing anti-corruption training • Reviewing the cybersecurity level of the services provided by related suppliers • Anti-competition training for staff and clauses being introduced into the contracts • Whistleblowing system in place • 嚴格遵循反貪污政策，提供防止貪腐的培訓 • 審視相關供應商所提供服務的網絡保安程度 • 為員工提供反競爭培訓，並在合約中加入相關條款 • 落實舉報制度

Continuous Performance Review
持續表現評估

Performance monitoring and evaluation are in place to push the continuous improvements of our suppliers. Key performance indicators (KPIs) are tracked to assess timeliness, work quality, and environmental and safety standards. Feedback from on-site employees and end-users is gathered to evaluate satisfaction levels and identify areas for enhancement. Regular audits areconducted to ensure compliance with the Group's standards, with a focus on quality assurance, environmental impact, and labor practices.

In case of any non-compliance, violations or less than satisfactory performance, corrective action plans are issued for suppliers to follow up. In severe or repeated cases, contracts are subject to termination.

我們著重通過監察與評估供應商的表現推動他們的持續進步。我們會追蹤關鍵績效指標，評估供應商在按時交付、工作品質以及環境與安全標準上的表現；同時收集現場員工與最終用戶的反饋，衡量他們的滿意度並發掘改進空間。我們亦會定期進行審計，確保供應商符合集團的規範，並重點關注其在品質保證、環境影響及勞工權益等方面的表現。

若供應商出現不合規、違約或表現不達標的情況，將向供應商發出整改計劃以跟進。對於嚴重或屢犯的情況，我們將與其終止合約。



Environmental Harmony
自然諧和

Ocean Park "Adventure Zone" Development
A Showcase of Integration between Tourism and Sustainability

海洋公園「歷險主題區」發展項目
旅遊與可持續發展的共融

The "Adventure Zone" at Ocean Park Hong Kong is a project awarded to the Group in the reporting year, which is being developed through Shun Tak AJ Hackett Skypark Holdings Limited, a consortium of the Group and a company under the AJ Hackett International group, expecting to open in 2028. Covering approximately 120,000 square meters, it will feature a range of adventure activities, including bungy jumping, ziplines, and alpine coasters. The project revolves around the key concept of Conservation and Education, prioritizing sustainability and environmental awareness. The project integrates various elements to balance entertainment with eco-conscious practices.

集團與 AJ Hackett International 集團旗下公司組成的財團 Shun Tak AJ Hackett Skypark Holdings Limited，成功投得香港海洋公園「歷險主題區」的發展及營運權，預計2028年向公眾開放。園區佔地約12萬平方米，將提供一系列冒險活動設施，包括笨豬跳、飛索及高山滑翔車等。此項目的核心理念圍繞「保育與教育」，優先考量可持續性與環境意識，並通過多種舉措平衡娛樂休閒與生態保育。



Material circularity plays a significant role in this project, and the team is researching on how to prioritize repurposing materials and facilities from retired attractions into new experiences. Material-saving strategies will also be employed during construction to promote resource efficiency within the park. This approach aligns with the Group's commitment to sustainability and environmental stewardship.

Biodiversity conservation lies at the heart of the development of the "Adventure Zone" at Ocean Park. The design ethos focuses on seamlessly blending with the park's natural topography and contours, aiming to minimize disruption to existing habitats and ecosystems. Special care will be taken to avoid extensive and unnecessary tree removal or land clearing during the design phase, particularly along the walking trail, to preserve the integrity of the environment. To foster a deeper connection with nature and wildlife, educational initiatives on nature and biodiversity will be woven into the fabric of the park experience. The project will serve as a platform for integrating conservation and education elements, introducing visitors to local biodiversity along the trail, fostering a greater appreciation for the natural world and its inhabitants.

Moreover, energy-saving initiatives will be a focal point. Newly developed facilities will be designed to increase the utilization of gravity, thus reducing the reliance on electrical power compared to traditional amusement park rides. Besides using energy-efficient LED lighting, solar panels will be integrated into building facilities to harness solar energy and power equipment, reducing the park's carbon footprint. Through these concerted efforts, the development of the "Adventure Zone" at Ocean Park will set a benchmark for sustainable development that harmoniously coexists with nature, enriching the visitors' experience while championing environmental stewardship.

循環利用物料是此重建項目的一大重點。我們團隊正研究如何優先將舊有設施的物料重新應用於新建的體驗項目。與此同時，施工過程將採取節省物料的策略，藉此提升園區的資源利用效率。此舉切實回應了集團對可持續發展及環境管理的堅定承諾。

保護生物多樣性亦是「歷險主題區」發展項目的重點之一。其設計理念強調與園區自然地形及輪廓的無縫融合，最大程度降低對既有生物棲息地及生態環境的干擾。此項目在設計階段竭力避免大規模且不必要的樹木砍伐和土地清理，尤其在步道沿線，力求完整保留環境原貌。為增進遊客與自然及野生動物之間的聯繫，園區還將融入與自然及生物多樣性相關的教育活動。此項目將成為融合保育與教育元素的平台，通過沿途向遊客展示本地的生物多樣性，從而提升公眾對生態環境的認知與珍視。

此外，節能措施也是我們的重點關注領域。不同於依賴電力驅動的傳統遊樂設施，新設施的設計將會更為利用重力運作，從而降低對電力的依賴。此外，新設施將應用節能LED照明，以降低能源消耗。為進一步提升可持續性，太陽能電池板將被納入建築設施，通過利用可再生能源供電，減少主題園區的碳足跡。藉由上述舉措，「歷險主題區」項目將樹立起與自然和諧共生的可持續發展典範，在豐富遊客體驗之際，守護好生態環境。



Environmental Harmony

自然諧和

Demonstrate how a high-quality ecological environment supports high-quality development

展現優質量生態環境支持高質量發展

As a conglomerate operating across diverse sectors, we acknowledge the importance of overseeing and assessing our environmental impacts, such as carbon footprint. In the current year, we have bolstered our ability to withstand climate challenges by pinpointing and ranking significant climate risks. We are dedicated to consistently enhancing the Group's environmental practices and investigating prospects for further progress in all facets of our operations.

Our environmental governance is integrated into our broader sustainability governance framework, from the Sustainability Steering Committee led by the Group Executive Chairman to the Sustainability Taskforce, which is responsible for reviewing environmental targets and advancing key areas, such as operational environmental excellence, climate actions and risk management, as well as stakeholder engagement.

作為一家涉足多個行業的綜合企業，我們深知監督及評估碳足跡等環境影響極為重要。今年，集團通過精準識別並評估重大氣候風險，強化了應對氣候挑戰的能力。我們致力於持續提升集團的環保實踐水平，並積極探索於各業務領域取得進步的可能性。

上至由集團行政主席領導的可持續發展督導委員會，下至可持續發展工作組，從負責審視環境目標，延伸到優化業務營運中的環境表現、氣候行動、風險管理，以及推動持份者參與等關鍵領域的工作，我們已將環境管治融入更為廣泛的可持續發展管治架構之中。

Climate-related Metrics and Targets

氣候相關指標和目標

We have also established clear targets for key environmental performance areas across our businesses, including carbon emissions, energy, waste, and water, while continuously monitoring progress to achieve these goals in balance with business benefits. As of the reporting year, we have exceeded our previously set 2030 targets. Therefore, we plan to review them to align better with our ambitions and address material performance areas. The data on our greenhouse gas emissions, material usage, and energy consumption during the reporting year can be found in the "Performance Data Summary "chapter.

我們針對各業務的關鍵環境績效領域制定了清晰的目標，範圍涵蓋碳排放、能源、廢棄物及水資源等方面。與此同時，我們持續監察達成這些目標的進度，力求在實現目標的同時兼顧營收。截至本報告年度，我們已超越先前設定的2030年目標。有見及此，我們將重新審視並更新環境目標，使其與我們的願景更加契合，並能有效應對關鍵領域所面臨的挑戰。我們於報告年度期間的溫室氣體排放量、物料使用量以及能源消耗量等數據，可於「表現數據摘要」一章中查閱。



The Group is committed to tackling climate change and fostering a sustainable built environment. To achieve these goals, we have implemented various measures on the excellence of the key environmental topics.

集團致力於應對氣候變化及推動建築環境的可持續發展。為此，我們針對關鍵的環境議題，推行了一系列卓有成效的措施。

Discover our Efforts on Driving Key Environmental Topics
了解我們在推動環境相關重要議題上的努力

Topic 議題				
Climate Change 氣候變化	Biodiversity 生物多樣性	Materials for Construction and Operations 建築和營運物料	Sustainable Buildings 可持續建築	Energy Consumption 能源消耗

Assessing our Climate Risks and Opportunities 評估我們的氣候風險和機遇
Trailblazing Path of Green Building 開拓綠色建築之路
Environmental Friendly Initiatives in Operations 營運中的環保舉措
Nature Awareness in Operations 營運中關顧自然環境
Environmental Prudence 慎待環保
Stakeholder Engagement 持份者參與

Accessing our Climate Risks and Opportunities

評估我們的氣候風險和機遇

Climate-related Strategy and Risk Management

氣候相關策略與風險管理

During the reporting period, we re-evaluated our property portfolio and conducted a comprehensive, portfolio-level analysis of physical and transition climate risks and opportunities, supported by third-party consultants. This dual-focus approach addresses both the physical resilience of our assets and the evolving regulatory, market, and technological landscapes. The assessment provided a robust, objective, and data-driven foundation, enabling us to strengthen strategic planning, improve operational resilience, and deliver long-term value creation for stakeholders in a rapidly evolving environment.

As our first-ever comprehensive climate risks and opportunities-related financial impacts assessment, we chose to conduct the exercise in a practical way, from defining time horizons, selecting scenarios, setting the analysis boundaries, designing the methodology, to collecting and processing data. The system setup serves as the foundation for facilitating our regular reviews and updates in response to internal and external changes, covering climate patterns, market preferences, policies, and our business direction.

報告期內，集團在第三方顧問的協助下，對物理及轉型氣候風險與機遇對於業務的影響進行了全面的分析。透過雙重聚焦的分析，一方面有助提升集團物業資產在物理層面的抗風險能力，另一方面能有助回應不斷變化的監管政策、市場動態以及技術發展趨勢。該評估提供了一個穩健可靠、客觀且基於數據的分析基礎，使集團得以在瞬息萬變的市場環境中，強化戰略規劃，提升營運韌性，為持份者創造長期價值。

集團在首次開展的全面性氣候風險與機遇相關的財務影響評估中，採用了務實且有系統性的分析方法，具體包括了以下關鍵步驟：明確時間跨度，篩選適用情境，劃定分析邊界，設計評估方法，以及數據收集與處理等。該評估體系為我們後續根據業務方向、氣候狀況、市場需求以及政策導向等內外因素的變化進行定期結果審視與更新，奠定了堅實的基礎。

Physical Risk Assessment

物理風險評估

The assessment evaluated the Group's hotels[4], investment properties[5] and maritime infrastructures in Hong Kong, Macau, Zhuhai, Shanghai, Beijing, and Singapore. It analyzed acute risks (e.g., flooding, typhoons, landslides) and chronic risks (e.g., water stress, heat stress), using IPCC AR6-recommended "Shared Socioeconomic Pathways" ("SSP") and "Representative Concentration Pathways" ("RCP") under SSP2-RCP4.5 and SSP3-RCP7.0 scenarios. Risk levels and financial impacts were assessed across three time horizons — 2030 (near-term), 2050 (mid-term), and 2080 (long-term) — to guide adaptive strategies. The near-term focus in 2030 was on immediate mitigation, the mid-term focus in 2050 aligned with net-zero targets and policy shifts, and the long-term focus in 2080 addressed long-term climate severity and adaptation planning. The Group assessed risk levels across time horizon and scenarios by evaluating exposure risk (tools used for reference including Climate Central's Coastal Risk Screening Tool, Aqueduct Floods, WWF's Water Risk Filter, and the IPCC WGI Interactive Atlas) and vulnerability risk (through scoring property mitigation measures).

是次評估範圍涵蓋集團位於香港、澳門、珠海、上海、北京及新加坡的酒店[4]、投資物業[5]以及海運基礎設施。評估過程採用政府間氣候變化專門委員會第六次評估報告所推薦的「共享社會經濟路徑」(「SSP」)及「代表性濃度路徑」(「RCP」），並在 SSP2-RCP4.5 以及 SSP3-RCP 7.0 兩種情境下，對急性風險（如水浸、颱風、山泥傾瀉）和慢性風險(如水資源壓力、高溫壓力) 展開分析。集團分別在 2030 年(短期）、2050 年(中期）和 2080 年(長期）三個時間節點上，對風險水平和財務影響進行量化評估，並據此為制定適應性策略提供依據。其中，我們於 2030 年短期重點關注即時性風險緩解措施；2050年中期重點圍繞淨零排放目標以及政策調整方向進行戰略布局；2080年長期則著重應對長期氣候惡化趨勢以及制定適應性計劃。集團使用 Climate Central 沿海風險篩選工具、Aqueduct Floods洪水風險評估工具、世界自然基金會的水資源風險篩查工具以及IPCC第一工作組區域資訊互動查詢平台等專業工具，評估物業資產的暴露性風險，並通過對物業風險緩解措施進行量化評分，評估其脆弱性風險，進而全面評估不同時間跨度和情境下的風險水平。

Our Approach

評估方法

Time Horizons 時間跨度：2030 – 2050 – 2080

Scenario 情境	Simulation 模擬
SSP2-RCP4.5 「中間道路」情境	A "middle-of-the-road" scenario with moderate economic growth, technological progress, and partial climate policies. Emissions peak around 2040, leading to an around 2°C temperature rise by 2100. It balances economic growth with gradual renewable energy adoption, reflecting manageable climate risks. 經濟適度增長、技術有所進步，且落實了部分氣候政策。溫室氣體排放量於2040年左右達到峰值，到2100年導致氣溫上升約2°C。此情境在經濟增長與逐步採用可再生能源之間取得平衡，反映了可控的氣候風險。
SSP3-RCP7.0 「碎片化世界」情境	A fragmented world with slow growth, low cooperation, and high inequality. Emissions rise continuously, causing a 3.5 – 4.0°C temperature rise by 2100. Limited climate action and heavy fossil fuel reliance result in severe climate risks, requiring extensive adaptation to address extreme weather and resource stress. 經濟增長緩慢、各方合作程度低且不平等程度高。溫室氣體排放量持續上升，到2100年導致氣溫上升3.5至4°C。有限的氣候行動以及對化石燃料嚴重依賴，導致了嚴峻的氣候風險，需要採取大量適應措施應對極端天氣和資源壓力。

Exposure Risk[6] 暴露性風險[6] X Vulnerability Risk[7] 脆弱性風險[7] = Net Risk 淨風險 – Financial Impact Projection 財務影響預測

4 The hotels include Artyzen Habitat Dongzhimen Beijing, Artyzen Habitat Hengqin Zhuhai, Artyzen Habitat Hongqiao Shanghai, Artyzen NEW BUND 31, Artyzen Singapore, Grand Coloane Resort, Mandarin Oriental, Macau, Hong Kong SkyCity Marriott Hotel and YaTi by Artyzen Hongqiao Shanghai.
這些酒店包括北京東直門雅辰悅居酒店、珠海橫琴雅辰悅居酒店、上海虹橋雅辰悅居酒店、上海前灘31雅辰酒店、新加坡雅辰酒店、鷺環海天度假酒店、澳門文華東方酒店、香港天際萬豪酒店及上海虹橋雅辰雅緹酒店。

5 The investment properties include 111 Somerset, Chatham Place, Hengqin Integrated Development, liberté place, NOVA Mall, Shun Tak Centre, Shun Tak House, Shun Tak Tower Beijing, and The Westwood.
投資物業包括索美塞路 111 號、昇御商場、橫琴綜合發展項目、昇悅商場、星皓廣場、信德中心、信德堡、信德京滙中心及西寶城。

6 The possibility that a property directly faces external climate disasters due to its location or environmental conditions.
物業因位置或環境條件直接面臨外部氣候災害的可能性。

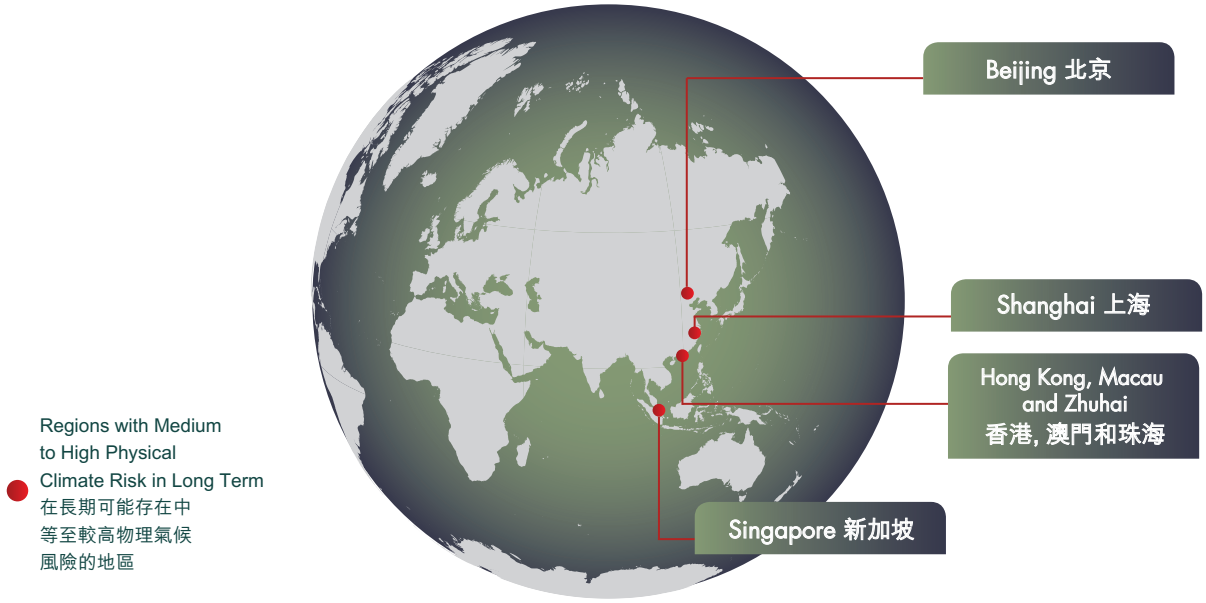
7 The inherent attribute that the property's own disaster resistance ability is low due to structural defects, aging facilities or insufficient management mechanisms.
物業自身因結構缺陷、設施老化或管理機制不足導致抗災能力較低的內在屬性。

At the Group level, the four acute risks — coastal flooding, riverine flooding, typhoons and landslides — are projected to remain at very low or low risk levels in the near-term (2030) and mid-term (2050). In the long-term (2080), typhoons are expected to escalate to a medium risk level, while the other acute risks remain low.

For chronic risks, water stress maintains a low risk level across all scenarios and time horizons. In contrast, heat stress shows a rising trend, with risk levels increasing over time and under more severe climate scenarios. This escalation highlights the growing impact of global warming and underscores the urgent need for proactive measures to mitigate heat stress impacts and enhance resilience across our portfolio. Based on the results of climate scenario analysis, the Group has prioritized heat stress as a key physical risk to address and manage.

在集團層面，四種急性風險（即沿海洪水、河道氾濫、颱風及山泥傾瀉）預計在短期（2030年）及中期（2050年）仍處於極低或低風險水平。長期而言（2080年），颱風預計將升至中等風險水平，而其他急性風險則仍維持在低風險水平。

至於慢性風險，水資源壓力在所有情境及時間跨度內均維持在低風險水平。相比之下，高溫壓力的風險水平隨時間推移以及氣候情境的升級呈上升趨勢。風險等級的提升反映了全球暖化日益加劇的影響，亦讓我們清楚認識到，當下迫切需要採取積極有效的應對措施，以減輕升溫壓力帶來的負面影響，全方位增強我們整個投資組合應對氣候變化的適應能力。



Potential Financial Impacts
潛在財務影響

To understand the financial impacts from material climate risks — typhoons, and heat stress, we conducted further assessments, analyzing historical climate-related losses and cooling energy costs to project the development of financial impacts along with the severity of climate changes compared to current situation as the baseline.

Contributing by the resilience of our assets to typhoons and heat stress, the impacts are considered as non-material across the time horizons from 2030 to 2080 under the selected scenarios. The financial impacts caused by typhoons remain around a million HKD. While the financial impacts caused by heat stress are projected as below:

為了解重大氣候風險（颱風及升溫壓力）所帶來的財務影響，我們作了進一步評估，通過分析過往與氣候相關的財務損失及冷卻所需能源成本，並以當前情況為基線，預測財務影響在氣候風險不同嚴重程度下的變化。

鑒於集團旗下物業資產針對颱風及升溫壓力已實施了一系列有效的應對措施，在既定情境下，從2030年至2080年各個時間跨度內，這些影響均被視為非重大影響。颱風造成的財務影響將維持在約為一百萬港元的水平。而升溫壓力所導致的財務影響具體如下所示：

Total Energy Consumption Expenditure Increment due to Heat Stress
升溫壓力導致的總能源消耗支出增量

	2030*	2050	2080
SSP2-RCP4.5	+ 7 %	+ 13 %	+ 21 %
SSP3-RCP7.0	+ 6 %	+ 13 %	+ 28 %

Proactive Response to Physical Climate Risks

針對物理氣候風險的積極應對措施

To mitigate the potential impacts of climate change in our properties, we conducted a thorough review of existing measures, gaining a clearer understanding of asset resilience and identifying key areas for improvement.

To address typhoon risks, properties in coastal cities are equipped with impact-resistant windows and reinforced building envelopes to strengthen structural integrity. These measures are further supported by regular inspections, secure equipment installations, and comprehensive staff training on emergency protocols, ensuring enhanced resilience.

For the rising risk of heat stress, the advanced green building standards guide the energy efficiency of our new building designs. For our existing buildings, the teams across our properties and hotels strive to improve the efficiency of air conditioning through diverse measures in operational changes, system enhancements, and facility upgrades. Details of our effort in the reporting period are covered in the Energy Sustainability section within the same chapter. Moving forward, more initiatives are in the pipeline, including the application of smarter Building Management System (BMS).

為減輕氣候變化可能會對集團物業造成的影響，我們全面檢視了現行措施，更清晰地掌握了物業資產的應對能力，並確定了需要改進的關鍵範疇。

為應對颱風風險，位於沿海城市的物業全面配備具備高抗衝擊性能的窗戶，並對建築外圍結構進行加固處理，以增強建築整體結構的穩定性。同時，我們建立定期檢查機制，確保裝置穩固，展開全面的員工應急程序培訓，全方位提升物業的應對能力。

面對日益嚴峻的升溫壓力，集團採用先進的綠色建築標準，規範新建築設計的能源效益指標。針對現有建築，我們的物業及酒店團隊透過改善營運、升級系統和更新設備等多項措施，全力提升空調系統的運行效率。報告期內的相關工作詳情，可參閱本章之「可持續能源使用」的部分。展望未來，集團正在積極籌備一系列舉措，其中包括應用更智能的物業管理系統。

Our comprehensive resilience measures against heat stress:
針對升溫壓力的綜合應對措施:

- ✓ Using heat-resistant materials
- ✓ Using light colored materials
- ✓ Using reflective coatings
- ✓ Minimizing solar heat gain by designing building orientation
- ✓ Installing energy generation systems to mitigate the increasing cooling demand
- ✓ Using double-skin/triple-skin façade
- ✓ Providing shade structures
- ✓ Implementing window shading
- ✓ Splitting cooling loads
- ✓ Installing Energy Recovery Ventilators (ERV)
- ✓ Implementing adaptive ventilation based on occupancy
- ✓ Implementing passive ventilation design

- ✓ 使用耐熱物料
- ✓ 使用淺色物料
- ✓ 使用反光塗層
- ✓ 透過設計建築朝向盡量降低太陽熱增益
- ✓ 安裝可再生能源系統以應對不斷增長的製冷需求
- ✓ 採用雙層/三層立面
- ✓ 提供遮陽結構
- ✓ 安裝窗簾遮陽
- ✓ 分流冷卻負荷
- ✓ 安裝能量回收通風機
- ✓ 依據使用人數實施自適應通風
- ✓ 採用被動式通風設計

* Due to differences in regional socioeconomic development pathways and their impact on GHG emission trends in the short-term, SSP2-RCP4.5 may exhibit slightly higher levels of warming in certain regions compared to SSP3-RCP7.0. However, the results remain valuable for reference.
由於各地社會經濟發展路徑的差異，以及其對溫室氣體排放趨勢在短期內的影響，SSP2-RCP4.5 在某些地區的升溫幅度有可能略高於 SSP3-RCP7.0，但此結果仍具參考價值。

Case Study 案例研究

NEW BUND 31 – A Climate-Resilient Development in the Heart of Shanghai

前灘31 – 位於上海市中心的氣候韌性發展項目

NEW BUND 31, situated in Shanghai's Qiantan district, is a flagship mixed-use development featuring office spaces, a performing arts center, a hotel, and retail facilities. We have incorporated various green building features into the project's design, enabling it to earn the LEED Gold Certification and the highest 3-star rating under the China Green Building Design Label Scheme. This case study showcases the climate resilience measures integrated into its design and construction phases, addressing climate challenges such as heat stress, flooding, water scarcity, and energy efficiency.

In response to global warming and urban heat stress, the project has employed advanced thermal comfort simulations, such as Computational Fluid Dynamics (CFD), to optimize energy efficiency in key areas such as the theater. Reflective materials and extensive greenery were also adopted to reduce heat absorption. Meanwhile, green technologies such as Building Automation Systems (BAS) and Thermal Energy Storage (TES) for air conditioning systems were implemented to minimize energy consumption, thereby reducing carbon emissions.

前灘31位於上海前灘地區，是一個旗艦級的綜合發展項目，集合辦公大樓、演藝中心、酒店及零售設施。項目設計中融入了多種綠色建築元素，使其獲得能源與環境設計先鋒評級金級認證以及中國綠色建築設計標識的三星級最高評級。本案例研究將會展示其在設計和施工階段所採取的氣候適應措施，以應對升溫壓力、水浸、水資源壓力和能源效率等氣候挑戰。

為應對全球暖化和城市高溫壓力，該項目採用了先進的熱舒適模擬技術，如計算流體力學，以優化劇院等關鍵區域的能源效率。同時，還採用了反光物料及大量綠化，以減少熱力的吸收。此外，項目還應用了物業自動化系統和空調系統的蓄熱技術等多種綠色技術，以最大程度地降低能源消耗並減少碳排放。



To address flood risks from extreme rainfall and rising sea levels, over 50% of the site incorporates permeable paving, which reduces surface runoff and mitigates flooding; while its roof garden and vegetated structures enhance water retention and improve aesthetic value; and critical building entrances and structures are elevated above projected flood levels, ensuring resilience during floods.

Water scarcity is addressed through a comprehensive management system comprising water-saving faucets and pipe network leakage prevention measures, such as water shutoff valves, which significantly reduce water wastage. The rainwater harvesting system is integrated with a smart irrigation system, covering 100% of the total green area. This efficient integration significantly reduces reliance on freshwater resources.

Efficient use of energy and materials is a key focus in the design, with an advanced monitoring system optimizing HVAC, lighting, and water supply systems. The solar water heating system supplements hot water supply, reducing reliance on conventional energy sources and lowers the project's carbon footprint. Sustainable construction practices have been adopted, including the use of prefabricated components, highly durable materials, and pre-cast concrete. This aims to enhance efficiency, reduce material wastage and lower air pollution during material mixing on-site.

NEW BUND 31 exemplifies the integration of climate-resilient design and technology into urban spaces. By skillfully balancing environmental responsibilities with business appeal, this urban development project showcases the potential for a triple win — effectively addressing climate challenges without compromising functionality or aesthetics.

為有效應對極端降雨及海平面上升所導致的水浸風險，項目超過50%的區域採用了高透水性的地面鋪裝材料，顯著減少地表徑流並降低水浸風險。項目的屋頂花園以及植被結構不僅增強了場地的保水能力，還提升了景觀美感。項目內的重要建築入口及結構，均被提升至預測的洪水水位之上，以確保項目在洪水期間具有足夠的應對能力。

針對水資源短缺問題，項目構建了一套由節水型水龍頭以及防止管網泄漏系列措施（如安裝智能關斷閥）所組成的綜合管理系統，大幅減少了水資源的浪費。雨水收集系統與智能灌溉系統的深度融合，實現了對項目內100%綠化總面積的高效灌溉覆蓋。這種高效的整合模式顯著降低了項目對淡水資源的依賴。

能源和物料的高效利用是項目設計的重點。我們引入先進的智能監測系統，對暖通空調系統、照明及供水系統進行優化。項目配備太陽能熱水系統供應部分熱水，有效降低對傳統能源的依賴，進而降低了項目碳足跡。項目採用了綠色施工方法，包括使用預製組件、耐用物料和預制混凝土，提升施工效率的同時有效降低現場物料混合過程中的空氣污染。

前灘31充分展現了將氣候韌性設計理念與先進技術融入城市空間的創新實踐。項目巧妙地在履行環保責任與提升商業吸引力之間取得平衡，不僅實現了功能與美觀的有機結合，還在有效應對各類氣候挑戰方面展現出巨大潛力，達成了功能、美觀與氣候韌性的三贏局面。



Transition Risk and Opportunity Assessment

轉型風險及機遇評估

In the reporting period, we enhanced our analysis of transition risks and opportunities using the NGFS (Network for Greening the Financial System) Scenarios. These scenarios, developed by central banks and financial supervisors, are designed to assess the impacts of climate change under various pathways. We selected the Current Policies Scenario and the Delayed Transition Scenario (see table below) to evaluate impacts on operations, costs, asset values, and market positioning. Through research and internal discussions, we conducted a comprehensive analysis to quantify the financial impact of each risk and opportunity. In our analysis, we focused on 2030 as the near-term horizon and 2035 as the mid-term horizon, as policy changes over the long term are subject to significant uncertainty, making near- and mid-term assessments more practical and insightful.

於報告期內，為評估不同路徑下的氣候變化影響，我們採用由中央銀行及金融監管機構制定的「綠色金融系統網絡」情境，深化了對轉型風險及機遇的分析。我們選取「當前政策」及「延遲轉型情境」（詳見下表），就業務營運、成本、資產價值以及市場定位可能受到的影響展開評估。經由研究和內部討論，我們全面剖析各項風險及機遇，並量化其財務影響。在分析時，我們將2030年設定為短期評估時間節點，2035年設定為中期評估時間節點。鑒於長期政策變化存在較大不確定性，短期及中期評估更具實際意義。

Our Approach

評估方法

Time Horizons 時間跨度 : 2030 – 2035

Scenario 情境	Simulation 模擬
NGFS Current Policies Scenario 綠色金融系統網絡的當前政策情境	Existing policies lead to rising emissions until 2080, causing approximately 3°C global warming and severe risks like sea level rise. This "hot house world" could disrupt economic and financial systems through infrastructure and supply chain challenges. 現有的政策會導致排放量持續上升至2080年，這將引致全球升溫約3°C，並帶來如海平面上升等嚴峻風險。這種「溫室世界」的情況可能會通過基礎設施及供應鏈方面的挑戰，對經濟和金融系統產生不良影響。
NGFS Delayed Transition Scenario 綠色金融系統網絡的延遲轉型情境	Climate action is delayed until after 2030, followed by rapid measures to limit warming to below 2°C. Short-term higher emissions and physical risks (e.g., extreme weather) persist, while delayed action risks stranded assets, economic disruptions, and financial instability due to abrupt policy and technological shifts. 氣候行動延遲至2030年後實施，升溫幅度控制在2°C以內。在此期間，短期內高排放量及物理風險（如極端天氣等問題）依然存在。而延遲行動可導致資產擱淺、經濟中斷，以及因政策與技術劇變所引發的金融不穩定。



Transitional Risk and Opportunity Hotspot Identification

轉型風險及機遇熱點識別

We analyzed transition risks, opportunities, and their potential impacts across four dimensions — reputation, market, policy and legal, and technology — focusing on our core sectors: property, hospitality and transportation. This assessment identified risks and opportunities influencing our operations and strategic positioning in a transitioning economy. A total of 29 risks and opportunities and their financial impacts related to the risk and opportunity drivers below have been assessed.

我們從聲譽、市場、政策和法律以及科技四個角度分析了轉型風險、機遇及其潛在影響，重點聚焦於我們的核心行業，包括地產、酒店以及運輸。此項評估識別出了在轉型經濟體中，影響我們業務營運及戰略定位的風險及機遇。我們共評估了29項與以下驅動因素相關的風險及機遇，以及它們的財務影響。

Pillar 類別	Driver 驅動因素	Description 描述
Reputation 聲譽	**Scrutiny on sustainable performance** 可持續表現受到審查	Heightened concern and scrutiny on sustainable performance and management from the public and investors. 公眾及投資者對可持續表現及管理的關注和審查日益嚴格。
Market 市場	**Consumer preference** 消費者偏好	Increasing consumer expectations, preferences or demand for sustainable products, such as green and sustainable properties. 消費者對可持續產品（如綠色及可持續物業）的期望、偏好或需求不斷提高。
	Sustainable finance 可持續金融	Rising popularity and growth of environmental performance-linked and sustainable finance to align with national decarbonization strategies. 為配合國家脱碳戰略，與環境表現掛勾的可持續金融日益普及且不斷發展。
	Carbon trading 碳交易	Launching voluntary greenhouse gas emission reduction trading markets in the operating regions for companies to comply with their emission reduction obligations. 經營地區推出自願性溫室氣體減排交易市場，以便企業履行其減排義務。
	Low-carbon construction materials 低碳建築材料	Restricted availability of low-carbon building materials due to an increasing number of developers striving to reduce embodied carbon in construction. 越來越多的發展商致力於降低建築中的隱含碳，而低碳建築物料的供應有限。
Policy and Legal 政策與法律	**Tightening green building codes** 越趨嚴格的綠色建築規範	Tightening laws, policies, regulations, and standards on green building codes and building energy efficiency. 有關綠色建築規範和建築能源效率的越趨嚴格的法律、政策、法規及標準。
	Incentives for renewable energy expansion 可再生能源擴張的激勵措施	Increased government incentives on renewable energy projects: such as tax incentives for property developers who incorporate renewable energy systems into their projects. 政府對可再生能源項目提供更多激勵措施，如為將可再生能源系統納入項目的物業發展商提供税務優惠。
Technology 科技	**Climate data software** 氣候數據軟件	Growing adoption of advanced software or platforms for efficient management and analysis of climate data. 先進的軟件或平台越來越多地被用於高效管理和分析氣候數據。
	Low carbon and energy saving technologies 低碳節能技術	Emergence of advanced solutions in PropTech, low-carbon and energy saving technologies in the construction industry. 在建築行業中，出現突破的房地產科技、低碳及節能技術解決方案。

In the assessment portfolio level as a whole, the financial impacts of the risks and opportunities across the time horizons of 2030 and 2035 and the selected scenarios tend to be "Negligible" and "Minor" in severity levels. This assessment revealed the resilience of the assessed business portfolio against the transition to a low carbon economy.

In terms of business sectors, the exercise provided fresh insights to the corresponding members in order to identify where the potential hotspots are. The following lists the key transition risks and opportunities that different business sectors have prioritized to address and manage.

從投資組合層面整體而言，在2030與2035年以及各個既定情境下，各項風險及機遇的財務影響大多屬於「微乎其微」及「輕微」級別。此項評估展現出被評估的投資組合在向低碳經濟轉型過程中的抗風險能力。

是次分析工作為不同業務板塊的相關成員提供了全新見解，有助於其識別潛在的熱點領域。下列為各業務板塊優先處理與管理的主要轉型風險及機遇。



Property

地產

Drivers 驅動因素	Potential Impacts 潛在影響	Current Policies Scenario 當前政策情景 2030	Current Policies Scenario 當前政策情景 2035	Delayed Transition Scenario 延遲轉型情境 2030	Delayed Transition Scenario 延遲轉型情境 2035
Consumer preference 消費者偏好	Increase costs to outperform peers to remain competitive for higher rental rates and valuations. 為在租金及估值方面保持競爭力以超越同業，而增加成本。				
	Increase revenue from capturing consumer's increasing preferences on sustainable products and services. 因迎合了消費者對可持續產品及服務日益增長的偏好，收入增加。				
Tightening green building codes 越趨嚴格的綠色建築規範	Increase costs to upgrade assets to green buildings or with energy-saving equipment. 因將物業資產升級為綠色建築或配備節能設備，而增加成本。				
Low-carbon construction materials 低碳建築材料	Increase costs in procuring construction materials for new development projects due to limited supply. 由於建築物料供應有限，新發展項目的採購成本增加。				

Our Response

To stay ahead of the market, we keep pursuing the golden standards set by national and international green building certifications to guide our Green Brick Road initiative; and balancing investment in energy-efficient upgrades with optimal return on investment.

We consider adopting Modular Integrated Construction (MiC) from building design stage whilst striking a balance between customer preference and sustainability, as MiC lowers the costs of transporting materials to the construction site individually, offsetting the price increment caused by the increasing market demands on the materials.

We will amplify our advocacy for shaping a green community and ecosystem as a place transformer to attract the partners sharing the same vision.

我們的回應

為保持市場領先地位，我們持續追求國家和國際綠色建築認證所設定的黃金標準，以指引我們的綠磚路舉措；並於投資層面在節能升級與回報之間尋求平衡。

我們考慮從設計階段採用組裝合成建築法，以兼顧客戶偏好與可持續發展，因其能降低物料運送成本，從而抵銷低碳建築物料市場需求增長帶來的價格上漲。

我們將加強對創建綠色社區與生態系統的倡導，以吸引志同道合的合作夥伴，共同籌謀轉型。

Hospitality

酒店

Drivers 驅動因素	Potential Impacts 潛在影響	Current Policies Scenario 當前政策情景 2030	Current Policies Scenario 當前政策情景 2035	Delayed Transition Scenario 延遲轉型情境 2030	Delayed Transition Scenario 延遲轉型情境 2035
Consumer preference 消費者偏好	Increase revenue from capturing consumers' increasing preferences on sustainable products and services 因迎合消費者對可持續產品及服務日益增長的偏好，收入增加。				

Our Response

Artyzen Hospitality Group is having a pilot hotel to target on obtaining LEED GOLD (under O&M) in 2025, aiming at attracting more high-yielding customers and enterprises that prefer to stay at eco-friendly hotels.

我們的回應

雅辰酒店集團將於2025年以能源與環境設計先鋒評級金級(營運及維護)為目標打造試點酒店，旨在吸引更多傾向入住環保酒店的高淨值客戶及企業。

Transportation

運輸

Drivers 驅動因素	Potential Impacts 潛在影響	Current Policies Scenario 當前政策情景 2030	Current Policies Scenario 當前政策情景 2035	Delayed Transition Scenario 延遲轉型情境 2030	Delayed Transition Scenario 延遲轉型情境 2035
Consumer preference 消費者偏好	Increase costs to adopt climate resilience mitigation measures. 因採取氣候適應性緩解措施，成本增加。				
	Decrease expenditure due to the installation of green and energy-saving equipment. 由於安裝綠色及節能設備，支出減少。				
Carbon trading 碳交易	Increase costs in purchasing carbon credits from verified offset projects from the voluntary trading market. 因從自願交易平台上購買經核證的碳排放抵消項目的碳信用額，成本增加。				

Our Response

We are exploring the feasibility in using modern renewable energy and enforcing fuel-saving measures to reduce emissions and operational expenses.

我們的回應

我們正在探索使用現代可再生能源的可行性，並推行節能措施，以降低排放及營運費用。

Influencing Value Chain

將影響力擴大至價值鏈

Beyond mere compliance, we are committed to creating shared value by integrating environmental considerations with business necessities. To achieve this, we strive to develop meaningful approaches to assess the Scope 3 emission hotspots in our key businesses and operations. For instance, business travel emissions (Category 6 under Scope 3) have been identified as a significant hotspot for our Corporate Offices. During the reporting period, we revised our Business Travel Policy to restrict the maximum cabin class permitted. This policy adjustment not only effectively reduces the Group's carbon footprint but also delivers additional cost savings.

集團不僅止於合規，更致力將環境因素融入業務需求，創造共享價值。為此，我們竭力制定有效的方式，評估主要業務及營運中的範圍三排放熱點。例如，商務旅行排放（範圍三下的類別六）已被視為集團總部的重要排放熱點。在報告期內，我們修訂了《商務旅行政策》，限制可乘坐的最高艙位等級。此政策調整不但有效降低集團的碳足跡，還額外節省了成本。

Trailblazing Path of Green Building

開拓綠色建築之路

The Group is committed to sustainable development and environmental stewardship, striving to develop buildings with minimal ecological footprints while better meeting customers' expectations and preferences. As part of this commitment, the Group has pursued green building certifications for numerous projects. The following table showcases the Group's portfolio of certified green buildings, highlighting our ongoing efforts to contribute to sustainable cities.

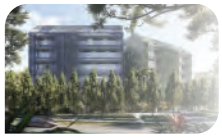
Our existing buildings are paced to adhere transformation through pursing recognizable green building certifications. Following One Central Macau and Kunming South HSR Integrated Development, which achieved the precertification from WELL in the reporting year, Artyzen Singapore and Artyzen Grand Lapa Macau are targeting the BCA Green Mark Certification Gold Plus Certificate and LEED O&M (Operations and Maintenance) Gold Certificate respectively.

集團積極推動可持續發展與環境管理，在滿足客戶期望與偏好的同時，致力打造對生態環境影響較低的建築。集團已為多個項目爭取綠色建築認證以實踐此承諾。下頁列舉了集團獲認證的綠色建築項目，展現我們在創建可持續城市方面所付出的努力。

我們正逐步為現有的建築項目申請具認受性的綠色建築認證以推動轉型。在本報告年度，繼澳門壹號廣場及昆明南高鐵綜合開發項目獲得 WELL 建築標準™的預認證外，新加坡雅辰酒店及澳門雅辰酒店正朝新加坡建設局綠色建築標章超金獎和能源與環境設計先鋒評級 (營運及維護) 金級認證的目標進發。



The Group has released a publication titled "Bespoke Inclusivity", showcasing the company's sustainability advancements along its "Green Brick Road" by integrating sustainable concepts and green features into its expanding portfolio. This publication, a fusion of the Group's vision and values, serves as a platform to exhibit the endurable initiatives undertaken by the growing portfolio, aiming to inspire a collective passion for a brighter future. Whether through the development of new properties, the careful refurbishment of existing ones, or the strategic rejuvenation of assets, each project stands as a testament to the Group's steadfast commitment to sustainability.

Property 物業	Green Building Certificates Achieved 綠色建築認證
CHINA 中國	
 NEW BUND 31, Shanghai 上海前灘 31	• LEED Gold Certificate 能源與環境設計先鋒評級 (LEED) 金級認證 • 3-star, the highest rating, under the China Green Building Design Label 中國綠色建築設計標識的三星級 (最高等級)
 Hengqin Integrated Development 橫琴綜合發展項目	• 3-star, the highest rating, under the China Green Building Design Label 中國綠色建築設計標識的三星級 (最高等級)
 Shanghai Suhe Bay Area Mixed-use Development 上海蘇河灣綜合發展項目	• LEED Platinum Precertification (Suhe Centre) 能源與環境設計先鋒評級 (LEED) 鉑金級預認證 (蘇河灣中心) • 2-star under the China Green Building Design Label 中國綠色建築設計標識的二星級
 Tianjin South HSR Integrated Development 天津南高鐵站綜合發展項目	• 2-star under the China Green Building Design Label 中國綠色建築設計標識的二星級 • WELL Precertification under the WELL Building Standard™ WELL建築標準™的WELL預認證
 Beijing Tongzhou Integrated Development 北京通州綜合發展項目	• LEED Gold Precertification (Plot 14-1 & 14-2) 能源與環境設計先鋒評級 (LEED) 金級預認證 (14-1和14-2地塊)
 One Central Macau 澳門壹號廣場	• WELL Core V.2 Platinum Pre-certification under the WELL Building Standard™ WELL建築標準™ 的 Core V.2 鉑金級預認證
 Kunming South HSR Integrated Development 昆明南高鐵綜合發展項目	• WELL Precertification under the WELL Building Standard™ (Plot A2 Block 5, 7, 8) WELL 建築標準™的 WELL 預認證 (A2地塊 5、7、8座)
SINGAPORE 新加坡	
 Park Nova 柏皓	• BCA Green Mark GoldPlus Certificate 建設局綠色建築標章超金獎
 Les Maisons Nassim 蘭心居	• BCA Green Mark Certificate 建設局綠色建築標章

匠心圓融
Bespoke Inclusivity

集團出版了《匠心· 圓融》，書中展示了我們在可持續發展方面的進展，以及如何在「綠磚路」上將可持續及綠色理念融入不斷拓展的業務版圖中。該書凝聚集團的願景與價值觀，作為展示我們旗下多個項目所推行之可持續措施的平台，激發大家對美好未來的共同憧憬。不論是開拓新的發展項目、優化現有物業，或是為資產增值，每個項目都印證著集團對可持續發展的堅定承諾。

Environmental Friendly Initiatives in Operations

營運中的環保舉措

We acknowledge the critical importance of efficient resource usage in mitigating the impacts of climate change. Therefore we actively promote the efficient use of natural resources and energy across both our new development projects and existing operations. By prioritizing energy and water conservation measures, we can contribute significantly to reducing our environmental footprint. Building upon proven results from past energy-saving and water-saving projects, we have formulated strategic plans to further optimize resource consumption.

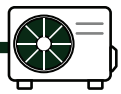
集團重視有效利用資源，減輕氣候變化的影響。因此，我們積極推動在新開發及正在營運的項目中高效利用自然資源與能源。把節能、節水措施列為優先考量，將有助於我們降低環境足跡。奠基於以往節能、節水項目的成果，我們已制定進一步優化資源使用的計劃。

Energy Sustainability

可持續能源使用

In 2024, the Group made significant progress in enhancing sustainability and energy efficiency across multiple properties and initiatives. From improving air circulation and cooling systems to adopting advanced energy-efficient technologies, we have actively pursued measures to reduce our carbon footprint and promote a greener future.

集團於2024年積極落實多項措施，從改善空氣流通、優化冷卻系統著手，並採用先進的節能技術，全方位提升旗下物業的可持續發展水平與能源使用效率，進而降低碳足跡，全力打造更綠色的未來。



Air Conditioning Energy Saving 空調節能

NEW BUND 31 and Hengqin Integrated Development – These developments adopt advanced District Cooling/Heating Systems, designed to enhance energy efficiency and reduce environmental impact by centralizing temperature control and optimizing resource use.

上海前灘 31 及橫琴綜合發展項目 — 這兩個項目採用先進的區域供冷及供熱系統，透過集中溫度控制和優化資源利用，提高能源表現，並降低對環境的影響。

The Westwood and NOVA Mall – Chiller unit replacements are underway to improve energy performance and reduce operational costs.

西寶城和星皓廣場 — 冷卻機組的更換工作正在有序推進，以提升能源性能，同時降低營運成本。

Artyzen Hospitality Group – The adoption of high-efficiency magnetic bearing chillers by Grand Coloane Resort demonstrates a commitment to cutting-edge technology, significantly lowering energy consumption and maintenance requirements. Additionally, across the hotels under Artyzen Hospitality Group, the installation of variable speed drives in Air Handling Units (AHUs) ensures optimal airflow control, reducing energy dissipation and improving system efficiency. Water-efficient faucets have also been introduced to minimize energy usage in our water pumping systems.

雅辰酒店集團 — 鷺環海天度假酒店採用的高效磁浮軸承冷水機組，不僅大幅降低了能源消耗，還顯著降低了維修成本。集團旗下的其他酒店亦進行了空氣處理系統的優化，在空氣處理機組中安裝變速驅動器，達至最佳的氣流控制，有效降低能量耗散，進而提升系統整體效率。除此之外，酒店還引入節水水龍頭，以減少水泵設備的能源使用，從各個細節實踐節能理念。



Efficient Lighting Equipment 高效的照明設備

Artyzen Hospitality Group, Chatham Place, 111 Somerset – The adoption of energy-efficient LED lighting, controlled by timers, enhances energy savings while maintaining a high standard of illumination across properties.

雅辰酒店集團，昇御商場，索美塞路111號 — 透過定時控制節能LED照明，在維持高標準照明的前提下，提升了節能成效。

Renewable Energy Adaptation 可再生能源應用

TurboJET – Solar panels are installed on shipyard rooftops to harness renewable energy, reducing reliance on conventional power sources and lowering the carbon footprint of operations. In 2024, 294,543 kWh of electricity was generated by these panels.

噴射飛航 — 在造船廠屋頂安裝太陽能電池板以充分利用可再生能源，降低對傳統能源的依賴，同時減少營運中的碳足跡。在2024年，產生電量共294,543千瓦時。

Material Sustainability

可持續物料使用

Throughout 2024, the Group has placed significant emphasis on material conservation in operations within its various establishments. By focusing on sustainable practices, the Group has actively worked toward enhancing resource efficiency in its day-to-day operations. Initiatives such as reusing materials, repurposing items, and implementing innovative recycling programs have been key components of our commitment to sustainable resource management and environmental stewardship.

2024年，集團在旗下各項營運中，均將節約物料視作重點工作。我們基於可持續發展理念，積極在日常營運環節中提升資源利用效率。不管是物料的再利用、物品的重新使用，還是推行創新回收計劃，皆是我們履行可持續資源管理與環境保護承諾的關鍵措施。

Enabling a Waste-Free Journey for Travelers 為旅客打造零廢旅程

TurboJET has implemented eBoarding and electronic documentation systems, remarkably reducing paper usage. Additionally, provision of printed publications on board has been discontinued following the upgrade of the Wi-Fi network system in vessel cabins, amplifying passenger convenience while promoting sustainability. TurboJET has further enforced plastic-free measures by completely replacing the food containers and tableware onboard with environmentally friendly products. Reusable seat head covers have been introduced, and robust recycling initiatives are in place to collect plastic water bottles and paper waste, further minimizing environmental impacts.

Artyzen Hospitality Group and **Artyzen Club** are engaging with guests in Waste-Free Hospitality via diverse means wherever possible.

噴射飛航推行eBoarding和電子文件系統，大幅降低了紙張用量。此外，伴隨船艙無線網絡的升級，現時已停止供應實體雜誌刊物。這些措施既提升了乘客出行的便捷性，又有力地推動了可持續發展。噴射飛航進一步推行了無塑措施，用環保產品全面取代了船上原本使用的食物容器和餐具。噴射飛航還引入了可重複使用的座椅頭套，並制定了完善的膠樽和廢紙回收計劃，進一步降低對環境的影響。

雅辰酒店集團和**雅辰會**正通過多種方式加強與顧客的互動，全力推行零廢酒店服務。

Plastic Waste Reduction 減少塑膠廢物

Tooth brushes and razors are provided in **Artyzen Hospitality Group** only upon request.

雅辰酒店集團僅應要求提供牙刷和剃鬚刀。

Paper Waste Reduction 減少紙張浪費

Artyzen Club has introduced digital menus, offering a more eco-friendly dining experience.

雅辰會推出了電子菜單，提供更環保的用餐體驗。

Textile Waste Minimization 減少紡織品廢料

Bedding changes are carefully monitored and managed in **Artyzen Hospitality Group** to reduce unnecessary textile waste resulting from savable wear and tear, as well as to minimize energy and water consumption in laundering processes.

雅辰酒店集團對床上用品的更換實施仔細的監控與管理，避免因不必要的更換而產生紡織品廢料，同時減低洗滌過程中的能源與水資源消耗。

Case Study 個案研究

Re-Purposing Assets

資源再利用

The teams across our hotels seek ways to extend the lifecycle of materials. It prevents wastage not only of valuable environmental resources but also our assets. During the hotel rooms renovation of Artyzen Grand Lapa Macau, the paintings were relocated to the meeting room, enhancing the decoration of the meeting room.

酒店團隊積極探索各種途徑延長物料的使用週期。如此一來，不僅能杜絕資源的浪費，還可以有效發揮我們資產的價值。以澳門雅辰酒店客房翻新工程為例，原本客房中的畫作被妥善遷移至會議室，這些畫作不僅得到了二次利用，還使得會議室的整體裝飾煥然一新。



Before Renovation
翻新前



After Decoration
裝飾後

Green Office Operations

綠色辦公

In our office operation, we prioritize repairs over replacements and sustainable procurement. Efforts are focused on repairing equipment and assets before considering write-offs, reducing waste and promoting resource efficiency. Sustainable procurement practices are also being adopted to ensure environmentally responsible purchasing decisions.

During the reporting year, we have also launched e-name cards to progressively replace traditional paper name cards to further reduce paper waste and align with eco-friendly initiatives.

在日常辦公營運中，我們秉持能修則修的原則，並積極落實可持續採購策略。所有設備或資產報廢前，均會優先進行修復處理，減低浪費並提升資源使用效率。採購流程遵循可持續準則，確保每項採購決策均融入環保考量。

報告年度內，我們逐步推行電子名片取代傳統紙質名片，進一步降低用紙量，身體力行響應環保措施。

One Central Macau Renovation
澳門壹號廣場翻新項目

With the arcade and façade renovation, One Central is the first shopping mall in Macau committed to achieving three sustainability awards in one go, including WELL Core v2 Platinum rating, BEAM Plus Interiors v2.0 Platinum rating and EDGE (Retail) Level 1 rating. One Central Macau revamp is highly focused on encouraging and incorporating sustainable practices for the environment. Project materials used in the arcade renovation on 2/F were reviewed to ensure targets of 75% waste diversion rate and 22% carbon reduction can be achieved. This was done by reviewing new materials and their sources, such as transportation, energy use, and water use. Also, at least 60% of the interior furniture and all electrical appliances were planned to be reused.

The selections of healthy and non-hazardous materials are also prioritized to cultivate a pleasant indoor environment. This focus aims to provide our customers with a comfortable and breathable setting, enhancing visitors' well-being through superior air and water quality. To ensure the stringent targets are on track, we held bi-weekly workshops and meetings focusing on material selection. Main contractors are required to submit monthly reports covering resources management performance, and the reports are reviewed by our environmental consultant.

現正進行商場及外牆翻新工程的澳門壹號廣場，是澳門首個承諾同時追求三項可持續發展獎項的購物中心，包括 WELL建築標準™ Core v2鉑金級、綠建環評室內建築v2.0鉑金級和EDGE標準（零售）第一級認証。我們攜手首席建築師、環境顧問以及承建商，共同致力於達成資源管理的最佳成效。針對二樓商場翻新工程，我們仔細評估所用項目物料，力求達到75%的廢物分流率和22%的減碳目標。此目標的達成有賴於對新物料及其源頭(如運輸、能源消耗、用水等)的審查。此外，翻新計劃還將至少重用60%的室內傢俱，以及所有電器。

在選材方面，我們亦優先挑選健康無害的物料，以營造舒適宜人的室內環境。這些舉措旨在為我們的顧客提供一個舒適且空氣流通的空間，通過提供優質的空氣和水質的方式提升其健康福祉。為保各項嚴格的目標按計劃推進，我們每兩周組織一次研討會和會議，重點聚焦物料選用。總承建商每月需提交資源管理成效的報告，並由我們的環保顧問進行審查。



Recyclables Collected in 2024
2024 年收集的可回收物料

Paper 紙張	Plastic 塑膠	Metal 金屬	Waste Oil 廢油	Toner Cartridges 碳粉匣
288.6 metric tons 公噸	13.2 metric tons 公噸	136.5 metric tons 公噸	45,207 liters 公升	316 pieces 件
Batteries 電池	Used Clothes 舊衣物	Fluorescent Lamps 光管	Food Waste 廚餘	Waste Electrical and Electronic Equipment 廢棄電子電器設備
2.2 metric tons 公噸	22.7 metric tons 公噸	0.49 metric tons 公噸	614.2 metric tons 公噸	411 pieces 件

Sustainable Water Usage in Operations

可持續水資源使用

Throughout 2024, the Group prioritized sustainable water management practices across multiple properties. Our commitment to water conservation not only creates positive environmental and financial impacts, but also enhance the resilience of our buildings against water scarcity brought by climate change.

In addition to good management practices, such as regular maintenance checks to prevent leakage, the teams proactively upgrade hardware to achieve water conservation.

Recycling Graywater

Grand Coloane Resort and our newly developed commercial properties, like NOVA Mall, NEW BUND 31, and Hengqin Integrated Development are equipped with graywater recycling and rainwater harvesting system. The recycled water is used for landscaping.

Enhancing Cooling System Water Efficiency

NOVA Mall has installed a water flow meter at the cooling tower system to count the bleed-off volume and limit the bleed-off water. It is estimated that around 28,000 liters of water can be reduced in a year.

Installing Water-Efficient Fixtures

Across our investment properties, hotels and Macau Tower, we have replaced handwashing and showering facilities with enhanced water efficiency models or add-on flow control devices. At Artyzen Grand Lapa Macau, the hotel has regulated water flow at the faucet of the bathtub in each of the guestroom, reducing the total flow rate by 40% approximately. Our investment properties have also adopted eco-friendly toilets.

2024年，集團於旗下物業推行可持續水資源管理措施。我們透過節水方案，不僅創造顯著的環境及經濟效益，更全面提升建築物因應氣候變遷導致水資源短缺的韌性。

除了良好管理措施，如定期開展維護檢查以防止漏水外，團隊還積極升級硬件設施，以達到節水目的。

中水回收利用

集團旗下的鷺環海天度假酒店及新開發的商業項目，如星皓廣場、上海前灘31及橫琴綜合發展項目，均配備了中水回收及雨水收集系統，經處理之再生水主要用於景觀灌溉。

提高冷卻系統用水效益

星皓廣場在冷卻塔系統中安裝了水流量計，以精確計算排放水量並依此限制排放。經估算，通過這一舉措，每年大約可節水28,000公升。

安裝節水裝置

在集團旗下物業、酒店以及澳門旅遊塔，我們將洗手和淋浴設施換成用水效益較高的型號，或增裝流量控制裝置。以澳門雅辰酒店為例，酒店調整了每間客房浴缸水龍頭的水流，使總流量降低約40%。此外，我們的物業還配備了節水座廁。



Revitalizing a 40-year Property – Shun Tak Centre

煥新四十年歷史的物業 – 信德中心

Strategically located in the heart of Hong Kong's business hub, Shun Tak Centre offers a captivating panoramic view of Victoria Harbour. This iconic composite development features two 30-story office towers with a total gross area of approximately 1,370,000 square feet, a 4-story shopping arcade, a 2-story car park with around 300 parking spaces, and the Hong Kong-Macau Ferry Terminal — one of the city's key connecting points to nearby regions. As a landmark property, Shun Tak Centre combines functionality, convenience, and sustainability, making it a vital part of Hong Kong's urban landscape.

信德中心坐落於香港核心商業地帶，地理位置優越，可盡覽維多利亞港的迷人風景。這一標誌性的綜合發展項目，由兩座30層高的辦公大樓構成，總建築面積約1,370,000平方呎，配套包括四層的購物商場、兩層擁有約300個停車位的停車場，以及港澳客運碼頭 — 香港通往周邊地區的主要運輸樞紐之一。作為地標性物業，信德中心將功能性、便利性、可持續性融為一體，已然成為香港城市景觀的重要構成部分。

Modernization for Better Energy Efficiency

現代化節能升級

Shun Tak Centre has undergone significant upgrades to enhance energy efficiency and reduce its environmental footprint. Key initiatives include the construction of skylights to maximize natural lighting, the replacement of lifts with energy-efficient models, and the installation of demand-controlled lighting and escalators. Additionally, Shun Tak Centre has successfully trialed the installation of EcoSonic Filters in two Air Handling Units (AHUs), and has revealed energy savings of 14.28% and 13.86% respectively. These enhancements not only improve our energy efficiency but also contribute to better indoor quality for our guests by increasing overall air filtration effectiveness.

信德中心已完成重大節能升級改造工程，顯著提升能源效益，降低環境影響。主要措施包括：改造天窗以充分引進自然採光；將原有電梯替換為節能型號；安裝需求感應式照明及自動調速扶手電梯。此外，信德中心已成功於兩組鮮風櫃試裝EcoSonic過濾系統，使其能耗分別降低14.28%及13.86%。這些改進措施不僅提高能源效率，更透過提升整體空氣過濾效能，為顧客營造更優質的室內環境。



Case Study 個案研究

Collaboration in Promoting Circularity

多元合作，共促循環經濟

Shun Tak Centre has launched a comprehensive 360-degree Waste-Free Program through diverse partnerships and smart solutions. Initiatives include the installation of Smart Bins from the Environmental Protection Department (EPD), Food Angel's food donation machine, foodpanda's meal boxes recycling machine, and Vitasoy's beverage cartons recycling machine. Shun Tak Centre furthermore implements smart solutions to automate solid waste and recyclables data collection. The property actively advocates for "Resources Circularity" by collaborating with Redress to promote sustainable fashion, partnering with Greener Action to organize red packet recycling to reduce festival waste, extending the lifecycle of Waste Electrical and Electronic Equipment (WEEE), and recycling contact lens cases. Shun Tak Centre also strategically engages F&B tenants to recycle key waste types, including food waste, glass bottles and polystyrene foam.

信德中心聯合各方夥伴，運用智能解決方案，推行360度全方位零廢計劃。商場引入了環境保護署的智能回收箱，惜食堂的食物捐贈機、foodpanda的餐盒回收機以及維他奶的紙包飲品盒回收機，通過這些智能設備提升資源回收效率。在資源循環理念推廣上，信德中心與Redress攜手推動可持續時尚，與綠領行動合作回收利是封以降低節日期間的產生的廢物，延長廢棄電子和電機設備的使用壽命，回收隱形眼鏡盒等。信德中心還與餐飲租戶達成戰略合作，回收廚餘、玻璃樽和發泡膠等類型的重點廢物。







Eco-friendly Procurement

環保採購

Shun Tak Centre is committed to sustainable procurement practices by using 100% upcycled M-fold paper and zero-impact cleaning detergents in the mall's common lavatories. These products are made from 100% natural, biodegradable materials and are packaged in recycled plastic, aligning with the property's dedication to reducing environmental impact and promoting eco-friendly operations.

信德中心堅定推行可持續採購策略。在商場公共洗手間，全面使用 100% 升級再造的抹手紙，以及零環境影響的清潔劑。這些產品原料均為純天然、可生物降解物料，且採用可回收塑料包裝，全方位貫徹了我們減少環境影響、推動環保營運的承諾。

Nature Awareness in Operations

營運中關顧自然環境

Nature awareness in operations is an important principle guiding both our transportation, and hospitality and leisure sectors, underscoring our commitment to sustainability and environmental stewardship. In transportation, we prioritize eco-friendly practices, such as monitoring and controlling wastewater discharge and air emissions, to reduce our impact on natural ecosystems. Within hospitality, we focus on natural view integration, avoidance of land contamination to protect and enhance biodiversity. By embedding nature-consciousness across these sectors, we aim to balance operational efficiency with our responsibility to sustain the planet for future generations.

營運中秉持自然保護意識，是貫穿我們運輸、酒店與消閒業務的重要原則，彰顯我們對可持續發展及環境管理的篤定承諾。我們在運輸領域將環保舉措放在首位，密切監測並嚴格管控廢水、廢氣排放，力求降低對自然生態系統的不良影響。酒店業務上，我們聚焦自然景觀與酒店整體環境的融合，杜絕土地污染，以此守護和提升生物多樣性。透過把自然保護意識深深植入各部門營運的每一個環節，我們力求在高效營運和守護地球家園的責任間找到平衡，為後代營造可持續發展的優質環境。

TurboJET: Supporting Environmental Responsibility in Maritime Operations

噴射飛航：履行海上營運環境責任

TurboJET is committed to playing its part in protecting nature and biodiversity through meaningful steps in its operations. Recognizing the delicate balance of marine and coastal ecosystems, we have implemented measures to reduce our environmental footprint. These include the collection and filtration of dockyard wastewater before discharge, along with regular testing, to help prevent pollutants from entering waterways and harming aquatic life. By using non-toxic, anti-foul coatings on our ships, we aim to minimize the release of harmful substances into the ocean, contributing to the protection of marine biodiversity.

In addition, we have taken the lead to switching our vessels to the ultra-low-sulfur diesel while at berth in Macau. The diesel contains a substantially lower sulfur content than traditional low-sulfur diesel (10 ppm vs 500 ppm), and reduces air emissions during berthing operations, supported by clean air filters, to lessen our impact on air quality and coastal habitats. These detailed efforts are part of our commitment to preserving the natural environment in which we operate. We also conduct regular anti-oil pollution drills to ensure preparedness in preventing and responding to potential spills, further safeguarding marine ecosystems.

TurboJET acknowledges that protecting nature is an ongoing journey, and remains dedicated to exploring ways to improve our practices. By taking these steps, we hope to contribute to the well-being and resilience of the ecosystems we depend on.

噴射飛航在營運中貫徹實行保護自然與生物多樣性的舉措，守護海洋及沿海生態系統的平衡。在污水處理方面，我們在船塢廢水排放前就對其進行收集和過濾，並定期檢測，杜絕任何污染物流出，避免危害水生生物的生存環境。在船舶塗層選擇上，我們使用無毒的防污塗層，從源頭上減少有害物質排入海洋，為海洋生物多樣性保護貢獻力量。

此外，我們已率先在船舶停靠澳門期間，轉用超低硫柴油。此柴油的含硫量較傳統低硫柴油大幅降低(10 ppm 對比 500 ppm)，並透過清潔空氣過濾器輔助，減少停泊期間的空氣污染物排放，從而降低對空氣質量及沿岸生態的影響。這些措施正是我們在營運中履行保護自然環境承諾的重要實踐。我們亦定期舉辦防油污演習，提升應急處理能力，以從源頭預防和及時應對可能發生的油污洩漏事故，進一步守護海洋生態系統。

自然保育是一場任重而道遠的歷程，我們將積極探索及持續優化營運模式，透過上述措施，為維繫生態系統的健康與穩定盡一分力。



Grand Coloane Resort: Pursuing a Zero Impact Operation Ambition in Harmony with Nature

鷺環海天度假酒店：踐行與自然共生的零影響營運



At Grand Coloane Resort, we are committed to a vision of zero impact on nature, ensuring that our operations coexist harmoniously with the surrounding environment. By integrating vertical greenery, we not only enhance the natural beauty of the resort but also harness its cooling and energy-saving benefits, improving our ecological footprint. To protect air quality, we avoid the use of artificial scents, allowing the natural freshness of the environment to prevail.

At night, we minimize light pollution by switching off excessive lighting, preserving the natural darkness and protecting local wildlife. Our landscape maintenance relies on natural methods, preventing land pollution and promoting the health of the soil and vegetation. Additionally, our onsite sewage treatment system ensures water pollution is avoided, while also contributing to water conservation efforts.

These initiatives reflect our dedication to protecting and preserving the natural ecosystems, as we continuously strive to operate in a way that respects and enhances the environment around us.

在鷺環海天度假酒店，我們懷抱著實現零影響營運的願景，讓酒店營運與周邊自然環境達到和諧共融的狀態。我們在景觀打造上融入垂直綠化，不僅大幅提升了度假村的自然美感，還充分利用其降溫、節能的特性，減低了我們對生態的影響。在日常營運中，為了維護清新空氣，我們避免使用人工香薰，保留環境自然的清新氣息。

夜幕降臨，我們通過關閉不必要的燈光，將光污染降至最低，維持自然的夜景，守護著當地野生動物的棲息環境。在景觀維護工作中，我們堅持採用自然方式，防止土地污染，維護土壤與植被的健康。此外，酒店現場污水處理系統高效運行，從源頭杜絕水污染，切實保護水資源。

上述一系列行動，彰顯出我們保護和維護自然生態系統的堅定決心。我們會持之以恆地努力，以尊重自然、改善環境為宗旨，推動酒店營運的持續發展。



Environmental Prudence

慎待環保



Our business ensures proper compliance with regulatory standards in environmental management. We have implemented comprehensive environmental management systems in various sectors to ensure adherence to the latest environmental laws and regulations in the regions where we operate, while continuously monitoring and improving our environmental performance. We keep abreast of updates on environment-related laws and regulations by collaborating with professionals and the community to enhance our management practices and appointing competent contractors to handle hazardous materials responsibly. Furthermore, we ensure that our contractors comply with environmental laws and regulations and strive to go beyond compliance, adopting best practices that further protect the environment. These efforts are designed to prevent contamination and minimize mistreatment to both the environment and the surrounding neighborhood.

As a developer, we keep abreast of the trends in emerging laws and regulations to construction-related environmental protection and management, across our operating regions. Guided by sustainable building certifications like LEED, BEAM Plus, and WELL, we carry out site inspections to thoroughly investigate the existence of harmful substances like asbestos and lead, imposing restrictions where necessary. We also examine the control of air quality by emphasizing and prioritizing low Volatile Organic Compounds (VOCs) materials in projects.

Our Property Management team implements ISO 14001 Environmental Management System at the sites under management. Since cleaning detergents and chemicals for pest control are applied in operations, the team strategically prioritizes the use of eco-friendly products.

Artyzen Hospitality Group complies with national standards, covering Environmental Noise Emission Standards (GB12523-2011), Surface Water Environmental Quality Standards (GB3838-2002), and Cooking Fume Emission Standards (GB18483-2001). On top of the implementation of internal monitoring systems and methods to purify kitchen and generator smoke, AHG also collaborates with communities to set up remote monitoring systems for oil fume purification.

In the transportation sector, TurboJET adheres to the International Safety Management Code to ensure safe and pollution-free operations.

During the reporting year, there were no cases of non-compliance concerning environmental-related laws and regulations.

在業務營運中，我們始終嚴格遵守環境管理方面的相關監管標準。在各個業務領域，全面推行環境管理體系，不僅保證符合營運所在地的最新環境法律法規要求，還持續對環境表現進行監測與改進。我們積極與專業機構及社會各界合作，密切關注環境法律法規的更新，以此不斷強化管理措施。同時，委託合資格的承辦商處理危險物料，並督促其嚴格遵守環境法規。此外，我們不僅止於合規，更積極採用最佳實踐方法，進一步加大環境保護力度，力求從源頭防止污染，最大程度降低對環境及周邊社區的不良影響。

作為發展商，我們密切關注建築領域環境保護和管理方面新興法律法規的發展趨勢。在可持續建築認證體系（如能源與環境設計先鋒評級、綠建環評和WELL建築標準™等）的指引下，定期開展現場檢查工作，仔細排查有害物質（如石棉、鉛等）的存在情況，一旦發現，立即實施管控。在空氣質量控制方面，我們重視並優先選用低揮發性有機化合物物料。

我們的物業管理團隊在各管理區域推行 ISO 14001 環境管理體系。考慮到日常營運中會使用到害蟲防治清潔劑和化學品，團隊策略性地首選使用環保產品。

雅辰酒店集團嚴格遵循各項國家標準，其中包括環境噪音排放標準(GB12523-2011)、地表水環境質量標準(GB3838-2002)以及廚房煙霧排放標準(GB18483-2001)。除了落實內部監控系統以及採取淨化廚房和發電機煙霧的措施外，我們還積極與社區合作，搭建油煙淨化的遠程監控系統。

在運輸方面，噴射飛航嚴格遵循《國際安全管理規則》，確保營運安全且無污染。

回顧報告年度，我們沒有出現任何違反環境相關法律法規的事件。

Stakeholder Engagement
持份者參與

We actively communicate and consult with stakeholders on environmental issues, fostering awareness and protection through education, engagement, and collaboration with employees, tenants, customers, suppliers, as well as the wider community.

我們積極與各持份者就環境問題進行溝通和諮詢，透過教育、參與及合作，提升員工、租戶、客戶、供應商以及社區的環境保護意識與保護行動。

Awareness Building among Staff
提升員工環保意識

To enhance staff awareness and understanding of our internal requirements for operation procedures, policies, and ISO management systems, we regularly engage the staff with briefings and training conducted internally or with the support of our consultants. We also seek various ways to keep our staff abreast of the best practices in the market.

在提升員工對內部操作流程、政策以及ISO管理系統要求的認知和理解方面，我們定期組織內部簡報會和培訓活動。部分培訓在專業顧問的有力支持下展開，此外，我們還積極探索多元途徑，幫助員工了解市場前沿的最佳實踐。





TurboJET is committed to engaging employees in environmental protection, recognizing their vital role in driving sustainable practices. As part of this effort, we organized a study tour to Norway, allowing employees to explore the latest green marine technologies and assess their feasibility for our operations. This initiative fosters innovation and empowers staff to contribute to our sustainability goals. Insights from the tour are shared across teams, encouraging knowledge-sharing and the development of eco-friendly strategies. Through training, workshops, and hands-on experiences, we are persistent in cultivating a culture of environmental stewardship, ensuring our employees are equipped and motivated to support TurboJET's green operation.

噴射飛航致力推動員工參與環境保護工作，深知他們在實踐可持續發展措施中的關鍵作用。為此，我們組織了挪威考察團，讓員工有機會深入探索最新的綠色航運技術，並評估這些技術應用於我們營運的可行性。此舉不僅促進創新，更讓員工能積極為實現公司的可持續發展目標作出貢獻。各團隊間充分分享考察收穫的寶貴見解，進一步推動了知識共享，有利於我們制定生態友好的策略。我們持續通過培訓、研討會以及實踐經驗積累，用心培養環境管理的文化，使得員工具備支持噴射飛航綠色營運的能力和積極性。

Partnered with Beetales, a local social enterprise focusing on the conservation and preservation of bee habitats, we organized a workshop with over 50 staff participating. Through handcrafting all-natural lip balm with beeswax as the key ingredient, we educated our people with extensive biodiversity knowledge and raised their awareness on natural conservation.

我們與專注蜂類棲息地保育的本地社會企業「蜜語」合作，合辦了一場超過50名員工參與的工作坊。我們透過以蜂蠟為主要原料親手製作全天然潤唇膏，向員工傳授豐富的生物多樣性知識，並提升其對自然保育的認識。



Supply Chain Collaboration

供應鏈合作

Guided by our Sustainable Procurement Policy, we integrate environmental considerations into every stage of the procurement process. Our business and operation units prioritize green procurement, ensuring sustainability is central to supplier selection and product sourcing. We actively encourage suppliers to adopt the best practices and contribute to environmental protection, helping our supply chain to reduce its ecological footprint and fostering innovation in sustainability. Through collective efforts, we aim to strengthen partnerships, align with our broader sustainability goals, and address meaningful environmental impacts across the industry.

依據我們的可持續採購政策，在採購流程的各個階段，我們都將環境因素納入考量。業務和營運部門把綠色採購放在首位，確保可持續性成為選擇供應商和採購產品的核心準則。我們積極鼓勵供應商採用行業最佳實踐，共同為環境保護貢獻力量，幫助我們的供應鏈降低生態足跡，推動可持續發展領域的創新。通過攜手努力，我們致力於強化合作夥伴關係，使其與更廣泛的可持續發展目標相契合，為解決行業環境問題帶來積極且深遠的影響。

Our supply chain collaboration consists of the following key elements:
我們的供應鏈協作涵蓋以下關鍵要素:



Supplier Identification 供應商識別

At the outset of the procurement process, the Group places a strong emphasis on identifying suppliers who align with our commitment to safety and environmental protection. For example, TurboJET ensures that suppliers align with our commitment to safety and environmental protection by mandating compliance with our policies during the tender process. Tenderers are required to provide green accreditations or certifications, which are evaluated as part of the selection criteria. Similarly, our property management conducts thorough assessments of contractors through an approved list, prioritizing those who demonstrate strong environmental practices. These measures ensure that sustainability is a key consideration from the outset, fostering partnerships with suppliers who share our values.



在採購流程初期，集團便高度重視甄選與我們在安全及環境保護方面理念相符的供應商。例如，噴射飛航在招標過程中，要求供應商必須遵守我們的政策，以確保雙方在安全和環保方面的承諾保持一致。投標者需提供　綠色認證或證書，而這些會作為評估標準的一部分。同樣，我們的物業管理部門會透過對獲批名單內的承建商進行全面評估，優先選擇那些展現出良好環保實踐的承建商。這些措施確保了從一開始便將可持續發展視為關鍵考量因素，從而促成與秉持相同價值觀的供應商建立合作夥伴關係。

Supplier Evaluation 供應商評估

In our supplier evaluation and selection process, sustainability is a core criterion that guides decision-making. During the tender evaluation process, we prioritize suppliers offering environmentally friendly products, such as biodegradable or recyclable packaging and energy-efficient solutions. This approach not only supports our sustainability objectives but also encourages suppliers to innovate and adopt greener practices.



在供應商評估和選擇過程中，可持續發展是引導決策的核心準則。在招標評估過程中，我們優先選擇提供環保產品的供應商，例如可生物降解或可回收的包裝，以及節能解決方案。這種做法不僅有助於實現我們的可持續發展目標，還能鼓勵供應商採用創新及更環保的做法。



Product Sourcing 產品採購

We prioritize products with internationally recognized green certifications, such as Energy Star, Forest Stewardship Council (FSC), and Programme for the Endorsement of Forest Certification (PEFC), to promote sustainable sourcing. Additionally, we adhere to local authority guidelines, including the Singapore Building and Construction Authority's Green Mark requirements and the Macau Environmental Bureau's standards. By integrating these specifications into our procurement process, we ensure that our operations contribute to global and regional sustainability goals.

我們優先採購獲得國際認可的綠色認證的產品，例如能源之星、森林管理委員會以及森林認證體系認可計劃的認證產品，以推動可持續採購。此外，我們遵循地方政府的指引， 包括新加坡建設局綠色建築標章要求以及澳門環境保護局的標準。通過將這些規範融入我們的採購流程，我們確保自身的營運有助於實現全球和地區的可持續發展目標。

Monitoring & Improvement 監控和改進

To ensure ongoing alignment with our sustainability goals, the Group monitors supplier performance and seeks opportunities for continuous improvement. Artyzen Hospitality Group actively communicates green requirements to suppliers through detailed discussions and by clearly outlining specific environmental expectations in Request for Proposals (RFPs). This transparent approach ensures suppliers understand our sustainability priorities and are equipped to meet our standards, fostering collaboration and accountability. By regularly reviewing supplier practices and encouraging innovation, we aim to drive long-term environmental success and strengthen our commitment to sustainable operations.

為確保與集團可持續發展目標保持一致，集團積極監察供應商的表現，並尋求持續改善的機會。雅辰酒店集團透過詳細討論並於招標書中清晰列出具體的環境要求，主動向供應商傳達綠色採購標準。這種透明的方式確保供應商充分理解解我們的可持續發展重點，並提升自身能力以符合我們的標準，從而進一步促進協作與問責。通過定期審查供應商的實踐成果並鼓勵創新，我們致力於推動長期的環境效益，進一步鞏固對可持續營運的承諾。



Communal Connectivity
商社共榮



Empowering Youth with Cultural Heritage
A Commitment to Sustainable Future

文化傳承賦能青年
共築可持續未來

The Group is committed to promoting Chinese culture and heritage for generations to come and leading a sustainable lifestyle through green initiatives. Leveraging the Group's extensive footprint, we organized several exchange activities for youths to promote educational collaboration between mainland China, Hong Kong and Macau, supporting the diverse development of young people, and deepening their understanding of the nation and the world.

集團秉持推動中華文化傳統代代相傳的堅定理念，持續通過綠色行動引領可持續生活方式。集團藉著廣泛的業務網絡，為青年舉辦了多項交流活動，以促進內地、香港及澳門之間的教育合作，支持青年多元發展，加深他們對國家及世界的認識。

Nurture Sense of National Identity and Pride for Future Generations: Heritage Across Cities, Prosperity in Bloom — 2024 Beijing-Macao Photography Exhibition

培育年輕一代的國家認同感和自豪感：一脈傳“城” 盛世蓮開 —— 2024京澳雙城影像展

To commemorate the 75th anniversary of the People's Republic of China and the 25th anniversary of Macau's return to China, Shun Tak Group, alongside the General Association of Macau Beijing Organization, the China Foundation for Cultural Heritage Conservation, and the Beijing Central Axis Protection Foundation, proudly presented "Heritage Across Cities, Prosperity in Bloom — 2024 Beijing-Macao Photography Exhibition" at Macau Tower. The exhibition featured 100 photographs and 42 paintings that highlight two UNESCO World Heritage Sites: the Beijing Central Axis and the Historic Centre of Macao, emphasizing their cultural heritage and growth. It attracted close to 20,000 visitors, including youths from Hong Kong and Macau, providing them with insights into the historical connections between the cities and fostering a sense of national pride and identity for future generations.

為慶祝中華人民共和國成立 75 周年及澳門回歸祖國 25 周年，信德集團聯同澳門北京社團總會、中國文物保護基金會及北京京企中軸線保護公益基金會，在澳門旅遊塔隆重呈獻「一脈傳“城”盛世蓮開 —— 2024京澳雙城影像展」。是次展覽展出 100 幅攝影作品及 42 幅繪畫作品，重點展示了兩個列入了聯合國教科文組織世界遺產名錄的景點：北京中軸線及澳門歷史城區，盡顯其文化歷史與發展。是次展出吸引了近 20,000 名參觀者，當中包括了來自香港及澳門的青年。他們透過展覽深入了解兩地的歷史聯繫，逐漸培育自身對於祖國的自豪感和認同感。





Strengthening Legal Collaboration and Inspiring the Next Generation: Exchange with Peking University Law School

加強法務合作，啟迪下一代：與北京大學法學院交流

The Group hosted a delegation from Peking University Law School for an exchange session themed "The Integration of Legal Rules and Sharing Legal Practices between Hong Kong, Macau and Mainland China". During the session, the Group's legal team shared their practical experiences as in-house corporate lawyers with the visiting scholars and students.

集團接待北京大學法學院的代表團，並舉辦了以「香港、澳門與內地法律法規結合及法律實踐分享」為主題的交流會。交流會上，集團法務團隊與來訪的學者和學生分享了他們作為企業法務的實踐經驗。





T+ Exploration: Empowering Youths Through Experiential Learning

T+研學遊：以體驗式學習賦能青年

The Group initiated a community program to support youth development in Hong Kong, partnering with Lingnan Secondary School for a pilot project. Approximately 20 students and teachers from the "Tourism and Hospitality Studies" elective participated in the T+ Exploration Day, which included experiences like TurboJET ferry rides, a tour of Macau Tower's facilities, insights into hotel operations at Artyzen Grand Lapa Macau, and unique sightseeing experience provided by Macau Cruise. The immersive experience provided students with practical knowledge of the tourism and hospitality industry, helping them explore career options and develop essential skills beyond traditional education.

集團推出一項旨在支持香港青年發展的社區計劃，並與嶺南中學合作開展試點項目。選修「旅遊與款待」學科的本地學生和教師參加了我們在2024年推出的「T+研學遊」。參加者在活動中搭乘噴射飛航渡輪、參觀澳門旅遊塔設施，親身了解澳門雅辰酒店的營運，以及享受「澳門海上遊」觀光船的獨特體驗。這種沉浸式體驗為學生提供了旅遊與酒店業的實踐知識，幫助他們探索職業選擇，並在傳統教育之外培養必要的技能。





Communal Connectivity

商社共榮

Guided by the principles of "Integrity and Virtue", the Group places great emphasis on community engagement, reflected in both financial and human resource investments. We have supported significantly in different initiatives, while our employees have contributed thousands of volunteer service hours, dedicating their time and expertise to drive meaningful changes and create shared value.

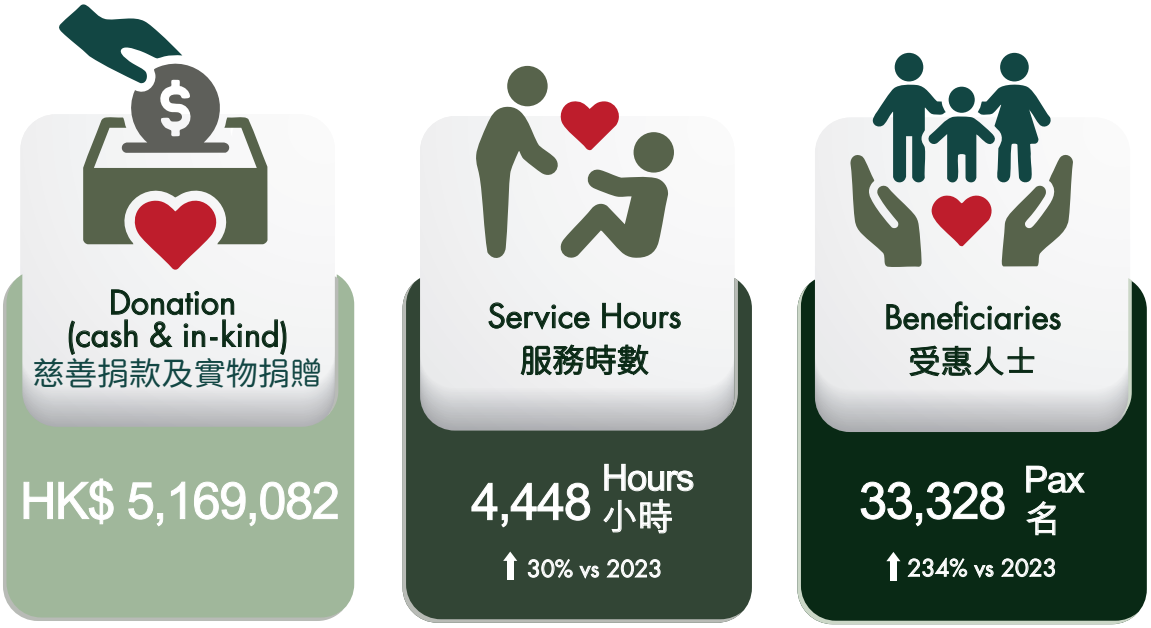
As a company deeply rooted in patriotism and dedicated to the prosperity of Hong Kong and Macau, Shun Tak is committed to championing Chinese culture. Our social service initiatives for the upcoming year will revolve around the theme of "BLISS" — Belonging, Legacy, Inclusivity, Sincerity, and Sustainability — reflecting our mission to integrate Chinese cultural elements into every aspect of our community programs. Through this approach, we aim to enhance personal well-being, cultivate cultural pride, and strengthen participants' connection to the nation, ultimately fostering a greater sense of happiness and fulfillment.

Our community efforts are structured around four key pillars, #cultureBLISS, #artBLISS, #greenBLISS, and #wellnessBLISS. The programs are designed to celebrate cultural heritage, encourage artistic creativity, promote environmental sustainability, and improve community well-being. Each initiative is tailored to meet the growing attention of the society while incorporating the depth and richness of Chinese traditions. By aligning our work with the "BLISS" pillars, we aim to deliver a profound and enduring impact, enabling individuals and communities to flourish in a culturally vibrant and sustainable future.

集團秉持「誠信德行」的宗旨，積極推動社區參與，在財務及人力方面均投放了大量資源。集團支持了眾多項目，員工也累計貢獻了數以千計的義工時數。他們付出時間，施展專業所長，推動著可以帶來深遠影響的變革，共同創造價值。

作為愛國愛港愛澳的企業，信德一直以來積極弘揚中華文化。今後我們的社會服務工作將圍繞「BLISS」主題展開，即歸屬感（Belonging）、傳承（Legacy）、共融（Inclusivity）、真誠（Sincerity）以及可持續（Sustainability），展現出我們在各項社區項目中融入中華文化元素的理念。我們希望能藉此提升個人福祉，培育文化自信，增進參加者對國家的歸屬感，最終提升眾人的幸福感和成就感。

我們的社區工作主要圍繞四大核心支柱展開，分別是#樂在文化、#樂在藝術、#樂在綠色和#樂在健康。這些項目旨在推廣傳頌文化遺產、激發藝術創造力、推動環境可持續發展，以及提升社區福祉。每個活動都經過精心設計，既契合社會的日益關注，又融入了中華傳統文化的豐富內涵。我們把各項工作與「BLISS」支柱相結合，寄望帶來深遠持續的影響，使個人和社區都能在文化多元、可持續發展的未來蓬勃興盛。



Discover our Efforts on Driving Key Community Topics
了解我們在推動社區相關重要議題上的努力

Topic 議題
Promoting Arts and Culture 文化藝術推廣

#cultureBLISS
#樂在文化

#greenBLISS
#樂在綠色

#artBLISS
#樂在藝術

#wellnessBLISS
#樂在健康

Our Community Investment Framework
我們的社區投資框架

Vision 願景

Bringing BLISS to the community by Creating Shared Value
透過創造共享價值為社區帶來幸福

Mission 使命

We are committed to promoting Chinese culture and heritage for generations to come and leading a sustainable lifestyle through green initiatives
傳承中華文化，構建綠色生活

Principles (B.L.I.S.S) 原則

Belonging, Legacy, Inclusivity, Sincerity, Sustainability
歸屬感 、傳承、共融、真誠、可持續

Approach 方案

We work with community partners to engage our stakeholders through activities that cover the following areas: #cultureBLISS, #artBLISS, #greenBLISS, #wellnessBLISS
我們與社區夥伴緊密合作，項目著重：
#樂在文化、#樂在藝術、#樂在綠色、#樂在健康



#cultureBLISS

#樂在文化

As one of the four pillars of our BLISS framework, #cultureBLISS is dedicated to celebrating and preserving the richness of Chinese heritage while fostering innovation in cultural expression. This pillar honors iconic cultural legacies and encourages the fusion of tradition and modernity, from promoting cultural tourism to paying tribute to literary giants who have shaped Chinese identity. Through vibrant cultural exchanges, including music and festivals, we create platforms for communities to connect, share, and celebrate the diversity of Chinese traditions. By bridging the past and present, #cultureBLISS inspires a deeper connection to our heritage, fostering a sense of pride and unity that resonates across generations.

作為我們BLISS框架的四大支柱之一，#樂在文化著重弘揚和保育中華文化遺產的豐富內涵，並積極鼓勵創新的文化表達形式。在這一主題下，我們推崇具代表性的文化遺產，促進傳統與現代共融，大力發展文化旅遊事業，並向塑造經典民族形象的文學巨匠致敬。透過音樂、節慶等豐富多元的文化交流活動，我們構建起一個讓社區成員相互聯繫、共同分享和頌揚中華傳統文化多元魅力的平台。#樂在文化將過去與現在緊密相連，激發人們對文化遺產更深層次的情感共鳴，培育出橫跨多個世代的自豪感與凝聚力。

Beyond Shopping Malls: Hubs of Cultural Exchange

昇華商場：打造文化交流的核心樞紐

2024 commemorated the 100th anniversary of the birth of Jin Yong, the legendary master of Wuxia novels. The Group celebrated his enduring legacy with an exhibition that highlights Hong Kong's distinctive cultural heritage on the global stage. As an extension of "A Path to Glory – Jin Yong's Centennial Memorial", a sculpture of the iconic character was exhibited at Shun Tak Centre, offering visitors a glimpse into the rich tapestry of Jin Yong's literary world, further cementing Shun Tak Centre's role as a vibrant hub for cultural exchange.



2024年是武俠小說大師金庸先生的百年誕辰，集團全力支持《俠之大者 - 金庸百年誕辰紀念》聯動地標展覽，於信德中心展示金庸武俠小說《碧血劍》重要角色「金蛇郎君」雕塑，向這位文壇泰斗致敬，同時藉此在全球舞台上展出香港獨具特色的文化遺產。這次展覽讓參觀者得以一窺金庸先生筆下豐富的武俠世界，也穩固了信德中心作為活力四射的文化交流樞紐的地位。



Echoing the Group's "Tourism+" vision, NEW BUND 31, the Group's premier mixed-use development in Shanghai, curated a dynamic year-round program of arts, culture, and entertainment to enrich the experiences of both locals and visitors. Standout initiatives like "JZ Fest", a jazz music festival featuring renowned local and international artists, and the exhibition "UK Music is More than Music" in collaboration with the British Consulate-General Shanghai and Racoon Records.

基於我們「旅遊+」的願景，集團位於上海的頂尖綜合發展項目前灘31，悉心策劃了全年精彩紛呈的藝術、文化及娛樂活動，豐富了本地居民和遊客的體驗。當中，備受矚目的活動包括匯聚國內外頂尖爵士樂手的「爵士上海音樂節」；另外，與英國駐上海總領事館、浣熊唱片合作舉辦的「無界英樂」展覽，同樣吸引了大量關注。

The Group's commitment to cultural promotion extends overseas. In September 2024, "JAM OFF", a cross-culture festival, made its debut in Singapore during the Grand Prix Season Singapore 2024. Organized by a subsidiary of the Group, "JAM OFF" aims to become one of the biggest street culture festivals in the region. The festival transformed the Somerset Belt into a vibrant hub of street culture. Activities across the Youth Park, 111 Somerset, Skate Park, and SCAPE included music and dance performances by artists across the region, F&B pop-ups, and race-themed experiences. Supported by the Singapore Tourism Board, "JAM OFF" aimed to rejuvenate Orchard Road, enhancing its youthful energy and reinforcing its status as a must-visit destination.

Together, initiatives like "JZ Fest", "UK Music is More than Music" and "JAM OFF" exemplified the Group's dedication to fostering cultural exchange and promoting global artistic traditions. By creating platforms that celebrated diverse cultures and connected communities, the Group strengthened its role as a leader in cultural promotion and tourism innovation, leaving a lasting impact on both local and international audiences.





集團對文化推廣的承諾更延伸至海外。2024年9月，跨文化音樂節「JAM OFF」在2024 F1新加坡大獎賽期間於新加坡首次登場。「JAM OFF」由集團旗下附屬公司精心籌辦，旨在成為當地規模最大的街頭文化節之一。索美塞街區在此節日成為活力四射的街頭文化中心。在青年公園、索美塞路111號、滑板公園和SCAPE等場地，各地藝術家呈獻了精彩的音樂和舞蹈表演，美食快閃店也吸引眾多食客，賽事主題體驗活動令人目不暇給。「JAM OFF」獲得新加坡旅遊局全力支持，成功為烏節路注入全新活力，使其更具青春氣息，進一步鞏固其作為必訪的旅遊地標。

「爵士上海音樂節」、「無界英樂」展覽以及「JAM OFF」等一系列活動，共同彰顯出集團在貫徹促進文化交流、推廣全球藝術方面的堅定承諾。集團構建起用以慶祝多元文化、聯繫不同社區的平台，持續鞏固自身在文化推廣與旅遊創新領域的領導地位，對本地和國際觀眾都帶來了深遠且持久的影響 。



In a delightful celebration of cultural fusion, Stecco Natura Gelaterie, from the retail business line of the Group, introduced a unique creation, "egg waffle with gelato", blending the artistry of gelato with the nostalgic charm and vibrant flavors of Hong Kong street food. Stecco Natura Gelaterie invited customers to savor the essence of culture in every bite.

集團零售業務旗下的 Stecco Natura Gelaterie，推出一款極具特色的文化共融創新產品——「雞蛋仔配冰淇淋」。它將意式雪糕濃郁醇厚的口感，與香港標誌性經典街頭小吃雞蛋仔的活力與獨特風味完美交融，營造出跨越兩種截然不同美食世界的甜蜜和諧。Stecco Natura Gelaterie 將意式雪糕的精湛製作技藝，與香港街頭美食的懷舊魅力相融合，邀請顧客在品嚐每一口美味的同時，細細品味蘊含其中的文化精髓。

#artBLISS

#樂在藝術

#artBLISS celebrates the transformative power of art in connecting communities and enriching lives. We bridge the concept of "Art for all", aesthetic appreciation to all walks of life by offering platforms for expression through exhibitions, workshops, and collaborative projects to a vibrant artistic atmosphere that resonates with the community.

#樂在藝術展現了藝術在聯繫社區、塑造豐盛生活的推動力。我們透過展覽、工作坊及合作項目等形式構建自由表達的平台，將「藝術為大眾」的理念與大眾的審美體驗緊密連結，致力營造與社區共鳴的活力藝術氛圍。

BOCOM NEW BUND 31 Performing Arts Center: A Nexus of Art and Culture

交通銀行前灘31文化演藝中心：藝術與文化的匯合地

Home to the largest professional indoor theater in Shanghai, the BOCOM NEW BUND 31 Performing Arts Center, a visionary project in Qiantan, Shanghai stands as a testament to the fusion of world-class design and cultural innovation. Planned and designed by the renowned UK-based theater design firm Theatre Projects, the arts center features a 2,500-seat premium Grand Theater and a versatile 1,500 sqm Black Box Arts Space. These state-of-the-art facilities are designed to accommodate a wide range of events, from performances and exhibitions to commercial functions, making it a dynamic hub for artistic and cultural expression. The art center's architecture and functionality reflect a commitment to excellence, ensuring it becomes a landmark for both local and international audiences.

作為上海最大的專業室內劇場，位於上海前灘的交通銀行前灘31演藝中心是一個極具前瞻性的項目，它完美展現世界級設計與文化創新的融合。這座演藝中心由英國知名劇院設計公司Theatre Projects精心設計，擁有一個2,500座的大劇場，以及一個面積達1,500平方米、功能靈活多樣的黑盒子展演空間。我們先進的設施能夠承接各類活動，包括演出、展覽及商業活動，使其成為藝術與文化表達中心。演藝中心的建築風格與功能設計，處處體現出對卓越品質的不懈追求，這也讓成為本地及國際觀眾心目中的地標建築。





BOCOM NEW BUND 31 Performing Arts Center is more than just a venue. It is also a cultural catalyst that enriches the community and inspires global connections. By hosting a diverse array of events and performances, it celebrates artistic excellence while fostering cross-cultural dialogue. Its commitment to nurturing young talent and embracing cutting-edge technologies keeps it at the forefront of the global arts scene. As a cornerstone of Shun Tak's sustainability efforts, the arts center exemplifies how art and culture can drive social progress, inspire creativity, and create lasting value for future generations. Since its opening in 2023, NEW BUND 31 has become a new cultural landmark in Shanghai.

交通銀行前灘31演藝中心不僅是一個活動場地，更是催化文化交流的沃土，既能豐富社區生活，又能激發全球文化聯繫。演藝中心通過舉辦豐富的活動和演出，不但充分展現藝術上的卓越成就，更促進著跨文化交流與對話。它致力於培育年輕人才，積極擁抱前沿科技，這使其始終穩居全球藝術舞台的領先地位。作為信德集團可持續發展的重要組成部分，這座演藝中心充分體現了藝術文化在推動社會進步、激發創造力方面的作用，並為後代創造永不褪色的恆久價值。自2023年開業以來，前灘31已成為上海的文化新地標。

An Art Exploration Journey for Travelers
旅行者的藝術探索之旅

Our hospitality sector serves as a dynamic stage, dedicated to promoting and celebrating art events that inspire cultural exchange and enrich guest experience. A prime example is the "New Horizons of Chinese Contemporary Art" exhibition. Held at the Amagao Gallery at Artyzen Grand Lapa Macau, this exhibition marked the debut of SOEMO Fine Arts in Macau, a gallery founded by Dutch national Jareth Soemodihardjo. Known for identifying and promoting emerging contemporary artists from cities such as Beijing, Chongqing, and Chengdu, since SOEMO was established in 2006. The exhibition reflected a shared vision of bridging East and West through artistic expression, enriching Macau's cultural landscape.

Adding to this cultural tapestry was the exhibition of Australian photographer Mike Emery's work, "City Memories 1980", which was launched in September 2024 at Artyzen Habitat Hongqiao Shanghai. Emery's photographs, taken 44 years ago during his travels across China, captured daily life in the streets of Shanghai, Beijing, and Tianjin, offering a rare glimpse into life in the 1980s. Together with Emery's personal sharing of stories behind the photos during the opening, the exhibition facilitated a cultural exchange journey among the visitors sparked by memory and discovery.

Collaborating with the Museum of Art Pudong, Artyzen Habitat Qiantan Shanghai and NEW BUND 31 have successfully introduced a cross-sector art experience to the community, offering a seamless immersive art journey from museum to performing arts center and hotel accommodation. A collection of Art-themed Blind Box Suites was launched in the hotel, inspired by the museum's recent exhibitions "Fantastic Visions", "Ages of Splendor" and "Tidal Flux," extending the artists' creative expressions into our guestrooms. Located nearby, the BOCOM NEW BUND 31 Performing Arts Center, which hosts diverse arts and fashion events throughout the year, offers our guests a unique and vibrant art experience.

我們的酒店業務作為一個活力四射的舞台，積極推廣及舉辦能夠激發文化交流、豐富賓客體驗的藝術活動。「中國當代藝術新視界」展覽是當中的典型例子，其由澳門雅辰酒店的Amagao藝廊隆重承辦，為荷蘭人Jareth Soemodihardjo所創的蘇蒙畫廊之澳門首展。自2006年成立以來，蘇蒙畫廊便一直以發掘和推廣來自北京、重慶、成都等城市的新銳當代藝術家而享譽業界。此次展覽充分展現了通過藝術表達及搭建東西方文化交流橋樑的共同願景，進一步豐富了澳門的文化景致。

上海虹橋雅辰悅居酒店於2024年9月舉辦了澳洲攝影師Mike Emery「城市記憶1980」的作品展覽，同樣為這幅文化織錦增添了絢麗色彩。他44年前在中國各地旅行時拍攝的這些照片，生動地捕捉了上海、北京和天津街頭的日常生活，為人們呈現了難得一見的20世紀80年代街頭景象。Mike Emery親臨開幕儀式現場，分享了照片背後的故事。是次展覽成功給參觀者帶來了一場由回憶和探索導覽的文化交流之旅。

上海前灘雅辰悅居酒店和前灘31與浦東美術館跨界合作，將美術館、劇場和酒店打通串聯，為社區提供獨特的沉浸式藝術體驗。以美術館當期的三個重磅展覽《百年狂想》、《光輝時代》和《潮汐宙合》為靈感，酒店推出了悅居藝術盲盒系列套房，將藝術家的創作構想由創意空間擴展到專屬套房。同時，一步之遙的交通銀行前灘31演藝中心全年無休，上演多元藝術時尚項目，讓顧客在獨特的美學之旅中感受到情感的共鳴。





Bringing Art and Positivity into the Community

將藝術與正能量融入社區







TurboJET, a vital travel link between Hong Kong and Macau, has long been dedicated to fostering sustainable development and community engagement. In June 2024, TurboJET joined forces with the non-profit organization Paint Beautiful Hong Kong to infuse art and positivity into the community through a collaborative wall-painting project at the TurboJET Premier Lounge located at Shun Tak Centre. The artwork celebrated the theme of Macau tourism, featuring iconic landmarks and vibrant scenes from the city. Through a burst of color, the mural aimed to evoke the joy and comfort of traveling with TurboJET, offering passengers and passersby a taste of the delightful maritime journey between Hong Kong and Macau.

The success of this initiative was made possible by the enthusiastic support of the TurboJET team. Over 20 employees, alongside their family members, volunteered their time and effort to bring the mural to life. Under the guidance of renowned Finnish visual artist and muralist Riitta Kuisma, the team worked tirelessly to complete the artwork in just eight hours. Their dedication and teamwork showcased TurboJET's commitment to community enrichment and highlighted the power of collective effort in creating meaningful change. TurboJET remains steadfast in its mission to give back to society in diverse and impactful ways.

Macau Tower supported Piano Marathon, celebrating the 25th anniversary of Macao's return to the motherland. The event marked the city's first-ever piano performance in the sky, as musicians from different regions and age groups gathered at the top of the tower and performed a one-hour piano relay, composing a glittering chapter in Macau's music and cultural development.

噴射飛航作為香港和澳門的重要連接，長期以來致力於推動可持續發展和社區參與。2024年6月，噴射飛航攜手非營利組織畫美麗香港，在位於香港信德中心的噴射飛航至尊貴賓室，共同舉辦壁畫繪製活動，將藝術與正能量注入社區。這幅壁畫以澳門旅遊為主題，精心呈現了澳門的標誌性地標和充滿活力的城市景象。通過豐富的色彩，這幅壁畫旨在喚起人們乘坐噴射飛航旅行時的樂趣和舒適感，讓乘客和路人都能體驗到香港與澳門之間的愉快海上旅程。

這項活動的順利開展離不開噴射飛航團隊的大力支持。超過 20 名員工及其家屬付出時間和精力參與壁畫的創作。在著名芬蘭視覺藝術家兼壁畫家Riitta Kuisma的悉心指導下，團隊成員竭盡所能，僅用八個小時就完成了這幅作品。他們的奉獻精神和團隊合作，不僅展現了噴射飛航對豐富社區生活的堅定承諾，也充分彰顯了在創造正向改變的集體力量。噴射飛航將繼續秉持初心，以多元且具影響力的方式回饋社會。

澳門旅遊塔全力支持慶祝澳門回歸祖國25週年的鋼琴馬拉松活動。是次活動意義非凡，創造了澳門首個高空彈奏鋼琴的記錄。來自不同地區、不同年齡層的音樂家齊聚塔頂，進行長達一小時的鋼琴接力演奏，攜手為澳門音樂文化發展譜出新篇章。

#greenBLISS

#樂在綠色

#greenBLISS reflects our commitment to integrating environmental sustainability into community investments and initiatives. This pillar promotes eco-conscious living through programs that encourage sustainable consumption and raise awareness about resource conservation. By empowering individuals and communities to make mindful choices, we aim to foster a sense of responsibility toward the environment. Through these efforts, #greenBLISS not only supports a greener future but also aligns with our shared values, creating a legacy of sustainability that benefits both the planet and future generations.

#樂在綠色體現了我們積極將環境可持續發展理念融入社區投資及各項倡議行動。這一重要支柱透過積極落實一系列計劃，鼓勵可持續消費模式，提升大眾對資源保護的意識，從而推行以自然理念為核心的生活方式。我們希望透過賦能個人及社區，讓大家在日常生活中做出更環保的選擇，進而培養起每個人對環境的責任感。通過這些不懈努力，#樂在綠色不僅有助於打造一個更綠色的未來，更與我們共同價值觀相互契合，從而為地球和後代締造一份可持續發展的寶貴遺產。

Fostering Industry Collaboration for Green Economy Transition

推動行業協作，邁向綠色經濟轉型

Shun Tak had the pleasure of being part of the TVB Green Summit 2024 to explore Hong Kong's implementation of a low-carbon economic transition. As one of the speakers in the panel session "Corporate Sharing – Promoting Sustainable Development Establishing Green Lifestyle" and exhibitors to share insights and exchange ideas with industry peers and experts in exploring Hong Kong's role in green economy transition, showcasing our green endeavors and community investments.

信德集團很榮幸能夠參與TVB綠色峰會2024，一同探討香港實踐低碳經濟轉型的進程。信德集團作為「企業分享 — 推動可持續發展 建設綠色生活」環節中的演講嘉賓以及參展商，與業界同行及專家分享見解、交流想法，共同探索香港在綠色經濟轉型中的角色，同時展示我們的綠色工作成果及社區投資。





Encouraging Sustainable Consumption and Resource Awareness among Customers

鼓勵顧客踐行可持續消費理念，提升資源意識

Fashion is a pivotal aspect of our lives, influencing how we express ourselves and interact with the world. Last early summer, we collaborated with Redress to host the "Upcycling Fashion Show", aimed to promote a circular fashion industry, empowering designers and educating customers to mitigate the negative impact of clothing production and consumption on the environment.

The event was comprised of three key activities: a fashion show featuring donated clothes upcycled and styled for work and play, an exhibition of these assembles available for the public to bid, and a clothing collection program.

The program not only educated our tenants and visitors on responsible consumption and the environmental benefits of choosing eco-friendly fashion, inspiring sustainable practices, and carbon footprint reduction, but also encouraged the designers to explore sustainable practices and materials, fostering innovative ways to repurpose secondhand clothing.

Unlike ordinary activities which focus on environmental advocacy, the event has, more importantly, demonstrated economic viability by elevating the value of secondhand clothing through creative transformations, and marketing the concept as a sustainable business model.

Toys"R"Us Macau has partnered with Caritas Macau for its annual toy recycling campaign. This year's initiative introduces eco-friendly toy collection boxes crafted from honeycomb board. For every toy donated by customers, Toys"R"Us Macau will contribute an additional toy to Caritas Macau, supporting children in need while championing the principles of reuse and sustainability. The campaign was supported by Stecco Natura Gelaterie, which offers coupon to toy donors as a token of appreciation. The collaboration in our retail business created a beautiful synergy among the society, environment, and our business goals.



時裝在我們日常生活中佔據著重要的一席，它深刻影響著我們表達自我以及與外界互動的方式。去年夏天，我們與 Redress 攜手舉辦了「環回初夏祭」活動。此次活動旨在全力推動時裝產業的循環發展，為設計師賦能，同時向廣大消費者傳遞相關知識，引導大家積極減輕服裝生產與消費過程對環境造成的負面影響。

這次活動主要包含三部分：第一部分為精彩時裝表演，主題為展示升級再造及巧妙設計成適用於工作與休閒場合的捐贈衣物；第二部分為展覽，其中展出的服裝搭配可供公眾出價拍賣；第三部分為舊衣物收集活動。

這個計劃意義深遠，它不僅向商戶和訪客普及了負責任消費的理念，以及選擇環保時尚對環境帶來的諸多益處，有效激發了大家踐行可持續生活方式、積極減少碳足跡的意願；還鼓勵設計師積極探索可持續的設計手法和環保物料，推動大家以創新思維重新利用二手衣物。

與一般僅聚焦於環保倡議的活動有所不同，這次「環回初夏祭」更為重要的意義在於，通過創意改造大幅提升了二手衣物的價值，讓棄置衣物重新煥發光彩，並將這一理念作為一種可持續的商業模式加以推廣，充分展現了其經濟上的可行性。

澳門玩具「反」斗城與澳門明愛攜手共同開展年度玩具回收活動。今年的活動引入了以蜂巢板精心製作的環保玩具收集箱。顧客每捐出一件玩具，澳門玩具「反」斗城都會額外捐贈一件玩具給澳門明愛。既能幫助有需要的兒童的同時，又能積極倡導資源再利用和可持續發展的理念。此次活動還得到了Stecco Natura Gelaterie 的大力支持，為玩具捐贈者提供優惠券，以表達對他們的感謝。在我們的零售業務中，該合作模式成功地在社會、環境和企業自身發展之間，創造了美好的協同效應。





#wellnessBLISS

#樂在健康

#wellnessBLISS is dedicated to enhancing the physical and mental well-being of individuals and communities. This pillar focuses on initiatives that promote holistic health, such as empowering youths through experiential learning and supporting mental and physical well-being across all age groups. We also extend care to vulnerable communities, including children in need and the elderly, through programs like Knit for Charity and seasonal celebrations such as Winter Solstice. By addressing individual and collective well-being, #wellnessBLISS fosters a harmonious and inclusive community where everyone can thrive, care, connect, and share in collective prosperity.

#樂在健康專注於提升個人身心健康及社區關懷。該支柱著重推行各項關乎全體福祉的舉措，例如通過體驗式學習賦能青少年，以及支援各年齡層的身心健康。我們亦透過如愛心編織班等計劃，以及冬至等節慶活動，向弱勢社群，包括有需要的兒童及長者送上關懷。#樂在健康兼顧個體和群體的福祉，努力營造一個和諧、包容的社區環境，讓每一個人都能在其中盡展所能、相互關愛、緊密聯繫，共享繁榮成果。

Contributing Cross-industry Collaboration for Greater Impact

促進跨業界協作，提升影響力

At a seminar organized by the Chinese General Chamber of Commerce, we gathered with fellow leaders from the business sector to share insights and collaborative achievements of our support in improving people's livelihood.

As a pioneer in maritime transportation, TurboJET continuously collaborates with Hong Kong Sea School and the Maritime Services Training Institute on nurturing the newcomers of Hong Kong's maritime sector. In addition, we collaborated with the Young Entrepreneurs Development Council to organize workshops to provide career planning guidance for secondary school students. We also supported the Strive & Rise Programme, providing diverse activities for young people in need, such as visits to our hotels, clubs and shipyards to expand their horizons.



由香港中華總商會舉辦的一場座談會上，我們與香港工商界同仁齊聚一堂，分享在助力改善民生方面的見解及合作成果。

作為航運業先驅，噴射飛航持續與香港航海學校及海事訓練學院合作培育香港航海業新生力軍。此外，信德也與青年企業家發展局合作舉辦工作坊，為中學生提供職業及生涯規劃指導。我們也參與了「共創明『TEEN』計劃」，為有需要的青少年提供多元化的體驗活動，例如參觀我們旗下的酒店、會所及船廠等，助其拓展視野。



Promoting Physical Health and Mental Well-being

促進身心健康

The Group is committed to fostering physical health and mental well-being across the communities it serves, leveraging its diverse business portfolio to create meaningful initiatives. From supporting sports events to raising awareness about mental health and social inclusion, the Group's efforts reflect a deep understanding of the interconnectedness of physical and mental wellness.

Grand Coloane Resort sponsored the Macau Golf Masters to encourage the community to engage in sports and active lifestyles.

Shun Tak Centre promoted "Sports Hong Kong" to showcase the power of sports in uniting people of all abilities, emphasizing the importance of empathy and understanding in building stronger communities.

NOVA Mall supported the "HUG ME, Hug Yourself Every Day" Exhibition to encourage visitors to practice self-awareness and understand the mind-body connection, highlighting the importance of emotional well-being among young individuals.

集團積極在所服務的社區推動身心健康，並善用我們多元化的業務組合，精心策劃並開展了一系列深具意義的活動。從大力支持各類體育賽事，到提升大眾對心理健康和社會共融的重視程度，集團的各項努力，深刻反映出我們對於身心健康之間相互緊扣的深刻理解。

鷺環海天度假酒店慷慨贊助澳門高爾夫大師賽，以此鼓勵社區居民積極參與體育活動，培養健康的生活方式。

香港信德中心積極推廣「我哋係香港運動員！為自己而驕傲」展覽，向公眾充分展現了體育在凝聚各種能力人士方面所蘊含的強大力量，彰顯同理心及相互理解在構建更強大社區當中的重要性。

星皓廣場全力支持「HUG ME 擁抱自己每一天」展覽，鼓勵前來參觀的訪客注重關心照顧自己，並提醒大家心理健康是日常生活中重要的一環。





Supporting Social Equality: Helping Children in Need

支持社會平等：幫助有需要的兒童

The Group is dedicated to fostering social equality and supporting vulnerable communities, particularly children in need. Through a series of impactful initiatives, the Group has demonstrated its commitment to creating a more inclusive and compassionate society. By raising awareness, providing resources, and promoting understanding, the Group aims to empower individuals and families facing challenges.

One of the key initiatives is the Artyzen Club Loving Stone Workshop, a corporate collaboration with Love Xpress, a charity organization dedicated to autism care. Held at the Club, this event brought together employees, families, and community members to paint and decorate stones, symbolizing love, hope, and solidarity.

集團致力於促進社會平等，支持包括兒童在內的弱勢社群。我們通過一系列具影響力的舉措，藉此打造一個更具包容性和同情心的社會。集團透過提升公眾意識、提供資源及促進相互理解，旨在賦權予面臨著挑戰的個人及家庭。



其中一項重要舉措是雅辰會愛心石工作坊，這是一項與關懷自閉症人士的慈善機構愛•傳遞的企業合作項目。活動在雅辰會舉辦，員工、家庭成員及社區成員齊聚一堂，繪畫及裝飾象征著愛、希望及團結的石頭。

Our team in Macau has once again collaborated with Macau Autism Association to promote awareness on autism. An event was held in Macau Tower showcasing the musical talents of children with autism spectrum disorder, promoting public awareness of the potential of autistic children and giving them more support and recognition. Grand Coloane Resort also hosted an International Conference on Autism Awareness in September. Providing a platform for dialogue and learning, the event brought together experts, educators, and families to share knowledge, strategies, and resources for supporting individuals with autism.

During the summer, our volunteers who are experienced in ice skating contributed their talent to service the kids from SidebySide, giving them a taste of this special sport and co-creating a blissful afternoon through the joy of the sport.

我們的澳門團隊再次與澳門自閉症協會攜手合作，積極提升公眾對自閉症的認知。我們於澳門旅遊塔舉辦活動，特別呈獻自閉症譜系障礙兒童的音樂才華，旨在提升公眾對自閉症兒童潛能的認識，並為他們爭取更多支持與認同。此外，鷺環海天度假酒店亦於九月舉辦國際提高自閉症意識會議。專家、教育工作者及家屬齊聚一堂，在此平台透過對話及學習的形式分享知識、策略及資源，共同探討支援自閉症人士的有效方法。

2024夏天，我們更安排善於溜冰的義工，為善導會的學童提供指導，讓他們體驗這項特別運動的樂趣，透過歡樂時光共同締造難忘的下午。





Fostering Social Equality: Supporting and Empowering the Elderly

促進平等，支持並賦權長者

In 2024, the Group continued its cherished tradition of spreading warmth and kindness through its annual knitting drive, Knit for Charity. Since 2014, the program has brought together staff volunteers to create handmade knit crafts for disadvantaged groups during autumn and winter. Over 450 colleagues have participated in the initiative to date, crafting thoughtful gifts filled with heartfelt blessings for more than 650 individuals in need.

2024年，集團延續了我們的珍貴傳統，通過年度慈善編織活動——愛心編織班，傳遞溫暖和善意。自2014年起，這項計劃每逢秋冬時節便召集同事成為義工，為弱勢群體製作手工編織工藝品。至今已有超過450名同事積極參與到這項活動中，他們用心製作了超過650份充滿真摯祝福的禮物，送到了有需要人士的手中。





In this event, colleagues came together to crochet adorable pouches as a winter solstice gift for elderly individuals living alone. These practical yet heartfelt gifts were designed to bring comfort and joy to elderly recipients, while also providing participants with a meaningful opportunity to connect with the simple pleasures of crafting.

Our caring for the elderly is not limited to festive celebrations. Throughout 2024, we leveraged the resources of Artyzen Club to deliver homemade soup to elderly individuals who relied on the community canteen for meals.

Our Macau team organized a series of group outings for seniors from Caritas Macau, aimed at promoting physical health, mental well-being, and cross generation harmony. The seniors were invited on a sightseeing tour aboard the Macau Cruise, where they enjoyed breathtaking views of the city's skyline and cultural landmarks. The day continued with a delightful buffet lunch at Macau Tower's Tromba Rija, allowing participants to relax, share stories, and bond over a variety of delicacies.

These initiatives reflected the Group's commitment to enhancing the quality of life for the elderly, ensuring they remain physically active, mentally stimulated, and socially connected.

在本次活動中，同事們齊心協力，鉤織出可愛布袋，作為冬至禮物送給獨居長者。這些既實用又滿含心意禮物為受贈長者帶來了溫暖和歡樂。與此同時，活動也為參與者提供了一個難得的機會，讓大家能夠體驗到手工製作的樂趣。

我們對長者的關懷絕不僅限於節日慶祝活動。我們於2024年期間善用雅辰會的資源，定期為在社區食堂用餐的長者送上自家熬製的湯品。

澳門的團隊亦為澳門明愛的長者精心組織了一系列團體郊遊活動。這些活動旨在促進長者的身心健康以及跨代共融。長者們受邀乘坐「澳門海上遊」觀光船，進行愉快的觀光之旅，盡情欣賞城市天際線和文化地標的美麗景色。其後，大家在澳門旅遊塔的皇家葡萄餚餐廳享用豐盛的自助午餐，在輕鬆愉快的氛圍及在美食的陪伴下，放鬆身心、分享生活故事，增進彼此感情。

這些活動充分體現了集團提升長者生活質量的堅定承諾，使長者們維持體魄強健、精神愉悅，並維持良好的社交聯繫。



Advancing Poverty Alleviation and Humanitarian Relief Efforts

推進扶貧及人道救援工作

The Group has consistently supported a series of impactful initiatives aimed at poverty alleviation and humanitarian relief by partnering with charitable organizations and encouraging staff participation. We have been continuously supporting the signature fundraising programs of our community partners such as Oxfam, Orbis, and Community Chest for years, including Oxfam's TowerRun, Orbis Action for Sight, and Community Chest Walk for Millions. By leveraging its resources and encouraging staff involvement, the Group continues to make a lasting impact, demonstrating that even small actions can create significant change.

集團長期以來一直積極與慈善機構緊密合作，並鼓勵員工踴躍參與，以支持多項扶貧和人道救援的重要活動。多年來，我們始終如一地支持社區合作夥伴，如樂施會、奧比斯及公益金的標誌性籌款項目，其中包括樂施競跑旅遊塔、奧比斯愛眼行動及公益金百萬行。集團充分整合自身資源，積極鼓勵員工參與各項公益活動，持續釋放出深遠影響力。這些行動有力證明，集合微小的行動，也能夠帶來巨大的改變。



Collaborative Inclusivity
協作共融



Empowering Change

Female Leadership Pioneering Impactful Transformations across Sectors

推動變革

發揮女性力量

At the heart of our organization lies a strong commitment to diversity, equity, and inclusion. With female senior management executives comprising 55% of our leadership team in our headquarters, the impactful contributions of our women leaders transcend the realms of Shun Tak, resonating across the wider community to empower change and foster meaningful transformations across sectors.

多元、平等及共融，一直是集團的堅定承諾。在集團總部的領導團隊裡，女性高級管理人員佔比達55%。這些女性領袖的貢獻不止於信德集團內，更在社會中帶來正面影響，並在各個領域中推動變革及轉型。



In addition to leading the Group toward prosperity, Ms. Pansy Ho, Group Executive Chairman and Managing Director; Ms. Daisy Ho, Deputy Managing Director and Chief Financial Officer; and Ms. Maisy Ho, Executive Director, actively devote themselves in public service.

Ms. Pansy Ho serves our motherland as Standing Committee Member of The Chinese People Political Consultative Conference. She also drives the economic advancement and women empowerment with her roles as Vice-Chairman of All-China Federation of Industry and Commerce, Standing Committee member of the All-China Women's Federation, and Vice President of China Women's Chamber of Commerce under All-China Federation of Industry and Commerce. She is also the Chairperson of the Hong Kong Federation of Women, dedicated to promoting women's rights.

Among countless contributions, Ms. Pansy Ho stands at the forefront of heritage preservation and cultural tourism development. She is Executive President of All-China Federation of Tourism Chambers of Commerce, member of the Committee of Experts for the Construction of World Class Tourist Attractions and Tourist Resorts under the Ministry of Culture and Tourism of China. At the same time, she serves a number of international tourism organizations as the key members, including Vice Chairman of the World Tourism Alliance, Vice Chairman of the International Mountain Tourism Alliance, Executive Committee member of World Travel & Tourism Council and was appointed as a tourism ambassador by the United Nations World Tourism Organization. Ms. Ho is highly committed to cultural heritage conservation, and is the Chairperson of The Scientific Committee of the Alliance for Cultural Heritage in Asia, Vice-President of the China Foundation for Cultural Heritage Conservation, Dunhuang Cultural Ambassador, member of the Board of Trustees of Cultural Development Fund of the Macao SAR Government.



集團行政主席兼董事總經理何超瓊女士、副董事總經理兼財務總監何超鳳女士，以及執行董事何超蕸女士，不僅帶領集團蓬勃發展，還積極投身公共服務。

何超瓊女士現擔任中國人民政治協商會議全國委員會常務委員會委員，盡心服務祖國。與此同時，她還身兼多個重要職務，包括中華全國工商業聯合會副主席、中華全國婦女聯合會常務委員會委員、以及中華全國工商業聯合會屬下女企業家商會副會長，她在崗位上充分發揮自身影響力，積極推動經濟發展。她亦為香港各界婦女聯合協進會主席，致力促進婦女權益。

何超瓊女士也積極投身文旅產業發展。她為全聯旅遊業商會執行會長、中國文化和旅遊部世界級旅遊景區和度假區建設專家委員會成員；同時擔任多個國際旅遊組織要職，包括世界旅遊聯盟副主席、國際山地聯盟副主席、世界旅遊業理事會執行委員會委員，並獲聯合國世界旅遊組織委任為旅遊大使。而在文化文物保育方面，她更是不遺餘力，彼為亞洲文化遺產保護聯盟諮詢委員會主席、中國文物保護基金會副理事長、敦煌文化傳播大使、澳門特別行政區政府文化發展基金信託委員會委員等。

A patron of the arts, Ms. Daisy Ho has made significant contributions to cultural enrichment and performing arts education. As the Chairman of the Hong Kong Ballet ("HKB"), Ms. Daisy Ho's advocacy for sustainable development of ballet in Hong Kong materialized through her donations to and fund-raising for HKB which culminated to the opening of Hong Kong Academy of Ballet and "Greater Bay Area Ballet Incubation Centre". The former aims to provide professional ballet training to students of all ages, while the latter will cultivate new ballet talents in the Guangdong-Hong Kong-Macao Greater Bay Area.

Ms. Daisy Ho leverages her personal abilities and experience to serve society. Her role as the Advisor for Po Leung Kuk, along with her donations and support to various organizations further demonstrates her commitment to ameliorating education and social welfare in the community. Serving as Vice President and executive committee member of The Real Estate Developers Association of Hong Kong, a member of the Hong Kong Institute of Real Estate Administrators, and Vice President of the Macao Association of Building Contractors and Developers, she stands as a remarkable example of women's leadership within the real estate sector.

Ms. Maisy Ho is deeply committed to quality education and holistic youth development. As a Member of the Court at The University of Hong Kong, she plays an active role in shaping the institution's strategic growth. Strengthening her dedication to youth development, she established the 'TWGHs Joint School Maisy Ho Chiu Ha Civic Educational Award' since 2017, which annually recognizes and supports students for outstanding civic engagement and innovative community solutions, fostering critical thinking and civic values. In 2016, as Chairman of TWGHs, she spearheaded the 'Liaoning-Hong Kong Youth Exchange Tour', providing TWGHs secondary school students with invaluable exposure to cross-border cultural and educational experiences. Now, as Founding President of the Hong Kong Federation of Liaoning Associations, she continues to expand and elevate this meaningful program, cumulatively benefiting nearly a thousand students, deepening their cross-regional understanding, strengthening their sense of national pride, and inspiring them to excel on the global stage. Ms. Maisy Ho also actively supports the HKSAR government's 'Strive and Rise Programme', arranging site visits for underprivileged students to the Group's Property Management, Transportation, Retail and Merchandising divisions, broadening their career perspectives through immersive vocational learning experiences. Beyond education, Ms. Maisy Ho contributes to public healthcare as a member of the Hospital Authority, offering strategic oversight on healthcare services. She also serves in her capacity as a member of the Advisory Board of TWGHs, providing invaluable guidance and support to a wide array of health and community programs while continuing her philanthropic contributions to various community initiatives.

The contributions of our female leaders exemplify the power of women. In addition to driving excellence and achieving success within the Group, our female leaders continue to make profound impacts in the wider community through their passion and dedication in public service.



作為藝術推動者，何超鳳女士對文化及表演藝術教育貢獻卓著。作為香港芭蕾舞團主席，她積極推動芭蕾舞在香港的可持續發展，並通過對芭蕾舞團的捐款及舉辦籌款活動，促成香港芭蕾舞學院及「粵港澳大灣區芭蕾孵化基地」的成立。前者旨在為不同年齡的學生提供專業芭蕾舞訓練，後者則致力於培育在粵港澳大灣區的芭蕾舞新秀。

何超鳳女士樂於善用個人能力和經驗，服務社會。她於擔任保良局顧問期間，透過對多個機構的捐助和支持，彰顯她在改善社區教育及社會福利的承擔。同時，她身兼香港地產建設商會之副會長及執行委員會委員、香港地產行政師學會會員及澳門建築置業商會之副會長，成為地產業界女性領導力的傑出典範。



何超蕸女士對優質教育及青少年全人發展充滿熱忱。作為香港大學校董會成員，她積極參與推動高等教育的策略性發展。為了加強她對青少年發展的承諾，她自2017年起創立「東華三院何超蕸聯校公民教育獎」，每年表揚及支持在公民參與及創新社區解決方案方面表現優異的學生，鼓勵青少年培養批判性思考和正確的公民價值觀。在2016年擔任東華三院主席期間，她領導舉辦「遼港青少年交流團」，為東華三院屬校中學生提供寶貴的跨境文化和教育交流體驗。現在，作為香港遼寧社團聯會的創會會長，她繼續擴展和提升這項有意義的活動，累計惠及近千名學生，加深了他們對兩地的認識，增強了他們的民族自豪感，激勵他們在國際舞台上發揮所長。何超蕸女士積極支持香港特區政府的「共創明『Teen』計劃」，安排基層學生參觀集團旗下物業管理，運輸，零售及採購業務，為學生提供多元化及沉浸式的學習體驗。在教育以外，何超蕸女士亦致力於公共醫療服務。作為醫院管理局成員，她為醫療服務提供策略性監督。同時，她亦是東華三院顧問局成員，為一系列健康與社區服務計劃提供寶貴的指導與支持，並繼續通過不同的慈善項目為社區作出貢獻。

我們的女性領袖以實際行動展現了女性力量。除了在集團內追求卓越並取得成功，她們在公共服務方面的熱忱和奉獻，持續為社會帶來深遠影響。

Collaborative Inclusivity

協作共融

Employees play a vital role in Shun Tak's success and growth. In today's environment which prioritizes transparent expectations, effective communication channels, robust health and safety standards, equitable opportunities for advancement, and a culture of mutual respect, we understand the importance of offering the right working conditions to acknowledge employees' contributions and bolster their productivity and sense of belonging. We are committed to providing our employees with a safe and healthy work environment while also offering them training and education opportunities to enhance their skills and competence. In addition, we have also fostered a culture of respect, diversity and inclusion for all, and ensuring that they are treated fairly and equitably.

員工在信德集團的成功與發展中扮演著至為重要的角色。在當今重視透明度、溝通渠道、職安健、公平的晉升機會，以及相互尊重文化的環境中，我們明白合適的職場條件和環境能提升員工貢獻和增強歸屬感。我們積極為員工打造安全健康的工作環境，同時提供豐富的培訓與教育機會，助力員工提升技能、增強能力。此外，我們著重營造尊重、多元、共融的企業文化，確保每一位員工都能受到公平公正的對待。

Effective **property management** requires strong communication skills, attention to detail, knowledge of property laws, and the ability to address tenant issues promptly. By maintaining positive tenant relationships, ensuring property upkeep, and adhering to legal requirements, employees contribute to the overall value and success of the Group's real estate investments.

高效的**物業管理**，要求從業人員具備出色的溝通技巧、細緻入微的工作態度、扎實的物業法律知識，以及快速解決租戶問題的能力。員工通過維繫良好的租戶關係、落實物業的日常維護保養，並嚴格遵守法律法規，為集團提升地產投資的整體價值和有效營運貢獻力量。

Essential skills for successful **property development** include project management, financial acumen, stakeholder coordination, and construction regulations across the planning, design and construction stages. By overseeing the entire development process, employees play a crucial role in shaping communities, creating sustainable environments, and delivering properties that meet the opportune needs of end-users and investors.

要成功推進**物業發展**項目，必需具備卓越的項目管理能力、敏銳的財務洞察力、出色的持份者協調能力，以及在規劃、設計和施工各階段熟練掌握建築法規的能力。員工在監管物業發展過程中擔任關鍵角色，透過營造理想社區及可持續發展環境，提供符合用戶及投資者需求的物業。

A memorable **hospitality** experience pays exceptional attention to guest satisfaction, service excellence, and creates a welcoming environment for patrons. By delivering personalized service, anticipating guest needs, and upholding high standards of quality and cleanliness, employees help enhance guest loyalty, drive positive reviews, and build a strong brand reputation for the Group.

要打造令人難忘的**酒店及消閒**體驗，必須格外注重客戶的滿意度，追求卓越的服務水準，並為客戶營造賓至如歸的舒適環境。員工通過提供貼心的個性化服務、提前洞悉顧客需求，以及嚴格維持高品質和衛生標準，有效提升客戶的忠誠度，收穫良好口碑，助力集團的品牌建立。

A safe and reliable ferry service requires a solid grasp of maritime regulations, technical knowledge, as well as operational efficiency, and commitment to safety. By maintaining safe and timely ferry operations, employees can steer the Group toward success and longevity in its **transportation** operations.

安全可靠的渡輪服務，離不開對海事法規的充分掌握、扎實的技術知識、高效的營運管理，以及對安全的高度重視和堅定承諾。員工通過保障渡輪安全、準時營運，推動集團在**運輸**領域不斷取得成功，實現長遠穩定的發展。

To prepare the readiness of our employees in this advancing and evolving commercial atmosphere, it is our responsibility to devote dedication to creating a safe and healthy work environment. Under this comfortable and welcoming environment, we offer training and career advancing opportunities to enhance their skills and competencies. In addition, we have cultivated a culture of respect and inclusion for all, embracing the diversity and uniqueness of our workforce whilst ensuring that every employee is respected and treated fairly and equitably.

在商業環境瞬息萬變的形勢下，幫助員工做好充分準備是企業發展的關鍵。為此，我們責無旁貸，全力營造安全健康的工作環境。在舒適且友善的環境下，我們提供培訓及職業發展機會，以提升員工的技能和能力。此外，我們積極培育尊重與包容的企業文化，充分接納團隊成員的多元性和獨特性，同時確保每一位員工都受到尊重，以及公平、公正的對待。

Discover our Efforts in Driving Key People Topics
了解我們在推動人才相關重要議題上的努力

Topic 議題				
Diversity, Equity, and Inclusion 多元、平等和共融	Labor-management Relations 勞資關係	Occupational Health and Safety 職業健康與安全	Employee Training and Education 員工培訓和教育	Regulatory Compliance 遵守法規
Empowering Change: Female Leadership Pioneering Impactful Transformations across Sectors 推動變革:發揮女性力量	●			
Caring for Our People 關愛員工		●		
Prioritizing Employee Health and Well-being 優先關注員工的健康和福祉		●	●	
Safeguarding the Occupational Health and Safety of Employees 保障員工的職業健康與安全			●	
Employee Skill Development and Capacity Building 員工技能發展與能力建設			●	
Championing a Diverse and Inclusive Corporate Culture 倡導多元共融的企業文化	●			
Upholding Employee Rights 維護員工權益	●	●	●	



Caring for Our People
關愛員工

At the core of our compassionate workplace lies our Code of Conduct, which serves as our moral compass, establishing clear expectations for ethical behavior, professional standards, and mutual respect. It guides our daily interactions with stakeholders and decision-making processes, ensuring fairness, integrity, and transparency while adhering to relevant local laws and regulations across all levels of Shun Tak.

作為我們關懷備至的職場文化核心，《行為守則》猶如道德指引，明確訂立道德操守、專業標準及相互尊重的期望。在日常與持份者的交流互動以及各項決策流程中，它都起到了指導作用，確保信德在各個層面都能做到公正、誠信、透明，並嚴格遵守相關的本地法律法規。

Valuing Open Communication with Employees
重視與員工坦誠溝通

Building upon this ethical foundation, we maintain robust channels for open communication that drive both organizational success and employee satisfaction. This two-way dialogue enables faster problem resolution through valuable frontline insights, while fostering an environment where employees feel heard and valued. This allows us to create a collaborative workplace culture that emphasizes harmony, strengthens team relationships, and encourages innovation, as well as a supportive environment where both our business and our people can thrive together.



我們在道德基礎之上構建了暢順的溝通渠道，同時推動企業繁榮發展與員工滿意度提升。這種雙向溝通機制不僅讓我們能收集前線員工的寶貴意見，迅速地解決各類問題，更營造出一個讓員工感受到被傾聽與重視的工作環境。我們致力於打造一個和諧共處、團隊高效協作、激發創新的企業文化，以及促進業務發展與員工成長的良好環境。

Employee Engagement
員工參與



Effective communication is crucial to fostering a productive and collaborative workplace culture. Our channels of engagement take various forms ensuring that employees remain well informed and engaged. We maintain consistent day-to-day information flow across the Group through a mix of traditional communication methods and digital platforms. Some of these connections are further strengthened through regular face-to-face gatherings and surveys to encourage employee feedback and improve employee satisfaction.

We recognize that employees may sometimes need to raise sensitive concerns. Our Grievance Policy and related procedures provide a confidential and secure pathway for employees to voice their grievances, ensuring that workplace issues are addressed fairly and promptly. This multi-tiered approach ensures thorough consideration of all workplace concerns while maintaining the highest standards of confidentiality and fairness throughout the process.

有效的溝通是培養高效且積極協作的企業文化之核心要素。我們透過提供多元化的溝通渠道，確保員工能夠充分了解公司資訊並積極參與。我們透過傳統溝通方式和電子化平台相結合，維持集團日常信息的高效流通。此外，定期舉行的面對面交流會和問卷調查能進一步強化員工之間的聯繫，鼓勵員工積極反饋意見，從而提升員工滿意度。

我們清楚明白員工有時可能需要反映敏感問題。為此，我們制定了《申訴政策》及相關程序，為員工提供了一個保密且安全的申訴途徑，讓他們可以毫無顧慮地表達自己的不滿，並確保工作場所出現的問題能及時得到公平解決。這種多層次的處理方式，能保證在整個流程中所有工作相關問題都能得到充分考量，並始終維持最高標準的保密性和公平性。

Case Study 個案研究

Staff Engagement

與員工交流互動

Artyzen Hospitality Group's (AHG) key to providing excellent service stems from active engagement between managers and their teams across its operations. Regular engagement, such as Employee Dialogue Luncheons and Hotel Manager Talks, encourages open dialogue and enables management to better understand employees' needs and perspectives. These discussions cover topics such as operational resources, accommodation, team building, training opportunities, and compensation. Following these engagements, clear action items, deadlines, and designated responsible parties are established, reinforcing our commitment to addressing employee concerns effectively.

In addition to the frequent engagement, AHG has also been conducting a comprehensive annual Employee Satisfaction Survey across its portfolio for four consecutive years, to allow each property to gauge the workplace satisfaction and identify opportunities for improvement from the employees' perspective. The latest survey yielded exceptional engagement results, with response rates reaching at least 95% at each property and the hotel group average score increasing by 3.5% compared to the previous year. While employees at AHG were satisfied with their roles and welfare overall, we recognize the importance of career progression, professional development and providing the right tools and sufficient resources to nurture a more satisfying and supportive workplace for all employees.



雅辰酒店集團所提供的卓越服務，關鍵在於經理與團隊成員在各項業務中積極的交流互動。常規的交流方式包括員工對話午宴和酒店經理座談會，通過這些活動，鼓勵大家暢所欲言，使管理層能更深入地了解員工的需求和想法。從營運資源、留宿安排、團隊建設、培訓機會以至薪酬待遇等話題都可以在交流活動中討論。交流結束後，我們會明確列出行動事項、時間表以及指定的負責人員，充分展現了我們高效地解決員工所關注問題的決心和承諾。

除了保持頻繁的交流互動外，雅辰酒店集團連續四年在旗下所有酒店開展全面的年度員工滿意度調查，了解員工對於酒店各工作環境的滿意度，並尋找改進的方向。最新的調查中，員工參與度極高，每間酒店的回覆率至少達到 95%，酒店集團的平均分比上一年提高了3.5%。員工整體上對自己的工作崗位和福利待遇感到滿意，在此基礎上，我們也意識到職業發展、專業技能提升以及提供合適的工具和充足的資源，對於為所有員工營造更令人滿意、更具支持性的工作環境格外重要。



Prioritizing Employee Health and Well-being

優先關注員工的健康和福祉

Besides occupational health and safety, the Group also ensures the overall physical and mental well-being of our employees, exemplified through a variety of initiatives and programs implemented across the organization. The Group has long been recognized as a Happy Company under the Happiness at Work Promotional Scheme, which is jointly organized by the Promoting Happiness Index Foundation and the Chinese Manufacturers' Association of Hong Kong. This recognition reflects our efforts in building a happy workplace culture and promoting a healthy lifestyle among our staff.

除了職業健康與安全，集團亦致力保障員工的整體身心健康，並在集團整體推行的各項措施及計劃中得以體現。集團長期獲得香港提升快樂指數基金及香港中華廠商聯合會合辦的「開心工作間」推廣計劃評為「開心企業」。此項認可反映了我們在打造快樂職場文化及推動員工健康生活方面所付出的努力。

Safeguarding Physical and Mental Health

守護身心健康

Understanding the inextricable connection between physical and mental health is crucial for improving overall well-being and workplace performance. We organized the Staff Wellness Month to effectively promote the awareness of mental and physical wellness through diverse activities, such as Shall We Talk which encourages active listening and open dialogue, Health Talk for sharing practical tips on maintaining physical and mental health at work, and Bring Your Own Lunch for promoting green and balanced diet.

集團理解身體與心理健康之間密不可分的聯繫，有助於提升員工的整體福祉及在工作場所的表現。我們舉辦了「員工健康月」，通過多元化的活動切實提升員工的身心健康意識。例如，「陪我講」活動鼓勵大家積極傾聽、坦誠交流；健康講座旨在分享工作中保持身心健康的實用知識；「自攜午餐日」倡導綠色、均衡的飲食理念。

We also provide a wide range of physical exercises with varying intensities for our employees to participate in based on personal preference. During the reporting period, we have organized multiple sporting events, blissful activities and mindful workshops, aimed to provide fun and relief inner stress of our staff to foster a physically and mentally healthy environment.

我們為員工提供多種體育鍛鍊項目，讓員工可按個人喜好選擇。於報告期內，我們舉辦了多項體育活動、聯歡活動及正念工作坊，旨在為員工帶來樂趣及幫助其舒緩內心壓力，營造身心健康的環境。

In addition, we provide confidential support for employees in need, offering services like counselling, personal one-on-one meetings and engaging in access to external consultations to ensure the mental well-being of all staff.

此外，我們為有需要的員工提供保密的援助服務，包括輔導諮詢、單獨會談，以及安排外部諮詢等，全力守護所有員工的心理健康。



Zentangle Mindful Art Workshop
禪繞畫減壓工作坊



Shun Tak Dragon Boat Team
信德龍舟隊



Bowling Fun Day
保齡球同樂日



Singing Bowl Workshop
頌缽工作坊



Happy Friday Series - BaDuanJin
Happy Friday 系列 - 八段錦



Plant Terrarium Workshop
植物生態瓶工作坊

Case Study 案例研究

Family Fun Day for Work-Life Balance

促進工作生活平衡的家庭同樂日

The Group promotes work-life balance through flexible work arrangements and comprehensive wellness initiatives that support our employees' professional and personal needs. Our family-friendly policies, mental health resources, and team engagement activities create a positive work environment that promotes both productivity and personal well-being. We extend our corporate community to employees' families by offering complimentary access to certain company events and volunteering opportunities. This holistic approach helps our employees thrive both at work and in their personal lives.

In the reporting year, we organized the first Happy Friday · Summer Fun. This event was a fantastic way to mark the end of the summer holiday for our employees' children by inviting them to visit their parents' workplace and spend a fun-filled afternoon together. The event featured game booths, workshops, magic shows and refreshments, including gelato from our very own Stecco Natura Gelaterie. To make the day even more special, a stage was set up for talented kids to showcase their skills and shine.

集團通過靈活的工作安排和全面的健康福利措施，幫助員工實現工作與生活的平衡，滿足員工職業發展和個人生活的雙重需求。我們推行家庭友好政策，提供心理健康資源並組織團隊參與活動，以營造積極向上的工作環境，在提升工作效率的同時增進員工個人福祉。公司的關懷惠及員工的家庭，為員工家屬提供免費參與部分公司活動和義工服務的機會。這種全方位的舉措使員工在工作和個人生活中皆能蓬勃發展。

在報告年度內，我們首次舉辦「Happy Friday · 夏日樂趣」活動。我們邀請員工的子女來到父母的工作場所，共度一個充滿歡樂的下午，以極佳的方式為孩子們的暑假畫上完美的句號。活動內容豐富多彩，現場設有遊戲攤位、工作坊、魔術表演及茶點，其中還有來自我們經營的品牌Stecco Natura Gelaterie意式雪糕。為了讓這一天更加特別，我們還特設舞台，讓孩子們盡顯才藝。





Enhancing Internal Cohesion
強化內部凝聚力

Our commitment to internal cohesion focuses on building a strong corporate community where every employee feels connected and valued. Through regular cross-departmental initiatives, collaborative projects, and shared learning experiences, we create opportunities for meaningful interaction and professional relationship building. This approach ensures our workforce operates not just as individual teams, but as one integrated community working toward common goals.

為強化內部凝聚力，我們將重點置於構建一個緊密團結的企業團隊，讓每一位員工都能切實感受到彼此的緊密聯繫，並且真切地感受到自身價值被重視。我們透過定期開展跨部門活動、推進合作項目，以及組織共同學習交流等方式，為員工創造大量互動的契機，幫助他們建立良好的職場關係。這種方式使得全體員工不再局限於各自團隊的工作，更作為一個緊密融洽的社群，齊心協力朝著共同目標奮進。

Annual Dinner
周年晚宴



Chinese New Year Poon Choi
農曆新年盆菜宴



Staff Outing
員工旅行

150 colleagues from Grand Coloane Resort participated in the Chimelong Spaceship Park outing by batch over three days.

鷺環海天度假酒店的 150 名員工在三天內分批參加長隆飛船樂園遊。



Safeguarding the Occupational Health and Safety of Employees

保障員工的職業健康與安全

Occupational Health and Safety (OHS) represents a fundamental commitment to protecting our most valuable asset - our employees. By implementing comprehensive safety protocols that exceed regulatory requirements, we create a workplace environment that prioritizes the health and safety of our workforce to achieve the target of zero work injuries as the north star. Our approach combines stringent safety standards, proactive risk management, and continuous improvement initiatives to ensure that every employee can perform their duties with confidence and security. This commitment not only fulfills our moral and legal obligations but also strengthens our organizational resilience and supports sustainable business growth.

職業健康與安全代表著我們對保護最寶貴資產—員工的堅定承諾。透過實施高於法規要求的全面安全規範，我們營造出一個以員工健康與安全為首的工作環境，並以零工傷為核心目標。我們融合了嚴格的安全標準、積極主動的風險管理以及持續改進措施，務求讓每位員工都能在安全無虞的環境下安心履行職責。這一承諾不僅履行了我們的道德和法律義務，更強化了企業韌性，並推動業務可持續發展。

To address the specific safety requirements of our varied operations, we maintain comprehensive OHS compliance programs that extend beyond local regulations. Key compliance standards across our business units include:

為滿足我們多元化業務營運的特定安全要求，我們堅持使用全面且高於當地法規要求的職業健康與安全合規計劃。各業務部門的主要合規標準如下：

Property Management 物業管理	ISO 45001 OHS Management System ISO 45001 職業安全健康管理體系
Property Development 物業發展	Project-specific Health and Safety Plan for protecting both our and contractors' employees 針對特定項目的健康與安全計劃，旨在保護我方及承建商員工的安全
Transportation 運輸	Safety Management System and international standards covering: • International Safety Management Code (ISM Code) • International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW) • Code of Safe Working Practices for Merchant Seamen • The Factories and Industrial Undertakings (Safety Management) Regulation 安全管理體系以及涵蓋以下內容的國際標準： • 《國際安全管理規則》 • 《國際航海人員訓練、發證及航行當值標準公約》 • 《商船海員安全工作守則》 • 《工廠及工業事業（安全管理）規例》



In order to maintain compliance with OHS regulations, we implement internal and external audits along with various administrative controls as preventive measures to identify potential OHS risks and hazards. This proactive approach allows us to rectify any unsafe conditions that may arise in our workplaces before they pose any harm.

為確保符合職業健康與安全法規，我們實施內部與外部審核，並採取各種行政管控措施作為預防手段，以識別潛在的職業健康與安全風險與危害。這項主動管理策略使我們在工作場所出現任何不安全狀況並造成危害之前加以整改。

For each OHS-related incident, we conduct a comprehensive investigation, and preserve proper documentation of the incident, investigation procedures, and the resolutions. We review every incident and apply preventive measures to ensure health and safety in future operations.

對於每宗與職業健康與安全相關的事件，我們都會展開全面調查，並妥善記錄事件、調查過程及解決方案。我們會對每宗事件進行回顧分析，並採取預防措施，以保障未來營運的健康與安全。

Our Administrative Controls for OHS
職安健管理控制

- Risk assessments 風險評估
- Site inspections 現場檢查
- Safety review meetings 安全檢討會議
- Toolbox talks 工前安全會議
- Performance evaluations 績效評估
- Monitoring of near-miss reports 監察未遂事故報告
- Incident rate assessments 事故率評估

In addition, we ensure that employees and contractors are equipped with the training, skills, knowledge and resources required to execute all work-related activities safely and with the highest level of proficiency and compliance.

此外，我們會確保員工和承建商具備所有與工作相關活動所需的安全培訓、技能、知識和資源，以確保安全並達到最高水平的專業能力與合規性。

Industry-specific Training 行業特定培訓

- Hotel and catering industries safety
- Occupational safety in property management
- The International Convention for the Safety of Life at Sea (SOLAS)
- Sea survival
- Construction site safety
- Kitchenware handling

- 酒店與餐飲行業安全
- 物業管理中的職業安全
- 《國際海上人命安全公約》
- 海上求生
- 建築工地安全
- 廚具操作

General Training 通用培訓

- Emergency preparedness and response
- Personal protective equipment (PPE)
- Chemical & electrical safety
- Working at height
- First-aid
- Manual work injury prevention
- Equipment operation
- Heavy rainfall and typhoon
- Heat stroke

- 應急準備與處理
- 個人防護裝備
- 化學品及電氣安全
- 高處工作
- 急救
- 預防勞損
- 設備操作
- 暴雨與颱風應對
- 中暑預防

Our Property Management has introduced a comprehensive uniform initiative designed to enhance both style and functionality across teams. The Management Office and Customer Service Team now wear deep blue T-shirts with blue check blazers, sneakers, and crossbody bags to promote comfort and accessibility. The Security Team's uniforms are crafted to accommodate diverse body types whilst maintaining a professional image, with ties omitted for ease of movement. The Technical Team's uniforms feature deep blue COOLMAX polo shirts and other work essentials to ensure breathability, safety and durability. Altogether, this underscores our commitment to staff well-being and promotes a safe working environment for our people.

為提升各團隊的整體形象及制服功能性，集團的物業管理部門推出一項全面的制服煥新計劃。管理辦公室及客戶服務團隊現已換上深藍色T恤，搭配藍色格紋外套、運動鞋及斜孭袋，既舒適且方便工作。保安團隊的制服則經過精心設計，使其適合不同身型的員工，同時保持專業形象，並省去領帶以方便員工靈活行動。技術團隊的制服由深藍色COOLMAX材質Polo衫及其他工作必備裝備構成，以確保透氣、安全及耐用。總體而言，這一舉措體現我們重視員工福祉，並致力為員工營造安全的工作環境的承諾。



Employee Skill Development and Capacity Building

員工技能發展與能力建設

The Group maintains its competitive edge through a robust commitment to continuous learning and professional development. Our strategic investment in employee upskilling and reskilling programs strengthens core competencies across all operational levels. Through department-led nominations for specialized industry training, we ensure our workforce remains well-versed in emerging market trends and essential sector knowledge. This proactive approach not only enhances operational excellence but also builds organizational resilience through a skilled and adaptable workforce.

集團憑藉對持續進修及專業發展的堅定投入，保持自身的競爭優勢。我們戰略性地投資於員工技能提升及再培訓計劃，有力地強化了各營運層面員工的核心能力。具體而言，我們透過各部門提名員工參與專業行業培訓，使得員工能夠緊貼最新的市場趨勢，掌握重要的行業知識。這種積極主動的方式，不僅提升了營運水平，更通過打造一支專業精湛、適應能力強的員工隊伍，大大增強了企業韌性。

Our highlighted training programs include:
我們重點推出的培訓計劃包括：

Tourism and Hospitality Upskilling

- Customer service and complaint resolving skills
- English conversation for public reception
- International Convention Specialist (CICS) course
- Certified wine "Masterclass" series

旅遊及酒店業技能提升

- 客戶服務及投訴處理技巧
- 公眾接待英語會話
- 國際會議專家課程
- 葡萄酒認證「大師班」系列

Future-proofing

- Artificial intelligence application
- Climate actions
- Modular Integrated Construction (MiC)

面向未來

- 人工智能應用
- 氣候行動
- 組裝合成建築法

Leadership

- Problem solving
- Team collaboration
- Coaching and motivating staff

領導力

- 解難能力
- 團隊協作
- 指導及激勵員工

Organizational and Business Development

- Commercial strategy
- Practical proposal writing
- Financial competence for non-financial discipline professionals

組織及業務發展

- 商業策略
- 撰寫實用計劃書
- 非財務專業人員的財務能力培訓

Training investment across the Group
集團培訓投資

Total Investment
培訓投資總額

Over 超過 HK$895,000

Total Training Hours
提供培訓總時數

27,453 Hours 小時

⬆ 14.4% vs 2023

Training on Sustainability
可持續發展培訓

Person-times of Key Personnels
關鍵人員

168 Person-times 人次

Training Hours
培訓時數

368.5 Hours 小時

To embark on the journey of our Green Brick Road, it is essential to nurture the competence of members to drive the successful transformation. During the reporting year, we have put extra effort into providing sustainability training to the key personnels, covering the topics of unleashing the business values of ESG, climate actions, green buildings trend, AI-related risk assessment, and corporate governance.



培育提升員工的能力對於推動我們「綠磚路」上的成功轉型至關重要。在報告年度，我們特別注重為關鍵人員提供可持續發展培訓，內容涵蓋如何充分釋放環境、社會及管治的商業價值、氣候行動、綠色建築趨勢、人工智能　相關風險評估，以及企業管治等議題。

With the business rooted in Hong Kong combined with the fast expansion in China, it is important for our staff to learn and understand the administration structure of the motherland. Our External Affairs & Public Liaison team, stationed in Beijing, delivered a sharing session to the Group's senior and middle management members to introduce the administration hierarchy and the protocols of receiving the officials.



集團業務立足香港，並於中國迅速拓展，在此背景下，員工對祖國行政架構的了解顯得尤為重要。我們駐北京的公關外聯團隊特意為集團的中高層管理人員舉辦分享會，詳細介紹行政等級制度以及接待官員的相關禮儀。

Talent Attraction and Retention
人才吸引與留任

We prioritize talent retention through a comprehensive career development framework that creates clear advancement pathways for our employees. Our approach combines structured progression plans, mentorship programs, and leadership initiatives to support professional growth and career aspirations. This strategy not only fosters employee loyalty but also ensures a strong talent pipeline for our organization's future success.

我們十分重視人才留任，借助全面的職業發展框架，為員工鋪就清晰明確的晉升之路。我們的策略整合了系統化的晉升計劃、導師指導機制以及領導力培訓等舉措，全力支持員工的職業成長，幫助他們實現職業理想。這一策略成效顯著，不僅培養了員工對集團的忠誠度，更為集團未來的蓬勃發展儲備了雄厚的人才庫。





At the Group level, staff are generally promoted based on individual performance, achievements, and contributions as outlined in the annual manpower planning. For instance, professional grade employees in accounting, audit, company secretarial roles, quantity surveying, and engineering may be promoted or granted special salary reviews upon attaining professional qualifications and demonstrating good performance. To assist staff in understanding their career paths, organizational chart, staff grading structure, and detailed job descriptions and requirements are made available for reference. Internal transfer opportunities and job postings are also available to help employees align their career goals with organizational needs.

在集團整體層面，員工的晉升主要依據年度人力規劃中概述的個人工作表現、取得的成就以及所作貢獻。而會計、審計、公司秘書、工料測量以及工程等專業崗位的員工，一旦他們取得專業資格，並在工作中表現優異，便有機會獲得晉升，或者提供特別薪酬評估，以表彰其努力與成果。為了讓員工更好地規劃自己的職業生涯，公司會將組織架構圖、員工職級詳細結構，以及各崗位的具體職位描述和要求，提供給員工參考。同時亦會公布內部調遷機會和職位空缺信息，幫助員工將自身的職業目標與集團的發展需求相匹配。

At Artyzen Hospitality Group (AHG), positions are categorized into five job groups, ranging from junior employees to executive management. Potential candidates are selected from the talent pool for further development, and successor lists are maintained for senior management job groups (promotion from the key roles in Group 2 to Group 1), ensuring a robust pipeline of future leaders. This talent pipeline is supplemented by our three-tiered training framework, a systemic structure of 13 core programs that cover the various needs at the organizational, operational, and individual levels. These core programs are designed with specific staff grades in mind from general staff to senior staff. This comprehensive planning and development approach fosters a culture of growth and advancement within our organization.

在雅辰酒店集團，我們的職位設五大職級，涵蓋初級員工到高級管理人員。我們從人才庫中精挑細選出具有高潛力的候選人，為其提供發展機會。針對高層管理崗位，我們設有接班人推薦名單（由第二級別的關鍵職位晉升至第一級別），以確保未來領導者具有充足的人才儲備。此外，我們搭建了三層的培訓框架，進一步優化了人才儲備體系。這個框架是一個包含13個主要單元的系統架構，全面參考了組織營運層面和員工個人發展的各類需求。我們在設計這些主要單元時，充分考慮到從普通員工到高級員工的不同職級特點。這個全面且細緻的規劃與發展模式，在集團內部營造出了積極追求成長和進步的良好氛圍。

A) Artyzen Kick-off Series 雅辰啟動系列

A-1) Cultivation Day "Get to Know Artyzen"
A-2) The Art of Service
A-3) The Art of Upselling
A-4) Transform Complaint into Compliment

A-1) 迎新日
A-2) 服務之藝術
A-3) 進階銷售之藝術
A-4) 扭轉客訴

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

A級 — 雅辰啟動系列旨在深入介紹雅辰酒店集團的願景、使命和價值觀，幫助新進員工快速融入集團文化，逐步建立起對公司的認同感並激發其工作動力。

B) Artyzen Leap Series 雅辰飛躍系列



B-1) Be an Artyzen Cultivator
B-2) Identifying Artyzens
B-3) Agile Leader 1-3
B-4) Walk the Talk
B-5) Building Collaborative Team 1-2
B-6) Driving Progressive Performance 1-2
B-7) Magical Departmental Training

B-1) 成為雅辰培訓師
B-2) 識別雅辰人
B-3) 敏捷的領導者 1-3
B-4) 言行一致
B-5) 建立協作團隊 1-2
B-6) 推動卓越績效表現 1-2
B-7) 神奇的部門培訓

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

B級 — 雅辰飛躍系列聚焦於經理及高潛力員工，通過系統性地傳授知識、技能以及商業思維，讓他們具備擔任領導職務的能力。

C) Artyzen Soar Series 雅辰翱翔系列



C-1) The Art of Problem Solving
C-2) Master Cultivator Certification

C-1) 解難的藝術
C-2) 成為雅辰主培訓師

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

C級 — 雅辰翱翔系列是在前一個層次的基礎上，進一步幫助員工培養更高水平的領導力，使其能夠從容應對更多複雜挑戰，更加自信地施展領導才能，提升表現，為集團貢獻最大價值，推動業務取得更輝煌的成果。

At TurboJET, new talents are attracted through innovative training programs designed for the maritime industry. Our Cadet Program offers intensive training for outstanding candidates, allowing them to gain experiential knowledge and professional qualifications essential for a successful career at sea. Additionally, the Junior Crew Program provides a comprehensive 12-month general training curriculum, followed by advanced training for those aspiring to become Deck or Engineer Officers. This initiative aims to address the ongoing seafarer shortage while developing a sustainable pipeline of skilled talent for the future. By investing in the next generation of maritime professionals, TurboJET is committed to ensuring the industry's growth and resilience.

噴射飛航通過專門為海事行業量身定制的創新培訓計劃，積極吸納新人才。其中，見習海員計劃為有意從事航海業的年青人提供高強度培訓，幫助他們快速積累海事職業生涯相關的重要經驗和知識，並順利取得專業資格。此外，初級船員計劃推出為期 12 個月的全面通用培訓課程；完成此階段後，更為有志成為甲板部或輪機部高級船員的員工安排更進一步的專業培訓。這些舉措，一方面旨在緩解長期存在的海員短缺困境，另一方面也為行業未來的發展儲備了大量可持續的技術型人才。通過大力投資培養下一代專業海事人員，噴射飛航堅定地履行著保障行業持續發展和韌性的責任。

Championing a Diverse and Inclusive Corporate Culture

倡導多元共融的企業文化

At Shun Tak, we value Diversity, Equity, and Inclusion (DEI). The Group seeks to provide an inclusive and supportive work environment that is free of violence and discrimination. We believe that this will allow our people to work at ease and unleash their full potential.

多元、平等及共融的理念在信德集團備受重視。我們致力營造一個包容且互助的工作環境，杜絕暴力及歧視現象，讓員工安心工作，充分釋放自身潛能。

DEI in Workplace and Recruitment

職場及招聘中的多元、平等及共融

The Group is underpinned by robust policies aimed at establishing clear behavioral standards for all employees. These policies comprehensively tackle various forms of discrimination, like harassment and victimization caused by gender, disability, family status, and race discrimination. By enforcing these guidelines, we strive to cultivate a respectful, non-discriminative, and equitable working environment that upholds fairness for all individuals.

集團以健全的政策為基石，為全體員工訂立明確的行為準則，全面涵蓋各種形式歧視的處理方式，包括可能來自於因性別、殘疾、家庭狀況、種族歧視等而受到騷擾及中傷等方面。通過落實這些指引，我們努力培育一個互相尊重、無歧視且公平的工作環境，保障每個人的公平待遇。

The responsibility for upholding DEI related policies and practices lies with the Executive Directors, in collaboration with the heads of Human Resources and business unit leaders. This leadership team plays a pivotal role in implementing and ensuring adherence to DEI principles within recruitment processes and staff management, fostering an environment where diversity is treasured and inclusion as a core value.

執行董事聯同人力資源部主管及業務部門領導共同履行維護多元、平等及共融相關政策及措施的責任。我們的領導團隊在招聘流程及員工管理中著重推行和確保遵循多元、平等及共融的原則，營造出一個重視多元性並以共融為核心價值的環境。

Senior Management Female to Male Pay-Ratio 1:1.16
高層管理人員女性相對男性薪酬比率 1:1.16

Training and Education

培訓與教育

We believe that continuous communication and training can stimulate the awareness and sensitivity of DEI, hence an inclusive corporate culture and harmonious working environment can be fostered. Therefore, we actively promote staff engagement in DEI training programs, such as Artyzen Hospitality Group's core program, "Building Collaborative Teams", which includes modules centered on respect and understanding among diverse teams.

我們相信持續的溝通和培訓能夠提升員工對多元、平等及共融的意識和敏感度，從而培育出包容的企業文化與和諧的工作環境。因此，我們積極推動員工參與多元、平等及共融培訓計劃，例如雅辰酒店集團的核心項目「建立協作團隊」，其中包含了聚焦於不同團隊間相互尊重及理解的單元。





Case Study 個案研究

Collaboration with Community Partner to Put DEI in Practice

與社區合作夥伴共同落實多元、平等及共融

Artyzen Singapore offers Flexi-Load Packages for mothers, care-givers, active retirees looking to rejoin the workforce, and others keen on exploring hospitality roles. Through a collaboration with Daughters of Tomorrow which provides single mothers with opportunities to return to work, Artyzen Singapore assists them in attaining financial independence for themselves and their families.

新加坡雅辰酒店為希望重返職場的母親、照顧者、退休後仍積極工作的人士，以及其他渴望探索酒店業職位的人群，提供靈活的工作計劃。新加坡雅辰酒店通過與 Daughters of Tomorrow 合作，為單親母親提供重返工作崗位的機會，幫助她們實現自身與家庭的經濟獨立。





Upholding Employee Rights

維護員工權益

We are committed to running the business in the manner of respecting human rights as we believe that it forms a fundamental part of sustainable development within our businesses. Guided by the international principles set out in the International Bill of Human Rights, United Nations Guiding Principles on Business and Human Rights, and International Labour Organization's Declaration on Fundamental Principles and Rights at Work, we strive to protect the rights of our staff and workers in our supply chain whenever possible, including to:

- Provide equal opportunities for our employees and potential employees, and ensure no discrimination, harassment and victimization in our labor practices.
- Uphold zero tolerance on any child labor, forced or compulsory labor, and do not engage in any forms of human trafficking or employment of illegal labor.
- Respect our employees for exercising their rights of association, collective bargaining, and joining labor unions as permitted by law.
- Recognize the importance of providing a healthy and safe working environment in our operations, and strive to achieve the aspirational goal of zero harm.

Our Grievance Policy provides a systematic, progressive and standardized, two-way communication channel for employees to express their complaints to the management concerning working conditions, policies or personnel-related matters in the workplace.

我們堅持以尊重人權的方式經營業務，因為我們深信這是企業可持續發展的重要基礎。在《國際人權法案》、《聯合國商業和人權指導原則》，以及國際勞工組織《工作中的基本原則和權利宣言》所載的國際原則指引下，我們竭盡所能保障員工以及供應鏈工人的權利，包括：

- 為現職員工及潛在僱員提供平等機會，確保在勞工管理實踐中不存在任何歧視、騷擾及中傷。
- 對任何童工、強迫或強制勞動持零容忍態度，不參與任何形式的人口販運或僱用非法勞工。
- 尊重員工依法行使結社自由、集體談判及加入工會的權利。
- 意識到在日常營運中提供健康及安全工作環境的重要性，努力實現零傷害的願景。

我們的《申訴政策》為員工提供了一套系統化、循序漸進且規範化的雙向溝通渠道，方便員工就工作條件、政策或人事問題等，向管理層表達意見。


Bespoke Sincerity
匠心摯誠

Leading Future-Proof Customer Experience in Tourism and Hospitality

塑造嶄新的旅遊及款待體驗

We deeply understand the changes in consumer preferences in the era of sustainability. To retain competitiveness in the tourism and hospitality industry, we strive to stay ahead of the trend and provide future-proof customer experiences. Starting from our continuous green effort, followed by our accelerating pace in promoting health and wellness, we are also steadfast in enabling a smart journey for our customers.

TurboJET's newly launched "Tap to Board" service allows passengers to board the first available ferry upon arrival at the terminal, eliminating the need for pre-booking and offering greater flexibility and convenience. Additionally, a new AI-powered hotline system has been introduced to enhance customer service, providing instant responses to frequently asked questions, reducing waiting times, and ensuring quicker and more efficient assistance.

At Artyzen Hospitality Group (AHG), we are committed to harnessing advanced technologies to elevate guest experience by streamlining operations and enhancing convenience at every touchpoint. Our cutting-edge digital solutions include e-check-in and check-out processes or onsite self-check-in machines, ensuring a seamless and hassle-free arrival and departure experience. Additionally, our in-room smart controls automatically create a welcoming ambiance upon the arrival of guest, setting the tone for a refined and memorable stay. Our operations are powered by the mobile app, which directs guest requests to corresponding staff, helping us to address the requests promptly. All the personalized and seamless experience ensures every stay is enjoyable.

At Artyzen Club, we are pleased to introduce our new booking app which allows the club members to effortlessly manage their visits directly from their mobile devices, serving their best needs anytime and anywhere.

From TurboJET's "Tap to Board" service and AI-powered hotline systems to AHG's smart in-room controls and mobile apps, we are integrating innovative solutions that enhance convenience, personalization, and flexibility. These efforts reflect our dedication to building a foundation of service that is resilient and forward-thinking. As technologies and customer expectations continue to evolve at an unprecedented pace, we are dedicated to staying ahead by transforming the way we deliver services. Our focus is on creating experiences that are not only seamless and efficient today but also adaptable to the needs of tomorrow.



我們對可持續發展時代消費者偏好的變化有著深刻的理解。為了在業內保持競爭力，我們全力為客戶提供嶄新性的體驗。從持續推動綠色行動，到健康的關顧，我們再進再進一步，為客戶打造智慧旅程。

噴射飛航全新推出的「一拍登船」服務，讓乘客在抵達碼頭後即可登上當前航班，無需提前預訂，提供了更大的靈活性和便利性。此外，我們還引入了全新的人工智能熱線系統，以升級客戶服務，即時回覆常見問題，縮短客戶的等待時間，提供更迅速、高效的協助。

在雅辰酒店集團，我們運用先進科技提升顧客體驗，優化每個接觸點的營運效率和便利性。我們提供高端的電子化服務，從高效的電子入住和退房流程，以至自助入住設備，確保客戶在抵達和離開時享有無縫和便捷的體驗。此外，我們的智能客房控制系統自動為抵達的客人營造溫馨的氛圍，提供舒適而難忘的入住體驗。客人的需求透過內部的流動應用程式，即時傳遞至相應的工作人員，幫助我們快速回應客人的請求。這些創新的措施，為顧客的每一次入住提供便捷與舒適的無縫體驗。

雅辰會推出全新應用程式，讓會員能夠通過手機輕鬆管理他們的設施預訂，隨時隨地貼合需求。

從噴射飛航的「一拍登船」服務以及人工智能熱線系統，到雅辰酒店集團的智能客房控制和流動應用程式，我們正在整合各種創新方案，以提升服務的便捷性、個性化及靈活性。這些努力充分彰顯我們構建兼具韌性與前瞻性服務基礎的決心。儘管技術迭代和客戶期望正在以前所未有的速度不斷演變，我們致力於通過服務模式的轉型保持領先地位，重點締造在當下高效流暢且切合未來需求的客戶體驗。

Bespoke Sincerity
匠心摯誠

The Group places great emphasis on the health, safety, and privacy of our customers. Through active engagement, we seek to understand their needs and opinions, ensuring their voices shape our actions. We actively connect with our diverse customer base through a variety of channels, including physical touchpoints, digital platforms, and dedicated feedback portals. This multi-faceted approach ensures we remain attuned to their needs, preferences, and aspirations, enabling us to align our efforts with their expectations and drive meaningful progress toward shared sustainability goals. By prioritizing collaboration and dialogue, we aim to empower our customers and strengthen our collective impact in building a more sustainable future.

The Group recognizes that our commitment towards sustainability extends beyond operational practices to encompass the well-being and satisfaction of our customers. A safe and secure environment is paramount for our customers, and we continue to strive for and uphold these principles through identifying customer-centric topics. Based on these topics, our business units have launched a series of initiatives to drive continuous improvement. Our actions addressing these topics are summarized as below.

集團非常重視客戶的健康、安全及隱私。我們積極主動地與客戶互動，力求深入了解他們的需求和想法，確保他們的意見能夠在我們的工作中得到落實。我們透過多種途徑，包括實體接觸點、電子平台以及專用的意見收集管道，積極地與不同的客戶群保持密切聯繫。這種全方位的方式，能確保我們及時掌握客戶的需求、喜好和期望，使我們的工作與他們的期望一致，並在追求可持續發展目標的道路上取得實質進展。我們將合作與溝通放在首位，力圖賦能予客戶，共同構建更可持續的未來。

我們對可持續發展的承諾，不僅體現在日常營運中，更在於保障客戶的福祉及提升他們的滿意度。安全有保障的環境對客戶至關重要，因此，我們始終秉持這一原則，積極釐定客戶所關注的議題。基於這些議題，各業務部門制定了一系列舉措，旨在持續推動改進。以下是我們圍繞這些議題所開展行動的概述。

Discover our Efforts in Driving Key Customer Topics
了解我們在推動顧客相關重要議題上的努力

Topic 議題		
Changing Consumer Preferences toward Sustainability 消費者對可持續發展喜好轉變	Customer Health and Safety 顧客健康與安全	Customer Privacy 顧客隱私
Leading Future-Proof Customer Experience in Tourism and Hospitality 塑造嶄新的旅遊及款待體驗		
Customer Health and Safety as Top Priority 以客戶健康及安全為首要考量		
Protecting Customer Privacy in the Digital Era 在數碼時代保護客戶私隱		



Customer Engagement for Continuous Improvement

客戶參與以實現持續改進

Customer feedback plays a pivotal role in our continuous improvement efforts, driving us to foster open and transparent communication across multiple platforms. We interactively engage with customers through physical and online touchpoints. Besides exploring diverse engagement channels, we keep reviewing and refining our existing ones. To further enhance customer experience, the Group has revamped our website with a more intuitive design and improved interface for seamless navigation.

Further to the diverse engagement channels, we deeply understand that efficiently and effectively responding to customers' feedback is key. We have established a quality target for our hospitality business to respond to online and social media inquiries within 36 hours, coordinating improvements with relevant departments. Our practices include daily morning meetings with hotel department heads, total quality management meetings, guest survey analysis, action plans, and tailored training programs. By actively listening to customers and taking swift actions, we continuously elevate guest experience and maintain high satisfaction levels. To ensure consistent service excellence, executive duty managers interact with guests regularly to collect feedback, assess staff knowledge, and evaluate grooming standards.

At Macau Tower, customer feedback received are responded with gratitude. In the event that scores fall below expectations, guests will be contacted for further details before reporting the findings to relevant departments to gather valuable insights for future improvement.

Additionally, our property management sector has enhanced Customer Relationship Management (CRM) systems to enable more personalized and responsive interactions with our customers.

Through proactive engagement, swift response times, and continuous improvement initiatives, we aim to meet and exceed customer expectations, ensuring lasting satisfaction and building strong, trusted relationships with our guests and clients.

客戶意見在我們持續優化營運過程中發揮關鍵作用，驅動集團通過多元平台構建開放透明的溝通機制。我們透過實體接觸點與電子平台雙軌並進，持續與客戶保持互動。除開拓多元化溝通渠道外，我們亦同步檢視及完善現有平台運作。為持續提升客戶體驗，集團已全面升級官方網站，採用簡潔設計與優化界面，提升瀏覽流暢度。

在建立多元反饋渠道的同時，本集團深明高效回應機制的重要性。我們已為旗下的酒店業務設立須在36小時內回覆線上及社交媒體查詢的質量目標，並建立跨部門協作機制落實改進方案。具體措施包括：與酒店管理層舉行每日晨會、定期召開全面品質管理會議、分析旅客問卷調查結果、制定針對性行動方案，以及實施度身訂造的培訓計劃。透過主動聆聽與即時跟進，我們持續精進服務品質以維持優異的客戶滿意度。為確保服務質素，行政值班經理會定期進行現場巡視，直接收集客戶意見，同時評估前線人員的專業知識與儀容規範。

澳門旅遊塔對於每則客戶反饋均致謝回覆。若評分未達預期質素，將主動聯繫客戶了解詳情，並將分析報告轉呈相關部門研擬改善方案，藉此積累寶貴經驗以優化未來服務。

此外，我們的物業管理部門已引入客戶關係管理系統及電子查詢平台等先進工具，使我們能更具針對性、更迅速地與客戶互動。

透過積極參與、快速回應以及持續改善措施，我們旨在達到並超越客戶的期望，維持其滿意度，並與之建立穩固且值得信賴的關係。



General Customer Satisfaction
客戶滿意度數據

Artyzen Hospitality Group 雅辰酒店集團	Macau Tower 澳門旅遊塔	Property Management 物業管理
93.6 %	9.5/10	97 %

Customer-first and Professional

以客為先，專業至上

We recognize that our employees play a crucial role in delivering exceptional customer service, serving as the foundation of our success and the bridge between our brand and our valued customers. Their dedication and skills are essential in fostering lasting relationships with our clients. By investing in their growth, well-being, and professional development, we empower our employees to not only meet but elevate the standards of service excellence, ensuring that every interaction reflects our core values and commitment to quality.

In the hospitality and leisure sector, all staff are encouraged to impress the guests through exceptional interaction skills and service training. As a member of "I Prefer Hotel Rewards", Artyzen Singapore participated in the Integrated Quality Assurance Program (IQA), a custom-designed quality measurement program that assures guest satisfaction and receives annual "mystery shop" evaluations conducted by the IQA team. As we are aware of the increasing demand for wellness and sustainability, we equip our staff with related skills and knowledge through training and education. We highly value customer feedback, as it enables our continuous improvement.

In our property management sector, we prioritize seamless onboarding and training to help employees quickly adapt to their roles and elevate their service standards. New employees are guided by direct managers and colleagues to ensure a smooth transition, while key programs such as service etiquette training, workflow optimization, and customer demand analysis, enhance professionalism, operational efficiency, and the ability to meet customer needs. Additionally, ongoing development is supported through on-site training and regular meetings, providing opportunities for hands-on learning, performance reviews, and continuous improvement. These initiatives enable us to comprehensively enhance our service quality and deliver exceptional experience.



我們深知，員工在提供卓越客戶服務方面扮演著不可或缺的角色，他們是本集團成功的基石，更是我們品牌與客戶之間的重要橋樑。員工的專業素養與奉獻精神，對於建立並維繫與客戶的長久關係至關重要。透過持續投資於員工的成長、福祉及專業發展，我們賦能團隊，使其超越卓越服務的標準，確保每一次互動都能充分體現我們的核心價值與對優質的堅定承諾。

在酒店及消閒業務領域，我們致力於透過高質量的互動技巧與服務培訓，激勵全體員工為顧客提供優質服務。作為「I Prefer Hotel Rewards」獎勵計劃成員，新加坡雅辰酒店參與了綜合品質保證計劃（IQA）。該計劃專為評估服務品質而設計，旨在保障顧客滿意度，酒店每年須接受 IQA 團隊的「神秘顧客」評估。鑒於市場對健康與可持續發展的關注日益提升，我們透過相關培訓及教育，提升員工相關技能與知識。我們重視客戶的反饋，這些反饋有助於我們不斷改進。

在物業管理領域，我們注重高效的入職流程與系統化培訓，以協助新員工迅速適應崗位並提升服務質素。新入職員工將獲得直屬經理及資深同事的指導，確保順利融入團隊。同時，我們透過服務禮儀培訓、工作流程優化及客戶需求分析等重點計劃，全面提升員工的專業性、工作效率及滿足客戶需求的能力。此外，我們透過現場培訓與定期會議支援員工的持續發展，提供實踐學習、績效評估及持續改進的機會。這些舉措使我們能夠全方位提升服務質量，為客戶提供卓越的體驗。



Strengthening Quality Management

優化品質管理

We recognize that customer feedback is essential for our continuous improvement process. We are dedicated to responding promptly and effectively to concerns, ensuring our customers' voices are heard and their experiences enhanced. Upon receiving feedback, relevant departments conduct a thorough review and analysis. Based on the nature of the feedback, we prioritize follow-up actions and respond to the customer. This process is complemented by necessary improvements or training initiatives to prevent recurring issues and uphold the highest service standards.

To improve our management quality, we maintain a daily case log in our hospitality and leisure sector, enabling prompt resolution of guest complaints, making every effort in solving the problem during the guests' stay. By actively listening to concerns, identifying root causes, and implementing effective solutions, we address issues efficiently and take corrective actions to prevent recurrence. Duty Manager Reports, management spot checks, and monthly quality management sessions further reinforce consistent service standards. Additionally, the Integrated Quality Assurance Program (IQA) offers unbiased insights into our service delivery, while our employees are empowered with clear guidelines and comprehensive training to handle guest dissatisfaction effectively.

Quality assurance is highly important in our property management. For years, we have maintained compliance with the ISO 9001 standard, ensuring our property management practices meet internationally recognized benchmarks. Annual audits by certified professionals validate our commitment to excellence, reinforcing trust with stakeholders. By upholding these standards, we continue to refine our processes, turning customer feedback into actionable insights that drive improvement and deliver high-quality service.

我們認識到客戶反饋在持續改進工作中至關重要。我們致力於迅速且有效地回應客戶的意見，確保他們的聲音被聆聽，並提升其體驗。收到反饋後，相關部門會進行全面審查與分析，並根據反饋的性質優先跟進及回應客戶。此過程會輔以必要的改進措施或培訓計劃，以防止問題重複發生，並維持最高的服務標準。

為提升管理品質，我們的酒店及消閒業務建立了日誌記錄系統，並在客人入住期間全力以赴地解決問題。我們透過積極聆聽意見、找出問題根源並實施有效解決方案，從而高效處理問題並採取糾正措施，防止問題再次發生。定期的「值班經理報告」、管理層抽查及每月品質管理會議，進一步鞏固了穩定的服務標準。此外，綜合品質保證計劃(IQA)為我們提供了客觀的服務評估，而我們的員工亦透過清晰的指引及全面培訓，有效處理客戶的投訴。

在物業管理領域，品質保證尤為重要。我們每年均會由合資格審核員根據ISO 9001標準進行外部品質審核。這一嚴謹的流程確保我們的物業管理實踐符合國際認可的標準。由認證專業人士進行的年度審核驗證了我們對卓越的承諾，加深了與持份者的信任。通過堅持這些標準，我們不斷完善流程，將客戶反饋轉化為可行的見解，以推動改進並提供高品質的服務。



Similarly, in our property development, we perform stringent quality control on the materials, ensuring that they are of high quality and suit customers' preferences. This commitment to quality safeguards the integrity and durability of our projects, reflecting our dedication to excellence.

In the transportation sector, Monthly Service Enhancement Meetings are held to review passenger complaints, assess corrective actions, and drive continuous improvement. These meetings ensure that feedback is systematically addressed, enhancing the overall passenger experience.

By fostering a culture of accountability, we strive to deliver reliable services across all sectors.

Preventing deceptive advertising is a key focus of our commitment to ethical practices, ensuring integrity and transparency in all communications. Our dedication to ethical marketing is reflected across all sectors, with strict measures in place to maintain accuracy and trust. Across our businesses, we have different practices in place that exceed regulatory compliance, pursuing the highest standards of ethical marketing.

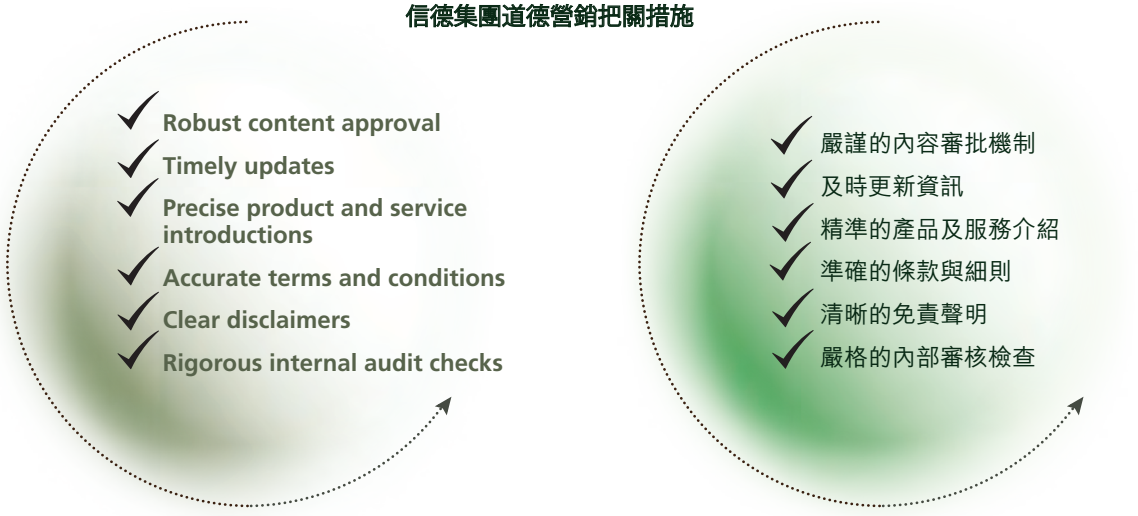
同樣地，在物業發展業務中，我們對所用物料進行嚴格的品質控制，確保物料之高質量，並且滿足用戶需求。這些舉措保障了項目的完整性與耐用性，體現了我們對卓越品質的追求。

在運輸業務領域，我們每月舉行服務提升會議，檢視乘客投訴、評估糾正措施並推動持續改進。這些會議確保意見得到系統性處理，從而提升整體乘客體驗。

透過培養落實問責制，我們致力於在各業務領域提供可靠的服務。

防止誤導性宣傳是我們實踐道德承諾的重點，確保所有溝通均具備誠信與透明度。我們對道德營銷的承諾體現在各業務領域中，並實施嚴格措施以保持準確性與信任度。我們在各業務中採取多項措施，在達到法規要求的基礎上追求最高的道德營銷標準。

Ethical Marketing Safeguards at Shun Tak
信德集團道德營銷把關措施



Customer Health and Safety as Top Priority

以客戶健康及安全為首要考量

The safety and well-being of our customers is a fundamental principle that underpins every facet of our operations. It remains our top priority in all decision-making processes and strategic initiatives. We are dedicated not only to adhering to all pertinent regulatory standards but also to exceeding them by fostering a robust safety-first culture throughout our organization. This commitment is reflected in our continuous initiatives and best practices that promote a secure environment for our customers. By prioritizing safety, we aim to build trust in our brands while ensuring sustainable growth and operational excellence.

客戶的安全與福祉是我們營運的核心原則，貫穿於所有業務環節。這不僅是我們決策過程中的首要考慮，更是所有戰略舉措的優先事項。我們不僅致力於遵守所有相關法規標準，更通過在整個組織內培養「安全至上」的文化，以達到更高的要求。這份承諾體現於我們持續推行的舉措及最佳實踐中，旨在為客戶營造安全的環境。通過將安全置於首位，我們期望建立顧客對品牌的信任，同時確保可持續增長及高品質營運。

Hospitality & Leisure
酒店及消閒業務

Our hospitality & leisure sector functions under a comprehensive framework of Standard Operating Procedures (SOPs) designed to address a wide range of critical incidents, from mental health crises and food poisoning to armed robberies. Incidents are promptly reported, thoroughly documented, and investigated, with corrective actions tracked through to resolution. Collaboration with relevant authorities ensures thorough follow-up and compliance.

Moreover, in our operations in Singapore, regular internal assessments and compliance with Singapore's Workplace Safety and Health Act (WSH) ensure a safe environment for guests and employees. New employees are required to attend fire drills and safety trainings. For the experienced staff, they are also required to receive annual refreshers on safety protocols and procedures to maintain staff preparedness in handling emergencies.

In the reporting year, our hospitality and leisure sector implemented several health and safety initiatives focused on enhancing guest well-being. These included the use of air purifiers, hand sanitizers, UV sanitation technology, and the adoption of hospital-grade cleaning standards. Special attention was also given to maintaining strict hygiene standards in public areas, like spa areas. Fire safety systems are regularly tested, and security measures such as 24/7 CCTV and electronic access control further safeguard the premises. These efforts collectively ensure a secure and comfortable experience for all guests.

我們的酒店及消閒業務以一套全面的標準作業程序為基礎，適用範圍涵蓋各類重大事件，包括精神健康危機、食物中毒及持械行劫等。所有事件均會及時報告、詳細記錄並進行調查，糾正措施亦會持續落實直至問題解決。我們與相關政府部門緊密合作，確保徹底跟進並符合法規要求。

此外，在新加坡的業務中，我們定期進行內部評估，並嚴格遵守新加坡《工作場所安全與健康法》，為客戶及員工提供安全的環境。新入職員工需參與消防演習及安全培訓。資深員工亦需每年接受安全程序及措施的進修，以確保他們具備應對突發事件的能力。

報告期內，在我們在酒店及消閒業務中實施的主要健康和安全措施包括備有空氣淨化器、消毒洗手液、紫外線消毒及採用醫院級清潔標準以提升客人的福祉。我們亦特別關注公共區域（如水療區）的嚴格衛生標準。消防系統定期進行測試，並配備24小時閉路電視監控及電子通行系統，進一步保障場所安全。所有這些措施旨在為客戶提供安全舒適的體驗。



SOPs, Training, and Drills in the Hospitality and Leisure Sector
酒店及消閒業務的標準作業程序、培訓和演習

Category 類別	Details 詳情
Safety-Related SOPs 安全相關的標準作業程序	
Critical Incident Management 重大事件管理	SOPs for suspicious individuals, mental health crises, guest intoxication, first aid, food poisoning, armed robberies, explosives, suspicious packages, and guest fatalities 針對可疑人員、心理健康危機、客人醉酒、急救、食物中毒、持械行劫、爆炸物、可疑包裹及客人死亡等情況的標準作業程序
Special Regulations 特殊規章制度	Protocols for pregnant guests and those with illnesses, dermatitis, or infectious diseases 針對孕婦客人以及患有疾病、皮膚炎或傳染病客人的處理流程
Fire Safety 消防安全	Monthly fire protection maintenance, fire drills, and routine evaluations of fire safety systems 每月進行消防維護、消防演習和消防安全系統的例行評估
Water and Pool Safety 用水及泳池安全	Monthly monitoring of water and pool safety standards 每月監測水質和泳池安全標準
Training Programs 培訓計劃	
Fire Safety Training 消防安全培訓	Use of firefighting equipment, fire drills, and firefighting practices 消防設備的使用、消防演習和消防培訓
Emergency Preparedness 應急準備	Training for power outages, water pipe bursts, typhoons, and elevator entrapment 針對停電、水管爆裂、颱風來襲和電梯被困的培訓
First Aid and Medical Response 急救與醫療應對	AED basics, minor injury handling, and first aid training 自動體外除顫器基礎知識、輕傷處理及急救培訓
Security and Incident Response 保安與事件應對	Training in customer dispute resolution, coordination with police or rescue services, and anti-terrorism measures 客戶糾紛解決、報警求助或救援處理及反恐措施的培訓
Food Hygiene 食品衛生	Food hygiene and safety knowledge 食品衛生與安全知識
Annual Safety Training 年度安全培訓	Regular sessions to reinforce safety protocols and preparedness 強化安全程序及應急準備的定期培訓
Drills and Exercises 演習和演練	
Fire Drills 消防演習	Regular fire evacuation drills and firefighting practices 定期的消防疏散演習和滅火操作
Emergency Drills 應急演習	Elevator entrapment, power outage, and typhoon emergency drills 電梯被困、停電、颱風應急演練
Security Drills 保安演習	Anti-terrorism and suspicious package handling drills 反恐及可疑包裹處理演習
Incident Simulations 事件模擬演習	Scenario-based training for critical incidents such as armed robberies and medical emergencies 以持械行劫和醫療緊急情況等重大事件為場景的模擬演習

Property Management
物業管理業務

Our property management sector is guided by a robust management system that ensures stringent hygiene and safety standards. The Occupational Health and Safety (OHS) Committee monitors high-risk areas, investigates incidents, and conducts daily safety inspections. Comprehensive training programs, including onboarding, refresher courses, and emergency drills such as fire evacuation and typhoon preparation, equip employees with the skills to respond effectively to emergencies. During the reporting year, our health and safety initiatives focused on maintaining safe and hygienic environments through the rigorous cleaning of common areas, fire safety training, and air quality management, all of which were supported by government guidelines and regular communication.

我們的物業管理業務以一套健全的管理系統為指導，確保高標準的衛生與安全。職業健康與安全委員會負責監控高風險範疇、調查事故並進行每日安全檢查。全面的培訓計劃，包括入職培訓、進修課程及應急演習（如消防疏散及颱風應對），使員工能夠有效處理突發事件。在報告年度內，我們的健康與安全倡議聚焦於保持安全且衛生的環境，包括嚴格清潔公共區域、消防安全培訓及空氣質量管理，所有措施均遵循政府指引並通過定期溝通得到落實。





Comprehensive operational manuals in place for swift response to emergencies:
我們設有全面的操作手冊以迅速應對緊急情況：

- Alarm activation
- Chemical spill
- Elevator incident
- Emergency call
- Evacuation
- Flooding
- Gas leakage
- Injury
- Power outage
- Robbery
- Severe weather events
- Theft
- Water supply interruption

- 警報啟動
- 化學品洩漏
- 電梯事故
- 緊急呼叫
- 疏散
- 水浸
- 氣體洩漏
- 受傷
- 停電
- 搶劫
- 嚴重天氣事件
- 盜竊
- 供水中斷



Transportation
運輸業務

In the transportation sector, a comprehensive Safety Management System forms the foundation of safe, efficient, and environmentally friendly operations. Annual internal safety audits, conducted by competent auditors of the System Compliance and Quality Control Office, and externally verified by the Hong Kong Marine Department ensure compliance with the International Safety Management Code adopted by International Maritime Organization, as well as safety and quality inspections on TurboJET's ferry service by the Macao Marine and Water Bureau. Crew members undergo rigorous training and familiarizations, including simulator refreshers, safe navigation seminars, technical enrichment courses, and annual safety refresher courses, complemented by regular emergency drills such as the International Convention for the Safety of Life at Sea and Damage Control drills, Shipboard Oil Pollution Emergency Plan drills, and identified emergency drills for man-overboard, collision, grounding, etc. In addition, an annual exercise involving TurboJET's Emergency Management Team and relevant government authorities is organized to enhance the emergency preparedness and response of TurboJET's management and crew members. With thorough cleaning and sterilization of vessels, regular inspections, and a robust management system that upholds the highest safety standards, passengers can enjoy our professional transportation service and a safe travel experience.

在運輸業務中，我們以全面的安全管理系統為基礎，確保安全、高效及環保的營運。綜合系統及品質監管辦公室每年進行內部安全審核，並由香港海事處進行外部驗證，以確保符合國際海事組織採納的《國際安全管理規則》，以及澳門海事及水務局對噴射飛航渡輪服務進行的安全和質量檢查。船員需接受嚴格培訓，包括模擬器進修、航行安全講座、技術提升課程及年度安全進修課程，並定期進行應急演習，如《國際海上人命安全公約》及損害控制演習、船舶油污染應急計劃演練、以及針對人員墮海、碰撞、擱淺等的識別緊急演練。此外，噴射飛航的應急管理小組及相關政府機構更參與年度演習，以增強噴射飛航管理層和船員對緊急情況的應對能力和準備程度。我們通過徹底清潔及消毒船隻、定期檢查，以及維護最高安全標準的管理系統，確保乘客可以享受到我們專業的交通服務和安全的旅行體驗。



Retail
零售業務

In our retail operations, we prioritize food safety, with each Stecco Natura Gelaterie store overseen by an in-house Food and Environmental Hygiene Department-certified hygiene supervisor or manager, to ensure daily adherence to hygiene practices. Monthly internal audits and external bacterial testing of food products at the factory and import levels, with results submitted to the government, further reinforce safety standards. Staff undergo comprehensive training, including onboarding, refresher courses, and SOPs for new product handling, supported by post-training tests. Weekly machine maintenance and annual contingency practices like simulating storage freezer power outages enhance operational readiness. The incident management protocols require immediate reporting and detailed reviews to implement corrective actions and prevent future occurrences.

在零售業務中，我們高度重視食品安全。每家Stecco Natura Gelaterie門店均由食物環境衛生處認證的內部衛生督導員或經理負責，確保日常衛生操作符合標準。我們每月執行內部審核，並委託外部針對工廠及進口食品進行細菌檢測，結果提交政府部門以強化安全標準。員工須接受全面培訓，內容涵蓋入職培訓、進修課程，以及新產品處理標準作業程序，且需通過培訓後的測試。我們實施每週機器保養與年度應急演習（例如模擬冷凍庫停電事件），以增強營運時的高效應對能力。針對事件管理，我們制定即時通報與詳盡的審查機制，並據此落實糾正措施，避免問題再次發生。



Protecting Customer Privacy in the Digital Era

在數碼時代保護客戶私隱

In today's digital age, safeguarding customer data is of high priority for the Group. Across our diverse sectors, ranging from hospitality and property management to transportation and retail operations, we have implemented comprehensive strategies to ensure data protection, compliance with local regulations, and the highest standards of privacy.

在現今數碼時代，保障客戶資料是本集團的核心要務。我們於酒店、物業管理、運輸及零售等多個業務領域，均制訂全面的策略，確保資料安全、符合當地法規，並遵守最高私隱標準。

Stringent Controls

- Granting authorization only on a "need-to-know" basis
- Ensuring that sensitive data is accessible only to trained and authorized personnel, including employees and contractors
- Adopting encryption measures to prevent unauthorized access to customer data
- Implementing secure storage solutions, including password-protected shared drives and physical storage such as box files

嚴密管控措施

- 按「必須知情」原則限制資料存取權限
- 僅容許受專業培訓的授權人員（包括僱員及外判人員）接觸敏感資料
- 實施加密技術以防範未經授權存取客戶資料的行為
- 採用安全儲存方案，包括密碼保護的資料存取裝置及實體檔案保管箱



Guiding Principles

Laws and regulations

- Local laws and regulations in where we operate
- EU General Data Protection Regulation

Best practices

- Standards of protecting credit card information as set by the PCI Security Standards Council

Internal policies and guidelines

- Data Privacy Policy
- Business unit specific SOPs

指導原則

法律法規

- 業務所在地區的本地法例
- 歐盟《通用數據保護條例》

最佳實踐

- 支付卡產業安全標準委員會訂立的信用卡資料保護準則

內部規範

- 資料私隱政策
- 各業務部門專屬標準作業程序

Audits and Compliance

- Regular internal audits against the compliance of laws, regulations, internal policies and procedures.

審計與合規監察

- 定期進行內部審核，確保符合法律、法規、內部政策及程序

Competence Building

- Staff are trained in their data privacy obligations and the procedures for handling customer information
- Regular refresher courses and training records further reinforce compliance and readiness.

能力建設

- 對員工進行資料保障義務及客戶資料處理流程培訓
- 透過定期培訓及進修提升合規意識與應對能力

Major Recognitions, Awards, Charters & Memberships

主要嘉許、獎項、約章及會籍

In 2024, the Group received multiple accolades from all sectors of society for our significant endeavors in different areas of sustainability. We are honored to announce that we have received the following accolades and acknowledgments.

在2024年，集團在可持續發展的各方面成就獲得社會各界的多項讚譽。我們很榮幸能夠獲得以下的榮譽和認可。

Governance

企業管治

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Body 頒發機構	Business Unit[8] 業務單位
6th BDO ESG Awards - Best in ESG (Small Market Capitalisation) 第六屆 BDO 環境、社會及管治大獎 ESG 最佳表現大獎 (小市值)	BDO 香港立信德豪會計師事務所有限公司	STHL 信德集團有限公司
Cyber Security Staff Awareness Recognition Scheme – Platinum Tier 「共建員工防火牆」嘉許計劃 - 白金級	Hong Kong Internet Registration Corporation Limited and ISACA China Hong Kong Chapter 香港互聯網註冊管理有限公司及國際信息系統審計協會中國香港分會	STHL STPL STPML 信德集團有限公司 信德置業管理有限公司 信德物業管理有限公司
Outstanding ESG Performance Organization in the Greater Bay Area 2024 2024 大灣區傑出ESG表現機構	Guangdong-HK-Macao Bay Area Entrepreneurs Alliance 粵港澳大灣區企業家聯盟	STHL 信德集團有限公司
TVB ESG Awards 2024 – Best in ESG Practices – Best in ESG Report – Greater Bay Area ESG Excellence Enterprise Award (Small Market Capitalisation / GEM) 《環境、社會及管治大獎》2024 – ESG 最佳表現大獎 – ESG 最佳報告大獎 – 大灣區 ESG 傑出企業大獎 (小市值及GEM)	TVB 電視廣播有限公司	STHL 信德集團有限公司

Environmental Protection
環境保護

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Body 頒發機構	Business Unit[8] 業務單位
4T Charter 2024 4T 約章 2024	Electrical and Mechanical Services Department 機電工程署	STPL • Shun Tak Centre STPML • Chatham Place • liberté place • The Westwood 信德置業管理有限公司 • 信德中心 信德物業管理有限公司 • 昇御商場 • 昇悅商場 • 西寶城
BEC Net-zero Carbon Charter 零碳約章	Business Environment Council 商界環保協會	STPL • Shun Tak Centre 信德置業管理有限公司 • 信德中心
BOCHK Corporate Low-Carbon Environmental Leadership Awards 2024 中銀香港企業低碳環保領先大獎 2024	Federation of Hong Kong Industries 香港工業總會	STPL • Shun Tak Centre 信德置業管理有限公司 • 信德中心
Carbon Neutrality (Waste Reduction) Charter 碳中和 (減廢) 約章	Environmental Protection Department 環境保護署	STPL • Shun Tak Centre STPML • The Westwood 信德置業管理有限公司 • 信德中心 信德物業管理有限公司 • 西寶城
Charter on External Lighting 戶外燈光約章	The Environment and Ecology Bureau 環境及生態局	STPML • The Westwood 信德物業管理有限公司 • 西寶城
Collaborative Project of the Year (Circular Economy) Finalist 年度合作項目 (循環經濟) 最終入圍	Hong Kong Green Shop Alliance 香港綠建商舖聯盟	STPL • Shun Tak Centre 信德置業管理有限公司 • 信德中心
Energy Saving Charter 2024 節能約章 2024	Electrical and Mechanical Services Department 機電工程署	STHL Artyzen Club STPL • Shun Tak Centre STPML • Chatham Place • liberté place • The Westwood 信德集團有限公司 雅辰會 信德置業管理有限公司 • 信德中心 信德物業管理有限公司 • 昇御商場 • 昇悅商場 • 西寶城

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Body 頒發機構	Business Unit[8] 業務單位
ECH2O - Enterprises Cherish Water Campaign 「商約」惜水運動	Water Supplies Department and Green Council 水務署及環保促進會	STPML • The Westwood 信德物業管理有限公司 • 西寶城
Food Wise Charter 惜食約章	The Environment and Ecology Bureau 環境及生態局	STPL • Shun Tak Centre STPML • Chatham Place • The Westwood 信德置業管理有限公司 • 信德中心 信德物業管理有限公司 • 昇御商場 • 西寶城
Hong Kong Green Organisation Certificate 香港綠色機構認證	Environmental Campaign Committee 環境運動委員會	AHG STDL STHL STPL STREL MMCL 雅辰酒店集團 信德發展有限公司 信德集團有限公司 信德置業管理有限公司 信德地產有限公司 澳門東西有限公司
Hong Kong Green Organisation Certification Energywi$e Certificate - Good Level 香港綠色機構認證節能證書 - 良好級別	Environmental Campaign Committee 環境運動委員會	AHG STHL STDL STPL STREL 雅辰酒店集團 信德集團有限公司 信德發展有限公司 信德置業管理有限公司 信德地產有限公司
Hong Kong Green Organisation Certification Energywi$e Certificate - Basic Level 香港綠色機構認證節能證書 - 基礎級別	Environmental Campaign Committee 環境運動委員會	MMCL TurboJET 澳門東西有限公司 噴射飛航
Hong Kong Green Organisation Certification IAQwi$e Certificate - Excellent Level 香港綠色機構認證清新室內空氣證書 - 卓越級別	Environmental Campaign Committee 環境運動委員會	STHL 信德集團有限公司
Hong Kong Green Organisation Certification Wastewi$e Certificate - Excellent Level 香港綠色機構認證減廢證書 - 卓越級別	Environmental Campaign Committee 環境運動委員會	AHG STDL STHL STPL STREL TurboJET 雅辰酒店集團 信德發展有限公司 信德集團有限公司 信德置業管理有限公司 信德地產有限公司 噴射飛航

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Body 頒發機構	Business Unit[8] 業務單位
Hong Kong Green Organisation Certification Wastesi$e Certificate - Good Level 香港綠色機構認證減廢證書 - 良好級別	Environmental Campaign Committee 環境運動委員會	MMCL 澳門東西有限公司
Indoor Air Quality 10 Years Commitment Certificate Award 室內空氣質素十年承諾嘉許狀	Environmental Protection Department 環境保護署	STHL 信德集團有限公司
Indoor Air Quality Certificate - Good Class 室內空氣質素檢定證書 - 良好級別	Environmental Protection Department 環境保護署	STPL • Shun Tak Centre STPML • The Westwood (Mall and Management Office) 信德置業管理有限公司 • 信德中心 信德物業管理有限公司 • 西寶城 (商場及管理辦公室)
Indoor Air Quality Certificate 室內空氣質素檢定證書	Business Environment Council 商界環保協會	STHL 信德集團有限公司
Indoor Environment Quality 室內環境品質	SGS 香港通用檢測認證有限公司	STPFML • NOVA Mall 信德物業及設施管理有限公司 • 星皓廣場
iRecycle Sustainability Award 愛回收可持續發展大獎	iRecycle Charity Foundation 愛回收慈善基金	STPL • Shun Tak Centre 信德置業管理有限公司 • 信德中心
Macao Green Hotel Award - Silver Award 澳門環保酒店獎 - 銀獎	Macao Environmental Protection Bureau 澳門環境保護局	AHG • Artyzen Grand Lapa Macau • Grand Coloane Resort 雅辰酒店集團 • 澳門雅辰酒店 • 鷺環海天度假酒店
Quality Water Recognition Scheme for Buildings 大廈優質食水認可計劃	Water Supplies Department 水務署	STPL • Shun Tak Centre 信德置業管理有限公司 • 信德中心
Green Office Award Labelling Scheme 2024 – Green Office Label 綠色辦公室獎勵計劃 2024 – 綠色辦公室標誌	World Green Organisation 世界綠色組織	STPL • Shun Tak Centre 信德置業管理有限公司 • 信德中心

Labor
僱員

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Body 頒發機構	Business Unit[8] 業務單位
100% HK Branding Award 2024 百分百香港名牌大獎 2024	Greater-China Association of Branding Industry Limited 大中華名牌企業聯會	STPML • The Westwood 信德物業管理有限公司 • 西寶城
Appreciation for Employment of the Elderly Scheme 優秀長者僱員暨聘僱「耆才」僱主嘉許計劃	Macao Labour Affairs Bureau and Social Welfare Bureau 澳門勞工事務局及社會工作局	CL(M)L STMSL STPFML 白洋舍 (澳門) 有限公司 信德物業及設施管理有限公司 信德澳門服務有限公司
Eco-Healthy Workplace Award Labelling Scheme 2024 – Eco-Healthy Workplace Label 健康工作間獎勵計劃 2024 – 健康工作間標誌	World Green Organisation 世界綠色組織	STPL • Shun Tak Centre 信德置業管理有限公司 • 信德中心
Equal Opportunity Employer Recognition Scheme - Equal Opportunity Employer – Racial Equality and Inclusion – Equality for Diverse Abilities 平等機會嘉許計劃 - 平等機會僱主 – 種族多元共融 – 傷健平等共融	Equal Opportunities Commission 平等機會委員會	STHL STPML 信德集團有限公司 信德物業管理有限公司
Good Employer Charter 2024 《好僱主約章》2024	Labour Department, Workplace Consultation Promotion Division 勞工處勞資協商促進科	IMCL IM(HK)CL MMCL STCMSL STDL STHL STPL STPML STREL STTIHL TurboJET 冰點東西有限公司 冰點東西 (香港) 有限公司 澳門東西有限公司 信德會所管理服務有限公司 信德發展有限公司 信德集團有限公司 信德置業管理有限公司 信德物業管理有限公司 信德地產有限公司 信德旅遊投資控股有限公司 噴射飛航

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Body 頒發機構	Business Unit[8] 業務單位
Good MPF Employer – e-Contribution Award and MPF Support Award 積金好僱主 –「電子供款獎」及「積金推廣獎」	The Mandatory Provident Fund Schemes Authority 強制性公積金計劃管理局	IMCL MMCL* STCMSL STDL* STHL* STPL STPML* STREL* STTIHL* STCMSL *10 years+ 冰點東西有限公司 澳門東西有限公司* 信德會所管理服務有限公司 信德發展有限公司* 信德集團有限公司* 信德置業管理有限公司 信德物業管理有限公司* 信德地產有限公司* 信德旅遊投資控股有限公司* 信德會所管理服務有限公司 * 超過10年
Happiness at Work Promotional Scheme 2024 – Happy Company 開心工作間 2024 – 開心企業	Promoting Happiness Index Foundation 香港提升快樂指數基金	STHL 信德集團有限公司
HR Excellence Awards 2023/2024 - Employer Branding Award (GBA Category) - Elite 卓越人力資源獎 2023/2024 - 僱主品牌獎 (大灣區類別) - 銀獎	Hong Kong Institute of Human Resource Management 香港人力資源管理學會	STH(M)L 信德集團控股 (澳門) 有限公司
HR Excellence Awards 2024/2025 - Grand Award of ESG Initiatives - Merit - Green Achievement Award - Merit - Community Caring Award - Merit 卓越人力資源獎 2024/2025 - ESG 措施大獎 - 銅獎 - 環保成就獎 - 銅獎 - 社區關懷獎 - 銅獎	Hong Kong Institute of Human Resource Management 香港人力資源管理學會	STHL 信德集團有限公司
Joyful@Healthy Workplace Charter 好心情@健康工作間約章	Department of Health, Labour Department and the Occupational Safety and Health Council 衞生署 、 勞工處及職業安全健康局	STHL STPML • The Westwood STPL • Shun Tak Centre 信德集團有限公司 信德物業管理有限公司 • 西寶城 信德置業管理有限公司 • 信德中心
Manpower Developer Award (Since 2013) 人才企業嘉許計劃 (自2013年起)	Employees Retraining Board 僱員再培訓局	TurboJET 噴射飛航

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Body 頒發機構	Business Unit[8] 業務單位
Mental Health Friendly Organisation 精神健康友善機構	The Department of Health, Advisory Committee on Mental Health 衞生署及精神健康諮詢委員會	STHL STPL • Shun Tak Centre 信德集團有限公司 信德置業管理有限公司 • 信德中心
Partner Employer Award 2024 「友商友良」嘉許計劃 2024	Hong Kong General Chamber of Small & Medium Business 香港中小型企業總商會	STHL 信德集團有限公司
SportsHour Company Scheme 企業「一」起動嘉許計劃	Inspiring HK Sports Foundation 凝動香港體育基金	STHL 信德集團有限公司
Occupational Health Award (2023-24) - Excellence Award 職業健康大獎 (2023-24) - 卓越機構大獎	Occupational Safety and Health Council 職業安全健康局	STHL 信德集團有限公司

Business-related
業務相關

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Body 頒發機構	Business Unit[8] 業務單位
10TH *CRED*AWARD: Interior Design (Include FF&E Design) - Boutique Hotel - Gold Award 第十届地建師設計大獎: 室內設計 (含軟裝陳設) - 精品輕奢酒店金獎	DJSER 地建師	AHG • Artyzen NEW BUND 31 Shanghai 雅辰酒店集團 • 上海前灘31雅辰酒店
10TH *CRED*AWARD: Interior Design (Include FF&E Design) - Culture and Art Center - Gold Award 第十届地建師設計大獎: 室內設計 (含軟裝陳設) - 文化藝術中心金獎	DJSER 地建師	BOCOM NEW BUND 31 Performing Arts Center 交通銀行前灘31演藝中心
10TH *CRED*AWARD: Interior Design (Comprehensive Commercial Project) - City Hotel - Gold Award 第十届地建師設計大獎: 室內設計 (綜合商業項目) - 城市度假酒店金獎	DJSER 地建師	AHG • Artyzen Singapore 雅辰酒店集團 • 新加坡雅辰酒店
2024 I Prefer Members' Choice Award 2024年 I Prefer 會員之選	I Prefer (只有英文版)	AHG • Artyzen Singapore 雅辰酒店集團 • 新加坡雅辰酒店
Best Boutique Hotels (No. 5 in Asia, No. 8 in New Hotel) 最佳精品酒店 (在亞洲排名第 5，在新開幕酒店中排名第 8)	Smart Travel Asia (只有英文版)	AHG • Artyzen Singapore 雅辰酒店集團 • 新加坡雅辰酒店
Best New Property - Awards for Excellence 2025 Winners: Africa, Asia, Middle East & Oceania 最佳新酒店 - 2025 年卓越獎：非洲、亞洲、中東及大洋洲	Condé Nast Johansens 康泰納仕約翰森	AHG • Artyzen Singapore 雅辰酒店集團 • 新加坡雅辰酒店

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Body 頒發機構	Business Unit[8] 業務單位
DestinAsian The Luxe List 入選 DestinAsian 奢華榜單	DestinAsian (只有英文版)	AHG • Artyzen Singapore 雅辰酒店集團 • 新加坡雅辰酒店
Hong Kong Professional Building Inspection Academy Award 2024 - Five Stars Shopping Malls 2024年度建造及裝修業優秀大獎 - 五星級商場	Hong Kong Professional Building Inspection Academy 香港專業驗樓學會	• 111 Somerset • NEW BUND 31 MALL • 索美塞路111 號 • 前灘31樂薈
ESG Pledge Scheme 「ESG 約章」行動	The Chinese Manufacturers' Association of Hong Kong 香港中華廠商聯合會	STPL • Shun Tak Centre 信德置業管理有限公司 • 信德中心
Favourite Hotel by Dian Ping Awards 2024 2024 年大眾點評「必住榜」	Dian Ping 大眾點評	AHG • Artyzen Grand Lapa Macau • Grand Coloane Resort 雅辰酒店集團 • 澳門雅辰酒店 • 鷺環海天度假酒店
Favourite Leisure Resort Hotel in Macau 2024 年我最喜愛休閒度假酒店 (澳門)	U Travel Hong Kong 香港U Travel	AHG • Artyzen Grand Lapa Macau 雅辰酒店集團 • 澳門雅辰酒店
Marketing Events Awards 2024 - Best Event by an In-House Team - Bronze - Best Team of the Year – Brand - Bronze 市場營銷活動獎 2024 - 最佳企業團隊籌辦之活動銅獎 - 年度最佳團隊 — 品牌組銅獎	MARKETING-INTERACTIVE (只有英文版)	STHL 信德集團有限公司
New Lifestyle Brand of the Year 2023 2023 年度新銳生活方式品牌獎	The Bund Design Hotel Awards 外灘設計酒店	AHG • Artyzen Habitat 雅辰酒店集團 • 雅辰悅居酒店
The Most Valuable Luxury Hotel Brand of China Hospitality Industry 中國飯店業卓越奢華品牌獎	China Hospitality Brand Value Award 中國飯店業品牌價值獎	AHG 雅辰酒店集團
The Most Anticipated Lifestyle Brand 2023 酒店旅行甄選大獎 2023	GOGO Shanghai (只有英文版)	AHG 雅辰酒店集團
Travel + Leisure Luxury Awards Asia Pacific 2024 - Hotel Spas "Top 5 Best Hotel Spas in Macau" 《Travel + Leisure》2024 年亞太區奢華大獎 - 酒店水療 "前5名澳門最佳水療"	Travel + Leisure Luxury Awards (Asia Pacific) 《Travel + Leisure》亞太區奢華大獎	AHG • Artyzen Grand Lapa Macau 雅辰酒店集團 • 澳門雅辰酒店
U Travel Awards 2024 - My Favorite Cross-Boundary Transportation (HK-Macau) U旅遊大獎 2024 - 我最喜愛跨境運輸 (港澳)	U Magazine (只有英文版)	TurboJET 噴射飛航

Community
社區

Recognition / Award / Charter 嘉許/獎項/約章	Issuing Body 頒發機構	Business Unit[8] 業務單位
15 Years Plus Caring Company Logo Certificate 十五年Plus「商界展關懷」標誌	Hong Kong Council of Social Service 香港社會服務聯會	STHL TurboJET 信德集團有限公司 噴射飛航
20 Years Plus Caring Company Logo Certificate 二十年Plus「商界展關懷」標誌	Hong Kong Council of Social Service 香港社會服務聯會	STPML 信德物業管理有限公司
Universal Design Award Scheme 2024/2025 通用設計嘉許計劃 2024/2025	Equal Opportunities Commission 平等機會委員會	STPL • Shun Tak Centre STPML • The Westwood 信德置業管理有限公司 • 信德中心 信德物業管理有限公司 • 西寶城

Furthermore, during 2024, we actively participated as members of the following organizations and institutions. We firmly believe that our alignment in values can contribute to ongoing enhancements and guide us towards a more sustainable future for the Group.
此外，在2024年期間，我們擁有下列組織及機構的會員資格。我們堅信與我們價值觀一致的夥伴有助我們持續改進，並引導集團邁向更可持續的未來。

Institution 機構	Business Unit[8] 業務單位	Class of Membership 會籍級別
Agency for Volunteer Service 義務工作發展局	STHL 信德集團有限公司	Corporate Member 企業會員
Austrian Chamber of Commerce Hong Kong & Macau 奧地利駐港澳總領事館	AHG • Grand Coloane Resort 雅辰酒店集團 • 鷺環海天度假酒店	Member 會員
Business Environment Council 商界環保協會	STHL 信德集團有限公司	Corporate Member 企業會員
Business Network International (只有英文版)	Macau Tower 澳門旅遊塔	Corporate Member 企業會員
Canadian Chamber of Commerce in Macao 澳門加拿大商會	AHG • Artyzen Grand Lapa Macau 雅辰酒店集團 • 澳門雅辰酒店	Member 會員
Employers' Federation of Hong Kong 香港僱主聯合會	STHL 信德集團有限公司	Corporate Member 企業會員
Equal Opportunities Commission 平等機會委員會	STHL 信德集團有限公司	EO Club Corporate Member 平等機會之友會企業會員
Federation of Hong Kong Industries 香港工業總會	TurboJET 噴射飛航	Corporate Member 企業會員

Institution 機構	Business Unit[8] 業務單位	Class of Membership 會籍級別
France Macau Chamber of Commerce 法國澳門工商會	AHG • Artyzen Grand Lapa Macau • Grand Coloane Resort Macau Tower 雅辰酒店集團 • 澳門雅辰酒店 • 鷺環海天度假酒店 澳門旅遊塔	Corporate Member 企業會員
Hong Kong Brand Development Council 香港品牌發展局	TurboJET 噴射飛航	Corporate Member 企業會員
Hong Kong Business Accountants Association 香港商界會計師協會	STHL 信德集團有限公司	Corporate Member 企業會員
Hong Kong Chinese Importers' & Exporters' Association 香港中華出入口商會	IM(HK)CL MMCL 冰點東西 (香港) 有限公司 澳門東西有限公司	Corporate Member 企業會員
Hong Kong College of Technology (HKCT) 香港專業進修學校 (港專)	STHL 信德集團有限公司	Member, Employers Consultative Committees 僱主顧問委員會委員
Hong Kong General Chamber of Commerce 香港總商會	AHG STHL STCMSL TurboJET 雅辰酒店集團 信德集團有限公司 信德會所管理服務有限公司 噴射飛航	Corporate Member 企業會員
Hong Kong Green Building Council 香港綠色建築議會	STPL • Shun Tak Centre STPML • Chatham Place • liberté place • The Westwood 信德置業管理有限公司 • 信德中心 信德物業管理有限公司 • 昇御商場 • 昇悅商場 • 西寶城	Hong Kong Green Shop Alliance Member 香港綠建商舖聯盟成員
Hong Kong Institute of Human Resource Management 香港人力資源管理學會	STHL 信德集團有限公司	Corporate Member 企業會員
Industrial Association of Macau 澳門廠商聯合會	CL(M)L 白洋舍 (澳門) 有限公司	Corporate Member 企業會員
Lantau Development Alliance 大嶼山發展聯盟	TurboJET 噴射飛航	Founding Member 創會成員

Institution 機構	Business Unit[8] 業務單位	Class of Membership 會籍級別
Macau Chamber of Commerce 澳門中華總商會	CL(M)L MMCL STH(M)L STPFML 白洋舍 (澳門) 有限公司 澳門東西有限公司 信德集團控股 (澳門) 有限公司 信德物業及設施管理有限公司	Corporate Member 企業會員
Macau Convention & Exhibition Association 澳門會議展覽業協會	Macau Tower 澳門旅遊塔	Member 會員
Macau Fair & Trade Association 澳門展貿協會	Macau Tower 澳門旅遊塔	Member 會員
Macau Hotel Association 澳門酒店協會	AHG • Artyzen Grand Lapa Macau 雅辰酒店集團 • 澳門雅辰酒店	Member 會員
	Macau Tower 澳門旅遊塔	Associate Member 非正式會員
Macau Management Association 澳門管理專業協會	STHL 信德集團有限公司	Charter Member 特邀會員
Macau Retail and Management Association 澳門零售管理協會	MMCL 澳門東西有限公司	Corporate Member 企業會員
Pacific Asia Travel Association 亞太旅遊協會	AHG • Artyzen Grand Lapa Macau Macau Tower 雅辰酒店集團 • 澳門雅辰酒店 澳門旅遊塔	Member 會員
	TurboJET 噴射飛航	Corporate Member 企業會員
Property Management Business Association Macao 澳門物業管理業商會	STPFML 信德物業及設施管理有限公司	Corporate Member 企業會員
Skål International (只有英文版)	AHG 雅辰酒店集團	Member 會員
The British Business Association of Macao 澳門英國商會	AHG 雅辰酒店集團	Corporate Member 企業會員
The Chartered Institute of Logistics & Transport in Hong Kong 香港運輸物流學會	TurboJET 噴射飛航	Corporate Member 企業會員

Institution 機構	Business Unit[8] 業務單位	Class of Membership 會籍級別
The Chinese General Chamber of Commerce, Hong Kong 香港中華總商會	STTIHL STHL STPL 信德旅遊投資控股有限公司 信德集團有限公司 信德置業管理有限公司	Corporate Member 企業會員
The Dry Cleaning & Laundry Institute 乾洗及洗衣學會	CL(M)L 白洋舍 (澳門) 有限公司	Professional Member 專業會員
The Federation of Environmental And Hygienic Services 中港澳環衛總商會	STPML 信德物業管理有限公司	Member 會員
The Great Towers Alliance of Guangdong - Hong Kong - Macao Greater Bay Area 粵港澳大灣區高塔聯盟	Macau Tower 澳門旅遊塔	Member 會員
The Hong Kong Association of Property Management Companies 香港物業管理公司協會	STPML 信德物業管理有限公司	Corporate Member 企業會員
The Hong Kong Management Association 香港管理專業協會	STPML 信德物業管理有限公司	Corporate Member 企業會員
The Macau Human Resources Management Association 澳門人力資源管理協會	STH(M)L 信德集團控股（澳門）有限公司	Corporate Member 企業會員
The Real Estate Developers Association of Hong Kong 香港地產建設商會	STDL STHL STPML 信德發展有限公司 信德集團有限公司 信德物業管理有限公司	Corporate Member 企業會員
World Federation of Great Towers 世界高塔聯盟	Macau Tower 澳門旅遊塔	Member 會員

8 The full names corresponding to the Group's business units are: AHG: Artyzen Hospitality Group; CL(M)L: Clean Living (Macau) Limited; IMCL: Icy Matters Company Limited; IM(HK)CL: Icy Matters (Hong Kong) Company Limited; MMCL: Macau Matters Company Limited; STCMSL: Shun Tak Club Management Services Limited; STDL: Shun Tak Development Limited; STHL: Shun Tak Holdings Limited; STH(M)L: Shun Tak Holdings (Macau) Limited; STMSL: Shun Tak Macau Services Limited; STPFML: Shun Tak Property and Facility Management Limited; STPL: Shun Tak Properties Limited; STPML: Shun Tak Property ManagementLimited; STREL: Shun Tak Real Estate Limited; STTIHL: Shun Tak Tourism Investment Holdings Limited.

Performance Data Summary
表現數據摘要

Environmental Performance
環境表現

Energy Use[9] 能源使用[9]	Unit 單位	2024
Total energy use 能源使用總量	'000 kWh 千個千瓦時	502,560
Electricity 電		82,075
Electricity intensity for property sector[10] 物業業務的耗電強度[10]	'000 kWh/m^2 千個千瓦時/平方米	0.064
Electricity intensity for hospitality sector[10] 酒店業務的耗電強度[10]	'000 kWh/guest night 千個千瓦時/賓客入住晚數	0.048
Town gas 煤氣	'000 kWh 千個千瓦時	197
Diesel 柴油		417,309
Unleaded petrol 無鉛汽油		161
Liquefied petroleum gas 液化石油氣		1,117
Piped natural gas 管道天然氣		1,701
Greenhouse Gas ("GHG") Emissions 溫室氣體排放	**Unit 單位**	**2024**
GHG emissions for Scope 1[11] 溫室氣體排放量 (範圍一)[11]	metric tons CO_2e 公噸二氧化碳當量	123,514
GHG emissions for Scope 2[12] 溫室氣體排放量 (範圍二)[12]		47,494
Carbon intensity for property sector 物業業務的碳強度	metric tons CO_2e/m^2 公噸二氧化碳當量/平方米	0.037
Carbon intensity for hospitality sector 酒店業務的碳強度	metric tons CO_2e/guest night 公噸二氧化碳當量/賓客入住晚數	0.032
Carbon intensity for transportation sector 運輸業務的碳強度	metric tons CO_2e/passenger-km 公噸二氧化碳當量/旅客週轉量	0.039
Other Air Emissions[13] 其他氣體排放[13]	**Unit 單位**	**2024**
NOx emission[14] 氮氧化物排放量[14]	kg 公斤	258
SOx emission[15] 硫氧化物排放量[15]		34,004

Resource Use[16] 資源使用[16]	Unit 單位	2024
Paper 紙	metric tons 公噸	288.6
Total water use 總用水量	cubic meter 立方米	850,882
Water intensity for property sector[17] 物業業務的耗水強度[17]	cubic meter/m^2 立方/平方米	0.33
Water intensity for hospitality sector[17] 酒店業務的耗水強度[17]	cubic meter/guest night 立方/賓客入住晚數	0.85

9 Energy Use calculations used the conversion factors provided by the UK Government Greenhouse gas reporting: conversion factors 2024.
能源計算採用「UK Government Greenhouse gas reporting: conversion factors 2024」的轉換系數。

10 Electricity intensity is disclosed by sector in the reporting year.
本報告年度的耗電強度按業務進行披露。

11 GHG emission factors for stationary and mobile combustion are based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purpose) in Hong Kong issued by the EPD and EMSD in February 2010; the emission factor for piped natural gas in China is sourced from GHG Protocol tool for Energy Consumption in China (version 2.1).
來自香港的固定源及流動源的溫室氣體排放系數基於由環境保護署及機電工程署於2010年2月刊發的《香港建築物（商業、住宅或公共用途）的溫室氣體排放及減除的審計和報告指引》計算；中國地區管道天然氣的排放系數是根據溫室氣體核算體系發佈的《能源消耗引起的溫室氣體排放計算工具指南（2.1版）》作統一計算。

12 GHG emissions associated with the electricity purchased in Hong Kong and Macau are provided by the relevant providers of electricity. These specific Emission Factors are available from the CLP's sustainability report 2023, Hong Kong Electric's sustainability report 2023 and Companhia de Electricidade de Macau's sustainability report 2023. For electricity purchased from China, reference is made to the National Baseline Grid Emission Factor in China 2022 issued by the Ministry of Ecology and Environment of the PRC. The greenhouse gas emission factor for Singapore's grid electricity reflects the 2023 Singapore National Average Grid Emission Factor. For gas purchased from Towngas, the Emission Factor is available in the Towngas sustainability report 2023.
香港和澳門購買的電力相關的溫室氣體排放系數由相關電力供應商提供。這些具體的排放系數可從中華電力有限公司的2023年可持續發展報告、香港電燈有限公司的2023年可持續發展報告及澳門電力股份有限公司的2023年可持續發展報告獲得。中國電力的溫室氣體排放系數為國家發改委發佈的2022年全國電網平均排放因子。新加坡電力的溫室氣體排放系數為2023年新加坡平均電力排放因子。而由香港中華煤氣有限公司供應的煤氣，溫室氣體排放系數刊載於煤氣公司2023年可持續發展報告中。

13 Emissions from particulate matter, persistent organic pollutants, volatile organic compounds and hazardous air pollutants are regarded as insignificant compared to emissions from NOx and SOx.
集團的懸浮粒子、持久性有機污染物、揮發性有機化合物、有害空氣污染物排放量相較於氮氧化物及硫氧化物排放量並不顯著。

14 NOx emissions include the Group's emissions from vehicular sources, town gas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX.
氮氧化物排放量僅限於集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。

15 SOx emissions include the Group's emissions from TurboJET, vehicular sources, town gas consumption and LPG consumption. The calculations are based on Appendix 2: Reporting Guidance on Environmental KPIs published by the HKEX.
硫氧化物排放量僅限於噴射飛航、集團的車輛排放、煤氣消耗量和液化石油氣消耗量。計算基於香港交易所編制的附錄二：環境關鍵績效指標匯報指引。

16 The use of packaging materials is not applicable to the Group due to the nature of its business operations.
基於集團業務性質，包裝材料的使用並不適用於集團。

17 Water intensity is disclosed by sector in the reporting year.
本報告年度的耗水強度按業務進行披露。

Waste Disposal & Recycling 廢物棄置及回收	Unit 單位	2024
Non-hazardous Waste 非有害廢棄物		
General waste to landfill [18] 一般廢棄物 (堆填) [18]	metric tons 公噸	8,855.3
General waste to incineration[19] 一般廢棄物 (焚化) [19]		2,482.0
Paper recycled 回收紙	metric tons 公噸	288.6
Plastics recycled 回收塑膠		13.2
Metals recycled 回收金屬		136.5
Used clothes recycled 回收舊衣物		22.7
Hazardous Waste[20] 有害廢棄物[20]		
Fluorescent lamps 光管	metric tons 公噸	0.5
Batteries 電池		2.2
Toner cartridges 碳粉匣	pieces 件	316
Waste oil 廢油	liters 公升	45,207

18 Includes data from Artyzen Club, Artyzen Grand Lapa Macau, Artyzen Habitat Dongzhimen Beijing, NOVA Mall, and TurboJET only.
包括雅辰會、澳門雅辰酒店、北京東直門雅辰悅居酒店、星皓廣場及噴射飛航。

19 Includes data from 111 Somerset, Artyzen Grand Lapa Macau, Artyzen Habitat Dongzhimen Beijing, Artyzen Habitat Hongqiao Shanghai, Grand Coloane Resort, NOVA Mall, Shun Tak Tower Beijing, and YaTi by Artyzen Hongqiao Shanghai.
包括索美塞路111號、澳門雅辰酒店、北京東直門雅辰悅居酒店、上海虹橋雅辰悅居酒店、鷺環海天度假酒店、星皓廣場、信德京滙中心及上海虹橋雅辰緹酒店。

20 Contractors are retained to collect hazardous waste.
安排承建商收集有害廢棄物。

Social Performance
社會表現

Total Workforce 員工總數	Unit 單位	2024
By location 按地區劃分		
Hong Kong 香港	no. 人數 (%)	1,303 (40.0%)
Macau 澳門		1,611 (49.4 %)
Mainland China 中國內地		323 (9.9 %)
Singapore 新加坡		22 (0.7 %)
By gender 按性別劃分		
Female 女性	no. 人數 (%)	1,387 (42.6 %)
Male 男性		1,872 (57.4 %)
By age group 按年齡組別劃分		
Under 30 years old 30 歲以下	no. 人數 (%)	398 (12.2 %)
30 – 50 years old 30 至 50 歲		1,644 (50.4 %)
Above 50 years old 50 歲 以上		1,217 (37.3 %)
By employment category 按職級劃分		
Senior level 高層員工	no. 人數 (%)	95 (2.9 %)
Middle level 中層員工		576 (17.7 %)
Entry level 普通員工		2,588 (79.4 %)
By employment type 按勞僱類型劃分		
Full-time 全職	no. 人數 (%)	2,921 (89.6 %)
Part-time 兼職		338 (10.4 %)

New Hire and Employee Turnover 新進員工和離職員工	Unit 單位	2024 New Hire[21] 2024 新進員工[21]	2024 Turnover[22] 2024 離職員工[22]
Group overall 總數	no. 人數 (%)	709 (21.8 %)	708 (21.7 %)
By location 按地區			
Hong Kong 香港	no. 人數 (%)	346 (10.6 %)	307 (9.4 %)
Macau 澳門		271 (8.3 %)	318 (9.8 %)
Mainland China 中國內地		85 (2.6 %)	80 (2.5 %)
Singapore 新加坡		7 (0.2 %)	3 (0.1 %)
By gender 按性別劃分			
Female 女性	no. 人數 (%)	310 (9.5 %)	278 (8.5 %)
Male 男性		399 (12.2 %)	430 (13.2 %)

21 New hire rate = Total number of employees that joined / Total workforce x 100%
新進員工比率＝新進員工人數 ÷ 員工總數 ×100%

22 Turnover rate = Total number of employees that left / Total workforce x 100%
離職員工比率＝離職員工人數 ÷ 員工總數 ×100%

By age group 按年齡組別劃分			
Under 30 years old 30 歲以下	no. 人數 (%)	175 (5.4 %)	145 (4.4 %)
30 – 50 years old 30 至 50 歲		360 (11.0 %)	376 (11.5 %)
Above 50 years old 50 歲 以上		174 (5.3 %)	187 (5.7 %)

Occupational Health and Safety 職業健康及安全數據	Unit 單位	2024
No. of injuries 工傷宗數	no. 人數	53
Injury rate[23] 工傷比率[23]	Per 1,000 employees 每1,000 個員工	16.26
No. of high-consequence injuries (excluding fatalities) 嚴重工傷宗數 (不包括死亡)	no. 人數	1
High-consequence injury rate[24] (excluding fatalities) 嚴重工傷比率[24] (不包括死亡)	Per 1,000 employees 每1,000 個員工	0.31
Absentee rate[25] 缺勤比率[25]	%	1.36%
Lost day rate[26] 損失工作日比率[26]	%	0.20%
No. of occupational diseases 職業病宗數	no. 人數	0
No. of fatalities[27] 致命工傷宗數[27]	no. 人數	0
Fatality rate 死亡率	Per 1,000 employees 每1,000 個員工	0

23 Injury rate = Total number of injuries x 1000 / Total workforce
工傷比率＝工傷宗數 ×1000÷ 員工總數

24 High-consequence Injury rate = Total number of high-consequence injuries x 1000 / Total workforce
嚴重工傷比率 = 嚴重工傷宗數（排除死亡人數） ×1000÷ 員工總數

25 Absentee rate = (absentee days) / (total workforce x 50 scheduled work weeks x 5.5 days a week) x 100%
缺勤比率＝(缺席日數)÷(員工總數 ×50 個工作週 ×5.5 個工作天)×100%

26 Lost day rate = (lost days) / (total workforce x 50 scheduled work weeks x 5.5 days a week) x 100%
損失工作日比率＝(損失工作日數)÷(員工總數 ×50 個工作週 ×5.5 個工作天)×100%

27 The number of fatalities remained zero since year 2018.
自2018起，死亡人數維持0人。

Employee Training 員工培訓	Unit 單位	2024
Average hours of training received per employee 每名員工平均培訓時數	hours 小時	8.4
Average hours of training per employee by gender 按性別劃分的每名員工平均培訓時數		
Female 女性	hours 小時	8.2
Male 男性		8.6
Average hours of training per employee by employment category 按職級劃分的每名員工平均培訓時數		
Senior level 高層員工	hours 小時	13.3
Middle level 中層員工		14.8
Entry level 普通員工		6.8
Percentage of employees trained by gender 按性別劃分的受培訓員工百分比		
Female 女性	%	65.6%
Male 男性		75.7%
Percentage of employees trained by employment category 按職級劃分的受培訓員工百分比		
Senior level 高層員工	%	65.3%
Middle level 中層員工		76.0%
Entry level 普通員工		70.6%
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**		
Permanent employee 全職員工	%	100%
Percentage of employees receiving anti-corruption training **接受反貪腐培訓的員工百分比**		
Employee 員工	%	100%

Suppliers by Geographical Region 各地區供應商	Unit 單位	2024
Hong Kong 香港	no. 個	1,820 (44.5%)
Macau 澳門		1,599 (39.1%)
China 中國		556 (13.6%)
Other regions 其他		113 (2.8%)
Community Work 社區工作	**Unit 單位**	**2024**
No. of programs 社區項目數目	no. 個	148
No. of volunteer hours 義工服務時數	hours 小時	4,448
No. of beneficiaries served 受惠人數	no. 個	33,328
Amount of charity donations[28] 慈善捐贈總值[28]	HK$ 港元	5,169,082

28 Includes company monetary and in-kind donations, and staff donation across all business units.
包括集團的慈善捐款與實物捐贈，以及各業務部門的員工捐贈。

GRI and HKEX ESG Reporting Guide Content Index

全球報告倡議組織和香港交易所 ESG 報告指引內容索引

Shun Tak Holdings Sustainability Report 2024 is prepared in accordance with the latest GRI Standards 2021, and the ESG Reporting Guide under Appendix C2 to the Rules Governing the Listing of Securities on HKEX. The following table provides with either cross-references of the relevant chapters or explanation.

《信德集團可持續發展報告2024》是按照最新的全球報告倡議組織標準2021，以及香港聯合交易所有限公司的證券上市規則附錄C2《環境、社會及管治報告指引》編制。下表提供了相關章節或說明的互相參照。

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
GRI 1: Foundation 2021 基礎 2021				
GRI 2: General Disclosures 2021 一般揭露 2021				
2 - 1	Organizational details 組織詳細資訊	Not Applicable 不適用	About This Report 關於本報告 About Shun Tak Holdings 信德集團 Annual Report 2024 - Review of Operations 2024 年年報 — 「業務回顧」	P. 4 - 5 P. 6 - 7 N/A
2 - 2	Entities included in the organization's sustainability reporting 組織可持續報導中包含的實體	Part B Reporting Boundary B部分：匯報範圍	About This Report 關於本報告 Annual Report 2024 - Notes to the Financial Statements 2024年年報 — 「財務報表附註」	P. 4 - 5 N/A
2 - 3	Reporting period, frequency and contact point 報告期、頻率及聯絡人		About This Report 關於本報告	P. 4 - 5
2 - 4	Restatements of information 資訊重編	Part B Reporting Principles B部分：匯報原則	There were no restatements of information during the reporting period. 沒有就去年報告內容作出重整。	N/A
2 - 5	External assurance 外部驗證	Not Applicable 不適用	About This Report 關於本報告 Assurance Statement 驗證聲明	P. 4 - 5 P. 128 - 131
2 - 6	Activities, value chain and other business relationships 活動、價值鏈和其他商業關係	KPI B5.1	About Shun Tak 信德集團 Collaborative Inclusivity 協作共融 Bespoke Sincerity 匠心摯誠 Performance Data Summary 表現數據摘要 Annual Report 2024 - Review of Operations 2024年年報 — 「業務回顧」	P. 6 - 7 P. 68 - 85 P. 86 - 97 P. 110 - 115 N/A
2 - 7	Employees 員工	KPI B1.1	2024 Sustainability Performance Highlights 2024年可持續發展表現概覽 Collaborative Inclusivity 協作共融 Performance Data Summary 表現數據摘要	P. 8 - 9 P. 68 - 85 P. 110 - 115

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
2 - 8	Workers who are not employees 非員工的工作者	Not Applicable 不適用	Confidentiality constraint. The Group has privacy agreements with contractors under which we are not allowed to disclose any data deemed confidential. 保密規定限制。本集團與承包商簽訂了隱私協議，根據該協議，我們不得披露任何被視為機密的數據。	N/A
2 - 9	Governance structure and composition 治理結構及組成	Not Applicable 不適用	Governance 管治 Annual Report 2024 - Management Profile, and Corporate Governance Report 2024 年年報 — 「管理層簡介」 和「企業管治報告」	P. 14 - 21 N/A
2 - 10	Nomination and selection of the highest governance body 最高治理單位的提名與遴選		Annual Report 2024 - Nomination Committee Report 2024 年年報 — 「提名委員會報告」	N/A
2 - 11	Chair of the highest governance body 最高治理單位的主席		Annual Report 2024 - Management Profile 2024 年年報 — 「管理層簡介」	N/A
2 - 12	Role of the highest governance body in overseeing the management of impacts 最高治理單位於監督衝擊管理的角色	Part B Governance Structure B部分：管治架構	About This Report 關於本報告 Annual Report 2024 - Management Profile, and Corporate Governance Report 2024 年年報 — 「管理層簡介」和「企業管治報告」	P. 4 - 5 N/A
2 - 13	Delegation of responsibility for managing impacts 衝擊管理的負責人		Governance 管治 Annual Report 2024 - Corporate Governance Report 2024 年年報 — 「企業管治報告」	P. 14 - 21 N/A
2 - 14	Role of the highest governance body in sustainability reporting 最高治理單位於可持續報導的角色		Governance 管治	P. 14 - 21
2 - 15	Conflicts of interest 利益衝突	Not Applicable 不適用	Annual Report 2024 - Corporate Governance Report 2024 年年報 — 「企業管治報告」	N/A
2 - 16	Communication of critical concerns 溝通關鍵重大事件		Annual Report 2024 - Corporate Governance Report, and Audit and Risk Management Committee Report 2024 年年報 — 「企業管治報告」和「審核及風險管理委員會報告」	N/A
2 - 17	Collective knowledge of the highest governance body 最高治理單位的群體智識		Annual Report 2024 - Corporate Governance Report 2024 年年報 — 「企業管治報告」	N/A
2 - 18	Evaluation of the performance of the highest governance body 最高治理單位的績效評估			

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
2 - 19	Remuneration policies 薪酬政策	Not Applicable 不適用	Annual Report 2024 - Remuneration Committee Report 2024 年年報 — 「薪酬委員會報告」	N/A
2 - 20	Process to determine remuneration 薪酬決定流程			
2 - 21	Annual total compensation ratio 年度總薪酬比率		Confidentiality constraint. Prior consent from each employee would be required since this disclosure is beyond the requirements of any applicable laws and regulations. 保密規定限制。由於此披露已超出任何適用法律和法規的要求，因此需事先取得每位員工的同意才能作出披露。	N/A
2 - 22	Statement on sustainable development strategy 可持續發展策略的聲明	Part B Governance Structure B部分： 管治架構	Message from the Management 管理層寄語 Governance 管治	P. 2 - 3 P. 14 - 21
2 - 23	Policy commitments 政策承諾	Not Applicable 不適用	About This Report 關於本報告 Governance 管治	P. 4 - 5 P. 14 - 21
2 - 24	Embedding policy commitments 納入政策承諾		Governance 管治 Environmental Harmony 自然諧和	P. 14 - 21 P. 22 - 51
2 - 25	Processes to remediate negative impacts 補救負面衝擊的程序		Governance 管治	P. 14 - 21
2 - 26	Mechanisms for seeking advice and raising concerns 尋求建議和提出疑慮的機制			
2 - 27	Compliance with laws and regulations 法規遵循		Governance 管治 There were no fines or non-monetary sanctions for non-compliance during the reporting period. 報告期內，本集團沒有因違規而被處分罰款或受非金錢制裁。	P. 14 - 21 N/A
2 - 28	Membership associations 公協會的會員資格		Major Recognitions, Awards, Charters & Memberships 主要嘉許、獎項、約章及會籍	P. 98 - 109
2 - 29	Approach to stakeholder engagement 利害關係人議合方針	Part B Reporting Principles B部分：匯報原則	Stakeholder Engagement 持份者參與	P. 10 - 13

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
2 - 30	Collective bargaining agreements 團體協約	Not Applicable 不適用	No employee is covered by collective bargaining agreements during the reporting period. Working conditions and terms of employment are based on legal requirements and individual performance and experience. 暫時沒有與僱員訂立集體談判協議。 工作條件和僱用條款基於法律要求， 以及個人表現和經驗。	N/A
GRI 3: Material Topics 2021 重大主題 2021				
3 - 1	Process to determine material topics 決定重大主題的流程	Part B Reporting Principles B部分：匯報原則	Stakeholder Engagement 持份者參與	P. 10 - 13
3 - 2	List of material topics 重大主題列表			
GRI 201: Economic Performance 2016 經濟績效 2016				
3 - 3	Management of material topics 重大主題管理	Aspect B7: General Disclosure 層面B7：一般披露	Annual Report 2024 - Group Financial Review 2024年年報 —「集團財務回顧」	N/A
201-1	Direct economic value generated and distributed 直接產生和分配的經濟價值	Not Applicable 不適用		
GRI 205: Anti-corruption 2016 反貪腐 2016				
3 - 3	Management of material topics 重大主題管理	Aspect B7: General Disclosure 層面B7：一般披露	Governance 管治 There were no incidents of non-compliance concerning laws and regulations during the reporting period. 報告期內，本集團沒有發生違反相關法規的事件。	P. 14 - 21 N/A
205-1	Operations assessed for risks related to corruption 已進行貪腐風險評估的營運據點	KPI B7.2		
205-2	Communication and training about anti-corruption policies and procedures 有關反貪腐政策和程序的溝通及訓練	KPI B7.3		
205-3	Confirmed incidents of corruption and actions taken 已確認的貪腐事件及採取的行動	KPI B7.1		

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
GRI 301: Materials 2016 物料 2016				
3 - 3	Management of material topics 重大主題管理	Aspect A2: General Disclosure 層面 A2: 一般披露	Governance 管治 Environmental Harmony 自然諧和	P. 14 - 21 P. 22 - 51
301-1	Materials used by weight or volume 所用物料的重量或體積	KPI A2.5	The Group's operations do not consist of production and packaging. 集團的業務不涉及生產與包裝。	N/A
301-2	Recycled input materials used 使用回收再利用的物料	Not Applicable 不適用		
301-3	Reclaimed products and their packaging materials 回收產品及其包裝材料			
GRI 302: Energy 2016 能源 2016				
3 - 3	Management of material topics 重大主題管理	Aspect A2: General Disclosure 層面 A2: 一般披露	Governance 管治 Environmental Harmony 自然諧和	P. 14 - 21 P. 22 - 51
302-1	Energy consumption within the organization 組織內部的能源消耗量	KPI A2.1	Performance Data Summary 表現數據摘要	P. 110 - 115
302-2	Energy consumption outside of the organization 組織外部的能源消耗量		The Group has privacy agreements with upstream and downstream stakeholders under which we are not allowed to disclose any data deemed confidential. 本集團與上下游的持份者簽訂了保密協議，根據該協議，我們不得披露任何被視為機密的數據。	N/A
302-3	Energy intensity 能源密集度		Performance Data Summary 表現數據摘要	P. 110 - 115
302-4	Reduction of energy consumption 減少能源消耗	KPI A2.3	2024 Sustainability Performance Highlights 2024年可持續發展表現概覽 Environmental Harmony 自然諧和	P. 8 - 9 P. 22 - 51
302-5	Reductions in energy requirements of products and services 降低產品和服務的能源需求	Not Applicable 不適用		

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
GRI 305: Emissions 2016 排放 2016				
3 - 3	Management of material topics 重大主題管理	Aspect A1: General Disclosure 層面A1：一般披露 Aspect A3: General Disclosure 層面A3：一般披露	Governance 管治 Environmental Harmony 自然諧和	P. 14 - 21 P. 22 - 51
305-1	Direct (Scope 1) GHG emissions 直接 (範疇一) 溫室氣體排放	KPI A1.1	Performance Data Summary 表現數據摘要	P. 110 - 115
305-2	Energy indirect (Scope 2) GHG emissions 能源間接 (範疇二) 溫室氣體排放	KPI A1.2		
305-3	Other indirect (Scope 3) GHG emissions 其它間接 (範疇三) 溫室氣體排放	Not Applicable 不適用	During the reporting year, we have identified upstream and downstream activities along the value chain relevant to the Group's business sectors and initiated a Scope 3 data collection and calculation trial for these categories to prepare for disclosure in financial year 2025. 報告期內，我們已確定價值鏈上與集團各業務板塊相關的上游和下游活動，並試行收集及計算相關類別的範圍三數據，為2025財年的披露作準備。	N/A
305-4	GHG emissions intensity 溫室氣體排放強度	KPI A1.2	Performance Data Summary 表現數據摘要	P. 110 - 115
305-5	Reduction of GHG emissions 溫室氣體排放減量	KPI A1.5	As of the reporting year, we have exceeded our previously set 2030 targets including GHG emission target. We are currently reviewing our GHG emission target base year and are planning to finalize it for disclosure in the next financial year's sustainability report. 截至報告年度，我們已超額完成包括溫室氣體排放目標在內的2030年既定目標。我們現正檢視溫室氣體排放目標的基準年，並計劃於下一財年的可持續發展報告中進行披露。	N/A
305-6	Emissions of ozone-depleting substances (ODS) 臭氧層破壞物質 (ODS) 的排放	KPI A1.1	The Group's operations do not involve the production, import or export of ODS. 集團的業務不涉及消耗臭氧層物質的生產及進出口。	N/A

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
GRI 305: Emissions 2016 排放 2016				
305-7	Nitrogen oxides (NO_x), sulfur oxides (SO_x), and other significant air emissions 氮氧化物 (NO_x)、硫氧化物 (SO_x)，及其它顯著的氣體排放	KPI A1.1	Performance Data Summary 表現數據摘要 Emissions from PM, POP, VOC and HAP are regarded as insignificant compared to emissions from NO_x and SO_x. 集團的懸浮粒子、持久性有機污染物、揮發性有機化合物和有害空氣污染物排放量相較於氮氧化物及硫氧化物排放量並不顯著。	P. 110 - 115 N/A
GRI 402: Labour / Management Relations 2016 勞 / 資關係 2016				
3 - 3	Management of material topics 重大主題管理	Aspect B1: General Disclosure 層面B1：一般披露	Governance 管治 Collaborative Inclusivity 協作共融 There are no laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 報告期內，本集團並無有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利法律法規的不合規案例。	P. 14 - 21 P. 68 - 85 N/A
402 -1	Minimum notice periods regarding operational changes 關於營運變化的最短預告期	Not Applicable 不適用	Depending on the circumstances, there is no fixed minimum notice period regarding operational change. However, to the extent possible, we do inform our colleagues well in advance the intention and details of the change. Prior to such changes, we will conduct a briefing for employees to collect their feedback and try to put relevant notice within a month's time. 視乎情況而定，我們沒有設定業務運作改變的最短通知期，但我們會盡可能通過內部簡報會事先向有關員工解釋詳情及收集意見。此等運作改動內容會在實施前一個月通知員工。	N/A
GRI 403: Occupational Health and Safety 2018 職業健康與安全 2018				
3 - 3	Management of material topics 重大主題管理	Aspect B2: General Disclosure 層面B2: 一般披露	Collaborative Inclusivity 協作共融 During the reporting period, there were no cases of non-compliance within the Group with respect to laws and regulations regarding the provision of a safe working environment and the protection of employees from occupational hazards. 報告期內，集團並無有關提供安全工作環境及保障僱員避免職業性危害法律法規的不合規案例。	P. 68 - 85 N/A

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
403-1	Occupational health and safety management system 職業健康與安全管理系統	KPI B2.3	Collaborative Inclusivity 協作共融	P. 68 - 85
403-2	Hazard identification, risk assessment, and incident investigation 危害辨識、風險評估及事故調查			
403-3	Occupational health services 職業健康服務			
403-4	Worker participation, consultation, and communication on occupational health and safety 有關職業健康與安全之工作者參與、諮詢與溝通			
403-5	Worker training on occupational health and safety 有關職業健康與安全之工作者訓練			
403-6	Promotion of worker health 工作者健康促進			
403-8	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 預防和減緩與業務關係直接相關聯之職業健康與安全的衝擊			
403-7	Workers covered by an occupational health and safety management system 職業健康與安全管理系統所涵蓋之工作者		All our employees are covered by an Occupational Health and Safety Management System. 我們全體員工都納入了職業健康與安全管理系統的保障範圍。 Workers who are not employees are excluded as the Group has privacy agreements with contractors under which we are not allowed to disclose any data deemed confidential. 由於本集團與承包商簽訂了保密協議，根據該協議，我們不得披露任何被視為機密的數據，所以非員工的工作者被排除在披露外。	N/A N/A

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
403-9	Work-related injuries 職業傷害	KPI B2.1	Collaborative Inclusivity 協作共融 Performance Data Summary 表現數據摘要	P.68 - 85 P.110 - 115
		KPI B2.2	Major types of ill health are limited to minor slips, cuts, and burns in an office setting. 主要類型的工傷僅限於辦公室環境中的輕微的滑倒、割傷和燙傷。	N/A
		KPI B2.3	Workers who are not employees are excluded as the Group has privacy agreements with contractors under which we are not allowed to disclose any data deemed confidential. 由於本集團與承包商簽訂了保密協議，根據該協議，我們不得披露任何被視為機密的數據，所以非員工的工作者被排除在披露外。	N/A
403-10	Work-related ill health 職業病	Not Applicable 不適用	Collaborative Inclusivity 協作共融 Performance Data Summary 表現數據摘要 Major types of ill health are limited to muscle strains in an office setting. 主要類型的疾病僅限於辦公室環境中的肌肉拉傷。 Workers who are not employees are excluded as the Group has privacy agreements with contractors under which we are not allowed to disclose any data deemed confidential. 由於本集團與承包商簽訂了保密協議，根據該協議，我們不得披露任何被視為機密的數據，所以非員工的工作者被排除在披露外。	P.68 - 85 P.110 - 115 N/A N/A
GRI 404: Training and Education 2016 訓練與教育 2016				
3 - 3	Management of material topics 重大主題管理	Aspect B3: General Disclosure 層面B3：一般披露	Collaborative Inclusivity 協作共融	P.68 - 85
404-1	Average hours of training per year per employee 每名員工每年接受訓練的平均時數	KPI B3.1	Collaborative Inclusivity 協作共融 Performance Data Summary 表現數據摘要	P.68 - 85 P.110 - 115
		KPI B3.2		
404-2	Programs for upgrading employee skills and transition assistance programs 提升員工職能及過渡協助方案	Not Applicable 不適用	Collaborative Inclusivity 協作共融	P.68 - 85
404-3	Percentage of employees receiving regular performance and career development reviews 定期接受績效及職業發展檢核的員工百分比		Performance Data Summary 表現數據摘要	P.110 - 115

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
GRI 405: Diversity and Equal Opportunity 2016 員工多元化與平等機會 2016				
3 - 3	Management of material topics 重大主題管理	Aspect B1: General Disclosure 層面B1: 一般披露	Collaborative Inclusivity 協作共融	P.68 - 85
405-1	Diversity of governance bodies and employees 治理單位與員工的多元化	KPI B1.1	Collaborative Inclusivity 協作共融 Performance Data Summary 表現數據摘要 Annual Report 2024 - Corporate Governance Report 2024年年報 — 「企業管治報告」	P.68 - 85 P.110 - 115 N/A
405-2	Ratio of basic salary and remuneration of women to men 女性對男性基本薪資與薪酬的比率	Not Applicable 不適用	2024 Sustainability Performance Highlights 2024年可持續發展表現概覽 Collaborative Inclusivity 協作共融	P.8 -9 P.68 - 85
GRI 413: Local Communities 2016 當地社區 2016				
3 - 3	Management of material topics 重大主題管理	Aspect B8: General Disclosure 層面B8: 一般披露	Communal Connectivity 商社共榮	P.52 - 67
413-1	Operations with local community engagement, impact assessments, and development programs 經當地社區議合、衝擊評估和發展計畫的營運活動	KPI B8.1 KPI B8.2	2024 Sustainability Performance Highlights 2024年可持續發展表現概覽 Communal Connectivity 商社共榮	P.8 -9 P.52 - 67
413-2	Operations with significant actual and potential negative impacts on local communities 對當地社區具有顯著實際或潛在負面衝擊的營運活動	Not Applicable 不適用	The Group's operations do not contain significant actual and potential negative impacts on local communities. 集團營運不包含對當地社區的重大實際和潛在負面影響。	N/A
GRI 416: Customer Health and Safety 2016 顧客健康與安全 2016				
3 - 3	Management of material topics 重大主題管理	Not Applicable 不適用	Bespoke Sincerity 匠心摯誠	P.86 - 97
416-1	Assessment of the health and safety impacts of product and service categories 評估產品和服務類別對健康和安全的衝擊		The Group remains compliant with all relevant design guidelines and safety codes applicable to our operations. 本集團始終遵守所有適用於我們營運的相關設計指南和安全規範。	N/A
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services 違反有關產品與服務的健康和安全法規之事件		There were no reported incidents of non-compliance concerning the health and safety of our products and services reported during the reporting period. 報告期內，本集團沒有發生違反有關產品和服務健康與安全影響法規的事件。	N/A

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
GRI 418: Customer Privacy 2016 客戶隱私 2016				
3 - 3	Management of material topics 重大主題管理	KPI B6.5	About This Report 關於本報告 Bespoke Sincerity 匠心摯誠	P.4 - 5 P.86 - 97
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data 經證實侵犯客戶私隱或遺失客戶資料的投訴。	Not Applicable 不適用	There were no substantiated complaints identified in relation to customer privacy and losses of customer data during the reporting period. 報告期內，本集團沒有經證實的侵犯客戶私隱及遺失客戶資料的投訴。	N/A
Not Material or Not Applicable Topics 非重大或不適用主題				
Not Applicable 不適用		Aspect A4: General Disclosure 層面A4: 一般披露	Governance 管治 Environmental Harmony 自然諧和	P.14 - 21 P.22 - 51
		KPI A4.1 KPI B1.2	Performance Data Summary 表現數據摘要	P.110 - 115
Not Material 非重大		KPI A1.3 KPI A1.4	Performance Data Summary 表現數據摘要	P.110 - 115
		KPI A1.6	Environmental Harmony 自然諧和	P.22 - 51
		Aspect A2: General Disclosure 層面A2: 一般披露 KPI A2.2 KPI A2.4 Aspect A3: General Disclosure 層面A3: 一般披露 KPI A3.1	Performance Data Summary 表現數據摘要 Governance 管治 Environmental Harmony 自然諧和	P.110 - 115 P.14 - 21 P.22 - 51
		Aspect B4: General Disclosure 層面B4: 一般披露	Collaborative Inclusivity 協作共融 During the reporting period, there were no cases of non-compliance with laws and regulations that have a significant impact on the Group relating to preventing child and forced labor. 報告期內，集團並無有關防止童工或強制勞工法律法規的不合規案例。	P.68 - 85 N/A
		KPI B4.1 KPI B4.2	Collaborative Inclusivity 協作共融	P.68 - 85

GRI Standard 全球報告倡議組織標準	Description 描述	HKEX KPI 香港聯交所關鍵績效指標	Section Reference / Remarks 互相參照 / 註釋	Page No. 頁數
Not Material 非重大		Aspect B5: General Disclosure 層面 B5: 一般披露	Governance 管治 Environmental Harmony 自然諧和 Bespoke Sincerity 匠心摯誠	P.14 - 21 P.22 - 51 P.86 - 97
		KPI B5.2		
		KPI B5.3		
		KPI B5.4		
		Aspect B6: General Disclosure 層面 B6: 一般披露	Bespoke Sincerity 匠心摯誠 During the reporting period, there were no cases of non-compliance in the Group regarding health and safety, advertising, labelling, privacy matters related to the provided products and services, and methods of redress. 報告期內，集團並無有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的法律法規不合規案例。	P.86 - 97 N/A
		KPI B6.1	During the reporting period, there were no substantiated recalls of sold or shipped products for safety and health reasons that have a significant impact on the Group. 報告期內，集團沒有對自身構成重大影響的因安全與健康理由而須回收產品的事件。	N/A
		KPI B6.2	During the reporting period, there were no substantiated complaints received and confirmed relating to the products and services that have a significant impact on the Group. 報告期內，集團未接獲對自身構成重大影響的關於產品及服務之確實申訴。	N/A
		KPI B6.3	Governance 管治	P.14 - 21
		KPI B6.4	There were no reported incidents of non-compliance concerning the health and safety of our products and services reported during the reporting period. 報告期內，集團沒有發生違反有關產品和服務健康與安全影響法規的事件。	N/A

ASSURANCE STATEMENT

SGS HONG KONG'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE SHUN TAK HOLDINGS LIMITED SUSTAINABILITY REPORT 2024

NATURE OF THE ASSURANCE

SGS Hong Kong Limited (hereinafter referred to as SGS) was commissioned by the Shun Tak Holdings Limited (hereinafter referred to as Shun Tak) to conduct an independent assurance of the contents of the *Sustainability Report 2024 of Shun Tak* (hereinafter referred to as the Report) presented from 1 January 2024 to 31 December 2024.

INTENDED USERS OF THIS ASSURANCE STATEMENT

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

RESPONSIBILITIES

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

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

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

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

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

Assurance Standard Options
SGS ESG & SRA Assurance Protocols (based on GRI Principles and guidance in AA1000)

SCOPE OF ASSURANCE AND REPORTING CRITERIA

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

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

ASSURANCE METHODOLOGY

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

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

STATEMENT OF INDEPENDENCE AND COMPETENCE
The SGS Group of companies is the world leader in inspection, testing and verification, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from Shun Tak, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with IRCA EMS Principal Auditor, ISO 26000, nominated tutor of GRI Standards and experience on the SRA assurance service provisions.

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

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

Signed:
For and on behalf of SGS Hong Kong Limited



Miranda Kwan
Director
Business Assurance
13 March 2025

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驗證聲明

香港通用檢測認證有限公司對信德集團有限公司
於2024年可持續發展報告中可持續發展活動之驗證聲明

驗證的性質

香港通用檢測認證有限公司獲信德集團有限公司(以下簡稱「信德」)委託，對《信德集團有限公司可持續發展報告 2024》(以下簡稱「報告」) 於 2024 年 1 月 1 日至 2024 年 12 月 31 日有關可持續發展的內容進行獨立驗證。

本驗證的使用者

本驗證聲明旨在告知信德的所有持份者。

職責

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

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

驗證標準、驗證類型及級別

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

該報告的驗證乃根據以下的驗證標準進行：

驗證標準項目
SGS ESG 及可持續發展報告驗證規章 (以 GRI 原則及 AA1000 為基礎)

驗證及報告要求範圍

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

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

驗證方法

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

使用限制及措施

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

獨立性與能力聲明

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

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

驗證意見

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

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

簽字：
代表香港通用檢測認證有限公司



關靜儀
總監
管理與保證

2025 年 3 月 13 日

www.sgs.com

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Weibo 微博

信德集團
SHUN TAK HOLDINGS

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