昇捷
SYNERGIS

SYNERGIS HOLDINGS LIMITED
昇捷控股有限公司

(Incorporated in Bermuda with limited liability 於百慕達註冊成立之有限公司)
Stock Code 股份代號：02340.HK

2018
Environmental, Social & Governance Report
環境、社會及管治報告

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About This Report
關於本報告

Synergis Holdings Limited (the "Company" or "Synergis", and together with its subsidiaries, the "Group") is pleased to present its Environmental, Social and Governance ("ESG") Report (the "Report"). This Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the "ESG Guide") under Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the "Stock Exchange"). This Report adheres to the "comply or explain" and "recommended disclosure" provisions of the ESG Guide.

昇捷控股有限公司(簡稱「本公司」或「昇捷」,及連同其附屬公司統稱為「本集團」)欣然提呈其環境、社會及管治(「環境、社會及管治」)報告(「本報告」)。本報告乃根據香港聯合交易所有限公司(「聯交所」)上市規則附錄二十七的環境、社會及管治報告指引(「環境、社會及管治報告指引」)編寫。本報告遵從環境、社會及管治報告指引中所載的「不遵守就解釋」及「建議披露」條文。

The board of directors of the Company (the "Board") are responsible for our ESG strategies and reporting, and are dedicated to taking gradual steps to improve our ESG Reports.

本公司的董事會(「董事會」)負責我們的環境、社會及管治策略及報告,並致力逐步改善及完善我們的環境、社會及管治報告。

The purpose of this Report is to communicate the Group's visions, commitments, policies, operating practices, performances and plans relating to social and environmental issues and aspects that are material to the Group's operations. All information published in this Report is compiled by relevant departments based on existing policies or practices, and official documents or reports, as we strive to keep the disclosure of such information accurate, genuine and honest. We are committed to disclosing our ESG performances through ESG reporting annually in a transparent manner.

本報告旨在展示本集團及與社會及環境議題相關的願景、承諾、政策、營運方式、表現及計劃,這些議題對本集團至關重要。我們力求準確、真實和誠實地披露有關資訊,因此,本報告中所披露的所有信息均來自相關部門根據現有的政策或慣例,以及官方文件或報告。我們致力每年以透明的方式透過環境、社會及管治報告去披露我們的環境、社會及管治表現。

Reporting Framework
The Stock Exchange's ESG Guides.

報告框架
聯交所的環境、社會及管治報告指引。

Reporting Scope

This Report covers the Group's operations of property and facility management ("PFM") business, interiors and special projects ("ISP") business, and its corporate offices from 1 January 2018 to 31 December 2018 (the "Year") in Hong Kong, unless otherwise specified. We have improved and perfected our data monitoring system and included all environmental key performance indicators of all ISP sites and corporate offices into the reporting scope this year.

Your feedback on this Report or our ESG performance is valuable and important for our continuous improvement. If you have any comments or suggestions, please send us an email at investor@synergis.com.hk.

For further information regarding our corporate governance and financial performances, please refer to our Annual Report 2018.

報告範圍

除另有指明外，本報告涵蓋本集團在香港之物業及設施管理(「物業及設施管理」)業務、室內裝飾及特殊項目(「室內裝飾及特殊項目」)業務、以及香港公司辦事處於2018年1月1日至2018年12月31日(「本年內」)營運之相關信息。今年我們改進及完善了我們的數據監察系統，並將所有室內裝飾及特殊項目地盤及公司辦公室的環境關鍵績效指標數據納入報告範圍內。

您對於本報告或我們環境、社會及管治表現的反饋對我們的持續改進十分重要。如果您有任何意見或建議，請發送電子郵件至investor@synergis.com.hk。

有關我們的企業管治及財務表現的詳情，請細閱我們2018年年報。

Chairman's Message
主席的話

Dear Stakeholders,

On behalf of Synergis, I am pleased to present the ESG Report of the Company for the year 2018. The Report presents our sustainability performance in key ESG aspects in the most genuine and transparent manner. This Year, we enriched the content of our Report by refining our data collection network, and through recognizing a wider global perspective in our sustainability considerations.

Synergis is a dynamic and lively company with connections and collaborations with hundreds of organisations and thousands of individuals. Therefore, we must take up distinct roles and responsibilities in safeguarding and promoting the sustainable development of the Group and stakeholders. As a service provider in the property management and building and interior decoration sector, we aspire to deliver services and projects of exceptional quality and professionalism. As a business partner to our suppliers, contractors and sub-contractors, we seek to grow collectively in terms of quality and sustainability performance. As an employer, we are committed to constructing a supportive and just environment for our employees to flourish. As a corporate citizen and a global citizen, we strive to contribute to causes that add to the momentum for sustainable communities.

To accomplish the above roles and responsibilities, we must uphold our corporate values, upon which our governance structure is built. Our sustainability strategies are also fundamental in directing our business towards a more compatible and harmonious future with our stakeholders. We drive actions top-down, to reinforce our values, while ensuring that relevant global, regional and local risks we may encounter are recognised, assessed and managed appropriately.

親愛的持分者們：

我謹代表昇捷欣然發表本公司2018年度環境、社會及管治報告。本報告以最真實和透明的方式公佈我們在重要環境，社會及管治方面的可持續表現。本年內我們通過完善數據收集網絡，以及以全球視角考慮可持續發展，來豐富我們報告的內容。

昇捷與數百家組織和數千名人員聯繫和合作，是一家充滿活力和動力的公司。因此，我們必須擔當不同角色及肩負不同責任，去維持和促進本集團及持份者的可持續發展。作為物業管理、以及樓宇及室內裝潢界別的服務供應商，我們渴望提供品質卓越和專業的服務和項目。作為我們的供應商、承包商和分判商的業務合作夥伴，我們尋求與他們在質量和可持續性發展方面共同成長。作為僱主，我們致力為員工建設一個互相支持和公正的環境，供他們發展。作為企業公民和世界公民，我們努力為可持續社區增添動力的事作出貢獻。

為了完成上述角色和責任，我們必須堅持我們的企業價值觀，而我們的管治架構也是建基於我們的企業價值觀。我們的可持續發展策略也是指引我們業務，使其與持份者建立更加兼容和諧的未來的基礎。我們由上而下地採取行動，以強化我們的價值觀，同時確保我們可能遇到的全球性、區域性和地方性風險得到適當的識別、評估和管理。

Looking forward, we will continue to execute good corporate and sustainability governance, as well as risk management to provide comprehensive and innovative services that achieve high quality results and create values for stakeholders. We will expand our capacity on technological initiatives, such as the adoption of mobile applications or advanced technologies to improve our service provision, as well as interactive stakeholder engagement platforms with our internal and external stakeholders.

展望未來，我們將繼續實施良好的企業和可持續發展管治及風險管理，以提供全面和創新的服務，去實現高質量的成果並為持份者創造價值。我們將加強我們在推行科技創新上的能力，例如採用手機應用程式或先進技術來改善我們的服務，及改善供內部和外部持份者參與的互動平台。

Last but not least, we would like to take this opportunity to express our sincere gratitude to the commitment made by our management and staff . Without their devotion and tireless effort, none of the achievements we shared in this Report would have been realised. We are also grateful to our stakeholders for their continuous trust and support to the Group.

最後，我們謹籍此機會對我們的管理層和員工的付出表示衷心的感謝。沒有他們的奉獻和不懈的努力，我們在本報告中所分享的成就都不能實現。我們亦感謝我們的持份者對本集團的持續信任和支持。

Kingston Chu Chun Ho
Chairman
26 March 2019

朱俊浩
主席
2019年3月26日

About Synergis
關於昇捷

PFM business aspires to offer total one-stop solutions to its clients in the asset management industry. The Group is continuously expanding its scope of business to be more versatile and holistic to cater to its growing customers base, which includes private residential owners, incorporation of owners, government organizations, education institutions and property developers.

物業及設施管理業務力求於為資產管理行業的客戶提供全面一站式解決方案。本集團不斷擴展其業務範圍，使其更加多元及全面，以迎合其不斷增長的客戶群，包括私人住宅業主、業主立案法團、政府機構、教育機構及物業發展商。

The Group rooted its business in the PFM segment more than 40 years ago. Its solid experience in the industry has earned it customer trust and loyalty, which in turn support the continuous growth of this business division. As at 31 December 2018, the Group managed 338 properties with the gross floor area of approximately 6.4 million square metres in Hong Kong and China. Currently, the Group provides management services to a wide spectrum of properties and facilities, such as government departments, large-scale public facilities, transportation systems, airport cargo terminals, education institutions, hospitals, commercial and industrial properties, public housing estates, private housing and car parks. With our extensive expertise in property management and strengths from our professional-based management model, the Group succeeded in expanding its service portfolio to managing international schools and luxurious residential properties in 2018.

40多年前，本集團紮根於物業及設施管理業務。本集團在該行業的豐富經驗贏得了客戶的信任和忠誠，從而支持該業務的持續增長。截至2018年12月31日，本集團在香港和中國共管理338個物業，總樓面面積約為6,400,000平方米。目前，本集團為廣泛的物業及設施提供管理服務，例如政府部門、大型公共設施、運輸系統、機場貨運站、教育機構、醫院、商業及工業物業、公共房屋、私人樓宇及停車場。憑藉我們在物業管理方面的廣泛專業知識，以及我們專業管理模式的優勢，本集團於2018年成功擴展其服務範圍至國際學校及豪華住宅物業。

Acquired in 2012, the Group's ISP business provides total services including planning, design, consultancy, project management, demolition work, site formation work, repair and restoration of historic buildings work, etc. to its local and overseas customers. Licensed and approved as Registered General Building Contractor and Registered Specialist Contractor, our technical expertise in ISP and professional ability to deliver exceptional quality projects have sustained the steady growth of the segment and strengthened its market position in Hong Kong, Macau and China.

本集團於2012年收購室內裝飾及特殊項目業務，為本地及海外客戶提供全面服務，包括規劃、設計、顧問、項目管理、拆卸工程、地盤平整工程、歷史建築維修及修復工程等。作為一家已獲得許可，批准的註冊一般建築承建商和註冊專門承建商，我們在室內裝飾及特殊項目的專業技術，和提供優質項目的能力使該業務保持穩定增長，亦鞏固其在香港，澳門和中國的市場地位。

Our core businesses — PFM division and ISP division, have yielded customer support and market recognition, as a result of the Group's persistence on quality, integrity and innovation.

由於本集團堅持質量，誠信和創新，其核心業務 — 物業及設施管理和室內裝飾及特殊項目，已獲得客戶支持和市場認可。

Synergis also continues to develop and invest in its new brand — SynWave, which is a strategic ancillary business model established by the Group in 2017. It integrates five types of professional services, namely, procurement, laundry, cleaning, security and maintenance contracting and strives to provide flexible and tailor-made services to its clients. The restructured business strategy will certainly add momentum to our business development in the coming years.

昇捷亦繼續開發和投資其新品牌「新浪潮」，這是集團於2017年建立的策略性輔助商業模式。新浪潮集成了五類專業服務，即採購、洗衣、清潔、保安和維修承包，並努力為客戶提供靈活及定制的服務。重組後的業務策略必將為未來幾年的業務發展增添動力。

Looking into the future, the Group will continue to provision excellent, professional and top-notch services to our customers. We will also enrich and build our capacity to capture any market opportunities when arise, as we devote ourselves into becoming the top of the class in the locations and markets we operate in.

展望未來，本集團將繼續為客戶提供優質，專業及一流的服務。我們致力成為我們營運所在地和市場中的頂級企業，所以我們將加強建立我們的能力，以便抓住任何市場機會。

Highlights of 2018
2018 重要成果

0 Integrity Monitoring Committee Cases
誠信監察委員會個案

33.7 MJ/m²
兆焦耳／平方米
Overall Energy Usage Intensity
總能源密度

2 Number of BEAM Plus projects involved
參與BEAM Plus建築項目的數目

132
Newcomers Attended ICAC Briefing
參加了廉政公署的簡報會的新員工人數

4,855
Total Workforce
員工總數

141
Building Condition Surveys Conducted for property and facility
對物業和設施進行的建築狀況調查

Mission
使命

We are committed to creating value for stakeholders by providing comprehensive and innovative solutions that achieve high quality results.
我們致力為持份者創造價值，為他們提供全面及創新的方案，以達至高質素成效。

0
Work Fatality Case
因工死亡事件

4,272
Total Training Hours
總受訓時數

236 Number of Volunteering Hours
義工服務時數

Values
企業價值

Customer Focus	以客為本
Teamwork	群策群力
Pursuit of Excellence	追求卓越
Integrity	正直誠實
Innovation	不斷創新

44 Appreciation Letters Sent to Supply Chain Partners
共發出於供應鏈合作夥伴的感謝信

48.7%
Female Share of Employment
女性佔總員工人數的百分比

98%
Customer Satisfactory Rate for PFM business
物業及設施管理業務客戶滿意度

577 tCO_2-e
噸二氧化碳當量
GHG Emissions (Scope 1 and 2)
總溫室氣體排放（範圍一及二）

1,925 Employees Participated in 151 Training Courses
151個培訓課程的總參與員工人數

ISP Construction (Engineering) Limited received Proactive Safety Contractor Award
昇柏營造廠（工程）有限公司榮獲積極推動安全承建商獎

The Hong Kong Federation of Youth Groups Building received "Excellence in Facility Management Award 2018" Excellence Award in the Institutional & Government Properties category
香港青年協會大廈榮獲「卓越設施管理獎2018」卓越獎（公共項目及政府產業）

Fairland Gardens received "Excellence in Facility Management Award 2018" Excellence Award in Small-Scale Residential category
俊慧園榮獲「卓越設施管理獎2018」卓越獎（小型住宅）

Tuen Mun Public Riding School received "Excellence in Facility Management Award 2018" Grand Award in the Institutional & Government Properties category
屯門公眾騎術學校榮獲「卓越設施管理獎2018」卓越大獎（公共項目及政府產業）

Synergis Management Services Limited received the Excellent Contractor Award in the Mid-term of 2018: Property Management Support Service (PMSS) at the LINK Award Presentation Ceremony
昇捷管理服務有限公司在領展頒獎典禮中榮獲2018年中期卓越承辦商大獎：物業管理支援服務

Sustainability at Synergis
昇捷的可持續發展

As a responsible corporate citizen, we take sustainability into careful considerations to enhance business resilience, improve our people's well-being, enhance customers' satisfaction and protect our common natural resources. It is our goal to promote sustainability values in the wider context within our sphere of influence and along our value chain.

作為一個負責任的企業公民，我們慎重考慮可持續發展，以提高業務韌性、改善員工福祉、提升客戶滿意度、及保護我們共同的天然資源。我們的目標是在我們的更廣泛影響範圍和價值鏈內，推廣可持續發展價值。

SUSTAINABILITY STRATEGY

Our sustainability strategies were refined in 2017 under the leadership of the Board, who is committed to ingraining sustainability at all levels of our operations. Through materiality assessment conducted within the Year, the Board further evaluated material ESG-related risks and opportunities in our operations, and reviewed the suitability of our sustainability strategies in addressing corporate and stakeholders' concerns. Our sustainability strategies echo and reinforce our corporate values, and they remain key driver to our success.

可持續發展策略

董事會致力於在各級營運中實現可持續發展，而在他們的領導下，我們於2017年完善我們的可持續發展策略。透過在本年內進行的重要性評估，董事會進一步評估了我們營運中與環境、社會及管治相關的重大風險和機遇，並檢視了我們可持續發展策略在回應企業和持分者關注問題方面的適用性。我們的可持續發展策略呼應及鞏固我們的企業價值觀，並為我們成功的關鍵驅動力。

Economics and Governance
經濟與管治

- Regularly monitor and improve our corporate sustainability performance
  定期監控和提升企業可持續發展的表現
- Ensure our operations comply with all relevant laws and regulations
  確保公司的營運符合所有相關法律和法規

Supply Chain Management
供應鏈管理

- Collaborate with our supply chain partners in improving sustainability performance
  與供應鏈合作夥伴共同提升可持續發展的表現
- Adhere to industry standards
  恪守行業規範標準

Environment
環境

- Maintain a comprehensive environmental management system, establish periodic reviews, and implement strategic continuous improvements
  維護全面的環境管理系統，定期審查，並作策略性持續改進
- Promote concepts of green office through environmental-friendly office initiatives
  提倡綠色辦公室理念，推廣環保辦公室

Service Responsibility
服務責任

- Increase customers' awareness on sustainability
  提高客戶對可持續發展的認知度及意識
- Enhance management control systems to improve quality assurance
  加強管理控制系統以提高質量保證

Workplace Practices
職場實務

- Improve employees' awareness on sustainability and ESG-related issues
  提高僱員對可持續發展和環境、社會及管治相關議題的認知及意識
- Promote a safe and respectful work environment
  提升安全與受尊重的工作環境
- Provide adequate staff training and assist in career development
  提供充足的員工培訓並協助員工職業發展

Community
社區

- Support causes and initiatives that create positive impact and promote sustainability
  支持對能夠創造正面影響及促進可持續發展的倡議與措施

SUSTAINABILITY GOVERNANCE

The Group has strived to refine its sustainability governance framework to better achieve the Group's objectives. It is our goal to mobilise our stakeholders and drive our operations in a way such that its sustainability visions will be realised and popularised.

可持續發展管治

本集團一直致力改善其可持續發展管治架構去達到本集團的目標。我們的目標是動員我們的持份者，以於營運中實現及推廣可持續發展願景。

Board of Directors 董事會

Manage overall ESG performance of the Group
管理本集團的整體環境、社會及管治表現

Strategise the Group's sustainability visions, and lead the Group to advance in its long-term sustainability journey
策劃本集團的可持續發展願景，同時帶領本集團在可持續發展的長期旅途中進步

Oversee all ESG-related matters, including the identification, evaluation and management of sustainability risks and opportunities
監督所有與環境、社會及管治相關的事務，包括可持續發展風險和機遇的識別，評估和管理

ESG Steering Committee 環境、社會及管治推進委員會

- Measure and review the sustainability performance of the Group
  量度和審查本集團的可持續發展績效
- Control and provide guidance to staff on operations and sustainable development
  在營運和可持續發展方面控制及提供指引予員工
- Assist the Board in setting out sustainability principles and priorities to manage the Group's ESG impacts
  協助董事會制定可持續發展原則和優先事項，以管理本集團在環境、社會及管治方面的影響

Safety, Health and Environmental Committee (PFM) 職安健環委員會（物業及設施管理）

Corporate Occupational Health and Safety Management Committee (ISP) 企業職業健康和安全管理委員會（室內裝飾及特殊項目）

Monitor material ESG aspects within the operations
監督營運中的重要環境、社會及管治方面事務

Integrity Monitoring Committee 誠信監察委員會

- Ensure the Group's operations follow the principle of honesty and integrity
  確保本集團的營運遵循誠實和廉正的原則
- Provide an impartial whistleblowing channel for confidential reports on malpractices
  提供公正的渠道供員工以保密方式舉報不法行為
- Prevent, detect and respond to potential misconduct
  預防，偵查和應對潛在的不當行為
- Report all matters relating to integrity monitoring to Audit Committee
  向審核委員會報告所有與誠信監測有關的事項
- Conduct fair investigations to all potential cases and report directly to the Audit Committee
  對所有可疑的個案進行公平調查，並直接向審核委員會匯報

Sustainability at Synergis
昇捷的可持續發展

SUSTAINABILITY RISK IDENTIFICATION

To assess our Group's sustainability risks and opportunities, we engaged an independent consultancy to identify what our stakeholders may perceive our risks are first through stakeholder engagement. We invited our management, employees and selected customers and supply chain partners to identify from a list of over 30 sustainability risks and issues that they regard as having high impact, or high likelihood of happening within the Group in the next five years.

The exercise would strengthen our internal discussions about corporate sustainability risks. Results of the assessment correlate with the material aspects identified in the next chapter. Invited stakeholder groups indicated that risks relating to our economic and governance, as well as service responsibility are perceived as most susceptible and most relevant to the Group.

We shall hence consider reviewing our current strategies and operational practices, as well as designing corresponding mitigation strategies to better manage our sustainability risks and opportunities.

識別可持續發展風險

為了評估本集團的可持續發展風險和機遇，我們聘請了獨立顧問，首次透過持分者參與去識別持分者認為在我們業務可能出現的風險。我們邀請了我們的管理層、員工及甄選的客戶和供應鏈合作夥伴，從一個列有30多項可持續發展風險的清單內，識別出他們認為在未來5年，對本集團會有大影響、或很大機會在本集團內發生的議題。

此評估能加強我們內部有關企業可持續發展風險的討論。該評估結果與下一節識別重要議題相關。受邀的持分者表示，與我們的經濟和管治、以及服務責任相關的風險被認為是最容易影響公司，而且與本集團最相關的。

因此，我們將考慮審視現有的策略和營運慣例，並作出相應的緩解策略，以更好地管理我們的可持續發展風險和機遇。

SUSTAINABLE DEVELOPMENT GOALS

In 2015, the United Nations introduced 17 Sustainable Development Goals ("SDGs") that set the path of the global sustainability agenda. These SDGs are set to address major global sustainability challenges we face as human kinds.

Realising the relevance of some SDGs to our operations, we are determined to embrace our responsibility to minimise our impacts on these global issues, and contribute positively to resolve them. In the near future, we will also consider aligning our strategies with the SDGs to leverage our expertise, resources and manpower to tackle these sustainability issues in the greater context.

可持續發展目標

2015年，聯合國推出了17個可持續發展目標(「可持續發展目標」)，為全球可持續發展議程奠定了基礎。這些可持續發展目標旨在解決我們人類面臨的主要全球可持續發展挑戰。

我們明白到一些可持續發展目標與我們的營運相關，因此我們決心承擔責任，盡量減少我們對這些全球問題的影響，並為解決這些問題作出正面貢獻。在不久的將來，我們將考慮使我們的策略與可持續發展目標保持一致，以利用我們的專業知識，資源和人力在更廣泛的層面下解決這些可持續發展議題。

Material Topics
重要議題

Defining and prioritizing material topics is the backbone of sustainability management. Engaging internal and external stakeholders in assessing the relative importance of various sustainability issues enables us to devise informed and strategic policies, predict and manage risks, and drive for a sustainable business.

確定和優先考慮重大議題是可持續發展管理的支柱。透過邀請內部和外部持份者評估各可持續發展議題的相對重要性，使我們能夠制定明智的戰略性政策，預測和管理風險，並推動可持續業務。

STAKEHOLDER ENGAGEMENT

持份者參與

Stakeholders' interests are intricately linked with the strategic interests and corporate success of the Group. We are determined not only to understand, but also to cater to and resolve stakeholders' dynamic expectations and concerns.

持份者的利益與本集團的策略利益及企業成功息息相關。我們不單要了解，還要滿足並解決持份者的不同期望和關注。

Multiple communication channels are designed and established to effectively engage stakeholders and maintain good mutual understanding with them. In particular, we ensure regular engagement with our employees, customers and business partners, who are directly involved in our operations. Communications with other external stakeholders such as government, community groups and media partners are also vital for learning policies and regulations updates, obtaining a social license to operate, and ensuring accurate media reporting.

我們設計和建立了多種溝通渠道，以有效地和持份者溝通，並與他們保持良好的互相理解。我們的員工，客戶和業務合作夥伴直接參與我們的營運，因此我們特別確保與他們作定期互動。與政府，社區團體和媒體夥伴等其他外部持份者溝通對於了解新政策和法規，獲得社會營運許可以及確保準確的媒體報導也至關重要。

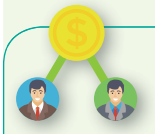
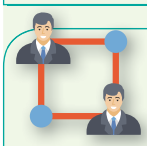
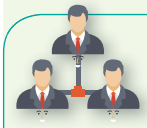
During the Year, we have continued to adopt the Shareholders' Communication Policy, which mandates the Board to disseminate information in an effective and timely manner through listed channels. The policy promotes effective communications with shareholders and ensures shareholders' right to corporate information is satisfied.

本年內，我們繼續採納股東通訊政策，規定董事會須通過指定渠道，有效並及時地傳播信息。該政策促進與股東的有效溝通，確保股東對取得公司信息的權利得到滿足。

We proactively seek for new ways to engage our stakeholders to make communications easier and more interactive. Tea gatherings with our ISP customers and engagements through mobile applications with our employees and PFM customers are to name but a few. We shall continue to explore new and advanced engagement channels to promote communications with our stakeholders.

我們積極尋找新持份者參與方式，使溝通更容易及更具互動性。其中包括與我們的室內裝飾及特殊項目客戶舉行茶聚，及通過手機應用程式與我們的員工和物業及設施管理客戶進行交流等。我們將繼續探索新和先進的參與渠道，以促進與持份者的溝通。

Material Topics
重要議題

Our Stakeholders 持份者	Methods of Engagement 參與方法
 Shareholders and Investors 股東與投資者	• Press releases and announcements 新聞稿和公告 • Annual and interim reports 年報及中期報告 • Annual general meetings 股東周年大會 • Corporate website 集團網頁
Employees 僱員	• Surveys 問卷調查 • Focus group interviews 焦點小組訪談 • Newsletters 員工通訊 • Intranet and mobile application 內聯網及手提電話應用程式 • Business meetings and conferences 商務會議和研討會 • Performance appraisals 工作表現評核 • New hire orientation programmes 新員工入職培訓計劃 • Comment boxes 意見收集箱 • Employee engagement activities 員工活動
 Customers (Property owners, tenants, residents) 客戶(業主、租戶、住戶)	• Personal contacts 個人聯繫客戶 • Mobile application 手提電話應用程式 • Newsletters 客戶通訊 • Customer satisfaction surveys 客戶滿意度調查 • Customer assessment surveys 客戶評估調查 • Call centres and customer hotlines 電話查詢中心及客戶服務熱線 • Tea gatherings 茶聚 • Corporate website and social media 集團網頁和社交媒體
 Business Partners (Suppliers, contractors, service providers) 業務夥伴(供應商、承包商、服務供應商)	• Quarterly performance assessments 季度業績表現評估 • Annual renewal process and updates 年度續約及更新 • Safety booklets 安全小冊子 • Direct engagements 直接參與 • Daily on-site trainings 每日現場培訓
Government 政府	• Site inspections 現場視察 • Public consultations 公眾諮詢
Community (Non governmental organisations, industry associations, charity organisations) 社區(非政府組織、工會、慈善機構)	• Charity activities 慈善活動 • Volunteering activities 義工活動 • Conferences and seminars 大會及研討會
Media Partners 媒體夥伴	• Interviews 採訪 • Press releases 新聞稿

MATERIALITY ASSESSMENT

Materiality assessment is a fundamental part of sustainability management, which helps inform the Board on what ESG issues to prioritise in the operations, through the process of identifying, prioritising, verifying and reviewing. It allows the Company to prepare for and respond to changes, opportunities and risks swiftly.

In 2018, Synergis continued to contract a third-party consultancy to conduct an extensive materiality assessment for identification of material issues to the Group. The assessment process referenced the Global Reporting Initiative's process in determining key material issues to companies. We are committed to performing this exercise annually to ensure our existing priorities, strategies and policies align with our stakeholder expectations, as well as sustainability-related risks and opportunities.

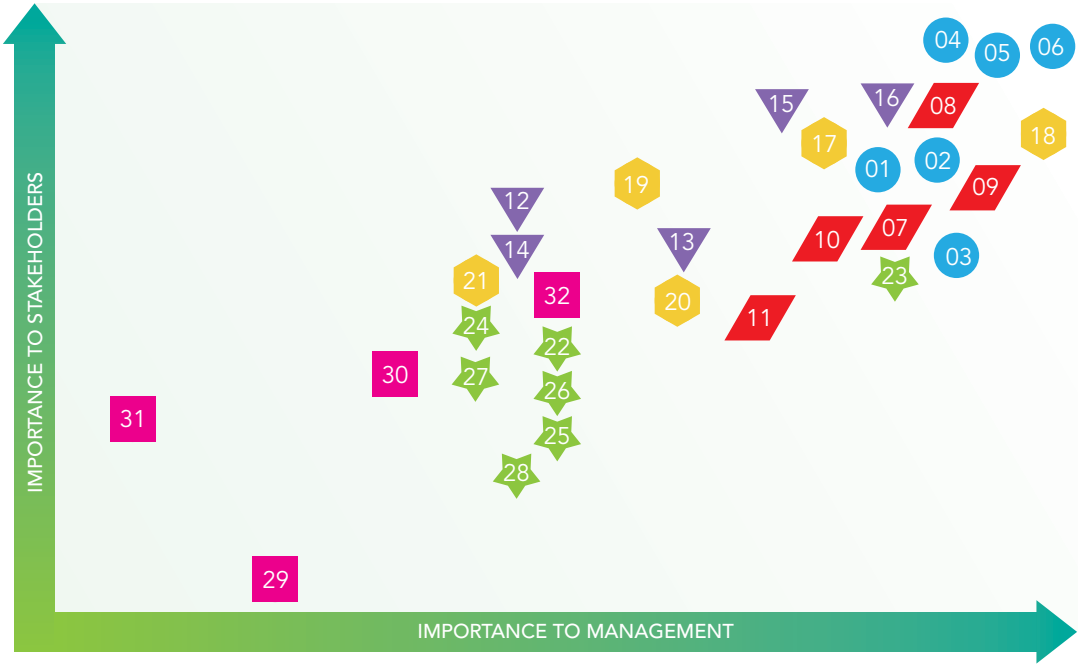
Management, employees and selected customers and suppliers were invited to a sustainability-specific materiality assessment, whereby they were invited to express their views through an online survey. Material issues were then identified and prioritised. These issues are disclosed and explained in detail throughout this Report. The order of the aspects in the Report, as well as the order of issues underneath them, are also structured to reflect their relative importance as shown in the materiality assessment.

重要性評估

重要性評估是可持續發展管理的基本組成部分，其透過識別，排序，驗證和檢視過程，知會董事會在營運中需優先考慮的環境、社會及管治議題。評估有助本公司迅速準備並應對變化，機遇和風險。

於2018年，昇捷繼續與第三方諮詢公司合作，為本集團進行廣泛的重要性評估，以識別對本集團重要的議題。評估過程參考了全球報告倡議組織確定對企業重要的關鍵議題的過程。我們承諾每年執行此評估，以確保我們現有的優先事項，策略和政策符合我們的持份者期望，以及與可持續發展相關的風險和機遇一致。

管理層、員工及甄選的客戶和供應商均受邀參加針對可持續發展的重要性評估，透過填寫網上問卷表達他們的觀點。重要議題經網上調查結果確認和排序。本報告中詳細披露和解釋了這些議題。而報告中各方面的順序，以及其下議題之排序均反映其在重要性評估所得到之相對重要性。



Material Topics
重要議題

Economic and Governance
經濟和管治

1. Corporate Governance 企業管治
2. The Group's Economic Performance
   本集團的經濟表現
3. Corporate Image 企業形象
4. Anti-Money Laundering and Anti-Corruption
   打擊清洗黑錢及貪污
5. Prevention of Illegal Labour 防止非法勞工
6. Compliance with Laws and Regulations
   遵守法律法規

Supply Chain Management
供應鏈管理

12. Good Business Relationships with Suppliers and Contractors 與供應商及承包商的良好營商關係
13. Suppliers and Contractors' Labour Practices
    供應商及承包商的勞工實務
14. Suppliers and Contractors' Environmental Practices
    供應商及承包商的環境實務
15. Fair and Open Procurement Practices
    公平及公開的採購實務
16. Compliance of Suppliers and Contractors
    供應商及承包商的合規性

Environment
環境

22. Assist Tenants and Customers in Reducing Environmental Impacts
    協助租客和顧客減低其環境影響
23. Environmental Compliance 環境合規性
24. Reduce the Group's Environmental Impacts (Noise and Air Emissions)
    減少本集團的環境影響(噪音及空氣污染)
25. Sustainable Construction Practices and Material Usage 可持續建築實踐及物料使用
26. Resource Management (Energy, Water and Waste)
    資源管理(能源、水及廢物)
27. Green Building Development and Certification
    綠色建築發展及認證
28. Green Office 綠色辦公室

Service Responsibility
服務責任

7. Customer Engagement and Satisfaction
   客戶參與和滿意度
8. Customer Data Privacy 客戶資料的私隱
9. Service Quality and Responsibility
   服務質素及責任
10. Tenant and Customers' Health and Safety
    租客和顧客的健康和安全
11. Management Control System (ISO Standards)
    管理控制系統(ISO準則)

Workplace Practices
職場實務

17. Good Employment Practices 良好僱傭實務
18. Employees and Contractors' Occupational Health and Safety
    員工和承包商的職業健康和安全
19. Employee Training and Career Development
    僱員培訓與職業發展
20. Diversity and Equal Opportunity
    多樣性和平等機會
21. Defending Human Rights 維護人權

Community
社區

29. Volunteering Opportunities 義工機會
30. Community Engagement 社會參與
31. Investing in Local Community 投資本地社區
32. Create Positive Impacts in the Community
    在社會中創造正面影響

Highest two material issues are highlighted under each aspect, as identified by our internal and external stakeholders during the Year.
於本年內，著色部份是由內部及外部持分者識別為該範疇下兩個最重要的議題。

Economic and Governance
經濟和管治

As the most material aspects to both management and stakeholders relate to corporate governance, we shall first describe our policies and approaches to uphold our integrity. We pay utmost attention to compliance and business ethics, while managing good corporate governance.

Details of the Group's financial performance are available in our 2018 Annual Report, within which, a Corporate Governance Report details our corporate governance structure and practices.

由於管理層和持份者均視企業管治相關方面為最重要，我們將首先詳述維護誠信的政策和方式。我們非常重視合規性和商業道德，同時維持良好的企業管治。

有關本集團的財務表現詳情，請參閱我們的2018年年報，當中的企業管治報告更詳細介紹了我們的企業管治架構及慣例。

COMPLIANCE WITH LAWS AND REGULATIONS

It is a citizen's obligation to comply with laws and regulations. As a responsible corporate citizen, Synergis has applied rigor in assuring all applicable laws and regulations governing material ESG aspects of the Group are adhered to.

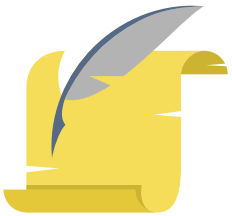
We respect rules and laws that are set to protect the well-being of shareholders, employees, customers, suppliers and contractors, and endeavour to motivate our employees and business partners to do the same. At the executive level, our management identifies and manages regulatory risks to evaluate the applicability of our existing policies and measures to the changing regulatory standards. Through the meeting with our Audit Committee, our Board also reviewed and affirmed the effectiveness and capability of our risk management and internal control systems to respond to transitional risks related to regulatory standards. While at the operation level, we assign accountability to everyone in the Group to monitor compliance within their work responsibilities. Details on how we ensure compliance under each material ESG aspect will be discussed in the following chapters.

遵守法律法規

遵守法律法規是公民的義務。作為負責任的企業公民，昇捷嚴格確保遵守所有管理本集團重大環境、社會及管治方面的法律和法規。

我們尊重旨在保護股東、員工、客戶、供應商和承包商福祉的法規和法律，並努力鼓勵我們的員工和業務合作夥伴也這樣做。在管理層面上，我們的管理層識別和管理監管風險，以評估我們現有政策和措施是否適用於不斷改變的監管標準。透過與審核委員會進行會議，董事會審查並肯定了我們的風險管理和內部監控系統的有效性及能力，以應對與監管標準相關的過渡風險。在營運層面上，我們將責任分配給本集團中的每個人，望其監督其工作範圍內的合規性。我們將在以下章節中詳細討論如何確保每個重要環境、社會及管治方面的合規性。

BUSINESS ETHICS



Going beyond compliance, we are dedicated to upholding business ethics in our operations. It is a shared responsibility across the Group, from the Board to individual employees, such that the culture of integrity and ethical conduct are emphasised and instilled.

Integrity Monitoring

As always, Synergis regards integrity as a key principle of our management policy. The Group formulated multiple measures and founded a specialised task force to inhibit any form of malpractices from arising within our operations.

商業倫理

超越合規性之上，我們致力於在營運中秉持商業道德。從董事會到個別員工，此乃跨越整個集團的共同責任。我們藉此強調和培養誠信文化和道德行為。

誠信監測

一如以往，昇捷將誠信視為我們管理政策的關鍵原則。本集團制定了多項措施，並成立專責小組，以防止任何形式的不當行為在我們營運中出現。

Economic and Governance
經濟和管治

First and foremost, all directors and employees of the Group are required to act in accordance with the Code of Conduct, which clearly defined misconduct that are against the company policy. Corrupt behaviours including soliciting or accepting advantages from, or offering advantages to, customers, suppliers or contractors in connection to his/her work to pursue personal interest are strictly prohibited. Related terms are reiterated and reinforced in the staff handbook. Both our Code of Conduct and staff handbook are reviewed and revised periodically to ensure its appropriateness to our business and compatibility to laws and regulations.

首先，本集團的所有董事和僱員都必須按照道德守則工作，該守則明確界定了違反公司政策的不當行為。本集團嚴禁腐敗行為，包括以追求個人利益為由而向客戶、供應商或承包商徵求及接受好處，或提供利益。相關條項已在員工手冊強調及重申。我們會定期檢視和修訂我們的道德守則和員工手冊，以確保其適合我們的業務，並符合法律法規。

In addition, we established Integrity Monitoring Committee ("IMC") in 2007 as a special task force to provide an impartial whistleblowing channel for confidential reports on malpractices. The goal of the IMC is to prevent, detect and respond to potential misconduct. In addition to reporting all matters relating to integrity monitoring biannually, the IMC would also conduct fair investigations to all potential cases and report directly to the Audit Committee.

此外，我們於2007年成立了誠信監察委員會作為特別工作小組，為員工提供公正的渠道以保密方式舉報不當行為。誠信監察委員會的目標是預防，偵查和應對潛在的不當行為。除了每半年向審核委員會報告所有與誠信監測有關的事項外，誠信監察委員會亦會對所有可疑的個案進行公正的調查，並直接向審核委員會匯報。

In your view, what is the most fundamental quality of Synergis?
你認為昇捷最基本的品質是什麼？

"Integrity has long been our emphasis within our governance structure, and it shall remain the heart of what we do. In 2018, we continued to collaborate closely with the Hong Kong Independent Commission Against Corruption ("ICAC") to monitor and assess our business conduct related to anti-corruption. We consulted the Corruption Prevention Advisory Service ("CPAS") under ICAC for independent reviews on our procurement procedures and Code of Ethics. The review results were satisfactory and no significant amendments were needed. We have also received a letter from ICAC regarding the investigation of Garden Vista in 2015, indicating that the investigation has concluded and none of the Company itself, its subsidiaries, Directors and staff of the Company has been charged by the ICAC, which reflects our determination to adhere to the law. We shall remain vigilant to ensure our business is conducted in an ethically sound way."

"在我們的管治架構中，我們一直強調誠信，而其亦將會繼續是我們工作的核心。在2018年，我們繼續與香港廉政公署(「廉政公署」)緊密合作，監察及評估我們與反貪污有關的商業操守。我們諮詢了廉政公署轄下的防止貪污諮詢服務(「防止貪污諮詢服務」)，對我們的採購程序和行為守則進行獨立審查，審查結果令人滿意，程序及守則均沒有重大修改的必要。我們亦收到廉政公署通知有關2015年翠湖花園調查的信件，指調查已結束且廉政公署未對本公司，包括其附屬公司、董事及同事提出檢控，這反映我們一直堅守法規的決心。我們將保持警惕，確保我們的業務以符合道德的方式進行。"

Employee education on ethical business behaviour is also crucial to ensure they are well-informed about the Group's stance and management approach towards corrupt practices. This helps to establish a common ground on integrity-related matters and foster employees' compliance to our Code of Conduct. To achieve this, we have been inviting ICAC to hold brief introductions on anti-corruption to our newcomers during the monthly orientation sessions. Employees will gain deeper understanding on the definitions and traces of malpractices, as well as channels to report on suspicious cases when discovered. During the Year, a total of 132 newcomers attended the ICAC briefing.

為了確保員工充分了解本集團對腐敗行為的立場和管理方法，教育員工對合乎商業道德的行為也至關重要。這有助於和員工建立在誠信相關事務上的共同信念，並驅使員工遵守我們的道德守則。為實現這目標，我們持續邀請廉政公署在每月迎新培訓中向我們的新員工作反貪污簡介。員工在參與簡介後將更深入地了解不當行為的定義和跡象，以及在發現可疑案件時的舉告渠道。本年內，共有132名新員工參加了廉政公署舉辦的簡報會。

Apart from new hires, our management and other frontline staff also participate in integrity training regularly. Our management are required to attend a refreshment session held by ICAC biannually. On the other hand, we share integrity-related cases and business ethics issues in the monthly meetings with PFM site in-charges to enhance their awareness towards the issue.

除了新員工外，我們的管理層和其他前線員工也定期參加誠信培訓。我們的管理層必須每半年參加由廉政公署舉辦的溫習活動。另一方面，我們在與物業及設施管理主管的每月會議中分享與誠信有關的案例和商業道德問題，以提高他們對該議題的認識。

Human Rights

We recognise the importance of respecting human rights in our business. Our Group strictly forbids the employment of child or forced labour to uphold human rights. Upon recruitment, all employees are required to provide valid identity proof for identity check. In addition, all employees enjoy a competitive remuneration package that is compatible to local labour laws, including minimum wage and medical welfare. All overtime work and other allowances are also compensated rightfully as per their employment contract.

人權

我們了解在業務中尊重人權的重要性。本集團嚴格禁止僱用童工或強迫勞工以維護人權。招聘時，所有員工都必須提供有效的身份證明以檢查身份。此外，所有員工均享有具競爭力的薪酬待遇，而這些薪酬待遇是符合當本地勞工法例的，包括最低工資及醫療福利。所有加班工作及其他津貼也按照員工的僱傭合約作洽當補償。

During the Year, we complied with the Employment Ordinance as set out by the Labour Department. No cases of child or forced labour were reported.

於報告期間，我們遵守勞工處訂立的僱傭條例。報告期間沒有童工或強迫勞工的案例。

Intellectual Properties Rights

Synergis respects intellectual properties rights, including trademarks, patents, copyright and designs. Although the use of intellectual properties is infrequent and less relevant to our business, we strive to adhere to all intellectual properties laws, such as the Trade Marks Ordinance, by always obtaining our business partners' consents before using any of their trademarks. Besider, our logos for Company and ISP business have been registered in Hong Kong under the Trade Marks Ordinance to protect our operations.

知識產權

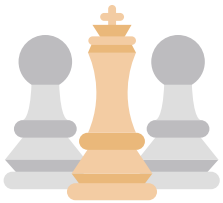
昇捷尊重知識產權，包括商標，專利，版權和外觀設計。雖然我們業務較少使用知識產權，且其與我們業務的關聯性不大，但我們努力遵守所有知識產權法，例如商標條例。我們會在使用任何商標前，先取得業務夥伴的同意。此外，本公司及室內裝飾及特殊項目業務的標誌已根據商標條例在香港註冊，以保障我們的業務。

Economic and Governance
經濟和管治

CORPORATE GOVERNANCE

Our Board has a pivotal role in managing and achieving good corporate governance. They are responsible for setting overall strategy and business plan, monitoring and reviewing financial and operating performance, and corporate governance practices of the Group with emphasis on transparency, fairness and integrity. Effective governance can balance stakeholders' views and interests in the decision making process to increase shareholder value and create stronger trust with our stakeholders. Our robust governance structure has stood the test of time and shall continue to guide us towards a more sustainable corporate future.

企業管治



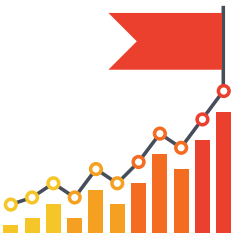
我們的董事會在管理和實現良好的公司管治方面發揮著關鍵作用。他們負責制定本集團整體策略及業務計劃並負責監督和審視財務及營運業績，以及企業管治慣例，並強調當中的透明度、公平性和誠信。有效的管治可以在決策過程中平衡持份者的觀點和利益，從而增加股東價值，並與持份者建立更強的信任。我們堅固的管治結構經過了時間的考驗，並將繼續引導我們走向更可持續的企業未來。

Service Responsibility
服務責任

SERVICE QUALITY AND RESPONSIBILITY

At Synergis, we believe sustainable corporate development must be built on the foundation of quality services. We therefore follow and make reference to international standards when formulating our policies, plans and operating procedures for the quality management systems ("QMS"), such that their effectiveness to quality assurance is guaranteed.

PFM's management system was audited by an independent consultancy in June 2018 for its compliance to ISO 9001, ISO 14001, OHSAS 18001 and ISO 10002 standards. No non-compliance issues were shown and the results indicated good capability of the system in achieving its policy objectives. Apart from external audits, we also evaluate the performance of our quality management during the Quality Management Meeting, which is held at least annually to assess the effectiveness and suitability of existing QMS and quality standard procedures to our business.



PFM business is committed to providing professional and top-notch services to our customers. We therefore set quality plan for each property and facility to set out their specific operational requirements and quality objectives. The quality objectives are also reviewed and revised regularly to continuously improve our quality and customer service performances.

In order to effectively enhance service strengths and improve operational weaknesses, PFM conducts surprise check on our service quality via mystery customer on a regular basis.

服務質量和責任

在昇捷，我們相信可持續的企業發展必須建立在優質服務的基礎之上。因此，在制定質量管理系統(「質量管理系統」)的政策，計劃和運作程序時，我們遵循並參考國際標準，以確保其在質量保證的有效性。

2018年6月，一家獨立諮詢公司審核了物業及設施管理的管理系統，看其是否符合ISO 9001，ISO 14001，OHSAS 18001和ISO 10002標準。結果表明該系統具有良好的能力實現其政策目標，且沒有發現任何違規問題。除了外部審核外，我們還在質量管理會議期間評估質量管理的績效。質量管理會議每年至少舉行一次，以評估現有質量管理系統和質量標準程序對我們業務的成效和適用性。

物業及設施管理業務致力為客戶提供專業和頂尖的服務。因此，我們為每個物業和設施制定了質量計劃，列出其特定的營運要求和質量目標。我們還定期審查和修訂質量目標，以不斷提高我們的質量和客戶服務表現。

為了有效提升服務優勢和改善營運弱點，物業及設施管理會定期以神秘顧客方式進行突擊檢查，以測試我們的服務質素。

Service Responsibility
服務責任

Case Study
個案研究

Setting up WEEE Collection Points as an All-win Solution
設立四電一腦收集點締造三贏局面

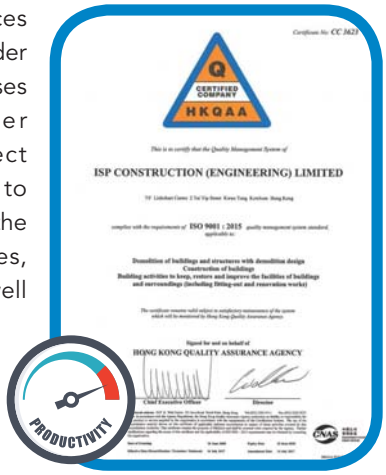
In response to the newly enforced Waste Electrical and Electronic Equipment Directive ("WEEE"), PFM business introduced a WEEE collection points scheme at our managed properties to help residents resolve the difficulty of disposing of specific equipment. Part of the public area in those premises is designated as WEEE Collection Point, where residents can temporarily store their old electrical and electronic waste until their contracted recycler collect the waste. Started from Tai Wo Estate, WEEE Collection Point has expanded to 41 managed properties and facilities including The Hong Kong Jockey Club Shatin Staff Quarters and Tanner Garden, etc.

為回應新實施的廢電器電子產品生產者責任計劃(「廢電計劃」)，物業及設施管理業務在轄下管理物業內推行了四電一腦收集點計劃，協助住戶解決棄置廢電器的難題。在該些物業內，某部分公共空間被分配成四電一腦收集點。住戶可以在回收商來收集舊電子產品或電器之前將它們暫時存放在收集點內。四電一腦收集點計劃由太和邨開始已擴展到包括香港賽馬會沙田員工宿舍及丹拿花園等41個所管理的物業及設施。

Our General Manager — Property Management believed that "it is an all-win solution for the environment, our clients and property management as it facilitates the proper handling of e-waste, provides convenience to our customers, and prevents disposed e-waste from obstructing the emergency exits in the property". Many residents also expressed satisfaction and appreciation to the policy with some praising with highly on social media.

物業及設施管理總經理認為「這是環保、客戶及物業管理三贏方案，不但促進妥善處理電器廢物，更為客戶提供便利，及避免了棄置廢電器阻塞走火通道」。住戶紛紛對此計劃表示滿意及欣賞，並在社交媒體上獲高度讚揚。

ISP business also emphasises quality services and management. It has been operating under ISO 9001 QMS since 2008. ISP's QMS focuses on quality, compliance and customer satisfaction throughout the whole project lifecycle, from tendering and procurement to site work and surveying. We shall provide all the support needed, including human resources, hardware and infrastructural resources, as well as a favourable environment, for the effective execution of our quality policies.



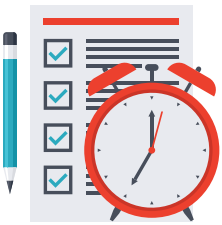
室內裝飾及特殊項目業務亦強調優質的服務和管理。自2008年以來一直在ISO 9001質量管理系統下運行。室內裝飾及特殊項目業務的質量管理系統著重於從招標和採購到地盤工作和測量的整個項目生命週期內的質量，合規性和客戶滿意度。我們將提供所需的一切支持，包括人力資源、硬件和基礎設施資源，以及有利的環境，以有效執行我們的質量政策。

Quality management of site works is supported by the site work manual, which details our quality requirements on all site work procedures, such as preparation, structure, renovation, facades, equipment, material and maintenance. As required by our QMS, we undertake necessary measures to confirm our site workers' abilities and qualifications in delivering decent project outcomes. Our experienced and qualified site supervision teams are also accountable for overseeing and inspecting the overall quality of our site workmanship. Any non-conformity to our quality standards shall be transparently recorded for timely rectification.

地盤工作手冊詳細說明了我們對所有地盤工作程序的質量要求，如準備、結構、翻新、外牆、設備、材料和保養，以支持地盤的質量管理。根據我們的質量管理系統要求，我們採取必要措施確認我們的地盤工人在實現項目成果方面的能力和資格。我們經驗豐富及合資格的地盤監督團隊亦負責監督和檢查我們地盤做工的整體質量。任何不符合我們質量標準的行為都應作透明紀錄，以便及時進行整改。

Upon project completion, we submit a certificate of guarantee to our clients for most ISP works. The certificate of guarantee is based on clients' tender requirements, and may include our company's guarantee against faulty workmanship and material, loss of mechanical property, water leakage, structural failure, non-uniformity of surface, corrosion and distortion. Our average warranty period is about 12 months, subject to terms of contract.

項目完成後，我們為大部分室內裝飾及特殊項目工程的客戶提供保證書。保證書根據我們客戶的招標要求而制定，並可包括我們公司對做工和材料缺陷、機械性能損失、漏水、結構失效、表面不均勻、腐蝕和變形的保證。我們的保修期根據合約條款而定，平均約為12個月。



We shall continue to uphold our commitment to service quality by regularly monitoring the efficiency and effectiveness of our QMS, and continuously innovating for optimal business results.

我們將通過定期監控質量管理系統的效率和有效性，以及不斷創新以實現最佳業務成果，去繼續堅持我們對服務質量的承諾。

Service Responsibility
服務責任

Continuous Innovation

In this fast-changing society, continuous innovation is crucial to meet customers' expectation and gain their support. We encourage our employees to always incorporate and exercise empathy for better service experiences.

持續創新

在這個瞬息萬變的社會中，持續創新對於滿足客戶的期望和獲得他們的支持非常重要。我們鼓勵員工經常運用同理心來提供更好的服務體驗。

Customers from PFM business have very distinct property or facility-specific needs. We offer innovative solutions that solve existing issues, and improve the sustainability performance of client's operations. At our managed riding school, we have to keep noise level as low as possible due to safety considerations. Our staff therefore invented a sound reduction trolley by slightly modifying the wheels of our existing trolleys. The results were satisfying and avoided the purchase of a new trolley.

物業及設施管理業務的客戶具有非常獨特，及特定於其物業或設施的需求。我們提供創新解決方案，在解決現有問題之餘，還具有提高客戶營運可持續性的優勢。在我們管理的騎術學校，基於安全考慮，我們必須盡可能降低噪音水平。因此，我們的員工通過略微修改現有手推車的車輪，發明了一種低噪音手推車。結果令人滿意，並避免了購買新的手推車。

How could technological advances further improve service quality at Synergis in 2018?
2018年內，科技的進步能如何進一步提高昇捷的服務質素？

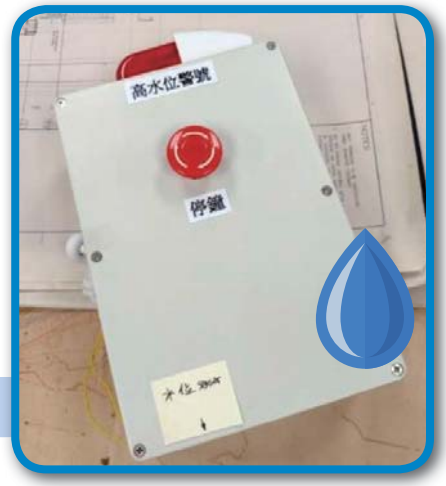
"As reflected by our corporate mission, we believe innovative ideas and actions are one of the decisive factors in achieving high quality results and creating value for our stakeholders. Therefore, we are always supportive to new ideas that can bring us operational breakthroughs or groundbreaking solutions. In 2018, we expanded the coverage of the pilot scheme of our self-developed mobile application "Track My Tour" to more sites. We look forward to continuously encouraging, developing and implementing more innovative solutions in our operations to create more sustained value in the near future."

"正如我們的企業使命所反映，我們相信創新的想法和行動是實現高質量結果和為持份者創造價值的決定性因素之一。因此，我們一直支持可以為我們帶來營運突破或革新性解決方案的新想法。在2018年，我們擴大了我們自行開發的手機應用程式「Track My Tour」試驗計劃的覆蓋範圍到更多物業。我們期待在不久的將來繼續在我們的營運裏鼓勵、開拓及實施更多創新的解決方案，以創造更持久的價值。"

PFM also launched a state-of-the-art mobile application to enhance property's security services, improve work efficiency and reduce work-related risks. "Track My Tour" was launched in 2017 as a pilot scheme and was extended to seven of our managed properties in 2018. iBeacon technology is utilised in the application to track the route and time taken by our security staff to conduct the patrol in real time. Remote and digital monitoring to security guard's performance allows timely responses to assist in supervisors' follow-up work. In the event of an emergency, it can provide immediate assistance to increase work safety. Aiming at facilitating the management of security service quality, the pilot programme received very positive feedback.

物業及設施管理業務還推出了先進的手機應用程式，以強化物業的保安服務、增加工作效率極減低工作風險。Track My Tour於2017年作為試驗計劃，並於2018年擴展至我們豁下管理的7個物業。該應用程序使用iBeacon技術實時追蹤我們的保安人員進行巡邏的路線和時間。對保安人員的表現進行遙距和電子監控容許我們及時作出回應，有助主管跟進工作。若遇有突發事故，便能盡速提供協助，以增加工作的安全性。應用程式試驗計旨於促進保安服務的質量管理，而計劃得到了非常積極的反饋。

To reinforce a culture of continuous innovation and improvement, PFM organises the "Quality Circle" competition annually to encourage frontline staff to brainstorm and propose new ideas to improve our services or enhance our operations. Our winning proposal in the competition is an auto flooding alarm for lift slots for the Year. In times of serious underground pipe leakage or bursting, lift slots in buildings might be flooded. Our talented employees analysed our existing monitoring practice and identified the downsides of traditional flood alarms. They therefore proposed a new tool that can operate 24/7 to improve existing flood monitoring work in a cost-effective manner. The runner-up in the competition created a convenient and flexible mobile teaching tool for fire drills, to improve the effectiveness of teaching and learning. The third place created a mobile flood prevention board that is effective in preventing flood damage to the elevator shaft.

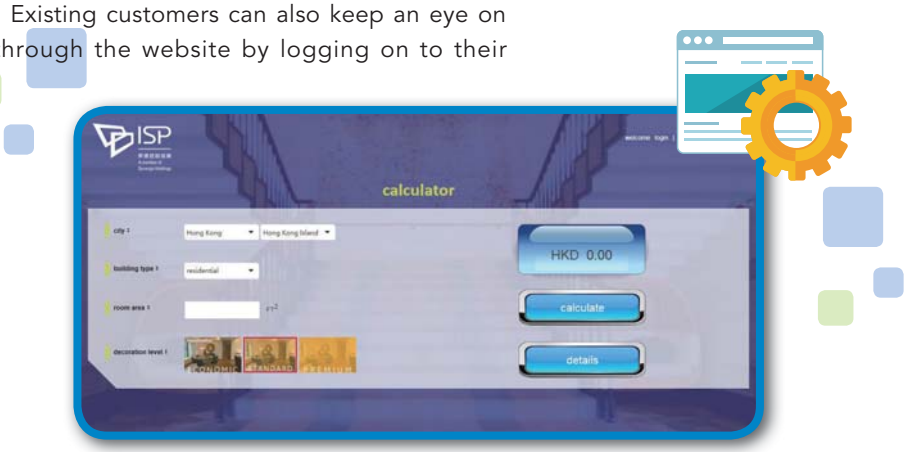


為了鞏固我們不斷創新和改進的文化，物業及設施管理每年都會組織「品質圈」比賽，鼓勵前線員工集思廣益及提出新想法來改善服務或提升公司運營。本年內，在比賽中得獎的提案是一個升降機槽自動手提式水浸警報器。當地下喉管嚴重滲漏或爆裂時，升降機槽有可能受水浸影響。我們優秀的員工分析了現行的監測系統，並識別了傳統水浸警報器的弊處，因而提出新的工具可以全天候運作，並以具有成本效益的方式去改善現有的水浸監測。比賽的亞軍得獎者為消防演習製作了一個方便靈活的流動教學工具，大大提升了教學效果。而季軍得獎者則製造了一塊流動式防洪板，可有效防止洪水對電梯的損毀。

Service Responsibility
服務責任

To cater to the growing needs on digital services, ISP business officially launched its interactive website in April 2018. Apart from the introduction of business, job reference and registered licences and certificates, the online e-commerce platform also supports multiple personalised functions that are designed for the convenience of our corporate and individual clients. By entering simple project details such as size, number of rooms and preference materials to the "My Calculator" on the website, prospective customers can instantly obtain a project cost estimation at ease. Existing customers can also keep an eye on project progress through the website by logging on to their individual accounts.

為了滿足日益增長的數碼服務需求，室內裝飾及特殊項目業務於2018年4月正式推出了互動網站。除了業務簡介、工作樣本和註冊許可證及證明書外，網上電子商務平台亦支持多種個性化功能，旨在方便我們的企業和個人客戶。通過在網站上的「我的計算器」中輸入簡單的項目資料（如大小，房間數量和偏好材料），有興趣的客戶可以立即輕鬆獲得項目成本估算。現有客戶還可以通過登錄其個人帳戶來監督項目進度。



CUSTOMERS AS OUR TOP PRIORITY

客戶優先

We are dedicated to nurturing long-term and strong business relationships with our customers, and we rely on our employees to deliver quality services that live up to our corporate value of "customer focus". Statistics on written appreciations received in PFM business, as well as outstanding projects delivered by ISP business are therefore published on the staff's internal newsletter — S-News, to encourage employees to achieve service excellence, as well as to recognize employees' professionalism and hard work.

我們致力於與客戶建立長期和穩固的業務關係，並依靠員工提供符合我們企業價值—「以客為本」的優質服務。因此，物業及設施管理業務收到的書面讚賞統計數據以及室內裝飾及特殊項目業務完成的優秀項目均發佈在員工內部通訊 — 昇通訊上，以鼓勵員工實現卓越服務，並認可員工的專業精神和努力付出。

Safeguarding Customer Privacy

Synergis has policies in place to ensure that our customers' rights to privacy are sufficiently protected. As iterated in our Code of Conduct and staff handbook, employees are obliged to handle all personal information within their work responsibilities properly and carefully. Without prior consent from the management of the Group, all personnels from Synergis are restricted to disclose any confidential or proprietary information of our customers. Designated persons who have access to personal information should always treat the data in confidence and with due care. We also contract an independent service provider to process and destroy all used documents with confidential information properly.

保護客戶私隱

昇捷制定了相關政策，以確保客戶的私隱權得到充分保護。正如我們的道德守則和員工手冊中所述，員工有義務妥當及謹慎地處理其工作職責範圍內的所有個人信息。未經本集團的管理層事先同意，昇捷的所有人員均不可披露客戶的任何機密或專有資訊。有權存取個人信息的指定人員應保持保密並謹慎處理資料。我們亦與一家獨立服務供應商合作，以妥善處理和銷毀所有已使用，並含有私隱資料的文件。

We complied with the Personal Data (Privacy) Ordinance and did not receive any complaints relating to breaches to personal privacy during the Year.

我們遵守個人資料(私隱)條例，在本年內並沒收到任何有關侵犯個人隱私的投訴。

Securing Customer Safety

We place high priority on securing the health and safety of our customers. We collaborate with our customers and utilise our industry expertise to implement special management approach that avoid placing our customers or the general public at risk of injury.

確保客戶安全

我們高度重視確保客戶的健康和安全。我們與客戶合作，利用我們的行業專業知識去實施特殊管理方法，避免讓我們的客戶或公眾面臨受傷的風險。

Ensuring the comfort and safety of our managed properties and facilities are our obligations as a property and facility manager. We therefore take the initiative to conduct professional building condition surveys and maintenance proposal reports for all of our managed properties and facilities on a regular basis. Not only can the maintenance programme facilitate our daily operation, it can also significantly reduce operation cost and enhance property value in the long run. Maintenance projects are prioritised according to their importance and emergency level to achieve resource optimisation. During the Year, we conducted building condition survey for 141 properties and facilities under our management.

確保我們管理的物業和設施的舒適性和安全性是我們作為物業和設施管理者的義務。因此，我們主動定期為所有管理的物業和設施進行專業建築狀況調查和保養建議報告。保養計劃不僅可以促進我們的日常營運，還可以顯著降低營運成本，長遠提升物業價值。我們根據保養項目的重要性和緊急程度確定其優先次序，以實現資源優化。本年內，我們對141家物業和設施進行了建築狀況調查。

Cyclical Maintenance Programme for Building
管理樓宇週期性保養計劃

Service Responsibility
服務責任

Case Study
個案研究

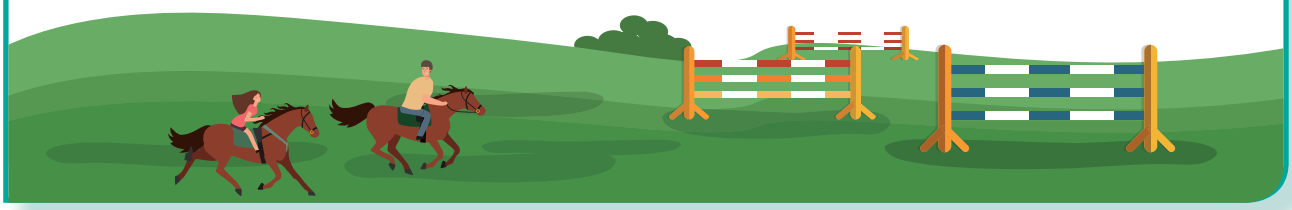
Horse Riding School Management
騎術學校管理

- Horses are very sensitive animals. Sudden movements, noises or other external disturbances will impact their behaviour. To protect the well-being of our customers, facility users, our staff and the horses, we have been enforcing strict controls on construction works and security at the riding school.
  馬匹是非常敏感的動物。突然的動作，噪音或其他外部干擾會影響他們的行為。為了保障我們的客戶、設施使用者、員工和馬匹的健康，我們一直在對騎術學校的建築工程和保安實施嚴格控制。

- Construction works are unavoidable for maintaining the facility in good conditions. To better protect the safety of riding school users, we arrange and schedule noisy works during non-operating hours as circumstances allow. For other construction works that inevitably have to be conducted during operating hours, we take initiative to communicate in advance the scope and schedule of work through emails, notices and site walks with school users and our client. This allows for better preparation of horse arrangements.
  為了讓設施保持良好狀態，建築工程是不可避免的。根據情況，我們會儘量將嘈雜的工程安排和計劃在非營業時間內，以好好保護學校用戶的安全。對於其他不可避免地要在營業時間內進行的建築工程，我們會主動通過電子郵件、通告和巡視，預先通知學校用戶及我們的客戶有關工作範圍和時間的細節，讓他們更好地準備和安排馬匹。

- In our daily management, we apply stringent security controls to maintain the overall safety of the riding school. Our security team will carry out regular patrol in the premises to ensure there is no disturbance to horse activities. Apart from notifying contractors, we also pay attention to visitors' behaviours to minimize horse related accidents. For example, children are reminded not to run around stables and no umbrella can be used near horses. Specific on-site training has also been provided to security staff regarding our client's requirements on horse activities, horse behavior, use of riding school equipment and incident reporting, among others. This ensures that our security staff are competent in reacting and responding to the unlikely event of horse accidents, while offering timely assistance to riders, users and clients.
  在我們的日常管理中，我們採用嚴格的保安控制措施來維持馬術學校的整體安全。我們的保安團隊將在場地內定期巡邏，以確保馬匹活動不會受到任何干擾。除了通知承包商外，我們還注意訪客的行為，以盡量減少馬匹相關事故，例如提醒兒童不要在馬廄附近跑步，也不能在馬匹附近使用雨傘。我們亦向保安人員提供具體現場培訓，內容有關我們客戶對馬匹活動、馬匹行為、使用騎術學校設備和事故報告等要求。這確保了我們的保安人員能夠對罕見的馬匹事故做出反應和應對，同時為騎師，用戶和客戶提供及時的幫助。

- Site Operating Procedures and Facility Management Operation Manual are developed to provide standardized guidelines to handle daily operations as well as emergency situations for both facility management and security staff. These documents are reviewed regularly by internal audit team and facility management department.
  現場操作程序和設施管理操作手冊旨在為設施管理和保安人員提供處理日常操作和緊急情況的標準化指南。這些文件一概由內部審計團隊和設施管理部門定期審查。



We are committed to leveraging our professionalism to improve the well-being of the greater community that is within our sphere of influence. In 2018, our PFM operations solidified and expanded the scope of our initiative — the Safety, Health and Environmental Corner (the "SHE Corner"), to raise tenants, property owners and the public's awareness in the aspects of health, safety and environment. In 2018, participation in this plan has expanded to 32 properties and facilities, such as Hong Kong Wetland Park and Hong Pak Court. We look forward to impacting more individuals with the greater implementation of the SHE Corner.

在我們影響範圍內，我們致力於利用我們的專業來改善的社區的福祉。2018年，我們的物業及設施管理業務鞏固並擴大了我們的倡議 — 職業安全，健康及環保角(「職安健環角」)的範圍，提高租戶，業主和公眾在健康，安全和環境方面的意識。在2018年，已擴展至32個物業及設施，如香港濕地公園及康柏苑參與此計劃，我們期待透過更廣泛地推行職安健環角去影響更多人。

Customer Engagement and Satisfaction

Enhancing customer satisfaction is central to our business. We therefore endeavour to constantly communicate with our customers through multiple engagement channels to understand and respond to their needs and concerns.

客戶參與和滿意度

提高客戶滿意度是我們業務的核心。因此，我們致力於通過多種參與渠道不斷與客戶溝通，以了解並回應他們的需求和關注。

PFM's customer management is supported 24/7 by the service hotline operated by our customer service centre and smartphone application — "Synergis Community". Both the hotline and mobile application allow timely responses to customer enquiries. Our well-trained staff from the service centre are responsible to record and transfer received enquiries to responsible site colleagues. On the other hand, "Synergis Community" provides a two-way communication platform between properties (or facilities) owners (or residents) and their management offices. Owners and residents can now make service requests around the clock and receive property updates through the application. We shall continue to advance technologically to provide more convenience to our customers.

物業及設施管理業務的客戶由我們客戶服務中心營運的服務熱線和智能手機應用程式「Synergis Community」全天候支持。透過熱線和手機應用程式，我們可以及時回覆客戶的詢問。我們訓練有素的服務中心員工負責紀錄並將收到的問題轉發給負責的物業同事。另一方面，「Synergis Community」提供物業(或設施)業主(或租客)及其管理辦事處之間的雙向溝通平台。業主和租客現在可以全天候提出服務請求，並通過應用程式接收物業更新。我們將繼續在技術上進步，為我們的客戶提供更多便利。

Service Responsibility
服務責任

PFM also engages with its customers regularly for feedback and ratings on our service performances. Biannual performance appraisals on property and facility management services are carried out for our corporate clients, incorporated owners and residents respectively. Results of performance appraisals in 2018 indicated an increase of 3.60% from 81% of the last year. Customer satisfaction survey is also conducted annually to obtain valuable insights on how to continuously perfect our operations and improve customer experiences.

Installed Users of Synergis Community application
已安裝Synergis Community程式的用家

5,083

物業及設施管理業務亦定期與客戶溝通，以獲得對我們服務表現的反饋和評分。我們分別為企業客戶、業主立案法團及住戶進行一年兩次的物業和設施管理服務績效評估。2018年績效評估結果顯示由上一年度的81%上升了3.60%。我們每年也進行一次客戶滿意度調查，以獲得有關如何不斷完善我們的營運和改善客戶體驗的寶貴見解。

The survey of PFM in 2018 concluded that overall customer satisfactory level is 98%, which remained the same as 2017 and 2016.
2018年物業及設施管理調查所得，客戶總體滿意度為98%，結果與2017年及2016年一致。

In ISP operations, it is vital to understand customer's expectations through the whole life cycle of the project. We organise meetings with client representatives to establish mutual understanding on our work capacity and client's requirements on the project including material use, methodology to be adopted and final project outcomes. Besides formal business meeting, we also arranged a first tea gathering with our clients to discuss project progress and details in a comfortable setting. We shall explore and develop more channels for effective communication with our clients in the future.

On the other hand, we regard complaints or negative feedback from our customers as drivers to service excellence. In times when a negative feedback on our services is received, we follow a standard procedure to handle and rectify the situation appropriately until our customer is satisfied with our services. All complaints are systematically recorded and filed for future reference. During the Year, we investigated and resolved every complaint diligently and earnestly.

在室內裝飾及特殊項目營運中，了解客戶對整個項目的生命週期中的期望是不可或缺的。我們與客戶代表進行會議以達至互相了解，一方面使客戶了解我們的工作能力，另一方面使我們明白客戶對項目的要求，包括材料使用，採用的方法和最終項目成果等。除了正式的商務會議外，我們還首次安排茶聚，和客戶在舒適的環境中討論項目進展和細節。我們將探索和開發更多渠道，以便與客戶在未來進行有效溝通。

另一方面，我們視客戶投訴或負面反饋為卓越服務的驅動因素。收到對我們服務的負面反饋的時候，我們會遵循標準程序來妥善處理和糾正這種情況，直到我們的客戶對我們的服務感到滿意為止。所有投訴均被有系統地紀錄以備將來參考。本年內，我們用心及認真地調查和解決了所有投訴。

Supply Chain Management
供應鏈管理

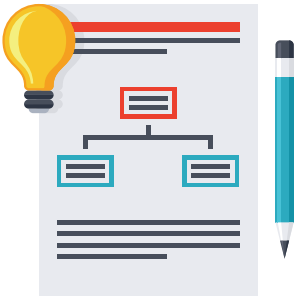
FAIR AND OPEN PROCUREMENT PRACTICES

Fair and open procurement practices are the basis and prerequisite of a sustainable supply chain. We endeavour to maintain the transparency, openness and fairness of our procurement system such that our tendering selection criteria are built entirely on legitimate factors such as cost competitiveness, competence, and past performance. Our staff are required to abide by the following principles in the course of procurement:

- Use fair, open and impartial methods to select competent and responsible suppliers and contractors
- Evaluate all tender proposals objectively and select a suitable tenderer in accordance with the Group's tendering procedures
- Apply proper monitoring and management system to assure fulfillment of contractual obligations and to prevent the occurrence of corruption, deception and embezzlement during the procurement process
- Comply with standards of commercial conduct

We periodically consult professional bodies on the fairness and openness of our procurement system. During the Year, our IMC submitted our procurement procedures and code of ethics to the CPAS under the ICAC for independent reviews. No comments were reflected by CPAS from the reviews.

Other than external independent review, we also review and improve our procurement system and procedures internally on a regular basis. In July 2018, we added a new term on our PFM procurement monitoring procedure to restrict procurement or related personnel from splitting procurement orders, thereby bypass the approval of certain procurement procedures. The addition further strengthened the justice of our procurement procedure.



公平和開放的採購慣例

公平和開放的採購方式是可持續供應鏈的基礎和先決條件。我們努力維持採購系統的透明度，公開性和公平性，使我們的招標選擇標準完全建立在成本競爭力，能力和過去表現等合理因素的基礎之上。我們的員工在採購過程中必須遵守以下原則：

- 使用公平，公開和公正的方法選擇合格且負責任的供應商和承包商
- 客觀評估所有投標建議書，並根據本集團的招標程序選擇合適的投標人
- 採用適當的監督和管理制度，以確保履行合同義務，並防止在採購過程中有貪污，詐騙和挪用的情況發生
- 遵守商業行為標準

我們定期就採購系統的公平性和開放性諮詢專業機構。在本年內，我們的誠信監察委員會向廉政公署轄下的防止貪污諮詢服務提交了採購程序以及行為守則，以進行獨立審核。防止貪污諮詢服務在審核後沒有意見。

除了外部獨立審查外，我們亦定期進行內部審查，及改善我們的採購系統和程序。在2018年7月，我們在物業及設施管理業務採購監控程序中增加了一個新條款，以限制採購或相關人員分割採購訂單，從而避開某些採購程序之批核。這進一步加強了我們採購程序的公正性。

Supply Chain Management
供應鏈管理

Selecting and Assessing Competent Supply Chain Partners

PFM business maintains an approved contractor list ("ACL") to facilitate its tendering process. Prior to inclusion to the list, all prospective contractors have to undergo a series of review procedures, including a self assessment, and segregated reviews by different departments, especially finance and technical department, and the ACL Management Committee.

選擇和評估合格的供應鏈合作夥伴

物業及設施管理業務編訂一份核准承包商名冊(「核准承包商名冊」),以促進其招標過程。在列入名冊之前,所有準承包商都必須經過一系列審查程序,包括自我評估,並分別由不同部門(特別是財務部及工程部)和核准承包商名冊管理委員會進行審查。

In PFM operations, we meticulously require all services to be procured from contractors from the ACL under normal circumstances. In times when contractors from out of the ACL must be selected, the procurement order must be reviewed and approved by the head office or regional manager.

在正常情況下,我們一絲不苟地要求物業及設施管理在營運中須從核准承包商名冊上的承包商處採購所有服務。當必須選擇核准承包商名冊以外的承包商時,採購訂單必須由總公司或區域經理審閱及批准。

Once listed on the ACL, contractors are required to renew their status on the list periodically by supplying valid documents such as their management system certifications, qualifications relevant to their industry, and their financial reports for our review. Only contractors that continue to be competent shall remain on our ACL.

承包商一旦名列在核准承包商名冊上,必須定期提供有效文件,例如管理體系認證、與其行業相關的資格認證以及財務報告供我們審核,以更新其資格。只有繼續勝任的承包商才能繼續名列於我們的核准承包商名冊上。

Apart from initial and renewal review procedures, PFM business also conducts quarterly assessments to evaluate work quality and techniques, technical knowhow, human resources arrangement and safety performance of our supply chain partners. Under the assessment, we adopt a demerit and incentive scheme to promote best practices among our contractors. A total of 44 letters of appreciation and 33 warning letters were given out in 2018.

除了初始及續期審核程序外,在物業及設施管理業務還會進行季度評估,以評估供應鏈合作夥伴的工作質量和技術、技術知識、人力資源安排和安全表現。在評估下,我們採用一個賞罰制度去推廣承包商的卓越表現。在2018年,我們共發出44封感謝信和33封警告信。

A total of 44 letters of appreciation and 33 warning letters were given out in 2018.
在2018年,我們共發出44封感謝信和33封警告信。

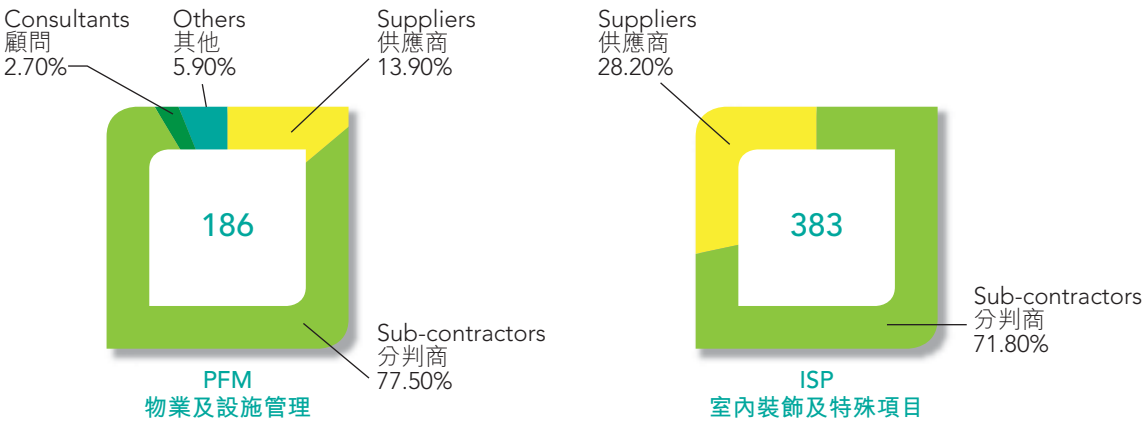
ISP also maintains its own list of approved suppliers and sub-contractors to facilitate procurement and tendering process, as well as to ensure the quality of our procured materials and services. All suppliers and sub-contractors have to be qualified on various capabilities and aspects before being approved by us. Material suppliers need to provide information on their product quality assurance, stock storage practices and the quality standards they certified with, among others, as a pre-qualification check. All materials and services used in our ISP operations are sourced from approved suppliers or sub-contractors.

室內裝飾及特殊項目業務亦編訂一份核准供應商及分判商名冊，以促進採購和招標過程，並確保採購材料和服務的質量。在獲得我們的批准之前，所有供應商及分判商必須具備各種能力和各方面的資格。材料供應商需要提供有關其產品質量保證，貯存及存貨方法和質量標準認證等信息，作為資格預審。在室內裝飾及特殊項目業務營運中使用的所有材料和服務均來自經核准供應商或分判商。

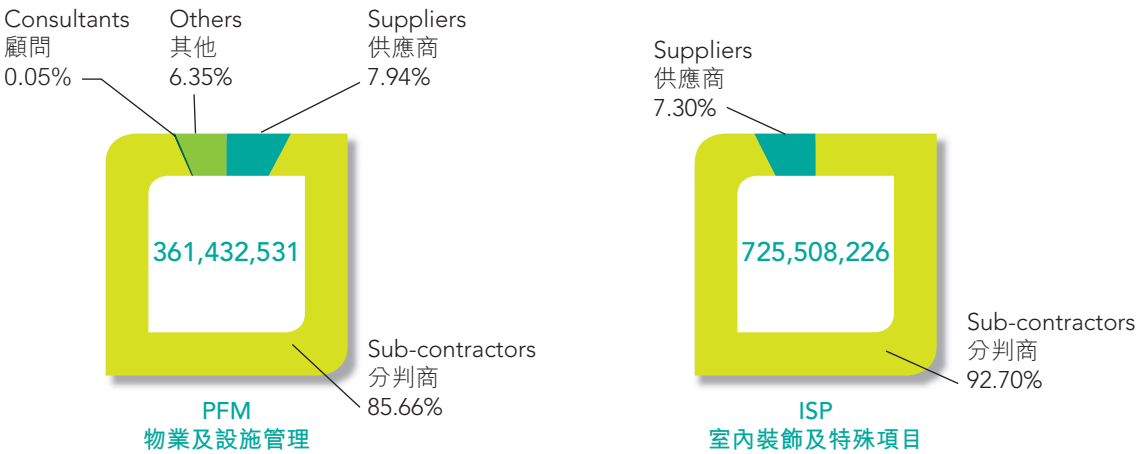
To ensure the competency of approved suppliers, ISP business evaluates and rates their performance on material quality, accuracy and efficiency of delivery, information accessibility and service attitude biannually. Only suppliers who obtain satisfactory results would remain on the list.

為了確保獲核准供應商的能力，室內裝飾及特殊項目業務每半年對他們的材料質量、交付準確度和效率、信息獲取和服務態度進行評估和評級。只有表現滿意的供應商才會保留在名冊上。

2018 Number of Business Partners for PFM and ISP by Type
2018物業及設施管理及室內裝飾及特殊項目的業務夥伴數量：按類型劃分



2018 Procurement Volumes (HK$) by Types of Business Partners for PFM and ISP
2018年採購量(港元)：按物業及設施管理及室內裝飾及特殊項目的業務夥伴類型劃分



Supply Chain Management
供應鏈管理

COMPLIANCE OF SUPPLIERS AND CONTRACTORS

At Synergis, we are rigorous in assuring our supply chain partners share our value on sustainable and ethical operations. We are assured that establishing a common ground on the right values is a key drive to foster and maintain suppliers and contractors' compliance.

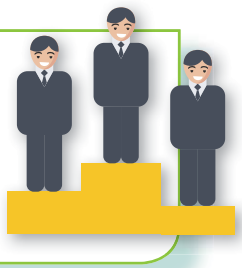
Business ethics and integrity are among the most important virtues we stress in our business partners. Annually, our IMC organises meetings with contractors to promote ethical behaviour and awareness on upholding business integrity. Alertness towards bribery, corruption and fraud, among others, is stimulated in the meeting. It is our goal to instil an ethical business culture among our suppliers and contractors. During the Year, we were not aware of any integrity-related cases brought against to any of our supply chain partners.

供應商和承包商的合規性

在昇捷，我們嚴格確保我們的供應鏈業務夥伴和我們在可持續發展和道德營運方面秉持相同的價值。我們確信，建立相同且正確的價值觀是促進和維持供應商和承包商合規性的關鍵驅動力。

商業道德和誠信是我們在業務合作夥伴中強調的最重要的美德之一。每年，誠信監察委員會都會與承包商進行會議，以推廣道德行為，以及提高維持商業誠信的意識。會議提高對賄賂，貪污和詐騙等行為的警覺性。我們的目標是向供應商和承包商灌輸道德商業文化。本年內，我們並未獲悉任何與我們任何供應鏈合作夥伴有關的誠信相關案件。

Annually, our IMC organises meetings with contractors to promote ethical behaviour and awareness on upholding business integrity.
每年，誠信監察委員會都會與承包商進行會議，以推廣道德行為，以及提高維持商業誠信的意識。



SUPPLIERS AND CONTRACTORS SUSTAINABILITY PERFORMANCE

Synergis collaborates closely with its supply chain partners to deliver projects and services of excellence in an economically, socially and environmentally-conscious manner. We maintain strong and close relationships with them to ensure our sustainability goals are effectively communicated and met.

Environmental

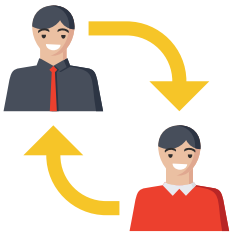
It is our obligation to ensure our value chain operates in an environmentally sound way. Our business divisions have appropriate measures in place to oversee and manage their suppliers and contractors' environmental practices. At the minimum, we communicate our environmental policy with our partners, and ensure they understand all applicable environmental requirements set by us.

供應商和承包商的可持續發展表現

昇捷與其供應鏈合作夥伴密切合作，在注重經濟，社會和環境意識的同時提供卓越的項目和服務。我們與他們保持密切的關係，以確保他們明白並達到我們的可持續發展目標。

環境

我們有義務確保我們的價值鏈以對環境無害的方式運作。我們的業務部門已採取適當措施來監督和管理其供應商和承包商的環境慣例。我們最低限度會與合作夥伴簡介我們的環境政策，並確保他們了解我們所制定的所有適用的環境要求。

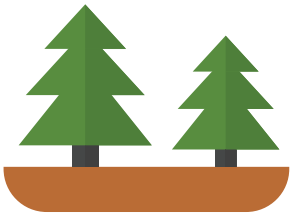


A well-designed environmental management system is essential to control the environmental impacts of every organisation. Therefore, PFM business will assist sub-contractors to establish their own environmental management system that operates in line with our internal requirements. We may provide assistance ranging from advisory support to the undertaking of environmental audit in their facility.

一個設計完善的環境管理系統是控制組織的環境影響的基本要素。因此，物業及設施管理業務會幫助分判商建立一個符合我們內部要求的環境管理系統。我們會提供的支援包括諮詢，及在其設施中進行環境審計。

To ensure the environmental impacts of our managed properties are properly controlled, we define specific environmental requirements for each our managed property with considerations to their locational and functional characteristics. These requirements also set out specific conditions that sub-contractors have to fulfill, including the use of environmentally-safe materials and acquisition of relevant environmental licenses.

為了適當控制我們管理的物業的環境影響，我們為每個物業定立了特定的環境要求，當中考慮了物業的位置和作用等特點。這些要求還規定了分判商須符合的特定條件，包括使用對環境安全的材料和獲得相關環境許可。



ISP business monitors its sub-contractors' environmental performance closely. Environmental representatives from ISP business conduct environmental site walk at every project site on a regular basis to inspect sub-contractors' environmental practices and compliance. The representatives reference an environmental inspection checklist to assess if all practical and necessary measures are taken to mitigate and manage air, noise, water and waste emissions, amongst others, properly. Immediate verbal warning and reminder will be given to site manager and workers when a non-conformity is discovered.

室內裝飾及特殊項目業務密切監控其分判商的環境表現。來自室內裝飾及特殊項目業務的環境代表定期在每個項目現場進行地盤環境巡查，以檢查分判商的環境慣例和合規情況。代表們參考環境檢測清單，評估承包商是否採取了所有實際和必要的措施來減輕和管理空氣、噪音、水和廢物排放等。當發現不合格項目時，代表們將立即向地盤經理和工人發出口頭警告和提醒。

In general, ISP business oversees and constantly reviews resource consumption of its projects, and prudently investigates its sub-contractors' practices if signs of over-consumption emerge. Conditions to monitor and control sub-contractors' use of construction materials are transparently set out in the contract. A cash reward and penalty mechanism is adopted to incentify our sub-contractors to limit resource wastage below 3% of the total resource consumption to minimize their environmental footprints.

一般而言，室內裝飾及特殊項目業務監督並定期審查項目的資源消耗，並在出現過度耗用資源跡象時謹慎調查分判商的做法。監督和控制分判商使用建築材料的條件已在合同中明確列明。我們採用現金獎懲機制來鼓勵我們的分判商將其資源浪費限制在資源消耗總量的3%以下，以減輕其環境足跡。

In ISP sites, we also request our sub-contractors to follow standard procedures to control emission, and properly handle waste. Notice boards are set up at the sites to remind site workers the correct way of treating emissions. We strive to inform all personnels working in our project sites about our environmental policies, and equip them with relevant knowledge to protect the environment together.

在室內裝飾及特殊項目的地盤，我們還要求我們的分判商遵循標準程序來控制排放，並妥善處理廢物。地盤設置了告示板，以提醒地盤員工正確的排放處理。我們努力知會所有在項目地盤工作的人員有關我們環保政策的資訊，為他們配備相關知識，共同保護環境。

Supply Chain Management
供應鏈管理

What is one of the important elements in managing Synergis' supply chain network?
管理昇捷供應鏈網絡的其中一個重要因素是什麼？

"We emphasised the health and safety element in our supply chain management. It is therefore important for us to promote good work practices among our supply chain partners. To this end, we conducted site visits, provided necessary resources and trainings to facilitate the adoption and implementation of all applicable and practical safety measures. We believe the corporate goal of "zero accidents" is achievable with collective effort from our supply chain partners and us."

"我們強調供應鏈管理中的健康和安全因素。因此，促進供應鏈合作夥伴之間的良好工作慣例實屬重要。為此，我們進行了實地考察，並提供了必要的資源和培訓，以促進供應鏈夥伴採用和實施所有適用和實際的安全措施。我們相信，通過供應鏈合作夥伴和我們的共同努力，「零事故」的企業目標是可以實現的。"

Health and Safety

Synergis places high priority on the occupational health and safety ("OHS") of its supply chain partners. Both PFM and ISP operations have subscribed to the "Charter on Preferential Appointment of OSH Star Enterprise"to give preferential appointment to registered star contractors and sub-contractors, who have implemented effective safety management system and passed Occupational Safety and Health Council's stringent safety audit.

健康及安全

昇捷高度重視其供應鏈合作夥伴的職業健康和安全。物業及設施管理業務和室內裝飾及特殊項目業務都簽署了「優先選用職安健星級企業約章」，給予已經實施有效安全管理體系，並通過職業安全健康局嚴格的安全審核的註冊星級承包商和分判商優先考慮。

Both PFM and ISP operations have subscribed to the "Charter on Preferential Appointment of OSH Star Enterprise"
物業及設施管理業務和室內裝飾及特殊項目業務都簽署了「優先選用職安健星級企業約章」

To provide guidance to contractors on their safety performances, PFM business issues an OHS manual to our contractors for their internal reference. The manual details safety procedures and emergency plans that are formulated in accordance with the Occupational Safety and Health Ordinance. We request our contractors to implement all necessary safety measures as set out in our safety manual. Corresponding safety requirements and standards for projects are set as contractual obligations to further safeguard the health and safety of our contractors.

為了向承包商提供有關其安全表現的指引，物業及設施管理業務向其供應鏈合作夥伴發佈職業健康和安全手冊供其內部參考。該手冊詳述了根據職業安全及健康條例制定的安全程序及應急計劃。我們要求我們的承包商按照我們的安全手冊，以實施所有必要的安全措施。我們會將相應的項目安全要求及準則列為合同義務，以進一步保護我們的承包商的健康和安全。

Safety officers of PFM operations are responsible for monitoring our contractors' OHS performances, conducting safety inspections and making recommendations whenever appropriate. For approved contractors, we conduct quarterly review to evaluate their OHS performance. The results of which will be used to consider if the concerned contractors should remain on the ACL.

物業及設施管理業務的安全主任負責監督我們承包商的職業健康和安全表現，進行安全檢查並在適當時提供技術支援。對於核准承包商，我們每季度進行一次安全審查，以審慎地審核其職業健康和安全表現。其結果將用作考慮相關承包商是否應保留在核准承包商名冊上。

As for ISP sites, all site workers are required to undergo an on-site induction safety training prior to project commencement. To further ensure they obtain the relevant safety qualifications to work in the sites, we also keep record of their qualifications and related documents.

至於在室內裝飾及特殊項目地盤，所有地盤工作人員都必須在項目開始前接受現場入職安全培訓。為了進一步確保他們獲得在地盤工作的相關安全資格，我們還會紀錄他們的資格和相關文件。

Besides, our project directors and project managers shall ensure all safety responsibilities of sub-contractors are fulfilled. Our management also conduct site walks occasionally to inspect on site safety performances. Whenever a non-conformity is discovered, immediate correction and rectification are carried out by competent persons.

此外，我們的項目主管和項目經理應確保分判商履行所有安全責任。我們的管理層亦偶爾進行地盤現場巡查，審視地盤安全表現。每當發現不合格情況時，合資格人員需立即進行糾正和修復。

Workplace Practices
職場實務

HEALTH AND SAFETY FIRST

Our industries are susceptible to occupational accidents and health related risks. Hence, we put great emphasis on our OHS management, in order to achieve our long-term goal of zero accidents.

Our PFM and ISP divisions have been operating under comprehensive OHS policies and management systems. The policies and systems are constantly reviewed and assessed for their appropriateness and relevance to latest laws and regulations, external and internal changes, as well as industry best practices. During the Year, our OHS management systems continue to conform to the well-established international OHS standards — OHSAS 18001, with PFM's conformity accredited and renewed in June 2018. We will begin our preparation to transit to the new international OHS standards — ISO 45000 by 2020.The set of OHS policies that we follow remains a priority in our operations:

- Integrate OHS elements into daily operations
- Implement and maintain a high-level OHS system with full compliance with local OHS legislation, code of practices and contractual obligations
- Provide adequate and appropriate resources, including training and guidance, to implement each policy and to enhance employees' knowledge on OHS
- Maintain a safe and healthy workplace, facilities and system
- Require all contractors, sub-contractors and suppliers to control its processes, administration and monitoring procedures to ensure appropriate execution of OHS measures
- Achieve continual improvement in OHS performances

健康及安全第一

我們的行業容易受到職業事故和健康相關風險的影響。因此，我們非常重視職業健康和安全管理，以實現零事故的長期目標。

我們的物業及設施管理業務和室內裝飾及特殊項目業務一直在全面的職業健康和安全政策和管理系統下運作。我們不斷檢視和評估我們的政策和系統，以確定其切合最新法律法規，包括外部和內部變化以及行業最佳慣例。本年內，我們的職業健康和安全管理系統繼續符合公認的國際職業健康和安全標準 — OHSAS 18001，而物業及設施管理業務的系統於2018年6月得到認可和更新。我們將開始準備於2020年過渡到新的國際職業健康和安全標準 — ISO 45000。我們遵循職業健康和安全政策，而其仍然是我們營運的優先事項：

- 將職業健康和安全元素融入到日常運作中
- 實施和維持高水平的職業健康和安全系統，完全遵守當地職業健康和安全法例，行為守則和合同義務
- 提供充足和適當的資源，包括培訓和指導，以實施每項政策並提高員工對職業健康安全的認識
- 維持工作場所，設施和系統的安全健康
- 要求所有承包商，分判商和供應商控制其流程和監督程序，以確保適當執行職業健康和安全措施
- 持續改善職業健康和安全表現

We put great emphasis on our OHS management, in order to achieve our long-term goal of zero accidents.
我們非常重視職業健康和安全管理，以實現零事故的長期目標。

In PFM operations, it is our goal to uphold the health and safety of everyone who is involved in our operations. Safety, Health and Environmental Committee ("SHEC"), the committee directly under PFM business, plays an important role in achieving this goal. They are responsible for monitoring and reviewing the implementation of OHS policy, evaluating hazards and arranging staff for the implementation of safety measure, communicating with external parties on OHS matters, and formulating safety training and promotion programme, among others. During the Year, the committee had revised a series of safety procedures, such as the Work Above Ground Safety Procedures and the Electricity Work Safety Procedures, etc, to uplift the OHS standard within the PFM operations.

在物業及設施管理營運中，我們的目標是維持每個參與我們營運的人員的健康和安全。職安健環委員會(「職安健環委員會」)直接隸屬於物業及設施管理業務，其在實現這一目標方面扮演重要角色。他們負責監督和審查職業健康和安全政策的實施，評估危險及安排員工實施安全措施，提出具體措施，與外部各方就職業健康和安全事宜溝通，並制定安全培訓及推廣計劃等。在本年內，委員會修訂了離地安全工作程序和電力工作安全程序，以進一步推動物業及設施管理業務營運中的職業健康和安全標準。

At our PFM sites, we conduct on-site internal OHS audits regularly to assess and verify information on the efficiency, effectiveness and reliability of our OHS management system. The site will be evaluated against the statutory requirements as well as our internal OHS standards. The overall performance of OHS management system shall be assessed. We make recommendations for the identified inadequacies or non-conforming issues for improving the system; all outstanding OHS issues were handled and resolved with diligence in a timely manner.

於我們物業及設施管理業務轄下的場所，我們定期進行實地內部職業健康和安全審核，評估和核實有關我們職業健康和安全管理系統信息的效率，有效性和可靠性。該場所將根據法定要求以及我們的內部職業健康和安全標準進行評估，以應評估職業健康和安全管理系統的整體表現。我們就已發現的不足或不合格問題提出建議，以改進系統，所有未完成的職業健康和安全問題均得到及時處理和解決。

ISP also has a dedicated committee, Corporate Occupational Health and Safety Management Committee ("COHSMC"), to oversee and guide all matters related to OHS. COHSMC is set up to provide a direct communication channel between ISP executives and representatives from our approved sub-contractors. They are responsible for managing ISP's OHS performance, assisting to respond to transitional risks such as legislative and regulatory changes, and promoting OHS among employees.

室內裝飾及特殊項目也有一個專門的委員會 — 企業職業健康和安全管理委員會(「企業職業健康和安全管理委員會」)來監督和指導與職業健康和安全相關的所有事務。企業職業健康和安全管理委員會旨在為室內裝飾及特殊項目業務的主管與核准分判商的代表提供直接溝通渠道。他們負責管理室內裝飾及特殊項目的職業健康和安全表現，協助應對立法和監管改革等過渡風險，並在員工中推廣職業健康和安全。

Case Study 個案研究

Excellence in OHS Management at Our Managed Properties
在我們管理的物業中卓越的職業健康和安全管理

We also enrolled residential estates under our management to the "Safe and Health Estate Accreditation Scheme" introduced by the Occupational Safety and Health Council. A total of 11 properties under our management were accredited under the 3-year scheme, which aims at enhancing OHS awareness of both the residents and work staff at the estates. Chung Nga Court, a housing property under our management, was awarded as a safe and health estate with excellent performance. Not only does it imply that the property has a comprehensive and well-organised health and safety management, it also signifies its outstanding performance in preventing safety accidents and mitigating safety risks. The property also placed strong emphasis on promoting health and safety among its residents through various activities, promotional materials and their website. Some of their OHS measures are described below:

我們亦把所管理的住宅物業納入職業安全健康局推行的「安健屋邨確認計劃」。我們共有11個所管理的物業取得此為期3年的認可，該計劃旨在提高居民和物業員工的職業健康和安全意識。我們管理物業之一的頌雅苑被列為卓越安健屋邨。此認證不僅意味著該物業擁有全面和有組織的健康和安全管理，還意味著其在預防安全事故和降低安全風險方面有出色表現。該物業亦非常重視透過各項活動、推廣資料和其網頁，向住客推廣健康和安全。以下是一些職業健康和安全的措施：

Install safety fall protection facilities on each canopy to provide continuous protection for workers working at height.
於各座篷蓬上安裝安全防墮設施，給高處工作的工人提供持續保護。

Coordinate with the Fire Services Department to hold periodic fire drills and fire safety seminars for residents.
與消防處協辦定期火警演習和家居防火安全講座予居民。

Regularly hire Certified Arborists to conduct risk assessments for trees within the estate.
定期聘請註冊樹藝師為屋苑樹木進行風險評估。

Renovate bicycle parking spaces and add thimble to stabilize the bicycles.
翻新單車位及加裝牛眼圈以繫穩單車。

Discussion forum with representatives from district council on mandatory window inspection scheme.
與區議會代表就強制驗窗計劃進行討論。

Constructing tree rings to border tree roots so as to prevent residents and employees from falling.
鋪設樹圈圍住樹根，以防住戶及員工絆倒。

Workplace Practices
職場實務

To encourage all ISP sites to continuously improve their safety performance and environmental management, we organise the OHS and Environmental Performance Award (the "Performance Award") annually to give credits to sites with the best performance in the OHS field. The award takes into account annual performance of the sites holistically and its compliance with internal and external standards. In January 2018, we increased the weighting of safety training to refine our Performance Award grading system.

為了鼓勵所有室內裝飾及特殊項目地盤不斷提高其安全表現及環境管理，我們每年頒發職業健康和安全及環境表現獎(「表現獎」)，以嘉許職業健康和安全方面表現最佳的地盤。該獎項考慮了地盤的年度整體表現及其對內部和外部標準的遵守情況。在2018年1月，我們增加了安全培訓的比重，以完善我們的表現獎評分系統。

In January 2018, we increased the weighting of safety training to refine our Performance Award grading system.
在2018年1月，我們增加了安全培訓的比重，以完善我們的表現獎評分系統。

All ISP sites have to undergo comprehensive hazard identification, followed by a risk assessment to identify, assess, mitigate and treat potential safety risks. All routine and non-routine activities, as well as all job tasks conducted by personnel who have access to the project sites are first analyzed carefully to distinguish all associated safety hazards. Risk assessment of hazards will then be carried out to grade the hazard according to the probability and consequence of happening. During the risk assessment, we ensure that all hazards are effectively mitigated with the adoption of relevant safety measures.

所有室內裝飾及特殊項目地盤都必須進行全面的危險識別，然後進行風險評估，以辨別，評估，減輕和處理潛在的安全風險。所有例行和非常規活動，以及所有進入地盤工作的人員，都要先仔細分析，以區分所有相關的安全隱患，然後將對隱患進行風險評估，根據發生的可能性和後果對危險進行評級。在風險評估期間，我們確保通過採取相關安全措施有效減輕所有危害。

Case Study 個案研究

Safety Updates on Selection, Use and Maintenance of Safety Helmets
安全帽的揀選、使用及保養指引的更新

In May 2018, we organised Safety Helmet Workshops at all ISP sites to increase staff awareness in the proper use of safety helmets in response to the new updates on Guidance Notes on the Selection, Use and Maintenance of Safety Helmets. We replaced all safety helmets without chin straps with those with Y-type chin straps to safeguard the safety of our employees. All staff were reminded to wear the safety helmet appropriately with the chin strap fastened.

在2018年5月，我們在所有室內裝飾及特殊項目地盤舉辦了安全帽工作坊，以響應安全帽的揀選、使用及保養指引的更新，提高員工對正確使用安全帽的認識。我們把所有沒有配有下巴帶的安全帽更換為帶有Y型下巴帶的安全帽，以保障我們員工的安全。我們亦提醒所有員工在佩戴安全帽時緊扣下巴帶。

We constantly remind our ISP workers of their responsibilities towards the safety of the sites, their co-workers and themselves. Notice boards with information, guidelines, policies and our governance structure of OHS are set up at our project sites to enhance workers' OHS awareness. The contents of which are updated as required to meet specific project needs and seasonal variations.

我們不斷提醒我們的室內裝飾及特殊項目員工對地盤、同事和自己的安全責任。項目地盤現場設立了資訊板，推廣職業健康和安全的資訊，指引，政策和管治架構，以提高員工的職業健康和安全意識。其內容根據需要進行更新，以滿足特定的項目需要和季節性變化。

		單位 Unit		PFM[1] 物業及設施管理[1] 2017	PFM[1] 物業及設施管理[1] 2018	ISP[2] 室內裝飾及特殊項目[2] 2017	ISP[2] 室內裝飾及特殊項目[2] 2018
Goal of work-related injury rate	工傷率目標	Per 1,000 employees	以每千名員工計	18.0	17.0	7.5	7.5
Work-related injury rate	工傷率	Per 1,000 employees	以每千名員工計	16.2	16.9	8.05	8.77
Lost days due to work-related injuries	由工傷所引致的工作天數損失	No. of days	日數	4,929	5,629	514	1,860
Fatality Rate	死亡率	Person	人	0	0	0	0

1 Direct employees only
2 Direct employees and sub-contractors

1 只計直接聘用的員工
2 計直接聘用的員工及分判商

GOOD EMPLOYMENT PRACTICES

We understand our employees are momentous to the quality of service we offer to our customers. Recruiting, retaining and cultivating the right talents therefore grant us a decisive competitive advantage to thrive in the industry. Synergis is determined to preserve and uphold its name as an "Employer of Choice" by always being fair, just, caring and supportive to its people, whom it replies on to realise remarkable business visions. We pledged to adopt employee-oriented good human resource management practices by signing the "Good Employer Charter" advocated by the Labours Department during the Year.

友善僱傭措施

我們明白員工對我們為客戶提供的服務質素的重要性。因此，招聘，留住和培養合適的人才，使我們有決定性的競爭優勢，讓我們在行業中茁壯成長。昇捷決心保持其「卓越僱主」之美名，始終保持公平，公正，關心和支持員工，因我們依賴他們去實現卓越的商業願景。我們本年內簽署勞工署倡導的「好僱主約章」，承諾採用以員工為導向的良好人力資源管理慣例。

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Workplace Practices
職場實務

Our talents management model is designed based on two critical elements that we believe are the essence to recruit, develop and retain high-caliber staff: Competence-based model and organisational environment model.

我們的人才管理模式是基於我們招聘，培養和留住高素質員工的兩個關鍵要素而設計：才能為本模式和企業環境模式。

Talents Management Model
人才管理系統模式

Competence
能力

Performance Review
績效檢討

- Strategy Alignment 策略性調整
- Mission & Value, Strategy Workshop, Vision Day 使命和企業價值、策略工作坊、願景日
- Balanced Scorecard, Key Performance Indicators 平衡計分咭、核心績效指標
- Competence-based Performance Review 才能為本的績效評估
- Career Development 事業發展

Reward & Compensation
獎償及回報

- Industry Benchmarking 行業指標借鑒
- Remuneration Committee, Board Approval 薪酬委員及董事會批准
- Competence/Performance-base Reward 與才能／表現掛鈎的獎勵
- Special Bonus 特別花紅
- Creative Retention Strategy 創意維繫人才策略

Recruitment 招聘

- Competence based and Critical Tasks Job Description 才能為本及列明重要工作的職責
- Structure Interview 規範性面試
- Job Matching Template 職位配對範本
- HR Gate Keeping 人才資源把關機制
- Role of Hunter 職場獵頭角色

Succession Planning
人才繼任計劃

- Performance Review 績效評估
- Promotional Panel (ISP) 晉升評核小組（室內裝飾及特殊項目）
- Personal Development Programme 個人發展計劃
- Fast-track Career Development 快速事業發展
- Commitment of Organisation 對機構的承諾

Leaning & Development
培訓及發展

- In-house Consulting 內部顧問服務
- Management Model Development & Implementation 管理模式的發展與實踐
- Competence-based Learning Curriculum 才能為本的培課程
- External Consulting 外聘顧問服務

Competence-based Management
才能為本的管理

Staff Loyalty & Commitment
員工的忠誠與承諾

Organisational Culture
企業文化

- Mission & Value 使命和企業價值
- Caring Staff 關懷員工
- Learning 培育
- Continuous Improvement 持續改善

Loyalty Programme
忠誠計劃

- Management & Staff Communication Programme 管理層與員工的溝通計劃
- Staff Concerns and Management Follow Up 員工的關注和管理層跟進
- Staff Satisfaction Survey 員工滿意度調查
- Quality Management Committee 品質管理委員會
- We are a Happy Team 快樂團隊
- Share Options 購股權

Organisational Environment
企業環境

In 2019, our new talent management focus "We Care We Share 盡展關懷 共享成果" as our core value.

於2019年，我們新的人才管理方針以關懷，共享為核心價值。

Employees are one of Synergis' most important assets. In order to maintain quality services, we have established a "people-oriented" corporate culture to attract and retain talents. We have not only a comprehensive career path, but also provide diversified training and different communication channels to our employees.

員工是昇捷的最重要資產之一，為了維持優質服務，以吸引及維繫人才，我們不但設有完善的晉升階梯，更提供多元化的培訓和員工溝通渠道，建立「以人為本」的公司文化。

In order to promote this culture, we recently launched the talent management policy of "We Care We Share 盡展關懷 共享成果". The idea is to start with caring employees by helping them to maintain work-life balance, as well as physical and mental health. On the one hand, we provide trainings to our employees and equip them for work challenges so that they can achieve work-life balance and share our results. On the other hand, we also actively encourage our employees to give back to the community and join hands with the company to maintain a sustainable community and fulfill our corporate social responsibility.

為了推廣這個文化，我們最近推出「We Care We Share盡展關懷 共享成果」的人才管理方針，理念是由關懷員工開始，希望幫助他們維持工作和生活平衡，身心健康。我們一方面協助同事裝備自己，從容面對工作上的挑戰，共享成果，並好好平衡工作、家庭與生活。另一方面，我們亦積極鼓勵員工回饋社會，以維持可持續發展的社區及履行企業社會責任。

Fairness and Equal Opportunities

Our processes in recruitment, learning and development, performance review, reward and compensation, and succession planning are built entirely on the consideration of individual employee's competence and performance. This prevents partial treatment to staff or job candidates on the grounds on gender, age, nationality, race, disability, religion and marital status, amongst others.

公平及平等機會

我們確保招聘、學習與發展、表現評估、獎勵和薪酬以及繼任規劃的流程完全建立在員工個人能力和表現的考慮之上。這預防對員工或求職者作出基於性別、年齡、國籍、種族、殘疾、宗教和婚姻狀況等考慮上的不公正待遇。

Employees are also obliged to uphold fairness and equality at the workplace. Their rights and responsibilities are clearly defined in our staff handbook and Code of Conducts. We encourage reports on cases or practices that are perceived as offensive to human rights or discriminative to people with certain attributes. Appropriate disciplinary action will be taken if a harassment or discrimination case is confirmed, including termination of employment.

員工亦有責任在工作場所內堅持公平和平等。員工手冊和道德守則中明確規定了員工在這方面的權利和義務。我們鼓勵員工舉報被視為冒犯人權或歧視具有某些特質的人的事情或行為。騷擾或歧視案件一經確認，我們將採取適當的紀律處分，包括解僱。

During the Year, the Group complied with the Sex Discrimination Ordinance, Disability Discrimination Ordinance, Family Status Discrimination Ordinance and Race Discrimination Ordinance. No internal reports on harassment and discrimination were received.

本年內，本集團遵守性別歧視條例、殘疾歧視條例、家庭崗位歧視條例及種族歧視條例，並未收到有關騷擾及歧視的內部報告。

Workplace Practices
職場實務

Diverse Talent Pool
To ensure a diverse and competitive workforce, we participated in 48 job fairs and recruitment talks during the Year to recruit competent talents and promote us as an employer of choice.

多元人才
為了確保有多元化和競爭力的員工隊伍，我們在本年內參加了48個招聘會和招聘講座，以招募有才能的人才並推廣我們為卓越僱主。

Employee Engagement
An engaging culture is important to establish staff commitment and loyalty. A variety of mechanisms are in place to ensure staff's opinions are valued and heard. Management shall follow up with and evaluate all legitimate critiques to revise our practices and systems accordingly.

員工參與
鼓勵參與的文化對於建立員工付出和忠誠度非常重要。我們有各種機制來確保員工的意見得到重視和聆聽。管理層會跟進並評估所有合理的批評，以相應地改進我們的慣例和系統。

Our Group also developed an internal communication application, named SICA, to bolster communication with our employees. The application supports the instant distribution of information and news to our employees. We shall consider improving the application by adding more interactive functions in the future.

我們集團還開發了一個名為SICA的內部通信應用程式，以加強與員工的溝通。我們可透過該應用程式向員工即時分發資訊和信息。我們將考慮在未來改善該應用程式，為其添加更多互動功能。

In 2018, various staff activities with diverse nature were held to boost positive work-life balance by providing leisure and strengthening team spirit, including interest workshops, family-friendly activities and company events.

2018年，我們舉辦各種性質的員工活動，旨在促進良好的工作與生活平衡，為員工提供休閒活動和強化團隊精神，其中包括興趣班，家庭活動和公司活動。

Colleagues both in Hong Kong and from China, as well as our clients attended our grand and lively annual dinner, and took home fond memories of an eventful night.

來自中港兩地同事以及我們的客戶參加了我們的周年聚餐，場面盛大，節目豐富，賓客都盡興而歸。

We arranged a light bulb penjing workshop where our employees learnt how to put plants, adornments and coloured sand into a large incandescent light bulb to create their own penjing piece. The penjing can afterwards be placed at the office as a greening decoration.

我們在安排了一個燈泡盆景工作坊，讓員工在工作坊學習如何在一個大型鎢絲燈內放入植物、裝飾、彩沙等，配襯出自己喜歡的盆景擺設。盆景之後可以放在辦公室當作綠色擺設。

We organised a pressed flower teapot and tea set workshop at the office. Participants uncovered their creative genius and handcraft skills to make their unique set of glass teaware with pressed flowers that would never wither.

我們在辦公室舉辦了壓花茶壺和茶具工作坊。參加者發揮他們的創作天分和手工工藝，創造一套獨特的玻璃茶具，而當中的壓花更永遠不會枯萎。

We booked the whole house of cinema to host the "Annual Family Movie Day 2018" so that our staff could enjoy a film with their families during the summer holiday.

我們於一戲院舉辦了「齊齊睇好戲2018」，包場讓員工和家人在暑假期間一起欣賞電影。

Other than joining the corporate-wide workshops and events, our employees also take the initiative to organise activities such as birthday parties and BBQ gatherings internally within their departments for team building.

除了參加公司舉辦的工作坊和活動外，我們的員工還會主動在其部門內部組織生日派對和燒烤聚會等活動，以增加團隊歸屬感。

Workplace Practices
職場實務

NOURISHING TALENTS

Synergis invests heavily in the ongoing development of its valuable staff. By providing our employees with adequate resources and sufficient learning opportunities, we believe they can better enrich their individual capacity, and lead the Group towards sustainable prosperity. Employees can also gain transferable skills via the well-designed trainings, which are useful and important for their future career growth.

培育人才

昇捷投入大量資源供其寶貴員工持續發展。通過為我們的員工提供充足的資源和豐富的學習機會，我們相信他們可以更好地豐富自己的個人能力，並帶領本集團實現可持續的繁榮。員工還可以通過精心設計的培訓獲得可移轉技能，這對他們未來的職業發展非常有用和重要。

What new initiatives will help Synergis streamline its workplace practices in 2018?
2018年哪些新措施將有助於昇捷簡化其職場實務？

"The biggest project we focused on in 2018 was the restructure of the Learning and Development Department and the Human Resources Department. In the past, we had clear boundaries and divisions among human resources issues related to learning and development and other aspects, such as employment and remuneration. However, the overlapping nature of the two departments resulted in redundancies in administrative works, and confusion among employees. Despite the complexity in restructuring our human resources framework, it was definitely rewarding to operation efficiency. Communication within and out of the department has become easier and more effective due to the condensed nature and centralised functionality of the reorganised Human Resources Department."

"在2018年，我們重點處理的最大項目是重組培育及發展部部門和人才資源部門的架構。過去，和培育與發展相關，以及和就業和薪酬等其他方面相關的人力資源議題有明確的界限和區分。但是，由於這兩個部門的性質重疊，導致行政工作冗餘之餘亦令員工混淆。儘管重組我們的人力資源框架很複雜，但它對營運效率有莫大裨益。重組後的人才資源部門性質更精簡，功能更集中，令部門內外的溝通變得更方便和有效。"

Orientation Trainings

All new recruits are welcomed with an orientation session, which is designed to familiarise new employees with our organisational culture, policies and management systems. We also devote a part of the orientation to reinforce our emphasis on business integrity, OHS and environmental protection awareness. During the Year, 7 orientation health and safety trainings were conducted with 27 participants.

迎新訓練

所有新員工都會參加一個迎新培訓課程，旨在讓新員工熟悉我們的公司文化，政策和管理系統。為強調我們對商業誠信、職業健康和安全和環保意識的重視，我們也專注其為迎新訓練的一部分。本年內，我們舉辦了7次健康與安全培訓，共有27名參加者。

Professional Trainings

It is our sustainability strategy to provide our employees with adequate trainings to assist their career development. To achieve this, the Group formulates comprehensive annual training programme to cater to the different professional and positional needs of our employees. The training programme aims to enhance business performance excellence, team and people management, customer service and communications, industrial and technical knowledge, among others. During the Year, we organised 151 training courses with a total count of 1,925 participants.

We continued to optimise our e-learning platform launched in 2017 to make specialised trainings more readily accessible to our employees. In 2018, we have launched five courses on the e-learning platform with a total enrollment of 459 times. The scope of the courses expanded from security orientation, to introduction to procurement system for managerial, office, and security personnels, as well as introduction to maintenance management systems. E-learning significantly reduces the amount of time and resources needed to spend on administration and commuting, hence achieving greater efficiency.

Other than in-house trainings, our employees are also encouraged to take part in external trainings to better equip themselves with respect to their specific job duties and requirements. Synergis also offers education subsidies to employees for obtaining or advancing their education degrees.

As recognition for PFM's effort in promoting talent training and development, it has been awarded "Manpower Developers" under the Manpower Developer Award Scheme by the Employees Retraining Board since 2011. The award is subject to renewal every two years and the Company has again been recognised as Manpower Developers in 2019.

Since 2017, ISP has joined the Scheme "A" programme organised by the Hong Kong Institution of Engineers to develop fresh graduates into professional engineers by offering guidance, training opportunities and Continuing Professional Development support. Through the programme, graduates will be able to put theory into practice, and enhance their previous academic studies through the learning opportunities provided by real-life activities. In 2018, 8 fresh graduates from ISP participated in the programme.

專業訓練

我們的可持續發展策略是為員工提供足夠的培訓，以協助他們的職業發展。為實現這一目標，本集團制定全面的年度培訓計劃，以滿足員工的不同專業和崗位需求。培訓計劃旨在提高卓越的業務績效、及加強團隊和人員管理、客戶服務和溝通、行業和技術知識等。本年內，我們組織了151個培訓課程，總參與人數為1,925人。

我們繼續優化2017年推出的電子學習平台，使我們的員工更容易獲得專業培訓。2018年，我們在電子學習平台上推出了5個課程，總報名人數為459人次。課程範圍從保安迎新培訓擴闊至管理人員，辦公室人員和保安人員的採購系統介紹，以及維護管理系統的介紹。電子學習顯著減少了在行政和通勤上花費的時間和資源，從而提高了效率。

除了內部培訓外，我們還鼓勵員工參加外部培訓，以更好地裝備自己去滿足特定的工作職責和要求。昇捷還為員工提供教育補貼，助他們取得或進修教育學位。

作為對物業及設施管理努力促進人才培訓和發展的認可，公司自2011年起獲僱員再培訓局頒發「ERB人才企業嘉許計劃 — 人才企業」的獎項。該獎項每兩年更新一次，而公司於2019年亦再次獲獎。

自2017年起，室內裝飾及特殊項目參加了香港工程師學會舉辦的工程畢業生培訓計劃，通過提供指導，培訓機會和持續專業進修支持，培養應屆畢業生成為專業工程師。通過該計劃，畢業生將能夠將理論付諸實踐，並通過實際工作處境提供的學習機會來強化他們以前的學習。2018年，8名來自室內裝飾及特殊項目的應屆畢業生參加了該計劃。

Environment
環境

ENVIRONMENTAL MANAGEMENT

We endeavour to manage our environmental impacts, through pollution control and resource efficiency optimisation, to meet the environmental objectives, targets and goals as defined in our environmental management system ("EMS").

Environmental Management System

Maintaining a comprehensive EMS to implement strategic continuous improvements is our sustainability strategy under the environment pillar. Both PFM and ISP's EMS are formulated in accordance with ISO 14001 and are reviewed regularly to improve their efficiency and verify their compliance with the standard.

Our EMS are supported by a set of environmental policy, which is implemented by and communicated to all employees and supply chain partners of the Group. In general, PFM business and ISP business share the same core environmental policy, with minor variations in response to the difference in business nature between the two segments.

環境管理

我們通過控制污染和優化資源效率來努力管理我們的環境影響，以實現我們環境管理系統(「環境管理系統」)中定義的環境目的，指標和目標。

環境管理系統

維持全面的環境管理系統來作出持續策略性改進是我們在環境方面定下的可持續發展策略。物業及設施管理和室內裝飾及特殊項目的環境管理系統都是根據ISO 14001制定的，我們定期進行審查，以提高系統效率並驗證其是否符合標準。

我們的環境管理系統由一套環境政策支持，並傳達該政策予本集團的所有員工和供應鏈合作夥伴，而他們則將其予以實施。一般而言，物業及設施管理業務和室內裝飾及特殊項目業務使用相同的核心環境政策，但詳細內容則因兩個部門業務性質不同而有稍微差異。

- Comply with legal and regulatory requirements, code of practices and contractual obligations as the minimum standards
- 以遵守法律和監管要求，行為守則和履行合同義務作為最低標準
- Cooperate with suppliers, contractors, residents and tenants to enhance their awareness towards environmental protection, and to promote and implement environmental management procedures together
- 與供應商，承包商，居民和租戶合作，提高他們對環境保護的意識，並共同促進和實施環境管理程序
- Provide adequate and appropriate resources to implement and maintain the policy
- 提供充足和適當的資源來實施和維持政策
- Ensure employees at all levels understand the environmental aspects of their duties and are competent to carry out related responsibilities
- 確保各級員工了解其在環境方面的職責，並有能力履行相關職責
- Strive to improve environmental performance continuously
- 努力不斷改善環境表現

Site Environmental Management

Proper site environmental management procedures are in place to examine and assess every activity and service that have interactions with the natural environment.

PFM requires each site to establish and maintain an up-to-date Register of Environmental Aspects to identify and evaluate activities that have an impact on the environment, and propose control measures to mitigate them. Mitigation measures may include operational adjustment, adoption of more environmentally-friendly materials or hardware upgrades. Site environmental management is also defined and controlled by site-specific environmental requirement plan, which specifies each site's annual target of resource or energy reduction, as well as recovery or recycling of domestic waste. Our dedicated committee SHEC will also identify critical environmental issues and propose practical solutions to site personnels.

場地環境管理

我們有適當的場地環境管理程序，以檢查和評估每項與自然環境有互動的活動和服務。

物業及設施管理要求每個場所建立和維護最新的環境方面登記冊，以識別和評估對環境有影響的活動，並提出控制措施以減輕這些影響。緩解措施可能包括營運調整、採用更環保的材料或硬件升級。場所環境管理也按場所特定的環境要求計劃定義和控制，該計劃規定每個場所減少資源或能源消耗的年度目標，以及生活垃圾的回收或循環再用目標。專責的職安健環委員會亦會找出關鍵的環境問題，並為場地人員提出切實可行的解決方案。

Environment
環境

ISP is regulated by the Noise Control Ordinance, Waste Disposal (Charges for Disposal of Construction Waste) Regulation and Air Pollution Control Ordinance. These environmental legislations are most material to ISP segment, due to the nature of construction industry. ISP is committed to adhering to these ordinances by managing their sub-contractors' environmental practices through contractual obligations and site management. Please refer to section Supply Chain Management and the following sections for more details. During the Year, the Group did not receive any environmental complaints from our customers or the public.

室內裝飾及特殊項目受噪音管制條例、廢物處置(建築廢物處置收費)規例及空氣污染管制條例規管。由於建造業的性質，這些環境法例對室內裝飾及特殊項目部門來說是最重要的。室內裝飾及特殊項目致力於通過以合同義務和地盤管理來管理分判商的環境習慣，從而遵守這些法例。詳細信息請參閱「供應鏈管理」和以下部分。本年內，本集團未收到客戶或公眾的環境投訴。

ISP environmental objective and performance in 2018
2018年室內裝飾及特殊項目環保目標及表現

Environmental Objectives 環保目標	Summary of Actions 措施摘要	2018 Performance 2018表現
Comply with all environmental legal requirements and regulations 符合所有環保法例法規	Project manager inspects project sites regularly to ensure all measures are taken to comply with legal and regulatory requirements 工程經理定期進行環保巡查，以確保地盤遵守法例法規的要求	All applicable environmental standards were complied 符合所有適用的環境規例
Respond to internal or clients any environmental non-compliance report and regulations within 14 days 14天內回覆客戶或內部發出的環保違規項目報告	A standard procedure is in place to guide site manager, environmental representative and environmental manager to react to environmental non-compliance report promptly and effectively. 制定標準程序，指導地盤經理、環保代表和環保經理及時有效地對環境違規報告作出反應	No environmental non-compliance or compliant were received 沒有收到環保違規或投訴項目
Provide environmental training to staff 向員工提供有關環保培訓	Health and Safety, Environment and Quality ("HSEQ") Department organises relevant trainings to staff 健康、安全、環境及質量(「健康、安全、環境及質量」)部門為員工安排相關培訓	A total of 26 trainings were organised with 113 attendees 共舉辦了26次培訓，共有113名參加者
Promote environmental protection 環保推廣	HSEQ Department disseminates promotional information to staff by emails or on-site posters 健康、安全、環境及質量部門透過電郵或地盤海報分發推廣資料	Promotional information regarding environmental practices were posted on-site 有關環境慣例的宣傳資料已張貼在地盤

REDUCE OUR ENVIRONMENTAL IMPACTS

As an environmentally-savvy corporation, we strive to alleviate and minimise the negative environmental imprints imposed by our business activities. Major environmental impacts generated by our PFM and ISP operations include emissions of air, noise, and waste, as well as the use of resources, including energy and other construction materials.

Greenhouse Gas ("GHG") Emissions

Our GHG emissions represent a considerable amount of our environmental impact. They stemmed from the consumption of energy resources and the combustion of fuel from our fleet that supports our PFM and ISP operations.

We continued to collaborate with an independent professional consultancy, in assessing our Group's annual GHG emissions for the Year. Committed to continuously improving on the disclosure of our environmental performances, we have refined our data collection system and expanded our scope of GHG reporting to covering corporate offices and all ISP sites this Year. The GHG inventory referenced local guidelines and international standards, including the Greenhouse Gas Protocol developed by the World Resources Institute and World Business Council for Sustainable Development, as well as ISO 14064 — GHG Emissions Inventories and Verification.

減少我們對環境的影響

作為一家注重環保的企業，我們致力於減輕和減少我們業務活動帶來的負面環境影響。我們的物業及設施管理和室內裝飾及特殊項目營運所產生的主要環境影響包括空氣、噪音和廢物的排放，以及能源和其他建築材料等資源的使用。

溫室氣體(「溫室氣體」)排放

我們的環境影響很大部分來自溫室氣體排放。它們來自能源消耗，和用作支持物業及設施管理和室內裝飾及特殊項目營運的車輛燃料燃燒。

今年，我們繼續與獨立專業諮詢公司合作，評估本集團的年度溫室氣體排放量。我們致力於不斷改善環境績效的披露，所以我們完善了數據收集系統，並將今年的溫室氣體報告範圍擴大到辦公室和所有室內裝飾及特殊項目地盤。溫室氣體計算參考了本地的指引和國際標準，包括世界資源研究所和世界可持續發展工商理事會制定的溫室氣體議定書，以及ISO 14064 — 溫室氣體量化和查證。

Total Scope 1 and Scope 2 GHG Emissions (Tonnes of CO_2-e)
範圍1及範圍2之年度溫室氣體總排放量(噸二氧化碳當量)

Environment
環境

In 2018, we emitted approximately 577 tonnes of carbon dioxide equivalent in total, with 35.6% being direct emissions (scope 1), and the remaining 64.4% being energy indirect emissions (scope 2). Our direct emissions originated from the combustion of fuel from our fleet. We shall continue to monitor the fuel use and ensure our fleet undergo regular maintenance to keep this part of the GHG emissions under control. Energy indirect emissions, on the other hand, are positively correlated with our energy consumption. To curtail emissions at source, we have introduced energy efficient policies at the corporate offices and reduction goals at our managed premises. Detailed descriptions are presented in "Resource Stewardship" and "Promoting Green Office".

在2018年，我們排放了大約577噸二氧化碳當量，其中35.6%是直接排放(範圍一)，其餘64.4%是能源間接排放(範圍二)。我們的直接排放來自我們車輛的燃料燃燒。我們將繼續監測燃料使用情況，並確保我們的車輛接受定期保養，以控制這部分溫室氣體排放。另一方面，能源間接排放與我們的能源消耗直接相關。為了從源頭上減少排放，我們在公司辦公室採取了節能政策，並在我們的管理物業實施了減排目標。「資源管理」和「推廣綠色辦公室」將提供詳細說明。

Other Air Emissions

Other air pollutants emerge from our operations are particulate matters ("PM"), nitrogen oxides ("NOx") and sulphur oxides ("SOx"), which are by-products of the operations of our fleet. We will start recording exhaust emissions data for more comprehensive disclosure in the following year.

On the other hand, PM, also known as dust in a general sense, is generated inevitably during construction activities at our ISP sites. We strenuously follow relevant environmental policy and implement all practical and appropriate measures to curb our dust emissions. All sub-contractors are also required to perform necessary dust prevention measures at every project site. Regular measures include the adoption of air purifying system and water sprinkling techniques. Personal protection gears are also provided to employees who are exposed to dust emissions to safeguard their health and safety.

其他空氣排放

我們營運排放的其他空氣污染物是懸浮粒子(「PM」)，氮氧化物(「NOx」)和硫氧化物(「SOx」)，它們是我們車隊營運的副產品。我們將會開始紀錄廢氣排放數據，以求明年有更全面的披露。

除此之外，懸浮粒子，一般也稱為粉塵，在我們室內裝飾及特殊項目地盤的施工活動中不可避免地產生。我們竭力地遵守相關的環境政策，並採取一切切實可行的措施來遏制我們的粉塵排放。所有分判商亦必須在項目地盤執行必要的防塵措施。定期措施包括採用空氣淨化系統和灑水技術，我們還為受粉塵排放影響的員工提供個人防護裝備，以保障他們的健康和安全。

Noise Control

Noise is usually emitted from the operation of mechanical machineries at our ISP sites. Depending on the exposure, the impact of noise can range from mere nuisance to the loss of hearing. To better protect our employees, supply chain partners and the public from noise emitted from our project sites, adequate and appropriate protective measures are considered and implemented.

At ISP sites, we opt for the use of machineries with Quality Powered Mechanical Equipment label, which benchmarks machineries that are notably quieter and environmentally-friendly whenever possible. Noise control procedures are also clearly explained and described in our safety manual and environmental management manual, which are communicated to our employees and supply chain partners. If necessary, we would consider conducting trainings on noise reduction to ensure concerned workers and supply chain partners are equipped with the practical knowledge to carry out respective environmental procedures. Noise barriers and hearing protective gears are set up and supplied as needed.

We also monitor our noise level closely by conducting noise assessment regularly. All measurement results in 2018 were found satisfactory.

我們還會定期進行噪音評估，以密切監察噪音水平。2018年的所有測量結果均令人滿意。

噪音控制

噪音通常來自我們室內裝飾及特殊項目地盤的機械操作。根據暴露程度，噪音的影響可由單純的滋擾到失去聽力不等。為了更好地保護我們的員工、供應鏈夥伴和公眾免受項目地盤噪音的影響，我們會考慮合作並實施充足和適當的保護措施。

在室內裝飾及特殊項目地盤，我們儘可能選擇使用帶有優質機動設備標籤的機器，它們比其他同類機器安靜和環保。我們的安全手冊和環境管理手冊中也清楚地解釋和描述了噪音控制程序，而這些手冊已傳達給我們的員工和供應鏈合作夥伴。如有需要，我們會考慮進行有關降低噪音的培訓，以確保有關工人及供應鏈合作夥伴具備執行各自環境程序的實際知識。根據需要，我們設置和提供隔音屏障和聽力保護裝置。

Noise barriers
隔音屏障

Environment
環境

Control on Chemicals

Depending on individual project requirements, some of our ISP sites may involve the use of chemicals. Project site that contains chemicals must follow the chemical management guidelines as stipulated on the environmental manual to properly label, store and handle all chemical material. For liquid chemicals or oil, they must be stored in a separate container with height to prevent chemical or oil spill. We contract professional service providers to collect and handle our chemical waste in accordance with chemical waste control under the Waste Disposal Ordinance.

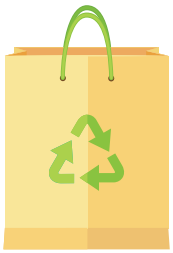
管制化學品

根據個別項目要求，一些室內裝飾及特殊項目地盤可能涉及化學品的使用。含有化學品的項目地盤必須遵循環境手冊中列明的化學品管理指引，以正確標記、儲存和處理所有化學物品。液體化學品或油必須存放在一個有一定高度的容器中，以防止化學品或油洩漏。我們聘請專業服務供應商根據廢物處置條例的化學廢物管制收集及處理化學廢物。

RESOURCES STEWARDSHIP

As the demand for sustainable operation grows, we are committed to steadily reducing our environmental footprint by improving our resource efficiency in the use of energy, material and waste, and water.

資源管理



隨著對可持續發展營運的需求日益增長，我們致力通過提高在能源、材料和廢物以及水的資源效率，逐步減少對環境的影響。

Energy Management

Our GHG emissions profile indicates that energy consumption accounts for most of our carbon footprint. This urges us to pursue energy efficiency and conservation in the use of electricity and fuel in our operations on an ongoing basis.

能源管理

我們的溫室氣體排放情況說明，能源消耗占我們碳足跡的大部分。這促使我們在營運中不斷追求能源效率和節約用電和燃料。

Our corporate offices have launched multiple energy efficient initiatives, which are all acknowledged and followed by our staff. Employees are reminded to turn off lights, electronic appliances and air conditioning when they are not in use. Electrical appliances such as lamps, computers and fridges are maintained regularly to ensure efficiency. To further lower energy consumption, electrical devices with energy label, such as the European Energy Star, are widely adopted at our offices.

我們的公司辦公室推出了多項節能措施，這些措施均得到我們員工的知悉和遵循。我們提醒員工關掉閒置的燈、電子設備和空調，並定期保養燈具、電腦和冰箱等電器，以確保效率。為了進一步降低能源消耗，我們的辦公室廣泛採用了帶有能源標籤的電子設備，如歐洲能源之星。

In PFM business, we have a goal of reducing our energy consumption by 1% in every 3 years. To ensure this goal is sufficiently met, we have also translated the corporate goal into project-based targets, which are defined based on individual sites, and stated on the site environmental requirement plan. Workers from ISP sites are also reminded to conserve energy by always turning off lighting, air-conditioning and equipment when not in use.

在物業及設施管理業務中，我們的目標是每三年減少1%的能源消耗。為了確保充分達成這一目標，我們還將公司目標轉化為專案項目的目標，這些目標是根據各個場所而定的，並在環境要求計劃中說明。我們亦提醒室內裝飾及特殊項目地盤的工友，要經常謹記將閒置的燈光、空調和儀器關掉，以節約能源。

Case Study
案例研究

Electricity Reduction of 25% by Replacing Lighting System
更換照明系統節省電力25%

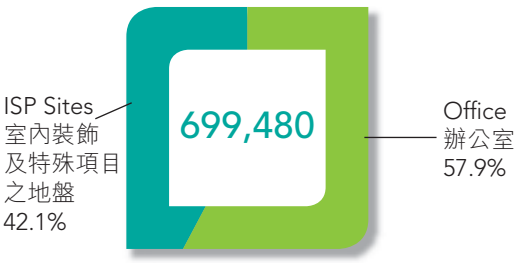
Tsz On Court, one of the housing premises managed by us, experienced an electricity reduction of 25% during 2018. The significant reduction was brought by the replacement of the old fluorescent lamp lighting system with a LED one, which has a considerably lower energy demand. A lot of electricity was hence conserved. All old fluorescent lamps were collected and disposed at the collection point under the "Fluorescent Lamp Recycling Programme".

慈安苑，我們其中一個所管理的住宅屋苑，在2018年間減少了25%的用電量。該顯著下跌是由於我們將舊的慳電光管換成LED燈。LED燈照明系統的能源需求較慳電光管低，故能節約大量電力。所有舊的慳電光管經收集後被棄置在慳電膽及光管回收計劃其下的收集處。

As the market becomes more environmentally-savvy, drive for energy efficiency in the private sector has also escalated. Seizing the emerging market demand in energy management, our Group is actively planning to expand our service scope to building consultancy and energy audit. We aspire to work hand in hand with our clients and customers for optimal energy performance in the future.

隨著市場變得更加關注環保，私營市場對能源效率的追求也不斷攀升。抓住新興市場對能源管理的需求，本集團正積極籌劃擴大服務範圍，提供樓宇顧問及能源審計服務。我們希望與客戶攜手合作，共同在未來實現的最佳能源表現。

Electricity Consumption (kWh)
總用電量（千瓦時）



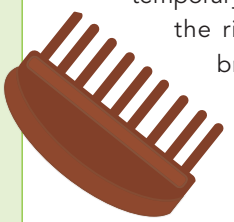
Mobile Fuel Consumption (Litres)
運輸燃油消耗量（升）

Environment
環境

Materials Use and Waste Management

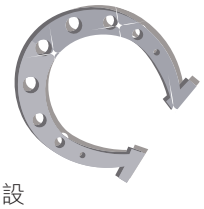
To cope with Hong Kong's pressing waste issue, the government will start imposing charges on disposal of municipal solid waste in 2020. A pilot project will be implemented covering four types of property and industry, namely public housing estates, rural settlements, shopping malls and the catering sector. PFM business shall follow the policy update closely to adjust and improve its operating procedures accordingly. We will also assist owners and tenants from our managed properties to understand the policy mechanism and support their smooth transition to the policy.

We understand that the majority of waste generated in our managed properties or facilities is contributed by residents and users. Therefore, we take initiatives to introduce innovative ideas on waste management to inspire our clients on the vast opportunities in waste reduction. At Tuen Mun Public Riding School, our facility management team introduced a compacting technology by using compaction vehicle to process stable waste such as horse manure and horse stall bedding to minimise their sizes before disposal. Client reflected positive feedback regarding the technology as it helped reduce the area required for temporary dumping by 50%. We also practised upcycling at the riding school to transform used horseshoes and brushes into an easy-to-use and effective brushing and cleaning tool for riding boots. These practices can effectively contribute to our client's sustainability initiatives.



材料使用和廢物管理

為應對香港緊迫的廢物問題，政府將於2020年開始徵收都市固體廢物收費。政府將推出一個試行計劃，涵蓋四類物業和工業，即公共屋村，村屋，商場和餐飲業。物業及設施管理業務將密切關注政策更新，以作出相應調整和改善其營運程序。我們還會協助我們管理的物業的業主和租戶，助他們了解政策運作，並提供支援以助他們適應政策。



我們明白，大部分在我們管理的物業或設施所產生的廢物都是源於居民和用戶。因此，我們採取措施，引入廢物管理的創新理念，以啟發我們客戶減少廢物的無窮機會。在屯門公眾騎術學校，我們的設施管理團隊引入了一項壓縮技術，利用壓縮車輛，在棄置馬房廢物(例如馬糞和馬厩草墊)前盡量將其容量減小。客戶對該技術有積極反饋，因其將臨時傾倒廢物所需的區域減少了50%。我們還在騎術學校為廢物升級再造，將用過的馬蹄鐵和刷子改造成簡單易用又有效刷靴的清潔工具。這些實踐可以有效地促進我們客戶的可持續發展倡議。

For wastes that are generated from our ISP sites, we practice waste separation for inert, non-inert, and other recyclables from our operations. The separated waste are then properly collected and handled by professional licensed waste collectors.

We also conducted festive recyclings during the Year. After Chinese New Year, we organised a recycling event to collect used red packets and uneaten packaged snacks or food at all managed portfolio in PFM and the corporate offices. Over 60 boxes of red packet and food were collected and sent to Greeners Action and Food Grace respectively. The resources were then redistributed to families in need.

對於從室內裝飾及特殊項目地盤產生的廢物，我們將其分為惰性、非惰性和其他可回收物，然後由專業許可的廢物收集者妥善收集和處理已分類的廢物。

我們還在本年內裡舉行了節日回收活動。在農曆新年之後，我們組織了一次回收活動，在所有物業及設施管理中所管理的場所和公司辦公室收集使用過的利是封和未開封的包裝零食或食品。活動收集了超過60箱利是封和食物，分別送到綠領行動及食德好，然後將資源重新分配給有需要的家庭。

Environment
環境

Water Management

Freshwater scarcity is a critical global sustainability issue. We are devoted to manage the amount of freshwater we use, and diligently treat our sewage such that our common water resource can be conserved.

At our ISP sites, water is mainly used as a dust suppression tool and a cleaning agent. On-site sewage treatment and water recycling facilities are installed as required to primarily treat our sewage prior to discharge.

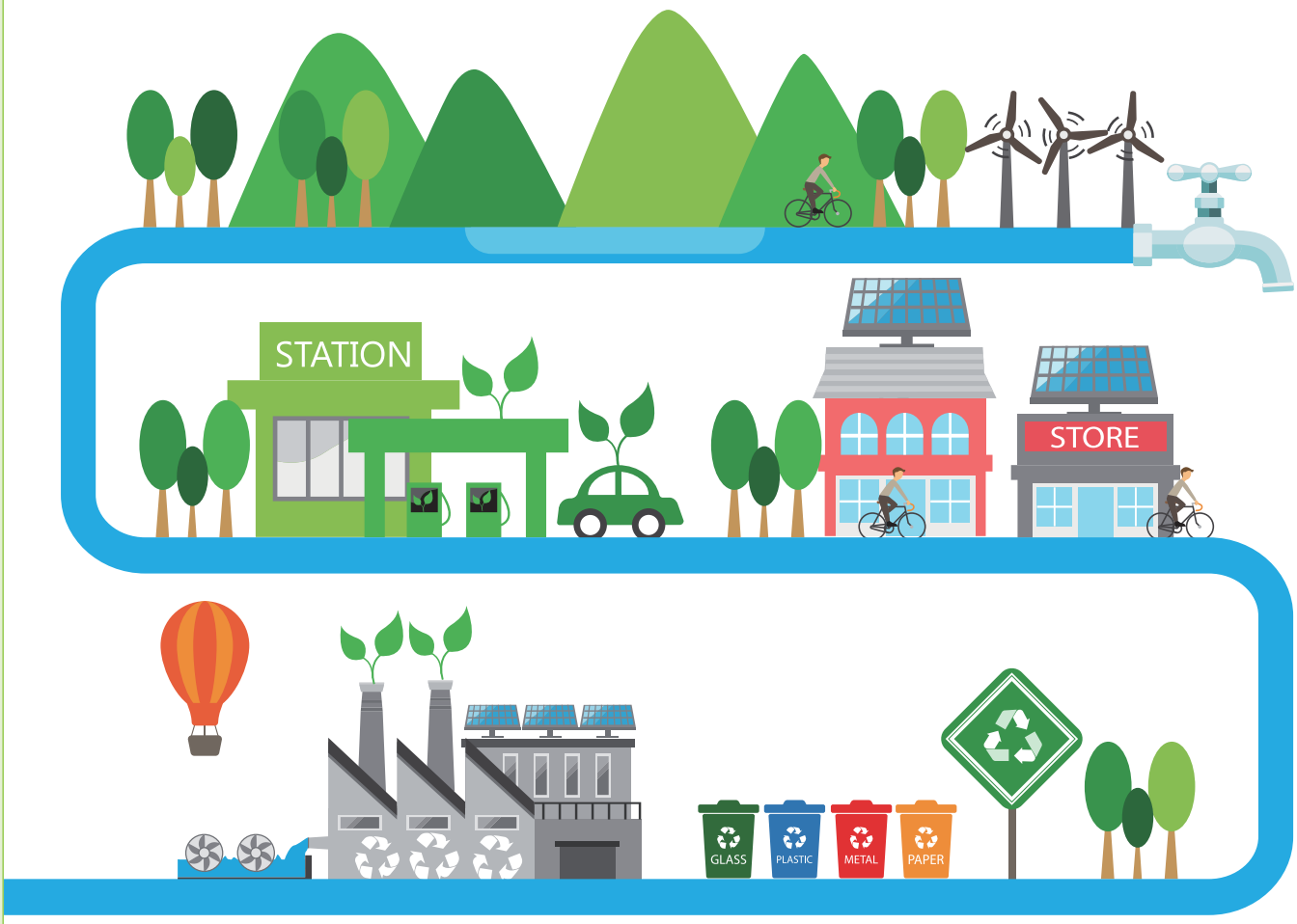
Water is also used in our corporate offices for domestic and cleaning purposes. We maintain our facilities, such as pipes and taps, periodically to prevent water leakage. Relevant reminders are also put up at pantries and washrooms to reinforce our water saving culture.

水資源管理

淡水稀缺是一個重要的全球可持續發展議題。我們致力於管理我們使用的淡水量，並盡責地處理我們的污水，以便保護我們的共同水資源。

在我們的室內裝飾及特殊項目地盤，水主要作為除塵工具和清潔劑。我們根據需要在地盤安裝污水處理和水回收設施，先處理污水，再排放。

在我們的辦公室水用作日常生活和清潔用途。我們定期保養管道和水龍頭等設施，以防止漏水。茶水間和洗手間也張貼相關提醒，以加強我們的節水文化。



SUSTAINABLE CONSTRUCTION PRACTICES

In response to the increasing appetite for sustainable urban environment, more and more construction projects in the city have devoted themselves to achieving the Hong Kong BEAM Plus certifications.

Our procurement team strictly follows and considers customers' requirements and our internal environmental requirements when sourcing construction materials for ISP sites. In times when our clients propose special environmental requirements on construction materials to fulfil certain green building standards, such as the Building Environmental Assessment Method ("BEAM") or Leadership in Energy and Environmental Design ("LEED"), we strive to leverage our professionalism to assist by sourcing accordingly and honestly.

In 2018, our ISP operations were involved in two BEAM Plus construction projects, of which the provisional ratings are platinum (new building category) and gold (interiors category). For interiors category project, our site team was responsible for the monitoring and control of indoor air quality by practising relevant measure such as source control, mold prevention and regular housekeeping. We look forward to assisting more clients in pursuing sustainable construction practices and green building certifications.

可持續建築實踐

以應對市場對可持續發展城市日益增長的需求，市內越來越多建築項目力求獲得香港綠建環評認證。

在為室內裝飾及特殊項目地盤採購建築材料時，我們的採購團隊嚴格遵循並考慮客戶和我們的內部環保要求。當我們的客戶提出建築材料的特殊環保要求，以滿足某些綠色建築標準時，例如綠色建築環境評估(「BEAM」)或領先能源與環境設計(「LEED」)，我們將努力利用我們的專業知識，誠實地採購相應的物料。

在2018年，我們的室內裝飾及特殊項目業務參與了兩個BEAM Plus建築項目，而其所獲得的評級分別暫定為鉑金級(新建建築組別)及金級(室內建築組別)。其中室內建築組別之項目，由我們地盤小組負責透過源頭控制、預防霉菌及定期打掃以監控及控制地盤的室內空氣質素。我們期望協助更多客戶追求可持續建築實踐及綠色建築認證。

Office renovation project for the Construction Industry Council (CIC) with provisional rating of Gold.
建造業議會辦公室裝修工程，暫定級別為金級。

Control of indoor air quality by regular housekeeping
定期清掃以控制空氣質素

Environment
環境

ENHANCE RESIDENTS' ENVIRONMENTAL PERFORMANCES

As a property and facility manager, our PFM business understands that the environmental impacts caused by our tenants and residents are far more significant and extensive than our own. Through engaging our tenants and residents, we strive to enhance their environmental knowledge, improve their environmental performances, and inspire them on the virtues of sustainable lifestyle.

Source Separation of Domestic Waste Programme

Organised by the Environmental Protection Department, the programme aims to encourage waste segregation and foster recycling of useful resources by providing recycling and separation facilities on each building floor. 40 of our participating properties were awarded for their outstanding performance on the initiative in year 2017–2018.

提高居民的環保表現

作為物業和設施經理，我們的物業及設施管理業務了解到我們的租戶和居民所造成的環境影響遠比我們自己的環境影響大。通過和我們的租戶和居民溝通，我們致力提高他們的環保知識，改善他們的環保表現，令他們認識可持續發展生活方式的優點。

家居廢物源頭分類計劃

這計劃由環境保護署舉辦，旨在透過在建築物的每個樓層提供回收和分類設施，來鼓勵廢物分類並促進資源回收。在2017至2018年度，有40個我們管理的物業因其出色表現而獲獎。

Power Smart Energy Saving Contest

We continued to encourage our managed properties to participate in the Power Smart Energy Saving Contest organised by Friends of the Earth during the Year. Six of our managed properties successfully lowered their annual electricity consumption by 3% within two years, and were awarded merit prizes under the property management category.

「知慳惜電」大賽

本年內，我們繼續鼓勵我們管理的物業參加由地球之友舉辦的「知慳惜電」大賽。我們共有6個管理的物業在兩年內成功降低了3%的年度用電量，並在物業管理類別下獲得優異獎。

PROMOTING GREEN OFFICE

We have defined "green office" as one of our sustainability strategies in 2017. To put plans into actions, we have systematically implemented green office measures and sustainable practices at our workplaces under nine green office aspects as defined by World Green Organisation ("WGO"). To acknowledge our resolute effort in building a green office environment, our two main corporate offices were certified and awarded under the Green Office Awards Labelling Scheme by WGO in July 2018.

Environmental policy of our corporate offices:

- Focus on pollution prevention and observe stringent control to reduce waste and consumption through the establishment of various objectives and targets
- Comply with applicable environmental laws and other regulations
- Train our staff at all levels to deliver improvement to both our company and our clients
- Review our environmental performance and goal regularly
- Engage our suppliers through green procurement standard
- Provide adequate resources to the implementation of this policy

推廣綠色辦公室

於2017年我們將「綠色辦公室」定義為可持續發展策略之一。為了將計劃付諸行動，我們根據世界綠色組織(「世界綠色組織」)定義的9個綠色辦公室方向，在工作場所系統性地實施了綠色辦公室措施和可持續實踐。為了表彰我們在建立綠色辦公室方面的不懈努力，我們兩個主要公司辦公室於2018年7月獲得世界綠色組織頒發的綠色辦公室獎勵計劃的認證和獎項。

我們公司辦公室的環境政策：

- 著重污染防治，通過制定各種目標和指標，嚴格控制以減少廢物及消耗
- 遵守合適的環境法律和其他法規
- 培訓各級員工，為公司和客戶提供改善
- 定期審查我們的環境表現和目標
- 通過綠色採購標準影響供應商
- 提供充足的資源去實施本政策

Environment
環境

What does receiving the "Green Office Award Labelling Scheme" Certification mean to Synergis?
得到「綠色辦公室獎勵計劃」的認證對昇捷有何意義？

"In 2018, we were honored to be recognised and certified in the "Green Office Award Labelling Scheme" organised by the World Green Organisation. Since 2017, we have enhanced various green office measures to minimise the environmental footprint of our corporate offices. The scheme pushed us forward and challenged us to improve our environmental performance holistically and systematically. The acquisition of the certification was absolutely rewarding and encouraging to everyone in the Group, and we shall continue to pursue further improvement in the years ahead."

"在2018年，我們很榮幸在世界綠色組織舉辦的「綠色辦公室獎勵計劃」中得到認可和認證。自2017年以來，我們一直在加強各種綠色辦公室措施，以盡量減少辦公室的環境足跡。該計劃推動我們進步，並促進我們全面及有系統地改善我們的環境績效。本集團每個人對獲得認證對都感到滿意和鼓舞，我們將在未來繼續尋求進步。"

Green Innovation
綠色創新

Renew ISO 14001 certification for our EMS
更新環境管理體系的ISO 14001 認證

Water Saving
節約用水

Put up water conservation signs to encourage water saving
張貼節水標示，鼓勵節約用水
Maintain all water facilities well to prevent leakage
用水設施有良好保養以防止漏水

IT Use and Disposal
使用和棄置資訊科技(IT)產品

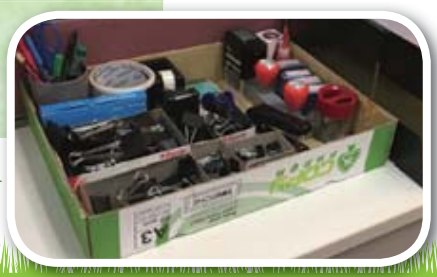
Activate auto energy-saving mode for computers
為電腦啟用自動省電模式
Eliminate the use of cathode ray tubes monitors
不使用陰極射線管顯示設備

Transportation
交通

Maintain all company vehicles well
好好保養公司車輛
Promote green driving practices (e.g. drive smoothly, avoid speeding up or braking suddenly)
推廣環保駕駛習慣(例如：流暢地駕駛，避免突然加速或減油)

Waste Reduction
減廢

Provide recycling facilities for recyclables
提供回收設施
Supply reusable tableware at pantries
在茶水間供應可重用的餐具
Employ reusable stationeries
使用可重用的文具



Energy Saving
節約能源

Provide portable desk lamps for individual use after office hours
在辦公時間過後提供桌上閱讀燈，供個別員工使用
Defrost refrigerator regularly to maintain efficiency
定期為冰箱去霜，維持能源效益
Adopt office electrical appliances with energy label
採用有能源標籤的辦公室電器

Paper/ Printing Saving
減少用紙／列印

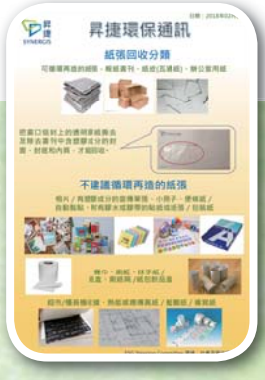
Assign preference on e-copies
儘量使用電子副本
Encourage staff to use double side printing
鼓勵員工使用雙面紙印刷
Purchase of FSC or PEFC certified paper
採購森林管理委員會(FSC)或森林認證認可計劃(PEFC)認可的紙張

Green Procurement
綠色採購

Review actual need and stock before making purchase orders
在下採購訂單前審視真實需要和存倉量
Prioritise suppliers with good environmental compliance, environmental policies and ISO 14001 certification
優先考慮有良好環境合規性、環境政策和ISO14001 認證的供應商購買簡約包裝的產品

Education and Awareness
教育及心態

Put up in-situ green reminders
張貼綠色告示
Circulate green tips through emails and intranet Educate employees on clean recycling of paper
透過電郵及內聯網發佈綠色小貼士教育員工乾淨回收紙張



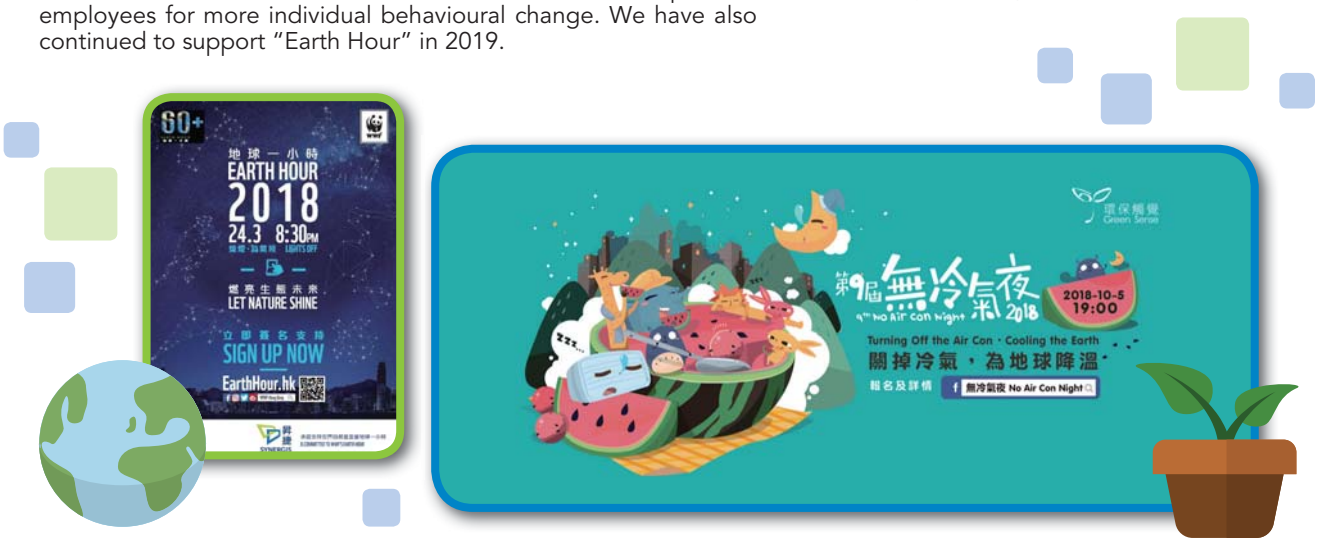
Environment
環境

Green office policies are supported by the management and executed by all staff from the corporate offices. In pursuit of continuous improvement, we constantly consult and respond to our employees on the effectiveness and convenience of the measures. "Green office" has also been incorporated as an independent section in the orientation training since September 2018. To better monitor the environmental performance of our offices, we started recording the weight of the paper sent for recycling from our corporate offices. In 2018, we gathered a total of 4,205 kg of waste paper for recycling. We consider establishing a more comprehensive paper inventory to oversee our paper use in the future.

綠色辦公室政策得到管理層的支持，並由辦公室的所有員工執行。為了不斷改進，我們不斷就措施的有效性和便利性向員工進行諮詢和回應。自2018年9月起，「綠色辦公室」也成為迎新培訓的獨立部分。為求更好地監管辦公室的環保表現，我們開始了紀錄由公司辦公室收集送去回收的廢紙重量。在2018年，我們一共收集了4,205公斤廢紙供回收用。我們考慮建立一個更全面的紙張庫存紀錄，以監督我們未來的用紙量。

Apart from internal measures, our offices, together with all of our managed premises, also supported other large-scale environmental initiatives coordinated by external environmental organizations, such as the "No Air Con Night" by Green sense and "Earth Hour" by World Wildlife Fund. Not only did we demonstrate our passion towards environmental sustainability by taking part in these events, we also set ourselves as role models to inspire our employees for more individual behavioural change. We have also continued to support "Earth Hour" in 2019.

除了內部措施外，我們的辦公室以及所有我們管理的場所也支持其他由坊間環保組織舉辦的大型環保活動，如環保觸覺的「無冷氣夜」和世界自然基金會的「地球一小時」。通過參加這些活動，我們不僅展示了我們對環境可持續性的熱情，還以身作則來激勵員工作出更多個人行為改變。我們於2019年亦繼續支持「地球一小時」。



CLIMATIC RISK IDENTIFICATION AND MANAGEMENT

Climate change and global warming expose us to various risks and will increase the vulnerability of our operations and businesses, unless properly mitigated and treated. By adopting appropriate measures to prepare our operations and people to react to extreme weather events, we can better manage the impact of climate-related risks to our operations and our people.

In PFM business, we communicate with its site employees to ensure precautionary measures are adopted to prepare our operation against extreme weather events. In general, before a typhoon arrives, site employees will coordinate with contractors to ensure all appropriate typhoon precautionary measures are taken. During the typhoon, our staff shall respond to residents' emergency requests promptly, calmly and responsibly. Site managers will also conduct site walkthroughs immediately after typhoons to assess losses and handle the aftermath to facilitate the recovery of normal operations.

氣候風險的識別與管理

氣候變化和全球暖化使我們面臨各種風險，除非我們好好舒緩及處理那些風險，否則其將增加我們業務的脆弱性。通過採取適當措施為我們的業務和人員做好應對極端天氣事件的準備，我們可以更好地管理氣候相關風險對我們的營運和員工的影響。

在物業及設施管理業務中，我們與場地員工進行溝通，以確保採取預防措施，為極端天氣事件做好準備。一般而言，在颱風到來之前，現場員工將與承建包商協調，確已保採取所有適當的颱風預防措施。在颱風期間，我們的員工會及時、冷靜和負責任地回應居民的緊急請求。場地經理還將在颱風後立即進行現場檢查，以評估損失並處理善後事宜，以加快恢復正常營運。

Case Study
案例研究

Asia Airfreight Terminal ("AAT")'s Preparation Works for Typhoon
亞洲空運中心(「亞洲空運中心」)的颱風準備措施

- Given AAT's special function as a 24/7 air cargo terminal hub, AAT treats the rainstorm or typhoon signals very seriously. Having managed AAT facility since 2001, our facility management team is experienced to provide full facility management services, including typhoon preparation and service resumption.

  作為一個年中無休的航空貨運樞紐，亞洲空運中心非常嚴肅地對待暴雨或颱風信號。我們經驗豐富的設施管理團隊自2001年管理亞洲空運中心設施，提供全面的設施管理服務，包括為颱風作準備和恢復服務。

- As precaution, our facility management team engages with all relevant AAT teams for paper drills of typhoon before rainstorm or typhoon season every year. This allows for proper communications and understanding of each department's responsibility for the preparation, standby arrangement and resumption follow-up measures.

  每年在暴雨或颱風季節前，我們的設施管理團隊會與亞洲空運中心所有相關部門進行演習，作為預防措施。這樣可以清楚地溝通和理解每個部門對準備、待命安排和恢復後續措施的責任。

- Comprehensive procedures have been set up to handle different typhoon circumstances, with the aim to minimize the typhoon's influence on cargo operation and facility damage. For example, while typhoon signal number 8 is hoisted, our team would continuously monitor the power supply and conduct inspection on the roller shutters, switch rooms, offices, and warehouse, as well as the high-bay lights. Our team strictly follows the typhoon measures to facilitate smooth cargo operation at AAT.

  為了減低颱風對貨物運營和設施損壞的影響，我們已建立了全面的程序，以處理不同的颱風情況。例如，當八號颱風信號懸掛時，我們的團隊將不斷監察電源，並對捲閘、電掣房、辦公室和倉庫，以及天井燈進行巡查。我們的團隊嚴格遵循颱風措施，以促進亞洲空運中心貨運得以順利進行。

- Once the typhoon signal is lowered, our team would immediately conduct a series of necessary actions and coordinate with other teams at AAT to safely and efficiently resume cargo operation services. These may include coordinating with Control Department to remove pallets, wind-locks and slats to re-open the roller shutters, as well as reinstalling the boom barriers of gates to resume terminal traffic. A detailed typhoon report is also provided after each typhoon circumstances, stating detailed follow-up actions, report of incidents and damaged facilities, among others.

  當改掛較低颱風信號時，我們的團隊將隨即採取一系列所需行動，並與亞洲空運中心的其他部門協調，以安全有效地恢復貨運業務。有關行動可包括與控制部門協調移除貨盤、風門和地板以重新打開捲閘，以及重新安裝欄障障礙以恢復貨運交通。每次颱風過後會提交詳細的颱風報告，詳細說明跟進行動、事故報告和設施損壞等。

Environment
環境

In our ISP operations, we issued guidelines on safety precautionary measures to be adopted before and after an extreme weather event. All loose items, heavy equipment and outdoors machineries, and scaffolding works must be stored or fixed securely before the arrival of the storm. Workers are also evacuated timely to protect their safety. After the extreme weather event, competent persons will assess and inspect the safety of our scaffolding works, lifting appliances, temporary structures and soil conditions of excavation to ensure stability.

During the Year, Hong Kong was hit by the super typhoon Mangkhut, which warranted the highest typhoon warning issued, as well as other tropical storms. Due to our management and frontline staff's steadfast efforts, no injuries or significant losses were reported at our ISP sites after the typhoon season. We have also received multiple appreciation letters praising our site employees' professional performances in managing the chaos brought by several typhoons at our managed property sites.

在我們的室內裝飾及特殊項目營運中，我們發佈了在極端天氣事件發生之前和之後採取的安全預防措施指南。所有鬆散物品，重型設備和戶外機械以及棚架工程必須在風暴到來之前安全存放或固定，工人也及時撤離，以保障他們的安全。在極端天氣事件發生後，合資格人員將評估和檢查我們的棚架工程、起重裝置、臨時建築物和挖掘土壤的安全，以確保穩定性。

本年內，香港受到超強颱風山竹的襲擊，其發出的颱風警告為紀錄最高，而年中亦有其他熱帶風暴吹襲香港。由於我們的管理層和前線員工的堅定努力，颱風過後我們室內裝飾及特殊項目地盤沒有人員受傷，亦沒有重大損失。而我們管理的物業還收到多封感謝信，讚揚我們前線員工在處理幾個颱風帶來的混亂時的專業表現。

Community
社區

CREATE POSITIVE IMPACTS IN THE COMMUNITY

We express our passion and care towards the community by pursuing operational changes that are beneficial to the society, as we strive to continuously create positive impacts in the society through our business.

在社區創造正面影響

我們熱愛及關懷社區，透過在營運上作出一些改變，以有利於社會，並努力通過我們的業務不斷為社會創造正面影響。

Since the operations of Synergis is closely linked to the community, is there any new activity whereby Synergis created even more positive impact within the community in 2018?
由於昇捷的營運與社區有密切聯係，於2018年是否有新參與的活動能加強昇捷對社區的正面影響？

"In 2018, we were thrilled to participate in the "Standbyme@Dementia" programme to leverage our specialty in PFM to assist residents with dementia professionally. It is a new social project organised by Water Drops Foundation and Wing Wah Charity Foundation aiming at bringing the government, private sectors, non-governmental organisations and education organisations together in constructing a more dementia-conscious and friendly society. The project commenced in July 2018 and we are excited about how our business profession can contribute to the project in the coming years."

"在2018年，我們很高興能參與「『腦』友。陪著您走」計劃，利用我們在物業及設施管理方面的專長，專業地幫助認知障礙症患者。這是由滴水基金和榮華慈善基金組織合作的一個新社會項目，旨在將政府，私營部門，非政府組織和教育組織聚集在一起，共同建設一個對認知障礙症更加友好的社會。該項目於2018年7月開始，我們對未來幾年如何透過我們的業務上的專長為該項目作出貢獻感到興奮。"

During the Year, our Group supported a social initiative called "Standbyme@Dementia" that aims to enhance the society's awareness and understanding towards dementia. We are delighted to be a part of this social education project that have great connections to our PFM business profession. Members from our Group participated in the kick-off event of the programme, "Family Fun Day" and spent a day at the Ocean Park with their elderly family members. Game stalls that echoed the programme objectives were set up for participants to play while arousing awareness towards dementia.

本年內，本集團支持了一項名為「『腦』友 • 陪著您走」的社會倡議，旨在提高社會對認知障礙症的認識和理解。這個項目與物業及設施管理專業有著緊密關係，我們很高興可以參與其中。本集團的成員參與了計劃的啟動禮「子親家庭同樂日」，並在海洋公園與他們的長者家人歡聚了一天。當天大會設置了與計劃目標相呼應的遊戲攤位，供參與者玩樂之餘，亦喚起人們對認知障礙症的關注。

In the coming year, the organiser will partner with the Social Welfare Department to provide specialised trainings to personnels working in the property management sector on the characteristics, difficulties and special needs of dementia patients. We aspire to professionally assist residents with dementia to overcome their daily challenges with care.

在未來一年，主辦機構將與社會福利署合作，為物業管理界從業員提供有關認知障礙症患者的特徵、困難和特殊需要的專門培訓。我們期望專業地幫助認知障礙症患者，以關懷助他們克服日常挑戰。

Community
社區

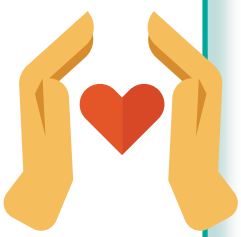
Case Study
案例研究

Forging Friendly Relationship with the Community
與社區建立友好關係

Our ISP business was contracted to carry out a housing project on Lantau Island. As the project site was in close vicinity to existing housing units, it imposed significant challenges for us to manage our impacts to the surrounding community.

室內裝飾及特殊項目業務受聘於大嶼山的一個住宅項目。由於地盤毗鄰住宅單位，因此管理周邊社區的影響是我們面臨的一個重大挑戰。

To minimise nuisance to local residents, we specifically shortened our operation time from Monday to Saturday to weekdays only. Residents could therefore enjoy the tranquil lifestyle on the island during weekends. In addition, during the peak construction period, around 500 workers needed to commute to the island daily. To lessen our burden on the island's transportation capacity, we decided to set up shuttle service for our workers. Despite the rise in operation costs, the arrangement brought significant benefits and convenience to both our workers and the local residents.



為了減少對當地居民的滋擾，我們特別縮短了我們的工作時間，由原來的週一到週六改至僅限平日。因此，居民可以在周末享受島上寧靜的生活方式。此外，在工程高峰期，每天約有500名工人需要到島上通勤。為了減輕對島上運輸能力的負擔，我們為工人設立接駁專車服務。儘管這樣使營運成本上升，但有關安排就為我們的工人和當地居民帶來了莫大的好處和便利。

COMMUNITY ENGAGEMENT

Synergis is determined to support causes and initiatives that promote sustainability. During the Year, our standing committee "S-Power" continued to be our strategic body to promote sustainability, as well as to design and organize employee activities and community engagement projects.

In recognition to our unwavering support and contribution to creating a better and more inclusive society, we have been awarded as a "Caring Company" by the Hong Kong Council of Social Services, and as a "Heart to Heart Company" by the Hong Kong Federation of Youth Group for more than 10 consecutive years. These awards keep our effort and care towards our employees, the community and environment sighted and serve as an excellent reminder of our long-term commitment to the society.

社區參與

昇捷決心支持可持續發展的事業和倡議。本年內，我們的「昇動力」委員會仍然是我們推廣可持續發展，以及設計和組織員工活動及社區參與項目的策略性團隊。

為了表揚我們對創造更美好和更具包容性的社會的支持和貢獻，香港社會服務聯會和香港青年協會連續十多年分別向我們頒發「商界展關懷」和「有心企業」標誌。這些獎項不但顯示了我們對員工，社區和環境的付出和關愛，亦提醒我們謹記我們對社會的長期承諾。

15 years+ 商界展關懷 caringcompany
Awarded by The Hong Kong Council of Social Service 香港社會服務聯會頒發

有心企業 HEART TO HEART COMPANY 2006-2018

Children Workshop with the Salvation Army

In Hong Kong, more than 220,000 children live under the poverty line. To provide entertainment with educational meanings to these underprivileged children, we once again partnered with the Salvation Army to organize volunteering events that target children from low income families. During summer holiday in 2018, 20 volunteers from our Group went to the Salvation Army centre in Yaumatei to hold a "Children Cushion Cover Upcycling Workshop". Children from the centre turned used clothes into creative and beautiful cushion covers under the guidance and help from our volunteers. Both the children and our volunteers spent a memorable morning unleashing their creativity while learning the virtue of upcycling.

和救世軍合辦的兒童工作坊

在香港，超過二十二萬名兒童生活在貧困線以下。為了向這些貧困兒童提供具有教育意義的娛樂活動，我們再次夥拍救世軍，合辦針對低收入家庭兒童的義工活動。在2018年暑假期間，來自我們集團的20名義工前往油麻地救世軍中心舉行「暑假『童』樂 • 環保咕啦工作坊」。在義工的指導和幫助下，來自中心的孩子們將舊衣物變成了既美觀又富創意的椅墊套。孩子和義工都度過了一個難忘的上午，在釋放創造力的同時，也學習了升級再造的優點。

We also organized a "Children's Snowy Mooncake Workshop" in September to celebrate Mid-Autumn Festival with the grassroots children in collaboration with the Salvation Army. All children who took part in the workshop could bring home their hand-made snowy mooncakes to share the festive joy with their families.

我們還在9月與救世軍合作舉辦了名為「中秋『童』樂 • 愛心月餅工作坊」的活動，與基層兒童一起慶祝中秋節。所有參加活動的孩子都可以帶手工製作的冰皮月餅回家，與家人分享節日的喜悅。

Community
社區

Mooncake Recycle Programme

According to statistics, Hong Kong people throw away millions of mooncakes every year. To rescue edible mooncakes that would otherwise be disposed of as waste, we organised a mooncake recycling event at our corporate offices in September. All mooncakes collected were sent to Food Angel and redistributed to elderly and families in need.

月餅回收活動

據統計，香港人每年都會丟掉數百萬個月餅。為了拯救原本會被當作廢物的可食用月餅，我們於9月在公司辦公室舉辦了月餅回收活動。所有收集到的月餅都被送到惜食堂，並重新分配給有需要的老人和家庭。

Fundraising Activities

In January 2018, Synergis' staff and their families participated in the annual Dogathon organised by the Society for the Prevention of Cruelty to Animals to raise funds for underprivileged animals in the city. Our staff and their beloved dog friends shared a lovely yet meaningful morning at the harbourside in the Disneyland Resort. We continued to participate in this activity in 2019.

籌款活動

於2018年1月，我們的員工和家人參加了由愛護動物協會組織的年度「全城狗狗行善日」活動，為本港弱勢動物籌集資金。我們的員工帶同心愛的寵物在迪士尼樂園度假區的海邊度過了一個美好而又有意義的上午。2019年，我們繼續參與這項活動。

Our employees also participated in fundraising charity races during the year. In January, two teams of our employees represented our Group to take part in the Joyful Charity Run held by the Joyful (Mental Health) Foundation. Having 8 years of history, the race aimed at promoting physical, mental, and spiritual health through exercise, and arousing public awareness towards mental health issue at the same time.

我們的員工也在本年內參與了慈善跑步比賽的籌款活動。1月份，我們的員工組織了兩隊隊伍代表本集團參加由心晴行動慈善基金舉辦的《心晴跑•跑傳情》慈善跑。這項比賽已有八年的歷史，旨在通過運動促進身體，心理和精神健康，同時喚起公眾對心理健康問題的關注。

We also supported the Green Power Hike organised by Green Power in February. A group of our employees formed a team to participate in the 10km Property Management Cup to raise funds for Green Power's environmental education projects. Our employees enjoyed the incredible natural scenery while hiking for a good cause. In January 2019, we participated in this event once again.

我們在2月還支持了由綠色力量舉辦的綠色力量環島行。我們的員工組成了一隊代表隊參加了十公里的物業管理盃，為綠色力量的環保教育項目籌集資金。我們的員工在為社會做善事的同時飽覽了沿路美麗的自然風光。於2019年1月，我們再次參與這項活動。

Awards and Recognitions
獎項及認可

Organiser 主辦單位	Award 獎項	Awarded Company/ Managed Property 得獎公司／管理之物業
The Hong Kong Institute of Facility Management 香港設施管理學會	**Excellence in Facility Management Award 2018** **卓越設施管理獎2018**	
	Grand Award (Institutional & Government Properties) 卓越大獎(公共項目及政府產業)	Tuen Mun Public Riding School 屯門公眾騎術學校
	Excellence Award (Institutional & Government Properties) 卓越獎(公共項目及政府產業)	The Hong Kong Federation of Youth Groups Building 香港青年協會大廈
	Excellence Award (Asia Pacific) 卓越獎(亞太區)	Beijing ECMall 北京歐美匯大廈
	Excellence Award (Small-Scale Residential) 卓越獎(小型住宅)	Fairland Gardens 俊慧園
LINK Asset Management Limited 領展資產管理有限公司	**Best Shopping Centre Award (Community/Neighbourhood)** **最佳商場管理大獎(都會／匯坊)**	
	Silver Award 銀獎	T Town
	Best Managed Cluster Award (Community/Neighbourhood) **卓越商場管理大獎(都會／匯坊)**	
	District Merit Award 分區優異獎	Tin Shui Wai (Group DC1) — Tin Yiu Plaza, Tin Shui Shopping Centre, Tin Chak Shopping Centre, Tin Shing Shopping Centre and T Town 天水圍區域(DC1組) — 天耀廣場、天瑞商場、天澤商場、天盛商場及T Town
	The Excellent Contractor Award in the Mid-term of 2018: PMSS 2018中期卓越承辦商大獎：物業管理支援服務	Synergis Management Services Limited 昇捷管理服務有限公司
	The Best Managed Market Award 卓越街市管理大獎	Tin Shing Market 天盛街市
Hong Kong Police Force 香港警務處	**Hong Kong Island Best Security Services Awards 2017–2018** **港島總區最佳保安服務選舉 2017–2018**	
	Outstanding Security Services — Industrial/Commercial Property Award 優秀保安服務 — 工商物業獎	Pico Tower 筆克大廈

Organiser 主辦單位	Award 獎項	Awarded Company/ Managed Property 得獎公司／管理之物業
Hong Kong Police Force 香港警務署	**Kowloon West Best Security Services Awards 2018** **西九龍最佳保安服務選舉2018**	
	Outstanding Managed Property 最佳物業管理獎	Star Court and Edward Court 文星樓及德星樓
	Double-Star Managed Property 雙星級管理物業獎	Silver Crest 銀巒閣
	Four-Star Managed Property 四星級管理物業獎	Perth Garden 巴富花園
	Five-Star Managed Property 五星級管理物業獎	The Crescent, 18A La Salle Road, Emperor Place, 7–11 Cornwall Street and Content Lodge 仁禮花園、喇沙利道18號A、帝文苑、7–11歌和老街、康定舍
	Kowloon East Best Security Services Awards **東九龍總區最佳保安服務選舉**	
	Outstanding Partner Award 優秀伙伴物業獎	Hong Pak Court and Po Ming Court 康柏苑及寶明苑
	New Territories North Best Security Services Awards 2017 **新界北總區最佳保安服務選舉2017**	
	Property Management Award 優質物業管理獎	88 Square, Century Court, Chung Nga Court, Elegance Garden, Emerald Palace, Fu Shin Estate, Ka Shing Court, King Nga Court, King Shing Court, L' Utopie, Sun Hing Garden, Tai Po Garden, Tin Ping Estate, Villa Castell and Wan Tau Tong Estate 88廣場、山翠苑、頌雅苑、富雅花園、疊翠豪庭、富善邨、嘉盛苑、景雅苑、景盛苑、逍遙雋岸、新興花園、大埔花園、天平邨、新翠山莊及運頭塘邨
	New Territories South Best Security Personnel Awards 2017–2018 **新界南總區最佳保安員選舉2017–2018**	
	Property Management Award 優質物業管理獎	Green Crest, Harvest Garden, Kin Fai Building, Lung Mun Oasis, Marbella Gardens, Palm Beach and Tin Fu Court 翠巒、恒豐園、建輝大廈、龍門居、馬寶花園、棕月灣及天富苑

Awards and Recognitions
獎項及認可

Organiser 主辦單位	Award 獎項	Awarded Company/ Managed Property 得獎公司／管理之物業
The Hong Kong Construction Association 香港建造商會	**HKCA Construction Safety Awards 2017** **香港建造商會安全獎2017**	
	Proactive Safety Contractor Award 積極推動安全承建商獎	ISP Construction (Engineering) Limited 昇柏營造廠(工程)有限公司
Synergis 昇捷	**Quality Improvement and Experience Sharing Convention 2017/18** **優質改善經驗交流會2017/18**	
	My Favourite Presentation Team Award 我最喜愛發佈隊伍大獎	Synergis Holdings Limited 昇捷控股有限公司
	Best Sustainability Award 最佳持續發展意念大獎	Synergis Holdings Limited 昇捷控股有限公司
JobMarket 求職廣場	Employer of Choice Award 2017 卓越僱主大獎2017	Synergis Management Services Limited 昇捷管理服務有限公司
The World Green Organisation 世界綠色組織	Green Office Awards Labelling Scheme 綠色辦公室獎勵計劃	Synergis Management Services Limited 昇捷管理服務有限公司 ISP Interiors Limited 昇柏室內裝飾有限公司
Housing Committee under Wong Tai Sin District Council 黃大仙區議會轄下房屋事務委員會	**Wong Tai Sin District Quality Building Management Competition** **黃大仙區優質大廈管理比賽**	
	Tenants Purchase Scheme and Home Ownership Scheme Category — Second Runner-up 租置屋邨及居者有其屋組季軍	Tsz On Court 2 慈安苑(二期)
	Tenants Purchase Scheme and Home Ownership Scheme Category — Merit Award 租置屋邨及居者有其屋組優異獎	King Hin Court 瓊軒苑
	Private Residential Building Category — Merit Award 私人住宅樓宇組優異獎	The Vista 怡庭居
Kowloon City District Council Housing and Infrastructure Committee 九龍城區議會轄下房屋及基礎建設委員會	**Year 2018–19 Kowloon City Quality Building Management Competition and the Best Environmental Hygiene Building** **九龍城區優質樓宇管理比賽暨最佳環境衞生大廈選舉**	
	Merit Award 優異獎	Fairland Gardens 俊慧園

Organiser 主辦單位	Award 獎項	Awarded Company/ Managed Property 得獎公司／管理之物業
Occupational Safety and Health Council, Hong Kong Labour Department, Hong Kong Electrical and Mechanical Services Department and The Hong Kong Associations of Property Management Companies 職業安全健康局、香港勞工處、香港機電工程署及香港物業管理公司協會	**Best Property Safety Management Award 2017–18** **最佳職安健物業管理大獎2017–18**	
	Best Property Contractor in Occupational Safety and Health — Gold Award 最佳職安健物業管理承辦商 — 金獎	Wo Ming Court 和明苑
	Best Property Management Award in Occupational Safety and Health — Merit Award 最佳職安健物業管理大獎 — 優異獎	Fairland Gardens 俊慧園
	Safety Culture Award — Merit Award 安全文化大獎 — 優異獎	Chung Nga Court 頌雅苑
Occupational Safety and Health Council 職業安全健康局	**Safe and Healthy Estate Accreditation Scheme** **香港安健屋邨確認計劃**	
	Safe and Healthy Estate with Excellent Performance 卓越安健屋邨	Chung Nga Court and Yuk Ming Court 頌雅苑及煜明苑
	Safe and Healthy Estate with Outstanding Performance 傑出安健屋邨	Broadview Terrace, The Crescent, Tsz On Court 2, King Shing Court, Sun Hing Garden, Tai Wo Estate, Tin Ping Estate, Wan Tau Tong Estate and Harvest Garden 雅景臺、仁禮花園、慈安苑(二期)、景盛苑、新興花園、太和邨、天平邨、運頭塘邨及恒豐園
Hong Kong Police Force Crime Prevention Bureau & Vocational Training Council 香港警務處防止罪案科與職業訓練局	**Security Services Best Training Awards** **保安服務最佳培訓獎**	
	Silver Award 銀獎	Wah Kwai Estate 華貴邨
	Bronze Award 銅獎	King Shan Court 瓊山苑
	Merit Award 優異獎	Tanner Garden, Harvest Garden and Tin Fu Court 丹拿花園、恒豐園及天富苑
Environmental Protection Department 環境保護署	**Programme on Source Separation of Domestic Waste Commendation Scheme 2017/18** **家居廢物源頭分類獎勵計劃2017/18**	
	Silver Award 銀獎	Valley View Terrace and Scenery Garden 駿景台及豐景花園
	Bronze Award 銅獎	The Crescent, Ka Shing Court and Rise Park Villas 仁禮花園、嘉盛苑及麗莎灣別墅

Awards and Recognitions
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Organiser 主辦單位	Award 獎項	Awarded Company/ Managed Property 得獎公司／管理之物業
Environmental Protection Department 環境保護署	Certificate of Merit 優異獎	
	Hong Kong Island 香港島	Marina Habitat, Tanner Garden 悦海華庭、丹拿花園
	Kowloon/Tseung Kwan O 九龍／將軍澳	7–11 Cornwall Street, Content Lodge, Cypress Garden, Emperor Place, Hin Ming Court, Hong Pak Court, King Hin Court, King Shan Court, 18A La Salle Road, The Vista, Tsz On Court 2, Wo Ming Court and Yuk Ming Court 7–11 歌和老街、康定舍、龍柏花園、帝文苑、顯明苑、康柏苑、瓊軒苑、瓊山苑、喇沙利道18號A、怡庭居、慈安苑(二期)、和明苑及煜明苑
	New Territories West 新界西	Green Crest, Harvest Garden, Hibiscus Park, Lung Mun Oasis, Marbella Gardens, Tin Fu Court and Tsui Yiu Court 翠巒、恒豐園、芊紅居、龍門居、馬寶花園、天富苑及翠瑤苑
	New Territories East 新界東	Century Court, Chung Nga Court, Elegance Garden, Forest Hill, Fu Shin Estate, King Nga Court, King Shing Court, Tai Po Garden, Tin Ping Estate, Wan Tau Tong Estate and Wealthy Villas 山翠苑、頌雅苑、富雅花園、蔚林居、富善邨、景雅苑、景盛苑、大埔花園、天平邨、運頭塘邨及富康園
	Award for Enhancement 進步獎	Rise Park Villas, Scenery Garden and Valley View Terrace 麗莎灣別墅、豐景花園及駿景台

Organiser 主辦單位	Award 獎項	Awarded Company/ Managed Property 得獎公司／管理之物業
Friends of the Earth (HK) 香港地球之友	**Power Smart Energy Saving Contest 2017/18** **「知慳惜電」節能比賽2017/18**	
	Biggest Units Saver Awards (Restaurant, School, Hotel) — 1st Runner Up 勁減用量大獎（餐飲業組、學校組、酒店組）亞軍 Highest Percentage Saver Award (Restaurant, School, Hotel) — 2nd Runner Up 勁減百分比大獎（餐飲業組、學校組、酒店組）季軍	HKU Space — Kowloon East Campus 香港大學專業進修學院 — 九龍東分校

Organiser 主辦單位	Award 獎項	Number of Awarded Staff 得獎員工人數
Hong Kong Institute of Certified Property Managers, Hong Kong Mediation Centre & Hong Kong Institute of Real Estate Administrators 香港物業管理師學會、香港和解中心及香港地產行政師學會	**Property Management Week 2018 — Outstanding Practitioners Awards** **香港物業管理周2018 — 優秀從業員選舉**	
	Managerial Practitioners — Merit Award 經理級從業員 — 優異獎	1
Hong Kong Police Force 香港警務署	**Best Security Services Awards** **最佳保安服務獎勵計劃**	
	Best Security Guard/Outstanding Personnel/ Security Personnel Awards 最佳保安員獎／優秀人員獎／保安員獎	150
LINK Asset Management Limited 領展資產管理有限公司	Best Service Ambassador Award 卓越服務人員大獎	3
The Hong Kong Institute of Facility Management 香港設施管理學會	**Excellence in Facility Management Award** **卓越設施管理獎**	
	Facility Management People Award (Managerial) — Silver Award 設施管理傑出人才獎（經理組）— 銀獎	1
The Hong Kong Construction Association (HKCA) 香港建造商會	**HKCA Construction Safety Awards 2017** **香港建造商會安全獎2017**	
	Safe Supervisors Award 安全監督獎	1
	Safe Person In-Charge Award 安全負責人獎	1

Key Performance Table
關鍵績效表

Key Performance Indicators 關鍵績效指標	Unit 單位	2018		
Environmental 環境		Corporate Offices 公司辦公室	ISP 室內裝飾及特殊項目	Total 總和
GHG Emissions *溫室氣體排放*				
GHG Emission — Scope 1 溫室氣體排放(範圍一)	tCO_2-e 噸二氧化碳當量	159.00	46.10	205.10
GHG Emission — Scope 2 溫室氣體排放(範圍二)	tCO_2-e 噸二氧化碳當量	206.71	165.09	371.80
Total GHG Emissions (Scope 1 & 2) 總溫室氣體排放(範圍一及二)	tCO_2-e 噸二氧化碳當量	365.71	211.19	576.92
GHG Emission Intensity by Area[1] 按總樓面面積計的溫室氣體排放密度[1]	tCO_2-e/m^2 噸二氧化碳當量／平方米	0.09	0.00	0.00
Energy Use *能源用量*				
Diesel Usage 柴油用量	Litre 公升	18,868.88	5,821.10	24,689.98
Gasoline Usage 汽油用量	Litre 公升	40,267.62	11,313.65	51,581.27
Electricity Usage 耗電量	kWh 千瓦時	404,315.39	294,164.83	699,480.22
Total Energy Usage 總能源用量	MJ 兆焦耳	3,539,660.85	1,663,600.22	5,203,261.07
Energy Usage Intensity by Area 按總樓面面積計的能源密度	MJ/m^2 兆焦耳／平方米	877.89	11.06	33.70
Water Use *耗水*				
Water Usage 耗水量	m^3 立方米	323.00	18,795.00	19,118.00
Water Usage Intensity by Area 按總樓面面積的耗水密度	m^3/m^2 立方米／平方米	0.08	0.12	0.12
Waste Statistics *廢棄物統計*				
Non-Hazardous Waste Generated[2] 無害廢棄物[2]	Tonnes 噸	–	4,887.20	4,887.20
Non-Hazardous Waste Generated Intensity by Area 按總樓面面積的無害廢棄物密度	Tonnes/m^2 噸／平方米	–	0.03	–
Paper Recycled 回收紙量	kg 公斤	2,195	2,010	4,205

1 Area refers to construction floor area ("CFA") for ISP sites. If CFA information is not available, site area or gross floor area data is used with caution.

2 We currently do not have a comprehensive monitoring system for office waste.

1 室內裝飾及特殊項目地盤的樓面面積主要取決於總建築面面積(「總建築面面積」)。如缺乏總建築面面積資料，我們則謹慎採用場地面積和總樓面面積之數據，以作評估之用。

2 我們暫時未有完善監控公司廢棄物的系統。

Key Performance Indicators 關鍵績效指標	Unit 單位	2018		
Social 社會		PFM 物業及設施管理	ISP 室內裝飾及特殊項目	Total 總和
Workforce Statistics *員工統計資料*				
Total Workforce 員工總數	Person 人	4,606	249	4,855
Workforce by Gender *按性別劃分的員工數目*				
— Female — 女性	Person 人	2,282	82	2,364
— Male — 男性	Person 人	2,324	167	2,491
Workforce by Age Group *按年齡劃分的員工數目*				
< 30 Years Old <三十歲	Person 人	532	37	569
30–50 Years Old 三十至五十歲	Person 人	1,234	136	1,370
> 50 Years Old >五十歲	Person 人	2,840	76	2,916
Workforce by Employment Type *按受聘類別劃分的員工數目*				
Full-time 全職	Person 人	2,585	176	2,761
Part-time 兼職	Person 人	1,043	65	1,108
Contract 合約	Person 人	978	8	986
Training Hours *受訓時數*				
Total Training Hours 總受訓時數	Hours 小時	4,142	130	4,272
Average Training Hours by Gender *按性別劃分的員工平均受訓時數*				
— Female — 女性	Hours 小時	0.80	0.39	0.78
— Male — 男性	Hours 小時	1.00	0.59	0.97

Key Performance Table
關鍵績效表

Key Performance Indicators 關鍵績效指標	Unit 單位	2018		
Social 社會		PFM 物業及 設施管理	ISP 室內裝飾及 特殊項目	Total 總和
Work-Related Injury *工傷*				
Work Related Injury Rate 工傷率	Per 1,000 Employees 以每千名工人計	16.9[3]	8.77[4]	–
Lost Days due to Work-Related Injury 由工傷所引致的工作天數損失	No. of Days 日數	5,629[5]	1,860[6]	7,489
Work Fatalities 因工死亡	Case 事件	0	0	0
Volunteering Hours *義工時數*				
Total Number of Volunteering Hours 義工服務總時數	Hours 小時	–	–	236

3 Direct employees only

4 Direct employees and sub-contractors

5 Direct employees only

6 Direct employees and sub-contractors

3 只計直接聘用的員工

4 計直接聘用的員工及分判商

5 只計直接聘用的員工

6 計直接聘用的員工及分判商

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Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
A. Environmental A. 環境 Aspect A1: Emissions 層面A1：排放物		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	"Environment": Environmental Management, Reduce Our Environmental Impacts, Resource Stewardship, Enhance Residents' Environmental Performances, Promoting Green Office
一般披露	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	「環境」：環境管理、減少我們對環境的影響、資源管理、提高居民的環保表現、推廣綠色辦公室
KPI A1.1	The types of emissions and respective emissions data.	"Environment": Reduce Our Environmental Impacts; "Key Performance Table"
關鍵績效指標A1.1	排放物種類及相關排放數據。	「環境」：減少我們對環境的影響；「關鍵績效表」
KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	"Environment": Reduce Our Environmental Impacts; "Key Performance Table"
關鍵績效指標A1.2	溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	「環境」：減少我們對環境的影響；「關鍵績效表」
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	The production of hazardous waste continues to be insignificant when compared to other non-hazardous waste generated by our Group. Hence, we currently do not have a centralised monitoring system to record the amount of hazardous waste we produce.
關鍵績效指標A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	與本集團所產生的無害廢棄物相比，有害廢棄物的數量仍然比較微不足道。因此，本集團現階段並沒有一個中央監測系統去紀錄有害廢棄物的產量。

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Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	"Key Performance Table"
關鍵績效指標A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	「關鍵績效表」
KPI A1.5	Description of measures to mitigate emissions and results achieved.	"Environment": Reduce Our Environmental Impacts, Resource Stewardship
關鍵績效指標A1.5	描述減低排放量的措施及所得成果。	「環境」:減少我們對環境的影響、資源管理
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	"Environment": Reduce Our Environmental Impacts, Resource Stewardship, Enhance Resident's Environmental Performances
關鍵績效指標A1.6	描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。	「環境」:減少我們對環境的影響、資源管理、提高居民的環保表現
Aspect A2: Use of Resources 層面A2:資源使用		
General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	"Environment": Resource Stewardship, Promoting Green Office
一般披露	有效使用資源(包括能源、水及其他原材料)的政策。	「環境」:資源管理、推廣綠色辦公室
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	"Environment": Reduce Our Environmental Impact; "Key Performance Table"
關鍵績效指標A2.1	按類型劃分的直接及/或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	「環境」:減少我們對環境的影響、「關鍵績效表」
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	"Key Performance Table"
關鍵績效指標A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。	「關鍵績效表」
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	"Environment": Resource Stewardship, Promoting Green Office
關鍵績效指標A2.3	描述能源使用效益計劃及所得成果。	「環境」:資源管理、推廣綠色辦公室

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	"Environment": Resource Stewardship, Promoting Green Office
關鍵績效指標A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	「環境」：資源管理、推廣綠色辦公室
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	This KPI is irrelevant to the Group's business.
關鍵績效指標A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。	此關鍵績效指標與本集團業務無關。
Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源		
General Disclosure	Policies on minimising the issuer's significant impact on the environment and natural resources.	"Environment": Environmental Management, Reduce Our Environmental Impacts, Resource Stewardship, Enhance Residents' Environmental Performances, Promoting Green Office
一般披露	減低發行人對環境及天然資源造成重大影響的政策。	「環境」：環境管理、減少我們對環境的影響、資源管理、提高居民的環保表現、推廣綠色辦公室
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	"Environment": Reduce Our Environmental Impacts, Resource Stewardship, Enhance Residents' Environmental Performances, Promoting Green Office
關鍵績效指標A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	「環境」：減少我們對環境的影響、資源管理、提高居民的環保表現、推廣綠色辦公室

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Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
B. Social B. 社會 Employment and Labour Practices 僱傭及勞工常規 Aspect B1: Employment 層面B1：僱傭		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	"Workplace Practices": Good Employment Practices
一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	「職場實務」：友善僱傭措施
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	"Key Performance Table"
關鍵績效指標B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	「關鍵績效表」
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	N/A
關鍵績效指標B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	不適用

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
Aspect B2: Health and Safety 層面B2：健康與安全		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	"Workplace Practices": Health and Safety First
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	「職場實務」：健康及安全第一
KPI B2.1	Number and rate of work-related fatalities.	"Workplace Practices": Health and Safety First; "Key Performance Table"
關鍵績效指標B2.1	因工作關係而死亡的人數及比率。	「職場實務」：健康及安全第一；「關鍵績效表」
KPI B2.2	Lost days due to work injury.	"Workplace Practices": Health and Safety First; "Key Performance Table"
關鍵績效指標B2.2	因工傷損失工作日數。	「職場實務」：健康及安全第一；「關鍵績效表」
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	"Workplace Practices": Health and Safety First
關鍵績效指標B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。	「職場實務」：健康及安全第一

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Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
Aspect B3: Development and Training 層面B3：發展及培訓		
General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	"Workplace Practices": Nourishing Talents
一般披露	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	「職場實務」：培育人才
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	N/A
關鍵績效指標B3.1	按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	不適用
KPI B3.2	The average training hours completed per employee by gender and employee category	"Key Performance Table"
關鍵績效指標B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	「關鍵績效表」
Aspect B4: Labour Standards 層面B4：勞工準則		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	"Economic and Governance": Business Ethics
一般披露	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	「經濟和管治」：商業倫理
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	"Economic and Governance": Business Ethics
關鍵績效指標B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。	「經濟和管治」：商業倫理
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	"Economic and Governance": Business Ethics
關鍵績效指標B4.2	描述在發現違規情況時消除有關情況所採取的步驟。	「經濟和管治」：商業倫理

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
Operating Practices 營運慣例 Aspect B5: Supply Chain Management 層面B5：供應鏈管理		
General Disclosure	Policies on managing environmental and social risks of the supply chain.	"Supply Chain Management": Fair and Open Procurement Practices, Compliance of Suppliers and Contractors, Suppliers and Contractors Sustainability Performance; "Environment": Environmental Management
一般披露	管理供應鏈的環境及社會風險政策。	「供應鏈管理」：公平和開放的採購慣例、供應商和承包商的合規性、供應商和承包商的可持續發展表現；「環境」：環境管理
KPI B5.1	Number of suppliers by geographical region.	N/A
關鍵績效指標B5.1	按地區劃分的供應商數目。	不適用
KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	"Supply Chain Management": Fair and Open Procurement Practices, Compliance of Suppliers and Contractors, Suppliers and Contractors Sustainability Performance
關鍵績效指標B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	「供應鏈管理」：公平和開放的採購慣例、供應商和承包商的合規性、供應商和承包商的可持續發展表現
Aspect B6: Product Responsibility 層面B6：產品責任		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	"Economic and Governance": Business Ethics ; "Service Responsibility": Service Quality and Responsibility, Customer As Our Top Priority
一般披露	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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	「經濟和管治」：商業倫理；「服務責任」：服務質量和責任、客戶優先

HKEx Content Index
聯交所內容索引

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	This KPI is irrelevant to the Group's business.
關鍵績效指標B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。	此關鍵績效指標與本集團業務無關。
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	N/A
關鍵績效指標B6.2	接獲關於產品及服務的投訴數目以及應對方法。	不適用
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	"Economic and Governance": Business Ethics
關鍵績效指標B6.3	描述與維護及保障知識產權有關的慣例。	「經濟和管治」：商業倫理
KPI B6.4	Description of quality assurance process and recall procedures.	"Service Responsibility": Service Quality and Responsibility
關鍵績效指標B6.4	描述質量檢定過程及產品回收程序。	「服務責任」：服務質量和責任
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	"Service Responsibility": Customer As Our Top Priority
關鍵績效指標B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。	「服務責任」：客戶優先
Aspect B7: Anti-corruption 層面B7：反貪污		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	"Sustainability at Synergis": Sustainability Governance; "Economic and Governance": Business Ethics
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	「昇捷的可持續發展」：可持續發展管治； 「經濟和管治」：商業倫理
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Nil
關鍵績效指標B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	零

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Relevant Chapter or Explanation 相關章節或說明
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	"Economic and Governance": Business Ethics
關鍵績效指標B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	「經濟和管治」：商業倫理
Community 社區 Aspect B8: Community Investment 層面B8：社區投資		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	"Community": Create Positive Impacts in the Community, Community Engagement
一般披露	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	「社區」：在社區創造正面影響、社區參與
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	"Community": Create Positive Impacts in the Community, Community Engagement
關鍵績效指標B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	「社區」：在社區創造正面影響、社區參與
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	"Community": Create Positive Impacts in the Community, Community Engagement
關鍵績效指標B8.2	在專注範疇所動用資源(如金錢或時間)。	「社區」：在社區創造正面影響、社區參與

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