

Corporate Social
Responsibility
Report 2012
企業社會責任報告

Content

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Scope & Approach of Reporting

報告範疇及模式

Scope & Approach of this Report

Wheelock Properties (Hong Kong) Limited considers Corporate Social Responsibility (CSR) an integral part of our corporate culture. This is the second year in which we produce a standalone CSR report and it is our first report in accordance with the Global Reporting Initiative Guidelines (GRI)¹. Wheelock Properties (Hong Kong) Limited is the property arm and major operating unit of Wheelock Properties Limited, a wholly-owned subsidiary of Wheelock and Company Limited (SEHK: 0020).

This report covers the economic, social and environmental impacts if any, of our operations in Hong Kong and addresses the company's sustainability challenges and achievements, including our business, corporate governance, sustainability approach, environment, people, customers and community. As part of our integrated business operations, related information of Wheelock and Company Limited (Our Group), its subsidiaries including The Wharf (Holdings) Limited (Wharf Group), Harriman Property Management Limited and Harriman Management Services Limited have been covered in this report to show a broader coverage of our sustainability efforts. All contents relate to the period from January to December 2012.

For this report, quantitative data is less comprehensive. However, we commit to building further capacity for data measurement, collection and reporting across our operations, in alignment with the GRI guidelines.

報告範疇及模式

會德豐地產(香港)有限公司認為企業社會責任(CSR)是企業文化內不可分割的一環。今年已是我們第二年編製一份獨立的企業社會責任報告書，亦是首次參考全球報告倡議組織指標(GRI)¹而撰寫。會德豐地產(香港)有限公司是會德豐地產有限公司旗下一個負責地產業務及主要營運單位；是會德豐有限公司(SEHK:0020)的全資附屬公司。

這報告蓋述我們的營運對香港經濟、社區及環境等所帶來的相關影響，以及概說了公司在可持續發展方面的挑戰和所取得的成就，當中包括集團業務、企業管治、可持續發展方向、環境、員工、客戶和社區等範疇。作為我們綜合業務運營的一部分，會德豐有限公司(本集團)及其附屬公司，包括九龍倉(控股)有限公司(九龍倉集團)、夏利文物業管理有限公司及夏利文管理服務有限公司等之相關資料亦被納入此報告內，達致更廣範地展示我們在可持續發展的努力。所有內容追敘由2012年1月至12月期間。

這報告內的定量數據可能不屬全面。然而，我們會進一步為業務各方面加強建立數據測量、收集和報告的方案，盡力按照全球報告倡議組織指引而編寫。

¹ The Global Reporting Initiative (GRI) is a non-profit organisation that promotes economic, environmental and social sustainability. GRI provides all companies and organisations with a comprehensive sustainability reporting framework that is widely used around the world. Current Reporting is based on the version GRI G3.1.

¹ 全球報告倡議組織(GRI)是一個非營利組織，旨在促進經濟、環境及社會的可持續發展。GRI為公司及機構提供一個全面的可持續發展報告框架，現今於世界各地被廣泛使用。此報告乃依據GRI G3.1版本編寫。



How We Report

This Report is a self-checked application "B Level" Report in accordance with Global Reporting Initiative (GRI) G3.1 Sustainability Reporting Guidelines. The GRI categories covered in this Report include Economic, Environmental, Society, Product Responsibility, Labour Practices and Decent Work, and Human Rights.

The Report can be downloaded from our website:

<http://www.wheelockpropertieshk.com/csr.php>

Additional information which relates to our sustainability performance, including financial data and corporate governance information can be found in our Group's Annual Report at:

<http://www.wheelockcompany.com/investors/annual.asp>



Your Feedback

We welcome and value your feedback on this report. Please feel free to contact us by email at: csr@wheelockpropertieshk.com

報告模式

本報告是參考全球報告倡議組織指標(GRI)G3.1可持續發展報告指引內自評達到B級的標準而撰寫。報告內所函括的全球報告倡議組織分類包括經濟、環境、社區、產品責任、勞工措施及合理工作、和人權。

報告可於下列網址下載：

<http://www.wheelockpropertieshk.com/csr.php>

有關持續發展表現的其他資料，包括財務數據及企業管治資訊，可查閱集團年報：

<http://www.wheelockcompany.com/investors/annual.asp>

您的意見

我們十分歡迎閣下對本報告提出寶貴意見。歡迎隨時透過以下電郵聯絡我們：

csr@wheelockpropertieshk.com

Message from the Managing Director

常務董事的話

Wheelock Properties believes the business sector has a key role to play in nurturing and supporting social initiatives. We endeavour to be at the helm of environmentally-conscious real estate development and operations. Through our actions, we aspire to continually care for the communities in which we live. This includes long-term support for local youths and facilitating the sustainable economic growth of Hong Kong.

With "Business in Community" as our motto, our team strives to find new ways of achieving excellence: not only by delivering innovative and high quality products and services to our customers, but also by respecting the environment and the planet's precious resources, as well as by reaching out to the local community. In the past year, we continued to make great progress with Project WeCan, we also introduced Club Wheelock, and developed an internal engagement and development programme as part of our sustainability strategy.

As an environmentally responsible corporate, we remain committed to reduce our carbon footprint, to deliver quality products and services, and to show the highest levels of respect for all stakeholders.

會德豐地產相信，在培育和支持社會倡議上，商界擔當著一個重要的角色，而我們亦努力推動重環保意識的房地產開發和營運。透過行動，我們希望能持續關注我們所居住的社區，包括長期支持本地青少年和促進香港經濟的可持續增長。

以「社•企共勉」作為企業的座右銘，我們的團隊不斷尋求新穎的方法追求卓越表現；我們不僅為客戶提供創新及優質的產品和服務，同時亦尊重環境和珍惜地球上寶貴的資源，更為本地社區提供協助。在過去的一年，我們的「學校起動」計劃不但獲得不俗的進展，我們更成立了 Club Wheelock，以及開發了一個內部參與和發展計劃，作為我們可持續發展策略中重要的一環。

作為一個對環境負責任的企業，我們將繼續致力減少我們的碳足跡、為市場提供優質的產品和服務，以及向持份者表示最高水平的尊重。



Our focus in the year ahead will be to address the challenges of the present economic climate and remain true to our core values and goals. We shall continue our support for Project WeCan, in particular our partner school, Ng Yuk Secondary School. We will also continue to refine our products and services, to develop our Global Reporting Initiative (GRI) reporting platform, and to expand our Corporate Social Responsibility (CSR) programme.

I warmly invite you to take a few moments to look through this Report and share our accomplishments in 2012. I believe we have a solid track record and a strong foundation for accomplishing even greater milestones in the years to come.

在未來的一年，我們會積極面對目前經濟環境所帶來的挑戰，堅守我們的核心價值和目標。我們會繼續支持「學校起動」計劃，特別是我們的合作夥伴學校五育中學。另外，我們更會致力完善我們的產品及服務質量、發展GRI報告平台及擴大我們的企業社會責任計劃。

我誠意邀請您詳閱這份報告，了解我們在2012年間實踐的工作。此報告不但記錄了我們在這方面的工作，更為我們未來的工作奠下穩固的基礎。

Douglas Woo 吳宗權
Managing Director 常務董事
Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司

About Us

關於我們

Our Business

Wheelock Properties (Hong Kong) Limited is the property arm and major operating unit of Wheelock Properties Limited, a wholly-owned subsidiary of Wheelock and Company Limited (SEHK: 0020) founded in 1857 and headquartered in Hong Kong. Wheelock Properties Limited became the Group's wholly-owned subsidiary in July 2010 by way of a privatisation scheme.

Our principal activities include the undertaking of property development, sales and marketing, as well as asset management for Wheelock and Company Limited and Wharf Group properties in Hong Kong. In 2012, the company managed a land bank in Hong Kong of 7.1 million square feet of gross floor area (GFA). To date, we have participated in a number of quality development projects including the Austin MTR Station residential development, Mount Nicholson, Lexington Hill, Kadoorie Hill, One Island South and One Midtown. We also own a number of investment properties including Wheelock House and Crawford House. In the year under review, we sold around 1 million square feet of properties with a total consideration of HK\$6.9 billion.

集團業務

會德豐地產(香港)有限公司是會德豐地產有限公司旗下一個負責地產業務及主要營運單位；是會德豐有限公司(SEHK:0020)的全資附屬公司，會德豐創建於1857年，總部設於香港。會德豐地產有限公司於2010年7月通過私有化計劃，成為集團旗下的全資附屬公司。

我們的主要業務包括為會德豐有限公司及九龍倉集團於香港主理物業發展、銷售和市場推廣，以及資產管理。於2012年，公司在香港管理的土地儲備達約710萬平方呎樓面面積。時至今天，我們參與的優質發展項目包括：港鐵柯士甸站住宅發展項目、山頂聶歌信山道項目、Lexington Hill、Kadoorie Hill、One Island South及One Midtown等。我們更擁有多項投資物業，包括會德豐大廈和卡佛大廈。在報告年度裡，我們售出了大約100萬平方呎的物業，金額總值約為港幣69億元。



Operation Overview 營運概覽

Property Sales 物業銷售

- We achieved record sales of HK\$6.9 billion in 2012, a 99% increase on the previous year.
- 在2012年，我們錄得破紀錄達港幣69億元的銷售總額，較2011年增加99%。

Rental Income 租金收入

- Both of our investment properties in Central continued to perform well – Wheelock House and Crawford House enjoyed almost 100% occupancy in 2012.
- 我們位於中區的投資物業表現持續向好，會德豐大廈和卡佛大廈於2012年的出租率均接近100%。

Portfolio Overview

As of December 2012, we managed a land bank of 7.1 million square feet in Hong Kong.

Key Developments Projects



Land Acquisition

We continued to expand our land bank during the year of 2012 with a replenishment of 1 million square feet. This included the acquisition of a residential site near Tseung Kwan O MTR Station for HK\$1.9 billion with a GFA of 488,000 square feet. We are pleased to report that foundation work has already commenced at the site.

We also acquired a second residential site near Tseung Kwan O MTR Station for HK\$2.0 billion. We are currently engaged in design planning for the best use of this excellent site and its GFA of 430,000 square feet.



Completed Developments

Following the completion of One Midtown in June 2012, almost all workshops were sold before the end of the year.

Our prestigious residential development Kadoorie Hill in Homantin is also making excellent progress. Fitting-out work is underway and around 90% of units have already been pre-sold. The development was granted an occupation permit in January 2013.



Up-Coming Developments

Our Austin MTR Station residential development in Southwest Kowloon, a 50:50 joint venture with New World Development, has an attributable GFA of 1,280,000 square feet. Construction is underway and pre-sales for Site C and Site D are scheduled for 2013 and 2014 respectively.

Foundation work is underway for our commercial development One Bay East, located on the Kwun Tong waterfront. The development has a GA of 1,025,000 square feet and will comprise two Grade A office towers. Pre-sales are expected to be held in 2014.

Construction of our residential development Lexington Hill in Western district is also underway. The site has a GA of 102,900 square feet. Thanks to an overwhelming response from buyers, all residential units were pre-sold.

業務概覽

截至2012年12月，我們在香港管理的土地儲備為710萬平方呎。

主要發展項目

購入土地

於2012年度我們繼續擴大我們的土地儲備，新增土地面積達100萬平方呎。當中包括以港幣19億元購入位於港鐵將軍澳站附近的一幅住宅用地，項目樓面面積為488,000平方呎。地盤的地基工程現已正式展開。

我們同時購入了港鐵將軍澳站附近的第二幅住宅用地，作價港幣20億元。目前，我們正為善用這幅樓面面積為430,000平方呎的優質用地而埋首設計及規劃工作。

已完工發展項目

繼One Midtown於2012年6月竣工，大部份單位已於年底前售出。

位於何文田的高級住宅項目Kadoorie Hill的進度亦令人滿意。裝修工作現正在進行中，約有90%的單位已經成功預售。而本發展項目亦於2013年1月獲發入伙紙。

發展中項目

位於西南九龍港鐵柯士甸站的住宅發展項目，我們與新世界發展雙方各佔50%的權益，樓面面積為1,280,000平方呎。該項目現正在施工階段，並暫定於2013年及2014年分別預售地盤C及地盤D。

位於觀塘海濱道的商業發展項目One Bay East現正進行地基工程。該項目的建築面積為1,025,000平方呎，將包括兩座甲級寫字樓大樓，預計將於2014年預售。

我們位於港島西的住宅項目Lexington Hill也正在進行建築工程。該地盤的建築面積為102,900平方呎。由於買家反應熱烈，全部住宅單位已成功預售。

Corporate Governance

CSR is an integral part of our corporate culture, and is enshrined at the very heart of our Corporate Governance and workplace management. In every aspect of our company's operations, we strive to uphold the highest standards of corporate citizenship, for the company, for the community and for everyone. As a member of Wheelock and Company Limited, Wheelock Properties is governed by the Group's corporate governance structure.

The positions of Chairman and Managing Directors are separate and they form the highest governing body of the Company together with the Board of Directors. They are each responsible for setting the Company's overall business direction, approve the strategy proposed by the management team and provide organisational oversight and guidance. The management team, a group of highly experienced and skilled professionals, is responsible for proposing business strategy on many different aspects of the business, in accordance with the direction set out by the top management. We encourage our employees to actively engage in the company's strategy and operation in both formal and informal ways and these occasions are seen as opportunities to collect their feedback.

企業管治

企業社會責任是我們企業文化重要的一環，體現企業管治與辦公室管理的核心。在公司營運的各個方面，無論為公司、為社會、或是為大眾，我們均堅持維護企業公民的最高標準。作為會德豐有限公司的成員，會德豐地產受集團的企業管治架構規範。

公司主席及常務董事權責分立，他們聯同董事會構成本公司的最高領導架構。他們均負責釐定公司的整體業務方向，批核由管理團隊所建議的發展策略，並為公司提供監查及指導。而管理團隊是由一群具有豐富經驗和能力的專業人才組成，負責按照最高管理層擬定的方向，提出多方面的業務發展策略。我們鼓勵員工透過不同正式或非正式的途徑，積極參與公司的策略和運營發展，而這亦是公司收集他們意見的好機會。



Corruption Prevention

Anti-corruption initiatives are strictly observed at all levels of the organisation. All staff sign a "Code of Conduct" in which they pledge to uphold the Group's high standards and also receive training in the Group's anti-corruption policies and procedures, and attend in-house presentations by the ICAC on an annual basis. We are proud that no cases of corruption were reported during the year.

Our Stakeholders

We have a clear objective that the organisation shall share the same goal as the stakeholders. To this end, we place great importance on stakeholder engagement and regularly conduct surveys, focus groups and interviews with representative stakeholders, including our customers, senior management and frontline employees.

防止貪污

公司內所有職級員工均嚴格遵守反貪污措施。在加入公司時，所有員工均需要簽署操守準則，承諾維護集團的高標準，以及接受公司反貪污政策和程序的培訓，並出席每年由廉政公署主辦的內部講解。令我們感到自豪的是年內沒有任何貪污事件的報告。

我們的持份者

令公司與持份者目標一致，是我們清晰的目標。因此，我們高度重視持份者的參與，我們會定期舉行小組討論及問卷訪問相關代表，包括客戶、高級管理人員和前線員工。



Corporate Social Responsibility (CSR)

Our approach to CSR is defined by a humble and sincere desire to contribute to the community in which we live. A CSR committee chaired by our Managing Director was formed this year to set the overall direction of our sustainability strategy. Future plans are to setup six sub-committees, which include members from all level of staff to formulate and drive the sustainability strategy in various key aspects.

By taking a visionary, long-term view of CSR, we strive to not only benefit society today, but also create a multiplier effect that further energises sustainable change. In broad terms, our CSR initiatives can be defined as follows:

- Provide opportunities for disadvantaged youth of our community.
- Encourage a sustainable approach to living and working in Hong Kong.
- Create responsible products and services, and care for our customers, staff and other stakeholders.
- Implement environmental policies and guidelines that conserve resources and protect the planet.

企業社會責任

我們秉持謙虛而真誠的態度去履行企業社會責任，令我們身處的社區受惠。一個由常務董事帶領的企業社會責任委員會於今年成立，釐定公司可持續發展策略的整體方向。另更計劃成立六個委員分會，成員包括各職級員工，共同制訂及推動可持續發展策略內的多個主要範疇。

我們的努力不僅有利於今天的社會，也為可持續發展創造事半功倍的效果。我們的企業社會責任倡議大致可分為下列各項：

- 提供各項機會為弱勢青年解困。
- 提倡以可持續態度在香港生活和工作。
- 創造負責任的產品及服務，並關顧我們的客戶、員工和其他持份者。
- 引入環保政策和指引，珍惜資源，愛護地球。





Our Environment

環境保護

Our business involves the management of commercial and residential buildings, as well as construction of new residential and commercial developments, all of which give us many opportunities to be a community leader in sustainable business practices.

我們的業務包括商業及住宅樓宇管理，以及興建新住宅和商業發展項目；這些業務都為我們提供大量機會，為可持續業務的經營實踐擔當領導社群的角色。



Indeed, sustainability has been an important aspect of the Group's operations for the last decade. We are particularly proud of a significant milestone achieved this year: we are publishing our first environmental report using the framework of the Global Reporting Initiative (GRI).

In 2012, we established an Environmental Committee to promote green awareness within the company, the committee is formed by senior management as well as the front line staff to make sure all levels of staff can participate and contribute.

事實上，可持續發展是本集團在過去十年的重要營運方針。今年，我們邁向另一個重要的里程碑：我們第一次沿用全球報告倡議組織(GRI)的框架，編寫及印製我們的環境保護報告。

在2012年，我們成立了環保委員會，致力於公司內部推廣綠色文化；該會由高級管理人員及前線員工組成，確保各職級的員工都可以參與公司環保工作。

By implementing a culture of sustainability in our group, we have created a solid foundation for extending best practices beyond our headquarters to our managed portfolio and new constructions.

透過於內部實施可持續性文化，我們建立了一個穩固的基礎，將總部的優良業務經營實踐擴展至我們的管理業務和新建築項目。

Managed Portfolio and New Constructions 管理業務及新建築項目

GRI Indicator GRI 指標		Headquarter 總部	Management of Tenanted Building 出租物業管理	Property Development 物業發展
EN3	Direct energy consumption by primary energy source. 按初級能源劃分的直接能源消耗量。		✓	✓
EN4	Indirect energy consumption by primary source. 按初級源頭劃分的簡接能源消耗量。	✓	✓	✓
EN5	Energy saved due to conservation and efficiency improvements. 通過節約及提升效益而達至節省能源。	✓	✓	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. 提供具能源效益或可再生能源產品和服務的措施，因而達至減少能源的需求。	✓	✓	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved. 提供減少間接能源消耗的措施並取得成果。	✓	✓	
EN8	Total water withdrawal by source. 按源頭劃分的水總抽取量。		✓	✓
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity. 管理生物多樣性影響的策略、現行措施及未來計劃。			✓
CRE3	Greenhouse gas emissions intensity from buildings. 從建築物的溫室氣體排放強度。	✓	✓	✓
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved. 提供減低溫室氣體排放的措施並取得成果。	✓	✓	✓
EN22	Total weight of waste by type and disposal method. 按種類及處理方式劃分的廢棄物總重量。	✓	✓	✓
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. 提供減輕對環境造成影響的產品和服務，並有效減輕影響程度。	✓	✓	✓

Implication on the Environment

Any business, including property development inevitably has an impact on the environment. Whereas uncontrolled development poses a serious threat to fragile ecosystems, we monitor our environmental impacts and strive to both minimise and mitigate the environmental burden with ongoing determination. These potential impacts relate to:



It is our policy that our business activities are compliant with all environmental requirements and regulations. Where possible, we also strive to go beyond compliance by seizing new opportunities for sustainable development.

Biodiversity 生物多樣化

At the outset of each project, we conduct an environmental assessment to identify and minimise any environmental impact the project may have on its surroundings. Our developments are primarily built on previously developed sites in urban areas and therefore have a negligible impact on biodiversity, wildlife and stormwater management.

對環境的影響

任何業務包括房地產發展都會某程度上對環境造成影響。而監管不力的發展項目會對脆弱的生態系統構成嚴重的威脅。有鑑於此，我們盡力監測我們對環境造成的影響，並同時決意致力減少和減輕對環境構成的負擔。這些潛在影響包括：

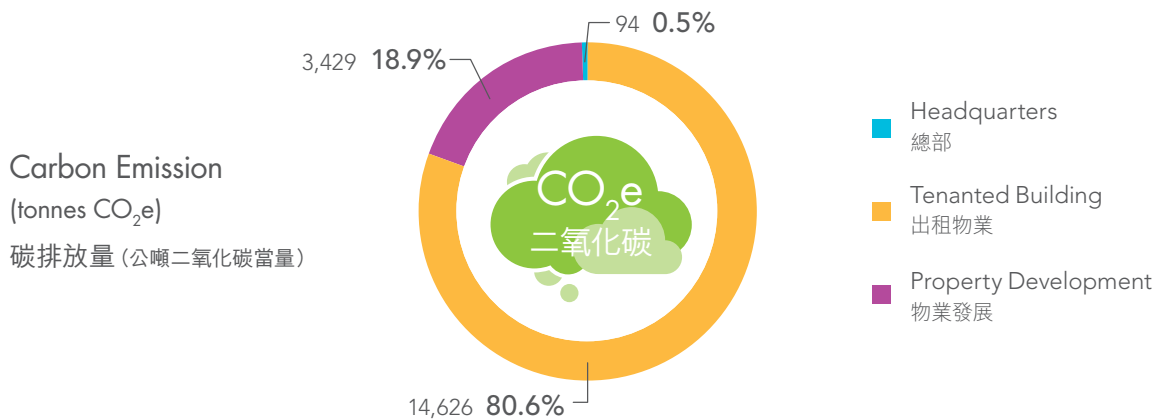
我們的政策定明，我們的業務工作必須符合所有環保要求和規定。在可能的情況下，我們更會努力把握可持續發展的新機遇，甚至超越規格內的要求。

在每個項目開始時，我們都會進行環境評估以確定該項目對周圍環境可能造成的所有影響，並將有關影響減至最低。由於我們的發展項目主要是在過往已開發的市區用地上進行興建，因此對生物多樣性、野生動植物和雨水管理等影響是微不足道的。



Climate Change

We initiated carbon audits of our portfolio since 2011. This voluntary audit compliments to our monitoring and reporting processes. It follows the voluntary Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings in Hong Kong². In 2012, our analysis shows that we produced 18,149 tonnes of carbon dioxide equivalent³ (CO₂e), with tenanted building contributing up to 80.5% of the emissions. Therefore, reduction of carbon emissions from tenanted buildings are our priority in reducing our impact on climate change.



氣候變化

我們自2011年起為各項目進行碳審計。此項自願審計措施與我們嚴格的監測和報告流程發揮著相輔相成的作用。而這個碳審計工作，是按照自願性香港建築物溫室氣體排放及減除的審計和報告指引²進行。我們的分析顯示，於2012年我們生產了18,149噸的等量二氧化碳(CO₂e)³，而單是出租物業所產生的排放已佔總排放量的80.5%。因此，減低出租物業的碳排放是我們的首要任務，以減低對氣候變化的影響。



Energy and Green Building Certification

The upgrading of Wheelock House's MVAC system to a water-cooled system reduced electricity consumption by an astounding 29% in 2012. Crawford House achieved a reduction of 1.8% in the same period. Wharf T&T Square reported a 6.5% increase in its electricity consumption in 2012 due to an increase in air-conditioning consumption as a result of the change in office use for a particular tenant. Overall, across our portfolio of self-owned buildings (Wheelock House, Crawford House and Wharf T&T Square), our annual electricity consumption fell by 4.5% in 2012 compared to 2011. The annual electricity consumption decreased from 23,059,056 kWh to 22,031,252 kWh, a total of 719.5 tonnes of CO₂e is reduced.

We have adopted BEAM Plus certification⁴ for our development since 2011, starting with our Mount Nicholson residential development.

In 2012, we achieved the provisional assessment GOLD in BEAM Plus for the Austin MTR Station residential development. In 2012, we also achieved our first international green building pre-certification, LEED® GOLD, for One Bay East.

能源及綠色建築認證

會德豐大廈於2012年將通風空調系統提升至水冷空調系統，令耗電量大幅減少29%。卡佛大廈的耗電量亦於同期錄得1.8%的減幅。九倉電訊廣場的電力消耗因個別租戶改變辦公室用途而導致冷氣用量增加，在2012年錄得6.5%的增幅。總括而言，我們所有的獨資擁有物業(會德豐大廈、卡佛大廈、九倉電訊廣場)於2012年的全年電量較2011年下降4.5%。每年的電力消耗由23,059,056千瓦時下降至22,031,252千瓦時，總減幅達719.5噸的二氧化碳。

自2011年起，由山頂聶歌信山住宅發展項目開始，我們的本地建築項目已採用綠建環評新建建築(BEAM Plus)認證⁴。

於2012年，港鐵柯士甸站住宅發展項目獲綠建環評新建建築的暫定金級認證。於2012年，One Bay East亦獲得領先能源與環境設計評級(LEED®)預審金獎。

² Version 2010, Hong Kong Environmental Protection Department 香港環境保護處，2010年版

³ Scope 1 (Direct GHG Emissions) and Scope 2 (Indirect GHG Emissions from General Energy Use) 範圍1(直接溫室氣體排放)及範圍2(能源間接溫室氣體排放)

⁴ BEAM Plus version 1.1 of the Hong Kong Green Building Council 香港綠色建築議會綠建環評新建建築 (1.1版)

Sustainability Milestones

可持續發展重要里程

2012

- One Bay East achieved pre-certified Gold in LEED®.
- Austin MTR Station residential development received Provisional "Gold" assessment in BEAM Plus.
- Wheelock Properties was awarded WWF LOOP Gold Label.
- Wheelock House was awarded Power Smart Biggest Percentage Saver Award (Property Management) 2nd Runner Up in Friends of the Earth's "Power Smart Contest 2012".
- Wheelock Properties supported WWF's "No Shark Fin" Pledge and "Earth Hour" Campaign.
- Wheelock Properties participated in Green Sense's Hong Kong No Air-Con Night 2012.
- One Bay East 獲得領先能源與環境設計評級 (LEED®) 預審金獎。
- 港鐵柯士甸站住宅發展項目獲綠建環評新建建築暫定金級認證。
- 會德豐地產獲頒世界自然基金會“低碳辦公室計劃”黃金標籤。
- 會德豐大廈獲地球之友“知慳惜電節能比賽 2012”勁減百分比大獎(物業管理組)季軍。
- 會德豐地產參與2012世界自然基金會“拒絕魚翅”企業承諾及“地球一小時”活動。
- 會德豐地產參與環保觸覺“香港無冷氣夜 2012”。

2011

- Wheelock Properties was awarded WWF LOOP Silver Label.
- Wheelock House participated in Friends of the Earth's "Power Smart" Campaign.
- 會德豐地產獲頒世界自然基金會“低碳辦公室計劃”鈍銀標籤。
- 會德豐大廈參與地球之友“知慳惜電”計劃。

2010

- Wheelock Properties joined the LOOP committee.
- Wheelock House participated in Friends of the Earth's "Power Smart" Campaign.
- 會德豐地產加入“低碳辦公室計劃”委員會。
- 會德豐大廈參與地球之友“知慳惜電”計劃。



One Bay East Achieves Pre-Certified Gold in LEED®

One Bay East 獲得領先能源與環境設計評級 (LEED®) 預審金獎

Gold Pre-Certification

The development was pre-certified with LEED® Gold in 2012, and will fully comply with the latest EMSD Building Energy Efficiency Ordinance (BEEO).

Eco-Efficient Building Design

The "Low-E" double glazed curtain wall will help to keep the office cool without sacrificing the quality and quantity of daylight. This will also minimise reliance on electrical lighting.

Vehicle Facility

Electric vehicle (EV) charging is available.

Best-in-Class Building Services Systems

In addition to best-in-class chillers, pumps, and air handling units, CO₂ sensors will adjust the fresh air supply to offices to meet actual needs, thus saving electricity. High-performance air filters will further enhance the indoor air quality (IAQ). Vehicle exhaust gas sensor system will control the operation of ventilation fans at the car park to achieve energy-saving performance.

The lighting system for the common areas will use high-efficient T5 fluorescent tubes, compact type energy saving lamps and LED lights. Daylight sensors in the offices will also reduce reliance on electrical lighting when daylight is sufficient.

金獎預審認證

項目於2012年獲領先源與環境設計評級(LEED®)預審金獎，並將會完全符合本港機電工程署最新之建築能源效益條例(BEEO)。

高效能建築設計

採用 "Low-E" 雙層玻璃幕牆可在不減少日光透射度的質和量之同時，令辦公室空間保持清涼。此設計亦有助減輕對電力照明的依賴。

車輛設備

備有電動汽車充電設施。

卓越典範屋宇設備系統

除了設有行內頂級的製冷機組、水泵及空氣調節風櫃，另備有二氧化碳傳感器，可按實際需要調節辦公室內新鮮空氣的供應量，從而節省電力。高性能的空氣過濾器亦有效提高室內空氣質量(IAQ)。在停車場安裝車輛廢氣感應系統，可控制場內排氣風扇的操作，從而達致節能的效果。

公用範圍的照明系統將同樣使用高效能T5照明光管，節能慳電膽和LED燈。辦公室內裝置日光感應器，可減少於日光充足的時間對電力照明的依賴。

This is a Grade-A twin office tower development with gross area of approximately 1,025,000 square feet on the water front in Kowloon Bay.

這是位於九龍灣海旁的甲級寫字樓雙大樓發展項目，建築面積約1,025,000平方呎。

This development is currently under development and scheduled to be completed at the end of 2015. 此項目現正展開建築工程，並預計於2015年底落成。



A solar photovoltaic panel (PV) system on the top roof will generate auxiliary electricity.

A high-end computerised building management system (BMS) will enable the monitoring and control of various major M&E systems to ensure seamless high energy efficient operation.

Waterwise

Rainwater harvesting system will recycle water for irrigation. The development will also feature water-saving plumbing fittings, water closets and urinals.

Passenger Transportation

All lifts and escalators will feature an energy-saving mode. The high speed passenger lifts will also be installed with a power regeneration device to produce auxiliary electricity.

Green Roof and Spaces

A decent and landscaped courtyard is located in between the two office towers, offering direct, convenient and comfortable connection from Wai Yip Street to waterfront promenade with enhanced urban greening and streetscape.

在天台安裝太陽能光伏(PV)面板系統，可提供輔助供電。

透過先進的電腦化樓宇管理系統(BMS)監測和控制各主要的機電工程系統，保持流暢的操作及高節能效率。

用水處理

設有雨水收集系統，將回收的水用於灌溉。項目發展也將採用節水型供水配件、水廁及便器。

乘客運輸系統

所有升降機和自動扶手電梯配備節能模式。高速客運升降機也安裝電源再生設備，以提供輔助供電。

綠色天台及空間

兩座辦公室大樓中央設有一個美輪美奐及以園景佈置的庭院，提供了直接、方便及舒適的環境，連接偉業街與海濱長廊，同時亦有助加強城市綠化和美化街景。

Austin MTR Station Residential Development Achieves Provisional BEAM Plus GOLD

港鐵柯士甸站住宅發展項目獲綠建環評新建建築 (BEAM Plus) 暫定金級認證

This is a residential development with a gross floor area of approximately 1,280,000 square feet located in south-western Kowloon.

Extensive Greenery

Over 30% of the development will be covered by trees, planters and green roofs to minimise the "heat island" effect.

Urban Windows

Architectural "Urban Windows" of 11&15 storeys high between building blocks will help facilitate ventilation at the pedestrian level surrounding the development.

Energy-Efficient Shape

The building has a unique '∞' shape that keeps it cool. This shape creates a self-shading effect and gives the development an energy-efficient north-south orientation. As a result, every home is more comfortable and energy-efficient.

High Thermal Performance Envelope

Fixed external shading device combining with the design of the balconies will help to protect homes from excessive solar heat. This will be further enhanced by grey tinted glass in all windows, and insulated glass units in the bedrooms.

Enhanced Natural Ventilation

The spaces created by the building's '∞' shape will enhance the development's natural ventilation, creating a cooler, more comfortable micro climate.

此住宅項目位於西南九龍，樓面面積約 1,280,000 平方呎。

綠化環境

發展項目內超過30%的範圍會由樹林、植物及綠化屋頂組成，以減低「城市熱島」效應。

通風窗口

位於樓宇之間達11至15層高之「通風窗口」有助促進物業平台層四周的通風效果。

高效能設計

大樓採用獨特的 '∞' 外型設計以保持溫度涼快。此外型可製造一個自動遮光效果，讓整個項目由南至北皆可享有節能的效應。因此，每一戶都可更加舒適及享有高效能生活。

高效益溫度調節技術

固定的外部遮擋裝置結合陽台設計能減少過量日光直接進入戶內。此外，所有住宅單位均安裝了灰色玻璃，而臥室更安裝了隔熱玻璃。

優化自然通風

獨特的 '∞' 外型設計所製造的空間有助提升樓宇自然通風，達至更涼快及舒適的效果。

Energy-Efficient Systems

Energy-efficient building systems will be installed in all areas, including demand-control ventilation with dual-speed fans in the car park.

Water-Saving Fittings

Low-flow water faucets and shower heads, low-flow urinals with sensor controls, and dual flush toilets will all help reduce water consumption.

Rainwater Harvesting

Rainwater will be collected from roofs of clubhouse for the irrigation of greenery.

Twin-Tank System

A twin-tank system will reduce water wastage and ensure that the water supply to residents will never be interrupted during routine maintenance.

高效能系統

所有範圍均安裝高效能建築系統，包括在停車場內使用雙速風扇按照需求狀況控制通風。

節省用水裝置

物業項目配備低流量水龍頭及淋浴花灑頭、設有感應器控制水流量的便器及雙抽水坐廁，以減低用水量。

雨水收集

從會所收集雨水，以作綠化灌溉之用。

雙水塔系統

雙水塔系統將減少供水資源浪費，並確保於定時補養及維修時，仍能為住客提供持續供水。



Urban Heat Islands

All our new constructions integrate a minimum of 20% greenery. Austin MTR Station residential development boasts a 30% greenery coverage. One Bay East integrates vertical and horizontal greenery on the ground floor as well as the podium.

Austin MTR Station Residential Development

Over 30% green coverage is provided by trees, planters and green roofs to minimise the “heat island” effect. Architectural “Urban Windows” between building blocks help to facilitate ventilation at the pedestrian level surrounding the development.

One Bay East

The vertical and horizontal greenery puts One Bay East in harmony with the neighbouring park and helps improve its microclimate. A wide wind corridor encourages the sea breezes to permeate the hinterland.

城市熱島

我們所有的新建築均融入最低20%的綠化面積。港鐵柯士甸站住宅發展項目更擁有達30%的綠化覆蓋率。而One Bay East則在地面及平台位置層融入縱向及橫向的綠化帶。

港鐵柯士甸站住宅發展項目

超過30%綠化覆蓋，由樹林、植物及綠色屋頂組成，以減低“城市熱島”效應。位於樓宇之間的「通風窗口」有助促進物業平台層四周的通風效果。

One Bay East

縱向及橫向的綠化帶，為One Bay East與鄰近的公園帶來和諧的環境，並有助改善區內的微氣候。大型的長廊有助引進更多海風吹向內陸地。





Use of Natural Resources

We established an Environmental Committee in 2012 to promote green awareness, which helps enhance the commitment to general energy and water conservation practices.

We carefully monitor our water use. Our overall water consumption was 110,471m³ in 2012. We recognise that our tenanted building consumes 60% of water consumption. The Environmental Committee is currently looking into ways to reduce it.

We have a close and long-standing relationship with WWF. As part of its Low-carbon Office Operation Programme (LOOP), we implemented a number of initiatives which conserve natural resources in the office.

All these efforts have translated into significant reductions in Per Staff carbon emissions of 11.28%. These excellent results have earned us a WWF LOOP accreditation of "GOLD Label" in 2012.

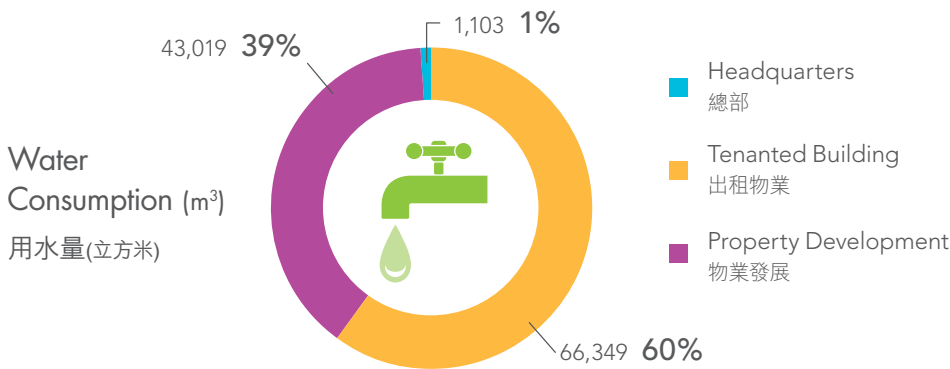
使用天然資源

我們於2012年成立了環保委員會以宣揚綠色概念，大大提高對一般能源及節約用水措施的關注。

我們緊慎地監察我們的用水量。在2012年，我們全年的用水量為110,471立方米。當中出租物業的用水量佔整體的60%。環保委員會現正研究方法以進一步降低用水量。

我們與世界自然基金會保持著緊密而長期的合作關係。作為低碳辦公室計劃(LOOP)的成員，我們於辦公室內實施了一系列節省天然資源的措施。

憑藉這一切的努力，讓我們每位員工的碳排放量得以顯著地減少11.28%。於2012年，我們更獲頒發世界自然基金會“低碳辦公室計劃”的黃金標籤。





Waste Management

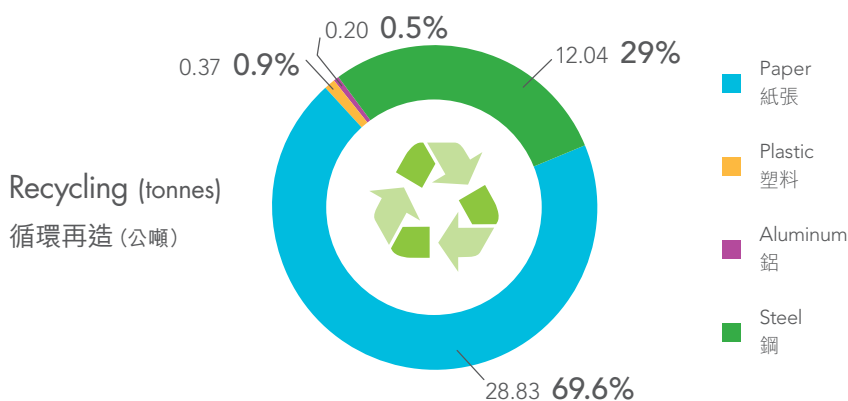
We implement comprehensive waste management strategies in our office, our managed properties and new constructions. Training is provided to all employees and the importance of waste reduction has been disseminated to our stakeholders.

We implement Waste Management Plans at all our sites during both the demolition and construction stages, and maximise recycling opportunities by conducting on-site sorting. Our waste reduction target is set at a minimum of 30% across all construction sites in which a target of 60% reduction in waste is set for the Austin MTR Station residential development. We avoided a total of 41.44 tonnes of waste to landfill in 2012 by various recycling means. Our One Bay East avoided 12 tonnes of waste to landfill in the same period.

廢物管理

我們在辦公室、管理之物業以及所有新建築項目，均實行全面的廢物管理策略。我們不但向全體員工提供培訓，更提醒所有持份者有關減少廢物的重要性。

不論在清拆或建造階段，我們所有建築地盤均實施廢物管理計劃，並實行現場廢物分類以提高循環再造的機會。在所有建築地盤的廢物減少目標均設定為最少30%；於柯士甸站之住宅發展項目則設定為60%。我們於2012年成功避免了41.44噸的堆填廢物。One Bay East 亦於同期避免了12噸的堆填廢物。



Indoor Air Quality and Water Quality

Five of our managed properties have been awarded either the "Good" or "Excellent" certificate in the voluntary Indoor Air Quality Certificate Scheme⁵.

Both Wheelock House and Crawford House have also been awarded the "Class of Excellence" IAQWiSe Label⁶.

All of our buildings are active participants in the Quality Water Recognition Scheme for Buildings run by the Government's Water Supplies Department and are certified from "Blue" to "Gold".

室內空氣質素及水質

我們所管理的物業中，有五個物業在自願性的室內空氣質素檢定計劃中獲得「良好」及「卓越」級認證⁵。

會德豐大廈及卡佛大廈亦同時獲得清新室內空氣標誌「卓越級」⁶。

我們所有合資擁有物業均積極參與香港政府水務署大廈優質食水認可計劃並獲得由「藍」以至「金」的認證。

⁵ Indoor Air Quality Information Centre, The Environmental Protection Department (EPD) 室內空氣質素資訊中心·環境保護處 (EPD)

⁶ The Hong Kong Awards for Environmental Excellence 香港環保卓越計劃



Key Environmental Data 主要環境數據

2012

Energy and Emissions 能源及排放

Diesel for generator (litres)	發電機用柴油 (公升)	1,233,598
Diesel for shuttle bus (litres)	穿梭巴士用柴油 (公升)	6,699
Refrigerant loss (kg)	空調用雪種消耗 (公斤)	136
Electricity purchased (kWh)	電力購買 (千瓦時)	22,435,874
Towngas purchased (unit)	煤氣購買 (單位)	-
Scope 1 and 2: Total GHG in tonnes (CO ₂ e tonnes)	範圍1及2: 總溫室氣體排放 (等量二氧化碳公噸)	18,149
Scope 1, 2 and 3 ⁷ : Total GHG in tonnes (CO ₂ e tonnes)	範圍1,2及3 ⁷ : 總溫室氣體排放 (等量二氧化碳公噸)	23,907

Water 用水

Water purchased (m ³)	購買用水 (立方米)	110,471
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Materials 物料

Waste to landfill (tonnes)	送往堆填區廢物 (公噸)	414
Paper recycled (tonnes)	紙品回收 (公噸)	28.83
Plastic recycled (tonnes)	塑膠回收 (公噸)	0.37
Aluminum recycled (tonnes)	鋁金屬回收 (公噸)	0.20
Steel recycled (tonnes)	鋼金屬回收 (公噸)	12.04

⁷ Scope 1: Direct GHG Emissions 範圍 1: 直接溫室氣體排放

Scope 2: Indirect GHG Emissions from General Energy Use 範圍 2: 能源間接溫室氣體排放

Scope 3: Other Indirect GHG Emissions 範圍 3: 其他間接溫室氣體排放



Our People

員工關顧

People are at the heart of our success. In everything we do, we aim to nurture talent and inspire our people to unleash their full potential, not only as employees, but also as individuals, family members and pillars of the community.

員工是我們成功的關鍵。我們所做的一切均旨在培育人才，讓他們無論作為員工，以至個人、家庭成員及社會棟梁，其潛能都能夠獲得啟發並得以全面發揮。



Developing Career Potential

Staff Training

In 2012, our employees not only enjoyed a broad range of enhancement programmes organised by the company to sharpen their skills, but they also received sponsorship by the company for external courses and seminars where appropriate. These programmes covered a huge range of topics from valuable soft skills, such as leadership and customer service, to technical issues such as green practices for office design, environmentally-friendly monorail systems, and mastering IT applications.

拓展工作潛能

員工培訓

於2012年，我們的員工除可參加公司舉辦的多項培訓計劃以提高他們的技能外，更可獲公司資助，報讀外間課程和研討會等。這些課程所涵蓋的主題十分廣泛，由寶貴的軟性技巧，例如：領導才能、客戶服務；以至涉及技術專題訓練如綠色辦公室設計、環保單軌鐵路系統，以及資訊科技程式的應用。



Offsite Meetings

Every successful company understands the importance of collaboration, communication and transparency. To encourage inter-departmental sharing, we held quarterly offsite meetings for all managers in 2012. These relaxed environments let staff formulate new strategic plans in a more efficient and creative manner, and work together on raising the company's momentum.

Employee Appraisal

Empowering people isn't always about doing, sometimes it just involves listening. Our Annual Performance Appraisals give every employee the opportunity to discuss their individual career development and training needs with a manager. These important communications between managers and staff help to ensure a working environment in which everyone feels understood, valued and supported.

交流會議

每間成功的公司都明白合作、溝通和透明度的重要性。為了鼓勵跨部門分享，我們於2012年為所有經理於辦公室外舉行季度會議。在輕鬆的環境下，員工可更有效及有創意地制定新的策略，共同提升公司整體動力。

員工評估

人才的培育講求的不單只是行動，有時亦需要細心聆聽。我們的年度表現評估為每一位員工提供機會，與經理相討他們的個人職業發展和培訓需求。這種管理人員與員工之間的重要溝通，有助確保每一位員工在工作環境中都感到被理解、重視和獲得支持。

Personal Growth and Recreation

Personal growth and a healthy work-life balance are essential for the creation of a vibrant and productive workforce. In 2012, we organised regular social, recreational and sports activities to help employees relax and forge a stronger team spirit. Highlights of the annual events included a summer boat trip, a New Year's Party for family members, a bowling competition, and our ever-popular annual dinner.

Human Rights

Honouring and protecting human rights is at the core of every civilised society. We deeply value people from all backgrounds, and sincerely believe that diversity makes a community stronger. In 2012, no incidents were identified or reported within the Company's operations regarding indigenous rights.

Employee Health & Safety

We take care to nurture a culture of safety in the workplace. Fire drills are held on a regular basis, and appointed Fire Evacuation Officers are responsible for providing appropriate guidance during all drills and evacuations. In the reporting period, there were no incidences of work-related injury or occupational disease, lost days, absenteeism or fatalities.



Our colleagues enjoying a relaxed boat trip.
同事們輕輕鬆鬆享受遊船河的樂趣。

個人發展及康樂

個人成長及工作與生活間之平衡，對於創造一個具活力、高效能的團隊是非常重要的。於2012年，我們定期舉辦社交、康樂及體育活動，讓員工放鬆身心之同時，亦有助建立更強的團隊合作精神。全年的重點活動包括夏季遊船河、新春親子派對、保齡球比賽及一直備受歡迎的週年晚宴。

人權

尊重和保護人權，是每一個文明社會的核心價值。我們非常重視來自各種不同背景的人，並真誠相信多元文化能夠讓社區變得更強大。在2012年，公司的營運內未有發現或接獲報告有關任何抵觸基本人權的事件。

員工健康與安全

我們致力在工作環境中培育安全文化。我們定期舉行消防演習，並由消防疏散主管於演習和疏散期間提供指導。在本報告年度，我們未有發生任何工傷事故或危疾及因此帶來的誤時、缺席或傷亡損失。



Quarterly offsite meetings providing valuable opportunity for creative group thinking and effective communications among colleagues.

辦公室以外舉行的季度交流會議為同事們提供寶貴機會，實踐集體創意思維及增強溝通效率。



Our Community

社區公益

Real success may not be measured only by hard figures, it is about creating vibrant communities where people feel valued and inspired, and where everyone works together for a better society.

真正的成功或許不應只以實際數字來衡量，因為這是關係於創造一個充滿活力的社區，讓居住的每一個人都感受到被重視和獲得啟發，從而同心協力，一起為建設更美好的社會而努力。



Education – Project WeCan

In Hong Kong and around the world, quality schools are the cornerstone of a brighter future, not only for individual students, but also for their families and the whole community.

Project WeCan is a pioneer 360° – school improvement programme initiated by Wharf Group whereby 10 secondary schools with few opportunities but great potential were selected to receive support for 6 years, benefiting more than 12,000 deserving students in Hong Kong. Wheelock Properties is one of the participating business units and we work as a core partner of Ng Yuk Secondary School.

In addition to financial support of \$1.5 million to each school per year, we have joint hands with the Quality School Improvement Project of Hong Kong Institute of Education Research, CUHK in providing professional support on teaching and learning, student development and other learning experiences.

教育 — 「學校起動」計劃

在香港以至世界各地，無論對個別學生，以至他們的家庭及整個社會，優質學校從來都是開創美好將來的基石。

「學校起動」計劃是一個由九龍倉集團策動，嶄新的360度全方位學校改善計劃，當中有10間缺乏機會但具有潛力的中學獲選可得到為期6年的資助，受惠學生超過12,000名。會德豐地產是其中一個參與計劃的業務單位，五育中學是我們的夥伴學校。

除了每年向每一間學校提供港幣150萬元的財政資助外，我們亦與香港中文大學香港教育研究所「優質學校改進計劃」合作，提供有關教學、學生發展及其他學習體驗的專業培訓。

Now that we have established a sound framework for the programme, we warmly welcome other members of the community to join hands with us by sponsoring additional schools and enabling yet more students to benefit. In 2011, we were excited to welcome a high-end jewelry and watch retailer to Project WeCan by adopting the 11th school .

The project was well recognised by society and was awarded the "Outstanding Partnership Project Award" by The Hong Kong Council of Social Service in 2012.

Framework of Project WeCan for Ng Yuk Secondary School

In 2012, we joint hands with Ng Yuk Secondary School to focus on 'Student Education', 'Teaching & Learning' and 'Management & Committees'.

Over 80% of the teachers found the training brought to them positive impact to teaching and learning. The students have broadened their horizons and their self-confidence have strengthened through attending the job tasting programme arranged by our business units.

現在，我們已為「學校起動」計劃建立了完善的架構，我們亦歡迎其他社會人士與我們攜手贊助更多學校，讓更多的學生受惠。於2011年，我們獲得一家高級珠寶及鐘錶零售商加入，讓第11間學校受惠。

計劃受到社會各界的高度認同，並於2012年獲得香港社會服務聯會頒發「傑出夥伴合作計劃獎」。

五育中學 「學校起動計劃」架構

於2012年，我們與五育中學攜手合作，集中推動「學生培育」、「教與學」和「管理與組織」。

有超過八成的教師認為，培訓對教學及學習帶來了正面影響。透過參觀我們的營運環境及參與工作實習，學生能夠擴闊視野，以及增強個人自信。



"This programme does not only provide our students with valuable learning opportunities, letting them savour the affection and care from the community, it also provides our teachers with professional teaching support which benefits the students as well. I would like to express my sincere appreciation to the volunteers from Wheelock Properties for their participation and great support."

「此計劃不但為我校學生提供寶貴的學習機會，讓他們能感受社會人士對他們的愛與關懷，同時為老師提供專業教學支援，讓學生得益。衷心感謝會德豐地產的義工的積極參與及支持。」

Mr. Lin Chun Pong, Principal, Ng Yuk Secondary School
連鎮邦校長 - 五育中學

Highlights of 2012

As a core partner with Ng Yuk Secondary School, Wheelock Properties has organised around 40 diverse events which benefited more than 2,100 students. Highlights included:

2012年摘要

五育中學是會德豐地產的夥伴學校。今年我們舉辦了約40項不同類型活動，總共讓2,100多位學生受惠。重點活動包括：



Walk for the Environment 環保行

Students from Ng Yuk Secondary School joined our volunteers and family members in "Walk for the Environment" 2012 organised by The Conservancy Association.

五育中學學生聯同我們的義工及其家屬，一同參加了由長春社舉辦的環保行2012。

Ng Yuk Secondary School Sports Day 五育中學校運會

Our volunteers teamed up for a 8x50m relay race and participated in various fun games in teams consisting of both teachers and students.

我們的義工隊伍參加了8x50米的接力賽跑，並與教師和學生們組隊參與多項有趣的競技遊戲。



VIP Luncheon 貴賓午餐會

Students were invited to a VIP luncheon enabling them to meet members of the Shenzhou-9 manned space flight mission.

我們邀請「學校起動」計劃的學生們參與神州九號航天任務的午宴，讓他們有機會與航天成員會面。

e-Christmas Card Design Competition 電子聖誕卡設計比賽

Co-organised with Hong Chi Association for the fourth consecutive year, this competition provides a good opportunity for people with mental challenges to express themselves and demonstrate their talent. Students from Ng Yuk Secondary School were invited to join the award presentation ceremony and enjoyed the wonderful time with the special needs students.

我們過去連續四年與匡智會合作舉辦電子聖誕卡設計比賽，為智障人士提供表達自己想法和展示才華的機會。另外，五育中學的學生獲邀出席及參與比賽頒獎儀式的同時，更有機會與這群有特別需要的學生歡度時光。



Plans for 2013

We look forward to offering many more learning opportunities for enthusiastic students and strengthening our relationship with Ng Yuk Secondary School in the coming years. Initiatives in 2013 include:

2013年計劃

我們期望日後可以為這群充滿熱誠的學生提供更多學習機會，並加強我們與五育中學的合作。2013年的主要活動包括：

Connect with our Business

- Company Visit and Career Talk
- Job Tasting Programme

商界合作

- 公司參觀及就業講座
- 工作實習計劃

Serve the Community

- Volunteer Activities in the Mainland

社區服務

- 內地義工活動

Care for Environment

- Charity Walk
- Green Talk

環境保護

- 環保行
- 環保講座

Nurture Art

- Inspirational fine arts and graphic design summer programme

藝術培訓

- 富啟發性的藝術及平面設計暑期計劃

Enhance Teaching Quality

- Professional training to teachers

教師質量

- 教師專業培訓



"The Project gives me valuable opportunities in trying out new things. Also, the time and collaboration with Wheelock's volunteers was certainly an unforgettable experience."

「計劃讓我獲得寶貴的機會去嘗試新的事物。此外，與會得豐集團義工的相處和合作，亦是令人難忘的體驗。」

Chu Hiu Ming, Student - Ng Yuk Secondary School

朱曉明同學 - 五育中學



Arts, Sports and Community Care

We value every opportunity to engage in activities outside the office, whether they are for team-building, charity fund-raising, or to support vulnerable members of the community. In 2012, our staff members participated in a wide range of initiatives.

Arts and Culture

藝術和文化



- For the last four years, we have collaborated with Hong Chi Association to organise the e-Christmas Card Design Competition, an inclusive art event that encourage community care.
- We helped fund the Hong Kong Well-wishing Festival to show our support for local culture and traditions in rural areas of Hong Kong.
- The provision of art exhibition venue located in the lobby of One Island South and Wheelock Gallery demonstrated our effort to promote art appreciation to a broader community.
- 我們過去連續四年與匡智會合作舉辦電子聖誕卡設計比賽，以鼓勵藝術包容性和社區的關懷。
- 我們協助香港林村許願節籌款，以表示我們對本土文化和新界傳統習俗文化的支持。
- 我們於One Island South大堂和Wheelock Gallery提供藝術展覽場地，可見我們為向公眾推廣藝術欣賞不遺餘力。

Sports

運動



- Our staff members participated in the MTR Race Walking event to support the pursuit of healthy living.
- We offered in-kind support for a sporting event held by the Aberdeen Dolphins Rugby Club.
- 我們的員工參加了港鐵競步比賽，藉此推廣健康生活。
- 我們為香港仔海豚橄欖球俱樂部舉辦的體育活動提供實物資助。

Green

環保



- We participated in the "Walk for the Environment" and an eco-paddy rice harvesting workshop organised by the Conservancy Association, as well as various eco-friendly promotions by Green Monday.
- 我們參與長春社舉辦的環保行及生態稻米收割工作坊，以及由Green Monday舉辦的環保推廣活動。

Community Care

關愛社區行動



- More than 60% of our staff engaged in volunteer activities during the year, accumulating 711 hours of service. Volunteer activities included sending moon cakes to St. James' Settlement, Youth Outreach programmes, as well as supporting the Hong Kong Eating Disorders Center Flag Day and more.
- 公司內超過60%的員工已加入企業義工隊，並於2012年累積達711小時的義工服務時數。活動包括向聖雅各福群會及協青社捐贈月餅，以及支持香港進食失調中心賣旗日等。





Our Customers

客戶服務

Customer service is the lifeblood of every successful business. Our commitment to our customers goes far beyond offering an impeccable quality of products and services, we also strive to add real value to their busy lives. We likewise place great emphasis on complying with all regulatory and ethical guidelines, ensuring that our customers and their privacy are protected and respected at all times.

客戶服務是每一個成功企業的生存之道。我們對客戶的承諾不僅是提供優質產品及服務，我們更致力為他們繁忙的生活增添價值。與此同時，我們高度重視和嚴格遵守所有監管和道德指引，確保客戶和他們的私隱在任何時候均受到保護和尊重。



Product Compliance

We constantly strive to improve our products and service quality, and strictly comply with the relevant regulations and voluntary codes. We have never committed an act of non-compliance with either regulatory or voluntary codes concerning product, service information and labeling. As such, we have not been issued with a fine, penalty or warning in the reporting period.

Compliant Marketing & Communications

As an ethical company, we place great importance on following all government regulations and REDA guidelines. In the reported year, there were zero instances of non-compliance.

Customers Privacy

We value our client's privacy, in 2012, we neither committed any breach of customer privacy nor mismanaged any customer data. We conduct continual monitoring of our data and can confirm that there were no data leaks, thefts or losses.

產品標準

我們一直致力提升產品及服務質素，並嚴格遵守相關法規及自願性守則。我們的產品、服務資訊和標籤，從來沒有牽涉任何違反法規或自願性守則行為。因此，我們於報告年度內未有被罰款、處罰或警告。

市場推廣及傳播規範

作為一家具道德操守的公司，我們非常重視並嚴格遵守所有政府法例、規章及香港地產建設商會發出的指引。在本報告年度，我們未有發生不合規範的個案。

客戶私隱

我們十分重視客戶私穩，在2012年，我們沒有違反任何客戶隱私守則，亦未有發生任何客戶數據管理不善的事件。我們對所有客戶數據進行持續的監測，以確保沒有任何數據洩露，被竊或遺失。



Customer Satisfaction

We take our customers' satisfaction very seriously. To better understand how we are performing and whether we are successfully meeting our customers' needs, we conduct two forms of customer satisfaction surveys in our properties, namely a survey when handing over premises to customers, and an Annual Customer Satisfaction Survey of all occupants.

客戶滿意度

我們十分重視客戶的滿意程度。為了加深了解我們的表現和是否成功配合客戶的需要，我們為所有物業進行了兩項客戶滿意度調查，包括物業交付予新業戶時的問卷調查，以及針對所有業戶的年度客戶滿意度調查。

Handover Service Survey 物業交付服務調查

100% Rated "Satisfied" or Above
評價“滿意”或以上



Annual Customer Satisfaction Survey 年度客戶滿意度調查

92.5% Rated "Satisfied" or Above
評價“滿意”或以上



Club Wheelock

Club Wheelock was established in 2012 as a social platform advocating trendy lifestyle for the community under Wheelock Properties, enabling our customers to explore the finer things in life. From the outset, our vision was to engage members in a lifestyle dialogue by providing customer-focused services and events, and promoting the art of stylish living.

Club Wheelock

Club Wheelock於2012年成立，是一個匯粹會德豐地產旗下物業及時尚生活風格的社交平台，讓我們的客戶探索生活中的細膩。從成立至今，我們致力為客戶提供各項以客為尊的服務和活動，推動時尚生活，與會員交流生活品味。



Club Wheelock Satisfaction Survey Club Wheelock滿意度調查

100% Rated "Excellent" or Above
評價 "卓越" 或以上

Designed as an extension of our properties, Club Wheelock is all about timeless elegance and fine attention to details, targeting to take its members to a whole new experience of gracefulness and warmth.

The success of Club Wheelock's member engagement is reflected in the over subscription of events, which was up to 11.5 times oversubscribed in particular event. In 2012, there were over 400 participants in the events. 100% of club members rated it an "Excellent" or above experience and said that club activities were both interesting and informative. All members joining the activities also said they would recommend Club Wheelock to their friends and relatives.

特別為我們的物業客戶而設，Club Wheelock糅合簡約精緻與一絲不苟的風尚，旨在為會員帶來優雅和親切的新體驗。

Club Wheelock在推動會員互動交流方面成績優秀，個別活動更錄得11.5倍的超額登記。2012年度參與活動的人次共超過400人。100%的會員對其體驗評價為“卓越”或以上，並稱讚活動不但有趣，而且富資訊性。所有曾參與活動的會員表示會向親友推薦Club Wheelock。



27 March, Riedel Glass Tasting

3月27日，Riedel酒杯品酒會

"A very informative and educational event. I enjoyed it very much. Thank you for inviting me!"

“這是一個富資訊和教育性的活動！我十分享受這次品酒會。謝謝邀請我參加。”

22 June, Coffee Adventures x Latte Art Workshop

6月22日，咖啡拉花工作坊

"Club Wheelock staff are so nice and helpful! I will definitely recommend my friends to join the club!"

“Club Wheelock的員工十分友善，而且非常樂意提供協助。我肯定會推薦我的親友加入！”



15 December, Christmas Turkey Classes

12月15日，聖誕火雞烹飪班

"This has been a lovely festive celebration. I enjoyed the cooking class and was glad to meet other members to exchange and share cooking secrets!"

“這真是一個充滿歡樂的佳節慶祝活動！我十分享受這一次烹飪班，因為可以跟其他會員交流分享烹飪心得！”

Memberships, Awards & Pledges

成員資格、獎項及承諾

Corporate Membership 企業會員

British Chamber of Commerce in Hong Kong

香港英商會

Corporate Member 企業成員

Business Environment Council (through Wheelock & Company Limited)

商界環保協會 (經會德豐有限公司)

Council Member 協會成員

Christie's

佳士得

Asian Advisory Board Member 亞洲諮詢委員會成員

Commission on Poverty – Social Innovation and Entrepreneurship Development Fund

扶貧委員會 — 社會創新及企業發展基金

Co-opted Member 增補委員

Development Bureau – Land and Development Advisory Committee (Hong Kong SAR Government)

發展局 — 土地及建設諮詢委員會 (香港特別行政區政府)

Non-official Members 非官方成員

Employers' Federation of Hong Kong (through The Wharf (Holdings) Limited)

香港僱主聯合會 (經九龍倉集團有限公司)

Chairman of Function Group : Property & Construction
地產及建造業組主席

Environment and Conservation Fund Committee (Hong Kong SAR Government)

環境及自然保育基金委員會 (香港特別行政區政府)

Member 委員

Harbour Business Forum (through The Wharf (Holdings) Limited)

海港商界論壇 (經九龍倉集團有限公司)

Patron Members 贊助人會員

Hong Kong General Chamber of Commerce (through Wheelock & Company Limited and The Wharf (Holdings) Limited)

香港總商會 (經會德豐有限公司及九龍倉集團有限公司)

Full Member 本地會員

Hong Kong Green Building Council

香港綠色建築議會

Institutional Member 機構成員

Occupational Safety & Health Council (nominated by REDA through WPHKL)

職業安全健康局

(經會德豐地產香港有限公司由香港地產建設商會提名)

Member 成員

The Chinese General Chamber of Commerce (through Wheelock & Company Limited) Ordinary member

香港中華總商會 (經會德豐有限公司)

Ordinary Member 普通團體會員

The Community Chest of Hong Kong

香港公益金

Board Member 董事

The Conservancy Association

長春社

Green Builder Programme – Camellia Member
「同行綠路」計劃 — 「茶樹」會員

The Real Estate Developers Association of Hong Kong

香港地產建設商會

Chairman – Executive Committee 執行委員會主席

Corporate Member 企業成員

Construction Sub – Committee Member 建築委員會成員

WWF Hong Kong (through The Wharf (Holdings) Limited)

世界自然基金會香港分會 (經九龍倉集團有限公司)

Executive Council Member 董事委員會會員

Double Diamond Member 雙鑽石會員

Awards 獎項

Award Name 獎項名稱	Corporate / Individual 企業 / 個人	Organiser 主辦單位
Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司		
Low-Carbon Office Operation Programme (LOOP) – GOLD Label 低碳辦公室計劃 — 黃金標籤	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	WWF Hong Kong 世界自然基金會香港分會
BCI Asia Top 10 Developers Awards 2012 2012年BCI Asia十大建築商獎項	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	BCI Asia BCI亞洲
CAPITAL Leaders of Excellence 2012 Award 資本傑出領袖大獎 2012	Mr Stewart Leung 梁志堅先生	CAPITAL 資本雜誌
Overall Value Top 10 of Hong Kong-based Listed Company 香港十大總市值上市公司	Wheelock and Company Limited 會德豐有限公司	First Financial Daily 第一財經日報
Harriman Property Management Limited / Harriman Management Services Limited 夏利文物業管理有限公司 / 夏利文管理服務有限公司		
5 Years Plus Caring Company Logo 5年Plus「商界展關懷」標誌	Harriman Property Management Limited 夏利文物業管理有限公司	The Hong Kong Council of Social Service 香港社會服務聯會
5 Years Plus Caring Company Logo 5年Plus「商界展關懷」標誌	Harriman Management Services Limited 夏利文管理服務有限公司	The Hong Kong Council of Social Service 香港社會服務聯會
Best Property Management Company in OSH – Silver Award 最佳職安健物業管理公司 — 銀獎	Telford House 德福大廈	Occupational Safety and Health Council 職業安全健康局
Best Performance Award – Silver Award 最佳演繹獎 — 銀獎	Telford House 德福大廈	Occupational Safety and Health Council 職業安全健康局
Power Smart Contest 2012 - Power Smart Biggest Percentage Saver Award (Property Management) 2 nd Runner Up 知慳惜電節能比賽2012 - 勁減百分比大獎 (物業管理組)季軍	Wheelock House 會德豐大廈	Friends of the Earth 地球之友

Award Name 獎項名稱	Awardee / Corresponding Building 得獎者 / 大廈	Organiser 主辦單位
Best Security Personnel 最佳保安人員		
Hong Kong Island Best Security Personnel Awards 2011-2012 2011至2012年度港島總區最佳保安服務選舉		
Outstanding Residential Property Management 優秀住宅物業管理獎	The Babington 60 Victoria Road 域多利道60號	Regional Crime Prevention Office, Hong Kong Island of Hong Kong Police Force 香港警務處港島總區防止罪案辦公室
Outstanding Industrial / Commercial Property Management 優秀工商物業管理獎	China Insurance Group Building (CIGB) 中保集團大廈 Wing On House (WOH) 永安集團大廈 One Island South	
The Best Security Personnel 最佳保安員	Tsui Bing Fai (Chelsea Court) 徐炳輝 (賽詩閣) Sze Tsun Hung (WOH) 施俊雄 (永安集團大廈) Chan Che Keung (CIGB) 陳志強 (中保集團大廈) Tam Chung Man (60 Victoria Road) 譚中文 (域多利道60號) Chan Yau Choi (Wheelock House) 陳有才 (會德豐大廈) Kwok Hak Wan (Wheelock House) 郭克雲 (會德豐大廈)	
Kowloon East Fight Crime The Best Security Services Awards 2012 2012年度東九龍滅罪群英最佳保安服務選舉		
Outstanding Partner Property 優秀伙伴物業	Telford House 德福大廈	Regional Crime Prevention Office, Kowloon East of Hong Kong Police Force 香港警務處東九龍總區防止罪案辦公室
Outstanding Security Guard 優秀保安員	Chan Wing Ki (Telford House) 陳榮基 (德福大廈)	
New Territories South Best Security Personnel Awards 2011-2012 2011至2012年度新界南總區最佳保安服務選舉		
The Outstanding Security Award 優秀保安員獎	Wong Ka Yip (Metro Loft) 黃家業 (都會坊) Leong Chun Tai (Bellagio) 梁轉娣 (碧堤半島) Lo Yun Ping (Bellagio) 盧潤萍 (碧堤半島) Leung Wai Keung (Bellagio) 梁偉強 (碧堤半島)	Regional Crime Prevention Office, New Territories South of Hong Kong Police Force 香港警務處新界南總區防止罪案辦公室
Kowloon West Best Security Guard Awards 2011 2011年西九龍最佳保安服務選舉		
Excellence Security Guard 優異保安員	Wong Sum Yeung (Bailey Garden) 黃森洋 (碧麗花園) Cheung To Hong (On Lee Building) 張道康 (安利大廈)	Regional Crime Prevention Office, of Kowloon West of Hong Kong Police Force 香港警務處西九龍總區防止罪案辦公室
The Best Carpark Management 優異管理停車場	Bailey Garden 碧麗花園	
The Best Property Management 優異管理物業	Bailey Garden 碧麗花園 On Lee Building 安利大廈	

Award Name 獎項名稱	Awardee / Corresponding Building 得獎者 / 大廈	Organiser 主辦單位
Hygiene & Environmental Management 衛生及環境管理		
2011 Hong Kong Award for Environmental Excellence - Certificate of Merit (Property Management) 2011香港環保卓越計劃 - 優異獎 (物業管理界別)	Wharf T&T Square 九倉電訊廣場	Environmental Campaign Committee 環保推廣委員會
Premium Services 優質服務		
Property Management Award of the Year - RICS Hong Kong Property Award 2012 最佳物業管理團隊獎 - 英國皇家特許測量師學會香港房地產年度大獎 2012	Harriman Property Management Limited 夏利文物業管理有限公司	RICS Hong Kong 英國皇家特許測量師學會 香港分會
2012/2013 Kowloon City Quality Building Management Competition and the Best Environmental Hygiene Building 2012/2013 九龍城區優質樓宇管理比賽暨最佳環境衛生大廈選舉	Bailey Garden 碧麗花園	Kowloon City District Council Housing and Infrastructure Committee, Kowloon City District Office 九龍城區議會房屋及基礎建設委員會·九龍城民政事務處
100% satisfaction rating (as stated in the Premises Handover Survey) at One Midtown One Midtown 榮獲100% 滿意指數 (根據物業交付調查)	Harriman Property Management Limited 夏利文物業管理有限公司	HPML 夏利文物業管理有限公司
92.54% satisfaction rating and a 19.91% "Very Good" rating in our Annual Customer Survey 2012 2012年年度客戶調查中獲92.54% 滿意指數及19.91% "非常好" 評價	Harriman Property Management Limited & Harriman Management Services Limited 夏利文物業管理有限公司及夏利文管理服務有限公司	HPML & HMSL 夏利文物業管理有限公司/ 夏利文管理服務有限公司

Pledges 承諾

Project Name 活動名稱	Corporate 企業	Organiser 主辦單位
"No Shark Fin" Campaign "拒絕魚翅" 活動	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	WWF Hong Kong 世界自然基金會香港分會
"Earth Hour" Campaign "地球一小時" 活動	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	WWF Hong Kong 世界自然基金會香港分會
Hong Kong No Air-Con Night 2012 香港無冷氣日2012	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	Green Sense 環保觸覺

Global Reporting Initiative Index

全球報告倡議組織指引

This report is prepared with reference to the Global Reporting Initiative G3.1 Guidelines, which is a voluntary framework to help organisations report their sustainability performance.

The tables listed below include the GRI G3.1 Profile Disclosures and Performance Indicators we addressed in this report. We have also provided a short commentary for indicators we selected to report on, but did not cover in the report.

本報告是按照全球報告倡議組織G3.1指引編寫，這是一個自願性的框架，以幫助機構報告其可持續性績效。

下面列出的表格包括GRI G3.1個人資料披露及績效指標。我們還提供了一個短評指標，我們選擇了匯報，但不包括在報告中。

GRI Indicators 指標		Reference 參閱
1. Strategy and Analysis 策略與分析		
1.1	Statement from the most senior decision-maker of the organisation. 機構最高決策者的聲明。	Message from the Managing Director 常務董事的話
1.2	Description of key impacts, risks, and opportunities. 主要影響、風險及機遇。	Message from the Managing Director 常務董事的話
2. Organisational Profile 機構簡介		
2.1	Name of the organisation. 機構的名稱。	Contact Us 聯絡我們
2.2	Primary brands, products, and / or services. 主要品牌、產品及 / 或服務。	About Us – Our Business 關於我們 — 集團業務
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries, and joint ventures. 機構及其主要業務部門、營運公司、附屬公司及合營企業的營運架構。	About Us – Our Business 關於我們 — 集團業務
2.4	Location of organisation’s headquarters. 機構總部的位址。	Contact Us 聯絡我們
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report. 機構營運所在國家的數目，以及本報告涵蓋的主要營運業務或與可持續發展事宜相關的營運國家名稱。	About Us – Our Business 關於我們 — 集團業務
2.6	Nature of ownership and legal form. 所有權的性質及法律形式。	About Us – Our Business 關於我們 — 集團業務
2.7	Markets served (including geographic breakdown, sectors served, and types of customers / beneficiaries). 所服務的市場（包括服務地區、所服務的行業、客戶 / 受惠者種類）。	About Us – Our Business 關於我們 — 集團業務
2.8	Scale of the reporting organisation. 報告機構的規模。	About Us – Our Business 關於我們 — 集團業務
2.9	Significant changes during the reporting period regarding size, structure, or ownership. 匯報期內機構規模、架構或所有權方面的重大改變。	Message from the Managing Director 常務董事的話
2.10	Awards received in the reporting period. 匯報期內所獲取的獎項。	Memberships, Awards & Pledges 成員資格、獎項及承諾

3. Report Parameters 報告規範		
3.1	Reporting period (e.g., fiscal / calendar year) for information provided. 提供資料的匯報期 (例如財政年度 / 曆年)。	Scope & Approach of Reporting 報告範疇及模式
3.2	Date of most recent previous report (if any). 上一份報告的日期 (如有)。	Scope & Approach of Reporting 報告範疇及模式
3.3	Reporting cycle (annual, biennial, etc.) 匯報周期 (每年、每兩年等)。	Scope & Approach of Reporting 報告範疇及模式
3.4	Contact point for questions regarding the report or its contents. 查詢報告或報告內容的聯絡點。	Scope & Approach of Reporting 報告範疇及模式
3.5	Process for defining report content. 界定報告內容的過程。	Scope & Approach of Reporting 報告範疇及模式
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). 報告的界限 (如國家、業務部門、附屬公司、租用設施、合營企業、供應商)。	Scope & Approach of Reporting 報告範疇及模式
3.7	State any specific limitations on the scope or boundary of the report 指出任何有關報告範圍或界限的特定限制。	Scope & Approach of Reporting 報告範疇及模式
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and / or between organisations. 匯報基準, 包括合營企業、附屬公司、租用設施、已外判營運工序, 及其他對不同匯報期及 / 或匯報組織間的可比較性有重大影響的實體。	Scope & Approach of Reporting 報告範疇及模式
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols. 數據量度技巧及計算基準, 包括假設及為編製本報告的指標及其他資料而應用的估計技巧。解釋為何決定不應或遠遠偏離GRI 指標協定。	Scope & Approach of Reporting 報告範疇及模式
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers / acquisitions, change of base years / periods, nature of business, measurement methods). 解釋重整舊報告所載訊息的結果及原因 (例如合併 / 收購、更改基準年份 / 基準期、業務性質、量度方法)。	Scope & Approach of Reporting 報告範疇及模式
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report. 報告的範圍、界限或所用的計算方法與以往報告的重大分別。	Scope & Approach of Reporting 報告範疇及模式
3.12	Table identifying the location of the Standard Disclosures in the report. 表列各類標準披露在報告中的位置。	Global Reporting Initiative Index 全球報告倡議組織指引
3.13	Policy and current practice with regard to seeking external assurance for the report. 機構為報告尋求外界核實的政策及現行實務。	Scope & Approach of Reporting 報告範疇及模式
4. Governance, Commitments and Engagement 管治、承諾及參與度		
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight. 機構的管治架構, 包括最高管治機關下專責制訂策略或監察機構運作的不問委員會。	About Us – Corporate Governance 關於我們 — 企業管治
4.2	Indicate whether the Chair of the highest governance body is also an executive officer. 指出最高管治機關的主席有否兼任行政職位。	About Us – Corporate Governance 關於我們 — 企業管治
4.3	For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and / or non-executive members. 如機構屬單一董事會架構, 指出最高管治機關中獨立及 / 或非執行成員的人數及性別。	About Us – Corporate Governance 關於我們 — 企業管治
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. 股東及僱員向最高管治機關提出建議或經營方針的機制。	About Us – Corporate Governance 關於我們 — 企業管治

4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organisation's performance (including social and environmental performance). 最高管治機關成員、高級管理人員及行政人員薪酬 (包括離職安排) 與機構表現 (包括社會及環境表現) 之間的關係。	About Us – Corporate Governance 關於我們 — 企業管治
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided. 最高管治機關為避免利益衝突而制訂的程序。	About Us – Corporate Governance 關於我們 — 企業管治
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity. 如何決定最高管治機關及其各委員會的成員組成、資格及專長，包括考慮性別及其他多元化指標。	About Us – Corporate Governance 關於我們 — 企業管治
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation. 機構內部訂定的使命或價值觀宣言、紀律守則及關乎經濟、環境及社會表現的原則，以及其實施狀況。	About Us – Corporate Governance 關於我們 — 企業管治
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles. 最高管治機關對匯報機構如何確定和管理經濟、環境及社會表現 (包括相關的風險、機遇)，以及對機構有否遵守國際公認的標準、紀律守則及原則的監督程序。	About Us – Corporate Governance 關於我們 — 企業管治
4.10	Processes for evaluating the highest governance body's own performance, particularly respect to economic, environmental, and social performance. 評估最高管治機關本身表現的程序，特別是有關經濟、環境及社會的表現。	About Us – Corporate Governance 關於我們 — 企業管治
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation. 解釋機構有否及如何按謹慎方針或原則行事。	About Us – Corporate Governance 關於我們 — 企業管治
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or endorses. 機構參與或支持由外界發起的經濟、環境及社會約章、原則或其他倡議。	Our Environment 環境保護
4.13	Memberships in associations (such as industry associations) and / or national / international advocacy organisations in which the organisation: Has positions in governance bodies; Participates in projects or committees; Provides substantive funding beyond routine membership dues; or Views membership as strategic. 機構加入的聯會 (例如業界聯會) 及 / 或國家 / 國際倡議組織，而機構於管治組織內佔有席位；參與項目或委員會；提供一般會費以外的重大資金；或視會籍為一種策略。	Membership, Awards & Pledges 成員資格、獎項及承諾
4.14	List of stakeholder groups engaged by the organisation. 機構的業務相關群體清單。	About Us – Corporate Governance 關於我們 — 企業管治
4.15	Basis for identification and selection of stakeholders with whom to engage. 界定及挑選所需聯繫的業務相關人士的依據。	About Us – Corporate Governance 關於我們 — 企業管治
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group. 聯繫業務相關人士的方針，包括按形式及組別劃分聯繫業務相關人士的頻密程度。	About Us – Corporate Governance 關於我們 — 企業管治
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. 業務相關人士在溝通過程中提出的主要項目及關注點，以及公司透過匯報及其他方式所作的回應。	About Us – Corporate Governance 關於我們 — 企業管治

Economic 經濟		
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. 機構產生及分發的直接經濟價值，包括收入、營運成本、僱員薪酬、捐獻及其他社區投資、保留盈利、付予資本提供者及政府的款項。	About Us – Operation Overview 關於我們 — 營運概覽
EC4	Significant financial assistance received from government. 政府給予的重大財務援助。	We did not receive any significant financial assistance from the government 我們未有從政府獲得任何重大的財務援助
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement. 從發展及影響兩方面，說明機構透過商業活動、實物捐贈或免費專業服務，主要為大眾利益而提供的基建投資及服務。	Our Community 社區公益
Environmental 環境		
EN3	Direct energy consumption by primary energy source. 按初級能源劃分的直接能源消耗量。	Our Environment 環境保護
EN4	Indirect energy consumption by primary source. 按初級源頭劃分的簡接能源消耗量。	Our Environment 環境保護
EN5	Energy saved due to conservation and efficiency improvements. 通過節約及提升效益而達至節省能源。	Our Environment 環境保護
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. 提供具能源效益或可再生能源產品和服務的措施，因而達至減少能源的需求。	Our Environment 環境保護
EN7	Initiatives to reduce indirect energy consumption and reductions achieved. 提供減少間接能源消耗的措施並取得成果。	Our Environment 環境保護
EN8	Total water withdrawal by source. 按源頭劃分的水總抽取量。	Our Environment 環境保護
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity. 管理生物多樣性影響的策略、現行措施及未來計劃。	Our Environment 環境保護
CRE3	Greenhouse gas emissions intensity from buildings. 從建築物的溫室氣體排放強度。	Our Environment 環境保護
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved. 提供減低溫室氣體排放的措施並取得成果。	Our Environment 環境保護
EN22	Total weight of waste by type and disposal method. 按種類及處理方式劃分的廢棄物總重量。	Our Environment 環境保護
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. 提供減輕對環境造成影響的產品和服務，並有效減輕影響程度。	Our Environment 環境保護
Social: Society 社會：社區		
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs. 有推行本地社區參與、影響評估和發展計劃的業務的百分比。	Our Community 社區公益

Social: Product Responsibility 社會：產品責任		
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. 按結果類別劃分，違反有關產品及服務資料和標籤的法規及自願守則的事件總數。	Our Customers 客戶服務
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. 有關客戶滿意度的措施，包括調查客戶滿意度的結果。	Our Customers 客戶服務
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. 為符合市場推廣傳訊（包括廣告、推銷及贊助）的法律、標準及自願守則而設的計劃。	Our Customers 客戶服務
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes. 按結果類別劃分，違反有關市場推廣（包括廣告、推銷及贊助）的法規及自願守則的事件總數。	Our Customers 客戶服務
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. 侵犯客戶私隱及遺失客戶資料的經證實投訴總數。	Our Customers 客戶服務
Social: Labor Practices and Decent Work 社會：勞工措施及合理工作		
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. 為健康與安全項目提供監察與意見的勞資聯合職業健康與安全委員會所代表的員工百分比。	Our People 員工關顧
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and gender. 按地區及性別劃分的工傷、職業病、損失工作日及缺勤比率，以及和工作有關的死亡人數。	Our People 員工關顧
LA10	Average hours of training per year per employee by gender and by employee category. 按性別及僱員類別劃分，每名僱員每年受訓的平均時數。	Our People 員工關顧
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. 加強僱員的持續受聘能力及協助僱員轉職的技能管理及終生學習課程。	Our People 員工關顧
LA12	Percentage of employees receiving regular performance and career development reviews by gender. 按性別劃分，接受定期表現及事業發展檢討的僱員百分比。	Our People 員工關顧
Social: Human Rights 社會：人權		
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken. 涉及侵犯原居民權利的個案總數，以及機構採取的行動。	Our People 員工關顧

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