



WHEELOCK
PROPERTIES
會德豐地產

Corporate Social Responsibility Report 2013
企業社會責任報告 2013

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Message from the Managing Director

常務董事的話

“Do well by doing good” – we believe that
to have a good business we must
do good through our business.

我們相信透過業務創造裨益，
才能追求良好業務發展。



In the face of global fiscal uncertainties and the Hong Kong government's cooling policies in the property market, Wheelock Properties succeeded in meeting our major targets in 2013. Looking ahead, we will continue to take further steps to provide quality homes and office spaces in Hong Kong. The long-term sustainability of the Group is achieved not only through investment in new business but also through investment in the community. “Do well by doing good” – we believe that to have a good business we must do good through our business. To this end, we work in close collaboration with our customers, partners and stakeholders with a clear focus on the environment, the team and the community.

Our commitment to the environment is evidenced by our continued endeavours to integrate innovative green features in our designs and to reduce our carbon footprint. In 2013, we introduced a new Green Fund which allows us to pilot new green ideas with the aim of broad application across our future developments to create high quality, sustainable local environments. Our carbon emission intensity on construction sites reduced by 62% and the company-wide recycling rate rose by 32% in 2013 compared to 2012. We target to reduce the total GHG emissions per employee by 15% by 2017.

Wheelock Properties is built by the collective energy and efforts of our team. We have a strong desire and passion to continuously improve our capabilities in meeting our

customers' expectations, be they in products or services. To achieve this, we provide training and development opportunities on an ongoing basis. We also focus on the safety, health and well-being of our office and site staff.

As a caring company, we use our skills and resources to play an active role in the community. Over 60% of our staff were involved in community and volunteer activities in 2013. Project *WeCan* is a business-in-community initiative to empower underprivileged students with opportunities and programmes that will engage them, enhance their confidence and inspire them. The Group has recently launched Project *WeCan* 2 aiming to support up to 150 or one-third of Hong Kong secondary schools with a high percentage of underprivileged students. In addition, we continue to support a wide range of arts, sports and other community events, including the thoroughly enjoyable 'The Community Chest Wheelock Swim for a Million'.

This report is produced in accordance with the latest Global Reporting Initiative standard, G4, to ensure the highest possible levels of transparency and accountability to our stakeholders. I warmly invite you to take a few moments to look through this report and would welcome your thoughts and feedback as we further develop our approach for 2014 and beyond.

Douglas Woo

Managing Director

Wheelock Properties Limited

儘管面對環球經濟不明朗及香港房屋市場受政府降溫政策的影響，會德豐地產2013年業務仍然按計劃達標。展望未來，我們將進一步提供更多優質居所和寫字樓。除了投資新的業務機遇外，我們亦投資社區以實現長遠可持續發展。我們相信透過業務創造社會裨益，才能追求良好業務發展。為此，我們與客戶、夥伴和各持份者緊密合作，一同關注環境、團隊和社區成長。

為實踐對環境的承諾，我們致力在項目設計中採用創新的環保設施，從而減少碳足跡。在2013年設立的先導綠色基金，讓我們能夠試驗創新綠色建築構思，以便日後廣泛應用於未來發展項目，創造優質及可持續的地方環境。相比去年，2013年我們建築工地的碳排放強度大幅減少62%，整體廢棄物回收比率則增加了32%。我們亦定下目標，在2017年把員工人均溫室氣體排放量減少15%。

會德豐地產是建基於整個團隊的集體力量和努力，我們抱有熱誠，持續積極地為我們的客戶提供最優質的產品和服務，為此我們為員工持續提供培訓和發展機會。我們亦高度重視辦公室員工及建築同工的安全和身心健康。

身為關懷社區的企業，我們善用自身的技能和資源貢獻社區。2013年，超過六成員工曾參與我們舉辦的義工活動。

「學校起動」計劃體現「社·企共勉」的精神，旨在為學習條件稍遜的學生提供各種機會，並透過適切的項目，培育他們建立自信心，啟發他們規劃人生。集團已開展「學校起動」計劃第二期，目標支援150間或全港三分之一收取較多學習條件稍遜學生的中學。此外，我們亦繼續支持不同類型的藝術、體育和社區活動，包括「公益金會德豐百萬泳」。

本報告採用全球報告倡議組織指引(GRI G4)，確保報告具高透明度，及向對持份者負責。我誠意邀請閣下撥冗閱讀本報告。我們正制訂2014年及以後的工作方針，歡迎提供寶貴意見。

會德豐地產有限公司

常務董事

吳宗權

Report Scope & Approach

報告範圍與模式

Wheelock Properties Limited embraces corporate social responsibility (CSR) as a core principle and an essential element in the long-term success of our business. This is our third annual standalone CSR report and the second in which we have reported in accordance with the internationally recognised Global Reporting Initiative sustainability reporting guidelines.

What We Report

The information in this report covers the operations and activities of Wheelock Properties Limited, the wholly-owned property development subsidiary of Wheelock and Company Limited. Where relevant, information related to Wheelock and Company Limited and its other subsidiaries – including Wheelock Properties

(Hong Kong) Limited, The Wharf (Holdings) Limited, Harriman Property Management Limited and Harriman Management Services Limited – is also included to provide a better understanding of our CSR activities. All information presented is for the 2013 calendar year, unless otherwise stated.

The report provides details of the economic, social and environmental impacts of our business operations and our principles and activities as a good corporate citizen. Particular emphasis is given to issues that we believe may influence the sustainability of our business and/ or that have been identified as of interest to our stakeholders through various engagement activities and the materiality assessment, described in ‘Being a Responsible Business’.





How We Report

This report is compiled in accordance with the 'core' option of the Global Reporting Initiative (GRI) G4 sustainability reporting guidelines. The 'Data Tables' section provides detailed performance data on each of the issues that have been identified as material for Wheelock Properties Limited (Wheelock Properties). The GRI Index provides a series of reference points to locate the qualitative and quantitative information relating to each indicator throughout this report.

Additional information relating to our financial and corporate governance can be found in our Group 2013 Annual Report, which is available on the Wheelock and Company Limited website (www.wheelockcompany.com).

An electronic version of this report can be downloaded from the Wheelock Properties website (www.wheelockpropertiesthk.com).

Your Feedback

We welcome your feedback on our CSR performance or any aspect of this report, please e-mail it to csr@wheelockpropertiesthk.com.

會德豐地產有限公司(會德豐地產)秉承履行企業社會責任的營運宗旨，視投資社區為業務可持續發展的重要元素。本報告是我們第三份獨立的企業社會責任報告，也是我們第二份參考國際認可的全球報告倡議組織指引編撰的報告。

報告範圍

會德豐地產是會德豐有限公司的全資附屬公司，本報告涵蓋其業務營運和活動。為全面反映我們的企業社會責任工作，我們亦把會德豐有限公司及其附屬公司，包括會德豐地產(香港)有限公司、九龍倉集團有限公司、夏利文物業管理有限公司以及夏利文管理服務有限公司的相關資料納入報告內。除非另外註明，否則本報告提供的是2013年度的資料。

本報告詳述我們業務對經濟、社會和環境的影響，並闡述身為良好企業公民，我們所恪守的原則和進行的工作。我們尤其重視對業務持續發展影響深遠以及備受持份者關注的議題，並利用不同的溝通渠道和重要性評估了解持份者的意見；詳情請參閱《克盡己任的企業》。

報告模式

本報告乃參照全球報告倡議組織G4指引的核心選項而編寫。在《數據列表》中，我們詳細列出會德豐地產在各重要議題的表現數據。在《全球報告倡議組織內容索引》中，我們列舉了一系列參考指標，方便在報告中查找相關的量化和描述性資料。

有關我們財務數據以及企業管治的資料，可查閱上載於會德豐有限公司網站的2013集團年報(www.wheelockcompany.com)。

本報告的電子版本可於會德豐地產的網站下載(www.wheelockpropertiesthk.com)。

寶貴意見

如對我們的企業社會責任工作或本報告內容有任何意見，歡迎閣下透過電郵(csr@wheelockpropertiesthk.com)向我們提出。

About Wheelock Properties

關於會德豐地產

We achieved contracted sales totalling
HK\$10 billion in 2013, involving both
residential and commercial properties.

2013年，會德豐地產的住宅和商業物業
銷售總額約為港幣100億元。

Wheelock Properties Limited is a wholly-owned subsidiary of Wheelock and Company Limited (SEHK:0020), a listed company founded in 1857 and headquartered in Hong Kong. As the property arm of our parent company, we focus on the development of quality residential and commercial properties in Hong Kong, and the delivery of impeccable services to our customers.

We achieved contracted sales totalling HK\$10 billion in 2013, involving both residential and commercial properties. Our latest developments include The Austin & Grand Austin (a joint venture residential development above the Austin MTR station), Kadoorie Hill, Lexington Hill and One Bay East.

In March 2013, the HK\$4.5 billion pre-sale of the West Tower of One Bay East in Kowloon East was the largest en-bloc office transaction by value in the Kowloon office market.

會德豐地產有限公司是會德豐有限公司 (SEHK:0020) 的全資附屬公司，母公司創立於1857年，是一間以香港為總部的上市公司。會德豐地產負責母公司的地產營運，專注在香港發展優質住宅及商業物業，及為客戶提供以客為本的顧客服務。

2013年，會德豐地產的住宅和商業物業銷售總額約為港幣100億元。近期的發展項目則包括The Austin及Grand Austin (位於柯士甸港鐵站上蓋的住宅物業，屬合營發展項目)、Kadoorie Hill、Lexington Hill以及One Bay East。

2013年3月，九龍東One Bay East西座以45億港元售出，創下九龍區寫字樓全幢物業的最高成交紀錄。





OPERATIONS OVERVIEW 營運概覽

Property Sales 物業銷售

Our contracted sales were HK\$10 billion, up 45% compared with 2012.
物業銷售總額約為100億港元，較2012年上升45%。

Rental Income 租金收入

Our flagship investment properties in Hong Kong – Wheelock House and Crawford House – both enjoyed an occupancy rate of 99% in 2013.
會德豐大廈和卡佛大廈是集團在中區核心商業區的優質出租物業。
2013年，兩者的出租率均達99%。

Land Acquisitions 購入土地

We replenished our land bank with 2.2 million square feet in 2013.
2013年購入220萬平方呎的發展用地。

Land Bank 土地儲備

At the end of 2013, our total development property land bank under management in Hong Kong was approximately 7.9 million square feet.
截至2013年年底，集團在香港管理的發展土地儲備約為790萬平方呎。



PORTFOLIO OVERVIEW

As of December 2013, we managed a land bank of 7.9 million square feet in Hong Kong; this is adequate to meet our development needs in the coming few years. Some 95% of the land bank is located in city centre areas and 66% along the Victoria Harbour. Our residential portfolio represents 80% of the land bank and our commercial portfolio for sale accounts for the remaining 20%.

The Tseung Kwan O South Portfolio

The portfolio comprises four residential sites totalling 2.3 million square feet of gross floor area (GFA). Three out of the four are waterfront sites.

The Kowloon East Waterfront Portfolio

The portfolio consists of two key clusters: The Bay East Waterfront Cluster in CBD2 amounts to 1.9 million square feet and includes One Bay East, Wharf T&T Square and Kowloon

Godown redevelopments (52% attributable interest). The Yau Tong Harbourfront Cluster consists of two redevelopments, namely Yau Tong Bay and Yau Tong Godown. Yau Tong Bay is a 4 million square feet harbourfront joint venture redevelopment providing over 5,000 residential units. Wheelock Properties is the co-project manager with 15% interest.

The Kowloon South Portfolio

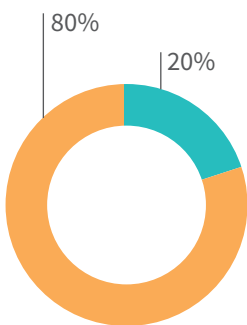
The portfolio consists of three developments – The Austin & Grand Austin, Ho Man Tin residential project and One HarbourGate – amounting to a total of 1.8 million square feet GFA.

The Peak Portfolio

The portfolio consists of 0.5 million square feet GFA of luxury residential land parcels on the Peak.

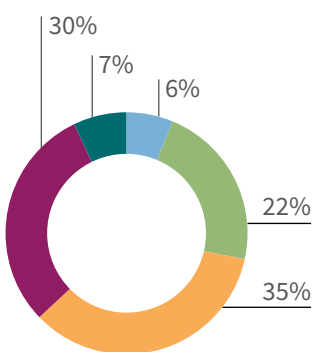
Urban Redevelopment

Following Lexington Hill and Kadoorie Hill, the High Street project on Hong Kong Island West and the Shau Kei Wan project on Island East are underway.



■ Commercial Portfolio
商業物業

■ Residential Portfolio
住宅物業



■ Tseung Kwan O South Portfolio
將軍澳南組合

■ Kowloon East Waterfront Portfolio
九龍東海濱組合

■ Kowloon South Portfolio
九龍南組合

■ Peak Portfolio
山頂組合

■ Others
其他

(Percentage on GFA basis)
(按總樓面面積百分比計算)

土地儲備組合概覽

截至2013年12月，我們在香港管理的發展土地儲備為790萬平方呎，足以應付未來數年的發展需要。土地儲備中，95%位處市中心，66%為維多利亞港臨海地皮，住宅用地和商業用地各佔80%和20%。

將軍澳南組合

包括四幅住宅地皮，總樓面面積共230萬平方呎，其中三幅為臨海地皮。

九龍東海濱組合

包括兩大組合：位於新核心商業區Bay East沿海岸線物業，包括One Bay East、九倉電訊廣場以及九龍貨倉重建項目（佔52%應佔權益），總樓面面積約為190萬平方呎。油塘港畔組合則包括油塘灣和油塘貨倉兩大重建項目。油塘灣為佔地約400萬平方呎的合資項目，共提供超過5,000個住宅單位，會德豐地產佔15%權益及為聯合項目經理。

九龍南組合

由三個發展項目組成，包括The Austin及Grand Austin、何文田住宅項目以及One HarbourGate商業項目，總樓面面積約180萬平方呎。

山頂組合

位處山頂的最高端住宅地段，總樓面面積為50萬平方呎。

市區重建

繼Lexington Hill和Kadoorie Hill後，將發展港島西高街和港島東筲箕灣的重建項目。



CSR is an integral part of our corporate culture,
and is enshrined at the
very heart of our corporate
governance and workplace management.

企業社會責任是我們企業文化不可分割的一部分，
也是我們企業管治和辦公室管理的核心理念。

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 all our stakeholders. As a subsidiary of Wheelock and Company Limited, Wheelock Properties is governed by the Group's corporate governance structure.

The management committee of Wheelock Properties operates under the stewardship of the Chairman and

Vice-chairman. They are responsible for setting the overall business direction, approving the strategy proposed by the management team and providing organisational oversight and guidance. The management team, a group of highly experienced and skilled professionals, is responsible for proposing business strategy on different aspects of the business in accordance with the direction set out by our top management.

We encourage our employees to actively engage in the company's strategy and operation in both formal and informal ways, and we provide a range of channels and opportunities to collect their feedback.



企業管治

企業社會責任是我們企業文化不可分割的一部分，也是我們企業管治和辦公室管理的核心理念。在業務運作的每個層面，我們都以公司、社會和所有持份者為念，竭盡全力以達至企業公民的最高標準。身為會德豐有限公司的成員，會德豐地產受集團企業管治架構的規範。

會德豐地產的管理委員會由主席和副主席領導，負責制定整體業務方針、批核

管理團隊的策略建議，並擔當監察和指導角色。管理團隊則由經驗豐富的專業人才組成，向管理委員會負責，協助訂立業務方向及對業務不同範疇的發展策略提出建議。

我們鼓勵員工透過正式和非正式途徑積極參與公司的策略發展和營運，並藉各種各樣的渠道和機會聽取員工的意見。



Being a Responsible Business

克盡己任的企業

OUR CSR APPROACH

Our core business activities are planned taking into consideration the sustainable development of our city, which will help ensure a solid foundation for the continued success of our business.

Through our business activities we seek to contribute to the economy and its well-being by enhancing the local communities in which people live and work, and by serving as a role model in our industry with regards to environmental and social performance. To support this, we invest in targeted CSR programmes, working closely with our employees and a range of external partners.

In 2012, we formed a CSR Committee, chaired by our Managing Director, to set the overall direction of our sustainability strategy. The Committee has devised

four broad CSR objectives that underpin all our activities:

- 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;
- Provide opportunities for underprivileged youth in our community.

To advance these objectives, we established six sub-committees in 2013. Their roles are to define specific principles and targets for key areas of our operations and CSR activities, and to monitor progress against those targets. The sub-committees are set out on the opposite page.

我們的企業社會責任方向

我們的核心業務為香港的可持續發展作出貢獻，同時為我們成功的業務奠定穩固根基。

我們致力優化工作和生活空間，建立更美好的社區，並積極參與環保和社區工作以成為行業典範，從而為經濟和社會發展作出貢獻。為實踐抱負，我們把資源投放在目標明確的企業社會責任計劃，並與員工以及不同的外界夥伴攜手合作。

在2012年，我們成立了企業社會責任委員會，由常務董事擔任主席，負責決定可持續發展策略的整體方向。委員會制定了以下四大目標，指引我們的工作：

- 在香港提倡可持續的生活和工作方式；
- 提供負責任的產品和服務，並關懷客戶、員工和其他持份者；
- 推行環保政策和指引，珍惜資源、愛護地球；
- 提供機會予需要協助的弱勢青年。

為實現上述目標，我們在2013年成立了六個小組委員會，依據我們營運和企業社會責任活動的主要範疇，制定原則和目標，並監察進度。小組委員會詳情請見下頁。



CSR Sub-committees and Key Objectives

企業社會責任小組委員會及主要目標

Sustainability & Environment Sub-committee

可持續發展與環境小組委員會

Reduce waste, implement environmental standards that go beyond regulatory requirements and be an environmental pioneer

減少廢物、實施高於條例要求的環保標準，成為環保領先者

Compliance & Ethics Sub-committee

法規與業務操守小組委員會

Promote ethical conduct, raise awareness of the principle and enforce high standards of compliance, ethics and business conduct

推廣專業操守、提升相關意識，並就遵守法規、道德和商業行為制定嚴格要求

Service Sub-committee

服務小組委員會

Enhance our service and after-sales service quality by listening to customer feedback and benchmarking industry best practice

參考行業基準和聆聽顧客意見，藉此持續提升服務和售後服務的水平

Product Quality Sub-committee

產品質量小組委員會

Establish our brand and product as the market leader in terms of product quality, design, materials and specifications

持續提升產品質素、優化設計、選材及設備規格，以建立品牌和產品的聲譽

NGO Sub-committee

非政府機構小組委員會

Establish us as a caring company through our community, arts & culture and environmental initiatives

通過參與社區公益、藝術文化和環保工作，致力成為展現關懷的企業

Project WeCan Sub-committee

「學校起動」計劃小組委員會

Strengthen our relations with schools, students, teachers and parents, enhance students' English skills and increase volunteer participation

加強我們與學校、學生、教師和家長的關係、協助學生提高英語水平，以及推動員工參與義工服務

STAKEHOLDER ENGAGEMENT AND MATERIALITY ASSESSMENT

Stakeholder Engagement

We use a variety of formal and informal channels to actively and openly engage with our internal and external stakeholders, to better understand their priorities, perceptions and expectations.

Managing the different, sometimes conflicting views and concerns of our

diverse stakeholders is an ongoing challenge. Our goal is to reach an optimal balance that produces positive overall outcomes for our business and all those affected by our activities.

Ongoing channels through which we actively engage with stakeholders include:

持份者參與及重要性評估

持份者參與

我們利用多項正式和非正式渠道，積極與內部和外部持份者溝通，深入了解他們所重視的議題、觀點以及期望。

我們持份者的意見和關注議題各有不同，甚至有所矛盾；如何妥善處理，是我們不斷面對的挑戰。我們的目標是同時兼顧業務及持份者的需要，取得最佳平衡以達至美滿結果。

我們與持份者交流的途徑如下：

Stakeholder Group 持份者	Key Engagement Channels 主要交流途徑	
Shareholders 股東	<ul style="list-style-type: none"> Annual general meetings Annual report Company website 	<ul style="list-style-type: none"> 週年大會 年報 公司網站
Media 傳媒	<ul style="list-style-type: none"> Press conferences Press interviews & announcements 	<ul style="list-style-type: none"> 新聞發佈會 傳媒訪問和聲明
Government & Regulators 政府和監管機構	<ul style="list-style-type: none"> Meetings & seminars Reports 	<ul style="list-style-type: none"> 會議及研討會 報告
Customers 客戶	<ul style="list-style-type: none"> Handover service surveys Annual customer satisfaction surveys Club Wheelock events & communication platforms E-mails Customer service hotline 	<ul style="list-style-type: none"> 物業交付服務調查 年度客戶滿意度調查 Club Wheelock 活動和溝通平台 電郵 客戶服務熱線
Employees 僱員	<ul style="list-style-type: none"> Questionnaires Meetings Company intranet Annual dinner & quarterly drinks Recreational & volunteering activities 	<ul style="list-style-type: none"> 問卷調查 會議 公司內聯網 週年晚宴及季度聚會 文娛康樂和義工活動
Business Partners 營商夥伴	<ul style="list-style-type: none"> Meetings Telephone calls & e-mails 	<ul style="list-style-type: none"> 會議 電話及電郵
Suppliers 供應商	<ul style="list-style-type: none"> Meetings Workshops 	<ul style="list-style-type: none"> 會議 工作坊
Communities & NGOs 社區及非政府組織	<ul style="list-style-type: none"> Volunteering activities Site visits Public events Meetings 	<ul style="list-style-type: none"> 義工活動 實地考察 公眾活動 會議



In recognising that sustainable development is not a static process, not only do we strive to maintain an ongoing dialogue with our stakeholders but we also consider and anticipate future trends, and the effects these may have on our business and stakeholders. This enhances our ability to plan ahead effectively and adopt best practices ahead of the curve.

Feedback from our stakeholders helps shape our sustainability approach and initiatives going forward. For example, in line with the environmental concerns expressed by NGOs and customers,

we are enhancing our green building standards by increasing energy efficiency, minimising waste to landfill and trailing innovative solutions (see 'Creating High Quality Environments').

In the community investment sphere, our flagship Project *WeCan* has received positive feedback from the public, who have also expressed a wish for it to be extended to other schools.

As a result, Project *WeCan* 2 aims to serve a further 150 secondary schools across Hong Kong was introduced in October 2013 (see 'Contributing to our Communities').

我們明白可持續發展並非靜態過程，除致力與持份者保持溝通外，我們亦放眼將來，預測未來的趨勢以及我們業務和持份者可能受到的影響。這有助我們把握先機及規劃未來。

持份者所提供的意見幫助我們制訂未來的可持續發展方向和措施。例如因應非政府組織和客戶對環保議題的關注，我們透過提升樓宇的能源效益、減少送往堆填區的廢物及試驗創新的建築方案，來加強我們綠色建築的表現（詳細內容可參閱《創造優質環境》）。

社區參與方面，公眾對我們的旗艦項目「學校起動」計劃作出正面評價，並希望計劃能夠令更多學校受惠，因此我們於2013年10月開展了「學校起動」計劃第二期，目標覆蓋至全港150間中學（詳細內容可參閱《投入社區》）。

Materiality Assessment

Stakeholder engagement is the principal approach through which we identify our material issues. Materiality is determined by assessing the importance of an issue to the business – its potential influence on the Group’s operation, growth and long-term viability – and its importance to our stakeholders.

To further ensure that our CSR strategy and reporting align with issues that are considered important by our stakeholders, we appointed an external

consultant to facilitate a number of stakeholder engagement exercises on our behalf. These included an online survey, telephone interviews and focus groups. The discussions helped shape the materiality assessment and the contents of this report.

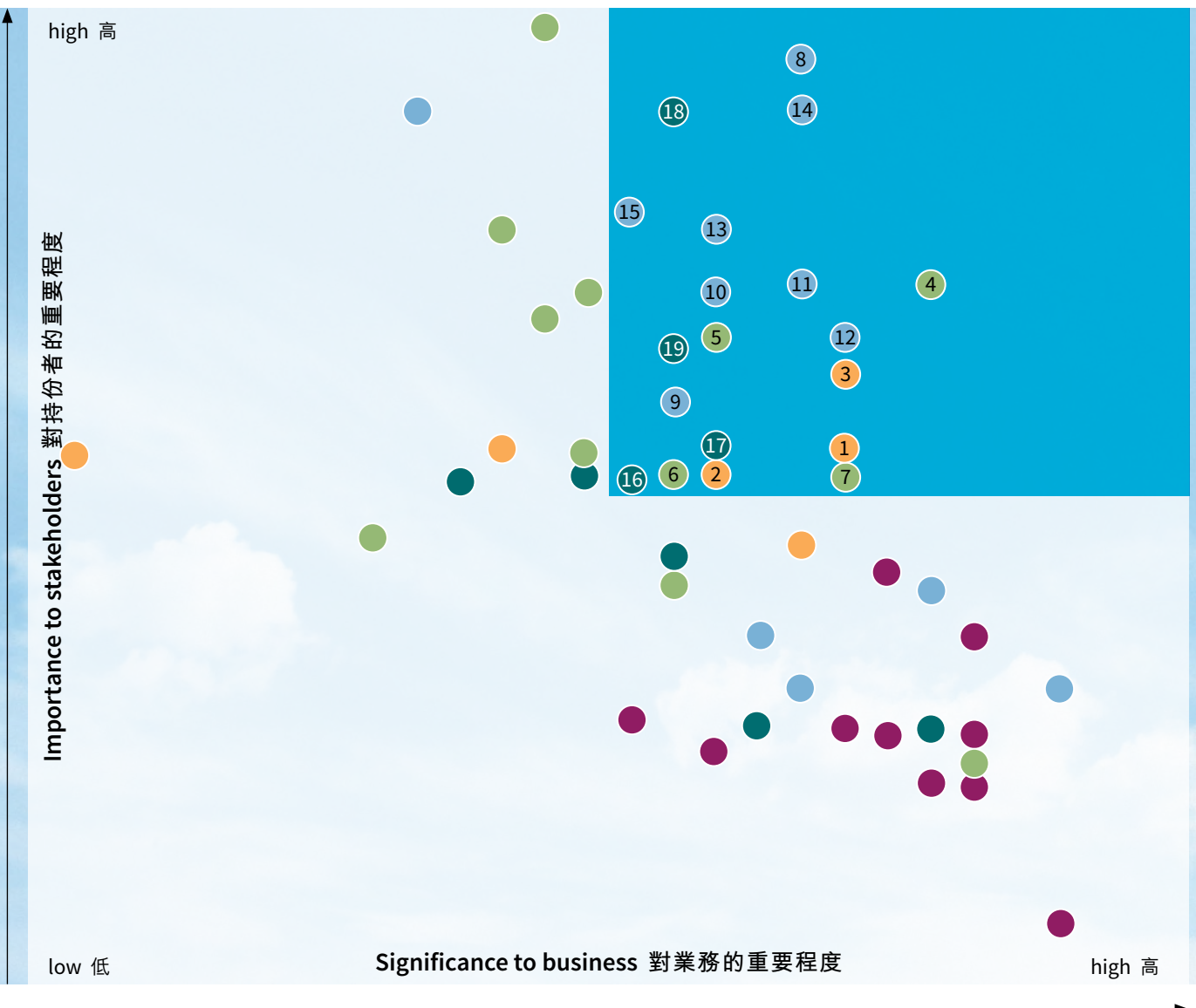
We have identified 19 material issues that are important both to Wheelock Properties and to our stakeholders. Those issues cut across four areas including economic, environmental, workforce, and governance and compliance.

While issues in the ‘customers and communities’ category were not identified as important by stakeholders in the materiality assessment, we think that customer satisfaction and community engagement are essential to our business. As such, we have included selected customer and community issues as additional areas of focus in this report (please see ‘Supporting High Quality Growth in Hong Kong’ and ‘Contributing to our Communities’).

The materiality matrix which resulted from the assessment is shown below.

Materiality Matrix

重要性矩陣圖



重要性評估

持份者參與是我們界定重要議題的主要方法。我們一方面評估議題對業務的重要性，包括對會德豐地產營運、增長和長遠發展可能產生的影響，另一方面亦衡量它對我們持份者的重要程度。

為確保我們的企業社會責任策略以及可持續發展報告涵蓋持份者重視的議題，我們外聘顧問協助進行持份者意見調查，包括網上問卷調查、電話訪問以及焦點小組。這些活動有助我們評估各項議題的重要性和制定本報告的內容。

我們識別19項對會德豐地產與及持份

者重要的議題。這些議題橫跨經濟、環保、員工團隊和管治及遵守法規四個主要領域。

雖然根據持份者意見調查結果，與顧客及社區相關的議題未獲界定為重要議題，但由於我們視滿足客戶需要及社區參與為業務的根本，本報告亦重點說明部分與客戶及社區相關的議題（詳細內容可參閱《支持香港美好發展》及《投入社區》）。

以下為根據評估結果編制的重要性矩陣圖。

Material Issues for Reporting in 2013 2013年報告涵蓋的重要議題

Economic 經濟

- 1 Direct economic value
直接經濟價值
- 2 Local employment
本地就業機會
- 3 Procurement practices
採購實務

Environmental 環境

- 4 Energy consumption
能源使用
- 5 Direct greenhouse gas emissions
直接溫室氣體排放
- 6 Resources and materials
資源和材料
- 7 Environmental innovation
環保創新

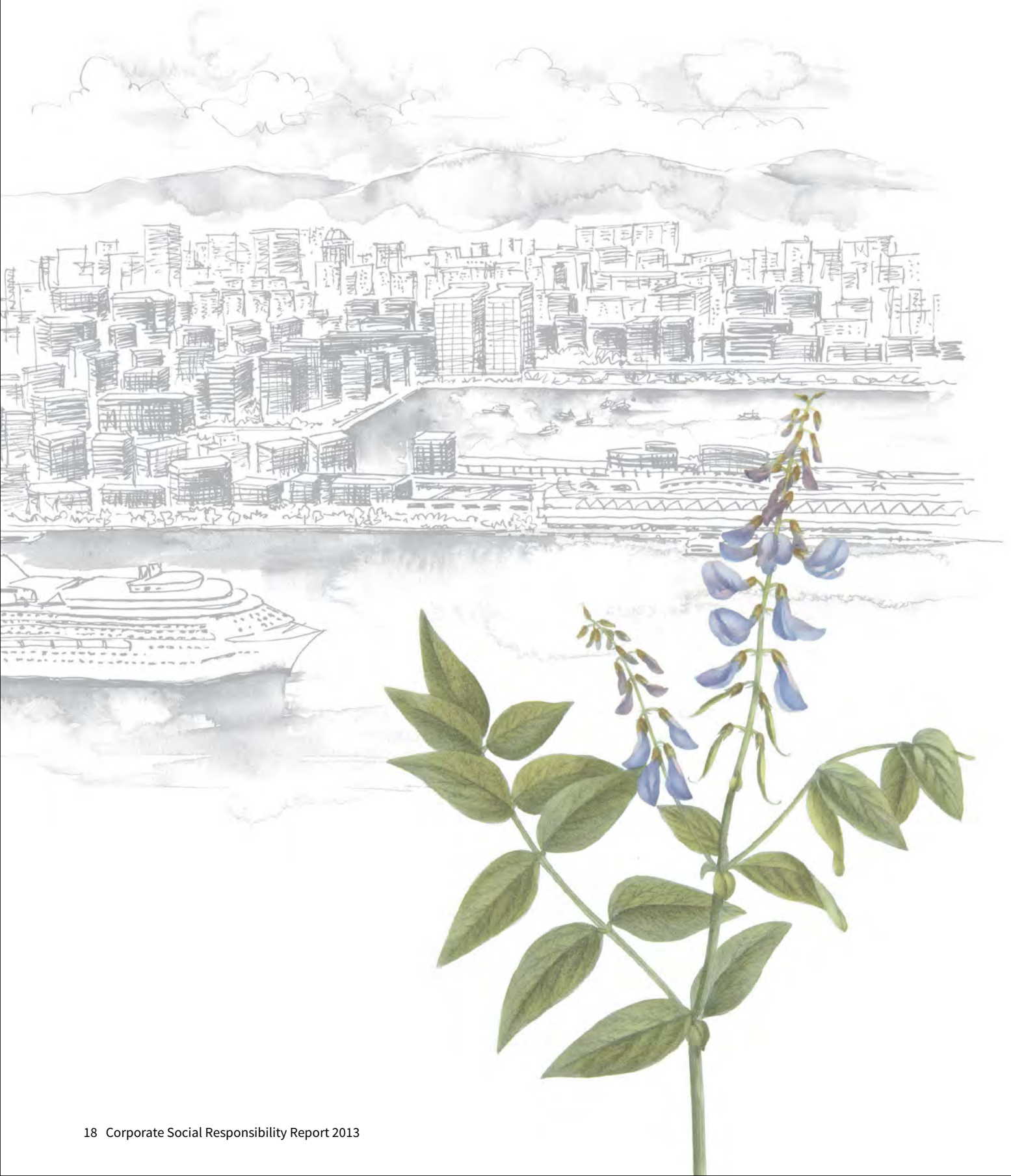
Workforce 員工團隊

- 8 Employee demographics
員工類別
- 9 Equal opportunities
平等機會
- 10 Non-discrimination
不歧視
- 11 Employee grievance mechanism
員工申訴機制
- 12 Recruitment and staff turnover
招聘及員工流失率
- 13 Forced labour
強迫勞動
- 14 Human rights policies
人權政策
- 15 Human rights training
人權培訓

Governance and Compliance 管治和遵守法規

- 16 Influencing government
對政府的影響
- 17 Suppliers: labour practices
供應商：勞工實務
- 18 Suppliers: human rights practices
供應商：人權實務
- 19 Suppliers: environmental practices
供應商：環保實務

-  Economic
經濟
-  Environmental
環境
-  Workforce
員工團隊
-  Governance and Compliance
管治和遵守法規
-  Customers and Communities
客戶和社區



Supporting High Quality Growth in Hong Kong

支持香港美好發展

Our developments play an essential role in Hong Kong's continuing growth and prosperity.

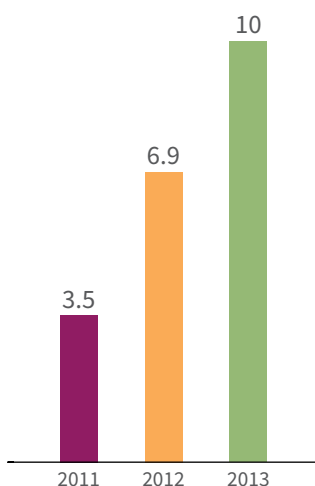
我們的發展項目為香港的持續發展和繁榮扮演著重要角色。

As a responsible property developer, we do not just build buildings. We help to create high-quality communities for people to live and work, and in so doing support continued economic growth and rising quality of living in Hong Kong. Quality residential and office space is essential to support the enterprise growth and growing population associated with any successful society, and that is at the heart of our business.

作為負責任的地產發展商，我們不單只建造樓宇，同時亦建設美好的居住和工作社區，從而為促進香港的長遠經濟增長以及提升本地生活質素出一分力。社會興盛帶來企業及人口增長，對優質住宅和寫字樓的需求因而上升，發展相關物業亦為我們的核心業務。

Contracted Sales of Hong Kong Development Properties (HK\$ billion)

香港發展物業銷售總額
(港幣億元)



CREATING VALUE FOR OUR STAKEHOLDERS

In 2013, Wheelock Properties achieved record sales of HK\$10 billion, a 45% increase from 2012 which demonstrates our rapidly growing role in the Hong Kong property market. That is a reflection of growing demand for new buildings in Hong Kong and the value of the service we provide.

為持份者創造價值

2013年，會德豐地產的銷售總額達到港幣100億，較2012年上升45%。由此可見，我們在香港地產市場所扮演的角色日益重要。我們的業績一方面反映香港對新樓宇的需求上升，另一方面反映我們所提供服務的價值。

Wheelock Properties employs over 140 people directly, an increase of 25% compared to 2012 in line with our business needs. Of our total procurement spending in 2013, 98% went to local suppliers and contractors, supporting thousands of jobs in Hong Kong including over 15,000 jobs in our construction sites.

MEETING THE NEEDS OF BUSINESS AND HOUSEHOLDS

To serve the needs of households and businesses effectively, we continue to focus on quality in all that we do. We welcome all of our team members to make suggestions on product quality, choice of materials, appliance specifications and user-orientated design. This helps to ensure the interests of users are put first and bolsters our reputation as a trusted market leader.

We recognise the challenges regarding housing affordability affecting households in Hong Kong. In order to address those issues we are diversifying the property types we build with a greater variety of product and unit sizes.

Through fora such as the Real Estate Developers Association of Hong Kong, of which we are an active member, we continue to express our views on land supply and housing policy to help address and meet the housing needs of Hong Kong.

SUPPORTING AND ENGAGING OUR CUSTOMERS

Comprehensive After-sales Service

Buying a new property is an important time in our customers' lives. We aim to make the process as stress-free

as possible by supporting buyers throughout the process from start to finish. Our tailored after-sales service offers practical guidance and information to buyers.

Every buyer has a designated after-sales ambassador under our comprehensive after-sales service plan. The ambassadors provide information on mortgage plans and handover procedures, and collect feedback from customers. In pre-sale projects, the ambassadors will provide buyers with regular updates.

To help our buyers get to know our property management team, we arrange a pre-handover event as part of our after-sales care. It helps to ensure our customers feel well cared for, and provides opportunities for us to engage with our customers.

Case Study – Engaging the Community in Tseung Kwan O South

Our vision for the Tseung Kwan O South residential portfolio is to create a well-planned community where residents enjoy a pleasant and healthy lifestyle with green surroundings. From an early stage, we conducted focus groups and market research to understand the needs and preferences of the local community regarding unit size and layout, property management, clubhouse facilities and other amenities.

Complementing our investment through housing development, we are additionally supporting local people through our community engagement in the area. Communication Design and Digital Media students at the nearby Hong Kong Design Institute will be invited to develop works of art to be displayed on the site hoardings of the development, providing a platform for their work. Our volunteers spent a day working together to beautify the campus for SKH Tseung Kwan O Kei Tak Primary School. We also support HHCKLA Buddhist Ching Kok Secondary School, one of the seed schools of our flagship business-in-community initiative Project *WeCan*, which is described later in this report.



會德豐地產直接聘用超過140名員工，較2012年增加25%以配合業務需要。我們2013年的採購開支中，98%用於支付本地供應商和承建商，為香港提供就業機會，當中包括超過15,000位在我們建築地盤工作的人員。

滿足企業和住戶的需要

為滿足住戶和企業的需要，我們堅持凡事追求卓越品質。我們歡迎整個團隊成員對產品質素、材料選擇、設備規格和以用家為本的設計提出建議，確保將用家的利益置於首位，並鞏固我們作為可靠市場領導者的地位。

我們意識到香港家庭在可負擔房屋方面所面對的重大挑戰。我們的對策是建造多元化產品，包括不同類型及面積的單位。

透過積極參與香港地產建設商會等機構的工作，我們發表對土地供應和房屋政策的意見，以配合香港的房屋需要。



個案 — 將軍澳南的社區連繫

我們對將軍澳南的願景是創造一個規劃完善的宜居社區，讓居民在翠綠環境下享受愉快健康的生活。早在項目初期，我們便通過焦點小組和市場調查來了解區內居民對單位面積、規劃設計、物業管理、會所設施以及其他設施的要求和喜好。

除發展物業外，我們亦通過參與區內社區活動，加強與該區的聯繫。我們將邀請將軍澳區內的香港知專設計學院傳意設計及數碼媒體學系的學生設計工程圍板，為他們的藝術作品提供展示平台。此外，我們的義工為聖公會將軍澳基德小學美化校園，而位於區內的海正覺蓮社佛教正覺中學則是「學校起動」計劃的種子學校。「學校起動」計劃的詳情請見後文。

優化客戶體驗

全面售後服務

對我們的顧客而言，購置物業是生命中重要的時刻。我們在整個銷售過程中提供全面及專業的客戶服務，而我們度身訂造的售後服務，亦為買家帶來實用的指引和資訊。

我們全面的售後服務包括專為每位買家安排特定的客戶服務大使，向買家提供按揭資訊、交樓程序的資訊以及收集客戶的意見。客戶服務大使會為預售項目的買家定期報告最新進度。

在交樓前我們安排聚會介紹物業管理團隊，聚會除了給予客戶備受關懷的體驗，同時亦讓我們與客戶保持聯繫與溝通。

Customer Satisfaction Monitoring

Quality development and quality property management go hand in hand, our care for customers remains after property handover. Upon project completion, our subsidiary Harriman Property Management Limited delivers a comprehensive premises handover as well as day-to-day property management services to further enhance our customer satisfaction.

In addition, a property handover service survey is conducted with each owner. For all properties, an annual customer

satisfaction survey is also conducted to monitor clients' satisfaction. Continuous improvement plans are devised based on opinions solicited through the surveys.

The results for the customer satisfaction survey in 2013 showed that an impressive 96% of total respondents rated our service satisfactory or above – a remarkable improvement from the 92% recorded in the previous year. The property handover service survey revealed that 100% of our new customers rated our service satisfactory or above.

To gain a comprehensive and impartial view of our customer service quality, since 2010 we have commissioned an independent quality assurance body to conduct Mystery Shopper Assessments on our tenanted properties. The assessment criteria include the grooming and interpersonal skills of lobby and concierge staff. In 2013, Wheelock House and Crawford House achieved average scores of 80 and 78 respectively, where a mark above 70 falls within the 'Effective' range.

96% said they were satisfied or more
– Annual customer satisfaction survey

100% 'Satisfactory' or above
– Property handover survey



評估客戶滿意度

優質物業與優良物業管理須互相配合，因此我們十分重視入伙後的客戶滿意度。集團旗下的夏利文物業管理有限公司為我們的物業提供專業及以客為本的管理服務。

此外，我們會向每一位業主進行物業交付服務調查。此外，我們每年均進行客戶滿意度調查，藉此監察客戶的滿意度，從而根據調查所得意見制定持續改進計劃。

2013年客戶滿意度調查的結果顯示，高達96%受訪者給予滿意或更佳的評級，比上年度的92%進步，成績令人鼓舞。而在物業交付服務調查中，對服務給予滿意或更佳評級的顧客更達100%。

96% 「滿意」或以上
- 年度客戶滿意度調查

100% 「滿意」或以上
- 物業交付服務調查

為讓我們的客戶服務質素獲得更全面和公正的評估，自2010起我們委託獨立品質評審機構對我們的出租物業進行神秘顧客評估。評估範疇包括大堂和接待人員的儀表和溝通技巧。評估以70分定為「有效」標準，而會德豐大廈和卡佛大廈在2013年分別取得80和78分。



95%

‘Excellent’ or above

– Club Wheelock satisfaction survey

「卓越」或以上

– Club Wheelock 滿意度調查

Club Wheelock

We believe a high quality lifestyle involves discerning leisure and arts experiences. Established in 2012, Club Wheelock is a social platform to engage members in a lifestyle dialogue, providing customers with services and events, and promoting the art of stylish living. Membership is available to all adult Hong Kong residents, while Premier membership is tailored exclusively for owners and tenants in Wheelock Properties’ developments.

Club Wheelock members receive a range of special offers for shopping, dining and other lifestyle experiences. They receive our quarterly e-newsletter and invitations to Club Wheelock

exclusive events, including health-oriented and art & culture nights.

The success of Club Wheelock’s member engagement is reflected in the popularity and positive feedback of our events.

Customer Privacy and Data

We believe trust is of the utmost importance in customer relations, therefore we take privacy issues very seriously. A dedicated team follows stringent guidelines to protect customer privacy and ensure that we comply with the Personal Data (Privacy) Ordinance. We have in place a Data Security Policy, which stipulates the use of our customer data in any direct marketing or communications only with their prior consent.

Floral Jamming Party
“The Floral Jamming Party was unforgettable. The class was so well planned, I learned a lot from the floral designer and received excellent hospitality from Club Wheelock.”

花藝創作派對

「花藝創作派對令人難忘，活動安排有條不紊，我從花藝設計師身上獲益良多，同時受到 Club Wheelock 的精心款待。」





Club Wheelock

我們相信優質生活需要揉合多姿多采的文化藝術及生活品味體驗。Club Wheelock於2012年成立，是一個為顧客提供服務和舉辦活動，推廣時尚生活，並促進會員交流生活品味的社交平台。年滿十八歲的香港居民可申請成為尊尚會員，而會德豐物業的業主和租客則可專享卓越會籍。

Club Wheelock會員享有不同購物、餐飲以及時尚活動的優惠。此外，會員亦會收到季度電子會員專訊，以及獲邀請參加其專享活動，包括推廣健康和藝術文化之夜。

Club Wheelock成為會德豐地產與顧客及會員交流的橋樑，所舉辦的活動深受歡迎、備受讚譽。

客戶私隱和資料

我們相信與客戶的關係建基於信任之上。因此，我們重視客戶私隱，並成立了專責團隊，按照嚴格的指引來保護客戶個人資料及私隱，並確保我們遵守《個人資料(私隱)條例》。我們訂立了資料保安政策，保證只有在獲得客戶同意下才會把他們的資料用於推廣和通訊。

Fendi Selleria Workshop

“We feel very lucky and honored to be invited to Fendi craft workshop. It was our first intimate experience of Italian craftsmanship.”

Fendi 皮革技藝工作坊

「我們很榮幸能獲邀參加Fendi皮革技藝工作坊，這是我們首次親身接觸意大利的手工藝。」

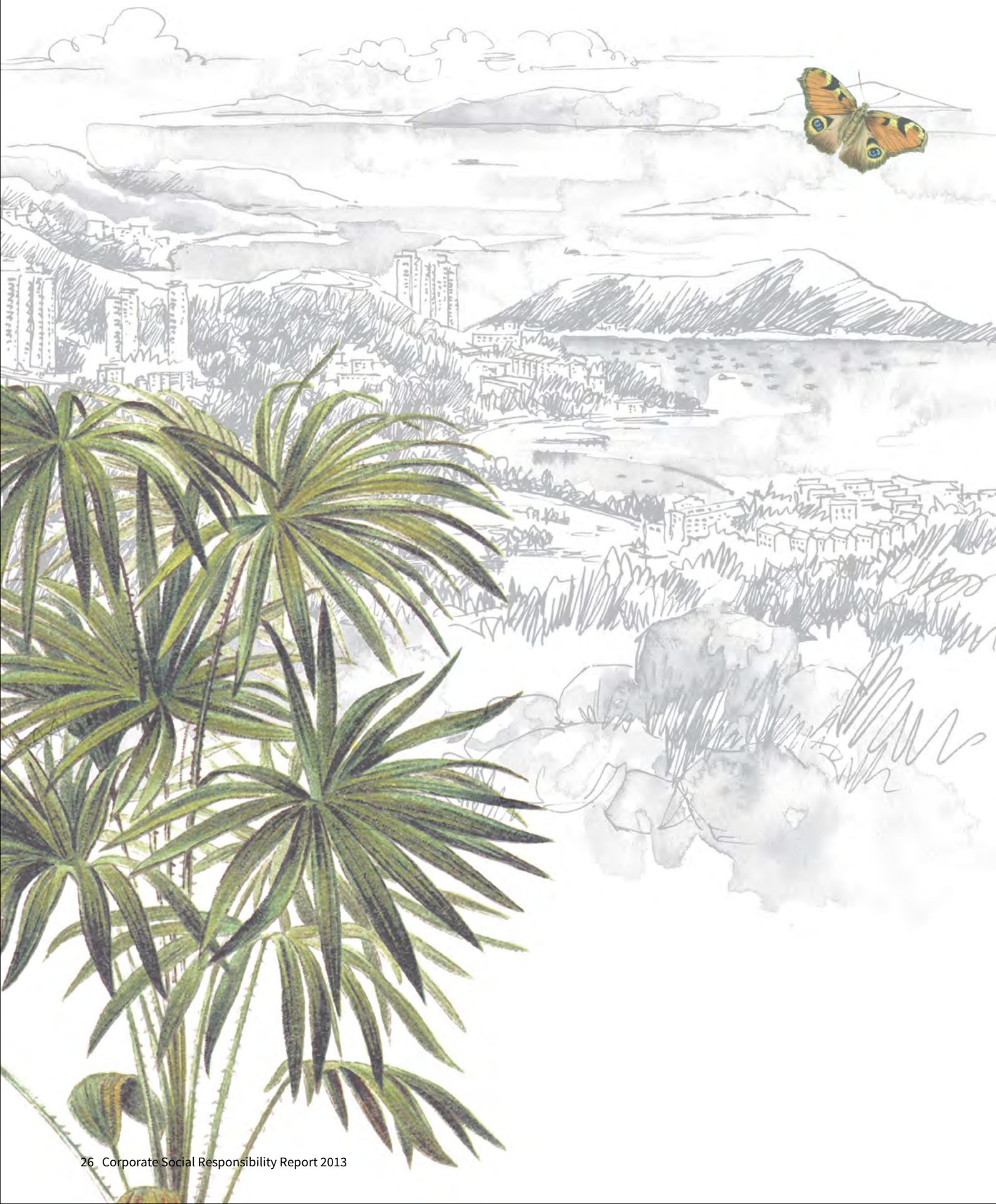
Watches & Wonders Exhibition

“The Club Wheelock events created a unique and positive brand experience and left a lasting impression on the audience.”

「鐘錶與奇蹟」展覽

「Club Wheelock的活動令會德豐成為獨幟一格、形象正面的品牌，為參加者帶來回味無窮的體驗。」





Creating High Quality Environments 創造優質環境

We seek to create high quality spaces which are integrated with nature and their surrounding environments.

我們努力創造與自然及周遭環境結合的優質空間。

At Wheelock Properties we focus on the creation of high-quality environments from the ground up in the development and management of our commercial and residential buildings. Besides ensuring our properties meet high environmental standards, we actively seek to enhance the physical spaces and communities in which people live and work.

Our Environmental Policy sets out a number of objectives to help us minimise our environmental impacts and enhance environmental performance. We take environmental factors into account at all stages of project planning and decision-making; comply with and exceed environmental standards and regulations; and give preference to suppliers and contractors which implement green practices.

會德豐地產從發展以至管理商業和住宅物業均秉承致力創造優質環境的宗旨，不但確保旗下物業達到嚴格的環保標準，更力求提升生活和工作空間質素。

我們的環保政策訂明一系列目標，協助我們全力減少對環境造成的影響，同時提升環保表現。為達到目標，我們在項目規劃和決策的每一階段均考慮環保因素，遵守甚至超越環保標準和法規要求，並優先考慮注重環保的供應商和承建商。

ENVIRONMENTAL INNOVATION IN DESIGN AND CONSTRUCTION

Green Buildings

Sustainable design is central to our core business of building properties that last.

All projects initiated in 2013 were aimed at achieving the BEAM Plus¹ Gold rating and this remains our standard going forward. Consequently, good environmental practices are implemented across different aspects of our projects, including energy use, water conservation, building materials, waste management, indoor environmental quality, and site management. LEED®² is widely applied to our commercial building projects.

Our commitment to sustainable development includes the allocation of dedicated resources to finance the inclusion of enhanced environmental

features in our buildings. Established in 2013, our Green Fund enables us to pilot innovative ideas with the aim of applying these ideas across our developments in the future.

Enhancing Urban Environments

Many of our developments are in densely populated urban areas; therefore we pay great attention to their impacts on people who live in or visit the neighbourhood.

To lower heat absorption and increase natural ventilation, we integrate green roofs and green walls on the exteriors of our buildings. This reduces the 'heat island' effect and helps improve air quality in the immediate neighbourhood. We also strategically position open space at ground level to create natural 'wind corridors' between towers, thereby providing a cooling breeze for pedestrians during the hot summer months.

Green Building Certificates Achieved in 2013

2013年獲頒發的綠色建築認證

One Bay East Commercial Development One Bay East 商業發展項目	Provisional BEAM Plus Gold & Pre-Certified Gold in LEED®	綠建環評新建建築暫定金級認證及領先能源與環境設計評級預審金獎
One HarbourGate Commercial Development One HarbourGate 商業發展項目	Provisional BEAM Plus Gold & Pre-Certified Gold in LEED®	綠建環評新建建築暫定金級認證及領先能源與環境設計評級預審金獎
TKOTL No.119, Tseung Kwan O Residential Development 將軍澳市地段第119號住宅發展項目	Provisional BEAM Plus Gold	綠建環評新建建築暫定金級認證
8 Mount Nicholson Road Residential Development 聶歌信山道8號住宅發展項目	Provisional BEAM Plus Gold	綠建環評新建建築暫定金級認證
77 Peak Road Residential Development 山頂道77號住宅發展項目	Provisional BEAM Plus Gold	綠建環評新建建築暫定金級認證

¹ BEAM stands for Building Environmental Assessment Method. BEAM Plus is a comprehensive environmental assessment scheme for buildings recognised by the Hong Kong Green Building Council.

² LEED® stands for Leadership in Energy & Environmental Design. It is an internationally recognised green building certification system operated by the U.S. Green Building Council.

設計和建築的創新環保意念

綠色建築

我們的核心業務是物業發展，而可持續設計是不可或缺的一環。

我們在2013年開展的項目均以獲得綠建環評¹新建建築的暫定金級認證為目標，並且沿用相關標準，在能源使用、用水量、建築物料、廢物管理、室內環境素質以及工地管理等不同環節均落實環保措施。我們的商業物業亦廣泛採用領先能源與環境設計認證²的標準。

為實踐可持續發展的信念，我們額外投放資源於提升建築物的環保設施。我們

於2013年設立了先導綠色基金，用以試驗創新方案，以便日後應用於所有發展項目。

改善市區環境

我們不少發展項目均位處人口稠密的市區，因此我們竭力減低對區內居民和鄰近地方的影響。

為減少吸熱和增加自然通風，我們的建築物融匯天台綠化和外牆綠化的設計特色，藉此減低熱島效應和改善建築物四周的空氣素質。物業地面樓層的公共範圍經過精心佈局，在樓宇之間製造「通風走廊」，在炎夏為行人引進涼風。

¹ 綠建環評由香港綠色建築議會認可，是為建築物制訂的全面環境評估系統。

² 領先能源與環境設計認證由美國綠建築協會執行，是國際認可的綠色建築認證。

**One Bay East
Commercial Development**
A 17 metre-wide wind corridor
between the two towers allows the
sea breeze to reach the hinterland

One Bay East 商業發展項目
兩座建築物之間有17米寬的通風
走廊讓海風吹送到腹地





Landscaping is given particular emphasis in the design of our developments. We aim to achieve 30% site coverage of greenery in our projects, significantly exceeding the 20% minimum required by BEAM Plus³. We carry out maintenance and preservation work to protect existing vegetation, especially mature and rare trees, during construction.

Industry Engagement

Our Environmental Policy includes a commitment to support and participate in environmental initiatives by partnering with interested external parties. Through fora such as the Business Environment Council and the Hong Kong Green Building Council, we seek to share our ideas and further contribute to the formulation of new environmental guidelines for our industry.

MANAGING ENVIRONMENTAL IMPACTS

Reducing our Carbon Footprint

We continually strive to reduce our carbon footprint by improving carbon efficiency. Our energy reduction efforts are focused on both tenanted buildings and construction sites, which together account for 99% of company-wide greenhouse gas (GHG) emissions.

Construction Sites

We conducted carbon audits on seven of our construction sites⁴ in 2013, a significant increase from the three audited in 2012.

³ BEAM Plus NB v1.2 of the Hong Kong Green Building Council Limited

⁴ The seven construction sites are Lexington Hill, 8 Mount Nicholson Road Residential Development, 77 Peak Road Residential Development, The Austin & Grand Austin, TKOTL No. 119, Tseung Kwan O Residential Development, One Bay East and One HarbourGate.

我們的發展項目特別注重景觀設計，並以綠化面積佔工地面積最少30%為目標，遠超綠建環評新建建築認證³最低要求的20%。此外，我們亦進行修護和保育工作以保護現有植物，特別是年老和品種罕有的樹木。

行業參與

我們的環保政策包括與相關外界夥伴攜手合作，積極支持和參與環保工作。我們通過商界環保協會和香港綠色建築議會等平台與業界交流經驗，並為制定行業的環保指引出一分力。

管理對環境產生的影響

減少碳足跡

我們繼續致力提升減碳效益，藉此減少碳足跡。出租物業和建築項目佔我們整體溫室氣體排放的99%，因此減少此項目的能源消耗是我們的工作重點。

建築工地

2012年，我們為旗下3個建築項目進行碳審計；而在2013年，進行審計的建築項目增加逾倍至7個⁴。

³ 香港綠色建築議會綠建環評新建建築（1.2版）

⁴ 七個建築項目分別為：Lexington Hill、轟歌信山道8號住宅發展項目、山頂道77號住宅發展項目、The Austin & Grand Austin、將軍澳市地段第119住宅發展項目、One Bay East及One HarbourGate



With our Construction Floor Area (CFA) increased by 201%, the GHG emissions have gone up accordingly. Our construction energy intensity (kWh/m²) has increased by 68% and our construction water intensity (m³/m²) has increased by 34%. Although overall GHG emissions increased by 14% in 2013 compared to 2012, **the carbon emission intensity (kgCO₂e/m²) decreased by 62%** during the same period.

In 2014, we aim to provide a more comprehensive GHG emissions profile by measuring the carbon footprint for the majority of our construction sites.

Tenanted Buildings

The energy consumed in our tenanted buildings reduced by 10% and **the carbon emission intensity (kgCO₂e/m²) decreased by 6.2%** in 2013 compared to 2012. This result was attributable primarily to a 32% reduction in the occupancy of Wharf T&T Square, which

is scheduled to be redeveloped into a new Grade-A and more sustainable commercial development.

Wheelock House was awarded the Carbon “Less 43%” Certificate and “Class of Excellence” Energywi\$e Label.⁵

Headquarters

Total GHG emissions at our headquarters has increased due to the acquisition of additional floor space (up 11%) and headcount (up 11%) leading to an increase in total electricity consumption (up 19%). However, **our energy intensity (kWh/m²/employee) decreased by 3.7%** in 2013 compared to 2012 levels.

We were awarded the Gold Label of the Low-carbon Office Operation Programme (LOOP) by WWF-Hong Kong for the second consecutive year in 2013. We target to reduce total GHG emissions per employee by 15% by 2017.

Building Materials and Resource Efficiency

Our project teams place great emphasis on sustainable and responsible procurement. Examples of our environmentally conscious efforts include using steel for scaffolding which is reusable. Eco-pavers made from recycled glass bottles were also adopted.

We keep abreast of the latest building materials available and give due consideration to alternative, environmentally friendly materials where applicable and commercially viable.

In 2013, we reached a significant milestone in the use of materials with recycled content – the recycled content of construction materials exceeded 10% and 30% of total building materials at TKOTL No. 119, Tseung Kwan O residential development and our One Bay East commercial development.

Energy and Emission Intensities (2012 vs 2013)

2012至2013年能源及排放強度



Carbon Emission Intensity for Construction Sites
建築工地二氧化碳排放強度

↓ 62%



Carbon Emission Intensity for Tenanted Buildings
出租物業二氧化碳排放強度

↓ 6.2%



Energy Intensity for Headquarters
總部能源強度

↓ 3.7%

⁵ The Hong Kong Awards for Environmental Excellence



我們報告的總建築樓面面積增加了201%，溫室氣體排放量亦隨之上升。我們的建築能源強度（千瓦時/平方米）上升68%，用水強度（立方米/平方米）則上升34%。雖然與2012年相比，我們2013年的整體溫室氣體排放量上升了14%，但同期的二氧化碳排放強度（千克二氧化碳當量/平方米）則減少了62%。

2014年，我們將進一步擴大建築項目的碳審計。

出租物業

2013年，我們出租物業的用電量減少了10%，其碳排放強度（千克二氧化碳當量/平方米）減少了6.2%，主要是九倉電訊廣場出租率減少了32%。此物業將會重建為甲級寫字樓，成為可持續發展的商業項目。

會德豐大廈獲得「減碳43%」證書以及「卓越級別」節能標誌⁵。

總部

2013年，我們的辦公室面積和員工數目均上升了11%，以致總用電量增加了19%。然而，總部能源強度（千瓦時/平方米/員工）下降了3.7%。

2013年，我們連續第二年獲發世界自然基金會香港分會低碳辦公室計劃的黃金標籤。我們的目標是在2017年把員工人均溫室氣體排放量減少15%。

建築材料及資源效益

我們的項目團隊在進行採購時重視可持續發展和負責任的原則，其環保物料採購措施包括以可回收再用的鋼棚架來代替竹棚架，以及採用由回收玻璃瓶所製造的環保磚。

我們掌握新建築物料的最新資訊，並在適當和符合商業原則的情況下考慮以各種環保材料代替現有材料。

2013年，將軍澳市地段第119住宅發展項目以及One Bay East商業項目使用的可回收建築材料分別佔整體建築材料逾10%和30%。

⁵ 香港環保卓越計劃

Waste Management

Our Waste Management Plan is designed to help us reduce waste generation and increase recycling rates at our offices, managed properties and construction sites. Our company-wide recycling rate rose by 32% in 2013.

Construction Sites

Our recycling effort on construction sites has had a positive impact in the last year. We strengthened materials recovery initiatives during the demolition and construction stages, resulting in a recycling rate of 42% in 2013, a significant improvement from the 19% in 2012. Over 6,000 tonnes of wastes were diverted from landfill.

Paper recycling increased from 0.5 tonnes to 4.4 tonnes between 2012

and 2013. The amount of steel recycled increased from 12 tonnes to 4,010 tonnes over the same period. The corresponding recycling rate increased from 0.1 kg/m² in 2012 to 11.8 kg/m² in 2013.

Tenanted Buildings

The moving out of tenants from Wharf T&T Square due to the planned redevelopment coupled with the changing demographics of our new tenants resulted in an increase in the overall waste of 20% in our tenanted buildings compared to 2012.

However, we are pleased to see our promotion of Reduce, Reuse and Recycle bearing fruits in our tenanted buildings. Crawford House was awarded the “Class of Excellence” Wastewi\$e Label while Wheelock House and Wharf

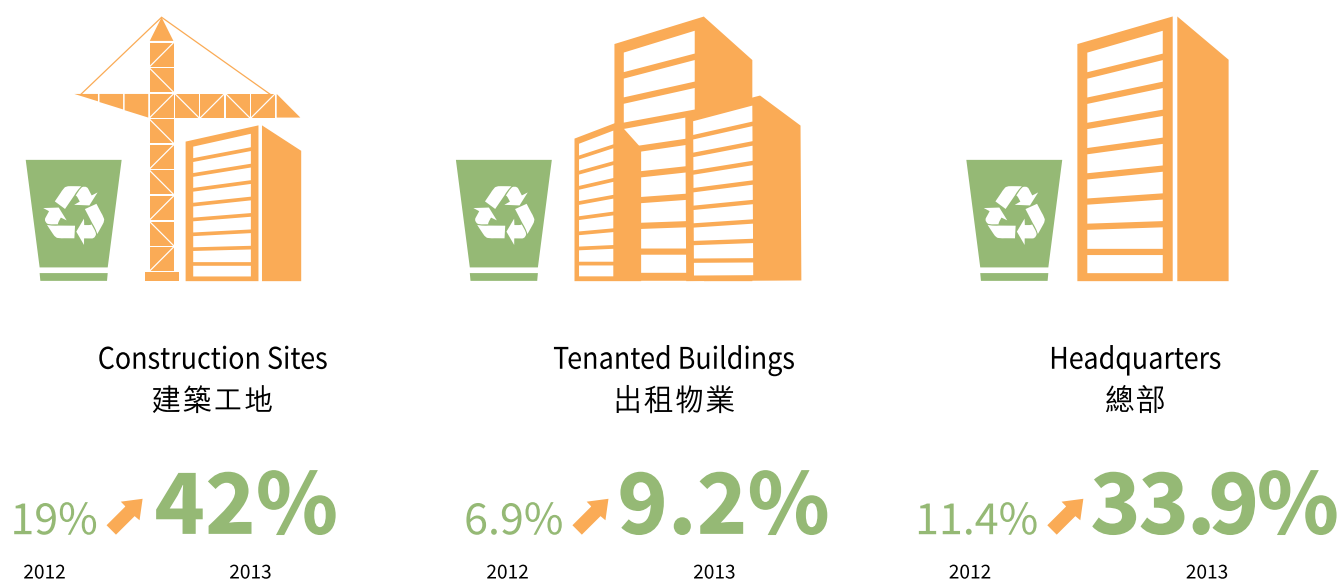
T&T Square were awarded the “Class of Good” Wastewi\$e Label⁶. The recycling rate in our tenanted buildings increased from 6.9% in 2012 to 9.2% in 2013. We recorded the total waste avoided increased from 27 tonnes in 2012 to 45 tonnes in 2013.

Headquarters

The overall recycling rate in our headquarters increased from 11.4% in 2012 to 33.9% in 2013. 8.25 tonnes of wastes were recycled due to improved awareness.

Following a one-year assessment and consultation process we have decided to implement an electronic tendering system (ETS). This will help reduce unnecessary paper use on our suppliers and contractors side as well.

Recycling Rates (2012 vs 2013) 2012至2013年回收比率



⁶ The Hong Kong Awards for Environmental Excellence

每年節省 **10,000** plastic bags saved per year
個膠袋



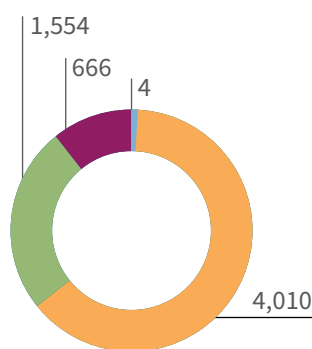
No Plastic Bags in Bins 垃圾箱棄用膠袋

To minimise the pressure on Hong Kong's landfills, we took a further step to promote waste reduction at our headquarters. Plastic bin liners are no longer used in rubbish bins except for those in pantries. We expect this to result in a saving of more than 10,000 plastic bags per year.

為減少本港堆填區所受壓力，我們進一步在總部推廣減少廢物的意識。除茶水間內有蓋的垃圾箱外，其他垃圾箱不會套上膠袋。此舉每年可節省逾10,000個膠袋。

Recycled Materials at Construction Sites (tonnes)

建築工地廢料回收 (公噸)



- Steel
鋼
- Concrete
混凝土
- Wood
木材
- Paper
紙張

廢物管理

我們制定廢物管理計劃，目的是減低旗下辦公室、管理物業和建築工地製造的廢料，並提高回收再造的比率。2013年，公司的整體回收比率上升了32%。

建築工地

去年，我們在所有工地推行的回收再造措施取得成果。我們在拆卸和建築階段加強了物料回收措施，令旗下建築工地2013年的回收比率上升至42%，對比2012年的19%進步顯著，共避免了超過6,000公噸的堆填廢物。

我們紙張回收的數量由2012年的0.5公噸增加至2013年的4.4公噸，而同期的鋼回收量則由12公噸增加至4,010公噸。此外，回收比率由2012年的0.1千克/平方米增加至11.8千克/平方米。

出租物業

由於我們計劃重建九倉電訊廣場，租客遷出時丟棄辦公室物件引致廢物數量上升。此外，新租戶的不同業務性質亦導致廢物增加。我們出租物業的整體廢物數量因而較2012年上升了20%。

然而，我們在出租物業推廣減廢、重用及循環再造的工作效果理想。卡佛大廈獲發「卓越級別」減廢標誌，而會德豐大廈和九倉電訊大廈則獲得「良好級別」減廢標誌⁶。我們出租物業的回收比率由2012年的6.9%上升至2013年的9.2%，而減少的廢物數量則由27公噸增加至45公噸。

總部

我們總部的整體回收比率由2012年的11.4%上升至2013年的33.9%，共回收8.25公噸廢物，反映環保意識提升。

經過為期一年的評估和諮詢，我們決定推行電子招標系統，相信有助我們與供應商和承建商減低紙張用量。

⁶ 香港環保卓越計劃

Water Management

Although the cost of water in Hong Kong is affordable, it is sourced from water-stressed areas in mainland China. We are committed to reducing our reliance on natural resources as reflected in our Environmental Policy.

The water use intensity at our construction sites rose by around a third between 2012 and 2013, mainly due to the fact that the majority of our sites were undertaking foundation work in 2013, which is a relatively water-intensive activity.

Our headquarters installed a water-cooled air-conditioning system in 2012, 21% of the water used by the system was reused for toilet flushing. The building water intensity (litre/m²/employee) rose by 25% due to the system but it brought further benefit of reducing electricity consumption by 13%.

Engaging our Contractors on Environmental Management

We cannot achieve sustainable development without the buy-in and support of our contractors and suppliers. Our tendering process requires potential contractors to submit environmental management plans, thereby ensuring that our pledge to the environment is delivered at all levels.

We have a preference for contractors and suppliers who have a proven track record in implementing environmental measures to achieve high environmental standards. We highlight to potential business partners our environmental commitment and goals in all tender interviews.

Support Green NGOs

In order to have a positive impact on the environment beyond our own properties and activities, we actively support a number of non-governmental organisations that share our green agenda. Our participation includes the following:

- Achieved “Gold Label in 2013 LOOP Labeling Scheme” by WWF-Hong Kong
- Participated in “Carbon Smart Programme”
- Joined as “Camellia Member” in the Green Builder Scheme by The Conservancy Association
- Participated in “Earth Hour” by WWF-Hong Kong
- Supported “I’m FINished with FINs” Campaign by Shark Savers Hong Kong
- Participated in “Biz-Green Dress Day” by Hong Kong Green Building Council
- Participated in “No Air-Con Night 2013” by Green Sense



用水管理

雖然香港的水費並不昂貴，但我們的供水來自正面對水源短缺問題的中國大陸，故我們的環保政策之一，是致力減少對天然資源的依賴。

我們建築工地在2013年的用水強度比較2012年上升了三分之一，主因是我們大部分的工地均正進行耗水強度較高的地基工程。

我們的總部於2012年安裝水冷式空調系統，我們將系統中21%污水循環再用作沖廁用途。雖然它引致2013年用水強度（公升/平方米/員工）上升了25%，但亦同時為我們減少用電量達13%。

承建商參與及環保管理

我們明白，若得不到承建商及供應商的認同和支持，我們便難以實現可持續發展的目標。因此，我們在招標時要求承建商提交工地管理計劃，以確保我們的環保承諾在每一階段均得以落實。

我們優先考慮環保要求嚴格以及有往績證明的承建商及供應商，並在招標協議中要求他們提交環保管理計劃書，確保他們履行環保承諾。

支持環保組織

我們力求對改善環境作出更大貢獻，除了透過旗下物業和活動外，亦積極支持與我們理念相近的環保組織，包括：

- 獲頒世界自然基金會香港分會「低碳辦公室計劃」黃金標籤
- 參與「商界減碳建未來」計劃
- 成為長春社「同行綠路」計劃－「茶樹」會員
- 參與世界自然基金會香港分會「地球一小時」活動
- 支持護鯊行動「一翅都唔食」全民運動
- 參與香港綠色建築議會「輕•型」上班日
- 參與環保觸覺「香港無冷氣夜2013」

Green Building Case Study – TKOTL No. 119, Tseung Kwan O Residential Development

綠色建築個案 – 將軍澳市地段第119號 住宅發展項目

ACHIEVED PROVISIONAL BEAM PLUS GOLD RATING⁷

綠建環評新建建築暫定金級認證⁷

This is a residential development with a total gross floor area of over 480,000 square feet. It aims to provide a green lifestyle in an urban area.

此為住宅發展項目，可建樓面面積超過48萬平方呎。此項目旨在於市區提供綠色生活風格。

• Energy efficiency

Energy-efficient features include inverter air-conditioning units, energy-saving LED lighting, motion sensors, and the capture and reuse of energy consumed in building lifts. Together with the self-shading building design, it will provide energy savings of over 13% per year – equivalent to reduction of annual carbon dioxide equivalent (CO₂e) emissions by more than 1,600 tonnes or growing of more than 64,000 trees.⁸

• 能源效益

通過變頻空調機組、節能LED照明系統、移動感應器等提升能源效益的設施，使用電力再生功能的升降機所產生的電力循環再用，以及採用遮光的建築設計，我們每年將可節省能源達13%，相等於每年減少1,600公噸二氧化碳當量排放或種植64,000棵樹⁸。

• Water efficiency

Water consumption will be reduced by more than 32% per year in comparison with the BEAM Plus NB v1.1 baseline – equivalent to 30,000m³ of water annually, or 12 Olympic-size swimming pools. This will be achieved by using a rainwater harvesting system for irrigation, and through other water-saving measures including water-efficient sanitary fittings and dual-flush toilets.

• 用水效益

與綠建環評新建建築（1.1版）的基準相比，我們的用水量每年將減少32%，即30,000立方米或12個奧林匹克標準泳池的水容量。節水設施包括使用雨水收集系統作灌溉用途，以及採用節水衛生設備和雙沖式水箱等。

• Waste management

Waste created and sent to landfill during the construction phase reduced by 30%, or more than 5,900 tonnes. This saving was achieved through the use of steel scaffolding, the recycling of packing materials and a reduction in construction debris. The development will include a food composting facility to enable a green lifestyle.

• 廢物管理

為了把建築階段所製造和運往堆填區的廢物減少30%，即逾5,900公噸，我們使用建築搭棚鋼架、循環再用包裝，並減少建築廢料。此發展項目將提供廚餘堆肥設施，藉此推廣綠色生活。

• Additional sustainable features

Ventilation windows will be installed in residential lift lobbies to encourage natural airflow. In addition, high-tech photocatalytic air purification system will enhance indoor air quality in residential lift lobbies and clubhouse areas.

• 其他可持續發展設施

我們將在住宅升降機大堂安裝通風窗戶，增加自然通風。我們亦會採用高科技的光催化空氣淨化裝置以提升住宅升降機大堂和會所的室內空氣素質。

⁷ BEAM Plus NB v1.1 of the Hong Kong Green Building Council Limited

⁸ Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, Environmental Protection Department and the Electrical and Mechanical Services Department, 2010 Edition

⁷ 香港綠色建築議會綠建環評新建建築（1.1版）

⁸ 香港環保署以及機電工程署編製之《香港建築物（商業、住宅或公共用途）的溫室氣體排放及減除的核算和報告指引》，2010版本

Green Building Case Study – One HarbourGate

ACHIEVED PROVISIONAL BEAM PLUS GOLD RATING⁹ AND PRE-CERTIFIED GOLD LEED® RATING

This is a Grade-A office & retail development with a gross area of approximately 680,000 square feet. It aims to provide a green work space in an urban area.

• Energy efficiency

Innovative features including power regeneration, heat recovery and low-emissivity glass, which limits incoming sunlight, will reduce energy use by 30% per year relative to the Performance-based Building Energy Code 2007 baseline. This is equivalent to reducing annual CO₂e emissions by over 3,000 tonnes or planting more than 130,000 trees.¹⁰

• Water efficiency

The development will use 45% less of water in comparison with the BEAM Plus NB v1.1 baseline – equivalent to 8,000m³ of water annually, or three Olympic-size swimming pools. This saving will be achieved through installing a rainwater harvesting system for irrigation, high-efficiency plumbing fittings and other water-saving measures.

• Waste management

At least 75% of all non-hazardous construction and demolition debris were recovered and recycled. Untreated and uncontaminated timber materials will be turned into wood chips for reuse.

• Additional sustainable features

29,900 square feet of green area will be provided throughout the development. The water needs of various plant species have been considered in landscaping design to minimise the volume of water used for irrigation and maintenance.

To further encourage sustainable lifestyles, a total of 17 parking spaces designed for low-emitting vehicles will be set aside in basement car parks. Over 40 secured bicycle parking spaces will be provided on-site.

⁹ BEAM Plus NB v1.1 of the Hong Kong Green Building Council Limited

¹⁰ Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, Environmental Protection Department and the Electrical and Mechanical Services Department, 2010 Edition

綠色建築個案 – One HarbourGate

綠建環評新建建築暫定金級認證⁹ 以及領先能源與環境設計評級 預審金獎

此為甲級寫字樓和商舖發展項目，可建樓面面積約為68萬平方呎。此項目旨在於市區提供綠色工作環境。

• 能源效益

項目的創新設施包括能源再生、熱能回收以及低放射性玻璃，根據《成效為本建築物能源效益守則2007年版》的基準，這些設施每年可減少能源消耗量達30%，等同每年減少3,000公噸二氧化碳當量排放或種植逾13萬棵樹。¹⁰

• 用水效益

項目的用水量將較綠建環評新建建築（1.1版）的基準少45%，等同8,000立方米或3個奧林匹克標準泳池的水容量。節水設施包括雨水收集系統作灌溉用途，並採用高效能的供水配件等。

• 廢物管理

我們把最少75%的無害建築和拆卸廢料回收及循環再造，並把未經處理以及未受污染的木材將轉化為木屑，重新使用。

• 其他可持續發展設施

發展項目中的綠化地帶佔29,900平方呎，我們在設計景觀時充分考慮各種植物所需的澆水量，盡量減少灌溉和保養植物所需的用水量。

為進一步推廣可持續的生活方式，地庫停車場的其中17個車位專為低排放汽車而設。此外，項目亦提供逾40個具防盜功能的自行車泊車位。

⁹ 香港綠色建築議會綠建環評新建建築（1.1版）

¹⁰ 香港環保署以及機電工程署編製之《香港建築物（商業、住宅或公共用途）的溫室氣體排放及減除的核算和報告指引》，2010版本



Growing a High Quality Workforce

培養優秀工作團隊

The development, success and well-being of our employees are key to the sustainable growth of our business.

工作團隊的發展、成長和身心健康與我們業務的可持續發展息息相關。

An engaging, open and energetic culture helps nurture and inspire our people to unleash their potential – not only as employees, but also as individuals, family members and pillars of the community. To attract and retain high calibre talents, we provide a dynamic, diverse work environment that fosters collaboration and celebrates personal and professional growth.

DEVELOPING OUR PEOPLE

Annual performance appraisals provide a formal mechanism for employees to discuss their individual career ambitions and training needs with managers, and help create a working environment in which staff members feel valued, supported and heard. All of our employees participated in both the interim and year-end performance reviews in 2013.

積極參與、開放及充滿活力的文化可讓我們員工無論以公司職員、個人、家庭成員以及社會公民的身份都深受啟發，發揮潛能。為招攬和留用人才，我們提供充滿活力和多元發展的工作環境，加強團隊合作，並推動員工的個人和專業發展。

培育人才

我們每年均進行員工表現評估，不但藉此提供正式機制予員工與管理人員討論個人事業發展目標以及培訓需要，還創造一個讓員工感覺備受重視、得到支持和聆聽的工作環境。2013年我們所有員工均參與中期中期末表現評估。



We encourage employees to undertake appropriate training to improve both their technical and soft skills. An extensive range of training and skills enhancement programmes to support employee professional development are available. The success of our employees helps establish us as an industry leader. All employees are eligible to apply for internal training which is relevant to their job and/or career development ambitions, and to apply for financial sponsorship or assistance to attend external courses and seminars where appropriate. Our aim is to promote an active learning culture that addresses the needs of all of our employees.

Soft Skills Development

As part of our efforts to strengthen our focus on operational excellence, we introduced a number of soft skills training courses for our staff in 2013. The courses aim to improve the internal and external communication skills of employees and enhance their ability to deliver professional services. The courses offered include:

- Communication Skills
- Customer Relations
- Negotiation Skills
- Leadership Skills

The leadership course helps our managers build a positive workplace environment through providing constructive feedback and coaching for team members.

We plan to expand our soft skills training programme to offer training in areas such as time management, customer service and strategic decision-making.

Technical Training

We provided six types of technical training to 69 employees, or approximately half our workforce, in 2013:

- CSR Knowledge
- Financial Modelling
- Green Knowledge
- Property Market Update
- BEAM Pro
- Compliance Knowledge

We actively engage with employees to ensure our training and career development offerings continue to serve their needs.

ENGAGING AND RETAINING OUR EMPLOYEES

We aim to create a working environment that reflects the caring nature of our senior management. We believe that employees at all levels of our company have important contributions in determining how we can improve our performance as a business and a good corporate citizen. To promote open communication and trust, we create a wide range of opportunities for formal and informal exchange of opinions, information and perspectives. Communication channels include quarterly offsite meetings, at which employees from different departments can interact to exchange their ideas and best practices, and quarterly drinks, at which all employees receive updates on company's direction and management strategies.

我們舉辦各類培訓，包括軟性及技術技能，並鼓勵員工積極參與。這不但促進員工的專業發展，同時亦有助公司成為業界領導。所有員工均可參加與其工作或事業發展目標相關的內部培訓計劃，同時亦可申請資助，在外間報讀合適的課程和參加研討會。我們的目標是推廣持續學習的文化，滿足所有員工的需要。

軟性技能發展

為增強營運效率，我們在2013年為員工舉辦了一系列軟性技能的課程。目的是加強員工對內對外的溝通技巧及專業服務水平。培訓範疇包括：

- 溝通技巧
- 客戶關係
- 協商技巧
- 領導技巧

領導技巧課程指導管理人員如何透過具建設性的建議及教導技巧，締造正面的工作環境，協助團隊成長。

我們計劃擴展軟性技能的訓練計劃，提供時間管理、客戶服務和決策能力等課程。

技術培訓

2013年，我們提供六大類別的技術培訓，參加員工共69名，佔我們全體員工的一半。

- 企業社會責任知識
- 財務模型
- 環保知識
- 地產市場的最新發展
- 綠建專才
- 遵守法規知識

我們積極與員工交流，確保能針對他們的需要，提供合適的培訓和事業發展機會。

與員工交流及留用人才

我們希望提供良好的工作環境，體現高層管理人員對員工的關懷。此外，我們認為員工的意見能為公司在業務發展及履行良好企業公民責任時發揮更佳表現。為促進坦誠溝通和增進互信，我們提供各種途徑與員工交流意見、資訊和觀點。我們的溝通平台包括季度會議，在工作地點以外讓不同部門的員工聚首一堂，交流意見。我們亦藉每季舉行一次的員工聚會，向所有員工傳達公司發展方向及管理策略的最新資訊。



We want our employees to feel valued and engaged.

Regular meetings are held for senior managers to formulate strategy with line managers and to discuss implementation with all staff.

We also organise regular staff social gatherings, which bring together members of the management committee with employees through activities such as boat trips, bowling nights and an annual dinner. This helps build mutual understanding and strengthen workplace relationship.

Thanks to our caring and inclusive culture, we have been able to maintain a relatively stable staff force. Of our 141 employees in 2013, 13% attrited while 47 new recruits joined.

As part of our Equal Opportunities Policy, we maintain a grievance channel which is open to all staff members. We are committed to dealing with grievance and complaints effectively.

KEEPING SITE WORKERS HEALTHY AND SAFE

Robust health and safety practices are essential as we conduct business in a responsible way. We have established processes and structures to ensure that our operational activities are undertaken in a manner that emphasises the health, safety and welfare of all involved parties.

Procedures and Training

Since all of our construction work is delivered by contractors, we stipulate in our tender agreements that occupational safety and health precautions must be central to operational practices, and we require contractors to provide an occupational safety and health plan when submitting proposals. Contractors are required to appoint a safety officer to oversee site workers.

Upon project assignment, construction workers receive health and safety training at various stages of the project. New workers who join projects that are already underway are required to wear identification that communicates their new-joiner status to existing employees to help facilitate the provision of practical support, site information and advice.

We encourage our contractors to provide regular on-site safety briefings and workshops for their employees, to reiterate safety risks and the preventative measures that are in place. Clear guidelines are provided on safety procedures for typhoons and other extreme weather conditions.





此外，我們安排不同會議，讓管理層與業務團隊討論發展策略，並讓各階層員工討論如何落實策略。

我們亦定期舉辦員工聯誼活動，如遊船河、保齡球比賽和週年晚宴等，讓管理層和員工相互了解，增進關係。

公司的關懷和包容文化有助我們保持較低的員工流失率。2013年，我們的141名員工中有13%離職，而新入職的員工則有47人。

為落實平等機會政策，我們為所有員工提供申訴渠道，並致力有效處理每一宗個案。

保障工地職工的健康和安全

制訂和落實嚴格的健康和安全守則是企業社會責任的重要一環。我們訂立了程序和架構，確保我們的營運能保障所有相關人士的健康、安全和福利。

程序和培訓

我們所有建築工地的運作均由承建商負責。我們在招標協議中列明職業安全和健康保障是日常運作的重點，並要求承建商在建議書中提出職業安全及健康計劃，並委派安全主任駐場監督。

獲指派到我們工地工作的職工將在項目的不同階段接受安全培訓。項目動工後才加入的職工需要配戴特別證件，讓現職員工知道他們新入職，以便提供實際支援、工地資料和建議。

我們鼓勵承建商定期於工地舉辦工作坊，向職工重申工地存在的風險以及職業安全措施。我們亦就颱風以及惡劣天氣期間的安全程序訂立了清晰指引。

我們希望員工感到
備受重視及找到歸屬感。



Our project managers are in daily contact with contractors and make regular site visits to ensure that relevant protocols are followed. Safety and accident updates are delivered to site staff via their smartphones. To further ensure the safety and well-being of our construction workers, air-conditioned rest rooms are provided.

**Injury rate per
1,000 workers: 1.08**

Zero Fatality

Incentives and Penalties

We encourage our contractors to reward workers who demonstrate a commitment to safe working practices. Subject to project manager's approval, a range of incentives and penalties may be offered.

Piloted in our joint venture residential development, The Austin & Grand Austin, the Safety Bonus Scheme required contractors to commit to a zero-accident record and to report all accidents of all natures. A bonus was awarded to contractors that submitted a satisfactory safety assessment report. The results were highly encouraging and we plan to incorporate the scheme as part of our safety incentives for future projects.

Penalties for workers who do not comply to our health and safety requirements include being required to display an identification sticker on their safety helmet to indicate that they are higher-risk. Site workers who violate safety precautions are required to wear different coloured work vests, and those who violate safety regulations more than three times may have their employment terminated.

Thanks to the concerted efforts, our construction works were carried out with zero fatality on our sites in 2013, and a relatively low injury rate of 1.08 per 1,000 workers. During the year, 17 minor construction injuries occurred, involving slipping, trapped by objects and lifting of heavy items. We are committed to maintaining and improving safety performance and have a target of zero incidents.

我們的項目經理每天與承建商溝通，並定期視察工地，確保守則得以落實。工地員工會通過智能手機獲得關於安全和意外的最新資料。為進一步確保工地職工的安全和照顧他們的身心健康，我們在工地設有空調休息室。

獎勵與懲罰

我們鼓勵承建商獎勵注重職業安全的職工，經過項目經理的批准，工地會推行不同的獎勵計劃。

這試驗計劃在合營發展項目 The Austin 及 Grand Austin 推行。計劃要求承建商承諾以零意外為目標，並呈報所有意外事故，包括輕微意外。若承建商提交的安全評估報告令人滿意，可獲發花紅。計劃的成績令人滿意，我們將在日後的項目中加入此計劃，成為安全獎勵計劃的一部分。

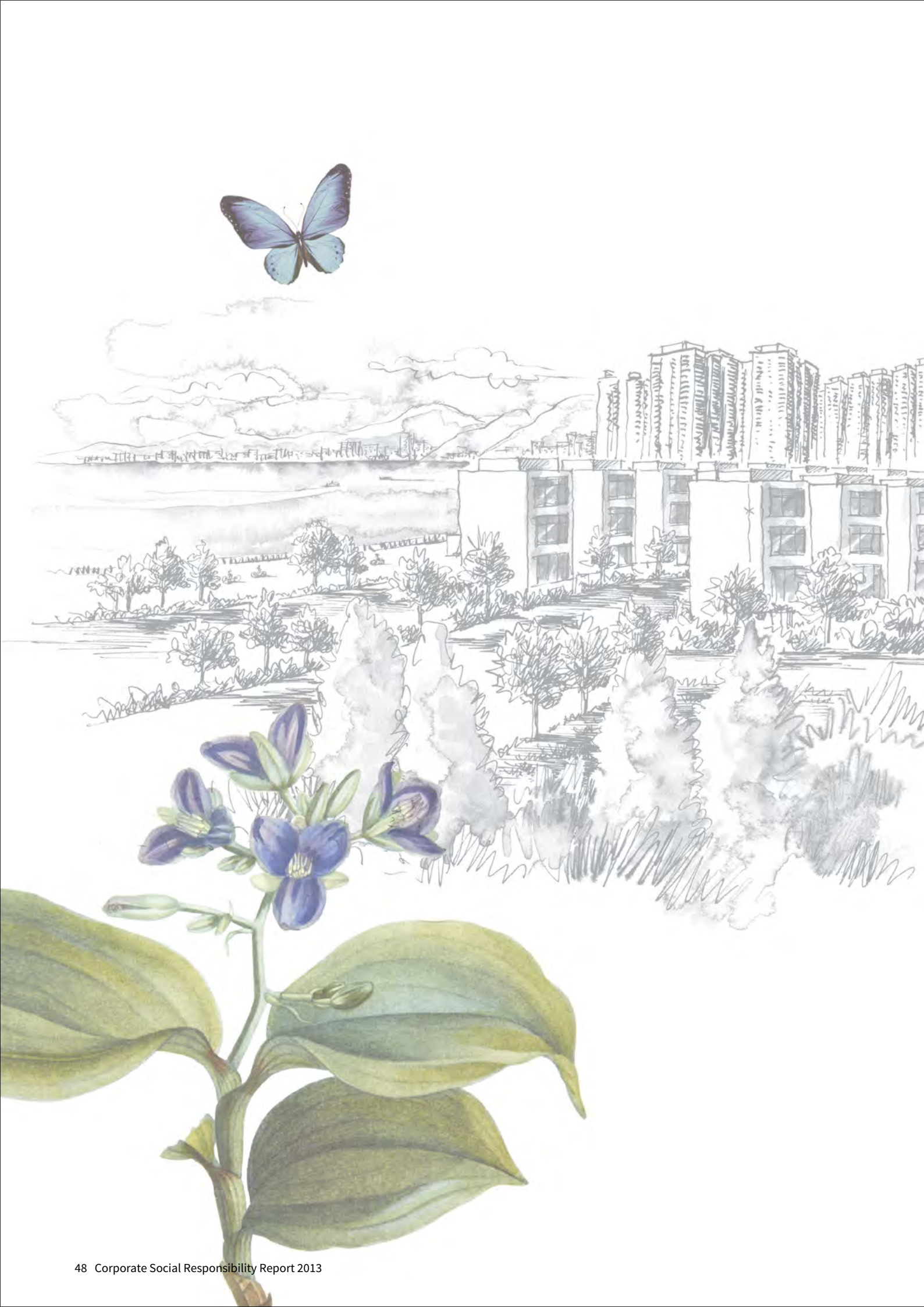
未能遵守職業安全要求的職工將會受懲；罰則包括在安全帽貼上辨別身份的貼紙，標示其為高風險一族。違反安全守則的工地職工必須穿著另一種顏色的工作背心，若違反安全規定三次以上，合約會被終止。

2013年內我們工地沒有致命意外事故，而每1,000名工人的意外受傷率為1.08宗，屬低水平。在工地發生的輕微工傷個案有17宗，包括絆倒、受困於物件之間以及搬運重物時受傷。我們在安全方面表現良好，並當繼續努力，以達致零意外目標。

千人意外率：**1.08**

零致命意外





Contributing to Our Communities

投入社區

As a good corporate citizen, we aim to contribute to the growth and vitality of our local communities.

身為良好企業公民，我們致力為社區作出貢獻及注入活力。

Investing in local communities helps us build stronger links with our stakeholders while serving to support our long-term business success.

投資社區活動除了讓我們與持份者建立更密切關係，同時亦為我們業務的長遠發展奠定成功的根基。

EDUCATION: PROJECT *WeCan*

Project *WeCan* is a flagship programme of Wheelock and Wharf Group's business-in-community initiative. It is an innovative 360° school improvement programme that empowers underprivileged students by providing opportunities and experiences that will engage them, nurture their confidence and inspire them to pursue higher studies and fulfilling careers.

教育：「學校起動」計劃

「學校起動」計劃是會德豐和九龍倉集團實踐「社·企共勉」理念的主要社區投資項目。它是創新的360°全方位改善計劃，為學習條件稍遜的學生提供機會和協助他們拓展經驗，同時亦鼓勵他們參與、增強他們的自信心，並激勵他們繼續升學以及發展事業。

“In this increasingly competitive world, students who are lacking in social capital and resources need all the exposure to new experiences and ideas that they can get. We are hopeful that the programme will help fast track a group of young people who are full of potential and groom our future generations to become better citizens.”

Lin Chun-pong,
Principal,
Ng Yuk Secondary School



Three years ago our Group pledged HK\$150 million towards the programme for six years. It comprises of financial support, software support and staff volunteers serving as mentors and coaches. The programme began with 10 local secondary schools with a higher than average percentage of underprivileged students. It has since been expanded to 14 schools, benefiting more than 25,000 local students since it was established.

Wheelock Properties has been working closely with our partner school, Ng Yuk Secondary School (NYSS), and with Wheelock and Company Limited to support its work with Fung Kai No.1 Secondary School in the programme.

Wheelock and Wharf Group recently launched Project *WeCan* 2, which aims to support other 150 Hong Kong secondary schools with a higher than average proportion of underprivileged students. The Group’s commitment has therefore increased substantially to HK\$500 million. Project *WeCan* has established an open platform that encourages other business sponsors, professionals and retirees to work closely with schools through financial and/or volunteer commitments as part of our multi-year partnerships.

Project *WeCan* 2013 Highlights for NYSS

Small-Class Learning Support

With the support of Project *WeCan*, NYSS was able to hire an additional teacher and teaching assistant to support its small-classes learning initiative.

NYSS has shown an improvement in its academic results since the launch of the project. In 2013, it was in the top 10% most improved schools in Hong Kong for its four core academic subject areas.

Professional Teaching Development

Organised in conjunction with the Quality School Improvement Project of The Chinese University of Hong Kong, the Joint School Teachers’ Development Day has provided an excellent platform for teachers to share best practices in different aspects.

Work Experience and Aspiration-building

Our company visits and job tasting arrangement enabled students to explore their vocational interests and gain real-life experience. Students significantly broaden their experience and build awareness of their strengths and development needs throughout the process.

Enterprise Experience

The annual Business Bliss programme exposed students to the skills and personal qualities needed to successfully set up and run a small business. The programme helped students develop multiple skills concurrently, while also offering a first step towards becoming future leaders and entrepreneurs.



三年前，集團投放1億5千萬港元啟動為期6年的計劃，除提供財政支助和軟件支援，我們的員工亦投入時間，義務擔任導師和教練。計劃初期，我們資助10間學習條件稍遜的中學。其後，計劃擴展至14間中學。自計劃成立至今，受惠的本地學生超過25,000名。

會德豐地產一直與五育中學緊密合作，並與會德豐有限公司攜手，支持其與鳳溪第一中學的工作。

會德豐與九倉集團於2013年開展了「學校起動」計劃第二期，目標是支援150間學習條件稍遜的中學。集團投入的金額將大幅增加至5億港元。我們通過「學校起動」計劃建立了一個公開平台，鼓勵其他贊助企業、專業人員和退休人士提供跨年的財政支援或長期投身義工服務，與學校緊密合作。

2013年五育中學重點工作 支援小班學習

在「學校起動」計劃的支持下，五育中學得以額外聘請教師和教學助理各一名，協助推行小班學習。

自「學校起動」計劃啟動以來，五育中學的學業成績進步不少。2013年，它在四個主要學術科目成為全港最高增值的百分之十的學校之一。

教師專業發展

與香港中文大學的「優質學校改進計劃」合作，舉辦聯校教師專業發展日，提供交流平台予教師分享各方面心得。

工作經驗和探索抱負

企業參觀活動和職場體驗影子計劃讓學生探索自己對不同職業的興趣和獲得實際工作經驗。在過程中，學生得以吸收豐富經驗，並了解自己的優勝之處和發展需要。

企業體驗

通過我們每年一度的營商計劃，學生得以了解成功建立和營運一間企業所需的技能和個人特質。計劃協助學生在同一時間發展多項技能，同時為他們在成為領袖和企業家的道路上踏出第一步。

「在這競爭激烈的社會，缺乏社會資源及學習條件稍遜的學生最需要各方面的機會。我們希望此計劃能協助他們發掘潛能，以及培育下一代成為良好的公民。」

五育中學校長
連鎮邦

COMMUNITY CARE, ARTS, CULTURE AND SPORTS

We value opportunities for staff to participate in community-focused activities outside the office.

In 2013, over 60% of our employees were involved in volunteer and community activities, jointly accumulating 744 volunteer service hours or an average of a full working day per participating employee.

We supported a number of community programmes in partnership and collaboration with a wide range of NGOs and schools:

- Chinese International School
- Fullness Social Enterprises Society
- Health Education & Health Promotion Foundation
- Hong Chi Association
- Lok Kwan Social Service
- Social Venture Hong Kong
- Society for the Promotion of Hospice Care
- The Community Chest
- The Conservancy Association
- The Salvation Army
- The University of Hong Kong

(In alphabetical order)

Community Investment 2013 Highlights

The Community Chest Wheelock Swim for a Million

Wheelock and Company Limited joined hands with the Community Chest of Hong Kong to organise the first Community Chest Wheelock Swim for a Million. This fundraising event also aimed in promoting a healthy lifestyle.

Our Chairman Douglas Woo served as chairperson of the organising committee and participated in the swim. Over 230 swimmers from 51 corporations and the disciplinary forces, 12 CEOs and six two-generation teams participated in the charity swim, raising approximately HK\$5 million for the needy in Hong Kong.

Hong Kong Art Prize 2013

As part of our continuing support for culture and arts, we supported the Hong Kong Art Prize 2013 by providing venue sponsorship and financial support. We also organised an art talk with the Royal Academy of Art (UK) and members of the Hong Kong Art Prize 2013 team for local students, to help broaden their experience and horizons. In addition, we purchased selected artworks and exhibited them in

Wheelock Gallery to further our support for talented local artists.



Wheelock Properties & Hong Chi's 5th Christmas E-Card Design Competition

Co-organised with the Hong Chi Association for five consecutive years, the Christmas E-card Design Competition aims to promote greater respect for diversity through arts and provides opportunities for students with mental challenges to express themselves and demonstrate their artistic talents. The two winning pieces of artwork from the participating groups were then produced as christmas e-cards, which were shared with our corporate partners and customers.



社區關懷、藝術、文化與體育

我們珍惜員工在工餘參與社區活動的機會。

在2013年，參與義工服務和社區活動的員工佔整體員工人數逾60%，義工服務時數累計744小時，每名參與員工的平均義工服務日數為一天。

我們與不同非政府組織及學校合作，支持社區活動，當中包括：

- 漢基國際學校
- 豐盛社企學會
- 香港健康促進及教育協會
- 匡智會
- 樂群社會服務處
- 香港社會創投基金
- 善寧會
- 香港公益金
- 長春社
- 救世軍
- 香港大學

(按英文字母順序排列)

2013年社區工作重點 公益金會德豐百萬泳

會德豐有限公司與香港公益金攜手創辦首屆「公益金會德豐百萬泳」，為公益金籌募善款並藉此推廣健康生活。

集團主席吳宗權先生為籌備委員會主席，更身體力行參加泳賽。230名來自51家企業和紀律部隊的泳手、12名行政總裁和6隊由兩代家庭成員組成的隊伍參加了慈善泳賽，籌募善款達港幣500萬以幫助社會上有需要人士。

香港藝術獎2013

為支持文化和藝術發展，我們為香港藝術獎2013提供場地贊助及財政資助。我們與英國皇家藝術學院和香港藝術獎2013的團隊合作，為本地學生舉辦藝術講座，讓他們擴闊視野和增長見識。我們亦選購香港藝術獎2013的藝術作品，並於Wheelock Gallery展出以支持本地藝術家。



會德豐地產與匡智會 第五屆電子聖誕咭設計比賽

我們與匡智會已連續第五年合辦電子聖誕咭設計比賽，目的是利用藝術推廣對多元社會文化的尊重，提供機會予智障學生表達自己、展現藝術才華。參加比賽隊伍的兩幅得獎作品獲製作成電子聖誕咭，傳送予我們的企業夥伴和客戶。

744 Volunteers hours
義工時數

Memberships, Awards & Pledges

成員資格、獎項及承諾

CORPORATE MEMBERSHIP 企業會員

Business Environment Council

商界環保協會

Council Member

協會成員

(through Wheelock & Company Limited
經會德豐有限公司)

Waste Management Advisory Group

Steering Committee Member

廢物管理諮詢小組委員

Energy Advisory Group Ordinary Member

能源諮詢小組成員

Central Policy Unit

中央政策組

Associate Member

特邀顧問

Centum Charitas Foundation

百仁基金

Vice Chairperson

副主席

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

香港僱主聯合會

Member

成員

(through Wheelock & Company Limited and
The Wharf (Holdings) Limited
經會德豐有限公司及九龍倉集團有限公司)

Chairman of Function Group:

Property & Construction

地產及建造業組主席

General Committee Member

理事會成員

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

海港商界論壇

Patron Member

贊助人會員

(through The Wharf (Holdings) Limited
經九龍倉集團有限公司)

Hong Kong Examination and

Assessment Authority

香港考試及評核局

Co-opted member of HKDSE Applied

Learning Subject Committee

香港中學文憑試應用學習科目委員會委員

Hong Kong General Chamber of Commerce

香港總商會

Full Member

本地會員

(through Wheelock & Company Limited and
The Wharf (Holdings) Limited
經會德豐有限公司及九龍倉集團有限公司)

Vice Chairman of the Real Estate and

Infrastructure Committee

地產及基建委員會副主席

Economic Policy Committee Member

經濟政策委員會委員

Hong Kong Green Building Council

香港綠色建築議會

Institutional Member

機構成員

Director

董事

Occupational Safety and Health Council

職業安全健康局

Construction Industry Safety and Health

Committee Member

建造業安全及健康委員會委員

(nominated by REDA through Wheelock

Properties (Hong Kong) Limited

經會德豐地產(香港)有限公司由香港地產建設
商會提名)

The Chinese General Chamber of Commerce

香港中華總商會

Ordinary Member

普通團體會員

(through Wheelock & Company Limited
經會德豐有限公司)

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

Corporate Member

企業成員

Chairman – Executive Committee

執行委員會主席

Director

會董

Legal Sub – Committee Member

法律委員會成員

Construction Sub – Committee Member

建築委員會成員

WWF-Hong Kong

世界自然基金會香港分會

Double Diamond Member 雙鑽石會員

(through The Wharf (Holdings) Limited

經九龍倉集團有限公司)

Executive Council Member

董事委員會會員

AWARDS 獎項

Award 獎項	Companies / Corresponding Buildings 公司 / 大廈	Organiser 主辦機構
RICS Hong Kong Awards 2013 – Contribution to the Community Team of the Year RICS 2013 香港年度大獎「最佳服務社群」獎	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	Royal Institution of Chartered Surveyors (RICS) 皇家特許測量師學會
BCI Asia Top 10 Developer Awards 2013 – Hong Kong 2013年BCI Asia「十大地產發展商」獎項 – 香港	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	BCI Asia
Low-carbon Office Operations Program (LOOP) 2013 – GOLD Label 低碳辦公室計劃 – 黃金標籤認證	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
Caring Company Logo 「商界展關懷」標誌	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)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 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	The Hong Kong Council of Social Service 香港社會服務聯會
Best of the Best 2013 – The Best Property Management Best of the Best 2013 – 最佳物業管理	Harriman Property Management Limited 夏利文物業管理有限公司	Squarefoot 揀宅
The HSBC Living Business Awards 2013 「滙豐營商新動力」獎勵計劃2013		The Hong Kong and Shanghai Banking Corporation Limited partnering with the Business Environment Council, The Hong Kong Council of Social Service and the Hong Kong Institute of Human Resource Management 香港上海滙豐銀行有限公司及其計劃伙伴機構商界環保協會、香港社會服務聯會及香港人力資源學會
<ul style="list-style-type: none"> Green Achievement Award 綠色成就獎 	Wharf T&T Square, Crawford House, Wheelock House, Telford House, World Tech Centre, Chelsea Court, The Babington, 60 Victoria Road, Bellagio, Bailey Garden, Grandtech Centre, My Loft, One Island South, Cable TV Tower, Metro Loft 九倉電訊廣場、卡佛大廈、會德豐大廈、 德福大廈、世達中心、賽詩閣、The Babington、 域多利道60號、碧堤半島、碧麗花園、 偉達中心、萬能閣、One Island South、 有線電視大樓、都會坊	
<ul style="list-style-type: none"> Community Engagement Award 社區參與獎 	Bellagio 碧堤半島	
<ul style="list-style-type: none"> People Caring Award 僱員關懷獎 	Bellagio, Grandtech Centre, Metro Loft 碧堤半島、偉達中心、都會坊	

Green Building 綠色建築

Award 獎項	Corresponding Developments 發展項目	Organiser 主辦機構
Provisional BEAM Plus Gold 綠建環評新建建築暫定金級認證	One Bay East, One HarbourGate, TKOTL No. 119, Tseung Kwan O Residential Development 8 Mount Nicholson Road Residential Development, 77 Peak Road Residential Development One Bay East、One HarbourGate、 將軍澳市地段第119號住宅發展項目、 轟歌信山道8號住宅發展項目、山頂道77號住宅發展項目	Hong Kong Green Building Council 香港綠色建築議會
Pre-Certified Gold in LEED® 領先能源與環境設計評級預審金獎	One Bay East, One HarbourGate	The U.S. Green Building Council 美國綠建築協會

Security Service 保安服務		
Award 獎項	Corresponding Buildings 大廈	Organiser 主辦機構
Hong Kong Island Best Security Personnel Awards 2012-2013 2012-2013年度港島總區最佳保安服務選舉		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
<ul style="list-style-type: none"> Outstanding Residential Property Management 優秀住宅物業管理獎 Outstanding Industrial/Commercial Property Management 優秀工商物業管理獎 	The Babington, 60 Victoria Road, Chelsea Court The Babington、域多利道60號、賽詩閣 Wheelock House, One Island South 會德豐大廈、One Island South	
Kowloon East Fight Crime The Best Security Services Award 2012-2013 2012-2013年度東九龍滅罪群英最佳保安服務選舉		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
<ul style="list-style-type: none"> Outstanding Partner Property 優秀伙伴物業 	Wharf T&T Square, World Tech Centre 九倉電訊廣場、世達中心	

Hygiene & Environmental Management 衛生及環境管理		
Award 獎項	Corresponding Buildings 大廈	Organiser 主辦機構
Indoor Air Quality Certification Scheme for Offices and Public Places – Excellent Class 辦公室及公眾場所室內空氣質素檢定計劃 – 卓越級	Crawford House, Wheelock House 卡佛大廈、會德豐大廈	Environmental Protection Department 環境保護署
Indoor Air Quality Certification Scheme for Offices and Public Places – Good Class 辦公室及公眾場所室內空氣質素檢定計劃 – 良好級	Wharf T&T Square 九倉電訊廣場	Environmental Protection Department 環境保護署
Hong Kong Awards for Environmental Excellence – “Class of Excellence” IAQwiSe Label 香港環保卓越計劃 – 「卓越級別」清新室內空氣標誌	Crawford House, Wheelock House 卡佛大廈、會德豐大廈	Environmental Campaign Committee 環境保護運動委員會
Hong Kong Awards for Environmental Excellence – “Class of Excellence” WastewiSe Label 香港環保卓越計劃 – 「卓越級別」減廢標誌	Crawford House 卡佛大廈	Environmental Campaign Committee 環境保護運動委員會
Hong Kong Awards for Environmental Excellence – “Class of Good” WastewiSe Label 香港環保卓越計劃 – 「良好級別」減廢標誌	Wharf T&T Square, Wheelock House 九倉電訊廣場、會德豐大廈	Environmental Campaign Committee 環境保護運動委員會
Hong Kong Awards for Environmental Excellence – “Class of Excellence” EnergywiSe Label 香港環保卓越計劃 – 「卓越級別」節能標誌	Wheelock House 會德豐大廈	Environmental Campaign Committee 環境保護運動委員會
Hong Kong Awards for Environmental Excellence – Carbon “Less 43%” Certificate 香港環保卓越計劃 – 「減碳43%」證書	Wheelock House 會德豐大廈	Environmental Campaign Committee 環境保護運動委員會
Quality Water Recognition Scheme for Buildings – Gold Certificate 大廈優質食水認可計劃 – 金證書	Wharf T&T Square, Crawford House, Wheelock House 九倉電訊廣場、卡佛大廈、會德豐大廈	Water Supplies Department 水務署
Flushing Water Plumbing Quality Maintenance Recognition Scheme – Blue Certificate 沖廁水系統優質維修認可計劃 – 藍證書	Crawford House, Wheelock House 卡佛大廈、會德豐大廈	Water Supplies Department 水務署

PLEDGES 承諾

Project Name 活動名稱	Company 公司	Organiser 主辦機構
“I’m FINished with FINs” Campaign 「一翅都唔食」全民運動	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	Shark Savers Hong Kong 護鯊行動
“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
No Air-Con Night 2013 香港無冷氣夜2013	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	Green Sense 環保觸覺

Data Tables 數據列表

Economic and Financial Performance 經濟及財政表現⁽¹⁾

Indicator 指標		Unit 單位	GRI	2013
Economic Performance 經濟表現				
Revenue	收入	HK\$ million 百萬港元	G4-EC1	35,071
Operating costs	營運成本	HK\$ million 百萬港元	G4-EC1	15,450
Employee compensation and benefits	員工薪酬和福利	HK\$ million 百萬港元	G4-EC1	3,816
Dividends to shareholders	股東應佔股息	HK\$ million 百萬港元	G4-EC1	2,032
Interest payments to providers of borrowings	利息支出	HK\$ million 百萬港元	G4-EC1	3,586
Taxes paid to government in Hong Kong	向香港政府繳交的稅款	HK\$ million 百萬港元	G4-EC1	1,334
Taxes paid to government in outside Hong Kong	向非香港政府繳交的稅款	HK\$ million 百萬港元	G4-EC1	1,045
Total Earnings Before Interest and Tax	息稅前利潤	HK\$ million 百萬港元	G4-EC1	37,456
Community Investments 社區投資⁽²⁾				
Total cash charitable donations	慈善捐款	HK\$ million 百萬港元	G4-EC1	6.1
• Education	• 教育	%		67%
• Palliative care	• 寧養服務	%		6%
• Other	• 其他	%		27%
Employee volunteering in own time	員工義工服務	Hours 小時	G4-EC7	208
Employee volunteering in work time	員工在上班時間的義工服務	Hours 小時	G4-EC7	536

Environmental Performance 環保表現

Indicator 指標		Unit 單位	GRI	2013 ⁽³⁾	2012 ⁽⁴⁾
Energy and Emissions 能源及排放					
Diesel for generator	發電機組所用柴油	Litres 公升	G4-EN3	2,601,526	1,233,598
Diesel for shuttle bus	穿梭巴士所用柴油	Litres 公升	G4-EN3	8,575	8,093*
Total diesel	柴油總量	Litres 公升	G4-EN3	2,610,101	1,241,691*
Refrigerant loss	制冷劑損耗	kg 千克	G4-EN3	332	136
Electricity purchased	購買電力	MWh 兆瓦時	G4-EN3	16,700	17,196*
Scope 範圍 1 :					
• Total GHG emissions	溫室氣體排放總量	CO ₂ e tonnes 當量二氧化碳公噸	G4-EN15	6,217	3,459*
Scope 範圍 2 :					
• Total GHG emissions	溫室氣體排放總量	CO ₂ e tonnes 當量二氧化碳公噸	G4-EN16	11,561	11,898*
Scope 範圍 1, 2 & 3 :					
• Total GHG emissions	溫室氣體排放總量	CO ₂ e tonnes 當量二氧化碳公噸	G4-EN15, 16, 17	21,638	21,088*
Water 用水					
Water purchased	購買用水	m ³ 立方米	G4-EN8	244,244	111,574*
Waste 廢物					
Waste to landfill	運往堆填區的廢物	Tonnes 公噸	G4-EN23	9,012	427*
Total recycled	回收總量	Tonnes 公噸	G4-EN23	6,288	41
• Paper recycled	• 紙品回收	Tonnes 公噸	G4-EN23	56	29
• Plastic recycled	• 塑料回收	Tonnes 公噸	G4-EN23	0.90	0.37
• Aluminium recycled	• 鋁金屬回收	Tonnes 公噸	G4-EN23	0.80	0.20
• Steel recycled	• 鋼金屬回收	Tonnes 公噸	G4-EN23	4,010	12
• Concrete recycled	• 混凝土回收	Tonnes 公噸	G4-EN23	1,554	-
• Wood recycled	• 木材回收	Tonnes 公噸	G4-EN23	666	-
Total recycled percentage of total waste	廢物回收整體比率	%	G4-EN23	41.0%	8.7%

⁽¹⁾ Data is applicable to Wheelock and Company Limited (stock code: 20), a listed company incorporated in Hong Kong with limited liability, the shares of which are listed on the Stock Exchange. Wheelock Properties Limited is a wholly owned subsidiary of Wheelock and Company Limited. Wheelock and Company Limited reported its financial data in the Group 2013 Annual Report. 數據適用於會德豐有限公司(股份代號:20),一間於香港註冊成立的有限公司,其股份於聯交所上市。會德豐地產有限公司是會德豐有限公司的全資附屬公司,而會德豐有限公司已於2013集團年報內列報其財務資料。

⁽²⁾ There were no political contributions in 2013. 2013年沒有政治捐款。

⁽³⁾ Scope includes headquarters, 7 construction sites and 3 tenanted buildings. 範圍包括總部、7個建築項目以及3幢出租物業。

⁽⁴⁾ Scope includes headquarters, 3 construction sites and 3 tenanted buildings. 範圍包括總部、3個建築項目以及3幢出租物業。

* Data are restated. 修訂後數據。

G4-EN1 Construction Materials Used 使用的建築材料

Materials 建築材料		Unit 單位	Total 總計
Aluminium	鋁金屬	Tonnes 公噸	3,520
Bricks	磚	Tonnes 公噸	14,689
Cement	水泥	Tonnes 公噸	42,891
Cement mortar	水泥砂漿	Tonnes 公噸	495
Concrete	混凝土	Tonnes 公噸	322,708
Discs	圓盤	Tonnes 公噸	0
Glass	玻璃	Tonnes 公噸	2,800
Joist steel	工字鋼	Tonnes 公噸	44
Reinforcing steel bars	高強度鋼材	Tonnes 公噸	40,812
Sand	沙	Tonnes 公噸	5,068
Stones	石頭	Tonnes 公噸	9,345
Timber	木材	Tonnes 公噸	9,372

Human Resources Data 人力資源數據

G4-10, G4-LA12 Employee Statistics 員工統計資料

		Male 男性	Female 女性
Total employees 員工總數：141		72	69
Employment Contract 僱傭合約			
Permanent	永久	67	69
Fixed-term	固定年期	5	0
Temporary	臨時	0	0
Employment Type 職位類型			
Full-time	全職	72	69
Part-time	兼職	0	0
Total Workforce 全部員工			
Directly employed workers	直接聘用的員工	70	68
Workers seconded from the Group	從集團供調的員工	2	1
Outsourced/sub-contracted workers	外判 / 分判員工	0	0
Total 總計		72	69

G4-LA1 New Hires and Employee Turnover 新進員工和離職員工比較

		Aged Below 30 30 歲以下		Aged 30-50 30-50 歲		Aged Above 50 50 歲以上		Total 總計
		Male 男性	Female 女性	Male 男性	Female 女性	Male 男性	Female 女性	
New hires	新進員工	8	9	13	17	0	0	47
Employee turnover	離職員工	3	2	5	8	1	0	19

Occupational Health and Safety Data 職業健康和安​​全數據

G4-LA6 Work-related Injuries 因工受傷個案⁽⁵⁾

Staff type 員工類別	Male 男性	Female 女性	Total 總計	Injury rate per 1,000 employees 每1,000名員工的受傷比率
Office staff 辦公室員工	0	0	0	0
Site staff 工地職工	17	0	17	1.08
Total 總計	17	0	17	1.08

Injury types 受傷類別		% of injuries (Male) 男性受傷百分比	% of injuries (Female) 女性受傷百分比	Total 總計
Slip, trip or fall on same level	滑倒、絆倒或在同一高度跌倒	29.4%	0.0%	29.4%
Trapped in between objects	受困於物件之內或物件之間	17.6%	0.0%	17.6%
Injured whilst lifting or carrying	提舉或搬運物件時受傷	11.8%	0.0%	11.8%
Striking against fixed or stationary object	與固定或不動的物件碰撞	11.8%	0.0%	11.8%
Striking against or struck by moving object	被移動物件或與移動的物件碰撞	11.8%	0.0%	11.8%
Other injuries	其他	17.6%	0.0%	17.6%

Days Lost to Injury or Illness 因工傷或疾病引致的損失日數⁽⁶⁾

	Male 男性	Female 女性	Total 總計	Lost days rate 損失日數比率
Office staff 辦公室員工				
Days lost 損失日數	0	0	0	0.000000
Days absent 缺勤日數	80	78	158	0.00488
Total 總計	80	78	158	
Site staff 工地職工				
Days lost 損失日數	753	0	753	0.000382
Days absent 缺勤日數	125	37	162	0.000082
Total 總計	878	37	915	0.000232

⁽⁵⁾ There were no work-related fatalities in 2013 2013年沒有致命工業意外

⁽⁶⁾ Days lost as a proportion of days worked by all employees 損失日數佔所有員工工作日數的比率

Aspect Boundary 議題邊界

GRI Material Aspect 全球報告倡議組織重要議題	Aspect Boundary 議題邊界		
	Within the organisation 機構內部	Outside the organisation 機構外部	
Category: Economic 類別：經濟			
Economic Performance	經濟績效	✓	✓
Market Presence	市場形象	✓	✓
Procurement Practices	採購實務	✓	✓
Category: Environmental 類別：環境			
Materials	物料使用	✓	✓
Energy	能源使用	✓	✓
Water	水資源使用	✓	✓
Emissions	排放	✓	✓
Overall	整體情況	✓	✓
Supplier Environmental Assessment	供應商環境評估	✓	✓
Category: Social 類別：社會			
Sub-Category: Labour practices and decent work 子類別：勞工實務與尊嚴勞動			
Employment	僱傭	✓	
Labour/Management Relations	勞資關係	✓	
Occupational Health and Safety	職業健康與安全	✓	✓
Diversity and Equal Opportunity	員工多元化與平等機會	✓	
Supplier Assessment for Labour Practices	供應商勞工實務評估	✓	✓
Labour Practices Grievance Mechanisms	勞工實務問題申訴機制	✓	
Sub-Category: Human Rights 子類別：人權			
Non-discrimination	不歧視	✓	
Child Labour	童工	✓	✓
Forced and Compulsory Labour	強迫與強制勞動	✓	✓
Security Practices	保安實務	✓	✓
Supplier Human Rights Assessment	供應商人權評估	✓	✓
Sub-Category: Society 子類別：社會			
Public Policy	公共政策	✓	✓
Sub-Category: Product Responsibility 子類別：產品責任			
Products and Service Labelling	產品及服務標示	✓	✓
Customer Privacy	顧客私隱	✓	✓

GRI Index 全球報告倡議組織內容索引

GRI Aspect & Indicator 全球報告倡議組織議題及指標		Page 頁數	Section Reference/Observation 相關章節 / 評述
General Standard Disclosures 一般標準揭露			
Strategy and Analysis 策略及分析			
G4-1	CEO statement and explanation of strategy CEO聲明與機構策略	2-3	Message from the Managing Director 常務董事的話
Organisational Profile 機構概況			
G4-3	Name of the organisation 機構名稱	6	About Wheelock Properties 關於會德豐地產
G4-4	Primary brands, products, and services 主要品牌、產品與服務	6	About Wheelock Properties 關於會德豐地產
G4-5	Headquarters location 機構總部所在位置	6	About Wheelock Properties 關於會德豐地產
G4-6	Countries of operation 機構營運所在的國家	6	About Wheelock Properties 關於會德豐地產
G4-7	Nature of ownership and legal form 擁有權的性質與法律形式	6	About Wheelock Properties 關於會德豐地產
G4-8	Markets served 機構所提供服務的市場	6	About Wheelock Properties 關於會德豐地產
G4-9	Scale of the organisation 機構規模	7-9, 57	About Wheelock Properties, Data Tables 關於會德豐地產、數據列表
G4-10	Employee statistics 員工統計資料	58	Data Tables 數據列表
G4-11	Employees covered by collective bargaining agreements 受集體談判協議保障之員工比例	-	None of our employees are covered by collective bargaining agreements 並無員工受集體談判協議保障
G4-12	Description of supply chain 描述機構的供應鏈	-	The structure of our supply chain mainly consists of consultants, main contractors, nominated sub-contractors and suppliers 我們的供應鏈主要由顧問、總承建商、指定分包商及供應商組成
G4-13	Significant changes during the reporting period 機構在報告期間的重大變化	-	There were no significant changes during the reporting period 在報告期間並無重大變化
G4-14	Whether and how the precautionary approach or principle is addressed 機構是否及如何按預警方針或原則行事	-	Wheelock Properties has the appropriate precautionary systems in place and takes all necessary precaution to asses any risk areas 會德豐地產已具有並採取適當的預防措施以為任何風險領域進行評估
G4-15	External charters, principles, or other initiatives 由外部所制定的規章、原則或其他倡議	56	Memberships, Awards & Pledges 成員資格、獎項及承諾
G4-16	Membership of associations and advocacy organisations 機構參與的協會和倡議組織的會員資格	54	Memberships, Awards & Pledges 成員資格、獎項及承諾
Identified Material Aspects and Boundaries 識別重要議題與邊界			
G4-17	Entities included in the organisation's consolidated financial statement 機構合併財務報表或等同文件中所包含的所有實體	4-5	Report Scope & Approach 報告範圍與模式
G4-18	Process for defining the report content and the aspect boundaries 界定報告內容和議題邊界的流程	4-5, 14-17	Report Scope & Approach, Being a Responsible Business 報告範圍與模式、克盡己任的企業
G4-19	Material aspects identified in the process for defining report content 在界定報告內容過程中所識別出的重要議題	16-17	Being a Responsible Business 克盡己任的企業
G4-20	Aspect boundary within the organisation for each material aspect 機構內部在議題上的邊界	60	Aspect Boundary 議題邊界

GRI Aspect & Indicator 全球報告倡議組織議題及指標		Page 頁數	Section Reference/Observation 相關章節 / 評述
G4-21	Aspect boundary outside the organisation for each material aspect 機構外部在議題上的邊界	60	Aspect Boundary 議題邊界
G4-22	Effect of any restatements of information provided in previous reports 對先前報告中所提供之任何資訊進行重編的結果	57	Selected data on Environmental Performance are restated, but the difference is not significant 部分環境數據已作修訂，但並無重要的差異影響
G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries 與先前報告期間相比，在範圍與議題邊界上的顯著改變	-	There were no significant changes from the previous reporting period 與先前報告期間相比並無任何顯著改變
Stakeholder Engagement 持份者參與			
G4-24	Stakeholder groups engaged 已參與交流的持份者	14-15	Being a Responsible Business 克盡己任的企業
G4-25	Identification and selection of stakeholder groups 識別及選擇持份者的方法	14-15	Being a Responsible Business 克盡己任的企業
G4-26	Approach to stakeholder engagement 與持份者溝通的方式	14-17	Being a Responsible Business 克盡己任的企業
G4-27	Key topics and concerns raised by stakeholders 持份者所提出之關鍵議題與關注事項	15	Being a Responsible Business 克盡己任的企業
Report Profile 報告概況			
G4-28	Reporting period 報告期間	4-5	Report Scope & Approach 報告範圍與模式
G4-29	Date of most recent previous report 上一次報告的日期	-	Wheelock Properties Corporate Social Responsibility Report 2012 會德豐地產企業社會責任報告2012
G4-30	Reporting cycle 報告週期	4-5	Report Scope & Approach 報告範圍與模式
G4-31	Contact point for questions regarding the report or its contents 提供可回答報告或內容相關問題的聯絡人	5	Report Scope & Approach 報告範圍與模式
G4-32	Reporting option and GRI Content Index 機構所選擇的報告選項及全球報告倡議組織內容索引	5, 61-64	Report Scope & Approach, GRI Content Index 報告範圍與模式、全球報告倡議組織內容索引
G4-33	External assurance 機構為報告尋求外部認證	-	This report was not externally assured 此報告並無經外部認證
Governance 管治			
G4-34	Governance structure 機構的管治結構	10-13	About Wheelock Properties, Being a Responsible Business 關於會德豐地產、克盡己任的企業
Ethics and Integrity 倫理與誠信			
G4-56	Organisation's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics 機構的價值、原則、標準和行為規範，如行為準則和倫理守則	2-3, 10-13	Message from the Managing Director, About Wheelock Properties, Being a Responsible Business 常務董事的話、關於會德豐地產、克盡己任的企業
Specific Standard Disclosures 特定標準揭露			
Economic 經濟			
G4-DMA	Disclosure of management approach 管理方針揭露	8-9, 12, 19-21	About Wheelock Properties, Being a Responsible Business, Supporting High Quality Growth in Hong Kong 關於會德豐地產、克盡己任的企業、 支持香港美好發展
<i>Material Aspect: Economic Performance 議題：經濟績效</i>			
G4-EC1	Direct economic value generated and distributed 機構所產生及分配的直接經濟價值	57	Data Tables 數據列表
<i>Material Aspect: Market Presence 議題：市場形象</i>			
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation 於重要營運據點，僱用當地居民為高級管理層的比例	-	Our senior management are all drawn from the local community 我們的所有高級管理層均為本地居民
<i>Material Aspect: Procurement Practices 議題：採購實務</i>			
G4-EC9	Proportion of spending on local suppliers at significant locations of operation 於重要營運據點，採購支出來自當地供應商之的比例	20-21	Supporting High Quality Growth in Hong Kong 支持香港美好發展

GRI Aspect & Indicator 全球報告倡議組織議題及指標	Page 頁數	Section Reference/Observation 相關章節 / 評述
Environmental 環境		
G4-DMA Disclosure of management approach 管理方針揭露	27-39	Creating High Quality Environments 創造優質環境
<i>Material Aspect: Materials 議題：物料使用</i>		
G4-EN1 Materials used by weight or volume 所用物料的重量或體積	58	Data Tables 數據列表
<i>Material Aspect: Energy 議題：能源使用</i>		
G4-EN3 Energy consumption 機構的能源消耗量	57	Data Tables 數據列表
G4-EN5 Energy intensity 機構的能源強度	32-33	Creating High Quality Environments 創造優質環境
G4-EN6 Reduction of energy consumption 減少能源的消耗	32-33	Creating High Quality Environments 創造優質環境
<i>Material Aspect: Water 議題：水資源使用</i>		
G4-EN8 Total water withdrawal by source 依來源劃分的總取水量	57	Data Tables 數據列表
<i>Material Aspect: Emissions 議題：排放</i>		
G4-EN15 Direct GHG emissions (scope 1) 直接溫室氣體排放 (範疇1)	57	Data Tables 數據列表
G4-EN16 Energy indirect GHG emissions (scope 2) 能源間接溫室氣體排放量 (範疇2)	57	Data Tables 數據列表
G4-EN19 Reduction of GHG emissions 減少溫室氣體的排放量	57	Creating High Quality Environments 創造優質環境
<i>Material Aspect: Overall 議題：整體情況</i>		
G4-EN31 Total environmental protection expenditures and investments by type 按類別說明總環保支出及投資	-	Environmental good practice is a requirement of our suppliers and sub-contractors; therefore it is integrated into the cost of their products and services and cannot be counted separately 我們要求供應商及承建商有良好環保措施，有關環保支出已整合在他們的產品和服務成本中，並無分開計算
<i>Material Aspect: Supplier Environmental Assessment 議題：供應商環境評估</i>		
G4-EN32 Percentage of new suppliers that were screened using environmental criteria 採用環境標準篩選新供應商的的比例	-	100% of our new suppliers were screened using environmental criteria 使用環境標準所篩選的新供應商佔100%
Social 社會		
Labour practices and decent work 勞工實務與尊嚴勞動		
G4-DMA Disclosure of management approach 管理方針揭露	41-47	Growing a High Quality Workforce 培養優秀工作團隊
<i>Material Aspect: Employment 議題：僱傭</i>		
G4-LA1 Total number and rate of employee turnover by age group, gender, and region 按年齡組別、性別及地區劃分新進員工和離職員工總數及比例	58	Data Tables 數據列表
<i>Material Aspect: Labour Management/Relations 議題：勞資關係</i>		
G4-LA4 Minimum notice period(s) regarding significant operational changes 在執行重大營運變化前，提前通知員工及其代表的最短期限	-	We commit to provide our employees with at least one month's notice regarding any significant managerial or operational changes 我們承諾在重大的管理或營運變化前最少一個月向員工發出通知
<i>Material Aspect: Occupational Health and Safety 議題：職業健康與安全</i>		
G4-LA6 Type and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities 工傷類別、工傷頻率、職業病、損失日數比例及缺勤率，以及因公死亡事故總數	59	Data Tables 數據列表
<i>Material Aspect: Diversity and Equal Opportunity 議題：員工多元化與平等機會</i>		
G4-LA12 Composition of governance bodies and breakdown of employees by diversity 按多元化指標劃分，公司管理層成員和各類員工的組成	58	Data Tables 數據列表

GRI Aspect & Indicator 全球報告倡議組織議題及指標	Page 頁數	Section Reference/Observation 相關章節 / 評述
Material Aspect: Supplier Assessment for Labour Practices 議題：供應商勞工實務評估		
G4-LA14 Percentage of new suppliers that were screened using labour practices criteria 針對新供應商使用勞工實務準則篩選的比例	-	100% of our new suppliers were screened using labour practices criteria 使用勞工實務標準所篩選的新供應商佔100%
Material Aspect: Labour Practices Grievance Mechanisms 議題：勞工實務問題申訴機制		
G4-LA16 Number of grievance about labour practices filed, addressed and resolved through formal grievance mechanisms 經由正式申訴機制立案、處理和解決的勞工實務申訴的數量	-	There were no labour practice grievances filed during the reporting period 在報告期間並無任何勞工實務申訴
Human Rights 人權		
G4-DMA Disclosure of management approach 管理方針揭露	44-47	All our suppliers are required to confirm their adherence to our requirements on human rights issues at the tender stage. We are exploring options to monitor and assess our suppliers' ongoing performance in this area 在招標階段，我們要求所有供應商必須遵從我們就人權議題所訂立的要求，並研究如何監察和審查供應商往後的相關表現
Material Aspect: Non-discrimination 議題：不歧視		
G4-HR3 Total number of incidents of discrimination and actions taken 歧視事件的總數，以及機構採取的改善行動	-	There were no incidences of discrimination and actions taken during the reporting period 在報告期間並無發生歧視事件
Material Aspect: Child Labour 議題：童工		
G4-HR5 Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour 已發現具有嚴重使用童工風險的營運據點和供應商，以及採取有助於杜絕使用童工的行動	-	There were no operations and suppliers identified as having significant risk for incidents of child labour 並無營運據點和供應商有嚴重使用童工風險
Material Aspect: Forced and Compulsory Labour 議題：強迫及強制勞動		
G4-HR6 Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour 已發現具有嚴重強迫或強制勞動事件風險的營運據點和供應商，以及有助於減少任何形式的強迫或強制勞動的行動	-	There were no operations and suppliers identified as having significant risk for incidents of forced or compulsory labour 並無營運據點和供應商有嚴重強迫或強制勞動事件風險
Material Aspect: Security Practices 議題：保安實務		
G4-HR7 Percentage of security personnel trained in the organisation's human rights policies or procedures that are relevant to operations 保安人員在機構人權政策方面接受訓練的比例	-	100% of our security personnel was trained in the organisation's human rights policies and procedures relevant to our operations 已接受在機構人權政策方面訓練的保安人員佔100%
Material Aspect: Supplier Human Rights Assessment 議題：供應商人權評估		
G4-HR10 Percentage of new suppliers that were screened using human rights criteria 針對新供應商使用人權準則篩選的比例	-	100% of new suppliers were screened using human rights criteria 使用人權標準所篩選的新供應商佔100%
Social 社會		
G4-DMA Disclosure of management approach 管理方針揭露	19-21	Supporting High Quality Growth in Hong Kong 支持香港美好發展
Material Aspect: Public Policy 議題：公共政策		
G4-SO6 Total value of political contributions by country and recipient/beneficiary 按國家和接受者 / 受益者分類的政治獻金總值	-	There were no political contributions 並無提供任何政治獻金
Product Responsibility 產品責任		
G4-DMA Disclosure of management approach 管理方針揭露	22-25	Supporting High Quality Growth in Hong Kong 支持香港美好發展
Material Aspect: Product and Service Labelling 議題：產品及服務標示		
G4-PR5 Results of surveys measuring customer satisfaction 客戶滿意度調查的結果	22-25	Supporting High Quality Growth in Hong Kong 支持香港美好發展
Material Aspect: Customer Privacy 議題：顧客私隱		
G4-PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data 經證實與侵犯顧客私隱權或遺失顧客資料有關的投訴次數	-	There were no substantiated complaints regarding breaches of customer privacy and losses of customer data 並無收到侵犯顧客私隱權或遺失顧客資料的投訴

Photo credits goes to Mr Yu Yiu Kwong, Gavin (P.4) and Mr Lau Man On (P.30), winners of Wheelock Peak Exposure Photo Competition

相片鳴謝：山頂足跡攝影比賽得獎者余耀光先生（第4頁）及劉文安先生（第30頁）



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