

WHEELOCK  
PROPERTIES  
會德豐地產

Corporate  
Social Responsibility  
Report 2014  
企業社會責任報告2014





## Content

Message from the Managing Director
About this Report
Corporate Overview
Our Corporate Social Responsibility Approach
Building a Better Environment
Our Workforce
Supporting Our Communities
Enhancing Value along Our Value Chain
Verification Statement by HKQAA
Memberships, Awards & Pledges
Data Tables
Aspect Boundary
GRI Index

## 目錄

常務董事的話	2
報告簡介	4
企業概覽	6
我們的企業社會責任	10
構建更美好的環境	20
我們的員工團隊	36
支持社區發展	46
透過供應鏈提升價值	60
香港品質保證局核實聲明	70
成員資格、獎項及承諾	72
數據列表	77
議題邊界	82
全球報告倡議組織內容索引	83



# MESSAGE FROM THE MANAGING DIRECTOR

## 常務董事的話



At Wheelock Properties, we embrace as core principles the business-in-community model and strive to do well as a business by doing good for the community. Our approach is to focus on areas we believe we can have the biggest impact – building high-quality sustainable properties, strengthening our workforce and nurturing youths and the less privileged. We place great importance in the pursuit of environmental best practices, creating opportunities for young people and caring for our community.

This year, Wheelock Properties have made promising strides in designing and building lively green spaces, reducing our impact on the environment and engaging with our stakeholders within the community.

Our vision is to deliver long term sustainable value to our community through building quality residential and commercial properties in a socially and environmentally responsible way. We continue to explore ways to improve our buildings and streamline our services. Our latest properties, One Bay East and Lexington Hill are exemplary of what we want to achieve in the areas of green buildings, sustainable development and community engagement.

In our effort to minimise our environmental impact, we achieved a 27.7% carbon intensity reduction in our offices, already surpassing our target of reducing the total carbon emissions per employee by 15% by 2017. In one of our construction sites, we pioneered the use of carbon auditing from the initial stages of construction to ensure we have accurate data for further improvement. At the same time, our construction sites have almost doubled the amount of waste recycled per square meter from 6.4kg/m<sup>2</sup> in 2013 to 12.7kg/m<sup>2</sup> in 2014.

Only by working closely with our stakeholders can we achieve excellence in our aspiration to be a preferred property developer. Club Wheelock has brought exclusive services to our customers and gave us a platform to promote awareness in sustainable living and a refined appreciation for arts and culture.

Our staff are actively involved in various community activities throughout the year. Over 70% of staff joined our volunteering team and participated in over 50 community initiatives to serve those who are less privileged. Our signature business-in-community programme, Project *WeCan* was expanded to benefit over 40,000 students in Hong Kong.

This is the second year we compile our report in accordance with the latest Global Reporting Initiative sustainability reporting framework, GRI G4. We are one of the earlier companies to report using the latest G4 standard, showcasing our dedication to transparent and responsible reporting along with accountability to our stakeholders. Concurrently, we have improved our disclosure integrity by inviting a third party to assure the contents reported herein. This is particularly important in the light of our desire to further enhance our disclosure standards and the way we track our environmental and social performance.

Finally, I would like to express my gratitude to our employees and partners who have put in tremendous efforts and teamwork in embedding corporate social responsibility principles across our operations. We look forward to your continued partnership and welcome your feedback as we further develop our corporate social responsibility approach for 2015 and beyond.

**Douglas Woo**

Managing Director

Wheelock Properties Limited

會德豐地產致力實踐「社•企共勉」的核心理念，為社區的福祉貢獻心力。我們專注於幾個能夠作出最大影響的範疇，包括建設可持續發展的優質地產項目、提升員工的能力，及關顧社會的青年及弱勢社群。我們也非常重視環保實務、為年輕人創造機遇及關顧社區。

本年，會德豐地產在設計和建設綠色空間、減少對環境所造成的影響，及聯繫社區內不同持份者，都取得令人鼓舞的成果。

我們的願景是透過對社會和環境負責任的方式建設優質住宅及商業物業，從而為社區實現長遠可持續的增值。一如既往，我們會繼續探討提升物業水平及提供更有效率的服务。One Bay East及Lexington Hill這兩個項目充分展現我們在環保建築、可持續發展及社區參與方面的工作。

在致力減低對環境的影響方面，我們的辦公室取得了27.7%的碳強度減幅，已超越了早前訂下於2017年將每名員工的總碳排放量減少15%的目標。在其中的一个建築地盤，我們從工程初期已經率先使用了碳審計，掌握準確數據以作持續改善。與此同時，建築地盤的整體廢物回收量增加一倍，從2013年的6.4千克/平方米增加到2014年的12.7千克/平方米。

我們與各個持份者緊密合作，透過Club Wheelock平台為顧客提供專貴的服務，推廣可持續生活及品味藝術文化。

我們的員工亦積極參加各項社會義務工作。超過七成員工加入了我們的義工隊，並參與逾50項社區項目。此外，集團「社•企共勉」的旗艦項目「學校起動」計劃進一步擴展，令本港超過40,000名學生得以受惠。

這是我們第二年根據最新的全球報告倡議組織指引(GRI G4)編製的企業社會責任報告。我們是率先使用G4指引作出報告的香港企業之一，本年我們邀請了一間獨立機構為本報告內容進行驗證，確保所報告內容的水平，致力提升透明度及披露誠信，更有效地跟進環保及社會方面的各項表現，對各持份者負責。

最後，本人衷心感謝員工及企業夥伴投入心力，在不同營運環節中引入企業社會責任，並期望我們在未來繼續衷誠合作。

會德豐地產有限公司

常務董事

**吳宗權**

# ABOUT THIS REPORT

## 報告簡介

Wheelock Properties Limited upholds corporate social responsibility (CSR) as a core principle and an essential element in the long-term success of our business. This report highlights our on-going CSR initiatives across our property portfolio and discusses our key achievements for 2014 in the areas of sustainable urban development, environmental performance, workplace practices, value chain responsibility and community contribution. Our CSR initiatives cover our property development operations in Hong Kong where our business is based. Apart from Hong Kong, The Wharf (Holdings) Limited and Wheelock Properties (Singapore) Limited manage our properties in China and Singapore respectively.

To increase relevancy, we specifically covered issues that are material to our stakeholders and areas which we believe have the most impact on our business operations. Unless otherwise

stated, all figures and data presented in this report covers our performance from 1<sup>st</sup> of January to 31<sup>st</sup> of December 2014.

In preparing the content of this report, focus was placed on the residential and commercial properties sector where Wheelock Properties Limited has management control. Where relevant, initiatives that are interlinked with Wheelock and Company Limited and its other subsidiaries – including Wheelock Properties (Hong Kong) Limited, The Wharf (Holdings) Limited and Harriman Property Management Limited are also reported to better demonstrate our CSR approach.

### REPORTING FRAMEWORK

We report in accordance with the ‘core’ option of the Global Reporting Initiative (GRI) G4 Sustainability Reporting Guidelines and with industry specific disclosures such as construction and real estate. This is our third report with



references to the GRI guidelines and our fourth annual standalone CSR Report.

While we offer a transparent account of our CSR initiatives and performances based on GRI G4, we acknowledge the importance in receiving assurance from a third party. For that reason, our report was subjected to independent assurance by Hong Kong Quality Assurance Agency ('HKQAA') on the compliance with GRI G4 in accordance with the International Standard on Assurance Engagements 3000 (ISAE 3000). HKQAA report is provided on page 70 of this report.

## YOUR FEEDBACK

Your feedback is valuable to our continuous improvement. For queries or comments regarding our CSR performance, please email us at [csr@wheelockpropertieshk.com](mailto:csr@wheelockpropertieshk.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。本報告扼要說明我們於2014年企業社會責任所取得的成績，包括環境可持續發展、環保表現、工作室實務、供應鏈責任以及對社會的貢獻。我們的企業社會責任措施涵蓋公司在香港所營運的各個發展項目。除香港以外，九龍倉集團有限公司及會德豐地產（新加坡）有限公司分別管理我們在中國和新加坡的物業。

本報告敘述由2014年1月1日至12月31日止的數據及資料（特別註明除外）。本報告的內容集中會德豐地產負責發展及管理的住宅及商業物業。為更好地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以及夏利文物業管理有限公司的相關資料納入報告內。

## 報告範圍

本報告乃參照全球報告倡議組織（GRI）第4代可持續發展報告指引的「核心」選項而編寫，並附有建造業及地產等的行業特定披露。這是我們第三份參考全球報告倡議組織指引編撰的報告，也是我們第四份獨立的年度企業社會責任報告。

雖然我們已根據全球報告倡議組織G4指引清晰地闡述了各項企業社會責任措施和表現，但亦明白獲獨立機構認證的重要性。香港品質保證局已根據國際標準認證準則3000 (ISAE 3000)，對此報告的內容進行獨立認證。香港品質保證局的報告見於本報告的第70頁。

## 寶貴意見

閣下的寶貴意見對我們持續改善企業社會責任表現至關重要。如有任何查詢或意見，歡迎電郵致

[csr@wheelockpropertieshk.com](mailto:csr@wheelockpropertieshk.com)。







# CORPORATE OVERVIEW

## 企業概覽

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. Our principle activities include the undertaking of property development, sales and marketing, and asset management functions of certain Wheelock and Wharf Group properties. As of December 2014, our total development property and land bank in Hong Kong reached 7.8 million square feet.

With the successful launch of Grand Austin and One Bay East – East Tower en bloc sale to Citi, we achieved a total of HK\$18.8 billion contracted sales in 2014; an 88% increase compared with 2013. Details of our economic performance are presented in our Group's 2014 Annual Report, which is available on the Wheelock and Company Limited website ([www.wheelockcompany.com](http://www.wheelockcompany.com)).

### OPERATIONS OVERVIEW

In a challenging business environment, we turned in a solid result for 2014 with

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優質服務。主要業務是負責會德豐有限公司和九龍倉集團旗下若干物業的地產發展、銷售、市場推廣及資產管理。截至2014年12月止，我們的土地儲備約780萬平方尺。

繼成功推售 Grand Austin 及將 One Bay East 東座整幢售予花旗集團後，2014年的物業銷售總額為港幣188億元，比2013年上升88%。有關我們財務表現的詳細資料，可查閱上載於會德豐有限公司網站的2014集團年報 ([www.wheelockcompany.com](http://www.wheelockcompany.com))。

### 業務概覽

2014年之經營環境充滿挑戰，惟會德豐仍錄得穩健的業績，在香港的物業銷售創下新高紀錄。年間物業銷售總額為188億港元，其中70%為住宅項目，30%為商業項目。銷售的住宅單位高達954個。其中 Grand Austin 預售了全數691個單位，The Parkside 的591個單位預售超過90%，Kensington Hill 則預售了60個單位的75%。商業項目的銷售則主要來自 One Bay East，2014年其東座預售予花旗集團，而西座亦已於2013年售予宏利。銷售的強勁表現，顯示我們提供的優質物業及市場策略切合市場需求。



We achieved a total of HK\$18.8 billion contracted sales in 2014; an 88% increase compared with 2013.

我們在2014年的物業銷售總額為港幣188億元，比2013年上升88%。

record property sales in Hong Kong. Of our contracted property sales totalled at HK\$18.8 billion, 70% were of residential sales and 30% were of commercial sales. 954 residential units were sold this year. Grand Austin presold all of its 691 units, The Parkside presold over 90% of its 591 units and Kensington Hill presold over 75% of its 60 units. Our commercial sales are mainly contributed by One Bay East. With the East Tower of One Bay East presold to Citi in 2014 and the West Tower presold to Manulife in 2013, One Bay East generated a total of HK\$10 billion in sales. These strong sales are attributed to our high quality buildings and strategy to meet market needs.

Our land bank increased from 4.6 million square feet to 7.8 million square feet between 2010 and 2014. This year, we acquired 1.5 million square feet of residential gross floor area at Kai Tak and LOHAS Park. 95% of our land bank is located in urban areas with 75% along Victoria Harbour. With an 80/20 split between residential and commercial uses together with our diverse development portfolio, the land bank is adequate to fulfil our future developments needs in Hong Kong.

## PORTFOLIO OVERVIEW

Our portfolio of diversified developments consists of commercial and residential properties spread in four strategic locations in Hong Kong.

**The O'South Portfolio (Tseung Kwan O South)** signifies our position as one of the major land holders in the region. With a total gross floor area of 2.3 million square feet<sup>1</sup>, three out of four waterfront residential developments reside in this area.

**The Kowloon East Waterfront Portfolio** consists of commercial and residential properties. With two key clusters located along Victoria Harbour, these commercial sites combine a total of 2.7 million square feet. As part of the on-going revitalisation programme in Kowloon East, two of our residential properties reside in Yau Tong and Kai Tak.

**The Kowloon South Portfolio** consists of 1 million square feet of commercial and residential properties. A 600,000 square feet Grade A office development resides in Hung Hom and a 400,000 square feet residential development in Ho Man Tin. These developments are located at the hub of Kowloon with convenient connections to existing and future MTR networks.

**The Peak Portfolio** comprises of four developments, with a total gross floor area of 0.5 million square feet. Three residential properties are under redevelopment and one residential property will be available for presale in 2015.

在 2010 年至 2014 年間，我們的土地儲備由 460 萬平方呎增加至 780 萬平方呎。今年，我們購入啟德及日出康城第 5 期，兩個項目的可建總樓面面積合共 150 萬呎。現時，我們土地儲備 95% 位於市區，75% 位於維港沿岸。我們住宅及商業發展項目的比例為 80/20，有關的土地儲備足以應付公司在香港未來的發展需要。

## 物業組合概覽

會德豐地產多元化發展不同類型的物業組合，涵蓋商業及住宅項目，位處香港策略性位置的四個主要物業組合如下。

**澳南組合（將軍澳南）** 合共 230 萬平方呎<sup>1</sup>，是區內擁有最多土地儲備的發展商之一，其中三個為臨海住宅發展項目。

**九龍東海濱組合** 包括商業及住宅發展項目，由九龍東新核心商業區及油塘建築群組成，合共 270 萬平方呎，面向維港。隨著起動九龍東計劃持續進行，位於油塘及啟德兩個住宅項目亦正在進行中。

**九龍南組合** 共 100 萬平方呎商業及住宅項目，包括位於紅磡海旁甲級寫字樓，及位於何文田的住宅項目，這些項目均位於九龍市中心，毗鄰現有及未來港鐵網絡。

**山頂組合** 由四個項目組成，合共 50 萬平方呎。三項物業正進行重建工程，其中一個住宅項目計劃於 2015 年推售。

<sup>1</sup> The total gross floor area reported herein is the annual figure for 2014. In case of discrepancies between the information in Wheelock and Company's 2014 annual report and this report, this CSR report shall prevail.

此處所披露的總樓面面積皆為 2014 年的統計數字。如會德豐有限公司 2014 年年報與本報告的資料有不一致的地方，概以本企業社會責任報告為準。



This report covers data from the construction phase of our properties, which are:

此報告內的數據來自下列的建築地盤：

<p><b>The O'South Portfolio</b> (Tseung Kwan O South) 澳南組合 (將軍澳南)</p>	<ul style="list-style-type: none"> <li>• TKOTL No.125</li> <li>• TKOTL No.126</li> <li>• TKOTL No.112</li> <li>• TKOTL No.119 (The Parkside)</li> </ul>	<ul style="list-style-type: none"> <li>• 將軍澳市地段第 125 號項目</li> <li>• 將軍澳市地段第 126 號項目</li> <li>• 將軍澳市地段第 112 號項目</li> <li>• 將軍澳市地段第 119 號項目 (The Parkside)</li> </ul>
<p><b>The Kowloon East Waterfront Portfolio</b> 九龍東海濱組合</p>	<ul style="list-style-type: none"> <li>• One Bay East</li> </ul>	<ul style="list-style-type: none"> <li>• One Bay East</li> </ul>
<p><b>The Kowloon South Portfolio</b> 九龍南組合</p>	<ul style="list-style-type: none"> <li>• One HarbourGate</li> </ul>	<ul style="list-style-type: none"> <li>• One HarbourGate</li> </ul>
<p><b>The Peak Portfolio</b> 山頂組合</p>	<ul style="list-style-type: none"> <li>• Mount Nicholson</li> <li>• 77 Peak Road</li> <li>• Mountain Court</li> </ul>	<ul style="list-style-type: none"> <li>• Mount Nicholson</li> <li>• 山頂道 77 號</li> <li>• Mountain Court</li> </ul>
<p><b>Others</b> 其他</p>	<ul style="list-style-type: none"> <li>• The Austin <sup>2</sup></li> <li>• Grand Austin <sup>3</sup></li> <li>• Lexington Hill</li> <li>• Shau Kei Wan Road Residential Development</li> <li>• So Kwun Wat Residential Development</li> </ul>	<ul style="list-style-type: none"> <li>• The Austin <sup>2</sup></li> <li>• Grand Austin <sup>3</sup></li> <li>• Lexington Hill</li> <li>• 筲箕灣道住宅項目</li> <li>• 掃管笏住宅項目</li> </ul>

<sup>2</sup> The Austin is a joint venture project with New World Development. Our environmental data disclosed in this report therefore reflects a 50% share.

The Austin 為與新世界發展的合資項目。我們於本報告所披露的環境數據因而顯示 50% 的比重。

<sup>3</sup> Grand Austin is a joint venture project with New World Development. Our environmental data disclosed in this report therefore reflects a 50% share.

Grand Austin 為與新世界發展的合資項目。我們於本報告所披露的環境數據因而顯示 50% 的比重。







# OUR CORPORATE SOCIAL RESPONSIBILITY APPROACH

## 我們的企業社會責任

At the core of our practices, corporate social responsibility (CSR) is very much an integral part of our operations. We are committed to building a better environment, strengthening our workforce, supporting our communities and enhancing our value chain.

As a property developer, we aspire to build the most-desirable properties in Hong Kong. This means building quality properties sustainably and to the satisfaction of our customers. Notwithstanding this goal, we continue to operate in a sustainable way that enables us to enrich our modern lifestyles without depleting tomorrow's resources.

### CORPORATE GOVERNANCE

Wheelock is committed to high standards of corporate governance. As a subsidiary of Wheelock and Company Limited (the Group), Wheelock Properties is governed by the Group's corporate governance structure. Details of the Group's corporate governance practices can be found in the Wheelock and Company 2014 Annual Report.

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 strategies on different aspects of the business in accordance with the direction set out by our top management.

We operate with integrity and accountability. To run our business responsibly, we have zero tolerance against corruption and bribery. Our code of conduct prevents us from taking part in corrupt business practices and ensures that applicable laws, regulations and industry standards are adhered to. In committing to fair business practices, Whistleblowing Policy & Procedures ("WPP") are adopted to handle breaches of our code of conduct.

企業社會責任是我們企業文化及業務營運不可分割的一部分。我們致力建設更佳的环境、提升員工能力、關顧社區以及透過供應鏈提升價值。我們力求發展優質項目、合乎可持續發展的原則，令顧客滿意。此外，我們亦繼續可持續發展的營運模式，透過善用資源，強化現代生活模式。

### 企業管治

會德豐竭力達至企業管治的最高標準。作為會德豐有限公司的成員，會德豐地產受集團企業管治架構的規範。有關集團企業管治實務的詳細資料，可參閱會德豐有限公司2014年的年報。

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，並擔當組織的監察和指導角色。管理團隊則由經驗豐富的專業人才所組成，負責根據管理委員會所作出的決策，根據業務的不同範疇提出策略建議。

我們矢志在營運中體現誠信及問責。為了於業務中克盡己任，我們對於貪污及行賄採取零容忍政策。根據我們的行為守則，員工不得參與可能涉及貪污的業務做法，並且應該確保符合所有適用的



We continue to operate in a sustainable way that enables us to enrich our modern lifestyles without depleting tomorrow's resources.

我們亦繼續可持續發展的營運模式，透過善用資源，強化現代生活模式。

## CSR MANAGEMENT STRUCTURE

CSR is integrated in Wheelock Properties' management structure and is overseen by a CSR Committee steered by our senior management. The Committee was established in 2012 to develop and manage our CSR initiatives, ensuring their effective implementation across all business functions. To support the CSR committee, six sub-committees run by department heads and staff from different levels were set up. Each with a specific focus as described on page 13.

Our CSR Committee and sub-committees meet periodically to review performance and assess progress against targets and initiatives. This year, we have reviewed and reorganised the sub-committee structure to concentrate on key sustainability issues important to us and our stakeholders.

## POLICIES GUIDING OUR RESPONSIBLE BUSINESS PRACTICES

Our approach to CSR is supported by a set of policies and guidelines, taking into consideration environmental and social impacts of our operations, stakeholders' expectations and industry regulations. Our business decisions and practices are guided by our **Environmental Policy, Statement of Business Integrity, Code of Conduct, Equal Opportunity Policy, Grievance Procedures** and **Policy on Non-Disclosure of Company Internal Information**.

To fully integrate our environmental commitments into our business operations and partnerships, an Environmental Guide was developed in 2012 to help identify appropriate action plans towards achieving our environmental performance targets.

法律、規例及行業標準。為了在業務營運中能夠做到公平、公正，我們採取了檢舉政策及程序以處理違反行為守則的事件。

## 企業社會責任的管理架構

企業社會責任是會德豐地產管理架構不可分割的一部分，我們在2012年成立企業社會責任委員會，並由管理層領導及進行監察，負責制訂及管理我們的各項企業社會責任措施，確保其能在所有業務範疇有效實施。為了支援企業社會責任委員會，我們成立了六個小組委員會，成員包括各部門主管及各級員工，並有如第13頁所述的特定焦點。

我們的企業社會責任委員和小組委員根據各項目標和措施，定期檢討及評估有關進程。本年，我們對小組委員會作出了評估並進行重組，以專注於對我們及各個持份者而言屬於最重要的可持續課題。

## 業務責任的政策指引

我們的企業社會責任方向得到一系列的政策及指引提供支持，當中會考慮我們營運對環境和社會的影響、各個持份者的期望，以及行業的不同規例。指引我們業務決定及實務的包括**環保政策、商業誠信聲明、紀律守則、平等機會政策、申訴程序**以及**公司內部資料之保密處理**。

為了將對環境的承諾完全整合到業務營運及夥伴關係之中，我們於2012年制訂了環保指引，提出了一連串有助達致環境表現目標的計劃。





## CSR Sub-committees and Key Objectives

### 企業社會責任小組委員會及主要目標

<b>Project Sustainability and Environment Sub-committee</b> 項目可持續發展與環境小組委員會	<p>Focuses on our waste reduction programme during project development and sets environmental standards that exceed regulatory requirements, particularly in the area of natural resources conservation.</p> <p>專注於在項目發展期間的減少廢物，制訂能超越監管要求的環保標準，特別是在自然資源保護方面。</p>
<b>Office Sustainability and Environment Sub-committee</b> 辦公室可持續發展與環境小組委員會	<p>Promotes company-wide green culture and oversees the implementation of green initiatives in our office premises.</p> <p>推動公司整體的綠色文化，監察辦公室內所實施的環保措施。</p>
<b>Compliance and Ethics Sub-committee</b> 法規與業務操守小組委員會	<p>Enforces high standard of ethical business conduct. The sub-committee ensures our staff maintain high levels of integrity and full compliance to our code of conduct.</p> <p>執行高水平合乎道德的商業行為，確保員工能夠維持高度誠信，並完全符合公司訂定的行為守則。</p>
<b>NGO Sub-committee</b> 非政府機構小組委員會	<p>Supports our aim to be a caring company through developing partnerships for our community, arts and culture and environmental initiatives.</p> <p>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。</p>
<b>Project WeCan Sub-committee</b> 「學校起動」計劃小組委員會	<p>Fosters relationships with schools, students, teachers and parents by establishing mentorship programmes to support these students with their future career development and language skills.</p> <p>加強我們與學校、學生、教師和家長的關係，協助學生提高語文水平，制訂師友計劃，為其日後的事業發展奠定基礎。</p>
<b>Wheelock Team Sub-committee</b> 會德豐團隊小組委員會	<p>Drives and executes our employee engagement activities as well as promoting and upholding our core values and “Wheelock culture”.</p> <p>推動及執行員工活動，以及將公司的核心價值和「企業文化」發揚光大。</p>

## STAKEHOLDER ENGAGEMENT

Stakeholder engagement is a process that allows us to respond to the expectations of our stakeholders and provides valuable input for our long-term business planning strategy. In identifying the key stakeholder groups to engage with, we assessed the significance of each stakeholder group based on their potential to

impact our business. As part of our materiality assessment, different stakeholders were engaged through a variety of channels to understand their expectations, priority issues and areas of concern. Responses to these concerns are detailed throughout this report.

## 持份者參與

我們相信持份者的參與將有助更好地回應他們的期望，亦為長遠的業務規劃策略提供寶貴的意見。為了識別要與哪些主要持份者團體進行互動，我們會根據其對業務所造成的影響評估每個相關團體的重要性。作為重要性評估的一部份，不同的持份者會透過不同的渠道瞭解他們的期望、可優先處理的問題，以及值得關注的範疇。本報告的不同部份將會詳列對這些問題的回應。

Key Stakeholder Group 持份者	Engagement Channels 交流途徑	Main Concerns and Expectations 主要關注及期望
<b>Shareholders</b> 股東	<ul style="list-style-type: none"> <li>Annual general meetings 週年大會</li> <li>Annual report 年報</li> <li>Company website 公司網站</li> </ul>	<ul style="list-style-type: none"> <li>Economic performance of Wheelock Properties 會德豐地產的財務表現</li> <li>Compliance with laws and regulations 合乎法律及規例的要求</li> <li>Anti-corruption risk assessments and measures 防範貪污的風險評估及措施</li> <li>Engaging the community in property development 在物業發展方面推動社區參與</li> <li>Environmental performance of properties 物業在環保方面的表現</li> <li>Contribution to communities 對社區的貢獻</li> </ul>
<b>Media</b> 傳媒	<ul style="list-style-type: none"> <li>Press conferences / Press release 新聞發佈會 / 新聞稿</li> <li>Press interviews &amp; announcements 媒體訪問及聲明</li> </ul>	<ul style="list-style-type: none"> <li>Contribution to communities 對社區的貢獻</li> <li>Economic performance of Wheelock Properties 會德豐地產的財務表現</li> <li>Comprehensive after-sales service 全面的售後服務</li> <li>Keeping site workers healthy and safe 確保工地員工的安全及健康</li> <li>Environmental performance of properties 物業在環保方面的表現</li> <li>Engaging the community in property development 在物業發展方面推動社區參與</li> </ul>
<b>Government &amp; Regulators</b> 政府和監管機構	<ul style="list-style-type: none"> <li>Meetings &amp; seminars 會議及研討會</li> <li>Reports 報告</li> </ul>	<ul style="list-style-type: none"> <li>Contribution to communities 對社區的貢獻</li> <li>Economic performance of Wheelock Properties 會德豐地產的財務表現</li> <li>Comprehensive after-sales service 全面的售後服務</li> <li>Keeping site workers healthy and safe 確保工地員工的安全及健康</li> <li>Environmental performance of properties 物業在環保方面的表現</li> <li>Engaging the community in property development 在物業發展方面推動社區參與</li> </ul>
<b>Academic &amp; Other External Stakeholders</b> 學術及其他利益相關者	<ul style="list-style-type: none"> <li>Online survey 網上調查</li> </ul>	<ul style="list-style-type: none"> <li>Contribution to communities 對社區的貢獻</li> <li>Economic performance of Wheelock Properties 會德豐地產的財務表現</li> <li>Comprehensive after-sales service 全面的售後服務</li> <li>Keeping site workers healthy and safe 確保工地員工的安全及健康</li> <li>Environmental performance of properties 物業在環保方面的表現</li> <li>Engaging the community in property development 在物業發展方面推動社區參與</li> </ul>

<b>Key Stakeholder Group</b> 持份者	<b>Engagement Channels</b> 交流途徑	<b>Main Concerns and Expectations</b> 主要關注及期望
<b>Customers</b> 客戶	<ul style="list-style-type: none"> <li>Handover service surveys 物業交付服務調查</li> <li>Club Wheelock events &amp; communication platforms Club Wheelock的活動及通訊平台</li> <li>E-mails 電郵</li> <li>Customer service hotline 客戶服務熱線</li> </ul>	<ul style="list-style-type: none"> <li>Maintaining customer privacy and protecting customer data 確保顧客的私隱以及保障其個人資料</li> <li>Comprehensive after-sale service 全面的售後服務</li> <li>Environmental performance of properties 物業在環保方面的表現</li> <li>Customer satisfaction monitoring through survey 透過調查監察顧客的滿意程度</li> <li>Engaging with customers 服務顧客及推動顧客參與</li> <li>Contribution to communities 對社區作出貢獻</li> <li>Engaging the community in property development 在物業發展方面推動社區參與</li> </ul>
<b>Employees</b> 僱員	<ul style="list-style-type: none"> <li>Questionnaires 問卷調查</li> <li>Meetings 會議</li> <li>Company intranet 公司內聯網</li> <li>Annual dinner 週年晚宴</li> <li>Recreational &amp; volunteering activities 康樂及義工活動</li> </ul>	<ul style="list-style-type: none"> <li>Contribution to communities 對社區作出貢獻</li> <li>Environmental performance of properties 物業在環保方面的表現</li> <li>Engaging the community in property development 在物業發展方面推動社區參與</li> <li>Keeping site workers healthy and safe 確保工地員工的安全及健康</li> <li>Training and career development opportunities 培訓及事業發展機會</li> <li>Engaging and retaining employees 提升僱員參與程度並挽留優秀員工</li> </ul>
<b>Business Partners</b> 業務夥伴	<ul style="list-style-type: none"> <li>Meetings 會議</li> <li>Telephone calls &amp; e-mails 電話及電郵</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with laws and regulations 合乎法律及規例的要求</li> <li>Contribution to communities 對社區作出貢獻</li> <li>Anti-corruption risk assessments and measures 防範貪污的風險評估及措施</li> <li>Environmental performance of properties 物業在環保方面的表現</li> <li>Engaging the community in property development 在物業發展方面推動社區參與</li> </ul>



<b>Key Stakeholder Group</b> 持份者	<b>Engagement Channels</b> 交流途徑	<b>Main Concerns and Expectations</b> 主要關注及期望
<b>Suppliers</b> 供應商	<ul style="list-style-type: none"> <li>• Meetings 會議</li> <li>• Workshops 工作坊</li> </ul>	<ul style="list-style-type: none"> <li>• Integrity and effectiveness of the tender process 投標方面的誠信及效能</li> <li>• Engaging our contractors on environmental management 推動承包商在環保管理方面的參與</li> <li>• Keeping site workers healthy and safe 確保工地員工的安全及健康</li> <li>• Environmental performance of properties 物業在環保方面的表現</li> <li>• Contribution to communities 對社區作出貢獻</li> <li>• Engaging the community in property development 在物業發展方面推動社區參與</li> </ul>
<b>Communities &amp; NGOs</b> 社區及非政府組織	<ul style="list-style-type: none"> <li>• Volunteering activities 義工活動</li> <li>• Site visits 探訪</li> <li>• Public events 公眾活動</li> <li>• Meetings 會議</li> </ul>	<ul style="list-style-type: none"> <li>• Contribution to communities 對社區作出貢獻</li> <li>• Environmental performance of properties 物業在環保方面的表現</li> <li>• Engaging the community in property development 在物業發展方面推動社區參與</li> </ul>



## Defining Our Reporting Content Through Materiality Assessment

透過重要性評估界定報告的內容

- Stakeholder engagement  
持份者參與
- Review material issues of previous year(s)  
檢討過往年度的重要課題

- Materiality evaluation  
重要性評估
- Relevancy of material issues  
重要問題的相關性
- Validation  
確認

- Update list of material issues  
對重要課題作出更新

Each year, we go through a process to identify sustainability aspects that are of material importance to us and our stakeholders. This process is reviewed and updated within the year to reflect our evolving sustainable development priorities and those of our stakeholders. This year, we conducted a targeted engagement process with our key stakeholders to review the material issues identified last year. Through telephone interviews and online surveys, a list of nineteen material issues and four reported issues in our 2013 CSR Report was presented to our key stakeholders for evaluation. The evaluation exercise determined whether the presented issues are still relevant and a priority for Wheelock Properties to include in this year's CSR report. As a result of this stakeholder engagement, a few changes were identified. A senior management meeting comprising of our Chairman, Managing Director, Director and Executive Director was conducted to validate these changes and updates were made to last year's materiality issues.

每年我們都會與持份者溝通，了解對公司及各持份者重要的可持續課題，作出檢討和更新，以反映可持續發展及持份者優次的轉變。這一年，我們與主要的持份者開展了針對性的參與流程，對去年所辨識的重要課題作出檢討。透過電話訪問和網上調查，我們向主要持份者展示了2013年企業社會責任報告中19個重要課題及4個已報告的課題，供其作評估之用。是次評估確定了所展示的課題是否仍然密切相關，以及仍屬於本年企業社會責任報告要優先列入的項目。在獲得持份者的意見後，我們建議了若干新的變更。就此我們舉行了一次高級管理層會議，由集團主席、常務董事、董事和執行董事確認這些變更，以及對去年的一些重要課題作出更新。



**Materiality Assessment Outcome**

重要性評估

<b>2014 Material Issues</b> 2014 年的重要議題	<b>Reference to Chapter in the Report</b> 參考章節報告
<b>Economic</b> 經濟	
1 Local employment 本地就業機會	<ul style="list-style-type: none"> <li>• Our workforce 我們的員工團隊</li> </ul>
2 Procurement practices 採購實務	<ul style="list-style-type: none"> <li>• Enhancing value along our value chain 透過供應鏈提升價值</li> </ul>
<b>Environmental</b> 環境	
3 Energy consumption 能源使用	<ul style="list-style-type: none"> <li>• Building a better environment 構建更美好的環境</li> </ul>
4 Direct greenhouse gas (GHG) emissions 直接溫室氣體排放	<ul style="list-style-type: none"> <li>• Building a better environment 構建更美好的環境</li> </ul>
5 Resources and materials 資源和材料	<ul style="list-style-type: none"> <li>• Building a better environment 構建更美好的環境</li> </ul>
6 Effluents and waste 污水和廢物	<ul style="list-style-type: none"> <li>• Building a better environment 構建更美好的環境</li> </ul>
7 Sustainable building development and certification 可持續物業發展及認證	<ul style="list-style-type: none"> <li>• Building a better environment 構建更美好的環境</li> </ul>
8 Supplier environmental practices 供應商的環保實務	<ul style="list-style-type: none"> <li>• Building a better environment 構建更美好的環境</li> <li>• Enhancing value along our value chain 透過供應鏈提升價值</li> </ul>
<b>Workforce</b> 員工團隊	
9 Equal opportunities 平等機會	<ul style="list-style-type: none"> <li>• Our workforce 我們的員工團隊</li> </ul>
10 Employee engagement 員工參與	<ul style="list-style-type: none"> <li>• Our workforce 我們的員工團隊</li> </ul>
11 Employee training and career development 員工培訓及事業發展	<ul style="list-style-type: none"> <li>• Our workforce 我們的員工團隊</li> </ul>
12 Recruitment and staff turnover 招聘及員工流轉率	<ul style="list-style-type: none"> <li>• Our workforce 我們的員工團隊</li> </ul>
13 Occupational safety and health 職業安全及健康	<ul style="list-style-type: none"> <li>• Our workforce 我們的員工團隊</li> </ul>
14 Supplier labour practices 供應商的員工實務	<ul style="list-style-type: none"> <li>• Our workforce 我們的員工團隊</li> </ul>



2014 Material Issues 2014 年的重要議題	Reference to Chapter in the Report 參考章節報告
<b>Customers and Communities</b> 顧客及社區	
15 Customer satisfaction 顧客滿意度	<ul style="list-style-type: none"> <li>• Building a better environment 構建更美好的環境</li> <li>• Enhancing value along our value chain 透過供應鏈提升價值</li> </ul>
16 Community engagement 社區參與	<ul style="list-style-type: none"> <li>• Supporting our communities 支持社區發展</li> <li>• Building a better environment 構建更美好的環境</li> </ul>
17 Investing in local communities 投資於本地社區	<ul style="list-style-type: none"> <li>• Supporting our communities 支持社區發展</li> </ul>

With the material issues reviewed by senior management and stakeholders, a number of changes were made compared to last year to better reflect issues pertinent to the long term sustainability of the Company. For example, a new category *customers and communities* was added and new items were included under the environmental category, namely *effluents and waste, supplier environmental practices and sustainable building development and certification*, to ensure that we focus on the most important environmental issues.

公司管理層及持份者對有關重要課題作出檢討後，我們作出了一些變更，以更好地反映公司的長遠可持續發展。舉例而言，加入了顧客及社區這個新類別；而環保一項，亦新增多個項目，包括污水和廢物、供應商的環保實務，以及可持續物業發展及認證，以確保我們能夠專注於最重要的環保議題。

“With the material issues reviewed by senior management and stakeholders, a number of changes were made compared to last year to **better reflect issues** pertinent to **the long term sustainability of the Company.**”

“公司管理層及持份者對有關重要課題作出檢討後，我們作出了一些變更，以**更好地反映公司的長遠可持續發展。**”





# BUILDING A BETTER ENVIRONMENT

## 構建更美好的環境

### OUR 2014 PERFORMANCE OVERVIEW:

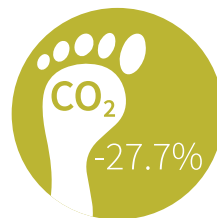
- Awarded LOOP Gold Label by WWF-Hong Kong for the 3<sup>rd</sup> consecutive year
- Total carbon emission per employee reduced by 27.7%<sup>4</sup> in headquarters
- Reduce paper usage by 57.5% in headquarters
- 2.64 tonnes<sup>5</sup> of waste recycled in headquarters
- 10,633.8 tonnes<sup>6</sup> of waste recycled in construction sites

### 2014 年的表現概覽：

- 連續三年獲得世界自然基金會低碳辦公室計劃 (LOOP) 黃金標籤認證
- 公司總部每名員工的總碳排放減少 27.7%<sup>4</sup>
- 公司總部紙張使用量減少 57.5%
- 公司總部的廢物循環再造數量達 2.64 公噸<sup>5</sup>
- 建築工地的廢物循環再造數量達 10,633.8 公噸<sup>6</sup>

Delivering sustainable urban developments is one of our core business objectives. We actively seek opportunities to incorporate environmental best practices in our project planning and decision-making. Our award-winning residential and commercial developments have demonstrated our environmental stewardship, innovative use of technology and dedication to building high-quality sustainable properties. Apart from our commitment to constructing green buildings, we also

推動可持續的城市發展是我們的主要目標之一，一直致力提升環保表現。我們獲獎的住宅和商業發展項目充份顯示了對環境的一貫承諾、對科技的創新運用，以及矢志建設優質可持續的物業項目。除了建造綠色的建築物外，我們也透過監察碳足跡，以改善本身營運及辦公室的環保表現。這些努力使到我們能夠為綠色環境出力更多。



Total carbon emission per employee reduced by 27.7% in headquarters.

公司總部每名員工的總碳排放減少 27.7%。

<sup>4</sup> All environmental data disclosed herein are annual statistics for 2014. In case of discrepancies between the information in Wheelock and Company's 2014 annual report and this report, this CSR report shall prevail.

此處所披露的所有環境數據皆為 2014 年的統計數字。如會德豐有限公司 2014 年年報與本報告的資料有不一致的地方，概以本企業社會責任報告為準。

<sup>5</sup> The amount of waste recycled decreased from 8.25 tonnes in 2013 to 2.64 tonnes in 2014 due to our significant reduction in paper use. Please refer to our Paper Cutback Initiative on p.32 for details.

由於紙張的使用量顯著減少，廢物回收量由 2013 年的 8.25 公噸減至 2014 年的 2.64 公噸。請參閱第 32 頁的減少用紙計劃。

<sup>6</sup> Data collected from 14 construction sites in Hong Kong and from main contractors.

數據收集自香港的 14 個建築工地及總承判商。



strive to improve the environmental performance of our own office space and operations by monitoring our carbon footprint accordingly. This enables us to see where we are at and identify areas to be improved.

## SUSTAINABLE URBAN DEVELOPMENTS

With 95% of our land bank located in the urban area and 75% concentrated along Victoria Harbour in Hong Kong, it is our responsibility to build sustainable urban developments in a most environmentally responsible way. Adopting green building

certifications such as LEED® and BEAM Plus<sup>7</sup> is only one way of managing the environmental impacts of our buildings through their life cycle, with optimal use of regional raw materials; reductions in demands of energy and water; implementation of environmental construction measures and integration of innovative technologies. These green building certifications only provide the framework upon our projects are built.

With an aim to go beyond awards and certifications, we are undertaking a study to identify the true benefits and effectiveness of green building certification.

## 可持續市區發展

我們95%的土地儲備均位於市區，75%更處於維港沿岸，我們十分重視可持續的城市發展。我們會透過採用LEED®及BEAM Plus<sup>7</sup>等綠色建築物認證，管理建築物在生命週期中對環境所造成的影響。當中的具體措施包括有效率地使用原材料、能源和水資源；實施環保的建築方法以及引進創新的科技。

綠色建築物認證只提供建築項目的環保指引，我們不只滿足於獲取獎項和認證，而是更進一步開展研究探討綠色建築認證對住客及用戶的具體好處及效能。

## Green Building Certificates and Awards Achieved to Date

迄今為止所取得的綠色建築認證及獎項

Award 獎項	Projects 物業/建築項目	Organiser 頒授機構
Provisional BEAM Plus Gold 綠建環評新建建築 (BEAM Plus) 暫定金級認證	No. 33 Tong Yin Street, Tseung Kwan O* Residential Development 將軍澳唐賢街33號住宅發展項目*	Hong Kong Green Building Council 香港綠色建築議會
	TKOTL No. 119, Tseung Kwan O Residential Development 將軍澳市地段第119號住宅發展項目	
	One HarbourGate	
	77 Peak Road Residential Development 山頂道77號住宅發展項目	
	8 Mount Nicholson Road Residential Development 聶歌信山道8號住宅發展項目	
	One Bay East	
	Austin Station Residential Developments 柯士甸站住宅發展項目	

<sup>7</sup> LEED refers to Leadership in Energy and Environmental Design, which is an internationally recognised voluntary green building standard established by the United States Green Building Council. The Hong Kong Green Building Council's Building Environmental Assessment Method (BEAM) is the local green building certification. One HarbourGate and One Bay East achieved LEED Core and Shell pre-certification at the gold level. LEED是由美國綠色建築協會建立，是國際認可的綠色建築評估體系，香港綠色建築議會的綠建環評與美國LEED均為自發申請的綠色建築認證。One HarbourGate及One Bay East取得LEED的核心及外殼組別前期認證「金級」證書。

\* Award obtained in 2014.  
在2014年獲取的獎項。

Award 獎項	Projects 物業 / 建築項目	Organiser 頒授機構
Pre-Certified Gold in LEED® LEED® 前期認證「金級」證書	One HarbourGate	The U.S. Green Building Council 美國綠色建築議會
	One Bay East	
Provisional BEAM Plus Bronze 綠建環評新建建築 (BEAM Plus) 暫定銅級認證	No.1 Plantation Road * 種植道1號 *	Hong Kong Green Building Council 香港綠色建築議會
RICS Hong Kong Awards 2014 – “Certificate of Excellence” in the Sustainability Achievement of the Year 2014年英國皇家特許測量師學會 香港分會年度大獎 – 年度可持續發展 成就獎的「卓越證書」	Lexington Hill *	Royal Institution of Chartered Surveyors (RICS) 英國皇家特許測量師學會 (RICS)



“I have been enjoying the lush greenery provided.  
**Sustainable living is important nowadays.** I appreciate  
the low energy lighting and the recycling facilities.”  
Mr. Wong, Lexington Hill Resident

“我很喜歡這裡的綠化環境。**今時今日，可持續的生活模式**  
**相當重要**，我十分欣賞這裡所使用的低耗電照明設備及回收設施。”  
Lexington Hill住戶，黃先生

Sustainable urban development is an ongoing practice and we are determined to create long-term value to our community. We strive for excellence through continuous development and improvement of our business processes as well as operations. The following collection of case studies showcases our environmental stewardship in action across our portfolio of residential and commercial properties.

## CASE STUDY: LEXINGTON HILL (RESIDENTIAL DEVELOPMENT)

Lexington Hill, our private residential development in Kennedy Town best demonstrates our dedication to constructing sustainable buildings. Prior to the launch of the green building certification scheme, BEAM Plus, in Hong Kong in late 2009 our design plans for Lexington Hill commenced in 2008 with environmental features already in place.

### Our green achievements in construction:

- Being the first private residential development to track its carbon emissions from construction**

Carbon auditing of construction sites is not included in green building certification systems such as BEAM Plus and LEED®. To better assess and reduce our carbon footprint, we initiated a comprehensive carbon audit from the cradle<sup>8</sup>. Not only did we lead the way for carbon auditing in our private residential development, we also went the extra mile to include the Scope 3 indirect emissions into Lexington Hill's carbon footprint, covering emissions from waste disposal, fresh water consumption and sewage processing. This information formed the basis of establishing a carbon footprinting process in our construction sites and set a benchmark for future construction sites to do better.
- Being one of the first residential development in Hong Kong to verify energy savings assumptions against actual energy consumption**

To understand the true efficiency level of our energy saving initiatives, our project team conducted an energy study using a dynamic thermal computer model to compare the estimated and actual energy consumption. The results reassured our energy saving design with reasonable agreement between the two data sets. This information is invaluable for us to optimise energy efficiency in future projects.
- Successfully managing our construction waste**

Procedures and measures were in place to monitor our waste production on a monthly basis during the development of Lexington Hill and to produce regular audit reports. This information allowed us to set a baseline for comparison with future construction waste data and better equip our project team with knowledge in areas of waste reduction and recycling.

我們一直致力於可持續的城市發展，從而為社區長遠創造增值，並會繼續提升及優化營運和業務流程。以下的個案研究展示了我們在眾多住宅和商業物業項目中對環境所作出的努力。

## 個案研究：LEXINGTON HILL (住宅項目)

Lexington Hill 是位於堅尼地城的私人住宅發展項目，體現了我們對發展可持續物業項目的承諾。2009 年末，在香港推出綠建環評新建建築（BEAM Plus）認證之前，我們於 2008 年為 Lexington Hill 所制訂的設計方案已包含了多項環保監察措施、流程以及設施。

### 我們在建築方面所取得的成就包括：

- 首個私人住宅發展項目從建築期開始就追蹤碳排放情況**

建築工地的碳審計現時並無包括在 BEAM Plus 及 LEED® 的綠色建築認證體系當中。為了更有效進行評估以及減少碳足跡，我們從建築期開始就開展全面的碳審計<sup>8</sup>。除開創私人住宅發展項目進行碳審計的先河，更進一步將範疇 3 間接排放包括在 Lexington Hill 的碳排放當中，當中包括廢物棄置、食水消耗以及污水處理。這些資料有助在建築工地中確立碳排放流程，並為未來的工地制訂最佳的基準。
- 香港首個住宅發展項目將節能假設與實際能源消耗進行對比**

為了更有效地了解節能計劃的實際效率水平，我們的項目團隊使用了動態熱能電腦模型進行了一項能源研究，以比較估計及實際的能源消耗情況。有關結果確認在我們的節能設計中，兩組數據相當吻合。這些資料有助我們在未來的項目中提升使用能源的效率。
- 成功管理我們的建築廢物**

在 Lexington Hill 的發展過程中，我們制訂了一系列的流程及措施監察每月所產生的廢物數量，並定期制訂審計報告。這些資料有助我們的減廢工作以及讓回收團隊在比較未來的建築廢物數據時能夠作為參考。

<sup>8</sup> Carbon audit data collected from main contractors.  
碳審計數據收集自總承判商。



## Our efforts in bringing green benefits to residents:

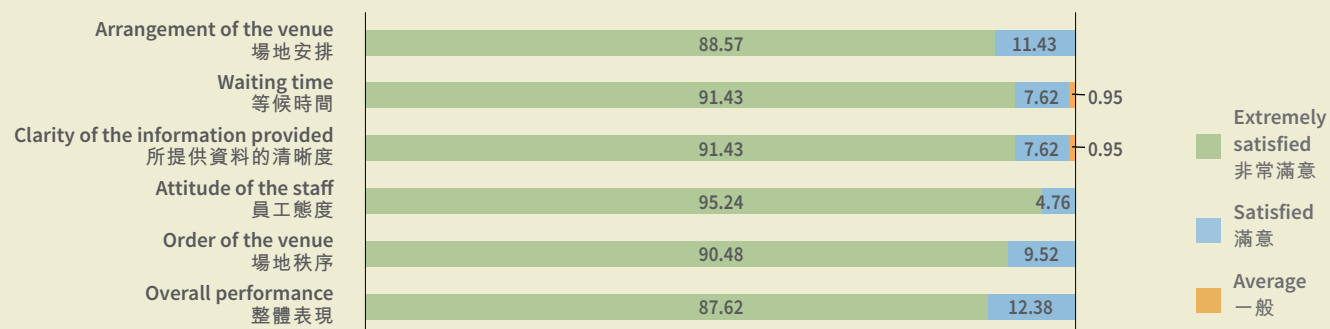
- Reducing urban heat through landscape planning**  
 We planned for green landscaping in Lexington Hill before it was encouraged through the Gross Floor Area (GFA) concession by the Hong Kong Government in 2011. Located in a dense urban area with little greenery in surrounding residential developments, we saw an opportunity to reduce the urban heat island phenomenon that results from the release of energy through building surfaces. With greenery incorporated in 23% of the project area, our landscape planning helps to reduce urban heat effect in the neighbourhood. This brings more aesthetic appreciation and a cooler environment to our residents.
- Conserving water without sacrificing comfort**  
 To reduce water usage in our households, we equipped the apartments with high water efficiency shower faucets and washing machines. We researched on initiatives to conserve water when designing Lexington Hill. Our study shows that domestic showers use 99% of the potable water in an average household. Since the project team is determined to play a part in water conservation without depriving user comfort and satisfaction, it was decided to install a slightly trimmed shower head to reduce water flow and the use of lean washing machines. Our study also reveals that water consumption in washing machines varies significantly across types and models of washing machine. A washing machine can use more than 20 litres per kg of load. The washing machines supplied in Lexington Hill use a mere 8 litres per kg, more stringent than the voluntary WELS label grade 1 introduced in 2011 and the prevailing best practice in BEAM plus. These initiatives reduce the water fees for residents in the long term and at the same time increase the consciousness of their role in water conservation.

## Partnering with Our Customers

Our dedication to constructing sustainable buildings does not end with our development process. We continue to seek and gain support from the residents of Lexington Hill apartments to help us improve. Since its inception of occupation in 2014, we actively engaged residents to participate in our recycling initiatives.

We have also invited our buyers to provide feedback on our unit hand-over services and venue. The survey received 99% response out of 105 issued.

### Buyer Response 買家回應比率 %



## 為住戶帶來多項環保好處：

- 透過園景規劃減低都市熱力**  
 在香港政府於2011年透過減免總樓面面積鼓勵環保設施前，我們已經為Lexington Hill規劃了環保園景設計。由於有關物業位於人口稠密的市區，附近綠化地帶相當有限，我們認為可以利用發展項目的機會，減少建築物表面散發能量所造成的熱島效應。有關的園景規劃令項目23%的面積成為綠色地帶，除了令住客有怡人的環境外，亦舒緩了有關應對環境所造成的影響。
- 在不影響住戶的前提下節約用水**  
 為了減用水量，我們的物業單位都設有高用水效能的花灑龍頭及洗衣機。在Lexington Hill的設計階段，我們已經深入研究了多項節約用水的方案。我們的研究顯示家用淋浴裝置佔一般住戶用水耗用量的99%。我們的項目團隊決心在不影響住戶的舒適及滿意度的前提下制訂節約用水的方案，最後安裝了輕巧的花灑龍頭以減少水流，並且使用節能設計的洗衣機。此外，我們的研究亦顯示不同種類、不同型號洗衣機的用水量可以有很大的差異。每洗一公斤的衣服，洗衣機的耗水量可以超過20公升。Lexington Hill所提供的洗衣機每洗一公斤衣服的耗水量只是8公升，比2011年所推行的自願用水效益標籤計劃第1級別以及綠建環評新建建築 (BEAM Plus) 認證的最佳實踐還要嚴格。長遠而言，這些措施有助住戶節省水費，並同時提升其節約用水的意識。

## 夥拍我們的客戶

在發展項目完成後，我們對可持續建造的承諾仍未終結。我們持續尋求Lexington Hill住戶的意見與支持，希望繼續改進。自從2014年入伙以來，我們積極鼓勵住戶參與我們的回收計劃。

此外，我們亦邀請了買家/住戶就著我們單位的交收服務和地點提供意見。所發出105份調查的回收率高達99%。



“One Bay East has **achieved the provisional BEAM Plus Gold and LEED Gold® pre-certification** with its well-designed environmental provisions.”

“One Bay East 的環保設計獲得**綠建環評新建建築 (BEAM Plus) 暫定金級認證及LEED前期認證「金級」證書。**”



## CASE STUDY: ONE BAY EAST (COMMERCIAL DEVELOPMENT)

Located in Hoi Bun Road in Kowloon East, One Bay East features a green workplace with double gold green building rating (both BEAM Plus and LEED®). With the Kowloon East area transforming into a new commercial hub with harbour front location, we are taking the opportunity to bring sustainability elements into the holistic development of the area, creating a hub that is energised by well-planned infrastructure and community development.

### Sustainability Features

突顯可持續概念的設施

## 個案研究：ONE BAY EAST (商業項目)

One Bay East 位於九龍東的海濱路，是獲得兩項金級認證 (BEAM Plus 及 LEED®) 的寫字樓物業。隨著九龍東逐漸發展成為位處海濱的新商業核心，我們將可持續的概念逐漸引進到區內的整體發展之中，配合基礎設施的規劃，亦能推進社區的發展。



40% savings in  
potable water.

節省飲用水  
耗用量達 40%。

<b>Connectivity</b> 交通配套	<ul style="list-style-type: none"> <li>• Convenient public transport within walking distance</li> <li>• 328 parking spaces for vehicles and motor cycles</li> <li>• 100% car park spaces built to enable electric vehicle charging</li> <li>• 10 electric vehicle charging stations in operation</li> <li>• 5% parking capacity for low fuel emissions vehicles</li> <li>• 63 bicycle racks</li> </ul>	<ul style="list-style-type: none"> <li>• 公共交通工具咫尺可達</li> <li>• 328 個汽車及單車泊位</li> <li>• 所有泊位均可加設電動汽車充電設備</li> <li>• 10 個電動汽車充電站已可運作</li> <li>• 5% 的泊位可供低排放車輛使用</li> <li>• 63 個單車泊位</li> </ul>
<b>Landscaping and Airflow</b> 園景及通風	<ul style="list-style-type: none"> <li>• Greenery greater than 40% of site area</li> <li>• Up to 65% more fresh air indoors<sup>9</sup></li> </ul>	<ul style="list-style-type: none"> <li>• 綠化環境高達物業面積的 40% 以上</li> <li>• 室內可享受的新鮮空氣最多可增加 65%<sup>9</sup></li> </ul>
<b>Energy</b> 能源	<ul style="list-style-type: none"> <li>• Optimise natural and energy efficient lightings</li> <li>• Vertical transportation with regeneration and destination control system</li> <li>• 30% savings in energy consumption</li> </ul>	<ul style="list-style-type: none"> <li>• 優化天然光線及節能的照明</li> <li>• 升降機設有能源再生及樓層控制系統</li> <li>• 節能水平達 30%</li> </ul>
<b>Water</b> 水資源	<ul style="list-style-type: none"> <li>• 40% savings in potable water</li> <li>• 50% savings in flushing water</li> <li>• Reuse condensate from cooling towers for toilet flushing</li> <li>• Harvest rainwater to save 65% in potable water for irrigation</li> </ul>	<ul style="list-style-type: none"> <li>• 節省用水耗用量達 40%</li> <li>• 節省沖廁水耗用量達 50%</li> <li>• 重用洗手間冷卻水塔的冷凝水</li> <li>• 收集雨水以節省 65% 的飲用水作灌溉之用</li> </ul>
<b>Materials</b> 物料	<ul style="list-style-type: none"> <li>• Use FSC® certified timber for temporary works</li> <li>• Source regional materials</li> </ul>	<ul style="list-style-type: none"> <li>• 在臨時工程中使用 FSC® 認證的木材</li> <li>• 在區內採購物料</li> </ul>
<b>Construction</b> 建造過程	<ul style="list-style-type: none"> <li>• Use low carbon construction materials</li> <li>• On site waste sorting and recycling</li> <li>• 60% of waste diverted from landfill<sup>10</sup></li> </ul>	<ul style="list-style-type: none"> <li>• 使用低碳的建造物料</li> <li>• 於工地分類及回收廢物</li> <li>• 60% 的廢物能避免送往堆填區<sup>10</sup></li> </ul>

<sup>9</sup> Compared to Ashrae 62.1-2007 Ventilation for Acceptable Indoor Air Quality. 與 Ashrae 標準 62.1-2007 《達致可接受室內空氣質素的通風要求》進行比較。

<sup>10</sup> Data collected from main contractors. 數據收集自總承判商。



## Environment

Our vision is to bring One Bay East into harmony with the surrounding environment and to optimise its building design to maximise natural lighting and ventilation. To reduce the urban heat island effect, the design team has integrated a number of environmental considerations into the building architecture. These include an 18 m wide wind corridor between the towers; 1,915.607 m<sup>2</sup> of horizontal greenery and 451.923 m<sup>2</sup> of vertical greenery close to the pedestrian level, as well as 1,419 m<sup>2</sup> of rooftop greenery.

Air conditioning and lighting are the main energy consumption areas in most Hong Kong commercial buildings. In order to reduce the reliance on air conditioning and artificial lighting, One Bay East installed the best available low-E double glazed window units to reduce solar gains whilst optimising daylighting. To further enhance energy efficiency, the project team installed the best-in-class chillers, cooling and pumping systems; energy efficient T5 lighting and LED lighting; motion and daylight sensors, vertical transportation technology delivering passengers to the designated floors with the highest efficiency, shortest time and lowest energy. In general, an estimated 5,646,282 kWh is saved in annual energy consumption.

To conserve water, we reduced the potable water demand by engaging in more stringent requirements in shortlisting bathroom and pantry faucets, showers and water closets and urinals. We have also taken the opportunity to maximise water recycling and further reduce the development's demand of fresh water. Not only does One Bay East treat its bleed-off water from the cooling tower and reuse it for toilet flushing, it has also integrated a rain water harvesting system to irrigate the large expanse of greenery One Bay East has planted. The rainwater harvesting system reduces landscape irrigation demand by 65%. Every year One Bay East is estimated to save 18.5 million litres of potable water and 43.09 million litres of flushing water, equivalent to 7.4 and 17.2 Olympic swimming pools respectively.

With energy and water sub-meters integrated with the building management system, the environmental performance of One Bay East can be monitored and preventive maintenance can be adopted.

These low energy and waste consumption initiatives not only benefit the environment but also help our end users save operational cost in long run and promote awareness.

Our vision is to bring One Bay East into harmony with the surrounding environment and to optimise its building design to maximise natural lighting and ventilation.

我們致力確保 One Bay East 和諧地融合週遭的環境，並在建築設計中盡量使用自然光線及達致通風。

## 環境

我們致力確保 One Bay East 和諧地融合週遭的環境，並在建築設計中盡量使用自然光線及達致通風。為了減少熱島效應，團隊在樓宇設計初期已經考慮到環保因素。當中包括樓宇與樓宇之間闊18米的通風走廊，1,915.607平方米的綠化空間，451.923平方米、接近行人道的垂直綠化空間，以及1,419平方米的屋頂綠化空間。

由於冷氣及照明是香港商業大廈耗用能源最多的範疇，One Bay East 安裝了最先進的低輻射雙層玻璃窗，以減少日照溫度和提升自然光。為了更進一步提升能源效率，項目團隊安裝了最有效節能的冷水機組以及冷卻和泵水系統；節能的 T5 和 LED 照明裝置；日光感應器；以及使用快捷和節能的升降機將用戶帶到各個樓層。整體而言，每年所節省的能源消耗估計高達 5,646,282 千瓦小時。

在節省用水方面，我們在選購洗手間和茶水間水龍頭、花灑、座廁及尿廁時採用了更嚴格的要求，從而減少對用水的需要。我們亦盡量提高水資源的循環再用，以及減少發展項目對淡水的需求。One Bay East 將冷卻塔的冷凝水加以處理作沖廁之用，而有關系統所收集到的雨水亦用於灌溉物業內的植物。估計 One Bay East 每年能節省 1,850 萬升的飲用水，以及 4,309 萬升的沖廁水，分別相等於 7.4 和 17.2 個奧林匹克運動會規模的游泳池。

通過將各個能源及用水計量器結合到大廈管理系統之中，我們就能夠輕易監察到 One Bay East 的環保表現，並進行相應的預防維修保養。

這些節能慳水措施不但對環境有益，長遠而言亦能夠幫助用戶節省金錢，並提高他們節約資源的意識。



“Our commitment to building  
a new commercial hub for Hong Kong and  
bringing sustainability to Grade A Offices.”

“我們致力為香港建設新的商業核心，  
實現甲級寫字樓的可持續性。”

During construction, we undertook a rigorous process to select the best and most capable suppliers for carrying out our environmental practices and property development. Most of our materials are sourced regionally to reduce greenhouse gas emissions from transportation. We have also specified a set of requirements on the use of materials for all our staff and contractors, giving preference on materials with low embodied energy to reduce the environmental impacts on the life cycle; low-emitting materials for better indoor air quality; and use of FSC® certified wood to support sustainable forest management. In terms of waste management, a designated area was set aside for waste sorting and recycling throughout the construction stages, which led to a waste diversion from landfill of over 60%. Additionally, alternative cementitious materials such as Pulverised Fuel Ash (PFA) are used in concrete to reduce waste production and the overall embodied energy of our development.

The overall environmental performance of One Bay East is equivalent to saving 3,065 tonnes of CO<sub>2</sub>e<sup>11</sup>, or taking 251,345 cars off the road.

### User Well-being

The indoor air quality of our twin towers will be measured to ensure optimal air quality in the building. Additionally, our mechanical ventilation and air conditioning system is designed to bring in 65% more fresh air to our occupants.

With light pollution being a major issue in cities like Hong Kong, to address this problem we designed the exterior lighting of One Bay East to minimise light pollution by maximising indirect lighting and selecting lighting with minimal upward light.

One Bay East is well supported by a large choice of public transport, the Ngau Tau Kok MTR station and eighteen bus lines are all within 10-minute walk. Furthermore, One Bay East is equipped with 63 cycling racks, with lockers, showers and changing rooms to support cycling to work and to the nearby amenities. The occupants of One Bay East will be well supported with all the basic services one would need on a day-to-day basis, e.g. banking facilities, retail stores, restaurants, medical centres and recreational facilities are all within a short walk.

在建築工程期間，我們嚴格挑選了最佳的供應商開展各個環保和物業管理項目。我們大部份物料都是採購自區內，以減少長途運輸所造成的溫室氣體排放。此外，我們也為所有員工和承判商制訂了清晰的物料使用要求。我們盡可能使用低能耗和低揮發性的建材以確保室內空氣的質素，至於使用FSC®認證的木材則有助推進有效的森林管理。在廢物管理方面，在整個建築期間的所有階段，我們都設有一個專區進行廢物分類和循環再造，有超過60%的廢物因而避免送到堆填區。此外，在混凝土中使用煤灰等替代膠凝材料，則能更好地減少所產生的廢物及所耗用的能源。

One Bay East的整體環境表現相等於避免了3,065噸<sup>11</sup>的二氧化碳排放量，或251,345架車輛在路上行駛。

### 為用戶帶來的好處

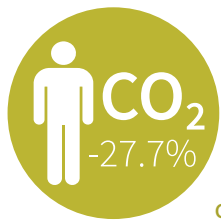
我們會量度兩座大樓的室內空氣質素，從而確保當中的空氣質素。此外，我們的機動通風及空調系統設計使用戶能有65%更多的新鮮空氣。

由於光污染已成為香港及其他主要城市的一個主要問題，就此One Bay East的室外照明系統透過盡量提升間接照明和選擇最少向上照射燈光的照明裝置，從要將光污染減到最低。

One Bay East四通八達，有多種公共交通工具連接，包括牛頭角港鐵站以及18條巴士線，全部都在10分鐘的步程之內。此外，One Bay East亦設有63個單車泊位，並配備鎖櫃、花灑淋浴間以及更衣室，方便用戶踏單車上下班或到附近購物。One Bay East能夠充份照顧用戶日常各種需要，銀行、餐廳、診所、零售消費以及消閒設施，全部咫尺徒步可達。

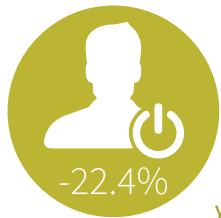
<sup>11</sup> Data collected from main contractors.  
數據收集自總承判商。

## ENVIRONMENTAL PERFORMANCE



**Carbon Emission Intensity in CO<sub>2</sub>e/headcount/m<sup>2</sup> reduced 27.7%<sup>12</sup> compared to 2013.**

相比2013年，每平方米人均二氧化碳的碳排放強度減少27.7%<sup>12</sup>。



**Energy Intensity in kWh/m<sup>2</sup>/headcount/year reduced 22.4% compared to 2013**

相比2013年，每年人均每平方米千瓦小時計算的能源強度減少22.4%。

Our environmental protection efforts are steered by our CSR committee. We have embedded the environmental best practices and the 3R principle (Reduce-Reuse-Recycle) in our offices and our construction sites. After redefine Wheelock Properties' reporting scope, we have excluded the disclosure of tenanted buildings.

### Our Headquarters

#### Carbon emissions and energy efficiency

Driven by our business expansion, the GFA of our headquarters and our headcount increased by 20.4% and 27.4% respectively this year. Our energy intensity per head count per unit area decreased by 22.4% compared to last year. With our business and workforce growing, it is more important that we

continue to express our commitment to sustainable growth internally and collectively explore new ways to reduce our impacts on natural resources. Our Office Sustainability and Environment Sub-committee is tasked to do exactly this.

#### Audit of lighting levels

Our Office Sustainability and Environment Sub-committee has initiated a lighting level audit in our headquarters referencing the Labour Department's "Guide to Health Risk Assessment" with the aim to minimise carbon emission through removing unnecessary lightings. The audit covered all the office areas and provided a baseline for our lighting intensity. It also allow us to assess related comfort and health issues in the workplace. The next lighting level audit is scheduled to take place in 2015.

## 2017 Carbon Reduction Target for Our Headquarters

In 2012, we committed ourselves to reducing our office carbon emissions intensity per headcount by 15% by 2017. By June 2014, we have already achieved a 27.7%<sup>12</sup> reduction comparing to 2013 levels. We have also achieved Gold Label in LOOP (Low-Carbon Office Operation Programme) by WWF-Hong Kong for the 3<sup>rd</sup> consecutive year.

In 2015, we target to further reduce our carbon emissions; develop and integrate a series of electronic systems into our operations, replacing tendering, sales and in-house HR documents to minimise paper use. In the future, we plan to invest in sub-metering, new energy efficient equipment, LED lightings and alternative energy when applicable.

<sup>12</sup> All environmental data disclosed herein are annual statistics for 2014. In case of discrepancies between the information in Wheelock and Company's 2014 annual report and this report, this CSR report shall prevail.



Awarded LOOP Gold Label by WWF-Hong Kong for the 3<sup>rd</sup> consecutive year.

我們亦連續三年獲得世界自然基金會香港分會低碳辦公室計劃 (LOOP) 黃金標籤認證。



## 環保表現

我們主力在業務營運方面推動環保，並由企業社會責任委員會統領有關工作。無論是在我們的辦公室或是建造工地，均反映減少、重用、回收的環保原則。會德豐地產的報告範圍重新界定之後，租賃物業將不在本報告之列，以更好地反映有關的資訊。

## 我們的總部

### 碳排放及能源效率

由於業務擴充的緣故，本年我們總部的總面積及員工數目分別增加 20.4% 和 27.4%。雖然能源需求有所上升，我們每單位面積的人均能源強度減少了 22.4%。在公司日益擴展的情況下，我們更需要展示可持續發展的承諾，並且共同尋求嶄新的方法減低對天然資源所造成的負面影響。辦公室可持續發展與環境小組委員會正為此在努力。

## 2017年總部的減碳目標

在 2012 年，我們致力在 2017 年將辦公室的人均碳排放強度減少 15%。截至 2014 年，我們已取得 27.7%<sup>12</sup> 減幅。此外，我們亦連續三年獲得世界自然基金會香港分會低碳辦公室計劃 (LOOP) 黃金標籤認證。

在 2015 年，我們的目標是進一步減低碳排放；在我們的營運中制訂和整合一系列的電子系統，以取代招標、銷售和公司內人力資源部所使用的紙張文件，從而盡量減少耗用紙張。在未來，我們計劃投資拆細電錶、採用新的節能設備、LED 照明以及適當時使用替代能源。

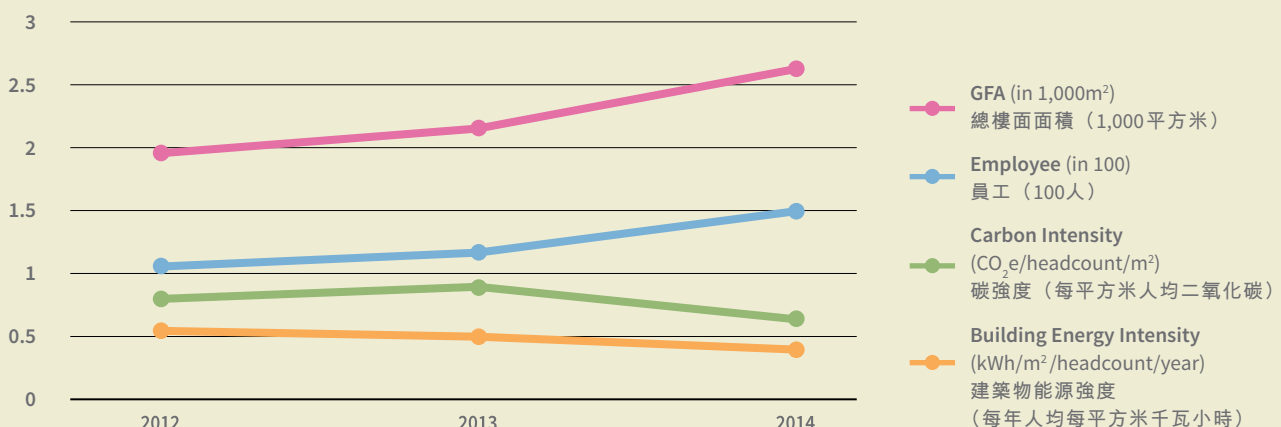
<sup>12</sup> 此處所披露的所有環境數據皆為 2014 年的統計數字。如會德豐有限公司 2014 年年報與本報告的資料有不一致的地方，概以本企業社會責任報告為準。

### 照明水平的審計

辦公室可持續發展與環境小組委員會參考勞工處的《職業健康風險評估簡易指南》對我們的總部進行了照明水平審計，旨在通過減省不必要的照明盡量降低碳排放。這次的審計涵蓋辦公室的所有地方，並可作為照明強度和評估辦公室相關健康風險的基準。下一次的照明水平審計將於 2015 年進行。

## Progress of our Headquarters Environmental Performance

我們總部在環保表現方面所取得的進展



## Paper Cutback Initiative

### 減少用紙計劃

Putting our 3R principle into practice, we printed less promotional and advertising materials and recycled left-over sales brochures. We also conducted an email slogan competition to raise awareness on reducing paper use; in addition to setting defaulted duplex printing and paper recycling. Our initiatives have successfully reduced paper consumption by 57.5% of in our Headquarters.

為了實踐減少、重用、回收的環保原則，我們減少廣告宣傳資料的印製數量，並致力回收剩餘的銷售小冊子。此外，我們也舉行了電郵標語創作比賽，以提升減少用紙的意識，例如預設雙面印刷以及重用紙張。我們的多項計劃成功減少了總部紙張使用量達57.5%。



We have successfully reduced paper consumption by 57.5% of in our Headquarters.

我們的多項計劃成功減少了總部紙張使用量達57.5%。



Our headquarter waste recycling rate at 13.9%.

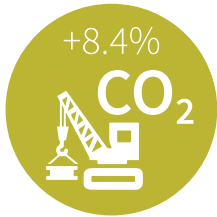
總部的廢物回收率為13.9%。

### Waste management

In 2014, we recycled 2.64 tonnes of waste, equivalent to 13.9% of our total waste. Whilst the amount of waste recycled has decreased from 8.25 tonnes in 2013, our Office Sustainability and Environment Sub-committee has successfully implemented the 3R principal and mitigated the waste issue at source.

### 廢物管理

在2014年，我們回收了2.64公噸的廢物，相等於總廢物的13.9%。雖然相比2013年8.25公噸的回收廢物有所減少，可見辦公室可持續發展與環境小組成功推動從源頭減少、重用、回收的環保原則。



Carbon Emission Intensity in kg CO<sub>2</sub>e/m<sup>2</sup>/year increased 8.4%<sup>13</sup> compared to 2013.

與2013年相比，年度每平方米 / 千克二氧化碳排放強度增加了8.4%<sup>13</sup>。

## Construction Sites

### Carbon emissions and energy efficiency

This year, we doubled our efforts in measuring the carbon emissions of our construction sites. With 14 construction sites being audited, we expanded our carbon audit scope from 7 sites last year and 3 the year before.

Five new construction projects have commenced in 2014, and increased the overall CFA (covered floor area)

in 2014 by 57.7% compared to 2013.

Owing to our business commitment to a more comprehensive and inclusive disclosure, the publication level of our carbon emission intensity has deepened and broadened. Attributed by the various stages our construction sites enter and finish each year and the increase in data availability, our overall carbon emission intensity increased by 8.4% in 2014.

## 建造工地

### 碳排放及能源效率

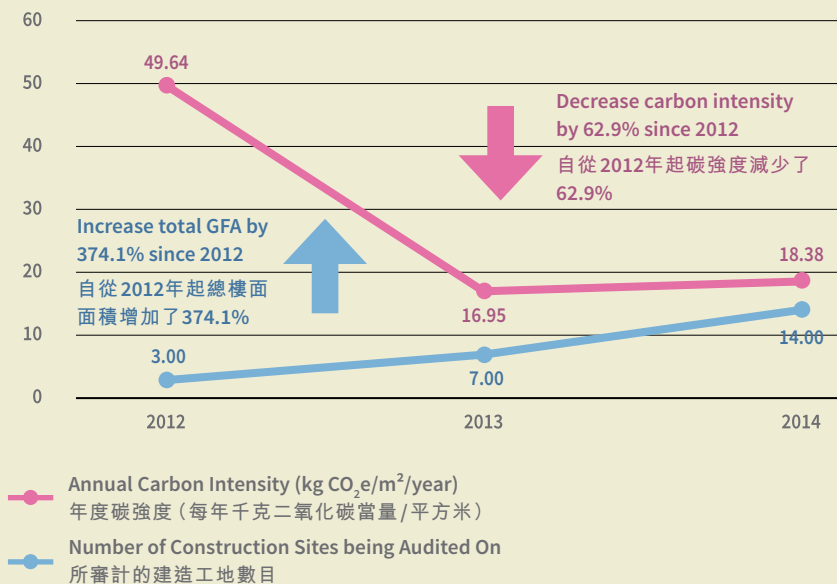
本年我們將量度建造工地碳排放的規模擴大了一倍，經審計的工地總數達14個，去年及前年則分別為7個和3個。

其中5個工地於2014年加入，總覆蓋面積比2013年高出57.7%。由於我們致力更全面地作出披露，所公佈的碳排放強度水平資料將更為廣泛和深入。由於每年我們的工地都處於不同的建築階段，而且所獲得的數據有所增加，我們2014年的整體碳排放強度增加了8.4%。

我們了解到需要與承判商建立夥伴關係，從而持續作出改善以提升在環保方面的表現。而採購節能及節省資源的產品為我們優先處理的項目。此外，我們的建造工地也採用了優質的預製組件，例如在轟歌信山的住宅項目引入預製

## Carbon Intensity at Our Construction Sites

### 我們建造工地的碳強度



- 2012:** 3 construction sites (Lexington Hill, One Bay East and Mount Nicholson)  
3個建造工地 (Lexington Hill、One Bay East及Mount Nicholson)
- 2013:** 7 construction sites (Lexington Hill, Mount Nicholson, 77 Peak Road Residential Development, The Austin and Grand Austin, TKOTL No.119 Tseung Kwan O Residential Development, One Bay East and One HarbourGate)  
7個建造工地 (Lexington Hill、Mount Nicholson、山頂道77號項目、The Austin及Grand Austin、將軍澳市地段第119號項目、One Bay East及One HarbourGate)
- 2014:** 14 construction sites (Please refer to page 9)  
14個建造工地 (請參閱第9頁)

<sup>13</sup>All environmental data disclosed herein are annual statistics for 2014. In case of discrepancies between the information in Wheelock and Company's 2014 annual report and this report, this CSR report shall prevail. Out of the 14 construction sites in Hong Kong, 2 (The Austin and Grand Austin) are joint venture projects with New World Development. The total carbon emission intensity disclosed represented a pro-rata share for the aforementioned projects. Data are collected from main contractors.

此處所披露的所有環境數據皆為2014年的統計數字。如會德豐有限公司2014年年報與本報告的資料有不一致的地方，概以本企業社會責任報告為準。在我們於香港的14個建造工地中，兩個 (The Austin及Grand Austin) 為與新世界發展的合資項目。所披露的總碳排放強度代表上述項目的按比例分配。有關數據收集自總承判商。





We acknowledge areas that required improvement and strive to enhance our environmental performance by partnering with our contractors. Priority is given to sourcing energy or resource saving products. We have also adopted high quality pre-cast materials in our construction e.g. precast façade for our Mount Nicholson apartment towers to improve quality control and reduce our environmental impact. In working with our contractors, we provided opportunities for workers to suggest sustainable advancements within construction sites. This year, our contractors and staff worked closely to assign a designated area for sorting waste.

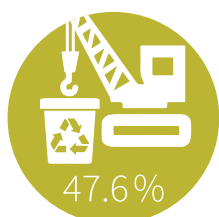
#### **Waste**

We have launched a waste management programme to enhance recycling of construction waste. Our Green Fund is also supporting the purchase of environmentally friendly building materials such as recycled pavers and FSC® certified timber. With our efforts to sorting waste on site and the support of our contractors and suppliers, we have successfully increased our recycling intensity by 97.3%, from 6.44 kg/m<sup>2</sup> in 2013 to 12.70kg/m<sup>2</sup> in 2014. In partnership with our contractors and suppliers, we have ensured the stringent waste management and reduction requirements in our tender documents are enforced to achieve maximum benefits.

外牆，從而改善質量控制及減低對環境所造成的影響。在與承判商合作的過程中，我們為其員工提供機會，就著工地的可持續發展提出意見。舉例來說，這一年，我們的承判商及員工緊密合作，為廢物分類設置了一個特定的區域。

#### **廢物**

我們推出了一項廢物管理計劃，以提升建築廢物的回收率。此外，我們的環保基金亦支持採購回收混凝土攤鋪物料以及 FSC® 認證的木材等環保的建築物料。由於我們在廢物分類所作出的努力，以及獲得承判商和供應商的支持，回收的強度成功由 2013 年的每平方米 6.44 公斤增加到 2014 年的每平方米 12.7 公斤。此外，我們與承判商和供應商緊密合作，確保招標文件中嚴格的減廢及廢物管理要求得以落實，從而達致最大的效益。



Our construction site waste recycling rate at 47.6% .

建造工地的廢物回收率為47.6%。

## PARTNERING WITH NGOS

In addition to managing our own operations, we believe that sustainable communities are achieved through partnerships with our peers and other NGOs. We actively support a number of activities organised by green organisations:

- Earth Hour by WWF-Hong Kong
- No Air-Con Night by Green Sense
- Lai See Packets Reuse and Recycle Program by Greeners Action
- I'm FINished with FINs by Shark Savers Hong Kong
- Biz-Green Monday by Hong Kong Green Building Council
- Achieved Gold Label in 2014 LOOP Labeling Scheme by WWF-Hong Kong

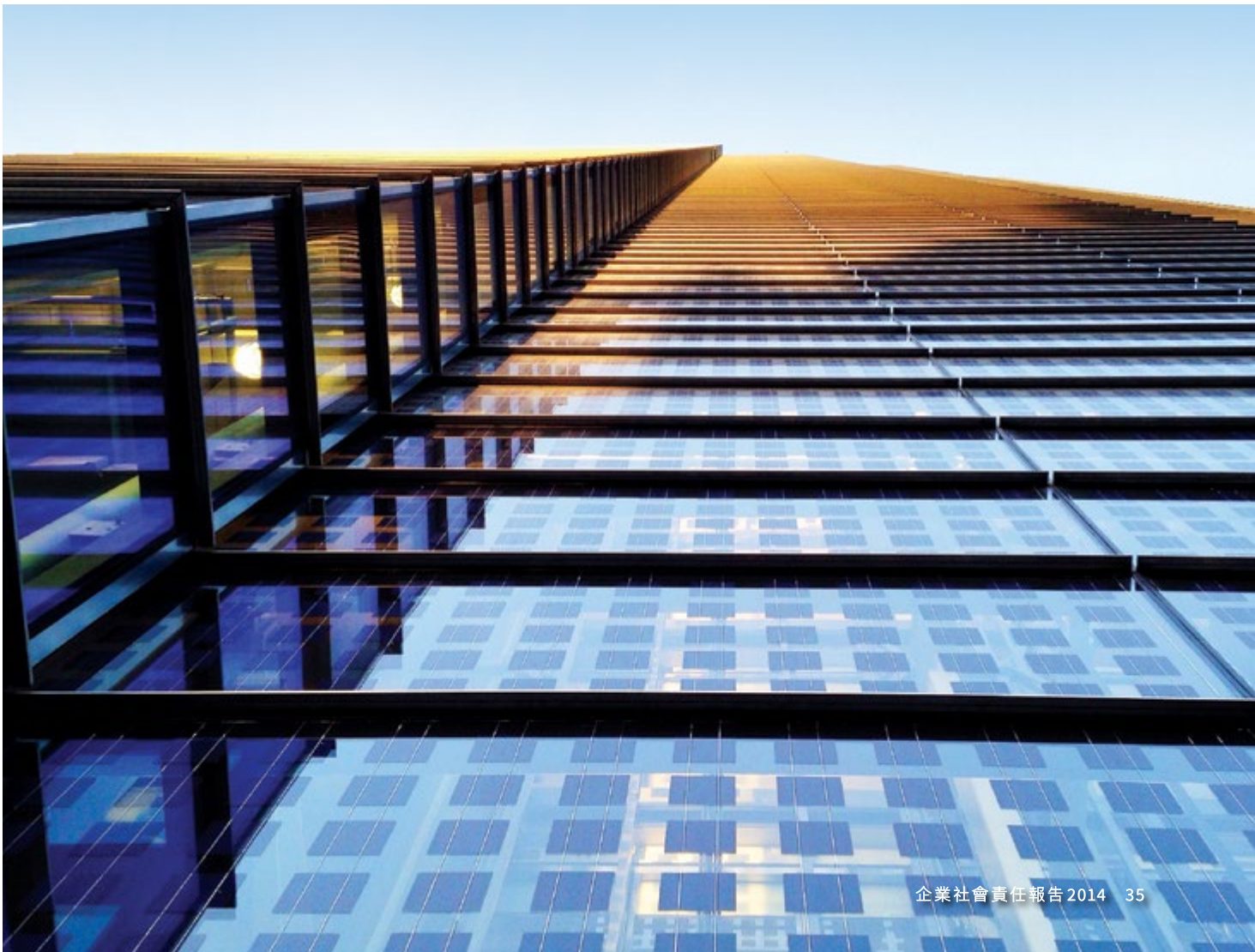
## 夥拍非政府組織

除了管理本身的營運以外，我們相信與同業及其他非政府組織合作，將能為發展可持續的社區作出貢獻。以下是我們所參與由環保組織所舉辦的多項活動：

- 世界自然基金會香港分會的地球一小時
- 環保觸覺的無冷氣夜
- 綠領行動的利是封回收重用大行動
- 香港護鯊行動的一翅都唔食
- 香港綠色建築議會的「輕·型·至綠」上班日
- 取得世界自然基金會香港分會2014年低碳辦公室計劃 (LOOP) 黃金標籤認證



No Air-Con Night by Green Sense  
環保觸覺的無冷氣夜









# OUR WORKFORCE

## 我們的員工團隊

### OUR 2014 PERFORMANCE OVERVIEW:

- 36%<sup>14</sup> growth in workforce through recruiting 51 new employees
- 8.59% reduction in turnover compared with 2013
- 1,086 hours of training in 2014
- 0.81 injury rate per 1,000 workers at construction sites
- Zero fatality on site

### 2014年的表現概覽：

- 透過招聘51名新僱員，員工數目取得36%<sup>14</sup>的增長
- 相比2013年員工的流轉率減少8.59%
- 2014年提供了1,086個小時的培訓
- 在建築工地每1,000名工人的受傷率為0.81
- 建築工地意外的致命比率為零

Our employees are key to success. The achievements of Wheelock Properties are attributed to our high quality workforce. Through engagement and professional development, we aim to create a supportive and dynamic environment for our employees to thrive in. We encourage a positive and diverse culture that fosters collaboration and communication amongst staff.

### OUR EMPLOYEE PROFILE

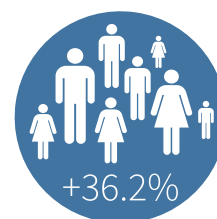
At Wheelock Properties, we employ 192 full time staff. The majority of our employees, including senior management are hired locally<sup>15</sup>. Our workforce increased by 36.2% compared to 2013. In view of our business and project needs, we continue to review and refine our teams as well as establishing new ones.

員工對我們的成功至為關鍵。會德豐地產所取得的各項成果與我們優質的員工團隊密不可分。透過推動員工參與及專業發展，我們致力建立一個能提供互相支援的工作環境，讓員工能夠盡展所長。此外，我們所推崇的多元企業文化，亦有助員工之間的協作和溝通。

### 員工現況

會德豐地產現時聘用了192位全職員工，包括高級管理層以內的大部份員工皆為本地招聘<sup>15</sup>。與2013年相比，我們的員工人數增加了36.2%。因應業務及發展項目的需要，我們會持續檢討及提升團隊的組成，並增聘相關的員工。

我們是著重平等機會的僱主，並於員工組成中保持性別平等。我們員工的整體性別比例為1.13（男/女），而高級管理層男女皆有。與去年相比，我們的員工流轉率降低了8.59%。這實有賴於我們與僱員攜手合作提升其對工作的投入



Our workforce increased by 36.2% compared to 2013.

員工人數較2013年增加36.2%。

<sup>14</sup> Includes site staff. 包括工地員工。

<sup>15</sup> 100% of our management are appointed locally in Hong Kong. 會德豐地產的管理層全為香港本地招聘。

We are an equal opportunities employer and strive to keep a gender balance within our workforce. Our overall gender ratio is 1.13 (male / female), with both male and female positioned at senior levels. This year, we have seen a reduction in our turnover by 8.59% compared to last year. This is owing to a number of initiatives established to retain workforce stability, such as working with our employees to determine how we build work ownership and improve our retention strategies (refer to Engaging and Retaining Our Employees).

## PROFESSIONAL DEVELOPMENT AND TRAINING

We value the well-being of all our employees and their career growth and development. We rely on our quality workforce to deliver innovative ideas and create value. To help our employees excel and reach their full potential, we offer various internal and on-the-job training programmes to expand their skills and capabilities. Employees are also encouraged to attend external courses and seminars. In order to promote an active learning culture, we provide our employees with financial sponsorships and assistance to attend external courses, reimburse membership fees for professional organizations that our employees joined.

In 2014, a total of 1,086 training hours were delivered. We identified areas of improvements and ran programmes to enhance the competence of our employees. Our training courses

covered a range of soft and technical skills. These courses focused on enhancing on-the-job skills and capabilities for individual departments. As our workforce increased significantly in 2014, we focused on building a cohesive and effective team internally and bringing top quality services externally to our customers.

We launched new training programmes on team building to boost bonding amongst staff and on customer service to help build long term relationships with our buyers. Our training courses placed emphasis on:

- **Communication Skills** – Improve quality of written and verbal communication to allow effective inter and intra departmental communication among employees
- **Customer Service Skills (New)** – Tailor-made for our sales department to enhance our customer experience and build better relationships with our buyers
- **Leadership Skills** – Develop our managers to be “Best in Class” through better decision making, positive motivation and sound strategies
- **Team Building (New)** – Advance team collaboration between Design, Project Management, Marketing, Quantity Surveying and Sales Departments to help meet common goals successfully
- **Technical Skills** – Keep employees up to date with market news, practices and regulations in regard to environmental disciplines, design and computational skills e.g. excel, modelling.



Professional development and training for employees  
僱員的專業發展及培訓

感，以及提出一系列措施以留用優秀人才（請參閱提升僱員參與並留用優秀員工）。

## 專業發展及培訓

我們對於所有員工的福祉及其事業發展均非常重視。要矢志創新、實現增值，優秀的員工團隊實在不可或缺。就此，我們會為員工提供各種內部和在職培訓，使其能夠提升技能及開闊眼界，從而協助他們盡展所能。此外，我們也鼓勵員工參與其他機構所舉辦的課程及研討會。為了推廣積極學習的文化，我們會為出席此等活動的員工提供財政資助，亦會贊助其所參加專業學會的會費。

在2014年，我們為員工提供了1,086小時的培訓。我們辨識了幾個可以改善並提升僱員技能的範疇。我們的培訓課程涵蓋一系列專業技能，能有效協助個別部門提升應對不同工作的能力。隨著員工人數於2014年顯著上升，我們所建立的高效團隊得以持續為客戶提供最優質的服務。

我們所推出的團隊建立培訓課程，有助提升員工的團結；至於客戶服務課程，則長遠拉近了與顧客的關係。我們的培訓課程著重以下幾個範疇：

- **溝通技巧** – 改善員工的口頭和書寫溝通能力，令各部門之間都能夠溝通無間



- **客戶服務技巧（新推出）** – 為銷售部門度身訂造課程，提升顧客的體驗，並建立彼此間更緊密的關係
- **領導技巧** – 發展各經理的決策技巧，使其可以制訂更佳策略
- **建立團隊精神（新推出）** – 推進設計、項目管理、市場推廣、測量及銷售部門之間的協作，從而成功達致共同的目標
- **技能培訓** – 使員工能夠熟悉環保、設計及新科技的市場動態、實務及規例。

Inter-department team building  
跨部門建立團隊精神



Our gender ratio is 1.13 (male/female).  
我們員工的整體性別比例為 1.13 (男/女)。



A reduction in our turnover by 8.59% compared to 2013.  
與去年相比，我們的員工流轉率降低到 8.59%。



1,086 training hours were delivered.  
我們為員工提供了 1,086 個小時的培訓。





Development townhall meeting  
項目研討會

We actively engage our employees to ensure effective training and career development are in line with both the company's and staff needs. Feedback surveys from training sessions are consolidated for review and evaluation; the surveys also allow employees to voice out specific training needs. We generally received "above expectation" rating for our training sessions and have followed up on improvement areas.

In 2015, as per the request of our employees, we aim to provide more technical training to enhance their professional competence and effectiveness. These trainings will include writing and leadership skills, negotiation and first hand residential sales seminars. To improve inter and intra departmental relationship and cooperation, we will put more focus in team building and staff engagement.

## ENGAGING AND RETAINING OUR EMPLOYEES

To be able to deliver high quality work, we do our best in offering a fair, rewarding and caring environment

in which people prefer to work in. We encourage open communication and trust within the organisation in addition to offering support and professional development to our employees. Through engagement and development, we create a friendly and constructive working culture for our employees to grow and excel in.

Our goal is to create a sense of ownership amongst the workforce through a series of engagement initiatives. Various communication channels were established to inform staff of our vision, annual strategy and direction. We hold quarterly drink and town hall meetings to present our yearly business plan and targets to all staff. Quarterly offsite meetings are carried out, at which employees from different departments can interact to exchange ideas, best practices and formulate strategies.

We also organise staff social events to bring our staff together and arrange activities in which our staff can relax and enjoy outside of work. These activities include boating, bowling, corporate games and annual dinner.



Staff boating activity  
員工遊船河活動

### Our Average Training Hours for employees at different levels:

各層級員工的平均培訓時數如下：

EMPLOYEE CATEGORY	員工類別	HOURS 時數
Senior management (Director, General Manager and department head)	管理層（董事、總經理及部門主管）	20.74*
Executive or above (non-departmental head)	行政人員或以上（非部門主管）	9.58
Officer	主任	5.61
Clerical/Secretary	文員/秘書	2.89

\* Excluding meeting workshops.  
不包括會議工作坊。

我們積極鼓勵員工參與培訓，以配合他們本身事業發展及公司整體的需要。從培訓所獲得的調查意見將會加以整合作檢討和評估之用；另外，員工也可以提出自己特定的培訓需要。對於我們的培訓活動，員工一般給予「比預期為佳」的評級，而我們也會就著改善建議進行跟進。

在2015年，由於員工有所要求，我們致力提供更多較為技術性質的培訓，以提升其書寫和領導技能、協商技巧及一手住宅物業銷售條例講座。為了提升部門內外的關係和合作，我們將更聚焦於團隊建立和員工參與。

### 提升僱員參與 並留用優秀員工

我們致力提供公平、關懷以及良好的工作環境。我們除了提供支援和專業發展的機會外，亦非常鼓勵開放的溝通和互信的氛圍。透過參與和發展，我們友善、正面的工作文化使員工能夠發展事業及盡展所長。

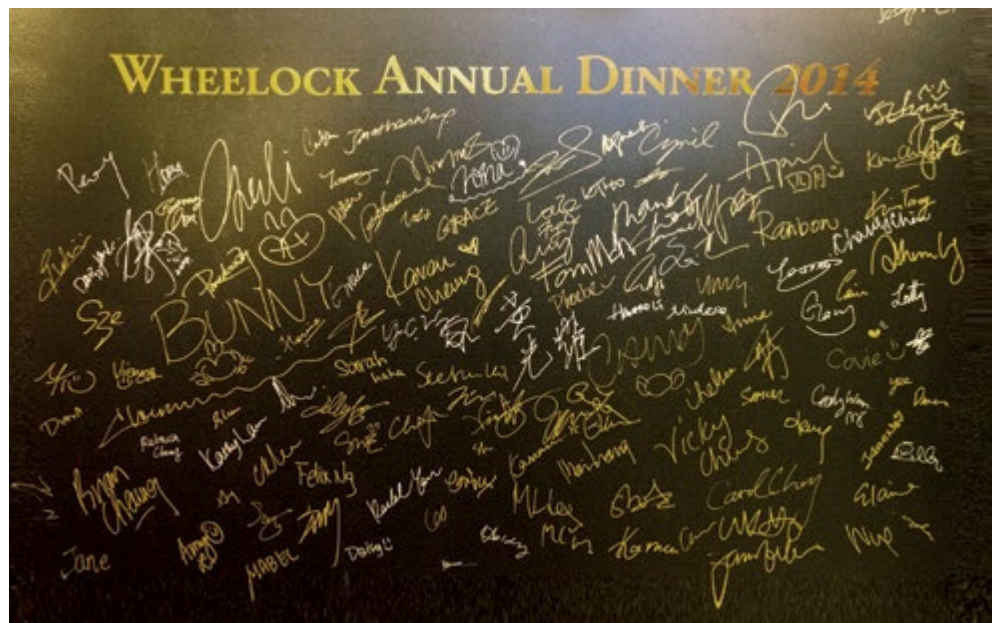
我們鼓勵員工參與公司活動以提升投入感。各個溝通渠道如員工大會和週年晚宴，使員工能夠清晰知道我們的願景、年度策略以及發展方向。至於每一季度在公司以外地點所舉行的會議，使到不同部門的員工能夠有效互動、交換意見和了解公司業務發展。



Staff bowling activity  
員工保齡球活動

另一方面，我們也會為員工籌劃工餘社交活動，達致工作及生活平衡。這些活動包括遊船河、保齡球以及團隊活動。

Wheelock annual dinner  
會德豐週年晚宴





available to all staff members and are committed to dealing with grievance or complaints effectively and anonymously. This year no incidents of discrimination were reported.

## HEALTH AND SAFETY IN CONSTRUCTION

We recognise the inherent occupational health and safety risks of our industry in building construction. We therefore commit to providing a healthy and safe work environment to all our employees and contractors or subcontractors. We do so by identifying, assessing and mitigating risks through establishing safety standards and guidelines and conducting regular trainings for our staff. For more details on our investment in the construction industry, please refer to the section 'Enhancing Value along Our Value Chain'.

Within our construction sites, we rely on our subcontractors to deliver good health and safety practices. Prior to engaging our subcontractors, we undergo a rigorous tendering process to select the best supplier for developing our properties. We conduct a prequalification exercise to ensure supplier labour practices as well as financial; environmental, health and safety; and quality performance fulfils our requirements. Contractors or subcontractors with ISO 14001 and OHSAS 18001 certifications are preferred. Upon appointment of contractors, we stipulate occupational health and safety conditions in our tender agreements and supplier code of conduct such as preparing an Environmental Health and Safety Plan and assigning a safety officer to oversee site works.

We value our employees and look into our talent pool and identify promising individuals to take up more responsibilities and higher roles. In addition to our training and development programmes, our annual performance appraisals provide a formal feedback system for staff to discuss their performance, individual career ambitions, aspirations and training needs with their supervisors. The insights we gain from our staff help recognise what our employees value. We aim to create a working environment in which our staff are valued, supported and heard. All employees participated in both the interim and year end performance reviews in 2014.

Guided by our Equal Opportunities Policy, we respect human rights and have a zero tolerance for harassment or discrimination of any kind. We established a grievance channel



No incidents of discrimination were reported.

年內並無任何歧視個案的報告。



我們非常重視員工，所以在提拔繼位人選時，會優先考慮公司現職員工。我們會留意員工的表現，並使有潛質的人選能夠肩負更多的責任和擔當更重要的職位。除了培訓和事業發展計劃以外，我們的年度表現評估提供了一個正式的途徑，使員工可以與上司討論其工作表現、事業抱負、長遠目標以及培訓需要。我們致力締造一個良好的工作環境，使員工感受到重視、獲得支援。在2014年，所有員工均參與中期末表現評估。

我們尊重個人權利，並以平等機會政策作為指引，對任何形式的歧視採取零容忍態度。我們確立了一個申訴渠道，致力有效處理每一宗個案或投訴，並會做到完全保密。年內並無任何報告的歧視個案。

## 工地的健康和安

我們明白到建造行業潛在著不可分割的職業健康和安風險，因此會致力為所有員工以至承判商或分判商提供健康和安的環境。我們確立了安標準及指引，並且定期提供培訓，從而辨識、評估及減低風險。有關我們在建造業中的支援，請參閱「透過供應鏈提升價值」。

我們的建築工地有賴承判商及分判商能夠執行良好的健康及安實務。在與他們建立夥伴關係前，我們會進行嚴格的招標過程，從而為發展項目選擇最佳的供應商。我們會進行資格預審，以確保供應商的員工實務以及財務、環境、健康和安能夠達致一定的水平，而質素表現能夠符合我們的要求。擁有ISO 14001及OHSAS 18001認證的承判商和分判商會在優先考慮之列。在落實委任之後，我們會在投標協議和供應商行為準則中訂明職業健康及安條件，例如擬定環境健康及安計劃，並委任一名安主任監察建築工地。



Throughout the construction process, workers are required to attend a daily toolbox talk in identifying potential risks and remediation plans. Relevant health and safety trainings are provided to workers at various stages of the project to ensure preventive actions determined in the environmental health and safety plan are carried out correctly. Workers on our sites

received 0.74 training hours on average, conducted by their respective direct employers. Training programmes include topics on occupational health and safety, skill enhancement and environmental protection. Incoming new workers, especially inexperienced personnel must go through trainings and wear specified labels to communicate their new-joiner status so that safety risks are minimised.

In 2014, our injury rate at construction sites decreased by 25% compared with 2013. At a low injury rate of 0.81 per 1,000 workers, main injuries occur from tripping and falling, lifting heavy materials and striking against objects. No serious injuries and no fatalities were reported in both construction sites and our office. Community engagement on construction issues were conducted by our main contractors.

### ENCOURAGING PEOPLE TO JOIN THE CONSTRUCTION WORKFORCE

In recent years, the Hong Kong construction industry is facing an acute shortage of skilled labour. As a private developer, we are making efforts to attract skilled labour through developing high-profile, iconic projects. With the Company being represented as a board member of the Construction Industry Training Authority, we are in discussions with the Authority to take measures to address the problems.







Zero fatality in our construction sites.

在我們的地盤錄得零死亡率。



At a low injury rate of 0.81 per 1,000 workers.

每1,000個工人的意外受傷率處於0.81宗的低水平。

在整個建造流程中，工地員工需要每日工作前進行簡報會以了解工地潛在風險及矯正方案。在項目的各個階段，我們會為員工提供相關的健康和安全培訓，以確保環境健康及安全計劃中的預防行動得以正確開展。我們工地的員工平均獲得0.74小時、由其個別直接僱主所提供的培訓。培訓課程涵蓋職業健康和安​​全、技能提升和環境保護方面的課題。經驗較淺的新入職員工必須接受培訓，並配戴識別標記，盡量減低風險。

在2014年，我們工地的受傷比率與2013年相比減少了25%。每1,000個工人的意外受傷率處於0.81宗的低水平，主要的意外發生於絆倒、提舉重型物料以及撞​​到物件。在建造工地及辦公室，均未有錄得致命意外事故及嚴重受傷個案。此外，我們的主要承判商也就工地問題鼓勵社區參與。

## 鼓勵投身建造行業

近年香港建造業面臨熟練工人的人手短缺問題。作為地產發展商，我們希望能夠透過開展大型及具標誌性的項目吸引人才投身建造業。本公司為建造業訓練委員會的成員，正致力與有關委員會商討此問題的方案。







# SUPPORTING OUR COMMUNITIES

## 支持社區發展

### OUR 2014 PERFORMANCE OVERVIEW:

- Over 70% of our staff joined the volunteer team
- 945 volunteering hours
- Project *WeCan* benefits over 40,000 students in Hong Kong
- Participated in 55 activities in the Hong Kong community
- Granted Social Responsibility Award of the Year by Royal Institution of Chartered Surveyors
- Granted Caring Company Award by Hong Kong Council of Social Services

### 2014年的表現概覽：

- 逾70%員工參與義工隊
- 義工服務時數達945小時
- 「學校起動」計劃令本港逾40,000名中學生受惠
- 參與了55項社區活動
- 獲英國皇家特許測量師學會頒發年度社會責任大獎
- 獲社會服務聯會的商界展關懷標誌

We support and invest in Hong Kong communities to create a sustainable and vibrant society. As a good corporate citizen, we believe the social value we create is as important as the economic value. Our community investment approach is to leverage our business resources and motivate our staff to support the communities we operate in with a focus on youth education and development and arts and culture.

我們持續投資和支援本港的社區，從而令社區具活力和可持續發展。作為良好的企業公民，我們相信所創造的社會價值與經濟價值同樣重要。我們善用所擁有的業務資源，鼓勵員工為社區提供支援，並著重年輕人的教育和發展，以及推動藝術與文化。



Over 70% of our staff joined the volunteer team.  
逾70%員工參與義工隊。





Project *WeCan* 2 is launched to help more secondary school lacking resources.

推出「學校起動」計劃第二期以幫助更多欠缺資源的中學。



The number of schools being supported in 2014 increased from 14 to 44, benefitting over 40,000 students.

獲支援的學校數目由14間增加到2014年的44間，受惠學生人數超過40,000人。

## EMPOWERING YOUNG PEOPLE – PROJECT *WeCan*

We believe that young people are our future. Launched in 2011 by the Wheelock and Wharf Group, Project *WeCan* is an open business-in-community initiative to bring hope, learning opportunities and career development skills to students from less privileged backgrounds. It is an open platform for business sponsors, professionals and retirees to work in partnership with schools through financial support and volunteering services. Together with the commitment of our board members, time, energy and practical involvement of our staff, we are dedicated to empowering and nurturing impoverished students towards pursuing higher studies and careers.

Phase two of Project *WeCan* was launched this year. The number of

schools being supported in 2014 increased from 14 to 44, benefitting over 40,000 students. The programme expanded to 13 partner organisations, including the French Consulate, Hong Kong Polytechnic University and City University of Hong Kong. Project *WeCan*2 aims to build on the success on Project *WeCan*1. Our goal is to extend support to another 150 secondary schools and benefit an additional 150,000 students over the next five years.

As one of the Wheelock Group companies involved in the project, Wheelock Properties contributed time and pro-bono services to support Project *WeCan*. We worked closely with our partner school, Ng Yuk Secondary School (NYSS) and together held 44 activities throughout the year. These activities helped students of NYSS gain exposure to eye-opening experiences outside of the classroom. Highlights this year include:

### Career Path and Aspiration Building

Company visits and *Job tasting* programmes provided students with learning opportunities through direct exposure to a wide range of industries and valuable, hands-on work experience. Over 70 students and their teachers participated in company visits to i-CABLE studio, Hong Kong Air Cargo Terminals, Kadoorie Hill and the Royal Institution of Chartered Surveyor. 15 students jointed our *Job tasting* programme, shadowing our employees in different departments for two to four weeks. The programme increased students' understanding of recruitment requirements for various industries,



“This internship **helped me to improve my communication and social skills.** My English level has improved a lot which made me realize the importance of English and proper work attitude.”

Chan Tsz Lok, Ng Yuk Secondary School student

“在短短的實習期間，**我的溝通及人際技巧提升了不少，**  
英語水平也突飛猛進，並深深地體會到英語的重要性及  
年青人應有的工作態度。”

五育中學學生，陳子樂



## 「學校起動」計劃 – 推動 年輕人發展

我們相信年輕人是社會的未來棟樑，而教育對於莘莘學子的前途至關重要。「學校起動」計劃是會德豐和九龍倉集團於2011年為實踐「社·企共勉」理念而推出的社區項目。這個計劃使來自資源匱乏的學生能夠看到希望、獲得學習機會，以及掌握發展事業技能。這個開放平台歡迎商業贊助商、專業人員和退休人士共同與學校建立夥伴關係，提供財政支持和義工服務。我們的委員會成員全心投入，而員工亦貢獻心力和時間作出參與，使學子能夠在學業和事業上一展抱負。

由於「學校起動」計劃相當成功，本年推出了第二階段。獲支援的學校數目由14間增加到2014年的44間，受惠學生人數超過40,000人。另有13個集團以外的夥伴機構參與此計劃，包括法國領事館、香港理工大學和香港城市大學。第二階段的「學校起動」計劃建基於第一

階段的成功，計劃的最終目標是進一步擴展到另外的150間中學，未來五年會再有150,000名學生受惠。

作為參與「學校起動」計劃的其中一個業務單位，會德豐地產貢獻心力，與夥伴學校五育中學緊密合作，在年內一同舉行了44項活動。這些活動有助五育中學學生走出課堂、擴闊視野。這一年的主要活動包括：

### 工作體驗和發展抱負

企業參觀活動和職場體驗影子計劃使學生可以透過一系列的學習活動，獲得實際的工作經驗，及認識各種行業的實況。超過70位學生和教師參觀了有線電視、香港空運貨站、加多利山住宅項目和英國皇家特許測量師學會。此外，15位學生參加了職場體驗影子計劃，於二至四個星期的工作體驗期間，在企業的不同部門獲取工作經驗。在過程中，學生得以認識各個行業的招聘要求，擴闊工作經驗，並了解到自己的強項和發展需要。

Project WeCan offers a multifaceted learning experience to increase students exposure, motivation, confidence and self-esteem..

「學校起動」計劃為同學提供全方位的學習體驗、擴闊視野、加強學習動機、自信和自我認同。



broadened their work experience and built awareness of their strengths and development needs.

### Professional Development

In June 2014, 8 students joined our mock interview workshop to improve their interviewing skills. Mock interviews are facilitated by our human resources staff and mentors, and are designed to replicate a typical job interview with a recruiter. Tips and advices were given to students to help them build confidence.

“Thanks Wheelock Properties for providing us a **mock interview which helped me to understand the necessary skills** required for an interview.”

Christian Li, Ng Yuk Secondary School student

“感謝會德豐人事部為我們安排了**模擬工作面試**，  
**讓我了解面試的要求及技巧。**”

五育中學學生，李學文

### Visiting the Government House

With the support of the Hong Kong Government to strengthen cooperation between business communities and schools to help students from less advantaged backgrounds, 14 secondary schools including NYSS visited the Government House this year and met Hong Kong's Chief Executive, C Y Leung. He shared his personal life experiences to inspire and encourage students.

### English Photography Workshop

We organised an English Photography Workshop for students to develop their photography skills and English communication skills while having fun. Together with our honourable mentor and photographer, Mr. Edward Stokes, the students upgraded their basic photography skills in addition to practicing their English speaking capabilities.

“We are pleased to see that the business sector and community organisations have, on their own initiative, launched ... programmes such as Project WeCan ... with encouraging results.” – The Hon C Y Leung, GBM, GBS, JP, The Chief Executive of HKSAR, in his 2014 Policy Address

「我們欣見商界和社會團體，自發推動『學校起動』……等課外活動及課後支援學習，成效令人鼓舞。」 — 節錄香港特別行政區行政長官梁振英先生於二〇一四年的施政報告







### 專業發展

在2014年6月，8位學生參加了我們舉辦的模擬面試工作坊，以改善面試技巧。人力資源部的員工和導師擔任面試人員，並盡量貼近真實的面試情況。此外，我們也提供了一些提示和建議，協助學生建立自信。

### 參觀禮賓府

香港特區政府致力加強商界與學校合作，來自五育中學以及其他共14間中學的學生參觀了禮賓府，並與行政長官梁振英會面。他與學生分享了人生經驗，使莘莘學子獲得不少啟發。

### 英語攝影工作坊

我們為莘莘學子舉辦了英語攝影工作坊，使其在學習攝影技巧之餘，也能夠透過富有趣味的方法提升本身的英語水平。攝影大師Edward Stokes擔任名譽攝影導師。學生不但能夠掌握基本的攝影技巧，英語也取得進步。

“I learnt some useful skills about photo-taking.  
On top of that, I learnt how to be confident when  
talking to foreigners. **I found that it is not that  
difficult to communicate in English.**”

Wu Yuen Wun, Ng Yuk Secondary School student

“這次活動不但令我學懂了拍攝的技巧，更令我有自信地  
與外國人溝通，**原來英語溝通一點也不困難。**”

五育中學學生，胡婉媛



“Project *WeCan* Young Innovators Bazaar provided a precious opportunity for our students to start a business and allow them to gain entrepreneurial experiences. It enables them **to get to know how entrepreneurship is realised in the actual business content and broadens their horizons.**”

Chan Kam Kun, Ng Yuk Secondary School Assistant Principal

“「學校起動」計劃的「趁墟做老闆」為我校學生提供寶貴的創業機會，讓學生全面體會創業之道，擴闊視野。”

五育中學助理校長，陳錦權



### Young Innovators Bazaar

Over 200 students from 14 secondary schools, including NYSS took part in Project *WeCan* – Young Innovators Bazaar held at Plaza Hollywood, Diamond Hill. The aim of the event was to inspire young entrepreneurs to set up businesses and to test their entrepreneurial ambition in competing with other schools and actual vendors. With the support of various corporate volunteers including

Wheelock Properties employees, a series of experience sharing sessions and workshops were provided to students. These workshops helped students learn how to prepare business plans, carry out market research and analysis, develop their final product and to raise funds for their production. Through our Young Innovators Bazaar, students gained valuable skills in public speaking, sales and problem solving.

## ART AND CULTURE

Art and Culture play an important part in Wheelock Properties' vision to promote quality living. We strive to incorporate art and culture into our community development and investment. In our properties and offices, we showcase a collection of artwork by international and local artists to inspire a new perspective of living spaces. Throughout the year, we organised several arts and cultural events in bringing our communities and customers closer to Hong Kong's natural beauty and to promote the appreciation for art. By organising photo workshops and exhibitions through our social platform – Club Wheelock, we have introduced the art of photography to our customers, occupants and residents. More information on Club Wheelock is presented under 'Enhancing Value along Our Value Chain'.

Within the community, we have set up a number of art and culture activities and events:

### Wheelock Photo Competition and Exhibition

Following the success of Wheelock Peak Exposure Photo Competition held in 2013, Wheelock Properties organised the LIVE IT UP! Wheelock TKO Photo Competition this year and invited youngsters and students to showcase their artistic talents by capturing the beauty and essence of our community with impactful and creative images. We encourage people to take a break from the hustle and bustle of the city life in Hong Kong and inspire them to discover and re-discover the serenity and sub-tropical side of Hong Kong.

### 「趁墟做老闆」

來自五育中學等共14間中學、逾200位學生參加了於鑽石山荷里活廣場舉行的「學校起動」計劃「趁墟做老闆」活動。活動旨在推動年輕人的創業精神，測試自己的商業理念，並與其他學校的學生及其他專業的零售商一較高下。集團義工與學生舉行了一連串的工作坊和經驗分享會，協助學生學習撰寫業務計劃書、進行市場研究、產品分析及籌集生產資金。透過「趁墟做老闆」活動，學生掌握了推介演說、銷售及解難等眾多有用的技能。

### 藝術與文化

在會德豐地產推廣優質生活的願景當中，藝術與文化扮演著關鍵的角色。我們致力將藝術和文化融入日常生活。在我們的物業及辦公室當中，所展示的本地及國際藝術家的作品為空間注入新元

素。年間我們組織了不同的文化藝術活動，例如透過Club Wheelock舉辦攝影工作坊及展覽。如欲得悉進一步的詳情，請參閱「透過供應鏈提升價值」。

我們也舉辦了以下的一連串藝術文化活動：

#### 會德豐攝影比賽及展覽

繼2013年成功舉辦「山頂足跡」攝影比賽後，會德豐地產今年再接再厲舉行「活·現·將軍澳」攝影比賽，鼓勵學生及年輕人透過創意和攝人的影像，重新發現香港的大自然美景及社區精彩動人的一面。在這次比賽中，我們收集了超過1,400件參賽作品，並邀請著名攝影師擔任評判。優勝作品於2014年10月31日至11月14日於金鐘廊的Wheelock Gallery展出，同場亦舉辦由著名自然攝影師Edward Stokes策展的「Sunrise to Sunset」攝影展覽。



“Sunrise to Sunset” Photo Exhibition  
「Sunrise to Sunset」攝影展覽





We received over 1,400 entries for the competition and invited a panel of renowned photographers and judges to select our winners. The winning photos were exhibited at Wheelock Gallery at Queensway from 31 October to 14 November 2014 together with the “Sunrise to Sunset” photo exhibition by Edward Stokes, a well-known nature photographer.

### Art and Green Living

We fused art with green living in our residential property through engaging students in our community. We invited students from the Hong Kong Design Institute of Communication Design and Digital Media Department to participate in the hoarding design of The Parkside in Tseung Kwan O. Using “What’s your Brighter Living?” as the theme to compliment surroundings by fusing art and green living, students were given a platform to showcase their talent.

### Partnership with Hong Chi Association

To extend our art appreciation, we collaborated with Hong Chi Association in a number of activities. We organized an Art Workshop with intellectually challenged students from The Jockey Club Hong Chi School and Hong Chi Lions Morninghill School. By supporting the Art Workshop, we aim to inspire the intellectually challenged students to develop their artistic potential and enhance their communication skills.



“We are honoured to work with Wheelock Properties for this competition as it gives our students an opportunity to apply what they have learnt. The enthusiasm and design works from the students are both applaudable. **Through their work, they are able to express their vision and attitude towards life.**

As for ‘The Parkside’ project, ten of our works were on display, this is an outstanding achievement.”

Mr. Thomas Kan, Senior Lecturer, Department of Communication Design and Digital Media Hong Kong Design Institute

“我們很榮幸與會德豐地產合作，給予同學一個學以致用的機會，同學表現出色及踴躍，**透他們的作品展現他們對理想生活的憧憬及態度**，其中十組作品獲挑選於The Parkside項目圍展出，實在非常難得。”

香港知專設計學院，傳意設計及數碼媒體學系，高級講師，簡偉成

For six consecutive years, we co-organised the “Wheelock Properties x Hong Chi X’mas e-Card Design Competition” with Hong Chi Association. Our objective is to promote greater respect for diversity through art and provide opportunities for intellectually challenged students to express themselves and demonstrate their talents in art. Two winning pieces were produced as Christmas e-cards in which we shared with our corporate partners and customers.





### 藝術與綠色生活

我們致力將藝術和綠色生活融入到我們的建築項目中。本年我們邀請了香港知專設計學院傳意設計及數碼媒體學系的廣告設計學生為將軍澳The Parkside的地盤圍板作設計。創作的主題是「What's Your Brighter Living?」，學生透過結合藝術和綠色生活，將有關主題融入到週遭的環境當中，亦作為其施展創意的平台。



We fused art with green living in our residential property through engaging students in our community. 我們致力將藝術和綠色生活融入到我們的住宅物業當中。

### 與匡智會建立夥伴關係

我們夥拍匡智會推出了一系列的活動，包括為賽馬會匡智學校及匡智獅子會農崗學校的智障學生舉辦藝術工作坊，使到他們能夠發掘自己的藝術潛能以及提升溝通技巧。

會德豐地產與匡智會連續六年合辦電子聖誕賀卡設計比賽。活動的目的是透過藝術宣揚共融的理念，並提供機會讓智障兒童表達自己的想法，以及展現藝術天份。我們將得獎作品製成電子聖誕賀卡，使我們的企業夥伴及客戶也能一睹他們的創意。



(Above) Our volunteers making clay decorations with students. (Below) For six consecutive years, we co-organised the "Wheelock Properties x Hong Chi X'mas e-Card Design Competition" with Hong Chi Association.

(上圖) 我們的義工與學生製作陶土裝飾。  
(下圖) 與匡智會連續六年合辦電子聖誕賀卡設計比賽。

### 2014 Community Service Highlights:

2014 年的義工服務概覽：

- Supported Project WeCan activities  
支持「學校起動」計劃
- Participated in Hike for Hospice by Society For The Promotion of Hospice Care  
參與善寧會的登山善行
- Joined the Hong Kong Society for the Deaf in visiting children with hearing impairment during Mid-Autumn Festival  
在中秋節期間夥拍香港聾人福利促進會探訪聽障兒童
- Supported the Hong Chi Association's Flag Day  
支持匡智會的賣旗日
- Participated in "Run for Paralympians" in the Standard Chartered Hong Kong Marathon 2014  
參與2014年渣打馬拉松的「齊撐殘奧精英！」活動
- Participated in Dress Casual Day by the Community Chest  
參與公益金的善慈便服日
- Participated in Sedan Chair Charity Race  
參與慈善抬轎比賽
- Participated in The Community Chest Wheelock Swim for a Million  
參與會德豐公益金百萬泳
- Collaborated with Early Psychosis Foundation to promote mental health via yoga activities  
與思覺基金合作，透過瑜珈活動推廣精神健康
- Provided venue support to "SCAD Interview Day & Employer Appreciation Reception" by SCAD Hong Kong  
為薩凡納藝術設計學院香港分校面試日及僱主感謝酒會提供場地贊助
- Provided venue support to "Big Bird Race" Kick-off Ceremony by WWF-Hong Kong  
為世界自然(香港)基金會「香港觀鳥大賽」啟動禮提供場地贊助
- Organised staff bazaar during our annual dinner to raise fund for Children's Heart Foundation  
於週年晚宴舉辦員工賣物會，為兒童心臟基金會籌款

### COMMUNITY SERVICE

During 2014, over 70% of our staff dedicated more than 945 hours of community service to 55 activities. We worked in partnership and collaboration with a wide range of NGOs and schools to make a difference to our community:

**Hike for Hospice** – Supporting the motto of “When days cannot be added to life, add life to days”, we participated in the “Hike for Hospice 2014” organised by the Society for the Promotion of Hospice Care (SPHC).

**Sedan Chair Race 2014** – Dressed up as Super Mario, our team completed the 2.1 km race for the Sedan Chair Charities Fund.

**Care for Early Psychosis** – Through Club Wheelock, we gathered our club members to participate in the “FITMIND is Attitude” campaign over a soul soothing yoga session led by professional instructors.



945 hours

Over 70% of our staff dedicated more than 945 hours of community service.

逾七成的員工參與了義務工作，並為社區貢獻了945小時義工服務。



55

During 2014, we participated in 55 community activities in collaboration with a wide range of NGOs.

在2014年，我們與不同的非政府組織合作，參與了55項義務工作。



## 社區服務

在2014年期間，我們逾七成的員工參與了義務工作，在55項活動中為社區貢獻了945小時義工服務。公司與一系列的非政府組織及學校合作，為社會的福祉略盡綿力：

**善寧會登山善行** – 善寧會以「天為生命定壽元·人為生命賦意義」為宗旨。我們參加了該會所舉辦的2014年登山善行。

**參與抬轎慈善比賽2014** – 我們的團隊扮演成超級馬利奧，完成了2.1公里的賽事，為抬轎慈善基金籌得善款。

**關懷思覺失調人士** – Club Wheelock的會員參與了思覺基金的瑜伽活動「FITMIND is Attitude」，從瑜伽教練身上學習這種舒緩身心的活動。



### Fitmind is Attitude Yoga Event

“It was especially meaningful to me, as it was my first yoga experience for a good cause.”

### Fitmind is Attitude 瑜伽活動

「這是我第一次做瑜伽，這項活動實在非常有意義。」



(Left) Sedan Chair Race

(左圖) 抬轎慈善比賽

(Right) Hike for Hospice

(右圖) 善寧會登山善行





We were granted the Social Responsibility Award of the Year by the Royal Institution of Chartered Surveyors.

我們獲英國皇家特許測量師協會頒發社會責任大獎。

### SCAD Interview Day & Employer Appreciation Reception

We sponsored Savannah College of Art and Design (SCAD) Hong Kong by offering our Wheelock Gallery in Central for graduating students to showcase their artworks and connect with employers.

**Staff Bazaar** – Our NGO sub-committee and colleagues organised a charity bazaar to raise funds for the Children’s Heart Foundation and to encourage the recycling of usable items by donation. Our staff donated unused products including wine, baby merchandises, toys, books, CDs, home accessories, jewellerys, small scale home appliances & digital items and beauty & health care products.

**Swim for a Million** – In a joint programme with The Community Chest and our parent company, we participated in the second Community Chest Wheelock Swim for a Million. This year, the programme has doubled in size since its inception last year. Almost

400 people from various backgrounds and age groups, including staff from Wheelock Properties took part in the charity event. Group chairman Mr. Douglas Woo served as the chairperson of the organising committee. Not only did Swim for a Million help promote a healthy lifestyle, it also encouraged the public to engage in meaningful contributions towards a worthy cause.

### SOCIAL RESPONSIBILITY AWARD

In recognition of our commitment to community service, we were granted the Social Responsibility Award of the Year by the Royal Institution of Chartered Surveyors (RICS). RICS is an independent representative professional body which regulates construction and property professionals around the world. We were also awarded Caring Company for the second consecutive year by the Hong Kong Council of Social Service.



(Left) Staff Bazaar  
(左圖) 員工賣物會



(Right) Swim for a Million  
(右圖) 公益金百萬泳

SCAD Interview Day & Employer  
Appreciation Reception

薩凡納藝術設計學院面試日及  
僱主感謝酒會



**薩凡納藝術設計學院面試日及僱主感謝酒會** – 我們為薩凡納藝術設計學院提供Wheelock Gallery的場地贊助，供畢業生展出藝術作品，以及與僱主交流聯繫。

**員工賣物會** – 我們的非政府機構小組委員會及同事籌劃了一次慈善賣物會，為兒童心臟基金會籌款，並鼓勵員工捐出可以重用的物品，包括嬰兒用品、玩具、書本、CD、家居用品、小型家電、數碼產品以及美容護理產品。

**會德豐公益金百萬泳** – 這是我們第二年參加母公司與公益金舉辦的會德豐公益金百萬泳。本年參加人數比去年首屆增加了一倍。來自不同背景、年齡階層，包括會德豐地產員工在內約400位人士參加了是次善舉。集團主席吳宗權先生擔任活動籌劃委員會的主席。這項

活動不但能夠推廣健康的生活模式，而且可以鼓勵公眾為慈善出一份力。

### 社會責任大獎

為了表揚我們對社區服務所作出的眾多貢獻，會德豐地產獲英國皇家特許測量師協會頒發社會責任大獎。該會為獨立的專業學會，是代表全球建造及地產專才的行業組織。此外，我們也連續兩年獲得香港社會服務聯會「商界展關懷」計劃的嘉許。



We were awarded Caring Company for the second consecutive year by the Hong Kong Council of Social Service.

我們連續兩年獲得香港社會服務聯會「商界展關懷」計劃的嘉許。









# ENHANCING VALUE ALONG OUR VALUE CHAIN

## 透過供應鏈提升價值

As one of the major property developers in Hong Kong, our activities have far-reaching impacts on our environment and community.

身為本港其中一間主要的地產發展商，我們的運作對於環境及社區有著深遠的影響。

We continue to explore new solutions and drive impactful actions towards sustainable development. We do this by going beyond our own operations and considering opportunities for managing environmental footprint and resource efficiency across our value chain.

As one of the major property developers in Hong Kong, our activities have far-reaching impacts on our environment and community. Together with our employees, business partners, suppliers, contractors and customers, we aim to promote sustainable practices throughout the lifecycle of each property, working closely with them to reduce our environmental and social impacts.

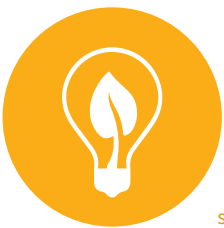
我們持續發掘新思維以推進可持續發展。除了本身的營運以外，我們更進一步透過供應鏈管理環境足跡及提升資源效率。

身為本港其中一間主要的地產發展商，我們的運作對於環境及社區有著深遠的影響。我們夥拍所有員工、業務夥伴、供應商、承判商以及客戶，致力在每個物業項目的整個生命週期推廣可持續發展，並一起攜手合力減少對環境及社會的影響。



We aim to promote sustainability throughout the lifecycle of each property, working closely with our stakeholders to reduce our environmental and social impacts

我們夥拍所有員工、業務夥伴、供應商、承判商以及客戶，致力在每個物業項目的整個生命週期推廣可持續發展，並一起攜手合力減少對環境及社會的影響。



Innovation and engagement play a major role at the planning and design stage.

創新及參與在規劃與設計的階段十分重要，在這個階段的決策對於建築物的可持續營運至為關鍵。

The graph above illustrates the major stages of our value chain, focusing on the four main aspects of our buildings' lifecycle: Planning and Designing; Acquisition of Raw Materials; Property Construction and Development; and Property Sales and Customer Support.

**PLANNING AND DESIGN**

Innovation and engagement play a major role at the planning and design stage to ensure the properties we build create positive societal impacts.

Decisions made at this stage are crucial to the sustainable operation of the project development, such as incorporating environmental features that will enhance resource efficiency throughout the whole property lifecycle. These decisions include the choices we make regarding what materials and the construction methods we use and which contractors and suppliers we employ. For details of our green building designs, please refer to the section on 'Building for a Better Environment'.



右圖顯示了我們供應鏈的主要階段，並集中於地產物業生命週期的四大方面：規劃及設計；購買原材料；物業建造和發展；以及物業銷售和客戶支援。

## 規劃及設計

為確保所建造的物業項目能夠對社會作出正面影響，創新及參與在規劃與設計的階段十分重要，在這個階段的決策對於建築項目的可持續營運至為關鍵，例如加入環保設施提升整個物業生命週期的資源效率。此等決策包括對建築材料的選擇、所使用的建造方法以及所聘用的承判商和供應商。有關我們綠色建築物設計的詳情，請參閱「構建更美好的環境」。

為了提升我們物業項目對社區的價值，我們致力建造能配合社區需要的物業。我們清晰瞭解到客戶需要在價格和質素方面取得平衡。就此我們的建築物設計





With a view to enhance the value our buildings bring to the community, we aim to develop buildings to suit their needs. We recognise the challenges our customers face in balancing cost and quality. To address these issues, we diversify our building designs to incorporate various property types and unit sizes based on the local community needs. Extensive market research and engagement are conducted prior to design and development so that our project team understands the needs and preferences of the local community regarding issues such as clubhouse facilities, unit sizes and layouts.

### SOURCING MATERIALS AND PROPERTY DEVELOPMENT

Through our materials sourcing and property development, we directly and indirectly generate economic value by creating jobs, income and investment in our community. 98% of our total procurement spending in 2014 went to local suppliers and contractors, supporting over 48,000 jobs in our construction sites in Hong Kong.

### Acquisition of Raw Materials

At Wheelock Properties, quality is our top priority in providing best in class buildings. We therefore take environmental, health and safety risks across our value chain seriously, from building design and planning, to the materials we use and the way we manage and build our properties.

In developing our properties, we go beyond compliance to ensure the quality of our raw materials. During our material sourcing process, we ensure contractors understand and follow our purchasing requirements based on the BEAM Plus guidelines. We also stipulate relevant requirements in our tendering process. This way, we have quality assurance over our construction materials and have ensured the health and safety for workers using these materials and the future tenants our buildings serve.

### Property Development and Construction

We work with 571 direct and 110 indirect suppliers to address sustainability issues within our property lifecycle. We make sure our sustainability policies and guidelines are communicated and implemented in our supply chain. Through our Supplier Code of Conduct we set out our suppliers and partners to meet our expectations with regards to ethical business conduct, labour standards and human rights. We also stipulate requirements for them to manage and take responsibility for their products and environmental impacts. The code of conduct is included in all of our development contracts with our suppliers in Hong Kong and Mainland China.





相當多元化，以涵蓋不同種類及面積的單位，以切合社區的實際需要。此外，我們也會進行廣泛的市場研究，然後才開展有關項目的設計和建造，力求瞭解社區的需要和喜好，例如會所設備、單位大小以及間隔等。

### 採購材料及物業發展

在材料採購及物業發展的整個過程中，我們都會透過創造職位和投資，直接及間接為社區創造經濟價值。在2014年，我們98%的採購開支來自本地的供應商和承判商，支持了香港建築工地逾48,000個職位。

### 購買原材料

對會德豐而言，提供最優質的物業是我們首要考慮。因此，在整條供應鏈中，無論是建築物設計或規劃，以至所使用的材料以及物業的建造和管理，我們都非常重視當中的環境、健康及安全要素。

在發展物業的過程中，我們並不滿足於合規，而是致力使用最佳的原材料。在採購的過程中，我們的內部員工以及所委任的外部顧問會確保承判商能夠根據香港綠色建築議會綠建環評（BEAM Plus）的指引及遵循我們的採購要求。此外，我們在招標過程中也列明了相關要求，從而保證建築物料的質素，令使用此等物料的工人及日後物業用戶的健康及安全得到保障。

### 物業發展和建造

我們與571個直接供應商以及110個間接供應商攜手合作，在物業的生命週期中實現可持續發展的目標。我們會確保在整條供應鏈中的相關人士都能夠清晰得知有關的可持續政策及指引，並繼而付諸實行。透過供應商行為守則，我們清楚列出對供應商及各個夥伴在業務道德、勞工標準以及人權方面的期望。此外，對於他們的產品及對環境所造成的影響，我們也希望其在管現方面承擔責任。有關的行為守則現已列入我們於香港和中國內地與供應商的工程合約當中。





Our commitment to developing high quality properties sustainably has enabled us to manage our supply chain.

我們致力於發展優質可持續的物業，所以會在供應鏈中辨識可靠及著重環境影響的供應商。

Our commitment to developing high quality properties sustainably has enabled us to manage our supply chain through identifying and procuring from reliable and environmentally conscious suppliers. In addition to our Supplier Code of Conduct, our stringent tendering process addresses environmental pollution in our construction sites with high priority. All suppliers go through our prequalification exercise that covers their project reference and experience, financial performance and organisation background. This is crucial in identifying the best suppliers for our projects. The exercise reassures us that suppliers have the capabilities to commit to our environmental practices and purchase quality materials for construction.

For details of our occupational health & safety and contractor labour practices, please refer to the section on 'Our Workforce'.

## PROPERTY SALES AND CUSTOMER SUPPORT

Our aim is to deliver high-quality buildings that enhance the pleasure living of our customers, tenants and communities. Enriching our customers' experience is integral to delivering on this goal. Customer feedback is vital in assessing the success of our efforts. We strive for long lasting relationships with our customers and engage them through our social platform – Club Wheelock and our after-sales services.

### After Sales Service

We understand buying a new property, is a major life decision and we want to make this a stress-free process for our buyers with maximum support. Our after-sales service is custom made to provide practical guidance and information to each individual buyer. It is essential that we remain updated with the needs and expectations of our customers, and respond to their



我們致力於發展優質可持續的物業，所以會在供應鏈中辨識可靠及著重環境影響的供應商。除了供應商行為守則外，我們嚴格的投標程序也會優先應對建造工地可能出現的環保問題。所有的供應商都需要通過資格預審程序，以檢視其項目經驗、財務表現以及機構背景。這對於辨識最佳供應商是甚為關鍵的。此一程序能夠確保供應商有能力遵循我們的環保要求，並為工地採購優質材料。

有關職業健康及安全與承判商的勞工實務，請參閱「我們的員工團隊」。

### 物業銷售及客戶支援

我們的目標是建造優質的物業，從而提升客戶、租客以及社區人士的生活。要達致此一目標，提升客戶的生活體驗是相當關鍵的。客戶的意見對於評估我們的服務有重要的影響。透過社交平台 Club Wheelock 以及一連串的售後服務，我們致力與客戶建立長遠的關係，並提升和他們的交流和聯繫。

### 全面售後服務

我們明白到購置物業是生命中重要的時刻，所以會為買家提供足夠支援，確保有關的流程輕鬆順暢。我們度身訂造的售後服務，為個別買家帶來實用的指引和資訊。我們會致力關注顧客的需要和期望，並對其關心的事情迅速有效作出回應。就此我們制訂了一個全面的售後服務計劃，協助我們提供最佳的服務。每位買家都會獲安排特定的客戶服務大使，向買家提供按揭資訊、交樓程序的資料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。為了確保客戶能夠獲得悉心照顧，我們會在交樓前為買家安排活動，使其可以認識我們的物業管理團隊。



Customer feedback is vital in assessing the success of our efforts.  
客戶的意見對於評估我們的服務有重要的影響。



concerns quickly and effectively. To achieve this, we developed a comprehensive after-sales service plan which helps us to provide the best services. An after-sales ambassador is assigned to every buyer to provide the latest information on mortgage plans and handover procedures, and to collect feedback from customers. The ambassadors are also responsible for providing buyers with regular updates during the pre-sales period. To make sure our customers feel well cared for, we go the extra mile to help our buyers by arranging a pre-handover event to get them familiarised with our property management team.

### CLUB WHEELOCK

Club Wheelock is a social platform established in 2012 to enhance communication with customers, owners and tenants of the Group's developments. Designed as an extension to the properties development services provided by

the Group, Club Wheelock offers and promotes a wide-range of lifestyle and leisure activities as well as events.

These initiatives focus on family and community bonding, as well as stylish and healthy living such as art shows, craftsmanship and styling events, Sunday brunch, wine tasting, yoga, and kite flying day. A particular activity was organised to explore landscape nature photography as a way to raise environmental awareness and promote art to our customers. Through quarterly e-newsletters and invitations, Club Wheelock provides special shopping offers, fine dining and various lifestyle experiences to our members.

The success of Club Wheelock is reflected in the diversity of events organised and the positive feedback received from members.

Within 2015, we plan to conduct a customer satisfaction survey to better identify customer needs.

### CUSTOMER PRIVACY AND DATA

At Wheelock properties, we value the relationship with our customers and take privacy issues seriously. In order to maintain a high level of information security, we have developed a Privacy Policy that covers how we collect and use personal information.

All personal information are encrypted and transferred to a dedicated server secured in a safe location, they are also stored electronically with password protection. Only authorized personnel of Club Wheelock, who have been trained to handle personal information properly and bound by a duty of confidentiality, have access to these data and servers on a "need-to know" and "need-to-use" basis. To make sure the personal information is secured, we are committed to our privacy guidelines and strictly enforce privacy safeguards within the company.



#### Make your own Sunday Family Brunch

"We highly appreciated this family event. We had a lot of fun with our child throughout the cooking and learning activities."

#### 自家製 Sunday Family Brunch

「我們覺得這次的活動非常有意義。整個製作過程十分有趣，我與我的小朋友度過了非常美妙的時光。」

**Chanel High Jewellery Private Dinner**  
“It was truly a rare experience! We were impressed by the intimate dinner with the fine jewellery show.”

**Chanel 高級珠寶展私人晚宴**  
「可以一邊欣賞高級珠寶，一邊享用美食，這實在是非常難忘的經驗！」



## CLUB WHEELLOCK

Club Wheelock是在2012年成立的社交平台，其目的是為了加強與客戶、業主、租戶及準買家的溝通。Club Wheelock提供及推廣一系列生活品味和休閒活動。這些活動著重加強家庭和社區的聯繫，以及推廣健康和品味生活，包括時尚活動、週日悠閒早餐、試酒活動、瑜珈及放風箏日。此外，特別一提的活動還包括自然景觀攝影，既有助提升參加者的環保意識，亦能向客戶推廣攝影這門精緻的藝術。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，包括購物、餐飲優惠以及各種優雅的生活體驗。

過往Club Wheelock舉行了形形色色的活動，相當成功。

在2015年內，我們計劃進行一項客戶調查，以更好地瞭解客戶的需要。

## 客戶私隱和個人資料

會德豐地產非常重視與客戶的關係，並嚴格保護客戶私隱。為了確保高水平的資料保安，我們已訂立了私隱政策，指引我們個人資料的收集和使用。

所有的個人資料都會加密並傳送到一個特定伺服器當中，並以電子形式進行儲存，並有密碼加以保護。只有Club Wheelock的獲授權人士方可在「需要知道」及「需要使用」的情況下存取有關資料，他們都受過妥善處理個人資料的培訓，並有責任對有關資料保密。為了確保個人資料的安全，我們會堅守相關的私隱指引，並在公司上下嚴格執行私隱保護措施。



**Anecdotes from The Peak Exhibition**  
“Through the precious photos and artefacts, we were glad to discover the heritage and natural beauty of The Peak.”

**Anecdotes from The Peak 展覽**  
「透過這些珍貴的照片及展品，我們很慶幸能夠重新發現山頂的歷史文化及自然美景。」



# VERIFICATION STATEMENT BY HKQAA

## 香港品質保證局核實聲明

### SCOPE AND OBJECTIVE

Hong Kong Quality Assurance Agency ('HKQAA') was commissioned by Wheelock Properties Limited (hereinafter referred to as "Wheelock") to provide independent assurance of the Corporate Social Responsibility Report 2014 ('the Report') which was prepared in accordance with the Core option of the G4 Sustainability Reporting Guidelines and the Construction and Real Estate Sector Supplement issued by the Global Reporting Initiative (GRI). The Report states Wheelock's major activities and achievements on sustainable development from 1<sup>st</sup> January to 31<sup>st</sup> December 2014.

### ASSURANCE METHODOLOGY

The assurance process was undertaken with reference to the International Standard on Assurance Engagement 3000 ('ISAE 3000') – "Assurance Engagement Other Than Audits or Reviews of Historical Financial

Information". In addition, reliability of the selected sustainability information and data were verified following the process consisted of:

- Identification and classification of statements, figures, charts and data sets to be verified
- Verification of selected representative samples of data and information consolidated in the Report, reviewing relevant documentation, interviewing responsible personnel with accountability for preparing the Report
- Cross-checking the raw data and evidence of the selected samples that support the reporting content in order to reduce the risk of error or omission to an acceptably low level

### INDEPENDENCE

HKQAA was not involved in collecting and calculating the reporting data, or in the development of the Report. HKQAA's activities are independent from Wheelock.

## CONCLUSION

Base on the outcome of the verification process, HKQAA confirmed that the report was prepared based on the Core options of the GRI's G4 Sustainability Reporting Guidelines. The information presented in the Report provided a material and complete representation of the performance of Wheelock in the context of sustainable development. The verification team confirmed that the Report was prepared based on factual statements and that the data contained within the Report are accurate. It is a fair and honest representation of initiatives, targets, progress and performance on Wheelock's sustainable development achievements.

Signed on behalf of HKQAA



**Jorine Tam**

Assistant Director, Strategic Business

July 2015

## 範圍及目的

香港品質保證局已對會德豐地產有限公司（以下簡稱「會德豐地產」）企業社會責任報告2014（以下簡稱「報告」）的全部內容進行獨立驗證。此核實聲明的目的是對外保證此報告所記載的內容為完整及準確，並根據全球報告倡議組織（GRI）的第4代可持續發展報告指南（下稱G4）的核心選項和建築及房地產行業補充指南進行報告。該報告陳述會德豐地產在2014年1月1日至2014年12月31日於可持續發展方面的表現及成就。

## 方法

核實工作是依據國際鑑證業務準則ISAE 3000 – 除歷史財務信息審核或複核之外的鑑證業務原則而進行。此外，所選定的可持續發展資訊及數據的可靠性乃循以下程序核實：

- 識別報告陳述、數字、圖表及數據，並分類核實
- 選取報告內具有代表性的數據和資料進行查核、抽樣審閱相關之文件、與負責編製報告的代表面談
- 徹底審查所選樣本的根本數據及證據，將錯誤及遺漏的風險減低至可接受水平

## 獨立性

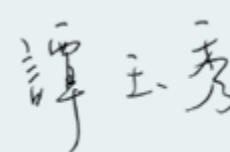
香港品質保證局不涉及收集和計算此報告的數據或參與編撰此報告。香港品質保證局的核實過程是獨立於會德豐地產。

## 結論

此報告的結構完整、平衡及一致地反映會德豐地產在可持續發展方面的企業社會責任表現。核實組確認報告是根據事實記錄而編寫，其陳述的資料準確無誤。此報告公平和如實地載述了會德豐地產各項與可持續發展成效有關的措施、目標、進度及表現。

基於是次的核實結果，香港品質保證局確定此報告依據全球報告倡議組織（GRI）的第4代可持續發展報告指南的核心選項進行報告。

香港品質保證局



**譚玉秀**

策略業務助理總監

2015年7月

# MEMBERSHIPS, AWARDS & PLEDGES

## 成員資格、獎項及承諾

### CORPORATE MEMBERSHIP 企業會員

**All-China Youth Federation**  
中華全國青年聯合會委員會

Member  
委員

**APEC**  
亞太經濟合作組織

Alternative Representative of Hong Kong, China  
中國香港替補代表

**Business Environment Council**  
商界環保協會

Member  
會員

**Central Policy Unit**  
中央政策組

Associate Member  
特邀顧問

**Centum Charitas Foundation**  
百仁基金

Vice Chairman  
副主席

**Commission on Poverty**  
扶貧委員會

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

General Committee Member  
理事會成員

**Environment and Conservation Fund  
(Hong Kong SAR Government)**  
環境及自然保育基金 (香港特別行政區政府)

Committee Member  
委員會成員

**Estate Agents Authority**  
地產代理監管局

Ordinary Member  
普通成員

**HK Institute of Certified Public Accountants**  
香港會計師公會

Member  
會員

**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

Vice Chairman of the Real Estate and  
Infrastructure Committee  
地產及基建委員會副主席

Member  
委員

**Hong Kong Green Building Council**  
香港綠色建築議會

Director  
董事

Co-opted Member  
增補委員

Vice Chairman, PEC  
綠建教育委員會副主席

**Hong Kong-Mainland International  
Investment Society**  
香港國際投資總會

Executive Vice President  
執行副主席

**The Chinese People's Political  
Consultative Conference**  
中國人民政治協商會議

Member  
委員

**The Community Chest of Hong Kong**  
香港公益金

Director  
董事

**The Real Estate Developers Association  
of Hong Kong**  
香港地產建設商會

Chairman – Executive Committee  
執行委員會主席

Director  
會董

Legal Sub – Committee Member  
法律委員會成員

Executive Committee Member  
執行委員會成員

**The Y Elites Association**  
香港菁英會

Honorary Chairman  
名譽主席

**U Green Building Council**  
美國綠建築協會

LEED Accredited Professional  
LEED 認證專業人員

**World Wide Fund for Nature (Hong Kong)**  
世界自然基金會香港分會

Chairman  
主席

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
Fourth Top Donor of the Year 年度最高籌款機構第四名	Wheelock and Company 會德豐	The Community Chest 公益金
President's Award 公益榮譽獎	Wheelock and Company 會德豐	The Community Chest 公益金
Top 100 Hong Kong Listed Companies – 34th 「港股100強評選」排名34	Wheelock and Company 會德豐	Tencent and Finet 騰訊網及財華社
China Property Value Ranking – “Top 20 Hong Kong Listed Property Developers” 中國房地產價值榜 – 「港資港股上市房企Top 20」	Wheelock and Company 會德豐	China Business News 第一財經日報
RICS Hong Kong Awards 2014 – Social Responsibility Award of the Year RICS 2014 香港年度大獎「社會責任大獎」	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 2014 – Hong Kong 2014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
5 Years Plus Caring Company Logo 5年Plus「商界展關懷」標誌	Harriman Property Management Limited 夏利文物業管理有限公司	The Hong Kong Council of Social Service 香港社會服務聯會
The HSBC Living Business Awards 2014 「滙豐營商新動力」獎勵計劃2014		
<ul style="list-style-type: none"> <li>Green Achievement Award 綠色成就獎</li> </ul>	Wharf T&T Square, World Tech Centre, Chelsea Court, The Babington, 60 Victoria Road, Bellagio, Grandtech Centre, Metro Loft, Crawford House, Wheelock House, Cable TV Tower, Wing On House 九倉電訊廣場、世達中心、賽詩閣、The Babington、域多利道60號、碧堤半島、偉達中心、都會坊、卡佛大廈、會德豐大廈、有線電視大樓、永安集團大廈	The Hong Kong and Shanghai Banking Corporation Limited, 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主辦，商界環保協會、香港社會服務聯會及香港人力資源學會
HKQAA Sustainable Building Index 樓宇可持續發展指數	Wheelock House, Crawford House, One Midtown, Metro Loft 會德豐大廈、卡佛大廈、One Midtown、都會坊	Hong Kong Quality Assurance Agency 香港品質保證局
Best of the Best 2014 – The Best Property Management HK Best of the Best 2014 – 最佳物業管理	Harriman Property Management Limited 夏利文物業管理有限公司	Squarefoot 揀宅
Excellence in Facility Management Awards 2014 – “Industrial Category” Certificate of Merit 卓越設施管理獎2014「工業樓宇類別」– 優異獎	Harriman Property Management Limited (World Tech Centre) 夏利文物業管理有限公司(世達中心)	Hong Kong Institute of Facility Management (HKIFM) 香港設施管理學會
Quality Property & Facility Management Award 2014 – Certificate of Merit (Industrial & Carpark Building Category) 優質物業設施管理大獎2014 – 優異獎(工業及停車場大廈管理組別)	Harriman Property Management Limited (World Tech Centre) 夏利文物業管理有限公司(世達中心)	The Hong Kong Institute of Surveyors and The Hong Kong Association of Property Management Companies 香港測量師學會及香港物業管理公司協會

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 2013-2014 2013-2014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"> <li>Outstanding Residential Property Management 優秀住宅物業管理獎</li> </ul>	Gough Hill Residence, The Babington	
<ul style="list-style-type: none"> <li>Outstanding Industrial/Commercial Property Management 優秀工商物業管理獎</li> </ul>	Wheelock House, One Island South 會德豐大廈、One Island South	
Kowloon East Fight Crime The Best Security Services Award 2013-2014 2013-2014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"> <li>Outstanding Partner Property 優秀伙伴物業</li> </ul>	Wharf T&T Square, World Tech Centre, Telford House 九倉電訊廣場、世達中心、德福大廈	
Kowloon West The Best Security Services Award 2013-2014 2013-2014年度西九龍最佳保安服務選舉		Regional Crime Prevention Office, Kowloon West of Hong Kong Police Force 香港警務處西九龍總區 防止罪案辦公室
<ul style="list-style-type: none"> <li>The Best Managed Property 優異管理物業</li> </ul>	Bailey Garden 碧麗花園	

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, Bellagio (Club House), Metro Loft, Cable TV Tower 九倉電訊廣場、碧堤半島(會所)、 都會坊、有線電視大樓	Environmental Protection Department 環境保護署
Hong Kong Awards for Environmental Excellence – “Class of Excellence” IAQwi\$e 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 Good” IAQwi\$e Label 香港環保卓越計劃 – 「良好級別」清新室內空氣標誌	Wing On House, Metro Loft 永安集團大廈、都會坊	Environmental Campaign Committee 環境保護運動委員會
Hong Kong Awards for Environmental Excellence – “Class of Excellence” Wastewi\$e Label 香港環保卓越計劃 – 「卓越級別」減廢標誌	Wharf T&T Square, Telford House, Wing On House, Grandtech Centre, Metro Loft, Bailey Garden, Bellagio, My Loft, Crawford House, Cable TV Tower 九倉電訊廣場、德福大廈、永安集團大廈、 偉達中心、都會坊、碧麗花園、碧堤半島、 萬能閣、卡佛大廈、有線電視大樓	Environmental Campaign Committee 環境保護運動委員會
Hong Kong Awards for Environmental Excellence – “Class of Good” Wastewi\$e Label 香港環保卓越計劃 – 「良好級別」減廢標誌	Chelsea Court, Wheelock House, One Island South 賽詩閣、會德豐大廈、One Island South	Environmental Campaign Committee 環境保護運動委員會

## Hygiene & Environmental Management 衛生及環境管理

Award 獎項	Corresponding Buildings 大廈	Organiser 主辦機構
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 Protection Department 環境保護署
Kwun Tong Business District Building Environmental Protection and Cleaning Competition 2013-2014 2013-2014年度觀塘商貿區大廈環保清潔比賽	<ul style="list-style-type: none"> <li>• Champion (Industrial Building Group) 「工廠大廈組別」冠軍</li> <li>• Certificate of Merit (Commercial Building Group) 「商業大廈組」優異獎</li> </ul>	Kwun Tong District Council and Kwun Tong District Office 觀塘區議會及觀塘民政事務處
Wood Recycling & Tree Conservation Scheme 「木材回收及樹木保育計劃」	Wharf T&T Square, Telford House, World Tech Centre, 60 Victoria Road, Chelsea Court, The Babington, Gough Hill Residence, Kadoorie Hill, Lexington Hill, Metro Loft, Bellagio, Bailey Garden, My Loft, Wheelcok House, Crawford House, One Island South, Cable TV Tower, One Midtown 九倉電訊廣場、德福大廈、世達中心、域多利道60號、賽詩閣、The Babington、Gough Hill Residence、Kadoorie Hill、Lexington Hill、都會坊、碧堤半島、碧麗花園、萬能閣、會德豐大廈、卡佛大廈、One Island South、有線電視大樓、One Midtown	Hong Kong Environmental Protection Association 香港環境保護協會
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, Chelsea Court, Gough Hill Residence, My Loft, Metro Loft, Crawford House, Wheelock House, Bellagio 九倉電訊廣場、賽詩閣、Gough Hill Residence、萬能閣、都會坊、卡佛大廈、會德豐大廈、碧堤半島	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	Wharf T&T Square, World Tech Centre, 60 Victoria Road, Kadoorie Hill, Bellagio, Grandtech Centre, Metro Loft, Bailey Garden, My Loft, Crawford House, Wheelock House, One Island South, Telford House, Wing On House, On Lee Building, China Insurance Group Building, Cheong Hing Building 九倉電訊廣場、世達中心、域多利道60號、Kadoorie Hill、碧堤半島、偉達中心、都會坊、碧麗花園、萬能閣、卡佛大廈、會德豐大廈、One Island South、德福大廈、永安集團大廈、安利大廈、中保集團大廈、昌興大廈	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 香港無冷氣夜	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	Green Sense 環保觸覺
Green Rider 山嶺綠騎	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	The Conservancy Association 長春社
Hike for Hospice 登山善行	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	Society for the Promotion of Hospice Care 善寧會
Biz-Green Dress Day • 「輕•型」上班日	Wheelock Properties (Hong Kong) Limited 會德豐地產(香港)有限公司	Hong Kong Green Building Council 香港綠色建築議會

# DATA TABLES

## 數據列表

### ENVIRONMENTAL PERFORMANCE 環保表現

Indicator 指標	Unit 單位	2014 <sup>1</sup>	2013 <sup>2</sup>	2012 <sup>3</sup>
<b>Energy and Emissions 能源及排放</b>				
<b>Energy - Headquarter 能源 - 總部</b>				
Electricity purchased 購買電力	MWh 兆瓦時	158	133	112
Electricity purchased 購買電力	GJ 千兆焦耳	44	37	31
<b>Energy - Construction Sites 能源 - 建造工地</b>				
Diesel for generator 發電機組所用柴油	Litres 公升	2,007,948 <sup>1</sup>	2,318,811 <sup>2</sup>	1,233,223 <sup>3</sup>
Diesel for site mobile machinery 工地移動機械所用柴油	Litres 公升	2,548,744 <sup>1</sup>	-*	-*
Total diesel 柴油總量	Litres 公升	2,007,948 <sup>1</sup>	2,318,811 <sup>2</sup>	1,233,233 <sup>3</sup>
Total diesel <sup>4</sup> 柴油總量 <sup>4</sup>	GJ 千兆焦耳	180,445 <sup>1</sup>	91,825 <sup>2</sup>	48,836 <sup>3</sup>
Refrigerant loss 制冷劑損耗	kg 千克	-*	-*	-*
Electricity purchased 購買電力	MWh 兆瓦時	3,279 <sup>1</sup>	1,241 <sup>2</sup>	293 <sup>3</sup>
Electricity purchased 購買電力	GJ 千兆焦耳	911 <sup>1</sup>	345 <sup>2</sup>	81 <sup>3</sup>
<b>Carbon Emission 碳排放</b>				
Scope 1 : Total GHG emissions 範圍 1 : 溫室氣體排放總量	CO <sub>2</sub> e tonnes 當量二氧化碳公噸	0	0	0
Scope 2 : Total GHG emissions <sup>5</sup> 範圍 2 : 溫室氣體排放總量 <sup>5</sup>	CO <sub>2</sub> e tonnes 當量二氧化碳公噸	2,292	1,008	330
Scope 3 : Total GHG emissions 範圍 3 : 溫室氣體排放總量	CO <sub>2</sub> e tonnes 當量二氧化碳公噸	13,342	8,212	11,825
Scope 1 & 2 : Total GHG emissions 範圍 1 & 2 : 溫室氣體排放總量	CO <sub>2</sub> e tonnes 當量二氧化碳公噸	2,292	1,008	330
Scope 1, 2 & 3 : Total GHG emissions 範圍 1, 2 & 3 : 溫室氣體排放總量	CO <sub>2</sub> e tonnes 當量二氧化碳公噸	15,634	9,220	8,927
Scope 1, 2 & 3 : Total GHG in tonnes 範圍 1, 2 & 3 : 溫室氣體公噸	kg CO <sub>2</sub> e/m <sup>2</sup> 千克二氧化碳當量/平方米	19	17	50

<sup>1</sup> Scope includes 3 head offices and 14 construction sites in Hong Kong. As The Austin and Grand Austin are joint venture projects with New World Development, our environmental data disclosed regarding the two sites are reflective of a 50% share. Tenanted buildings are excluded in this table due to the redefining of our CSR report. Tenanted buildings are managed by Wheelock and Company and do not fall under the scope of Wheelock Properties' report this year. Data from construction sites are collected from main contractors.

範圍包括香港的3個總辦事處及14個建築工地。The Austin及Grand Austin這兩建築工地為與新世界發展的合資項目。我們於本報告所披露的環境數據因而顯示50%的比重。鑑於我們對企業社會責任報告進行了重整，本表排除了有租戶的物業。有租戶的物業由會德豐所管理，並不於本年會德豐地產報告的範圍之列。建築工地的數據收集自總承辦商。

<sup>2</sup> Scope includes 4 head offices and 7 construction sites in Hong Kong. As construction site The Austin and Grand Austin (counted as 1 in 2013) are joint venture projects with New World Development, our environmental data disclosed regarding the site is reflective of a 50% share. Data from construction sites are collected from main contractors.

範圍包括香港的4個總辦事處及7個建築工地。由於The Austin及Grand Austin (2013年計作一個項目)的建築工地為與新世界發展的合資項目。我們於本報告所披露的環境數據因而顯示50%的比重。建築工地的數據收集自總承辦商。

<sup>3</sup> Scope includes 4 head offices and 3 construction sites in Hong Kong. Data from construction sites are collected from main contractors.

範圍包括香港的4個總辦事處及3個建築工地。建築工地的數據收集自總承辦商。

<sup>4</sup> Note that diesel was grouped together and the conversion factor of 39.6 was used, ie. Diesel for generator and mobile machinery and stationary machinery were not separated, though the kWhs were. 請注意柴油乃結合計算，所使用的轉換率為39.6。換言之，發電機及移動設備和固定設備的柴油並無分開處理，但千瓦小時則有。  
[http://w.astro.berkeley.edu/~wright/fuel\\_energy.html](http://w.astro.berkeley.edu/~wright/fuel_energy.html)

<sup>5</sup> Indirect CO<sub>2</sub>e emissions specifically refer electricity purchased from HKE and CLP. In calculating our Scope 2 carbon emissions data, we adopted the conversion factors of 0.84 for HKE and 0.54 for CLP respectively. 間接的二氧化碳等同物排放是指購自香港電燈及中華電力的電力。在計算範圍2的碳排放數據時，香港電燈及中華電力所採用的轉換率分別是0.84和0.54。

\* "-" Data is not available at that time.

"-"沒有相關數據資料。

## ENVIRONMENTAL PERFORMANCE 環保表現 (continued 續)

Indicator 指標	Unit 單位	2014 <sup>1</sup>	2013 <sup>2</sup>	2012 <sup>3</sup>
<b>Water 用水</b>				
<b>Headquarter 總部</b>				
Water purchased 購買用水	m <sup>3</sup> 立方米	1,683	1,706	1,103
<b>Construction Sites 建造工地</b>				
Water purchased 購買用水	m <sup>3</sup> 立方米	251,270 <sup>1</sup>	161,977 <sup>2</sup>	44,122 <sup>3</sup>
<b>Waste 廢物</b>				
<b>Headquarter 總部</b>				
Waste to landfill 運往堆填區的廢物	Tonnes 公噸	16.4	15.8	10.1
Total recycled 回收總量	Tonnes 公噸	2.6	8.3	1.9
Paper recycled 紙品回收	Tonnes 公噸	2.62	8.17	1.82
Plastic recycled 塑料回收	Tonnes 公噸	0.01	0.06	0.06
Aluminium recycled 鋁金屬回收	Tonnes 公噸	0.01	0.03	0.03
Total recycled percentage of total waste 廢物回收整體比率	%	13.9	33.9	11.4
<b>Construction Sites 建造工地</b>				
Waste to landfill 運往堆填區的廢物	Tonnes 公噸	11,690 <sup>1</sup>	6,778 <sup>2</sup>	54 <sup>3</sup>
Total recycled 回收總量	Tonnes 公噸	10,633.8 <sup>1</sup>	3,417.9 <sup>2</sup>	12.5 <sup>3</sup>
Paper recycled 紙品回收	Tonnes 公噸	6.70 <sup>1</sup>	2.91 <sup>2</sup>	0.49 <sup>3</sup>
Steel recycled 鋼金屬回收	Tonnes 公噸	7,464 <sup>1</sup>	2,205 <sup>2</sup>	12 <sup>3</sup>
Concrete recycled 混凝土回收	Tonnes 公噸	2,165 <sup>1</sup>	877 <sup>2</sup>	0 <sup>3</sup>
Wood recycled 木材回收	Tonnes 公噸	998 <sup>1</sup>	333 <sup>2</sup>	0 <sup>3</sup>
Total recycled percentage of total waste 廢物回收整體比率	%	47.6 <sup>1</sup>	33.5 <sup>2</sup>	20.0 <sup>3</sup>



#### G4-EN1 Construction Materials Used 使用的建築材料<sup>6</sup>

Materials 建築材料		Unit 單位	Total 總計
Aluminium	鋁金屬	Tonnes 公噸	130
Bricks	磚	Tonnes 公噸	12,579
Cement	水泥	Tonnes 公噸	4,081
Cement mortar	水泥砂漿	Tonnes 公噸	400
Concrete	混凝土	m <sup>3</sup> 立方米	288,877
Discs	圓盤	Tonnes 公噸	0
Glass	玻璃	Tonnes 公噸	81
Joist steel	工字鋼	Tonnes 公噸	201
Reinforcing steel bars	高強度鋼材	Tonnes 公噸	47,164
Sand	沙	Tonnes 公噸	1,313
Stones	石頭	Tonnes 公噸	63,282
Timber	木材	Tonnes 公噸	1,694

## HUMAN RESOURCES DATA 人力資源數據

#### G4-10, G4-LA1 Employee Statistics 員工統計資料

		Male 男性	Female 女性
<b>Total employees 員工總數：192</b>		<b>102</b>	<b>90</b>
<b>Employment Contract 僱傭合約</b>			
Permanent	永久	100	90
Fixed-term	固定年期	2	0
Temporary	臨時	0	0
<b>Employment Type 職位類型</b>			
Full-time	全職	102	90
Part-time	兼職	0	0
<b>Total Workforce 全部員工</b>			
Directly employed workers	直接聘用的員工	100	88
Workers seconded from the Group	從集團供調的員工	2	2
Outsourced/sub-contracted workers <sup>7</sup>	外判 / 分判員工 <sup>7</sup>	43,768	4,535
<b>Total 總計</b>		<b>43,870</b>	<b>4,625</b>

#### G4-LA1 New Hires and Employee Turnover 新進員工和離職員工比較 (full time staff 全職員工)

		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	4	11	28	20	2	0	65
Employee turnover	離職員工	1	2	2	6	0	0	11

<sup>6</sup> Data collected from 14 construction sites in Hong Kong and from main contractors. As The Austin and Grand Austin are joint venture projects with New World Development, our environmental data disclosed regarding the two sites are reflective of a 50% share.  
數據收集自香港的14個建築工地及總承包商。由於The Austin及Grand Austin這兩建築工地為與新世界發展的合資項目，我們於本報告所披露的環境數據因而顯示50%的比重。

<sup>7</sup> Data collected from main contractors working on our 14 construction sites in 2014.  
數據收集自香港的14個建築工地及總承包商。

## 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<sup>8</sup>

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	2	0	2	10.42
Site staff 工地職工	37	2	39	0.81
<b>Total 總計</b>	<b>39</b>	<b>2</b>	<b>41</b>	<b>0.85</b>

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
<b>Office 辦公室員工</b>			
Laceration & cut 裂傷及切傷	100%	0%	100%
<b>Construction Site 工地職工</b>			
Injured whilst lifting or carrying 提舉或搬運物件時受傷	17.9%	0%	17.9%
Slip, trip or fall on same level 滑倒、絆倒或在同一高度跌倒	20.5%	5.1%	25.6%
Fall of person from height 從高處墜落	12.8%	0%	12.8%
Striking against fixed or stationary object 與固定或不動的物件碰撞	15.4%	0%	15.4%
Striking against or struck by moving object 被移動物件或與移動的物件碰撞	12.8%	0%	12.8%
Contact with moving machinery or object being machined 被移動機械或機器所傷	5.1%	0%	5.1%
Trapped in between objects 受困於物件之內或物件之間	2.6%	0%	2.6%
Injured by hand tool 由手握工具所傷	2.6%	0%	2.6%
Other injuries 其他	5.1%	0%	5.1%

Days Lost to Injury or Illness 因工傷或疾病引致的損失日數<sup>9</sup>

	Male 男性	Female 女性	Total 總計	Lost days rate 損失日數比率
<b>Office 辦公室員工</b>				
Days lost 損失日數	0	0	0	0.000000
Days absent 缺勤日數	191	327.5	518.5	0.012087
<b>Total 總計</b>	<b>191</b>	<b>327.5</b>	<b>518.5</b>	<b>0.006044</b>
<b>Construction Site 工地職工<sup>10</sup></b>				
Days lost 損失日數	7,018	177	7,195	0.000042
Days absent 缺勤日數	0	0	0	0.000000
<b>Total 總計</b>	<b>7,018</b>	<b>177</b>	<b>7,195</b>	<b>0.000021</b>

G4-LA9 Average hours of training per year per employee by gender, and by employee category  
以性別及以員工類別劃分每年每名員工的平均培訓時數

## Average hours of training by gender 以性別劃分全職員工的平均培訓時數

Gender 性別	Unit 單位	Hours 小時
Men 男性	hours per employee 每位員工時數	4.78
Women 女性	hours per employee 每位員工時數	6.65

<sup>8</sup> All staff data reported are based in Hong Kong. Office staff refer to full time staff employed by Wheelock Properties. Site staff data collected from main contractors working on our 14 construction sites in 2014. There were no work-related fatalities in 2014.  
所有的員工數據乃以香港作為基地。辦公室員工乃指會德豐地產所聘用的全職員工。工地員工數據收集自2014年於我們14個建築工地的總承包商。2014年並無致命的工作相關意外。

<sup>9</sup> Days lost as a proportion of days worked by all employees.  
損失工作日佔所有員工工作日的比例。

<sup>10</sup> Data collected from main contractors from 14 construction sites in Hong Kong.  
工地數據收集自2014年於我們14個建築工地的總承包商。

Average hours of training by employee category 以員工類別劃分全職員工的平均培訓時數

Employee category 員工類別	Unit 單位	Hours 小時
Management (director, general manager, assistant general manager and department head)	管理層 (董事、總經理、助理總經理及部門主管)	hours per employee 每位員工時數 20.74 <sup>11</sup>
Executive or above (non-departmental head)	行政人員或以上 (非部門主管)	hours per employee 每位員工時數 9.58
Officer	主任	hours per employee 每位員工時數 5.61
Clerical/Secretary	文職 / 秘書	hours per employee 每位員工時數 2.89
Construction site workers	工地職工	hours per employee 每位員工時數 0.74

G4-LA11 Percentage of employees receiving regular performance and career development reviews, by gender and by employee category

以性別及以員工類別劃分接受定期表現及事業發展檢討的員工百分比

Performance reviews by gender 以性別劃分接受表現檢討的全職員工

Gender 性別	Number of staff receiving regular performance reviews 接受定期表現檢討的員工數目	Percentage 百分比
Men 男性	102	100%
Women 女性	90	100%

Performance reviews by category 以員工類別劃分接受表現檢討的全職員工

Employee category 員工類別	Number of staff receiving regular performance reviews 接受定期表現檢討的員工數目	Percentage 百分比
Management (director, general manager, assistant general manager and department head)	18	100%
Executive or above (non-departmental head)	40	100%
Officer	72	100%
Clerical/Secretary	32	100%
Construction site workers	30	100%

G4-LA12 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity

根據性別、年齡組別、少數群體成員及其他多元化指標所顯示的管治委員會組成及每種員工類別的員工細分

Employees 員工		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	Male 男性	Female 女性
Management (director, general manager, assistant general manager and department head)	管理層 (董事、總經理、助理總經理及部門主管)	0	0	6	2	9	1	15	3
Executive or above (non-departmental head)	行政人員或以上 (非部門主管)	0	1	13	24	2	0	15	25
Officer	主任	3	11	34	24	0	0	37	35
Clerical/Secretary	文職 / 秘書	4	8	0	17	1	2	5	27
Construction site workers	工地職工	0	0	22	0	8	0	30	0
Minority Group	少數族群	0	0	0	0	0	0	0	0
Other indicator for diversity	其他多元化指標所顯	0	0	0	0	0	0	0	0
<b>Total 總計 :</b>								<b>102</b>	<b>90</b>

<sup>11</sup> Excluding meeting workshops. 不包括會議工作坊。



# 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	
<b>Category: Economic 類別：經濟</b>			
Market Presence	市場形象	✓	✓
Procurement Practices	採購實務	✓	✓
<b>Category: Environmental 類別：環境</b>			
Materials	物料使用	✓	✓
Energy	能源使用	✓	✓
Emissions	排放	✓	✓
Effluents and Waste	廢污水和廢棄物	✓	✓
Supplier Environmental Assessment	供應商環境評估	✓	✓
Environmental Grievance Mechanisms	環境問題申訴機制	✓	✓
<b>Category: Social 類別：社會</b>			
<b>Sub-Category: Labour practices and decent work 子類別：勞工實務與尊嚴勞動</b>			
Employment	僱傭	✓	
Labour/Management Relations	勞資關係	✓	
Occupational Health and Safety	職業健康與安全	✓	✓
Training and Education	訓練與教育	✓	✓
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	✓	✓
<b>Sub-Category: Human Rights 子類別：人權</b>			
Non-discrimination	不歧視	✓	
Child Labour (linked to Supplier labour practices)	童工 (有關供應商勞工實務)		✓
Forced and Compulsory Labour (linked to Supplier labour practices)	強迫與強制勞動 (有關供應商勞工實務)		✓
Security Practices (linked to Supplier labour practices)	保安實務 (有關供應商勞工實務)		✓
<b>Sub-Category: Society 子類別：社會</b>			
Local Communities	當地社區	✓	✓
Compliance	法規遵循	✓	
Grievance Mechanisms for Impacts on Society	社會衝擊問題申訴	✓	✓
<b>Sub-Category: Product Responsibility 子類別：產品責任</b>			
Products and Service Labelling	產品及服務標示	✓	
Compliance	法規遵循	✓	

# 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 相關章節	Remarks 評述
<b>Profile Disclosures 資料披露</b>				
<b>Strategy and Analysis 策略及分析</b>				
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	-
<b>Organisational Profile 機構概況</b>				
G4-3	Name of the organisation 機構名稱	4-5	About this Report 報告簡介	-
G4-4	Primary brands, products, and services 主要品牌、產品與服務	6-9	Corporate Overview 企業概覽	-
G4-5	Headquarters location 機構總部所在位置	6-9	Corporate Overview 企業概覽	Hong Kong 香港
G4-6	Countries of operation 機構營運所在的國家	4-5	About this Report 報告簡介	Hong Kong 香港
G4-7	Nature of ownership and legal form 擁有權的性質與法律形式	6-9	Corporate Overview 企業概覽	Wheelock Properties Limited is a wholly-owned subsidiary of Wheelock and Company Limited (SEHK:0020) 會德豐地產有限公司為會德豐有限公司 (SEHK:0020) 的全資附屬公司
G4-8	Markets served 機構所提供服務的市場	6-9	Corporate Overview 企業概覽	-
G4-9	Scale of the organisation 機構規模	6-9, 36-45, 77-81	Corporate Overview, Our Workforce, Data Tables 企業概覽、我們的員工團隊、數據列表	192 employees in total. Our operations, product information and contracted sales are detailed in the Corporate Overview section of this report 員工總計192人。我們的營運、產品資料及物業銷售總額的詳情可見於本報告的企業概覽
G4-10	Employee statistics 員工統計資料	77-81	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	-	-	No formal collective bargaining agreements in place. Mechanisms are established to deal with grievances presented by employees. 現時並無集體談判協議。已有既定機制處理員工的申訴。
G4-12	Description of supply chain 描述機構的供應鏈	60-69	Enhancing Value along Our Value Chain 透過供應鏈提升價值	-
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	36-45, 60-69	Our Workforce, Enhancing Value along Our Value Chain 我們的員工團隊、透過供應鏈提升價值	-
G4-15	External charters, principles, or other initiatives 由外部所制定的規章、原則或其他倡議	72-76	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	72-76	Memberships, Awards & Pledges 成員資格、獎項及承諾	-
<b>Identified Material Aspects and Boundaries 識別重要議題與邊界</b>				
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	6-9	Corporate Overview 報告簡介	-

GRI Aspect & Indicator 全球報告倡議組織議題及指標		Page 頁數	Section Reference 相關章節	Remarks 評述
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, 10-19	About this Report, Our Corporate Social Responsibility Approach 報告簡介、我們的企業社會責任	-
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	10-19	Our Corporate Social Responsibility Approach 我們的企業社會責任	-
G4-20	Aspect boundary within the organisation for each material aspect 機構內部在議題上的邊界	14-16, 82	Our Corporate Social Responsibility Approach – Stakeholder Engagement, Aspect Boundary 我們的企業社會責任 – 持份者參與、議題邊界	-
G4-21	Aspect boundary outside the organisation for each material aspect 機構外部在議題上的邊界	14-16, 82	Our Corporate Social Responsibility Approach – Stakeholder Engagement, Aspect Boundary 我們的企業社會責任 – 持份者參與、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	-	-	We redefined our report this year to better reflect our core business and operations. Therefore, information related to tenanted buildings will not be reported this year as this category falls under the management of Harriman Property Management Limited, a wholly owned subsidiary of Wheelock and Company Limited. As The Austin and Grand Austin are joint venture projects with New World Development, environmental data disclosed regarding the two projects reflect a 50% share. Energy and water consumption data as well as carbon emissions data (Data tables p.77) from 2013 are recalculated to omit tenanted buildings and factor in the 50% share. 本年我們對報告作出重整，以更準確反映核心業務及營運。因此，本年並不會報告有租戶的物業，原因是此類別屬於夏利文物業管理有限公司的範疇，彼乃會德豐有限公司的全資附屬公司。由於The Austin及Grand Austin為與新世界發展的合資項目，有關這兩個項目所披露的環境數據因而顯示50%的比重。由2013年起能源和水消耗數據以及碳排放數據（第77頁的數據列表）會重新計算以剔除有租客的物業和計算50%的比率。
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	30-34	Building a Better Environment – Environmental Performance 構建更美好的環境 – 環保表現	See remark for G4-22 above. No significant changes in aspect boundaries. Tenanted buildings do not fall into the reporting scope of this CSR report. 請參看以上G4-22的附註。議題邊界並無顯著改變。有租客的物業並不在本企業社會責任報告的範圍之內。
<b>Stakeholder Engagement 持份者參與</b>				
G4-24	Stakeholder groups engaged 已參與交流的持份者	14-16	Our Corporate Responsibility Approach – Stakeholder Engagement 我們的企業社會責任 – 持份者參與	-
G4-25	Identification and selection of stakeholder groups 識別及選擇持份者的方法	14-16	Our Corporate Responsibility Approach – Stakeholder Engagement 我們的企業社會責任 – 持份者參與	-



GRI Aspect & Indicator 全球報告倡議組織議題及指標		Page 頁數	Section Reference 相關章節	Remarks 評述
G4-26	Approach to stakeholder engagement 與持份者溝通的方式	14-16	Our Corporate Responsibility Approach – Stakeholder Engagement 我們的企業社會責任 – 持份者參與	–
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	14-16	Our Corporate Responsibility Approach – Stakeholder Engagement 我們的企業社會責任 – 持份者參與	–
<b>Report Profile 報告概況</b>				
G4-28	Reporting period 報告期間	4-5	About this Report 報告簡介	–
G4-29	Date of most recent previous report 上一次報告的日期	4-5	About this Report 報告簡介	Wheelock Properties Corporate Social Responsibility Report 2013, published in August 2014 會德豐地產企業社會責任報告2013於2014年8月出版
G4-30	Reporting cycle 報告週期	4-5	About this Report 報告簡介	Annually 每年
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	4-5	About this Report 報告簡介	–
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	4-5, 83-88	About this Report, GRI Index 報告簡介、全球報告倡議組織內容索引	Core 核心
G4-33	External assurance 機構為報告尋求外部認證	4-5, 70-71	About this Report, Verification Statement 報告簡介、核實聲明	–
<b>Governance 管治</b>				
G4-34	Governance structure 機構的管治結構	10-13	Our Corporate Social Responsibility Approach – Corporate Governance, CSR Management Structure 我們的企業社會責任 – 企業管治、企業社會責任的管理架構	–
<b>Ethics and Integrity 倫理與誠信</b>				
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	4-5, 10-19, 36-45	About this Report, Our Corporate Social Responsibility Approach, Our Workforce 報告簡介、我們的企業社會責任、我們的員工團隊	All employees are given a copy of our Code of Conduct to accept and sign during their induction when they join us. Our managers send regular reminders to vendors and business partners annually, refraining from gifts or offerings to our employees. 所有員工於入職培訓時都會獲發一份紀律守則的副本。我們的經理會每年定期向供應商及業務夥伴寄發提示，提醒其不應向我們的員工餽贈禮物或提供好處。
<b>Specific Standard Disclosures 特定標準揭露</b>				
<b>Economic 經濟</b>				
<b>Material Aspect: Market Presence 議題：市場形象</b>				
G4-DMA	Disclosure of management approach 管理方針揭露	6-9, 10-19, 36-45	Corporate Overview, Our Corporate Social Responsibility Approach, Our Workforce 企業概覽、我們的企業社會責任、我們的員工團隊	–

GRI Aspect & Indicator 全球報告倡議組織議題及指標		Page 頁數	Section Reference 相關章節	Remarks 評述
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	4-5, 6-9, 36-45	About this Report, Corporate Overview, Our Workforce, Wheelock and Company 2014 Annual Report – Report of the Directors (p.36-39) 報告簡介、企業概覽、我們的員工團隊、會德豐有限公司二〇一四年年報 – 董事會報告書 (p.36-39)	We operate our business in Hong Kong. 100% of our senior management are hired locally in Hong Kong. 我們於香港營運業務。我們的所有高級管理層 (100%) 皆為本地招聘。
<b>Material Aspect: Procurement Practices 議題：採購實務</b>				
G4-DMA	Disclosure of management approach 管理方針揭露	60-69	Enhancing Value along Our Value Chain 透過供應鏈提升價值	-
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	4-5, 6-9, 60-69	About this Report, Corporate Overview, Enhancing Value along Our Value Chain 報告簡介、企業概覽、透過供應鏈提升價值	98.4% of our spending went to local suppliers in Hong Kong where we operate our business. 我們於香港營運業務。我們98.4%的開支均用於本港的供應商。
<b>Environmental 環境</b>				
G4-DMA	Disclosure of management approach 管理方針揭露	10-19, 20-35	Our Corporate Social Responsibility Approach, Building a Better Environment 我們的企業社會責任、構建更美好的環境	-
<b>Material Aspect: Materials 議題：物料使用</b>				
G4-EN1	Materials used by weight or volume 所用物料的重量或體積	77-81	Data Tables 數據列表	-
<b>Material Aspect: Energy 議題：能源使用</b>				
G4-EN3	Energy consumption 機構的能源消耗量	77-81	Data Tables 數據列表	-
G4-EN4	Energy consumption outside the organization 機構外部的能源消耗量	77-81	Data Tables 數據列表	-
G4-EN5	Energy intensity 機構的能源強度	20-35	Building a Better Environment 構建更美好的環境	-
<b>Material Aspect: Water 議題：水資源使用 (Additional disclosure 額外揭露)</b>				
G4-EN8	Total water withdrawal by source 依來源劃分的總取水量	77-81	Data Tables 數據列表	-
<b>Material Aspect: Emissions 議題：排放</b>				
G4-EN15	Direct GHG emissions (scope 1) 直接溫室氣體排放 (範疇1)	77-81	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)	77-81	Data Tables 數據列表	-
G4-EN17	Other indirect GHG emissions (scope 3) 其他能源間接溫室氣體排放量 (範疇3)	77-81	Data Tables 數據列表	-
<b>Material Aspect: Effluents and Waste 議題：廢污水和廢棄物</b>				
G4-EN23	Total weight of waste by type and disposal method 按類別及處置方法劃分的廢棄物總重量	77-81	Data Tables 數據列表	-
<b>Material Aspect: Supplier Environmental Assessment 議題：供應商環境評估</b>				
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	36-45, 60-69	Our Workforce, Enhancing Value along Our Value Chain 我們的員工團隊、透過供應鏈提升價值	100% of our suppliers were screened during our tendering process which involves criteria set on environmental/BEAM Plus guidelines. 在招標過程中，我們的所有供應商 (100%) 都經過篩選，當中包括環境/香港綠色建築議會「BEAM Plus」評估指引所列的準則。

GRI Aspect & Indicator 全球報告倡議組織議題及指標		Page 頁數	Section Reference 相關章節	Remarks 評述
<b>Social – Labour practices and decent work 社會 – 勞工實務與尊嚴勞動</b>				
G4-DMA	Disclosure of management approach 管理方針揭露	10-19, 36-45, 60-69	Our Corporate Social Responsibility Approach, Our Workforce, Enhancing Value along Our Value Chain 我們的企業社會責任、我們的員工團隊、透過供應鏈提升價值	-
<b>Material Aspect: Employment 議題：僱傭</b>				
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	77-81	Data Tables 數據列表	-
<b>Material Aspect: Occupational Health and Safety 議題：職業健康與安全</b>				
G4-LA6	Type and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities 按地區和性別劃分的工傷類別、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	36-45, 77-81	Our Workforce, Data Tables 我們的員工團隊、數據列表	-
<b>Material Aspect: Training and Education 議題：培訓與教育</b>				
G4-LA9	Average hours of training per year per employee by gender and by employee category 按性別和員工類別劃分，每名員工每年接受訓練的平均時數	36-45, 77-81	Our Workforce, Data Tables 我們的員工團隊、數據列表	Average hours of training per year per employee is stipulated on p.41 of this report. All relevant data are indicated in the data tables on p.80-81. 每名員工每年接受培訓的平均時數列於本報告的第41頁。所有相關數據於第80-81頁的數據列表中顯示。
G4-LA11	Percentage of employees receiving regular performance and career development review, by gender and by employee category 按性別和員工類別劃分，接受定期績效及職涯發展檢視的員工比例	36-45, 77-81	Our Workforce, Data Tables 我們的員工團隊、數據列表	-
<b>Material Aspect: Diversity and Equal Opportunity 議題：員工多元化與平等機會</b>				
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	77-81	Data Tables 數據列表	-
<b>Material Aspect: Supplier Assessment for Labour Practices 議題：供應商勞工實務評估</b>				
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	36-45, 60-69	Our Workforce, Enhancing Value along Our Value Chain 我們的員工團隊、透過供應鏈提升價值	100% of our suppliers were screened during our tendering process which involves criteria set on labour practices, health and safety and human rights. 在招標過程中，我們的所有供應商（100%）都經過篩選，當中包括勞工實務、健康和安全以及人權的準則。
<b>Human Rights 人權 (Additional disclosure 額外揭露)</b>				
<b>Material Aspect: Non-discrimination 議題：不歧視 (Additional disclosure 額外揭露)</b>				
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



GRI Aspect & Indicator 全球報告倡議組織議題及指標	Page 頁數	Section Reference 相關章節	Remarks 評述
<b>Material Aspect: Child Labour 議題：童工</b> (Additional disclosure linked to Supplier labour practices 有關供應商勞工實務的額外揭露)			
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
<b>Material Aspect: Forced and Compulsory Labour 議題：強迫及強制勞動</b> (Additional disclosure linked to Supplier labour practices 有關供應商勞工實務的額外揭露)			
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
<b>Social 社會</b>			
G4-DMA Disclosure of management approach 管理方針揭露	10-19, 46-59	Our Corporate Social Responsibility Approach, Supporting Our Communities 我們的企業社會責任、支持社區發展	-
<b>Material Aspect: Local Communities 議題：當地社區</b>			
G4-SO1 Percentage of operations with implemented local community engagement, impact assessments and development programs 營運據點中，已執行當地社區參與、影響評估和發展計畫的據點之百分比	10-19, 46-59	Our Corporate Social Responsibility Approach, Supporting Our Communities 我們的企業社會責任、支持社區發展	Community engagement aligns with our material issues, therefore we disclosed information on our community investment and development initiatives such as Project WeCan and stakeholder engagement plans. To date, we have not conducted impact assessments of our community investment initiatives. 社區參與配合了我們的重要議題，因此我們會披露「學校起動」計劃等社區投資和發展計劃以及持份者參與計劃的資料。迄今我們尚未對社區投資計劃進行影響評估。
<b>Product Responsibility 產品責任</b>			
<b>Material Aspect: Product and Service Labelling 議題：產品及服務標示</b>			
G4-DMA Disclosure of management approach 管理方針揭露	10-19, 20-35	Our Corporate Social Responsibility Approach, Building a Better Environment 我們的企業社會責任、構建更美好的環境	-
CRE8 (Sector Disclosure 行業揭露) Type and number of sustainability certification, rating and labelling schemes for new construction, management, occupation and redevelopment 按新建設、管理、職業及重建項目的類別和可持續性認證、評級和標籤計劃的數量	20-35	Building a Better Environment 構建更美好的環境	2 of our assets received green building certifications this year, they are provisional BEAM plus Gold and Bronze respectively. 1 of our assets received certificate of excellence by the Royal Institution of Chartered Surveyors. 64% of our assets received green certifications / ratings. 本年我們的兩個項目獲得綠色建築認證，分別為綠建環評新建建築暫定金級及銅級認證。我們其中一項物業獲得英國皇家特許測量師學會的卓越證書。物業中64%獲得綠色認證/評級。
G4-PR5 Results of surveys measuring customer satisfaction 客戶滿意度調查的結果	20-35, 60-69	Building a Better Environment, Enhancing Value along Our Value Chain 構建更美好的環境、透過供應鏈提升價值	Club Wheelock conducted customer satisfaction survey in 2013. Last year's results received 95% 'Excellent' or above. Club Wheelock has planned to carry out customer survey in 2015, the results will be disclosed in next year's CSR report. Club Wheelock於2013年進行了客戶滿意度調查。去年95%的結果為「極佳」或以上。Club Wheelock計劃於2015年再次進行相關調查，結果將於下年的企業社會責任報告中披露。



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