



企業社會責任報告 CORPORATE SOCIAL RESPONSIBILITY REPORT

1. 本公司

泰昇集團控股有限公司已於一九九一年在香港聯合交易所有限公司上市。泰昇集團控股有限公司及其附屬公司(「本集團」)在香港、澳門、上海、天津及瀋陽營運，並擁有約1,300名僱員。本集團在香港主要從事地基建打樁及在中國從事物業發展、物業投資及管理。

2. 責任理念

本集團在考慮利益相關者的需要、營運對環境的影響及僱員的工作發展下，致力全面履行企業社會責任。企業社會責任理念已融入集團的業務目標。本集團認為其僱員為最寶貴的資源，並將努力為僱員創造安全、和諧的工作環境和發展機會。

3. 範圍及方法論

這是本集團的第二份企業社會責任報告，而報告乃遵照香港聯合交易所有限公司證券上市規則(「上市規則」)附錄二十七環境、社會及管治報告指引所載的規定而編製。遵照上市規則附錄十四編製的企業管治報告載列於本年報「企業管治報告」一節。

本集團已審視同行業的工作並作出了重要性評估，並已識別與其營運相關的關鍵績效指標(「關鍵績效指標」)。關鍵績效指標是根據公司策略及可持續發展的最佳實踐方針之重要性而進行排序。

1. THE COMPANY

Tysan Holdings Limited has been listed on The Stock Exchange of Hong Kong Limited since 1991. Tysan Holdings Limited and its subsidiaries (the "Group") operate in Hong Kong, Macau, Shanghai, Tianjin and Shenyang and have about 1,300 employees. The Group is principally engaged in foundation piling in Hong Kong as well as property development, property investment and management in the PRC.

2. PHILOSOPHY OF RESPONSIBILITY

The Group is committed to fulfilling its corporate social responsibility through taking into account the needs of its stakeholders, the impact of its operations on the environment and development opportunities for its employees. The Group has incorporated the concept of corporate social responsibility into its business objectives. It considers its employees are the most valuable resources and will strive to create a safe and harmonious working environment and opportunities for development for its employees.

3. SCOPE AND METHODOLOGY

This is the second corporate social responsibility report of the Group and the report has been prepared in compliance with the requirements set out in the Environmental, Social and Governance Guide, Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited ("Listing Rules"). The corporate governance report prepared in compliance with Appendix 14 of the Listing Rules has been set out in the section headed "Corporate Governance Report" in this Annual Report.

The Group has reviewed industry peers' work and conducted a materiality assessment to identify Key Performance Indices ("KPIs") which are relevant to its operations. KPIs are ranked to determine the most material impacts according to its corporate strategy and best practice sustainability guidelines.

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根據本集團首份企業社會責任報告，本報告主要闡述本集團的香港總部、在香港的地基業務、中國分部及在中國的物業發展及管理業務(本集團經營所在地區可能擁有社會、環境及經濟影響)。

本集團已從其主要附屬公司之一泰昇地基工程有限公司(「泰昇地基工程」)收集資料，截至二零一六年三月三十一日止財政年度該公司主要從事地基及相關工程(包括地基打樁、地下建築及地下室建設、場地平整、土地勘測、塌方預防及邊坡工程、拆遷以及道路與排水工程)，向公共及／或私營部門提供服務。本集團從香港總部及中國分支辦事處以及中國發展的物業(包括泰欣嘉園、泰悅豪庭及泰和龍庭)收集若干資料。

除非另有列明，本報告涵蓋本集團由二零一五年四月一日至二零一六年三月三十一日的企業社會責任工作進度。

4. 利益相關方參與

展望將來，本集團計劃於截至二零一七年三月三十一日止年度前進行環境、社會及管治調查以及內部利益相關方參與會議。本集團相信，該參與可讓本集團更了解不同利益相關方對本集團可持續發展的意見，以制訂出本集團的可持續發展策略。

Based on the Group's first corporate social responsibility report, this report elaborates mainly on the Group's headquarters in Hong Kong, the foundation operation in Hong Kong, PRC's branch offices and the property development and management operation in the PRC, the geographic areas where the Group's operations may have social, environmental and economic impacts.

The Group has collected data from one of its key subsidiaries, Tysan Foundation Limited ("Tysan Foundation") which is principally engaged in foundation and related works including foundation piling, substructure and basement construction, site formation, ground investigation, landslip preventive and slope works, demolition as well as road and drainage works for public and/or private sectors during the financial year ended 31 March 2016. The Group has collected some data from Hong Kong's headquarters and PRC's branch offices, and the properties developed in the PRC which includes The Waterfront, The Riverside and The Pinnacle.

This report covers the Group's corporate social responsibility work progress from 1 April 2015 to 31 March 2016, unless stated otherwise.

4. STAKEHOLDERS' ENGAGEMENT

Looking forward, the Group plans to conduct an Environmental, Social and Governance survey as well as an internal stakeholder engagement meeting before the year ending 31 March 2017. The Group believes such engagement would allow the Group to have a better understanding on stakeholders' views on the Group's sustainable development so as to formulate the Group's sustainability strategy.

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5. 工作環境質素

本集團甚為重視員工發展。於二零一六年三月三十一日，本集團在香港、澳門及中國有1,348名僱員。僱員流失比率如下：

按性別劃分

男性

女性

按就業職位劃分

高級管理層

中層管理層

前線及一般員工

按年齡層

18至20

21至30

31至40

41至50

51至60

61或以上

按地點劃分

香港

澳門

上海

天津

瀋陽

5. WORKPLACE QUALITY

The Group places a strong emphasis on workforce development. As at 31 March 2016, the Group has 1,348 employees in Hong Kong, Macau and PRC. The breakdown of the employee turnover rates are as follows:

**流失比率
Turnover Rate**
By gender

Male

-9.92%

Female

-9.60%

By employment position

Senior Management

0.00%

Middle Management

-10.11%

Frontline and general staff

-9.86%

By age group

18-20

-90.00%

21-30

-14.88%

31-40

-13.40%

41-50

-8.25%

51-60

-14.85%

61 or above

44.79%

By location

Hong Kong

-9.58%

Macau

-66.67%

Shanghai

-20.57%

Tianjin

-6.99%

Shenyang

43.18%

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本集團將誠實、正直及公正視為核心價值而必須於任何時候得到全體董事、高級職員及僱員的堅持履行。本集團的僱員手冊載有賠償及解僱、工作時間、休假政策、利益衝突、知識產權、私隱及資料保密性、反貪污受賄以及其他利益及福利方面的詳細條文。

本集團嚴格遵守「禁止使用童工規定」和其他相關法規。在招聘過程中，人力資源部將適當審查成功申請者以確保全面符合規定。當確認僱用時，將安排簽署僱傭合約及將已簽署的僱傭合約存檔備案。本集團將採取適當的措施以避免及處理任何童工及被迫勞役的違規情況。於回顧期內，本集團董事並不知悉有任何與平等機會、童工或被迫勞役相關的違法或違規情況的存在。

自二零一四年六月三十日以來，本集團已採納舉報政策以及反賄賂及反貪污政策，該政策適用於全體董事、高級職員、僱員、代理、代表及代表本集團行事的其他人士。

舉報政策鼓勵對本集團任何涉嫌不當行為或違規行為有顧慮的僱員挺身而出，透過保密的匯報渠道向部門主管／本集團監事或董事總經理／中國部總經理或審核委員會主席表達該等顧慮。所匯報情況如需要作出調查將轉介至審核委員會。

反賄賂及反貪污政策為僱員提供渠道直接向本公司董事總經理／中國部總經理（就與中國營運有關的事宜）／審核委員會主席匯報對可能出現的賄賂或貪污行為的任何顧慮或懷疑。在可能的情況下，與第三方訂立的協議應包含要求彼等遵守符合反賄賂及反貪污政策的適用反賄賂及反貪污法律的條文。

The Group regards honesty, integrity and fair play as its core values that must be upheld by all directors, officers, and employees at all times. The Group's Employee Handbook has detailed provisions for compensation and dismissal, working hours, leave policy, conflict of interest, intellectual property rights, privacy and confidentiality of information, anti-bribery and anti-corruption, and other benefit and welfare.

The Group strictly observes the "Provision on Prohibition of Child Labour" and other related regulations. During the recruitment process, Human Resources Department will carry out proper review on successful applicants to ensure full compliance. After the employments have been confirmed, signed employment contracts will be arranged and kept as records. Appropriate measures will be taken to prevent and resolve any breach on child labour and forced labour. During the period under review, the Group's directors are not aware of any breach of legislations or non-compliance related to equal opportunities, child labour or forced labour.

The Group has adopted the Whistleblowing Policy and Anti-Bribery and Anti-Corruption Policy which are applicable to all directors, officers, employees, agents, representatives and other persons acting on behalf of the Group since 30 June 2014.

The Whistleblowing Policy encourages employees who have concerns about any suspected misconduct or malpractice within the Group to come forward and voice those concerns through a confidential reporting channel to the Department Head/Supervisor or the Managing Director of the Group/the General Manager of China Division or the Chairman of the Audit Committee. Reported cases that warrant investigations will be referred to the Audit Committee.

The Anti-Bribery and Anti-Corruption Policy provides a channel to the employees to report any concern or suspicion about possible bribery or corruption directly to the Managing Director of the Company/the General Manager of China Division for matters in connection with the operations in the PRC/the Chairman of the Audit Committee. Where possible, agreements with third parties should contain provisions requiring them to comply with applicable anti-bribery and corruption laws which are consistent with the Anti-Bribery and Anti-Corruption Policy.

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於回顧期內，本集團已在所有重大方面遵守其開展業務所在司法權區的相關法律及法規。

員工的表現及貢獻會通過一套有組織的績效考核制度獲得獎勵。本集團重視僱員意見，並鼓勵員工可藉定期考核向直屬主管提出建議、提問或匯報潛在問題或疑慮。

6. 健康及安全

本集團致力為僱員及可能受本集團營運影響的其他人士提供健康安全的環境。所有活動均維持高水平的健康及安全標準至為重要，優先於所有其他考慮因素。已為推行健康及安全政策提供充足及適當的資源，以確保與健康及安全有關的所有現行法規及任何合約規定在所有重大方面得到遵守。

截至二零一六年三月三十一日止年度的職業健康與安全數據

死亡(數目)
 事故嚴重率
 (每 100,000 工時所損失的工作日數)
 可呈報意外率
 (每 1,000 名僱員的可記錄事故數目)

During the period under review, the Group has complied with relevant laws and regulations in the jurisdictions in which it conducts business in all material aspects.

The performance and contribution of staff are awarded by a structured performance appraisal system. The Group values the opinions of its employees and staff are encouraged to make suggestions, ask questions or report potential issues or concerns to their direct supervisors through regular appraisal.

6. HEALTH AND SAFETY

The Group is committed to providing a healthy and safe environment for its employees and other people who may be affected by the Group's operations. Maintaining high standards of health and safety for all its activities is the prevailing consideration over all other factors. Adequate and appropriate resources are provided to implement health and safety policy to ensure all the prevailing legislation and any contractual requirement relating to health and safety are complied with in all material aspects.

Occupational health and safety data for the year ended 31 March 2016

Fatalities (No.)	0
Incident Severity Rate (No. of lost days per 100,000 man-hours)	107
Reportable Accident Rate (No. of reportable accident per 1,000 employees)	23.5

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本集團繼續在不同方面作出巨大努力，以保障僱員的健康及安全。由於地基行業的工作性質，意外事故或工傷為固有風險。因此，泰昇地基工程已按相關職業健康及安全法律、規則及法規的規定為全體員工制定健康及安全政策。健康及安全手冊(「健康及安全手冊」)以書面記錄，並備有由項目經理、建築經理、安全主任及機械經理部等人共同編製的安全施工說明書作補充，以及建築工地的指示、培訓及示範。於回顧期內，「良好作業安全手冊」以尼泊爾語編製(連同詳細說明)協助尼泊爾工人以快捷而安全的方式融入日常營運。泰昇地基工程要求僱員及分包商嚴格遵守及遵循健康及安全政策。

健康及安全手冊的主要措施載列如下：

- 已設立兩級制安全委員會系統，以向各級管理層、僱員及工人提供意見及支援、協調安全管理系統的實施以及定期提供安全績效報告。
- 項目的安全主任連同工地隊伍將於開展項目時編製針對項目的安全計劃書。計劃書中將訂明已識別危險相關的營運及活動，以及已識別風險的控制措施透過強調在各情況下將予採納的安全控制措施，針對項目的安全計劃書將有助避免事故發生／控制各項目的可識別風險。
- 將按照法定及合約要求，為各級員工(由執行董事以至前線操作工人)安排有關安全的內部及外部安全培訓。內部安全培訓環節包括(i)新工人加入建築工地兩日內進行的入職培訓；(ii)每週進行的安全培訓及工地座談會；及(iii)為進行高風險活動的工人進行的不定期安全培訓。同時亦會安排工人須出席按照法定及合約要求的外部安全培訓環節。

The Group continues its efforts to protect employees' health and safety in different aspects. Due to the nature of works in the foundation industry, risks of accidents or injuries to workers are inherent. As such, Tysan Foundation has formulated a health and safety policy for all the staff as required by relevant occupational health and safety laws, rules and regulations. The health and safety manual (the "Health and Safety Manual") is documented in writing and there are supplementary safety method statements jointly prepared by project managers, construction managers, safety officers and plant manager etc, as well as instructions, training and demonstration at construction sites. During the period under review, a "Good-Practice Safety Handbook" is written in Nepali, together with a detailed explanation, helping Nepalese workers assimilate into the daily operation in a quick and safe manner. Tysan Foundation requires strict compliance and adherence of the health and safety policy by the employees and the subcontractors.

Principal measures of the Health and Safety Manual are set out below:

- A two-level safety committee system has been established to provide advice and support to management, employees and workers of all levels, to coordinate the implementation of safety management systems and to provide periodic safety performance report.
- The safety officer together with the site team of a project will prepare a project specific safety plan at the commencement of the project. Operations and activities that are associated with identified hazards and measures to control the identified risks will be prescribed in such plan. The project specific safety plan will help prevent accidents/control identifiable risks in each project by highlighting the safety control measures to be adopted in each case.
- Internal and external safety training will be arranged to all levels of staff, from executive directors to frontline operatives on safety in accordance with the statutory and contractual requirements. Internal safety training sessions include (i) induction training conducted within two days after a new worker joining a construction site; (ii) weekly safety training and toolbox talks; and (iii) ad hoc safety training for workers engaging in high risk activities. External safety training sessions to be attended by workers in accordance with the statutory and contractual requirements will also be arranged.



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- 所有人員均須遵守泰昇地基工程採納的一般安全規則，有關規則張貼於當眼的公告欄。
- 泰昇地基工程的前線主管及安全主任定期巡查及走訪工地，以確保全體工人(包括分包商僱員)遵守法定條文。
- 將分別就總部及建築活動進行風險評估，並定期進行檢討。
- 為向前線員工推廣安全文化，在安全績效方面持續良好的經選定工人(泰昇地基工程僱員及分包商僱員)將獲冠以「每月之星」名銜並獲得超市禮券。
- 頒發安全獎項予年內有良好安全績效的個別建築項目的項目團隊及相應分包商，以鼓勵建設安全工作環境。
- All personnel are required to follow the general safety rules adopted by Tysan Foundation which are posted on conspicuous notice boards.
- Regular site inspections and visits are carried out by both frontline supervisors and safety officers of Tysan Foundation to ensure compliance with statutory provisions by all workers (including subcontractors' employees).
- Risk assessment will be conducted for Head Office and Construction activities respectively, and reviewed on a regular basis.
- In order to promote safety culture among frontline workforce, selected operatives (both Tysan Foundation's employees and subcontractors' employees) with continuous good safety performance will be crowned as "star of the month" and awarded with supermarket voucher.
- Safety awards will be granted on a yearly-basis to the project team of individual construction project and the corresponding subcontractor with good safety performance over the year, in order to encourage them to build a safe working environment.

泰昇地基工程已委聘外部合格安全稽核員(該安全稽核員已向勞工處註冊)，就公司及項目層面進行法定要求的安全稽核。稽核結果再次保證了泰昇地基工程採納的安全管理系統的效率、有效性及可靠性符合標準。

Tysan Foundation has engaged an external qualified safety auditor (who is registered with the Labour Department) to conduct safety audits for both company and project levels as required under statutory requirements. Audit results reassure that the efficiency, effectiveness and reliability of the safety management systems adopted by Tysan Foundation are up to standard.

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於回顧期內，泰昇地基工程致力在安全管理系統的創造性、獨特性、實用性及成本效益方面作出改善。泰昇地基工程所作出的努力得到其同業及官方機構肯定，令泰昇地基工程獲授以下獎項：

During the period under review, Tysan Foundation strived to improve the aspects of creativity, uniqueness, practicability and cost effectiveness of the safety management system. The effort made was well recognized by our counterparties and official organizations and Tysan Foundation was granted the following awards:

工程 Project	獲頒獎項 Award Obtained	獎勵計劃 Award Scheme	主辦機構 Organization
沙田地段567九肚56A區 Kau To, STTL 567, Area 56A	優異獎－泥車警示圖「安全管理 制度、培訓與宣傳類別」 Merit Award Driving Tips (Safety Management System, Training and Promotion Category)	2015創意工程安全獎 Innovative Safety Initiative Award 2015	發展局、建造業議會及香港 建造商會合辦 Development Bureau ("DEVB")/ Construction Industry Council ("CIC")/ The Hong Kong Construction Association ("HKCA")
	公德地盤獎－銅獎 Considerate Contractor Site Award – Bronze Award	第21屆公德地盤嘉許計劃 21st Considerate Contractor Site Award Scheme	發展局及建造業議會合辦 DEVB/CIC
屯門地段423掃管笏48區 So Kwun Wat TMTL423, Area 48	公德地盤獎－優異獎 Considerate Contractor Site Award – Merit Award	第21屆公德地盤嘉許計劃 21st Considerate Contractor Site Award Scheme	發展局及建造業議會合辦 DEVB/CIC
港珠澳大橋-香港口岸跨境大樓項目 Hong Kong-Zhuhai-Macao Bridge Hong Kong Boundary Crossing Facilities Passenger Clearance Building	安全改善項目大獎-銅獎（鑽孔 樁混凝土灌注工作平台） Safety Enhancement Program Award – Bronze Award (Bored Pile Concreting Working Platform)	第十四屆香港職業安全健康 大獎 14th Hong Kong Occupational Safety & Health Award	職業安全健康局 Occupational Safety and Health Council

泰昇地基工程亦獲香港品質保證局頒發OHSAS18001:2007證書，同時遵守了職業健康與安全管理系統的規定。泰昇地基工程亦為職業安全健康局的綠十字會會員，並致力提高職業安全與健康標準。

Tysan Foundation had also been awarded by the Hong Kong Quality Assurance Agency with OHSAS18001:2007 certificate and complied with the requirements of occupational health and safety management system. Tysan Foundation is also a Green Cross Group member of the Occupational Safety and Health Council and is determined to improve the standard of occupational safety and health.



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本集團密切關注僱員的健康。泰昇地基工程已建立一項復康計劃，為受傷的建築工人提供緊急及適當的專業治療，一方面令受傷工人可盡快康復及回到工作崗位，另一方面可保留寶貴的公共醫療資源予更有需要之人士。

The Group pays close attention to the health of the employees. Tysan Foundation has developed a rehabilitation scheme, which provides injured construction workers with immediate and appropriate specialized medical treatment, so that on one hand injured workers will recover and re-join the work force as soon as possible and on the other hand, valuable public health care resources can be saved for people more in need.

「復康計劃」與「公共醫療」平均輪候時間對比

Comparison on the average waiting time of "Rehabilitation Scheme" and "Public Health Care"

		首次診治 1st medical consultation	覆診 Follow-up consultation	照X光 X-Ray examination	專科診治 Specialist consultation
公共醫療 Public Health Care		> 2小時 >2 hours	> 1小時 >1 hour	約1小時 approx. 1 hour	> 12個月 >12 months
復康計劃 Rehabilitation Scheme		≤ 15分鐘 ≤15 mins	≤ 15分鐘 ≤15 mins	約15分鐘 approx. 15 mins	即日 Same day

在我們的中國物業發展、物業投資及管理業務中，本集團已實施下列健康及安全措施以保障及改善其僱員的健康：

In our PRC property development, property investment and management operation, the Group has implemented the following health and safety measures to protect and enhance the health of its employees:

- 在夏季為前線員工提供預防中暑的飲品。
- 向前線員工提供定期更新的安全設備。於當眼的公告欄張貼安全通告以提醒我們的僱員安全使用工具。
- 分別在上海及天津舉行員工體檢計劃，令僱員對彼等的健康狀況有更深入的了解，防患於未然。
- 在本集團的上海分部遷入新址前，僱用了一個專業的團隊為新辦公室去甲醛，確保空氣質素符合國家標準才搬遷。
- 在瀋陽，建築工地盡可能採用低濃度的揮發性有機化合物產品，例如油漆、塗料、密封劑及黏貼劑等。在建築區設立屏障以阻隔污染物擴散至公共區域。
- 本集團亦要求其分包商就各建築工程提供安全計劃書，供本集團於施工前審批。

- Heatstroke prevention drinks were provided to the frontline workforce in summer.
- Safety equipment which is renewed on a regular basis has been provided to the frontline workforce. Safety notices are posted on conspicuous notice boards to remind our employees on safe use of tools.
- A staff body check-up program was held in Shanghai and Tianjin respectively, so that employees could have a better understanding on their health condition and nip in the bud.
- When the Group relocated its branch office in Shanghai, a professional team was hired for conducting removal of formaldehyde in the new office to ensure that air quality complied with the national standard before the relocation took place.
- In Shenyang, products with low concentrations of volatile organic compounds such as paints, coatings, sealants and adhesive materials, were adopted in the construction site as far as possible. Barriers were set up in the construction zone to prevent the pollutants from expanding to public areas.
- The Group also requires its contractors to provide safety plans for each construction work for the Group's approval before the commencement of work.

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7. 發展及培訓

本集團致力逐步提升其員工的培訓和發展，以滿足業務需求，並協助員工以保持其行業資格。例如，入職培訓等內部培訓由泰昇地基工程不時提供。有關品質、環境、健康及安全、管理相關領域的外部培訓、其他與工作相關的進修乃由本集團的教育津貼支持。於回顧期內，員工的平均培訓小時數載列如下。

平均培訓小時數

按性別劃分	By gender
男性	Male
女性	Female
按就業職位劃分	By employment position
高級管理層	Senior Management
中層管理層	Middle Management
前線及一般員工	Frontline and general staff

7. DEVELOPMENT AND TRAINING

The Group strives to enhance the training and development of its workforce progressively to meet the business needs and to facilitate the employees to maintain their industry's qualification. For example, internal training such as induction training is provided by Tysan Foundation from time to time. External training on quality, environment, health and safety, management related areas, other work-related advance studies are supported by the Group's education allowance. During the period under review, the average training hours of the employees are set out below.

Average Training Hours

小時 Hours	內部 Internal	外部 External
4.68	0.65	4.03
7.27	3.75	3.52
2.21	0	2.21
5.06	0.01	5.05
5.4	1.58	3.82

8. 環境保護

本集團明白應對溫室氣體效應的重要性，並致力於其營運中實踐低碳措施，並在業務中實施減排措施。於報告期內，本集團已遵守與排放相關的法律法規以及新制訂法規(於二零一五年六月一日生效)：「空氣污染管制(非道路移動機械)(排放)規例」(香港法例第311Z章)。

8. ENVIRONMENT PROTECTION

The Group recognizes the importance of combating greenhouse gas effect and is committed to low-carbon practices in its operations and implement reduction measures in its business. During the reporting period, the Group has complied with the relevant laws and regulations related to emission as well as the newly formulated regulation (effective on 1st June 2015): "Air pollution Control (Non-road Mobile Machinery) (Emission) Regulation" (Chapter 311Z of the Laws of Hong Kong).



運輸

鑑於減少使用燃料及改善整體碳足跡，本集團遵守香港BEAM PLUS(新建築1.2版本)的要求。超過50%所使用的原料均來自或產自香港建築工地800公里以內的範圍，從而避免長途運輸，並將碳足跡減至最低。中國項目中使用的建築材料均盡可能取自或產自當地或附近城市(如北京和天津)。本集團亦向前線員工提供環保私家車作日常營運用途。

為符合ISO14001環境管理體系的規定，泰昇地基工程的採購政策優先考慮環保的承包商和供應商。我們的合同條款要求承包商和供應商遵守環保政策，當中涵蓋識別造成或可能造成污染的材料、流程、產品及廢物的環保政策，並在技術和經濟可行的情況下採取措施避免、減少或控制污染。

能源管理

由於採購使用能源的產品、設備及服務且該等項目可能會對本集團的能源表現造成重大影響，泰昇地基工程已就評估計劃或預期經營期限內的能源利用、消耗及效率制定標準。所有採購流程均由採購部處理，採購部根據指定要求選擇最合適的供應商。本集團已進行定期審核以確保採購流程有序進行。

本集團致力於持續改進其能源管理系統及提高能源效率。為遵守與其營運相關的適用法律及其他規定，泰昇地基工程提供一切所需資源及資料以滿足其能源目標及宗旨。其能源宗旨是透過將公營房屋項目的挖掘起重機柴油消耗量降低3%，以提高相對於基準線的能源表現。

Transport

In view of reducing fuel usage and improving the overall carbon footprint, the Group complies with the requirements of Hong Kong BEAM PLUS (New Buildings Version 1.2). Over 50% of raw materials used are sourced or manufactured within a range of 800km of a construction site in Hong Kong, so as to avoid long distance transportation and minimize carbon footprint. Construction materials used in the PRC projects are locally sourced or manufactured in cities nearby (such as Beijing and Tianjin) as much as possible. The Group also provides frontline workforce with environment-friendly private cars for daily operations.

In line with the requirement of ISO14001 Environmental Management System, the procurement policies of Tysan Foundation give priority to eco-friendly contractors and suppliers. Our contract terms require contractors and suppliers to comply with environmental protection policies which cover identification of materials, processes, products and wastes that cause or may cause pollution, and to implement measures to avoid, reduce or control pollution where technically and economically viable.

Energy Management

The Group has defined criteria for assessing energy use, consumption and efficiency over the planned or expected operating lifetime when procuring products, equipment and services that use energy where such items are likely to significantly affect its energy performance. All procurement processes are handled by the Procurement Department which selects the most suitable suppliers according to the specified requirements. Regular reviews have been conducted by the Group to ensure the procurement processes are in order.

The Group is committed to continuous improvement in its Energy Management System and energy efficiency. In order to comply with the applicable legal and other requirements related to foundation operations, Tysan Foundation provides all necessary resources and information to meet its energy targets and objectives. Its energy objective is to enhance the energy performance against the baseline by reducing the diesel consumption rate by 3% for excavation cranes in public housing projects.

企業社會責任報告 CORPORATE SOCIAL RESPONSIBILITY REPORT

截至二零一六年三月三十一日止
年度的能源及材料消耗量

*Energy and material consumption for the year ended 31 March
2016*

總部的電力消耗量	每平方英尺9.6千瓦時
Electricity consumption of the head office	9.6 kWh/sq. ft.
建築工地的電力消耗量	每個單位營業額0.0007升
Electricity consumption for construction sites	0.0007 Litre/Turnover
總部的紙張消耗量	每平方英尺2.8港元
Consumption of paper of head office	HKD2.8 per sq. ft.
建築工地的耗水量	每個單位營業額0.0003立方米
Water consumption for construction sites	0.0003 Meter Cube/Turnover

本集團已採取技術及行政措施以減少建築工地及總部的能源消耗及資源消耗。於採購及設計新產品或服務時，泰昇地基工程已計及能源效率水平。

Both technical and administrative measures have been implemented by the Group to reduce energy consumption and resources consumption in the construction sites and head office. Energy efficiency level was taken into consideration when Tysan Foundation considered procurement and design of new products or services.

本集團已採用文件管理系統以便於電子存儲及分享文件，從而減少紙張使用。同時，本集團還參與香港環境保護協會舉辦的聖誕樹、桃花樹及年花回收計劃。此外，選擇具有1級節能表現的節能電器和採用節能的T5管以及安裝LED燈，亦顯示本集團在節能方面的積極性。

The Group has used the Document Management System to facilitate electronic storage and sharing of documents and has reduced the use of paper. Meanwhile, the Group has also participated the Recycling Program of Christmas trees, Peach Blossom trees and CNY Plants held by Hong Kong Environmental Protection Association. Furthermore, choosing energy efficient appliances with a Grade 1 energy efficiency performance, using energy saving fluorescent tubes T5 and the installation of LED lamps also shows the Group's initiative on energy saving.

在建築工地，泰昇地基工程亦尋求於環保方面改善其營運，並最終盡量減少甚至防止其營運、業務、產品及服務對環境產生任何影響。泰昇地基工程已建立及應用環境管理系統及新建築1.2版本的BEAM PLUS，用於識別導致或可能導致污染的材料、流程、產品及廢物。重大的環境問題，如材料過多、施工噪音、灰塵排放、污水、建築廢物、化學廢物及紙張的使用已被識別。

At the construction sites, Tysan Foundation also seeks to improve its operation on environmental protection and, ultimately, minimize or even prevent any environmental impacts of its operations, activities, products, and services. Environmental management systems and BEAM PLUS for New Buildings Version 1.2 have been developed and implemented by Tysan Foundation for identifying materials, processes, products and wastes that cause or may cause pollution. Significant environmental aspects such as excessive materials, construction noise, dust emission, waste water, construction wastes, chemical waste and use of paper have been identified.



企業社會責任報告 CORPORATE SOCIAL RESPONSIBILITY REPORT

於回顧期內，我們已採取多種措施以降低地基工程過程中產生的廢物、噪音、灰塵及水質污染：

- 重新利用鋼材、混凝土及石材廢料。
- 採用適當的化學廢物容器／包裝收集化學廢物。
- 採用隔音罩降低噪音工程產生的噪音。
- 在履帶式起重機上安裝洗滌器以減少排出廢氣。
- 採用林格曼圖定期檢查機動設備的黑煙排放並在必要時採取即時行動。
- 污水經過全面降沉系統處理後，重新用於地基打樁工程。
- 使用污水處理設施及聘用具資格及經驗的人員進行污水處理，以確保所處理的化學含氧量、懸浮固體及pH值符合環保署法規。

於實施一系列環保政策後，泰昇地基工程獲香港品質保證局授予ISO14001:2004及ISO50001:2011證書，確認泰昇地基工程已遵守環境管理及能源管理體系標準。

在推廣項目工地的公德及良好的環保措施方面所作出的努力得到同業及官方機構肯定，令泰昇地基工程於二零一五年獲頒由發展局及建造業議會合辦的「傑出環境管理獎」優異獎。

During the period under review, various measures have been undertaken to mitigate the extent of waste, noise, dust and water pollution produced during foundation works:

- Steel materials, concrete and rock wastes were reused.
- Proper chemical waste container/packaging was used to collect chemical waste.
- Noise enclosure was used for mitigating noise generated by noisy works.
- Water scrubber was installed on crawler crane to mitigate exhaust fume.
- The Ringelmann Chart was used to regularly inspect the dark smoke emission of powered mechanical equipment and immediate action will be taken if necessary.
- Waste water was reused after treatment using a comprehensive sedimentation system for piling works.
- Waste water treatment facilities and personnel with adequate qualification and experience were engaged for sewage disposal so as to ensure that the chemical oxygen demand, suspended solids and pH value disposed comply with Environmental Protection Department regulation.

Following the implementation of a series of environmental protection policies, Tysan Foundation was awarded ISO14001:2004 and ISO50001:2011 certificates by the Hong Kong Quality Assurance Agency confirming that Tysan Foundation has complied with the requirements of environmental management and energy management system standard.

The effort made on promoting a considerate attitude and good environmental practices for project sites was also well recognized by counterparts and official institutions so that Tysan Foundation was granted the Merit Award in the 2015 "Outstanding Environmental Management & Performance Award Scheme" which was co-organised by the DEVB and the CIC.

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於回顧期內，我們已採取多種措施以降低中國物業發展及管理業務中產生的廢物、噪音、灰塵及水質污染：

- 指派一名專人監督瀋陽建築工地的電力消耗量以確保非施工區域的電力供應適當地切斷。
- 在籌備瀋陽建築工程計劃時已考慮降低噪音污染影響的安排。
- 透過主動在環繞瀋陽泰和龍庭的河流兩旁約7,800平方米範圍積極進行綠化工程，提高泰和龍庭的綠化面積。
- 上海分部新辦公室有90%傢俬來自舊辦公室。狀況良好的空調將遷至上海不同的租賃的物業重用。
- 在上海分部新辦公室及泰欣嘉園的地下車庫採用LED燈，估計每年節省能源超過94,000千瓦。

9. 供應鏈管理

本集團與多個原材料、零件及部件供應商合作。作為我們的供應鏈風險管理的一部分，我們避免過分依賴一小撮供應商。在地基業務方面，主要原材料主要包括混凝土、加固鋼筋及其他鋼製產品，例如工字樁、閘板樁及管樁。地基業務將部分樁類、焊接、灌漿、安裝鋼筋、土地勘測、樁帽及地下室工程的工程分包亦屬普遍。泰昇地基工程備有一張清單，清單上分別有超過25個原材料供應商及約165個分包商，該清單經執行董事審批。在中國，本集團有59個物料供應商、9個承包商及51個分包商。

During the period under review, various measures have been undertaken to mitigate the extent of waste, noise, dust and water pollution produced in PRC property development and management operation:

- A delegated person(s) is assigned to monitor electricity consumption in the construction site in Shenyang to ensure that power supply is properly shut down in non-working area.
- Arrangements on reducing the impact of noise pollution have been put into consideration when preparing the construction work plan in Shenyang.
- Increasing the greening area of The Pinnacle, our project in Shenyang, by proactively carried out greening works on both sides of the river around The Pinnacle with an area of about 7,800 sqm.
- 90% of the furniture in Shanghai's new office was moved from the old office. Air conditioners which were in good conditions will be moved and reused in different rental properties in Shanghai.
- LED lamps are used in Shanghai's new office and car park basement of The Waterfront, with an estimate saving in energy of over 94,000KW per annum.

9. SUPPLY CHAIN MANAGEMENT

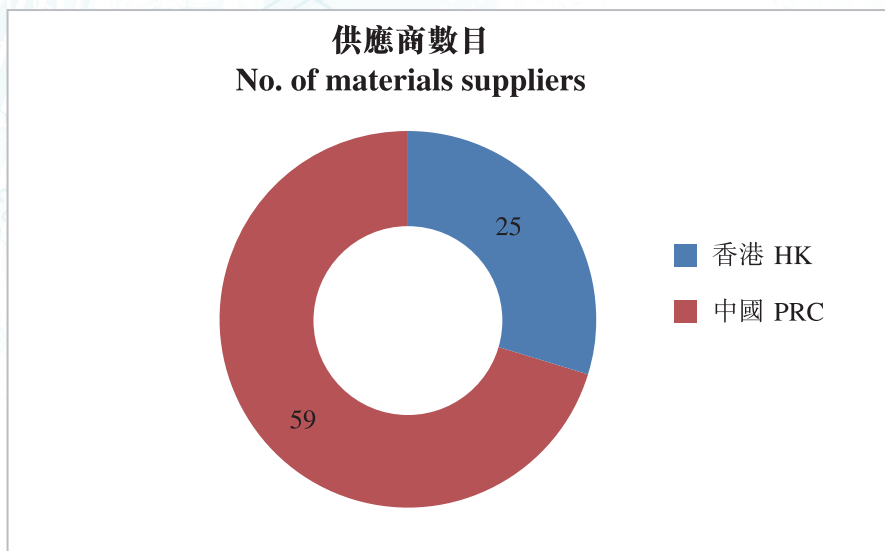
The Group works with a number of suppliers for each type of raw materials, parts and components. As part of our supply chain risk management, we avoid excessive reliance on a small number of suppliers. In foundation business, the key raw materials mainly consist of concrete, reinforcement steel bars and other steel products such as H-piles, sheet piles and pipe piles. It is also common for foundation business to subcontract the works for some pile types, welding, grouting, steel fixing, ground investigation, pile cap and basement works. Tysan Foundation has maintained a list of more than 25 raw materials suppliers and approximately 165 subcontractors respectively which is approved by the executive directors. In the PRC, the Group has 59 materials suppliers, 9 contractors and 51 subcontractors.

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為確保高品質，泰昇地基工程已採取多項積極措施監察原材料供應商及分包商。泰昇地基工程每年審閱原材料供應商及分包商的表現，包括但不限於質量表現、環境表現及健康與安全績效。監察分包商的措施包括 (i) 要求分包商遵守泰昇地基工程有關工程質量、職業安全及環境保護的內部規則；(ii) 派遣泰昇地基工程的工地經理及管工往建築工地每日進行監察；(iii) 定期在工地與分包商會面討論項目進度、質量及環保問題；(iv) 定期進行工地安全檢查及檢討安全問題；(v) 向任何違反規則或安全措施的分包商發出正式警告信或罰款告票；以及 (vi) 頒發獎項或獎勵給表現良好者以作出肯定。

To ensure high quality, Tysan Foundation has taken a number of proactive measures to monitor the raw materials suppliers and subcontractors. Tysan Foundation reviews performance of the raw material suppliers and subcontractors, including but not limited to the quality performance, environment performance and health and safety performance annually. Measures to monitor subcontractors include (i) requiring subcontractors to follow in-house rules of Tysan Foundation in relation to work quality, occupational safety and environmental protection; (ii) sending site managers and supervisors of Tysan Foundation to construction sites for daily monitoring; (iii) holding regular meetings at sites with subcontractors to discuss project progress, quality, safety and environmental issues; (iv) conducting site safety inspections and review safety issues on a regular basis; (v) issuing formal warning letters or fines notes to subcontractors for any non-compliance of rules or safety measures; and (vi) granting awards or prizes to recognise good performers.

供應商的地理位置
Geographical location of suppliers



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10. 產品責任

本集團致力向其客戶提供及出售優質產品或服務。

就地基業務而言，泰昇地基工程在每一個步驟均嚴格遵循ISO9001質量管理體系，以確保所有建築過程均按照合約規格、最新的適用圖紙、建築師的指示及法定要求等執行並因此提供了有效而可靠的服務。

已售產品總數中因安全及健康理由而須回收的總數
收到投訴的產品及服務總數

本集團甚為重視品質保證，並遵守質量、項目時間表、預算、環保及安全規定。在瀋陽泰和龍庭的施工階段期間，前線監督工程師每日進行工地檢查。此外，前線監督工程師會每次在進行下一步驟前對當前步驟進行質量檢查，以確保所有過程均按照預先審批的樣板進行。另外，來自前線監督團隊、承包商及相應分包商的代表每週出席會議並及時合力解決問題。

本集團主動向客戶收集反饋。來自各分部的負責團隊即時跟進客戶／租戶的意見及建議。透過直接及間接渠道(例如電話或電郵)收到的投訴會被即時確認並記錄在案以作恰當跟進行動。

在地基業務方面，泰昇地基工程的項目負責人將收到關於投訴的每月匯報。來自相關分部的專責團隊將即時跟進投訴個案。

10. PRODUCT RESPONSIBILITY

The Group strives to provide and sell quality products or services to its customers.

In relation to foundation business, Tysan Foundation follows ISO9001 Quality Management System strictly on every single step to ensure all construction processes are executed in accordance with the contract specifications, the latest applicable drawings, the architect's instructions and the statutory requirements, etc. As a result, effective and reliable services are provided.

	數目 Number
Total number of total products sold subject to recalls for safety and health reasons	0
Total number of products and service related complaints received	3

The Group places strong emphasis on quality assurance and compliance with quality, project schedule, budget, environmental and safety requirements. During the construction stage of The Pinnacle in Shenyang, daily site inspections are carried out by the frontline supervisory engineers. Moreover, quality checks are conducted by the frontline supervisory engineers on every step, before moving to the next one, to ensure all processes are executed in accordance with the pre-approved prototype. Furthermore, representatives from the frontline supervisory team, the contractor and the corresponding subcontractor attend weekly meetings to solve problems jointly in a timely manner.

The Group seeks feedbacks from our customers proactively. Comments and suggestions from customers/tenants are followed up by responsible teams from respective divisions in a timely manner. Complaints received through direct and indirect channels, such as by phone or by email, are acknowledged in a timely manner and recorded for appropriate follow-up actions.

In the foundation business, project-in-charge of the Tysan Foundation will receive a monthly summary on complaints reported. Complained cases will be followed up by dedicated teams from respective divisions in a timely manner.



企業社會責任報告 CORPORATE SOCIAL RESPONSIBILITY REPORT

在上海及天津，物業管理團隊已設立一套系統，有效率地處理來自業主／租戶的投訴。在正常情況下，客戶服務團隊能夠在24小時內回覆投訴。在瀋陽，本集團主動邀請瀋陽政府、媒體、物業管理公司及物業業主的代表出席研討會，直接向本集團執行董事及中國部總經理分享彼等的意見及需要。

上海泰欣嘉園的物業管理團隊每年進行「物業服務滿意度調查」。二零一五年的調查結果顯示約93%的回覆者滿意物業服務。

本集團小心處理客戶資料私隱並就我們在香港的營運遵守香港個人資料(私隱)條例的規定。於回顧期內，本集團並無收到來自外界或監管機構有關違反客戶私隱及遺失客戶資料的任何投訴。

In Shanghai and Tianjin, the property management team has established a system to handle in complaints from the owners/tenants efficiently. The customer service team is able to response to a complaint within 24 hours under normal circumstances. In Shenyang, the Group proactively invites representatives of the Shenyang government, media, property management company and property owners to attend seminars, in order to share their views and needs directly with the Group's Executive Director and General Manager of China division.

A "Property Services Satisfaction Survey" is conducted by the property management team of The Waterfront in Shanghai annually. The 2015 survey results indicated that approximately 93% of the respondents are satisfied with the property services.

The Group handles customer data privacy with due care and who complied with the requirements of the Personal Data (Privacy) Ordinance Hong Kong in our operations in Hong Kong. During the period under review, the Group did not receive any complaints regarding the breach of customer privacy and losses of customer data from any external parties or regulators.

11. 社區投資

本集團關心地方社區、我們的僱員及弱勢人士。

關心社區

本集團關心社區尤其是青年的長期發展。十多年來，本集團與非牟利組織「協青社」建立牢固的夥伴關係，持續每年作出100,000港元的慈善捐款及提供技術培訓服務。

在上海，泰欣嘉園促進仁德基金會主辦的家庭活動「2015年紙飛機大賽」，活動旨在提高小孩的創意。所有捐款均用作為雲南山區小孩購買健康午餐。

在瀋陽，本集團在泰和龍庭之員工參與了愛之光防盲基金會主辦的二零一五年慈善活動「為光明奔走」，活動旨在鼓勵員工關心弱勢社群。所有捐款均用作協助西藏日喀則地區的白內障患者恢復光明。

11. COMMUNITY INVESTMENT

The Group shows its care to local community, our employees and the underprivileged.

Care for the Community

The Group cares about the community, in particular the long-term development of youth. For over a decade, the Group has established a solid partnership with "Youth Outreach", which is a non-profit making organization, by giving continuous charitable donations of HK\$100,000 annually and providing skills training services.

In Shanghai, The Waterfront facilitated the "2015 Paper Airplane Contest", a family activity hosted by the Rende Foundation with an aim of enhancing the creativity of children. All donations were contributed to the purchase of healthy lunch boxes for children in the mountainous area of Yunnan.

In Shenyang, the Group's employees at The Pinnacle participated in the 2015 "Walk for Light", a charitable activity hosted by the Delos Foundation International, with an aim of encouraging the staff to care for the vulnerable groups. All donations were contributed in helping cataract patients in Shigatse, Tibet to recover from blindness.

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泰昇地基工程的前線督導人員會主動調整工程安排及重型車輛的進出時間，以減輕對地盤附近路段學生上／下課時的交通負荷，以及減低對鄰近學校學生考試期間的滋擾。

此外，前線督導人員會與社區代表會面，並聽取彼等對建築工程的反饋，以便及時採取措施以消除對鄰近居民造成的滋擾。

關心僱員

本集團亦關心其僱員之福祉。本集團的僱員可參與集團康樂組組織的一系列休閒活動。該等活動包括燒烤、球類運動、年度員工旅行、年度聚餐及龍舟比賽，有助於建立團隊精神及提升對本集團的歸屬感。本集團分別於天津及瀋陽分部舉行年度員工旅行，為不同部門員工提供增進相互了解之機會。

關心弱勢人士

本集團關心社區團結，並提供就業機會支援弱勢社群。在上海，我們會聘用殘疾人士，並與社區組織訂立合作協議，提供就業機會予有就業困難的中年人士。

在上海，泰欣嘉園的物業管理團隊會無償為弱勢社群提供簡單家居維修服務。在天津，泰悅豪庭的物業管理團隊加倍關心屋苑的弱勢社群，以提供即時協助。

Frontline supervisory staff of Tysan Foundation will take the initiative to re-arrange construction work plan and the access time of heavy vehicles, in order to minimize the impact on traffic during school time and the nuisance occurred to neighbouring students during examination period.

Furthermore, frontline supervisory staff will attend meetings with the representatives of the community and listen to their feedbacks on the construction project. Timely measures will be taken in order to eliminate the nuisance occurred to residents nearby.

Care for our Employees

The Group cares about the well being of its employees as well. The Group's employees may participate in a series of leisure activities organized by its Recreational Club. Such activities include barbecue, ball games, annual staff travel, annual dinner and dragon boat racing which help building the team and a sense of belonging to the Group. An annual staff travel was held in branch offices of Tianjin and Shenyang respectively, providing an opportunity for staff from different departments to get to know each other better.

Care for the Underprivileged

The Group cares about the community solidarity and has provided job opportunities in support of the vulnerable groups. In Shanghai, we employed physically-challenged employees from time to time. Furthermore, we have entered to co-operation agreements with social organizations, to offer jobs to middle-aged people with employment difficulties.

In Shanghai, the property management team of The Waterfront will provide simple household maintenance services to the vulnerable groups free of charge. In Tianjin, the property management team of The Riverside will pay more attention to the vulnerable groups of the estate, so as to offer assistance in a timely manner.