

ESG and digitalisation set the path for an industry leader 實踐ESG和數碼化，做行業領軍者

Zhang Mengying



- ▲ Through various monitoring mechanisms, the Board of Hong Yip is committed to ensuring that environmental, social, and governance (ESG) considerations are used in operational and business decision-making processes and that lofty standards of corporate governance are applied to create long-term value for stakeholders.
- 康業董事會透過不同的監察機制，致力確保在營運和業務的決策過程中考慮環境、社會及企業管治(ESG)因素，並以高水平的企業管治，為持份者創造長遠價值。

Hong Yip Holdings Ltd (Hong Yip), a wholly owned subsidiary of Sun Hung Kai Properties Ltd., was established in 1967 and is one of the largest property and facilities management companies in Hong Kong.

The group's highest governance body, the Board of Hong Yip, through its various committees and effective internal monitoring, has enhanced transparency and accountability, capped by a commitment to ensuring that environmental, social, and governance (ESG) considerations are used in the decision-making process for operations and business.

For its high standard of governance, Hong Yip was awarded the Directors Of The Year Awards by the Hong Kong Institute of Directors (HKIoD) in the category of "non-listed companies – boards."

"The Board of Hong Yip has diversified its board membership in terms of gender, industry background, and experience. The board structure is organised and board efficiency is excellent. The board endeavours to excel in the property management industry through the adoption of ESG implementation and digitalisation," commented the Panel of Judges.

A good mechanism guarantees a high level of governance

Effective corporate governance requires a good set of guidelines.

“The Board of Hong Yip maintains regular communication with stakeholders. Apart from seizing opportunities to promote sustainable development, we also promote communication with customers, employees, and the outside world through continuous dialogue with stakeholders to build mutual trust and enhance transparency,” said Ir Alkin Ching Wai Kwong, JP, Chairman of Hong Yip.

Maintaining an elevated level of transparency is an important indicator of a well-managed, ethical, and transparent company, and an effective board of directors is also reflected in its timely and effective response to crises.

“The crisis management team is responsible for handling crises and major incidents, activating alerts and providing immediate support in case of emergencies, and providing comprehensive reviews and lessons learned to be shared with staff at the end of the case,” said Ir Kwong.

As a result, a COVID-19 crisis team was established to identify and develop appropriate strategies to deal with the risks at various levels when responding to an outbreak.

Maintaining good corporate governance standards also requires training of employees and the Board of Directors. The company places emphasis on building a corporate culture based on employee integrity and ethics.

New employees receive comprehensive training and participate in regular workshops and seminars to ensure they fully understand the company's requirements.

In building diversity, equal opportunities, and anti-discrimination,



Ir Alkin Ching Wai Kwong, JP, Chairman of Hong Yip, said Hong Yip has set “Service For Tomorrow” as the company’s sustainability philosophy to achieve sustainable development through good governance and risk management, and to move towards a greener and more harmonious community overall.

康業主席及行政總裁鄭正煒表示，康業訂立「為未來·服務」作為公司可持續發展理念，透過良好管治及風險管理，實現永續發展，長遠邁向更綠色和諧的社區。

Hong Yip is committed to promoting equal opportunities and eliminating all discriminatory practices in employment.

“We also value a diverse workforce and are committed to encouraging women to join the property management industry, helping them to develop and stay in the team, and actively providing employment opportunities and support for people with disabilities and the elderly,” said Ir Kwong.

Sustainable development and technology applications

As a property management service provider, Hong Yip adheres to the corporate principle of sustainable development and creates long-term value through innovative technology and environmental management.

Long before sustainability became a buzzword, Hong Yip was already a leader in sustainable development in this industry, and the company introduced innovative and intelligent

technology applications to enhance property management.

For example, the company has built a 24/7 efficient Building Information Model - Facility Management (BIM-FM) platform for Sun Hung Kai Centre in Wanchai, which collects and integrates information on the building’s operational performance and daily management.

This allows the management team to grasp the building’s data performance more comprehensively and effectively, and then extend the big data analysis to building maintenance management and energy efficiency, so that they can adjust their management strategies promptly, thereby improving the overall ESG performance of the building.

To achieve the goal of a sustainable environment, Hong Yip also actively promotes the application of the Environmental Protection Department’s “EV-charging at Home Subsidy Scheme” for residential properties under its management



REINFORCE CONNECTIONS

SPRG



► Hong Yip has been upholding Sun Hung Kai Properties' belief of "Building Homes with Heart", and is committed to providing better homes, creating a better quality of life, and building a more harmonious community for customers through quality service, innovative smart technology, and environmental and energy-saving management.

康業一直秉持新地集團「以心建家」的精神，以優質服務質素、創新智能科技及環保節能管理，致力為客戶提供更美好的居所、創造更優質的生活品味、共建更和諧的社區。

to encourage the use of electric vehicles to reduce emissions.

Currently, 40 applications have been approved, benefiting 9,000 parking spaces.


At the same time, the company has developed a series of renewable energy promotion programmes, with over 8,000 solar panels installed, generating 3.4 million kWh of electricity annually, equivalent to the annual electricity consumption of over 1000 households.

During the epidemic, Hong Yip applied technology to help the company better cope with the workforce shortage and pandemic prevention.

Hong Yip has introduced various intelligent robotic applications to cope with daily property management work, improve resource efficiency and expand intelligent property management.

Those applications also assisted the management team to undertake pandemic prevention

efforts, such as the use of inspection robots to carry out regular monitoring of building pipes through 4K HD cameras supplemented with artificial intelligence (AI) and infrared analysis to monitor and collect data for early detection of leakage issues.

Hong Yip introduced the concept of smart living years ago, developing and launching mobile applications for customers to provide one-stop property management services. Looking ahead, it will continue actively adopting various digital management solutions to further develop intelligent living. 

康業是新鴻基地產發展有限公司全資附屬機構（下稱「康業」），成立於1967年，是香港最具規模的物業及設施管理公司之一。康業董事會作為集團的最高管治組織，透過其轄下不同的委員會，有效的內部監察，加強透明度及實踐問責精神，致力確保在營運和業務的

決策過程中考慮環境、社會及企業管治 (ESG) 因素。憑藉其高水平管治，康業獲得香港董事學會授予的「非上市公司 - 董事會」類別的「年度傑出董事獎」。

「康業控股有限公司董事會在性別、行業背景和經驗方面實現了董事會成員的多元化。董事會的組織結構良好，組織效率極高。董事會通過實踐ESG和數碼化，努力在物業管理行業中脫穎而出，」評審團評價。

良好機制保證高水平管治

有效的企業管治離不開一套良好的機制。

「康業董事會與持份者定期溝通。除了把握推動可持續發展的機會外，亦透過持續與持份者積極對話，與客戶、員工、外界促進溝通，建立互信，並提高透明度。」康業主席鄭正煒說。

而保持高透明度是確保一間公司擁有完善管理、秉持道德操守，並且公開透明的重要指標。企業董事會的高效還體現在其應對危機時及時有效的處理。

「康業轄下設立的危機管理小組主要負責處理危機和重大事件，針對企業出現突發事件，即時啟動警報訊號，提供即時支援；小組亦提供全面審查和經驗教訓，在事件完結後與員工分享，」鄭主席說。

由此，在應對疫情危機時，公司就專門成立了COVID-19防疫危機小組，以確定和制定適切的策略，在不同層面應對新冠病毒病帶來的風險。

維護良好的企業管治標準也離不開對於員工和董事會的培訓。公司致力建立一個強調僱員誠信和道德的企業文化，新入職員工需接受全面的培訓，並定期參加工作坊與研討會，確保他們了解公司的要求。



▲ **Hong Yip has been keeping pace with the times by introducing the Internet of Things (IoT) and various intelligent systems to effectively enhance work efficiency and management quality with technology to fully satisfy customers' needs.**

康業一直與時並進，引進物聯網(IoT)及各類智能化系統，有效地以科技提升工作效率及管理質素，全面滿足客戶需要。

在建立多元、平等機會及反歧視方面，康業一直堅定不移地促進平等機會，致力消除職場上的一切歧視行為。

「康業亦重視多元的工作團隊，致力鼓勵女性加入物管行業，協助她們於團隊中發展及留任，並積極為殘疾人士和較年長人士提供就業機會和支援。」鄭主席說。

可持續發展及科技應用

康業作為物業管理的服務提供者，堅守永續發展的企業原則，以創新科技


及環保管理創造長遠價值。早在可持續發展成為熱詞之前，康業已經是物業管理行業可持續發展引領者，公司更是引進多項創新智能科技應用提升物業管理水平。

例如公司為灣仔新鴻基中心打造全天候高效建築訊息模型－設施管理(BIM-FM)平台，多方面收集和整合大廈的營運效能、日常管理等資訊，讓管理團隊更全面及有效地掌握大廈的數據表現，繼而把大數據分析延伸至大廈維護管理及能源效益層面上，令其可以適時調整管理策略，從而提高大廈整體的ESG表現。

為實踐永續環境目標，康業還積極推動所管理住宅物業申請環保署「EV屋苑充電易資助計劃」，鼓勵業戶使用電動車減少路面排放，目前已有40個申請獲批，受惠車位接達9,000個。同時制訂一系列可再生能源推動計劃，目前共安裝超過8,000塊太陽能光伏板，年產電量達3,400,000千瓦時，相當於超過1000個家庭全年用電量。

在疫情期間，科技的應用幫助公司更有效地應對人手短缺及防疫問題。

康業引進各類智能機械人應用，以應付日常物管工作，提高資源效益，拓展智慧物業管理；亦協助管理團隊進行各類防疫工作，例如採用檢查機械人定期進行大廈喉管監測，透過4K高清鏡頭輔以AI及紅外線分析，監察及收集數據，及早發現滲漏問題。

康業多年前已引入智能生活概念，開發及推出客戶手機應用程式，提供一站式物業管理服務，未來將繼續積極採用各類的數碼化管理方案，進一步打造智能化生活。 

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