

企業社會責任

Corporate Social Responsibility



作為全港最具規模的慈善服務機構，東華三院除了為廣大市民提供適切的醫療衛生、教育及社會福利服務外，還積極履行企業社會責任，推動環境保護及社會公益發展。在制訂政策及推行服務時，本院亦會充分考慮公眾利益，照顧大眾所需，以達致構建和諧社會的目標。

TWGHs is a well-established charitable organisation in Hong Kong, providing a wide range of medical and health, education and community services for the general public. The Group undertakes corporate social responsibility by promoting environmental protection and community welfare development, incorporating public interest in its policies and services, and fulfilling the diverse needs of the people of Hong Kong with a view to building a harmonious society.

綠色機構運動

Green Organisation Campaigns

綠色機構

Green Organisation

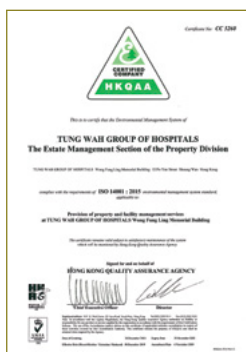
作為一間綠色機構，東華三院承諾全力履行企業社會責任，在醫療衛生、教育及社會服務各方面的運作上全面推行環境保護政策。東華三院於2009年成為環境及自然保育基金的首個非政府機構綠色伙伴，為業界樹立典範，令更多非政府機構加入綠色伙伴行列。

As a green organisation, TWGHs is committed to fulfilling its social responsibilities and pursuing full implementation of environmental protection policies in its medical and health, education and community services. TWGHs became the first non-governmental organisation (NGO) green partner in the Environment and Conservation Fund (ECF) in 2009. The recognition made TWGHs an exemplary role model in the field, which has since inspired more NGOs to enroll as green partners.



東華三院行政總部是本院的綠色典範，一直積極推行各項環保措施，因而榮獲由環境運動委員會、環境保護署及9間機構聯合頒發的「香港綠色機構認證」，表揚東華三院在綠色管理和推行環保措施上的卓越成就，以及在環保方面所作出的貢獻及承諾。此外，東華三院行政總部已實施ISO 14001:2015環境管理體系及ISO 50001:2011能源管理體系，以實踐對環境保護的承諾及持續改進環保措施。

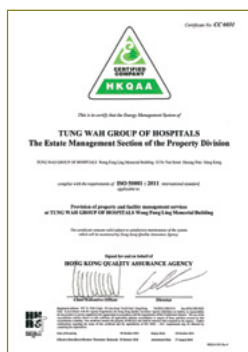
ISO 14001:2015環境管理體系證書
ISO 14001:2015 Environmental Management System Certificate



The Administration Headquarters, as the TWGHs' green role model, has been implementing comprehensive green initiatives for years. The Administration Headquarters was recognised with a "Hong Kong Green Organisation Certificate" issued by the Environmental Campaign Committee, the Environmental Protection Department and 9 organisations for TWGHs' substantial achievements in green management and implementation of environmental practices on various

fronts, as well as the Group's contributions and commitment to environmental protection. In addition, the Administration Headquarters had implemented the ISO 14001:2015 environmental management system and ISO 50001:2011 energy management system to carry out our commitment on environmental protection and improve our green initiatives on a sustainable basis.

ISO 50001:2011能源管理體系證書
ISO 50001:2011 Energy Management System Certificate



環境管理架構

Environmental Management Structure

東華三院分別成立環境督導委員會及環境工作小組，指導機構的環境保護工作，並監測和審核機構環保工作的成效，找出改善空間及制訂未來的環境目標和指標。此外，各科/處/辦公室已分別委派一位綠色代表，向其部門全體員工宣揚綠色信息。

An Environmental Steering Committee and an Environmental Working Group has been set up to steer TWGHs' efforts in environmental conservation, monitor and review the effectiveness of TWGHs' environmental performance, identify areas for improvement, and formulate future environmental objectives and indicators. In addition, a green representative has been appointed in each Division/Branch/Office to disseminate green messages to all staff members.

環境政策

Environmental Policy

環境督導委員會已通過東華三院的環境政策。東華三院承諾：

- 在醫療衛生、教育和社會服務各方面全面推行環保概念；
- 成為一個具環保意識和重視環境保育的非政府機構的先導者；
- 將環境保護納入東華三院的機構文化，並把機構的環境政策廣傳至工作人員、學生、服務受眾和業務合作伙伴；及
- 促進綠色生活，締造綠色香港。

The TWGHs' environmental policy was defined and endorsed by the Environmental Steering Committee. TWGHs is committed to:

- pursuing a holistic environmental protection concept in its medical and health, education and community services;
- becoming a pioneer among NGOs in environmental consciousness and conservation;
- incorporating environmental protection into its corporate culture and promoting the TWGHs' environmental policy to staff members, students, service users and business partners; and
- promoting green living and making a green Hong Kong.

環境策略

Green Strategies

東華三院制訂了7項環境策略，包括綠色管治、環保教育、綠色採購、採用綠色能源、資源保育、減少污染和環保建築，以貫徹保護環境的目標。

TWGHs has formulated 7 green strategies including green governance, green education, green procurement, go green on energy, conservation of resources, pollution reduction and green building so as to pursue its green objectives.

環境策略 Green Strategies

★ 綠色管治 Green Governance

★ 環保教育 Green Education

★ 綠色採購 Green Procurement

★ 採用綠色能源 Go Green on Energy

★ 資源保育 Conservation of Resources

★ 減少污染 Pollution Reduction

★ 環保建築 Green Building

減少廢物

環境局按「污染者自付」原則推行的都市固體廢物收費建議，最快將於2020年底實施。為了在有關收費實施前做好準備，東華三院成功獲得環境及自然保育基金資助，於東華三院郭一葦中學、東華三院黃士心小學及東華三院李東海小學推行都市固體廢物收費試驗項目。

試驗項目於2018年10月至2019年9月推行。本院透過講座、環保攤位、環保比賽及參觀回收中心等推廣活動，向超過2,000名學生和老師介紹都市固體廢物收費、推廣減少廢物和清潔回收。有關學校亦於試驗項目的前期和後期進行廢物統計，分析廢物種類的變化，以協助學校制訂減廢方案。此外，本院在相關學校試行使用指定垃圾袋，並進行為期6個月的量度廢物重量測試，結果顯示相關學校的回收率皆有上升趨勢。逾八成師生認為試驗項目有助加強他們對都市固體廢物收費的認識，並表示會參考試驗項目的經驗，為日後都市固體廢物收費實施做好準備，達到減廢及清潔回收的目標。



東華三院黃士心小學的環保大使在班際減廢比賽中協助測量廢物的重量。
Green Ambassadors of TWGHs Wong See Sum Primary School helped to measure the weight of waste during inter-class waste reduction competition.

Waste Reduction

The Municipal Solid Waste (MSW) Charging Scheme based on the “polluter-pays” principle recommended by the Environment Bureau will be implemented by the end of 2020 at the earliest. To prepare for the implementation of MSW Charging Scheme, TWGHs successfully obtained funding from the Environment and Conservation Fund for the implementation of MSW Charging Scheme Trial Programme at TWGHs Kwok Yat Wai College, TWGHs Wong See Sum Primary School and TWGHs Leo Tung-hai LEE Primary School.

The Programme was conducted from October 2018 to September 2019, through various promotional activities including talks, green booths, green competitions and visits to recycling centres to introduce the MSW Charging Scheme as well as promote waste reduction and clean recycling to over 2,000 students and teachers. To assist the participating schools in formulating a waste reduction plan, waste surveys were conducted in those schools to analyse the change of waste categories before and after the implementation of the Programme. Besides, a 6-month trial for using designated garbage bags and measuring the weight of waste was conducted at each participating school, showing an increasing trend in recycling rate at those schools. Over 80% of teachers and students concurred that the Programme enhanced their understanding of the MSW Charging Scheme. They also promised to draw on the experience gained from the Programme and get ready for the implementation of MSW Charging Scheme in the near future for achieving the goal of waste reduction and clean recycling.



東華三院郭一葦中學的學生參觀環保園，認識不同的廢物處理方法和學習如何減廢。
Students of TWGHs Kwok Yat Wai College visited Eco Park to gain knowledge about waste handling methods and learn how to reduce waste.

環保建築

香港綠色建築議會有限公司及建築環保評估協會有限公司於2016年3月推出綠建環評既有建築2.0版自選評估計劃，提供更具彈性的評估方式去鼓勵現存樓宇參與評估，以進一步改善樓宇的能源效益及環境管理措施。東華三院行政總部黃鳳翎紀念大樓繼去年成功在該評估的「營運管理」、「場地」及「用水」範疇獲得卓越評級認證，成為首座取得該評估最高評級的慈善團體建築後，本年度再下一城，獲得該評估的「用材及廢物管理」及「室內環境質素」範疇的卓越評級認證。

Green Building

The Hong Kong Green Building Council Limited and the BEAM Society Limited launched the BEAM Plus Existing Buildings V2.0 Selective Scheme in March 2016. V2.0 offers greater flexibility in the scope of assessment to encourage participation of existing buildings in Hong Kong, so as to further improve energy efficiency and environmental management practices. In a streak of success after achieving the Excellent grade in “Management”, “Site Aspects” and “Water Use” aspects of the Assessment as the first charity organisation building to achieve the highest rating under the Assessment last year, TWGHs Wong Fung Ling Memorial Building, the Administration Headquarters of TWGHs, once again attained the Excellent grade in “Materials and Waste Aspects” and “Indoor Environmental Quality” aspects of the Assessment this year.



環境局局長黃錦星GBS太平紳士(右三)頒發「用材及廢物管理」範疇卓越評級證書及認證牌匾予東華三院。

The Hon. WONG Kam Sing, GBS, JP (right 3), Secretary for the Environment, presented the Certificate and Certification Plaque for the Excellent grade in “Materials and Waste Aspects” to TWGHs.

溫室氣體減排

環保約章

東華三院積極推行環保措施，以減少碳足跡。本院屬下超過90個服務單位已簽署由環境局及機電工程署推行的「節能約章2019」，另有12個服務單位已簽署由環境局推出的「戶外燈光約章」及超過120個服務單位參加由世界自然基金會香港分會主辦的「地球一小時2019」。

Greenhouse Gas Reduction

Green Charter

TWGHs actively pursues environmental protection measures so as to reduce carbon footprint. Over 90 service units signed the “Energy Saving Charter 2019” jointly organised by the Environment Bureau and the Electrical and Mechanical Services Department. Moreover, 12 service units signed the “Charter on External Lighting” launched by the Environment Bureau and over 120 service units participated in the “Earth Hour 2019” organised by the World Wide Fund for Nature Hong Kong.



「忠誠支持」獎狀
“Loyalty” Certificate

碳審計

自2013/2014年度起，東華三院所有服務單位均進行年度碳審計，以監測和量化東華三院的環保表現。本院制定了一套適用於不同服務類別的碳排放計算範本，讓各單位可自行計算碳排放。透過年度碳審計，服務單位可以比較不同年份和相同服務類別單位的碳排放數據，如每樓面面積單位的碳排放量、員工的人均碳排放量等，然後找出可改善的地方。根據評估結果，本院於2017/2018年度的碳排放量與基準年相比，減少約16%。

Carbon Audit

In order to monitor and quantify the overall environmental performance of TWGHs, all service units have been required to conduct annual carbon audit since 2013/2014. A set of tailor-made carbon calculation templates have been developed for different categories of service units. Through an annual carbon audit exercise, service units can compare their greenhouse gas emissions of different years, and ratio indicators such as carbon emissions per unit floor area or per staff member with similar type of service units, so as to identify areas of improvement. According to the evaluation result, the net carbon emissions of the Group decreased by about 16% in 2017/2018 compared with the base year.

本院物業科於2019年5月2日舉辦碳審計評估分享會，向參與的服務單位講解2017/2018年度的評估結果及分享減碳措施；另亦於2019年7月11日舉辦2018/2019碳排放計算範本簡介會，向服務單位講解如何使用碳排放計算範本，以統一回覆格式，支援全院的碳審計工作。

A sharing session was organised by the Property Division of the Group on 2 May 2019 to explain the carbon evaluation result for 2017/2018 and share carbon reduction measures. In addition, a briefing session on the carbon calculation templates 2018/2019 was held on 11 July 2019 to explain how to complete the standard templates to service units, with an aim to standardise their return for the Group's carbon audit.



舉辦碳排放計算範本簡介會，統一服務單位回覆數據的格式，提升全院碳審計工作的效率。

A briefing session on carbon calculation templates was held to standardise the format of data returns from service units, with an aim of enhancing the efficiency of carbon audit for the Group.

員工綠色運動

Green Campaigns for Staff Members

綠色生活體驗

為鼓勵員工實踐綠色環保生活，本院人力資源處於2019年6月28日安排員工參觀半島生活，由導賞員詳細講解香港的廚餘問題，並分享日常生活減少廚餘的貼士和廚餘分類回收的小知識。導賞員還帶領員工遊覽半島生活內各項廚餘再生設備，以了解廚餘轉化為禽畜飼料及肥料等有用產品的過程。員工更有機會親手製作環保清潔酵素及果醬，體驗低碳綠色生活。

Experiencing Green Living

The Human Resources Branch of the Group organised a green tour to the Peninsula Life on 28 June 2019 in a bid to encourage staff members to embrace green living. The tour guide described the food waste problem of Hong Kong and shared smart tips on reducing food waste and practical knowledge on food waste sorting and recycling. The guide also led the staff members to the food waste recycling facilities of Peninsula Life, showing them the process of transforming food waste into poultry feeds and fertilisers. Our staff members also had a chance to make eco enzyme cleaner and marmalade themselves to gain some hands-on experience in low carbon living.



員工參觀半島生活，加深對廚餘處理及永續耕作的認識。
Staff members visited the Peninsula Life to enhance their understanding of food waste treatment and sustainable farming.

有機農夫體驗活動

東華三院積極透過培訓及舉辦環保活動，以提高員工的環保意識和綠色生活概念。自2012年起，東華三院行政總部的綠化天台設有有機耕作園地。今年招募了42名員工成為有機農夫，一同參與有機耕作。活動結束後，參加者記錄其耕作心得及時令蔬果種植期的建議，並結集成《有機耕作經驗分享摘錄》，與新參加者分享有機耕作的知識。透過這個平台，參加者可與同事、家人和朋友分享農作物，推廣珍惜食物資源及綠色生活。

Organic Farmer Programme

TWGHs organised various green trainings and activities for staff members to enhance their environmental awareness and promote green living. The green roof of the TWGHs Administration Headquarters has been used for organic farming since 2012, along with the launch of the Organic Farmer Programme. A total of 42 staff members enrolled as organic farmers this year. Upon the end of the Programme, participants compiled an *Organic Farming Experience Sharing* to record and share with new joiners their farming tips and suggestions on planting crops according to seasons. Through this platform, they were able to share their crops with their colleagues, family members and friends to promote cherishing of food resources and green living.



有機農夫今年豐收超過1,000個番茄，為歷年之冠。
Organic farmers harvested more than 1,000 tomatoes this year, the highest record over the years.



醫院綠色運動

Green Campaigns in Hospitals

東華醫院

東華醫院於年度內實施及舉辦不同的環保項目，包括於2019年9月舉行月餅盒回收計劃。年內，醫院亦參加世界自然基金會香港分會舉辦的「地球一小時2019」。此外，醫院全年進行回收活動，收集廢紙、塑膠器皿、鋁罐及其他廢料循環再用。

Tung Wah Hospital

Tung Wah Hospital implemented and organised various environmental projects during the year, including organisation of moon-cake boxes collection programme in September 2019 and participation in the "Earth Hour 2019" organised by the World Wide Fund for Nature Hong Kong. Throughout the year, the Hospital continued to collect waste paper, plastic containers, aluminium cans and other wastes for recycling.

廣華醫院及東華三院黃大仙醫院

廣華醫院及東華三院黃大仙醫院舉辦了多項環保活動，包括「安全、健康、環境及質素週」、利是封回收、賀年禮盒及玩具回收活動；並參與各項社區環保活動，向員工推廣愛護環境

Kwong Wah Hospital and TWGHs Wong Tai Sin Hospital

Kwong Wah Hospital and TWGHs Wong Tai Sin Hospital organised several environmental events, including "Safety, Health, Environment and Quality Week", and collection of red packets, Lunar New Year gift boxes and toys for recycling. The Hospitals also participated in different environmental activities in

的訊息，提升他們對環保的關注。此外，廣華醫院及東華三院黃大仙醫院於本年度分別招募了141名及13名環保大使，協助推動醫院的環保工作。

the community to further promote the message of environmental protection among staff members and enhance their awareness on environmental protection. Furthermore, Kwong Wah Hospital and TWGHs Wong Tai Sin Hospital recruited 141 and 13 green ambassadors respectively this year, joining hands to help promote environmental protection in the Hospitals.



醫院管理層與員工在「安全、健康、環境及質素週」開幕禮上簽署「珍惜資源約章」，承諾致力物盡其用，醫院更邀請了「大咗鬼」協助推廣減廢和使用再生能源。Hospital Management and staff members signed a pledge at the Opening Ceremony of the "Safety, Health, Environment and Quality Week" and committed to make the best use of resources. The "Big Waster" was also invited to promote waste reduction and the use of renewable energy.



醫院舉辦玩具捐贈計劃，向員工宣揚惜物與分享的概念。Hospitals organised Toy Donation Programme, proclaiming the concepts of treasuring and sharing among staff members.

東華東院

為支持節約能源及提高員工的環保意識，東華東院響應世界自然基金會香港分會的呼籲，參與「地球一小時2019」，在不影響日常運作下，將燈飾及外牆燈熄掉1小時。此外，醫院於每年12月均會進行「碳審計」，分析日常院務運作的碳排放對大氣層溫室效應的影響，以提供數據進行能源使用分析及作為長遠能源使用策略的藍本。

Tung Wah Eastern Hospital

Tung Wah Eastern Hospital joined the "Earth Hour 2019" organised by the World Wide Fund for Nature Hong Kong to support energy conservation and enhance staff members' environmental awareness. All non-essential lighting and external lights were turned off for an hour without affecting the Hospital's daily operation. The Hospital also conducts "Carbon Audit" every December to evaluate the greenhouse impact of carbon emissions from its day-to-day operations. The audit results provide a baseline for the Hospital to monitor its energy consumption and serve as a blueprint for developing long-term energy use strategies.

東華三院馮堯敬醫院

經過多年來一系列的推廣活動，東華三院馮堯敬醫院已經成功建立環保文化。醫院繼續落實各項節能措施及積極參與各項環保活動，如設立收集點妥善回收廢棄燈管、鋁罐、膠樽和廢紙等進行處理，設置環保告示板張貼「環保智慧小常識」等一系列資訊，並舉行一連串環保展覽。為提醒員工節約能源，醫院於照明及冷氣機的開關掣貼上節省能源告示。醫院又進行「碳審計」，並重新規劃多項環保推廣活動，以節約能源、節省用紙及低碳醫院等3大範疇為重點，制定短、中、長線的環保計劃。年內，醫院亦參加世界自然基金會香港分會舉辦的「地球一小時2019」及環保觸覺舉辦的「無冷氣夜」。

TWGHs Fung Yiu King Hospital

TWGHs Fung Yiu King Hospital had successfully cultivated a green culture through a series of environmental activities in the past few years. The Hospital continued to implement energy conservation initiatives and actively participate in various green programmes, such as setting up collection points for used fluorescent lamps, aluminium cans, plastic bottles and waste paper for recycling. In addition, a notice board for posting information on environmental protection was installed and roving exhibitions were organised. Labels for energy conservation were displayed on the switches of lightings and air-conditioners to raise awareness of the importance of energy conservation among staff members. In addition, a "Carbon Audit" was conducted, while a number of short-, medium- and long-term green initiatives were also revisited with a focus on saving energy, reducing paper consumption, and building a low-carbon hospital. The Hospital also participated in the "Earth Hour 2019" and the "No Air-con Night" organised by the World Wide Fund for Nature Hong Kong and Green Sense respectively.

環保成就及獎項

Green Accomplishments and Awards

東華三院多年來積極推行「綠色機構計劃」，於醫療衛生、教育及社會服務各環節的運作全面推行環境保護政策，是業界的綠色典範，年內更在多個環保範疇榮獲多個獎項，詳情請參閱「獎項及殊榮」一章。

TWGHs has become a green role model for NGOs since the implementation of the "Green Organisation Campaign" in the Group's medical and health, education and community services, winning a string of awards during the year. Details are set out in the chapter of "Awards and Honours".

推廣義工服務

Promotion of Voluntary Services

加強跨界別合作 推動企業義工

* — Strengthening Partnerships with Different Sectors and Promoting Corporate Volunteering

東華三院以「凝聚社會資本·服務社群」為宗旨，積極推動各政府部門、工商企業及專業團體參與義工服務。

「商界展關懷」標誌/「同心展關懷」標誌 (2019/2020)

為感謝合作伙伴的支持，東華三院提名以下企業及專業團體參與並成功獲得香港社會服務聯會頒發的「商界展關懷」標誌/「同心展關懷」標誌 (2019/2020)。有關提名名單表列如下(以英文名稱排序)：

- 精進建築有限公司
Aggressive Construction Company Limited
- Agnes b. HK Limited
- 利駿設計規劃有限公司
AL Design & Associates Limited
- 世聯保險有限公司
Allied World Assurance Company Limited
- Ark Garden Limited
- 阿仙奴(香港)足球學校有限公司
Arsenal Soccer School (Hong Kong) Limited
- 亞洲保險有限公司
Asia Insurance Company Limited
- 聯誼工程有限公司
Associated Engineers Limited
- 中國銀行(香港)
Bank of China (Hong Kong)
- 百麗國際控股有限公司
Belle International Holdings Limited
- 佳能香港有限公司
Canon Hongkong Company Limited
- 佳飛有限公司
Carthy Limited
- 前茂企業
Cemma Enterprise Company Limited
- 祥記馮祥建築有限公司
Cheung Kee Fung Cheung Construction Company Limited
- 祥祺集團有限公司
Cheung Kei Group Company Limited
- OK便利店有限公司
Circle K Convenience Stores (HK) Limited
- 花旗集團
Citi
- 長江和記實業有限公司
CK Hutchison Holdings Limited
- 香港老爺車會
Classic Car Club of Hong Kong (1989) Limited
- 中華電力有限公司
CLP Power Hong Kong Limited
- 建造業議會
Construction Industry Council
- 基智系統
D P SYSTEMS
- 大華皮革貿易有限公司
Dah Hwa Leather & Trading Company Limited
- 星展銀行(香港)有限公司
DBS Bank (Hong Kong) Limited
- 香港直銷協會
Direct Selling Association of Hong Kong Limited
- 第一線有限公司
Diyixian.com Limited
- 生活易有限公司
Easy Living Limited
- 英皇酒店管理有限公司
Emperor Hotel Management Limited
- 豐盛服務集團有限公司
FSE Services Group Limited
- 利童(香港)服飾有限公司
Fung Kids (Hong Kong) Fashion Limited
- 金門建築有限公司
Gammon Construction Limited
- 雲頂香港有限公司
Genting Hong Kong Limited
- 結好金融集團有限公司
Get Nice Financial Group Limited

- 結好控股有限公司
Get Nice Holdings Limited
- 高銀金融(集團)有限公司
Goldin Financial Holdings Limited
- 高銀地產控股有限公司
Goldin Properties Holdings Limited
- 高盛(亞洲)有限責任公司
Goldman Sachs (Asia) L.L.C.
- 吉帝斯國際有限公司
Good Plus International Limited
- 恒益物業管理有限公司
(恒基兆業地產集團成員公司)
Hang Yick Properties Management Limited
(A Member of Henderson Land Group)
- 興勝室內及維修有限公司
Hanison Interior & Renovation Limited
- 合豐園藝(綠化)有限公司
Hap Fung Landscape Company Limited
- 協興建築
Hip Hing Construction
- 香港興業國際集團有限公司
HKR International Limited
- 香港總商會
Hong Kong General Chamber of Commerce
- 香島園藝有限公司
Hong Kong Island Landscape Company Limited
- 陽明山莊管理有限公司
Hong Kong Parkview Management Services Limited
- 香港貿易發展局
Hong Kong Trade Development Council
- 康柏斯專業顧問有限公司
Hongplus Professional Consultants Limited
- 香港沙田凱悅酒店
Hyatt Regency Hong Kong, Sha Tin
- 國際斯佳美容協會
International CICA Association of Esthetics
- 國際音樂治療有限公司
International Music Therapy Limited
- 德昌電機工業製造廠有限公司
Johnson Electric Industrial Manufactory Limited
- 健和醫療保健有限公司
Kinwood Healthcare Limited
- 僑樂服務管理有限公司
Kiu Lok Service Management Company Limited
- 廣華醫院
Kwong Wah Hospital
- 李錦記有限公司
Lee Kum Kee Company Limited
- 義生洋行有限公司
Lorence & Company Limited
- 六福金融服務有限公司
Luk Fook Financial Services Limited
- 麥文記麵家
Mak Man Kee Noodle Shop
- 非常作有限公司
MAKE UP FOR EVER Academy
- 維博心理醫學中心
Mind Pro Psychological Medicine Centre
- 南旋集團有限公司
Nameson Group Limited
- 雀巢香港有限公司
Nestle Hong Kong Limited
- 新中國洗衣有限公司
New China Laundry Limited
- Omni Beauty Retailing Limited

To capitalise on community resources and serve the greater community, TWGHS actively promotes volunteer services in government departments, corporations and professional bodies.

“Caring Company” Logo/“Caring Organisation” Logo (2019/2020)

TWGHS has successfully nominated the following corporations and professional organisations for the “Caring Company” Logo and “Caring Organisation” Logo (2019/2020) of the Hong Kong Council of Social Service, in recognition of their long-term support to TWGHS. A list of nominees is as follows (in alphabetical order):

- 奧的斯電梯(香港)有限公司
Otis Elevator Company (H.K.) Limited
- 栢萌刷品有限公司
Pak Mane Brush Limited
- 品誠梅森律師事務所
Pinsent Masons
- 先鋒電子(香港)有限公司
Pioneer (HK) Limited
- 中港混凝土有限公司
Redland Concrete Limited
- 聖安娜餅屋有限公司
Saint Honore Cake Shop Limited
- 沙皇實業有限公司
Sanda King Industries Limited
- 順昌電器工程有限公司
Shun Cheong Electrical Engineering Company Limited
- 順昌貿易發展有限公司
Shun Cheong Trade and Development Company Limited
- 信德集團有限公司
Shun Tak Holdings Limited
- 信和集團
Sino Group
- 註冊財務策劃師協會
Society of Registered Financial Planners
- 實德金融集團有限公司
Success Finance Group Limited
- 新中物業管理有限公司
Sun Chung Property Management Company Limited
- 鄧曹劉律師行
Tang Tso & Lau Solicitors
- 香港東電化有限公司
TDK Hongkong Company Limited
- 澳大利亞國際有限公司
Telstra International Limited
- 香港中華煤氣有限公司
The Hong Kong & China Gas Company Limited
- 香港嬰幼兒營養聯會
The Hong Kong Infant and Young Child Nutrition Association
- 九龍巴士(一九三三)有限公司
The Kowloon Motor Bus Co. (1933) Limited
- 東華東院
Tung Wah Eastern Hospital
- 東華三院黃大仙醫院
TWGHS Wong Tai Sin Hospital
- 聯合航空公司
United Airlines
- 惠保(香港)有限公司
Vibro (H.K.) Limited
- 惠保建築有限公司
Vibro Construction Company Limited
- 宏安地產有限公司
Wang On Properties Limited
- 位元堂藥廠有限公司
Wai Yuen Tong Medicine Company Limited
- 威高冷氣工程有限公司
Westco Airconditioning Limited
- 威高建築有限公司
Westco Chinney Limited
- 王氏港建旅遊有限公司
WKK Travel Limited
- 王氏港建集團有限公司
Wong's Hong Kong King Holdings Limited

2018年度最高服務時數獎

東華三院獲社會福利署頒發「2018年最高服務時數獎」(公眾團體)季軍，義工登記人數達58,832人，義工服務總時數超過191萬小時。

「2018年最高服務時數獎」(公眾團體)季軍獎狀
Certificate of the "Highest Service Hour Award 2018"
(Public Organisation)



The Highest Service Hour Award 2018

TWGHs was the 2nd Runner-up of "Highest Service Hour Award 2018" (Public Organisation) organised by the Social Welfare Department. TWGHs has a total of 58,832 registered volunteers who served the community for over 1.91 million hours.

東華三院義工隊

為進一步培養員工服務社群的關愛文化，鼓勵他們帶同家屬積極參與義工服務，人力資源委員會於2014年通過設立「員工義工服務獎勵計劃」，並設有4個獎項，分別為「最新『義』人獎」、「最高『義』數獎」、「最『義』家庭參與獎」及「最『義』推薦人獎」，以嘉許優秀的義工。今年，東華三院義工隊繼續造訪廣東省東莞市寮步鎮，為基層兒童舉辦主題學習活動及家訪基層家庭。

TWGHs Volunteer Team

To foster the caring culture of serving the community and encourage more staff members and their family members to actively participate in voluntary work, the Human Resources Committee approved the setting-up of the "Staff Voluntary Service Incentive Scheme" in 2014 with 4 award categories, namely "First-time Volunteer", "Staff with the Highest Service Hours", "Family with the Highest Service Hours" and "Most Effective Referrer" as a recognition to outstanding volunteers. This year, TWGHs Volunteer Team continued to visit Liaobu Town, Dongguan City in Guangdong Province, and provided a variety of voluntary services, including thematic study programmes to deprived children and home visits to deprived families.



東華三院義工隊定期探訪廣東省東莞市寮步鎮的家庭，並為基層兒童舉辦不同類型的活動。
TWGHs Volunteer Team visited the families at Liaobu Town in Dongguan City, Guangdong Province and organised different activities for deprived children.

東華三院員工帶同親友參與義工服務，發揮助人為樂的精神。
TWGHs staff members participated in voluntary services with their family members and friends, fostering the spirit of helping others.



東華三院文物館義工團隊

東華三院文物館義工團隊連續第9年獲社會福利署頒發「義務工作嘉許狀(小組)金狀」。義工團隊主要協助文物館把館藏照片、剪報和歷史檔案數碼化，為歷史檔案進行簡單的修復，及為東華義莊文獻進行登記。



東華三院文物館義工團隊榮獲「義務工作嘉許狀(小組)金狀」
Voluntary Work Force of Tung Wah Museum won the "Gold Award for Volunteer Service (Group)"

Tung Wah Museum Voluntary Work Force

The Voluntary Work Force of Tung Wah Museum won the "Gold Award for Volunteer Service (Group)" from the Social Welfare Department for the ninth consecutive year. The Work Force mainly assisted in digitising photos, news clippings and historical records as well as carrying out simple restoration work for historic documents for the Museum, and performing data entry for archives of Tung Wah Coffin Home.



文物館義工協助修復檔案。
Museum volunteer assisted in restoring historic document.

醫院義工服務

Hospital Voluntary Services

東華醫院 Tung Wah Hospital

暑期義工大學堂 — 學生健康大使訓練及服務計劃2019

東華醫院病人資源中心透過醫院管理局港島西醫院聯網舉辦的「暑期義工大學堂 — 學生健康大使訓練及服務計劃2019」，招募了26位暑期義工，提供了710小時的義工服務。學生參加者在提供服務前須先參加訓練工作坊，然後開展醫院及社區義工服務。參加者表示，計劃加深他們對義工服務、醫院服務及運作的認識，並提升他們對健康的關注。今年，本院檔案及歷史文化辦公室提供導賞服務予暑期義工，讓他們認識東華三院的歷史及文化。

Summer Volunteer Programme 2019

The Patient Resource Centre of Tung Wah Hospital recruited 26 student summer volunteers through the "Summer Volunteer Programme 2019" organised by Hong Kong West Cluster of the Hospital Authority, and the student volunteers served 710 hours in total. While the participants had to attend training workshops before providing volunteer services in the Hospital and the community, they indicated that the Programme had deepened their knowledge in volunteer services, hospital services and operations, and had also raised their health awareness. This year, guided tours were provided by the Records and Heritage Office of the Group for student volunteers to get familiar with the history and culture of TWGHs.



東華醫院暑期義工擔任「東華路路通大使」，為醫院訪客提供地點指引服務。
Summer volunteers of Tung Wah Hospital provided guided services for visitors of the Hospital.



經歷4星期的訓練及義工服務，東華醫院暑期義工全體順利畢業。
Summer volunteers of Tung Wah Hospital graduated after attending 4-week trainings and volunteer activities.

滋補靚湯獻關懷2019

廣華醫院及東華三院黃大仙醫院獲醫院管理局慈善基金贊助，於2019年4月至7月舉辦「滋補靚湯獻關懷2019」，透過7次送湯活動，讓病人在住院期間得以品嚐滋補靚湯，並感受員工及義工們的關愛和支持。

Nourishing Soup Contributing Care 2019

Thanks to the funding from the Hospital Authority Charitable Foundation, Kwong Wah Hospital and TWGHs Wong Tai Sin Hospital organised the “Nourishing Soup Contributing Care 2019” from April to July 2019. A total of 7 soup delivery activities were held to deliver nourishing hot soup to inpatients, with an aim to show them the concern, love and support from staff members and volunteers.



義工將熱湯送給病人，祝福他們早日康復。
Volunteers delivered nourishing hot soup to inpatients and wished them speedy recovery.



醫院暑期學生義工訓練及服務計劃2019

東華三院黃大仙醫院陳淨錦病人資源中心於2019年暑假舉辦「醫院暑期學生義工訓練及服務計劃2019」，招募及培訓46位有興趣參與醫院義務工作的學生義工，提供了1,650小時的義工服務。學生義工完成一系列的訓練、工作坊、醫院部門參觀及交流後，即可參與多元化的醫院及社區義工服務，包括病房探訪及小組活動、園藝、美術及設計、醫院部門支援及文書工作、問卷調查、社區健康教育及關懷活動。

Summer Volunteers Training Programme 2019

TWGHs Wong Tai Sin Hospital Patient Resource Centre organised the “Summer Volunteers Training Programme 2019” during the summer vacation in 2019 to recruit and train up 46 student volunteers interested in hospital volunteer services, and they served 1,650 hours in total. Upon completion of a series of trainings, workshops, hospital department visits and sharing sessions, student volunteers were eligible to join various kinds of hospital and community volunteer services, including ward visits and ward-based group programmes, gardening, handicraft and art work, departmental support services and clerical services, surveys, and community health education and care programmes.

「靜觀·自在」體驗工作坊

東華三院黃大仙醫院陳淨錦病人資源中心獲醫院管理局慈善基金贊助，於2019年5月25日舉辦「靜觀·自在」體驗工作坊，共有29位義工參與。工作坊透過靜觀練習，讓義工學習如何處理雜念和壓力、善待自己，以及懷著平和喜悅的心境參與醫院義工服務。

Mindfulness Experiential Workshop

With the funding from the Hospital Authority Charitable Foundation, TWGHs Wong Tai Sin Hospital Patient Resource Centre organised the “Mindfulness Experiential Workshop” on 25 May 2019, with 29 volunteers attending. The Workshop aimed at equipping volunteers with knowledge and skills on stress management and self-care, enabling them to participate in the Hospital's voluntary services with a peaceful and joyful mind.

暑期義工大學堂

東華三院馮堯敬醫院長者健康資源中心透過「暑期義工大學堂」計劃，招募了25位學生義工及義工領袖，並於2019年7月15日至8月9日舉辦一連串以「跨世代·愛躍動」為主題的暑期義工服務，服務總時數超過900小時。暑期義工除了參與探訪及醫院部門的支援服務外，亦

Summer Volunteer Programme

The Elderly Health Resource Centre of TWGHs Fung Yiu King Hospital recruited 25 student volunteers and leaders through the “Summer Volunteer Programme”. A series of volunteer services were organised under the theme of 「跨世代·愛躍動」(in Chinese only) from 15 July to 9 August 2019, and over 900 hours of voluntary service were delivered in total. On top of visits and support services to hospital departments, student volunteers also provided innovative

會進行意念嶄新的義工服務，當中包括推行有助提升智能的遊戲及活動，為病友帶來歡笑及正能量。學生義工亦聯同長者院友製作《跨世代·人生語錄》，輯錄他們的生命故事及人生哲理，讓學生義工了解長者院友在人生旅程中面對不同挑戰時的智慧。

「愛要及時說出口」正向感恩工作坊2019

東華三院馮堯敬醫院長者健康資源中心聯同楊培鑑老人日間醫院及佛教院侍部，於2019年9月19日為日間醫院病友及其家屬舉辦「愛要及時說出口」正向感恩工作坊。工作坊推廣正向思維及感恩關愛，讓參加者透過影片欣賞、經驗分享及創意藝術活動，學習鬆弛身心及以正面的思維面對疾病，並向自己和身邊的人表達謝意。工作坊共有8名院友和家屬，以及3名義工參與。參加者積極投入，樂於分享，氣氛良好，他們表示工作坊能讓他們懂得以感恩的心看待生命。

療「愉」樂相伴 — 療養病房探訪服務

東華三院馮堯敬醫院長者健康資源中心於2019年起提供「療『愉』樂相伴 — 療養病房探訪服務」，舉辦4次義工探訪活動，表達對療養病房院友的關心及慰問，並透過感官活動，包括故事朗讀、音樂影片分享及樂器體驗，讓院友感受文學和音樂帶來的樂趣。院友十分歡迎義工到訪，並積極與義工互動，而義工亦感到服務十分有意義，樂於提供定期義工服務，為院友的生活添上色彩。

services such as IQ games and activities that brought patients happiness and positive energy. The student volunteers also worked with the elders to compile the *X Generation @ Life Quotes*, a book which recorded elders' life stories and philosophies, a move that enabled the student volunteers to learn from the elders' wisdoms in facing different challenges along their life journeys.

“Psycho-social Support” Positive Thanksgiving Workshop 2019

The Elderly Health Resource Centre of TWGHs Fung Yiu King Hospital jointly organised “Psycho-social Support” Positive Thanksgiving Workshop with Geriatric Day Hospital and Buddhist Chaplaincy Unit on 19 September 2019 for patients of the geriatric day hospital and their family members. The Workshop promoted positive mindset and gratefulness through video admiration, experience sharing and creative arts activities. Participants were encouraged to relax themselves and face illness with positive mindset, and express gratefulness and appreciation to themselves and people around. The Workshop was well attended by a total of 8 patients and their family members as well as 3 volunteers, as participants were all proactive and enthusiastic to share their stories in a loving atmosphere. They indicated that the Workshop had inspired them to feel grateful for life.

Ward Visit Services to Infirmity Patients

The Elderly Health Resource Centre of TWGHs Fung Yiu King Hospital has been offering “Ward Visit Services to Infirmity Patients” since 2019. So far four visits had been organised for expressing care and condolences to infirmity ward patients. Sensory activities, including story-telling, music video sharing and musical instrument playing, were held for patients to experience the joy and happiness brought by literary and music. Patients welcomed these volunteer visits and interacted with volunteers enthusiastically. Meanwhile, the volunteers agreed that such services were meaningful, as they vowed to continue providing regular voluntary services to make the patients' life more colourful.

協助弱勢社群

Social Inclusion for the Underprivileged

推動殘疾人士就業

Promoting the Employment of People with Disabilities

東華三院自2009年起制定推動殘疾人士就業的企業政策，鼓勵屬下各服務單位採取適當步驟，盡可能在招聘及採用外判服務時，優先考慮殘疾人士的申請及僱有殘疾人士的供應商。根據2019/2020年度的統計數字，東華三院轄下各服務單位(醫院除外)共聘用了199名殘疾人士，其中183名任職於社會服務單位，16名受聘於學校及其他服務單位，佔整體實職僱員人數2.25%。在可行的情況下，東華三院行政總部及轄下服務單位均致力把日常外判服務，例如訂購餐飲服務、蔬果及其他食物、製作紀念品和宣傳橫額、印刷和清潔服務等，交由僱有殘疾人士的企業承辦。

TWGHs has made it the Group's corporate policy to employ people with disabilities since 2009. All service units are encouraged to promote the employment of people with disabilities by implementing reasonable procedures to give higher consideration to their applications in the recruitment process, and engaging outsourcing operators which directly employ people with disabilities. A total of 199 disabled persons were employed by TWGHs (except hospitals) in 2019/2020, of which 183 served in community service units and 16 worked for schools and other service units. People with disabilities accounted for 2.25% of the Group's total number of substantive posts. For daily outsourced operations such as procuring catering services, ordering fruits, vegetables and other food supplies, producing souvenirs and promotion banners, printing and cleaning services, TWGHs Administration Headquarters and its service units strive to outsource, whenever practicable, to business operators that provide open employment for people with disabilities.



關愛社區

Caring for the Community

支持「母乳育嬰齊和應」和「器官捐贈推廣」運動

Supporting "Say Yes to Breastfeeding" and "Organ Donation Promotion" Campaigns

東華三院一直致力推行家庭友善措施及響應社會上富有意義的計劃。自2015年起，本院參與由聯合國兒童基金香港委員會主辦的「母乳育嬰齊和應」運動及實施有利母乳餵哺的政策，本院今年繼續推廣「國際母乳哺育周2019」，宣揚「裝備家長：實踐母乳餵哺」的訊息，呼籲公眾支持母乳哺育。

此外，本院亦於2016年參加由食物及衛生局、衛生署、醫院管理局及器官捐贈推廣委員會合辦的「器官捐贈推廣運動」，並簽署推廣約章，成為其中一家支持機構。本院人力資源處並透過「東華·家」臉書專頁及於迎新活動向員工宣傳相關訊息，深化本院家庭友善僱主的形象，並積極呼籲大眾及員工支持上述計劃。

Committed to promoting family-friendly policies and responding to meaningful campaigns of the community, TWGHs signed up as one of the supporting organisations for the "Say Yes to Breastfeeding" Campaign organised by the Hong Kong Committee for UNICEF in 2015 and implemented policies beneficial to Breastfeeding. This year, TWGHs continued its promotion for the "World Breastfeeding Week 2019" to spread the message of "Empower Parents: Enable Breastfeeding", appealing for public support towards breastfeeding.

Meanwhile, TWGHs also joined the "Organ Donation Promotion Campaign" co-organised by the Food and Health Bureau, the Department of Health, the Hospital Authority and the Committee on Promotion of Organ Donation, by signing the Organ Donation Promotion Charter in 2016 to become one of the supporting organisations. In a bid to further enhance the image of caring employer and raise public awareness and support towards the Campaign, the Human Resources Branch of the Group disseminated related messages through its staff Facebook Page "Tung Wah +" and the induction programme for newly recruited staff members.

人力資源處透過「東華·家」臉書專頁向員工宣傳母乳餵哺及器官捐贈訊息。

The Human Resources Branch disseminated the messages of breastfeeding and organ donation to staff members via the staff Facebook Page "Tung Wah +".



為社會培育人才

Nurturing Talent for the Community

提供職場實習機會

Providing Practicum Places

東華三院一向重視透過人才培育推動社會的可持續發展，更積極承擔社會企業責任，為多間大專院校的學生提供與其學科相關的職場實習機會，並由東華三院的職場主管從旁給予指導。本院於2019/2020年度提供合共5,392個學生實習名額，分佈於檔案及歷史文化辦公室、屬下五間醫院、中醫醫療服務單位、中學、小學、幼稚園、特殊學校、教育心理服務中心、長者日間護理中心、長者地區中心、安老院舍、護理安老院、長者鄰舍中心、護養院、社區復康中心、幼兒園、專門輔導服務、綜合危機及介入中心、兒童及青少年綜合服務中心、工場暨宿舍、綜合職業復康服務中心暨宿舍、日間活動中心暨宿舍、中度智障人士宿舍、地區支援中心、視障人士護理安老院、嚴重殘疾人士護理院、社區精神健康服務及餵菜包送遞服務。

TWGHs has been committed to sustainable development through the training and nurturing of talents, and has demonstrated its corporate social responsibilities by providing students of tertiary institutions with on-the-job training opportunities in related disciplines under the guidance of the on-site supervisors from TWGHs. In year 2019/2020, a total of 5,392 students were offered job placements in the Records and Heritage Office, 5 affiliated hospitals, Chinese medicine services units, secondary schools, primary schools, kindergartens, special schools, educational psychology service centre, day care centre for the elderly, district elderly community centres, homes for the elderly, care and attention homes, neighbourhood elderly centre, nursing home, community rehabilitation centre, nursery schools, specialised counselling services, multi-purpose crisis intervention and support centre, children and youth integrated services centres, sheltered workshop cum hostel, integrated vocational rehabilitation centre cum hostel, day activity centres cum hostels, hostels for the moderately mentally handicapped persons, district support centre, care and attention homes for the aged blind, care and attention homes for severely disabled persons, integrated community centre for mental wellness as well as food packaging and delivery service.

東華三院一貫重視企業社會責任，培育新一代人才。本院自2014/2015年起持續支持東華學院的學生實習計劃，為該學院學生提供在職實習機會及職場指導，成效理想。本院於2018/2019學年分別聘請13名東華學院學生為實習生，於2019年5月至8月期間，在5個科/處/辦公室實習。每位完成實習的學生均獲頒發獎狀，以示鼓勵。參與的學生感謝職場主管提供多方面的工作機會，視他們為團隊成員，讓他們從中獲得職場指導和訓練，得以更深入地認識東華三院，並提升人際溝通技巧、分析及解難能力。本院將繼續努力為社會未來培育更多優秀人才，並向新一代推廣機構的僱主品牌形象。

TWGHs considers nurturing young talents as the important part of its corporate social responsibilities. Since 2014/2015, TWGHs has been rendering support to the student internship programme launched by Tung Wah College (TWC) by providing employment opportunities and on-site mentorship for TWC students with a satisfactory result. For the academic year 2018/2019, TWGHs hired 13 TWC students as office interns at 5 Divisions/Branches/Office from May to August 2019. Upon completion of the internship, students were awarded certificates for their accomplishment. The participating students showed great appreciation to their on-site supervisors for offering a variety of job exposures and recognising them as team members. The internship has not only strengthened the students with guidance and trainings in the workplace, but also improved their interpersonal, analytical and problem-solving skills through better understanding of TWGHs. TWGHs will continue to nurture young talents for the society and promote the Group's employer brand image to the new generation.

市場學大專生實習計劃

Marketing Internship Programme

本院自2010年起參與香港浸會大學市場學系的大專生實習計劃，為該學系的學生提供不同的實習機會。本院十分重視這個平台，藉此積極與年輕新一代分享東華三院的服務精神，並為社會培育人才。本院於2018/2019學年編配5名來自香港浸會大學的實習生到教育科及社會服務科實習，為期1至3個月，每位完成實習的學生均獲本院頒發獎狀以示表揚。為鼓勵實習學生，本院由2016/2017學年起，給予每位完成實習計劃，並於本院工作不少於120小時的實習學生實習津貼。

Since 2010, TWGHs has participated in the Internship Programme organised by the Department of Marketing of The Hong Kong Baptist University. TWGHs valued the programme as a platform for sharing its corporate spirit with the younger generation and nurturing the talent for community. For the academic year 2018/2019, 5 students from The Hong Kong Baptist University were allocated and posted to the Education Division and the Community Services Division for an internship of 1 to 3 months. Upon completion of the internship, each student was awarded a certificate for his/her accomplishment. As an encouragement to these student interns, an internship allowance was provided starting from the academic year 2016/2017, to each student who had completed the above internship programme by fulfilling no less than 120 working hours at TWGHs.

「友·導向」師友計劃2019/2020

"Life Buddies" Mentoring Scheme 2019/2020

東華三院獲扶貧委員會邀請，參與「友·導向」師友計劃2019/2020，於2019年6月27及28日為瑪利諾修院學校5名學生舉辦為期2天的職場體驗學習，幫助她們認識非政府機構的服務運作及相關專業/行政職位的要求，啟發他們規劃升學和就業的路向。同學們於完成職場體驗學習後均獲本院頒發證書，以示鼓勵。



Upon invitation of the Commissioner of Poverty, TWGHs participated in the "Life Buddies" Mentoring Scheme 2019/2020 and organised a 2-day Job Tasting Programme for 5 students from Maryknoll Convent School on 27 and 28 June 2019. The Programme enhanced students' understanding of service operations and job requirements of various professional/executive posts in a Non-Governmental Organisation and enlightened them in mapping out their future education and career path. Each student was awarded a certificate of accomplishment upon completion of the Programme as a recognition of their participation.

執行總監蘇祐安先生(前排右三)及本院人力資源處同事與5位同學(後排右二至六)分享經驗。Mr. Albert Y.O. SU (front row, right 3), Chief Executive, and staff members of the Human Resources Branch shared their experience with 5 students (back row, right 2 to 6).

青年護理服務啟航計劃

Navigation Scheme for Young Persons in Care Services

自2016/2017年至今，東華三院已連續第4年推行「青年護理服務啟航計劃」，為有志投身社福界護理工作的年輕人提供就業及培訓機會。本院於2019/2020年透過計劃聘用了14名員工，並派駐屬下安老及復康服務單位工作，為期24個月，期間須兼讀指定課程，而本院亦提供師友輔導和就業指導。部分於2019/2020年完成計劃的學員更獲本院延續聘任，讓他們在護理專業界作長遠的事業發展。

Since 2016/2017, TWGHs has been implementing the Navigation Scheme for Young Persons in Care Services for 4 consecutive years. The Scheme aims to provide job opportunities and training for young people aspiring to undertake health care related work in the welfare sector. For the year of 2019/2020, TWGHs employed a total of 14 staff members under the Scheme, deploying them to elderly and rehabilitation services units for an employment period of 24 months. Apart from taking a designated part-time course, the staff members concerned were also offered mentorship and guidance from supervisors. Some of the staff members of the Scheme who completed the training in 2019/2020, have their employment contracts extended by TWGHs, allowing them to continue their long-term career development in the health care profession.