

目錄

CONTENTS

1	前言 INTRODUCTION		
	序言 Preface	07	
	關於本報告 About this Report	10	
	東華三院簡介 Introduction of TWGHs	11	
	2024/2025 年度可持續發展重點 Sustainability Highlights 2024/2025	12	
	獎項及殊榮 Awards and Honours	16	
06	2	德慧並重 善治為本 GOVERNANCE	19
		機構管治 Corporate Governance	20
		風險管理與內部監控 Risk Management and Internal Control	22
		合規與道德 Compliance and Ethics	23
		可持續管治架構 Sustainability Governance Structure	25
		持份者參與及溝通 Stakeholder Engagement and Communication	26
		重要性評估 Materiality Assessment	28



3

綠色善行 共建和諧 ENVIRONMENT

綠色管治與政策 Green Governance and Policy	38
溫室氣體減排 Greenhouse Gas Reduction	39
綠色建築 Green Building	40
綠色能源及減少污染 Green Energy and Pollution Reduction	42
資源保育 Resource Conservation	44
綠色採購 Green Procurement	47
綠色教育 Green Education	48

37

4

善澤香江 惠及萬家 COMMUNITY CONTRIBUTION

52

社會影響力 Social Impact	53
回應民生需求 Addressing Public Needs	54
數碼轉型 Embracing Digital Solutions	57
社會共融與平等機會 Social Inclusion and Equal Opportunity	61
贈醫施藥 Health and Well-being	66
作育英才 Nurturing Talents	69
文化保育及傳承 Preservation of Cultural Heritage	72
共襄善舉 Volunteer Service	76



目錄 CONTENTS

5	人才培育 共創未來	79
	EMPLOYMENT	
	僱傭措施與員工福利	80
	Labour Practice and Employee Welfare	
	人才吸納與挽留	82
	Talent Attraction and Retention	
	員工關懷與福利	83
	Employee Care and Welfare	
	多元與共融工作環境	85
	Workplace Diversity and Inclusion	
	員工培訓和發展	86
	Employee Training and Development	
	職業安全與健康保障	89
	Occupational Safety and Health	

6	攜手合作 擴展善業	93
	COLLABORATIVE PARTNERSHIPS	
	供應商管理	94
	Supplier Management	
	企業合作	97
	Corporate Collaboration	
	跨界別合作	99
	Cross-Sectoral Collaboration	



7 善款運用 透明問責
FUND-RAISING AND
RESOURCE UTILISATION

籌款道德操守 Fund-raising Ethics	103
創新籌募 引領未來 Innovative Fund-raising for a Sustainable Future	104
資源運用及財務管理 Resource Utilisation and Financial Management	106

102

8 附錄
APPENDIX

107

附錄 I. 統計數據摘要 Appendix I. Performance Data	108
附錄 II. 全球報告倡議組織內容索引 Appendix II. GRI Content Index	114
獨立保證意見聲明書 Independent Assurance Opinion Statement	121





01

● ESG REPORT 2024/2025 ●



前言

INTRODUCTION

序言

在過去一年，東華三院在可持續發展方面穩步前行，成果豐碩且深具意義。本院榮獲多項 ESG 殊榮，涵蓋綠色環保、社會參與與創新科技等範疇，充分體現本院在環境、社會及管治三大領域的卓越實踐。

本院制定了清晰的減碳路徑圖，以 2023/2024 年為基準年設立具體、可量度的碳減目標，積極支持香港特區政府 2050 年碳中和願景。本院持續發展綠色建築項目，其中綠色旗艦項目「東華三院環保村」更榮獲「香港建築師學會主題獎—可持續建築」獎項；積極推動廚餘回收「廚餘再生俠」項目；營運「綠在天后」為本港市民提供環保教育和回收支援服務實踐源頭減廢；參與「全民減碳月」倡議；積極倡導「綠色祭祀」文化，將低碳文化融入日常運作。截至報告期，本院每平方米樓面面積的淨碳排放量較 2023/2024 基準年下降 8.17%，展現出實質減排成效。

Preface

Over the past year, Tung Wah Group of Hospitals (“TWGHs” or “the Group”) has made steady progress in sustainability, achieving meaningful and significant results. The Group has been honoured with multiple awards. These honours span areas such as environmental protection, community engagement, and innovative technology, demonstrating TWGHs’ outstanding practices across all three pillars of Environmental, Social, and Governance (“ESG”).

The Group has established a clear carbon reduction roadmap taking 2023/2024 as the base year, setting specific and measurable emission reduction targets to actively support the HKSAR Government’s vision of carbon neutrality before 2050. Continuing to advance green building initiatives, our flagship green project “TWGHs E-Co Village” has been recognised with the “The HKIA Special Award - Sustainable Architecture” from the Hong Kong Institute of Architects. The Group has also advanced food waste recycling through the “Food TranSmarter” initiative and operates “GREEN@TIN HAU” to provide environmental education and recycling support to the public, promoting waste reduction at source. By participating in the “Carbon Reduction Action” campaign and advocating for “Green Rituals and Burials” practices, the Group is integrating low-carbon values into everyday operations. As of the reporting period, our net carbon emissions per square meter of floor area have decreased by 8.17% compared to the 2023/2024 base year, reflecting tangible progress in emissions reduction.



本院榮獲香港中華廠商聯合會頒發「ESG 大獎」
TWGHs was honoured with the “ESG Grand Award” by the Chinese Manufacturers’ Association of Hong Kong



本院獲電視廣播有限公司主辦的「環境、社會及管治大獎 2024」頒發「ESG 環境創新科技大獎」及「ESG 社會創新科技大獎」。
TWGHs was honoured with the “ESG Environmental Innovation Technology Award” and the “ESG Social Innovation Technology Award” at the “Environmental, Social, and Governance Awards 2024” organised by Television Broadcasts Limited.



土瓜灣社區客廳開幕典禮
Opening Ceremony of To Kwa Wan Community Living Room

東華三院致力回應民生需求，發展過渡性房屋項目、精準扶貧、長者友善社區及傷健共融服務，促進社會共融與平等機會。本院亦推動一系列跨界別創新項目和活動，包括融合藝術、環保與共融元素的「共融共生藝術祭」、提升醫療質素的「智慧醫院」項目，以及促進長者融入數碼生活的「數碼耆跡 2.0」，以環保、科技與人文並重的方式擴大社會影響力。本院營運「土瓜灣社區客廳」並設立「土膳巷」食物銀行，提供基本生活支援與社區關懷，提升基層家庭的生活質素；統籌「共創明『Teen』校友會」，為校友提供持續培訓、生涯規劃輔導與就業支援，協助青少年建立自信與技能，開拓發展路徑；屬校積極推行 STEAM 教育與德育課程，並拓展「一帶一路」新疆參訪等國際交流項目，讓學生拓寬視野，培育創科人才。

在文化保育方面，東華三院廣福祠獲古物諮詢委員會評定為一級歷史建築，標誌著本院對傳統文化、地方歷史與集體記憶的重視與傳承，亦體現機構在城市發展中堅持守護文化根脈的使命。



東華三院廣福祠
TWGHs Kwong Fook Tsz

TWGHs is committed to address community needs by developing services in transitional housing, targeted poverty alleviation, elderly-friendly communities, and disability inclusion, fostering greater social equity and integration. The Group has launched a series of cross-sector initiatives, including the “Smart Hospital” project to enhance healthcare quality and “I Can Tech 2.0” to help the elderly embrace digital living, amplifying our social impact through a balanced focus on environment, technology, and humanity. The operation of the “To Kwa Wan Community Living Room” and establishment of the “To Kwa Wan Food Drive” food bank provide essential living support and community care, improving the quality of life for underprivileged families. As the alumni coordinator of “Strive and Rise Alumni Club”, we offer ongoing training, career planning guidance, and employment support to help youth build confidence and skills for future development. TWGHs schools actively promote STEAM education and moral development curricula, and have expanded international exchange opportunities, such as study tours to Xinjiang under the Belt and Road Initiative, broadening students’ horizons and nurturing a new generation equipped with technological capabilities.

In cultural preservation, TWGHs Kwong Fook Tsz has been designated as a Grade 1 historic building by the Antiquities Advisory Board — a recognition that reflects the Group’s deep respect for traditional culture, local history, and collective memory, and underscores its mission to safeguard cultural heritage amid urban development.

東華三院於人力資源管理方面屢獲殊榮，先後榮獲「亞洲最理想工作公司（香港）大獎」白金獎，「卓越僱主大獎」，以及「開心機構10+」標誌等多項認可，充分展現本院對員工福祉、職場文化、多元共融等承諾，致力打造關愛、尊重與有歸屬感的工作環境。

在管治方面，本院以《機構管治守則》為基礎，強化風險管理、合規審計與資訊科技安全，並透過「重要性評估」識別關鍵 ESG 議題，確保策略與持份者期望相符。資訊保安管理系統已取得 ISO/IEC 27001:2022 認證，每月服務可用性達 99% 以上，保障數據安全與服務穩定。

本年度，本院邀請各科及辦公室管理層、員工、捐款者、供應商、合作夥伴等持份者參與深入訪談，聆聽各方對我們 ESG 工作的期望與建議，並納入本年度報告的編制考量與未來改善方向。此外，本院的「五年策略計劃」亦融入了多項 ESG 元素，涵蓋可持續發展服務、社會責任及企業管治文化等層面，確保可持續發展理念與機構的長遠目標緊密結合，繼續為市民大眾構建更美好的社會。

展望未來，ESG 報告將繼續記錄東華三院的 ESG 表現，並作為與持份者溝通的重要橋樑。本院誠邀各界繼續與我們攜手同行，共同締造一個更包容及可持續未來。

In human resource management, TWGHs has received wide recognition, including the Platinum Harmonia Award in the “HR Asia Best Companies to Work for in Asia (Hong Kong Edition) Award”, the “Employer of Choice Award”, and the “Happy Organisation 10 years +” accreditation. These honours reflect our steadfast commitment to employee well-being, workplace culture, diversity, and inclusion, as we strive to create a caring, respectful, and inclusive work environment where everyone feels they belong.

In governance, the Group upholds the “Code of Corporate Governance” as its foundation, strengthening risk management, compliance auditing, and information technology security. Through a materiality assessment, the Group identified key ESG issues to ensure its strategies align with stakeholder expectations. The Group’s Information Security Management System has achieved ISO/IEC 27001:2022 certification, with monthly service availability exceeding 99%, ensuring data security and operational stability.

This year, the Group conducted in-depth interviews with its division and office management, staff, donors, suppliers, and partners to listen to their expectations and suggestions regarding the Group’s ESG efforts, incorporating these insights into this report and the Group’s future improvement plans. Furthermore, the five-year strategic plan of the Group has integrated multiple ESG elements across sustainable services, social responsibility, and governance culture, ensuring that sustainability is closely aligned with its long-term goals as the Group continues to build a better society and deliver improved services for the public.

Looking ahead, ESG report will continue to document ESG performance of the Group and serve as a vital bridge for communication with stakeholders. TWGHs sincerely invite all sectors of society to join us on this journey, working hand in hand to build a more resilient, inclusive, and sustainable future.



「生活與工作平衡月 2024」開展儀式
“Work-Life Balance Month 2024”. Kick-off Ceremony

關於本報告

東華三院發表 2024/2025 年度 ESG 報告，匯報本院在可持續發展方面的成效及對社會的影響。本報告涵蓋本院屬下 392 個服務單位、上環行政總部及 20 個出租物業於 2024 年 4 月 1 日至 2025 年 3 月 31 日期間（「報告期」）的表現。而本院的教育相關服務單位及社會服務涵蓋的幼兒園則根據學年提供環境數據，即 2024 年 9 月 1 日至 2025 年 8 月 31 日。

本院集合各科、辦公室、組及員工的努力，依據現有數據與資訊，審慎評估對社會及環境的影響，為機構可持續發展的長遠策略提供清晰方向，並向持份者公開相關資訊。

本報告乃參考全球報告倡議組織（「GRI」）準則及相關的聯合國可持續發展目標編制，有序地闡述本院的可持續發展的工作，並根據 GRI 準則中的 8 項報告原則全面審視本院在 ESG 方面的做法。

About this Report

TWGHs publishes the ESG Report for the Year 2024/2025, which covers the Group's achievements in sustainability and its influence on society. This Report includes the performance of TWGHs' 392 service units, the Headquarters located in Sheung Wan, and 20 rental properties from April 1, 2024 to March 31, 2025 (the "Reporting Period"). The education-related service units of TWGHs and the nursery schools under Community Services provide environmental data based on the academic year, which runs from September 1, 2024 to August 31, 2025.

Through the concerted efforts of all TWGHs divisions, offices, sections, and staff, the Group diligently evaluates its impact on society and the environment based on available data and insights. This process informs the Group's long-term sustainability strategies and ensures transparent disclosure of pertinent information to stakeholders.

By preparing this Report with reference to the Global Reporting Initiative ("GRI") Sustainability Reporting Standards and the relevant UNSDGs, TWGHs systematically presents its work in sustainability and takes a comprehensive review of its ESG approach with the 8 GRI Standards reporting principles.



準確性
Accuracy



平衡性
Balance



清晰性
Clarity



可比較性
Comparability



完整性
Completeness



時效性
Timeliness



可驗證性
Verifiability



可持續性脈絡
Sustainability Context

意見反饋

東華三院歡迎您就本報告提出反饋和諮詢。非常感謝您對本院可持續發展表現和進展所提出的寶貴意見。您的寶貴意見對本院繼續改善可持續發展的工作非常重要。

如果您有任何問題或需要進一步資訊，請隨時與我們聯絡：esg-info@tungwah.org.hk。

Feedback

TWGHs welcomes your feedback and inquiries regarding this Report. Thank you for your valuable feedback on the Group's sustainability performance and progress. Your valuable comments are important to the Group's ongoing improvement in sustainable development.

Should you have any questions or require further information, please contact us at: esg-info@tungwah.org.hk.

東華三院簡介

東華三院自 1870 年創立，經過百多年努力，現已成為香港最大的慈善機構。本院始終堅守創立初衷，同時靈活回應社會不斷變化的需求。

Introduction of TWGHs

After over a hundred years of effort since 1870, TWGHs has become the largest charity organisation in Hong Kong. The Group remains adapting to societal needs with unwavering commitment.

各種類型服務應對社會需求

東華三院運營 392 個服務單位，涵蓋醫療、教育、社區服務、公共服務及文化保育各個範疇，應對社會不同需求。

Variety Services Addressing Societal Needs

TWGHs operates 392 service units, delivering impactful solutions across medical, educational, community services, traditional services, and cultural conservation to meet evolving societal demands.

257 個

社會服務單位

Community Service Units

>453,000

社會服務使用者

Community Service Users

43 個

醫療衛生服務單位

Medical and Health Service Units

>1,000,000

醫療衛生服務使用者

Medical and Health Service Users

60 個

教育服務單位

Education Service Units

>27,000

學生及教育服務使用者

Students and Education Service Users

25 個

公共服務單位及項目

Traditional Service Units and Projects

>1,400,000

人次到訪廟宇

Temple Visitors

>18000 宗

殯葬及海葬服務

Funeral and Sea Burial Cases

2 個

歷史文化保育單位

Cultural Heritage and Preservation Units

>111,000

參與歷史文化活動

人次

Participants in Historical and Cultural Activities

3 個

過渡性房屋計劃 - 「東寓」

Transitional Housing Projects - "T-Loft"

1 個

回收便利點

Recycling Store

1 個

地理空間實驗室 (營運伙伴)

Geospatial Lab (Operational Partner)

5 個

法定古蹟

Declared Monuments

- 東華三院文物館
Tung Wah Museum
- 東華三院文武廟
TWGHs Man Mo Temple
- 馬場先難友紀念碑
Race Course Fire Memorial
- 東華義莊
Tung Wah Coffin Home
- 油麻地天后廟建築群
Tin Hau Temple Compound in Yaumatei

2024/2025 年度可持續發展重點

本院在屬下學校、服務單位及物業實施多項可持續發展試點項目，透過其廣泛的服務網絡，建立了有效的可持續發展訊息交流平台，讓員工、服務使用者和合作夥伴能夠從項目中學習並體驗可持續生活的價值。

Sustainability Highlights 2024/2025

The Group has implemented numerous sustainable pilot projects across its affiliated schools, service units, and properties. Through TWGHs' extensive service network, the Group has established effective sustainability communication platforms, enabling staff, service users, and partners to learn from and experience the value of sustainable living through these projects.



環境 Environmental



↓ 8.17%

較 2023/24，每平方米樓面面積的淨碳排放量
Compared to 2023/2024, the net carbon emissions per square meter of floor area

↓ ~ 17%

食水用量 (立方米)
Fresh water consumption (m³)



社會貢獻 Community Contribution

54 百萬 Million

免費醫療服務
Free medical services

>60 個

獎學金及獎項
Scholarships and awards

90,000 人次 People

土瓜灣社區客廳預計每年可服務
Expected people served by To Kwa Wan Community Living Room annually

>65 次 Times

中華傳統文化推廣活動
Promotional activities for Chinese traditional culture



管治 Governance



>99%

資訊保安管理系統的每月服務可用性
Monthly service availability of the Information Security Management System

11

2024/2025 年度內完成的稽核項目
Number of audit assignments completed in 2024/2025

東華三院減碳路徑圖

本院多年來推行多項節能減排措施，並倡導節能文化，有效降低整體能源消耗及溫室氣體排放。

TWGHs's Carbon Reduction Roadmap

The Group has implemented a range of energy efficiency and emission reduction initiatives over the years while advocating an energy-saving culture, effectively lowering overall energy consumption and GHG emissions.



>100 個

服務單位參與「全民減碳大行動」
Service units participated in the "Carbon Reduction Action"

>100 個

服務單位簽署「節能約章 2024」
Service units signed the "Energy Saving Charter 2024"

24 個

本院的物業獲得綠建環評認證
Properties of the Group are BEAM Plus Certified

15 個

東華三院住宅處所及過渡性房屋項目簽署「減廢回收約章」
Residential premises and transitional housing sites under the Group have signed the "Waste Reduction and Recycling Charter"



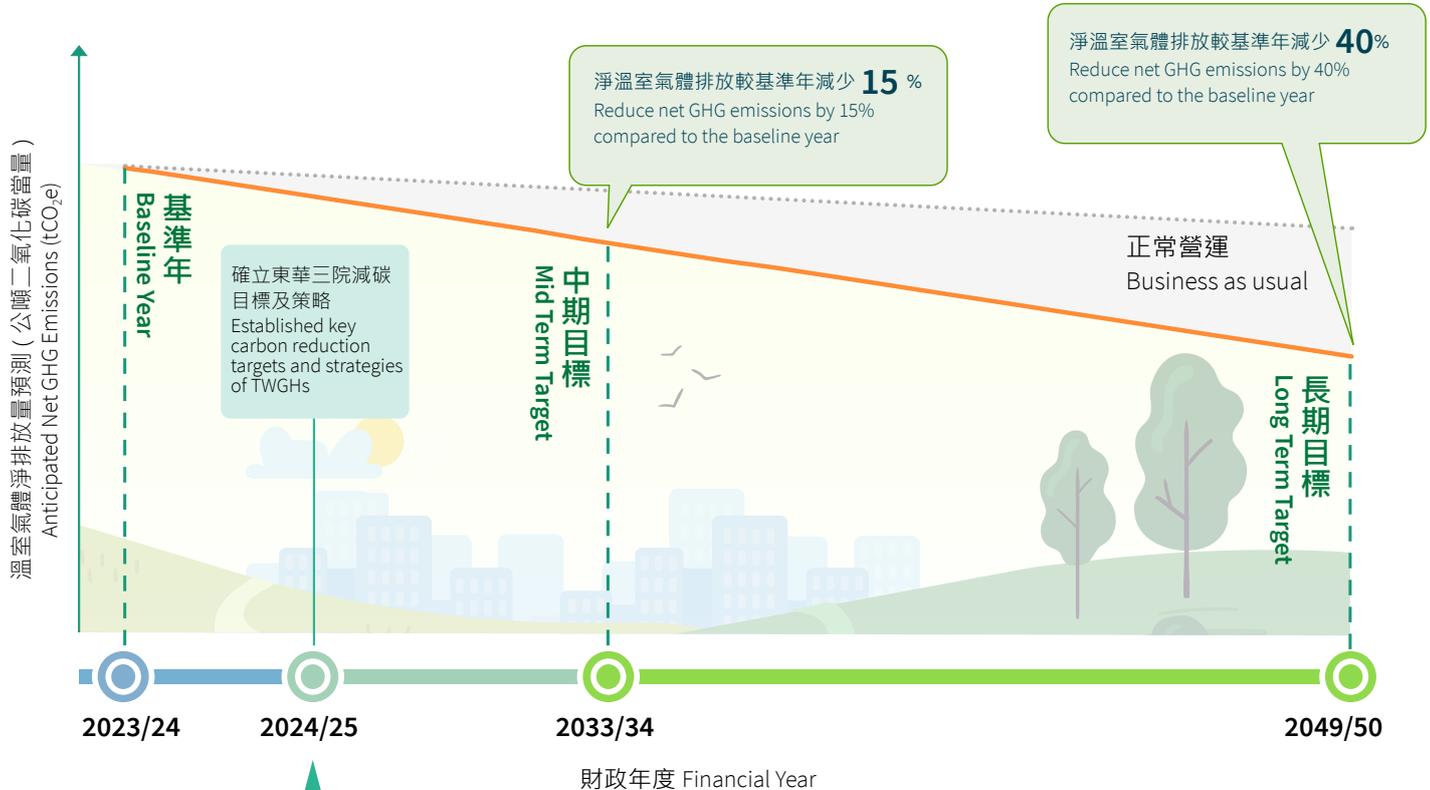
於 2024/2025 年度，本院正式制定明確的減碳路徑圖，並訂立具體、可量度且可行的減碳目標，以支持香港特區政府爭取於 2050 年前實現碳中和的願景。本院依據過往多年的碳審計數據為基礎，配合預測未來的服務營運覆蓋率趨勢，制定減碳目標及多項關鍵減碳策略，涵蓋能源效益提升、可再生能源應用、綠色建築管理、低碳採購政策及員工行為倡導等範疇，務求在社會服務與環境責任之間取得平衡，為社區締造長遠的可持續價值。該目標已通過環境督導委員會的審閱及確認，並正式向外界公佈。

In 2024/2025, TWGHs formally developed a clear carbon reduction roadmap and established specific, measurable, and achievable carbon reduction targets to support the Hong Kong SAR Government's aspiration to achieve carbon neutrality by 2050. Building upon years of historical carbon audit data and projected future service coverage, the Group formulated the target and multiple key decarbonisation strategies spanning energy efficiency enhancement, renewable energy adoption, green building management, low-carbon procurement policies, and staff behavioral engagement initiatives. These efforts aim to strike a balance between delivering social services and fulfilling environmental responsibilities, thereby creating long-term sustainable value for the community. These targets have been reviewed and endorsed by the Environmental Steering Committee and officially disclosed to the public.



東華三院減碳路徑圖

Tung Wah Group of Hospitals' Carbon Reduction Roadmap



主要減碳策略 Key Decarbonisation Strategies		實施時期 Implementation Period
策略一 Strategy 1	推廣能源實踐教育至全東華三院持份者 Promote practical energy education to all TWGHs stakeholders	持續執行 Continuously implement
策略二 Strategy 2	在不削弱或影響到現有核心服務的質素及覆蓋程度下，實施各種節能減碳改造工程 Implement various energy-saving and carbon-reduction retrofitting projects without compromising or affecting the quality and coverage of existing core services	短至中期 Short to mid term
其他輔助性策略 Other supporting strategies	貫徹執行七大環境策略，包括綠色管治、環保建築、採用綠色能源、資源保育、綠色採購、減少污染及環保教育 Implement the seven environmental strategies, including green governance, green building, go green on energy, conservation of resources, green procurement, pollution reduction, and green education	持續執行 Continuously implement

東華三院已持續 11 年對屬下所有服務單位進行年度碳審計¹，監測和量化其環保表現。有關本院環境表現的數據，詳情可參閱附錄 I。本院於 2024/25 年度碳排放表現如下：

For eleven consecutive years, TWGHs has conducted annual carbon audits¹ across all service units to monitor and quantify their environmental performance. For details regarding the environmental performance, please refer to Appendix I. The Group's carbon emissions in 2024/25 are as follows:

範圍一

直接排放

Direct Emissions(Scope 1)

18.15%



範圍二

能源間接排放

Energy Indirect Emissions(Scope 2)

77.90%



範圍三

其他間接排放

Other Indirect Emissions(Scope 3)

3.94%



2024/25 溫室氣體淨排放總量

Total Net GHG Emissions in 2024/25

43,141.16

公噸二氧化碳當量
tCO₂e

2024/25 進展，相較基準年排放

2024/25 Progress, Compared to Baseline Year Emissions

整體溫室氣體排放

Total Net GHG Emission

↓ ~0.609%

溫室氣體淨排放密度

Net GHG Emission Intensity

↓ 8.17%

¹東華三院的碳審計參考由環境保護署及機電工程署所編製及發佈的《香港建築物（商業、住宅或公共用途）的溫室氣體排放及減除的核算和報告指引》與由香港大學及香港城市大學發佈的《香港中小企業碳審計工具箱》進行。

TWGHs' carbon audits are carried out in accordance with the Guidelines for Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong, published by the Environmental Protection Department and the Electrical and Mechanical Services Department, as well as the Carbon Audit Toolkit for Small and Medium Enterprises in Hong Kong, developed by The University of Hong Kong and the City University of Hong Kong.

獎項及殊榮

多年來，東華三院不斷推動綠色項目發展，矢志履行社會企業責任，ESG 領域成績斐然。

Awards and Honours

Over the years, TWGHs has continuously promoted the development of green projects, upholding its commitment to corporate social responsibility, and achieving commendable outcomes in the realm of ESG.

獎項 Awards	頒發機構 Issuing Organisations	獲獎單位 Awarding Units
ESG 獎項 ESG Awards		
2024 香港 ESG 獎 - ESG 大獎 2024 Hong Kong ESG Award - ESG Grand Award	香港中華廠商聯合會 Chinese Manufacturers' Association of Hong Kong	東華三院 Tung Wah Group of Hospitals
灼見名家 × 恒生大學 ESG 大獎 2024 Master Insight x Hang Seng University of Hong Kong ESG Award 2024 <ul style="list-style-type: none"> 綠色環保獎 Environmental Green Award 社會參與獎 Social Engagement Award 	灼見名家 × 恒生大學 Master Insight x Hang Seng University of Hong Kong	東華三院 Tung Wah Group of Hospitals
環境、社會及管治大獎 2024 Environmental, Social, and Governance Awards 2024 <ul style="list-style-type: none"> ESG 環境創新科技大獎 ESG Environmental Innovation Technology Award ESG 社會創新科技大獎 ESG Social Innovation Technology Award 	電視廣播有限公司 Television Broadcasts Limited	東華三院 Tung Wah Group of Hospitals
「企業理財教育及 ESG 領袖 2024」金獎 Gold Award of the "Corporate Financial Education and ESG Leadership 2024"	香港財務策劃師學會 Institute of Financial Planners of Hong Kong	東華三院健康理財家庭輔導中心 TWGHs Healthy Budgeting Family Debt Counselling Centre

獎項 Awards	頒發機構 Issuing Organisations	獲獎單位 Awarding Units
環境 Environment		
香港建築師學會主題獎 - 可持續建築 HKIA Special Award - Sustainable Architecture	香港建築師學會 The Hong Kong Institute of Architects	東華三院環保村 TWGHs E-Co Village
中電創新節能企業大獎 2024 – 齊心節能大獎 CLP Smart Energy Award 2024 - Joint Energy Saving Award	中華電力有限公司 CLP Power Hong Kong Limited	東華三院 Tung Wah Group of Hospitals
香港綠色機構認證 Hong Kong Green Organisation <ul style="list-style-type: none"> 減廢證書 (良好 - 卓越級別) Wastewi\$e Certificate (Good - Excellence Level) 節能證書 (卓越級別) Energywi\$e Certificate (Excellence Level) 減碳證書 Carbon Reduction Certificate 	環境運動委員會、環境保護署及 9 間機構聯合頒授 Environmental Campaign Committee, the Environmental Protection Department and 9 other organisations	東華三院行政總部及東華三院屬下醫院、學校、社會服務單位 TWGHs Administration Headquarters and TWGHs hospitals, schools, community service unit
傑出可持續發展設施貢獻大獎 (幼兒教育) Outstanding Award for Contribution to Sustainable Facility (Preschool Education)	香港品質保證局「香港綠色可持續貢獻大獎 2024」 Hong Kong Quality Assurance Agency “Hong Kong Green and Sustainability Contribution Awards 2024”	東華三院 Tung Wah Group of Hospitals
「香港綠色和可持續貢獻大獎」- 可持續發展設施貢獻金章 Hong Kong Green and Sustainability Contribution Awards 2024 - Gold Seal for Contribution to sustainable facility <ul style="list-style-type: none"> 推動衛生健康 Promote Health and Hygiene 推動綠色環保 Promote Environmental Protection 	香港品質保證局「香港綠色可持續貢獻大獎 2024」 Hong Kong Quality Assurance Agency “Hong Kong Green and Sustainability Contribution Awards 2024”	18 所東華三院幼稚園* 18 TWGHs Kindergartens*
「傑出可持續發展設施貢獻大獎 (幼兒教育)」 Outstanding Award Contribution to Sustainable Facility (Preschool Education)	香港品質保證局「香港綠色可持續貢獻大獎 2024」 Hong Kong Quality Assurance Agency “Hong Kong Green and Sustainability Contribution Awards 2024”	

獎項 Awards	頒發機構 Issuing Organisations	獲獎單位 Awarding Units
社會 Social		
第十八屆香港藝術發展獎 - 學校藝術教育獎 18 th Hong Kong Arts Development Awards - Award for Arts Education in Schools	香港藝術發展局 Hong Kong Arts Development Council	東華三院徐展堂學校 TWGHs Tsui Tsin Tong School 東華三院群芳啟智學校 TWGHs Kwan Fong Kai Chi School 東華三院包玉星學校 TWGHs Chi-Li Pao School
「第十二屆亞太區創新老年照護項目大獎」 「年度最佳創新獎 — 樂齡活動」總選名單 Finalist of “Innovation of the Year-Active Ageing Empowerment Programme” for the “12 th Asia Pacific Eldercare Innovation Awards”	亞洲養老產業聯盟 Ageing Asia	東華三院圓滿人生服務 TWGHs Endless Care Services
管治 Governance		
「開心機構 10+」標誌 Logo of “Happy Organisation 10 years+”	香港提升快樂指數基金與 香港中華廠商聯合會 Promoting Happiness Index Foundation and the Chinese Manufacturers’ Association of Hong Kong	東華三院 Tung Wah Group of Hospitals
亞洲最理想工作公司 (香港) 大獎 - 白金獎 HR Asia Best Companies to Work for in Asia (Hong Kong Edition) Award - Platinum Harmonia Awards	《HR Asia 雜誌》 HR Asia Magazine	東華三院 Tung Wah Group of Hospitals
卓越僱主大獎 2024 - 卓越僱主大獎 Employer of Choice Award 2024 - Employer of Choice Award	《JobMarket 求職廣場》 JobMarket	東華三院 Tung Wah Group of Hospitals

*18 所東華三院幼稚園分別為廖恩德紀念幼稚園、高德根紀念幼稚園、洪王家琪幼稚園、馬陳景霞幼稚園、呂馮鳳紀念幼稚園、李黃慶祥紀念幼稚園、徐展堂幼稚園、黃朱惠芬幼稚園、力勤幼稚園、黃士心幼稚園、田灣 (一九九六至一九九七總理) 幼稚園、王胡麗明幼稚園、香港華都獅子會幼稚園、何藍瓊縷幼稚園、馬陳家歡幼稚園、譚錦球伉儷幼稚園、文穎怡幼稚園、韋祥智紀念幼稚園。

*The 18 Kindergartens are Liu Yan Tak Memorial Kindergarten, Ko Teck Kin Memorial Kindergarten, Hung Wong Kar Gee Kindergarten, Chan King Har Kindergarten, Lui Fung Faung Memorial Kindergarten, Lee Wong Hing Cheung Memorial Kindergarten, Tsui Tsin Tong Kindergarten, Wong Chu Wai Fun Kindergarten, Nickon Kindergarten, Wong See Sum Kindergarten, Tin Wan (1996-1997 Directors) Kindergarten, Wong Wu Lai Ming Kindergarten, Lions Club of Metropolitan Hong Kong Kindergarten, Lucina Laam Ho Kindergarten, Katherine Ma Kindergarten, Mr. & Mrs. Tam Kam Kau Kindergarten, Ginny Man Kindergarten, Wai Cheung Chi Memorial Kindergarten, respectively.



德慧並重 善治為本

GOVERNANCE

本章節回應相關 UNSDGs
This chapter corresponding UNSDGs



機構管治

東華三院董事局透過定期會議及轄下各委員會，全面監督行政團隊的表現，並履行策略制定及與持份者溝通等職責，以確保本院所有營運活動符合相關法律規範、道德標準及社會責任。本院亦透過每年檢討及更新《機構管治守則》，持續提升管治水平。

為加強管治透明度，本院定期舉行顧問局與董事局聯席會議，並編纂季度工作報告，向顧問局匯報政策方向、重點事務及主要活動進展。董事局成員亦定期巡視屬下服務單位，直接了解前線運作狀況，確保服務質素與資源運用符合機構使命。

Corporate Governance

The Board of Directors (The Board) oversees the executive team's performance through regular meetings and subordinate committees, and fulfils responsibilities including strategy formulation and stakeholder communication to ensure all TWGHs activities comply with the relevant legal requirements, ethical standards and social responsibility. The Group also continuously enhances its governance standards through annual review and updates of the Code of Corporate Governance.

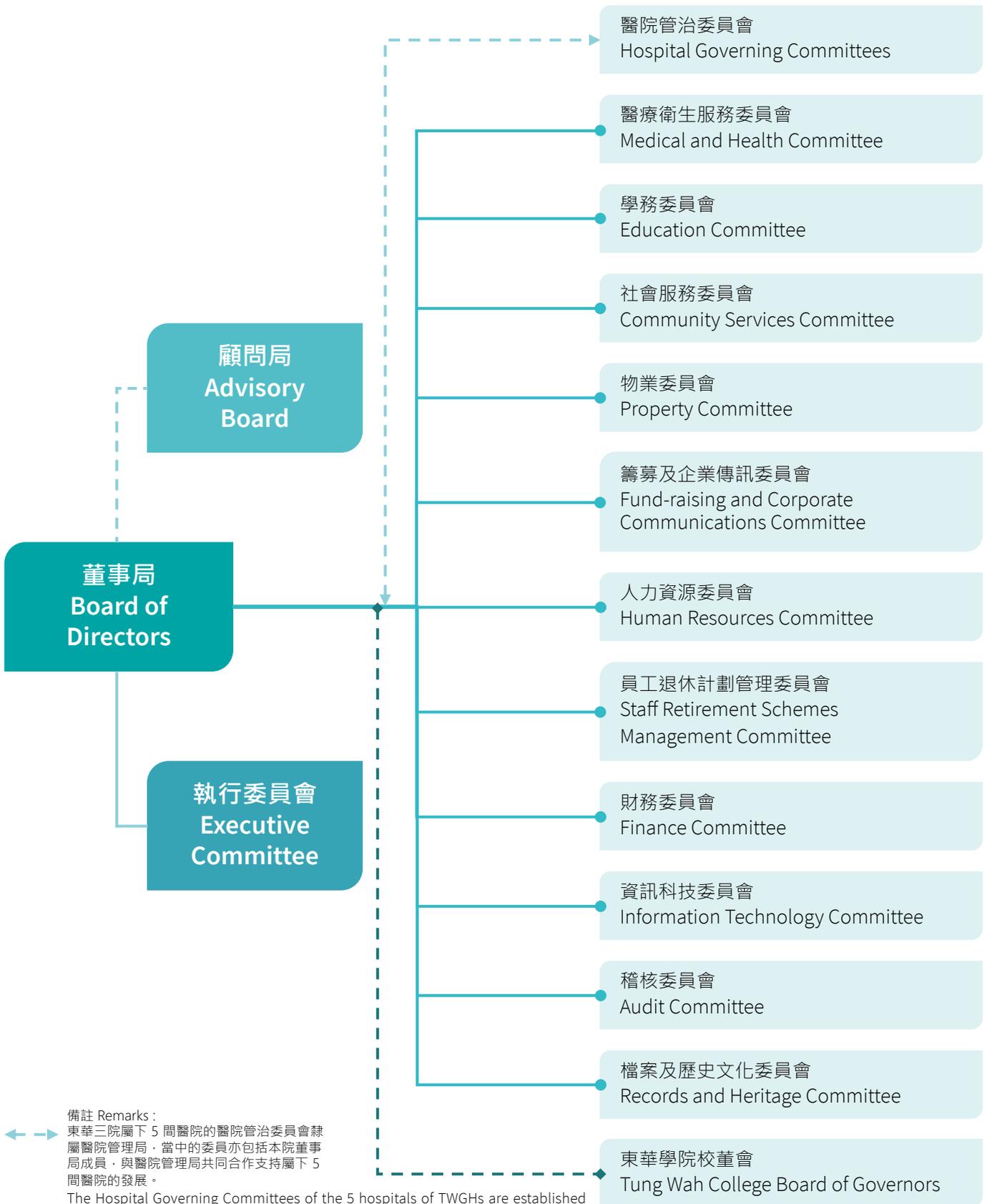
To strengthen governance transparency, the Group regularly convenes joint meetings between the Advisory Board and the Board of Directors, and compiles quarterly situation reports to report on policy directions, key matters and progress of major activities. Board members also conduct regular visits to service units to gain direct insight into frontline operations, ensuring service quality and resource allocation align with the Group's mission.



甲辰年董事局巡視東華三院 CookEasy 煮饌易生產中心。
The Board of Directors 2024/2025 visited the TWGHs CookEasy Production Centre.



東華三院顧問局與甲辰年董事局聯席會議
Joint Meeting between the TWGHs Advisory Board and the Board of Directors 2024/2025



備註 Remarks :

東華三院屬下 5 間醫院的醫院管治委員會隸屬醫院管理局，當中的委員亦包括本院董事局成員，與醫院管理局共同合作支持屬下 5 間醫院的發展。

The Hospital Governing Committees of the 5 hospitals of TWGHs are established under the Hospital Authority with members from the TWGHs Board of Directors, cooperating with the Hospital Authority to support the developments of the 5 hospitals.

東華學院由東華學院校董會負責管治，校董會主席、副主席及委員需經提名委員會推薦，由東華三院通過及委任。

Tung Wah College is governed by the Board of Governors, of which the Chairman, Vice-Chairman and Members are appointed by TWGHs from amongst the nominees recommended by the Nomination Committee and approved by TWGHs.

風險管理與內部監控

東華三院實施穩健的內部監控機制，確保了良好的管治、符合法規的要求及有效的風險管理。董事局轄下的稽核委員會由獨立成員組成，負責監督內部稽核職能。稽核科負責為本院各科、辦公室及服務單位（醫院除外）提供獨立和客觀的審核，以及內部監控諮詢工作，從而加強管治及合規狀況。稽核結果、管理層回應及改進計劃需向稽核委員會報告。

本院的外部審計師對財務狀況及合規性提供獨立意見。財務結果和核數師報告需向稽核委員會及財務委員會匯報。經審核的財務報表及核數師報告會向政府部門呈交及向相關持份者披露。

Risk Management and Internal Control

TWGHs implements a robust internal control mechanism to ensure sound governance, regulatory compliance, and effective risk management. The Audit Committee under the Board, composed of independent members, oversees and monitors the effectiveness of internal audit function. Audit Division provides independent, objective appraisals and internal control consulting services to Divisions, Offices, and service units (except hospitals) to enhance the Group's governance as well as compliance with set rules and regulations. Audit findings, management responses and improvement plans are reported to the Committee.

The Group's external auditors offer independent assessments of financial situation and compliance. The financial results and auditor's reports are reported to the Audit Committee and the Finance Committee. The audited financial statements and auditor's reports are submitted to government departments and disclosed to relevant stakeholders.

2024/2025 年度內完成的稽核項目 Audit Assignments Completed in 2024/2025

- 特殊學校及宿舍稽核
Audit on Special Schools and Boarding
- 長者日間護理中心稽核
Audit on Day Care Centres for the Elderly
- 綜合家居照顧服務中心及改善家居及社區照顧服務稽核
Audit on Integrated Home Care Service Centres and Enhanced Home and Community Care Services
- 專門服務稽核
Audit on Specialised Services
- 安老院舍分配機構名額稽核
Audit on Allocation of Places under Agency Quota for Elderly Homes
- 學校與學前教育社會工作服務及學生輔導服務稽核
Audit on Social Work Services for Schools and Pre-primary Institutions, and Student Guidance Service
- 專門輔導服務稽核
Audit on Specialised Counselling Services
- 廟宇及傳統文化服務稽核
Audit on Temples and Traditional Cultural Services
- 新成立服務單位檢討
High-level Reviews of New Service Units
- 物業租賃稽核
Audit on Leasing of Rental Properties
- 《防範捐款被利用清洗黑錢指引》合規檢討
Compliance Review on "Guideline for Anti-Money Laundering Related to Donation Collection"

合規與道德

東華三院制定了《機構管治守則》，為員工及董事局成員提供清晰的道德指引，當中涵蓋利益衝突申報、行為規範及誠信操守等要求，董事局及高層管理人員以身作則，為機構樹立典範。

本院嚴格執行利益衝突管理制度，所有潛在利益衝突均須主動申報，進行審核及制定防範措施。本院設有獨立投訴處理機制，嚴肅跟進每宗個案，同時全面保障舉報者免受任何形式的騷擾。

反貪污

東華三院對任何形式的貪污行為採取零容忍政策，透過全面實施反貪污措施，確保機構運作具備高度透明度、問責性與道德誠信，維護公共資源的正當使用。

Compliance and Ethics

TWGHs has established the Code of Corporate Governance, providing clear ethical guidance for employees and Board members, covering requirements such as declaration of conflicts of interest, codes of conduct and standards of integrity. The Board and senior management are required to lead by example and uphold exemplary standards of probity.

The Group strictly manages any conflict of interest, requiring all potential conflicts to be declared, reviewed and mitigated through appropriate safeguards. The Group maintains an independent complaint-handling mechanism to follow up each case rigorously, while fully protecting whistleblowers from any form of retaliation.

Anti-Corruption

TWGHs maintains a zero-tolerance policy towards any form of corruption. Through the comprehensive implementation of anti-corruption measures, the Group ensures high levels of transparency, accountability and ethical integrity, safeguarding the proper use of public resources.

「防貪及誠信管理講座」

Knowledge Sharing Session on “Corruption Prevention and Integrity Management”

本院人力資源科於 2024 年 11 月 11 日舉辦「防貪及誠信講座」，由香港廉政公署代表擔任主講嘉賓，分享防貪條例及處理利益衝突和誠信的管理技巧。

The Human Resources Division organised a Knowledge Sharing Session on “Corruption Prevention and Integrity Management” on 11 November 2024. A representative from the Hong Kong Independent Commission Against Corruption (“ICAC”) was invited as the guest speaker sharing knowledge regarding the anti-corruption law/regulations and management skills in handling conflict of interests and integrity issues.



>200

行政人員、校長及單位主管參與培訓

Executives, school heads and centre supervisors attended the training

資訊科技管治

東華三院重視資訊科技安全，為員工、服務使用者及合作夥伴建立穩健可靠的資訊環境，嚴防資料外洩。資訊科技科負責制定與執行資訊科技安全政策，持續優化網絡基礎設施，加強系統防護能力。目前，本院資訊保管理系統已取得 ISO/IEC 27001:2022 認證標準，並嚴格維持每月服務可用性達 99% 以上，確保提供穩定數碼服務。

面對科技快速發展，本院定期檢視資訊安全標準、政策框架與控制措施，透過安全掃描識別潛在漏洞，並依據風險評估矩陣設計相應防護策略。

為加強員工網絡安全意識，本院積極推行相關培訓計劃，包括網絡攻防精英培訓暨攻防大賽、釣魚電郵演習 2024 等。本院亦獲香港互聯網註冊管理有限公司頒發「共建員工防火牆」嘉許計劃 2024「金級」認可，肯定本院在網絡安全文化方面的卓越成效。

Information Technology Governance

TWGHs places strong emphasis on information technology (“IT”) security, establishing a robust and reliable digital environment for employees, service users and partners to prevent data breaches. The Information Technology Division (“ITD”) is responsible for formulating and implementing IT security policies, continuously enhancing network infrastructure and strengthening system protection capabilities. The Group’s Information Security Management System (“ISMS”) has attained certification to the ISO/IEC 27001:2022 standard and achieved over 99% service availability every month, ensuring consistent delivery of stable digital services.

In response to the rapid evolution of technology, the Group regularly reviews its IT standards, policy frameworks and control measures, identifying potential vulnerabilities through security scans and developing corresponding protective strategies based on the risk assessment matrix.

To reinforce staff awareness of cybersecurity, the Group actively implements relevant training initiatives, including the Cyber Attack and Defence Elite Training cum Tournament, and the Ethical Phishing Email Campaign 2024. The Group has also been awarded the “Gold” recognition tier under the Cyber Security Staff Awareness Recognition Scheme 2024 by the Hong Kong Internet Registration Corporation Limited, recognising the Group’s outstanding efforts in cultivating a cybersecurity-aware culture.



東華三院於「共建員工防火牆」嘉許計劃中獲得「金級」認可級別。

TWGHs attained the “Gold” recognition tier in the Cyber Security Staff Awareness Recognition Scheme 2024

可持續管治架構

本院已成立環境督導委員會和環境工作小組，自上而下推動可持續發展理念，融入服務與營運，持續履行機構責任。

Sustainability Governance Structure

The Group has established the Environmental Steering Committee and Environmental Working Group to promote a top-down integration of sustainability principles into service delivery and daily operations, continuously fulfilling its organisational responsibilities.



持份者參與及溝通

東華三院十分重視與持份者的溝通，透過多元溝通渠道，讓各界了解本院在社會不同層面所擔當的角色，以及如何善用資源支援有需要人士。本院與持份者保持緊密聯繫，並適時回應意見，提升各項措施的質素。

為確保資訊公開透明，本院出版年度報告、月刊及宣傳刊物，詳述各項活動進展、成果與未來規劃，讓持份者掌握本院運作情況，並參與及監督本院的可持續發展歷程，促進雙向互動與協作。

本院致力與機構持份者建立穩固合作關係。董事局成員每年遠赴北京與中央政府官員進行官式會面，深入交流並探討本院在中西醫療、教育及社會服務領域的最新發展與未來規劃，加強內地與香港在多領域的交流與合作。同時，董事局亦定期與香港政府部門和相關機構會面及討論，以加強協作，回應社會未來需求。

Stakeholder Engagement and Communication

TWGHs places great importance on the communications with its stakeholders. Through diversified communication channels, the Group ensures stakeholders are informed of its roles across various social domains and how resources are strategically deployed to support those in need. Maintaining close dialogue and timely responses, the Group enhances the quality of the implementation of its initiatives.

To uphold transparency, TWGHs publishes annual reports, monthly bulletins and promotional materials, detailing progress, achievements and future plans. This enables stakeholders to understand the Group's operations, actively monitor and participate in its sustainability journey, and foster meaningful collaboration.

The Group is committed to fostering solid collaborative relationships with institutional stakeholders. Each year, the Board travels to Beijing for Delegation met with Central Government officials, engaging in in-depth dialogue to discuss the Group's latest developments and future plans in the fields of Chinese and Western medicine, education, and social services and deepening exchanges and cooperation between the Mainland and Hong Kong across multiple sectors. Meanwhile, the Board also holds regular meetings and discussions with Hong Kong Government and Organisations to strengthen collaboration and respond to future societal needs.



甲辰年董事局訪京之旅
Beijing tour of the Board of Directors 2024/2025

持份者及溝通渠道

Stakeholders and Communication Channels

持份者組別 Stakeholder Group	溝通渠道	Communication Channels
員工 Employees	<ul style="list-style-type: none"> • 內聯網 • 電話直線 • 內部會議 • 機構網站 • 員工活動 	<ul style="list-style-type: none"> • Intranet • Direct Line • Internal Meetings • The Group's Website • Staff Activities
政府與監管機關 Government and Regulatory Authorities	<ul style="list-style-type: none"> • 會議與交流活動 • 機構資訊披露 • 公開報告 • 機構網站 	<ul style="list-style-type: none"> • Meetings and Exchange Activities • The Group's Information Disclosure • Public Reporting • The Group's Website
合作 / 營運伙伴 Operation Partners	<ul style="list-style-type: none"> • 機構網站 • 日常溝通 • 專案合作與會議 	<ul style="list-style-type: none"> • The Group's Website • Daily Communication • Project Cooperation and Meetings
供應商 Suppliers	<ul style="list-style-type: none"> • 機構網站 • 日常溝通 • 供應商評估及審核 	<ul style="list-style-type: none"> • The Group's Website • Daily Communication • Supplier Evaluation and Review
義工 Volunteers	<ul style="list-style-type: none"> • 機構網站 • 公開報告 • 慈善活動 • 義工活動 • 問卷調查 	<ul style="list-style-type: none"> • The Group's Website • Public Reporting • Charitable Events • Volunteering Activities • Survey
服務使用者 Service Users	<ul style="list-style-type: none"> • 機構網站 • 服務中心 • 慈善活動 • 義工活動 • 問卷調查 	<ul style="list-style-type: none"> • The Group's Website • Service Centres • Charitable Events • Volunteering Activities • Survey
贊助人 / 捐款者 Sponsors / Donors	<ul style="list-style-type: none"> • 機構網站 • 公開報告 • 慈善活動 • 籌款活動 	<ul style="list-style-type: none"> • The Group's Website • Public Reporting • Charitable Events • Fund-raising Activities

重要性評估

東華三院主動辨識持份者最為關注的核心議題，確保可持續發展策略有效落實執行。本院建立了一套全面的 ESG 議題框架，並透過重要性評估，篩選出同時影響持份者權益與本院長期發展的關鍵領域，使資源配置與行動規劃更具針對性與前瞻性。

為了全面掌握各科 / 辦公室在推動 ESG 工作上的實際進展與面對的挑戰，加強跨部門協作，本院邀請了各科 / 辦公室管理層參與深入的意見調查及數據收集，確保可持續發展目標在各營運層面有效落實。

Materiality Assessment

To ensure the effective implementation of sustainable development strategy, TWGHs proactively identifies priority issues of greatest concern to stakeholders as it embeds ESG principles into daily operations. The Group developed a comprehensive ESG issues framework and conducted a materiality assessment to pinpoint key areas impacting both stakeholder interests and the Group's long-term development — enabling more targeted and forward-looking allocation of resources and action planning.

The Group invited and conducted in-depth interviews with management representatives across all divisions/offices to gain a comprehensive understanding of their progress and challenges in advancing ESG initiatives, to enhance cross-divisional collaboration and ensure the steady implementation of sustainability goals at every operational level.

01 識別 Identification

- 本院結合市場趨勢、同業基準、ESG 評級機構及國際報告指南，並依據本院服務範疇，從 6 大面向識別出 25 項潛在重大 ESG 議題。By analysing market trends, peer benchmarks, ESG ratings and global frameworks, the Group identified 25 material ESG issues across 6 key aspects, aligned with its service scope.

02 分析 Analysis

- 邀請員工、義工、供應商、服務使用者等內外持份者完成線上問卷，評分 25 項議題之重要性，以分析其對各持份者群組的影響程度。Internal and external stakeholders (staff, volunteers, suppliers, service users) rated the 25 issues via online survey to assess their relevance to each group.

04 核實 Verification

- 高度重要議題將優先納入可持續發展策略，並由環境督導委員會審閱核實，確保回應持份者期望。High-priority issues are integrated into sustainability strategy, reviewed and verified by the Environmental Steering Committee to align with stakeholder expectations.

03 評估 Assessment

- 從「對持份者的重要性」與「對本院的重要性」兩維度評估議題優先級，並依 6 大面向排序。Issues were assessed by two dimensions — “Importance to Stakeholders” and “Importance to TWGHs” — and ranked across 6 aspects.

下表展示了本院按不同議題類別進行的重要性議題排序，每個類別中排名第一的議題為「高度重要議題」。此調查有助於訂立本院未來可持續發展的方向，爭取各方面平衡發展。

The table below ranks ESG issues by category, with the top-ranked issue in each category classified as “Highly Material”. This assessment guides the Group in shaping the future sustainability strategy and promoting balanced development across all areas.

環境 Environment

排名 Ranking	議題 Issues
1.	水資源管理 Water Management
2.	廢物管理 Waste Management
3.	綠色建築 Green Building
4.	氣候變化 Climate Change
5.	碳排放 Carbon Emission
6.	能源效率 Energy Efficiency

僱傭 Employment

排名 Ranking	議題 Issues
1.	合規僱傭 Compliance Employment
2.	員工多元與包容 Employee Diversity and Inclusion
3.	職業安全與健康 Occupational Safety and Health
4.	員工培訓和發展 Employee Training and Development
5.	員工薪酬和福利 Employee Remuneration and Benefits

供應鏈管理 Supply Chain Management

排名 Ranking	議題 Issues
1.	負責任供應鏈 Responsible Supply Chain
2.	綠色採購 Green Procurement

管治 Governance

排名 Ranking	議題 Issues
1.	機構管治及風險管理 Corporate Governance and Risk Management
2.	道德操守與反貪污 Ethics and Anti-corruption
3.	數據私隱與安全 Data Privacy and Security

社區 Community

排名 Ranking	議題 Issues
1.	社會共融 Social Inclusion
2.	可持續社區 Sustainable Community
3.	文化和歷史保育 Cultural and Heritage Preservation
4.	社會公義與人權 Social Justice and Human Rights
5.	社區發展與參與 Community Development and Engagement
6.	社區健康與福祉 Social Health and Well-being
7.	社區教育和發展 Education and Development

籌款 Fund-raising

排名 Ranking	議題 Issues
1.	籌款道德操守 Fund-raising Ethics
2.	市場營銷傳播 Marketing Communication

持份者訪談

此外，本院主動邀請外部持份者參與意見調查，藉以收集專業、獨立的第三方觀點，提升報告深度及公信力，參與者涵蓋本院的合作 / 營運伙伴、贊助人 / 捐款者、供應商等關鍵持份者。所有收集到的意見均經整理分析，並納入本年度報告的編制考量與未來改善方向。

Stakeholder Interview

In addition, the Group proactively invited external stakeholders to participate in a survey, aiming to gather professional and independent third-party perspectives to enhance the content and credibility of the Report. Participants included key stakeholders such as the Group's collaboration / operational partners, sponsors / donors, and suppliers. All feedback collected was organised and analysed, and has been considered in both the current report's development and the roadmap for future improvements.

專訪 1 以誠信與共融推動可持續慈善

東華三院高興邀請得長期合作夥伴、亦同為本院的捐款者，分享其作為慈善機構及捐款者的雙重視角。該機構於內地捐建近一百所希望學校，並連續九年冠名支持「愛心滿東華」慈善晚會，以下對話節錄自 2025 年與該機構的訪談內容，展現真實聲音與 ESG 見解。

Interview 1 Driving Sustainable Philanthropy through Integrity and Inclusion

TWGHs is glad to have invited a long-standing partner and donor to share insights from the dual perspectives of both a charitable organisation and a benefactor. This organisation has funded nearly 100 Hope Schools on the Mainland and has served as the title sponsor of the Free Medical Services Donation Scheme cum Charity Dinner Show for nine consecutive years. The following excerpts are drawn from the interview with this organisation conducted in 2025, reflecting authentic voices and ESG perspectives.

關注 ESG 議題：籌款道德操守、環境保護、可持續社區

ESG Focus Areas: Ethical Fund-raising, Environmental Protection, Sustainable Communities



本地挑戰與機遇：透明與成效奠定信心**Local Challenges and Opportunities: Transparency and Impact Build Trust****問：****Q：****香港慈善團體眾多，慈善機構該如何贏得公眾支持？如何確保籌款透明度？****With numerous charitable organisations in Hong Kong, how can a charity earn public support? How can fund-raising transparency be ensured?**

答：香港市民的善心與慷慨，是我們所有慈善工作得以推行的基石。我們在參與大型慈善活動時，亦堅持清晰角色定位。向公眾清晰地傳達我們的宗旨，讓捐款者在眾多選擇中認同並支持我們，是一項持續的挑戰。

貴院的年報內容詳盡，財務報表清晰，對各項服務的開支和受惠人次都有具體的數據支持。此外，貴院亦曾安排我們一眾管理層和捐款者參觀重建後的廣華醫院，使我們能親身了解先進的醫療設備與服務流程，從而清楚知道善款的去向。

A: The kindness and generosity of Hong Kong citizens form the cornerstone upon which all our charitable work is carried out. When participating in large-scale charitable events, we also maintain a clear role identity. Clearly communicating our mission to the public so that donors can identify with and support us among many choices is an ongoing challenge.

TWGHs' annual report contains detailed content, clear financial statements, and specific data supporting expenditures and the number of beneficiaries across all services. Furthermore, the Group once arranged for our management team and fellow donors to visit the redeveloped Kwong Wah Hospital, enabling us to personally understand the advanced medical equipment and service processes, thereby clearly knowing where our donations are directed.

問：**Q：****在捐款者及捐款資料處理方面，有何令您安心的保密措施？****What confidentiality measures reassure you regarding donor data handling?**

答：從我們遞交一張支票，到名字出現在年報的芳名錄上，整個流程中的每一個環節，我們都能感受到貴院對保密工作的重視。在刊登任何鳴謝或表彰資訊前，貴院的職員總會與我們進行再三溝通和確認；而在我們進行捐款或參與活動時，貴院總會清晰地告知，所收集的資料將用於何種指定用途，並提供選項讓我們決定是否願意接收未來的通訊。再加上通訊選項可隨時要求修改或刪除資料，這種尊重捐贈者意願、公開透明的做法，讓我們感到自己的私隱權利得到了充分的尊重。

A: From the moment we submit a cheque until our name appears in the donor list of the annual report, we can feel the Group's emphasis on confidentiality at every step of the process. Before publishing any acknowledgment or recognition information, the Group's staff always communicate and confirm with us repeatedly; and when we make donations or participate in activities, the Group always clearly informs us of the specific purposes for which the collected data will be used, and provides options for us to decide whether we wish to receive future communications. In addition, we can always modify or remove the communication information. This respectful, open, and transparent approach makes us feel that our privacy rights are fully respected.

環境責任：環保即行善的新領域

Environmental Responsibility: Environmental Protection as a New Dimension of Philanthropy

問：

Q：

慈善機構該如何平衡環保資源的投入與機構基本服務需求？

How should charitable organisations balance investments in environmental resources against their core service needs?

答：從捐款者的角度來看，我們希望捐款能夠最有效地幫助到社會上有需要的人。這是我們捐款者捐助的初心，也是貴院服務的根本。因此，我們認為平衡這個問題的首要原則是：任何環保資源的投入，都不應削弱或影響到貴院現有的核心服務，尤其是贈醫施藥、安老扶幼這些直接關係到民生福祉的項目。

第二，把環保投資視為一種能提升長遠營運效益的策略性投資。例如在院舍天台安裝太陽能板，更換節能空調或引入廢物管理系統，初期或需投入，但長期節省的開支，將會是一筆非常可觀的持續性資源。這些被「節省」出來的資金，便可以重新投放到前線服務上，等同於增加服務資源。在這種情況下，環保投入非但沒有與基本服務爭奪資源，反而為基本服務創造了新的資源。

第三，將環保理念融入服務質量提升的一環。更好的通風、無毒裝修物料、綠化空間，能直接提升長者身心健康。當捐款者看到環境改善帶來的生活質素提升，便會認同這筆錢用得其所。

A: From a donor's perspective, we hope our donations can most effectively assist those in need in society. This is the original intention behind our donations and also the foundation of the Group's services. Therefore, we believe the primary principle for balancing this issue is that any investment in environmental resources should not weaken or affect the Group's existing core services, especially projects directly related to public welfare such as providing free medical care and medicine, elderly care, and child support.

Second, environmental investments are regarded as strategic investments that enhance long-term operational efficiency. For example, installing solar panels on building rooftops, replacing air conditioning systems with energy-efficient models, or introducing waste management systems may require initial investment, but the long-term savings will constitute a substantial and sustainable resource. These "saved" funds can then be reinvested into frontline services, effectively increasing service resources. In this scenario, environmental investment not only avoids competing with basic services for resources but actually creates new resources for them.

Third, environmental concepts are integrated into service quality enhancement. Better ventilation, non-toxic renovation materials, and green spaces can directly improve the physical and mental health of the elderly. When donors see the improved quality of life resulting from environmental enhancements, they will agree that the money has been well spent.

問：

Q:

希望獲得到東華三院哪些與環保相關的訊息？在環境保護項目上有哪些潛在合作機會？
What environmental-related information would you like to receive from TWGHs? What potential collaboration opportunities exist in environmental protection projects?

答：一是實際教育，如安排「綠在天后」或「東華三院環保村」導賞團，讓市民親身體驗低碳生活；讓市民看到投入的長遠社會效益並更願意支持相關項目。二是宏觀藍圖，希望在報告中看到整體可持續發展策略，明白環保如何融入貴院的使命。三是量化成效，例如「本年度節省二十萬電費，已全數用於額外百位長者膳食」—這樣的連結極具說服力，展現一舉兩得的價值。

雖然慈善機構背景有所不同，但作為同樣關心社會福祉的慈善機構，我們都有責任在日常營運中推動可持續發展。在環境方面，可以嘗試共同推動「綠色建築」理念，於未來的宗教設施或 貴院醫療或社服單位引入節能及可再生能源設計，並舉辦教育活動，提升市民對可持續生活的認識。

A: First, practical education, such as arranging guided tours of “GREEN@TIN HAU” or the “TWGHs E-Co Village,” allowing the public to personally experience low-carbon living; enabling citizens to see the long-term social benefits of investment and become more willing to support related projects. Second, a macro-level blueprint: we hope to see an overall sustainable development strategy in reports, understanding how environmental protection is integrated into the Group’s mission. Third, quantified outcomes—for example, “This year’s electricity savings of HK\$200,000 have been fully allocated to provide meals for an additional 100 elderly persons”—such linkages are highly persuasive and demonstrate dual benefits.

Although charitable organisations have different backgrounds, as institutions equally concerned with social well-being, we all have a responsibility to promote sustainable development in daily operations. Regarding the environment, we could jointly promote the concept of “green buildings,” introducing energy-efficient and renewable energy designs into future religious facilities or the Group’s medical and social service units, and organise educational activities to enhance public awareness of sustainable living.

本院結語 TWGHs’ Closing Remarks

此次與捐款者的對話，再次提醒本院：信任是慈善的根基，而透明度與尊重是建立信任的關鍵。透過開放溝通、接納意見並落實改變，本院不僅加深了夥伴關係，更展示道德籌款的核心價值。

This conversation with donors once again reminds the Group that trust is the foundation of philanthropy, and transparency and respect are key to building trust. Through open communication, accepting feedback, and implementing changes, the Group not only deepens partnerships but also demonstrates the core values of ethical fund-raising.

專訪 2 共築低碳供應鏈 實踐可持續使命

東華三院誠邀重要合作夥伴，分享其在可持續採購、綠色生產與行業標準方面的實踐洞見。作為本院醫療服務的供應商，不僅嚴格把關產品品質，更積極推動生產環節的低碳轉型。以下節錄自 2025 年持份者訪談內容，展現供應商視角下的 ESG 協作成果與未來願景。

Interview 2 Co-Building a Low-Carbon Supply Chain to Fulfil Sustainable Mission

TWGHs sincerely invites a key partner to share practical insights on sustainable procurement, green production, and industry standards. As a supplier of the Group's medical services, this partner not only rigorously ensures product quality but also actively promotes low-carbon transformation in production processes. The following is excerpted from 2025 stakeholder interview, showcasing ESG collaboration outcomes and future aspirations from the supplier's perspective.

關注 ESG 議題：負責任供應鏈、可持續採購、碳排放

ESG Focus Areas: Responsible Supply Chains, Sustainable Procurement, Carbon Emissions

攜手實現節能減廢

Achieving Energy Savings and Waste Reduction Together

問：

在環保與可持續發展方面，雙方有哪些協同效應？

In terms of environmental protection and sustainable development, what synergies exist between both parties?

答：我們的政策與東華三院綠色採購政策一致，採取一系列措施來提高能源效益和緩解氣候風險，共同達到減碳目的，保護環境。我們通過國際標準化整合減碳要求，保障東華三院用藥療效及安全，將 ESG 因素納入採購決策，以提高供應鏈的整體可持續性和彈性。這促使我們也在生產端持續改進，例如縮短乾燥時間、回收餘熱、精準控電等；而在檢測環節中，綜合各國家及地區檢測標準，減少檢測能耗。我們亦計劃於未來幾年通過安裝太陽能電池板來減少溫室氣體排放；形成「上游減碳、下游節能」的良性循環。

A: Our company's policies align with TWGHs' Green Procurement Policy. We have adopted a series of measures to improve energy efficiency and mitigate climate risks, jointly achieving carbon reduction goals and protecting the environment. We integrate carbon reduction requirements through international standardisation to ensure the efficacy and safety of medicines supplied to TWGHs, incorporating ESG factors into procurement decisions to enhance the overall sustainability and resilience of the supply chain. This has driven us to continuously improve on the production side, for example, by shortening drying times, recovering waste heat, and precisely controlling electricity usage; and in the testing phase, by consolidating testing standards from various countries and regions to reduce energy consumption in testing. We also plan to install solar panels in the coming years to reduce greenhouse gas emissions, creating a virtuous cycle of "carbon reduction in upstream and energy saving in downstream."

支持普惠醫療服務

Supporting Accessible Healthcare

問：

Q:

面對市民對中醫接受度的挑戰，雙方可如何發揮更大影響力？

Faced with public challenges in accepting traditional Chinese medicine (TCM), how can both parties exert greater influence?

答：目前不少市民仍將中醫定位於「調理」而非「治療」，部分年輕一代對傳統理論理解有限，加上市場產品良莠不齊，影響整體信譽。正因如此，東華三院的角色尤為關鍵，貴院提供的中醫服務兼具專業性與公益性，成為公眾認識中醫的重要窗口。

我們觀察到，貴院近年積極舉辦健康講座、社區義診，並推動中西醫結合項目，例如針對癌症康復或中風後療程，讓更多人親身體驗中醫的實際成效。若未來能進一步整合數據分析，建立常見病症的標準化治療方案，配合遠程治療可以讓更多市民更加容易接受到專業醫療服務。而在貴院任何一個中醫發展過程中，我司都會堅守藥物品質，不斷自我提升，令貴院服務不會有後顧之憂。

A: Currently, many citizens still view TCM as “health maintenance” rather than “treatment”; some younger generations have limited understanding of traditional theories, and inconsistent product quality in the market affects overall credibility. Precisely for this reason, TWGHs’ role is particularly crucial; the TCM services provided combine professionalism and public benefit, serving as an important window for the public to understand TCM.

We have observed that in recent years, the Group has actively organised health seminars and community free clinics, and promoted integrative Chinese-Western medicine programmes—for example, for cancer recovery or post-stroke rehabilitation—allowing more people to personally experience the tangible effectiveness of TCM. If data analytics could be further integrated in the future to establish standardised treatment protocols for common conditions, combined with telemedicine, more citizens could more easily access professional medical services. Throughout any stage of the Group’s TCM development, our company will steadfastly uphold medicine quality, continuously improve ourselves, and ensure the Group’s services are worry-free.



攜手參與公益 傳承慈善精神

Jointly Advancing Public Good and Philanthropy

問：

Q: 與東華三院的合作是否影響貴司的社會責任實踐？

Has partnering with TWGHs influenced your corporate social responsibility practices?

答：確實如此。我司持續支持東華三院在提升醫療服務及教育發展方面的使命，貴院每年舉辦賣旗日及其他籌款活動，啟發我們鼓勵員工參與其中，我們在診所及辦公室設立捐款箱，讓行善融入日常工作，培養行善的習慣，將東華三院慈善精神薪火相傳，造福社群。

A: Indeed. Our company continuously supports TWGHs' mission in enhancing medical services and educational development. TWGHs' annual Flag Day and other fund-raising activities inspire us to encourage our employees to participate, and we have set up donation boxes in our clinics and offices to integrate charitable giving into daily work and cultivate a habit of doing good, passing on TWGHs' spirit of philanthropy from generation to generation to benefit the community.

共建低碳供應鏈

Co-Building a Low-Carbon Supply Chain

問：

Q: 貴司於營運及產品開發的過程中，如何符合東華三院對降低供應鏈碳排放的期望？

During operations and product development, how does your corporate align with TWGHs' expectations regarding the reduction of carbon emissions across the supply chain?

答：我司通過國際標準化整合減碳要求，在保障貴司用藥療效及安全的同時，實現從種植到臨床的低碳轉型，共同達到減碳目標。在整個供應鏈中，通過規範化例如種植、加工、包裝等環節，減少資源浪費和能源消耗，而優化製作溫度、時間等參數，可直接降低碳排放，避免過度能源使用。同時，通過標準化推動種植，如減少化肥/農藥的使用，和道地藥材溯源，以縮短運輸距離等，來降低農業碳排放。

A: By adopting international standards, our corporate fulfils carbon reduction requirements. While ensuring the efficacy and safety of medicines supplied to the Group, we are jointly achieving a low-carbon transition from cultivation to clinical use, thereby meeting shared carbon reduction targets. Across the entire supply chain, we minimise resource waste and energy consumption by standardising key stages such as cultivation, processing, and packaging. We optimise critical parameters, including temperature and duration of production, to directly reduce carbon emissions and avoid excessive energy use. Furthermore, through standardised cultivation practices, such as reducing the application of chemical fertilisers and pesticides, implementing traceability for authentic medicinal materials, and shortening transportation distances, we effectively lower carbon emissions from agriculture.

本院結語 TWGHs' Closing Remarks

東華三院將繼續攜手各方，以行動實踐環境責任、提升社會福祉，並傳承慈善精神，共建健康的社區。

In the future, TWGHs will continue working hand-in-hand with all stakeholders, practising environmental responsibility through action, enhancing social well-being, passing on the spirit of philanthropy, and jointly building healthy communities.



綠色善行 共建和諧

ENVIRONMENT

本章節回應相關 UNSDGs
This chapter corresponding UNSDGs



綠色管治與政策

本院已建立清晰的綠色管治架構，設立環境督導委員會，由物業委員會主席統籌帶領，監督及檢視環境保護工作的成效，並制定具體可行的未來發展目標。

Green Governance and Policy

The Group has established a clear green governance framework. The Environmental Steering Committee, led by the chairman of the Property Committee, supervises and reviews the effectiveness of green measures, and formulating specific, actionable development targets.

東華三院環境政策 TWGHs Environmental Policy

- 在醫療衛生、教育、社會和公共服務各方面全面推行環保概念；
Pursue a holistic environmental protection concept in its medical, education, community and traditional services;
- 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；
Become a pioneer among NGOs in environmental consciousness and conservation;
- 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
Incorporate environmental protection into its corporate culture and promote the TWGHs Environmental Policy to staff members, students, service users and business partners; and
- 促進綠色生活，締造綠色香港。
Promote green living and making a green Hong Kong.



溫室氣體減排

減少溫室氣體排放

本院已於屬下所有服務單位進行年度碳審計，持續監測碳排放表現，並識別改善重點與優化方向。

透過已定立的環保政策，本院將可持續實踐融入各個服務及日常營運當中，包括打造綠色建築、推動可再生能源應用、推動源頭減廢、進行節能改造工程及優化用水等。同時，本院亦在學校、長者中心及社區活動中推廣環保知識，深化綠色教育。通過實施綜合減碳措施，本院於 2024/2025 年度的每樓面面積淨碳排放量與 2023/2024 年相比，成功減少約 8.17%。

為加強推廣低碳文化，東華三院全力支持由環境運動委員會及 EcoDrive 合辦的「全民減碳大行動」，更有超過 100 個服務單位參與行動，推廣綠色辦公室與節能習慣。

Greenhouse Gas Reduction

Greenhouse Gas Emissions Reduction

The Group has conducted an annual carbon audit across all service units to continuously monitor environmental performance and identify key areas for improvement.

The Group integrates sustainable practices into its services and daily operations through its established environmental strategies, including developing green buildings, promoting renewable energy application, encouraging reducing waste at source, and enhancing water management. Meanwhile, the Group also fosters green education by sharing environmental knowledge in schools, elderly centres, and community activities. Through integrated carbon reduction measures, the Group reduced approximately 8.17% in net carbon emissions per floor area in 2024/2025 compared to 2023/2024.

To strengthen the promotion of the low-carbon culture, TWGHs fully supports the “Carbon Reduction Action” organised by the Environmental Campaign Committee and EcoDrive, with over 100 service units of TWGHs participated in the programme to promote green office practices and energy-saving habits.



東華三院成為「全民減碳大行動」活動的策略伙伴。
TWGHs becomes the strategic partners of the “Carbon Reduction Action” campaign.

綠色建築

東華三院在新建項目與既有設施改造中，採用綠色建築理念，確保從規劃、設計、施工至營運各階段均融入可持續原則，使對環境的負面影響減到最低。

在新項目啟動前，本院均嘗試最大限度減少工程對生態的影響；同時亦會與建築及環境顧問團隊，共同評估能源效益、自然通風與採光配置及低碳建材選用等環節。多個新建項目已落實可持續設計，如採用高能效建材、自然通風布局及雨水回收系統等，提升建築的環境表現。

Green Building

TWGHs integrates green building concepts into new buildings and existing facilities retrofits, ensuring sustainability is embedded across all stages, from planning and design to construction and operation, minimising adverse environmental impacts.

Prior to commencement of new project, the Group studies thoroughly to mitigate ecological disruption during construction. In collaboration with architectural and environmental consultant teams, the Group evaluates key sustainability factors including energy efficiency, natural ventilation and daylighting strategies and selection of low-carbon building materials etc. Multiple new projects have implemented sustainable design features such as high-performance building materials, passive ventilation layouts and rainwater harvesting systems, enhancing overall environmental performance of the built environment.



環保村主要建築物應用被動式設計，最大化引入自然通風與日光，有效降低對空調系統及人工照明的使用。

The main buildings of the E-Co Village employ passive design strategies to maximise natural ventilation and daylight penetration, effectively reducing use on mechanical ventilation and artificial lighting.



東華三院過渡性房屋採用組裝合成技術，有效減少建築廢料，降低施工對現場環境的影響。

TWGHs transitional housing projects utilise Modular Integrated Construction (“MiC”) technology, effectively reducing construction waste and minimising on-site environmental disruption during the building process.



東蒲的綠化景觀超過 30% 場地面積，另外，項目至少 20% 的建築材料更是在 800 公里範圍內開採和製造。

At TungPo, over 30% site area is covered by green landscape and at least 20% of the building materials were sourced and manufactured within 800 km.

本院持續透過設施升級及環保措施提升既有建築的可持續表現。其中，本院行政總部東華三院黃鳳翎紀念大樓已進行多項優化工程，包括更換升降機、LED 燈具及製冷機組，成功降低整體能源消耗與碳排放，更獲得了 ISO 14001:2015 環境管理系統認證和 ISO 50001:2018 能源管理系統認證。



東華三院黃鳳翎紀念大樓更換升降機
Lift modernisation at TWGHs Wong Fung Ling Memorial Building

For existing buildings, the Group continuously enhances sustainability performance through facility upgrades and environmental initiatives. The Group's Administration Headquarters, TWGHs Wong Fung Ling Memorial Building, has implemented a range of optimisation measures, including lift modernisation, lighting system and chiller plants upgrades. These improvements have successfully reduced overall energy consumption and carbon emissions, and contributed to the attainment of ISO 14001:2015 Environmental Management Systems and ISO 50001:2018 Energy Management certifications.



193,374

綠色建築總建築面積 (平方米)
Total Floor Area of Green Buildings (m²)



24

個本院的物業獲得了綠建環評認證
Properties in the Group's portfolio are BEAM Plus Certified

環保村榮獲「香港建築師學會主題獎 - 可持續性建築」 E-Co Village awarded the "HKIA Special Award - Sustainable Architecture"

東華三院環保村憑藉其低碳設計理念以及創新綠色建築實踐，榮獲香港建築師學會 2024 年獎「香港建築師學會主題獎 - 可持續建築」，肯定環保村在建築上的創新及可持續性。

TWGHs E-Co Village has been awarded the "HKIA Special Award - Sustainable Architecture" at the Hong Kong Institute of Architects Annual Awards 2024, in recognition of its low-carbon design philosophy and innovative green building practices, recognising its architectural innovation and sustainability performance.

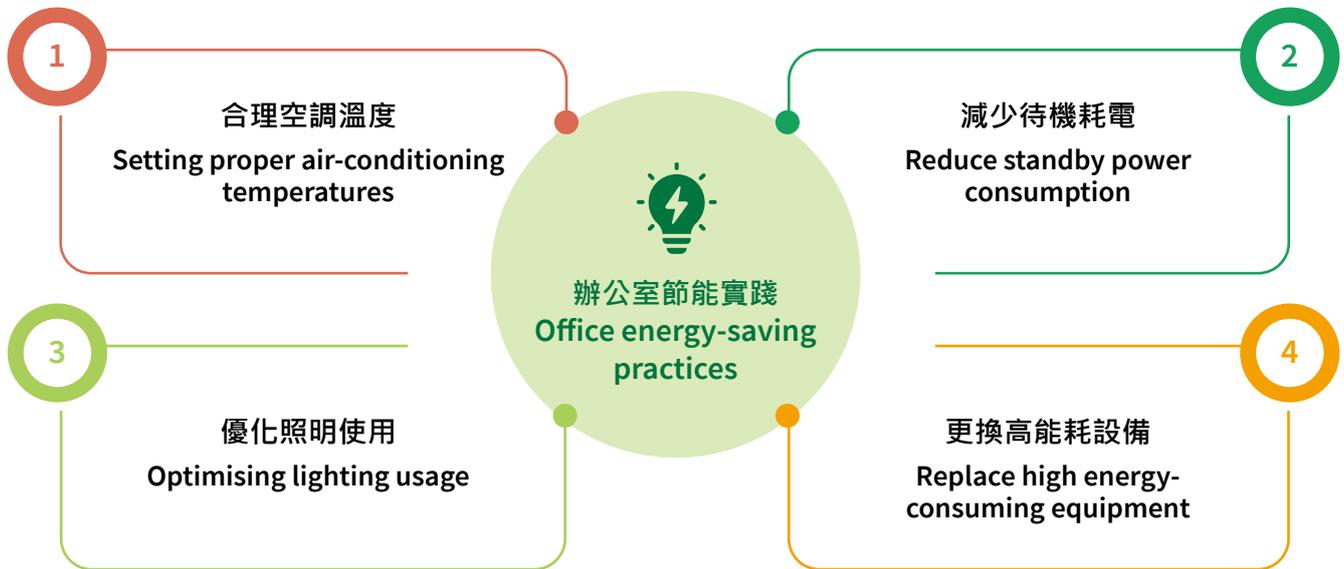


綠色能源及減少污染

本院致力探索可再生能源應用與引進創新節能技術，降低整體能源消耗與溫室氣體排放。

能源效益

東華三院透過政策指引、推廣節能文化與硬件升級三方面同步推進節能減碳工作。本院制定「東華三院環保工作間指引」，明確規範辦公室節能實踐，鼓勵員工養成低碳工作習慣。



同時，本院積極參與政府倡議，屬下超過 100 個服務單位簽署由環境及生態局及機電工程署推行的「節能約章 2024」，承諾落實具體節能措施。

在硬件方面，本院持續升級樓宇系統以提升能源效益，包括參與中華電力有限公司的「重新校驗約章計劃」，改善東華三院萬國殯儀館的中央送風機系統，降低空調能耗。同時，透過香港電燈有限公司（「港燈」）的「智惜用電樓宇基金」，為東華醫院鶴堅士樓及東超商業中心更換電梯設備。

Green Energy and Pollution Reduction

The Group is committed to exploring the application of renewable energy and adopting innovative energy-saving technologies to reduce overall energy consumption and GHG emissions.

Energy Efficiency

TWGHs advances its energy-saving and carbon-reduction efforts through policy guidance, energy-saving culture cultivation, and upgrading infrastructure. The Group has formulated the “TWGHs Green Workplace Guidelines”, clearly defining office energy-saving practices to encourage low-carbon work habits.

Meanwhile, the Group actively participates in government initiatives, with over 100 service units signed the “Energy Saving Charter 2024” jointly organised by the Environment and Ecology Bureau and the Electrical and Mechanical Services Department, pledging to implement concrete energy-saving measures.

On the infrastructure front, the Group continues to upgrade building systems to enhance energy efficiency, including the participation in the “Retro-commissioning Charter Programme” of CLP Power Hong Kong to improve the air-handling unit system at TWGHs International Funeral Parlour, reducing power consumption of air-conditioning. Additionally, through the “Smart Power Building Fund” of the Hong Kong Electric Company Limited (“HKE”), elevator systems have been replaced at Hawkins Wing of Tung Wah Hospital and Tung Chiu Commercial Centre, improving operational reliability while saving electricity.

東華三院方樹泉社會服務大樓節能措施

Energy-saving Measures at TWGHs Fong Shu Chuen Social Service Building

東華三院方樹泉社會服務大樓參與了港燈 2025 年加強版「節能共享資助計劃」，全面升級能源設施以提升節能效益，包括更換 90 部一級能源標籤的冷暖空調系統和逾千套 LED 照明系統，以及在合適通道加裝感應控制裝置，並於天台塗上有助降低室內溫度的節能油漆。

TWGHs Fong Shu Chuen Social Service Building has participated in the 2025 “Energy-efficient Community Subsidy Programme” of HKE, comprehensively upgrading its energy infrastructure to enhance efficiency. This includes replacing 90 sets of existing systems with Grade 1 Energy Labelled heating, ventilation and air-conditioning (“HVAC”) equipment and over thousand sets of LED lighting systems and installing motion-sensor controls in appropriate passageways, as well as applying energy-saving paint to the rooftop to help lower indoor temperature.



預計每年可為大樓節省用電約
Estimated annual electricity savings of the building

400,000 千瓦時 kWh

減少空氣污染

本院亦致力在不影響日常營運的前提下，探索創新減少污染的措施，進一步降低對環境的影響。

Reducing Air Pollution

The Group is also committed to exploring new pollution reduction measures to further minimise its environmental impact without compromising daily operations.

推廣綠色祭祀與綠色殯葬 Promoting Green Rituals and Green Burials

為降低公共服務中所產生的空氣污染及碳排放，東華三院積極倡導綠色祭祀文化，鼓勵信眾使用環保香、設置環保燒衣爐、改善廟宇煙霧緩減系統，並以電子祭品或象徵性環保祭品取代傳統焚燒祭品，既保留文化傳統，亦降低碳排放與空氣污染物。

To reduce air pollution and carbon emissions generated through traditional services, TWGHs actively promotes a green ritual culture by encouraging the use of Eco-incense, installing Eco-furnace, upgrading temple smoke reduction systems, and substituting traditional paper offerings with electronic or symbolic eco-friendly alternatives, preserving cultural traditions while lowering carbon emissions and air pollutants.



本院多間廟宇採用環保香
Various temples of the Group adopt Eco-incense

本院亦鼓勵採用環保棺木，2024/25 年度所使用的環保棺木數量約為 **980** 具，佔整體棺木銷量逾 **23%**。

The Group also encourages the use of Eco-coffins. In 2024/25, approximately **980** eco-coffins were utilised, accounting for over **23%** of total coffin sales.

資源保育

東華三院致力推動資源保育，將可持續管理理念實踐於日常營運之中，降低整體生態足跡。

廢物管理

東華三院透過全面的廢物管理策略，致力推動源頭減廢，減少營運對環境的影響。透過發展行政流程自動化平台，本院逐步將文件審批及記錄存取等流程數碼化，提升效率及大幅減少紙張消耗。同時，本院在各服務單位設置分類回收箱，並張貼減廢提示，鼓勵員工、服務使用者及訪客實踐資源分類與循環再用。

東華三院積極支持建設社區回收網絡，透過營運「綠在后天」便利回收點，為居民提供便捷的分類回收服務。2024/2025 年度，該站回收量達約 827 噸，較上年度增長達 24%，回收成效顯著。

另外，本院轄下 15 個住宅處所及過渡性房屋項目亦已簽署環保署的「減廢回收約章」，透過設置回收設施及舉辦宣傳教育活動，加強住戶對源頭減廢的認識，逐步建立日常回收習慣。

827 噸 Tonnes

「綠在后天」回收物總量

Total amount of recyclables of "GREEN@TIN HAU"

Resource Conservation

TWGHs is committed to advancing resource conservation, embedding the principles of sustainable management into daily operations to reduce its overall ecological footprint.

Waste Management

TWGHs implements a robust waste management framework that aims at promoting waste reduction at source and minimising the environmental impact of its operations. Through the development of the Administrative Workflow and Automation Platform, the Group is progressively digitising workflows such as document review and record, enhancing operational efficiency while significantly reducing paper consumption. Meanwhile, recycling bins with clear labelling are placed at service units, and waste-reduction reminders are displayed to encourage staff, service users and visitors to practise resource sorting and reuse.

TWGHs actively supports the development of community recycling networks through the operation of the "GREEN@TIN HAU" recycling store, providing public with accessible waste sorting and recycling services. During 2024/2025, approximately 827 tonnes of recyclables were collected, representing a 24% increase compared to the previous year, demonstrating significant improvement in recycling performance.

In addition, 15 residential premises and transitional housing sites under the Group have signed the Environmental Protection Department's "Waste Reduction and Recycling Charter". Through the installation of on-site recycling facilities and the organisation of educational outreach activities, these initiatives aim to enhance residents' understanding of waste reduction at source and gradually establish daily recycling habits.



過渡性房屋計劃—樂和·東寓亦參與「減廢回收約章」
Transitional Housing Project—T-Loft@Lok Wo has participated in the "Waste Reduction and Recycling Charter"



「綠在后天」便利回收點
"GREEN@TIN HAU" recycling store

東華三院廚餘回收項目 TWGHs Food Waste Recycling Programme

東華三院積極推行廚餘回收項目，減少廚餘棄置量並提升資源處理效率，例如於寰宇殯儀館安裝廚餘處理機，將廚餘轉化為環保物料。在屬下校舍，本院亦設立廚餘回收點，集中收集及運送剩餘食物至公共回收點，並培養師生惜食與回收習慣。

TWGHs actively implements a food waste recycling programme to reduce the volume of food waste sent to landfills and enhance resource efficiency. For instance, a food waste treatment machine has been installed at Global Funeral Parlour, converting food waste into environmentally friendly by-products. In TWGHs schools, the Group has established food waste collection points to consolidate and transport leftover food to public recycling facilities, while fostering a culture of food conservation and recycling among students and staff.

東華三院黃大仙醫院作為首間醫院參加廚餘回收先導項目，成功安裝了「廚餘再生俠」系統，將廚餘轉化為漿液用於發電，成功實現轉廢為能。

TWGHs Wong Tai Sin Hospital, as the first hospital to participate in the food waste recycling pilot project, has successfully installed the “Food TranSmarter” system, which converts food waste into slurry for electricity generation, effectively transforming waste into energy.

預計每年處理的廚餘總量
Projected annual volume of processed food waste

>49,600 公斤 kg

預計全年產生可再生能源
Projected annual generation of renewable energy

~14,688 千瓦時 kWh

預計全年減少二氧化碳當量
Projected annual reduction of CO₂e

~24.48 噸 tonnes



廣華植樹日 Kwong Wah Tree Planting Day

為響應政府及醫管局邁向碳中和的目標，廣華醫院亦首次舉辦「廣華植樹日」，種植了 200 棵香港原生品種的土沉香，緩解醫院對環境的影響。

In response to the Hong Kong Government and Hospital Authority's commitment to achieving carbon neutrality, Kwong Wah Hospital organised its inaugural "Kwong Wah Tree Planting Day", planting 200 local incense trees to mitigate the environmental impact of hospitals.



水資源管理

東華三院致力於日常營運中節約用水，積極實踐水資源管理。根據「東華三院環保工作間指引」，本院推動多項具體措施，包括調節沖廁水箱貯水量以避免浪費，並安排專責人員定期檢查供水系統，及早發現並修復滲漏，確保用水效率。

Water Management

TWGHs is committed to conserving water in daily operations, actively practising water resource management. In accordance with the "TWGHs Green Workplace Guidelines", the Group has implemented a range of specific measures, including adjusting the volume of flushing water cisterns to prevent wastage, and assigning designated staff to conduct regular inspections of water supply systems to promptly identify and repair leaks, thereby ensuring optimal water efficiency.



綠色採購

東華三院制定綠色採購政策並將其納入核心環保策略。本院於報告期間成功維持供應鏈的表現，並未發現任何對環境與社會方面產生重大負面的影響。

Green Procurement

TWGHs has embedded its Green Procurement Policy within core environmental strategies. The Group maintained a responsible supply chain throughout the Reporting Period, with no significant adverse environmental or social impacts recorded.

東華三院綠色採購政策 TWGHs Green Procurement Policy

01

採用電子採購
Adopt E-Procurement



02

鼓勵減少購買一次性產品，並積極研究使用可重複使用的產品作為替代
Encourage the reduction in purchasing disposable products and actively examine the use of reusable products as an alternative



04

在可行的情況下，將環境規格納入工程招標或合約中
Incorporate environmental specifications in works tenders or contracts if practicable



03

在可行的情況下，購買對環境友好的車輛
Purchase environmentally friendly vehicles where feasible



綠色教育

綠色教育是提升環保意識與促進改變生活習慣的主要途徑。東華三院積極向學生、員工、服務使用者及其他持份者推廣可持續生活模式，透過多元化教育活動，培養及提高環保意識，並藉此凝聚社區力量，攜手邁向低碳未來。

綠色 x 藝術 x 共融

本院在推動環保工作的同時積極促進社區參與，將環保行動、社區參與自然相互結合。在東華三院環保村舉行的「共融共生藝術祭」(「藝術祭」)，通過多元藝術創作連結各界社群，推廣環境意識並促進社會共融。

融藝術於綠色願景

藝術祭於 2025 年 3 月 8 日至 4 月 6 日在東華三院環保村舉行，是香港首個在活化堆填區環保教育基地舉行的藝術盛事，當中展出逾百件由本地藝術家及殘疾人士創作的藝術品，作品均採用回收物料製作而成，傳達共融與可持續發展訊息，達至「綠識減廢」目標，兼具美學與實用價值。



Green Education

Green education serves as a vital catalyst for raising environmental awareness and motivating sustainable behavioural change. TWGHs actively cultivates eco-conscious lifestyles among students, staff, service users and other stakeholders through diverse educational initiatives. These efforts not only cultivate and raise environmental consciousness but also strengthen community cohesion toward a low-carbon future.

Green x Art x Inclusivity

While advancing environmental initiatives, the Group actively fosters communities engagement by seamlessly integrating environmental action with community participation. “Inclusive Coexistence Art Festival” (the “Art Festival”) held at TWGHs E-Co Village demonstrates this commitment. Through diverse artistic creations, the Art Festival connected various community groups, promoting environmental awareness and fostering social inclusion.

Blending Art with Environmental Vision

The Art Festival was held from 8 March to 6 April 2025 at TWGHs E-Co Village, marking Hong Kong's first artistic event hosted at a revitalised landfill environmental education hub. Over 100 artworks crafted from recycled materials were displayed at the Art Festival, co-created by local artists and people with disabilities. These creations conveyed powerful messages of inclusion and sustainable development, fulfilling the “Green Waste Reduction” ethos of E-Co Village while harmoniously blending aesthetic appeal with practical value.



藝術祭設有多個工作坊及導賞團等活動，讓公眾人士參與

The Art Festival featured various workshops and guided tours, engaging the public in meaningful participation

薈萃群創與多元才華

藝術祭匯聚逾 500 名參與者，包括本院 30 個復康單位的服務使用者、小學生及大專生、公眾與本地藝術家。合作作品豐富多彩，如陶瓷藝術家王鎮濠的《當我們同在一起》及《共生園地》，以及繩結設計師蕭俞的《蟲鳴萬物》。這些藝術家透過作品描繪展現不同能力人士的無限想像力，傳遞著社會共融與韌性精神。而 FabLab Hong Kong 的互動雕塑《再生星球》更邀請公眾參與組裝，強化共創與共融的理念，一同探索廢棄材料與生命的可能性。



FabLab Hong Kong 的《再生星球》互動雕塑
The interactive sculpture Regeneration Planet
by FabLab Hong Kong

透過藝術深化環保及社會共融

藝術祭以藝術為橋樑，促進社會對不同能力人士的認識與欣賞，致力締造更包容與充滿愛的社群。活動亦提供市民親身參與的機會，理解藝術與共融理念，以及探索人與自然和諧共生的可能性。

Nurturing Collective Creativity and Diverse Talents

The Art Festival brought together over 500 participants, including service users from 30 TWGHs rehabilitation service units, primary and tertiary students, the public, and local artists. Collaborative artworks like When We Are Together and Symbiotic Garden by Ceramic artist Harris Wong, and Insect Whispers by rope-knot designer Zoe Siu, showcased the boundless imagination of people with diverse abilities, and conveying the spirit of social inclusion and resilience. The interactive sculpture Regeneration Planet by FabLab Hong Kong invited public participation, reinforcing the festival's ethos of co-creation and inclusivity while exploring the possibilities between waste materials and life.



繩結設計師蕭俞的作品《蟲鳴萬物》
Insect Whispers by rope-knot designer Zoe Siu

Deepening Environmental and Social Inclusion through Art

The Art Festival served as a bridge to promote societal understanding and appreciation of individuals with diverse abilities, fostering a more inclusive and compassionate community. The event also provides opportunities for the public for hands-on participation, deepening their understanding of artistic and inclusive concepts, and exploring the potential for harmonious coexistence between humans and nature.

推動綠色社區

東華三院善用其廣泛的服務網絡，積極促進公眾參與可持續發展，並與各界持份者攜手建立合作平台，共同策劃及落實具體的環保項目，將可持續理念轉化為日常實踐。

Empowering a Greener Community

Leveraging its wide-reaching service network, TWGHs actively fosters public participation in sustainability by collaborating with stakeholders to co-design and implement tangible environmental initiatives that translate green principles into everyday action.

福全共物館以社區之力實踐循環生活 Fortune Library Empowers Community-Led Circular Living

東華三院成立「福全共物館」，以「共享」為核心，打造街坊自發交換物品、技能與時間的互助平台。本院相信，可持續發展始於日常實踐——福全共物館不僅是空間，更是由下而上的社區行動，重繫人與物、人與人之間的價值。

TWGHs established the “Fortune Library” — a community platform centred on sharing, where neighbours exchange goods, skills and time. The Group believes sustainability begins in daily life: more than a venue, it is a grassroots movement reconnecting people with objects and with each other.

12 場工作坊與社區活動
workshops and
community events

300+ 參與者
participants



「開學前 Free - Free 市集」以大型社區活動形式，鼓勵居民捐贈或交換文具與校服，促進資源循環再用及倡導共享精神。

The “Back-to-School Free Exchange Fair”, held as a large-scale community event, encouraged residents to donate or swap stationery and uniforms, promoting resource circulation and reinforcing the spirit of sharing.

本院舉辦遮袋工作坊，邀請街坊師傅以回收防水布料及毛巾布縫製環保雨傘袋，從源頭減廢，並推動社區減少使用塑膠袋。

The Group held an umbrella pouch workshop where Kai Fong Master made reusable pouches from recycled waterproof materials and towels. This effort aims to reduce waste at source and encourage the community to use fewer plastic bags.



倡導綠色學校

本院致力培育年輕一代成為人才與負責任公民。多所屬校積極參與綠色學校計劃，攜手打造環保校園，並向師生及家長推廣可持續生活方式。

本院透過多項校園計劃推動綠色教育，致力培養學生對環境的責任感與實際行動力。「學生環保大使」計劃鼓勵學生擔任校園環保領袖，在日常中主動倡導減廢與資源重用。本院屬校亦透過「世界公民」課程引導學生認識氣候危機等全球議題，並配合「綠色風紀」角色讓學生在校園中以身作則、推廣環保意識。

Advocating Green Schools

The Group is committed to nurturing young people as talents and responsible citizens. Multiple TWGHs schools actively join the Green School Initiative, collaborating to build eco-friendly campuses and promote sustainable living among teachers, students, and parents.

The Group promotes green education through multiple school-based programmes, aiming to cultivate students' sense of environmental responsibility and empower them to take practical actions. The "Student Environmental Protection Ambassador" Scheme encourages students to serve as eco-leaders on campus, proactively advocating waste reduction and reuse of resources in daily life. Schools also launch the "Global Citizen" curriculum to help students understand global challenges such as the climate crisis, while the role as "Green Prefect" enables students to practice what they preach and promote environmental awareness throughout the school community.

從管治到實踐：校園綠色教育

From Governance to Implementation: Green Education in Schools

東華三院屬下學校建立系統化綠色管理架構，確保環保理念貫穿教學與日常營運。東華三院群芳啟智學校成立「綠色學校督導委員會」，由校長統籌、教職員按專責分工，目標明確提升全校持份者，包括管理層、教師、非教學人員、學生及家長的環保意識，並將綠色價值轉化為具體行動。東華三院呂潤財紀念中學則制定本環保政策，將環保主題融入正規課程與其他學習經歷，全年舉辦三次早會推廣綠色校園文化，並邀請環保機構到校舉辦工作坊，協助學生實踐低碳生活。學校亦積極響應「地球一小時」，透過午膳關燈與教師廣播講解，加強學生對能源議題的理解。兩校透過制度化規劃與跨角色協作，成功將可持續發展扎根校園。

TWGHs schools have established systematic green management structure to ensure environmentally-friendly concepts run through learning and teaching, as well as daily operations. TWGHs Kwan Fong Kai Chi School formed the "Green School Steering Committee", chaired by the Principal and with specialisation of staff, aims to raise environmental awareness among all stakeholders — management, teachers, non-teaching staff, students, and parents — and transform values into concrete action.

TWGHs Lui Yun Choy Memorial College implemented school-based environmental policy, integrating eco-topics into formal curriculum and other learning experiences, hosting three annual themed assemblies to promote green campus culture. The School also invited environmental organisations for on-site workshops to help students adopt low-carbon habits, and actively participated in "Earth Hour" — switching off lights during lunch with teachers' sharing about energy issues by public announcement. Through organisational planning and cross-role collaboration, both schools have successfully rooted sustainability in campus life.





善澤香江 惠及萬家

COMMUNITY CONTRIBUTION

本章節回應相關 UNSDGs
This chapter corresponding UNSDGs



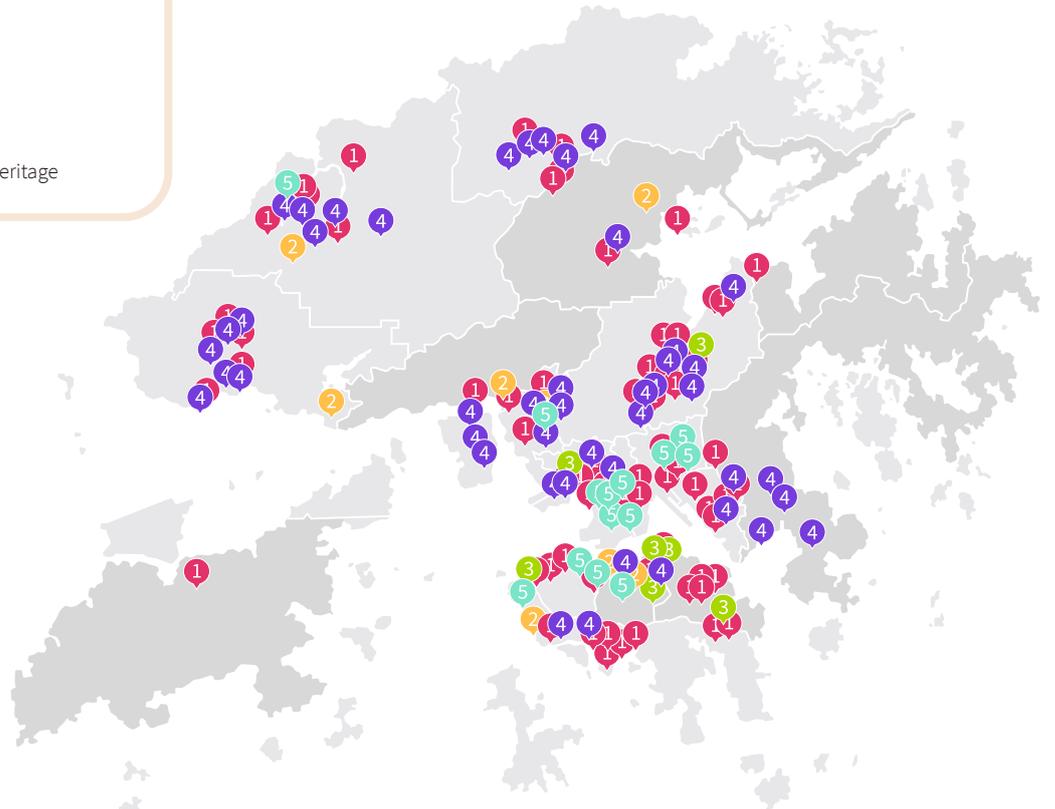
社會影響力

東華三院透過遍佈全港多個社區的服務網絡，積極回應時代所需：在解決社會需求 / 城市發展方面，我們為長者提供安老復康服務、推動精準扶貧、支援住屋困難家庭，並協助社區跨越數碼鴻溝；透過社會共融與平等機會，促進不同族裔、能力與背景人士的平等參與；維持本院贈醫施藥的優良傳統，為有需要人士提供免費醫療服務，守護市民健康；開辦學校、課後支援與輔導服務及青年發展計劃，培育下一代成長，作育英才；修復歷史文物、推廣非遺項目，守護香港的集體回憶，同時提供高質素的傳統公共服務，重視文化保育及傳承。

Social Impact

TWGHs leverages its extensive network spanning numerous communities across Hong Kong to respond deeply to the needs of the times. In addressing societal needs and urban development, the Group provide elderly and rehabilitation services, promote precision poverty alleviation, support families facing housing difficulties, and help bridge the digital divide within communities. Through social inclusion and equal opportunity, the Group fosters equitable participation among people of diverse ethnicities, abilities, and backgrounds. Upholding its longstanding tradition of providing free medical services, the Group safeguards public health and well-being by offering free healthcare services to those in need. The Group operates schools, after-school support and counselling services, and youth development programs to nurture the next generation and cultivate talent. Additionally, the Group preserves TWGHs archives and relics and promotes intangible heritage initiatives to protect Hong Kong's collective memory, while delivering high-quality traditional services, and emphasising preservation of cultural heritage.

- 1 解決社會需求 / 城市發展
Addressing Societal Needs /
Urban Development
- 2 社會共融與平等機會
Social Inclusion and Equal Opportunity
- 3 贈醫施藥
Health and Well-being
- 4 作育英才
Nurturing Talents
- 5 文化保育及傳承
Preservation of Cultural Heritage



回應民生需求

面對各種社會議題，東華三院積極配合政府，持續優化服務模式與拓展跨界合作網絡，回應社會需求。

應對高齡化社會

隨著香港人口老化，晚期病患長者人數不斷攀升，社會對專業晚期照顧服務的需求亦日益增加。本院致力發展晚期照顧服務，例如透過賽馬會安寧頌「安寧在院舍」計劃，加強院舍職員安寧照顧服務的專業能力，並與醫護團隊和社區夥伴建立合作機制，成功處理首宗院舍「居處離世」個案。

安老服務部亦持續透過不同教育活動，增加公眾對「預設照顧計劃」的認識，鼓勵長者及早規劃晚年照顧安排，體現全人照顧理念。



Addressing Public Needs

In response to diverse social issues, TWGHs actively supports government initiatives, continuously optimising service models while expanding cross-sector partnership networks to address emerging societal needs.

Tackling Ageing Society

With Hong Kong's ageing population and the rising number of elderly patients suffering from terminal illnesses, the demand for professional end-of-life care services has also escalated. The Group is committed to developing endless care services through initiatives such as the Jockey Club End-of-Life Care in Residential Care Homes for the Elderly. This programme strengthens the professional competencies of care home staff while fostering collaborative partnerships with medical counterparts and community partners, and has recorded the first case of a resident dying-in-place at the Elderly Home.

The Elderly Services Section continues to raise public awareness of Advance Care Planning through educational activities, encouraging early planning for end-of-life care arrangements, embodying the holistic care philosophy.

>800

名業界人士參加本院與香港老年學會合辦的「院舍居處離世的啟動及實踐分享會」
Industry professionals joined the "Initiation and Practical Sharing Session on Dying-in-Place in Residential Care Home" that jointly organised by TWGHs and the Hong Kong Gerontology Society

生死教育推廣

Life and Death Education Promotion

東華三院圓滿人生服務積極推廣生死教育，於2024年7月舉行「人生彩蛋」社區生死教育展覽，透過體驗式活動引導公眾反思生命價值，在輕鬆氛圍中深入討論晚年規劃及生死議題。

TWGHs Endless Care Services actively promotes life-and-death education and held the "Laugh It Off" Journey of Life Exploration Community Exhibition in July 2024. Through interactive and experiential activities, the event encouraged the public to reflect on the meaning of life, facilitating discussions on life-and-death and end-of-life care planning and related topics in a relaxed atmosphere.

「人生彩蛋」展覽吸引逾 **1700** 人次參與

The "Laugh It Off" event attracted over **1700** visitors



精準扶貧

東華三院配合政府精準扶貧的策略，針對劏房住戶等特定群體開展專項支援計劃，通過改善生活質素、加強社區網絡至提升個人能力等方面，促進社會流動性。

在生活支援方面，本院獲社會福利署委聘營運「土瓜灣社區客廳」項目，為劏房家庭提供額外生活空間及社交平台。該項目由關愛基金資助，潤愛同行提供場地支持的。同時，作為「共創明『Teen』校友會」的校友事務統籌機構，本院為6,200名基層青年提供持續發展支援，透過專業培訓及社區參與，加強其競爭力與人際網絡。



Targeted Poverty Alleviation

TWGHs actively aligns with the government's targeted poverty alleviation strategy, implementing specialised support programmes for specific groups including subdivided unit residents, fostering social mobility through improving quality of life, strengthening community network and individual capacity building.

Regarding living support, the Group has been appointed by the Social Welfare Department to operate the "To Kwa Wan Community Living Room" project, providing households living in subdivided units with additional living space and social platforms. The Project was funded by the Community Care Fund, and supported by Long Caring, which provides the venue. Also, as the alumni coordinator of the Strive and Rise Alumni Club, the Group delivers ongoing development support to 6,200 underprivileged youths. Through professional training and community engagement initiatives, the Group enhances their social competitiveness and interpersonal networks.

共創明「Teen」校友會青年委員會協助舉辦義工服務和聯誼活動
Youth Committee of Strive and Rise Alumni Club assists in organising volunteer services and social gathering activities

土瓜灣社區客廳

To Kwa Wan Community Living Room

「土瓜灣社區客廳」為九龍城區劏房家庭提供多元化社區支援服務，除了提供共享生活空間，更涵蓋課業輔導、生活資訊介紹及講座等，提升受助家庭的生活品質。本院亦同步設立「土膳巷」食物銀行，鼓勵受助者通過參與社區活動換領食品及日用品，促進社區互助。

To Kwa Wan Community Living Room provides diversified community support services for Kowloon City households living in subdivided units. In addition to offering shared living spaces, the project enhances the overall quality of life by providing academic support and life skills workshops and seminars. The Group also established the "To Kwa Wan Food Drive", which encourages members to participate in community activities in exchange for food and daily necessities, promoting mutual support within the community.

預計每年可服務

600 戶劏房家庭
Households living in subdivided units

90,000 人次
people



社區客廳亦提供其他生活設施設備，如廚房、健身室、兒童遊戲室。
The community living room provides living facilities, such as kitchen, gym, and children's playroom.

房屋問題

為紓解本港基層市民的住屋需求，東華三院配合政府的房屋政策，興建及營運三個過渡性房屋項目——「東寓」，分別位於九龍啟德、馬鞍山烏溪沙和元朗流浮山，合共提供逾 2,100 單位，協助輪候公屋或居住於不適切住房的人士或家庭。此外，本院亦參與元朗攸壆路的首個簡約公屋項目，為約 2,150 個家庭提供服務。

這些項目亦整合本院醫療服務、就業支援、長者及復康服務等專業資源，配合多元化社區活動，全面回應基層家庭的不同需要。



「樂和·東寓」過渡性房屋項目
“T-Loft@Lok Wo” transitional housing project

Housing Issues

To alleviate the housing needs of the underprivileged in Hong Kong, the Group supports the government's housing policies by constructing and operating three transitional housing projects namely “T-Loft” located in Kai Tak, Kowloon; Wu Kai Sha, Ma On Shan and Lau Fau Shan, Yuen Long, providing a total of over 2,100 units to assist individuals and families waiting for public housing or those living in inappropriate housing. Additionally, the Group is also participating in the first Light Public Housing project at Yau Pok Road, Yuen Long, providing services to approximately 2,150 families.

These projects integrate the Group's professional services, including medical services, employment support, elderly and rehabilitation services, alongside diverse community activities, to holistically address the multifaceted needs of grassroots families.



元朗攸壆路「簡約公屋」項目
The “Light Public Housing” project on Yau Pok Road in Yuen Long



設立恆常中醫醫療車服務提供可負擔醫療服務
Set up regular Chinese Medicine Mobile Clinic to provide affordable healthcare services.



「東寓」舉辦各類興趣班、功課輔導班、居民同樂日、藝術及環保工作坊，以及節日慶祝活動豐富居民生活
“T-Loft” organised various activities to enrich residents' lives, including interest classes, homework tutoring sessions, community fun days, arts and environmental workshops, and festival celebration events.

數碼轉型

在智慧城市發展的趨勢下，東華三院透過整合創新科技與傳統服務，推進全面數碼化轉型，持續優化資源配置與服務流程，以提升營運效率、服務質素與使用者體驗，同時促進不同社群的數碼共融。

數碼化服務發展

本院積極探索數碼科技在各服務領域的應用，資訊科技持續開發及優化本院服務網站、系統、流動應用程式等，為服務使用者創造更優質的數碼體驗。例如推出網上繳費服務以及人工智能聊天機器人，提供即時服務查詢；增強線上中醫預約功能，提升服務的便利性等。

在資源配置方面，本院推動行政工作流程自動化，例如為院舍管理系統（復康服務）開發個人零用金和收據模組，簡化行政流程，提升營運效率，讓員工能專注於核心服務。

Embracing Digital Solutions

In line with the smart city development trend, the Group is actively driving comprehensive digital transformation. By integrating innovative technologies with traditional services, the Group continues to enhance resource allocation and service processes to improve operational efficiency, service quality and user experience, while fostering digital inclusion among various community groups.

Digital Service Development

The Group actively explores the application of digital technology across its service areas. Information Technology Division continuous to develop and optimise the Group's service websites, systems, and mobile applications to enhance the digital experience for service users. For example, introducing online billing payment and an AI-powered chatbot to provide round-the-clock instant enquiries, while expanding online Chinese medical booking to improve service convenience.

In resource allocation, the Group promotes administrative workflow automation, such as developing Personal Money and Receipt Modules for the Electronic Homes System – Rehabilitation Services, thereby streamlining the administrative processes, improving operational efficiency and enabling staff to focus on core services.

數碼科技在服務單位的應用 Application of Digital Technologies in Service Units

東華三院小欖峻庭院舍 TWGHs Siu Lam OLIVE-Courtyard ("SLOC")

小欖峻庭院舍為嚴重智障人士提供照護服務，配備完善智能科技，包括中央及電子化藥物處理系統、人面識別防遊走系統、虛擬實境裝置、運送機械人等，提升照護效率與質素。

SLOC provides comprehensive care services for individuals with severe intellectual disabilities, incorporating advanced smart technologies to enhance care efficiency and quality, including Computerised Central Drug Management System, anti-wandering system with facial recognition function, virtual reality installation and delivery robots.



廟宇及祭祀服務 Temples and Ritualistic Services

油麻地天后廟及文武廟引入賣燭自助售票機，配備多語言操作界面，為善信提供便捷的參拜體驗。售票機不僅提升交易效率，更能透過數據分析掌握善信需求，協助廟宇優化商品與服務配置。

Tin Hau Temple, Yaumatei and Man Mo Temple have introduced Self-service Kiosk, featuring multilingual interfaces to facilitate worshippers' experience. The kiosk not only improved transaction efficiency but also enabled data-driven analysis of visitor needs, assisted the temples in optimising product offerings, enhancing service allocation.



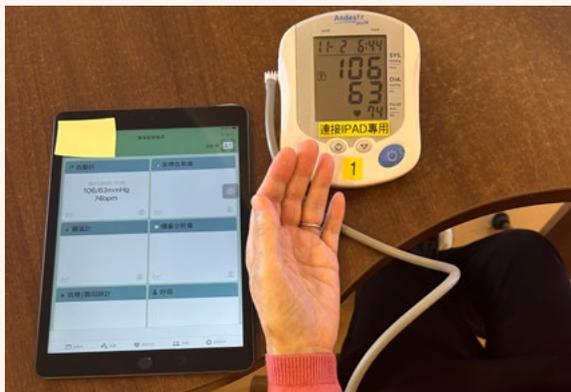
中藥煎藥中心 Chinese Medicine Decoction Services

東華三院李恩李銻麟父子中央煎藥中心配備電子追蹤系統，中藥配劑及煎藥流程全電子化。

TWGHs Lee Yen & Lee Yuk Lun, JP, Father & Son Centralized Decoction Centre has implemented an electronic tracking system, fully digitalising the entire process of Chinese medicine dispensing and decoction process.



自動計算煎藥所需的水份及時間
Automatically calculate the water volume and time required for decocting



安老服務 Elderly Services

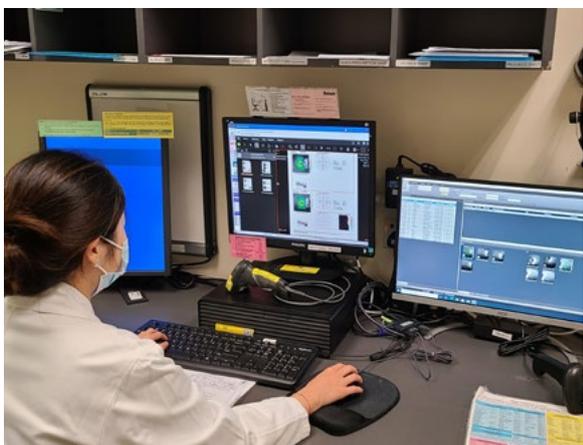
本院研發「智護理」流動應用程式，加入創新功能，包括藍牙自動輸入院友生命表徵讀數、院友健康狀況報告、護理服務紀錄等，進一步保障院友安全及提升服務質素。

The Group has developed the “SmartCare” Mobile Application, featuring innovative functions such as automatic Bluetooth input of resident vital signs, health condition reporting, and nursing service logging, ensuring the safety of the Elderly and enhanced service quality.

智慧醫院 Smart Hospitals

東華三院積極推行「智慧醫院」項目，轄下多個醫院透過創新科技提供優質的醫療服務。當中，東華東院更於 2024 年首季實現智慧醫院關鍵指標全數達標，獲醫院管理局評定為最高級別的智慧醫院，展現卓越的數碼水平。

TWGHs proactively promotes “Smart Hospital” initiative across the Group’s hospitals, utilising innovative technologies to enhance medical services. In the first quarter of 2024, Tung Wah Eastern Hospital has met all key smart hospital indicators, receiving the highest-level Smart Hospital recognition from the Hospital Authority, underscoring the outstanding performance in digitalisation.



東華東院眼科門診開展數碼圖像轉化計劃，每年提升了約 25,000 個眼科檢查的質素及效率。
Tung Wah Eastern Hospital has fully implemented the digital imaging system within its Specialist Out-patient Department (Ophthalmology), benefitting approximately 25,000 eye investigations annually with enhanced quality and efficiency.



東華醫院優化機械人技術及智能警報系統，配置個人化響鬧設定提升防跌措施。
Tung Wah Hospital enhanced the Robot-enabled Fall/ Bed-exit Management System with personalised alarms, improving fall prevention measures for patients.



東華東院病人無線追蹤系統方便聽障人士
Wireless Patient Tracking System for hearing-impaired patients at Tung Wah Eastern Hospital



促進數碼共融

隨著數碼技術的普及，東華三院響應聯合國數碼共融的倡議，透過數碼培訓課程及無障礙科技應用，為長者、傷健人士及其他有需要人士提供平等的數碼學習機會。本院的網站、流動應用程式以及檔案及歷史文化辦公室網站於「2024至2025年度數碼無障礙嘉許計劃」榮獲多項殊榮，其中東華三院網站更是連續3年獲獎，充分展現本院在數碼共融領域的卓越成果。



檔案及歷史文化辦公室榮獲網站組別金獎及長者友善獎
Records and Heritage Office won Gold Award and Elderly-Friendly Award in Website Stream

本院過去推行為期兩年的「數碼耆跡 - 長者數碼學習計劃」，共進行 100 節流動服務站及 3,870 節外展服務，累計服務長者 18,936 人次，透過多元化活動協助長者融入數碼生活，協助長者安全、自信地使用數碼科技，提升生活質素。東華三院再次成功獲得數字政策辦公室的新一輪撥款資助，本院將於 2025-26 年度開展「友智識」長者數碼外展計劃，更進一步擴大服務覆蓋範圍至全港 18 區。



黃祖棠長者地區中心為長者舉辦數碼培訓工作坊。
Wong Cho Tong District Elderly Community Centre organised digital training workshops for the Elderly.

Fostering Digital Inclusion

In response to the United Nations' digital inclusion advocacy, the Group is committed to bridging the digital divide through digital literacy programmes and accessible technology applications, providing equal digital learning opportunities for the elderly, persons with disabilities, and other underserved groups. The Group's website, mobile application, and the Records and Heritage Office's website have received multiple awards under the "Digital Accessibility Recognition Scheme 2024-2025". Meanwhile, the TWGHs website has been honoured for three consecutive years, demonstrating its leadership in promoting inclusive digital development.



The Group implemented the two-year "I can tech(ICT) - Elderly Learning Program for Technology", delivered 100 mobile service station sessions, 3,870 outreach service sessions, and the total number of services for the elderly is 18,936. The programme facilitated digital inclusion through diverse activities and empowered participants to use digital tools safely and confidently, enhancing their quality of life. TWGHs has been funded by the Digital Policy Office for the second time to launch "Smart Silver" ICT Outreach Programme for Elders in 2025-26, expand service coverage and impact to all 18 districts across Hong Kong.



社會共融與平等機會

東華三院將社會共融理念融入各個服務，以應對貧富差距、性別與殘疾歧視等社會問題。

提倡傷健共融

東華三院持續推動傷健共融發展，轄下 62 個復康服務單位，為逾 10,000 名殘疾人士提供日常生活協助、康復訓練及社會適應支援；並開展社區教育活動，建立更包容的社會環境。

本院透過營辦社會企業及社會創新服務，為殘疾人士創造職業發展機會，本年度共設立 155 個就業崗位，涵蓋餐飲、食品加工及批發、花藝設計及清潔服務等不同領域，鼓勵殘疾人士自力更生。

Social Inclusion and Equal Opportunity

By integrating the principle of social inclusion into its services, TWGHs aims to address social problems such as wealth disparity, gender inequality, and discrimination against persons with disabilities.

Promoting Disability Inclusion

TWGHs continues to advance the development of an inclusive society for both disabled. Through 62 rehabilitation service units, the Group provided daily living assistance, rehabilitation training, and social adaptation support to over 10,000 individuals with disabilities. Also, the Group fosters a more inclusive social environment through community education initiatives.

Through operates social enterprise and social innovation services, TWGHs creates career development opportunities for the disabled. This year, the Group has established 155 positions across various sectors, including catering, food processing and wholesale, floral design, and cleaning services, empowering individuals with disabilities to achieve self-reliance.

發展照護食市場

Development of the Care Food Market

本院積極發展照護食服務，在滿足吞嚥困難人士的特殊飲食需求，也為殘疾人士創造就業機會，多方面實踐社會共融理念。其中，「CookEasy 家滋味照護食生產及培訓中心」至少一半團隊成員為殘疾僱員。

The Group actively develops care food services to address the specialised dietary needs of individuals with swallowing difficulties while creating employment opportunities for people with disabilities, exemplifying TWGHs' multifaceted commitment to advancing social inclusion. "CookEasy Home Care Food Production and Training Centre" maintains at least half of its team members are individuals with disabilities.



家滋味照護食社會效益 Social Impact of CookEasy Home Care Food*

80% 被訪照顧者
Caregivers interviewed

吞嚥困難人士食量提升
Agree improved food intake among individuals with swallowing difficulties

77% 被訪照顧者
Caregivers interviewed

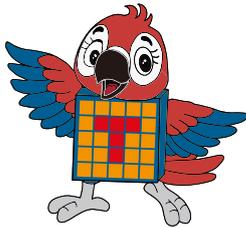
減低膳食預備時間及複雜性
Reported reduced meal preparation time and complexity

* 資料來源 2021 年 12 月進行小型的社會效益評估，通過兩份問卷了解 CookEasy 軟餐對長者及院舍照顧員的影響。

*Data source: A small-scale social impact assessment conducted in December 2021 utilised two questionnaires to gauge the effects of CookEasy soft meals on elderly individuals and care home staff.

本院以藝術推動社會共融，透過「愛不同藝術」及「胡李名靜藝廊」培育不同人士的藝術才能，舉辦各類藝術展覽及工作坊，以藝術為媒介創造人與人之間的互動交流機會，促進彼此的了解及包容。

其中，由東華三院莫羅瑞華綜合職業復康中心藝術家創作的作品——「過渡鳥」，更被定為本院過渡性房屋項目「東寓」的吉祥物。「過渡鳥」寓意「靜待起飛」，與居民一起過渡，亦象徵住戶能夠從這裡出發，蓄力前行，迎接新生活。



The Group actively champions the arts as a medium to foster social inclusion. Through its “i-dArt” and “Kitty Woo Gallery” initiatives, TWGHs nurtures the artistic talents of individuals, while hosts diverse art exhibitions and workshops, serving as inclusive spaces where individuals can interact, fostering mutual understanding and cultivating a more tolerant society through artistic expression.

Notably, the artwork “Transitional Bird,” created by artists from the TWGHs Mok Law Sui Wah Integrated Vocational Rehabilitation Centre, has been designated as the mascot for the Group’s transitional housing project, “T-Loft”. Symbolising “Poised for Take-off”, the Transitional Bird represents residents embarking on a new chapter from this supportive environment—gathering strength, moving forward, and embracing a hopeful new beginning.

東華三院「奔向共融」—香港賽馬會特殊馬拉松 2025 (iRun 2025) TWGHs “iRun”—The Hong Kong Jockey Club Special Marathon 2025

本院自 2011 年起舉辦 iRun 年度盛事，持續推動智障人士參與體育運動，實踐傷健共融理念。本年度賽事規模更創新高，吸引近 4,700 名本港智障跑手及伴跑員參與。iRun 更有來自北京、廣東及澳門的代表參加，促進兩岸四地體育交流，成為社會大眾認識及接納智障人士的重要平台。

Since 2011, TWGHs has organised the annual iRun to encourage sports participation among people with intellectual disabilities, promoting social inclusion through sports. This year’s event has achieved record participation, with nearly 4,700 local runners with intellectual disabilities participated alongside their guides. The participation of runners with intellectual disabilities from Beijing, Guangdong Province, and Macau has demonstrated that iRun has become an important channel to facilitate cross-regional sport exchange, and enhance public understanding and acceptance of people with intellectual disabilities.



iRun「傳·家跑」參賽者與嘉賓合照
Group Photo of iRun “Family Run” participants and guests



~4,700

本港智障跑手及伴跑員
Local runners with intellectual disabilities alongside their guides



60

跨境智障跑手
Participation of cross-regional runners

建設長者友善社區

本院設有多元化的服務設施包括護理安老院、護養安老院、長者地區中心及鄰舍中心等，為長者提供適切的社區支援，促進長者社區共融，應對人口高齡化問題。面對日益增長的照顧者需求，東華三院積極拓展照顧者支援服務網絡。

「耆樂雋薈」特色院舍推廣計劃，通過樂齡科技、優質膳食、懷緬治療、花藝治療、認知友善和晚期照顧等六大特色主題，全方位提升長者的生活質素。本院同時重視長者的飲食體驗，推行「情繫主味間」計劃，透過打造場景化的用餐環境，提升長者進食的自主性及樂趣，並鼓勵親友同桌共餐，營造愉快氛圍。目前計劃已擴展至 12 個長者服務單位。

本院「圓滿人生服務」，與香港中文大學賽馬會公共衛生及基層醫療學院合作，透過賽馬會「無獨有偶」跨代關愛長者計劃解決長者社交孤立問題。截至 2025 年 3 月，參與計劃的長者、學生及中年伙伴達到 3,000 人。800 名完成計劃的長者在醫學院學生及中年義工的支持及使用共同研發的桌上遊戲《說·好晚年》後，整體的孤獨感評分成功從 3.79 下降至 3.63。

> 1,200

名具風險的長者參加計劃

Elderly individuals at-risk participated the programme

Building an Age-Friendly Community

In response to the ageing population, TWGHs continues provides appropriate community support for older adults through diversified service facilities including Care and Attention Homes, Residential Care Home for the Elderly (RCHEs), District Elderly Community Centres, and Neighbourhood Centres, fostering their social integration. In response to growing demand from caregivers, TWGHs has actively expanded its caregiver support network.

TWGHs actively develops service features in RCHEs, establishing six specialised theme, including gerontechnology, delightful care food, reminiscence therapy, gardening intervention, dementia-friendly and end-of-life care, holistically improving the quality of life for residents. The Group also places emphasis on enhancing dining experiences for the elderly through its "T.A.S.T.E. Delightful Dining Experience" programme, which has extended to 12 elderly service units, it aims to increase dining autonomy and enjoyment, encourage shared meals with families, creating a pleasant atmosphere.

TWGHs Endless Care Services partnering with the Jockey Club School of Public Health and Primary Care, the Chinese University of Hong Kong, to address the issue of social isolation among the elderly through the Jockey Club Intergenerational Engagement Project to Reduce Social Isolation among Elderly. As of March 2025, the Project engaged 3,000 participants, including elderly, students, and middle-aged partners. Among 800 elderly participants who completed the project, loneliness scores successfully decreased from 3.79 to 3.63 after the supports from the students of the medical school and middle-aged volunteers and engaged with the co-developed board game "Talk · Aging Well".



東華三院馬興秋安老院以懷舊冰室為主題，邀請社區人士與院友共同品嚐美食。TWGHs Ma Hing Chou Home for the Elderly invited community members and residents to enjoy food together under the nostalgic "tea restaurant" theme.



賽馬會「無獨有偶」跨代關愛長者計劃成果分享會
Outcome Sharing Session of the Jockey Club Intergenerational Engagement Project to Reduce Social Isolation among Elderly

東華三院 - 賽馬會照顧者中心 (大角咀) TWGHs - Jockey Club Carer Centre (Tai Kok Tsui)

香港賽馬會慈善信託基金於 2023 年撥款逾 2 億 9000 萬港元策劃和捐助「賽馬會護老導航照顧者支援計劃」(下稱「計劃」)，為照顧者提供及時和適切的支援。東華三院作為計劃夥伴之一，負責營運賽馬會照顧者中心(大角咀)，中心於 2024 年 12 月正式啟用，為護老者、有需要長者及社區人士提供多項支援服務。截止 2025 年 3 月，計劃總受惠 371 名護老者、受照顧長者及義工。

The Hong Kong Jockey Club Charities Trust allocated over HK\$290 million in 2023 to plan and fund the “Jockey Club Carer Space Project” (hereafter referred to as “the Project”), providing timely and appropriate support for caregivers. As one of the project partners, TWGHs is responsible for operating the Jockey Club Carer Centre (Tai Kok Tsui), which officially opened in December 2024. The Centre offers a range of support services for carers, elderly people in need, and community members. As of March 2025, the program has benefited a total of 371 carers, elders, and volunteers.



社工協助進行個人化照顧計劃
Individualised Care planning provided by social worker.



職業治療師教導護老者日常照顧技巧
Education of caring skills by Occupational Therapist.

錢達帆錢洪雪蘭伉儷亮然坊 Mr. Chien Ta Fan and Mrs. Chien Hung Shih Lan CareWise



護老者在健體閣使用德國 Milon 運動訓練器材
Carers use German Milon exercise equipment for fitness training.



由專業教練指導護老者進行個人化復康運動計劃
Personalised rehabilitation exercise programmes guided by professional coaches for carers.

錢達帆錢洪雪蘭伉儷亮然坊是東華三院社會服務科首間護老者支援中心，於 2024 年 5 月正式對外開放，為護老者提供多元化服務。中心環境優雅舒適，設備完善，為護老者提供休息、交流和學習的空間。此外，中心配備先進的健體復康器材，協助護老者管理自身健康，並致力促進健康管理及增強照顧能力，從而改善護老者的身體狀態與生活質素。

Mr. Chien Ta Fan and Mrs. Chien Hung Shih Lan CareWise is the first carer support center under the Community Services Division of TWGHs, officially opened to the public in May 2024. The center provides diversified services for carers. It offers an elegant and comfortable environment with well-equipped facilities, providing space for carers to rest, communicate, and learn. Additionally, the center is equipped with advanced fitness and rehabilitation equipment to help carers manage their health and committed to promoting health management and enhancing caregiving skills, thereby improving the physical condition and quality of life of carers.

促進性別及種族平等

東華三院持續推動性別及種族平等工作。在性別平等方面，本院設立了「同·一線」24小時熱線，專為性/別小眾及其親友提供即時諮詢、情緒支援及個案跟進服務。此外，亦定期舉辦社區教育活動，以提升公眾對性別多元議題的理解與尊重。針對傳統性別角色框架下的服務缺口，本院亦相應設立了「男天匯男士成長中心」，為面對個人或家庭困擾的男士提供一個專屬的支援空間。



「男天匯男士成長中心」提供男士專屬支援服務
Sky Blue Club Men Development Centre provides dedicated support services for men.

在種族共融方面，本院於本年度成立本港首間由社會福利署資助、專為非華語兒童設立的特殊幼兒中心 - 「譚鑑標兒童發展中心」。中心提供專業培訓、家長支援等服務，標誌著本院在推動社會共融方面的重要進展。



東華三院譚鑑標兒童發展中心開幕暨命名典禮
Opening cum Naming Ceremony of TWGHs Tam Kam Biu Child Development Centre

Advancing Gender and Racial Equality

TWGHs demonstrates sustained commitment to promoting gender and racial equity. In terms of gender equality, the Group has established the “TWGHs PRIDE Line” 24-hour hotline service, which offers immediate consultation, emotional support and case follow-up services for sexual/gender minorities and their families. In addition, regular community education programs are organised to enhance public understanding and acceptance of gender diversity. To address service gaps created by traditional gender role expectations, the Group has established targeted initiatives, including the “Sky Blue Club Men Development Centre”, a dedicated support space for men facing personal or family-related challenges.



「同·一線」定期舉辦社區教育活動
TWGHs PRIDE Line organises regular community education programmes.

In the area of racial integration, the Group established the Tam Kam-biu Child Development Centre this year. As Hong Kong's first specialised early childhood center, subvented by the Social Welfare Department, dedicated to non-Chinese speaking children, the center provides professional training, parental support, and other services, marking a significant advancement in the Group's efforts to promote social inclusion.

贈醫施藥

東華三院秉持「贈醫施藥」的使命，透過完善的醫療網絡，包括醫院、中西醫診所及健康管理中心，為市民提供可負擔的優質醫療服務。

Health and Well-being

TWGHs remains committed to maintain the long-standing free medical services through its comprehensive healthcare network, which includes hospitals, Chinese and Western medicine clinics, and health management centres, delivering affordable and quality medical services to the public.

2024/2025



43 醫療衛生服務單位
Medical and health
service units



54 百萬 Million 免費醫療服務
Free medical
services



760,000 免費醫療服務人次
Free medical
services visits

平等醫療機會

本院透過專項撥款及設立助醫基金，確保有經濟困難的市民亦享有平等醫療機會。「東華三院樂儀癌病治療資助基金」資助合資格癌症病人購買自費治癌藥物，截至 2025 年 1 月已累計資助 348 名患者，資助總額逾 8,300 萬港元。本院亦設有「中醫癌症治療助醫計劃」，為合資格患者提供中醫門診及中西醫結合治療的費用補助，年度受惠人次超過 500 人。

本院結合社會資源及伙伴協作，持續擴大助醫計劃的受惠市民，縮小因經濟困難導致的醫療資源落差。例如，中國銀行（香港）於東華三院譚鑑標李慧翹醫療中心（北角）推行多個助醫計劃，重點資助經濟困難患者接受醫療診斷，包括乳癌、骨質疏鬆症和睡眠窒息症醫學診斷及嚴重哮喘治療。截至 2025 年 3 月，助醫計劃已為 746 名病人提供資助，資助金額超過 107 萬元。

Equal Access to Healthcare

The Group ensures equitable access to medical services for financially disadvantaged individuals through dedicated funding and medical assistance funds. The “TWGHs MK Cancer Treatment Subsidy Fund” provides financial support to eligible cancer patients for purchasing self-financed medications for cancer treatment. As of January 2025, the fund assisted 348 patients with a total subsidy amount exceeding HK\$83 million. Additionally, TWGHs sets up the “Chinese Medicine Cancer Treatment Assistance Fund”, offering financial aids to eligible patients to receive treatments from Chinese medicine clinics and Chinese and Western medicine treatment centres, benefitting over 500 individuals annually.

TWGHs continues to expand its medical assistance programmes through community partnerships to reduce healthcare disparities caused by financial constraints. For example, with the donation from Bank of China (Hong Kong), TWGHs K B Tam & W K Li Medical Centre (North Point) has launched patient assistance programmes supporting economically disadvantaged patients in accessing diagnostic services, including breast cancer, osteoporosis, sleep apnea and biologics treatment of severe asthma. As at March 2025, the programmes provided assistance for 746 patients, amounting to over HK \$1,070,000 in subsidies.

發展中醫藥服務

東華三院作為香港中醫藥發展的先驅，一直開展中西醫協作的治療服務，推動中醫藥發展的現代化與專業化。現時，本院轄下中醫單位每年平均服務超過 60 萬人次，當中免費中醫普通科門診的受惠人數可達 15 萬人次。

在中醫人才培育方面，本院與香港 3 間大學合作成立具備教學、科研及臨床服務功能的教研中心。轄下中醫單位亦為累計約 500 名中醫專業學生提供臨床實習機會，約 360 名年輕中醫，通過師承教育與臨床培訓，確保中醫藥知識與技術得以傳承發展。

本院持續加強與內地權威中醫機構的交流合作，共同探討未來合作方向，為市民提供更優質的中醫藥健康服務。

Development of Chinese Medical Services

As a pioneer in Hong Kong's Chinese medicine development, TWGHs has consistently delivered integrated Chinese-Western medicine services while advancing the modernisation and professionalisation of traditional Chinese medicine. Currently, the Group's Chinese medicine service units serve over 600,000 visits annually, including approximately 150,000 cases from free Chinese medicine general outpatient services.

In cultivating Chinese medicine talent, TWGHs has established teaching and research centres with three local universities, combining education, research and clinical services. The Group's Chinese Medicine service units have accumulatively provided clinical placements for around 500 Chinese medicine students and employed 360 young Chinese medicine practitioners, ensuring knowledge inheritance through apprenticeship and clinical training.

The Group continues to strengthen collaboration with Chinese medicine authorities in the Mainland to explore future cooperation opportunities, enhancing the quality of Chinese medicine healthcare services for the community.

出版中醫藥專家臨床經驗書籍

Publication of Clinical Experience Summary of Chinese Medicine Experts

東華三院醫務科整理了本院 20 多位資深中醫藥專家的臨床案例及學術心得，出版兩部經驗書籍：《東華三院資深中醫藥臨床經驗集（第一輯）》及《朱丹東華中醫二十年——附腎病的中西醫治療》，在傳承中醫藥發展的寶貴經驗及分享中醫服務成果，同時為中醫藥治療提供了實例支持。

The Medical Division has compiled the clinical cases and academic insights of more than 20 senior Chinese medicine experts into two books: "Clinical Experience of Senior Chinese Medicine Experts at Tung Wah Group of Hospitals (Volume 1)" and "Twenty Years of Zhu Dan's Chinese Medicine Practice at Tung Wah – With Cases of Kidney Disease Treatment Using Chinese and Western Medicine", both preserving traditional Chinese medicine knowledge and demonstrates treatment outcomes, providing substantive evidence-based support for Chinese medicine therapies.



中醫藥專家臨床經驗集新書發布會
Press Conference for the Launch of Chinese Medicine Books

促進社區健康

東華三院一直推廣「預防勝於治療」，透過開展多元化健康教育活動，推動社區疾病預防與健康促進工作。本年度，本院特別為警務人員舉辦睡眠窒息症講座，並為足球員安排專業身體檢查，同時在《明報》健康網「醫學滿東華」專欄定期發表醫學文章，向公眾傳遞專業的健康知識。

本院更與其他醫院及機構合辦約 37 場免費中醫講座，推廣傳統養生智慧和中醫保健的基本概念。同時，本院支持首屆香港中醫藥文化節，舉辦一系列社區中醫講座、工作坊及冬季三九天灸服務。

在疾病預防方面，本院持續推行「學校外展流感疫苗接種計劃」，同時支援衛生署人類乳頭瘤病毒疫苗（又稱子宮頸癌疫苗）補種計劃，預計為 1,000 名中學生接種 1,500 劑子宮頸癌疫苗，守護學童健康。



Promoting Community Health

TWGHs continues to advocate the concept of “prevention is better than cure” through health education programmes that promote disease prevention and community wellbeing. This year, the Group has organised sleep apnea talks for police officers and medical examinations for football players. Through regular medical articles in Mingpao Health Column, TWGHs shares professional health information to the public.

The Group has partnered with other hospitals and organisations to conduct 37 free Chinese medicine seminars, promoting basic concepts and traditional wisdom in illness prevention. TWGHs also supported Hong Kong's inaugural Chinese Medicine Culture Festival by organising Chinese medicine talks, workshops, and discount programme for winter Sanjiu Tianjiu therapy services.

In preventive healthcare, TWGHs maintains its “Outreach Influenza Vaccination Programme at Schools”, Supporting the Department of Health's Human Papillomavirus (“HPV”) Vaccination (also known as the cervical cancer vaccine) Catch-up Programme, the Group estimates to provide 1,500 vaccinations to 1,000 secondary students, safeguarding student health.

醫護團隊到轄下學校為 **逾 8,400 名** 學生接種流感疫苗

Medical and nursing teams provide on-site influenza vaccinations to **over 8,400** students across TWGHs schools

「至 fit 安全駕駛大行動」 “Safe Driving and Health Campaign”

東華三院參與運輸署舉辦的「至 fit 安全駕駛大行動」。2024/2025 年度，屬下的譚鑑標李慧翹醫療中心（北角）和綜合診斷及醫療中心為 320 名用商車司機提供免費身體檢查服務，並於宣傳車內為商用車司機進行基本身體檢查。

TWGHs participated in the Transport Department's “Safe Driving and Health Campaign”. In 2024/2025, TWGHs K B Tam & W K Li Medical Centre (North Point) and TWGHs Integrated Diagnostic & Medical Centre provided health-check services to 320 commercial vehicle drivers, and conducted basic health checks for commercial vehicle drivers in a promotional truck.



活動宣傳車
Promotional truck of the event

作育英才

東華三院透過多元化的教育服務為香港社會培育未來社會棟樑。本院設有 1 所大專院校、18 所中學、15 所小學、18 所幼稚園及 3 所特殊學校，構建完整教育體系。本院致力提供優質學習環境，配備專業師資及全面課程，協助學生在知識、技能與價值觀各方面均衡發展，為香港培育具備競爭力的新一代人才。

2024/2025

>28,000

東華三院學校就讀學生人數
Students studying in TWGHs' schools

提供優質全面的教育

東華三院屬下小學積極升級 STEAM 教學設施並開設特色課程，以配合教育局 2025/2026 學年推行小學科學科指引，李東海小學開設 RoboMaster 機甲大師與 LEGO Spike Prime 編程班；馬錦燦紀念小學發展 AI 圖像辨識課程等。2025 年 1 月，3 所特殊學校更以「萬里長城闖關之旅」為主題舉辦首屆聯校 STEAM 比賽，學生運用編程機械人完成關卡任務，展現創科潛能。

本院透過國際交流拓展學生視野：學生大使團在甲辰年主席鄧明慧女士帶領下參訪澳洲，拜訪中國駐悉尼總領館及香港經貿辦，探索當地文化景觀；而「一帶一路」新疆參訪團則帶領 39 名中學生考察歷史文化古跡，認識該倡議為當地帶來的新機遇。

Nurturing Talents

TWGHs is dedicated to talent development through diversified education services to cultivate future pillars for Hong Kong's sustainable development. As one of the territory's leading education providers, we operate 1 tertiary institution, 18 secondary schools, 15 primary schools, 18 kindergartens and 3 special schools, forming a comprehensive education system. TWGHs is committed to delivering quality learning environments with professional teachers and holistic curricula, empowering students to develop knowledge, skills and values, thereby nurturing a new generation of competent talents for Hong Kong.

Providing Quality Holistic Education

To align with Education Bureau's primary science curriculum, TWGHs primary schools have enhanced STEAM learning with upgraded facilities and specialised programmes: RoboMaster and LEGO Spike Prime robotics courses at TWGHs Leo Tung-hai LEE Primary School, and AI image recognition course at TWGHs Ma Kam Chan Memorial Primary School. The inaugural Joint-School STEAM Competition in January 2025 engaged special schools in coding challenges themed on the "Journey through The Great Wall of China".

The Group's international exchange programmes broadened students' horizons: Student Ambassadors visited Consulate-General of The People's Republic of China and the Hong Kong Economic and Trade Office, as well as local cultural attractions in Sydney, Australia under the leadership of Ms. TANG Ming Wai, Mandy, Chairman of TWGHs. While the "Belt and Road" Initiative Xinjiang Study Tour included 39 secondary students to visit historical and cultural sites and learn about the new opportunities brought by the Initiative to the region.



參訪團考察新疆壯觀的自然地貌
The Delegation visited the spectacular natural landscapes in Xinjiang.

創新教育方法

東華三院積極推動德育課程拓展計劃第二階段，於屬下中小學全面試行。該計劃將 28 個價值教育課題融入中文、中國歷史、歷史、地理及常識等學科日常教學。本院特邀校外專家團隊到校觀課評課，與教師共同修訂課件，形成「一綱多本」教學資源供屬校參考。本學年更將公開課延伸至小學，吸引逾 300 名教師、教育局代表及教育專家參與，深入探討「德育入科」的內涵與實踐模式。

在特殊教育領域，東華三院郭一葦中學學生支援組運用「人工智能特殊教育需要人才資料庫系統」，有效管理特殊學習需要學生資料，協助統籌主任跟進支援情況。該系統通過分析學生過往數據，輔助教師評估及規劃特殊教育需要學生的職業發展方向。未來學校將依據系統建議，為學生安排相關行業崗位體驗活動，促進生涯規劃。

Innovative Educational Approaches

TWGHs has proactively implemented the second phase of its Moral Education Curriculum Extension Project across primary and secondary schools. The scheme integrated 28 values education topics into daily curriculum of subjects including Chinese, Chinese History, History, Geography and General Studies. External experts appointed by TWGHs conducted lesson observations and collaborated with teachers to develop “One Guide-Multiple Text” - diversified teaching resources. This academic year, the scheme extended to primary schools, with over 200 teachers, Education Bureau representatives and education specialists participating in discussions on implementing “values education across disciplines”.

In special education, TWGHs Kwok Yat Wai College's Student Support Team employs an “AI Special Educational Needs Talent Database System” to manage SEN student data efficiently. The system analyses historical data to help teachers assess and plan career pathways for SEN students. Moving forward, the school will organise relevant job shadowing activities based on system recommendations to enhance career planning.

教育協作：深化內地與香港教育交流

Cross-border Educational Collaboration: Strengthening Ties between Schools in the Mainland and Hong Kong

東華三院積極推動與內地學校的合作，目前已有超過 100 對姊妹學校。2024 年，我們開展了多項重點交流：4 月，蔡榮星博士帶領師生訪問湖南長沙，與麓山國際實驗小學簽約；7 月，4 間屬校與北京清華附中結盟；9 月，李潤田紀念中學更與新疆喀什二十八中合作，將交流擴展至「一帶一路」地區。這些合作促進了課程分享和師生交流。

TWGHs has established over 100 sister school partnerships with schools in the Mainland. In 2024, key collaborations included: an April visit to Changsha led by Dr. Tsoi Wing Sing, resulting in a partnership with Lushan International Experimental School; July agreements between four TWGHs schools and Tsinghua University High School; and a September partnership between Lee Ching Dea Memorial College and a Xinjiang school, expanding the “Belt and Road” educational network. These exchanges promote curriculum sharing and cross-border learning opportunities.



學生支援計劃

東華三院秉持全人教育理念，為不同學習階段的學生提供多元支援服務。「幼愛齊家教」計劃自 2023 年起實施，由瑪麗醫院兒童及青少年精神科團隊設計專業課程，獲愛望基金資助兩年半。該計劃透過東華三院何玉清教育心理服務中心聯合兩所機構，在本院四所幼稚園推行針對性家長教育課程。

針對中學生發展需求，本院自 2022 年獲優質教育基金資助開展「中學生社交技能發展 GPS」計劃，透過專業培訓提升教師輔導能力，協助初中生建立社交技巧，應對青春期挑戰。截至 2024 年，計劃已惠及 26 所中學，成效顯著。

Student Support Services

TWGHs adopts a holistic approach to student development. The “Early Childhood Parenting Programme - A Parent Teacher Initiative” launched in 2023, developed by Queen Mary Hospital’s Child and Adolescent Psychiatry Team with WEMP Foundation funding for two and a half years, provides stage-specific parent education courses through TWGHs Ho Yuk Ching Educational Psychology Service Centre and two other organisations across four kindergartens.

Since 2022, with the aim to cater secondary students’ developmental needs, the “GPS to Social Development for Secondary Students” supported by Quality Education Fund Thematic Networks has been launched to enhance teachers’ guidance through professional training, so as to foster the social skills of junior secondary students. The project has benefited 26 secondary schools by 2024.

選擇性緘默症親子互動輔導計劃

Selective Mutism Parent-Child Interaction Counselling Programme

東華三院何玉清教育心理服務中心針對 3 至 8 歲確診或疑似選擇性緘默症兒童，提供專業的一對一親子互動輔導服務。該計劃透過遊戲治療框架，教導家長運用互動遊戲、具體讚賞技巧及漸進式語言練習，有效提升兒童的安全感與表達自信。

TWGHs Ho Yuk Ching Educational Psychology Service Centre delivers specialised one-to-one parent-child interactive counselling service for children aged 3 to 8 with diagnosed or suspected selective mutism. The programme employs play therapy to educate parents in using interactive games, specific praising techniques and progressive speech exercises, effectively enhances children’s emotional security and communication confidence.



獎學金及教育基金

東華三院設立多項獎學金與教育基金，為屬校不同學段的學生提供學費及生活費支援，建立穩健而長遠的教育支援保障。本院一方面積極表揚學術成績優異及具特殊才能的學生，另一方面關顧有經濟需要的學生，務求讓所有有能力、有抱負的學生都能夠充分發揮潛能，追求卓越。

Scholarships and Education Funds

TWGHs has established various scholarships and education funds to support students across all academic levels with tuition and living expenses, forming a stable and enduring safety net for their educational needs. These initiatives recognise students with outstanding academic performance and special talents, while also assisting those with financial needs, ensuring all capable and aspiring students can fully develop their potential and pursue excellence.

文化保育及傳承

多年來，本院積極保存、整理及研究機構歷史，以回應社會對文化保育的關注。

為進一步推動文化保育工作，本院於 2010 年成立檔案及歷史文化辦公室，加強對文物及歷史資料的保護與推廣。辦公室轄下的東華三院文物館及東華三院何超蕙檔案及文物中心，致力於保存、研究及展示本院珍貴的歷史文物，並透過多元化的文化活動，促進公眾對本地歷史的認識與參與。

歷史建築保護

本院致力保存及修復重要歷史建築，為守護香港文化遺產與集體記憶作出貢獻。本院與古物古蹟辦事處保持緊密合作，採用專業的修復技術及環保物料，確保歷史建築的結構完整性與文化價值得以長久保存，讓公眾欣賞與學習。

Preservation of Cultural Heritage

Over the years, TWGHs has actively preserved, compiled, and researched its institutional history in response to growing public interest in cultural heritage conservation.

To further advance cultural preservation efforts, the Group established the Records and Heritage Office in 2010 to strengthen the protection and promotion of historical artefacts and archival materials. Under the Office's management, the Tung Wah Museum and TWGHs Maisy Ho Archives and Relics Centre are dedicated to preserving, researching, and exhibiting the Group's invaluable historical collections. Through diverse cultural initiatives, the Office fosters public awareness and engagement in local heritage.

Historical Building Preservation

The Group is committed to preserving and restoring significant historical buildings, contributing to the protection of Hong Kong's cultural heritage and collective memory. Working closely with the Antiquities and Monuments Office, we employ professional restoration techniques and environmentally friendly materials to ensure the structural integrity and cultural value of historical buildings are maintained for long-term public appreciation and education.

廣福祠保育之路：從歷史見證到一級歷史建築的認證

The Conservation Journey of Kwong Fook Tsz: From Historical Witness to Grade I Heritage Recognition

廣福祠（又名廣福義祠、百姓廟）坐落於上環太平山街 40 號，約於 1856 年落成，最初為供奉在港離世異鄉者靈位之所。由於當時華人社群不慣於西醫診治且忌諱在家中離世，義祠逐漸成為病危者與亡者的停留之地。1869 年 4 月，因義祠衛生狀況惡劣引發政府介入，直接促成了東華醫院的創立。自此，廣福祠即由東華三院管理，見證了本院「救病拯危」精神的起源。



Kwong Fook Tsz ("I Tsz") (also known as Pak Shing Temple), located at 40 Tai Ping Shan Street, Sheung Wan, was completed around 1856 as a resting place for the spiritual tablets of deceased sojourners in Hong Kong. As the Chinese community at that time was unaccustomed to Western medical treatment and avoided dying at home, the temple gradually became the last stop for the critically ill and deceased. In April 1869, the government intervened due to the I Tsz's deplorable sanitary conditions, leading directly to the founding of Tung Wah Hospital. Since then, I Tsz has been under the management of TWGHs, standing as a testament to the Group's founding missions of "to heal the sick and to relieve the distressed".

保育措施

2017年，本院啟動廣福祠修復工程，重點包括：

- 更換腐朽屋頂木梁，採用與原建築匹配的耐久木材
- 拆除廟前非原構遮蓋物，恢復歷史外觀
- 保留原有石雕、牌匾等文物原件

2024年6月，古物諮詢委員會正式將廣福祠評定為一級歷史建築，標誌著社會各界對本院慈善服務與保育工作的充分肯定。廣福祠成為本院第六個獲法定古蹟地位的歷史建築。

In June 2024, the Antiquities Advisory Board officially graded Kwong Fook Tsz as a Grade I historical building, demonstrating widespread recognition of the Group's charitable services and conservation efforts. This designation makes Kwong Fook Tsz the Group's sixth declared monument.

Conservation Measures

In 2017, the Group initiated a restoration project for Kwong Fook Tsz, key measures included:

- Replacing decayed wooden roof beams with durable timber matching the original structure
- Removing non-original shelters in front of the temple to restore its historical appearance
- Preserving original artifacts such as stone carvings and plaques



前進主脊上的石灣陶塑
Shiwan ceramics on the main ridge of the entrance hall

檔案及文物保護

東華三院重視文物保育，致力保護和傳承香港及本院的文化遺產。自1970年起，本院將原廣華醫院大堂改建為東華三院文物館，用於收藏、展示文物與檔案。本院其後於2010年及2016年成立了檔案及歷史文化辦公室及東華三院何超蕓檔案及文物中心，並聘請專業文獻修復人員，精心修復和保存珍貴藏品。

Archives and Relics Preservation

TWGHs attaches great importance to the preservation of cultural heritage and is committed to safeguarding and transmitting the cultural assets of Hong Kong and the Group. Since 1970, the former main hall building of Kwong Wah Hospital has been transformed into the Tung Wah Museum, dedicated to the collection and exhibition of relics and archives. The Group subsequently established the Records and Heritage Office and the TWGHs Maisy Ho Archives and Relics Centre in 2010 and 2016, employing professional document restoration specialists to meticulously restore and preserve valuable collections.

東華三院何超蕓檔案及文物中心年內接收 **16** 組共 **104** 件文獻及文物。

TWGHs Maisy Ho Archives and Relics Centre received **16** batches, totalling **104** items of archives and relics during the reporting year.

歷史文化保育與教育

東華三院積極舉辦不同形式的歷史文化教育活動，並以互動性和參與性為核心，讓參與者親身體驗及感受文化的魅力。

本院與香港公共圖書館連續第七年合辦文化講座，於2024年9月至11月期間，以非物質文化遺產為主題在香港中央圖書館舉辦三場講座。系列講座透過探討秋祭大典、中式長衫及早期粵劇傳承等課題，展現本院如何將這些文化瑰寶融入現代生活，加深公眾對中華文化的認識與興趣。

本院聯同康樂及文化事務署文物修復辦事處第六次合辦「東華三院學生文物保護大使計劃」，以紙本檔案為主題，吸引了來自東華三院中學的19名學生參與，通過課堂教學、實地考察及實踐操作，他們不僅掌握了紙本修復和書冊裝訂的基本技巧，還深入了解了本院文物保育工作的歷史和發展。

2024/2025

>65 次中華傳統文化推廣活動，包括導賞團、工作坊、講座等

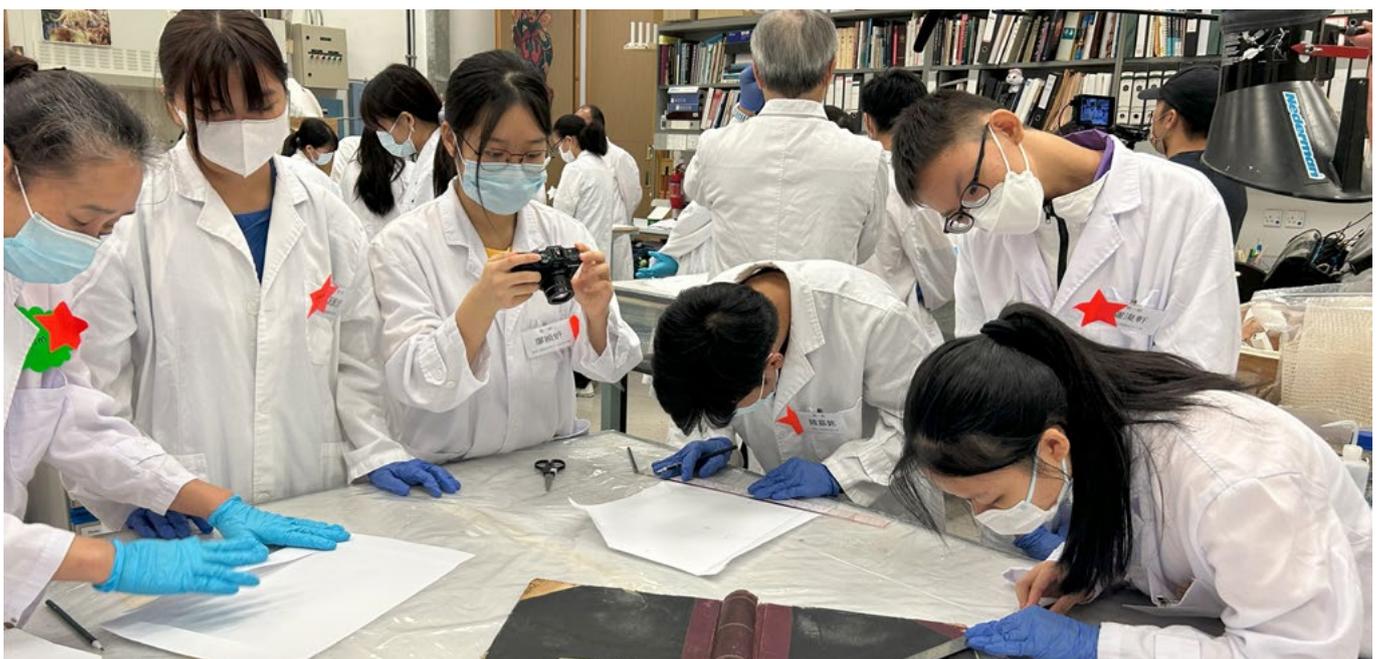
The Group organised promotional activities for Chinese traditional culture, encompassing guided tours, workshops, lectures, and more.

Cultural Heritage Conservation and Education

TWGHs actively organises various historical and cultural education activities, prioritising interactivity and participation to enable participants to experience the charm of culture firsthand.

For the seventh consecutive year, TWGHs collaborated with the Hong Kong Public Libraries to present a series of three lectures at Hong Kong Central Library from September to November 2024. Focusing on intangible cultural heritage, the lectures explored the Autumn Sacrificial Rites, *cheongsam* culture, and early Cantonese opera preservation, demonstrating how the Group innovatively integrates these cultural treasures into contemporary contexts to enhance public appreciation of Chinese culture.

In collaboration with the Conservation Office of the Leisure and Cultural Services Department, TWGHs hosted the “TWGHs Student Conservation Ambassador Programme” for the sixth time. Focusing on paper records, the programme attracted the participation of 19 students from TWGHs secondary schools. Through lectures, field trips, and practical sessions, the students not only acquired fundamental skills in paper conservation and bookbinding but also gained an in-depth understanding of the history and development of the Group’s heritage conservation efforts.



在文物修復專家的指導下，學生為歷史逾半世紀的廣華醫院醫療檔案進行檢查、清潔、製作及重裝書殼等工序。

Under the guidance of conservation specialists, students gained hands-on experience in examining, cleaning, constructing, and reassembling book covers for the over half-century-old medical records from Kwong Wah Hospital.

東華三院精心策劃了一系列傳統文化推廣活動，讓更多人了解豐富多彩的傳統文化，共同築牢中華文化的根基。

TWGHs meticulously planned a series of promotional activities to enhance public understanding of its rich diversity, thereby strengthening the foundations of Chinese culture.

傳統文化推廣活動 Promoting traditional culture

本院於油麻地天后廟舉行天后賀誕參神儀式，承傳本地傳統文化。鄧明慧主席帶領甲辰年董事局成員及嘉賓進行賀誕酬神儀式，酬謝神恩。當日天后廟外廣場亦設有多個特色攤位當日天后廟外廣場亦設有多個特色攤位及免費導賞服務，加深公眾對廟宇文化的理解。

The Group held the “Tin Hau Fest! Yaumatei” to facilitate an integration of the community and local traditional culture.

Led by Chairman Tang Ming Wai, Mandy, 2024/2025 Board Members and guests participated in the ritual to express gratitude to the deity. Various special booths and free guided tours were also set up outside the temple on that day, enhancing the public’s understanding of temple culture.

2024年9月26日，東華三院於文武廟舉行了年度秋祭典禮。今年，秋祭典禮以公開形式進行，不僅吸引了眾多市民親臨現場觀禮，還通過東華三院的 Facebook 頁面進行了網上直播，讓無法到場的民眾也能共襄盛舉，感受這一傳統文化的獨特魅力。

On September 26, 2024, TWGHs held the annual Autumn Sacrificial Rites at the Man Mo Temple. This year, the Rites were open to the public, attracting many citizens to attend in person and also reaching a wider audience through a livestream on TWGHs’ Facebook page, allowing those unable to attend to share in the unique charm of this traditional culture.



小店 by 文武廟：通過互動推廣傳統文化 Shop by Man Mo Temple: Promoting Traditional Culture Through Interactive Experiences

東華三院在中環街市開設「小店 by 文武廟」，旨在以創新互動的方式讓更多市民，特別是年輕一代，接觸和了解傳統廟宇文化。這家概念店不僅銷售廟宇紀念品及傳統文化產品，更設置了兩個電子互動屏幕，讓顧客查閱廟宇資訊並體驗「燒香祈福」和「擲聖杯」等傳統祭祀小遊戲。

TWGHs launched “Shop by Man Mo Temple” at Central Market to introduce traditional temple culture to more citizens, particularly younger generations, through innovative interactive approaches. This concept store not only sells temple souvenirs and traditional cultural products but also features two interactive digital screens for accessing temple information and experiencing mini-games simulating traditional rituals like “incense offering” and “divination block throwing”.



共襄善舉

本院積極推動員工及其家屬與社會各界參與義工服務，持續深化及推廣機構的關懷文化。本院透過其廣泛的服務網絡，讓義工服務得以延伸至不同社區層面，凝聚志願力量，讓愛心行動轉化為可持續的社會效益，實踐「以人為本」的服務理念。

2024/2025

1350 小時 Hours

東華義工隊總服務時數

Total service hours of TWGHs
Volunteer Team



員工及家屬義工

本院甲辰年董事局成員於 2024 年中秋節期間探訪兒童之家，與孩子們一起動手製作應節月餅及分享節慶故事，傳承文化之餘更建立跨代共融。同年 12 月，董事局成員與共創明「Teen」校友會學員舉辦聖誕聯歡活動，一同合唱聖誕歌及玩派對遊戲，共度歡樂時光。

東華三院義工隊亦積極參與多元化義務工作，展現服務社區的熱忱。

Volunteer Service

The Group actively engages its staff, their families and all sectors of society to participate in volunteer services, thereby perpetuating and promoting its culture of compassion. Leveraging its extensive service network, the Group's volunteer services are extended across diverse community sectors, mobilising collective efforts to transform compassionate actions into sustainable social impact—embodying the “people-oriented” service philosophy.

Staff & Family Volunteering

The Group's 2024/2025 Board members visited Small Group Homes during the 2024 Mid-Autumn Festival, children in making mooncakes and festival storytelling, fostering intergenerational connections. In December, they co-hosted a Christmas Celebration with “Strive and Rise Alumni Club”, featured with carol singing and party games, created joyful moment and shared happiness.

The TWGHs Volunteer Team also actively participated in diverse community services, demonstrating strong commitment to social contribution.



甲辰年董事局成員祝福共創明「Teen」校友會成員聖誕快樂。

The 2024/2025 Board Members wished the members of the “Strive and Rise Alumni Club” a Merry Christmas.



東華三院義工隊製作「蠔殼酒店」，促進人工海堤生物多樣性發展。
TWGHs Volunteer Team created “Oyster Shell Hotels” to enhance biodiversity of the man-made seawall in a nature-based manner.



東華三院義工隊協助本地農夫耕作。
TWGHs Volunteer Team assisted local farmers with their farming work.

全人關懷：醫院義工多元服務

Holistic Care: Multidimensional Hospital Volunteering

本院轄下醫院積極開展義工服務，為病患帶來溫暖與關懷。

The hospitals actively deliver volunteer services to bring warmth and care to patients.

廣華醫院健康促進中心自 2000 年成立以來，專注於全人健康管理，協調各類義工服務包括病患探訪、陪診、藥物包裝及文書支援。

Kwong Wah Hospital Health Promotion Centre, established in 2000, focuses on holistic healthcare. The Centre coordinated various volunteer services including visiting and comforting patients, accompanying them to follow-up appointments, medication packaging and administrative support.

東華東院在中秋節期間，除派發傳統月餅外，更為吞嚥困難患者特製軟餐月餅。

Tung Wah Eastern Hospital distributed traditional mooncakes during Mid-Autumn Festival, including special soft-meal mooncakes for patients with dysphagia.



推動社區參與

本院積極拓展多元化的義工參與渠道，透過其廣泛的服務網絡與創新方式讓更多社會人士能夠加入義工行列。

Fostering Community Engagement

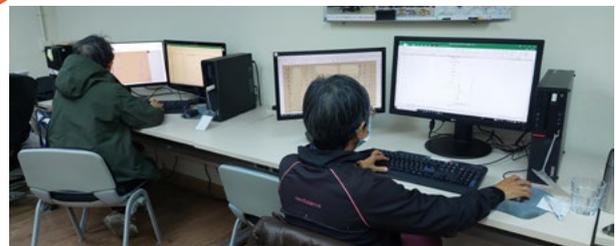
The Group has proactively expanded diversified volunteer participation channels to lower the threshold for involvement through innovative approaches.

東華三院文物館義工團隊

Tung Wah Museum Volunteer Work Force

東華三院文物館義工團隊自 2006 年成立以來，一直積極參與文化遺產保護工作。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修復，並協助東華義莊文獻進行登記。

Since its establishment in 2006, The Tung Wah Museum Volunteer Work Force has been actively involved in heritage conservation efforts. The Work Force mainly assisted in digitising photos, news clippings and historical records, carrying out simple restoration work for historical documents from the Museum, and performing data entry for Tung Wah Coffin Home archives.



東華三院文物館義工團隊在 2024/2025 年度累積了 **1,740** 小時的服務時數

Tung Wah Museum Volunteer Work Force rendered a total of **1,740** hours of volunteer service in 2024/2025

「共創愛心義工隊」關愛社區活動 Community Care Event by “Strive and Rise Volunteer Service Team”

「共創明『Teen』校友會」校友帶領「共創明『Teen』計劃」(第二期)學員，合共超過 150 名青年人組成「共創愛心義工隊」，一同參與關愛社區活動及探訪東華三院 6 間安老單位，為 300 多位長者送上福袋，以實際行動傳承關愛精神，凝聚青年力量服務社會。

Over 150 youngsters, including alumni from the Strive and Rise Alumni Club and mentees of the Strive and Rise Programme (Second Cohort), formed the “Strive and Rise Volunteers Service Team” to engage in community activities, delivered blessing bags to over 300 elders at 6 TWGHs elderly service units through performances, games and visits, demonstrating youth empowerment in community service while passing on the spirit of care.



東華三院賣旗日 2024 TWGHs Flag Day 2024

東華三院於 2024 年 8 月 28 日在全港各區舉辦一年一度賣旗日活動。本次活動匯集了來自本院醫療團隊、社會服務受惠人士、屬校學生以及工商企業組成的義工隊伍。

TWGHs conducted its annual territory-wide Flag Day across Hong Kong on 28 August 2024. The event brought together a diverse volunteer team comprising medical staff, social service beneficiaries, students from affiliated schools and corporations.

> \$7,400,000

籌款金額
Donations raised

11,000

名義工參與活動
Volunteers

>100

間企業及團體響應
Corporations and organisations
supported the event

為配合數碼化趨勢，本院今年首度推出「線上賣旗義工」計劃及二維碼電子支付方式，為公眾提供更方便的捐款途徑，也吸引更多年輕一代參與慈善活動，讓行善的喜悅得以廣泛傳播。

In response to digital trends, TWGHs introduced its inaugural “Online Flag-selling Volunteer” programme and direct QR code donation methods. These initiatives not only provided more convenient donation channels but also engaged younger generations in philanthropic activities, spreading the joy of charitable giving.



人才培育 共創未來

EMPLOYMENT

本章節回應相關 UNSDGs
This chapter corresponding UNSDGs



東華三院秉持「以人為本」的人才管理理念，致力營造公平、共融、安全且具發展空間的工作環境，培育專業服務團隊，確保本院能有效實踐使命，持續服務大眾。

As a responsible employer, TWGHs adopts a “people-oriented” human resources philosophy, striving to cultivate a fair, inclusive, safe and developmental work environment and cultivates professional service teams to ensure the Group can effectively fulfil its mission and continue serving the public.

僱傭措施與員工福利

Labour Practice and Employee Welfare

合規僱傭

Compliance Employment

東華三院尊重並保障員工權益，嚴格遵守香港勞工法例及相關法規，包括《僱傭條例》（香港法例第 57 章）、《最低工資條例》（香港法例第 608 章）及《僱員補償條例》（香港法例第 282 章），確保員工招聘、薪酬、工作時數、法定假期及聘任程序等均符合法定要求。

TWGHs respects and protects employee rights, strictly complying with labour legislation and relevant regulations in Hong Kong, including the Employment Ordinance (Cap. 57 of the Laws of Hong Kong), Minimum Wage Ordinance (Cap. 608 of the Laws of Hong Kong) and Employees' Compensation Ordinance (Cap. 282 of the Laws of Hong Kong), ensuring that employee recruitment, promotion, remuneration, working hours, statutory holidays and employment procedures fulfil legal requirements.

本院的人力資源管理系統建基於人事管理規例、員工培訓及發展手冊、員工福利章程等內部政策，並適時參考公務員規例作出修訂。政府補助的服務單位和學校需同時遵守教育局、社會福利署的規定及其他政府指引。本院定期檢視相關僱傭政策，確保其切合發展需要及法規變更。

The Group's human resources management system is based on internal policies such as the Establishment Regulations, Manual on Staff Training and Development, and Staff Welfare Constitution, with timely amendments made with reference to Civil Service Regulations. Government-subsidised service units and schools must simultaneously comply with regulations from the Education Bureau, Social Welfare Department and other government guidelines. The Group regularly reviews relevant employment policies to ensure they meet development needs and comply with regulatory changes.

本院透過員工手冊、人事通告、工作坊等渠道，為員工提供相關人事最新資訊，確保員工充分了解其權益與責任。

The Group ensures employees are fully informed of their rights and responsibilities through multiple channels including Staff Handbooks, personnel circulars and workshops, while keeping them updated on the latest human resources information.

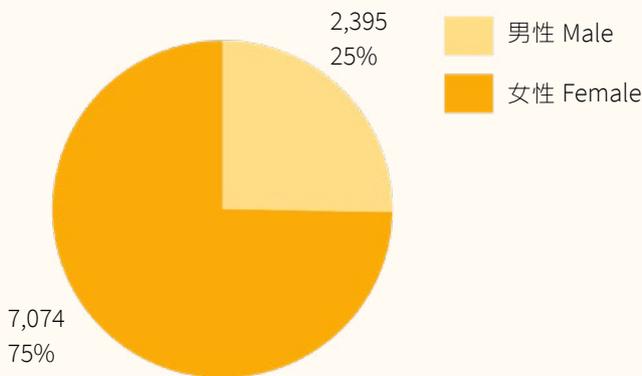


「認識《僱傭條例》及員工法律事務的處理」工作坊
Workshop on “Handling Staff Legal Matters under the Employment Ordinance”

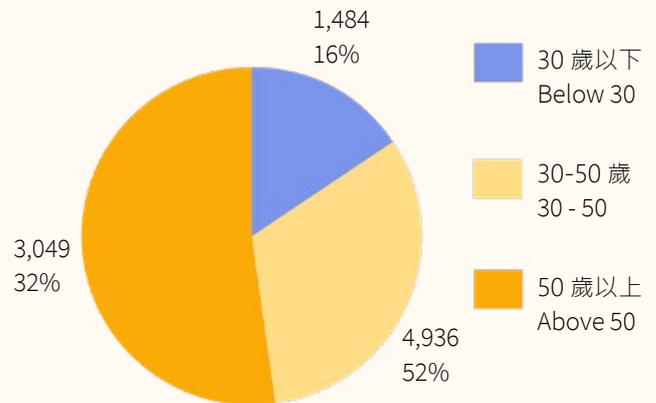
東華三院亦設有完善的員工諮詢機制，促進雙方有效溝通。本院設立員工諮詢委員會、員工福利委員會及員工退休計劃管理委員會，鼓勵員工向管理層積極表達意見及提出改善建議。各委員會於本年度均舉辦兩次或以上會議，討論並跟進員工關注事項。

TWGHs has established a comprehensive staff consultation mechanism to facilitate effective two-way communication. The Group has set up the Staff Consultation Committee, the Staff Welfare Committee and the Staff Retirement Schemes Management Committee to encourage employees to actively voice opinions and propose improvement suggestions. During this year, each committee had held two or more meetings to discuss and follow up on staff concerns.

● 按性別劃分 By Gender



● 按年齡劃分 By Age



● 按員工類別劃分 By Employment Category



● 按僱用類型劃分 By Employment Type



人才吸納與挽留

東華三院制定全面的策略吸引與挽留優秀人才，通過拓展多元招聘渠道及持續優化薪酬福利結構，例如為社會服務單位的個別保安職級員工增設夜更津貼，及調升初級中醫師薪酬，肯定員工專業貢獻，提升本院在勞動市場的競爭力。

本院的人力資源策略更備受業界認可，連續十年榮獲《HR Asia 雜誌》的「亞洲最理想工作公司(香港)大獎」及最高殊榮「白金獎」，並獲《JobMarket 求職廣場》頒發「卓越僱主大獎」，彰顯東華三院良好僱主形象。

Talent Attraction and Retention

TWGHs formulates comprehensive strategies to attract and retain outstanding talent by expanding diverse recruitment channels and continuously optimising remuneration and benefits packages, including the addition of night shift allowance for identified security staff at community service units and increasing pay for Junior Chinese Medicine Practitioners, recognising their professional contributions and enhancing the Group's competitiveness in the labour market.

The Group's human resources strategies have been recognised in the industry, having won the "HR Asia Best Companies to Work for in Asia (Hong Kong Edition) Award" from HR Asia Magazine for tenth consecutive years and the highest honour "Platinum Harmonia Award", as well as the "Employer of Choice Award" from the JobMarket, demonstrating TWGHs' positive employer image.



東華三院榮獲「卓越僱主大獎」
TWGHs awarded the "Employer of Choice Award"



東華三院代表出席頒獎禮
Representatives of TWGHs attended the Award Presentation Ceremony

多元招聘網絡 Diverse Recruitment Networks

本院定期參與大型招聘會及大學招聘活動，積極廣納人才，包括參加「香港科技大學第三十三屆就業博覽」及成為「創新香港－國際人才嘉年華 2024」支持機構。本院亦參加勞工處「補充勞工優化計劃」，增設臨時職位招聘輸入勞工，紓緩前線人手壓力。

The Group regularly participates in large-scale recruitment fairs and university recruitment activities to proactively attract talent, including participation in the "HKUST 33rd Career Mosaic" and support for the "Innovating Hong Kong Global Talent Carnival 2024". The Group also participates in the Labour Department's "Enhanced Supplementary Labour Scheme", creating temporary posts to recruit imported workers to alleviate frontline staffing pressure.



香港科技大學第三十三屆就業博覽
HKUST 33rd Career Mosaic

員工關懷與福利

東華三院持續優化員工福利政策，回應員工多元化需求，提升員工歸屬感。本院的員工福利涵蓋五大主要範疇：醫療與牙科服務、服務獎勵、福利津貼與借貸，包括東華三院物業租金折扣、購物優惠及文娛康樂活動。

本院連續 11 年獲香港提升快樂指數基金與香港中華廠商聯合會評選為「開心機構」，並榮獲「開心機構 10+」標誌，肯定本院於建構正向工作環境的努力。



Employee Care and Welfare

TWGHs upholds the “staff-oriented” approach, continuously optimising employee benefit policies to address the diverse needs of staff members, while enhancing their sense of belonging. The Group’s staff welfare system focuses on five main areas: medical and dental services, service awards, grants and loans, including rental discounts on TWGHs properties, preferential benefits, and social and recreational activities.

The Group has been recognised as a “Happy Organisation” by the Promoting Happiness Index Foundation and the Chinese Manufacturers’ Association of Hong Kong for 11 consecutive years and has been awarded the “Happy Organisation 10 years +” logo, showing the Group’s efforts in building a positive work environment.

身心健康支援 Physical and Mental Health Support

東華三院連續十二年推行「精明人生促進計劃」，提供全天候個人諮詢及輔導服務，為員工提供情緒支援服務。本院亦為員工安排心理健康工作坊以及免費流感疫苗注射，全方位支援員工身心健康。

TWGHs has implemented the “The Love Life, Live Smart” programme for twelve consecutive years, providing round-the-clock personal consultation and counselling services with emotional support. The Group also arranges mental health workshops and free influenza vaccinations for staff, offering comprehensive support for employees’ physical and mental wellbeing.



~345

次個人諮詢及輔導服務用量

Usage of professional personal consultation and counselling services

家庭友善政策 Family-friendly Policies

東華三院重視員工家庭需求，實施多項家庭友善政策，其中本院於本年度優化節慶日或前夕的特別工作安排，並由 2025 年 4 月 1 日起為合資格非學校及幼稚園員工增設兩天育兒假，支援員工履行家庭責任。

TWGHs values employees’ family needs and implements various family-friendly policies. During this year, the Group enhanced special work arrangements on festivals or their eves, and introduced two days of childcare leave for eligible non-school and kindergarten staff with effect from 1 April 2025, supporting employees in fulfilling their family responsibilities.

促進工作生活平衡 Promoting Work-life Balance

本院定期舉辦各類型康樂活動，包括工作坊、興趣班、體育競賽及節日慶祝活動，紓緩員工工作壓力，並成立員工龍舟隊及足球隊，促進團隊凝聚力，強健體魄。

The Group regularly organises various recreational activities including workshops, interest classes, sports competitions and festive celebrations to alleviate work pressure, and has established staff dragon boat and football teams to promote team cohesion and physical fitness.



33

項員工康樂及福利活動
Staff recreational and welfare
activities organised



>21,000

參與員工及家屬人次
Staff member and
family attendances



東華三院員工龍舟隊集訓開展儀式
TWGHs Staff Dragon Boat Team Kick-off Ceremony of Practice Session



東華三院慈善馬拉松隊
TWGHs Charity Marathon Team



行政總部員工聖誕聯歡會
Staff Christmas Party of TWGHs Administration Headquarters



員工歌唱比賽 2024/2025
Staff Singing Contest 2024/2025

生活與工作平衡月 Work-Life Balance Month

「生活與工作平衡月」為本院特色活動，旨在培養關愛機構文化及推廣健康工作生活理念，本年度以「擁抱生活，樂在東華」為主題，舉辦一系列輕鬆減壓活動，包括「香薰護膚精華油」和「養膚溫和潔顏油」工作坊等。

As a distinctive initiative of the Group, the “Work-Life Balance Month” aims at cultivating a caring corporate culture and promoting healthy work-life concepts. Themed “Embrace Your Life, Rejoice at Tung Wah”, this year featured a series of relaxing stress relief activities, including “Aromatherapy Skincare Essential Oil” and “Nourishing Gentle Cleansing Oil” workshops.



「生活與工作平衡月」的宣傳短片
“Work-life Balance Month” Promoting Videos

多元與共融工作環境

東華三院作為平等機會委員會「種族多元共融僱主約章」的簽署機構，秉持平等機會原則，嚴格遵守《性別歧視條例》（香港法例第 480 章）、《殘疾歧視條例》（香港法例第 487 章）、《家庭崗位歧視條例》（香港法例第 527 章）等相關法例，明確禁止任何基於性別、年齡、婚姻狀況、家庭崗位、殘疾、種族及宗教的歧視行為，確保所有員工享有公平待遇及發展機會。為促進共融文化，本院定期開展反歧視培訓課程，提升員工對相關條例的理解。本院已建立完善投訴機制處理相關疑慮，於報告期內，未發生涉及本院或員工的歧視和騷擾案例。

Workplace Diversity and Inclusion

As a signatory organisation of the Equal Opportunities Commission (EOC)'s "Racial Diversity and Inclusion Charter for Employers", TWGHs upholds equal opportunity principles and strictly complies with relevant legislation including the Sex Discrimination Ordinance (Chapter 480 of the Laws of Hong Kong), Disability Discrimination Ordinance (Chapter 487 of the Laws of Hong Kong), and Family Status Discrimination Ordinance (Chapter 527 of the Laws of Hong Kong), explicitly prohibiting any discriminatory behaviour based on gender, age, marital status, family status, disability, race and religion to ensure all employees enjoy fair treatment and development opportunities. To promote an inclusive culture, the Group regularly conducts anti-discrimination training courses to enhance staff understanding of relevant ordinances. The Group has established a comprehensive complaint mechanism to address relevant concerns, and during the reporting period, no cases of discrimination or harassment involving the Group or its employees occurred.



人力資源科與平等機會委員會合辦「平等機會工作坊」
The Human Resources Division and the EOC jointly organised the "Workshop on Promoting Equal Opportunities in the Workplace"

本院實施共融就業，為殘疾人士創造平等就業與發展機會，於轄下非醫院服務單位中聘用殘疾人士。

The Group supports inclusive employment, creating equal employment and development opportunities for disabled persons by hiring them in non-hospital service units.



192

2024/2025 年度共聘用殘障員工人次
Number of disabled persons employed in 2024/2025

員工培訓和發展

東華三院注重人才培訓及發展，為員工提供專業發展和學習機會，更憑藉卓越的人才發展策略，連續 10 年獲僱員再培訓局於「人才企業嘉許計劃」嘉許為「人才企業」。

本院員工訓練組與各科及辦公室緊密合作，識別員工培訓需求並制定全面發展計劃，確保培訓方案切合業務發展及員工職涯需求，並遵循以下四大策略方向：

01

發展專業及管理能力
Development of professional and managerial competencies

02

加強員工服務技巧及個人 / 團隊能力
Strengthening service skills and personal/team effectiveness

03

促進心理健康和工作與生活的平衡
Promotion of psychological wellness and work-life balance

04

提高環保意識
Enhancing environmental protection awareness

本院投放充分資源作為培訓費用，在報告期間合共撥款 17,128,800 港元，為非醫院員工提供多元化的內部和外部培訓計劃及活動，如工作坊、培訓班及專業交流團，以及資助正規課程 / 專業團隊會員考試。

During the reporting period, the Group allocated substantial resources totaling HK\$17,128,800 training funds to provide diverse internal and external training programmes and activities for non-hospital staff, including workshops, training courses, professional exchange programmes, as well as subsidies for formal courses/membership examinations of professional bodies.



>300

個內部培訓活動
Internal training programmes

>15,000

員工出席人次
Total staff attendance

>1000

因培訓和考試而獲得資助和 / 或休假的個案
Cases with financial assistance and/or day release granted for training and examination

管理與領導力發展 Management and Leadership Development

東華三院注重領導力發展，系統化培育各級管理人才，透過結合管理理論與實務訓練，強化決策分析、團隊帶領與變革管理能力，例如為行政人員及主管級員工開設「調解及溝通技巧」工作坊，提升衝突管理與協商能力。

TWGHs places strong emphasis on leadership development, systematically cultivating management talent at all levels. By combining management theory with practical training, the Group enhances capabilities in decision analysis, team leadership and change management. For instance, “Mediation and Communication Skills” workshop is organised for executives and supervisory staff to strengthen conflict management and negotiation competencies.

教育科 Education Division:

- 東華三院學校領導力增潤課程 2024/2025
TWGHs Enhancement Training for School Leaders 2024/2025
- 學校中層管理人員職涯講座
Careers Talk for Middle Management
- 東華三院小學副校長 / 中層領導人員行政基礎認知課程
School Administration Foundation Course for Deputy Headteachers and Middle-level Leaders of TWGHs Primary Schools

社會服務科 Community Services Division:

- 院舍副主任培訓課程
Training Course for Assistant Supervisors of Residential Homes
- 管理人員領袖培訓課程
Leadership Development Programme for Experienced Supervisors
- 新晉主管人才培訓課程 — 跨專業及不同世代督導技巧
Training Course for Newly Promoted Supervisors on Cross-Professional and Intergenerational Supervision
- 「考績報告的撰寫與表現評核」培訓工作坊
Training Workshop on “Appraisal Report Writing and Performance Evaluation”



「考績報告的撰寫與表現評核」培訓工作坊
Training Workshop on Appraisal Report Writing and Performance Evaluation



院舍副主任培訓課程
Training Course for Assistant Supervisors of Residential Homes

加強服務技巧 Strengthening Service Skills

為提升服務質素，本院轄下各科及辦公室為其員工設計了多元化的培訓工作坊、交流團及講座，持續強化服務團隊的專業知識與服務品質。

To improve service quality, Divisions and Offices have designed diverse training workshops, exchange programmes and lectures for their staff, continuously strengthening the professional knowledge and service standards.

教育科 Education Division:

- 東華三院德育課程拓展計劃德育教學專業發展課程
TWGHs Moral Education Curriculum Extension Project: Professional Development Programme on Moral Education
- 幼稚園芬蘭教育考察團
Visit to Finland by TWGHs Kindergartens

醫務科 Medical Division:

- 海外教授交流計劃
Visiting Professorship Programmes

公共服務辦公室 Traditional Services Office:

- 東華三院公共服務部湖南長沙國情班
TWGHs Traditional Services Section Changsha, Hunan National Education Course
- 東華三院公共服務部東京殯儀展以及非遺文化交流參訪團 2024
TWGHs Traditional Services Section Tokyo Funeral Exhibition and Intangible Cultural Heritage Exchange Tour 2024



東華三院公共服務部湖南長沙國情班
TWGHs Traditional Services Section Changsha, Hunan National Education Course

社會服務科 Community Services Division:

- 言語治療培訓講座「應用國際吞嚥 障礙飲食標準及長者餐單設計」
Speech Therapy Training Seminar on “Applying the IDDSI and Updates on Elderly Diets”
- 護老者服務員工培訓（尋解導向治療）
Carer Service Staff Training (Solution-Focused Therapy)
- 「伴你音樂」瑞典音樂教學法工作坊
“Bunne Music” – A Swedish Music Method Workshop
- 社會服務科社工培訓班
Social Worker Training Programme, Community Service Division
- 青年護理服務啟航計劃日本考察團
Japan Study Tour under the Navigation Scheme for Young Persons in Care Services
- 餐類注意事項及哽塞急救處理
Food Safety Considerations and First Aid Procedures in Choking Care
- 教我如何理解他 — 腦退化？
How can I Understand People with Dementia?



護老者服務員工培訓（尋解導向治療）
Training Course Carer Service Staff Training (Solution-Focused Therapy)

個人技能及能力提升 Personal Skills and Ability Enhancement

本院推動跨領域能力培訓，全面提升員工個人競爭力與職涯發展潛力，培訓內容涵蓋溝通能力、數位轉型應用及創意思維及解難能力等，培育具備多元化技能的專業人才。

The Group promotes cross-disciplinary competency training to comprehensively enhance staff's personal competitiveness and career development potential. The training encompasses communication skills, digital transformation applications, creative thinking and problem-solving abilities, cultivating professionals with diverse skill sets.

- 普通話會話課程
Chinese Language Essentials and Application
- 急救訓練課程
First-aid Training Course
- 電腦軟件應用課程
Training courses on computer software applications
- 「六色積木創意與解難」工作坊
Workshop on "Becoming a Creative Worker with Six-Coloured Bricks"



「六色積木創意與解難」工作坊增進員工的創意思維及解難能力

The "Becoming a Creative Worker with Six-Coloured Bricks" workshop inspires creative thinking and problem-solving skills

職業安全與健康保障

東華三院嚴格遵守《職業安全及健康條例》(香港法例第 509 章) 及相關的法律和條例，建立完善的職業安全與健康 (職安健) 管理系統。本院定期檢視並更新「員工工傷意外 / 職業病處理指引」，透過標準化的事故通報及處理流程，為員工提供全面的職業安全保障。本院於報告期內共記錄 260 宗工傷事故，均按照既定程序獲得妥善處理，且未發生任何與工作相關的死亡事故。

為進一步加強職安健管理，本院的社會服務科成立了職業安全及健康委員會，專責制定《職業安全及健康指引》，確立清晰指引及參考，並於轄下單位設立職安健工作小組推動執行及監察相關措施的落實。同時，社會服務單位亦設立工作小組定期審視工傷個案，並聘請復康管理公司提供適切的復康跟進服務。

Occupational Safety and Health

The Group strictly complies with the Occupational Safety and Health Ordinance (Chapter 509 of the Laws of Hong Kong) and relevant regulations, maintaining a robust occupational safety and health (OSH) management system. The Group regularly reviews and updates "Guidelines for Handling Work Injury/Occupational Disease", implementing standardised incident reporting and handling procedures to ensure workplace safety. During the Reporting Period, 260 work injury cases were recorded which are all managed in accordance with established protocols, with zero work-related fatalities.

To further strengthen OSH management, the Group's Community Services Division established the Occupational Safety and Health Committee, formulating the Occupational Safety and Health Guidelines to provide clear directives and benchmarks. Dedicated OSH working groups were also set up across service units to oversee implementation and compliance. Additionally, a taskforce on work injury management for community services centres has been established to regularly assess injury incidents and engaged a rehabilitation management company to provide rehabilitation support services.

社會服務科安全管理模式

Safety Management Model of Community Services Division

01

初步現狀檢討
Initial Review on
Current Situation

02

安全政策
Safety Policies

- 安全組織
Safety Organisation
- 安全培訓
Safety Training
- 安全委員會
Safety Committee
- 安全溝通及推廣
Safety Communication
and Promotion

03

組織及架構
Organisation
and Structure

04

計劃與實施
Plan and Implementation

- 工作地點安全守則及規條
Workplace Safety Regulations
- 工作危害分析
Work Hazard Analysis
- 個人防護計劃
Personal Protection Scheme
- 緊急應變準備
Emergency Preparation
- 健康保障程序
Health Protection Procedure
- 分判商的選擇、評估及控制
Subcontractor Selection,
Evaluation and Control
- 工序的控制程序
Work Process Control Procedure

05

量度表現
Performance Measurement

- 危害情況檢查計劃
Hazard Inspection Plan
- 意外調查
Accident Investigation

07

持續改進
Continuous Improvement

06

定期檢討
Regular Review



本院持續優化職安健管理措施，除了為員工提供必要的個人防護裝備，確保員工作業安全外，亦定期舉辦職業安全培訓。本院員工訓練組與香港聖約翰救護機構合作舉辦急救培訓課程以及急救訓練重溫課程，教授員工急救知識及技巧。另外，本院亦舉辦「辦公室伸展運動」工作坊，指導員工正確的伸展技巧，以降低職業性受傷的機會。

The Group consistently enhances its OSH management measures by not only providing staff members with the necessary personal protective equipment to ensure operational safety, but also conducting regular occupational safety training. The Group's Staff Training Unit collaborates with St. John Ambulance Hong Kong to deliver first-aid training courses and refresher programmes, equipping employees with essential first-aid knowledge and skills. Additionally, the Group also delivers "Workplace Stretching" workshops to educate staff members on proper stretching techniques, reducing the risk of occupational injuries.

2024/2025

16 個職安健工作坊
Workshops conducted on OSH topics

「職安健傑出單位獎勵計劃」

“OSH Outstanding Unit Award Programme” of Community Services Division

為表揚及嘉許在職安健方面表現卓越的服務單位，社會服務科職安健委員會首度舉辦「職安健傑出單位獎勵計劃」分享會及頒獎典禮，分享優秀的職安健措施及成功案例，促進經驗交流與最佳實踐。

In recognising the outstanding performance in OSH of the service units, the OSH Committee of the Community Services Division held its first “OSH Outstanding Unit Award Programme” of Community Services Division Sharing Session and Awards Ceremony. The event shared exemplary OSH measures and success cases, facilitating the exchange of experiences and best practices.



「職安健傑出單位獎勵計劃」分享會及頒獎典禮
“Outstanding OSH Unit Awards Programme” Sharing Session and Awards Ceremony



社會服務科職安健預防措施 Promoting Work-Life Balance

在 2024/2025 年度，職安健委員會共舉辦了四場培訓工作坊，以提高員工的作業安全意識，促進安全健康的工作環境。工作坊涵蓋多個主題，包括：

In 2024/2025, the OSH Committee organised four training workshops to enhance staff awareness on workplace safety, promoting a safe and healthy work environment. The workshops covered various topics, including:

- 認識「中暑及熱壓力預防」及進行「工作場所熱壓力風險評估」
Understanding “Heat Illness and Heat Stress Prevention” and conducting “Workplace Heat Stress Assessments”
- 工傷個案處理與風險預防
Workplace Injury Case Handling and Risk Prevention
- 預防跌倒、滑倒和絆倒
Fall, Slip, and Trip Prevention
- 體力處理操作
Manual Handling Operations

307

名員工參加培訓
Staff attended the trainings

社會服務單位職安健工作坊 OSH Workshop of Community Services Units



「筋膜刀肌肉放鬆和自我伸展」工作坊 Workshop on “IASTM – Muscle Relaxation and Active Stretching”

員工學習正確使用筋膜刀進行按摩和自我伸展，以減少痛症及受傷風險。

Staff members learned the correct usage of instrument-assisted soft tissue mobilisation (“IASTM”) and active stretching exercises, aiming to minimise the risk of muscle pain and dysfunction.



「腰盆核心強化運動預防工傷」工作坊 Workshop on “Lumbopelvic Core Strengthening for Work Injury Prevention”

50 名職員學習正確姿勢與訓練核心肌群，以預防工作相關損傷。

50 staff members learned proper postures and core muscle training techniques to prevent work-related injuries.



攜手合作 擴展善業

COLLABORATIVE PARTNERSHIPS

本章節回應相關 UNSDGs
This chapter corresponding UNSDGs



東華三院與供應商及企業建立緊密合作關係，共同推動可持續發展議程。本院將可持續發展理念融入供應鏈管理，通過制定明確的綠色採購政策及負責任的採購安排與篩選標準，確保合作夥伴能共同實踐環境保護與社會共融的承諾，以建立穩健的供應商網絡。

同時，東華三院積極拓展跨界別合作模式，與政府部門、企業、學術機構及其他非牟利組織建立策略性夥伴關係，促進專業知識交流和資源整合，擴大服務覆蓋面及社會影響力。

供應商管理

東華三院財務及採購規例包括供應商管理的指引，以確保採購具有效率和符合要求。同時，本院亦鼓勵各科按需要自行制定與財務及採購規例相符的補充指引，例如：綠色採購政策。

本院在採購過程中，秉持透明、公平和誠信的原則，確保本院的資源用得其所。財務及採購科負責制定程序以確保採購流程的有效運作，從選擇供應商、評估到批核等過程，均按規例執行，共同推動可持續的商業實踐。

TWGHs establishes close partnerships with suppliers and businesses to jointly advance the sustainable development agenda. The Group integrates sustainability principles into supply chain management, ensuring suppliers collectively fulfil commitments to environmental protection and social inclusion through clearly defined Green Procurement Policy and responsible sourcing and selection criteria, building a stable supplier network.

Meanwhile, TWGHs actively develops cross-sectoral collaboration models, establishing strategic partnerships with government departments, corporations, academic institutions and other non-governmental organisations. This promotes professional knowledge exchange and resource integration, extending service coverage and social impact.

Supplier Management

The TWGHs Financial and Procurement Regulations (“FPR”) include guidelines for supplier management, for ensuring efficiency and compliance in the procurement process. Individual divisions are encouraged to develop supplementary guidelines as required that align with the FPR and address its specific needs, such as Green Procurement Policy.

The Group upholds transparency, fairness, and fidelity in the procurement processes, ensuring effectiveness in the use of its resources. The Finance and Supplies Division formulates procurement regulations to ensure the effective operation of the procurement workflow, for conforming key procedures like supplier selection, evaluation, and approval being executed properly, promoting sustainable business practices.

供應商選擇

東華三院已建立完善的供應商名單機制，匯聚優質可靠的供應商。

本院的財務及採購規例制定了七項採購原則，提升供應商選擇過程的完整性和有效性。

Supplier Selection

TWGHs has established a comprehensive supplier list mechanism to gather quality and reliable service providers.

In accordance with TWGHs’ FPR, the Group has set up 7 principles to enhance the integrity and effectiveness of the supplier selection process.



本院特別注重防止利益衝突，嚴格遵循廉政公署發出的非政府機構「防貪指南」。同時，本院財務及採購科每年向全體員工發出關於利益衝突申報的通告，若參與採購的員工有任何實際、可能或可被視為有利益衝突的情況，必須以書面形式申報，確保採購過程符合公平原則。

本院主要選擇香港供應商，積極支持本地經濟發展，促進本地行業增長，創造就業機會，同時降低運輸碳足跡，符合本院推動可持續發展的長期目標。

2024/2025

~100%

本地供應商
Local Suppliers

供應商評估

東華三院實施的供應商評估機制，以客觀標準衡量供應商表現，包括合約履行時效、供應是否符合合約要求和目的、服務與產品質素，及用家滿意度。

採購部會對提供物品及服務的主要供應商進行定期審查，確保其供應符合要求標準。若發現供應商表現持續欠佳、有不當或欺詐行為、停業，或與本院之間出現訴訟，本院將採取相應措施，包括從供應商名單中剔除或暫停其投標資格。被取消資格的供應商須待 36 個月後方可重新申請註冊。

東華三院堅持嚴格的內部監控與流程，確保與供應商建立良好合作關係，保障本院資源皆按既定目標分配和使用。

2024/2025

46

名供應商已進行年度評核
Suppliers had undergone
annual evaluation

The Group places special emphasis on preventing conflicts of interest, strictly adhering to the “Corruption Prevention Guide” for Non-Governmental Organisations issued by the Independent Commission Against Corruption. Meanwhile, the Finance and Supplies Division issues circulars on the declaration of conflict of interest to all employees every year. Staff involved in the procurement process are required to declare in writing if there are any actual, potential or perceived conflicts of interest to ensure impartiality.

The Group mainly selects Hong Kong suppliers, actively supporting local economic development, promoting growth in the local industry, creating employment opportunities, whilst reducing transportation carbon footprints, aligning with the Group’s long-term goal of promoting sustainable development.

Supplier Evaluation

TWGHs implements a supplier evaluation system to assess supplier performance objectively, including timeliness in completing contract, compliance of contract specification, achievement of contract objectives, quality of services and products and user satisfaction.

The Purchasing Section conducts regular reviews on key goods and services suppliers to ensure their supply compliance with the required standards. In cases where suppliers demonstrate persistently unsatisfactory performance, engage in malpractice or fraudulent acts, cease operations, or lawsuits arise with TWGHs, appropriate measures will be taken, including removal from the supplier list or suspension of their eligibility to tender. Disqualified suppliers have to wait 36 months before reapplying for registration.

TWGHs strives to implement strict internal controls and processes to ensure effective service provision from suppliers, safeguarding that the Group’s resources are allocated and utilised in a responsible manner.

服務供應商 / 承辦商溝通及監察

本院通過不同渠道與服務供應商及承辦商保持緊密聯繫，包括定期會議、實地視察及檢討報告，確保合作夥伴符合本院的質量標準及可持續發展要求，持續優化供應商資源。對於建築項目，本院指派監督人員進行定期工地巡查，監察安全措施、健康防護及環保措施的執行情況。對表現未達標準的服務供應商及承辦商，提出改進建議並跟進實施成效；若問題持續，則可能調整合作關係。

企業合作

東華三院多年來積極與企業建立伙伴關係，藉以鼓勵更多企業加入義工行列，凝聚社會，同心同力服務社群。有別於傳統贊助模式，本院與企業共同設計及推動創新的環保及社會責任項目，創造多方共贏局面。

通過合作，企業伙伴能夠有效實現其 ESG 目標及社會責任，同時東華三院亦有效提升服務質素及創新能力，共同回應社會多樣化需求。

本院與多間企業伙伴保持良好的合作關係。於本年度，我們繼續與多家領先企業合作開展社區關懷、環保教育及青年培力等項目。

Service Suppliers/Contractors Communication & Monitoring

The Group maintains close relationships with service suppliers and contractors through diverse channels, including regular meetings, site inspections and review reports, ensuring suppliers meet the Group's quality standards and sustainability requirements, continuously optimising supplier resources. For construction projects, designated personnel are assigned to conduct regular site inspections, monitoring the implementation of safety measures, health protection and environmental initiatives. For service suppliers and contractors who fail to meet the standards, TWGHs provides improvement recommendations and follows up on implementation effectiveness; if problems persist, the partnership may be considered.

Corporate Collaboration

For many years, TWGHs has actively established partnerships with corporations to encourage more businesses to participate in volunteer work, uniting communities through collaborative service. Moving beyond traditional sponsorship models, the Group co-designs and promotes innovative environmental and social responsibility projects with corporations, creating win-win situations for all stakeholders.

Through these collaborations, corporate partners can effectively achieve their ESG objectives and social responsibilities, while TWGHs enhances service quality and innovation capacity, jointly addressing diverse societal needs.

The Group maintains good working relationships with numerous corporate partners. In 2024/25, TWGHs continued to collaborate with several leading enterprises on community care, environmental education and youth empowerment initiatives.

華潤物流與東華三院簽署戰略合作協議

CRL and TWGHs Signed a Strategic Cooperation Agreement

2025年1月，華潤物流與東華三院簽署戰略合作協議，本院屬下土瓜灣社區客廳正式加入華潤物流的民生物資供應鏈保障平台（「CRLink」）。通過這個平台，華潤物流將提供智能化供應鏈支援，並贊助社區客廳公共倉儲服務。

In January 2025, China Resources Logistics ("CRL") and TWGHs signed a strategic cooperation agreement, officially incorporating TWGHs To Kwa Wan Community Living Room ("TKWCLR") into CRL's CRLink platform. Through this platform, CRL will provide intelligent supply chain support and sponsor public storage services of the TKWCLR.

銀行業界積極支持東華三院 Banking Industry Actively Supports TWGHs

LGT 皇家銀行 (香港) 於 2024 年 4 月舉辦「Way to Plan, Way to Finance - Future Focus: 聯校職涯巡禮」, 為本院屬下 18 所中學的 200 多位學生提供寶貴的職場探索機會, 並由 LGT 職員義工分享職涯經驗, 展現企業社會責任與教育發展的有效結合。

LGT Bank (Hong Kong) organised “Way to Plan, Way to Finance - Future Focus: Joint School Career and Life Planning Expo” in April 2024, providing valuable workplace exploration opportunities for over 200 students from 18 TWGHs secondary schools. LGT staff volunteers shared their career experiences, demonstrating an effective integration of corporate social responsibility and educational development.



學生與 LGT 職員義工互動
Students interacted with LGT staff volunteers



「耆」妙“KIDS FIT”GOAL 運動日啟動禮
Launch ceremony of “KIDS FIT” GOAL Sports Day

星展基金會組織 100 名義工攜手東華三院於 2024 年 8 月舉辦「耆」妙“KIDS FIT”GOAL 運動日, 聚焦健康推廣, 通過互動遊戲提升參加者身心健康, 共建活力社區。

DBS Foundation collaborated with TWGHs to organise the “KIDS FIT” GOAL Sports Day in August 2024 with 100 volunteers, focusing on health promotion and enhancing participants’ physical and mental wellbeing through interactive games, cultivating a vibrant community.

中銀香港義工隊在義工周期間與本院合辦約 30 個社區活動, 例如「『童』愛燈泡花」活動, 與幼兒一起製作 LED 燈泡花, 促進社會和諧共融。

Bank of China (Hong Kong) volunteer team co-organised approximately 30 community activities with TWGHs during its Volunteer Week, such as creating LED preserved flowers with children to promote social inclusion.



中銀義工與幼兒一起製作 LED 燈泡花
BOCHK volunteers made LED preserved flowers with children

跨界別合作

除了商界合作，東華三院積極拓展多元化跨界別合作網絡，與學術機構、政府部門及非政府組織緊密聯繫，整合社會資源，持續開拓服務領域，凝聚社會力量服務弱勢社群。

學術合作

在學術合作方面，本院屬下多間中小學與中國內地學校締結成為姊妹學校，加強兩地在教育上的合作。例如於2024年4月，東華三院蔡榮星小學與長沙市麓山國際實驗小學正式結盟，通過教師及學生互訪交流活動，豐富學習體驗。

本院的醫務科亦與各伙伴機構合作，持續深化專業協作。例如：我們的中西醫護團隊拜訪了上海復旦大學及其附屬醫院等多間機構，促進臨床經驗分享和知識交流；在此行程中，東華三院更與山東中醫藥大學第四次簽署合作協議，在中國內地與香港提升專業水平，人才培養及科研創新等方面建立長期合作機制。



東華三院與山東中醫藥大學續簽合作備忘錄

Renewal of Memorandum of Understanding with Shandong University of Traditional Chinese Medicine

Cross-Sectoral Collaboration

Beyond partnerships with business sector, TWGHs actively expands its diverse cross-sectoral collaboration network, maintaining close connections with academic institutions, government departments and NGOs to integrate social resources, continuously expand service areas and harness community strength to serve vulnerable groups.

Academic Collaboration

In terms of academic collaboration, TWGHs primary and secondary schools have established sister-school relationships with schools in the Mainland, strengthening educational cooperation between the two cities. For example, in April 2024, TWGHs Tsoi Wing Sing Primary School partnered with Changsha Lushan International Experimental Primary School, enriching learning experiences through teacher and student exchanges.

The Group's Medical Division also collaborates with various associate institutions to continuously deepen professional cooperation. For instance, the Chinese and Western medical teams visited several institutions, including Fudan University in Shanghai and its affiliated hospitals, facilitating clinical experience sharing and knowledge exchange. During this trip, TWGHs renewed its Memorandum of Understanding with Shandong University of Traditional Chinese Medicine for the fourth time, jointly establishing long-term collaborative mechanisms for professional development, talent cultivation, and research innovation of the Mainland and Hong Kong.



與長沙市麓山國際實驗小學成為姊妹學校簽約儀式

Sister-school Agreement Signing Ceremony with Lushan International Experimental Primary School

政府部門合作

東華三院與政府部門保持良好的合作關係，透過政社合作模式，體現「官民攜手」的服務理念，為市民提供更全面的支援網絡。

於本年度，本院獲懲教署邀請參加「更生伙伴嘉許計劃」，成為更生協作夥伴，合力推動社會共融，協助更生人士重建生活。

本院亦積極推廣跨界別義工網絡，例如與勞工及福利局及社會福利署義工隊聯乘「共創明『Teen』校友會」舉辦「與Teen共聚」義工活動，義工隊於活動期間共同製作愛心禮品包，為社區送上溫暖。這種義工活動除了為服務使用者帶來關懷，同時促進政府部門與前線人員及服務使用者間的交流。

Government Collaboration

TWGHs maintains great cooperative relationships with government departments, embodying the service concept of “public-charity partnership” through government and social enterprises collaboration models, thereby providing the public with a more comprehensive support network.

This year, the Group was invited by the Correctional Services Department (CSD) to participate in the “Rehabilitation Partners Award Scheme”, as a Rehabilitation Partner jointly promoting social inclusion and helping rehabilitated persons rebuild their lives.

TWGHs also actively promotes cross-sectoral volunteer networks. For example, the Labour and Welfare Bureau, the Social Welfare Department, and Strive and Rise Alumni Club Volunteer Team organised a “Get Together with Teens” joint volunteer service event. During the event, volunteer teams worked together to prepare caring gift packs, bringing warmth to the community. These volunteer activities not only provided care to service users but also promoted communication between government departments, frontline staff, and service users.



本院獲懲教署邀請參加「更生伙伴嘉許計劃」TWGHs was invited by the CSD to participate in the “Rehabilitation Partners Award Scheme”



義工團隊於活動地點東華三院東蒲合照
Volunteer teams took a group photo at TWGHs TungPo, the venue of the activity

團體 / 組織合作

東華三院多年來攜手不同的社福界團體及非政府組織，支持「香港社福界心連心大行動」，協力加強社福團體間的溝通與合作，擴展服務影響力。

於 2024 年 11 月，香港童軍總會與本院及另外 9 個辦學團體簽訂合作備忘錄，建立緊密的夥伴關係，希望協同彼此的專業、網絡及資源，共同為青少年提供更全面、更豐富的發展機會。

Organisation Collaboration

Over the years, TWGHs has partnered with various social welfare organisations and NGOs, supporting to the “Hong Kong Social Welfare Sector Heart to Heart Joint Action”, working together to enhance communication and cooperation between social welfare organisations and expand service impact.

In November 2024, the Scout Association of Hong Kong signed a memorandum of partnership with TWGHs and 9 other school sponsoring bodies, establishing close partnerships with the aim of coordinating their respective expertise, networks and resources to jointly provide more comprehensive and diverse development opportunities for youths.

與新界社團聯會簽訂戰略合作框架協議

Signing a Strategic Cooperation Framework Agreement with the NTAS

於 2024 年 10 月，東華三院和新界社團聯會簽訂戰略合作框架協議，有助進一步強化東華三院與地區社團合作，惠及更廣大市民。

In October 2024, TWGHs and the New Territories Association of Societies (“NTAS”) entered a strategic cooperation framework agreement that helps further strengthen TWGHs’ collaboration with district community organisations, benefitting the wider public.



東華三院與新界社團聯會戰略合作框架協議簽約儀式

Signing Ceremony for TWGHs - New Territories Association of Societies Strategic Cooperation Framework Agreement



善款運用 透明問責

FUND-RAISING AND RESOURCE UTILISATION

本章節回應相關 UNSDGs
This chapter corresponding UNSDGs



東華三院的籌募工作將社會各界的支持連繫至弱勢群體，將善心轉化為實質支援。本院秉持誠信及透明原則，將善款有效運用於醫療衛生、教育及社會服務等範疇，切實回應社區需求。

東華三院承諾籌募活動保持透明，確保由本院主辦的籌募活動之直接開支均由董事局和冠名贊助人贊助，而公眾捐款則全數用於提供服務，以秉持嚴謹態度運用善款。

本院採用多元化募捐策略，結合傳統與現代方式，包括直接郵寄、電視籌款、社交媒體宣傳及網上平台等，廣泛接觸不同群體，本年度更首次招募「線上賣旗義工」。東華三院通過籌募活動建立讓個人與企業積極參與公益的平台，共同構築更強大的社區支援網絡。

Fund-raising endeavours of TWGHs connects different sectors of society with vulnerable groups, transforming kindness into tangible support. TWGHs adheres to principles of integrity and transparency, effectively utilising donations for medical and health, education and community services, thereby responding concretely to community needs.

TWGHs is committed to being transparent in its fund-raising activities, ensuring that all direct expenses associated with fund-raising events are sponsored by the Board of Directors and Title Sponsors, whilst public donations are used entirely for service provision. This practice fully reflects TWGHs' rigorous approach to the utilisation of donations.

TWGHs employs diverse fund-raising strategies, combining traditional and modern methods, including direct mail, telethons, social media promotion and online platforms, to reach a boarder groups. This year, TWGHs has also launched "Online Flag-selling Volunteers" for the first time. Through its fund-raising activities, TWGHs has established a platform enabling individuals and businesses to actively participate in charitable events, jointly building a more robust community support network.

籌款道德操守

東華三院視籌款道德操守為機構核心價值，這不僅關乎財政支持，更彰顯本院對誠信、透明及負責任資源管理的承諾。透過嚴謹的道德實踐，東華三院在捐款者、合作夥伴及各持份者之間建立互信基礎，確保機構的可持續發展。

Fund-raising Ethics

TWGHs recognises fund-raising ethics as a core value, which concerns not only financial support but also demonstrates the Group's commitment to integrity, transparency and responsible resource management. Through stringent ethical practices, TWGHs establishes a foundation of mutual trust among donors, partners and stakeholders, ensuring sustainable development of the Group.



本院籌款工作以相關法律、法規及機構管治守則為框架，參照社會福利署的《慈善籌款良好實務指引》及廉政公署的《防貪指南—慈善機構及籌款活動的管理》等文件制定內部指引和原則，為本院籌募工作提供明確道德準則，確保所有活動均符合社會期望。

於 2024/2025 年度，稽核科已對本院的《防範捐款被利用清洗黑錢指引》進行合規檢討，內容包括查核本院識別可疑捐款及捐款者盡職審查措施，檢視捐款處理的做法，並就捐款退還個案進行交易測試，確保其合規性。

東華三院的《機構管治守則》載有職業守則，為全體職員訂立嚴謹操守標準，涵蓋避免和申報利益衝突、保持誠信公正、履行責任問責及確保資料保密等要求。通過要求全體職員遵從有關守則，不僅能夠維護本院聲譽，同時鞏固捐款者及廣大市民對東華三院的信任，並確保每分善款均有效且負責任地用於改善服務受惠者的生活質素。



創新籌募 引領未來

為提升籌募方式，東華三院積極運用創新策略與科技，以更有效回應社會需求，並提升捐款者的參與體驗。

The fund-raising activities of TWGHs are guided by relevant laws, regulations, and governance practices. A set of internal guidelines and principles is developed with reference to documents such as “Good Practice Guide on Charitable Fund-raising” from Social Welfare Department and “Best Practice Checklist for Management of Charities, Donation and Fund-raising Activities” from Independent Commission Against Corruption. These guidelines provide clear ethical standards for the Group’s fund-raising efforts, ensuring all activities meet societal expectations.

In 2024/2025, the Audit Division performed a compliance review on “Guideline for Anti-Money Laundering Related to Donation Collection” of the Group, which included examining the identification of suspicious donations and donor due diligence measures, reviewing practices of donation handling, and conducting transaction tests on donation refund cases to ensure the compliance.

The Code of Ethics is set out in the Group’s “Code of Corporate Governance”, serving as the guiding principles for all employees, covering requirements such as avoiding and declaring conflicts of interest, maintaining integrity and impartiality, fulfilling responsibilities and accountability, and ensuring data confidentiality. By requiring all employees to comply with this code, TWGHs not only safeguards its reputation but also strengthens the trust of donors and the wider community, whilst ensuring that every donation is used effectively and responsibly to improve the quality of life for service users.

Innovative Fund-raising for a Sustainable Future

To improve and optimise fund-raising practices, TWGHs has proactively implemented innovative strategies and technologies, better addressing community needs and enhancing donor engagement.

策略性擴展捐款者基礎及關係建設

東華三院通過策略性擴展捐款者基礎及深化關係，提升籌款成效。本院定期與捐款者會面及到訪服務單位，與主要捐款者和企業夥伴建立更緊密聯繫，同時邀請個人主要捐款者及其家人參加籌募活動或董事局晚宴，增進互動。本院定期分析捐款者偏好，制定符合其捐款意向及優先選項的建議書，確保捐款更具目標性和影響力。

Strategic Expansion of Donor Base and Relationship Building

TWGHs is committed to the strategic expansion of donor base and relationship building to enhance fund-raising outcomes. This involves fostering deeper relationships with major donors and corporate partners through regular meetings and service unit visits. TWGHs engages individual major donors and their families by inviting them to fund-raising events or Board dinners, strengthening connections. Additionally, TWGHs reviews and analyses donor preferences regularly to tailor proposals that align with their philanthropic interests and funding priorities, ensuring donations are more targeted and impactful.

現代化捐款渠道吸引年輕捐款者

為吸引年輕捐款者，東華三院引入不同的電子捐款方式，令捐款變得簡單方便。

Modernising Donation Channels for Younger Donors

To appeal to younger donors, TWGHs introduced different electronic donation channels to make donation becoming simple and convenient.

捐款熱線 24 小時運作

本院於 2024 年 11 月為其捐款熱線加設互動語音系統，以助捐款者可以隨時透過捐款熱線取得捐助方式資訊。

Round-the-clock Donation Hotline

TWGHs has set up the interactive voice response system for its donation hotline in November 2024 to support donors for obtaining donation information at any time.

為新入職員工編制籌款指引手冊

為幫助新入職員工快速適應籌款工作，東華三院編制「籌募指引手冊」。該手冊提供清晰指引，涵蓋籌款流程、道德操守及最佳實務守則，確保新員工迅速融入並維持高專業標準。

FRD Guidebook for Newly Recruited Staff

To support newly recruited staff, TWGHs has developed the “FRD guidebook”. This guidebook provides clear instructions on fund-raising processes, ethical practices, and best practices, ensuring new staff can quickly integrate into their roles while maintaining high professional standards.



資源運用及財務管理

東華三院秉持全數善款用於服務的承諾，確保公眾捐款完全投入各項服務計劃。2024/2025 董事局募捐的現金捐款達到港幣 4.51 億元，較上一年的港幣 4.39 億元有所增長。結合內部資金，如營運收入及利息 / 投資收入，總計港幣 8.79 億元（較去年的港幣 8.04 億元增加）已分配用於支持醫療衛生（包括醫院）、教育、社會及其他服務和建築發展項目。捐款者名單及詳細財務數據已於 2024/2025 年度年報中詳列。

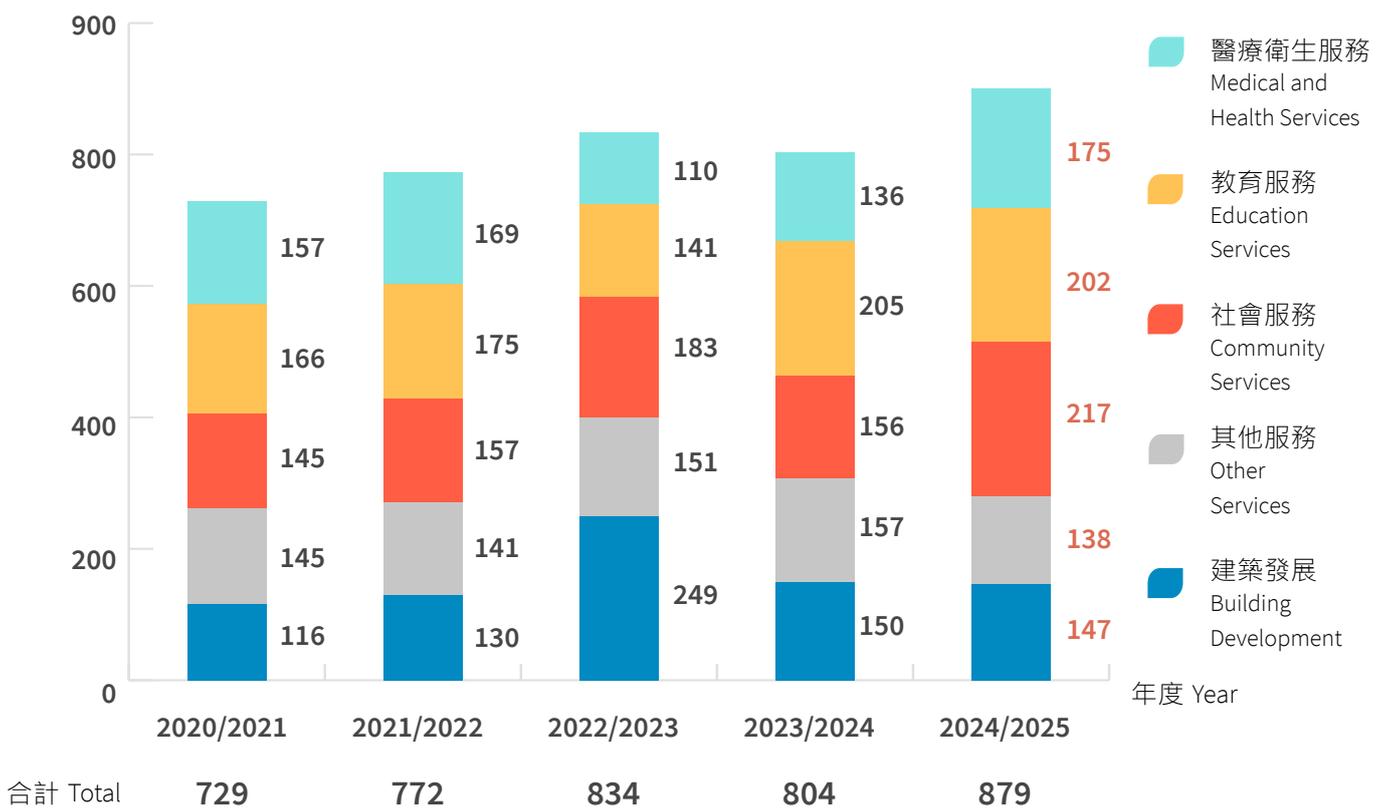
Resource Utilisation and Financial Management

TWGHs upholds its commitment to allocate all donations to services, ensuring public donations are fully directed towards various service projects. The total cash donations raised by the 2024/2025 Board of Directors amounted to HK\$451 million (compared to HK\$439 million in the previous year). In combination with funding derived from internal resources, such as operating income and interest/investment income, a total of HK\$879 million (compared to HK\$804 million in the previous year) was allocated to support various sectors including medical and health (including hospitals), education, community, and other services, and building development projects. The list of donors and detailed financial data are presented in the 2024/2025 Annual Report.

善款及院本資源在各主要服務發展項目的分配

Allocation of Donation Income and Internal Resources to Major Services and Building Development Projects

百萬元 \$ Million





附錄

APPENDIX

附錄 I. 統計數據摘要¹

Appendix I. Performance Data¹

指標 Indicator	單位 Unit	2024/25
排放 Emissions		
溫室氣體排放 Greenhouse Gas Emissions		
溫室氣體淨排放總量 Net GHG Emission	公噸二氧化碳當量 tCO ₂ e	43,141.16
溫室氣體淨排放密度 Net GHG Emission Intensity	公噸二氧化碳當量 / 樓層面積 (平方米) tCO ₂ e /floor area(m ²)	0.06
直接排放 (範圍一)⁶ Direct Emissions (Scope 1)⁶	公噸二氧化碳當量 tCO₂e	7,831.59
固定燃燒源 Stationary Combustion Sources	公噸二氧化碳當量 tCO ₂ e	5,398.10
移動燃燒源 Mobile Combustion Sources	公噸二氧化碳當量 tCO ₂ e	1,463.54
逸散氣體排放 Fugitive Emissions	公噸二氧化碳當量 tCO ₂ e	643.51
壓縮氣體 Compressed Gases	公噸二氧化碳當量 tCO ₂ e	0.11
燃燒 ⁷ Burning ⁷	公噸二氧化碳當量 tCO ₂ e	346.80
能源間接排放 (範圍二)³ Energy Indirect Emissions (Scope 2)³	公噸二氧化碳當量 tCO₂e	33,607.86
外購電力 Electricity Purchased	公噸二氧化碳當量 tCO ₂ e	32,473.09
外購煤氣 Towngas Purchased	公噸二氧化碳當量 tCO ₂ e	1,134.77
其他間接排放 (範圍三)^{4,6} Other Indirect Emissions (Scope 3)^{4,6}	公噸二氧化碳當量 tCO₂e	1,701.71
食水及污水處理 Fresh Water and Sewage Processing	公噸二氧化碳當量 tCO ₂ e	259.29
送往堆填區棄置的廢棄物 Waste Disposal at Landfills	公噸二氧化碳當量 tCO ₂ e	1,444.44
食品消耗引起的溫室氣體排放 GHG Emission Due to Food Consumption	公噸二氧化碳當量 tCO ₂ e	641.52
廢氣排放 Air Emissions⁵		
氮氧化物 Nitrogen Oxides (NOx)	公斤 Kg	3,769.75
硫氧化物 Sulfur Oxides (SOx)	公斤 Kg	6.14
懸浮粒子 Particulate Matter (PM)	公斤 Kg	240.23

指標 Indicator	單位 Unit	2024/25
能源 Energy		
能源耗量 Energy Consumption⁸		
能源總耗量 Total Energy Consumption	千瓦時 kWh	105,438,148.65
能源總耗密度 Total Energy Consumption Intensity	千瓦時 / 樓層面積 (平方米) kWh / floor area(m ²)	157.10
直接能源耗量 Direct Energy Consumption	千瓦時 kWh	8,794,253.60
汽油消耗量 Petrol Consumption	千瓦時 kWh	237,989.73
柴油消耗量 Diesel Consumption	千瓦時 kWh	2,077,019.70
石油氣消耗量 Petroleum Gas Consumption	千瓦時 kWh	6,479,244.17
間接能源耗量 Indirect Energy Consumption	千瓦時 kWh	96,643,895.05
外購電力 Purchased Electricity	千瓦時 kWh	69,033,958.18
外購煤氣 Purchased Towngas	千瓦時 kWh	27,609,936.87
水 Water		
食水用量 Fresh Water	立方米 m ³	560,961.43
食水用量密度 Fresh Water Intensity	立方米 / 樓層面積 (平方米) m ³ /floor area(m ²)	0.84

指標 Indicator	單位 Unit	2024/25
僱傭 Labour		
員工總數 Total number of employees	人 person	9,469
按員工性別類別劃分員工的總數 Total number of employees by gender		
男性 Male	人 person	2,395
女性 Female	人 person	7,074
按員工階級劃分員工的總數 Total number of employees by employee grade		
管理階層 Management level	人 person	590
非管理階層 Non-management level	人 person	8,879
按年齡層劃分員工的總數 Total number of employees by age group		
30 歲以下 Below 30 years old	人 person	1,484
30 歲 -50 歲 30 years old – 50 years old	人 person	4,936
50 歲以上 Above 50 years old	人 person	3,049
按僱傭類別劃分員工的總數 Total number of employees by employment type		
全職 Full time	人 person	9,262
兼職 Part time	人 person	207
新進員工 New Hires		
總新進員工數量 Total number of new hires	人 person	1,499
按員工性別類別劃分新進員工的總數 Total number of new hires by gender		
男性 Male	人 person	390
女性 Female	人 person	1,109

指標 Indicator	單位 Unit	2024/25
新進員工 New Hires		
按年齡層劃分新進員工的總數 Total number of new hires by age group		
30 歲以下 Below 30 years old	人 person	578
30 歲 -50 歲 30 years old – 50 years old	人 person	677
50 歲以上 Above 50 years old	人 person	244
離職員工 Employee Turnover⁹		
總離職員工數量 Total number of employee turnover	人 person	1,627
按員工性別類別劃分離職員工的總數 Total number of employee turnover by gender		
男性 Male	人 person	445
女性 Female	人 person	1,182
按年齡層劃分離職員工的總數 Total number of employee turnover by age group		
30 歲以下 Below 30 years old	人 person	457
30 歲 -50 歲 30 years old – 50 years old	人 person	694
50 歲以上 Above 50 years old	人 person	476
員工福利與溝通 Employee Benefits and Communication		
舉辦員工康樂及福利活動 Number of staff recreational and welfare activities organised	項 time	33
員工及家屬參與本院活動的人次 Number of staff and family members participated in TWGHs activities	人次 number of person	> 21,000
員工代表大會會議次數 Number of staff representative assembly meetings held	次 time	2

指標 Indicator	單位 Unit	2024/25
員工培訓與發展 Employee Training and Development		
培訓總支出 Total training expenditure	港幣 HK\$	17,128,800
每名員工培訓支出 Training expenditure per employee	港幣 / 人 HK\$/person	1,809
反貪污 Anti-corruption		
已接受反貪污培訓的員工總數 Total number of employee who have received anti-corruption training	人 person	265
按性別劃分已接受反貪污培訓的員工總數 Total number of employee who have received anti-corruption training by gender		
男性 Male	人 person	94
女性 Female	人 person	171
按員工階級劃分已接受反貪污培訓的員工總數 Total number of employee who have received anti-corruption training by employee grade		
管理階層 Management level	人 person	243
非管理階層 Non-management level	人 person	22
供應鏈 Supply Chain		
供應商的採購支出 Total procurement amount	百萬港幣 million HK\$	333
供應商的數量 (香港) Number of suppliers (Hong Kong)	名 supplier	1,597
供應商新增總數量 Total new suppliers added	名 supplier	21
供應商年度評核總數量 Total number of supplier undergone annual supplier evaluations	名 supplier	46
淘汰供應商數量 Number of suppliers disqualified	名 supplier	7

附註 Note:

1 - 本章節所披露之各個指標乃基於本院年度碳審計所獲取的原始數據及碳審計的結果數據，覆蓋範圍與本報告匯報範圍一致（即涵蓋本院屬下 392 個服務單位、上環行政總部及 20 個出租物業於 2024 年 4 月 1 日至 2025 年 3 月 31 日期間的表現）。而本院的教育相關服務單位及社會服務涵蓋的幼兒園則根據學年提供環境數據，即 2024 年 9 月 1 日至 2025 年 8 月 31 日。

1 - The disclosed indicators in this section are based on the raw data obtained from the annual carbon audit conducted and the respective emission calculation figures. The scope of the carbon audit is consistent with the reporting scope of this Report (i.e., covering the operations of 392 service units under TWGHs, the administrative headquarters in Sheung Wan, and 20 rental properties with April 1, 2024 to March 31, 2025). The education-related service units of TWGHs and the nursery schools under the community services provide environmental data based on the academic year, which runs from September 1, 2024 to August 31, 2025.

2 - 除特別註明外，本院範圍一、二及三的計算方法及排放系數主要參考由環境保護署及機電工程署所編製及發佈的《香港建築物（商業、住宅或公共用途）的溫室氣體排放及減除的核算和報告指引》與由香港大學及香港城市大學發佈的《香港中小企業碳審計工具箱》進行核算。

2 - Unless otherwise specified, the calculation methods and emission factors for Scope 1, 2, and 3 of TWGHs primarily refer to the “Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong” compiled and published by the Environmental Protection Department and the Electrical and Mechanical Services Department and the “Carbon Audit Toolkit for Small and Medium Enterprises in Hong Kong Carbon Audit Toolkit for Small and Medium Enterprises in Hong Kong” published by the University of Hong Kong and the City University of Hong Kong.

3 - 範圍二的外購電力及外購煤氣的排放系數是參照中華電力有限公司、香港電燈有限公司及香港中華煤氣公司可持續發展報告中的二氧化碳當量排放強度。排放系數如下：香港中電的為每千瓦時 0.39 公斤二氧化碳當量排放；香港電燈的為每千瓦時 0.60 公斤二氧化碳當量排放；中華煤氣的為每度 0.548 公斤二氧化碳當量排放。

3 - The emission factors for purchased electricity and purchased town gas under Scope 2 are based on the CO₂e emission intensities reported in the sustainability reports of CLP Power Hong Kong Limited, the HK Electric Investments Limited, and the Hong Kong and China Gas Company Limited. The factors are as follows: CLP Hong Kong: 0.39 kgCO₂e per kWh; Hong Kong Electric: 0.60 kgCO₂e per kWh; Towngas: 0.548 kgCO₂e per unit.

4 - 範圍三的食水及污水處理的排放系數是參照水務署及渠務署可持續發展報告中的處理食水及污水時每單位耗電量乘以全港預設排放系數。詳細如下：水務署的為每單位 0.256 千瓦時；渠務署的為每單位 0.21 千瓦時；全港預設排放系數則為每立方米 0.7 千克二氧化碳當量排放。

4 - The emission factors for water and sewage treatment under Scope 3 are based on the electricity consumption per unit for treating fresh water and sewage, as reported in the sustainability reports of the Water Supplies Department and the Drainage Services Department, multiplied by the default emission factor for Hong Kong. The details are: Water Supplies Department: 0.256 kWh per unit, Drainage Services Department: 0.21 kWh per unit, Hong Kong's default emission factor: 0.7 kg CO₂e per cubic meter.

5 - 廢氣排放系數主要參考由香港聯交所刊發的「如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引」進行計算。

5 - The emission factors for air emissions primarily refers to the “How to Prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs” published by the Hong Kong Stock Exchange.

6 - 範圍一及範圍三的溫室氣體排放已抵銷本院因種植樹木及回收廢紙所減除的溫室氣體排放。

6 - Greenhouse gas emissions from Scope 1 and Scope 3 have been offset by the greenhouse gas removals resulting from the efforts of tree planted and paper recycled by the TWGHs.

7 - 因燃燒所產生的範圍一溫室氣體排放主要來自本院公共服務的廟宇與殯儀館燃燒紙錢、香燭及其他紙和紙板時所產生。其主要參照由台南市政府環境保護局所發佈的「以靜電集塵裝置及濾袋室集塵裝置處理紙錢焚燒排氣之研究」、香港理工大學的「Emission Characterization from Major Indoor Sources and Carbonyls Investigation in Four Chinese Mega-cities (2006)」及「Green Lifestyle magazine - candles」所載的排放系數進行計算。

7 - Scope 1 greenhouse gas emissions generated from burning mainly come from the burning of joss paper, incense, and other paper and cardboard at the temples and funeral parlors under the traditional services of TWGHs. The calculation primarily references emission factors from the “Performance Studies on the Treatment of Ritual Money Combustion Gas by Electrostatic Precipitator and Bag Filter” published by the Environmental Protection Bureau of Tainan City Government, “Emission Characterization from Major Indoor Sources and Carbonyls Investigation in Four Chinese Mega-cities (2006)” by Hong Kong Polytechnic University, and “Green Lifestyle magazine - candles”.

8 - 能源換算的方法及轉換系數主要參考由香港聯交所刊發的「如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引」進行換算。

8 - The methods and conversion factors for energy consumption primarily refer to the “How to Prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs” published by the Hong Kong Stock Exchange.

9 - 員工離職總人數包括辭職、合約期滿及退休情況。

9 - The total number of employee turnover includes resignation, end of contract, and retirement.

附錄 II. 全球報告倡議組織內容索引

Appendix II. GRI Content Index

東華三院參考 GRI 準則編製本報告，涵蓋期間為 2024 年 4 月 1 日至 2025 年 3 月 31 日。

TWGHs has reported with reference to the GRI Standards 2021 for the period from 1 April 2024 to 31 March 2025.

GRI 準則 GRI Standard	披露項目 Disclosure	報告章節 Reference Section <small>* 直接說明或不作披露的原因 *Direct answer or reason for omission</small>	
GRI 1: 基礎 2021 Foundation 2021			
一般披露 General Disclosures			
GRI 2: 一般揭露 2021 General Disclosures 2021	機構及報導實務 The Organisation and its Reporting Practices		
	2-1	機構詳細資訊 Organisational details	2024/2025 年年報「企業管治及管理」 Annual Report 2024/2025 "Governance and Management"
	2-2	機構可持續報導中包含的實體 Entities included in the organisation's sustainability reporting	關於本報告 About this Report
	2-3	報導期間、頻率及聯絡人 Reporting period, frequency and contact point	關於本報告 About this Report
	2-4	資訊重編 Restatements of information	* 不適用 - 本報告並無重編任何資訊。 *Not applicable - There are no restatements of information in this Report
2-5	外部保證 / 確信 External assurance	獨立保證意見聲明書 Independent Assurance Opinion Statement	
活動與工作者 Activities and workers			
2-6	活動、價值鏈和其他商業關係 Activities, value chain and other business relationships	2024/2025 年年報「企業管治及管理」 Annual Report 2024/2025 "Governance and Management"	
2-7	員工 Employees	人才培育 共創未來 Employment	
2-8	非員工的工作者 Workers who are not employees	* 不適用 - 本報告範圍僅包含由東華三院總部及直接管理服務單位的員工 *Not applicable - The scope of this Report includes only employees of TWGHs Headquarters and directly managed service units	
管治 Governance			
2-9	管治結構及組成 Governance structure and composition	德慧並重 善治為本 Governance 2024/2025 年年報「企業管治及管理」 Annual Report 2024/2025 "Governance and Management"	
2-10	最高管治單位的提名與遴選 Nomination and selection of the highest governance body	2024/2025 年年報「企業管治及管理」 Annual Report 2024/2025 "Governance and Management"	
2-11	最高管治單位的主席 Chair of the highest governance body	2024/2025 年年報「企業管治及管理」 Annual Report 2024/2025 "Governance and Management"	

GRI 準則 GRI Standard	披露項目 Disclosure	報告章節 Reference Section
GRI 2: 一般揭露 2021 General Disclosures 2021	管治 Governance	* 直接說明或不作披露的原由 *Direct answer or reason for omission
2-12	最高管治單位於監督衝擊管理的角色 Role of the highest governance body in overseeing the management of impacts	德慧並重 善治為本 Governance 2024/2025 年年報「企業管治及管理」 Annual Report 2024/2025 "Governance and Management"
2-13	衝擊管理的負責人 Delegation of responsibility for managing impacts	德慧並重 善治為本 Governance 2024/2025 年年報「企業管治及管理」 Annual Report 2024/2025 "Governance and Management"
2-14	最高管治單位於可持續報導的角色 Role of the highest governance body in sustainability reporting	可持續管治架構 Sustainability Governance Structure
2-15	利益衝突 Conflicts of interest	合規與道德 Compliance and Ethics 籌款道德操守 Fund-raising Ethics
2-16	溝通關鍵重大事件 Communication of critical concerns	風險管理與內部監控 Risk Management and Internal Control
2-17	最高管治單位的群體知識 Collective knowledge of the highest governance body	可持續管治架構 Sustainability Governance Structure
2-18	最高管治單位的績效評估 Evaluation of the performance of the highest governance body	* 不適用 - 相關資訊為機密資料 *Not applicable - Relevant information are confidential
2-19	薪酬政策 Remuneration policies	僱傭措施與員工福利 Labour Practice and Employee Welfare
2-20	薪酬決定流程 Process to determine remuneration	僱傭措施與員工福利 Labour Practice and Employee Welfare
2-21	年度總薪酬比率 Annual total compensation ratio	* 不適用 - 員工薪酬為機密資料 *Not applicable - Employee compensations are confidential

GRI 準則 GRI Standard	披露項目 Disclosure	報告章節 Reference Section
GRI 2: 一般揭露 2021 General Disclosures 2021	策略、政策與實務 Strategy, Policies and Practices	* 直接說明或不作披露的原由 *Direct answer or reason for omission
	2-22 可持續發展策略的聲明 Statement on sustainable development strategy	2024/2025 年度可持續發展重點 Sustainability Highlights 2024/2025
	2-23 政策承諾 Policy commitments	合規與道德 Compliance and Ethics 僱傭措施與員工福利 Labour Practice and Employee Welfare 供應商管理 Supplier Management
	2-24 納入政策承諾 Embedding policy commitments	合規與道德 Compliance and Ethics 僱傭措施與員工福利 Labour Practice and Employee Welfare 供應商管理 Supplier Management
	2-25 補救負面衝擊的程序 Processes to remediate negative impacts	合規與道德 Compliance and Ethics 僱傭措施與員工福利 Labour Practice and Employee Welfare 供應商管理 Supplier Management
	2-26 尋求建議和提出疑慮的機制 Mechanisms for seeking advice and raising concerns	合規與道德 Compliance and Ethics 籌款道德操守 Fund-raising Ethics
	2-27 法規遵循 Compliance with laws and regulations	合規與道德 Compliance and Ethics 僱傭措施與員工福利 Labour Practice and Employee Welfare
	2-28 公協會的會員資格 Membership associations	* 不適用於東華三院 *Not applicable to TWGHs
	持份者參與 Stakeholder Engagement	
	2-29 持份者參與方針 Approach to stakeholder engagement	持份者參與及溝通 Stakeholder Engagement and Communication
	2-30 團體協約 Collective bargaining agreements	* 不適用 - 東華三院沒有正式的團體協約 *Not applicable - There are no formal collective bargaining agreements within TWGHs
重大主題 2021 Material Topics 2021		
GRI 3: 重大主題 2021 Material Topics 2021	3-1 決定重大主題的流程 Process to determine material topics	重要性評估 Materiality Assessment
	3-2 重大主題列表 List of material topics	重要性評估 Materiality Assessment
管治 Governance		
反貪腐 Anti-corruption		
GRI 205: 反貪腐 2016 Anti-corruption 2016	205-1 已進行貪腐風險評估的營運據點 Operations assessed for risks related to corruption	合規與道德 Compliance and Ethics
	205-2 有關反貪腐政策和程序的溝通及訓練 Communication and training about anti-corruption policies and procedures	合規與道德 Compliance and Ethics

GRI 準則 GRI Standard	披露項目 Disclosure	報告章節 Reference Section <small>* 直接說明或不作披露的原因 *Direct answer or reason for omission</small>
環境 Environment		
能源 Energy		
GRI 302: 能源 2016 Energy 2016	302-1 機構內部的能源消耗量 Energy consumption within the organisation	統計數據摘要 Performance Data
	302-2 機構外部的能源消耗量 Energy consumption outside of the organisation	* 不適用於東華三院 *Not applicable to TWGHs
	302-3 能源密集度 Energy intensity	統計數據摘要 Performance Data
	302-4 減少能源消耗 Reduction of energy consumption	能源效益 Energy Efficiency
	302-5 降低產品和服務的能源需求 Reductions in energy requirements of products and services	* 不適用於東華三院 *Not applicable to TWGHs
排放 Emissions		
GRI 305: 排放 2016 Emissions 2016	305-1 直接 (範疇一) 溫室氣體排放 Direct (Scope 1) GHG emissions	統計數據摘要 Performance Data
	305-2 能源間接 (範疇二) 溫室氣體排放 Energy indirect (Scope 2) GHG emissions	統計數據摘要 Performance Data
	305-3 其它間接 (範疇三) 溫室氣體排放 Other indirect (Scope 3) GHG emissions	統計數據摘要 Performance Data
	305-4 溫室氣體排放強度 GHG emissions intensity	統計數據摘要 Performance Data
	305-5 溫室氣體排放減量 Reduction of GHG emissions	統計數據摘要 Performance Data
	305-6 臭氧層破壞物質 (ODS) 的排放 Emissions of ozone-depleting substances (ODS)	* 本院遵守《保護臭氧層 (含受管制物質產品) (禁止進口) (修訂) 規例》，未有使用含消耗臭氧層物質 (ODS) 的產品 (如空調設備、噴霧劑產品)。 *The Group complied with the Ozone Layer Protection (Products Containing Scheduled Substances) (Import Banning) (Amendment) Regulation and do not use products containing ozone-depleting substances (ODS) (such as air conditioning equipment, aerosol products).
	305-7 氮氧化物 (NOx)、硫氧化物 (SOx)、及其它顯著的氣體排放 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	統計數據摘要 Performance Data

GRI 準則 GRI Standard	披露項目 Disclosure	報告章節 Reference Section <small>* 直接說明或不作披露的原由 *Direct answer or reason for omission</small>
環境 Environment		
廢棄物 Waste		
GRI 306: 廢棄物 2020 Waste 2020	306-1 廢棄物的產生與廢棄物相關顯著衝擊 Waste generation and significant waste-related impacts	廢物管理 Waste Management
	306-2 廢棄物相關顯著衝擊之管理 Management of significant waste-related impacts	廢物管理 Waste Management
	306-3 廢棄物的產生 Waste generated	廢物管理 Waste Management
	306-4 廢棄物的處置移轉 Waste diverted from disposal	廢物管理 Waste Management
	306-5 廢棄物的直接處置 Waste directed to disposal	廢物管理 Waste Management
社會 Social		
勞雇關係 Employment		
GRI 401: 勞雇關係 2016 Employment 2016	401-1 新進員工和離職員工 New employee hires and employee turnover	人才培育 共創未來 Employment 統計數據摘要 Performance Data
	401-2 提供給全職員工（不包含臨時或兼職員工）的福利 Benefits provided to full-time employees that are not provided to temporary or part-time employees	僱傭措施與員工福利 Labour Practice and Employee Welfare
	401-3 育嬰假 Parental leave	* 東華三院根據香港僱傭條例提供相應員工假期 *TWGHs provides corresponding staff holidays in accordance with the Employment Ordinance
勞 / 資關係 labour/Management Relations		
GRI 401: 勞 / 資關係 2016 labour/Management Relations 2016	402-1 關於營運變化的最短預告期 Minimum notice periods regarding operational changes	* 不適用於東華三院 *Not applicable to TWGHs

GRI 準則 GRI Standard	披露項目 Disclosure	報告章節 Reference Section
職業安全衛生 Occupational Health and Safety		
GRI 403: 職業安全衛生 2018 Occupational Health and Safety 2018	403-1 職業安全衛生管理系統 Occupational health and safety management system	職業安全與健康保障 Occupational Safety and Health
	403-2 危害辨識、風險評估及事故調查 Hazard identification, risk assessment, and incident investigation	職業安全與健康保障 Occupational Safety and Health
	403-3 職業健康服務 Occupational health services	職業安全與健康保障 Occupational Safety and Health
	403-4 有關職業安全衛生之工作者參與、諮詢與溝通 Worker participation, consultation, and communication on occupational health and safety	職業安全與健康保障 Occupational Safety and Health
	403-5 有關職業安全衛生之工作者訓練 Worker training on occupational health and safety	職業安全與健康保障 Occupational Safety and Health
	403-6 工作者健康促進 Promotion of worker health	職業安全與健康保障 Occupational Safety and Health 僱傭措施與員工福利 Labour Practice and Employee Welfare
	403-7 預防和減緩與業務關係直接相關聯之職業安全衛生的衝擊 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	職業安全與健康保障 Occupational Safety and Health
	403-8 職業安全衛生管理系統所涵蓋之工作者 Workers covered by an occupational health and safety management system	職業安全與健康保障 Occupational Safety and Health
	403-9 職業傷害 Work-related injuries	職業安全與健康保障 Occupational Safety and Health
	403-10 職業病 Work-related ill health	職業安全與健康保障 Occupational Safety and Health
訓練與教育 Training and Education		
GRI 404: 訓練與教育 2016 Training and Education 2016	404-1 每名員工每年接受訓練的平均時數 Average hours of training per year per employee	* 不適用 - 東華三院正在蒐集相關資訊，並記錄了在報告期間參加培訓的員工數量以及投放在員工培訓的財務數據 *Not applicable - TWGHs is in the process of collecting relevant data and has recorded the number of staff attended trainings and the financial data in employee trainings during the Reporting Period
	404-2 提升員工職能及過渡協助方案 Programs for upgrading employee skills and transition assistance programs	員工培訓和發展 Employment Training and Development
	404-3 定期接受績效及職業發展檢核的員工百分比 Percentage of employees receiving regular performance and career development reviews	* 不適用 - 東華三院正在蒐集相關資訊，並記錄了在報告期間參加培訓的員工數量以及投放在員工培訓的財務數據 *Not applicable - TWGHs is in the process of collecting relevant data and has recorded the number of staff attended trainings and the financial data in employee trainings during the Reporting Period

GRI 準則 GRI Standard	披露項目 Disclosure	報告章節 Reference Section <small>* 直接說明或不作披露的原因 *Direct answer or reason for omission</small>
員工多元化與平等機會 Diversity and Equal Opportunity		
GRI 405: 員工多元化與平等機會 2016 Diversity and Equal Opportunity 2016	405-1 管治單位與員工的多元化 Diversity of governance bodies and employees	多元與共融工作環境 Workplace Diversity and Inclusion
	405-2 女性對男性基本薪資與薪酬的比率 Ratio of basic salary and remuneration of women to men	* 不適用 - 員工薪酬為機密資料 *Not applicable - Employee compensations are confidential
不歧視 Non-discrimination		
GRI 406: 不歧視 2016 Non-discrimination 2016	406-1 歧視事件以及組織採取的改善行動 Incidents of discrimination and corrective actions taken	* 於報告期間並無發現違反與歧視相關的法律法規的情況 *No violation of laws and regulations related to discrimination was identified during the Reporting Period
童工 Child Labour		
GRI 408: 童工 2016 Child Labour 2016	408-1 營運據點和供應商使用童工之重大風險 Operations and suppliers at significant risk for incidents of child labour	僱傭措施與員工福利 Labour Practice and Employee Welfare 供應商管理 Supplier Management
強迫或強制勞動 Prevent Forced or Compulsory Labour		
GRI 409: 強迫或強制勞動 2016 Forced or Compulsory Labour 2016	409-1 具強迫或強制勞動事件重大風險的營運據點和供應商 Operations and suppliers at significant risk for incidents of forced or compulsory labour	僱傭措施與員工福利 Labour Practice and Employee Welfare 供應商管理 Supplier Management
客戶隱私 Customer Privacy		
GRI 418: 客戶隱私 2016 Customer Privacy 2016	418-1 經證實侵犯客戶隱私或遺失客戶資料的投訴 Substantiated complaints concerning breaches of customer privacy and losses of customer data	* 不適用 - 東華三院在報告期間未發現任何不遵守法規和 / 或自願性規範的情況 *Not applicable - TWGHs has not identified any non-compliance with regulations and/or voluntary codes during the Reporting Period

獨立保證意見聲明書 Independent Assurance Opinion Statement



聲明書號碼 Statement No: ESGA - EK266

東華三院
ESG 報告 2024-2025

Tung Wah Group of Hospitals Environmental, Social and Governance Report for Year 2024-2025

上邦永晉諮詢有限公司 (以下簡稱「上邦永晉」或「我們」) 獨立於東華三院 (以下簡稱「東華三院」) · 除了針對東華三院於 2024 年 4 月 1 日至 2025 年 3 月 31 日止期間的 ESG 報告 (「ESG 報告」) 進行評估和核查外 · 與東華三院並無任何財務上的關係。

本獨立保證意見聲明書乃為東華三院而編製 · 僅為對有關 ESG 報告的聲明作出保證 (進一步詳述於下文範圍內) · 而不可作任何其他目的。本聲明書擬供東華三院的持份者及其代表的管理層使用。

本獨立保證意見聲明書是基於上邦永晉對東華三院及其代表向其提供的資料進行的審查而編製。審查範圍並無超出且僅基於有關資料。於進行審查時 · 上邦永晉假設所有有關資料均屬完整及準確。

PAL Advisory Limited (hereafter referred to as “PAL” or “we”) is independent of Tung Wah Group of Hospitals (hereafter referred to as “TWGHs” collectively in this statement), and has no financial interest in the operation of TWGHs other than for the assessment and assurance of TWGHs’ Environmental, Social and Governance (“ESG”) Report for the period from 1 April 2024 to 31 March 2025 (the “ESG Report”).

This independent assurance opinion statement has been prepared for TWGHs solely for the purposes of assuring its statements relating to the ESG Report, more particularly described in the Scope below. It was not prepared for any other purpose. This opinion statement is intended to be used by stakeholders of TWGHs and the management of TWGHs.

This independent assurance opinion statement is prepared on the basis of review by PAL of information presented to it by TWGHs and its representatives. The review does not extend beyond such information and is solely based on it. In performing such review, PAL has assumed that all such information is complete and accurate.

核查範圍

與東華三院及其代表協定的委聘範圍包括以下各項：

1. 保證涵蓋整份 ESG 報告，並專注於東華三院於 2024 年 4 月 1 日至 2025 年 3 月 31 日止期間（「報告期間」）的系統及活動，包括東華三院屬下 392 個服務單位、上環行政總部及 20 個出租物業。而東華三院教育相關服務單位及社會服務涵蓋的幼兒園則根據學年提供數據，即 2024 年 9 月 1 日至 2025 年 8 月 31 日。ESG 報告乃參考 GRI 報告標準編製，當中涵蓋來自東華三院的數據，並包括東華三院主要業務所產生的能源數據、溫室氣體排放數據、用水量數據及廢物管理數據。
2. 根據《AA1000 保證標準 v3》（「《AA1000 保證標準 v3》」），第一類型中度保證等級評估東華三院及 / 或其代表遵循以下四項報告原則的本質與程度：包容性、重大性、回應性及影響。於 ESG 報告內披露的指定可持續發展的表現資料 / 數據已予評估。

意見聲明

我們認為，ESG 報告公允反映東華三院於報告期間的可持續發展計劃與表現。我們相信，社會及環境表現指標乃於 ESG 報告內公允展現，其中東華三院為實現可持續發展所作出的努力備受持份者的廣泛認同。

我們的工作是由一組可持續發展報告保證人根據《AA1000 保證標準 v3》執行。我們規劃及執行該部分工作以獲得必要的資料及說明。我們認為，東華三院及其代表已提供充足證據，證明東華三院已參考 GRI 報告標準作出的自我聲明乃公允的描述。

Scope

The scope of engagement agreed upon with TWGHs and its representatives includes the following:

1. The assurance covers the whole ESG Report and focuses on systems and activities of TWGHs, which include TWGHs' 392 service units, the headquarters located in Sheung Wan, and 20 rental properties from April 1, 2024, to March 31, 2025 (the "Reporting Period"). The education-related service units of TWGHs and the nursery school under Community Services provide information based on the academic year, which runs from September 1, 2024, to August 31, 2025. The ESG Report is prepared with reference to the GRI standards. It covers the data from TWGHs and includes energy data, GHG emissions data, water consumption data and waste management data, from the main operations of TWGHs.
2. Type 1 Moderate Level of Assurance in accordance with the AA1000 Assurance Standard v3 ("AA1000AS v3") evaluates the nature and extent of TWGHs and/or its representatives' adherence to four reporting principles: Inclusivity, Materiality, Responsiveness and Impact. The specified sustainability performance information/data disclosed in the ESG Report has been evaluated.

Opinion Statement

We conclude that the ESG Report provides a fair view of TWGHs' sustainability programmes and performance in the Reporting Period. We believe that the social and environmental performance indicators are fairly represented in the ESG Report, in which TWGHs efforts to pursue sustainable development are widely recognized by its stakeholders.

Our work was carried out by a team of sustainability report assurers in accordance with the AA1000AS v3. We planned and performed this part of our work to obtain the necessary information and explanations. We considered TWGHs and its representatives have provided sufficient evidence that TWGHs' self-declaration with reference to the GRI Standards was fairly stated.

方法

我們的工作旨在收集能讓我們得出結論的證據。

我們執行了以下工作：

- 對外部人士所提出可能與東華三院政策有關的議題進行最高層級的審查，以核查 ESG 報告中所作聲明的合適性；
- 與東華三院高級人員及 / 或其代表討論持份者參與的方式。我們並無直接接洽外部持份者；
- 訪問涉及可持續發展管理、報告編製及提供報告資料的員工及 / 或其代表；
- 審查其主要發展內容；
- 審查 ESG 報告中所作宣告的支持性證據，包括可持續發展資料的支持性證據；及
- 評估東華三院的報告及報告管理流程是否按照《AA1000 當責性原則標準 (2018)》(「《AA1000 當責性原則標準 (2018)》」) 所述的包容性、重大性、回應性及影響的原則進行。

Methodology

Our work was designed to gather evidence on which to base our conclusion. We undertook the following activities:

- A top level review of issues raised by external parties that could be relevant to TWGHs' policies to provide a check on the appropriateness of statements made in the ESG Report;
- Discussion with senior executives and/or relevant representatives on TWGHs' approach to stakeholder engagement. We had no direct contact with external stakeholders;
- Interview staff and/or related representatives involved in sustainability management, report preparation and provision of report information;
- Review of key organizational developments;
- Review of supporting evidence for claims made in the ESG Report including supporting evidence of the sustainability information; and
- An assessment of TWGHs' reporting and management processes concerning reporting against the principles of Inclusivity, Materiality, Responsiveness and Impact as described in the AA1000 Accountability Principles 2018 Standard ("AA1000AP (2018)").

結論

我們針對 AA1000AS v3 中包括的包容性、實質性、回應性及影響性原則及 GRI 報告標準的審查如下：

包容性

ESG 報告反映東華三院及其代表透過各種渠道與重大持份者溝通，包括年度報告、調查問卷、網站及社交媒體、電郵及熱線、新聞稿、社區活動合作、定期會議等。東華三院的營運涉及持份者持續參與的各種方式。

ESG 報告涵蓋持份者關注的經濟、社會及環境層面，並作出公允的披露。根據我們的專業意見，東華三院遵循了包容性原則。

重大性

東華三院發佈可持續發展資訊，使其持份者可對東華三院的管理及表現作出知情判斷。根據我們的專業意見，ESG 報告遵循了重大性原則，並透過採用合適的重要性分析方法及以列表方式展示重要議題，識別出東華三院的重要層面。

回應性

東華三院及其代表已實行措施以回應持份者的期望與意見，包括對內部及外部持份者進行各種調查及設立反饋機制。根據我們的專業意見，東華三院遵循了回應性原則。

Conclusion

A review against the AA1000AS v3 principles of Inclusivity, Materiality, Responsiveness and Impact and the GRI Standards is set out below:

Inclusivity

The ESG Report has reflected the fact that TWGHs and its representatives engage with its significant stakeholders through various channels such as annual reporting; surveys; website and social media; email and hotline; press releases; community events; meetings and more.

TWGHs' operation involves various methods of engaging its stakeholders on an on-going basis. The ESG Report covers economic, social and environmental aspects of concern to its stakeholders with a fair level of disclosure. In our professional opinion, TWGHs adheres to the principle of Inclusivity.

Materiality

TWGHs publishes sustainability information that enables its stakeholders to make informed judgments about the organization's management and performance. In our professional opinion, the ESG Report adheres to the principle of Materiality and identifies TWGHs' material aspects by using appropriate methods of materiality analysis and demonstrating material issues in a table form.

Responsiveness

TWGHs and its representatives have implemented practices that respond to the expectations and perceptions of its stakeholders. These include various surveys and feedback mechanisms for both internal and external stakeholders. In our professional opinion, TWGHs adheres to the principle of Responsiveness.

影響

東華三院及其代表建立了流程，以定性及定量的方式理解、衡量及評估其影響。該等流程使東華三院及 / 或其代表能夠評估其影響，並在 ESG 報告中予以披露。根據我們的專業意見，東華三院遵循了影響原則。

GRI 報告標準

我們受委審閱報告中對 GRI 報告標準的披露。

根據我們的鑒定結果，我們確定，社會責任及可持續發展關鍵表現指標與披露乃參考 GRI 報告標準進行報告。我們對 ESG 報告的改善意見已於發出本意見聲明書前獲東華三院及 / 或其代表採納。

保證等級

我們於審查時提供的第一類型中度保證等級乃按本意見聲明書內所述的範圍及方法界定。

責任及限制

東華三院的高級管理層及其代表有責任確保 ESG 報告中呈列的資料屬準確。本保證受東華三院及其代表提供的資料限制。我們的責任是向持份者提供獨立保證意見聲明書，並基於所描述的範圍與方法提供專業意見。

Impact

TWGHs and its representatives have established processes to understand, measure and evaluate its impacts in qualitative and quantitative ways. These processes enable TWGHs and/or its representatives to assess its impact and disclose them in the ESG Report. In our professional opinion, TWGHs adheres to the principle of Impact.

GRI Standards

We were engaged to review the disclosures in the ESG Report against the GRI Standards.

Based on our verification review, we are able to confirm that social responsibility and sustainable development key performance indicators and disclosures are referencing the GRI Standards. Areas for enhancement of the ESG Report were adopted by TWGHs and/or its representatives before the issuance of this opinion statement.

Assurance Level

The Type 1 Moderate Level of Assurance provided in our review is defined by the scope and methodology described in this statement.

Responsibility & Limitation

It is the responsibility of TWGHs' senior management and its representatives to ensure that the information being presented in the ESG Report is accurate. The assurance is limited by the information presented by TWGHs and its representatives. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

能力和獨立性

上邦永晉並沒有參與數據的收集和計算過程，或是 ESG 報告的編制。上邦永晉的審驗工作乃獨立於東華三院。

上邦永晉由業內經驗豐富的專業人員組成。上邦永晉在非財務資訊、可持續發展管理以及社會和環境問題方面擁有專業知識和經驗，具備進行此類獨立審驗的能力。相關成員接受了與可持續發展相關的標準培訓，例如香港交易所 ESG 報告指引、GRI 報告標準、TCFD 等標準。

Competency and Independence

PAL was not involved in collecting and calculating data, or in the development of the ESG Report. PAL's verification works are independent from TWGHs.

PAL is composed of experienced professionals in the industry. PAL's expertise and experience in non-financial information, sustainability management and social and environmental issues are well-equipped to conduct the assurance. Relevant members have received professional training on sustainability-related standards including but not limited to HKEX's ESG Reporting Guide, GRI Standards, TCFD, and other standards.

代表上邦永晉諮詢有限公司

Yours faithfully,

For and on behalf of
PAL Advisory Mimited





2025 年 12 月 15 日

December 15, 2025

本聲明書以英文編制，中文翻譯本只供參考。

This statement was prepared in English and translated into Chinese for reference only. Should there be any discrepancies between these versions, the English version shall prevail.