



香港中華基督教青年會
Chinese YMCA of Hong Kong



2024/25

環境、社會及管治 (ESG) 影響力報告
Environmental, Social, and Governance (ESG)
Impact Report

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香港中華基督教青年會簡介 About Chinese YMCA of Hong Kong

香港中華基督教青年會（「青年會」或「本會」或「我們」）是全球基督教青年會運動的一員，又為一建基香港之基督教服務組織，本著「非以役人，乃役於人」之基督精神，聯合同道，推廣天國，致力倡導及培育青年肩負社會責任、關懷祖國、放眼世界；並通過多元化服務、全人發展、對弱勢社群之承擔及推動從個人至社會修和；努力建設一個文明、有愛心的香港。

世界基督教青年會協會總部設於瑞士日內瓦，自創立以來已擴展至全球超過120個國家及地區，建立了龐大的國際網絡。

Chinese YMCA of Hong Kong ("YMCA" or the "Association" or "we") is a Christian service organisation based in Hong Kong as part of the global YMCA movement. The Association is committed to building a civil and compassionate Hong Kong through uniting people with the same spirit to extend the Kingdom of God; fostering youth leadership to shoulder social responsibility with keen concern for the motherland and the world; and promoting multiple service programmes based on holistic personal growth, commitment to the underprivileged and reconciliation extending from self to society.

The World Alliance of YMCAs, headquartered in Geneva, Switzerland, has expanded to over 120 countries and regions worldwide since its founding, establishing an extensive international network.

Chinese YMCA of Hong Kong





總幹事的話 Message from General Secretary



總幹事的話

Message from General Secretary

作為全球基督教青年會運動的一員，青年會一直以基督信仰為根基，把環境、社會和管治（「ESG」）理念視為推動機構可持續發展的核心要素。秉持高度的責任感和前瞻性，本會積極落實相關措施，確保這些理念深入我們的運作之中。在實踐「青年會2030願景」的過程中，本會積極配合四大核心支柱的相關工作，包括：「促進社區全人健康」、「締造豐盛生涯歷程」、「推動可持續發展」以及「提倡和平共融世界」。

As a member of the global YMCA movement, the YMCA has always been rooted in the Christian faith and regards the concepts of Environmental, Social, and Governance ("ESG") as core elements for driving the sustainable development of the organisation. Upholding a high sense of responsibility and forward-looking vision, the Association has actively implemented relevant measures to ensure that these concepts are deeply integrated into our operations. In implementing "YMCA Vision 2030", the Association actively advances work related to its four core pillars, namely "Community Wellbeing", "Meaningful Work", "Sustainable Planet", and "Just World".



2024事工研討會：以「促進社區全人健康」為主題
2024 Staff Symposium: themed "Community Wellbeing"



促進社區
全人健康
Community
Wellbeing



締造豐盛
生涯歷程
Meaningful
Work



推動
可持續發展
Sustainable
Planet



提倡
和平共融世界
Just World

青年會致力將四大核心支柱與ESG理念融入日常運營和戰略規劃之中，為此確立了「青年會2030願景四大支柱關鍵指標」，為所屬支柱各自制定策略目標、關鍵成效、關鍵指標及行動計劃，使我們的每一步發展都能與全球可持續發展的藍圖緊密相連，為社會的進步與繁榮貢獻力量。很高興本會在ESG工作方面取得的成效備受認同，今年更首度在TVB《環境、社會及管治大獎》2024中連獲「ESG最佳表現大獎」及「ESG最佳報告大獎」兩項殊榮。此外，本會亦簽署了由香港中華廠商聯合會主辦的「ESG約章2024」，獲頒發「ESG約章」標誌，以樹立積極推廣、踐行ESG的先行者形象，鼓勵業界一同參與，為創建可持續的未來共同努力。

The YMCA is committed to integrating its four core Pillars and ESG concepts into its daily operations and strategic planning. To this end, it has established the "YMCA Vision 2030 Four Pillars Key Indicators", formulating strategic objectives, key results, key indicators, and action plans for each Pillar. This ensures that every step of our development is closely aligned with the global sustainable development blueprint, contributing to the progress and prosperity of society. We are pleased that the effectiveness of the Association's ESG efforts has been highly recognised, as we were honoured this year, for the first time, with two accolades at the TVB ESG Awards 2024, namely the "Best in ESG Practices" and the "Best in ESG Report". In addition, the Association has also joined the "ESG Pledge Scheme 2024" organised by The Chinese Manufacturers' Association of Hong Kong and was awarded the "ESG Logo", so as to establish a pioneer image in actively promoting and practising ESG, and to encourage the industry to participate together and work collectively towards creating a sustainable future.



ESG約章2024
ESG Pledge Scheme 2024



TVB《環境、社會及管治大獎》2024
TVB ESG Awards 2024

在「促進社區全人健康」方面，青年會秉承基督教愛與關懷的精神，持續以全人關顧回應社區在身、心、靈上的需要。我們一方面致力成為「負責任僱主」，透過完善的職安健機制、心理健康支援及關顧文化，保障同工及義工在安全且重視身心靈健康的環境中服侍；另一方面，透過醫療服務、青少年身心發展、長者照顧及職場健康等多元服務，覆蓋不同年齡及背景的市民。本會繼油麻地基佑綜合醫務中心後，於2024年與香港中文大學中醫學院合作，在尖沙咀增設基佑綜合健康中心，提供職業治療、言語治療及物理治療服務外，更設置感覺統合治療室，支援有需要的學童及其家庭，體現我們在社區醫療及預防保健方面邁向更專業的發展。

In terms of "Community Wellbeing", the YMCA upholds the Christian spirit of love and care, and continues to respond to the physical, mental, and spiritual needs of the community through holistic care. We are committed to being a "responsible employer" through a comprehensive occupational safety and health mechanism, mental health support, and a culture of care. This ensures that our staff and volunteers can serve in a safe environment that values physical, mental, and spiritual health. Simultaneously, we offer diversified services such as medical services, youth physical and mental development, elderly care, and workplace health, catering to citizens of different ages and backgrounds. Following the Yau Ma Tei Kei Yau Integrated Medical Centre, the new TST Kei Yau Integrated Health Centre was jointly established with the School of Chinese Medicine of The Chinese University of Hong Kong in 2024. In addition to providing occupational therapy, speech therapy, and physiotherapy services, the centre is equipped with a sensory integration therapy room to support students in need and their families, reflecting our progress towards more professional development in community medical and preventive healthcare.



「支援同工鬆一鬆活動」
Staff Wellbeing Break



尖沙咀基佑綜合健康中心
TST Kei Yau Integrated Health Centre

「締造豐盛生涯歷程」是青年會伴隨生命成長的重要使命。本會致力為同工、義工及不同階層人士提供多元進修與發展機會，協助他們在服侍及工作中發揮恩賜、實現召命。我們透過完善的同工培訓政策及資助，鼓勵持續專業發展；並藉「YM Volunteer」平台有系統地規劃義工招募、培訓及服務機會，於本年度錄得近17,400名登記義工，總服務時數逾111,000小時，創疫後新高，並在「香港義工獎2024」中獲頒年度十大最高義工時數獎，印證本會義工運動在社區產生深遠影響。同時，本會透過學校教育、青少年職業培訓及社會企業等平台，支援年青人及基層市民發掘潛能及職志，讓他們在學習、工作與服務中經歷具意義的人生歷程。

"Meaningful Work" is an important mission of the YMCA in accompanying life's journey. The Association is committed to providing diverse further education and development opportunities for staff, volunteers, and individuals from different walks of life, assisting them in exercising their gifts and fulfilling their callings in service and work. We encourage continuous professional development through comprehensive staff training policies and subsidies, and systematically plan volunteer recruitment, training, and service opportunities via the "YM Volunteer" platform. During the Year, nearly 17,400 registered volunteers were recorded, with total service hours exceeding 111,000, reaching a post-pandemic high. We were also presented with the "Top Ten Highest Volunteer Hour" Award at the "Hong Kong Volunteer Award 2024", demonstrating the profound impact of our volunteer movement in the community. Meanwhile, through platforms such as school education, youth vocational training, and social enterprises, the Association supports young people and grassroots citizens in discovering their potential and career aspirations, enabling them to experience a meaningful life journey through learning, work, and service.



YM Volunteer 頒章禮 2023-24
YM Volunteer Awards Ceremony 2023-24



香港義工獎2024
Hong Kong Volunteer Award 2024

在「推動可持續發展」方面，面對日益嚴峻的氣候與環境挑戰，青年會不僅關注服務層面的轉變，更從設施及營運模式着手，致力減少自身對環境的足印。除本會持續推行「Project Be W.I.S.E.」計劃預期每年可節省約230萬度電外，同工亦在日常運作中實踐節能減廢、綠色採購等措施，逐步建立更節約、低碳的營運文化。同時，本會參與協辦粵港澳「全國生態日－香港站」，期望透過不同環境教育計劃及社區公眾活動，培育青年及市民對可持續生活方式的認識及承擔，讓環保成為生活習慣及實踐的一部分。

In terms of "Sustainable Planet", in the face of increasingly severe climate and environmental challenges, the YMCA not only focuses on changes at the service level, but also starts from facilities and operational models, striving to reduce its own environmental footprint. In addition to the "Project Be W.I.S.E." programme continuously implemented by the Association, which is expected to save approximately 2.3 million kWh of electricity annually, staff members also practise measures such as energy conservation, waste reduction, and green procurement in daily operations to gradually establish a more economical and low-carbon operational culture. Meanwhile, the Association co-organised the 2024 "National Ecology Day – Hong Kong Tour for Guangdong, Hong Kong and Macau", with the expectation of fostering the awareness and commitment of youth and the public towards sustainable lifestyles through various environmental education programmes and community public activities, making environmental protection a part of daily habits and practices.



粵港澳「全國生態日－香港站」

National Ecology Day – Hong Kong Tour for Guangdong, Hong Kong and Macau

「提倡和平共融世界」則體現青年會對多元共融的重視。本會致力建立多元化、公平及包容的工作環境，於招聘、晉升及管理制度上杜絕任何形式的歧視或不公。我們透過聯青聾人中心、庇護工場及宿舍、長者服務單位、彩暉多元文化中心等，支援不同需要的群體，並設計共融活動及職訓計劃，讓傷健人士、少數族裔及長者都能參與和貢獻社區。本會兩所賓館城景國際及灣景國際於「友商有良」嘉許計劃中獲頒2024年度「卓越企業嘉許狀」，肯定我們在為畢業生及少數族裔創造就業機會方面的努力，亦見證青年會在推動職場及社區共融上的角色。

展望未來，青年會將繼續以「青年會2030願景」為發展方針，善用「四大支柱關鍵指標」的管理框架，定期檢視策略目標、關鍵成效及行動計劃的進展，務求在瞬息萬變的環境中仍能忠於呼召、緊貼社會需要。我們盼望藉著多元服務與事工，持續與持份者攜手，為香港以至世界帶來盼望，在基督精神的引導下，一同邁向可持續的未來。

“Just World” reflects the YMCA’s emphasis on diversity and inclusion. The Association is committed to establishing a diverse, equitable and inclusive work environment, and eliminating any form of discrimination or unfairness in its recruitment, promotion and management systems. We support groups with different needs through the Y’s Men’s Centre for the Deaf, sheltered workshops and hostels, elderly centres, and the Brilliant Multi-cultural Centre, etc., and design inclusive activities and vocational training programmes to enable participation and community contributions from the disabled, ethnic minorities, and the elderly. The Association’s two hostels, The Cityview and The Harbourview, were awarded the “Certificate of Excellence Corporate” in “Partner Employer Award 2024”, recognising our efforts in creating employment opportunities for graduates and ethnic minorities, and witnessing the YMCA’s role in promoting inclusion in the workplace and the community.

Looking ahead, the YMCA will continue to adopt “YMCA Vision 2030” as its development guideline, making effective use of the “Four Pillars Key Indicators” management framework to regularly review the progress of strategic objectives, key results, and action plans, so as to remain faithful to its calling and stay attuned to social needs amidst a rapidly changing environment. Through our diverse services and ministries, we look forward to continuing to join hands with stakeholders to bring hope to Hong Kong and the world, and to move towards a sustainable future together under the guidance of the Christian spirit.



「友商有良」嘉許計劃
Partner Employer Award



青年會2030願景
YMCA Vision 2030



報告摘要

About this Report



匯報原則 Reporting Principles

本會 2024/25 ESG 影響力報告（「本報告」）乃參照香港聯合交易所有限公司（「聯交所」）證券上市規則附錄C2所載環境、社會及管治報告指引（「ESG指引」）及全球報告倡議組織（「GRI」）標準 2021 所編製。有關參考上述報告準則的詳情，請參閱本報告的附錄中的「聯交所ESG指引內容索引表」及「GRI標準內容索引表」。根據ESG指引，本報告遵循以下匯報原則：

This 2024/25 ESG Impact Report (the "Report") of YMCA has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the "ESG Guide") set out in Appendix C2 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Stock Exchange") and the Global Reporting Initiative ("GRI") Standards 2021. For details regarding references to the above reporting standards, please refer to the "Stock Exchange's ESG Reporting Guide Content Index" and the "GRI Content Index" in the appendix of this Report. According to the ESG Guide, this Report adheres to the following reporting principles:

匯報原則 Reporting principles	釋義 Definitions	匯報原則的應用 Application of the reporting principles
重要性 Materiality	報告組織應披露(i)識別重要ESG因素的過程及選擇這些因素的準則；(ii)已識別的重要持份者類別及持份者參與的過程及結果。 The reporting organisation should disclose (i) the process to identify and the criteria for the selection of material ESG factors; (ii) a description of significant stakeholders identified, and the process and results of stakeholder engagement.	本會已透過重要性評估，釐定各種ESG事宜對本會及對持份者的重要性。根據評估結果，本會識別重大ESG事宜，並於本報告中對該等事宜作出重點披露。有關更多詳細資訊，請參閱「我們的持份者」及「重要性評估」兩節。 The Association has determined the materiality of various ESG issues to the Association and to its stakeholders through a materiality assessment. Based on the assessment results, the Association identified material ESG issues and has provided focused disclosures in this Report. For further details, please refer to the sections headed "Our Stakeholders" and "Materiality Assessment".
量化 Quantitative	關鍵績效指標（「KPI」）須可予計量，報告組織應明確說明其計算標準及方法，並在適當的情況下提供比較數據。 Key Performance Indicators ("KPIs") need to be measurable. The reporting organisation should clearly specify the calculation standards and methodologies, and provide comparative data when appropriate.	本會已於附註中披露在計算本報告相關KPI數據時所用的標準及方法以及適用假設。 The Association has disclosed in the notes the standards, methods, and applicable assumptions used in calculating the relevant KPI data in this Report.

匯報原則 Reporting principles	釋義 Definitions	匯報原則的應用 Application of the reporting principles
平衡 Balance	報告應當不偏不倚地呈報告組織的表現，避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。 The report should provide an unbiased picture of the reporting organisation's performance, avoiding selections, omissions, or presentation formats that may inappropriately influence a decision or judgement by the report reader.	本報告以客觀、不偏不倚的方式進行匯報，確保披露的資訊如實反映本會於ESG方面的整體表現。 This report is based on an objective and impartial manner to ensure that the information disclosed faithfully reflects the overall performance of the Association in ESG aspects.
一致性 Consistency	報告組織應使用一致的披露統計方法，令ESG表現日後可作有意義的比較。 Reporting organisations should use consistent disclosure statistics to enable meaningful comparisons of ESG performance in the future.	本報告所採用的編制方法與過往基本一致，以進行有意義比較。倘若存在任何可能會影響與過往報告的比較之變動，本會將說明相應內容。 The preparation methodologies applied to this report were substantially consistent with the past to allow meaningful comparisons. If there are any changes that may affect comparisons with previous reports, the Association will explain the corresponding content.

匯報範圍 Reporting Scope

本報告涵蓋本會於2024年4月1日至2025年3月31日期間（「本年度」、「報告期間」或「2024/25」），涉及ESG方面的願景、措施、活動和表現。本報告的匯報範圍與本會截至2025年3月31日年度年報（「2024/25年報」）的匯報範圍一致，主要涵蓋本會在香港的服務單位，例如會所、宿舍、庇護工場、營地、學校、醫務中心及兩間賓館－灣景國際及城景國際。部分環境及社會數據僅涉及本會的部分單位，相關數據的範圍將於附註中解釋說明。本會將持續評估不同服務或其主要服務單位的ESG影響，並在適用情況下擴大披露範圍。

如欲了解更多本會的資訊或財政狀況，請參閱2024/25年報或網站：ymca.org.hk。

This report covers the vision, measures, activities and performance of YMCA in respect of ESG for the period from 1 April 2024 to 31 March 2025 (the "Year", the "Reporting Period" or "2024/25"). The reporting scope of this report is consistent with the reporting scope of the annual report of the Association for the year ended 31 March 2025 ("2024/25 Annual Report"), mainly covering the service units of the Association in Hong Kong, such as centres, subsidised hostels, sheltered workshops, camps, schools, medical centres, and two hostels – The Harbourview and The Cityview. Certain environmental and social data pertain only to specific units of the Association, and the scope of the relevant data will be explained in the notes. The Association will continuously assess the ESG impact of various services or its major service units, and expand the scope of disclosure where applicable.

For further information on the Association or our financial position, please refer to the 2024/25 Annual Report or our website: ymca.org.hk.



各人要照所得的恩賜彼此服事，作神百般恩賜的好管家。

彼得前書4章10節

Each of you should use whatever gift you have received to serve others, as faithful stewards of God's grace in its various forms.

1 Peter 4:10

管治及營運 Governance and Operations



可持續發展管治 Sustainability Governance

本會的營運建基於穩健的管治。嚴謹的管治架構和清晰的責任分配使本會能履行可持續發展策略中概述的承諾，而有效的可持續發展管理需要堅定的領導、明確的方向和策略性影響力。在董事會的領導下，我們確保本會能在按照創立宗旨推進工作的同時，以切合道德、法律和負責任、可持續的方式運作。本會一直對於董事會成員感到自豪，成員均為充滿熱誠和克盡己任的社會賢達，為青年會奉獻自己的餘暇和專業知識。董事會亦提供信託監管，對於青年會的運作進行檢討及改進，建立願景、目標、策略及籌集所需資源，讓本會可對焦迫切的社會議題，對社會帶來長遠影響。我們董事會成員的名單已刊載在2024/25年報內。

The operations of the Association are built on sound governance. A rigorous governance structure and clear allocation of responsibilities enable the Association to fulfil the commitments outlined in its sustainability strategy, while effective sustainability management requires firm leadership, clear direction, and strategic influence. Under the leadership of the Board of Directors, we ensure that the Association can advance its work in accordance with its founding purposes while operating in an ethical, legal, responsible, and sustainable manner. The Association has always taken pride in the members of its Board of Directors, all of whom are distinguished members of the community who are passionate and dedicated, and who devote their leisure time and professional expertise to the YMCA. The Board of Directors also provides fiduciary oversight, reviews and improves the operations of the YMCA, establishes the vision, goals, and strategies, and raises the necessary resources, enabling the Association to focus on urgent social issues and bring about a long-term impact on society. The list of members of our Board of Directors has been set out in the 2024/25 Annual Report.



2024 年度周年會員大會
Annual General Meeting 2024

為落實本會對可持續發展的策略及承諾，並全面支持董事會制定的可持續營運方針，本會的ESG工作由總幹事全面負責，致力在各項程序活動及服務中融入ESG元素，於營運上實踐可持續發展。此外，本會亦成立了影響力報告專案小組，進行具體執行和跨部門協調ESG工作。該小組由青年會領導團隊的成員（總監及助理總監）以及各相關部門的核心成員組成。影響力報告專案小組負責本會重要性評估、ESG資料和數據的收集、追蹤本會ESG目標的進度等，並直接向總幹事匯報ESG相關事宜。本會亦委任了專業顧問公司協助進行ESG數據的收集及分析、重要性評估問卷的編製及影響力報告的擬備等工作。本會的可持續發展管治結構如下：

To implement the Association's strategies and commitments to sustainable development, and to fully support the sustainable operation policies formulated by the Board of Directors, the General Secretary has overall responsibility for the Association's ESG work, striving to integrate ESG elements into various activities and services to practise sustainable development in operations. In addition, the Association has also established an Impact Report Working Group to carry out specific implementation and cross-departmental coordination of ESG work. The group is composed of members of the YMCA leadership team (Chief Officers and Assistant Chief Officer) as well as core members from various relevant departments. The Impact Report Working Group is responsible for the Association's materiality assessment, the collection of ESG information and data, and tracking the progress of the Association's ESG targets, etc., and reports directly to the General Secretary on ESG-related matters. The Association has also appointed a professional consultancy firm to assist in tasks such as the collection and analysis of ESG data, the preparation of materiality assessment questionnaires, and the preparation of impact reports. The Association's sustainability governance structure is as follows:



可持續發展策略 Sustainability Strategy

「青年會2030願景」是基督教青年會全球響應的未來策略，於2022年7月在丹麥舉行的第20屆青年會世界大會上通過。「青年會2030願景」作為各地青年會共同發展的策略藍圖，致力賦權予社區和青年，構建一個公正、可持續、平等和共融的世界。為實現「青年會2030願景」，世界各地的青年會均致力推動四大核心支柱作為機構的發展方向，包括：促進社區全人健康、締造豐盛生涯歷程、推動可持續發展及提倡和平共融世界。為此，本會在本年度推出的事工活動，亦積極回應這四大服務發展方向，並且與聯合國可持續發展目標（「SDGs」）互扣連，為我們的會友及服務對象提供適切的服務。

“YMCA Vision 2030” is a forward-looking strategy for YMCAs worldwide, as endorsed at the 20th YMCA World Council in July 2022 in Denmark. As a strategic blueprint for the collective development of YMCAs worldwide, “YMCA Vision 2030” is committed to empowering communities and youth to build a just, sustainable, equitable, and inclusive world. To achieve “YMCA Vision 2030”, YMCAs worldwide are committed to promoting four core pillars as the organisation’s development direction, including: Community Wellbeing, Meaningful Work, Sustainable Planet, and Just World. To this end, the ministry activities launched by the Association during the year also actively responded to these four major service development directions and were linked with the United Nations Sustainable Development Goals (“SDGs”) to provide appropriate services for our members and service users.



實現青年會2030願景 同心推動世界可持續發展

Realising YMCA Vision 2030, Working Together for the Sustainable Development of the World

VISION 2030

可持續發展目標 Sustainable Development Goals

1



促進社區
全人健康
Community
Wellbeing



良好健康與福祉
Good health
and well-being



優質教育
Quality education



可持續城市及社區
Sustainable cities
and communities

2



締造豐盛
生涯歷程
Meaningful
Work



消除貧窮
No poverty



良好健康與福祉
Good health
and well-being



優質教育
Quality education



體面工作和經濟增長
Decent work and
economic growth



產業、創新與
基礎設施
Industry, innovation
and infrastructure

3



推動
可持續發展
Sustainable
Planet



優質教育
Quality education



經濟適用的清潔能源
Affordable and
clean energy



減少不平等
Reduced
inequalities



可持續城市及社區
Sustainable cities
and communities



負責任消費生產
Responsible
consumption and
production



氣候行動
Climate action



水下生物
Life below water



陸地生物
Life on land

4



提倡
和平共融世界
Just World



消除貧窮
No poverty



零飢餓
Zero hunger



優質教育
Quality education



性別平等
Gender equality



清潔飲水和衛生設施
Clean water and
sanitation



減少不平等
Reduced
inequalities



和平、正義與
強大機構
Peace, justice and
strong institutions



促進目標實現的
夥伴關係
Partnerships for
the goals

為了實現這些願景，青年會將按照世界基督教青年會協會方針，以內部轉型、社區賦權及全球倡導三個戰略目標為基礎，在日常營運中推動四大支柱。

In order to achieve these visions, the YMCA will promote the four pillars in its daily operations based on the three strategic goals of internal transformation, community empowerment, and global advocacy in accordance with the guidelines of the World Alliance of YMCAs.

戰略目標 Strategic goals	行動 Actions
內部轉型 以身作則，確保青年會成為四個支柱的倡導者 Internal Transformation <i>Doing it ourselves first – “practice what you preach”, ensuring YMCA becomes an advocate for the four Pillars of Impact</i>	• 優先考慮員工和義工的福祉 • 為員工提供有意義的就業和終身學習機會 • 使青年會營運實現氣候中和 • 於青年會內部建立多元、公平和包容的文化 • Prioritise the wellbeing of employees and volunteers • Provide employees with meaningful employment and lifelong learning opportunities • Achieve climate neutrality for the operations of the YMCA • Establish a culture of diversity, equity and inclusion within the YMCA
社區賦權 根據當地需求賦權年輕人和社區 Community Empowerment <i>Empowering youth and communities based on local needs</i>	• 透過醫療服務和活動提升青年和公眾的身心健康意識及水平 • 向青年和社區提供教育、培訓和就業機會 • 透過教育和宣傳活動提升服務使用者環保意識 • 賦權青年成為和平推動者和變革行動者 • Enhance the awareness and level of physical and mental health of youth and the public through medical services and activities • Provide education, training and employment opportunities to youth and the community • Enhance the environmental awareness of service users through education and advocacy activities • Empower youth to become peace advocates and transformative activists
全球倡導 聆聽並支持年輕人和社區的聲音 Global Advocacy <i>Championing voices of young people and the community</i>	• 倡導保護青年免受傷害的政策 • 倡導促進每個人獲得體面和有意義工作的政策 • 倡導包容及公正的氣候轉型政策 • 倡導促進社會平等的政策 • Advocate for policies that protect youth from harm • Advocate for policies that promote access for everyone to decent and meaningful work • Advocate for inclusive and just climate transition policies • Advocate for policies that promote social equality

為更有效推動「青年會2030願景」，本會在2024年1月於行政會議確立了本會的「Vision 2030工作小組」，明確制定成員架構及職權範圍。於2024年7月的行政會議上，本會確立四大支柱制定策略目標及關鍵成效的指標，以推動本會未來的服務發展。

To more effectively promote "YMCA Vision 2030", the Association established its "Vision 2030 Working Group" at the Executive Committee meeting in January 2024, and clearly formulated the membership structure and terms of reference. At the Executive Committee meeting in July 2024, the Association established the strategic objectives and key results indicators for the four Pillars to drive the future service development of the Association.



促進社區全人健康

Community Wellbeing

提升員工對身心靈健康的認知

Increasing staff awareness of physical, mental and spiritual wellbeing

- 提升前線同工參與身心靈健康培訓的比例
- 提升前線同工對身心靈健康的知識水平
- 增加同工對身心靈健康與運動正面關係的認識和知識
- Increase the proportion of frontline staff participating in holistic wellbeing training
- Enhance frontline staff's knowledge level regarding physical, mental and spiritual wellbeing
- Strengthen staff's understanding and knowledge of the positive relationship between holistic wellbeing and exercise

推動身心靈健康政策及服務發展

Promoting holistic wellbeing policies and service development

- 成立 Community Wellbeing 工作小組及邀請各核心服務代表參與
- 了解服務對象的身心健康狀況並制定相應的服務發展方向
- 推動創新並具有社會影響力的全港性身心靈計劃
- Establishment of the Community Wellbeing working group and invitation of representatives from various core services to participate
- Understand the physical and mental health status of service users and formulate corresponding service development directions
- Promote a territory-wide physical, mental, and spiritual health programme that drives innovation and social impact

加強各專業及跨界別協作

Strengthening professional and cross-sector collaboration

- 建立與專業跨界別合作的網絡
- 加強專業跨界別研討和服務合作，提升身心靈健康服務的質量
- Build networks for collaboration with professionals and cross-sector partners
- Enhance cross-professional and cross-sectoral seminars and service collaboration to improve the quality of holistic wellbeing services

提供多專業情緒支援與輔導

Providing multi-disciplinary emotional support and counselling

- 建立多專業協作平台，促進跨專業團隊合作，提供綜合情緒支援和輔導服務
- Establish a multi-disciplinary collaboration platform to promote cross-professional team cooperation and provide integrated emotional support and counselling services

倡議多元面向服務，提高社會對精神健康的關注和理解

Advocating multi-faceted services and raising public awareness of mental health

- 推動及建立社區與社會資源合作
- 提升多元面向服務的影響力和效果
- 透過媒體和網絡平台推廣心理健康相關的知識
- 提高社會對心理健康知識的認知和理解
- Promote and develop collaboration between community and wider social resources
- Enhance the impact and effectiveness of multi-faceted services
- Promote knowledge related to mental health through media and online platforms
- Increase public awareness and understanding of mental health



締造豐盛生涯歷程

Meaningful Work

建設智慧辦公環境，提升工作效率

Building a smart office environment to enhance work efficiency

- 推出電子化的審批流程管理系統
- 減少重複工序，增加工作效能
- Launch an electronic approval workflow management system
- Reduce redundant processes and increase work efficiency

建立內部資訊共享平台，讓同工有效使用會內資源

Establishing an internal information-sharing platform to enable effective use of organisational resources

- 同工透過線上共享平台配對相關會內服務，從而建立更有效的內需網絡
- Through the online sharing platform, staff can match and connect with relevant in-house services, thereby building a more efficient internal demand network



為同工提供專業培訓以提升技能

Providing professional training to enhance staff skills

- 推出線上自修培訓課程，讓新入職同工盡快掌握工作相關技能
- 讓同工能在各自崗位發揮所學知識，提升服務質素
- Launch online self-study training courses to enable new recruits to master workrelated skills as soon as possible
- Enable staff to apply their knowledge in their respective positions and enhance service quality

關注同工精神健康

Caring for staff mental health

- 舉辦員工關懷活動
- 了解同工精神健康狀況
- Organise employee care activities
- Understand the mental health status of staff

為青少年提供生涯規劃指導及增強就業能力

Providing career planning guidance and enhancing employability for youth

- 為青少年提供引導生涯規劃的工作
- 為青少年提供工作軟技巧，包括人際關係、解難及決策等
- Provide youth with guidance on life and career planning
- Equip youth with workplace soft skills such as interpersonal communication, problem-solving and decision-making

倡議無酬工作的社會價值

Advocating the social value of unpaid work

- 鼓勵社會尊重及支援無酬工作的意義
- 提供合適的服務
- Encourage the society to respect and support the significance of unpaid work
- Provide appropriate services



推動可持續發展 Sustainable Planet

建立機構綠色形象，持續節能減碳

Building a green institutional image and continuously reducing energy use and carbon emissions

- 持續監察及追蹤內部碳排放
- 按照本會不同服務種類，設立減碳目標
- Continuously monitor and track internal carbon emissions
- Set carbon-reduction targets according to the different types of services

提高公眾環保意識

Raising public environmental awareness

- 舉辦定期或參與外間環保主題活動
- Organise regular or participate in external environmentally friendly themed activities

建立綠色營地，打造生態旅遊景點

Developing green campsites and create eco-tourism attractions

- 提升營地在環保項目人力資源
- 提升營地綠色活動質量及生物多樣性元素
- 發展營地成為生態旅遊點
- Enhance human resources for environmental protection projects at the campsite
- Improve the quality of green activities and biodiversity elements at the campsite
- Promote the campsite to become one of the ecotourism spots

回應及推動政府環保政策

Responding to and promoting government environmental policies

- 定期回應環保相關諮詢文件及參與不同約章
- 進行與環保相關的調查研究及倡議
- Regularly respond to environmental-related consultation papers and participate in various charters
- Conduct environmental-related research and advocacy



建立共融的工作環境及社區

Creating an inclusive workplace and community

- 增加聘請新到港／非華裔／殘疾人士擔任合適職位
- 鼓勵單位提供彈性工作安排予有特別需要同工
- 提供雙語版本的內部重要政策文件
- 增加內部同工培訓，學習接待聽障人士的技巧
- Increase the recruitment of New Arrivals/non-ethnic Chinese/persons with disabilities to hold suitable positions
- Encourage units to provide flexible work arrangements for staff with special needs
- Provide bilingual versions for important policy documents
- Strengthen internal staff training on how to interact with and serve people with hearing impairments

促進多元文化共融

Promoting multicultural inclusion

- 舉辦多元文化活動及共融義工服務
- 定期透過問卷調查探討多元文化共融的相關議題
- Organise multicultural activities and inclusive volunteer services
- Regularly conduct surveys to explore issues related to multicultural inclusion

提升長者數碼科技應用的能力

Enhancing older people's digital literacy and use of gerontechnology

- 舉辦長者數碼、樂齡科技產品或小程序應用訓練的活動及網上支援
- Organise activities and online support to train older people in using digital tools, gerontechnology products and related applications

向政府倡議少數族裔政策

Advocating ethnic minority policies to the Government

- 於社聯層面每年跟進及提出改善少數族裔政策意見
- 每年出席平等機會委員會對話，反映少數族裔意見
- 成立少數族裔組成小組，參與政府意見諮詢
- Follow up on and propose recommendations for improving ethnic minority policies at the HKCSS level annually
- Attend the Equal Opportunities Commission dialogues annually to reflect the opinions of ethnic minorities
- Establish a group composed of ethnic minorities to participate in government consultations

現時我們的服務主要幫助本會及持份者實現下列可持續發展目標：



良好健康與福祉 Good health and well-being

我們透過醫療服務、福音分享、輔導工作及康體活動，改善公眾的生理、精神和靈性健康。我們亦注重營造安全和積極健康的工作環境，確保同工身心健康得到全面保障。

We improve the physical, mental, and spiritual health of the public through medical services, gospel sharing, counselling work, and recreational and sports activities. We also focus on creating a safe, positive, and healthy work environment to ensure that the physical and mental health of our colleagues is fully protected.



減少不平等 Reduced inequalities

我們為有需要人士提供多元化的就業及社交發展機會，致力促進不同社會群體之間的融合和互動，消除社會隔閡和歧視，實現社會的和諧與共同發展。

We provide diverse employment and social development opportunities for people in need, and are committed to promoting integration and interaction among different social groups, eliminating social barriers and discrimination, and achieving social harmony and common development.



優質教育 Quality education

我們提供優質的幼稚園、小學、中學及職業培訓教育，培育和啟發兒童及青少年，確保下一代能獲得相關的知識和技能，裝備自己，為將來就業、尋找有意義的工作或創業做好準備。

We provide high-quality kindergarten, primary, secondary, and vocational training education to nurture and inspire children and youth, ensuring that the next generation can acquire relevant knowledge and skills to equip themselves and prepare for future employment, seeking meaningful work, or entrepreneurship.



氣候行動 Climate action

我們採用可再生能源及優化能耗設備，積極減低自身碳排放。我們亦通過評估氣候風險，分析對基礎設施、供應鏈和社區的潛在影響，從而制定有效的應對策略，增強韌性與適應能力。

We utilise renewable energy and optimise energy-consuming equipment to actively reduce our own carbon emissions. We also formulate effective response strategies to enhance resilience and adaptability by assessing climate risks and analysing potential impacts on infrastructure, supply chains, and communities.

5 性別平等 Gender equality

我們轄下的社會企業向單親媽媽、基層媽媽、新來港婦女及金齡媽媽提供培訓及工作機會，讓每位婦女發揮潛能，協助她們重投勞動市場，實現自身價值。

Our social enterprises provide training and job opportunities to single mothers, grassroots mothers, newly arrived women, and women of golden age, enabling every woman to unleash her potential, assisting them in re-entering the labour market, and realising their self-worth.

8 體面工作和經濟增長 Decent work and economic growth

我們的庇護工場及社會企業為有需要人士，如外展青年、弱能人士、基層婦女等提供平等就業機會和工作經驗，並給予與市場相符的薪酬福利水平，幫助有需要人士跨越在求職時所面對的重重障礙。

Our sheltered workshops and social enterprises provide equal employment opportunities and work experience for people in need, such as outreaching youth, people with disabilities, and grassroots women, and offer remuneration and benefits levels consistent with the market, helping people in need overcome the numerous obstacles they face when seeking employment.

16 和平、正義與強大機構 Peace, justice and strong institutions

我們致力於建立透明和負責任的管治架構，促進內部管理的效率。我們亦積極推動社會共融，增強公眾對公義、人權和包容性的認識，以建設和平、文明、具同理心的社會。

We are committed to establishing a transparent and accountable governance structure to promote the efficiency of internal management. We also actively promote social inclusion and enhance public awareness of justice, human rights, and inclusiveness, in order to build a peaceful, civilised, and empathetic society.

17 促進目標實現的伙伴關係 Partnerships for the goals

作為全球基督教青年會運動的一份子，我們與世界各地的青年會緊密合作，透過共享知識和資源，建立強大的伙伴關係，促進相互支持和學習，以共同應對當前的全球挑戰並帶來正面改變。

As part of the global YMCA movement, we work closely with YMCAs around the world to build strong partnerships through the sharing of knowledge and resources, promoting mutual support and learning to collectively address current global challenges and bring about positive change.

為了持續監察及改善本會的可持續發展策略，我們每年均會進行影響力評估，以評估本會的服務成效。有關本年度的服務影響力評估結果，請參考各章節及附錄中的「服務影響力評估結果」。

In order to continuously monitor and improve the Association's sustainable development strategy, we conduct impact assessments annually to evaluate the effectiveness of the Association's services. For the results of the service impact assessment for the year, please refer to "Service Impact Assessment Results" in each section and the appendices.

於本年度，本會先後獲得以下表列的ESG獎項，反映本會在可持續發展範疇上的表現備受肯定，致力與一眾持份者及業界攜手推動本港社會的可持續發展。

During the Year, the Association received the ESG awards listed below, reflecting the recognition of the Association's performance in the field of sustainable development and its commitment to working with stakeholders and the industry to promote the sustainable development of Hong Kong society.

ESG 獎項 ESG Award	頒發機構 Issuer
香港環境、社會及管治報告大獎—「最佳非上市公司可持續發展報告嘉許獎」及「卓越社會成效獎嘉許獎」	香港ESG報告大獎(HERA)
Hong Kong ESG Reporting Awards – "Best Sustainability Report for Non-listed Company Commendation" and "Excellence in Social Positive Impact Commendation"	Hong Kong ESG Reporting Awards (HERA)
「環境、社會及企業管治成就大獎2023/2024」—傑出環境、社會、企業管治大獎(非牟利機構／非營利組織)白金獎	環境社會企業管治及基準學會
"ESG Achievement Awards 2023/2024 –Outstanding ESG Awards (NGO/NPO) Platinum Award"	Institute of ESG & Benchmark
TVB《環境、社會及管治大獎》2024—「ESG最佳表現大獎」及「ESG最佳報告大獎」	電視廣播有限公司
TVB ESG Awards 2024 – "Best in ESG Practice" and "Best in ESG Report"	Television Broadcasts Limited (TVB)



ESG 獎項
ESG Awards

我們的持份者

Our Stakeholders

內部持份者，包括董事會成員、員工及義工等，對推動本會運作和發展具有重大影響。而外部持份者，如服務使用者、顧客及捐款人或團體等，除了協助本會推展工作外，亦對界定本會服務的重點和方向有著直接或間接影響。鑑於本會於本年度的運作與去年大致相同，我們認為各個持份者組別的主要關心事項維持不變，詳見下表：

Internal stakeholders, including members of the Board of Directors, employees, and volunteers, have a significant impact on driving the operations and development of the Association. External stakeholders, such as service users, customers, and donors or donor groups, not only contribute to the Association's efforts, but also exert a direct or indirect influence on shaping the focus and direction of its services. Given that the operations of the Association during the Year remained broadly the same as last year, we consider that the key concerns of each stakeholder group remain unchanged, as detailed in the table below:

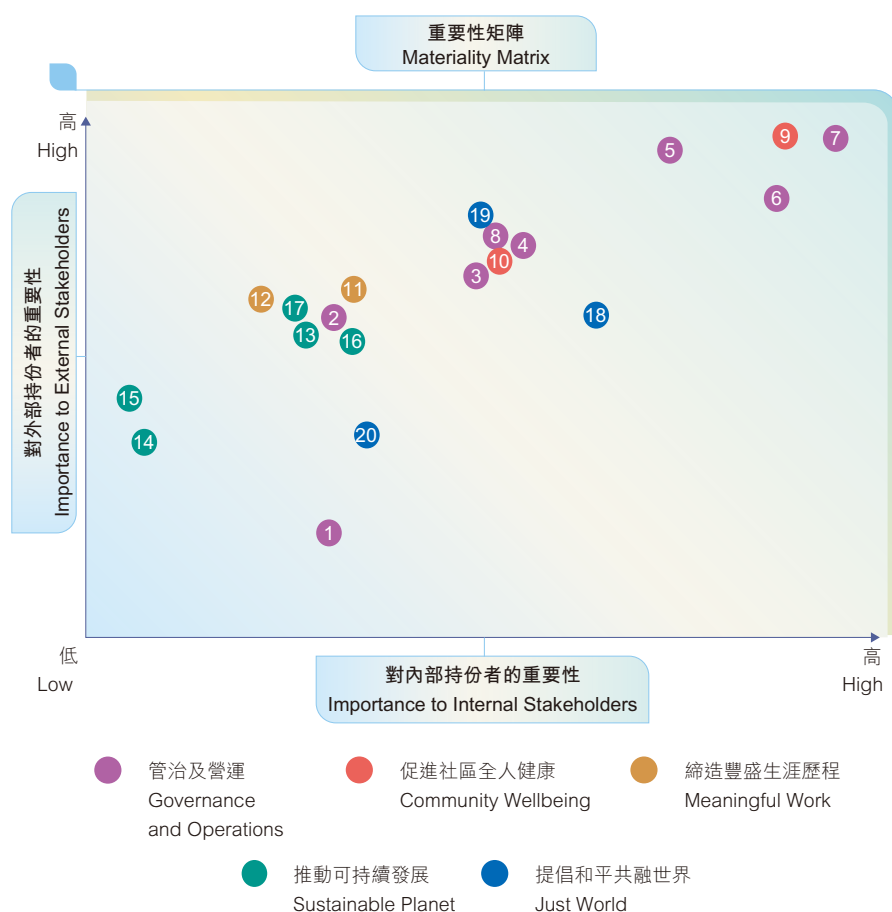
內部持份者 Internal stakeholders	主要關注事項 Major concerns	
董事會成員 Board of Directors	- 監管合規 - 私隱及資料保護 - 基督教價值	- Regulatory compliance - Privacy and data protection - Christian values
同工及義工 Staff and volunteers	- 健康及安全 - 私隱及資料保護 - 服務質素	- Health and safety - Privacy and data protection - Service quality
外部持份者 External stakeholders	主要關注事項 Major concerns	
兒童及青少年 Children and youth	- 健康及安全 - 服務質素 - 私隱及資料保護	- Health and safety - Service quality - Privacy and data protection
長者 Elderly	- 健康及安全 - 私隱及資料保護 - 社會共融	- Health and safety - Privacy and data protection - Social inclusion
顧客(賓館、營地、會所) Customers (Hostels, camps, centres)	- 服務質素 - 私隱及資料保護 - 健康及安全 - 監管合規	- Service quality - Privacy and data protection - Health and safety - Regulatory compliance
基金贊助人及捐款者 Funders and donors	- 財務管理 - 可持續發展管治	- Financial management - Sustainability governance

重要性評估

Materiality Assessment

本會參考報告指引、服務內容及宗旨，識別共20項可反映本會可持續發展的議題，以提升本報告的準確性及透明度。去年，我們向上述六個持份者組別派發網上問卷，邀請他們評估各可持續發展議題的重要性，以助本會更有效地識別和管理較重要的議題並作出相應披露，同時為來年訂立行動綱要提供重要參考材料。隨後，我們將外部及內部持份者的評分結果進行分類，並排列議題的優先次序，制定了以下重要性矩陣。於本年度，鑑於本會的運作與去年大致相同，我們沿用了該重要性矩陣以作參考。

With reference to the reporting guidelines, service content, and objectives, the Association has identified a total of 20 issues that reflect our sustainable development, so as to enhance the accuracy and transparency of this Report. Last year, we distributed online questionnaires to the aforementioned six stakeholder groups, inviting them to assess the importance of various sustainability issues. This assists the Association in identifying and managing more important issues more effectively and making corresponding disclosures, while providing valuable reference materials for establishing the action plan for the coming year. Subsequently, we categorised the scoring results from external and internal stakeholders and prioritised the issues to develop the following materiality matrix. During the Year, given that the operations of the Association remained substantially the same as last year, we have adopted this materiality matrix for reference.



重要議題 Material Topics	描述 Description
1. 基督教價值 Christian values	本會如何在社會、教育、醫療等服務中宣揚和實踐基督教價值 How the Association promotes and practises Christian values in its social, educational, medical and other services
2. 公開透明披露 Open and transparent disclosure	本會如何公開披露經營、財務和ESG相關資訊，令不同持份者能夠清晰地了解機構可持續發展的貢獻情況 How the Association publicly discloses operational, financial and ESG-related information to enable different stakeholders to clearly understand the institution's contribution to sustainable development
3. 可持續發展管治 Sustainability governance	本會監督和領導可持續發展的組織架構以及其可持續發展策略 The Association's organisational structure for overseeing and leading sustainable development and its sustainability strategy
4. 財務管理 Financial management	本會如何管理和運用資源，以確保資金的有效利用、籌款透明度及本會的財務穩健 How the Association manages and utilises resources to ensure the effective use of funds, fundraising transparency, and the financial soundness of the Association
5. 服務質素 Service quality	本會如何通過規範的政策和程序以保持並逐步提高服務的品質和水準 How the Association maintains and progressively improves the quality and standard of services through standardised policies and procedures
6. 監管合規 Regulatory compliance	本會如何確保其營運的各個方面均遵守並符合相關法律法規，包括僱傭、服務、產品及環境保護等等 How the Association ensures that all aspects of its operation comply with and conform to relevant laws and regulations, including employment, services, products, and environmental protection, etc.
7. 私隱及資料保護 Privacy and data protection	本會如何監察個人資料收集、使用及披露程序以保障同工、義工、顧客及服務使用者的私隱及個人資料 How the Association monitors the collection, use and disclosure of personal data to protect the privacy and personal data of staff, volunteers, customers and service users

重要議題 Material Topics	描述 Description
8. 意見及投訴處理 Feedback and complaint management	本會如何接受、記錄、分析和處理來自顧客、服務使用者、同工、義工或其他持份者的意見及投訴 How the Association receives, records, analyses and handles feedback and complaints from customers, service users, employees, volunteers or other stakeholders
9. 同工及義工的健康與安全 Health and safety of employees and volunteers	本會如何保障同工及義工的職業健康和 safety How the Association protects the occupational health and safety of employees and volunteers
10. 促進社區健康 Promote community health	本會如何透過其醫療服務和各式活動以提升公眾的健康意識及水平 How the Association enhances public health awareness and standards through its medical services and various activities
11. 同工及義工的培訓與發展 Training and development of employees and volunteers	本會如何提升同工及義工履行其工作職責的知識和技能，並促進其個人發展 How the Association enhances the knowledge and skills of employees and volunteers in performing their job duties and promotes their personal development
12. 社區教育、培訓及就業機會 Community education, training and employment opportunities	本會如何為公眾提供教育、培訓和就業機會的活動和資源 Activities and resources on how the Association provides education, training and employment opportunities for the public
13. 能源管理 Energy management	本會如何有效地規劃、監控和控制能源資源的使用，以提高能源效率、降低能源成本和減少環境影響 How the Association effectively plans, monitors and controls the use of energy resources to improve energy efficiency, reduce energy costs and minimise environmental impacts
14. 氣候行動 Climate action	本會如何識別和管理氣候相關風險及機遇，並採取相應的行動和政策以應對氣候變化 How the Association identifies and manages climate-related risks and opportunities, and takes corresponding actions and policies to address climate change
15. 水資源管理 Water management	本會如何有效地利用和節約水資源 How the Association effectively utilises and conserves water resources

重要議題 Material Topics	描述 Description
16. 廢物管理 Waste management	本會如何對廢棄物進行有效的收集、處理、回收和處置 How the Association carries out effective collection, treatment, recycling and disposal of waste
17. 環保教育 Environment education	本會如何通過教育和宣傳活動，向公眾傳達環境保護的知識、意識和行動 How the Association communicates environmental protection knowledge, awareness, and actions to the public through education and publicity activities
18. 多元化、公平及包容的工作場所 Diverse, equitable and inclusive workplace	本會如何建設一個多元化、公平及包容的工作環境，消除職場歧視 How the Association builds a diverse, equitable and inclusive work environment and eliminates workplace discrimination
19. 社會共融 Social inclusion	本會如何促進不同社會群體之間的融合和互動，消除社會隔閡和歧視，實現社會的和諧與共同發展 How the Association promotes integration and interaction among different social groups, eliminates social barriers and discrimination, and achieves social harmony and common development
20. 世界公民 Global citizenship	本會如何培養具有全球意識的青年，令其關注全球事務、尊重不同文化和價值觀，推動全球合作 How the Association cultivates globally conscious young people who care about global affairs, respect different cultures and values, and promote global cooperation

財務管理 Financial Management

籌款

青年會除了以恆常的政府資助維持營運開支外，企業和公眾的熱心捐助亦讓我們能夠擴展會務以觸及更多社群，從而開拓更多元化的事工。現時我們不但定期與捐款企業及組織保持溝通，了解他們對青年會的意見，亦會主動約見合適的企業或人士交流，以探索不同合作機會。

根據社會福利署「服務質素標準七：財政管理」，本會在接收現金及物資捐助前，均需簽署表格；在獲得管理層簽批後，才會接受有關捐贈。同時，「財務管理手冊」在處理捐贈和籌款方面也有嚴格的規定。就指明特定用途之現金捐款，我們會將有關捐款交予指定受助單位作籌辦活動之用，並全程跟進向捐贈者匯報捐款使用情況，活動後亦有評檢報告，以總結活動成效。就物資捐贈，我們會按單位的需要而分配物資，單位接收物資時需簽署作紀錄。

Fundraising

In addition to maintaining operating expenses through regular government funding, enthusiastic donations from corporations and the public also enable the YMCA to expand its services to reach more communities, thereby developing more diversified ministries. Currently, we not only maintain regular communication with donating enterprises and organisations to understand their views on the YMCA, but also proactively arrange meetings with suitable enterprises or individuals for exchange to explore various collaboration opportunities.

In accordance with the Social Welfare Department's "Service Quality Standard 7: Financial Management", the Association must complete signed forms prior to accepting donations in cash or in kind; such donations will only be accepted after obtaining approval from the management. Meanwhile, the "Financial Management Manual" also contains strict regulations regarding the handling of donations and fundraising. Cash donations specified for particular purposes will be handed over to the relevant donations to the designated beneficiary units for the purpose of organising activities. We will follow up on and report the status of the use of donations to the donors throughout the process, and provide an evaluation report after the activities to summarise the effectiveness. In-kind donations will be allocated according to the needs of each unit. Upon receiving the supplies, the units are required to sign for record-keeping purposes.



本會不定期就個別企劃發佈籌款活動。本會規定所有本會屬下各小組及工區／單位不得以本會名義向外進行任何慈善募捐。如需籌募基金或作任何慈善捐活動，須根據會方所定批簽權限預先獲核後，方可進行。若籌款以售賣門券或獎券形式進行，門券或獎券之印發應根據收入及收據處理。單位不得私下印製門券或獎券。所有未賣出之門券或獎券均須根據收入及收據處理。

近年，隨著ESG理念在社會的普及，企業對ESG事宜的重視日益提升。企業與非政府組織間之合作已由只著眼於創造短期效益，轉為專注能夠創造長遠正面影響、兼且能實現企業ESG目標的計劃。因此，本會正積極檢討報告框架，以不斷完善數據披露細節及為捐款人提供更清晰的社會投資回報。藉此，本會希望能夠吸引更多的捐助者，並與商界伙伴一同為社會創造機遇，惠及更多服務使用者。

The Association launches fundraising activities for individual projects from time to time. It is stipulated that all working groups and units/centres under the Association shall not conduct any charitable fundraising externally in the name of the Association. If there is a need to raise funds or conduct any charitable donation activities, such activities may only be carried out after obtaining prior approval in accordance with the signing authority limits prescribed by the Association. If fundraising is conducted in the form of sale of admission tickets or raffle tickets, the printing and issuance of these tickets shall be based on the revenue and receipt records. Units shall not print or issue admission tickets or raffle tickets without permission. All unsold tickets or raffle tickets shall be managed in line with revenue and receipt records.

In recent years, with the popularisation of ESG concepts in society, the importance attached by enterprises to ESG matters has been increasing day by day. Collaboration between enterprises and non-governmental organisations has shifted from focusing solely on creating short-term benefits to focusing on programmes that can create long-term positive impacts and achieve corporate ESG goals. Therefore, the Association is actively reviewing the reporting framework to continuously refine the details of data disclosure and provide donors with clearer social return on investment. Through this, the Association hopes to attract more donors and work together with business partners to create opportunities for society, benefiting more service users.

資源分配

在本年度，青年會的資源最主要用於兒童及青少年服務(31.5%)；其次是教育(24.6%)；再者是賓館服務(19.1%)、長者及復康服務(9.5%)。本年度青年會從政府所得的資助約為總收入之46.0%，用以維持我們主要的社會及教育服務，我們亦從企業伙伴、慈善基金和私人捐款獲得慷慨的捐助。其他收益來源包括賓館營運、活動收費、學校及會籍。以下列出我們本年度的收入與支出，總結關鍵的收支來源。而捐款者名單及財務報表亦可在2024/25年報(第114–116頁)查閱。

Resource allocation

During the Year, the resources of the Association were mainly allocated for children and youth services (31.5%); followed by education (24.6%), hostel services (19.1%), and elderly and rehabilitation services (9.5%). Government subvention accounted for approximately 46.0% of the total income for the Year, which supported the majority of our social and educational services. We also received generous donations from corporate partners, charitable foundations, and private donors. Other sources of income include hostel operations, programme fees, schools and memberships. The following sets out our income and expenditure for the Year, summarising the key sources of income and expenditure. The list of donors and financial statements are also available for inspection in the 2024/25 Annual Report (pages 114–116).

本會2024/25資源分配(港幣百萬)如下：

The resource allocation (HK\$ million) of the Association for 2024/25 (%) is as follows:

兒童及青少年	長者及復康	教育	康體	賓館	營地	其他
Children & youth	Elderly & rehabilitation	Education	Recreation & sports	Hostel	Camp	Other
402.9	108.9	315.4	69.4	245.1	96.7	42.1

本會2024/25收入來源(港幣百萬)如下：

The income source (HK\$ million) of the Association for 2024/25 (%) is as follows:

政府資助	捐獻	會費	程序活動	營地服務	賓館服務	學費
Government subventions	Donations	Membership fee	Programmes	Camp services	Hostel services	Education fee
536.9	29.0	1.5	178.9	59.1	298.2	64.1



服務質素

Service Quality

服務指引及指標

我們的社會服務及管理乃根據社會福利署訂立的16項「服務質素標準」所執行，每項均有一套相關的「執行手冊」及「評估指標」。不同的服務單位會根據其服務性質確保其營運符合標準內所訂明的項目，以達至社會福利署的要求，同時滿足服務使用者的特定需要。

所有服務均會在每三年進行內部審計，由直接向董事會匯報的審計部負責，確保過程公平公正，內部審計所發現的問題及提出的建議將由負責單位跟進及改善。

在項目完結時，項目負責人亦需填寫「程序評檢表」，內容涵蓋：參加人數差異之原因、目標達成度、籌備工作情況、程序推行過程、程序評檢（效果、財政、所遇困難）、參加者態度及參與程度、參加者回應及意見、義工的參與程度及批評，以及跟進及建議。

Service guidelines and indicators

Our social services and management are implemented in accordance with the 16 “Service Quality Standards” established by the Social Welfare Department, each of which has a set of corresponding “Implementation Manual” and “Assessment Indicators”. Different service units ensure that their operations comply with the stipulated requirements based on the nature of their services, so as to achieve the requirements of the Social Welfare Department while satisfying the specific needs of service users.

All services are subject to an internal audit every three years, which is conducted by the Internal Audit Department reporting directly to the Board of Directors to ensure a fair and impartial process. Issues identified and recommendations proposed during the internal audits shall be followed up and addressed by the responsible units.

Upon conclusion of each project, the responsible personnel is also required to complete a “Programme Evaluation Form”, the contents of which cover: reasons for variance in the number of participants, degree of goal achievement, preparation work, programme implementation process, programme evaluation (effectiveness, finance, difficulties encountered), participants’ attitude and level of engagement, participants’ responses and opinions, volunteers’ participation and complaints, as well as follow-up and recommendations.

部分特別計劃會有以下機制／系統來監察服務表現及質素，包括但不限於：

- 撥款單位突擊訪問；
- 撥款單位臨場監察個別活動項目的推行情況；
- 撥款單位派員檢查計劃文件，包括出席紀錄、採購程序、財務文件等；
- 撥款單位訪問服務使用者；及
- 委託大學或評估機構進行實證為本的研究（如有預算）。

就醫療服務而言，基佑綜合醫務中心備有一系列臨床實務指引，包括藥物採購程序、處方及出藥的流程、防感染控制、疫苗注射及緊急醫療事故處理流程等，醫護人員將按照各項流程指引執行護理程序，以確保病人得到適切而有效率的醫療服務。

For certain special schemes, the following mechanisms/ systems are in place to monitor service performance and quality, including but not limited to:

- Surprise visits by the funding bodies;
- On-site monitoring of the implementation of specific activity items by the funding bodies;
- Inspection of programme documents, including attendance records, procurement procedures, financial documents, etc. by funding bodies;
- Interviews with service users by funding bodies; and
- Commission universities or evaluation agencies to conduct evidence-based research (if budget is available).

Regarding medical services, Kei Yau Integrated Medical Centre has a series of clinical practice guidelines, including medication procurement procedures, prescription and dispensing processes, infection control, vaccination, and emergency medical incident handling processes. Healthcare professionals will perform nursing procedures in accordance with various procedural guidelines to ensure that patients receive appropriate and efficient medical services.



賓館服務方面，城景國際及灣景國際制定了一套標準化的接待流程，涵蓋以下關鍵環節：以專業態度迎接賓客、核實身份及預訂資訊、說明住宿條款、確認賓客偏好及特殊需求，並協調禮賓部處理行李事宜。此外，針對電話諮詢與貴賓接待等特殊服務場景，灣景國際亦制定了詳細的服務規範與禮儀標準，全方位確保服務質素。城景國際及灣景國際均榮獲美團頒發2024年度人氣酒店獎項，以表揚兩所賓館過去一年以高搜尋量和入住率而獲得的高度肯定。城景國際亦榮獲Tripadvisor頒發Travelers' Choice 2024大獎，排名中位列前10%，代表了我們對提供卓越餐旅服務的堅持。此外，灣景國際亦榮獲樂天旅遊(Rakuten Travel)頒發2024年度Bronze Award，以及Trip.com頒發Diverse Market Engagement 2024，彰顯賓館在服務質素、市場推廣及多元客源拓展方面的優秀表現。以上殊榮不但令賓館團隊感到十分鼓舞，更驅使同工們繼續以細緻稱心的服務款待每位賓客，並期望賓館能繼續得到廣大客戶的讚譽及支持。

For hostel services, The Cityview and The Harbourview have formulated a set of standardised reception procedures, covering the following key aspects: welcoming guests with a professional attitude, verifying identity and booking information, explaining accommodation terms, confirming guest preferences and special needs, and coordinating with the concierge department to handle luggage matters. In addition, detailed service protocols and etiquette standards are developed by The Harbourview for specific scenarios such as telephone inquiries and VIP receptions, ensuring service quality in an all-round manner. The Cityview and The Harbourview have both been awarded the Popular Hotel of the Year 2024 award by Meituan, in recognition of the high level of affirmation received by the two hostels over the past year for their high search volumes and occupancy rates. The Cityview was also honoured with the Tripadvisor Travelers' Choice awards 2024 by Tripadvisor, ranking within the top 10%, representing our commitment to providing exceptional hospitality services. In addition, The Harbourview was also honoured with the Bronze Award 2024 by Rakuten Travel and the Diverse Market Engagement 2024 by Trip.com, highlighting the hostel's outstanding performance in service quality, marketing, and diverse market expansion. These honours are not only highly encouraging to the hostel team, but also drive our colleagues to continue hosting every guest with meticulous and satisfying service, with the expectation that the hostel will continue to receive the acclaim and support of our broad customer base.

為確保高質素的教育服務，青年會書院配合香港教育局的「優化學校發展與問責架構」，收集學生於七個學習宗旨的自我評估，並以此作為反思點，綜合運用香港學校表現指標和自評數據，全面評估學校在培育學生質素方面的工作成效。從2023/24學年開始，學校每年收集相關表現數據，並向法團校董會／學校管理委員會／校董會報告，以增強透明度和問責性。學校亦積極配合教育局的校外評核，檢視自評工作的準確性和有效性。而中華基督教青年會中學還制定了詳細的「校本教師專業操守指引」，涵蓋工作態度、品格操守、利益衝突、尊重他人和隱私等方面，確保教師行為符合專業標準，維護學校聲譽和學生成長。同時，學校積極參與教育局舉辦的專業發展活動，不斷提升教師和管理人員的專業能力。通過這些措施，本會轄下學校致力於持續提升教育服務質素，為學生提供優質的教育體驗。

To ensure high-quality educational services, Chinese Y.M.C.A. College aligns with "The enhanced School Development and Accountability framework" of the Education Bureau to collect students' self-assessments on the seven learning goals. Using these as reflection points, the school comprehensively evaluates the effectiveness of its work in nurturing student quality by integrating the use of Hong Kong School Performance Indicators and self-evaluation data. Starting from the 2023/24 academic year, the school collects relevant performance data annually and reports to the Incorporated Management Committee/School Management Committee/School Board to enhance transparency and accountability. The school also actively participates in external evaluations by the Education Bureau to verify the accuracy and effectiveness of its self-evaluation work. Furthermore, Chinese Y.M.C.A. Secondary School has formulated detailed "School-Based Teacher's Professional Conduct Guidelines", covering aspects such as work attitude, character and integrity, conflict of interest, respect for others, and privacy, to ensure that teacher behaviour complies with professional standards and to safeguard the school's reputation and student development. At the same time, the school actively participates in professional development activities organised by the Education Bureau to continuously enhance the professional competence of teachers and administrators. Through these measures, schools under the Association are committed to continuously enhancing the quality of educational services to provide students with a high-quality learning experience.



就學生境外遊學的安全事宜，中華基督教青年會中學制定了「境外遊學活動指引」，涵蓋活動策劃、準備、執行及應急處理等多方面。在行程規劃階段，學校會嚴格篩選帶隊教師，確保至少有一名具備急救知識的人員隨隊，並規定師生比例，保障學生得到充分照顧。活動前，學校會向學生及家長詳細說明行程安排和安全規則，組織相關培訓，提升學生的安全意識和應對能力。此外，學校還制定了緊急應變計劃，設立緊急聯絡系統，以便在突發事件中迅速回應，確保學生的安全。

透過上述措施和機制，本會希望逐步提高服務的透明度和責任制，持續改善和提升服務質素。另一方面，本會亦會善用數碼科技，進一步提升青年會的服務及管治效能。青年會內部亦致力將數碼科技應用到日常營運當中，例如，利用網上自助系統協助同工處理各類型申請，有效提升效率。

Regarding the students' safety during overseas study tours, Chinese Y.M.C.A. Secondary School has formulated the "Guidelines on Study Tours Outside Hong Kong", covering planning, preparation, execution, and emergency response. During the itinerary planning stage, the school rigorously selects accompanying teachers to ensure that at least one staff member with first-aid training is present, and maintains an appropriate teacher-to-student ratio to ensure adequate care. Prior to the tours, the school provides students and parents with detailed briefings on the itinerary arrangements and safety rules, along with relevant training to enhance students' safety awareness and response capabilities. In addition, the school has formulated emergency response plans and established an emergency contact system to respond promptly during emergencies and ensure the safety of students.

Through the aforementioned measures and mechanisms, the Association aims to gradually enhance the transparency and accountability of its services, and to continuously improve and elevate service quality. On the other hand, the Association will leverage digital technology to further enhance the service and governance efficiency of YMCA. YMCA is committed to integrating digital technology into its daily operations, such as utilising online self-service systems to assist staff in processing various applications, which effectively enhances efficiency.

監管合規

根據社會福利署「服務質素標準八：法律責任」，本會的社會服務單位會遵守所有相關法律和專業操守，確保員工和接受服務者都受到法律保護。本會設有監察程序以知悉並遵守所有監管其運作和服務提供的法例，這包括機構層面的「行為守則」、「員工手冊」和「註冊社會工作者工作守則」，以及單位層面的相關守則。其中，「行為守則」明確界定了本會對反貪污、法律遵守、利益衝突、濫用職權、資金及資源使用、外部關係處理、倫理行為和舉報機制等方面的立場和要求，旨在維護青年會的聲譽和合規運作。本會的服務提供亦受到法律條例和專業操守的限制，因此，本會在提出新服務時，均會查核新服務所涉及的相關法例，以確保服務的合規性。如有需要，本會將諮詢法律專業人士。

本會遵守相關反貪污的法律及規例，包括但不限於香港法例第201章《防止賄賂條例》。除了傳閱上述的「行為守則」以增強防貪意識外，本會每年均要求所有員工填寫並交回利益申報文件。於本年度，本會沒有任何不遵守賄賂、勒索、欺詐及洗黑錢的相關法律及規例而對本會造成重大影響的事件，概無對本會或其任何僱員提出並已審結的貪污訴訟案件。

本會兩所賓館均為全面禁煙，嚴格遵守香港《吸煙（公眾衛生）條例》。無論是客房、室內公共區域或餐廳均禁止吸煙，保安團隊會於日常巡邏中協助維持無煙環境。此外，賓館每間客房均設有入住人數上限，以確保符合所有適用的消防條例及消防安全規定。

Regulatory compliance

In accordance with the Social Welfare Department's "Service Quality Standard 8: Legal obligations", the social service units comply with all relevant laws and professional ethics to ensure that both employees and service users are protected by law. The Association has established monitoring procedures to be aware of and comply with all laws and regulations governing its operations and the provision of services, which include the organization-wide "Code of Conduct", "Staff Handbook", and "Code of Practice for Registered Social Workers", as well as unit-specific guidelines. Among these, the "Code of Conduct" clearly defines the Association's stance and requirements regarding anti-corruption, legal compliance, conflicts of interest, abuse of authority, use of funds and resources, handling of external relations, ethical conduct, and whistleblowing mechanisms – all aimed at upholding YMCA's reputation and compliant operation. The provision of services by the Association is bound by legal regulations and professional standards; therefore, when introducing new services, the Association conducts due diligence to ensure compliance. Legal professionals are consulted when necessary.

The Association abides by the relevant anti-corruption laws and regulations, including but not limited to the Prevention of Bribery Ordinance (Cap. 201) of Hong Kong. In addition to circulating the aforementioned "Code of Conduct" to enhance anti-corruption awareness, the Association requires all employees to complete and submit conflict of interest declaration documents every year. During the Year, there were no reported incidents of material non-compliance with relevant laws and regulations relating to bribery, extortion, fraud and money laundering that had a significant impact on the Association, and there were no concluded legal cases regarding corruption brought against the Association or any of its employees.

Both of the Association's hostels are strictly smoke-free, fully compliant with the Smoking (Public Health) Ordinance of Hong Kong. Smoking is prohibited in guest rooms, indoor public areas, and restaurants, with security teams enforcing the policy during routine patrols. In addition, each guest room has a maximum occupancy limit to ensure compliance with all applicable fire services ordinances and fire safety requirements.



本會社工均遵守《社會工作者工作守則》，另一方面，為確保教育單位的合規運作，各學校均遵從教育局的學校行政及管理相關指引，例如制定了「保護學生免受虐待／侵犯／不當對待之處理指引」，要求教師在日常工作中識別並預防可預見的風險，包括身體、心理和性方面的虐待。學校亦通過年度培訓、講座和新入職教師的網上課程，提高教師對虐兒情況的辨識能力。在風險管理方面，學校每年檢視並執行相關指引，要求教職員申報是否接受刑事調查，確保服務提供者遵守專業操守。同時還設有特定人員定期抽查閉路電視，以監督教師行為，一旦發現或懷疑學生遭受虐待，會立即啟動危機處理委員會，按照既定流程進行評估和通報，並在必要時尋求外部機構協助。

本會每年至少一次向單位負責同工提供相關服務法例的培訓，而負責同工亦須每年至少一次檢視相關法例（指定服務）的最新修訂，以確保該等同工能依據相關法律條例及機構的執行政程序辦事；如有需要，同工可於同工會議上提出對有關法律條例及日常運作程序的意見，作出討論和分享。本會有責任於法規框架下確保遵守《中華人民共和國香港特別行政區維護國家安全法》。於本年度，本會為同工安排了有關維護國家安全的工作坊，以提高同工的法規意識，降低觸犯法規的風險。

本會每年至少一次檢視監管合規相關的政策和程序，並在有需要時作出修訂。

The social workers of the Association all comply with the "Code of Practice for Registered Social Workers". Moreover, to ensure lawful operation of educational services, our schools adhere to the relevant guidelines on school administration and management of the Education Bureau, such as the formulation of the "Guidelines on Handling Abuse/Assault/Mistreatment of Students", which require teachers to identify and prevent foreseeable risks in their daily work, including physical, psychological, and sexual abuse. The schools also enhance teachers' ability to identify child abuse through annual training, seminars, and online courses for newly recruited teachers. In terms of risk management, the school reviews and implements relevant guidelines annually, requiring staff to declare whether they are subject to criminal investigations to ensure that service providers comply with professional ethics. Designated personnel supervise teacher behaviour through regular spot checks on CCTV footage. Suspected or identified cases of student abuse trigger immediate activation of the crisis management committee, which follows established protocols for assessment and reporting, and seeks assistance from external agencies when necessary.

The Association provides training on relevant service legislation to the responsible staff at least annually, who must also review updates to the relevant laws (for designated services) at least annually to ensure compliance. Staff may raise opinions on the relevant legal ordinances and daily operational procedures at staff meetings for and sharing. The Association has a responsibility to ensure compliance with the Law of the People's Republic of China on Safeguarding National Security in the Hong Kong Special Administrative Region within the regulatory framework. During the Year, the Association arranged workshops on safeguarding national security for staff members to enhance their awareness of laws and regulations and to reduce the risk of non-compliance.

The Association shall review policies and procedures related to regulatory compliance at least once every year and make amendments when necessary.

私隱及資料保護

非牟利組織在為不同有需要人士提供社會服務的同時，亦管理著大量服務使用者的個人資料。隨著社會服務數碼化的進展，本會所收集和儲存的資料量不斷增加，私隱和資料保護的重要性日益凸顯。本會深知私隱及資料保護的重要性，並一直致力於保護服務使用者、員工和義工的隱私。

本會的社會服務單位在私隱和資料保護方面主要的政策框架主要包括「服務質素標準十四：私隱和保密」和「保障個人資料（私隱）政策及指引」。本會規定服務單位需尊重服務使用者的私隱和保密權利，服務使用者、同工及其他關注人士有權查閱本會私隱相關的政策和程序。根據「保障個人資料（私隱）政策及指引」，單位在收集、使用和處理個人資料時，必須獲得服務使用者及其監護人的同意，並以合法和合理的方式進行。所有收集的個人資料僅限於與服務單位職能和活動直接相關的合法目的，並確保資料的準確性及保留時間不超過實際需要。服務使用者有權查閱和更正其個人資料，單位需在40日內處理相關請求。此外，本會亦就資料的儲存、使用、銷毀及轉移有著詳盡的規定，各單位需採取適當的安全措施，確保個人資料不被未經授權訪問或使用，並在必要時向法律顧問諮詢。通過這些措施，本會致力保護服務使用者的私隱，盡量降低資料外洩的風險。

Privacy and data protection

While providing social services to diverse groups in need, non-profit organisations also manage substantial amount of personal data of service users. With the ongoing digitalisation of social services, the volume of data collected and stored by the Association has been continuously growing, and the importance of privacy and data protection has become increasingly prominent. The Association fully recognises the importance of privacy and data protection, and has always been committed to safeguarding the privacy of service users, staff, and volunteers.

The main policy framework of the Association's social service units in respect of privacy and data protection primarily includes "Service Quality Standard 14: Privacy and confidentiality" and the "Personal Data (Privacy) Policy and Guidelines". The Association stipulates that service units must respect the privacy and confidentiality rights of service users, and service users, staff, and other concerned parties are entitled to access the Association's privacy-related policies and procedures. In accordance with the "Personal Data (Privacy) Policy and Guidelines", service units must obtain the consent of service users and their guardians when collecting, using, and processing personal data, and shall do so in a lawful and reasonable manner. All personal data collected shall be limited to legitimate purposes directly related to the functions and activities of the service units, and the accuracy of the data shall be ensured and the retention period shall not exceed what is practically necessary. Service users are entitled to access and correct their personal data, and the unit shall process relevant requests within 40 days. In addition, the Association also has detailed regulations regarding the storage, use, destruction, and transfer of data; each unit shall adopt appropriate security measures to ensure that personal data is not accessed or used without authorisation, and shall consult with legal counsel when necessary. Through these measures, the Association is committed to protecting the privacy of service users and minimising the risk of data leakage.



本會轄下的基佑綜合醫務中心及學校亦嚴格遵循香港《個人資料(私隱)條例》，並已分別制定完善的私隱政策以落實六項保障資料原則(收集、持有、準確性、保留期間、使用、保安)，全面保障病人、服務使用者、到訪者、學生、家長及監護人等當事人的權益。

具體而言，基佑綜合醫務中心已在診所當眼處張貼「收集個人資料聲明」，並要求病人在查閱病歷時填寫申請表並核對身份。在電子健康記錄互通系統的使用上，醫護人員嚴格執行「有需要知道」原則，僅在獲得病人明確授權後方可查閱相關健康資料。

學校方面則向教職員與學生／家長或監護人等不同群體提供特定的個人資料收集須知，並通過定期舉行的全體教師會議審議私隱政策修訂，以確保政策透明度與持續改進。為加強資料安全管理，學校特別制定「資料外洩處理指引」，明確定義資料外洩情形，並建立包含事件控制、損害評估與通報機制在內的標準化應急流程。

本會的賓館服務同樣重視個人資料保護，城景國際及灣景國際透過要求全體員工於入職時及年度考核期間簽署保密協議，確保其充分理解並恪守組織的資料保護政策。通過簽署協議，員工承諾遵守最高標準的資料保護要求，尊重與組織相關的所有個人的私隱。

Kei Yau Integrated Medical Centre and schools under the Association also strictly comply with the Personal Data (Privacy) Ordinance of Hong Kong, and have respectively formulated comprehensive privacy policies to implement the six data protection principles (collection, retention, accuracy, retention period, use, and security), fully protecting the rights and interests of data subjects such as patients, service users, visitors, students, parents, and guardians.

Specifically, Kei Yau Integrated Medical Centre has posted a “Personal Information Collection Statement” in a prominent position within the clinic, and requires patients to fill out an application form and verify their identity when accessing medical records. In the use of the Electronic Health Record Sharing System, healthcare professionals strictly implement the “need-to-know” principle and may only access relevant health data after obtaining explicit authorisation from the patient.

As for schools, specific personal data collection statements are provided to different groups such as teaching staff and students/parents or guardians. Privacy policy revisions are reviewed through regular all-staff meetings to ensure policy transparency and continuous improvement. To strengthen data security management, the schools have specifically formulated the “Data Breach Handling Guideline”, which clearly defines data breach scenarios and establishes a standardised emergency process including incident control, damage assessment, and notification mechanisms.

The Association's hostel services also emphasise personal data protection. The Cityview and The Harbourview ensure that all employees fully understand and strictly abide by the organisation's data protection policies by requiring them to sign confidentiality agreements upon joining and during annual appraisals. By signing the agreement, the employee undertakes to comply with the highest standards of data protection requirements and respect the privacy of all individuals associated with the organisation.

隨著社交媒體的日益普及，本會高度重視私隱及資料保護，並秉持嚴謹的原則與承諾。為此，我們制定並更新了「社交媒體及網頁內容管理指引」。該指引明確規範了管理單位社交媒體帳戶及網頁人員的角色分工，以及在內容審閱、發佈和更新等環節的權限，以確保相關網絡平台的安全。我們深知在社交媒體及網頁平台上發佈內容可能涉及服務使用者的個人資訊，因此，各單位所有資料的發佈都需尊重他人的私隱與尊嚴。未經他人同意，我們絕不會上載任何服務使用者或任何人士的照片和影片。此外，我們亦強調在內容創作時必須確保資訊的準確性，以避免誤導公眾。鑑於網絡資訊難以徹底移除，我們始終保持謹慎，並承諾遵守有關法律法規，以保障所有相關者的私隱與資料安全。所有員工必須妥善管理帳戶及密碼，定期檢視社交媒體及網頁的內容，確保其一致性和正確性。同時，我們也新增了社交媒體免責聲明條文，以維護本會的形象和信譽。

於報告期間，本會未有收到來自外界或監管機構針對侵犯客戶私隱和丟失客戶資料的投訴。

With the increasing popularity of social media, the Association attaches great importance to privacy and data protection, and upholds rigorous principles and commitments. To this end, we have formulated and updated the "Social Media and Website Content Management Guidelines". The guidelines clearly regulate the division of roles for personnel managing the social media accounts and websites of the management unit, as well as the authorities in segments such as content review, publication, and updates, so as to ensure the security of the relevant network platforms. We are well aware that the publication of content on social media and web platforms may involve the personal information of service users; therefore, the publication of all information by each unit must respect the privacy and dignity of others. We shall never upload photos or videos of any service users or any individuals without their consent. In addition, we also emphasise that the accuracy of information must be ensured during content creation to avoid misleading the public. Given that network information is difficult to remove completely, we remain cautious at all times and undertake to comply with relevant laws and regulations to protect the privacy and data security of all stakeholders. All employees are requested to properly manage their accounts and passwords, and to regularly review the content of social media and websites to ensure their consistency and accuracy. Meanwhile, we have also added social media disclaimer provisions to safeguard the image and reputation of the Association.

During the Reporting Period, the Association did not receive any complaints from external parties or regulatory authorities regarding infringements of customer privacy or loss of customer data.



意見及投訴處理

為了令我們的服務更精益求精，並確保服務符合各持份者的期望，我們透過不同的渠道收集公眾、會友及機構內部的意見及投訴。本會網站設有「傳媒聯絡」一頁，列出本會專責傳媒工作同工之聯絡資料，供公眾及傳媒直接聯繫。此外，本會人力資源部亦定立了相關的申訴機制及舉報政策，如「服務質素標準十五：處理投訴」和「同工投訴程序」，這些文件詳細規定了服務單位在處理服務使用者和同工的意見及投訴時的程序，旨在確保所有投訴都能得到公正且迅速的處理。

若接獲同工具名的書面申訴，本會將依照政策內的程序處理，追溯期為兩年。若接獲會友具名之投訴，本會將先按情況，由相關單位先行處理個案；若投訴人未為滿意，該投訴個案會轉遞至上級單位作進一步的跟進。所有投訴和處理投訴的行動均應記錄在案，並保持絕對保密。服務單位鼓勵服務使用者提出問題和表達關注，並通過季度通訊、服務意見板或意見箱等方式收集回饋。

Opinion and complaint handling

In order to strive for excellence in our services and ensure that our services meet the expectations of various stakeholders, we collect opinions and complaints from the public, members, and within the organisation through various channels. A “Media Contact” page is available on the website of the Association, which lists the contact information of the staff of the Association responsible for media relations for direct contact by the public and the media. In addition, the Human Resources Department of the Association has also established relevant grievance mechanisms and whistleblowing policies, such as “Service Quality Standard 15: Handling of complaints” and “Staff Complaint Procedures”. These documents set out in detail the procedures for service units to handle comments and complaints from service users and staff, aiming to ensure that all complaints are handled in a fair and prompt manner.

If a written complaint from a staff member is received, the Association will handle it in accordance with the procedures within the policies, with a retrospective period of up to two years. Upon receipt of a signed complaint from a member, the Association will first have the relevant unit handle the case according to the circumstances; if the complainant is not satisfied, the complaint case will be referred to a higher-level unit for further follow-up. All complaints and actions taken to handle complaints shall be recorded and kept strictly confidential. Service units encourage service users to raise questions and express concerns, and collect feedback through channels such as quarterly newsletters, feedback boards, or suggestion boxes.

基佑綜合醫務中心也設有清晰透明的投訴機制，確保投訴人和被投訴者得到公平公正的處理。病人可通過書面（填寫姓名及聯繫方式投入意見箱）或口頭（向當值職員反映，經同意後記錄）方式投訴。投訴分為非醫療性和醫療性兩類，其中醫療性投訴由專門小組跟進，所有投訴均會在20個工作天內處理並回覆。

本會教育服務單位中華基督教青年會中學同樣制定了「處理查詢及投訴指引」，學校依據投訴性質和涉及範圍，分類處理。學校秉持公平公正、保密及私隱保障原則，通過簡易程序處理輕微事件，而對於複雜投訴則啟動正式調查程序，包括書面回覆、調查及上訴機制。此外，學校還設有覆檢機制，處理經調查和上訴後仍未解決的投訴。對於不合理投訴，學校採取措施限制或停止與投訴人的接觸，以保護學校正常運作。學校定期檢討投訴處理流程，提供員工培訓，提升處理投訴的能力，確保持續優化投訴處理機制。

Kei Yau Integrated Medical Centre also has a clear and transparent complaint mechanism in place to ensure that complainants and the complained-against parties are treated fairly and impartially. Patients may lodge complaints in writing (by filling in their name and contact information and placing it in the suggestion box) or verbally (by reporting to the staff on duty, which shall be recorded upon consent). Complaints are categorised into two types: non-medical and medical, among which medical complaints are followed up by a specialised team; all complaints are handled and responded to within 20 working days.

Chinese Y.M.C.A. Secondary School, an educational service unit of the Association, has similarly formulated the "Guidelines for Handling Inquiries and Complaints", under which the school categorises and handles complaints based on their nature and scope. Adhering to the principles of fairness, justice, confidentiality, and privacy protection, minor incidents are resolved through simplified procedures, while formal investigation procedures, including written responses, investigations, and appeal mechanisms, are initiated for complex complaints. In addition, the school has also established a review mechanism to address unresolved complaints following investigation and appeals. In respect of unreasonable complaints, the school shall take measures to restrict or cease contact with the complainant in order to protect its normal operation. The school regularly reviews the complaint handling process and provides staff training to enhance the capability of handling complaints, ensuring the continuous optimisation of the overall complaint handling mechanism.



此外，服務單位定期進行服務意見調查，以持續改進服務品質。為應對公眾投訴或傳媒查詢，本會制定了「傳媒查詢突發／敏感事件的標準處理流程」。此文件適用於本會轄下社會服務單位、教育單位及賓館。若有上述情況出現，有關單位主管需收集資料、制定應對策略及回應，並即時通知本會企業拓展及傳訊部。如有需要，總幹事會成立突發事件危機小組進行調查。所有回覆均需由總幹事審批後，由企業拓展及傳訊部統一發出。本會堅持誠信，力求向外界做出準確無誤的資訊披露，並傳遞正面及一致的訊息，以維護機構形象。

於報告期間，本會未有收到重大投訴。

服務影響力評估

本會自2020年發佈首份《ESG影響力報告》開始，一直期望以服務使用者為本以評估我們的服務影響力成效。為了得出更透明及精確的影響力評估結果，本會會於活動完結後邀請服務使用者填寫評估問卷，供其評測本會活動之成效。問卷共設有兩個版本，涵蓋青少年服務及長者服務。我們會定期檢視現行所採用的研究方法，密切追蹤每個關鍵的服務指標，向公眾披露真實無誤的匯報結果。於本年度，本會亦繼續沿用去年做法，以網上問卷形式邀請青少年及長者會友於活動結束後提供相關意見，合共收到478名長者及2,455名青少年服務使用者的回覆。

In addition, the service units conduct regular service feedback surveys to continuously improve service quality. To address public complaints or media inquiries, the Association has formulated the "Standard Procedures for Handling Media Inquiries on Emergency/Sensitive Incidents". This document is applicable to the social service units, educational units and hostels under the Association. In the event of the occurrence of the aforementioned circumstances, the head of the relevant department shall collect information, formulate response strategies and replies, and immediately notify the Corporate Development and Communications Department. If necessary, the General Secretary shall establish a crisis team to conduct investigations. All responses shall be issued by the Corporate Development and Communications Department in a unified manner after being approved by the General Secretary. The Association adheres to integrity and strives to provide accurate and error-free information disclosure to the public and convey positive and consistent messages to maintain its corporate image.

No material complaints were received by the Association during the Reporting Period.

Service impact assessment

Since the publication of our first ESG Impact Report in 2020, we have consistently aimed to evaluate the effectiveness of our service impact in a service-oriented manner. In order to derive more transparent and accurate impact assessment results, the Association will invite service users to complete assessment questionnaires after the conclusion of activities for them to evaluate the effectiveness of the Association's activities. The questionnaire is available in two versions, covering youth services and elderly services. We will periodically review the research methodologies currently adopted, closely track each key service indicator, and disclose true and accurate reporting results to the public. During the Year, the Association continued to adopt the practice of last year by inviting youth and elderly members to provide feedback via online questionnaires after the conclusion of activities, receiving a total of responses from 478 elderly and 2,455 youth service users.

供應鏈管理 Supply Chain Management

本會的採購按照既定的「採購程序指引」管理，此手冊敘述了一套採購程序，目的是說明於採購時應留意的準則及程序以確保採購過程及資料得到適當的監管。採購流程以授權為核心，所有需求須經適當簽批與財預政算核定，若採購金額超出既定預算，則須經高層批准且不得分割以規避規定。報價與招標以公平性與物有所值為原則，盡可能廣泛地取得報價；重大工程或高額採購必設招標委員會，並以開標、分析報告及董事會／所屬委員會審批程序進行。直接採購亦需中心主管同意及價格審核。請購單、報價記錄及招標文件須完備存檔，收貨／付款均遵照報價單開啟記錄系統流程與財務管理規範，並設風險控管與問責機制，確保透明、可追溯，符合基金及反貪腐要求。

The procurement of the Association is managed in accordance with the established "Guide to Procurement Procedure". This guideline describes a set of procurement procedures, the purpose of which is to explain the criteria and procedures to be noted during procurement to ensure that the procurement process and information are subject to appropriate supervision. The procurement process is centred on authorisation, whereby all requirements must be subject to appropriate signing and approval as well as budgetary verification. If the procurement amount exceeds the established budget, it must be approved by senior management and shall not be split to circumvent the regulations. Quotations and tenders are based on the principles of fairness and value for money, with quotations obtained as extensively as possible; a tender committee must be established for major projects or high-value procurements, and procedures shall be conducted through bid opening, analysis reports, and approval from the Board of Directors/ relevant committee. Direct procurement also requires the approval of the centre head and price review. Purchase requisitions, quotation records, and tender documents shall be fully archived; all goods receipt/payment shall comply with the quotation opening record system processes and financial management regulations, with risk control and accountability mechanisms in place to ensure transparency and traceability, and compliance with fund and anti-corruption requirements.

於本年度，本會已向所有聘用的供應商執行以上的慣例。有關的供應商按地區分佈如下，本港供應商佔 99%，海外供應商佔 1%。

During the Year, the Association has implemented the above practices for all engaged suppliers. The distribution of the relevant suppliers by geographical region is as follows, local suppliers account for 99%, while overseas supplier account for 1%.

	數目 Number
香港 Hong Kong	317
海外 Overseas	1
總數 Total	318

本會致力降低供應鏈中各環節的風險。就社會風險而言，「採購程序指引」中列明，員工在請購過程中，須檢視供應商是否已被判犯《中華人民共和國香港特別行政區維護國家安全法》及相關法規，或從事、正在從事、或有合理疑慮從事危害國家安全之行為。若發現疑慮，必須立即向上級報告與請示督導。督導將評估情況，決定是否終止向該承辦商／供應商請購或取消現有合約。環境方面，會產發展及管理部的「綠色採購計劃」訂立了綠色採購標準及綠色服務招標流程，並設有監控措施以識別及降低有關風險。詳情請參閱「氣候行動」章節。

The Association is committed to mitigating risks across all stages of the supply chain. In terms of social risks, the “Guide to Procurement Procedure” stipulate that during the requisition process, employees must review whether a supplier has been convicted of violating the Law of the People’s Republic of China on Safeguarding National Security in the Hong Kong Special Administrative Region and relevant regulations, or has engaged in, is engaging in, or is reasonably suspected of engaging in acts that endanger national security. If any doubt is identified, it must be reported to supervisor immediately and instructions must be sought. The supervisor will assess the situation and decide whether to terminate the requisition from such contractor/supplier or cancel existing contracts. In terms of environment, the “Green Procurement Plan” of the Property Development & Management Department has outlined green procurement standards and green service tendering processes, and is equipped with monitoring measures to identify and mitigate relevant risks. For more details, please refer to the “Climate Action” section.



喜樂的心乃是良藥。

箴言 17 章 22 節

A cheerful heart is good medicine.

Proverbs 17:22

促進社區全人健康 Community Wellbeing



同工及義工的健康與安全

Health and Safety of Employees and Volunteers

本會作為負責任的機構，非常重視同工及義工的健康及安全保障，並承諾為同工及義工提供一個安全的工作及服務環境。為此我們訂立了一系列保障同工及義工權益的措施，確保大家能在安全的環境下工作。本會各單位會教導同工相關職安知識並進行培訓，定期檢查工作單位的相關工作流程及設施之安全及擺放，盡力做好職安措施，減低風險及避免意外發生。因應一些已知的潛在風險，我們的社會服務單位亦根據社會福利署的「服務質素標準」，建立了一系列措施來減低與工作有關的風險和危害。

在人身安全範疇內，按照「服務質素標準九：安全環境」，我們建立了快速回應和有效處理工作場所意外和受傷事故的機制，鼓勵同工積極參與安全管理體系的自我評估，並為同工提供清晰的工作指導和行為規範，包括但不限於社區室內活動安全須知、消防安全指引、藥箱用品定期檢查及補充記錄表、緊急疏散指引、突發事故處理指引、環境安全的場地及器材維修程序、意外及受傷事故處理指引等。另一方面，本會為同工提供門診補助及住院保險，並購買勞工保險，確保同工因工受傷後可獲得應有的賠償。此外，本會亦會派員到放取長工傷病假的員工家中探訪，以了解受傷員工的需要及作出適切關心及跟進。

As a responsible association, we place great emphasis to the health and safety protection of staff and volunteers, and undertake to provide them with a safe work and service environment. To this end, we have established a series of measures to protect the rights and interests of employees and volunteers, ensuring that everyone can work and deliver services in a secure setting. Each unit of the Association provides occupational safety training and education to staff, and conducts regular inspections of workflows and facility safety arrangements, and strives to implement robust occupational safety measures, reduce risks, and prevent accidents. In response to certain known potential risks, our social service units have also established a series of measures to mitigate work-related risks and hazards in accordance with the "Service Quality Standards" of the Social Welfare Department.

Within the scope of personal safety, in accordance with "Service Quality Standard 9: Safe environment", we have established mechanisms for rapid response to and effective handling of workplace accidents and injuries, encouraging staff to actively participate in the self-assessment of the safety management system, and providing staff with clear work instructions and codes of conduct, including but not limited to Safety Guidelines for Indoor Community Activities, Fire Safety Guidelines, Regular Inspection and Replenishment Record for First Aid Supplies, Emergency Evacuation Procedures, Guidelines for Handling Unexpected Incidents, Maintenance Procedures for Ensuring Environmental Safety of Venues and Equipment, and Protocols for Managing Accidents and Injuries. On the other hand, the Association offers medical outpatient subsidies and hospitalisation insurance for staff, and maintains employees' labour insurance to ensure appropriate compensation in case of work-related injuries. In addition, we also conduct home visits to employees on long-term sick leave due to work-related injuries, in order to understand their needs and provide appropriate care and follow-up.



本會不定時會舉辦各類陸上和水上戶外活動。踏出室內辦公環境時，我們同樣需要確保同工、義工及服務使用者身處安全的環境，為此我們制定了「戶外活動安全指引」。該指引政策較全面地覆蓋了戶外活動的安全管理，包括基本安全守則、參與者職責、針對不同類型陸上和水上活動的一般安全措施。文件還提供了一系列的附件，如活動報名表、急救用品清單、危險地點列表、知會警方程序、交通安全指引、自行離隊聲明、水上活動健康聲明書、事故處理建議、急救原則、事故記錄表、安全措施覆核表、食物中毒預防等，以確保戶外活動的安全。

基佑綜合醫務中心將員工與就診者的健康與安全置於首位，針對醫療場所的感染風險實施多重防護措施。所有員工均配備全套防護裝備，就診者進入診所需完成手部消毒、佩戴口罩及紅外線體溫檢測，從源頭降低交叉感染風險。診所特別設置分流區與隔離室區分高風險病患，採用符合標準的空氣過濾和通風系統，每日進行全面清潔和消毒，確保診所衛生達標。為加強應變能力，員工定期接受系統化的感染控制與應急程序培訓。同時，診所推行五天工作制及輪班制度，合理安排工作時間，避免員工過度疲勞。透過分層防護與科學管理，我們致力構建安全的醫療服務環境。

The Association organises various land and water-based outdoor activities from time to time. When stepping out of the indoor office environment, we likewise need to ensure that staff, volunteers, and service users are in a safe environment. To this end, we have formulated the "Outdoor Activity Safety Guidelines" which comprehensively cover safety management for outdoor activities, including basic safety rules, responsibilities of participants, and general safety measures for different types of land-based and water-based activities. The document also includes appendices, such as Activity Registration Forms, First Aid Supply Checklists, Lists of Hazardous Locations, Police Notification Procedures, Traffic Safety Guidelines, Declaration of Self-Initiated Withdrawal, Health Declaration Forms for Water Activities, Incident Handling Recommendations, First Aid Principles, Accident Record Forms, Safety Measure Review Checklists, and Food Poisoning Prevention Measures, to ensure outdoor activity safety.

Kei Yau Integrated Medical Centre prioritises the health and safety of its employees and patients, implementing multiple infection control measures in medical settings. All employees are equipped with full protective gear, and patients are required to sanitise their hands, wear masks, and undergo infrared body temperature checks upon entry to minimise cross-infection risks. The clinic has designated triage areas and isolation rooms for high-risk patients, and uses air filtration and ventilation systems that meet standards. Daily thorough cleaning and disinfection ensure compliance with hygiene standards. To enhance contingency capabilities, employees regularly receive systematic training on infection control and emergency procedures. Meanwhile, the clinic operates on a five-day workweek with shift schedules to reasonably arrange working hours and avoid excessive fatigue of employees. Through multi-layered protection and scientific management, we are committed to building a secure healthcare environment.

為體現對同工健康的重視及人文關懷，本會董事會已於2024年1月26日通過，於2024/25年度增設一次性身體檢查或中醫體質養生津貼予合資格同工。該計劃旨在透過中西醫協作的模式，為同工提供更全面的健康評估及預防保健服務，及早識別潛在健康風險。此舉不僅是對同工辛勤付出的實質回饋，更是本會落實「促進社區全人健康」由內部做起，構建健康、可持續工作環境的重要承諾。計劃有近600名同工受惠，總資助金額約89萬港元。

To demonstrate a commitment to the health of staff and humanistic care, the Board of Directors of the Association approved on 26 January 2024 the addition of a one-off physical examination or Chinese medicine constitution health maintenance allowance for eligible staff in the 2024/25 year. The scheme aims to provide employees with more comprehensive health assessment and preventive healthcare services through an integrated model of Chinese and Western medicine, so as to identify potential health risks at an early stage. This move is not only serves as a tangible acknowledgment of the hard work of our colleagues, but also an important commitment of the Association to fostering "community wellbeing" starting from within, and to build a healthy and sustainable working environment. The scheme benefited nearly 600 staff members, with a total subsidy amount of approximately HK\$890,000.

惠及同工 Beneficiary staff	總資助金額 Total subsidy amount
近nearly 600 名 	HK\$ 890,140 港元 

為確保服務質素及保障服務使用者的安全，本會已規定於安老院舍、復康服務單位、醫療診所及幼兒教育部門等指定單位工作的同工，必須於新入職時進行體格檢查，以評估其是否適合擔任直接照顧及高風險接觸崗位。本年度，本會全面檢視現有人員紀錄，要求於上述部門工作而尚未進行體格檢查的同工進行相關檢查。此項措施合共為近160名同工完成體格檢查，總開支約73,000港元。

To ensure service quality and protect the safety of service users, the Association has stipulated that staff members working in designated units, such as elderly homes, rehabilitation service units, medical clinics, and early childhood education departments, must undergo a medical examination upon commencement of employment to assess their suitability for positions involving direct care and high-risk contact. During the Year, the Association conducted a comprehensive review of existing personnel records and required colleagues working in the aforementioned departments who had not yet undergone physical examinations to undergo relevant examinations. This measure completed physical examinations for a total of nearly 160 staff, with total expenditure of approximately HK\$73,000.



為保障員工的健康與安全，城景國際及灣景國際針對性地實施防護機制降低各類作業風險。員工在日常作業時需嚴格執行搬運、高處取物規範及其他安全操作流程，重點管控火警、電力、高溫設備及化學品的處理環節。賓館在各重點區域設置安全標識與規範，包括防滑警示、玻璃門防撞標貼、物品收納管理及通道暢通要求，以確保工作環境安全。此外，賓館已建立職業安全培訓體系，以加強員工風險識別與應對能力，形成預防為主的安全管理閉環。

此外，本會根據「服務質素標準十六：免受侵犯」、「防止性騷擾政策及指引」及性罪行定罪紀錄查核機制等政策和制度，確保服務使用者及同工免受他人的言語、人身或性侵犯，亦設有指定投訴程序以記錄及處理相關問題。此外，本會設有心理輔導組，聘請了臨床心理學家為本會同工提供心理輔導的協助，輔導內容會嚴格保密。

在確保員工基本的身心安全得到全面保障的同時，本會同樣注重營造一個輕鬆愉快的工作氛圍，以促進員工的身心健康和整體福祉。我們堅信，一個積極健康的工作環境能夠激發員工的創造力和團隊協作精神，從而提升工作效率。本會不但鼓勵同工在日常多做運動，以達至身心平衡，亦會定期為同工提供一些放鬆活動，如本地一天遊，幫助同工釋放生活壓力、減輕焦慮等負面情緒。

To safeguard the health and safety of employees, The Cityview and The Harbourview have implemented targeted protective mechanisms to reduce various operational risks. Staff shall strictly implement regulations for manual handling and retrieving items from heights, as well as other safe operating procedures during daily operations, with a focus on fire safety, electrical hazards, high-temperature equipment, and chemical handling. The hostels have established safety signage and standards in various key areas, including anti-slip warnings, anti-collision stickers for glass doors, item storage management, and requirements for keeping passages clear, so as to ensure a safe working environment. In addition, the hostels have established an occupational safety training system to strengthen employees' risk awareness and response capabilities, forming a closed-loop safety management cycle focused on prevention.

In addition, the Association ensures that service users and staff are protected from verbal, physical, or sexual abuse in accordance with policies and systems such as "Service Quality Standard 16: Freedom from abuse", the "Anti-Sexual Harassment Policy and Guidelines", and the Sexual Conviction Record Check mechanism, and has established designated complaint procedures to record and handle relevant issues. In addition, the Association has established a Counselling Unit, engaging a clinical psychologist to provide confidential counselling support.

While ensuring basic physical and mental safety of employees, the Association also emphasises fostering a relaxed and pleasant working atmosphere to promote the physical and mental health and overall wellbeing. We believe that a positive and healthy work environment enhances creativity and teamwork spirit, thereby enhancing productivity. We encourage colleagues to engage in regular exercise for work-life balance and organise stress-relief activities for colleagues, such as local day trips, to alleviate anxiety and negative emotions.



暑假後同工聯誼活動

Post Summer Staff Activity

本會深信，員工的身心健康不僅關乎體能鍛鍊，更繫於團隊歸屬感、工作滿足感及人際連繫。為此，本會於2024年11月至12月期間，由轄下社會服務、復康、教育、賓館及行政等多個工區及服務單位，聯合舉辦大規模「暑假後同工聯誼活動」，旨在透過聯誼旅行、文化體驗及團隊共聚，協助同工在繁忙工作中獲得喘息空間，重建人際連繫，提升職場正能量。這些聯誼活動共有13個，涵蓋本地文化導賞、離島風光、深圳及中山短途體驗等多元主題，合共581名同工及家屬參與，總活動開支約8.7萬港元。

The Association firmly believes that the physical and mental wellbeing of employees is not only related to physical exercise, but is also rooted in a sense of team belonging, job satisfaction, and interpersonal connection. To this end, during the period from November to December 2024, the Association's various units and service units, including social services, rehabilitation, education, hostels, and administration, jointly organised a large-scale "Post Summer Staff Activity", aiming to help staff members obtain breathing space amidst their busy work, rebuild interpersonal connections, and enhance positive energy in the workplace through social trips, cultural experiences, and team gatherings. There were a total of 13 such social activities, covering diverse themes such as local cultural tours, outlying island scenery, and short-distance experiences in Shenzhen and Zhongshan. In total, 581 staff and their family members participated, with the overall activity expenditure amounting to approximately HK\$87,000.

為進一步營造愉快、共融、具歸屬感的工作氛圍，本會於2024/25年度首度舉辦「YM超級好聲音」歌唱比賽，活動橫跨兩日，共4小時的決賽及展演環節，吸引超過200名同工參與，我們希望透過歌唱比賽，給喜歡唱歌的同工一個平台一展所長，在切磋歌藝、促進交流的同時，加強團隊之間的連繫與凝聚力，提升對機構的歸屬感。

To further create a pleasant, inclusive, and sense-of-belonging work atmosphere, the Association held the "YM Super Voice" singing contest for the first time in the 2024/25 year. The event spanned two days, with a total of 4 hours of final and performance sessions, attracting over 200 colleagues to participate. Through this singing contest, we aim to provide a platform for colleagues to showcase their talents and refine their vocal skills, and also foster communication and strengthen the connections and cohesion within our team, ultimately enhancing their sense of belonging to the Association.



YM 超級好聲音
YM Super Voice

本會一向致力為同工締造健康及快樂的工作環境，本年度獲得由衛生署、勞工處及職業安全健康局合辦的《精神健康職場約章》，被嘉許為「精神健康友善機構」，對本會積極履行《好心情@健康工作間約章》及《精神健康職場約章》予以肯定。城景國際及灣景國際獲得由「香港提升快樂指數基金」及「香港生產力促進局」合辦之「開心企業2024」頒發「開心企業」及「開心機構」榮譽，以表揚賓館為員工建設愉快的工作環境及提升員工快樂工作水平的努力；而城景國際及灣景國際分別連續10年及5年成為「開心企業」。

這是對我們努力營造和諧工作氛圍的肯定。我們將繼續努力，不斷優化我們的健康與安全政策，讓每位同工都能在青年會健康、快樂地工作及發展。本會將繼續透過舉辦與精神健康、健康飲食及體能相關的活動，促進同工的身心健康，讓每位同工都能在工作與生活中取得平衡，共同建立愉快健康的企業文化，共同實踐「青年會2030願景」中「促進社區全人健康」及「締造豐盛生涯歷程」之目標。

The Association has always been committed to creating a healthy and happy working environment for its staff. This Year, it was awarded the “Mental Health Workplace Charter” jointly organised by the Department of Health, the Labour Department, and the Occupational Safety & Health Council, and was commended as a “Mental Health Friendly Organisation”, affirming the Association’s active implementation of the “Joyful@Healthy Workplace Programme” and the “Mental Health Workplace Charter”. The Cityview and The Harbourview were honoured with the “Happy Company” and “Happy Organisation” titles under the “Happy Company 2024” co-organised by the “Promoting Happiness Index Foundation” and the “Hong Kong Productivity Council”, in recognition of the hostels’ efforts in building a pleasant working environment for employees and enhancing the level of happiness at work for staff; and The Cityview and The Harbourview have been recognised as a “Happy Company” for 10 consecutive years and 5 consecutive years, respectively.

This is an affirmation of our efforts to create a harmonious working atmosphere. We will continue our efforts to constantly optimise our health and safety policies, so that every colleague can work and develop healthily and happily at the YMCA. The Association will continue to promote the physical and mental wellbeing of its staff by organising activities related to mental health, healthy eating, and physical fitness, so that every staff member can achieve a balance between work and life, jointly build a happy and healthy corporate culture, and collectively realise the goals of fostering “Community Wellbeing” and “Meaningful Work” as set out in the “YMCA Vision 2030”.



精神健康友善機構
Mental Health
Friendly Organisation



促進社區健康

Community Health Promotion

醫療服務

青年會屬下的醫療服務單位分為基佑綜合醫務中心和專職醫療護理部。位於油麻地的基佑綜合醫務中心是本會首間以中西醫協作模式運營的醫務中心，以預防醫學、電子化病歷互通及一站式治療為服務原則，致力為市民提供優質而全人的中西醫療服務，讓每位患者都能感受到關懷與支持。

本會於2024年與香港中文大學中醫學院展開全新一合作，於尖沙咀增設了基佑綜合健康中心，進一步拓展服務範圍，涵蓋職業治療、言語治療與物理治療三大核心領域。中心配備了先進的感覺統合治療室，為有需要的學童提供更優質、更全面的訓練項目。

兒童及青少年身心健康

本會透過多元化活動促進兒童的全面發展，並為家長提供專業支援與指導，協助他們共同營造良好的成長環境。

Medical services

The medical service units under the YMCA are divided into the Kei Yau Integrated Medical Centre and the Health Care Professions Department. Located in Yau Ma Tei, Kei Yau Integrated Medical Centre is the first medical centre of the Association to operate under an integrated Chinese and Western medicine model. Guided by the service principles of preventive medicine, electronic health record interoperability, and one-stop treatment, it is committed to providing high-quality and holistic healthcare services to the public, ensuring every patient receives compassionate and comprehensive care.

In 2024, the Association launched a new collaboration with the School of Chinese Medicine of The Chinese University of Hong Kong and established the TST Kei Yau Integrated Health Centre in Tsim Sha Tsui, further expanding its areas of services to cover the three core areas of occupational therapy, speech therapy, and physiotherapy. The centre is equipped with an advanced sensory integration therapy room to provide higher quality and more comprehensive training programmes for students in need.

Children and youth physical and mental health

The Association promotes the holistic development of children through diversified activities, and provides parents with professional support and guidance to assist them in jointly creating a favourable environment for growth.

本會一直致力於倡導兒童的遊樂權利，深信遊戲與玩樂對於兒童的身心發展具有不可或缺的重要性。於本年度內推出的「兒童展潛能—童樂同行」服務逾1,300人次，包括兒童及其家長。這項服務旨在為兒童提供一個安全且富有啟發性的遊樂環境，讓他們在遊戲中探索自我潛能，提升解難能力，從中獲得快樂同時釋放壓力和焦慮。

《強制舉報虐待兒童條例》於2026年1月20日生效。為裝備同工對此議題的法律知識，以及提升家長對虐兒法例的認識，本會家庭社會工作小組先後舉辦新聞發佈會、員工培訓及「靜聽SUM聲—親子露營體驗2024」，清晰闡述立法原意及詳情。是次發佈獲約50篇訪問及報導，及後更獲兒童事務委員會邀請參與出席工作小組會議。

The Association has been committed to advocating for children's right to play, firmly believing that games and play are of indispensable importance to the physical and mental development of children. "Kids Together We Play" was launched during the Year, serving over 1,300 participants including children and their parents. This service aims to provide children with a safe and inspiring play environment, allowing them to explore their personal potential through play and enhance their problem-solving skills, thereby gaining happiness while releasing stress and anxiety.

With the Mandatory Reporting of Child Abuse Ordinance coming into effect on 20 January 2026, the Association strived to equip staff with legal knowledge on this issue and to enhance parents' understanding of child abuse legislation. Our Family Social Work Working Group has successively organised a press conference, staff training, and the "Listen to S.U.M.– Family Mindful Wild Camping", clearly articulating the legislative intent and details. This release received approximately 50 media interviews and reports, and subsequently received an invitation from the Commission on Children to a working group meeting.



「靜聽SUM聲—親子露營體驗2024」
"Listen to S.U.M–Family Mindful Wild Camping"



家長對「保護兒童」及「強制舉報機制」認識問卷調查
Survey on Parents' Understanding of the "Child Protection"
& "Mandatory Reporting of Child Abuse Ordinance"

本會深切關注青少年的身心健康，透過轄下的青少年綜合服務中心和青少年外展社會工作隊提供服務，支援青年身心靈健康發展。

YMCA is deeply concerned about the physical and mental health of young people, and provides services through its integrated children and youth services centres and youth outreaching social work teams to support the healthy development of the physical, mental, and spiritual well-being of youth.

根據本會於2024年9月發佈的全港首份「香港中學生精神健康素養」調查結果，揭示受訪學生求助意願偏低，本會提倡加強精神健康教育與支援系統。為此，本會推出為期兩年的「Chillax Y2K青少年精神健康服務計劃」，旨在提供及早介入服務，並透過創意推廣校園身心靈健康。計劃開展的首年內，我們已舉辦332節活動，服務6,176人次，所有參與的青年均一致認同這些活動有助於促進他們的身心靈健康。同時，本會的康怡會所及天水圍天晴會所分別推出「+多一點甜」守心者計劃及以「關愛自己，關顧他人」為主題的一系列入校活動。透過音樂會、講座及工作坊等活動，學生不僅獲得課後喘息的放鬆機會，對於有需要的學生，亦會進行轉介，以確保他們能夠接受適切的治療。

According to the findings of the Association's first "Mental Health Literacy of Hong Kong Secondary School Students" survey released in September 2024, which revealed a reluctance to seek help among the surveyed students, it is advocated to strengthen mental health education and support systems. To this end, the Association has launched the two-year "Chillax Y2K" Youth Mental Wellness Project, which aims to provide early intervention services and promote physical, mental, and spiritual health on campus through creativity. Within the first year of the launch of the scheme, we have organised 332 sessions of activities, serving 6,176 participants, and all participants unanimously agreed that the activities promoted their mental health. Meanwhile, the Kornhill Centre and Tin Shui Wai Tin Ching Centre launched the "+A Little Bit of Sweet Treats" Heart Guardians Project and a series of school-based activities themed "Caring for Yourself, Caring for Others" respectively. Through activities such as concerts, lectures, and workshops, students were not only offered after-school respite, students identified as needing further support were referred for appropriate treatment.



「香港中學生精神健康素養」問卷調查及訪問

Survey and interview on "Mental Health Literacy of Hong Kong Secondary School Students"

在外展工作方面，葵青及荃灣青少年外展社工隊推出了「心寧響樂」計劃，透過陶藝、拳擊及甜品烘焙等活動，幫助90位參加者釋放壓力，舒緩情緒。此外，該隊亦舉辦了音樂會，鼓勵參加者以音樂作為情緒的宣洩出口。荃灣會所同時推出了「Youth Moodium」—荃心傳義培育計劃，透過五感探索、靜觀練習及藝術創作等方式，深入探索心靈的奧秘。

In terms of outreach work, the Kwai Tsing & Tsuen Wan Youth Outreaching Social Work Team launched the "Peaceful Beats", helping 90 participants release stress and alleviate emotions through activities such as pottery, boxing, and dessert baking. In addition, the team also organised a concert designed to support emotional expression through music. Tsuen Wan Centre has simultaneously launched "Youth Moodium" – Mental Health Empowerment Scheme, exploring inner selves through sensory experiences, mindfulness practices, and artistic expression.



「心寧響樂」計劃
"Peaceful Beats" Project



「Youth Moodium」—荃心傳義培育計劃
"Youth Moodium" – Mental Health Empowerment Scheme

應對青年吸食依托咪酯的問題亦是本會的日間及夜間深宵外展服務隊的重點工作之一。本會採取預防、補救及輔導三大應對策略，由外展隊定期到訪吸毒黑點主動接觸青少年，並透過媒體及VR科技傳遞禁毒訊息，盼社會對議題有更深入的關注及了解。

Addressing the issue of etomidate abuse among youth is also one of the key tasks of the Association's daytime and late-night outreaching teams. The Association adopts a three-pronged approach of prevention, intervention, and counselling, whereby outreach teams regularly visit known drug hotspots to proactively reach out to youth, and convey anti-drug messages through media and VR technology, in the hope that society will have deeper concern and understanding of the issue.



透過媒體傳遞禁毒訊息
Conveying anti-drug messages through media



社會處方日 2025 Social Prescribing Day 2025

本會積極推動「社會處方」理念，以結合醫療與社區資源的新模式提供個人化的非藥物治療方案。

為此，本會舉辦全港首個「社會處方日 2025」嘉年華，透過藝術、運動等體驗工作坊推廣社會處方理念。本會亦推出了首個先導計劃—「綠癒心靈處方」，專為焦慮的基層青少年及其家庭量身訂造社會處方，以大自然、陪伴及重新建立的連結取代傳統藥物，成功改善參加者的症狀。鑑於朋輩支援的重要性，本會已培訓了30位「社區連結大使」，以協助識別有需要的青少年，以促進社區內的互助與連結。



社會處方日 2025
Social Prescribing Day 2025

The Association actively promotes the concept of “social prescribing” to provide personalised non-pharmacological treatment plans through a new model that integrates medical and community resources.

To this end, the Association organised Hong Kong’s first “Social Prescription Day 2025” carnival to promote the concept of social prescription through experiential workshops such as arts and sports. The Association has also launched its first pilot project – The JC InnoPower: Nature4Mind programme, a social prescription tailored specifically for underprivileged youths with anxiety and their families. By replacing traditional medication with nature, companionship, and re-established connections, it has successfully improved participants’ symptoms while simultaneously enhancing their emotional expression and family relationships. In view of the importance of peer support, the Association has trained 30 “Link Worker Ambassadors” to assist in identifying youths in need, so as to promote mutual aid and connection within the community.



第十四屆「穗港台澳新青年輔導研討會」

The 14th Regional Youth Symposium: Creative intervention, make change for youth's way out



鑑於近年疫情肆虐、全球經濟及社會出現變化，以致家庭和學校環境有所轉變，青少年的精神健康問題成為社會關注議題。面對此潛在的危機，社福界發展出多元的青少年輔導介入手法，並逐漸普及。本會於2024年6月主辦第十四屆「穗港台澳新青年輔導研討會」，匯聚廣州、台灣、澳門、新加坡及香港逾200名青少年工作者、專家及學者分享經驗，以「多元創意輔導，啟迪青年出路」為主題，探討表達藝術治療、動物輔導介入等前沿實務。會議同步啟動「心聆有伴」青年精神健康服務計劃，體現本會促進從業員專業交流、回應青年情緒需要的承擔。

In view of the rampant pandemic in recent years and the changes in the global economy and society, which have led to shifts in family and school environments, the mental health issues of adolescents have become a matter of social concern. In the face of this potential crisis, the social welfare sector has developed diverse youth counselling intervention methods, which are gradually becoming prevalent. In June 2024, the Association hosted the 14th "Regional Youth Symposium", bringing together over 200 youth workers, experts and scholars from Guangzhou, Taiwan, Macau, Singapore and Hong Kong to share experiences. With the theme of "Creative intervention, make change for youth's way out", the conference explored frontier practices such as expressive arts therapy and animal-assisted intervention. The conference concurrently launched the "Heart-Whisper Companion" Mental Health Service Series for Youth, reflecting the commitment of the Association to promoting professional exchange among practitioners and responding to the emotional needs of young people.

青少年服務影響力評估	Youth service impact assessment	
指標A：服務使用者認為活動有助提升青少年及兒童身體健康情況	Indicator A: Service users felt that the activities helped improve the physical health of youth and children	90.7%
指標B：服務使用者認為活動能增強面對困難及挑戰時的信心、抗逆力、復原能力及情緒穩定性(心理韌性)	Indicator B: Service users felt that the activities helped enhance confidence, resilience, recovery and emotional stability (mental strength) against difficulties and challenges	92.8%

長者身心健康

青年會屬下的長者服務單位，包括長者鄰舍中心、安老院和長者社區照顧服務，分別由醫生、護士、物理治療師、職業治療師和社工組成的專業團體所帶領，為長者提供日間護理、院舍護理、復康、健康教育、社交及康樂服務等。本會心繫長者的各種需要，除了提供康體活動讓長者能強身健體外，我們亦鼓勵長者在餘暇參與興趣班和義工活動，充實心靈。

同時，我們希望透過聯繫社區來建立一個充滿關懷的環境，以增進長者對社區的歸屬感和連結感。例如聯繫各階層人士，進行送暖行動、上門探訪等，給予長者身心靈層面的支援。

Elderly physical and mental health

The elderly service units under the YMCA, including Neighbourhood Elderly Centres, Residential Care Homes for the Elderly and Community Care Services for the Elderly, are respectively headed by professional teams comprising doctors, nurses, physiotherapists, occupational therapists, and social workers, providing services such as day care, residential care, rehabilitation, health education, social and recreational services for the elderly. The Association is committed to the various needs of the elderly. In addition to providing sports and recreational activities to enable the elderly to maintain physical fitness, we also encourage the elderly to participate in interest classes and volunteer activities in their leisure time to enrich their minds.

At the same time, we hope to build a caring environment by connecting with the community, so as to enhance the sense of belonging and connection of the elderly to the community. For example, connecting people from all walks of life to carry out care-giving activities and home visits, providing elderly people with support on physical, mental, and spiritual levels.

長者服務影響力評估	Elderly services impact assessment	
指標A：服務使用者認為活動有助改善長者身體健康情況；及了解有關身體健康的知識	Indicator A: Service users felt that the activities helped improve the physical health of the elderly and enhance their understanding about physical health	97.7%
指標B：服務使用者認為活動有助改善長者精神／情緒健康	Indicator B: Service users felt that the activities helped improve the mental/emotional health of the elderly	98.1%



拓展健步足球運動

Expanding Walking Football

本會在2015年從英國引入健步足球，並在2022年成立了中國香港健步足球協會有限公司，銳意透過舉辦比賽、交流及推廣活動，讓更多人可享受健步足球的樂趣。本會本年度繼續積極推廣健步足球運動，廣受金齡人士歡迎。於2024年6月及11月，「香港中華基督教青年會－賽馬會健步足球計劃」分別為屯門三聖邨「齊+」過渡性房屋項目及博愛江夏圍村過渡性房屋項目提供免費健步足球體驗班，有助居民建立運動習慣。



健步足球體驗班

Walking Football Trial Session

The Association introduced walking football from the United Kingdom in 2015 and established the Hong Kong China Walking Football Association Limited in 2022, with the aim of allowing more people to enjoy the fun of walking football through the organisation of competitions, exchanges, and promotional activities. The Association continued to actively promote walking football this year, which has been widely welcomed by the golden age group. In June and November 2024, the "Chinese YMCA of Hong Kong – Jockey Club Walking Football Project" provided free walking football taster classes for 'To • Gather' @ Sam Shing Transitional Housing Project, Tuen Mun and the Pok Oi Kong Ha Wai Village transitional housing project respectively, helping residents to establish exercise habits.

截至本年度，健步足球分齡賽已成功舉辦四季聯賽，而第五季的賽事已於2025年3月啟動，讓曾受傷患困擾或年紀較大的人士都可以重拾踢足球的樂趣，同時為不少從未接觸足球的人士開拓新興趣。此外，於2025年2月，本會派出共12名女子健步足球球員到台北青年會進行健步足球交流，進一步擴闊人際網絡。

As of this Year, the Walking Football Age-Group Tournament has successfully held four seasons of leagues, and the fifth season of the tournament has commenced in March 2025, allowing individuals who were previously troubled by injuries or are older to rediscover the joy of playing football, while simultaneously developing a new interest for many individuals who have never been in contact with football. In addition, in February 2025, the Association sent a total of 12 female walking football players to the Taipei YMCA for a walking football exchange to further expand their interpersonal networks.



推廣職場健康

僱員全力以赴支持企業業務發展，是企業最寶貴的資產，因此他們的健康不能忽視。惟工時長及生活忙碌令許多成年人難以抽空進行足夠運動，缺乏恆常的運動習慣及一定的體能活動量，將會嚴重影響健康狀況。根據青年會進行的一項問卷調查的結果，有86%受訪者認同僱主應提供關顧僱員身心健康的措施，而75%人士表示其僱主有為員工提供醫療福利，當中三成多企業有提供體檢優惠及體檢假給予員工，顯示僱員對職場健康友善措施的需求。

早於2016年，青年會已推出「運動友善計劃」推廣職場健康，青年會於本年度將「運動友善計劃」升級為「H-Care健康友善計劃」，鼓勵企業機構訂立相應政策及提供相關措施，促進員工多參與有益身心靈的活動，提升產能及工作效率，履行關顧員工的企業責任，並建立企業機構的正面形象，達致僱主與員工的雙贏局面。

Workplace health promotion

Employees are the most valuable assets of an enterprise as they devote their full efforts to supporting its business development; therefore, their health cannot be neglected. However, long working hours and busy lifestyles make it difficult for many adults to find time for sufficient exercise, and the lack of regular exercise habits and a certain level of physical activity will seriously affect health conditions. According to the results of a questionnaire survey conducted by the YMCA, 86% of respondents agreed that employers should provide measures to care for the physical and mental health of employees, while 75% of individuals stated that their employers provide medical benefits to staff, among which over 30% of enterprises provide physical examination discounts and physical examination leave to employees, indicating the demand from employees for health-friendly measures in the workplace.

As early as 2016, the YMCA launched the "Sport Friendly Action" to promote workplace health. This Year, the YMCA upgraded the programme to the "H-Care Health-Friendly Scheme", encouraging corporate organisations to establish corresponding policies and provide relevant measures to promote employees' participation in activities beneficial to their physical, mental, and spiritual wellbeing, enhance productivity and work efficiency, fulfil corporate responsibility in caring for employees, and establish a positive image for corporate organisations, thereby achieving a win-win situation for both employers and employees.



無論做甚麼，都要從心裏做，像是給主做的，不是給人做的，因你們知道從主那裏必得著基業為賞賜；你們所事奉的乃是主基督。

歌羅西書3章23-24節

Whatever you do, work at it with all your heart, as working for the Lord, not for human masters, since you know that you will receive an inheritance from the Lord as a reward. It is the Lord Christ you are serving.

Colossians 3:23-24

締造豐盛生涯歷程 Meaningful Work



同工及義工的培訓與發展

Training and Development of Employees and Volunteers

同工培訓及發展

為協助同工的專業發展，青年會推行了全面的同工進修及培訓政策，提供豐富的培訓機會和課程，以實現員工的全面發展。透過提供內部培訓、短期本地外間培訓、認證訓練和境外培訓等多種培訓形式，以支援同工的專業發展和提升服務品質。在經濟支持方面，青年會為每位同工每個財政年度提供最高可達2,000港元的培訓津貼及可享有最高11節培訓節數。這些津貼和節數可以同時申請，用於參加與工作相關或有助於專業發展的課程，這安排大大減輕了同工參加培訓的經濟負擔，鼓勵他們積極提升自己。

對於培訓時間，同工可以在常規工作時間內參加內部培訓項目，如新同工入職導向會、幹事培訓課程等，這使得同工能夠在不影響工作的前提下，有足夠的時間參加培訓，提升專業知識和技能。在培訓要求方面，青年會規定每位同工每個財政年度最低的培訓時數為10小時，這確保了同工能夠定期接受培訓，不斷更新自己的知識體系。對於幹事級同工，建議每個財政年度接受不少於24小時的在職訓練，以更好地帶領團隊，提升服務品質。這些措施不僅有助於同工個人的專業成長，也確保他們能夠滿足服務使用者不斷變化的需求，並與本會的使命、願景和目標保持一致。

Employee training and development

To assist in the professional development of staff, the YMCA has implemented a comprehensive policy for staff continuing education and training, providing a range of training opportunities and courses to achieve the holistic development of employees. Support the professional development of staff and enhance service quality by providing various forms of training, such as internal training, short-term local external training, certification training, and overseas training. In terms of financial support, the YMCA provides each staff member with a training allowance of up to HK\$2,000 and up to 11 training sessions per fiscal year. These allowances and sessions may be applied for simultaneously for the purpose of attending courses that are work-related or conducive to professional development; such arrangement significantly alleviates the financial burden on staff participating in training and encourages them to proactively enhance their self-development.

Regarding training hours, staff members may participate in internal training programmes, such as orientation sessions for new staff and officer training courses, during regular working hours. This enables staff members to have sufficient time to participate in training and enhance their professional knowledge and skills without affecting their work. In terms of training requirements, the YMCA stipulates that the minimum training hours for each staff member per fiscal year is 10 hours, which ensures that staff members can receive training regularly and continuously update their own knowledge systems. For programme staff, it is recommended to undergo no less than 24 hours of in-service training each fiscal year to better lead their teams and enhance service quality. These measures not only contribute to the professional growth of individual staff members, but also ensure that they are able to meet the evolving needs of service users and remain consistent with the mission, vision, and objectives of the Association.

為促進教職員工的專業發展，中華基督教青年會中學制定了「教師進修申請指引」，鼓勵教師參加教育局或校外機構的專業課程以掌握最新教育知識。該指引根據教師的教學年資和進修需求，規定了詳細的培訓申請條件和批核流程，確保透明和公正。此外，教師完成進修後需提交進修記錄，以便學校跟蹤進修成效，從而提升教學效能，持續提升教師隊伍的整體質素。

To promote the professional development of teaching staff, Chinese Y.M.C.A. Secondary School has formulated the "Teacher Continuing Education Application Guidelines" to encourage teachers to participate in professional courses organised by the Education Bureau or external organisations to master the latest educational knowledge. The guidelines stipulate detailed training application conditions and approval processes based on teachers' years of teaching experience and professional development needs, ensuring transparency and impartiality. In addition, teachers are required to submit training records upon completion of their professional development to facilitate the school's tracking of training effectiveness, thereby enhancing teaching efficiency and continuously improving the overall quality of the teaching staff.

本會本年度共舉辦119項培訓課程，累計達5,121人次參與，覆蓋職業發展、領袖培育及專業技能等多元範疇。各項職業培訓及交流活動包括但不限於：

The Association organised a total of 119 training courses during the year, with a cumulative total of 5,121 participants, covering diverse areas such as career development, leadership cultivation, and professional skills. Various vocational training and exchange activities include but are not limited to:

項目類別 Category	名稱 Project	描述 Description
職業培訓 Professional Training	新晉領袖訓練課程	為期四個月的領袖培育計劃，由資深領袖擔任導師，透過管理課程與退修營，深化基督教價值觀，提升新晉領袖的領導力與影響力。
	Leadership training programme	A four-month leadership development programme, with senior leaders serving as mentors, aims to deepen Christian values and enhance the leadership and influence of emerging leaders through management courses and retreats.
	活動助理生涯規劃證書課程	系統化培訓活動助理，協助其發掘自身優勢與興趣，提升自信、擴闊視野及溝通技巧，為職涯發展奠定基礎。
	Programme assistant career planning certificate course	Systematic training for programme assistants, assisting them in discovering their own strengths and interests, enhancing self-confidence, broadening horizons and communication skills, and laying the foundation for career development.

項目類別 Category	名稱 Project	描述 Description
職業培訓 Professional Training	兒童保護及國安法律培訓	開設《保護兒童強制舉報機制》證書課程及網上課程，並舉辦「社會服務機構維護國家安全法律實務工作坊」，加強同工對兒童保護及國安相關法律的認識與應用能力。
	Child Protection and National Security Law Training	Launch the "Mandatory Reporting of Child Abuse Ordinance" certificate course and online course, and organise the "National Security Law Practical Workshop", to strengthen the understanding and application capabilities of staff regarding child protection and national security-related laws.
交流活動 Exchange Activities	新加坡社會處方考察團	參與香港社會服務聯會代表團，前往新加坡考察基層醫療政策中社會處方的應用，探索整合健康與社會照顧的實踐模式。
	Singapore Social Prescribing Study Trip	Participated in a delegation of The Hong Kong Council of Social Service to Singapore to study the application of social prescribing in primary healthcare policies and explore practical models for integrating health and social care.
	經驗交流	接待海外青年會、中華全國青年聯合會、荷蘭駐港澳總領事等嘉賓到訪，交流實踐經驗，並探討未來合作方案。
環保培訓 Environmental Training	Experience Exchange	Received guests from the overseas YMCAs, the All-China Youth Federation, and the Consul-General of the Netherlands in Hong Kong and Macao to exchange practical experience and explore future cooperation plans.
	香港廢物處理	淨灘活動及了解本會由賽馬會慈善信託基金贊助之九龍會所「Project Be W.I.S.E.」導賞，認識節能設備及綠色建築要求。
	Hong Kong Waste Disposal	Beach cleaning activities and a guided tour of the Kowloon Centre "Project Be W.I.S.E.", sponsored by The Hong Kong Jockey Club Charities Trust, to understand energy-saving equipment and green building requirements.
	年度環保培訓課程	由城景國際舉辦，為期3天，提供環保相關知識和資訊，激發員工對環保議題的關注和意識，吸引超過120名員工踴躍出席。
	Annual Environmental Training Course	Organised by The Cityview, the 3-day event provided environmental protection-related knowledge and information to stimulate employees' concern and awareness of environmental issues, attracting more than 120 employees to attend enthusiastically.



傑出同工獎勵計劃

Staff Outstanding Performance Award Scheme

本會「傑出同工獎勵計劃」於2024/25年度表揚10名在工作表現、會務參與及機構貢獻上表現卓越的全職同工，涵蓋前線服務、行政支援及專業管理崗位。計劃透過公開表彰，肯定同工努力，彰顯機構「以人為本、唯才是舉」的管治文化，提升團隊凝聚力與歸屬感。

Our “Staff Outstanding Performance Award Scheme” recognised 10 full-time staff members in 2024/25 year who have demonstrated excellence in work performance, participation in the Association's affairs, and contribution to the organisation, covering frontline services, administrative support, and professional management positions. The scheme aims to recognise the efforts of staff through public commendation, demonstrating the organisation's governance culture of “people-oriented and meritocracy”, and enhancing team cohesion and a sense of belonging.



傑出同工獎勵計劃

“Staff Outstanding Performance Award Scheme”

本會傑出同工獎勵計劃得獎同工包括湛國榮同工及盧佩華同工，參加勞工處舉辦之「好僱員嘉許計劃」，均獲得勞工處頒發的「好僱員嘉許計劃2025」嘉許狀及獎牌，以表揚他們在工作崗位上的傑出表現。另外，佐敦會所亦在是項計劃中，獲頒發團隊嘉許狀及獎牌，肯定他們的卓越表現及對機構的貢獻。

The award-winning staff members of the Association's Outstanding Staff Award Scheme, Mr. Cham Kwok-wing, Samson and Ms. Loo Pui-wah, participated in the “Good Employee Recognition Campaign” organised by the Labour Department, and were both awarded the commendation certificates and medals of the “Good Employee Recognition Campaign 2025” by the Labour Department, in recognition of their outstanding performance in their respective positions. In addition, the Jordan Centre was also awarded a team commendation certificate and a medal under the scheme, in recognition of their outstanding performance and contribution to the organisation.



好僱員嘉許計劃2025

Good Employee Recognition Campaign 2025

義工培訓及發展

青年會運動其中一個重要元素是義工服務，我們的義工來自不同背景，為了確保他們能得到充分且相關的訓練，青年會投入了大量的資源，包括專門的經費和專業的培訓時間，以提供系統化的義工培訓課程。這些課程涵蓋了服務技巧、溝通能力、應急處理等多個方面，確保義工們在服務過程中能更加專業和自信。我們希望他們均能得到專業的義工訓練，在日後幫助更多有需要人士。為促進更多青年參與義工運動，本會本年度繼續推動「YM Volunteer@SCHOOL」獎勵計劃，透過服務時數獎及SDG主題計劃獎，鼓勵學校策動義工運動，讓更多學生參與義工服務，同時，讓學生義工了解如何在生活中實踐ESG及SDGs。在報告期間，共有58間學校獲嘉許，當中參與義工服務的學生達34,080人，總服務時數逾22.1萬小時。

Volunteer training and development

One of the key elements of the YMCA movement is volunteer service. Our volunteers come from diverse backgrounds. To ensure they receive sufficient and relevant training, the YMCA has invested substantial resources, including dedicated funding and professional training time, to provide systematised volunteer training courses. These courses cover various aspects such as service techniques, communication skills, and emergency handling, ensuring that volunteers can be more professional and confident during the service process. We hope that they can all receive professional volunteer training to help more people in need in the future. To promote greater youth participation in the volunteer movement, the Association continues to promote the "YM Volunteer@SCHOOL" Award Scheme this year. Through the service awards and the SDG-themed story awards, the scheme encourages schools to mobilise volunteer movements, enabling more students to participate in volunteer services while allowing student volunteers to understand how to practise ESG and SDGs in their daily lives. During the Reporting Period, a total of 58 schools were commended, in which the number of students participating in volunteer services reached 34,080, contributing over 221,000 service hours.



YM Volunteer 頒章禮 2023-2024

YM Volunteer Awards Presentation Ceremony 2023-2024



裘錦秋中學(元朗)的同學們策劃義工服務當區基層家庭。
Students from Ju Ching Chu Secondary School (Yuen Long)
planned volunteer services for local low-income families.



義工活動結合精神健康教育

Volunteer activities combined with mental health education

音樂是自我療愈與舒解壓力的良方，而富有共鳴的歌詞更能觸動心靈，表達內心深處的情感。本會去年2024年10月至2025年4月間舉辦的《心·聆歌詞》廣東歌填詞比賽，突破傳統說教模式，將廣東歌結合精神健康教育，以歌詞和音樂作品傳遞自我照顧、相伴同行之訊息，在社會傳播希望，吸引超過250位參加者。

是次比賽的優秀作品已於社交媒體上展出，讓參加者分享填詞作品和創作意念，並且設「Chill人氣大獎」投票，讓公眾票選出最受觸動的作品，吸引超過23,000人投票，一同感受音樂中的希望與支持。此外，活動更有幸獲選為2025年香港社福界心連心大行動「說好社福故事」的得獎項目之一。

Music is a good remedy for self-healing and stress relief, and resonant lyrics can further touch the soul and express deep-seated inner emotions. The “Lyrics of the Soul” Cantopop Mental Wellness Contest, organised by the Association between October 2024 and April 2025, broke through the traditional didactic model by integrating Cantonese songs with mental health education. It conveyed messages of self-care and walking together through lyrics and musical works to spread hope in society, attracting over 250 participants.

Outstanding entries of the competition have been showcased on social media, allowing participants to share their lyric-writing works and creative concepts. Furthermore, the “Chill Popularity Award” voting was established for the public to vote for the most touching works, attracting over 23,000 votes to collectively experience the hope and support within the music. In addition, the event was honoured to be selected as one of the winning projects of the “Telling Good Stories of Social Welfare” Campaign 2025 under the Connecting Hearts.



《心·聆歌詞》廣東歌填詞比賽

“Lyrics of the Soul” Cantopop Mental Wellness Contest

社區教育、培訓及就業機會

Community Education, Training and Employment Opportunities

青年會的服務範圍包括教育服務、社會企業、復康服務及庇護工場，這些單位能為服務對象提供自力更生的途徑，我們確信這比起單單施予物質援助更為重要。青年會一直致力為學生提供教育或職業導向的支援，協助他們將所學融會貫通，及早發掘自身職業志向，提升個人競爭力，爭取向上流動的機會。長者及傷健人士或許因為自身限制，而未能一展抱負，然而我們相信每個人能在各自的崗位發揮力量，活出豐盛人生。

The scope of services of the YMCA includes educational services, social enterprises, rehabilitation services, and sheltered workshops. These units provide service recipients with a path to self-reliance, which we firmly believe is more important than merely providing material assistance. The YMCA has been committed to providing students with educational or career-oriented support, assisting them in integrating what they have learned, discovering their career aspirations at an early stage, enhancing their personal competitiveness, and striving for opportunities for upward mobility. The elderly and persons with disabilities may be unable to realise their aspirations due to their own limitations; however, we believe that everyone can exert their strength in their respective positions and live a fulfilling life.

兒童及青少年教育

一直以來，青年會希望透過多元教育向兒童及青少年傳授正確的價值觀和知識，迎接未來挑戰，栽培他們成為未來社會的基石。我們本著基督精神辦學，培育學生在德、智、體、群、美和靈育的全面發展，同時提倡多元智能的教學，涵蓋從幼稚園到中學至及後進修的各個階段，8間學校包括中華基督教青年會上水幼稚園、中華基督教青年會幼稚園、中華基督教青年會葵涌幼稚園、中華基督教青年會小學、中華基督教青年會基雋小學、中華基督教青年會中學、青年會書院、青年會專業書院。

Children and youth education

The YMCA has always hoped to impart correct values and knowledge to children and youth through diversified education, preparing them for future challenges and cultivating them to become the cornerstones of future society. Following the spirit of Christ, we run schools that focus on the comprehensive development of students in virtues, intellectual, physical, social, aesthetic, and spiritual growth, while promoting multiple intelligence teaching covering various stages from kindergarten to secondary school and subsequent further studies. The 8 schools include Chinese Y.M.C.A. Sheung Shui Kindergarten, Chinese Y.M.C.A. Kindergarten, Chinese YMCA Kwai Chung Kindergarten, Chinese Y.M.C.A. Primary School, YMCA Christian Academy, Chinese Y.M.C.A. Secondary School, Chinese Y.M.C.A. College, and YMCA College of Careers.



數碼教育

科技發展日新月異，我們深知引導青少年融入數碼世界的重要性，因此他們提供全面深入的數碼教育。我們已明確將創新科技作為青年會未來服務的重點之一，銳意將更多資源投放在創新科技及資訊數碼化等重要領域。過去一年，青年會屬下各單位為會員提供眾多涉獵創新科技的機會。青年會與創科業界合作，讓學生有機會接觸編程及程序設計。同時，智慧城市的建設近年來也成為推動城市發展的大趨勢之一，我們亦為學生提供相關專題活動，介紹物聯網、智能家居等重要概念，拓闊他們對未來城市的想像和理解。

Digital education

With the rapid advancement of technology, we are deeply aware of the importance of guiding teenagers to integrate into the digital world, and therefore provide them with comprehensive and in-depth digital education. We have clearly identified innovative technology as one of the key focuses for the future services of the YMCA, and are determined to invest more resources in important areas such as innovative technology and information digitalization. Over the past year, various units under the YMCA have provided members with numerous opportunities to engage with innovative technology. The YMCA collaborates with the innovation and technology industry to provide students with opportunities to gain exposure to coding and programming. Meanwhile, the construction of smart cities has also become one of the major trends driving urban development in recent years. We also provide students with relevant thematic activities to introduce important concepts such as the Internet of Things and smart homes, broadening their imagination and understanding of future cityscape.



勇奪創意思維世界賽2025殊榮

Awarded at the "Odyssey of the Mind World Finals 2025"

為鼓勵香港學生運用創意解決問題，培養個人創造力和解難能力，本會自2017年起承辦創意思維世界賽，2025年香港區賽吸引全港28間中小學共派出31支隊伍參加。本屆更首次引入學生村模式，讓參賽隊伍可以有充分準備，並且與來自不同學校的學生有機會深入交流。中華基督教青年會中學、青年會書院、中華基督教青年會小學分別於不同組別勇奪亞軍。三校隊伍隨後代表香港出戰於美國舉行的世界賽，體現本會推動數碼創意教育、締造豐盛生涯歷程的願景，亦為港爭光。



創意思維世界賽2025
Odyssey of the Mind World
Finals 2025

To encourage Hong Kong students to use creativity to solve problems and to cultivate individual creativity and problem-solving skills, the Association has been hosting the Odyssey of the Mind World Finals since 2017. The 2025 Hong Kong Regional Tournament attracted a total of 31 teams sent by 28 primary and secondary schools across Hong Kong to participate. This session also introduced the student village model for the first time, allowing participating teams to be fully prepared and providing students from different schools with the opportunity for in-depth exchange. Chinese Y.M.C.A. Secondary School, Chinese Y.M.C.A. College, and Chinese Y.M.C.A. Primary School were each awarded second place in different categories. The three school teams subsequently represented Hong Kong in the world competition held in the United States, embodying the Association's vision of promoting digital creative education and creating a fulfilling life journey, while also bringing glory to Hong Kong.



全校參與AI體適能日

School-wide AI-Powered Fitness Day

中華基督教青年會小學向來重視學生的體育發展，每學年初均舉辦體適能日，以收集學生的體能數據。2025年的活動首次引入人工智能系統，借助生物分析儀器，準確辨識學生身份，並即時記錄耐力跑、坐地前伸、反應時間、BMI指數及仰臥起坐等多項成績。

透過這些數據，教師能夠在學期初已掌握學生的體能狀況，並據此調整全年體育課的訓練比重與內容。此舉不僅讓體育課程更貼合學生的成長需要，亦有助發掘學生的運動潛能，使各項課外活動的設計更具針對性。

Chinese Y.M.C.A. Primary School has always attached great importance to the physical education development of its students, and holds a Fitness Day at the beginning of each school year to collect students' physical fitness data. The 2025 event introduced an artificial intelligence system for the first time, utilising bio-analytical instruments to accurately identify student identities and record multiple results in real-time, including endurance run, sit-and-reach, reaction time, BMI index, and sit-ups.

Through such data, teachers are able to grasp the physical fitness conditions of students at the beginning of the semester, and adjust the training weighting and content of physical education classes for the entire year accordingly. This move not only makes the physical education curriculum more aligned with the developmental needs of students, but also helps to discover students' athletic potential, making the design of various extracurricular activities more targeted.



全校參與AI體適能日

School-wide AI-Powered Fitness Day

青少年職業培訓

我們提供優質的幼稚園、小學、中學及職業培訓教育，培育和啟發兒童及青少年，保證下一代能獲得相關的知識和技能，裝備自己，為將來就業、尋找有意義的工作或創業做好準備。青年會的外展社會工作隊同樣會主動協助青少年探索自己的興趣、職向及能力，發展合適的職業生涯，以免因為欠缺方向而誤入歧途。

青年會專業書院專門提供多種全日、兼讀及短期課程，為學生提供不同升學就業的階梯，成就人生新一頁。書院開辦的全日制及兼讀制課程，為有志投身職場的中五及中六同學鋪路，可於完成學業後選擇就業或繼續進修。另外，書院亦有開辦僱員再培訓局屬下的就業掛鈎課程，協助學員獲取零售、商業及飲食業等產業的實用技能和知識，以投身相關行業，一般學生在畢業兩個月後，就可覓得全職工作。書院的「社會科學及康樂學系」自2023學年起，開辦「社會工作高級文憑課程」，課程結合社會工作理論、輔導技巧、多元化社會服務體驗及實習經驗。學生修畢課程後，可向社會工作者註冊局申請成為專業認可的註冊社工，符合在非政府機構、社會企業或政府擔任社會工作助理的資格。

Youth vocational training

We provide high-quality kindergarten, primary, secondary, and vocational training education to nurture and inspire children and youth, ensuring that the next generation can acquire relevant knowledge and skills to equip themselves and prepare for future employment, seeking meaningful work, or entrepreneurship. The YMCA Youth Outreaching Social Work Team strives to support young people in exploring their interests, career orientations, and abilities, and in developing appropriate career paths, so as to avoid going astray due to a lack of direction.

YMCA College of Careers specialises in providing a wide range of full-time, part-time, and short-term courses, offering students various pathways for further education and employment to achieve a new chapter in life. The full-time and part-time courses offered by the College pave the way for Form 5 and Form 6 students who aspire to enter the workplace, allowing them to choose employment or further studies upon completion of their studies. In addition, the College also offers employment-linked courses under the Employees Retraining Board to assist students in acquiring practical skills and knowledge in industries such as retail, business, and catering for their entry into relevant sectors; generally, students are able to secure full-time employment two months after graduation. The college's Department of Social Sciences and Recreation Studies has offered the "Higher Diploma in Social Work Programme" since the 2023 academic year, which integrates social work theories, counselling skills, diversified social service experiences, and internship experiences. Upon completion of the programme, students may apply to the Social Workers Registration Board to become professionally accredited registered social workers, qualifying them to serve as social work assistants in non-governmental organisations, social enterprises, or the government.



為青年提供實習計劃

Providing Internship Programmes for Youth

本會兩間賓館一直致力於青年培訓及發掘有志從事酒店業的人才加入團隊，在暑假期間分別推出實習計劃，讓青年認識及體驗職場工作，幫助他們規劃未來進修及事業發展方向。

荃灣會所與香港工業總會及香港科技园公司合辦第四屆「工業x創科體驗之旅」，為36名來自三間伙伴合作中學的高中學生提供為期兩日的工作實習，使他們能在就業前具備更佳的身心準備。是次計劃更獲得金源發展國際實業有限公司贊助「星級學生大獎」，得獎者獲邀到越南胡志明市進行實習，實地認識越南及東盟的發展，開拓國際視野。

The two hostels of the Association have been committed to youth training and identifying talents aspiring to join the hotel industry. During the summer holidays, internship programmes were launched respectively to allow young people to understand and experience the workplace, helping them plan their future further education and career development directions.

The Tsuen Wan Centre co-organised the 4th "Innopreneur Experience Journey" with the Federation of Hong Kong Industries and the Hong Kong Science and Technology Parks Corporation, providing a two-day work internship for 36 senior secondary students from three partner secondary schools to better prepare them physically and mentally before entering the workforce. The programme also received sponsorship from Golden Resources Development International Limited for the "Star Student Award", where the awardees were invited to participate in an internship in Ho Chi Minh City, Vietnam, to gain on-site understanding of the development of Vietnam and ASEAN and to broaden their international horizons.



第四屆「工業 x 創科體驗之旅」

The 4th of "Innopreneur Experience Journey"



為青年提供實習計劃

Providing Internship Programmes for Youth

藍田會所獲觀塘民政事務處津助，舉辦「青年躍動@樂觀派—生涯發展及職業體驗計劃2024」，為區內80名高中生提供生涯規劃指導及輔導服務。計劃已於9月28日順利舉行「成果分享會」，民政及青年事務局副局長梁宏正先生，BBS, JP致辭時更鼓勵青年人以是次計劃作起點，積極規劃將來的職業生涯，成為有理想、具備有世界視野的青年，日後為社會盡一己所長，為國家及香港作出貢獻。

Lam Tin Centre, subvented by the Kwun Tong District Office, organised the "2024 Life Planning Scheme and Internship programme of Youth Pi@ Kwun Tong" to provide career planning guidance and counselling services for 80 senior secondary school students in the district. The programme successfully held the achievement sharing session on 28 September. Mr. Clarence Leung Wang-ching, BBS, JP, Under Secretary for Home and Youth Affairs, in his speech, further encouraged young people to use this programme as a starting point to actively plan their future careers, to become visionary youth with ideals and a global perspective, and to leverage their strengths for the benefit of society and contribute to the country and Hong Kong in the future.



「青年躍動@樂觀派—生涯發展及職業體驗計劃2024」
2024 Life Planning Scheme and Internship programme of Youth Pi@ Kwun Tong

青少年服務影響力評估	Youth services impact assessment	
指標C：服務使用者認為活動／課程有助提升領導能力和社交能力	Indicator C: Service users felt that the activities/courses helped enhance leadership and social skills	94.4%
指標E：服務使用者認為活動有助青年找尋職業方向／人生目標	Indicator E: Service users felt that the activities helped the youth in finding career directions/life goals	90.9%
指標F：服務使用者認為活動有助提升青少年於職場的就業能力及技巧	Indicator F: Service users felt that the activities helped improve the employability and skills of young people in the workplace	88.0%

社會企業

我們的社會企業秉承青年會宗旨，提供專業培訓及就業機會予有需要人士，以商業模式營運，所得收入悉數用於回饋社會。現時本會屬下之社會企業共有5間，分別為YM Café@CVA Commons、YM Deli、YM HAIR、YM Balloon及YM Fleur花樂誰家。

Social enterprises

Adhering to the mission of the YMCA, our social enterprises provide professional training and employment opportunities for people in need. Under the business model, all income generated from our social enterprises is ploughed back into the community. Currently, there are 5 social enterprises under the Association, namely YM Café@CVA Commons, YM Deli, YM HAIR, YM Balloon, and YM Fleur.



社區義剪服務

Community Complimentary Haircutting Service

在企業伙伴的慷慨贊助下，本會兩間社會企業—YM HAIR及YM Balloon於農曆新年前聯合舉辦新春義剪活動，為30名基層家庭小學生提供免費剪髮服務。活動現場以新年主題氣球佈置，營造喜慶氛圍，並向每位前來的小朋友贈送熊貓造型氣球棒，讓他們在歡樂的節日氣氛中迎接新歲。

With the generous sponsorship of corporate partners, the Association's two social enterprises – YM HAIR and YM Balloon – jointly organised a Chinese New Year charity hair-cutting event before the Chinese New Year, providing free hair-cutting services for 30 primary school students from grassroots families. The event venue was decorated with New Year-themed balloons to create a festive atmosphere, and panda-shaped balloon sticks were presented to every child who attended, allowing them to welcome the New Year in a joyful holiday atmosphere.



社區義剪服務

Community Complimentary Haircutting Service

此外，本年度YM HAIR多次接受傳媒訪問，包括HOY TV《一線搜查》、港台電視31《凝聚香港》等，分享YM HAIR的成立背景及理念，以及外展青年接受技術培訓後的轉變。

In addition, during the year, YM HAIR accepted multiple media interviews, including HOY TV's "City Focus" and RTHK TV 31's "Hong Kong United", etc., to share the background and philosophy of the establishment of YM HAIR, as well as the transformations of outreach youth after receiving technical training.



以花藝品連繫社區

Connecting with the Community through Floral Arts

本會社企YM Fleur花樂誰家獲市區重建局支持舉辦社區藝術項目「生花・滿墟」，透過花藝工作坊連繫社區，推動公眾認識及運用本地花材。項目同時加強基層婦女社區參與，讓她們在製作花藝的過程中發揮所長、重拾自信。聖誕期間更將公眾製作的花藝掛飾送贈區內長者中心及護老院，以花傳愛，促進社區共融與可持續發展。

YM Fleur, a social enterprise of the Association, has received support from the Urban Renewal Authority to organise the community art project "The Joy of Floral", which aims to connect the community through floral art workshops and promote public awareness and use of local floral materials. The project also strengthens the community participation of grassroots women, allowing them to leverage their strengths and regain self-confidence during the process of floral arrangement production. During the Christmas period, floral ornaments created by the public were further donated to elderly centres and nursing homes in the district to spread love through flowers and promote community inclusion and sustainable development.



YM Fleur花樂誰家獲市區重建局
邀請舉辦社區藝術項目

YM Fleur invited by the URA to
run a Community Art Project



邀請公眾一同製作聖誕掛飾

The public was invited to create Christmas ornaments



復康服務

面對生活上的種種不便，殘疾人士和照顧者往往因未能在社會上及時得到支援而倍感困難。青年會希望能為殘疾人士提供一個合適的地方，不但照顧他們的切身需要，同時提供自力更生的機會，藉此減輕一眾照顧者的壓力。

現時青年會正營運三間津助宿舍、兩所庇護工場及一間聾人中心。三間殘疾人士津助宿舍均為中度弱智人士提供住宿及護理服務，宿舍營運上一直遵行社會福利署之殘疾人士院舍實務守則、院舍藥物管理指南及內部訂立之服務質素標準提供優質服務。必愛之家宿舍位於上環，華愛之家宿舍位於南區，盛愛之家宿舍則位於粉嶺，當中必愛之家及盛愛之家均設有庇護工場。

目前兩間宿舍附設之庇護工場，讓未能在社區就業的舍友及殘疾人士接受可賺取訓練津貼的工作技能訓練，並積極為工商、政府及社服機構的客戶提供多類型的生產及營銷服務，推動殘疾人士就業機會。

Rehabilitation services

Faced with various inconveniences in daily life, persons with disabilities and caregivers often experience increased difficulties due to the failure to receive timely support within the community. The YMCA hopes to provide a suitable place for persons with disabilities, which not only caters to their immediate needs but also provides opportunities for self-reliance, thereby alleviating the pressure on caregivers.

Currently, the YMCA is operating three subvented hostels, two sheltered workshops and one centre for the deaf. All three subvented hostels for persons with disabilities provide residential and nursing services for persons with moderate intellectual disabilities. In terms of operation, the hostels have consistently adhered to the Social Welfare Department's Code of Practice for Residential Care Homes (Persons with Disabilities), Guidelines on Drug Management in Residential Care Homes as well as internally established Service Quality Standards, to provide high-quality services. Home of Love Hostel is located in Sheung Wan, Home of Love – Wah Fu Hostel is located in Southern District, and Home of Love – Yung Shing Hostel is located in Fanling, among which both Home of Love and Home of Love – Yung Shing are equipped with sheltered workshops.

Currently, the sheltered workshops attached to the two hostels allow residents and persons with disabilities who are unable to find employment in the community to receive vocational skills training that earns them a training allowance, and actively provide various types of production and marketing services to clients from the industrial, commercial, government, and social service sectors, promoting employment opportunities for persons with disabilities.

本年度本會的庇護工場之學員人數情況如下：

The status of the number of trainees at the sheltered workshops of the Association for the year is as follows:

場所 Site	人數 No. of people
盛愛之家 Home of Love – Yung Shing	135
必愛之家 Home of Love	170

本年度本會的庇護工場之工作種類、數量及工作時數情況如下：

The types of work, quantities, and working hours of the sheltered workshops of the Association for the year are as follows:

工作種類 Job Category	工作數量(次) Number of assignments (times)	工作時數 Number of hours worked
禮品包裝 Gift packaging	159	147,600
信件包裝 Letter packaging	12	1,800
車縫服務 Machine sewing services	15	300
橫額製作 Banner production	100	3,000
紀念品製作 Souvenir production	68	4,080
印刷服務 Printing services	11	44
場地佈置 Venue setup	6	480



工作種類 Job Category	工作數量(次) Number of assignments (times)	工作時數 Number of hours worked
展銷服務 Exhibition services	5	160
物流服務 Logistics services	9	108
汽車美容服務 Car detailing services	12	950
掛設路牌 Road sign installation	0	–
餐飲訓練 Catering training	9	1,176
表演服務 Performance services	10	480
合計 Total	416	160,178



神說：「我們要照著我們的形像、按著我們的樣式造人，使他們管理海裏的魚、空中的鳥、地上的牲畜，和全地，並地上所爬的一切昆蟲。」

創世記 1 章 26 節

Then God said, "Let us make mankind in our image, in our likeness, so that they may rule over the fish in the sea and the birds in the sky, over the livestock and all the wild animals, and over all the creatures that move along the ground."

Genesis 1:26

推動可持續發展 Sustainable Planet



為響應「青年會2030願景」，青年會在提供優質服務及滿足社區需求的同時，亦積極推動環保和可持續發展。青年會屬下的環保工作小組負責於內部推行各項環境政策，小組成員包括社會服務、學校、賓館、行政支援（物業、知識管理）的同工。工作小組負責制定環境友善指引、推動各部門單位的綠色參與、實踐節能減碳、實行社區計劃，以及為同工提供與環保知識相關的分享及培訓。會產發展及管理部亦已制定「建築物使用者指南」及「節水計劃」，明確訂立有關節能、節水、廢物管理等環保措施。

在本會內部的層面，「青年會2030願景」的其中一項關鍵績效指標為在三年內減少整體碳足跡3%（由本年度15,450.6噸二氧化碳當量減至2027/28年度的14,987.1噸二氧化碳當量）。為達成此減碳目標，我們將透過實施碳足跡測量方案，以便掌握減碳的策略與方法。具體措施包括增加先進科技及高效能產品的應用，並優化回收流程（如回收箱的數量、擺放位置及外觀設計，以及與回收商的聯繫），以有效降低碳足跡。

In response to "YMCA Vision 2030", the YMCA actively promotes environmental protection and sustainable development while providing quality services and meeting community needs. The Environmental Working Group under the YMCA is responsible for the internal implementation of various environmental policies. Members of the group include staff from social services, schools, hostels, and administrative support (property, knowledge management). The working group is responsible for formulating environment-friendly guidelines, promoting green participation across various departments and units, implementing energy conservation and carbon reduction, executing community programmes, and providing sharing and training related to environmental protection knowledge for staff members. The Property Development & Management Department has also formulated a "Building User Guide" and a "Water Conservation Plan", clearly outlining environmental protection measures regarding energy saving, water conservation, and waste management.

At the internal level of the Association, one of the key performance indicators of "Vision 2030" is to reduce the overall carbon footprint by 3% within three year (reducing from 15,450.6 tCO₂e in the current year to 14,987.1 tCO₂e in 2027/28). To achieve this carbon reduction target, we will implement carbon footprint measurement programmes to master the strategies and methods for carbon reduction. Specific measures include increasing the application of advanced technology and high-efficiency products, and optimising recycling processes (such as the number, placement, and appearance design of recycling bins, as well as the connection with recyclers) to effectively reduce the carbon footprint.



本會兩間賓館灣景國際及城景國際均設內部環保委員會，負責制定不同的環境政策，設定短期環境目標，並建議改善措施。這些措施經由賓館總經理批核後，會由環保主任負責統籌及協調各相關部門，並定期跟進措施成效。城景國際每年定期向供應商及合作伙伴發放基準評估報告、可持續發展政策及風險評估報告，以促進資訊透明及共同提升可持續發展表現。同時，我們亦透過意見回饋調查與各持份者保持溝通，廣泛收集客戶及合作伙伴的寶貴意見，作為持續優化城景國際可持續發展策略及實踐的重要參考。另外，灣景國際亦非常重視顧客對各項環保措施的意見，故此每年賓館均會定期進行顧客環保意識問卷調查，務求得知顧客在環保意識、對賓館環保措施之滿意度及相關建議，從而作出改善。

此外，本會的教育單位也積極推動環保工作。其中，青年會書院已制定全面的「學校環保政策」，分別從學生、教職員及校園運作三大方向推行具體措施，以培養師生的環保習慣。為進一步建設環保校園，青年會書院於校內設立環保資訊站，亦會定期向教職員發出內部環保通告和舉辦環保講座，提升師生對環境議題的認識。

Both hostels of the Association, The Harbourview and The Cityview, have established internal environmental committees responsible for formulating various environmental policies, setting short-term environmental targets, and recommending improvement measures. Upon approval of these measures by the General Manager of the hostel, the environmental officer shall be responsible for the planning and coordination of various relevant departments, and shall regularly follow up on the effectiveness of the measures. The Cityview issues benchmark assessment reports, sustainability policies, and risk assessment reports to suppliers and partners on a regular basis every year to promote information transparency and jointly enhance sustainability performance. At the same time, we also maintain communication with various stakeholders through feedback surveys, extensively collecting valuable opinions from customers and partners to serve as an important reference for the continuous optimisation of The Cityview's sustainability strategies and practises. In addition, The Harbourview also attaches great importance to customers' opinions on various environmental protection measures. Therefore, the hostel conducts regular customer environmental awareness questionnaire surveys every year, seeking to understand customers' environmental awareness, satisfaction with the hostel's environmental protection measures, and relevant suggestions, so as to make improvements.

In addition, the educational units of the Association have also been actively promoting environmental protection work. Among them, Chinese Y.M.C.A. College has formulated a comprehensive "School Environmental Protection Policy", implementing specific measures from three major directions, namely students, teaching staff, and campus operations, to cultivate environmental protection habits among teachers and students. To further develop a green campus, Chinese Y.M.C.A. College has established an environmental protection information station within the school, and also issues internal environmental notices to staff and organises environmental seminars on a regular basis to enhance the awareness of teachers and students regarding environmental issues.

於本年度，青年會積極在機構內部大力推廣環保教育。2024年8月，環保工作小組安排同工前往新界西堆填區及碧瑤玻璃回收廠參觀學習，提升同工對本港廢物及回收物處理的認識，並體驗淨灘活動的安排，及了解本會由賽馬會慈善信託基金贊助之九龍會所「Project Be W.I.S.E.」導賞，認識節能設備及綠色建築要求；第二項培訓活動於2025年2月舉行，包括參觀將軍澳東華三院環保村、沙田突破青年村（低碳想創坊太陽能關懷計劃）及旺角中電鐘樓文化館，提升同工對本港綠色低碳設施的認識。繼2023年10月之後，在2025年2月的每月同工月會中，我們再度舉辦了「Share得囍」共享活動，鼓勵同工們將不再需要或不會再使用的物品供其他同事選取，獲得熱烈反響。本會期望通過這些活動提升同工們的環保意識，並引導他們實踐綠色生活，邁向環保、低碳的生活方式。

未來，本會將繼續致力於推進會內環保工作，同時亦會積極參與社區的環保活動及倡議，提升公眾對可持續發展的意識和理解。

This Year, the Association actively and vigorously promoted environmental education within the organisation. In August 2024, the Environmental Working Group arranged for staff to visit the West New Territories Landfill and the Baguio Glass Bottle Recycling Plant for study and learning, so as to enhance staff's understanding of waste and recyclables processing in Hong Kong, experience the arrangements for beach cleaning activities, and understand the guided tour of "Project Be W.I.S.E." at the Kowloon Centre sponsored by The Hong Kong Jockey Club Charities Trust to learn about energy-saving equipment and green building requirements; The second training activity was held in February 2025, which included visits to the TWGHs E-Co-Village in Tseung Kwan O, the Breakthrough Youth Village in Shatin (CarbonCare InnoLab SolarCare Programme), and the CLP Pulse in Mong Kok, to enhance staff's understanding of green and low-carbon facilities in Hong Kong. Following October 2023, we once again organised the "Share for Happiness" sharing activity during the monthly staff meeting in February 2025, encouraging staff to provide items they no longer need or will no longer use for selection by other colleagues, which received an enthusiastic response. The Association expects to enhance the environmental awareness of staff through these activities and guide them to practise green living, moving towards an environmentally friendly and low-carbon lifestyle.

In the future, the Association will continue to be committed to promoting internal environmental protection work, while also actively participating in community environmental protection activities and initiatives to enhance public awareness and understanding of sustainable development.



Project Be W.I.S.E. 綠色巡禮暨無塑香港 2024

Project Be W.I.S.E. Green Tour and Plastic-Free Hong Kong 2024

「Project Be W.I.S.E. 綠色巡禮」於2024年11月24日舉行。典禮由本會總幹事劉俊泉（時任）及香港綠色建築議會主席張天祥博士、社會服務委員會委員陳潔茵博士共同主禮，並介紹「Project Be W.I.S.E.」節能減碳計劃的各項環保設施的作用及成效，展示本會總部大樓轉型為綠色建築的過程。

而同日亦舉行了「無塑香港2024：綠色出行同樂日」。「無塑香港」是本會一年一度的活動，旨在減少市民對即棄塑膠的使用。「無塑香港2024」以「綠色出行」為主題，推出全港公開帖文及短片徵集活動，鼓勵參加者分享他們在外出活動時如何實踐無塑、減碳及環保的生活方式。此次活動共收到超過一百篇帖文及數十條短片，作品內容多樣而富有創意，展現了參加者對環保的熱情及具體行動，鼓勵大眾共同實踐環保生活。活動當日還設有多個綠色體驗攤位及展覽，並舉辦青年會節能減碳問答遊戲，旨在透過這些互動環節，將環保的理念深植於參加者心中，攜手共建可持續發展的社會。

“Project Be W.I.S.E. Green Tour” was held on 24 November 2024. The ceremony was jointly officiated by Mr. Lau Chun-chuen (then General Secretary) of the Association, Dr. Cheung Tin-cheung, Chairman of the Hong Kong Green Building Council, and Dr. Chan Kit-yan, Member of the Social Service Committee. They introduced the functions and effectiveness of various environmental protection facilities under the “Project Be W.I.S.E.” energy saving and carbon reduction scheme, demonstrating the process of transforming the Association’s headquarters building into a green building.

On the same day, the “Plastic-Free Hong Kong 2024: Green Travel Fun Day” was also held. “Plastic-Free Hong Kong” is the Association’s annual event, which aims to reduce the public’s use of single-use plastics. With the theme of “Green Travel”, “Plastic-Free Hong Kong 2024” launched a territory-wide public call for posts and short videos, encouraging participants to share how they practise plastic-free, low-carbon, and environmentally friendly lifestyles during outdoor activities. A total of over one hundred posts and dozens of short videos were received for this activity. The works were diverse and creative, demonstrating the participants’ passion and concrete actions for environmental protection, and encouraging the public to practise a green lifestyle together. On the day of the event, there were also several green experience booths and exhibitions, as well as a YMCA energy-saving and carbon-reduction quiz game, aiming to deeply root the concept of environmental protection in the hearts of participants through these interactive sessions and work together to build a sustainable society.



無塑香港 2024：綠色出行同樂日

Plastic-Free Hong Kong 2024: Green Travel Fun Day

能源管理 Energy Management

節約能源

青年會屹立香港超過一百二十年，隨著青年會的規模逐漸擴張，與日俱增的環境足跡不容忽視。為了有效管理會內能源使用，青年會已推行「全會服務單位節能計劃」，制定以2018–2019財政年度為基準，至2026–2027財政年度減省用電量10%的目標，並於每個財政年度完結時檢視成效和進度。

為響應目標，本會屬下單位積極採取多項節能措施。過去每年，總部建築物的用電量佔全會總用電量的高達四成。為了識別潛在節能機會，本會已聘請第三方為總部建築物（包括城景國際、九龍會所、青年會專業書院及行政樓等）進行能源審計。結果顯示截至2024年3月止的12個月期間，空調設施所使用的能源最多，佔整體約86.4%，其餘為管道及其他設備(8.8%)、電梯運作(2.9%)、照明裝置(1.8%)。

Energy conservation

With over 120 years of establishment in Hong Kong, YMCA's environmental footprint continues to grow as we expand. In order to effectively manage energy consumption within the Association, the YMCA has implemented the "Energy Saving Programme for All Service Units", setting a target to reduce electricity consumption by 10% by the 2026–2027 financial year, using the 2018–2019 financial year as the baseline, and reviewing the effectiveness and progress at the end of each financial year.

In response to this target, the units under the Association have actively adopted a number of energy-saving measures. In each of the past years, the electricity consumption of the headquarters building accounted for as much as 40% of the total electricity consumption of the entire Association. In order to identify potential energy saving opportunities, the Association has engaged a third party to conduct an energy audit for the headquarters buildings (including The Cityview, Kowloon Centre, YMCA College of Careers and the administration building). The results showed that during the 12-month period ended March 2024, air-conditioning facilities consumed the most energy, accounting for approximately 86.4% of the total, followed by plumbing and other equipment (8.8%), lift operations (2.9%), and lighting installations (1.8%).



為提升空調設施及其他高能耗設備的效率，本會本年度繼續推行由香港賽馬會慈善信託基金贊助的「Project Be W.I.S.E.」計劃，為城景國際、九龍會所及青年會專業書院更換一系列節能減碳的設備及控制系統，以達至綠色建築的指標。

除了響應「地球一小時」全球性節能行動外，本會亦參與了機電工程署的「綠色社福機構」計劃，讓受社會福利署津助的服務單位更換變頻空調及LED照明設備，每年有5至8個服務單位受惠。

此外，本會各單位均會按照其環保政策，鼓勵同工實施以下恆常節能措施：

- 在非辦公時間或需要離開辦公地方前關掉電腦及其他耗電設備，避免不必要的電量消耗；
- 確保所有電腦在使用時開啟省電模式；及
- 考慮使用節能系統和具有節能標籤的設備。

To enhance the efficiency of air-conditioning facilities and other high energy consumption equipment, the Association continued to implement the "Project Be W.I.S.E." programme sponsored by The Hong Kong Jockey Club Charities Trust during the Year, replacing a series of energy-saving and carbon-reduction equipment and control systems for The Cityview, Kowloon Centre, and YMCA College of Careers, so as to achieve green building indicators.

In addition to responding to the "Earth Hour" global energy-saving initiative, the Association has also participated in the "Green Welfare NGOs" scheme of the Electrical and Mechanical Services Department, which allows service units subsidised by the Social Welfare Department to replace inverter air conditioners and LED lighting equipment, with 5 to 8 service units benefiting each year.

In addition, all units of the Association will, in accordance with their respective environmental policies, encourage colleagues to implement the following routine energy-saving measures:

- Switch off computers and other power-consuming equipment during non-office hours or before leaving the office to avoid unnecessary power consumption;
- Ensure that all computers have power-saving mode enabled when in use; and
- Consider the use of energy-saving systems and equipment with energy efficiency labels.

天平頤康之家經裝修工程後院友人數增加，並新增了乾衣機，而且單位的部分廚具由電能改為使用液化石油氣，導致本年度的直接能源用量較上一年度上升約70%。本會總能源消耗量及密度如下：

The number of residents at Tin Ping Care & Attention Home for the Elderly increased following renovation works, and new clothes dryers were added. Furthermore, some kitchenware in the unit was converted from electricity to liquefied petroleum gas, resulting in an increase of approximately 70% in direct energy consumption for the Year compared to the previous year. The total energy consumption and intensity of the Association are as follows:

分類 Classification	單位 Unit	2024/25
直接能源用量 Direct energy consumption • 化石燃料消耗 Fossil fuel consumption	兆瓦時 MWh	32,716.3
間接能源用量 Indirect energy consumption • 電力消耗 Electricity consumption	兆瓦時 MWh	17,630.3
總計 Total	兆瓦時 MWh	50,346.6
密度 Intensity	千瓦時／平方米 kWh/m ²	476.5

另一方面，為減少汽車能源消耗所導致的廢氣排放，本會定期對車輛進行維修及保養，以確保汽車正常運作並提高燃燒效率。本年度，本會廢氣排放數據如下：

On the other hand, in order to reduce exhaust emissions caused by vehicle energy consumption, the Association conducts regular maintenance and repair of vehicles to ensure normal operation and improve fuel efficiency. During the Year, the air emissions data of the Association is as follows:

分類 Classification	單位 Unit	2024/25
硫氧化物 Sulphur oxides	公斤 kg	2.5
氮氧化物 Nitrogen oxides	公斤 kg	549.9
懸浮粒子 Particulate Matter	公斤 kg	4.7
總計 Total	公斤 kg	557.1

可再生能源供應

為了增加本會可再生能源供應，目前本會在灣景國際、烏溪沙青年新村、新界會所及黃宜洲青年營均設有太陽能發電系統，太陽能經系統收集，剩餘電力其後經電力公司回購至輸電網絡。本會現時所擁有的太陽能板規格如下：

Renewable energy supply

In order to increase the renewable energy supply of the Association, the Association currently has photovoltaic systems installed at The Harbourview, Wu Kai Sha Youth Village, New Territories Centre, and Y's Men – YMCA Wong Yi Chau Youth Camp. Solar energy is collected through the systems, and the surplus electricity is subsequently repurchased by the power company into the power grid. The specifications of the solar panels currently owned by the Association are as follows:

灣景國際 The Harbourview	烏溪沙青年新村 Wu Kai Sha Youth Village	新界會所 New Territories Centre	聯青社－ 青年會黃宜洲青年營 Y's Men – YMCA Wong Yi Chau Youth Camp
位置：天台 Location: Rooftop	位置：食堂天台 Location: Canteen rooftop	位置：天台 Location: Rooftop	位置：小型禮堂天台 Location: Rooftop of small hall
總面積：0.6平方米 Total area: 0.6 m ²	總面積： Total area: 單晶矽太陽能：132平方米 Monocrystalline silicon solar: 132 m ² 多晶矽太陽能：240平方米 Polycrystalline silicon solar: 240 m ² 建築整合太陽能：42平方米 Building Integrated Photovoltaics: 42 m ²	總面積：12平方米 Total area: 12 m ²	總面積：100平方米 Total area: 100 m ²
發電量： 100 瓦 Electricity output: 100 W	發電量：61 千瓦 Electricity output: 61kW	發電量：3 千瓦 Electricity output: 3 kW	發電量：24 千瓦 Electricity output: 24 kW

新界會所及城景國際亦設有太陽能熱水裝置，規格如下：

Solar water heating systems are also installed at the New Territories Centre and The Cityview, with specifications as follows:

新界會所 New Territories Centre	城景國際 The Cityview
位置：天台 Location: Rooftop	位置：天台 Location: Rooftop
裝置：太陽能熱水裝置 Installation: Solar water heating installation	裝置：太陽能熱水裝置 Installation: Solar water heating installation
總面積：56 平方米 Total area: 56 m ²	總面積：0.281 平方米 Total area: 0.281 m ²

本會生產及出售的可再生能源如下：

The renewable energy produced and sold by the Association is as follows:

分類 Classification	單位 Units	2024/25
可再生能源生產及出售 Renewable Energy Generation and Sale	兆瓦時 MWh	30.5



氣候行動

Climate Action

風險適應及減緩措施

氣候變化為全球自然生態系統、經濟及民生帶來顯著的風險和挑戰。本會深知採取行動的必要性，已針對氣候變化對機構的影響制定應變措施，並積極控制機構營運所產生的碳排放，以緩減氣候變化的影響。

我們意識到本港未來會因氣候變化而受更頻繁及極端的天氣狀況影響（如暴雨和颱風），部分位處低窪地區或沿岸的設施或會面對較高風險。這些事件可能會導致電力短缺、設施損壞及運作中斷，甚至造成傷亡。為了應對這些風險，青年會已為轄下的設施制定氣候緩衝計劃，以提升在極端氣候下的抗逆力，將影響減至最低。我們亦密切留意香港天文台發佈的最新天氣消息及建議，並設有針對颱風和暴雨訊號下的工作安排，以防止混亂情況的發生，確保同工及會友的安全。

電力消耗為青年會最主要的溫室氣體（「溫室氣體」）排放源頭，其次則為流動與固定燃燒源，包括熱水供應、煤氣煮食爐及車輛等，以及製冷劑逃逸性排放。我們亦有統計機構的價值鏈中所產生的部分間接排放。青年會將會適時檢討並在可行的情況下擴大碳排放之計算範圍。

Risk adaptation and mitigation measures

Climate change brings significant risks and challenges to the global natural ecosystem, economy, and people's livelihoods. Recognising the necessity of taking actions, the Association has developed contingency measures to address the impacts of climate change on the organization and has actively controlled carbon emissions generated by our operation to mitigate the effect of climate change.

We recognise that Hong Kong will be affected by more frequent and extreme weather conditions (such as rainstorms and typhoons) in the future due to climate change, and some facilities located in low-lying areas or along the coast may face higher risks. These events may lead to power shortages, damage to facilities and operational disruptions, and even cause casualties. To address these risks, the YMCA has formulated climate mitigation plans for its facilities to enhance resilience under extreme weather conditions and minimise the impact. We also closely monitor the latest weather news and advice issued by the Hong Kong Observatory, and have established work arrangements for typhoon and rainstorm signals to prevent the occurrence of chaotic situations and ensure the safety of colleagues and members.

Electricity consumption is the primary source of greenhouse gas ("GHG") emissions for the YMCA, followed by mobile and stationary combustion sources, including hot water supply, gas cooking stoves, and vehicles, as well as fugitive emissions from refrigerants. We have also accounted for certain indirect emissions generated within the Association's value chain. The YMCA will review and, where feasible, expand the scope of carbon emission calculations in due course.

本會積極響應政府於2021年10月更新的《香港氣候行動藍圖2050》，致力於實現2050碳中和的願景。除了著手制定節能計劃以減少日常營運、單位服務及活動項目等所產生的溫室氣體排放外，本會亦降低其供應鏈的碳足跡。賓館服務方面，灣景國際及城景國際均已設立「綠色採購政策」，在賓館採購過程中加入環保相關條款。會產發展及管理部增訂了「綠色採購計劃」，明確訂出不同層級員工在採購時的分工、綠色採購標準、綠色服務招標流程、溝通渠道、文件記錄和監控措施，並鼓勵同工在採購日常營運及維修用品時，應考慮環境影響較少的產品。

為積極回應「青年會2030願景」四大支柱之一「推動可持續發展」理念，本會一直致力推動本港的環保教育工作，藉此提高年輕一代的環保意識，務求達至2050年碳中和目標。為此，本會精心設計了兩套WhatsApp Sticker，希望喚起大眾對環保議題的關注，讓用家與親友分享資訊的同時，將減碳融入日常生活之中，攜手推動減碳生活，締造可持續發展社區。

The Association actively responds to the "Hong Kong's Climate Action Plan 2050" updated by the Government in October 2021, and is committed to achieving the vision of carbon neutrality by 2050. In addition to formulating energy saving plans to reduce GHG emissions generated from daily operations, unit services, and activity projects, the Association also reduces the carbon footprint of its supply chain. In terms of hospitality services, both The Harbourview and The Cityview have established a "Green Procurement Policy", incorporating environmental protection-related clauses into the hospitality procurement process. The Property Development & Management Department has added the "Green Procurement Plan", which clearly defines the division of labour among employees at different levels during procurement, green procurement standards, green service tendering processes, communication channels, documentation, and monitoring measures, and encourages staff to consider products with less environmental impact when procuring daily operational and maintenance supplies.

In active response to the "Sustainable Planet" pillar of the "YMCA Vision 2030", the Association has been committed to promoting environmental education in Hong Kong to enhance the environmental awareness of the younger generation, with a view to achieving the goal of carbon neutrality by 2050. To this end, the Association has specially designed two sets of WhatsApp Stickers, hoping to arouse public concern over environmental protection issues, allowing users to share information with relatives and friends while integrating carbon reduction into daily life, working together to promote a low-carbon lifestyle and create a sustainable community.



水資源管理

Water Resources Management

本會的水源消耗主要用於日常營運、單位服務及活動項目。鑑於本會的營運地點，我們求取適用水源時並無任何問題。為降低水源消耗及廢水排放，本會各單位均會按照其環保政策，鼓勵同工實施以下節水措施：

- 重用乾淨水進行植物灌溉；
- 考慮使用具有節水評級的設備；及
- 利用計量裝置和自動感測器等工具對用水進行及時跟蹤和洩露檢測。

The water consumption of the Association is mainly used for daily operations, unit services, and activity projects. Given the location of the Association's operations, we do not have any issue in sourcing water that is fit for purpose. To reduce water consumption and wastewater discharge, all units of the Association shall, in accordance with their respective environmental policies, encourage colleagues to implement the following water-saving measures:

- Reuse of treated water for plant irrigation;
- Consider using equipment with water efficiency ratings; and
- Use tools such as metering devices and automatic sensors to conduct timely tracking of water use and leak detection.

廢物管理

Waste Management

由於會內單位服務橫跨多種業務範疇，因此所產生的廢物種類亦各有不同。常見的廢物包括舊電器、傢俱、燈膽光管、廚餘等，而其醫療服務亦會產生醫療廢物。為有效管理廢物，本會定期為員工提供廢物處理的培訓。現時各單位會收集可回收再用的廢物，如廢紙、膠樽、鋁罐、玻璃樽等，再送往附近的回收點、回收站或回收箱。兩間賓館（城景國際、灣景國際）、九龍會所及三個營地的可回收廢物會經由第三方公司每星期到場回收。而電池、油漆、損壞光管等化學廢物則經內部收集和妥善分類存放後，交予第三方公司到場回收處理。

As the services of the internal units span across various business sectors, the types of waste generated also vary. Common waste includes old electrical appliances, furniture, light bulbs and fluorescent tubes, food waste, etc., while its medical services also generate clinical waste. To effectively manage waste, the Association provides regular training on waste disposal for its employees. Currently, each unit collects recyclable and reusable waste, such as waste paper, plastic bottles, aluminium cans, and glass bottles, and then sends them to nearby collection points, recycling stations, or recycling bins. Recyclable waste from the two hostels (The Cityview, The Harbourview), Kowloon Centre, and three campsites is collected weekly on-site by a third-party company. Chemical wastes such as batteries, paints, and damaged fluorescent tubes are collected internally and properly sorted and stored, before being handed over to third-party companies for on-site collection and disposal.

在廚餘處理方面，灣景國際及城景國際現時每日會將回收到的廚餘送到位於北大嶼山小蠔灣之O•PARK1設施處理，部分可食用的食物會捐到Foodlink Foundation 膳心連基金，再轉贈予有需要人士。而城景國際每天收集到的廚餘則會由第三方公司到場回收處理。餐廳的廢食油經收集後，由第三方公司每兩星期到場回收處理。

針對醫療服務產生的醫療廢物，基佑綜合醫務中心嚴格遵循香港《廢物處置條例》中關於醫療廢物管理的工作守則，向環境保護署註冊為化學廢物生產者，並制定嚴謹的內部處理指引。基佑綜合醫務中心依照規定使用適當的容器包裝及標記醫療廢物，並將其存放於指定區域，以確保妥善處置所有過期藥品及醫療廢物，切實保障環境與公眾健康安全。

我們不僅專注於廢物處理，亦會透過以下措施落實源頭減廢。

- 提倡電子化辦公，通過雙面影印和使用再生紙進行單面影印，並實現賓館入住流程無紙化，從源頭減少用紙；
- 重用廢木和地毯，自製雨傘除水器，以減少使用即棄膠袋；

In terms of food waste treatment, The Harbourview and The Cityview currently deliver collected food waste daily to O•PARK1 located at Siu Ho Wan, North Lantau. PARK1 facility for treatment, and a portion of the edible food will be donated to Foodlink Foundation, which will then be redistributed to people in need. Food waste collected daily by The Cityview is collected and processed on-site by a third-party company. Waste cooking oil from the restaurants is collected and then recovered and processed by a third-party company on-site every two weeks.

With respect to clinical waste generated from medical services, Kei Yau Integrated Medical Centre strictly complies with the guidelines outlined in the Waste Disposal Ordinance of Hong Kong, has registered with the Environmental Protection Department as a chemical waste producer, and has established rigorous internal handling guidelines. Kei Yau Integrated Medical Centre packages and labels clinical waste using appropriate containers in accordance with regulations and stores them in designated areas to ensure the proper disposal of all expired medicines and clinical waste, so as to effectively safeguard the environment and public health and safety.

We focus not only on waste treatment, but also on implementing waste reduction at source through the following measures.

- Promoting e-office approach, reduce paper consumption at the source by implementing double-sided photocopying and using recycled paper for single-sided photocopying, and achieving a paperless hostel check-in process;
- Reusing waste wood and carpets, and self-produce umbrella dryers to reduce the use of disposable plastic bags;

- 減少外賣，提供可重用餐具予服務使用者，並不主動提供飲管及即棄塑膠用品；
- 賓館不再在客房內免費提供即棄塑膠洗滌用品和膠樽裝水，並鼓勵賓客自備洗滌用品及於大堂飲水機自行添水；
- 選用大容量補充裝產品分裝到較小的容器內供賓館客人使用，以減少使用獨立包裝；
- 周全計劃賓館食物準備過程，準確預計用餐人數，減少浪費，並採用「先入先出」的原則來貯存食物，在自助餐服務中為部分食物預先分配份量，在自助餐完結前一小時減慢食物補充的速度；
- 重用節日裝飾以及活動橫額，如重用玻璃樽作聖誕裝飾；
- 把廢棄物料改造成有用的物品，如以廢棄的橫幅廣告作天台製冷機的遮光布；
- 設立及參加不同的回收計劃，如月餅盒／罐、充電電芯；及
- 使用較環保的物品，如轉用充電式電芯及可重用器皿。
- Reducing takeaway, provide reusable tableware to service users, and do not proactively provide straws and disposable plastic items;
- Hostels no longer provide complimentary single-use plastic toiletries and plastic bottled water in guest rooms, and encourage guests to bring their own toiletries and refill water at the water dispensers in the lobby;
- Selecting large-capacity refill products for dispensing into smaller containers for use by hostel guests, so as to reduce the use of individual packaging;
- Carefully planning the hostel food preparation process, accurately estimate the number of diners to reduce waste, and adopt the "first-in, first-out" principle for food storage, pre-portion certain food items in buffet services, and slow down the speed of food replenishment one hour before the end of the buffet;
- Reusing of festive decorations and event banners, such as the reuse of glass bottles as Christmas decorations;
- Transforming waste materials into useful items, such as using discarded advertising banners as shading cloths for rooftop chillers;
- Establishing and participate in various recycling programmes, such as mooncake boxes/tins and rechargeable batteries; and
- Using more environmentally friendly items, such as switching to rechargeable batteries and reusable containers.

環保教育 Environmental Education

環境約章及認證

青年會期望能起牽頭作用，啟發會友在日常生活中，更加關注環境保護議題，本會現時持續參與之環境約章包括惜食約章及減少使用包裝約章。

於本年度，城景國際再度簽署由香港中華廠商聯合會舉辦的「ESG約章」計劃，承諾在環境保護、社會責任、公司管治等範疇率先採取實質性的行動。我們承諾在推動經濟效益的同時，將努力鼓勵一眾員工及供應商攜手創建共融和諧、可持續及環境優美的未來。

本會於2024/25年度獲得多項綠色認證，在環保項目上的表現備受肯定，當中包括：

Environmental charters and certifications

The YMCA hopes to play a leading role in inspiring its members to pay more attention to environmental protection issues in their daily lives. The environmental charters in which the Association currently maintains ongoing participation include the Food Wise Charter and the Reduction of Use of Packaging Charter.

During the Year, The Cityview once again signed the “ESG Pledge” Scheme organised by The Chinese Manufacturers’ Association of Hong Kong, committing to taking the lead in adopting substantive actions in areas such as environmental protection, social responsibility, and corporate governance. We are committed to driving economic benefits while striving to encourage our employees and suppliers to work together to create an inclusive, harmonious, sustainable, and environmentally beautiful future.

The Association obtained various green certifications in 2024/25, and its performance in environmental protection projects has been highly recognised, including:

九龍會所 Kowloon Centre	香港綠色機構認證－節能證書（良好級別） Hong Kong Green Organisation Certification – Energywi\$e Certificate (Good Level)
城景國際 The Cityview	ISO 14001:2015 環境管理系統認證 ISO 14001:2015 Environmental Management System Certification
	ISO 50001:2018 能源管理系統認證 ISO 50001:2018 Energy Management System Certification
	自 2021–22 年起，連續 4 年獲 EarthCheck 白金認證 Awarded EarthCheck Platinum Certification for 4 consecutive years since 2021–22
	Yindii-Eco-brand Award 24–Hotel of the Year Yindii – Eco-brand Award 24 – Hotel of the Year
	中銀香港企業低碳環保領先大獎2023–「環保傑出伙伴」、「3年+環保先驅」獎章 BOCHK Corporate Low-Carbon Environmental Leadership Awards 2023 – “EcoPartner”, “3 Years+ EcoPioneer” Medals
	環境保護署－室內空氣質素檢定證書－良好級 Environmental Protection Department – Indoor Air Quality Certificate – Good Class
	ESG約章－ESG約章 3+ ESG Pledge Scheme – ESG Pledge Scheme 3+
	2023年「香港環境卓越大獎－酒店及康樂會所」優異獎 2023 Hong Kong Awards for Environmental Excellence – Hotels and Recreational Clubs – Certificate of Merit

灣景國際 The Harbourview	世界綠色組織－綠色辦公室及健康工作間獎勵標誌 World Green Organisation – Green Office and Eco-Healthy Workplace Awards Labelling Scheme
	2023年「香港環境卓越大獎－酒店及康樂會所」優異獎 2023 Hong Kong Awards for Environmental Excellence – Hotels and Recreational Clubs – Certificate of Merit
	中銀香港企業低碳環保領先大獎2023－「環保傑出伙伴」、「5年+環保先驅」 BOCHK Corporate Low-Carbon Environmental Leadership Awards 2023 – “EcoPartner”, “5 Years+ EcoPioneer”
	香港綠色機構認證－清新室內空氣證書（卓越級別） Hong Kong Green Organisation Certification – IAQwi\$e Certificate (Excellent Level)
	香港綠色機構認證－節能證書（卓越級別） Hong Kong Green Organisation Certification – Energywi\$e Certificate (Excellent Level)
	香港綠色機構認證－減廢證書（卓越級別） Hong Kong Green Organisation Certification – Wastewi\$e Certificate (Excellent Level)



ISO 14001:
2015 環境管理系統認證
ISO 14001:
2015 Environmental
Management System
Certification



2023「香港環境卓越大獎－
酒店及康樂會所」優異獎
2023 Hong Kong Awards for Environmental Excellence –
Hotels and Recreational Clubs – Certificate of Merit

展望未來，本會將持續申請各項ESG項目及綠色認證，致力於獲得更多節能減碳項目的認可、認證及嘉許，以實現「青年會2030願景」的策略目標。

Looking ahead, the Association will continue to apply for various ESG projects and green certifications, and is committed to obtaining more recognition, certification, and commendation for energy-saving and carbon-reduction projects, so as to achieve the strategic goals of “YMCA Vision 2030”.

社區環保活動

青年會不但參與全港性約章，屬下不同服務單位更均會透過各類主題活動推動社區環保教育，例如不同類型的大自然體驗、環保工作坊、遠足郊遊、生態保育、綠色設施參觀、升級再造手作、可持續發展藝術創作等。

Community environmental protection activities

The Association not only participates in territory-wide charters, but its various service units also promote community environmental education through various thematic activities, such as different types of nature experiences, environmental workshops, hiking and outings, ecological conservation, visits to green facilities, upcycling handicrafts, and sustainable development artistic creations.



全力響應全國生態日

Fully responding to the National Ecology Day

為響應每年8月15日的「全國生態日」，本會參與協辦粵港澳「全國生態日—香港站」，於2024年8月15日在烏溪沙青年新村舉辦植樹典禮。活動以「由認識至保護大自然」為主題，招募了近100名來自南沙、香港及澳門的青年共同參與。

參加者走訪海岸與山野，認識香港的自然生態，並參與垃圾清理及綠色生態工作坊，以實際行動支持環境保護。本會助理總幹事許繹標博士於活動中表示，希望透過植樹象徵「愛護地球」、「愛人如己」及「與人分享」三個實踐行動目標，鼓勵公眾身體力行推動可持續發展。

In response to the "National Ecology Day" on 15 August each year, the Association participated in co-organising the "National Ecology Day – Hong Kong Tour for Guangdong, Hong Kong and Macau" and held a tree-planting ceremony at Wu Kai Sha Youth Village on 15 August 2024. With the theme of "From Understanding to Protecting Nature", the event recruited nearly 100 youths from Nansha, Hong Kong and Macau to participate together.

Participants visited coasts and wilderness to learn about the natural ecology of Hong Kong, and participated in refuse collection and green ecology workshops to support environmental protection through practical actions. Dr Hui Yick-piu, Jim, Assistant General Secretary of the Association, stated during the event that he hoped to symbolise the three practical action goals of "Caring for the Earth", "Loving Others as Yourself", and "Sharing with Others" through tree planting, encouraging the public to take practical actions to promote sustainable development.



「全國生態日—香港站」

"National Ecology Day – Hong Kong Tour for Guangdong, Hong Kong and Macau"



生態導師培訓證書課程

Certificate Course in Eco-Instructor Training

聯青社－青年會黃宜洲青年營受惠於賽馬會「Campsite+」營舍新發現計劃，於2025年3月舉辦為期5日的生態導師培訓證書課程。課程包括基礎生態知識、植物辨識、生態導賞技巧、養蜂知識等，合共30小時培訓，共有26位參加者。培訓為營內所舉辦的各種生態活動奠定人才基礎，並讓營友從活動中了解及學習有關生態與永續生活的知識。

Y's Men – YMCA Wong Yi Chau Youth Camp benefited from the Jockey Club "Campsite+" Re-imagination Project and organised a 5-day Eco-guide Training Certificate Course in March 2025. The course included basic ecological knowledge, plant identification, ecological guiding skills, and beekeeping knowledge, etc., with a total of 30 hours of training and 26 participants. The training establishes a talent foundation for various ecological activities organised within the camp, and enables campers to understand and learn knowledge regarding ecology and sustainable living through such activities.





所以，你們要彼此接納，如同基督接納你們一樣，使榮耀歸與神。

羅馬書 15 章 7 節

Accept one another, then, just as Christ accepted you, in order to bring praise to God.

Romans 15:7

提倡和平共融世界 Just World



多元化、公平及包容的工作場所 Diverse, Equitable and Inclusive Workplace

青年會致力營造多元化、公平及包容的工作環境。我們已於「員工手冊」中制定健全和透明的聘用、人事及福利的相關章則，以確保在招聘、晉升、調職、獎勵及培訓等的過程中，不會因同工及應徵者的性別、年齡、婚姻狀況、懷孕、家庭崗位、種族或身體狀況等而有任何差別待遇。我們會基於個人之工作表現、學歷、有關經驗、服務年資及未來發展之潛質等，檢討同工的晉升機會及薪酬。本會亦會確保解僱流程是基於合理及合法的依據進行。配合本會一向鼓勵同工持續發展和重視同工職涯發展的宗旨，本會於本年度新增了「內部晉升指引」，明確列出當部門／單位主管在出現職位空缺時的內部晉升機制，以提升同工的積極性、參與度和留任率。

此外，青年會已向同工及義工發放「行為守則」、「防止性騷擾政策」和「義工須知」，其明確界定同工及義工的職責及操守要求，並嚴格禁止任何形式的歧視和騷擾。本會禁止僱用童工及強制勞工，如發現任何違規案件，將視乎情況依據內部政策作出相應處理。為了保障同工的薪酬權益，本會在「填寫最低工資工作時數紀錄表指引」中聲明會嚴格遵守香港之最低工資條例，對於未能達到法定最低工資水準的同工，本會將根據實際情況進行補償，確保其薪酬符合法律要求。此外，本會定期審視薪酬結構，確保薪酬水準具有市場競爭力，並與同工的工作表現及機構的財務狀況相匹配。同時為確保以上政策及準則得到有效執行，我們建立了舉報和投訴機制。在處理投訴時，除非必須向有需要知情的人士披露相關資料，否則任何投訴內容都將嚴格保密。

The YMCA is committed to creating a diverse, equitable and inclusive working environment. We have established robust and transparent regulations regarding employment, personnel, and benefits in our "Staff Handbook" to ensure that there is no differential treatment based on the gender, age, marital status, pregnancy, family status, race, or physical condition of employees and applicants during the processes of recruitment, promotion, transfer, reward, and training. We review the promotion opportunities and remuneration of our staff based on their individual performance, academic qualifications, relevant experience, years of service, and potential for future development. The Association will also ensure that the termination of employment is conducted based on reasonable and legal grounds. In line with the Association's consistent objective of encouraging the continuous development of staff and emphasising staff career development, the Association has added the "Internal Promotion Guidelines" during the current year, which clearly set out the internal promotion mechanism for department/unit heads when job vacancies arise, so as to enhance the motivation, engagement, and retention rate of staff.

In addition, the YMCA has issued the "Code of Conduct", "Policy on Prevention of Sexual Harassment" and "Notes for Volunteers" to staff and volunteers, which clearly define the duties and conduct requirements of staff and volunteers, and strictly prohibit any form of discrimination and harassment. The Association prohibits the employment of child labour and forced labour. If any non-compliance cases are discovered, they will be handled accordingly based on internal policies depending on the circumstances. In order to protect the remuneration rights and interests of colleagues, the Association has stated in the "Guidelines on Minimum Wage and Working Hours Record Sheet" that it will strictly comply with the Minimum Wage Ordinance of Hong Kong. For colleagues whose remuneration fails to reach the statutory minimum wage level, the Association will provide compensation based on actual circumstances to ensure that their remuneration meets legal requirements. In addition, the Association regularly reviews the remuneration structure to ensure that remuneration levels are market competitive and commensurate with the performance of staff and the financial position of the organisation. Meanwhile, to ensure the effective implementation of the above policies and criteria, we have established whistleblowing and complaint mechanisms. In handling complaints, all complaint contents shall be kept strictly confidential unless disclosure of relevant information to persons with a need to know is necessary.

本會同工享有例假及年假、病假、產假、侍產假、事假及生日假。為進一步提高同工的歸屬感，我們制定了「家庭友善政策」，針對不同的家庭需要，設有特別假期、彈性工作、家庭成員優惠和撫恤金等福利。我們希望展現出足夠的人文關懷，盡可能地為我們的同工提供履行家庭職責的支援。本會未來也會繼續按實際情況檢視及改進相關政策及細則。

在我們不懈的努力下，本會在香港中小型企業總商會有限公司主辦的「友商有良」嘉許計劃中再度獲得多項殊榮。此外，本會榮獲香港人力資源管理學會「卓越人力資源獎2024/25」非牟利組織類別的「ESG措施獎」金獎及「員工福祉獎」銀獎兩項殊榮，表彰本會在可持續發展及員工福祉方面的卓越表現。本會、城景國際及灣景國際參加2023–2024年度「積金好僱主」嘉許計劃，均榮獲「積金好僱主」、「電子供款獎」及「積金推廣獎」三個獎項，以肯定本會一向致力遵守強積金法例及重視同工的退休保障。灣景國際首次榮獲由香港社會服務聯會頒發「商界展關懷」標誌，以表揚賓館於2023年積極關愛社區、關懷員工及保護環境等方面作出的承擔及貢獻。城景國際連續三屆簽署勞工處推行的《好僱主約章》，並持續實踐及推動關愛文化達兩年，於本年度榮獲「商界展關懷」計劃的「進階表現」獎，以示嘉許。

上述殊榮，印證了我們在建立關愛共融、重視員工成長的職場文化上的努力。未來，我們將繼續將多元、公平及包容的核心價值融入各項員工措施，致力成為同工心目中的理想工作場所。

Employees of the Association are entitled to rest days and annual leave, sick leave, maternity leave, paternity leave, causal leave and birthday leave. To further enhance the sense of belonging among staff, we have formulated the “Family-friendly Policy”, which provides benefits such as special leave, flexible working arrangements, discounts for family members, and compassionate grants to address different family needs. We hope to demonstrate sufficient humanistic care and provide our colleagues with as much support as possible to fulfil their family responsibilities. The Association will continue to review and improve relevant policies and detailed rules in the future based on actual circumstances.

Through our unremitting efforts, the Association has once again garnered multiple accolades in the “Partner Employer Award” Recognition Scheme organised by The Hong Kong General Chamber of Small and Medium Business. In addition, the Association was honoured with two accolades at the “HR Excellence Awards 2024/25” organised by the Hong Kong Institute of Human Resource Management, namely the Excellent in “ESG Initiatives Award” and the Elite in “Employee Wellness Award” under the Non-Profit Organisation category, in recognition of the Association’s outstanding performance in sustainable development and employee well-being. The Association, The Cityview and The Harbourview participated in the 2023–2024 “Good MPF Employer Award” and were each honoured with three awards, namely “Good MPF Employer”, “e-Contribution Award” and “MPF Support Award”, in recognition of the Association’s consistent commitment to complying with MPF legislation and its emphasis on the retirement protection of its staff. The Harbourview has been awarded the “Caring Company Logo” by The Hong Kong Council of Social Service for the first time, in recognition of the hostel’s commitment and contributions in actively caring for the community, caring for its employees, and protecting the environment in 2023. The Cityview has signed the “Good Employer Charter” launched by the Labour Department for three consecutive terms and has continuously practised and promoted a caring culture for two years, and was awarded the “Advanced Performance” award under the “Caring Company” Scheme this year in recognition thereof.

The aforementioned accolades bear witness to our efforts in establishing a workplace culture that is caring and inclusive and values the growth of our employees. In the future, we will continue to integrate the core values of diversity, equity, and inclusion into various employee initiatives, striving to become an ideal workplace in the eyes of our fellow employees.

社會共融 Social Inclusion

數碼共融

在當今時代，我們始終秉持著促進數碼共融的理念，積極構建一個科技普惠、人人共融的和諧社會。智能科技已經與我們的生活密不可分，但長者可能會因未懂得運用科技而感到被排除在外。為此，會內單位不時舉辦有關電腦、智能電話、社交媒體等的運用課程，並設立長者大使計劃，加強長者對社區資源的了解和接收訊息的能力，增加他們與親友及社區的連繫。未來，我們希望通過數碼轉型及無障礙科技等方式，進一步於社區推廣數碼科技，讓學生、長者、傷健人士及其他有需要人士都可以平等地獲得資訊和知識，以消除數碼障礙，達至數碼共融。

傷健共融

本會屬下各單位一直不遺餘力地推動關顧弱勢社群和促進傷健共融的工作，透過舉辦公眾教育活動及營運聯青聾人中心、庇護工場及宿舍，建立一個沒有歧視和壓迫的社會，讓每個人都享有平等和有尊嚴的生活。

Digital inclusion

In the current era, we consistently uphold the philosophy of promoting digital inclusion and actively build a harmonious society characterised by inclusive technology and universal integration. Smart technology has become inseparable from our lives, but the elderly may feel excluded due to a lack of knowledge in utilising technology. To this end, units within the association organise courses from time to time on the use of computers, smartphones, social media, etc., and have established a senior ambassador scheme to strengthen the elderly's understanding of community resources and their ability to receive information, thereby increasing their connection with relatives, friends, and the community. In the future, we hope to further promote digital technology in the community through means such as digital transformation and accessible technology, so that students, the elderly, persons with disabilities, and others in need can have equal access to information and knowledge, thereby eliminating digital barriers and achieving digital inclusion.

Disability inclusion

The various units under the Association have spared no effort in promoting the work of caring for the underprivileged and fostering the integration of the able-bodied and the disabled. Through the organisation of public education activities and the operation of the Y's Men's Centre for the Deaf, sheltered workshops, and hostels, they aim to establish a society free from discrimination and oppression, where everyone enjoys an equal and dignified life.



本會的聯青聾人中心自1967年起向聽障人士提供服務，中心在半世紀以來一直努力不懈，為聽障人士提供多元化活動、小組培訓、技能培訓及手語翻譯服務等，與聽障人士並肩同行。除此之外，為達至「聾健共融」，中心定期開設手語課程及舉辦公眾教育活動。現時中心聘有4位具手語翻譯員資歷的同工，其中2位擔任中心手語翻譯員職位，另具手語翻譯員資歷的義工2位。中心會員人數為722人。本年度內，中心服務了12,582人次，並為多達5,590人次提供手語翻譯服務。

城景國際於本年度參與了通用設計嘉許計劃，獲平等機會委員會頒發「暢通易達承諾書」，以表揚其承諾盡力建設共融的環境。

多元文化

促進香港多元文化共融也是本會的重點工作之一。我們於2023年1月成立彩暉多元文化中心，集中為在本港生活的少數族裔人士提供適切服務。此外，本會會定期透過多元文化日等大型公眾活動，幫助少數族裔融入社區，並教育大眾認識及欣賞不同少數族裔的文化背景，提升社區的接納及包容能力。

The Y's Men's Centre for the Deaf of the Association has been providing services to hearing-impaired persons since 1967. For over half a century, the Centre has been working tirelessly to provide diversified activities, group training, skills training, and sign language interpretation services, etc., walking side by side with hearing-impaired persons. In addition, to achieve "inclusion of the deaf and hearing", the Centre regularly offers sign language courses and organises public education activities. Currently, the centre employs 4 staff members with qualifications as sign language interpreters, of whom 2 hold the position of sign language interpreter at the centre, and there are 2 volunteers who also possess sign language interpreter qualifications. The number of centre members is 722. During the Year, the centre served 12,582 participants and provided sign language interpretation services for as many as 5,590 participants.

The Cityview participated in the Universal Design Award Scheme during the year and was awarded the "Universal Accessibility Pledge" by the Equal Opportunities Commission in recognition of its commitment to making every effort to build an inclusive environment.

Cultural diversity

Promoting multicultural inclusion in Hong Kong is also one of the key tasks of the Association. We established the Brilliant Multi-cultural Centre in January 2023, focusing on providing appropriate services for ethnic minorities living in Hong Kong. In addition, the Association regularly helps ethnic minorities integrate into the community through large-scale public activities such as Multicultural Days, and educates the public to understand and appreciate the cultural backgrounds of different ethnic minorities, thereby enhancing the acceptance and inclusiveness of the community.



走進「耆」趣多元旅程

Step into a Vibrant Senior Journey

由彩暉多元文化中心主辦、社會福利署資助的「老有所為」活動「走進『耆』趣多元旅程」於2024年11月27日下午舉行。當日活動分為兩部分，15位長者連同嘉賓，在導師及3位少數族裔青年義工帶領下，學習印度傳統彩繪藝術 Henna，了解其歷史與文化意義，並創作獨特的彩繪飾盒。隨後，長者們在音樂帶動下學習簡單的印度傳統舞蹈，體驗節慶文化。活動氣氛輕鬆愉快，嘉賓與參加者的互動增添現場歡樂氣氛。活動更成功促進了長者與少數族裔的文化交流，獲得嘉賓和參加者的高度評價，並期待未來有更多促進共融的精彩活動。

The “Opportunities for the Elderly Project” activity “Step into a Vibrant Senior Journey”, organised by the Brilliant Multi-cultural Centre and subsidised by the Social Welfare Department, was held on the afternoon of 27 November 2024. The event of the day was divided into two parts. Under the guidance of instructors and 3 ethnic minority youth volunteers, 15 elderly people along with guests learned Henna, a traditional Indian painting art, to understand its history and cultural significance, and created unique painted decorative boxes. Subsequently, the elderly learned simple traditional Indian dances to the accompaniment of music, experiencing the festive culture. The atmosphere of the event was relaxed and pleasant, and the interaction between the guests and participants added to the joyful atmosphere on-site. The event further successfully promoted cultural exchange between the elderly and ethnic minorities, receiving high praise from guests and participants, who look forward to more wonderful activities promoting inclusion in the future.



長者與少數族裔文化交流活動

Elderly-Ethnic Minority Cultural Exchange Programme



跨地區聯合共融活動

Cross-district Joint Inclusion Activities

於報告期間，本會「在港拓展少數族裔人士服務」工作小組先後舉辦了多項促進種族共融的活動。首先是在2024年12月舉辦「共融義工服務日」，連繫五個區域的義工，增進本地及少數族裔青少年互動和交流，藉參與義工服務達致共融。義工們認為活動能夠達至關心社區，認識視障長者的需要和相處技巧，提升了他們共融相處和對社區的歸屬感。

During the Reporting Period, the Association's Working Group on Developing Ethnic Minorities Services organised a number of activities to promote racial integration. First was the organisation of the "Inclusive Volunteer Service Day" in December 2024, connecting volunteers from five districts to enhance interaction and exchange between local and ethnic minority youths, achieving inclusion through participation in volunteer services. The volunteers considered that the activity was able to achieve the goal of caring for the community, understanding the needs of visually impaired elderly and the skills for interacting with them, and enhanced their inclusive coexistence and sense of belonging to the community.



跨地區聯合共融活動

Cross-district Joint Inclusive Programme



跨地區聯合共融活動

Cross-district Joint Inclusion Activities

另外，工作小組又於2024年12月28日在烏溪沙青年新村舉行「共融日營」，吸引近100位分別來自藍田會所、佐敦會所、柴灣會所、天水圍天晴會所及彩暉多元文化中心的本地華人家庭及少數族裔家庭參加。活動內容包括親子燒烤、攀樹、運動體驗活動，過程氣氛融洽，透過歷奇及運動，增進少數族裔群體及本地家庭間之交流及相處，有助推動文化交流及社會共融。

In addition, the working group held an “Inclusion Day Camp” at Wu Kai Sha Youth Village on 28 December 2024, attracting nearly 100 local Chinese families and ethnic minority families from Lam Tin Centre, Jordan Centre, Chai Wan Centre, Tin Shui Wai Tin Ching Centre, and Brilliant Multi-cultural Centre. The activities included parent-child barbecues, tree climbing, and sports experience activities. The atmosphere throughout the process was harmonious. Through adventure and sports, the interaction and rapport between ethnic minority groups and local families were enhanced, which helps promote cultural exchange and social inclusion.



共融日營

Inclusive Day Camp

長者關懷

由於行動不便或經濟困難，長者在晚年往往較少機會與親友相聚，這種人際關係及日常活動的限制容易讓他們產生疏離感，對他們的心理健康產生負面影響。因此，本會希望建設一個關懷的社區，以增強長者對社區的歸屬感和連繫感。我們不時舉辦送餐、送暖行動、上門探訪等活動，給予長者身心靈層面的支援，協助長者與社會大眾建立連繫，讓長者感受到社區的關懷及照料，減少他們的疏離感。此外，我們不時組織青年義工進行長者探訪及服務工作，或舉辦長幼共融計劃，增進跨代溝通和互相理解。

Caring for elderly

Due to limited mobility issues or financial difficulties, elderly individuals often have fewer opportunities to gather with family and friends in their later years. Such restrictions on interpersonal relationships and daily activities can lead to feelings of isolation and negatively impact their mental health. Therefore, the Association seeks to build a caring community to enhance the elderly's sense of belonging to and connection with the community. We provide support to seniors on physical, mental, and spiritual levels by regularly organizing activities such as meal delivery, warmth-giving initiatives and home visits. These activities help seniors establish connections with the wider community, allowing them to feel the care and attention of those around them, thereby reducing their sense of isolation. In addition, we frequently engage youth volunteers to visit and serve seniors, and hold intergenerational programmes to promote communication and mutual understanding between different age groups.

長者服務影響力評估	Elderly Service Impact Assessment	
指標 D：服務使用者認為活動有助增進跨代間的相互了解，尊重和欣賞	Indicator D: Service users felt that the activities helped increase mutual understanding, respect, and appreciation between generations	97.9%



城景國際為長者送暖

The Cityview brings warmth to the elderly

城景國際一直致力以不同的方式關心社區，本年度我們參與了惜食堂的「惜食體驗日」，並擔任義工為深水埗區內有需要人士和獨居長者製作飯餐，合共協助製作了2,238個飯盒。另外，城景國際的15位同工組成義工隊到本會轄下天平頤康之家長者院舍進行探訪，與一眾老友記玩遊戲、載歌載舞，賓館的廚師團隊更精心預備了多款自家製美食供長者品嚐。

The Cityview has been committed to caring for the community in different ways. This year, we participated in Food Angel's "A Day with Food Angel" and served as volunteers to prepare meals for people in need and elderly living alone in the Sham Shui Po district, assisting in the production of a total of 2,238 meal boxes. In addition, a volunteer team consisting of 15 colleagues from The Cityview visited the Tin Ping Care & Attention Home for the Elderly under the Association to play games, sing, and dance with the elderly. The hostel's chef team also meticulously prepared a variety of homemade delicacies for the elderly to enjoy.

城景國際希望透過各種活動，為區內有生活困難的人士送上溫暖與關懷。我們將繼續與伙伴機構攜手為社區送暖，履行企業社會責任。

The Cityview hopes to convey warmth and care to the underprivileged in the district through various activities. We will continue to work hand in hand with partner organisations to bring warmth to the community and fulfil our corporate social responsibility.



城景國際為長者送暖

The Cityview "Caring for the Elderly" Outreach Programme

推動企業社會責任

Corporate social responsibility promotion

青年會多年來與不同規模的企業合作，向企業提供一個合適的平台，讓員工能在本會同工指導下參與義工活動，藉此推動更多企業肩負起社會企業責任，回饋社會。多年來本會曾舉辦各類慈善活動，包括籌集捐款、舉辦籌款活動及 Y-Care 企業伙伴計劃，讓企業展現傑出企業公民的身份。

Over the years, the YMCA has collaborated with enterprises of various scales to provide a suitable platform for employees to participate in volunteer activities under the guidance of our staff, thereby encouraging more enterprises to fulfil their corporate social responsibility and give back to society. Over the years, the Association has organised various types of charitable activities, including collecting donations, organising fundraising events, and the Y-Care CSR Scheme, allowing enterprises to demonstrate their status as outstanding corporate citizens.



伙伴關係拓展及 Y-Care 企業伙伴計劃 Partnership Expansion & Y-Care CSR Scheme

本會在業界肩負先驅者的角色，持續與近 200 間企業機構合作，策劃並推行涵蓋不同範疇的服務及活動。商界與社福界攜手關懷弱勢社群，共建共融社會。

本會關注職場健康友善，攜企業達可持續發展，鼓勵企業僱主關注員工身心及精神健康。Y-Care 企業伙伴計劃早於 2015 年推出，致力為企業提供一個回應整體社區需要的渠道。透過與企業伙伴合作，我們展開與企業目標相符的企業社會責任活動，凝聚企業義工的力量，確保企業的人力資源及捐助能用得其所。



Y-Care 企業伙伴計劃
Y-Care CSR Scheme

The Association plays a pioneering role in the industry, continuously collaborating with nearly 200 corporate organisations to plan and implement services and activities covering various fields. The business community and the social welfare sector join hands to care for the underprivileged and build an inclusive society together.

The Association is concerned with health-friendly workplaces, assisting enterprises in achieving sustainable development and encouraging corporate employers to focus on the physical and mental health of their employees. Launched as early as 2015, the Y-Care CSR Scheme is committed to providing a channel for enterprises to respond to the needs of the community as a whole. Through collaboration with corporate partners, we launch corporate social responsibility activities that align with corporate objectives, mobilising the power of corporate volunteers to ensure that corporate human resources and donations are utilised effectively.



H-Care 健康友善計劃 H-Care Health-Friendly Scheme

本會於2024年4月起將「運動友善計劃」升級為「H-Care健康友善計劃」，鼓勵企業機構訂立員工身心靈健康的相應政策及措施。首屆計劃共有18間企業獲得認證，涵蓋電訊、物業管理、醫療、金融及建築等行業，透過全數資助員工參與康體、專職醫療、中醫養生及輔導服務，營造健康和睦的工作環境。

透過跨界協作，我們期望與企業伙伴攜手履行關顧員工的企業責任，同時建立企業機構的正面形象，達致僱主與員工的雙贏局面。



H-Care 健康友善計劃
H-Care Health-Friendly Scheme

Since April 2024, the Association has upgraded the "Sports Friendly Scheme" to the "H-Care Health-Friendly Scheme" to encourage corporate organisations to establish corresponding policies and measures for the physical, mental, and spiritual health of employees. A total of 18 enterprises were certified under the first phase of the scheme, covering industries such as telecommunications, property management, healthcare, finance, and construction. By fully subsidising employees' participation in sports and recreation, allied health, traditional Chinese medicine wellness, and counselling services, a healthy and harmonious working environment is created.

Through cross-sector collaboration, we expect to join hands with corporate partners to fulfil corporate responsibilities in caring for employees, while simultaneously establishing a positive image for corporate organisations, achieving a win-win situation for both employers and employees.



「Y-Care企業伙伴計劃暨運動友善計劃嘉許禮」
2024 "Y-Care CSR Scheme cum Sports Friendly Action Award Presentation" 2024

培養社區歸屬感

Cultivating a sense of community belonging

本會屬下各單位致力通過開展各類社區探索活動，鼓勵參加者深入了解其居住社區的文化和歷史，促進文化傳承。我們亦會推動不同社區持份者之間的交流，增強他們對社區的認同感和歸屬感，從而激勵他們為社區發展作出貢獻。

The various units under the Association are committed to encouraging participants to gain a deep understanding of the culture and history of the communities in which they reside through the commencement of various community exploration activities, thereby promoting cultural heritage. We will also promote exchanges among different community stakeholders to enhance their sense of identity and belonging to the community, thereby motivating them to contribute to community development.

青少年服務影響力評估	Youth Service Impact Assessment	
指標D：服務使用者認為有助增強服務使用者對社區的歸屬感	Indicator D: Service users felt that the activities helped enhance their sense of belonging in the community	92.6%

世界公民

Global Citizenship

本會作為全球青年會運動中的一員，一直積極與世界各地青年會保持聯繫，讓會友有更多機會與世界各地的年輕人接觸，從而促進彼此的文化交流。本會冀透過世界公民教育，協助青少年加深對個人、國家和世界關係的理解，使青少年能夠成為積極影響世界的力量，為實現世界大同的理想作出貢獻。

As part of the global YMCA movement, the Association strives to stay connected with YMCAs around the world, providing our members with more opportunities to interact with overseas youth, thus promoting cultural exchange. The Association aims to assist young people in deepening their understanding of the relationship between themselves, their countries, and the world through global citizenship education, enabling them to become a positive force for change and contribute to the ideal of a harmonious world.

青少年服務影響力評估	Youth Service Impact Assessment	
指標G：服務使用者認為活動有助提升文化智商	Indicator G: Service users felt that the activities helped improve cultural intelligence	93.4%



「非」常深度遊—聯校南非考察服務團

Joint-U South Africa Cultural & Service Tour 2024

大學及學院青年會部獲得青年發展委員會「2024–2025年度國際青年交流資助計劃」撥款津助，於2024年7月22日至8月6日帶領20名會友前往南非開普敦、德班和約翰尼斯堡三大城市進行文化交流及社會服務活動。本會為拜訪南非青年會的首個亞洲青年會，獲南非青年會總部高度重視及接待。

行程中，會友到訪了當地共七間青年會，藉著進行文化交流活動和社會服務，以促進中非青年之交流和為當地弱勢社群送上關愛；亦到訪了中國駐開普敦總領事館、當地著名大學、孔子學院和不同歷史景點等以親身了解中非關係、南非的經濟、文化和社會狀況，擴闊國際視野。

旅程完結後，參加者舉辦了多項活動，包括於香港中文大學舉行校園展覽和於中華基督教青年會小學及荃灣會所舉辦主題講座和互動遊戲，向超過450名中大師生和兒童會友分享南非文化及服務團的得著。



「非」常深度遊—聯校南非考察服務團

Joint-U South Africa Cultural & Service Tour 2024

The University & College YMCA Department received funding from the Youth Development Commission under the "Funding Scheme for International Youth Exchange 2024–2025" and led 20 members to the three major cities in South Africa (Cape Town, Durban, and Johannesburg) from 22 July to 6 August 2024 to conduct cultural exchange and social service activities. The Association was the first YMCA from Asia to visit YMCA South Africa, and received a high-level of attention and hospitality from the South African National Council of YMCAs.

During the trip, members visited a total of seven local YMCAs to promote exchange between Chinese and African youth and provided care to local vulnerable groups through cultural exchange activities and social services; they also visited the Consulate-General of The People's Republic of China in Cape Town, renowned local universities, the Confucius Institute, and various historical sites to gain firsthand understanding of China-Africa relations and the economic, cultural, and social conditions of South Africa, thereby broadening their international horizons.

Upon completion of the journey, the participants organised a number of activities, including a campus exhibition held at The Chinese University of Hong Kong (CUHK) as well as thematic lectures and interactive games held at the Chinese Y.M.C.A. Primary School and YMCA Tsuen Wan Centre, to share South African culture and their takeaways from the service tour with over 450 CUHK teachers, students, and children.



「世界公民培育與傳承計劃」2023–24 年度頒獎禮

"Be a Global Citizen Campaign" Award Presentation Ceremony 2023–24

「世界公民培育與傳承計劃」2023–24 年度頒獎禮於 2024 年 6 月舉行。典禮當日特別安排了「不平等體驗遊戲」環節，以桌上遊戲形式讓參加者親身感受社會上不同群體所面對的不平等和困難，認識《青年會 2030 願景》中的「提倡和平共融世界」，以及聯合國可持續發展目標 10「減少不平等」。

本年度共有 4 位金章得獎者成功獲取「世界公民終極行」的定額旅費資助，遠赴芬蘭實踐自主探索計劃，期間透過城市考察、訪問當地社會服務機構、互動及體驗活動去尋找當地幸福之秘訣。

回港後，得獎者們一連 5 日在香港中文大學舉辦「『芬』享幸福城市」展覽，向逾 250 位大學生及社區人士分享在「世界公民終極行」旅程的得著和反思，讓公眾認識到幸福的定義不在於物質生活的多少，並鼓勵公眾以知足常樂的心態面對人生。

The "Be a Global Citizen Campaign" Award Presentation Ceremony 2023–24 was held in June 2024. On the day of the ceremony, a special "Inequality Experience Game" was organised in the form of a tabletop game for participants to experience the inequalities and difficulties faced by different groups in society, and to learn more about "Just World" pillar of the YMCA Vision 2030 and the United Nations Sustainable Development Goal (SDG) 10 "Reduce Inequality".

A total of 4 Gold Award winners have successfully received fixed travel grants under the "Ultimate Global Citizen" Award to travel to Finland and implement their self-directed exploration plans, during which they unveiled the secrets of local happiness through urban explorations, visits to local social service organisations, and interactive experiential activities.

Upon returning to Hong Kong, the winners held a five-day "Sharing Finnish Happiness" exhibition at The Chinese University of Hong Kong, sharing their insights and reflections after the journey with over 250 university students and community members, enabling the public to recognise that true happiness does not rely on the material abundance, and encouraging the public to find happiness through contentment in life.



世界公民培育與傳承計劃
Be a Global Citizen Campaign

統計數據

Statistics and Data

環境¹

Environment¹

分類 Classification	單位 Unit	2022/23	2023/24	2024/25
廢氣排放 ² Air emissions ²	硫氧化物 SO _x	公斤 kg	0.3	1.5
	氮氧化物 NO _x	公斤 kg	145.1	367.7
	懸浮粒子 PM	公斤 kg	10.3	5.9
	總計 Total	公斤 kg	155.7	375.1
溫室氣體排放 ³ GHG emissions ³	範圍1 直接溫室氣體排放 Scope 1 – Direct GHG Emissions	噸二氧化碳當量 tCO ₂ e	395.2	4,361.7
	• 化石燃料燃燒 Fossil fuel combustion			
	• 製冷劑逃逸性排放 Refrigerant fugitive emissions			
	範圍1 直接溫室氣體減除 Scope 1 – Direct GHG Reduction	噸二氧化碳當量 tCO ₂ e	無披露 No disclosure	42.1
	• 額外的植樹 Additional tree planting			42.1
	範圍2 能源間接溫室氣體排放 Scope 2 – Indirect GHG Emissions	噸二氧化碳當量 tCO ₂ e	10,885.8	7,214.6
	• 外購電力 Purchased electricity			
	範圍3 其他間接溫室氣體排放 Scope 3 – Other Indirect GHG Emissions	噸二氧化碳當量 tCO ₂ e	344.5	769.9
	• 外購煤氣 Purchased gas			
	• 食水及污水處理 Wastewater treatment			
	• 商務旅程 Business travel			
總計 Total	噸二氧化碳當量 tCO ₂ e	11,625.5	12,304.1	15,450.6
密度 Intensity	噸二氧化碳當量／ 平方米 ⁴ tCO ₂ e/m ² ⁴	0.11	0.12	0.15

1 環境數據的範圍不包含中華基督教青年會基馬小學、中華基督教青年會小學、中華基督教青年會中學、青年會書院及本會轄下的社會企業。
The scope of environmental data does not include YMCA Christian Academy, Chinese Y.M.C.A. Primary School, Chinese Y.M.C.A. Secondary School, Chinese Y.M.C.A. College and six social enterprises.

2 廢氣排放數據的計算方法自 2023/24 已按照聯交所發佈的《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》進行更新。
The calculation method of air emission data has been updated since 2023/24 in accordance with the "How to prepare an ESG Report - Appendix 2: Reporting guidance on Environmental KPIs" issued by the Stock Exchange.

分類 Classification		單位 Unit	2022/23	2023/24	2024/25
廢棄物產生 Waste generated	醫療廢棄物 Chemical waste	噸 Tonnes	0.8	0.9	1.1
	無害廢棄物 Non-hazardous waste	噸 Tonnes	1,408.0	1,553.5	1,726.5
	總計 Total	噸 Tonnes	1,408.8	1,554.4	1,727.6
	密度 Intensity	噸／平方米 ⁴ Tonnes/m ^{2 4}	0.01	0.01	0.02
廢棄物回收 Waste recycled	塑膠 Plastic	噸 Tonnes	4.2	6.5	4.2
	廢紙 Paper	噸 Tonnes	34.6	32.5	34.1
	金屬 Metal	噸 Tonnes	1.9	1.8	1.9
	玻璃 Glass	噸 Tonnes	1.1	0.2	0.3
	廚餘 Food Waste	噸 Tonnes	86.6	21.4	25.7
	總計 Total	噸 Tonnes	128.3	62.4	66.2
能源 Energy	直接能源用量 Direct energy consumption • 化石燃料消耗 Fossil fuel consumption	兆瓦時 MWh	無披露 No disclosure	19,217.7	32,716.3
	間接能源用量 Indirect energy consumption • 電力消耗 Electricity consumption	兆瓦時 MWh	無披露 No disclosure	16,385.9	17,630.3
	總計 Total	兆瓦時 MWh	17,950.9	35,603.6	50,346.6
	密度 Intensity	千瓦時／平方米 ⁴ kWh/m ^{2 4}	170.4	336.9	476.5
	可再生能源生產及出售 Total renewable energy generated and sold	兆瓦時 MWh	38.5	34.6	30.5
水 Water	用量 Consumption	立方米 m ³	526,621	337,214.6	395,985.0
	密度 Intensity	立方米／平方米 ⁴ m ³ /m ^{2 4}	5.0	3.19	3.75

3 溫室氣體排放資料乃按二氧化碳當量呈列，其計算方法自 2023/24 已按照世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》以及聯交所刊發的《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》進行更新。計算亦參照了包括但不限於政府間氣候變化專門委員會發佈的《第六次評估報告》的全球升溫潛能值、港燈電力投資與港燈電力投資有限公司發佈的《2024 年可持續發展報告》和中電控股有限公司發佈的環境、社會及管治數據庫中所列載的電力生產溫室氣體排放係數，以及香港中華煤氣有限公司發佈的《環境、社會及管治報告 2024》中所列載的煤氣生產溫室氣體排放係數。

GHG emissions information is presented in carbon dioxide equivalent, and its calculation method has been updated since 2023/24 in accordance with the "Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard" published by the The World Business Council for Sustainable Development and the "How to prepare an ESG Report - Appendix 2: Reporting guidance on Environmental KPIs" published by the Stock Exchange. The calculation also refers to, but is not limited to, the global warming potential values in the Sixth Assessment Report released by the Intergovernmental Panel on Climate Change, the GHG emission factors for electricity production listed in the 2024 Sustainability Report ESG Data Hub released by HK Electric Investments and HK Electric Investments Limited and the 2024 Sustainability Report ESG Data Hub released by CLP Holdings Limited, and the GHG emission factors for gas production listed in the Environmental, Social and Governance Report 2024 released by The Hong Kong and China Gas Company Limited.

4 於本年度，本會環境數據範圍內的樓面面積約為 105,669.4 平方米 (2023/24：105,669.4 平方米)。

During this Year, the gross floor area within the Association's environmental data scope is approximately 105,669.4 m² (2023/24: 105,669.4 m²).

員工⁵

Employees⁵

分類 Classification		單位 Unit	2022/23	2023/24	2024/25
員工人數 Number of employees	總計 Total	人 Person	1,503	1,565	1,625
	按性別 Breakdown by gender				
	男性 Male	人 Person	無披露 No disclosure	626	627
	女性 Female	人 Person	無披露 No disclosure	939	998
	按年齡 Breakdown by age				
	30歲以下 Under 30 years old	人 Person	無披露 No disclosure	335	319
	30至50歲之間 30–50 years old	人 Person	無披露 No disclosure	737	690
	50歲以上 Over 50 years old	人 Person	無披露 No disclosure	493	616
	按僱傭類型 Breakdown by employment type				
	全職 Full-time	人 Person	無披露 No disclosure	1,325	1,367
	兼職 Part-time	人 Person	無披露 No disclosure	240	258
	按僱員類別 Breakdown by employee category				
	高級管理層 Senior management	人 Person	無披露 No disclosure	13	30
	中級管理層 Middle management	人 Person	無披露 No disclosure	69	126
	普通員工 General staff	人 Person	無披露 No disclosure	1,483	1,469

⁵ 在員工數據中，員工人數和健康與安全相關數據不包含中華基督教青年會基雋小學、中華基督教青年會小學、中華基督教青年會中學及青年會書院；而員工培訓的數據則不包含先前提及的單位以及灣景國際和城景國際。

In terms of employee data, the number of employees and health and safety-related data do not include the YMCA Christian Academy, Chinese Y.M.C.A. Primary School, Chinese Y.M.C.A. Secondary School and Chinese Y.M.C.A. College, while training data is similarly excluded for those entities, along with the Harbourview and the Cityview.

分類 Classification		單位 Unit	2022/23	2023/24	2024/25
流失率 ⁶	總計	百分比	無披露	無披露	30.0
Turnover rate ⁶	Total	Percentage	No disclosure	No disclosure	
	按性別				
	Breakdown by gender				
	男性	百分比	無披露	無披露	31.7
	Male	Percentage	No disclosure	No disclosure	
	女性	百分比	無披露	無披露	28.9
	Female	Percentage	No disclosure	No disclosure	
	按年齡				
	Breakdown by age				
	30歲以下	百分比	無披露	無披露	45.5
	Under 30 years old	Percentage	No disclosure	No disclosure	
	30至50歲之間	百分比	無披露	無披露	27.0
	30–50 years old	Percentage	No disclosure	No disclosure	
	50歲以上	百分比	無披露	無披露	25.3
	Over 50 years old	Percentage	No disclosure	No disclosure	
健康及安全	因工亡故的人數	人	無披露	–	–
Health and safety	Number of work-related fatalities	Person	No disclosure		
	工傷比率 ⁷	宗	無披露	17.4	51
	Work-related injury rate ⁷	Number	No disclosure		
	因工傷損失工作日數	日	無披露	無披露	1,986.5
	work days lost due to work-related injuries	Days	No disclosure	No disclosure	
	病假缺勤 ⁸	百分比	2.3	2.3	2.2
	Sickness absence ⁸	%			

6 流失率 = 該類別離職人數 ÷ 該類別年底人數 × 100%

Turnover rate = Number of turnover in this category ÷ Number of employees in this category at year end × 100%

7 工傷比率 = 可記錄工傷事件數目 ÷ 總工作小時數 × 1,000,000

Injury rate = Number of recordable injuries ÷ Total working hours × 1,000,000

8 病假缺勤 = 總病假缺勤日數 ÷ 總工作日數 × 100%

Sickness absence = Total number of sickness absence days ÷ Total number of working days × 100%

分類 Classification	單位 Unit	2022/23	2023/24	2024/25
員工培訓 Employee training	培訓總人次 Total number of employees trained	人次 Person	無披露 No disclosure	816 903
	受訓員工百分比 ⁹ Percentage of employees trained	百分比 %	無披露 No disclosure	62.9 84.6
	按性別劃分的受訓比例 Breakdown of employees trained by gender			
	男性 Male	百分比 %	無披露 No disclosure	34.3 34.8
	女性 Female	百分比 %	無披露 No disclosure	65.7 65.2
	按僱員類別劃分的受訓比例 ¹⁰ Breakdown of employees trained by employee category ¹⁰			
	高級管理層 Senior management	百分比 %	無披露 No disclosure	1.2 3.0
	中級管理層 Middle management	百分比 %	無披露 No disclosure	5.8 9.1
	普通員工 General staff	百分比 %	無披露 No disclosure	93.0 87.9
	培訓總時數 Total training hours	小時 Hours	11,884	13,090.5 34,113.4
	每名員工受訓時數 ¹¹ Training hours per employee ¹¹	小時 Hours	11.9	16.0 37.8

⁹ 2023/24的受訓員工百分比 = 受訓全職員工人次 ÷ 全職及兼職員工人數 × 100%。自2024/25起，受訓員工百分比 = 受訓全職員工人次 ÷ 全職員工人數 × 100%。

2023/24 Percentage of employees trained = (Total number of full-timetraineers) ÷ (Total number of full-time and part-time employees) × 100%,
from 2024/25 Percentage of employees trained = (Total number of full-timetraineers) ÷ (Total number of full-time employees) × 100%

¹⁰ 自2024/25起，受訓比例 = 該類別培訓人次 ÷ 培訓總人次 × 100%。

From 2024/25 Training ratio = (Number of trainees in this category) ÷ (Total number of trainees) × 100%

分類 Classification		單位 Unit	2022/23	2023/24	2024/25
員工培訓 Employee training	按性別劃分的受訓時數 ¹⁰ Breakdown of training hours by gender ¹⁰				
	男性 Male	百分比 %	無披露 No disclosure	17.6	34.9
	女性 Female	百分比 %	無披露 No disclosure	15.2	39.3
	按僱員類別劃分的受訓時數 ¹⁰ Breakdown of training hours by employee category ¹⁰				
	高級管理層 Senior management	百分比 %	無披露 No disclosure	56.9	23.0
	中級管理層 Middle management	百分比 %	無披露 No disclosure	27.0	31.6
	普通員工 General staff	百分比 %	無披露 No disclosure	14.8	38.9
	培訓總支出 Total training expenses	港幣(百萬) HKD (million)	0.8	1.8	1.1
	每名員工培訓支出 Training expenses per employee	港幣 HKD	813.7	2,213.3	1,227.7
反歧視 Anti-discrimination	歧視事件數量 No. of incidents of discrimination reported	宗 Number	無披露 No disclosure	—	—

11 自2024/25起，每名員工受訓時數 = 該類別培訓小時數 ÷ 該類別培訓人次 × 100%。

From 2024/25 Training hours per employee = (Number of training hours in this category) ÷ (Number of trainees in this category) × 100%

義工

Volunteers

分類 Classification		單位 Unit	2022/23	2023/24	2024/25
義工人數 Number of volunteers	總計 Total	人 Person	15,764	17,399	21,595
義工培訓 Volunteer training	培訓總時數 Total training hours	小時 Hours	36,705.5	8,683.5	6,536.5
	培訓總支出 Total training expenses	港幣(百萬) HKD (million)	0.7	2.0	1.0
義工服務 Volunteer services	平均服務時數 Average hours of service	小時 Hours	6.1	6.4	5.1
	平均服務年資 Average years of service	年 years	3.3	3.6	4.0

財政

Finance

分類 Classification		單位 Unit	2022/23	2023/24	2024/25
資源分配 Resource allocation	• 兒童及青少年 Children & youth	港幣(百萬) HKD (million)	335.4	383.9	402.9
	• 長者及復康 Elderly & rehabilitation	港幣(百萬) HKD (million)	99.3	99.8	108.9
	• 教育 Education	港幣(百萬) HKD (million)	300.6	299.2	315.4
	• 康體 Recreation & sports	港幣(百萬) HKD (million)	57.7	63.7	69.4
	• 賓館 Hostel	港幣(百萬) HKD (million)	200.2	238.4	245.1
	• 營地 Camp	港幣(百萬) HKD (million)	70.4	84.1	96.7
	• 其他 Other	港幣(百萬) HKD (million)	33.4	40.6	42.1
	總計 Total	港幣(百萬) HKD (million)	1,096.9	1,209.7	1,280.5

分類 Classification		單位 Unit	2022/23	2023/24	2024/25
收入來源 Income source	• 政府資助 Government subventions	港幣(百萬) HKD (million)	516.7	528.2	536.9
	• 捐獻 Donations	港幣(百萬) HKD (million)	25.7	36.9	29.0
	• 會費 Membership fee	港幣(百萬) HKD (million)	1.6	1.5	1.5
	• 程序活動 Programmes	港幣(百萬) HKD (million)	138.2	158.4	178.9
	• 營地服務 Camp services	港幣(百萬) HKD (million)	30.1	59.6	59.1
	• 賓館服務 Hostel services	港幣(百萬) HKD (million)	206.4	304.5	298.2
	• 學費 Education fee	港幣(百萬) HKD (million)	56.4	43.3	64.1
	總計 Total	港幣(百萬) HKD (million)	975.1	1,132.4	1,167.7

服務質素

Service quality

分類 Classification		單位 Unit	2022/23	2023/24	2024/25
監管合規 Regulatory compliance	不合規案件數量 No. of non-compliance cases	宗 Number	無披露 No disclosure	–	–
私隱及資料保護 Privacy and data protection	來自外界並經證實的投訴數量 No. of complaints received from outside parties and substantiated by the Association	宗 Number	無披露 No disclosure	–	–
	來自監管機構的投訴數量 No. of complaints from regulatory bodies	宗 Number	無披露 No disclosure	–	–
意見及投訴處理 Opinions and complaints management	關於重大的投訴數目 No. of material complaints	宗 Number	無披露 No disclosure	–	–

服務影響力評估結果

Service Impact Assessment Results

青少年服務 Youth services		
服務使用者評估課程／活動能否達致以下目標： Service users' assessment on whether the courses/activities achieved the following objectives:	回覆人數 Number of respondents	百分比 %
指標A：服務使用者認為活動有助提升青少年及兒童身體健康情況 Indicator A: Service users felt that the activities helped improve the physical health of the youth and children	646	90.7
服務使用者認為活動有助認識更多鍛鍊身體的方法 Service users felt that the activities helped them learn more ways to exercise their bodies	646	91.2
服務使用者認為活動令自身更重視身體的健康狀況 Service users felt that the activities helped them attach more importance to their physical health	646	90.9
服務使用者認為活動能提升自身身體健康狀況 Service users felt that the activities helped improve their physical health	646	91.5
服務使用者認為活動能培養恆常健康習慣 Service users felt that the activities helped develop regular healthy habits	646	89.3
指標B：服務使用者認為活動能增強面對困難及挑戰時的信心、抗逆力、復原能力及情緒穩定性(心理韌性) Indicator B: Service users felt that the activities helped enhance confidence, resilience, recovery and emotional stability (mental strength) against difficulties and challenges	552	92.8
服務使用者於面對困難時，能夠在短時間內調整情緒 Service users were able to adjust their emotions quickly when facing difficulties	552	92.6
服務使用者於面臨困難時，懂得制定計劃和解決方案 Service users were able to formulate plans and solutions when facing difficulties	552	93.1
服務使用者於面對困難時，仍然可以集中精力 Service users managed to stay focused when facing difficulties	552	91.7
服務使用者會設定目標，推動自己前進 Service users would set goals to drive themselves forward	552	92.6
服務使用者於經歷挫折後，會更加成熟有經驗 Service users became more mature and experienced after experiencing setbacks	552	93.8

青少年服務 Youth services		
指標 C：服務使用者認為活動／課程有助提升領導能力和社交能力 Indicator C: Service users felt that the activities/courses helped enhance leadership and social skills	660	94.4
服務使用者對組織及策劃活動充滿信心 Service users felt confident in organising and planning the activities	660	94.4
服務使用者在活動過程中，能帶領組員一起討論 Service users were able to lead group discussions during the activities	660	93.0
服務使用者具有專心聆聽別人說話與提問的能力 Service users demonstrated the ability to listen attentively to others' conversations and questions	660	95.6
服務使用者能以正面的態度鼓勵別人合作 Service users were able to encourage others to cooperate in a positive manner	660	94.5
指標 D：服務使用者認為有助增強服務使用者對社區的歸屬感 Indicator D: Service users felt that the activities helped enhance their sense of belonging in the community	822	92.6
服務使用者更關心社區所發生的事情 Service users became more concerned about the happenings in the community	822	93.1
服務使用者更認為他們是社區的一分子 Service users felt a greater sense of belonging in the community	822	93.2
服務使用者更加樂於居住在這個社區 Service users became more willing to live in the community	822	92.2
服務使用者更以屬於這個社區而自豪 Service users felt proud to be part of the community	822	91.8
指標 E：服務使用者認為有助協助青年找尋職業方向／人生目標 Indicator E: Service users felt that the activities helped the youth in finding career directions/life goals	715	90.9
服務使用者認為活動有助計劃自身生涯的下一步 Service users felt that the activities helped them plan for their future careers	715	91.3
服務使用者認為活動有助了解自己的興趣和能力 Service users felt that the activities helped them discover their interests and abilities	715	92.4
服務使用者認為活動有助尋找方法去追求真正熱愛做的事 Service users felt that the activities helped them find ways to pursue their passions	715	90.2
服務使用者認為活動能為自己的生涯規劃取得協助 Service users felt that the activities helped them with their career planning	715	89.8

青少年服務 Youth services		
指標 F：服務使用者認為有助提升青少年於職場的就業能力及技巧 Indicator F: Service users felt that the activities helped improve the employability and skills of young people in the workplace	303	88.0
服務使用者認為活動有助提升他們就業機會 Service users felt that the activities helped increase employment opportunities	303	86.1
服務使用者認為活動有助提升相關職業領域的基礎能力 Service users felt that the activities helped improve fundamental competencies in relevant occupational areas	303	88.4
服務使用者認為活動使自身具備在職場上解決問題的能力 Service users felt that the activities provided them with problem solving skills in the workplace	303	89.1
服務使用者認為課程對自身工作／就業上有幫助 Service users felt that the courses were useful for their work/employment	303	88.1
指標 G：服務使用者認為有助提升文化智商 Indicator G: Service users felt that the activities helped improve cultural intelligence	416	93.4
服務使用者認為活動有助了解其他文化的價值觀 Service users felt that the activities helped them understand the values of other cultures	416	94.5
服務使用者相信活動令他們能夠與不同文化背景的人士交流 Service users felt that the activities enabled them to communicate with people of different cultural backgrounds	416	94.2
服務使用者認為活動有助因應不同文化的需要，調整說話速度、表情或動作 Service users felt that the activities helped adjust the speed of speech, expressions or gestures to the needs of different cultures	416	92.3
服務使用者認為活動令他們有足夠的文化知識與不同文化背景的人士交流 Service users felt that the activities provided them with sufficient cultural knowledge to interact with people of different cultural backgrounds	416	92.5

長者服務 Elderly services		
服務使用者評估課程／活動能否達致以下目標： Service users' assessment on whether the courses/activities achieved the following objectives:	回覆人數 Number of respondents	百分比 %
指標A：服務使用者認為有助改善長者身體健康情況；及了解有關身體健康的知識 Indicator A: Service users felt that the activities helped improve the physical health of the elderly and enhance their understanding about physical health	226	97.7
服務使用者認為活動有助認識更多鍛鍊身體的方法 Service users felt that the activities helped them learn more ways to exercise their bodies	226	99.1
服務使用者認為活動有助自己更關注身體的健康狀況 Service users felt that the activities helped them become more aware of their health conditions	226	99.1
服務使用者認為活動有助改善自身身體健康狀況 Service users felt that the activities helped improve their physical health	226	96.5
服務使用者認為活動有助培養恆常運動習慣 Service users felt that the activities helped them develop regular exercise habits	226	96.0
指標B：服務使用者認為有助改善長者精神／情緒健康 Indicator B: Service users felt that the activities helped improve the mental/emotional health of the elderly	206	98.1
服務使用者認為活動有助他們對未來感到盼望 Service users felt that the activities helped them feel hope about the future	206	100.0
服務使用者認為活動有助他們感覺輕鬆 Service users felt that the activities helped them feel relaxed	206	99.0
服務使用者認為活動有助他們與身邊的人感覺有聯繫 Service users felt that the activities helped them feel connected to the people around them	206	98.1
服務使用者認為活動有助他們對事情做決定 Service users felt that the activities helped them make decisions	206	96.1
服務使用者認為活動有助他們妥善處理問題 Service users felt that the activities helped them in handling their issues properly	206	97.1

長者服務 Elderly services		
指標 C：服務使用者認為有助提升長者的存在價值 Indicator C: Service users felt that the activities helped enhance the sense of purpose for the elderly	147	98.5
服務使用者認為活動令他們享受現在的生活 Service users felt that the activities made them enjoy their lives	147	99.3
服務使用者認為活動令他們覺得每日都好充實 Service users felt that the activities gave them a sense of fulfilment every day	147	100.0
服務使用者認為活動讓他們知道人生中有甚麼事情值得去做 Service users felt that the activities helped them realise matters worth pursuing in life	147	97.3
服務使用者認為活動讓他們現在的生活過得有意義 Service users felt that the activities made their lives meaningful	147	97.3
指標 D：服務使用者認為有助增進跨代間的相互了解，尊重和欣賞 Indicator D: Service users felt that the activities helped increase mutual understanding, respect, and appreciation between generations	166	97.9
服務使用者認為活動有助他們與較年青一代的人交談 Service users felt that the activities facilitated their communication with the younger generations	166	99.4
服務使用者認為活動讓他們享受與較年青一代的人共處 Service users felt that the activities enabled them to enjoy getting along with the younger generations	166	99.4
服務使用者認為活動鼓勵他們從年青一代學習新事物 Service users felt that the activities motivated them to learn new knowledge from the younger generations	166	97.6
服務使用者認為活動有助他們理解較年青一代的人 Service users felt that the activities helped them better understand the younger generations	166	95.2

聯交所ESG指引內容索引表

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強制披露規定 Mandatory Disclosure Requirements	章節 Section
管治架構 Governance Structure	管治及營運 Governance and Operations
匯報原則 Reporting Principles	報告摘要 About this Report
匯報範圍 Reporting Scope	報告摘要 About this Report

一般披露及 KPI General disclosures and KPI	描述 Descriptions	披露情況 Disclosure status	章節 Section
環境範疇 Environmental			
層面 A1：排放物 Aspect A1: Emissions			
一般披露 General disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	全面披露 Full disclosure	推動可持續發展 Sustainable Planet
KPI A1.1	排放物類型及相應的排放數據。 The types of emissions and respective emissions data.	全面披露 Full disclosure	推動可持續發展－能源管理 Sustainable Planet – Energy Management
KPI A1.2	直接（範圍1）和能源間接（範圍2）溫室氣體排放（以噸計算）及（如適用）密度。 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity.	全面披露 Full disclosure	推動可持續發展－氣候行動 Sustainable Planet – Climate Action
KPI A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity	全面披露 Full disclosure	推動可持續發展－廢物管理 Sustainable Planet – Waste Management

一般披露及 KPI General disclosures and KPI	描述 Descriptions	披露情況 Disclosure status	章節 Section
環境範疇 Environmental			
層面 A1：排放物 Aspect A1: Emissions			
KPI A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity	全面披露 Full disclosure	推動可持續發展－廢物管理 Sustainable Planet – Waste Management
KPI A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emission target(s) set and steps taken to achieve them.	全面披露 Full disclosure	推動可持續發展－能源管理、氣候行動 Sustainable Planet – Energy Management; Climate Action
KPI A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	局部披露 Focused disclosure	推動可持續發展－廢物管理 Sustainable Planet – Waste Management
層面 A2：資源使用 Aspect A2: Use of Resources			
一般披露 General disclosure	有效使用資源(包括能源、水及其他原材料)的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	全面披露 Full disclosure	推動可持續發展 Sustainable Planet
KPI A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity.	全面披露 Full disclosure	推動可持續發展－能源管理 Sustainable Planet – Energy Management
KPI A2.2	總耗水量及密度。 Water consumption in total and intensity	全面披露 Full disclosure	推動可持續發展－水資源管理 Sustainable Planet – Water Resources Management
KPI A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target(s) set and steps taken to achieve them.	全面披露 Full disclosure	推動可持續發展－能源管理 Sustainable Planet – Energy Management
KPI A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	局部披露 Focused disclosure	推動可持續發展－水資源管理 Sustainable Planet – Water Resources Management

一般披露及 KPI General disclosures and KPI	描述 Descriptions	披露情況 Disclosure status	章節 Section
環境範疇 Environmental			
層面 A2：資源使用 Aspect A2: Use of Resources			
KPI A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	主要業務並不涉及大量使用包裝物料 The main business does not involve extensive use of packaging materials	
層面 A3：環境及天然資源 Aspect A3: The Environment and Natural Resources			
一般披露 General disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impacts on the environment and natural resources.	全面披露 Full disclosure	推動可持續發展 Sustainable Planet
KPI A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	全面披露 Full disclosure	推動可持續發展 Sustainable Planet
層面 A4：氣候變化 Aspect A4: Climate Change			
一般披露 General disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	全面披露 Full disclosure	推動可持續發展－氣候行動 Sustainable Planet – Climate Action
KPI A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	全面披露 Full disclosure	推動可持續發展－氣候行動 Sustainable Planet – Climate Action

一般披露及 KPI General disclosures and KPI	描述 Descriptions	披露情況 Disclosure status	章節 Section
社會範疇 Social			
層面 B1：僱傭 Aspect B1: Employment			
一般披露 General disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	全面披露 Full disclosure	提倡和平共融世界－多元化、公平及包容的工作場所 Just World - Diverse, Equitable and Inclusive Workplace
KPI B1.1	按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	全面披露 Full disclosure	附錄－統計數據 Appendices – Statistics and data
KPI B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	全面披露 Full disclosure	附錄－統計數據 Appendices – Statistics and data

一般披露及 KPI General disclosures and KPI	描述 Descriptions	披露情況 Disclosure status	章節 Section
層面 B2：健康與安全 Aspect B2: Health and Safety			
一般披露 General disclosure	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	全面披露 Full disclosure	促進社區全人健康－同工及義工的健康與安全 Community Wellbeing – Health and Safety of Employees and Volunteers
KPI B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	全面披露 Full disclosure	附錄－統計數據 Appendices – Statistics and data
KPI B2.2	因工傷損失工作日數。 Lost days due to work injury.	全面披露 Full disclosure	附錄－統計數據 Appendices – Statistics and data
KPI B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	全面披露 Full disclosure	促進社區全人健康－同工及義工的健康與安全 Community Wellbeing – Health and Safety of Employees and Volunteers

一般披露及 KPI General disclosures and KPI	描述 Descriptions	披露情況 Disclosure status	章節 Section
層面 B3：發展及培訓 Aspect B3: Development and Training			
一般披露 General disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	全面披露 Full disclosure	締造豐盛生涯歷程－同工及義工的培訓與發展 Meaningful Work – Training and Development of Employees and Volunteers
KPI B3.1	按性別及僱員類別（如高級管理層、中級管理層）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	全面披露 Full disclosure	附錄－統計數據 Appendices – Statistics and data
KPI B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	全面披露 Full disclosure	締造豐盛生涯歷程－同工及義工的培訓與發展 Meaningful Work – Training and Development of Employees and Volunteers
層面 B4：勞工準則 Aspect B4: Labour Standards			
一般披露 General disclosure	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	全面披露 Full disclosure	提倡和平共融世界－多元化、公平及包容的工作場所 Just World – Diverse, Equitable and Inclusive Workplace
KPI B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	全面披露 Full disclosure	提倡和平共融世界－多元化、公平及包容的工作場所 Just World – Diverse, Equitable and Inclusive Workplace
KPI B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	全面披露 Full disclosure	提倡和平共融世界－多元化、公平及包容的工作場所 Just World – Diverse, Equitable and Inclusive Workplace

一般披露及 KPI General disclosures and KPI	描述 Descriptions	披露情況 Disclosure status	章節 Section
層面 B5：供應鏈管理 Aspect B5: Supply Chain Management			
一般披露 General disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	全面披露 Full disclosure	管治及營運－供應鏈管理 Governance and Operations – Supply Chain Management
KPI B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	全面披露 Full disclosure	管治及營運－供應鏈管理 Governance and Operations – Supply Chain Management
KPI B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	全面披露 Full disclosure	管治及營運－供應鏈管理 Governance and Operations – Supply Chain Management
KPI B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	全面披露 Full disclosure	管治及營運－供應鏈管理 Governance and Operations – Supply Chain Management
KPI B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	全面披露 Full disclosure	推動可持續發展－氣候行動 Sustainable Planet – Climate Action

一般披露及 KPI General disclosures and KPI	描述 Descriptions	披露情況 Disclosure status	章節 Section
層面 B6：產品責任 Aspect B6: Product Responsibility			
一般披露 General disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	全面披露 Full disclosure	管治及營運－服務質素 Governance and Operations – Service Quality
KPI B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 Not applicable	
KPI B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	全面披露 Full disclosure	管治及營運－服務質素 Governance and Operations – Service Quality
KPI B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	不適用 Not applicable	
KPI B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	全面披露 * 主要服務並不涉及產品生產及銷售 Full disclosure * Main services do not involve product manufacturing and sales.	管治及營運－服務質素 Governance and Operations – Service Quality
KPI B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	全面披露 Full disclosure	管治及營運－服務質素 Governance and Operations – Service Quality

一般披露及 KPI General disclosures and KPI	描述 Descriptions	披露情況 Disclosure status	章節 Section
層面 B7：反貪污 Aspect B7: Anti-corruption			
一般披露 General disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	全面披露 Full disclosure	管治及營運－服務質素 Governance and Operations – Service Quality
KPI B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	全面披露 *沒有訴訟案件 Full disclosure * There are no litigation cases.	管治及營運－監管合規 Governance and Operations – Regulatory Compliance
KPI B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	全面披露 Full disclosure	管治及營運 Governance and Operations
KPI B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	局部披露 Focused disclosure	管治及營運－監管合規 Governance and Operations – Regulatory Compliance

一般披露及 KPI General disclosures and KPI	描述 Descriptions	披露情況 Disclosure status	章節 Section
層面 B8：社區投資 Aspect B8: Community Investment			
一般披露 General disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	全面披露 Full disclosure	本報告各節 Throughout all sections of this Report
KPI B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	全面披露 Full disclosure	本報告各節 Throughout all sections of this Report
KPI B8.2	在專注範疇所動用資源(如金錢或時間)。 Resources contributed (e.g. money or time) to the focus area.	全面披露 Full disclosure	管治及營運－財務管理 Governance and Operations – Financial Management

GRI 標準內容索引表

GRI Standards Content Index

使用說明 Statement of use	香港中華基督教青年會已參照GRI標準編制2024年4月1日至2025年3月31日期間的ESG影響力報告。 YMCA has prepared the ESG Impact Report for the period from April 1, 2024, to March 31, 2025, in accordance with the GRI Standards.		
使用的 GRI 1 GRI 1 used	GRI 1：基礎2021 GRI 1: Foundation 2021		
GRI 標準 GRI Standards	披露 Disclosures	章節／描述 Sections/Descriptions	
一般披露 General disclosures			
GRI 2：一般披露2021 GRI 2: General disclosures 2021	2-1	組織詳細情況 Organizational details	香港中華基督教青年會簡介 About Chinese YMCA of Hong Kong
	2-2	納入組織可持續發展報告的實體 Entities included in the organization's sustainability reporting	報告摘要 About this Report
	2-3	報告期、報告頻率和聯繫人 Reporting period, frequency and contact point	報告摘要 About this Report
	2-4	信息重述 Restatements of information	無 Not applicable
	2-5	外部鑑證 External assurance	無 Not applicable
	2-7	員工 Employees	附錄－統計數據 Appendices – Statistics and data
	2-8	員工之外的工作者 Workers who are not employees	附錄－統計數據 Appendices – Statistics and data
	2-9	管治架構和組成 Governance structure and composition	管治及營運－可持續發展管治 Governance and Operations – Sustainability Governance
	2-12	在管理影響方面，最高管治機構的監督作用 Role of the highest governance body in overseeing the management of impacts	
	2-13	為管理影響的責任授權 Delegation of responsibility for managing impacts	

GRI 標準 GRI Standards	披露 Disclosures	章節／描述 Sections/Descriptions
一般披露 General disclosures		
	2-14	最高管治機構在可持續發展報告中的作用 Role of the highest governance body in sustainability reporting
	2-16	重要關切問題的溝通 Communication of critical concerns
	2-17	最高管治機構的共同知識 Collective knowledge of the highest governance body
	2-22	關於可持續發展戰略的聲明 Statement on sustainable development strategy
	2-25	補救負面影響的程序 Processes to remediate negative impacts
	2-26	尋求建議和提出關切的機制 Mechanisms for seeking advice and raising concerns
	2-27	遵守法律法規 Compliance with laws and regulations
	2-29	利益相關方參與的方法 Approach to stakeholder engagement
GRI 3：實質性議題 2021 GRI 3: Material Topics 2021	3-1	確定實質性議題的過程 Process to determine material topics
	3-2	實質性議題清單 List of material topics
	3-3	實質性議題的管理 Management of material topics

GRI 標準 GRI Standards	披露 Disclosures	章節／描述 Sections/Descriptions
重要議題 Material topics		
GRI 201：經濟績效 2016 GRI 201: Economic Performance 2016	201-1	直接產生和分配的經濟價值 Direct economic value generated and distributed 管治及營運－財務管理 Governance and Operations – Financial Management
	201-2	氣候變化帶來的財務影響以及其他風險和機遇 Financial implications and other risks and opportunities due to climate change 推動可持續發展－氣候行動 Sustainable Planet – Climate Action
	201-4	政府給予的財政補貼 Financial assistance received from government 管治及營運－財務管理 Governance and Operations – Financial Management
GRI 203：間接經濟影響 2016 GRI 203: Indirect Economic Impacts 2016	203-1	基礎設施投資和支持性服務 Infrastructure investments and services supported 本報告各節 Throughout all sections of this Report
	203-2	重大間接經濟影響 Significant indirect economic impacts 促進社區全人健康－促進社區健康；締造豐盛生涯歷程－社區教育、培訓及就業機會 Community Wellbeing – Community Health Promotion; Meaningful Work – Community Education, Training and Employment Opportunities
GRI 302：能源 2016 GRI 302: Energy 2016	302-1	組織內部的能源消耗量 Energy consumption within the organization
	302-3	能源強度 Energy intensity
	302-4	降低能源消耗量 Reduction of energy consumption

GRI 標準 GRI Standards	披露 Disclosures	章節／描述 Sections/Descriptions
重要議題 Material topics		
GRI 303：水和污水 2018 GRI 303: Water and Effluents 2018	303-2	組織與水作為共有資源的相互影響 Management of water discharge-related impacts
	303-5	耗水 Water consumption
GRI 305：排放 2016 GRI 305: Emissions 2016	305-1	直接（範圍一）溫室氣體排放 Direct (Scope 1) GHG emissions
	305-2	能源間接（範圍二）溫室氣體排放 Energy indirect (Scope 2) GHG emissions
	305-3	其他間接（範圍三）溫室氣體排放 Other indirect (Scope 3) GHG emissions
	305-4	溫室氣體排放強度 GHG emissions intensity
	305-7	氮氧化物 (NOx)、硫氧化物 (SOx)、及其他顯著的氣體排放 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions
GRI 306：廢棄物 2020 GRI 306: Waste 2020	306-2	廢棄物相關重大影響的管理 Management of significant waste-related impacts
	306-3	產生的廢棄物 Waste generated
	306-4	從處置中轉移的廢棄物 Waste diverted from disposal

GRI 標準 GRI Standards	披露 Disclosures	章節／描述 Sections/Descriptions
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GRI 403：職業健康與安全 2018 GRI 403: Occupational Health and Safety 2018	403-1	職業健康安全管理體系 Occupational health and safety management system
	403-2	危害識別、風險評估和事故調查 Hazard identification, risk assessment, and incident investigation
	403-3	職業健康服務 Occupational health services
	403-4	職業健康安全事務：工作者的參與、意見徵詢和溝通 Worker participation, consultation, and communication on occupational health and safety
	403-5	工作者職業健康安全培訓 Worker training on occupational health and safety
	403-6	促進工作者健康 Promotion of worker health
	403-7	預防和減緩與業務關係直接相關的職業健康安全影響 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships
GRI 404：培訓與教育 2016 GRI 404: Training and Education 2016	403-9	工傷 Work-related injuries
	404-1	每名員工每年接受培訓的平均小時數 Average hours of training per year per employee
	404-2	員工技能提升和過度援助方案 Programmes for upgrading employee skills and transition assistance programmes

GRI 標準 GRI Standards	披露 Disclosures	章節／描述 Sections/Descriptions
重要議題 Material topics		
GRI 405：多元化與平等機會 2016 GRI 405: Diversity and Equal Opportunity 2016	405-1	管治機構與員工的多元化 Diversity of governance bodies and employees 附錄－統計數據 Appendices – Statistics and data
GRI 406：反歧視 2016 GRI 406: Non-discrimination 2016	406-1	歧視事件及採取的糾正行動 Incidents of discrimination and corrective actions taken 提倡和平共融世界－多元化、公平及包容的工作場所 Just World – Diverse, Equitable and Inclusive Workplace
GRI 413：當地社區 2016 GRI 413: Local Communities 2016	413-1	有當地社區參與、影響評估和發展計劃的運營點 Operations with local community engagement, impact assessments, and development programmes 管治及營運－服務質素 Governance and Operations – Service Quality
GRI 416：客戶健康與安全 2016 GRI 416: Customer Health and Safety 2016	416-2	涉及產品和服務的健康與安全影響的違規事件 Incidents of non-compliance concerning the health and safety impacts of products and services 附錄－統計數據 Appendices – Statistics and data
GRI 418：客戶隱私 2016 GRI 418: Customer Privacy 2016	418-1	涉及侵犯客戶隱私和丟失客戶資料的經證實的投訴 Substantiated complaints concerning breaches of customer privacy and losses of customer data

要將祂極豐富的恩典，就是祂在基督耶穌裡向我們所施的恩慈，
顯明給後來的世代看。

以弗所書 2:7

*In order that in the coming ages he might show the incomparable
riches of his grace, expressed in his kindness to us in Christ Jesus.*

Ephesians 2:7



2024/25 環境、社會及管治 (ESG) 影響力報告 2024/25 ENVIRONMENTAL, SOCIAL, AND GOVERNANCE (ESG) IMPACT REPORT

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