



香港中華基督教青年會
Chinese YMCA of Hong Kong



ENVIRONMENTAL, SOCIAL,
AND GOVERNANCE (ESG)

環境、
社會及管治
(ESG)



2020/21

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香港中華 基督教青年會 簡介

香港中華基督教青年會乃1901年於香港成立的基督教服務機構，以培養青年人基督品格和服務精神為使命。作為全球基督教青年會運動的一份子，我們承諾建設一個文明、有愛心的城市，促進青年人的領導能力，推廣全人發展。時光荏苒，我們的服務使命已擴展至長者和弱勢社群。香港中華基督教青年會亦是世界基督教青年會協會之成員，協會總部設於瑞士日內瓦。

總幹事 的話

香港中華基督教青年會在港屹立逾百載，我們致力與社會各界合作，為社會帶來正面影響。時至今日，我們仍秉持1855年訂立之《巴黎本旨》的原則，竭力服務全球社區和人民的需要。儘管未來充滿不確定性，但我們會將它視之為擴大服務的機會，繼續與不同持份者攜手合作，包括政府、商界、企業、基金會，以及我們所有的會員和義工，努力建立可持續發展的社區。

聯合國全球契約計劃於2004年首次提出ESG (Environmental, Social, Governance)概念，代表企業或機構在推動業務及履行社會責任時，需力求兼備「環境、社會、企業管治」三項元素。青年會一直致力在本港推動可持續發展，於上年度首次製作機構ESG影響力報告(報告年期為2019年4月1日至2020年3月31日)，非常值得鼓舞的是，我們的首份影響力報告即獲頒香港ESG報告大獎(HERA)的卓越社會成效大獎，成為首間入圍並獲獎的非政府組織(NGO)，更因此獲美國納斯達克(Nasdaq)於紐約當地戶外屏幕恭賀本會獲此殊榮。

而執筆撰寫本報告時適逢為機構120周年誌慶，作為一個立足香港120年的NGO，我相信青年會在業界中已擔負起先驅者的角色，尤其在社會服務範疇上，能夠與我們的社區、持份者和同工分享有關ESG的可持續發展及全球趨勢，與其他同儕互相砥礪，鼓勵和推動更多NGO在ESG方面的投入。

本報告繼續由ESG Matters顧問公司協助機構撰寫，以客觀的指標，評估青年會在環保指數方面的表現、可持續發展目標的服務影響，以及開明管治架構的效能，藉以推動我們成為更具持續發展能力的非政府機構。

作為一所國際機構的成員，我們獲得HERA獎項正正彰顯本會於環保及服務上的成果，讓我們與World YMCA及亞太區YMCA聯盟(Asia and Pacific Alliance of YMCAs, APAY)，以ESG作為共通語言，成就未來更多的交流和協作。青年會將繼續聚焦聯合國可持續發展目標第三、四、十六及十七項，為會友提供服務；以Future-Fit框架，擬定機構的發展藍圖。

在2020/21年度，我們服務了超過89,000名會友及5,900名學生，尤其在新冠疫情爆發的艱難時期，實體服務更是難以提供。但幸有逾百年的堅實根基，加上有賴我們的同工不畏艱辛地工作和義工不問回報的支持，我們仍然與時並進為會員的身心健康創造卓越的成果。雖然未來一年仍是挑戰滿途，相信在上帝的帶領下，我們可以繼續持守「非以役人，乃役於人」的宗旨服務大眾，為社區建議可持續發展的未來，更重要是永續上帝的創造。



報告摘要

本報告為香港中華基督教青年會的第二份影響力報告，涵蓋了我們由2020年4月1日至2021年3月31日期間的發展和表現。

承接2019/2020年的報告，本年度之報告將會匯報我們於大眾健康、福祉、技能增值、社會共融、環境保護、同工職安等範疇的進展及成果，將本會服務所帶來的影響，更完整地呈現在本報告中。本年度之匯報範圍分別新增了復康服務及社會企業的服務影響和數據。匯報範圍除了社會影響外，亦包括了環境影響及機構的運作以及管治方針。影響力報告不但讓我們了解並且檢視過去一年的服務為社區帶來多少正面的社會影響，同時亦分享本會現有的管理方針如何有效達至可持續發展的目標。

氣候變化、貧富差距、城市化、人口結構轉變及科技革新¹等大趨勢正席捲全球，為應對接踵而來的挑戰，我們計劃制定一個長遠的可持續發展策略。而人口老化、貧富懸殊亦是香港所面對的問題，這兩年更要處理新冠肺炎疫情和社會狀況不穩的局面，面對接踵而來的挑戰，本會積極、迅速地應對潛在風險，保持自身抗逆力，確保未來穩步發展。

為了竭力維持可持續發展，我們委託了可持續發展顧問公司ESG Matters，為本機構進行了重要性評估，協助香港中華基督教青年會的目標，配合聯合國訂定的可持續發展目標。我們亦根據「影響力管理項目」評效框架的幾個影響力維度，描述了本機構的服務成效、服務輸出量達成程度、社會效益、持續營運能力等社會影響。研究結果為本報告提供了指引，有助本機構不斷優化可持續發展策略。

本報告以類聚抽樣方法去收集資料及數據，務求提供完整而且準確的數據及資料，全面地量度本機構的社會影響。我們隨機抽取個別活動作為每個指標的樣本，以量度其社會影響。我們會繼續審視我們採用的研究方法，以確保每個關鍵社會及環境指標都能被追蹤，從而提升匯報結果的準確性。

如欲了解更多香港中華基督教青年會的資訊或我們的財政表現，請參閱我們的年報或連結網站：ymca.org.hk。



2020/2021年度速報

雖然新冠肺炎疫情仍然籠罩全球，但依然無阻我們繼續為各會友以及我們的社區服務。我們尤其重視疫情下的社會新常態，因此我們特別在社區共融及數碼科技的應用方面加強協助，提供高質素的服務予各會友，讓他們適應轉變。是次影響力匯報亦比上年度涵蓋的內容更廣，加入了復康服務及社會企業的資料和數據。



數碼科技應用

線上會議、線上運動、線上學習，甚至與外地會友線上視像進行交流，已經成為我們的日常。數碼科技、大數據等都將是新趨勢，而青年會亦逐步把不同元素應用在我們的服務當中，亦會以數碼共融為目標，收窄現時的科技鴻溝，邁向創科應用的新世紀。



社會共融

這兩年大家都因為新冠肺炎，生活受到不同程度的影響，相關的防疫措施及限制亦疏遠了人與人之間距離，容易與社會失去了緊密的連繫。有見及此，我們聯繫了不同的企業，為各個階層的社會人士提供服務，伸出援手。我們本年度展開了社會共融及改善受眾健康及福祉的計劃，例如在荃灣區為劏房居進行家居升級改造，改善居住環境，另外亦以「運動義工」活動連繫青年及長者，推廣跨代共融的健康生活，建造一個更健康、更包容的社會。

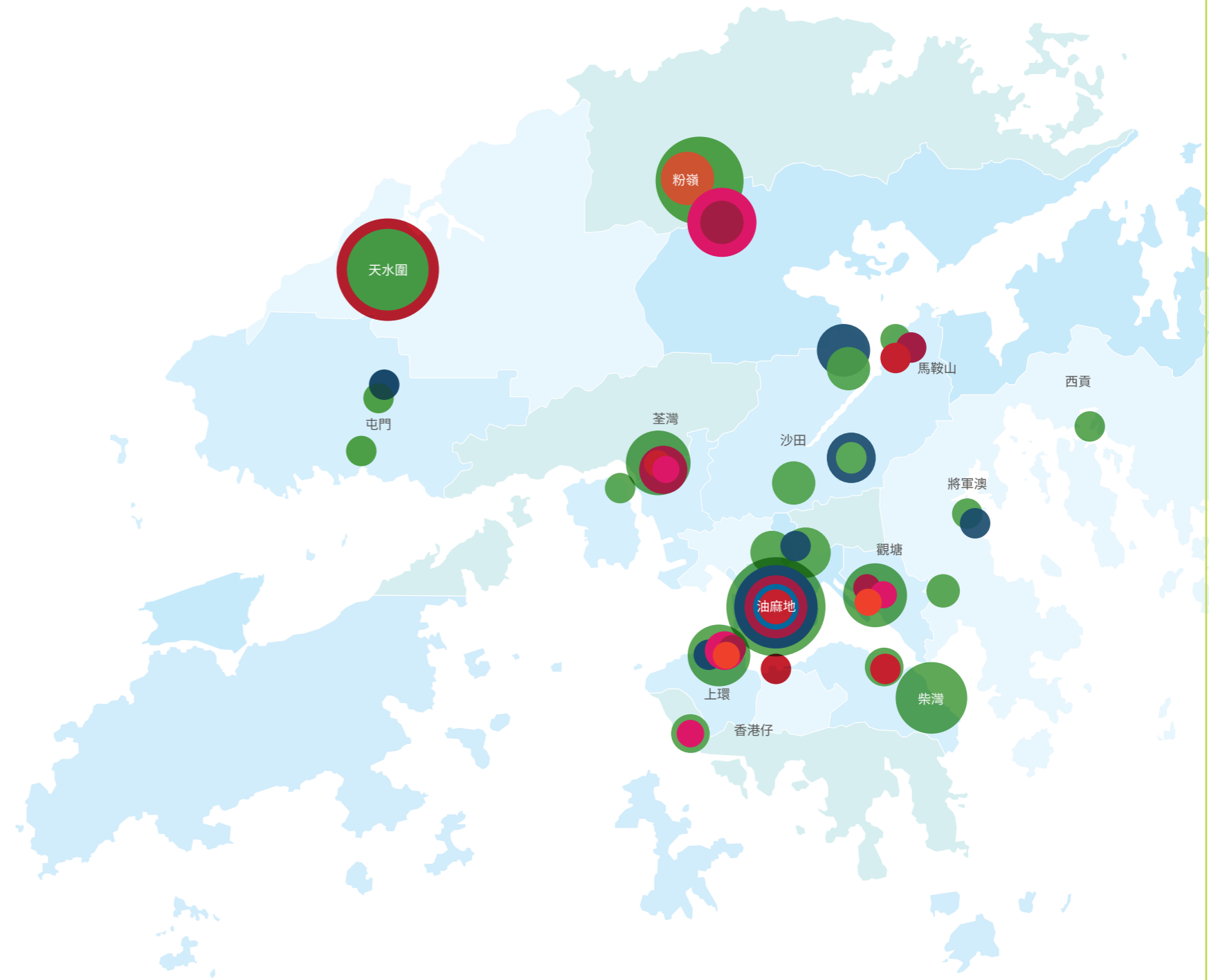
擴大匯報範圍

影響力報告讓我們有多一個渠道與持份者溝通及連繫，除了令青年會的管治更加透明，又能讓我們的服務回應到社會的需要、更切合服務使用者。本年度擴大了的匯報範圍，內容分別收錄了我們的復康服務及社會企業的狀況，令我們的影響力報告更趨完善。

03

影響力速覽

在青年會，我們目標以多元服務為社區帶來正面的社會影響，包括：社會服務單位、學校、康體會所、賓館及營地。地圖上顯示了我們在香港的影響足跡²，以及對應聯合國訂立的可持續發展目標。這17個可持續發展目標，或稱全球目標，於2015年由聯合國成員國所採納，旨為「一個全體的呼籲，用行動遏止貧窮，保護地球，確保2030年所有人都享有和平和繁榮」。³



- 3 良好健康
- 4 優質教育
- 5 性別平等
- 8 就業與經濟增長
- 10 減少不平等
- 16 和平與公義
- 17 緊密合作，實現目標

² 每個圓點的開始單位為一個單位，在毗鄰地區每多一所有著共同目標的服務中心，圓點的面積會增加0.5個單位，用以代表該目標在該地區的影響力增加。
³ 聯合國可持續發展目標. <https://sdgs.un.org/goals>

主要貢獻範疇

3 良好健康與福祉



我們鼓勵全人發展。我們的福音分享、輔導工作及康體活動適合所有年紀的人，藉此改善他們的生理、精神和靈性健康。

4 優質教育



我們培育和啟發兒童及青少年。我們提供優質的幼稚園、小學、中學及職業培訓教育，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、尋找體面的工作或創業做好準備。

16 和平、正義與強大機構



作為國際基督徒運動的一份子，我們與世界各地的青年會分部緊密合作，透過共享知識和資源帶來正面改變。

17 促進目標實現的伙伴關係



我們栽培市民成為良好和負責任的社會公民。我們忠於團結社區，並以調解支援項目協助建設一個文明、具同理心的社會。

相關目標

除了四個主要目標，我們的服務亦幫助達成SDG 5(性別平等)、SDG 8(就業)及SDG 10(平等機會)的可持續發展目標。

例如，我們的庇護工場和氣球藝術服務社會企業(YM Balloon)均提供就業機會，提升殘疾人士及聽障人士的平等地位 (SDG 8、10)。我們的「花樂誰家乾花再造工場」，亦鼓勵、支援和培訓基層婦女重新投入勞動市場(SDG 5、8)。

我們的影響力數字



健康與福祉 (SDG 3)

報告統計人次
4,123

94%

觀察所得青少年的生理健康有改善

報告統計人次
9,588

85%

觀察所得青少年的信心、情緒平衡和抗逆力有所提升

報告統計人次
2,848

93%

觀察所得青少年的領導能力和社交技巧有改善

報告統計人次
8,165

99%

青少年認同活動有助提高社區歸屬感

報告統計人次
2,446

100%

觀察所得長者的生理健康有改善

報告統計人次
496

98%

觀察所得長者的精神和心理健康有改善

報告統計人次
317

100%

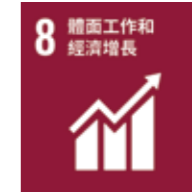
長者認同他們的人生方向感有所提升

年度總青少年服務人次

429,900

年度總長者服務人次

102,000



技能與生產力 (SDG 4,8)

報告統計人次
51,251

100%

青少年採納職業/生涯規劃的建議

報告統計人次

1,531 名

青少年曾接受相關的就業培訓



共融 (SDG 10,17)

報告統計人次
2,556

91%

觀察所得青少會的文化商數有所提升

報告統計人次
279

100%

觀察所得年青和年老一代之間的互信、尊重和欣賞有所增加

04

求你指教我們怎樣數算自己的日子，
好叫我們得著智慧的心。

詩篇90:12

可持續發展 及 管治



我們提倡一個健康和多產的社會。

我們致力去孕育社會上的年青人，創造一個有利他們健康成長的環境。踏入本會成立的第120年，青年會一直秉持創立時的宗旨，以體現及建立基督服務的精神，竭力達致這些目標。不論任何年齡或社會背景，人類福祉一直是我們關注的核心價值。自1989年起，我們的服務範疇已跨越青少年，並擴展至長者及殘疾人士。

我們的策略

聯合國識別了五項全球的大趨勢⁴，分別是氣候變化、人口轉變及老化、城市化、數碼轉型、以及不平等，我們的策略是以建設更好的香港為目標，當中採納了其中三項作為機構策略。策略圍繞三大支柱：能源及資源效能；健康及生產力；數碼共融。這策略幫助我們集中資源，處理一些香港最迫切的問題，為迎接未來的挑戰作出準備。我們在表格一詳細回應了聯合國識別的大趨勢：

環球及本港最新發展？	氣候變化	人口轉變及老化	數碼轉型
我們嘗試促成甚麼影響？	能源及資源效益	健康及生產力	數碼共融
這些影響在哪裡出現？	營運	核心服務	教育、青少年及長者服務
我們幫助達成哪些可持續發展目標？	6 7 12 13	3 4 8	9 10 16 17
我們採取甚麼方法？	避免傷害 ⁵	提供解決方案 ⁶	提供解決方案 ⁶

表格一. 青年會對大趨勢的回應

⁴ 聯合國. (2020). Shaping the Trends of Our Time

⁵ 機構避免或減少對人類及自然環境造成顯著的負面影響

⁶ 機構對有需要的人士和環境作出重大的正面影響



氣候變化

「預計到了2050年，海平面將上升2米。
為了應對氣候變化，
我們應該在沿海地帶及其他低窪地點做好準備。」

氣候變化每天都在影響着我們的世界，香港亦不例外。要防止氣候變化帶來災難性的後果，減緩溫室氣體排放是一個十分迫切的行動。⁷而為了響應本地和全球的氣候行動，以達至香港訂下的2050年碳中和目標，⁸本會承諾在2021年將我們的能源消耗由2016年的水平減少5%，有關目標順利完成，並開展由2018年開始八年內減少能源消耗10%的指標，竭盡所能於2050年實現碳中和。

我們的環境足印主要來自我們持有和營運的建築物(辦公室、中心、營地及賓館)，當中包括能源、水及資源消耗，以及由旅遊、採購、服務及活動項目。我們在賓館訂立了綠色採購政策，提供採購產品及服務時所需跟從的指引。我們亦陸續為其他單位的採購程序訂立相關指引，為長遠建立可持續供應鏈作準備。氣候變化將會帶來更頻繁和極端的天氣狀況，我們預期位於低窪地區或沿岸的設施將承受更大的氣候風險。因此，我們將會為預計受影響的設施設立緩衝計劃，提升氣候抗逆力，將影響減至最小，亦會將環境教育帶到不同的服務單位內，向會眾推廣環保意識的重要性。



人口轉變及老化

「到了2039年，本港每3人中就有1人為長者，
我們的首要任務是集中資源，
為長者提供一個健康及正面的生活方式。」

雖然出生率下降，但全球人口仍然不斷上升，六十五歲以上的人口預料將會在2050年比五歲以下的兒童人口為高。在未來二十年，香港人口經推算將會比起亞洲地區的其他發展國家老化得更快⁹。而人口老化帶來的隱患，如住院率上升、安老服務需求增加，長遠會對本地社福及醫療系統構成重大壓力，政策主導和增撥資源固然能夠改善問題，社會各界的倡議和行動亦有助香港走出窘境。為了回應人口老化的挑戰，我們會繼續專注將資源投放在消除年齡障礙和提倡跨代共融的新措施，宣揚身心健康，推廣終身學習，以協助大眾應付不同人生階段的挑戰。

我們的社會影響是我們核心服務的成果，包括社會服務、教育服務、康樂及體育服務、賓館服務、營地服務，以及基督教事奉。本會希望透過服務，促進所有年齡層的人士在身體、精神、社會及靈性上的福祉。

⁷ 政府間氣候變化專門委員會. Global warming of 1.5°C

⁸ 環境局. (2021). 香港氣候行動藍圖2050

⁹ 政府經濟顧問辦公室. (2019). Population ageing trend of Hong Kong



數碼轉型

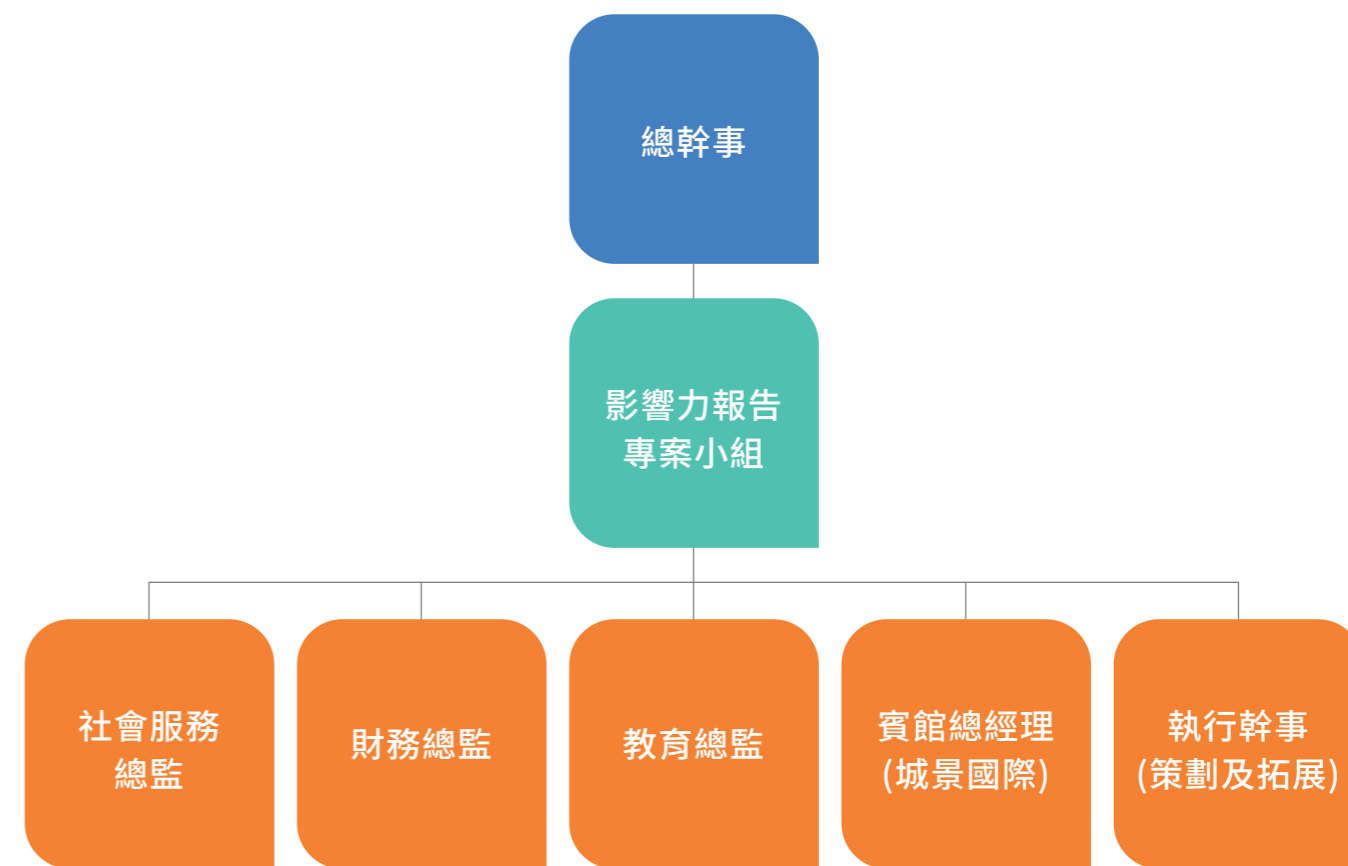
「隨著我們邁向數碼化社會，
我們應該確保每個人都能平等地獲得
資訊和科技。」

呼應我們明年120週年的誌慶主題「展望創新科技在青年會未來服務的應用」，科技及資訊數碼化等範疇已成為我們本年發展的其中一項重要的項目。我們一方面會利用數碼科技逐步提升我們的服務及管治效能。另一方面，我們會審視發展目標，希望能為社會不同有需要的人士提供協助，以幫助他們獲取數碼資源及相關知識。這兩年因為新冠肺炎疫情的影響，數碼科技在日常生活中更顯重要，數碼轉型及無障礙科技不容忽視，我們特別在學生及長者方面著手，希望提升數碼共融，令所有人都可以平等地獲得資訊和知識。

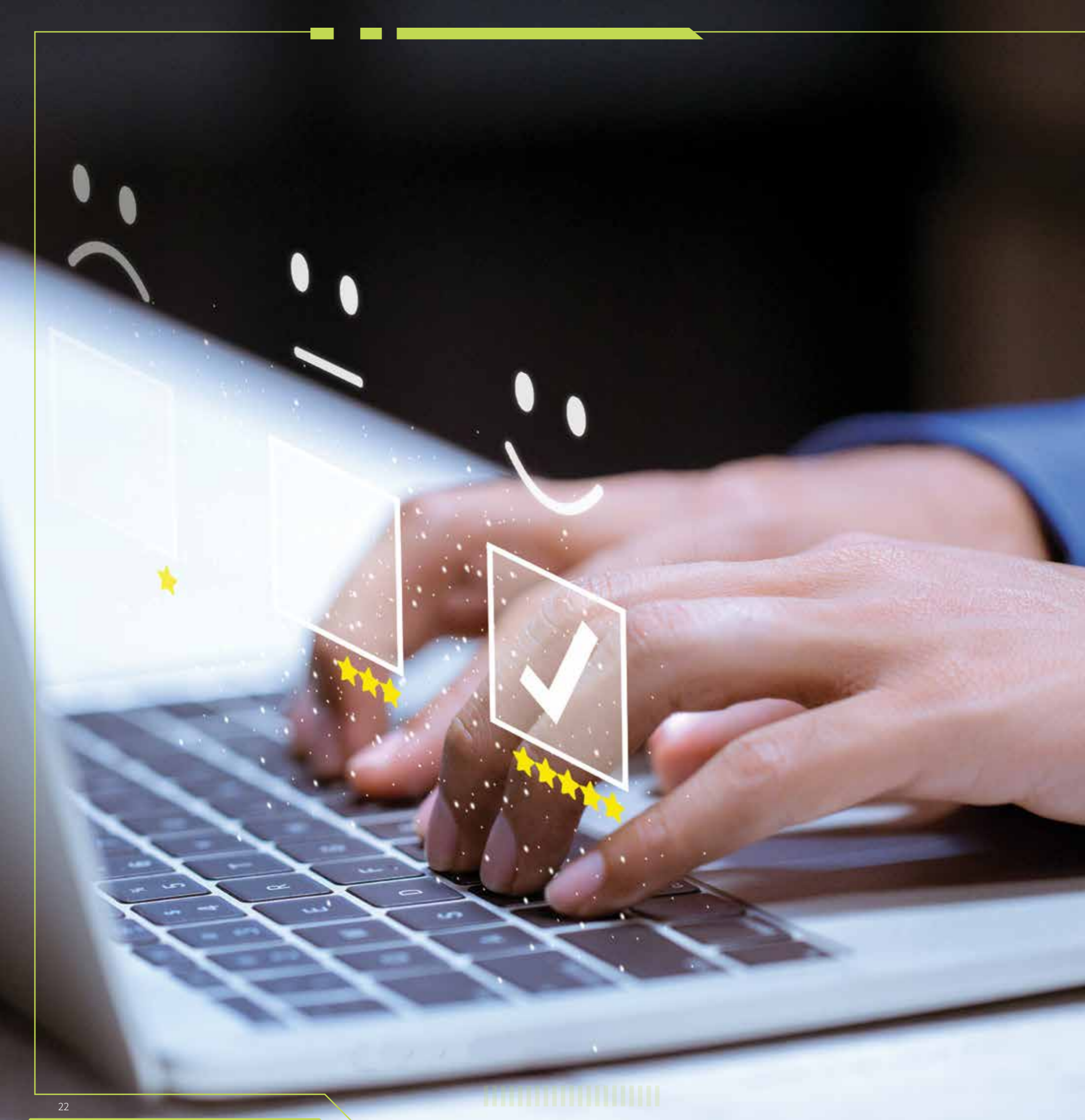
領導及管治

我們致力維持高水準及良好的管治，以維護不同持份者的利益。董事局成員內不乏充滿熱誠和盡心盡力的社區義工所擔任，本會為此感到自豪。成員貢獻自己的時間和專業知識，以確保青年會的工作能跟隨創立時憲章所訂明的宗旨和目的，體現基督的價值，以及機構能以切合道德、法律和負責任的方式運作。董事局亦提供信託監管，對於青年會的運作進行檢討及改進，建立願景、目標、策略和募集所需資源，讓本會可解決迫切的社會議題，並帶來恆久的社會影響。我們董事局成員的名單已刊載在2020/21的年報內（頁4、5）。

在可持續發展和氣候相關的議題上，管理層因應氣候及社會政策的變化，正致力將「環境、社會及管治」(ESG)的事宜併合在青年會的策略性計劃內。隨着「影響力報告專案小組」於2020年9月組成，影響力報告框架亦隨之建立，青年會踏出了重要的第一步，在營運上實踐可持續發展，並以整體的策略角度去管理相關事宜。小組包括青年會領導團隊的成員(服務總監及執行幹事)，並直接匯報予總幹事，結構如下圖一：



圖一. 影響力報告專案小組



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「服務質素標準」(SQS)而實行，現時共有16項，每項均有一套相關的「執行手冊」及「評估指標」。不同的服務單位會按照其服務性質確保均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。

此外，我們機構的其他單位(例如學校、內部行政等)也依從相關的指引運作。另外，亦制定了會所設施及安全手冊，確保事故或意外發生時能妥善應對，及確保同工和服務使用者身於安全的環境。

舉報機制及投訴反饋

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。例如在本會網站設有「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系。此外，本會的人力資源部亦定立了相關的申訴機制及舉報政策，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。若接獲公眾投訴或傳媒查詢，本會制定了一份「傳媒查詢突發／敏感事件的標準處理流程」文件。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，有關單位主管收到資料後，需即時通知本會機構傳訊及市場拓展科。一經調查後，將按已獲審批之回應作回覆。而在是次匯報年度內，共有4宗會友投訴及1宗傳媒查詢，內容包括服務質素、衛生情況、及活動安排等，所有投訴及查詢均已了解、處理及回覆。

我們的持份者

經過上一年度的多個工作坊和討論，辨識了關鍵的內部¹⁰和外部¹¹持份者所關心的事項，結果確立了一共六個持份者小組，並從討論得出不同持份者所關注的事項。

為了更好地服務社區，青年會的領導團隊參加了一個內部簡介工作坊，去辨識關鍵的內部和外部持份者，以及了解他們的期望和關注事項。這是極為關鍵的一步去辨別對本會重要或影響深遠的可持續發展議題，凡對一間機構的活動有顯著影響的地方，均被視為「重要性議題」。本年度一共有25個重要性議題(圖表二)通過持份者討論而被確立，最受關心的事項已列於表格二內。重要性議題是由六個持份者小組的代表，通過反覆討論而得出的結果。這些結果由不同持份者小組根據他們的日常溝通和互動所收集到的意見。

對象	主要關注事項	
外部持份者	兒童及青少年	<ul style="list-style-type: none"> 生理及精神健康 個人成長及發展 平等與公義
	長者	<ul style="list-style-type: none"> 健康及積極頤年
	顧客 (賓館、營地、會所)	<ul style="list-style-type: none"> 衛生及健康 數據及資料保護
內部持份者	基金贊助人及捐款者	<ul style="list-style-type: none"> 財務報告透明度 投資所得的社會回報 可持續發展目標一致性
	同工	<ul style="list-style-type: none"> 新冠肺炎疫情期間的工作安排 薪酬及補貼 職業發展 健康與安全
	董事局成員	<ul style="list-style-type: none"> 財務狀況可持續性 誠信及可靠性

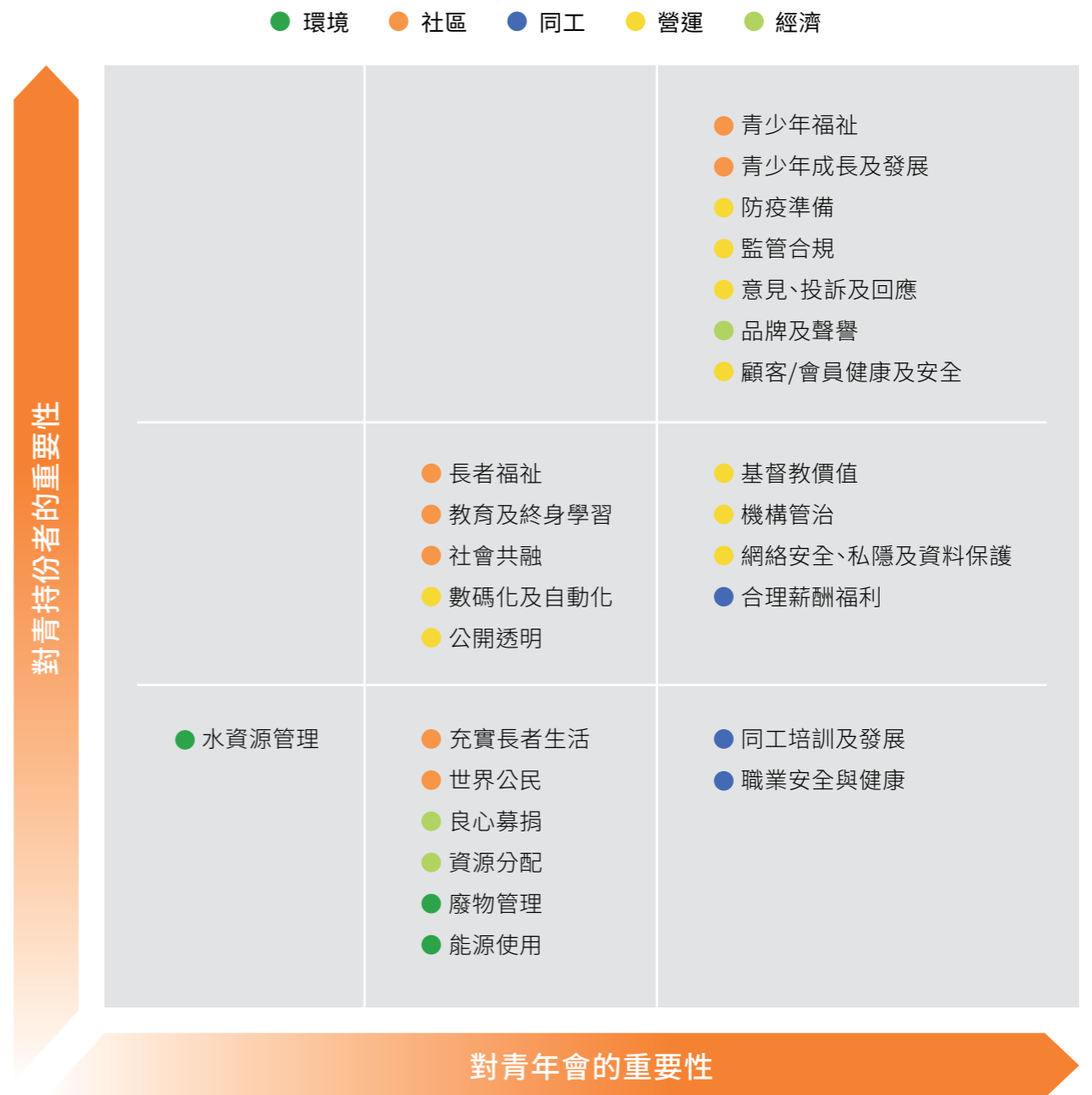
表格二. 主要持份者、背景及關注事項。

¹⁰ 內部持份者，包括董事會成員、員工、義工及捐款人或團體等，均對促進機構發展具有莫大建樹或影響。

¹¹ 外部持份者，如服務使用者及顧客等，對協助機構推展工作有直接或間接影響。

重要性議題

經過反覆討論，本會的重要議題根據議題對持份者的重要性及對機構可持續發展的影響而受決定。其結果及排列次序(圖表二)是根據持份者的影響力及興趣所評定。未來，我們將會在重要性評估過程中加插其他內部及外部持份者(服務使用者、義工及捐款者)，進一步改善結果的準確度和完整性。重要性議題會因應客觀環境及青年會發展而有所調整。



圖表二. 重要性指標

05

我們在一切患難中，祂就安慰我們，
叫我們用神所賜的安慰，去安慰那遭
各樣患難的人。

哥林多後書1:4

疫情下的 新常態

在過去兩年，相信「身體健康」這句話已成為每次與人見面時的祝福。礙於新冠肺炎疫情的反覆不定，本會服務受到不同程度的影響，但經過疫情所得的經驗，我們了解到社區的不同需要。因此，本會透過運用資訊科技，提供多元化的支援以服務社區，盡力保障同工及會友的健康。期間所推出的服務包括：定期更新會務資訊、義工分享及心靈上的支持。此外，本會亦即時聯繫不同企業，邀請捐款及物資，幫助弱勢社群。



物資援助

基層及弱勢社群在疫情爆發初期，因物資短缺，未能得到抗疫用品甚至日用品。本會即時聯繫多間新舊合作企業，邀請捐款或捐贈物資，為有需要人士解決燃眉之急。於疫情爆發至今，共籌得價值近100萬之防疫物資／捐款。防疫物資包括：口罩、消毒用品、日用品、基本食糧、學生在家學習的流動數據上網卡 (SIM Card) 等等，以解決他們生活上所需。

免費延長會籍

受疫情影響，本會單位於2020年初起只能維持有限度服務，會友因而未能夠如常使用本會服務。為關顧受影響之會友，我們豁免會費以延長所有會友會籍一年，與他們一起抗疫同行。受惠人數超過75,000人。

更多有關疫情時的措施，已收錄在上年度之影響力報告。

線上支援

本會以線上的方式，積極發放文字宣傳，與會友、義工、企業伙伴等保持緊密的聯繫，照顧他們身、心、靈的需要。網站更特別新增「免疫專頁」，同時利用社交媒體，多渠道發放最新防疫資訊、鼓勵禱告、情緒支援、運動鍛練的短片等等。亦安排手語翻譯短片，以關顧聽障人士之需要，務求結合全城同心抗疫的正能量。

此外，我們亦特別為香港中學文憑考試 (DSE) 的考生製作DSE「心靈加油站」電子小冊子，推廣應試支援活動。而尤其在這「隔離」的時間，我們更希望關顧考生的情緒健康，透過更多的鼓勵，讓他們感到有人同行，增強應試信心。

義工服務

疫症的出現，無疑妨礙了實體義工活動的進行，但卻阻止不了一眾義工以其他方式繼續作無私的付出。為感謝香港醫護人員不辭勞苦協助港人抗疫，本會125位義工花了接近200小時，親手製作逾1,000個乾花伸縮扣，送贈予醫院管理局轄下5間醫院的前線醫護人員，表達祝福和支持。

此外，本會亦開辦了「甜蜜按摩手」長者香薰按摩工作坊，為20多位義工提供香薰治療理論、按摩技巧和實習環節，除了為有需要的長者提供服務外，我們亦培訓了有志長時間參與服務的義工。



06

親愛的兄弟啊，我願你
凡事興盛，身體健壯，
正如你的靈魂興盛一樣。

約翰三書1:2

健康 與 福祉



生理和心理健康

兒童及青少年

身體機能的發展在兒童及青年時期最為活躍，世界衛生組織建議兒童及青少年應每日有至少1小時的中至高強度的運動¹²。體育活動不但能鍛練四肢、訓練手眼協調能力、提高靈活度、增強抵抗力等，還對兒童的心理健康、專注力等有莫大益處。在改善生理健康的同時，亦對心理健康有正面影響。

本會舉辦不同類型的康健活動，讓一眾會友選擇適合自己的活動，種類繁多，包括戶外、室內、個人的活動，亦有團隊活動，例如足球、籃球、舞蹈、躲避盤、遠足、瑜珈等等。除了我們的康體會所、兒童及青少年會所、大學青年會、外展隊、學校等單位提供康體活動外，我們的三個營地亦設有各式各樣的室外設施、宿營及露營服務，提供不同的戶外活動體驗，在戶外甚至野外為兒童及青少年服務。

青年會致力訓練領袖，希望締造能讓青年人一展所長的环境，要讓青少年成為一位出色的領袖，除了要有敏銳的觸覺、果斷的判斷力，一副強健的體魄也甚為重要。大學及學院青年會是本會其中一個培訓青年人的重要途徑，各大學及學院青年會本年曾舉辦了多項領袖訓練活動，例如聯校學生幹事訓練營、性格透視分析訓練等，更於2020年11月首次以嶄新混合形式 (Mixed Mode) 舉辦聯校慈善活動「黑CHILL任務」，讓超過100位會友即使於疫情下，仍能豐富其大學生活並回饋社會。活動既為會友提供社交機會，又藉此成功籌款，最後透過探訪及拍攝短片，贈送了300份康健用品予長者，並教授長者如何正確使用各康健用品，鼓勵其於疫情間居家健體。我們希望透過為會友提供不同的活動，訓練領導才能及團隊合作。培訓當中亦加入設計思維 (Design Thinking) 培訓，以裝備學生幹事以創新方式於疫情下策劃嶄新服務回應社會需要。而為了鼓勵青少年多關心社會，青年議會曾就多項議題撰寫建議書，並送達予相關政府部門。

面對日常生活的種種挑戰，自信、情緒平衡和身處逆境的抗逆力對兒童及青少年十分重要，而在這一年新冠肺炎肆虐影響下更是尤其關鍵。本匯報年度，我們舉辦了不同活動，例如同輩輔導學長訓練計劃、明日領袖訓練、正向思維工作坊等。我們希望讓不同年紀、背景的兒童及青少年有空間去表達情緒，並學習如何處理自身及外界所引致的壓力等。我們亦為家長舉辦工作坊及親子活動，針對親子關係及家庭和諧等範疇。

在匯報期間，我們亦舉辦活動旨在讓青少年從遊戲及學習中逐漸提升抗逆力，同時讓他們學會感恩，感受到喜樂，亦讓他們知道身邊有人同行、有不同的幫助。本年度我們舉辦了不同活動例如舒壓繪畫、專注力工作坊等。此外，我們專業的心理和輔導服務，亦提供個別及家庭專業輔導服務，為他們提供適切的幫助，讓他們有技能及信心面對挑戰，渡過難關。



報告統計人次
4,123

94%

觀察所得生理健康
有改善

報告統計人次
9,588

85%

觀察所得信心、情
緒平衡和抗逆力有
所提升

報告統計人次
2,848

93%

觀察所得領導能力
及社交技巧有改善

報告統計人次
8,165

99%

認同活動有助增加
個人社區歸屬感

青少年外展

自從疫情於2020年初在香港爆發後，停課停工及保持社交距離等防疫措施，青少年之外出活動受到限制，由於減少於區內公眾地方聚集，令到不少外展青少年比以往較多時間留在家中上網交友及打機，部份人更改於樓上舖等私人地方玩樂。在社會事件影響下，深夜時分致電深宵青少年服務熱線尋求情緒支援，以及因青少年失去聯絡要求提供支援的個案顯著增加。

而青少年外展工作模式亦因應社會狀況而轉變，以Instagram、Zoom、線上打機比賽等平台進行直播或小組活動，例如有「I」住你抗逆、「激光中穿梭」、「網上藝墟」、「義人童行」等等，透過網上平台來保持與外展青年的接觸及互動關係。此外沙田青少年外展社會工作隊亦比去年更積極及迅速回應地區需要，並推動外展青年關心自身社區，於疫情下鼓勵他們參與「一「飯」風順」，為有需要的人士及家庭送暖及派飯，有推動他們參與「YM義剪2020」為長者進行義剪服務。相比以往較集中回應青少年自身成長需要的活動導向，本年度轉為多推動外展青少年關心社會現況及服務其社區。

而過往深夜時段較常遇到低學歷的青少年，他們多從事零售及飲食業，因為工作時間長並多數於深夜時分下班，難以享受一般時間的青少年服務。因此，社工因應他們的興趣而推行活動，並提供升學及就業的轉介，為他們提供生涯規劃方面的輔導。而去年因疫情關係，青少年於夜間聚集的情況大為減少，工作人員夜間於區內難以接觸有危機的青少年，工作人員需透過舉辦活動以吸引已認識的青少年出席，藉以認識他們身邊的朋友，再提供相關的協助。



¹² 世界衛生組織。 <https://www.who.int/news-room/fact-sheets/detail/physical-activity>

學校社工部

新冠肺炎疫情下，2020年度DSE考生面對考期一再延期，感到無奈和忐忑不安，同學面對考期仍有變數下，身心靈都需要支援，DSE期間舉辦【齊上齊樂—陪你DSE系列】和考生Chat打氣活動，內容有中醫分享考前養生之道及睡好些技巧，神秘YouTuber與同學busking，讓考生放鬆一下。

學校社工部註冊社工袁淑儀指出，今屆同學因疫情不能有模擬考試、沒有「Last day」，考生倚靠補習，對考生有不少影響；現在考生在家溫習，不能到自修室，若家居環境嘈雜，他們也難以集中精神溫習，令他們有壓力。

另外，考生也反映，延期通知來得太短及倉促，打亂了學習計劃，故感到無所適從、憤怒、擔心和迷茫，加上他們也擔心在試場受感染，故此面對考試壓加和健康上的雙重壓力。

DSE期間出版以抗逆停課的家長通訊，藉這段時間建立深厚的親子關係，鼓勵家長以因應考生需要，以愛之語言增進關係。她解釋，現時考生需要肯定的言詞，例如：我見到你已經很努力，我們是你最強後盾。

計劃亦推廣靜觀(mindfulness)，建議同學一早起床，檢視自己情緒，感受自己情緒，留意當下的感覺，也有助他們保持心境開朗和容易入睡。



觀塘會所及佐敦會所

在新冠肺炎的陰霾下，佐敦及觀塘會所為基層送暖，免費為低收入及劏房家庭開設網上英語會話班及提供網上功課輔導，令學童能夠停課不停學，受惠人數已超過80人。有家長坦言感受到香港有愛，能夠放下心頭大石之餘，獲得喘息空間。有參與做義工導師的中學生指，對停課感同身受，亦因教學生而早起，加強責任感。

家長岳女士指，就讀小二女兒自上月開始上該會佐敦會所英語會話班，與義教導師網上對話1小時，能夠放膽與導師對話，發音亦得到糾正。讚賞機構反應迅速，在疫情初期不但逐家逐戶派發防疫物資，更向基層街坊派發飯菜及兒童讀物，對家庭所需照料周到。她明言：「香港有愛，是因為有呢類機構」。

育有3名女兒的傅太表示，就讀小學的女兒亦抗拒英文，在年輕學生導師教授後，女兒放膽讀出英語單詞，開始享受學習英文。她形容機構給予緊密支援，她雖然面對工作壓力，但因有義工協助指導女兒學習，感到心情平靜。

觀塘會所助理主任幹事施真真指，參與計劃的導師全是義務性質，以觀塘區為例，目前約40位中學及大專生以義務導師參與，有58名小學生受惠。學生由申請到正式參與功課輔導計劃僅需數天，並會繼續招攬有需要學生，計劃會持續進行直至復課。

長者身心健康、福祉及充權

我們設有不同性質的長者服務點，包括長者鄰舍中心、安老院和長者綜合服務中心，提供日間護理、院舍護理、復康、健康教育、社交及康樂服務等。每間中心均由醫生、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。本匯報年度我們設計了一系列針對長者身心需要的活動，令他們的身體及大腦機能得以維持及改善，其中平衡力、肌肉力量、肢體協調、認知功能為主要的訓練範疇。

此外，我們積極推廣不同運動，當中包括器械健體運動、椅子舞等。「豐盛人生·新『喜』點」在2020年早期推出了輕排球、手綿球¹¹、健步足球等運動。雖然受疫情影響，但健步足球參加者也能透過影片留家練習、鍛練肌肉，保持身心健康。香港中華基督教青年會—賽馬會「喜動傳承」社區運動計劃亦融合了資訊科技、跨代融合的主題舉辦不同活動。俗語有云預防勝於治療，要保持身體健康，及早預防疾病及注意日常生活習慣是關鍵，因此我們舉辦了不同講座，傳遞有關飲食、食療、都市病、傳染病等的知識。

本會一直顧及長者的情緒需要，而這一年在疫情影響下，長者外出機會減少，住在本院舍的長者也因防疫措施的關係，未能與家人朋友面對面交流，對長者的情緒有所影響。在本匯報年度，我們因此設計了不同的活動讓他們放鬆心情、表達情緒、身心靈連繫，當中活動包括香薰療愈、花草療愈、分享小組等。我們在匯報年度亦舉辦了知識性及技能性的活動，也有各項面向社區的活動，讓服務使用者感到存在價值增加，從而令他們的身心更健康，特別是其心理質素，令他們不會感到孤單。

社區的連繫對於心理健康也有著影響，我們為社區人士提供不同的協助，無論是生活上的基本需要如送膳，或是連繫各階層人士，如不同的送暖行動、上門探訪等等，都希望藉此讓他們感到被關愛，令他們心靈上得到支持。

報告統計人次
2,446

100%

觀察所得生理健康有改善

報告統計人次
496

98%

觀察所得精神和心理健康有改善

報告統計人次
317

100%

認同他們的人生存在價值有所提升



¹¹ 一項與網球相似的運動，惟以綿球及手掌來比賽。

服務使用者的分享

香港中華基督教青年會 - 賽馬會「喜動傳承」社區運動計劃

耐心等待了一個又一個月，等到疫情放緩受控的一刻，一班金齡運動義工終於能走入社區，提供運動助人服務。

一年多以來疫情反覆，很多室內外活動都因而暫停，本計劃亦不例外，例如運動義工訓練班已經不斷延期，要完成基本20小時訓練，亦相當困難。若要到長者中心進行義工服務，真是過五關斬六將後才可獲得的成果！

一眾運動義工非常珍惜這次機會，準備工夫絕不馬虎，不斷練習手綿球教學。其中一位金齡義工Ambrose透露自己是義工初哥：「對上一次做義工時仍是學生啊！」他因為想在疫下想增加運動量而參加運動義工計劃，進行了第一次義工服務後，發現這個計劃真的很有意義！他很高興能夠透過運動教學，重新再接觸義工服務，做到助己助人。

能夠將自己所學，變成幫助別人的工具，最終鼓勵到老友記做運動，真正做到「傳承」，這種完成使命的滿足感，真的要試過才會明白。



普及社區健康

青年會一直提倡全人復康的理念，為配合政府推動醫社合作及加強地區基層醫療政策，以及社區人士對因人口老化帶來的服務需求，致力推動醫社合作。

本會於2020年初成立「專職醫療護理部」，由物理治療師、言語治療師、職業治療師及運動治療師組成跨專業治療團隊，提供一站式復康治療、水中復健和專項訓練等服務。除了門診服務外，治療師亦會定期到訪會內復康宿舍、長者及青少年中心等，為會友提供優質而適切之輔助醫療服務。持著運動是一良藥(movement is medicine)的理念，團隊於總會毗鄰之禮基大廈設立「YM Motion專項治療中心」，透過動態分析與功能性動作作為評估，為運動創傷患者進行針對性的矯正運動訓練，以動作為本的治療配套以鞏固治療效果，達至預防及治療傷患。

在新冠肺炎疫情影響期間，專職醫療部同工亦致力提供網上課程及講座給予不同界別的人士，使大眾縱然在疫情的捆綁下，亦能學習並增值不同的「自」療知識。社交平台也是一個有效而具彈性的渠道讓團隊分享治療知識及推廣復康運動的重要性，YM Motion於Instagram專頁更作出新嘗試，推出21 Days Stay Active計劃，鼓勵市民在家中定時進行具治療功能的運動，保持身心健康。



07

在你一切所行的事上都要認定祂，
祂必指引你的路。

箴言3:6

技能 及 生產力

我們深信對眾多服務對象而言，協助他們自力更生比起其他有形的援助更為重要。受制於社會上的局限，一些具備天賦和能力的人士卻難以往上流動。有見及此，青年會一直致力提供教育或職業導向支援，惠及不同受眾，讓他們得到更多發展機會。

我們的服務範圍包括教育服務、社會企業、復康服務及庇護工場。

教育服務

幼兒及小學教育

年青人是建設一個繁榮社會的基石，我們必須向他們灌輸正確的價值觀和知識，迎接未來的挑戰。我們本着基督精神辦學，培育學生在德、智、體、群、美和靈育的全面發展。我們提倡多元智能的教學，讓每位兒童具備不同的能力、發展其長處和天賦。

以本會中華基督教青年會小學為例，為協助學生提升語文能力，老師分別於中英文科推出各種創新的學與教方法。於中文科，透過結合繪本教學及體驗式學習，讓學生體驗現今長者所面對的不同困難，輔以繪本導讀，不但建立學生的價值觀，並培訓學生以STEM技能解決長者所面對的問題。學生不單於語文能力有增長，同時對STEM的解難能力也有更深入的認識。在英文科方面，學校推行English Literature Reading Program 給初小學生，從小建立欣賞英國文學的能力。

受疫情影響期間，中華基督教青年會小學迅速建立了混合模式教學，提供網上及網下的學習支援。因應大部分教師已考取成為Google Educator的資格，學校全面使用Google Classroom及Zoom作為實時網課的基礎。當學生透過Zoom與教師實時互動，而Google Classroom則協助收發作功課，並收集學習數據。再運用不同的網上學習平台，如Nearpod、Padlet、Kahoot等，進行有趣及互動的學習，使學生透過互相協作，達致最佳的學習效果。

在2020/21財政年度，我們一共營辦三間幼稚園與兩間小學，服務共1,603名兒童，對象年齡介乎於2歲至12歲。



中學教育

我們深信教育的目的是幫助學生尋求真理，啟發並協助他們建立富創意和批判能力的思維。在疫症下，青年會書院開拓了創新教學及學習方法。在19/20學年，我們以混合模式提供線上及線下的學習課程。線上學習的優勢是將學生的學習時間得以延伸；另一方面，我們亦提升了課室的硬件設備，讓老師可以使用不同的流動裝置上課、加強了課堂的互動。青年會書院的無線網絡全面覆蓋至每個課室、特別室及操場。學校各級亦推行了BYOD (Bring your own device) 政策，於課堂使用流動應用程式 (APPS) 學習變得方便、有利同學學習抽象內容，同學也可以利用平板電腦或流動裝置於校園學習。而為協同學從閱讀中學習，學校圖書館運用了擴增實境 (AR) 技術來推廣跨課程閱讀。

去年，學校通過不同機構的捐助，為有需要同學贈送或借出平板電腦作學習用途。本年，學校更會為未有平板電腦的新生提供借用服務，讓學生不會因為經濟問題而未能獲取數碼資源或出現數碼隔閡。而學校每年都會收集有關同學擁有平板電腦或流動裝置的數據，同時亦會通過家訪了解學生家庭背景。

於2020/21財政年度，我們營辦了兩所中學，服務共1,636名青年，對象年齡介乎於12歲至18歲。





中華基督教青年會小學 - JOY種正能量

過去一年，社會動盪，疫情肆虐，周遭瀰漫一片負面氣氛，孩子身處其中，也難免受影響。中華基督教青年會小學特意於本學年藉着栽種及烹飪活動，向小學生進行生命教育，策劃及推動活動「JOY種·新煮意」的周嘉麗老師說：「最希望小朋友能在日常生活中學習感恩，因為有時候，我們的確不能改變環境，但事情的好壞，往往也取決於我們用什麼態度去面對。」

此項計劃更獲於「點滴成河—第一屆傑出生命教育教案設計獎」中的藝術教育、體育及非正規課程組別奪獎。

計劃在三年級試行，透過體驗式學習活動，包括種植蔬菜、製作美食，培養學生責任感、承擔精神及感恩之心。而活動亦貫穿「知」、「情」、「意」、「行」四個層次。周嘉麗解釋，「知」是知識，透過栽種，讓學生認識紅莧菜、白蘿蔔成長所需的要素、生命週期、特性等；「情」來自小息時，學生自覺走到圓圃替自己所栽種的蔬菜澆灌，記錄生長情況，讓他們體會生命的奇妙和獨特，從而反思自己在成長過程中，同樣有家人和教師的悉心栽培和關愛；當學生產生了感恩之心，便會有「意」（意志）去感謝栽培自己的人；最後，化為「行」（行動），讓學生親手製作美食，送贈疼愛自己的人，去回應別人的關愛。

回顧整個計劃，周嘉麗老師笑言，最大挑戰是疫症突然來襲，「有部份班別的同学是種植白蘿蔔的，由於生長週期較長，原本打算待下學期可收割成果，可惜突然停課，令學生無法親手收割，唯有我們代勞後拍照片給他們看」。但總括而言，她認為是達到預期成效，「很開心，見到學生既珍惜又興奮地拿着自己親手栽種的紅莧菜回家跟父母分享；亦很意外，有部分學生選擇把自製的美食送贈老師、工友，以表達對師長的感恩，我們收到也十分感動。」

青年會書院 - 電子手帶創新體育課

青年會書院體育科主任譚智聰表示不少同學將運動與痛苦掛勾，於是購入電子手帶及修改課程內容，推行創新體育課，增加學生運動誘因，以及更準確得知學生體能極限，在運動及健康中取平衡，以學生運動時心率為準，既能鞭策有能力的學生跑更快，亦可憑數據觀察學生表現，避免有學生過於勉強而生意外：「胖的同學可能跑兩步心率已經去到80%，若繼續要求他跑快一點，只會令他氣餒，甚至不舒服出意外。」創新的想法，令譚主任奪得香港教育城首辦的「創新教師獎」，表揚他能夠善用科技、及透過創新教學法成功實踐創新教育。

修讀文憑試體育科的中五生周梓駿及馮琳都形容，引入電子設備對訓練有幫助，亦更易掌握如何計算心率。周梓駿解釋，日常訓練可觀察心率得悉自己的極限，備戰文憑試的實習試：「以前漫無目的練習，現在知道負荷到多少，即使感覺累，若數據未到極限，就會繼續操練。以前可能要練三個月先掌握到最快節奏，現一個月左右便可以，節省很多時間。」他笑言，訓練時亦熟習了如何計算心率及運動表現，減輕筆試溫習時間，更可以科學數據鼓勵家人運動。



青年會中學 - 混合模式教學(Blended Learning)

應對疫情衝擊，學校推行混合模式教學(Blended Learning)，「青中G21」發揮線上線下教學的最大效益。所有老師能熟習網上教學，協助學生運用學校發展成熟的電子教學軟、硬件，尤其全面應用Google Classroom，在家進行網上學習，並在校園上實體課，進行預習及課堂互動，學習節奏不但沒被打亂，還能培養出自學能力。



報告統計人次

51,251

100%

採納職業/生涯規劃
的建議



職業培訓

為了讓學生能順利地由學校過渡至職場，青年會專業書院提供高質素的職業培訓。我們透過僱員再培訓局屬下的就業掛鉤課程，幫助學員獲取技能和知識，為就業作出準備。這證書課程提供一系列學科，涵蓋範圍廣闊，包括商業、酒店及旅遊、設計、醫護、社會服務和環境研習。我們的學生一般在畢業兩個月後，便能覓得全職工作。此外，新界會所的培训項目增加了網上面試技巧工作坊，配合現今求職面試的新常態。至於葵青及荃灣青少年外展社會工作隊亦有舉辦各類型的職業培訓及訓練項目，以裝備青少年出外就業。

社會企業

我們的社會企業旨在為服務對象提供專業培訓及相關的工作經驗，為他們創造就業機會。現時本會屬下之社會企業共有6間，分別為青新駁、YM Café、YM Tuckshop、YM Store、YM Balloon及YM Fleur。本年度報告以YM Balloon及YM Fleur為特寫，介紹社企對其服務對象的影響及貢獻。

YM Balloon

YM Balloon之服務對象主要為聽障人士，透過聘請及培訓聽障人士成為專業氣球師，加上在業務主任及規劃師的帶領下，為客人提供多元化氣球藝術服務，包括：氣球藝術佈置、氣球培訓及工作坊、到場即時扭氣球服務及氣球產品零售等。YM Balloon主要收入來源為向企業和非牟利組織提供培訓、佈置及銷售。開業至今先後共聘用了14位聽障人士，截至2020年5月一共有3位聽障人士獲聘為全職助理氣球規劃師，及後社企亦額外創造了8個兼職助理氣球規劃師職位。

由於過去一年受疫情影響，絕大部分教學及佈置服務均被取消。為穩定社企發展，本會已將教學改為網上形式進行，亦改變了營運模式及申請不同資助以應對影響。社企寄望疫情穩定後，能拓展服務，讓更多聽障人士參與其中，幫助他們找到自己在社會上的定位。

YM Fleur

YM Fleur主要聘請低收入家庭婦女，將鮮花回收、升級再造成花藝製品，並通過網上平台作銷售，佔YM Fleur四成收入來源。YM Fleur亦有為非牟利組織、學校及企業舉辦身心靈工作坊，佔整體收入的六成。計劃獲「伙伴倡自強」社區協作計劃撥款資助，開業至今合共聘請了12人，本年一共聘請了6位兼職花藝助理。

在匯報年度，社企獲防疫抗疫基金下的「保就業」計劃及「零售業資助計劃」提供薪酬補貼和一次性資助。因應疫情，社企教學工作坊均改於網進行，反應相當熱烈，營運未有因疫情受太大影響。為拓展業務，社企正考慮推出DIY材料包及影片教學，讓顧客自行在家製作。展望未來，社企期望可產生更多社會效益，可從不同途徑聘請更多婦女，同時開發更多容易量產的產品，讓婦女有更多的工作機會。





復康服務/庇護工場

社會上對殘疾人士的支援並不足夠，我們希望為殘疾人士提供一個合適的地方，照顧他們的切身需要，亦為他們提供工作機會，自力更生，同時希望減輕一眾照顧者的壓力。現時青年會正營運1間聾人中心、3間宿舍及2所庇護工場。

聯青聾人中心自1967年開始服務聽障人士，營運半世紀以來中心恆常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，幫助聽障人士面對生活上的各種需要。除此之外，為達至「聾健共融」，中心會定期開設手語課程及舉辦公眾教育活動，促進健聽人士與聽障人士間的溝通。現時中心聘有3位手語翻譯員，中心會員人數為644人。報告年度內，中心服務了超過21,000人次，提供535次手語翻譯服務，惠及人次達4,531。礙於疫情嚴峻，本年度中心活動以網上形式進行，以保持與會友之互動。

2020/21年度兩間
庇護工場學員人數

盛愛之家

128人
98.5%

必愛之家

161人
94.7%

2020/21年度庇護 工場之工作種類、 數量及工作時數

工作種類	工作數量(次)	工作時數
禮品包裝	362	118,937
信件包裝	161	34,268
車縫	7	105
橫額製作	75	1,125
紀念品	23	690
印刷	24	69
場地佈置	3	120
物流服務	21	109
清潔服務	5	91
餐飲服務	7	97
展銷服務	2	12
汽車美容	8	453

表格三：2020/21年度庇護工場之工作種類、數量及工作時數

08

用和平彼此聯絡，竭力保守聖靈所賜
合而為一的心。

以弗所書4:3

社會 共融





世界公民

作為全球青年會運動中的一員，我們積極與世界各地的青年會會友保持聯繫，給予會友更多機會接觸世界各地的青年會，擴闊會友的世界視野，藉此提升文化商數。

受限於新冠肺炎下的跨境防疫措施限制，「Global Y 海外工作實習計劃」、「Global Y-Connect」均未能實體進行，我們隨即策劃在網上進行「Global Y-Connect」的活動。在本匯報期間，我們與其他地區的青年會舉辦了「Global Y-Connect - Sharing」，當中的活動超過30節，連繫了歐洲、南美洲及亞洲鄰近地區的青年會，共12個海外青年會，超過200位海外及本地青少年會友參與。大家分享及討論不同主題，包括國際文化、精神健康、傳統習俗及可持續發展等議題。有了這一年的經驗，我們在來年會與海外青年會有更多及更深入的合作及交流。鑑於未能以實體形式進行交流，我們安排青年會小學的學生以視像方式與內地姊妹學校的學生一同表演舞蹈，與以往的交流與別不同，及後學生們在網上繼續討論舞蹈技巧及兩地文化。我們也舉辦了各類活動讓會友了解不同文化，讓他們有機會與社區中不同種族人士融和。

91%

觀察所得文化商數有所提升

報告統計人次
2,556



Change Agents

Change Agents自2014年成立以來，旨在透過不同國際青年會議、海外交流和培訓活動，培育青年領袖，以助開展青年服務項目。透過參與一系列國際培訓活動，四位Change Agents成員提升了他們對世界議題和弱勢社群的認識及關注。

在新冠肺炎爆發初期，有關病毒的資泛濫又混亂，大眾公共衛生意識不足及社會出現的抗疫疲勞等狀況，令社會大眾的身體、心理及社交健康均受到威脅。四位Change Agents成員見狀，盼以團隊的力量為社會帶來正面影響及正能量，遂發揮各人的才能，利用圖像設計及短片，整合準確的資訊，並透過本會的網絡，向本地及海外人士發放，最後成功製作了網上影片及防疫資訊海報，吸引超過5,000人次觀看，受惠人士遍佈香港及世界各地。四位成員與世界各地青年義工交換疫情資訊，了解疫情對青年人的影響及所面對困難，並以同路人身份給予他們支持和鼓勵，助他們以更積極樂觀的心態面對困難，提升他們的心理質素。計劃推動社會大眾及國際以不同形式關注疫下青年人各方面的發展。

長者共融和參與

部份長者因為行動不便，或會感到社交圈子狹窄、欠缺歸屬感，而漸漸脫離群體生活，甚少與人交往，最終造成與社會脫節，甚至成為隱蔽長者。

為了打破這隔膜，讓跨代之間能互相了解、尊重和欣賞，我們舉辦了不同活動，帶領長者接觸不同的事物，讓他們了解社區的最新資訊。同時，亦讓年青人了解長者的世界，進行探訪及服務，與長者交流，增加跨代溝通和互相理解。智能科技已經與我們的生活不可分割，而長者往往因未懂得運用科技而感到被排除在外。因此，我們舉辦有關電腦、智能電話、社交媒體的運用等課程，並設立長者大使等計劃，加強長者對社區資源的了解和接收訊息的能力，增加長者與親友及社區的社交連繫。

為期三年、由香港賽馬會慈善信託基金贊助的香港中華基督教青年會-賽馬會「喜動傳承」社區運動計劃，是一項揉合了運動、科技及跨代共融元素的義工計劃，讓青少年及金齡人士一同成為運動義工，服務長者及社區。其主要目的是開拓長者、科技與社會服務的人脈關係以及視野。本匯報年度「喜動傳承」社區運動計劃維持營運網上 Youtube 頻道，以推廣長者科技教育，並發展樂齡科技與數碼學習平台，讓青少年與長者互相學習及支援。可惜因為疫情原故，運動義工的部分實體服務需要暫停。

報告統計人次
279

100%

觀察所得年青和年老
一代之間的互信、尊
重和欣賞有所增加



數碼科技

配合新冠肺炎的防疫措施及限聚法規，不少實體服務均需暫緩。我們積極運用不同的形式、平台與會友保持聯繫。這更顯得數碼科技的重要性，而數碼共融亦是我們策略的三大支柱之一。例如青年會書院推行自攜裝置 BYOD (Bring your own device) 政策、無線網絡覆蓋每個課室、特別室及操場，範圍廣濶。我們不單在校園內提供數碼科技教學，同時作出了不少努力去令學生獲得更多數碼資源。在不同機構的贊助下，讓更多同學獲取平板電腦作學習用途。而其他服務單位，也有舉辦活動去推廣數碼融合，讓更多會友及社區人士獲得數碼知識及資源，例如為長者介紹不同的智能產品的運用、手機程式在生活上的應用、與科研公司建立科技與服務合作平台等等。我們會致力令會友及社區的數碼距離收窄，達至社會數碼共融。

09

神造萬物，各按其時成為美好，
又將永生安置在世人心裡。

傳道書3:11

愛護 環境

每個機構或企業的營運難免會對環境造成負擔，我們青年會致力減低碳排放，目標在2050年達至碳中和。青年會所推行的環境政策有賴由不同部門及職能的同工所組成的全會環保工作小組推動，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指引及各部門單位的環境質素標準，亦從事環保審計，實行社區計劃，以及為同工提供與環保知識相關的培訓。





本會於2020/21年度得到多項綠色認證，在環保項目上的表現備受肯定，當中包括：

青年會超過20個服務單位榮獲戶外燈光約章鉑金獎

九龍會所（連同行政樓、活動樓、城景國際及青年會專業書院）獲得綠色機構標籤

青年會參與節能約章2020及4Ts約章

城景國際：
EarthCheck簽發之金質認證、
ISO 50001:2018能源管理系統認證、
「咪嚟嘢食店」金級認可
香港綠色機構節能證書

灣景國際：
2019年度「香港環境卓越大獎 - 酒店及康樂會所界別」銅獎、
環境運動委員會香港綠色機構認證、
「匯豐營商新動力」環境、社會及管治獎2019優異獎狀
香港工業總會中銀香港企業環保領先大獎之環保優秀企業

環保教育



本年度的「無塑香港」活動為「七天無塑挑戰」，鼓勵市民於一個月內進行最少七天無塑體驗，上載社交媒體，並於每次上載時邀請其他人一起參加，共有超過400個帖文。

由賽馬會慈善信託基金贊助本會九龍會所的綠色建築及節能計劃Project Be W.I.S.E.，相關工程會在2021年底開展，預計將於2022年底前完成，其中包括更換十多部升降機、四條自動電梯，以及其他電力及製冷設備，以加強環保節能效果。同時，會在體育館設置LED背幕，除了達至減少即棄背幕物料使用外，亦有助舉辦復健互動體驗VR教育活動。

而本會於本匯報年度亦獲中華電力贊助推行「社福機構恆電節能活動資助計劃」，於社區裡進行多項讓市民認識節能產品、節能方法及省電生活貼士的活動。



環境管理

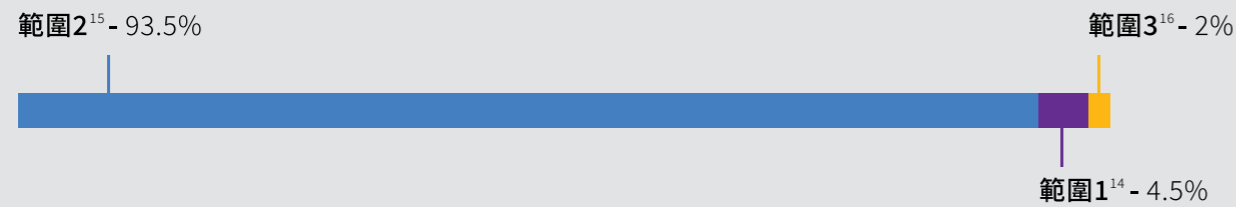
能源與氣候變化

青年會大部份的溫室氣體排放源自電力，其次是流動與固定燃燒源—鍋爐、煤氣煮食爐及車輛。少部份是源於排水或排污過程，及由冷凍劑產生的溫室氣體排放。由於本匯報年度青年會轄下的服務單位及設施有不少時間因受疫情影響而關閉，二氧化碳排放量較往年減低不少。

為增加再生能源的接收，我們分別在灣景國際、烏溪沙青年新村及新界會所天台裝設太陽能發電系統。太陽能經系統收集，過剩的電力其後會被回購至輸電網絡。現有太陽能板安裝的資料如下：



溫室氣體排放 - 11,957 二氧化碳當量



溫室氣體排放¹⁷

11,957
二氧化碳當量

溫室氣體強度

每平方面積

0.11
二氧化碳當量



能源消耗

雖然耗電量較去年略減，我們仍會積極監管電力使用，並於每年進行評核，以達更佳之節能效果。大部份單位的能源審核報告顯示，冷氣及通風設施所使用的能源最多，佔整體54%，其餘為其他設備（28%）、照明裝置（9%）、電梯運作（6%）、煮食（3%）。

灣景國際 / 天台

總面積

910mm X 670mm

發電量

100W

烏溪沙青年新村 / 食堂天台

總面積

Mono PV: **132m²** BIPV: **42m²**

Poly PV: **240m²**

發電量

61kW

新界會所 / 天台

總面積

12m²

發電量

3kW

為響應香港政府於2016年開始之《香港都市節能藍圖》，本會進行了「全會服務單位節能計劃」，訂立以5年減省用電量5%作為目標。由於2020/21年度因疫情關係令服務設施使用量下降，此計劃目標將會延長兩年至2023年3月底評估，屆時將統計相關數據，及制訂更長遠的指標。

能源消耗

16,108 ('000) 千瓦時

能源強度

153.6 千瓦時/平方面積

生產及出售的可再生能源

53.9 ('000) 千瓦時

¹⁴ 機構擁有或控制的機械/工具所產生的直接溫室氣體排放：例如日常運作的鍋爐及交通工具等燃燒的排放

¹⁵ 間接溫室氣體排放：指機構自用之外購電力時所產生的溫室氣體

¹⁶ 其他間接溫室氣體：指非報告公司所擁有或控制的排放源，例如外購物料時的生產或運送過程、販售之產品或服務的使用產生的排放

¹⁷ 為響應香港政府於2016年開始之《香港都市節能藍圖》，本會進行了「全會服務單位節能計劃」，訂立以5年減省用電量5%作為目標。由於2020/21年度因疫情關係令服務設施使用量下降，此計劃目標將會延長兩年至2023年3月底評估，屆時將統計相關數據，及制訂更長遠的指標。

廢物處理

本年度青年會普通廢物製造量為1,038.27噸，較去年減少了660噸。我們會將可回收再用的廢物如廢紙、膠樽、鋁罐、玻璃樽等，經內部收集後由第三方公司每星期到場回收。而化學廢物如電池、油漆、損壞光管等會經內部收集和妥善分類存放，再由第三方公司到場回收處理。

處理廚餘方面，灣景國際安裝了一部生物型廚餘處理機，將餐廳少部分的廚餘（例如：蛋殼和咖啡渣）分解成肥料。營養豐富的肥料會用於賓館天台花園的有機耕作，種植各種植物和蔬果，如蘆薈、辣椒、檸檬、節瓜和木瓜等。而城景國際每天收集的廚餘則會由第三方公司到場回收處理，兩間賓館均會計劃食物準備過程，採用「先入先出」的原則來貯存食物，並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。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。

我們不單從廢物處理著手，同時亦提倡環保3R，包括：減少使用 (Reduce)、物盡其用 (Reuse) 及循環再用 (Recycle)，落實源頭減廢。



減少使用

- 從源頭減少用紙
- 設置自家製雨傘除水器
- 不主動提供飲管
- 減少在客房提供樽裝水的數量

物盡其用

- 重用節日裝飾以及活動橫額（重用玻璃樽作聖誕裝飾）
- 重用酒精搓手液樽（購買大容量裝酒精搓手液作補充）
- 把廢棄物料改造成有用的物品（廢棄的橫幅廣告作天台製冷機的遮光布）

循環再用

- 設立及參加不同的回收計劃

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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4:10

支援同工 及義工

青年會得以持續發展，有賴全會逾1,500位全職同工及接近11,000位義工緊守崗位，致力為一眾會員提供優質的服務。青年會作為負責任的僱主和積極宣揚個人福祉及發展的組織，我們一向非常重視同工的健康、安全保障，還有他們的職業發展。

訓練及發展

員工培訓

為協助同工的專業發展，我們提供了不同的培訓機會及課程，讓同工得到全方位的發展和照顧。本會透過這些培訓和課程，為在職及新入職的同工提供各樣培訓，如同工導向會。同時，為應對疫情，我們特為同工提供以「職安-清潔防疫篇」為主題的培訓。此外，我們亦因應社會議題，提供了網上培訓講座，例如「青少年情緒支援訓練」及「青年參與社會行動之法例講座」，增強同工有關方面的認知。

在2020/21年度，青年會投放了超過41萬元，為993名同工提供合計9,115小時的培訓。



員工培訓的總投資：

總培訓時數：

41萬元

9,115小時

「基礎ESG證書課程」

本匯報年度，部分員工完成了「基礎ESG證書課程」，並通過了課程評核。未來，我們打算提供更多機會讓員工接觸環境、社會、管治方面的知識，例如舉辦相關講座、課程等，讓ESG更能融入本會的運作當中。

CESGF
Certificate ESG Foundation Course
Around ESG in 4 Hours

ESG is a hot topic but what does it really mean, and why does it matter? Certificate ESG Foundation Course is an introductory-level course on sustainability and the applications of ESG. Gain a fundamental understanding of Sustainability and the ESG environment and trends.

Certificate for this course will be available after successful completion of the course and assessment.

English

張希文 (Monica) - 傳訊主任：

課程以影片及圖像化方式呈現ESG概念，即使參加者未接觸過ESG這題目，參與課堂後亦可掌握基本重點。另外課程引用多個實況例子，加強ESG在社會上的應用。

羅德華 (Tony) - 傳訊主任：

ESG網上培訓以影片方式深入淺出地介紹環境 (E)、社會 (S) 及管治 (G) 三大範疇的要點，簡單易明。加上即時的網上小測試，鞏固知識概念。

楊智顯 (Isaac) - 業務發展主任：

初次有機會認識何謂 ESG，影片能生動地介紹其中核心概念，短短四小時已能掌握ESG的基本知識，有助於機構的可持續發展工作。

蕭婉玲 (Jessica) - 執行幹事：

「可持續發展不是空談，世界的永續發展有賴每個企業上下做好盡職管家，不單只着眼企業面前的業務發展，更要承擔維護環境、肩負社會責任和持守良好企業管治的責任。

參加ESG Matters培訓是重要的第一步，讓你與世界ESG世界趨勢接軌、裝備務實的策略和基本原則知識。」

健康與安全

我們承諾為同工提供一個安全的工作環境。因應一些已知的潛在風險，我們建立了一系列措施來減低與工作有關的風險和危害，包括識別潛在職業風險和適時的介入措施（例如為罹患聲線失調的教師提供聲線診療）。我們定期開辦急救課程、職業健康與安全講座，提高本會同工在工作場所的安全意識和知識。我們亦安排不同課程，向本會職員推廣生理和精神健康，包括健康飲食、運動治療和靜觀練習。

有見新冠肺炎疫情日趨嚴重，為保障同工健康，我們推行「在家工作」政策，協助同工使用網上軟件處理日常工作。同時我們亦採取額外的措施來保障賓館同工的安全，包括免費自願新冠病毒檢測，和供應抗疫物資（口罩、消毒劑、防疫裝備等）。

工傷比例：

2.82%

病假缺勤：

1.97%

佔工作時間

義工培訓

在2020/21年度，我們非常感激義工們為青年會和我們服務的社區所付出的精神和時間，尤其是在艱辛的疫情下，更為難得。他們豐富的經驗和技能令機構得以維持一貫的服務水平。由於我們的義工來自五湖四海，我們的責任是確保他們獲取所需的技能，有能力向別人施以援手。我們除了為義工提供入門課程，協助他們了解青年會的價值和文化外，我們亦為義工提供持續進修機會，包括「甜蜜按摩手」長者香薰按摩工作坊、乾花伸縮扣製作，學員接受培訓後，會獲實習機會，學以致用。在2020/21年度，我們投放在義工培訓的時數為12,472.5小時，以及\$312,125.5元，義工的總服務時數為73,114小時。

平均服務時數：

6.76小時
/每名義工

平均服務年資：

3.28年
/每名義工



義工訪問

為弱勢社群義教樂器 混血青年立志助基層小朋友 建自信

現年22歲的Desmond，是尼日利亞與中國混血兒，說得一口流利廣東話。他中二時開始自學Beatbox，用自己的舌頭模仿鼓聲、結他聲，幻化出有勁力的節奏。他曾是一個夜青，幾年前獲本會荃灣會所的社工「聰Sir」發掘其Beatbox (節奏口技) 技能，安排他在荃灣區內為街坊表演，換來熱烈掌聲，令他信心大增。現已大專畢業的Desmond除繼續演出外，亦有到不同社區中心教SEN (有特殊教育需要) 兒童樂器。Desmond感激聰Sir當日的賞識，令他重新欣賞自己，也令他立志要幫助其他被忽略的人。



與照顧中風丈夫之間取平衡 金齡義工抽空推廣樂齡數碼

約20年前，May的丈夫因中風差點失去性命，May求上帝讓她繼續與丈夫為伴，並承諾會好好侍奉神。May退休後信守諾言當上義工，幸好丈夫病情逐漸穩定，可以經常帶著VR眼鏡和平板電腦探望天平長者鄰舍中心的長者，帶長者認識科技玩意。

退休前在藥廠工作的May坦言過去甚少接觸創新科技，她仍努力與幾位義工成員一同製作VR短片，然後讓長者透過VR眼鏡觀看北區景色立體短片。

身兼照顧者的工作，其實也不容易，但May表示只要有能力，也會繼續做義工，讓退休生活更有意義。



邊為長者按摩邊談天 社工系畢業生 學習長者人生智慧

在大學修讀社工系的潘巧瑩不時參與義工服務，曾服務過自閉症小朋友，或擔當青少年的導師。去年她看見YM Volunteer的長者香薰按摩活動「甜蜜按摩手」招募義工，便二話不說報名。每星期都定時長途跋涉由沙田到本會柴灣長者鄰舍中心參與服務。

巧瑩過去甚少機會與長者接觸，參加了長者香薰按摩後，讓她更了解長者的需要，例如明白各項痛症如何影響長者的生活，會多從長者的角度出發。將投身社工行列的巧瑩，希望可以在長者或青少年服務有更多探索，透過聆聽別人的故事，幫助更多有需要人士。



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又要彼此相顧，激發愛心，勉勵行善。

希伯來書10:24

推動企業 社會責任

我們相信成功的企業與非政府機構伙伴的關係能夠推動更多企業負起社會企業責任，令社會進一步得益。自2015年開始，我們與大大小小的企業合作，協助企業展現傑出企業公民的身份。

企業伙伴計劃

Y-Care企業伙伴計劃於2015年推出，為企業提供一個回應整體社區需要的渠道。我們與企業伙伴合作開展與企業目標相符的CSR（企業社會責任）活動。由我們的專業社工和非專業的同工提供培訓，確保企業義工對本地及世界環境的議題有確切的意識和認識。計劃環繞四大主題，給予企業義工一系列服務的機會，包括：兒童及青少年、長者、復康及少數族裔、和環境保護。計劃設有提名細則以確保可追蹤企業捐款之來源，無論捐款或物資捐贈，本會均會給予管理層簽批及存檔以作記錄。同時，會按計劃所需，呈交程序計劃表及評檢予本會內部存檔。

於2020/21年，有19間新企業加入計劃，整體企業伙伴總數超過90間，涵蓋不同行業，包括金融、酒店及旅遊和餐飲業。在新冠肺炎肆虐期間，我們獲Y-Care企業伙伴捐助超過一百萬元，善款用作購買抗疫物資和日常家居用品，贈予貧困人士。



Y-Care企業伙伴計劃暨運動友善計劃嘉許禮

為鼓勵和表揚企業繼續與青年會攜手，與弱勢「疫」境同行，青年會邀請了商務及經濟發展局副局長陳百里博士、JP及社會福利署工商機構義務工作推廣小組召集人劉健華博士、JP作主禮嘉賓，向44間Y-Care企業合作伙伴及23間運動友善計劃嘉許企業頒發嘉許。今年因受疫情影響，嘉許禮改於網上錄播進行，網上瀏覽達6,000人次。



荃灣會所： 荃城愛回家劏房戶關顧計劃

「家」應是我們最嚮往的安樂窩，但無奈不少居於劏房的基層家庭，因長期蝸居於狹窄的居所，缺乏個人、玩樂、休息甚至適合煮食的空間，容易令家庭成員情緒受困，引發家庭衝突，甚至影響兒童身心成長。

為改善荃灣區劏房戶的居住環境，本會獲中國銀行（香港）及攜手扶弱基金全力贊助，推出「荃城愛回家。劏房戶關顧計劃」，協助100戶居於荃灣的劏房戶進行家居維修，並且進行不同類型的支援工作，從而改善劏房戶的居住環境及提升他們的生活質素。由專業團隊及義工，透過精心的規劃、設計和改裝，免費改善住戶的居住環境。即使無法將「家」變大，但我們仍是可以將「家」升級、改造，營造成一家人共享的天地。

計劃由社工跟進，另由專業義工進行家居改裝、簡單維修、髹漆，同時添置合適傢俱以善用有限空間，義工亦會協助進行家居滅蟲服務，改善劏房家庭的居住環境；至於收納師設計和教授設計簡單及可持續的收納方法，協助劏房戶建立良好收納習慣，善用居所的每吋空間。計劃透過巡迴展覽向公眾宣傳及喚起社區人士對劏房家庭的了解，並鼓勵跨界別人士參與，以社會創新思維應對房屋問題。

佐敦會所： 空間大改造

油尖旺區劏房多達4.2萬間，數目還不斷上升。劏房戶的生活拮据，傢俬電器多為執拾回來或別人送贈，破爛的電器潛藏短路風險，不合適的傢俬令狹窄的居住空間更顯擠迫。

瑞聯銀行(UBP)一直不遺餘力贊助佐敦會所「空間大改造」計劃，幫助油尖旺區的困居戶(劏房、板間房、天台屋及共享空間)改善惡劣的居住環境，資助他們購買合適的傢俬電器，提升生活素質。

2020年新冠肺炎疫情肆虐，劏房林立的唐樓高速傳播病毒，困居戶家庭人心惶惶。有見及此，瑞聯銀行緊急調撥一筆款項推行「抗疫電器計劃」，購買洗衣機、二合一空氣淨化抽濕機及小型空氣清新機，供困居戶申請，希望改善困居戶的環境衛生問題，減低病毒傳播風險。受惠者之一陳女士曾感染新冠肺炎，她表示她所居住的劏房單位只有150尺，唯一的窗戶對着滿佈垃圾的大廈天井，只好終日關閉窗戶，空氣不流通導致全家感染新冠肺炎。及後，她領取了二合一空氣淨化抽濕機，改善了室內空氣質素，還能乾衣和抽濕，一舉三得。

2020至2021年期間，瑞聯銀行共幫助了52個困居戶家庭，其中14戶參與「空間大改造」計劃，38戶參與「抗疫電器計劃」。





「Project YOL 青少年意見領袖培訓」計劃

本計劃由香港銀行公會全力贊助，青年會為青少年提供專業短片製作訓練，協助他們拍攝貼近生活主題的短片，從而認識社會及掌握成為網絡紅人的技巧，開拓多元發展方向，建立積極和正面人生觀。

計劃包括向150位來自低收入家庭的小五至中六學生提供為期3個月的上網服務、向60位對媒體製作和KOL行業有興趣的學生提供培訓及實習課程。我們很榮幸邀請到前新聞主播李燦榮博士擔任導師、前香港單車代表隊運動員黃金寶先生，及著名時裝設計師兼企業形象顧問丘雪祺小姐擔任嘉賓，與同學們分享交流。



運動友善計劃

根據世界衛生組織指出，每4名成年人，便有一名未達到建議體適能的活動水平¹⁸。企業若創造一個提升員工活動能力的工作環境，便可擁有一個更健康及更具工作效率的勞動力，從而得益。早於2016年，青年會推出運動友善計劃以推廣職場健康。我們鼓勵僱主實行企業體能項目，為僱員提供運動練習。我們會在多方面評估參與機構的運動友善策略，例如提供運動津貼、運動設備、培訓課程和工作坊。時至本年度，共有27間獲認可的運動友善機構。

本年度的疫情仍然相當嚴峻，許多與企業的合作均需暫緩。然而從企業搜集所得的資訊，我們發現大部份公司並沒有因疫情而減卻了照顧員工的身心健康需要，反而推出更多措施以保障員工健康，例如：

- 定期發出在家運動影片，鼓勵員工在家工作時保持運動
- 均衡飲食指南，鼓勵員工保持身體健康
- 發放靜觀及其他減壓影片
- 疫情稍緩時亦推出彈性上班時間，讓僱員避開上班人流

¹⁸ 世界衛生組織. (2020). Physical activity

12

財務狀況 及 籌款項目

籌款

捐助者的慷慨解囊對支持青年會擴展會務有莫大裨益。除了依賴恆常的政府資助維持我們的日常運作，企業和公眾捐款亦給予我們更大的彈性開拓更多元化事工。我們不但與現有捐款者保持緊密關係，亦會與理念相近的企業或人士約見交流。

我們的籌款工作亦如世界各地很多慈善組織一樣，被全球經濟下滑以及新冠肺炎疫情危機窒礙。持續的經濟衰退令到不少企業因財政赤字而決定延後他們的CSR計劃，企業亦會對CSR計劃的審核更為謹慎。但同時，當「環境、社會和管治」(ESG)事宜對企業可持續發展變得愈來愈重要的時候，企業便會尋求一些能夠創造長遠正面影響、兼能協助他們達到企業ESG目標的非政府組織合作。而青年會正策略性檢討未來的影響力評估框架，以不斷完善數據披露及為捐款人提供更清晰的社會投資回報。

本年度，「愛·實現」基金在疫症爆發期間，發出兩次推廣電郵，鼓勵公眾捐出由政府現金派發計劃所得的1萬元，亦讓有需要人士知悉基金的支援性質。我們和「換幣龍」硬幣兌換機合作，透過兌換機接收公眾捐款。另外，在永安百貨有限公司的支持和安排下，在2020年7月至9月間，我們將共3個捐款箱放置在永安百貨於上環、彌敦道及尖東的門市服務櫃位，接受公眾捐款。



故事2 - 青年於網上義教音樂

愛·實現

透過匯聚社會資源，為申請者提供一個實現夢想的契機，以下為部份受益人的故事。

1. 為患有罕見病「杜興氏肌肉營養不良症」的11歲男童陳梓鍵完成當上Youtuber的夢想，基金為男童添置電腦、攝影機、收音器等器材，讓他有更好的工具拍攝短片，放上Youtuber與公眾分享。
2. 為有學習障礙的青年添置一部電腦，好讓他在疫症下提供義教服務，利用電腦與其他SEN小朋友上音樂堂。
3. 獨居在公屋單位的婆婆，所住的單位天花及牆身的油漆剝落情況嚴重，鐵製碌架床及組合櫃亦非常殘破。基金聯繫維修義工翻新單位牆身及天花，並替她更換新床及新櫃。面對翻新後的居所，過去消極的她，思想變得正面，常展露歡顏。
4. 長者在疫情下未能外出，彷彿與外界隔絕。一位善長透過「愛·實現」基金捐贈三部全新的平板電腦予三位婆婆，好讓她們在家中也能上網與外界聯繫，包括參與長者中心的線上活動，與職員互動。



故事3 - 裝修前後的對比



最後梓鍵亦希望鼓勵正面對逆境的朋友

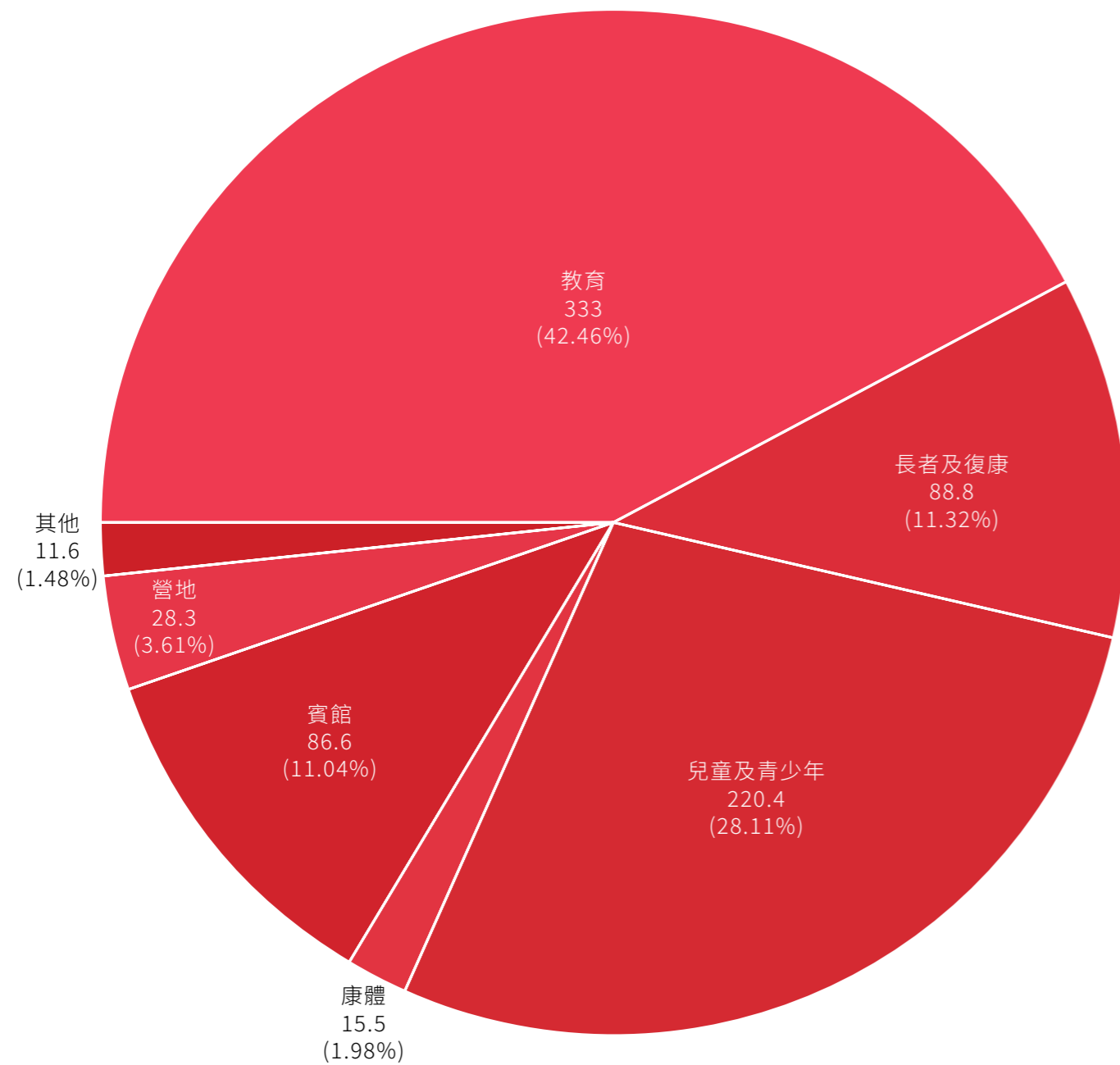
故事1 - 年輕 Youtuber 陳梓鍵

財務

為青少年及長者提供服務和活動仍然是我們青年會日常工作的重要組成部份。在匯報年度期間，我們分配大部份的資源在教育上(42%)；其次是兒童及青少年服務(28%)；再者是長者及復康服務(11%)；最後是營地及康體服務(6%)。因疫情關係，本年度政府資助增至總收入之七成，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、學校、活動項目及會籍。以下列出我們2020/21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**2020/21的年報(第90頁)**查閱。

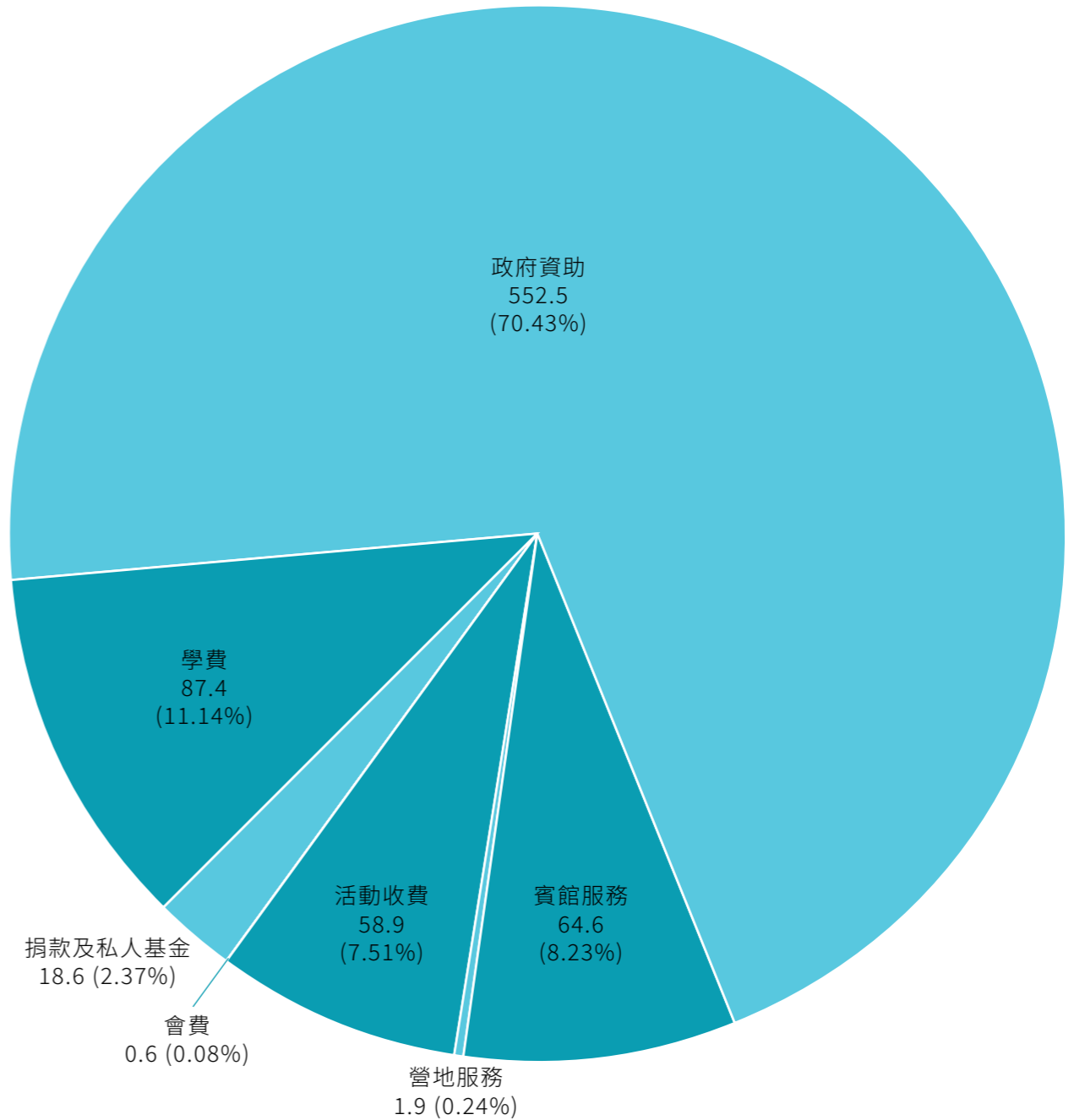
資源分配

(港幣百萬)



收入來源

(港幣百萬)



前瞻 未來

本會目標明確，我們希望承傳一貫的理念—宣揚身心健康及福祉、優質教育、和平與公義，以及伙伴合作。

然而，日常營運及會務拓展依賴天然資源以供應予能源、水及原材料使用，無可避免釋出大大小小的排放物，污染周遭環境。我們不單需要提供優質服務、有責任確保1,500名同工的生計和健康，更要保障下一代的生活質素。

本會每天在不同方面影響着世界，即使我們對社會有正面貢獻，並不代表我們可以對環境造成的負面影響視而不見，在確保機構發展的同時，我們不會犧牲後代的福祉。

我們的願景是成為一間在各方面都能策略性地管理、評估及量度服務影響力的組織。

能源
**提升可再生
能源的應用**

我們的承諾

回應可持續發展的願景，青年會將探討Future-Fit Business Benchmark或更多合適的準則。

水
**改善用水
效能**

污染
**於2050年達
至碳中和**

廢棄物
**減少送往堆填
區的廢物，落
實源頭減廢**

所在地
**保護我們營
運身處地方
的周圍景觀**

人才
**保障員工/社
區的健康和
幸福**

驅動力
**正考慮逐步
加入綠色採
購準則**

附錄一 統計數據

環境	分類	單位	2020/21	2019/20	%
廢氣排放 ¹⁹	總計	公斤	24.6	38.2	(35.6)
	- 硫氧化物	公斤	0.15	0.25	(40.0)
	- 氮氧化物	公斤	24.5	37.9	(35.4)
溫室氣體排放	總計	噸二氧化碳當量	11,957	13,911	(14.0)
	- 範圍1	噸二氧化碳當量	545	515	5.83
	- 範圍2	噸二氧化碳當量	11,178	12,983	(13.9)
	- 範圍3	噸二氧化碳當量	233.3	413	(43.5)
	強度	噸二氧化碳當量/平方米	0.11	0.13	(15.4)
廢棄物	總計	公噸	1,040.11	1,700	(38.8)
	- 化學廢棄物	公噸	1.84	2	(8.00)
	- 無害廢棄物	公噸	1,038.27	1,698	(38.9)
	強度	公噸/平方米	0.01	0.02	(50.0)
從堆填區回收的廢棄物	總計	公噸	18.17	58.79	(69.1)
	- 塑膠	公噸	3.58	4.32	(17.1)
	- 廢紙	公噸	12.84	48.43	(73.5)
	- 金屬	公噸	1.50	3.14	(52.2)
	- 玻璃	公噸	0.24	2.90	(91.7)
能源	用量	千瓦時('000)	16,108	21,330	(24.5)
	強度	千瓦時('000)/平方米	153.6	203.4	(24.5)
	可再生能源生產及出售	千瓦時('000)	53.9	55	(2.00)
水	用量	立方米	374,437	525,695	(28.8)
	強度	立方米/平方米	3.57	5.01	(28.7)

*括號內為負增長

青少年服務	分類	單位	2020/21	2019/20
生理健康	觀察所得生理健康有改善	受影響百份比	94	87
	抗逆力	受影響百份比	85	81
抗逆力	觀察所得信心、情緒平衡、抗逆力有所提升	受影響百份比	93	84
	領導及社交技巧	受影響百份比	99	89
社區歸屬感	觀察所得領導能力和社交技巧有改善	受影響百份比	100	82
	認同活動有助提高社區歸屬感	受影響百份比	45	54
職業及人生目標	採納職業/生涯規劃的建議	受影響百份比	91	84
	就業機會	受影響百份比	429,900	812,000
文化智商	觀察所得文化智商有所提升	受影響百份比	80,062	53,469
	年度總服務人次			
	報告統計人次			

¹⁹ 排放數據之計算方式參照港交所發表的《如何編備環境、社會及管治報告?》附錄二：環境關鍵績效指標匯報指引。

附錄一 統計數據

長者服務	分類	單位	2020/21	2019/20
生理健康 觀察所得生理健康有改善	受影響百份比	%	100	99
	<hr/>			
精神福祉 觀察所得精神及心理健康有改善	受影響百份比	%	98	89
	<hr/>			
方向感 同意他們的人生方向感有所提升	受影響百份比	%	100	99
	<hr/>			
社會共融 觀察所得年青與年長一代之間的互信、尊重和欣賞有所增加	受影響百份比	%	100	78
	<hr/>			
年度總服務人次			102,000	146,000
報告統計人次			3,538	6,731

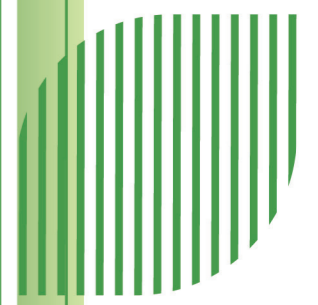
員工	分類	單位	2020/21	2019/20	%
員工人數	總計	人	1,504*	1,634	(7.96)
員工培訓	每名員工培訓支出	港幣	416	925	(55.0)
	培訓總支出	港幣(百萬)	0.41	1.5	(72.7)
	每名員工培訓時數	小時	9.18	13	(29.4)
	培訓總時數	小時	9,115.1	21,997	(58.6)
健康及安全	工傷比率	%	2.82	4.41	(36.1)
	病假缺勤	%	1.97	2.45	(19.6)

義工	分類	單位	2020/21	2019/20	%
義工人數	總計	人	10,808	12,954	(16.6)
義工培訓	培訓總支出	港幣	312,125	241,243	29.4
	培訓總時數	小時	12,472	11,017	13.2
義工服務	平均服務時數	小時	6.76	9.11	(25.8)
	平均服務年資	年	3.28	3.76	(12.8)

財政	分類	單位	2020/21	2019/20	%
資源分配	總計	港幣(百萬)	784.51	1,002.90	(21.80)
	- 兒童及青少年	港幣(百萬)	220.47	226.17	(2.52)
	- 長者及復康	港幣(百萬)	88.823	82.98	7.04
	- 教育	港幣(百萬)	333.09	324.01	2.80
	- 康體	港幣(百萬)	15.54	48.77	(68.10)
	- 賓館	港幣(百萬)	86.642	238.55	(63.70)
	- 營地	港幣(百萬)	28.345	75.58	(62.50)
	- 其他	港幣(百萬)	11.606	6.85	69.40
收入來源	總計	港幣(百萬)	784.51	1,002.90	(21.80)
	- 政府資助	港幣(百萬)	552.46	476.33	16.00
	- 捐款及私人基金	港幣(百萬)	18.564	13.21	40.50
	- 會費	港幣(百萬)	0.606	1.51	(59.90)
	- 活動收費	港幣(百萬)	58.894	123.62	(52.40)
	- 營地服務	港幣(百萬)	1.931	59.12	(96.70)
	- 賓館服務	港幣(百萬)	64.620	238.55	(72.90)
	- 教育服務	港幣(百萬)	87.441	90.57	(3.45)

*括號內為負增長

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About Chinese YMCA of Hong Kong

Founded in 1901, Chinese YMCA of Hong Kong (“YMCA”) is a Christian service organisation in Hong Kong with a mission to cultivate Christ-like character and spirit of service among young men and women. As part of the global YMCA movement, the Association is committed to building a civil and compassionate city, fostering youth leadership, and promoting holistic personal growth. Over time, YMCA’s mission has expanded to include the elderly and disadvantaged groups. YMCA is a member of the World Alliance of YMCAs, headquartered in Geneva, Switzerland.



01

Letter from General Secretary

Serving Hong Kong for over a hundred years, Chinese YMCA of Hong Kong ("YMCA" or the "Association") is committed to working with different sectors across society to bring about positive impacts on the society. Until today, YMCA continues to apply the principles of Paris Basis of 1855 to well serve the need of global communities and people. We see the uncertainties ahead as the opportunities to expand our service scope, and continue to join force with various stakeholders including the government, corporates, enterprises, funders, and all of our members to build a sustainable community.

The concept of Environmental, Social, Governance (ESG) was first introduced by the United Nations Global Compact in 2004, meaning that an enterprise or organisation should strive to combine the three elements of environmental, social and corporate governance in the promotion of its business and the fulfilment of its social responsibility. YMCA is committed to promoting sustainable development in Hong Kong. Last year, the YMCA completed its first-ever institutional ESG impact report covering the period from 1 April 2019 to 31 March 2020. It is very encouraging to note that our first impact report was awarded the Hong Kong ESG Reporting Awards (HERA) in the category of the Excellence in Social Positive Impact, marking the very first shortlisted and awarding NGO for the award. We even received congratulation messages by Nasdaq in New York for this award on its local outdoor screen.

The writing of this report coincides with the organisation's 120th anniversary. As an NGO founded in Hong Kong for 120 years, I believe that YMCA has taken on a pioneering role in the sector, especially in the area of social services, and has been able to share with our

community, stakeholders and colleagues about the sustainability of ESG and global trends, while encouraging and motivating more NGOs to invest in ESG with the support of other peers.

This report continues to be drafted with the assistance of the consultancy firm ESG Matters to offer objective measurement of YMCAs' performance on environmental indicators, the services' impact Sustainable Development Goals (SDG); and effectiveness on our transparent governance structure, driving us towards a more sustainable NGO.

As a member of an international organisation, the HERA award we received accentuates our environmental and service achievements, and bridges us with the World YMCA and the Asia and Pacific Alliance of YMCAs (APAY) through ESG for future exchanges and collaborations. YMCA will continue to focus on SDG 3, 4, 16 and 17 of the United Nations for serving its members, and develop a development blueprint based on the Future-Fit framework.

In the year of 2020/21, we served more than 89,000 members and 5,900 students, especially during the difficult times of COVID-19 when physical services were difficult to be delivered. Thanks to the solid foundation of over 100 years for YMCA, coupled with the hard work of our staff and the generous support from our volunteers, we kept abreast of creating excellent impacts on members' physical and mental wellness. Despite the prevailing challenges in the coming year, we will continue to serve the public with the spirit of "to serve, not to be served" under God's guidance, depicting a sustainable future for the community and more importantly perpetuating the creation of God.



02

About this report

This is the second Impact Report of Chinese YMCA of Hong Kong ("YMCA"), which covers our progress and performance between 1st April 2020 and 31st March 2021.

Following on from the 2019/2020 report, this year's report will cover our progress and achievements in the areas of public health, wellbeing, skills enhancement, social inclusion, environmental protection and occupational safety and health to present a more comprehensive picture of our service impact. This year, in addition to the impact and data on rehabilitation services and social enterprises added to the scope of reporting, environmental impact and the organisation's operational and governance approach were also included in the scope of reporting. The Impact Report not only allows us to understand and review the magnitude of positive social impact brought by our services to the community over the past year, but also gives a view on the approach of our existing management practices to effectively meet the sustainability objectives.

With major trends such as climate change, economic inequality, urbanisation, demographic shift and technological reforms¹ spread over the globe, we plan to formulate a long-term sustainable development strategy to cope with such challenges. At home, we are confronted with similar challenges with an ageing population and a widening rift between generations, in addition to COVID-19 and the social uncertainties. In the face of the emerging difficulties, we will stay resilient by swiftly identifying and addressing the potential risks to secure the steady growth in the future.

To step up our sustainability efforts, we have engaged ESG Matters, a sustainability consultancy, to conduct a materiality assessment for the organisation and help align the United Nations Sustainable Development Goals (SDG) with the goals of YMCA. We have described the social outcomes in terms of service effectiveness, achievement of service outputs, social benefits and sustainability based on several dimensions of impact with reference to the Impact Management Project (IMP) framework. The results provided guidance for this report and will be used to further refine our ongoing organisational sustainability strategy.

This report aims to provide a comprehensive measurement with complete and accurate data of our social impacts using cluster sampling for data collection. For each metric, a group of activities contributing to that impact was randomly selected as a sample. We will continue to review our methodology to ensure that key social and environmental metrics are tracked, and enhance the accuracy of the results.

For more information about Chinese YMCA and our financial performance, please read our Annual Report or visit ymca.org.hk.



¹United Nations. (2020). Shaping the Trends of Our Time

2020/2021 highlights

While COVID-19 still encircles the globe, we continue to serve our members and communities. We are particularly concerned about the new social normal under the pandemic, leading to our strengthened assistance in the areas of community inclusion and the use of digital technology to provide our members with quality services for adapting to the changes. The Impact Report for the year also covers a wider range of topics than the previous year, including information and figures on rehabilitation services and social enterprises.



Digital technology applications

Online meetings, online sports, online learning, and even online video communication with overseas members have become our daily routine. Digital technology and big data will arise as the new trends, and YMCA will gradually apply different elements in our services. With the goal of digital inclusion, we will also narrow the current technological divide towards a new era of innovation and technology applications.



Social inclusion

In the past two years, everyone's living has been affected differently by COVID-19, and people have been distanced from each other by the related prevention measures and restrictions, resulting in a loosened close ties with the community easily. In view of this, we have contacted different companies to provide services and assistance to people from all walks of life. This year, we embarked on a number of projects to promote social inclusion and improve the health and wellbeing of our service users, such as home renovation for subdivided unit families in Tsuen Wan to improve their living environment and "Sports Volunteers" activities to reach out to the youth and the elderly, advocating intergenerational integration for a healthier living and a more inclusive society.



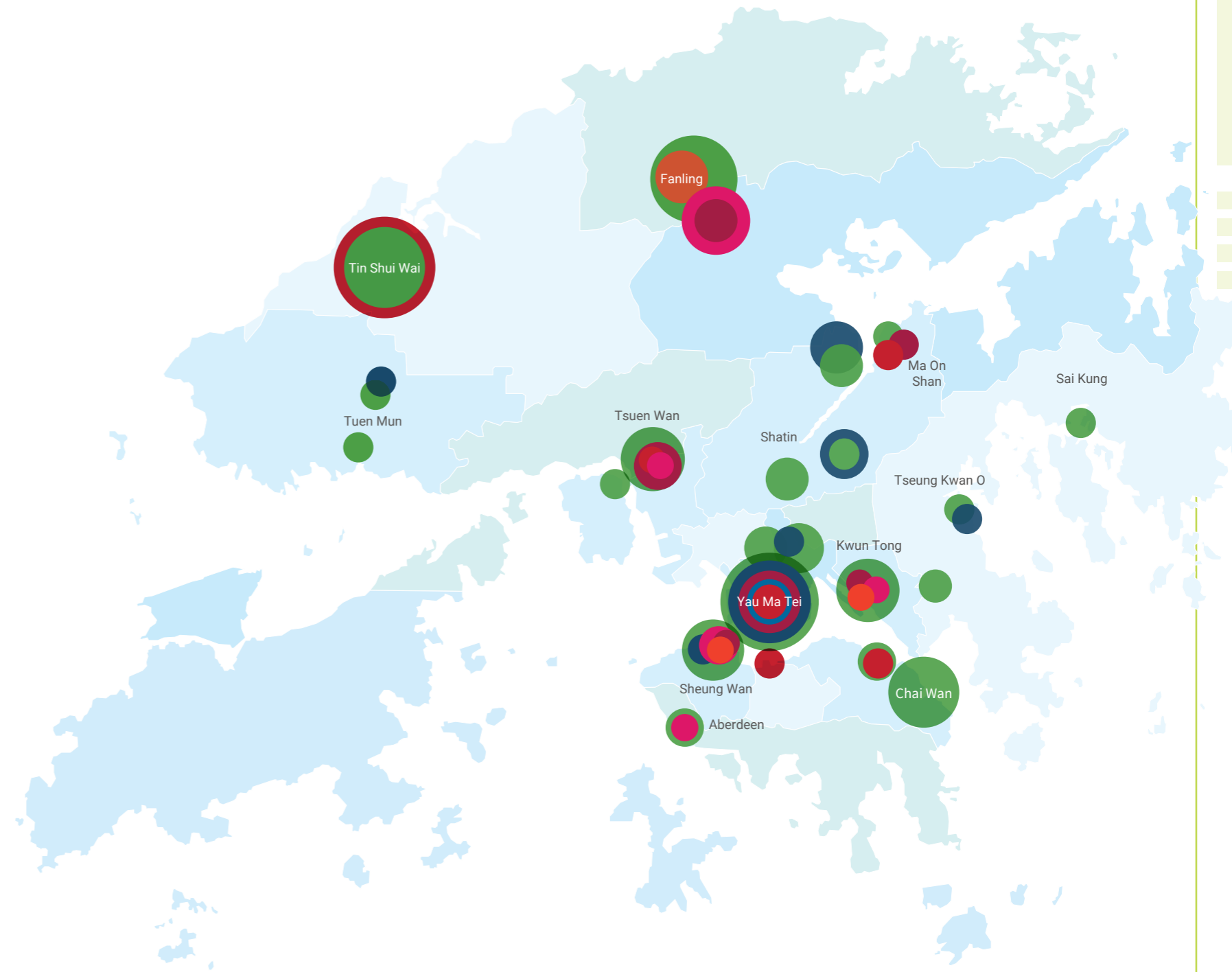
Extended scope of reporting

The Impact Report serves us as an additional channel to communicate and connect with our stakeholders, which furthers YMCA's governance transparency and makes our services more responsive to the needs of the community with greater relevance to our service users. This year, we expanded the scope of reporting to include our rehabilitation services and social enterprises for report refinement.



Impacts at a glance

At YMCA, we aim to bring positive social impacts to the community we serve by operating a variety of social service centres, schools, recreation and sports centres, hostels and camp sites. This map illustrates our impact footprints in Hong Kong² in alignment with the United Nations Sustainable Development Goals (SDG). The 17 SDGs, or Global Goals, were adopted by the United Nations Member States in 2015 as “a universal call to action to end poverty, protect the planet, and ensure that all people enjoy peace and prosperity by 2030”³.



- 3 Good health and wellbeing
- 4 Quality education
- 5 Gender equality
- 8 Decent work and economic growth
- 10 Reduced inequalities
- 16 Peace, justice and strong institutions
- 17 Partnerships for the goals

² Each circle represents one SDG ambition, to be achieved by the YMCA service/centre. If neighbouring centres are contributing to the same SDG, the impacts will be aggregated. For every additional centre, the sphere of influence by 0.5 pts, starting at 1 pt for one centre.
³ Sustainable Development Goals of the United Nations. <https://sdgs.un.org/goals>

Main areas of contribution

3 GOOD HEALTH AND WELL-BEING



We encourage holistic development. Our gospel sharing, counselling work and recreational and sports programmes are designed for all ages with the aim to enhance physical, mental and spiritual health.

4 QUALITY EDUCATION



We nurture and inspire children and youth. Our quality kindergarten, primary, secondary and vocational education ensure that the next generation is equipped with relevant knowledge and skills for employment, decent jobs and entrepreneurship.

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



We cultivate citizens to be good and responsible members of the society. Our commitment to reconciliation supports programmes that unite people in building a civil and compassionate society.

17 PARTNERSHIPS FOR THE GOALS



As a member of a world Christian movement, we work closely with YMCAs around the world to generate positive change through the collaborative sharing of knowledge and resources.

Related goals

Apart from the four main goals above, our services also contribute to **SDG 5 (gender quality)**, **SDG 8 (decent work)** and **SDG 10 (equality)**.

For example, we promote equality for persons with disabilities and hearing impaired individuals by providing job opportunities at our sheltered workshops and balloon-arts social enterprise—YM Balloon (SDG 8, 10). Our dried flower upcycling workshop YM Fleur empowers and trains disadvantaged women for re-employment (SDG 5, 8).

Our impacts in numbers



Health and wellbeing (SDG 3)

94%

out of 4,123 participants

Observed improvement in the youth's **physical health**

85%

out of 9,588 participants

Observed an increase in **confidence, emotional balance and resilience of the youth**

93%

out of 2,848 participants

Observed improvement in **leadership and social skills of the youth**

99%

out of 8,165 youth participants

Agreed that the activities help enhance their **sense of belonging in the community**

100%

out of 2,446 participants

Observed improvement in **physical health of the elderly**

98%

out of 496 participants

Observed improvement in the **mental and emotional health of the elderly**

100%

out of 317 senior participants

Agreed that they have developed a **higher sense of purpose**

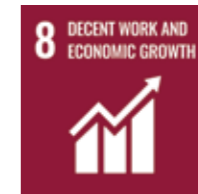


Total number of the youth served for the year

429,900

Total number of the elder served for the year

102,000



Skills and productivity (SDG 4,8)

100%

out of 51,251 youth participants

Followed the suggested career/life plan

1,531

youth received relevant vocational training (participants)



Inclusion (SDG 10,17)

91%

out of 2,556 participants

Observed an increase in **cultural quotient of the youth(CQ)**

100%

out of 279 participants

Observed an increase in **mutual understanding, respect, and appreciation between the younger and older generations**

04

So teach us to number our days, that we may get us an heart of wisdom.

Psalm 90:12

Sustainability and governance at the Y

We believe in a healthy and productive society, and is committed to nurturing the young members of our society while creating an environment conducive to positive youth development. In the 120th anniversary of YMCA, we continue to uphold the principle of our foundation to achieve these purposes through the embodiment and the establishment of the Christian service spirit. Human wellbeing has always been at the heart of our organisation, regardless of age or social background. Since 1989, our scope of services has extended beyond the youth to the elderly and people with disabilities.



Our strategy

The United Nations has identified the five global trends⁴, including climate change, demographic shift and population ageing, urbanisation, digital transformation and inequality. Our strategy sets out to develop programmes that aim to build a better Hong Kong. The strategy centres around three pillars: energy and resource efficiency, health and productivity, and digital inclusion. It helps us focus our resources on tackling some of the most pressing issues in Hong Kong and prepare us for the challenges ahead. Our response to the mega-trends as identified by the United Nations is detailed in **Table 1**:

What's happening in the world and in Hong Kong	Climate change	Demographic shift and population ageing	Digital transformation
What impact are we trying to drive?	Energy and resource efficiency	Health and productivity	Digital inclusion
Where do the impacts occur?	Operations	Core services	Education, youth and elderly services
What SDGs do we contribute to?	6 7 12 13	3 4 8	9 10 16 17
What is our approach?	Act to avoid harm ⁵	Contribute to solutions ⁶	Contribute to solutions ⁶

Table 1. YMCA's response to mega-trends

⁴ United Nations.(2020). Shaping the Trends of Our Time

⁵ The organisation prevents or reduces significant negative impacts for people and the planet.

⁶ The organisation generates significant positive impacts for underserved people and the planet.



Climate change

"By 2050, sea levels are expected to rise by 2 metres. In order to cope with climate change, we should be prepared in coastal zones and other low-lying areas."

Climate change is affecting our world every day, and Hong Kong is no exception. There is an urgent need to mitigate greenhouse gas emissions to avert the catastrophic consequences of climate change⁷. In support of local and global climate action to achieve carbon neutrality by 2050 in Hong Kong⁸, YMCA has successfully achieved the target of reducing our energy consumption by 5% by 2021 from the level in 2016, and started working towards the goal of 10% reduction in energy consumption within eight years since 2018 to reach carbon neutrality by 2050 with best efforts.

Our environmental footprints mainly come from the energy, water, and resource consumption at the premises (offices, centres, campsites and hostels) that we own and operate, as well as that from travel, procurement, services and events. We have formulated a green procurement policy in our hostels to provide guidance on product procurements and services, together with relevant procurement process guidelines to be developed for other units, to prepare for a sustainable supply chain in the long run. With climate change expected to bring more frequent and intense weather events, our facilities located in low-lying areas or near the coast are particularly vulnerable to climate risks. Therefore, we will set up mitigation plans to enhance climate resilience to lessen the impacts, coupled with the expansion of environmental education into various service units to raise the public awareness of environmental protection.



Demographic shift and population ageing

"By 2039, one in three people in Hong Kong will be an elderly person. Our priority is to focus resources on providing a healthy and positive lifestyle for the elderly."

Despite declining birth rates, the global population continues to rise, and the population aged over 65 is expected to outgrow the population of children under 5 by 2050. In the next two decades, Hong Kong's population is projected to age faster than other developing countries in Asia.⁹ The potential problems associated with an ageing population, such as rising hospitalisation rates and increased demand for elderly services, will put significant pressure on the local social welfare and healthcare systems in the long run. To address the challenges of population ageing, we will continue to concentrate our resources on new initiatives to remove age barriers and foster intergenerational integration, promoting good physical and mental health, as well as lifelong learning to help the public meet the challenges at different life stages.

Our social impact is the result of our core services, which include social services, educational services, recreational and sports services, hospitality services, camp services, and Christian ministry. Through our services, we hope to promote the physical, mental, social and spiritual wellbeing of people of all ages.

⁷ Intergovernmental Panel on Climate Change. Global warming of 1.5°C

⁸ Environment Bureau. (2021). Hong Kong's Climate Action Plan 2050

⁹ The Office of the Government Economist. (2019). Population ageing trend of Hong Kong



Digital transformation

"As we move towards a digital society, we should ensure that everyone has equal access to information and technology."

To echo with the theme of "applying innovative technology to future YMCA services" for our 120th anniversary celebrations, we have included technology and information digitisation as the key areas of our development this year. On the one hand, we will utilise digital technology to progressively enhance our services and governance effectiveness. On the other hand, we will review our development objectives in the hope of aiding different needy people in the community in accessing to digital resources and related knowledge. In the past two years, due to the impact of COVID-19, digital technology has become even more important in our daily life, making digital transformation and accessible technology not to be negligible. We place greater efforts in enhancing digital inclusion for students and the elderly, thereby contributing to information and knowledge equality for everyone.

Leadership and governance

We are committed to maintaining good quality governance to serve the best interest of different stakeholders. YMCA takes pride in having passionate and dedicated community volunteers as Board members. They contribute their time and expertise to ensure that Christian values are embodied in the work of YMCA that follows the principles and purposes and that the organisation is operating in an ethical, lawful and responsible manner. The Board provides fiduciary oversight; establishes visions, goals, strategies; and solicits resources that are necessary for YMCA to tackle pressing social issues and deliver lasting social impacts. The members of our Board of Directors are listed in the 2020/21 Annual Report (pages 4 to 5).

In response to the changing climate and social policies in relation to sustainability and climate-related issues, the Board is currently seeking to integrate Environmental, Social and Governance (ESG) into YMCA's strategic plan. With the formation of an "Impact Report Working Group", which was appointed in September 2020 to develop an impact reporting framework, YMCA has taken the first step towards sustainable practices in its operations and management on related issues from a holistic strategic perspective. Reporting to the General Secretary, the group comprises members from YMCA's leadership team (supervisors and executive secretaries), as seen in **Figure 1** below:

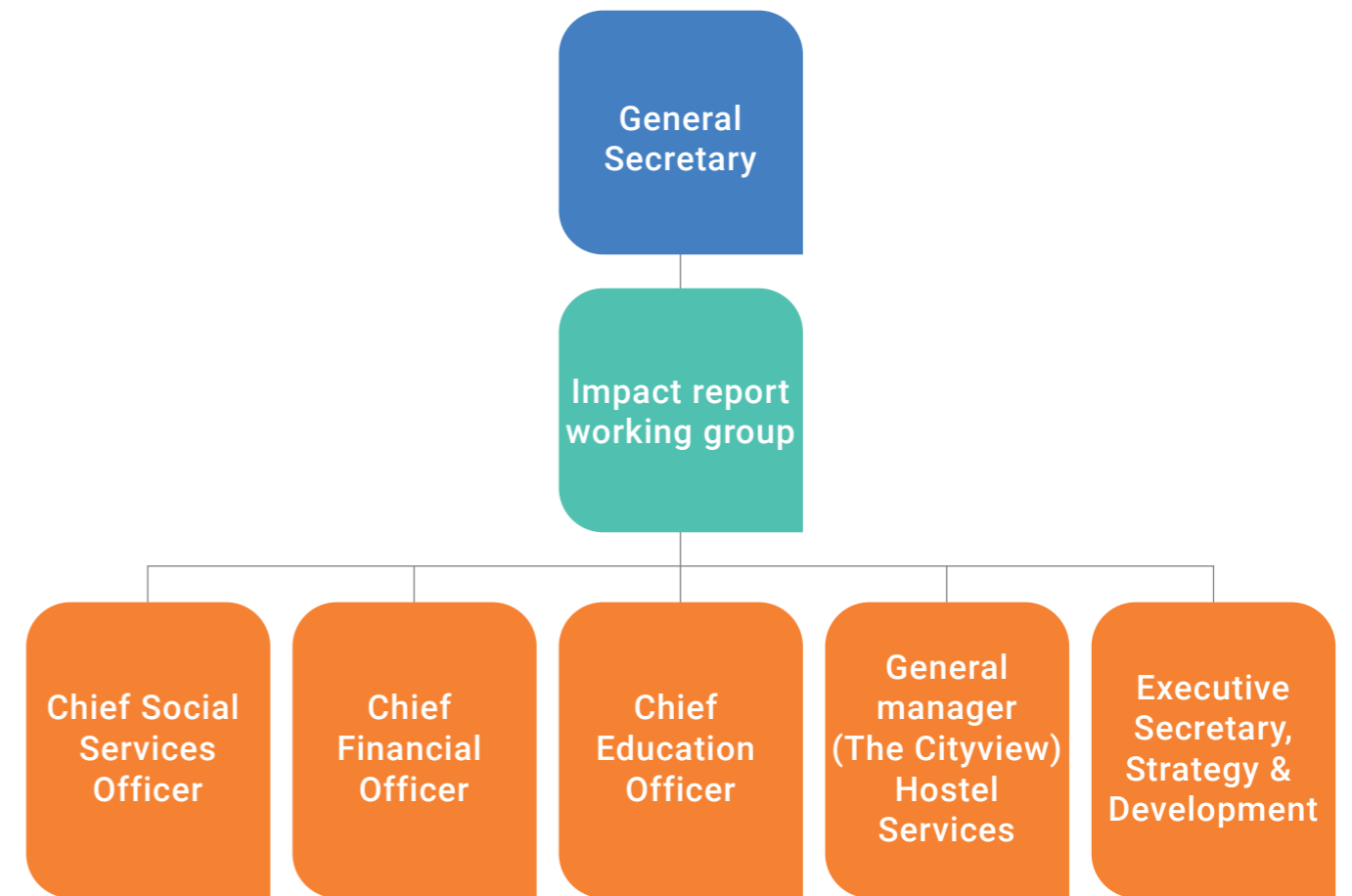
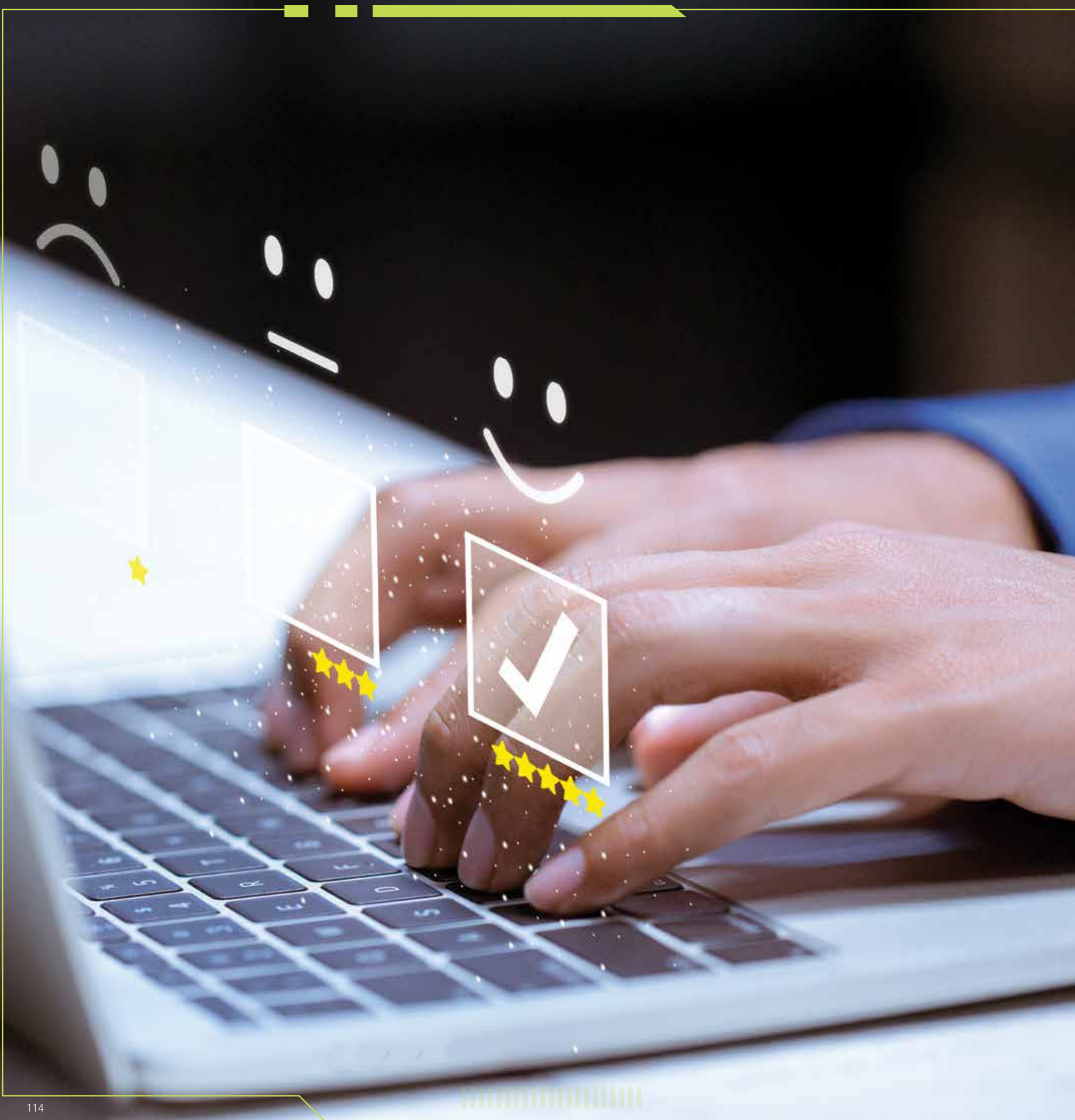


Figure 1. Impact Report Working Group



Service guidelines and indicators

Our social services and management are implemented in accordance with the Service Quality Standards (SQS) set out by Social Welfare Department. Currently, there are 16 SQSs, each of which is accompanied by a set of Self-assessment Checklist and Assessment Indicators. Different service units will ensure the compliance with the items specified in the standards according to its service nature, in order to meet the requirements by Social Welfare Department and cater for the specific needs of the service users.

Other YMCA units such as schools and internal administration also follow the relevant guidelines in their operations. In addition, manuals for centre facilities and safety are formulated to ensure a proper responsive measure in the event of incidents or accidents and the safety of employees and service users.

Reporting mechanism and complaint feedback

We collect feedback and complaints from the public, our members and the organisation itself through various channels to further improve our services and make certain that they are in line with the expectations of each stakeholder. For example, "Media Contact" section is set up on our website to list the contact information of our media workers for direct contact from the public and the media. In addition, the Human Resources Department has established a grievance mechanism and a reporting policy. If a written grievance is received from a named member, it will be handled in accordance with the procedures set out in the policy, with a two-year retrospective period; if a complaint is received from a named member, the case will first be handled by the relevant unit as appropriate. If the complainant is not satisfied, the case will be directed to supervisory units for further follow-up. We have developed a document entitled "standard Procedures for Handling Media Enquiries on Emerging/Sensitive Issues" in the event of a public complaint or media enquiry as applicable to our social service units, education units and hostels. In any such case the head of the unit concerned is required to inform the Corporate Communications and Marketing Section of YMCA immediately upon receipt of the information. A reply will be given in accordance with the approved response after investigation. During the reporting year, four complaints from members and one media enquiry regarding service quality, hygiene conditions and programme arrangement were received. All complaints and enquiries have been understood, handled and replied.



Our stakeholders

Concerns of key internal¹⁰ and external¹¹ stakeholders were identified through multiple workshops and discussions last year. A total of six stakeholder groups were identified, and issues concerned by different stakeholders were derived from the discussions.

In order to better serve the community, an internal engagement workshop was conducted for YMCA's leadership team to define key internal and external stakeholders, and to understand their respective expectations and concerns. This step is crucial in identifying sustainability topics that are material or significant to YMCA. Topics can be considered material if a company's activities have a significant impact in such areas. A total of 25 material topics (Figure 2) have been identified via stakeholder discussions, with their top concerns listed in Table 2. Materiality topics resulted from the repetition of discussions among the representatives of six stakeholder groups. These findings were based on general feedback collected different stakeholder groups via day-to-day communications and interactions.

	Who	Major concerns
External stakeholders	Children and youth	<ul style="list-style-type: none"> Physical and mental health Personal growth and development Equality and justice
	Elderly	<ul style="list-style-type: none"> Healthy and active aging
	Customers (Hostels, camp site, clubhouse)	<ul style="list-style-type: none"> Hygiene and health Data protection
Internal stakeholders	Funders and donors	<ul style="list-style-type: none"> Transparency in financial reporting Social return on investment SDG alignment
	Employees	<ul style="list-style-type: none"> Work arrangements during COVID-19 Pay and remuneration Career development Health and safety
	Board members	<ul style="list-style-type: none"> Financial sustainability Integrity and reliability

Table 2. Primary stakeholders, profile and concerns.

Material topics

After multiple discussions, the material topics of the Association were determined by their importance to our stakeholders and to the organisation from a sustainability perspective. The results and the ranking (Figure 2) were weighted by the influence and interest of the stakeholder group. In the future, we will include other internal and external stakeholders (service users, volunteers and donors) in the materiality assessment process to further improve the accuracy and completeness of the results. Adjustments to the material topics are subject to the broader environment and the development of YMCA.

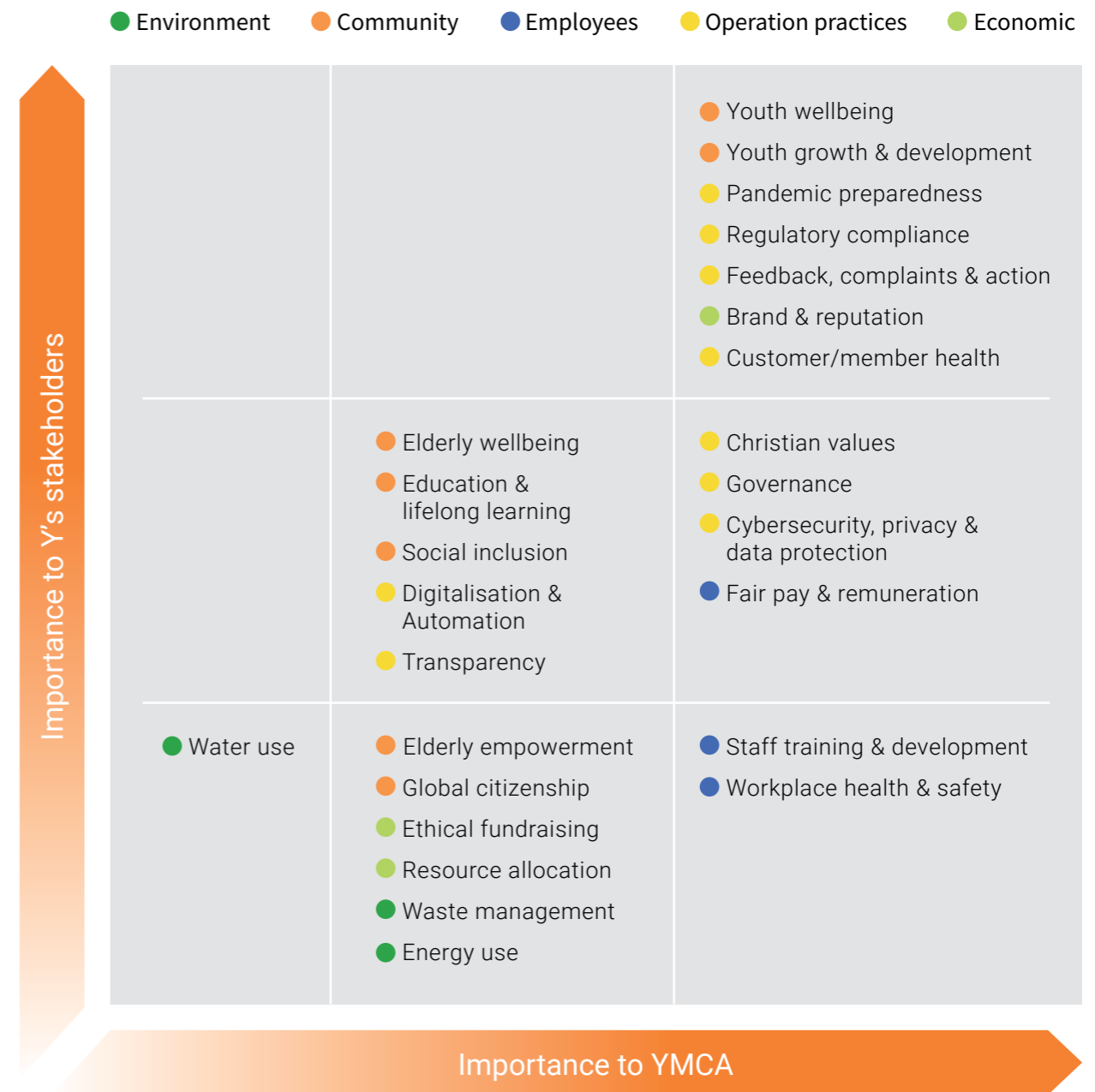


Figure 2. Materiality matrix

¹⁰ Internal stakeholders are people who can significantly influence or are particularly important to the success of the organisation (i.e. board members, employees, volunteers, and donors/funding bodies).

¹¹ External stakeholders are people who are directly or indirectly impacted by the organisation's work, e.g. service users and customers.

05

Who comforteth us in all our affliction, that we may be able to comfort them that are in any affliction, through the comfort wherewith we ourselves are comforted of God.

Corinthians 1:4

New normal under COVID-19

Over the past two years, the phrase “stay healthy” has become the courtesy in greetings. Due to the fluctuated pandemic, our services have been affected to varying degrees, but with the experience of the pandemic at early stage, we have come to understand the different needs of the community. As a result, the Association has provided support of diversity through the use of information technology to serve the community, and to protect the health of our staff and members. The services provided during this period include regular updates on YMCA activities, volunteer sharing and emotional support. In addition, YMCA has been in touch with various corporations to invite donations and materials for the disadvantaged groups.





In-kind supports

In the early days of the pandemic, the grassroots and the underprivileged were unable to obtain supplies or even daily necessities due to shortage of materials. YMCA immediately contacted a number of new and existing partner companies to invite donations or supplies to meet the urgent needs of the needy. Since the outbreak of the pandemic, nearly HKD1 million worth of supplies/donations have been raised. The supplies including masks, disinfection supplies, daily necessities, basic food and SIM cards for students to study at home are provided to meet their daily needs.

Free membership extension

As a result of the pandemic, we have been providing our services on a limited basis since the beginning of 2020. Our members therefore have been unable to use our services as usual. In order to cater for the affected members, we have waived the membership fee with all members' membership extended for one year to fight against the pandemic together. The number of benefitted members exceeded 75,000.

More information on the measures taken in the event of the pandemic is included in the Impact Report from the previous year.

Online support

YMCA adopts an online approach to disseminate text messages and maintain close contact with members, volunteers and corporate partners to cater for their physical, mental and spiritual needs. A new "Anti-epidemic Information" page was added to the website and social media was used to disseminate the latest anti-epidemic information, encouraging prayers, emotional support, sports training videos and other contents. Video clips with sign language interpretation were also arranged to cater for the needs of the hearing impaired, and to unite the positive energy of the whole city in the fight against the pandemic. In addition, we also produced a special "Cheer Up" e-booklet to promote examination support activities for candidates of the Hong Kong Diploma of Secondary Education (DSE). Especially during this "isolation" period, we hope to take care of the emotional wellbeing of the candidates and provide them with more encouragement for boosting their confidence in taking the examinations.

Volunteer services

The outbreak of the pandemic has undoubtedly prevented physical volunteer activities from taking place, but it has not stopped the volunteers from continuing to give selflessly in other ways. To express our gratitude to Hong Kong's healthcare professionals for their strenuous efforts in combating the pandemic, 125 volunteers of YMCA spent nearly 200 hours to make over 1,000 dried flower retractable key chain for the frontline healthcare workers in five hospitals under the Hospital Authority to express their blessings and support. In addition, YMCA organised an Aromatherapy Volunteer Service for the elderly, which provided aromatherapy theory, massage techniques and practical sessions for over 20 volunteers. In addition to providing services to the elderly in need, we have also trained volunteers who are willing to devote more time to the services.



06

Beloved, I pray that in all things thou mayest prosper and be in health, even as thy soul prospereth.

3 John 1:2

Health and wellbeing



Physical and emotional wellbeing

Children and youth

Children and adolescents are at peak of their physiological development. The World Health Organisation recommends that children and adolescents should have at least one hour of moderate-to-high intensity physical activity¹² every day. Physical activities not only train the limbs, hand-eye coordination, flexibility and immunity, but also has a significant benefit on children's mental health and concentration, proving both physical and mental health.

We organise a wide range of recreational and sports activities for our members to choose from, including outdoor, indoor and individual activities, as well as team activities such as football, basketball, dance, dodgebee, hiking and yoga. In addition to our recreation and sports centres, children and youth centres, University YMCA, outreach teams and schools, our three campsites also provide a variety of outdoor facilities, overnight camping and camping services, offering different outdoor and even wildlife experiences for children and teenagers.

The YMCA is committed to leadership training with the aim of creating an environment in which the youth can develop their talents. In order to be an outstanding leader, it is important for young people to have a keen sense of vision and decisive judgement, as well as a strong body. University and College YMCA (Uni-Y) is one of the key training channels for the youth. This year, the Uni-Ys have organised a number of leadership training programmes, such as the Joint U Student Leadership Camp and the Personality Analysis Training, and mixed mode was first introduced in the joint university charity event Operation "HAK1 Chill", which allowed over 100 members to enrich their university life and contribute to the community even in the midst of the pandemic. The event provided social opportunities for the members, raised funds and donated 300 health products to the elderly through visits and videos, teaching elderly the proper use of the products and encouraging them to exercise at home during the pandemic. We hope to provide leadership and teamwork training through a variety of activities for our members. Design Thinking training is also included in the training to equip students with innovative thinking in designing new services to cater for the needs of the community during the pandemic. To further youth's awareness of the community, the Young Members' Council has made suggestions on various issues to relevant government departments.

Confidence, emotional balance and adversity resilience are essential for children and the young in the face of the challenges in everyday life, especially during this year of COVID-19 pandemic. During the reporting year, we organised various programmes such as the Peer Mentoring Training Programme, Leaders for Tomorrow Training Programme and Positive Thinking Workshop, in the hope of giving children and teenagers of all ages and backgrounds the space to express their emotions and learn how to deal with their own and external stressors. We also organised workshops and parent-child activities to enhance parent-child relationships and family harmony.

During the reporting period, we also organised activities to help young people develop resilience through games and learning, while inspiring them to be grateful, feel joyful and become aware of people around them who can help in different ways. This year, various activities such as stress-relieving painting and concentration workshops were held. In addition, our professional psychological and counselling services also offer individuals and families timely help, and provide them with skills and confidence to overcome challenges and difficulties.



94%

out of
4,123
participants

Observed improvement
in the youth's
physical health

85%

out of
9,588
participants

Observed an increase
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and resilience

93%

out of
2,848
participants

Observed improvement
in leadership and
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99%

out of
8,165
participants

Agreed that the
activities help enhance
their sense of
belonging in the
community

Youth outreaching

Since the COVID-19 outbreak in Hong Kong in early 2020, school and work suspensions and social distancing measures have restricted young people's outdoor activities. With less gathering in public places in the district, many outreaching teenagers spent more time at home to make friends online and play on mobile phones, while some have switched to private places such as upper floor shops for entertainment. Under the impact of the social events, there was a significant increase in the number of late-night calls to the young night drifter services hotline for emotional support and requests for support due to loss of contact with teenagers.

The mode of youth outreaching work has also changed in response to the social conditions. Online platforms such as Instagram, Zoom and online gaming competitions are used to conduct live or group activities, such as "Together We Fight" ("I住你抗逆"), eSports Contest (激光中穿梭), Online Talent Fair and "Walk together with the Youth", to keep in touch and connect with the outreaching youth. In addition, the Shatin Youth Outreaching Social Work Team responded more actively and promptly to the needs of the local community than last year, and motivated the outreaching youth to care for their own communities by encouraging them to participate in "A Meal of Gratitude" campaign to deliver warmth and meals to the needy and families, as well as in the YM Volunteer Hair-Cutting 2020 to provide volunteer hair-cutting services for the elderly. In contrast to the previous focus on responding to the needs of the youth themselves, this year's programmes have shifted to promote outreaching youth's awareness of the social conditions and incentives to serve their communities.

In the past, young people with low educational attainment were more often encountered during the late night hours. They were mostly engaged in the retail and catering industries, and had difficulties in enjoying the youth services during normal hours for their long working hours and getting work off late at night. Therefore, social workers would organise activities catering for their interests, and provide referrals for further studies and employment to offer them counselling on career planning. Due to the pandemic last year, the number of young people gathering at night has been greatly reduced, which makes it difficult for the workers to reach out to the youth at risk in the district at night. The workers would therefore need to organise activities to invite the attendance of the youth they already know, so that they can get to know their friends and provide relevant assistance.



¹²World Health Organisation. <https://www.who.int/news-room/fact-sheets/detail/physical-activity>

School Social Work Department

Feeling helpless and anxious in the face of repeated delays of the examination period amid the pandemic, the 2020 HKDSE candidates are in need for physical and mental health support as the examination date remains uncertain. A series of DSE related activities and chat-cheering sessions are held during the DSE period, which include regimens and recipes for good sleep quality shared by Chinese medicine practitioners, and busking with YouTubers for relaxation.

Ms Yuen Shuk Yee, a registered social worker at the YMCA's School Social Work Department explained, "mock exams weren't able to occur for this year's DSE candidates, and there is no explicit 'last day' for their preparation due to the outbreak. As candidates heavily rely on tutoring and preparation classes, all these have significantly hindered their study. They have been forced to study at home, restrained from visiting self-study rooms. It would be an inefficient setting for studying if they are surrounded by noises at home, which will stress them out."

Candidates also reported that the short notice and haste of the postponement disrupted their study plans and they felt a mix feeling of overwhelm, angry, worry and confusion. Coupled with fear of being infected in the examination hall, students are further stressed by the examination and their health conditions.

During the DSE period, a newsletter regarding anti-epidemic and school suspension was published for parents to build a strong parent-child relationship by encouraging them to use caring words catering for the needs of the candidates. She explained that candidates now needed affirming phrases, such as "I know that you are working hard"; and "we got your back".

The programme also promotes mindfulness, advising that students can wake up early in the morning to examine and feel their emotions, and to be aware of how they feel in the moment. This is also helpful for them to keep a positive attitude and fall sleep more easily.



Kwun Tong Centre and Jordan Centre

In the midst of the COVID-19 pandemic, the Jordan and Kwun Tong Centres have provided free online English conversation classes and online homework tutoring sessions for low-income and sub-divided unit families to support children's home learning during school suspension. Some parents said they felt the warmth of Hong Kong and were able to put their minds at ease with some breathing space. Some secondary school students who volunteered as tutors said that they felt the same way about the suspension of classes and that they had woken up early to teach their students, which had strengthened their sense of responsibility.

Ms. Ngok said her Primary 2 daughter had been attending the English conversation class at Jordan Centre since last month. She managed to have an hour-long online conversation with a volunteer tutor and had her pronunciation corrected. Ms. Ngok praised the organisation for its prompt response, not only distributing household supplies, but also meals and children's books to the grassroots in the early stages of the pandemic, taking care of the needs of families. She said, "Hong Kong is filled with warmth because of these organisations".

Mrs. Fu, a mother of three daughters, said that her daughters, who were also reluctant to learn English at primary school, began to enjoy learning English after receiving lessons from a young student tutor. They are now confident enough to read out English words. She described the support she received from the organisation as close and compacted. Despite the pressure of her job, she felt calmer with the help of volunteers to guide her daughters in their studies.

YMCA Kwun Tong Centre Assistant Executive Officer, Ms Sze Chun Chun, said that all the tutors participating in the programme were volunteers. For example, there are currently about 40 students from secondary schools and tertiary institutions participating as volunteer tutors in Kwun Tong, serving 58 primary school students. It takes only a few days from application to formal participation in the programme, and student recruitment will continue until classes resume.

Elder physical and mental health, wellbeing and empowerment

We have set up various elderly service points for multiple purposes, including Neighbourhood Elderly Centres, Residential Care Homes for the Elderly and Elderly Community Centres, which provide day care, residential care, rehabilitation, health education, social, recreational and sports services. Each of which is led by a professional team of doctors, nurses, physiotherapists, occupational therapists and social workers. During the reporting year, we designed a series of activities addressing the physical and mental needs of the elderly, so as to maintain and improve their physical and mental functions, focusing on training areas of balance, muscle strength, physical coordination and cognitive functions.

In addition, we are actively promoting various sports, including fitness equipment training and chair dancing. In the early 2020, we introduced sports such as light volleyball, taspony¹³ and walking football through "Project Joy" programme. Despite the impact of the pandemic, participants of walking football are able to stay home to practice and build up their muscles for maintaining their physical and mental health through videos. The community sports programme Mapperthon Sports Project organised by Chinese YMCA of Hong Kong and The Hong Kong Jockey Club also incorporated information technology and intergenerational themes in its activities. As the saying goes, prevention is better than cure. Early prevention of diseases and attention to daily habits are key to maintain good health. In view of this, we have held different talks to impart knowledge about diet, Chinese food therapy, urban diseases and infectious diseases.

The emotional needs of the elderly has always been taken into the care of YMCA. Impacted by the pandemic this year, the elderly had fewer opportunities to go out, while those under the care of our homes were unable to meet their family members and friends in person, which affected their emotional wellbeing. During the reporting year, various activities were organised to help the elderly relax, express their emotions, and connect with their mind and body, including aromatherapy, floral therapy and sharing groups. We also organised knowledge and skill-based activities during the reporting year, as well as various community-oriented activities to boost the sense of purpose felt by our service users, thus enhancing their fitness and especially psychological quality to help them get rid of loneliness.

Connection with the community also has an impact on mental health. We support people in the community in ways of catering for their basic needs such as meal delivery, and connecting with people at all levels including initiatives to send health and happiness, and home visits, so as to make them feel cared for and supported spiritually.

100%

out of
2,446
participants

Observed improvement in
their physical health

98%

out of
496
participants

Observed improvement in
their mental and emotional
health

100%

out of
317
participants

Agreed that they have
developed a higher sense
of purpose



¹³ A sport similar to tennis but uses a sponge ball and bare hands.

Sharing from service user

The Chinese YMCA of Hong Kong - Jockey Club Mapperthor Sports Project

After months of waiting patiently for the pandemic to subside and come under control, a group of golden age sports volunteers are finally able to go out into the community and provide sports support services.

Over the past year, many indoor and outdoor activities have been suspended as a result of the pandemic, and the programme is no exception. For example, the sports volunteer training classes have been postponed, making it difficult to complete the basic 20 hours of training. It indeed takes tremendous efforts to volunteer in elderly centres.

The sports volunteers cherished this opportunity and did not hesitate in their preparations by practising their taspony instructions. One of the golden age volunteers, Ambrose, revealed that he was a new volunteer: "I was still a student when I last volunteered!" He joined the sports volunteer programme because he wanted to get more exercise under the pandemic and found it very meaningful after his first volunteer service. He was very happy to be able to re-engage with volunteering through sports teaching and to help himself and others.

The satisfaction of accomplishing missions by putting your knowledge into practice to help others, and ultimately encouraging the elderly to do sports as a true "knowledge inheritance", can only be grasped through experience.



Promotion of community health

YMCA has always advocated the concept of holistic rehabilitation. In line with the Government's policy of promoting medical-social collaboration and strengthening primary healthcare in the community, YMCA is committed to putting forward medical-social collaboration, in response to the service needs of the community led by an ageing population.

Founded in early 2020, YMCA Healthcare Professions Department comprises a multi-disciplinary team of physiotherapists, speech therapists, occupational therapists and sports therapists to provide one-stop rehabilitation, hydrotherapy and specialist training services. In addition to outpatient services, the therapists also regularly visit the YMCA rehabilitation hostels, and elderly and youth centres to provide quality and appropriate paramedical services to our members. With the philosophy that movement is medicine, the team has set up the YM Motion Specialist Treatment Centre in Lai Kee Mansion adjacent to the headquarter to provide targeted corrective exercise training to patients with sports injuries, and movement-based treatment packages to reinforce the therapeutic effects and achieve prevention and treatment of injuries through dynamic analysis and functional movement assessment.

Under COVID-19, YMCA Healthcare Professions Department has been committed to providing online courses and seminars to individuals from different sectors of the community, so that they can learn and add value to their "self" healing knowledge even in the midst of the pandemic. Social platforms also serve as an effective and flexible channel for the team to share their knowledge and promote the importance of rehabilitation exercises. YM Motion has taken a new initiative on its Instagram page by launching the 21 Days Stay Active programme, which encourages people to do regular therapeutic exercises at home to maintain their physical and mental health.



07

In all thy ways acknowledge him,
and he shall direct thy paths.

Proverbs 3:6

Skills and Productivity

We strongly believe that in many service recipients' view, receiving help to become self-reliant is more vital than any other tangible assistance. Due to social constraints, some talented and capable people may find it difficult to move up the social ladder. In view of this, YMCA strives to offer educational and vocational support to reach out to different service targets, and provide them with more opportunities for development. Our service scope includes education services, social enterprises, rehabilitation services and sheltered workshops.



Education services

Early childhood and primary education

Youth is the cornerstone of a prosperous society, and we must equip our young people with the ethics and knowledge for meeting future challenges. Built on the Christian faith, we nurture students in their holistic development of moral, intellectual, physical, social, aesthetic and spiritual aspects. We promote multiple intelligences (MI) in teaching to equip students with different skills and give full play to their strengths and talents.

For example, teachers at Chinese Y.M.C.A. Primary School have adopted various innovative learning and teaching methods for Chinese and English subjects respectively to improve students' language proficiency. For Chinese subject, a combination of picture-book teaching and experiential learning allows students to experience the current hardships faced by the elderly. With the help of picture book guides, we can help develop students' values and train them to resolve the elderly issues by STEM skills in the course of improving language skills and acquiring a deeper understanding of STEM problem solving skills. For English subject, English Literature Reading Program is offered to lower primary students to foster their appreciation towards English literature from an early age.

During the pandemic, Chinese Y.M.C.A. Primary School swiftly implemented "blended learning" in its teaching to offer online and offline learning support. With the majority of the teachers certificated as Google Educators, the school fully utilises Google Classroom and Zoom for real-time online lessons. While students interact with teachers in real time through Zoom, Google Classroom assists in assigning and receiving assignments, and collecting learning data. In addition, the school uses multiple online learning platforms such as Nearpod, Padlet and Kahoot to facilitate a fun and interactive learning, and the collaboration between students for the best learning results.

In 2020/21 financial year, we operated three kindergartens and two primary schools, serving 1,603 children from 2 to 12 years old.



Secondary education

We firmly believe in the purpose of education for helping students seek truth by inspiring them to become creative and critical thinkers. In the context of the pandemic, Chinese YMCA College developed innovative teaching and learning methods. In 19/20 school year, we incorporated "blended learning" to provide online and offline education curriculum, of which online education extended the learning hours of students as its advantage. In addition, we also upgraded the hardware equipment in classroom, allowing teachers to utilise different mobile devices for more active in-class interactions. Chinese YMCA College deployed its wireless network across the whole campus, covering every classroom, special room and playground, and implemented "Bring your own device" (BYOD) policy in each grade level. The use of applications (apps) facilitates in-class learning and helps students learn abstract knowledge. Students can also use tablet computers and mobile devices to learn on campus. To aid students in learning from reading, the school library utilises augmented reality (AR) technology to promote cross-curricular reading.

Last year, with donations from various organisations, the school gave or lent tablet computers to students in need for learning purposes. This year, the school would also provide lending services to freshmen who do not have a tablet, so that they will not be denied access to digital resources or experience a digital divide due to financial constraints. Every year, the school collects data on the number of students who have a tablet or mobile device. Home visits are also conducted to understand students' family background.

In 2020/21 financial year, we operated two secondary schools, serving 1,636 teenagers from 12 to 18 years old.





Chinese Y.M.C.A. Primary School - The Happiness Project

Over the past year of social unrest, pandemic and uncertainties, children are inevitably affected. Chinese Y.M.C.A. Primary School has been providing life education to primary school students through planting and cooking activities for this school year. "We hope that children can learn to be thankful in their daily lives, because sometimes we cannot change the environment, but how things go often depend on our attitude," said Miss Chow Ka Lai, who planned and promoted the programme "Joyful Gardening and Cooking".

This curriculum won the First Award for Outstanding Life Education Teaching Plan in art education, physical education and non-formal curriculum categories.

Through experiential learning activities piloted in Primary 3, including vegetable gardening and food preparation, students are able to develop a sense of responsibility, commitment and gratitude. The activities integrate the four levels of "knowing", "feeling", "will" and "action". "Knowing" refers to knowledge, as Miss Chow explained. Through planting, students learn about the essences for growth, life cycle and characteristics of red amaranth and white radish; "Feeling" comes from the siesta when students voluntarily go to the garden to water the vegetables they planted and record their growth, so that they can appreciate the wonder and uniqueness of life and reflect on the fact that they are also nurtured and cared for by their families and teachers. When the students have developed a sense of gratitude, they will have the "will" to thank those who nurtured them. Finally, they will be motivated by the will and take "action" to respond to the love of others by making their own food and giving it to those who love them.

Looking back on the curriculum, Miss Chow smilingly said that the biggest challenge was the sudden onslaught of the pandemic. "some of the students in the class were growing white radish, and because of its long growing cycle, they were expecting the harvest in the next semester, but the sudden suspension couldn't allow them to do so. Still, she thinks the curriculum has achieved its expected results overall. "I was very happy to see the students cherishing and excitedly taking home the red amaranth they planted with their own hands to share with their parents. I was also surprised that some of them chose to give the home-made food to their teachers and workers as a token of their gratitude to them. We were very touched to have received the food as well."

Chinese Y.M.C.A. College - Innovative physical education with electronic bracelets

Many students associate exercise with pain, said Chinese YMCA College Physical Education Panel, Mr. Tam Chi Chung. Therefore, he purchased electronic bracelets and revised the curriculum to implement innovative physical education lessons, increasing the incentive for students to exercise and knowing the physical limits of students more precisely. This is to strike a balance between exercise and health based on the students' heart rate during exercise, so as to encourage capable students to run faster, and to avoid accidents from the strain of overwork by observing their performance based on data. "An overweight student's heart rate may have reached 80% after running for a bit, so if he is asked to run faster, he will only become frustrated and may even injure himself." The innovative ideas have won Mr. Tam the first-ever "Innovation Teacher Award" from the Hong Kong Education City, recognising his ability to make good use of technology and to successfully implement innovative teaching methods in education.

The introduction of electronic equipment has helped with training and made the calculation of the heart rates more easily, said Secondary 5 students Chow Tsz Chun and Fung Lam, who are studying Physical Education for Hong Kong Diploma of Secondary Education (HKDSE). Chow Tsz Chun explained that he could know his limits in his daily training by observing his heart rate to prepare for the DSE practical examination.

"I used to practice aimlessly, but now I know my limits, so even if I feel tired, I will continue to practice if my heart rates haven't exceeded my limits. It used to take three months for me to grasp my best pace, but now it only takes about a month, which saves a lot of time." He smilingly said that he has also learnt the way to calculate his heart rate and exercise performance during the training, which has reduced the time spent on written tests, and is even useful in motivating his family by scientific data to exercise.



Chinese Y.M.C.A. Secondary School - Blended Learning

In response to the impact brought by the pandemic, the school has implemented "blended learning", giving full play to "Ching Chong G21" to maximise the benefits of online and offline teaching. All teachers are well versed in online teaching to assist students in using the well-developed e-learning software and hardware by the school, especially Google Classroom in full-scale implementation, which allow students to practise online learning at home and to attend on-campus classes for pre-study and classroom interaction, so that the learning pace remains uninterrupted and students can develop self-learning skills.



100%

out of
51,251
participants

Followed the suggested
career/life plan



Vocational training

To ease the transition from school to work, YMCA College of Careers offers quality vocational training for secondary school students. Our placement-tied courses under the Employees Retraining Board (ERB) programme enable students to equip with the skills and knowledge for employment. The certification programmes cover a broad range of subjects including business, hotel and tourism, design, healthcare, social services, and environmental studies. Our students generally secure full-time employment within two months after graduation. In addition, workshop for online job interview techniques is added to the training courses in New Territories Centre to cope with the new normal of employment, while various vocational training courses and programmes are held by Kwai Tsing and Tsuen Wan Youth Outreaching Social Work Team to prepare teenagers for employment.

Social enterprise

Our social enterprises aim to offer professional training and relevant work experience to our service target and create job opportunities for them. At present, there are six social enterprises under YMCA umbrella, namely New Creation Depot, YM CAFé, YM Tuckshop, YM Store, YM Balloon and YM Fleur, of which YM Balloon and YM Fleur are featured in the report for the year to introduce the impact and contribution of the social enterprises to our service target.

YM Balloon

YM Balloon targets people with hearing impairment by employing and training them into professional specialists in balloon arts. Under the leadership of sales officers and planners, YM Balloon provides various balloon-related services such as balloon-arts decorations, training and workshops, balloon artist on-the-spot twisting and various balloon products retails. Training, set-up and sales to businesses and non-profit organisations constitute a mainstream income of YM Balloon. 14 hearing impaired individuals have been hired since its foundation, three of which have been hired as full-time assistant balloon planners as of May 2020, and eight additional part-time assistant balloon planner positions have been created by the social enterprise.

Impacted by the pandemic over the past year, classes and set-up services were mostly cancelled. In order to stabilise the development of the social enterprise, the Association has shifted to online teaching, while having changed the operation mode and applied for different grants to cope with the impact. We hope that after the pandemic has stabilised, we can expand our services to involve more hearing impaired people and help them position themselves in society.

YM Fleur

YM Fleur chiefly recruits women from low-income families to up-cycle flowers into floral products, which are sold through an online platform, accounting for 40% of YM Fleur's income. The remaining 60% of the income is contributed by the workshops enhancing the physical, mental and spiritual integrity for NGOs, schools and businesses. Funded by a grant from the Enhancing Self-Reliance Through District Partnership Programme, YM Fleur has employed 12 staff members since its inception, with a total of six part-time floral assistants hired this year.

During the reporting year, YM Fleur received salary subsidies and one-off grants under the Employment Support Scheme and Retail Sector Subsidy Scheme under the Anti-epidemic Fund. In response to the pandemic, the teaching workshops were conducted online with enthusiastic response. In order to expand its business, YM Fleur is considering to launch DIY kits and video instructions for customers to make their own products at home. Looking ahead, YM Fleur expects to generate more social benefits by employing more women from different sources and developing more products that can be easily mass-produced to create more job opportunities for women.





Rehabilitation services / Sheltered workshop

In view of the insufficient support for disabled people, we hope to provide them a suitable place to cater for their immediate needs and job opportunities to become self-reliant, as well as to relieve the pressure of caregivers. At present, YMCA is operating a centre for the deaf, three hostels and two sheltered workshops.

Since 1967, Y's Men's Centre for the Deaf has been providing a diversity of activities, group and skills training, and sign language interpretation services to cater for the needs of the hearing impaired individuals. In addition, the Centre offers sign regular language courses and organises public education activities to promote communication between hearing and hearing impaired people, in the hopes of achieving "Deaf-and-Hearing Inclusion". Currently, there are three sign language interpreters and 644 members in the Centre. During the reporting year, the Centre served over 21,000 people and provided 535 sign language interpreting services, reaching 4,531 people. Due to the severity of the pandemic, the Centre's activities were conducted online this year to maintain interaction with the members.

the number of trainees at the two sheltered workshops for 2020/21:

128

trainees in **Yung Sheng** (98.5%)

161

trainees in **Home of Love** (94.7%)

The type and the number of jobs, and the number of working hours at the sheltered workshops for 2020/21

The three subvented hostels for moderately mentally handicapped persons provide residential and nursing care, operating in accordance with the Social Welfare Department's Code of Practice for Residential Care Homes (Persons with Disabilities), Guidelines on Drug Management in Residential Care Homes and the internal service quality standards. In particular, sheltered workshops are set up at Home of Love and Home of Love - Yung Shing Hostel (Yung Shing Hostel). The two supported hostels are located in Sheung Wan and Fanling respectively, while Home of Love - Wah Fu Hostel is situated in Aberdeen. At present, both Home of Love and Yung Shing Hostel have achieved 100% occupancy rate, while that of Wah Fu Hostel reaches 97.1%, providing a total of 168 hostel places for the needy.

The sheltered workshops serve the purpose of providing on-the-job training to hostel residents or other disabled persons who are unable to find work, so that they can learn to work with others in a safe and protected environment, and to earn a living from it. Figure 3 shows the data of each sheltered workshop. The work in the workshops were approached by the officer in charge and the trainees were assigned to work according to their abilities, mainly in packaging, banner printing, souvenir production and venue decoration. About 5% of the trainees had the opportunity to be assigned to more complex tasks such as car detailing, exhibition services and cleaning services. **Table 3** shows the types of jobs, the number of jobs and the number of hours worked at the sheltered workshops during the reporting year.

Type of jobs	No. of jobs (times)	Working hours
Gift Packaging	362	118,937
Letter Packaging	161	34,268
Machine sewing	7	105
Banner production	75	1,125
Souvenir	23	690
Printing	24	69
Venue setup	3	120
Logistics services	21	109
Cleaning services	5	91
Catering services	7	97
Exhibition services	2	12
Car detailing	8	453

Table 3

08

Giving diligence to keep the unity of
the Spirit in the bond of peace.

Ephesians 4:3

Social Inclusion





Global citizenship

As part of the global YMCA movement, we strive to stay connected with YMCA members around the world, offering the members greater exposure to overseas YMCAs, and thus enhancing their cultural intelligence by broadening their horizons.

Due to the restrictions of anti-epidemic measures on cross-border under COVID-19, the "Global Y Trainee Programme" and "Global Y-Connect" could not be carried out in physical setting, so we swiftly planned to conduct "Global Y-Connect" online. We joined hands with other regional YMCAs to organise "Global Y-Connect - Sharing" with more than 30 event sessions, connecting a total of 12 overseas YMCAs from Europe, South America and neighbouring Asian regions and over 200 participating overseas and local YMCA members. Sharing and discussions on topics such as international culture, mental health, traditions and sustainability were conducted. With the experience of this year, we will have more in-depth cooperation and exchanges with overseas YMCAs in the coming year. As in-person exchange was not possible at the moment, we arranged for an alternative dance performance through a video-call by the Chinese Y.M.C.A. Primary School students and their peers from sister schools in the Mainland, followed by a peer discussion on dancing techniques and their respective cultures. We also organised various events for YMCA members to learn about different cultures and provide them the opportunities to integrate with different ethnicities in communities.

91%

out of
2,556
participants

Observed an increase in
cultural quotient (CQ)



Change Agents

Since its inception in 2014, Change Agents aims to nurture youth leaders through various international youth conferences, overseas exchanges and training activities for developing youth services projects. Through the participation in a series of international training events, our four Change Agents have raised their awareness and focus on global issues and disadvantaged communities.

At the early stage of the COVID-19 outbreak, the society was flooded with confusing information about the virus, while insufficient public health awareness and anti-pandemic fatigue in the society threatened the physical, mental and social wellbeing of the community. The four members of Change Agents were eager to bring positive impacts and energy to the community with their teamwork. Giving full play to their own talents, the four Change Agents integrated accurate information through graphic design and videos, and disseminated it to local and overseas residents through our network. The video and posters were successfully produced, attracting over 5,000 viewers and benefiting people from Hong Kong and around the world. The four members exchanged the pandemic information with overseas youth volunteers to impart the knowledge of the impact brought by the pandemic on young people and their hardships, and offered them support and encouragement as fellow travellers to help them face difficulties with a more optimistic attitude and to improve their psychological quality. The project raised public and international awareness of the youth development under the pandemic by various means.

Senior inclusion and participation

Some elderly with impaired mobility, limited social network, or lacking the sense of belonging may gradually isolate themselves from social life and become socially inactive, finally resulting in social disconnection and even becoming hidden elders.

In order to break this divide and further mutual understanding, respect and appreciation between generations, we organise different activities to bring the elderly to different things and keep them updated with the latest information in the community, which also allows young people to engage with the elderly and enhance intergenerational communication and mutual understanding by means of communication through visits and services. Smart technology has become inseparable from our lives, and the elderly often feel excluded because they do not have the knowledge of it. Therefore, we organise courses on computers, smart phones, and the use of social media, while setting up elderly ambassador programmes to enhance the seniors' understanding of community resources and their ability to receive information, thereby tightening their social bonding with friends and relatives, and the community.

Sponsored by the Hong Kong Jockey Club Charities Trust, the three-year Chinese YMCA of Hong Kong - Jockey Club Mapperthon Sports Project is a volunteer programme that combines sports, technology and intergenerational inclusion to bring youth and the golden aged together as sports volunteers to serve the elderly and the community, aiming to expand the network and vision of the elderly, technology and social services. During the reporting year, Mapperthon Sports Project maintained the online Youtube channel to promote technology education for the elderly, and developed a gerontechnology and digital learning platform for mutual learning and support between youth and the elderly. Some physical services of the sports volunteers were unfortunately suspended due to the pandemic.

100%

out of
279
participants

Observed an increase in mutual understanding, respect, and appreciation between the younger and older generations



Digital technology

Many physical services have been suspended in response to the COVID-19 anti-epidemic measures and social gathering restriction. We are actively utilising different means and platforms to keep in touch with our members, which accentuates the importance of digital technology, positioning digital inclusion as one of the three pillars of our strategy. For example, Chinese YMCA College has implemented the Bring your own device (BYOD) policy and deployed wireless networks broadly covering every classroom, special room and playground. Not only do we provide digital technology teaching on campus, but we also put great efforts in offering more digital resources to our students. With the sponsorship of various organisations, more students are able to access tablet computers for learning. Other service units have also organised activities to promote digital integration, giving more members and the community access to digital knowledge and resources, such as introduction to the use of different smart products for the elderly, the application of smartphone apps in daily life, and cooperation with research companies on building technology and service cooperation platforms. We will strive to narrow the digital gap between our members and the community to achieve digital inclusion in society.

He hath made everything beautiful in its time: also he hath set the world in their heart, yet so that man cannot find out the work that God hath done from the beginning even to the end.

Ecclesiastes 3:11

Protecting the Environment

Every organisation or business may unavoidably impose burdens on the environment, and the YMCA is committed to reducing carbon emissions with the goal of reaching carbon neutral by 2050. The YMCA's environmental policy is driven by the Environmental Working Group composed of staff members from different departments and job functions, including social services, school, hostel, and administrative support (property and knowledge management). The Working Group is responsible for outlining environmental guidelines and environmental quality standards for all departments, together with a work of scope on environmental audits, community programme implementation, and staff training on environmental issues.





The Association received a number of green certifications in 2020/21 and wide recognition for our performance in environmental projects, including:

"Charter on External Lighting"
Platinum Award for over 20 service units of YMCA

Green Organisation Certification for YMCA Kowloon Centre (including the Administration Building, activity building, the Cityview and YMCA College Of Careers)

YMCA's participation in Energy Saving Charter 2020 & 4T Charter Schemes

For the Cityview:

- EarthCheck Gold Certification
- ISO 50001: 2018 The Energy Management System (ENMS) Certificate
- The Gold Class of the Food Wise Eateries
- Hong Kong Green Organisation Energywise Certificate

For the Harbourview:

- Bronze Award at 2019 Hong Kong Awards for Environmental Excellence in "Hotel and Recreation Clubs" sector
- Hong Kong Green Organisation Certification of the Environmental Campaign Committee
- Certificate of Merit at HSBC Living Business Awards 2019
- BOCHK Corporate Environmental Leadership Awards of the Federation of Hong Kong Industries in "EcoChallenger" category

Environmental education



The theme of Plastic-Free Hong Kong 2020 was "7 Days No Plastic Challenge", which encouraged citizens to join the "No Plastic life" challenge for 7 days in their daily life by sharing their social media posts and tagging their friends to join the challenge. The challenge got the supports of over 400 posts to put the No Plastic life into practice.

Sponsored by the Jockey Club Charities Trust, Project Be W.I.S.E., a green building and energy saving project launched by YMCA Kowloon Centre, would commence in the end of 2021 and is expected to be completed by the end of 2022, including the replacement of more than 10 lifts, four escalators and other electrical and cooling equipment to be more eco-friendly and energy-efficient. At the same time, LED backdrops will be installed in the stadium to reduce the use of disposable backdrop materials and to help organise interactive rehabilitation VR education activities.

During the reporting year, the "NGO Programme for Energy Saving Activities" project sponsored by CLP Power held various events in the community to educate the public on energy saving products, methods and tips for energy-efficient living.

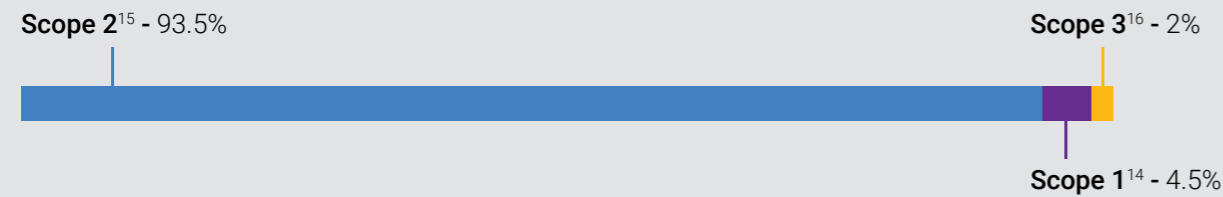


Environmental management

Energy and climate change

Most of greenhouse gas (GHG) emissions from YMCA were derived from electricity, followed by mobile and stationary combustion sources, including boilers, gas, cooking stove, and motor vehicles. A small percentage was contributed by freshwater/sewage processing and GHG emissions from refrigerants. As the service units and facilities of YMCA were closed most of the time due to the pandemic, carbon dioxide emissions were significantly reduced over previous year.

GHG emissions - 11,957 tCO2e



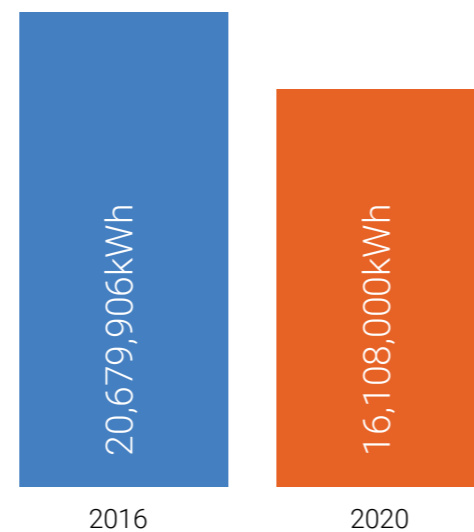
GHG emissions¹⁷

11,957
tCO2e

GHG intensity

0.11
tCO2e/m²

YMCA electricity consumption



While electricity consumption declined from last year, we will continue to monitor energy usage proactively and conduct annual assessment to improve energy efficiency. According to the energy audit report for most of the job functions, air conditioning and ventilation facilities consumed the most energy (54%), followed by other equipment (28%), lighting system (9%), elevator operation (6%) and cooking (3%).

¹⁴ Direct greenhouse gas emissions from machinery/tools owned or controlled by the organisation: e.g. emissions from the combustion of boilers and vehicles in daily operation
¹⁵ Indirect greenhouse gas emissions: greenhouse gases generated when an organisation purchases electricity for its own use
¹⁶ Other indirect greenhouse gases: emissions from sources not owned or controlled by the reporting company, such as emissions from the production or transportation of purchased materials, or from the use of products or services sold
¹⁷ The calculation of emission data makes reference to the methods as documented in the Greenhouse Gas Protocol established by World Resources Institute and World Business Council for Sustainable Development (WRI/WBCSD)

To increase the intake of renewable energy, photovoltaic systems have been installed at the Harbourview, Wu Kai Sha Youth Village and the rooftop of the New Territories Centre. The solar energy is harvested, and surplus electricity will then be sold to the energy grid. Details of the existing solar panel installations is as below:



The Harbourview /Rooftop

Total area
910mm X 670mm

Electricity output
100W

Wu Kai Sha Youth Village /Canteen rooftop

Total area
Mono PV: **132m²** BIPV: **42m²**
Poly PV: **240m²**

Electricity output
61kW

New Territories Centre /Rooftop

Total area
12m²

Electricity output
3kW

Energy consumption

16,108 ("000) kWh

Energy intensity

153.6 kWh/m²

Renewable energy produced and sold

53.9 ("000) kWh

Waste treatment

YMCA generated 1,038.27 tonnes of general waste during the year, representing a decrease of 660 tonnes compared to last year. Recyclable waste such as waste paper, plastic bottles, aluminium cans and glass bottles are collected internally and then recycled by third-party companies on weekly basis; chemical waste including batteries, paints and damaged fluorescent tubes undergo internal collection and proper segregation before collected and recycled by third-party companies.

For food waste treatment, the Habourview has installed a bio-type food waste processor to decompose a small portion of food waste from the restaurants (such as eggshells and coffee grounds) into fertiliser. The nutritious fertiliser is used in the hostel rooftop garden for organic farming of various plants and vegetables, such as aloe vera, peppers, lemons, hairy gourd and papayas. Food waste gathered daily by the Cityview is collected by third-party companies on-site for treatment. Food preparation process is well planned in both hostels, with "first-in-first-out" principle adopted for food storage. Portions of food are also pre-allocated in buffets, and the food replenishment will be slowed down an hour before the end of the buffet session. The collected waste cooking oils from the restaurants is picked up by third-party companies for recycling every two weeks.

In addition to waste treatment, we also promote the environmental 3Rs of "Reduce, Reuse and Recycle" and achieve waste reduction at source.



Reduce

- Reducing paper use at source
- Setting up self-developed umbrella dryers
- Giving straw at request
- Reducing bottled water in hostel rooms

Reuse

- Reusing festive decorations and event banners (reusing glass bottles for Christmas decorations)
- Reusing alcohol hand sanitiser bottles (purchasing alcohol hand sanitiser refill in large volume)
- Retrofitting waste materials into useful items (using discarded advertising banners as the black-out cloth of the rooftop chillers)

Recycle

- Launching and participating in different recycling programmes

10

According as each hath received a gift,
ministering it among yourselves, as good
stewards of the manifold grace of God.

1 Peter 4:10

Supporting Y Staff and Volunteers

YMCA owes its sustainable development to the dedication of over 1,500 full-time staff and nearly 11,000 volunteers who are committed to providing quality services to our members. As a responsible employer and an organisation that advocates the wellbeing and the development of individuals, the YMCA places great importance on the health, safety and security of our staff as well as their career development.

Training and development

Staff training

To facilitate the professional development of our employees, we offer various training opportunities and courses to provide all-round development and catering for both existing and new staff members, such as employee orientation seminar. In response to the pandemic, we provide training on the theme of "Occupational Safety and Health - Hygiene for Epidemic Prevention", together with online training seminars on social issues, such as "Project 404" youth emotional support training and "Seminar on the Law of Youth Participation in Social Actions" to enhance the staff's awareness of such issues.

In 2020/21, total investment in staff training amounted to more than HKD410,000, providing a total of 9,115 hours of training to 993 staff.



Total investment in staff training:

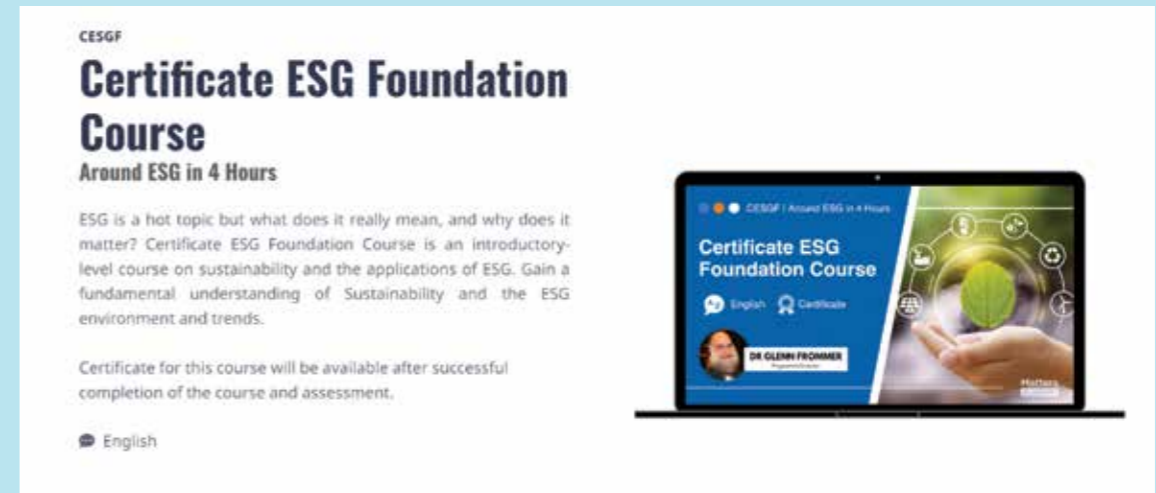
HKD 410K

Total training hours:

9,115

"ESG Foundation Certificate Programme"

During the reporting review, some of our staff members completed the "ESG Foundation Certificate Programme" and passed the course assessment. In the future, we intend to provide more opportunities for our staff to acquire knowledge on environmental, social and governance issues through seminars and courses for better ESG integration into YMCA's operations.



Monica Cheung - Communications Officer:

The course presents the concept of ESG in videos and visuals, facilitating the understanding of the ESG fundamentals for participants who are unfamiliar with the topic. In addition, the course demonstrates the topic by using a number of real-life examples to enhance the application of ESG in society.

Tony Law - Communications Officer:

The ESG online training provides an understandable video presentation on the key aspects of Environment (E), Society (S) and Governance (G), complemented by a real-time online quiz to reinforce the knowledge and concepts.

Isaac Yeung - Service Development Officer:

This is my first opportunity to learn about ESG. The video gives a vivid introduction to the core concepts, allowing me to grasp the basics of ESG in just four hours, which will benefit the sustainability work of YMCA.

Jessica Shiu - Executive Secretary:

'sustainability is not just empty talk. Global sustainability depends on good corporate stewardship to assume the responsibility for the environment, social responsibility and good corporate governance, but not just to focus merely on business development. Attending ESG Matters training is an important first step in aligning yourself with the world trend of ESG, and equipping you with pragmatic strategies and knowledge of basic principles.'



Health and safety

We are committed to providing a safe workplace for our employees. In response to the known potential risks, we have put in place a range of measures to reduce work-related risks and hazards, including the identification of potential occupational risks and timely interventions (such as voice therapy for teachers suffering from voice disorders). We regularly organise first aid courses, and occupational health and safety talks to enhance the safety awareness and knowledge of our staff in the workplace. Various courses are also organised to promote physical and mental health among employees, including healthy diet, exercise therapy and meditation exercises.

In view of the worsened COVID-19 pandemic, we have implemented a "work from home" policy to ensure the health and safety of our employees, assisting them in the use of online software to handle their daily work. Additional measures have also been taken to ensure the safety of our hostel staff, including free voluntary testing for COVID-19 and the supply of anti-epidemic materials (masks, disinfectants and protective gear).

Occupational injury rate:

2.82%

Sick leave absence:

1.97%
of working hours

Volunteer training

We are grateful for the energy and time that our volunteers brought to YMCA and to the community we serve in 2020/21, especially in the face of a dire pandemic. Their enriched experience and skills manage to maintain the service quality of YMCA. Since our volunteers come from diverse backgrounds, it is our responsibility to ensure that they are equipped with the required skills and the capacity to help people. In addition to the inductions for imparting YMCA's values and culture, we also offer ongoing training opportunities to volunteers, including Aromatherapy Volunteer Service for the elderly and DIY dried flower retractable key chain workshop. Trainees will be provided with internship opportunities after training to put their learning into practice. In 2020/21, total investment in volunteer training amounted to 12,472.5 hours and HKD312,125.5, with a yield of 73,114 hours of volunteer service.

Average hours of service:

6.76
hours per volunteer

Average years of service:

3.28
years per volunteer



Volunteer interviews

Young mixed descent offers musical instrument classes to the underprivileged to help build confidence in grassroots children

Desmond, aged 22, is Nigerian-Chinese who speaks fluent Cantonese. He started learning Beatbox in his second year of secondary school, using his tongue to imitate the sound of drums and guitars to create powerful rhythms. He was once a young night drifter, but his Beatbox skills were discovered by our social worker "Chung Sir" at Tsuen Wan Centre a few years ago. Desmond was invited to perform for the residents in Tsuen Wan and commanded big applause from the audience, which greatly boosted his confidence. Desmond is now a graduate of tertiary education and continues to perform and teach musical instruments to SEN (Special Educational Needs) children at various community centres. Desmond was grateful to Chung Sir for his appreciation back then, which made him appreciate himself again and determined to help other neglected people.



Golden age volunteer strikes a balance between taking care of her husband with stroke and promoting gerontechnology

May's husband almost lost his life due to a stroke about 20 years ago, and May prayed to God for keeping her husband with her, with a promise to serve the Lord well. After retirement, May became a volunteer as promised. Fortunately, her husband's condition has stabilised and she is able to visit the elderly at the Tin Ping Neighbourhood Elderly Centre regularly with her VR glasses and tablet computers to introduce the elderly to technology.

May, who worked in a pharmaceutical company before retiring, admits that she had little access to innovative technology in the past, but she still worked hard to produce a VR video with a few volunteer members, allowing the elderly to watch a 3D video of the North District through VR glasses.

It is not easy to be a carer, but May says she will continue to volunteer as long as she can to make her retirement more meaningful.



Social work graduate learns the wisdom of life from talks with the elderly in her massage therapy for them

Having studied social work at university, Poon Haa Ying has been involved in volunteer work from time to time, serving children with autism and acting as a mentor for young people. Last year, she signed up for the elderly aromatherapy massage programme "sweet Massage Therapist" without hesitation when she saw that YM Volunteer was looking for volunteers for the event. Every week, she travelled from Shatin to our Chai Wan Neighbourhood Elderly Centre to participate in the service.

Given little chance to connect with the elderly, she has gained a better understanding of the needs of the elderly after attending the aromatherapy massage session for the elderly, such as how the pains affect their lives, and will look at things from their perspective. As a social worker, she hopes to explore more in elderly or youth services, and to help more people in need by listening to their stories.



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And let us consider one another to provoke
unto love and good works.

Hebrews 10:24

Driving Corporate Social Responsibility

We believe that successful corporate-NGO partnerships can drive more businesses to assume social corporate responsibility and thus advance social good. Since 2015, we have been working with corporates in all scales to help businesses demonstrate outstanding corporate citizenship.

Y-Care CSR Scheme

The Y-Care CSR scheme was introduced in 2015 to provide a channel for corporates to respond to the social needs of the wider community. We work with corporate partners to develop CSR programmes that align with their corporate objectives. Training is delivered by our professional social workers and support staff members to ensure a precise awareness and understanding of local and global issues imparted among the corporate staff. The scheme offers a range of community volunteering opportunities under four broad themes, including children and youth, elderly, rehabilitation and ethnic minority, and environmental protection. The nomination terms and conditions under the scheme can ensure the traceability of the corporate donation source. All financial and in-kind donations will be endorsed by the management and be kept as records. At the same time, the programme schedule and valuation will be filled for internal record purpose.

In 2020/21, 19 corporates newly joined the scheme, driving the total number of corporate partners across industries including finance, hospitality and catering up to more than 90. During COVID-19, we have received donations of more than HKD1 million from Y-Care corporate partners, which have been used in purchasing anti-epidemic supplies and basic household necessities for the underprivileged.



Y-Care CSR Scheme & Sport-Friendly Action Awards Ceremony

To encourage and recognise the joint efforts between corporates and YMCA, and corporate support for the underprivileged during the pandemic, YMCA invited Dr. CHAN Pak Li, Bernard, JP, Under Secretary for Commerce and Economic Development, and Dr LAU Kin-wah, Kevin, JP, the Convenor of the Sub-committee on Promotion of Corporate Volunteering for the Social Welfare Department, as the officiating guests and presented awards to 44 Y-Care corporate partners and 23 awarding businesses under Sport-Friendly Action scheme. Due to the pandemic this year, the awards ceremony was held in the format of pre-recorded video, reaching 6,000 views during the broadcasting.



Tsuen Wan Centre: Care and Love to Tsuen Wan Subdivided Unit Families

"Home" is supposedly our most desired cosy place. Many grassroots families, however, are living in cramped sub-divided units for years, where the space for personal, leisure and rest time, and even cooking are very limited, which can easily cause emotional distress to family members, resulting in family conflicts and even affecting the physical and mental development of children.

In order to improve the living environment of the Tsuen Wan sub-divided unit families, the Association introduced "Care and Love to Tsuen Wan Subdivided Unit Families" scheme sponsored by Bank of China (Hong Kong) and Partnership Fund for the Disadvantaged to assist 100 Tsuen Wan sub-divided unit families in home renovation and offer various support, thereby improving their living environment and quality. The planning, design and renovation are conducted by the professional teams and volunteers with care to enhance their living conditions. Even if "home" can hardly be enlarged in size, we can still manage to upgrade and revamp it into a pleasant place for families.

Followed up by social workers, the scheme arranges professional volunteers for home renovation, maintenance, paint work and furniture procurement, making good use of the limited space. Volunteers will also assist in home pest control for better living conditions, while organisers will design and teach simple and sustainable storage methods to help sub-divided unit families form a good tidy-up habit and utilise the space fully. Through touring exhibitions that promote and call forth the awareness of sub-divided unit families among the public and communities, the scheme invites the participation of people from all walks of life to tackle housing issues with social innovative mindsets.

Jordan Centre: Space Transformation

There are 42,000 sub-divided units in Yau Tsim Mong District that continue to grow in number. With financial constraints, the sub-divided unit families either collect or receive furniture and appliances donated by the others, which are prone to short circuits in deficient condition, while improper furniture makes the confined space even more cramped.

Union Bancaire Privée (UBP) has spared no efforts in sponsoring YMCA Jordan Centre 'space Transformation' programme to help the (sub-divided units, cubicle apartments, rooftop houses and shared spaces) households in need in Yau Tsim Mong District improve their poor living conditions and purchase suitable furniture and appliances to enhance the quality of living.

In 2020, the rampant spread of COVID-19 in tenement buildings with many sub-divided units caused anxieties to the households there. In view of the situation, UBP urgently allocated a sum for the launch of "Anti-Epidemic Electrical Appliance" programme to purchase washing machines, two-in-one air purifiers and dehumidifiers, and small air purifiers available for household applications, in the hopes of improving the household environmental hygiene and reducing the virus transmission risk. One of the service recipients, Ms. Chan, was a confirmed case of COVID-19. She said that she lived in a sub-divided unit of only 150 square feet, where the only window was facing the building yard filled with garages. She was left with no choice but to close the window all day long, and the lack of air circulation caused all her family members infected with COVID-19. Later, she received a two-in-one air purifier and dehumidifier, which improved indoor air quality and was also equipped with drying and dehumidifying functions.

From 2020 to 2021, UBP supported 52 cramped-household families in total, 14 of which participated in 'space Transformation' programme; 38 of which participated in "Anti-Epidemic Electric Appliance" programme.





Project YOL

Fully sponsored by the Hong Kong Association of Banks (HKAB), the programme offers professional video production training for the youth through YMCA to assist them in filming realistic videos, so that they can acquire social knowledge and the key to becoming influencers, fostering a diverse personal growth and building optimistic life attitude among the youth.

The programme includes a three-month Internet access service for 150 Primary 5 to Secondary 6 students from low-income families, and training and internship programmes for 60 students with interests in media production and KOL career. We are honoured to have former news anchor Dr. Li Chan Wing as the tutor, and Wong Kam-po, former Hong Kong racing cyclist, and Cecilia Yau, famous fashion designer and corporate image consultant, as our guest speakers to share their views with students.



Sport-Friendly Action

According to World Health Organisation, one in every four adults do not meet the recommended level of physical activity. By creating a working environment that allows desk-bound workers to be more active, corporates will be rewarded with a healthier and more productive workforce. YMCA introduced the "Sport-Friendly Action" campaign early in 2016 to promote workplace health. Employers are encouraged to implement a corporate fitness programme that offers exercises for employees. Participating organisations are evaluated based on their sport-friendly strategies, such as exercise allowance, sport equipment, and training courses and workshops. As of the reporting year, a total of 27 organisations has been certified as "Sport-Friendly Action Awarded Corporates".

While many corporate collaborations have been suspended due to the severity of the pandemic during the year, data collected from corporates indicate that the pandemic does not diminish the care for the physical and mental needs of employees in most enterprises. More measures have been implemented to ensure their safety instead, such as:

- Posting home exercise videos regularly to encourage employees to work out while working from home
- Outlining balanced diet guide to promote good health among employees
- Releasing mindfulness and other stress-relieving videos
- Introducing flexible working schedules when the pandemic gradually stabilises to allow employees to avoid the crowded peak hours

¹⁸ United Nations. (2020). Physical activity



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Economic Performance and Fundraising

Fundraising

The generosity of donors is a huge contributor to YMCA expansion. In addition to regular government funding that maintains our day-to-day operations, corporate and public donations provide us greater flexibility to develop more diverse ministries. In maintaining closer donor relationships, we also share and exchange our values with like-minded businesses and individuals in meetings.

Fundraising efforts from many charitable organisations around the world have been hindered by the global economic downturn and COVID-19 pandemic, and we are no exception. The on-going economic recession has forced many businesses to delay their CSR projects due to a budget deficit and made their CSR project audit more cautious. At the same time, as ESG issues are becoming increasingly important for business continuity, corporates are seeking NGO partners capable of creating long-term positive impacts and contributing to the corporate ESG goals. YMCA is conducting a strategic review on future impact measurement framework to continue improving data disclosure and provide clarity on the social return on investments to donors.

During the pandemic this year, "Realise Love, Realise Dreams" Foundation sent out two promotion email communications to call for public donations of HKD10,000 received from the Cash Pay-out Scheme and inform the need of the nature of the Foundation support. We collaborated



Story 2 - The young man teaching online music class

with Coin Dragon to receive public donations through their kiosks. In addition, with the support and arrangement of the Wing On Department Stores, we set up a total of three donation boxes at the Wing On Department Store service counters in Sheung Wan, Nathan Road and East Tsim Sha Tsui from July to September 2020 to receive public donations.

"Realise Love, Realise Dreams" Foundation

The Foundation gathers social resources to fulfil the dreams of applicants. Below are some of successful stories.

1. To fulfil the Youtuber dream of an 11-year-old boy Chan Tsz Kin with the rare disease Duchenne Muscular Dystrophy, the Foundation provided him with computers, cameras, microphones and other higher quality equipment for video production and sharing on Youtube.
2. The Foundation provided the young man with learning disabilities a new computer, enabling him to conduct free online music classes with other SEN children.
3. The senior in her eighties is living alone in a public housing estate flat, where the paint on the wall and the ceiling had peeled off, with worn-out iron bunk bed and cabinet. The Foundation contacted volunteers to renovate the flat and bought her a new bunk bed and cabinet. Living in her newly refurbished flat, she has now become happier and more positive.
4. The elderly have to stay at home due to the pandemic, living as if they are isolated from the outside world. One of our donors donated three new tablet computers to three seniors through "Realise Love, Realise Dreams" Foundation, so that they can connect with the world through Internet, including participating in the elderly centre online events to communicate with staff members.



Story 3 - Comparison before and after renovation

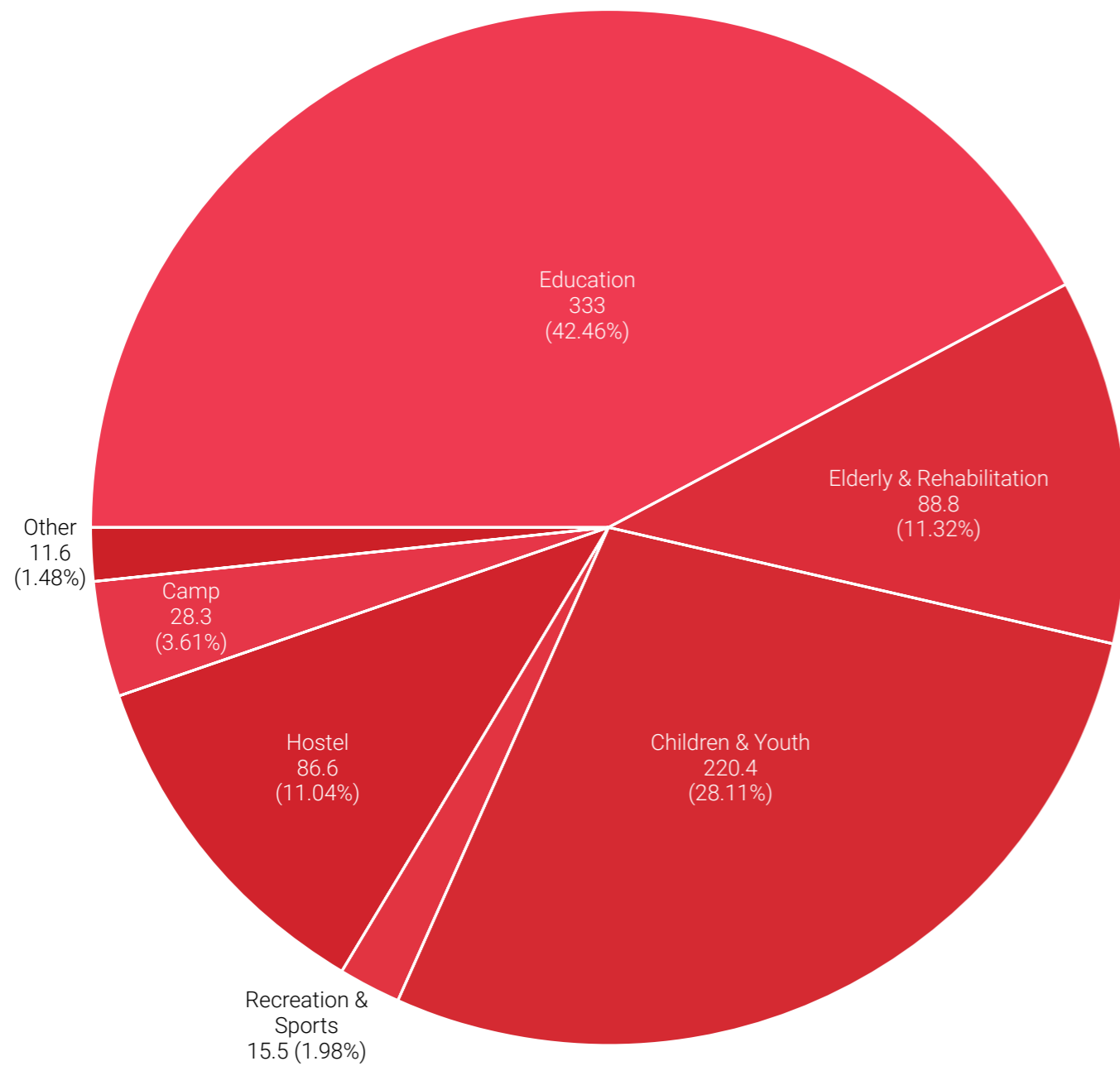


Story 1 - The young Youtuber Chan Tsz Kin

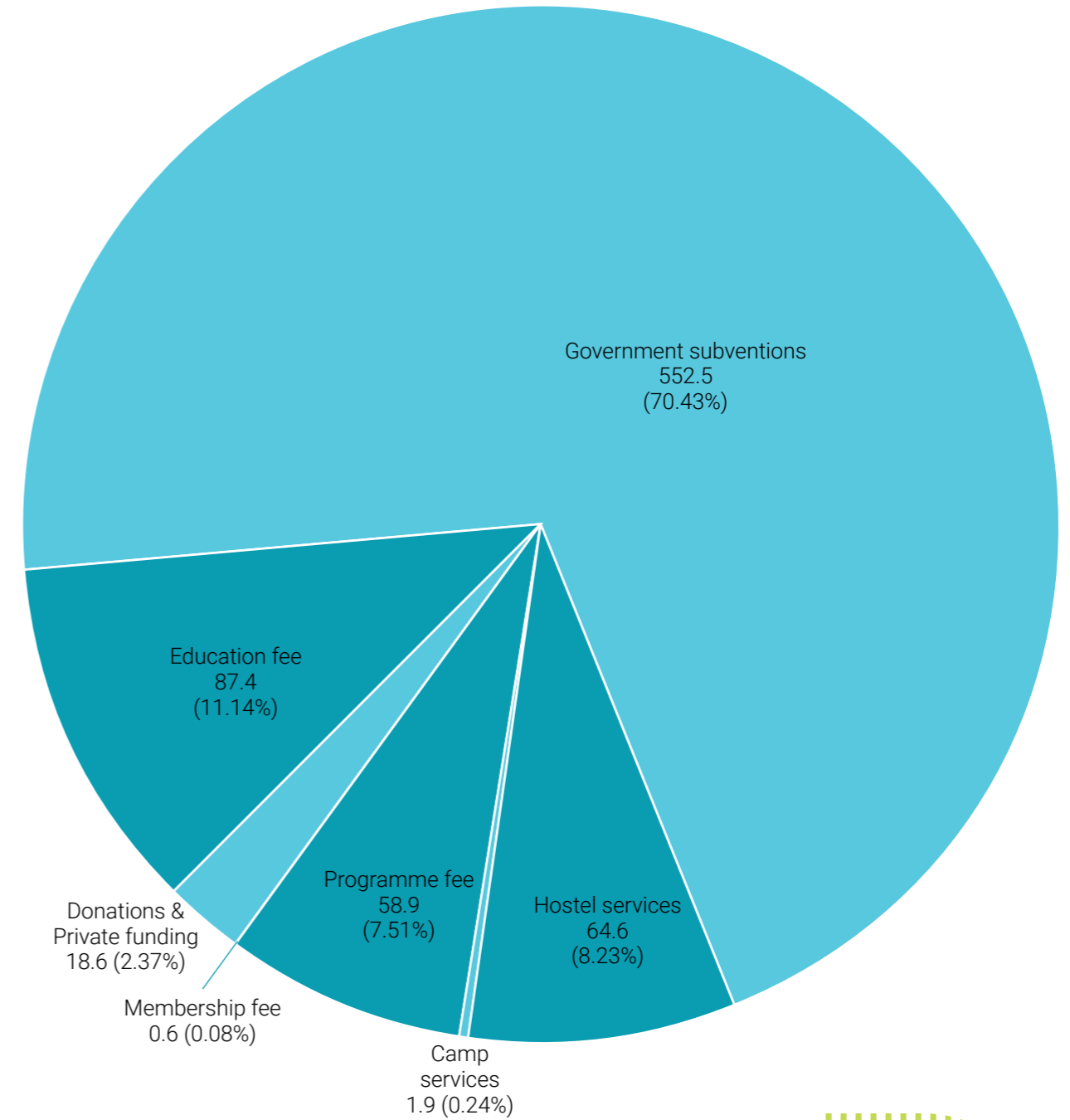
Our Finance

Provision of services and activities for the youth and the elderly continues to comprise a vital part of our everyday work at YMCA. During the reporting year, we have allocated a majority of our resources to education (42%) and services for children & the youth (28%), followed by elderly & rehabilitation (11%), and camp, recreation and sports service (6%). Due to the pandemic, the percentage of government funding for the year increased to 70% of the total revenue, which maintained the majority of our social and education services, in addition to generous donations received from corporate partners, charitable foundations, and private donors. Other revenue streams include hostel operations, schools, programmes and memberships. A summary of key sources of our income and expenditure in 2020/21 is outlined below. Donor list and financial statements are available in the 2020/21 Annual Report (Page 90).

Resource allocation
(HKD million)



Income source
(HKD million)



Looking Forward

Our clear and definite goal lies in the hope to carry the notion of promoting good health and wellbeing in fitness and mentality, quality education, peace and justice, and partnerships.

However, it is inevitable for us to generate any emissions or discharges that pollute our surroundings, as our daily operations and business expansion rely on energy, water and raw materials from mother nature. Not only we have to offer quality services, along with the duty to safeguard the livelihood and wellbeing of some 1,500 employees, but we also feel obliged to secure the quality of living of future generations.

The Association impacts the world differently every day, which is why we have decided it is no longer enough to only look at the good. We want to ensure that our expansion does not come at the cost of compromising the wellbeing of future generations.

Our vision is to be strategic in service impact management, assessment and measurement.

Energy
Increase the use of renewable energy

Our commitments

In response to the sustainability vision, YMCA will study Future-Fit Business Benchmark and more other appropriate standards.

Water
Improve water efficiency

Pollution
Achieve carbon neutrality by 2050

Waste
Reduce waste to landfill and implement waste reduction at source

Physical presence
Protect the surrounding landscapes in the areas we operate in

People
Safeguard the health and wellbeing of employees/communities

Drivers
Consider the gradual introduction of green procurement standards

Appendix - Facts and figures

Environment	Classification	Unit	2020/21	2019/20	%
Air emissions	Total	kg	24.6	38.2	(35.6)
	- SOx	kg	0.15	0.25	(40.0)
	- NOx	kg	24.5	37.9	(35.4)
Greenhouse gas emissions	Total	tCO ₂ e	11,957	13,911	(14.0)
	- Scope 1	tCO ₂ e	545	515	5.83
	- Scope 2	tCO ₂ e	11,178	12,983	(13.9)
	- Scope 3	tCO ₂ e	233.3	413	(43.5)
	Intensity	tCO ₂ e/m ²	0.11	0.13	(15.4)
Waste	Total	tonnes	1,040.11	1,700	(38.8)
	- Chemical waste	tonnes	1.84	2	(8.00)
	- Non-hazardous waste	tonnes	1,038.27	1,698	(38.9)
	Intensity	tonnes/m ²	0.01	0.02	(50.0)
Waste diverted from landfill	Total	tonnes	18.17	58.79	(69.1)
	- Plastic	tonnes	3.58	4.32	(17.1)
	- Paper	tonnes	12.84	48.43	(73.5)
	- Metal	tonnes	1.50	3.14	(52.2)
	- Glass	tonnes	0.24	2.90	(91.7)
Energy	Consumption	kWh('000)	16,108	21,330	(24.5)
	Intensity	kWh('000)/m ²	153.6	203.4	(24.5)
	Renewable energy produced and sold	kWh('000)	53.9	55	(2.00)
Water	Consumption	m ³	374,437	525,695	(28.8)
	Intensity	m ³ /m ²	3.57	5.01	(28.7)

* Figures in brackets denote negative growth

Youth services	Classification	Unit	2020/21	2019/20
Physical wellbeing	Observed improvement in physical health	Percentage affected	94	87
	Resilience	Observed an increase in confidence, emotional balance, and resilience	Percentage affected	85
Leadership & social skills	Observed improvement in leadership and social skills	Percentage affected	93	84
	Community belonging	Agreed that the activities help enhance their sense of belonging in the community	Percentage affected	99
Career & life goals	Followed the suggested career/life plan	Percentage affected	100	82
	Access to employment	Successful employment after training	Percentage affected	45
Cultural intelligence	Observed an increase in cultural quotient (CQ)	Percentage affected	91	84
	Total number of persons served for the year		429,900	812,000
Report numbers of participants			80,062	53,469

¹⁹ The calculation of emissions data makes reference to Appendix 2: Reporting Guidance on Environmental KPIs of "How to prepare an ESG report?" published by Hong Kong Exchanges and Clearing



Appendix - Facts and figures

Elderly services

	Classification	Unit	2020/21	2019/20
Physical wellbeing				
Observed improvement in physical health	Percentage affected	%	100	99
Mental wellbeing				
Observed improvement in their mental and emotional health	Percentage affected	%	98	89
Sense of purpose				
Agreed that they have developed a higher sense of purpose	Percentage affected	%	100	99
Social inclusion				
Observed an increase in mutual understanding, respect, and appreciation between younger and older generations	Percentage affected	%	100	78
Total number of persons served for the year			102,000	146,000
Report numbers of participants			3,538	6,731

Employees

	Classification	Unit	2020/21	2019/20	%
Number of employees	Total	Person	1,504*	1,634	(7.96)
Employee training					
Training expenses per employee	Training expenses	HKD	416	925	(55.0)
Total training expenses	Total training expenses	HKD million	0.41	1.5	(72.7)
Training hours per employee	Training hours per employee	Hours	9.18	13	(29.4)
Total training hours	Total training hours	Hours	9,115.1	21,997	(58.6)
Health and safety					
Work-related injury rate	Work-related injury rate	%	2.82	4.41	(36.1)
Sickness absence	Sickness absence	%	1.97	2.45	(19.6)

Volunteers

	Classification	Unit	2020/21	2019/20	%
Number of volunteers	Total	Person	10,808	12,954	(16.6)
Volunteer training					
Total training expenses	Total training expenses	HKD	312,125	241,243	29.4
Total training hours	Total training hours	Hours	12,472	11,017	13.2
Volunteer service					
Average hours of service	Average hours of service	Hours	6.76	9.11	(25.8)
Average years of service	Average years of service	Years	3.28	3.76	(12.8)

* Figures in brackets denote negative growth

Finance

	Classification	Unit	2020/21	2019/20	%
Resource allocation					
Total	Total	HKD million	784.51	1,002.9	(21.8)
- Children & Youth	- Children & Youth	HKD million	220.47	226.17	(2.52)
- Elderly & Rehabilitation	- Elderly & Rehabilitation	HKD million	88.823	82.98	7.04
- Education	- Education	HKD million	333.09	324.01	2.80
- Recreation & Sports	- Recreation & Sports	HKD million	15.54	48.77	(68.1)
- Hostel	- Hostel	HKD million	86.642	238.55	(63.7)
- Camp	- Camp	HKD million	28.345	75.58	(62.5)
- Other	- Other	HKD million	11.606	6.85	69.4
Income source					
Total	Total	HKD million	784.51	1,002.9	(21.8)
- Government subventions	- Government subventions	HKD million	552.46	476.33	16.0
- Donations and private funding	- Donations and private funding	HKD million	18.564	13.21	40.5
- Membership fee	- Membership fee	HKD million	0.606	1.51	(59.9)
- Programme fee	- Programme fee	HKD million	58.894	123.62	(52.4)
- Camp services	- Camp services	HKD million	1.931	59.12	(96.7)
- Hostel services	- Hostel services	HKD million	64.620	238.55	(72.9)
- Education services	- Education services	HKD million	87.441	90.57	(3.45)

* Figures in brackets denote negative growth

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