



# Report Summary – Certificate of Excellence

## 報告摘要 — 卓越獎



Kerry Logistics Network Limited  
嘉里物流聯網有限公司

### Company Background

Our origins can be traced back to 1981 when we opened our first warehouse in Hong Kong. In 2000, our business expanded into the logistics industry and began to offer our clients a customised and total supply chain solutions as well as a wide range of value-added services. Today, we have grown to manage some 550 logistics facilities and offices located in 40 countries and territories, and supported by an extensive network across six continents. We were listed on the Hong Kong Stock Exchange in December 2013 and were selected as a constituent member of the Hang Seng Corporate Sustainability Index for 2015-2016.

As Asia's leading logistics service provider with extensive operations across Greater China and the ASEAN region, our core business segments include integrated logistics, international freight forwarding and supply chain solutions.

### Leadership

We are comprised of a diverse and multicultural team ranging from the Board of Directors, to the senior management and down to our management trainees - the future managers of our company. Since 2001, we have implemented a global Management Trainee Programme designed to seek and nurture potential individuals as future leaders.

We are guided by a set of core values known as “VOICE”:

- Value Creation for clients, employees and shareholders
- Openness and transparency throughout the Company
- Integrity throughout entire operations

### 公司背景

我們的發展史可追溯到1981年在香港成立的第一個貨倉。2000年，我們的業務拓展至物流行業，並開始為客戶提供量身訂製的完善供應鏈解決方案和多元化的增值服務。時至今日，我們於40個國家和地區擁有逾550個辦事處以及跨六大洲的業務網絡。我們於2013年12月在香港交易所上市，其後更獲納入為恒生可持續發展企業指數系列2015-2016成份股。

作為亞洲領先的物流服務供應商，我們在大中華和東盟地區擁有龐大的業務網絡，核心業務涵蓋綜合物流、國際貨運及供應鏈解決方案。

### 領導才能

嘉里物流公司上下，包括董事會、高級管理層，以及將會晉升為經理的管理見習生等，皆由多元文化背景的團隊組成。自2001年起，我們舉辦全球管理見習生計劃，藉此發掘和培育具潛質的見習生成為未來企業領袖。

集團的業務運營以核心價值「VOICE」為中心：

- 為客戶、員工和股東創造價值
- 提倡開放及透明化管理
- 堅持誠信立業





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- Commitment to clients and employees
- Excellence through a continuous process of improvement and innovation

As one of the leading corporations in Hong Kong, we believe that the best business plan for a sustainable future is one that revolves around our people, the communities and the environment in which we operate. This ethos forms the pillars of our corporate social responsibilities.

### Strategy

We are set on a long-term growth plan that centres on being “Asia Specialist, China Focus, Global Network”. Along with realizing the potential value of its assets, and coupled with innovation, value-added services, and continuous improvements, we aim to achieve this growth through the increase of market shares and thereby maintaining our leading position in both Greater China and ASEAN regions.

Operating with an asset ownership model, we are currently managing 45 million sq ft of logistics facilities worldwide. This provides us with a distinct advantage over our peers through offering highly reliable service to our customers while possessing the flexibility for their continual expansion and long term growth.

Since the early 2000s, we have deepened our global network and penetrated into new markets through investments and acquisition in regions such as ASEAN, the Middle East, the Americas and Oceania.

### Customers

We serve more than 40 of the world’s Top 100 Brands ranked by *Interbrand* ranging across a broad spectrum of industries. They include Fashion & Lifestyle, Electronics & Technology, Food & Beverage, FMCG, Industrial & Material Science, Automotive, and Pharmaceutical & Healthcare. We pride ourselves on our core competences in providing a fully customised and total supply chain solution to multinational corporations, meeting their needs from sourcing and manufacturing to selling in both Asia and across the globe.

- 為客戶和員工信守承諾、竭盡所能
- 持續改進，不斷創新，追求卓越

作為香港的領先企業之一，我們深明可達至持續發展的優秀業務規劃必須以員工、身處之社會和環境為本，此理念亦是集團社會企業責任的核心所在。

### 策略

嘉里物流著眼於長遠發展，並以「亞洲翹楚、專注中國、貫通全球」為核心。我們矢志維持集團在大中華和東盟地區的領導地位，並通過釋放資產組合的潛在價值、業務創新、增值服務和持續改進，達至增長並擴大市場份額。

我們以資產擁有模式營運，現時於全球管理4,500萬平方呎的物流設施。此模式為我們帶來同業無可比擬的優勢，讓我們有能力為客戶提供更可靠及靈活的服務，以支援客戶的持續業務拓展和長遠增長。

自2000年起，我們通過投資和收購來深化環球網絡覆蓋，並進軍東盟、中東、美國和大洋洲等新興市場。

### 客戶

我們與位列*Interbrand*全球百強品牌排行榜中逾40家品牌合作，當中涵蓋多個行業，包括時尚服飾及精品、電子科技、食品及飲料、快速消費品、工業及物料科技、汽車以及醫藥行業等。我們引以為傲的核心競爭力是為跨國企業提供量身定制的完善供應鏈解決方案，滿足他們從採購、製造以至在亞洲和全球銷售的需求。





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We have developed our own proprietary IT systems to enable a more efficient operation management in order to better serve our customers' needs. Together with various systems and online platforms, these enhance visibility, accessibility and connectivity by enabling a better and faster information flow between our customers and their supply chains in a timely and consistent manner.

### Measurement, Analysis, and Knowledge Management

To effectively measure and assess our business performance, we have developed a series of organisation-wide KPIs through a 3-tier performance management system. The system involves goals-setting, cross-team evaluations and external assessments in order to maintain service quality.

We are also committed to maintaining an open environment for our employees to share ideas and information and thereby contributing to the knowledge of the organisation. To this end, we have developed a global Intranet platform where our associates are able to share best practices and the latest market insights.

### Workforce

We are committed to creating value for our staff worldwide through rewarding career development, improving workplace quality and employee wellness and promoting open communication. Training and development plans are provided to suit the needs of each employee, aiming at enhancing professionalism and personal development.

We have started our Management Trainee Programme since 2001, to attract and nurture young graduates from all over the world by providing them with invaluable access and insight into our core departments and business focuses.

To promote a healthy work-life balance, we encourage our staff to participate in a range of after-work activities, such as the Dragon Boat

我們自家研發了一套資訊科技系統，以實現更高效的營運管理，藉此提供更佳服務以滿足客戶需求。配合各種系統及線上平台可提高透明度、存取性及連通性，讓客戶更快更準地掌握其供應鏈之營運狀況。

### 評估、分析和知識管理

為了有效地量度和評估業務表現，我們透過一套三重職效評估系統制訂了一系列關鍵績效指標(KPI)，並應用於全球辦事處。該系統包括目標制定、跨團隊評估和外部評估，以確保服務質素。

此外，我們致力為員工提供一個開放的環境，讓他們交流意見及資訊，為公司出謀獻策。為此，我們建立了一個環球內聯網平台，讓遍佈全球的同事能夠在該平台分享工作方針和最新的市場資訊。

### 工作團隊

我們透過提供具前景的事業發展平台、配備理想的工作環境、關注員工的健康及提倡開放的溝通，致力為全球員工創造價值。我們為每一位員工提供合適的培訓和制訂發展計劃，以提升他們的專業能力和個人發展。

我們自2001年舉辦管理見習生計劃，招攬及培育來自世界各地的年輕畢業生，拓闊他們的眼界並增進他們對企業核心部門及業務的了解。

為了讓員工保持健康的工作生活平衡，我們鼓勵員工在工餘時間參加多元化活動，如龍舟隊、由社商賢匯舉辦的「工作





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race, the “Community Business’ Work-Life Balance Week”, bowling tournaments, charity events, as well as hiking and yoga classes.

### Operations

We take the lead in process management through the work of dedicated teams, who in turn are supported by diligent process engineers from the IT department. Standard IT application systems have been deployed worldwide to govern various internal processes and to align with our own stringent standard operating procedures (SOP) in order to maintain a high standard of service and meet the demands of our clients.

We have an integrated risk management regime to ensure uninterrupted operations. We have implemented an organisation-wide integrated management system to enforce a coherent risk management policy relating to relevant risk areas such as security, health and safety, and environmental concerns.

### Results

Our achievements lie in the ability to offer reliable services driven by quality management. This is proven by the accreditations gained through our dedicated service to the clients.

As a result, we have continued to deliver a strong and solid financial growth for several consecutive years. This performance reflects on our focused strategy as well as our proven execution capabilities to expand our operations and network coverage.

We are also recognised by many reputable industry and business organisations along with 47 awards received in 2015, including the Hong Kong Corporate Governance Excellence Award, organised by The Chamber of Hong Kong Listed Companies and the Centre for Corporate Governance and Financial Policy of Hong Kong Baptist University, which highlighted our determination and efforts in upholding a strong corporate governance culture.

與生活平衡週」、保齡球賽、慈善活動、遠足及瑜伽課程等。

### 營運

我們設有專責團隊負責流程管理，並由強大的資訊科技工程部門提供支援。標準的資訊科技應用系統已於全球應用，以管理內部流程及堅守統一嚴謹的標準運作程序，務求提供卓越服務並滿足客戶要求。

我們亦實施綜合風險管理制度以確保營運操作順利無阻，並建立企業綜合管理系統以實施風險管理政策，以涵蓋保安、健康安全及環境等範疇。

### 業績

我們成功的關鍵在於透過優質管理，為客戶提供卓越可靠的服務，並榮獲多項認證。

因此，我們連續多年取得強勁穩健的財務增長。此佳績足證我們的重點策略的成功，以及我們在擴大規模和網路覆蓋上的執行力。

我們亦獲得眾多知名業內及商業組織之認可，並在2015年獲得47個獎項，包括由香港上市公司商會及香港浸會大學公司管治與金融政策研究中心聯合舉辦的香港公司管治卓越獎，以表彰我們堅持優質企業管治文化之決心和努力。

