

Grand Award – Kerry Logistics Network Limited

大獎 – 嘉里物流聯網有限公司

Report from the Board of Examiners

Headquartered in Hong Kong, Kerry Logistics Network Limited has expanded its logistics services to cover 58 countries and territories with foothold in half of the world's emerging markets. Its business encompasses integrated logistics, international freight forwarding and express delivery, serving its global customer base from various industries.

Pursuant to its vision “to be the leading Asia-based logistics provider” and mission “to commit in delivering the best logistics solutions to make our customers successful”, senior leaders with diverse backgrounds and expertise have successfully created an organizational environment that sustains its organizational performance. They are also receptive to demonstrating their commitment to legal and ethical behaviour, supporting innovation and intelligent risk taking to align with strategic objectives, and managing to achieve all key aspects of its governance system. Despite the trade war and pandemic which have upset the global logistics scene, the company has demonstrated its agility, risk management ability, fast response capability and capacity during such a hectic period.

The company has developed a comprehensive, bottom-up approach in conducting strategic planning process led by the Global Executive Committee. Before proceeding to Macro and Micro Environmental Analyses, voices of stakeholders are collected and discussed monthly in annual global meetings and consolidated for the Board's strategic consideration. The Risk Management Committee and the ESG Taskforce provide additional insights to maximize the value to its stakeholders and ensure sustainability.

To remain competitive, the company leverages to use innovative technology in providing a wide range of value-added and tailor-made solutions to its diverse customers from fashion and lifestyle, electronic and technology, food and beverage, pharmaceutical and healthcare, industrial and material science, automotive, and fast-moving consumer goods (FMCGs) under its strong network and connections. For example, its Warehouse Management System allows a high degree of customization and can be integrated with its customers' enterprise resource planning systems to provide end-to-end supply chain visibility. In addition, the company has developed a proprietary online platform called KerrierVISION to enable its customers to track inventory, freight, purchase order and delivery status easily, whereas KerrierTrack collects information on goods movement from operations staff to give clients full end-to-end control and transparency with shipping documents online 24/7 via the cloud platform. For supply-network management, a rigorous pre-qualification process is in place to ascertain that suppliers meet legal criteria while aligning with the company's values. Structured performance assessment and monitoring are conducted to mitigate supply chain risks such as sustainability-related risks. For example, suppliers who fail to meet scorecard requirements on performance, environment, as well as occupational health and safety risks will be suspended from doing business with the company if they fail to make improvements.

評審委員會報告

嘉里物流聯網有限公司總部位於香港，業務遍及全球58個國家及地區，足跡遍佈全球過半新興市場。其業務覆蓋綜合物流、國際貨運代理和工業專案物流，為全球各行各業的客戶群提供服務。

公司的願景乃「致力成為亞洲物流翹楚」，而其使命則是「提供卓越的物流方案，為客戶創利取勝」。為遵循此願景和使命，擁有多元背景和專業的管理層成功創造具組織性的環境，以維持企業表現。公司亦樂於兌現其對法律和道德行為的承諾，支持創新和明智的風險承擔，以符合策略性目標，以及設法實現公司管治系統中各關鍵層面。儘管貿易戰和新冠疫情對全球物流格局帶來衝擊，但公司仍能迅速應變，於非常時期中，展示出其管治能力。

全球執行委員會在董事會指導下，於進行策略規劃的過程中制定一套全面、從下而上的企業策略。在進行宏觀和微觀分析前，公司每月會在年度全球會議中討論從持份者收集回來的意見，並將其合併，成為董事會制定策略的考慮因素。風險管理委員會和環境、社會與管治專責小組會提供更多建議，以提升持份者的價值及其可持續性。

為了保持競爭力，公司善用創新科技，借助強勁的網絡和連繫，為不同類別的客戶在時尚和生活品味、電子和科技、食品和飲料、製藥和醫療保健、工業和材料科學、汽車及快速消費品等層面提供廣泛的增值和度身訂造的解決方案。例如，公司的倉庫管理系統允許高度的定制化，並可按客戶的企業資源規劃系統，提供清晰的端到端供應鏈。此外，公司開發名為KerrierVISION的專有在線平台，讓客戶可以輕鬆追蹤庫存、貨運、採購訂單和交付狀態，而KerrierTrack則從運營部的員工中收集物流訊息，通過雲端平台，為客戶提供完整的端對端24/7在線運輸文件的操控和透明度。至於供應網絡管理，公司實施嚴格的資格預審流程，以確保供應商既符合公司價值觀也符合法律標準。公司亦有進行結構化表現評估和監控措施以降低供應鏈的風險（如與可持續性相關的風險）。例如，倘若供應商在表現、環境、職業健康和 safety 風險等方面未能達到評分要求又未能作出改善，公司將會暫停與供應商合作的業務。

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Kerry Logistics demonstrates effective and systematic deployment responsive to the overall requirements of the Malcolm Baldrige criteria. In particular, the company has demonstrated a fact-based, systematic evaluation and improvement process and organizational learning capabilities including innovation, in alignment with its overall organizational strategic objectives. This is reflected in a very strong and stable client portfolio that generates revenue exceeding HK\$50 billion a year, shows positive growth in market share and is the largest international logistics company listed on the Hong Kong Stock Exchange as well as a selected member of the Hang Seng Corporate Sustainability Index Series 2020-2021.

嘉里物流的高效和有系統的部署，充分體現出美國鮑德里奇國家優質管理獎標準。公司實事求是，作出系統化的評估及優化過程，並配合創新的組織性及學習能力，均與其整體策略與目標一致，可從公司具有強大和穩定的客戶群反映出來。公司每年的收益超過500億港元，市場佔有率亦錄得正增長，加上嘉里物流為香港聯交所上市的最大國際物流公司，亦是2020年至2021年恒生可持續發展企業指數的成份股，足見一斑。