





**上下心 攜手抗疫** Together, We Fight Against COVID-19

# 上下一心 攜手抗疫

# Together, We Fight Against COVID-19

面對新型冠狀病毒疫情,恒隆在香港和內地的團隊團結一致齊心抗疫。自疫情初期 我們已多管齊下,全力做好防疫工作以保障顧客、租戶及員工的健康。我們更撥款 人民幣1,000萬元成立「恒隆抗疫基金」,並發動企業義工與各界聯手在社區層面支 援抗疫,向有需要人士送上關懷和暖意。此外,為紓緩旗下商場租戶因疫情帶來的 營運壓力,恒隆向內地及香港租戶提供租金寬減措施。

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### **以客為尊** Be Customer Centric

秉承「以客為尊」的理念,我們以保障顧客及租戶的 健康為大前題,在所有商場、辦公樓及各公共區域等 實行多項防疫措施,以及推廣網上訂購或外賣服務,迎合 顧客的實際需要。

Customer-centricity is at the heart of our operations. We have taken steps to safeguard the health of our customers and tenants in all our malls, office towers and common areas. We have also launched promotions to encourage online shopping and takeaway services, providing convenience to meet their practical needs from home.

香港 HONG KONG

▼ 康怡廣場 Kornhill Plaza

### 安全的購物及上班環境 A Safe Shopping and Working Environment

我們在各個內地及香港項目採取全面的防疫措施,包括 加強辦公室、商場、辦公樓及各公共區域的清潔與消 毒;增強空氣過濾鮮風系統,提高空氣質量;在商場內 配置免洗消毒搓手液及額温槍,而恒隆所有員工在上班 前或到達工作地點必須進行體温檢測、洗手消毒及佩戴 口罩值班。

Full precautionary measures have been taken at all our properties across mainland China and Hong Kong. These include increasing the frequency of thorough sanitization at our malls, office towers and common areas; stepping up sanitization of ventilation systems with fresh air intake to improve air quality; providing hand sanitizers and thermometers at our malls; as well as requiring all staff to check their temperature before coming to work and when arriving at work locations. Staff are also required to wash their hands and wear facemasks when on duty.

▶ 渣打銀行大廈 Standard Chartered Bank Building

> 家樂坊 Gala Place

As COVID-19 continues to spread, Hang Lung teams across Hong Kong and mainland China have been pulling together to do what they can to help contain the novel coronavirus. Since the early days of the outbreak, we have taken precautionary measures to safeguard the health of our employees, customers and tenants. We also launched the "Hang Lung Novel Coronavirus Relief Fund", with a donation of RMB 10 million, in support of measures to contain the epidemic. This help is being provided by our staff volunteers in collaboration with community groups. In light of the strain many of our tenants are facing at this time, we are also offering rent relief to ease their operational pressures.

▶ 淘大商場 Amoy Plaza

▲ 雅蘭中心 Grand Plaza

瀋陽皇城恒隆廣場
Palace 66, Shenyang

Fashion Walk

▲ 山頂廣場 Peak Galleria

### 入力地 MAINLAND

▲ 上海恒隆廣場
Plaza 66, Shanghai

▼ 上海港匯恒隆廣場 Grand Gateway 66, Shanghai





with local governments to make sure all measures are in place to contain the spread of COVID-19. Center 66 in Wuxi and Riverside 66 in Tianjin, which were temporarily closed due to the outbreak, have now resumed operations in line with guidance from local governments. During their closure period, these two malls still implemented full precautionary and hygiene measures.

### 全天候購物、餐飲體驗 Around-the-Clock Shopping and Dining Experiences

我們在內地及香港的商場與租戶合力推廣網上購物或外賣 服務,並提供多項禮遇,為顧客提供便利及切合他們的 實際需要。

In collaboration with our tenants, our mainland China and Hong Kong malls have introduced a range of online shopping campaigns and takeaway services, along with shopping promotions and discounts, to offer customers convenience and meet their practical needs.



 昆明恒隆廣場與商場內超過140 個品牌合作,在情人節期間推 出線上店服務

In collaboration with more than 140 brands, Spring City 66 in Kunming introduced online shopping service during Valentine's Day  濟南恒隆廣場與OIé精品超市 合力推廣網上訂購服務
Parc 66 in Jinan and Olé
Supermarket introduced online shopping service

香港方面,我們於「恒隆優惠網」推出全新外賣自取平台「外,回家之美食速遞」,提 供旗下七大商場內各餐飲商戶的外賣資訊,更於逢週一送出3,500張電子現金券,讓顧 客於超過70間中、日、韓、泰國和意大利等食肆購買

宅家

Ole'精品超市

接触配送

此外,我們亦與外送平台戶戶送 (Deliveroo) 推廣外賣 服務。

及自取外賣,更可享低至七折優惠!

Hang Lung e-Privilege has launched its new takeaway and self pick-up platform, providing restaurant takeaway information from our seven malls in Hong Kong. Hang Lung e-Privilege is also giving away 3,500 e-vouchers every Monday to allow customers to enjoy more than 70 restaurants offering Chinese, Japanese, Korean, Thai and Italian cuisine with up to 30% discount.

Besides, we also partner with food delivery platform Deliveroo to promote delivery service.



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### 發送無限暖意 Love is All Around



▲ 上海港匯恒隆廣場 Grand Gateway 66, Shanghai





▼ 瀋陽皇城恒降廣場

一眾外賣員、快遞員和保安員是抗疫期間的 無名英雄。上海港匯恒隆廣場與城市自媒 體「上海圈子」共同設立「無人值守保温櫃」, 向抗疫期間緊守崗位的外賣員、快遞員和保 安員等提供免費熱飲和小食,以答謝他們的付 出。此項溫暖的活動不但獲得很多上海民眾的 讚譽,而大連恒隆廣場及瀋陽皇城恒隆廣場亦 把這份愛延伸至當地社區。

They are the unsung heroes of our cities – delivery people, couriers and security guards – who have been key contributors to the fight against the spread of the COVID-19. So, as a way of saying a big, warm thank-you, Grand Gateway 66 in Shanghai and We Media "Shanghaiquanzi" have

set up an unmanned stall at its office towers, providing these special people with free hot drinks and food. This caring gesture has won the support of Shanghai citizens, and the idea is catching on. It has already been extended to other communities, with Olympia 66 in Dalian and Palace 66 in Shenyang opening their own unmanned stalls.

大連恒隆廣場 Olympia 66, Dalian

# 關懷社區 , Care for the Community

多年來,恒隆一直肩負企業社會責任,在運用企業資源及網絡優勢的同時,亦凝聚香港及內地員工的力量,更聯同社區合作夥伴,回 饋社會。

公司於2月底至3月初期間,透過「恒隆抗疫基金」撥款,在香港及內地發動 企業義工及與不同持份者合作,以支援香港及內地應對疫情的工作,逾10,000名 人士受惠。恒隆一心義工隊成員在過程中負責協調、包裝及分發食品和抗疫包。

**疫及食品包派發行動** 

Hang Lung has long been committed to corporate social responsibility. Capitalizing on our corporate resources and our strong network, we encourage our staff in Hong Kong and mainland China to contribute to the communities in which we operate, working closely with our community partners.

Between late February and early March, the "Hang Lung Novel Coronavirus Relief Fund" was used to support a series of volunteering activities in collaboration with our volunteers and various stakeholders in order to stem the spread of COVID-19. Health and food kits were delivered to over 10,000 beneficiaries across various sectors in Hong Kong and mainland China. Our Hang Lung As One volunteer teams on the ground helped with coordination, and with the packaging and distribution of the kits.

# ♀ 香港 HONG KONG

鑑於本港市面抗疫物資短缺,我們與香港基督教女青年會合作, 購置及包裝2,000套防疫及食品包(當中包括口罩、消毒用品、 米、食油及乾糧等),並派發予屯門、元朗、北區和深水埗 等區內最有需要的長者及家庭。

With protective resources in short supply locally, we purchased 2,000 sets of health and food kits (containing surgical masks, sanitizers, rice, cooking oil, and dry food). These were distributed to elderly people in need and underprivileged families in Tuen Mun, Yuen Long, Northern District and Sham Shui Po. We worked in collaboration with the Hong Kong Young Women's Christian Association on this project.

# ♀ 內地 MAINLAND

在3月初,我們的團隊在內地七個城市一包括 上海、瀋陽、濟南、無錫、天津、大連及昆明,與 租戶、地區政府及慈善團體等聯手,向逾8,000名 前線醫護人員及社區支援工作人員送上慰問及食品 和抗疫包,在社區層面支援抗疫。

In early March, our teams across seven cities, namely Shanghai, Shenyang, Jinan, Wuxi, Tianjin, Dalian and Kunming, distributed health and food kits to over 8,000 frontline healthcare professionals and community support staff in collaboration with our tenants, local governments and charitable organizations. 上海恒隆广场 月 贈 - 岡田原 图8g-

上海恒隆广场

捐赠

同抗疫 愿君实

上海港匯恒隆廣場 Grand Gateway 66 Shanghai

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濟南恒隆廣場 Parc 66, Jinan

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◀

恒隆一心义工队

大連恒隆廣場 Olympia 66, Dalian



▲ 天津恒隆廣場 Riverside 66, Tianjin



▲ 無錫恒隆廣場 Center 66, Wuxi E明恒隆廣場 Spring City 66, Kunming

恒隆

ANG LUNG AS ONE

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我們從「恒隆抗疫基金」中撥款人民幣600萬元,通過武漢市慈善總會捐贈予 雷神山醫院,用以支持該院的抗疫工作及物資供應。此次捐助予雷神山醫 院更得到武漢市政府及武漢市慈善總會的肯定。

and Conrad Shenyang

瀋陽康萊德酒店

From the "Hang Lung Novel Coronavirus Relief Fund", Hang Lung donated RMB 6 million to the Leishenshan Hospital through the Wuhan Benevolent General Association, in support of measures to stem the spread of the novel coronavirus and provide a stable supply of health-protection equipment. The donation was gratefully recognized by the Wuhan government and the Wuhan Benevolent General Association.

瀋陽皇城恒隆廣場,瀋陽市府恒隆廣場及

Palace 66, Shenyang; Forum 66, Shenyang



### **以人為本** Care about People

員工的全情投入是公司賴以成功的基石。憑着內地及香港同事上下齊心和通 力合作,尤其是我們一班專業、以客為尊的前線員工,公司的整體業務運作大 致維持正常。在疫情期間,公司除了大力應用科技及實施彈性上班等措施以保障 員工的健康和保持生產力外,更向員工送上充滿暖意的關懷。

The dedication and commitment of our staff is at the heart of the company's success. We want to publicly give thanks for the collaboration and concerted efforts of our colleagues in mainland China and Hong Kong, especially our professional, customer-centric frontline staff, who have worked tirelessly to maintain normal business operations as far as possible during this period. Other than implementing various measures including making good use of IT and adopting flexible work arrangements to safeguard the health of our staff and maintain our productivity, the company has also taken various initiatives to show its care to our colleagues.

### 為同事打打氣 Offering Support to Our Colleagues

香港和多個內地城市的同事均收到公司提供的物資,希望與同事同行, 齊心抗疫。

Warm and caring anti-epidemic packs have been distributed to colleagues in Hong Kong and mainland China to encourage colleagues to pull together and face these challenging times as a team.







▶ 行政總裁盧韋柏(左一)與其他管理層親自包裝抗疫物 資,並向香港的同事送上包含口罩、酒精紙及糖果的抗 疫包,抗疫包更貼上董事長陳啟宗寫給同事的語句 CEO Weber Lo (1<sup>a</sup> from left) and management offered their help packaging anti-epidemic packs, and distributed anti-epidemic packs which contained a box of surgical masks, alcohol wipes, candies and the messages from Chairman Ronnie C. Chan to colleagues

#### 内地的同事亦收到公司的「加油包」,更設有特別膳食,聊表心意。

To show our support and gratitude to our dedicated colleagues in mainland China, we have presented gift kits and prepared special meals for them.

### 安全健康貼士 Health and Safety Tips

人力資源部亦定時發送抗疫安全健康貼士, 保持同事對健康及個人衞生的關注。

Human Resources Department regularly provides health and safety tips to ensure our colleagues to stay alert about health and personal hygiene.







讓我們所有恒隆人繼續團結一致, 上下一心,共同抗疫! Let's work together, with a strong team spirit, to get through this difficult time!

# 恒隆2019年度報告現已出版 Hang Lung 2019 Annual Reports are Now Available

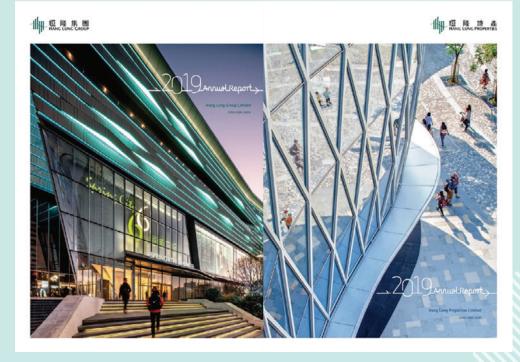
恒隆集團和恒隆地產2019財政年度年報經已出版。本年度 年報的封面採用相連設計,分別展示了我們於2019年的兩 個重點項目一昆明恒隆廣場和香港山頂廣場,反映集團於 內地及香港兩地共同發展的策略。此外,集團的五大發展 策略,以及人與項目建築的融合及互動,亦通過優美的年 報設計呈現。

我們的董事長陳啟宗先生繼續親筆撰寫《董事長致股東函》, 剖析兩家公司的業務表現和前景,以及分享他對重大事態 的觀點。他更撰寫了補充資料,闡述新型冠狀病毒疫情對 業務的影響。

今年為恒隆集團誌慶60周年,董事長透過恒隆集團年報內 的《董事長致股東函》簡述集團歷史,並分享他為紀念先父 及集團創辦人陳曾熙先生而發表的一篇演講。 Hang Lung Group and Hang Lung Properties have published their Annual Reports for the 2019 financial year. The reports' covers feature our two major projects for 2019 – Spring City 66 in Kunming and Peak Galleria in Hong Kong – and the twinning effect in the reports' design reflects our development strategy in both mainland China and Hong Kong. The Group's Five Overarching Strategies, as well as the symbiotic relationship between architecture and the people who use it, are aesthetically illustrated throughout the reports.

Our Chairman, Ronnie C. Chan, continues to pen his *Chairman's Letter to Shareholders* to share his analysis of both companies' business performance and outlook, and his views on macro issues. Taking into account the outbreak of COVID-19, Ronnie has written specifically about the effect of the epidemic on our business in the Addendum.

Chan.



celebrates the 60<sup>th</sup> anniversary of its founding this year, Ronnie uses the letter to provide Hang Lung Group shareholders a brief review of the history of the Group, and shares a speech made in memory of his late father and the Group's founder, Mr T.H.

As Hang Lung Group

請透過以下網站瀏覽我們的年度報告: Feel free to browse our annual reports via our designated report websites:



恒隆集團年報 Hang Lung Group Annual Report



恒隆地產年報 Hang Lung Properties Annual Report

# 氣候變化與人類健康 Climate Change and Human Health

近年,「健康」已成為社會熱烈關注和廣泛討論的議題之一。然而,你知道氣候變化正對人類健康構成嚴重的威脅嗎? 氣候變化直接及間接地影響一些決定健康的基本因素,包括天氣、空氣、水和食物,以及不同疾病的傳播模式,從而 威脅人類健康。

Health issues have become one of the increasingly discussed and debated topics in recent times. But did you know that climate change poses several significant threats to human health? The direct and indirect impacts of climate change threaten human health by affecting some of the fundamental determinants of health – weather, air, water and food – as well as affecting the transmission patterns of different diseases.

1) 傳染病傳播模式的轉變

Changes in Transmission Patterns of Infectious Diseases

對於以蚊子等媒介傳播的傳染病,溫度上升和頻繁降雨會帶 動傳播。根據世界衛生組織的數據,經由媒介傳播的疾病每 年造成超過700,000人死亡。若溫度繼續上升,死亡人數預期 會持續增加。

Warmer temperatures and frequent rainfall favor the transmission of infectious diseases through vectors such as mosquitos. According to the WHO, vector-borne diseases cause more than 700,000 deaths annually. That number is expected to increase if temperatures continue to rise.

#### 新鲜空氣將會成為需求 Fresh Air op Demand

resh Air on Demand



在較高溫度下,由於構成霧霾的臭氧粒子在較高溫度下會形成得更快,霧霾汚染會較嚴重。此外,頻繁的野火會釋放有害物質到空氣中,引致呼吸道疾病,並危及地球上的生物。

Increased levels of smog pollution will be observed because ozone particles, which are an ingredient of smog, form faster at higher temperatures. In addition, more frequent wildfires will unleash harmful substances into the air, causing respiratory illnesses and endangering lives.





正面臨消失的糧食選擇 Vanishing Food Options

天災摧毀農作物,而溫度上升抑制某些食品的生長或影響其營 養價值,使全球營養不良問題惡化。遺憾的是,研究指米、馬 鈴薯、可可、香蕉甚至咖啡可能會因氣候變化而變得稀缺。

Extreme weather events wipe out crops, and warmer temperatures are associated with inhibited crop production and lower nutritional values of some food, increasing the risk of malnutrition across the globe. Sadly, research shows that rice, potatoes, cocoa, bananas and coffee could run scarce as a result of climate change.



平均氣溫上升會導致天氣更炎熱,同時增加極端天氣事件的次 數和嚴重程度,導致大量健康風險問題,如因天氣炎熱引發的 疾病、使慢性疾病(如心血管和呼吸道疾病)的病情惡化、污染 供水系統、甚至造成傷亡。

Warmer average temperatures will lead to hotter days and increase the number and severity of extreme weather events, resulting in numerous health implications, such as heat-related illness, worsening of cardiovascular and respiratory diseases, contamination of water supplies, as well as injuries and fatalities.



We must endeavor to combat climate change to safeguard our health

我們必須努力應對氣候變化以保障健康

綠色建築 Green Building

建造可恒久持有的建築物是我們一直秉持的可持續發展 原則,公司一直在致力達到甚至超越國際綠色建築標 準,在為客戶帶來優質體驗的同時,亦紓緩氣候變 化的負面影響。

It is a key element of our sustainability mission to build and own long-lasting buildings. We achieve this by meeting or surpassing international green building standards, which help us mitigate adverse impacts on the environment and deliver a quality experience to customers.

#### 氣候變化的應對計劃 Climate Change Resilience Plan

由於極端天氣現象愈趨頻繁,我們一直密切關注氣候風險,正 深入評估氣候影響和計劃有關的應對策略,以作好事前計劃, 避免因極端天氣現象而造成人命傷亡。

Given the heightened risk of extreme weather events, our company has been paying close attention to climate risks through in-depth climate impact assessment and resilience planning. This allows us to plan ahead of adverse weather events to prevent injuries and fatalities.

# Hang Lung CEO Award 第四季度及 全年最佳方案得主公布

Winners of the Hang Lung CEO Award Announced

### 第四季度得獎方案 Q4 Winning Projects

### Home to Luxury 2019

#### 上海恒隆廣場 Plaza 66, Shanghai

上海恒隆廣場年度群星匯聚的Home to Luxury 2019盛裝派 對,於2019年11月順利舉行。憑着上海恒隆廣場全體員 工、其他內地項目以及總公司同事的同心協力,近3,000位 尊貴賓客及潮流先驅出席這一個超凡奢華之夜,超過70個 全球最令人趨之若鶩的品牌亦雲集派對,向顧客展示各 種獨家限量的臻品。針對社交媒體對於年輕客群的影響 力,團隊更與頂級時尚博主合作,邀請他們於現場透 過其社交平台向顧客分享Home to Luxury體驗。該活 動更為上海恒隆廣場創造了破紀錄的單日零售額。



As Plaza's signature event, the annual star-studded Home to Luxury Party this year was held in November 2019, and was once again proven a hit in the city. Thanks to the seamless collaboration among different teams at Plaza 66, colleagues from other Mainland projects and our Headquarters, close to 3,000 guests and fashion aficionados enjoyed a delightful and fun-filled night. Through featuring exclusive and limited-edition products from over 70 of the world's most coveted brands, and drawing on the strengths of social media, the team initiated partnerships with top fashion bloggers, who shared their Home to Luxury experience at the party through their own social channels, successfully attracting the young and the affluent. The team effort was demonstrated with the record high retail sales achieved on the day.

#### 山頂廣場 Peak Galleria

### **Challenges to Opportunities**

山頂廣場歷經長達兩年的大型優化工程後,在2019年8月以全新面貌和升級租戶組合開業,為顧客提供一站式全 方位購物、餐飲和娛樂等元素。適逢山頂廣場完成優化工程以全新面貌示人,太平山頂更於去年底榮獲馬可孛羅 會會員優選大獎,被評選為香港最優秀的新景點,彰顯山頂廣場在提升香港於國際旅遊市場扮演的重要角色。有賴 租務及管理部和發展及設計部通力合作,使山頂廣場作為本地及遊客必到的旅遊聖地地位進一步得以鞏固。



Following the completion of a two-year Asset Enhancement Initiative, Peak Galleria reopened in August 2019 with a fresh new look and an enhanced tenant mix, providing customers with a one-stop destination for shopping, dining and entertainment. To coincide with the completion of the project, Victoria Peak won "Best New Hong Kong Attraction" in the Marco Polo Club Members' Choice Awards 2019, highlighting the important role Peak Galleria plays in boosting the reputation of Hong Kong in the international tourism market. Thanks to the strong collaboration between the Leasing & Management and Development & Design teams, Peak Galleria's position as a must-visit destination for locals and tourists has been further enhanced.

憑着同事的積極參與及出色表現, Hang Lung CEO Award獲獎團隊不但充分體現恒隆企業文化 的四個行為準則,更表現出高度的團隊合作精神。

The excellent performances of our colleagues and their active participation in Hang Lung CEO Award, the winners of the award not only embody the Four Attributes at the heart of Hang Lung corporate culture, but also demonstrate the beauty of cross-team collaboration.

## 全年最佳方案2019得主 Best of the Year 2019 Winner

昆明恒隆廣場 Spring City 66, Kunming



The votes are in and our judging panel has announced: Spring City 66's "One Team One Goal" program is the winner of the Best of the Year 2019 award, beating the five other winners of the quarterly Hang Lung CEO Award.

With exceptional team spirit, determination, and a common goal in mind, the Spring City

經過點算恒隆同事的投票及評審委員的熱烈討論 後,昆明恒隆廣場 — One Team One Goal 從其餘 五個獲得 Hang Lung CEO Award 季度獎項的方案 中脱颖而出,成為全年最佳方案2019得主。

昆明恒隆廣場團隊憑着卓越的團隊合作精神,堅定 的決心和共同的目標,在整個項目過程中充分實踐 公司四個行為準則,造就了昆明恒隆廣場的成功。

昆明恒隆廣場項目管理部和租務及管理部出色的跨 團隊協作,在開業之前階段共同解決了眾多問題, 令項目在去年8月23日成功開業。另外,團隊通過 採用建築信息模型技術,避免了很多不必要的工作 和成本。

66 team brilliantly demonstrated how to put our four company attributes into action, and helped make the launch of Spring City 66 in Kunming the huge success it has been.

The seamless collaboration and handover between the Project Management and Leasing & Management departments helped resolve the myriad challenges that arose during the pre-opening stage, and paved way for the center's very successful opening on August 23, 2019. Their teamwork and use of BIM (Building Information Modeling) technology also meant that potential conflicts and unnecessary work were avoided.

再次恭喜昆明恒隆廣場團隊,為我們首屆的Hang Lung CEO Award畫上完美句號。我們也藉此機會 感謝過去一年的所有參賽隊伍,同時期待於2020 年能看到更多傑出方案的誕生。

2020年第一及第二季的Hang Lung CEO Award將會 接受報名,敬請留意稍後的公布!

Congratulations once again to the Spring City team, who have wrapped up a strong inaugural year of the Hang Lung CEO Award! We would like to take this opportunity to thank everyone who contributed to all of the entries submitted in the past year. We look forward to seeing more outstanding cases from all of you in the year ahead.

Our 2020 Q1-Q2 Hang Lung CEO Award will be opening for applications soon. Please stay tuned for updates!

# 誠邀各同事提交相片 贏取豐富獎賞 Call for Photo Submissions with a Chance to Win a Prize

雖然新型冠狀病毒的疫情令大家的日常生活均受 到影響,大家除了注意個人衞生,做好防疫工 作外,保持身心健康也是十分重要。在《連繫恒 隆》3月號「分享有獎」中,我們會以「口罩下的 笑容」為主題,希望同事踴躍參與,提交符合主 題的照片,讓我們一起以積極樂觀的態度面對困 境,同心抗疫!

活動截止日期為4月30日(星期四),下午5時。 同事可登入內聯網,了解參加方法詳情。

The outbreak of the novel coronavirus has inevitably affected our daily lives. As well as paying extra attention to personal hygiene and taking all kinds of precautionary measures, it is equally important that we look after our physical and mental wellbeing. In the March issue of *Connections*, the theme of the Fun Corner photo competition is "The Smile Behind the Mask". We look forward to receiving your creative photos,



so get snapping and share your positive moments with us all. Let's stay positive as we work through this difficult time.

The deadline for submissions will be 5:00 pm on 30 April (Thursday). See the Intranet for details on how to enter.





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