

「恒隆商戶服務獎」 彰顯「以客為本」理念

Spotlight on Customer-centricity at
Hang Lung Retail Service Award



Spotlight on Customer-centricity at 2018「恒隆商戶服務獎」 2018 Hang Lung Retail Service Award 彰顯「以客為本」理念

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▲ 執行董事陳家岳先生（右）頒發獎狀予得獎租戶員工
Executive Director Mr. Norman Chan (right) presents certificates to winning tenant staff

從「綠寶石客戶服務獎」到「恒隆商戶服務獎」，恒隆秉承「以客為本」的宗旨，透過表揚在不同崗位表現出色的員工，以達至最高的服務水準，藉以發揮恒隆的獨特品牌效應。

延續去年首屆「恒隆商戶服務獎」的成功，2018年度的「恒隆商戶服務獎」頒獎典禮在2019年2月28日（星期四）於上海的恒隆廣場The Lounge隆重舉行，一共頒發20項「個人卓越獎」及六項「企業團隊卓越獎」，表揚在恒隆廣場及港匯恒隆廣場提供卓越客戶服務的租戶及其員工，繼續將恒隆「多做一點 前瞻一里」的顧客服務精神推廣至租戶層面。

執行董事陳家岳先生於頒獎典禮上致辭時表示：「面對競爭日益激烈的零售服務市場，我們希望與商戶攜手，在每個細節中貫徹恒隆的品牌理念，為顧客提供高品質、個人化的購物體驗。『恒隆商戶服務獎』的設立正是為了嘉許提供卓越服務的租戶員工，以進一步提升服務水準與購物體驗。」

出席頒獎典禮的恒隆管理層包括董事——租務及物業管理彭兆輝先生和涂家輝先生、上海的恒隆廣場總經理胡惠雅女士及港匯恒隆廣場總經理葉志強先生，他們與一眾來自各個品牌租戶的來賓一起見證傑出員工獲獎。

「恒隆商戶服務獎」自推出以來深受租戶的積極支持和參與，由恒隆管理層組成的評審團按客戶滿意度、解決問題和創新能力、主動性和責任心為標準，選出各組別的最終得獎者。

From the Emerald Award to the Retail Service Award, Hang Lung puts customer-centricity at the heart of everything it does as it recognizes outstanding staff in various positions for the best approach to customer service and enhancing brand experience.

Building on the success of the inaugural event last year, the 2018 Hang Lung Retail Service Award presentation ceremony was held on February 28, 2019 (Thursday) at The Lounge at Plaza 66 in Shanghai. A total of 20 Individual Excellence Awards and six Corporate Excellence Awards were presented in recognition of the outstanding efforts of tenants and their staff in their provision of superb service, and as part of Hang Lung's desire to foster the **Go The Extra Mile** spirit of customer-centric service among its tenants.



▲ 董事——租務及物業管理涂家輝先生（左）頒發獎狀予得獎租戶員工
Director - Leasing & Management Mr. Joseph To (left) presents certificates to winning tenant staff

Executive Director Mr. Norman Chan said "Facing the increasingly competitive retail service market, we hope to join hands with our tenants to bring the Hang Lung-branded experience to life in every detail, and to present a high quality and individualized shopping experience to our customers. The establishment of the Retail Service Award honors staff with exceptional accomplishments in service delivery, which elevates the customer experience."

Also attending the award presentation ceremony were Directors - Leasing and Management Mr. Derek Pang and Mr. Joseph To, General Manager of Plaza 66 Ms. Vera Wu and General Manager of Grand Gateway 66 Mr. Rico Yip, as well as mall tenants and their guests, to cheer for the outstanding winners.

Since the inception of the award, it has been well received among tenants with strong support and proactive participation. The judging panel, consisting of Hang Lung executive members, evaluated the list of final winners based on customer satisfaction, problem solving and innovative thinking, initiative and sense of responsibility.

今年的得獎個案不僅照顧客人衣食住行的需要，更從顧客的角度設想，替其解決問題，並為客人排難解憂。以下是部分精選個案分享：

This year's award-winning cases not only placed customer needs at the forefront, but also sought to see service expectations from the customer's point of view, solving their problems while being attentive to their concerns. Here are some of the winning cases:

精選個案分享 Selected Winning Cases：

恒隆廣場•上海 Plaza 66

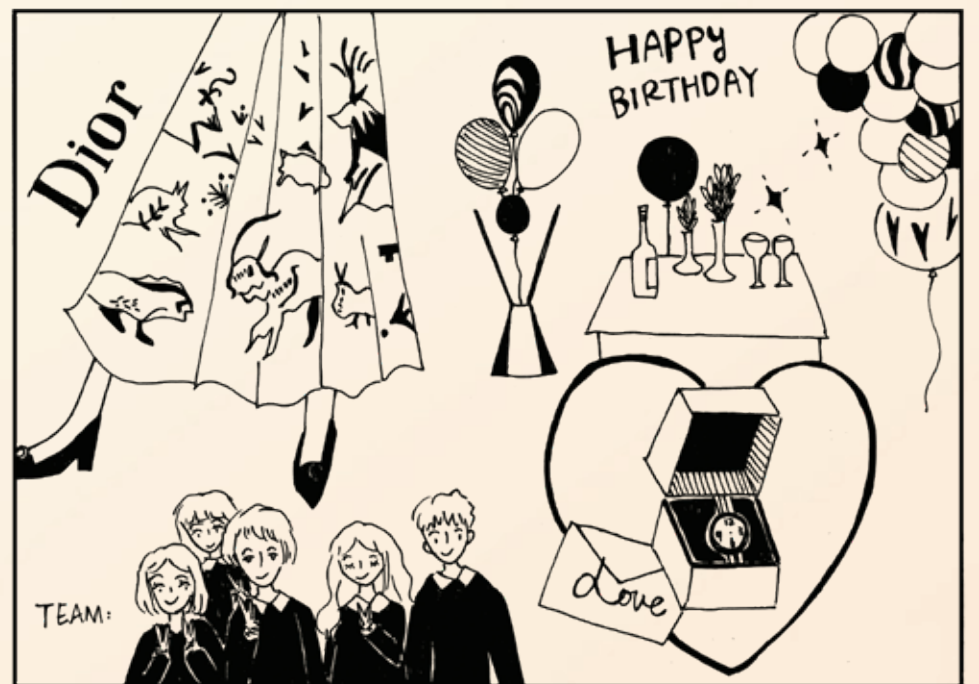


協助為顧客覓得所愛、打造充滿浪漫的生日及求婚驚喜，足見Dior的團隊對客戶服務充滿熱誠。

Securing sought-after items and helping to prepare romantic surprises for birthdays and even engagement proposals, the Dior team demonstrated their passion for their brand and for their customers.

Moschino的趙以平犧牲休息時間提供專業的搭配建議，更在夜深下班後趕赴顧客公司，送上合適的服裝，解其燃眉之急，成為顧客最為信任的專屬形象顧問。

Zhao Yiping from Moschino sacrificed his personal time to provide professional advice and even delivered the selection to the customer's workplace to solve her urgent needs, in the process becoming his customer's most trusted consultant.

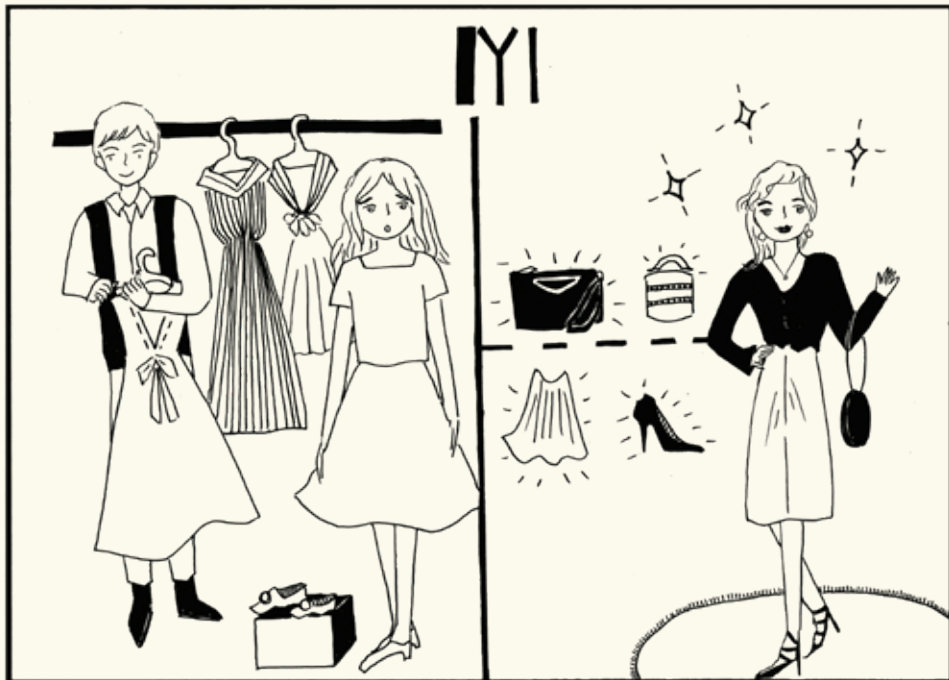


▼ 陳家岳（前排中）、彭兆輝（前排右三）、涂家輝（前排左三）、胡惠雅（前排右二）及葉志強（前排左二）頒發獎項予恒隆廣場得獎者

Norman Chan (center, front row), Derek Pang (3rd from right, front row), Joseph To (3rd from left, front row), Vera Wu (2nd from right, front row) and Rico Yip (2nd from left, front row) present certificates to winners from Plaza 66



港匯恒隆廣場 Grand Gateway 66

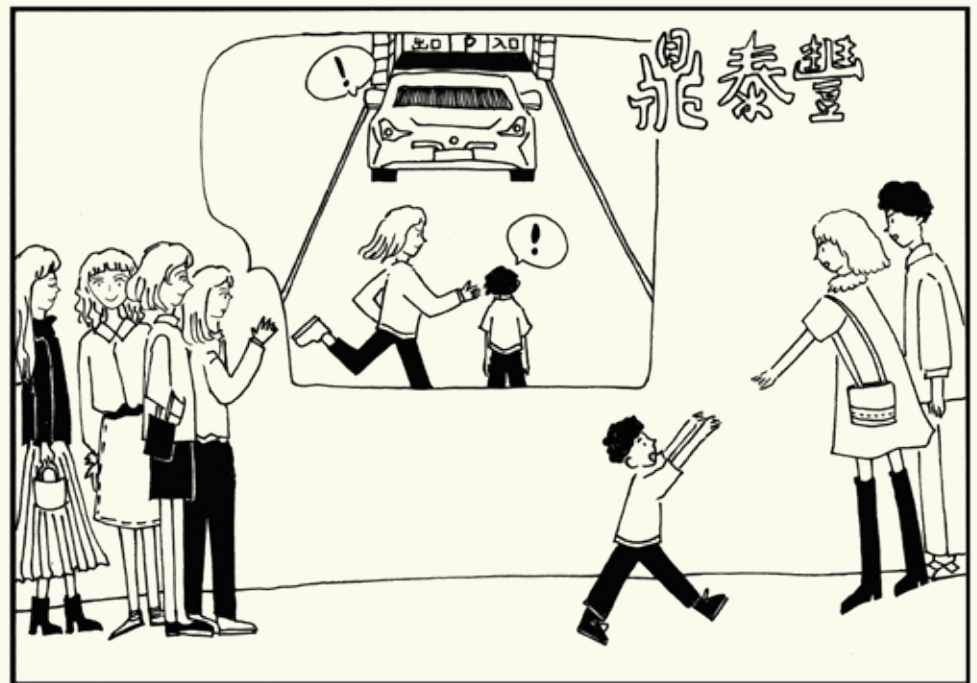


鼎泰豐的店員們救下險些被車撞的小男孩，並細心安慰小朋友及協助找回走散的父母。

Din Tai Fung staff saved the life of a little boy involved in a car accident and helped him find his parents while comforting him.

Yi的品牌顧問董帥，不僅為顧客找回年輕時的風采，更貼心地提供時尚搭配建議，甚至前往別店買鞋搭配，為顧客打造典雅的風格，最終令顧客重建自信。

Dong Shuai from Yi helped a customer to rebuild her self-confidence by providing professional fashion ideas and even helping her get a pair of matching shoes from another store.



▼ 陳家岳（前排右四）、彭兆輝（前排右三）、涂家輝（前排左四）及葉志強（前排左三）頒發獎項予港匯恒隆廣場得獎者

Norman Chan (4th from right, front row), Derek Pang (3rd from right, front row), Joseph To (4th from left, front row), and Rico Yip (3rd from left, front row) present certificates to winners from Grand Gateway 66



2018恒隆商戶服務獎獲獎名單（排名不分先後） Winners of 2018 Hang Lung Retail Service Award (Listed in no particular order)

港匯恒隆廣場 Grand Gateway 66

個人卓越獎 Individual Excellence Awards

品牌商戶 Shops		得獎者 Winners	
登喜路	Dunhill	朱雲峰	Zhu Yunfeng
吉米周	Jimmy Choo	董 成	Dong Cheng
有 蘭	Urlazh	範杏飛	Fan Xingfei
三宅之褶	Pleats Please Issey Miyake	邱墨敏	Qiu Yumin
歐米茄	Omega	侯 婷	Hou Ting
Yi		董 帥	Dong Shuai
羅意威	Loewe	魏 陽	Wei Yang
鼎泰豐	Din Tai Fung	桂 豔	Gui Yan
上海小南國	Shanghai Min	謝麗萍	Xie Liping
上海小南國	Shanghai Min	魯振榮	Lu Zhenrong

企業團隊卓越獎 Corporate Excellence Awards

品牌商戶 Shops		得獎者 Winners	
莫斯奇諾	Moschino	陸 嫻	Lu Wei
		蔡未蕾	Cai Weilei
		段歸閏	Duan Guiqi
鼎泰豐	Din Tai Fung	李燕燕	Li Yanyan
		王 鳳	Wang Feng
		陳先碧	Chen Xianbi
蘇浙匯	Jardin De Jade	梁加菊	Liang Jiaju
		孫慶嶺	Sun Qingling
		陳海蘭	Chen Hailan

恒隆廣場•上海 Plaza 66

個人卓越獎 Individual Excellence Awards

品牌商戶 Shops		得獎者 Winners	
思 琳	Celine	蘇 可	Su Ke
莫斯奇諾	Moschino	趙以平	Zhao Yiping
樂忻味之樓	Taste Paradise	歐炳聯	Ou Binglian
南小館	The Dining Room	張小芳	Zhang Xiaofang
Mr & Mrs Italy		牛曉堃	Niu Xiaotong
卡地亞	Cartier	艾佳佳	Ai Jiajia
伯 爵	Piaget	趙 菡	Zhao Wei
緯 圖	Vertu	劉 佳	Liu Jia
安德魯•麥肯錫	Andrew Mackenzie	孫 梅	Sun Mei
卓諾迪	Cerruti 1881	郭雯琴	Guo Wenqin

企業團隊卓越獎 Corporate Excellence Awards

品牌商戶 Shops		得獎者 Winners	
迪 奧	Dior	瞿敏麗	Qu Minli
		顧偉凡	Gu Weifan
		周 莉	Zhou Li
		胡 彪	Hu Wei
		蔡 青	Cai Qing
		董 琦	Dong Qi
安德魯•麥肯錫	Andrew Mackenzie	唐豔平	Tang Yanping
		胡 豔	Hu Yan
		孫 吉	Sun Ji
		吳玲玲	Wu Lingling
		孫 梅	Sun Mei
		奚 婷	Xi Ting
昆 庭	Christofle	吉 姪	Ji Ya
		奚蕊玲	Yan Ruiling
		周志嬌	Zhou Zhijiao

恒隆2018財政年度年報出版

Hang Lung Publishes FY2018 Annual Reports

集團資訊 Corporate News

恒隆地產及恒隆集團已於3月21日（星期四）出版2018財政年度年報。本年報以「建造可持續的未來」為主題，繼續採用雙連式封面設計，展示公司旗下10個世界級物業的建築和設計特色，並通過年報內容展現我們在各個範疇中的卓越表現。

一如以往，董事長陳啟宗先生親自撰寫刊載於年報內的〈董事長致股東函〉。他表示，我們不僅在上海，而且在其他城市的購物商場的表現皆令人滿意。他還透露：「過去數月，我們與多個頂級奢侈品牌簽訂租約，類似租約亦會接踵而來。這些新租約的總數有30多份，其中約三分之二屬上海以外地區；而上海的新租約則主要集中於將由次高端轉型為至高端購物商場的上海的港匯恒隆廣場。我們預計，瀋陽的市府恒隆廣場將吸引數個新的頂級品牌進駐，而無錫的恒隆廣場在無錫的地位，很快就會媲美恒隆廣場在上海的地位。昆明的恒隆廣場於今年稍後開幕時，即成為城中的Home to Luxury。」

恒隆地產和恒隆集團的2018財政年度年報已上載於公司網頁，歡迎下載。

The HLP and HLG FY2018 Annual Reports are available for downloading on our websites.



恒隆地產
2018財政年度年報



恒隆集團
2018財政年度年報



FY2018 Annual Reports
of HLP



FY2018 Annual Reports
of HLG



The FY2018 Annual Reports of Hang Lung Properties (HLP) and Hang Lung Group (HLG), themed *Building a Sustainable Future*, were published on March 21 (Thursday). The twin covers of the Annual Reports showcase the unique architectural and design features of our 10 world-class properties, while the respective sections in the Reports highlight the different features of our exceptional performance.

Chairman Mr. Ronnie C. Chan continues to pen personally the *Chairman's Letters to Shareholders* for this year's Reports. He said our Mainland shopping malls have performed satisfactorily, not only in Shanghai but also elsewhere and he also disclosed "In the past few months, we have signed many leases with top luxury brands and more

are forthcoming. Of the total of 30-some new contracts, about two-thirds are outside Shanghai. Those in Shanghai are primarily in Grand Gateway 66, which will be transformed from a sub-luxury mall to a luxury one. Forum 66 in Shenyang is expected to gain a few more top brands while Center 66 in Wuxi will very soon become the 'Plaza 66 of Wuxi'. Spring City 66 in Kunming will be the city's 'Home to Luxury' from the day it opens its doors later this year."



恒隆管理層會議圓滿結束

Hang Lung Management Conference Successfully Concluded

深明培訓具備領導才能的管理層對公司的可持續發展十分重要，今年恒隆管理層會議以「領導始於我們」為主題，延續公司於人才發展及管理方面的努力。

第二屆恒隆管理層會議在2月22日（星期五）於雙魚河鄉村會所舉行，近140位恒隆管理級別人員出席以培訓領導力及合作精神為目標的全日活動。

董事長陳啟宗先生通過開場發言和與會者一同回顧公司近60年的發展歷程，在肯定各位同事努力工作的同時，亦鼓勵他們要持續創新，以迎接公司未來令人振奮的增長。

行政總裁盧韋柏先生則與在場同事分享如何達致可持續增長的五項策略，包括以客為本、建立獨特的恒隆品牌體驗、科技應用、高效執行力、秉持恒隆的核心價值，以及對同事在各項行為準則上的要求。他亦分享公司未來的一些重要舉措，並鼓勵同事共同努力，一起邁向最終目標。

今年，公司也邀請了幾位來自不同領域的卓越人士擔任演講嘉賓，為五大策略的執行及在多變的營商環境下保持可持續發展帶來新思維。而下午的分組活動讓與會者通過互動遊戲，一嘗以實際行動提升業務表現和顧客體驗。

最後，執行董事陳文博先生在閉幕致辭中指出公司各管理人員都是「領導始於我們」中的「我們」，肩負推動企業文化和業務表現的責任。他表示：「最終，作為公司的領導層，要勇於承擔，視工作為己任，果斷而盡責。」

“Leadership starts with us,” as the key theme of this year’s Hang Lung Management Conference (HLMC) goes, is setting a clear agenda for the Company’s continuous efforts in people development, as it understands the importance of nurturing future leaders for the sustainable growth of the Company.

The second edition of the HLMC brought close to 140 Hang Lung executives together at Beas River Country Club on February 22 (Friday), for a whole-day event that encouraged leadership development and collaboration.

Chairman Mr. Ronnie C. Chan walked through the history of Hang Lung over the past 60 years with attendees during his opening remarks. Throughout the speech, he recognized the hard work of all colleagues and encouraged continuous innovation to prepare for the exciting growth of the Company in the future.

CEO Mr. Weber Lo shared with colleagues on how to execute the five strategies for a sustainable growth, including customer-centricity, building a unique Hang Lung-branded experience, embracing technology, disciplined execution and uploading Hang Lung’s core values, as well as the expectations for the desirable behaviors. He also highlighted a few upcoming initiatives while encouraging all to work hard together and achieve the ultimate goal as one.

This year, the conference presented a unique list of speakers to deliver fresh perspectives on a broad range of topics focused on the realization and execution of the key strategies and the delivery of sustainable growth in an ever-changing business environment. Breakout sessions filled with interactive challenges in the afternoon also provided participants the opportunity to get hands-on with how to deliver business growth and customer value.

Executive Director Mr. Adriel Chan highlighted, in his closing remarks, that the “with us” where “leadership starts” refers to every participating executive and is key to building culture and driving performance. “Ultimately, as leaders in this organization, we all need to act like owners with a sense of decisiveness and responsibility,” he said.



◀ 綜合服務部旗下的EST（體驗·服務·科技）小組引入臉部辨識技術用於活動登記，提升體驗
Facial recognition technology is introduced for event registration by the EST Team under the Service Delivery Department, to enhance the experience

▶ 來自不同項目及部門的同事參與團隊建立活動
River Runner，以角色扮演的互動形式研究如何提升顧客滿意度的策略
Colleagues take part in the team-building activity, River Runner, which is a role-play adventure for players to work through strategies to promote customer satisfaction

Lung Management Conference 2019

LEADERSHIP STARTS WITH US



◀▶ 陳啟宗先生（左）、盧韋柏先生（中）、陳文博先生（右）與同事分享想法

Mr. Ronnie C. Chan (left), Mr. Weber Lo (center) and Mr. Adriel Chan (right) share their views



◀ Hubel Labs創辦人、太古地產及八達通董事局成員鄭嘉麗女士分享科技和服務如何攜手並進
Ms. Lily Cheng, Founder of Hubel Labs and Board Member of Swire Properties and Octopus, shares how technology and service can go hand-in-hand

◀ WeWork董事總經理及亞洲區房地產主管Mr. Evan Kleinberg於演講上詳述如何培育企業文化

Mr. Evan Kleinberg, Managing Director and Head of Real Estate – Asia, at WeWork, explains how corporate culture can be nurtured and groomed

▶ 摩根士丹利董事總經理Mr. Praveen Choudhary分享對恒隆業務表現的看法
Mr. Praveen Choudhary, Managing Director of Morgan Stanley, delivers views on the Company's performance





歐萊雅兩大品牌將進駐Fashion Walk

Two L'Oreal Hong Kong Brands Set to Open in Fashion Walk

再有國際潮流品牌選址香港時尚潮流熱點Fashion Walk，開設旗艦店和特色概念店！香港歐萊雅 (L'Oréal Hong Kong) 早前宣布，旗下美國品牌SkinCeuticals以及法國品牌KÉRASTASE將於今年內進駐Fashion Walk，打造SkinCeuticals全球首間綜合式護膚旗艦店及KÉRASTASE概念店，將全新零售、美容及美髮體驗服務帶給顧客。

香港歐萊雅總裁暨董事總經理余寶珍女士表示，未來數月將斥資近千萬港元進行裝修，希望為顧客提供一個最佳的購物體驗。董事——租務及物業管理蔡碧林女士對此感到榮幸，並揚言今年Fashion Walk將繼續增加美容商戶的組合，為潮人帶來新驚喜及體驗。

Fashion Walk has become home to international popular brands. More and more cutting-edge designers and labels are opening their flagship and concept stores here. This year, L'Oreal Hong Kong's, SkinCeuticals from America and Kerastase from France are set to open their flagship store and concept store, respectively, in Fashion Walk's brand-new beauty hub. The two concept stores in Fashion Walk will feature a one-of-a-kind experience in retail, beauty, and hairdressing services for customers.

L'Oreal Hong Kong President and Managing Director, Ms. Eva Yu, said that they have put down a remodeling budget of about HK\$10 million to ensure that customers will revel in the brand new stores. Director-Leasing and Management, Ms. Bella Chhoa, shared that it was a real pleasure to welcome SkinCeuticals and Kerastase – the two top beauty brands of L'Oreal Hong Kong – to the team at Fashion Walk, and that Fashion Walk will continued strategic efforts to bring an unprecedented beauty experience to the city's aficionados of style.



星級服務專區 HL Star Service

在昆明建立恒隆的品牌體驗 Building a Hang Lung-branded Experience in Kunming

為迎接昆明的恒隆廣場即將於今年開幕，一眾前線同事正接受由內至外的全面培訓，以最高的服務標準為春城顧客帶來世界級的「恒隆的品牌體驗」，實踐「以客為本」的目標。

過去數月，前線同事繼續通過「恒隆星級客戶服務課程」做好準備，由基礎課程的儀容妝扮及服務流程，到進階課程學習如何處理客戶投訴技巧，還有包括針對客戶服務標準的高級課程，為一共20位來自綜合服務部的同事們建立良好的基礎。

▼ 昆明的同事接受「恒隆星級客戶服務課程」的全面訓練
Colleagues in Kunming receive comprehensive training under the Hang Lung STAR Service Campaign



▲ 通過多元化的工作坊，同事們更深入了解60項恒隆服務標準
Colleagues learn more about the 60 Service Standards through a variety of workshops

Getting ready to open its doors this year, frontline staff of Spring City 66 have received comprehensive training so as to present customers in Kunming with a world-class Hang Lung-branded experience in fulfilment of the Company's core business strategy of customer-centricity with top standards in service delivery.

Over the past few months, a total of 20 colleagues from the Service Delivery Department have continued to build a strong foundation through the Hang Lung STAR Service Campaign. The programs include the basic course which covers grooming and standard service flow, the intermediate course on handling customer complaints, and the advanced program focusing on the 60 Hang Lung Service Standards and how to apply them.



港匯恒隆廣場 Grand Gateway 66

路易威登限時展今年春夏男裝系列

Louis Vuitton Exhibits its Spring-Summer Men's Collection

國際高端時裝品牌路易威登與港匯恒隆廣場再有新合作！由即日起，路易威登於港匯恒隆廣場1樓中庭開設期間限定店，展示品牌最新春夏男裝系列。此系列乃路易威登男裝藝術總監Mr. Virgil Abloh上任後的首個系列，為隆重其事，品牌在裝潢佈置上亦花了很多心思，於牆身印滿彩虹般漸變的Monogram圖案，藉此散發新系列年輕活力的一面。另外，店內亦設有樹木和花朵圖案的特別裝置，希望讓顧客置身童話森林般的斑斕世界，來一場視覺盛宴，提供不一樣的服務體驗。



Internationally acclaimed purveyors of high fashion, Louis Vuitton is once again collaborating with Grand Gateway 66 to bring the latest trends to fashion fans. From now on, Louis Vuitton is unveiling its latest spring-summer menswear collection at a pop-up store in the First Floor Atrium of the mall. As this marks the first season of the brand's menswear Artistic Director, Mr. Virgil Abloh, Louis Vuitton has pulled out all the stops to design and build a spectacular exhibition, featuring the iconic Monogram pattern in a rainbow wall to accentuate the energy and joy of the collection. Taking pop-up store design to a whole new level, the brand has also created a forest-like world with trees and flowers, to fully immerse customers in the collection's unique vibe.



Mr. Virgil Abloh, Louis Vuitton has pulled out all the stops to design and build a spectacular exhibition, featuring the iconic Monogram pattern in a rainbow wall to accentuate the energy and joy of the collection. Taking pop-up store design to a whole new level, the brand has also created a forest-like world with trees and flowers, to fully immerse customers in the collection's unique vibe.

恒隆廣場·上海 Plaza 66

法包魅力

The Allure of the Baguette!

在1997年，意大利高級時裝品牌芬迪以法國長麵包為靈感創作出風靡時尚界的Baguette手袋。品牌為慶祝Baguette手袋回歸，在3月1至10日來到上海的恒隆廣場開設期間限定店，精心打造Baguette夢幻空間展示不同大小款式的Baguette手袋，同場也展示着這一系列如何與2019春夏最新的女裝及恒隆廣場限定款成衣作搭配，讓顧客深入了解芬迪的優雅魅力。

In 1997, Italian luxury brand FENDI drew inspiration from the ubiquitous French bread to create the Baguette Bag, which was highly sought after by fashionistas at the time. In celebration of the return of the Baguette Bag, the brand opened a pop-up store at Plaza 66 in Shanghai from March 1-10. The space, aptly named the Baguette Dream Room, displayed a collection of Baguette Bags in various sizes and styles, complimented by the brand's 2019 Spring/Summer collection and Plaza 66-limited line. Customers found themselves fully immersed in the elegance of FENDI as they got up close to the legendary Baguette!



走進潮流實驗室

The STYLE LAB Tour

集合當下最潮流的風格、最時尚的生活方式，恒隆旗下六個內地商場與多個時尚品牌聯手合作啟動「恒隆潮流實驗室」，以型格、活力、優雅、甜蜜、自然五大主題配合各場內時尚及飾物業態，展示今季最新時裝單品，當中更加入互動元素，由裝置走到手機線上線下與顧客大玩時尚實驗，顧客可以挑戰AR互動拍照機、扭蛋機、夾玩偶機等等，找到最「潮」的自己！

Combining the trendiest styles and fashionable lifestyles, six Hang Lung's Mainland malls team up with a range of chic brands to introduce Hang Lung Style Lab in towns. On top of collaborating with malls' F&A categories to showcase the latest fashion items of the season, Style Lab also adds interactive elements throughout its installations and mobile phones, from AR photo-taking booth to capsule machine and toy grabber machine, for an O2O fashion experiment where customers enjoy their chicest self!

潮流狂襲預報

Forecast of Style Lab movement

8-31 3	恒隆廣場·濟南 Parc 66	23-21 3-4	恒隆廣場·天津 Riverside 66
8-14 3-4	恒隆廣場·大連 Olympia 66	29-2 3-6	恒隆廣場·無錫 Center 66
8-7 3-4	皇城恒隆廣場 Palace 66	6-5 4-5	港匯恒隆廣場 Grand Gateway 66



企業責任 Corporate Responsibility

綠色·恒隆 HL Sustain

綠色出行
Go Green, Travel Green

交通運輸所產生的污染對環境構成的影響在近年愈見嚴重。2014年，各類型交通工具因直接消耗石油而產生的碳排放，佔全球碳排放總量多於20%。另外，世界衛生組織亦指出，於2012年，路面及海洋運輸是造成城市空氣污染的主因之一，並導致全球超過3,700,000人因病而提前死亡。

為減低這些負面環境影響，國際社會於2015年在聯合國《2030年可持續發展議程》的框架下同意訂下12個目標，涵蓋運輸效益及路邊排放等範疇，旨在於全球各國建設更多可持續的交通運輸系統。各地政府近年均積極推廣公共交通工具，並鼓勵使用新能源汽車，例如在中國共產黨第十九次全國代表大會的報告中便有強調「綠色出行」，目標限制傳統汽車的增長率，同時增加市內及城際鐵路網絡的密度。在香港，政府亦建議陸續淘汰低效益車輛，並提供經濟誘因鼓勵市民轉用新能源汽車。

以可持續發展為營運核心，恒隆一直致力把綠色出行的概念付諸實行。公司旗下在香港及內地的物業均屬於當地都市中的重要部分，與公共交通運輸系統相連。我們亦已完成為旗下停車場增加電動車充電位的可行性研究，在未來將繼續推廣綠色出行，藉以協助推動全球可持續發展。



Pollution caused by transportation has had a significant impact on the environment in recent years. In 2014, different modes of transport collaboratively accounted for over 20% of global carbon emissions, largely due to the direct consumption of petroleum. Road and marine transport in particular contributed a large proportion of urban air pollution, causing over 3.7 million premature deaths globally in 2012, according to the World Health Organization.

To alleviate these adverse environmental consequences, the international community agreed on 12 targets in 2015, such as on transport efficiency and roadside emissions, under the United Nations Agenda 2030 for Sustainable Development, aspiring to build more sustainable transport systems for countries around the world. In response, governments around the world have implemented measures and policies to promote the use of public transport and the transition to new energy vehicles. For instance, green transportation has been addressed as a core focus area under the report at the 19th National Congress of the Communist Party of China, aiming to restrict the growth of conventional vehicle usage while aggressively increasing the density of both inter-city and intra-city railway services. In Hong Kong, the government has also proposed to phase out low-efficiency vehicles and to provide financial incentives for the use of new energy vehicles.

With sustainability at the heart of its business philosophy, Hang Lung has always been proactive in putting the concept of green transportation into action. All our properties, as integrated parts of many metropolises on the Mainland and in Hong Kong, are conveniently connected to public transport systems. We have also conducted a feasibility study on increasing the number of charging bays for electric vehicles at our car parks. The Company will continue to promote green transportation and help contribute to global sustainability.



恒隆廣場·濟南 Parc 66

種出未來

Planting the Future

為喚起小朋友對氣候問題和空氣質量的關注，濟南的恒隆一心義工隊在3月9日（星期六）舉辦了一場種植盆栽工作坊，與約30名小學生探討植物如何改善空氣質量。義工們希望通過這次活動，提高下一代的環保意識，並讓他們了解植物在平衡大自然生態中扮演的重要角色。

In order to draw attention to climate issues and air quality among children, the Hang Lung As One Volunteer Team in Jinan held a plant potting workshop to explain the importance of plants in improving the air quality to about 30 primary school students on March 9 (Saturday). The volunteers hoped to raise awareness of environmental protection, and to help the next generation understand the significant role of plants in balancing the ecosystem.



恒隆廣場·上海 Plaza 66 | 皇城恒隆廣場 Palace 66 | 恒隆廣場·天津 Riverside 66



▲ 上海的恒隆廣場的義工與長者一起製作花燈
Volunteers from Plaza 66 make lanterns with the elderly

▼ 瀋陽的皇城恒隆廣場的義工安排了歌唱表演
Volunteers from Palace 66 sing songs for the elderly residents



與長者歡度佳節

Enjoying Holidays with Seniors

元宵節不一定要與情人賞花燈、猜燈謎才算圓滿，若選擇到老人院探訪，為未能回家慶祝的長者送上關懷，亦別具意義。瀋陽的皇城恒隆廣場及上海的恒隆廣場的恒隆一心義工隊，分別於2月中舉辦了以慶祝元宵節為主題的老人院探訪活動，大玩互動遊戲，共度佳節。此外，天津的恒隆一心義工隊亦於1月探訪了區內一間老人院，與長者齊齊製作春節裝飾，並送上新年祝福。

The Lantern Festival does not have to be just about lovers or solving riddles together, it can also be meaningful to spend time visiting the elderly, who may not be able to go home and celebrate with their families during the festive season. The Hang Lung As One Volunteer Teams from Palace 66 in Shenyang and Plaza 66 in Shanghai visited the senior members of their communities in mid-February, and took the opportunity to put smiles on the elderly faces as they played games together. In Tianjin, the Hang Lung As One Volunteer Team from Riverside 66 also visited a nursing home in January. They made Chinese New Year Decorations with the seniors there and wished them good health in the year ahead.

▲ 天津的恒隆廣場的義工為長者戴上頭飾迎新春
Volunteers from Riverside 66 dress their elderly friends with festive accessories to celebrate the New Year



恒隆周年晚宴2019

Hang Lung Annual Dinner

▼ 董事局成員及管理層出席周年晚宴，與同事一起分享歡樂

Directors of the Boards and Senior Executives share joyful moments with colleagues at the Annual Dinner

公司於3月5日（星期二）在香港舉行周年晚宴，管理層與同事聚首一堂，分享歡樂。為了配合今年的主題Hang Lung Galaxy - We Shine As One，各部門同事均以太空銀河為靈感，悉心打扮成太空人、外星人及科幻電影角色，同時亦準備了連場精彩表演，將年會氣氛推到最高點！

On March 5 (Tuesday), the Company held this year's Annual Dinner in Hong Kong. Our Management, Senior Executives, and colleagues gathered to share joyful moments. To match the theme Hang Lung Galaxy - We Shine As One, colleagues from different departments dressed up as astronauts, aliens, and characters from science fiction movies. They also brought fabulous performances to the stage, which pushed the atmosphere to an exciting climax!

請即掃描QR code
觀看影片



今年晚宴更充分運用科技，首設網站互動平台，供同事瀏覽晚宴資訊及輸入祝賀字句，並投射於大銀幕上。是次晚宴亦增加由管理層主持的遊戲環節《星際解碼》，盡顯各部門同事的團隊精神。2018管理培訓生更組成樂隊表演，演奏歌曲《Rewrite The Stars》，各展所長。

To embrace technology, an interactive event website was first developed for this year's Annual Dinner. Colleagues were able to browse website information and enter their wishes which were projected to the LED screen. They also showed their team spirit when participating in Galaxy Code - a newly added mass game hosted by senior management. In addition, the 2018 Management Trainees (MT18) fully showcased their talents by forming a band and performing the song *Rewrite The Stars*.

▶ 同事用手機掃描二維碼連接到晚宴網站，並輸入祝賀字句
Colleagues scan QR code to access the event website on their phone and enter wishes



▶ 2018管理培訓生組成樂隊演奏歌曲《Rewrite the Stars》
MT18 form a band and perform the song *Rewrite the Stars*

▲ 同事於《星際解碼》盡顯團隊精神，成功解碼並打通至管理層
Colleagues successfully decode the galaxy code and connect to the senior management

長期服務獎 Long Service Award

10年
Years20年
Years30年
Years15年
Years25年
Years

- ▶ 董事長陳啟宗先生(中)頒發30年長期服務獎予租務及物業管理部朱世傑(左)和陳淑群(右)
Chairman Mr. Ronnie C. Chan (middle) presents the Long Service Award to Chu Saikit (left) and Chan Sukkwan (right), both from the Leasing & Management Department and with 30 years of service to Hang Lung

- ▶ 來自香港及內地地方賽冠軍組合赴香港一併高下，角逐總冠軍殊榮
Winning teams from Hong Kong and Mainland offices compete for the championship of Hang Lung's Got Talent 2019

恒隆明星賽
2019 Hang Lung's Got Talent Winners

總冠軍：恒隆廣場·昆明

Champion: Spring City 66, Kunming

- ▶ 表演項目：歌舞《Kiss》；成員：楊坤、劉佳、張芝明、李偉和張鬱薇

Performance: Singing & Dancing "Kiss"; Members: Candy Yang, Jazmine Zhang, Jojo Liu, Leo Li, Layla Zhang



亞軍及最佳造型：香港—租務及物業管理部(香港—銅鑼灣及中環)

1st Runner-up and Best Costume Award: Leasing & Management (HK-Causeway Bay and Central), Hong Kong

- ▶ 表演項目：舞蹈《開羅派對》；成員：葉靖妍、陳靖匡、馮永鴻、葉德成、錢嘉浩
Performance: Dancing "Cairo Party"; Members: Yandy Yip, Eric Chan, David Fung, Jeff Ip, Horace Chien

季軍：市府恒隆廣場·瀋陽

2nd Runner-up: Forum 66, Shenyang

- ▶ 表演項目：歌舞《樂隨舞動》；成員：曹偉、董正陽、陳岑、安月桂、王燦
Performance: Singing & Dancing "Music Flows Along With the Dance"; Members: David Cao, Freeman Dong, Rose Chen, Laurel An, Sue Wang

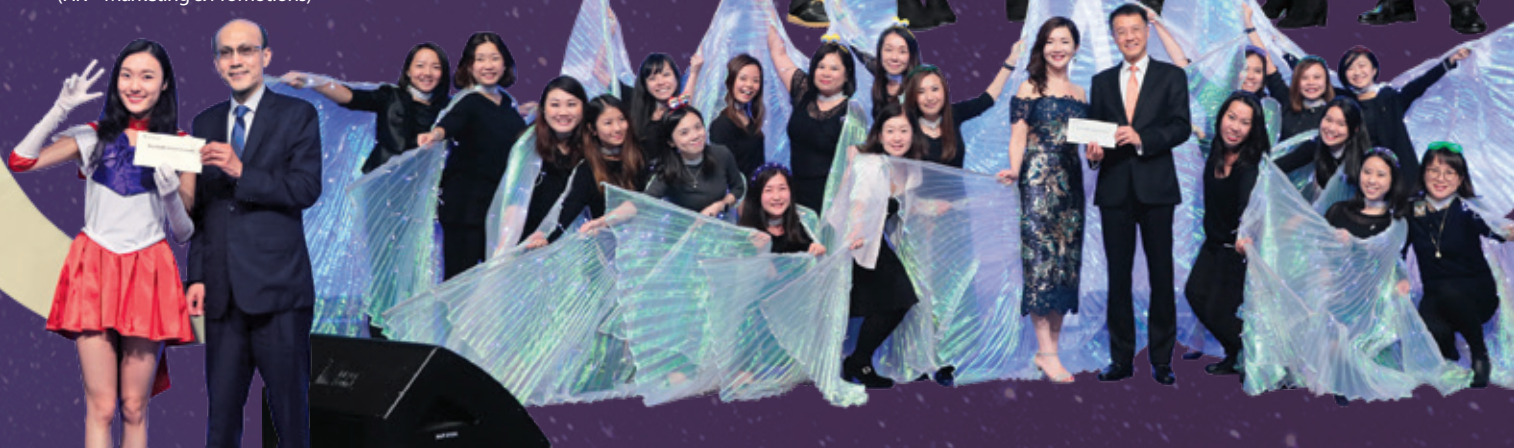
最佳衣著獎
Best Outfit Award

- ▶ 租務及物業管理部陳俊延
Victor Chan, Leasing & Management (HK - Marketing & Promotions)



- ▼ 租務及物業管理部黃趣苒
Tersa Wong, Leasing & Management (HK - Marketing & Promotions)

- ▼ 集團市場部
Central Marketing



同事歡聚 內地年會 Mainland Annual Gatherings to Share Joy and Show Appreciation to Outstanding Volunteers

傑出義工獲得嘉許

▼ 同事的精彩表演讓現場氣氛升溫
Entertaining performances by colleagues heat up the scene



恒隆廣場·上海 Plaza 66 & 港匯恒隆廣場 Grand Gateway 66

各內地辦公室亦舉辦了年會，以感謝同事的努力，並同時表揚恒隆一心義工隊的傑出義工。

As tokens of thanks to all the hard work by our colleagues, our Mainland offices also held their annual gatherings to share the joyful moments. Meanwhile, outstanding volunteers of different Hang Lung As One Volunteer Teams were also recognized.



▲ 上海的傑出義工獲頒獎狀
Outstanding volunteers in Shanghai receive certificates

▶ 濟南義工從董事——租務及物業管理
姚永聰先生（右六）手中接過獎狀
Jinan's volunteers receive certificates from Director - Leasing & Management Mr. William Yiu (6th from right)



▼ 以童話為主題，無錫年會充滿歡樂氣氛
Wuxi's fairy tale-themed annual dinner is filled with joy



恒隆廣場·濟南 Parc 66

◀ 人才匯聚濟南年會
Jinan's talents gather at the annual dinner



恒隆廣場·天津 Riverside 66

▼ 總經理朱天博先生（左）頒發嘉許狀予三位傑出義工：（右起）人力資源及行政部劉伶、朱彤和張偉
General Manager Mr. James Zhu (left) presented certificates to three outstanding volunteers: (from right) Emily Liu, Judy Zhu and Marina Zhang from Human Resources and Administration



◀ 同事精心打扮並以電影人物造型出席年會
Colleagues dress up as movie characters to attend the annual gathering



恒隆廣場·大連 Olympia 66

- 董事—租務及物業管理Mr. Aris Maroulis (右六) 與大連的傑出義工合照
Director – Leasing & Management Mr. Aris Maroulis (6th from right) and outstanding volunteers in Olympia pose for a group photo



- 總經理洪建山先生 (第二排中) 與大連同事合照
General Manager Mr. Sean Ang (center, second row) and colleagues of Olympia 66 pose for a group photo

恒隆廣場·無錫 Center 66



- 總經理劉炳富先生 (前排左四) 表揚恒隆一心義工隊的出色貢獻
General Manager Mr. Eric Lau (4th from left, front row) appreciates exceptional contributions by the Hang Lung As One Volunteer Team

恒隆廣場·武漢 Heartland 66

- 武漢同事共度歡聚一夜
Colleagues in Wuhan spend an amazing night



皇城恒隆廣場及市府恒隆廣場 Palace 66 and Forum 66

- 瀋陽的同事在台上載歌載舞
Colleagues in Shenyang entertain with music and dance



- 瀋陽的恒隆一心義工隊在年會上獲表揚
Shenyang's Hang Lung As One Volunteer Teams are praised during the annual dinner



- 同事興奮迎接即將開幕的昆明的恒隆廣場
Colleagues are all ready for the upcoming opening of Spring City 66

恒隆廣場·昆明 Spring City 66

摩洛哥風格 x 泰式新派菜 Morokok進駐家樂坊 打造8,000呎旺角綠洲 Moroccan Style x Thai Fusion Dishes Morokok Aims to Create 8,000sq. ft. Wonderland in Mongkok

要數旺角近期最紅的打卡熱點，不得不提在去年底進駐旺角家樂坊的泰國新派菜餐廳 Morokok。佔地8,000呎的Morokok走摩洛哥風，並設有戶外座位，店內外每一個角落都是打卡位，加上提供的泰國新派菜式，由經驗豐富並曾任泰國菜米芝蓮餐廳的廚師設計，難怪吸引網紅和年輕人紛紛潮聖打卡，開業短短兩個多月，IG的粉絲人數一直飆升！

One of the most popular "instagrammable" hotspots in Mongkok recently, for sure is Morokok, which opened last December at Gala Place. Covering an area of 8,000sq. ft, this new restaurant surprises its customers not only with its Moroccan interior design, but also the creative fusion of Thai dishes offered by the experienced chef. Providing a beautiful environment with great food, it's no wonder Morokok is a hotspot for internet celebrities and teenagers to "check-in". It perhaps also explains why number of its Instagram followers has skyrocketed!



請即掃描 QR code
觀看影片



Morokok

地址 旺角登打士街56號家樂坊8樓801號舖
Location Shop 801, 8/F, Gala Place, 56 Dundas Street, Mongkok
Instagram @morokok_hk



創辦人親身示範三大IG打卡位
Co-founders demonstrate the three "IG" hotspots



李泓霖 Will Li
Morokok創辦人 Co-founder of Morokok



張家欣 Jacqueline Cheung
Morokok創辦人 Co-founder of Morokok

每月獎不停

FunCorner

知道答案的同事請即上內聯網互動專區遞交答案，或把答案連同中文姓名、所屬部門和聯絡方法，發電郵至Connections@HangLung.com，亦可經內部郵遞交到集團傳訊部。截止日期為2019年4月12日（星期五），我們會每期抽出共10位得獎同事，每人更可獲得當地幣值100元的購物禮券。

3月號題目：秀才手巾（猜一歇後語）

1月號題目：雙喜臨門（猜一中國城市） 答案：重慶

得獎者

周幸芸 恒隆廣場・無錫
凌 鈞 恒隆廣場・無錫
譚璐冰 恒隆廣場・昆明
孫祿陽 恒隆廣場・大連

劉格琳 恒隆廣場・濟南
王敬德 皇城恒隆廣場
唐 玉 市府恒隆廣場

王夢晴 恒隆廣場・天津
吳淑芬 香港
程 華 香港

2月號的答案將於下期公布，敬請留意！

恒隆地產
HANG LUNG PROPERTIES



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