

“恒隆商户服务奖”
彰显“以客为本”理念

Spotlight on Customer-centricity at
Hang Lung Retail Service Award



Spotlight on Customer-centricity at 2018 “恒隆商户服务奖” 2018 Hang Lung Retail Service Award 彰显“以客为本”理念

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▲ 执行董事陈家岳先生(右)颁发奖状予得奖租户员工
Executive Director Mr. Norman Chan (right) presents certificates to winning tenant staff

从“绿宝石客户服务奖”到“恒隆商户服务奖”，恒隆秉承“以客为本”的宗旨，透过表扬在不同岗位表现出色的员工，以达至最高的服务水准，借以发挥恒隆的独特品牌效应。

延续去年首届“恒隆商户服务奖”的成功，2018年度的“恒隆商户服务奖”颁奖典礼在2019年2月28日(星期四)于上海的恒隆广场The Lounge隆重举行，一共颁发20项“个人卓越奖”及六项“企业团队卓越奖”，表扬在恒隆广场及港汇恒隆广场提供卓越客户服务的租户及其员工，继续将恒隆“多做一点 前瞻一里”的顾客服务精神推广至租户层面。

执行董事陈家岳先生于颁奖典礼上致辞时表示：“面对竞争日益激烈的零售服务市场，我们希望与商户携手，在每个细节中贯彻恒隆的品牌理念，为顾客提供高品质、个人化的购物体验。‘恒隆商户服务奖’的设立正是为了嘉许提供卓越服务的租户员工，以进一步提升服务水准与购物体验。”

出席颁奖典礼的恒隆管理层包括董事—租务及物业管理彭兆辉先生和涂家辉先生、上海的恒隆广场总经理胡惠雅女士及港汇恒隆广场总经理叶志强先生，他们与一众来自各个品牌租户的来宾一起见证杰出员工获奖。

“恒隆商户服务奖”自推出以来深受租户的积极支持和参与，由恒隆管理层组成的评审团按客户满意度、解决问题和创新能力、主动性和责任心为标准，选出各组别的最终得奖者。

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—租务及物业管理涂家辉先生(左)颁发奖状予得奖租户员工
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.

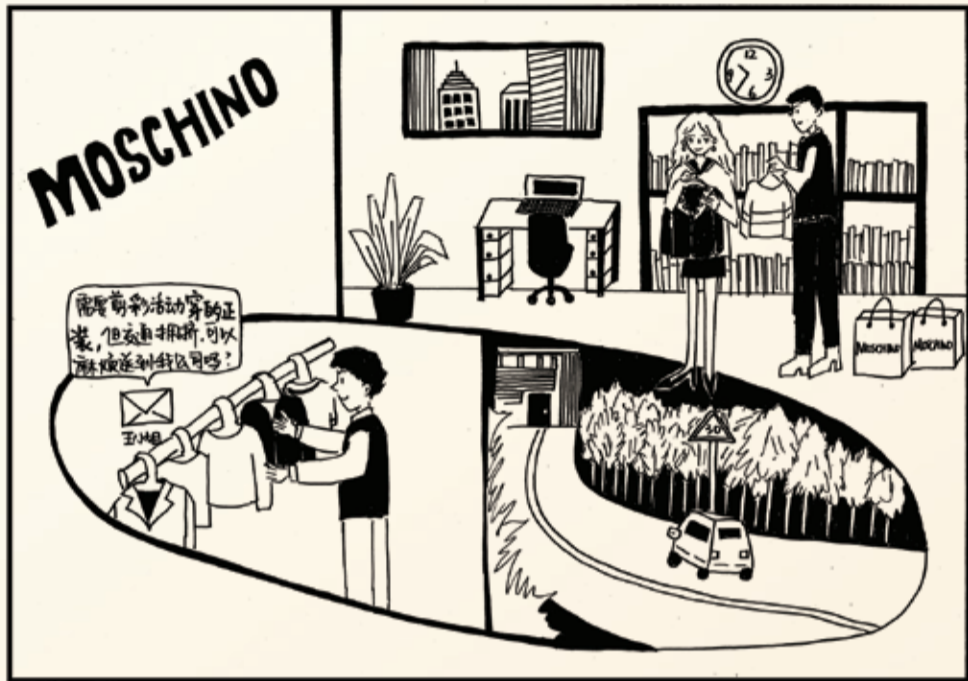
Since the inception of the award, it has been well received among tenants with strong support and proactive participation. The judging panel, consisting of Hang Lung executive members, evaluated the list of final winners based on customer satisfaction, problem solving and innovative thinking, initiative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

今年的得奖个案不仅照顾客人衣食住行的需要，更从顾客的角度设想，替其解决问题，并为客人排忧解难。以下是部分精选个案分享：

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:

精选个案分享 Selected Winning Cases :

恒隆广场·上海 Plaza 66

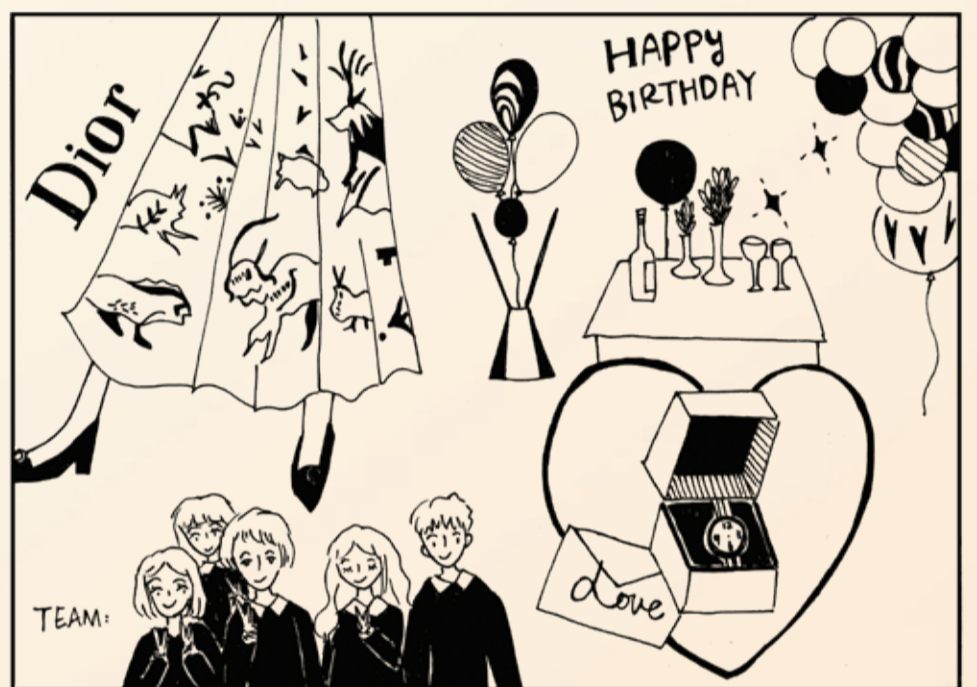


协助为顾客觅得所爱、打造充满浪漫的生日及求婚惊喜，足见Dior的团队对客户服务质量充满热诚。

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的赵以平牺牲休息时间提供专业的搭配建议，更在夜深下班后赶赴顾客公司，送上合适的服装，解其燃眉之急，成为顾客最为信任的专属形象顾问。

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.

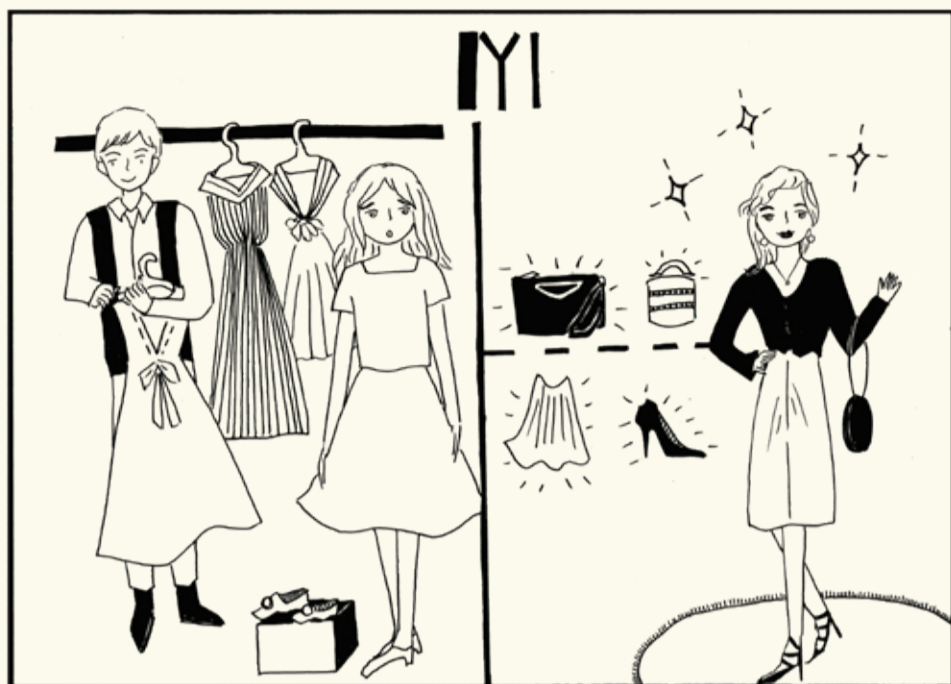


▼ 陈家岳（前排中）、彭兆辉（前排右三）、涂家辉（前排左三）、胡惠雅（前排右二）及叶志强（前排左二）颁发奖项予恒隆广场得奖者

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

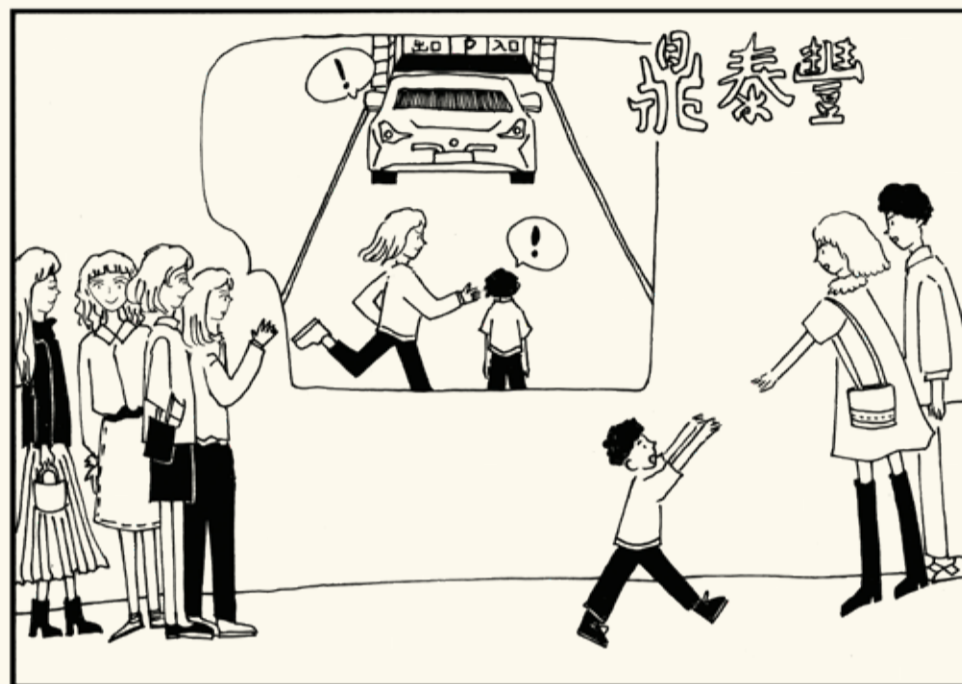


港汇恒隆广场 Grand Gateway 66



Yi的品牌顾问董帅，不仅为顾客找回年轻时的风采，更贴心地提供时尚搭配建议，甚至前往别店买鞋搭配，为顾客打造典雅的风格，最终令顾客重建自信。

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.



鼎泰丰的店员们救下险些被车撞的小男孩，并细心安慰小朋友及协助找回走散的父母。

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.

▼ 陈家岳（前排右四）、彭兆辉（前排右三）、涂家辉（前排左四）及叶志强（前排左三）颁发奖项予港汇恒隆广场得奖者

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 恒隆商户服务奖颁奖典礼

HANG LUNG RETAIL SERVICE AWARD 2018



2018恒隆商户服务奖获奖名单(排名不分先后) Winners of 2018 Hang Lung Retail Service Award (Listed in no particular order)

港汇恒隆广场 Grand Gateway 66

个人卓越奖 Individual Excellence Awards

品牌商户 Shops		得奖者 Winners	
登喜路	Dunhill	朱云峰	Zhu Yunfeng
吉米周	Jimmy Choo	董成	Dong Cheng
有兰	Urlazh	范杏飞	Fan Xingfei
三宅之褶	Pleats Please Issey Miyake	邱墨敏	Qiu Yumin
欧米茄	Omega	侯婷	Hou Ting
Yi		董帅	Dong Shuai
罗意威	Loewe	魏阳	Wei Yang
鼎泰丰	Din Tai Fung	桂艳	Gui Yan
上海小南国	Shanghai Min	谢丽萍	Xie Liping
上海小南国	Shanghai Min	鲁振荣	Lu Zhenrong

企业团队卓越奖 Corporate Excellence Awards

品牌商户 Shops		得奖者 Winners	
莫斯奇诺	Moschino	陆娴	Lu Wei
		蔡未蕾	Cai Weilei
		段归闰	Duan Guiqi
鼎泰丰	Din Tai Fung	李燕燕	Li Yanyan
		王凤	Wang Feng
		陈先碧	Chen Xianbi
苏浙汇	Jardin De Jade	梁加菊	Liang Jiaju
		孙庆岭	Sun Qingling
		陈海兰	Chen Hailan

恒隆广场·上海 Plaza 66

个人卓越奖 Individual Excellence Awards

品牌商户 Shops		得奖者 Winners	
思琳	Celine	苏可	Su Ke
莫斯奇诺	Moschino	赵以平	Zhao Yiping
乐忻味之楼	Taste Paradise	欧炳联	Ou Binglian
南小馆	The Dining Room	张小芳	Zhang Xiaofang
Mr & Mrs Italy		牛晓坤	Niu Xiaotong
卡地亚	Cartier	艾佳佳	Ai Jiajia
伯爵	Piaget	赵茵	Zhao Wei
纬图	Vertu	刘佳	Liu Jia
安德鲁·麦肯锡	Andrew Mackenzie	孙梅	Sun Mei
卓诺迪	Cerruti 1881	郭雯琴	Guo Wenqin

企业团队卓越奖 Corporate Excellence Awards

品牌商户 Shops		得奖者 Winners	
迪奥	Dior	瞿敏丽	Qu Minli
		顾伟凡	Gu Weifan
		周莉	Zhou Li
		胡彪	Hu Wei
		蔡青	Cai Qing
		董琦	Dong Qi
安德鲁·麦肯锡	Andrew Mackenzie	唐艳平	Tang Yanping
		胡艳	Hu Yan
		孙吉	Sun Ji
		吴玲玲	Wu Lingling
		孙梅	Sun Mei
		奚婷	Xi Ting
昆庭	Christofle	吉娅	Ji Ya
		奚蕊玲	Yan Ruiling
		周志娇	Zhou Zhijiao

恒隆2018财政年度年报出版

Hang Lung Publishes FY2018 Annual Reports

集团资讯 Corporate News

恒隆地产及恒隆集团已于3月21日(星期四)出版2018财政年度年报。本年报以“建造可持续发展的未来”为主题,继续采用双连式封面设计,展示公司旗下10个世界级物业的建筑和设计特色,并通过年报内容展现我们在各个范畴中的卓越表现。

一如以往,董事长陈启宗先生亲自撰写刊载于年报内的〈董事长致股东函〉。他表示,我们不仅在上海,而且在其他城市的购物商场的表现皆令人满意。他还透露:“过去数月,我们与多个顶级奢侈品牌签订租约,类似租约亦会接踵而来。这些新租约的总数有30多份,其中约三分之二属上海以外地区;而上海的新租约则主要集中于将由次高端转型为至高端购物商场的上海的港汇恒隆广场。我们预计,沈阳的市府恒隆广场将吸引数个新的顶级品牌进驻,而无锡的恒隆广场在无锡的地位,很快就会媲美恒隆广场在上海的地位。昆明的恒隆广场于今年稍后开幕时,即成为城中的Home to Luxury。”



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."

恒隆地产和恒隆集团的2018财政年度年报已上载于公司网页,欢迎下载。

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



恒隆地产
2018财政年度年报



恒隆集团
2018财政年度年报



FY2018 Annual Reports
of HLP



FY2018 Annual Reports
of HLG



恒隆管理层会议圆满结束

Hang Lung Management Conference Successfully Concluded

深明培训具备领导才能的管理层对公司的可持续发展十分重要，今年恒隆管理层会议以“领导始于我们”为主题，延续公司于人才发展及管理方面的努力。

第二届恒隆管理层会议在2月22日（星期五）于双鱼河乡村会所举行，近140位恒隆管理级别人员出席以培训领导力及合作精神为目标的全日活动。

董事长陈启宗先生通过开场发言和与会者一同回顾公司近60年的发展历程，在肯定各位同事努力工作的同时，亦鼓励他们要持续创新，以迎接公司未来令人振奋的增长。

行政总裁卢韦柏先生则与在场同事分享如何达致可持续增长的五项策略，包括以客为本、建立独特的恒隆品牌体验、科技应用、高效执行力、秉持恒隆的核心价值，以及对同事在各项行为准则上的要求。他亦分享公司未来的一些重要举措，并鼓励同事共同努力，一起迈向最终目标。

今年，公司也邀请了几位来自不同领域的卓越人士担任演讲嘉宾，为五大策略的执行及在多变的环境下保持可持续发展带来新思维。而下午的分组活动让与会者通过互动游戏，一尝以实际行动提升业务表现和顾客体验。

最后，执行董事陈文博先生在闭幕致辞中指出公司各管理人员都是“领导始于我们”中的“我们”，肩负推动企业文化和业务表现的责任。他表示：“最终，作为公司的领导层，要勇于承担，视工作为己任，果断而尽责。”

“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.



综合服务部旗下的EST（体验·服务·科技）小组引入脸部辨识技术用于活动登记，提升体验
Facial recognition technology is introduced for event registration by the EST Team under the Service Delivery Department, to enhance the experience

来自不同项目及部门的同事参与团队建立活动 River Runner，以角色扮演的互动形式研究如何提升顾客满意度的策略
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



◀▶ 陈启宗先生(左)、卢韦柏先生(中)、陈文博先生(右)与同事分享想法
Mr. Ronnie C. Chan (left), Mr. Weber Lo (center) and Mr. Adriel Chan (right) share their views



◀ Hubel Labs创办人、太古地产及八达通董事局成员郑嘉丽女士分享科技和服务如何携手并进
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董事总经理及亚洲区房地产主管Mr. Evan Kleinberg于演讲上详述如何培育企业文化
Mr. Evan Kleinberg, Managing Director and Head of Real Estate – Asia, at WeWork, explains how corporate culture can be nurtured and groomed

▶ 摩根士丹利董事总经理Mr. Praveen Choudhary分享对恒隆业务表现的看法
Mr. Praveen Choudhary, Managing Director of Morgan Stanley, delivers views on the Company's performance





欧莱雅两大品牌将进驻Fashion Walk

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

再有国际潮流品牌选址香港时尚潮流热点Fashion Walk，开设旗舰店和特色概念店！香港欧莱雅 (L'Oréal Hong Kong) 早前宣布，旗下美国品牌SkinCeuticals以及法国品牌KÉRASTASE将于今年内进驻Fashion Walk，打造SkinCeuticals全球首间综合式护肤旗舰店及KÉRASTASE概念店，将全新零售、美容及美发体验服务带给顾客。

香港欧莱雅总裁暨董事总经理余宝珍女士表示，未来数月将斥资近千万港元进行装修，希望为顾客提供一个最佳的购物体验。董事—租户及物业管理蔡碧林女士对此感到荣幸，并扬言今年Fashion Walk将继续增加美容商户的组合，为潮人带来新惊喜及体验。

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'Oréal 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'Oréal 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'Oréal 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.



星级服务专区 HL Star Service

在昆明建立恒隆的品牌体验

Building a Hang Lung-branded Experience in Kunming

为迎接昆明的恒隆广场即将于今年开幕，一众前线同事正接受由内至外的全面培训，以最高的服务标准为春城顾客带来世界级的“恒隆的品牌体验”，实践“以客为本”的目标。

过去数月，前线同事继续通过“恒隆星级客户服务课程”做好准备，由基础课程的仪容妆扮及服务流程，到进阶课程学习如何处理客户投诉技巧，还有包括针对客户服务标准的高级课程，为一共20位来自综合服务部的同事们建立良好的基础。

▲ 昆明的同事接受“恒隆星级客户服务课程”的全面训练
Colleagues in Kunming receive comprehensive training under the Hang Lung STAR Service Campaign



▲ 通过多元化的工作坊，同事们更深入了解60项恒隆服务标准
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.



港汇恒隆广场 Grand Gateway 66

路易威登限时展今年春夏男装系列

Louis Vuitton Exhibits its Spring-Summer Men's Collection

国际高端时装品牌路易威登与港汇恒隆广场再有新合作！由即日起，路易威登于港汇恒隆广场1楼中庭开设期间限定店，展示品牌最新春夏男装系列。此系列乃路易威登男装艺术总监Mr. Virgil Abloh上任后的首个系列，为隆重其事，品牌在装潢布置上亦花了很多心思，于墙身印满彩虹渐变Monogram图案，借此散发新系列年轻活力的一面。另外，店内亦设有树木和花朵图案的特别装置，希望让顾客置身童话森林般的斑斓世界，来一场视觉盛宴，提供不一样的服务体验。



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.

恒隆广场·上海 Plaza 66

法包魅力

The Allure of the Baguette!

在1997年，意大利高级时装品牌芬迪以法国长面包为灵感创作出风靡时尚界的Baguette手袋。品牌为庆祝Baguette手袋回归，在3月1至10日来到上海的恒隆广场开设期间限定店，精心打造Baguette梦幻空间展示不同大小款式的Baguette手袋，同场也展示着这一系列如何与2019春夏最新的女装及恒隆广场限定款成衣作搭配，让顾客深入了解芬迪的优雅魅力。

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!



走进潮流实验室

The STYLE LAB Tour

集合当下最潮流的风格、最时尚的生活方式，恒隆旗下六个内地商场与多个时尚品牌联手合作启动“恒隆潮流实验室”，以型格、活力、优雅、甜蜜、自然五大主题配合各场内时尚及饰物业态，展示今季最新时装单品，当中更加入互动元素，由装置走到手机线上线下与顾客大玩时尚实验，顾客可以挑战AR互动拍照机、扭蛋机、夹玩偶机等等，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!

潮流狂袭预报

Forecast of Style Lab movement

8-31 / 3	恒隆广场·济南 Parc 66	23-21 / 3-4	恒隆广场·天津 Riverside 66
8-14 / 3-4	恒隆广场·大连 Olympia 66	29-2 / 3-6	恒隆广场·无锡 Center 66
8-7 / 3-4	皇城恒隆广场 Palace 66	6-5 / 4-5	港汇恒隆广场 Grand Gateway 66



企业责任 Corporate Responsibility

绿色·恒隆 HL Sustain

绿色出行

Go Green, Travel Green

交通运输所产生的污染对环境构成的影响在近年愈见严重。2014年，各类型交通工具因直接消耗石油而产生的碳排放，占全球碳排放总量多于20%。另外，世界卫生组织亦指出，于2012年，路面及海洋运输是造成城市空气污染的主因之一，并导致全球超过3,700,000人因病而提前死亡。



为减低这些负面环境影响，国际社会于2015年在联合国《2030年可持续发展议程》的框架下同意订下12个目标，涵盖运输效益及路边排放等范畴，旨在于全球各国建设更多可持续的交通运输系统。各地政府近年均积极推广公共交通工具，并鼓励使用新能源汽车，例如在中国共产党第十九次全国代表大会的报告中便有强调“绿色出行”，目标限制传统汽车的增长率，同时增加市内及城际铁路网络的密度。在香港，政府亦建议陆续淘汰低效益车辆，并提供经济诱因鼓励市民转用新能源汽车。

以可持续发展为营运核心，恒隆一直致力把绿色出行的概念付诸实行。公司旗下在香港及内地的物业均属于当地都市中的重要部分，与公共交通运输系统相连。我们亦已完成为旗下停车场增加电动车充电位的可行性研究，在未来将继续推广绿色出行，借以协助推动全球可持续发展。

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 carparks. The Company will continue to promote green transportation and help contribute to global sustainability.



恒隆广场·济南 Parc 66

种出未来

Planting the Future

为唤起小朋友对气候问题和空气质量的关注，济南的恒隆一中心义工队在3月9日（星期六）举办了一场种植盆栽工作坊，与约30名小学生探讨植物如何改善空气质量。义工们希望通过这次活动，提高下一代的环保意识，并让他们了解植物在平衡大自然生态中扮演的重要角色。

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.



恒隆广场·上海 Plaza 66 | 皇城恒隆广场 Palace 66 | 恒隆广场·天津 Riverside 66



▲ 上海的恒隆广场的义工与长者一起制作花灯
Volunteers from Plaza 66 make lanterns with the elderly

▼ 沈阳的皇城恒隆广场的义工安排了歌唱表演
Volunteers from Palace 66 sing songs for the elderly residents

与长者欢度佳节 Enjoying Holidays with Seniors

元宵节不一定要与情人赏花灯、猜灯谜才算圆满，若选择到老人院探访，为未能回家庆祝的长者送上关怀，亦别具意义。沈阳的皇城恒隆广场及上海的恒隆广场的恒隆一中心义工队，分别于2月中举办了以庆祝元宵节为主题的老人院探访活动，大玩互动游戏，共度佳节。此外，天津的恒隆一中心义工队亦于1月探访了区内一间老人院，与长者齐齐制作春节装饰，并送上新年祝福。

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.

▶ 天津的恒隆广场的义工为长者戴上头饰迎新春
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

公司于3月5日(星期二)在香港举行周年晚宴，管理层与同事聚首一堂，分享欢乐。为了配合今年的主题Hang Lung Galaxy - We Shine As One，各部门同事均以太空银河为灵感，悉心打扮成太空人、外星人及科幻电影角色，同时亦准备了连场精彩表演，将年会气氛推到最高点！

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!

▼ 董事局成员及管理层出席周年晚宴，与同事一起分享欢乐
Directors of the Boards and Senior Executives share joyful moments with colleagues at the Annual Dinner

▶ 请即扫描 QR code 观看影片



今年晚宴更充分运用科技，首设网站互动平台，供同事浏览晚宴资讯及输入祝贺字句，并投射于大银幕上。是次晚宴亦增加由管理层主持的游戏环节《星际解码》，尽显各部门同事的团队精神。2018管理培训生更组成乐队表演，演奏歌曲《Rewrite The Stars》，各展所长。

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*.

▶ 同事用手机扫描二维码连接到晚宴网站，并输入祝贺字句
Colleagues scan QR code to access the event website on their phone and enter wishes



▶ 2018管理培训生组成乐队演奏歌曲《Rewrite the Stars》
MT18 form a band and perform the song *Rewrite the Stars*

▶ 同事于《星际解码》尽显团队精神，成功解码并打通至管理层
Colleagues successfully decode the galaxy code and connect to the senior management

长期服务奖 Long Service Award

10年
Years



15年
Years



20年
Years



25年
Years



30年
Years



▶ 董事长陈启宗先生(中)颁发30年长期服务奖予租务及物业管理部朱世杰(左)和陈淑群(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

▶ 来自香港及内地地方赛冠军组合赴香港一拼高下，角逐总冠军殊荣
Winning teams from Hong Kong and Mainland offices compete for the championship of Hang Lung's Got Talent 2019

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

总冠军：恒隆广场·昆明
Champion: Spring City 66, Kunming

▶ 表演项目：歌舞《Kiss》；成员：杨坤、刘佳、张芝明、李伟和张郁薇
Performance: Singing & Dancing "Kiss"; Members: Candy Yang, Jazmine Zhang, Jojo Liu, Leo Li, Layla Zhang



亚军及最佳造型：香港—租务及物业管理部(香港—铜锣湾及中环)
1st Runner-up and Best Costume Award: Leasing & Management (HK-Causeway Bay and Central), Hong Kong

▶ 表演项目：舞蹈《开罗派对》；成员：叶靖妍、陈靖匡、冯永鸿、叶德成、钱嘉浩
Performance: Dancing "Cairo Party"; Members: Yandy Yip, Eric Chan, David Fung, Jeff Ip, Horace Chien



季军：市府恒隆广场·沈阳
2nd Runner-up: Forum 66, Shenyang

▶ 表演项目：歌舞《乐随舞动》；成员：曹伟、董正阳、陈岑、安月桂、王烁
Performance: Singing & Dancing "Music Flows Along With the Dance"; Members: David Cao, Freeman Dong, Rose Chen, Laurel An, Sue Wang

最佳衣著奖
Best Outfit
Award

▶ 租务及物业管理部
陈俊延
Victor Chan,
Leasing &
Management
(HK - Marketing &
Promotions)



▼ 租务及物业管理部黄趣苻
Tersa Wong, Leasing & Management
(HK - Marketing & Promotions)

▼ 集团市场部
Central Marketing



同事欢聚 **内地年会** Mainland Annual Gatherings

to Share Joy and Show Appreciation to Outstanding Volunteers

杰出义工获得嘉许

同事的精彩表演让现场气氛升温
Entertaining performances by colleagues heat up the scene



恒隆广场·上海 Plaza 66 & 港汇恒隆广场 Grand Gateway 66

各内地办公室亦举办了年会，以感谢同事的努力，并同时表扬恒隆一心理义工队的杰出义工。

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.



上海的杰出义工获颁奖状
Outstanding volunteers in Shanghai receive certificates

济南义工从董事——租务及物业管理姚永聪先生（右六）手中接过奖状
Jinan's volunteers receive certificates from Director - Leasing & Management Mr. William Yiu (6th from right)



以童话为主题，无锡年会充满欢乐气氛
Wuxi's fairy tale-themed annual dinner is filled with joy



恒隆广场·济南 Parc 66

人才汇聚济南年会
Jinan's talents gather at the annual dinner

总经理朱天博先生（左）颁发嘉许状予三位杰出义工：（右起）人力资源及行政部刘伶、朱彤和张伟
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

恒隆广场·天津 Riverside 66



同事精心打扮并以电影人物造型出席年会
Colleagues dress up as movie characters to attend the annual gathering



恒隆广场·大连
Olympia 66

董事—租务及物业管理Mr. Aris Maroulis (右六)与大连的杰出义工合照
Director – Leasing & Management Mr. Aris Maroulis (6th from right) and outstanding volunteers in Olympia pose for a group photo



总经理洪建山先生(第二排中)与大连同事合照
General Manager Mr. Sean Ang (center, second row) and colleagues of Olympia 66 pose for a group photo

皇城恒隆广场及市府恒隆广场
Palace 66 and Forum 66

沈阳的同事在台上载歌载舞
Colleagues in Shenyang entertain with music and dance



沈阳的恒隆一心义工队在年会上获表扬
Shenyang's Hang Lung As One Volunteer Teams are praised during the annual dinner

恒隆广场·无锡
Center 66



同事兴奋迎接即将开幕的昆明的恒隆广场
Colleagues are all ready for the upcoming opening of Spring City 66

恒隆广场·昆明
Spring City 66



总经理刘炳富先生(前排左四)表扬恒隆一心义工队的出色贡献
General Manager Mr. Eric Lau (4th from left, front row) appreciates exceptional contributions by the Hang Lung As One Volunteer Team



恒隆广场·武汉
Heartland 66

武汉同事共度欢聚一夜
Colleagues in Wuhan spend an amazing night

摩洛哥风格 x 泰式新派菜

Morokok进驻家乐坊 打造8,000呎旺角绿洲

Moroccan Style x Thai Fusion Dishes

Morokok Aims to Create 8,000sq. ft. Wonderland in Mongkok

要数旺角近期最红的打卡热点，不得不提在去年底进驻旺角家乐坊的泰国新派菜餐厅 Morokok。占地8,000呎的Morokok走摩洛哥风，并设有户外座位，店内外每一个角落都是打卡位，加上提供的泰国新派菜式，由经验丰富并曾任泰国菜米芝莲餐厅的厨师设计，难怪吸引网红和年轻人纷纷潮圣打卡，开业短短两个多月，IG的粉丝人数一直飙升！

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!



请即扫描 QR code 观看影片



Morokok

地址 旺角登打士街56号家乐坊8楼801号铺
Location Shop 801, 8/F, Gala Place, 56 Dundas Street, Mongkok
Instagram @morokok_hk



Co-founders demonstrate the three "IG" hotspots
创办人亲身示范三大IG打卡位



李泓霖 Will Li
Morokok创办人 Co-founder of Morokok



张家欣 Jacqueline Cheung
Morokok创办人 Co-founder of Morokok

每月奖不停

FunCorner

知道答案的同事请即上内联网互动专区递交答案，或把答案连同中文姓名、所属部门和联络方法，发电邮至Connections@HangLung.com，亦可经内部邮递交到集团传讯部。截止日期为2019年4月12日（星期五），我们会每期抽出共10位得奖同事，每人更可获得当地币值100元的购物礼券。

3月号题目：秀才手巾（猜一歇后语）

1月号题目：双喜临门（猜一中国城市） 答案：重庆

得奖者

周幸芸 恒隆广场·无锡
凌 钧 恒隆广场·无锡
谭璐冰 恒隆广场·昆明
孙禄阳 恒隆广场·大连

刘格琳 恒隆广场·济南
王敬德 皇城恒隆广场
唐 玉 市府恒隆广场

王梦晴 恒隆广场·天津
吴淑芬 香港
程 华 香港

2月号的答案将于下期公布，敬请留意！

恒隆地產
HANG LUNG PROPERTIES



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