

Changemakers

恒隆租戶可持續發展通訊
Tenant Sustainability Newsletter by Hang Lung

第八期
ISSUE #08



Changemakers 2025: 砥礪同行 共同成長 Changemakers 2025: Growing Stronger Together

對恒隆而言，可持續發展是共同進步的旅程。回顧2025年，我們不斷在學習中成長，一起走過許多精彩的時光。讓我們一同重溫今年舉辦的能力培訓活動，並分享我們在打造Changemakers社群所作的努力吧！

Sustainability at Hang Lung is a shared journey – and 2025 was full of moments where we learned and grew together. This newsletter celebrates our capacity-building highlights and shows how we're building a community of Changemakers. Ready to see what we achieved?



2025年恒隆可持續發展焦點 Hang Lung Sustainability Achievements in 2025

環境、社會及管治認可 ESG Recognition

40+

40多個環境、社會及管治獎項
40+ ESG awards



全球房地產可持續標準
常設投資基準「五星」評級
GRESB Standing Investment –
5-Star rating



CDP「A」評級
CDP – A rating



Hang Seng Corporate
Sustainability Index
Series Member 2025-2026

恒生可持續發展企業指數「AA+」評級
Hang Seng Corporate Sustainability
Index – AA+



RE100 最佳新進成員
RE100 – Best Newcomer Award



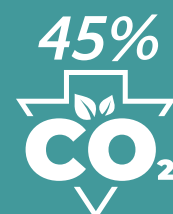
家樂坊辦公室煥新項目獲頒香港綠色
建築議會環保建築大獎既有建築類別
室內設計大獎

Hong Kong Green Building Council – Green
Building Award for our Office Rejuvenation
project in Gala Place (Grand Award –
Existing Buildings: Interiors)

其他主要成就 Other Key Achievements



內地十座物業中有八座透過綠電採購
協議採用可再生能源供電
8 of 10 Mainland properties powered
by renewable energy through power
purchase agreements



上海恒隆廣場三期擴建項目及杭州恒隆廣場
採用低碳排放鋼材：加權平均碳
排放量減少45%
Low carbon emission steel at Plaza 66
Pavilion Extension and Westlake
66: 45% carbon reduction
(weighted average)



76位租戶已加入恒隆可持續發展合作計劃
(佔適用物業已出租樓面面積的20%)
76 tenants joined Hang Lung
sustainability partnerships
(20% of leased floor area at
applicable properties)



發表《我們的淨零之旅》討論文件，
探討至2050年前的減排情境
Published *Journey to Net Zero* paper
with decarbonization scenarios
to 2050

Changemakers計劃 2025:能力建設活動回顧

Changemakers Program 2025: Key Capacity-Building Highlights

我們透過Changemakers計劃與租戶攜手合作，共同設計實用並能應對實際營商挑戰的學習機會。我們在2025年舉辦了一系列能力建設活動，以涵蓋環境和社會兩方面議題，並培養參加者的共同使命感。

Under the Changemakers Program, we shape learning opportunities together with our tenants that are practical and relevant to real business challenges. In 2025, we organized a series of capacity-building activities covering both environmental and social topics, while cultivating a sense of shared purpose among participants.



環境相關培訓 Environment-Focused Trainings

面向內地租戶的可再生能源專題分享

在不懈的努力和有效的策略下，我們實現了一大里程碑：內地80%營運物業已全面採用可再生能源為業主和租戶空間供電。

為內地租戶而設的培訓內容涵蓋：

- 當地可再生能源政策及市場動向
- 恒隆可再生能源方案及相關實際案例
- 可再生能源如何協助業主和租戶實現可持續發展目標

Renewable Energy Insights for Chinese Mainland Tenants

80% of our operating properties – including both landlord and tenant spaces – are now powered by renewable energy in Chinese Mainland, a significant milestone achieved through strategic planning and dedication.

The session for Mainland tenants covered:

- Local renewable energy policies and market dynamics
- Hang Lung's renewable energy integration approach and practical experiences
- How the renewable energy supports landlord and tenant sustainability targets

我們看到的不只是表面的承諾，還有一個個活生生的案例，展示了物業能如何全面採用可再生能源，以及業主和租戶能如何就共同的減碳目標合作。

Instead of just high-level commitments, we saw concrete examples of how renewable energy can be integrated into properties and how landlords and tenants can align on shared decarbonization goals.



看著紙包飲品盒從「廢物」變成新產品的整個流程，令回收變成實實在在的過程。這個經歷驅使我們認真思考自己可如何透過日常營運，為實現循環經濟出一分力。

Seeing the full journey of a beverage carton from “waste” to a new product made recycling feel real and tangible. The experience challenged us to think harder about how our daily operations can support a more circular future.

參觀咁坊廠房：認識紙包飲品盒的回收過程

一提到回收，不少人心中都有一個疑問：我們回收的物件到底會送到哪裡？為了一探究竟，Changemakers計劃的參與租戶早前深入香港首間紙包飲品盒回收漿廠及教育中心「咁坊」，從幾方面體驗回收過程：

- 了解香港的廢物管理現況及企業在當中扮演的角色
- 透過回收廠房的導賞團，了解從分類到再造的處理過程
- 參加再造紙工作坊，並能在分享中獲得實用的廢物管理建議

參加者從中取得實用靈感，有助改善自身的廢物管理策略。

Mil Mill Facility Visit: Understanding Beverage Carton Recycling

A common question in recycling: Where do our recyclables really go? Changemakers tenants visited Mil Mill, Hong Kong's first pulp mill and education centre for beverage carton recycling, for an in-depth experience:

- Insights into Hong Kong's waste management realities and business roles
- Guided tour of the processing facility, from sorting to transformation
- Hands-on recycled paper-making workshop with actionable takeaways

Participants gained practical inspiration to enhance their own recycling practices.





社會相關培訓： Social-Focused Trainings:

傷健共融顧客服務禮儀培訓

前線同事為殘疾顧客提供服務時應遵循哪些原則？

我們分別與內地殘障融合實驗室和香港CareER合作，圍繞以下主題舉辦培訓課程：

- 了解顧客需求和關注點
- 有效的溝通指南及實用秘訣，以便在互動過程中保持清晰和尊重
- 商場和辦公樓的真實服務案例



培訓讓我們放心提出平日不敢問的問題。能夠直接從專家身上取經，有助我們的團隊以同理心和自信消除疑惑。

The training provided a safe space to ask the questions we were always afraid to ask. Being able to learn directly from specialists helped our team replace uncertainty with empathy and confidence.

Disability-Friendly Customer Service Training

What is good practice in providing inclusive service to people with disabilities?

In partnership with Diversability Lab (Chinese Mainland) and CareER (Hong Kong), we delivered training sessions focusing on:

- Understanding diverse customer needs and concerns
- Effective communication guidelines and practical tips for clear and respectful interactions
- Real-life scenarios relevant to malls and offices



恒隆多元共融措施知多點 A Closer Look at Our Diversity and Inclusion Initiatives

恒隆致力培養多元共融的服務文化。為支援殘疾人士所需，我們為旗下全數內地和香港物業展開通達設計評估，為特定市場制定通達設計評估清單，並為前線同事提供傷健共融顧客服務禮儀培訓。此舉有助協調內部營運和租戶及顧客支援服務，促進共融的物業生態系統。

At Hang Lung, we are committed to fostering a diverse and inclusive service culture. To support individuals with disabilities, we conducted accessibility reviews across all Chinese Mainland and Hong Kong properties, developed market-specific checklists, and delivered disability etiquette training for customer-facing staff. This alignment of internal practices with tenant and customer support helps create a more inclusive ecosystem throughout our portfolio.





構建Changemakers社群：在協作中學習 Building a Community of Changemakers: Collaborative Learning

Changemakers計劃帶來的不只是一次性的活動，更是長期的社群關係，讓租戶能夠坦誠分享彼此面臨的挑戰、測試方案和共同學習。從簡單的环境足跡計算到進階的試點項目，我們深知每個租戶的可持續發展步伐不一，因此提供不同的知識交流渠道，鼓勵租戶分享彼此的成功經驗和遇到的困難，藉此集思廣益，開拓合作空間。

The Changemakers Program creates more than standalone events – it fosters a community where tenants openly share challenges, test solutions, and learn together. Recognizing that each tenant is at a different stage of their sustainability journey – from initial footprint measurement to advanced pilots – we provide channels for knowledge-sharing. Tenants are encouraged to highlight both successes and difficulties, enabling collective brainstorming and partnership opportunities.



廚餘升級再造工作坊

上述協作活動的最佳例子，是我們與譚仔國際有限公司和新生精神康復會合辦的工作坊。作為積極參與計劃的租戶之一，譚仔將利用中央廚房的剩餘腩肉回收製成香薰蠟燭，展示升級再造廚餘的過程。

Food Waste Upcycling Workshop

A prime example was our workshop co-created with Tam Jai International Co. Limited, one of our passionate Changemakers tenants, and New Life Psychiatric Rehabilitation Association. Tam Jai showcased food waste upcycling by transforming surplus pork belly from their central kitchen into fragrant candles.

Key takeaways:

- Demonstrated practical upcycling of typically discarded ingredients
- Integrated circular economy with mental wellbeing practices
- Highlighted how collaboration generates environmental and community value



活動亮點：

- 示範如地升級再造常見廚餘
- 結合循環經濟和精神健康支援
- 展示如何透過協作創造環境和社會價值



成為Changemakers社群的一分子，令我體會到協作的力量。這場工作坊提醒了我們，只要同心合力，便能將挑戰轉化為實際行動，帶來有意義的改變。

Being part of the Changemakers community has shown me the power of collaboration. This workshop reminded me that by standing together, we can turn our challenges into practical steps toward meaningful change.



在今後的通訊中，我們將繼續分享租戶在可持續發展方面採取的最佳實踐，例如節能貼士和相關創新項目等。緊貼最新通訊，獲取更多靈感！

Looking ahead, we will continue featuring our tenants' sustainability best practices in this newsletter – from energy-saving tips to innovative campaigns. Watch for future issues for more insights!

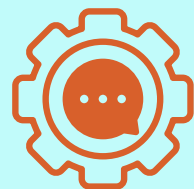


立即加入 Team up with us as Changemakers 行列

如果您尚未成為我們Changemakers計劃的一份子，現在正是加入的絕佳時機。
無論您是初心者，還是已經有完善的可持續發展政策，都歡迎與我們結伴同行。

If you are not yet part of our *Changemakers Program*, now is the perfect time to join. Whether you are just getting started or already have mature sustainability initiatives, we can walk this path together.

加入計劃有何好處？ What's in it for You?



可持續發展相關的技術建議
和支援

Technical advice and support
on sustainability practices

- 免費能源審計 (如適用)
- 能源基準表現比較報告
- 廢物管理方面的建議
- Free energy audits (where applicable)
- Energy performance benchmarking report
- Waste management strategy advice



適用的內地物業可獲綠色電力相關文件，證明該場所
使用可再生能源供電

Green electricity documentation at applicable mainland
properties, proving that your premises are powered by
renewable energy



能力培訓課程及提升社區福祉的活動

Capacity-building programs and community wellbeing activities



年度租戶頒獎典禮

Annual tenant recognition ceremony

更多配套支援即將公布，助您在可持續發展路上走得更遠，請密切留意！

And more to come: We're rolling out additional benefits to help you advance further on your sustainability journey. Stay tuned!

有意加入或了解詳情？
Interested in joining or learning more?

歡迎電郵至 sustainability@hanglung.com 聯絡我們的團隊，
探討我們可如何助您在可持續發展路上更進一步。

Please contact us at sustainability@hanglung.com and our team will be happy to discuss how
we can support your sustainability journey.



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