

# #Inspiration

启迪前行



恒隆会  
HOUSE

昆明君悦居  
GRAND HYATT  
RESIDENCES  
KUNMING

宜室宜居 —— 昆明君悦居  
A Compelling Space:  
Grand Hyatt Residences Kunming

专业细致 超越期待 —— 恒隆人“以客为尊”的承诺  
Delivering Excellence: Hang Lung People's  
Commitment to Customer-Centricity

第三度举办社区共融日 推广认知友善社区  
Third Community Inclusion Day  
Promotes a Dementia Friendly Community

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# 宜室宜居 — 昆明君悦居

## A Compelling Space: Grand Hyatt Residences Kunming

“昆明君悦居”持续深化恒隆地产“以客为尊”  
的宗旨，践行引领“城市脉动”的目标  
Grand Hyatt Residences Kunming deepens  
Hang Lung's commitment to customer-centricity  
while leading the “Pulse of the City”

我们致力让发展足迹所及之处成为宜室  
宜居的社区，实现恒隆缔造优享生活  
空间的愿景。恒隆旗下高端服务式寓所  
品牌“恒隆府”首个以酒店品牌冠名的项目“昆明  
君悦居”将于2024年起分批交付，并打造一套  
全方位的服务模式，成为西南地区的先行者，  
为市场引入高端服务，提升整体业界水平，树立  
城市生活新标准。

恒隆地产董事——办公楼，住宅及服务式公寓  
隋颂伟先生指出，“昆明君悦居”是恒隆携手凯悦  
酒店集团共同打造的都市高端生活标杆之作，  
同时巩固了恒隆作为全国领先商业地产发展商的  
地位。“昆明君悦居”作为昆明恒隆广场综合发展  
项目的重要部分，该项目将进一步聚合包括奢华  
零售购物、商务办公、酒店餐饮、公寓住宅和  
综合娱乐在内的高端品牌业态，为当地顾客打造  
开放、多元、融合共生的都市国际化生活方式，  
同时推动昆明消费经济可持续发展，持续深化  
恒隆地产“以客为尊”的宗旨，践行引领“城市  
脉动”的目标。

### 以客为尊

“昆明君悦居”的服务分三大类，分别是基础  
服务、特色服务，及高定服务。在君悦酒店提供  
的基础服务上，再建构特色服务，初步制定了  
六大项目，包括生活服务、室内清洁服务、商务  
服务、餐饮服务、硬件配套，和酒店活动，共涵  
盖18个细节。

昆明恒隆广场物业管理（服务式公寓）经理杨志宇  
(Leo) 表示：“君悦居住客享有的不只是酒店式的  
服务，实际上是享受一个全方位的服务，带给  
住客极致的尊贵体验，例如他们到昆明恒隆广场  
消费时，可享受折扣优惠；另外，在饮食照顾上，  
我们也会开发住客尊享的实时菜单程式，让他们  
可以实时点餐，并享用24小时送餐服务。”

#CompellingSpaces #CustomerCentricity  
#PulseoftheCity



“昆明君悦居”是恒隆携手凯悦酒店集团共同打造的都市高端生活标杆之作  
Grand Hyatt Residences Kunming is a flagship project jointly developed by Hang Lung and the Hyatt Hotel Group, setting a new benchmark for luxury urban living



为了让住客有更多的选择，团队也制定了高定服务，在酒店提供的衣食住行服务上做了一个升华。“酒店的客房打扫清洁可能只因应一个房间的设施作整理，但我们会加入居家环境的考虑，了解顾客的生活习惯，再制定適切服务方案，例如提供奢侈品护理，全屋收纳和衣橱整理服务。”

Leo指出，除照顾住客的日常起居，也会细致打点其他需要，“公寓的空间有限，但我们可以利用公共空间，为住客提供储存服务，例如雪茄、高尔夫球杆等，同时也会提供宠物喂养及托管服务。”

对于高定服务的灵感启发，Leo笑指恒隆的顾客是其中的草拟者，“这套服务的内容其实是根据我们日常与顾客群的交流聊天，及从他们的消费习惯，从而定制出有关细节。”

### 城市脉动

“昆明君悦居”的建筑设计融汇自然美学风格，灵感来自云南石林，山景园林的特色错落有致地刻印在墙面线条上，勾勒出山川灵动的气韵，将当地的民俗之风和自然之美细腻地融入设计中。此外，为了让住客有更一体化的体验，项目也无缝衔接及贯通昆明恒隆广场，一站式满足购物、娱乐等需求。

Hang Lung is dedicated to transforming every area it touches into a desirable and livable community, exemplifying its vision of creating compelling spaces that enrich lives. Hang Lung's first hotel-branded project, Grand Hyatt Residences Kunming, under its premium serviced residences brand, Hang Lung Residences, is scheduled to open in stages from 2024 onwards, which aims to pioneer a comprehensive

service model, elevate industry standards, and establish a new benchmark for luxury urban living. Mr. Herman Chui, Director – Office & Residence of Hang Lung Properties, emphasized that Grand Hyatt Residences Kunming is a collaborative effort between Hang Lung and global hospitality group, Hyatt, to further strengthen Hang Lung's position as a leading national commercial property developer. As an integral component of Spring City 66, Grand Hyatt Residences Kunming brings together luxury retail, offices, hotels and dining, apartment residences, and integrated entertainment to create an open, diverse, and symbiotic urban lifestyle hub for local customers while promoting the sustainable development of Kunming's consumer economy. Moreover, it deepens Hang Lung's commitment to customer-centricity as it takes the lead in setting the "Pulse of the City".

### Customer-Centricity

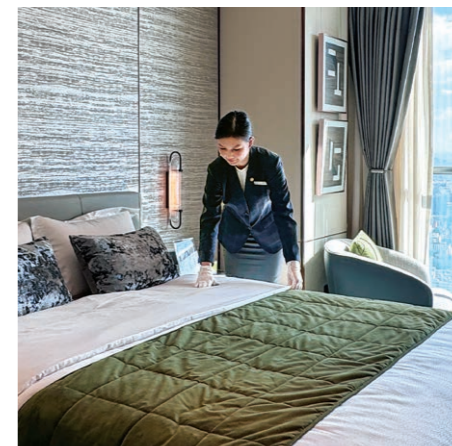
The services offered at Grand Hyatt Residences Kunming are classified into three main categories: basic services, distinctive services, and bespoke services.

Leo Yang, Manager – Property Management (Serviced Apartments) at Spring City 66 in Kunming, stated that the services provided at Grand Hyatt Residences Kunming go beyond usual hotel-style amenities. They offer a comprehensive range of services to provide residents with an exceptional and luxurious experience. For instance, residents can enjoy shopping discounts when they visit Spring City 66. In terms of dining, a real-time menu application is being developed exclusively for residents, allowing them to place orders and enjoy round-the-clock delivery. With a desire to provide an exceptionally high level of personally tailored services, a range of bespoke services have been introduced, including concierge, housekeeping, and home organizing and decluttering services. In addition to taking care of

residents' day-to-day needs, the team also provides storage services for items like cigars and golf clubs, as well as pet feeding and pet sitting services.

### Pulse of the City

Grand Hyatt Residences Kunming features an architectural design inspired by the natural aesthetics of Yunnan, particularly the Stone Forest and mountain landscapes. The design incorporates the charm of the local customs and natural beauty, with intricate wall lines reflecting the dynamic spirit of the mountains. Furthermore, the project seamlessly connects with and extends into Spring City 66, offering a comprehensive experience that caters to shopping, entertainment, and other needs in one location.



“昆明君悦居”的服务分三大类，分别是基础服务、特色服务，及高定服务  
The services offered at Grand Hyatt Residences Kunming are classified into three main categories: basic services, distinctive services, and bespoke services

“昆明君悦居”项目无缝衔接及贯通昆明恒隆广场  
Grand Hyatt Residences Kunming seamlessly connects with and extends into Spring City 66



## “昆明君悦居”项目特色 Grand Hyatt Residences Kunming Project Highlights

位于昆明市盘龙区，紧邻昆明市北京路与东风路交汇的十字路口  
Located at the intersection of Beijing Road and Dongfeng Road in the Panlong District of Kunming City

提供 **254** 个寓所单位  
Offers **254** residential units

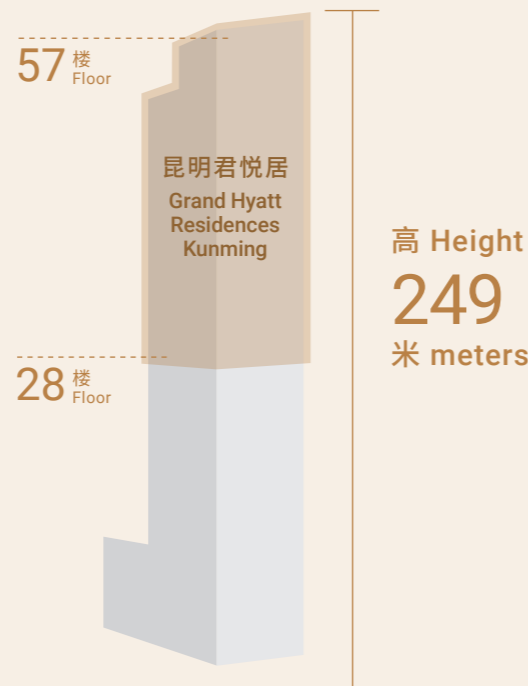
尺数包括 Diverse Size

标准单位 **1-3** 房 Bedrooms **246** 间 units

特别单位 **3-4** 房 Bedrooms **5** 间 units

顶层单位\* **4-5** 房 Bedrooms **3** 间 units

\* 设有天际花园及私人泳池  
Include sky gardens and private swimming pools



## 匠心打造周年活动 Star-studded Annual Parties Dazzle and Inspire

恒隆不断致力引领时尚奢华的生活方式，两家在沪的商场——上海恒隆广场及上海港汇恒隆广场举行了全城瞩目的年度主题活动，为顾客缔造独一无二的购物体验。

今年，上海恒隆广场的“HOME TO LUXURY”盛装派对以“璀璨银河”为主题，凝聚奢华、时尚、音乐与艺术的无限创意，携手逾百家全球知名品牌，呈现一场持续三天的星际奇旅。为令顾客在消费时增添玩味，上海恒隆广场还独具匠心地打造了众多紧扣璀璨银河主题的互动装置，而各大国际品牌也呼应派对主题，将品牌文化与艺术完美融合，为顾客呈献多达200款首发及限量的奢华单品，提供尊崇备至的购物体验。

作为上海的地标性购物商场，上海港汇恒隆广场坚持探索创新的运营模式，不断引入前瞻的合作伙伴，革新购物体验。上海港汇恒隆广场今年的庆典活动以“Gateway to Inspiration —— 灵感炙热”为主题，携手知名时尚媒体《智族GQ》共同打造了一场为期三天的秋日美拉德盛宴。商场别出心裁地打造氛围浓郁的美拉德街区，定制了一份美拉德主题攻略，打卡、购物、游玩多元互动精彩体验。

Hang Lung prides itself in being a trailblazer in the world of the latest luxury lifestyle trends, curating unique experiences that engage the aspirations of our customers. Our annual parties at Plaza 66 and Gateway 66 are some of Shanghai's most hotly anticipated events and this year proved no exception.

At Plaza 66, this year's "HOME TO LUXURY" Party was themed "Dazzling Galaxy" and brought together a constellation of our most esteemed tenants to celebrate the vibrant creativity of luxury fashion, music and artistry. The three-day party saw the theme brought to life with interactive installations throughout the mall, inviting the world's most distinguished luxury brands to present their exclusive new releases and limited-edition items to create the most unique lifestyle and shopping experience for our customers.

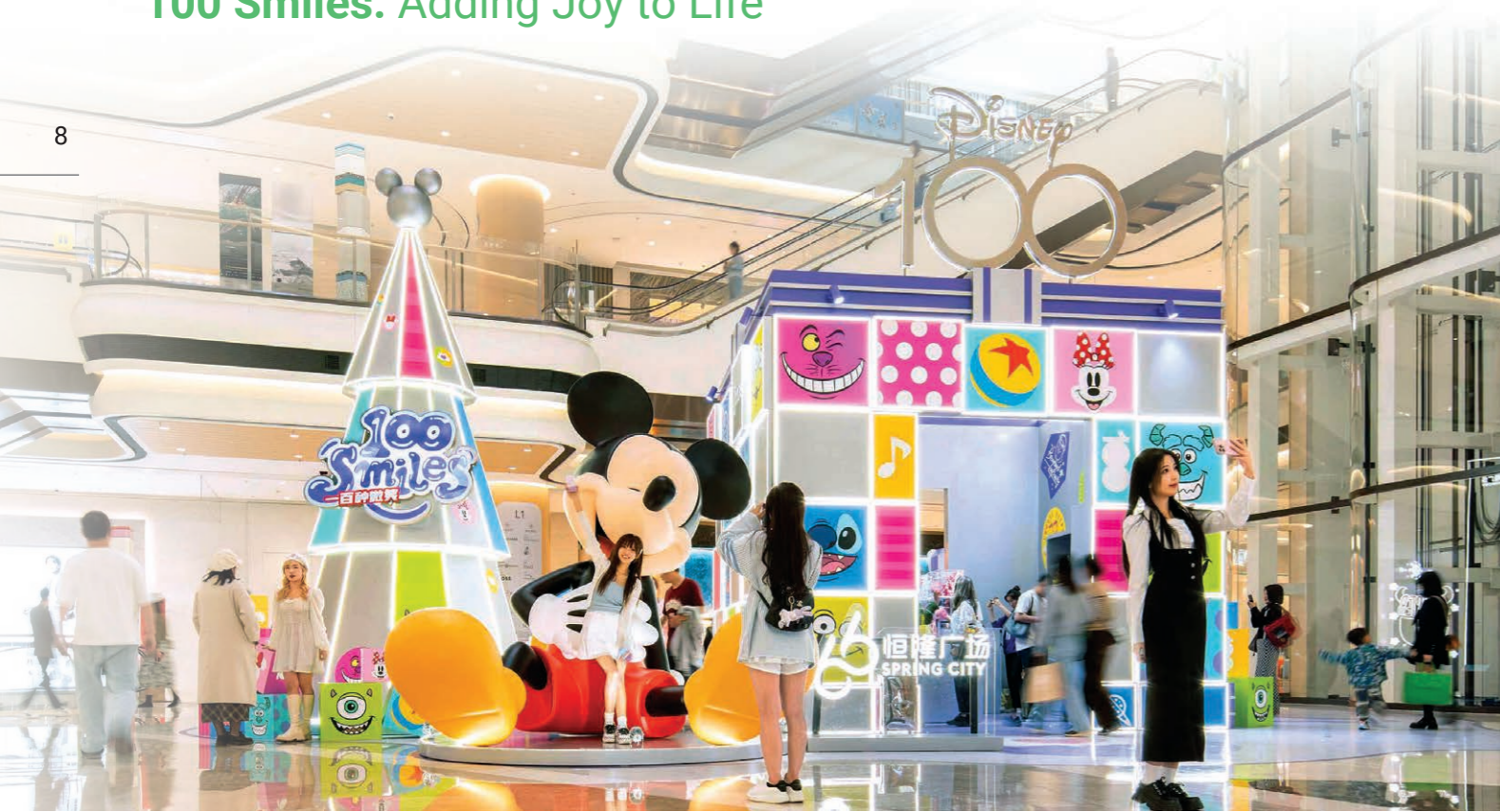
Grand Gateway 66 prides itself in being at the cutting edge of innovative shopping experiences that engage customers in unique ways. Celebrating with the theme "Gateway to Inspiration - Hottest Inspiration", in collaboration with top lifestyle media outlet, GQ, this year's party tapped the hot Maillard trend with three days of autumnal tones taking over the mall with an engaging guide to usher customers into experiencing the hottest new style that is sweeping the nation, as they check-in, shop, and enjoy.



# 一百种微笑 为生活添美妙

## 100 Smiles: Adding Joy to Life

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顾客在迪士尼装置前打卡，收集微笑  
Customers snap photos at the Disney installations to collect smiles

恒隆与迪士尼中国合作，庆祝迪士尼100岁生日，即日起至2024年1月2日期间，在内地6座城市的7个恒隆广场盛大开启“迪士尼一百种微笑”主题活动，部分迪士尼经典角色，包括“米奇”、“唐老鸭”、“巴斯光年”、“苏利文”以装置艺术的形式亮相，将迪士尼的欢乐带到现实世界，为顾客带来一场充满惊喜的快乐庆典。



顾客除有机会亲身感受迪士尼角色微笑的奇妙，各恒隆广场更为顾客安排了一系列精彩的活动，包括品牌消费回赠限定礼遇、指定品牌多倍积分、欢乐纷呈的现场活动等，让顾客在为期近两个月的节日季持续收获礼物和惊喜。



Hang Lung and Disney China have teamed up to celebrate Disney's 100<sup>th</sup> birthday. From now until January 2, 2024, the "100 Smiles" themed event is being held at seven Hang Lung malls in six cities across mainland China. Beloved Disney characters such as "Mickey", "Donald Duck", "Buzz Lightyear", and "Sulley" will be brought to life through captivating installation art, bringing the enchantment of Disney into the real world and creating a joyous celebration for customers.

In addition to the wonderful experience of witnessing these Disney characters' smiles in person, customers will also enjoy a range of exciting activities at each Hang Lung mall. These activities include exclusive gifts with purchases, bonus points on selected brands, and a vibrant array of on-site events. Throughout the nearly two-month festive season, customers can look forward to gifts and delightful surprises.

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迪士尼精品快闪店，为顾客带来节日惊喜  
Disney pop-up shops bring festive surprises to customers

# hello “夜游赏”

## hello Fun Night!

为积极响应香港特区政府推出的“香港夜缤纷”项目，恒隆旗下七大商场携手推出“hello ‘夜游赏’”，与商户合作带来连串夜市专属优惠及限定活动，部分商户更延长营业时间至晚上11时，吸引市民于夜间外出消费。

In support of the Hong Kong SAR government's efforts to promote the "Night Vibes Hong Kong" campaign, seven Hang Lung malls have launched a series of "hello Exclusive Rewards" and "Night Consumption" activities. These initiatives include dedicated night markets with special offers from merchants and time-limited events. Furthermore, some merchants have extended their operating hours until 11:00 p.m., to entice residents to venture out and participate in nighttime shopping and leisure activities.



# 专业细致 超越期待 — 恒隆人“以客为尊”的承诺

## Delivering Excellence: Hang Lung People's Commitment to Customer-Centricity

恒隆今年推出“客户服务提升计划”(Customer Engagement Initiatives, CEI)，全面升级服务标准，让顾客尊享最佳的服务体验，达到“以客为尊”的理念。今期《连系恒隆》访问了两位综合服务部的同事，她们分别在CEI课程中，透过场景演练及角色扮演，将工作的待客细节做到极致，并启迪身边的同事，提升整体工作水准。

Hang Lung introduced its Customer Engagement Initiatives (CEI) this year with the aim of enhancing our service standards and providing customers with exceptional service experiences while adhering to our principle of "customer-centricity." For this edition of *Connections*, we spoke with two Service Delivery colleagues who actively participated in the CEI program. They participated in scenario training and role-playing exercises to perfect their customer service skills and inspire their colleagues to raise their overall work standards.



### SOPHIA

“除了提供干净整洁的环境，员工的仪态也是商场形象的体现。”

范小静 (Sophia) 是大连恒隆广场副经理——综合服务部，负责商场环境卫生和专案管理工作，于2015年加入恒隆前曾于国际五星级酒店工作，“虽然商场和酒店都属于服务行业，但它们之间有着本质的不同，我也希望能够学到更多新知识。”

场景演练：客人在扶手电梯上不小心摔倒、地面湿滑等，我们都做好了指引。”从那时起，Sophia也身兼对客服务培训的工作，提高同侪的服务水准。

随着时代的变迁，顾客对服务品质要求也与日俱增，Sophia深明顾客服务并没有“天书”可言，而是需要与时俱进，而一个规范化的模版，也可让同事有序可循。

Sophia认为，CEI的课程统一了服务的标准，而且准则与五星级酒店对齐，让同事知道自己提供的服务是奢侈品品牌的服务水准，具有

专业标准，而且课程使用视频指引，让前线同事更易理解内容。

Sophia在向前线同事提供培训时，特别注重礼貌问候和场景演练，“除了提供干净整洁的环境，商场向顾客提供优质的无形服务同样重要，而员工的仪态也是商场形象的体现。”只是，有些同事并不擅长表达，往往不敢主动与客人打招呼。因此，Sophia和同事们采用了“以身作则”的方式，每次巡视时都主动向清洁员工问候，透过这样身教方式进行引导，带领他们学习如何向客人问候并展示礼貌。

场景演练方面，Sophia则透过播放CEI课程中的视频，让同事形象化地了解服务要求的规范性和细致度，再进行角色扮演，分组让同事互相检查仪容，指出各人仪容上的“盲点”，例如鬓角不整齐等，真正做到“一丝不苟”。

同时，Sophia也会将需要改善的细节，包括工作场景、制服和工具等拍照制作成影片，在早会时一起与同事讨论，“透过这样的互动，大家更清晰地了解到自己可以精益求精的地方。”

“Exceptional service goes beyond maintaining a clean environment; it encompasses intangible elements such as demeanor and grooming.”

Sophia Fan, Assistant Manager – Service Delivery at Olympia 66 in Dalian, has been previously recognized for her exceptional customer service skills, honed during her tenures at renowned five-star hotels. During the launch of Olympia 66, Sophia played a vital role in establishing systematic and professional customer service training. Leveraging her previous experience, she collaborated with department managers to develop and refine the team's training standards. Sophia also took on the responsibility of training her colleagues to help raise the overall service level within the team.



Sophia (第三排右二)表示，CEI培训通过图片和视频学习及场景演练，让同事形象化地了解服务要求的规范性和细致度  
Sophia (3<sup>rd</sup> row, 2<sup>nd</sup> from the right), emphasized that the CEI training employs visual learning through pictures and videos, along with scenario-based exercises, which enable colleagues to develop a concrete understanding of the standards and intricacies required in delivering exceptional service

Sophia firmly believes that customer service is not a cryptic concept but a dynamic and ever-evolving process that must keep pace with the times. Implementing a standardized template enables colleagues to adopt a clear and organized approach.

According to Sophia, the CEI program is designed to establish consistent service standards that align with those of five-star hotels. This ensures that colleagues understand and implement a level of service that is on par with luxury brands, adhering to professional benchmarks. The program incorporates instructional videos, facilitating better comprehension and a deeper understanding among frontline staff.

Sophia emphasizes that exceptional service goes beyond maintaining a clean environment; it encompasses intangible elements such as demeanor

and grooming. Some colleagues may initially need help expressing themselves and initiating customer interactions. To address this, Sophia and her colleagues lead by example, directly greeting the cleaning staff during their patrols. By doing so, they serve as role models and guide their colleagues on effective ways to greet customers and engage in polite interactions.

Sophia highlights the use of scenario training, which employs visual learning through pictures and videos to help colleagues grasp the specific requirements and attention to detail expected in service provision. Role-playing exercises and group activities are also employed, allowing colleagues to assess each other's grooming standards and provide feedback on any blind spots, ensuring meticulousness in every aspect.



### CASSIE

“一言一行要恰当，待人接物需体贴，是谓“以客为尊”。”

卜文怡 (Cassie) 两年半前加入上海恒隆广场的客户服务团队，担任办公楼的客服领班，也是租户的“管家”之一。身为地道上海人，Cassie说话不缓不疾，笑说这是“职业病”，“当遇到一些非常棘手的事情时，我们一定要保持耐心，不能急躁，可能也是工作造就了我的性格吧！”

身为“管家”，需要每事想得周到，Cassie认为，工作时需要做好每一项的细节，才能确保品质的一致，“CEI课程中我们将服务行为模块深耕到每个工作细节中，例如宾客从车辆停靠安排开始，到大堂门口的接待，手势指向的指导，保持身姿的挺拔，事无巨细，一言一行要恰当，待人接物需体贴，是谓‘以客为尊’。”

Cassie曾获“中国金钥匙联盟”客户服务金钥匙荣誉，对于待客之道，别有心得。她认为顾客服务是因时制宜，包括善用科技提升效率，例如公司推出办公楼租户小程序，帮助租户迅速解决一些技术性的问题，例如是换灯罩预约、会议室租借等，而同事则发挥更人性化的贴心服务，提升客户体验。说到最难忘的经历，Cassie说是与垃圾堆里“寻宝”有关。

原来，曾有租户遗失了非常重要的文件，里面有数十间公司的营业执照，向Cassie查询时已是三天之后的事。“我们问了不同同事，也没有找到相关文件，于是我决定到保安室与同事一起回看三天以来的每一个闭路电视镜头，包括一些死角也来来回回看个彻底，终于发现快递员在送货期间把文件掉到地上，被清洁人员当作是垃圾运走。我连忙跑到垃圾房，但清洁人员没有印象，只说垃圾房后面有个小仓库，我可以自己去翻一下。”

皇天不负有心人，Cassie终于找到文件，租户对此感激不已，还赠送了她一面锦旗，“当时虽然觉得找到的机会很渺茫，但也抱着一线生机，帮到租户我也很开心。”

### “Paying attention to every word and action while treating others with thoughtfulness embodies the principle of ‘customer-centricity’.”

Cassie Bu, who joined the customer service team at Plaza 66 in Shanghai over two years ago, has been working as a supervisor and "butler" for tenant services in the office tower. As a "butler," Cassie believes in applying meticulous attention to every detail of her work to ensure consistent quality, which is a key area of focus for the CEI. Reflecting on her participation in the program, she was impressed by how it integrated the service behavior module into every aspect of her work. This includes tasks like arranging parking for guests, welcoming them at the lobby entrance, providing guidance with gestures, maintaining an upright posture, and so on. Cassie believes that paying attention to every word and action while treating others with thoughtfulness embodies the principle of "customer-centricity."

Cassie was honored with the prestigious "Golden Key" award by Golden Key China for her excellence in customer service. She believes that customer service is adaptable and should embrace technological advancements to enhance efficiency. For example, the company has

introduced a mobile app for office tenants, helping them quickly address technical issues such as scheduling lampshade replacements or booking meeting rooms. Meanwhile, Cassie and her colleagues also provide personalized and considerate services to elevate the customer experience.

When asked about a memorable experience, Cassie recounted a story involving a "treasure hunt" in the garbage pile. It turned out that a tenant had lost a critically important document containing business licenses for numerous companies. When the tenant approached Cassie three days later, they had no leads. Determined to assist, Cassie and her colleagues meticulously reviewed all CCTV footage from the past three days, including blind spots. Eventually, they discovered that a courier had dropped the document during the delivery, and the cleaning staff mistakenly disposed of it as trash. Cassie hurriedly searched the garbage room, and although the cleaning staff couldn't recall the incident, they mentioned a small storage room where Cassie could independently investigate. Fortunately, Cassie located the document and the tenant expressed immense gratitude, even presenting her with a pennant. "At the time, even though the odds of finding it seemed slim, I held onto a glimmer of hope. I was genuinely happy to have been able to assist the tenant."



Cassie (中) 曾因帮助租户寻回重要文件而获赠锦旗  
Cassie (middle) was presented with a pennant for her assistance in retrieving a vital document for a tenant



早前恒隆与LVMH在上海携手合作举办首个关注社会福祉的活动——“你我‘童’行”城市健步，恒隆地产高级董事——内地业务彭兆辉先生及LVMH集团中国区人力资源高级副总裁容凯琳女士为健步行主持起步礼，带领义工和50位基层儿童一同游览沪城风光及历史建筑，并在各景点前打卡留念，身体力行推广运动益处。

Recently, Hang Lung and LVMH jointly organized the first event in support of improving community wellbeing – the “Step Up for Good” City Walk in Shanghai. Mr. Derek Pang, Senior Director – Mainland Business Operation of Hang Lung Properties, along with Ms. Karin Raguin, Senior Vice President, Human Resources, LVMH China, led the volunteers and 50 grassroots children to enjoy the city’s spectacular views and historical buildings while capturing memories at different spots along the route.

## 推动房地产行业人才培养 Promoting Talent Development in the Real Estate Industry

恒隆鼓励员工持续学习，应对瞬息万变的挑战。今年，恒隆携手清华大学恒隆房地产研究中心首次引进清华大学的课程资源，共吸引逾300名恒隆员工参与，持续增进其专业和职业发展，推动房地产行业的人才培训。

早在2010年，恒隆与清华大学联合成立“清华大学恒隆房地产研究中心”，专注与房地产领域相关的学术研究和交流。在未来，恒隆将继续深化与清华大学恒隆房地产研究中心的合作，力争在领导力培养、人才招聘、房地产领域的专业培训等方面取得新的突破，持续推动企业和行业人才卓越发展。

At Hang Lung, we encourage our colleagues to engage in continuous learning to tackle ever-changing market conditions. This year, Hang Lung collaborated with the Hang Lung Center for Real Estate at Tsinghua University to introduce courses and resources from the University for the first time. The initiative attracted over 300 employees, enabling them to enhance their professional and career development and to support talent growth in the real estate industry.

In 2010, Hang Lung and Tsinghua University joined forces to create the Hang Lung Center for Real Estate, which aims to foster



管理层赞扬同事对于持续学习及个人发展的坚持  
Management applauds colleagues' unwavering dedication to personal development and continuous learning

academic research and facilitate meaningful dialogue within the real estate industry. Looking ahead, Hang Lung is committed to furthering its partnership with the Center and making significant advancements in areas such as leadership development, talent acquisition, and professional training to continue supporting talent development and driving excellence in the real estate industry.

# 第三度举办社区共融日 推广认知友善社区

## Third Community Inclusion Day Promotes a Dementia Friendly Community



《恒隆 X 女青“智爱无垠”认知友善计划 — 社区共融日》于淘大商场举行启动礼  
The kick-off ceremony of the Hang Lung X HKYWCA “Love-No-Limit” Dementia Friendly Program – Community Inclusion Day was held at Amoy Plaza.

恒隆自2021年起连续三年与香港基督教女青年会合办《恒隆 X 女青“智爱无垠”认知友善计划 — 社区共融日》，今年除了淘大商场，更首次移师康怡广场举办活动。活动设有健脑咨询及认知检测站，免费为长者进行认知测试及介绍社区资源，以及为有需要人士提供转介服务，同时展出由认知障碍症患者、照顾者及义工携手创作的艺术品。活动共吸引逾19,700名社区人士及认知障碍症患者和照顾者到场参与，并为超过280位社区人士进行认知检测。

The Hang Lung X HKYWCA “Love-No-Limit” Dementia Friendly Program – Community Inclusion Day, co-organized for the third consecutive year since 2021 by Hang Lung Properties and the Hong Kong Young Women’s Christian Association, was successfully held at Amoy Plaza and extended to Kornhill Plaza for the first time. Activities, from free brain health consultations and cognitive testing that provided information about important community resources and referral services, to an exhibition of artwork co-created by dementia patients, carers and volunteers were offered at the event. The event attracted more than 19,700 members of the community, among them dementia patients and their carers, while the complimentary cognitive assessment benefited more than 280 people.

### 《“智爱无垠”认知友善计划》三年来的社会效益

Social Impact of the “Love.No.Limit” Dementia Friendly Program Over the Past Three Years



>29,300 名

认知障碍症家庭及社区人士参与社区共融日  
people from families with dementia and community members joined the Community Inclusion Day



>2,200 名

认知障碍症患者及其照顾者受惠  
dementia patients and their carers benefited from the program



>1,100 小时

义工服务时数  
hours of volunteer services



>930 小时

义工及员工培训时数  
hours of training for volunteers and staff



275 前线员工

完成“认知友善好友”培训  
frontline staff completed the “Dementia Friends” training program

“认知友善艺术廊”展出超过140件由认知障碍症患者、照顾者及义工创作的艺术作品  
More than 140 works of art co-created by dementia patients, carers and volunteers were displayed at the “Dementia Friendly Art Gallery”



活动设有社区检测站，为公众进行免费健脑咨询及认知检测，并为有需要人士提供转介服务  
Free brain health consultations and cognitive testing provided information about important community resources and referral services

两位参与计划的照顾者代表分享参与计划的得著，以及照顾认知障碍症患者的生活点滴  
Two carer representatives shared their thoughts on the benefits of the program and their experience of caring for dementia patients



恒隆一心义工向社区人士介绍艺术作品，让公众欣赏患者的创作能力，以及唤起对照顾者身心健康的关注  
Hang Lung As One volunteers introduced members of the community to the artworks on displays, encouraging the public to appreciate each piece’s creativity while becoming more aware of the physical and mental health challenges of carers

今年的社区共融日以“遨游飞翔”为题，带出认知障碍症患者获得支援后，可以自由自在社区生活，同时透过社会各界人士携手，达致认知无障碍的愿景。恒隆更与淘大商场及康怡广场的商户携手合作，在活动举行期间提供长者消费优惠。

于淘大商场的启动礼上，两位照顾者代表亦分享参与计划的得著，以及照顾认知障碍症患者的生活点滴。连续三年参与计划的照顾者吴黎宝珍女士表示，计划的活动令患有认知障碍症和双耳失聪的丈夫重拾兴趣，同时也令自己增加社交、放松心情，减轻照顾压力。

This year’s theme, “Flying Free” shared the message that dementia patients can live freely and flourish in a supportive community. It also expressed a vision for an inclusive, dementia friendly society, which is possible when people from all walks of life work together. Hang Lung and a selection of merchants from Amoy Plaza and Kornhill Plaza also joined hands to offer exclusive shopping concessions to the elderly during the event.

At the kick-off ceremony at Amoy Plaza, two carer representatives shared their thoughts on the benefits of the Hang Lung X HKYWCA “Love-No-Limit” Dementia Friendly Program and their experience of caring for dementia patients. Mrs. Ng Lai Po Chun, a carer and a participant in the program for three consecutive years with her husband who is living with dementia and bilateral hearing loss, shared how the program’s activities helped him open up and become more engaged and interested in life. For her, the program has allowed her to relax more and be more socially engaged, helping reduce the stress associated with caregiving.





# 恒隆全国性周年义工日 关爱女性身心健康

## Hang Lung Nationwide Volunteer Day Care for Women's Physical and Mental Health

恒隆地产首席财务总监赵家驹先生和一群香港恒隆一心义工与100位妇女及其子女于山顶参与大自然疗愈体验  
Mr. Kenneth Chiu, Chief Financial Officer of Hang Lung Properties, and the Hang Lung As One volunteers in Hong Kong took part in a nature bathing activity at The Peak along with 100 women and their children

一年一度的恒隆全国性周年义工日，今年以“关爱妇女身心健康”为主题，在管理层的带领下，逾1,200名来自香港和内地9个城市的恒隆一心义工参与活动，让超过7,300位基层妇女及其子女舒展身心，减轻她们日常面对的工作及家庭压力。

在香港，原定的活动受日前的世纪暴雨影响延期，义工队邀请了100位来自受雨灾影响地区的妇女及其子女到访山顶，参与大自然疗愈体验，并在山顶广场共晋午餐，透过轻松的亲子活动，舒缓他们受雨灾影响后的情绪和压力。

内地的义工队则联同当地政府部门、租户与相关行业专家，为女性开展一系列丰富而轻松的活动，包括理疗瑜伽、手冲咖啡、艺术插花等工作坊，以及带领一众妇女参观游玩、观赏电影、拍摄形象照片等，让她们放下生活的烦恼，提升自身幸福感。

This year, under the theme, “Caring for Women's Physical and Mental Health”, more than 1,200 Hang Lung As One volunteers were led by members of Hang Lung management to participate in activities of the annual Hang Lung Nationwide Volunteer Day for over 7,300 underprivileged women and their children, to help them relax and relieve their daily work and family pressures.

In Hong Kong, the previously scheduled activities for Nationwide Volunteer Day were postponed due to the impact of a record-breaking rainstorm. 100 women and children from the affected areas were invited to partake in a relaxing nature bathing activity at The Peak and enjoy a pleasant and delicious lunch at Peak Galleria, which aimed to alleviate some of their stress resulting from the rainstorm.

Volunteer teams on the Mainland actively engaged local government departments, tenants, and relevant industry experts in conducting a series of enriching and relaxing activities for women, including workshops on physiotherapy yoga, pour-over coffee and flower arrangement, excursions, movie watching, photo shoots, and more, giving them the opportunity to let go of their worries and enhance their happiness.



在无锡，恒隆一心义工带领外来劳工妇女及其子女到无锡融创海世界游玩，营造悠闲的亲子时光  
In Wuxi, the Hang Lung As One volunteers led female migrant workers and their children to the Wuxi Sunac Ocean Park, offering a relaxed atmosphere for some parent-child time

# 醉心数学 投身数研 满怀信心 坚定前行

## A Journey from Mathematics Enthusiasts to Confident Researchers



梁辰楷  
Ken Leung

2016年恒隆数学奖金得主  
2016 HLMA Gold Award winner

“数学之所以吸引我，在于它所蕴含的深邃之美。  
The driving force behind my passionate pursuit of mathematics lies in the profound beauty it encapsulates.”

“在数学旅程中，最激发我的动力源于发掘新颖又原创的事物的神奇时刻。  
What pushed me most in my mathematical journey is the joy of discovery – the magic moments of unveiling something new and original.”

白致远  
David Bai

2018年恒隆数学奖金得主  
2018 HLMA Gold Award winner



数学，在他们眼中，从来不是一个深奥沉重的课题，而是让人着迷的艺术。

梁辰楷和白致远，2016年及2018年恒隆数学奖金得主，两人皆因参赛体会到数研之乐，决心投身研究领域，并期望自己的研究成果能启发年轻一代。梁辰楷现时在加拿大蒙特利尔大学修读数学博士课程，研究解析数论；白致远则以一级荣誉毕业于英国剑桥大学数学系，目前于美国耶鲁大学修读数学博士课程，专注于代数几何方面的研究。

人们常说，学术研究之路障碍重重，就如在黑暗中探索，往往不知道研究方向是否正确，也不知道有多漫长，甚至到最后是否能得出结论。到底要有多钟爱，才会让两名年轻人愿意投身数学领域？他们又如何能在屡战屡败、屡败屡战的过程中，乐此不疲，继续前行？

For Ken Leung and David Bai, mathematics is never an enigma laden with mystery, but an art form filled with intrigue.

The 2016 and 2018 HLMA Gold Award winners discovered the joy of mathematics research during their HLMA journey, and have since aspired to pursue a career in research, with the hope that their research results can inspire the next generation. Ken is currently working towards a PhD in Mathematics at the University of Montréal with a specialization in analytic number theory. David graduated with First Class Honors in Mathematics from the University of Cambridge, and is now doing a PhD in Mathematics and conducting research on algebraic geometry at Yale University.

The process of research can be strewn with obstacles and is often likened to navigating in the dark: researchers constantly wonder if they are headed in the right direction, how much further they have to go, or if their paths will lead to anything fruitful at all. In the case of Ken and David, how did their enthusiasm for mathematics drive them to devote themselves to mathematics at such a young age? How did they find the motivation and energy to overcome all kinds of obstacles and keep going?

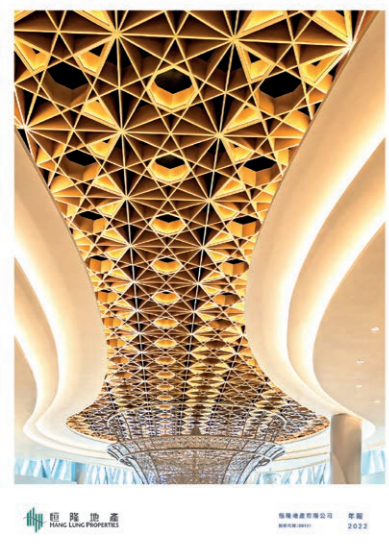
足本版访问内容  
Full interview



## 年报奖项 ANNUAL REPORT AWARDS

恒隆地产年报2022于7个备受尊崇的国际年报比赛囊括14项殊荣，在报告内容及设计等范畴均获高度认可。

Hang Lung Properties' 2022 Annual Report has garnered 14 awards at seven prestigious international annual report competitions, in recognition of our report's outstanding content and design.



### 2023国际年报设计大奖 IADA Award 2023

- 综合表现 — 银奖
- 封面设计 — 优异奖
- Integrated Presentation – Silver
- Cover Design – Honor

### 香港管理专业协会2023年最佳年报奖 2023 HKMA Best Annual Reports Awards

- 优秀年报奖
- Excellence Report Award

### 2023国际企业大奖

#### 2023 International Business Awards

- 最佳年度报告 — Stevie 奖铜奖 (上市公司)
- Best Annual Report – Bronze Stevie Award (Publicly-held Corporations)

### 2023 Galaxy 国际年报大奖

#### 2023 Galaxy Awards

- 设计：年报 — 大奖
- 设计：传统年报 — 亚太地区 — 金奖
- 整体年报撰稿 — 银奖
- Design: Annual Reports – Grand Award
- Design: Annual Reports – Traditional – Asia/Pacific – Gold
- Copywriting: Annual Reports – Overall – Silver

### 2023 iNOVA 大奖

#### 2023 iNOVA Awards

- 线上年报 — 地产行业 — 银奖
- Online Annual Reports – Real Estate – Silver

### 2023 ARC 年报大奖

#### 2023 ARC Awards

- 封面图片 / 设计：地产发展类别 — 银奖
- 互动年报：地产发展类别 — 优异奖
- Cover Photo/Design: Real Estate Development – Silver
- Interactive Annual Report: Real Estate Development – Honors

### LACP 2022年视觉奖

#### LACP 2022 Vision Awards

- 金奖
- 中文年报最佳50强
- 亚太区最佳年报80强
- 技术成就奖
- Gold Award
- Top 50 Chinese Reports
- Top 80 Reports in the Asia Pacific Region
- Technical Achievement Award

## 环境、社会及管治 (ESG) 奖项 ESG AWARDS

我们在 ESG 方面的努力再获肯定，荣获多项殊荣。

Our continuous efforts in promoting ESG-related initiatives have gained us recognition from prominent awards bodies.



### 2023香港ESG报告大奖

#### Hong Kong ESG Reporting Awards (HERA) 2023

- 卓越环境成效奖 — 大奖
- 最佳ESG报告奖 — 大市值 — 嘉许奖
- 卓越碳中和奖 — 嘉许奖
- Excellence in Environmental Positive Impact – Grand Award
- Best ESG Report (Large Cap) – Commendation
- Carbon Neutral Award – Commendation

### 香港会计师公会

#### Hong Kong Institute of Certified Public Accountants

- 最佳企业管治及ESG大奖2023 — 最佳可持续发展公司 / 机构奖 — 特别提及
- Best Corporate Governance and ESG Awards 2023 – Special Mention in the Most Sustainable Companies and Organizations (MSCO) Section

### 第十二届中国财经峰会

#### The 12<sup>th</sup> China Finance Summit

- 2023年企业社会责任典范奖
- 2023 Corporate Social Responsibility Award

### 香港管理专业协会

#### Hong Kong Management Association (HKMA)

- 2023年最佳年报奖：环境、社会及管治报告卓越奖
- 香港可持续发展奖2023 — 典范奖 (大型机构组别)
- 2023 Best Annual Reports Awards: Excellence Award in Environmental, Social and Governance Reporting
- Hong Kong Sustainability Award 2023 – Distinction Award (Large Organization Category)

### 第一财经

#### Yicai Magazine

- 绿点中国·2023年可持续实践案例
- 绿点中国·引力点 — 10大消费者心目中的绿色生活典范
- China Green Point – Sustainable Practice Case of the Year 2023
- China Green Point – Gravity Point – 10 Green Life Models in the Eyes of Consumers

### 中国国际公共关系协会

#### China International Public Relations Association (CIPRA)

- 第十九届中国最佳公共关系案例大赛 — “企业社会责任组别”铜奖 (恒隆“她领航”计划)
- Bronze Award for Corporate Social Responsibility Category at the 19<sup>th</sup> China Golden Awards for Excellence in Public Relations (Hang Lung Future Women Leaders Program)

### 共创明“Teen”计划

#### Strive and Rise Programme

- 支持机构大奖
- Supporting Organisation Award

### 社会责任大会

#### Social Responsibility Conference

- 奥纳奖 — 2023年度责任优秀企业
- 2023 Top CSR Company

### 《HR Asia》亚洲最佳企业雇主奖2023

#### HR Asia Best Companies to Work For in Asia 2023

- 恒隆连续两年获得最佳企业雇主奖
- Hang Lung has been named one of the Best Companies to Work For for two consecutive years

## 其他奖项

### OTHER AWARDS

#### w3 Awards

- 网站 — 房地产：金奖
- 网站功能 — 最佳实践：金奖
- The General Websites – Real Estate: Gold
- The Website Features – Best Practices: Gold



### 2023年亚洲国际房地产大奖 MIPIM Asia Awards 2023

- 恒隆位于内地的第11个大型商业项目 — 杭州恒隆广场，荣获2023年“亚洲国际房地产大奖” (MIPIM Asia Awards) “最佳新建大型项目”类别的金奖殊荣
- Westlake 66 in Hangzhou, Hang Lung's 11<sup>th</sup> large-scale commercial development in mainland China, has won the Gold Award in the “Best New Mega Development” category at the MIPIM Asia Awards 2023



### 2022-2023年度最佳保安服务选举 Best Security Services Awards 2022-2023

#### 港岛总区 Hong Kong Island

##### 康怡广场：

- 保安员奖 — 十大最佳保安员 (吴国英 — 第五名)
- 物业管理奖 — 优秀保安服务 — 工商物业

##### Kornhill Plaza:

- Awards for Security Personnel – The Best Top Ten Security Personnel (Ng Kwok Ying, No. 5)
- Awards for Property Management – Outstanding Security Services - Industrial / Commercial Property



#### 东九龙总区 Kowloon East

##### 淘大商场：

- 优质保安服务及优秀表现保安员 (陈满根、刘庭嘉及吴海英)

##### Amoy Plaza:

- The High Quality Security Services Award and The Excellent Performance Security Guard (Chan Mun Kan, Lau Ting Kar & Ng Hoi Ying)



只选好的 只做对的  
We Do It Well



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