

創新共建可持續建築環境  
Innovation for a Sustainable  
Built Environment

恒隆66尊亨季引領城市脈動永續發展  
Hang Lung 66 Brand Campaign  
Leads the Drive for Sustainability

前瞻人才管理及培訓策略 促進業務可持續發展  
Forward-looking Talent Management & Development  
Strategies Facilitate Sustainable Business Growth

#Innovation

創新前瞻



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# 創新共建可持續建築環境

在恒隆，建築上的創新不只限於利用科技以增加效率及節省成本，也涵蓋提升協作、品質監控及施工安全，並透過減廢及提升工地環境質素，以達到環境上的可持續發展，這樣既可為建設可持續建築環境出一分力，亦支持我們實踐締造優享生活空間的願景。

## 積極執行加強科技應用策略

恒隆於2018年成立BIM Taskforce，改進及標準化項目的BIM應用。鑒於最近幾年建築科技的急速發展，今年此Taskforce改名為Construction Innovation Taskforce以加強BIM以外的建築科技的研究及推展應用工作，成員包括來自發展及設計部、項目管理部、成本及監控部、綜合服務部、可持續發展組及資訊科技部。除此之外，於2019年成本及監控部聯同發展及設計部及項目管理部，推行數碼質量管理系統 (Digital Quality Management System，簡稱DQMS)，運用數碼平台加強工程檢測的質量及全面實行檢測無紙化的理念。

\* BIM指Building Information Modeling，即建築信息模擬，簡稱BIM



## BIM 應用

公司已於在建及大型裝修項目全面應用BIM技術。至今，我們已透過BIM在這些項目發現及解決超過20,000個設計碰撞，從而大大節省因重新施工而產生的建築廢料，並全面提升施工效率及工程質量。另外公司於2021年引入BIM Jarvis CDE協作平台，各項目的持份者包括顧問、施工單位及恒隆內部各相關部門可在此平台進行協作，加強效率及省卻大量的協調時間。Construction Innovation Taskforce及項目管理部更深入探索BIM於施工現場的應用，如基坑優化、臨時運料車道空間覆核及場外施工樣板的BIM虛擬展示。



Eagle Eyes 場外施工樣板的BIM虛擬展示  
Eagle Eyes offsite mock-up BIM visualization

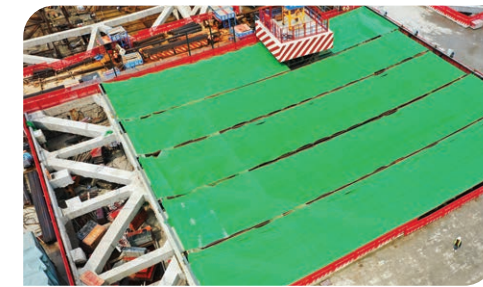


恒隆應用  
DQMS  
情況一覽

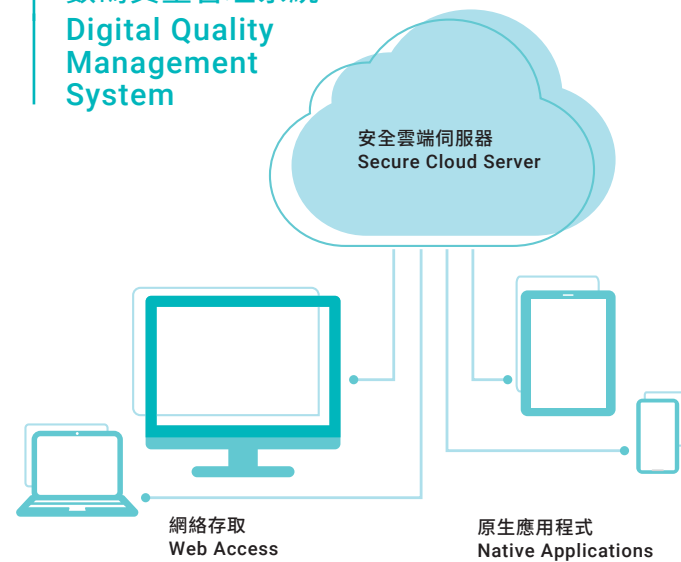
- 已應用於四個內地在建項目，包括瀋陽市府恒隆廣場第三期、杭州恒隆廣場、昆明恒隆廣場（包括昆明君悅酒店及昆明君悅居）和無錫恒隆廣場第二期，以及兩個香港在建項目，包括電氣道228號重建項目及皓日 THE APERTURE
- 目前系統用戶人數：**900**人
- 已創建工程檢測模板總量：**130**個
- 已完成工程檢測量：逾**20,700**項



## 設置防風防塵網



項目在C區設置面積約5,000平方米的防風防塵網，設有隔絕噪音功能及灑水系統，有效減少空氣及噪音污染，確保建築階段符合相關環境指標的要求。

數碼質量管理系統  
Digital Quality Management System

所有相關裝置實時同步  
Real time synchronization with all devices

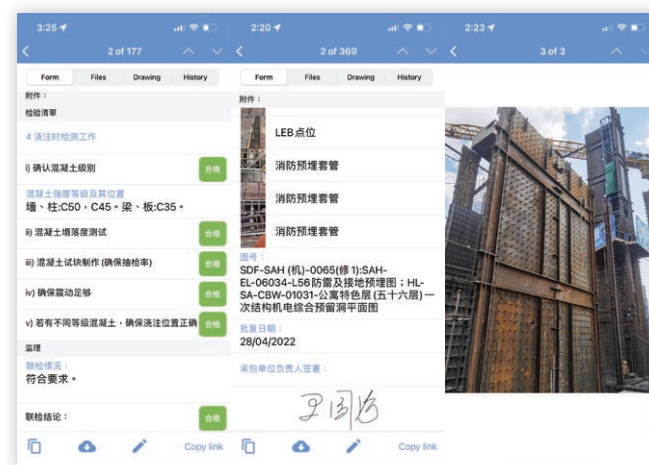
鑒於公司大部分的項目規模都非常龐大，有很多細微且繁複的施工流程需要管理，如工程檢測，傳統大多以紙本進行記錄，而紙本記錄一直有偽造及缺失的風險。有見及此，恒隆於2019年在內地及香港的新建項目全面開展DQMS的應用，屬香港眾多房地產公司中全面應用此科技的先導者。

DQMS讓用戶在工地現場透過流動裝置實時追蹤每個流程進度、記錄施工缺陷及提交整改記錄。DQMS allows users to trace the progress of each workflow, log construction defects and submit rectification records real-time via mobile devices at the construction premises.

DQMS是一個跨平台雲端方案，用作建築地盤流程檢測及質量管理，可帶來以下效益：

- 將整個工程檢測流程電子化，毋需紙本及手寫記錄
- 讓不同項目的持份者包括顧問、施工單位、內地項目監理及恒隆項目團隊實時使用流動裝置進行工程檢測、將記錄上傳雲端
- 可在工地現場透過流動裝置實時追蹤每個流程進度、記錄施工缺陷及提交整改記錄，因而更有效率地提升施工質量及工地安全
- 所有記錄一經提交便不可更改，確保已提交記錄的真確性
- 提供儀表板讓項目團隊一目了然地檢視所有參與項目相關單位的表現，預先制訂預防及改善方案

透過成本及監控部及項目管理部通力合作，共同與平台供應商訂制切合恒隆項目實質需要的標準檢測流程及模板，讓每個施工步驟都有妥善檢測記錄，而成本及監控部亦制定了DQMS準則及指引，讓整個項目團隊都能順利執行。



## 創新以實踐環境可持續發展

杭州恒隆廣場正發展成高端綜合商業項目，涵蓋一座世界級購物商場、五座甲級辦公樓及杭州文華東方酒店。鑒於項目位處杭州下城區最繁盛的黃金地段百井坊，且規模龐大，無疑會對周邊社區的環境造成影響。我們的項目管理部除了與主要承包商合力實行多項環境措施，亦實施了創新的措施減少工程對環境的影響，足見我們對可持續發展的承諾。



## 5G+ 智能工地技術

項目主要承建商在地盤引入全新5G技術，藉此監察多項數據，包括施工進度、建築安全及品質、能源消耗及耗水量，以及塵土和噪音水平等。



掃描二維碼以參閱我們的《可持續發展報告2021》，了解更多杭州恒隆廣場實施的環境措施

Scan QR code to read our Sustainability Report 2021 to learn more about the environmental measures that have been implemented at Westlake 66, Hangzhou

Innovation for  
a Sustainable Built  
Environment

At Hang Lung, innovation in construction is not just about using technology to improve efficiency and reduce costs, but also to enhance collaboration, quality control, and site safety, to achieve environmental sustainability with less wastage and improvement in the environmental quality of construction site — all for the good of a sustainable built environment in support of our vision to creating compelling spaces that enrich lives by embracing technology.

Since 2018, our BIM Taskforce was setup to standardize and enhance the adoption of Building Information Modeling (BIM) in new projects under development with tangible results. To date, we have leveraged BIM in all projects under development and major renovation projects in Hong Kong and mainland China, with over 20,000 cases of design conflicts detected and resolved. We are also exploring further on extending the usage of BIM in construction premises. This BIM Taskforce is named to Construction Innovation Taskforce this year to increase the exposure of innovation in construction for implementation in our projects.

Given the mega scale of most of our projects and considering the risks associated with paper-based inspection records, Hang Lung has fully adopted Digital Quality Management System (DQMS), a multi-platform cloud solution for construction workflow inspection and quality management in projects under development in mainland China and Hong Kong since 2019, making us one of the early adopters of the solution in the local real estate sector. The platform is paperless, enabling real-time collaboration between different project stakeholders and traceability of workflow progress, defects logging, and submission of rectification records via mobile devices in site premises, thus speeding up efficiency as well as improving project quality and safety. No modification can be made once a record is submitted to the platform, therefore authenticity can be ensured.

Currently, DQMS has been adopted for a total of six projects under development — four in mainland China and two in Hong Kong. More than 20,700 inspections have been completed via DQMS to-date.

Ever mindful of the need to reduce the environmental impact of construction, at Westlake 66 in Hangzhou, which is a huge project currently under construction, our Project Management Department has implemented a tranche of tech-driven innovative measures to protect the surrounding environment. Among the initiatives are the installation of a 5,000-square-meter windproof and dustproof mesh with noise isolation capabilities, and a sprinkler system in Zone C of the construction site to reduce air and noise pollution. 5G technology is also deployed to monitor, among other things, construction safety and quality, energy consumption, and dust and noise levels, to ensure environmental indicators in the construction stage meet requirements.



# 恒隆66尊享季引領城市脈動永續發展

## Hang Lung 66 Brand Campaign Leads the Drive for Sustainability

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一年一度的「恒隆66尊享季」活動今年以「城市脈動，恒久永續」為主題，以響應恒隆早前制定的25個將於2025年底或之前實現的可持續發展指標，以及矢志成為全球領先的可持續發展房地產公司之決心。

今年恒隆與螞蟻森林及法國藝術家 Amandine Grandcolas 攜手合作，在內地八個恒隆廣場打造「綠色能量站」沉浸式場景，透過一系列圍繞碳中和及生物多樣性的互動裝置及展覽，喚起大眾對生態保護的認知。秉承「以客為尊」理念，除了攜手不同商戶為顧客提供高品質的服務和體驗，亦有限定福利回饋廣大顧客，以拉近與顧客的緊密連繫。

To echo our 25 sustainability targets to be achieved by the end of 2025, and our ambition to become one of the most sustainable real estate companies in the world, the theme of Hang Lung's annual 66 Brand Campaign this year is "The Everlasting Pulse of City".

In collaboration with Ant Forest and French artist Amandine Grandcolas, an immersive display named "Green Energy Station" has been installed at eight Hang Lung shopping malls on the Mainland, providing a rich, interactive experience to engage customers in an appreciation of a low-carbon and environmentally friendly lifestyle. In keeping with the Hang Lung spirit of "customer centricity", we joined hands with tenants to provide high-quality services and experiences, and to present special privileges and exclusive offers to strengthen relationships with customers.



此外，部分恒隆廣場還同步推出與國際特奧會聯合舉辦的「城市脈動，恒久永續」畫展，呼籲社會給予特殊群體更多關愛。

In addition, several Hang Lung shopping malls hosted "The Everlasting Pulse of City" Art Exhibition together with Special Olympics International, to call for more understanding and care for special needs groups in society.



「綠色能量站」透過一系列互動裝置及展覽，喚起大眾對生態保護的認知，同時了解恒隆對可持續發展的不懈努力與貢獻  
The "Hang Lung X Ant Forest Green Energy Station" showcases a series of interactive installations and exhibitions, to galvanize public support for ecological protection and demonstrate Hang Lung's unremitting efforts in sustainability

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恒隆脈搏 HL PULSE



與國際特奧會聯合舉辦的「城市脈動，恒久永續」畫展，呼籲社會對特殊群體給予更多關愛  
In collaboration with Special Olympics International, "The Everlasting Pulse of City" Art Exhibition calls for more understanding and care for special needs groups in society

#Sustainability

擅長以自然和植物為設計主題的藝術家 Amandine Grandcolas，為此次展覽設計了「綠色能量之樹」及各式各樣的花朵造型，其中花朵部分均由回收廢棄塑膠手工製作而成，希望以藝術的方式表達對環保的關注  
Amandine Grandcolas, an artist who is skilled at taking nature and plants as her creative inspiration, designed the "Green Energy Tree" and has made use of recycled and discarded plastics to create handmade floral installations, hoping to express her concern for environmental protection in an artistic way and to promote a greener lifestyle



掃描二維碼進一步了解恒隆如何將可持續發展理念融入發展營運中  
Scan QR code to know more how Hang Lung integrates sustainability with our business strategy





## 武漢恒隆廣場一周年 生活品味開新篇

The First Anniversary  
of Heartland 66 in Wuhan,  
A New Chapter in Lifestyle  
Aspirations



武漢恒隆廣場周年慶呈獻滿載新意的互動體驗和精彩巡遊表演，為賓客送上一場購物玩趣盛宴，將恒隆宗旨「以客為尊」發揮至極致  
Living out Hang Lung's philosophy of customer-centricity, Heartland 66 launched a fun-filled campaign packed with creative installations and an exciting parade to celebrate its first anniversary

武漢恒隆廣場自2021年3月以「一切從新」隆重啟幕以來，引入了超過250個矚目的國際品牌，其中匯聚110家武漢首店、獨家及旗艦店，重塑武漢高端消費商業格局，同時也為華中的消費者帶來全新生活方式和購物體驗，租戶銷售額表現亮眼。為慶祝開業一周年，武漢恒隆廣場與逾200家品牌合作為顧客呈獻豐富的周年慶限定禮遇，並在場內設置獨特的互動裝置和安排精彩的巡遊表演。

Heartland 66, which opened in March 2021 with "Start Anew" concept, has proved to be a magnet for renowned, international brands, drawing the very best of the world's fashion and lifestyle labels to Wuhan. Over 250 such brands have opened their doors at Heartland 66, bringing 110 Wuhan debut stores, exclusive stores, or flagship stores, and successfully shaping Wuhan as the hub for new high-end shopping and lifestyle experiences in Central China. To celebrate the first anniversary of Heartland 66, the mall launched a fun-filled anniversary campaign, partnering with over 200 tenants to provide customers exclusive shopping privileges. Interactive and creative installations were set up at the mall's different floors and an exciting parade was arranged to deliver a unique engaging experience.



長江燈光秀以璀璨燈飾展示「武漢恒隆周年快樂」祝福字句，揭開「武漢恒隆廣場一周年慶」的序幕  
The light and music show near Yangtze River marked the opening of Heartland 66's first anniversary celebration activities



周年慶期間，武漢恒隆廣場攜手與場內超過200家品牌合作，為顧客呈獻豐富的周年慶限定禮遇與活動  
Heartland 66 celebrated its first anniversary with engaging activities and exclusive shopping privileges in collaboration with over 200 tenants

## 藝術與科技邂逅 的光影世界

Art Meets Tech in Light  
and Shadow Art  
Attractions

想探索科技如何完美融合音樂和藝術等範疇？香港山頂廣場的GO Museum和瀋陽市府恒隆廣場藝術展《無鏡之夢》讓您親身體驗藝術家與科技專家攜手以創新手法呈現的浸沉式藝術展覽！

Want to explore technological applications in fields such as music and art? Visit GO Museum at Peak Galleria in Hong Kong and Forum 66 in Shenyang, where the exhibits give you first-hand experience of the innovative ways in which artists and technologists have come together to create immersive experiences. Let's get started on an incredible adventure!

### GO Museum —— 香港山頂廣場 GO Museum, Peak Galleria, Hong Kong



山頂廣場的GO Museum為大家帶來一個嶄新的浸沉式光影藝術展覽，用光影元素及不同的場景將參觀者投身於藝術當中。GO Museum結合光影裝置、數碼科技和視覺藝術元素，打造七個不同主題的夢幻空間，帶領大家進入與別不同的光影世界。

Located at Peak Galleria, GO Museum is a brand-new immersive light and shadow art exhibition platform to showcase various collaborative art exhibits. Through the combination of light and shadow, the different contexts immerse visitors in infinite art. GO Museum has seven mystery spaces combining light devices, digital technology and visual art elements to give audiences a truly immersive experience.

### 瀋陽市府恒隆廣場 Forum 66, Shenyang

瀋陽市府恒隆廣場攜手與當代藝術家黃鶯、何在峰及Y&Z新媒體團隊引入浸沉式新媒體藝術展——《無鏡之夢》首展。展覽由藝術與科技打造虛擬與現實融合的多重光影場景，讓參加者漫步充滿科技藝術感的夢境空間。

Forum 66 in Shenyang collaborated with contemporary artists and Y&Z New Media group to launch the very first immersive art exhibition. The exhibition fused art and technology to create a unique space filled with immersive interaction and light and shadow effects, taking audiences on an immersive journey through a universe of new artistic realities.





# 跳出固有框架 突破自己 為客戶服務 賦上新意義

能夠找到喜歡的工作並不容易，而能夠在工作上突破自己，跳出固有框框更加困難。今期人物專訪的主角——來自香港康怡廣場高級禮賓服務專員盧嘉儀便是當中的幸運兒。

## 改變由自己做起

盧嘉儀自小喜歡與人接觸和溝通，最大的滿足感來自成功地幫助別人解決困難。因此，她十分享受客戶服務的工作，自畢業後一直在客戶服務的領域發展。她樂觀開朗的性格，令客戶會打開心扉與她暢所欲言、令重訪商場的客人記得她的名字、令住戶放心將家中寵物暫時寄託於她看管、令客戶購買甜品時不忘多買一份送給她……問到她是如何做到人見人愛？盧嘉儀表示她對客人以朋友相待，在協助他們解決困難時嘗試跳出固有思維，從不同角度尋找方法。她曾接獲一位顧客查詢康怡廣場中某酒家的位置，以便翌日帶同坐輪椅的同行者到酒家吃飯。當得悉顧客對康怡廣場地理環境不太熟悉，她建議陪同顧客走一遍該路線，亦主動地在顧客的電話上記錄路線圖。盧嘉儀說：「當收到每一個客人的查詢，除了既定的做法如向客人描述具體路線外，我們亦可以留意客人的反應，同時善用不同的工具，設身處地為他們提供更合適的方案。」

“能夠聽到客戶真心說一聲『謝謝』和看到他們臉上流露出真摯的笑容，對我而言是一種莫大的滿足感和推動力。”

## 因為母親，我找不到退縮的理由

除了工作，她於日常生活中亦嘗試作出突破。因受到母親做運動的感染，她由一個不喜歡做運動的人，漸漸地愛上行山。她說：「剛開始行山時，我經常邊行邊抱怨，直到感受過登峰的美後，又覺得一切很值得。」而她其中一個人生的突破是跳降傘。她指當年在澳洲玩跳降傘時，原本突破不到自己的心理關口，但見證着有畏高的母親竟然願意接受挑戰，這份勇氣令她衝破恐懼。

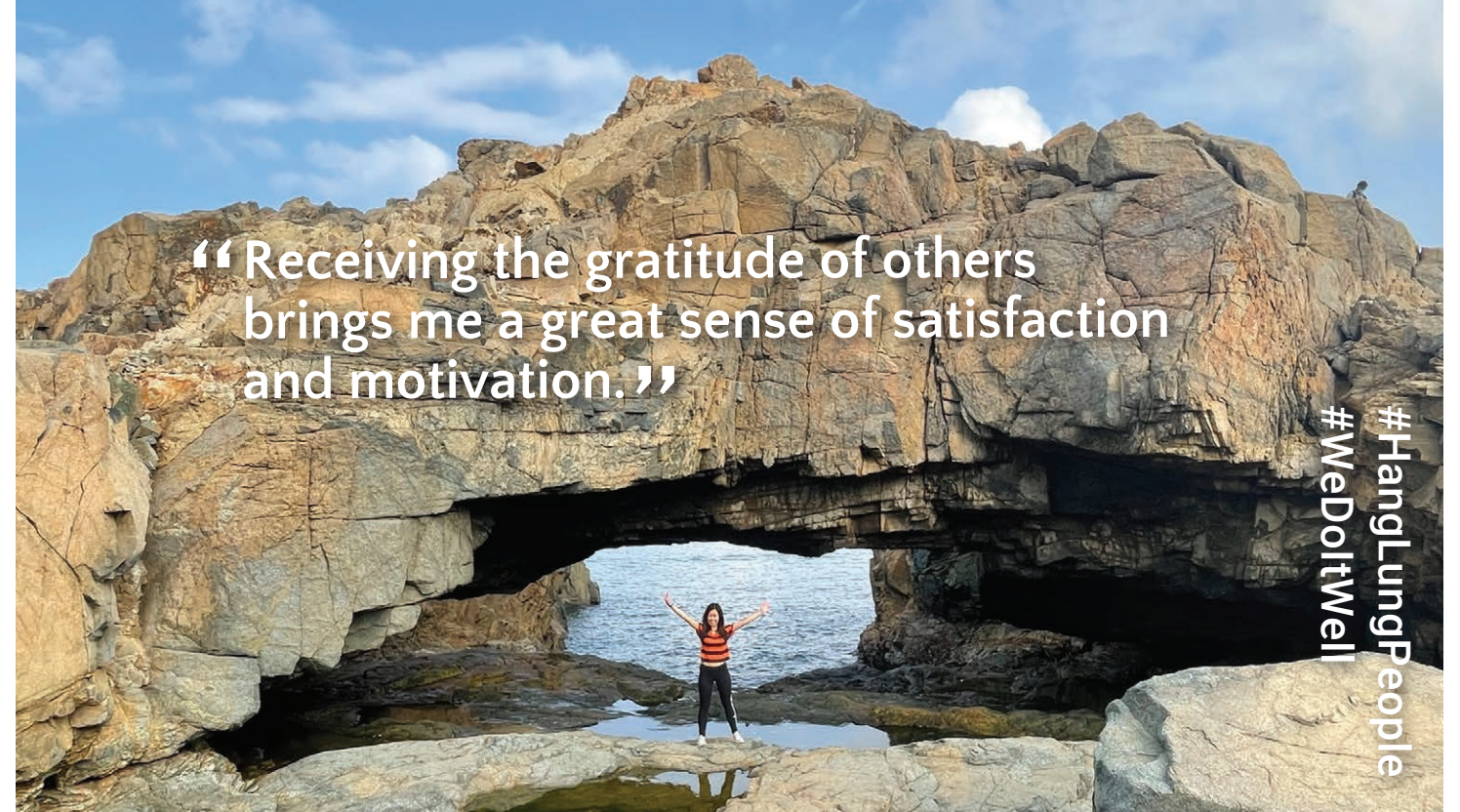
## 母親是明燈和榜樣

母親對盧嘉儀的性格和人生觀影響深遠。自小在溫暖家庭中長大，與母親關係親密，任何事都會互相分享，比起母女關係，兩人關係更像朋友，而她的母親一直都是她的明燈，一直引導自己。盧嘉儀說：「我媽媽是一名家庭主婦，思想開通、與時並進，有時候我會與

媽媽討論工作上的個案，她會提出不同觀點與角度，看法比我更全面透徹，令我對客戶服務有更深一層體會，將客人當成自己的朋友看待，為客戶服務添上溫度。」

擔任客戶服務工作總會遇上令人沮喪的時候，但盧嘉儀仍能平心靜氣，盡心盡力協助客人解決疑難。盧嘉儀指自己這份豁達性全因得到母親的啟發，令她學懂如何站在客人角度，了解他們需要，提供解決方法。

盧嘉儀的卓越服務屢獲客戶讚賞，憑藉出色的服務表現，她於2021年晉升為高級禮賓服務專員，並於2020-2021年度綠寶石客戶服務獎中獲得優異獎，廣受公司上下及客戶的認同。



盧嘉儀認為行山幫助訓練耐力，有助她應對日常工作  
Ka Yee is learning patience from the hiking trails, which helps her handle her daily work

## Thinking Out of the Box and Making Breakthroughs Redefining the Meaning of Customer Service

Finding a job you love isn't easy. It is even harder to find a job that allows you to make breakthroughs. In this issue, we feature Lo Ka Yee, Senior Concierge at Kornhill Plaza in Hong Kong to share how she has broken through traditional concepts of service and redefined customer experience management by thinking out of the box.

Ka Yee loves her job as a customer service practitioner because she really enjoys engaging with people. Her cheerful personality and treating everyone like a friend has won her a lot of love and trust from customers. She pointed out that customer service staff receive a lot of enquiries every day, yet some questions or problems

can be solved by thinking out of the box or making good use of different equipment and technology. This makes the customer experience more than just about good service. Outside of work, Ka Yee says she also tries to constantly improve herself and break through her own limitations. She

enjoys hiking to stay fit and learn the virtue of patience, and even went on a life-changing skydiving experience! Inspired by her mother's passions and courage, Ka Yee not only broke through the fears, but also developed good personality traits following her role model. Ka Yee mother's words of wisdom and advice always offers her a new perspective and inspire her to think out of the box to provide better customer service.

With the excellent customer service performance, Ka Yee was promoted to Senior Concierge in 2021 and won the Merit Award at the 2020-2021 Hang Lung Emerald Award.



母親性格豁達、開通、透徹及勇敢，是盧嘉儀的人生榜樣  
Ka Yee watches and follows her mother's example of what it means to be a mature, open-minded, and brave woman



# 共建永續未來 Building a Sustainable Future

Doing well for the world  
and for  
Hang Lung.



恒隆矢志成為全球領先的可持續發展房地產公司，要達到這個目標，我們除了積極地將可持續發展理念融入發展營運策略外，還有賴恒隆員工、合作夥伴和持份者並肩努力。我們先由內部員工出發，推出以「Doing Well for the World」為主題的可持續發展內部溝通企劃，讓員工了解可持續發展的重要性和意義，同時推出《恒隆可持續發展約章》，鼓勵員工一起參與恒隆的可持續發展旅程，超過九成員工簽署《恒隆可持續發展約章》，承諾為共建永續未來而努力。

Hang Lung's goal is to become one of the most sustainable real estate companies in the world. To achieve this goal, we actively integrate sustainability into our business strategy, engaging the efforts of our employees, business partners, and stakeholders as key drivers. Starting with internal engagement, we launched an internal sustainability communication campaign themed, "Doing Well for the World", aimed at facilitating an understanding about why sustainability matters and what being sustainable means. In addition, we launched the Hang Lung Sustainability Charter to encourage employees to pledge to support for our sustainability journey. Over 90% employees pledged their commitment to build a sustainable future together.



## 恒隆發布可持續發展報告2021 Hang Lung Publishes Sustainability Report 2021



為突顯恒隆矢志成為全球領先的可持續發展房地產公司之決心，公司定期發布嚴謹的可持續發展報告，總結我們在年內的可持續發展舉措、成就和進展。剛於上月在網上發布的《可持續發展報告2021》是我們第十份《可持續發展報告》，當中披露了可持續發展框架下的四大優先議題，即應對氣候變化、資源管理、福祉及可持續交易的計劃和「25 x 25可持續發展指標」的詳情。

To frame Hang Lung's ambition to become one of the most sustainable real estate companies in the world, we publish regular sustainability reports to provide highlights of our sustainability initiatives, achievements, and the progress made during the year. Last month, Hang Lung published the online *Sustainability Report 2021*, our 10<sup>th</sup> sustainability report, providing an overview of plans across our four priorities outlined in Hang Lung's Sustainability Framework, namely Climate Resilience, Resource Management, Wellbeing, and Sustainable Transactions, as well as details of our 25 x 25 Sustainability Targets.



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read full report

## 實踐多元共融社會的承諾 Take Action to Build a Diverse and Inclusive Community



恒隆一直致力於公司及社區推動多元共融文化。我們於2021年開始與香港基督教女青年會合作推行《恒隆 X 女青「智愛無垠」認知友善計劃》，當中包括為前線員工提供「認知友善·多一點」培訓。參與同事對此培訓反應熱烈，故此我們今年將培訓推廣至所有前線員工，以增進同事對認知障礙症的認識及理解，建立開明、包容及認知友善的環境。每位完成培訓的同事將會成為社會福利署認可的「認知友善好友」，協助向大眾宣揚相關訊息。

在「認知友善·多一點」課程中，導師根據同事在工作中有機會遇到的情境作角色扮演及個案分析，從互動中讓他們掌握處理技巧和應對方法，並應用於日常生活及工作中，為有需要人士提供適時協助。合辦「智愛無垠」認知友善計劃的香港基督教女青年會明儒松柏社區服務中心主任（服務）廖碧美女士表示：「我們希望透過分享正面訊息，提高員工對認知障礙症的認識及理解，期望員工日後在不同的崗位上，都能應用及實踐所學，關懷及支持認知障礙症家庭，共建認知友善的環境。」

Hang Lung strives to promote a culture of diversity and inclusion in the Company and the society. This year, we have extended the Dementia Friendly Training Program, co-organized with the Hong Kong Young Women's Christian Association (HKYWCA), to all frontline staff. Every colleague who completed the training will be registered as "Dementia Friends" recognized by the Social Welfare Department. It is hoped that this will help to build awareness of the needs of people living with dementia, and equip staff with the skills necessary to provide quality service to people in need and help share with others their knowledge on dementia and build a dementia friendly community together.

The training program took a scenario-based learning approach to helping participants learn through role-play, case studies, and discussion. "We hope the training could enhance awareness about Dementia and equip the participants with skills that can help them foster diversity in the community," said Ms. Denise Liu, Unit-in-charge (Service), Ming Yue District Elderly Community Centre, HKYWCA.



參加了訓練課程的御峯高級賓客服務主管林忠強表示：「假如每個人都能夠全力支持患者和照顧者，令他們能繼續如常人一般生活，相信這世界會變得更美好！感謝公司提供培訓，令我們更了解認知障礙症患者的需要和溝通方法。」

"I believe the world will be a better place if everyone shows their support to patients with dementia and their carers. I am grateful that the Company provides us with training so that we can have a better understanding of their needs and enhance our own communication skills," said Winco Lam, Senior Guest Service Supervisor from The Summit.



# 前瞻人才管理及培訓策略 促進業務可持續發展

恒隆深信吸納及凝聚人才對業務發展至關重要。在招攬人才的同時，我們建立了一套有系統且具前瞻性的人才管理及培訓策略，為公司培訓最優秀的團隊，以支持業務可持續發展。

恒隆地產副董事（集團人力資源及行政總監）潘舜雅女士（Janet）說：「我們的人才管理和培訓策略的目標是為恒隆打造最優秀和高效的『恒隆人』團隊，希望所有加入恒隆的員工都能熟悉和理解我們的企業文化。」

我們為不同職級和崗位的員工安排多方面的職能性及軟技能培訓，提升員工的整體能力，以適應市場的最新發展。我們亦積極從內部發掘有潛質的員工加以栽培，提升領導力，成為未來管理團隊的棟樑。我們希望使員工理解公司的願景、使命和核心價值並一同實踐，培養員工『以客為尊』的精神和加強他們對可持續發展的認識。更重要的是我們相信員工應該主導自己的學習，作為長遠事業發展的規劃，與恒隆一同攜手前行，穩步發展。」



我們樂意在人才發展及培訓方面投放資源，目標是在這方面成為業界翹楚。參考同業公開披露的資料，他們的員工平均受訓時數大多少於20小時，而恒隆的員工於2021年的平均受訓時數逾22小時，足證我們付出的努力，和對員工的承擔。



## 重點培育未來管理梯隊

要支持業務的可持續發展，公司需要培育未來管理梯隊。我們的人才管理團隊通過各部門主管積極發掘具有潛質的關鍵人才，特別是在管理及領導職級的員工，為他們特別制定培訓課程，開拓他們的思維及提升其領導才能，以應對將來的業務需要及市況。



## 恒隆學院 ACADEMY 66

以學習與發展建立可持續員工團隊  
Fostering Sustainable Workforce through Learning & Development

領導力／管理 Leadership/Management	個人效能 Personal Effectiveness	職能性 Functional	公司與市場知識 Company and Market Knowledge
<ul style="list-style-type: none"><li>領導力發展課程 Leadership Development Program</li><li>管理培訓生／實習生計劃 Young Elite Program – Management Trainee &amp; Intern</li><li>管理發展課程 Management Development Series</li><li>督導發展課程 Supervisory Development Program</li></ul>	<ul style="list-style-type: none"><li>軟技能、人際技能和思維模式包括談判技巧、演講技巧及故事演講力、影響力、溝通技巧、協作力、衝突管理等 Soft or People Skill Set and Mindset such as Negotiation, Presentation &amp; Storytelling, Influencing, Communication, Collaboration, and Conflict Management etc.</li><li>語言及計算機使用技巧 Language and Computer Skills</li></ul>	<ul style="list-style-type: none"><li>客戶服務課程 Customer Service Training</li><li>專業資格試及專業發展 Professional Examinations &amp; Development</li><li>部門專門技能 Functional Academy</li><li>部門特定的環境、社會及管治培訓 Department-specific ESG Training</li></ul>	<ul style="list-style-type: none"><li>新入職課程 Onboarding</li><li>合規與法律課程 Compliance &amp; Legal</li><li>職業健康、安全和保安課程 Health, Safety and Security</li><li>「致勝之道」及商業知識 INSIGHT and Business Knowledge</li><li>公司整體的環境、社會及管治培訓 Company-wide ESG Training</li></ul>

我們的人才管理和培訓聚焦於四大範疇，培訓內容多元化，並設有網上及實體課程。

## 領導力發展課程

去年8月首度開展的領導力發展課程以26位高級經理為培訓對象，旨在全面強化他們的領導及營商能力，前瞻地推動他們的職涯發展。計劃結合課堂學習與導師指導，着重應用與實踐，參加的員工以小組形式按真實案例進行調研，配合高級管理層的指導和外部培訓，就案例作出具體的業務建議，助公司業務更上一層樓。

## 管理發展課程

另一邊廂，我們的培訓及發展團隊為經理級以上的員工制定了管理發展課程，透過不同核心和選修單元，讓負責團隊管理的員工提升管理和激勵團隊的技巧，以建立一個擁有共同價值，團結關愛而且敬業的高效工作團隊，推動公司邁向同一目標發展。

## 彼此欣賞 互相學習

推動公司內部知識分享也是培訓的重要一環。公司自2021年起推出「INSIGHT致勝之道」網上講座系列，打破地域界限，邀請各地優秀項目的負責團隊分享成功經驗和解難的歷程。系列廣受同事歡迎，促進了同事之間的交流。恒隆今年開始亦邀請部門與其他同事介紹和分享部門職能，增進彼此對工作流程的了解和部門間的溝通協作，從而強化互相學習、理解和欣賞的企業文化。首場分享由財務部主持，更多不同主題的分享將會陸續推出。

在整體規劃的培訓以外，我們理解員工有各自的學習需要，而一些行業的專門技能未必能夠由公司統一作出安排，因此我們鼓勵員工在年初訂立績效指標時，與上司共同商討及訂立年度的發展目標，善用公司提供的培訓資助，選擇有助個人職涯發展的培訓課程、應考專業試和獲取專業會員資格。

## 融匯科技 與時並進

恒隆預計將於今年8月推出一個全新的學習管理系統，這個一站式的資訊系統儼如我們人才發展的大腦，詳細記載每位員工的培訓記錄，讓我們可以整體檢視公司的培訓狀況。系統亦整合不同的內部課程資源，讓員工按照個人的時間表和需要報讀和學習。

我們亦積極尋求更多外部資源，為員工提供更多元化的學習內容和選擇。剛剛推出的領英學習（LinkedIn Learning）讓香港員工在現時的培訓資助政策下，自行挑選平台上的學習資源，滿足自己的發展需要。在內部和外部資源的配合下，我們希望可以全方位推動員工與公司一同發展。



# Forward-looking Talent Management & Development Strategies Facilitate Sustainable Business Growth

“The goal of our talent management and development strategies is to build the best, high performing team for Hang Lung,” said Ms. Janet Poon, Deputy Director (Head of Group HR & Administration) of Hang Lung Properties. “We hope that all new joiners understand the corporate culture in Hang Lung. We arrange multifunctional and soft skills training for staff of different levels and in diverse roles and aim to equip them with the skill set to cope with the latest market situation. We are also actively identifying potential staff within the Company to groom them for management positions. We want to build a team with vision, mission and values aligned to the Company, which embraces our “customer-centricity” philosophy, and has knowledge about sustainability. More importantly, we believe that employees should possess ownership of the process of learning as part of their long-term career development plan, so that they can grow together with the Company.”

We are willing to invest in talent development and training, and we are working hard to become the best in

class in providing learning and development opportunities. With reference to the public information disclosed by our industry peers, most of their employees receive less than 20 training hours on average per year, while Hang Lung employees received over 22 training hours on average in 2021. This shows how we value and how much effort we put into our people.

To support the sustainable growth of the Company, we need to build-up the future leadership pipeline by identifying key talents with the support of department heads and to equip these talents with the necessary skills. Last August, a total of 26 senior managers took part in the inaugural Leadership Development Program. The program stressed the development of leadership and business skills for career advancement, blending both classroom and practical training. Participants had to prepare a business proposal that solved a real business case issue, supported by the guidance of senior management and external trainers.

We have also developed the Management Development Series for staff at manager grade or above. Through different core and elective modules, we aim to build a caring culture in the Company. We want to enhance their management and motivational skills, enabling them to engage their high performing team members to achieve a common goal together.

Promoting internal knowledge transfer is also a core focus. Launched in 2021, the INSIGHT webinar series regularly invites departments to share best practices or functional and professional knowledge about their role in the Company with colleagues. This has helped facilitate mutual learning and understanding across departments.

We encourage our employees to discuss their annual development goals with their supervisors when setting annual KPIs. They can make use of training sponsorship offered by the Company to enroll for courses, take professional examinations and apply for professional membership which can benefit their career growth.

We also leverage the benefits of technology to support the career development of our employees. The new Learning Management System is expected to launch in August this year. It is a centralized system to keep proper training records for our employees. It will also consolidate all internal training resources for employees, enabling them to join courses according to their needs and at their own pace. We are also actively looking for external resources to enrich our training content. For instance, the recently launched LinkedIn Learning enables Hong Kong staff to choose suitable training courses with the support of the training sponsorship reimbursement policy. With the aid of these internal and external tools, we hope that we can promote the all-round development of our people.



## 員工分享 Staff Sharing

### 領導力發展課程 Leadership Development Program



陳嘉皓 Sunny Chan

高級經理 – 酒店及服務式公寓資產管理 (香港)  
Senior Manager – Hotel and SA Asset Management (Hong Kong)

“課程幫助我預視市場未來發展，提前在今天做好準備，調整我的心態成為更好的領袖，激勵並帶領團隊共同邁向目標。  
The module helped me to forecast market developments and to prepare in advance. It built my mentality to be a better leader and taught me to navigate with my team to achieve our common goal.”



周竹慧 Nancy Zhou

高級經理 – 零售租賃 (無錫)  
Senior Manager – Retail Leasing (Wuxi)

“小組調研讓我跳出日常工作框框，接觸新的業務範疇。認識新同事亦刺激我們的思維，從多角度分析解決難題。  
I gained exposure to new business perspectives from the assigned case study. I felt rejuvenated after meeting new colleagues and I was inspired to problem-solve from a wider vantage point.”

### 管理發展課程 Management Development Series

羅嘉敏 Carmen Law

市場營銷營運 (香港) 及客戶關係管理主管  
Head of Marketing Operation (HK) & CRM

“課程讓我與團隊和其他部門建立緊密互信的合作關係。我會主動地嘉許團隊的付出，鼓舞他們持續發展，共同努力。  
The program enabled me to build stronger relationships and trust with colleagues in the team and also in other departments. I'll proactively recognize teammates' contribution to motivate them.”





# 恒隆數學獎晚會 匯聚各界精英 探究數學如何推動可持續發展

## Hang Lung Mathematics Awards Winners Gala Experts Share How Mathematics Help Promote Sustainability



#Excellence  
#NurturingNextGen

永續是恒隆的核心價值之一，公司一直致力推動社會及環境的可持續增長。6月9日，恒隆地產假亞洲協會香港中心舉行恒隆數學獎晚會，獲香港科學院院長徐立之教授出席並致歡迎辭，其他嘉賓包括恒隆數學獎歷屆得獎者、其學校老師和校長，以及可持續發展領域專家、商界領袖、學界翹楚等，濟濟一堂，以數學串連愛好數學的恒隆數學獎社群。

晚會的焦點是頒發獎座和獎狀予2021年恒隆數學獎各優勝隊伍，以示嘉許。而另一重頭戲則是來自經濟、工程及複合系統領域的專家，包括系統創新實驗室 Zeroth Labs Bernise Ang 女士、香港科技大學環境及可持續發展學部助理教授陳晉登博士、建築系統與環境工程顧問 EnergyGlare 聯合創辦人及行政總裁 Rumen Yordanov 先生，就《以數學拯救世界：量化可持續發展之路》為題進行討論，由恒隆地產總經理——可持續發展 John Haffner 先生主持。他們討論現時全球在可持續發展上的挑戰與機遇，並探索數學和大數據科學如何幫助人類和地球創造更好、更可持續的生活方式；可見數學在幫助人類改善未來生活中擔當重要角色，亦展現出恒隆堅守可持續發展的決心。



恒隆數學獎創辦人之一、恒隆地產董事長陳啟宗先生（左）及香港科學院院長徐立之教授（右），與2021年恒隆數學獎得獎者聚首一堂，探討可持續發展的重要性  
Mr. Ronnie C. Chan, co-founder of HLMA and Chair of Hang Lung Properties (left) and Professor Lap-Chee Tsui, President of The Hong Kong Academy of Sciences (right), discuss the importance of mathematics and sustainability, with 2021 HLMA winners on stage

On June 9, Hang Lung Properties hosted the Hang Lung Mathematics Awards Winners Gala at the Asia Society Hong Kong Center. Professor Lap-Chee Tsui, President of The Hong Kong Academy of Sciences, delivered the opening remarks. The event gathered HLMA winners over the years, their school teachers and principals, as well as sustainability experts, business leaders, and academia. It was a night of celebration that attracted math lovers to the greater HLMA community.

Apart from the awards presentation ceremony to the 2021 HLMA winners, the highlight of the evening was a panel discussion titled "Mathematics to the Rescue: Quantifying a Path towards Sustainability", where experts across disciplines from economics to engineering and complex systems discussed the present challenges and opportunities faced by the world in sustainable development. Mr. John Haffner, General Manager – Sustainability of Hang Lung Properties, moderated the discussion with Ms. Bernise Ang, Chief Alchemist at Zeroth Labs, a systems innovation laboratory; Dr. Keith Chan, Assistant Professor of the Division of Environment and Sustainability, The Hong Kong University of Science and Technology; and Mr. Rumen Yordanov, Co-founder and CEO of EnergyGlare, a consultancy in building systems and environmental engineering. They also explored how mathematics and big data can help create a better and more sustainable way of life for humanity and the planet, which echoes Hang Lung's adherence to its commitment to sustainable development.

第十屆恒隆數學獎將於2023年舉行，如欲了解更多恒隆數學獎的資訊，請瀏覽：  
The 10<sup>th</sup> Hang Lung Mathematics Awards will be held in 2023. For more information, please visit:



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活動亮點  
Event Highlights

## 《CAMPAIGN》亞太活動營銷大獎 CAMPAIGN'S 2022 EVENT MARKETING AWARDS

上海港匯恒隆廣場憑藉與太陽馬戲攜手合作舉辦的「Gateway to Inspiration 靈感帶路 驚喜無限」活動，於《CAMPAIGN》雜誌的2022年度 CAMPAIGN 亞太活動營銷大獎中，獲頒發「最佳公眾活動金獎」。

Grand Gateway 66 in Shanghai won the "Best Public Event Award – Gold" at CAMPAIGN's 2022 Event Marketing Awards for its collaboration with "Cirque Du Soleil" to organize the "Gateway to Inspiration" campaign.



## CONNIE AWARD

瀋陽康萊德酒店榮獲2021年度希爾頓集團品牌亞太地區最高酒店獎項「Connie Award」。「Connie Award」表彰希爾頓環球酒店在卓越的產品和卓越的服務之間取得了很好平衡的酒店。作為希爾頓全球所有品牌的最高酒店獎項，獲得「Connie Award」的酒店被授予全球「精品酒店中的精品」。

Conrad Shenyang won the 2021 "Connie Award" in the Asia-Pacific region. It is the highest hotel award marking the very best across all brands in the Hilton Worldwide portfolio. The Connie Award recognizes Hilton Worldwide hotels with the perfect balance of exceptional product and outstanding service and is presented to properties that are "the best of the best" around the world.



## ASTRID AWARDS



恒隆2022年座檯月曆繼於不久前榮獲國際設計獎印刷月曆組別銅獎的殊榮後，最近再於2022 ASTRID Awards 中榮獲銀獎。ASTRID Awards 由美國 MerComm, Inc. 主辦，是備受業界尊崇的國際級獎項，每年對傳訊媒體設計之優越作品作出嘉許。

The Hang Lung 2022 desktop calendar has won the Silver Award at the 2022 ASTRID Awards, shortly after winning the Bronze Award in the Print/Calendars category at the International Design Awards (IDA). Organized by MerComm, Inc., the ASTRID Awards recognizes top quality work in design communications, and is considered one of the most highly respected and prestigious awards by industry peers.

## 忠誠度與聯繫大獎 THE LOYALTY & ENGAGEMENT AWARDS

為內地遊客推出的線上直播和網上平台「恒隆雲購物」於《Marketing》雜誌舉辦的「2022年忠誠度與聯繫大獎」榮獲四個獎項，包括「最佳行銷科技」金獎、「最佳手機應用程式」金獎、「最佳2019冠狀病毒病應對」銀獎和「最佳推廣策略」銀獎。



Hang Lung has won four titles at the Loyalty & Engagement Awards 2022 by the Marketing Magazine. The four awards are "Best Use of MarTech – Gold", "Best Use of Mobile – Gold", "Best COVID-19 Response – Silver", and "Best Use of Contest/Promotions – Silver" for the Hang Lung Cross-border Live Streaming e-Shop, the live streaming e-platform for Mainland tourists.

## THE HONG KONG HR AWARDS

恒隆地產在 JobsDB HK 舉辦的 Hong Kong HR Awards 中獲頒「Employer of the Year」和「Employee Health and Safety (Well-being) Award」殊榮。



Hang Lung Properties won the "Employer of the Year" and "Employee Health and Safety (Well-being) Award" at the Hong Kong HR Awards organized by the JobsDB HK.



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