



#Inspiration

啟迪前行

恒隆會
HOUSE

昆明君悅居
GRAND HYATT
RESIDENCES
KUNMING

宜室宜居 —— 昆明君悅居
A Compelling Space:
Grand Hyatt Residences Kunming

專業細緻 超越期待 —— 恒隆人「以客為尊」的承諾
Delivering Excellence: Hang Lung People's
Commitment to Customer-Centricity

第三度舉辦社區共融日 推廣認知友善社區
Third Community Inclusion Day
Promotes a Dementia-Friendly Community

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宜室宜居 — 昆明君悅居

A Compelling Space: Grand Hyatt Residences Kunming

「昆明君悅居」持續深化恒隆地產「以客為尊」
的宗旨，踐行引領「城市脈動」的目標
Grand Hyatt Residences Kunming deepens
Hang Lung's commitment to customer-centricity
while leading the "Pulse of the City"

我們致力讓發展足跡所及之處成為宜室
宜居的社區，實現恒隆締造優享生活
空間的願景。恒隆旗下高端服務式寓所
品牌「恒隆府」首個以酒店品牌冠名的項目「昆明
君悅居」將於2024年起分批交付，並打造一套
全方位的服務模式，成為西南地區的先行者，
為市場引入高端服務，提升整體業界水平，樹立
城市生活新標準。

恒隆地產董事——辦公樓，住宅及服務式公寓
隋頌偉先生指出，「昆明君悅居」是恒隆攜手凱悅
酒店集團共同打造的都市高端生活標桿之作，
同時鞏固了恒隆作為全國領先商業地產發展商
的地位。「昆明君悅居」作為昆明恒隆廣場綜合發展
項目的重要部分，該項目將進一步聚合包括奢華
零售購物、商務辦公、酒店餐飲、公寓住宅和
綜合娛樂在內的高端品牌業態，為當地顧客打造
開放、多元、融合共生的都市國際化生活方式，
同時推動昆明消費經濟可持續發展，持續深化
恒隆地產「以客為尊」的宗旨，踐行引領「城市
脈動」的目標。

以客為尊

「昆明君悅居」的服務分三大類，分別是基礎
服務、特色服務，及高定服務。在君悅酒店提供
的基礎服務上，再建構特色服務，初步制定了
六大項目，包括生活服務、室內清潔服務、商務
服務、餐飲服務、硬件配套，和酒店活動，共涵
蓋18個細節。

昆明恒隆廣場物業管理（服務式公寓）經理楊志宇
(Leo) 表示：「君悅居住客享有的不只是酒店式的
服務，實際上是享受一個全方位的服務，帶給
住客極致的尊貴體驗，例如他們到昆明恒隆廣場
消費時，可享有折扣優惠；另外，在飲食照顧上，
我們也會開發住客尊享的實時菜單程式，讓他們
可以實時點餐，並享用24小時送餐服務。」

#CompellingSpaces #CustomerCentricity
#PulseoftheCity



「昆明君悅居」是恒隆攜手凱悅酒店集團共同打造的都市
高端生活標桿之作
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



為了讓住客有更多的選擇，團隊也制定了高定服務，在酒店提供的衣食住行服務上做了一個昇華。「酒店的客房打掃清潔可能只因應一個房間的設施作整理，但我們會加入居家環境的考慮，了解顧客的生活習慣，再制定適切服務方案，例如提供奢侈品護理，全屋收納和衣櫥整理服務。」

Leo指出，除照顧住客的日常起居，也會細緻打點其他需要，「公寓的空間有限，但我們可以利用公共空間，為住客提供儲存服務，例如雪茄、高爾夫球桿等，同時也會提供寵物餵養及託管服務。」

對於高定服務的靈感啟發，Leo笑指恒隆的顧客是其中的草擬者，「這套服務的內容其實是根據我們日常與顧客群的交流聊天，及從他們的消費習慣，從而定制出有關細節。」

城市脈動

「昆明君悅居」的建築設計融匯自然美學風格，靈感來自雲南石林，山景園林的特色錯落有致地刻印在牆面線條上，勾勒出山川靈動的氣韻，將當地的民俗之風和自然之美細膩地融入設計中。此外，為了讓住客有更一體化的體驗，項目也無縫銜接及貫通昆明恒隆廣場，一站式滿足購物、娛樂等需求。

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

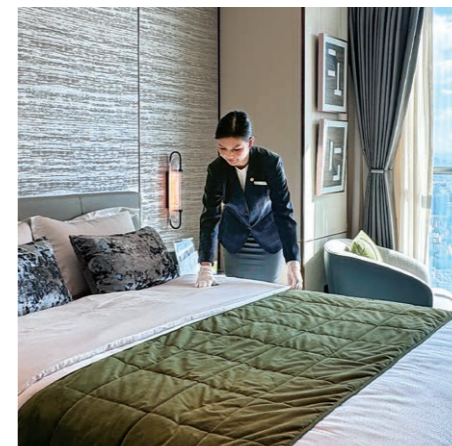
The services offered at Grand Hyatt Residences Kunming are classified into three main categories: basic services, distinctive services, and bespoke services.

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.



「昆明君悅居」的服務分三大類，分別是基礎服務、特色服務，及高定服務
The services offered at Grand Hyatt Residences Kunming are classified into three main categories: basic services, distinctive services, and bespoke services

「昆明君悅居」項目無縫銜接及貫通昆明恒隆廣場
Grand Hyatt Residences Kunming seamlessly connects with and extends into Spring City 66



「昆明君悅居」項目特色 Grand Hyatt Residences Kunming Project Highlights

位於昆明市盤龍區，緊鄰昆明市北京路與東風路交匯的十字路口
Located at the intersection of Beijing Road and Dongfeng Road in the Panlong District of Kunming City

提供 **254** 個寓所單位
Offers **254** residential units

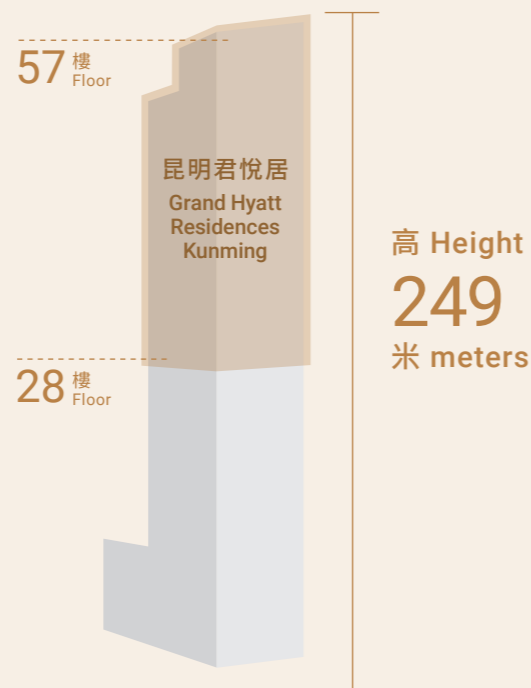
呎數包括 Diverse Size

標準單位
Standard Unit **1-3** 房 Bedrooms **246** 間 units

特別單位
Special Unit **3-4** 房 Bedrooms **5** 間 units

頂層單位*
Penthouse Unit **4-5** 房 Bedrooms **3** 間 units

* 設有天際花園及私人泳池
Include sky gardens and private swimming pools



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

恒隆不斷致力引領時尚奢華的生活方式，兩家在滬的商場——上海恒隆廣場及上海港匯恒隆廣場舉行了全城矚目的年度主題活動，為顧客締造獨一無二的購物體驗。

今年，上海恒隆廣場的「HOME TO LUXURY」盛裝派對以「璀璨星河」為主題，凝聚奢華、時尚、音樂與藝術的無限創意，攜手逾百家全球知名品牌，呈現一場持續三天的星際奇旅。為令顧客在消費時增添玩味，上海恒隆廣場還獨具匠心地打造了眾多緊扣璀璨星河主題的互動裝置，而各大國際品牌也呼應派對主題，將品牌文化與藝術完美融合，為顧客呈獻多達200款首發及限量的奢華單品，提供尊崇備至的購物體驗。

作為上海的地標性購物商場，上海港匯恒隆廣場堅持探索創新的運營模式，不斷引入前瞻的合作夥伴，革新購物體驗。上海港匯恒隆廣場今年的慶典活動以「Gateway to Inspiration——靈感炙熱」為主題，攜手知名時尚媒體《智族GQ》共同打造了一場為期三天的秋日美拉德盛宴。商場別出心裁地打造氛圍濃郁的美拉德街區，定制了一份美拉德主題攻略，打卡、購物、遊玩多元互動精彩體驗。

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.

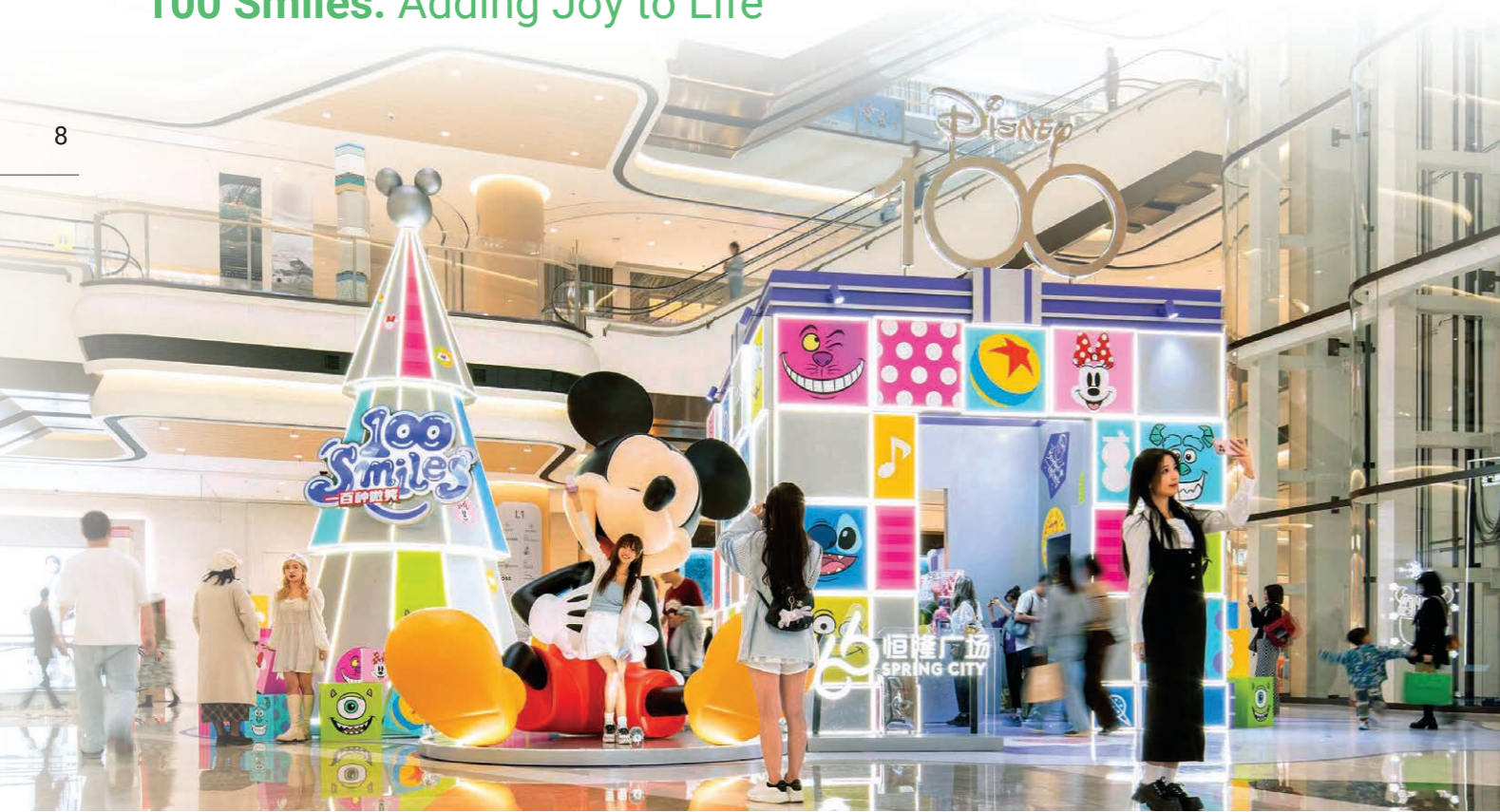
Grand Gateway 66 prides itself in being at the cutting edge of innovative shopping experiences that engage customers in unique ways. Celebrating with the theme "Gateway to Inspiration - Hottest Inspiration", in collaboration with top lifestyle media outlet, GQ, this year's party tapped the hot Maillard 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.



一百種微笑 為生活添美妙

100 Smiles: Adding Joy to Life

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顧客在迪士尼裝置前打卡，收集微笑
Customers snap photos at the Disney installations to collect smiles

恒隆與迪士尼中國合作，慶祝迪士尼100歲生日，即日起至2024年1月2日期間，在內地6座城市的7個恒隆廣場盛大開啟「迪士尼一百種微笑」主題活動，部分迪士尼經典角色，包括「米奇」、「唐老鴨」、「巴斯光年」、「蘇利文」以裝置藝術的形式亮相，將迪士尼的歡樂帶到現實世界，為顧客帶來一場充滿驚喜的快樂慶典。



顧客除有機會親身感受迪士尼角色微笑的奇妙，各恒隆廣場更為顧客安排了一系列精彩的活動，包括品牌消費回贈限定禮遇、指定品牌多倍積分、歡樂紛呈的現場活動等，讓顧客在為期近兩個月的節日季持續收穫禮物和驚喜。



Hang Lung and Disney China have teamed up to celebrate Disney's 100th 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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迪士尼精品快閃店，為顧客帶來節日驚喜
Disney pop-up shops bring festive surprises to customers

hello「夜遊賞」 hello Fun Night!

為積極響應香港特區政府推出的「香港夜繽紛」項目，恒隆旗下七大商場攜手推出「hello「夜遊賞」」，與商戶合作帶來連串夜市專屬優惠及限定活動，部分商戶更延長營業時間至晚上11時，吸引市民於夜間外出消費。

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.



專業細緻 超越期待 — 恒隆人「以客為尊」的承諾

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

恒隆今年推出「客戶服務提升計劃」(Customer Engagement Initiatives, CEI)，全面升級服務標準，讓顧客尊享最佳的服務體驗，達到「以客為尊」的理念。今期《連繫恒隆》訪問了兩位綜合服務部的同事，她們分別在CEI課程中，透過場景演練及角色扮演，將工作的待客細節做到極致，並啟迪身邊的同事，提升整體工作水準。

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

“除了提供乾淨整潔的環境，員工的儀態也是商場形象的體現。”

范小靜 (Sophia) 是大連恒隆廣場副經理——綜合服務部，負責商場環境衛生和專案管理工作，於2015年加入恒隆前曾於國際五星級酒店工作，「雖然商場和酒店都屬於服務行業，但它們之間有着本質的不同，我也希望能夠學到更多新知識。」

Sophia 憶述，剛加入大連恒隆廣場時，商場仍在籌備階段，包括建立客戶服務的系統性和專業性培訓，「我在酒店的所學所得，也得到大派用場，包括幫忙部門經理制定和調整培訓標準，例如羅列了一些

場景演練：客人在扶手電梯上不小心摔倒、地面濕滑等，我們都做好了指引。」從那時起，Sophia 也身兼對客服務培訓的工作，提高同儕的服務水準。

隨着時代的變遷，顧客對服務品質要求也與日俱增，Sophia 深明顧客服務並沒有「天書」可言，而是需要與時並進，而一個規範化的模版，也可讓同事有序可循。

Sophia 認為，CEI 的課程統一了服務的標準，而且準則與五星級酒店對齊，讓同事知道自己提供的服務是奢侈品品牌的服務水準，具有

專業標準，而且課程使用視頻指引，讓前線同事更易理解內容。

Sophia 在向前線同事提供培訓時，特別注重禮貌問候和場景演練，「除了提供乾淨整潔的環境，商場向顧客提供優質的無形服務同樣重要，而員工的儀態也是商場形象的體現。」只是，有些同事並不擅長表達，往往不敢主動與客人打招呼。因此，Sophia 和同事們採用了「以身作則」的方式，每次巡視時都主動向清潔員工問候，透過這樣身教方式進行引導，帶領他們學習如何向客人問候並展示禮貌。

場景演練方面，Sophia 則透過播放CEI課程中的視頻，讓同事形象化地了解服務要求的規範性和細緻度，再進行角色扮演，分組讓同事互相檢查儀容，指出各人儀容上的「盲點」，例如鬢角不整齊等，真正做到「一絲不苟」。

同時，Sophia 也會將需要改善的細節，包括工作場景、制服和工具等拍照製作成影片，在早會時一起與同事討論，「透過這樣的互動，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.



“一言一行要恰當，待人接物需體貼，是謂「以客為尊」。”

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

卜文怡 (Cassie) 兩年半前加入上海恒隆廣場的客戶服務團隊，擔任辦公樓的客服領班，也是租戶的「管家」之一。身為地道上海人，Cassie 說話不緩不疾，笑說這是「職業病」，「當遇到一些非常棘手的事情時，我們一定要保持耐心，不能急躁，可能也是工作造就了我的性格吧！」



Sophia (第三排右二) 表示，CEI 培訓通過圖片和視頻學習及場景演練，讓同事形象化地了解服務要求的規範性和細緻度
Sophia (3rd row, 2nd 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

身為「管家」，需要每事想得周到，Cassie認為，工作時需要做好每一項的細節，才能確保品質的一致，「CEI課程中我們將服務行為理論實踐到每個工作細節中，例如賓客從車輛停靠安排開始，到大堂門口的接待，手勢指向的指導，保持挺直的站姿，事無巨細，一言一行要恰當，待人接物需體貼，是謂『以客為尊』。」

Cassie曾獲「中國金鑰匙聯盟」客戶服務金鑰匙榮譽，對於待客之道，別有心得。她認為顧客服務是因時制宜，包括善用科技提升效率，例如公司推出辦公樓租戶小程序，幫助租戶迅速解決一些技術性的問題，例如是換燈罩預約、會議室租借等，而同事則發揮更人性化的貼心服務，提升客戶體驗。說到最難忘的經歷，Cassie說是與垃圾堆裡「尋寶」有關。

原來，曾有租戶遺失了非常重要的文件，裡面有數十間公司的營業執照，向Cassie查詢時已是三天之後的事。「我們問了不同同事，也沒有找到相關文件，於是我決定到保安室與同事一起回看三天以來的每一個閉路電視鏡頭，包括一些死角也來來回回看個徹底，終於發現速遞員在送貨期間把文件掉到地上，被清潔人員當作是垃圾運走。我連忙跑到垃圾房，但清潔人員沒有印象，只說垃圾房後面有個小倉庫，我可以自己去翻一下。」

皇天不負有心人，Cassie終於找到文件，租戶對此感激不已，還贈送了她一面錦旗，「當時雖然覺得找到的機會很渺茫，但也抱着一線生機，幫到租戶我也很開心。」

“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) 曾因幫助租戶尋回重要文件而獲贈錦旗
Cassie (middle) was presented with a pennant for her assistance in retrieving a vital document for a tenant



恒隆及LVMH義工 滬城「童」行 Hang Lung X LVMH Volunteers “Step Up for Good” City Walk

早前恒隆與LVMH在上海攜手合作舉辦首個關注社會福祉的活動——「你我『童』行」城市健步，恒隆地產高級董事——內地業務彭兆輝先生及LVMH集團中國區人力資源高級副總裁容凱琳女士為健步行主持起步禮，帶領義工和50位基層兒童一同遊覽滬城風光及歷史建築，並在各景點前打卡留念，身體力行推廣運動益處。

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.

推動地產行業人才培訓 Promoting Talent Development in the Real Estate Industry

恒隆鼓勵員工可持續學習，應對瞬息萬變的挑戰。今年，恒隆攜手清華大學恒隆房地產研究中心首次引進清華大學的課程資源，共吸引逾300名恒隆員工參與，持續增進其專業和職業發展，推動地產行業的人才培訓。

早在2010年，恒隆與清華大學聯合成立「清華大學恒隆房地產研究中心」，專注與房地產領域相關的學術研究和交流。在未來，恒隆將繼續深化與清華大學恒隆房地產研究中心的合作，力爭在領導力培養、人才招聘、房地產領域的專業培訓等方面取得新的突破，持續推動企業和行業人才卓越發展。

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



管理層讚揚同事對於持續學習及個人發展的堅持
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.

第三度舉辦社區共融日 推廣認知友善社區

Third Community Inclusion Day Promotes a Dementia Friendly Community



《恒隆 X 女青「智愛無垠」認知友善計劃 — 社區共融日》於淘大商場舉行啟動禮
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年起連續三年與香港基督教女青年會合辦《恒隆 X 女青「智愛無垠」認知友善計劃 — 社區共融日》，今年除了淘大商場，更首次移師康怡廣場舉辦活動。活動設有健腦諮詢及認知檢測站，免費為長者進行認知測試及介紹社區資源，以及為有需要人士提供轉介服務，同時展出由認知障礙症患者、照顧者及義工攜手創作的藝術品。活動共吸引逾19,700名社區人士及認知障礙症者和照顧者到場參與，並為超過280位社區人士進行認知檢測。

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.

《「智愛無垠」認知友善計劃》三年來的社會效益

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



>29,300 名

認知障礙症家庭及社區人士參與社區共融日
people from families with dementia and community members joined the Community Inclusion Day



>2,200 名

認知障礙症患者及其照顧者受惠
dementia patients and their carers benefited from the program



>1,100 小時

義工服務時數
hours of volunteer services



>930 小時

義工及員工培訓時數
hours of training for volunteers and staff



275 前線員工

完成「認知友善好友」培訓
frontline staff completed the "Dementia Friends" training program

「認知友善藝術廊」展出超過140件由認知障礙症患者、照顧者及義工創作的藝術作品
More than 140 works of art co-created by dementia patients, carers and volunteers were displayed at the "Dementia Friendly Art Gallery"



活動設有社區檢測站，為公眾進行免費健腦諮詢及認知檢測，並為有需要人士提供轉介服務
Free brain health consultations and cognitive testing provided information about important community resources and referral services

兩位參與計劃的照顧者代表分享參與計劃的得著，以及照顧認知障礙症患者的生活點滴
Two carer representatives shared their thoughts on the benefits of the program and their experience of caring for dementia patients



恒隆一心義工向社區人士介紹藝術作品，讓公眾欣賞患者的創作能力，以及喚起對照顧者身心健康的關注
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

今年的社區共融日以「遨遊飛翔」為題，帶出認知障礙症患者獲得支援後，可以自由自在於社區生活，同時透過社會各界人士攜手，達致認知無障礙的願景。恒隆更與淘大商場及康怡廣場的商戶攜手合作，在活動舉行期間提供長者消費優惠。

於淘大商場的啟動禮上，兩位照顧者代表亦分享參與計劃的得著，以及照顧認知障礙症患者的生活點滴。連續三年參與計劃的照顧者吳黎寶珍女士表示，計劃的活動令患有認知障礙症和雙耳失聰的丈夫重拾興趣，同時也令自己增加社交、放鬆身心，減輕照顧壓力。

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.



恒隆全國性周年義工日 關愛女性身心健康

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

恒隆地產首席財務總監趙家駒先生和一群香港恒隆一心義工與100位婦女及其子女於山頂參與大自然療癒體驗
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

一年一度的恒隆全國性周年義工日今年以「關愛婦女身心健康」為主題，在管理層的帶領下，逾1,200名來自香港和內地9個城市的恒隆一心義工參與活動，讓超過7,300位基層婦女及其子女舒展身心，減輕她們日常面對的工作及家庭壓力。

在香港，原定的活動受日前的世紀暴雨影響延期，義工隊邀請了100位來自受雨災影響地區的婦女及其子女到訪山頂，參與大自然療癒體驗，並在山頂廣場共晉午餐，透過輕鬆的親子活動，舒緩他們受雨災影響後的情緒和壓力。

內地的義工隊則聯同當地政府部門、租戶與相關行業專家，為女性開展一系列豐富而輕鬆的活動，包括理療瑜伽、手沖咖啡、藝術插花等工作坊，以及帶領一眾婦女參觀遊玩、觀賞電影、拍攝形象照片等，讓她們放下生活的煩惱，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.



在無錫，恒隆一心義工帶領外來勞工婦女及其子女到無錫融創海世界遊玩，營造悠閒的親子時光
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

醉心數學 投身數研 滿懷信心 堅定前行

A Journey from Mathematics Enthusiasts to Confident Researchers



梁辰楷
Ken Leung

2016年恒隆數學獎金獎得主
2016 HLMA Gold Award winner

“數學之所以吸引我，在於它所蘊含的深邃之美。
The driving force behind my passionate pursuit of mathematics lies in the profound beauty it encapsulates.”

“在數學旅程中，最激發我的動力源於發掘新穎又原創的事物的神奇時刻。
What pushed me most in my mathematical journey is the joy of discovery – the magic moments of unveiling something new and original.”

白致遠
David Bai

2018年恒隆數學獎金獎得主
2018 HLMA Gold Award winner



數學，在他們眼中，從來不是一個深奧沉重的課題，而是讓人着迷的藝術。

梁辰楷和白致遠，2016年及2018年恒隆數學獎金獎得主，兩人皆因參賽體會到數研之樂，決心投身研究領域，並期望自己的研究成果能啟發年輕一代。梁辰楷現時在加拿大蒙特利爾大學修讀數學博士課程，研究解析數論；白致遠則以一級榮譽畢業於英國劍橋大學數學系，目前於美國耶魯大學修讀數學博士課程，專注於代數幾何方面的研究。

人們常說，學術研究之路障礙重重，就如在黑暗中探索，往往不知道研究方向是否正確，也不知道有多漫長，甚至到最後是否能得出結論。到底要有多鍾愛，才會讓兩名年輕人願意投身數學領域？他們又如何能在屢戰屢敗、屢敗屢戰的過程中，樂此不疲，繼續前行？

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?

足本版訪問內容
Full interview

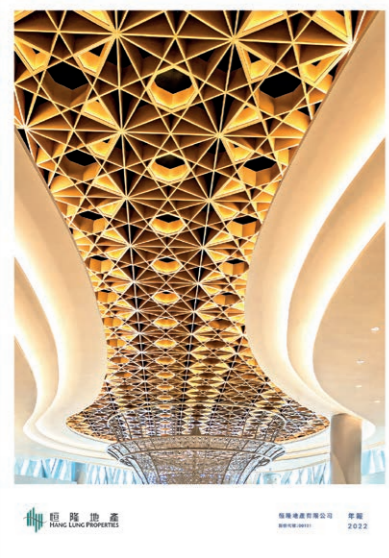


年報獎項

ANNUAL REPORT AWARDS

恒隆地產年報2022於7個備受尊崇的國際年報比賽囊括14項殊榮，在報告內容及設計等範疇均獲高度認可。

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國際年報設計大獎 IADA Award 2023

- 綜合表現 — 銀獎
- 封面設計 — 優異獎
- Integrated Presentation – Silver
- Cover Design – Honor

香港管理專業協會2023年最佳年報獎 2023 HKMA Best Annual Reports Awards

- 優秀年報獎
- Excellence Report Award

2023國際企業大獎

2023 International Business Awards

- 最佳年度報告 — Stevie 獎銅獎 (上市公司)
- Best Annual Report – Bronze Stevie Award (Publicly-held Corporations)

2023 Galaxy 國際年報大獎

2023 Galaxy Awards

- 設計：年報 — 大獎
- 設計：傳統年報 — 亞太地區 — 金獎
- 整體年報撰稿 — 銀獎
- Design: Annual Reports – Grand Award
- Design: Annual Reports – Traditional – Asia/Pacific – Gold
- Copywriting: Annual Reports – Overall – Silver

2023 iNOVA 大獎

2023 iNOVA Awards

- 線上年報 — 地產行業 — 銀獎
- Online Annual Reports – Real Estate – Silver

2023 ARC 年報大獎

2023 ARC Awards

- 封面圖片 / 設計：地產發展類別 — 銀獎
- 互動年報：地產發展類別 — 優異獎
- Cover Photo/Design: Real Estate Development – Silver
- Interactive Annual Report: Real Estate Development – Honors

LACP 2022年視覺獎

LACP 2022 Vision Awards

- 金獎
- 中文年報最佳50強
- 亞太區最佳年報80強
- 技術成就獎
- Gold Award
- Top 50 Chinese Reports
- Top 80 Reports in the Asia Pacific Region
- Technical Achievement Award

環境、社會及管治 (ESG) 獎項

ESG AWARDS

我們在 ESG 方面的努力再獲肯定，榮獲多項殊榮。

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



2023香港 ESG 報告大獎

Hong Kong ESG Reporting Awards (HERA) 2023

- 卓越環境成效獎 — 大獎
- 最佳 ESG 報告獎 — 大市值 — 嘉許獎
- 卓越碳中和獎 — 嘉許獎
- Excellence in Environmental Positive Impact – Grand Award
- Best ESG Report (Large Cap) – Commendation
- Carbon Neutral Award – Commendation

香港會計師公會

Hong Kong Institute of Certified Public Accountants

- 最佳企業管治及 ESG 大獎2023 — 最佳可持續發展公司 / 機構獎 — 特別提及
- Best Corporate Governance and ESG Awards 2023 – Special Mention in the Most Sustainable Companies and Organizations (MSCO) Section

第十二屆中國財經峰會

The 12th China Finance Summit

- 2023年企業社會責任典範獎
- 2023 Corporate Social Responsibility Award

香港管理專業協會

Hong Kong Management Association (HKMA)

- 2023年最佳年報獎：環境、社會及管治報告卓越獎
- 香港可持續發展獎2023 — 典範獎 (大型機構組別)
- 2023 Best Annual Reports Awards: Excellence Award in Environmental, Social and Governance Reporting
- Hong Kong Sustainability Award 2023 – Distinction Award (Large Organization Category)

第一財經

Yicai Magazine

- 綠點中國 · 2023年可持續實踐案例
- 綠點中國 · 引力點 — 10大消費者心目中的綠色生活典範
- China Green Point – Sustainable Practice Case of the Year 2023
- China Green Point – Gravity Point – 10 Green Life Models in the Eyes of Consumers

中國國際公共關係協會

China International Public Relations Association (CIPRA)

- 第十九屆中國最佳公共關係案例大賽 — 「企業社會責任組別」銅獎 (恒隆「她領航」計劃)
- Bronze Award for Corporate Social Responsibility Category at the 19th China Golden Awards for Excellence in Public Relations (Hang Lung Future Women Leaders Program)

共創明「Teen」計劃

Strive and Rise Programme

- 支持機構大獎
- Supporting Organisation Award

社會責任大會

Social Responsibility Conference

- 奧納獎 — 2023年度責任優秀企業
- 2023 Top CSR Company

《HR Asia》亞洲最佳企業僱主獎2023

HR Asia Best Companies to Work For in Asia 2023

- 恒隆連續兩年獲得最佳企業僱主獎
- Hang Lung has been named one of the Best Companies to Work For for two consecutive years

其他獎項

OTHER AWARDS

w3 Awards

- 網站 — 房地產：金獎
- 網站功能 — 最佳實踐：金獎
- The General Websites – Real Estate: Gold
- The Website Features – Best Practices: Gold



2023年亞洲國際房地產大獎 MIPIM Asia Awards 2023

- 恒隆位於內地的第11個大型商業項目 — 杭州恒隆廣場，榮獲2023年「亞洲國際房地產大獎」(MIPIM Asia Awards) 「最佳新建大型項目」類別的金獎殊榮
- Westlake 66 in Hangzhou, Hang Lung's 11th 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年度最佳保安服務選舉 Best Security Services Awards 2022-2023

港島總區 Hong Kong Island

康怡廣場：

- 保安員獎 — 十大最佳保安員 (吳國英 — 第五名)
- 物業管理獎 — 優秀保安服務 — 工商物業

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



東九龍總區 Kowloon East

淘大商場：

- 優質保安服務及優秀表現保安員 (陳滿根、劉庭嘉及吳海英)

Amoy Plaza:

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



只選好的 只做對的
We Do It Well



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