

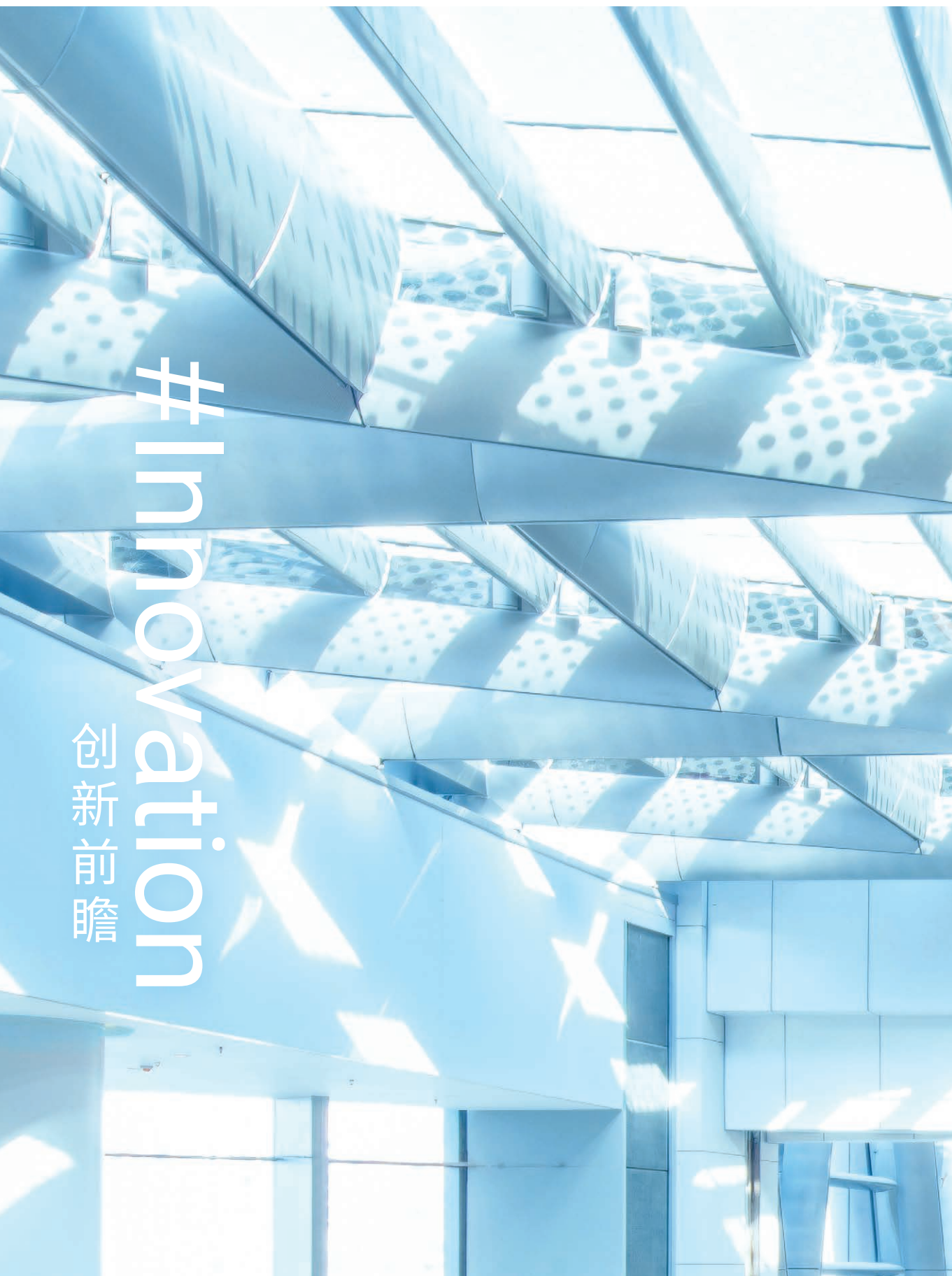
创新共建可持续建筑环境
Innovation for a Sustainable
Built Environment

恒隆66尊享季引领城市脉动永续发展
Hang Lung 66 Brand Campaign
Leads the Drive for Sustainability

前瞻人才管理及培训策略 促进业务可持续发展
Forward-looking Talent Management & Development
Strategies Facilitate Sustainable Business Growth

#Innovation

创新前瞻



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总编辑: 李晞彤
副编辑: 姚碧丹 叶家能

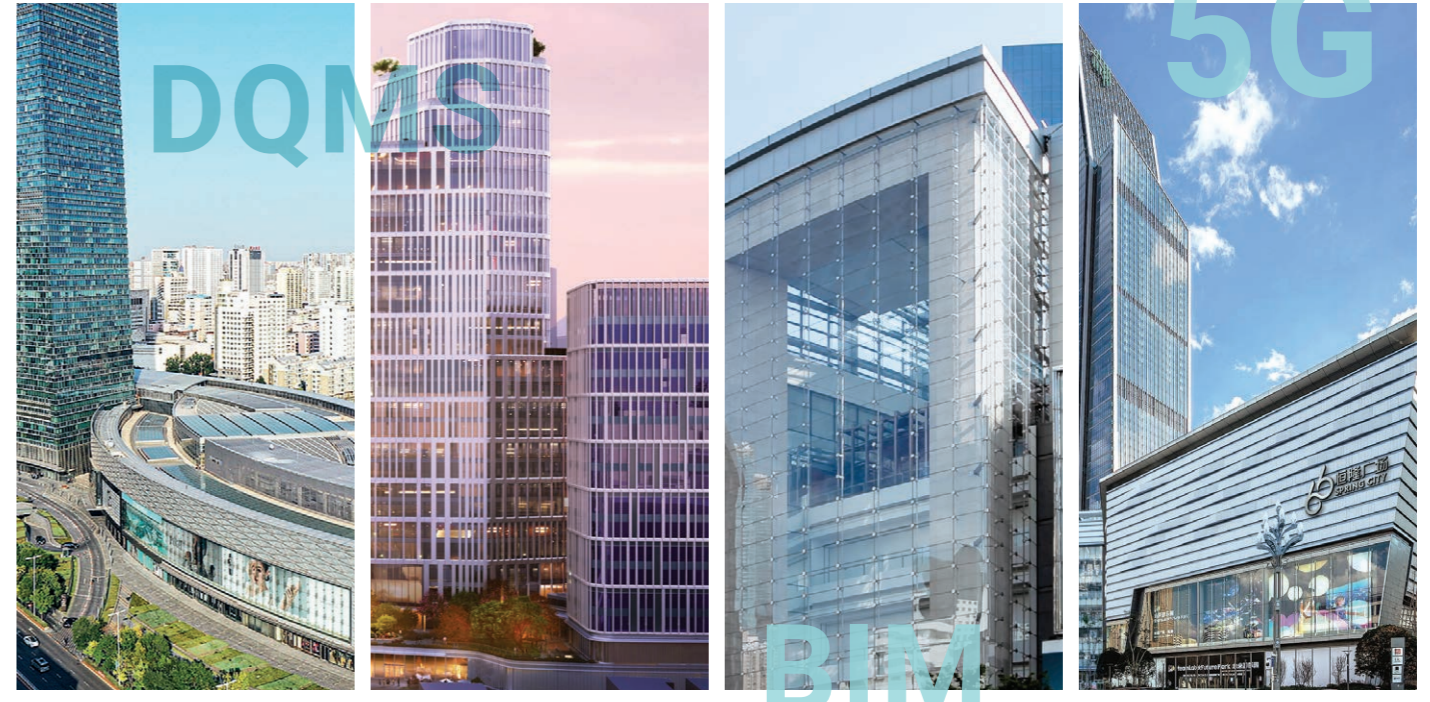
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Chief Editor: Helen Lee
Associate Editors: Kate Yao Rex Yip

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创新共建可持续建筑环境

在 恒隆，建筑上的创新不只限于利用科技以增加效率及节省成本，也涵盖提升协作、品质监控及施工安全，并透过减废及提升工地环境素质，以达到环境上的可持续发展，这样既可为建设可持续建筑环境出一分力，亦支持我们实践缔造优享生活空间的愿景。

积极执行加强科技应用策略

恒隆于2018年成立BIM Taskforce，改进及标准化项目的BIM应用。鉴于最近几年建筑科技的急速发展，今年此Taskforce改名为Construction Innovation Taskforce以加强BIM以外的建筑科技的研究及推展应用工作，成员包括来自发展及设计部、项目管理部、成本及监控部、综合服务部、可持续发展组及资讯科技部。除此之外，于2019年成本及监控部联同发展及设计部及项目管理部，推行数码质量管理体系 (Digital Quality Management System，简称DQMS)，运用数码平台加强工程检测的质量及全面实行检测无纸化的理念。



BIM应用

公司已于在建及大型装修项目全面应用BIM技术。至今，我们已透过BIM在这些项目发现及解决超过20,000个设计碰撞，从而大大节省因重新施工而产生的建筑废料，并全面提升施工效率及工程质量。另外公司于2021年引入BIM Jarvis CDE协作平台，各项目的持份者包括顾问、施工单位及恒隆内部各相关部门可在此平台进行协作，加强效率及省却大量的协调时间。Construction Innovation Taskforce及项目管理部更深入探索BIM于施工现场的应用，如基坑优化、临时运料车道空间覆核及场外施工样板的BIM虚拟展示。



Eagle Eyes 场外施工样板的BIM虚拟展示
Eagle Eyes offsite mock-up BIM visualization

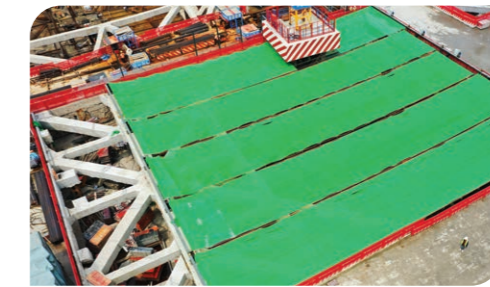
* BIM指Building Information Modeling，即建筑信息模拟，简称BIM

恒隆应用 DQMS 情况一览

- 已应用于四个内地在建项目，包括沈阳市府恒隆广场第三期、杭州恒隆广场、昆明恒隆广场（包括昆明君悦酒店及昆明君悦居）和无锡恒隆广场第二期，以及两个香港在建项目，包括电气道228号重建项目及皓日 THE APERTURE
- 目前系统用户人数：**900**人
- 已创建工程检测模板总量：**130**个
- 已完成工程检测量：**逾20,700**项



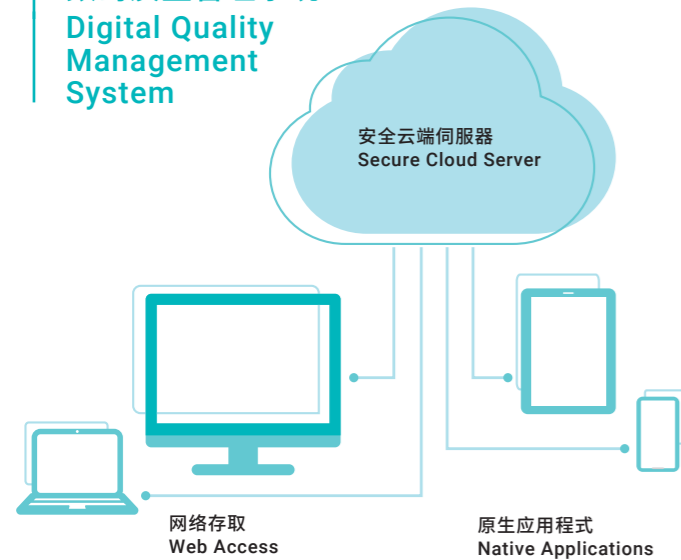
设置防风防尘网



项目在C区设置面积约5,000平方米的防风防尘网，设有隔绝噪音功能及洒水系统，有效减少空气及噪音污染，确保建筑阶段符合相关环境指标的要求。



数码质量管理体系 Digital Quality Management System



所有相关装置实时同步
Real time synchronization with all devices

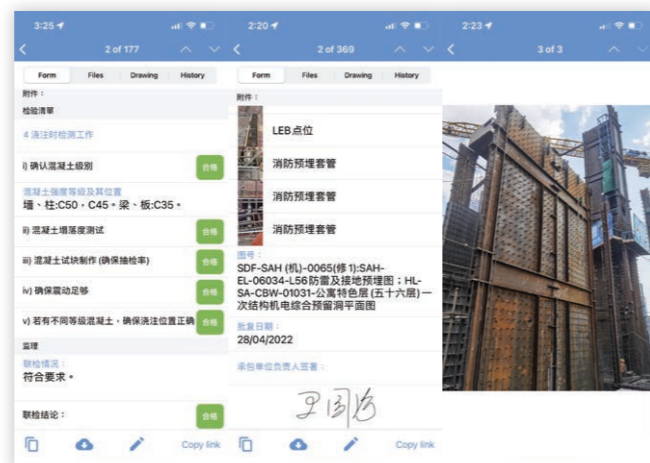
鉴于公司大部分的项目规模都非常庞大，有很多细致且繁复的施工流程需要管理，如工程检测，传统大多以纸本进行记录，而纸本记录一直有伪造及缺失的风险。有见及此，恒隆于2019年在内地及香港的新建项目全面开展DQMS的应用，属香港众多房地产公司中全面应用此科技的先行者。

DQMS让用户在工地现场透过流动装置实时追踪每个流程进度、记录施工缺陷及提交整改记录
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是一个跨平台云端方案，用作建筑地盘流程检测及质量管理，可带来以下效益：

- 将整个工程检测流程电子化，毋需纸本及手写记录
- 让不同项目的持份者包括顾问、施工单位、内地项目监理及恒隆项目团队实时使用流动装置进行工程检测、将记录上传云端
- 可在工地现场透过流动装置实时追踪每个流程进度、记录施工缺陷及提交整改记录，因而更有效率地提升施工质量及工地安全
- 所有记录一经提交便不可更改，确保已提交记录的真确性
- 提供仪表盘让项目团队一目了然地检视所有参与项目相关单位的表现，预先制订预防及改善方案

透过成本及监控部及项目管理部通力合作，共同与平台供应商订制切合恒隆项目实质需要的标准检测流程及模板，让每个施工步骤都有妥善检测记录，而成本及监控部亦制定了DQMS准则及指引，让整个项目团队都能顺利执行。



创新以实践环境可持续发展

杭州恒隆广场正发展成高端综合商业项目，涵盖一座世界级购物商场、五座甲级办公楼及杭州文华东方酒店。鉴于项目位处杭州下城区最繁盛的黄金地段百井坊，且规模庞大，无疑会对周边社区的环境造成影响。我们的项目管理部除了与主要承包商合力实行多项环境措施，亦实施了创新的措施减少工程对环境的影响，足见我们对可持续发展的承诺。



5G+ 智能工地技术

项目主要承建商在地盘引入全新5G技术，藉此监察多项数据，包括施工进度、建筑安全及品质、能源消耗及耗水量，以及尘土和噪音水平等。



扫描二维码以参阅我们的《可持续发展报告2021》，了解更多杭州恒隆广场实施的环境措施
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尊享季引领城市脉动永续发展

Hang Lung 66 Brand Campaign Leads the Drive for Sustainability

一年一度的“恒隆66尊享季”活动今年以“城市脉动，恒久永续”为主题，以响应恒隆早前制定的25个将于2025年底或之前实现的可持续发展指标，以及矢志成为全球领先的可持续发展房地产公司之决心。

今年恒隆与蚂蚁森林及法国艺术家 Amandine Grandcolas 携手合作，在内地八个恒隆广场打造“绿色能量站”沉浸式场景，透过一系列围绕碳中和及生物多样性的互动装置及展览，唤起大众对生态保护的认识。秉承“以客为尊”理念，除了携手不同商户为顾客提供高品质的服务和体验，亦有限定福利回馈广大顾客，以拉近与顾客的紧密连系。

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，部分恒隆广场还同步推出与国际特奥会联合举办的“城市脉动，恒久永续”画展，呼吁社会给予特殊群体更多关爱。

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.



“绿色能量站”透过一系列互动装置及展览，唤起大众对生态保护的认识，同时了解恒隆对可持续发展的不懈努力与贡献
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



与国际特奥会联合举办的“城市脉动，恒久永续”画展，呼吁社会对特殊群体给予更多关爱
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

擅长以自然和植物为设计主题的艺术家 Amandine Grandcolas，为此次展览设计了“绿色能量树”及各式各样的花朵造型，其中花朵部分均由回收废弃塑胶手工制作而成，希望以艺术的方式表达她对环保的关注
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



扫描二维码进一步了解恒隆如何将可持续发展理念融入发展营运中
Scan QR code to know more how Hang Lung integrates sustainability with our business strategy

#Sustainability

武汉恒隆广场一周年 生活品味开新篇

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



武汉恒隆广场周年庆呈献满载新意的互动体验和精彩巡游表演，为宾客送上一场购物玩趣盛宴，将恒隆宗旨“以客为尊”发挥至极致
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

武汉恒隆广场自2021年3月以“一切从新”隆重启幕以来，引入了超过250个瞩目的国际品牌，其中汇聚110家武汉首店、独家及旗舰店，重塑武汉高端消费商业格局，同时也为华中的消费者带来全新生活方式和购物体验，租户销售额表现亮眼。为庆祝开业一周年，武汉恒隆广场与逾200家品牌合作为顾客呈献丰富的周年庆限定礼遇，并在场内设置独特的互动装置和安排精彩的巡游表演。

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.



长江灯光秀以璀璨灯饰展示“武汉恒隆周年快乐”祝福字句，揭开“武汉恒隆广场一周年庆”的序幕
The light and music show near Yangtze River marked the opening of Heartland 66's first anniversary celebration activities



周年庆期间，武汉恒隆广场携手与场内超过200家品牌合作，为顾客呈献丰富的周年庆限定礼遇与活动
Heartland 66 celebrated its first anniversary with engaging activities and exclusive shopping privileges in collaboration with over 200 tenants

艺术与科技邂逅 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乐和艺术等范畴？香港山顶广场的GO Museum和沈阳市府恒隆广场艺术展《无镜之梦》让您亲身体验艺术家与科技专家携手以创新手法呈现的沉浸式艺术展览！

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——香港山顶广场 GO Museum, Peak Galleria, Hong Kong



山顶广场的GO Museum为大家带来一个崭新的沉浸式光影艺术展览，用光影元素及不同的场景将参观者投身于艺术当中。GO Museum结合光影装置、数码科技和视觉艺术元素，打造七个不同主题的梦幻空间，带领大家进入与别不同的光影世界。

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.

沈阳市府恒隆广场 Forum 66, Shenyang

沈阳市府恒隆广场携手与当代艺术家黄莺、何在峰及Y&Z新媒体团队引入沉浸式新媒体艺术展——《无镜之梦》首展。展览由艺术与科技打造虚拟与现实融合的多重光影场景，让参加者漫步充满科技艺术感的梦境空间。

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 为客户服务 赋上新意义

能够找到喜欢的工作并不容易，而能够在工作中突破自己，跳出固有框架便更加困难。今期人物专访的主角——来自香港康怡广场高级礼宾服务专员卢嘉仪便是当中的幸运儿。

改变由自己做起

卢嘉仪自小喜欢与人接触和沟通，最大的满足感来自成功地帮助别人解决困难。因此，她十分享受客户服务的工作，自毕业后一直在客户服务的领域发展。她乐观开朗的性格，令客户会打开心扉与她畅所欲言、令重访商场的客人记得她的名字、令住户放心将家中宠物暂时寄托于她看管、令客户购买甜品时不忘多买一份送给她……问到她是如何做到人见人爱？卢嘉仪表示她对客人以朋友相待，在协助他们解决困难时尝试跳出固有思维，从不同角度寻找方法。她曾接获一位顾客查询康怡广场中某酒家的位置，以便翌日带同坐轮椅的同行者到酒家吃饭。当得悉顾客对康怡广场地理环境不太熟悉，她建议陪同顾客走一遍该路线，亦主动地在顾客的电话上记录路线图。卢嘉仪说：“当收到每一个客人的查询，除了既定的做法如向客人描述具体路线外，我们亦可以留意客人的反应，同时善用不同的工具，设身处地为他们提供更合适的方案。”

“能够听到客户真心说一声‘谢谢’和看到他们脸上流露出真挚的笑容，对我而言是一种莫大的满足感和推动力。”

因为母亲，我找不到退缩的理由

除了工作，她于日常生活中亦尝试作出突破。因受到母亲做运动的感染，她由一个不喜爱做运动的人，渐渐地爱上行山。她说：“刚开始行山时，我经常边行边抱怨，直到感受过登峰的美后，又觉得一切很值得。”而她其中一个人生的突破是跳降伞。她指当年在澳洲玩跳降伞时，原本突破不到自己的心理关口，但见证着有畏高的母亲竟然愿意接受挑战，这份勇气令她冲破恐惧。

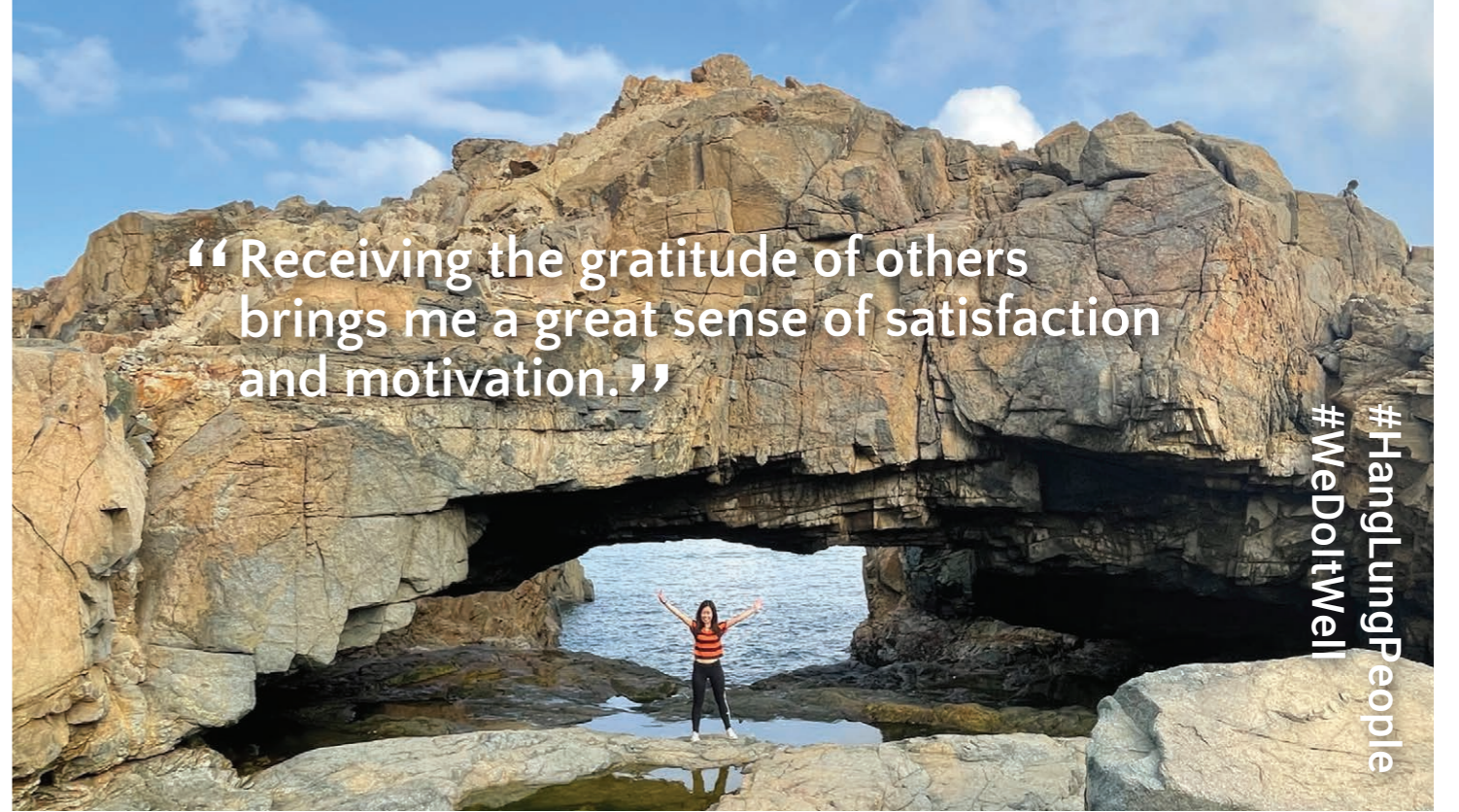
母亲是明灯和榜样

母亲对卢嘉仪的性格和人生观影响深远。自小在温暖家庭中长大，与母亲关系亲密，任何事都会互相分享，比起母女关系，两人关系更像朋友，而她的母亲一直都是她的明灯，一直引导自己。卢嘉仪说：“我妈妈是一名家庭主妇，思想开通、与时俱进，有时候我会与

妈妈讨论工作上的个案，她会提出不同观点与角度，看法比我更全面透彻，令我对客户服务有更深一层体会，将客人当成自己的朋友看待，为客户服务添上温度。”

担任客户服务工作总会遇上令人沮丧的时候，但卢嘉仪仍能平心静气，尽心尽力协助客人解决疑难。卢嘉仪指自己这份豁达性全因得到母亲的启发，令她学懂如何站在客人角度，了解他们需要，提供解决方法。

卢嘉仪的卓越服务屡获客户赞赏，凭借出色的服务表现，她于2021年晋升为高级礼宾服务专员，并于2020-2021年度绿宝石客户服务奖中获得优异奖，广受公司上下及客户的认同。



“Receiving the gratitude of others brings me a great sense of satisfaction and motivation.”

#HangLungPeople
#WeDoItWell

卢嘉仪认为行山帮助训练耐力，有助她应对日常工作
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.



母亲性格豁达、开通、透彻及勇敢，是卢嘉仪的人生榜样
Ka Yee watches and follows her mother's example of what it means to be a mature, open-minded, and brave woman



恒隆矢志成为全球领先的可持续发展房地产公司，要达到这个目标，我们除了积极地将可持续发展理念融入发展营运策略外，还有赖恒隆员工、合作伙伴和持份者并肩努力。我们先由内部员工出发，推出以“Doing Well for the World”为主题的可持续发展内部沟通企划，让员工了解可持续发展的重要性和意义，同时推出《恒隆可持续发展约章》，鼓励员工一起参与恒隆的可持续发展旅程，超过九成员工签署《恒隆可持续发展约章》，承诺为共建永续未来而努力。

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.



恒隆发布可持续发展报告2021 Hang Lung Publishes Sustainability Report 2021



为突显恒隆矢志成为全球领先的可持续发展房地产公司之决心，公司定期发布严谨的可持续发展报告，总结我们在年内的可持续发展举措、成就和进展。刚于上月在网上发布的《可持续发展报告2021》是我们第十份《可持续发展报告》，当中披露了可持续发展框架下的四大优先议题，即应对气候变化、资源管理、福祉及可持续交易的计划和“25 x 25可持续发展指标”的细节。

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 10th 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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实践多元共融社会的承诺 Take Action to Build a Diverse and Inclusive Community



恒隆一直致力于公司及社区推动多元共融文化。我们于2021年开始与香港基督教女青年会合作推行《恒隆 X 女青“智爱无垠”认知友善计划》，当中包括为前线员工提供“认知友善·多一点”培训。参与同事对此培训反应热烈，故此我们今年将培训推广至所有前线员工，以增进同事对认知障碍症的认识及理解，建立开明、包容及认知友善的环境。每位完成培训的同事将会成为社会福利署认可的“认知友善好友”，协助向大众宣扬相关资讯。

在“认知友善·多一点”课程中，导师根据同事在工作中有机会遇到的情境作角色扮演及个案分析，从互动中让他们掌握处理技巧和应对方法，并应用于日常生活及工作中，为有需要人士提供适时协助。合办“智爱无垠”认知友善计划的香港基督教女青年会明儒松柏社区服务中心主任（服务）廖碧美女士表示：“我们希望透过分享正面讯息，提高员工对认知障碍症的认识及理解，期望员工日后在不同的岗位上，都能应用及实践所学，关怀及支持认知障碍症家庭，共建认知友善的环境。”

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.



参加了训练课程的御峰高级宾客服务主管林忠强表示：“假如每个人都能够全力支持患者和照顾者，令他们能继续如常人一般生活，相信这世界会变得更美好！感谢公司提供培训，令我们更了解认知障碍症患者的需要和沟通方法。”

"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.

前瞻人才管理及培训策略 促进业务可持续发展

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恒隆深信吸纳及凝聚人才对业务发展至关重要。在招揽人才的同时，我们建立了一套有系统且具前瞻性的人才管理及培训策略，为公司培训最优秀的团队，以支持业务可持续发展。

恒隆地产副董事（集团人力资源及行政总监）潘舜雅女士（Janet）说：“我们的人才管理和培训策略的目标是为恒隆打造最优秀和高效的‘恒隆人’团队，希望所有加入恒隆的员工都能熟悉和理解我们的企业文化。”

我们为不同职级和岗位的员工安排多方面的职能性及软技能培训，提升员工的整体能力，以适应市场的最新发展。我们亦积极从内部发掘有潜质的员工加以栽培，提升领导力，成为未来管理团队的栋梁。我们希望使员工理解公司的愿景、使命和核心价值并一同实践，培养员工‘以客为尊’的精神和加强他们对可持续发展的认识。更重要的是我们相信员工应该主导自己的学习，作为长远事业发展的规划，与恒隆一同携手前行，稳步发展。”



我们乐意在人才发展及培训方面投放资源，目标是在这方面成为业界翘楚。参考同业公开披露的资料，他们的员工平均受训时数大多少于20小时，而恒隆的员工于2021年的平均受训时数逾22小时，足证我们付出的努力，和对员工的承担。



重点培育未来管理梯队

要支持业务的可持续发展，公司需要培育未来管理梯队。我们的人才管理团队通过各部门主管积极发掘具有潜质的关键人才，特别是在管理及领导职级的员工，为他们特别制定培训课程，开拓他们的思维及提升其领导才能，以应对将来的业务需要及市况。

领导力发展课程

去年8月首度开展的领导力发展课程以26位高级经理为培训对象，旨在全面强化他们的领导及营商能力，前瞻地推动他们的职涯发展。计划结合课堂学习与导师指导，着重应用与实践，参加的员工以小组形式按真实案例进行调研，配合高级管理层的指导和外部培训，就案例作出具体的业务建议，助公司业务更上一层楼。

管理发展课程

另一边厢，我们的培训及发展团队为经理级以上的员工制定了管理发展课程，透过不同核心和选修单元，让负责团队管理的员工提升管理和激励团队的技巧，以建立一个拥有共同价值，团结关爱而且敬业的高效工作团队，推动公司迈向同一目标发展。

彼此欣赏 互相学习

推动公司内部知识分享也是培训的重要一环。公司自2021年起推出“INSIGHT 致胜之道”网上讲座系列，打破地域界限，邀请各地优秀项目的负责团队分享成功经验和解难的历程。系列广受同事欢迎，促进了同事之间的交流。恒隆今年开始亦邀请部门与其他同事介绍和分享部门职能，增进彼此对工作流程的了解和部门间的沟通协作，从而强化互相学习、理解和欣赏的企业文化。首场分享由财务部主持，更多不同主题的分将会陆续推出。

在整体规划的培训以外，我们理解员工有各自的学习需要，而一些行业的专门技能未必能够由公司统一作出安排，因此我们鼓励员工在年初订立绩效指标时，与上司共同商讨及订立年度的发展目标，善用公司提供的培训资助，选择有助个人职涯发展的培训课程、应考专业试和获取专业会员资格。

融汇科技 与时并进

恒隆预计将于今年8月推出一个全新的学习管理系统，这个一站式的资讯系统俨如我们人才发展的大脑，详细记载每位员工的培训记录，让我们可以整体检视公司的培训状况。系统亦整合不同的内部课程资源，让员工按照个人的时间表和需要报读和学习。

我们亦积极寻求更多外部资源，为员工提供更多元化的学习内容和选择。刚刚推出的领英学习（LinkedIn Learning）让香港员工在现时的培训资助政策下，自行挑选平台上的学习资源，满足自己的发展需要。在内部和外部资源的配合下，我们希望可以全方位推动员工与公司一同发展。

恒隆学院 ACADEMY 66

以学习与发展建立可持续员工团队
Fostering Sustainable Workforce through Learning & Development

领导力/管理 Leadership/Management	个人效能 Personal Effectiveness	职能性 Functional	公司与市场知识 Company and Market Knowledge
<ul style="list-style-type: none"> 领导力发展课程 Leadership Development Program 管理培训生 / 实习生计划 Young Elite Program – Management Trainee & Intern 管理发展课程 Management Development Series 督导发展课程 Supervisory Development Program 	<ul style="list-style-type: none"> 软技能、人际技能和思维模式包括谈判技巧、演讲技巧及故事演讲力、影响力、沟通技巧、协作力、冲突管理等 Soft or People Skill Set and Mindset such as Negotiation, Presentation & Storytelling, Influencing, Communication, Collaboration, and Conflict Management etc. 语言及计算机使用技巧 Language and Computer Skills 	<ul style="list-style-type: none"> 客户服务课程 Customer Service Training 专业资格试及专业发展 Professional Examinations & Development 部门专门技能 Functional Academy 部门特定的环境、社会及管治培训 Department-specific ESG Training 	<ul style="list-style-type: none"> 新入职课程 Onboarding 合规与法律课程 Compliance & Legal 职业健康、安全和保安课程 Health, Safety and Security “致胜之道”及商业知识 INSIGHT and Business Knowledge 公司整体的环境、社会及管治培训 Company-wide ESG Training

我们的人才管理和培训聚焦于四大范畴，培训内容多元化，并设有网上及实体课程。

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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.



员工分享 Staff Sharing

领导力发展课程 Leadership Development Program



陈嘉皓 Sunny Chan

高级经理 - 酒店及服务式公寓资产管理 (香港)
Senior Manager - Hotel and SA Asset Management (Hong Kong)

“课程帮助我预视市场未来发展，提前在今天做好准备，调整我的心态成为更好的领袖，激励并带领团队共同迈向目标。 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

高级经理 - 零售租赁 (无锡)
Senior Manager - Retail Leasing (Wuxi)

“小组调研让我跳出日常工作框框，接触新的业务范畴。认识新同事亦刺激我们的思维，从多角度分析解决难题。 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.”

管理发展课程 Management Development Series

罗嘉敏 Carmen Law

市场营销营运 (香港) 及客户关系管理主管
Head of Marketing Operation (HK) & CRM

“课程让我与团队和其他部门建立紧密互信的合作关系。我会主动地嘉许团队的付出，鼓舞他们持续发展，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.”



恒隆数学奖晚会 汇聚各界精英 探究数学如何推动可持续发展



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



#Excellence
#NurturingNextGen

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.

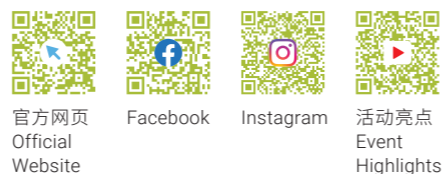
永续是恒隆的核心价值之一，公司一直致力推动社会及环境的可持续发展。6月9日，恒隆地产假亚洲协会香港中心举行恒隆数学奖晚会，获香港科学院院长徐立之教授出席并致欢迎辞，其他嘉宾包括恒隆数学奖历届得奖者、其学校老师和校长，以及可持续发展领域专家、商界领袖、学界翘楚等，济济一堂，以数学串连爱好数学的恒隆数学奖社群。

晚会的焦点是颁发奖座和奖状予2021年恒隆数学奖各优胜队伍，以示嘉许。而另一重头戏则是来自经济、工程及复合系统领域的专家，包括系统创新实验室Zeroth Labs Bernise Ang女士、香港科技大学环境及可持续发展学部助理教授陈晋登博士、建筑系统与环境工程顾问EnergyGlare联合创始人及行政总裁Rumen Yordanov先生，就以《以数学拯救世界：量化可持续发展之路》为题进行讨论，由恒隆地产总经理——可持续发展John Haffner先生主持。他们讨论现时全球在可持续发展上的挑战与机遇，并探索数学和大数据科学如何帮助人类和地球创造更好、更可持续的生活方式；可见数学在帮助人类改善未来生活中担当重要角色，亦展现出恒隆坚守可持续发展的决心。



恒隆数学奖创办人之一、恒隆地产董事长陈启宗先生(左)及香港科学院院长徐立之教授(右)，与2021年恒隆数学奖得奖者聚首一堂，探讨可持续发展的重要性。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.

第十届恒隆数学奖将于2023年举行，如欲了解更多恒隆数学奖资讯，请浏览：
The 10th Hang Lung Mathematics Awards will be held in 2023. For more information, please visit:



《CAMPAIGN》亚太活动营销大奖 CAMPAIGN'S 2022 EVENT MARKETING AWARDS

上海港汇恒隆广场凭借与太阳马戏携手合作举办的“Gateway to Inspiration灵感带路 惊喜无限”活动，于《CAMPAIGN》杂志的2022年度CAMPAIGN亚太活动营销大奖中，获颁发“最佳公众活动金奖”。

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

沈阳康莱德酒店荣获2021年度希尔顿集团品牌亚太地区最高酒店奖项“Connie Award”。“Connie Award”表彰希尔顿环球酒店在卓越的产品和卓越的服务之间取得了很好平衡的酒店。作为希尔顿全球所有品牌的最高酒店奖项，获得“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年座台月历继于不久前荣获国际设计奖印刷月历组别铜奖的殊荣后，最近再于2022 ASTRID Awards中荣获银奖。ASTRID Awards由美国MerComm, Inc. 主办，是备受业界尊崇的国际级奖项，每年对传媒设计之优秀作品作出嘉许。

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.

忠诚度与联系大奖

THE LOYALTY & ENGAGEMENT AWARDS

为内地游客推出的线上直播和网上平台“恒隆云购物”于《Marketing》杂志举办的“2022年忠诚度与联系大奖”荣获四个奖项，包括“最佳行销科技”金奖、“最佳手机应用程序”金奖、“最佳2019冠状病毒病应对”银奖和“最佳推广策略”银奖。



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

恒隆地产在JobsDB HK举办的Hong Kong HR Awards中获颁“Employer of the Year”和“Employee Health and Safety (Well-being) Award”殊荣。



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.

只选好的 只做对的
We Do It Well



恒隆地产
HANG LUNG PROPERTIES

大连恒隆广场 Olympia 66, Dalian

电邮 Email:

Connections@HangLung.com

e-Connections:

**[https://www.hanglung.com/zh-cn/
media-center/connections](https://www.hanglung.com/zh-cn/media-center/connections)**

