

# Changemakers

恒隆租户可持续发展通讯

Tenant Sustainability Newsletter by Hang Lung

第八期  
ISSUE #08



Changemakers 2025:  
砥砺同行 共同成长  
Changemakers 2025:  
Growing Stronger  
Together

对恒隆而言，可持续发展是共同进步的旅程。回顾2025年，我们不断在学习中成长，一起走过许多精彩的时光。让我们一同重温今年举办的能力培训活动，并分享我们为打造Changemakers社群所做的努力吧！

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



## 2025年恒隆可持续发展焦点 Hang Lung Sustainability Achievements in 2025



40+

40多个环境、社会及管治奖项  
40+ ESG awards



GRESB

全球房地产可持续标准  
常设投资基准“五星”评级  
GRESB Standing Investment –  
5-Star rating



CDP“A”评级  
CDP – A rating

## 环境、社会及管治认可 ESG Recognition



Hang Seng Corporate  
Sustainability Index  
Series Member 2025-2026

恒生可持续发展企业指数“AA+”评级  
Hang Seng Corporate Sustainability  
Index – AA+



RE100 最佳新进成员  
RE100 – Best Newcomer Award



家乐坊办公室焕新项目获颁香港绿色  
建筑议会环保建筑大奖既有建筑类别  
室内设计大奖

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

## 其他主要成就 Other Key Achievements



内地十座物业中有八座通过绿电采购  
协议采用可再生能源供电  
8 of 10 Mainland properties powered  
by renewable energy through power  
purchase agreements



上海恒隆广场三期扩建项目及杭州恒隆广场  
采用低碳排放钢材: 加权平均  
碳排放量减少45%  
Low carbon emission steel at Plaza 66  
Pavilion Extension and Westlake  
66: 45% carbon reduction  
(weighted average)



76家租户已加入恒隆可持续发展合作计划  
(占适用物业已出租楼面面积的20%)  
76 tenants joined Hang Lung  
sustainability partnerships  
(20% of leased floor area at  
applicable properties)



发表《我们的净零之旅》讨论文件，  
探讨至2050年前的减排情境  
Published Journey to Net Zero paper  
with decarbonization scenarios  
to 2050



## Changemakers计划 2025:能力建设活动回顾

### Changemakers Program 2025: Key Capacity-Building Highlights



#### 环境相关培训

#### Environment-Focused Trainings

##### 面向内地租户的可再生能源专题分享

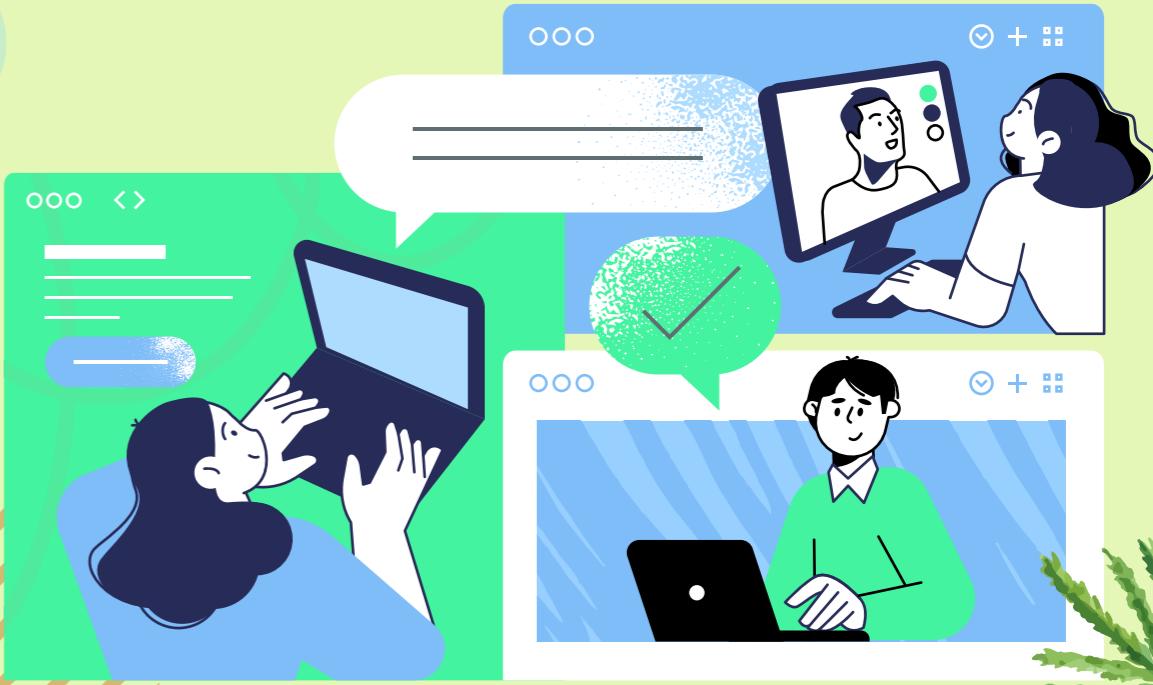
在不懈的努力和有效的策略下,我们实现了一大里程碑:内地80%运营物业已全面采用可再生能源为业主和租户空间供电。

为内地租户而设的培训内容涵盖:

- 当地可再生能源政策及市场动向
- 恒隆可再生能源方案及相关实际案例
- 可再生能源如何协助业主和租户实现可持续发展目标

我们通过Changemakers计划与租户携手合作,共同设计实用并能应对实际营商挑战的学习机会。我们在2025年举办了一系列能力建设活动,以涵盖环境和社会两方面议题,并培养参加者的共同使命感。

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



##### Renewable Energy Insights for Chinese Mainland Tenants

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

The session for Mainland tenants covered:

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

我们看到的不只是表面的承诺,还有一个个活生生的案例,展示了物业能如何全面采用可再生能源,以及业主和租户能如何就共同的减碳目标合作。

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



##### 参观喵坊厂房:认识纸包饮品盒的回收过程

一提到回收,不少人心中都有一个疑问:我们的回收物品到底会送到哪里?为了一探究竟,Changemakers计划的参与租户早前深入香港首间纸包饮品盒回收浆厂及教育中心“喵坊”,从几方面体验回收过程:

- 了解香港的废物管理现况及企业在当中扮演的角色
- 通过回收厂房的导赏团,了解从分类到再造的处理过程
- 参加再造纸工作坊,并在分享中获得实用的废物管理建议

参与者从中获得实用灵感,有助于改善自身的废物管理策略。

##### Mil Mill Facility Visit: Understanding Beverage Carton Recycling

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

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

Participants gained practical inspiration to enhance their own recycling practices.





## 社会相关培训： Social-Focused Trainings:

### 残障顾客服务礼仪培训

前线同事在为残障顾客提供服务时应遵循哪些原则？

我们分别与内地残障融合实验室和香港CareER合作，围绕以下主题举办培训课程：

- 了解顾客需求和关注点
- 有效的沟通指南及实用秘诀，以便在互动过程中保持清晰和尊重
- 商场和办公楼的真实服务案例



培训让我们放心提出平日不敢问的问题。能够直接从专家身上取经，有助我们的团队以同理心和自信消除疑惑。

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

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

恒隆致力培养多元共融的服务文化。为支持残障人士所需，我们为旗下全数内地和香港物业展开无障碍评估，为特定市场制定无障碍评估清单，并为前线同事提供残障顾客服务礼仪培训。此举有助协调内部运营和租户及顾客支持服务，促进共融的物业生态系统。

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



### Disability-Friendly Customer Service Training

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

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

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





## 构建Changemakers社群:在协作中学习 Building a Community of Changemakers: Collaborative Learning

Changemakers计划带来的不只是又一次的活动，更是长期的社群关系，让租户能够坦诚分享彼此面临的挑战、测试方案和共同学习。从简单的环境足迹计算到进阶的试点项目，我们深知每个租户的可持续发展步伐不一，因此提供不同的知识交流渠道，鼓励租户分享彼此的成功经验和遇到的困难，藉此集思广益，开拓合作空间。

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

### 厨余升级再造工作坊

上述协作活动的最佳例子，是我们与谭仔国际有限公司和新生精神康复会合办的工作坊。作为积极参与计划的租户之一，谭仔利用中央厨房的剩余腩肉回收制成香薰蜡烛，展示升级再造厨余的过程。

#### 活动亮点：

- 示范如何升级再造常见厨余
- 结合循环经济和精神健康支持
- 展示如何通过协作创造环境和社会价值

### Food Waste Upcycling Workshop

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

#### Key takeaways:

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



成为Changemakers社群的一分子，令我体会到协作的力量。这场工作坊提醒了我们，只要同心合力，便能将挑战转化为实际行动，带来有意义的改变。

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

在今后的通讯中，我们将继续分享租户在可持续发展方面采取的最佳实践，例如节能措施和相关创新项目等。紧贴最新通讯，获取更多灵感！

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



# 立即加入 Team up with us as Changemakers 行列

如果您尚未成为我们Changemakers计划的一份子,现在正是加入的绝佳时机。  
无论您是初心者,还是已经有完善的可持续发展政策,都欢迎与我们结伴同行。

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

## 加入计划有何好处? What's in it for You?



可持续发展相关的技术建议和支持  
Technical advice and support on sustainability practices

- 免费能源审计 (如适用)
- 能源基准表现比较报告
- 废物管理方面的建议
- Free energy audits (where applicable)
- Energy performance benchmarking report
- Waste management strategy advice



适用的内地物业可获绿色电力相关文件, 证明该场所使用可再生能源供电  
Green electricity documentation at applicable mainland properties, proving that your premises are powered by renewable energy



能力培训课程及提升社区福祉的活动  
Capacity-building programs and community wellbeing activities



年度租户颁奖典礼  
Annual tenant recognition ceremony

更多配套支持即将公布, 助您在可持续发展路上走得更远, 请密切留意!

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

有意加入或了解详情?  
Interested in joining or learning more?

欢迎电邮至[sustainability@hanglung.com](mailto:sustainability@hanglung.com)联系我们的团队,  
探讨我们可如何助您在可持续发展路上更进一步。

Please contact us at [sustainability@hanglung.com](mailto:sustainability@hanglung.com) and our team will be happy to discuss how  
we can support your sustainability journey.



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