

连系恒隆 · Connections

9 | 2020

恒隆集团六十周年志庆 Anniversary of Hang Lung Group

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连系恒隆
Connections

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恒隆地產
HANG LUNG PROPERTIES

60th 恒隆集团六十周年志庆
Anniversary
of Hang Lung Group

延续一甲子的业务增长与社区关怀

Building on 60 Years of Business Growth and Community Care

恒隆集团由陈曾熙先生于1960年9月13日创立，于1991年由陈启宗先生接任董事长一职。集团在香港的业务建立稳固的根基后，于九十年代初开拓内地市场，目前在内地九个城市打造11个世界级商业综合项目，已落成的项目面积逾3,000万平方米，尚在兴建的项目面积达2,000万平方米。2020年上半年内地和香港的业务组合分别占公司整体租金收入的54%及46%。

Hang Lung Group was founded by Mr. Chan Tseng-Hsi on September 13, 1960, and Mr. Ronnie C. Chan took over as Chair of the Group in 1991. After establishing a solid foundation for its business in Hong Kong, Hang Lung has been expanding across the Mainland since the early 1990s. Today we have developed 11 world-class commercial complexes in nine Mainland cities, with more than 30 million square feet of completed projects and 20 million square feet of projects under development. Our Mainland portfolio accounts for 54% of the Company's overall rental income, and Hong Kong for the other 46% in the first half of 2020.

委任陈文博为副董事长 Appointment of Adriel Chan as Vice Chair



在2020年9月13日，即恒隆集团成立60周年当天，执行董事陈文博先生获恒隆集团及恒隆地产董事会委任为副董事长。除了履行副董事长的职务外，他会继续负责带领发展及设计部、项目管理部和成本及监控部，以及担任可持续发展督导委员会主席。

陈文博于2010年加入公司，并于2016年获委任为董事会的执行董事。他负责带领的项目包括上海恒隆广场及上海港汇恒隆广场的资产优化计划（前者已于2017年完成，而后者将于今年第三季完成）、刚开业一年的昆明恒隆广场及将于明年上半年开业的武汉恒隆广场等。

Mr. Adriel Chan, Executive Director of Hang Lung Group and Hang Lung Properties (the Companies), was appointed as Vice Chair of the Boards of the Companies on September 13, the exact day of Hang Lung Group's 60th anniversary. In addition to his duties as Vice Chair, Adriel retains his current responsibilities, overseeing the Development and Design Department, Project Management Department and Cost & Controls Department, and remains Chair of the Sustainability Steering Committee of the Companies.

Adriel joined the Companies in 2010 and was appointed Executive Director of the Boards in 2016. He has led various projects including two mega-scale transformations, the Asset Enhancement Initiatives of Plaza 66 and Grand Gateway 66 in Shanghai (the former was completed in 2017 while the latter will be completed in the third quarter of 2020), Spring City 66 in Kunming, which opened just a year ago and Heartland 66 in Wuhan, which is due to open in the first half of 2021.



香港及内地项目首度携手举行大型传承传爱社区活动

The First Ever Large-scale Community Services Event Jointly organized across Hong Kong and Mainland to Spread the Spirit of Love

恒隆在致力拓展业务的同时，亦积极透过社区计划和企业义工服务回馈社会及创造共享价值。恒隆发动香港及内地九个城市近1,000名义工，首度携手于9月19日举行大型义工活动，重点帮助约4,500名基层人士，以服务回馈社会及庆祝恒隆集团成立60周年志庆。

While Hang Lung continues to expand its footprints, it strives to contribute to the communities and create value both for business and the community through community programs and volunteering activities. To mark the 60th anniversary of the establishment of Hang Lung Group this year, around 1,000 corporate volunteers from Hong Kong and nine Mainland cities joined forces on September 19 in the first ever large-scale community services event to provide support to some 4,500 underprivileged people in various local communities.

全力支援青少年学习 Facilitating Youth Learning

香港 Hong Kong

2019冠状病毒病令不少家庭面临沉重的经济负担，尤以影响基层学童的日常生活及学习为甚。他们因缺乏线上学习资源，致使学习进度滞后。有见及此，恒隆一心义工队伙拍圣雅各福群会及陈校长免费补习天地，为150名基层莘莘学子准备实用开学包，让他们以新的装备及健康体魄投入新学年，并减轻其家庭因开学所带来的开支。

香港的义工队成员亲手制作压花间尺及马赛克笔筒，并连同其他物资，包括上网数据卡、亲子体能运动教具、书包、文具、水瓶、儿童口罩、消毒液等包装成实用开学包，送赠予受疫情影响的基层学生。



The blow dealt by COVID-19 in Hong Kong this year has left many families facing great financial difficulty. Underprivileged students in particular have faced challenges in their daily lives and their studies, with a lack of online resources severely impeding their learning progress. Taking this opportunity to serve, the Hang Lung As One Volunteer Team teamed up with St James' Settlement and Principal Chan Free Tutorial World to prepare "Welcome Back to School Kits" for 150 students. These pupils can now start the new school year healthily and happily with new gadgets and other necessities, without their families being burdened financially.

Our Hong Kong volunteers made pressed flower rulers and mosaic pen holders, which came with other learning items, including data SIM cards, parent-child training tools, school bags, stationery, water bottles, kids' masks, hand sanitizers and so on, in "Welcome Back to School Kits" for students most affected by the pandemic.



刘太太 Mrs. Lau

恒隆的礼包减轻了家长在购买开学物品上的开支。孩子收到礼物都十分很开心，亦意识到自己收到开学包后便要收拾心情上学。

The "Welcome Back to School Kit" has not only relieved us of the need to buy study items, but it has also boosted my child's morale and motivation to work harder in the forthcoming year.

吴同学(小三) A Primary 3 Student

在疫情期间我需要用手机上网做功课，但由于网络卡不稳定，所以上课很困难。我很开心收到丰富的礼物，让我迎接新学年！

During the outbreak, I have to complete my assignments online. But due to the unstable internet connectivity, it has been such a painful process. I'm so happy to receive my "Welcome Back to School Kit" and I'm really looking forward to a fruitful year ahead!



沈阳 Shenyang

沈阳皇城恒隆广场聘请专业消毒公司为三所农民工子弟小学进行消毒工作，并送上乒乓球桌及防疫物资，惠及1,600名学生；沈阳市府恒隆广场则向辽宁大学赠送八台红外线测温仪，并向有经济困难的大学生派发防疫物资。



In addition to paying for a professional cleaning agency to sanitize three schools for children of migrant and agricultural workers, Palace 66 sponsored table tennis tables as well as some anti-epidemic materials. A total of 1,600 students is benefited. Forum 66, meanwhile, donated eight infra-red temperature sensors to Liaoning University, and gave out health protection kits to university students with financial difficulties.

无锡 Wuxi

无锡恒隆广场向农民工子弟学校师生派发防疫小贴士及爱心物资礼包，同时聘请专业消毒公司为学校消毒，义工更与学生代表一同清洁教室桌椅，惠及1,100名师生。

Center 66 provided gift packs with disease prevention tips and materials to around 1,100 teachers and students at a school for children of migrant and agriculture workers, and paid professional agents for sanitizing school buildings. Volunteers from Center 66 also worked with student representatives to clean desks and chairs.



大连 Dalian

大连恒隆广场为150位学生派发防疫包，同时举办线上防疫知识讲座，增强学生防疫意识。

Olympia 66 prepared and distributed health protection kits for 150 students. An online health talk was also organized to enhance students' knowledge about epidemic prevention.



武汉 Wuhan

武汉恒隆广场义工队与当地协和医院合作，为偏远山区的学生举行线上防疫知识小讲堂，并邀请商户女儿思国际教育集团于线上教授英文，一尝线上学习的体验。义工队也向学生派发防疫包及其他生活学习物资，以作鼓励。

In partnership with Wuhan Union Hospital and its tenant EYAS International Education Group, Heartland 66 delivered online health talks and English lessons for students at a remote rural school, enabling them to gain a sense of online learning experience. Volunteers also gave out health protection kits and some other learning materials as encouragement to students.



关爱长者身心健康 Caring for the Elderly's Health

昆明 Kunming

昆明恒隆广场向500位社区长者及贫困家庭学生派发生活及防疫物资，并为长者清洁家居；学生除收到防疫物资外亦有学习文具，并与义工一同进行插花活动。

Not only did Spring City 66 prepare 500 health protection kits for the elderly and for underprivileged students, but it also sent volunteers to help the elderly clean their homes. Students were also given stationery sets, and were invited to a flower arrangement session with volunteers for a day of relaxation.



疫情中送上关爱 Showing Love and Care amid the Pandemic

上海 Shanghai

上海恒隆广场及港汇恒隆广场的义工队送上亲手制作的礼物，并分别带领受惠人士参观博物馆及抗疫展览，提升他们的防疫知识。

Volunteers from Plaza 66 and Grand Gateway 66 organized tours of museums and health exhibitions, with the aim of raising beneficiaries' disease prevention awareness. Hand-made gifts were also handed out as a caring gesture.



天津 Tianjin

天津恒隆广场集合员工及家人、商户、社区近100位义工，共同完成了惠及近200人的爱心捐赠。义工们以健步走打卡的形式，累积了328,260爱心运动步数，为受惠人士兑换得价值人民币32,826元的抗疫物资。

Riverside 66 called on almost 100 volunteers, consisting of its staff and their families as well as tenants and public sector workers, to run a donation campaign that benefited nearly 200 needy people. By taking part in a fitness walking event, the volunteers walked a cumulative total of 328,260 steps to redeem RMB ¥32,826 worth of supplies for the beneficiaries to counter the epidemic.



济南 Jinan

济南恒隆广场带领150位外来民工及贫困家庭子女，参与由商户星巴克导师教授的“咖啡渣环保工作坊”，并向社区贫困家庭派发爱心防疫包。

Parc 66 arranged for 150 children of migrant workers and underprivileged families to attend a workshop on the upcycling of used coffee grounds, hosted by its tenant Starbucks. The mall also gave out health protection packs to needy families in the community.



杭州 Hangzhou

杭州恒隆广场义工队向特殊教育中心的学员派发防疫物资，并一同玩游戏，度过愉快周末。

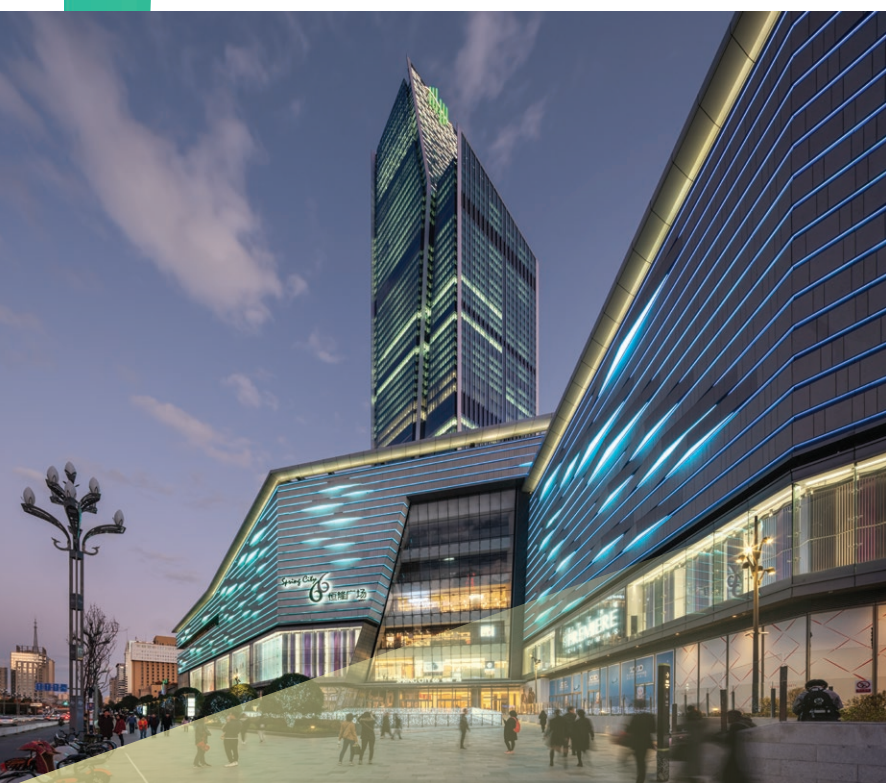
Volunteers from Westlake 66 went to a special education center and spent a cheerful weekend with the students there, distributing disease prevention materials and playing games together.



如欲了解更多有关“恒隆集团六十周年 传爱传承义工活动”，欢迎扫描二维码，浏览精彩的活动花絮
Scan the QR code to watch a video about the highlights of our 60th anniversary volunteering activities

昆明恒隆广场一周年绽放异彩

The First Anniversary of Spring City 66 in Kunming



在恒隆集团成立60周年志庆之际，以“昆明亮点，点亮昆明”为品牌理念的昆明恒隆广场转眼间亦已开业一年。为隆重其事，商场于9月12至13日举行周年庆典，与品牌伙伴合力向“恒隆会”会员及顾客呈现独家首发限量奢侈品，更举办重磅活动和精彩绝伦的表演，将昆明恒隆广场成为城中最耀眼的亮点。

While the Hang Lung Group is commemorating its 60th anniversary, Spring City 66 is celebrating its very first birthday in Kunming. Designed to “Bring the Best to Kunming; Showcase the Best of Kunming to the World”, Spring City 66 held a two-day celebration event on September 12 and 13, in collaboration with our brand partners, bringing our HOUSE 66 members and customers first-release and limited-edition luxury goods, delightful events and enjoyable performances, putting Spring City 66 at the heart of the city’s activities.



春城首店收割机

恒隆尽显洞悉市场走向的敏锐度，成功把昆明恒隆广场打造成Home to Luxury，在一年间吸引近300个高端品牌进驻，包括各大国际品牌如LOUIS VUITTON、DIOR、CELINE、BVLGARI和ROLEX等，其中有近30%的品牌是首次打入昆明及云南市场，有“春城首店收割机”之美誉。

Magnet for Brands’ First Entries into Kunming

Utilizing Hang Lung’s sharp consumer and market insight, Spring City 66 has successfully become the Home to Luxury. In the past year, more than 300 high-end luxury brands including LOUIS VUITTON, DIOR, CELINE, BVLGARI and ROLEX have opened their stores at Spring City 66 where about 30% of these brands were entering Kunming and Yunnan for the first time. The allure of Spring City 66 has led to the mall being described as a magnet for brands’ first entries into Kunming.

多个打卡拍照热点和惊喜礼品

在庆典中，各大品牌在商场每个角落设置吸引的打卡拍照热点以及互动装置，包括互动盲盒机、老虎机、互动拍照机和扭蛋机，宾客更有机会获得由高端品牌提供的惊喜礼品与礼遇。此外，商场更联同《InStyle优家画报》举办“全球灵感之都论坛”，带领宾客走进彩妆世界和时尚资讯。

Numerous Photography Spots with Surprise Gifts

At the event, numerous brands set up attractive photography spots with interactive installations, which include blind box machines, slot machines, photo booths and claw machines. Customers were given the chance to win surprise gifts from luxury brands. The mall also teamed up with *InStyle* to organize a City of Inspiration Global Forum, offering customers the latest cosmetics and fashion news.

为忠实顾客打造独特的购物体验，一系列国际知名品牌已纷纷进驻昆明恒隆广场。

To treat our loyal customers to new and unique experiences, a range of internationally renowned brands is opening at Spring City 66 in Kunming.



扫描二维码观看精彩活动短片
Scan the QR code to watch the video of the event highlights



重磅活动回馈顾客

昆明恒隆广场以一连串的重磅活动为周年庆揭开序幕。除了近百家知名品牌推出限定礼遇和独家首发限量奢侈品，更有各式各样的快闪店接连登场，让顾客目不暇给。秉承恒隆“以客为尊”的策略，当日还有专为会员而设的限时抽奖，而“恒隆会”特邀会员及嘉宾更获邀参加在商场天台花园VIP派对，享受独特尊尚的个人化服务体验。



Delightful Activities for Loyal Customers

Impressive and delightful activities marked the start of first anniversary celebrations at Spring City 66. Over 100 high-end brands offered limited-edition luxury products, many of which were first-release. Pop-up stores also created memorable experiences to keep consumers keen to see what’s next. Building on our customer-centric strategy, a special lucky draw was designed for our VIPs, and exclusive invitations were sent to our special HOUSE 66 members and guests to join a GALA Party on the mall’s rooftop, where an array of personalized and customized experiences awaited them.



“HANGOUT恒聚” 打造灵活工作空间

A Flexible, Multi-functional Workspace Tailored to Your Needs

灵活空间和移动办公已成为现今办公新趋势，恒隆一向推陈出新，最近于无锡恒隆广场推出了旗下首个多功能办公及商务空间，名为“HANGOUT恒聚”。此空间可与无锡恒隆广场各项目结合和补充，成为连结商场租户、办公楼租户及高端精英居住人群的平台。

秉承恒隆“以客为尊”的理念，以及满足企业多种多样的不同需求，“HANGOUT恒聚”不仅提供高端办公及商务空间，同时也为会员提供定制化的商务解决方案。“HANGOUT恒聚”的活动空间可容纳超过150人，拥有多功能会议厅、培训室和会议室，配合特色的休闲区域和精品咖啡厅，完美结合商务与社交聚会。

公司一向十分重视创新科技的应用，会员可在“HANGOUT恒聚”体验到无锡首个5G讯号全覆盖的空间，同时进行50个视讯会议，享用六个多功能会议室，并配有移动式MAXHUB智能会议系统。此外，“HANGOUT恒聚”采用人脸识别技术的智能门禁，以及利用微信小程序处理访客预约和管理、预订会议室及预约会员活动等功能。



Multi-functional spaces and mobile offices are at the heart of today's new ways of working. Hang Lung is always keen to nurture new ideas, and has just launched its first multi-functional office and business space, named HANGOUT, at Center 66 in Wuxi. HANGOUT connects and supplements all elements of Center 66, serving as a platform that links tenants of the mall and office towers as well as residents of our high-end serviced apartments.

In line with Hang Lung's focus on customer-centricity, and to accommodate the varying needs of enterprise customers, HANGOUT is not only a high-end office and business space but also delivers business solutions customized to meet individual needs of our members. Offering an event and activity space that can accommodate over 150 people, HANGOUT also has a multi-functional conference hall, training rooms and meeting rooms. It also features a distinctive leisure area and a boutique coffee shop, allowing members to perfectly combine business and social gatherings at this multi-functional space.

We have always attached great importance to the application of innovative technology. HANGOUT is the first workplace in Wuxi offering 5G connectivity, and up to 50 video conferences can be held there simultaneously. Customers can enjoy six multi-functional meeting rooms equipped with the mobile MAXHUB intelligent conference system. In addition, HANGOUT has face-recognition access locks and makes use of the WeChat mini program to handle visitors' appointments, and conference rooms and events booking.

扫描二维码观看精彩开幕短片
Scan the QR code to watch the video about HANGOUT's opening ceremony



“HANGOUT恒聚”设有面积达1,200平方米的户外露台，会员可以在这里举办派对及企业团队建立活动

HANGOUT has an outdoor terrace of 1,200 square meters, allowing members to host parties or hold activities for team-building purposes

HANGOUT 恒聚 ——恒隆旗下多功能办公及商务空间 正式发布



恒隆成功投得寿臣山地块 足见对香港前景充满信心

Hang Lung Wins the Tender for Shouson Hill Land Demonstrating Confidence in the Future of Hong Kong

恒隆地产于近日成功投得位于香港岛南区寿臣山寿山村道37号地块，彰显公司对香港的前景投下信心的一票。此地块位处尊贵地段并拥有全海景，市场罕见，公司计划将其重建成多间独立式豪华大宅，预计于2024年落成，投资总额约港币40亿元。

展望未来，我们会继续双线发展，在香港及内地物色发展机遇。



Hang Lung has recently won the tender for a highly desirable plot of land, 37 Shouson Hill Road, in the Southern District of Hong Kong Island. The purchase is a vote of confidence by Hang Lung in the future of Hong Kong. With its prime location, rarity in the market and full sea view, this site will be developed into luxurious detached houses due for completion by 2024, with a total investment of approximately HK\$4 billion.

Looking ahead, we will maintain our two-pronged approach to looking for business opportunities both in Hong Kong and on the Mainland.



Hang Lung CEO Award 获奖团队疫情下尽展团队精神 Team Spirit Shone Brightly during the Pandemic

2020年第一及第二季的Hang Lung CEO Award得奖案例于日前顺利诞生。以下为两个得奖案例的详情：

The Hang Lung CEO Award for first and second quarters of 2020 were successfully held. Details of the two winning cases are as follows:

“口罩下的微笑”——综合服务部、中央采购部、人力资源及行政部

在疫情期间公司的个人防护设备供应紧张时，三个部门跨越地域限制通力合作，秉持“以人为本”的宗旨并按标准流程指引，及时为员工提供必要的防护设备，且安全及舒适兼备，成功保障了员工的福祉和保持业务不间断地营运。



Service Delivery, Central Purchasing and Human Resources & Administration – SMILES under Masks

During the critical time of the outbreak when there was a shortage of personal and protective equipment, three departments launched quick and effective collaboration efforts to direct resources to where they were most needed. In line with our mission to “Care about People”, they provided our colleagues with safe and comfortable protective equipment in a timely manner, successfully safeguarding their wellbeing and ensuring business operations were uninterrupted.

“武汉团队 抗疫同心”——武汉恒隆广场

武汉恒隆广场与香港总部携手合作迅速地采取了预防措施，为武汉同事进行核酸检测并成功控制了病毒的传播，令同事免受感染。项目各部门更展现团队精神，并与持份者合作，成功解决了多个难题，包括支付工资、支持员工及其家人，与复工申请等。团队以行动来体现恒隆精神和价值，更是首批在武汉复工的公司之一。

Heartland 66, Wuhan – Being Heart to Heart, We Fight Together

Heartland 66 worked hand in hand with central teams in Hong Kong to take swift and decisive preventive measures, and conducted nucleic acid testing for all Wuhan colleagues, that helped control the spread of the virus and protected colleagues from infection. Through tremendous teamwork and collaboration with external stakeholders, the team overcame many hurdles, from paying wages and supporting staff and their families, to applying to resume work. The team was truly “walking the talk” in putting Hang Lung’s spirit and values into action, and was among the first companies in Wuhan to resume work.



值得一提的是，2020年第三季度Hang Lung CEO Award将于10月5日截止报名。期待看到公司有更多杰出的案例。

Please note that entries for the third quarter of the Hang Lung CEO Award 2020 will close on October 5. We are looking forward to seeing more outstanding cases.

奖项与荣誉 Awards and Honors

恒隆地产年报勇夺多个国际奖项 Hang Lung Properties' Annual Report Wins Numerous International Awards

恒隆地产年报于三个备受尊崇的国际年报比赛中囊括十项殊荣，在报告内容、设计及相片等范畴均获高度认可。

Hang Lung Properties' 2019 Annual Report has garnered 10 awards in three prestigious international annual report competitions, in recognition of our outstanding report content, design and photography.

ARC 国际年报大奖

内页设计	金奖
封面相片/设计	银奖
摄影	银奖
传统年报	优异奖

International ARC Awards

Interior Design	Gold
Cover Photo/Design	Silver
Photography	Silver
Traditional Annual Report	Honors



LACP 2019年视觉奖

铂金奖 (房地产行业)
亚太区最佳年报金奖
全球最佳年报100强
亚太区最佳年报40强
2019最佳50本中文年报

LACP 2019 Vision Awards

Platinum Award (Property industry)
Best In-House Report in the Asia Pacific Region - Gold Award
Top 100 Reports Worldwide
Top 40 Reports in the Asia Pacific Region
Top 50 Chinese Reports of 2019



2020 国际企业大奖

最佳年度报告 (上市公司) — Stevie 奖铜奖

2020 International Business Awards

Best Annual Report (Publicly-held Corporations) – Bronze Stevie Awards

绿宝石客户服务奖的意义

The Meaning behind the Emerald Award

前线同事每天需要接触大量的顾客，他们的举手投足皆反映品牌的待客之道及企业形象。恒隆由2014年起推出“绿宝石客户服务奖”，多年来持续推动和嘉许前线员工在顾客服务上能“多做一点 前瞻一里”，借以实践恒隆“以客为尊”及“建立恒隆的品牌体验”的策略。《连系恒隆》访问了三位曾获此奖项的前线同事，分享对此奖项及顾客服务的看法。

Frontline staff interact with numerous customers every day, the way they behave is a representation of the service quality and image of the brand. In an affirmation of its strategies of promoting a customer-centric culture and building a Hang Lung branded experience, Hang Lung launched the Emerald Award since 2014 to encourage and recognize frontline staff who demonstrate the “Go the Extra Mile” spirit. *Connections* has interviewed three past winners, who share their valuable views on the Emerald Award and the importance of outstanding customer service.

家乐坊宾客服务主管苏傲谦

So King Him, Guest Service Supervisor, Gala Place

苏傲谦为第五届“绿宝石客户服务奖”得主，已服务公司九年，他称获奖让他更深刻提供卓越服务的重要及进一步体会到将心比己的服务理念，他更获得机会到访沈阳市府恒隆广场、沈阳皇城恒隆广场及沈阳康莱德酒店与当地同事交流，开阔眼界。他将以身作则，继续带领团队“多做一点 前瞻一里”。

So King Him, the winner of the fifth Emerald Award, has served the Company for nine years. He said winning the Emerald Award has inspired him to see the importance of standing in other people's shoes and showing empathy in order to deliver excellent customer service. The award also gave him the opportunity to visit Forum 66, Palace 66 and Conrad Shenyang in Shenyang to broaden his horizons. He will continue to set an example and lead his team to “Go the Extra Mile”.

上海港汇恒隆广场宾客体验领班朱立

Zhu Li, Guest Experience Supervisor, Grand Gateway 66, Shanghai

朱立于2018年获得“绿宝石客户服务奖”后由高级宾客体验专员晋升至宾客体验领班，对他而言获得嘉许固然欣慰，但公司对他委以重任更是可贵。他经常以个人工作经验与新入职同事分享，让他们了解如何实践“多做一点 前瞻一里”的待客态度。

Winning the 2018 Emerald Award led to a promotion for Zhu Li, from Senior Guest Experience Ambassador to Guest Experience Supervisor. Zhu Li said he was delighted to receive the award and was excited to be entrusted with more responsibilities. He always shares his personal experience with new joiners as a way of demonstrating Hang Lung's culture of hospitality and the need to “Go the Extra Mile”.

康怡广场高级宾客服务主管王燕云

Wong Yin Wan, Senior Guest Service Supervisor, Kornhill Plaza

王燕云是第一届“绿宝石客户服务奖”获得者，她认为获奖不仅是对工作表现优秀的同事作出肯定，同时亦是一种动力，鼓励员工保持专业的顾客服务态度和工作热诚，以提供“以客为尊”的服务。

As the winner of the first Emerald Award, Wong Yin Wan sees the award not just as recognition for colleagues who deliver service excellence, but also as an important motivator for other staff. She said it encourages colleagues to constantly go from strength to strength in providing professional and customer-centric service from the heart.

三位获奖员工异口同声地表示“绿宝石客户服务奖”不只是一个荣耀，更令他们对顾客服务有更透彻的了解，对职业生涯规划亦有正面启发，推动他们不断进步。

All three winning colleagues agree that the Emerald Award is not just an honor; it also provides them a deeper understanding of customer service and would serve them well in their future career development, motivating them to make continuous improvement.

王燕云说：“公司推出绿宝石客户服务奖我要给它一个‘赞’。”
“The launch of Emerald Award deserves a LIKE,” said Wong Yin Wan



苏傲谦常提醒同事，除了用心的工作态度外，与顾客对话时的用词、语气和表达方式都要拿捏准确
So King Him always reminds colleagues to pay attention to their choice of words, tone and presentation when communicating with customers



朱立说：“先细心观察、再主动询问、然后耐心解答是提供优质服务的基础。”
“Careful observation, proactive help, and feasible solutions are the foundation of providing excellent customer service,” said Zhu Li

“绿宝石客户服务奖”的评审委员会是由恒隆高级管理层组成，他们按以下六个准则，在来自香港及内地各项项目的提名中，选出当中最优秀的服务个案。

The judging panel for the Emerald Award is formed by senior management members at Hang Lung, who select the winners from nominations across Hong Kong and the Mainland based on the following six criteria:



多做一点
Go the Extra Mile



主动性
Initiative



创意
Creativity



处理问题能力
Problem-solving Skills



责任感
Sense of Accountability



独特性
Uniqueness



恒隆集团六十周年系列 Hang Lung Group's 60th Anniversary Series :

恒隆一心义工队 薪火相传关爱精神 Hang Lung As One Volunteer Team Spreads the Spirit of Caring



恒隆一直以来通过社区投资计划及义工服务致力回馈社会，体现作为良好企业公民的社会责任，秉承企业价值及文化。2012年成立的“恒隆一心义工队”更延续助人为快乐之本的精神，积极邀请员工及其亲友参加社会服务，将义工精神薪火相传。

目前，恒隆已于香港、上海、沈阳、济南、无锡、天津、大连、昆明、武汉及杭州成立共11个义工队，累积义工人数逾1,500人，2019服务时数更达13,000小时，服务范围针对青少年发展、长者服务及环境保育。

在恒隆集团庆祝成立60周年之际，“恒隆一心义工队”核心成员庞雁英、萧朗然及邝淑汶均希望“恒隆一心义工队”能继续举办多元化的社会服务活动，将回馈社会的精神在全国不同城市发扬光大。



Hang Lung has always endeavored to contribute to society through social investment programs and volunteer services that demonstrate strong corporate citizenship and reflect our values and culture. The Hang Lung As One Volunteer Team, set up in 2012, continues to generate happiness by helping others, and invites our staff to share the spirit of volunteering through opportunities to serve the community with their family and friends.

At present, Hang Lung has 11 volunteer teams involving over 1,500 staff volunteers from Hong Kong, Shanghai, Shenyang, Jinan, Wuxi, Tianjin, Dalian, Kunming, Wuhan and Hangzhou. The annual service hours totaled over 13,000 hours in 2019. Our volunteering activities focus on three major areas: youth development, elderly-related services, and environmental protection.

As Hang Lung Group celebrates its 60th anniversary, key members of the Hang Lung As One Volunteer Team, Pong Ngan Ying, Patrick Siu and Joyce Kwong, hope that the team can continue to organize a range of social service activities alongside their family and friends. Their aim is to help build sustainable communities, and give back generously to people in cities across the country.



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Please scan the QR code below
to read more heartwarming
stories from Hang Lung



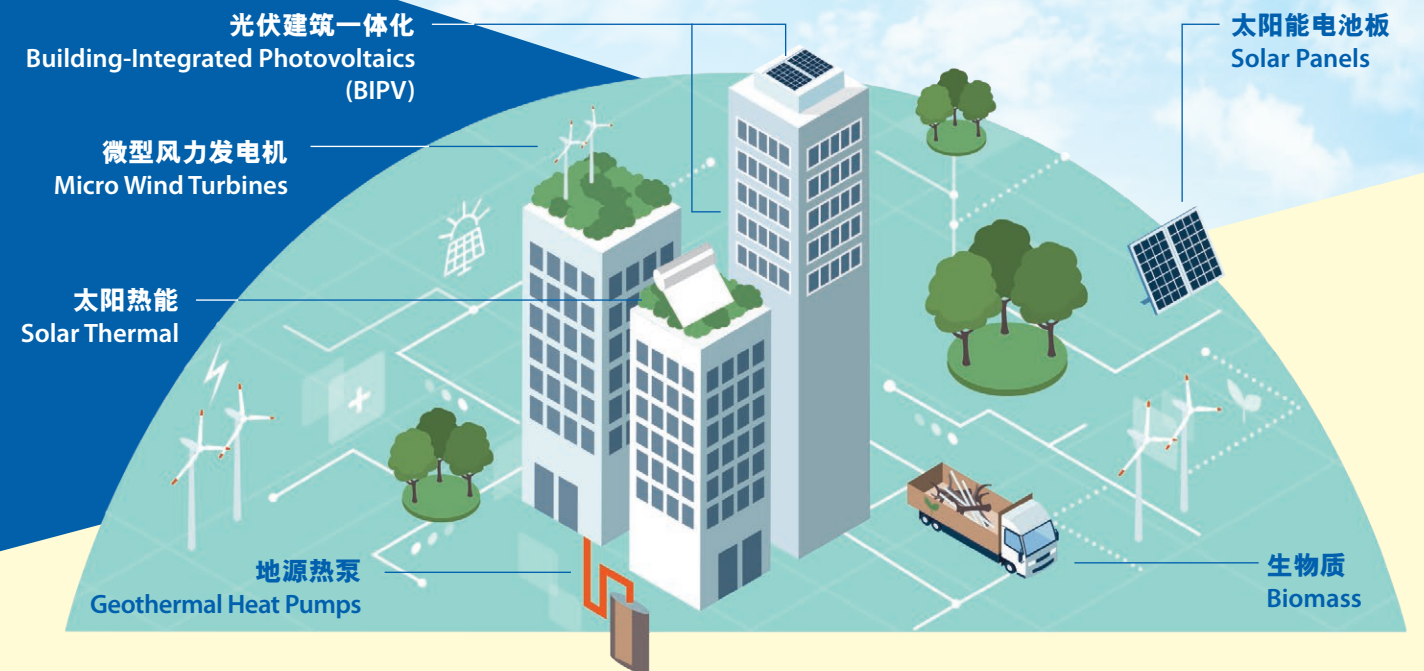
可再生能源如何减少建筑物的碳排放？ How Does Renewable Energy Decarbonize Buildings?

营运和建造建筑物对气候变化有重大影响。根据全球建筑工程联盟的数据，建筑物及建造业界于2018年的二氧化碳排放占全球排放量百分之四十，是二氧化碳排放的最大来源。因此，建筑物及建造业界应加大力度减少碳排放，以减缓气候变化。

由于建筑物的大部分碳足迹因化石燃料的能源使用而引起，许多机构已采用可再生能源来减少建筑物的碳排放。由2010年至2018年，全球建筑物的可再生能源消耗增长了21%，使其成为建筑物中增长最快的能源。建筑物常用的可再生能源技术包括：

The construction and operation of buildings are a significant contributor to climate change. According to the Global Alliance for Buildings and Construction, the buildings and construction sector accounted for nearly 40% of carbon dioxide (CO₂) emissions globally in 2018, making it the largest contributor of CO₂ emissions. The building and construction sector should therefore step up its efforts to reduce buildings' carbon footprint to slow down climate change.

As most of the carbon footprint of buildings is attributable to fossil-fuel-based energy use, many organizations have adopted renewable energy to reduce the carbon emissions of their buildings. Between 2010 and 2018, the consumption of renewable energy in buildings around the world climbed by 21%, making it the fastest-growing energy source for buildings. Renewable energy technologies commonly used for buildings include:



恒隆意识到有必要减少碳足迹，因此已在旗下内地七个物业安装了太阳能电池板，包括沈阳皇城恒隆广场和市府恒隆广场、济南恒隆广场、无锡恒隆广场、天津恒隆广场、大连恒隆广场及昆明恒隆广场。2019年，公司的太阳能电池板生产超过715,000千瓦时电力给予旗下物业使用。沈阳皇城恒隆广场及天津恒隆广场亦已配备地源热泵。为减少更多碳排放，我们将继续研究提升现有建筑物的可再生能源系统的发电能力或供热量的可行性，并尽可能把可再生能源纳入新建筑物的设计当中。例如，我们发现旗下内地现有和新建的项目中，有可能增加地热能的使用，这将有助我们每年减少数百公吨的碳排放。

Recognizing the need to reduce our carbon footprint, Hang Lung has installed solar panels at seven of its properties in mainland China, including Palace 66 and Forum 66 in Shenyang, Parc 66 in Jinan, Center 66 in Wuxi, Riverside 66 in Tianjin, Olympia 66 in Dalian and Spring City 66 in Kunming. In 2019, our solar panels generated over 715,000 kWh of electricity for our own consumption. Palace 66 and Riverside 66 are also equipped with geothermal heat pumps. To achieve deeper decarbonization, we will continue to examine the feasibility of increasing power generation or heating capacity of renewable energy systems of our existing buildings, and will incorporate renewable energy in the design of new buildings as far as possible. For example, we have found that there is potential to augment the use of geothermal energy in our existing and new projects in mainland China, which will help us avoid hundreds of metric tons of carbon emissions annually.



专访副董事—综合服务 鲍伟强

Interview with Anthony Pau, Deputy Director – Service Delivery

鲍伟强先生于恒隆担任副董事—综合服务一职，负责制定公司在客户服务、保安、环境卫生、绿化及工程范畴的标准和政策，以及分享业界在此等范畴的最佳实践。鲍伟强拥有逾35年的工程、机械、项目及物业管理经验，曾于香港科技大学及新鸿基地产担任要职，并曾参与后者于香港及上海的物业发展项目。

Mr. Anthony Pau, Deputy Director – Service Delivery, is responsible for setting standards and policies as well as sharing best practices in the areas of customer service, security, environmental hygiene, greening and engineering at Hang Lung. He has over 35 years' experience in engineering and mechanical management, project management and property management, including roles with the Hong Kong University of Science and Technology, and Sun Hung Kai Properties where he participated in property projects in Hong Kong and Shanghai.

鲍伟强于2014年加入本公司的成本及监控部，随后于2019年调职至综合服务部。在这次专访中，他向我们讲解综合服务部的工作，推动他不断向前的管理原则，以及分享其经验如何让他他在公司担当“足球教练”的角色。

Anthony started in our Cost & Controls (C&C) Department when he joined the Company in 2014, and moved to Service Delivery (SD) Department in 2019. In this interview, he explains the role of SD Department, the management principles that guide him, and how his experience allows him to play the role of “soccer coach” in the Company.

我认为综合服务部发挥关键作用，令恒隆可优于同侪。

I see SD Department playing a key role in differentiating Hang Lung from our peers. ■■

鲍伟强在成本及监控部任职期间，参与早期阶段的工程项目工作，在幕后管理相关事务。相比之下，他目前在综合服务部需要与面向客户的前线员工及在幕后的文职员工通力合作，为我们的客户带来愉快的体验。如用足球来作比喻，他现已由球赛前培训球队体能的教练，变成在球赛中站在场边指挥的足球教练。

鲍伟强指出，鉴于消费者、租户和其他持份者的要求越来越高，优秀的设计和建筑是所有发展项目的基础，但要突显恒隆的优势，则取决于物业的“软件”。“我认为综合服务部发挥关键作用，令恒隆可优于同侪。”

为了持续追求卓越及保持竞争优势，我们的前线员工需要定期参加由恒隆学院举办的培训课程，内容涵盖客户服务、语言运用、科技、职业健康与安全，以及法律法规。此外，我们亦定期进行场景演习，以确保前线员工能够及时应对突发事件。“我们的工作就是支援租务及物业管理部，让该部门的同事能够安心专注于业务发展”他说。

While in C&C, Anthony was more of a behind-the-scenes manager, involved in the early stages of construction projects. Now at his current SD role, he is working with both customer-facing operational staff and behind-the-scene administrative staff to bring a delightful experience to our customers. To extend the football analogy, he has moved from being the fitness trainer to the pitch-side coach.

Given that consumers, tenants and other stakeholders become ever more demanding over time, Anthony says design and construction excellence are fundamental in all developments. It is the “software” of a property, he says, that can set Hang Lung apart. “I see SD playing a key role in differentiating Hang Lung from our peers.”

To strive for excellence and maintain our competitive edge, our operational staff regularly attend training sessions ranging from customer service, language, technology, occupational health and safety to regulations organized by Hang Lung Academy 66. Scenario-based drills are also regularly organized to ensure timely response of our operational staff in tackling unforeseen incidents. “Everything we do supports our Leasing & Management Department so that they can have peace of mind and focus on business development,” he says.



他同时指出，能够对不同部门有透彻了解并与它们携手合作，再结合整个香港和内地团队的合作精神及开放沟通，是提供卓越服务的关键。

由于每一个项目都有专属的综合服务团队，中央综合服务团队必须将总公司下达的方针转化成适用于各地市场执行的工作。中央综合服务团队及各地综合服务团队之间亦必须建立互信，方可改变思维及提供卓越服务。为此，他的团队设立了一个跨项目领域专家系统，由在通风、防火、供水及排水，以及电力方面的专家组成，以便在有需要时可及时向当地综合服务团队提供建议。

He points out that a thorough understanding of and collaboration with different departments is vital for excellent service delivery, along with strong teamwork and open communications across our Hong Kong and Mainland operations.

With each of the projects has its own SD team, the Central SD team has to be able to translate directives from head office into actions that are appropriate to local markets. Building trust between the Central SD team and local SD teams is important in delivering service excellence with our mindset change as well. The team has therefore developed a cross-project Subject Matter Expert System formed by subject experts in ventilation, fire, plumbing & drainage and electricity to provide timely advice to local SD teams when circumstances call for it.

担任业界组织的职务，有助我在短时间内获得很多前瞻灼见及新知识。

Taking up external roles allows me to gain a lot of forward-looking insights and new knowledge in a short period of time. ■■

鲍伟强认为，一个优秀的管理人员应该有广阔的思维、有好奇心、敢于探索新想法，并能够将公司目标转化为行动。这种信念促使他在多个业界协会中担任不同的职务。

鲍伟强现担任机电工程署强制实施《建筑物能源效益守则》技术工作小组的成员兼主席等职务。此前，他曾出任四个协会的主席，包括美国供暖制冷及空调工程师学会香港分会委员会、营运工程师学会香港分会、亚洲智能建筑学会以及香港工程师学会安全工程专责事务委员会。“这些职务让我从行业专家及同业获得很多前瞻灼见及新知识。举例而言，我可即时与同事分享将会实施的法例等重要资讯。”



Anthony believes a good manager should think big, be curious, explore new ideas, and be able to translate corporate goals into actions. Such belief has motivated him taking up external roles at a number of industry associations.

At present, Anthony is a Technical Taskforce member and Chairman of the Technical Working Group (Air Conditioning) on Mandatory Implementation of the Building Energy Code of the Electrical and Mechanical Services Department, just to name a few. Previously, he was a Chairman of four associations including the Hong Kong Chapter of the American Society of Heating, Refrigerating and Air Conditioning Engineers, the Hong Kong Region of the Society of Operations Engineers, the Asian Institute of Intelligent Buildings and the Safety Specialist Committee of the Hong Kong Institution of Engineers. “These roles allow me to gain a lot of forward-looking insights and new knowledge from industry experts and peers. For instance, I can pass on crucial information about upcoming regulations to my colleagues immediately.”

您是恒隆的形象大使，并应为此感到自豪。

Be proud; you're the face of Hang Lung. ■■

鲍伟强鼓励团队花时间学习科技等各方面的新技能和知识，以扩宽视野及促进事业发展。他亦希望借此机会告诉前线同事：“您应为您的岗位感到自豪；您是恒隆的形象大使，而您所做的对我们的成功至关重要。”

展望未来，他将主力培训其直属员工，助他们能够在负责的项目中担当“教练”角色，致使所有项目都可向客户提供一致的恒隆品牌体验。此外，支持恒隆在绿色采购等领域提升可持续发展表现亦是他的首要任务。

Anthony encourages his team members to spend time acquiring new skills and knowledge, for example in technology, both to broaden their horizons and further their career. He also wants to take this opportunity to tell his frontline colleagues, “Be proud of your role; you're the face of Hang Lung, and what you do is essential to our success.”

Looking ahead, he will focus on training up his direct reports so that they can be the coaches at the sites they manage and deliver the Hang Lung's branded experience in a standardized manner. Supporting Hang Lung in enhancing its sustainability performance in areas like green procurement is also his top priority.

同心协力保障顾客及住户健康

Together, We Protect the Health of Our Customers and Residents



由2019冠状病毒病疫情来袭至今，于牛头角的淘大花园和淘大商场团队一直坚守岗位，合作无间地为屋苑住户及商场顾客和租户提供一个安全、卫生的环境，避免病毒在淘大社区扩散。香港政府防疫专家顾问团成员袁国勇教授于上月到访淘大进行防疫工作考察，及后向传媒称赞淘大“非常整齐清洁、美观”，更称“全港屋苑可参考淘大花园的（防疫）工作”。

Since the outbreak of COVID-19, the teams at Amoy Gardens and Amoy Plaza in Ngau Tau Kok have been working tirelessly and in tandem to provide a safe and hygienic environment for residents, customers and tenants in order to prevent transmission of the virus in the community. Professor Yuen Kwok Yung, a member of the Hong Kong Government's Expert Advisory Panel, paid a visit to our Amoy projects last month and praised them for being "very neat, clean and beautiful", saying it set an example to other developments. "All housing estates in Hong Kong should be guided by what the Amoy Gardens team has done in disease prevention," he said in a media interview.

合作无间 以客为尊 Perfect Teamwork Be Customer-Centric

尽管淘大花园和淘大商场是由两个独立团队管理，由于两个项目紧密相连，为了避免病毒传播，淘大团队除了加强屋苑及商场的清洁与消毒外，一旦发现住户需接受政府检疫隔离或确诊，或接获防护中心通报有确诊人士曾到访商场，两个项目的管理处会即时互相通报，以及安排清洁承办商于即日进行全面消毒工作，另配合住户及租户的高度防疫意识，令防疫工作收事半功倍之效。



Amoy Gardens and Amoy Plaza are inextricably linked although they are managed by two separate teams. To avoid the spread of the virus across both parts of the development, management offices have been notifying each other of any positive COVID-19 cases among residents or visitors to the mall, and arranging immediate (same-day) and simultaneous disinfection. The same process applies if there are any government quarantine restrictions related to the virus anywhere in the development. This level of teamwork, along with a high degree of disease-prevention awareness among our residents and tenants, has proved to be highly effective in fighting the virus.



所有恒隆员工如居住的大厦有确诊个案，必须在家隔离14天，且接受由公司安排的核酸检测，确保员工没被感染才恢复值班，以保障各持份者的安全。

All Hang Lung staff living in buildings where there have been confirmed cases must quarantine at home for 14 days and undergo nucleic acid tests arranged by the Company; this is to ensure that staff are free of the illness when they return to work, to protect their co-workers and other stakeholders.

淘大花园管理处的黄志强负责管理全屋苑19座的前线同事，因其居住的大厦出现确诊个案，须按公司要求在家隔离，但他仍心系淘大。在隔离期间，他每天在同事上班前已在家中准备好工作分配安排，并透过Microsoft Teams举行早会，清楚分配同事在当天需要处理的工作及注意事项，并向同事提供适时的支援，充分展现恒隆“以客为尊”及“以人为本”的企业精神。

Wong Chi Keung at Amoy Gardens Management Office oversees frontline staff who work at all 19 blocks of Amoy Gardens. When the building where he lives had a confirmed case of COVID-19, he was required to quarantine, though this did not stop him carrying out his vital work for Amoy. He planned each day's work before his team reported for duty in the morning, and assigned tasks through a morning meeting conducted via Microsoft Teams. He also provided timely, technology-powered remote support to his team whenever they needed help. This is indeed a reflection of Hang Lung's values of being "customer-centric" and "caring about people".



▲ 黄志强 Wong Chi Keung

如有确诊人士到访商场，淘大商场管理处除了需要进行彻底清洁与消毒外，主动与租户联系亦是保障各持份者安全的关键。前线员工陈满根是发现商场首次出现确诊者到访的第一人，当时他正准备下班但留意到一个租户门外贴上了“关门两天”的通告，由于该店位处商场及屋苑中心，有大量居民途经，他遂主动致电租户了解闭店原因。当他得悉曾有确诊者到访该店后，他立时通知管理处，以便尽快安排全面清洁与消毒。

In addition to providing thorough cleaning and disinfection, the Amoy Plaza Management Office has been proactive in liaising with all tenants whenever a patient later confirmed to have been infected with COVID-19 has visited the mall. Chan Mun Kan, a frontline staff member, discovered by chance the first visit to the mall by someone confirmed to be COVID-positive. At the end of his shift, he noticed a "Closed for two days" sign outside a store at the heart of the mall and the estate in a place where many residents pass by. He took the initiative to call the tenant about the reason for the closure, and upon learning that a visitor had tested positive, immediately contacted the Management Office to arrange comprehensive cleaning and disinfection.



▲ 陈满根 Chan Mun Kan

充足准备 防患未然 Well Prepared and Poised for Action

淘大团队早于疫情爆发初期已为处理如屋苑及商场出现确诊者进行了联合演习，订定所有程序以迅速执行各项防疫工作。淘大花园管理处的陈婷婷及许智恒忆述在7月时屋苑出现首宗疑似个案：“我们在凌晨时分得悉某住户被卫生署人员带离检疫，而卫生署亦要求我们安排清洁消毒。幸好我们早有准备，可即时安排清洁公司在相关楼层及大厦进行全面消毒，并赶及在居民上班前完成。”



▲ 陈婷婷 Joey Chan

The Amoy teams jointly conducted a drill in the early stages of the outbreak on how to handle any confirmed cases of infection in either Amoy Gardens or Amoy Plaza, and all procedures were agreed in advance. Joey Chan and Raymond Hui from the Amoy Gardens Management Office recall that the first suspected case came in July, "We learned that a resident was being sent for quarantine by officers from the Department of Health at midnight, and officers asked us to arrange cleaning and disinfection. Fortunately, we were well prepared so our cleaning company came immediately to disinfect the whole building before our residents came into work that morning."

高透明度 加强防疫意识 High Transparency Enhances Disease Prevention Awareness

淘大团队适时把清洁和消毒工作的相关资讯图文并茂地张贴于各座大堂及商场入口，提高工作的透明度以提升住户、商户及访客对物业防疫工作的信心，以及保持他们的防疫意识。

The Amoy teams posted information, with photos and descriptions, about their cleaning and disinfection work in the lobby of each building and at entrances to the mall. The team wanted to be absolutely transparent about the work they were doing, both to reassure residents, tenants and visitors, and to maintain their awareness of the need to be vigilant and to help stop the virus spreading.



▲ 许智恒 (右) Raymond Hui (Right)

以人为本 提升员工福祉

Care about Our People through Measures to Enhance Our Employee Wellbeing

企业的成功实有赖一班优秀的员工所作出的贡献和付出。恒隆深明个中的道理，近来更推出一系列关顾员工的措施，让员工在专注工作的同时亦可照顾个人或家庭，充分展现公司“以人为本”的文化。

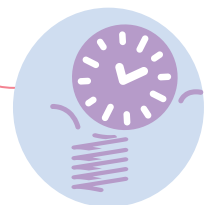
The success of a company hinges on the contribution and dedication of its excellent staff. Hang Lung understands the importance of staff engagement and has recently launched a series of caring initiatives and benefits enhancements. These family-friendly employment practices help employees fulfil their work and family commitments concurrently, delivering on the Company's promise to "Care about people".



集团成立纪念日假期
Founder's Day Leave



产假由10星期增至14星期
Maternity leave extended from 10 to 14 weeks



弹性工作安排
Flexible Work Arrangement



便装星期五
Dress-Down Fridays

14星期全薪产假

14 Weeks' Maternity Leave with Full Pay

公司明白员工在迎接新生命时会遇到不同的挑战，所以我们于今年为合格的女同事延长全薪产假，由10星期增至14星期，让妈妈可与婴儿在这关键时间有更优质的相处。同时，公司更为新爸爸提供五天待产假。

The Company understands that having a baby presents new challenges to working parents. In order to give mothers and their babies the quality time that they need together during those critical first months, the Company has extended maternity leave from 10 weeks to 14 weeks for qualifying colleagues. We also provide five days of paid paternity leave to new fathers.



物业销售部李洁仪2020年年初迎接她的第一个小生命，李洁仪作为一位新手妈妈，十分庆幸公司提供额外的产假，尤其是当时她的婴儿出现突发性健康问题。她说：“公司的额外产假对在职妈妈而言十分重要，令我有更多时间适应担当‘妈妈’的角色和照顾初生婴儿。我真的非常感激公司的贴心措施，大大加强了我对公司的归属感。”

Euphe Li from Property Sales Department gave birth to her first baby in early 2020. As a new mom, she was glad of the extra time with her baby, especially when the little one became unwell in those early weeks. "The extension of maternity leave is very helpful to new mommies like me. The additional paid leave has helped me 'socialize' my baby and settle into a routine. I would like to express my gratitude for the caring benefits provided by the Company, which have strengthened my sense of belonging to the Company," said Euphe.

弹性工作安排

Flexible Work Arrangement

为方便同事在工作期间有更大的弹性，同事可因需要申请弹性工作时间和在家工作。Colleagues can apply for flexible working hours or request to be able to work from home according to their needs.

育有一个三岁小孩的租务及物业管理部江惠珊赞扬公司的弹性工作安排，令她可以留在家中同时兼顾工作和照顾儿子。她说：“弹性工作安排减轻了我在疫情期间的工作压力。我很感激上司和同事的体谅和配合。”

With a three-year-old child, Vincci Kong from Leasing & Management Department praised the Company's flexible working arrangements, which help her fulfil her work and family commitments concurrently. "The flexible working arrangements relieved some of the working pressure I faced during COVID-19. I am very grateful for the respect and understanding shown by my supervisors and colleagues," said Vincci.



集团成立纪念日假期

Founder's Day Leave

2020年是恒隆集团成立60周年。为体验恒隆的优良传统及感谢同事的忠诚服务，由今年开始，公司新增了一天全薪假期。

2020 is Hang Lung Group's 60th anniversary. To honor our legacy, and to show appreciation for our colleagues' service, one additional day of paid leave is being granted each year, from 2020 onward.



位于上海内部审计部的蒋惟怡十分欢迎公司窝心的举动。蒋惟怡表示集团成立纪念日假期以及弹性上下班时间最获同事欢心，让大家得以避开上下班高峰时间，从而提升实际工作效率。她说：“上海内部审计部所有同事都已经享用了集团成立纪念日假期，可见这个福利非常切合同事所需。”

Vivian Jiang from Internal Audit Department in Shanghai welcomed the Company's warm gesture. Vivian said Founder's Day Leave and flexible working arrangement were highly popular among colleagues. It allows the team to increase working efficiency by avoiding heavy traffic during peak. "All Internal Audit staff based at Shanghai have already applied for Founder's Day Leave, showing this benefit suits our colleagues very well," said Vivian.

送上水果以答谢员工

Healthy Treats to Say Thanks

恒隆于9月在香港及内地所有项目举行员工感谢日，管理层亲自向不同地点的前线及办公室员工送上健康水果，感谢他们的辛勤工作。

Hang Lung has recently organized a Staff Appreciation Day in September across all our properties in Hong Kong and mainland China, with our management team sending fresh fruits to operational and office staff in different locations to thank them for their hard work.



升级版“SPEND TOGETHER”带来连串购物惊喜

Upgraded SPEND TOGETHER Campaign Brings Surprises for Shoppers



抓住夏日的尾巴，恒隆推出升级版“SPEND TOGETHER”企划，除了与旗下商场一众商户联手加送近千万港元的自选商户电子优惠券，更加推出“MONDAY CHEERS”消费回赠，消费回赠率高达100%，让市民在“疫”市期间尽享消费奖赏。

在支持抗疫的同时，恒隆也不忘环保，贯彻公司可持续发展方针，一同推出“齐减塑 有著数Recycle & Reward”计划，鼓励大家购物时自备环保袋或食物盒，为环保出一分力。

To help consumers enjoy the tail end of summer, Hang Lung recently introduced an upgraded SPEND TOGETHER campaign offering an exclusive array of shopper privileges. Our shopping malls joined hands with tenants to provide customers with almost HK\$10 million worth of e-coupons and “MONDAY CHEERS Rewards” that offers up to 100% shopping rebate. As we continue to promote environmental sustainability, we have also launched a “Recycle & Reward” program to encourage customers to bring their own eco bags or food containers for self-pickup orders. Let’s not let the pandemic stand in the way of our push to go green!

多间潮流品牌已登陆 Fashion Walk

More Fashion Brands Land at Fashion Walk

1011 Sip Tea x Snoopy Pop-up Shop 期间限定店



亚洲金风 Asian GOLD Pop-up Shop 期间限定店



繁忙过后，想轻松的到处闲逛和购物，其实都近在咫尺。Fashion Walk作为国际潮流、美饌及生活时尚热点，近日除了有多间潮流品牌进驻外，更与艺术生活品牌亚洲金风和本地潮流买手服饰店INCREDIBLE合作开设期间限定店。

此外，由歌手邓丽欣于台湾创立的健康台式茶饮店1011 Sip Tea更与Snoopy联名于Fashion Walk开设期间限定店，现场有多款Snoopy精品，粉丝们可到此朝圣。追求时尚品味的你，不容错过！

Want to relax and shop after a busy day? If so, then help is at hand. As a hotspot for the latest international trends in gastronomy and lifestyle, Fashion Walk is now home to a host of recently opened fashion stores. It is also working with Asian GOLD, an artistic lifestyle brand, and INCREDIBLE, a local lifestyle select shop, to set up pop-up shops.

In addition, 1011 Sip Tea, a healthy Taiwan-style tea store founded by singer Stephy Tang in Taiwan, has teamed up with Snoopy to launch a pop-up shop in Fashion Walk. There are plenty Snoopy products on site for fans to visit. Don't miss it!



INCREDIBLE Pop Up Gallery 2.0 期间限定店



眼镜故事 Optic Story



Sweaty Betty

汇聚全球时尚 展现品牌魅力

Fashion Hubs of the World Showcase Glamorous Luxury Brands

恒隆在多个内地项目继续引入国际顶尖品牌或开设期间限定店，进一步展现恒隆广场独一无二的魅力。
 A number of world-renowned and high-end luxury brands have opened stores and pop-ups in our shopping malls across the Mainland, bringing an extra dimension of glamour and style.

上海恒隆广场
Plaza 66, Shanghai

DIOR | Pop-up Store 期间限定店



JAEGER-LECOULTRE | Pop-up Store 期间限定店

上海港汇恒隆广场
Grand Gateway 66, Shanghai

LOUIS VUITTON



FENDI



PIAGET



Van Cleef & Arpels



大连恒隆广场
Olympia 66, Dalian



BOTTEGA VENETA

BRUNELLO CUCINELLI

BRUNELLO CUCINELLI



Gucci Watches & Jewellery



HOGAN



无锡恒隆广场
Center 66, Wuxi



SAINT LAURENT



LOUIS VUITTON

诚邀各同事提交相片 赢取丰富奖赏

Call for Photo Submissions with a Chance to Win a Prize

《连系恒隆》7月号的“分享有奖”中，同事分享了极具创意的“在家快乐做运动”主意，感谢各位同事的参与及恭喜得奖者！

We had a fantastic response to our call for photos in the July issue of *Connections*, and the winners of the “Fun Corner” photography competition on the theme “Stay at home with fun physical activities” gave us a lot of creative ideas for exercising at home. Thanks everyone for your support, and congratulations to all the winners!

7月号主题“在家快乐做运动”得奖者 Winners from July Issue



#梁志雄 香港 #Albert Leung Hong Kong



#朱兆龙 香港
#Chu Siu Lung Hong Kong



#圣艳云 无锡恒隆广场
#Sheng YanYun Center 66, Wuxi



#许玉亭 无锡恒隆广场
#Xu YuTing Center 66, Wuxi



#叶婷 济南恒隆广场
#Tina Ye Parc 66, Jinan



#赵文娟 昆明恒隆广场
#Hannah Zhao Spring City 66, Kunming



近年，愈来愈多人的家中增添了一名特别的家庭成员，就是他们的宠物。毛孩不只常陪伴我们，更会经常带来意想不到的惊喜，令人会心微笑。因此，下期“分享有奖”的主题为“趣致的毛孩”，希望同事踊跃参与，捕捉毛孩最可爱的一刻。下期的截止日期为10月30日（星期五），下午5时。同事可登入内联网，了解参加方法详情。

胜出者将于下期《连系恒隆》公布，有关领取奖品的安排，我们将会个别联络胜出者。

The number of pet lovers among us is growing all the time and, in many homes, pets are treated like another member of the family. Pets provide companionship but also some impromptu reasons to smile. That's why the theme of our next Fun Corner photo competition is “Pet's Cuteness”. We look forward to receiving your incredible photos of your animal friends, so get snapping and share those brilliant moments with us! The deadline for submissions is 5:00 pm on October 30 (Friday). Visit the Intranet for details on how to enter.

Winners will be announced in the next issue and will be contacted separately about their prize.