

# 連繫恒隆 • Connections

9 | 2020

## 恒隆集團六十周年誌慶 Anniversary of Hang Lung Group

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## 連繫恒隆 Connections

### 總編輯：

李曉彤

### 副編輯：

姚碧丹 陳家欣 鄧偉恩

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### Chief Editor:

Helen Lee

### Associate Editor:

Kate Yao Karin Chan

Abraham Tang

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### 電郵 Email:

[Connections@HangLung.com](mailto:Connections@HangLung.com)

### e-Connections:

<http://connections.hanglung.com>





60<sup>th</sup> 恒隆集團六十周年誌慶  
Anniversary  
of Hang Lung Group

# 延續一甲子的業務增長與社區關懷

## Building on 60 Years of Business Growth and Community Care

恒隆集團由陳曾熙先生於1960年9月13日創立，於1991年由陳啟宗先生接任董事長一職。集團在香港的業務建立穩固的根基後，於九十年代初開拓內地市場，目前在內地九個城市打造11個世界級商業綜合項目，已落成的項目面積逾3,000萬平方呎，尚在興建的項目面積達2,000萬平方呎。2020年上半年內地和香港的業務組合分別佔公司整體租金收入的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.

### 委任陳文博為副董事長 Appointment of Adriel Chan as Vice Chair



在2020年9月13日，即恒隆集團成立60周年當天，執行董事陳文博先生獲恒隆集團及恒隆地產董事會委任為副董事長。除了履行副董事長的職務外，他會繼續負責帶領發展及設計部、項目管理部和成本及監控部，以及擔任可持續發展督導委員會主席。

陳文博於2010年加入公司，並於2016年獲委任為董事會的執行董事。他負責帶領的項目包括上海恒隆廣場及上海港匯恒隆廣場的資產優化計劃（前者已於2017年完成，而後者將於今年第三季完成）、剛開業一年的昆明恒隆廣場及將於明年上半年開業的武漢恒隆廣場等。

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 60<sup>th</sup> 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.



### 香港及內地項目首度攜手舉行大型傳承傳愛社區活動

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

恒隆在致力拓展業務的同時，亦積極透過社區計劃和企業義工服務回饋社會及創造共享價值。恒隆發動香港及內地九個城市近1,000名義工，首度攜手於9月19日舉行大型義工活動，重點幫助約4,500名基層人士，以服務回饋社會及慶祝恒隆集團成立60周年誌慶。

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 60<sup>th</sup> 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.

### 全力支援青少年學習 Facilitating Youth Learning

#### 香港 Hong Kong

2019冠狀病毒病令不少家庭面臨沉重的經濟負擔，尤以影響基層學童的日常生活及學習為甚。他們因缺乏網上學習資源，致使學習進度滯後。有見及此，恒隆一心義工隊聯拍聖雅各福群會及陳校長免費補習天地，為150名基層莘莘學子準備實用開學包，讓他們以新的裝備及健康體魄投入新學年，並減輕其家庭因開學所帶來的開支。

香港的義工隊成員親手製作壓花間尺及馬賽克筆筒，並連同其他物資，包括上網數據卡、親子體適能運動教具、書包、文具、水樽、兒童口罩、消毒液等包裝成實用開學包，送贈予受疫情影響的基層學生。



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.





### 劉太太 Mrs. Lau

恒隆的禮物包減輕了家長在購買開學物品上的開支。孩子收到禮物都十分很開心，亦意識到自己收到開學包後便要收拾心情上學。

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.

### 吳同學 (小三) A Primary 3 Student

在疫情期間我需要用手機上網做功課，但由於網絡卡不穩定，所以上課很困難。我很開心收到豐富的禮物，讓我迎接新學年！

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!



### 瀋陽 Shenyang

瀋陽皇城恒隆廣場聘請專業消毒公司為三所農民工子弟小學進行消毒工作，並送上乒乓球桌及防疫物資，惠及1,600名學生；瀋陽市府恒隆廣場則向遼寧大學贈送八台紅外線測溫儀，並向有經濟困難的大學生派發防疫物資。



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.

### 無錫 Wuxi

無錫恒隆廣場向農民工子弟學校師生派發防疫小貼士及愛心物資禮包，同時聘請專業消毒公司為學校消毒，義工更與學生代表一同清潔教室桌椅，惠及1,100名師生。

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.



### 大連 Dalian

大連恒隆廣場為150位學生派發防疫包，同時舉辦網上防疫知識講座，增強學生防疫意識。

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.

### 武漢 Wuhan

武漢恒隆廣場義工隊與當地協和醫院合作，為偏遠山區的學生舉行網上防疫知識小講堂，並邀請商戶艾兒思國際教育集團於網上教授英文，一嘗網上學習的體驗。義工隊也向學生派發防疫包及其他生活學習物資，以作鼓勵。

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.



## 關愛長者身心健康 Caring for the Elderly's Health

### 昆明 Kunming

昆明恒隆廣場向500位社區長者及貧困家庭學生派發生活及防疫物資，並為長者清潔家居；學生除收到防疫物資外亦有學習文具，並與義工一同進行插花活動。

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.



## 疫情中送上關愛 Showing Love and Care amid the Pandemic

### 上海 Shanghai

上海恒隆廣場及港匯恒隆廣場的義工隊送上親手製作的禮物，並分別帶領受惠人士參觀博物館及抗疫展覽，提升他們的防疫知識。

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

天津恒隆廣場集合員工及家人、商戶、社區近100位義工，共同完成了惠及近200人的愛心捐贈。義工們以健步走打卡的形式，累積了328,260愛心運動步數，為受惠人士兌換得價值人民幣32,826元的抗疫物資。

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.



### 濟南 Jinan

濟南恒隆廣場帶領150位外來民工及貧困家庭子女，參與由商戶星巴克導師教授的「咖啡渣環保工作坊」，並向社區貧困家庭派發愛心防疫包。

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

杭州恒隆廣場義工隊向特殊教育中心的學員派發防疫物資，並一同玩遊戲，度過愉快週末。

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.



如欲了解更多有關「恒隆集團六十周年 傳愛傳承義工活動」，歡迎掃描二維碼，瀏覽精彩的活動花絮  
Scan the QR code to watch a video about the highlights of our 60<sup>th</sup> anniversary volunteering activities





# 昆明恒隆廣場一周年綻放異彩

## The First Anniversary of Spring City 66 in Kunming



在恒隆集團成立60周年誌慶之際，以「昆明亮點，點亮昆明」為品牌理念的昆明恒隆廣場轉眼間亦已開業一年。為隆重其事，商場於9月12至13日舉行周年慶典，與品牌夥伴合力向「恒隆會」會員及顧客呈現獨家首發限量奢侈品，更舉辦重磅活動和精彩絕倫的表演，將昆明恒隆廣場成為城中最耀眼的亮點。

While the Hang Lung Group is commemorating its 60<sup>th</sup> 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.



掃描二維碼觀看精彩活動短片  
Scan the QR code to watch the video of the event highlights



### 重磅活動回饋顧客

昆明恒隆廣場以一連串的重磅活動為周年慶揭開序幕。除了近百家知名品牌推出限定禮遇和獨家首發限量奢侈品，更有各式各樣的期間限定店接連登場，讓顧客目不暇給。秉承恒隆「以客為尊」的策略，當日還有專為會員而設的限時抽獎，而「恒隆會」特邀會員及嘉賓更獲邀參加在商場天台花園VIP派對，享受獨特尊尚的個人化服務體驗。



### 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.



### 春城首店收割機

恒隆盡顯洞悉市場走向的敏銳度，成功把昆明恒隆廣場打造成Home to Luxury，在一年間吸引近300個高端品牌進駐，包括各大國際品牌如LOUIS VUITTON、DIOR、CELINE、BVLGARI和ROLEX等，其中有近30%的品牌是首次打入昆明及雲南市場，有「春城首店收割機」之美譽。

### 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.

### 多個打卡拍照熱點和驚喜禮品

在慶典中，各大品牌在商場每個角落設置吸引的打卡拍照熱點以及互動裝置，包括互動盲盒機、老虎機、互動拍照機和扭蛋機，賓客更有機會獲得由高端品牌提供的驚喜禮品與禮遇。此外，商場更聯同《InStyle優家畫報》舉辦「全球靈感之都論壇」，帶領賓客走進彩妝世界和時尚資訊。

### 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.

為忠實顧客打造獨特的購物體驗，一系列國際知名名牌已紛紛進駐昆明恒隆廣場。

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





# 「HANGOUT恒聚」打造靈活工作空間

## A Flexible, Multi-functional Workspace Tailored to Your Needs

靈活空間和流動辦公已成為現今辦公新趨勢，恒隆一向推陳出新，最近於無錫恒隆廣場推出了旗下首個多功能辦公及商務空間，名為「HANGOUT恒聚」。此空間可與無錫恒隆廣場各項目結合和補充，成為連結商場租戶、辦公樓租戶及高端精英居住人群的平台。

秉承恒隆「以客為尊」的理念，以及滿足企業多種多樣的的不同需求，「HANGOUT恒聚」不僅提供高端辦公及商務空間，同時也為會員提供定制化的商務解決方案。「HANGOUT恒聚」的活動空間可容納超過150人，擁有多功能會議廳、培訓室和會議室，配合特色的休閒區域和精品咖啡廳，完美結合商務與社交聚會。

公司一向十分重視創新科技的應用，會員可在「HANGOUT恒聚」體驗到無錫首個5G訊號全覆蓋的空間，同時進行50個視像會議，享用六個多功能會議室，並配有流動式MAXHUB智能會議系統。此外，「HANGOUT恒聚」採用人臉識別技術的智能門鎖，以及利用微信小程序處理訪客預約和管理、預訂會議室及預約會員活動等功能。



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.

掃描二維碼觀看精彩開幕短片  
Scan the QR code to watch the video  
about HANGOUT's opening ceremony



▼「HANGOUT恒聚」設有面積達1,200平方米的戶外露台，會員可以在這裡舉辦派對及企業團隊建立活動

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

——恒隆旗下多功能辦公及商務空間  
正式发布



# 恒隆成功投得壽臣山地塊

## 足見對香港前景充滿信心

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

恒隆地產於近日成功投得位於香港島南區壽臣山壽山村道37號地塊，彰顯公司對香港的前景投下信心的一票。此地塊位處尊貴地段並擁有全海景，市場罕見，公司計劃將其重建成多間獨立式豪華大宅，預計於2024年落成，投資總額約港幣40億元。

展望未來，我們會繼續雙線發展，在香港及內地物色發展機遇。



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 獲獎團隊疫情下盡展團隊精神 Team Spirit Shone Brightly during the Pandemic

2020年第一及第二季的Hang Lung CEO Award得獎案例於日前順利誕生。以下為兩個得獎案例的詳情：

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」——綜合服務部、中央採購部、人力資源及行政部

在疫情期間公司的個人防護設備供應緊張時，三個部門跨越地域限制通力合作，秉持「以人為本」的宗旨並按標準流程指引，及時為員工提供必要的防護設備，且安全及舒適兼備，成功保障了員工的福祉和保持業務不間斷地營運。



## 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.

## 「武漢團隊 抗疫同心」——武漢恒隆廣場

武漢恒隆廣場與香港總部攜手合作迅速地採取了預防措施，為武漢同事進行核酸檢測並成功控制了病毒的傳播，令同事免受感染。項目各部門更展現團隊精神，並與持份者合作，成功解決了多個難題，包括支付工資、支持員工及其家人，與復工申請等。團隊以行動來體現恒隆精神和價值，更是首批在武漢復工的公司之一。

## 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將於10月5日截止報名。期待看到公司有更多傑出的案例。

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.

# 獎項與榮譽 Awards and Honors

# 恒隆地產年報勇奪多個國際獎項 Hang Lung Properties' Annual Report Wins Numerous International Awards

恒隆地產年報於三個備受尊崇的國際年報比賽囊括十項殊榮，在報告內容、設計及相片等範疇均獲高度認可。

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 國際年報大獎

內頁設計	金獎
封面相片/設計	銀獎
攝影	銀獎
傳統年報	優異獎

## International ARC Awards

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



## LACP 2019年視覺獎

鉑金獎（房地產行業）  
亞太區最佳年報金獎  
全球最佳年報100強  
亞太區最佳年報40強  
2019最佳50本中文年報

## 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 國際企業大獎

最佳年度報告（上市公司）——Stevie 獎銅獎

## 2020 International Business Awards

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



# 綠寶石客戶服務獎的意義

## The Meaning behind the Emerald Award

前線同事每天需要接觸大量的顧客，他們的舉手投足皆反映品牌的待客之道及企業形象。恒隆由2014年起推出「綠寶石客戶服務獎」，多年來持續推動和嘉許前線員工在顧客服務上能「多做一點 前瞻一里」，藉以實踐恒隆「以客為尊」及「建立恒隆的品牌體驗」的策略。《連繫恒隆》訪問了三位曾獲此獎項的前線同事，分享對此獎項及顧客服務的看法。

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.

### 家樂坊賓客服務主管蘇傲謙

**So King Him, Guest Service Supervisor, Gala Place**

蘇傲謙為第五屆「綠寶石客戶服務獎」得主，已服務公司九年，他稱獲獎讓他更深明提供卓越服務的重要及進一步體會到將心比己的服務理念，他更獲得機會到訪瀋陽市府恒隆廣場、瀋陽皇城恒隆廣場及瀋陽康萊德酒店與當地同事交流，擴闊眼界。他將以身作則，繼續帶領團隊「多做一點 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".

### 上海港匯恒隆廣場賓客體驗領班朱立

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

朱立於2018年獲得「綠寶石客戶服務獎」後由高級賓客體驗專員晉升至賓客體驗領班，對他而言獲得嘉許固然欣慰，但公司對他委以重任更是可貴。他經常以個人工作經驗與新入職同事分享，讓他們了解如何實踐「多做一點 前瞻一里」的待客態度。

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".



### 康怡廣場高級賓客服務主管王燕雲

**Wong Yin Wan, Senior Guest Service Supervisor, Kornhill Plaza**

王燕雲是第一屆「綠寶石客戶服務獎」得獎者，她認為獲獎不僅是對工作表現優秀的同事作出肯定，同時亦是一種動力，鼓勵員工保持專業的顧客服務態度和工作熱誠，以提供「以客為尊」的服務。

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.



三位獲獎員工異口同聲地表示「綠寶石客戶服務獎」不只是一個榮耀，更令他們對顧客服務有更透徹的了解，對職業生涯規劃亦有正面啟發，推動他們不斷進步。

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.

▶ 王燕雲說：「公司推出綠寶石客戶服務獎我要給它一個『讚』。」  
"The launch of Emerald Award deserves a 'LIKE'," said Wong Yin Wan



◀ 蘇傲謙常提醒同事，除了用心的工作態度外，與顧客對話時的用詞、語氣和表達方式都要拿捏準確  
So King Him always reminds colleagues to pay attention to their choice of words, tone and presentation when communicating with customers



◀ 朱立說：「先細心觀察、再主動詢問、然後耐心解答是提供優質服務的基礎。」  
"Careful observation, proactive help, and feasible solutions are the foundation of providing excellent customer service," said Zhu Li



「綠寶石客戶服務獎」的評審委員會是由恒隆高級管理層組成，他們按以下六個準則，在來自香港及內地各項目的提名中，選出當中最優秀的服務個案。

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:



多做一點  
Go the Extra Mile



處理問題能力  
Problem-solving Skills



主動性  
Initiative



責任感  
Sense of Accountability



創意  
Creativity



獨特性  
Uniqueness



恒隆集團六十周年系列 Hang Lung Group's 60<sup>th</sup> Anniversary Series :

## 恒隆一心義工隊 薪火相傳關愛精神 Hang Lung As One Volunteer Team Spreads the Spirit of Caring

恒隆一直以來通過社區投資計劃及義工服務致力回饋社會，體現作為良好企業公民的社會責任，秉承企業價值及文化。2012年成立的「恒隆一心義工隊」更延續助人為快樂之本的精神，積極邀請員工及其親友參加社會服務，將義工精神薪火相傳。

目前，恒隆已於香港、上海、瀋陽、濟南、無錫、天津、大連、昆明、武漢及杭州成立共11個義工隊，累積義工人數逾1,500人，2019服務時數更達13,000小時，服務範圍針對青少年發展、長者服務及環境保育。

在恒隆集團慶祝成立60周年之際，「恒隆一心義工隊」核心成員龐雁英、蕭朗然及鄭淑汶均希望「恒隆一心義工隊」能繼續舉辦多元化的社會服務活動，將回饋社會的精神在全國不同城市發揚光大。



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 60<sup>th</sup> 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.

請掃描以下二維碼，  
觀看更多恒隆窩心故事



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



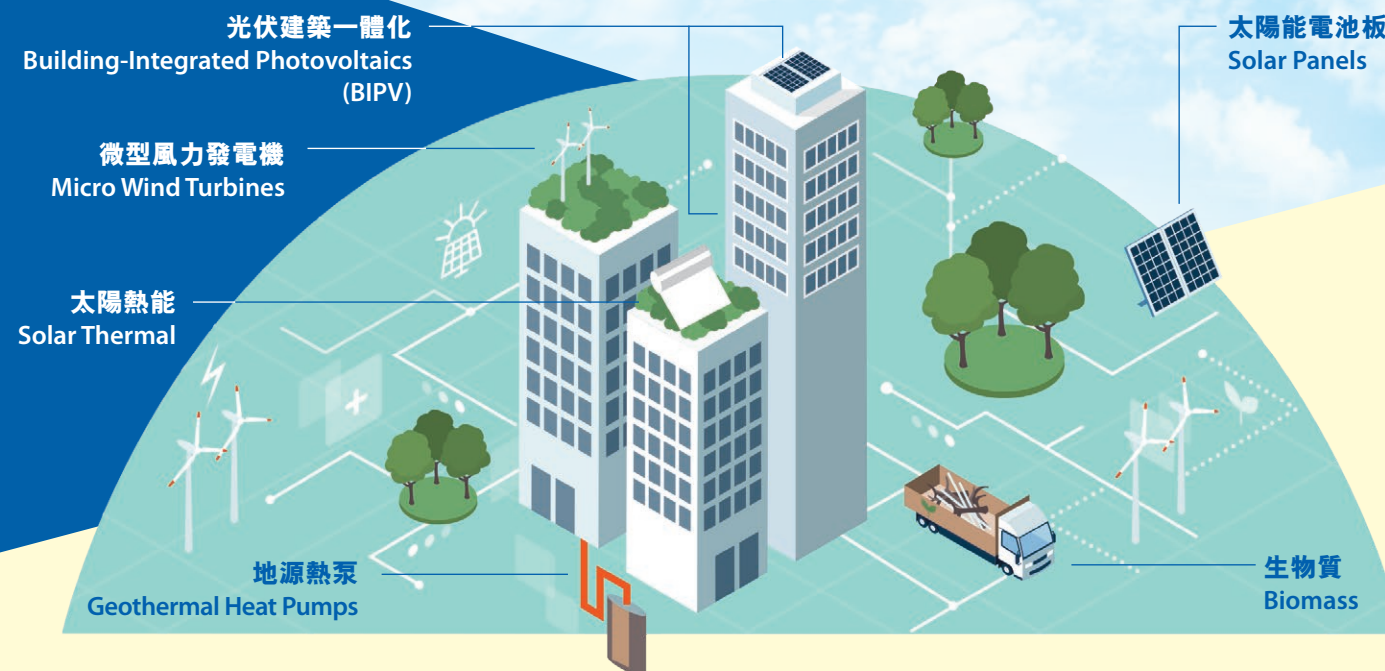
## 可再生能源如何減少建築物的碳排放？ How Does Renewable Energy Decarbonize Buildings?

營運和建造建築物對氣候變化有重大影響。根據全球建築工程聯盟的數據，建築物及建造業界於2018年的二氧化碳排放佔全球排放量百分之四十，是二氧化碳排放的最大來源。因此，建築物及建造業界應加大力度減少碳排放，以減緩氣候變化。

由於建築物的大部分碳足跡因化石燃料的能源使用而引起，許多機構已採用可再生能源來減少建築物的碳排放。由2010年至2018年，全球建築物的可再生能源消耗增長了21%，使其成為建築物中增長最快的能源。建築物常用的可再生能源技術包括：

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 (CO<sub>2</sub>) emissions globally in 2018, making it the largest contributor of CO<sub>2</sub> 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:



恒隆意識到有必要減少碳足跡，因此已在旗下內地七個物業安裝了太陽能電池板，包括瀋陽皇城恒隆廣場和市府恒隆廣場、濟南恒隆廣場、無錫恒隆廣場、天津恒隆廣場、大連恒隆廣場及昆明恒隆廣場。2019年，公司的太陽能電池板生產超過715,000千瓦時電力給予旗下物業使用。瀋陽皇城恒隆廣場及天津恒隆廣場亦已配備地源熱泵。為減少更多碳排放，我們將繼續研究提升現有建築物的可再生能源系統的發電能力或供熱量的可行性，並盡可能把可再生能源納入新建建築物的設計當中。例如，我們發現在旗下內地現有和新建的項目中，有可能增加地熱能的使用，這將有助我們每年減少數百公噸的碳排放。

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.





## 專訪副董事——綜合服務 鮑偉強

### Interview with Anthony Pau, Deputy Director – Service Delivery

鮑偉強先生於恒隆擔任副董事——綜合服務一職，負責制定公司在客戶服務、保安、環境衛生、綠化及工程範疇的標準和政策，以及分享業界在此等範疇的最佳實踐。鮑偉強擁有逾35年的工程、機械、項目及物業管理經驗，曾於香港科技大學及新鴻基地產擔任要職，並曾參與後者於香港及上海的物業發展項目。

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.

鮑偉強於2014年加入本公司的成本及監控部，隨後於2019年調職至綜合服務部。在這次專訪中，他向我們講解綜合服務部的工作，推動他不斷向前的管理原則，以及分享其經驗如何讓他在公司擔當「足球教練」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.

#### ■ 我認為綜合服務部發揮關鍵作用，令恒隆可優於同儕。

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

鮑偉強在成本及監控部任職期間，參與早期階段的工程項目工作，在幕後管理相關事務。相比之下，他目前在綜合服務部需要與面向客戶的前線員工及在幕後的文職員工通力合作，為我們的客戶帶來愉快的體驗。如用足球來作比喻，他現已由球賽前培訓球隊體能的教練，變成在球賽中站在場邊指揮的足球教練。

鮑偉強指出，鑑於消費者、租戶和其他持份者的要求越來越高，優秀的設計和建築是所有發展項目的基礎，但要突顯恒隆的優勢，則取決於物業的「軟件」。「我認為綜合服務部發揮關鍵作用，令恒隆可優於同儕。」

為了持續追求卓越及保持競爭優勢，我們的前線員工需要定期參加由恒隆學院舉辦的培訓課程，內容涵蓋客戶服務、語言運用、科技、職業健康與安全，以及法律法規。此外，我們亦定期進行場景演習，以確保前線員工能夠及時應對突發事件。「我們的工作就是支援租務及物業管理部，讓該部門的同事能夠安心專注於業務發展」他說。

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.



他同時指出，能夠對不同部門有透徹了解並與它們攜手合作，再結合整個香港和內地團隊的合作精神及開放溝通，是提供卓越服務的關鍵。

由於每一個項目都有專屬的綜合服務團隊，中央綜合服務團隊必須將總公司下達的方針轉化成適用於各地市場執行的工作。中央綜合服務團隊及各地綜合服務團隊之間亦必須建立互信，方可改變思維及提供卓越服務。為此，他的團隊設立了一個跨項目領域專家系統，由在通風、防火、供水及排水，以及電力方面的專家組成，以便在有需要時可及時向當地綜合服務團隊提供建議。

#### ■ 擔任業界組織的職務，有助我在短時間內獲得很多前瞻灼見及新知識。

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

鮑偉強認為，一個優秀的管理人員應該有廣闊的思維、有好奇心、敢於探索新想法，並能夠將公司目標轉化為行動。這種信念促使他在多個業界協會中擔任不同的職務。

鮑偉強現擔任機電工程署強制實施《建築物能源效益守則》技術工作小組的成員兼主席等職務。此前，他曾出任四個協會的主席，包括美國供暖製冷及空調工程師學會香港分會委員會、營運工程師學會香港分會、亞洲智能建築學會以及香港工程師學會安全工程專責事務委員會。「這些職務讓我從行業專家及同業獲得很多前瞻灼見及新知識。舉例而言，我可即時與同事分享將會實施的法例等重要資訊。」

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，並應為此感到自豪。

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

鮑偉強鼓勵團隊花時間學習科技等各方面的新技能和知識，以擴寬視野及促進事業發展。他亦希望藉此機會告訴前線同事：「您應為您的崗位感到自豪；您是恒隆的形象大使，而您所做的對我們的成功至關重要。」

展望將來，他將主力培訓其直屬員工，助他們能夠在負責的項目中擔當「教練」角色，致使所有項目都可向客戶提供一致的恒隆品牌體驗。此外，支持恒隆在綠色採購等領域提升可持續發展表現亦是他的首要任務。

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.



# 同心協力保障顧客及住戶健康

## Together, We Protect the Health of Our Customers and Residents



由2019冠狀病毒病疫情來襲至今，於牛頭角的淘大花園和淘大商場團隊一直緊守崗位，合作無間地為屋苑住戶及商場顧客和租戶提供一個安全、衛生的環境，避免病毒在淘大社區擴散。香港政府防疫專家顧問團成員袁國勇教授於上月到訪淘大進行防疫工作考察，及後向傳媒稱讚淘大「非常整齊清潔、美觀」，更稱「全港屋苑可參考淘大花園的（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.

### 合作無間 以客為尊

#### Perfect Teamwork Be Customer-Centric

儘管淘大花園和淘大商場是由兩個獨立團隊管理，由於兩個項目緊密相連，為了避免病毒傳播，淘大團隊除了加強屋苑及商場的清潔與消毒外，一旦發現住戶需接受政府檢疫隔離或確診，或接獲防護中心通報有確診人士曾到訪商場，兩個項目的管理處會即時互相通報，以及安排清潔承辦商於即日進行全面消毒工作，另配合住戶及租戶的高度防疫意識，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.



所有恒隆員工如居住的大廈有確診個案，必須在家隔離14天，且接受由公司安排的核酸檢測，確保員工沒被感染才恢復值班，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.

淘大花園管理處的黃志強負責管理全屋苑19座的前線同事，因其居住的大廈出現確診個案，須按公司要求在家隔離，但他仍心繫淘大。在隔離期間，他每天在同事上班前已在家中準備好工作分配安排，並透過Microsoft Teams舉行早會，清楚分配同事在當天需要處理的工作及注意事項，並向同事提供適時的支援，充分展現恒隆「以客為尊」及「以人為本」的企業精神。

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".



▲ 黃志強 Wong Chi Keung

如有確診人士到訪商場，淘大商場管理處除了需要進行徹底清潔與消毒外，主動與租戶聯繫亦是保障各持份者安全的關鍵。前線員工陳滿根是發現商場首次出現確診者到訪的第一人，當時他正準備下班但留意到一個租戶門外貼上了「關門兩天」的通告，由於該店位處商場及屋苑中心，有大量居民途經，他遂主動致電租戶了解閉店原因。當他得悉曾有確診者到訪該店後，他立時通知管理處，以便盡快安排全面清潔與消毒。

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.



▲ 陳滿根 Chan Mun Kan

### 充足準備 防患未然

#### Well Prepared and Poised for Action

淘大團隊早於疫情爆發初期已為處理如屋苑及商場出現確診者進行了聯合演習，訂定所有程序以迅速執行各項防疫工作。淘大花園管理處的陳婷婷及許智恒憶述在7月時屋苑出現首宗疑似個案：「我們在凌晨時分得悉某住戶被衛生署人員帶離檢疫，而衛生署亦要求我們安排清潔消毒。幸好我們早有準備，可即時安排清潔公司在相關樓層及大廈進行全面消毒，並趕及在居民上班前完成。」



▲ 陳婷婷 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 加強防疫意識

#### High Transparency Enhances Disease Prevention Awareness

淘大團隊適時把清潔和消毒工作的相關資訊圖文並茂地張貼於各座大堂及商場入口，提高工作的透明度以提升住戶、商戶及訪客對物業防疫工作的信心，以及保持他們的防疫意識。

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.



▲ 許智恒 (右) Raymond Hui (Right)



# 以人為本 提升員工福祉

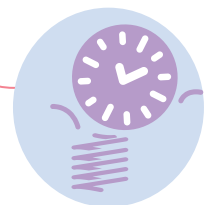
## Care about Our People through Measures to Enhance Our Employee Wellbeing

企業的成功實有賴一班優秀的員工所作出的貢獻和付出。恒隆深明箇中的道理，近來更推出一系列關顧員工的措施，讓員工在專注工作的同時亦可照顧個人或家庭，充分展現公司「以人為本」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".



集團成立紀念日假期  
Founder's Day Leave



彈性工作安排  
Flexible Work Arrangement



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



便裝星期五  
Dress-Down Fridays

### 14星期全薪產假

### 14 Weeks' Maternity Leave with Full Pay

公司明白員工在迎接新生命時會遇到不同的挑戰，所以我們於今年為合資格的女同事延長全薪產假，由10星期增至14星期，讓媽媽可與嬰孩在這關鍵時間有更優質的相處。同時，公司更為新爸爸提供五天待產假。

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.



物業銷售部李潔儀2020年年初迎接她的第一個小生命，李潔儀作為一位新手媽媽，十分慶幸公司提供額外的產假，尤其是當時她的嬰孩出現突發性健康問題。她說：「公司的額外產假對在職媽媽而言十分重要，令我有更多時間適應擔當『媽媽』的角色和照顧初生嬰兒。我真的非常感激公司的貼心措施，大大加強了我對公司的歸屬感。」

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.

### 彈性工作安排

### Flexible Work Arrangement

為方便同事在工作期間有更大的彈性，同事可因應需要申請彈性工作時間和在家工作。Colleagues can apply for flexible working hours or request to be able to work from home according to their needs.

育有一個三歲小孩的租務及物業管理部江惠珊讚揚公司的彈性工作安排，令她可以留在家中同時兼顧工作和照顧兒子。她說：「彈性工作安排減輕了我在疫情期間的工作壓力。我很感激上司和同事的體諒和配合。」

With a three-year-old child, Vincii 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 Vincii.



### 集團成立紀念日假期

### Founder's Day Leave

2020年是恒隆集團成立60周年。為體驗恒隆的優良傳統及感謝同事的忠誠服務，由今年開始，公司新增了一天全薪假期。

2020 is Hang Lung Group's 60<sup>th</sup> 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.



位於上海內部審計部的蔣惟怡十分歡迎公司窩心的舉動。蔣惟怡表示集團成立紀念日假期以及彈性上下班時間最獲同事歡心，讓大家得以避開上下班高峰時間，從而提升實際工作效率。她說：「上海內部審計部所有同事都已經享用了集團成立紀念日假期，可見這個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.

### 送上水果以答謝員工

### Healthy Treats to Say Thanks

恒隆於9月在香港及內地所有項目舉行員工感謝日，管理層親自向不同地點的前線及辦公室員工送上健康水果，感謝他們的辛勤工作。

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.





## 升級版「SPEND TOGETHER」 帶來連串購物驚喜

Upgraded SPEND TOGETHER Campaign  
Brings Surprises for Shoppers



抓住夏日的尾巴，恒隆推出升級版「SPEND TOGETHER」企劃，除了與旗下商場一眾商戶聯手加送近千萬港元的自選商戶電子優惠券，更加推出「MONDAY CHEERS」消費回贈，消費回贈率高達100%，讓市民在「疫」市期間盡享消費獎賞。

在支持抗疫的同時，恒隆也不忘環保，貫徹公司可持續發展方針，一同推出「齊減塑 有著數Recycle & Reward」計劃，鼓勵大家購物時自備環保袋或食物盒，為環保出一分力。

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!

## 多間潮流品牌已登陸 Fashion Walk More Fashion Brands Land at Fashion Walk

1011 Sip Tea x Snoopy  
Pop-up Shop  
期間限定店



亞洲金風 Asian GOLD  
Pop-up Shop  
期間限定店



繁忙過後，想輕鬆的到處閒逛和購物，其實都近在咫尺。Fashion Walk作為國際潮流、美饌及生活時尚熱點，近日除了有多間潮流品牌進駐外，更與藝術生活品牌亞洲金風和本地潮流買手服飾店INCREDIBLE合作開設期間限定店。

此外，由歌手鄧麗欣於台灣創立的健康台式茶飲店1011 Sip Tea更與Snoopy聯名於Fashion Walk開設期間限定店，現場有多款Snoopy精品，粉絲們可到此朝聖。追求時尚品味的你，不容錯過！

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!



眼鏡故事 Optic Story

Sweaty Betty



INCREDIBLE  
Pop Up Gallery 2.0  
期間限定店





# 匯聚全球時尚 展現品牌魅力

## Fashion Hubs of the World Showcase Glamorous Luxury Brands

恒隆在多個內地項目繼續引入國際頂尖品牌或開設期間限定店，進一步展現恒隆廣場獨一無二的魅力。

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.

上海恒隆廣場  
Plaza 66, Shanghai

DIOR | Pop-up Store 期間限定店



JAEGER-LECOULTRE | Pop-up Store 期間限定店

上海港匯恒隆廣場  
Grand Gateway 66, Shanghai

LOUIS VUITTON



FENDI



Van Cleef & Arpels



PIAGET



大連恒隆廣場  
Olympia 66, Dalian

SAINT LAURENT



LOUIS VUITTON



BOTTEGA VENETA



Gucci Watches & Jewellery



BRUNELLO CUCINELLI

BRUNELLO CUCINELLI



HOGAN





# 誠邀各同事提交相片 贏取豐富獎賞

## Call for Photo Submissions with a Chance to Win a Prize

《連繫恒隆》7月號的「分享有獎」中，同事分享了極具創意的「在家快樂做運動」主意，感謝各位同事的參與及恭喜得獎者！

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月號主題「在家快樂做運動」得獎者 Winners from July Issue



#梁志雄 香港 #Albert Leung Hong Kong



#朱兆龍 香港 #Chu Siu Lung Hong Kong



#聖豔雲 無錫恒隆廣場  
#Sheng YanYun Center 66, Wuxi



#許玉亭 無錫恒隆廣場  
#Xu YuTing Center 66, Wuxi



#葉婷 濟南恒隆廣場  
#Tina Ye Parc 66, Jinan



#趙文娟 昆明恒隆廣場  
#Hannah Zhao Spring City 66, Kunming



近年，愈來愈多人的家中增添了一名特別的家庭成員，就是他們的寵物。毛孩不只常陪伴我們，更會經常帶來意想不到的驚喜，令人會心微笑。因此，下期「分享有獎」的主題為「趣緻的毛孩」，希望同事踴躍參與，捕捉毛孩最可愛的一刻。下期的截止日期為10月30日（星期五），下午5時。同事可登入內聯網，瞭解參加方法詳情。

勝出者將於下期《連繫恒隆》公布，有關領取獎品的安排，我們將會個別聯絡勝出者。

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.