



“以客为尊”引领非凡购物体验 为城市注入新活力
“Customer Centricity” Leads to Extraordinary Shopping
Experiences and Brings Vibrance to Cities

半甲子的恒隆之旅 用“心”演绎“以客为尊”
A 30-year Journey with Hang Lung,
Living “Customer Centricity” by Heart

创新思维推进可持续发展步伐
Advance Sustainability
by Challenging the Status Quo

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连系恒隆
CONNECTIONS

12
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专题故事
FEATURE STORY

“以客为尊” 引领非凡购物体验 为城市注入新活力



恒隆一直秉持“以客为尊”的宗旨，多年来与租户携手打造独一无二的购物、休闲及娱乐体验，旗下两家在沪的商场——上海恒隆广场及上海港汇恒隆广场的年度主题活动更是全城瞩目盛事之一，无论是高端时尚的细致购物体验，还是创意和娱乐兼备的设施，都能让顾客感到宾至如归，吸引城中富有品味的消费者纷至沓来。

钱买不到的体验

作为上海的高端时尚地标，上海恒隆广场不断寻求突破，致力引进国际高端品牌的旗舰店和首店，将全球顶级的购物风尚带到上海。年度

顶尖时尚盛事“Home to Luxury”盛装派对今年继续为消费者带来潮流与奢享并重的感官之旅，与全场逾百家知名国际品牌携手为消费者呈献多达 150 款独家、首发或限量单品，在消费者中反响热烈，冀能买得心头好。商场为加强消费者的联系，更为其量身打造专属服务，包括与国际品牌香奈儿筹划专属私享晚宴。VIC 们除了享受美食外，更可获赠定制礼品，亲身体会到恒隆与租户合力呈献的“钱买不到的体验”。

#CustomerCentricity
#UniqueBrandedExperience

“Customer Centricity” Leads to Extraordinary Shopping Experiences and Brings Vibrance to Cities

Upholding “Customer Centricity” as one of our core values, Hang Lung has always sought opportunities to work with tenant partners to bring customers unique shopping, leisure and entertainment experiences. Annual high-profile, top fashion events like Plaza 66’s “Home to Luxury” Party and Grand Gateway 66’s “Gateway to Inspiration” in Shanghai attract worldwide attention as they connect our most distinguished patrons with our world-class tenants.

Experiences that Money Can’t Buy

At the pinnacle of Shanghai’s high-end fashion and lifestyle offering, Plaza 66 continues to seek breakthroughs in delivering the best-of-the-best experience to customers. At the annual star-studded “Home to Luxury” Party, guests were treated to a rich array of exclusive, first-release and limited-edition items in collaboration with the mall’s stellar cast of renowned international brands. For loyal patrons at this level, value is found not in promotions but in exclusivity. The mall seeks to curate unique, prestigious experiences that are highly personalized and intimate, like

the private dinner hosted in collaboration with distinguished luxury brand, Chanel, and a number of other exclusive, invitation-only events presented by esteemed brands for VIC members.

Diverse Shopping Experiences to Drive New Trends

Positioned as the “Gateway to Inspiration”, Grand Gateway 66 strives to bring customers a diverse shopping experience with emphasis on both timeless luxury and trendsetting style. In a first for a high-end shopping mall, Grand Gateway 66 collaborated with a popular comedy company to present exclusive stand-up comedy performances for visitors to the mall. Understanding the needs of the new generation of young and savvy shoppers, the mall took an innovative approach to customer engagement with cross-sectoral collaborations including creating a special-edition soft drink with a drinks manufacturer as a souvenir for shoppers. Each floor of the mall also hosted interactive installations and booths to engage visitors with fun, trendy activities while they shop.

“Home to Luxury” 盛装派对亮点 Key Figures about “Home to Luxury” Party



100+↑

品牌租户参与
Participating
Tenants



150+↑

独家、限量或首发单品
First, Exclusive or
Limited-Edition Items



50+↑

趣味互动装置和
美食站
Interactive
Installations &
Food Kiosks



~60↑

VIC 独家环节 / 店内活动
Exclusive Sessions / In-store
Events for VIC Members



租户赞助的礼物逾
Sponsored Gifts from
Tenants Value

RMB3M+



全能音乐人刘宪华的精彩表演，点燃派对气氛
Multi-talented musician Henry Lau lit up the stage with his exciting performances



为期三天的“Home to Luxury”盛装派对以“寰宇未来”为概念
This year’s concept of three-day “Home to Luxury” Party was themed “Cruise to the Future”



上海恒隆广场特别邀请多位时尚达人以直播和Vlog等形式，在社交平台上分享派对精彩难忘时刻
A number of fashionistas were invited to join the lively “Home to Luxury” Party to share the fun with their fans on social media



商场和众多国际知名品牌打造有趣互动装置，丰富消费者派对体验
Interesting and interactive installations decked each floor of the shopping mall to enrich the shopping experience

多元体验引领商场新风尚

上海港汇恒隆广场以“Gateway to Inspiration”为定位，注重为消费者带来高端时尚与潮流并重的多元体验。今年，商场的庆典活动以“Gateway to Happiness”（“快乐触手可及”）为主题，携手喜剧文化公司“笑果”，首次以公众开放的形式在高端商场为消费者带来独家脱口秀表演，突破了该表演只在剧院内以线下演出的模式，贯彻我们将购物中心提升至体验式消费场景的理念。

上海港汇恒隆广场自2020年全面焕新后，在设施硬件上完成了升级改造。在今次活动期间，商场在各楼层设置了多个互动体验装置及有奖摊位，另配合场内提供的指引和二维码，为消费者制造源源不绝的惊喜，通过互动让顾客臻享服务和多重的趣味体验。

随着年轻客群消费力与日俱增，他们在追求传统奢侈品消费的同时，更重视个性化及与众不同的消费体验。为此，上海港汇恒隆广场与汽水厂正广和跨界合作，订制五款印有“网红”金句的限量版饮料作为庆典礼物，其时尚的包装设计成功吸引年轻族群的眼球，争相与之拍照打卡，与大家共享定格一刻。



喜剧文化公司“笑果”为顾客呈献脱口秀表演
A popular comedy company presented a stand-up comedy show



上海港汇恒隆广场以“快乐触手可及”为主题，为城市商圈带来活力
Grand Gateway 66 organized its anniversary celebration with the theme “Gateway to Happiness” to bring vibrance to the city



超过140家品牌推出花车、咖啡车、饮品车、派发气球、会员工作坊、打卡装置和互动游戏装置等精彩活动
More than 140 brands launched exciting activities such as floats, coffee and drinks carts, balloon distribution, member workshops, check-in points and interactive installations

“Gateway to Happiness” 庆典派对亮点 Key Figures about “Gateway to Happiness”



300+↑

品牌租户参与
Participating Tenants



50+↑

趣味互动装置
Interactive Installations



140+↑

租户活动
Tenants Activities



8,700+份

免费礼品
Free Gifts



由尚美巴黎打造的“移动书屋”于上海港汇恒隆广场的庆典活动首次亮相，成为全国巡回的首站，吸引了众多顾客打卡
Chaumet's Chaumet Library was launched at Grand Gateway 66, the first stop on its national tour, attracting many customers to check-in and take photos



在商场各楼层设置有趣的互动装置连系顾客
Interesting interactive installations engaged customers on every floor of the mall



上海港汇恒隆广场特别设置数字藏品体验装置，为顾客提供全新的数字化体验，顾客即场设计专属数字藏品头像，打造独一无二的永久珍藏
An NFT experience installation was created to provide customers an experience of this new digital phenomenon where they got to design their own NFT avatars



与汽水厂正广和特别订制的限量版“网红”金句饮料
Limited edition soft drinks with trendy taglines were made by Aquarius, a soft drinks manufacturer



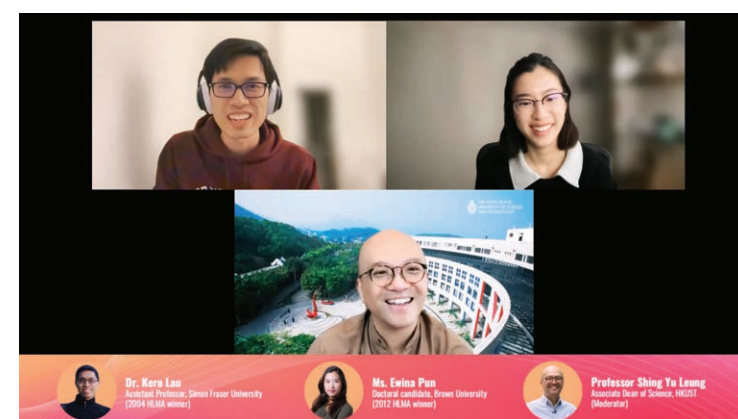
恒隆互联网全面焕新 A Fresh New Look for Everyone

恒隆全新网页已经正式推出，秉持“只选好的 只做对的”理念，新网页着重界面的整体设计及浏览体验，包括优化导航及搜寻功能，同时加强了恒隆对“联系顾客”方面的最新资讯，让利益相关方进一步了解恒隆“以客为尊”的服务宗旨及独有的品牌体验。

Exemplifying the **We Do It Well** motto, the new websites for Hang Lung address the look and feel of the overall interface and experience by optimizing the navigation and the search function and enhancing the latest information on “Customer Engagement” to make visitors feel engaged and facilitate a better understanding of the Hang Lung service philosophy of customer-centricity as well as our unique brand experience.



恒隆数学奖 Research Club：“数”造科研之路 HLMA Research Club: Equip Yourself for a Future in Science and Research



恒隆数学奖 Research Club 最近邀得两位年轻有为的科学家，刘恺堃博士及盘沁翹女士与中学生分享他们在科研路上的心得和建议。分享会由香港科技大学梁承裕教授担任主持，吸引了逾100名来自50多所学校的中学生报名。作为2004年和2012年恒隆数学奖得奖者，两位都回忆起他们从中学便对数学产生浓厚兴趣，这开启了他们通向科研世界的大门。数学是他们日常做研究所使用的语言。他们还提出一个有趣的见解，那就是做研究需要大量的团队合作、很强的沟通能力和合作精神，而这些都是考试中所学不到的。

会后，部分同学已表示有兴趣参加恒隆数学奖，因为其独特的研究比赛模式、奖项的声誉、与世界知名教授交流的机会，以及在比赛过程中为参赛者举办的一系列讲座和研习坊。

started off with a strong interest in mathematics from their secondary school days, which opened doors to the world of scientific research. Mathematics is the language used daily in research. One interesting thing pointed out during the dialogue was that doing research requires a lot of teamwork, strong communication skills and a cooperative spirit. That's something you don't learn from taking exams.

Right after the sharing, some attendees expressed interest in joining HLMA because of the unique research-based experience, the reputation of the Award, the opportunities to meet world-renowned professors, and the series of lectures and workshops organized for participants during the competition.



2023年恒隆数学奖现已接受报名。如欲了解更多详情，请扫描二维码并浏览其官方网站
The 2023 HLMA is now open for registration. More details are available at our website, accessible through the QR code



#Excellence
#NurturingNextGen



恒隆大踏步挑战 走出健康人生路 Hang Lung Stepathon Challenge to Herald a Healthy Life

脚踏实地，走出健康人生路！
恒隆在10月举办“恒隆大踏步挑战”，旨在鼓励同事在忙碌生活之余，也要抽空让自己随时、随地、随意的动起来做运动，照顾一下自己的“身”“心”福祉。

副董事（集团人力资源及行政总监）潘舜雅女士表示：“我们一直非常重视员工的福祉，公司在今年初设立了Wellness@HL的员工身心健康计划，而恒隆大踏步挑战是Wellness@HL内其中一项活动，让香港和内地恒隆所有项目的员工一起参加，公司希望透过这个活动，鼓励员工多做运动锻炼身体，促进身心健康。”

首届的恒隆大踏步挑战获得空前成功，超过1,500位同事报名参加，并在为期一个月的活动中总共完成了545,489,557步，共约327,300公里，即约围绕地球走了八圈多。让我们继续维持每日6,000步的良好习惯！

Stay grounded to herald a healthy life! In October, the Hang Lung Stepathon Challenge, part of an initiative to raise awareness about employee wellbeing, was presented to encourage staff to Step Up whenever, wherever, and however they like, to lead a healthier lifestyle by staying active in the hustle and bustle of everyday life.

“Employees wellbeing is of utmost importance to us! We have established Wellness@HL Program, an initiative to improve employee health and wellbeing at the beginning of this year, and the Hang Lung Stepathon Challenge is a company-wide event that is part of the initiative to encourage all the employees from Hong Kong and mainland China to encourage one another to get the most out of maintaining an active lifestyle to maximize the benefits of exercising,” said Ms. Janet Poon, Deputy Director (Head of Group HR & Administration).

The first Hang Lung Stepathon Challenge was a huge success! We had over 1,500 registered participants and completed 545,489,557 steps in total during the one month of this program, clocking up around 327,300 km which is equal to about eight circles around the earth! Keep striving for 6,000 steps a day!



完成 Completed **545,489,557步** steps
= 约327,300公里 = 约围绕地球走了八圈多
= clocking up around 327,300 km
= about eight circles around the earth



#Wellbeing

半甲子的恒隆之旅 用“心”演绎“以客为尊”

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恒隆副总经理——项目支援
(综合服务部) 饶月娥 (左)
于2021年获得30年长期服务奖
Cora Yiu, Deputy General Manager
– Portfolio Support (Service
Delivery) (left) received the 30-year
Long Service Award in 2021

“跨部门的合作、
协调内部资源、
回应顾客需求，
最后用心演绎，
是‘以客为尊’
的关键。”

半个甲子，一晃就是30个春夏秋冬！恒隆副总经理——项目支援（综合服务部）饶月娥（Cora）于1990年加入公司，涉猎的项目涵盖不同工作范畴，是恒隆在内地开拓业务的“开荒牛”，见证着公司的蓬勃发展，当中的点滴，尽是朗朗乾坤，一切从“我在这里长大”开始。

Cora主要负责香港及内地物业的物业管理范畴。她回忆道，公司自千禧年起在内地的项目愈加成熟，她也积极参与各商场的开业筹备工作，例如向内地同事介绍及分享香港的完善管理守则，其中令她最难忘的一段经历是2012年到沈阳筹备沈阳市府恒隆广场的开业。文化的差异，让Cora明白规条的执行需要因地制宜、集思广益，得到当地同事的支持后，才能将公司的管理

理念有效地传递给顾客，做到“以客为尊”，“要了解当地文化，聆听同事的需要及困难，再从善如流，由思想工作做起，并逐步推进；但同时也需坚守我们的标准，例如有客人认为我们洗手间的设计不够理想，原因是与其生活习惯不同。对于这些反馈，我们一方面透过培训，向同事说明设计的原意，另一方面也在洗手间内张贴一些温馨提示，让顾客知悉我们有聆听他们的意见。”

Cora认为，内外沟通的能力，是“以客为尊”的关键，即是达到“跨部门的合作、协调内部资源、回应顾客需求，最后用心演绎。”本着这一套信念，Cora与同事并肩应对2003年香港SARS疫情，以及近年香港社会及疫情的跌宕对顾客服务的挑战。

恒隆是Cora职业生涯的第二份工作，期间虽也曾有往外闯的机会，最后因感激上司的赏识而决定以此为“第二个家”。“很庆幸在年轻的时候加入一间正统的公司，我学会了团队合作才可事半功倍，而从每一位新加入的同事身上也吸收了其他机构的做事方式，助我取长补短，也明白从容淡定，谦虚务实，才能游刃有余。”Cora形容自己即将“毕业”，虽已明世故、通人情，唯离别在即，她表示“所有的人和事都不舍得”。

至于退休后的计划，Cora打算乘高铁游历大江南北，并到大湾区每个城市“走走看看”，开展人生下半场的旅程。



Cora (左四) 与同事参与大连恒隆广场的开业筹备工作
Cora (4th from left) and colleagues prepared for the opening of Olympia 66 in Dalian

A 30-year Journey with Hang Lung, Living “Customer Centricity” by Heart

Having joined the Company in 1990, Cora Yiu, Deputy General Manager – Portfolio Support (Service Delivery), is responsible for property management of our diversified portfolios. One of the first employees to take an active role in our expansion into mainland China, Cora has laid a solid foundation in property management for our Mainland portfolios by introducing and sharing a set of sound management practices from her experience in Hong Kong to our Mainland colleagues.

Witnessing the flourishing development of the Company over the last three decades, Cora recalls her most memorable experience is related to the opening of Forum 66 in Shenyang in 2012. The experience taught her that the best laid plans need openness to dialogue in their implementation in order to achieve the goal of customer centricity. Cultural differences meant that the procedures and guidelines she had planned for Shenyang needed adaptation. “We listened to our colleagues’ concerns and leveraged their understanding of local culture and customer preferences to achieve a perfect balance that upheld our high standards of service quality while tailoring them to the local context. That’s customer centricity,” shared Cora.

Cora believes that the essence of “Customer Centricity” lies in “cross-departmental cooperation, coordination of internal resources, response to customer needs, and finally delivering service from the heart.”

As for her plans after retirement, Cora plans to travel around mainland China by high-speed rail, and visit every city in the Greater Bay Area.



Cora (左) 考察昆明恒隆广场工地
Cora (left) visited the construction site of Spring City 66 in Kunming

“The essence of
‘Customer Centricity’ lies
in cross-departmental
cooperation, coordination
of internal resources,
response to customer
needs, and delivering
service from the heart.”

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创新思维
推进可持续发展步伐

Advance Sustainability
by Challenging the
Status Quo

恒隆地产与LVMH集团（“LVMH”）于10月宣布，双方会携手在内地开展具开创性和前瞻性的可持续发展计划，推进地产及零售行业在气候及可持续发展议题上的创新合作模式。

两家集团于巴黎签署这个全球首创的合作协议仅一个月后，随即合办为期两天的首届地产与气候论坛。

创新洞见 开拓新道路

全球气候危机迫在眉睫，但应对措施却仍滞后。恒隆和LVMH认为，“因循守旧”的思维在解决气候变化及其影响已不合时宜，这种警觉意识促使双方达成开创先河的合作伙伴关系。

这次合作模式超越了世界各地一般的绿色租赁协议，透过汇聚跨行业的专业知识以应对ESG挑战，从而取得单靠一行业之力无法达成的可持续发展目标。



恒隆地产副董事长兼可持续发展督导委员会主席陈文博先生（中）参加了为期两天的地产与气候论坛并致闭幕辞。图为陈文博与恒隆地产总经理——可持续发展John Haffner先生（左）及LVMH可持续商店规划经理Nicolas Martin先生（右）Mr. Adriel Chan, Hang Lung Properties Vice Chair, and Chair of the Sustainability Steering Committee (middle) joins the two-day Real Estate & Climate Forum and delivers his closing remarks. He is joined by Mr. John Haffner, Hang Lung Properties General Manager – Sustainability (left) and Mr. Nicolas Martin, LVMH Sustainable Store Planning Manager (right)

Hang Lung and LVMH Moët Hennessy Louis Vuitton (“LVMH”) announced a pioneering and ambitious partnership to collaborate on sustainability initiatives across mainland China in October, aiming to accelerate innovative collaboration on climate and sustainability action in the real estate and retail sectors.

Only one month after signing a first-of-its-kind sustainability partnership in Paris, the two Groups co-hosted the two-day inaugural Real Estate & Climate Forum.

Setting New Path with Thought-provoking Ideas

The world is facing a climate crisis and progress on sustainability is not happening quickly enough. Hang Lung and LVMH believe “business as usual” is over. The sense of urgency has led both Groups to form an unconventional partnership without precedent.

The partnership goes beyond ordinary green leases around the world by leveraging cross-sector expertise to tackle ESG challenges and enable both Groups to achieve sustainability progress they cannot realize on their own.

	一般绿色租赁协议 Ordinary Green Leases	恒隆与LVMH的可持续发展合作 Hang Lung and LVMH Sustainability Partnership
层面 Level	个别企业 Between individual corporates	集团层面 Group-level
规模 Scale	个别租户 Focus on individual tenants	涵盖LVMH旗下的26个品牌超过90家零售商店，分布于恒隆在内地七个城市的物业 Across seven cities in mainland China, engaging 26 LVMH brands, occupying 90+ retail spaces
范围 Scope	聚焦ESG中的E（环境）部分 “E” in the ESG	所有ESG范畴 Every aspect of the ESG



恒隆地产行政总裁卢韦柏先生于上海举行的地产与气候论坛致欢迎辞
Mr. Weber Lo, Chief Executive Officer of Hang Lung Properties, delivers opening remarks at the Real Estate & Climate Forum in Shanghai

激发创意的策略

- **重设工作流程：** 由于合作涵盖众多品牌、城市，以及不同背景的利益相关方，因此，两家集团的可持续发展部门负责人聚焦以提高效率及生产力的新决策方式，务求尽速制定合作及论坛的细节。
- **拥抱文化改变：** 论坛在设计上突破常规，以推动该领域的专家走出舒适圈。为确保与会者可平等参与活动及建构一个共享构想氛围，会上不会显示他们的职衔，以免其受此拘束而未能畅所欲言。
- **着力解决问题：** 有别于其他可持续发展活动侧重于提高参加者对议题的认识，是次论坛着重于将解决可持续发展问题的构思转化为实际行动。革新领袖被委以任务，筛选、评估及辨识可衡量成效的方案，为双方于2023年第一季度发布《共同宪章》奠定基础。

创意无限

“因循守旧”的思考模式在当前的气候危机已不再奏效。恒隆和LVMH明白想要给下一代更美好的世界，双方必须着眼于未来及以推动改变为目标。创新思维正是带来改变的催化剂。恒隆和LVMH具开创性及前瞻性的思维，将奠定双方为可持续发展的“引领者”，而非“追随者”。恒隆鼓励大家通过创新的方式，以全新角度思考固有问题。

地产与气候论坛 Real Estate & Climate Forum

两天的论坛以混合模式同步进行
Two-day hybrid forum

萌发了200多个构思
Generated over 200 ideas

专注于寻求气候及可持续发展的解决方案
Focus on identifying climate action points and sustainability solutions

香港、上海、巴黎及其他城市
Hong Kong, Shanghai, Paris, and other cities



地产与气候论坛汇聚了96位来自地产及零售业的革新领袖，共同探讨气候及可持续发展解决方案
96 changemakers from the real estate and retail sectors co-create sustainability solutions at the inaugural Real Estate & Climate Forum

汇聚200位内部和外部参与者
200 internal & external participants

Strategies to Drive Creativity

- **Redesign work processes:** With the comprehensiveness to engage numerous brands, cities, and diverse stakeholders, the sustainability heads of both Groups found new modes of decision-making with a focus on efficiency and productivity. As a result, they were able to craft details of the partnership and co-host the Forum within a short period.
- **Embrace culture change:** The Forum was designed to bring a certain level of discomfort to motivate subject-matter experts to step out of their comfort zone. To shift mindsets, no titles identified at the Forum to establish an atmosphere of equality and encourage ideas and feedback to be considered regardless of organizational role and status.
- **Aim to tackle the problem:** Sustainability events often focus on awareness-raising, and the Forum sets itself apart by transforming ideas into concrete actions. Changemakers were tasked to sort, evaluate, and identify measurable actions. Developed the basis for Common Charters to be announced by the two Groups in the first quarter of 2023.

The Sky is the limit

“Business as usual” is not an option anymore in the face of the climate crisis. To leave a better world for future generations, both Groups are demonstrating that we must be future-focused and change-orientated. Innovation is the catalyst for change and will distinguish Hang Lung and LVMH as sustainability “leaders”, not “followers”. The sky is our limit, and Hang Lung encourages everyone to embrace creativity and put a new lenses to look at this “old” problem.

恒隆“她领航”计划启航

Hang Lung Future Women Leaders Program Sets Sail



恒隆“她领航”计划于10月分别在香港及上海正式启动，在近300名政府代表、恒隆管理层、行业嘉宾，以及“她领航”计划的导师及学员代表一起见证下，举办首场活动“她论坛”。各女性领袖以自身的经验，就女性职场发展、领导能力培训及可持续发展等议题，展开深入交流探讨，分享应对重重挑战的经验，并探讨新时代背景下，女性成长的发展机遇，共建多元共融的优享生活环境。

为期六个月的师徒指导经已开展，透过连结各利益相关方的专长，推动女性发展。各导师与学员已陆续进行首次的交流分享会，透过破冰活动，让师友们对各自有初步的了解及认识，学员在导师的指导下，规划人生目标及发展方向，装备自己成为未来领袖。

The “Hang Lung Future Women Leaders Program” was successfully launched at kick-off ceremonies held in Hong Kong and Shanghai in October. Close to 300 guests including government officials, Hang Lung executives, Program mentors and students, gathered to take part in the inaugural event – the Women Leadership Forum. During the forums, elite women leaders from diverse industries shared their views on women's career development, leadership training and sustainable development, as well as their own stories of how they overcame challenges. They also discussed development opportunities for women in the modern era, and how young

women can grow more consciously to create a compelling space that values diversity and inclusiveness.

The six-month mentorship aims to promote women's development by connecting them with the expertise of elite women leaders from diverse industries. The mentors and students have arranged their first sharing session and gained a preliminary understanding of each other through ice-breaking activities. Under the guidance of their mentors, the students will have a once-in-a-lifetime opportunity to draw inspiration from elite role models and equip themselves to become Hong Kong's future leaders.



导师及学员分享

Mentors and Mentees' Sharing

导师 MENTORS

香港 HONG KONG



潘舜雅
Janet Poon
恒隆地产副董事
(集团人力资源及行政总监)
Deputy Director
(Head of Group HR & Administration) of
Hang Lung Properties

“导师透过指导学员的领导才能、沟通技巧及抗逆力，启发女学员的潜能，待她们投身社会时能学以致用。”

Mentors will inspire young female talents to unleash their potential through providing guidance on leadership, communication and resilience, preparing them to connect with the practical world. ”

上海 SHANGHAI



马俊婷
Ma Juntao
中国第一位
空手道国际裁判
First international
karate-do referee
of China

“赋能的价值是为年轻女孩们提供和对接更多的资源，也希望通过分享自身的经历和感悟，给她们提供一些参考建议。”

The value of empowerment is to help connect young female talents to opportunities and provide advice to these talents by leveraging my own experiences and insights. ”

学员 MENTEEs

香港 HONG KONG



Trista Tang
香港科技大学
四年级学生
Year 4, The Hong Kong
University of Science
and Technology

“计划汇聚了不同行业的杰出女性，我希望可以从她们身上偷师，包括领导能力及生涯规划方面。”

The program brings together outstanding women from diverse industries who I hope can inspire me with their leadership skills and career planning. ”

上海 SHANGHAI



陈希儿
Chen Xier
复旦大学
2019级学生
Year 2019,
Fudan University

“我们的社会之所以越来越好，变得更加平等，这些都是我们优秀的女性前辈为我们争取回来的。她们敢于表达女性的诉求，以及用行动去证明女性的价值。”

The reason why our society is getting better and more equal is due to excellent female predecessors who have paved the way for us. They have the courage to speak out and demonstrate the value of women through action. ”

可持续发展揉合沉浸式购物体验

Integrating Sustainable Development and Immersive Shopping Experiences



#Sustainability
#UniqueBrandedExperience

以“带昆明看世界，让世界看昆明”为品牌理念的昆明恒隆广场于11月举办以“春城脉动”为主题的三周年庆典，除了为顾客打造多元沉浸式购物体验外，同时举办以可持续发展为主题的展览，向顾客传达可持续发展的重要性。

“城市脉动 恒久永续”

昆明恒隆广场是恒隆首个全面使用可再生能源的物业，更是恒隆实践可持续发展理念的典范。商场于2022年11月展开了名为“城市脉动恒久永续”的可持续发展展览，向利益相关方介绍恒隆的可持续发展策略、目标及指标，同时推广可持续教育、可持续饮食和可持续时尚的价值观。

Under the brand concept of “Bring the Best to Kunming; Showcase the Best of Kunming to the World”, Spring City 66 in Kunming celebrated its third anniversary in November with the “Spring into Life” campaign where customers enjoyed immersive shopping experiences and being reminded of the importance of sustainability through a dedicated sustainability showcase along with a series of activities.

“The Everlasting Pulse of the City”

As Hang Lung’s first property 100% powered by renewable energy, and a testament to our sustainability philosophy, Spring City 66 kicked off a sustainability showcase named “The Everlasting Pulse of the City” in November to introduce stakeholders about Hang Lung’s sustainability strategy, goals and targets, as well as to promote sustainable lifestyles and the values of sustainable education, sustainable dining, and sustainable fashion.



商场通过世界级表演《X秀》、趣味互动装置和精彩巡游等活动，以及配合三周年庆典推出多个重磅福利惊喜，为顾客打造独一无二的购物体验
The mall launched a fun-filled campaign with world-class performance named “X Show”, interactive installations, an amazing parade and an array of shopping privileges and surprises, providing customers a unique shopping experience to mark its third anniversary

“智爱无垠”认知友善计划

促进跨代共融社区

“Love·No·Limit” Dementia Friendly Program Promotes Cross-Generational Care



恒隆连续两年与香港基督教女青年会（“女青”）在淘大商场合办《恒隆 X 女青“智爱无垠”认知友善计划 — 社区共融日》。两日活动共吸引逾7,600名社区人士及认知障碍症患者和照顾者到场参与。

副董事（香港业务总监）刘静雅女士出席活动并表示：“自2021年起，恒隆为前线员工提供认知友善培训课程，目标于2023年上半年让100%的前线员工成为社会福利署认可的‘认知友善好友’。”

Hang Lung and the Hong Kong Young Women's Christian Association (“HKYWCA”) jointly organized the second “Love-No-Limit” Dementia Friendly Program – Community Inclusion Day at Amoy Plaza. Over 7,600 members of the community along with dementia patients and their carers participated in the two-day event.

“At Hang Lung, we started dementia-friendly training for our frontline staff in 2021 and will have 100% recognized as ‘Dementia Friends’ by the Social Welfare Department by first half in 2023,” said Ms. Helen Lau, Deputy Director (Head of Hong Kong Business Operation).

#Wellbeing
#DiversityInclusion

自“智爱无垠”认知友善计划开展以来，已为社会带来以下效益，促进跨代共融社区。
Since the “Love·No·Limit” Dementia Friendly Program launched, the following social impacts have been achieved to promote cross-generational care.



场内的“认知友善艺术廊”展示了逾110名认知障碍症患者及照顾者、与80名恒隆一心义工及女青青少年义工跨代创作的艺术作品，展示长者与青年人交流的成果
The “Dementia Friendly Art Gallery” at the venue showcased cross-generational works of art created by over 110 dementia patients, and 80 Hang Lung As One Volunteer Team members and HKYWCA volunteers, showcasing exchange between the elderly and young people



艺术作品制成了明信片在场公开派发，邀请公众为长者送上祝福
The artworks by dementia patients were made into postcards, which were distributed at the event to give visitors a medium to share their good wishes to the elderly



场内设有免费健脑咨询及认知检测站，为近百名有需要人士进行认知测试，鼓励大众及早评估患有认知障碍症的风险
Free brain health consultations and cognitive testing services were offered to close to 100 individuals with the aim of promoting early detection of dementia symptoms

环境、社会及管治奖项
ESG AWARDS

我们在ESG方面持续作出的贡献，获得多项殊荣。

Our continuous ESG efforts have gained us recognition from prominent awarding bodies.

2022香港ESG报告
大奖 (HERA)
HERA 2022

- 最佳ESG报告奖 (大市值)
- 优秀新力军奖 — 大奖
- 卓越碳中和奖 — 嘉许奖
- Grand Award in Best ESG Report (Large-Cap)
- Grand Award in Newcomer Award
- Carbon Neutral Award – Commendation

香港管理专业协会
2022年最佳年报奖
2022 HKMA BEST
ANNUAL REPORTS
AWARDS

- 环境、社会及管治报告卓越奖
- Excellence Award in ESG Reporting

香港可持续发展奖2022
HONG KONG
SUSTAINABILITY AWARD
2022

- 典范奖 (大型机构组别)
- 特别奖—最佳抗疫应变奖
- Distinction Award (Large Organization Category)
- Special Award – Excellence in Pandemic Resilience

《HR Asia》亚洲最佳企业
雇主奖2022
HR ASIA BEST COMPANIES TO
WORK FOR IN ASIA 2022

- 恒隆荣获由《HR Asia》颁发的亚洲最佳企业雇主奖，表扬公司在人力资源管理和员工敬业度举措上的杰出表现。
- Hang Lung has been named one of the Best Companies to Work for in Asia by HR Asia Magazine, reflecting excellence in human resource management and concrete employee engagement initiatives.



年报奖项
ANNUAL REPORT AWARDS

恒隆地产2021年报于五个备受尊崇的国际年报比赛囊括11项殊荣，在报告内容及设计等范畴均获高度认可。

Hang Lung Properties' 2021 Annual Report has garnered 11 awards in five prestigious international annual report competitions, in recognition of our report's outstanding content and design.

香港管理专业协会
2022年最佳年报奖
2022 HKMA BEST ANNUAL
REPORTS AWARDS

- 优秀年报奖
- Excellence Report Award

LACP 2021年视觉奖
LACP 2021 VISION AWARDS

- 全球金奖
- 中文年报最佳50强
- 亚太区最佳年报80强
- 技术成就奖
- Gold Winner Worldwide
- Top 50 Chinese Reports
- Top 80 Reports in the Asia Pacific Region
- Technical Achievement Award

2022国际年报设计大奖
2022 IADA AWARD

- 综合介绍 — 银奖
- 封面设计 — 铜奖
- Integrated Presentation – Silver
- Cover Design – Bronze

2022 ARC 年报大奖
2022 ARC AWARDS

- 文字编撰：地产发展类别 — 金奖
- 传统年报：地产发展类别 — 优异奖
- 互动年报：地产发展类别 — 金奖
- Written Text: Real Estate Development – Gold
- Traditional Annual Report: Real Estate Development – Honors
- Interactive Annual Report: Real Estate Development – Gold



2022 GALAXY 大奖
2022 GALAXY AWARDS

撰稿：亚太地区年报 — 银奖

Copywriting: Annual Reports – Asia/Pacific – Silver

其他奖项
OTHER AWARDS

2022年澎湃城市更新大会
URBAN RENEWAL CONFERENCE 2022

- 恒隆荣获由上海报业集团·澎湃新闻举办的2022年澎湃城市更新大会颁发“最佳城市运营商”奖项，以表彰公司致力推动文物保育及可持续发展的卓越成就。
- Hang Lung was awarded “The Best City Operator” Award at the Urban Renewal Conference 2022 organized by Shanghai United Media Group – The Paper, in recognition of the Company's remarkable contribution to heritage conservation and sustainability.



2022建筑信息模拟机构奖
BIM ORGANISATIONS 2022

- 恒隆在香港发展局及香港建造业议会携手举办的2022年建筑信息模拟成就嘉许礼活动中入选并荣获“2022建筑信息模拟机构”奖项。凭藉恒隆在所有新建项目中全面实施BIM（建筑信息模拟）以及良好的发展计划和严谨的内部标准，成为历届唯一的私人地产发展商获得此企业层面的殊荣，这亦是BIM行业的最佳认可。
- Hang Lung was honored to be recognized as a “BIM Organisation 2022” at the Celebration of BIM Achievement 2022, co-organized by the Development Bureau and the Construction Industry Council. With full implementation of BIM in all new projects, good development plans and high in-house standards, Hang Lung is the only private developer to obtain the award at the corporate level, which is the best recognition from the BIM sector.

国际杰出顾客关系服务奖
INTERNATIONAL CUSTOMER RELATIONSHIP EXCELLENCE AWARDS



- 恒隆连续十年获颁由亚太顾客服务协会主办的“国际杰出顾客关系服务奖”，本年更获得最佳员工敬业计划（物业管理）殊荣。
- Hang Lung received the International Customer Relationship Excellence (CRE) Awards for 10 consecutive years, in addition to the Employee Engagement Program of the Year (Property Management) award organized by the Asia Pacific Customer Service Consortium this year.

2022 GALAXY 大奖
2022 GALAXY AWARDS

- 《连系恒隆》获颁2022 GALAXY 大奖“企业宣传册”优异奖。
- Connections received honors in the category of “Brochures: Corporate Magazine” at the 2022 GALAXY Awards.



只选好的 只做对的
We Do It Well



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