

连系恒隆 Connections



上下一心 携手抗疫
Together, We Fight Against
COVID-19



上下一心 携手抗疫

Together, We Fight Against COVID-19

面对新型冠状病毒疫情，恒隆在香港和内地的团队团结一致齐心抗疫。自疫情初期我们已多管齐下，全力做好防疫工作以保障顾客、租户及员工的健康。我们更拨款人民币1,000万元成立“恒隆抗疫基金”，并发动企业义工与各界联手在社区层面支援抗疫，向有需要人士送上关怀和暖意。此外，为纾缓旗下商场租户因疫情带来的营运压力，恒隆向内地及香港租户提供租金宽减措施。



以客为尊

Be Customer Centric

秉承“以客为尊”的理念，我们以保障顾客及租户的健康为大前提，在所有商场、办公楼及各公共区域等实行多项防疫措施，以及推广网上订购或外卖服务，迎合顾客的实际需要。

Customer-centricity is at the heart of our operations. We have taken steps to safeguard the health of our customers and tenants in all our malls, office towers and common areas. We have also launched promotions to encourage online shopping and takeaway services, providing convenience to meet their practical needs from home.

安全的购物及上班环境

A Safe Shopping and Working Environment

我们在各个内地及香港项目采取全面的防疫措施，包括加强办公室、商场、办公楼及各公共区域的清洁与消毒；增强空气过滤鲜风系统，提高空气质量；在商场内配置免洗消毒搓手液及额温枪，而恒隆所有员工在上班前或到达工作地点必须进行体温检测、洗手消毒及佩戴口罩值班。

Full precautionary measures have been taken at all our properties across mainland China and Hong Kong. These include increasing the frequency of thorough sanitization at our malls, office towers and common areas; stepping up sanitization of ventilation systems with fresh air intake to improve air quality; providing hand sanitizers and thermometers at our malls; as well as requiring all staff to check their temperature before coming to work and when arriving at work locations. Staff are also required to wash their hands and wear facemasks when on duty.

香港 HONG KONG

▼ 康怡广场 Kornhill Plaza



▶ 渣打银行大厦 Standard Chartered Bank Building



◀ 家乐坊 Gala Place

As COVID-19 continues to spread, Hang Lung teams across Hong Kong and mainland China have been pulling together to do what they can to help contain the novel coronavirus. Since the early days of the outbreak, we have taken precautionary measures to safeguard the health of our employees, customers and tenants. We also launched the "Hang Lung Novel Coronavirus Relief Fund", with a donation of RMB 10 million, in support of measures to contain the epidemic. This help is being provided by our staff volunteers in collaboration with community groups. In light of the strain many of our tenants are facing at this time, we are also offering rent relief to ease their operational pressures.



▶ 淘大商场
Amoy Plaza



▲ 雅兰中心
Grand Plaza



▲ Fashion Walk

◀ 山顶广场
Peak Galleria

📍 内地 MAINLAND

▼ 沈阳皇城恒隆广场
Palace 66, Shenyang



◀ 上海恒隆广场
Plaza 66, Shanghai

▼ 上海港汇恒隆广场
Grand Gateway 66,
Shanghai





◀ 无锡恒隆广场
Center 66, Wuxi



▼ 天津恒隆广场
Riverside 66, Tianjin



◀ 沈阳市府恒隆广场
Forum 66, Shenyang



◀ 济南恒隆广场
Parc 66, Jinan



◀ 大连恒隆广场
Olympia 66, Dalian

▶ 昆明恒隆广场
Spring City 66, Kunming



与当地政府紧密合作 Work Closely with Local Governments

在内地的各大恒隆广场与当地政府保持紧密联系，互相配合做好抗疫工作。当中，曾因疫情而需暂时停业的无锡恒隆广场和天津恒隆广场，在停业期间仍采取全面防疫和清洁措施，并与当地政府通力合作和按其指引下，现已重新开放。

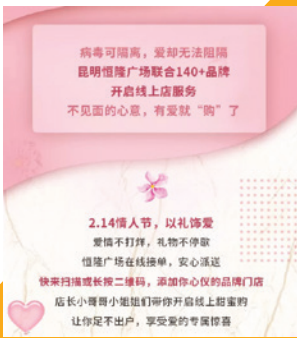
Our malls in mainland China have been working closely with local governments to make sure all measures are in place to contain the spread of COVID-19. Center 66 in Wuxi and Riverside 66 in Tianjin, which were temporarily closed due to the outbreak, have now resumed operations in line with guidance from local governments. During their closure period, these two malls still implemented full precautionary and hygiene measures.



全天候购物、餐饮体验 Around-the-Clock Shopping and Dining Experiences

我们在内地及香港的商场与租户合力推广网上购物或外卖服务，并提供多项礼遇，为顾客提供便利及切合他们的实际需要。

In collaboration with our tenants, our mainland China and Hong Kong malls have introduced a range of online shopping campaigns and takeaway services, along with shopping promotions and discounts, to offer customers convenience and meet their practical needs.



- ▲ 昆明恒隆广场与商场内超过140个品牌合作，在情人节期间推出线上服务
In collaboration with more than 140 brands, Spring City 66 in Kunming introduced online shopping service during Valentine's Day

- ▶ 济南恒隆广场与Olé精品超市合力推广网上订购服务
Parc 66 in Jinan and Olé Supermarket introduced online shopping service



香港方面，我们于“恒隆优惠网”推出全新外卖自取平台“外·回家之美食速递”，提供旗下七大商场内各餐饮商户的外卖资讯，更于逢周一送出3,500张电子现金券，让顾客于超过70间中、日、韩、泰国和意大利等食肆购买及自取外卖，更可享低至七折优惠！

此外，我们亦与外送平台户户送 (Deliveroo) 推广外卖服务。

Hang Lung e-Privilege has launched its new takeaway and self pick-up platform, providing restaurant takeaway information from our seven malls in Hong Kong. Hang Lung e-Privilege is also giving away 3,500 e-vouchers every Monday to allow customers to enjoy more than 70 restaurants offering Chinese, Japanese, Korean, Thai and Italian cuisine with up to 30% discount.

Besides, we also partner with food delivery platform Deliveroo to promote delivery service.



发送无限暖意 Love is All Around

- ▼ 沈阳皇城恒隆广场
Palace 66, Shenyang



一众外卖员、快递员和保安员是抗疫期间的无名英雄。上海港汇恒隆广场与城市自媒体“上海圈子”共同设立“无人值守保温柜”，向抗疫期间紧守岗位的外卖员、快递员和保安员等提供免费热饮和小食，以答谢他们的付出。此项温暖的活不但获得很多上海民众的赞誉，而大连恒隆广场及沈阳皇城恒隆广场亦把这份爱延至当地社区。

They are the unsung heroes of our cities – delivery people, couriers and security guards – who have been key contributors to the fight against the spread of the COVID-19. So, as a way of saying a big, warm thank-you, Grand Gateway 66 in Shanghai and We Media "Shanghaiquanzi" have set up an unmanned stall at its office towers, providing these special people with free hot drinks and food. This caring gesture has won the support of Shanghai citizens, and the idea is catching on. It has already been extended to other communities, with Olympia 66 in Dalian and Palace 66 in Shenyang opening their own unmanned stalls.

- ▲ 上海港汇恒隆广场
Grand Gateway 66, Shanghai



- ◀ 大连恒隆广场
Olympia 66, Dalian





关怀社区

Care for the Community

多年来，恒隆一直肩负企业社会责任，在运用企业资源及网络优势的同时，亦凝聚香港及内地员工的力量，更联同社区合作伙伴，回馈社会。

公司于2月底至3月初期间，透过“恒隆抗疫基金”拨款，在香港及内地发动企业义工及与不同持份者合作，以支援香港及内地应对疫情的工作，逾10,000名人士受惠。恒隆一心义工队成员在过程中负责协调、包装及分发食品和抗疫包。

Hang Lung has long been committed to corporate social responsibility. Capitalizing on our corporate resources and our strong network, we encourage our staff in Hong Kong and mainland China to contribute to the communities in which we operate, working closely with our community partners.

Between late February and early March, the "Hang Lung Novel Coronavirus Relief Fund" was used to support a series of volunteering activities in collaboration with our volunteers and various stakeholders in order to stem the spread of COVID-19. Health and food kits were delivered to over 10,000 beneficiaries across various sectors in Hong Kong and mainland China. Our Hang Lung As One volunteer teams on the ground helped with coordination, and with the packaging and distribution of the kits.

📍 香港 HONG KONG

鉴于本港市面抗疫物资短缺，我们与香港基督教女青年会合作，购置及包装2,000套防疫及食品包（当中包括口罩、消毒用品、米、食油及干粮等），并派发予屯门、元朗、北区和深水埗等区内最有需要的长者及家庭。

With protective resources in short supply locally, we purchased 2,000 sets of health and food kits (containing surgical masks, sanitizers, rice, cooking oil, and dry food). These were distributed to elderly people in need and underprivileged families in Tuen Mun, Yuen Long, Northern District and Sham Shui Po. We worked in collaboration with the Hong Kong Young Women's Christian Association on this project.



内地 MAINLAND

在3月初，我们的团队在内地七个城市一包括上海、沈阳、济南、无锡、天津、大连及昆明，与租户、地区政府及慈善团体等联手，向逾8,000名前线医护人员及社区支援工作人员送上慰问及食品及抗疫包，在社区层面支援抗疫。

In early March, our teams across seven cities, namely Shanghai, Shenyang, Jinan, Wuxi, Tianjin, Dalian and Kunming, distributed health and food kits to over 8,000 frontline healthcare professionals and community support staff in collaboration with our tenants, local governments and charitable organizations.



◀ 上海恒隆广场 Plaza 66, Shanghai

▼ 上海港汇恒隆广场 Grand Gateway 66, Shanghai



▲ 大连恒隆广场 Olympia 66, Dalian

▶ 济南恒隆广场 Parc 66, Jinan



◀ 沈阳皇城恒隆广场，沈阳市府恒隆广场及沈阳康莱德酒店 Palace 66, Shenyang; Forum 66, Shenyang and Conrad Shenyang



▲ 天津恒隆广场 Riverside 66, Tianjin

▼ 昆明恒隆广场 Spring City 66, Kunming

我们从“恒隆抗疫基金”中拨款人民币600万元，通过武汉市慈善总会捐赠予雷神山医院，用以支持该院的抗疫工作及物资供应。此次捐助予雷神山医院更得到武汉市政府及武汉市慈善总会的肯定。

From the "Hang Lung Novel Coronavirus Relief Fund", Hang Lung donated RMB 6 million to the Leishenshan Hospital through the Wuhan Benevolent General Association, in support of measures to stem the spread of the novel coronavirus and provide a stable supply of health-protection equipment. The donation was gratefully recognized by the Wuhan government and the Wuhan Benevolent General Association.



▲ 无锡恒隆广场 Center 66, Wuxi





以人为本 Care about People

员工的全情投入是公司赖以成功的基石。凭着内地及香港同事上下齐心和通力合作，尤其是我们一班专业、以客为尊的前线员工，公司的整体业务运作大致维持正常。在疫情期间，公司除了大力应用科技及实施弹性上班等措施以保障员工的健康和保持生产力外，更向员工送上充满暖意的关怀。

The dedication and commitment of our staff is at the heart of the company's success. We want to publicly give thanks for the collaboration and concerted efforts of our colleagues in mainland China and Hong Kong, especially our professional, customer-centric frontline staff, who have worked tirelessly to maintain normal business operations as far as possible during this period. Other than implementing various measures including making good use of IT and adopting flexible work arrangements to safeguard the health of our staff and maintain our productivity, the company has also taken various initiatives to show its care to our colleagues.

为同事打打气 Offering Support to Our Colleagues

香港和多个内地城市的同事均收到公司提供的物资，希望与同事同行，齐心抗疫。

Warm and caring anti-epidemic packs have been distributed to colleagues in Hong Kong and mainland China to encourage colleagues to pull together and face these challenging times as a team.





▶ 行政总裁卢韦柏（左一）与其他管理层亲自包装抗疫物资，并向香港的同事送上包含口罩、酒精纸及糖果的抗疫包，抗疫包更贴上董事长陈启宗写给同事的语句
 CEO Weber Lo (1st from left) and management offered their help packaging anti-epidemic packs, and distributed anti-epidemic packs which contained a box of surgical masks, alcohol wipes, candies and the messages from Chairman Ronnie C. Chan to colleagues

内地的同事亦收到公司的“加油包”，更设有特别膳食，聊表心意。

To show our support and gratitude to our dedicated colleagues in mainland China, we have presented gift kits and prepared special meals for them.



安全健康贴士 Health and Safety Tips

人力资源部亦定时发送抗疫安全健康贴士，保持同事对健康及个人卫生的关注。

Human Resources Department regularly provides health and safety tips to ensure our colleagues to stay alert about health and personal hygiene.



**让我们所有恒隆人继续团结一致，
上下一心，共同抗疫！**

*Let's work together, with a strong team spirit,
to get through this difficult time!*

恒隆2019年度报告现已出版

Hang Lung 2019 Annual Reports are Now Available

恒隆集团和恒隆地产2019财政年度年报经已出版。本年度年报的封面采用相连设计，分别展示了我们于2019年的两个重点项目—昆明恒隆广场和香港山顶广场，反映集团于内地及香港两地共同发展的策略。此外，集团的五大发展策略，以及人与项目建筑的融合及互动，亦通过优美的年报设计呈现。

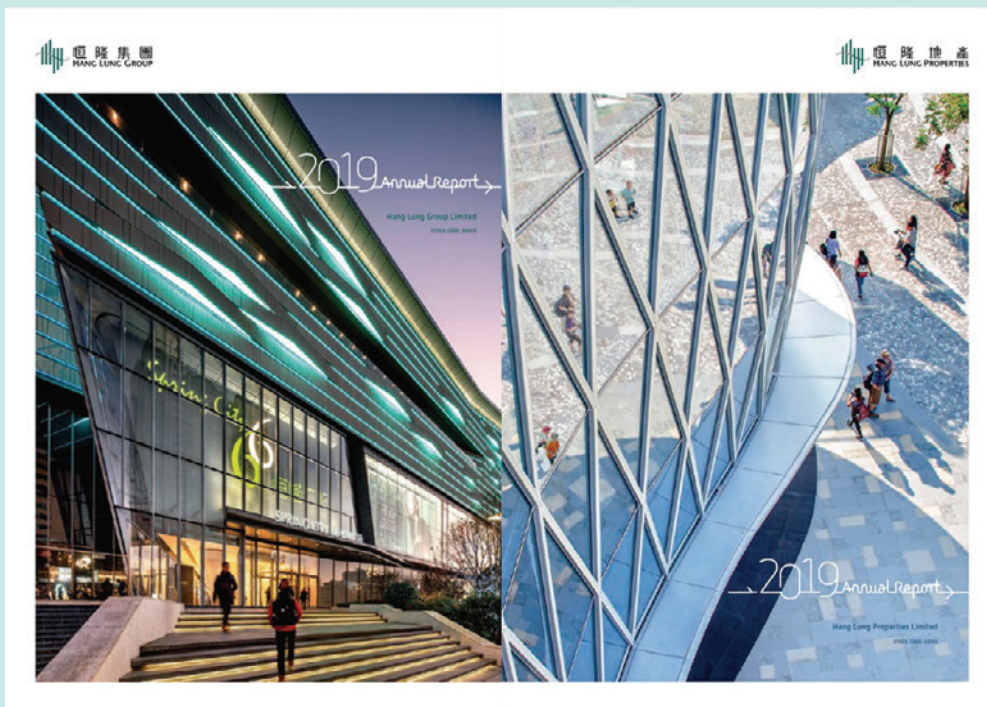
我们的董事长陈启宗先生继续亲笔撰写《董事长致股东函》，剖析两家公司的业务表现和前景，以及分享他对重大事态的观点。他更撰写了补充资料，阐述新型冠状病毒疫情对业务的影响。

今年为恒隆集团志庆60周年，董事长透过恒隆集团年报内的《董事长致股东函》简述集团历史，并分享他为纪念先父及集团创办人陈曾熙先生而发表的一篇演讲。

Hang Lung Group and Hang Lung Properties have published their Annual Reports for the 2019 financial year. The reports' covers feature our two major projects for 2019 – Spring City 66 in Kunming and Peak Galleria in Hong Kong – and the twinning effect in the reports' design reflects our development strategy in both mainland China and Hong Kong. The Group's Five Overarching Strategies, as well as the symbiotic relationship between architecture and the people who use it, are aesthetically illustrated throughout the reports.

Our Chairman, Ronnie C. Chan, continues to pen his *Chairman's Letter to Shareholders* to share his analysis of both companies' business performance and outlook, and his views on macro issues. Taking into account the outbreak of COVID-19, Ronnie has written specifically about the effect of the epidemic on our business in the Addendum.

As Hang Lung Group celebrates the 60th anniversary of its founding this year, Ronnie uses the letter to provide Hang Lung Group shareholders a brief review of the history of the Group, and shares a speech made in memory of his late father and the Group's founder, Mr T.H. Chan.



请透过以下网站浏览我们的年度报告：

Feel free to browse our annual reports via our designated report websites:



恒隆集团年报
Hang Lung Group
Annual Report



恒隆地产年报
Hang Lung Properties
Annual Report

气候变化与人类健康

Climate Change and Human Health

近年，“健康”已成为社会热烈关注和广泛讨论的议题之一。然而，你知道气候变化正对人类健康构成严重的威胁吗？气候变化直接及间接地影响一些决定健康的基本因素，包括天气、空气、水和食物，以及不同疾病的传播模式，从而威胁人类健康。

Health issues have become one of the increasingly discussed and debated topics in recent times. But did you know that climate change poses several significant threats to human health? The direct and indirect impacts of climate change threaten human health by affecting some of the fundamental determinants of health – weather, air, water and food – as well as affecting the transmission patterns of different diseases.

1 传染病传播模式的转变

Changes in Transmission Patterns of Infectious Diseases

对于以蚊子等媒介传播的传染病，温度上升和频繁降雨会带动传播。根据世界卫生组织的数据，经由媒介传播的疾病每年造成超过700,000人死亡。若温度继续上升，死亡人数预期会持续增加。

Warmer temperatures and frequent rainfall favor the transmission of infectious diseases through vectors such as mosquitos. According to the WHO, vector-borne diseases cause more than 700,000 deaths annually. That number is expected to increase if temperatures continue to rise.

2 正面临消失的粮食选择

Vanishing Food Options

天灾摧毁农作物，而温度上升抑制某些食品的生长或影响其营养价值，使全球营养不良问题恶化。遗憾的是，研究指米、马铃薯、可可、香蕉甚至咖啡可能会因气候变化而变得稀缺。

Extreme weather events wipe out crops, and warmer temperatures are associated with inhibited crop production and lower nutritional values of some food, increasing the risk of malnutrition across the globe. Sadly, research shows that rice, potatoes, cocoa, bananas and coffee could run scarce as a result of climate change.

3 新鲜空气将会成为需求

Fresh Air on Demand

在较高温度下，由于构成雾霾的臭氧粒子在较高温度下会形成得更快，雾霾污染会较严重。此外，频繁的野火会释放有害物质到空气中，引致呼吸道疾病，并危及地球上的生物。

Increased levels of smog pollution will be observed because ozone particles, which are an ingredient of smog, form faster at higher temperatures. In addition, more frequent wildfires will unleash harmful substances into the air, causing respiratory illnesses and endangering lives.

4 更难预测的天气

Unpredictable Weather

平均气温上升会导致天气更炎热，同时增加极端天气事件的次数和严重程度，导致大量健康风险问题，如因天气炎热引发的疾病、使慢性疾病（如心血管和呼吸道疾病）的病情恶化、污染供水系统、甚至造成伤亡。

Warmer average temperatures will lead to hotter days and increase the number and severity of extreme weather events, resulting in numerous health implications, such as heat-related illness, worsening of cardiovascular and respiratory diseases, contamination of water supplies, as well as injuries and fatalities.

We must endeavor to combat climate change to safeguard our health

我们必须努力应对气候变化以保障健康

1 绿色建筑 Green Building

建造可恒久持有的建筑物是我们一直秉持的可持续发展原则，公司一直在致力达到甚至超越国际绿色建筑标准，在为客户带来优质体验的同时，亦纾缓气候变化的负面影响。

It is a key element of our sustainability mission to build and own long-lasting buildings. We achieve this by meeting or surpassing international green building standards, which help us mitigate adverse impacts on the environment and deliver a quality experience to customers.

气候变化的应对计划 Climate Change Resilience Plan

由于极端天气现象日趋频繁，我们一直密切关注气候风险，正深入评估气候影响和计划有关的应对策略，以作好事前计划，避免因极端天气现象而造成人命伤亡。

Given the heightened risk of extreme weather events, our company has been paying close attention to climate risks through in-depth climate impact assessment and resilience planning. This allows us to plan ahead of adverse weather events to prevent injuries and fatalities.



Hang Lung CEO Award 第四季度及 全年最佳方案得主公布

Winners of the Hang Lung CEO Award Announced

第四季度得奖方案 Q4 Winning Projects

Home to Luxury 2019

上海恒隆广场 Plaza 66, Shanghai

上海恒隆广场年度群星汇聚的Home to Luxury 2019盛装派对，于2019年11月顺利举行。凭着上海恒隆广场全体员工、其他内地项目以及总公司同事的同心协力，近3,000位尊贵宾客及潮流先驱出席这一个超凡奢华之夜，超过70个全球最令人趋之若鹜的品牌亦云集派对，向顾客展示各种独家限量的臻品。针对社交媒体对于年轻客群的影响力，团队更与顶级时尚博主合作，邀请他们于现场透过其社交平台向顾客分享Home to Luxury体验。该活动更为上海恒隆广场创造了破纪录的单日零售额。



As Plaza's signature event, the annual star-studded Home to Luxury Party this year was held in November 2019, and was once again proven a hit in the city. Thanks to the seamless collaboration among different teams at Plaza 66, colleagues from other Mainland projects and our Headquarters, close to 3,000 guests and fashion aficionados enjoyed a delightful and fun-filled night. Through featuring exclusive and limited-edition products from over 70 of the world's most coveted brands, and drawing on the strengths of social media, the team initiated partnerships with top fashion bloggers, who shared their Home to Luxury experience at the party through their own social channels, successfully attracting the young and the affluent. The team effort was demonstrated with the record high retail sales achieved on the day.

山顶广场 Peak Galleria

Challenges to Opportunities

山顶广场历经长达两年的大型优化工程后，在2019年8月以全新面貌和升级租户组合开业，为顾客提供一站式全方位购物、餐饮和娱乐等元素。适逢山顶广场完成优化工程以全新面貌示人，太平山顶更于去年底荣获马可孛罗会会员优选大奖，被评为香港最优秀的新景点，彰显山顶广场在提升香港于国际旅游市场扮演的重要角色。有赖租务及管理部和设计及设计部通力合作，使山顶广场作为本地及游客必到的旅游圣地地位进一步得以巩固。

Following the completion of a two-year Asset Enhancement Initiative, Peak Galleria reopened in August 2019 with a fresh new look and an enhanced tenant mix, providing customers with a one-stop destination for shopping, dining and entertainment. To coincide with the completion of the project, Victoria Peak won "Best New Hong Kong Attraction" in the Marco Polo Club Members' Choice Awards 2019, highlighting the important role Peak Galleria plays in boosting the reputation of Hong Kong in the international tourism market. Thanks to the strong collaboration between the Leasing & Management and Development & Design teams, Peak Galleria's position as a must-visit destination for locals and tourists has been further enhanced.



凭着同事的积极参与及出色表现，Hang Lung CEO Award 获奖团队不但充分体现恒隆企业文化的四个行为准则，更表现出高度的团队合作精神。

The excellent performances of our colleagues and their active participation in Hang Lung CEO Award, the winners of the award not only embody the Four Attributes at the heart of Hang Lung corporate culture, but also demonstrate the beauty of cross-team collaboration.

全年最佳方案2019得主 Best of the Year 2019 Winner



昆明恒隆广场 Spring City 66, Kunming

One Team One Goal



经过点算恒隆同事的投票及评审委员的热烈讨论后，昆明恒隆广场 — One Team One Goal 从其余五个获得 Hang Lung CEO Award 季度奖项的方案中脱颖而出，成为全年最佳方案2019得主。

昆明恒隆广场团队凭着卓越的团队合作精神，坚定的决心和共同的目标，在整个项目过程中充分实践公司四个行为准则，造就了昆明恒隆广场的成功。

昆明恒隆广场项目管理部和租务及管理部出色的跨团队协作，在开业之前阶段共同解决了众多问题，令项目在去年8月23日成功开业。另外，团队通过采用建筑信息模型技术，避免了很多不必要的工作和成本。

66 team brilliantly demonstrated how to put our four company attributes into action, and helped make the launch of Spring City 66 in Kunming the huge success it has been.

The seamless collaboration and handover between the Project Management and Leasing & Management departments helped resolve the myriad challenges that arose during the pre-opening stage, and paved way for the center's very successful opening on August 23, 2019. Their teamwork and use of BIM (Building Information Modeling) technology also meant that potential conflicts and unnecessary work were avoided.

The votes are in and our judging panel has announced: Spring City 66's "One Team One Goal" program is the winner of the Best of the Year 2019 award, beating the five other winners of the quarterly Hang Lung CEO Award.

With exceptional team spirit, determination, and a common goal in mind, the Spring City



再次恭喜昆明恒隆广场团队，为我们首届的Hang Lung CEO Award画上完美句号。我们也借此机会感谢过去一年的所有参赛队伍，同时期待于2020年能看到更多杰出方案的诞生。

2020年第一及第二季的Hang Lung CEO Award将会接受报名，敬请留意稍后的公布！

Congratulations once again to the Spring City team, who have wrapped up a strong inaugural year of the Hang Lung CEO Award! We would like to take this opportunity to thank everyone who contributed to all of the entries submitted in the past year. We look forward to seeing more outstanding cases from all of you in the year ahead.

Our 2020 Q1-Q2 Hang Lung CEO Award will be opening for applications soon. Please stay tuned for updates!

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

虽然新型冠状病毒的疫情令大家的日常生活均受到影响，大家除了注意个人卫生，做好防疫工作外，保持身心健康也是十分重要。在《连系恒隆》3月号“分享有赏”中，我们会以“口罩下的笑容”为主题，希望同事踊跃参与，提交符合主题的照片，让我们一起以积极乐观的态度面对困境，同心抗疫！

活动截止日期为4月30日（星期四），下午5时。同事可登入内联网，了解参加方法详情。

The outbreak of the novel coronavirus has inevitably affected our daily lives. As well as paying extra attention to personal hygiene and taking all kinds of precautionary measures, it is equally important that we look after our physical and mental wellbeing. In the March issue of *Connections*, the theme of the Fun Corner photo competition is “The Smile Behind the Mask”. We look forward to receiving your creative photos, so get snapping and share your positive moments with us all. Let's stay positive as we work through this difficult time.

The deadline for submissions will be 5:00 pm on 30 April (Thursday). See the Intranet for details on how to enter.

