



惠澤社群

COMMITTED TO SUSTAINABILITY

我們作為良好的企業公民，對員工、社會及環境責無旁貸。我們悉力以赴，不僅因著關愛企業之名，更因為這是正確之舉。

As a good corporate citizen, we are mindful of our obligations to our staff, the community and the environment. We act responsibly to maintain our reputation as a caring company and, more importantly, because it is the right thing to do.







可持續發展 Sustainable Development

恒隆在可持續發展上，貫徹「只選好的 只做對的」方針。也就是說，我們於業務所在地追求經濟和社會進步之同時，亦務求減少旗下發展和管理的物業對環境的影響。我們諮詢持份者的意見，確保達至他們對可持續發展的期望和願景，並建立了新的架構，更有效地收集相關數據，有助我們繼續提升在可持續發展方面的表現。

Being committed to sustainable development is how We Do It Right at Hang Lung. This means continuously striving to achieve economic and social progress in the communities in which we operate while mitigating the environmental impact of the buildings we develop and manage.

We consult our stakeholders to ensure that we meet their expectations and aspirations on sustainability and have established a new framework for collecting information on our sustainability performance to allow us to make continuous improvement.

我們的物業

秉承我們的長遠營運模式 — 建造可恆久持有的建築物，我們旗下在香港和中國內地的項目均採納了可持續發展的高水平環保標準。我們相信，以國際標準作為這些建築物的環保表現準則，可確保集團在任何業務地區所設計、興建及管理的物業，均達到一致的高水平環保標準。

我們位於跑馬地藍塘道的住宅項目「藍塘道 23-39」，於二零一三年獲美國綠色建築協會「能源及環境設計先鋒獎 — 住宅」金獎認證；渣打銀行大廈獲香港綠色建築議會綠建環評 (BEAM Plus) 1.2版 (既有建築) 的暫定金級認證，是全港首幢獲得是項認證的既有建築物；同時，山頂廣場亦獲得綠建環評 1.1版 (既有建築) 的暫定銀級認證。

OUR BUILDINGS

Reflecting our long-term business model of building to own and building to last, we incorporate the high standard of environmental sustainability in our projects in Hong Kong and mainland China. We believe that benchmarking our buildings' environmental performance against international standards enables the Group to maintain the same high environmental standards when designing, building and managing our properties wherever we operate.

In 2013, we received the Gold Level certificate under the Leadership in Energy and Environmental Design (LEED) for Homes from the U.S. Green Building Council for our residential project, 23-39 Blue Pool Road, at Blue Pool Road, Happy Valley. We also received the Gold Rating of Provisional Assessment under the BEAM Plus EB version 1.2 of the Hong Kong Green Building Council (HKGBC) for our Standard Chartered Bank Building, which is the first existing building in Hong Kong to achieve this recognition. The Peak Galleria also achieved the Silver Rating of Provisional Assessment under the BEAM Plus EB version 1.1.



香港綠色建築議會綠環評 (BEAM Plus) 認證，肯定了恒隆在投放資源提升渣打銀行大廈環保表現的努力。The recognition of BEAM Plus by HKGBC endorses the efforts that Hang Lung has made in constantly enhancing the environmentally-friendly qualities of the Standard Chartered Bank Building.



恒隆在旗下物業設置廢物分類設施，鼓勵租戶及顧客參與廢物回收。Waste segregation facilities are set up in our properties to encourage tenants and customers to participate in waste recycling.

鑑於建築物用電量佔全港總用電量約九成，集團重視提升旗下物業的能源效益。《建築物能源效益條例》於二零一二年全面實施，規定香港所有新建築物必須符合更嚴格的要求。因應該條例，我們以二零一零年的數據為基準，為全部物業設下了在二零一五年節省百分之五用電量的目標，從而確保我們能夠提升能源效益及持續改進。截至二零一三年底，我們較二零一零年已減少了百分之二的用電量，向目標邁進一步。

With around 90% of total electricity consumption in Hong Kong contributed by buildings, the Group recognizes the importance of enhancing energy efficiency in our properties. In 2012, the Buildings Energy Efficiency Ordinance came into full operation in Hong Kong requiring all newly constructed buildings to comply with more stringent requirements. In response to the Ordinance, we set a target of reducing our electricity consumption by 5% in 2015 based on the 2010 baseline to ensure that we achieve greater energy efficiency in buildings and that continuous improvement is made. As of the end of 2013, we are on track to meeting this target with a 2% reduction in electricity consumption as compared to the 2010 baseline.

我們深明社會日益關注固體廢物的處理，故為旗下物業引入廢物分類設施，我們更規定提供廢物收集服務的承包商須提供有關數據，以便租戶更有效地管理固體廢物。二零一三年內，我們在旗下物業合共收集了三千六百四十一噸不同種類的物料，用作循環再造。我們並計劃於二零一四/二零一五年度，把此項措施延伸至中國內地的項目。二零一三年內，我們旗下物業推出了熒光燈管回收試驗計劃。我們亦正研究回收玻璃瓶和鋁罐，以及在山頂廣場安裝廚餘堆肥設施，目標是在二零一四年落實推行，其他香港和中國內地物業亦計劃在二零一六年落實各項回收計劃。

Recognizing that waste is a pressing issue for the community, we are supporting our tenants in managing their waste more effectively by introducing waste segregation facilities at our properties and requiring our waste contractors to provide data on waste collected. In 2013, 3,641 tonnes of materials were collected in our properties for recycling. We plan to extend this initiative into mainland China in 2014/2015. In 2013, we introduced a pilot scheme for recycling fluorescent light tubes across our business. We are also examining the feasibility of recycling glass bottles and aluminum cans. In addition, we are exploring installing food waste composer in The Peak Galleria. We aim to implement these initiatives by 2014 and plan to extend our recycling efforts across other properties in Hong Kong and mainland China by 2016.



可持續發展 Sustainable Development



管理培訓生計劃已連續推行九年，致力培育專業人才以滿足公司未來需要
The Management Trainee Program has been organized for the ninth consecutive year to constantly build a pool of talents and professionals to meet the future needs of the Company

我們的人才

人才乃恒隆地產最寶貴的資產，亦是我們賴以維持業務增長及持續發展的重要元素。我們為員工提供一系列培訓及發展計劃，讓他們盡展所長。同時亦根據各地員工的意見來提供培訓機會，確保切合員工的期望及集團的業務需要。二零一三年內，我們為員工提供的培訓時數達五萬六千二百九十七小時。

年內，我們將員工參與放在更重要的層面，全面貫徹可持續發展的承諾。「恒隆綠事辦」於二零一三年八月成立，在香港和中國內地辦公室選出環保大使，全力推動智「綠」工作間，每個辦公室每年須完成不少於二十項綠色行動。



「恒隆綠事辦」在二零一三年成立，鼓勵同事將環保行動融入日常工作
The Hang Lung Green Office initiative was launched in 2013 to encourage colleagues to implement green practices in the workplace

OUR PEOPLE

People are the most precious asset of Hang Lung and the key to realizing our business and sustainability vision. We provide a range of training and development programs for our staff to grow their professional development. We provide training opportunities based on employees' feedback from across the Company to ensure that the training meets the aspirations and expectations of our staff, as well as the needs of our business. In 2013, a total of 56,297 hours of training were delivered.

During the year, we placed a greater emphasis on ensuring that our employees are fully on board with our sustainable development commitment. We introduced the Hang Lung Green Office initiative in August 2013 with the aim of promoting a SmartGreen workplace. Under the initiative, Green Office Ambassadors are nominated in our Hong Kong and mainland China offices to promote and drive forward this initiative. Each of our offices has to fulfill no less than 20 green actions on its task list annually.



員工年內亦到位於香港的全球首間同時獲得三項鉑金級環保建築認證的酒店作實地考察，了解如何將環保設計及技術更佳地應用到物業中。

An educational tour was organized for our employees during the year at a hotel in Hong Kong, the first high-rise building in the world to achieve the Triple Platinum of Green Certificates, to further understand how we can do better in incorporating environmental designs and practices in our properties.

為切合員工的期望，我們積極聽取員工的意見，並透過員工大會、部門會議、大型會議和座談會等渠道，定期與員工溝通。「與董事總經理午間共聚」活動亦讓更多前線員工接觸管理層。為進一步促進同事的互動交流，我們於二零一三年推出了全新的內聯網，除了提供更清晰的版面外，亦強化了各項功能，為同事提供嶄新體驗。

Receiving feedback from employees is crucial to ensuring that we are meeting their expectations. We engage regularly with our staff through our Town Hall, departmental and team meetings, conferences, focus groups and the “Long Service Employees Lunch with Managing Director” at which junior staff are able to have informal gatherings with the Managing Director. To further improve communications and connections among colleagues, the Company’s intranet was revamped in 2013 with a brand new look and enhanced functions to bring refreshing user experiences to colleagues.

除了舉辦定期交流活動外，我們亦進一步緊貼員工的需要，於年內為香港和中國內地的前線員工推出新制服以配合不同崗位的員工所需，員工和客戶對新制服反應良好。

In addition to regular engagement activities, we also engaged with our employees during the year when revamping the uniforms for our frontline colleagues in Hong Kong and mainland China to ensure that they suited the needs of our staff in different areas of our business. The feedback on the new uniforms from both our staff and customers has been positive.



管理層透過員工大會，促進與員工的雙向溝通
Mutual communication with staff is encouraged by senior management through Town Hall meetings



藝人陳豪走上天橋，演繹恒隆前線員工的全新制服
Celebrity Moses Chan is invited to display the new uniforms in a fashion show



可持續發展 Sustainable Development



藝人薛家燕和恒隆義工與長者合力烹調賀年菜式，慶祝新春佳節
Volunteers and celebrity Nancy Sit make a festive dish with the elderly to celebrate Chinese New Year

我們的社區

我們深明地產業務與當地社區息息相關，因此十分重視旗下物業對社區帶來的影響。在物業施工期間，我們設有熱線電話，確保我們及時回應大眾的查詢。而當我們在富有歷史或文化價值的地區發展項目時，亦盡力與社區人士合作進行保育和活化工作。

在關顧社會方面，我們除提供金錢捐助外，旗下物業亦免費提供場地，以支持各類慈善活動。二零一三年內，我們直接捐款港幣一千六百萬元以支持不同類型的慈善工作，而「恒隆一心義工隊」亦繼續積極服務社群，並以環保、青少年發展和老人服務為重點。在二零一三年，我們在香港和中國內地的義工隊的義務工作時數超過六千四百小時，較二零一二年增加百分之六十六。

OUR COMMUNITY

We recognize the importance of considering the impact that our business has on local communities throughout the life cycle of our buildings. During the construction of buildings, we set up telephone hotlines to respond to public enquiries in a timely manner. In areas of significant historical or cultural interest in our development projects, we work with the community to preserve or revitalize them as much as we can.

In our community involvement, we provide financial donations and offer free space in our properties to support a range of charitable activities. In 2013, we donated HK\$16 million to support various charitable causes. Our volunteer team, Hang Lung As One, continues to serve the community enthusiastically, targeting the environment, youth development and elderly services. In 2013, our volunteers in Hong Kong and mainland China contributed over 6,400 hours in voluntary services, a 66% increase compared to 2012.



與持份者建立關係

我們需要與持份者建立互信及高效的合作關係，因此通過各個平台與持份者保持溝通。承接之前一年的工作，我們於年內繼續向外界持份者進行獨立諮詢，以便更全面地了解持份者對我們的期望，以及彼此如何攜手實現可持續發展目標。今年參與計劃的外界持份者包括租戶和投資者，其意見有助集團在可持續發展方面提升表現及制定本年的可持續發展報告。

第二份可持續發展報告

為貫徹對持份者的承諾，我們今年繼續以誠信和透明度為本，發表我們第二年獨立成刊的可持續發展報告。我們於二零一三年內投入了很多時間以建立一個更有效的系統，精簡數據收集程序，並為持份者提供一個更全面的可持續發展表現回顧。此舉讓我們精益求精，找出可改進之處以及向持份者提供更全面的資料。

有關我們的可持續發展工作詳情，請參閱我們的二零一三年可持續發展報告。

OUR ENGAGEMENT WITH STAKEHOLDERS

Recognizing the need to build trusting and productive relationships with our stakeholders, we engage regularly with them through various communication platforms. During the year, we built on last year's exercise and carried out an independent engagement with external stakeholders to gain a more comprehensive view of what stakeholders expect from us and how we can work together to achieve our sustainability goals. External stakeholders engaged this year included tenants and investors. Their feedback is constructive in enabling the Group to further strengthen our sustainability performance and in shaping the content of this year's Sustainability Report.

OUR SECOND SUSTAINABILITY REPORT

This year marks the second year in which we publish a standalone Sustainability Report to fulfill our commitment to honesty and transparency to stakeholders. We spent much of 2013 establishing a more effective system of streamlining our data collection process to provide a more comprehensive review of our sustainability performance to our stakeholders. Through this exercise, we are now able to identify areas where we can do better and further strengthen both our performance and disclosure to stakeholders.

Please refer to our Sustainability Report 2013 for more details on our sustainability performance.



「恒隆一心義工隊」舉辦多元化活動，服務不同社群
The Hang Lung As One volunteer team serves the community by organizing diversified activities



「恒隆綠先鋒」計劃向學生宣揚保護環境的訊息
The Hang Lung Green LEEDers program teaches students the importance of environmental protection