

# 2020 HIGHLIGHTS

## Major Corporate Developments

### Grand Gateway 66, Shanghai

After its three-year large-scale transformation, the mall has become the “Gateway to Inspiration”, and a vibrant launch party was held on November 19 to celebrate its grand opening



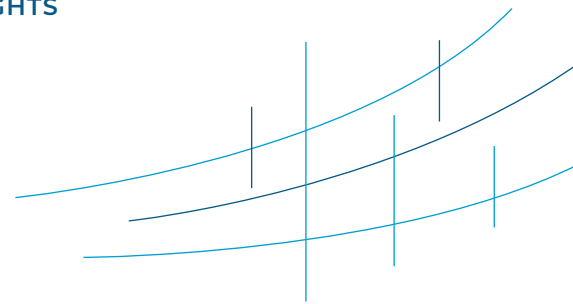
### Spring City 66, Kunming

Hang Lung inked partnership with Hyatt Hotels Corporation to open the new luxury Grand Hyatt Kunming hotel at the commercial complex in mid-2023



### Heartland 66, Wuhan

Opened for occupancy in November, the office tower at Heartland 66 is designed to be the preferred choice of office space among professional companies



## Customer Experiences and Events

### HOUSE 66

HOUSE 66, our nationwide Customer Relationship Management program, has been fully rolled out across all existing properties on the Mainland to deepen tenant engagement and customer loyalty



### HANGOUT

Launched in September, our first multi-functional office and business space, named HANGOUT, serves as a platform that links all stakeholders at Center 66 in Wuxi



### Spring City 66, Kunming

The mall cooperated with over 100 brand partners to hold a two-day celebration in September that gave HOUSE 66 members and customers access to special luxury goods, events and performances



### Plaza 66, Shanghai

Collaborated with about 90 world-renowned high-end brands, Plaza 66 created a night of sophistication, fun and luxury for its guests and fashion enthusiasts at its annual signature event, "Home to Luxury" Party, in November

## Our Fight against COVID-19

### Hang Lung Novel Coronavirus Relief Fund

We donated RMB10 million to set up the Fund, supporting measures to stem the spread of COVID-19 in Hong Kong and mainland China



### Safeguard the Health and Safety of our Stakeholders

Extensive precautionary measures were implemented in our properties across Hong Kong and mainland China to safeguard the health of our customers and tenants



### Large-scale Community Services Event

To mark the 60<sup>th</sup> anniversary of Hang Lung Group, around 1,000 volunteers from Hong Kong and nine Mainland cities joined forces to provide support for 4,500 underprivileged people in our first ever large-scale community services event



## Recognizing Our Employees

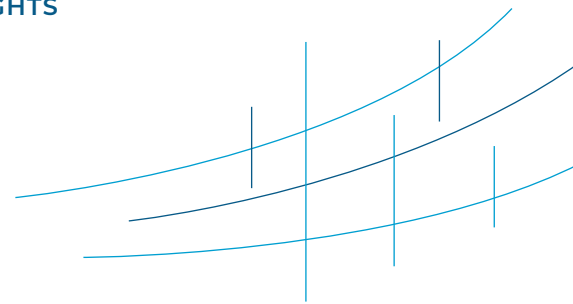
### Emerald Award

In its 6<sup>th</sup> year, the Award continued to promote customer-centricity and the "Go the Extra Mile" spirit by recognizing the outstanding customer services of our frontline staff



### CEO Award

The Award aims to recognize outstanding projects that demonstrate the four attributes of Hang Lung corporate culture while promoting teamwork and cross team collaboration



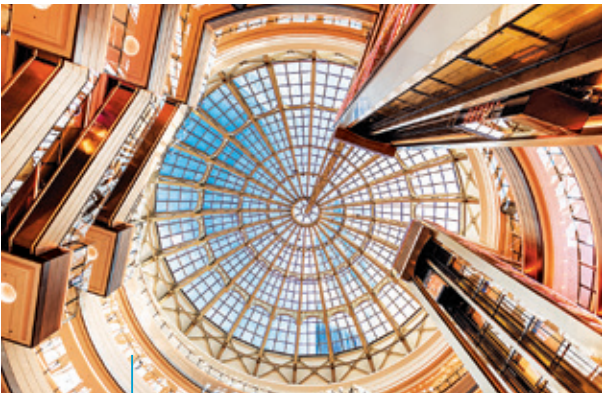
## Sustainability Development

### Sustainability Goals and Targets for 2030

We formulated a set of sustainability goals and targets under our sustainability framework to be achieved by 2030, setting the path towards sustainability leadership

### Sustainable Finance

We made marked progress in sustainable finance with the launch of two sustainability-linked loans, green bonds and green loans totaling HK\$5.4 billion during the reporting year



## Awards and Achievements

### A&D Awards 2020

Peak Galleria won the Gold Award in the Best Shopping & Retail category at the A&D Awards 2020, in recognition of its design excellence and innovation

### HR Asia Award (China Edition) – Best Companies to Work for in Asia 2020

Our six Mainland projects had received the awards from HR Asia, an authoritative human resources magazine

### MIPIM Asia Awards 2020

Grand Gateway 66 in Shanghai won the Gold Award in the “Best Refurbished Building” category at this award, which is widely known as the “Oscars of Asian real estate world”

### Major Recognitions from Sustainability Benchmarks and Indices



Hang Seng Corporate Sustainability Index Series Member 2020-2021

Attained an “AA-” rating or above for 11 consecutive years

Member of  
**Dow Jones Sustainability Indices**  
Powered by the S&P Global CSA

Constituent since 2017



G R E S B  
★ ★ ★ 2020

Received a three-star performance rating and a A-grade disclosure rating since 2018

### Annual Reports Awards

Our 2019 Annual Report garnered 17 awards in five prestigious international annual report competitions for its outstanding report content, design and photography

