



Property management staff in the Group's malls, office buildings and residential estates provide professional, caring customer service amid the pandemic, ensuring a safe, worry-free environment for working, shopping and living
集团旗下商场、写字楼及住宅物业管理员工无惧疫情，为客户提供专业细心的服务，让客户在疫情下可以安心工作、购物及生活

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Property management teams' professional, caring anti-coronavirus measures win praise from customers

At the start of the COVID-19 outbreak early this year, the Group immediately launched a host of measures in its malls, office buildings and residential estates to strengthen precautions, enhance public health, and maintain stronger ties with tenants and residents to protect the safety and health of tenants, customers, residents and staff. The Hong Yip and Kai Shing management service teams have used professional equipment and products for continuous cleansing and disinfection of public areas, and have worked hand-in-hand with customers to fight the coronavirus. Their professional work has paid off, as shown by the compliments received from customers.

Smart measures to fight the coronavirus efficiently

During the pandemic, the management service teams at residential estates enhanced their communication with customers through technology. **Kai Shing Managing Director Chan Kam-fai** said: "In view of the sudden outbreak of coronavirus, we leveraged our in-house 'Live e-asy' app to provide central distribution of the latest anti-coronavirus information and to report the precautionary measures taken. These arrangements eased residents' concerns and helped raise awareness of the urgency of coronavirus prevention in the entire residential estate to ensure public health and safety."

In busy malls, the management service teams utilized innovative technology to enhance cleaning efficiency. A number of malls introduced different types of cleaning robots. The management service teams even put

creative ideas into practice by adding sanitizing equipment on the robots for customized round-the-clock deep cleansing and thorough disinfection. Some malls installed height sensors on the waste bins, which send out cleaning requests when the bin is full to help keep the environment clean at all times.

Using safe, reliable professional products

The management service teams chose powerful, professional cleansing and sterilization products to prevent the spread of viruses and bacteria. Some office buildings use disinfectants with hydrogen peroxide for professional, thorough sterilization, which is especially suitable for offices with suspected cases. While anti-bacterial nano coatings have been applied to the concierge desks and lift cars in office buildings, ion air purifiers have also been installed in the lifts.

Some malls have adopted the latest anti-microbial technology developed by The Hong Kong University of Science and Technology, in which anti-microbial coatings are used on frequently touched surfaces to achieve lasting disinfectant protection. UV sterilizers are also used in malls, including UV lights at air-handling outlets and handrail UV sterilizers on escalators. Ion air purifiers are installed in mall lifts. Toilets and baby-care facilities are sanitized thoroughly with disinfectant spray every night. And major malls have installed automatic disinfection machines in public toilet compartments, entrances and corridors, with disinfectant sprayed every 15 minutes.

Walking the extra mile to serve customers' needs promptly

Hong Yip Vice Chairman and Chief Executive Alkin Kwong said: "The essence of property management is 'Serving Customers with Heart'. This involves walking the extra mile and

providing timely service for our customers. During the essential goods buying frenzy, we offered a 'Neighbourhood Shopping' service in certain residential estates that are far away from shopping areas. We provided daily necessities shopping assistance for residents to help them stay home, worry-free." The management service teams provide immediate support to residents who are under compulsory home quarantine. The staff offer shopping assistance for food and other daily necessities, and deliver them to the door to reduce the impact of the quarantine on the residents.

The restaurants in some residents' clubhouses offered special services during the pandemic, including meals delivery, anti-coronavirus special combos, and moisturizing soup and sweet soup. The management service teams also rolled out a series of cooking videos and online tutorials to help residents relax during their extended stay at home. Residents who need help can seek assistance from the management service office in pouring water into their home's drain outlets.

In late February, the Group recruited 300 caring ambassadors to be stationed in almost 60 malls and office buildings. They provide hand sanitizers and a temperature check service for customers and other people in need. They also open the doors for visitors and press the lift buttons for them.

During the pandemic, some office buildings offered 'Loving Anti-coronavirus Kits' to tenants, which included personal air purifiers, handy mask holders, disinfectant spray, and stylus touch pens for pushing the lift buttons. To ensure the indoor air quality in offices, the management service team introduced shopping assistance for silver ion plasma sterilization air purifier to office tenants.

Joining hands with customers to fight the coronavirus

Since the outbreak of the coronavirus, staff in all SHKP properties have been required to have their temperature checked and recorded before work and wear masks at work. Health guidelines have been set up for tenants' staff in office buildings. The management service teams maintain close contact with tenants. If tenants have staff found to be sick, circulars are issued to alert other tenants. The management service teams then immediately conduct



(From left): Malls deploy cleaning robots for additional cleansing and disinfection; use nano-photocatalyst technology to sterilize escalator handrails and lifts; and install air purifiers to kill off viruses and bacteria in the air

(左起:)商场使用清洁机器人,进行额外清洁及消毒;采用纳米光触媒技术消毒扶梯和升降梯;以及增设空气净化器,杀灭空气中的细菌和病毒

deep cleansing and thorough disinfection in the relevant areas, and follow up on the health condition of the staff concerned. Some office buildings readjusted their lift capacity to 70% of normal to maintain appropriate social distancing.

Workplace hygiene guidelines for malls have also been implemented. Mall staff, contractors and other workers are required to submit health declaration forms before work. Malls also help tenants step up in-store precautionary measures, and cleanse and disinfect the air-handling outlets in their stores where necessary. Tenants are also encouraged to provide customers with hand sanitizers and temperature checks.

During the early stage of the outbreak, children's play facilities and parts of the clubhouse facilities in the residential developments were temporarily closed after discussions with the resident organizations. Leisure classes in the clubhouses were also suspended to prevent gatherings of large groups.

Precautionary measures win customers' praise

From the start of the outbreak, the management service teams have taken swift, comprehensive measures to provide a safe, comfortable living, shopping and working environment for customers. Their professionalism has resulted in wide recognition from tenants, owners' committees and residents.

A resident of Oscar by the Sea praised Hong Yip's management service team for providing

the daily necessities shopping service. He complimented them via the SoProp app: "They made every effort to source daily necessities for us every day. I really appreciated it....They even delivered to the door for seniors like me. Excellent!"

A letter of appreciation from the Wonderland Villas Estate Owners' Committee stated: "Recently, the number of confirmed cases has surged, and the situation is now critical. The series of precautionary measures taken by Hong Yip's Wonderland Villas' management service team...have surely helped ease residents' concerns about the spread of the coronavirus!"

The Grand YOHO Owners' Committee highly praised the management service team in a letter of appreciation to the Group: "During the outbreak, the team made every effort to take precautionary measures. Yet they still created new services for residents. That really deserves recognition....Kai Shing's Grand YOHO management service team has shown dedicated effort, offering caring support for all residents."

The pandemic situation has improved in Hong Kong recently. Nevertheless, Hong Yip and Kai Shing will continue to closely monitor the latest developments of the pandemic. The cleansing and precautionary measures will be reviewed and enhanced as necessary. The two companies will strive to provide a safe and comfortable environment for tenants, residents and customers, while strengthening their trust in the Group's properties.

物业管理防疫工作专业细心 获得客户嘉许

自今年初新型冠状病毒疫情爆发以来，集团旗下商场、写字楼及住宅物业马上推出多项措施，强化防疫工作，加强公共卫生，并与租户及住户紧密联系，致力保障租户、顾客、住户和员工的安全健康。康业和启胜物业管理团队运用专业设备及产品持续清洁及消毒公共场所，与客户携手抗疫，其专业表现备受肯定，获得客户赞誉。

智能化防疫 提升效率

在疫情期间，住宅的管理团队运用科技增强与客户联系。启胜董事总经理陈锦辉表示：“面对突如其来的疫情，我们善用自家开发的‘Live e-asyl生活乐’手机应用程序，统一发布最新防疫信息，汇报团队所做的抗疫措施，让住户安心之余，亦有助提高整个住宅的抗疫意识，确保公共健康及安全。”

在人流繁忙的商场，管理团队更善用创新科技，提升清洁效率。多个商场除了引入不同款式的清洁机器人，管理团队又发挥创意，在机器人机身加上消毒器材，全天候进行深层清洁及全面消毒工作。部分商场的垃圾箱设置高度传感器，当垃圾桶载满时，便会有消息提示清洁员跟进，时刻保持环境清洁。

选用专业产品 安全可靠

管理团队采用高规格的专业产品为物业进行清洁及消毒，防止细菌和病毒散播。部分写字楼采用二氧化氯消毒技术产品作专业深层消毒服务，该产品尤其适用于曾有疑似病例的办公室。写字楼礼宾柜位及升降梯内表面涂上具杀菌功效的纳米涂层，升降梯内加装离子空气净化装置。

有商场选用由香港科技大学最新研发的杀菌技术，用抗病毒涂层应用于经常接触的表面，以达到持续性消毒的作用。商场亦有使用紫外线灭菌设备，包括在冷气机出风口增设紫外线，及于自动扶梯的扶手上加装紫外光消毒机。商场升降梯内安装离子空气净化装置，洗手间及育婴设施每晚以雾化消毒剂彻底清洁。主要商场的公共洗手间厕格、出入口及门外通道加设自动消毒机，每15分钟定时喷出消毒喷雾。

主动多走一步 及时照顾客户需求

康业副主席及行政总裁邝正伟表示：“物业管理工作就是要‘以心待客’，主动多走一步，及时照顾客户需求。在物资供应紧张期间，我们在个别远离购物社区的住宅物业推出‘小社区购物’服务，协助住户购买生活必需品，让他们安心留家抗疫。”对于个别需要接受强制居家隔离的住户，管理团队会实时提供支持，为他们代购食物及其他日用品，并送到家门，减少他们在检疫期间的不便。



(From left) Sanitizing with the air-conditioning system in office buildings with disinfectant spray; increasing the frequency of shuttle bus disinfection; and setting up an infrared body temperature scanner in the main lobby for temperature screening of everyone who enters the building
(左起)：写字楼空调系统进行雾化消毒；加密消毒穿梭巴士；以及在出入口大堂使用红外线体温探测仪，为进入大厦的所有人士进行体温测量监测



If residents request assistance, management service staff pour water into their home drain outlets for infection control
住宅物业服务处派人上门协助个别业主，为单位内的排水口注入清水，预防疾病传播



People entering the residential estate's clubhouse are required to undergo a temperature check and wear a mask
所有进入住宅会所的人士必须测量体温及佩戴口罩



By scanning the QR code, residents can take cooking, flower arrangement and other online tutorials, making staying at home more relaxing
住户只需扫描二维码，即可上网学习烹饪及插花等课程，轻松度过留家抗疫的时光



During the essential goods buying frenzy, the management service team provided daily necessities shopping assistance for residents, which was well-received
物业管理团队在物资供应紧张期间，为住户提供日用品购物服务，深受住户欢迎

部分住户会所餐厅在疫情期间提供限定服务，包括提供送餐上门服务、防疫优惠套餐以及润肺汤水和糖水等。管理团队也推出一系列烹饪教学短片及在线教室，让住户可以轻松留家抗疫。管理处更会派人上门，协助有困难的住户为单位内的排水口注入清水。

自二月底，集团增聘300位关怀大使，进驻近60个商场及写字楼物业，为有需要的顾客或公众人士消毒双手及测量体温，并且协助访客开门及按升降梯按钮。

部分写字楼在疫情期间，为业户送上“暖心防疫套装”，里面包含空气杀菌净化器、便携式口罩盒、杀菌消毒喷雾及按升降梯所使用的触屏笔等。为保障办公室室内空气质量，管理团队引入双离子消毒空气净化器，为写字楼租户提供代购服务。

与客户紧密合作 齐心抗疫

自疫情爆发以来，各新地物业员工于上班前需测量体温并做好记录，当值期间必须佩戴口罩。写字楼物业有制定租户员工健康指引。管理团队与租户紧密联系，租户员工如有不适，会通报物业内其他租户。管理团队则马上在有关位置进行深层清洁及彻底消毒，并跟进该员工的健康情况。部分写字楼的升降梯载客量则调低至正常七成，以保持适当的社交距离。

各商场亦有制定工作卫生指引。商场职员、承办商及工作人员于工作前必须提交健康申报表。商场亦协助租户加强店内防疫措施，为有需要的租户进行店内冷气出风口清洁及消毒，并鼓励租户为顾客提供消毒洗手液及测量体温服务。

于疫情爆发初期，管理团队与居民组织商讨后，暂时关闭住宅内的儿童游乐设施及部分会所设施，并且暂停举办会所的兴趣班，以免人群聚集。

抗疫措施 备受客户赞赏

自疫情爆发以来，管理团队实时采取全面的抗疫措施，致力为客户提供一个安全及舒适的居住、消费和工作环境，其专业表现获得不少租户、业主委员会及住户嘉许。

一名清水湾半岛住户通过SoProp手机应用程序，赞扬康业管理团队提供日用品购物服务，提到：“每天为我们四处搜购日用品，真是难能可贵……见我们长者更会主动送货上楼，服务一流！”

华景山庄屋村业主委员会致函表扬，提到：“最近确诊个案大幅增加，疫情非常严峻，康业华景山庄管理团队一系列的应对……着实有助减轻业主对疫情的忧心。”

Grand YOHO业主委员会更致函集团，高度赞扬管理团队，指团队：“在疫情期间除专注防疫工作外，还会不断为业主构思新服务，确实值得嘉许……由此可见启胜Grand YOHO管理团队做事用心，令众业主感受到无微不至的关怀。”

虽然本港疫情最近有所缓和，但康业和启胜仍然会继续密切留意疫情的最新发展，不时检讨及完善清洁防疫措施，加强租户、住户及顾客对集团物业的信心，为他们提供一个安全舒适的空间。