



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  
集團旗下商場、寫字樓及住宅物業管理員工無懼疫情，為客戶提供專業細心的服務，讓客戶在疫情下可以安心工作、購物及生活

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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)：商場使用洗地機械人，進行額外清潔及消毒；採用納米光觸媒消毒扶手梯和升降機；以及增設空氣淨化機，殺滅空氣中的細菌和病毒

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.

## 物業管理防疫工作專業細心 獲得客戶嘉許

自今年初2019冠狀病毒病疫情爆發以來，集團旗下商場、寫字樓及住宅物業馬上推出多項措施，強化防疫工作，加強公眾衛生，並與租戶及住客緊密聯繫，致力保障租戶、顧客、住客和員工的安全健康。康業和啟勝物業管理團隊運用專業設備及產品持續清潔及消毒公眾地方，與客戶攜手抗疫，其專業表現備受肯定，獲得客戶稱譽。

### 智能化防疫 提升效率

在疫情期間，屋苑的管理團隊運用科技增強與客戶聯繫。啟勝董事總經理陳錦輝表示：「面對突如其來的疫情，我們善用自家開發的『Live e-asyl生活樂』手機應用程式，統一發放最新防疫資訊，匯報團隊所做的防疫措施，讓住客安心之餘，亦有助提高整個屋苑的抗疫意識，確保公共健康及安全。」

在人流繁忙的商場，管理團隊更善用創新科技，提升清潔效率。多個商場除了引入不同款式的清潔機械人，管理團隊又發揮創意，在機械人機身加上消毒器材，全天候進行深層清潔及全面消毒工作。部分商場的垃圾箱設置高度感應器，當垃圾桶載滿時，便會有訊息提示清潔員跟進，時刻保持環境清潔。

### 選用專業產品 安全可靠

管理團隊採用高規格的专业產品為物業進行清潔及消毒，防止細菌和病毒散播。部分寫字樓採用二氧化氯消毒技術產品作專業深層消毒服務，該產品尤其適用於曾有懷疑個案的辦公室。寫字樓禮賓櫃位及升降機內表面塗上具殺菌功效的納米塗層，升降機內加裝離子空氣淨化裝置。

有商場選用由香港科技大學最新研發的殺菌技術，以抗病毒塗層應用於經常接觸的表面，以達至持續性消毒。商場亦有使用紫外線滅菌設備，包括在冷氣機出風口增設紫外線，及於扶手梯梯帶加裝紫外光消毒機。商場升降機內安裝離子空氣淨化裝置，洗手間及育嬰設施每晚以霧化消毒劑徹底清潔。主要商場的公眾洗手間廁格、出入口及門外通道加設自動消毒機，每15分鐘定時噴出消毒噴霧。

### 主動多走一步 及時照顧客戶需要

康業副主席及行政總裁鄭正煒表示：「物業管理工作就是要『以心待客』，主動多走一步，及時照顧客戶需要。在物資供應緊張期間，我們在個別遠離購物社區的住宅物業推出『小社區購物』服務，協助住客購買生活必需品，讓他們安心留家抗疫。」對於個別需要接受強制家居檢疫的住客，管理團隊會即時提供支援，為他們代購食物及其他日用品，並送到家門，減少他們在檢疫期間的不便。



(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)：寫字樓空調系統進行霧化消毒；加密消毒穿梭巴士；以及在出入口大堂使用紅外線體溫探測儀，為進入大廈的所有人士進行體溫量度監測



If residents request assistance, management service staff pour water into their home drain outlets for infection control  
住宅物業服務處派員上門協助個別業戶，為單位內的排水口注入清水，預防疾病傳播



People entering the residential estate's clubhouse are required to undergo a temperature check and wear a mask  
所有進入屋苑會所的人士必須量度體溫及配戴口罩



By scanning the QR code, residents can take cooking, flower arrangement and other online tutorials, making staying at home more relaxing  
住客只需掃描二維碼，即可上網學習烹飪及插花等，輕鬆渡過留家抗疫的時光



During the essential goods buying frenzy, the management service team provided daily necessities shopping assistance for residents, which was well-received by the property management team in the物资供應緊張期間，為住客提供日用品購物服務，深受住客歡迎

部分住客會所餐廳在疫情期間提供限定服務，包括提供送餐上門服務、防疫優惠套餐以及潤肺湯水和糖水等。管理團隊亦推出一系列煮食教學短片及線上教室，讓住客可以輕鬆留家抗疫。管理處更會派員上門，協助有困難的住客為單位內的排水口注入清水。

自二月底，集團增聘300位關懷大使，進駐近60個商場及寫字樓物業，為有需要的顧客或公眾人士消毒雙手及測量體溫，並且協助訪客開門及按升降機按鈕。

部分寫字樓在疫情期間，為業戶送上「暖心防疫套裝」，內裡包含空氣殺菌淨化器、便攜式口罩盒、殺菌消毒噴霧及按升降機用的觸屏原子筆等。為保障辦公室室內空氣質素，管理團隊引入雙離子消毒空氣淨化器，為寫字樓租戶提供代購服務。

### 與客戶緊密合作 齊心抗疫

自疫情爆發以來，各新地物業員工於上班前須量度體溫並作出記錄，當值期間必須佩戴口罩。寫字樓物業有制定租戶員工健康指引。管理團隊與租戶緊密聯繫，租戶員工如有不適，會通報物業內其他租戶。管理團隊則馬上在有關位置進行深層清潔及徹底消毒，並跟進該員工的健康情況。部分寫字樓的升降機載客量則調低至正常七成，以保持適當的社交距離。

各商場亦有制定工作衛生指引。商場職員、承辦商及工作人員於工作前必須提交健康申報表。商場亦協助租戶加強店內防疫措施，為有需要的租戶進行店內冷氣出風口清潔及消毒，並鼓勵租戶為顧客提供消毒搓手液及量度體溫服務。

於疫情爆發初期，管理團隊與居民組織商討後，暫時關閉屋苑內的兒童遊樂設施及部分會所設施，並且暫停舉辦會所興趣班，以免人群聚集。

### 抗疫措施 備受客戶讚賞

自疫情爆發以來，管理團隊即時採取全面的防疫措施，致力為客戶提供一個安全及舒適的居住、消費和工作環境，其專業表現獲得不少租戶、業主委員會及住客嘉許。

一名清水灣半島住客透過SoProp手機應用程式，讚揚康業管理團隊提供日用品購物服務，提到：「每天為我們四處搜購日用品，真是難能可貴……見我們長者更會主動送貨上樓，服務一流！」

華景山莊屋邨業主委員會致函表揚，提到：「最近確診個案大幅增加，疫情非常嚴峻，康業華景山莊管理團隊一系列的應對……著實有助減輕業戶對疫情的憂心。」

Grand YOHO業主委員會更致函集團，高度讚揚管理團隊，指團隊：「在疫情期間除專注防疫工作外，亦會不斷為業戶構思新服務，確實值得嘉許……由此可見啟勝Grand YOHO管理團隊做事用心，令眾業戶感受到無微不至的關懷。」

雖然本港疫情最近有所緩和，但康業和啟勝仍然會繼續密切留意疫情的最新發展，不時檢討及完善清潔防疫措施，加強租戶、住客及顧客對集團物業的信心，為他們提供一個安全舒適的空間。