



KW Lo
卢经纬
General Manager (Office Leasing) of
Sun Hung Kai Real Estate Agency
新鸿基地产代理总经理 (写字楼租务)

Lo King-wai: ICC and the commercial complex atop the High Speed Rail West Kowloon Station set to become an international commercial hub in the Greater Bay Area

The International Commerce Centre (ICC) is the tallest building in Hong Kong and one of Hong Kong's major landmarks. Recently, it was awarded the 10-Year Award of Excellence by the Council on Tall Buildings and Urban Habit (CTBUH), in recognition of its outstanding performance in terms of user satisfaction, socio-economic benefits, and contribution to the city's sustainable development. Lo King-wai, General Manager (Office Leasing) of Sun Hung Kai Real Estate Agency, who is responsible for leasing at the ICC, said that the commercial complex atop High Speed Rail West Kowloon Station under construction, will fully synergize with the adjacent ICC, two five-star hotels and the West Kowloon Cultural District to become an international commercial hub in the Greater Bay Area (GBA), further facilitating the development of Hong Kong's trading and tourism industries.

Maintaining effective and efficient communication with tenants

Fully completed in 2010, ICC is one of the Group's most significant transit-oriented complexes, with approximately 2.5 million square feet of office space alone. Although the ICC has received numerous international accolades, KW still feels that the CTBUH award means a lot: "The project has been favoured by multiple corporations from around the world over the years, and one of the keys to its success is the team's willingness to learn and put simply, this means listening to and understanding the clients' needs and responding promptly" says KW.

KW is grateful for the high expectations of tenants, as this drives his team and him to seek

continuous improvements: "Many international corporations that have experienced quality office services around the world expect us to offer the same, and their sharing has broadened our horizons, enabling the team to respond quickly to market needs and to optimize the use of technology to provide world-class services."

Tailor-made attentive services for clients

ICC's target clients are financial institutions and large multinational corporations. They tend to look for a higher standard of hardware and services. Recalling the leasing process in which ICC was favoured by three large international financial institutions to lease a total of 1.2 million square feet of office space, KW said, "When dealing with large occupiers, our goal is to address their concerns to gain their trust." For

example, some clients prioritize the flexibility of the lease terms to suit their business development; while some financial institutions may be particularly concerned about the reliability of the electricity supply. The team endeavours to coordinate with all the parties to create a tailor-made solution for each tenant. "It is these challenging requests that stimulate our creativity, driving the team to think outside the box for service enhancement," said KW.

Located at a key transport hub, the ICC and the complex atop the high-speed rail will leverage synergy

The commercial complex atop the High Speed Rail West Kowloon Station is currently under construction. Upon completion, it will provide approximately 2.6 million square feet of office

Following the success of the ICC landmark, the Group is building a commercial complex atop the High Speed Rail West Kowloon Station. By combining both green and wellness elements, the new project will leverage synergy with the adjacent ICC, two five-star hotels and the West Kowloon Cultural District to become an international commercial hub in the GBA, promoting the development of Hong Kong's trading and tourism industries

space, and 600,000 square feet of shopping mall space. The project combines green and wellness elements to meet the Platinum certification in Leadership in Energy and Environmental Design (LEED), WELL and BEAM Plus. The project features public green space of about 100,000 square feet, an outdoor viewing deck and part of the West Kowloon Parkway, a 1.5-kilometre walking trail from Yau Tsim Mong to Tai Kok Tsui, including the West Kowloon Cultural District, bringing the old and new communities into harmony.

KW is confident that when the project is completed, it will help leverage the strong synergy with the adjacent ICC: "The two projects will provide approximately five million square feet of office space and 1.6 million square feet of retail space in the West Kowloon," he said. "West Kowloon is now a unique concentration of cultural, arts and leisure facilities in Hong Kong. The High Speed Rail West Kowloon Station provides excellent accessibility to the GBA and the mainland, and an Airport Express check-in station is just a few minutes' walk from the ICC. This incomparable transportation convenience will be the Group's strength in making its two West Kowloon's landmark projects become one of the most fashionable and vibrant commercial hubs in Hong Kong."

Leasing market's intense competition drives the active strengthening of ESG performance

Hong Kong's office leasing market is highly competitive, KW pointed out. In view of many large-scale Grade-A commercial buildings that will be successively completed in the future, he said the Group will enhance the quality of both the hardware and software in its properties to maintain its leading position. "Nowadays, when considering whether to lease a site, more corporations look at whether the owner takes a socially responsible approach in its investment projects from a sustainability perspective. This drives our teams to commit to its environmental, social and corporate governance (ESG) principles in the design, construction and future operations of our projects." As for software, KW believes that with quality management services, coupled with close, long-term relationships with its tenants, demand for the Group's office portfolio will continue to be strong.

Office leasing performance remains satisfactory amid the pandemic

The pandemic, which has lasted over two years, has a major impact on the local and global economy, together with the growing popularity of working from home, leading to pressure on the office-leasing business, KW believes that the impact of the work-from-home culture will take time to be seen. Amid the pandemic, the team has maintained close communication with its tenants to understand their needs, and has been actively working on disinfection and air quality management through the use of the new technology, allowing the tenants to work at ease. As a result, the Group's office portfolio continued to see a satisfactory overall occupancy rate in 2021. He said the demand for quality office space will remain strong once the pandemic subsides.

Management theory: giving colleagues a sense of satisfaction

"To build a cohesive and trusting team, it is important to create an atmosphere in which colleagues are willing to share information and experience," he said. KW values the personal development of every teammate, which gives them a sense of satisfaction at work. He empowers his subordinates to take on responsibility, and encourages them to learn and improve their professionalism, so that they can lead their own teams with confidence in tackling different challenges. Referring to his hobby, collecting model trains, KW joked: "Like watching a model train dragging its trucks along tracks in an orderly manner, it's very therapeutic and satisfying to see my colleagues develop their potential and work on their own!"



ICC received BREEAM In-Use Outstanding rating by the green building assessment system in recognition of the project's sustainable development
ICC 获英国建筑研究所颁发绿色建筑评估系统BREEAM In-Use "杰出" 评级



ICC attaches great importance to the responsibility of social sustainable development, and is the race venue of the SHKP Vertical Run for Charity - Race to Hong Kong ICC, promoting its belief of Sports-for-Charity
环球贸易广场重视社会可持续发展的责任, 包括成为 "新地公益垂直跑-勇闯香港ICC" 的比赛场地, 宣扬 "运动行善" 精神

卢经纬：ICC与西九高铁站上盖商业综合项目 势将成为大湾区的国际级商业枢纽

环球贸易广场 (ICC) 不仅是全港最高的建筑物，也是香港主要地标之一，近期更获“世界高层建筑与都市人居学会” (CTBUH) 颁发十年卓越奖，以表彰项目在用户满意度、对社会经济效益，以至对城市可持续发展的贡献皆有卓越表现。专门负责ICC租务的新鸿基地产代理总经理 (办公楼租务) 卢经纬表示，在建中的西九高铁站上盖商业综合项目，未来将与附近的ICC、两间五星级酒店及西九文化区充分发挥协同效益，成为大湾区的国际级商业枢纽，并促进香港商贸和旅游业发展。

与租户保持“有效”和“高效”的沟通
ICC于2010全面落成，是集团其中一个最重要的交通导向综合项目，单是办公楼总楼面面积便占约23.2万平方米 (250万平方呎)。尽管ICC在国际上屡获殊荣，但这次得到CTBUH的嘉许，卢经纬仍感受良多：“项目多年来一直得到世界各大企业的青睐，原因之一是团队具有愿意学习的特质。简单来说，是既及时了解客户需求，还要迅速作出反应。”

卢经纬感激租户提出高要求，有助推动自己和团队不断进步：“不少国际企业在世界各地体验到优质办公楼服务后，都会向我们提出相同要求，无形中开阔了我们的眼界，使团队能及时回应市场所需，优化科技应用，提供国际认可的服务。”

为客户制定度身服务
ICC的目标客户是金融机构和大型跨国企业，他们对办公楼的硬件和服务要求更

高。卢经纬回想招租过程中，ICC获三个大型国际金融机构垂询，共租用11.15万平方米 (120万平方呎) 的办公楼。“面对这些大租户，要得到他们的信任，先要解除他们的疑虑。”例如有客户会优先考虑租赁条款是否具有足够弹性，以配合其业务发展；也有金融机构特别重视电力供应的情况。面对每一个要求，团队都会尽力与各方充分协调，务求为租户度身定制解决方案。“正因为这些具挑战性的要求，才会激发我们的创意，促使团队突破思考的框架，提升服务水平。”

位处重要交通枢纽
ICC与高铁上盖项目将发挥协同效应
在建中的西九龙高铁站上盖商业综合项目，落成后将提供约24万平方米 (260万平方呎) 办公楼面积，以及一个占地55,740平方米 (600,000平方呎) 的商场。项目融合绿色及健康元素，

以争取符合能源与环境设计先锋评级 (LEED)、WELL及“绿建环评” (BEAM Plus) 铂金级认证。特色包括约9,290平方米 (100,000平方呎) 公共绿化空间、户外观景台，以及西九花园绿道的其中一部分；步道全长1.5公里，将油尖旺至大角咀一带与西九文化区连接起来，令新旧社区共融。

卢经纬有信心项目落成后，与毗连的ICC产生强大的协同效应：“两项目将在西九龙提供约46.45万平方米 (500万平方呎) 办公楼，以及14.86万平方米 (160万平方呎) 的零售面积。目前，西九龙已成为香港独有的文化、艺术和休闲设施集中地；西九龙高铁站则贯通大湾区以至全国，而由ICC到机场快线及预办登机设施，仅需几分钟步程，交通往来极为方便。这难以取代的地理优势将令集团两个西九龙地标项目成为香港最时尚和充满活力的商业枢纽。”



Lo King-wai (first left) expresses thanks for the collaborative efforts of all departments under the Group for the international accolades won by ICC
卢经纬 (左一) 表示全凭集团各部门通力合作，才能令ICC在国际上屡获殊荣

租务市场竞争激烈 积极强化项目ESG绩效

香港的办公楼租务市场竞争激烈，加上未来不少大型甲级商厦相继落成，卢经纬表示集团一直提升旗下物业“硬件”和“软件”的品质，以保持领导地位。“现今愈来愈多企业，会视乎大业主有否从可持续发展的角度，令旗下投资物业项目担当更多社会责任，才决定租用选址，所以我们的团队在项目设计、建筑及未来营运上会贯彻环境、社会及企业管治 (ESG) 的准则。”至于软件方面，卢经纬深信，凭著优质的管理服务，加上与租户保持长远

而紧密的关系，租户对我们的办公楼组合的需求仍然强大。

疫情下办公楼租务表现仍令人满意

持续逾两年的疫情，对本地以至全球经济带来影响，加上“居家办公”渐趋流行，究竟对办公楼租务会否带来压力？卢经纬认为，“居家办公”模式带来的影响仍需时间观察。但疫情期间，团队尽力与租户紧密沟通，了解租户的需要，并且通过新科技应用，积极做好消毒和空气质量管理工作，令租户可以更安心工作。所以回顾2021年，集团的办公楼组合仍录得满意的整体出租率。他认为疫情缓和后，优质的办公楼需求依然殷切。

管理团队哲学：让同事有满足感

“要建立一支有凝聚力、互相信任的团队，在于营造一个大家愿意分享资讯和经验的氛围。”卢经纬重视团队每位成员的个人发展，令他们在工作中找到满足感；并会赋予下属，让他们更敢于承担责任，同时鼓励他们努力学习和提高自己的专业水平，有自信地领导小组应对不同挑战。喜欢收集火车模型的他更打趣道：“见到同事能独当一面，在工作中发挥所长，就好像看著模型火车，拖著车沿著路轨有序驰行，感觉很治愈，也很有满足感！”



Apart from enjoying parent-child get-together, collecting model trains is also one of Lo King-wai's leisures
除享受亲子时光外，收集火车模型也是卢经纬的业余爱好之一

“集团继成功打造ICC这座地标后，正兴建西九高铁站上盖商业综合项目。新项目融合绿色及健康元素，未来将与邻近的ICC、两间五星级酒店及西九文化区充分发挥协同效益，成为大湾区的国际级商业枢纽，并促进香港商贸和旅游业发展。”



Rendering 效果图

ICC's Major Awards 主要奖项	Issued Institute 颁发机构	Award Year 年份
CTBUH 10-Year Award of Excellence CTBUH十年卓越奖	CTBUH Hong Kong Chapter CTBUH香港分会	2021
WELL Health-Safety Rating for Facility Operations certificate “WELL健康—安全评价准则” 物业设施运营管理证书	International WELL Building Institute WELL建筑研究院	2021
BREEAM In-Use Outstanding rating by the green building assessment system 绿色建筑评估系统BREEAM In-Use“杰出”评级	British Research Establishment 英国建筑研究所	2020
Final Platinum certification under BEAM Plus Existing Buildings Version 2.0 绿建环评既有建筑2.0版最终铂金级	Hong Kong Green Building Council 香港绿色建筑议会	2017
Asia Pacific Property Award – Best Mixed-Use Development Hong Kong 亚太区房地产大奖—香港最佳综合发展奖	International Property Awards	2013
Quality Building Awards 优质建筑大奖	The Hong Kong Construction Association 香港建造商会	2012
HK-BEAM Platinum certification 香港建筑环境评估法 (BEAM) 认证的最高曾铂金评级	Hong Kong Green Building Council 香港绿色建筑议会	2011