

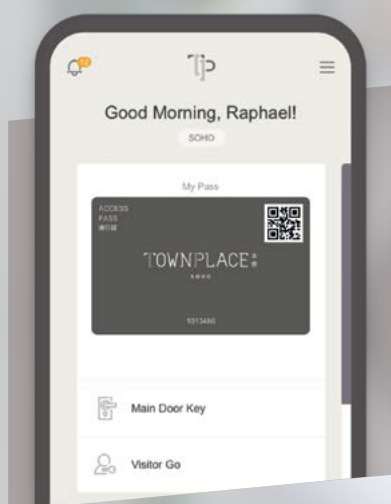
# SHKP

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Sun Hung Kai Properties

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Quarterly

Vol 103 | Q1 2022

Fully enhancing the Group's residential leasing business to create an ideal living experience  
集團全面提升住宅租賃業務 締造理想住宿體驗





以 心 建 家 Building Homes with Heart



Fully enhancing the Group's residential leasing business to create an ideal living experience

集團全面提升住宅租賃業務 締造理想住宿體驗

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# Contents

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Editor's Note 編者按：

The *SHKP Quarterly* serves to provide updates on the Group's different businesses, with the aim of maintaining transparency and high standards of corporate governance. It is not intended as a promotional material.

本刊旨在為投資者提供集團業務的最新資訊，維持企業高透明度及良好的企業管治。本刊內容涵蓋集團業務的不同範疇，相關資料陳述並非用作宣傳推廣。

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## Feature Story

- 4 Fully enhancing the Group's residential leasing business to create an ideal living experience  
集團全面提升住宅租賃業務 締造理想住宿體驗



## Business News - Hong Kong

- 10 The YOHO Hub, the only residential project atop MTR Yuen Long Station, released as the finale  
港鐵元朗站上蓋唯一住宅項目 The YOHO Hub 壓軸登場
- 13 Introducing Point Dollar – a new feature for more flexible spending rewards  
推出全新功能Point Dollar 消費獎賞更具彈性

## Business News - Mainland

- 14 Construction officially starts at the International Commerce Centre project  
adjacent to Guangzhou South Railway Station  
廣州環球貿易廣場項目正式動工
- 15 Jianghehui project in Hangzhou named Hangzhou IFC  
杭州江河匯項目命名為杭州IFC

## Corporate News

- 16 The Group announces 2021/22 interim results  
集團公布2021/22年度中期業績
- 17 SUNeVision announces 2021/22 interim results  
新意網公布2021/22年度中期業績
- SmarTone announces 2021/22 interim results  
數碼通公布2021/22年度中期業績
- 18 The Group fully supports Hong Kong's fight against the pandemic  
集團全力支援香港抗疫

## Profile

- 20 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  
盧經緯：ICC與西九高鐵站上蓋商業綜合項目  
勢將成為大灣區的國際級商業樞紐

## Customer Service

- 24 SHKP malls' Customer Care Ambassador teams take home  
over 80 awards and recognition  
新地商場親客大使團隊勇奪80多個獎項及認證

## News in Brief

- 26 Building Homes with Heart Caring Initiative continues to care  
for the elderly amid the pandemic  
「以心建家送暖行動」疫情下繼續關懷長者

SHKP-Kwoks' Foundation continues to support students amid the pandemic  
新鴻基地產郭氏基金 疫情下持續支援學生







Hillsborough Court (Tower 4) The Royal Tower 曉峰閣(第四座) 雋巒

## Fully enhancing the Group's residential leasing business to create an ideal living experience

To meet the diverse market needs for accommodation, besides developing premium residential properties for sale, the Group also manages its residential leasing business. Its two admired residential leasing brands, Signature Homes and TOWNPLACE, are located in prime locations, and are continuously enhancing their management services and amenities, including renovating property facilities, actively introducing innovative technology, and providing attentive services in response to the pandemic, to create ideal accommodation and provide its tenants with an extraordinary residential experience.

In line with the Group's belief of 'Building Homes with Heart', the two residential leasing brands adhere to the philosophy of putting their clients first and serving them with compassion, with one-stop leasing solutions and attentive services. By joining hands with the Group's other business arms, they leverage synergies to establish unique strengths in Hong Kong's leasing market. Signature Homes, which specializes in leasing luxury residential homes, continues to attract high-net-worth families with its bespoke packages for family households, while TOWNPLACE, has adopted a new operating model, and is a popular choice among young professionals. Despite the pandemic challenges over the past two years, the two brands have seized the opportunities and achieved stable performance.

### Signature Homes

Signature Homes has 20 years of extensive experience in luxury residential leasing, managing the Group's attributable GFA of approximately 1,000,000 square feet of luxury residential units and over 700 finest serviced suites. All located in prime locations in Hong Kong, including Mid-Levels, Island South, the Peak and other urban areas. The brand has a portfolio that encompasses four types of residential premises – apartments, houses, penthouses, and serviced suites – from studio to five-bedroom apartments, and deluxe penthouses, ranging in size from over 300 square feet residential units to villas of over 4,000 square feet, which are sought after by high-net-worth families and celebrities.

### Upgrading and renovating residential facilities

The Group has intensively carried out comprehensive upgrades and renovations of some of its leasing properties, including upgrading the lobbies and elevators; newly refurbishing the doors of the apartments with electronic door locks with a patented anti-peep design; selecting the engineering design and materials from the perspective of the users, combining durability and style; the smart use of colour design to make the property appear spacious and brighter; new floor tiles throughout the house; and high-end premium kitchen appliances and bathroom sanitary ware along with improved storage space. All air-conditioning systems in the units were upgraded, incorporating the green concept of energy saving to comprehensively improve the living quality for our tenants.

Since work from home is being promoted by employers amid the pandemic, leading to increasing demand for large living space from tenants, the luxury leasing market has benefitted. Signature Homes thus launched a series of responsive measures.

### Introducing the latest technology to accelerate digitalisation of leasing management

Signature Homes has stepped away from the traditional leasing service by incorporated cloud technology in their customer relationship management system from show flat visiting reservation, residential leasing management, and tenant services. While Signature Homes has also adopted the latest virtual tour technology, this allows guests to experience virtual show-flat visits remotely from their homes and provide more comprehensive unit information. A newly launched customer smart service system that equips every unit with a unique QR code for direct contact with the Signature Homes' Tenant Services Team. Comments and ratings on every home repair services and inquiries can be synchronized in the cloud system, helping Signature Homes to optimize the operational efficiency and service quality of its leasing services.

Under the pandemic's new norm, tenants have become accustomed to shopping online and working from home. By spending more time at home,



TOWNPLACE KENNEDY TOWN

TOWNPLACE is the first in the market to launch a flexible leasing solution for leasing terms as short as one month, and flexible furniture combination, highly sought after by the young generation and expatriates.

TOWNPLACE 本舍首創短至一個月及自主選擇傢俬組合的靈活租住方案，廣受年輕新世代及外籍人士追捧

there is an increasing demand for home services. We recognize the need for a more stable and smooth network for tenants to work from home and for their children's online learning, Signature Homes worked with SmarTone to deliver a series of 5G broadband network solutions that can be widely used by tenants in various units. To provide a more flexible and secure alternative space for its tenants, workspaces and study area were also built in our residential estates.

### Strengthening anti-pandemic measures

#### Providing a safe environment for work and living

Signature Homes has reviewed and improved its cleaning and anti-pandemic measures regularly. Since the pandemic outbreak, the anti-pandemic measures of all properties have been strengthened. For example, all frontline staff are vaccinated and have to take rapid antigen tests every other day, and disinfection measures have been stepped up in the residential estate, with more frequent cleaning of public facilities, and automatic hand-sanitizer dispensers installed in all common area for tenants and visitors.

All units are fully disinfected prior to handover to tenants, and an additional services team is assigned on the handover day to explain anti-pandemic precautions at home to safeguard the health of our tenants. Signature Homes will also arrange pandemic testing services and assist with the purchase of rapid antigen testing kits, depending on the needs of individual tenants.

### TOWNPLACE

TOWNPLACE is the Group's newly established residential leasing brand in recent years. It was the first in the market to launch a flexible leasing solution for leasing terms as short as one month, and flexible furniture combinations. Its TOWNPLACE SOHO and TOWNPLACE KENNEDY TOWN apartments are highly sought after by the young generation and expatriates. They are strategically located in two prime locations in Central and Kennedy Town, providing a total of 421 units, with a variety of unit types, from studios to four-bedroom units, ranging in area from 286 to 1,092 square feet. There are three types of units: serviced apartments that are fully equipped with hotel-style amenities and services; and furnished and unfurnished apartments, offering three brands of furniture styles to cater for the personal preferences of residents.

### Offering flexible leasing options

#### Enjoying the facilities in both premises

Unlike traditional leasing properties, TOWNPLACE is designed for the rapidly growing demand for more flexible leasing options of the younger generation in view of the uncertainties brought about by the pandemic. Flexible leasing terms (from one month to two years) and diversified leasing options (serviced apartments, and furnished and unfurnished units) are provided to meet the robust growing demand for a diversified leasing market.

To further enhance the tenants' living experience, TOWNPLACE introduced the pioneering concept of "one brand, two locations", allowing tenants of TOWNPLACE SOHO and TOWNPLACE KENNEDY TOWN to enjoy a total of about 30,000 square feet of duo social space for the premium amenities of its two major properties for double convenience.

### Strict adherence to high anti-pandemic standards

Since the pandemic outbreak, TOWNPLACE has strictly adhered to high-standard anti-pandemic measures, and has actively strengthened various aspects of its anti-pandemic work. When necessary, appropriate emergency responsive measures are activated, and all its employees are vaccinated. Our staff take rapid antigen tests at the start of each work day, and regular government PCR tests are required. TOWNPLACE developed a 360-degree online virtual tour of a show flat for overseas clients and set up intelligent homes and door keys.

TOWNPLACE premises are equipped with automatic doors and infrared body temperature sensors, and new equipment, such as light-touch door keys. A series of the latest contactless functions were pre-installed in the lifts. Residents can also use the mobile application QR code for automatic induction, so the required floor can be automatically identified without having to press a button.





Signature Homes combines materials' durability and style to create a comfortable environment at home  
Signature Homes單位的用料設計兼具耐用及時尚兩大優點，打造舒心居家環境

#### Establishing an exclusive social platform Promoting online communication among residents

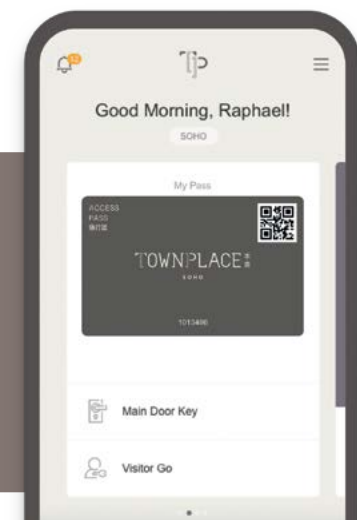
Apart from upgrading the residential hardware amenities, TOWNPLACE takes into account the well-being of its residents. The new work-from-home model amid the pandemic has increased the younger generation's pursuit of private space. TOWNPLACE established its own community, namely TOWNPLACE Community. Comprised of the tenants called TOWNERS and a community manager, the Community acts as a connector to bridge the tenants and establish a close relationship with them. It helps to enhance their sense of belonging and establish a close relationship with mutual trust.

A mobile app exclusively for the TOWNERS to connect with each other and participate in different activities like online yoga, fitness that can broaden their social network. Since many TOWNERS are start-up entrepreneurs, the Community helps them to build communications

with other TOWNERS. Hence by promoting online and offline business exchanges among residents, TOWNERS can grasp more business opportunities through this new concept of sharing new ideas.

#### Reinforcing collaboration among the Group's businesses to leverage synergies

In addition to regularly publish branding trends and event updates in the SHKP Club newsletter, Signature Homes and TOWNPLACE give SHKP Club members exclusive leasing privileges. Group employees can enjoy rewards for referring new clients to Signature Homes and TOWNPLACE. Signature Homes offers an exclusive 5G broadband solution especially for tenants by working with SmarTone. Another service that was launched by YATA recently enables tenant's to order online their groceries with YATA's express delivery services. A number of attractive offers were launched with SHKP malls, The Point, hotels and the Group's other business arms.



Left Image: TOWNPLACE exclusive mobile app enables TOWNERS to connect with each other that can broaden their social network  
Right Image: Through scanning the QR code, Signature Homes' tenants can contact Tenant Services Team directly  
圖左: TOWNPLACE專屬的手機應用程式促進了TOWNERS互相聯繫，擴闊他們的社交網絡  
圖右: Signature Homes 租戶可透過智能手機掃描QR Code，直接聯絡租戶服務團隊

## 集團全面提升住宅租賃業務 締造理想住宿體驗

為迎合市場對居所的不同需求，集團除發展優質住宅物業作銷售外，還經營住宅租賃業務，旗下兩個星級住宅租賃品牌 Signature Homes與「TOWNPLACE 本舍」所屬物業位處優越地段，並不斷優化管理及配套，包括定期翻新物業設施，積極引入創新科技，以及因應疫情推出多項貼心的服務，致力為租客打造理想的居住環境，提供非凡的住宿體驗。

貫徹集團「以心建家」的信念，兩個住宅租賃品牌堅守「以客為本」及「以心服務」為宗旨，提供一站式租住方案和優質服務，同時，憑藉與集團系內不同成員的合作，以發揮協同效益，確立各自於香港租務市場的獨特優勢。專營豪宅租賃的 Signature Homes新增為家庭住戶訂制的配套，繼續備受高消費家庭客戶青睞；而採取嶄新營運模式的「TOWNPLACE 本舍」則深受年輕專才喜歡。因此，在過去兩年面對疫情的挑戰，兩個品牌仍能把握機遇，取得穩健的表現。

#### Signature Homes

Signature Homes 擁有20年豐富的豪宅租賃經驗，按所佔權益計算，負責管理集團約100萬平方呎的豪華住宅單位

及超過700間優質服務式套房，遍佈香港優越的地理位置，包括中半山、港島南區、山頂以及市區的核心地段等。品牌提供四類主要物業：大型屋苑、別墅、獨立屋以及服務式套房，戶型由開放式至五房單位及頂層特色戶，面積由300多呎的單位到超過4,000多呎的別墅，一直獲得高資產值的家庭客群及城中名人高管追捧。

#### 升級翻新住宅設施

品牌為旗下部分租盤進行升級翻新，包括陸續翻新大堂及電梯，單位的全新大門配置擁有防窺專利的智能電子門鎖，單位內部的工程設計及用料以用家角度出發，兼具耐用及時尚兩大優點，用色設計巧妙地令空間更見明亮寬敞，重新鋪設全屋地板，配以高級的優質廚具及浴室潔具，提升收納空間，全面打造嶄新廚房及浴室。單位內的所有冷氣系統亦同步升級，融入節能的綠色概念，務求全面提升租客的生活質素。

疫情之下，各大企業推行在家工作，令租戶對於偌大的居住空間需求趨增，令豪宅租賃市場受惠，Signature Homes亦配合推出一系列的應對措施。

#### 引入最新科技推動數碼化管理

Signature Homes利用雲端科技，提升「客戶關係管理」系統，涵蓋單位參觀預約服務、租務管理至租戶服務，務求改革固有的租賃服務。配合最新虛擬導覽技術，讓客人體驗在家遙距參觀實境單位服務，提供更全面的單位資訊。同時，推出全新的「客服智能系統」，各單位配備一個獨有的QR code，可用於直接連繫Signature Homes的租戶服務團隊。租戶於每一項家居維修服務、各項查詢、意見及評分都能透過網上即時顯示於系統，助Signature Homes優化租務上的營運效率及服務質素。

租戶在疫症新常态下習慣於網上購物，加上在家工作亦令其有更多時間居家，令居家服務的需求遞增。Signature Homes洞悉租戶於家中工作，或小朋友上網課時需要更穩定流暢的網絡系統，特別聯同SmarTone 訂制一系列專屬其租戶的居家 5G 高速網絡方案，廣泛應用到不同物業單位。同時，於部份屋苑增設工作室及閱讀室，提供更彈性安全的另一空間。



Signature Homes has upgraded the floor tiles throughout the house, high-end premium kitchen appliances and bathroom sanitary ware along with improved storage space  
Signature Homes 重新鋪設全屋地板，配以優質廚具及浴室潔具，提升收納空間





Pacific View 浪琴園

The smart use of Signature Homes colour design makes the property appear spacious and brighter, comprehensively improve the living quality for tenants  
Signature Homes用色設計巧妙地令空間更見明亮寬敞，務求全面提升租客的生活質素

#### 8 加强抗疫 打造舒心居家工作环境

此外，Signature Homes为加强防疫，时而检讨及完善清潔防疫措施。自疫情以来，所有物業已進一步強化防疫，例如所有前線員工均已接種疫苗，並須隔日接受一次快速抗原測試；加強屋苑範圍內的消毒措施，加密清潔公眾設施，並於公共空間內設置自助消毒搓手液機，供租戶及訪客消毒雙手。

所有單位於入伙前進行全面清潔消毒。此外，租戶服務團隊會於入伙當天現場解釋家居防疫注意事項，保障入住租戶的健康。按個別租戶需要，Signature Homes亦會安排檢測服務及協助購買快速抗原測試套裝。

#### TOWNPLACE 本舍

TOWNPLACE 本舍是集團近年新成立的住宅租賃品牌，首創短至一個月及自主選擇傢俬組合的靈活租住方案。旗下的TOWNPLACE SOHO及TOWNPLACE KENNEDY TOWN廣受年輕新世代及旅居人口追捧，策略性選址中環及堅尼地城兩個黃金地段，提供合共421單位，多元房型選擇由開放式至四房單位，實用面積由286至1,092平方呎。設有三類單位：「服務式住宅」單位已配備完善酒店式設備及服務、「附設傢俬單位」及「自置傢俬單位」，並提供三大品牌傢俬風格迎合不同住客喜好。

#### 靈活租賃方案 共享兩大業務設施

有別於傳統租賃樓盤，TOWNPLACE本舍深明年輕新世代受眾客群因應疫情下租務市場的未知因素影響，而傾向更高彈性的租賃方案，特意設立多項靈活的租期（短至一個月至以年計）及多種租賃選項（服務式住宅、附設傢俬及自置傢俬單位），積極回應正急速增長的多元化租務市場需求。

為進一步提升住客的生活體驗，TOWNPLACE本舍更引入「一個品牌，兩個地點」的市場破格概念，讓TOWNPLACE SOHO及TOWNPLACE KENNEDY TOWN旗下租客尊享兩個項目合共約30,000平方呎的雙共享空間，盡享兩大物業的優越設施，享用雙重便利。

#### 嚴守高規格防疫措施

自疫情爆發以來，TOWNPLACE本舍一直嚴守高規格防疫措施，並主動地加強各項防疫工作，在有需要時啟動適切的緊急應變措施，例如旗下所有員工均已接種新冠疫苗，在每日工作前必須進行快速測試，並定期進行深喉唾液檢測；開拓網上360度虛擬導覽示範單位服務，為海外客人提供遙距睇樓的服務；同時設立智能家居及門匙。

TOWNPLACE本舍物業大廈安裝自動門及設有紅外線體溫感應器，配以輕觸式門鍵等新設備，並於升降機內預先裝設多項最新免接觸的功能，住客更可以手機應用程式QR code自動感應，無需按鍵即可自動識別所需樓層。

#### 建立專屬社交平台 促進住客線上的交流

除提升住宅的硬件設施，TOWNPLACE本舍亦顧及住客的身心需要。疫情下的新居家工作模式，增加了年輕一代對私人空間的追求，建立租戶專屬社區「TOWNPLACE Community」，並增設以新世代成員組成的嶄新團隊Community Team及特設Community Manager一職，擔演著橋樑(Connector)，連結TOWNERS (TOWNPLACE本舍租客的統稱，以增加歸屬感)，建立互信的緊密關係。為住客安排多元化的精彩線上線下活動，如虛擬瑜伽健身，促進住客線上的交流。



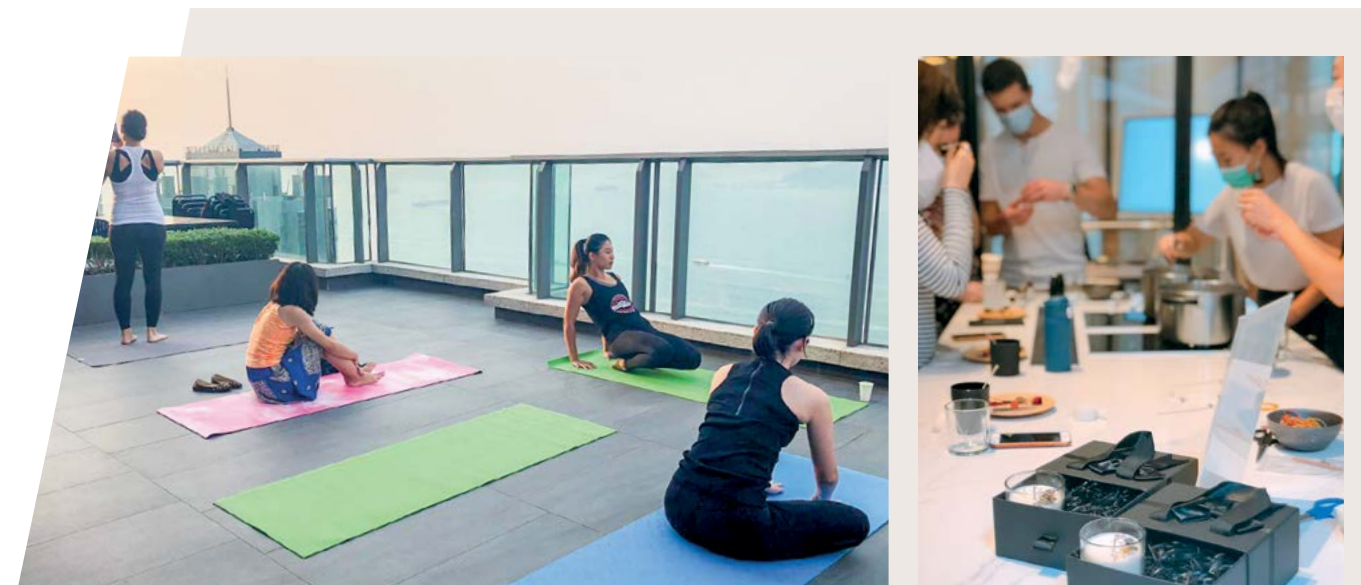
TOWNPLACE establishes its own community, namely TOWNPLACE Community. Comprised of new generations and a Community Manager, the Community creates a close relationship with its tenants.

TOWNPLACE本舍建立租戶專屬社區「TOWNPLACE Community」，並增設以新世代成員組成的嶄新團隊Community Team及特設Community Manager一職，與租客建立互信的緊密關係

同時，TOWNPLACE 本舍專屬一站式手機應用程式，讓TOWNERS可以線上線下互相聯繫，亦可以參加網上瑜伽、健身等貼心活動，拓展「TOWNPLACE Community」體驗。有見TOWNPLACE本舍不少住客為初創企業老闆，Community Team 連繫住客，促進住戶間交流，變成朋友，營造租戶專屬人際網絡，以虛實整合方式促進住客之間的商業交流，使他們足不出戶也能夠掌握商機，實踐「共享經濟」理念。

#### 加強與集團成員合作 發揮協同效益

除了定期在新地會會訊發佈品牌動向及活動消息，Signature Homes及TOWNPLACE 本舍亦會給予新地會會員獨家承租禮遇，集團員工更享有Signature Homes 和TOWNPLACE 本舍推薦新客戶獎賞禮遇；與新地旗下商場、The Point、酒店、SmarTone 或其他集團成員公司推出多項限定優惠；聯同SmarTone訂制一系列專屬Signature Homes 租戶的居家 5G 高速網絡方案；聯同一田為租戶提供生活用品的網上訂購及送貨服務。



Signature Homes and TOWNPLACE are always creating a variety of online and offline activities for their tenants  
集團旗下兩個星級住宅租賃品牌Signature Homes與「TOWNPLACE 本舍」顧及住客的身心需要，為住客安排多元化的精彩線上線下活動





This is a computerized image of the Phase and the other phase(s) of the Development (except for residential towers), the residential towers of other Phase(s) are represented by transparent effect, and part of the podium of the Development has not been shown. This computerized image has been processed and composited with computerized imaging techniques and is for reference only. The Phase of the Development is under construction. The above image shows the general external appearance of the completed Development and does not reflect the actual external appearance of the Phase of the Development upon completion, the colour, materials, facilities, fittings, finishes, decoration, plants, gardening and other items shown in this computerized image will not be included in the actual flats, and may not appear in the Phase or any part thereof. Pipes, conduits, air-conditioners, grilles etc. that may appear on the external walls, flat roofs and roofs of the Phase of the Development and the surrounding areas, buildings or structures therein regarding the Phase of the Development are not fully shown. The vendor also advises prospective purchasers to conduct an on-site visit for a better understanding of the development site, its surrounding environment and the public facilities nearby.

這是發展項目期數及其他期數(除住宅大樓以外的)模擬效果圖，其中其他期數的住宅大樓以透明效果顯示，而發展項目部份基座並沒有顯示。此模擬效果圖經電腦合成及修飾處理，僅供參考。發展項目期數仍在興建中，此圖像作顯示本發展項目期數住宅物業落成後大概之用，並不反映其實際外觀、景觀、周邊環境或最後完成之面貌。模擬效果圖內的顏色、用料、設施、裝置、裝修物料、設備、裝飾物、植物、園境及其他物件並非交樓標準，未必會在發展項目期數其任何部份出現。發展項目期數的外牆、平台及天台可能存在之喉管、管線、冷氣機、格柵等及發展項目期數的周邊環境及建築物並無完全顯示，內容僅供參考。準買家如欲了解發展項目期數的詳情，請參閱售樓說明書。賣方建議準買家到有關發展地盤作實地考察，以對該發展地盤、其周邊地區環境及附近的公共設施有較佳了解。

Rendering of The YOHO Hub<sup>1</sup>  
The YOHO Hub<sup>1</sup> 的模擬效果圖

## The YOHO Hub<sup>1</sup>, the only residential project atop MTR Yuen Long Station, released as the finale<sup>2</sup> 港鐵元朗站上蓋唯一住宅項目 The YOHO Hub<sup>1</sup>壓軸登場<sup>2</sup>

The YOHO Hub<sup>1</sup>, a brand-new large-scale residential development atop MTR Yuen Long Station, is the final development in the YOHO series<sup>2</sup>. Situated at the Yuen Long transportation hub, the development is backed by comprehensive facilities and services in the neighbourhood, while overlooking the bustling view of the vast Yuen Long town centre<sup>3</sup> and the Shenzhen metropolitan view in the distance<sup>3</sup>. The development's podium mall will connect to YOHO MALL I and YOHO MALL II, creating a one-million-square-foot-plus stylish shopping network<sup>4</sup> for added benefits.

The YOHO Hub<sup>1</sup> will provide 1,030 residential units in four high-rise residential towers. Units will vary from 317 to 1,182 square feet<sup>5</sup> in terms of saleable area with various layouts, ranging from one bedroom to four bedrooms<sup>6</sup> to suit the

needs of different buyers.

### Unique twin clubhouse design<sup>7</sup> with comprehensive facilities

The YOHO Hub<sup>1</sup> will be the first YOHO series<sup>2</sup> project to adopt the twin clubhouse design<sup>7</sup>. The clubhouses will cover about 40,000 square feet and provide comprehensive facilities and services. The outdoor landscapes will span about 210,000 square feet to complement the premium lifestyle in the project.

The dual swimming pool design will consist of an approximately 50-metre-long outdoor swimming pool in the north clubhouse and an approximately 28-metre-long outdoor swimming pool in the south clubhouse. There will be a children's water play zone and a Jacuzzi that can accommodate up to 18 persons. Overlooking the outdoor green space, the mansion-style banquet

room will be equipped with an individual Jacuzzi. It will also have two multi-purpose banquet rooms, one of them connected to an outdoor leisure space to give a flexible yet highly private space.

The residents' clubhouses<sup>7</sup> will offer a variety of fitness and sports facilities, including two gymnasiums, a yoga room, a multi-purpose sports hall, sauna rooms and steam rooms. Entertainment facilities will include a karaoke room, snooker room, mahjong room, piano room and studio for residents with an interest in photography. The children's outdoor arena will include a nearly 140-metre-long children's scooter driveway. Other facilities will include an outdoor playground with a tunnel slide and two indoor playgrounds.

The twin clubhouses will be surrounded by sweeping lush greenery, featuring outdoor gardens and an approximately 1,200-metre-long jogging trail along the entire development. There will also be an outdoor BBQ zone and a pet-friendly outdoor park.

港鐵元朗站上蓋全新大型住宅發展項目The YOHO Hub<sup>1</sup>，為YOHO系列<sup>2</sup>的壓軸項目。發展項目位處元朗交通樞紐，社區生活配套完善，可享遼闊元朗市中心璀璨景觀<sup>3</sup>，同時遠眺深圳大都會景致<sup>3</sup>。發展項目基座商場更將貫通YOHO MALL形點I及形點II，拼構成逾百萬平方呎的時尚購物網絡<sup>4</sup>，優勢盡享。

The YOHO Hub<sup>1</sup>由四座高層住宅大樓組成，合共提供1,030個住宅單位。實用面積由317至1,182平方呎<sup>5</sup>不等，戶型多元化，涵蓋一房至四房<sup>6</sup>，貼心照顧不同買家的需要。

### 獨特雙住客會所<sup>7</sup>設計 設施一應俱全

The YOHO Hub<sup>1</sup>屬YOHO系列<sup>2</sup>中首個採用雙住客會所<sup>7</sup>設計的項目。會所面積約40,000平方呎，配備多元化設施及服務。戶外園林面積約210,000平方呎，締造優越的生活體驗。

會所採用雙泳池設計，位處北面會所的戶外泳池約50米，位處南面會所的戶外泳池則約28米；另設有兒童水上樂園及可容納最多18人的按摩池。別墅式宴會廳可飽覽戶外綠化空間，並設有獨立水力按摩池。另有兩個

多用途宴會廳，其中一個連接戶外休憩空間，提供多元化且高私隱度的空間。

住客會所<sup>7</sup>設有多項健體運動設施，包括兩個健身室、一個瑜伽室、多用途體育館、桑拿房及蒸氣室。娛樂遊戲設施包括卡拉OK房、桌球室、麻將室、練琴房及為富有攝影觸覺的住戶特設的工作室。會所專為小朋友設置戶外競技場，提供接近140米長的兒童滑板車車道；其他設施包括設有管道滑梯的戶外遊樂場以及兩個室內玩樂空間。

雙住客會所坐擁遼闊開揚的綠意環境，設有戶外庭園、農莊及長約1,200米兼貫穿整個發展項目的緩跑徑。另有戶外BBQ燒烤區及可攜同寵物入內的戶外玩樂花園。





Notes

1. Name of the Phase of the Development is Phase B ("the Phase") of The YOHO Hub Development. Tower 1, Tower 2, Tower 3 and Tower 5 of the residential development in the Phase are called "The YOHO Hub".
2. YOHO series refers to the developments known as YOHO Town, YOHO Midtown, Grand YOHO Development and The YOHO Hub Development.
3. The above is only a general description of the surrounding environment of the Phase of the Development and does not represent that all units will enjoy the relevant views. The views described are subject to the floor on which the unit is located, the orientation of the unit and the surrounding structures and environment. They are not applicable to all units and the surrounding structures and environment may change from time to time. The Vendor does not make any offer, representation, undertaking or warranty whatsoever, whether express or implied, as to the views and the surrounding environment (irrespective of whether relating to view).
4. The Development's podium mall's shopping centre/shops attributable gross floor area is 106,564 square feet, while according to Sun Hung Kai Properties 2020/21 Annual Report, YOHO MALL I's shopping centre/shops attributable gross floor area is 695,000 square feet, and YOHO MALL II's shopping centre/shops attributable gross floor area is 245,000 square feet. The total shopping centre/shops attributable gross floor area for the Development's podium mall, YOHO MALL I and YOHO MALL II is 1,046,564 square feet. Source of information: Sun Hung Kai Properties 2020/21 Annual Report [https://www.shkp.com/Content/Uploads/FinReports/SHKPAR\\_TC\\_2020\\_21.pdf](https://www.shkp.com/Content/Uploads/FinReports/SHKPAR_TC_2020_21.pdf)
5. The saleable area and the floor area of a balcony, a utility platform and a verandah (if any) are calculated in accordance with Section 8 of the Residential Properties (First-hand Sales) Ordinance. The saleable area excludes the area of every one of the items specified in Part 1 of Schedule 2 of the Residential Properties (First-hand Sales) Ordinance. The areas as specified in square feet above are converted at a rate of 1 square metre=10.764 square feet and rounded off to the nearest square foot. Figures shown in square feet may be slightly different from those shown in square metres. Please refer to the sales brochure for details.
6. The Vendor reserves the right to amend the building plans of the Development or the Phase. Layouts of the units in the Phase are subject to the final plans approved by relevant Government departments. Please refer to the sales brochure for details.
7. Part of the twin clubhouse belong to subsequent phase(s) of the Development, which can only be open for use after the completion of the said subsequent phase(s) and upon the satisfaction of all requisite requirements.

Note: The information in this advertisement does not represent the final appearance of the clubhouse and recreational facilities of the Phase of the Development and is for reference only, and does not constitute or be construed as any offer, undertaking, representation or warranty whatsoever, whether express or implied, as to the actual design, colour, orientation, layout, construction, location, fittings, finishes, appliances, furniture, decoration, landscaping, plants, gardening and other items of the clubhouse and landscaped garden or the surrounding places, facilities, buildings or structures (irrespective of whether relating to view). The Vendor reserves its absolute right to amend and change any part of the clubhouse and landscaped garden, and all of their facilities, without giving any prior notice to any purchaser. Purchasers must not rely on this advertisement for any use or purpose. For details of the Phase of the Development, please refer to the sales brochure. The facilities and completion date of the Clubhouse, landscaped garden, covered landscaped garden and/or recreational facilities are subject to the final approval by the Buildings Department, Lands Department and/or other relevant Government departments. The clubhouse, landscaped garden, covered landscaped garden and/or recreational facilities may not be available for immediate use at the time of handover of the residential properties in the Development. The use or operation of some of the facilities and/or services may be subject to the rules and regulations of clubhouse and facilities, and the consent or permit issued by the relevant Government departments, or may be subject to additional payments.

Name of the Phase of the Development: Phase B ("the Phase") of The YOHO Hub Development (Tower 1, Tower 2, Tower 3 and Tower 5 of the residential development in the Phase is called "The YOHO Hub")

District: Yuen Long

Name of the street and the street number of the Phase: No. 1 Long Lok Road#

The website address designated by the Vendor for the Phase: [www.theyohohub.com.hk](http://www.theyohohub.com.hk)

The photographs, images, drawings or sketches shown in this advertisement/promotional material represent an artist's impression of the development concerned only. They are not drawn to scale and/or may have been edited and processed with computerized imaging techniques. Prospective purchasers should make reference to the sales brochure for details of the development. The vendor also advises prospective purchasers to conduct an on-site visit for a better understanding of the development site, its surrounding environment and the public facilities nearby.

Vendor: Yuen Long Property Development Limited (as "Owner"), Success Keep Limited (as "Person so engaged") (Notes: "Owner" means the legal or beneficial owner of the Phase. "Person so engaged" means the person who is engaged by the Owner to co-ordinate and supervise the process of designing, planning, constructing, fitting out, completing and marketing the Phase.)

Holding company of the Vendor (Owner): West Rail Property Development Limited

Holding companies of the Vendor (Person so engaged): Able Mariner Limited, Time Effort Limited, Sun Hung Kai Properties Limited

Authorized Person of the Phase: Cheng Yan Ying Grace

The firm or corporation of which the Authorized Person of the Phase is a proprietor, director or employee in his or her professional capacity: AGC Design Limited

Building Contractor for the Phase: Sanfield Building Contractors Limited

The firms of solicitors acting for the Owner in relation to the sale of residential properties in the Phase: Gallant, Mayer Brown, Woo Kwan Lee & Lo, Sit, Fung, Kwong & Shum and Kao, Lee & Yip

Authorized institution that has made a loan, or has undertaken to provide finance, for the construction of the Phase: The Hongkong and Shanghai Banking Corporation Limited

Any other person who has made a loan for the construction of the Phase: Sun Hung Kai Properties Holding Investment Limited

The estimated material date for the Phase to the best of the Vendor's knowledge: 31 March 2023. Material date means the date on which the conditions of the land grant are complied with in respect of the Phase. The estimated material date is subject to any extension of time that is permitted under the Agreement for Sale and Purchase.

This advertisement is published by the Person so engaged with the consent of the Owner.

Prospective purchasers are advised to refer to the sales brochure for any information on the Phase.

#The provisional street number is subject to confirmation when the Phase is completed.

Date of Printing: 31 March 2022

備註

1. 發展項目期數名稱為「The YOHO Hub發展項目的第B期」（「期數」）。期數中住宅發展項目的第1座、第2座、第3座及第5座稱為「The YOHO Hub」。
2. YOHO系列指「YOHO Town」、「YOHO Midtown」、「Grand YOHO發展項目」及「The YOHO Hub發展項目」。
3. 上述僅為發展項目期數周邊環境的大概描述，並不代表所有單位同時享有相關景觀。所述景觀受單位所處層數、座向及周邊建築物及環境影響，並非適用於所有單位，且周邊建築物及環境會不時改變。賣方對景觀及周邊環境並不作出任何不論明示或隱含之要約、陳述、承諾或保證（不論是否有關景觀）。
4. 發展項目基座商場之商場/商舖可建面積為106,564平方呎，而根據《新鴻基地產2020/21年報》，「YOHO MALL I 形點I」之商場/商舖可建面積為695,000平方呎，「YOHO MALL II 形點II」之商場/商舖可建面積為245,000平方呎，發展項目基座商場、「YOHO MALL I 形點I」及「YOHO MALL II 形點II」之商場/商舖可建面積總和為1,046,564平方呎。資料來源：《新鴻基地產2020/21年報》[https://www.shkp.com/Content/Uploads/FinReports/SHKPAR\\_TC\\_2020\\_21.pdf](https://www.shkp.com/Content/Uploads/FinReports/SHKPAR_TC_2020_21.pdf)。
5. 實用面積以及露台、工作平台及陽台（如有）的樓面面積，是按照《一手住宅物業銷售條例》第8條計算得出的。實用面積不包括《一手住宅物業銷售條例》附表2第1部所指明的項目的面積。上述以平方呎所列之面積，均以1平方米=10.764平方呎換算，並以四捨五入至整數平方呎，以平方呎與以平方米之數字可能有些微差異，詳情請參閱售樓說明書。
6. 賣方保留權利更改發展項目或期數之圖則。期數的單位戶型以政府有關部門最後批准的圖則為準，詳情請參閱售樓說明書。
7. 部分雙住客會所屬於發展項目後續期數，直至該後續期數落成後及所有相關規定已獲符合，才可開放使用。

註：此廣告內的資料並非代表發展項目期數的會所及康樂設施最終落成之面貌，僅供參考，並不構成或不應被視作為任何有關會所及園景花園之實際設計、顏色、布局、風格、建築、位置、裝置、裝修物料、設備、傢俱、裝飾物、園景、植物、園藝及其他物件或其鄰近地方、設施、樓宇或建築物不論明示或隱含之要約、承諾、陳述或保證（不論是否有關景觀）。賣方保留其修改及改變會所及園景花園任何部份及其所有設施之絕對權利，事先毋須通知任何買家。買家切勿依賴此廣告作任何用途或目的。有關發展項目期數的詳細資料，請參閱售樓說明書。會所、園景花園、有蓋園景花園及/或康樂設施內的設施及落成日期以屋宇署、地政總署及/或其他相關政府部門之最終批核為準。會所、園景花園、有蓋園景花園及/或康樂設施於發展項目住宅物業入伙時未必能即時啟用。部份設施及/或服務的使用或操作可能受制於會所守則、設施的使用守則及政府有關部門發出之同意書或許可証，或需額外付款。

發展項目期數名稱：The YOHO Hub發展項目的第B期（「期數」）（期數中住宅發展項目的第1座、第2座、第3座及第5座稱為「The YOHO Hub」）

區域：元朗

期數的街道名稱及門牌號數：朗樂路1號#

賣方就期數指定的互聯網網站的網址：[www.theyohohub.com.hk](http://www.theyohohub.com.hk)

本廣告/宣傳資料內載列的相片、圖像、繪圖或素描顯示純屬畫家對有關發展項目之想像。有關相片、圖像、繪圖或素描並非按照比例繪畫及/或可能經過電腦修飾處理。準買家如欲了解發展項目的詳情，請參閱售樓說明書。賣方亦建議準買家到有關發展地盤作實地考察，以對該發展地盤、其周邊地區環境及附近的公共設施有較佳了解。

賣方：元朗物業發展有限公司（作為“擁有人”）、成協有限公司（作為“如此聘用的人”）（備註：“擁有人”指期數的法律上的擁有人或實益擁有人。“如此聘用的人”指擁有人聘用以統籌和監管期數的設計、規劃、建造、裝置、完成及銷售的過程的人士。）

賣方（擁有人）的控權公司：西鐵物業發展有限公司

賣方（如此聘用的人）的控權公司：Able Mariner Limited、Time Effort Limited、新鴻基地產發展有限公司

期數的認可人士：鄭恩瑩

期數的認可人士以其專業身份擔任經營人、董事或僱員的商號或法團：創智建築師有限公司

期數的承建商：新輝建築有限公司

就期數中的住宅物業的出售而代表擁有人行事的律師事務所：何耀棟律師事務所、丹士打律師行、胡關李羅律師行、薛馮鄭岑律師行及高李葉律師行

已為期數的建造提供貸款或已承諾為該項建造提供融資的認可機構：香港上海滙豐銀行有限公司

已為期數的建造提供貸款的任何其他人：Sun Hung Kai Properties Holding Investment Limited

盡賣方所知的期數的預計關鍵日期：2023年3月31日。關鍵日期指批地文件的條件就期數而獲符合的日期。預計關鍵日期是受到買賣合約所允許的任何延期所規限的。

本廣告由如此聘用的人在擁有人同意下發布。

賣方建議準買方參閱有關售樓說明書，以了解期數的資料。

#臨時門牌號數有待期數完成後確認。

印製日期：2022年 3月 31日

## Introducing Point Dollar – a new feature for more flexible spending rewards

### 推出全新功能Point Dollar 消費獎賞更具彈性



The Point enhances members' user experience by continuously optimizing the interface and adding new functions. Point Dollar was recently launched and is applicable to the Group's 25 malls, offering greater flexibility in the use of points.

#### Spending points as cash under the Point Dollar programme

In addition to redeeming points accumulated from spending at The Point for various privileges and offers, members can now use its mobile app to convert points to Point Dollar, which can be used directly as cash (Every 250 points can be used as HK\$1 Point Dollar; at least HK\$10 Point Dollar must be converted, with no maximum cap). Converting and using Point Dollar is easy. Just key in the amount to be converted in the mobile app prior to every transaction. A QR code will be issued that can be used for payment within a limited time, offering convenience for dining, shopping and leisure.

#### Over 1,600 participating merchants

This new function has been welcomed by members and supported by merchants. 25 SHKP malls and over 1,600 merchants currently accept Point Dollar, and more merchants are expected to successively join the programme, providing members with greater choices, convenience and pleasure when shopping at SHKP malls.

The Point透過不斷優化介面和加入新功能，提升會員的使用體驗。最近推出Point Dollar，適用於集團旗下25個商場，使用積分時更具彈性。

#### Point Dollar可作現金使用

會員除了利用消費所累積的The Point積分，換領不同的禮遇和優惠外，現時還可以透過The Point手機應用程式，將積分轉換成Point Dollar，直接當成現金使用（每250分可兌換1元Point Dollar，每次最低兌換金額為10元Point Dollar，不設上限）。兌換和使用方法十分簡單，只要在交易前，在手機應用程式內輸入兌換金額，憑限時二維碼便可用作付款之用，無論食、買、玩都可以盡情享用，十分方便。

#### 逾1,600間商戶參與

這項新功能不僅得到會員歡迎，亦獲得商戶支持。現時全港25個新地商場、逾1,600間商戶接受Point Dollar，預計會有更加商戶陸續加入，讓會員在新地商場無論消閒購物都更加盡興。





## Construction officially starts at the International Commerce Centre project adjacent to Guangzhou South Railway Station 廣州環球貿易廣場項目正式動工



Attending the ground-breaking ceremony of the International Commerce Centre project adjacent to Guangzhou South Railway Station are Chief (Director General) of the Guangzhou Municipal Commerce Bureau, major officials in the Panyu district government, Group Executive Director Adam Kwok (seventh left) and other officials. 廣州市商務局局長、番禺區政府主要領導、集團執行董事郭基輝（左七）及相關領導一同出席廣州環球貿易廣場項目的動工活動。

Located at the core area of Guangzhou South Railway Station, the International Commerce Centre project officially started construction following its ground-breaking ceremony in late December last year. This large-scale transit-oriented development (TOD) integrated project sets a major milestone for the Group's engagement in the development of the Greater Bay Area.

### 'New landmark, new hub, new engine'

Boasting a gross floor area of about 9.3 million square feet, the International Commerce Centre project adjacent to Guangzhou South Railway Station will be developed into a large-scale integrated Transit-Oriented Development (TOD) landmark, serving commercial, residential and transportation purposes. The integrated TOD project will provide offices, a shopping mall, a hotel, residences, apartments and public transportation facilities.

The International Commerce Centre project adjacent to Guangzhou South Railway Station, and the iconic International Commerce Centre (ICC) and integrated commercial project atop West Kowloon Terminus at Hong Kong sit at the two ends of the Guangzhou-Shenzhen-Hong Kong High-speed Railway line. The Group will leverage the High Speed Rail connectivity and the synergy between the projects to develop a 'new landmark', which reinforces the linkage and collaboration of Hong Kong and Guangzhou.

The Guangzhou South Railway Station is strategically located in the Greater Bay Area rail transit network, offering 12 rail transit lines, including high-speed rails, intercity rail and metro lines. The International Commerce Centre project adjacent to Guangzhou South Railway Station, which enjoys seamless connection to the Guangzhou South Railway Station, will become a top international integrated complex with a premium environment to live, work and travel in the Greater Bay Area. The new landmark will pull in more businesses and talent to work and live in Guangzhou and Panyu. More young people from Hong Kong and Macao are expected to relocate to the mainland for innovation and start-up opportunities. All these will form a 'new hub', which embodies a one-hour living circle in the Guangdong-Hong Kong-Macao Greater Bay Area.

Riding on the previous development experience of Parc Central, Tianhui Plaza and a series of premium projects in Guangzhou, the Group believes that the International Commerce Centre project at Guangzhou South Railway Station will also bolster the local economy, serving as a 'new engine' to help Guangzhou transform into a global consumption centre city.

坐落於廣州南站核心區的廣州環球貿易廣場項目於去年底舉行動工活動，標誌著這個大型TOD綜合體項目正式開工，為集團積極參與大灣區建設，定下一個重要的里程碑。

### 「新地標、新樞紐、新引擎」

廣州環球貿易廣場項目總樓面積約930萬平方呎，將以公共交通導向模式發展為大型標誌性的綜合項目，集商、住、行於一身，提供辦公大樓、商場、酒店、住宅、公寓及公共交通設施等。

廣州環球貿易廣場項目與地標性的香港環球貿易廣場（ICC）和西九龍高鐵總站上蓋商業綜合體項目，分別矗立於廣深港高鐵線的兩端。集團將充分發揮高鐵的聯通優勢和項目之間的協同效應，打造穗港聯動、雙核驅動的「新地標」。

廣州南站為大灣區軌道交通的「黃金樞紐」，匯聚高鐵、城際和地鐵等多達12條線。廣州環球貿易廣場項目與廣州南站「無縫連接」，勢將發展為宜居、宜業、宜遊的國際一流灣區綜合體，吸引更多企業和人才到廣州、番禺就業和生活，推動港澳青年在內地的創新、創業發展，成為體現粵港澳大灣區一小時生活圈的「新樞紐」。

集團相信，憑藉過往在廣州成功打造天環廣場、天匯廣場等一系列質素超卓項目的經驗，廣州環球貿易廣場項目亦將可推動當地經濟發展，協助廣州市成為國際消費中心城市的「新引擎」。

## Jianghehui project in Hangzhou named Hangzhou IFC 杭州江河匯項目命名為杭州IFC



With its "seamless city" design concept, Hangzhou IFC will develop premium residences, offices, an upscale shopping mall, a five-star hotel and serviced apartments right next to a metro station on two sites, featuring commercial, financial and tourism elements in a single complex. 杭州IFC將以「無縫城市」為設計理念，在兩幅地皮上規劃優質住宅、寫字樓、高級商場、五星級酒店及服務式公寓等鄰近地鐵項目，匯聚商業、金融和旅遊元素於一身。

The Jianghehui project in Qianjiang New City CBD, Hangzhou, was officially named Hangzhou IFC, introducing a large-scale, premium integrated commercial complex in Hangzhou city. Hangzhou IFC is the Group's fourth IFC brand project, comparable to Hong Kong IFC, Shanghai IFC and Nanjing IFC. The Group has a 50% interest in River West and a 45% interest in River East.

Hangzhou IFC, which comprises two neighbouring riverside sites at the intersection of the Qiantang River and the Beijing-Hangzhou Grand Canal, will be developed into a mega integrated complex with an above-ground gross floor area of about nine million square feet, offering offices, a premium shopping mall, hotel facilities, quality residences and serviced apartments. The mega project will become a brand new landmark for Hangzhou.

### Integrated development with seamless connections

Like the other IFC brand projects, Hangzhou IFC is being built to international standards, using premium construction materials and incorporating fine details, and is situated in a strategic location. The project comprises two neighbouring riverside sites at River East and River West. The advantageous geographical location will offer a magnificent view of the Qiantang River.

The Group invited a world-renowned top architectural firm to design the project. Inspired by Hangzhou's unique intangible cultural heritage – leno weaving skills – the project design will apply "integrated development with seamless connections" as its design principle. The project will use the "weaving" concept to plan the different sites and commercial uses. The different segments will be interwoven into a big, inter-connected picture. Based on this design concept, Hangzhou IFC will have premium residences, offices, an upscale shopping mall, a five-star hotel and serviced apartments in close proximity to a metro station on different sites, offering a "seamless city" integrated complex with tourism and financial elements.

Hangzhou IFC will be served by a convenient urban and inter-city transportation network. Three metro links provide speedy connections to various destinations. The project is approximately 3.5km straight-line distance from the Hangzhou East Railway Station. Situated in a prominent location, Hangzhou IFC will attract multinationals and international brands to set up business in this large-scale, premium integrated commercial complex, drawing a new skyline for the city.

集團位於杭州錢江新城中央商務區的江河匯項目，正式命名為杭州國際金融中心，簡稱杭州IFC，為杭州市引入品質超卓的大型商業綜合項目。杭州IFC屬於集團第四個IFC品牌項目，勢可與香港IFC、上海IFC及南京IFC看齊。集團於匯西地皮佔50%權益，在匯東地皮則佔45%權益。

杭州IFC由兩幅位於錢塘江和京杭大運河交匯處的相鄰臨江地皮所組成，將發展為大型綜合項目。地上總樓面面積約900萬平方呎，提供寫字樓、高級商場、酒店設施、優質住宅及服務式公寓等，為杭州帶來全新地標。

### 無縫銜接 綜合發展

貫徹IFC品牌項目的優勢，杭州IFC位置優越，將以國際規格設計，選用優質建築材料，每個細節精心建設。項目由匯東和匯西兩幅鄰近的臨江地皮組成，可飽覽錢江兩岸的壯麗江景，地理位置得天獨厚。

集團特別邀請國際著名頂級建築師事務所擔任項目的規劃設計，以杭州獨有的非物質文化遺產「杭羅織造技藝」為設計靈感，運用「無縫銜接，綜合發展」作設計理念。項目將以「穿針引線」的概念，對不同地皮、不同商業用途進行規劃，再將不同部分串聯起來，塑造出一個廣闊的互鏈生活場景。按照有關設計概念，杭州IFC將在不同地皮，規劃優質住宅、寫字樓、高級商場、五星級酒店及服務式公寓等鄰近地鐵項目，發展一個集合旅遊與金融元素為一體的「無縫城市」綜合體。

杭州IFC坐擁便捷的市內和城際交通網絡，三條地鐵線迅速到達各地，距離杭州東站直線距離約3.5公里。杭州IFC位於黃金地段，將可憑藉優質設計，吸引跨國企業和國際品牌進駐這個大型商業綜合項目，為市內帶來一番新景象。



## The Group announces 2021/22 interim results 集團公布2021/22年度中期業績



Group top management including Chairman & Managing Director Raymond Kwok (centre) hosted the results analyst briefing webcast  
集團管理層包括集團主席兼董事總經理郭炳聯(中)主持網上分析員簡報會

The Group reported that underlying profit attributable to the Company's shareholders for the six months ended 31 December 2021, excluding the effect of fair-value changes on investment properties, amounted to HK\$14,818 million, down approximately 15% year-on-year. Underlying earnings per share were HK\$5.11. The directors declared an interim dividend of HK\$1.25 per share, unchanged from the same period last year.

During the period under review, profit from property sales reached HK\$7,658 million, down approximately 38% from the same period last year. The decrease was attributable mainly to lower sales completions of residential projects in Hong Kong and the mainland compared to the same period in 2020. Contracted sales during the period totalled approximately HK\$23,000 million in attributable terms. Gross rental income, including contributions from joint ventures and associates, increased 2% year-on-year to HK\$12,628 million, and net rental income increased 2% year-on-year to HK\$9,728 million during the six-month period under review. The performance was driven mainly by growth in the mainland portfolio.

The Group is actively developing landmark projects in Hong Kong and on the mainland. The basement work in the large-scale development atop the High Speed Rail West Kowloon Terminus is ongoing; the International Commerce Centre project, adjacent to the Guangzhou South Railway Station, started

construction during the period; the Hangzhou's Jianghehui integrated development was named Hangzhou IFC and recorded good progress; and the 220-metre-tall office tower at ITC in Shanghai will be completed in the first half of this year. All these will help boost the Group's long-term recurrent income.

The Group continued to put its residential projects up for sale when ready, but the pandemic and related social-distancing measures caused uncertainty in the government's issuance of pre-sales approval and the timing of the sales launches. While developing its business, the Group has proactively supported the nation's goal of achieving carbon neutrality and continuously enhanced its Environmental, Social and Governance (ESG) performance.

This year marks the 25th anniversary of establishment of the HKSAR and the 50th anniversary of the Group's public listing in Hong Kong. With full confidence in the mainland and Hong Kong's future, the Group firmly believes that Hong Kong will continue to prosper under 'One Country, Two Systems'. 2022 will be challenging owing to the severity of the pandemic and more stringent social-distancing measures in Hong Kong, and macro factors, such as expected quantitative tapering by major central banks. However, the Group will keep its commitment to Hong Kong, and continue to shoulder its corporate social responsibility by upholding Building Homes with Heart. With its

strengths and continuous pursuit of innovation and excellence, the Group is well-positioned to capture the opportunities that will surely arise after the pandemic and continue its journey of success with Hong Kong.

集團公布截至2021年12月31日止六個月，在撇除投資物業公平值變動的影響後，可撥歸公司股東基礎溢利為148.18億港元，較去年同期減少約15%；每股基礎溢利為5.11港元。董事局宣布派發中期股息每股1.25港元，與去年同期相同。

回顧期內，來自物業銷售的溢利為76.58億港元，較去年同期減少約38%；溢利減少主要是由於香港及內地住宅銷售項目交付數量較2020年同期減少所致。按所佔權益計算，集團在期內錄得的合約銷售額約230億港元。在六個月的回顧期內，總租金收入包括所佔合營企業和聯營公司的租金收入按年上升2%至126.28億港元，淨租金收入按年上升2%至97.28億港元，主要由內地出租物業組合增長所推動。

集團正積極發展多個在香港和內地具標誌性的項目：高鐵西九龍總站上蓋的大型項目正進行地庫工程；毗鄰廣州南站的廣州環球貿易廣場項目已於期內動工；杭州江河匯項目進展順利，已命名為杭州國際金融中心；而上海ITC一幢樓高220米的寫字樓將於今年上半年落成。長遠而言，這些項目將為集團的經常性收入帶來增長動力。

住宅物業銷售方面，集團保持「貨如輪轉」策略，項目準備就緒後便立即推出市場銷售。然而受疫情及社交距離措施影響，項目審批及推出時間存有不確定性。在業務發展的同時，集團積極響應國家實現碳中和的目標，持續提升在環境、社會及企業管治(ESG)方面的表現。

今年為香港回歸25周年，亦是集團在香港上市50週年，集團對內地和香港的前景充滿信心，堅信在「一國兩制」下，香港將繼續繁榮安定。近月香港疫情嚴峻，社交距離措施大幅收緊，加上外圍如主要中央銀行實施量化縮減等因素，預計2022年仍充滿挑戰。不過，集團會信守對香港的承諾，繼續肩負企業社會責任，秉持「以心建家」的信念，憑藉本身的優勢及不斷創新求進的精神，定可把握疫情過後的機遇，繼續與香港跨步前行。

## SUNeVision announces 2021/22 interim results 新意網公布2021/22年度中期業績

SUNeVision Holdings Ltd. announced its results for the six months ended 31 December 2021. Driven by the demand from both new and existing customers, revenue increased 8% year-on-year (YoY) to HK\$995 million, of which revenue from its data centre and IT business increased 9% YoY to HK\$935 million. EBITDA\* increased 12% YoY to HK\$728 million. Profit\* attributable to the owners of the Company increased 10% YoY to HK\$410 million.

The demand for data centre services remained strong. Firstly, the demand for "connectivity" capacity remained robust as the usage of online applications stayed at a high level, which benefitted MEGA-i, the leading connectivity hub in Asia. Secondly, the demand for "hyperscale" capacity continued to be strong as all major cloud players expanded their capacity in Hong Kong, which benefited SUNeVision's data centres, such as MEGA Two and MEGA Plus. They have state-of-the-art infrastructure and

provide superior services to their clients.

Looking ahead, SUNeVision has an exciting growth pipeline, particularly with its two new data centres, MEGA Gateway in Tsuen Wan and Phase 1 of MEGA IDC in Tseung Kwan O. As SUNeVision's current facilities are nearly full, these two projects will substantially increase its capacity to serve its customers. In addition, MEGA Fanling, SUNeVision's eighth data centre in Fanling, will start operations soon. It is already fully committed and will be occupied by a single cloud service provider.

新意網集團有限公司公布截至2021年12月31日止六個月的業績。受現有及新客戶的需求所推動，收入按年上升8%至9.95億港元，而當中來自數據中心及資訊科技設施業務的收入按年上升9%至9.35億港元。EBITDA\*按年上升12%至7.28億港元，公司股東應佔溢利\*按年上升10%至4.10億港元。

## SmarTone announces 2021/22 interim results 數碼通公布2021/22年度中期業績

SmarTone Telecommunications Holdings Limited announced its results for the six months ended 31 December 2021. During the period under review, core business remained resilient, with local service revenue increased 3% compared to the corresponding period last year, while profit attributable to equity holders slightly declined to HK\$251 million from HK\$267 million. After excluding government subsidies received in 1H 2020/21, profit for the period actually increased. To help mitigate the impact of the pandemic and to support its continuing digitalization, SmarTone launched a cost efficiency program and further measures to achieve material productivity improvement and savings, which will be used to reinvest in other priority areas, such as enhancing SmarTone's network and customer services.

SmarTone's 5G network provides nearly full coverage of Hong Kong, including the Penny's Bay Quarantine Centre, and is being extended to other remote areas, including country parks and hiking trails. In response to the pandemic situation in the city, SmarTone has implemented various measures, including providing free data, calls and 5G broadband access to customers under quarantine in Penny's Bay; a special six-month 5G Home Broadband contract offer to cater for families' work-from-home and e-learning needs; and support for the "Jockey Club Digital Support Project for the Elderly", offering smartphones and

free basic mobile service for elderly citizens to download and use the "LeaveHomeSafe" app.

Looking ahead, the operating environment is expected to be challenging amid the pandemic. SmarTone will continue its digital transformation, with its digital channels and data, supported by AI, to enhance customer service. In view of the increasing number of corporates launching digitalization efforts, SmarTone will provide various solutions to enterprises to help build up their digital capabilities. Since its launch in May 2021, the 5G Lab has welcomed approximately 400,000 visitors and hosted students from more than 200 high schools. SmarTone is committed to educating the youth and developing Hong Kong into a technology hub. As a leading operator in Hong Kong, SmarTone will actively invest in building a world-class digital infrastructure in 5G and beyond, in the belief that it is important for Hong Kong's aspiration to be a technology hub and for its integration with China, specifically with the Greater Bay Area.

數碼通電訊集團有限公司公布截至2021年12月31日止六個月的業績。於回顧期內，核心業務保持穩健，本地服務收入較去年同期增長3%，而股東應佔溢利則由去年同期的2.67億港元微跌至2.51億港元。在撇除2020/21年度上半年獲得的政府資助，期內溢利實際錄得增長。為減低疫情帶來

市場對數據中心服務的需求仍然殷切。首先，網上應用程式的使用保持在較高水平，對網絡連接容量的需求一直保持強勁，MEGA-i作為亞洲領先的網絡連接樞紐因而受惠。其次，「超大規模」容量的需求持續強勁，各大雲端服務供應商均已在香港擴大其容量，新意網的數據中心（如MEGA Two及MEGA Plus）能為客戶提供最先進的基礎設施及優質服務而得益。

展望未來，新意網有令人振奮的發展規劃，特別是集團自有的兩座全新數據中心，即位於荃灣的MEGA Gateway及位於將軍澳的MEGA IDC第一期。新意網目前的設施已近乎飽和，上述兩個項目將大幅提高新意網服務客戶的能力。此外，MEGA Fanling是新意網座落於粉嶺的第八個數據中心，即將投入運作並已由一家雲端服務公司全面承租。

\* Excluding Covid-19 related subsidies  
\* 不包括2019冠狀病毒病相關補貼

的影響及配合持續數碼化，數碼通推行成本效益計劃及制定額外措施提升生產力及節省開支，所節省的成本將投資於提升網絡及客戶服務的重要範疇。

數碼通的5G網絡現已接近覆蓋全港，包括竹篙灣檢疫中心，並積極拓展至主要行山徑及郊野公園。數碼通因應疫情推出多項措施，包括為竹篙灣強制隔離客戶提供免費數據、通話分鐘及5G寬頻服務，亦特別推出六個月5G家居寬頻服務合約，配合市民在家工作及網上學習的需要，同時支持賽馬會「智融易」長者數碼支援計劃，向長者提供智能電話及免費流動通訊基本服務，以便長者下載及使用「安心出行」應用程式。

展望未來，預期疫情下的營商環境充滿挑戰，數碼通將繼續進行數碼化轉型，透過數碼渠道和數據，結合人工智能提升客戶服務。隨著更多企業開展數碼化計劃，數碼通將會透過提供各類方案，協助企業採納數碼科技。於2021年5月開幕的5G Lab已吸引40萬名訪客及來自200多間中學的學生，數碼通將致力教育年輕新一代，促進香港發展成為科技樞紐的關鍵。數碼通作為本港領先的流動網絡商，積極投資建設世界級的5G及其他先進的數碼基建，相信此乃香港成為科技樞紐的關鍵，亦能協助香港融入中國內地及大灣區。



# The Group fully supports Hong Kong's fight against the pandemic

## 集團全力支援香港抗疫



Community isolation facility in Tam Mi, Yuen Long was completed and handed over to the government for use 元朗潭尾社區隔離設施已落成，並正式交付予政府營運

The Group announced a series of anti-pandemic measures, including lending at no charge two pieces of land with a combined site area of 14 hectares to the government for building temporary isolation and treatment facilities; offering two hotels with about 1,000 rooms for isolation in support of the Community Isolation Facility Hotel Scheme; playing anti-pandemic videos in various premises; displaying a slogan to rally territory-wide support in the anti-pandemic fight on the ICC façade; providing two commercial premises of the Group as venues for community vaccination; providing 400,000 COVID-19 rapid test kits to frontline anti-pandemic forces, the underprivileged and the Group's employees; distributing 30,000 anti-pandemic caring kits; providing 25 medical-grade disinfection robots to the Hospital Authority; and donating supporting materials worth more than HK\$15 million.

**Group Chairman and Managing Director Raymond Kwok** said: "All sectors of society should join hands to combat the fifth wave of infections. The Group has continued to fully support the government to curb the pandemic. With the great assistance and care of the country and the concerted efforts of the community, Hong Kong should be able to quickly overcome the pandemic."

### 1. Lending for free two pieces of land as isolation and treatment facilities

In the anti-pandemic race, every second counts. The Group swiftly identified two pieces of land with a combined site area of 14 hectares for the government to build temporary isolation and treatment facilities to help alleviate the immense pressure on the public healthcare system. One site is in Tam Mi, Yuen Long (10 hectares) and the other is the former San Tin Shopping City (four hectares), jointly owned by the Group and Henderson Land Development Company Limited. Sitting right next to Castle Peak Road, the Tam Mi site is flat and has road access, also with power supply for an easy connection to the government's water supply and sewage systems. Both sites offered for community isolation facilities were completed construction and handed over to the government for use.

### 2. Providing places in two commercial premises as venues for community vaccination

The Group believes that vaccination is crucial to combating the pandemic. By offering places in its commercial premises to set up two additional venues, which are located in Millennium City in Kwun Tong and Landmark North in North District for community vaccination, they offer convenience to the elderly and children in those

districts for boosting the vaccination rate of these two high-risk groups.

### 3. Providing 400,000 COVID-19 rapid test kits to frontline anti-pandemic forces, the underprivileged and the Group's employees

The Group quickly sourced 400,000 rapid antigen test kits, 100,000 will be given to frontline workers and the underprivileged through the Democratic Alliance for the Betterment and Progress of Hong Kong, the Hong Kong Community Anti-Coronavirus Link, and the Hong Kong United Youth Association. The beneficiaries will include cleaners and



The Group provided 25 medical-grade disinfection robots to public hospitals and clinics 集團已提供25部醫用消毒智能機械人予公立醫院或診所使用

securities that work amid the pandemic, and people living in 'three-nil' buildings. Another 100,000 kits are for the Hong Kong Police Force to support their anti-pandemic efforts. The remaining 200,000 will be given to the Group's employees for health monitoring.

### 4. Distributing 30,000 anti-pandemic caring kits

The Group donated 30,000 anti-pandemic caring kits, of which 10,000 were distributed to people in urgent need and frontline healthcare workers. The remaining 20,000 caring kits would be given out in batches to people under isolation in the Tam Mi and San Tin facilities. The packs contain rapid antigen test kits, face masks, disinfection products and daily supplies for alleviating urgent needs.

### 5. Providing 25 medical-grade disinfection robots to the Hospital Authority

The Group donated 25 medical disinfection robots to public hospitals and clinics. The robots feature two disinfection modes – ultraviolet rays and spray – which can effectively kill the coronavirus in a large area and prevent virus spreading in hospitals. This provides a safe environment for healthcare workers and patients, and enhances the disinfection efficiency in the premises.

The Group firmly believes that with city-wide efforts and the Central Government's support, Hong Kong will beat the pandemic, enabling the local economy to recover shortly.



The Group broadcasts the government's "vaccine pass" promotional video in its major malls 集團將在主要商場播放政府「疫苗通行證」宣傳影片

集團相繼公布一系列的防疫措施，當中包括無償借出兩幅共14公頃土地供政府興建臨時隔離及治療設施、提供兩間酒店共約1,000個房間參與社區隔離設施酒店計劃、在旗下各類物業播放防疫宣傳片、在環球貿易廣場外牆展示「上下一心 同心抗疫」標語、借出兩個商業地點作為社區疫苗接種中心、提供40萬套快速測試包予前線抗疫人員、基層群體和集團員工、派發30,000份「新地愛心抗疫包」，提供25部醫用智能消毒機械人予醫管局，以及提供逾1,500萬港元的支援物資。

**集團主席兼董事總經理郭炳聯**表示：「第五波疫情來勢洶洶，需要社會各界上下一心共同抗疫，集團一直全力支持配合政府穩控疫情的工作，相信在國家強而有力的支援和關懷下，加上社會各界團結一致，香港可以盡快戰勝今次疫情。」

**1. 無償借出兩幅土地建隔離及治療設施**  
抗擊疫情爭分奪秒，集團迅速物色了兩幅共14公頃、基礎設施相對齊備的土地，供政府迅速興建臨時隔離及治療設施，盡快舒緩疫情對公共醫療系統的巨大壓力。兩幅土地分別位於元朗潭尾（佔地10公頃）和與恒基兆業地產有限公司共同擁有的前新田購物城地點（佔地4公頃）。潭尾土地位於青山公路旁，有道路連接，土地平坦，有電力供應，可輕易接駁政府食水喉及污水渠；兩幅土地已建成社區隔離設施之用，並已交付政府營運。

**2. 借出商業樓面作為兩個社區疫苗接種中心**  
集團相信接種疫苗是對抗疫情的重要一環，將安排在旗下兩個商業樓面設立社區疫苗接種中心，方便區內的長者及兒童接種疫苗，提升這兩個高危群體的接種率，兩個接種中心地點分別位於觀塘創紀之城及上水廣場。

**3. 提供40萬套快速測試包予前線抗疫人員、基層群體和集團員工**  
集團已迅速搜羅40萬套快速抗原病毒測試包，當中10萬套會透過民建聯、全港社區抗疫連線和香港青年聯會贈送予有需要的前線抗疫人員及基層市民，例如處於抗疫前線的清潔工人、保安員、居



The Group offered two hotels with about 1,000 rooms as community isolation facilities 集團提供了旗下兩間酒店共約1,000房間，作為社區隔離設施

住於「三無」大廈的人士等，另外10萬套將提供予香港警務處，以協助前線防疫工作，餘下20萬套將派發予集團員工，以確保同事在謹守崗位服務社會的同時保障身體健康。

**4. 派發30,000份「新地愛心抗疫包」**  
集團亦準備了30,000份「新地愛心抗疫包」，當中10,000份送給有迫切需要的人士及前線醫護人員。餘下的20,000份已分批派給在潭尾及新田隔離中的人士。抗疫包內有快速抗原測試包、口罩、消毒用品及日常物資等，可緩解燃眉之急。

**5. 提供25部醫用智能消毒機械人予醫管局**  
集團已提供25部醫用消毒智能機械人予公立醫院或診所使用，使用者可選用該批機械人的「二合一」紫外光或噴霧功能，有效大範圍消滅新冠病毒，防止醫院內病毒傳播，提供安全的環境予醫護人員及病人，亦讓醫院清潔消毒更安全快捷、更有效率。

集團深信在社會上下一心和中央支援下，將可以有效戰勝疫情，令社會經濟早日恢復正常和動力。





KW Lo  
盧經緯  
General Manager (Office Leasing) of  
Sun Hung Kai Real Estate Agency  
新鴻基地產代理總經理 (寫字樓租務)

## 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 獲英國建築研究所頒發綠色建築評估系統BREEAM In-Use「傑出」評級



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  
環球貿易廣場重視社會可持續發展的責任，包括成為「新地公益垂直跑-勇闖香港ICC」的比賽場地，宣揚「運動行善」精神



## 盧經緯：ICC與西九高鐵站上蓋商業綜合項目勢將成為大灣區的國際級商業樞紐

環球貿易廣場（ICC）不僅是全港最高的建築物，亦是本港主要地標之一，近月更獲「世界高層建築與都市人居學會」（CTBUH）頒發十年卓越獎，以表揚項目在用家滿意度、對社會經濟效益，以至對城市可持續發展的貢獻皆有卓越表現。專責ICC租務的新鴻基地產代理總經理（寫字樓租務）盧經緯表示，在建中的西九高鐵站上蓋商業綜合項目，未來將與附近的ICC、兩間五星級酒店及西九文化區充分發揮協同效益，成為大灣區的國際級商業樞紐，並促進香港商貿和旅遊業發展。

### 與租戶保持「有效」和「高效」的溝通

ICC於2010全面落成，是集團其中一個最重要的交通導向綜合項目，單是寫字樓總樓面面積便佔約250萬平方呎。儘管ICC在國際上屢獲殊榮，但這次得到CTBUH的嘉許，盧經緯仍感受良多：「項目多年來一直得到世界各大企業的青睞，關鍵之一是團隊願意學習的特質。」「簡單來說，是既及時了解客戶需要，還要迅速作出反應。」

盧經緯感激租戶提出高要求，有助推動自己和團隊不斷進步：「不少國際企業在世界各地體驗到優質寫字樓服務後，都會向我們作出相同要求，無形中開闊了我們的眼界，使團隊能及時回應市場所需，優化科技應用，提供國際認可的服務。」

### 為客戶定出貼身服務

ICC的目標客戶是金融機構和大型跨國企

業，他們對寫字樓的硬件和服務要求更高。盧經緯回想招租過程中，ICC獲三個大型國際金融機構垂詢，合共租用120萬平方呎的寫字樓。「面對這些大租戶，要得到他們的信任，先要釋除他們的疑慮。」例如有客戶會優先考慮租賃條款是否具有足夠彈性，以配合其業務發展；也有金融機構特別重視電力供應的情況。面對每一個要求，團隊都會盡力與各方充分協調，務求為租戶度身制定解決方案。「正因為這些具挑戰性的要求，才會激發我們的創意，促使團隊突破思考的框架，提升服務水平。」

### 位處重要交通樞紐

ICC與高鐵上蓋項目將發揮協同效應  
在建中的西九龍高鐵站上蓋商業綜合項目，落成後將提供約260萬平方呎寫字樓面積，以及一個佔地600,000平方呎的商場。項目糅合綠色及健康元素，

以爭取符合能源與環境設計先鋒評級（LEED）、WELL及「綠建環評」（BEAM Plus）鉑金級認證。特色包括約100,000平方呎公共綠化空間、戶外觀景台，以及西九花園綠徑的其中一部分；步行徑全長1.5公里，將油尖旺至大角咀一帶與西九文化區連繫起來，令新舊社區共融。

盧經緯有信心項目落成後，與毗連的ICC產生強大的協同效應：「兩項目將在西九龍提供約500萬平方呎寫字樓，以及160萬平方呎的零售面積。目前，西九龍已成為香港獨有的文化、藝術和休閒設施集中地；西九龍高鐵站則貫通大灣區以至全國，而由ICC到機場快線及預辦登機設施，僅需幾分鐘路程，交通往來極為方便。這難以取代的地位優勢將令集團兩項西九龍地標項目成為香港最時尚和充滿活力的商業樞紐。」



Lo King-wai (first left) expresses thanks for the collaborative efforts of all departments under the Group for the international accolades won by ICC

盧經緯（左一）表示全憑集團各部門通力合作，才能令ICC在國際上屢獲殊榮

### 租務市場競爭激烈

#### 積極強化項目ESG績效

香港的寫字樓租務市場競爭激烈，加上未來不少大型甲級商廈相繼落成，盧經緯表示集團一直提升旗下物業「硬件」和「軟件」的質素，以保持領導地位。「現今愈來愈多企業，會視乎大業主有否從可持續發展的角度，令旗下投資物業項目擔當更多社會責任，才決定租用選址，所以我們的團隊在項目設計、建築及未來營運上會貫徹環境、社會及企業管治（ESG）的準則。」至於軟件方面，盧經緯深信，憑著優質的管理服務，加上與租戶保持長遠

而緊密的關係，租戶對我們的寫字樓組合的需求仍然強大。」

### 疫情下寫字樓租務表現仍令人滿意

持續逾兩年的疫情，對本地以至全球經濟帶來影響，加上「在家工作」漸趨流行，究竟對寫字樓租務會否帶來壓力？盧經緯認為，「在家工作」模式帶來的影響仍需時間觀察。但疫情期間，團隊致力與租戶緊密溝通，了解租戶的需要，並且透過新科技應用，積極做好消毒和空氣質素管理的工作，令租戶可以更安心工作。所以回顧2021年，集團的寫字樓組合仍錄得滿意的整體出租率。他認為疫情緩和後，優質的寫字樓需求依然殷切。

### 管理團隊哲學：讓同事有滿足感

「要建立一支有凝聚力、互相信任的團隊，在於營造一個大家願意分享資訊和經驗的氛圍。」盧經緯重視團隊每位成員的個人發展，令他們在工作中找到滿足感；並會賦權予下屬，讓他們更敢於承擔責任，同時鼓勵他們努力學習和提高自己的專業水平，有自信地領導小組應付不同挑戰。喜歡收集火車模型的他更打趣道：「見到同事能獨當一面，在工作中發揮所長，就好像看著模型火車，拖著車卡在路軌上有序馳行，感覺很治癒，也很有滿足感！」



Apart from enjoying parent-child get-along, collecting model trains is also one of Lo King-wai's leasures  
除享受親子時光外，收集火車模型也是盧經緯的工餘嗜好之一

“集團繼成功打造ICC這地標後，正興建西九高鐵站上蓋商業綜合項目。新項目糅合綠色及健康元素，未來將與鄰近的ICC、兩間五星級酒店及西九文化區充分發揮協同效益，成為大灣區的國際級商業樞紐，並促進香港商貿和旅遊業發展。”



Rendering 效果圖

ICC's Major Awards 主要獎項	Issued Institute 頒發機構	Award Year 年份
CTBUH 10-Year Award of Excellence CTBUH十年卓越獎	CTBUH Hong Kong Chapter CTBUH香港分會	2021
WELL Health-Safety Rating for Facility Operations certificate「WELL健康—安全評價準則」物業設施運營管理證書	International WELL Building Institute WELL建築研究院	2021
BREEAM In-Use Outstanding rating by the green building assessment system 綠色建築評估系統BREEAM In-Use「傑出」評級	British Research Establishment 英國建築研究所	2020
Final Platinum certification under BEAM Plus Existing Buildings Version 2.0 綠建環評既有建築2.0版最終鉑金級	Hong Kong Green Building Council 香港綠色建築議會	2017
Asia Pacific Property Award – Best Mixed-Use Development Hong Kong 亞太區房地產大獎 — 香港最佳綜合發展獎	International Property Awards	2013
Quality Building Awards 優質建築大獎	The Hong Kong Construction Association 香港建造商會	2012
HK-BEAM Platinum certification 香港建築環境評估法（BEAM）認證的最高曾鉑金評級	Hong Kong Green Building Council 香港綠色建築議會	2011



# SHKP malls' Customer Care Ambassador teams take home over 80 awards and recognition

新地商場親客大使團隊勇奪80多個獎項及認證



SHKP malls' Customer Care Ambassador teams stand out in the 2021 Service Talent Award with over 80 awards and recognition. 新地商場親客大使團隊在「2021傑出服務獎」中，勇奪超過80個獎項及認證，表現優異。

SHKP malls' premium customer service has been widely recognized by the industry, with the latest recognition received from the 2021 Service Talent Award, organized by the Hong Kong Retail Management Association. SHKP malls' Customer Care Ambassador teams clinched over 80 awards and other recognition, including gold and bronze in the Retail Excellence Award, and gold, silver and bronze by six Customer Care Ambassadors in the individual awards.

### Recognition from the Oscars of retail

For years, the Group has nominated its shopping mall frontline teams to participate in the Service Talent Award, aka the Oscars of retail, to learn from other top talents in the industry. This year, 21 major SHKP malls took part in the competition. The participating Customer Care Ambassadors demonstrated their service excellence and resilience during several rounds of mystery shopper assessments and group interviews, bringing them recognition and exceptional results.

For the company awards, APM, Metroplaza and YOHO MALL won gold, bronze and a certificate of merit, respectively, in the Retail Excellence Award. APM, New Town Plaza and YOHO MALL received the Top 10 My Favourite Outstanding Service Retail Brand by public votes. They were the only shopping malls to attain this honour.

In addition, APM, New Town Plaza I, Tai Po Mega Mall, Uptown Plaza and YOHO MALL took half of the places in the debut Top 10 Outstanding Flagship Service Stores award. Again, they were the only shopping malls on the winners list.

Among the individual awards, Cheng Pui-ki, from Tai Po Mega Mall, and Chow Wai-yu, from K-Point, won gold awards in the Property Management (Junior Frontline Level) and STA New Participating Brands (Junior Frontline Level) respectively. Six SHKP malls' Customer Care Ambassadors also won silver, bronze and outstanding performance in the individual awards. And 14 Customer Care Ambassadors were named Excellent Service Stars for getting full marks in the Mystery Shopper Assessments.

### Enhancing customer service through smart technology

Cris Fung, Leasing – Retail Marketing and Customer Relations General Manager, Sun Hung Kai Real Estate Agency Limited, said she was thankful that the Customer Care Ambassador teams keep delivering professional, caring service during the pandemic last year. Cris Fung continued, "In the face of the pandemic challenges, in addition to ensuring that SHKP malls implement comprehensive anti-pandemic measures, our customer service teams have provided professional, attentive service in the new normal. SHKP has also strategically driven smart facility and automation in its malls, including the use of various cutting-edge smart robots, touch-free installations, a 5G Smart Restroom system, and multiple smart property and facility management systems. Integrating the new technology with attentive service further enhances the new standard of service, thus increasing the malls' competitiveness."

新地商場的顧客服務表現卓越，屢獲業界讚賞。最近，在香港零售管理協會舉辦的「2021傑出服務獎」中，新地商場的親客大使團隊勇奪逾80個獎項及認證，包括團體獎項「傑出服務策劃大獎」金獎及銅獎，另有六位親客大使在個人組別榮獲金、銀、銅獎，表現突出。

### 獲零售業界奧斯卡嘉許

集團多年來推薦商場前線服務團隊參加有零售業界奧斯卡之稱的「傑出服務獎」，藉此讓前線服務團隊與業界精英互相學習、切磋。今屆共有21個重點新地商場派員參賽，經過多輪神秘顧客評審及小組面試後，參賽的親客大使團隊憑著優良的服務水平及靈活的應變能力，贏得評審嘉許，獲取優異成績。

在團體獎項方面，APM、新都會廣場及YOHO MALL分別獲得「傑出服務策劃大獎」金獎、銅獎及優秀獎。APM、新城市廣場及YOHO MALL獲公眾投選為「十大我最喜愛傑出服務零售品牌」，是唯一獲此獎項的商場。此外，APM、新城市廣場一期、大埔超級城、新達廣場及YOHO MALL更在首屆「十大傑出旗艦服務店」獎項中奪得一半席位，同時屬於獲獎的唯一商場代表。

在個人獎項中，大埔超級城的鄭佩琪和錦薈坊的周瑋瑜，分別奪得「商場 / 物業管理組別(基層級別)」及「STA新秀組別(基層級別)」的金獎，另外六位新地商場親客大使獲頒個人組別的銀獎、銅獎及優越表現獎。另外，14名親客大使在「神秘顧客評審」中取得滿分佳績，獲頒發「優質服務之星」。

### 結合智能科技 提升顧客服務

新鴻基地產代理有限公司租務部(商場市務及客戶關係)總經理馮翊琳感謝各親客大使團隊在過去一年努力工作，無懼疫情，繼續為顧客帶來專業細心的服務。馮翊琳續指：「在疫情的挑戰下，在確保商場繼續執行全面的防疫措施外，顧客服務團隊並能夠在新常態下提供專業而貼心的服務。同時，新地策略性地推動商場設施智能化和自動化，包括採用各類尖端的智能機械人、加裝免觸式裝置、打造5G智能洗手間系統及開發多個智能化物業設施管理系統等，以新科技結合人性化服務，提升嶄新服務水平及增加商場競爭力。」

2021 Service Talent Award		2021 傑出服務獎	
TEAM AWARDS		團體獎項	
Retail Excellence Award 傑出服務策劃大獎	Gold 金獎	APM	
	Bronze 銅獎	Metroplaza 新都會廣場	
	Merit 優秀獎	YOHO MALL	
Top 10 My Favourite Outstanding Service Retail Brand 十大我最喜愛傑出服務 零售品牌	APM, New Town Plaza, YOHO MALL APM、新城市廣場、YOHO MALL		
Top 10 Outstanding Flagship Service Store 十大傑出旗艦服務店	APM, New Town Plaza I, Tai Po Mega Mall, Uptown Plaza, YOHO MALL APM、新城市廣場一期、大埔超級城、新達廣場、 YOHO MALL		
Outstanding Flagship Service Brand 傑出旗艦服務品牌	APM, East Point City, Metroplaza, Metropolis Plaza, MOKO, New Town Plaza I, New Town Plaza III, Park Central, PopWalk, Ocean PopWalk, Tai Po Mega Mall, Tsuen Wan Plaza, Uptown Plaza, V Walk, YOHO MALL, Park Circle  APM、東港城、新都會廣場、新都廣場、MOKO、新城市 廣場一期、新城市廣場三期、將軍澳中心、天晉滙、海天晉 匯、大埔超級城、荃灣廣場、新達廣場、V Walk、YOHO MALL、Park Circle		
INDIVIDUAL AWARDS*		個人獎項*	
Property Management (Junior Frontline Level) 商場 / 物業管理組別 (基層級別)	Gold 金獎	Tai Po Mega Mall 大埔超級城	Cheng Pui-ki 鄭佩琪
	Silver 銀獎	New Town Plaza I 新城市廣場一期	Cheung Sze-yiu 張思搖
	Bronze 銅獎	Metropolis Plaza 新都廣場	Chan Yuk-mei 陳玉媚
	Outstanding Performance 優越表現獎	New Town Plaza I 新城市廣場一期	Mo Yee-hung 毛綺紅
Tsuen Wan Plaza 荃灣廣場		Koon Ching-man 官靜雯	
STA New Participating Brands (Junior Frontline Level) STA新秀組別(基層級別)	Gold 金獎	K-Point 錦薈坊	Chow Wai-yu 周瑋瑜
Retail Services (Supervisory Level) 零售服務組別(主管級別)	Silver 銀獎	Tsuen Wan Plaza 荃灣廣場	Leung Nga-wing 梁雅詠
	Bronze 銅獎	New Town Plaza I 新城市廣場一期	Chan Hoi-ting 陳凱婷
* Another 34 Customer Care Ambassadors were recognized as Retail Ambassadors. And 14 Customer Care Ambassadors were named Excellent Service Stars for getting full marks in the Mystery Shopper Assessments * 另有34名親客大使成為「零售大使」；14名親客大使於「神秘顧客評審」中取得滿分佳績，獲頒發「優質服務之星」			



## Building Homes with Heart Caring Initiative continues to care for the elderly amid the pandemic

「以心建家送暖行動」 疫情下繼續關懷長者

The Group continued to serve the elderly at Lunar New Year despite the recent pandemic severity. In early February, the Group sent gift bags to 4,000 elderly singletons and couples in Southern District and Kwun Tong under the Building Homes with Heart Caring Initiative for festive blessings.

In addition, the Redevelopment of Pak Tin Estate – Neighbourhood Support Programme, which the Group's volunteer team participated in for three consecutive years, was successfully completed. During the period, the team provided various forms of support to 600 elderly who were relocated due to redevelopment, including home inspections, basic renovations, daily condolences, anti-pandemic kits and festive celebrations. On Lunar New Year's Eve, charity *poon choi* were prepared by the Royal Plaza Hotel and the volunteer team for the elderly who had just moved in. The team also prepared mosaic photo stands as housewarming gifts to celebrate the move-in joy with the elderly amid the pandemic.

雖然近月疫情非常嚴峻，仍無阻集團在新春佳節為長者送暖。二月初，集團透過「以心建家送暖行動」派發新春福袋，為4,000名南區及觀塘的獨居及雙老長者送上節日祝福。

另外，集團義工隊連續三年參與的「白田邨重建 – 友情人鄰里」計劃最近圓滿結束。期間，義工隊共為600名受重建影響而調遷的長者提供了不同支援，包括驗樓、基本裝修、日常慰問、派發防疫物資及節慶等。農曆新年前夕，義工隊聯同帝京酒店別出心裁地為新入伙的各長者設計了「長者聚寶盆菜」，讓他們帶回家享用。義工更親手製作滿載祝福的馬賽克相架，作為新居賀禮，在疫情下與長者共慶喬遷之喜。



Under the Building Homes with Heart Caring Initiative, gift bags were dispatched annually for festive celebration with the elderly amid the pandemic

「以心建家送暖行動」每年送出新春福袋，與長者在疫情下共慶佳節



The volunteer team prepared a move-in feast of a delicate *poon choi* and handmade mosaic photo stands to send blessings to the elderly amid the pandemic

義工隊在疫情下為長者準備「入伙宴」，為他們送上精美盆菜及親手製作的馬賽克相架，祝福滿滿

## SHKP-Kwoks' Foundation continues to support students amid the pandemic

新鴻基地產郭氏基金 疫情下持續支援學生

The SHKP-Kwoks' Foundation (the Foundation) has various ongoing charity projects, which have been going smoothly despite the pandemic. The Foundation works closely with the beneficiary units and students, conducting selection and assessment as usual through both online and offline channels to ensure that scholarships

and bursaries can be distributed as scheduled to reduce the financial burden and avoid any adverse impact on the students. The student associations actively carry out various extracurricular activities, especially voluntary projects focusing on community welfare, to pass on the torch.

SHKP-Kwoks' Foundation Executive Director Amy Kwok expressed delight at the optimistic and positive attitude of the students, and the Foundation would take up corporate social responsibility at this critical moment.

儘管疫情持續，但新鴻基地產郭氏基金（下稱基金）各慈善項目仍然暢順進行。基金與各受助單位及同學保持緊密聯絡，通過實體與遠程線上互相結合，如常展開各項目的評選和考察工作，確保獎助學金能如期發放，以免貧困學生因經濟負擔而影響學習。同學會社團亦積極全方位地開展各類課餘活動，特別是社區公益等義務工作，以期薪火相傳。

新鴻基地產郭氏基金執行董事郭婉儀對同學們的樂觀積極奮發向上的態度表示欣慰，指出基金會繼續在此關鍵時刻肩負企業責任，回饋社會。



The benefitted students not only focus on their academic work, but also actively engage in extracurricular activities to serve the community  
受助學生用功學習之餘，亦積極參與課餘活動，服務社群



