

For immediate release

Hang Lung Emerald Award Enters its Fifth Year

Comprehensive Training is Provided to Build a Customer-Centric Frontline Service Team

(Hong Kong, October 30, 2019) While shopping malls are about meeting customers' needs for shopping and leisure, it is the frontline staff who provide the human touch. Their care and attention to detail can turn a successful shopping trip into a highly personalized experience. To this end, Hang Lung Properties has held the Hang Lung Emerald Award for the fifth year to recognize the outstanding efforts of our frontline staff members and demonstrate Hang Lung's strategies of promoting a customer-centric culture and building Hang Lung's branded experience.

The Hang Lung Emerald Award 2019 received 534 nominations from properties across Hong Kong and Mainland China, hitting record high since its inception. Four nominated cases were selected by the judging panel, which is formed by senior management, who evaluated the winners based on their performance on the following six criteria: initiative, sense of accountability, problem-solving skills, creativity, "Go the Extra Mile" and uniqueness of the response to the situation for which they were nominated.

Seven winning staff members and their supervisors attended the Hang Lung Emerald Award presentation ceremony at the new Peak Galleria today to receive recognition and praise from the senior management. The winning staff are based at Amoy Plaza, Gala Place, Peak Galleria in Hong Kong and at Parc 66 in Jinan, Mainland China. Their roles range from maintenance and customer services to guest services and property management. The majority of this year's winners have more than eight years' service with Hang Lung, and one has been working with the company for more than 20 years.

The rising number of nominations reflects our frontline staff's commitment to the company, the respect they have for the Emerald Award as well as the continued expansion of Hang Lung's business. In order to foster a spirit of "Go the Extra Mile" and a customer-centric approach to work, Hang Lung offers comprehensive training. This covers customer service, languages, professional development in areas such as construction industry safety and cybersecurity, multimedia courses in areas such as property facilities management and crisis management as well as annual emergency exercises to enhance responses to incidents such as fires, power outages and adverse weathers. As of September 2019, the frontline staff members in Hong Kong and Mainland China had

collectively undertaken over 47,000 hours of training this year; this is equivalent to 98% of the training hours undertaken during the whole of the previous year.

In addition to being awarded a certificate and the Emerald brooch, this year's seven winners get to take part in an exchange tour of service excellence in Shenyang, during which they will have the opportunity to share their experiences, learn more about customer service standards in other industry sectors, and enrich their professional knowledge.

About Hang Lung Properties

Hang Lung Properties Limited (stock code: 00101), a constituent stock of the Hang Seng Index, Hang Seng SCHK High Dividend Low Volatility Index, Hang Seng Low Volatility Index, Hang Seng Corporate Sustainability Index in Hong Kong, and a member of the Dow Jones Sustainability Asia Pacific Index, is a leading real estate developer operating in Hong Kong and mainland China. Boasting a diversified portfolio of investment properties in Hong Kong, the Company has progressively branched out into the Mainland since the 1990s, with our distinctive footprint now fully established in Shanghai, Shenyang, Jinan, Wuxi, Tianjin, Dalian, Kunming, Wuhan and Hangzhou, with all the Mainland projects carrying the "66" brand. As Hang Lung's business continues to grow, the Company is set to develop into a highly admired national commercial property developer in China.

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Photo Caption (1)



Mr. Weber Lo, Chief Executive Officer (back row, 4th from right), Mr. H.C. Ho, Chief Financial Officer (back row, 3rd from right), Mr. Adriel Chan, Executive Director (back row, 4th from the left), Mr. Norman Chan, Executive Director (back row, 3rd from the left) and a group of senior management of Hang Lung Properties attend the Hang Lung Emerald Award 2019 presentation ceremony. The event is held at the new Peak Galleria to commend the winners' customer-centric approach to service.

Photo caption (2)



Winners of the Hang Lung Emerald Award 2019 attend the award presentation ceremony to accept their honors (from left to right): Mr. Au Kwok-hung, Mr. Put Kwok-wing and Mr. Michael Fung (Peak Galleria), supervisors of the winners Ms. Zhu Yu-jin and Ms. Wang Shan-shan (Parc 66, Jinan), Mr. So King-him (Gala Place) and Mr. Au Yun-lam (Amoy Plaza).

Photo caption (3)



Au Yun-lam is part of the property management team at Amoy Plaza and has been working with Hang Lung for more than 20 years. He says his commitment is fuelled by a constant sense of curiosity and awareness of his surroundings.

Photo caption (4)



The Learning & Development team of Hang Lung provides frontline staff members with a comprehensive training program, with the aim of nurturing our “Go the Extra Mile” spirit among staff as they go about their daily work.