

## For Immediate Release

### Hang Lung Emerald Award Recognizes Commitment to Service Excellence

(Hong Kong, August 8, 2017) Hang Lung Properties today presents its Emerald Award to six frontline staff members who each demonstrated extraordinary excellence in customer service, in pursuit of the Company's "Go the Extra Mile" spirit.

Now in its third year, the Hang Lung Emerald Award aims to recognize the efforts of frontline staff members who pursue service excellence with heartfelt conviction, one of the essential elements of Hang Lung's corporate culture.

Mr. Philip Chen, Chief Executive Officer of Hang Lung Properties said, "The Company views customer service as the very heart of its operations throughout the portfolio, from leasing to operational strategies, which enhances our corporate culture and provides momentum for our business to grow. The Emerald Award was launched to inspire frontline staff and reinforce Hang Lung's longstanding focus on service excellence as well as to establish the award as an outstanding icon of the value the Company places on recognition of our team's contributions on service provision."

Hailing from Amoy Plaza and The Peak Galleria in Hong Kong, Palace 66 in Shenyang, Parc 66 in Jinan, and Olympia 66 in Dalian, the six winners work in different roles from Cashier and Concierge, to Building Assistant and Guest Service Supervisor. The five winning cases included, among others, the search for a sick elderly resident who is living alone; the saving of a baby who was left in a car; and the quick thinking that saved the finger of a shop assistant injured in an accident.

In addition to receiving a certificate and the platinum Emerald Pin set with an emerald, each winner will also take part in a three-day exchange tour of service excellence, during which they will have the opportunity to find out more about how customer service works in other service industry sectors.

A judging panel comprising senior management members is responsible for selecting the award winners based on the merits of individual cases including the initiative demonstrated, the sense of accountability, problem-solving skills, creativity, and uniqueness. For 2016-17, the judging panel selected five winning cases from over 220

nominations from across Hang Lung's portfolio in Hong Kong and Mainland. The Emerald Award is a widely recognized staff incentive program with multiple international and industry honors under its belt, including the Astrid Awards 2016, Mercury Awards 2015-16, and Spotlight Awards 2015, to name a few.

### **About Hang Lung Properties**

Hang Lung Properties Limited (HKSE stock code: 00101), a constituent stock of the Hang Seng Index and Hang Seng Corporate Sustainability Indices in Hong Kong, 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 and Wuhan, 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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### **Media contact: 6776 1700**

Cheung Ka Wing  
Corporate Communications Manager  
(Media Relations)  
(852) 2879 0360  
[WingKWCheung@hanglung.com](mailto:WingKWCheung@hanglung.com)

Sharon Cheung  
Senior Officer  
Corporate Communications  
(852) 2879 6281  
[SharonCheung@hanglung.com](mailto:SharonCheung@hanglung.com)

**Photo Caption (1)**



Hang Lung Properties' senior executives pose with winners of the Emerald Award 2017: Mr. Philip Chen (4<sup>th</sup> from right), Chief Executive Officer; Mr. H.C. Ho (4<sup>th</sup> from left), Chief Financial Officer; Mr. Adriel Chan (3<sup>rd</sup> from right), Executive Director; Mr. Norman Chan (3<sup>rd</sup> from left), Executive Director; Mr. Dane Cheng (2<sup>nd</sup> from right), Executive Director; Ms. Bella Chhoa (2<sup>nd</sup> from left), Director – Leasing & Management; Mr. C. F. Kwan (1<sup>st</sup> from right), Director – Corporate Communications & Investor Relations; and Ms. Janet Poon (1<sup>st</sup> from left), General Manager – Human Resources.



**Photo Caption (2)**






Winners of the Emerald Award 2017 (from left): Olympia 66, Dalian – Ms. Amy Li; Parc 66, Jinan – Ms. Liang Tian; Amoy Gardens, Hong Kong – Mr. Ng Kam Fai; The Peak Galleria, Hong Kong – Mr. Simon Lee and Mr. Hui Ching Yiu; Palace 66, Shenyang – Ms. Zhao Li attend the presentation ceremony and share their insights into customer service.

**Appendix: Emerald Award 2017 Winning Cases**

Awardee	Case
<div data-bbox="240 259 475 483" data-label="Image"> </div> <p data-bbox="167 495 550 651"> <b>Ms. Amy Li</b>  <b>Senior Guest Experience</b>  <b>Ambassador</b>  <b>Olympia 66, Dalian</b> </p>	<p data-bbox="579 259 1433 376"> <b>What she sees isn't just a bleeding wound but the dire consequence awaiting the shop assistant if she can't make it to the hospital in time.</b> </p> <p data-bbox="579 427 1433 712">           On a routine patrol inside the mall, Amy Li heard a cry for help from one of the stores. It came from a shop assistant who had cut her right ring finger when she was cleaning store display. Blood kept gushing out from the two-centimeter wound. The first aid kit Li brought could not stop the bleeding so she suggested that the shop assistant should go to hospital immediately.         </p> <p data-bbox="579 763 1433 920">           Fearing that a taxi could not make it through the rush hour traffic in time, Li reported the situation to her supervisor and decided to drive the injured shop assistant to the hospital herself.         </p> <p data-bbox="579 972 1433 1218">           At the hospital, the doctor said the assistant's finger had sustained a severe injury which had damaged the tendon tissue. It was lucky that she had been brought to the hospital in a timely fashion, otherwise her finger might have to be amputated. Li stayed at the hospital to keep the shop assistant company until her family arrived.         </p>

Awardee	Case
 <p data-bbox="172 432 544 633"><b>Mr. Simon Lee</b> Senior Guest Service Supervisor The Peak Galleria, Hong Kong</p>  <p data-bbox="172 931 544 1133"><b>Mr. Hui Ching Yiu</b> Guest Service Supervisor The Peak Galleria, Hong Kong</p>	<p data-bbox="576 197 1426 275"><b>What they see isn't a locked car but the indivisible bond between a mother and her baby.</b></p> <p data-bbox="576 338 1426 499">The day unfolded as normal for Simon Lee and Hui Ching Yiu, until a foreign lady asked for help at the customer service desk of The Peak Galleria, saying she had left her infant child, together with the car key, in her locked car.</p> <p data-bbox="576 551 1426 667">Rushing out to the rescue, Lee and Hui worked in parallel to contact the engineering department and the police, and to check the baby's information with his mother.</p> <p data-bbox="576 719 1426 1126">The unnerving cries of the baby added to the anxiety of the desperate mother, who urged Lee and Hui to break the car window. Despite the situation, Hui patiently explained to the foreign lady that such an act was not advisable unless sufficient protection measures were in place to ensure the safety of the baby. He managed to calm the mother by reassuring her that the air inside the car was adequate as the unfortunate incident had only just happened. Meanwhile, Lee closely monitored the condition of the infant.</p> <p data-bbox="576 1178 1426 1384">The staff of the engineering department came and taped the car windows in preparation for the critical time when the glass would have to be smashed. Eventually the firemen who arrived at the scene did just that to retrieve the car key and rescue the baby.</p>

Awardee	Case
 <p data-bbox="244 450 472 562"><b>Ms. Liang Tian</b> Concierge Parc 66, Jinan</p>	<p data-bbox="576 215 1430 327"><b>What she sees isn't a tatty teddy bear but how much it is cherished by the child, and how happy she would be when it was mended.</b></p> <p data-bbox="576 383 1430 663">When a little girl who was led to the customer service desk by her father, Liang Tian immediately noticed her blotchy eyes. Rushing out to comfort the girl, Liang learned from her father that the teddy bear she was holding had had its ear torn of while the girl was playing with it. The father asked if any merchant in Parc 66 could provide a toy repair service but to his disappointment, there were none in the mall.</p> <p data-bbox="576 719 1430 875">The idea of repairing the teddy bear with a sewing kit kept at the service desk dawned on Liang when she saw the little girl bursting into tears again. Although she was not confident in her sewing skills, Liang offered to help.</p> <p data-bbox="576 931 1430 1043">The teddy bear was returned to its original state under the skillful hands of Liang. Delighted at the result, the little girl gave Liang her lollipop as a token of gratitude.</p>
 <p data-bbox="201 1301 520 1413"><b>Ms. Zhao Li</b> Cashier Palace 66, Shenyang</p>	<p data-bbox="576 1066 1430 1133"><b>What she sees isn't a commemorative coin but its value and meaning to the customer.</b></p> <p data-bbox="576 1189 1430 1379">Zhao Li helped a customer who had dropped a coin when he paid his parking fee at the shroff office. Knowing the customer was in a hurry, Zhao offered to keep in contact with him while she searched for the coin, but the customer left without providing his contact information.</p> <p data-bbox="576 1435 1430 1682">The look of frustration on the face of the customer suggested to Zhao that the coin was rather important. Therefore, she did a thorough search after the customer had left, leaving no stone unturned. Her effort paid off when she found the silver coin under a coil of wire connected to a computer terminal.</p> <p data-bbox="576 1738 1430 2018">Zhao looked up the carpark payment slip and found the registration number of the car. She contacted the security team through the intercom system to locate the parked car, where she returned the coin to the customer. It turned out that the coin commemorated the 70<sup>th</sup> anniversary of the end of World War II, and was a keepsake fondly cherished by the customer.</p>

Awardee	Case
 <p data-bbox="199 443 442 645"><b>Mr. Ng Kam Fai</b> <b>Senior Building Assistant</b> <b>Amoy Gardens,</b> <b>Hong Kong</b></p>	<p data-bbox="501 212 1425 286"><b>What he sees is not unknown names on a list of single elderly persons, but a precious life.</b></p> <p data-bbox="501 349 1425 808">Ng Kam Fai was on duty in the control room when he received a report about an unwell single elderly person living in one of the residential flats. The information provider left without giving out any contact information. Ng looked up the list of residents only to discover the alleged flat was not occupied by an elderly resident. Ng did not give up. He telephoned the seven single elderly people living in the same block and found that one of them was uncontactable. With the consent of his supervisor, Ng called the police, who forced open the door with the help of a fire rescue squad and found a woman in her 80s, lying unconscious on the floor. She was duly hospitalized.</p> <p data-bbox="501 857 1425 1016">Worried about the safety of the old lady, Ng gave a call to the flat owner, who is a relative of the old lady, to remind him to repair the broken door. Ng also sent his regards to the old lady after she was discharged from the hospital.</p>