

Changemakers

恒隆租户可持续发展通讯 第五期 #05
Tenant Sustainability Newsletter by Hang Lung ISSUE #05



构建可持续发展社群 Building a Sustainable Community

今期通讯我们将聚焦于Changemakers计划其中一位“卓越”级别香港租户——亚洲公益事业研究中心 (CAPS) 的实践案例。我们与CAPS合作无间，亲眼见证其不懈努力。因此，我们期望借着分享他们的案例，启发更多租户并肩同行，携手迈向绿色未来。

In this edition of our newsletter, we shine a spotlight on the Centre for Asian Philanthropy and Society (CAPS) in Hong Kong, who is on the journey to achieving the “Advanced” level in our *Changemakers Program*. Through our close collaboration, we have witnessed their commitment firsthand, and we are excited to feature their case study to inspire others on our collective journey toward a greener future.



Changemakers计划知多少? Did you know?

「Changemakers: 租户可持续发展合作计划」于2023年12月启动，旨在支持办公室、零售、餐饮及酒店等行业的租户，协助他们在可持续发展方面取得重大突破。计划至今已获15个物业共20家租户响应，遍及各行各业，占已出租总面积超过140,000平方米。

租户可选择参与“优良”或“卓越”其中一个级别，以获取能源绩效基准比较和技术支持等资源，以及参与能力培训和志愿者活动的机会。恒隆也会表扬并分享其付出和成果，带动更多伙伴效仿。

Launched in December 2023, the *Changemakers: Tenant Partnerships on Sustainability Program* empowers tenants across various sectors, including office, retail, F&B and hospitality, to make significant strides in their sustainability endeavors. The program has welcomed 20 diverse tenants across 15 properties, encompassing over 140,000 square meters of leased space.

Tenants can choose between “Foundational” or “Advanced” engagement levels, accessing resources such as energy performance benchmarking, technical support, capacity building, and volunteering opportunities. Tenants’ commitments and accomplishments will be recognized and shared to inspire Hang Lung’s community.

CAPS投入循环经济 将可持续概念融入装修工程 CAPS Sustainable Renovation: Embracing Circularity



亚洲公益事业研究中心 (CAPS) 成立于2013年, 是一家立足亚洲、以行动为本的独立研究及咨询机构, 致力改善亚洲地区的公益慈善事业发展。作为我们Changemakers计划的主要办公楼租户之一, CAPS设于瑞安中心的办公室充分体现了他们对租用空间可持续发展的承诺。

Established in 2013, the Centre for Asian Philanthropy and Society (CAPS) is a uniquely Asian, independent, action-oriented research and advisory organization, committed to improving the quality and quantity of philanthropic giving throughout Asia. Situated at the Shui On Centre, CAPS is one of the prominent office tenants participating in our *Changemakers Program*, demonstrating a commitment to the sustainability of their leased premises.

引领循环经济实务 Leading the Way with Circular Practices

随着规模不断扩展, CAPS于2022年作出搬迁办公室的重大决定, 并把握机会将可持续概念融入装修工程。以「绿色」理念为中心, 该项装修项目强调重用办公室家具, 并尽量减少送往堆填区的废物量。为评估项目的碳足迹, CAPS根据GIGA的RESET隐含性能标准计算装修所用物料在整个生命周期内产生的总排放量, 并审视物料的循环性及其对健康的影响。评估结果最终与业界基准和过往其他采用RESET标准的项目作比较, 以识别可行的减碳方案。

针对碳排放、循环性和健康三方面的表现, RESET评估也提出了实用的改善建议, 包括:

- 采购回收再造的家具和装修物料
- 与制造商合办物料回收计划
- 淘汰可能释放有害化学物质的三聚氰胺

CAPS的办公室装修工程让我们了解如何将可持续理念融入项目的不同阶段, 为租户提供了一个值得借鉴的例子。

With continued growth, CAPS made the strategic decision to relocate to a new office in 2022, seizing the opportunity to strengthen its commitment to environmental sustainability. Guided by the principle of "green," the project emphasized reusing office furniture and minimizing landfill waste. To assess the carbon footprint of the project, CAPS conducted an embodied carbon evaluation using GIGA's RESET Embodied Standard, which considers total emissions from building materials throughout their lifecycle. The assessment also examined the circularity and health impacts of the materials used in the office fit-out. The CAPS project results were benchmarked against industry baselines and prior RESET projects to identify possibilities for carbon reduction.

The RESET evaluation also offered practical recommendations for further improving performance around carbon, circularity and health. Suggestions include:

- Sourcing furniture and fit-out materials with recycled content
- Collaborating with manufacturers to establish a materials take-back program
- Eliminating the use of melamine, which can emit harmful chemicals

CAPS' office renovation demonstrates that it is possible to integrate sustainability into every aspect of a renovation project.

CAPS隐含性能评估的主要结果: Key Results of CAPS' Embodied Assessment:



125.1 公斤二氧化碳当量/平方米
kg CO₂e/m²

碳足迹
Carbon

- 较2022年业界基准低31.3%
- 较2022年RESET标准平均值低2.6%
- 31.3% better than the 2022 industry baseline
- 2.6% better than the RESET 2022 average



循环性
Circularity

34.5%的装修物料经循环再用
Project re-used: 34.5%

74.5%的家具经循环再用
Furniture re-used: 74.5%

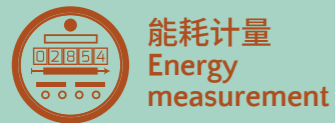


健康
Health

88.6% 的装修物料为已知成分且不含列入红色清单的有害化学物质
of the material ingredients are known and free of harmful red-listed chemicals

- 较2022年业界基准高出13倍
- 较2022年RESET标准平均值高出7.8倍
- 13.0 times better than the 2022 industry baseline
- 7.8 times better than the RESET 2022 average

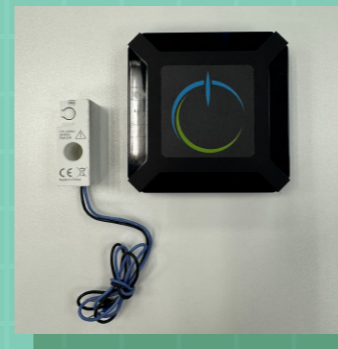
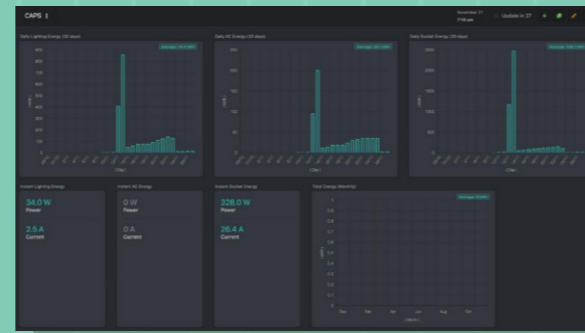
CAPS就Changemakers计划采取的其他措施 Other actions by CAPS in the *Changemakers Program*



能耗计量
Energy measurement

在我们的协调下，CAPS与专门开发物联网解决方案的易控智能科技合作推行分项计量电表系统，以便监测供暖、通风和空调系统、照明系统及低功率设备的整体耗电量。分项计量系统已完成安装，CAPS可通过网络控制面板和移动应用程序追踪其耗电量。

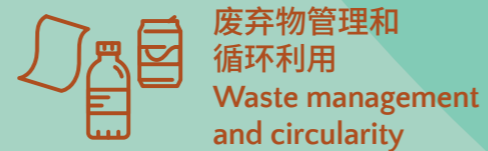
We have connected CAPS with Control Free, an Internet of Things solution developer, to implement an electricity sub-metering system. This system allows them to monitor overall electricity usage, including HVAC, lighting, and small power systems. The installation has been completed, and CAPS can now track their electricity consumption through web-based dashboards and a mobile app.



社区福祉
Community wellbeing

2024年，CAPS以演讲嘉宾和主持等身份参与57场活动，包括16场“亚洲公益指数”活动，例如举办DGI 2024 Partner Workshop与超过1,400名参加者分享个人及企业慈善事业的最新发展趋势。CAPS也发布了第四期《亚洲公益指数报告》，强调社福界在应对亚洲社会面临的挑战方面扮演着重要角色，并阐述适当的政策和措施可如何动员关键私营资本支持社福界。该报告自2018年起每两年发布一次。

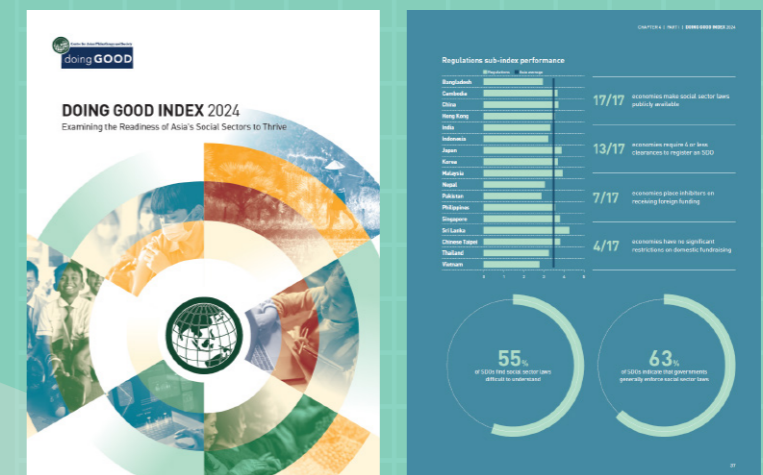
In 2024, CAPS spoke, moderated, and participated in 57 events. This included 16 Doing Good Index (DGI) events, such as the DGI 2024 Partner Workshop, where they shared insights on the latest trends in individual and corporate philanthropy to over 1,400 participants. They also released the fourth edition of their Doing Good Index, which has been published every two years since 2018. This report emphasizes the crucial role of the social sector in addressing social challenges in Asia and illustrates how appropriate policies and practices can mobilize vital private capital for this sector.



废弃物管理和
循环利用
Waste management and circularity

CAPS在办公室处选用由可持续家具回收及供应商SOS捐出的二手家具，并向本地非牟利机构香港耆英协进会捐赠家具，以造福社群和减少废物，同时推动循环经济。

In their new office, CAPS is utilizing secondhand furniture donated by SOS, a circular furniture provider and recycler. They also support the community by donating furniture to Hong Kong Aged Concern Limited, a nonprofit organization. This initiative not only supports waste reduction but also promotes circularity.



营造无障碍环境 实现可持续社区发展 Creating Accessible Environments for a Sustainable Community

我们深信可持续社区发展的核心在于遵循包容原则，确保每个人都能充分参与我们所提供的体验。受这份理念驱使，我们致力于打破藩篱，打造让所有租户和顾客皆感亲切的空间。

从残障顾客服务礼仪培训着手 提升服务质量 Enhancing Service Through Disability Etiquette Training

为秉持包容原则，我们于2024年12月为内地客户服务团队举办了一场残障顾客服务礼仪培训，强调平等待人的重要性，并协助员工掌握与残障人士沟通所需的重要技巧。此次培训一共503名员工参与，该培训现已被纳入内地客户服务团队员工入职必修课。

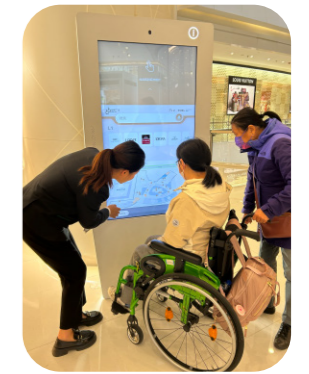
培训使学员了解到各方面的宝贵知识，包括残障人士的不同需求及如何提供适当的支持与服务，并纠正了一些常见错误观念，如使大家了解轮椅电动车头应被允许进入物业的公共区域。通过此次培训，我们的员工在如何体贴入微地与残障人士互动方面更为自信从容，进而有助于提升面向所有顾客的服务质量。

At the heart of a sustainable community lies the principle of inclusivity—ensuring that everyone can fully engage in and contribute to the experiences we offer. This belief drives us to break down barriers and create truly welcoming spaces for all individuals, including our tenants and customers.

To uphold this principle, we organized a disability etiquette training session for our Mainland Customer Service team in December 2024. This training emphasized the importance of treating everyone equally and equipped staff with essential skills for communicating with individuals with disabilities. A total of 503 staff members participated in this training, which has now been made mandatory for all future new joiners of our Mainland Customer Service team.

During the training, participants gained valuable insights into the diverse needs of people with disabilities and appropriate ways to offer support. The training also clarified common misconceptions, such as the belief that electric wheelchairs cannot access the property's common areas. By addressing such misunderstandings, our staff became more confident in how to interact with people with disabilities in a thoughtful and sensitive manner, ultimately enhancing the service quality for all customers.

评估不同项目的无障碍设计 Assessing Accessibility Across Locations



无锡恒隆广场早前与LVMH路威酩轩集团(LVMH)合作，[联合北京乐平公益基金会旗下的残障融合实验室](#)展开无障碍设计评测。评测过程由残障人士专家小组主导，涵盖商场各方面的无障碍设计，包括停车设施和洗手间等公共区域。评测小组也审视了LVMH旗下品牌的三家商店，并对客户服务柜台、电子信息看板和整体服务体验展开全面检视。

香港方面，我们于2024年10月与CareER合作，为渣打银行大厦展开了同类无障碍设计评估，并计划于本年度将此计划推展至家乐坊。评估兼顾实体无障碍设施和服务素质两方面，让我们更了解残障人士面临的挑战。

At Center 66 in Wuxi, we partnered with LVMH and engaged the [Diversability Lab of the Leping Social Entrepreneur Foundation](#) to conduct an accessibility assessment. Led by a professional team of assessors with disabilities, the assessment examined various aspects of accessibility within the mall, including common areas like parking facilities and restrooms, as well as the digital information platform. The assessors also examined three stores operated by LVMH brands and conducted a thorough review of the customer service counter and overall service experience.

In Hong Kong, we collaborated with [CareER](#) for a similar assessment at Standard Chartered Bank Building in October 2024, with plans to extend this initiative to the Gala Place this year. By taking a dual approach—focused on both physical accessibility and the quality of service—we gained invaluable insights into the challenges faced by individuals with disabilities.



恒隆地產有限公司
Hang Lung Properties Ltd.

Peak Galleria

金奖 Gold Award



我们旗下物业山顶广场和228电气道荣获香港平等机会委员会颁发通用设计嘉许计划2024/25金奖，这一殊荣彰显了我們致力于为包括残障人士、长者、照顾者、孕妇、有孩家庭在内的所有人营造无障碍环境的决心。

我们将持之以恒地改善物业的无障碍设施，通过与社区的紧密互动并积极征求各方反馈，不断营造一个更加包容和谐的环境。我们衷心希望这一理念能够感染到每一位到访物业的人士，让他们真切地体会被接纳与尊重。

Our properties Peak Galleria and 228 Electric Road have proudly received the Gold Award in the Universal Design Award Scheme 2024/25 by the Equal Opportunities Commission in Hong Kong. This recognition highlights our dedication to creating accessible environments for all, including persons with disabilities, elderly, carers, pregnant women, and families with children.

Our momentum toward improving accessibility will continue. By engaging with our community and actively seeking feedback, we strive to cultivate an inclusive environment. We hope that everyone who enters our space feels embraced by a culture of affirmation and kindness.

立即加入 Team up with us as Changemakers 行列

随着Changemakers计划踏入第二年，恒隆从业主角度反思与租户合作的过程所带来的重要启示。首年先导计划圆满结束，不但证明众志成城可以走得更快更远，更体现了如何以数据为导，推动可持续发展。

As we start the second year of our *Changemakers Program*, we reflect on the valuable lessons we have learned as a landlord through collaboration with our tenants. The completion of our first pilot year has demonstrated that we can move further and faster when we work together and that data can generate critical insights.



放眼未来，我们期望进一步推行计划，为租户的可持续发展举措提供更有力的援助。我们将于2025年2月举行线上简介会，分享计划详情，并讲解新增项目和第二年的初步安排。任何租户无论是计划成员还是有意加入我们，都欢迎扫描下方二维码参加。让我们群策群力，彼此勉励，共创可持续发展的未来！

Looking ahead, we plan to enhance the program to better support tenants in their sustainability efforts. We will host an online briefing session in February 2025 to share information about the program, highlighting some enhancements and our plans for the second year. Whether your company has already joined the program or is considering it, we encourage you to register for this session using the QR code provided below. Let's collaborate and inspire one another for a more sustainable future!



报名参加2025年Changemakers
计划线上简介会
Register for our 2025 program
online briefing session

如您有同事也对我们的可持续发展最新动态感兴趣，请邀请对方订阅此通讯，非恒隆租户同样无任欢迎。我们也欢迎您发电邮至sustainability@hanglung.com提出意见和建议。

If your colleagues are interested in the latest sustainability updates from us (even if they are not one of our tenants), please invite them to subscribe to our newsletter. We also welcome your feedback and suggestions; feel free to email us at sustainability@hanglung.com



订阅恒隆可持续发展通讯
Subscribe to our Tenant
Sustainability Newsletter