

Changemakers

恒隆租戶可持續發展通訊 第五期 #05
Tenant Sustainability Newsletter by Hang Lung ISSUE #05



構建可持續發展社群 Building a Sustainable Community

今期通訊我們將聚焦於Changemakers計劃其中一位「卓越」級別香港租戶——亞洲公益事業研究中心 (CAPS) 的實踐案例。我們與CAPS合作無間，親眼見證其不懈努力。因此，我們期望藉著分享他們的案例，啟發更多租戶並肩同行，攜手邁向綠色未來。

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計劃知多少? Did you know?

「Changemakers: 租戶可持續發展合作計劃」於2023年12月啟動，旨在支援辦公室、零售、餐飲及酒店等行業的租戶，協助他們在可持續發展方面取得重大突破。計劃至今已獲15座物業共20家租戶響應，遍及各行各業，佔已出租總面積超過140,000平方米。

租戶可選擇參與「優良」或「卓越」其中一個級別，以獲取能源績效基準比較和技術支援等資源，以及參與培訓和義工活動的機會。恒隆亦會表揚並分享其付出和成果，帶動更多夥伴效仿。

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投入循環經濟 將可持續概念融入裝修工程 CAPS Sustainable Renovation: Embracing Circularity



亞洲公益事業研究中心 (CAPS) 成立於2013年，是一家立足亞洲、以行動為本的獨立研究及諮詢機構，致力改善亞洲地區的公益慈善事業發展。作為我們Changemakers計劃的主要辦公樓租戶之一，CAPS設於瑞安中心的辦公室充分體現了他們對租用空間可持續發展的承諾。

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.

引領循環經濟實務 Leading the Way with Circular Practices

隨著規模不斷擴展，CAPS於2022年作出搬遷辦公室的重大決定，並把握機會將可持續概念融入裝修工程。以「綠色」理念為中心，該項裝修項目強調重用辦公室家具，並盡量減少送往堆填區的廢物量。為評估項目的碳足跡，CAPS根據GIGA的RESET隱含性能標準計算裝修所用物料在整個生命週期內產生的總排放量，並審視物料的循環性及其對健康的影響。評估結果最終與業界基準和過往其他採用RESET標準的項目作比較，以識別可行的減碳方案。

針對碳排放、循環性和健康三方面的表現，RESET評估亦提出了實用的改善建議，包括：

- 採購回收再造的家具和裝修物料
- 與製造商合辦物料回收計劃
- 淘汰可能釋放有害化學物質的三聚氰胺

CAPS的辦公室裝修工程讓我們了解如何將可持續理念融入項目的不同階段，為租戶提供了一個值得借鑒的例子。

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隱含性能評估的主要結果： Key Results of CAPS' Embodied Assessment:



125.1 公斤二氧化碳當量/平方米
kg CO₂e/m²

碳足跡
Carbon

- 較2022年業界基準低31.3%
- 較2022年RESET標準平均值低2.6%
- 31.3% better than the 2022 industry baseline
- 2.6% better than the RESET 2022 average



循環性
Circularity

34.5%的裝修物料經循環再用
Project re-used: 34.5%

74.5%的家具經循環再用
Furniture re-used: 74.5%

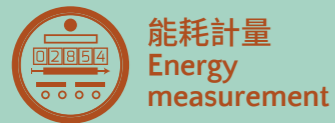


健康
Health

88.6% 的裝修物料為已知成分且不含
列入紅色清單的有害化學物質
of the material ingredients are known and
free of harmful red-listed chemicals

- 較2022年業界基準高出13倍
- 較2022年RESET標準平均值高出7.8倍
- 13.0 times better than the 2022 industry baseline
- 7.8 times better than the RESET 2022 average

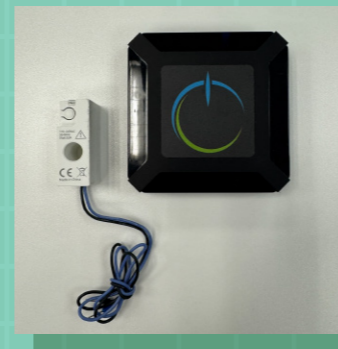
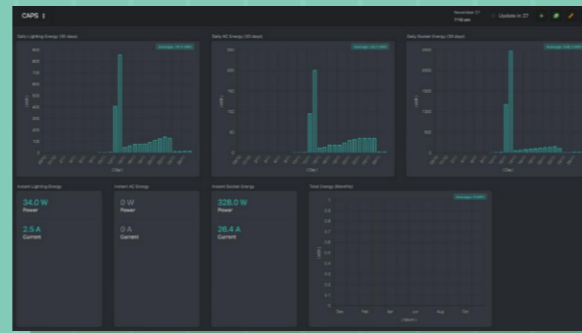
CAPS就Changemakers計劃採取的其他措施 Other actions by CAPS in the *Changemakers Program*



能耗計量 Energy measurement

在我們的協調下，CAPS與專門開發物聯網解決方案的易控智能科技合作推行分項計量電錶系統，以便監測供暖、通風和空調系統、照明系統及低功率設備的整體耗電量。分項計量系統已完成安裝，CAPS可透過網絡控制面板和流動應用程式追蹤其耗電量。

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.



社區福祉 Community wellbeing

2024年，CAPS以演講嘉賓和主持等身份參與57場活動，包括16場「亞洲公益指數」活動，例如舉辦DGI 2024 Partner Workshop與超過1,400名參加者分享個人及企業慈善事業的最新發展趨勢。CAPS亦發布了第四期《亞洲公益指數報告》，強調社福界在應對亞洲社會面臨的挑戰方面扮演著重要角色，並闡述適當的政策和措施可如何動員關鍵私營資本支援社福界。該報告自2018年起每兩年發布一次。

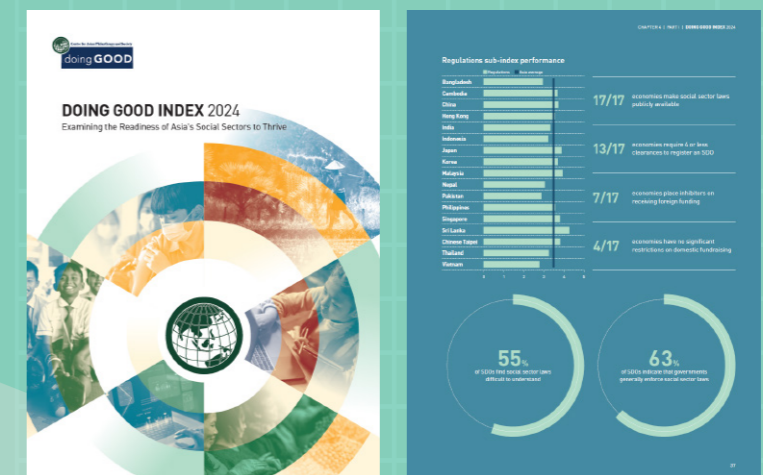
In 2024, CAPS spoke, moderated, and participated in 57 events. This included 16 Doing Good Index (DGI) events, such as the DGI 2024 Partner Workshop, where they shared insights on the latest trends in individual and corporate philanthropy to over 1,400 participants. They also released the fourth edition 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.



廢棄物管理和 循環利用 Waste management and circularity

CAPS在新辦公室選用以可持續家具回收及供應商SOS捐出的二手家具，並向本地非牟利機構香港耆英協進會捐贈家具，以造福社群和減少廢物，同時推動循環經濟。

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.



營造無障礙環境 實現可持續社區發展 Creating Accessible Environments for a Sustainable Community

我們深信可持續社區發展的核心在於遵循包容原則，確保每個人都能充分參與我們所提供的體驗。受這份理念驅使，我們致力於打破藩籬，締造令所有租戶和顧客皆感親切的空間。

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.

從殘障顧客服務禮儀培訓著手 提升服務質量 Enhancing Service Through Disability Etiquette Training

為秉持包容原則，我們於2024年12月為內地客戶服務團隊舉辦了一場殘障顧客服務禮儀培訓，強調平等待人的重要性，並協助員工掌握與殘障人士溝通所需的重要技巧。此次培訓一共503名員工參與，該培訓現已被納入內地客戶服務團隊員工入職必修課。

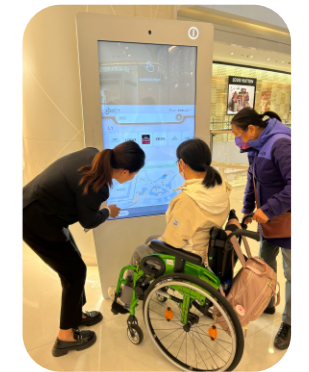
To uphold this principle, we organized a disability etiquette training session for our Mainland Customer Service team in December 2024. This training emphasized the importance of treating everyone equally and equipped staff with essential skills for communicating with individuals with disabilities. A 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.

培訓使學員了解到各方面的寶貴知識，包括殘障人士的不同需求及如何提供適當的支援與服務，並糾正了一些常見錯誤觀念，如使大家了解輪椅電動車頭應被允許進入物業的公共區域。通過此次培訓，我們的員工在如何體貼入微地與殘障人士互動方面更為自信從容，進而有助於提升面向所有顧客的服務質量。

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.



評估不同項目的無障礙設計 Assessing Accessibility Across Locations



無錫恒隆廣場早前與LVMH路威酩軒集團(LVMH)合作，聯同北京樂平公益基金會旗下的殘障融合實驗室展開無障礙設計評測。評測過程由殘障人士專家小組主導，涵蓋商場各方面的無障礙設計，包括泊車設施和洗手間等公共區域。評審小組亦審視了LVMH旗下品牌的三家商店，並對客戶服務櫃檯、電子資訊看板和整體服務體驗展開全面檢視。

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.

香港方面，我們於2024年10月與CareER合作，為渣打銀行大廈展開了同類無障礙設計評估，並計劃於本年度將此計劃推展至家樂坊。評估兼顧實體無障礙設施和服務品質兩方面，讓我們更了解殘障人士面對的挑戰。

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

金獎 Gold Award



我們旗下物業山頂廣場和228電氣道榮獲香港平等機會委員會頒發通用設計嘉許計劃2024/25金獎，這一殊榮彰顯了我們致力於為包括殘障人士、長者、照顧者、孕婦、有孩家庭在內的所有人營造無障礙環境的決心。

我們將持之以恆地改善物業的無障礙設施，通過與社區的緊密互動並積極徵求各方回饋，不斷營造一個更加包容和諧的環境。我們衷心希望這一理念能夠感染到每一位到訪物業的人士，讓他們真切地體會被接納與尊重。

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

隨着Changemakers計劃踏入第二年，恒隆從業主角度反思與租戶合作的過程所帶來的重要啟示。首年先導計劃圓滿結束，不但證明眾志成誠可以走得更快更遠，更體現了如何以數據為導，推動可持續發展。

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.



放眼未來，我們期望進一步推行計劃，為租戶的可持續發展舉措提供更有力的援助。我們將於2025年2月舉行網上簡介會，分享計劃詳情，並講解新增項目和第二年的初步安排。任何租戶無論是計劃成員還是有意加入我們，都歡迎掃描下方的二維碼參加。讓我們群策群力，彼此勉勵，共創可持續發展的未來！

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!



報名參加2025年Changemakers
計劃網上簡介會
Register for our 2025 program
online briefing session

如您有同事也對我們的可持續發展最新動態感興趣，請邀請對方訂閱此通訊，非恒隆租戶亦無任歡迎。我們亦歡迎您電郵至sustainability@hanglung.com提出意見及建議。

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



訂閱恒隆可持續發展通訊
Subscribe to our Tenant
Sustainability Newsletter