

2018 Highlights

Customer Service and Experience

Launch of CRM Program – HOUSE 66



Emerald Award 2018



Hang Lung Retail Service Award 2017



Plaza 66 – Home to Luxury

Bronze Award –
Global PR Campaign
PR Awards, Marketing Magazine

Fashion Walk – Kingston the New Kingdom

Silver Award – Best PR Campaign
– Lifestyle

Bronze Award – Best Use of
Content

Bronze Award – Best PR
Campaign – Public Awareness
PR Awards, Marketing Magazine

Customer Satisfaction Quality
System of the Year

Customer Service Quality Standard
– Level III Strategic Business Unit

Best Social Media Program of
the Year

Best Use of Technology of the Year
*International Customer Relationship
Excellence Awards, Asia Pacific
Customer Service Consortium*

World-Class Properties

Hangzhou Project

Acquisition of a premium site in Hangzhou



Spring City 66, Kunming

Topping-out Ceremony for Shopping Mall and Office Tower in September



Olympia 66, Dalian

Gold Award – Design & Development Excellence, New Development
ICSC China Chopping Centre & Retailer Awards 2018

Highly Commended RLI International Shopping Centre 2018
Global RLI Awards 2018

Center 66 Office Tower 2, Wuxi

Topping-out Ceremony for Office Tower 2 in June

Heartland 66, Wuhan

Topping Out of Office Tower in June



Plaza 66 Office Tower 1, Shanghai

Gold Level – LEED Certification
U.S. Green Building Council



23-39 Blue Pool Road, Hong Kong

The American Architecture Award 2018

The Chicago Athenaeum Museum of Architecture and Design and The European Centre for Architecture Art Design and Urban Studies



The Peak Galleria, Hong Kong

Asia Pacific 2018 – Best Retail Architecture Hong Kong
International Property Awards

Corporate Governance

Listed as a constituent of the Hang Seng Corporate Sustainability Index in Hong Kong and Hang Seng (Mainland and HK) Corporate Sustainability Index with an “AA” rating for the 9th consecutive year



Hang Seng Corporate Sustainability Index Series Member 2018-2019

Included as a member of the Dow Jones Sustainability Indices Asia Pacific Index for the 2nd consecutive year



Received a 3-Star performance rating and an A grade disclosure rating under the Global Real Estate Sustainability Benchmark



Gold Award – Chairman’s/ President’s Letter
Bronze Award – Traditional Annual Report
Honors Award – Interior Design
32nd Annual International ARC Awards, MerComm Inc. of United States



Platinum Award – Excellence in Environmental, Social and Corporate Governance
The Asset Corporate Awards 2018, The Asset



Citation for Environmental, Social and Governance
Best Annual Reports Awards 2018, Hong Kong Management Association

Hong Kong Corporate Governance Excellence Awards 2018
The Chamber of Hong Kong Listed Companies and the Centre of Corporate Governance and Financial Policy of Hong Kong Baptist University



Construction and Real Estate In-House Team of the Year
Asian Legal Business Hong Kong Law Awards 2018

3 Years IR Awards Winning Company
4th Investor Relations Awards, Hong Kong Investor Relations Association

Best Investor Relations Company (Hong Kong)
Asian Excellence Award, Corporate Governance Asia

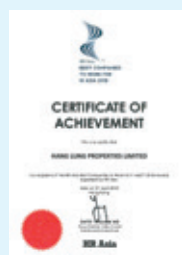
Corporate Sustainability Award
Job Market

People Development

Honor of Manpower Developer
ERB Manpower Developer Award Scheme, Employees Retraining Board



Best Company to Work for in Asia 2018
HR Asia



Silver Award – Employee Publications: Magazines – Employees, Internal Only
Astrid Awards 2018, MerComm Inc. of the United States

Employer of Choice Award

Appreciation Culture Award
Job Market

Best Use of Knowledge Management of the Year

Corporate Employer of the Year

Employee Engagement Program of the Year

People Development Program of the Year
International Customer Relationship Excellence Awards, Asia Pacific Customer Service Consortium

Corporate Responsibility



Hang Lung Young Architects Program

Gold Award – CSR
Communications

14th China Golden Awards for
Excellence in Public Relations,
China International Public
Relations Association



Silver Stevie – Reputation/
Brand Management

Silver Stevie – Sponsorship

Bronze Stevie – Community Relations
International Business Awards 2018,
The Stevie Awards



Hang Lung Volunteer Recognition Ceremony 2017

Corporate Social
Responsibility Leadership of
the Year

International Customer
Relationship Excellence Awards,
Asia Pacific Customer Service
Consortium