

# Places

Through effective placemaking and long-term placekeeping, we transform places while retaining their character to support communities and enhance people's lives.





### Places

Highlights of Our Developments  
Vibrancy      Livelihood

Places Impact Report  
Wellbeing      Resilience



We recognise that the places we create and maintain have significant impacts on society and the environment. Through effective placemaking, we aim to transform the urban areas in which our properties are located into vibrant and sustainable communities by carefully balancing the aesthetic, functional, ecological, and cultural impacts of our developments.

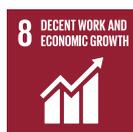
At the same time, through long-term placekeeping, which involves continuously evolving, maintaining and managing our assets, we aim to enhance the lives of the people who live and work within our developments and the surrounding communities.

### Top Material Issues

|   |  |   |
|---|--|---|
|  <p>Local economic development</p> |  <p>Community investment/engagement</p> |  <p>Local revitalisation</p> |
|---|--|---|

### Sustainable Development Goals

The SDGs relevant to initiatives under this Pillar are:



#### SDG 8

Promoting sustainable economic growth, employment and decent work for all.



#### SDG 9

Building resilient infrastructure, promoting inclusive and sustainable industrialisation and fostering innovation.



#### SDG 11

Making cities and human settlements inclusive, safe, resilient and sustainable.



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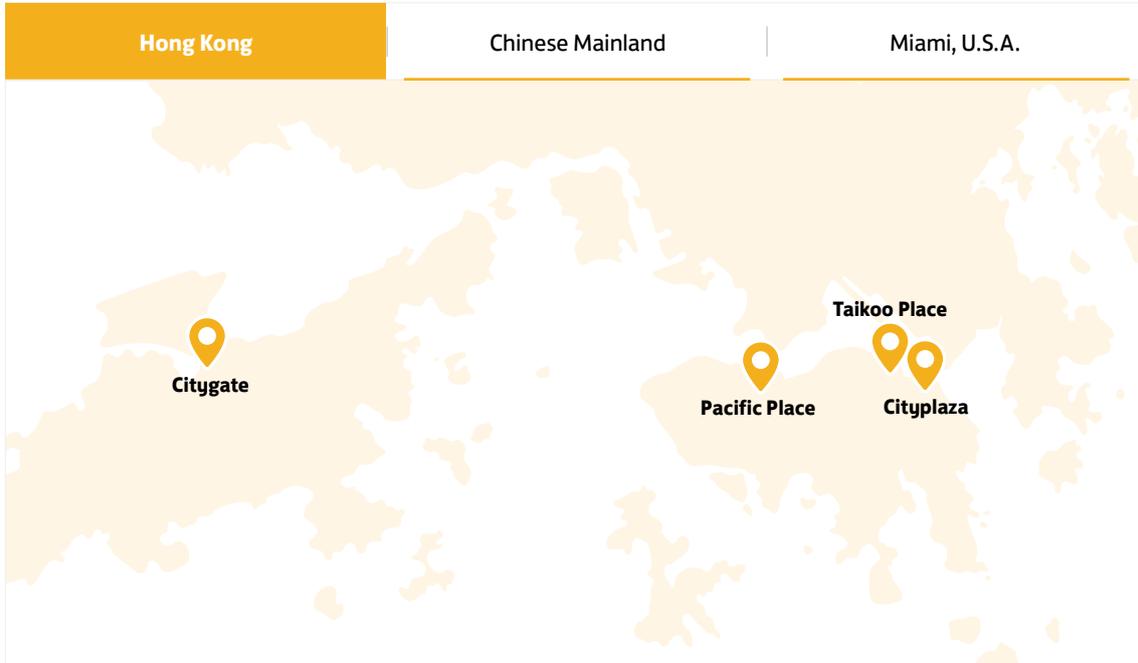
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## Highlights of Our Developments

GRI 102-2, 102-4, 102-6



### Hong Kong

#### 📍 Taikoo Place

Home to Swire for over 100 years, the Taikoo Place area has been transformed from an industrial area – the Taikoo dockyard and sugar refinery – into a vibrant commercial centre.

The ongoing redevelopment of Taikoo Place is now in its final phase. Phase I was completed in 2018 with the completion of One Taikoo Place, a 48-storey high-performance office tower. Phase II, which includes the construction of Two Taikoo Place and 70,000 sq ft of green and open space, is well underway and is expected to be completed in 2022.

Taikoo Place was a winner of the Urban Land Institute 2020 Asia Pacific Awards for Excellence. According to the jury, Taikoo Place was recognised for being a model of a long-term urban regeneration project and for its outstanding contributions to sustainable development, resilience and improving the local community.





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📍 Pacific Place

Located in Admiralty, Hong Kong, the Pacific Place complex is comprised of three Grade-A office towers with a total GFA of 2.2 million sq ft, 270 exclusive serviced apartments, and four five-star hotels, among them Swire Hotels' 117-room The Upper House, as well as Starstreet Precinct, an adjacent neighbourhood which Swire Properties has transformed into a lively area filled with cafés, bars, restaurants, galleries and boutique shops.



📍 Citygate

Located in Tung Chung on Lantau Island, Citygate is Hong Kong's first and largest outlet shopping mall. Citygate Outlets was expanded in August 2019 to include a 474,000 sq ft complex. Directly connected to Tung Chung MTR Station and close to Hong Kong International Airport and the Hong Kong-Zhuhai-Macao Bridge, this development offers both excellent connectivity to transportation and is situated in a strategic location to explore Hong Kong tourist sites.



📍 Cityplaza

Cityplaza is the largest shopping mall on Hong Kong Island, spanning a total floor area of approximately 1.11 million sq ft. Directly accessible from Tai Koo MTR Station, the six-level mall houses more than 170 shops and restaurants, a unique lifestyle cinema, an indoor ice rink, and over 800 indoor parking spaces. Enhancements to the tenant mix together with captivating mall promotions and activities continue to make Cityplaza a hub for leisure and happiness, embodying the spirit of its "LIVE HAPPY" slogan.



The mall is also connected to EAST Hong Kong, the Taikoo Shing residential development and more than 100 outdoor shops that serve the neighbourhood.



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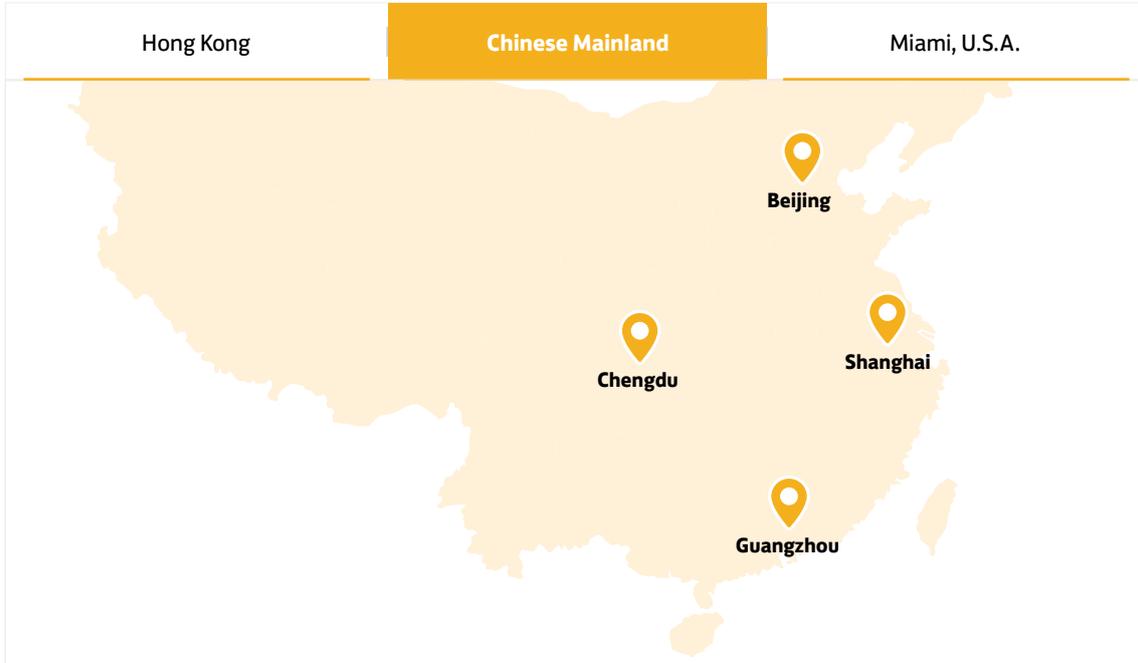
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### Chinese Mainland

#### 📍 Taikoo Li Sanlitun, Beijing

Taikoo Li Sanlitun was our first project in the Chinese mainland. Located in the heart of Beijing’s Chaoyang District, the development played a crucial role in the transformation of Sanlitun into a centre of culture, retail, dining and hospitality.





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INDIGO, Beijing



INDIGO is a retail-led, mixed-use development with a shopping mall, a Grade-A office tower and a hotel. The complex has implemented extensive SD features and programmes, including high-powered solar panels, optimised skylights, city-leading recycling procedures, and our Green Kitchen Initiative. In 2019, it was also the first complex in the world to be awarded LEED EBOM (Existing Buildings: Operations and Maintenance) v4.1 Platinum Certification. In 2020, Swire Properties announced that we will

collaborate with our long-term partner Sino-Ocean Group to develop an extension to INDIGO, on a site adjacent to the existing development.

Read more about how SD is integrated into every facet of the design and operation at INDIGO in this report's [SD in Action](#) section.

Taikoo Hui, Guangzhou

Taikoo Hui in Guangzhou is a lifestyle destination located in the city's Tianhe District. The development's shopping mall was the first enclosed mall in the world to earn a Platinum Certification in the LEED EBOM category. In January 2020, the complex opened its "garden washrooms" – extended and revamped facilities which include a variety of green elements including copious amounts of greenery and water-saving toilets.



Sino-Ocean Taikoo Li Chengdu



Sino-Ocean Taikoo Li Chengdu is a 1.3 million sq ft retail-led development in Chengdu's Jinjiang District. At the centre of the complex is the 16-century-old Buddhist Daci Temple, a heritage site and a focal point for the city. Sino-Ocean Taikoo Li Chengdu was the first open-plan lane-driven commercial complex in the world to gain LEED EBOM v4.1 Platinum Certification status, as well as the first project in Sichuan province and the first shopping mall



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in the Chinese mainland to achieve this certification. In 2020, the development became the first in our portfolio to be 100% powered by renewable electricity. These “four firsts” are a symbol of the hard work put into making the complex as sustainable as possible.

2020 marked the fifth year of operations at Sino-Ocean Taikoo Li Chengdu. The anniversary was celebrated with large-scale open-air exhibitions highlighting memorable experiences of visitors to the mall, and through product-related partnerships with popular brands.

📍 Taikoo Li Qiantan, Shanghai

Located in the heart of Shanghai’s Pudong Qiantan International Business District, Taikoo Li Qiantan will offer a GFA of approximately 1.3 million sq ft. The open plan development is being built using a “naturalism” design concept, blending elements found in nature with contemporary architecture, and includes numerous occupant wellness features like double-deck open space, an 86,000 sq ft central park at ground level and the Sky Loop, a 450m rooftop running track with greenery and leisure spaces that adds to the positive lifestyle experience at the complex. Having already obtained WELL Core and Shell Platinum Precertification and LEED Gold Precertification, the first phase is expected to open in 2021.



📍 HKRI Taikoo Hui, Shanghai



Located on Nanjing West Road, one of Shanghai’s major shopping venues, with access to three Shanghai Metro lines, HKRI Taikoo Hui comprises two Grade-A office towers (with LEED Final Platinum Certification), a shopping mall (with LEED Final Gold Certification), and two hotels, namely The Middle House and The Sukhothai Shanghai. The development was designed to transform the area into a new business, shopping and entertainment hub.



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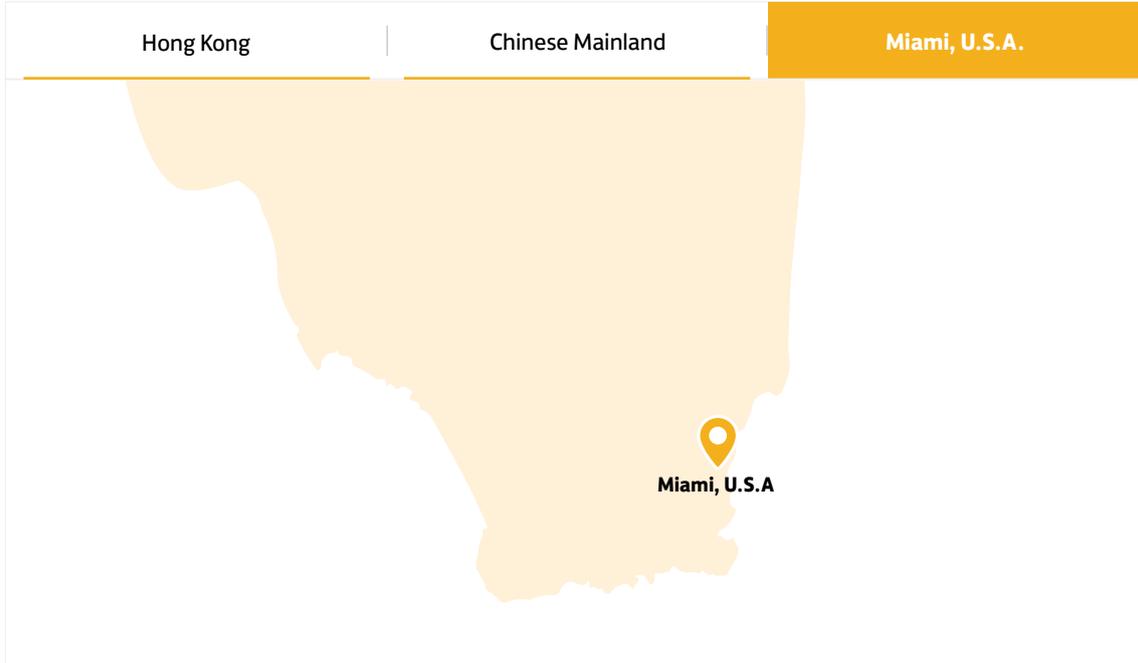
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### Miami, U.S.A.

#### 📍 Brickell City Centre, Miami

Brickell City Centre is our landmark mixed-use development in Miami, U.S.A. Opened in 2016, it is our first development to obtain LEED Gold Certification for Neighbourhood Development. A highlight of the centre is its state-of-the-art Climate Ribbon™, an elevated trellis that provides shade from the sun, creates air flow and collects rainwater, while also allowing natural light to penetrate and illuminate the shopping mall underneath it.





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# Places Impact Report



Understanding the ultimate impact of the places we develop and manage have on society and the environment is crucial to our long-term decision making. In March 2020, we released our first [Places Impact Report](#), focusing on Hong Kong’s Island East – an area in which Swire has been invested for over 135 years – and addressing the question “What makes a great place?”.

Examining both the tangible and intangible attributes of Taikoo Place and other developments, the report assessed how our placemaking and placekeeping efforts have shaped the Island East community. This innovative approach to assessing our developments has broadened how we define success and will inform and enhance our work in the future.

We are currently working on our second Places Impact Report which will focus on the area around Taikoo Li Sanlitun in Beijing’s Chaoyang District.



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## Vibrancy

Throughout 2020, to counter the negative effects of the pandemic, we worked to bring healing and hopeful art and other cultural activities to our communities.

### Tong Chong Street Market

Tong Chong Street Market (TCSM) was created in 2015 in partnership with a local social enterprise. Partnering green lifestyle aspects with food to promote healthy living and sustainability, the market features everything from fresh farmers' produce to creative dishes, cooking tips, and the latest food and beverage trends. Operating from November 2019 to January 2020, and again in November 2020, the market offered coffee, gourmet choices, packaged food and a variety of sustainable products.



### Supporting Culture and the Arts

Artistic expression is vital to the health of communities and society at large. Swire Properties is committed to supporting artists and performers by showcasing artistic and cultural works throughout our portfolio.

### Conversations with Nature at Brickell City Centre



As part of Miami Art Week 2019, this exhibition, curated by Albie Alexander, examined humanity's deep connection with the natural world through introspective experiences. This four-day-long series of installations and events invited visitors to experience their interconnectedness with each other and with the Earth as a pathway to inspire positive action in the fight against climate change.



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**Love Brings Hope Exhibition at Taikoo Hui**

To help communities reopen and recover effectively as the Chinese mainland COVID-19 lockdown eased, Taikoo Hui in Guangzhou hosted an exhibition to honour heroes of the pandemic response. The one-month exhibition ran in June and July 2020 and showcased drawings by popular cartoonist Lin Dihuan and others created by students from Zhixin High School during the lockdown period. With a core message of “Love Brings Hope”, the initiative also included an art show and a philanthropic auction that amplified efforts to help communities deal with the fallout from the public health crisis.



**Uplifting Art at Sino-Ocean Taikoo Li Chengdu**



Sino-Ocean Taikoo Li Chengdu hosted several exhibitions this year to uplift the local community. Teaming up with a men’s lifestyle magazine to use illustration as a vehicle for hope and healing during the pandemic, one exhibition displayed illustrations on light boxes which underscored our care for the community – health care workers in particular.

We also partnered with a British design firm, Paul Cockledge Studio, to present “Please Be Seated”, a public art installation that explores the busy nature of urban life and how local audiences interact with space and the community. The 15.2-metre-long installation features “waves of wood” rising up to form arches for people to walk through, and curves under to create space for people to sit, lie and relax. Echoing our strong focus on sustainable development, the piece is fabricated from 1,440 planks of sustainably sourced timber. This touring piece will move to other Swire Properties developments before settling into a permanent home at Taikoo Li Sanlitun in Beijing.



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Seeds of Life

The House Collective’s “Encounters Across Cultures: Seeds of Life” mobile art installation travelled from The Opposite House to The Upper House, then The Middle House and finally The Temple House between the months of March 2019 and January 2020. Created by Swiss-born artist Katja Loher, the installation merged creative art and modern fashion with ancient Chinese philosophy.



Launching “Home Grown” in Miami

In November 2020, we launched a new community-focused corporate initiative called “Home Grown,” aiming to unify and inspire our stakeholders to provide support to underserved neighbourhoods and groups of people in need. Three programmes were part of the initiative’s launch:

- Home Grown at the Village, which provided kitchen training and meal-making workshops for residents of a local women’s and children’s homeless services facility in partnership with celebrity chefs;
- A Holiday Tech Drive, designed to ensure that students in a local Youth Centre have access to fast, reliable internet at home; and
- A Christmas tree recycling drive which encouraged tenants and residents of the Brickell City Centre community to bring in their festive trees and have them transformed into mulch, compost and woodchips for future use.





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Youth Empowerment: Giving Back to Hong Kong



The Swire Properties Placemaking Academy is a significant part of our work to empower and foster the ambitions of Hong Kong’s youth, ultimately helping to build vibrant local communities.

The second edition of the Academy saw 21 students from four Hong Kong universities take up an apprenticeship (from July to December 2020) to design, plan and execute the Company’s year-end community celebration – the White Christmas Street Fair.

COVID-19 presented them with a unique challenge: how to produce a CSR event amid turbulent times while faced with many restrictions and disruptions. In the end, they came up with a creative and effective way to reconnect with the community, give back to those in need and lift people’s spirits.

The students received a combination of thorough training and support, access to the Company’s resources and creative freedom to bring their ideas to life. These factors, along with the experience of directly helping people in need, allowed them the rare opportunity to see first-hand how their work changed people’s lives for the better.

This metamorphic group experience, in which empathy played a huge role, gave them the confidence, resilience and knowledge that they’re capable of bringing positive change to society – truly an empowering experience.

*“ We spent hours and hours searching for inspirational stories from local communities, ones that spark hope, but more importantly, ones that showcase humanity’s will to persevere. These tales were of people impacted by but unwilling to be shaken by the pandemic. ”*

– Crystal Lam, Participant



**21**  
participants



**46**  
masterclasses



**288 hours**  
of practical training



**HK\$525,000**  
in employment support



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**Student Feedback on Developing New Skill Sets**

**85%**

Acquired new skill sets and knowledge

**87%**

Felt better prepared for their future careers

**Top 3 Learning Areas**

Communication Skills

Resilience

Teamwork

**Student Feedback on Giving Back to Society**

**100%**

Improved their understanding of societal challenges in Hong Kong

**100%**

Are confident they can bring positive change to society in times of adversity

As the students worked, they were mentored by the Company’s senior management, sustainability and event planning experts, and thought leaders from the design and community planning industries. They took part in 46 masterclasses, including one by KS Wong, Secretary for the Environment, on green event planning and sustainable development, during which they received a number of practical tips.



After months of work, the event took on its final form: a travelling performance truck called the “White Christmas Express”. The truck made stops at Taikoo Place, the Starstreet Precinct and Citygate Outlets. Its six programmes were inspired by stories of everyday Hong Kong citizens and embodied the qualities of hope, perseverance and kindness – brought to life through storytelling, musical performances by artists and local musicians and wellness activities.



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The White Christmas Express performances were also broadcasted across various online channels, creatively reconnecting and engaging with the greater Hong Kong community during these times of change and adversity. In the spirit of the holidays, the students also hand-picked over HK\$400,000 worth of gifts which were distributed to six community groups.



“ *Despite the challenges of 2020, we were thrilled to be able to still host the White Christmas Street Fair, thanks to the resilience and creativity of our 21 Placemaking Academy university students. Now, more than ever, we want to do our part and give back to the community, empower younger generations to make a difference, and instil in them a strong sense of compassion and contribution to the community.* ”

– Guy Bradley, Chief Executive



**5**

NGO partners



**18**

Beneficiaries



**HK\$825,000**

Total value of funds raised and items donated to groups



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Livelihood

We worked to provide a strong foundation for people during 2020 – driving employment and supporting NGOs and social enterprises as they carried out vital anti-pandemic activities.

Providing Rental Concessions in Times of Trouble

Swire Properties was one of the first major property developers in Hong Kong to offer rental concessions amid the social unrest of 2019 and the COVID-19 pandemic. In keeping with our long-term perspective, Swire Properties’ top priority during these challenging times was to help our tenants keep their operations afloat and sustain their businesses. In this spirit of partnership, we continued to offer these concessions to our retail tenants throughout 2020, offering tailored support to tenants on a case-by-case basis. This strategy allowed us to maintain a robust occupancy rate at our malls in Hong Kong during an exceptionally difficult year for businesses across the city.



Meanwhile, at Sino-Ocean Taikoo Li Chengdu, we provided a three-part solution for our tenants, which consisted of:

1. Promoting discounts and cash rebate events involving over 100 tenants;
2. Promoting the purchase of pre-paid cards to boost sales; and
3. Investing in VIP-targeted promotional programmes to capture more customers.

This solution helped relieve financial pressures on tenants, create a positive business atmosphere in the mall, and brought more business to our partner banks: a “win-win-win” scenario for all participants.



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**Cityplaza Maker House Continues**

Building on the success of the previous Maker House programme, we continued to provide business development support for young entrepreneurs, specifically local artists seeking online to offline retail opportunities through this community engagement initiative at Cityplaza. From design advice on fit-out matters to customer engagement, the Cityplaza retail portfolio team shared their experiences on how best to capture the attention of shoppers. Throughout 2020, various workshops were held on weekends to create interactive and experiential shopping experiences for customers.



**Taikoo Li Sanlitun Night Economy**

In 2019, with the launch of Beijing’s new policy to stimulate the night economy, Chaoyang District became the first district in the city to issue a District Consumer Stimulus Work Plan (2019-2021). This plan encouraged the business community to find new and innovative ways of building an evening consumer ecosystem.

As a landmark commercial development for the district, Taikoo Li Sanlitun continued to drive Chaoyang’s night-time economy in 2020. In mid-2020, Chaoyang’s Commerce Bureau announced a plan to ramp up night-time consumption in Beijing to help the district recover from the pandemic. Events at Taikoo Li Sanlitun included August’s “Bite of Summer”, offering discounts at various restaurants, and a night market held in late August.





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## Blueprint

Blueprint offers flexible solutions for workspace and event space needs across two floors in Dorset House in Taikoo Place. On one floor, the open-plan co-working area houses 90 desks, suitable for nurturing start-up companies and small businesses, while 15 private offices of various sizes are available to other clients. The second floor holds 10,000 sq ft of event venues including an auditorium, a town hall and several training rooms, all equipped with sophisticated audio-visual equipment.



In 2020, as more companies implemented work-from-home policies, the flexibility offered by Blueprint’s various memberships – which includes lounge passes, day passes, and meeting room bookings – became more attractive, with the all-inclusive facilities offering helpful alternatives to home offices and those seeking a more professional working environment.



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Wellbeing

We focused on the health and hygiene aspects of wellbeing in 2020, taking care of the health of our visitors, tenants and workers.

COVID-19 Cleaning and Protection Measures

With the scale of the human cost and global economic impacts of the COVID-19 pandemic continuing to unfold throughout the year, Swire Properties worked hard to find ways to support our employees, tenants, customers, guests, and surrounding communities as we fought the virus.

Cleaning Robots



Swire Properties has embraced new technologies to maintain hygiene and reduce direct human contact amid the COVID-19 pandemic. At HKRI Taikoo Hui mall and its office towers and the ONE INDIGO office tower, the Company deployed automated robotic cleaning machines, which ran on programmed orders and cleaned within pre-programmed areas.

At Pacific Place, we deployed a cleaning robot, which enhances cleaning efficiency while simultaneously freeing up cleaning staff for other tasks. After being programmed with a cleaning map, the robot automatically starts the cleaning process. Being equipped with sensors, it avoids objects and people, and can generate a report after completion, analysing the time spent cleaning, the coverage area and cleaning efficiency.

Robust Temperature Screening Procedures

From the early days of the COVID-19 outbreak, all our properties were equipped with temperature-scanning technology to measure visitors' temperature and ensure that no one with a fever was given access. Many of our properties employed infrared monitors at the entrances of malls and office buildings, making temperature scanning more efficient and automatic.





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**Use of Germicidal Technology**



Our properties in Hong Kong and the Chinese mainland began using a germicidal technology, applying it to common building facilities, including the handrails of entrance doors, escalator handrails, lift cars, and lift buttons in the complex's office towers. The technology involves a long-lasting antimicrobial gel that kills almost 100% of viruses and bacteria and remains effective for up to 90 days.

**Fun Farming at Taikoo Hui in Guangzhou**

In April and May, Taikoo Hui in Guangzhou ran a farming programme that gave members of the mall's Elite Club and their families hands-on, direct involvement with farming activities like sowing seeds, crop fertilisation and harvesting fruits and vegetables.

Participants ran a small plot in the mall's open-air garden, while a professor from South China Agricultural University guided them through the steps of plant cultivation. At the end of the programme, the participants made fresh, healthy salads with their harvest under the mentorship of the head chef from a vegan-friendly restaurant.





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**Promoting Health and Fitness in our Communities**

In 2020, health and wellness concerns were top of mind for people around the world. Swire Properties emphasised these aspects through several initiatives.

**“The Mag Mixer: Let’s Get Fit”**

During the fall, we worked with four wellness partners at Taikoo Place on the “Let’s Get Fit” challenge, a six-week initiative which inspired forty Taikoo Place executives to train together. They visited gym facilities, completed an online nutrition coaching session and meditation classes and inspired one another to design wellness routines using tips from trainers, nutritionists and mindfulness coaches. Upon completion of the programme, the three participants who lost the highest percentage of body fat were awarded complimentary gym memberships and other prizes.



**The Underline at Brickell City Centre**

In 2016, Swire Properties became a founding sponsor of The Underline, the ten-mile-long linear park which will transform underutilised land below Miami’s Metrorail. In 2020, to mark the opening of the park’s first mile to the public, we pledged to contribute an additional US\$500,000 over the next five years to this important community project. As a major sponsor, Swire Properties will continue to advocate funding, design and future maintenance of the project.



Once completed, The Underline will be an urban trail and a living art destination which will encourage Miami residents to embrace a new urban lifestyle by walking, biking or taking mass transit as an alternative to driving.

**“March Month of Wellness”**

At The Upper House, we ran a “March Month of Wellness” campaign for guests and staff. We collaborated with various health-focused organisations to provide wellness experiences. The sessions included yoga, mindfulness practices, dynamic workouts, and nourishing cuisine offered throughout the month.





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Throughout Hong Kong and the Chinese mainland, we worked to negate the effects of the pandemic by building social cohesion, boosting community investment and raising adaptive capacity.

GRI  
203, 413

HKEX  
Aspect B8  
KPI B8.1, B8.2

COVID-19 Programmes and Donations to Local Communities

At all our properties, we enacted measures to prevent the spread of COVID-19 and to mitigate its physical and emotional toll on essential workers.

Unattended “Love and Care Stations”

To thank the “silent heroes” of the pandemic – the hardworking individuals who deliver food, disinfect buildings and streets and many other service staff – several Swire Properties malls in the Chinese mainland launched “Unattended Love and Care Stations” campaigns in early 2020. In Shanghai, over 30 brands from HKRI Taikoo Hui offered free products at a special unmanned station in the corridor of the MetroLink as gifts for service personnel. Elsewhere in the Chinese mainland, similar donation stations were set up at INDIGO, Taikoo Li Sanlitun and Taikoo Hui to honour these heroes.



Thanking Frontline Workers



Taikoo Li Sanlitun held a range of activities in the run-up to International Labour Day, 1 May, to honour frontline workers fighting the COVID-19 pandemic. On 30 April, Taikoo Li Sanlitun gave medical supplies and gifts to a pandemic response taskforce at the Sanlitun Street Office and the Office’s media centre. Our employees at the complex reached out several times to express their heartfelt gratitude and appreciation for the taskforce’s dedication and unwavering efforts to contain the unprecedented health crisis.

In Hong Kong, we delivered thank you cards signed by our Community Ambassadors along with 5,900 soup packs to doctors, nurses and staff at Pamela Youde Nethersole Eastern Hospital to send medical workers a simple message: “we are all in this together”.



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**Assisting the Zubin Foundation Initiative**

Cityplaza hosted a group of 30 volunteers from The Zubin Foundation, a charity dedicated to providing opportunities to and reducing the suffering of Hong Kong’s marginalised ethnic minority communities – many of whom had lost their jobs during the pandemic. The volunteers packed care boxes full of food, face masks and children’s craft kits. Cityplaza helped by providing office space, packing volunteers and logistics support.



Together, the volunteers:

- Packed and delivered care boxes to 730 families
- Enrolled 46 drivers to drop off boxes at 488 pick-up locations
- Extended aid to more than 3,400 individuals, including 1,270 children

**Matching Donations to Alleviate Hardship**

To support less fortunate members of our communities, Swire Properties’ Community Ambassador team ran a number of donation matching programmes throughout 2020 that engaged the community to contribute monetary donations as well as donations of food and other goods. These included:



- The “e-Buddy” matching donation scheme which raised over HK\$57,000 to purchase laptops and provide learning support to 19 students identified by our NGO partner, Society for Community Organization;
- The “A Spoonful of Love” campaign, where our Community Ambassadors partnered with EAST Hong Kong to prepare and sell nourishing soup packs to our staff members – every purchase was matched by a donation from Swire Properties, with a total of 2,216 soup packs sent to low-income families;
- “Noodles for Love”, which sold charity noodle packs for HK\$50. Each purchase was matched by a donation by the [Swire Trust](#) to provide people in need with noodles and a [SEWomen](#) reusable mask; and
- “Rice Dumplings for Sharing”, in which our Community Ambassadors and The Refinery Club at Taikoo Place teamed up to raise money and shared more than 250 rice dumplings with the Direction Association for the Handicapped during the Dragon Boat Festival.



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**Community Caring Fund Battles COVID-19**



The Swire Properties Community Caring Fund (“CCF”) provides sponsorship to lesser-known Hong Kong-based community organisations nominated by our employees to help these organisations plan and implement community-based initiatives and outreach projects.

This year the CCF provided pandemic-related support to the community via various channels, including working with NGOs and professional bodies to provide supplies to groups of people in need. Swire Properties launched a series of measures to safeguard the health of our staff and tenants during the COVID-19 outbreak.

One of the programmes funded by the CCF was called “Caring Starts from Home”, which targeted high-risk workers at our properties and their families – such as cleaners, building management, security, and technical staff – all of whom received a special “safety care pack” filled with disinfectant products and a pamphlet highlighting 16 health tips. Over 2,800 packs were distributed in total.

Along with distributing hand disinfectant to our frontline staff and contractors to maintain their safety at work, an awareness campaign was launched to remind these staff members to stay safe and practice good personal hygiene, providing 16 easy-to-remember health tips. A series of digital stickers was also created to help increase the impact of the campaign.

**The Zhuchuang Community Centre**

Since 2018, the Zhuchuang Community Centre in Sichuan has been a base for Swire Properties volunteers, who regularly hold charity events aimed at young people and seniors living in nearby communities. During the pandemic, the Zhuchuang Community Centre joined forces with several social work organisations to enrich the online studying experience of students. The Centre launched online classes, with themes including computer programming, English lessons, as well as sessions on psychotherapy and COVID-19 protection. The Centre also collaborated with a number of social work organisations and volunteers to deliver essential protection gear and other materials to workers on the front line.

