

---

*NEWS RELEASE*

To: Business/Feature Editor

Date: 4 November 2003  
For immediate release

### **Hysan Development awarded Best Practice Award 2003**

Hysan Development Company Limited today (Tuesday) was awarded the Best Practice Award (Technology Deployment) for its newly introduced Comprehensive Tenant Service Levels. The award was organized by Best Practice Management.

This new service model, known as Service-Scan<sup>©</sup>, was introduced with an aim to achieving total customer satisfaction. The model introduces specific performance measurement standards covering key aspects of the tenant servicing cycle, which facilitates effective monitoring.

Speaking after the award presentation, Deric Probst-Wallace, General Manager, Property Service of Hysan said, "Hysan integrates and standardizes all frontline property services into specific performance indicators, supported by the use of cost-effective technology for monitoring and control, all within a single system."

"Hysan is committed to managing our portfolio to the highest standards. We aim to be the occupier's partner of choice in the provision of real estate accommodation and services," Mr. Probst-Wallace said.

Hysan is a leading property investment, management and development company in Hong Kong, with a major portfolio in high-quality office, retail and residential properties. It is the largest commercial landlord in the prime office/retail Causeway Bay district.

END

**For enquiries, please contact:**

Holly Lau (Head of Corporate Communications) Tel: (852) 2830-5154 Fax: (852) 2577-5219 Email: [holly.lau@hysan.com.hk](mailto:holly.lau@hysan.com.hk)