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**Press Release**

**SHKP and SmarTone Collaborate to Launch 5G Smart Malls  
Optimizes Shopping Experience and Enhances Operational Efficiency  
with Full 5G Coverage in HK**

**(Hong Kong, 3 February 2021)** Sun Hung Kai Properties Limited (SHKP) and SmarTone join hands to bring innovative 5G technology to SHKP's shopping malls. With SmarTone's powerful 5G network, SHKP can offer a new shopping experience to customers and strengthen its operational efficiency in 5G Smart Malls. Additionally, SmarTone provides full 5G coverage in Hong Kong with the widest coverage both indoors and outdoors, extending to major SHKP malls to bring a faster, stabler and smoother 5G experience.

Ms. Josephine Lam, Head of Sales and Marketing of SmarTone said, "SmarTone is pleased to work with SHKP malls to bring 5G Smart Malls to consumers and tenants by leveraging SmarTone's powerful 5G network. Our collaboration can bring an elevated experience to customers and enhanced operational efficiency to mall owners. 5G's high speeds, ultra-low latency and massive connectivity can work in synergy with other advanced technology such as AI, AR/VR, and so on, benefitting the development of Smart Malls, Smart Property Management, and to a further extent, Hong Kong as a Smart City. SmarTone already offers full 5G coverage in Hong Kong, including SHKP malls. According to a previous conducted independent market survey, SmarTone 5G was selected as the Consumers' Best Preferred 5G Network, which is incredibly encouraging. We will continue to dedicate our efforts to innovations and delivering the highest quality 5G network experience to our customers."

Sun Hung Kai Real Estate Agency Limited General Manager—Leasing Judy Chow said, "With SmarTone 5G, SHKP has successfully offered a brand-new smart experience to customers and tenants, and the feedback is very positive. Currently, because of the epidemic, to help customers shop at ease during these challenging times, SHKP and SmarTone are collaborating to present SHKP Malls' first 5G-enabled robot at MOKO, safeguarding the health and safety of customers and tenants, as well as enhancing efficiency for the whole sanitizing process. Furthermore, this collaboration also introduces 5G-enabled Smart Restroom, indicating the availability of all the restrooms and recommend the best option to shorten queuing time. This can also further stimulate foot traffic and create a leisurely and flexible brand-new shopping model."

**SHKP Malls' first 5G Robot**

5G Robot has an endearing appearance with a white body and lively eyes that captures attention. It is compactly built but comes an abundance of features and a 24x7 operating capacity. 5G Robot has a wide range of flexible parts, including 360-degrees wheel that allows it to swiftly glide through wheelchair ramps and guide paths for the visually impaired, reaching every corner of the mall, bringing customers to their specified shops and facilities, uplifting their shopping experience.

With 5G's ultra-low latency and AI technology, coupled with the internal laser radar and 3D motion sensor camera, 5G Robot can detect obstacles on the floor and report it in real-time, allowing management to

deploy staff immediately to the spot and offer assistance, ensuring the safety of customers and enhancing the security efficiency of the mall.

5G Robot will also help sanitize the venue, enhancing efficiency of the process and ensuring the health and safety of tenants and customers. Once 5G Robot has been filled with disinfectant and the smart mode is set, it will spray a mist of disinfectant from its antenna, killing bacteria and sterilizing the venue while enhancing efficiency and alleviating the pressure on human resources at the same time.

### **5G Smart Restroom**

SHKP malls are also introducing 5G Smart Restroom. With high-speed 5G network and multiple sensors installed in mall restrooms, data will be sent to the cloud server in real-time. There are digital signages at the restroom entrances that indicate the availability of restrooms and estimated queuing time. 5G Smart Restroom effectively allocates customers to restrooms with higher availability with recommendation of the best option to shorten queuing time, and at the same time, stimulate foot traffic within the mall, creating a relaxed and fluid innovative shopping model.

5G Smart Restroom is equipped with IAQ sensor to detect indoor air quality. It can measure temperature, humidity, concentration of PM2.5 suspended particles, H<sub>2</sub>S and NH<sub>3</sub>—five of the major air quality parameters. The collected data is sent to the 5G cloud management platform for analysis, closely monitoring the condition of all the restrooms. Furthermore, 5G Smart Restroom has supplies sensor. In cases where a restroom cannot be attended by staff (e.g. restrooms for the disabled and nursery rooms), the 5G cloud management platform can monitor the usage of restroom supplies (e.g. paper towels, toilet paper, sanitizers, and so on), and restock when necessary. With the 5G cloud management platform, mall management can monitor the traffic, air quality and other data of the restrooms, efficiently enhancing operational efficiency and service quality.

SmarTone offers full 5G coverage in Hong Kong, providing the widest network coverage both indoors and outdoors. The network covers over 250 key indoor locations, including prime locations, commercial areas and major malls, and is extended to 10 major MTR lines and 65 rural areas, including outdoor cycling tracks, hiking trails and campsites. SmarTone 5G is Hong Kong's only mobile operator that provides 5G coverage at the Tai Lam Tunnel.

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