Creating Stakeholder Value

## **OUR CITIES**

## An Icon is Reborn



The Peak Tram has proudly served Hong Kong since 1888 and is one of the most enduring emblems of Hong Kong's unique past. Its initial role served to transport residents between Central and Victoria Peak, with the particular aim of driving business to the Peak Hotel, which was also briefly owned by The Hongkong and Shanghai Hotels in the 1920s.

The Peak Tram was the first cable funicular in Asia and carried 150,000 passengers in its first year, compared to more than 6 million passengers in modern times. It offers a unique experience for visitors and tourists, with skyscrapers sliding past at incredible angles due to an optical illusion. It has an excellent reputation for efficiency, safety and world-class service.

Its popularity became one of its challenges, as the demand at peak times created long queues beyond the Lower Terminus due to significant space constraints.

With the group's long-term philosophy to build on our legacy and continually improve our assets and contribute to the cities in which we operate, we recognised that we needed to provide a better experience for visitors to our city, by offering a more comfortable and accessible journey on the Peak Tram. To achieve this, it was necessary to increase the number of passengers that the Peak Tram can transport at one time. We did not wish to increase the leisurely journey speed, which is important to allow everyone to enjoy the spectacular Hong Kong skyline views. We could not make the tram higher or wider due to the road bridges on the journey, so we decided to introduce longer tramcars with higher capacity, as well as larger and more comfortable queueing areas at the Lower Terminus.

With this objective, the company has embarked on a major improvement plan which entails a significant investment of HK\$684 million, to ensure this iconic tourist attraction continues



to grow together with Hong Kong for future generations. In 2019 the Peak Tram began its first phase of upgrade work which included improvements to parts of Tramway Path and the construction of new boarding and alighting platforms located 70 metres uphill from the former platforms. The longer tramcars mean that there is a need to completely replace all the haulage and control systems, lay new track rails and strengthen the track foundations and bridges, as well as extend the Lower Terminus.

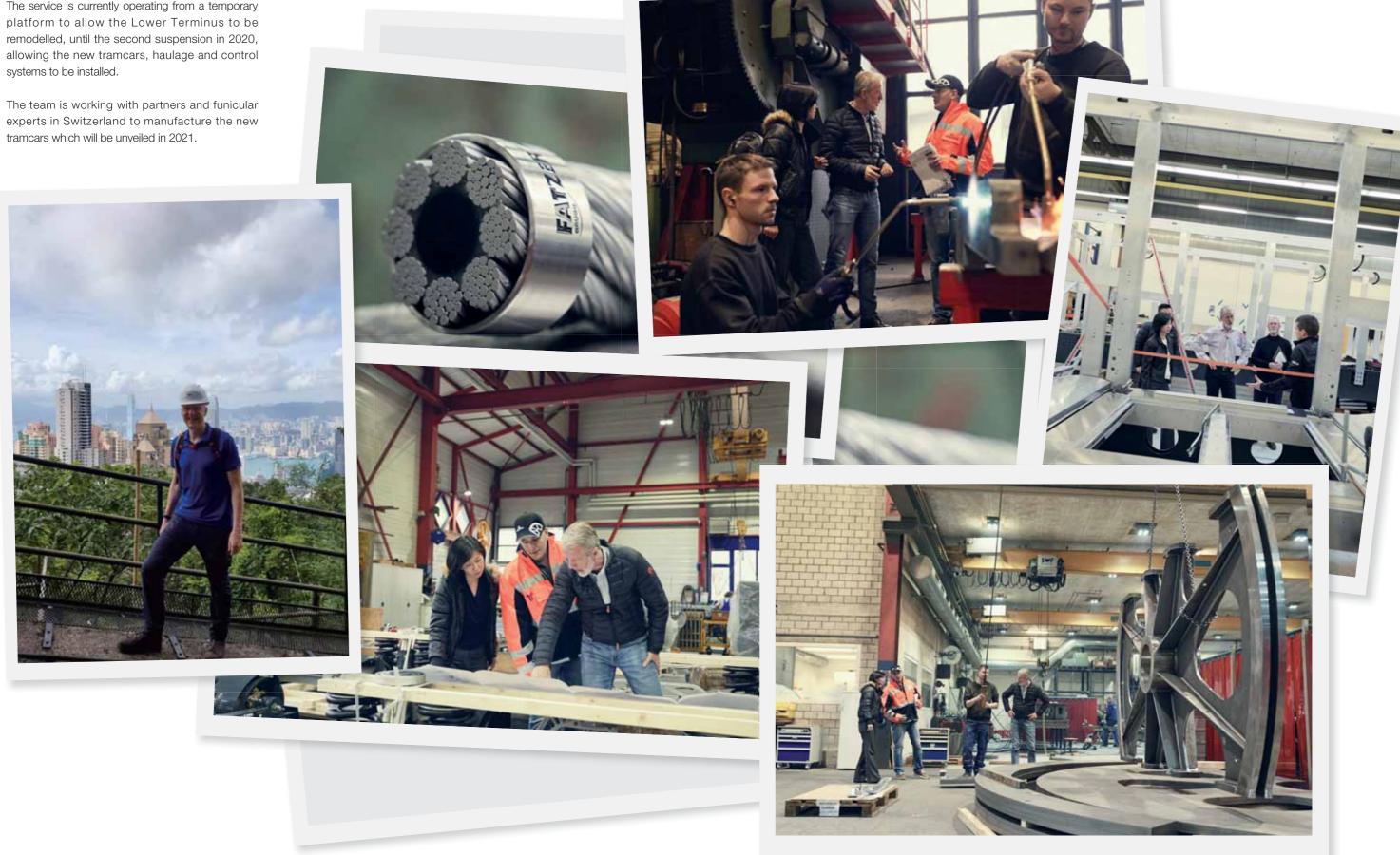
May Tsang, General Manager of The Peak Complex, said, "We have carefully designed an enhanced customer experience and have considered all aspects to minimise service disruption, whilst keeping sustainability factors a priority. The upgrade project will result in covered, improved queueing and waiting areas with entertainment features for up to 1,300 passengers. The new tramcars will be able to carry 210 passengers instead of 120 at present and visitors' waiting time will be significantly reduced."



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The service is currently operating from a temporary platform to allow the Lower Terminus to be remodelled, until the second suspension in 2020, allowing the new tramcars, haulage and control

experts in Switzerland to manufacture the new



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