The Hong Kong Retail Management Association, being a representative and pioneer of the industry, organises the "Hong Kong Retail Summit" annually to introduce new ideas to the industry.

The Summit of this year was held on 17 May 2019 at the Hong Kong Convention and Exhibition Centre, featuring a full-day session carrying the theme "Retail Reinvention: Success in the Disruptive Age". It has attracted more than 800 middle-ranking and senior managers. The Association is honored to have invited Dr. Bernard Chan Pak-li, JP, Under Secretary for Commerce and Economic Development, as the guest of honor.

科技發展引發嶄時代變革，各行各業面臨顛覆轉型，零售業作為本港經濟支柱，正處變革關鍵期。香港零售管理協會作為業界代表和先驅，每年舉辦「香港零售高峰會」，為業界注入新思維，今年匯聚22位業界翹楚創新經驗和智慧，為香港零售獻計，助業界開創「零售科技」新里程。

香港零售高峰會是零售業界每年一度盛事，今年高峰會於5月17日假灣仔會展中心舉行，大會主題為「變革新零售 共創成功路」的全日高峰會，吸引逾800位業界中高層管理人員參加，並邀得商務及經濟發展局副局長陳百里博士擔任主禮嘉賓。
New Opportunities in Retailing with Smart City Development

Mrs. Annie Yau Tse, Chairman of the Hong Kong Retail Management Association, pointed out that the development of retail technology in Hong Kong is relatively lagging behind due to various factors, while the territory’s future development depends very much on the industry staying relevant with technology. She viewed that it is a goal of Hong Kong to build a smart city and develop itself into a leading city in the Greater Bay Area. Working in line with this goal and by capturing opportunities in the region, the retail industry must stay relevant to the development, find breakthroughs and catch up with the new pace of retailing.

Mrs. Annie Yau Tse also expressed that the retail industry has long been plagued by manpower shortages, and it is thus of paramount importance to attract young recruits through the application of technology innovation and the establishment of a new retailing environment. Following its celebration of the 35th anniversary last year, the Association has been advocating the development of smart retailing, and unremittingly assisting the industry in establishing an international e-commerce ecosystem. On the occasion, she pledged the Government to step up its support and help the industry intensify its application of technology and artificial intelligence facilities.

Retail Industry is Supported by "B.E.S.T." Concept

Dr. Bernard Chan Pak-li, JP, Under Secretary for Commerce and Economic Development, shared in his speech that the Government supports the retail industry’s development through various measures, which can be abridged as "B.E.S.T."

'B' refers to Branding. The Government has been helping SMEs build their brands with its dedicated BUD Fund, which is scheduled to further expand its geographical scope and funding ceiling this year.

'F' means Emerging Opportunities. The Bureau is committed to promoting innovation and technology development. Working in line with the development of the Greater Bay Area, it has invested $100 billion over the past two years in optimizing its relevant facilities and training. For the retail industry, it also supports businesses to enhance their productivity through technology application by introducing the 'Retail Technology Adoption Assistance Scheme for Manpower Demand Management'.

As for 'S', it refers to Spending. The Bureau has attracted high value-added visitors to Hong Kong through various channels.

Finally, 'T' signifies Talents. Government agencies such as the Employees Retraining Board and the VTC have offered training in relation to the industry's need for talents, including emerging courses in online store management.

Looking ahead, Dr. Chan said that the Government will work out more short, medium and long-term measures to tie in with the development of the industry.

Luncheon Keynote:
TVB Anywhere: Transformation Story from One to Many

Guest Speaker: Mr. Cheong Shin Keong, Executive Director and General Manager, Television Broadcast Ltd.
Moderator: Ms. Randy Lai, CEO, McDonald's Hong Kong

While all sectors are subject to disruptive changes brought about by technology, TV media, which are closely related to the retail industry, have also embarked on its road of digital innovation. Mr. Cheong Shin Keong shared his experience at the luncheon session of the Retail Summit on TVB's transformation with his remarks on 'Transformation Story from One to Many'.
配合智慧城市 把握零售新機遇

香港零售管理協會主席謝邱安儀在大會致辭時指出業界轉型挑戰和高峰會意涵。她說，自十多年前響應智能手機面世，人們生活起了莫大變化，網購購物流加速發展，衝擊傳統零售模式，但基於種種因素，本港發展零售科技相對落後，而業界緊貼科技開拓香港未來發展。「配合香港建立智慧城市目標，並成為大灣區龍頭城市，把握區內機遇，零售業須與時並進，尋找突破，踏上新零售步伐，是次高峰會邀請22位業界翹楚，分享創新經驗和致勝要訣，旨在激發業界新思維。」

謝邱安儀續稱，零售業面對人手短缺問題，業界應用科技創新，建立新零售工作環境，亦是吸引年輕人入行鍊鍊。協會自去年成立35周年起，一直冀創智慧零售發展，全力協助業界建立與國際接軌電子商貿生態，推出一系列活動，扶助中小企開拓線上線下業務。「協會亦希望政府加緊支援，助業界加快應用科技和人工智能設施，協會未來將與多家電子商務巨頭建立夥伴關係，並提供系統性培訓。」

「B.E.S.T.」概念支援零售業界

商務及經濟發展局副局長陳百里博士致辭時指出，香港零售商務管理協會今年踏入36周年，一直憑堅毅和創新精神，克服挑戰，迎接機遇。而政府亦透過不同措施支援業界發展，它們可歸納為「B.E.S.T.」。

B 即是 Branding（品牌）, 政府設有BUD專項基金，助中小企建立品牌，基金近年將進一步擴大資助地域和額度；E 是 Emerging Opportunities（新興產業和機遇）, 當局致力推動創科，並配合大灣區發展，過去兩年投入1,000億元，優化創科設施和培訓，而針對零售業需要，亦推出「零售業人力需求管理科技應用支援計劃」，支援企業應用科技提升生產力。至於 S 則是 Spending（消費），當局透過多項渠道，吸引高值旅客訪港消費。最後 T 則是 Talent（人才），僱員再培訓局和職訓局等，配合業界人才需要提供培訓，當中包括新興的網店管理課程。「展望未來，不明朗因素雖多，但仍機遇處處，政府將制定更多短、中、長期措施，配合業界發展。」

午茶交流會：
TVB Anywhere：由傳統電視台轉型為多渠道
網絡平臺

主講嘉賓：電視廣播有限公司 執行董事及總經理 鄭善強
主持人：香港麥當勞 首席執行官 黎韋詩

科技為各行業帶來顛覆性的變化，與零售業息息相關的電視媒體，也藉轉型踏上數碼創新之路。鄭善強以「由傳統電視台轉型為多渠道網上平臺」為題，分享TVB轉型之道。

From left: Ms. Randy Lai, Mr. Cheong Shin Keong
左起: 黎韋詩女士, 鄭善強先生
Session A: Retail Pioneers - A Look at the New Retail Frontiers

New Retail Emphasizes on One-To-One Customer Relations
Speaker: Mr. Dennis van Oossanen, Vice President and General Manager, Nike Direct Greater China

Mr. Dennis van Oossanen shared that the key to sustain under the fast-changing era is to build a new customer experience with leading-edge digital technology and physical stores. Nike has set up an all-embracing digital ecosystem featuring platforms such as Nike app, Nike Run Club App, and SNKRS App to provide personalized services to customers. This has thus created a two-way bridge in the new retail frontline.

Have Fun by Bridging Digital and Physical Experiences
Speaker: Mr. Troy Taylor, General Manager, LEGO Hong Kong, Macau & Taiwan

How can LEGO make its brand last forever in the era of digital disruption, and deliver fun in an innovative way when customers play the toys? Mr. Troy Taylor pointed out that LEGO is keen on listening to children’s voices, whose creativity and imagination are often the source of brand innovation. While bricks are the core of the brand business, anyone playing with LEGO can combine digital experience with physical one in the wake of technology development, and this facilitate interactive creativity.

Key to Continuous Innovation
Moderator: Ms. Janis Tam, Vice Chairman, HKRMA / Managing Director, Swire Resources Ltd.

Today, the market and technology are developing at a high speed. Moderator Ms. Janis Tam raised that how can retailers keep on innovating in response to the rapid market pace.

Mr. Dennis van Oossanen of Nike viewed that in addition to having a proper attitude towards innovation, one must also make tangible R&D investment. Nike has put in place a dedicated team in Greater China to develop a variety of digital platforms that are able to respond quickly to market and customer needs. Mr. Troy Taylor of LEGO pointed out that in order to remain creative, one should pay attention to new development of other retail brands, which may inspire their creativity, in addition to gaining insight into new industry trends.
第1節：零售先驅：探索新零售時代最前線

新零售強調與客戶建立一對一關係
主講：耐克大中華區 副總裁及直營零售部總經理 范歡盛

在網絡時代，如何與每位顧客建立緊密關係，是品牌致勝關鍵。范歡盛分享耐克（Nike）成功經驗。他說Nike 55年前創立時，顧客主要是田徑運動員，公司了解他們個人需要，建立一對一關係，提供最合適產品服務，而到了今天瞬息萬變時代，這一承諾仍然兌現。如何做到？關鍵是以先進數碼科技配合實體店，建立全新顧客體驗。他說公司建立完善數碼生態系統，設有不同平台如Nike app、Nike Run Club App、SNKRS App等，配合Nike Plus會員計劃，為顧客提供個人化服務。他舉例說：「客戶用了我們的NRC進行跑步比賽訓練，讓我們可了解他的跑步路線習慣，為他預備合適尺寸的跑鞋。他只要用手機按一下，便可立即購買，貨物24小時內可送到家中。」至於實體店也加入衆多新元素，如位於上海的旗艦店「House of Innovation」，便集數碼和線下服務於一身，顧客還可透過耐克微信小程序預約店內種種特色服務。在新零售前線，打造出一道雙向橋樑：「讓每位顧客知道，品牌愛他們，正如他們愛品牌一樣。」

玩樂體驗結合數碼與實體
主講：樂高集團香港、澳門及台灣 區域總經理 Troy Taylor

有86年歷史的丹麥玩具品牌樂高（LEGO），如何在數碼顛覆時代，創新玩樂體驗，令品牌歷久常新？Troy Taylor說，樂高著重聆聽兒童心聲，他們的創意和想象力往往是品牌創新原點。積木顆粒（Bricks）是品牌業務核心，而隨著科技發展，玩樂體驗可結合數碼與實體，實現互動創意。他指出，公司推出「LEGO BOOST」系列產品，讓孩子不僅拼砌LEGO，還可學習編碼，再透過智能裝置程式控制玩具完成不同任務。此外科技也可造就顧客互動新模式，樂高推出「LEGO Life」應用程式，讓小朋友發布創意拼砌作品，再拍照上傳與人分享。孩子還可用樂高專屬Emoji回應並給予鼓勵。除了網上互動，上海旗艦店也採用各種新科技元素，而香港太古城店則有一個以LEGO砌成的警察模型，能以流利廣東話與客人溝通互動。

持續創新的要訣
主持：香港零售管理協會 副主席 / 太古資源有限公司 董事總經理 謝錦儀

現今市場和科技高速發展，主持人謝錦儀提出一個重要問題：企業如何因應市場快速步伐不斷創新？Nike范歡盛認為，創新不但要有正確心態，更要作出實際研發投資。Nike在大中華地區設有專門團隊開發各種數碼平台，能快速回應市場和顧客需求。代表LEGO的Troy Taylor指出，若要保持創意，除要洞察行業新趨勢，也可留意其他零售品牌新發展，啟動創意靈感。
New Retail Ecosystem Accelerates the Development of Faster Payment System

Speaker: Mr. Howard Lee, Deputy Chief Executive, Hong Kong Monetary Authority

Mr. Howard Lee pointed out that businesses in Hong Kong, an international city, are offering an array of payment options. In the wake of rapid development of electronic payment service in Hong Kong, the HKMA launched last year the Faster Payment System as a key infrastructure. Operating 24 hours a day and 7 days a week, the system connects banks and Stored-Value Facility operators with full access on the same platform. It enables the public to make speedy retail transfers and payment using their mobile phone numbers or email addresses as the payee identification code.

Challenges and Opportunities of Creating a New Look for Retailing

Speakers: Dr. Guy Look, Chief Financial Officer & ED, Sa Sa International Holdings Ltd.
Mr. Reeve Kwan, Co-Founder, GOGOVAN
Ms. Jennifer Tan, Chief Executive, Alipay Payment Services (HK) Ltd.
Moderator: Mr. Kenneth Kwok, Managing Director, Beehive Strategy

Mr. Kenneth Kwok asked speakers for insights on the challenges and opportunities when retailers recreate the retail ecosystem by adopting technology. Dr. Guy Look of Sa Sa said that when adopting technology for innovation, the challenges are mainly related to integration of the existing architecture, as well as division of labour and processes. As a platform supported by logistics technology, Mr. Reeve Kwan of GOGOVAN viewed that they need to continuously make service improvement through data analysis. Ms. Jennifer Tan of Alipay said that E-wallet has opened up a new consumption module. It is also a means for merchants dealing with their trading partners, and the relevant data may be used to dovetail with merchants’ initiatives to carry out promotional activities.
第2節：重建零售生態系統

新零售生態推動電子支付快速發展
主講：香港金融管理局 副總裁 李達志

近年電子支付模式漸現，為新零售建立重要基礎。李達志指出，香港作為國際城市，商戶提供多元化支付模式，有助展現好客之道，進一步開拓機遇。本港電子支付正快速發展，金管局去年推出快速支付系統「轉數快」，是重要的基建設施。系統每日24小時全天候運作，提供平台全面接通不同銀行及儲值支付工具營運商。市民用手機或電郵地址作為收款人識別代號便可使用服務，令零售轉賬和支付可快速進行。轉數快去年9月推出至今，已有逾280萬登記用戶，而過去6個月使用量增長6成。李達志稱，該系統不僅方便消費者，也便利商戶。金管局推出零售支付共用二維碼和相關應用程式，可讓商戶利用相同二維碼接受不同支付方式。

塑造零售新面貌 挑戰和機遇
講者：莎莎國際控股有限公司 首席財務總監及執行董事 陸梧
GOGOVAN 聯合創辦人 閆俊文
Alipay Payment Services（HK）Ltd. 行政總裁 陳婉真
主持：Beehive Strategy 董事總經理 郭嘉俊

主持人郭嘉俊提出業界關心的問題：企業以科技重建零售生態系統，當中有哪些挑戰和機遇？莎莎陸梧指出，企業利用科技創新，挑戰在於要整合現有架構、分工和流程，這些範疇若有現行軟硬件設施，企業如何配合科技作出改變是成功關鍵。GOGOVAN閻俊文說，隨著零售科技進步，物流也要相應增值，尤其顧客在網上購物，期望企業可即日送貨。GOGOVAN作為物流科技平台，亦要透過數據分析不斷提升服務。Alipay陳婉真說，電子支付已成為顧客體驗重要一環，電子錢包開創新消費模式，既是顧客消費重要平台，也是商戶處理交易合作伙伴，可利用數據配合商戶進行各種促銷活動。
Session C: Reshaping Customer Experience in the Digital Age

Customer-Oriention, Swift Innovation
Speaker: Ms. Diane Cheung, Managing Director, Watsons Hong Kong

Ms. Diane Cheung shared that Watsons has rolled out pilot schemes and tested new technologies in some of its stores. For instance, new services and experiences included self-service checkout counters, and Scan & Go option supported by RFID technology. All these must be customer-oriented and speed-oriented, while offering innovative experience through technology.

Product Concept Yields Innovative Service Experience
Speaker: Mr. Carthen Lam, General Manager, Zoff Hong Kong

Mr. Carthen Lam of Zoff pointed out that glasses are not only devices for vision correction, but also an important part of stylish fashion apparel. The company has been insisting on adopting up-to-date technology from Japan, launching new products twice a month, and introducing its 30-minute fast optician service. The concept has thus ushered in a new era of spectacle consultation service.

Technology Presents Both Challenges and Opportunities
Speaker: Dr. Stanley Kan, Consultant, Hong Kong Airlines

Dr. Stanley Kan of Hong Kong Airlines viewed that technology has greatly strengthened the link between operators and customers in terms of touch points such as websites and social media, operators need to invest more in terms of resources so as to respond promptly to customer demands. Yet, at the same time, this allows operators to better understand customer needs and make their service more personal.

Good Humanity Brings the Power of Internet into Full Play
Speaker and Moderator: Mr. Vincent Tsui, Founder & CEO, Toast Communications Ltd.

In the digital world, any harm done can be amplified unceasingly, and by the same token, good deeds may be heard over a great distance. Mr. Vincent Tsui shared, a retail store in the United Kingdom was selling a “tiger bread” when the store manager received a letter from a 3-year-old child who said that the bread should be called “giraffe bread” because its stripes looked more like a giraffe. The store manager carefully wrote back and then renamed the bread according to the child’s view. The incident sparked a frantic circulation on the Internet, and many Internet users spoke highly of the store manager.

Panel discussion
Managers Should Lead the Transformation with Their Team

Moderator Mr. Vincent Tsui pointed out that the management may encounter resistance when it renovates its service, and asked the speakers how to motivate their subordinates. Ms. Diane Cheung of Watsons viewed that the management should share its views with its staff members, examine the ‘pain points’ and issues in relation to the service with a positive attitude, and turn them into a driver for improvement and innovation. Mr. Carthen Lam of Zoff noted that managers should go to the front line and lead by example. Dr. Stanley Kan of Hong Kong Airlines said that the management should create a fair and pleasant working environment and motivate employees to move forward.
第3節：重塑數碼時代下的顧客體驗

以客為先 快速創新
主講：香港屈臣氏董事總經理 張慧屏

企業發展新零售，需利用科技和數據，為顧客創造獨特體驗。張慧屏說，屈臣氏在部分店舖率先試用新科技，例如引入「美園魔鏡」，採用人工智能和人臉識別技術，提供虛擬試妝服務；其他服務新體驗包括自助付款處、RFID無人收銀技術等。「既要以客為先，也講求速度，以科技創新體驗。至於管理層則要身體力行，令公司創新理念貫徹到前線。」

產品理念創新服務體驗
主講：Zoff 香港總經理 林琳

產品理念的革新，也可造成不一樣的服務。日本快速時尚眼鏡品牌Zoff為顧客引入嶄新配眼鏡體驗。Zoff 林琳指出，眼鏡不單是矯正視力產品，更是配搭時尚潮流服飾的重要一環，公司堅持採用日本先進技術，每月兩次推出全新產品，同時開創30分鐘快速配鏡服務，憑著此新理念開創眼鏡新時代。

科技機遇和挑戰並存
主講：香港航空顧問 簡浩賢

科技既可創新服務，亦帶來挑戰。香港航空顧問簡浩賢認為，科技令企業和顧客的接觸點大增，當中包括網站和社交媒體等，企業需投入更多資源，快速回應顧客訴求。但企業亦可同時更了解客戶需要，令服務更個人化。「未來服務可配合人工智能，減少人手辦理手續，令企業可深化與客戶互動交流。」

以良善人性 發揮網絡威力
主講及主持人：Toast Communications Ltd. 創辦人及行政總裁 徐緣

在數碼世界，壞事可不斷放大，但好事也可傳千里。徐緣舉例說，英國一家零售店售賣一款「老虎麵包」，有位3歲小朋友寫信給店長，說麵包像長頸鹿，所以應叫長頸鹿麵包。後來店長親筆回信，還按小朋友意見為麵包改名。事件在網上瘋傳，網民紛紛激勵店長。徐緣說，企業發揮網絡正面力量，要回到人性層面，容許員工做好事，像有酒店下放權力給員工，讓他們為顧客創造驚喜。

管理人上下一心 引領革新
主持人徐緣指出，管理層革新服務，或會面對阻力，如何帶領下屬一同向前？屈臣氏張慧屏認為管理層要與員工一同分享，以正面態度看待服務上的「痛點」和問題，將之化為改進動力一起創新。Zoff 林琳稱，管理人要走在前線，以身作則帶著示範，香港航空簡浩賢說，管理層要營造公平愉快的工作環境，激發員工向前動力。
Session D: Be My Guest - The Passing of Baton - Reinventing Retail Family Business

While it is not an easy task for a company to find a successor, how does a new generation of managers embark on the road of family inheritance, and what challenges will they embrace? In this session, Mr. Stephen Chan, renowned talk show host and Chief Advisor of Commercial Radio Hong Kong, interviewed, and had a casual discussion with management representatives of three major local brands, namely Yue Hwa Chinese Products Emporium Ltd., Fairwood Holdings Ltd., and Tse Sui Luen Jewellery (International) Ltd.

Yue Hwa Chinese Products Emporium Ltd. (Uncle and Nephew)
Mr. PC Yu, Director & General Manager
Mr. Andrew Yu, Director

Mr. PC Yu recalled his memories when he took up obligation of his family business and assumed duty in the company decades ago. He introduced a number of innovative measures such as barcode cashiers, computerization and enterprise management, and embraced many challenges during the process. It was a new concept for the staff and the company had to train them at a slow pace, and arranged visits to Japan for them to learn more about new technologies.

Mr. Andrew Yu, nephew of Mr. PC Yu, expressed that during the process of business innovation, the management should go hand in hand with its staff members and slowly help them change their mindset. Take the company’s rebranding project as an example. The company had worked out long-term plans, and allowed room to build up its brand image. The management team deliberately took visual merchandising classes with its staff, so as to let them understand the concepts involved.

Fairwood Holdings Ltd. (Father and Son)
Mr. Dennis Lo, Executive Chairman
Mr. Francis Lo, Executive Director

Mr. Dennis Lo viewed that it was not a problem when he assumed the work of family business at the start till the company encountered business ebb. He had to rejuvenate the brand and establish a new corporate culture and optimize the operating procedures and the food menu, so as to bring new experience to the customers. It was a tough time for him and he finally had succeeded to set the company’s business to a new milestone.

Mr. Francis Lo said he often discuss with his father (Dennis Lo) when it comes to business innovation. He viewed that technology is a key driver in social development. He believed that the catering industry has to think out of the box, to be good at data analysis, to enhance operational efficiency, and to make better decisions in order to meet the future challenges.

Tse Sui Luen Jewellery (International) Ltd. (Husband and Wife)
Mr. Tommy Tse, Deputy CEO
Mrs. Annie Yau Tse, Chairman & CEO

Mr. Tommy Tse thanked to the training offered by his father (Mr. Tse Sui Luen) when he was a kid. He said he often have his own ideas when he was young, and sometimes did not share his father’s views. For instance, he did not agree on the development of a franchise business in the Mainland as suggested by his father. It was not until recently that he changed his mind when he understands that franchise business model is an appropriate approach for business management in such a huge market in the Mainland.

Mrs. Annie Yau Tse shared that technology application plays a crucial role in retail innovation. This is particularly true for the younger generation who leads a different lifestyle. She cited her kids as an example. Her son loves playing online games, while her daughter is fond of online shopping. Hence, innovation is very important for the retail industry if it intends to attract more young customers. She believes retailers can improve operational efficiency by integrating technology with physical stores.
第4節：志雲會客室：零售家族傳承

企業尋找接班人不容易，新一代管理人如何踏上家族傳承之路，箇中有何挑戰？此環節邀請名姐主持商業電台 首席智囊陳志雲訪問三位管理層：裕華國產百貨有限公司、大快活集團有限公司及謝瑞麟珠寶（國際）有限公司，輕鬆暢談。

裕華國產百貨有限公司（叔侄關係）
董事總經理 余憲春
董事總監 余偉傑

董事總經理余憲春：我自小在澳洲讀書，大學畢業後準備加入國際會計師樓。後來有一晚，爸爸（裕華創辦人余慶慶）說：阿春，房屋生意你要幫手……既然爸爸開口，我冇得拒絕，於是回公司和哥哥（裕華董事長余國春）一同管理業務。我們在不少革新措施，如採用barcode收銀、實行電腦化和企業化管理等，期間遇到不少挑戰，像當時電腦只有英文版本，不少同事看不懂，我們要慢慢培訓，並帶他們去日本考察，了解新技術。

董事總監余偉傑：我本從事金融業，後來答應父親（裕華董事長余國春）加入公司。創新業務過程中，管理層要與同事同行，慢慢讓他們改變思想，像公司數年前裝修，已同步作長遠規劃，預留空間建立品牌形象特色，並特意和同事一起上visual merchandising課堂，讓他們明白當中概念。此外我們也發展了網購業務，並開設中式婚嫁品牌，未來將開拓更多創新項目。

大快活集團有限公司（父子關係）
主席 遼開揚
執行董事 遼輝承

主席遼開揚：當年美國讀美術設計，本想在紐約開新派中餐廳，後來聽二哥（遼炳福，大快活創辦人之一）的建議，回港加入大快活。起步時沒太大問題，但後來公司業務邁上低潮，我需帶領同事革新品牌，建立新的企業文化，優化營運程序和餐牌食物，為顧客帶來新體驗。大家努力下，我們成功了，令公司業務踏上新里程。

執行董事遼輝承：業務創新方面，我和父親有商有量。我認為科技是社會發展大趨勢，未來餐飲業挑戰，在於要以靈活思維，善用數據分析，提升營運效率，作出更佳決策。我們正從事這方面的研究。

謝瑞麟珠寶（國際）有限公司（夫婦關係）
副行政總裁 謝達峰
主席及行政總裁 謝邱安儀

副行政總裁謝達峰：我從小受爸爸（謝瑞麟）培養薰陶，很早就立志從事珠寶業，不斷學習打好基礎，加入公司輔助父親打理業務。作為後輩，總有自己的想法，有時會和爸爸意見不太相同，但慢慢成長後，會發覺爸爸想法是對的。像爸爸很早已覺得可在內地發展加盟店，但我一直不太同意，直至近幾年我開始改變想法，因中國市場太大，加盟店模式是合適的。

主席及行政總裁謝邱安儀：應用科技是零售創新重要一步，尤其年輕一代生活方式很不同，像我們兒子喜歡在網上打機，女兒則愛網上購物，所以零售業要吸引更多年輕人，革新很重要，以實體店配合科技，提升營運效率。