

HKEX Corporate Communications Division Structure



Tori Cowley
Group Chief Communications Officer

Tori has held this position since September 2018 and is a member of the HKEX Executive Committee, where she is responsible for all aspects of corporate, executive, strategic and internal communications, brand, CSR and events. She also runs the HKEX Foundation and is executive sponsor for the Group's disability network.

For the last 3 years, Tori was included in Provoke's list of Top-100 in-house communicators in the world. In 2021 and 2022 the HKEX communications team was named best in APAC and Greater China, respectively.

Prior to HKEX, Tori was Group Head of Corporate Affairs and Investor Relations at Mitie plc, the UK-listed facilities management company. Before this, Tori spent seven years as Group Head of Communications for London Stock Exchange (LSE) Group where she was part of the executive team. Tori was a trustee of both the Mitie plc and LSEG plc Foundations. Tori joined LSE Group from Thomson Reuters where she was Head of Corporate Affairs, EMEA. Prior to this Tori worked as an investment banker and she began her career at Price Waterhouse, where she qualified as a Chartered Accountant in the financial services practice in London.

Tori holds a BSc in Economics from Loughborough University and is a graduate of the Corporate Affairs Academy at Said Business School, University of Oxford.



Jeffrey Ng
Managing Director
Head of Media and Government Relations

Jeffrey joined HKEX in January 2018 and currently heads the company's media and government relations function, helping drive HKEX's external stakeholder engagement efforts.

Previously, he spent 13 years in various editorial management roles at Dow Jones and The Wall Street Journal, including Hong Kong Bureau Chief, Asia Transportation Editor, and Asia Editor, Dow Jones Newswires.

Jeffrey is a graduate of Georgetown University with a degree in International Political Economy. Whilst working full time, Jeffrey earned a Juris Doctor Law degree at the Chinese University of Hong Kong and was awarded the Postgraduate Certificate in Laws from the University of Hong Kong.

Outside of work, Jeffrey is actively involved with his alma mater, the Canadian International School of Hong Kong, where he has been serving on the school's Board of Governors since 2014, and is currently the chair of the school's Audit Committee.



Queenie Tsao
Managing Director
Head of Strategic Communications

Queenie joined HKEX as Head of Strategic Communications in November 2019, overseeing the development of HKEX's brand, flagship events, design, executive communications, thought leadership, CSR programme and the HKEX Foundation. She has been promoted to Managing Director, Strategic Communications at HKEX in 2022.

Prior to joining HKEX, Queenie spent more than seventeen years advising local, regional and global companies on public relations at different stages of their business development cycles in Asia. She worked at a number of international PR consultancies including Finsbury, FTI Consulting, and Ogilvy Public Relations, advising large corporate and financial institutions on reputation management, profile building, M&A, IPOs and crisis and issues management.

Queenie is a graduate of the School of Law at the University of Hong Kong.



Andy Lau
Senior Vice President
Head of Corporate Social Responsibility and Foundation

Andy leads the corporate social responsibility and philanthropy functions at HKEX where he oversees the company's governance, policy and strategy on multiple areas including corporate climate actions, diversity and inclusion, environmental stewardship, and philanthropy and community investment. Andy is also in charge of the company's environmental, social and governance communications and the operation of HKEX Foundation, HKEX's dedicated charitable arm of HKEX and a registered charitable institution in Hong Kong.

Prior joining HKEX, Andy spent six years with one of the largest conglomerates in Asia Pacific where he drove and implemented various corporate sustainability policies and programmes across business divisions.

Andy holds a Bachelor's Degree in Environmental Life Science and a Master's Degree in Environmental and Public Health Management. He is a Professional Member of the Hong Kong Institute of Qualified Environmental Professionals.



Eddy Lam
Senior Vice President
Head of Events Management

Eddy joined Hong Kong Futures Exchange (HKFE) before its merger with The Stock Exchange of Hong Kong Limited (SEHK) in 1995. Prior to joining HKFE, he worked for Credit Suisse and Long Term Credit Bank as a spot and proprietary trader.

Eddy became Head of Events Management in 2021, leading the team to support the strategic and core business initiatives across HKEX group.

Under his leadership, the events management team has organised numerous corporate and business events, including but not limited to, listing ceremonies, large-scale conferences and celebratory events and seminars, connecting HKEX with stakeholders and the community. Eddy is recognised for his extensive business knowledge, outstanding event management skills and connections with a wide range of market participants and industry representatives.

Eddy holds a Bachelor degree of Business Administration from Florida Atlantic University in the United States.



Victoria Jackson
Senior Vice President
Head of Internal and Digital Communications

Victoria joined HKEX in November 2021 as Head of Internal and Digital Communications. Prior to joining HKEX, she spent almost five years with AIA Group where she was Global Head of Internal Communications – leading employee and agency communications across 18 countries.

Before moving to Hong Kong, Victoria spent five years in India working for the Royal Bank of Scotland, leading their brand and communication efforts across Mumbai, Delhi, Bangalore and Chennai. She has spent the majority of her career working across multiple communications disciplines for financial and investment institutions including NatWest Markets and Scottish Widows Investment Partnership.

Victoria is an active advocate for multiple social and diversity-related organisations and providing support to various NGOs and education facilities across Asia, including the Asian University for Women in Bangladesh.