Going Strong

As the Group’s excellent half yearly results indicated, we are in a strong position with good performances across our major operating units compared to the more challenging first six months of last year. With our core businesses focused on East Asia, the Group is well placed to make the most of the region’s growth and development.

Jardine OneSolution (JOS), the subject of the feature on pages 14-19, is an excellent example of a Group business which has grown and developed within the region to become one of its leading Integrated IT Solution and Services Providers. Driven by its corporate culture of ‘Play to Win’, JOS has successfully developed a model that encompasses both direct end-user and distribution businesses. In the process it has expanded from its Hong Kong base into mainland China, Macau, Singapore and Malaysia.

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Half Yearly Results Reflect Group’s Strong Performance

The Jardine Matheson Group’s half yearly results reflect its strong performance throughout the first half of 2010 compared to the more challenging first six months of 2009. Significantly increased contributions were received from all major operating units, most notably Hongkong Land and Astra in Indonesia.

Underlying profit for the first six months of 2010 was US$664 million, an increase of 70% over the same period in 2009. Underlying earnings per share were 68% higher at US$1.85. Group turnover including 100% of the turnover of associates and joint ventures was US$22.8 billion, compared to US$15.7 billion in the first half of 2009. An increased interim dividend of US$1.00 per share was declared, up 20%.

Operating conditions improved for Jardine Pacific’s businesses leading to a good result for the period. Jardine Motors’ profits rose strongly in the six months compared with the first half of 2009. Despite low interest rates and a subdued rating environment, Jardine Lloyd Thompson produced a satisfactory profit increase.

Hongkong Land enjoyed an excellent first half with an impressive profit contribution from its residential development activities. Dairy Farm maintained its expansion programme during the first half of the year and added 127 outlets to reach a total of some 5,200 stores. Occupancy in Mandarin Oriental’s hotels benefited from increased demand in the first half of 2010 with the strongest performances being seen in Asia, particularly Hong Kong.

Jardine Cycle & Carriage produced a good set of results as trading conditions remained positive for most of its business interests. Its directly held motor interests in Singapore suffered from government measures to restrict demand, but profit growth was recorded in Malaysia, Indonesia and Vietnam. Astra’s activities, in particular its automotive, financial services and heavy equipment operations, were supported by growth in the Indonesian economy.

“While the Group’s overall performance in the second half is unlikely to exceed that of 2009, a satisfactory result is expected for the full year,” said Group Chairman Sir Henry Keswick.

Tenth Anniversary Milestone for Pride in Performance Awards

2011 is a milestone year for the Pride in Performance Awards as it marks the 10th anniversary of the launch of the programme.

Inviting submissions from Jardine Matheson Group companies and business units, Managing Director Anthony Nightingale said that taking ‘pride in performance’ had always been a defining element of Jardines’ companies.

“It is a quality that is strongly reflected in our work, our attitude and our achievements. Over the last nine years, PIP award winners have surpassed expectations and overcome obstacles to achieve success. Their efforts demonstrate how they have taken the Jardines core values – Enterprise, Energy, The Right People and Performance – and put them into action,” said Mr Nightingale.

The five award categories for the 2011 PIP Awards are:
- Customer Focus
- Marketing Excellence
- Successful New Venture
- Innovation and Creativity
- Business Outperformance

The deadline for entries is 7th January 2011.

PRIDE IN PERFORMANCE 2011

At the Centre
Mainland China Vice Minister Meets Group Chairman in London

A delegation from mainland China led by Vice Minister Jiang Zengwei met with Jardine Matheson Group Chairman Sir Henry Keswick at Mandarin Oriental Hyde Park, London during a visit to the United Kingdom.

The delegation, which was visiting the UK for trade talks, met Sir Henry and Group Directors Lord Leach, Simon Keswick and Martin Barrow over breakfast at the hotel. During their meeting Mr Jiang, who has a special interest and responsibility for the retail sector, was briefed on Jardines’ interests in China including its retail businesses.

Group Managing Director Visits Mainland China Projects

Group Managing Director Anthony Nightingale accompanied by Jardine Matheson (China) Chairman Y K Pang visited a variety of Group projects during a recent three-city trip to mainland China.

In Chengdu, Mr Nightingale met Zhou Siyuan, Party Secretary of Jinjiang District where Jardines has a presence through two Zung Fu Mercedes-Benz dealerships, Mannings health and beauty stores and a number of Starbucks outlets. Mr Zhou offered the Jardine Matheson Group every support from Government departments for further investment in Chengdu, particularly in Jinjiang District.

In Chongqing, after breakfast with Madam Zou Xiaoping, Director of Chongqing China Council for the Promotion of International Trade, Mr Nightingale and his team visited Hongkong Land’s latest property development in the city, Danzishi in Nan An District, where they were greeted by officials led by Nan An District Party Secretary Xia Zeliang as well as the District Mayor, Liu Baoya and Vice Mayor Zhu Wei. Later, the Mayor of Chongqing, Huang Qifan, described the Danzishi site as the ‘crown jewel’ of the new Central Business District when he hosted a lunch for Mr Nightingale.

Mr Nightingale also visited Hongkong Land’s first project in Chongqing, Bamboo Grove and called in at one of Mannings’ health and beauty stores in the city.

In Shanghai, his final destination, Mr Nightingale visited various real estate projects and was received by Shanghai Vice Mayor Tang Dengjie at the City Hall. Mr Nightingale told the Vice Mayor that the Group is developing a number of businesses in Shanghai including shipping, insurance, hotels, health and beauty stores, IT and finance, and that Hongkong Land is investigating opportunities in real estate.

Mr Nightingale also toured the Group’s activities at World Expo 2010 in the company of Maxim’s Group Chairman and Managing Director Michael Wu and its board of directors.
Group Chairman Pays Special Visit to Astra

Group Chairman Sir Henry Keswick made a special visit to Astra International during his trip to Southeast Asia earlier this year.

Sir Henry, accompanied by Jardine Cycle & Carriage Managing Director Ben Keswick, Deputy Chairman Y C Boon and Indonesia Country Chairman Jonathan Chang, was greeted by President Director of Astra International Prijono Sugiarto and PAMA President Director Sudiarso Prasetio.

Following a meeting with Mr Sugiarto and lunch with Astra’s Board of Directors and Mr Prasetio, the party, accompanied by Astra Chief of Corporate Communications Arief Istanto, visited the Astra Museum. There, they viewed Astra’s milestones and remembered former President Director Michael D Ruslim, who died in January, by watching ‘His Spirit Lives On’, a video tribute to his life.

Deputy Prime Minister of Vietnam Visits Jardine Matheson in London

The Deputy Prime Minister of Vietnam, Pham Gia Khiem visited the Jardine Matheson Group offices at 3, Lombard Street in London during a trip to the United Kingdom for the signing of a UK-Vietnam Strategic Partnership declaration with the First Secretary of State, William Hague.

Mr Khiem met with Group Chairman Sir Henry Keswick and Directors Simon Keswick and Lord Leach of Fairford. The occasion was an opportunity to outline the Group’s existing and planned investments in Vietnam. Vice Minister of Foreign Affairs Nguyen Quoc Cuong, the Vietnamese Ambassador in London, Tran Quang Hoan and the British Ambassador in Hanoi, Mark Kent, also attended the meeting.

Lord Powell Meets Senior Mainland China Officials

Matheson & Co Director Lord Powell of Bayswater met senior Party leaders during visits to Chongqing and Beijing.

Lord Powell held discussions with Li Yuanchao, Politburo member and Head of the Communist Party of China Organisation Department; Bo Xilai, Politburo member and Chongqing Party Secretary; and Hu Chunhua, Party Secretary of Inner Mongolia. Lord Powell also met with Liu Mingkang, the Banking regulator, Zhang Ziyun, the Vice Minister for Foreign Affairs, and Li Zhqun, Chairman of State-owned Assets Supervision and Administration Commission of the State Council, the supervisory board of the state-owned industries.

While in Chongqing, Lord Powell visited the Danzishi site, Hongkong Land’s latest development project in the city.
Impressive Jardine Matheson Group Presence at World Expo 2010 Shanghai

Several Jardine Matheson Group companies have enhanced their presence in China with their involvement in World Expo 2010 Shanghai, which opened in May and closed at end of October.

Gammon Construction designed and built the Hong Kong pavilion, Maxim's catered for many thousands of visitors to Expo and Astra was a key sponsor of the Indonesian pavilion.

Awarded the contract by the Hong Kong SAR Government to turn the winning entry in a design concept competition into reality and build the Hong Kong pavilion, Gammon's solution was a contemporary, three-storey structure with three-dimensional characteristics. The group's involvement included every aspect of the project and also encompassed the pavilion's fitting out, audio-visual packages, interactive games, landscaping and maintenance.

Construction had to be completed within a tight timeframe and at its peak more than 150 workers and supervisors from both mainland China and Hong Kong were on site.

As well as sourcing locally available construction materials, Gammon also had to negotiate the import of sophisticated equipment.

“As construction practices and building regulations in Shanghai and Hong Kong are different, good communication with the Expo organization and local authorities was essential to ensure that approval processes did not hinder the challenging construction programme,” said Gammon Contracts Manager Chuck Yan.

Gammon worked closely with its consultants and the HKSAR Government's Architectural Services Department to incorporate various 'green' features into the pavilion in keeping with the 'Better City – Better Life' theme of Expo. These included folded and perforated aluminium cladding to facilitate natural light and keep the structure cool, solar panels and interactive games, landscaping and maintenance.

Jardine Matheson Group Managing Director Anthony Nightingale visited three Mannings stores including the recently opened flagship store at the Hang Lung Centre in Causeway Bay, as part of his annual tour of the Group's Hong Kong operations.

During the visit, the Mannings senior team showed Mr Nightingale new initiatives implemented at store level and demonstrated the innovative and first-to-market 'Tele-Pharmacy'.

'Tele-Pharmacy' provides shoppers with pharmaceutical advice through a teleconference system link to a pharmacist stationed at another Mannings outlet. This is designed to address the needs of the increasing number of health conscious consumers.

Maxim's Group was the only Hong Kong representative in the Chinese Culinary Zone at World Expo 2010 Shanghai where it presented the best of Asian food to Expo visitors.
Visitors to the Hong Kong Pavilion at World Expo Shanghai China 2010 were impressed by the many different elements which reflected Hong Kong’s dynamism and enthusiasm.

and a living green insulation blanket on the roof in the form of heat-absorbing vegetation.

“The Hong Kong pavilion attracted some 11,000 visitors per day during Expo and enhanced Gammon’s presence both in mainland China and on the world stage,” said Mr Yan.

Meanwhile Maxim’s Group promoted Hong Kong’s unique culinary culture at Expo with Chinese and overseas visitors enjoying Hong Kong, Asian and Western delicacies in its 20,000 square foot food hall. The group was also the only representative from Hong Kong to partake in the ‘Chinese Culinary Zone’ where the emphasis was on presenting the best of Asian food to Expo visitors.

“Maxim’s was selected as an Expo caterer following fierce competition,” said John Sham, General Manager, Maxim’s Fast Food, Food Production Centre, Group Quality Assurance.

Maxim’s has had a presence in mainland China since 2005 when it introduced Mei-Xin Cakes to Guangzhou. It now has over 60 Mei-Xin outlets in Guangzhou, Shenzhen and Foshan, a western restaurant in Shanghai and recently opened the first two Genki Sushi outlets in Shenzhen.

“We see many potential opportunities in China and made the most of Expo to learn more about the taste profiles of Mainland diners,” said Mr Sham.

Astra’s contribution of US$1 million towards the Indonesian Pavilion reflected its corporate culture of being a valuable asset to the nation and supported the Government’s efforts to build a positive image of Indonesia in the eyes of the world.

Regular audio-visual presentations of the group’s corporate profile and the prominent display of Astra’s logo gave the group an ongoing presence in the pavilion. By the end of Expo, it was estimated that some six million people had visited the pavilion, two million of those in the first 50 days alone.

“Astra was pleased to have been able to play a part in showcasing Indonesia’s richness and diversity and its positive development over the last few decades,” said President Director Prijono Sugiarto.

Astra was a key sponsor of the Indonesian pavilion, which attracted millions of Expo visitors.
Rise in New Installation Business for Jardine Schindler Group
Rise in New Installation Business for Jardine Schindler Group

Jardine Schindler Group (JSG) has recorded a 69% rise (in units) in new installation business in the first half of 2010 over the same period in 2009. JSG’s top range high-speed elevators also achieved more than 120% growth (in units) compared with the first half of last year. The outstanding performance was supported by JSG’s successes in the low to mid rise residential and high-rise segments in the South East Asia region.

Among the contracts won are Hysan Place in Hennessy Road, the first building in Hong Kong pre-certified at the highest Platinum level under the Leadership in Energy and Environmental Design Core and Shell Programme (LEED-CS) of the US Green Building Council. The 36-storey mixed-use office and retail building will be equipped with 53 Schindler escalators.

In Vietnam, the Crescent Mall in Hanoi, which will be the largest shopping and entertainment centre in the country when completed, will be equipped with 44 Schindler lifts and escalators. In Indonesia, Schindler will supply 79 units lifts and escalators to the mixed-use property complex, Kuningan City in Jakarta, while in the Philippines, the Grade A Green office Zuellig Building in the heart of Metro Manila, which received a pre-certified Gold level under LEED-CS, will be equipped with 25 Schindler products including 17 Schindler 7000 high-rise lifts.

Finally, Vattanac Tower will be the first building in Cambodia to be equipped with Schindler’s traffic management system. The 38-storey headquarters of Vattanac Bank is located in the heart of Phnom Penh and is poised to become a city landmark.

Jardine Lloyd Thompson Limited Name Change Underlines Specialized Services

JLT Group subsidiary, Jardine Lloyd Thompson Limited (JLTL), is to change its name to JLT Specialty Limited from 1st January 2011 in a move which reflects its position as one of the world’s leading specialty brokers and underlines its expertise and experience and the highly specialized services it provides to clients.

Jonathan Palmer-Brown, who joined the JLT Group earlier this year, has been appointed Chairman while Martin Hiller, who has led the transformation of the business over the last five years as Chief Executive Officer of JLTL, will continue as CEO of JLT Specialty.

JLTL’s existing specialty portfolio includes sectors such as Construction, Marine, Energy, Communications & Technology, Life Sciences, Real Estate and Financial Risks. To this will be added the rapidly emerging Aerospace capabilities, which will be transferred from JLT Reinsurance Brokers Limited.

Over the last five years, JLT has increased its share of the aviation insurance market from 4% to its current position of 20%, making it the third largest aviation broker in the world and well on the way to achieving its objective of becoming number one. In the last 18 months alone, JLT has won some 30 new aviation clients. These have comprised a concentration of wins in the Asian region, but also new business in North and South America and Europe.

“Our efforts to increase our distribution through the JLT Group network complemented by dedicated resources and the hiring of acknowledged industry leaders has paid off,” said JLT Re Group Chairman and CEO Alan Griffin. “Most importantly, the market has started to move and JLT is ever closer to its goal of becoming the leading aviation insurance broker by any measure.”
THACO Launches New Facilities to Enhance Operations

Truong Hai Auto Corporation (THACO), in which Jardine Cycle & Carriage has a 28% interest, has launched several new facilities to enhance its operations in Chu Lai Open Economic Zone, Vietnam.

At an event which was attended by THACO’s Board of Directors, dealers, press and media agencies, guests and THACO staff, two new factories were officially opened – one a steel processing factory and the other a mechanical automobile factory and a groundbreaking ceremony was held for Tam Hiep Port.

“These new factories will enable THACO to produce more components of a higher quality and at a lower cost which, in turn, will help it to contribute further to the localization process of Vietnam’s automotive industry,” explained THACO Group Chairman Tran Ba Duong. “The new port will also benefit THACO’s operations as well as other enterprises in the region and is part of our commitment to making Chu Lai a modern multi-sector economic zone.”

During the event, Quang Nam Province’s Director of the Department of Labor, Invalids and Social Affairs, Tran Ngoc Nhi officially launched the establishment of another THACO project, a vocational college in Chu Lai Truong Hai. This will train and supply staff for THACO’s operations as part of its priority to develop human resources in the area.

Mandarin Oriental Makes an Impact in Macau

Mandarin Oriental Hotel Group (MOHG) is making an impact in Macau with the opening of the new Mandarin Oriental, Macau and the announcement that it is also to introduce the first branded Mandarin Oriental residential concept to open in Asia.

The 213-room Mandarin Oriental, Macau opened at the end of June to great fanfare with fashion designer and Mandarin Oriental ‘fan’ Vivienne Tam among the prominent guests. The hotel is located at One Central on the Nape waterfront, a prestigious mixed-use Hongkong Land joint venture development with Shun Tak Holdings.

The Residences & Apartments in Macau will comprise 56 luxurious residences and 36 apartments located on the 15 floors immediately above the hotel. Owners will enjoy easy access to the luxurious facilities of Mandarin Oriental, Macau as well as direct access to the One Central Macau shopping centre and lifestyle destination MGM Grand.
JEC Contracts Reflect Diverse Range of Expertise

Jardine Engineering Corporation (JEC) has won three contracts in Hong Kong which reflect the diverse range of expertise within the group.

- In the first, JEC is to install the Transfer Screening Feed System at Hong Kong International Airport (HKIA), as part of the Airport Authority’s Baggage Handling System capacity enhancement. The work will provide a new conveyer arrangement for transfer baggage, which will be subjected to security screening and sorting processes similar to newly checked-in bags.

  The contract includes conveyer route design and Electrical & Mechanical (E&M) equipment and system installation. It is the latest in a series of contracts awarded to JEC to improve the Baggage Handling System.

- In another ongoing partnership, JEC has been awarded five new contracts from The Link Management (The Link). JEC will provide maintenance for water supply and fire service installations in seven districts and for electrical installations in two. Under the new contracts, JEC will service the shopping centres, car parks, markets and cooked-food stalls within the dedicated districts.

  Prior to the new contracts, JEC had been in partnership with The Link for over four years providing operations and maintenance services for its mechanical ventilation and air-conditioning systems. Last year, JEC was asked to extend its service to The Link’s full property portfolio. This means that JEC is fully supporting facilities that serve 40% of Hong Kong’s population.

- In the third HK$210.8 million (US$27 million) contract awarded by the Drainage Services Department, JEC is to supply and install E&M equipment for the latest stage of the upgrade of Tai Po Sewage Treatment Works.

  “We will bring the engineering expertise and experience JEC has gained from Sha Tin and Shek Wu Hui Sewage Treatment Works to deliver the highest performance and quality to this latest project,” said JEC Chief Executive Alex Newbigging.

7-Eleven Singapore Celebrates Milestone of 500th Store

7-Eleven Singapore has celebrated a major milestone with its 500th store opening.

The store is located in the Pinnacle@Duxton, which is the first-ever 50-storey public housing project in Singapore with 1,848 apartments in seven tower blocks.

The licensor, 7-Eleven Inc senior management team, business partners and team members attended the official opening, which included a series of in-store activities and entertainment for residents. Three special deals were also available on the day at all 7-Eleven stores in Singapore to thank consumers for their support over the years.

The same evening more than 700 team members, franchisees, business partners and guests came together to celebrate the milestone, which makes 7-Eleven the largest convenience store chain in Singapore.
Mandarin Oriental Hotel Group (MOHG) has announced another new hotel in the Middle East and enhanced facilities in several existing properties.

MOHG will manage a new luxury city centre hotel and serviced apartments in Doha, the capital of Qatar. Mandarin Oriental, Doha will be the group's second hotel in the Middle East following its announcement earlier this year that it will open Mandarin Oriental, Abu Dhabi in 2013.

The property, which is being developed by owners DOHALAND, is scheduled to open in 2014 and will be located in Musheireb adjacent to Souk Waqif and the city’s business centre in West Bay. Mandarin Oriental, Doha will feature 160 luxurious guestrooms and suites, as well as 95 serviced apartments.

“Our vision to create a spectacular and prestigious luxury hotel will form the centrepiece of the new Musheireb urban development,” said MOHG Director of Operations, Europe, Middle East & Africa Christoph Mares.

In the USA, Mandarin Oriental, Miami has celebrated its 10th anniversary with the completion of an extensive renovation. The enhancements include the redesign of its 295 guestrooms, a rejuvenated Oasis Beach Club and a newly renovated 20th floor Presidential Suite.

“This significant investment in Mandarin Oriental, Miami will ensure that the hotel continues to be at the forefront of luxury hospitality in South Florida,” said General Manager Jorge Gonzalez.

Meanwhile, the Royal Suite at Mandarin Oriental Hyde Park, London is setting a new standard in the capital following an extensive renovation. The three-bedroom suite remains true to its elegant Victorian architectural heritage but introduces a fresh, contemporary style. Raised ceilings and streamlined furnishings are complemented by a sweeping balcony that runs the entire length of the suite.

At Mandarin Oriental, Singapore, the swimming pool and deck have been transformed to form an area surrounded by lush tropical landscape and raised to different levels to emphasize the spectacular views of Singapore’s city skyline. The revamped area has also benefited both dining and event facilities, which include a new casual lounge offering breathtaking vistas and sunsets.

In a reflection of its Oriental values, MOHG is sponsoring ‘The Emperor’s Private Paradise: Treasures from the Forbidden City’, a landmark US exhibition organized by the Peabody Essex Museum in partnership with the Palace Museum, Beijing, and in co-operation with the World Monuments Fund.

Never before seen by the public, the artistic treasures from the private retreat of the celebrated Qianlong Emperor (r.1736-1796) were revealed for the first time at the Peabody Essex Museum in Salem, Massachusetts in September. The exhibition will also travel to The Metropolitan Museum of Art in New York and the Milwaukee Art Museum in 2011.

Meticulously restored from the Qianlong Garden complex deep within the Forbidden City, the 90 objects unveil the contemplative life and refined vision of one of history’s most influential figures.

“We are especially proud to support this public exhibition, which is directly engaged with the issues of cultural preservation and conservation that are so critical to our times,” said MOHG Chief Executive Edouard Ettedgui.
Robert Garman, Director of Marina Bay Financial Centre (MBFC), runs along Raffles Avenue in the Olympic torch relay held as part of the inaugural Singapore 2010 Youth Olympic Games, which MBFC supported with a sponsorship donation.

Jardine Motors Group UK Secures Landmark London Location for McLaren Automotive

Jardine Motors Group (JMG) in the United Kingdom has secured a landmark London location for the European flagship of McLaren Automotive, which it has been chosen to represent in the UK capital and Southeast England.

JMG will begin selling the long-awaited McLaren MP4-12C sports car from the Spring of 2011 at the McLaren London showroom, which is to be located at One Hyde Park, The Residences at Mandarin Oriental.

“One Hyde Park will establish the showroom as a landmark development and give us a home that is befitting of McLaren’s sports cars,” said JMG UK Chief Executive Alun Jones.

Mannings China Celebrates Anniversary and Growth

Mannings China has celebrated its sixth anniversary and continuing growth in mainland China with a themed ‘Go Green Life’ event at Infiniti Plaza, Shanghai.

Since Mannings opened its first store in China in 2004, the business has steadily grown to over 154 stores in 22 cities. In Shanghai, Mannings currently has 18 stores and hopes to have almost doubled that number by the end of the year.

“More and more Shanghai customers are attracted by our high-quality products, professionalism, pleasant store environment and attentive services,” said Mannings China Chief Executive Officer Jenny Lee.

Mannings staff celebrate the company’s 6th anniversary and continuing growth in mainland China.

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Jardine OneSolution – At the Cutting Edge of Southeast Asia’s IT Growth
From its earliest days Jardine OneSolution (JOS) has been a leader in information technology (IT) in Southeast Asia. Starting out as a marketing and sales division of the Jardine Matheson Group distributing Canon brand cameras and office equipment in the 1960s and 70s, the business unit then expanded into IT products distribution in the mid-1980s. Keeping pace with the rapid advances of IT through the 1990s, the company which became Jardine OneSolution in 2000 has developed and grown through key acquisitions to its position today as one of the region’s leading integrated IT solution and services providers, covering Hong Kong, mainland China, Macau, Singapore and Malaysia.

JOS is the only player in Asia to have successfully developed a business model comprising both direct end-user and distribution businesses. These are focused on the core areas of computer and office products, enterprise systems, and technical services and support. The group’s operations actively serve over 20,000 business customers, ranging from large corporate enterprises to small and medium businesses, as well as government and education sectors. Over the years, JOS has built and nurtured enduring relationships with many of these customers, providing IT products and related services and support to cater for their business needs as they have expanded into new operating bases around the region. JOS has also established many long-term relationships with its vendors, among them global household names such as Avaya, Cisco, Hewlett-Packard, IBM, Lenovo, Microsoft and Oracle.

JOS’ reputation for reliability and quality is reflected in the long list of awards and accreditations which the group has received. Among the most recent are ISOs for JOS’ quality management and professional services in Hong Kong, Singapore, Guangzhou and Shanghai.

Last year MIS Magazine listed JOS as one of the most strategically important top 20 regional IT companies in Asia, while this year JOS has picked up several awards, including in Hong Kong the e-brand Awards 2010 – ‘The Best of Consulting & Systems Integration Service Provider’.

JOS has also received many accolades, which reflect its preferred partner status with its vendors. In Hong Kong, the group is a Microsoft – Gold Certified Partner and in 2009 was named Adobe – Top Creative Suite Reseller of the Year. In Singapore, recent accolades include HP ProCurve 2008/2009 Best Distributor For Market Share Growth and Certified Lenovo Premium Business Partner in 2009, while in Macau and China, JOS is a Cisco Gold Certified Partner.

With a corporate culture of ‘Play-To-Win’, JOS is currently engaged in a drive to expand and grow its business in existing markets while selectively seeking opportunities in new ones.

“We are very focused on reinforcing our core competencies and enhancing our strengths and thus our competitive edge,” explained JOS Chief Executive Officer Steve Lo. “We are also well prepared to take up new business opportunities in line with our desire to win attitude.”
Keeping Hong Kong Ahead

JOS commands one of the largest market shares in the sophisticated, well-established IT marketplace of Hong Kong where it has its headquarters.

For over 20 years, the group has been one of the largest distributors in the SAR, is a key supplier to the Hong Kong Government and currently services over 90% of Hong Kong’s financial services businesses.

JOS Transforms the IT Infrastructure of Hong Kong Enterprises

With its roots in Hong Kong, JOS has one of the largest teams of IT professionals in the territory available to support customers and meet their various IT requirements and needs. For more than two decades, these customers, which cover a wide range of business sectors and industries and include the Hong Kong SAR Government, China Light & Power, Lloyds TSB, MTR Corporation, Standard Chartered Bank and The Hong Kong Jockey Club, have turned to JOS to gain the benefits of the latest technology. Services provided have ranged from IT maintenance, managed services and the implementation of IT infrastructure to the procurement of IT and office products. For clients from small to large-sized enterprises, JOS has delivered value-added services and helped to create the dynamic IT environment necessary for their business growth and success.

Strong Presence in Singapore

JOS has had a presence in Singapore since 1998 where it has diversified and grown its capabilities in line with the citystate’s aspirations as a regional technology hub. Today, JOS is the preferred partner of many technology leaders with clients that reflect Asia's growth and development. The group is a key supplier to the Singapore Government and tertiary education sectors and also has strong coverage of the financial sector.

JOS Contributes to University’s Research Capability

As one of the world’s top 100 universities and a key contributor to Singapore’s National Research Agenda, the Nanyang Technological University (NTU) of Singapore decided to acquire a High Performance Computing (HPC) system to support its growing research needs.

JOS Singapore won the contract from a highly competitive field with its proposal to replace the university's existing system with an integrated, end-to-end solution. This encompassed the installation and configuration of hardware and software, the provision of a high performance IBM DCS9900 storage system and a water-cooled system for the university's new data centre. The storage system, which is one of the fastest available today, manages and protects all of NTU’s critical research data and enables quick search and retrieval. The HPC system also delivers energy savings for NTU by dynamically calibrating its power consumption to the level of performance required. In addition, the advanced water-cooling technology is expected to save NTU about 30% – 40% a year in running costs on cooling alone.

“As a frontrunner in the IT industry, JOS recognizes the need to design and deploy more responsible green IT solutions for environmentally conscious clients like NTU,” said JOS Managing Director Southeast Asia Fred Tan.
Providing Key Services in Malaysia

Headquartered in Kuala Lumpur and with branch offices in Penang and Johor Bahru, JOS Malaysia is a key supplier to the Government of Malaysia in both the State and Federal sectors. It also has a strong market presence in the financial and manufacturing sectors and extensive experience and expertise in merchandising and procurement. JOS Malaysia has been one of the country’s leading distribution specialists for over 20 years with an unrivalled portfolio of products.

JOS Upgrade Streamlines Operations for Cycle & Carriage Bintang

A need for a highly robust IT infrastructure that could help streamline its operations, save costs, increase efficiency and support first-class customer service led to JOS Malaysia’s appointment to overhaul the IT infrastructure of Cycle & Carriage Bintang, one of the country’s leading automotive companies and a subsidiary of Jardine Cycle & Carriage.

The US$80,270 (RM250,000) upgrade involved JOS Malaysia consultants working closely with Cycle & Carriage’s IT Department to define and then execute the step-by-step migration process. The end result was an upgraded system that allows all user management to be carried out through a single management console and addresses the technical limitations of the previous set-up.

“JOS’ consultancy experience really paid off as it enabled us to avoid potential pitfalls,” said the then C&C MIS Manager Goh Eng Teck. “The results more than justified the effort taken.”

Expanding in Mainland China

While JOS has been active in mainland China since the early 1990s utilizing its local knowledge and resources to serve the needs of large Hong Kong, regional and international companies operating there, its business took a significant step forward with the establishment in 2007 of wholly-owned Jardine OneSolution China Company Limited. Headquartered in Shanghai and with branch offices in Beijing, Guangzhou and Shenzhen, JOS China has strengthened its local delivery of services and customer support, while responding to emerging business opportunities in new locations, such as China’s second tier cities. In addition to its comprehensive suite of IT products and service solutions, JOS China has also moved into product importation and distribution.

JOS China Keeps Standard Chartered Bank Well-Connected

When Standard Chartered Bank was looking for an advanced, stable and easily scalable IT system to support its expanding business and new headquarters in China, it approached JOS, with which it had a well established relationship both as a strategic IT vendor and through JOS’ provision of hardware.

Following a competitive tender, JOS China was awarded the US$1.96 million (RMB13 million) contract, which required that the new system could be seamlessly synchronized and compatible with that of Standard Chartered’s other offices and branches. Migration of existing applications to the new network had to be achieved without disruption to either users or bank customers.

JOS’ recommendations, which included the latest Cisco networking and IP technology, offered Standard Chartered China an ideal solution, superior in terms of cost efficiency and performance.

“The IP technology keeps Standard Chartered Bank staff across the Mainland well-connected and is benefiting both the Bank’s expansion strategy and its customers,” said JOS China Managing Director Thomas Wan.
Major Player in Macau

JOS is a market leader in Macau as a systems integrator and has worked closely with many of the world’s most renowned brand names. JOS Macau is also a major partner with ADCKrone, Hewlett Packard and Microsoft in serving enterprise clients in the enclave.

Over the last decade, JOS Macau has played a major role in building the IT infrastructure for many of the enclave’s gaming and hospitality industry enterprises. Key projects include the set up and implementation of IT infrastructure, IP and data voice converging for a mega HK$145 million (US$18.7 million) casino/hotel resort/retail mall project.

Investing for the Future

Almost more than any other industry, information technology is constantly evolving and changing, both in terms of its markets and customers’ needs. In 2008, to address the need to stay abreast of these changes, JOS embarked on its own Enterprise Resources Planning (ERP) project with the objective of reviewing and revamping key business processes through the adoption of industry best practices.

A substantial investment was made to replace and consolidate legacy systems within JOS with a new modernized technology platform to support the implementation and standardization of business processes and operating systems. Key Performance Indicators (KPIs) were established for around 40 business processes as objectives to be achieved in terms of operational excellence.

“The new system enables us to track and closely monitor our performance against the KPI established for each process. It will also ensure that we are continuously making improvements,” said JOS Chief Information Officer Joseph Cagliarini.

Having established these best practices, JOS is now rolling them out across the group with the aim of becoming an even more efficient and effective organization.

The key to effective processes and systems lies with the people involved. JOS has invested heavily in a range of programmes and tools to promote communication and people development within the group.

These include a competency and performance assessment mechanism.
Driving Business Growth

The last decade has been a turbulent one in Asia for the IT business as it has been hit by a succession of crises which have included the bursting of the Dot Com bubble, the aftermath of 9/11, SARS and, most recently, the Global Financial Downturn. Many businesses have collapsed as a result or adopted a defensive strategy in order to survive.

“It has been a difficult time,” said Steve Lo, “as many businesses have had to hold back on investment and trim resources. At JOS, however, we are driving our business growth forward.”

While competitive pricing is essential, JOS believes that it offers added value through its core competencies in the areas of technical services and support, efficient and effective logistics, a strong understanding of customers’ needs and the breadth and depth of its IT products.

In an initiative launched last year, JOS is currently focusing on growth in the mid-market segment, following on from the impressive customer base which it has built in the larger corporate segment over the last decade.

“Many medium-sized companies are facing challenges regarding their IT requirements, but lack the expertise and resources to manage and support them,” explained Mr Lo. “JOS can advise on strategy and help these customers to deal with change through our wide range of IT products and services.”

Already the initiative is producing results with close to 50% business growth compared with the same period last year.

In the longer term, JOS aims to expand its customer base in existing locations, introduce more products and services in response to market demands and move into new locations as opportunities arise.

“We are focusing on what we do best as part of our corporate mission of ‘creating value through service’, while exploring opportunities that will facilitate our growth in line with our ‘Play-to-Win’ strategy,” concluded Mr Lo.
Dairy Farm Little Green Ambassador Scheme Grows Even Bigger
Dairy Farm Little Green Ambassador Scheme Grows Even Bigger

Dairy Farm Group companies 7-Eleven, IKEA, Mannings and Wellcome Hong Kong have launched their largest ever Little Green Ambassador Scheme, which aims to inspire the younger generation to reflect on green living and learn how to put it into practice through a series of interactive life-wide learning activities.

Now in its third year, the 2010 scheme targets 440,000 Hong Kong kindergarten and primary school students. The highlight of this year's scheme, a ‘Green Living’ creativity competition, is designed to make children think about environmental conservation and express their own vision of Green Living. Another activity, the Eco-learning Tour, invites students to tour a simulated home setting at IKEA Kowloon Bay Store at MegaBox. Through interactive games reflecting everyday scenarios in familiar settings, they learn how to practice Green Living.

“As a leading pan-Asian retailer, Dairy Farm has always worked hard to contribute to the promotion of environmental conservation,” said Dairy Farm Regional Director, North Asia & CEO, Dairy Farm China Caroline Mak.

JDl Wins Superbrand Award for Solignum

Jardine Distribution, Inc (JDI) has won a ‘Superbrand’ certificate for Solignum Wood Preservative, a product it has marketed in the Philippines for over 40 years.

Solignum was recognized by Superbrand Philippines, Inc., an internationally recognized authority and arbiter on branding, for its dominant market position and longevity in the Philippine market. Through JDI, Solignum leads the market in terms of sales and product innovations.

Hongkong Land Wins ALB In-House Law Award Again

The Legal Services team of Hongkong Land has been named ‘Real Estate In-House Team of the Year’ at the Asian Legal Business (ALB) awards for the third time. Hongkong Land previously won the ALB Award in 2006 and 2009.

Initiated by Asian Legal Business Magazine in 2000, the ALB Hong Kong Law Awards recognize excellence and outstanding achievement in Hong Kong’s leading law firms and in-house legal teams.

“It is an honour to win this award against keen competition from other leading companies,” said David P. Lamb, Hongkong Land Executive Director and Group Counsel. “It truly reflects the contribution and dedication of the Hongkong Land Legal Services team.”
Gammon Scores Big on Safety

Gammon Construction’s priority focus on safety in all its projects has been recognized by a raft of awards in both Hong Kong and Singapore.

In Hong Kong, Gammon won a total of 17 awards, including three gold, at the Construction Safety Forum and award presentation ceremony organized by the Occupational Safety & Health Council. Winning projects included the prestigious Tamar Development, the Harbour Area Treatment Scheme Stage 2A and the redevelopment of 31 Queen’s Road Central.

For the first time, Gammon Singapore has won the coveted Royal Society for the Prevention of Accidents award from the United Kingdom for their excellent performance in health and safety on four projects. Gold Awards were presented to the Chinatown Underground MTR Station, the upgrading of the Woodville Interchange and ITE College West.

Recognition was also given to Gammon’s Mole Removal Phase II project in Singapore, when the project team won the Workplace Safety & Health Practices (WSH) Awards 2010 ‘Outstanding Achievement and Innovation’ category. The award reflected Gammon’s innovative approach to supporting the project’s deep excavation and retaining walls, which dramatically reduced the exposure of workers to excavation-work related risks.

Gammon also received six other awards at the WSH event.

Accolades for 7-Eleven Hong Kong Reflect Popularity

A series of prestigious accolades for 7-Eleven Hong Kong recognize its effective marketing campaigns and popularity as one of the SAR’s favourite brands.

‘Hang on to your loveable memory Hello Kitty Charms’ campaign won the Bronze trophy at the prestigious EFFIE 2010 Awards, which are organized by the 4As (Association of Accredited Advertising Agents of Hong Kong).

“The EFFIE Awards are the only advertising award that uses effectiveness against business goals as the key judging criteria,” explained 7-Eleven Head of Marketing (Hong Kong & Macau) Rose Yeung. “This award reaffirms that 7-Eleven Hong Kong’s marketing campaigns do achieve real business results and reach our target audiences.”

Another example of 7-Eleven Hong Kong’s marketing success is the Maruko Chan Mini-stationery Campaign, which has won the ‘Metro Creative Awards 2010 – The Best Creative Ad’.

Meanwhile, for the eighth consecutive year, 7-Eleven Hong Kong’s great brand appeal has won it the Retail Chain category of the Yahoo! Emotive Brand Awards 2009-2010. Some two million Hong Kong citizens voted 7-Eleven one of the top three favourite retail chains in the online poll organized by Yahoo Hong Kong Limited.

7-Eleven Hong Kong has also won ‘Top 3 Yahoo! Asia Emotive Brand Award (Hong Kong & Taiwan)’. This is the first time that Yahoo! has presented this award, which reflects the top three regional brands in a poll of both Hong Kong and Taiwan consumers.
**Wellcome Hong Kong Maximizes Online Platforms for ‘Shrek’ Campaign**

Wellcome Hong Kong made the most of online and social networking platforms when it launched a new redemption programme, which saw it partner with Hollywood studio DreamWorks for the first time.

‘Shrek and Other Friends from DreamWorks’ plush toy series redemption programme was launched to tie in with the screening of the latest ‘Shrek’ movie and was the first and only one of its kind in Asia.

Pinpointing the younger target customer, Wellcome launched a comprehensive marketing plan that focused on popular online and social networking platforms. For example, bloggers were invited to join media representatives at the launch event, their blog highlights sparking off an enthusiastic online response.

Wellcome also placed online advertisements on Facebook and information was uploaded to the Wellcome Hong Kong homepage and electronic InfoKiosk at stores.

**South China 7-Eleven Celebrates 7-Eleven Day**

South China 7-Eleven marked 7-Eleven Day, which occurs on 14th July, with a four week-long promotion called ‘7-Eleven Day Carnival’.

During this period, 7-Eleven promoted a range of special offers to reward long-term customers. At the same time, all office staff and the management team participated in the routine work of the busiest 7-Eleven stores to support their operations.

“While distributing Slurpees, fast food and promotion leaflets, staff learnt more about customer requirements and store operations, which will help us further improve our overall support to stores,” explained Design Specialist Ka Tam of South China 7-Eleven’s Sales and Marketing Department.
Guardian Malaysia Customers Vote for Most Trusted Brands

Guardian Malaysia customers have chosen their most trusted health and beauty product brands through the ‘Customers’ Choice Awards’, which are in their tenth consecutive year. This year L’Oreal was voted top brand.

The Awards were first launched in 2000 to establish a platform to increase brand equity among Guardian Malaysia’s customers and to recognize brand building as an integral part of business investment for both the brand owner and Guardian.

The winning brands were selected by Guardian’s customers through a ‘Vote & Win’ contest, which this year elicited an overwhelming response of more than 10,000 qualified entries from around the country.

Awards were presented in 88 categories, which included 210 participating brands and 320 products ranging from hair, face and personal care, to cosmetics, beauty, hygiene, supplements and medication, mother and child products, confectionery, and home and accessories.

“Achieving a Guardian Customers’ Choice Award is a genuine recognition of consumers’ approval,” said Guardian Malaysia Chief Operating Officer Loi Liang Tok.

As well as voting for their favorite brands, customers also have the opportunity to win prizes, which this year had a value of more than RM30,000 (US$9,679).
Asia Brand Award for 7-Eleven Singapore

7-Eleven Singapore has been conferred with 'Asia's Best Employer Brand Award' by the Employer Branding Institute, along with the World Human Resources Development Congress.

More than 3,300 employers from over 24 countries in the Asia Pacific region including Singapore, Hong Kong, Australia and Malaysia were nominated. 7-Eleven Singapore was one of only two retailers to be recognized at the event, which took place at Suntec Singapore International Convention and Exhibition Centre.

Schindler Lifts Achieve A-class Energy Efficiency Rating

Schindler lifts have achieved Grade A energy efficiency rating. This is the highest under the VDI 4704 classification, a new voluntary guideline developed by the Association of German Engineers to define energy measurement procedures and an energy efficiency label in an easily understandable manner. The VDI 4707 is widely applied in Europe and quickly gaining popularity in other parts of the world.

Schindler is committed to continuously improving the environmental impact of its products and processes and has been offering energy-efficient products for more than a decade, including the flagship Schindler Traffic Management and Destination Control System.

Since the first unit was installed in Hong Kong 15 years ago, more than 5,500 units of the Schindler Traffic Management System have been sold worldwide, bringing green technology into some of the most prestigious landmarks around the world.

Hongkong Land Sponsors Harbourfront Planning Competition

In support of the Hong Kong Government’s policy to beautify and revitalize harbourfront areas, Hongkong Land has donated HK$100,000 to sponsor the Western District Harbourfront Planning Competition.

Organized by the Working Group on Beautification & Enhancement of Central & Western District Harbourfront assisted by the Development Bureau and Harbourfront Commission, the competition aims to gather professional and local ideas for the development of the Western District harbourfront.

Centre: Clement Lau, Head of Development & Valuations, Hongkong Land presents the cheque to (right) Stephen Chan, JP, Vice Chairman and (left) Chan Hok Fung, Member, Central & Western District Council.

Schindler Lifts have achieved a Grade A energy efficiency rating, the highest under the VDI 4704 classification, based on actual on-site measurement.
Official Opening of MINDSET Place
Official Opening of MINDSET Place

MINDSET Place, MINDSET’s first self-financed residential home in Hong Kong to support the chronic mentally ill and their families, has been officially opened. The ceremony was attended by project partner New Life Psychiatric Rehabilitation Association (New Life), Jardine Matheson Group companies, professional advisers and special guest Hong Kong SAR Secretary for Food and Health Dr York Chow.

MINDSET Place has been designed to provide a comfortable, caring and homely environment for 38 long stay residents and to assist them in reintegrating into society. New Life will provide round-the-clock staffing support and also organize daytime activities and training to help make the lives of the residents more fulfilling.

Speaking at the opening ceremony, Jardine Matheson Group Managing Director and MINDSET Chairman Anthony Nightingale reflected on the efforts involved in making the decision to open a residential home a reality. He thanked all those involved, among them Group companies Hongkong Land, Gammon Construction, Jardine Engineering Corporation, IKEA Hong Kong and Jardine OneSolution, as well as the Jardine Ambassadors.

“As a result of the enthusiasm and commitment of those here today, I believe we shall make a real difference in the lives of those who will call MINDSET Place ‘home’ in the years to come,” said Mr Nightingale.

New Jardine Ambassadors Take Up the MINDSET Mantle

Over 100 guests attended a ceremony hosted by Jardine Matheson Group Managing Director Anthony Nightingale to officially welcome 34 new Jardine Ambassadors and to extend appreciation to those who had served their two-year tenure.

The new Ambassadors who will take up the mantle as mental health advocates spearheading MINDSET initiatives, attended a two-day orientation camp to prepare them for the challenges which lie ahead. This included a series of team-building exercises and a workshop, which covered various aspects of mental health.
The 2010 mini-MINDSET days involved a large number of Jardine Matheson Group companies in a wide range of activities designed to promote social inclusion and interaction between Group staff and people suffering or recovering from mental illness.

- Ten-pin bowling proved a popular activity.

Gammon Construction hosted service users from the Mental Health Association of Hong Kong to a day of ‘Bowling with Fun’, while service users of the Richmond Fellowship of Hong Kong enjoyed a day of bowling with colleagues from Hongkong Land and Jardine Schindler.

Ambassadors, volunteers from Jardine Aviation Services Group and Hong Kong Air Cargo Terminals Limited along with service users from Castle Peak Hospital, visited LSG Sky Chef at Hong Kong International Airport. There they were given a guided tour of the process of making in-flight meals and invited to sample one.

- Visits to museums were another highlight.

These included a trip to the Hong Kong Museum of Coastal Defence organized by Jardine Engineering Corporation and Jardine Shipping Services for 24 members of the Phoenix Club, and a visit to the Hong Kong Science Museum for 20 service users of New Life Psychiatric Rehabilitation Association accompanied by Zung Fu staff.

- There were other experiences too.

Jardine OneSolution colleagues and service users from Caritas Community Mental Health Care Service spent an enjoyable Sunday in a lavender garden in Fanling.

Finally, on a perfect summer’s day 30 participants including Jardine Ambassadors, colleagues from Mandarin Oriental Hotel Group and Jardine Lloyd Thompson and service users from St. James’ Settlement enjoyed a junk trip on Victoria Harbour.

“...The relaxing environment and unique coastal scene coupled with delicious food from The Excelsior Hotel allowed everyone to put aside worries and prejudices facilitating the building up of friendships and acceptance,” said Jardine Ambassador Leo Ko.

Staff from Gammon Construction help participants at their ‘Bowling with Fun’ Mini-MINDSET Day with some basic bowling techniques.

Practical activities also featured.

Dairy Farm organized a trip for ten families from the Boys’ & Girls’ Club Association of Hong Kong to the Calbee crisps factory at Tseung Kwan O industrial park where participants learnt all about the process of making ‘chips’. On a similar theme, 20 participants from both Kwai Chung Hospital and Jardine Restaurant Group enjoyed a pizza-making session at Tsing Yi Pizza Hut, while Jardine...
MINDSET Fun Day 2010 Marks Eighth Anniversary

MINDSET’s eighth anniversary was marked by MINDSET Fun Day 2010, which was held in June.

Led by Jardine Ambassadors, more than 155 Jardines’ staff together with representatives from the Baptist Oi Kwan Social Service and the Phoenix Clubhouse gathered to promote reintegration of the ex-mentally ill.

Participants were formed into teams in a game of city orienteering, which called for co-operation and planning to ensure that the various predefined checkpoints were achieved.

“The whole event, which ended with tea at the Gammon Technology Park, helped to promote social inclusion and to enhance understanding within the Jardine Matheson Group of the needs of rehabilitated people,” explained Jardine Ambassador Ray Wong of Gammon.

Moon Festival Cheer for MINDSET Place Residents

Some 40 Jardine Ambassadors visited MINDSET Place, the organization’s first long-stay care home for people recovering from the effects of chronic mental illness.

Bringing with them boxes of moon cakes, chocolates and fruit, the Jardine Ambassadors wished to show the service users that they were being remembered on the festive occasion. Together they sang, danced and played games with the appreciative service users.

“Mid-Autumn Festival is a special occasion when we should show love and care not only to our families, but also to those in need,” said Jardine Ambassador Frankie Yau. “I am glad that our presence brought happiness to MINDSET Place’s service users.”

Experiences Shared at Health in Mind Events

Student advocates shared their experiences through board displays and performances of song, speech and drama at the 2008-10 Health in Mind Programme Finale, which was attended by over 200 participants.

A total of 19 students were awarded two to four-week long summer internships at various Jardine Matheson Group units in appreciation of their outstanding efforts in promoting mental wellbeing.

Experiences were also shared by some 120 students and a group of Jardine Ambassadors at a workshop on ‘Self Image and Eating Disorders’, which was led by Dr Antoinette Lee, Assistant Professor, Department of Psychiatry, University of Hong Kong. The workshop used exercises and games to help the participants develop a greater awareness of the unhealthy nature of many advertisements about ‘ideal’ bodyweight and shape, and to understand their adverse impact on self-esteem and mental health.
2010 Jardine Scholars Begin their Degree Courses

Six new Jardine scholars have begun their degree courses in a wide variety of subjects. Two of the students come from Singapore and the others from China, Malaysia, Thailand and Vietnam.

Both Singapore scholars have gone up to Oxford – Daniel Loh to read Philosophy, Politics and Economics at Exeter and Scott Tan to read Law at Queen’s, Oxford. He will be joined there by Yih Woon Peh from Malaysia who will read Molecular and Cellular Biochemistry.

Three of the scholars have gone up to Cambridge – Guanyao Xu from China and Pomdee Chua from Thailand to Peterhouse to read Engineering and Natural Sciences (Biological) respectively and Minh Ngoc Nguyen from Vietnam to Magdalene to read Social and Political Sciences.

Infants and Toddlers Join Cold Storage Kids Run 2010

The 2010 Cold Storage Kids Run in Singapore had an extra dimension this year with the introduction of a unique new running category that targeted children between the ages of six and 23 months. The ‘Gain IQ Stroller Chase’ was a non-competitive 800 metres fun run specially tailored for parents and their infants and toddlers.

Now in its third year, the Cold Storage Kids Run 2010 reached out to all children including those with special needs who were encouraged to take part in the various non-competitive running categories alongside other physically able children.

“The Kids Run continues to inspire every child and is an extraordinary event for the young and the growing,” said Cold Storage Supermarkets Chief Executive Officer Lim Boom Cheong.
Healthy Dining for Kids from Maxim’s Caring Chefs

Maxim’s Group has held two more of its successful Caring Chefs programmes for children.

The first took place at Maxim’s simplylife FOODPLACE for children from the Hong Kong Family Welfare Society, and the other at the headquarters of Po Leung Kuk for children living in their homes.

At both events, Maxim’s chefs prepared a savoury buffet and invited the children to participate in cooking activities and games that shared messages of healthy dining and green eating habits.

Gammon Leads Walk to Guangzhou in Support of Charity

A Gammon Walkathon in support of the Hong Chi Association, which provides services to people with intellectual disabilities, took participants from Tai Po in Hong Kong to Guangzhou, a distance of 60 kilometres and raised HK$190,000 (US$24,486).

The 34 Gammon staff, teachers and students of Hong Chi Association departed from the Association’s Pinehill Village at Tai Po and walked via Shenzhen Airport and the ‘world’s factory’ area of Chang’an to the finish line at the CITIC Bank Building in Guangzhou, which was constructed by Gammon in 1996.

“Apart from raising funds for charity, this event also provided an excellent opportunity for participants to broaden their horizons along the way and to mingle with Hong Chi friends,” said Gammon Chief Executive Thomas Ho.

‘A Light in the Dark’ from IKEA Hong Kong

IKEA Hong Kong is participating in a programme called ‘A Light in the Dark’. For every SUNNAN work lamp IKEA Hong Kong customers buy, one is donated to UNICEF to give to children who cannot draw, write or read after sunset in Pakistan and India.

“We wish to help create a world where we take better care of the environment, the earth’s resources and each other,” said IKEA Hong Kong Marketing Director Janet Lai.

As part of IKEA’s ongoing contribution to protecting the environment, the company already keeps costs low and tries to use resources wisely when designing a product. It also provides recycling collection points in its stores for discarded packaging, spent batteries and low-energy bulbs.
Directors Fly High

PEOPLE
Dairy Farm Develops Next Generation of Leaders

Dairy Farm Singapore’s commitment to develop the next generation of leaders this year is focused on two programmes – Executives In Development (EID) and Pharmacists Leadership Programme (PLP).

Over ten months, the 24 participants on the EID programme will develop skills on business execution, leadership, communication and project management. They will also acquire technical skills on finance, visual merchandise and other retail knowledge.

Nine pharmacists were selected for the PLP, which is Dairy Farm Singapore’s first-ever programme specifically designed to groom a new generation of Guardian Health & Beauty pharmacists.

“This is critical in upholding the leadership and competitive edge of our Guardian pharmacists,” said Dairy Farm Singapore Human Resources Director Carol Yong.

Meanwhile in Malaysia, over 80 Guardian pharmacists furthered their professional development at a one-day seminar and workshop tailored to provide the latest updates on healthcare. At a dinner following the event, 13 outstanding Guardian Malaysia pharmacist/store managers were recognized for their exceptional accomplishments.

Guardian in Malaysia has also established a memorandum of understanding with University Kebangsaan Malaysia and the International Medical University to facilitate a Community Pharmacy Attachment programme.

“Pharmacy students will undergo a structured training experience to develop the skills required to work in a community pharmacy such as Guardian,” said Guardian Malaysia Chief Operating Officer Loi Liang Tok.

Left: Guardian Malaysia General Manager Pharmacy Practice Wan Hwei Yen and General Manager Operations Ricky Spoon and (far right) Chief Operating Officer Loi Liang Tok with Guardian Malaysia pharmacists who have achieved good results in 2009/10.

Directors Fly High

As part of the 2010 Director Development Initiative (DDI), 12 senior executives from around the Jardine Matheson Group visited 20 CEOs of major companies in England and Denmark. Delegates included representatives from Dairy Farm, Hongkong Land, Mandarin Oriental, Tunas Ridean, Jardine Lloyd Thompson, Jardine Engineering Corporation, Gammon Construction, Zung Fu, Hactl and Jardine Matheson.

Among the companies visited were British Airways, HSBC, M&C Saatchi, The Economist Group, Chartis, G4S, ISS, Maersk, Lego and Carlsberg. The group also spent extended periods of time at The Royal Military Academy Sandhurst and Ashridge Management College consolidating their observations on the leaders they met and companies they visited.

“This programme has made me look at things very differently,” said participant Rico Setiawan, President Director of PT Tunas Ridean in Indonesia. “The chance to have face-to-face meetings with such senior chief executives was a unique and hugely rewarding experience.”
Rain Fails to Dampen Enthusiasm at JSA Sports Carnival

Despite heavy rain, the 2010 Jardine Sports Association (JSA) Sports Carnival was a great success with more than 4,000 staff and their families from across the Group attending, including over 850 participating athletes.

As well as 12 track and field events, other activities ranged from popular children’s game booths to the opening ceremony, which incorporated a lively rhythmic gymnastics performance by a cast of national level stars. The Fancy Dress Senior Managers’ 4 X 50M Relay and the cheerleading competition also provided great entertainment.

This year JSA introduced the new categories of overall winner by group and by company in order to generate more competitiveness.

Results were as follows:

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<td>Champion</td>
<td>Jardine Matheson – Head Office/Jardine Pacific</td>
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<td>1st Runner-up</td>
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<td>2nd Runner-up</td>
<td>Jardine Motors Group</td>
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<td>3rd Runner-up</td>
<td>Hongkong Land</td>
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Law Chun Kin of Pizza Hut and Yeung Yuet Kwan of Mannings took the individual men’s and ladies’ championships respectively.

Records were broken by the 7-Eleven Hong Kong Mixed and the Dairy Farm-Head Office Ladies’ 4 X 100M Relay teams.

Astra Tribute to Former President Director

Astra has paid tribute to the memory of its late President Director Michael D. Ruslim, who died in January this year, by renaming the Astra Bina Pendidikan Foundation, which has been active in providing assistance to schools in less privileged areas of Indonesia, Astra – Michael D. Ruslim Education Foundation. The name change reflects Mr Ruslim’s work through the Astra community services programme in the country’s education sector.

The official announcement of the name change was held on the day that Astra held its annual commemoration of National Education Day. The event was attended by Indonesia’s Deputy Minister of Education Fasli Jalal and North Jakarta Mayor Bambang Sugiyono together with provincial and municipal officials, Boards of Commissioners, Directors and Executives of Astra Group companies as well as principals and teachers of Astra-supervised schools, recipients of Astra scholarships and winners of National Education Day competitions. Mr Ruslim’s widow, Trisni Puspitaningtyas, and elder brother Sathyadharma Ruslim were also present. A plaque bearing the new foundation name and signed by Astra Group President Director Prijono Sugiarto was presented to Trisni Puspitaningtyas.

Deputy Minister of Education Mr Jalal expressed the government’s appreciation for Astra’s contribution towards the nation’s education, in particular Astra’s assistance to the government in its efforts to embrace the 4-5% of the population that do not have access to the standard nine-year basic education.

From Left: Sathyadharma Ruslim, elder brother and Trisni Puspitaningtyas, wife, of Michael D. Ruslim; student representatives; Deputy Minister of Education, Fasli Jalal; Chief of Astra – Michael D. Ruslin Education Foundation, Yusnani Tjandrawati; and Astra President Director Prijono Sugianto after the inauguration of the Michael D. Ruslin Education Foundation.
Astra Celebrates 53rd Anniversary

Astra celebrated its 53rd anniversary at the William Soeryadjaya Hall, which is named after one of its founders.

Among those who attended the event were Astra's Board of Directors, a representative from the group's Board of Commissioners and employees from numerous branches and affiliated companies. Trisni Puspitaningtyas, wife, and Sathyadharma Ruslim, brother, of the late Michael D. Ruslim, President Director of Astra were also present.

During the event, the first screening of a video tribute to Mr Ruslim who died in January this year, was shown. Long service awards were presented to Astra employees who had worked for the group for 10, 20 and 35 years and the winners of Astra's 'Unique Story Competition' were announced. In addition, Astranet kiosks were launched through Astranet Sales Operations. These facilitate internet access for some 11,000 Astra employees across Indonesia by providing 267 Astranet kiosks in their workplaces.

John Lang Rejoins Group in Bermuda

John Lang has rejoined the Group as President of Jardine Matheson International Services Limited in Bermuda, taking over the position made vacant by Harry Wilken's untimely death in January.

Mr Lang first joined Jardine Matheson in 1974 and served in a number of senior positions during his 30-year career with the Group. His last appointment from 1997 was as Chairman and Chief Executive of Jardine Engineering Corporation. He was also a Director of Gammon Construction and Jardine Schindler. Mr Lang left the Group in 2004 and for the past five years has been the Executive Director of The Fettes Foundation based at Fettes College in Edinburgh.

Senior Management Appointments

At Jardine Lloyd Thompson Simon Mawson has been appointed Group Finance Director. Mr Mawson was until recently Director of Astra International responsible for Finance, Risk Management and Information Technology. He has also worked for Jardine Matheson in various financial positions in Hong Kong.

Mark Whitehead has been appointed Managing Director of Hong Kong Air Cargo Terminals Limited (Hactl). He replaces Anthony Wong who has retired after 11 years as Managing Director, but remains an adviser to the company. Over the last 23 years Mr Whitehead has held numerous management positions within the Jardine Matheson Group, most recently as Executive Director of Hongkong Land.

At Mandarin Oriental Hotel Group, Emily Snyder has been appointed Vice President of Sales and Marketing for The Americas. Ms Snyder has been promoted to the role from her previous post as Director of Sales and Marketing at North American flagship Mandarin Oriental, New York. She will be responsible for all aspects of Mandarin Oriental's sales efforts in the Americas and for building new business relationships in the region.
Creating a team with one set of objectives was the main challenge of the turnaround of PT Hero Supermarket Tbk (PT Hero) instigated in 2007. Traditional barriers between and within the four business units of Giant, Hero, Guardian and Starmart needed to be broken down and the group’s 13,000 employees encouraged to believe that success was possible and performance would be rewarded.

Under the new slogan ‘One Team One Company’, developing a winning culture covered all aspects of the business.

“The first stage was to restructure the organization and create one central support team for all business units,” explained PT Hero Chief Executive Officer John Callaghan. “In addition, we initiated a change in culture from top down to the bottom up, making our stores, the reason we exist, the focus of our business.”

Another challenge was that individual business units all had different bonus and reward schemes.

“To address this, we implemented one scheme for everyone from Chief Executive Officer down,” said Mr Callaghan. “This is related to the overall performance of the group and provides a common incentive to achieve results.”

Evidence of how effective this can be was seen last year when most PT Hero employees received their highest bonus for a decade following the group's good performance.

“They then have to meet the CEO within their first month of employment and explain how they personally are going to assist with achieving the company's objectives and goals,” said PT Hero Human Resources Director Yudhi Komarudin.

PT Hero’s dedicated training centre has also embraced a more practical approach. A notable success has been the induction programme for new Giant hypermarket staff, which focuses on store and customer service training.

“At the new Giant Bintaro hypermarket, for example, frontline staff were much better prepared to cope with the crowds and demands of the store's opening,” said Giant Hypermarket Operation Director Ruald Swart.

Management training too has undergone a review and managers from the smaller business formats are being encouraged to move across various business units as part of their career progression.

At all levels, staff are encouraged to submit ideas and suggestions for improvement.

“We want everyone to understand that we work together, share our burdens and support each other,” said Mr Callaghan.

The results to date are most encouraging. Underlying profit has more than trebled in the last three years and the business has consolidated its leadership position.

“We will need to develop further as PT Hero continues to expand but we are now One Team One Company with all of us responsible for the results achieved,” said Mr Callaghan.
Please address your comments or suggestions regarding Thistle to the Thistle Editor, c/o Group Corporate Affairs, Jardine Matheson Limited, 48/F Jardine House, Central, Hong Kong gca@jardines.com

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