Astra Leverages Strengths to Further Growth

As one of Indonesia’s largest business groups, Astra is well positioned to benefit from the nation’s economic growth as it leverages its strengths and expands into new and adjacent sectors.

Page 08
Contents

Group MD Oversees Chongqing Discussions
Page 04

Astra Leverages Strengths to Further Growth
Page 08

Excellence at Wellcome
Page 24

Maxim’s to Grow with Starbucks in Singapore
Page 17

From the Centre
Change is Everywhere
Group MD Oversees Chongqing Discussions

Perspective
Astra Leverages Strengths to Further Growth

Taking the Lead
Hongkong Land Attracts Top Tenants
JC&C Increases Interests in Vietnam

Recognizing Performance
Global Success for JLT
Siam City Cement on Top

Showing Spirit
MINDSET College Helps to Rebuild People’s Lives
Dairy Farm Singapore Shows it Cares

Developing Talent
Conferences Respond to Change
FIFGROUP Innovates with Internal E-Library

Enterprising Matters
Jardine Motors Driving Innovation Across Network
In a fast-changing business world beset by uncertainties and the external pressures of global issues, it is testament to the Group’s resilience that our Interim Management Statement shows good trading performances in a number of our businesses, particularly Astra, Hongkong Land, Jardine Pacific and Jardine Motors, and improved earnings for the period under review. The Group’s balance sheet at the end of September remained strong with gearing little changed since we reported our earnings for the first half of this year.

This is not the time for complacency, however, if we are to stay ahead of the game. Our current drive to stimulate innovation and embrace technology across the Group must be complemented by a resolve to be nimble and flexible. Only then can we respond successfully to change and make the most of opportunities that are out there for us.

We are also investing in the future by seeking new businesses which leverage our strengths. Astra, the subject of Perspective on pages 8-13, is a good example of a Group company which is making the most of the strengths and abilities built up in existing operations to expand into new and adjacent sectors with good potential for revenue growth.

Similarly, we continue to seek selective acquisition opportunities in Greater China and Southeast Asia that will benefit from the growing disposable income across the Region, as reflected in our recent investments in packaging company Greatview in mainland China and milk product supplier Vinamilk in Vietnam. While both are leaders in their respective home markets, they also have a strong presence in other markets and the potential for further growth in Southeast Asia and beyond.

“"Our current drive to stimulate innovation and embrace technology must be complemented by a resolve to be nimble.""

Managing Director
Ben Keswick
Change is everywhere and while not everyone feels under the same pressure from it, no-one can afford to remain in their comfort zone. This was the strong message from Jardine Matheson Group Managing Director Ben Keswick in a live Youtube webcast with Innovate Jardines (IJ) Chief Executive Michael Poon.

“We need to be agile and adapt, and we need all our businesses to adopt new technology and new ways of working,” said Mr Keswick.

Broadcast from the Group’s new collaborative office space in Devon House, the webcast focused on the IJ journey so far and a number of exciting new initiatives being rolled out to take the Group forward. These involve enhancing people skills across the Group’s operations and upgrading business capabilities with an emphasis on new technologies, while developing new opportunities in digital.

Mr Poon recapped on the three IJ Challenges to date, and said that the IJ team has the capabilities to support business units in delivering their own Challenges. He also spoke about how the IJ team is piloting new training programmes to harness people’s capabilities to adopt new ways of working to react faster to their customers and become more efficient. At the same time IJ has access to the digital skills necessary to support business development.

“For example, training in the lean start-up methodology can help us be more nimble, like a start-up, or if your business could benefit from advice on AI or the Internet of Things, we can help there too,” he said.

Mr Keswick added that changes are also being made in the budgeting process to allow funding for technology and innovation so that Group businesses can effectively ‘test and learn’.

In the development of new opportunities in digital, the Group is looking more externally to identify technology companies with whom it can partner, while also looking to create new businesses and revenue streams in the digital world.

“One example of partnering is conversations we are having with a machine learning company to use internal and external data to determine optimal new store locations,” said Mr Poon. “In the new business arena, Fintech is another exciting example where we are looking to work with industry players to create new digital businesses which leverage our physical assets and large customer base.”

Mr Keswick said that all these examples demonstrated real evidence of progress but he again warned that, “No-one can afford to be comfortable and I hope that some of these initiatives will give you the tools to take your next step on the innovation journey.”
Group MD Oversees Chongqing Discussions

As Executive Chairman of the Chongqing Mayor’s International Advisory Council (CMIA) for 2016 and 2017, Jardine Matheson Group Managing Director Ben Keswick played a leading role at its 12th annual meeting.

Addressing Mayor Zhang Guo Qing and members of the forum, Mr Keswick said that its focus, ‘Chongqing Pilot Free Trade Zone – Exploration, Openness and Innovation’, was very meaningful with Chongqing having been announced as one of seven new Pilot Free Trade Zones only a few months previously.

Mr Keswick also told his audience that over the course of Jardine Matheson’s 185-year association with China, the Group had seen much change.

“But nothing has been more impressive than the sheer pace and magnitude of China’s growth over the last two decades. In that time China went through industrialization and urbanization on a scale never seen before and is now undergoing a shift in its economic model moving into the next phase of its development. This shift is bringing with it both challenges and opportunities.”

Mr Keswick said that as a new Free Trade Zone, Chongqing would have tremendous opportunity to further embrace the global market as it learns from the existing Free Trade Zones.

“During the course of the CMIA meeting, we will explore specifically the implications of the Chongqing Pilot Free Trade Zone and what Chongqing can do to further leverage its new status,” he added.

Innovate Jardines Workshop Sets the Pace in Vietnam

An Innovate Jardines workshop held at the DREAMPLEX Auditorium in Ho Chi Minh City has set the pace for Jardine Matheson Group businesses in Vietnam to promote innovation and a ‘test and learn’ culture.

Over 100 representatives from Group operations in Vietnam attended the workshop, which was addressed by Group Managing Director Ben Keswick who also hosted a question and answer session. Mr Keswick spoke of the importance of innovation and how he hoped that Innovate Jardines would motivate businesses to try new things and to use technology and innovation to make them more competitive.

“As an emerging tech savvy economy with great prospects, Vietnam offers exciting opportunities for our businesses and brands there,” said Mr Keswick.

Business units Siam City Cement, Jardine Schindler, Pizza Hut and Guardian gave presentations at the event, which was also addressed by guest speaker Nguyen Ba Diep, Executive Vice Chairman of MoMo, a leading Fintech – mobile payment company in Vietnam.

The workshop was wrapped up by Jardine Matheson Country Chairman for Vietnam, Alain Cany.
Yonghui Expands Investment in Sichuan Province

Yonghui Superstores Co., Ltd (Yonghui), in which Dairy Farm holds a 19.9% interest, is to invest US$154 million to build a Modern Supply Chain Industrial Park in Pengzhou City to support its expansion in Sichuan Province.

The agreement for the facility was signed by Yonghui Chairman Zhang Xuansong and Party Secretary of Pengzhou City Han Yi at Jardine House during a visit by a delegation led by Chengdu Party Secretary Fan Ruiping. The delegation was welcomed by Jardine Matheson Group Managing Director Ben Keswick, who introduced Jardines’ business portfolio in Chengdu. In turn, Mr Fan praised Jardines’ commitment to Chengdu and its contribution to local economic and social development.

The Modern Supply Chain Industrial Park, which will be built in two phases, will better support regional distribution, warehousing demands and food processing for Yonghui in Sichuan. Yonghui already has 45 stores in the province, 28 of them in the capital Chengdu, but is targeting to increase this to 100 stores, with revenue of over RMB10 billion (US$1.5 billion) by 2019.

Sichuan is a key strategic area for Jardine Matheson in its development of the mainland China market. Group businesses there include retail, real estate, car dealerships and restaurants, providing over 8,000 local jobs and generating annual revenue of over RMB14 billion (US$2.1 billion).
Nine ideas have been selected to receive funding from Innovate Jardines (IJ) following the Innovation in Retail Challenge, the third Challenge to have been run since IJ was launched over a year ago.

The Challenge focused on Dairy Farm’s retail businesses and asked people to submit ideas on how technology and data could be used to help transform operations and serve customers better. In total, more than 6,000 ideas were submitted from which 17 teams were invited to join a week-long Bootcamp in Hong Kong. There, over four days, the teams from eight countries developed their ideas and created a presentation to pitch to the Innovate Jardines Leadership Team for funding.

“From such a large number of submissions, the final 17 teams did incredibly well to be invited to the Bootcamp,” said Jardine Matheson Group Managing Director Ben Keswick. “The Leadership Team was impressed by the creativity, energy and enthusiasm shown by all the Bootcamp participants to improve their businesses, and the hard work each team put in to develop their pitches for the Final Showdown. Selecting the ideas for funding was a very difficult task.”

Of the chosen ideas, three came from Dairy Farm, Mannings and Wellcome in Hong Kong, one from Giant Malaysia, two from Guardian teams in Malaysia and Singapore, one each from IKEA in Hong Kong and Taiwan, and one from Rose Pharmacy in the Philippines. They include the use of drones for inventory audits, tracking customer movements to understand traffic flow, advanced data analytics to better serve customers, the use of virtual assistants, and an App to deliver product information faster to shoppers.

The nine teams are currently working with the IJ Lab to develop ‘Proof of Concept’ to test their ideas and assess their viability before the next stage of selecting those to receive further funding.
**Lord Sassoon Attends Chengdu Meeting**

Jardine Matheson Group Director Lord Sassoon attended the annual meeting of the Chengdu International Advisory Group, which was hosted by Mayor Luo Qiang and Executive Deputy Mayor Xie Ruiwu. During his visit, Lord Sassoon also had meetings with the Vice Governor of Sichuan, Zhu Hexin and Party Secretary of Dujiangyan, Lu Sheng.

The theme of the annual meeting was Chengdu as a centre of advanced manufacturing, in which it is having considerable success in automotive and other sectors. Following the event, Lord Sassoon said that the city government understands the importance of Chengdu’s quality of life for attracting manufacturing investment so fully appreciates the contribution of the Jardine Matheson Group through Hongkong Land’s WE City development, Yonghui’s supermarkets and other Group businesses in the city.

**Hong Kong Lunch in London**

During a visit to London by Hong Kong SAR Chief Executive Carrie Lam, Jardine Matheson Group Director Lord Sassoon hosted a Hong Kong Association lunch for her. Group Directors Adam Keswick and Mark Greenberg also attended the event.

The lunch came at the end of a successful three-day visit during which the Chief Executive gave a series of speeches highlighting Hong Kong’s existing strengths and future growth opportunities.

**Courtesy Call**

Jardine Matheson Group Chairman Sir Henry Keswick and Director Adam Keswick received a courtesy call at the Group’s Lombard Street offices in London from China Management Trainee Jerry Zeng.

Mr Zeng, who is Operation Manager with Zung Fu in Guangzhou, was on secondment for three months in Colchester.
As one of Indonesia’s largest business groups, with operations across the country and a presence in many major sectors of the economy, Astra is well positioned to benefit from Indonesia’s economic growth, infrastructure development and natural resources.

As well as being the world’s fourth most populous nation and the tenth largest economy in terms of purchasing power parity, Indonesia has enjoyed impressive economic growth during the 2000s fuelled by its emergence and development as a middle-income country. This is reflected in the growth of GDP per capita from US$857 in 2000 to US$3,603 in 2016. For Astra with its strong reputation for high quality, trusted and reliable products and services, as well as adherence to rigorous corporate governance and environmental standards, this has created great potential for further growth.

“By leveraging Astra’s strengths and abilities from its existing businesses and capitalizing on the increasing middle class, we have been able to expand into new and adjacent sectors with the aim of developing their potential as valuable revenue streams,” explained Astra President Director Prijono Sugiarto. “Good examples are our toll road and life insurance operations and most recently, new property line and power plant project. All these new businesses support Astra’s commitment to be an asset to the nation and its mission to develop the country for a better future.”

Over the years, Astra, which has been celebrating its 60th anniversary during 2017 and employs more than 200,000 people in 218 companies, has developed its business operations by implementing a model based on synergies and diversification within...
seven main business lines – Automotive, Financial Services, Heavy Equipment, Mining and Energy, Agribusiness, Infrastructure and Logistics, Information Technology, and Property, which was added in 2016.

“With such a diverse portfolio of businesses, Astra touches many aspects of national life through its products and services,” said Mr Sugiarto. “In everyday life, the people of Indonesia use motorcycles and cars, toll roads, and printers, as well as financial services, banking and insurance from Astra. Business owners continue partnerships with Astra and utilize a variety of our commercial vehicles, heavy equipment, logistics services, information technology systems and mining services. Many products, including palm oil, coal and motor vehicles, are exported, thus allowing Astra to contribute in generating foreign exchange revenue for the country.”

“As economic growth in Indonesia continues to gather momentum, in spite of the external pressures created by global issues, Astra is focused on further developing its business portfolio and revenue streams while also building on its strengths in product excellence, customer service and efficiency.

“While the expansion into new and adjacent sectors is a key part of the group’s overall strategic development, we shall continue to grow our existing operations. In particular we are seeking to take advantage of the changes in the business environment, not least the enhancement of digital capabilities in many of the sectors in which we operate,” said Mr Sugiarto. “We are also looking at new investments on the digital front to ensure that we stay close to our customers by capitalizing on new technologies.

“All of this will aid our determination to maintain our leadership position as one of Indonesia’s most prominent companies and to be one of the best managed corporations in Asia with an emphasis on sustainable growth,” concluded Mr Sugiarto.
Perspective

Infrastructure Projects Aid Economic Growth

Government support for infrastructure development to aid Indonesia’s economic growth and improve social prosperity has provided the opportunity for Astra to forge a strong reputation as a leading investor and operator of infrastructure assets.

Astra first entered the toll road business in 2005 when it led a consortium to acquire a majority stake in PT Marga Mandala Sakti, concession holder of the 72.5 kilometre-long Tangerang-Merak toll road, which is part of the Trans-Java Toll Road network. The road supports economic growth in Banten province and, over the last six years, has exhibited year-on-year traffic volume growth of 3%.

“This purchase represented a strategic step, signalling our strong interest in participating in the overall development of the Indonesian infrastructure as the bridge toward greater social welfare and stronger local economies,” explained Prijono Sugiarto. “Investment in infrastructure complements Astra’s extensive business portfolio, particularly in providing stable revenue inflows over the medium and long-term horizon.”

Astra’s infrastructure projects are under the management of subsidiary PT Astratel Nusantara (Astratel), operating under the brand name ‘Astra Infra’.

Today Astratel is one of the largest private companies to own and operate toll road projects in Indonesia with a portfolio totalling 353 kilometres and comprising six concessions, four of which are in full operation. As well as the Tangerang-Merak toll road, this includes the 116 kilometre-long Cikopo-Palimanan toll road, which became fully operational in June 2015 and is the longest toll road in Indonesia.

Astratel also operates a port and logistics facility which serves as a supply base for the oil and gas industry in the Makassar Strait region of East Kalimantan.

“Astra’s investment strategy in infrastructure is designed to generate optimum revenue potential with minimized risks,” said Mr Sugiarto. “Tactical strategy is focused on accelerating land acquisition and construction activities for toll road projects under development, and delivering operational excellence.”

By 2020, Astra hopes to have increased its toll roads portfolio to 500 kilometres. Further business development initiatives will be directed into new toll road projects, particularly along the Trans-Java Toll Road network and urban toll roads within the Jabodetabek area, as well as other segments of the infrastructure sector, including seaports and airports.

“Investment in infrastructure complements Astra’s extensive business portfolio, particularly in providing stable revenue inflows.”

Astra President Director
Prijono Sugiarto
Indonesia’s insurance industry offers promising prospects. The mix of one of the world’s youngest populations and a rapidly growing middle class, combined with improved social welfare and living standards, has created greater public awareness of the benefits of insurance protection. In addition, the life insurance segment shows significantly low penetration levels, giving this particular sector considerable potential for the future in one of the world’s fastest growing markets.

PT Astra Aviva Life (Astra Life), a joint venture between Astra and Aviva, was established in 2014 under the banner of ‘Best of Both Worlds’ representing the experience and expertise of Aviva as a world-class insurance company for more than 320 years, and the strength of Astra in Indonesia with its well-established distribution network and highly respected reputation in other insurance and financial services.

“Astra sees life insurance as an extension of our financial services value chain to complement our portfolio, alongside PermataBank, Asuransi Astra Buana, Astra Credit Companies and Federal International Finance,” explained Astra Director Suparno Djasmin.

“The Astra philosophy of providing high quality, trusted and affordable products and services is particularly important in building a life insurance business, both from a customer and stakeholder perspective. Astra Life can offer individuals and families greater peace of mind, financial security and a better quality of life overall.”

The move into life insurance is also in line with Astra’s strategy to expand and diversify, entering new areas in which it believes that it can create a market-leading business. This has been borne out by Astra Life’s performance over its first two years of operation.

At the end of 2016, Astra Life recorded total assets of Rp3.8 trillion (US$280 million), double those from the previous year’s position, and a gross written premium of Rp2.9 trillion (US$214 million), up 115% from 2015. Astra Life also outperformed the industry by recording a higher growth rate for a new business segment compared to the 2016 average of 6%. At the end of the first half of 2017, Astra Life had successfully acquired 304,000 life insurance individuals and 652,000 participants for its corporate employee benefits programmes.

As Astra Life aims for a premium growth target of 50% during 2017, its marketing strategy is focused on strengthening the distribution channels for both individual products and employee benefits, in line with its multi-product, multi-segment and multi-channel strategy. Future strategies will optimize the extensive synergistic partnership scheme for insurance and bancassurance operations and develop ‘Blue Ocean’ digital distribution channels for finance assurance as well as for its Sharia business unit.

“Astra Life is positioned as ‘insurance for Indonesians to love life’ and all of our current strategies will support Astra Life’s aspiration to become one of the five top life insurance companies in Indonesia over the next ten years,” said Prijono Sugiarto.
Astra’s addition in 2016 of property as the seventh line of the group’s business portfolio was testimony of its firm commitment to pursue selective and sustainable expansion into sectors with favourable future prospects. Despite challenging conditions, the property sector in Indonesia holds promising long-term potential supported by key factors such as the growth of the middle class, and government policy to promote the availability of good quality housing.

“This initiative was driven by Astra’s aspiration to capitalize on opportunities and synergy in the property sector,” said Prijono Sugiarto. “Backed by our solid reputation, scrupulous strategic planning and a strong experienced team, Astra Property is firmly committed to delivering commercial and residential projects of impeccable quality.”

The first major development for the new property line is a 2.4 hectare integrated complex located in the central business district of Jakarta.

The 47-storey Grade A Menara Astra office tower, which is nearing completion, is being built to Platinum Green Building standards and will be complemented by supporting facilities including a convention hall and three storeys of retail units.

Anandamaya Residences, the residential element of the complex, is being built in collaboration with Hongkong Land and will feature one luxury and two premium towers offering a total of 509 apartment units. Designed to set new standards for exclusive living in metropolitan Jakarta, more than 94% of the apartments had been snapped up by buyers by the end of the first half of 2017.

“This first masterpiece project will showcase Astra’s commitment and capabilities in delivering high quality property assets,” said Mr Sugiarto.

Meanwhile in September 2017, Astra established joint venture PT Astra Modern Land and through land acquisition in Jakarta Garden City is developing a township with an area of approximately 67 hectares in East Jakarta targeted at middle to upper income consumers. This will consist of houses, apartments, commercial facilities and public open areas.

As the group’s newest business, Astra Property is committed to making a significant contribution in optimizing value and synergy to Astra stakeholders with the aspiration to deliver world-class standards and sustainable living.

“It is our intention to expand our horizons and strengthen the business by increasing the value of existing and newly acquired land holdings, and developing them into prospective commercial and residential projects, either independently or by collaborating with strategic partners,” said Mr Sugiarto. “Our priority is to deliver operational service excellence.”

“Astra Property is committed to delivering world-class standards and sustainable living.

Astra President Director
Prijono Sugiarto
Astra has recently taken on its first power plant project through subsidiary PT United Tractors, which holds a 25% interest in Bhumi Jati Power (BJP), a consortium established to build a coal-fired facility in Central Java as part of a strategic drive by the Indonesian Government to accelerate the development of critical infrastructure facilities across the country.

This move into energy projects is also in line with Astra’s goals to diversify and leverage its current business strengths.

“In particular, this project demonstrates United Tractors’ strategy to pursue a stronger revenue structure and lower its dependency on the coal business,” said PT United Tractors President Director Gidion Hasan.

With energy a vital element of economic growth, the Government and State Electricity Company PT Perusahaan Listrik Negara (PLN), in conjunction with private companies, have targeted the construction of 109 power plants aimed at improving inter-connectivity and capacity nationwide.

The Jawa 4 power plant being built by BJP in Jepara, Central Java will have a capacity of 2 x 1,000 MW and is expected to meet electricity needs in Java-Bali, thus encouraging more companies to invest in the area’s industrial growth. The ‘build, operate and transfer’ project will cost approximately US$4.2 billion. It is scheduled to come on stream in 2021 and will supply electricity over a period of 25 years to PLN.

The power plant is being built using the latest Ultra-Super-Critical technology, which is 8-10% more efficient when compared to other coal-fired power plants. This is because it requires lower coal consumption and creates less exhaust gas emissions, making it more environmentally friendly.

Speaking at the ground-breaking ceremony for the project, Prijono Sugiarto said that the consortium reflected Indonesian President Joko Widodo’s work agenda “to embody economic independence through driving the strategic domestic economy sector,” including energy sovereignty.
Mandarin Oriental Hotel Group (MOHG) has announced several ‘firsts’ – a new heritage hotel project in the heart of Beijing, the opening of its first property in the Caribbean, and the unveiling of the first phase of its far-reaching renovation of Mandarin Oriental Hyde Park, London.

Located close to Tiananmen Square, the Forbidden City and the Temple of Heaven, Mandarin Oriental Qianmen, Beijing will be dispersed throughout the Qianmen East Hutong Quarter, which is undergoing a process of preservation and regeneration. The hotel will provide luxurious landscaped courtyard suites where guests will experience the charm of this traditional Beijing way of life within one of the city’s oldest quarters. It will also feature a variety of dining venues, an indoor swimming pool and a Spa at Mandarin Oriental.

In its first move into the Caribbean, MOHG has taken over management of the Pink Sands Club, a luxury hotel on Canouan Island in Saint Vincent and the Grenadines. The resort, which will be rebranded Mandarin Oriental, Canouan in 2018, nestles on the powder white sands of the small island where myriad leisure pursuits include golf at an 18-hole Jim Fazio-designed course. The hotel comprises 26 suites and 12 three to four bedroom villas, along with a variety of restaurants and bars and other facilities. Nearby Residences at Mandarin Oriental are due to be available in 2020.

Meanwhile in London, Mandarin Oriental Hyde Park has reopened its Knightsbridge-facing guest rooms and suites following their renovation. Now more luxurious and comfortable than ever before, they encompass details inspired by the building’s Edwardian heritage and the natural beauty of Hyde Park. These include curated artworks, custom-designed furniture and music players with Bluetooth connectivity.
Hongkong Land Attracts Top Tenants

Hongkong Land’s new premium lifestyle retail destination in Beijing and its debut development in Phnom Penh are attracting leading global brands.

In Beijing, WF CENTRAL, Hongkong Land’s world-class, 150,000 sq. m. retail, fine dining and hospitality hub in Wangfujing in the centre of Dongcheng District, has opened as part of a soft launch. WF CENTRAL sets a new benchmark for retail and lifestyle through its five core categories namely Luxury; Fashion; World-class Gastronomy; Lifestyle & Wellness; and Art & Culture. During the soft opening period, an exciting mix of more than 100 tenants will be introduced including a dynamic array of renowned international brands, many for the first time in China.

“WF CENTRAL stands as testament to Hongkong Land’s ability to transform communities with diverse, sophisticated and attractive developments,” said Hongkong Land Executive Director Raymond Chow.

Within a few months of its soft opening, EXCHANGE SQUARE, Hongkong Land’s Grade A commercial, retail and lifestyle property in the centre of Phnom Penh’s emerging financial district, has attracted a raft of high-profile anchor tenants. EXCHANGE SQUARE offers Grade A office space across 16 floors, and a four-level retail podium catering to the shopping and leisure needs of Cambodia’s growing and affluent middle class. The destination’s commercial and retail occupancy rate is expected to reach 80% by the end of 2017.

All Go at Second Astra Biz Center

Astra has opened its second Astra Biz Center in Bumi Serpong Damai (BSD), Tangerang. The integrated complex offers a one-stop service concept and is part of Astra’s commitment to fulfill customers’ needs by facilitating the purchase of the group’s auto brands through one portal.

Constructed at a cost of Rp777.25 billion (US$57 million), the Astra Biz Center BSD comprises six showrooms, which serve as sales and service centres for Honda motorcycles and automotive brands Toyota, Daihatsu, Isuzu, BMW and Peugeot, and a seventh building for supporting Astra businesses including auto financing and insurance services.

Astra Biz Center BSD embraces both modern minimalist design and ‘green building’ concepts that represent the reliable products and service quality of Astra as well as friendly and competent customer service.

Astra Biz Center was built to accommodate and anticipate market potential in the BSD area and to provide optimal service for customers and follows on from the success of the first Astra Biz Center in Bandung, West Java.

“Astra will roll out more Astra Biz Centers in other areas of Indonesia to reflect economic and social developments and to meet customer needs,” said Astra President Director Prijono Sugiarto.
JLT Acquires Specialty Belgian Broker

Jardine Lloyd Thompson (JLT) has acquired the highly regarded Specialty Belgian broker, Belgibo NV, from the EXMAR Group.

Located in Belgium, the new JLT Belgibo will complement JLT’s established Specialty strengths in London and other centres such as Paris, Rotterdam and Stockholm, with its market-leading expertise in the marine, aviation and credit & political risks sectors. It will also play an integral role in the development of JLT Europe’s continental representation, with a particular focus on the Benelux countries, and help to ensure JLT’s continuing ability to sustain growth momentum throughout Europe as the UK leaves the EU.

Meanwhile, teams in JLT Specialty USA, JLT Re and JLT Specialty in Europe responded well to ensure that their clients and trading partners were fully supported across the hurricane season in the Caribbean and Gulf of Mexico.

JLT Re’s CATz blog tracked each hurricane and offered on-the-spot analysis, while JLT Specialty’s Hurricane Preparedness bulletin offered advice on managing and mitigating the risks for clients and their employees. JLT also actively engaged with insurers and markets exposed to the risks, supporting clients with claims and collection of monies, to aid rapid recovery.

JC&C Increases Interests in Vietnam

Jardine Cycle & Carriage has increased the Group’s exposure to the growing Vietnamese economy with the acquisition of a 10% stake in Vietnam Dairy Products Joint Stock Company, known as Vinamilk, for US$1.15 billion. The interest was acquired through stock market purchases and JC&C’s successful participation in an auction by the State Capital Investment Commission of Vietnam. The investment in Vinamilk is in line with JC&C’s strategy of taking interests in market-leading companies in Southeast Asia.

Founded in 1976 and headquartered in Ho Chi Minh City, Vinamilk is the leading dairy producer in Vietnam with a 58% share of the liquid milk market. Vinamilk operates 13 dairy factories, owns ten farms and has one of the strongest distribution networks in Vietnam with more than 240,000 retailers as exclusive distributors. It also has a presence in more than 43 countries and territories outside Vietnam. Publicly-listed since 2006, Vinamilk is currently the largest listed company in Vietnam by market capitalization.

The investment in Vinamilk complements JC&C’s existing participation in the Vietnamese economy with its key interests in Truong Hai Auto Corporation and Refrigeration Electrical Engineering Corporation, as well as in cement manufacturing through the local subsidiary of Siam City Cement of Thailand where JC&C also has a strategic stake.
Maxim’s to Grow with Starbucks in Singapore

Starbucks Coffee Company and Maxim’s Caterers Limited have entered into an agreement, which gives Maxim’s the exclusive rights to operate and develop Starbucks stores in Singapore.

Starbucks first entered the Singapore market in 1996 and today has more than 130 stores across the city-state. The move to transition the Singapore business to Starbucks’ long-term strategic partner, Maxim’s, is expected to further accelerate growth. This follows the success of operations in Hong Kong, Macau, Vietnam and Cambodia since Starbucks and Maxim’s first formed their partnership in Hong Kong in 2000. Including Singapore, there are currently more than 350 Starbucks stores across these five key markets employing nearly 5,500 people.

“Our partnership with Starbucks is 17 years strong and we are proud to deliver the ‘Starbucks Experience’ to our customers,” said Maxim’s Group Chairman and Managing Director Michael Wu. “We look forward to leveraging our expertise and deep understanding of the Starbucks brand to welcome Singaporean customers into the stores and earn their trust and respect through the unparalleled service, craft and passion known by Starbucks customers around the globe.”

Astra Otoparts Exports Winning Wintor

PT Astra Otoparts subsidiary, PT Velasto Indonesia, has officially launched the first export to Malaysia of its multipurpose transportation vehicle, Wintor.

Built from 86% of local components and made entirely by Astra Indonesian employees, Wintor has several applications on plantations and in agriculture, and can be adapted for use on both flat and hilly land.

Since 2013, PT Velasto Indonesia has produced 1,177 units of Wintor for distribution throughout Indonesia where they contribute to supporting mechanized harvesting programmes and help to improve operational effectiveness and commodity productivity.

“By applying a harvesting mechanism management system with Wintor’s harvesting method, the use of Wintor can reduce production costs by up to 60%,” explained Astra President Director Prijono Sugianto. “As the world’s second biggest country of palm oil plantations, it is hoped that Malaysia will be a good potential export market for Wintor.”

PT Velasto Indonesia provides coaching and mentoring for buyers of Wintor units so that operators, harvesters and plantation management teams can gain optimal benefit from using the vehicles. Spare parts are easily available and are supported by a sophisticated software management system and excellent aftersales service with experienced technicians and professionals.
IKEA Returns to Tsuen Wan

IKEA has returned to Tsuen Wan in Hong Kong after a decade and opened a new, four-storey store at the 8½ mall.

The fourth IKEA store in Hong Kong covers a spacious area of over 90,000 sq. ft. and offers over 7,500 quality products and home furnishing ideas to people in Hong Kong, particularly residents in the New Territories West and West Kowloon.

Affordable home furnishing ideas offered in the store include practical solutions, which tailor to the needs of families living in the district. Home sets are inspired by real-life public estates, Home Ownership Scheme flats and private housing in New Territories West and West Kowloon with designs based on home visits and resident surveys to provide living inspiration for families living in small homes of 320-600 sq. ft.

“IKEA Tsuen Wan continues IKEA’s vision to create a better everyday life for Hong Kong people,” said IKEA Hong Kong General Manager Patrik Lindvall. “Hong Kong has been our home for over 40 years and by opening our fourth IKEA store and expanding our online offer we are providing an even more accessible and convenient experience to many more people in Hong Kong.”

Astra Daihatsu Motors Lead the Way

PT Astra Daihatsu Motor’s (ADM) leading role in the automotive industry in Indonesia has been further reinforced with the launch of its new Research and Development (R&D) Center located in East Karawang, West Java, and the significant achievement of the production of five million vehicles.

Indonesia has become Daihatsu’s most important base outside Japan and the official opening of the R&D Center, the largest in Indonesia, was performed by Minister of Industry Airlangga Hartanto. Equipped with product planning, and industrial and engineering design functions, the R&D Center also incorporates test facilities which simulate different road types. By 2019, it is hoped that the Center will enable the production of a new car model and ultimately aid faster production of affordable vehicles.

Following the opening of the R&D Center, ADM President Director Sudirman MR was presented with an award by the Indonesia Record Museum (MURI) to mark ADM’s production of five million units since its establishment in 1978, the first car assembly plant in the country to achieve this milestone.
Big Win for THACO

Truong Hai Automobile Corporation (THACO), in which Jardine Cycle & Carriage holds a 25% interest, has been chosen as the new importer and distributor in Vietnam of BMW and Mini vehicles starting from 1st January 2018. The agreement was signed between BMW Group Asia and THACO after the former ended a previous four-year partnership.

THACO is one of the largest automotive companies in Vietnam and topped the national automotive market in 2016 with sales of 112,847 vehicles. In 2017, its 20th year of establishment, THACO has continued to develop the Chu Lai-Truong Hai Auto Manufacture and Assembly Complex, Vietnam’s biggest mechanical manufacturing centre.

BMW Astra Powers Ahead

BMW Astra is powering ahead with its opening of the first BMW dealership in Indonesia with the facilities to handle BMW’s i series hybrid electric fleet.

BMW Astra Serpong, which is also the first automotive brand under Astra to be located in Astra Biz Center, an integrated complex in BSD City, Serpong, offers one-stop servicing and aftersales service, as well as a customer lounge, showroom, BMW i Service and BMW i Corner.

BMW Astra Serpong is expected to improve performance and accessibility for all BMW models in the Indonesian market and have a positive impact on the economic growth of Serpong.

Gammon Aims for Gold

Gammon Engineering & Construction has won a contract worth approximately HK$3 billion (US$384 million) from the Great Eagle Group to build a residential development of 1,000 units at Pak Shek Kok in Tai Po.

Located on the waterfront overlooking Tolo Harbour, the project, which comprises eight medium-rise residential blocks and four houses, aims to meet the stringent Hong Kong Building Environmental Assessment Method Plus Gold standard. Latest construction innovations such as Building Information Modelling and 3D scanning will be adopted to enhance the project’s environmental friendliness and construction efficiency.

“Our project team is committed to working together with our business partners to deliver the project to the highest standards of quality using Gammon’s technological expertise and innovative solutions,” said Gammon Chief Executive Thomas Ho.

Major Milestone for Guardian Vietnam

Guardian Vietnam has achieved a major milestone as a pioneer of the retail health and beauty sector in the country with the opening of its 50th store at 31 Thao Dien, District 2 in Ho Chi Minh City.

Since establishing a presence in Vietnam in 2011, Guardian Vietnam has gone from strength to strength as demonstrated by its new innovative store concept. This includes a cosmetics corner, nail station, exclusive products kiosk and beauty accessories box, all dedicated to upgrading consumers’ beauty shopping experience to a new level.

“Our ultimate goal is to capture and satisfy customers’ health and beauty needs throughout the different stages of their lives,” explained Guardian Vietnam Head of Business Pawin Sriusvagool.

Activities and promotions to launch the 50th store included appearances by local celebrities and Key Opinion Leaders who shared cosmetics and skincare shopping experiences.

“"Our ultimate goal is to capture and satisfy customers’ health and beauty needs throughout the different stages of their lives.”

Guardian Vietnam Head of Business Pawin Sriusvagool
Jardine Lloyd Thompson (JLT) has scooped several prestigious awards across the globe – in the United Kingdom, the USA and India.

At the 2017 Reactions London Market Awards, JLT carried off three trophies. JLT Re was crowned ‘Reinsurance Broker of the Year’, Mike Reynolds, JLT Re Global Chief Executive Officer (CEO), was named ‘Reinsurance Broking CEO of the Year’ and JLT Specialty Energy won ‘Insurance Broking Team of the Year’.

“Winning Reinsurance Broker of the Year shows what is possible when you have a great team of people working in collaboration with each other for the benefit of our clients,” said Mr Reynolds.

His comments were echoed by JLT Specialty Energy CEO Lucy Clarke who said, “The determination and resilience of this team in spite of challenging conditions has been amazing.”

In the USA, JLT Insurance Management (JLTIM) was named ‘Captive Manager of the Year’ and also won the ‘Captive Innovation Award’ at the Captive Review 2017.

Captive Manager of the Year judges commented that they were impressed by the high quality of case studies and testimonials provided by JLTIM, its strong commitment to contribute to the wider industry and its growing and experienced consulting team, while judges for the Captive Innovation Award cited JLTIM’s proven commitment to and execution of, innovative problem solving, and its in-depth, captive-centric approach.

On the other side of the world, JLT India received top marks under each of the criteria to be declared ‘Best Finance Team of the Year’ in CMO Asia’s annual CFO Excellence Awards. Their winning entry highlighted individual case stories and ‘heroes’ of the team and celebrated the difference they have made to JLT’s success. It also reflected JLT India’s commitment to the delivery of added value, and its orientation towards meeting future strategic goals.
Q Power from Audi at Jardine Motors UK

The Audi division at Jardine Motors Group UK (JMG UK) has won a string of ‘Q Power’ awards from Audi UK including the coveted ‘Divisional Award 2016’. Altogether Jardine Motors picked up six awards, which recognized the exceptional customer service, strong customer base and high employee satisfaction across its 14 Audi dealerships.

Of the five dealership awards, Amersham Audi won three including ‘UK Centre of the Year 2016’ and for a second consecutive year, both ‘Customer and Loyalty Award Area Winner 2016’ and ‘Performance Award Area Winner 2016’, highlighting the dealership’s commitment to providing excellent service. Milton Keynes Audi was named ‘Large Centre of the Year 2016’, celebrating its ethos of maintaining strong relationships with existing customers whilst creating new ones, and Warrington Audi achieved the title of ‘Performance Award Winner 2016’ in recognition of the five-star experience it consistently provides to customers.

“These prestigious awards celebrate our team’s strong ethos and organization across all dealerships and our employees’ focus on delivering great and consistent customer service,” said JMG UK Audi Brand Director Andy Davies.

Excellence at Wellcome

Wellcome has won its first Excellence Award in the Hong Kong Management Association (HKMA) Quality Award 2017. Recognized as the most prestigious business accolade in Hong Kong, the HKMA Quality Award honours businesses that have achieved outstanding standards of quality in business processes and customer service and made a lasting commitment to quality excellence.

The Award was made following a series of stringent assessments, which included a presentation workshop, audits and on-site verification conducted by an independent panel of examiners comprising local professionals and academics.

“This recognition is a result of the great teamwork by everyone at Wellcome including Store Operations, Fresh Food Centre, Grocery Warehouse and store support centre team members,” said Wellcome Chief Executive Officer Lim Boon Cheong. “Wellcome has fully demonstrated its dedication to quality in all its organizational functions as well as its continuous drive to improve customer service and always place our customers first.”
Accreditation for JEC’s Green Solution

Jardine Engineering Corporation (JEC) has achieved accreditation for the green solution applied in its design of the electrical and mechanical (E&M) system for a Sewage Treatment Plant (STP) at Liantang/Heung Yuen Wai Boundary Control Point. Together with some of the architectural and landscape features, the project has been recognized as the first STP in Hong Kong to achieve Provisional Platinum rating under the Building Environmental Assessment Method Plus New Building V1.2 standard.

As the E&M contractor, JEC designed and installed three trains of membrane bioreactor for the STP to recycle 50% of municipal wastewater collected from the Boundary Control Point and the re-sited Chuk Yuen Village. This enabled the resulting high quality treated effluent to be reused as irrigation water or discharged as surplus into the Shenzhen River. JEC also played a major role in supplying and installing E&M green features in the plant, including photovoltaic panels, a deodorization system, LED lighting and a water-saving irrigation system.

“This project demonstrates the significance of sustainability design in the reduction of energy consumption and carbon footprint as well as its positive environmental impact,” said JEC General Manager of Environmental Engineering Alex Law.

Siam City Cement on Top

Siam City Cement Public Company Limited (SCCC), in which Jardine Cycle & Carriage holds a 25.5% interest, has come out on top in two awards events.

SCCC won the title of Thailand’s ‘Top Corporate Brand Values 2017’ in the ‘Construction Materials’ category at the Corporate Brand Values awards. These recognize Thai businesses that exemplify strength in their brand values while supporting the long-term sustainability of the Thai economy. The awards were based on a Corporate Brand Success Valuation tool developed by professors from Chulalongkorn University.

SCCC, which is the second largest cement manufacturer in Thailand, was also named overall winner at the CIPS Supply Management Awards Asia, an event held in Singapore in association with ProcureCon Asia to honour outstanding organizations or individuals in the field of supply chain management. In addition, SCCC clinched the titles of ‘Best People Development Initiative’ and ‘Most Innovative Use of Technology’.

“All these awards are a testament of SCCC’s success in the training and development of its staff, as well as the implementation of new technologies and sourcing systems to improve performance and efficiency,” said SCCC Chief Executive Officer Siva Mahasandana.
The Hongkong Land legal services team in Hong Kong has once again proved it is the ‘best in town’ by carrying off two major awards from Asian Legal Business (ALB), a leading provider of legal news and information for legal professionals throughout Asia-Pacific and the Middle East.

Hongkong Land was crowned ‘Hong Kong In-house Team of the Year’ for their work from April 2016 - April 2017, seeing off strong competition from a long list of finalists. The team then further sealed its leading position by winning Hong Kong’s best ‘Real Estate In-House Team of the Year’ award for the ninth time.

The ALB Hong Kong Law Awards recognize excellence and outstanding achievement and are a benchmark for the legal industry in Hong Kong.

At the time of the awards, Hongkong Land had a Hong Kong in-house legal team of thirteen, including seven lawyers of diverse skill sets providing legal support to virtually all aspects of Hongkong Land’s businesses, both in Hong Kong and across the Asian Region.

Astra has been named the ‘Best Corporate Brand’ in Indonesia in the inaugural AsiaMoney ‘Best Brands in Finance Poll: 2017’.

Astra’s top ranking was based on a two-part survey, which took into account strategic and financial factors and was open to anyone working in the finance industry in Asia. Respondents could vote for companies in their country of residence or country of operations from a list of the top 50 by market capitalization.

In part one of the survey, respondents were asked to rank ten factors in order of importance to determine the strength of a company among the financial community. Of these factors, trust and integrity, accuracy or quality of finance team, strength of balance sheet, corporate strategy and risk management stood out and received the highest rankings. In part two, respondents named the top three companies in their country by strength as they perceived it among the financial community based on the criteria in part one.
Keeping up the Good Work

Dairy Farm Singapore has been awarded the 2017 Community Spirit (Excellence) Award from the People’s Association (PA) for its commitment and good work in various PA community engagement programmes as well as the group’s own Dairy Farm Cares’ initiatives focusing on the three areas of environment, community and people care.

A key initiative has been Dairy Farm Singapore’s partnership with the PA in the launch of the PAssion Silver Card, which offers various benefits to support senior citizens in the community.

“The recognition this award brings will motivate us to continue with our commitment to these initiatives, contributing towards building a more cohesive and inclusive society in Singapore,” said Dairy Farm Singapore Director, Retail Development, Lester Quah.

The recognition this award brings
will motivate us to continue with
our commitment.

Dairy Farm Singapore
Director, Retail Development
Lester Quah

Investors Prefer Jardine Cycle & Carriage

Jardine Cycle & Carriage (JC&C) has been named one of the four companies preferred by investors at the seventh annual Institutional Investor Awards organized by the publication Alpha Southeast Asia and held in Singapore. More than 528 investors and analysts across the Southeast Asia region voted for the winners in a corporate-institutional investor poll.

JC&C also achieved a top three place in four out of five award categories – “Most Organized Investor Relations”, ‘Strongest Adherence to Corporate Governance’, ‘Most Consistent Dividend Policy’ and ‘Best Strategic Corporate Social Responsibility’.
Unbroken Record of Achievement for Hactl

Hong Kong Air Cargo Terminals Limited (Hactl) and its value-added logistics subsidiary, Hacis, scooped no less than four trophies at the 2017 Payload Asia Awards in Singapore, maintaining an unbroken record of achievement in all six years of the event.

Hactl once again walked away with the ‘Ground Handler of the Year (Customer Choice)’, award marking its sixth success in the category. For the second year in a row, Hactl also won the “Green Award (Customer Choice)’, recognizing its continuing strong efforts in environmental protection. Meanwhile Hacis maintained its four-year run of successes, winning both Customer Choice and Industry Choice sections of the ‘Regional Logistics Provider of the Year’ category.

Ninety nominations were received for the 2017 Payload Asia Awards, and 25,000 votes were cast online for the Customer Choice category awards.

“We especially value those awards which result from online voting, as these clearly reflect the genuine views of our customers and users,” said Hactl Executive Director and Hacis Managing Director Vivien Lau. “However, we do not take this success for granted. Hactl and Hacis will continue to invest, to innovate and to drive excellence in all aspects of their businesses. Customer satisfaction and continuous improvement remain our goals.”

PT Astra Graphia is Most Admired

PT Astra Graphia Information Technology (AGIT) has received an ‘Indonesia Most Admired Company’ award in the IT category at the annual Warta Ekonomi awards event, which was held in Jakarta.

AGIT’s achievement reflects the support of employees, customers, partners and investors. The award followed an exhaustive assessment process, which included a telephone survey of 5,000 respondents in five key cities across the country as well as an online survey of 1,000 people. Criteria assessed covered corporate, financial, human resources, product/service, and global competitiveness image.

“This achievement will motivate us to keep on growing and innovating to provide the best service for stakeholders,” said AGIT President Director Hendrix Pramana.
MINDSET has joined forces with four non-governmental organizations (NGOs) to launch MINDSET College, Hong Kong’s first education platform to provide recovery-oriented mental health training and courses through the ‘co-production’ and ‘co-delivery’ approach.

Based on the ‘Recovery College Model’ in the United Kingdom, MINDSET College offers courses that focus on building students’ knowledge and skills about recovery, and help them manage their mental health and wellbeing.

Working with the four NGOs involved – the Mental Health Association of Hong Kong, Caritas Hong Kong, Baptist Oi Kwan Social Service and New Life Psychiatric Rehabilitation Association – MINDSET College runs ‘campuses’ in their centres across Hong Kong. The courses are put together and delivered in partnership with both mental health professionals and those who have personal experience of mental health challenges. This participation of people in recovery enables MINDSET College to benefit from their individual insights and offer practical training that addresses the real issues that students face, thus helping them to rebuild their lives.

“This is a very exciting initiative and I am confident that MINDSET College will make a meaningful difference to the mental health scene of our community,” said Jardine Matheson Group Managing Director and MINDSET Chairman Ben Keswick.
Dairy Farm Singapore Shows it Cares

Dairy Farm Singapore (DFSG) has reaffirmed its commitment to MINDSET and Care Community Services Society (CCSS) by officially adopting both and extending its engagement and resources to help them. This includes the launch of the first-ever joint donation box programme in Dairy Farm’s 650 stores across Singapore.

The initiative was launched at DFSG’s annual Community and Family Day event, which was held at Singapore Zoo and attended by Singapore Minister for Trade and Industry S Iswaran, along with beneficiaries of both MINDSET and CCSS.

“Through this and other fundraising and community activities, we hope to be able to reinforce our support for both MINDSET in their mental wellness initiatives and CCSS in their drive to provide assistance and counselling to individuals and families in need of help,” said DFSG Chief Executive Officer (Food) Mark Herbert.

Mindset Challenge A Big Success

The Singapore MINDSET Challenge & Carnival 2017 was a big success, raising over S$380,000 (US$282,000) for the MINDSET Learning Hub, a job training and placement centre dedicated to helping people in recovery from mental health illnesses reintegrate back into the workforce. The annual event comprises a 33-floor vertical race up Marina Bay Financial Centre Tower 1 and a carnival at The Lawn @ Marina Bay.

The vertical race attracted 234 participants, including 12 children below the age of 12 who participated in the Kids Dash, a 10-floor race. A new Fun Run was introduced for non-competitive racers with participants overcoming an inflatable obstacle course and an army-themed challenge.

The carnival brought together over 2,000 people comprising Group employees, their families and friends, as well as over 300 people in recovery from voluntary welfare organizations.

Guest-of-Honour Dr Amy Khor, Senior Minister of State, Ministry of Health & Ministry of the Environment and Water Resources, spoke during the opening ceremony about the importance of raising difficult conversations about mental health.

“Too often mental illness is stigmatized in society, and we want to change that by creating more opportunities to build greater understanding of mental health conditions,” added MINDSET Singapore Chairman Alex Newbigging.
The MINDSET Fun Day organized by Jardine Ambassadors in Singapore provided a day off for caregivers and a ‘day out’ for people in recovery from the Institute of Mental Health.

Fourteen Jardine Ambassadors accompanied 43 people in recovery for an excursion to tourist attraction Jurong Bird Park, where they were joined by MINDSET Singapore’s Chairman Alex Newbigging and Steering Committee member Warren Downey. The Institute of Mental Health participants, many of them on their first visit to the park, were treated to two animal shows as well as the opportunity to view various attractions such as the penguins in the penguin cave.

At the end of the enjoyable outing, many of the people in recovery expressed their appreciation to the Jardine Ambassadors for the well-organized day.

A ceremony to mark the completion by 16 Jardine Ambassadors of their two-year volunteer programme and welcome the appointment of 25 new Ambassadors to take up the mantle of raising awareness of mental health has been held at Jardine House.

Jardine Matheson Group Managing Director and MINDSET Chairman Ben Keswick thanked the retiring Ambassadors for their tremendous efforts and said he hoped that the 25 new Ambassadors would enjoy their journey over the next two years.

This journey began with a two-day orientation camp on Lantau Island where the new Ambassadors had the opportunity to get to know one another as well as enjoy a day of team building. New on the agenda of this year’s camp was a half-day workshop at Kwai Chung Hospital to learn about basic mental health from professionals, and a visit to the headquarters of the Mental Health Association to meet people in recovery for the first time.

“I believe these experiences benefited the new Jardine Ambassadors immensely and will help them with their planning of activities in the coming year,” said the Jardine Ambassadors’ representative on the MINDSET Executive Committee, Christopher Cheung of Jardine Aviation Services Group.
Creative Activities at Mini-MINDSET Day Singapore

MINDSET Singapore’s second Mini-MINDSET Day of 2017 helped to bond Jardine Matheson Group employees and people in recovery through creative arts and crafts activities.

Held at Creative Mindset located in Jurong Point Shopping Centre, the event brought together 79 volunteers from Group companies, including Dairy Farm Singapore, Hongkong Land, Jardine Schindler and Jardine Lloyd Thompson, and 96 beneficiaries from various voluntary welfare organizations. Working in small groups, participants engaged in rock cactus painting where they created their very own cactus designs using pebbles and paints. This was followed by a session on pointillism drawing techniques, which they then put into practice by designing their own name tags.

Both Mini-MINDSET Days in 2017 have generated positive feedback and interest from Group employees in volunteering for MINDSET activities in the future. By creating more such opportunities for interaction, MINDSET Singapore hopes to further raise awareness of mental health.

Ongoing Generosity from Maxim’s

Maxim’s Group has continued its support of MINDSET’s mental health projects with its latest annual donation of HK$1 million (US$128,000). Maxim’s is also an active participant in MINDSET’s core programmes including Walk Up Jardine House and the CENTRAL Rat Race.

The cheque was presented to, centre right, MINDSET Chairman and Jardine Matheson Group Managing Director Ben Keswick and, second left, MINDSET Deputy Chairman Y K Pang by, centre left, Maxim’s Chairman and Managing Director Michael Wu and, second right, Executive Director Wilson Wu, along with Jardine Ambassadors Jennifer Leung of Mandarin Oriental, Hong Kong and Jonathan Chan of Hongkong Land.

Mindset Thank You to NGOs

Following the cancellation of the CENTRAL Rat Race 2017 due to a typhoon, MINDSET organized a lunch gathering for eight non-governmental organizations (NGOs) to express its gratitude for their continuous support of the event.

Over 130 people in recovery and their families, MINDSET Governor Neil McNamara and Executive Committee members Esther Wong, Ophelia Chan, Kenneth Bell and Justin Bridge, and Jardine Ambassadors attended the lunch, along with staff from the eight NGOs – Baptist Oi Kwan Social Service, Castle Peak Hospital, Caritas Wellness Link (Tsuen Wan), Kwai Chung Hospital, Richmond Fellowship of Hong Kong, The Mental Health Association of Hong Kong, New Life Psychiatric Rehabilitation Association, and MINDSET Place.
Showing Spirit

Art Dream for Migrant Children

In collaboration with non-profit organization Art Dream, Hongkong Land is sponsoring over 400 migrant children in Beijing to take art classes over a two-year period with the aim of improving the children’s independent learning abilities and creativity through experiential art education.

As part of the collaboration, 22 volunteers from Hongkong Land joined an art class with 42 migrant children at Tianjie Community Centre in Beijing. The session began with the teacher demonstrating a shadow play, after which the children had the opportunity to create their own story and, working as a team with Hongkong Land’s volunteers, turn it into their very own shadow play.

Working with Art Dream, Hongkong Land is supporting children from five migrant schools and one migrant community centre in Beijing. Under the hukou or residency system, such children of migrant workers moving to first-tier mainland China cities for work opportunities cannot attend urban public schools or receive the necessary public services and welfare benefits.

Giant Malaysia
Champions Reusable Bags

Giant Malaysia is championing a greener environment with a ‘Giant 1 Million Reusable Bags Giveaway’, which aims to unite both the company and its customers for a common good – to reduce the use of plastic bags.

During 2017, Giant has given away three million reusable bags to consumers and is hoping that they will encourage a change of habits, slow the plastic tide and help promote a sustainable future.

To further strengthen this corporate and community partnership, Giant is also collaborating with the Ministry of Domestic Trade, Cooperatives and Consumerism. The ministry supports the hypermarket group’s objective to channel funds from the sale of plastic bags on ‘No Plastic’ days towards green programmes, including Giant’s own ‘Sentuhan Hijau’ (Green Touch) campaign.

“We are positive that this initiative will lead to a change of consumer mindset and see hundreds of millions of plastic bags placed out of commission,” explained Giant operator GCH Retail (Malaysia) Chief Executive Officer Pierre-Olivier Deplanck.

GCH Retail (Malaysia)
Chief Executive Officer
Pierre-Olivier Deplanck
Asuransi Astra Protects Bus Drivers

To mark Ramadan 2017, insurance company Asuransi Astra prepared micro insurance cover totalling Rp100 billion (US$7.4 million) to protect thousands of drivers from various autobus companies in Greater Jakarta.

Asuransi Astra also collaborated with Jakarta Regional Metropolitan Police (Polda Metro Jaya) to educate bus drivers with the aim of reducing the significant rise in accidents, which occurred during the ‘Mudik’ or homecoming season in 2016. This took the form of a seminar for 100 bus drivers to enrich their knowledge and skills and promote safe driving. It was conducted by The Real Driving Center along with a Traffic Co-ordinator from Polda Metro Jaya, who spoke about traffic signs.

According to police data, there were 96,635 accident cases during the period of Ramadan in 2016, an increase of 8.7% compared to the previous year.

Astra Supports Indonesia Tokyo Mosque

Astra was the main donor, together with state-owned companies and Indonesian Muslim communities in Japan and Indonesia, of the new Indonesia Tokyo Mosque, which is located in Meguro City, Tokyo.

The mosque was inaugurated in time for Ramadan so that it would be able to support Islamic services and events in Japan. Before its establishment, Indonesian Muslims in Tokyo carried out activities in The Indonesia-SRIT Hall (Balai Indonesia), beside which the new mosque is located.

The inauguration was marked by a ribbon-cutting ceremony at the mosque’s front door and witnessed by more than 100 Indonesians from Tokyo and surrounding areas. Representatives from Islamic and social organizations in Tokyo and Islamic organizations from other countries, such as Japan and Turkey, were also in attendance.
The common theme at the annual Jardine Matheson Group Finance, Human Resources (HR) and Communications conferences was the need to respond to the fast-changing business environment of today.

**Stepping Up a Gear**

Stepping up a gear was the message from Group Managing Director Ben Keswick delivered via video to kick-off the Biennial Jardine Matheson Finance Conference in Singapore, which had as its theme ‘The 21st Century CFO’.

This was carried through by Group Chief Finance Officer John Witt in his opening address who said that while traditional finance technical skills remain hugely important, in today’s rapidly changing environment it is capabilities which equip businesses to be more agile, such as leading change, using technology as an enabler and being providers of insight from big data.

During the conference, attendees visited centres for innovation such as Google, McKinsey, Singtel and the Aviva Innovation Garage. Other highlights included a presentation from the Chief Executive Officer of eBay China, sessions from professional trainers on communicating as a Leader in Business, and from Innovate Jardines winner Paulman Lui of Dairy Farm Singapore who showcased his Robotics Process Automation project.
Strategy into Action
‘Strategy into Action’ was the theme running through all aspects of the Group HR Conference, which was also held in Singapore.

In his opening address, Group Head of HR John Nolan spoke of the possibilities that Group HR leaders can leverage to shape the future of work in Jardines, and of the focus on how to build HR capabilities and partner with Group businesses to steer performance driven strategy.

Participants engaged in dialogue with Ben Keswick on Innovation and Change and heard from industry experts about the latest trends in Artificial Intelligence, Change Management and Employer Branding. HR teams from Group companies shared their best practices on how to utilize technology such as gamification to enhance candidate and employee experiences. The power of data analytics in providing insight to managing change was also discussed.

At the conference’s Gala Dinner, Group General Counsel Jeremy Parr presented team awards, with Cycle & Carriage Singapore crowned HR team of the year.

Managing Stakeholders in a Rapidly Evolving Environment
How communications professionals can thrive in a fast-changing business environment where consumers, business associates and other stakeholders are expecting better quality products and services, speedier response, and higher transparency was the focus of the Group Communications Conference, which was held in Shanghai with the theme ‘Managing Stakeholders in a Rapidly Evolving Environment’.

The event began with a session by Innovate Jardines Communications Manager Kari Entwisle on working together to drive an innovative culture across the Group. This was followed by a visit to Yonghui YunChuang Technology, where Partner Xie Xiupeng and Yonghui Deputy Chairman Zhang Xuanning spoke about Yonghui’s business model, growth opportunities and innovative strategies.

A workshop conducted by Eric Sampson from Connect Communications addressed the difficulties in communicating with different stakeholders and how to gain their trust. The conference concluded with a presentation from digital agency SapientRazorfish Executive Experience Director James Chiu on the ‘design thinking’ framework and its application in strategy planning and innovation.

"The common theme at the conferences was the need to respond to the fast-changing business environment of today."
Start Your Week with a Monday Energizer

There has been positive feedback from the launch of the new health and wellbeing seminar series ‘Monday Energizer’, a joint initiative between Jardine Sports Association and Group Human Resources, which aims to increase employees’ awareness of how to live a healthy and fulfilled life.

The 12-month programme features a different topic of focus each month delivered by qualified specialists in both English and Cantonese via a series of 90-minute Monday lunch sessions. Monthly topics to date have been mental health, nutrition and managing stress. Future sessions will span all aspects of wellbeing including mindfulness, understanding our body, sports and exercise and retirement planning. In the run-up to the opening of the newly renovated office on Level 25 of Devon House, there will also be a month dedicated to wellness in the workplace.

So far, over 150 people have participated in the programme with interest expected to continue rising.

“It is a great way to start the week,” said one of the regular participants.

FIFGROUP Innovates with Internal E-Library

Astra subsidiary PT Federal International Finance (FIFGROUP), the leading financial company in Indonesia, has launched an E-Library in collaboration with media conglomerate Kompas Gramedia to encourage new ideas and innovation amongst its employees. This follows the already established FIFGROUP digitalization ecosystem, which enhances all processes in digitized form.

FIFGROUP has been a committed learning organization for 28 years, as reflected by the frequent training schedules for its 18,000 employees at 194 branches and 416 points of service. Through the new E-Library, all FIFGROUP employees will be able to access book collections wherever and whenever for free.

“I hope that FIFGROUP employees can embrace a reading and studying culture,” said FIFGROUP President Director Margono Tanuwidjaja. “With a spirit of studying, FIFGROUP will be able to grow more through new ideas and innovations.”
Virtual Reality Transforms Hactl Training

Hong Kong Air Cargo Terminals Limited (Hactl) has introduced a Virtual Reality (VR) training environment that will enable new staff to gain valuable experience before working in the challenging ramp environment.

Unlike existing training systems, Hactl’s COSAC-VR provides users with an interactive, fully immersive, 360 degree, 4-dimensional experience. The first phase covers aircraft cargo compartment operations, with other areas of Hactl operations to be included in future modules.

COSAC-VR, which is fully portable and easily set up, overcomes the limitations of on-the-job-training for working in ramp handling. It reduces the reliance on real aircraft availability and suitable weather conditions, and allows trainees to undergo work simulations in a totally safe environment before they face the real-life situation.

“Today’s young recruits are already well-versed in VR technology through their use of computer games. We believe this same technology can be employed to capture their interest and enthusiasm, and turn learning into an enjoyable experience,” said Hactl Chief Executive Mark Whitehead.

Hactl plans to look at other ways to deploy VR, such as staff induction and internal communication. It is also interested in exploring collaboration with airline customers on the VR training concept.

Full Speed Ahead at Jardine Academy

The first trainees are about to graduate from the Jardine Academy, which was set up a year ago by Jardine Motors Group UK (JMG UK) to train and support the next generation of Sales and Aftersales professionals.

The first cohort of 17 trainees were recruited for Volkswagen centres within the JMG UK network and following their final assessments and achievement of ‘Accredited’ status, they will graduate from the Academy with promotions into Sales Executive or Service Advisor roles.

Focusing on trainees from outside the motor industry, the Jardine Academy programme enables them to develop the requisite skills, knowledge and behaviour through a combination of classroom learning and practical application within JMG UK’s dealerships.

“The trainees’ progress on the programme has been fantastic,” said Jardine Academy Head Bradley Burgoyne. “They have already sold in excess of 100 vehicles and at a recent workshop, shared some great ideas around improving our ways of working which are now being progressed.”

The second intake of trainees was in October and there are plans in place to introduce the Academy programme across all of JMG UK’s divisions.
A funded idea from the first Innovate Jardines Motor Challenge is fast becoming a reality at Jardine Motors Group UK (JMG UK). The concept, which integrates consumer data with number plate recognition to offer a more personalized experience to customers, is being piloted at several dealerships with the aim to take it network-wide.

From a customer driving into a dealership to them appearing on the Automatic Number Plate Recognition (ANPR) app has been fine-tuned to around three seconds. This allows a Car Park Host to welcome a customer by name, quickly understand the purpose of their visit and direct them to the right area.

The ANPR app is just one example of how JMG UK is embracing innovation. Building on the Motor Challenge, the group has launched its own focused challenges and, using the Innovate Exchange Platform, has continued to drive innovation among its people.

Teamwork has been critical in the success of the project, starting with the senior management team. Key senior stakeholders have championed the ANPR project from start to finish and the team onsite are fully engaged with the new system and excited to add another element of personalized customer service.

JMG UK has also launched an Innovate Steering Group. The members have been hand-selected by the JMG UK Board, and they meet quarterly to keep the momentum flowing around other Innovate projects. They stay updated with each other via a Whatsapp Group, sharing ideas and best practices regularly.

A further key element has been JMG UK’s partnership with digital agency SOMO, which has used a proven process of ‘rapid actionable innovation’ to understand the group’s business and discover new opportunities. SOMO has worked with JMG UK to build the ANPR product, which will be further refined going forward.

“SOMO is able to take a ‘third lens’ view which constructively challenges our way of thinking – essential in a project like ANPR,” explained JMG UK Commercial Director Jason Cranswick. “This has enabled us to get teams working well together and created a real willingness to support others across functions and divisions. Innovate Jardines and innovation generally have become a daily conversation, and JMG UK is taking every opportunity to use this to challenge the status quo.”