

H R TRENDS | Employee engagement



Roger Steel
Chief executive,
Sun Life Hong Kong

Staff retention

Sun Life Hong Kong has been conducting employee engagement surveys for years, with the aim of assessing and improving employee engagement throughout the organisation. We believe high engagement is a characteristic of all successful organisations, and has been shown to translate into better results in quality of service, customer satisfaction and long-term sustainable growth.

Build engagement

Good communication is the key for employee engagement. We create different platforms to facilitate two-way communication such as a quarterly tea party and a monthly managers briefing. Employees can also provide direct feedback at the "Lunch with CEO" session.

The social and recreation committee plays an important role in building employee engagement by organising company-wide activities to increase cross-function communication.

Employee engagement is a team project. We also ask employees to participate in our focus group meeting and ask them to rank their priorities for the suggested activities. We truly believe that employee engagement is not solely a human resources project but a joint project for everybody in the organisation.

Activities

Our employee-engagement initiatives focus on four areas - company image, job accountability, training and development, and work-life balance. These are linked with different functions, and have been reviewed and endorsed by our management team.

Sun Life's social and recreation committee has planned a wide variety of activities for our employees this year, such as an annual staff dinner, basketball fun night, World Cup games, barbecue night, various interest classes, and charity events so that they can enjoy a work-life balance.



Francis Mok
Human resources director,
Jebson Group

Staff retention

At Jebson, we care about the long-term sustainability of the business. Deep rooted in our philosophy is our belief that satisfied customers and sustainable productivity can only come from a team committed, healthy and actively engaged staff who share the company's core beliefs and philosophy.

Build engagement

Jebson, as a caring company, is committed to the well-being of all members of staff through exercising legal and equitable employment practices, enrichment of knowledge and skills to perform, provision of learning and growth opportunities, promotion of positive work-life relationships, and encouraging volunteerism and care for the individual.

Activities

Staff engagement is primarily governed by a

clear staff-well-being policy which is to attract and retain high-performing staff through providing the right working environment, taking into account the need to align life interests as well.

Examples of arrangements to ensure staff well-being and work-life balance include a staff counselling hotline service.

A 24/7 hotline is available for staff and their family members on any problems that they need to seek professional advice on, in particular on emotional issues, work stress, family relations and workplace issues.

Lunch time seminars to promote physical health, mental health, a positive mindset and positive relationships are regularly arranged.

Jebson Scholarships are offered to children of staff to encourage life-long learning and to show the company's encouragement to employees' children.

feng shui

Head in the right direction

Ever wonder about which direction you want to take in life? It can be a tough question, but the answer may lie in the Eight Mansions feng shui formula. It is based on the year of birth calculated after the solar new year each year, i.e. February 4. Step one is to add up the four digits that constitute your year of birth. For instance, those born in 1975 will have a number of $1 + 9 + 7 + 5$ which equates to 22. It is then reduced to a single digit (i.e. $2 + 2 = 4$, which will enable you to work out your kua or trigram number).



Illustration: Bay Leung

For men, subtract the number from 11. Those born in 1975 will have a kua number of $11 - 4 = 7$. For women, add 5 to the number. The kua number for women born in 1975 will be $5 + 4 = 9$, the total is more than 10, you will need to add the two digits to give a single digit kua number. After ascertaining the kua number, you need to find out the kua you belong to - the east group or the west group. Those with 3, 4 and 9 belong to the east group while those with 2, 6, 7 and 8 belong to the west. If your kua number is 5, men will need to use the number 2 and women, 8.

The best directions for people in the east group are south, north, east and southeast. Others in the west group should use the west, northwest, northeast and southwest. You should sit with your back to your preferred directions, when sleeping, your head should point to your best direction. Some masters argue the Eight Mansions method is too simplistic and other more

complex formulas, that take into account time of birth, should be used to determine the most auspicious directions. *Jan Peoh*

area guide | Causeway Bay

Causeway Corner

Address 18 Percival St, Causeway Bay
Reservations 2838 3211
Website www.causewaycorner.com



Just a minute away from the Causeway Bay MTR station and within easy walking distance of all the area's major department stores and office blocks, the recently renovated Causeway Corner is a convenient and moderately priced temporary Hong Kong residence.

Comprising 105 serviced apartments and a new Japanese bath house for the use of all residents, accommodation in the facility can be rented for a minimum of four days at rates from HK\$800 per night or monthly from HK\$4,040, inclusive of management fees, service charge and government tax.

Designed as self-contained homes away from home, the Causeway Corner apartments have a cosy, comfortable ambience and are practically

laid out with open kitchens to convey a sense of space. Kitchen facilities include a fridge, microwave oven and induction cooker. Large windows ensure an abundance of natural light and command attractive views of the area.

For entertainment purposes, each apartment has a high-definition LCD television hooked up to a DVD player and Cable TV, plus NHK for the benefit of Japanese guests who particularly favour the area. Broadband internet access and local telephone calls are included in the rental, while the direct-line telephones each offer voice mail. Maid service is available on a twice-weekly basis and self-service laundry facilities are offered. Security services are operational round the clock. *Robyn Lynam*

Mist

Address G/F, 4 Sun Wai Road,
Causeway Bay
Reservations 2881 5006
Website www.mist.com.hk



Mist is a restaurant for noodle fanatics and the latest outlet of an international group established in 1996 in Tokyo by chef Yasuji Morizumi, with the first Chabuya restaurant. The first Mist "creative noodle" restaurant opened in Tokyo in 2006.

The Mist concept is to treat ramen - popular cheap fast-food noodles in Japan, although the style is Chinese in origin - as a gourmet dish. The noodles are made to a special formula developed by Morizumi, a French chef by training, which blends wheat from Hokkaido, Shiroshu and northeastern Japan to create a medium-strength flour that produces a specially velvety texture.

Noodles are freshly made in different thicknesses to be matched to different soups. They are available in five flavours - soya, shio (salt), ume



(plum), miso and karemsi (spicy miso). Other ingredients are also of premium quality, including high-grade rock salt imported from Mongolia. While noodles are the main attraction, appetisers include fish carpaccio and avocado and fish tartare, while desserts lean westward - among them almond pudding, panna cotta and green tea crème brulee.

Décor is dominated by the marble bar, which tends to be favoured by lone customers and those who like to watch the chef and his team at work, and is distinctly unmarket of most other noodle outlets here or in Japan. Service is also more akin to a restaurant than a fast-food counter. So, of course, are prices. Each bowl of ramen costs slightly more than HK\$100. *Robyn Lynam*

