

OUR PEOPLE

People are Hysan's most vital asset. In a year during which downsizing and job cuts were announced by quite a number of businesses, we have elected to take a different path. We further strengthened our performance measurement system, invested in training and fostered our team spirit. All these are towards maximizing our efficiency to deliver shareholder value.



Alignment of individual and corporate goals is key to our human resources practices

PERFORMANCE MEASUREMENT

We further strengthened our performance measurement system, including building in a specific customer service focus. Coaching and performance measurement workshops were conducted for all supervisory staff to ensure that the performance reviews are effectively conducted, with effective feedback supported by specific improvement plans. Clear goals, both corporate and individual, were identified and communicated thus aligning all staff with corporate objectives.

Hysan has always rewarded our staff based on performance, reinforcing quality performance and customer service.

TRAINING AND DEVELOPMENT

Hysan recognizes the significance of continual training for our staff and the value such training brings to our operations. During the year, we continued to make substantial investments in staff development and encouraged a learning culture.

All levels of staff benefited from our formalized and customized training and development programmes which covered a wide range of skills and expertise. Following the successful roll-out of customer service seminars and workshops across the organization last year, customer service standards were further reinforced through vigorous coaching by unit supervisors and Group self-audits. Multi-level team briefings and service coaching skills workshops were also introduced to support teams with different responsibilities and at different locations.

As a move to encourage innovation and to involve staff in enhanced customer service, we launched the “Ideas That Work” programme, which was received positively by staff.

FOSTERING TEAM SPIRIT

Hysan is a caring employer and enjoys good relations with its staff. We spare no efforts in building a

strong team spirit and a sense of belonging, and in establishing and maintaining trust between management and staff members. Effective communication channels, including Staff Newsletters, formal and informal briefing and chat sessions by senior management and among corporate headquarters and building staff alike, were introduced. Activities organized by the Hysan Recreation Club further strengthened the team spirit. Despite tough times, our medical benefits were enhanced in the year.

PEOPLE ARE OUR SUCCESS

It is the people who make our Company a success. At 31 December 2001, we employed a total of 561 staff members. Property Investment is more than an assets business. People make assets work. We shall continue to align our human resource practices with our corporate objective so as to maximize shareholder value and to achieve growth.



Customer service is the key to our success



Safety and security in a friendly environment



Meticulous management ensures efficiency