

Our Staff

As of 31 December 2004, we employed over 10,000 staff worldwide in our operating subsidiaries and corporate headquarters.

We focus on attracting and retaining the very best talent. Our success is largely due to our employees who work tirelessly to provide a high quality of service to customers. Hence, we put emphasis on training, developing and motivating the best individuals available to represent the Group. At the same time, we do our best to maintain employee satisfaction at the highest levels, as this results in a positive work force that will create value to shareholders and customers alike.

We believe there is no greater business tool than effective communications. We therefore seek to employ a diverse workforce, who can connect with our customers in a variety of languages and dialects. We believe this is a key component of our success.



We operate in a highly competitive international business environment. It is therefore imperative that we manage our costs while optimising customer services, employee satisfaction and shareholder returns. In balancing these objectives, we constantly review our operations and processes. As we make additional investments in technology, certain positions within our operation may be no longer relevant or may become better served by a business partner. In such instances, we make every effort to communicate openly with our employees and where possible reassign employees within another part of the Group. Though the majority of our employees do not belong to unions, we recognise and negotiate with unions as required.

The quality of our employees gives us a strong competitive advantage. The mix of professionals who represent us and our brands around the world provides a cornerstone to our success. We therefore remain dedicated to retaining and recruiting the best to drive our business forward.

The Community

We value the strong relationships established with our local communities and we work closely with a number of charitable and specialist organisations to help the less fortunate, foster art and culture and protect the environment. Our staff are encouraged to take active part in these activities. We believe that in helping others, staff learn more about working together, improving their customer service, cooperation and team building skills.

In Hong Kong, for example, there is strong staff support for the Community Chest, the leading charity in the territory. The Chest raises funds for the disadvantaged in Hong Kong through a number of high profile events such as its "Skip Lunch Days" and "Dress Casual Days". Staff also participate in events organised by Po Leung Kuk, a leading charity for children, and St. James' Settlement, which serves the needs of the elderly.

In India, we sponsor the Hutch Book Award in India, which recognises and rewards the best of Indian writing and seeks to ensure that works of merit reach a wider audience.

The Group is always ready to assist those affected by natural and other disasters. During the year, we made a donation of HK\$390,000 (US\$50,000) to aid the relief of the victims of a supermarket fire in Paraguay in which many died. In December 2004, we pledged a contribution of HK\$10.8 million towards the HK\$24 million (approximate US\$3.08 million) donation from our parent company Hutchison Whampoa Limited in conjunction with Li Ka Shing Foundation, in response to the tsunami disaster which devastated large areas in certain of the countries where we operate.