

Teamwork



Staff Development

The Company places a lot of emphasis on staff development. Management officers at various levels of hierarchies are selected from internal appraisals and promotions, as well as by way of recruiting internally and externally. We improve the overall qualities of our staff by way of experience sharing, job relocation between provincial branches in the eastern and western parts of the PRC, as well as job exchanges among officers and staffs at different levels of the Company. The Company systematically organizes on the job training to develop potential of its staff, and provides a working environment that can leverage on their capabilities and facilitate their career development.

On the job training

In 2004, the Company arranged training for 22 newly appointed officers on international capital market management, such as corporate governance, laws and regulations, listing rules as well as sales and marketing. In addition, management related training has also been given to the recently promoted deputy general managers and the proposed candidate for succeeding as deputy general managers, through which corporate management standard was enhanced.

Whilst we are using our best endeavours to incubate our management expertise, a lot of emphasis has also been placed to the career development for management officers at the middle tier. In 2004, the Company has extended its Executive MBA and MBA training programs for its senior officers, and expanded training with respect to academic knowledge and further degree, participated by 25 managers. Moreover, the Company also commenced training programs for managers at branches of county level. There were a total of 190 managers at such level who had participated in training during the year.

Furthermore, in order to complement with the business development of the Company, a series of training on its businesses and technologies were conducted during the year. More than 600 staff had attended such training in 2004. The Company also enhanced training for operation skill with respect to professional maintenance, and

cooperated with a number of major system vendors in offering training to more than 400 network operation and maintenance staff from various provincial branches. Training for sales and marketing as well as customer services staff was included in the usual working plan for the Company. It is expected that their marketing and sales capabilities as well as service standard will be enhanced through such training.

Appraisals and promotions and east-west job relocation

During the past year, promotions were all confirmed upon appraisal results. Numerous staffs were promoted to managerial posts in the functional and technological departments at different levels through excellent qualities, expertise in business skills and outstanding performances.

Since 2002, the Company began a job relocation program between the east and the west. There were staffs relocating from provincial branches in eastern PRC to branches in western PRC, where professional management and technology officers were most needed. The results of this program had been very satisfactory. Not only was the shortage in human resources for branches in western PRC mitigated, but the development of branches in western PRC was also promoted. On the other hand, the supporting officers from branches in eastern PRC also broaden their horizon, accumulated experiences and effectively enhanced overall qualities of the staff.