

# Human Capital

## Cultivating Teamwork

NWS Holdings not only values its 43,000-strong workforce across Hong Kong, Mainland China and Macau but also recognizes the significance of teamwork. The expertise and capabilities of the team at NWS Holdings are fundamental to the long-term sustainability of the Group.

### Promoting a culture of nurture

To underpin its role in human asset enrichment, NWS Holdings nourishes talent at every level. The Group upholds the belief of lifelong learning through the provision of on-the-job training and whole-person development. The Training and Development Department arranges a series of extensive training programmes, which include lectures, seminars and workshops, in order to foster a culture of continuous improvement.

During the year, a total of 90 value-added trainings were conducted, embracing management development, supervisory skills, customer service, occupational health and safety, and computer software application. Over 2,000 employees participated in more than 6,000 hours of specially tailored classes. Individual strategic business units ("SBUs") also

implemented tailor-made training courses to cater for their specific functional needs.

Teamwork drives the Group's performance by combining experience with fresh talent while leadership succession is indispensable to its long-term development. An Executive Education and Development Scheme was launched in 2005 to recognize senior executives that demonstrate high potential for advancement by offering them specialist training at reputable local and overseas institutions.

The Management Trainee Programme in 2005 further demonstrated the Group's commitment to professional succession planning by nurturing young talent for future business growth of the Group. Recruitment programmes were implemented overseas as well as in Hong Kong. The three-year training programme

offers trainees all-round development through work attachment with organized training sessions, business projects, strong mentorship and buddy system as well as abundant executive exposure.

### Boosting pro-active communications

NWS Holdings considers pro-active communications between management and staff a crucial tool for building teamwork. The Group's policy is to reach every corner of the company and to ensure that members' voices can be heard through various channels.

Effective communication between the Corporate Office and SBUs plays a significant role in strengthening employees' sense of belonging. Apart from providing a pool of information about NWS Holdings via the one-stop intranet, the Corporate Communication Department publishes newsletters, *New Voice* and a simplified version《創建集》, to encourage staff to keep abreast of the development of the Group.

Other communications platforms help to strengthen staff cooperation and team spirit. During the year, the Staff Suggestion Scheme was launched to collect employees' feedback on company's efficiency and effectiveness. The annual Management Conference facilitates the exchange of ideas among senior management of the Corporate Office



Team building at NWSH Sports Fun Day



Fruit for Care campaign for employees

and SBUs. Moreover, the annual management outing also helps build rapport with each other during the trip.

### Building a perfect team

A harmonious working atmosphere brings the Group's management and employees closer. NWS Holdings has devoted considerable resources to cultivating team spirit, creating a better work-life balance and maintaining excellent staff relations.

During the year, the Sports and Recreation Committee was formed. This was responsible for a series of competitive sports games and recreational events such as bowling, basketball and badminton competitions as well as Ocean Park Fun Nite for staff and family members.

A host of activities are conducted to encourage a sense of "family" at NWS

Holdings. The highlights is the annual NWSH Sports Fun Day at which all SBUs host displays and activities in a fun atmosphere for the enjoyment of all our staff and family members.

Good health is a fundamental requirement for outstanding performance. In addition to sports, the Group encourages activities that nurture the health of its employees. For example, fruit was provided to staff during the Fruit for Care campaign in order to promote a good diet and healthy lifestyle.

### Sharing the good harvest

Developing a sense of honour and pride within the Group is one of the management philosophies at NWS Holdings through acknowledging outstanding performance, encouraging staff to strive for excellence and sharing the fruitful results with them.

The Outstanding Employee Grand Awards presented at the annual Management Conference reflects the Group's commitment to service excellence as a core value. Staff from Hong Kong, Mainland China and Macau are included in the scheme, reflecting the spirit of mutual learning that is the main objective of such award scheme.

Everyone in NWS Holdings is a contributor to the good harvest. The Group searches for the most effective ways to attract, retain and develop valued staff. It provides a competitive compensation package in acknowledgement of staff contributions to the Group and guarantees that salary, benefits and bonuses all reflect the Group's and individuals' performances. In terms of management, the Group's share options plan serves as an incentive to achieve the best results and to ensure that management priorities are aligned with those of shareholders.



Staff training and development

