

Hsin Chong Construction Group Ltd. (“Hsin Chong”) recognises that its success depends on the skills, knowledge, creativity and motivation of its employees. Valuing the employees means committing to their satisfaction, development and well-being. Thus, one of Hsin Chong’s goals is to achieve at least 80% employee satisfaction.

To achieve this goal, in 2000, the personnel department underwent a major transformation and was restructured into the Human Resources Department (“HRD”) with its human resources philosophies and policies redefined. In 2001, “Every Manager an HR Manager” programme focusing on people development was launched.

In 2002, to further the strategic match for Hsin Chong’s new direction for 2010, top 33 employees, ranging from senior executives to contracts managers to support services department heads were interviewed by an independent Human Resource Consultant to establish individual key competencies, career ambitions and training requirements. A career development plan will then be formulated to enhance the employees’ skills and competencies in alignment with the Group’s new business strategy. In addition, a new appraisal system focusing on individual’s career development and training requirements will be introduced in the coming few months. As to the Group’s rewards and recognition system, existing remuneration and bonus schemes for the executives, frontline and supporting staff are undergoing a complete and thorough review. It will be linked to individual performance and site performance as measured under the Balanced Scorecard System.

In the past three years, Hsin Chong incurred approximately HK\$5.0 million in personnel development and training. In 2002, about 170 employees out of a total of 750 had received training of more than 40 hours. Total training time for all the employees amounted to 40,000 hours per annum approximately.

To encourage and reward innovation from non-management employees, Hsin Chong has established the Improvement and Innovation Programme since 1987. Through this program, Hsin Chong has awarded approximately HK\$0.4 million to its award winners over the past 3 years. Many of the innovative yet practical ideas have been and are being applied not only at Hsin Chong sites but also by other Hong Kong contractors.

It is encouraging to see that Hsin Chong’s employees actively participate in social welfare activities. In 2001, Hsin Chong’s apprentices participated in the voluntary work under East Kwai Chung Redevelopment Adjustment Programme for the Elderly at Kwai Chung District under which the apprentices provided the household fitting-out and decoration services. In 2002, more than 20 Hsin Chong’s apprentices participated in the voluntary work of providing household repairing services for more than 50 units in 5 estates located at Kwai Chung and Tsuen Wan districts. These units were used by the living-alone elderly, handicapped and disabled persons as well as single parent families.



Apprentice Club of Hsin Chong participated in “Apprentice-in-Action” House Maintenance and Renovation Services Project in January 2002

Hsin Chong will continue to invest in its human capital in terms of time, effort and money for achieving the goal — “to achieve at least 80% employee satisfaction”.