

HR Practices in Hong Yip

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Having over 50 years of solid experience in property and facilities management field since a humble beginning in 1967, Hong Yip shares its parent company, Sun Hung Kai Properties Limited's spirit of Serving our Clients with Heart and is determined to pursue their corporate mission "To deliver the most ideal one stop estate and lifestyle management services for our customers." As its staff is the most important asset of a customer-focus, service-oriented company, Hong Yip attaches grave importance to adopting the best HR practices with a view to hire the right people, foster the best possible working environment and conditions and, develop them to realize their potentials to the fullest.

We Develop

Hong Yip strives to ensure that its staff delivers the best services to its customers, by constantly equipping and upgrading their work knowledge and skills. The Hong Yip People Development Academy, the most well-established institution of its kind in the industry, offers a wide variety of training and development programmes to all levels of staff. Being the first institution in the industry accredited to run government-recognized in-house training programs, the Academy organizes the most number of QF-accredited programmes among its peers. A four-tier Talent Development Programme, which categorizes high-potentials into different layers according to their position grades, installs a multi-facet, systematic process to nurture them to become core members and future business leaders.

The company's policies of "promotion from within" and "internal deployment" ensure that in-serving colleagues are given ample career advancement opportunities in various tasks in the same or different business units within the Group. In fact, all members of the management team in the core property management business at assistant general manager level and above are promoted internally. Furthermore, through effective staff retention programs, Hong Yip's staff turnover rate is constantly lower than the market average.

We Care

Hong Yip's employee benefits are very competitive in the industry. To stay competitive, the company reviews and introduces new benefits programs to employees every year, with the most recent additions being birthday leave/coupon and gifts to the new-born. Furthermore, free lunch and fruit are provided at the Head Office so that employees could enjoy a healthy meal together in the office premises. Education-wise, Hong Yip sponsors not only employees to study certificate and post-secondary education up to master degree level but also their children for full-time university education, both local and overseas. The company strives to enrich the work-life balance of their staff, believing that having a work-life balance contributes to staff well-being, and generate a sense of belonging to the company. The Staff Recreation Committee, comprising of representatives from all departments and operation units, regularly organizes a wide range of employee activities and sports events for staff and its family members.

We Listen

The management knows too well the importance to listen to the views of staff. Employee opinion surveys are conducted bi-annually and anonymously to solicit the opinion of staff on various aspects of work dimensions, gauging their level of job satisfaction. Staff recognition Program is run quarterly with the most touching customer service stories selected to compete for the Best Stories of the Year, which is voted via corporate mobile app by their staff. Company-wide Best Customer Service Staff Award is organized bi-annually with nominees selected by customers, followed by preliminary interview by department heads and final interview by senior management. Award winners are incentivized by overseas pleasure-trips.

Hong Yip holds different kinds of meetings with all levels of colleagues under a well-structured hierarchy of meeting structures: annual strategic planning meeting (over 600 colleagues), quarterly meeting (over 200 colleagues), monthly regional meeting, bi-weekly management meeting and weekly business review meeting. Besides, various standing working committees are set up to monitor specific areas of specialism including customer service, health and safety, environment, cleaning etc. Bottom-up meetings are held where staff members at officer level have breakfast with the chairman to voice their opinions to him face-to-face.

We Share

Hong Yip is committed to supporting social entrepreneurship and encourages their staff to take part in Corporate Social Responsibilities (CSR) activities, helping to develop a strong sense of belonging and team spirit among staff working in different departments/operation units. Hong Yip's annual signature community involvement event, Peace-box, succeeded in collecting in 2016 over 8,000 boxes filled with gifts donated from employees and customers. The boxes were given out to the needy through various churches and Non-government Organizations (NGOs). The company actively participates in various community events and their corporate volunteer team had rendered over 10,000 hours of voluntary service in 2016. As a socially responsible employer, Hong Yip employs people with intellectual disabilities and provide work opportunities to recovered mental patients through various NGOs and government subsidized associations. The company has entered into Memorandum Of Understanding (MOU)s with various tertiary institutions to provide industry attachment for over 100 interns each year to enable their students to acquire practical on-the-job experience. Scholarships are given to those interns whose performances during the internship period are outstanding.

We Excel

While Hong Yip celebrates their golden jubilee in 2017, the company will continue to exert utmost efforts to achieve service excellence and provide enhanced value-for-money services for those they serve and scale new heights. Winning the 2017 HR Asia Award as One of the Best Companies to Work For in Asia is a testimony to our success and a major milestone in our HR journey.