



## AWARD FOR EXCELLENCE IN TRAINING AND DEVELOPMENT 2022

SOUVENIR PROGRAMME

THE MOST PRESTIGIOUS & AUTHORITATIVE TRAINING AND DEVELOPMENT AWARD



The Hong Kong Management Association  
Advancing Management Excellence



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Employee Value Proposition



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BETTER LIVES

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Employee Value  
Proposition



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HEALTHIER, LONGER,  
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安盛

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Know you can



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## Message from Dr Y K Pang GBS JP



**Dr Y K Pang GBS JP**  
**Chairman**  
**The Hong Kong Management Association**

All over the world, many businesses are adapting, evolving and continuing to thrive in a rapidly changing social, economic, geopolitical and environmental landscape. Overwhelmingly, these companies are those which have effectively identified and unlocked the doors to success in this new normal which include innovation, sustainability, and digital transformation.

In this challenging environment, the role of training and development in organizations to groom future talents, to equip executives with skills and agility to overcome new challenges, to develop an innovative culture and to grow the organizations sustainably has become even more important.

The Award for Excellence in Training and Development was launched in 1990 by The Hong Kong Management Association to recognize outstanding training and development achievements at the corporate level, as well as individual trainers who have made very significant contributions to the profession.

This year, I am pleased to see so many established global corporations as well as new faces participating in this Award, covering a range of the latest management thinking, including innovation, sustainability, digital transformation, culture change, and design thinking.

On behalf of The Hong Kong Management Association, I wish to express our congratulations to all of the winners, and thank all entrants for their dedication and commitment towards people development.

In particular, I would like to offer our sincere gratitude and thanks to Mr Anthony Rushton, Chairman of the Award Organizing Committee and all committee members; the Panel of Adjudicators, and the Board of Examiners for their tremendous support and devotion in making this year's Award another huge success.

And very importantly, I wish to offer our heartfelt appreciation and thanks to our Guest of Honour, The Honourable Mrs Ingrid Yeung JP, Secretary for the Civil Service of the Government of the Hong Kong Special Administrative Region for sharing with us her insights and wisdom at the Award Presentation Ceremony.



## ***Message from Mr Anthony Rushton***



**Mr Anthony Rushton**  
**Chairman, Organizing Committee**  
**Award for Excellence in Training and Development 2022**

Since 1990, the HKMA Award for Excellence in Training and Development has recognized organizations and trainers with outstanding achievements in people development that contribute to business performance and results.

The past two years of COVID pandemic and global instability have been very challenging for business. Companies have had to adapt quickly to digital transformation and talent competitiveness. Our training community has clearly risen to the challenge, as attested by the high quality of this year's entries, such as innovative talent development initiatives, creative use of data analytics and the latest technology in training.

As businesses continue to face new challenges, whether social, economic, political or environmental, trainers must be agile in helping organizations effectively drive changes, and instil new concepts and skills, such as ESG (Environmental, Social and Corporate Governance) and use of new technologies. This Award is an excellent platform for trainers and organizations to share knowledge and best practices. Together, we strengthen our organization's performance as well as Hong Kong's economic competitiveness.

I congratulate all the winners of the 2022 Award for Excellence in Training and Development, for their outstanding achievements and commitment to training and development.

The success of this Award owes much to the staunch support of many in our business community. I would like to sincerely thank my fellow members of the Organizing Committee for their unwavering dedication; and all members of the Panel of Adjudicators and Board of Examiners for their selfless efforts. My deepest appreciation goes to all our Sponsors for their generous support.

I am especially grateful to The Honourable Mrs Ingrid Yeung JP, Secretary for the Civil Service of the Government of the Hong Kong Special Administrative Region, who has kindly agreed to be the Guest of Honour at the Award Presentation Ceremony.

## Message from Ms Titania Woo



**Ms Titania Woo**  
**Executive Director**  
**The Hong Kong Management Association**

In today's unprecedented business environment, innovation and sustainability have become fundamental to organizational effectiveness – in business strategies, operations and long-term development.

To drive these organizational changes; now, more than ever, businesses need well planned and skilfully executed training and development programmes.

Since the launch of the Award for Excellence in Training and Development in 1990, The Hong Kong Management Association has honoured many outstanding training and development initiatives, as well as many brilliant trainers. Over the years, these distinguished organizations and trainers have advocated for continuous improvement in the profession, contributing to talent and organizational development in Hong Kong and the Region.

This year's slate of Award entries exhibits exceptional quality. I congratulate all the winning organizations and trainers, for their commitment to investing in people and for their inspiring examples in building business with purpose. I have no doubt that our world class training profession will continue to help boost business success and economic prosperity.

The 32nd edition of the Award is another great success due to the unwavering support from the business community. On behalf of The Hong Kong Management Association, I would like to express my deepest gratitude to Mr Anthony Rushton, Chairman of the Award Organizing Committee, and all committee members, for their enormous, selfless efforts. My heartfelt appreciation goes to all members of the Panel of Adjudicators and the Board of Examiners for their invaluable, tireless work.

I would like to sincerely thank our Lead Sponsors, Main Sponsors, Sponsors, Media Sponsors, Digital Media Sponsors; Seminar People Development Sponsor, Wi-Fi Sponsor, Engagement Activity Sponsor and Final Judging Equipment Sponsor, without whose generous support this Award would not be possible.

I am most grateful to our Guest of Honour, The Honourable Mrs Ingrid Yeung JP, Secretary for the Civil Service of the Government of the Hong Kong Special Administrative Region, for gracing us with her presence at the Award Presentation Ceremony.



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# **An Introduction to The Hong Kong Management Association**

The Hong Kong Management Association (HKMA) is a leading professional organization which was established in 1960 for the purpose of advancing management excellence in Hong Kong and the Region.

## **VISION**

- To be the leading professional organization advancing management excellence in Hong Kong and the Region

## **MISSION**

- To promote best practices in management
- To nurture human capital through management education and training at all levels
- To provide members with a platform for exchange of ideas, networking and personal development

## **VALUES**

- Continuous improvement
- Innovation
- Integrity
- Professionalism
- Respect for Individuals
- Sustainability

Services provided by HKMA can be categorized into three major areas, namely education and training; management services and membership services.

With a commitment to nurturing human capital through management education and training at all levels, HKMA offers around 2,000 training and education programmes covering a wide range of management disciplines for over 50,000 executives every year. For distance learning courses, seminars and workshops, certificates, diplomas, all the way to bachelor's, master's and doctorate degree programmes jointly organized with prestigious overseas universities, these programmes are suitable for executives at different stages of development. HKMA also provides specially designed corporate training which is geared to the particular needs of different organizations.

The Association believes learning while networking works best for achieving continuous development. Diversified management services are offered to provide platforms for business executives to exchange ideas, to network and to gain professional development. Annually, the Association organizes diverse functions such as Annual Conference, special topic seminars and workshops. Prominent business leaders are invited to share their invaluable insights and wisdom on the most updated trends and development of management.

Business award is another major area of HKMA's management services. To promote best practices in management, each year, the Association organizes nine business awards in Hong Kong and Mainland China, recognized as the highest accolades of the business community. These include the Best Annual Reports Awards, the HKMA Quality Award, the Award for Excellence in Training and Development, the HKMA / ViuTV & Now TV Awards for Marketing Excellence, the Hong Kong Sustainability Award, the Hong Kong Management Game, the Distinguished Salesperson Award, the HKMA / HKT Global Innovation Award and the Award for China Marketing Excellence.

With a total of over 13,000 members including individuals and corporates, membership service has always been a priority for the Association. A comprehensive range of membership activities such as seminars, forums, luncheons, company visits, study tours and networking activities are offered every year. Another distinctive feature of membership is the six Specialist Clubs which provide opportunities for members with similar interests to meet and develop further their specialist knowledge. The highlight event of membership is the Annual Fellowship Dinner which provides an excellent platform for members to extend their network.



Human Capital  
Management Society  
人才資源管理社

*Promote People Management  
Excellence and Exchange Insights  
with HR Practitioners*



Learn Industry Best Practices, and Latest  
Knowledge and Skills in HR Management



Build Valuable Network and Connect with  
Like-minded HR Professionals



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**Enquiries:**

Ms Grace Lau 2774 8529 / [gracelau@hkma.org.hk](mailto:gracelau@hkma.org.hk)

*Join Us Now!*

\* HKMA Full and Associate Members can join HCMS for free

\* HKMA Corporate and Charter Members can nominate their staff members to join HCMS for free



# About The Award

## INTRODUCTION

The Award for Excellence in Training and Development has been organized by the People Development Management Committee and the People Management Committee of The Hong Kong Management Association since 1990. It is the only award of its kind in Hong Kong that gives public recognition of achievements in training and development to individuals as well as organizations, whether large or small and whatever the nature of their businesses or services.

## AWARD CATEGORIES

1. Campaign Awards
2. Individual Awards

## JUDGING PROCESS

### Campaign Awards

Participating companies were invited to submit a programme summary on their training and development programmes. The written submissions were then reviewed by the Board of Examiners which comprises members of the People Development Management Committee, People Management Committee and the Award Organizing Committee. Ten finalists as well as recipients of all Special Awards were selected. Ten finalists were then invited to give a presentation at the Final Presentation Seminar assessed by the Panel of Adjudicators. The Seminar was specially designed to select the Award winners and provide an experience-sharing platform for all executives.

### Individual Awards

All Award entrants were nominated by their organizations. They were required to submit a write-up explaining their achievements in training and human resources development and were invited to an interview session.



For Distinguished Trainer Award candidates, the interview session will include a 15-minute presentation and a 10-minute Q-&-A session by the Board of Examiners. The presentation should cover all the judging criteria. For Outstanding New Trainer Award candidates, the interview session will be divided into two parts. The first part will include a 10-minute presentation, covering all the judging criteria, to be followed by a 5-minute Q-&-A session by the Board of Examiners. The second part will include a 10-minute short training. Participants would be informed of the training topics 30 minutes before the interview session. Winners of Distinguished Trainer Awards and Outstanding New Trainer Awards were selected by the Board of Examiners while the Trainer of the Year was selected by the Panel of Adjudicators at the Final Presentation Seminar.

## AWARDS AND RECOGNITION

### Campaign Awards

- 1 Gold Award
- 2 Silver Awards
- 3 Bronze Awards
- 4 Excellence Awards
-  Excellence in Cultural Change
-  The Hong Kong Jockey Club Excellence in Future Talent Development
-  Excellence in Career Development
-  Excellence in Stakeholder Engagement
- Excellence in Building Digital Capabilities
- Excellence in Change Management
- Excellence in Digital Transformation
- Excellence in Environmental Sustainability in the Workplace
- Excellence in Future Skills Development
- Excellence in Knowledge Management
- Excellence in Leadership Development
- Excellence in Performance Improvement
- Excellence in Programme Design
- Excellence in Social Impact
- Excellence in Team Development
- Excellent Campaign for Organizations with 500 Employees or Less
- HR Professionals' Favourite Campaign

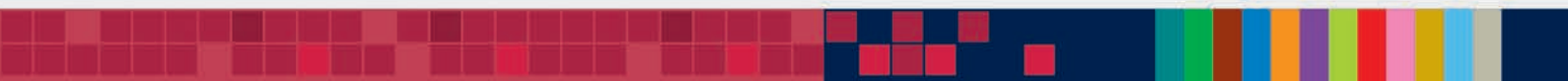
### Individual Awards

-  Hongkong Land Trainer of the Year
-  Distinguished Trainer Awards
- Outstanding New Trainer Awards



## Human capital is the gateway to excellence

We commit to inspire, engage and develop our people and strive for service excellence. Through various learning and development initiatives, we advocate an environment of continuous learning to enable employees to unleash their full potential and grow alongside us, and to Keep Cities Moving.





## Panel of Adjudicators



**Mr Nixon Chau**  
Managing Director and General Manager  
SenseTime Hong Kong



**Ms Margaret Cheng**  
Human Resources Director  
MTR Corporation



**Ms May Chung**  
General Manager  
Nestlé Hong Kong Limited



**Mr Kwok Yam-shu Oscar PDSM**  
Head of the Civil Service College  
of the Hong Kong Special Administrative Region



**Mr Vincent Leung**  
Chief Executive Officer & Vice Chairman  
Peoples Smart Living Limited



**Dr Kenneth Tsang**  
Chief Executive Officer  
Gleneagles Hospital Hong Kong



**Ms Titania Woo**  
Executive Director  
The Hong Kong Management Association

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**Mr Anthony Rushton (Chairman)**

Global Head of Learning Delivery and  
Regional Head of Learning  
Human Resources, Asia-Pacific  
HSBC



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Head of Human Resources &  
Administration  
Octopus Holdings Limited



**Mr C Y Chan**

Chief Talent Officer  
EC Healthcare



**Mr Leo Chan**

Senior Vice President  
APAC Talent and Learning  
Bank of America



**Dr Salina Chan**

Senior Director  
Learning & Development and  
Human Resources - APAC  
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**Dr Aaron Chiang**

Head of Human Resources & Administration  
Hong Yip Service Company Limited



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Member  
Training and Development Awards  
Organizing Committee



**Ms Rita Lee**

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**Ms Ivy Leung**

Member  
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**Mr David Lim**

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Human Resources  
PVH Asia



**Ms Jenny Pong**

Director, Human Resources  
Gammon Construction Limited



**Ms Mary Suen**

Executive Advisor  
Stan Group (Holdings) Limited



**Ms Wendy Tse**

Director of  
Group Human Resources and  
Corporate Communications  
Yip's Chemical Holdings Limited



**Mr Christopher Yang**

Learning & Development Head  
Hong Kong & Macau  
DFI Retail Group



**Mr Stanley Yau**

Head of Human Resources  
Chubb Life Insurance  
Company Limited

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Former Country Manager  
Pfizer Corporation Hong Kong Limited



**Ms Catherine Chau**  
Senior Advisor  
Hongkong Land Limited



**Ms Kit Fan**  
Head of Corporate Human Resources  
The Hong Kong & China Gas Company Limited



**Mrs Claudia Hodges**  
Agency Recruitment and Distribution  
Training Director  
AXA China Region Insurance Co Ltd  
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Learning and Advancement  
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General Manager –  
Group Audit and Management Services  
New World Development Company Limited



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Hong Kong Productivity Council



**Mr Anthony Rushton**  
Global Head of Learning Delivery and  
Regional Head of Learning  
Human Resources, Asia-Pacific  
HSBC



**Ms Felicity Sam**  
Director, Learning & Development  
CTF High Jewellery



**Ms Carmen Ting**  
Head of Talent  
People, Performance and Culture  
KPMG



**Mr Chester Tsang**  
Head of Learning  
MTR Corporation



**Mr Kenneth Wai**  
Member  
People Development  
Management Committee



**Ms Bianca Wong**  
Vice President, APAC Human Resources  
FedEx Express AMEA

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Human Resources Director  
MTR Corporation



**Ms Priscilla Chau**

Director – Human Resources  
CLP Power Hong Kong Limited



**Ms Florence Chow**

Managing Director  
FnB TalentsConnect Limited



**Mr Ian Choy**

Chief People Officer  
McDonald's Hong Kong



**Ms Sara Ho**

Human Resources Director  
Jebsen Group



**Mr C K Lee**

Managing Director  
C K Lee & Associates



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Chief Executive Officer  
The Hong Kong Institute of Bankers



**Ms Christina Leung**  
Director  
Group Human Resources and Administration  
Guardforce Group Limited



**Mr Peter Leung**  
Senior Human Resource Manager  
Hospital Authority



**Ms Elaine Liu**  
Group Associate Director &  
Chief Human Resources Officer  
Sino Land Company Limited



**Ms Janet Poon**  
Deputy Director  
(Head of Group HR & Administration)  
Hang Lung Properties Limited



**Mr Albert Wong**  
Advisor - Human Resources  
(Employee Relations)  
CLP Power Hong Kong Limited



**Ms Florence Wong**  
Head, HR, Hong Kong, Macau,  
Japan & Co-Head HR GBA  
Standard Chartered Bank  
(Hong Kong) Limited



**Mr Derek Wu**  
Executive Vice President  
Global Human Resources  
Lee Kum Kee International  
Holdings Limited



**Ms Janet Yeung**  
Head of Human Resources  
Business Partner  
Gammon Construction Limited



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Hong Kong Air Cargo Terminals Limited





# Campaign Awards

## CAMPAIGN AWARD WINNERS

### Gold Award

"The New Oxygen: Digitising, Humanising, Delivering"  
Prudential Hong Kong Limited

### Silver Awards

"inspire : aspire"  
Hongkong Land Limited

"Striding forward in digital learning: Racing 101"  
The Hong Kong Jockey Club

### Bronze Awards

"Stay Curious and Be Empathetic - Design Thinking Programme"  
CLP Power Hong Kong Limited

"Building An Agile Sales Workforce"  
Esquel Group

"Sino Sustainability Academy"  
Sino Group

### Excellence Awards

"Driving Digital Transformation: Growing our people through  
Bupa's Digital DN@cademy"  
Bupa (Asia) Limited

"Leadership Development Programme"  
The Hong Kong Jockey Club

"SC Learning Academy"  
Standard Chartered Bank (Hong Kong) Limited

"Tricorians in the Floop"  
Tricor Hong Kong

### Special Awards



### Excellence in Cultural Change

"inspire : aspire"  
Hongkong Land Limited

"Stay Curious and Be Empathetic - Design Thinking Programme"  
CLP Power Hong Kong Limited



### Excellence in Future Talent Development

"YES, TOM LEAPs to SHINE"  
ATAL Engineering Limited

"SC Learning Academy"  
Standard Chartered Bank (Hong Kong) Limited



### Excellence in Career Development

"Leadership Development Programme"  
The Hong Kong Jockey Club



### Excellence in Stakeholder Engagement

"Star Makers X 2021 Internship Programme (全民齊造星)"  
Sino Group

### Excellence in Building Digital Capabilities

"The New Oxygen: Digitising, Humanising, Delivering"  
Prudential Hong Kong Limited

### Excellence in Change Management

"Building An Agile Sales Workforce"  
Esquel Group

### Excellence in Digital Transformation

"Driving Digital Transformation: Growing our people through  
Bupa's Digital DN@cademy"  
Bupa (Asia) Limited

"Building An Agile Sales Workforce"  
Esquel Group

"Striding forward in digital learning: Racing 101"  
The Hong Kong Jockey Club

### Excellence in Environmental Sustainability in the Workplace

"Sino Sustainability Academy"  
Sino Group

### Excellence in Future Skills Development

"SC Learning Academy"  
Standard Chartered Bank (Hong Kong) Limited

### Excellence in Knowledge Management

"Turning Hidden Knowledge into Institutional Memory"  
Hong Kong Air Cargo Terminals Limited

### Excellence in Leadership Development

"Leader Development Programme"  
Manulife (International) Limited

### Excellence in Performance Improvement

"Tricorians in the Floop"  
Tricor Hong Kong

### Excellence in Programme Design

"Building An Agile Sales Workforce"  
Esquel Group

"Leadership Development Programme"  
The Hong Kong Jockey Club

### Excellence in Social Impact

"Swire Properties Placemaking Academy 2021"  
Swire Properties Limited

### Excellence in Team Development

"PACE"  
McDonald's Hong Kong

"The Cross-Sections Training Programme"  
SATS HK Limited

### Excellent Campaign for Organizations with 500 Employees or Less

"Rebuilding and Reforming through Adversity"  
ABC Pathways Group

### HR Professional's Favourite Campaign

"inspire : aspire"  
Hongkong Land Limited

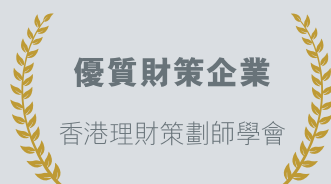
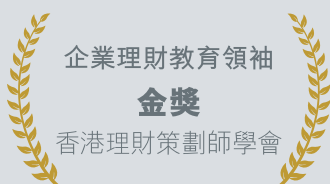
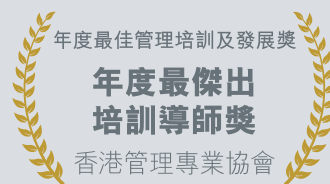
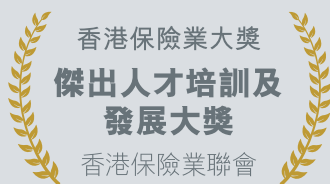
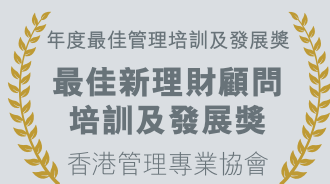
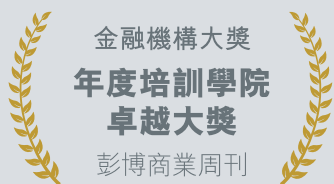
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# Campaign Awards

## Gold Award

### **“The New Oxygen: Digitising, Humanising, Delivering” Embracing Bionic Distribution by Blending Human Talent with Digital Technologies in New Ways**

#### **Prudential Hong Kong Limited**

##### **Prudential Hong Kong**

Prudential has been serving the people of Hong Kong since 1964. Through Prudential Hong Kong Limited and Prudential General Insurance Hong Kong Limited, it provides a range of financial planning services and products including individual life insurance, investment-linked insurance, retirement solutions, health and medical protection, general insurance, and employee benefits.

##### **The Challenge**

The COVID-19 pandemic has created a new paradigm for insurance agents. Customers have been inspired to focus on the things that truly matter to them; they want to protect their health and to safeguard their family's future through simple, needs-based advice presented in an intuitive and straightforward way.

In complement to traditional face-to-face appointment, digital engagement between insurance agents and their customers has now become a new normal. Customers are seeking personalized services without the need for in-person meetings. As the sales process became more digitally enabled, Prudential realized the need to reinvent our existing distribution model so that it involves bionic distribution, blending human talent with digital technologies in new ways to create fast, intuitive and digitally enabled experiences for the customers.

##### **Our Vision on Bionic Distribution**

The bionic distribution model is a game-changer for the industry. Prudential sought to embrace bionic distribution by fundamentally developing the model in the context of changing customer behaviours and buying patterns. The objective was to build a digitally enabled sales force – adopting artificial intelligence at scale, personalizing customer offers and interactions, digitally supporting and complementing the sales process, and raising sales force productivity. Prudential Hong Kong has transformed learning with a focus on digitalization, humanization and delivery. Simply put, Prudential Hong Kong is enabling our people to empower the customers.

##### **Design and Implementation**

“**Hothousing**” is a form of training that involves intense study of a topic in order to stimulate learners' mind. The goal is to take normal or bright learners and boost them to a level of intellectual functioning above the norm. Prudential Hong Kong has created learning experiences with “Human Touch” by applying such approach in the new 10-part programme, named as “**Leading a Future-ready Agency**”, to sales leaders to show how new ways of working can be applied to create effective business systems, build compliance capacity, recruit and retain talent. The combination of digital learning, data-driven coaching, flipped learning and work-based learning makes it easy for the financial consultants to feel confident in adopting new behaviours immediately in the field.

The programme provided a simple prototype for the sales force to contribute to and to succeed in this new digital paradigm through the “**PRUSuccess Model**”, through which Prudential provided analytics and resources to develop the participants' capabilities throughout the process, in areas from lead generation and customer engagement to aftersales services. Instead of teaching them new digital tools, the training focused on learners to leverage on these tools effectively to solve their work issues and to develop new habits.

##### **Achievements**

As Prudential embraced bionic distribution, the training programme broke the rule of teaching “soft” and “hard” skills, thereby enhancing the capabilities of the financial consultants to achieve business and personal success. Among those who have completed the programme:

- **Business production** increased; participants demonstrated productivity more than twice as high as those who didn't complete the programme;
- Greater **efficiency** saw a reduction in operational costs; and
- By **engaging customers** at the right time, with the right message, in a personalized way, the financial consultants successfully achieved growth in acquiring new customers.

##### **Comments from Adjudicators**

The objectives of the programme were considered as “ambitious goals” that were well-defined and clearly set since its commencement. They were supported by a well-thought out and a good combination of learning experiences, including digital learning, data-driven coaching, flipped learning and work-based learning which were innovative to embed changes in sales-force behaviour and their cultures.

The initiatives were complimented for striving a balance between digitalization and human touch; and a great concept to turn sales agents into Learning Catalysts which enabled sustainable training in strengthening a future ready sales-force. The programme generated impressive business returns for Prudential Hong Kong; and it also set a benchmark for the industry where the training and development programme contributed positively for its employees as well as the organization as a whole.

##### **Special Award**

*Excellence in Building Digital Capabilities*

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# Silver Award

## “inspire : aspire”

### Hongkong Land Limited

## Special Awards



**Excellence in Cultural Change**

**HR Professional's Favourite Campaign**

#### About Hongkong Land Limited (“HKL”)

HKL is a major listed property investment, management and development group. Founded in 1889, HKL's business is built on excellence, integrity and partnership.

#### Objectives

A research conducted by the company in 2019 has revealed that HKL was facing two challenges:

- A market perception of lacking recognition of HKL's progress in technology and innovation, and being old-fashioned. Retention and attraction of young talents may become challenging.
- Increasingly competitive business environment brought challenges to HKL in achieving long-term financial goals.

#### Design and Implementation

HKL realised an imperative need to undergo a transformation and has **launched the “inspire : aspire” corporate transformation programme in early 2021, with a new set of Company Purpose and refreshed Vision, Mission and Values to:**

- Improve staff's performance that can enhance the company's capability and performance
- Build the organization capability to achieve sustainable growth
- Modernise the brand by being a digitalized and caring company

A series of structured programmes and training initiatives were launched to build awareness, upskill knowledge and competences, and improve staff engagement to demonstrate the six refreshed values “Honesty & Integrity”, “Excellence”, “Responsiveness & Agility”, “Open & Collaborative Culture”, “Environmental & Social Responsibility”, and “Smart Innovation”, abbreviated as “HEROES”.

The key to success for this cultural transformation journey was attributed by:

- 1. Success in building up a learning culture, with staff motivated and taking ownership of self-learning of new skills and knowledge; and good understanding of the new corporate values**
  - A series of training programmes and initiatives were launched in multi channels and innovative ways, making use of digital tools including the company's mobile app “HKL Mobile”, and 24/7 e-learning platform “CONNECT” to enable learning anywhere anytime.
  - **HEROES Videos Series** elaborated the concept of the values to make staff understand the expected behaviour aligning with these values.
  - **Sustainability** learning modules were launched for staff to understand their roles in achieving the sustainability vision. HKL also established “Diversity & Inclusion Committee” to formulate and implement D&I strategies and actions, and set up Home Fund and HERE2HELP volunteering team to contribute to the community.
  - **Inspirer Series** webinars invite internal / external speakers to share their inspiring stories for staff to gain fresh perspectives on market trends and new knowledge and aspire to a better tomorrow.
- 2. Two-way staff communications was enhanced**
  - **Dialogue with CE** is held regularly during which HKL's Chief Executive meets with colleagues to share the company vision and business updates, demonstrating the company's commitment to promote Open & Collaborative Culture. Questions raised by staff are answered on spot by the Chief Executive.
  - **What's the Buzz** is a monthly regional e-newsletter which brings company or industry updates, especially on topics including “innovation”, “CSR”, and “sustainability”.
  - Staff communication platform available in HKL Mobile for staff to raise any suggestions on work or working environment related matters or questions to the company.
- 3. Staff engagement was boost up**
  - **Our Heroes Recognition Programme** allows staff to provide timely recognition to the colleagues whose behaviours have demonstrated HEROES values.
  - **H Points** are offered as incentives for staff who have participated in company activities. H Points can be redeemed with gift vouchers on HKL Mobile.

#### Achievements

Various behavioural changes were being observed after launching the inspire : aspire programme. HKL staff becomes:

- Highly motivated to attend e-learning. In 2021, the training hours attended by staff has increased by >360% comparing with that of 2020, while 70% of the training hours were conducted online.
- More willing to propose innovative ideas and deploy innovation in HKL.
- More active in joining charity activities and contributing to sustainability of the community.
- More agile in their way of working.

A staff survey in March 2022 revealed that HKL's cultural transformation programme is effective:

- 97.6% of survey respondents agreed that the initiatives introduced can help to build the new corporate culture.
- 98% agreed that HEROES videos helped them understand the refreshed values.
- 94% agreed that “Our Heroes Recognition Programme” can enhance the culture of appreciation among staff.
- 97% agreed that these initiatives helped to promote self-learning.

#### Comments from Adjudicators

A great initiative to revisit HKL's vision, mission and values; and to recognize areas for improvement accordingly. Objectives and framework of the inspire : aspire programme were clearly set and purposeful for organizational cultural change across different cities and territories. Its series of far-reaching campaigns were ambitious yet supported with very thorough and concrete HR measures to generate positive results with detailed empirical statistics.

Good use of incentives and the diverse set of learning interventions using different conventional and digitalization means was complimented to enable strong staff participation in various learning. The mobile CONNECT communication platform was especially well implemented. Overall, the continuous efforts to sustain the cultural change journey was impressive.

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# Silver Award

## **“Striding forward in digital learning: Racing 101” The Hong Kong Jockey Club**

## **Special Award Excellence in Digital Transformation**

The Hong Kong Jockey Club (the Club) is committed to supporting employees' career development and enriching their knowledge of the Club's unique integrated business model, through which racing and wagering generate tax and charity contribution for the community. In the age of digitalization, the Club has transitioned from delivering traditional classroom training to deploying new technology to support employees' learning and development. By providing a new learning experience, the Club encourages the employees to take ownership of their development.

### **Integrated Learning Package “Racing 101”**

With racing being the Club's core business, in 2020 the Learning & Development Department revamped the traditional racing training to an integrated learning package – “Racing 101”.

Available to all employees, the new package comprises 3 learning components: (1) compulsory racing introductory session for new hire induction; (2) micro-modular digital learning as pre-work; and (3) in-depth racing workshop. Coupled with digital and micro-learning elements, the package serves 3 purposes:

1. To enhance employees' racing knowledge and optimize learning effectiveness
2. To increase employees' engagement and interactivity during class
3. To foster a self-driven learning culture among employees

### **Incorporation of digital elements to enhance the learning experience**

“Racing 101” enabled employees to deepen their understanding and learn about racing anytime and anywhere. Employees can sign up for the racing workshop with a few clicks via a handy company mobile app.

After attending the racing introductory session, employees would complete a series of digital learning micro-modules. The digital learning consisted of 10 small chapters and each chapter could be completed within 10 minutes. To provide an immersive learning experience, 3D animation was embedded to demonstrate horse characteristics and a 2D Virtual Tour was available to showcase racing and horse training facilities. Gamification was adopted to enhance understanding of weight allowances for horses. Digital learning technologies were also incorporated in the in-depth racing workshop, such as a betting simulation game and an Augmented Reality (AR) camera that displays 1:1 scale virtual horse movements. The micro-learning approach with digital elements increased interactivity and enabled employees to stay focused. Combined with the knowledge check, this enhances learning effectiveness with improved knowledge retention and comprehension.

Responding to the challenges of the pandemic, the Club has collaborated with other divisions on alternative learning solutions. For example, we have converted the physical stables and racecourse tours to pre-recorded video tours so that employees could still experience the stables' operations and visit different racing facilities without physically being there.

### **Digitalization of learning improves business effectiveness and efficiency**

“Racing 101” has successfully trained over 2,500 employees on their racing domain knowledge, reflecting a 114% increment in the total number of participants, with highly positive feedback. Due to the pandemic, the training has gone fully digital and saved up to 1,000 man-hours annually, which could be utilized in other business areas. More importantly, digital learning promoted longer-term learning as employees could revisit the content whenever they want. This would refresh their memory on racing domain knowledge without any extra cost. Looking ahead, the “Racing 101” package is a blueprint for the Club's future development of digital learning.

### **Comments from Adjudicators**

The Club reacted to the pandemic proactively with the launch of the campaign to transform traditional classroom trainings to digital learning. An innovative programme that incorporated a good mix of fun and interactive digital elements which enhanced staff engagement throughout their training journey, such as the use of technological Augmented Reality (AR) camera, betting simulation game, etc. Overall, the e-learning mobile app was well-designed with micro-modular content filled with interesting visuals that could be easily understood and learnt anytime, anywhere.

Agility and digital transformation are keys to business success during the challenging times, and employees' evaluation and feedbacks of the programme showed promising results. The digital learning culture was further elevated within the Club that set a good foundation and benchmark for the Club's future training and development interventions. By looking forward, it created a win-win situation for the employees and the Club in designing new ways of efficient learning experiences.

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## Bronze Award

### **“Stay Curious and Be Empathetic” - Design Thinking Programme** **CLP Power Hong Kong Limited**

#### **Special Award**



**Excellence in Cultural Change**

#### **About CLP Power**

CLP Power Hong Kong Limited (CLP Power) has been serving Hong Kong for over 120 years. It operates a vertically integrated electricity supply business in Hong Kong, and provides a highly reliable supply of electricity and excellent customer service to more than six million people in its supply area.

#### **Business Challenges**

To stay aligned with the changing business environment, CLP Power is committed to customer excellence, and has focused its efforts in the areas of innovation and new technologies to build the capabilities of its workforce. In 2019, CLP Power established a Design Thinking Programme to upskill its staff from strategy to execution, to foster the people-centric innovation culture and to stay competitive in the market, offering innovative products and services and be pioneer in the industry.

#### **Programme Objectives and Design**

To cultivate the people-centric innovation culture and agile mindsets, CLP Power introduced Design Thinking as a creative problem-solving approach. Design Thinking is both a toolset and a mindset to help employees

- identify pain points from the perspectives of customers or employees
- rethink, refine and even redesign the current processes
- derive more human-centric solutions through the development of prototypes and iterative tests

#### **Upskill the entire workforce with Design Thinking**

The training programme is composed of 4 levels of trainings: basic exposure, induction course, in-depth training, and management programme. Staff are invited to attend the appropriate training based on their job natures.

Since the programme launch, over 4,000 employees have completed the training to acquire the necessary basic skills. Advanced hands-on trainings were provided to those who have been nominated to lead or participate in innovation projects.

#### **Recognize the achievement of staff with badging pathway**

To encourage continuous advancement, a 5-tier badging pathway: “Apprentice”, “Practitioner”, “Assistant Coach”, “Coach” and “Fellow”, was designed and implemented to recognize the Design Thinking learning and project achievement of the staff.

On the other hand, a “CLP Design Thinkers Community” was established, to encourage employees to share their learnings, project experience, and inspiration, to flourish a mutual learning culture.

#### **Measurement, Impact and Commitment**

In the past 4 years,

- over 4,000 staff were trained with basic exposure to coaching skills
- nearly 600 of them were accredited with Design Thinking badges, with project achievements well recognized and communicated both internally and externally
- significant cost saving and cost avoidance were achieved
- customer and employee experiences, brand improvement and risk mitigation were greatly enhanced with solid survey results

Human-centred innovation culture was enhanced substantially. It uplifted the cost effectiveness of business planning and execution enormously with much less rework.

The Design Thinking Programme is committed to value diversity and inclusion, including equity, gender, age, disability, marital status, staff type, as ways to unlock innovation. CLP Power embraces the diversity of employee thinking and voices, balance of gender, to foster an inclusive workplace, where its staff can be their best values.

#### **Comments from Adjudicators**

The Design Thinking Programme was very well-designed and structured. With strong involvement and support from senior management of CLP Power, it bred a culture of innovation and cultivated design thinking mindsets amongst all levels of employees within a traditional company.

The excellent use of data dashboard to monitor the progress was commendable; and the creative badging experience to incentivize and showcase individuals' performances resulted in greater employee engagement.

All in all, it was a robust programme where training outcomes were remarkable with both qualitative and quantitative objectives achieved; effectively enhanced individuals' problem-solving skills; and fostered corporate long-term growth.

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# Bronze Award

## “Building An Agile Sales Workforce”

### Esquel Group

#### Special Awards

*Excellence in Change Management*

*Excellence in Digital Transformation*

*Excellence in Programme Design*

#### About Esquel Group

Esquel is a knowledge-based innovation company that continuously pushes for positive change in the textile and apparel business, expanding into new territory to evolve with the industry and its customers. It is headquartered in Hong Kong, based in China, focused on Asia and aims to serve the world. Over 40 years of successful experience and accumulated knowledge in operating a vertically integrated supply chain, people-centric development, design and merchandizing help Esquel promotes sustainable growth and provide meaningful insights and solutions to customers across industries.

#### Objectives

Under the pandemic and volatile business environment, Esquel has undergone disruptive business transformation, moving from shirt manufacturing business to include also technology and venture, and home-grown shirts brands. It is more important than ever for sales who used to manage manufacturing orders to transform and be agile, think ahead of the market, with a customer-centric and innovative mindset.

#### Design and Implementation

Esquel has been focused on driving the following 3 key areas, intrapreneurship, digitalization and standardization, through virtual, hybrid training, executive sharing, cases study, Hackathon, cross-functional project taskforce, digital curriculum and e-learning to make the changes.

##### 1. Intrapreneurship

The first Hackathon of Esquel was held in the Hong Kong headquarters as a starting point to encourage all employees to think out of the box and turn data into insights.

##### 2. Digitalization

Esquel designed a Digital Curriculum which offered structured learning courses under different categories and digital literacy levels, to equip colleagues with solid digital skills.

A Video Production Task Force is formed in Hong Kong and the Mainland China for Esquel's Line Review collections and new product launch. Customers can now review the new products through YouTube videos. Virtual showroom has also been explored and set-up.

##### 3. Standardization

On-site and hybrid mode of Design Thinking Workshops have been arranged for Esquel's change agents to drive the new initiatives of transformation of process, mindset and use of technology in Sales.

The sales teams are serving different brands with their own order processing flows, information requirements and standard, terminologies, and practices, which created a huge barrier to digitalization. Combining the efforts of seven sales teams, the taskforce members worked to standardize and streamline the process and information flow through integrating the sales database and standard information protocols.

To release the Hong Kong Sales team for more value-adding and customer-facing job, Esquel trained up the Product Development (PD) and Production Planning and Control (PPC) teams in the Mainland China to take up the sales duties and directly handle customer inquiries.

#### Outcomes

As a whole, Esquel has addressed the business needs, internal and external business stakeholders' needs and enhanced the competitive advantages in digital age.

- Hackathon – the project consolidated multiple systems into one platform using machine learning, image search and supervised data for fabric searching and better merchandising. This hugely reduced sales' time for searching for fabric and saved costs in developing new fabric for customer recommendations.
- Digital Curriculum – reduced resistance in learning technology.
- Video Production & Virtual Showroom – developed all-round sales making good use of digital marketing channels. Over 100 colleagues have been trained in both Hong Kong and the Mainland China.
- Design Thinking Workshops – enabled mindset breakthrough in improving work efficiency.
- Standardization Taskforce – nurtured Change Agents for taking ownership for improvement.
- Virtual Sales Simulation Training Series – enabled knowledge transfer and made better manpower resourcing.

#### Comments from Adjudicators

An all-rounded and comprehensive programme that aimed to build agility in its sales work force through a digital transformation journey on three key areas, including intrapreneurship, digitalization and standardization.

With a thorough analysis on its business needs and industry challenges, the programme objectives were clearly set to fit current market trends. Practical interventions catering to Esquel's business and operation needs were launched; and strategized with a good combination of Hackathon, learning workshops (including Robotic Process Automation) Study Group which drove and lightened up motivation and intrapreneurship among employees.

Overall speaking, the programme generated positive outcomes for a textile and apparel business that focused on equipping its staff with digital knowledge and mindsets through an on-going innovative journey.





Sino Group partnered with the internationally acclaimed British designer Paul Cockledge to present Time Loop at the entrance of Yue Man Square as a gift to the Kwun Tong community.

## Creating Better Lifescapes

Sino Group strives to fulfill its vision of  
Creating Better Lifescapes with a focus on three interconnected pillars – Green Living,  
Community Spirit and Innovative Design –  
shaping the cities we call home where people live, work and play.



[www.sino.com](http://www.sino.com)



# Bronze Award

## “Sino Sustainability Academy”

### Sino Group

## Special Award

### Excellence in Environmental Sustainability in the Workplace

#### Sino Sustainability Academy

At Sino, Sustainability is integrated into all aspects of the business and operations. Over the past five decades, Sino has been operating with a vision of ‘Creating Better Lifescapes’. This vision is at the heart of what Sino does to create a wellness-oriented built environment, long-term value for stakeholders and the broader community as it grows with sustainability and promotes positivity in the community. Sino brings this vision to life through the three interconnected pillars of Green Living, Innovative Design and Community Spirit, incorporating wellness and sustainability principles into the design, development and management of the Group’s portfolio.

To ensure that an ethos of championing sustainability practices permeates from the leadership to frontline staff, the Group has established a Sustainability Academy in 2020. It is a Group-wide platform to engage with all colleagues to build sustainability capabilities throughout the business, and nurture a sustainability mindset among employees. Throughout the year, Sustainability Academy offered programmes and webinars to continue the dialogue with the employees with a diverse range of sustainability topics through multiple channels, including webinars, town hall meetings and green tips.

#### Webinars

To kick-start the Sino Sustainability Academy, the Group organized a webinar hosted by the Group’s Managements to equip its employees with a better understanding of the Group’s ESG policies. Representatives from NGOs and other organizations attended these sessions to share their knowledge and increase employees’ understanding of ESG market trends, low carbon living, urban biodiversity, physical and mental wellness, and social inclusion.

#### Town Hall Meetings

Sustainability Academy was also part of the agenda in the Corporate Town, all Meeting and Mini-Town hall to provide a two-way communication platform for sharing the Group’s latest directives on ESG and hearing colleagues’ suggestions.

#### Green Tips

Sustainability Academy also communicated “Green Tips” to employees via email and pop-up messages on their screens when switching on their computers. These messages regularly remind colleagues of the importance of green living.

#### Outcomes

Since the launch of Sustainability Academy, Sino is grateful to see employees have embraced sustainability further and incorporated sustainability elements in their daily business operations. For example, the latest promotional campaigns in shopping malls and properties included sustainability-related messages to engage the stakeholders. The member loyalty programme, Sino Club, offered artistic and green workshops to raise awareness among the stakeholders of ways to live more sustainably.

Despite the 5th wave Covid-19 pandemic, Sustainability Academy organized more Webinars and activities under different themes compared to the same period last year. In particular, Sino launched Diversity and Inclusion Month with a series of activities and events. These included seminars, international culinary classes, interactive games, a costume contest and employee sharing.

Since the launch of Sustainability Academy, Sino has provided trainings to thousands of colleagues and accumulated over 4,200 training hours. As Sino pledged to support Business Ambition for 1.5°C, Sustainability Academy will continue to play a crucial role in cascading the Group’s ESG direction to all employees and achieving net zero carbon emissions by 2050.

#### Comments from Adjudicators

A comprehensive culture building programme with a clear vision in driving ESG initiatives and nurturing sustainability mindset among employees. Highly commendable for the strong commitment of senior management as well as high awareness across a wide spectrum of employees at all levels.

The programme has a great approach in building sustainable mindset through a variety of activities, including seminars/webinars, townhall, “Green Tips” to promote sustainability in daily operations. Physical trainings and visits, such as the Sino Inno Lab were motivational, experimental and interactive ways to stimulate employees into advocating sustainability into action.

On the whole, it set forth a highly admirable example with impactful results for the business community. With a well-executed, engaging and highly integrated design and implementation plan, the Sustainability Academy programme contributed to sustainable business success.

# Excellence Award

## **“Driving Digital Transformation: Growing our people through Bupa’s Digital DN@cademy” Bupa (Asia) Limited**

## **Special Award Excellence in Digital Transformation**

### **About Bupa and Quality HealthCare Medical Services Limited**

Bupa is an international healthcare company serving over 31 million customers worldwide. Bupa strives to fulfil its purpose - helping people live longer, healthier, happier lives and making a better world. In Hong Kong, Bupa is known as the health insurance specialist and gained the trust of more than 400,000 individuals and 3,200 companies. Bupa also provides primary care services through Quality HealthCare Medical Services (QHMS), one of Hong Kong's largest private clinic networks.

### **Objective**

To uplift people's digital capability and mindset through the Digital DN@cademy to become the world's most customer centric healthcare company.

### **Design and Implementation**

#### **EP 00 Digital-DNA (Pulse check of digital literacy)**

Digital awareness and capability of Bupa's people are integral to the success in digital transformation. The design approach and findings were derived from surveys focused on the concept of “Digital-DNA”, composed of two pulse check surveys by the selected providers to understand Bupa's digital ambitions, capabilities, and leadership effectiveness in the context of “new normal” for back-office staff in both insurance and health services business.

Bupa has adopted a blended learning approach and launched Digital DN@cademy in Q4 2021 with different episodes to address programme objectives and to unlock its people's potential.

#### **EP 01 Learning & Development initiatives (Raising the awareness and staff engagement)**

Bupa developed “Digi Express” to raise awareness and build digital capability mindset. Simultaneously, “HealthHACK program” is a cross-functional virtual hackathon which was launched for high potentials to work with start-up / technology partners to bring insights to address Bupa's business challenges.

#### **EP 02 Digital DN@cademy (Capability building)**

Digital DN@cademy has been designed and launched to strengthen digital mindset of the staff, adopting new ways of working and build an agile and customer-centric culture. Bupa created three learning streams (Digital mindset & data analytical skills; New normal leadership / way of working and @gile & customer centric culture) under Digital DN@cademy to against culture and capability needs with a future-back approach.

### **Measurement and Outcomes**

Bupa has laid down four key measurements for the Digital DN@cademy evaluation.

1. **Projects are customer-centric, driving positive customer outcomes** – measured by the improvement of Customer Net Promoter Score (NPS) over the period of the programme. An increase in NPS indicated that customers became more likely to recommend products and services of Bupa.
2. **Cost/time savings metrics** – measured by reduced time spent on product development and increased number of products launched in the market. With agile ways of working, Bupa has developed many digitally enabled products and services in 2021 proven it is far more effective to adopt an agile approach than using a traditional product development approach.
3. **Employee engagement on individual and team level** – an increase in employee engagement survey indicated that people love to work in Bupa and they are pleased to participate in the digital transformation journey.
4. **Improvement in revenue deriving from data insights** – although Bupa has gone through multiple waves of the pandemic, it has an improvement in revenue which shows Bupa is maintaining good progress in the digital transformation.

The “Digital DN@cademy” gained strong support from its people. The beauty of the programme lies in its strong linkage with staff engagement and the outcomes Bupa achieved were evident for proving its effectiveness. The Learning & Organization Development team acted as a “hub” to connect different parties (vendors, management, departments) to embrace digital transformation. It was seen as an exceptionally effective learning and development intervention that is worth sharing with other parts of Bupa globally and the market.

### **Comments from Adjudicators**

Based on thorough pulse checks, the strategic objectives of the programme were clearly set and defined. It is complimented as a continuous and forward-thinking programme which aimed to creating a cultural change and leading a digital transformation in the group.

The spirit of the programme was well communicated and contributed to positive staff engagement. It achieved promising results with improvement in revenue despite such challenging times during COVID-19.

Overall speaking, the “Digital DN@cademy” is a holistic approach - customer-centric as well as employee-focus connecting different parties to embrace digital transformation; and enabling a win-win situation for its staff, clients and Bupa as a whole.



# Excellence Award

## “Leadership Development Programme”

### The Hong Kong Jockey Club

## Special Awards



As one of the top ten employers in Hong Kong, The Hong Kong Jockey Club (the Club) is committed to continuous development of its employees. It supports their career development and nurtures their talent through a wide range of learning and development programmes.

#### **Nurturing high-potential employees to expand the leadership pipeline**

Recognising the importance of leadership development to the success of its strategic goals, the Club focuses on accelerating the promotion readiness of high-potential employees instead of relying on external sources to find leadership candidates with the right cultural fit.

To this end, the Talent Management team designed a new programme with an engaging and high impact learning experience – the Leadership Development Programme (LDP) to develop Senior Manager (middle level leaders) into Executive Manager (senior leaders). The key objectives of the LDP are to build the leadership capability of participants, strengthen the Club's leadership pipeline and reinforce desirable culture behaviours across the Club.

#### **Comprehensive personalized 360-degree leadership development**

Since the launch of the LDP in 2020, a number of senior managers from different departments have participated in the programme, which consists of a variety of activities in four stages:

- 1) Know Self;
- 2) Know Others & Know Business;
- 3) Expand Knowledge; and
- 4) Review and Action

Key features include business simulation exercises that help participants identify their strengths and development gaps; crafting of development plans based on the participants' needs; selective learning modules that address their continuous development goals; Cascaded Mentorship for participants to learn different leadership styles from selected mentors; and mentoring of a Management Trainee to share knowledge and experience on how to navigate around the Club.

In parallel, senior leaders from international corporations are invited to share real case studies for participants to expand their network and gain cross-industry knowledge. To help participants build executive presence with their personal brand, the Club also collaborates with industry experts to define “Executive Presence” specific to its context and to organize relevant seminars.

Progressing through these stages, participants are able to develop their self-awareness, deepen their knowledge and skills, and broaden their exposure and experience as a leader.

#### **Enhancing leadership effectiveness**

After completing the 1.5-year LDP, participants have received encouraging feedback from a post-programme 360 survey about their positive change in leadership behaviour. 20% of participants were successfully promoted to Executive Manager. Such cases of advancement to the next leadership level not only benefit the Club with a significant reduction in average external hiring costs, but also enhance employee morale. LDP graduates serve as internal role models and become mentors for the next level of employees. In addition to improving leadership effectiveness, the LDP reinforces the Club's desired development culture.

#### **Comments from Adjudicators**

The programme objectives were clearly identified. It was commendable for its high level of customization that catered for individual needs; and therefore highly impactful for each participant. The well designed and executed 4 stages of training interventions brought impressive measurable results, including ability to build talent pipeline for future leaders, talent retention and cost savings in hiring externally.

The format of training was also diverse with a series of interactive engagements, including lunch with CEO, mentorship, etc. All in all, a methodical and sound approach which set a good foundation for career and leadership development for the high flyers at The Hong Kong Jockey Club.



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# Excellence Award

## “SC Learning Academy”

### Standard Chartered Bank (Hong Kong) Limited

## Special Awards



香港賽馬會  
The Hong Kong Jockey Club

*Excellence in Future Talent Development*

*Excellence in Future Skills Development*

At Standard Chartered, training and development for staff is a critical component of the Bank's transformation journey and a core proposition of our people strategy. The Bank has been a successful organization for more than 160 years because of the ability to transform and innovate according to the need of time. As the future of work is evolving, and on Standard Chartered to embrace the opportunities this presents and turbocharge the delivery of the training and development strategy.

Standard Chartered is showcasing the **SC Learning Academy** for 6,000+ colleagues in Hong Kong which has enabled them to drive innovation by building a future ready workforce enabled by digital skills, organizational adaptability and leadership at every level. The Bank is also proactively shaping the organizational culture to become more responsive to customers, be more willing to take risks, and deliver improved connection across functions.

#### 1. Driving innovation through enhanced digitalization and continuing to reimagine the future

Standard Chartered has launched an **online learning platform diSCover**, an artificial intelligence powered digital platform with one-stop learning solutions and is accessible via the banking platform and mobile app. 9 future skills academies have been created by the Bank's own experts to drive continuous learning on key future skills. As part of the focus on innovation and technology, an **internal virtual marketplace** had also been rolled out where colleagues can connect skills, experience and aspirations with suitable short-term, on-the-job learning opportunities using machine learning and AI. Every year, the Bank also runs **Global Learning Week (GLW)** across 59 countries/markets to inspire and support colleagues in thinking about their growth and development goals. This year, the theme is “Reimagine the future”, focused on sharing knowledge and insights among all colleagues through a combination of virtual sessions, game-based simulations and self-learning. There is a record-high participation with 1,400 colleagues embracing continuous learning and honing skills needed to be future-ready.

#### 2. Creating breakthrough: paving the ways to success and investing in the People

Standard Chartered believes the development of its people is core to achieve the growth ambitions and a path to success for the Bank therefore it is hugely focused on enabling colleagues to develop within the network and meet their career aspirations. The Bank had rolled out **4 Business specific Academies**, providing an accelerated path for young talents to remain relevant in the evolving workforce requirements including,

- Consumer, Private and Business Banking (CPBB) Affluent Academy
- Wealth Academy
- Corporate, Commercial and Institutional Banking (CCIB) Future Ready Workforce Programme
- GBA academy

The Bank has also orchestrated additional career progression opportunities and provides more structured career paths through launching **multiple Talent Accelerator programmes** for colleagues to “understand self”, “grow self” and “grow others”.

#### 3. Reiterate the commitment on building a sustainable future-ready workforce on Fintech, Sustainability and Sustainable Finance Development

The Bank is committed to increase fintech savvy workforce and targeted to increase 75% of the fintech skills of the workforce in three years' time. Standard Chartered has invested HKD60 million and launched **The University of Hong Kong - Standard Chartered Hong Kong 150th Anniversary Community Foundation FinTech Academy (“HKU-SCF FinTech Academy”)** with a five-year initiative to develop 1,000 future fit talents to address the growing opportunities in the Fintech space. This is a center of innovation for nurturing talents to shape the FinTech industry across the region. The Bank have also partnered with HKU-SCF FinTech Academy to **sponsor 1,500 colleagues on FinTech online courses** and the female senior executives from the Bank have also provided **one-to-one mentorship** to HKU's female FinTech students. Standard Chartered aims to nurture FinTech professionals to tackle disruptive technologies and creates a tangible and lasting impact on the banking and financial industry. To support the employees proactively with additional knowledge, the Bank have recently rolled out an internal learning programme, **Sustainable Finance Blue Belt curriculum** for colleagues with the aim of level setting foundational Sustainable Finance knowledge across the Bank.

Standard Chartered's sincere efforts achieved the right impact for its people. It runs an annual survey to listen to the voice of the staff. Their feedback is encouraging, the data has illustrated that there is very high satisfaction level on the Bank creating learning environment for the staff and the index continues to trend upwards year on year. This definitely motivates the Standard Chartered to strive for the best in this area.

#### Comments from Adjudicators

The programme is very target oriented with a clear goal of development for the staff and skills training which catered to strategic values of the Bank. It encouraged a continuous learning culture within the organization and also tailored to individuals' needs with a wealth of support from corresponding HR measures.

Effective blend of new and exciting trends, including AI and opportunities for career advancement in the Greater Bay Area contributed significantly to unleashing hidden talents within the organization.

All in all, an innovative programme with good internal strategies in addition to partnership with education institutions to groom future leaders for the organization as well as for the industry as a whole.



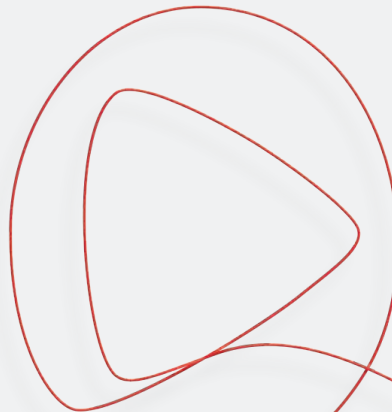
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# Excellence Award

## “Tricorians in the Flow”

### Tricor Hong Kong

## Special Award

### Excellence in Performance Improvement

#### About Tricor

Founded in 2000, Tricor Hong Kong has been the leading business expansion specialist in Asia and serving over 10,000 clients across industries, including more than 50% of listed companies from Hong Kong and the Mainland China.

#### Business Challenges

Tricor Hong Kong’s “number one corporate secretarial service provider in town” position faces fierce challenges from its competitors in the professional services industry. In addition, the well-trained professional company secretary staff are top talents who are in-demand in the market by both consultants and listed companies.

#### Objective and Programme Design

The objective to recruit, build and retain a strong and engaged company secretary and corporate governance workforce for the success of the business requires Tricor’s team members to be in the “flow” – the optimal state of mind in which everyone feel and perform his/her best. “Tricorians in the Flow” was therefore designed with the underlying idea of “flow” and sought to empower participants to tap into their “flow” state. The programme was developed and implemented to Align, Equip and Sustain.

A 360 Alignment – a thorough business strategy and learning needs consultation with key stakeholders – was conducted to align leaders of the company and the Corporate Services team.

Based on the alignment results, Tricor designed a nine-month curriculum for corporate governance professionals, covering both technical knowledge and core competencies from corporate governance perspective. The training approach consists of three key elements: auditory, visual and kinesthetic, and happened both inside and outside classrooms so as to deepen and strengthen participants’ learning and real-life application.

To properly equip the programme so as to reach its full potential and ensure success, Tricor first ran a pilot cum Train the Trainers programme for a limited number of nominated managers to track kinks and gain buy-in. They also served as the ambassadors of the programme when it was officially launched.

Further to the full programme roll out, a series of effort has been carrying out to sustain the momentum of the programme through knowledge management, mentorship, action learning projects and the yammer community.

#### Measurement and Impact

Tricor referenced to the Kirkpatrick Model to analyze and evaluate the results of the programme and achieved an average programme score of 5.6 out of 6.

In terms of business performance, Tricor re-gained number one position as the market’s largest corporate secretarial services provider with the most number of listed companies clients A1 by February 2022. The revenue for Q1 2022 increased by 16% when compared to Q1 2021; and the number of new listed company clients for the Corporate Services team doubled in Q1 2022 when compared to Q1 2021.

As for employee retention and promotion, there was a gradual decrease in the number of resignations between Q4 2021 and Q1 2022, and 55% of HIPOs promoted in March 2022.

Tricor also achieved better results in a number of areas in the 2021 Employee engagement survey in comparison to 2020 survey results, among 187 Corporate Services respondents.

#### Comments from Adjudicators

Overall a comprehensive programme which aligned closely with the corporate objectives and was executed systematically with an aim to up-skill employees, enhance learning experience and effectiveness. A well thought-out design with pilot programmes as the trial run and the plan to sustain the programme through multifarious activities from classroom to virtual sessions; and via online social platform to enhance staff engagement.

All in all, it was an outstanding training programme driving customer-centric training goal to achieve business performance and staff retention; in addition to uplift service quality and maintain top market position.

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**26,000+**



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**115** 次  
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## Past Campaign Award Winners

### 2021

<b>Gold Award</b>	The Hong Kong and China Gas Company Limited
<b>Silver Awards</b>	Architectural Services Department, HKSARG Electrical and Mechanical Services Department, HKSARG
<b>Bronze Awards</b>	AXA Hong Kong & Macau Hilti Asia Limited McDonald's Hong Kong
<b>Excellence Awards</b>	DBS Bank (Hong Kong) Limited MTR Railway Operations (Macau) Company Limited Urban Renewal Authority (2 Entries)

### 2020

<b>Gold Award</b>	Fung Group / McDonald's / New World Development / Towngas
<b>Silver Awards</b>	CLP Power Hong Kong Limited Stan Group (Holdings) Limited
<b>Bronze Awards</b>	Cordis, Hong Kong Esquel Group HKT Ltd – PCCW Global
<b>Excellence Awards</b>	Airport Authority Hong Kong AXA Hong Kong & Macau Bupa (Asia) Ltd. / Quality HealthCare Medical Services Ltd. Wynn Resorts (Macau) S.A.

### 2019

<b>Gold Award</b>	Architectural Services Department, HKSAR Government
<b>Silver Awards</b>	Generation: You Employed (HK) Limited Hilti Asia Limited
<b>Bronze Awards</b>	HKT Limited – Commercial Group New World Development Company Limited Ovolo Group
<b>Excellence Awards</b>	MGM China MTR Corporation Limited New World Development Company Limited Zurich Insurance (Hong Kong)

### 2018

#### Skills Training Category

<b>Gold Award</b>	Direction Association for the Handicapped
<b>Silver Award</b>	Hotel ICON
<b>Bronze Award</b>	AIA International Limited
<b>Excellence Awards</b>	Jardine Aviation Services Group Jardine Aviation Services Group K11 Concepts Limited

#### Development Category

<b>Gold Award</b>	Quality HealthCare Medical Services Limited
<b>Silver Award</b>	Pfizer Corporation Hong Kong Limited
<b>Bronze Award</b>	Ocean Park Corporation
<b>Excellence Awards</b>	AIA International Limited

### 2017

#### Skills Training Category

<b>Gold Award</b>	Asia Pacific Heart Rhythm Society and Abbott Laboratories
<b>Silver Award</b>	Sino Group
<b>Bronze Award</b>	MTR Corporation
<b>Excellence Awards</b>	Chow Tai Fook Jewellery Company Limited Manulife (International) Limited Ngong Ping 360 Limited

#### Development Category

<b>Gold Award</b>	Hong Kong Airlines Limited
<b>Silver Award</b>	Cathay Pacific Airways
<b>Bronze Award</b>	FTLife Insurance Company Limited
<b>Excellence Awards</b>	Citi Hong Kong The Hong Kong Jockey Club MTR Corporation

### 2016

#### Skills Training Category

<b>Gold Award</b>	Cordis, Hong Kong
<b>Silver Award</b>	MTR Corporation and Sports Federation & Olympic Committee of Hong Kong, China
<b>Bronze Award</b>	TAL Apparel Limited
<b>Excellence Awards</b>	Fuji Xerox (Hong Kong) Limited Hong Kong Sheng Kung Hui Welfare Council Limited The Great Eagle Properties Management Company Limited - Langham Place

#### Development Category

<b>Gold Award</b>	Prudential Hong Kong Limited
<b>Silver Award</b>	Esquel Group
<b>Bronze Award</b>	Manulife (International) Limited
<b>Excellence Awards</b>	Bank of China (Hong Kong) Limited Wallem Group Zurich Insurance (Hong Kong)

## Past Campaign Award Winners

### 2015

#### Skills Training Category

<b>Gold Award</b>	Cathay Pacific Airways Limited
<b>Silver Award</b>	Synergis Management Services Limited
<b>Bronze Award</b>	Maxim's Caterers Limited
<b>Excellence Awards</b>	DBS Bank (Hong Kong) Limited Federal Express (Hong Kong) Limited Sun Life Hong Kong Limited

#### Development Category

<b>Gold Award</b>	The Hong Kong Society for the Aged
<b>Silver Award</b>	DBS Bank (Hong Kong) Limited
<b>Bronze Award</b>	McDonald's Restaurants (Hong Kong) Limited
<b>Excellence Awards</b>	CLP Power Hong Kong Limited Midland Holdings Limited Shangri-La Hotels and Resorts

#### 25th Anniversary Award – Most Dedicated Organization to People Development

CLP Power Hong Kong Limited  
HSBC  
The Hong Kong Jockey Club  
Maxim's Caterers Limited  
MTR Corporation Limited

### 2014

#### Skills Training Category

<b>Gold Award</b>	Hong Kong Broadband Network Limited
<b>Silver Award</b>	Synergis Management Services Limited
<b>Bronze Award</b>	RS Components Limited
<b>Excellence Awards</b>	Chow Tai Fook Jewellery Company Limited Hotel ICON Ma Belle Jewellery Company Limited

#### Development Category

<b>Gold Award</b>	Crystal Group
<b>Silver Award</b>	DFS Group Limited
<b>Bronze Award</b>	Bank of China (Hong Kong) Limited
<b>Excellence Awards</b>	Fuji Xerox (Hong Kong) Limited Hotel ICON Shun Tak – China Travel Ship Management Limited

### 2013

#### Skills Training Category

<b>Gold Award</b>	Maxim's Caterers Limited
<b>Silver Award</b>	MTR Corporation Limited
<b>Bronze Award</b>	The Hong Kong Jockey Club
<b>Excellence Awards</b>	HSBC The Kowloon Motor Bus Company (1933) Limited Sun Life Hong Kong Limited

#### Development Category

<b>Gold Award</b>	Chun Wo Development Holdings Limited
<b>Silver Award</b>	DFS Group Limited
<b>Bronze Award</b>	FedEx Express (China)
<b>Excellence Awards</b>	AIA International Limited MTR Corporation Limited Societe Generale, Asia-Pacific

### 2012

#### Skills Training Category

<b>Gold Award</b>	The Hong Kong Jockey Club
<b>Silver Award</b>	DHL Express (HK) Limited
<b>Bronze Award</b>	CLP Power Hong Kong Limited
<b>Excellence Awards</b>	Hong Kong Air Cargo Terminals Limited Hong Kong Broadband Network Limited Shanghai Feng Cheng Property Management Co Ltd – Subsidiary of Shui On Land (HK & China)

#### Development Category

<b>Gold Award</b>	The Hong Kong Society for the Aged
<b>Silver Award</b>	Hip Hing Construction Company Limited
<b>Bronze Award</b>	MTR Corporation Limited
<b>Excellence Awards</b>	Civil Service Training and Development Institute, Civil Service Bureau, HKSAR The Dow Chemical Company HSBC

### 2011

<b>Gold Prize</b>	BOC Group Life Assurance Company Limited
<b>Silver Prize</b>	Shangri-La Hotels and Resorts
<b>Bronze Prize</b>	Kowloon Central Cluster, Hospital Authority
<b>Excellence Awards</b>	Fleet Management Limited Maxim Caterers Limited Standard Chartered Bank (Hong Kong) Limited



## Past Campaign Award Winners

2010		2005	
<b>Gold Prize</b>	Bank of China (Hong Kong) Limited	<b>Gold Prize</b>	Langham Place Hotel
<b>Silver Prize</b>	Morgan Stanley	<b>Silver Prize</b>	CLP Power Hong Kong Limited
<b>Bronze Prize</b>	The Hong Kong Jockey Club	<b>Bronze Prize</b>	The Hong Kong and China Gas Company Ltd
<b>Excellence Awards</b>	Aon Hong Kong Limited Fuji Xerox (Hong Kong) Limited Mandarin Oriental Hotel Group	<b>Certificates of Merit</b>	HSBC PCCW Limited Standard Chartered Bank (Hong Kong) Limited
2009		2004	
<b>Gold Prize</b>	MTR Corporation Limited	<b>Gold Prize</b>	The Hong Kong Jockey Club
<b>Silver Prize</b>	Synergis Management Services Ltd	<b>Silver Prize</b>	HSBC
<b>Bronze Prize</b>	Zurich Life Insurance Co Ltd	<b>Bronze Prize</b>	AXA China Insurance Co Ltd
<b>Certificates of Excellence</b>	Hang Yick Properties Management Ltd Hong Yip Service Co Ltd InterContinental Grand Stanford Hong Kong	<b>Certificates of Merit</b>	ACNielsen (China) Ltd Hong Kong Housing Authority MTR Corporation Limited
2008		2003	
<b>Gold Prize</b>	CLP Power Hong Kong Limited	<b>Gold Prize</b>	Cathay Pacific Airways Ltd
<b>Silver Prize</b>	Maxim Caterers Ltd and Hospital Authority	<b>Silver Prize</b>	Circle K Convenience Stores (HK) Ltd
<b>Bronze Prize</b>	The Hong Kong Jockey Club	<b>Bronze Prize</b>	HSBC
<b>Certificates of Excellence</b>	Canossa Hospital (Caritas) Hong Kong CSL Limited InterContinental Hong Kong	<b>Certificates of Merit</b>	Canossa Hospital (Caritas) Kai Shing Management Services Ltd Sun Hung Kai Properties Ltd
2007		2002	
<b>Gold Prize</b>	Tao Heung Group Limited	<b>Gold Prize</b>	Hong Kong Housing Authority
<b>Silver Prize</b>	Kowloon-Canton Railway Corporation	<b>Silver Prize</b>	Hsin Chong Real Estate Management Ltd
<b>Bronze Prize</b>	The Hong Kong Jockey Club	<b>Bronze Prize</b>	Allen & Overy (HK) Limited
<b>Certificates of Excellence</b>	Kowloon Shangri-La Hotel Li & Fung (Trading) Limited PCCW Limited	<b>Certificates of Merit</b>	American International Assurance Company (Bermuda) Limited Hong Yip Service Company Ltd Shangri-La Hotels and Resorts
2006		2001	
<b>Gold Prize</b>	Langham Place Hotel	<b>Gold Prize</b>	Hang Seng Bank Ltd
<b>Silver Prize</b>	Gammon Construction Limited	<b>Silver Prize</b>	Hongkong Post
<b>Bronze Prize</b>	Hang Seng Bank	<b>Bronze Prize</b>	Watson's The Chemist
<b>Certificates of Excellence</b>	Hang Seng Bank Jones Lang LaSalle – Management Solutions Shun Hing Electric Service Centre Ltd	<b>Certificates of Merit</b>	Giordano International Limited Hang Yick Properties Management Limited Hong Yip Service Company Ltd

## Past Campaign Award Winners

2000		1995	
Gold Prize	Standard Chartered Bank	Overall Winner	Hospital Authority
Silver Prize	Hong Kong Housing Authority	Strategic HRD Category	Hospital Authority
Bronze Prize	The Hong Kong Jockey Club	Skills Training and Development Category	Mass Transit Railway Corporation
Certificates of Merit	Heraeus Ltd Hospital Authority MTR Corporation		
1999		1994	
Gold Prize	Hang Seng Bank Ltd	Overall Winner	Kowloon-Canton Railway Corporation
Silver Prize	CLP Power Hong Kong Ltd	Strategic Management/Strategic HRD/TQM Training Category	Kowloon-Canton Railway Corporation
Bronze Prize	Hang Seng Bank Ltd	Management/Supervisory Training Category	Cathay Pacific Catering Services (HK) Limited
Certificates of Merit	Goodwell Property Management Ltd The Jockey Club Kau Sai Chau Public Golf Course Ltd Kowloon-Canton Railway Corporation	Professional/Technical Training Category	Securair Limited
1998		1993	
Gold Prize	Sheraton Hong Kong Hotel & Towers	Overall Winner	The Asian Sources Media Group
Silver Prize	Tse Sui Luen Jewellery Co Ltd	Strategic Management/Strategic HRD/Customer Service/TQM Training Category	The Sino Group
Bronze Prize	DHL International (HK) Ltd	Management/Supervisory Training Category	The Asian Sources Media Group
Certificates of Merit	The Hong Kong Jockey Club Hong Kong Police Shell Hong Kong Ltd	Professional/Technical Training Category	Hong Kong Aircraft Engineering Company Limited
1997		1992	
Strategic HRD Category		Service Category	Mass Transit Railway Corporation
Silver Prize	Regal Hotels International	Commercial and Industrial Category	Shell Hong Kong Limited
Bronze Prize	DHL International (HK) Ltd		
Skills Training and Development Category			
Gold Prize	Hang Seng Bank Ltd	1991	
Silver Prize	Marks and Spencer (H.K.) Ltd	Service Category	Arthur Andersen & Company
Bronze Prize	Regal Hotels International	Manufacturing Category	Computer Products Asia-Pacific Limited
		Construction Category	Franki Kier Limited
		Wholesale/Retail/Import/Export Category	Jardine Pacific Limited – Pizza Hut Division
		Utilities and Public Sector Category	Mass Transit Railway Corporation
1996		1990	
Overall Winner	Giordano Ltd	Multi-National Corporations Category	China Light & Power Company Limited
Strategic HRD Category	Giordano Ltd		
Skills Training and Development Category	Mass Transit Railway Corporation		

\* The above list shows the names of the award-receiving companies during the year of the Award indicated.

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# Individual Awards

## JUDGING CRITERIA

### Distinguished Trainer Awards

1. Signature Campaign  
From a signature training and/or development campaign, the trainer has demonstrated his/her competencies as a good trainer in the following areas:
  - Making sure that training is connected to business/organizational need and external environment
  - Ability to design purposeful learning processes
  - Ability to manage and deliver a designed programme
  - Role in the internal marketing of training plans to stakeholders
  - Ability to evaluate training
2. Personal achievements and continuous development
3. Achievement in enhancing training and development capability

### Outstanding New Trainer Awards

1. Signature Campaign  
From a signature training and/or development campaign, the trainer has demonstrated his/her competencies as a good trainer in the following areas:
  - Making sure that training is connected to business/organizational need and external environment
  - Ability to design purposeful learning processes
  - Ability to manage and deliver a designed programme
  - Ability to evaluate training
2. Personal achievements and continuous development

## INDIVIDUAL AWARD WINNERS

### **Trainer of the Year**

#### **Ms Kwong Yick Ling, Sarah**

Senior Learning and Development Manager, Insurance Academy  
HSBC Life (International) Limited

### **Distinguished Trainer Awardees\***

**Mr Fung Wai Hong, Daniel**  
Regional Manager  
Prudential Hong Kong Limited

**Ms Ho Manchi**  
Business Training and Development Department,  
Consultant  
AIA Hong Kong & Macau

**Ms Kwong Yick Ling, Sarah**  
Senior Learning and Development Manager,  
Insurance Academy  
HSBC Life (International) Limited

**Ms Lam Sze Sze, Gladys**  
Talent Development Manager  
Yip's Chemical Holdings Limited

**Ms Wong Pik Chun, Sally**  
Manager, Training & Sales Proposition  
Prudential Hong Kong Limited

**Mr Wong Tung Lui, Dony**  
Branch Manager  
Prudential Hong Kong Limited

### **Outstanding New Trainer Awardees\***

**Ms Cheung Chi Fung, Daizy**  
Senior Unit Manager  
Prudential Hong Kong Limited

**Mr Fu Yat Kei, Jacky**  
Distribution Training Manager  
AXA China Region Insurance Company Limited

**Ms Ho Pik Ki, Peggy**  
Business Training and Development Department,  
Specialist  
AIA Hong Kong & Macau

**Ms Tam Sau Ying, Tina**  
Business Training and Development Department,  
Specialist  
AIA Hong Kong & Macau

**Mr Tsang Hing Cheong, Andy**  
Senior Manager, Design Thinking Programme  
CLP Power Hong Kong Limited

**Mr Wu Wing Shing, Vincent**  
Assistant Manager - Training  
CLP Power Hong Kong Limited

\* The above list shows the Award recipients and their companies during the year of the Award indicated.

\* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.



## Individual Awards



### TRAINER OF THE YEAR



### DISTINGUISHED TRAINER AWARDEE



**Ms Kwong Yick Ling, Sarah**  
**Senior Learning and Development Manager, Insurance Academy**  
**HSBC Life (International) Limited**

"I am very grateful and honoured to receive the 'Distinguished Trainer Award'. Special thanks go to my company and leaders who have continuously supported me to achieve this beauty! This Award is definitely a significant milestone achievement in my training career and I will continue to devote and strive hard to deliver more exciting training deliverables in the industry!"



### DISTINGUISHED TRAINER AWARDEES\*



**Mr Fung Wai Hong, Daniel**  
**Regional Manager**  
**Prudential Hong Kong Limited**

"It is my great honour to be awarded 'Distinguished Trainer Award' in 2022 by The Hong Kong Management Association. Credit goes to my company, teammates, mentors and colleagues from Academy of Financial Services (AFS). I am determined to be a successful trainer."

**Ms Ho Manchi**  
**Business Training and Development Department, Consultant**  
**AIA Hong Kong & Macau**

"It is my great honour to receive this year's 'Distinguished Trainer Award'. I would like to express my heartfelt gratitude to AIA for the opportunity, the generous guidance from my supervisor and the Head of Business Training and Development Department, as well as the unweaving support from all my colleagues. This honour affirms my passion and mission to disseminate the training power in the future and assist the agency teams to develop effectively."



\* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.

## Individual Awards



### **DISTINGUISHED TRAINER AWARDEES\***



**Ms Lam Sze Sze, Gladys**  
**Talent Development Manager**  
**Yip's Chemical Holdings Limited**

"When our Deputy CEO, Mr Francis Ip, was one of the Adjudicators in 2019, I had wondered if I would have the chance to fight for 'Distinguished Trainer Award' on behalf of our company. With 3 years' endeavor, it is my honor to be granted with this Award. I would like to express my sincere gratitude to Yip's Chemical, supervisors and colleagues for their unlimited support!"

**Ms Wong Pik Chun, Sally**  
**Manager, Training & Sales Proposition**  
**Prudential Hong Kong Limited**

"Thank you very much to The Hong Kong Management Association for honouring me with the 'Distinguished Trainer Award'. I would like to thank my company Prudential for nominating me and my teammates for their continuous support. The Award is a milestone in my career and the experience is definitely valuable."



**Mr Wong Tung Lui, Dony**  
**Branch Manager**  
**Prudential Hong Kong Limited**

"I am deeply honoured to receive this prestigious Award. I would like to thank my company, colleagues from Academy of Financial Services (AFS) and teammates for their great motivation and tremendous support. They have motivated me to keep learning and unlock my potential. I am determined to be a great trainer."

\* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.

## Individual Awards

### OUTSTANDING NEW TRAINER AWARDEES\*

**Ms Cheung Chi Fung, Daizy**  
**Senior Unit Manager**  
**Prudential Hong Kong Limited**

"It is my great honour to receive the 'Outstanding New Trainer Award' from The Hong Kong Management Association. I would like to express my gratitude to my company, colleagues and teammates from Academy of Financial Services (AFS) for their support and inspirations. I'll continue to work hard, and improve myself to be a better trainer."



**Mr Fu Yat Kei, Jacky**  
**Distribution Training Manager**  
**AXA China Region Insurance Company Limited**

"It is my great honour to represent AXA China Region Insurance Company Limited and receive the 'Outstanding New Trainer Award'. This Award is a remarkable milestone in my training career. I would like to take this chance to thank The Hong Kong Management Association for organizing this Award every year and my colleagues for their generous support and inspiration."

**Ms Ho Pik Ki, Peggy**  
**Business Training and Development Department, Specialist**  
**AIA Hong Kong & Macau**

"It is a great honor to be awarded the 'Outstanding New Trainer Award'. I would like to express my heartfelt thanks to AIA for the nomination and all my colleagues for their guidance and encouragement. This competition is a testament of my work and achievements in training."



\* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.



## Individual Awards

### OUTSTANDING NEW TRAINER AWARDEES\*



**Ms Tam Sau Ying, Tina**  
**Business Training and Development Department, Specialist**  
**AIA Hong Kong & Macau**

"It is my great honour to represent AIA Hong Kong to join this competition and be awarded the 'Outstanding New Trainer Award'. I would like to express my gratitude to my team for their generous support and inspiration. "Do what you love, love what you do." I will continue to be passionate in my training journey and cultivate more elite leaders for the industry."

**Mr Tsang Hing Cheong, Andy**  
**Senior Manager, Design Thinking Programme**  
**CLP Power Hong Kong Limited**



"It is my great honour to receive the 'Outstanding New Trainer Award' from The Hong Kong Management Association. This recognition encourages me to keep striving for excellence in training. My heartfelt thanks go to the senior management team for their guidance and advice, and my teammates for their wonderful contribution together."



**Mr Wu Wing Shing, Vincent**  
**Assistant Manager – Training**  
**CLP Power Hong Kong Limited**

"It is my great honour to receive the 'Outstanding New Trainer Award' from The Hong Kong Management Association. I would like to express my heartfelt gratitude to the colleagues of CLP Power Learning Institute for their continuous support and encouragement. In the future, I shall continue to strive for excellence in the training profession."

\* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.

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## Past Individual Award Winners

### 2021

#### Trainer of the Year

**Mr Lau Kai Kwan, Kenny** Ralph Lauren Asia Pacific Limited

#### Distinguished Trainer Awardees

**Ms Cheung Lai Lai, Angela** Prudential Hong Kong Limited

**Ms Chow Siu Po, Nicole** AIA International Limited

**Mr Hung Shing Hing, Kilias** Prudential Hong Kong Limited

**Mr Lau Kai Kwan, Kenny** Ralph Lauren Asia Pacific Limited

**Mr Li Ying Cheung, Ricky** Prudential Hong Kong Limited

#### Outstanding New Trainer Awardees

**Ms Cheung Pui Yung, Stephanie** Hilti (Hong Kong) Limited

**Mr Martin Chung** GP Strategies (Hong Kong) Limited

**Mr Ho Man Kit, Sampson** AIA International Limited

**Ms Lau Zhi Ling, Phoebe** Quality HealthCare Medical Services Limited

**Mr Lee Yan Ho, Kelvin** Infocan Computer (Hong Kong) Limited

**Ms Wu Yifan, Michelle** AXA China Region Insurance Company Limited

**Mr Yiu Chi Man, Harrot** AIA International Limited

### 2020

#### Trainer of the Year

**Mr Frank Mok** AIA International Limited

#### Distinguished Trainer Awardees

**Dr Chan Suk Kuen, Alison** AIA International Limited

**Ms Fan Siu Ping, Carol** AIA International Limited

**Mr Lun Siu Hong** Prudential Hong Kong Limited

**Mr Frank Mok** AIA International Limited

**Mr Roland Lazol Ubando** GP Strategies (Hong Kong) Limited

#### Outstanding New Trainer Awardees

**Mr Chak Ka Hang, Amen** Prudential Hong Kong Limited

**Ms Chan Shuk Wun, Josephine** HKT Teleservices

**Mr Chan Pui Kei** AXA China Region Insurance Company Limited

**Mr Li Ka Kin** Prudential Hong Kong Limited

**Mr Liu Tsun Ki, Marcus** Prudential Hong Kong Limited

**Mr Lo Tsz Hin** AXA China Region Insurance Company Limited

**Mr Lui Man Hei** AXA China Region Insurance Company Limited

**Mr David Wong** CLP Power Hong Kong Limited

**Ms Ashley Yang** AIA International Limited

**Mr Yuen Tat Chuen** AIA International Limited

**Mr Jason Yeung** CLP Power Hong Kong Limited

### 2019

#### Trainer of the Year

**Ms Yip Ho Yue, Angela** Hotel ICON

#### Distinguished Trainer Awardees

**Mr Chan Ching Fai, Chris** AIA International Limited

**Mr Benny Lai** Fuji Xerox (Hong Kong) Limited

**Mr Lai Koon Yin, Ken** AIA International Limited

**Mr Lee Ka Fai, Joe** Quality HealthCare Medical Services Limited

**Ms Ma Denise Wai Yue** Hong Kong Airlines

**Mr Wong Ka Shing, Isaac** MetLife Hong Kong

**Ms Yip Ho Yue, Angela** Hotel ICON

#### Outstanding New Trainer Awardees

**Mr Chan Chun Pong, Chris** Link Asset Management Limited

**Ms Funny Fan** HKBN Group

**Ms Ho Sze Ching, Phoebe** CSL Mobile Limited

**Mr Li Kwok Wai** AIA International Limited

**Ms Lo Ka Wing, Julian** HKT Limited

**Mr Aaron Pang** AIA International Limited

**Mr So Wan Yeung, Trevor** Maxim's Group

**Mr Wong Chun Ho, Shawn** CSL Mobile Limited

**Ms Phoebe Zhan** AIA International Limited

\* The above list shows the Award recipients and their companies during the year of the Award indicated.

\* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.



## Past Individual Award Winners

### 2018

#### Trainer of the Year

**Mr Edward Lo** Hang Lung Properties Limited

#### Distinguished Trainer Awardees

**Mr Edward Lo** Hang Lung Properties Limited

**Ms Angela Wong** Hang Seng Bank Limited

#### Outstanding New Trainer Awardees

**Ms Eyre Cheung** AIA International Limited

**Ms Claire He** CLP Power Hong Kong Limited

**Mr Raymond Lee** Prudential Hong Kong Limited

**Ms Windsor Lee** Chow Tai Fook Jewellery Company Limited

**Mr Amen Lo** China Life Insurance (Overseas) Company Limited

**Mr Duke Ng** China Life Insurance (Overseas) Company Limited

**Ms Julia Ng** MTR Corporation

**Mr Peter Pun** Hilti (Hong Kong) Limited

**Ms Kim Qiu** AIA International Limited

**Ms Kim Sin** Maxim's Group - Japanese Chain Restaurants

**Mr Benedict Wong** Manulife (International) Limited

**Ms Ronnie Wong** MTR Corporation

**Mr Charles Yeung** Hotel ICON

**Mr Larry Yik** K11 Concepts Limited

**Mr Jeremy Yu** New World Development Company Limited

### 2017

#### Trainer of the Year

**Mr Bruce Au** A.S. Watson Group

#### Distinguished Trainer Awardees

**Mr Bruce Au** A.S. Watson Group

**Mr David Chan** Maxim's Group - Japanese Chain Restaurants

**Mr Roy Choy** Prudential Hong Kong Limited

**Mr Harry Ng** Infocan Training Limited

#### Outstanding New Trainer Awardees

**Mr Derek Au** GP Strategies Corporation

**Mr Alpha Cheng** Prudential Hong Kong Limited

**Ms Aing Fan** Midland Holdings Limited

**Ms Bonnie Lau** Maxim's Group - Japanese Chain Restaurants

**Mr Dickson Lau** CLP Power Hong Kong Limited

**Mr Kenneth Lau** Midland Holdings Limited

**Mr Tim Lau** HKT Limited

**Mr Daniel Lee** Prudential Hong Kong Limited

**Mr Jameson Lee** FedEx Express

**Mr Ricky Li** Prudential Hong Kong Limited

**Ms Carmen Lo** Jebson & Co Ltd

**Ms Grace Ma** MTR Corporation

**Mr Sunny Wong** BOC Group Life Assurance Company Limited

\* The above list shows the Award recipients and their companies during the year of the Award indicated.

\* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.

## Past Individual Award Winners

### 2016

#### Trainer of the Year

**Mr Tolar Ng** Ralph Lauren Asia Pacific Limited

#### Distinguished Trainer Awardees

**Ms Vivian Ling** Citibank (Hong Kong) Limited

**Mr Tolar Ng** Ralph Lauren Asia Pacific Limited

**Mr Edmond Poon** Pricerite Stores Limited

**Ms Julia Wong** Synergis Management Services Limited

#### Outstanding New Trainer Awardees

**Mr Lawson Chan** Midland Realty

**Mr Cyrus Chau** Maxim's Caterers Limited

**Ms Hester Cheng** Maxim's Caterers Limited

**Mr Cheng Kam Hong** CLP Power Hong Kong Limited

**Ms Vanessa Chou** New World Development Company Limited

**Ms Edna Chow** DFS Group Limited

**Ms Selina Li** Hong Kong Express Airways Limited

**Mr Chris Tsang** New World Development Company Limited

**Mr Gary Wong** McDonald's Restaurants (Hong Kong) Limited

**Ms Kamy Wong** Sheraton Hong Kong Hotel & Towers

**Ms Miriam Yang** Standard Chartered Bank (Hong Kong) Limited

### 2015

#### Trainer of the Year

**Mr Alan Leung** DFS Group Limited

#### Distinguished Trainer Awardees

**Mr Alan Leung** DFS Group Limited

**Mr Desmond Mok** Maxim's Caterers Limited

**Ms Dorothy Wong** ICC Limited

**Ms Elsa Wong** Bank of China (Hong Kong) Limited

#### Outstanding New Trainer Awardees

**Mr King Chan** McDonald's Restaurants (Hong Kong) Limited

**Ms Eliza Cheng** CLP Power Hong Kong Limited

**Mr Keith Chu** McDonald's Restaurants (Hong Kong) Limited

**Ms Becky Chung** Standard Chartered Bank (Hong Kong) Limited

**Mr Lynn Lai** China Life Insurance (Overseas) Company Limited

**Mr Charles Tang** MTR Corporation Limited

**Ms Amy Tong** G2000 (Apparel) Limited

**Mr Penny Tsang** Pure International (Hong Kong) Limited

**Ms Stephanie Wong** HSBC Life (International) Limited

**Mr Kim Wu** Maxim's Group – Starbucks Hong Kong

**Ms Psyche Yau** MTR Corporation Limited

**Ms Willy Yuen** BOC Group Life Assurance Company Limited

\* The above list shows the Award recipients and their companies during the year of the Award indicated.

\* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.

## Past Individual Award Winners

### 2014

#### Trainer of the Year

**Ms Yvonne Yam** RS Components Limited

#### Distinguished Trainer Awardees

**Ms Maggie Chan** Bank of China (Hong Kong) Limited  
**Mr Leo Lee** CSL Limited  
**Ms Amy Leung** DFS Group Limited  
**Ms Jasmine Lok** Maxim's Caterers Limited  
**Ms Maria Tong** Cathay Pacific Airways  
**Mr Vincent Woo** Maxim's Caterers Limited  
**Ms Yvonne Yam** RS Components Limited  
**Ms Snowy Zheng** Australia and New Zealand Banking Group Limited

#### Outstanding New Trainer Awardees

**Mr David Chan** Maxim's Caterers Limited  
**Mr Max Cheng** DFS Group Limited  
**Ms Novem Chung** Midland Holdings Limited  
**Ms Kathy Kwong** New World Development Company Limited  
**Mr Kenny Lai** Bank of China (Hong Kong) Limited  
**Ms Rebecca Leung** Maxim's Caterers Limited  
**Ms Jacqueline Ng** Maxim's Caterers Limited  
**Mr Jovi Yan** The Hong Kong Jockey Club  
**Ms Karin Yeung** MTR Corporation Limited

### 2013

#### Trainer of the Year

**Dr Kelvin Wan** HSBC

#### Distinguished Trainer Awardees

**Mr Tomas Bay** Ethos International Limited  
**Mr Rex Choi** CSL Limited  
**Mr Charles Ho** MTR Corporation Limited  
**Ms Mandy Hong** CLP Power Hong Kong Limited  
**Mr Billy Ip** The Hong Kong Jockey Club  
**Ms Jessie Kwong** HSBC  
**Ms Angelina Lee** CSL Limited  
**Dr Kelvin Wan** HSBC

#### Outstanding New Trainer Awardees

**Mr Anthony Chan** Standard Chartered Bank (Hong Kong) Limited  
**Mr Ray Chan** Bank of China (Hong Kong) Limited  
**Mr Frankie Fang** Standard Chartered Bank (Hong Kong) Limited  
**Mr Gene Fung** Australia and New Zealand Banking Group Limited  
**Mr Vikas Grewal** Fleet Management Limited  
**Ms Jannet Kan** McDonald's Restaurants (Hong Kong) Limited  
**Mr Donald Lai** Standard Chartered Bank (Hong Kong) Limited  
**Ms Lolita Lei** Richemont Asia Pacific Limited – Alfred Dunhill  
**Mr Andrew Li** HSBC  
**Ms Jessica Siu** The Hong Kong Jockey Club  
**Mr Simon Wong** CLP Power Hong Kong Limited  
**Mr Raymond Yip** McDonald's Restaurants (Hong Kong) Limited

\* The above list shows the Award recipients and their companies during the year of the Award indicated.

\* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.



## Past Individual Award Winners

### 2012

#### Trainer of the Year & Distinguished Trainer Awardee

**Ms Vinky Lau** The Hong Kong and China Gas Company Limited

#### Outstanding New Trainer Awardees

**Ms Charissa Chan** Swire Hotels  
**Mr Takki Chan** The Hong Kong Jockey Club  
**Mr Anthony Chau** DBS Bank (Hong Kong) Limited  
**Ms Belli Chui** Standard Chartered Bank (Hong Kong) Limited  
**Ms Gloria Kam** The Hong Kong Jockey Club  
**Ms Goldia Kong** Miramar Group  
**Mr Leo Lee** CSL Limited  
**Ms Angie Li** BOC Group Life Assurance Company Limited  
**Mr Chris Ng** McDonald's Restaurants (Hong Kong) Limited  
**Ms Carmen Tam** Ocean Park Corporation  
**Mr Tony Wo** Zurich Insurance (Hong Kong)  
**Mr Kenneth Wong** MTR Corporation Limited  
**Ms Rose Wong** Hong Kong Air Cargo Terminals Limited  
**Ms Joice Yan** Toys"R"us (Asia) Limited

### 2011

#### Trainer of the Year

**Ms Prudence Sze** CLP Power Hong Kong Limited

#### Distinguished Trainer Awardees

**Ms Sonia Lui** Civil Service Training And Development Institute, Civil Service Bureau, HKSAR  
**Ms Prudence Sze** CLP Power Hong Kong Limited  
**Mr Bob Xie** The Hong Kong & China Gas Company Limited

#### Outstanding New Trainer Awardees

**Mr Nicky Lam** Island Shangri-La, Hong Kong  
**Ms Amy Law** HSBC  
**Mr Lee Chee King** The Hong Kong Jockey Club  
**Ms Priscilla Lim** HSBC  
**Ms Katherine Lo** American International Assurance Company, Limited  
**Mr Kelvin Lo** The Hong Kong Jockey Club  
**Ms Amy Yu** HSBC

### 2010

#### Trainer of the Year

**Ms Natalie Lee** HSBC

#### Distinguished Trainer Awardees

**Ms Astor Lau** Ageas Insurance Company (Asia) Limited  
**Ms Natalie Lee** HSBC  
**Ms Jacqueline Moyse** Mandarin Oriental Hotel Group  
**Mr Bradley Wadsworth** PACNET

#### Outstanding New Trainer Awardees

**Mr Jason Furness** HSBC  
**Ms Angelina Lee** CLP Power Hong Kong Limited  
**Mr Lawrence Luk** General Mills Hong Kong Limited

### 2009

#### Trainer of the Year

**Ms Elsa Lam** Ageas Insurance Company (Asia) Limited

#### Distinguished Trainer Awardees

**Mr Joseph Chan** HSBC  
**Ms Elsa Lam** Ageas Insurance Company (Asia) Limited  
**Mr Thomas Robillard** FedEx Express  
**Mr Wilkins Wong** Civil Service Training & Development Institute, Civil Service Bureau, HKSAR

#### Outstanding New Trainer Awardees

**Ms Fanny Chan** HSBC  
**Ms Effie Cheng** McDonald's Restaurants (Hong Kong) Limited  
**Mr Andy Lau** HSBC  
**Mr Nelson Wong** The Hong Kong Jockey Club  
**Mr Will Wong** HSBC

\* The above list shows the Award recipients and their companies during the year of the Award indicated.

\* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.

## Past Individual Award Winners

### 2008

#### Trainer of the Year

**Mr Kelvin Ju** AIG Companies

#### Distinguished Trainer Awardees

**Mr Kelvin Ju** AIG Companies

**Ms Amy Kwong** CLP Power Hong Kong Limited

**Ms May Li** Civil Service Training & Development Institute,  
Civil Service Bureau, HKSAR

**Mr Frankie Lo** Ageas Insurance Company (Asia) Limited

**Mr Vincent Tang** HSBC

**Ms Catherine Tong** The Hong Kong Jockey Club

**Mr Christopher Yang** HSBC

#### Outstanding New Trainer Awardees

**Mr Jonathan Bok** HSBC

**Ms Viola Chan** AIG Companies

**Mr Andy Clark** ClarkMorgan Corporate Training

**Ms Ivy Poon** The Great Eagle Properties Management Company Limited

**Mr Vincent Woo** PCCW Limited

**Ms Susane Yan** HSBC

**Mr Lester Yeung** PCCW Limited

### 2007

#### Trainer of the Year

**Ms Carroll Chu** Island Shangri-La, Hong Kong

#### Distinguished Trainer Awardees

**Ms Carroll Chu** Island Shangri-La, Hong Kong

**Ms Selina Kam** HSBC

**Mr Kenny Mak** HSBC

**Ms Shirley Ng** Hong Kong Disneyland Resort

#### Outstanding New Trainer Awardees

**Mr Mark Chan** HSBC

**Mr Peter Cheung** Hong Kong Disneyland Resort

**Mr Desmond Ho** HSBC

**Mr Badhri Nath Rama Iyer** HSBC

### 2006

#### Trainer of the Year

**Ms Michelle Yam** Shangri-La Hotels & Resorts

#### Distinguished Trainer Awardees

**Ms Sara Ho** The Hong Kong Jockey Club

**Ms Doris Ip** The Aberdeen Marina Club

**Ms Jessie Lau** HSBC

**Ms Carrie Wong** HSBC

**Ms Michelle Yam** Shangri-La Hotels & Resorts

#### Outstanding New Trainer Awardees

**Ms Iris Chow** HSBC

**Ms Angela Tsui** CLP Power Hong Kong Limited

**Ms Joyce Wai** HSBC

### 2005

#### Trainer of the Year

**Mr Shekhar Visvanath** HSBC

#### Distinguished Trainer Awardees

**Ms Marianne Chung** HSBC

**Mr Allen Kuo** HSBC

**Mr Gary Liu** The Dairy Farm Company Limited

**Ms Theresa Sham** The Excelsior, Hong Kong

**Dr Chester Tsang** Hospital Authority / Institute of Health Care

**Mr Shekhar Visvanath** HSBC

#### Outstanding New Trainer Awardees

**Ms Elsie Gung** HSBC

**Mr King Lee** Kowloon-Canton Railway Corporation

\* The above list shows the Award recipients and their companies during the year of the Award indicated.

\* The order of presentation of individual awardees receiving the same award is based on the alphabetical order of their surname.



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**LLM International and Commercial Law** Reg No: 252469



Glyndŵr University, UK  
**MBA** Reg No: 252769



The University of Law, UK  
**GDL** Reg No: 252955  
**Master of Laws (LLM)** Reg No: 253063/253064/253065/253066/253067/253068/253069/253070/253071  
**MSc Strategic Business Management** Reg No: 253061  
**MSc Cyber Security and Data Governance** Reg No: 253166



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**Master of Arts in Design, Innovation and Brand Management** Reg No: 253014



University of Worcester, UK  
**MSc Business Psychology** Reg No: 253035  
**MSc Healthcare Management and Leadership** Reg No: 253080



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**MSc BIM Management & Integrated Digital Delivery**



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**Master of Arts Education (Early Childhood Studies)**  
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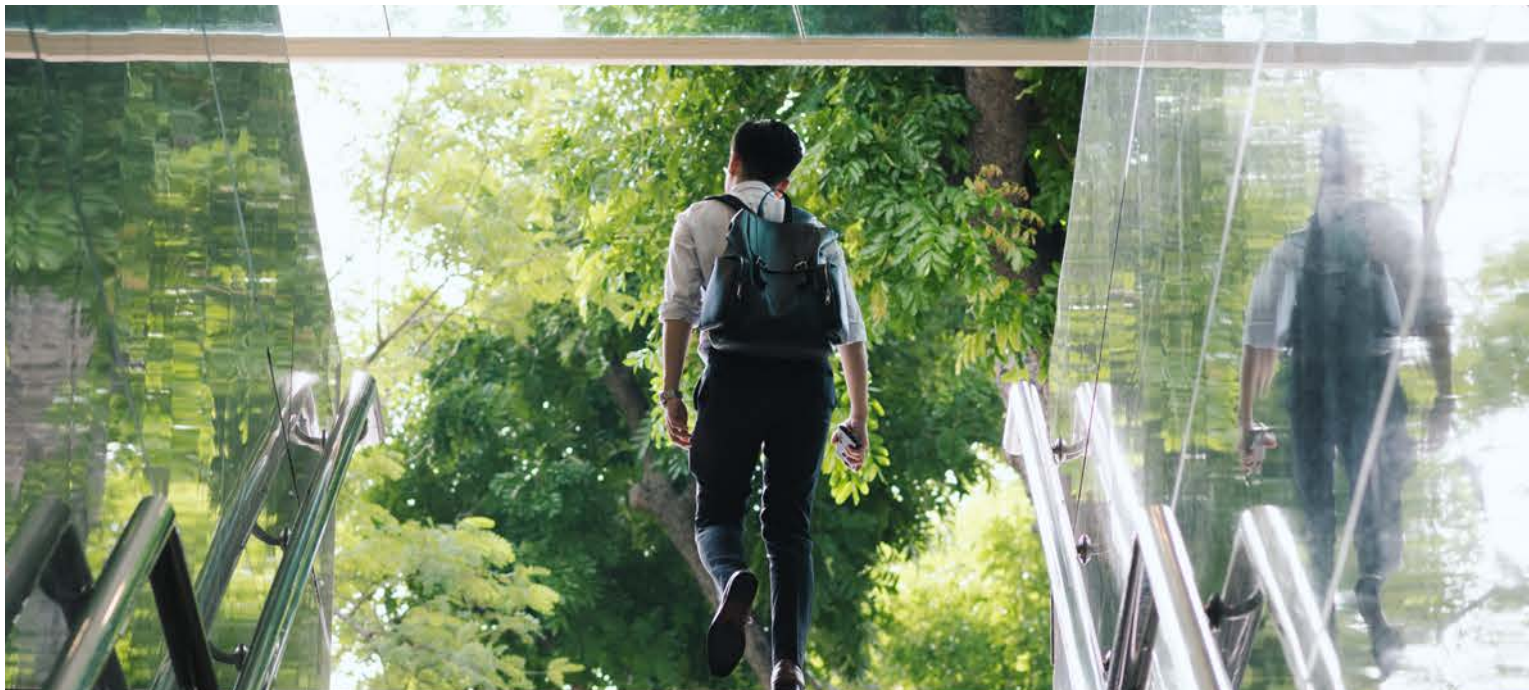
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