



AWARD FOR EXCELLENCE IN TRAINING AND DEVELOPMENT 2023

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Training and Development Award

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**HEALTHIER, LONGER,
BETTER LIVES**



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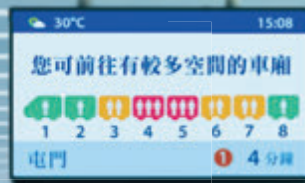
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Message from Dr Y K Pang GBS JP



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

The Hong Kong Management Association has organized the “Award for Excellence in Training and Development” for the last 33 years, giving recognition to the successes of a multitude of organizations. Highly regarded by the business community as the most prestigious Award of its kind in Hong Kong and the Region, we are pleased to see many new enterprises from diverse backgrounds participate in the Award for the first time in recent years. The carefully thought out submissions this year cover a wide range of important topics in today’s business climate, from sustainable development to wellbeing, to design thinking and beyond. We hope that the award will serve as a platform for the exchange of insightful knowledge and best practices across sectors, supporting the Training and Development of business talent and the sustained prosperity of Hong Kong.

Thank you to all Award participants for sharing their expertise and passion for talent development, and congratulations to the winners for their outstanding entries.

On behalf of The Hong Kong Management Association, I would like to express my sincere appreciation to Mr Anthony Rushton, Chairman of the Organizing Committee, and all esteemed members of the Committee, for their tireless work in making this year’s Award another success. I offer my heartfelt thanks to all members of the Panel of Adjudicators and the Board of Examiners, for selflessly and generously sharing their precious time and wisdom, elevating the Award’s world-class status. This Award would not be possible without the generous support of our many Sponsors, and on behalf of HKMA, I gratefully thank each of them, including the lead sponsors, AIA and Hongkong Land.

I am deeply grateful to Mr Peter Yan, JP, CEO of Hong Kong Cyberport for being our Keynote Speaker at the Final Presentation Seminar, and to the Hon Chris Sun, JP, Secretary for Labour and Welfare, the Government of the Hong Kong Special Administrative Region, for gracing the Award Presentation Ceremony as our Guest of Honour, and sharing his insights with us.

Message from Mr Anthony Rushton



Mr Anthony Rushton
Chairman, Organizing Committee
Award for Excellence in Training and Development 2023

Since 1990, the HKMA Award for Excellence in Training and Development has recognized outstanding Training and Development initiatives and high performing Trainers, advancing the professionalism of the Training and Development profession, and the adoption of best practices in businesses.

In recent years, the business landscape has changed rapidly and fundamentally, and Trainers need to stay ahead of the curve to support their organizations in driving performance and achieving results. The competition entries this year are of exceptional quality, recognizing and addressing these profound challenges. While focusing on the training and development of business talents and leaders, the topics are diverse and on-point, ranging from employee's wellbeing to environmental sustainability.

I thank all Award participants for their hard work and commitment to Training and Developing, and congratulate the winners. I hope you will continue to share your experiences, expertise, and insights; and support each other to achieve higher successes, for the sustained prosperity of Hong Kong.

The success of this Award depends on the staunch support of many individuals and organizations in our community. I would like to offer my deepest appreciation and sincerest thanks to all members of the Organizing Committee for their hard work and dedication; to all members of the Panel of Adjudicators and Board of Examiners, for their contributions of precious time, tireless efforts and creative ideas; and to all our Sponsors without whose generous support this important Award would not be possible.

I am especially grateful to Mr Peter Yan, JP, CEO of Hong Kong Cyberport for delivering Keynote Speech on the impact of Emerging Technology on HR training and development. Above all, my special gratitude goes to our Guest of Honour, the Hon Chris Sun, JP, Secretary for Labour and Welfare, the Government of the Hong Kong Special Administrative Region, who will grace the Award Presentation Ceremony.

Message from Ms Titania Woo



Ms Titania Woo
Executive Director
The Hong Kong Management Association

With Hong Kong re-opening to a brand-new start, the need for strong and passionate Trainers is more important than ever. We are now witnessing the increasing significance and impact which Training and Development contributes to business success and sustainability.

This year marks the 33rd anniversary of the HKMA Award for Excellence in Training and Development, now the most authoritative Training and Development Award in Hong Kong and the Region. During this period, we have witnessed tremendous socio-economic changes in Hong Kong and around the world. In Hong Kong, our business community has stepped up to address these challenges, supported by topnotch Trainers who help formulate effective strategies and develop skillful and agile talent.

Since its inception, the Award has celebrated more than 400 world-class, ground-breaking training and development programmes and trainers. This year, to recognize the importance of wellbeing in the workplace, we are proud to announce a new Special Award, for Excellence in Wellbeing.

I wish to thank all participants of this year's Award; and congratulate the winners. I have full confidence that you will, all, continue to innovate and help lead Hong Kong towards greater success and prosperity.

On behalf of The Hong Kong Management Association, I would like to express my heartfelt appreciation to Mr Anthony Rushton, Chairman of the Award Organizing Committee, and all Committee members, for their enormous and noble efforts. My deepest gratitude goes to all members of the Panel of Adjudicators and Board of Examiners for their invaluable and tireless work in elevating this Award to world-class, benchmarking standards; and my most profound thanks to all our Sponsors and Media Partners for their staunch and generous support.

My special gratitude goes to Mr Peter Yan, JP, CEO of Hong Kong Cyberport for being Keynote Speaker who share us his insight at the Final Presentation Seminar. I am also immensely grateful to our Guest of Honour, Mr Chris Sun, JP, Secretary for Labour and Welfare, Government of the Hong Kong Special Administrative Region, for gracing Award Presentation Ceremony.

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.



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with HR Practitioners*



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Ms Ellis Yeung +852 9274 7518 / ellisyeung@hkma.org.hk
Ms Ashley Wong 2774 8560 / ashleywong@hkma.org.hk

* HKMA Full and Associate Members can join HCMS for free

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Join Us Now!

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

Special Awards

- 周大福 CHOW TAI FOOK
- MTR
- Recruit
- CT goodjobs A member of HKET Group
- Excellence in Career Development
- Excellence in Change Management
- Excellence in Cultural Change
- Excellence in Digital Transformation
- Excellence in Diversity, Equity and Inclusion Promotion
- Excellence in Environmental Sustainability in the Workplace
- Excellence in Future Skills Development
- Excellence in Future Talent Development
- Excellence in Innovation
- Excellence in Leadership Development

- Excellence in Performance Improvement
- Excellence in Programme Design
- Excellence in Social Impact
- Excellence in Stakeholder Engagement
- Excellence in Team Development
- Excellence in Wellbeing
- Excellence Training Campaign to 5,000 Employees or More
- HR Professionals' Favourite Campaign

Individual Awards

- 置地公司 Hongkong Land Trainer of the Year
- 4IP Distinguished Trainer Awards
- Outstanding New Trainer Awards

Panel of Adjudicators



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Head of Hong Kong and Macau
Tmall Taobao World



Ms Michelle Chan

Managing Director
Watsons Water



Mr Francis Cheng MH

Managing Director
The Hongkong Electric Co Ltd



Ms Margaret Cheng JP

Human Resources Director
MTR Corporation



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Dean of Programmes (Postgraduate)
University of South Australia



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Ms Titania Woo

Executive Director
The Hong Kong Management Association

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Ms Eliza Ng

Principal Consultant
The Hong Kong Management Association



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Asia Pacific, Human Resources
HSBC



Ms Felicity Sam

Director,
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Lululemon



Ms Carmen Ting

Head of Organisation and
Talent Development
People, Performance and Culture
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Mr Chester Tsang

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Mr Kenneth Wai

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The Hong Kong Management Association



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Senior Manager, HR Division
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Ms Elaine Liu

Group Associate Director &
Chief Human Resources Officer
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Ms Jenny Pong

People Director, East Asia
Arup



Ms Janet Poon

Deputy Director
(Head of Group HR & Administration)
Hang Lung Properties Limited



Mr Albert Wong

Advisor – Human Resources
CLP Power Hong Kong Limited



Ms Florence Wong

Head, HR, Hong Kong, Macau,
Japan & Co-Head HR GBA
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Mr Derek Wu

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Ms Janet Yeung

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Hong Kong Trade Development Council

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Campaign Awards



CAMPAIGN AWARD WINNERS

Gold Award

"FLEX TEAM"

Marco Polo Hotels – Hong Kong

Silver Awards

"AI Learning Recommendation Engine"

AIA Hong Kong and Macau

"Transforming Workforce for Digital Maturity"

FUJIFILM Business Innovation Hong Kong Limited

Bronze Awards

"BOT-it"

FedEx

"Data Literacy Empowerment Programme"

Hang Seng Bank Limited

"Gamifying Talent Management Design: Wynn's Management Development Programme (MDP)"

Wynn Macau, Limited

Excellence Awards

"Design School at Arup – nurturing the brightest minds"

Arup

"AXA Data Academy"

AXA Hong Kong

"Building The Future Together"

The Hong Kong Jockey Club

"Safety First, to Last" – SPORTS Health & Safety Campaign"

Swire Properties Limited

Special Awards



Excellence in Cultural Change

"All Greater Together"

AGBA Group Limited

"Transforming Workforce for Digital Maturity"

FUJIFILM Business Innovation Hong Kong Limited

"Data Literacy Empowerment Programme"

Hang Seng Bank Limited



Excellence in Future Talent Development

"Fano STAR Programme"

Fano Labs Limited



Excellence in Stakeholder Engagement

"Safety First, to Last" – SPROPS Health & Safety Campaign"

Swire Properties Limited



Excellence in Career Development

"Gamifying Talent Management Design: Wynn's Management Development Programme (MDP)"

Wynn Macau, Limited

Excellence in Change Management

"FLEX TEAM"

Marco Polo Hotels - Hong Kong

"Building The Future Together"

The Hong Kong Jockey Club

Excellence in Digital Transformation

"AI Learning Recommendation Engine"

AIA Hong Kong and Macau

"AXA Data Academy"

AXA Hong Kong

"Go Digital • Digital Transformation Plan 5-level Dialogue"

Bank of China (Hong Kong) Limited

"Digital Transformation in Training and Development of NCB"

Nanyang Commercial Bank

Excellence in Future Skills Development

"AXA Data Academy"

AXA Hong Kong

"Enable "From Telco to Techco""

China Mobile Hong Kong Company Limited

"BOT-it"

FedEx

"Data Literacy Empowerment Programme"

Hang Seng Bank Limited

Excellence in Performance Improvement

"Design School at Arup - nurturing the brightest minds"

Arup

"Professional Image and Coaching Programme"

Sino Group

"Safety First, to Last" – SPROPS Health & Safety Campaign"

Swire Properties Limited

Excellence in Programme Design

"Data Literacy Empowerment Programme"

Hang Seng Bank Limited

"Building The Future Together"

The Hong Kong Jockey Club

"Safety First, to Last" – SPROPS Health & Safety Campaign"

Swire Properties Limited

Excellence in Wellbeing

"We Care Programme"

Urban Renewal Authority

Excellence Training Campaign to 5,000 Employees or More

"Building The Future Together"

The Hong Kong Jockey Club

HR Professionals' Favourite Campaign

"AI Learning Recommendation Engine"

AIA Hong Kong & Macau



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- ▶ **Professional Certificate Programme in Global ESG Investing** (GTP-661228)

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The Hong Kong Management Association
香港管理專業協會

Campaign Awards

Gold Award



“Flex Team”

Marco Polo Hotels - Hong Kong

Special Award

Excellence in Change Management

The Challenge

The hotel industry in Hong Kong faced unprecedented challenges in 2020-2021, with the pandemic exacerbating the already-difficult situation following social unrest in 2019. With tourism suspended, hotel occupancy rates plummeted, and Marco Polo Hotels - Hong Kong faced the added challenge of renovating one of its hotels. Rather than large-scale layoffs, the company focused on sustaining its 900+ staff and building a more flexible team with multiple skills to tackle changing demands. The “Flex Team” project was launched, which involved training staff in specialized skills and rotating them across different departments to better utilize manpower and sustain revenue.

FLEX TEAM

The “Flex Team” project aimed to build a more flexible and skilled workforce at Marco Polo Hotels - Hong Kong to tackle the challenges brought on by the pandemic.

The project had four phases, starting with identifying internal cross-departmental training opportunities. The company utilized excessive manpower by deploying staff to positions in high demand and recruiting associates from administrative departments to perform lateral services in operations departments.

The second phase involved seeking cross-exposure from outside companies to create new training opportunities and generate revenue for the hotels, such as utilizing our Housekeeping team’s profession to provide hygiene services.

In the third phase, communication was crucial to ensure understanding and support from staff to the programme. Three approaches were taken to deliver the message, including a “State of the Hotel Meeting” hosted by top management, Focus Groups led by HR, and Department Heads setting up KPIs for their teams. The staff were rest assured and understood the objectives of this project.

The fourth and final phase involved pre-training programmes, including cross-functional and special skills training, to equip staff with the necessary skills before the cross-exposure. The project aimed to develop our staff’s multi-skills, build up a flexible team, and sustain the hotel business.

The company obtained eight contracts with external companies and created numerous temporary job positions for excessive staff members. The project was successful in building a more flexible and skilled workforce to tackle changing demands.

Impacts

The “Flex Team” project has proved to be a success in developing the skills and growth of staff members at Marco Polo Hotels - Hong Kong. The hotel’s management has led the way in promoting an agile learning culture, encouraging staff to take on new challenges and roles, and building a flexible workforce. The success of this approach is reflected in the positive feedback received from stakeholders, who have praised the performance of staff in their new roles, showcasing the hotel’s commitment to exceptional service. The HR department has driven engagement through different communication channels, identifying key stakeholders who can act as ambassadors for the company’s strategy and objectives. Overall, Marco Polo Hotels – Hong Kong has demonstrated its function as a business partner, making bold decisions to actively create positions for staff, generating considerable revenue, and overcoming the business downturn. The hotel’s approach to staff development has not only benefited the business but also provided opportunities for staff to grow and develop in their careers, showcasing the hotel’s commitment to exceptional service and a dynamic work environment.

Comments from Adjudicators

The programme objectives were robust and clearly defined, and its structure led to unparalleled success. It serves as an exemplary model of cross-departmental collaboration, efficiently addressing the issue of manpower mispairing in time of adversity. The narrative was not only compelling but also portrayed a touching and highly successful survival story, enriched by its training elements.

The programme successfully inspired and engaged the team to the challenge and pivoted the business to find new opportunities. The reskilling of employees strengthened the knowledge capabilities and produced renewed levels of loyalty behaviours. It duly transformed individuals from mere team players into confident team leaders. The programme not only demonstrates the team ability to overcome adversity but also highlights their capacity to thrive in challenging circumstances.

In addition to the steadfast support from senior management, the programme owed much of its success to the agile learning culture it fosters, epitomized by cross-departmental collaboration. In essence, it served as a distinctive benchmark for other organizations. Notably, it not only adeptly transformed challenges into opportunities but also elevated the importance of people development in the ever-evolving today’s landscape.

Silver Award



“AI Learning Recommendation Engine”

AIA Hong Kong and Macau

Special Awards

Excellence in Digital Transformation

HR Professional's Favourite Campaign

AIA Hong Kong has close to 18,000 financial planners serving over 3.4 million customers with a diverse range of insurance and savings products. The Company takes immense pride in its pioneering methods of talent training and development, which have propelled it to the forefront of the industry and secured its position as the undisputed #1 MDRT Company in Hong Kong for 21 years.

Embracing AI for the Digital Age

As a forward-thinking organization, AIA Hong Kong continuously evolves its training strategies to align with technological advancement as well as demographic changes in the workforce. In 2018, it marked a key milestone in e-learning for the industry with the launch of iAcademy Learning Management Systems. In 2021, iAcademy was elevated further with the introduction of the AI-enabled Learning Recommendation Engine (ALRE), which provides ongoing development tailored to the specific needs and learning preferences of each financial planner and supports agency leaders in coaching and developing their teams.

AIA is the first insurer in Hong Kong to integrate AI in agency recruitment and training. ALRE goes beyond technology to revolutionize the Company's approach to training, shifting away from product and compliance-focused to fostering a sustainable learning culture with personalized, curated modules designed to maximize learning outcomes and growth potential.

The Right Learning Materials for the Right Agent

ALRE harnesses AI's remarkable power to personalize learning journeys. Its data-driven approach identified strengths and gaps in personal competencies to tailor learning experiences that cater to agents' individual needs. This empowered agents to acquire knowledge and skills in the most effective and efficient manner, while allowing the Company to unlock the full potential of its agency force, driving business growth and success.

Purpose-Built Platform Matching Training Needs and Content

ALRE combined digital and human interactions to deliver personalized recommendations for better selling and career advancement through agent profiling and content curation.

1. Training Needs Analysis
ALRE assessed an agent's personal background and prepares a profile based on their personality insights; past sales performance; sales activities; market strategy; team composition; agency hierarchy and role; training records; and compliance requirements, using big data analysis to generate a "golden sales portfolio" which would most effectively drive their success.
2. Training Content Analyser
Navigating a sea of training material, which numbers 4,000 and counting, was made easy with the Training Content Analyser which boasts a content tagging model for cognitive search.
3. Content Recommender
The Content Recommender worked by incorporating the Training Needs Analysis and the Training Content Analyser and did an automated mapping. The custom-built, data-driven platform would "recommend" the most relevant training content to the financial planner's needs. They were notified of any new AI recommendation on a weekly basis.

Self-Learning and Management Oversight

ALRE exhibited the beauty of AI with its self-learning capability for ongoing enhancement as it continuously collected feedback from users e.g. click-through rate and completion/drop-out rate.

Moreover, it featured a management dashboard that enables agency leaders to review recommendations, reasons behind them and completion rate to help manage the learning activity of their teams.

Comments from Adjudicators

The programme sets a shining example that provides a timely and interactive tool for ongoing learning nowadays. Its objectives were clearly defined coping with current needs of their financial planners and agency leaders, with the use of AI, by increasing engagement, ownership, motivation, and sense of purpose.

The design philosophy from a culture of training to a culture of learning was fascinating. There was a smart use of digital technologies for training purpose. The ongoing learning was tailored to each of financial planners and assisted its agency leaders in coaching and developing their team. Special credits were due to its personalization and proactive learning that enables the maximization of Individual and organizational impacts.

The result was highly promising, with a significant sales revenue growth of over 2.8 times for ALRE users compared to non-users. In summary the programme was not only successful in training a scalable number of 18,000 financial planners but also set a remarkable example and benchmark for the industry.

Silver Award



“Transforming Workforce for Digital Maturity” FIJIFILM Business Innovation Hong Kong Limited

Special Award



Excellence in Cultural Change

Digital Transformation (DX) is an irresistible trend today. Fujifilm Business Innovation Hong Kong Limited is committed to provide leading-edge ICT specializing in document management consultancy to every industry through a full range of solutions and services. However, if an enterprise wants to truly transform and promote innovation, it must start with its employees.

Happy Learning, Easy Application

The company's learning and development team launched the “Transforming Workforce for Digital Maturity” training programme in 2021, aiming to comprehensively enhance the digital transformation capabilities of approximately 800 frontline and back-office employees and integrate them into the work culture, and eventually achieve a “citizen development” environment. The plan was implemented in three stages:

1. Awareness Building

The company first formulated a series of training focuses and plans based on different employees' cognitive abilities in information technology, and held digital transformation workshops to allow all employees to understand digital transformation trends and think about how to apply them in their own positions. In addition, casual lunchtime sharing sessions on different innovative technologies were also held to help colleagues understand that digital transformation is not a difficult task, but a skill that can greatly help work and life.

2. Technology Training

DX tool training was divided into two levels: “DX Citizen” certificate covering database establishment and management, business intelligence, process automation and other digital transformation tools; and “DX Champion” certificate covering additional topics on data analytics and advanced dashboard functions. Apart from classroom training, participants also needed to complete exercises based on daily work processes. Since the launch of the programme, more than 200 people had completed relevant DX training, and about 20 DX Champions were included in the company's digital talent pool and had become the main force in implementing digital transformation projects.

3. Business Impacts

L&D team assisted departments in setting up DX projects and provided relevant professional knowledge, allowing employees to apply the training results and improve the department's work processes independently.

The annual Digital Transformation Competition (DX Contest) reflected the training outcome. Any DX project successfully implemented during the year can participate, regardless of size; participants demonstrated their DX projects in front of top management. Such achievements were recorded in employees' performance evaluations, thereby promoting the establishment of a digital talent pool.

Since the implementation of the training programme, the company's digital transformation has accelerated significantly. In the past two years, the company had completed more than 30 DX projects, saving more than 40 working days per month and greatly improving work efficiency. The sales and technical teams had also improved their understanding of the value of digital transformation, so as to provide accurate business solutions; the performance of DX-related projects had increased beyond expectations in the past two years.

In addition to the effectiveness of the data, the company's work culture has also been transformed by the plan. For example, meetings are now accustomed to using business intelligence reports to view operational data and achieve scientific decision-making. Data analysis has also been incorporated into the planning of employee activities, thanks to the significant improvement in employees' data processing capabilities after training.

Comments from Adjudicators

Great articulation of the problem statement. The programme objectives were well articulated and closely aligned with the innovative brand value of the business. It was a well thought-out programme that aimed at enhancing staff digital maturity by equipping them with essential and effective skills and knowledge on driving digital transformation. It successfully equipped the workforce with adequate competencies to support locally-driven digital transformation initiatives.

The programme design was well-planned and executed. The segregation of programme into four phases provided a progressive but feasible path for the employees to attain digital transformation skills effectively and adapt to the working environment easily. Involvement of various levels also ensure their roles and responsibilities were clearly defined to obtain expected outcomes.

Impressive results across all domains with clear and specific measures. Its efforts on fostering a “Smart Workstyle” culture were particularly commending. On the whole, it was a highly successful programme with impactful results. It set forth a highly admirable example for the industry, with a well-executed, engaging, and highly- integrated design with various operation activities, and led to cost-efficiency, learning fulfillment, performance improvements, and set as a replicable role model for other regions.



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Bronze Award



“BOT-it”

FedEx

Special Award

Excellence in Future Skills Development

BOT-it Programme was initiated in August 2022, aimed at fostering citizen development by equipping non-IT trained employees with the skills and tools to create their automation solutions using low-code platforms, hence increase the speed to market. The programme was designed and driven from the Regional Headquarters based in Hong Kong with team members (BOT Makers and Scrum Masters) across different markets in AMEA (Asia Pacific, Middle East and Africa) region.

The BOT-it Programme was a comprehensive initiative designed to transform our organization into a digital powerhouse that addresses the business challenge of operational inefficiency. The programme focused on these three objectives:

- **Promote and enable citizen development**
By nurturing culture of innovation within the organization and maximizing the investment in people and digital tools, we could accelerate development process and increase speed to market. It reduced the reliance on the scarcity of IT resources in addressing individual and work group productivity.
- **Increase organizational efficiency and effectiveness**
Leveraging on the power of technology, the programme aimed to automate manual tasks. This, in turn, increased team capacity and operation efficiency without increasing FTE cost.
- **Empower employee to create what's next**
Promoting self-learning culture, we empowered employees with digital skills to modernize their own work processes, enabling the organization to meet future needs.

The BOT-it Programme combined various learning approaches – self-driven learning, community learning and experiential learning; to create effective automation solutions and deliver measurable business values, while learning is ongoing.

- **Self-Driven Learning**
In our effort to promote self-learning culture, employees were provided with the access a list of online training resources structured from beginner to advanced level. The training resources comprised of topics on tool-specific trainings, e.g. Power Automate, Microsoft Power Platform and Power BI. Furthermore, the training resources also included extended learning of Agility, Data Analytics, Automation, Digital Acumen, Design Thinking and Quality Driven Methodology.
- **Community Learning**
A Power Automate Learning Community had been established to offer a support system through the network of digital influencers, creating a safe space for BOT Makers to seek immediate help from experts and exchange knowledge and best practices.
- **Experiential Learning**
The BOT Makers “learn by doing” through the Digital Workforce Incubator Programme where they were equipped with the knowledge and skills necessary to thrive in the digital age, then proceeded to develop automation solution addressing business challenges, thus realizing business values alongside learning. The programme also heavily involved BOT maker’s Manager, Managing Director, and Vice President throughout the journey to ensure the programme aligns to the business goals. Stakeholder engagement throughout the programme was essential to the programme success.

Integrating the three above-mentioned learning approaches, we had designed a BOT Maker “Learn and BOT” journey that allowed citizen developers to learn while building an actual working product that helps to add value to the team’s day to day work.

Through the BOT-it programme, 267 automation tools developed, 1,862 manual steps and over 348,000 hours worth of work were now done by the bots with limited human intervention.

Comments from Adjudicators

The programme demonstrated a well-structured approach with clearly defined, quantifiable outcomes. Its comprehensiveness undeniably transformed the organization into a digital powerhouse. Notable achievements include the cultivation of a culture of innovation, a substantial increase in organizational efficiency and effectiveness, and the empowerment of employees with the digital skills necessary to modernize work processes.

The programme design was magnificent. Supplemented with self-driven, community and experiential learning approaches, the programme was effective that enabled BOT Makers who were trained sophisticatedly to equip non-IT trained employees with the skills and tools.

The success of the programme was greatly attributed to the digital influencers, who played a pivotal role in establishing a collaborative learning network. This network facilitated the sharing of best practices and insights, driving continuous improvement. Additionally, initiatives such as lucky draws and the BOT-it Competition proved to be highly motivating, arousing curiosity and raising awareness about digitalization and automation among the staff.

The results were highly encouraging, showcasing a remarkable saving of 14,000 hours in manual work. The overall average return on investment (ROI) achieved was truly impressive, underscoring the significant impact of the programme.

Bronze Award



“Data Literacy Empowerment Programme” Hang Seng Bank Limited

Special Awards



Excellence in Cultural Change

Excellence in Future Skills Development

Excellence in Programme Design

The Hang Seng Data Literacy Empowerment Programme (‘DLEP’) was a bank-wide strategic programme to equip staff with critical Future Skills in Data and Analytics, cultivate data-driven culture and apply data insights in decision making across all lines of business and functions.

The DLEP objectives were established upon considering (1) the voice of staff through the Annual Staff Survey where Data and Analytics was rated by staff as top of the 18 Future Skills they seek to develop; (2) the input of the Data Executive Committee of Heads of Business and Functions to consult on the Bank’s Data Strategy to “Protect, Connect and Unlock” and implement plans; (3) leading subject matter experts and advisors in big data in the design of the DLEP curriculum; (4) reference to external competitive context whereby leading digital-savvy banks do not only require hardcore data scientists but also a community of “data citizens” who understand the business and operations and speak “data”. Through upskilling employees in data literacy, DLEP enabled our staff to act as the glue between protection of data asset and unlocking value for our customers.

DLEP addressed four areas of business and organisational challenges encompassing Risk & Control (as fraud risk detection and mitigation), Business Operations (driving process efficiency with Machine Learning to utilise automated algorithm), Customers Engagement (anticipating customers’ needs and personalising customer experience), Business Performance and Growth (informing improvement actions with data insights, and creating growth opportunities to realise value). Launched in 2022, the target was to achieve 70% of employees to speak, work and design with data within 3 years, i.e. by 2024.

Designed as a comprehensive end-to-end learning journey enabled by innovation & technology, DLEP provided a variety of learning activities – including 27.5 hours of instructor-led curriculum; the ‘Meet Up’ and ‘Brown Bag’ Series, where senior management and working level staff were invited respectively, to share our Bank’s vision and strategies, as well as data/innovation related use cases in the pipeline; the ‘Data Knock Knock’ online game; the ‘DLE Portal’ – an online platform for event registration, learning material sharing, knowledge sharing data forum, and a Leaderboard that displayed the ‘DLE Points’ earned by our staff from different DLEP activities.

The programme was continuously monitored and evaluated under a robust governance framework to track transformation plans against 39 major KPIs. The team actively collected feedback and conduct reviews by engaging users and business champions to collect data for analysis and informed programme enhancements.

In addition to employee upskilling – DLEP had created positive business impact, such as driving significant growth in the usage of the Bank’s modernised visualisation tool, Tableau, from ~700 users in 2021 to over 2000 users as of Jun 2023; development of new dashboards through Hackathon winning ideas which enabled the Bank to maintain resilience of branch services during COVID-19 pandemic, enhance HR hiring effectiveness, and mitigate potential lending fraud risks, etc. Since 2022, 2800+ employees had embarked on the DLEP learning journey and completed 17,000+ learning hours; 571 employees have been groomed as ‘data citizens’.

Comments from Adjudicators

The programme was innovative, with strong design principles that engage and promote lifelong learning. It simultaneously reflected the strong learning culture at the bank. Particularly impressive was the practical strategies for encouraging and fully embracing digital capabilities of the programme, which undoubtedly enhance its overall impact and relevance.

A comprehensive suite of training activities was strategically employed to successfully attain the training objectives. The inclusive approach and creative design techniques, such as Hackathon, which effectively engaged staff on the digital journey. It significantly fostered a safe and supportive environment for employees to acquire new skills and knowledge.

The programme outcome was remarkable and surpassing targets, especially in the certification of “Data Citizens”. Overall, the programme was effective in equipping staff with critical future skills in data and analytics, championing and cultivating a data mindset and applying data insights in decision making.

Bronze Award



“Gamifying Talent Management Design: Wynn’s Management Development Programme (MDP)” Wynn Macau, Limited

Special Award



Excellence in Career Development

In 2021, Wynn Macau implemented an innovative talent management approach called the Management Development Programme (MDP). The programme incorporated gamification and elements of the popular TV show “America’s Got Talent” to foster a culture of continuous learning and development among its leaders. The goal was to equip them with strong business acumen and an open-minded approach to navigate the ever-changing business landscape and achieve sustainable growth.

The MDP involved a comprehensive screening and selection process to identify high-performing candidates. Using the Talent Advancement System and HR Peoplesoft, candidates were evaluated based on various criteria, including tenure, training, certification completion, educational qualifications, skills, abilities, and performance evaluations. Selected candidates underwent a thorough evaluation session before joining the two-year programme, designed to promote innovation and self-learning.

48 participants were divided into eight learning teams, participating in quarterly case study competitions to develop innovative solutions to real-world problems the company may encounter. The case study competition aligned with Kolb’s Experiential Learning Model, emphasizing the importance of learning through experience. Each team incorporated an influencer concept to promote creativity, such as a Chinese philosopher.

The programme empowered leaders to acquire new skills and elevate their careers through the “Three E’s”: Education, Exposure, and Experience. It provided a complete package of online and classroom training, internal leadership workshops, leadership seminars by a local university, LinkedIn learning, fieldwork, mentoring, sharing from President & C-suite Executives, peer feedback, and networking opportunities. Each participant completed over 330 learning hours by the end of the programme.

The success of the programme was measured using the Kirkpatrick Evaluation Model, and the results were overwhelmingly positive. 100% of the participants found the programme helpful and would recommend it to their colleagues. The programme generated a high ROI, with a 94% retention rate throughout the two-year programme and over 50% of participants being promoted or given greater responsibilities within six months of completing the programme. This resulted in substantial savings for the company, as they no longer needed to hire external talents, saving nearly USD 1.5 million in recruitment costs.

According to Alice Chung, Director of Learning & Advancement of Wynn Palace and Wynn Macau, “The advantages of MDP lie in its ability to foster creativity, continuously encourage innovative thinking among management and team members. Additionally, MDP can address and solve problems that the team faces, provide suitable solutions, and facilitate the smooth attainment of goals. It can also enhance cooperation and communication among team members, thereby enhancing the team’s overall efficiency and collaborative skills. Therefore, the application of MDP can yield positive outcomes for the team.”

MDP has had a profound impact on its participants and the company, significantly contributing to developing local talents for succession planning and gaming license re-tendering. Overall, the programme had created a buzz within the company and led to several desirable outcomes, such as developing a talent development programme for middle-management and forming MDP Alumni, encouraging continuous learning and ensuring long-term success for the team and the company.

Comments from Adjudicators

The programme objectives were well-defined, with a focus on addressing talent management and creating a robust succession pipeline. It successfully built the capacity for sustainable business growth and enhanced leadership skills in today’s rapidly evolving business landscape.

The use of Kolb’s model in the design of talent management, resulting in sustainable outcome, was truly commendable. The programme demonstrated strong evidence of collaboration with learning platforms offered by external parties, including a partnership with the University of Macau, which facilitated access to research through a series of seminars. Notably, it excelled in measurement, articulating clear success metrics, including two key performance indicators (KPIs): retention and internal growth. These KPIs effectively addressed the challenges arising from the restrictions on work permits for foreign employees, showcasing the programme adaptability and strategic vision.

The programme yielded outstanding results in terms of internal growth, marked by a impressive up lift in promotions and parallel savings realized through reduced recruitment costs. Leveraging the momentum generated by the programme and incorporating creative gamification techniques proved highly successful in engaging staff and fostering healthy competition.

Master's and Bachelor's Degree Programmes



Master of Business Administration, MBA Reg. No.: 252735



MSc Business Psychology Reg. No.: 253035



MBA (International Business) Reg. No.: 252208

BA(Hons) Business Studies Reg. No.: 252020

- Human Resource Management



BA(Hons)

- Human Resource Management Reg. No.: 251921

Executive Seminars

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- Employment Ordinance, Compliance & Taxation
- Employees Psychological, Emotional Counseling and Crisis Management
- Human Resource Management
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- Workplace Management - Human Capital Management, Team Leadership, Mediation & Communication

Certificate Courses

- Design Thinking for People Development - Managing People with Creativity
- Employment Ordinance
- Human Resource Analytics
- Human Resource Management
- Human Resources Writing
- Labour Law in Mainland China
- Leadership and Decision Making Skills
- Personal Data Privacy and Human Resources



Enquiries: 27748500 (Mr Patrick Law)

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It is a matter of discretion for individual employers to recognize any qualification to which these courses may lead.

MTA2310062

Excellence Award



“Design School at Arup – nurturing the brightest minds”

Arup

Arup

Arup is a global collective of designers, consultants, and experts, united by our shared values. We work across disciplines and draw on diverse voices, applying an integrated approach to today's greatest challenges.

Our clients benefit from our shared knowledge, curiosity, and our ability to be truly collaborative. This ‘total architecture’ approach helps us to find a better way, resulting in more imaginative, sustainable and resilient outcomes.

The Challenge

Arup applies ‘Total Architecture’ to multidisciplinary projects and draw on diverse voices. Challenge facing us is how to avoid culture dilution when experiencing significant growth.

Externally, to ensure Arup's leading role in the market, we must exceed clients' expectations by formulating extraordinary and remarkable solutions. It is, therefore, essential to equip our staff with comprehensive training to enable them to add value and demonstrate innovation.

● Establishment of East Asia Design School

Design School was established to respond to the challenge and the first one in East Asia started in 2003 and the objectives are:

- To inspire and enthuse a new generation of designer and enhance their leadership skills.
- To foster creativity in multidisciplinary teamwork.
- To improve our ability to seek design solutions catering for clients' needs and adding value to their business.

Design and Implementation

East Asia Design School was a practice-oriented programme held off-site over three days.

● Key features include:

1. From ideation to prototyping

The programme covered the entire design process, from ideation for scenarios to prototyping for user testing.

Participants were presented with different scenarios based on global prevalent trends. For example, participants designed with recycled materials in circular economy while in the “Other Tomorrows” scenario they look at leveraging AI and VR to enhance design and communication.

2. A global community of creatives under the same roof

Arup has an extensive workforce of 10+ professional fields in East Asia. Through debates and discussions, participants could learn to empathize different perspectives and work with people of diverse background. This ultimately led to a total design mindset.

3. Where theory meets practice for aspiring designers

Unlike conventional design thinking courses, Arup's Design School took a practice-based approach in which facilitators introduce changes during activities to simulate ever-evolving real-world scenarios and puts participants' capabilities to test.

Achievements

East Asia Design School strengthened the firm's design capabilities, thereby fostering our industry leadership, and generating better business results. Among those who have completed the programme:

- More than 98% participants said the programme met or exceeded their expectations.
- Over 90% agreed the programme helped their work.

In Corporate Innovation Index (CII) hosted by the Asia-Pacific Institute of Business, Arup was the only built environment consulting company in the top 10 list.

Various awards in Design and Innovation scopes were also strong testament of learning outcomes, to name a just a few, Hong Kong Design Awards 2022 - Gold Prize in Architecture – Public and Institutional projects (2022), CIC Construction Innovation Award - 2nd Prize in Local - Safety category (2022) and DNA Paris Design Awards (Commercial & Office): Winner (2022).

Comments from Adjudicators

The programme objectives were not only timely but also precisely defined. It aimed to establish a global framework for enhancing the design skills of employees, with the overarching goal of improving their design capabilities and preparing them for future challenges and opportunities.

The three-day immersive experience model had a significant impact on learners through hands-on design experiences. This process not only encouraged entrepreneurial thinking but also harnessed the collective power of diverse teams in problem-solving. Additionally, the extensive reach to stakeholders of the programme played a crucial role in its success. It not only aligned with but also amplified the expectation of fostering a strong design culture within the organization, further emphasizing the programme significance and influence.

The programme delivered impressive results and earned external recognition for its positive impact on business performance. In summary, it was an outstanding initiative that instilled a forward-thinking mindset, broadening the vision of employees. Its noteworthy contribution to long-term business growth deserves commendation.



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*衛生防護中心2020-22人口健康調查報告書

Know You Can

Excellence Award



“AXA Data Academy”

AXA Hong Kong

Special Awards

Excellence in Digital Transformation

Excellence in Future Skills Development

With the everchanging customer behaviour, digital transformation has become imperative for insurance industry to elevate customer experiences. AXA Hong Kong is harnessing the power of data by encompassing legacy, digital, and external data, all unified on a robust cloud infrastructure and leading a pioneering change in data-focused digital strategies. To bridge the company with the emerging technologies, AXA Hong Kong's Data & Analytics CoE team (DACoE team) launched AXA Hong Kong Data Academy campaign (The Academy) to foster a data-driven culture and drive cloud adoption within the company.

An enabler of Self-Service Data Capability

The objective of launching the Academy was to enable self-service data capability among different departments and support our colleagues in learning fundamental data tools such as Power BI and SQL. The Academy comprised five learning programmes, including selected LinkedIn Learning courses on Power BI and SQL and on-site tutorial sessions. Colleagues were encouraged to take the professional certification exam of Microsoft Power BI Data Analyst (PL-300), which was fully subsidized by AXA Group. Two types of on-site tutorial sessions provided a particular emphasis on utilizing Customer 360 DataMart (C360) and Power BI. Leveraging these tools effectively, colleagues could derive actionable insights from data to inform their decisions and impact business growth.

In addition to the training modules, we organized AXA HK Got Dashboard Talent event to provide an exciting opportunity for colleagues showcasing their creativity and unleashing their data visualisation skills by presenting data story with the use of Power BI dashboard. The campaign ultimately peaked with a Lunch & Learn networking and ceremony occasion. During this event, data enthusiasts from various departments in AXA HK shared their hard work, the DACoE team simultaneously highlighted and discussed the latest AI trends including ChatGPT. Eventually the event ended by award presentation. This encouraged healthy competition and fosters a sense of pride and ownership over the data-driven initiatives within the organisation.

Nurturing a Long-Term Data Community

With nearly 350 colleagues joined the Academy which founded in 2022, AXA Hong Kong Data Academy received positive feedbacks and recognized by the learning campaign participants. The average satisfaction score stood at an encouraging 8.89 out of 10, indicating the effectiveness of the initiative. The Academy's success was illustrated through various Key Performance Indicators (KPIs). Notably, between Q1 2022 and Q1 2023, there was a data query boost from 210 GB to 135,000 GB coinciding with significant growth in DataMart users from 50 to 200. Additionally, the organization also acquired 165 new Power BI licenses by the end of 2022.

Looking ahead, AXA Hong Kong plans to further strengthen the data networking within the organization by establishing Data Champion and Data Community in 2023. The nominated Data Champions from various business teams will facilitate knowledge transfer and provide valuable support within their teams. By equipping employees with essential data skills and fostering a learning environment, the company is well-prepared to navigate the challenges and opportunities of the digital age.

Comments from Adjudicators

The programme objectives were meticulously defined, underpinned by a comprehensive and business-oriented needs analysis. The focus on PowerBI as, a foundational layer for building digital capability demonstrates, strong understanding of the importance of data in driving business.

The learning journey provided a holistic and impactful experience. The certification of employees underscored the commitment to harnessing cloud technology for driving tangible business results. Through a combination of networking, knowledge sharing, and continuous learning, the programme further nurtured a data-driven culture riding on a strong foundation of cloud adoption within the organization.

The results were influential in solving the business pain-point to enhance productivity and increase efficiency. It effectively guided employees in harnessing an analytics mindset to unlock greater business value, exemplified by the remarkable increase in quarterly data query usage. This programme was a testament to its success in proliferating the use of data tools among employees, ultimately fostering a more data-savvy and productive workforce.

Excellence Award



“Building The Future Together” The Hong Kong Jockey Club

Special Awards

Excellence in Change Management

Excellence in Programme Design

**Excellence Training Campaign to
5,000 Employees or More**

The Hong Kong Jockey Club (“the Club”) was authorized by the Government to provide wagering on horse racing and football and to operate the Mark Six lottery. Regulated football wagering was first launched in 2003 to meet the public demand for gambling and the Club works with the Government to advocate responsible gambling. The Club is also committed to increasing customer satisfaction and investing in system enhancement, with an aim of optimizing the business to channel the proceeds for social good, whether in the form of tax or through charity donations.

Strengthening Our Resilience

To achieve excellence in the wagering experience and keep pace with business growth, the Club implemented a football wagering system transformation exercise in July 2022, aimed at revamping its capability and user interface. In order to equip all front-line employees with both technical and soft skills before the new system was implemented, it was crucial to train over 6,000 employees from Retail & Telebet – the Club’s largest customer-facing channel. The Club’s management spotted an opportunity to reform the training structure and boost people development strategies.

Football wagering is one of the Club’s core business units and the training programme had to overcome a number of challenges, including a huge workforce of part-timers, working under the shadow of the COVID-19 pandemic, a short time-span, and preventing disruption to business and customers, etc.

Riding High Together

Full commitment from top management and collaboration with stakeholders were keys to success. With their support, a series of highly flexible eLearning systems were developed to enhance training effectiveness and efficiency. While training through the use of technology was a must, interpersonal training was just as essential. Another successful factor of this training programme was the strong trainer pool recruited internally, all of whom are veteran part-time, front-line staff.

Throughout the training period, we encouraged our part-time trainers to deliver innovative yet effective training to all staff. As a result, the trainers were confident in utilising their talents and leveraging their first-hand experience to develop suitable training materials for the front-line staff.

Along the training journey, our instant feedback mechanism was well-received by participants for serving the purpose of increasing communication, and ensuring continuous training consistency and effectiveness.

Our training programme went the extra mile after the successful implementation of the new system. A batch of trainers became Service Ambassadors, to continue supporting staff and even extend their service to customers. With that, a smooth transition was achieved despite the exercise being such a major change.

For the Betterment of Society

The training was successfully completed in two months’ time as per plan prior to system implementation. The new system enhanced capability of the wagering process and lowered operating costs. Together with Retail Shops and Telebet Centre renovation, the entire transformation exercise enhanced the customer wagering experience and kept pace with the good business performance. All our efforts are ultimately for the betterment of our society – as we build a brighter future together.

Comments from Adjudicators

The programme objectives were precisely aligned with the challenges posed by the system transformation in the Club’s largest customer-facing channel. It was a massive training programme, executed with excellence. In anticipation of the substantial challenge posed by the upgrade of the Football Wagering System, the programme effectively identified the need for a change in service mindset to mitigate risks and minimize disruption to the business.

With unwavering support from top management, the programme implementation was meticulously planned, fostering comprehensive connections with stakeholders. Delivering robust learning experiences through both digital and experiential approaches, and managing a substantial workforce comprising part-time and full time staff, the club faced formidable challenges. Yet, the programme effectively engaged staff in continuous improvement within a demanding timeline.

The results were truly remarkable. Achieving minimal disruption to customers and business operations while maintaining service excellence, the programme led to significant enhancements of operational efficiency. It resulted in improved cost-effectiveness, heightened customer appreciation, and an increase in average turnover. This proactive approach was pivotal in keeping pace with the business growth and elevating overall performance.

Excellence Award



“Safety First, to Last – SPORTS Health & Safety Campaign” Swire Properties Limited

Special Awards

Recruit Excellence in Stakeholder Engagement
Excellence in Performance Improvement
Excellence in Programme Design

About Swire Properties Limited

Established in Hong Kong in 1972, Swire Properties Limited is a leading property developer and investor with operations and establishments across Hong Kong, the Chinese Mainland, Southeast Asia, and the US. Adhering to our core values of integrity, originality, long-term focus, and quality, Swire Properties aims to create sustained value by developing and managing large-scale mixed-use projects that serve as urban hubs for communities to thrive in.

Objectives

Our pledge towards health and safety started decades ago, and recently our Chief Executive, Tim Blackburn, attested to this during our annual company event, “There is nothing more important than the safety of our people.”

The “Safety First, to Last” campaign was launched in 2020 when the Learning & Talent Management team (L&TM) and the Health & Safety (H&S) Department at Swire Properties joined hands to develop a 3-year (2020 – 2022) Health & Safety strategic training programme to achieve the following:

- Strong leadership in Health & Safety
- A positive mindset towards Health & Safety
- Widespread occupational safety skills and knowledge

In the long term, Swire Properties aims to achieve ZERO HARM at work and ensure that we are building a robust health and safety culture. All operations may involve potential risks; therefore, we aim to achieve the goal of zero harm through effective employee training, communications, and management of occupational health and safety.

Programme Design

This training campaign was targeted towards all employees, from officers to directors, office colleagues to frontline staff, offering a variety of learning methods according to the needs of employees at different levels. We designed the entire training programme framework with L.I.F.E, including:

- (L - Learning Hub) Digital learning platform: Occupational health and safety-related information was distributed through the platform. Employees could read relevant information on the platform and conduct independent learning, with more flexibility.
- (I - Innovation) Innovative tools: Virtual Reality (VR) technology was used to help employees safely experience dangerous work scenarios in a risk-free environment and practice how to prevent accidents.
- (F - Face-to-face Learning) Entity courses: Entity training, lectures, and activities was arranged to facilitate communication among participants.
- (E - E-learning) Online learning courses: A variety of online learning course contents was designed according to the different responsibilities of colleagues.

The topic of occupational health and safety gave a relatively stereotyped and boring impression, but under the framework of L.I.F.E, the course adheres to the principles of the 3Es, Education, Experience and Engagement, which enhanced employees’ learning experience through a variety of interesting and engaging training activities. These included physical workshops, interactive seminars, basic fitness and stretching courses, games and learning videos, as well as competition elements, allowing employees to have a fruitful learning experience and be more engaged in the training activities and courses to improve learning effectiveness.

Outcomes

The “Safety First, to Last” campaign was one of the major training initiatives organized by our L&TM team and H&S Department. This training campaign was supported by the whole company, the completion rate of online learning courses had reached 100%, and an average of 82% of colleagues participated in various training activities. The training programme had effectively improved employees’ occupational health and safety awareness, reducing the chance of accidents. The number of work-related injuries and related costs was significantly reduced by nearly 50%.

Comments from Adjudicators

The programme objectives were clearly identified, aiming to enhance the culture of Health and Safety of its employees. Taking the strategic pillars as background offers strong support for the importance of positive cognitive awareness of safety and health. With clear objectives of engaging employees, the programme design was direct and pertinent.

Led by Chief Executive and senior management, the programme was structured to different customized edition of learning in alignment with their roles and responsibilities. The incorporation of gamification and worksite roadshows throughout the training sessions added an extra dimension to skill development. It not only enhanced practical skills but also heightened awareness and adherence to safety measures in the workplace.

The results were encouraging, and the use of the Kirkpatrick Model for measuring effectiveness, along with feedback surveys, deserved commendation. A notable reduction in the number of injury cases clearly reflected the programme effectiveness. In conclusion, it was a high-quality initiative that engaged employees at all levels. It not only reinforced the health and safety culture but also facilitated the development of a new collaborative framework among different departments.

Past Campaign Award Winners



2022

Gold Award	Prudential Hong Kong Limited
Silver Awards	Hongkong Land Limited The Hong Kong Jockey Club
Bronze Awards	CLP Power Hong Kong Limited Esquel Group Sino Group
Excellence Awards	Bupa (Asia) Limited Standard Chartered Bank (Hong Kong) Limited The Hong Kong Jockey Club Tricor Hong Kong

2021

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

2020

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

2019

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

2018

Skills Training Category

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

Development Category

Gold Award	Quality HealthCare Medical Services Limited
Silver Award	Pfizer Corporation Hong Kong Limited
Bronze Award	Ocean Park Corporation
Excellence Awards	AIA International Limited Laws Fashion Group Limited Sun Life Hong Kong Limited

2017

Skills Training Category

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

Development Category

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

2016

Skills Training Category

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

Past Campaign Award Winners



Development Category

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

Development Category

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

2015

Skills Training Category

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

Development Category

Gold Award	The Hong Kong Society for the Aged
Silver Award	DBS Bank (Hong Kong) Limited
Bronze Award	McDonald's Restaurants (Hong Kong) Limited
Excellence Awards	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

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

2013

Skills Training Category

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

Development Category

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

2012

Skills Training Category

Gold Award	The Hong Kong Jockey Club
Silver Award	DHL Express (HK) Limited
Bronze Award	CLP Power Hong Kong Limited
Excellence Awards	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

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

Past Campaign Award Winners



2011

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

2010

Gold Prize	Bank of China (Hong Kong) Limited
Silver Prize	Morgan Stanley
Bronze Prize	The Hong Kong Jockey Club
Excellence Awards	Aon Hong Kong Limited Fuji Xerox (Hong Kong) Limited Mandarin Oriental Hotel Group

2009

Gold Prize	MTR Corporation Limited
Silver Prize	Synergis Management Services Ltd
Bronze Prize	Zurich Life Insurance Co Ltd
Certificates of Excellence	Hang Yick Properties Management Ltd Hong Yip Service Co Ltd InterContinental Grand Stanford Hong Kong

2008

Gold Prize	CLP Power Hong Kong Limited
Silver Prize	Maxim Caterers Ltd and Hospital Authority
Bronze Prize	The Hong Kong Jockey Club
Certificates of Excellence	Canossa Hospital (Caritas) Hong Kong CSL Limited InterContinental Hong Kong

2007

Gold Prize	Tao Heung Group Limited
Silver Prize	Kowloon-Canton Railway Corporation
Bronze Prize	The Hong Kong Jockey Club
Certificates of Excellence	Kowloon Shangri-La Hotel Li & Fung (Trading) Limited PCCW Limited

2006

Gold Prize	Langham Place Hotel
Silver Prize	Gammon Construction Limited
Bronze Prize	Hang Seng Bank
Certificates of Excellence	Hang Seng Bank Jones Lang LaSalle – Management Solutions Shun Hing Electric Service Centre Ltd

2005

Gold Prize	Langham Place Hotel
Silver Prize	CLP Power Hong Kong Limited
Bronze Prize	The Hong Kong and China Gas Company Ltd
Certificates of Merit	HSBC PCCW Limited Standard Chartered Bank (Hong Kong) Limited

2004

Gold Prize	The Hong Kong Jockey Club
Silver Prize	HSBC
Bronze Prize	AXA China Insurance Co Ltd
Certificates of Merit	ACNielsen (China) Ltd Hong Kong Housing Authority MTR Corporation Limited

2003

Gold Prize	Cathay Pacific Airways Ltd
Silver Prize	Circle K Convenience Stores (HK) Ltd
Bronze Prize	HSBC
Certificates of Merit	Canossa Hospital (Caritas) Kai Shing Management Services Ltd Sun Hung Kai Properties Ltd

2002

Gold Prize	Hong Kong Housing Authority
Silver Prize	Hsin Chong Real Estate Management Ltd
Bronze Prize	Allen & Overy (HK) Limited
Certificates of Merit	American International Assurance Company (Bermuda) Limited Hong Yip Service Company Ltd Shangri-La Hotels and Resorts

2001

Gold Prize	Hang Seng Bank Ltd
Silver Prize	Hongkong Post
Bronze Prize	Watson's The Chemist
Certificates of Merit	Giordano International Limited Hang Yick Properties Management Limited Hong Yip Service Company Ltd

Past Campaign Award Winners



2000

Gold Prize	Standard Chartered Bank
Silver Prize	Hong Kong Housing Authority
Bronze Prize	The Hong Kong Jockey Club
Certificates of Merit	Heraeus Ltd Hospital Authority MTR Corporation

1999

Gold Prize	Hang Seng Bank Ltd
Silver Prize	CLP Power Hong Kong Ltd
Bronze Prize	Hang Seng Bank Ltd
Certificates of Merit	Goodwell Property Management Ltd The Jockey Club Kau Sai Chau Public Golf Course Ltd Kowloon-Canton Railway Corporation

1998

Gold Prize	Sheraton Hong Kong Hotel & Towers
Silver Prize	Tse Sui Luen Jewellery Co Ltd
Bronze Prize	DHL International (HK) Ltd
Certificates of Merit	The Hong Kong Jockey Club Hong Kong Police Shell Hong Kong Ltd

1997

Strategic HRD Category

Silver Prize	Regal Hotels International
Bronze Prize	DHL International (HK) Ltd

Skills Training and Development Category

Gold Prize	Hang Seng Bank Ltd
Silver Prize	Marks and Spencer (H.K.) Ltd
Bronze Prize	Regal Hotels International

1996

Overall Winner	Giordano Ltd
Strategic HRD Category	Giordano Ltd
Skills Training and Development Category	Mass Transit Railway Corporation

1995

Overall Winner	Hospital Authority
Strategic HRD Category	Hospital Authority
Skills Training and Development Category	Mass Transit Railway Corporation

1994

Overall Winner	Kowloon-Canton Railway Corporation
Strategic Management/Strategic HRD/TQM Training Category	Kowloon-Canton Railway Corporation
Management/Supervisory Training Category	Cathay Pacific Catering Services (HK) Limited
Professional/Technical Training Category	Securair Limited

1993

Overall Winner	The Asian Sources Media Group
Strategic Management/Strategic HRD/Customer Service/TQM Training Category	The Sino Group
Management/Supervisory Training Category	The Asian Sources Media Group
Professional/Technical Training Category	Hong Kong Aircraft Engineering Company Limited

1992

Service Category	Mass Transit Railway Corporation
Commercial and Industrial Category	Shell Hong Kong Limited

1991

Service Category	Arthur Andersen & Company
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

1990

Multi-National Corporations Category	China Light & Power Company Limited
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* 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

- 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
- Personal achievements and continuous development
- Achievement in enhancing training and development capability

Outstanding New Trainer Awards

- 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
- Personal achievements and continuous development

INDIVIDUAL AWARD WINNERS

Hongkong Land Trainer of the Year

Mr Yuen Siu Pong, Collins

Branch Manager

Prudential Hong Kong Limited



Distinguished Trainer Awardees*

Ms Heidi Au

Vice President, Learning & Organization Development
HKT Limited

Mr Chen Hong Shaw, Victor

Manager

Training & Sales Proposition Channel Services
Prudential Hong Kong Limited

Mr Fu Yat Kei, Jacky

Distribution Training Manager
AXA China Region Insurance Company Limited

Mr Leung Ka Chun, Eddie

Senior Business Manager
Prudential Hong Kong Limited

Ms Yiu Kam Ki, Yuki

Training Consultant, Business Training and Development
AIA International Limited

Mr Yuen Siu Pong, Collins

Branch Manager
Prudential Hong Kong Limited

Outstanding New Trainer Awardees*

Ms Chan Suet Hei, Karen

Assistant Manager, Agency Training
Prudential Hong Kong Limited

Mr Chow Wai Shun, Alexander

Senior Training Executive
CSL Mobile Limited

Mr Dave Chung

Specialist

AIA International Limited

Mr Chung Kiu Fung, Alan

Training Engineer

CLP Power Hong Kong Limited

Ms Chung Yeung Mui

Senior Analyst
AIA International Limited

Ms Hui Sin Ching, Winnie

Senior Learning & Development Executive
MTR Corporation Limited

Mr Kwok Wai, Kurtis

Senior Training Analyst
AIA International Limited

Ms Lai Yuet Hei, Isra

Assistant Human Resources Officer
Marco Polo Hotels – Hong Kong

Ms Lam Pik Kwan, Elaine

RSG Consultant – Training, Learning, Development
MHK Restaurants Limited

Dr Lawson Law

Head of Data and Analytics, Wholesale Banking
Hang Seng Bank Limited

Ms Tsang Lok Yiu, Yoyo

Talent Management & Development Officer
Swire Coca-Cola HK

Ms Tso Ki Po, Veronica

Senior Officer, Learning & Organization Development
Bupa (Asia) 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



Mr Yuen Siu Pong, Collins
Branch Manager
Prudential Hong Kong Limited

"I am truly grateful of receiving the "Distinguished Trainer Award"
Mentoring and training are my passion, and talent development is always my priority.
Being recognised by the reputable the HKMA, I would like to thank Prudential Hong Kong and my AFS
department teammates for their support. This award signifies an important milestone in my training career,
and I am firmly committed to be a better trainer."



DISTINGUISHED TRAINER AWARDEES*



Ms Heidi Au
Vice President, Learning & Organization Development
HKT Limited

"This award brings immense pride and gratitude. Thank you to all who inspired me along the journey. Driving
transformation is challenging, but rewarding with impactful results. I'm grateful for the opportunity to make a
difference and inspire positive change in business and people."

Mr Chen Hong Shaw, Victor
Manager
Training & Sales Proposition Channel Services
Prudential Hong Kong Limited

"I am deeply honored to receive the "Distinguished Trainer Award" from the HKMA. I would like to express
my deepest gratitude to the HKMA for this wonderful recognition. My heartfelt thanks to my supervisors and
Prudential for the precious opportunity. This award will continue to motivate me to strive for excellence in my
career ahead."



* 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*



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

"I am thrilled and humbled to receive the "Distinguished Trainer Award" from HKMA. This prestigious award recognizes the hard work and dedication that our team has put into developing and delivering high-quality training programs. I am grateful to HKMA for this honour and to AXA for providing me with the opportunity to contribute to our company's success. I would like to thank my colleagues and trainees who have supported and inspired me. This award is a testament to our shared commitment to excellence and continuous improvement."

Mr Leung Ka Chun, Eddie
Senior Business Manager
Prudential Hong Kong Limited

"It is my great honour receiving the "Distinguished Trainer Award" from HKMA, which is a significant milestone achievement in my career. I would like to thank my company, Prudential, our AFS training team and teammates for their continued support. It gave me a lot of valuable experiences participating into this award, and help me become a better trainer."



Ms Yiu Kam Ki, Yuki
Training Consultant, Business Training and Development
AIA International Limited

"I am truly honoured to receive the award. And I am glad to participate in this competition, especially thank my company and support from my team. This is such a great experience and remind me the importance of knowledge inheritance as an unbreakable faith in my training career."

* 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 Chan Suet Hei, Karen
Assistant Manager, Agency Training
Prudential Hong Kong Limited

"It is my greatest honour to receive the "Outstanding New Trainer Award". I am truly grateful for the support and acknowledgement from Prudential. Credit also goes to my supervisor and colleagues for their guidance and encouragement. I shall continue to pursue excellence and professionalism while also actively giving back to the industry."



Mr Chow Wai Shun, Alexander
Senior Training Executive
CSL Mobile Limited

"I sincerely thank my company, leaders and colleagues for their invaluable support in achieving the "Outstanding New Trainer Award". This award is not only a personal achievement but also a reflection of our collective efforts. I will continue to strive for excellence, constantly improving my training quality and setting examples for learners."

Mr Dave Chung
Specialist
AIA International Limited

"I am eternally grateful to my peers for building up my training skills, allowing me to become another symbol of success for AIA. Will Durant once said, "Excellence is an art won by training and habituation". Consistency is key, and I will continue the path towards excellence with great determination."



Mr Chung Kiu Fung, Alan
Training Engineer
CLP Power Hong Kong Limited

"It is a great affirmation for me to be honoured to receive the "Outstanding New Trainer Award". I am very grateful for my company's continuous support, as well as the guidance and help from all the colleagues in the CLP Power Learning Institute, allowing me to continue to "Achieve Professionalism & Inspire Talent"."

* 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*

"It's truly an honour to receive the "Outstanding New Trainer Award". I would like to thank AIA's nominate and all the supports from my teammates in Business training and development department. This award motivates me to continue striving for excellence in my work and keep the enthusiasm in training areas."

Ms Chung Yeung Mui
Senior Analyst
AIA International Limited



Ms Hui Sin Ching, Winnie
Senior Learning & Development Executive
MTR Corporation Limited

"I am deeply honoured to receive the "Outstanding New Trainer Award". This recognition is a significant milestone that motivates me to continue pursuing excellence and making a positive impact in L&D. My sincere gratitude goes to my colleagues who supported and encouraged me throughout this journey."

Mr Kwok Wai, Kurtis
Senior Training Analyst
AIA International Limited

"I am honoured to receive this award. I appreciate the support from AIA and my team, which has enabled me to constantly strive for excellence and move forward. I will maintain my enthusiasm, integrate theory with practice, in order to make even greater contributions to the industry and the company."



Ms Lai Yuet Hei, Isra
Assistant Human Resources Officer
Marco Polo Hotels – Hong Kong

"I'm grateful and honoured to receive the "Outstanding New Trainer Award". This recognition is a true affirmation of my career in training. I would like to express my heartfelt gratitude for the guidance and encouragement from my team and supervisors at Marco Polo Hotels – Hong Kong. "Every expert was once a beginner." I look forward to the challenges and opportunities ahead."

* 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 Lam Pik Kwan, Elaine
RSG Consultant – Training, Learning, Development
MHK Restaurants Limited

"It is my great honour to represent MHK-Restaurants Limited to participate in the HKMA Award for Excellence in Training and Development and receive the "Outstanding New Trainer Award". The judging process has given me valuable experience to broaden my horizon on People Training, Learning and Development. I would like to express my heartfelt thanks to McDonald's management and peers for their support and encouragement."

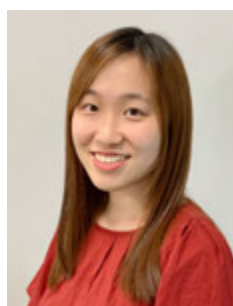


Dr Lawson Law
Head of Data and Analytics, Wholesale Banking
Hang Seng Bank Limited

"I am truly honoured to receive the "Outstanding New Trainer Award". It is a powerful encouragement for me to continue sharing my data analytics knowledge and skills with colleagues. I'm especially grateful to Hang Seng Bank for supporting and recognizing my efforts, which further strengthen my commitment to inspire others."

Ms Tsang Lok Yiu, Yoyo
Talent Management & Development Officer
Swire Coca-Cola HK

"I am honoured to receive this award. Grateful for the full support and encouragement from company and the whole HR team. The Award reminded me to strive for excellence continuously. I'll maintain the enthusiasm and keep learning in the training profession!"



Ms Tso Ki Po, Veronica
Senior Officer, Learning & Organization Development
Bupa (Asia) Limited

"It is my great honour to receive the "Outstanding New Trainer Award" from the HKMA. This milestone encourages me to further strive for excellence in my training career onwards. I would like to express my heartfelt gratitude to my Bupa teammates for their continuous support, encouragement and inspiration."

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

Past Individual Award Winners



2022

Trainer of the Year

Ms Kwong Yick Ling, Sarah HSBC Life (International) Limited

Distinguished Trainer Awardees

Mr Fung Wai Hong, Daniel Prudential Hong Kong Limited

Ms Ho Manchi AIA Hong Kong & Macau

Ms Kwong Yick Ling, Sarah HSBC Life (International) Limited

Ms Lam Sze Sze, Gladys Yip's Chemical Holdings Limited

Ms Wong Pik Chun, Sally Prudential Hong Kong Limited

Mr Wong Tung Lui, Dony Prudential Hong Kong Limited

Outstanding New Trainer Awardees

Ms Cheung Chi Fung, Daizy Prudential Hong Kong Limited

Mr Fu Yat Kei, Jacky AXA China Region Insurance Company Limited

Ms Ho Pik Ki, Peggy AIA Hong Kong & Macau

Ms Tam Sau Ying, Tina AIA Hong Kong & Macau

Mr Tsang Hing Cheong, Andy CLP Power Hong Kong Limited

Mr Wu Wing Shing, Vincent CLP Power Hong Kong Limited

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

* 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



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

2018

Trainer of the Year

Mr Edward Lo	Hang Lung Properties Limited
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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
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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	Jebsen & Co Ltd
Ms Grace Ma	MTR Corporation
Mr Sunny Wong	BOC Group Life Assurance Company Limited

2016

Trainer of the Year

Mr Tolar Ng	Ralph Lauren Asia Pacific Limited
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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

* 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



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
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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

2014

Trainer of the Year

Ms Yvonne Yam	RS Components Limited
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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

* 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



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

2012

Trainer of the Year & Distinguished Trainer Awardee

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

* 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



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

2008

Trainer of the Year

Mr Kelvin Ju	AIG Companies
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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
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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

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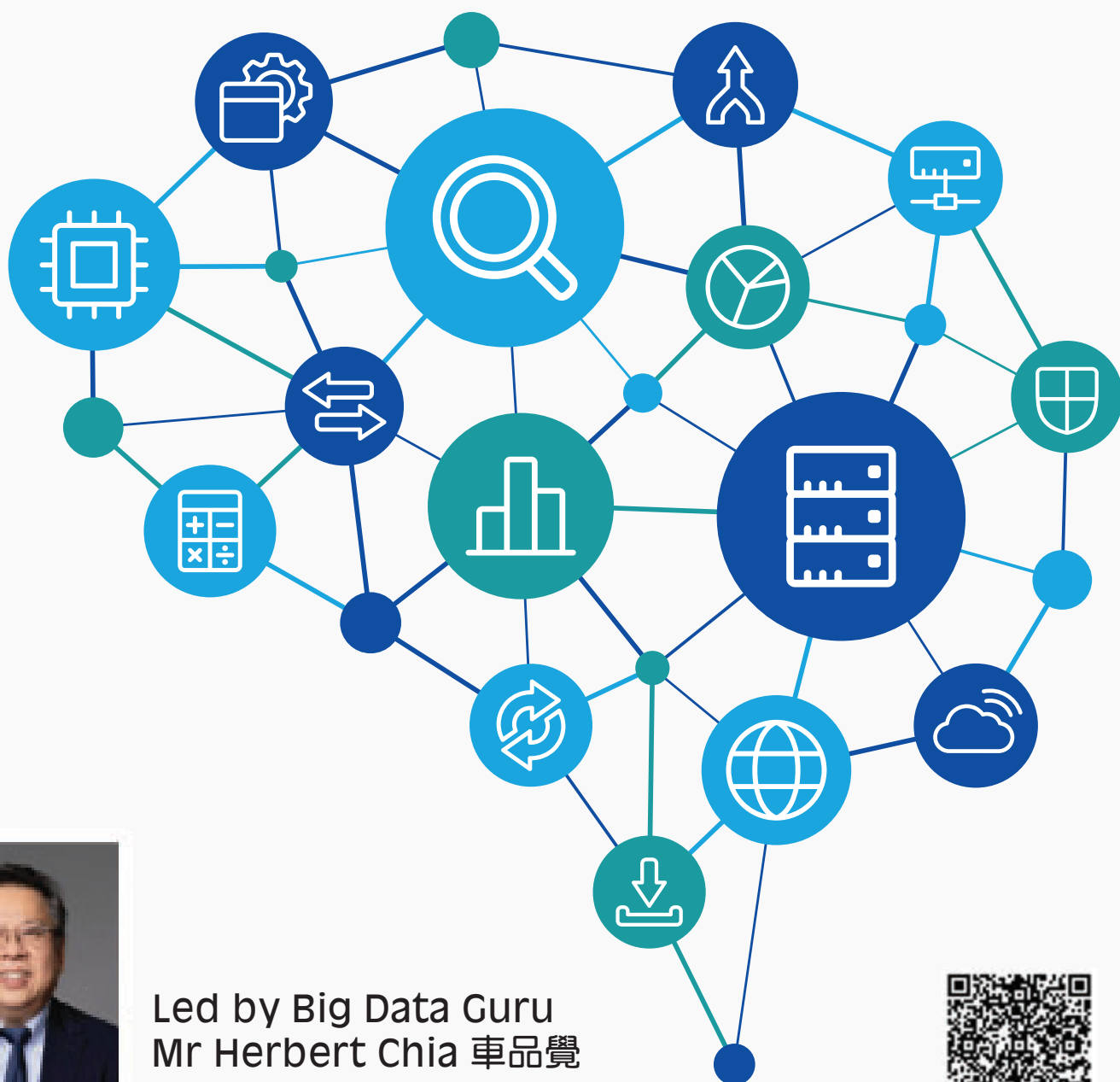
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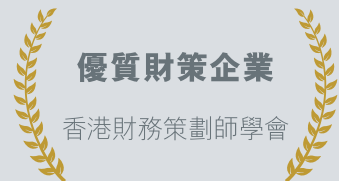
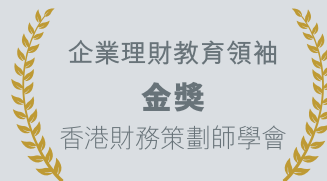
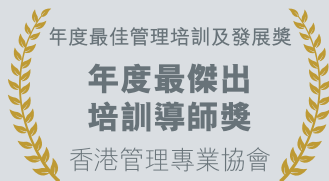
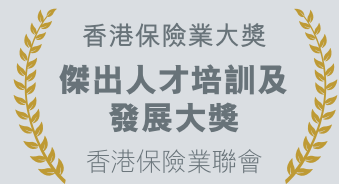
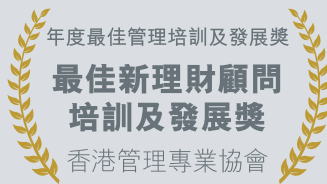
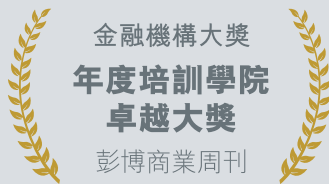
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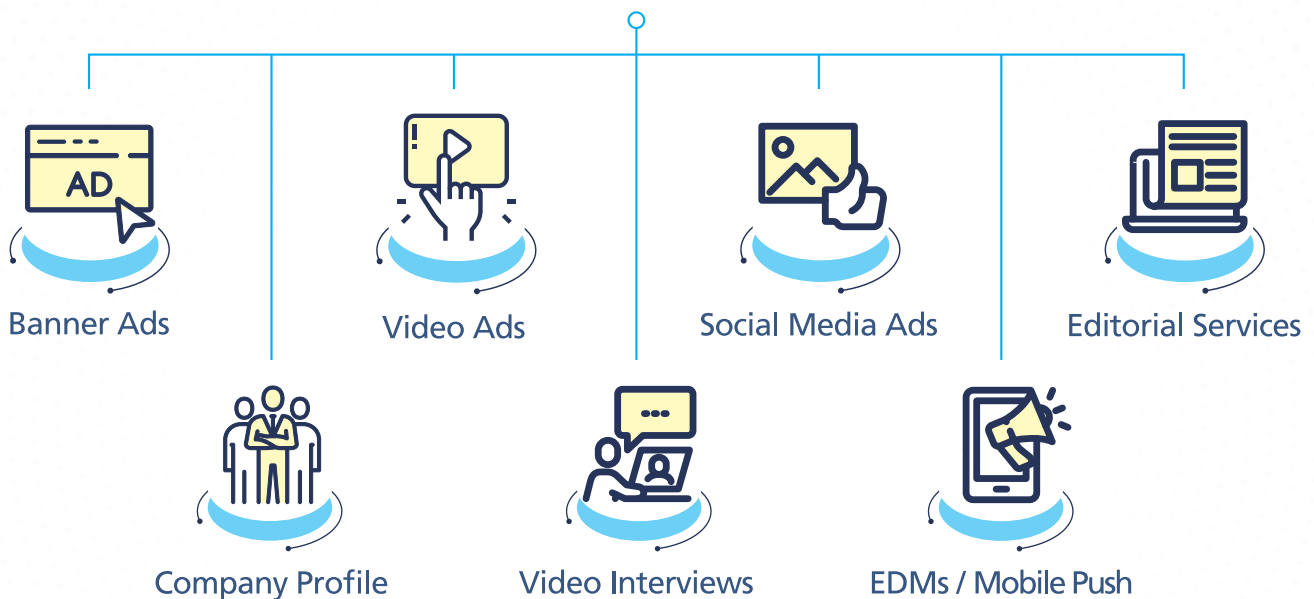


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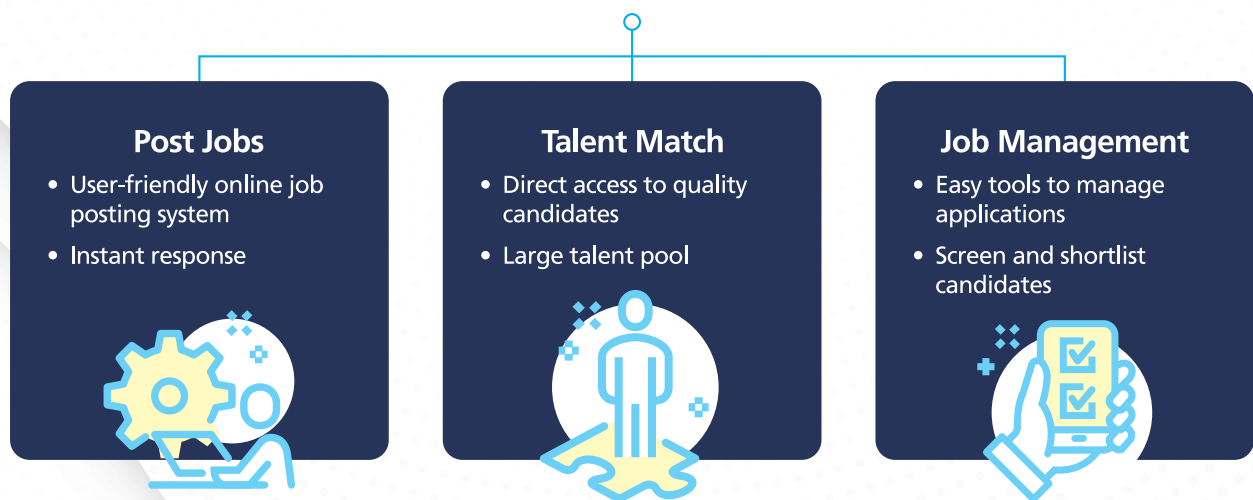
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