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# Courtesy Visit by HKTDC



- Parkson Credit Continues its Digitalisation Roadmap
- Managing Absenteeism @ Amsteel
- Hi-Rev Rocks at Sibujaya Bike Week
- SPAO Sunway Velocity is Back
- The Transformative Power of Coaching

## **Courtesy Visit by HKTDC**



• Tan Sri William Cheng briefing the delegation on the Group's businesses, followed by a discussion on investment opportunities in Malaysia, and exchange of souvenirs between Tan Sri William Cheng and Dr Peter K N Lam.

### **Courtesy Visit by HKTDC**

CORPORATE UPDATES

he Hong Kong Trade Development Council (HKTDC) led by its Chairman, Dr Peter K N Lam and delegation comprising companies' Chairmen and CEOs visited our Group Headoffice on 27 July 2023. Their visit was in conjunction with the official visit to Malaysia by Hong Kong Chief Executive, Mr John Lee. Group Chairman, Tan Sri William Cheng and some directors received them followed by a briefing on our Group's businesses and investment plans.

### Kunjungan Hormat HKTDC

ajlis Pembangunan Perdagangan Hong Kong (HKTDC) yang diketuai oleh Pengerusinya, Dr Peter K N Lam serta delegasi V I yang terdiri daripada Pengerusi dan Ketua Pegawai Eksekutif pelbagai syarikat mengunjungi Ibu Pejabat Kumpulan kita pada 27 Julai 2023. Kunjungan mereka adalah bersempena lawatan rasmi Ketua Eksekutif Hong Kong, Encik John Lee ke Malaysia. Pengerusi Kumpulan, Tan Sri William Cheng dan beberapa orang pengarah mengalu-alukan ketibaan mereka diikuti dengan taklimat mengenai perniagaan dan rancangan pelaburan Kumpulan kita.

## 香港贸易发展局的礼节性拜访

港贸易发展局(HKTDC)主席林建岳博士率领代表团,包括 各公司主席和行政总裁,于2023年7月27日到访我们的集团总 部。他们的拜访是与香港特首李家超对马来西亚的官方拜访相 配合的。集团董事长丹斯里锺廷森和部分董事接待他们,随后向他们介 绍集团的业务和投资计划。

### **MOONCAKE FESTIVAL CHARITY EVENT CUM TALK ON CHINESE LITERATURE**



# cum Talk on Chinese Literature

cum Talk on Chinese Literature at C & See Lounge in Parkson Pavilion Kuala Lumpur.

At the event, Puan Sri Chelsia presented LPF's donation of RM10,000 to the Chinese Chamber of Commerce and Industry of Kuala Lumpur and Selangor (KLSCCCI) – Scholarship Fund, received by KLSCCCI representatives, Mr Foo Kooi Siong and Mr Soong Wing Hong (left photo).

The spirit of charity continued as the Hui Xin Ladies Group contributed RM10,000 to LPF, received by Puan Sri Chelsia Cheng and witnessed by LPF Trustees, Datin Wira Dr Tan Niap Ming and Ms Chow Mun Seong (cover page bottom left photo: middle, 2nd from right and extreme right respectively).

A total of RM30,000 was raised from the registration fees for the third and final talk by Professor Datuk Dr Lim Chooi Kwa on the topic of Chinese Literature, donations from the Hui Xin Ladies Group and generous individuals, as well as the proceeds from the sale of mooncake and Professor Lim's book donated by him.





• Property Division Managing Director, Mr Young Pei Feei (centre) exchanging business cards with the delegates.

# **Mooncake Festival Charity Event**

n 9 September 2023, Lion-Parkson Foundation (LPF) Chairman, Puan Sri Chelsia Cheng hosted a Mooncake Festival Charity Event

### PARTICIPATION in CAREER FAIR

ur Group participated in the Tunku Abdul Rahman University of Management and Technology (TAR UMT), Hybrid Internship & Career Fair – Journey Junction at TAR UMT's Kuala Lumpur Campus in Setapak on 22 August 2023.

Attended by Group HR Manager, Ms Yap Chiau Ling and Senior HR Executive, Mr Shawn Hiew, the fair provided an opportunity to connect with the next generation of professionals and promote our Group's culture and values as an employer of choice.







### MANAGING ACROSS GENERATIONS IN THE WORKPLACE WORKSHOPS

roup Headoffice and CeDR jointly organised two sessions Jof the workshop entitled 'Managing Across Generations in the Workplace' on 7-8 June and 15-18 August 2023 at Lion Office Tower respectively.

Facilitated by Ms Irene Choong Peck Foong, the workshops will enable participants to use the skills, strategies and tools learnt to effectively lead multi-generational workforce - Baby Boomers (born 1946-1964), Generation X (1965-1980), Millennials (1981-1996) and Gen Z (1997-2012).

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ecent issues of our newsletter have featured articles on the use of artificial intelligence (AI) in `E-wallet trend in Malaysia', 'Identifying & Avoiding Fake Mobile Apps', 'Smart Homes and the Internet of Things (IoT)', 'Social Media Marketing', 'Artificial Intelligence & ChatGPT' and 'Ransomware and Prevention'.

Al is becoming an integral part of our lives. It is not just something the big technology companies are focused on, but is impacting our everyday life.

Google search for news and information, and Google map and other travel apps to monitor traffic and weather conditions, and locate destinations are making our lives so much more convenient. On social media like Facebook, Twitter etc, AI feeds us the types of posts based on our search history. Our email accounts are protected by anti-virus software and spam filters that use AI to block emails that are suspected as spam or malware.

Very importantly, AI is used in the banking industry for real-time monitoring to keep track of account and transaction activity to quickly identify and address risks and to detect fraud by examining the transactional data and customer behaviour patterns.

Another important application is Al-powered 'imaging captioning' technology being developed to monitor and track unusual behaviour among subway passengers to enhance public safety, in some countries.

Our corporate learning arm, CeDR had organised an online session on 'Unleashing the Power of ChatGPT for Your Business'. ChatGPT is an AI chatbot (or software app) that uses natural language processing to create conversational dialogue and can compose various written content such as articles, social media posts, essays and emails etc.

All these exciting new technologies are changing the way we live and how organisations operate, with the bottomline being how society can progress and benefit from them.

### **UTUSAN PENGARANG**

i beberapa isu lepas, kita menyiarkan artikel mengenai penggunaan kecerdasan buatan (AI) menerusi `E-wallet trend in Malaysia', 'Identifying & Avoiding Fake Mobile Apps', 'Smart Homes and the Internet of Things (IoT)', 'Social Media Marketing', 'Artificial Intelligence & ChatGPT' dan 'Ransomware and Prevention'.

AI semakin penting dalam ada kehidupan kita. Ia bukan sekadar menjadi fokus syarikat-syarikat teknologi besar, tetapi juga memberi kesan kepada kehidupan seharian kita.

Carian Google untuk berita dan maklumat, serta peta Google dan lain-lain aplikasi perjalanan untuk memantau keadaan trafik dan cuaca, serta menentukan destinasi, semuanya memudahkan kehidupan kita. Di media sosial seperti Facebook, Twitter dan lain-lain, AI memaparkan hantaran berdasarkan sejarah carian kita. Akaun e-mel kita dilindungi oleh perisian anti-virus dan penapis spam menggunakan AI untuk menyekat e-mel yang disyaki sebagai spam atau 'malware'.

Pertama sekali, AI digunakan di dalam industri perbankan untuk memantau masa nyata dalam menjejaki akaun dan aktiviti transaksi bagi mengenal pasti dan menangani risiko dengan pantas dan mengesan penipuan dengan memeriksa data transaksi dan corak tingkah laku pelanggan.

Satu lagi aplikasi penting ialah teknologi 'pengimejan kapsyen' berkuasa AI sedang dibangunkan untuk memantau dan menjejaki tingkah laku luar biasa di kalangan penumpang kereta api bawah tanah bagi meningkatkan keselamatan awam, di sesetengah negara.

Bahagian pembelajaran korporat kita, CeDR telah menganjurkan sesi dalam talian mengenai 'Unleashing the Power of ChatGPT for Your Business'. ChatGPT ialah chatbot AI (atau aplikasi perisian) yang menggunakan pemprosesan bahasa semula jadi untuk mencipta dialog perbualan dan boleh mengarang pelbagai kandungan bertulis seperti artikel, hantaran media sosial, esei dan e-mel dll.

Kesemua teknologi baharu yang menarik ini mengubah cara hidup kita dan kaedah sesebuah organisasi beroperasi, namun kesimpulannya adalah bagaimana masyarakat boleh maju dan beroleh manfaat daripadanya.

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**RETAIL & TRADING DIVISION** 

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#### EDITOR'S MESSAGE

## **MERDEKA** CELEBRATION

n celebrating our country's 66th Independence Day, SECOM organized a staff gathering at its Headquarters in Shah Alam on 18 August 2023.

The Merdeka Day gathering started off with the singing of the national anthem followed by presentations on Merdeka related topics. Encik Hazeeq from Security Consulting department emerged as the winner while Cik Nik Nurul Azyan from Finance & Administration (top photos, left and right respectively) came in second.



### **DEFENSIVE DRIVING SKILLS TRAINING**

The second session of 'Defensive Driving Skills' training for Response Officers was held on 15 August 2023. The training was to promote safe behaviours on the road to prevent accidents, minimise injuries and save lives whilst meeting the response target time.



### **PERKESO HSP 3.0**

uman Resources department collaborated with Qualitas Health Klinik to provide free on-site health screening for staff aged 40 and above, under Perkeso HSP 3.0 programme on 10 August 2023.



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#### SERVICES DIVISION

### VISITS



### 2. SOUTHERN DEPOT

n 6 and 7 July 2023, General Manager, OMr Lee Keang Hong and other staff visited the Southern Deports in Melaka and Johor to share the latest company status, directions, strategies, expectations and targets to enhance the work processes and overall service level at the Depots and instill better understanding between Headquarters and the depots.





Auditors from International Department of SECOM Japan, Mr Masahiro Takahashi and Mr Yoshihisa Ishikawa (2nd and 3rd from right respectively) visited SECOM on 13 September 2023 to evaluate the company's Operations division including Static Guard division and Monitoring System division.

## **PARKSON CREDIT CONTINUES ITS** DIGITALISATION ROADMAP

arkson Credit Sdn Bhd added another feather to its cap with the digital moneylending license from the Ministry of Local Government Development (KPKT), marking a digitalisation milestone for the Company and paving the way for a more accessible and efficient lending landscape.

"This is a momentous step forward in our mission to provide digital financial services while ensuring it benefits our customers and improve their overall financing experience with us," said Executive Director, Mr Danny Poh expressing his enthusiasm on this exciting chapter for the Company.

Parkson Credit's digital moneylending platform employs robust security measures to protect customers' sensitive information with all transactions and loan terms being digitally recorded and transparent, while ensuring that customers fully understand their financial commitments.

Applying and signing the agreement can be conducted virtually anywhere without the applicant having to be physically present, hence improving efficiency, productivity and turnaround time.

Moving forward, Parkson Credit aims to continuously work to achieve 'Simply Easy' digital financial solutions for individuals with just a few clicks away.



### **1. MAYBANK**

On 5 July 2023, SECOM welcomed one of its esteemed customers, Maybank whose staff paid a visit to better understand SECOM's operations.

### **3. SECOM JAPAN**



Mr Danny Poh(left) receiving the license from Departmental Secretary of the Community Credit Control Section, Encik Muhammad Nor Azam Bin Samah at KPKT in Putrajaya.

## HEALTH SCREENING INITIATIVE



HR Department of Property Division, Group HQ and Parkson Credit with the Qualitas Health Malaysia Team.



roperty Division in collaboration with Group HQ and Parkson Credit initiated a Health Screening Program at Level 16, Lion Office Tower on 17 July 2023. Conducted by Qualitas Health Malaysia, more than 60 employees underwent an array of health assessments such as blood test, mental health screening, urine test, physical examinations and personalised consultations.

The initiative not only provided employees with a comprehensive view of their health status but also empowered them to take proactive steps towards improving their well-being.

STEEL

DIVISION

## MANAGING ABSENTEEISM @ AMSTEEL

mployee absence is always a problem for any organisation, large and small. Absenteeism can have a detrimental impact on the overall functioning of a workplace, affecting productivity and employee morale. Reducing absenteeism within the workforce is not only crucial for profitability but is also vital for productivity.

Amsteel Mills Klang conducted a two-day training on 'Managing Absenteeism' on 11-12 September 2023. Trainer Mr Toh Siew Pat shared strategic communication oriented initiatives to combat absenteeism.



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at HI-REV booth, with many motorcycle enthusiasts having their photographs taken on the HI-REV motorcycle.

## HI-REV FAMILY DAY 2023



#### RETAIL & TRADING DIVISION

## **HI-REV ROCKS** AT SIBUJAYA BIKE WEEK

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### FINANCE for NON-FINANCIAL MANAGERS TRAINING

OSIM Marketing Sdn Bhd (PMSB) sales and administration staff from Headoffice and branches attended training on "Finance For Non-Financial Managers" to instill better understanding on the necessary financial knowledge especially for those without a financial background.

The two-day training conducted by CeDR Corporate Consulting facilitator, Mr Tan Kok Tee concluded with a dinner to foster better relations amongst the staff, with PMSB Executive Director Mr Cheah Chee Ngen present too (below photo, standing 7 from right).





## CONTRIBUTION **To HUKM Charity Market**



osim Petroleum Marketing Sdn Bhd sponsored 23 cartons of 100 Plus isotonic drink for a charity market organised by Medical Social Work Department, Hospital UKM (HUKM) on 25 August 2023.

Themed "Contribute to Lighten The Burden", the event was held to raise funds for Tabung Kebajikan Pesakit HUKM in aid of needy patients. HUKM is one of the hospitals that refer needy patients to Lion-Parkson Foundation for medical assistance for various ailments.



### **HOGAN OPENS AT RAINTREERAIN**

Hogan Bakery's newest outlet is now opened at The Food Merchant@RainTreeRain at Unit C3, Lot LG-R01, Lower Ground, Residensi Era, 208, Jalan Segambut, Segambut, 51200 Kuala Lumpur.

RETAIL & TRADING DIVISION

## SPAO SUNWAY VELOCITY IS BACK



PAO reopened its store in Sunway Velocity Mall on 15 September 2023 and celebrated the reopening by offering a series of rewards for customers, including early bird perks, a PWP Woodie Tote Bag, instant rebate discounts, and exclusive 5x multiple points for Sunway Super App users. Head on to SPAO at Lot G01 & G 02, Ground Floor, Sunway Velocity Mall for rewards!

**#SPAOMY** 

## JUMBLE SALE



s part of the ongoing commitment in upholding its sustainability programme, Parkson held a Jumble Sale at its Head Office on 6 September 2023, a Wednesday that coincided with the Head Office's "Love the Planet, No Plastic Day" campaign.

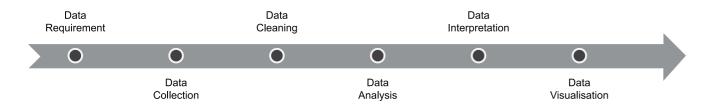
Organised by Parkson Recharge Room Committee (bottom photo), the event served as an inspiring call to encourage employees to wholeheartedly embrace the principles of reusing and recycling. True to the adage, "one person's trash is another person's treasure," the contributions from the staff, in the form of merchandise or monetary donation, were overwhelming with the proceeds from the event channelled towards supporting in-house sports activities, fostering a sense of camaraderie and well-being among the staff.



### **Business Intelligence - How To Perform Data Analysis**

By Teng Boon Hong - IT Dept, Parkson Credit Sdn Bhd

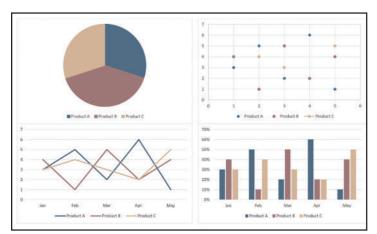
ata is becoming increasingly important for all organisations. In an organisation's day-to-day operations, stakeholders will have different questions and much curiosity in mind when looking into the organisation's business models and external market situations. Data comes in to play its role in answering all the whys. In view of its importance, organisations have also started investing resources to manage all the data and set up a Business Intelligence (BI) Unit for this purpose.



The above diagram shows the simplified process to turn raw data into meaningful pieces of information for decision-making. It is very often that we have data information scattered around different departments within an organisation. For example, we may have sales information from the Marketing Unit or product information from the Production Unit. Data specialists will first understand the data requirements i.e. the purpose of the data, how the data can be grouped and how to measure the data etc. After identifying all these, data specialists can collect all these data information from different departments and consolidate them into a place called a "data warehouse". Data warehouse acts as a single source of truth where all data will be stored here. After collecting all the data, the data will need to be cleaned before it can be used further. For instance, the collected data may contain duplicated records or errors. Hence, all these issues need to be eliminated and resolved before users can proceed to the next step.

After having all the data in an organized platform, the ultimate goal is to gather the data i.e. turn the data into useful business information. As all the data is stored within a single platform i.e. the data warehouse, it allows users to obtain this vast data more easily and perform data analysis from different perspectives. Users can perform data analysis, with the help of data analysis tools and software. After having extracted all the required data and obtained the data result, data interpretation comes into place. Complementing with external market knowledge, data interpretation will be able to answer all the whys related to a certain business situation and understand the market conditions better.

Having all the interpretations and conclusions alone is not enough. Users must be able to communicate this valuable information to stakeholders. This is the final and the most important step which can help the stakeholders in decision-making. Users can communicate the information to stakeholders by using data visualisation tools such as Microsoft Excel, Tableau, Power BI and Looker Studio. Under these data visualisation tools, different charts can be selected by users to communicate the data to stakeholders, such as the following examples that help the data to speak.



With the information communicated, stakeholders will be able to make business decisions with the help of organized data. This rich data will be able to assist a company for decision making in different ways. As the data across different departments is consolidated and standardised within the data warehouse, it can ensure data consistency within a company and subsequently a more informed decision can be made using this trustable data. Also, this rich data can assist a company to get a more thorough view of its current standing and position in the market. It can allow a company to gain a competitive advantage by evaluating the opportunities and threats associated with it, together with the help of the data. In addition, this rich data information also allows stakeholders to do market forecast, set potential KPIs, undertake business planning accordingly and ultimately achieve the business goals in an efficient, time-saving and cost-saving manner.

The importance of data in an organisation is undeniable. BI Unit,

composed of all the data specialists, uses data to assist stakeholders in every way and at any stage where information is required for decision-making. This information is important, not only in speeding up the decision-making process, but also in providing clarity in the business direction via accurate and precise decision-making based on reliable data.

> References: https://www.g2.com/articles/data-analysis-process https://www.tutorialspoint.com/excel\_data\_analysis/data\_analysis\_process.htm# https://www.oracle.com/my/database/what-is-a-data-warehouse/

#### LEARNINGLINK



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## The Transformative Power of Coaching

"Coaching is unlocking people's potential to maximise their own performance. It is helping them to learn rather than teaching them" - Sir John Whitmore

A Harvard Business Review research concludes that coaching boosts Furthermore, coaching provides a safe space for employees productivity by 44%, while an ICF-commissioned study claims that to discuss their challenges and dilemmas, enabling them to coaching clients report a median ROI of 788%. explore different solutions and strategies. This fosters a culture of accountability and empowers employees to take ownership of their But, what exactly is coaching? And, what makes it so effective? decisions and actions. Coaching demonstrates a commitment to Before we answer these questions, let's go back to the beginning. employee development and career growth, making employees more likely to stay with the organisation.

#### How the term Coaching come to be...

Where did the term coaching come from? The English word coach derives from the Hungarian word kocsi, meaning "of Kocs", the name of a small Hungarian town where horse-drawn carts and carriages were once built. The word became associated with a tutor or trainer because they were seen to guide or carry their student along a path of study.

A different theory suggests that a wealthy family would take their It provides leaders with the tools to inspire innovation within their tutor with them as they traveled in their carriage or coach and were teams and across geographies. thus "coached" in their studies. This is a better reflection of the way a good coach or leader-coach behaves. We sit beside the coachee, By fostering a culture of innovation and creativity, coaching enables not pushing or pulling them towards our own goals but supporting businesses to adapt to changing market trends and seize new them along their personal journey of purposeful exploration and opportunities. It empowers leaders to identify and nurture emerging facilitating the fulfilment of their vision, passions and potential. talent, fostering a culture of continuous improvement and adaptability

#### Why seek Coaching?

Why do people seek business coaching? Modern research reveals Coaching facilitates organisational agility by developing leaders and that learning is about repetition and integration: Topics need to employees who are adaptable, innovative, and resilient. be reinforced multiple times before true learning takes place, and learning must be integrated into practical settings or else it is Coached individuals are more open to change and better equipped forgotten. Connecting employees with coaches and mentors helps to lead their teams through periods of transition. This agility enables them learn the way modern science calls for in a couple of ways. businesses to pivot quickly in response to market shifts and maintain a competitive edge.

Firstly, meeting with a coach or mentor once or twice a month creates the repetition necessary for learning. Employees anticipate their next meeting, so there's positive accountability to apply what they learned in the previous meeting. Likewise, the frequency of meetings helps keep what's learned top of mind.

So what are benefits of coaching? Here are some key benefits to consider

#### 1. ENHANCING EMPLOYEE DEVELOPMENT AND PERFORMANCE

One of the fundamental benefits of coaching is its ability to provide personalised guidance and support for employees. Unlike generic training programs, coaching tailors its approach to individual needs. Whether it's developing leadership skills, improving communication, or honing technical expertise, coaching allows employees to focus on their specific areas of growth.

Coaching encourages self-reflection and self-awareness, which are essential attributes for employees. It helps individuals recognise their strengths and weaknesses, fostering a culture of continuous self-improvement.

03-33447315 **03-33447310** 

### 2. ACCELERATING LEADERSHIP DEVELOPMENT

Coaching plays a pivotal role in grooming leaders who can navigate the intricacies of manning a business. It helps leaders develop cross-cultural competencies, adapt to different leadership styles, and build high-performing teams. It also encourages leaders to think creatively, take calculated risks, and challenge the status quo.

### 3. ENHANCED ORGANISATIONAL AGILITY

Coaching has emerged as a powerful tool for businesses seeking to navigate the complexities of the global business landscape successfully. Coaching will teach you more than the "basics" in performing your job more effectively - coaching partnership creates fertile ground to maximise potential and puts you on the fast track for improvement. So, it is well worth the investment.

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**03-33447310** 03-33447315

### LION GROUP SHARING SESSION - Unleashing the Power of Coaching, Empowering Leaders for Organisational Excellence

rganisations are racing to understand how best to motivate, develop, and above all, keep their best people, and coaching has emerged as a powerful tool to do so. In light of this, CeDR recently conducted a Lion Group Sharing Session - Unleashing the Power of Coaching, Empowering Leaders for Organizational Excellence" at CeDR on 24 July 2023.

Led by Dr Shan Moorthi who has extensive experience in coaching C-suites, board members, and business owners across a wide variety of industries, over 40 participants from various Lion Group OCs had an insightful 2-hour session covering managers and leaders as a coach, the benefits of coaching within the organisation, effective coaching tools and benefits of developing a coaching culture within an organisation.

This ties back to CeDR's initiative to transform our Learning Culture into one that embraces coaching and its myriad of benefits. The key to doing so lies in the hands of managers and leaders who need to take up the mantle of a coach.

"Everyone needs a coach. We all need people who will give us feedback. That's how we improve." - Bill Gates



### **CEDR BITE SIZED ONLINE LEARNING SESSION** - Unleashing the Power of ChatGPT for Your Business

In 2022, OpenAI ended the year with a bang with the release of ChatGPT, the first AI language model to get widespread uptake with millions of users - and one that could herald the end of the college essay, among other potential implications.

But what does this mean for your business? Will it mark the end of some pivotal roles as it could very well be replaced with AI? This was discussed at the recent CeDR Bite Sized Online Learning Session - Unleashing the Power of ChatGPT for Your Business. Held over Zoom on 12 September 2023, the session was led by Pang Sern Yong who is an early adopter of all things AI.

Attended by over 70 Lion Group employees from various OCs, it covered an introduction of ChatGPT, examples of current usage of AI (first Al radio DJ and news presenter) and prompting the Al correctly to get the results you need. It also covered security issues and what could be done to circumvent any potential issues which may arise.

To answer the burning question of job relevance, rather than promoting the obsolescence of human labor, it was predicted that AI will continue to drive massive innovation that will fuel many existing industries. The only danger? Businesses that do not embrace the new will be left out with the old



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