

VOL. 21 NO. 2 MARCH / APRIL 2009 FOR INTERNAL CIRCULATION ONLY www.lion.com.my

PARKSON OPENS AT BATU PAHAT

PARKSON 百盛

LGMAF Sponsors Madical Camp

- Steel Companies' Aid for Students and Flood Victims
- D'Venice Residence Commences Construction
- Health Check: FAQs on Influenza A (H1N1)
- Parkson Receives Asia Pacific Super Excellent Brand Award

RETAIL & TRADING

DIVISION



1

PARKSON E

THE THE

RKSON T

auss

- Senior Store Manager, Mr Lim Piah Chong and Asst Store Manager, Mr Mason Ong unveiling the store's banner.
- Pengurus Kanan Stor, Encik Lim Piah Chong dan Penolong Pengurus Stor, Encik Mason Ong menunjukkan baner stor.
- Mr Toh Peng Koon (centre) accompanying Puan Supartini Mahbot, Head, Internal Trade & Consumer Affairs Batu Pahat branch office (left) and Tuan Haji Yahaya Mohd Salleh on a tour of the store.
- Encik Toh Peng Koon (tengah) mengiringi Puan Supartini Mahbot, Ketua Pejabat Perdagangan Dalam Negeri dan Hal Ehwal Pengguna, Cawangan Batu Pahat dan Tuan Haji Yahaya Mohd Salleh untuk lawatan sekitar stor.







SILK HOUSE

SQUARE C

- Tuan Haji Yahaya Mohd Salleh, Batu Pahat District Officer (left) and Mr Gui Cheng Hock officiating the store opening.
- Tuan Haji Yahaya Mohd Salleh, Pegawai Daerah Batu Pahat (kiri) dan Encik Gui Cheng Hock merasmikan pembukaan stor.





KOS





RETAIL & TRADING

PARKSON OPENS AT BATU PAHAT

nternational brands, a wider range and variety, new and interesting selections, at down-to-earth prices brought in by Parkson at the launch of its 33rd outlet in the retail heart of Batu Pahat in Johor on 24 April 2009.

Located in Square One mall, this second Parkson store in Johor has a retail space of 88,000 sq ft spanning four floors. The store carries over 300 brands, of which more than 50 brands are exclusive to Parkson or are in that market for the first time. This makes Parkson Square One a convenient and exciting place for shoppers from the nearby townships and surrounding neighborhoods.

This brand new addition offers a wide selection of cosmetics & fragrances and women's accessories on the ground floor, followed by the first floor which is dedicated to women's fashion apparel and the second floor carrying men's fashion and sports apparel. The top two floors are filled with goodies for children, babies and homes.

Parkson's Operations General Manager, Mr Gui Cheng Hock said, "We are all concerned about the economic climate and we know consumers might be a bit tight with their purse strings. That is why, offering new and exciting products that are in line with current trends and changing lifestyles is not enough; we also have to meet the daily needs of our shoppers and their families and help them spend their money wisely. That is the aim of Parkson Square One."

DIVISION

"We are also happy to be able to create new employment for about 350 people in Batu Pahat, whom we welcome to the Parkson family," added Mr Gui.

Parkson also announced the opening of another new store in East Malaysia's largest shopping mall, Borneo Hypermall where Parkson will be the new anchor tenant of 1 Borneo with a retail space of 110,000 sq ft.

Parkson at 1 Borneo will be the retail chain's second outlet in Kota Kinabalu and the seventh outlet in East Malaysia. The new store will replace the present Tune Store at Centre Atrium. The handover for renovation is targeted for the 2nd half of June and scheduled for opening in the 1st half of August.

Parkson's Chief Operating Officer, Mr Toh Peng Koon said, "As a 'Fashion Lifestyle Family Department Store' we continue to differentiate Parkson through the best service development and latest merchandise selection to meet shoppers' needs. We must be constantly innovative in offering attractive value added retail propositions to our shoppers in order to remain relevant. Parkson 1 Borneo will be no different. It's also an important step towards our strategy of growing market share."

STOR PARKSON DIBUKA DI BATU PAHAT

enama antarabangsa, pelbagai pilihan barangan baru dan menarik, harga berpatutan – semuanya terdapat di outlet ke-33 Parkson yang dibuka di kawasan perniagaan Batu Pahat di Johor pada 24 April 2009

Terletak di pusat membeli-belah Square One, stor kedua Parkson di Johor ini mempunyai empat tingkat ruang niaga seluas 88,000 kaki persegi. Stor ini menawarkan lebih 300 jenama di mana lebih 50 daripadanya merupakan jenama ekslusif Parkson atau pertama kali diperkenalkan di pasaran. Ini menjadikan Parkson Square One lokasi membeli-belah yang menarik dan menyenangkan para pengguna terutamanya dari kawasan perumahan berhampiran.

Stor terbaru ini juga menawarkan pelbagai pilihan kosmetik dan pewangi serta aksesori wanita di tingkat bawah manakala tingkat satu menempatkan fesyen dan pakaian wanita. Tingkat dua pula untuk pakaian dan fesyen lelaki serta peralatan sukan. Dua tingkat teratas dikhususkan untuk barangan kanak-kanak dan perhiasan rumah.

Pengurus Besar Operasi Parkson, Encik Gui Cheng Hock berkata, "Kami prihatin akan suasana ekonomi masa kini di mana para pengguna mengamalkan perbelanjaan berhemah. Justeru, kami tidak hanya menawarkan pelbagai barangan baru dan menarik seiring dengan tren dan perubahan gaya hidup terkini, malah Parkson turut memenuhi citarasa pengguna serta keluarga mereka dan membantu mereka berbelanja dengan bijak. Inilah matlamat Parkson Square One".

"Kami juga gembira dapat membuka peluang pekerjaan kepada kira-kira 350 orang di Batu Pahat, dan mengalu-alukan mereka sebagai ahli keluarga besar Parkson" tambah beliau.

Parkson turut mengumumkan pembukaan sebuah lagi stor baru di pusat membeli-belah terbesar di Malaysia Timur, Borneo Hypermall di mana Parkson merupakan penyewa utama 1 Borneo dengan ruang niaga seluas 110,000 kaki persegi.

Parkson 1 Borneo akan merupakan outlet kedua Parkson di Kota Kinabalu dan yang ketujuh di Malaysia Timur. Stor baru ini akan menggantikan Tune Store di Centre Atrium yang sedia ada. Kerja pengubahsuaian dijangka bermula pada pertengahan bulan Jun manakala pembukaannya dijadualkan awal bulan Ogos.

Ketua Pegawai Operasi Parkson, Encik Mr Toh Peng Koon berkata "Sebagai 'Stor Fesyen Gaya Hidup Keluarga' Parkson ternyata berbeza dari segi perkhidmatan terbaik yang diamalkannya dan penawaran pelbagai barangan terkini yang memenuhi citarasa pengguna. Kami akan meneruskan inovasi dalam menawarkan nilai tambah peruncitan yang menarik kepada para pengguna demi menjaga kepentingan perniagaan. Parkson 1 Borneo juga tidak terkecuali. Ini adalah satu langkah penting dalam strategi meluaskan bahagian pasaran".

百盛在峇株巴辖开张了

百盛新设立的第33间分店于2009年4月24日在峇株巴辖市中心开幕,除了 提供更实惠的价格,也带来了许多新颖及更多样化的国际品牌。

这是百盛设立于柔佛州的第二家商店,坐落在Square One商场,占据4层楼并 拥有零售面积88,000平方英尺。这家百盛商店拥有超过300个品牌,其中50多 个品牌是百盛独家代理或者是首次在当地市场亮相。这打造了Square One百 盛成为一个方便及令人流连忘返的购物场所,聚集了邻近乡镇一带的消费群。

这家全新百盛商店的底层提供了多种选择的化妆品和香水及女性服饰品,一楼是女性时尚服饰专区,二楼是男装部及运动装。顶楼两层则 是儿童、婴儿和家用品。

百盛的业务总经理,魏清福先生说,"我们大家都关心当今的经济氛围, 也知道消费者都纷纷勒紧腰包,紧缩开支。这就是为什么,只提供新颖且 配合当前趋势及正在改变的生活方式是不足够的。我们还必须满足消费者 和他们家属的日常生活所需,并帮助他们明智的消费。这是Square One 百盛的宗旨。" 魏先生补充说: "我们也很高兴能够在峇株巴辖制造约350个新的就业机会,并欢迎这些新成员来到百盛这个家庭。"

百盛也藉此宣布另一家在东马最大购物广场Borneo Hypermall新 开设并将成为1 Borneo主要租户的百盛商店, 拥有零售面积110,000 平方英尺。

百盛位于1 Borneo的商店将是其开设在亚庇的第二家也是东马第七家的零 售连锁店。这家新的商店将取代目前位于Centre Atrium的Tune商店。翻 修工程预计于6月下半月移交,并计划于8月上半月开幕。

百盛首席运营员,杜炳鈞先生说,"作为'一个时尚生活家庭百货商店',我们 将继续通过最好的服务,发展及采购最新的商品以满足消费者的需求来辨 别百盛。我们必须不断创新,提供具有吸引力的附加价值零售模式,以留 住相关顾客群。1 Borneo百盛也不例外。这也是我们的市场份额增长策略 的一个重要措施。"

CONTENTS

1 **RETAIL & TRADING DIVISION** Parkson Opens At Batu Pahat

4 STEEL DIVISION

Steel Division Companies In Aid Of Flood Victims

Visits To Lion Steel Complex

Group Chairman Meets Sponsored Students

Steel Division Sports & Recreation Club AGM

First Aid And CPR Training At Amsteel Klang Landscaping Competition Prize Giving Ceremony

Amsteel In Aid Of Students

Fishing Tournament 2009 Coaching Sessions For Antara Staff Participation In PAGEMA Maulidur Rasul Celebrations

8 TYRE DIVISION

Annual Prayers Service At Silverstone Temple Maulidur Rasul 1430 @ Silverstone KSS Organizes Dart Tournament

9 COMPUTER & COMMUNICATION DIVISION

Runner-up Spot For Likom Netball Team

9 PROPERTY & COMMUNITY DEVELOPMENT DIVISION

Bandar Mahkota Cheras - Sri Angsana Apartment

Changshu Delegates Visit Lion HQ D'Venice Residence Commences Construction

11 RETAIL & TRADING DIVISION

Parkson Receives Asia Pacific Super Excellent Brand Award Parkson Trust Fund Baby Claims Prize After 17 Years

12 COMMUNITY RELATIONS

LGMAF Sponsors 2009 Medical Camp & Donates Medical Equipment

13 HEALTH CHECK TIPS

Frequently Asked Questions About Influenza A (H1N1)

19 INFOLINK

The Value Of Training How An Employee Satisfaction Survey Benefits Your Business UpsKiLLing Or ReTRAINING Keeping You in View

23 RETAIL & TRADING DIVISION

Sunny Side Up

EDITORIAL

Editorial Advisor Datuk Albert Cheng Editor Quah Le Ching Editorial Committee Peter Lee, Fauziah Harun, Khairuddin Zaman, Yap Chan Mei & Ian Bo

PUBLISHER

The Lion Group Level 46-47, Menara Citiban 165, Jalan Ampang 50450 Kuala Lumpur

Tel: 03-21622155 Fax: 03-21618409 Email: webmaster@lion.com.my Homepage: http://www.lion.com.my

All rights are reserved by the Publisher. Reproduction in any form of the articles or photographs is strictly prohibited unless writter permission is first obtained from the Publisher.

EDITOR'S MESSAGE

The Lion Group Medical Assistance Fund recently contributed funds for a Medical Camp and the purchase of medical equipment for a Dialysis Centre for kidney failure patients and a Diabetic Care Centre for patients suffering from diabetes and related ailments. All three projects are by nonprofit-making organizations seeking to provide free health checks at the medical camp and affordable dialysis and diabetic treatment to the less fortunate. Our Medical Assistance Fund was glad to be able to contribute to these causes from the money earlier donated by the Group's operating companies and invested in equities and fixed deposits to generate earnings to fund requests and applications for medical assistance.

The functions were well-attended by throngs of people who turned up for health checks and treatment. Besides the organizers and their members, a large number of people including doctors, pharmacists, nurses and volunteers were present to attend to the patients and the public. It is heartening to note the contributions in cash and kind, especially of time and labour by various parties to help those in need, more so during these challenging times.

When the going gets tough, the tough get going' describes the need for everyone to draw upon their strength and resolve to face the difficulties encountered in the midst of the economic slowdown and rising concerns over the outbreak of the A (H1N1) flu virus. Those who give up or are resigned to their fate will surely be the first to be vanquished, while those who persevere will likely live to see another day. To quote Napoleon Hill, an American author well-known for his literature on personal-success, "Victory is always possible for the person who refuses to stop fighting."

On a lighter note (on page 11), the winner of Parkson's Best Babe award in 1992 claimed his prize of a RM100,000 education trust fund upon turning 18 years of age recently. It must have been a wonderful surprise for him and a well-kept secret by his parents for the last 17 years. Good things come to those with winning ways (even at the tender age of one) and who seize the opportunities out there.



Baru-baru ini, Tabung Bantuan Perubatan Kumpulan Lion telah menghulurkan sumbangan kepada Kem Perubatan serta membeli peralatan perubatan kepada Pusat Dialisis bagi pesakit buah pinggang dan Pusat Penjagaan Diabetik untuk pesakit diabetis serta yang menderita penyakit lain. Ketiga-tiga projek ini dianjurkan oleh organisasi sukarela bagi menawarkan pemeriksaan kesihatan secara percuma di kem perubatan dan menyediakan rawatan yang dimampui oleh para pesakit dialisis dan diabetis yang memerlukan bantuan kewangan. Hasil sumbangan syarikat-syarikat operasi Kumpulan semasa kutipan dibuat sedikit masa dahulu serta pendapatan daripada pelaburan dalam ekuiti dan simpanan tetap membolehkan Tabuan Bantuan Perubatan kita terus menyumbang kepada usaha murni ini serta golongan kurang bernasib baik yang memohon bantuan kewangan bagi mendapatkan rawatan.

Kesemua majlis tersebut mendapat sambutan hangat. Di samping orang ramai yang hadir untuk mendapatkan pemeriksaan dan rawatan perubatan, pihak penganjur dan ahliahlinya, doktor, ahli farmasi, jururawat dan sukarelawan tidak menang tangan membantu para pesakit dan orang ramai. Segala bentuk sumbangan baik dari segi wang tunai, barangan dan tenaga serta masa pihak-pihak terbabit amat dihargai, apatah lagi ketika suasana ekonomi yang amat mencabar ini.

"Tiada serik dimakan tajak, esok lusa ke bendang juga", peribahasa yang menggambarkan betapa kita perlu tabah dan gigih berusaha mengatasi sebarang kesukaran demi mencapai kejayaan, lebih-lebih lagi dalam kesuraman ekonomi dan kerisauan berhubung wabak A (H1N1). Orang yang mudah berputus asa atau terlalu mengharapkan nasib akan kerugian manakala yang gigih dan tidak mudah berputus asa akan menikmati kejayaan. Mengambil kata-kata Napoleon Hill, seorang pengarang Amerika yang terkenal kerana karyanya berhubung kejayaan peribadi, "Kejayaan bukan mustahil untuk dicapai jika tidak mudah mengaku kalah".

Dalam mukasurat 11, dipaparkan cerita mengenai pemenang Parkson Best Babe 1992 yang kini mencecah usia 18 tahun dan layak menuntut hadiah berupa Tabung Amanah Pendidikan bernilai RM100,000. Kemenangan ini merupakan satu kejutan yang manis setelah ibubapanya merahsiakannya selama 17 tahun. Peristiwa baik sering terjadi kepada mereka yang memiliki ciri-ciri kejayaan (walau dalam usia muda) dan bijak merebut peluang.

STEEL DIVISION COMPANIES IN AID OF FLOOD VICTIMS

STEEL

DIVISION



- Flood victims receiving the aid from our Steel Division personnel.
- Mangsa banjir menerima sumbangan daripada pegawai Bahagian Besi.



The recent heavy rains had caused flash floods in Kampong Rancangan Tanah Belia (RTB), Kampong Labuhan Dagang and Kampong Bukit Changgang in the Kuala Langat district. RTB was the worst hit with some 1,041 people forced to vacate their houses and seek refuge at the flood relief centre at Sekolah Kebangsaan RTB.

On 17 April 2009, our Steel Division companies based at Lion Steel Complex in Banting contributed foodstuff such as instant noodles, biscuits, mineral water and other essentials to the flood victims. Senior Manager Q&A, Haji Sabrudin Suren and other representatives from the Division presented the item to the victims.

VISITS TO LION STEEL COMPLEX



group of senior officers from Jabatan Kastam DiRaja Malaysia (KDRM) visited our Lion Steel Complex on 24 March 2009 as part of the Smart Partnership Programme between KDRM and Megasteel.



Students from Universiti Teknologi MARA in Shah Alam visited our complex to better understand the Safety & Health Management aspects in a steel manufacturing environment. After a briefing by the Safety Department, they were taken on a plant tour to see the steelmaking process.

GROUP CHAIRMAN MEETS SPONSORED STUDENTS

orty-one students currently undergoing long - term and midterm training at University Science and Technology Beijing sponsored by our Steel Division had an opportunity to meet our Group Chairman and CEO, Tan Sri William Cheng and senior management of the Division recently.

The meeting was organised to gather their feedback and brief them on the Division's current status and future directions. Amsteel Director - Works, Dr Ir Loh Fook Guan gave a presentation on the Group's steel operations and encouraged them to study hard. The students were also taken on a tour around the steel complex in Banting. Our Group Chairman concluded the session by sharing his thoughts and aspirations for the Steel Division with the students.



- The sponsored students listening to the briefing on our steel operations followed by a visit around the Lion Steel Complex.
- Para penuntut tajaan Kumpulan mendengar taklimat mengenai operasi besi diikuti dengan lawatan ke sekitar Kompleks Besi Lion.

STEEL DIVISION

STEEL DIVISION SPORTS & RECREATION CLUB AGM

n 26 March 2009, Lion Group (Steel Division) Sports & Recreation Club held its 22nd Annual General Meeting (AGM) at Amsteel Mills Sdn Bhd in Klang attended by 650 club members. Our Group Chairman and CEO, Tan Sri William Cheng and Amsteel Director-Works, Ir Dr Loh Fook Guan were also present.

Tan Sri William Cheng in his speech reiterated his support for the Club and urged all employees to become members and participate in activities organised to cultivate teamwork and nurture a healthy lifestyle. He also expressed his hope to see the emergence of national and international level sportsmen amongst the Group's employees.

At the event, Encik Mokhsin Mokhtar from Megasteel Sdn Bhd and Cik Haizanina Azure from Bright Steel Sdn Bhd were announced the Sportsman and Sportswoman of the Year respectively.

Helmed by Ir Dr Loh Fook Guan and Amsteel Klang's General Manager cum Club President, Mr Chen Kwong Fatt, the club has gained strong support from employees. In February 2009, 130 new members from Amsteel Klang joined the club registering the highest percentage (93%) of new membership amongst the Steel Division companies.





- Members at the 22nd AGM.
 Ahli-ahli menghadiri Mesyuarat Agong Tahunan ke-22.
- Tan Sri William Cheng (2nd from right) sharing a light moment with (from left) Sports Club Deputy President, Ms Kwa Seok Leng, Mr Chen Kwong Fatt and Ir Dr Loh Fook Guan.
- ▶ Tan Sri William Cheng (2 dari kanan) bermesra dengan (dari kiri) Timbalan Presiden Kelab Sukan, Cik Kwa Seok Leng, Encik Chen Kwong Fatt dan Ir Dr Loh Fook Guan.



Megasteel's football team with their Championship trophy.
 Pasukan bolasepak Megasteel ceria bergambar dengan Piala Pusingan mereka.

FIRST AID AND CPR TRAINING AT AMSTEEL KLANG



- Participants were guided by the trainer on the proper way to carry a critically injured victim.
- Para peserta diajar kaedah betul mengusung mangsa cedera kritikal.



- Participants being trained on rescue techniques.
- Para peserta melaksanakan teknik menyelamat.

wenty-one Amsteel Mills Klang's employees attended the two-day First Aid and Cardio Pulmonary Resuscitation (CPR) training on 24 and 25 March 2009 to equip and prepare them with the knowledge to handle medical emergencies and to administer CPR to save lives. Ms Nurul from MIS department performing CPR.

Cik Nurul dari Jabatan MIS melakukan CPR.

The session was interesting as the trainer, Mr Chellappan A/L Pallaniappan from our CEDR Corporate Consulting Sdn Bhd conducted it with mixture of lecture, discussions, mock-training and practical sessions. Amsteel Klang is committed to conduct another two similar sessions to equip more employees with first aid and CPR knowledge.

STEEL DIVISION

LANDSCAPING COMPETITION PRIZE GIVING CEREMONY

Winners of Amsteel Mills Klang's inter - department landscaping competition themed "Paradise Park in Amsteel, Our Second Home" received their prizes in a ceremony held recently.

Twelve teams representing the various departments participated in the competition. Rod Mill was adjudged the winner while second and third placings went to Steelmaking Plant and Bar Mill 1 respectively. Prizes were presented by Amsteel Director - Works, Ir Dr Loh Fook Guan and General Manager, Mr Chen Kwong Fatt.



Winners: (from left, clockwise) Rod Mill, Steelmaking Plant and Bar Mill 1 receiving their prizes.

Para pemenang: (dari kiri, arah jam) Rod Mill, Steelmaking Plant dan Bar Mill 1 menerima hadiah yang dimenangi.





AMSTEEL IN AID OF STUDENTS

s in previous years, Amsteel Mills Sdn Bhd contributed RM2,000 to the Taman Klang Residents Association's -Scholarship Fund recently. The contribution will help finance poor members' children who have done well in their studies.

Amsteel's Director - Works, Ir Dr Loh Fook Guan presented the cheque to the Association's President, Mr Wong Kong Yoon witnessed by General Manager, Mr Chen Kwong Fatt, HR Manager, Ms Kwa Seok Leng and association members.



Ir Dr Loh Fook Guan (3rd from right) presenting Amsteel's contribution to Mr Wong Kong Yoon (3rd from left) witnessed by (from right) Ms Kwa Seok Leng, Mr Chen Kwong Fatt and association members.

Ir Dr Loh Fook Guan (3 dari kanan) menyerahkan sumbangan Amsteel kepada Encik Wong Kong Yoon (3 dari kiri) disaksikan oleh (dari kanan) Cik Kwa Seok Leng, Encik Chen Kwong Fatt dan ahli persatuan.

Fishing Tournament 2009



- Members and their families waiting for a catch.
- Ahli dan keluarga menanti tangkapan.



- Winners of the heaviest fish category, Encik Hamzah Ismail (left) and the fastest catch category, Encik Mesdi Said (right) receiving their prizes from Encik Mohamad Ahad.
- Encik Hamzah Ismail (kiri) pemenang kategori 'ikan terberat' dan Encik Mesdi Said (kanan), kategori 'tangkapan terpantas' menerima hadiah masing-masing daripada Encik Mohamad Ahad.

Antara's Sports Club members and their families gathered as early as 8.30 am at Jentayu Pond for the club's annual Fishing Tournament recently.

Encik Mesdi Said won the 'fastest catch' category while Encik Hamzah Ismail who reeled in a 10-kg Tongsan was the winner of the 'heaviest catch' category.

Sports Club's President, Encik Mohamad Ahad Hassan presented the prizes to winners including the 10 lucky draw winners.

DIVISION STEEL

COACHING SESSIONS FOR ANTARA STAFF



- members undergoing Fire Sauad trainina.
- Sesi latihan untuk ahli Squad Bomba.

ntara Steel Mills Sdn Bhd's Safety, Health and Environment Department and Balai Bomba & Penvelamat Pasir Gudana conducted two separate sessions on Practical Fire Fighting for female staff and Fire Squad members respectively.



- Encik Azizul Abd Aziz briefing the female staff on the types of fire extinguisher (left) and a staff putting out the fire (right).
- 🕨 Encik Azizul Abd Aziz memberi penerangan kepada kakitangan wanita mengenai jenis alat pemadam api (kiri) dan seorang kakitangan sedang memadam api (kanan).

In the session for the female staff, Bomba Officer, Encik Azizul Abd Aziz briefed them on the types of fire extinguisher and their applications in different fire outbreak. He also demonstrated the proper way of the fire extinguisher with handling

everyone had an opportunity to use it.

The session for the Fire Squad members was held as a refresher to prepare them for the Pasir Gudang Emergency Mutual Aid (PAGEMA) competition.

PARTICIPATION IN PAGEMA

ntara Steel Mills sent two teams for the PAGEMA 2009 competition. The first team was led by Encik Mat Othman with members Bonsu Salam, Baharom Nizam, Rajmy Wahab and Rizal Kadis while the second team comprised Amir Jantan, Suhairi Mashod, Mohd Dzahari and Baharudin Khamis with Encik Ahmad Suhaimi as leader.

The participants had to complete specific tasks and abide by the rules to avoid penalty. Out of the 15 teams which competed, five teams with the highest points made it to the finals. In the finals, Encik Ahmad Suhaimi's team won the third place while Encik Mat Othman's team was fourth.



Antara's two Bomba Squad teams won 3rd placing (left photo) and 4th placing (right photo) in the PAGEMA 2009.

Squad Bomba Antara memenangi tempat ketiga (gambar kiri) dan keempat (gambar kanan) PAGEMA 2009.

MAULIDUR RASUL **CELEBRATIONS**



- \blacktriangleright Employees preparing the \blacktriangleright cow for slaughtering.
- ▶ Kakitangan menyiapkan lembu ▶ Marhaban diketuai oleh Encik Johar Ramli yang akan disembelih.



and Tuan Hj Mohd Yusof Mokhtar.

dan Tuan Hj Mohd Yusof Mokhtar.

adan Kebajikan Islam Antara (BKIA) celebrates Maulidur Rasul on a joyous note every year. This year, the event started with a `*Marhaban*' led by Encik Johar Ramli, followed by 'Nasyid' performances by the employees' children and local Nasyid singer, Adha. The highlight of the celebration was a `ceramah' by invited speaker, Ustaz Shahril Long.

In their speeches, BKIA Chairman, Encik Hamezid Junid, and BKIA Advisor and Antara's General Manager, Encik Rahmat Ibrahim stressed on the importance of unity and strength to overcome the current difficult times.

All guests were treated to special 'Nasi Beriani' cooked with the cow that was slaughtered earlier.

TYRE DIVISION

MAULIDUR RASUL 1430 @ SILVERSTONE



Members listening attentively to the ceramah.
 Ahli-ahli mendengar ceramah dengan tekun.

Badan Kebajikan Islam (BAKIS) Silverstone Berhad organized a solat hajat and a ceramah in conjunction with the Maulidur Rasul (Prophet Muhammad's Birthday) celebration recently.

About 150 people attended the *solat hajat* and *ceramah* which were held at the company's surau and the sports club's gallery area respectively. Ustaz Haslin from Selangor



- Bakis committee members with the speaker (from left to right): Hj Nizam, Encik Khairudin, Ustaz Haslin bin Bahrin and (Presiden Bakis) Encik Najmi.
- Ahli Jawatan Kuasa Bakis bersama penceramah: Hj Nizam, Encik Khairudin, Ustaz Haslin bin Bahrin dan (Presiden Bakis) Encik Najmi.

delivered the *ceramah* after the prayer. Senior HR Manager, En Khairudin Zaman; QA Manager, Tn Hj Nizam and members together with their families were present.

ANNUAL PRAYERS SERVICE AT SILVERSTONE TEMPLE

Some 250 Silverstone Berhad employees attended the annual prayers service at the Silverstone temple recently. Three goats were sacrificed and lunch was served the following day for all who attended the prayers service which was held at 12 midnight.

Assistant GM, Mr Mike Toh; Manufacturing Manager, Mr Chew Kee Guan and other senior managers attended the prayers service.



Employees playing traditional music at the prayers service.
 Pekerja memainkan musik tradisional semasa upacara sembahyang.

KSS ORGANIZES DART TOURNAMENT

ourteen players took part in the singles category while 10 teams
 fought hard in the doubles of Silverstone's Dart Tournament organized by Kelab Sukan Silverstone (KSS).

In the finals, players from the Engineering Department dominated the singles category. Mr Wong Chee Keong emerged champion after defeating Mr Lingeswaran in an exciting game while Mr Moganan took the third placing.

In the doubles, Mr Poobalan and Mr Ghandi showed the crowds why they were the deserving champion by thrashing favourites, Mr Lingeswaran and Mr Guna, while the third placing went to Encik Amri and Encik Mohd Fadzil.

All winners took home cash prizes and medals presented by Mr Moganan, Asst Engineering Manager and Mr Elangovan, Senior Maintenance Engineer.



- Doubles champion, Mr Poobalan (left) and Mr Ghandi (right) receiving their prizes from Mr Moganan.
- Juara bergu Encik Poobalan (kiri) dan Encik Ghandi (kanan) menerima hadiah daripada Encik Moganan.

COMPUTER & COMMUNICATION

RUNNER-UP SPOT FOR LIKOM NETBALL TEAM

ikom's Netball Team emerged runner-up in the Melaka Netball Industrial Tournament held recently.

The team members played well and gave their opponent in the finals, CTRM Aero Composites Sdn Bhd a tough fight before settling for second placing.



Likom's netballers proudly displaying their medals.
 Para pemain Likom girang menunjukkan medal yang dimenangi.

DIVISION

PROPERTY & COMMUNITY DEVELOPMENT DIVISION

Bandar Mahkota Cheras - Sri Angsana Apartment

Easy to Own a 3-Bedroom Apartment & Affordable too!

Only RM12.80** daily

- Bandar Mahkota Cheras has 7,000 units of houses

- Good town planning
- Easy access roads
- Nearby public amenities making it easy for the residents



03 9075 2288 / 9074 9206 / 013-336 483 (Bandar Cheras Mahkota Showroom)

03-2162 2555 / 2161 2999 (KL Sales & Marketing Office)





* No legal and Sales & Purchase fees * No legal fees and Stamp duty for housing loan ** Based on RM82,000, 90% loan with BLR + 1.4% for 30 yeras Built up: 753 square feet

> Visit our showroom: Time: 10am - 5pm Venue: Bandar Mahkota Cheras

tual photo

* Terms and conditions apply

CHANGSHU DELEGATES VISIT LION HQ





Led by Changshu Vice Mayor, Mr Zhu LiFan and Changshu Development & Reform Commission Vice Director, Mr Yang Yue Feng, the delegates had a dialogue with our Group Chairman and CEO, Tan Sri William Cheng; Group Executive Director, Datuk Albert Cheng; China Property Division GM, Mr MK Loke and Special Assistant to Group Chairman, Mr David Chai.

They also visited Parkson Pavilion and the Mahkota Cheras township developed by our Property Division.

The delegates with Tan Sri William Cheng and Datuk Albert Cheng (fourth and sixth from right respectively) at Lion Group HQ, followed by visits to Parkson Pavilion (bottom left photo) and Mahkota Cheras township (bottom right).
 Delegasi bersama Tan Sri William Cheng dan Datuk Albert Cheng (masing-masing 4 dan 6 dari kanan) di ibupejabat Kumpulan Lion, dan delegasi melawat Parkson Pavilion (gambar bawah kiri) dan bandar bersepadu Mahkota Cheras (gambar bawah kanan).

D' VENICE RESIDENCE COMMENCES CONSTRUCTION



Symbolic groundbreaking ceremony.





- Lighting of fire crackers at the construction site and hoisting of the first 300 mm diameter RC spun pile.
- Membakar mercun dan menaikkan RC spun pile, bergaris pusat 300 mm bagi menandakan bermulanya pembinaan.

hangshu Lion Enterprise Co. Ltd organised a groundbreaking ceremony for its D' Venice Residence Project in Changshu City in China on 13 April 2009.

The ceremony began with the lighting of firecrackers and driving of the first 300mm RC spun pile followed by a



- From left: Mr Sam Loy KS, Mr Loke MK, Mr Yan Xiang Dong and Mr Ng CE.
- ▶ Dari kiri: Encik Sam Loy KS, Encik Loke MK, Encik Yan Xiang Dong dan Encik Ng CE.

symbolic groundbreaking activity. Present at the event were General Manager, Mr Loke MK; Financial Controller, Mr Ng Chieng Ee; Project Manager, Mr Sam Loy KS and piling contractor, M/s Yong Feng Construction's Deputy General Manager, Mr Yan Xiang Dong. Other guests included government officers, consultants, media members, financiers, contractors and marketing agents. RETAIL & TRADING

PARKSON RECEIVESASIA PACIFIC SUPER EXCELLENT BRAND AWAR

arkson Corporation Sdn Bhd added another feather to its cap when it received the 'Asia Pacific Super Excellent Brand' at the 4th Asia Pacific Super Excellent Brand Award 2008 recently.

The award aims to inspire and stimulate perseverance, value innovation and excellence in the highly competitive business environment both locally and globally, and strives to provide recognition for the achievements of outstanding companies to reinforce the brand image in



- Datuk Liew Vui Keong (2nd from left) presenting the trophy and certificate to Mr Raymond Teo (2nd from right) and Mr C F Chok (right).
- Datuk Liew Vui Keong (2 dari kiri) menyampaikan trofi dan sijil kepada Encik Raymond Teo (2 dari kanan) dan Encik C F Chok (kanan).

the market space. It is presented annually by 'Asia Entrepreneur Alliance' (AEA).

DIVISION

Parkson's General Manager, Merchandising & Marketing, Mr Raymond Teo received the award from the guest-of-honour, the then Deputy Minister of International Trade & Industry, Datuk Liew Vui Keong. Also present were AEA Honorary Founder, Prof Dr Denver Tan and Parkson Marketing Manager, Mr C F Chok.



- Proud winners of Asia Pacific Super Excellent Brand displaying their trophies and certificates.
- Para pemenang Asia Pacific Super Excellent Brand gembira mempamerkan trofi dan sijil yang dimenangi.



PARKSON TRUST FUND BABY CLAIMS PRIZE AFTER 17 YEARS

n 5 July 1992, Mohammad Zul Arif Bin Zairifli's parents entered him in the 'Parkson Best Babes on The Block', a nationwide contest in search of the cutest, most fun and talented baby. He was crowned the 'Best Babe' for his precocious cuteness and "crawled" away with prizes that included a RM100,000 education trust fund.

The young man was not aware of this until his parents broke the news to him on his 18th birthday recently. The decidedly calm young lad and his excited family took a journey from Perak to Parkson Pavilion in Kuala Lumpur for the presentation ceremony.

In congratulating Mohammad Zul Arif, Parkson Pavilion Store General Manager, Mr Kam Siew Kheong said, "We are happy for him and we hope the money will be helpful for his future studies."



- Little Arif being 'interviewed' after winning the Parkson Best Babe title in 1992.
- Si comel Arif ditemuramah selepas memenangi 'Parkson Best Babe' pada tahun 1992.



- 17 years later, receiving the mock cheque from Mr Kam Siew Kheong (centre).
- 17 tahun kemudian, menerima replika cek daripada Encik Kam Siew Kheong (tengah).

Parkson's Best Babes On The Block baby contest was held in conjunction with the department store's Baby Fair. This year, the Baby Fair will be held from 29 May – 30 June 2009 where exciting prizes can be won.

- Ecstatic Arif with his RM100,000 winnings.
- Arif riang memenangi RM100,000.

COMMUNITY RELATIONS

LGMAF SPONSORS 2009 MEDICAL CAMP & DONATES MEDICAL EQUIPMENT



- Puan Sri Datin Coleen Herbert (right) receiving a token of appreciation from Ms Elsie Low, President of Bukit Kiara Sunrise Rotary Club.
- Puan Sri Datin Coleen Herbert (kanan) menerima cenderahati daripada Cik Elsie Low, Presiden Kelab Rotary Bukit Kiara Sunrise.

he Lion Group Medical Assistance Fund (LGMAF) contributed RM5,191.46 for the purchase of medicine for the **Medical Camp** organised by the Rotary Clubs of Bukit Kiara Sunrise and Shah Alam at Subang Jaya Angsana Flats.



- Residents having health checks at the medical camp.
- Penduduk membuat ujian kesihatan di kem perubatan.

LGMAF's sponsorship was used to purchase medicines such as vitamins, antibiotics, creams, cough mixtures, etc for the full day camp on 1 March 2009 which was held to provide free medical treatment for common medical ailments including eye check, dental check, diabetes check and blood pressure test to the underprivileged community. LGMAF Trustee, Puan Sri Datin Coleen Herbert attended the function on behalf of the Fund.

LGMAF donated a dialysis machine worth RM40,000 to **FunGates SuperFlow - NKF Dialysis Centre** in Kepong, Kuala Lumpur. Datuk Seri Dr Ng Yen Yen , the then Minister of Women, Family and Community Development officiated the opening of the Dialysis Centre on 26 March 2009 which was attended by Puan Sri Datin Coleen Herbert.

This donation marks a total of 11 units dialysis machine contributed to the National Kidney Foundation (NKF) since the Fund's inception in 1996.



- Datuk Seri Dr Ng Yen Yen (centre) presenting the Certificate of Appreciation to Puan Sri Datin Coleen Herbert witnessed by Dr SS Gill, Chairman of NKF's Board of Managers.
- Datuk Seri Dr Ng Yen Yen (tengah) menyampaikan sijil penghargaan kepada Puan Sri Datin Coleen Herbert disaksikan oleh Dr SS Gill Pengerusi, Lembaga Pengurus NKF.



- Puan Sri Datin Coleen Herbert (2nd from left) with Datuk Seri Dr Ng Yen Yen at the dialysis machine donated by LGMAF.
- Puan Sri Datin Coleen Herbert (2 dari kiri) dan Datuk Seri Dr Ng Yen Yen di mesin dialisis yang disumbangkan oleh LGMAF.

LGMAF also contributed RM45,000 to **Sau Seng Lum Diabetes Care Centre** for the purchase of 3 units of medical equipment namely DCA Vantage Analyzer, Clinitek Status Analyser and Anodyne Therapy System.

LGMAF Trustee, Mrs Lily Chong represented the Fund at the ribbon cutting ceremony during the Grand Opening of SSL Diabetic Care Centre in Pusat Bandar Puchong on 12 April 2009. Activities for the day included free health screening, blood donation drive, exhibition booths display and healthy cooking demonstration.

It is LGMAF's hope that its contributions for the Medical Camp and purchase of medical equipment will enable the poor to seek quality and affordable treatment.



- SSL's President, Reverend Sze Chang Heng (centre) with Mrs Lily Chong (right) viewing the Anodyne Therapy System used to treat diabetic peripheral neuropathy, chronic pain and non-healing wounds (inset).
- Presiden SSL, Reverend Sze Chang Heng (tengah) diapit oleh Puan Lily Chong (kanan) menyaksikan sistem Terapi Anodyne untuk merawat penyakit neuropati diabetik, sakit kronik dan luka tidak sembuh (gambar kecil).



- LGMAF also donated a DCA Vantage Analyzer (right equipment) to detect glucose level, and a Clinitek Status Analyser (left equipment) to perform urine test for early detection of disease such as diabetes, kidney diseases and urinary infections.
- LGMAF juga menyumbangkan DCA Vantage Analyzer (kanan) untuk memeriksa tahap glukos dan Clinitek Status Analyzer (kiri) untuk ujian air kencing bagi pengesanan awal penyakit seperti diabetes, penyakit buah pinggang dan jangkitan salur kencing.

HEALTH CHECK

TIPS





A. ABOUT THE DISEASE

1. What is Influenza A (H1N1)?

It is a highly contagious acute respiratory disease infecting humans caused by a new virus, the result of a mutation created by the mixing of the pig, bird and human influenza virus genes.

2. What are the signs and symptoms of Influenza A (H1N1)?

Early signs are flu-like, including fever, cough, headache, muscle and joint pain, sore throat and runny nose, and sometimes vomiting or diarrhoea.

3. How do people become infected with Influenza A (H1N1)?

The spread begins when infected people cough or sneeze, infected droplets get on their hands, drop onto surfaces, or are dispersed into the air. An uninfected person can breathe in contaminated air, or touch infected hands or surfaces, and thus be exposed.

This is known as the human to human transmission of Influenza A (H1N1). There is no confirmation of transmission between pigs and humans at this point.

4. What is the advice to infected persons ?

- Seek medical attention and treatment from the nearest doctor.
- To prevent spread, infected persons should cover their mouth and nose appropriately when coughing and sneezing, and wash their hands regularly and thoroughly with soap and water;
- If you get sick with influenza, stay at home and limit contact with others to keep from infecting them. Avoid touching your eyes, nose or mouth since secretions from them contain the virus and can infect others.
- Avoid going to crowded/public places and/or using public transport especially when you are sick or have the influenza sign and symptoms.

5. How long can an infected person spread the Influenza A (H1N1) disease to others ?

Person(s) with Influenza A (H1N1) virus infection should be considered potentially contagious as long as they are symptomatic and possibly for up to 7 days following the onset of the illness. Children, especially the younger ones, might potentially be contagious for longer periods.

6. How can you protect yourself from getting infected with the disease?

There is no vaccine currently available to protect against Influenza A (H1N1). However, there are certain actions that can help to reduce the spread of the virus:-

- Avoid close contact with persons who appear unwell and have fever and cough;
- Wash your hands with soap and water thoroughly and often;
- Avoid touching your face, especially your nose and mouth, with your hands to minimize infection;
- In the event of being in an affected area, avoid crowded places and stay indoors;
- Stay informed of the situation of the disease and of the appropriate measures taken to avoid being infected;
- Practice good health habits including adequate sleep, eating nutritious food and keeping physically active.

7. What is the difference between a probable case and a confirmed case?

A probable case is who shows the symptoms of influenza such as cough, fever, headache, chills and fatigue and either tests positive for type A influenza or is considered linked to another probable or confirmed case.

A confirmed case is one who tests positive in a laboratory for the influenza A (H1N1) virus.

B. ABOUT THE VACCINE & TREATMENT

1. Is there a human vaccine available now to protect from Influenza A (H1N1)?

No. Current seasonal human influenza vaccine does not provide protection from the current influenza A (H1N1) virus. It is unknown whether the seasonal vaccines can provide any cross protection to the ongoing influenza A (H1N1) virus infection in Mexico, United States of America and other affected parts of the world.

WHO (World Health Organisation) is presently working towards development of a vaccine for the current infection. According to WHO, it would take about 4 to 6 months to manufacture.

2. What drugs are available for treatment?

Currently the Ministry of Health Malaysia has antivirals for treatment of Influenza A (H1N1).

3. Will the antivirals protect a person from being infected?

The antivirals are used for treatment of a person infected with the virus. It is not a vaccine that creates immunity against the infection. Persons not exposed to the virus are advised not to take the antivirals because it would be required to consume it for a long time and since it is very potent medication, it can cause ill effects.

D. ABOUT TRAVEL

1. Is it safe to travel?

People should be aware that due to the highly contagious nature of the disease and its rapid spread across the world, non-essential travel by air or other means, especially to affected areas, should be postponed. If travel is essential or unavoidable, travelers and their dependents need to protect themselves appropriately.

Persons who are ill should delay travel plans and returning travelers who fall ill should seek appropriate care immediately.

However, WHO has not recommended travel restrictions related to the outbreak of Influenza A(H1N1) virus.

E. ABOUT THE SAFETY OF PORK

1. Is it safe to eat pork and pork products?

Yes. Influenza A (H1N1) has not been shown to be transmissible to people through eating properly handled and prepared pork (pig meat) or other products derived from pigs. The virus is killed by cooking temperatures of 1600F/700C, corresponding to the general guidance for the preparation of pork and other meat.

For additional information, please contact the Crisis Preparedness and Response Centre (CPRC), Ministry of Health Malaysia at 603-8881-0200 / 603-8881-0300 or email to cprc@moh.gov.my or visit its website <u>www.moh.gov.my</u>, or www.who.int

Here's your chance to win some Parkson vouchers. Circle the correct answers to these easy questions from the previous issue (Vol.21 No.1) and send your answers to the address on page 3 before the closing date: 26/6/2009. Multiple entries will be disqualified.

the GREAT Lion Brain Tease

Lion Today - Vol. 21 No. 2 March/April 2009

1.	Parkson Bintang Megamall is the larges a. Malaysia	t department store in b. East Malaysia	c. Peninsular	
2.	Mahkota Hotel Melaka commenced op a. 1994	b. 1995	c. 1996	
3.	Antara Steel Mills' Sports Club organized a. Basketball	d aTournament from end b. Soccer	November 2008 to January 2009. c. Volleyball	
4.	Twins at Damansara Heights is a luxury r a. Kuala Lumpur	esidential project inby th b. Selangor	e Group´s Property Division. c. Negeri Sembilan	
5.	Parkson hasstores in Da	alian, Liaoning Province of China. b. 2	c. 3	
6.	Lion Group is sponsoring RM21,000 per y a. Asiatic	year for the upkeep of <i>Champ,</i> an b. American	lion at Zoo Negara. c. African	
7.	Antara Steel Mill organizes a blood do Hospital Sultanah Aminah Johor Bahru a. every year	onation campaignas po in stocking up its blood bank. b. every two years	art of its social obligations to assist c. every three years	
8.		d adance at the Million I b. belly		
9.		rtnership Award in conjunction with the 27t b. Antara Steel		
10.	Which Parkson store in Penang was aw Retail Hot Shop Award campaign? a. Parkson Gurney Plaza	varded the "Best Customer Service 2008" b. Parkson Prangin Mall	award by CapitaLand under their c. Parkson Sunway Carnival	
NAME: (Mr / Ms) CONGRATULATIONS				
TEL. NO.: COMPANY/DEPT (please state full address):		Vicky Chiang Lai Mu Corret, Faralina Md Rc Ai Kiew, Loo Wen V	Prize winners of the previous Lion Brain Tease: Vicky Chiang Lai Mui, Kanchana a/p Rajagopal, Linda Corret, Faralina Md Raos, Norzi Hanum bt Mohd Zaizi, Pang Ai Kiew, Loo Wen Wen, Nor Rashidah bt Abd Halim, Manimaran a/I Anyappan & Rohani bt Safiee.	
		Answers to the previo 1 - Vietnam 2 - Rod Mill 3 - Laman Beringin 4 - Parkson Pavillion 5 - Plantation Division	bus Lion Brain Tease 6 - Christmas high tea 7 - Sri Angsana Apartment 8 - Parkson 9 - Zunyi Parkson 10 - Taiping	

Human Resource Development

CEDR Corporate Consulting Sdn Bhd

No. 15, Jalan Pekan Baru 30A/KU 01, Bandar Klang, 41050 Klang, Selangor Darul Ehsan. Tel: 03-33447310 Fax: 03-33447315

THE VALUE OF TRAINING

oes training really increase organizational performance? If training aims to change employees' behavior, knowledge, opinions and skills level, the answer is **YES**. Organizations that make **LARGE** investments in people typically have **LOWER** employee turnover, which is associated with **HIGHER** customer satisfaction, which in turn is a driver of profitability (Laurie Bassi -Delahoussaye, et al., 2002).

Good managers also determine if people stay or go, and this is also influenced by training and development. Laurie Bassi further writes that the education and training variable is the most significant predictor of an organization's success as compared to price-to-earning ratios, price-to-book statistics, and measures of risk and volatility.

But the BIG question remains... How much money and time do I invest on an employee?

The graphs below show statistical data from the American Society of Training and Development (ASTD) magazine. They highlight the average direct expenditure and average learning hours used per employee from three different types of organizations.



Sourced from ASTD 2007- State of the Industry Report

LION GROUP INSIGHT <u>Core Development Programme (CDP)</u> Financial year '07 - '08: Total training expenditure spent - RM 150,300 Total training places - 429 places Total training hours - 413 hours Average expenditure per LG employee - RM 350 Sourced from CeDR database

So, for companies which think they can save money, or cannot afford the time and expense, or the money is best used elsewhere other than on training, think again. Now consider the following:

- Untrained employees take up to 6 times longer to perform the same tasks.
- Training enhances employee retention. A related survey shows:
 - Employees who say their company offers poor or no training; 41% plan to leave within a year.
 - Employees who say their company offers excellent training; only 12% say they plan to leave.



- A four-year study by the American Society of Training and Development shows:
 - Firms that invest \$1,500 per employee in training experience on average of <u>24% higher gross profit</u> margins and 218% higher income per employee, compared to those that spend \$125 per employee.

In conclusion, people who receive training generally offer better service for two main reasons:

- (i) They have better skills and knowledge. Attend enough training and the workers start to form their own mental models. Although they may just remember parts of the training, when they connect it with their own learning, they begin to form a powerful knowledge base.
- (ii) Workers see training as a valuable benefit. And these benefits do bring some loyalty to an organization, which pays off in better customer service.

HOW AN EMPLOYEE SATISFACTION SURVEY BENEFITS YOUR BUSINESS

Adapted from an article by Andy West - survey specialist

Vour employees are the backbone of your business. If they are unhappy, undertrained, or unable to do their job efficiently, your company's success suffers.

Here are some ways an employee satisfaction survey can benefit your business:

Ensure your employees know their jobs

A survey helps you make sure that your employees have been trained to carry out their jobs. There is nothing more frustrating for an employee than feeling like they don't know what they are supposed to be doing. Therefore, an undertrained employee is an unhappy employee. And of course, this ultimately results in unhappy customers.

Improve customer satisfaction rates

Making sure your employees feel like they are well-trained helps ensure that customers are able to enjoy the standards that have been established by the company, minimising complaints while doing business.

Ensure employees are happy

Happy employees make good employees, and happy employees also make devoted employees. This is important because fewer resignations mean fewer positions to fill with new hires. Not having to go through the process of hiring and training new employees saves your business both time and money.

So find out how to keep your employees in this crisis filled environment. If you are noticing high or increasing turnover rates of skilled employees, an employee satisfaction survey may give you suggestions on how to keep them.

You can't have a successful business without happy, competent employees, so it makes sense to use an employee satisfaction survey to keep tabs on your employees' attitudes about their work and their workplace.

INFOLINK



UPsKiLLing or ReTRAINING

- 1. "Increase the number of participants under the Special Training and Retraining Programmes for retrenched workers and the Dual National Training Scheme to enhance skills of those currently employed"
- 2. "Increase the number of training programmes with the cooperation of industries and related companies, such as in electrical and electronics, welding, robotics and construction. In addition, more industrial and technical skills training will be conducted by Skills Training Centres in all states for 10,000 trainees."

By Prime Minister, Dato' Sri Mohd Najib Tun Razak in his speech on the 2nd Economic Stimulus Package.

The sentences above were taken from the speech by our Prime Minister Dato' Sri Mohd Najib Tun Razak during the announcement of the 2nd Economic Stimulus Package, and supported and evidenced by Tan Sri Dr Lin See-Yan, Harvard Alumni Association Regional Director for Asia region in his article in The Star dated 4 April 2009.

How do you upgrade our workers in these slowdown period so that we will be in the forefront when the economy picks up? A few of our companies are actively putting in initiatives to enhance and provoke learning and retraining of our employees. But the question, is always... Are we doing it effectively? How much can we achieve in these few months, whereas development of HR normally take years to see real results?

Sadly, there are also companies that sent out messages cutting all costs, including learning and development. Having OUR money in the HRD Fund is not saving money but a cost. It's a cost because we are unable to use our money for investment or at least for interest earned. The money in the Fund is being utilized by others for their own purpose. Why are we giving the Government money and leaving it there for their use?

In this crisis, the challenge is to make the case for increasing the quality of our people to produce better and more innovative products. If we are able or bold enough to take hold of the future, make people our key factor. Maintaining or increasing investment in their development sends a powerfully packed message across the organization that they are valued, esteemed and we would want them to continue being a part of the company.

Training motivates people and encourages them to remain with us. It is worthwhile to 'make' and not 'buy' talent. So how do you go about ensuring results during these turbulent times? Consider these actions:...

1. Be strategic minded and develop a formal training plan linked to the business goals - this means keeping both the long term and short goals in mind. Training that is not results-oriented will be quickly thrown out by the chief.

- 2. Conduct a training needs analysis across the organization to identify skills gaps, especially those that are a priority in the current situation.
- 3. Efficient use of the budget allocation for training.
- 4. Training must be considered within the context of the staff appraisal process-this will provide reinforcement and help in achievement of results.
- 5. Adopt a variety of training approaches and methodology including e-learning, mentoring & coaching, blended on-job training etc. Always ensure that upskilling and upgrading the skills of the people will give them the tools to explore.

Speed of implementation and relevance to both short and long term gain is of priority for the programmes. Once again, a reminder to all HRDF contributing companies, use your funds wisely for all your training programmes, invest in your people. **Non utilization is a cost.**



Keeping you in view

INFOLINK





- "Let's just leave him there. He won't be going anywhere."
 <u>CPR and First Aid Training at Amsteel</u>
- CPR and First Aid Training at Amstee Mills Klang, 24 – 25 March 2009
- "Gosh, am I stressed. If only I coul remember why."
- Personal Work Effectiveness at CEDR Corporate Consulting Sdn Bhd, 8 – 9 April 2009
- Never too old for party hats.
 Evaluating the Effectiveness of Training at Hotel Quality, KL, 18 20

March 2009





- "Yes, I'm the rose among the thorns."
- Meet the Lion Circle at CEDR Corporate Consulting Sdn Bhd, 3 March 2009

It's all smiles for these guys!! CBTE Programme Developer at CEDR Corporate Consulting Sdn Bhd, 16 – 19 March 2009



18

Write A Caption & Win Attractive Prizes!

Write the most creative or humorous caption in English or Bahasa Malaysia for the photograph shown (below) in not more than 20 words. Attractive prizes await the two most interesting captions which will be published in the next issue of Lion Today. The judges' decision is final and no correspondence will be entertained. Closing date: 26/6/2009.

		There were no winners		
Name: (Mr / Ms): for 'Write A Capt				
Company / Dept (please state full address):		in the last issue.		
		INFOLINK March/April 2009		



PARKSON Pavilion • KLCC • 1 Utama • Gurney Plaza

B.PGK.HQ(JM)2009/276/04

KICC OUG Plaza Pavilion Sungei Wang Plaza The Mall

KUALA LUMPUR

PUTRAJAYA
 Alamanda Putrajaya Shopping Centre

SELANGOR

N. SEMBILAN • Seremban Parade • Terminal 1 Shopping Plaza MELAKA • Mahkota Parade • Melaka Mall Melaka Mali
JOHOR
Holiday Plaza, Johor Bahru
Square One, Batu Pahat

www.parkson.com.my

KEDAH • Petani Parade, Sungai Petani PERAK • Ipoh Parade PULAU PINANG • Gurney Plaza • Prangin Mall • Sunway Carnival Mall

PAHANG • Berjaya Megama∥ Kuantan • East Coast Ma∥ • Kuantan Plaza

SARAWAK • Riverside Complex, Kuching • The Spring, Kuching • Bintang Megamall, Miri • Wisma Sanyan, Sibu

• Wawasan Plaza, Kota Kinabalu LABUAN Financial Park Labuan Complex

SABAH

Parkson



Customer Service: 1300 88 0828