

sphere

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INTERNATIONAL JOURNAL OF THE
CK HUTCHISON GROUP



TASTY! CK HUTCHISON TICKLES YOUR TASTE BUDS

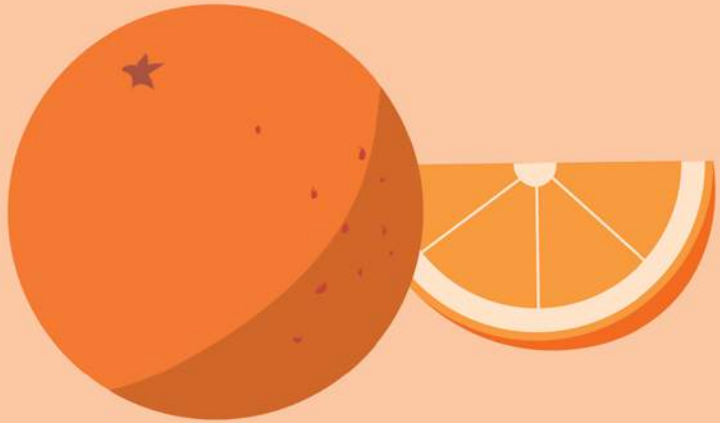
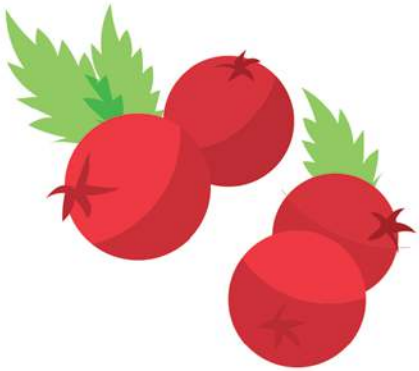
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The Zen-ity of Tsz Shan Monastery **14**

The future is now **20**



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Sphere Magazine #41
December 2016

Cover Illustration
By Kaliz Lee

Taste is a surprisingly complex business. From simple juices to complex wines and healthy foods, our artist captures the moment of truth for many of our businesses — what happens when the taste hits your tongue!

W E L C O M E

GOODNESS PERSISTS IN A CHANGING WORLD

Of times, the world can seem a turbulent, topsy-turvy place. Old ways and old institutions are questioned as their relevance seems to wane in the face of new challenges.

But some organisations adapt, grow and advance. The CK Hutchison Group is such an organisation, and new technologies, new jobs and new opportunities emerge every day to the benefit of our employees, customers, partners and communities.

Within the Group, A S Watson is an exemplar of benevolent continuity as it reaches the milestone of 175 years in business. What does 175 years look like? Over 13,000 stores, 132,000 people earning a living with A S Watson and millions of customers getting what they need from its outlets each year.

Across the Group, our companies develop and deliver healthy products that not only treat us right, but also delight our taste buds! Sometimes people need better options to entice them to do the right thing and CK Hutchison companies make it

easy for people to make wise choices in an often confusing world.

Religious traditions can also provide guidance, continuity and serenity in a changing world. The Tsz Shan Monastery not only provides modern architecture in temples with ancient themes, but also conducts contemporary outreach to work directly with people in Hong Kong's urban rough patches, to heal lives and souls.

While avoiding hubris, we can recognise that this force for good arises from well-meaning and hard-working people with common values and coordinated efforts. Mr Li Ka-shing addressed this thinking recently at Shantou University, encouraging students to humbly apply their talents to be that force for good.

While there may always seem to be turmoil roiling the heavens and earth, it is helpful to look around at the things that persist and benefit humanity. From this we can have the confidence to move onwards and upwards, with our spirits raised! □

 CK HUTCHISON HOLDINGS LIMITED

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22/F Hutchison House
10 Harcourt Road
Central
Hong Kong

Available on
www.ckh.com.hk

CK Hutchison
In-house Editorial Team

Laura Cheung
Jeremy Lau
Hans Leung
Erica Liu
Wendy Luk
Ada Chan

Feedback & Enquiries
SphereE@hwl.com.hk

Editor
Andrew Work

Writer
Alex Fok

Printing
bigboXX.com Limited

Creative Consultant
WHAM™
thewhamagency.com

Designed and Produced by
South China Morning
Post Publishers Ltd.
Tel: +852 2565 2222

Editorial
David Vetter

Creative Team
Pierre Pang

Illustrations
Kaliz Lee

Production Team
Janice Fung
Veronica Chiu
Joyce Wu

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Ports and Related Services

Retail

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Energy

And more!

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RETAIL FOCUS

A S Watson at 175

Over 175 years of giving people what they need. The scope of A S Watson across Asia and Europe is truly staggering.

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COVER STORY

TASTE OF CK HUTCHISON

CK Hutchison has a very distinct flavour – and it's on the tip of your tongue.

BORN IN
1841

13,000
STORES

3,000,000,000
CUSTOMERS
PER YEAR

132,000
EMPLOYEES

36,000,000
SOCIAL MEDIA FANS

1 4

COMMUNITY FEATURE

Beyond Zen

Mindful of tradition and modernity, the Tsz Shan Monastery, funded by the Li Ka Shing Foundation, connects with the sublime — and the community.



2 0

PHILANTHROPY FOCUS

In the dark, be a light

Mr Li challenges students at Shantou University to grow and take on the world.



TELECOMS

3 INDONESIA EMPOWERS YOUNG ENTREPRENEURS

3 Indonesia's Festival #Ambisiku (Ambition Festival) has been blazing a path across Indonesia, igniting entrepreneurship in young Indonesians. Some projects present the work of young online entrepreneurs through workshops and talk shows while others allow aspiring young business people to present their creative ideas to be realised in partnership with 3 Indonesia. Rise up, young entrepreneurs!



PIZZA FOR THE PEOPLE!

Vietnamobile launched a unique telecoms package with offers on voice, SMS, data, OTT and other services through a Pizza SIM. Just like a DIY pizza, you can pick your telecoms toppings, giving young Vietnamese consumers the choice they crave!

REALLY REALITY ROAMING

Reality TV star Joey Essex launched 3 UK's expansion of their free roaming services to an astonishing 42 countries where 3 UK customers can use their homeland telecoms allotment under the *Feel at Home* programme.



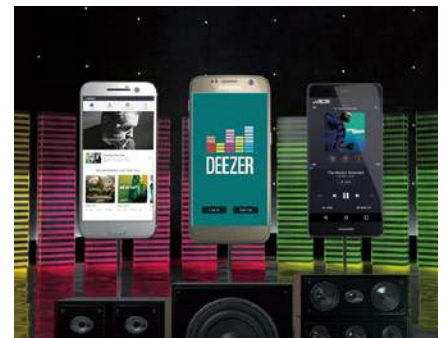
An Italian giant is born

3 Italia and WIND have merged their operations into a telecoms powerhouse in Italy serving over 31 million mobile customers and 2.7 million fixed line customers. Canning Fok, CK Hutchison Group Co-Managing Director, hailed the merger as a "major milestone in the development of Italy's digital economy" that would bring "benefits to businesses and consumers across Italy – through greater reliability, coverage and speed".

Jean-Yves Charlier, Chief Executive Officer of VimpelCom, emphasised the merged entities' potential "to build a world-class 4G/LTE network in Italy" to deliver benefits including improved "call quality and strengthened data services as soon as 2017". From a business perspective, Mr Charlier says, "The new company looks forward to delivering on the EUR700 million run-rate of annualised Opex and Capex synergies that the transaction will bring."

3 IRELAND IS RÍ-ALLY THE KING

3 Ireland carries more data on its network than all the competition combined – over 1,747 terabytes a week! That's a 77 per cent increase from 2015 and equivalent to four million songs streamed every hour. That means 3 Ireland can handle the huge demand arising from their new partnership with Deezer, which gives customers access to the world's leading on-demand music streaming service and its over 40 million songs.



First steam at Edam West

On the ground at the Edam West Thermal Project, first steam saw the Saskatchewan project follow the Edam East and Vawn thermal developments in driving Husky Energy's high-tech and low-cost approach to producing heavy oil. Full steam ahead!



HAPPY HUSKY ON THE MOVE

Husky Energy employees in Calgary took part in a cross-Canadian event, the Big Bike Challenge, raising funds for the Heart and Stroke Foundation. Company mascot Happy the Husky joined colleagues on a 30-person bicycle to support heart and stroke research, education and prevention.



MADURA STRAIT ON TRACK

Around the world, Husky Energy's Madura Strait project saw the Indonesian operations hit important milestones. The infrastructure for the liquid-rich BD field is approximately 90 per cent complete and on schedule to start up production next year. Gross production is estimated at 100 million cubic feet per day of gas and 6,000 barrels per day of associated liquids.

LEADING THE WORLD



The horizon is the meeting point of sea and sky — and people, partners, experience and expertise that make Hutchison Ports 'The World's Leading Port Network'. The company's rebrand uses the horizon as the focal point of its logo and its value framework "UNITY" — 'Unrivalled Standards', 'Network Strength', 'Informed Decisions', 'Trusted and Honest', and 'Your Partners'.

PORTS GO GREEN REDUX

Hutchison Ports again took part alongside industry counterparts around the world to put on community events focusing on themes of reuse and recycling, climate change and the community in Go Green 2016. Activities included numerous tree plantings and beach cleanings as well as environmental workshops for students.

And Yantian International Container Terminals became the first port in Mainland China to use 'cold-ironing' shoreside power supply units, part of a USD38.8 million investment to reduce shoreside emissions. Way to get your green on, Hutchison Ports!

GOOD FOR BUSINESS, GOOD FOR THE PLANET

Hutchison Ports broke new ground on the building of the Stockholm Norvik Port and the Norvik Logistics and Business Park. Its expected opening in 2019/2020 "will deliver economic and environmental benefits for trade serving the Stockholm region," according to Clemence Cheng, Managing Director, Europe Division, Hutchison Ports.



RETAIL

Watsons in China: YUGE!

Watsons China is growing rapidly. Its outlets increased by over 64 per cent in two years to reach 2,800 outlets. Over 410 cities in the Mainland now benefit from a Watsons' presence!



SHINE ON

AS Watson Group (ASW) in Europe opened a new energy-neutral logistics centre generating 420,000kWh a year of energy in the Netherlands through solar energy. Kruidvat followed suit with a new green store with solar panels on the roof, LED lighting and efficient cooling systems, earning it an A++++ energy label!

CORPORATE

CROSS-GENERATION ADVENTURE

CKHH's volunteer team visited Yan Oi Tong to work with teenagers to help them develop empathy and respect for the elderly through activities aimed at understanding the daily challenges faced by senior citizens. Exercises saw them experience physical disabilities such as trying to cope with impaired eyesight and decreased manual dexterity. Another day was spent in fellowship with senior citizens in a local holiday camp developing sensitivity and relationships between senior and younger Hong Kongers.



AWARDS

CK Hutchison companies strive to excel – and the world notices!

CK HUTCHISON WINS ON GOVERNANCE

CKHH won the “HKCCA Award Hong Kong In-House Team of the Year” from the Hong Kong Corporate Counsel Association, presented at The Macallan Asian Legal Business Hong Kong Law Awards 2016. The Group also nailed both “Best Company in Hong Kong” and “Best Company in Asia (Conglomerate)” at the Finance Asia Platinum Awards.



There's more! CK Hutchison won the “Judges' Special Award” at the Hong Kong Management Association Best Annual Reports Awards. In particular, the Group's efforts to “streamline and highlight the changes between last year and this year's annual report” in the wake of the Group's reorganisation were commended. More recognition came for the 2015 Annual Report at the 2016 Galaxy Awards, where CKHH outshone the stars with the highest score.



3 WOWS THE WORLD!

Telecoms toppers from Austria to Indonesia!

3 Austria is the national “Service Champion” according to ServiceValue, Goethe University, and Austrian customers surveyed. It was also rated as having the best download and upload connections of any Austrian 4G network by *Smartphone* magazine.



3 Ireland won two CSR Awards for “Excellence in CSR Communications” (raising awareness of homelessness with Focus Ireland and the national Irish Rugby Team) and “Excellence in Community – Partnership with Charity” (working with An Cosán Virtual Community College to eliminate poverty through mobile and online technology).

3 Hong Kong’s “Making Better” marketing campaign brought home a merit award in the HKMA/ TVB Awards for Marketing Excellence 2016 organised by the Hong Kong Management Association and Television Broadcasts Limited.



Hutch Sri Lanka won an “Effie Award” in the Internet and Telecom category for advertising excellence for its “Always Internet” campaign. That work no doubt lent to it being rated sixteenth among the “Most Connected Brands” by *LMD*, a respected business magazine and TNS, a global research agency.



Hutchison Telecom Hong Kong Holdings (HTHKH) won 14 Stevie Awards for excellence in business between its divisions HGC and 3 Hong Kong for its accomplishments in mobile and fixed line business operations.

3 UK won “Best Pay Monthly Network” and “Best for Roaming” at the uSwitch Mobile Awards and then took home the “Best Customer Service – Network” at the Mobile News Awards 2016.



**uSwitch
BEST FOR
ROAMING
WINNER 2016**

3 Indonesia has impressed MarkPlus, winning their “Champion of Excellence Award (category Cellular Provider)” in five separate cities including Manado, Pontianak, Balikpapan, Palembang and Aceh.

LEAPING LIPA!

Lipa Pharmaceuticals, a CK Life Sciences company in Australia, has won the “High Quality Manufacturer of the Year” award for 2016 at the Complementary Medicines Australia annual awards – its third win in a row!

YICT AWARD

Yantian International Container Terminals (YICT) won the prestigious “Ports and Terminals Award” at the Seatrade Maritime Awards Asia 2016 for, in particular, its emission reduction efforts.

THE HEALTHY EMPLOYER – EVERSOLT RAIL

Britain’s Healthiest Workplace recently announced that Eversholt Rail was the winner of “Britain’s Healthiest Employer” in the small company category for 2016. This award testifies to the strength of the company’s culture, which encourages social interaction and empowers staff to foster a culture of well-being, celebrating the drive for a healthier, happier workforce. Health is wealth, literally!

RESPONSIBLE BUSINESS IS GOOD BUSINESS!

Wales & West Utilities, the gas distribution network for Wales and the south-west of England in Great Britain, recently won a “Responsible Large Business of the Year Award” from Business in the Community after demonstrating how following its core values impacts on its business outcomes and the local community.

WINNING SMILES

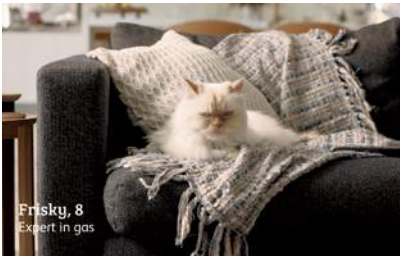
ASW in Hong Kong saw their WeSmile App win the “Best Use of Digital – Silver” in the PR Awards 2016 and an “Excellence In CSR Strategy – Gold” in the HR Innovation Awards 2016. More importantly, it put smiles on the faces of Hong Kongers with its facial recognition AI and automatic connection to Facebook. It’s no surprise that Watsons won the “HKMA Quality Award 2016 Certificate of Excellence” for delivering a world-class customer experience online and in store.



INFRASTRUCTURE

FEELING FRISKY FOR GAS

Australia's newest gas expert is a frisky star named Zanda and has a growing social media following. Zanda is a Canberran but also a cat, an 'absolute star' ruling the hearts and televisions of South Australians. The feline, stage name 'Frisky', represents a demanding consumer in a new series of ads showing how Australian Gas Networks has its clients' interests at heart.



LONDON'S ELECTRIC BUSES GET THE GREEN LIGHT

Deputy Mayor of London (Transport), Val Shawcross unveiled the first nine of a fleet of 51 single-decker buses that run on electricity. With the help of UK Power Networks and their contribution to this high-tech, low-carbon joint project, Londoners will enjoy a boost in air quality by not breathing in 700 tons of harmful carbon emissions that traditional buses would have emitted. This innovative project also allows UK Power Networks to further explore electric vehicles' impact on electricity networks, and their role in contributing to the UK's aim of reducing carbon emission.



Gassing up Lamma Island

Hong Kong's government gave the green light to HK Electric to build a new gas-fired generating unit, scheduled for commissioning in 2022. This will reduce the use of coal and mean cleaner air for Hong Kong and the surrounding region.



PARK'N FLY'N FEED

Park'N Fly has opened its doors for business in Winnipeg, taking extra special care of its customers in the harsh Canadian winter with its Valet Indoor Parking service. Manitobans drop their cars off in the Park'N Fly climate-controlled facility and then get a lift to the airport, saving them from a chilly walk in the snow.

SEEN IN THE STREETS!

Wales & West Gas Networks is looking their best with a new livery for their fleet of vans seen daily in their territory covering Wales and south-west England.

LEEDS LEADS BRITAIN'S HYDROGEN FUTURE

Northern Gas Networks has produced a visionary plan to convert Britain's main source of heating from natural gas (methane) to hydrogen gas. The H21 Leeds *City Gate* report recommends converting households and industry across the UK to hydrogen starting in Leeds as early as 2026. This low-carbon option would reduce CO₂ emissions from heat by a minimum of 73 per cent overall with the potential to support the UK's decarbonisation objectives for transportation and electrical generation.

OTHERS

USE A TREE, PLANT A TREE

TOM Group loves books and shared that love with the children of SKH St Christopher's Home's Heart Link Centre. St Christopher's Home provides a small group home service for children who cannot receive adequate family care. TOM Group organised book donations and readings in addition to organising a tree-planting workshop to help the children connect to nature. At the end of the workshop, each child received a book on environmental stewardship to deepen their understanding of living an environmentally friendly life.

NEW LABS, NEW LIBRARY, NEW OPPORTUNITIES

Shanghai Hutchison Pharmaceuticals (SHPL) opened its new research and production base in the Fengpu District of Shanghai, marking another milestone in its development. The SHPL team then headed north to Huanren County in Benxi, Liaoning, to establish another library, this time at YaHe Primary School, bringing knowledge, hope and dreams to the children there.

TASTE OF CK HUTCHISON

For much of CK Hutchison, it isn't 'just a matter of taste'. It's completely about taste. From salt farming in Australia and food tech innovation to Caribbean batata chips and exotic juices, the Group tastes great!

It's on the tip of my tongue. When an idea teases someone, we describe its delicious nature with the most sensuous of senses - taste.

Over 10,000 taste buds, regenerated every two weeks, send messages directly to our brain. Sometimes shocking, sometimes subtle, we experience the world as it enters our body as salty, sweet, bitter, sour and umami.

Many CK Hutchison leaders are in the business of pleasing the 10,000 customers on your tongue. The subjective world of taste, influenced by culture, fashion, health, economics and personal preference is big business for the Group. Open your mouth and let CK Hutchison's flavours in!

SIMPLY SALT

Salt is just, well, salt, isn't it? It is one of the most basic compounds known to man and easily understood by students of middle school chemistry. But maybe it isn't so simple after all.

Cheetham Salt Limited, a CK Life Sciences Int'l (Holdings) Inc member company, takes Australia's clean seawater and turns it into white salt using vast tracts of land where saline brine is concentrated and then crystallised into salt. The solar salt production process is the most environmentally sensitive, most energy efficient and least costly of all the salt production techniques. In other countries, the salt may be mined and will eventually run out. But not on the salt fields of Port Alma, Price and Bajool.

Andrew Speed, CEO of Cheetham Salt, explains, "The production process is

entirely sustainable. As long as there is quality brine, and the wind and sun to enable evaporation, it's sustainable ... We're harvesting a renewable resource with low energy inputs. There is very little in the way of carbon footprint with solar salt."

Crude salt is further processed into a variety of different grades suitable for a wide range of industrial and consumer uses. These meet a range of needs from the simplest salting of mass-produced foods to the demands of Australia's finest gourmets. And while some may cock a sceptical eye at the fancy salt shelf in their supermarket, the shape and size of salt crystals do change the taste experience.

True, once dissolved in water or other liquids, salt is salt and always has the same impact on flavour. But in its undissolved form, the larger crystals,



like those in salt grinders, take longer to dissolve on the tongue, creating a more intense flavour.

Fleur de sel, flake salts and kosher salts have a lower density as air is worked in between the crystals. Collected since ancient times, fleur de sel has a faint scent of violets, hence the 'fleur' (French for flower). Cheetham's flake salts are created from naturally evaporated sea salts that are recrystallised under controlled conditions. Also called snowflake salts, these salts contain less actual salt by volume. They look impressive, making them perfect for low-salt applications and food presentation where the salt provides not only taste, but aesthetics!

The latest craze is for Himalayan Mountain Salt. The only mined salt in the Cheetham family of products, it is in high demand from consumers for its pink colour and health benefits arising from impurities in the crystals. Normally presented in flake salt or rock salt form, it is a huge hit with the Australian cooking public. "There's a real push for pink salts," explains Mr Speed.

SUBLIME PURITY

Like salt, meeting high expectations is surprisingly complex for another basic compound: water. Bonnie Mak, Head of Marketing and Planning at A S Watson Industries Ltd, expects every drop will be savoured and it has to be a consistent experience for each customer. She explains, "Water may be the simplest substance we put in our mouths, but ruthless quality control ensures Watsons distilled water gives the same taste experience every time."

Watsons Water's simple two-product approach - pure distilled water and mineralised water - both start with distilled water. For the blue bottle mineralised water, the base soft water has minerals added. A consistent taste is maintained through extensive lab testing for pH level, conductivity and other taste influencers. A tasting panel composed of staff members from the Quality Assurance and Quality Control department also takes part in tasting the final product on a regular basis.

Even after the product leaves the water 'factory', strict regulations on temperature and the Watsons Water storage lifespan (a standard shelf life of 18 months) is also

part of ensuring customers get the taste they expect every time.

JUICY TASTE

A S Watson also produces the Mr Juicy line. As Hong Kong's first juice brand, launched in 1974, it has adapted along with changing tastes in the local market. Ms Mak is on top of the changes and explains that you can't just change the formula. "Changing consumer tastes for more 'real' products has seen Mr Juicy shift production to bring more genuine fruit taste into the product." This means Mr Juicy production needed to be 'closer to the source'.

Production lines have had to move with consumer tastes - from Mainland China to Thailand in this case. The freshness of the juice needs to be preserved, along with its nutrient content. Longer travel times have required investment in advanced aseptic filling technology to deliver superior taste, to maintain nutrient levels and to eliminate the need for preservatives.

Changing tastes and preferences are also driving the development of vitamin-enriched, low-sugar products for children



such as the Mr Juicy Cheer Pack. The revamp of the Mr Juicy juice product range gives a more authentically fruity mouth feel with more orange pulp and less added sugar. Tasting takes place through professional consumer taste tests, sampling events and internally with staff every Friday afternoon. The whole team gets involved. Both consumer and internal testing have led to new flavours catering for the Asian palate. Mango, sago and pomelo flavours have recently been introduced to customers, along with combination products like melon coconut milk and mango pearl cream, pioneers in the ready-to-drink market.

GOTTA TASTE 'EM ALL!

The team at PARKnSHOP, Hong Kong's leading grocery store chain, have a huge range of tastes to satisfy. The incredibly international city has created opportunities for PARKnSHOP to develop different lines of stores for different types of consumers based on ethnic food preferences and incomes.

Peter Johnston, Quality and Food Safety Director (Greater China) of PARKnSHOP (HK) Limited, explains that the decision

about which products to carry is only influenced about 20-30 per cent by taste considerations. He describes the process as organoleptic - that is, involving the whole range of senses. Pricing and market positioning are also crucial to determine which products go to which stores.

Taste and fresh products can involve huge variability compared to factory-made products. Consumer tastes for those products is wildly divergent. For example, Westerners often love the concept of aged beef with a slightly more pungent character, whereas local consumers find that type of beef completely off-putting. The slightly greyish look and smell it has doesn't seem right. Local consumers prefer their beef super-fresh, killed the same day and red and bloody in appearance and relatively tough intexture. Likewise, bread in most parts of Asia is super-sweet and includes a chemical - calcium propionate - to maintain its freshness in the tough tropical climate. Westerners come to associate the smell with 'Chinese bread' (in their minds), a very different sensory experience from their normal association with a bread-baking smell and heavy texture that influences their perception of taste.

Strangely enough, variability in taste comes more often from high-quality, 'natural'

products. Their lack of machine-made, mass-produced consistency means that batches of product, for example manuka honey, can taste different from time to time. Factory-produced foods can control for taste, while a beekeeper can't control every flower every bee goes to, leading to changes in taste. So more expensive, more natural products tend to generate more customer comments on taste inconsistency.

DIY

PARKnSHOP also puts a huge amount of effort into developing in-house brands with food production partners. 'Best Buy' is their own brand for cost-sensitive consumers while 'Select' products are the premium line and can involve extensive in-house testing and production development.

For example, the 'Select' brand sesame seed crackers took the simple cracker and elevated it to new levels. Normally, producers face two choices about how to treat the sesame seeds. They can push the seeds into the cracker to ensure they stick during packaging and shipping, but this means the seeds are embedded in the dough and avoid the gentle roasting that brings out their flavour. The alternative is to leave the seeds on top, but this means that they end up in a mess at the bottom of the packaging.



Peter Johnston and his team worked for months with an outside supplier, contracted to keep the Select secret for three years, on how to square the circle of having seeds that stick, but also get the roasting that is the secret to great taste. They were successful, and the team is justifiably proud of their in-house effort to bring something new, unique and improved to their customers. If the perfect sesame seed cracker arrives on your table one day, you'll know the secret is out – and who to thank.

The team is constantly innovating and testing. New products must pass the scrutiny of PARKnSHOP's team who compare costs, consider country of origin when choosing testers, and conduct blind internal testing with sophisticated scoring sheets.

But Mr Johnston says, "Ultimately it's our customers who will drive [the product], not us." After all the tasting and organoleptic observation, the customer's taste preference will determine whether the product gets on the shelf. Much of that demand is for healthier products. But sometimes, the path to better health means people have to change their taste preferences which may be skewed towards

fat, sugar and other unhealthy taste drivers. Fortunately, Hutchison Hain is here.

HEALTHY HUTCHISON HAIN!

Hutchison Hain Organic Holdings Limited is bringing the best of the West to supermarkets across Asia to answer that demand for healthy products. Founded as a joint venture with American company The Hain Celestial Group, they aim to deliver A Healthier Way of Life™.

General Manager Ole Walter radiates the health he seeks to bring to others and has a tremendous respect for the discerning consumers they cater to. People aren't just choosing based on taste. Their decisions are guided by complex thinking heavily influenced by how they connect taste to the broader culture and their personal history.

"Consumers nowadays require context in which they actually apply their knowledge to make their own conscious decision ... It is something very individual and it's your own call whether or not you actually want to follow it. It's not only your health situation that affects that decision but also your values ... whether you choose to avoid artificial colours, flavours, preservatives, antibiotics, hormones, GMOs and more,

that are commonly found in conventional foods."

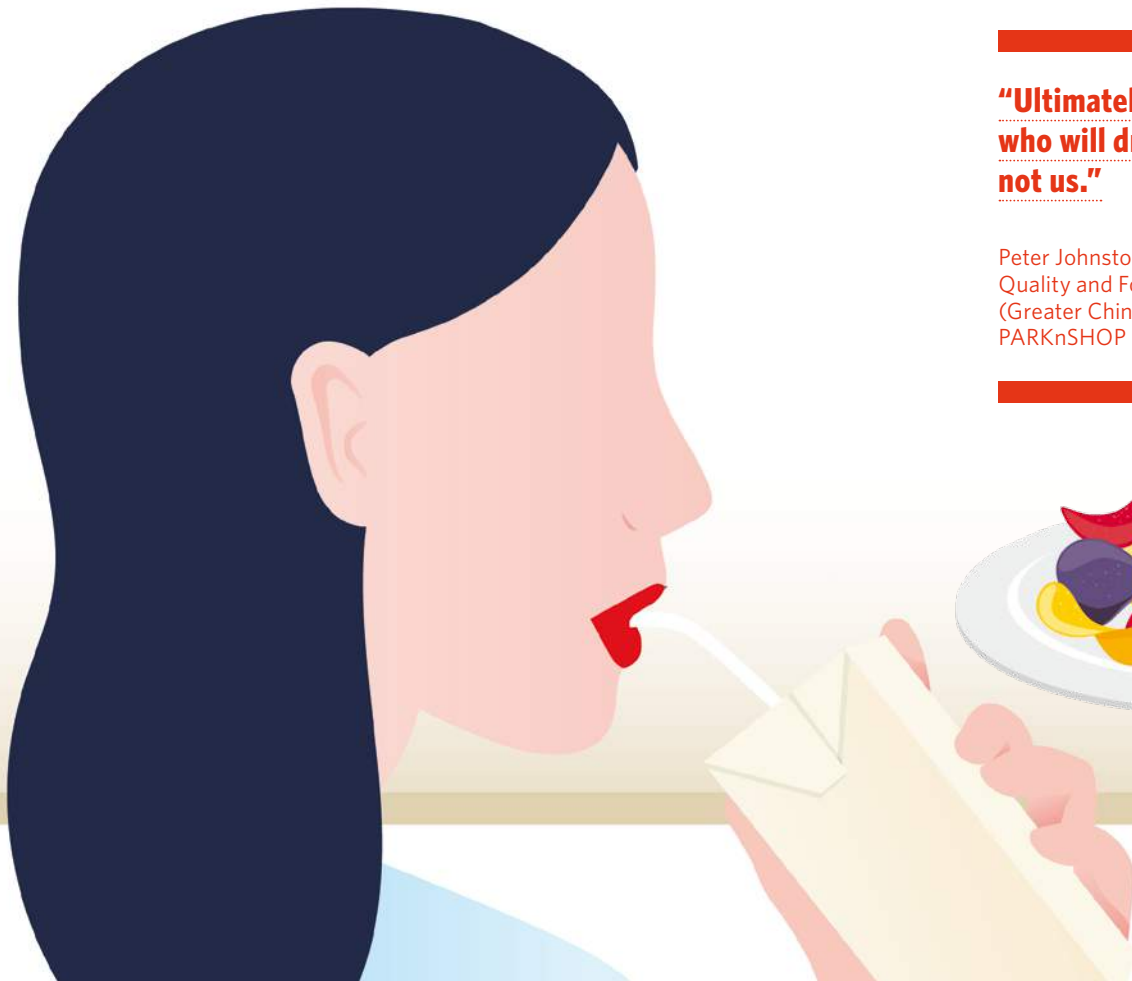
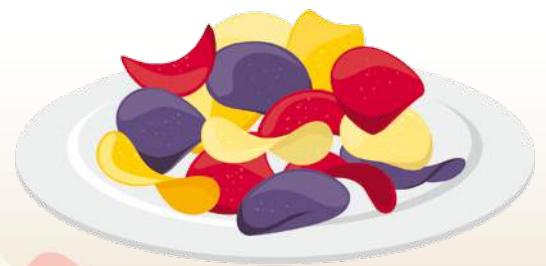
Taste does, of course, play a big role in consumer choices. But when it comes to health, our taste can betray us, leading us to choose the fantastically unhealthy over more prudent choices. Some companies adapting products to new markets would take the easy way out, delivering consumers their locally preferred form of grease, hyper-salting, fat and sugar. But Hutchison Hain takes a different approach.

They insist on doing the hard work of educating the consumer instead of taking the path of least resistance by adding unhealthy taste elements as an easy fix. Mr Walter aims to "Educate the consumers on taste rather than matching it and compromising on quality. The naturalness of products requires our taste to adjust."

So whether it is thick-cut, low-fat Terra Chips of blue potato, beetroot and batata to replace traditional high-fat, salty chips, or a chia seed and oat milk combination to provide high-protein, mineral-rich dietary fibre and omega fatty acids to Asia's many lactose-intolerant customers, Hutchison Hain is bringing taste and great health together.

"Ultimately it's our customers who will drive the product, not us."

Peter Johnston,
Quality and Food Safety Director
(Greater China),
PARKnSHOP (HK) Limited





Some great taste experiences bring health benefits only if consumed in moderation. If a glass of red wine a day is truly good for your heart, you want to make sure it is the greatest tasting wine you can afford. For that, you have to trust the highly trained palates at Watson's Wine.

CHATEAU WATSON'S

The pinnacle of taste discretion is achieved in the global reverence for fine wines. Watson's Wine has its own retail outlets, but also determines the product mix across PARKnSHOP's various branded stores. The huge team must have a wide and deep knowledge of wines – and discerning palates across the enterprise.

General Manager Jeremy Stockman is proud of the widespread expertise in his team, and working with Watson's Wine must be a wine lover's dream. The company sponsors staff to take training courses to become certified by the British Wine and Spirit Education Trust. Weekly tasting and scoring meetings are held in

the office, and more tastings occur when special labels are brought to Watson's Wine for the first time.

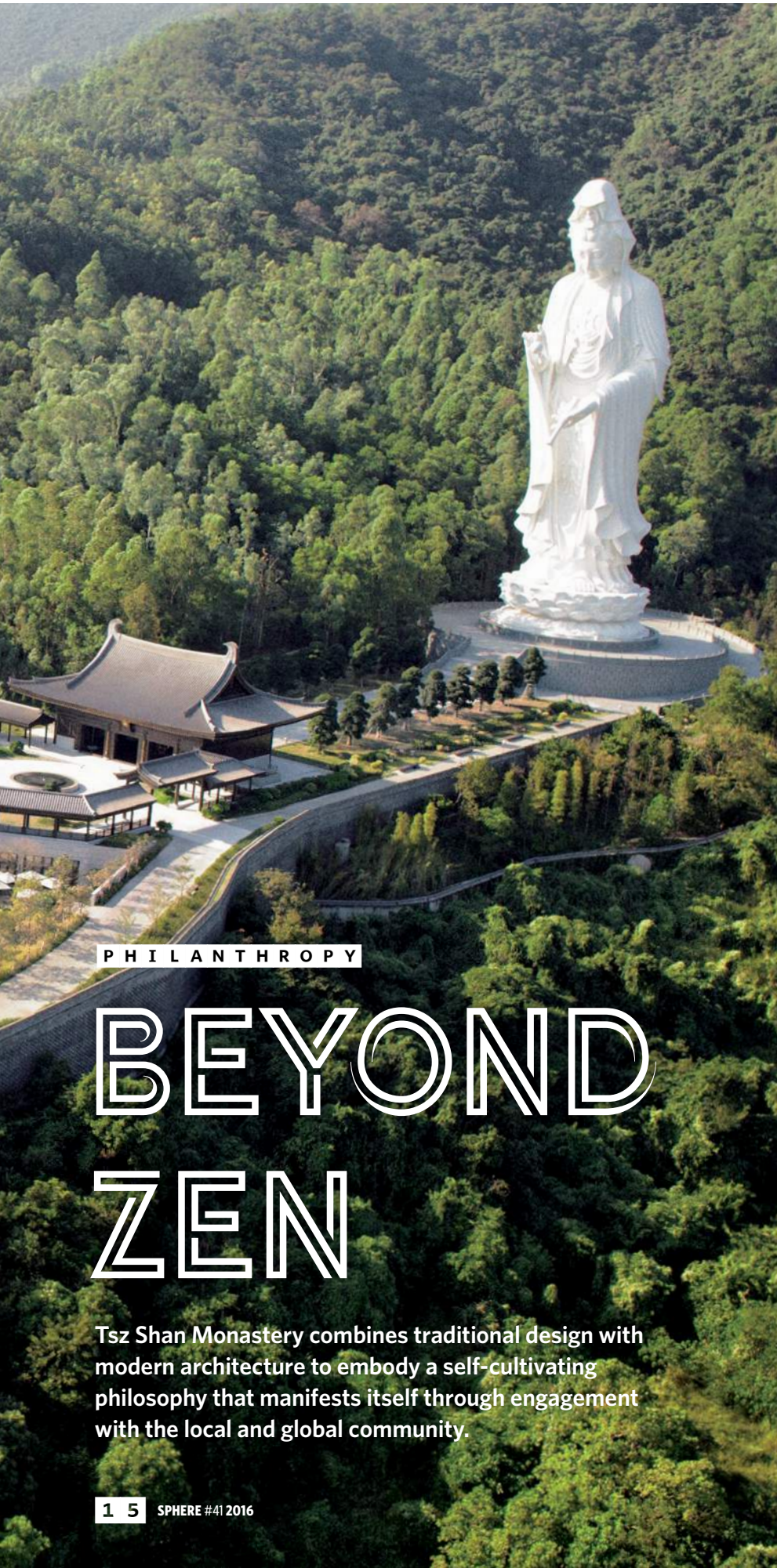
Mr Stockman clearly believes in training. "Tasting is all about training. It's about palate training and palate memory to professionally judge wines. And that's what I have been encouraging the guys here to do. You taste quietly on your own – no bottle, just glasses, and then we talk about the wines."

Buyers, sales staff, managers and others are encouraged and expected to expand their experience with the grape. Top tasters travel the world, from Bordeaux in France to the vineyards of Australia. When new wines come to Hong Kong, often the vintners will visit the offices for a tasting and the whole team joins in on the experience, tasting new and exciting products. As the world wine scene changes, so do local palates in Hong Kong. The Watson's Wine team needs to keep up.

While French wines are the long-time kings of sales by volume, Australian and Chilean wines round out the top three as wine consumption has spread from the preserve of the ultra-worldly to the broader population. But the full world of wine sells well in Hong Kong and now China. European and New World wines do well, but new wines always enter the line-up, ranging from Canadian ice wines, popular with Asian diners, to the best wines of India and, lately, Greece. Tasting of these wines by the Watson's Wine team is even more important, as consumers won't have access to many reviews of these lesser-known wines. In Watson's Wine they trust.

Our vision guides us as we walk around and our hearing is wonderful for communication. But most of the greatest joys in life that connect us to people, memories and culture come to us through 10,000 helpers on our tongue. After all, whether it is a flakier salt, a juicier Mr Juicy, or a tastier sesame cracker, in the end, it's all a matter of taste. □





PHILANTHROPY

BEYOND ZEN

Tsz Shan Monastery combines traditional design with modern architecture to embody a self-cultivating philosophy that manifests itself through engagement with the local and global community.



bell rings and a hush falls over the faithful. Nestled in the calm greenery of Hong Kong, the Tsz Shan Monastery provides a serene reminder to visitors to calm themselves and contemplate the ineffable.



CONCEPTION

"Twelve years ago, before the design process started, Mr Li Ka-shing already had in mind what he wanted the monastery to be. He wanted it to be more for the suffering people of Hong Kong. He felt that there is no refuge for us, and if given a place to calm down, relax ... at least, we can be at peace with ourselves," explains Professor Ho Puay-peng of the Chinese University of Hong Kong, overseer of the design of the monastery.

"Society is ... topsy-turvy in a way, everything is upside down. That vision is increasingly applicable to society. In that regard, that is the primary aim of Mr Li with the monastery - to create a 'pure land' in Hong Kong," he says, alluding to the beautiful spiritual realm conducive to achieving enlightenment.

"The second motive of Mr Li is that he wanted a monastery that can become a centre of learning for Buddhism. So the emphasis on education is another particular aspect of this monastery," explains Professor Ho.

THE PREMISES

The project occupies an impressive 46,764 square metres on a hillside overlooking an idyllic village and the waters of Plover Cove. The premises encompass several buildings housing a variety of halls, facilities and residences for the monks. The Guan Yin (Avalokiteśvara) statue, casting her gaze over the monastery, is the second tallest bronze Guan Yin statue in the world. It is covered with white fluorocarbon paint, a material also used to coat rockets, which incorporates technology that enables the statue to wash itself with falling rain.

"The choice of location and the whole design have to help create a sense of empathy within everybody so that we can relate to the site, the building and Buddhist teachings," explains Professor Ho. "We wanted to use the best techniques and materials available today as a mark of respect for the Buddha and for propagating the teachings. The materials used are of the highest quality to honour Buddhism and ensure durability, a form of offering to the Buddha."

Regarding the materials used, Tsz Shan Monastery builders focused on details rather than worldliness. The padauk wood for the halls, now rarely found in Asia,



Modern architecture meets ancient tradition.



falter under the heat of Hong Kong's intense summers. All levels are accessible by lifts, opening the space to those with impaired mobility so that they can also experience the journey to the Buddha. However, in all cases, visual integrity was preserved through the use of traditional materials and motifs.

"All the spaces are orchestrated in the sense that you move from one room to another room, one building to another building, and one courtyard to another courtyard, and finally to the presence of the Buddha ... We are able to take advantage of the landscape and raise up the terraces so as you go up the steps and turn around, you see the surroundings," Professor Ho says. "Every space has meaning to help your cultivation before coming into the sacred hall."

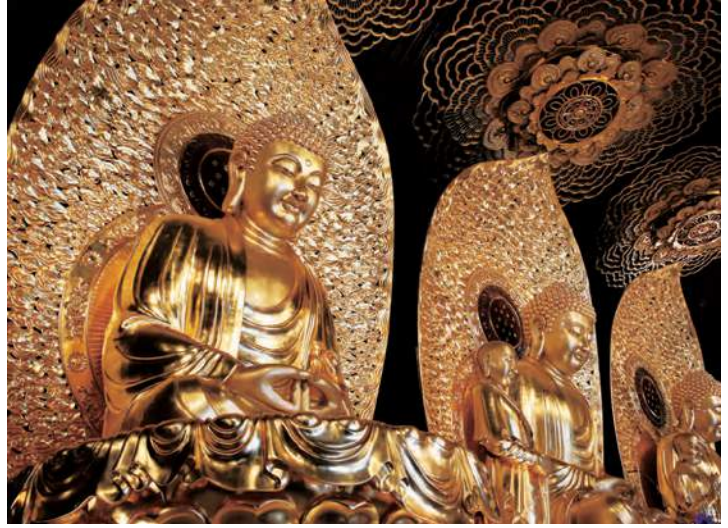
SPIRITUAL COUNSELLING

Beyond the metaphysical side of the religion, Tsz Shan Monastery actively engages with the community to soothe

the dispirited with Buddhist compassion and wisdom. This engagement, according to Buddhist teachings, is an important step towards achieving salvation for all sentient beings. Back in the tumultuous city, the Buddhist Spiritual Counselling Centre of the monastery is dedicated to assisting those with emotional issues and helping them achieve happiness.

The Centre is a pioneer in providing free-of-charge counselling services that incorporate Buddhist teachings. The Dharma Therapy, in particular, is the first of its kind in Hong Kong. The therapy focuses on one's spiritual growth and relationship with the inner self. It adopts a six-step approach to know your inner self, to shape it, and to liberate it from grudges.

"We aim to bring Buddhist values down to earth through professional counselling services ... Through Dharma Therapy counselling, we aim to assist people to gain a deeper understanding of themselves



by integrating Buddhist wisdom into their daily lives," says Dr Jennifer Yim Shui-wa, who is in charge of the Centre. "Our professional team comprises registered social workers and certified counsellors of the Hong Kong Professional Counselling Association. In addition, we are endeavouring to build a training and accreditation centre for Dharma therapists through partnerships with the Centre of Buddhist Studies, the University of Hong Kong and multidisciplinary professionals."

The Centre also provides different spiritual wellness programmes and training courses. A total of 12,155 working hours between April 2015 and September 2016 was dedicated to delivering tailor-made programmes and services to the community, with over 5,700 people participating. More importantly, it is open to people of all religious backgrounds. "In fact, only about 32 per cent of those seeking our counselling services are Buddhists," says Dr Yim.

ENLIGHTENMENT AND EMPOWERMENT

The Counselling Centre is a place for people with particular spiritual needs. Tsz Shan Monastery programmes, meanwhile, focus on self-realisation of the wider public through enlightenment.

Led by the Venerable Thong Hong, Abbot of the monastery, and a team of 15 monastics supported by lay teachers, the monastery's education team has developed programmes to accommodate different age groups and backgrounds. In addition to the more traditional meditation classes and tea appreciation, the Venerable Thong Hong and his team also came up with creative ideas to adapt to modern phenomena. For example, there are seminars designed for doctors, teachers and professionals who serve people with special needs. The monastery also holds reading clubs and chanting groups. It organises day tours for primary school children, summer camps for secondary

school students, cultural exchange camps for university students, and spiritual retreats - including chocolate Zen training!

"The primary goal is to give participants a way to calm down, be at peace with themselves and ultimately achieve self-realisation. Even with modern means of connecting with people, the underlying rationale has not changed," says the Venerable Thong Hong.

The same adhesion to core Buddhist principles applies to the water offering, a unique practice adopted by the monastery to replace incense offerings to pay tribute to Guan Yin. "The method, while being environmentally friendly, reminds people of their innate connection with nature and the essence of life by irrigating the plants in the monastery with the water offered," the Venerable Thong Hong says.

To avoid disturbing both the peaceful ambience and nearby villagers, there is



Ancient beliefs, modern engagement. The monks are on the hills, in the city and in the hearts of Hong Kong.

a daily limit of 400 public visitors, and around 200 additional places offered to local non-governmental organisations. On special occasions, the gate will also be opened to larger groups of adherents. By October 2016, after receiving the public for more than a year, the monastery had hosted more than 400,000 visitors and programme participants.

“The ambience is crucial to our beliefs since we encourage teaching Buddhist values through the surrounding atmosphere,” the Abbot says, echoing Professor Ho. “But the ambience is also generated from your inner self and changes accordingly; that is why we also stress the enlightenment of oneself.”

The Venerable Thong Hong explains that the monastery is also about empowerment, and its 800-strong volunteer community demonstrates that idea. It aims to promote the ideal of “virtuous living” – to study the Dharma while putting learning into

practice. “While we welcome people of all ages to become a member of our volunteer family, many of them are retired persons. They are happy to have the opportunity to rediscover their self-worth,” he says.

A BELL RINGS OUT TO BLESS MANKIND

The 2015 New Year’s Eve Bell Ceremony event was attended by some 1,500 participants. While the outside world was raucously celebrating the countdown, the people at the monastery turned the festivity into silent blessings for all mankind and the universe as the bell rang at midnight.

Whether engaging with the monks and counsellors in the heart of Hong Kong or considering the generous countenance of Guan Yin in the countryside, the faithful and the curious find that the Tsz Shan Monastery brings a deep spiritual boon to those seeking peace in a hectic world. □

INITIATION

The Tsz Shan Monastery project was initiated in December 2003 by Mr Li Ka-shing. At the height of Hong Kong’s economic hardship during the SARS scare, Mr Li wanted to turn his passion and dedication to Buddhism and Dharma into a monastery built for those seeking peace in a frantic world. The Most Venerable Kok Kwong, the late president of the Hong Kong Buddhist Association, agreed to take on the position as Chairman of the Board of the monastery after hearing the proposal from Mr Li.

The project was fully financed by the Li Ka Shing Foundation. Up to 2015, Mr Li had contributed more than HKD2 billion through his personal foundation for the development and operation of the monastery.





Mr Li addresses the students of Shantou University (STU), directly tackling a topsy-turvy world.

Mr Li Ka-shing, speaking at STU's commencement ceremony this year, tackled directly into the storm of contradictions that face mankind in the 21st century. Unparalleled opportunities appeared alongside injustice and conflict.

STU's over 2,700 graduates came to hear from two big men at their commencement – Mr Li and Yao Ming, founder of the Yao Foundation and National Basketball Association (NBA) legend. Mr Li is, of course, a perennial favourite and supporter of the school; the Li Ka Shing Foundation donations to Shantou University are approaching the HKD8 billion mark (to be reached in 2018). Mr Yao is aligned with Mr Li's values, and exhorted students to take responsibility for their lives and to have clear goals.

THIS WON'T BE EASY

Mr Li spoke directly to the students, but his speech was expansive in view, addressing directly the forces buffeting the world environment. He put it straight to the students, "Our world is a troubled place: unsustainable, unequal, unjust and conflicted." He emphasised that "everything is unpredictable". Mental inertness has "spawned misguided strategies and policies". Turning to the Greek classics, he warned of this lethargy of the mind leading to a "Sisyphean future, a future where our goals are forever out of our reach".

Even Icarus, who flew too close to the sun, got a nod as Mr Li castigated those who deployed vision without solution just to satisfy their ambitions. The worldly students and academics of STU would not have to stretch far to see the global impact of high-flying but "toxic" leaders of the type alluded to by Mr Li.

A BRIGHTER WAY

Rather than let the darkness of the world dampen spirits, Mr Li challenged the graduates to rise above it; to use the fear as a tool to motivate them to become who they want to be. This self-actualisation would enable them to become fearless in solving the problems of the world with their own vision.

While it may be true that "a climate of sociopolitical and economic uncertainty, a myriad of technological forces surge forward into every corner of life," Mr Li believes that the students of STU have the means – indeed, the responsibility – "to reimagine and reshape established models and conventions" that drive our world. The uncertainty, the change, is not to be feared, but harnessed and directed for good.

For students to make that happen, they need to understand the fundamental and



(Left) Virtual hospital, real benefits: Mr Li tours the Medical School’s cutting-edge Virtual Hospital and meets STU students. (Above) Big men, big hearts: Li Ka-shing and Yao Ming have both committed to changing the world for the better.

sometimes contradictory forces that must be mastered for humanity’s advancement. He describes a trinity of Ts – Technology, Talent and Tolerance – that must be balanced.

“Technology is the cornerstone of economic progress. Talent is the engine that powers productivity. Tolerance is

the edge that spurs competitiveness and equity. Together this is the trinity that forms the basis for innovation.”

Beyond understanding abstract but real forces driving civilisation’s advance or collapse, students also need to look within.

CHANGE STARTS WITHIN

Creativity and flexibility in thinking are a must for future leaders. Leaders need to make smarter, faster and better decisions that come from a passion for learning. That passion instils a sense of wonder and fosters intellectual growth. This is what is needed to find solutions that can bring real vision to life.

Mr Li’s success clearly shows the results of providing solutions to millions in a changing world, arising from a life lived with vision. While his curiosity comes naturally, he reminds himself that he must

remain humble to achieve success, and encouraged students to do the same.

True, it is a “dynamic and complex future” that awaits us all, not just the students of STU. But Mr Li’s determination to maintain his curiosity and passion has reshaped a large part of the world. Now it is time for the students of STU to play their part, with his words of wisdom lighting the way.

Readers can get the full text of the speech at www.lksf.org/the-future-is-now/ □

“Our world is a troubled place: unsustainable, unequal, unjust and conflicted.”

Mr Li Ka-shing

CELEBRATIONS

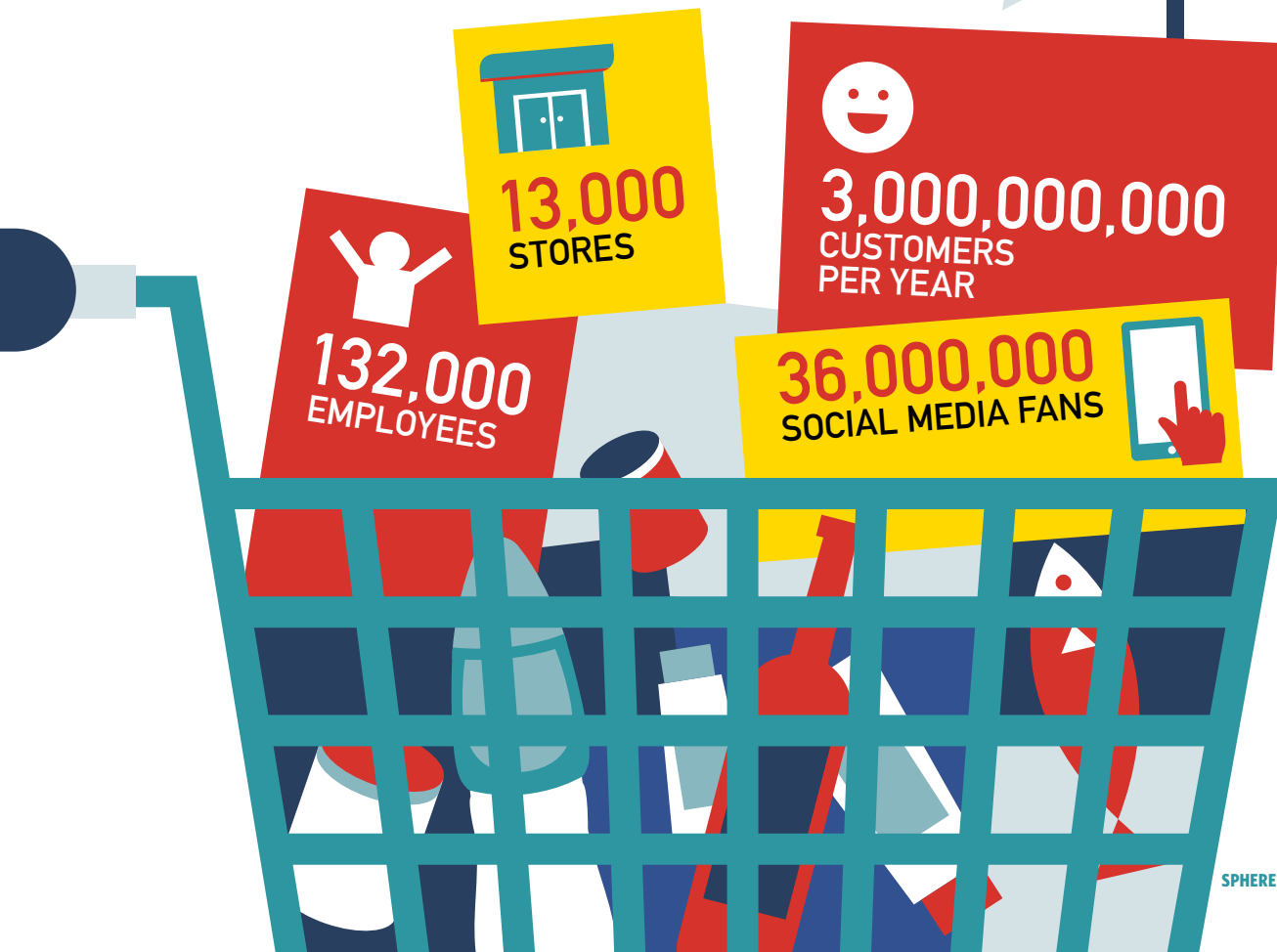
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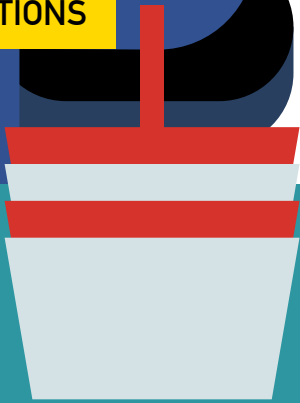
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