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How to develop a



Holistic & Pragmatic

exemplary
management
practices

Jim & Hall's

ROAD TO HAPPINESS 101

ENVIRONMENTAL, HEALTH & SAFETY PROMOTION

PROJECT SHOWCASE: SMJ

Upstream RISK Control

Issue 17 | Q3 2016 | July

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EDITOR'S NOTE

By Dolly (HRM)

Jim & Hall's striving to achieve the "Best" Choice of Employer in Small and Medium-Sized Enterprises, is an ongoing commitment from the employer to its employees:

- ✓ With Fair and Progressive Employment Practices, J&H is giving people equal opportunities for employment and rewarding them according to merit.
- ✓ By treating them fairly and with respect and helping them reach their potential, benefit from a highly engaged empowered, loyal, experienced, talented and skilled workforce.
- ✓ It creates a positive impact on sales and customer satisfaction levels.
- ✓ Maximizing the abilities and potential of employees as well as help to raise their morale and reduce turnover.
- ✓ A diverse workforce comprising different backgrounds such as age, gender and race will help the organization better understand the needs of different customers and market segments.

For Jim & Hall's, their success in nurturing and building talent through its organization's mission and progressive practices can be seen at the highest levels of management, signaling that all employees have equal opportunity for development and growth.

CONTENTS

03| features

01| cover page

02| editor's note

04| ehs

05| project showcase

06| staff news

07| time out

08| small talks

09| editorial team/ feedback



About Risk Management

Risk Management is the identification, assessment, and prioritization of risks, defined as the effect of uncertainty on objectives. Followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events or to maximize the realization of opportunities.

Risk Management's objective is to assure uncertainty does not deflect the endeavor from the business goals. Risks can come from various sources including uncertainty in business related markets, threats from project failures, legal liabilities, credit risk, accidents, natural causes and disasters, deliberate challenge from an adversary, or events of uncertain or unpredictable Root-Cause. However, the main Risk sources are accredited to Human & Cultural Factors variables and decision making as well as infrastructural or technological assets and tangible variables. The interaction between human factors and tangible aspects of risk highlights the need to focus closely on human factors as one of the main drivers for risk management, a "change driver" that comes first of all from the need to know how humans perform in challenging environments and in face of risks.

Human & Cultural Factors

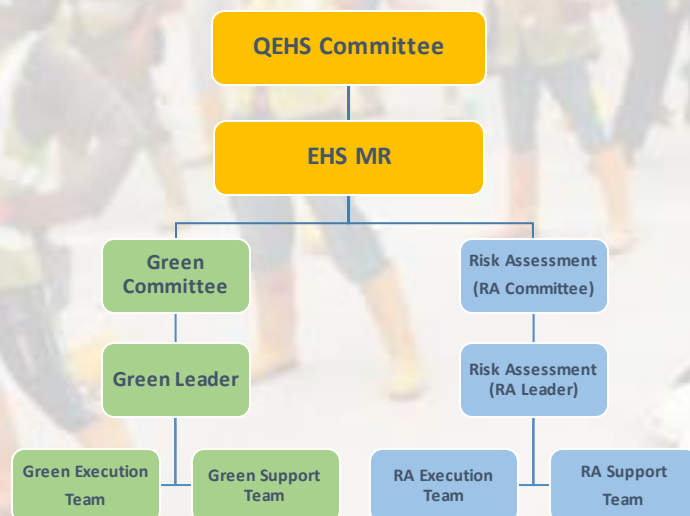
In preparation, JIM & HALL'S (hereinafter referred as "JH") had adopted a comprehensive Risk Management program to comply with our commitment in Building a Safe, Healthy & Conscious Workforce throughout the entire organization, as well as our business partners.

Holistic Risk Management

HRM has transpired JH into rethink our risk strategically, and with effective implementation, it forms a connection between organizational objectives and organizational performance; 1)Function as a Premeditated Purpose (more than an audit/assessment), 2) Emphases on managing risks in a "Holistic" (Integrated) process, 3) Part of an Integral Business Process.

With an appropriately championed leadership & a well communicated HRM strategy, comprising of defined objectives and consideration for Human & Cultural Factors, will drive the design of the entire Health & Safety program which will yield stronger employees support for the initiative. JH's QEHS Committee, led by the Environmental, Health & Safety Management Representative [EHS MR], which overseas Green Committee & Risk Assessment Committee. *[refer to above diagram]*. RA leaders are selected from a list of certified RM Champion from the field operation on a yearly rotation basis to allow for multiple practical approach, to further assist the EHS MR in promotion of safety culture & enhance the level of Risk Management throughout the organization and our business partners.

EHS ORGANIZATION APPROACH



By Kenneth (MGT)

Pragmatic Logic

JH adopts a Pragmatic Logic [Rational & Practical, and Sensible & Realistic] towards the daily health & Safety on its project operation. We take a realistic view in development of Risk Management methodology & program, in considering the ever important existence of Human & Culture challenges which surround our project advancement.

The Rational Plan

JH's Pragmatic Approach, begins with "Doing What Works Best" in the development of Risk Management Program for the project advancement. Understanding the diversity of the Human & Culture mix in the workforce, JH focus on Rational Ingenuity with deliberation of the following few factors in unindustrialized the essential program to capture the collaborative behavior towards Health & Safety Values;

Culture & Language Gaps:

Forming a setting that embolden interaction among different races are commonly seen, especially on project site. Engendering an operative information that distributed effectively and well-timed has taken the first priority in terms of Holistic Risk Management. Instead of texts, pictures are adopted more often to guide workers. Relevant Multi Language Translation of some key points from English into Mandarin, Malay, and Tamil, to help workers understand the program better.

Impartiality:

To create a more collective culture in terms of Risk Management. Generating various channels for collection of observation, suggestions & feedback from all layers of the organization via the QEHS Committee.

Equality:

Producing an all fairness Deterrence & Reward System which based on all stakeholders' EHS performance only to equip with EHS knowledge & encourage the EHS conviction.

The Practical Implementation

This Pragmatic Logic of Practical Implementation has played an integral part in improving the appreciation of Health & Safety and JH'S motto of 'Building Quality' through lifelong learning for the past decade. JH's Practical Implementation is designed for progression engagement in 3 Phases to allow for the incremental receptive growth;

Phase 1: Awareness

Before any new EHS program to be formally deployed, an awareness initiative will be included in part of the daily operation program to create the necessary consciousness of the intended directive for a period of 5~10 weeks

Phase 2: Soft Launch

As the awareness initiative gain momentum with its primary response & feedback, an improved draft version of the EHS program will be deployed through a soft launch to trial the operative suitability of the intended directive for the next 10~15 weeks.

Phase 3: Program Deployment

With all the response & feedbacks collected during the soft launch period, the EHS program will be further reviewed, readjust & refine for the eventual deployment to meet the intended directive.

The Sensible Guidance & Coaching

The main driver philosophical in JH's Appreciation Learning is embracing Reasonable Guidance & Coaching. During the monitoring period, instead of usual direct method of command & control, an optional approach to put more efforts to guide the workforce in encouraging their voluntary opinions & resolutions through an EHS steered thinking process (Brainstorm) to mitigate daily EHS challenges. With the proficient EHS committee to coach & steward the workforce for the adjustment, to achieve the overall workforce EHS performances.

The Realistic Review

With the regular periodical EHS Review, assessment were conducted with operation survey through all layers from all workforce to departments & management to study the effectiveness of the EHS program. The totality of JH's EHS Review, not only function as a premeditated purpose, but also provides a very good viewpoint to develop necessary Area For Improvement with the collected observation, suggestions & feedback from all channels, which aid JH to build towards a more collective EHS Culture.

UPSTREAM risk CONTROL

By Dennis (QEHS)

Jim & Hall's implementation from upstream has been successfully implemented through the years of enforcement and education. But not being complacent, we have been trying different ways to implement more, through setting objective and policy for the organization to understand the directive from the company's upstream risk control measures. At Jim & Hall's, the hierarchy of control stands as a focal point in all operation and widely shared to all departments. Right from the design stage, the implementation of elimination and substitution commences. With wide list of materials from clients and consultant's recommendation, Jim & Hall's value engineering implementation not only involves cost savings, but also materials that are healthy, safe and environmentally friendly to promote sustainability.

Avoidance & Elimination:

At Jim & Hall's, avoidance & elimination are our priority of reduction of risk before we move ahead in process of construction. Eg. As demand for glass partition increases for our projects, installation of glass partition post a high risk in the health and safety for not only during installation, but also for end users.

Our implementation and recommendation for using a system bracket for glass portion not only eliminated multiple usage of screws to secure the glass, but also avoid unnecessary risk that may post to the installer of multiple screw to tightening of glass.



The Value Engineering Model

Substitution:

For all jobs, there is a way to substitute the risk present for not only safer, but also to process a certain job faster. In Jim & Hall's, the initiative of proposing substitution method stands at one of our most important agenda of every project. Using Value Engineering as our proposal, it has

proved to be very successful in recent years of effort.

Engineering:

Engineering control has always been a priority for multiple occasions and as Halligans, We live up to our culture where everyone sees that "Never Train for Safety, but Make Safety a Lifestyle". Only with this culture, Engineering control can be implemented in a successful way it is practice successfully by the contractor himself by the following implementation;

- Using cones to cordon off dangerous area
- To mark out areas where we deem dangerous such as electrical or tripping hazard
- To protect walls where we might damage and similarly protect and edges where our workers might get injured.



2016 marks another successful milestone as Jim & Hall's renewal of ECO office showed our aspiration on maintaining our green initiative. It was indeed a team effort in the continual education of all staff in the office of not only being environmental friendly, but also we look at it as an office ethic where we nurture everyone to understand the importance being considerate. **The Green Committee**, consisting of representative from various department put in effort the whole year to ensure we scored well in the audit and scoring a **97%** showed that we have **exceeded expectation**.



PROMOTION By Dennis (QEHS)

As we look into promotion and creation of awareness for our EHS, it was a heart warming event where we reached out to all workers at site. During this promotion held on the 21st July 2016, we decided to have a few categories of awareness program and with a EHS quiz which required a team of 3 workers from every trade to compete, it was indeed a mind challenging and joyous event for everyone.

We ended the promotion with a pledge for zero accident – a **'ZERO' HAND SIGN** from all workers committing zero accident at site. With such an awareness program, we are sure that it will benefit everyone as we look into ensuring everyone returns home **SAFELY AND HEALTHILY.**



OFFICE-INTERIOR
FIT-OUT-WORKS

By Amp (MKT)

5,000 sqft



SMJ

Entrance



Walkway

LOCATION

Jurong Logistic Hub ,
Singapore

SMJ Furnishing (S) Pte Ltd

Project Duration : Feb 2016 – Apr 2016



Office Space

The **August** birth flower is the Gladiolus. Glads, as they are often called, are native to tropical and South Africa and are any plant of the genus Gladiolus. The plant has sword-shaped leaves with one-sided spikes of funnel-shaped, bright flowers. *Love At First Sight* is the meaning of this flower when offered as a gift.

Gladiola, the August birth flower, represents strength and moral integrity — not surprising when you consider that its name comes from the Latin word for sword, "gladius."

It symbolizes remembrance, **strength of character**, dedication and devotion towards family. An intellectual person whom is constantly try to succeed in whatever he or she does.

MONICA - JHS

JOSEPH - JHS

NASHIHA - JHS

AMY - JHM



ROCK - JHS

NICOLE - JHS

The **September** birth flower is the Aster.

This fall-blooming herb with daisy-like flowers is also called the September flower and is said to symbolize love, faith, wisdom and colour, which blooms in pink, red, white, lilac and mauve.

With their lush texture, rich hues and wildflower beauty, it's easy to see why asters have had a long association with **magical powers**. In ancient times, it was believed that when aster leaves burned, their perfume could drive away evil.

Today, this September birth flower is known as a talisman of love and an enduring symbol of **elegance**

Image Extracted from:

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HAWORTH®



Jim & Hall's was cordially invited by Haworth for joining their officially launch of 2016/2017 New Fern Chair on 21st July 2016. **HIGHLIGHTS:** New Fern Chair is the Haworth's new ergonomic chair which provides a comfortable, engaging sitting experience that creates good feelings, keeping you balanced and centred in your chair

By Aik Kian (CMD)



Jim & Hall's was cordially invited by Goodrich for joining their officially launch by Goodrich for joining their officially launch of 2016/2017 Goodrich Collections

(Wall Fabrics, Carpets, Vinyl Flooring, etc) on 15th July 2016. **HIGHLIGHTS:** Special talks by their overseas brand principals from James Dunlop, Omexco, Tuntex, ErgoFloors, DuPont, JJosephson & Elitis, Let your WALLS SPEAK STYLE Phillip Jeffries, Go Fashion Forward with James Dunlop's fabrics, Check mate with Tuntex Modular Carpets, Tough floors from ErgoTile by Ergo Floor .

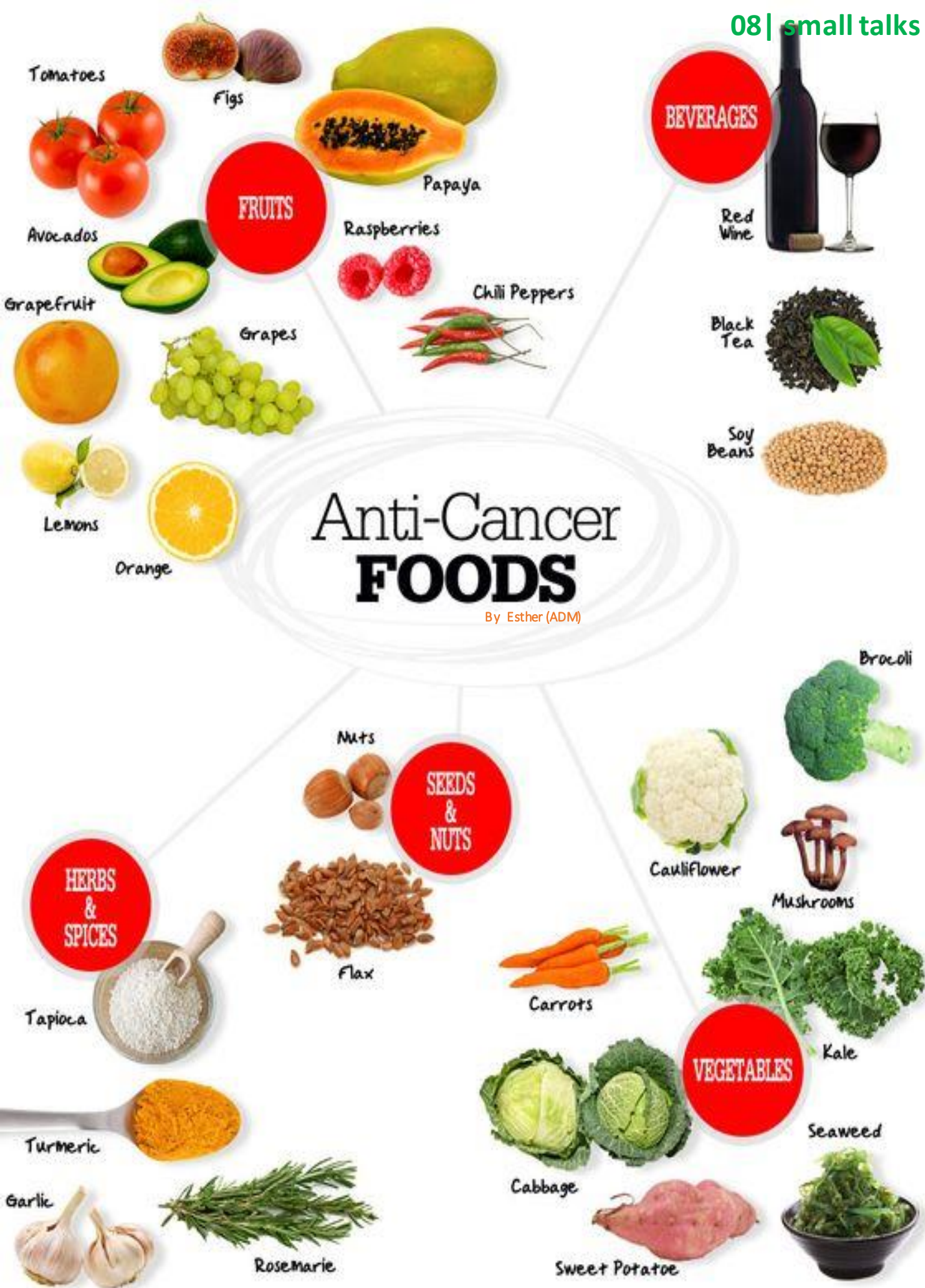
First hand knowing on the new products launch from supplier will be value added on our design proposal, tender bidding as well as value engineering proposal.

By Aik Kian (CMD)

FESTIVALS	DATE	COUNTRIES
<i>HARI RAYA PUASA</i> On Hari Raya Aidilfitri, Muslims in Singapore end their time of fasting with a joyous celebration of forgiveness, fellowship and food. 	06-07 JULY	Indonesia Malaysia Singapore Philippines
<i>ASARNHA BUCHA DAY</i>	19 JULY	Thailand
<i>NATIONAL DAY (SINGAPORE)</i> The National Day of Singapore is celebrated in commemoration of the Singapore's independence from Malaysia in the year 1965. This holiday features a National Day Parade, an address by the Prime Minister of Singapore, and fireworks celebrations. 	9 AUGUST	Singapore
<i>H.M. THE QUEEN'S BIRTHDAY</i>	12 AUGUST	Thailand
<i>NATIONAL DAY (MALAYSIA)</i>	31 AUGUST	Malaysia
<i>HARI RAYA HAJI</i> Eid al-Adha, also called the "Sacrifice Feast" or "Bakr-Eid", is the second of two Muslim holidays celebrated worldwide each year, and considered the holier of the two. 	12 SEPTEMBER	Indonesia Malaysia Singapore
<i>MALAYSIA DAY</i> Malaysia Day is held on 16 September every year to commemorate the establishment of the Malaysian federation on the same date in 1963. It marked the joining together of Malaya, North Borneo, Sarawak, and Singapore to form Malaysia . 	16 SEPTEMBER	Malaysia

Sources Extracted from:
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[https://en.wikipedia.org/wiki/National_Day_\(Singapore\)](https://en.wikipedia.org/wiki/National_Day_(Singapore))
https://en.wikipedia.org/wiki/Malaysia_Day

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ROAD TO HAPPINESS 101

By Jerome (DSN)

Thailand is generally known as the land of smiles and is a culture that non-thais could adapt to our daily life styles. Sure smiling can be categorized as nothing more than a mere reaction by our body in response to happiness or a funny situation. But what many people don't realize is the level of impact it can achieve in different situations.

These include such things as:

Stress level

Even when we are forced to smile, our body naturally reacts to that action and releases endorphins. There is nothing better than a natural high just like the ones people get from running, "runners high". But let's face it we all know we hate cardio so why not just smile? =D

Working Environment

It's a fact that nobody likes working around a Grinch. Our face and body language influences the ambiance of the work place. Just like flu, smiling is contagious. You can create a positive environment just by smiling to and with the people around you.



Health

Studies have shown that smiling helps produce white blood cells which are needed to fight illness. A smile a day keeps the medical bills away. (Look at that you just saved money!)

Appearance

Most importantly, who doesn't want to look good? We always hear things such as, "Black is the new sexy" or "Smart is the new sexy". But smile is the father of sexy. You will look good in any circumstances. When was the last time that you have met someone who looks bad because they smiled?

Love?

More or less related to point 4, who knows one day the love of your life was predestined to ask you for your number in a random scenario, but you missed it because that person was too afraid to talk to you because the frown on your face looks a lot like you're battling constipation.

So flash that white/straight/crooked/yellow teeth of yours and **SMILE!!**



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Halligans

Contact Us!!

- What's happening at your office?
- Completed Projects ?
- Awards ?
- Small Talks eg health or travel tips ? Latest technology or software ?
- Feedback?
- Comments ?

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The Halligram !

Email us now at halligram@jimhalls.com

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