

# THE HALLIGRAMS

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**REGIONAL HOD MEETING**

**JANUARY 2019**

**WHY IS RISK MANAGEMENT IMPORTANT**

**10 PROFESSIONAL TEXTING ETIQUETTE RULES**



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# REGIONAL HOD MEETING

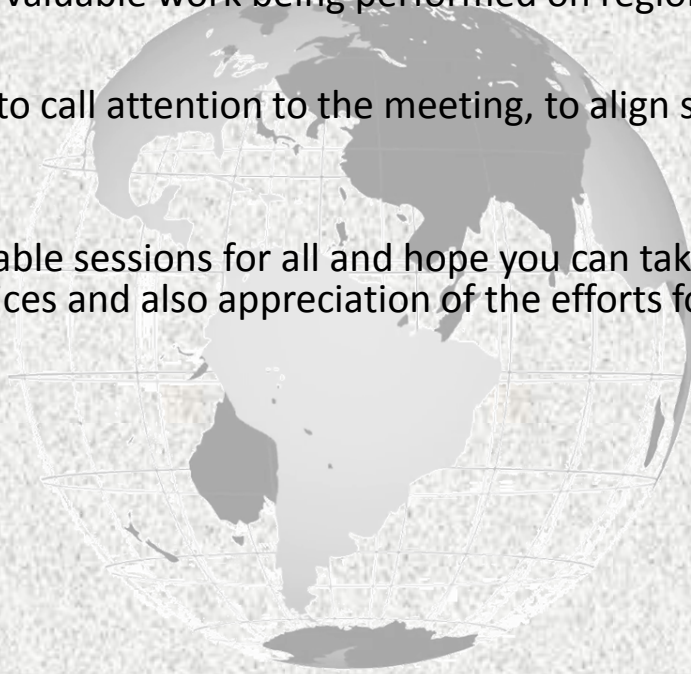
by Dolly Tham (HRM)

The editor is pleased to announce the 1<sup>st</sup> regional Head of departments meeting in Bangkok, Thailand.

You will find individual country work plan, working forms, reports and etc. reflect the valuable work being performed on regional entities.

We would like to call attention to the meeting, to align standardization of operation.

These are valuable sessions for all and hope you can take time to put it into best practices and also appreciation of the efforts for making a fruitful event.



# REGIONAL HOD MEETING JANUARY 2019

By Joey Ng (MGT)



**Jim & Hall's** first regional meeting with each respective country head started since Oct 2006. In January 2019 we conducted our first ever regional head of departments meeting in Bangkok, Thailand. Objective of this meeting is to involve all regional HODs on aligning standardisation of operation. The meeting of three days durations commencing from 18 January 2019 to 20 January 2019 consist on the following agenda:

On Day 1, the group were brought to visit Jim & Hall's Thailand office prior proceeding to meeting venue for official agenda covering on branding and marketing of Jim & Hall's group as a whole. Importance of having a standardise branding not only creates recognition and trust but it benefit in terms human resource functions as strong brand enhance employees morale and increases opportunities for recruiting better resources.

Day 2 we had all HODs from regional offices presenting their work plan, working forms and weekly reports etc as purpose of this meeting not only to identify differences (if any) in terms of operating platform on overall offices function but down to details of individual department function in each office as well. Best practices were shared and discussed among all for consideration of adopting into the system for improvement moving forward.



The three days meeting concluded with case studies of project post mortem for identifying corrective and preventive measures to avoid future occurrence in any of the offices. Closing speech by Mr Mok Thye Wai, Founder of Jim & Hall's reiterate on the group direction as well as emphasising importance of having standardise system across the region.

# Why is *Risk* Management Important?

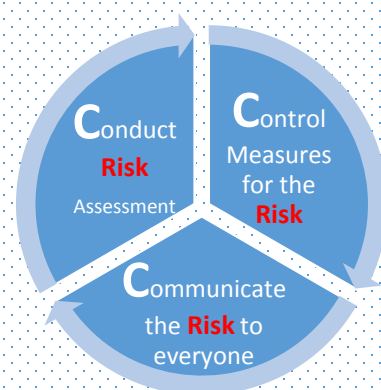
By Raymond Tan (QEHS)

## Risk Management (RM)

- ✦ The Employer's greatest assets is its **EMPLOYEES**, every worker deserve to make it home safely.
- ✦ It important to conduct regular **Risk** Assessments to identify the source of **Risk** in the workplace.
- ✦ **RM** is a process of **Identifying, Evaluation** and **Mitigating** the **Risk**.

## The 3C of RM are:

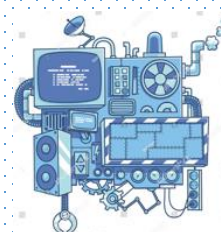
- ✦ Conducting **Risk** Assessments of work activities.
- ✦ Controlling and Monitoring the **Risks** of work activities.
- ✦ Communicating the **Risks** to all stakeholders.



## Risk Assessment (RA)

**RA** is a vital part of the **RM**, it helps by taking reasonably practical steps to identify, assess and eliminate all **Hazards** in the daily workplace. It is important to include both routine and non-routine operations into the **RA**.

For example, a machine operator's routine job is to operate the machine, however, when the machine requires minor repair or adjustment, that's when the operator have to perform a non-routine job. Conducting a comprehensive **HI-RA-RC** should take into consideration of all the possible jobs tasked to the employee.



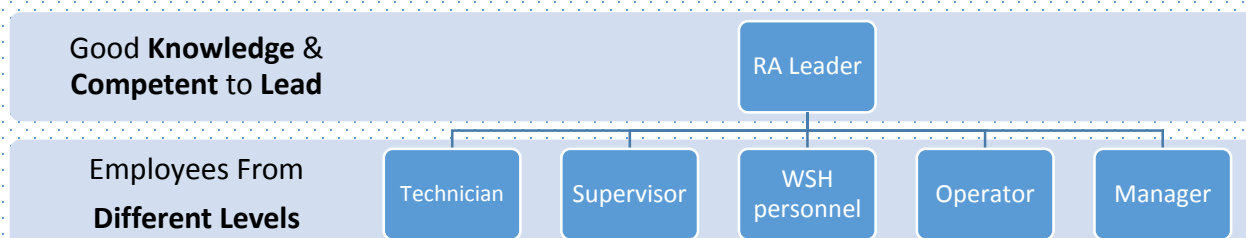
## HI-RA-RC



## Risk Assessment Team (RA Team)

A **RA** team consist of employees from all levels ranging from technical staff to the management. This is to ensure that employees from different levels contributes their opinion from different POV hence, coming out with a comprehensive solution. The **RA** team leader must have a thorough knowledge of the work in order to take up the responsibility of the overall **RM** direction and activities of the workplace. He/she must also be multi-disciplinary and diverse with representation from major stake-holders of the workplace organisation.

## Structure of the **RA** Team



It is important for the members in the RA team to be familiar with the design and development of the work site, machine or process of the workflow.

## Conducting RA

After the identification of the **Hazards**, we will be able to evaluate the **Risk** by using a Severity vs Likelihood 3x3 or 5x5 **Risk** Matrix.

### 3 X 3 Matrix

Likelihood \ Severity	Highly Unlikely	Unlikely	Likely
Slightly Harmful	Insignificant Risk	Low Risk	Medium Risk
Harmful	Low Risk	Medium Risk	High Risk
Extremely Harmful	Medium Risk	High Risk	Extreme Risk

**Risk** Categories:



### 5 X 5 Matrix

Likelihood \ Severity	Rare (1)	Remote (2)	Occasional (3)	Frequent (4)	Almost Certain (5)
Catastrophic (5)	5	10	15	20	25
Major (4)	4	8	12	16	20
Moderate (3)	3	6	9	12	15
Minor (2)	2	4	6	8	10
Negligible (1)	1	2	3	4	5

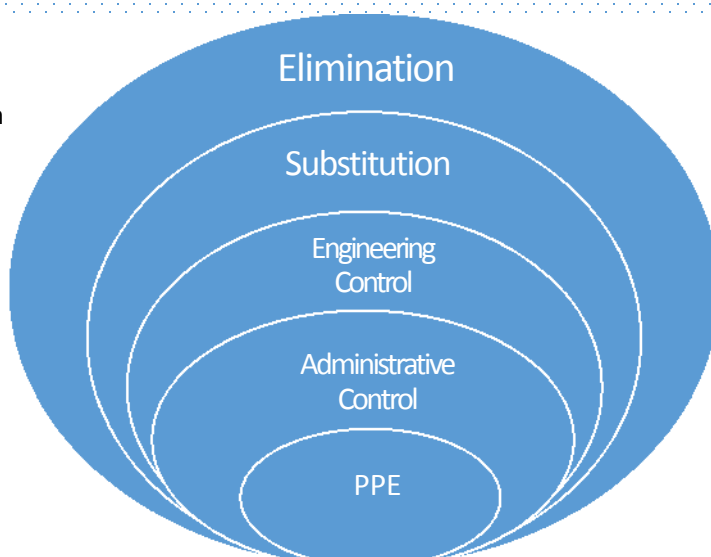
**Risk** Categories:



## Hierarchy of Risk Control

Hierarchy of **Risk** Control is a system used in the workplace to minimize or eliminate exposure to **Hazards**. It is a widely accepted system promoted by numerous safety organizations.

- 1) Elimination:** Removing the **Hazard** from exposure.
- 2) Substitution:** Replacing the source which produce the **Hazard**.
- 3) Engineering Control:** Isolating the expose to the **Hazard**.
- 4) Administrative Control:** Changing the way/procedure of the work.
- 5) Personal Protective Equipment:** Protecting employees via protective equipment.



by Suryani Kamis (ADM)  
 Syazima Atan (ADM)  
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DAISY

Thanks to wildflowers and daisy chains, daisies carry associations of carefree innocence. The big colorful blooms of the gerbera daisy are a boisterous way to celebrate April birthdays.

DANNY LIM

LIONG AIK KIAN

TEO CHIH CHING



LILY

What better way to celebrate late-spring birthdays than with the sculptural beauty of the lily? An ancient symbol of purity, the lily's intoxicating scent gives it a celebratory edge.

ESTHER LOO

JOEY NG

NATTANIT

SYAZIMA ATAN

MIR SUMAN

VIVIAN CHOO



ROSE

It only makes sense that the floral mainstay of romantic poetry is the symbol of June birthdays. With its warm breezes and riotous blooms, June just begs to be celebrated with a big bouquet of roses.

MOK THYE WAI

UNCLE YONG

DOLLY THAM

RAJA NURARYANI

INDONESIA

MALAYSIA

PHILIPPINES

SINGAPORE

SOUTH KOREA

THAILAND

- Isra Mi'raj
- Good Friday

- Good Friday

- Maundy Thursday
- Good Friday

- Good Friday

- None

- Songkran

APRIL

- Labour Day
- Waisak Day
- Ascension Day

- Labour Day
- Wesak Day

- Labour Day

- Labour Day
- Vesak Day

- Children's Day
- Buddha's Birthday

- Labour Day
- Royal Ploughing Ceremony Day
- Visakha Bucha Day

MAY

- Pancasila Day
- Hari Raya Idul Fitri

- Hari Raya Puasa

- Eidul-Fitar
- Independence Day

- Hari Raya Puasa

- Memorial Day

- None

june

# Regional HOD Meeting Bangkok





# "SHOU GONG" DINNER 2019

By Joey Ng (MGT)



By Joey Ng (MGT)

# CNY VENDOR'S LUNCH 2019





JHT New Year  
Dinner Celebration



Happy  
Birth  
day



# 10 Professional Texting Etiquette Rules

09/26/2016 09:32 pm ET Updated Sep 27, 2017

Convenience, speed and efficiency have turned texting into a primary form of personal communication for many of us. Text messages are becoming increasingly common in business for the same reasons.

While it's fun and easy to send an abbreviation-filled, emoji-studded message to a friend, the rules are different when texting clients, colleagues and your boss.

## Here are 10 texting etiquette tips to help you reap the benefits while avoiding potential pitfalls.

### 1. Text only when there is an established business relationship.

Once you have developed a comfortable relationship in person or by email, ask what their preference of communication is and let it be your guide. A text should never be your first contact with a business associate. ✓✓

### 2. Pay attention to timing.

Limit texting to work hours. You wouldn't call a client with a great idea right before you climbed into bed for the evening, so don't text them at that hour either. Sending a text after hours signals urgency. Wait until the next business day to relay your message.

### 3. Know when to make a call.

Anything complex that might require further explanation should be handled with an email or a phone call. However, a short text could be a good start to inquire as to the best time to talk. ✓✓

### 4. Keep it brief.

With voice-to-text capabilities, it's easy to send a rambling, lengthy text message. If your message is more than a couple of sentences in length, a phone call or email is probably better. Not only do long texts get broken apart and sent in random order, but they defeat the purpose of this tool, which is to communicate short messages quickly.

### 5. Don't text confidential news.

Texting is not the venue to convey delicate or difficult information. As with other digital communication, be careful about what you type - remember that your words can live on forever in a screenshot. Once you hit send, it's out of your control. ✓✓

### 6. Remain professional.

Every piece of communication is a reflection of your professionalism, including a simple text. Even though there are hundreds of fun emoji's, reserve them for your personal correspondence. Avoid abbreviations that are confusing at worst, silly at best. As with every form of communication, spelling and punctuation count.

### 7. Text clear, specific information.

A text message doesn't allow for subtleties. Use texts for information that has little room for misinterpretation. Avoid attempts at humor or witty remarks - without a lot of context, your message could get lost in translation. ✓✓

### 8. Reply promptly.

Texting conveys a sense of immediacy. When you receive a message from a client or your boss, respond in a timely manner. On the other hand, when a text is emotional, give yourself some time to think your response through. The speed of texting is why we love it, but don't let it work against you.

### 9. Put it away.

Being glued to your phone takes away from your professional image and can be quite distracting. Just as you wouldn't check your email every 10 seconds, give your phone a rest so you can observe your environment and engage with others. ✓✓

### 10. Sign off gracefully.

Some text threads go on and on, as though each party doesn't want to be the first to close the conversation. When the communication goal has been reached, end the exchange with a clear departure, such as a thank you or a promise to follow up soon.

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- Awards ?
- Small Talks eg health or travel tips ? Latest technology or software ?
- Feedback ?
- Comments?

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Email us now at [halligram@jimhalls.com](mailto:halligram@jimhalls.com)

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