

# THE HALLIGRAMS

• Indonesia • Malaysia • Thailand • Singapore • Philippines • South Korea •

## INCOME ECO RUN 2019

JH Company  
Trip to  
Taiwan

WATER  
IS  
HEALTH

SBR ECO TOUR

BUILD CUSTOMER  
LOYALTY WITH 3  
PRINCIPLES

FEATURED IN THE STRAITS TIMES  
BIZSAFE ENTERPRISE EXEMPLARY  
AWARD 2019 - JIM & HALL'S







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## How does it feel to win?

How does it feel to win a BizSAFE Enterprise Exemplary Award 2019? What changes after we leave the stage and walk away from wherever the BizSAFE Convention 2019 has taken us this year? What is it worth to make all the effort to submit our shining project to our EEA program?

Who could be better to ask this question (and a couple more) than the people we actually had up there, in the Awards limelight of recent years.

The responses received from other participants were incredibly gratifying and we are honoured to be featured one of the short written article with the 'The Straits Times' media dated February 28, 2019.

In our second year now Jim & Hall's has grown a body of exemplary work recognized with Awards. As practitioners in safety first thinking culture, we are witnessing so much change in these exciting times that it becomes ever more important to take a couple of deep breaths, and a little time to reflect on why we do what we do.

That has always been – and will be again – the goal of the EEA Awards. We aim to curate what we believe are the best, most inspiring and effective approaches to “improve and stresses the importance of safety in all construction sites.

We hope this SPH article plays its little part in this undertaking. Take a look and see for yourself the value and impact of EEA.

The award gave us confidence to transform how we educate a safety –first thinking culture. It revolutionized our process and our business.



# Featured in The Straits Times

On 28 February 2019, **Jim & Hall's** got featured in the top most-read English newspaper in Singapore, The Straits Times, for maintaining its excellent safety track record for the year 2018. We would like to take this opportunity to thank Workplace Safety and Health Council for recognising our efforts in cultivating a safe workplace within the organisation. We would also like to thank each and every worker in **JIM & HALL'S** for the significant contribution towards the prestigious award.

Being a bizSAFE Star certified company, **JIM & HALL'S** maintain its safety standards by setting good example starting from the Management. The Management in the company gets involved in organising and participating in safety campaigns. This will allow the Management to experience and better understand some of the difficulties that the workers faced at the worksite. Gaining and benefitting from those experience, the management will then be able to come out with a more comprehensive plan during the planning phase of the job. Also, with the participation of the management, it portraits to the workers that safety is everyone's business and the organisation cares about their safety and wellbeing.

In the newspaper article, Mr. Mok stress that everyone in the organisation has a part to play. By constantly educating the workers, it become second nature for them to follow the safety procedure set by the organisation. With that, the workers themselves will be more aware of the potential risks that they could be exposed to in their course of work.



Mr. Mok also shares with The Straits Times on the safety culture in the Organisation. In **JIM & HALL'S**, instead of implementing punishment and fines, we focus on motivating the workers by encouragement and award. Therefore, **JIM & HALL'S** adopt the fine-and-reward system. The system motivates the people working on its projects by using the money collected from the fines to fund prizes given out at monthly on-site safety quizzes.

**JIM & HALL'S** will continue to preserve the safety culture within the Organisation and strive for the better in the upcoming years.

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# THE STRAITS TIMES

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THE STRAITS TIMES | THURSDAY, FEBRUARY 28, 2019 |

bizSAFE CONVENTION 2019

## Education is key to keeping workers safe

Interior design firm Jim & Hall's shares how it builds a safety-first thinking culture

BY TAY HWEE PENG

Cultivating a safe workplace culture boils down to the individual taking responsibility for his or her own safety. When that happens, the rest falls in place naturally.

"Our safety approach is to educate, not exercise punishments at the first instance of non-compliance," says Mr Mok Thy Wai, the director of interior design firm Jim & Hall's.

"You cannot be watching them 24 hours a day. The minute the safety officer turns his or her back, the workers can choose not to follow safety rules. They know when they can take a chance," the 57-year-old adds.

This is why it is so important to keep drilling into them the message of workplace safety.

"The workers themselves have to understand why safety is so important. It must become second nature for them to follow safety

rules and be mindful of the potential risks they themselves could be exposed to in their course of work," says the father of three.

Jim & Hall's, a winner of the bizSAFE Enterprise Exemplary Award (EEA) for the second consecutive year, has achieved a 100-per-cent clean safety record since it was established in 1989.

Busting a commonly held myth that workplace safety measures are applicable only to construction worksites, Mr Mok says: "Any place of work, in or out of the office, should be considered a workplace."

His firm focuses mainly on corporate office interior fit out works for multi-national companies. Its customers include Bloomberg, Oracle, Singapore Airlines and HSBC.

Among other things, Jim & Hall's holds regular safety campaigns to spread awareness about workplace safety among its employees, clients, vendors, sub-contractors and the workmen working on its projects at various sites across Asia.

He adds that those at the management level needs to take the lead by getting involved in safety campaigns. "This shows that safety is everyone's business," he explains.

### Spread awareness

Jim & Hall's also shares with its six regional offices across Asia the latest safety news it gets from the WSH Bulletin, a free electronic newsletter published by the Workplace Safety and Health (WSH) Council.

"Although not all cases are relevant to our interior industry, they serve as a case study to remind everyone of the importance of safety and not take it for granted," says Mr Mok.

Even though the company regularly conducts spot checks at worksites and imposes fines on repeat offenders, Mr Mok stresses that "the penalty system is set as a deterrence and we hardly need to issue fines at any of our sites".

He says that the safety officers at the sites mostly issue warnings,



Jim & Hall's director Mok Thy Wai (second from right) having a safety discussion with his staff. PHOTO: TED CHEN

imposing fines only on repeat offenders.

As part of a fine-and-reward system that Jim & Hall's uses to motivate the people working on its projects, the money collected from the fines is used to fund prizes given out at monthly on-site safety quizzes.

Those who answer the questions correctly get rewards such as water bottles and shoe bags.

"Instead of punishment, we focus on motivation through participation/sharing sessions, acknowledging their views and implementing on the ground," says Mr Mok.

"Continual education of the workforce has always been our primary direction since the beginning, not enforcing compliance through punishments," he adds.

The firm, however, takes a hard-line approach against black sheep. "Some recalcitrant workers have been barred from the sites. If those who violate rules are seen getting away with their bad behaviour, it will only influence and embolden the others," says Mr Mok.





# Enterprise Exemplary Award 2019

**JIM & HALL'S** (Singapore) is pleased to announce that we have successfully achieved the bizSAFE Enterprise Exemplary Award status for the second consecutive year!

We were invited to attend the bizSAFE Convention 2019 by Workplace Safety & Health Council for the award ceremony on 28 February 2019.

We would like to thank each and every staff in JIM & HALL'S for the significant contribution towards the prestigious award.

## What is bizSAFE?

Having started in 2007, the bizSAFE programme encourages Small and Medium Enterprise (SME) in growing their WSH capabilities through 5 levels of bizSAFE recognition.

Ranging from top management, the programme helps to demonstrate their commitment towards WSH by acquiring Risk Management capability and inclusion of a Workplace Safety and Health Management System within the organisation.



## Journey of Attaining the Award

Tracking back to the early days, **JIM & HALL'S** has already set its safety mentality in the right direction. Till today, the Organization is still maintaining its 100% clean safety record since it was established in 1989.

The Founder of the organization Mr. Mok Thye Wai believes that "our safety approach is to educate, not exercise punishments at the first instance of non-compliance". By providing continual education and training to all employees, it helps the company to embed the safety knowledge required within them.

**JIM & HALL'S** practices safety **HOLISTICALLY** in all jobsites by focusing on managing the safety of *Technological, Human, and Organisational Aspect*.

**Technological:** Ensuring all workplace, equipment, tools, apparatus, machinery are safe for operation.

**Human:** Ensuring all workers perform task according to the Safe Work Procedure.

**Organization:** Ensuring the safety management system is being managed and practiced diligently.



**bizSAFE Enterprise Exemplary Award** is to recognize companies that attained bizSAFE STAR with zero accident rate resulting in death and have not been issued stop work order.



In the bizSAFE Convention 2019, Singapore Minister State for Manpower and National Development Mr. Zaqy Mohamad highlighted that safety does not only lie with the worker, every worker wants to be assured that they can trust the management to take care of them, and to ensure that they have the right safety tools and procedures in place.

**JIM & HALL'S** will continue to maintain its safety standards and constantly sourcing for continuous improvement.



Most importantly, it is also about ensuring that the interaction between these three aspects is appropriately addressed e.g. how people safely use technology, and how the organisation provides training to people and ensures the technology is safe to use. Managing these three aspects together as well as their interaction and interdependence separates **HOLISTIC** Safety from other approaches to safety management.

**JIM & HALL'S** will strive to maintain its reputable safety standards and soar for higher achievement.

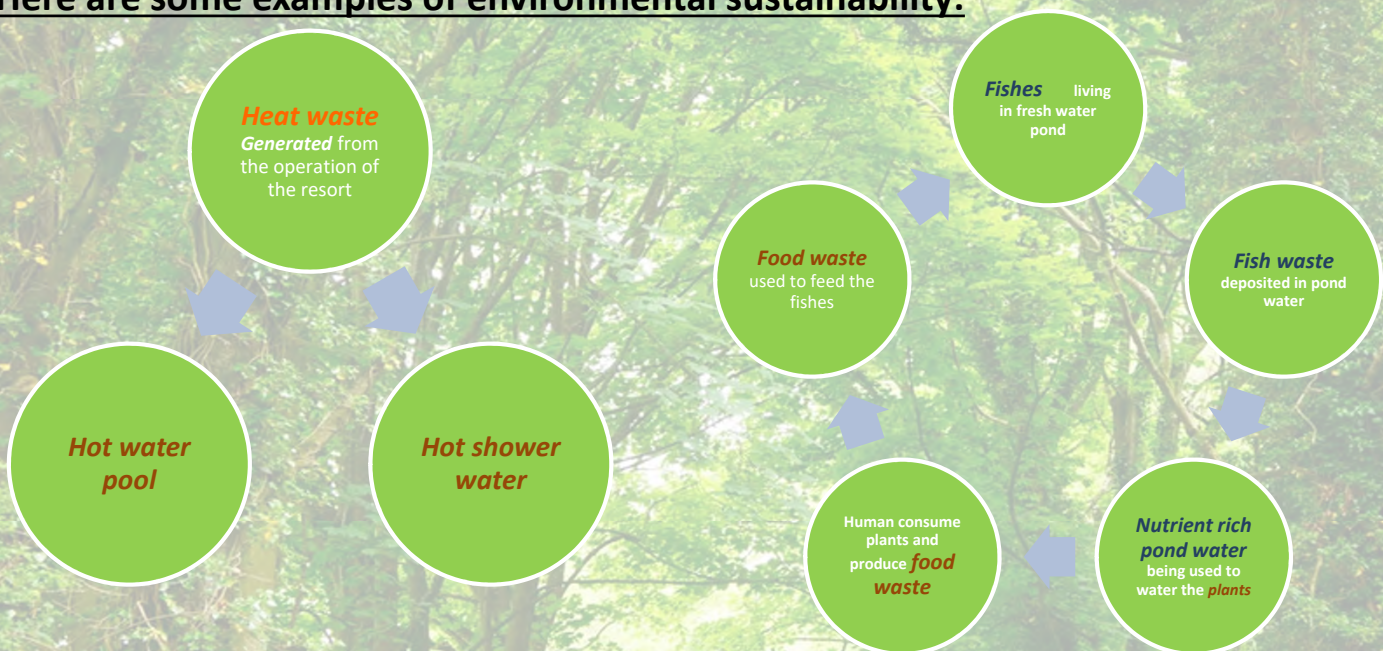


# SILOSO BEACH RESORT ECO-TOUR

Preserving our commitment to build an environmental conscious workforce, **JIM & HALL'S** visited the **Siloso Beach Resort (SBR)** on April 15, 2019. SBR uses its facilities as a showcase and test-bed of environmentally friendly technologies and practices. With 70% of its resort being outdoor, SBR reduces its electricity usage significantly which also reduces the impact to the environment.

In **JIM & HALL'S**, our Vision is to be a leader in ***Building Quality***. By participating in the Eco-Tour organized by SBR, we seized this opportunity to enhance our knowledge on the sustainability process of planning and building the resort

**Here are some examples of environmental sustainability:**



## **Take backs from the Eco-Tour:**

After the 1.5hrs Eco-Tour, the team as a whole has gained more knowledge on the integrated energy, water and waste management system which will definitely be practical when applies to our scope of work in JIM & HALL'S.

## **JIM & HALL'S will continue to maintain our Environmental Objective:**

To create and achieve an environmental friendly, health conscious and safe work environment.”

“To adhere to our commitment of be responsible with all environmental, health and safety requirements”

“To build a health and environmental conscious workforce that the company has been moving forward to.”

“To educate, train and motivate employees to be proactive in eco awareness”





On Sunday, 28<sup>th</sup> April 2019, **JIM & HALL'S** team participated in its 3<sup>rd</sup> consecutive INCOME ECO RUN to show our commitment towards the environment.

With that, **JIM & HALL'S** pledges to make continual efforts to lessen our ecological footprints to create a healthier, cleaner and safer world for everyone.

## ABOUT INCOME ECO RUN

INCOME ECO RUN is Southeast Asia's premier ECO RUN which champions environmental conservation and aims to encourage everyone to play their part in supporting the cause for ZERO WASTE. The purpose of the program is to champion environmental conservation and aims to raise awareness for everyone to play their part in supporting the cause.

The key Environmental Health Promotion is the target at raising responsiveness of the Carbon Footprint of 350mmp. The current call to action is to run towards ZERO WASTE.

The 2019 edition took place on Sunday, 28 April 2019 early morning at the F1 Pit Building.

**JIM & HALL'S** encouraged our staff to be a ZERO WASTE Runner, and pledge to be eco-friendly! With the effort invested in creating awareness within the organization, 11 staffs responded to the initiative and participate in the run.

For 2019 edition, runners from all category were encouraged to participate as ZERO WASTE Runner which there will not be any Goodie Bag & Completion T-Shirt, however they will received a light and handy reusable cup in to make hydration stations at this category 100% paper cup-free during the race to make a difference to the cause.

**JIM & HALL'S** strongly believe that everybody can do their part for a greener environment!



11 staffs participated in the ECO-RUN in 2019.



## COMMITMENT TOWARDS THE ENVIRONMENT

**JIM & HALL'S** has been participating in the annual Income ECO-RUN since 2017.

2017	Mixed Team (4x10km)	4pax
2018	Mixed Team (4x10km)	4Pax
2019	2(21km), 3(10km), 6(5km)	11pax

In our 1<sup>st</sup> year of the ECO-RUN 2017, 4 staffs participated under the 10km mixed category.

In the 2<sup>nd</sup> year of the ECO-RUN, with the exemplary efforts of the 2017 success, a different team of 4 participant responded from the bigger group of runners participated.

In 2019, due to the great respond from a larger group of runners, the management decided to send more staff for participation to further enhance and elevate the knowledge of environment protection within the company as a whole. .

## **RUNNING FOR BETTER HEALTH**

### **MENTAL BENEFITS**

Aerobic exercise has been shown to increase your confidence, emotional stability, memory, and brain function. It is widely accepted that aerobic exercise improves the symptoms of stress & depression.

### **HEALTH BENEFITS**

Besides strengthening your heart and lungs, aerobic exercise can help lower your cholesterol, reduce your risk of type 2 diabetes, improve your immune function, and lower your blood pressure.

### **FITNESS BENEFITS**

In addition to looking better and being healthier, aerobic exercise increases your stamina, giving you more energy for both work and play. You will sleep better and handle stress better, and you'll feel better about yourself.

by Suryani Kamis (ADM)  
 Syazima Atan (ADM)  
 Pawanrach (ADM/FIN)

HAPPY BIRTHDAY TO YOU!






- ✓ Peter Joseph
- ✓ Paleerat
- ✓ Jerome Tan



- ✓ Mohd Bukhori
- ✓ Pichat
- ✓ Mujarin
- ✓ Manchupron
- ✓ Monica Syquia



- ✓ Pippa Kho
- ✓ Mohd Adnan Dollah
- ✓ Raymond Tan
- ✓ Rock Yeo

INDONESIA	MALAYSIA	PHILIPPINES	SINGAPORE	SOUTH KOREA	THAILAND
<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>•None</li> </ul>	<ul style="list-style-type: none"> <li>•None</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>	 <ul style="list-style-type: none"> <li>• Constitution Day (observance)</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Asarnha Bucha Day</u></li> <li>• <u>Substitution for Birthday of King Maha Vajiralongkorn Bodindradebayavarangkum</u></li> </ul>
<ul style="list-style-type: none"> <li>• <u>Idul Adha</u></li> <li>• Independence Day</li> </ul>	<ul style="list-style-type: none"> <li>•Hari Raya Haji</li> <li>•National Day</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Eidul Adha</u> (National)</li> <li>• <u>Ninoy Aquino</u> (National)</li> <li>• National Heroes' Day</li> </ul>	<ul style="list-style-type: none"> <li>• National Day</li> <li>• Hari Raya Haji</li> </ul>	 <ul style="list-style-type: none"> <li>• Liberation Day (National)</li> </ul>	<ul style="list-style-type: none"> <li>• H.M. the Queen <u>Sirikit's</u> Birthday</li> </ul>
<ul style="list-style-type: none"> <li>• Muharram</li> </ul>	<ul style="list-style-type: none"> <li>• <u>Awal Muharam</u></li> <li>• <u>Agong's</u> birthday</li> <li>• Malaysia Day</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>	 <ul style="list-style-type: none"> <li>• <u>Chuseok</u> Holiday (Public)</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>









# HO...HO...HOLIDAY!





# SBR ECO TOUR

By Joey Ng (MGT)





# BUILD CUSTOMER LOYALTY WITH THESE THREE PRINCIPLES



If we are in sales, customer service or a frontline position, there are many opportunities to delight our client or customer.

Here are three ways we can do so.

## 1. Be sincere

Our core focus should be to win our customer's hearts. By respecting them and making them feel special, we engage them emotionally. It is this emotional connection that drives our customer's decisions.

If we do that, they will remember us and subsequently return or tell others about us. Win their hearts, heads and then their wallets.

Sincerity has to be the key value that resides within everything we do

## 2. Take pride in your work

There is a story about a roadside worker in Switzerland who was painstakingly measuring the black and white markings on the curb and painting them with utmost accuracy.

## 3. Sniff out opportunities

If we see an opportunity to make our customer happy, grab it! We may not get another chance.

The difference between just doing our job and being a great salesman or customer service officer is seeing the opportunity to impress and acting on it.





# WATER IS HEALTH

## 75%

OF HUMAN  
BODY IS WATER

Lorem ipsum dolor  
sit amet, conseq

## HOW MUCH

WATER DO YOU REALLY NEED?

## 8 GLASSES

PER DAY OR  
1 GLASS PER 20 LB  
OF BODY WEIGHT

Lorem ipsum dolor sit amet,  
consectetuer adipiscing elit, sed

AFTER  
WAKING UP

BEFORE  
EACH  
MEAL

BEFORE  
TAKING BATH

BEFORE  
GOING TO BED

## WHY DRINK MORE WATER

BETTER  
MOOD



MUSCLE  
GAIN



BRAIN  
BOOST



HEALTHY  
HEART



TOXINS  
REMOVER



CLEAR  
SKIN



JOINTS  
GREASER



WEIGHT  
LOSS



BENEFITS  
OF

# DRINKING WATER



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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?

Photos that you have taken lately and liked to share or be featured, do so on *The Halligram!*

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



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