

Best Employers in Asia 2003: A List with Descriptions

By Hewitt Associates

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The Portman-Ritz Carlton, Shanghai (China)

The Portman-Ritz Carlton, Shanghai is a management company managing the hotel at the Shanghai Center. It has been in operation in China since 1998. The Portman-Ritz Carlton Shanghai is one of over 40 hotels managed by the Ritz-Carlton Hotel Company. Recently, the hotel received the honors of *Best Business Hotel in Asia* (2001, 2002) and *Best Employers in Asia* (2001).

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The Ritz-Carlton® Millenia Singapore (Singapore)

Opened on January 18, 1996, the hotel is 80% owned by Pontiac Marina Pte Ltd, a Singapore-based property investment and development company. The remaining 20% stake is owned by Singapore's national carrier, Singapore Airlines. The Ritz-Carlton® Millenia offers 610 luxury guest rooms, including

19 one-bedroom suites.

- 2002—'Best Hotel in Asia' by Institutional Investor.
- 2002— Service Excellence Award from the Hospitality Asia Platinum Awards.

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UTStarcom (China) Co., Ltd. (China)

UTStarcom (China) Co., Ltd. is a US corporation which was founded in 1995. UTStarcom focus' on the telecommunication equipment market and is a leading provider of broadband, wireless, IP-based switching, and 3G network equipment in high growth communications markets. Over 2,000 employees are employed in 14 locations in mainland China. Recent awards include:

- June 2002—UTStarcom was named as one of the 'Information Technology Top 100' company's worldwide by *Business Week*. UTStarcom is ranked as one of the highest growth company's in this selection.
- March 2002—*Finance Asia* magazine accredited UTStarcom as in the 'Top 10 Best Managed Company's in China'.
- January 2001—*Forbes* magazine accredited UTStarcom as one of 'Top 20 Most Successful Small Company's in 2000'.

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Microsoft China Co., Ltd. (China)

Microsoft is a world-wide software leading company which has been in business since 1975. Microsoft have built up a new industry through developing the most advanced and popular software. Over 60,000 people are employed in 65 countries and locations around the world. Microsoft's branding value was ranked as number one in the world.

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Thai Carbon Black Public Co., Ltd. (Thailand)

TCB is the largest Carbon Black Plant in the world. TCB was the only one company in Thailand to get the 'Outstanding Award in Productivity' in 2001. TCB provides more than 40 welfare items to its 278 employees and have the honor of receiving the 'Best Welfare Management' award in 1996.

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Yuhan-Kimberly (South Korea)

Yuhan-Kimberly was founded in 1970 and is a leading manufacturer of tissue, personal, and health care products. Employing more than 1,570 people in Korea Yuhan-Kimberly posted sales of nearly \$700,000

million in 2002.

Yuhan–Kimberly is home to some of the most trusted and recognized brands including Kleenex, Kotexwhite, Scott, Depend, and Huggies. Yuhan–Kimberly's products are number one or two in market share.

Yuhan–Kimberly is a large and diverse community of individuals who trust and respect one another as they work to enhance the quality of life for people. Yuhan–Kimberly is motivated to continually deliver superior products and exceed the expectations of shareholders, customers and themselves.

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Hsin Chong Real Estate Management Ltd. (Hong Kong, China)

Hsin Chong Real Estate Management Ltd. (HCREM), a subsidiary of Hsin Chong Group, was incorporated in 1978 and is one of the well–established property management companies in Hong Kong. HCREM provides property management services to the Hsin Chong Group, local renowned property developers, the Hong Kong Housing Authority, the Government Property Agency, and many other owners incorporations. It manages over 150 properties including over 123,000 residential units and 5,790,000 sq. ft. of government office buildings, commercial properties, shopping centers and industrial buildings. HCREM currently employs over 2,500 staff. Since 1997, HCREM has implemented the Total Quality Management in all aspects of management operation.

With strong and persistent commitment on quality, HCREM is the only property management company in Hong Kong to win the prestigious 'HKMA Quality Award—Overall Winner' from the Hong Kong Management Association in 2001.

HCREM had gained numerous external endorsements on our commitment to staff as well as clients such as:

- 2002—'Award for Excellence in Training' from the Hong Kong Management Association.
- 2000—'Best Practice Awards—Customer Service' from Best Practice Management.
- 2000—'Good People Management' award.
- 2000—'Employers' Gold Star' award from the Labor Department.
- 1999—'Hong Kong Quality Circle' award.
- 1998 and 1999—'Hong Kong Productivity Award for Services'.
- 1994–2001—'Best Property Management Company Award' from the Housing Authority.

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Four Seasons Hotel Singapore (Singapore)

Four Seasons Hotel Singapore was officially opened in November 11, 1994. It is part of an international hotel chain reputable for operating hotels and managing luxury hotels of exceptional quality. At Four Seasons, they believe that their greatest asset and the key to their success is their people. Four Seasons Hotel Singapore was voted the 'Best Business Hotel' in Singapore under the Travel & Leisure 2002 World's Best Awards Survey and Conde Nast Traveller 5th Annual Readers' Travel Awards.

Telekom Malaysia Berhad (Malaysia)

The principal activity of the company is the establishment, maintenance and provision of telecommunications and related services under a licence issued by the Ministry of Energy, Communications and Multimedia.

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United Parcel Service Int'l Inc. Taiwan Branch (Taiwan, China)

With headquarters in Atlanta, Georgia, USA, UPS is the world's largest express carrier and package delivery company, serving more than 200 countries and territories worldwide. UPS are also the world's largest global transportation company, offering the most extensive range of e-commerce and supply chain solutions for the movement of goods, information, and funds.

In 2001, the company reported annual revenues of US\$30.6 billion on an average volume of 13.6 million packages and documents per day.

2002—Fortune magazine named UPS in the 'World's Most Admired' mail, package, and freight company for the fourth consecutive year.

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Cathay Life Insurance Co., Ltd. (Taiwan, China)

Cathay Life is the premier life insurance company in Taiwan which has been in business since 1962. It provides customers with a broad range of insurance products and services. With their immense customer base, extensive distribution channels and expertise in the financial industry, they are able to leverage advantages to deliver quality products and services. Cathay Life devotes every effort to provide customers and shareholders with the best performances.

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The Minor Food Group PCL (Thailand)

The Minor Food Group PCL is Thailand's leading food service operator with over 350 outlets nationwide operating under The Pizza Company, Swensen's, Sizzler, Dairy Queen, Chicken Treat and Burger King brands. In addition, the company owns and operates its own ice cream and cheese plants together with one of country's largest institutional caterers. In 2001, it recorded sales of over USD\$75 million and served an average of 100,000 customers per day.

In addition to receiving numerous performance awards from its various franchisers, the company has been named by *Forbes* magazine in 1998 and 2000 as one of the top 300 'Small Companies in the World' while *Asia Money* named it in 1998 and 1999 as one of Asia's 'Best Managed Companies'.

The JW Marriott Hotel Bangkok (Thailand)

The JW Marriott Hotel Bangkok is managed by Marriott International, a leading worldwide hospitality company with nearly 2,600 hotels and resorts in the United States and 64 other countries and territories. Worldwide, 140,500 associates work for Marriott.

In 2000, the hotel won the Tourism Authority of Thailand's 'Award of Outstanding Performance' for the city hotel category.

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The Ritz–Carlton Hong Kong (Hong Kong, China)

The Ritz–Carlton Hong Kong is the city's most intimate luxury hotel offering 216 guestrooms and an excellent selection of dining experiences including the award–winning Toscana Restaurant. The hotel employs 300 staff and was named number one in the '**Best Employers in Hong Kong**' list and number eight in the '**Best Employers in Asia**' list by Hewitt Associates' **Best Employers** study in 2001.

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Yue–Sai Kan Cosmetics Ltd. (China)

Yue–Sai Kan Cosmetics Ltd. is a multi–national company and was built in 1992. It is a subsidiary company of the Lancaster Group, which is a leader in the cosmetics industry. Brands include YSK, Adidas and Rimmel which are very famous in the world.

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Philips Semiconductor (Thailand) Co., Ltd. (Thailand)

Philips Semiconductor (Thailand) is a Dutch–owned company established to assemble and test integrated circuits for export. The company began operations in early 1974 and is now located in Bangkok. PST currently employs over 3,100 people.

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Royal Garden Resort PCL (Thailand)

RGR PLC is a publicly–owned hospitality and leisure operator. RGR was awarded as one of the 'Best Small Companies in the World' from *Forbes* magazine.

Discovery Suites (Philippines)

Discovery Suites, which opened its doors to the public in February 2000, is a subsidiary of Oakridge Properties. It is managed by H.S.A.I.–Raintree. It is one of the few pioneering hotels to introduce the full serviced apartment concept and remains to be the leader in this market. We have been recently awarded

as one of 'Asia Hotel's Most Recommended'.

Taiwan Semiconductor Manufacturing Company Limited (Taiwan, China)

Founded in 1987, TSMC (Taiwan Semiconductor Manufacturing Company) is the world's largest and most successful dedicated semiconductor foundry. TSMC is the creator, technology and market leader in the semiconductor foundry industry.

TSMC posted annual sales of US\$5 billion in 2000 and currently employs over 14,000 people worldwide with manufacturing sites and offices in Taiwan, USA and Singapore, and account services offices in Taiwan, USA, Europe, and Japan.

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The Ritz–Carlton Hotel, Kuala Lumpur (Malaysia)

Malaysia's first luxury boutique hotel, The Ritz–Carlton Hotel, Kuala Lumpur has 248 well appointed rooms providing unmatched personal service guests have come to expect from Ritz–Carlton Hotels and Resorts worldwide. Discerning business and leisure travelers appreciate the comfort of elegant accommodations, stylish dining facilities, and modern business facilities. With the introduction of the enhanced Butler Service Program, the Ritz–Carlton is set to become the first all–butler hotel in Malaysia. Enhancing the personalized service, each floor is serviced by a dedicated butler to look into every request from ticket bookings to packing and unpacking of guest's suitcase.

The Ritz–Carlton, Kuala Lumpur did Malaysia proud recently when it was voted the 'Best Hotel in Asia' for the Ultimate Service Award in 2002 conducted by CNN Partner Hotels, in association with American Express. More recently, the hotel was given the 'Hotel of the Year 2002/2003' award by International Community Journal, an esteemed publication in Germany. In addition, business travelers voted this private club–like boutique hotel the 'Best Hotel in Kuala Lumpur, 2001' (in *Asia Money* magazine, Business Travel Poll and, *Finance Asia* magazine). The hotel has also received the Five Star Diamond Award from The American Academy of Hospitality Sciences for five consecutive years.

The Ritz–Carlton, Kuala Lumpur is owned by East–West Ventures Sdn. Bhd, a subsidiary company of YTL & Sons Holding Company and managed by The Ritz–Carlton Hotel Company, LLC. The hotel was officially opened on December 1, 1997.

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(Note: The results for the 2003 **Best Employers in Asia** were published in *The Asian Wall Street Journal* and *Far Eastern Economic Review* on April 10, 2003.)

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