

OUR PEOPLE

Our employees are our most valuable asset. At GIC, as one of our core values we strive to build a harmonious, engaging family-friendly workplace. We maintain a suite of policies and best practice to retain a cohesive workforce with a high sense of belonging. We attribute this to our approach of ensuring that employees are treated fairly and equally and that we are responsive to their needs.



1,076
TOTAL
EMPLOYEES



5.9%
AVERAGE
TURNOVER RATE



6.6:1
MALE/FEMALE
RATIO



19.19
AVERAGE HOURS
OF TRAINING



158
LOST DAYS DUE TO
WORK INJURY



0
FATALITY



以人為本、專業求進



和諧共融、團結一致



互相尊重、力求上進



EMPLOYEE

Management and Wellbeing

At GIC, we treat every employee equally and our Employee Handbook stipulates our decent employment practices. These include aspects such as hiring, compensation, promotion, leave, benefits and welfare, education and training as well as anti-corruption and anti-collusion. Guided by our Equal Opportunities Policy, we maintain our zero-tolerance policy towards discrimination and harassment.

We also maintain a caring family workplace through a variety of measures such as flexible work arrangements, staff activities to promote work-life balance and leave benefits beyond statutory requirements. In April 2020, we launched the Employee Assistance Programme to provide 24-hour counseling services to employees and their families facing challenges and difficulties in areas including careers, interpersonal relationships, emotional and adversity management.

We continue to foster a smoke-free culture at our workplace and to care for employees' health. We organized a "Smoking Cessation Workshop" to encourage staff to quit smoking for better health. In March 2020, we received the Gold Award in the Hong Kong Smoke-free Leading Company Awards 2019, commending our efforts.

EMPLOYEE DEVELOPMENT

It is our long-term goal to build a talented workforce which aligns with our commitment in SDG 8.

Our Human Resources and Training Team continue to develop and provide diverse training programmes for employees to enable them to keep abreast of the latest trends in the industry.

During the reporting period, we offered an average of 19.19 hours of training to each employee, and we provided 138 internal and 139 external training courses on topics ranging from cybersecurity to workplace safety and stress management.

In our Mainland China business units, GGGIC and GICYF maintain various staff development programmes covering aspects such as product quality, environmental management and occupational health and safety.

GIC APP

We continued to enhance the features of the GIC App in 2019-2020. In particular, new features were developed to provide an online platform for training enrolment and online training to allow staff to attend training flexibly and at their own schedule. Various features also enhance staff engagement, such as a canteen feedback survey, and a new feature for tracking the location of company coaches was under development in 2020. The App was also highly effective in helping us to implement COVID response measures and manage safety at workplace, as discussed in detail later in this report.

NURTURING FUTURE TALENT

To address the challenges facing our industry of an aging workforce, we constantly seek to inspire and attract the younger generation to join GIC. Our succession programme continues to support young talent through annual reviews and internal on-the-job training. We launched an Apprenticeship Programme to foster training for young apprentices to kick-start their professional career at GIC. We will continue to expand and strengthen our talent attraction initiatives to recruit young graduates and nurture future executives for GIC.

COVID CARING

We faced numerous challenges and uncertainties across all aspects of our business during the COVID-19 pandemic. While maintaining our cement production, caring for the health and wellbeing of employees was and will continue to be one of our top priorities. Our company's management took the lead to express the company's care and for encouragement towards all employees. In addition to providing employees a steady supply of face masks through the CKI Group, a suite of responsive measures have been implemented to safeguard the health of our employees, ensure job security and foster a spirit of optimism in the workplace. The infographic below highlights the caring measures we have undertaken during the pandemic:

COVID CARING MEASURES



HK\$500 Caring Subsidy was offered to all employees



Each employee received festive gifts and a box of masks every month



Offered extra information on physical and mental health in company newsletters



We formulated a Work From Home Policy to facilitate flexible working arrangements for our staff



New features in the GIC App:
 – COVID-19 Bulletin to consolidate information about the pandemic and control measures announced by HR;
 – electronic form for staff to declare health condition



Established a Health Corner at our clinic to facilitate staff's regular health checks at the workplace, instead of going to outpatient clinics



Compiled Positive Statement E-book to collect encouraging messages from staff



"The COVID pandemic surprised everyone and we did not expect it to last for so long. I never imagined we would experience a shortage in supply of rice and facemasks in such a wealthy society as Hong Kong. In terms of COVID response measures at GIC, I feel very grateful and impressed that masks could be distributed to all our colleagues overnight. I am truly amazed by the team spirit and mutual support among colleagues at GIC that we work hand-in-hand to overcome these challenges. Despite the extra workload, we all learnt to become more flexible and adaptable, and together we will face any challenges ahead confidently."

Michelle Ng
 Human Resources and
 Administration Manager

WE FIGHT THE PANDEMIC AS A TEAM

Although the COVID pandemic generated enormous anxiety throughout Hong Kong, we had learned from experience with SARS and remained resilient at GIC. Management led response measures by demonstrating the company's care through financial and in-kind support to colleagues. We also swiftly formulated flexible work arrangements, such as a work-from-home policy, to accommodate employees who had family members affected by household quarantine requirements. Among other COVID caring initiatives, we leveraged the GIC App platform to collect positive statements from all users of the app. We then published a Positive Statement E-book which consisted of over 400 cheering messages from our employees. The E-book has served as an effective psychological support to our employees during the pandemic and further enhanced staff morale.

SAFETY and Health



We regard safety and health as our top priority and are committed to fostering safety awareness and creating an accident-free workplace. Under our Integrated Quality, Environmental, Safety and Health Management System ("IMS"), we maintain various proactive measures to protect our employees, contractors and customers. We migrated our safety management system from OHSAS 18001:2007 to ISO 45001:2018 in February 2020 to align with the latest international standards, and we follow GB/T19001, GB/T24001 and GB/T45001 in GGGIC, GICYF and XiangLi. We also took this opportunity to review our current safety management practices to meet the requirements of the new standard.

We continue to maintain our Occupational Health and Safety ("OHS") training system and implement measures including Unsafe Acts / Conditions Control Procedure and Safety Working Cycle to enhance our employees' safety awareness.



Reduced the number of lost days due to work injury by

↓ 36.5%



0

Number of work-related fatalities



VR Safety Training

Virtual Reality ("VR") Safety Training was introduced for employees in 2020. We provide assistance, guidance and VR devices for staff to participate in interactive safety training through a virtual environment. VR training enables employees to immerse themselves in a simulated environment reflecting different real-world hazardous scenarios, such as working above ground, lifting operations and electrical hazards. They can also carry out practice exercises within site-specific scenarios, without causing risk to themselves or the property. It also enhances the efficiency of training and avoids interrupting our facilities and production.

Making mistakes in training under a real-world scenario would be potentially hazardous, while VR training offers an opportunity for staff to learn from their mistakes under a virtual environment. During the training, the trainee is given a situation in which they have to make their decision based on safety considerations. They will experience the consequence if they make the wrong decision. For instance, if they do not wear safety harness when working on a mobile platform in the VR situation, they will fall from a height. This gives them a virtual falling experience, and a reviewing session is subsequently provided to recap the correct safety information.



SAFETY TRAINING VIA GIC MOBILE APP

As the pandemic impacted our normal workplace patterns, we leveraged the innovation of the GIC App in promoting safety awareness. In July 2020, we enhanced the safety section of the App and added a variety of new features such as providing regular updates of the latest safety information, while also sharing videos and online safety resources. A platform was also developed for staff to report any unsafe conditions, and if the report is accepted after our assessment, the staff will receive an incentive.



360 Degree



Virtual Reality



Hologram



SAFETY TRAINING

