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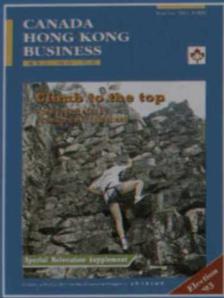
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President's Message

This year, one of the major goals of the Chamber is to substantially increase our membership and to do so by bringing into the Chamber those from within the Canadian community who own and operate small businesses. It is our aim to be representative of the whole spectrum of business in Hong Kong.

In order to achieve this goal, the Chamber now plans to introduce an "Entrepreneur" category of membership, under which owner-operated enterprises with 15 employees or less will be able to enjoy the benefits which the Chamber offers, particularly in relation to promotional activities, at a reduced membership cost. It is also hoped that existing members will recruit new members and incentives will be offered to members to encourage their active participation in our recruitment drive.

For the first time, this message appears in both the English and Chinese languages and it is intended that several of the Chamber's publications will, this year, include bilingual text as part of an initiative to attract Hong Kong business people who have business interests in or connections with Canada but for whom English is not their first language.

In September, the Chamber hosted a lunch at which members were addressed by His Excellency the Governor of Hong Kong, the Rt Honourable Christopher Patten. Those present were impressed by the frankness of the Governor and, as always, his eloquence.

The Commissioner for Canada, Mr John Higginbotham and his wife Michele, extended their hospitality to us by hosting a dinner in the convivial atmosphere of the High Commissioner's residence. On behalf of the chairman of the Board of Governors, members of the Board and Executive Committee, I would like to express our sincere thanks for an extremely enjoyable occasion.

香港加拿大商會陳清霞會長序辭

香港加拿大商會今年主要目標之一，是鼓勵加拿大商界內經營較小型的生意的人士加入商會，藉此積極擴大會員人數。我們的主旨，正是要使在港的整體加拿大商界具有代表性。

為了達到這個目標，加拿大商會現正計劃推出一項「企業家」會籍，使聘有十五個以下員工的企業，可以享有商會提供的會員特價優惠，尤其是在協助推廣他們的業務方面。加拿大商會也希望已加入的會員能夠介紹更多新血入會，而為了鼓勵會員積極參與招新會員活動，商會將設有獎勵。

序辭及封面故事，是第一次以中、英文雙語刊登。我們希望在今後，商會數本刊物能加插中、英對照文章，以吸引那些與加拿大有商業來往，但英文並非母語的香港商人，加入加拿大商會。

九月份，港督彭定康在加拿大商會主持的午餐會致辭。港督的坦率，以及其一貫伶俐的辭鋒，令出席者留下了深刻印象。

加拿大駐港專員赫根巴登與夫人假其居所設晚宴熱情招待我們。本人謹代董事會會長、以及董事會與理事會會員，向赫根巴登伉儷表達我們衷心的謝意。

ELIZA C H CHAN

Canadians well positioned to seize Hong Kong's growing opportunities in management consulting

BY LENA FENG

The traditional perception of the role of the management consultant is fast fading. The consultant is no longer the expert who comes in, conducts research, writes reports and provides the answers to a company's problems. The consultant is more likely to be a facilitator, provide a process for communication, and act as a catalyst for change, in order to help an organization identify its own problems, and discover its own solutions.

The people part of management consulting is one area that is receiving more and more attention in Hong Kong, which is evidenced by the growth in this area of work. In Hong Kong's international business environment, Canadians are well positioned in this field of consulting and training. "The general perception of Canadians is that they are trustworthy, sensitive, hardworking, and not overbearing," says Dean Gagne, Director of Marketing for Dale Carnegie courses in Hong Kong. As consultants and trainers in management they are well received by an international mix of clients.

Whether it be effective communications, time management, leadership building, team building, participation processes, quality service, it all relates to people skills. After all, the growth and development of any business is closely tied to that of its people,

Here we share in the experiences of some Canadian practitioners who focus on the people side of business, and find out what particular challenges Hong Kong poses for the profession.

People power

"With the transition of 1997 coming up, people are being driven to a deeper reflection of the future of their organizations, about building an organization that has the power to last, an organization that has in place pillars for becoming an institution in this part of the world," says John Patterson, Director of Kanbay Resources (HK) Ltd.



Mr. John Patterson, Director of Kanbay Resources (HK) Ltd.

Kanbay Resources was established two years ago in Hong Kong, headed by two Canadians - Patterson and Mark Mey, who leads the information technology (IT) services. They believe that there are two critical areas where an organization can gain leverage in the market place: information technology and human technology - the human dimensions of an organization. "These are the areas where an organization can really get an edge in the market place ... and these are the two areas we have chosen to work in," says Patterson.

He has lived in Asia for the past 20 years, working in the field of human and organi-



Patterson (bottom left): Hong Kong presents an interesting challenge for consultants since the economic mood is very different from that in Canada.

zation development. He helped publish the book "Winning Through Participation" (ICA Associates) which highlights foundational group facilitation and participation processes. A recently released sequel entitled "Participation Works" (Miles River Press) illustrates case study applications of methodologies of participation. Patterson incorporates these methodologies in his training and consulting services.



James Cheng, Managing Director of Hong Kong-based Meyer Aluminum, has sent over 15 managers and superintendents for this participation and leadership training. He found the methodology for objective thinking, analysis, and decision-making to be most useful. With the implementation of these new processes in communication, and the implementation of new information technology, to assist in collecting objective data, Meyer has overcome previous quality control problems. "Now we can quickly identify problem areas, and take corrective action which saves time and wastage of material," says Cheng.

Patterson feels that Hong Kong presents an interesting challenge for consultants since the economic mood is very different from that in Canada. "Here it's how do we structure ourselves to take advantage of the vast opportunities that present themselves. In Canada it's a different kind of challenge where it's downsizing and survival that become the question." He added that, "Culturally sensitive, competent consultants, if they are willing to be patient, and build up relationships, can grow a business in Hong Kong."

Communication skills are universal

This favourable economic mood in Hong Kong along with a real interest in self-improvement and effective communications training, both on a personal and business level, has contributed to a rapid growth of Dale Carnegie courses and consulting services.

Dean Gagne, Director of Marketing in Hong Kong, joined the company two years ago from Saskatoon. He says: "The market in Hong Kong for services is very good." A quick look at the figures shows that 15 years ago, Asia produced about five percent of the total business volume worldwide, whereas today it is around 15-20 per cent. "It is by far the fastest growing region...in Hong Kong this past year our sales have doubled and the staff size has grown by 80 per cent," says Gagne.

Clients to-date tend to be the multinational companies or the larger well-established local companies. Gagne says that currently about 50 per cent of the marketing budget has been shifted towards education aimed at the medium and smaller local owner-managed companies. He says, "...it involves changing the mindset from a centralized decision-making style to a more decentralized one."

In order to service the Hong Kong market, some tailoring of the training materials has been required, but it is not only a matter of translation. Gagne explains, "...part of the tailoring process is taking the material and rewriting it, culturalizing it, presenting it so that it is understandable in the local market."

However, he emphasized that the skills which are taught are universal and now used in over 80 countries in the world. "It's the communication skills and people skills which really drives our business...it's all about treating people with decency and respect, and that's equally applicable anywhere in the world," says Gagne.

Dale Carnegie courses, which originated in North America, have been presented in Hong Kong since 1965 by agents, and more recently by Patrick M Connor and Associates Ltd. In Hong Kong a range of services is available from standard public courses to customized corporate solutions and consulting.

Gagne says that in the last decade there has been a shift from context consulting to facilitation consulting where, "the role of the consultant is to facilitate the development of skills so that the organization can solve its own problems."

Entrepreneur counselling

Being a facilitator is a key role for "Entrepreneurial Counselling", a relatively new term for one of the services offered by the Pacific Rim Group. John Henderson, Managing Director, explains the consulting service he provides is very much driven by the role of the entrepreneur: "If that person is still active, really the driving force, the spirit, and the essence of what the business is, then that person typically needs somebody to talk to. I come in as the counsellor and friend and facilitator, and it is very personal."



John Henderson: "We need more Canadian companies out here."

Henderson typically works for clients for years at a time, where the work is often focused on how the entrepreneur and the business are relating. Often there is no separation between the two, "you have to be very diligent about creating your own personal time," says Henderson.

Henderson, who arrived in Hong Kong some ten years ago from Vancouver, feels that there has been a small resurgence of Canadians coming to Hong Kong to set up business. "We need more Canadian companies out here, and we want to make it easy through our Corporate Representation services." This not only provides entrepreneurs with counselling, but also office facilities and services to establish a presence in Hong Kong.

He finds that the Canadians coming to Hong Kong do not necessarily take bigger risks, but they may take more risks. He uses starting up a business as an example, "it's easier to do here, you can start with an idea one day and go into business with it almost the next...whereas in Canada the task appears more daunting from an administrative and regulations point of view."

Some of his consulting work relates to partnerships and partnership agreements. Getting these agreements in place gives the partners a mechanism to deal with potential problems. "Essentially, I ask the tough questions, the ones that the partners may be too embarrassed or too shy to ask," says Henderson. "If I can help them to communicate openly and honestly, then we can work through any possible disputes."

Established in Hong Kong since 1986, Pacific Rim Group also provides a range of financial consulting services. "An outgrowth from our entrepreneurial counselling involves a company that we've been involved with from the beginning stages, which is now a very active business, and we may very well take them public," says Henderson.

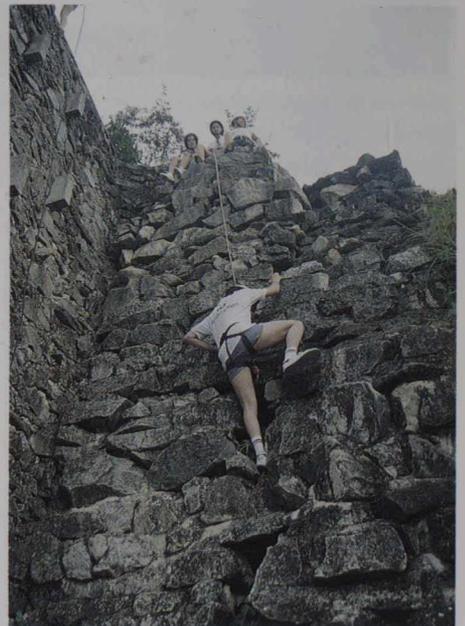
Personal growth through outdoor challenges

For a different kind of training experience, some organizations have turned to Outward Bound, an international personal

development and training organization which uses the outdoors as a classroom.

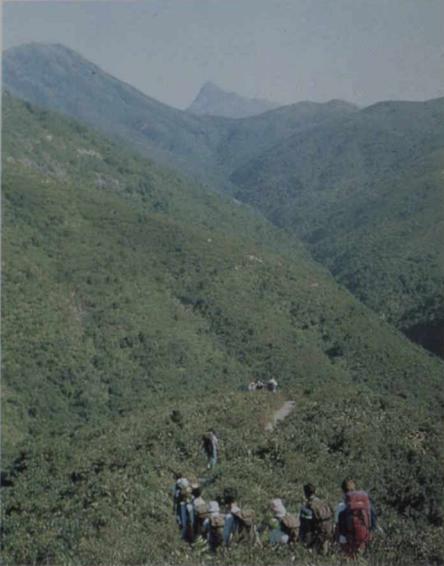
A network of these training schools operate in 30 countries, with six schools in USA and two in Canada. The Hong Kong Outward Bound School has been operating for 22 years with public programmes for youth and adults, corporate programmes, and special programmes.

Although not a management training company per se, Derek Pritchard, Executive Director of the Hong Kong school says, "Many corporations use Outward Bound for personal development of individuals and teams, as part of their management training program".



Challenges demanding teamwork help personal growth.

The programmes in Hong Kong also address some of the cultural differences between east and west. "We try to meld the best of Asian and Western cultural characteristics for people who are going to operate in an international society," says Pritchard.



Outward Bound: "We say learn from us-go and experience the activity."

He explains: "In Asia the culture of education, generally speaking, is passive...we sometimes get participants that say 'teach me', and we say learn from us - go and experience the activity!"

There is also a traditionally more reserved attitude, and he says. "Our courses attempt to modify those reserved attitudes, to be more open in sharing, to be more open in dealing with problems, to be more open in dealing with conflict in personal feelings."

Courses, which put participants through exciting challenges at sea and in the mountains, run a minimum of five days residential. "We need that minimum amount of time to effect any kind of change," says Pritchard. The situations created in Outward Bound are more than theory or role-playing, they are real. To motivate oneself and others, to communicate, to effectively realize targets set together, to take decisions...everyone must participate through disappointments and successes.

Although it is a demanding programme, both physically and mentally, during an intense period of time, Pritchard emphasizes: "It is within the capabilities of the average person...it is a catalyst for growth."

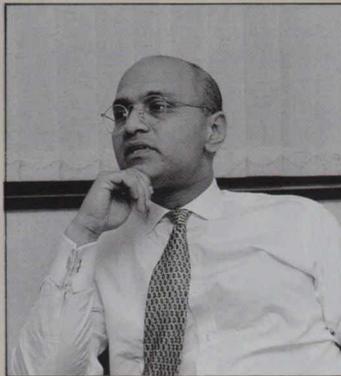
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MANAGEMENT CONSULTING

Accountancy firm launches Canada-Hong Kong joint venture

BY LENA FENG

Among the well-known "big six" international accountancy and professional services firms, Deloitte Touche Tohmatsu is the first to launch a Canada-Hong Kong joint venture management consulting practice. Operations officially began on September 1, 1993, with five senior consultants from Canada joining the office based in Hong Kong.



Mr. Mumtaz Ahmed, Managing Director of Deloitte Touche Tohmatsu Management Consultants

Leading the new venture is Mumtaz Ahmed, a partner with the Canadian practice who has relocated to Hong Kong. "The new joint venture will build on the work the firm has already performed in the region, and reflect those services offered in North America to serve Hong Kong and Asia-Pacific markets," says Ahmed. The services cover business strategy, information technology, operations improvement, human resources, and financial management. He adds that "these areas will be covered in the skill of the consultants coming to Hong Kong from Canada, in those of the Hong Kong practice, and in those being recruited."

"The Canadians bring vital links from North America to Asia," says Roger Best, a partner with the Hong Kong practice, and a member of the management committee. This network of people is key to the selection of those who best suit the project at hand.

Canadians also bring a reputation of being well-trained. According to Ahmed, this includes professional training in the art of consulting, understanding industry sectors, and expertise in a specialization. In fact, consultants are regularly sent from Hong Kong to Canada for training.

One of the consultants joining the Hong Kong office is a former Canadian Chamber Canada-Hong Kong Trade Competition winner, Jason Winkler. He and his colleagues won the 1991-92 competition based on a plan to bring Yogen Frusz, a Canadian food product, to Hong Kong as a retail operation. After his visit here in 1992, Winkler says he "jumped at the opportunity to come back to Hong Kong."

What are some of the differences for a management consultant working in Canada compared to working in Hong Kong? Ahmed feels that Canada has a more mature consulting market, where requirements and expectations are much better established. He emphasizes: "In Hong Kong there is a high premium put on tangible short term results - one has to accommodate that in how one structures and conducts consulting assignments."

Customized training

Also considered a catalyst for change are the programs offered by Learning Systems International (HK) Ltd. The techniques and programs used by Learning International are based on a solid research foundation, and have been tested and tried in companies all over the world.

They were initially developed and tested in USA, and then in Canada as well. Part of the reason for that was because of Quebec. "We serviced Quebec and it had a different culture, and that was the start for our company in dealing with a second language and a second culture," says Georges Driscoll, Group Managing Director.

What has happened in Asia is along the same lines. "Initially we imported in English, then we started doing translations, now we're doing cultural adaptations," says Driscoll. The next stage includes plans to develop local products in Asia for eventual export world-wide.

Learning International has been helping organizations excel by improving the performance of their people. "Our company mandate is to help our clients deal better with their clients," says Driscoll, "This could be in the area of sales, service, or the internal client... the big issue our clients face is how to service well and do it profitably."



The vehicle used to deliver this mandate is training. In Hong Kong about two-thirds of the work is related to sales training and one-third to management training.

Alfred Chan, General Manager of Sales and Marketing at TownGas, has been very pleased with the customized sales skills training programmes, which were launched in April 19, 1993. The programmes will ultimately cover 150 people in the organization, including man-



Learning International emphasizes client service.

agement, sales teams, and customer sales and service staff. "For the long-term, I believe that these training programmes have put us in a more competitive position," says Chan.

In the six years that Driscoll has been in Hong Kong, he has found an increase in the number of training and consulting companies, and at the same time clients have become wiser. "People have gotten more sophisticated as to what works and what doesn't...it forces suppliers (of training and consulting services) to be more professional, adding more value, developing long term relationships, and making things work."

One area of work he has been doing in Hong Kong involves helping organizations achieve a balance between business relationships and business issues.

"I find that the Asians do a better job than North Americans of dealing with the individual on a personal level in business environments, on the other hand they're not as good at getting to certain business issues...the tendency of the work we are doing here seems to be getting people who are

good at relationships to be more sensitive to business issues."

Driscoll also finds that in Asia, particularly in Hong Kong, people are incredibly practical: "If they get a technique that they see value in, they won't discuss it a great deal, they'll just put it to use the next morning!" ♦



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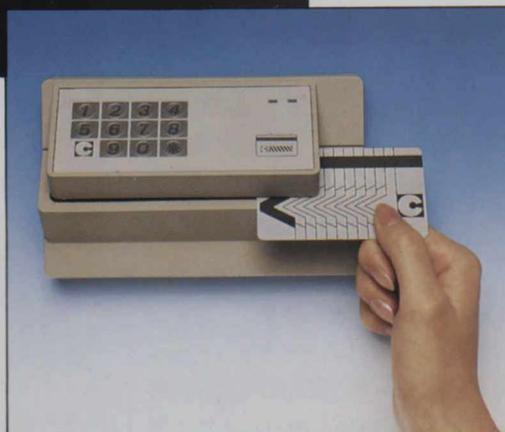


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有關管理顧問角色的傳統觀念正迅速地消失，顧問不再是一個到客戶的公司來進行研究、寫報告及為公司的問題提供答案的專家。顧問儼然成為一個促進者，為了協助一間機構了解自己的困難，以及自我尋求出解決的方法，他們提供傳播程序，扮演改革中的催化劑角色。

人的因素在香港的管理業務範疇內越來越受重視，這點我們可以從該項工作的增長速度來証實。

處身於香港的国际商業環境中，加拿大在管理顧問及培訓等業務方面正處於有利地位。Dale Carnegie Course駐港業務推廣董事Dean Gagne說：「加拿大予人的第一印象是可靠、觸角敏銳、勤勞及不會承受不起工作負擔。」加拿大人在擔當管理顧問及培訓人員方面，一直廣受國際上各式各樣的客戶歡迎。

無論是有效傳播(effective communication)、時間管理(time management)、領導能力的建立(leadership building)、建立小組(team building)、參與程序(participation process)、優質服務(quality service)等等，都與人的技能有莫大關係。總的來說，任何業務的增長及發展都是與它們內部的人員息息相關。

在此讓我們分享一些集中研究業務內部員工問題的加拿大從業員的經驗，從而找尋出香港在這專業路途上的特別困難。

人的力量

Kanbay Resources (HK) Ltd董事 John Patterson說：「面對即將來臨的一九九七過渡問題，人們被迫更深入反映出他們公司的前景，其中包括建立一間足以長期生長，以及可以成為這個地方支柱的機構。」

Kanbay Resources於兩年前在港成立，由兩個領導該公司資訊科技服務的加拿大人，Patterson及Mark Mey主管。他們都相信有兩個關鍵性因素可以促使一間機構有能力在市場上爭一席位，那就是資訊科技(IT)及人類科技(human technology)，亦即是一間機構內部的人力資源。Patterson說：「這兩個因素足以使機構在市場上突出自己，而這正是我們所選定的兩個工作領域。」

Patterson在亞洲居住了二十年，從事於人力資源及組織發展。他曾協助出版一本名為《參與而贏取》(Winning through Participation) [ICA Associates]的書。此書強調基層小組的推動力(foundational group facilitation)及參與程序(participation processes)。一本最近出版名為《參與的工作》(Participation Work)的叢書引伸了一些運用參與方法的個案。Patterson將這些方法，結合於他的培訓及顧問工作中。

以香港為基地的Meyer Aluminum公司董事總經理James Cheng已派送超過十五經理及主管接受這個參與及領導才能培訓。他覺得在這些課程中，目標思考、分析及如何決策等的方法最有效用。在傳播方面推行了這些新程序及運用新資訊科技以協助收集目標數據後，Meyer克服了以前品質管理上的問題。Cheng說：「現在我們可以快速地發現問題所在之處，並予以矯正，這樣既省時又不會浪費物料。」

Patterson感到由於香港的經濟情況與加拿大截然不同，因此它對於顧問來說是一項有趣的挑戰。他說：「在這裡，我們所面對的問題是如何自我改革，以便在龐大的機會中獲得好處。而加拿大是另一種挑戰，那就是如何解決經濟衰退及如何生存等問題。」他補充說：「對文化敏感及有才能的顧問如果願意耐性地建立起關係，便可以在香港發展業務。」

傳播是全球性主要關鍵

香港有利的經濟情況，加上個人及機構都能真誠地接受技能及有效傳播的培訓，促使了Dale Carnegie課程與諮詢服務的急劇增長。

香港區業務推廣董事Dean Gagne於兩年前離開Sanskatoon加入該公司。他說：「香港市場非常有利於服務業的發展。」我們試看看十五年前的數字，當時亞洲區只佔全球業務總額的百分之五，而今天它已上升至百分之十五至二十。他說：「它是目前為止增長最快的地區。...在香港過去一年里，我們的營業額增長了一倍，而職員人數則增加了百份之八十。」

今天，客戶都希望成為跨國公司或是有規模的大型本地公司。Gange說，目前該公司大約百份之五十的業務推廣預算已轉而用於教育

中小型的本地資本公司之上。他說：「.....它包括了將原來中央決策型的思想轉移為一些比較分權的模式。」

要服務香港市場，必須具備一些度身訂造的培訓材料，但這並非單是將原有材料翻譯便可。Gange解釋說：「...部份度身訂造的過程是將原有的材料重寫，使其本地化，成為本地市場可以明白的內容。」

然而，他強調所有在香港傳授的技巧都是全球性的，而且目前正在環球八十個國家使用，他說：「傳播技巧及人類的技能是真正促進我們業務的動力.....它完全是有關如何有禮貌、及尊嚴地與人相處的道理，而這種道理放諸全球皆可通行。」

始源於北美洲的Dale Carnegie課程自一九六五年開始即由顧問公司介紹到香港，而最近則由Patrick M Connor & Associates Ltd推廣。在香港，它包含了從標準的公眾課程到配合公司問題的諮詢等一系列服務可供客戶選擇。

Gange說，過去十年內結構諮詢顧問已漸漸轉變為推動諮詢，而其中「顧問的角色是在於促進技能的發展，使到一間機構可以自我解決內部問題。」

企業家的輔導

成為一個推動者就是在「企業家的輔導」工作上要擔演的重要角色。「企業家的輔導」是Pacific Rim Group提供的其中一項服務的較新名詞。該公司董事總經理John Henderson解釋他所提供的顧問服務是非常受企業家的角色所帶動。他說：「如果那個人仍然非常積極，並真的是該業務的推動力量，是它的精神支柱，及關鍵人物，他就是典型需要接受輔導的人。我會以輔導員、朋友及推動者的身份與他接觸，而並不會很公事化。」

處身於這個顧問工作通常集中於了解企業家與其業務關係的年代，Henderson多年來一直專門為客戶工作。一般來說兩者不可分割，Henderson說：「在創造個人時間方面，你必須非常謹慎。」

於十多年前自溫哥華來港的Henderson察覺到加拿人甚少來港設立業務。他說：「我們需要更多的加拿大公司來這裡發展，而透過我們的公司代表服務，這事便會輕而易舉。」該公司不但止向企業家提供輔導，並且提供在港設立企業所需要的辦公室設備及各式各樣的服務。

他發覺來港的加拿大人並不需要冒著很大的風險，然而他們可以經得起更多的風險。他

管理諮詢

會計行設立加港合資企業

在國際馳名的六大會計與專業服務公司中，德勤會計師行是第一家開設加港合資管理諮詢公司。這家合資公司是於一九九三年九月一日開業，並派駐來了來自加拿大五位高級顧問派駐香港。

新合資公司的負責人是德勤會計師行在加拿大辦事處的夥伴Mumtaz Ahmed，他現已移居香港。

Ahmed表示：「新合資公司將藉著德勤會計師行在這個地區的業務基礎發展，並把在北美洲提供的服務應用在香港與亞太區的市場。」

這些服務包括商業策略、資訊科技、營運方式改善、人力資源與財務管理。

他又說：「那些來自加拿大、香港本土，以及受招聘的顧問將有這些服務的技能。」

德勤會計師行夥伴兼管理委員會成員Roger Best表示：「這些加拿大會計顧問把重要的網絡從北美洲帶到亞洲。人際的網絡是最適宜配合手頭上計劃的關鍵因素。」

加拿大人也以培訓得宜著稱。據Ahmed說，這包括諮詢的技巧、了解各行各業，以及專門知識方面的技能等專業培訓。事實上，公司定期派遣香港顧問到加拿大接受訓練。

前加拿大商會加拿大——香港貿易競賽得獎者Jason Winkler將加盟該公司香港辦事處。他和同事以把加拿大食品Yogen Fruze發展成零售業務引進香港的計劃書贏得了一九九一年至九二年競賽。

Winkler於一九九二年訪問香港後說，他「將抓住機會再回來香港。」

在加拿大與香港擔當管理顧問有何差別？

Ahmed認為加拿大的諮詢市場比較成熟，條件和預料的效果也已較好地設定。他強調說：「在香港，人們很著重於短期效果，而管理顧問在構造與進行諮詢工作必須考慮這一點。」

以設立一個業務為例說：「在這裡成立公司是比較容易，你在一天產生了有一個生意的念頭，第二天馬上便可以開始做生意...而在加拿大，從行政及條例的角度來看，這些工作似是較為令人氣餒的。」

他的顧問工作有些與可合作伙伴及合作協議有關。令這些協議能順利運作，便能促使合作雙方處理潛在困難。Henderson說：「我們必須發問一些合作伙伴都感到太麻煩或難以啟齒的問題。如果我們可以協助他們開心具誠地溝通，所有可能發生的紛爭便會迎刃而解。」

自一九八六年在港成立的Pacific Rim Group亦向客戶提供一系列的財務諮詢服務。Henderson說：「有一間公司自成立階段開始即是由我們負責企業家輔導，在我們的協助下，該公司日益茁壯，我們甚至可能會協助它上市。」

通過戶外活動提高個人才能

有些機構為了取得另一種培訓經驗，轉向參加外展訓練學校。該學校是一間以戶外為課室的個人發展與培訓國際機構。

這所培訓學校業務遍佈三十個國家，其中六間設在美國、另兩間在加拿大。香港外展訓練學校已經營了二十二年，專為青年及成年人提供公眾培訓計劃，並設有企業及特別培訓計劃。

香港外展培訓學校執行主任Derek Pritchard表示：「雖然該學校本質上不是一家管理培訓公司，但許多企業利用外展訓練培訓個人和小組，作為企業管理培訓計劃的一部分。」

香港的外展訓練計劃也有針對東、西方之間一些文化差異進行培訓。Pritchard指出：「我們為那些即將在一個國際社會環境工作的人士提供一套融匯亞洲與西方文化最優異的特性的訓練計劃。」

他解釋說：「一般來說，亞洲的教育文化是被動的...偶而有些參與者會說『教我吧』而我們會說『向我們學習——到外面去體驗活動！』。」

同時，亞洲文化教育的態度也比較保守。他稱：「我們希望藉著課程來改變這些保守的態度，引導他們更樂意分享、更開放處理問題以及個人的情緒。」

為期五天的住宿培訓課程，使參與者有機會面對大海與山嶽這些足以，令人興奮的挑戰。Pritchard說：「為了製造不同的環境，我

們最少需要五天的時間。」外展訓練學校提供的計劃不僅是理論或角色扮演，而是千真萬確的培訓。為了激勵自己和他人、為了溝通、為了有效地達到一起訂下的目標、為了決策...每個人必須親身體驗成功和失敗的滋味。

Pritchard強調說：「雖然是項計劃在一個短促的時間內對體力和精神要求很高，但種種活動都是在普通人的能力範圍內...這是促進成長的元素。」

度身訂造的培訓

另一項能促進變化的元素是國際研習系統（香港）有限公司提供的培訓計劃。國際研習所採用的技術與課程是根據一個堅固的研究基礎，並經過世界各地公司的考驗。

這些培訓計劃始自美國，然後加拿大將它發展與試驗。加拿大試用該計劃的一個原因是為了魁北克。國際研習系統集團董事總經理Georges Driscoll說：「我們為魁北克提供服務，而魁北克具有不同的文化，因此我們公司便開始要處理第二語言和第二文化的狀況。」

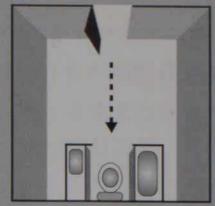
亞洲的情況跟上述一樣。Driscoll指出：「起初我們是以英語輔導，然後開始用翻譯，而現在已改制來適應當地的文化。下一階段我們是打算在亞洲發展本地培訓計劃，以轉銷世界各地。」

Driscoll指稱：「國際研習系統通過改善職員的工作表現，幫助公司取得卓越的業績。我們公司的宗旨是協助客戶與他們的顧客相處得更好。這或許是在銷售、服務或內部客戶等各方面...我們客戶面對的主要問題是如何在有利可圖的狀況下提供更好的服務。」

實現上述宗旨的工具是培訓。在香港，大約三分之二的工作是與銷售培訓有關，而管理培訓則為三分之一。

Town Gas營銷部總經理Alfred Chan對特訂的營銷技能培訓計劃深感滿意。整個公司有一百五十名員工將參加培訓計劃，其中包括管理、銷售隊伍，以及客戶銷售與服務員工。Chan表示：「長期來說，我相信這些培訓計劃提高了我們的競爭優勢。」

Driscoll在港的六年期間，發現本港愈來愈多培訓與諮詢公司，同時，客戶也越來越精明，並非常清楚那些是有效或無效的計劃...迫使培訓與諮詢服務公司必須更加專業、提供更有價值的服務、發展長期關係，以及令培訓計劃奏效。



Front entrances should not face the toilet or else money will flush down the drain.

If you are planning new office or moving to a new house, you may want to avoid some of the following examples of bad feng shui:

Fung Shui 風水

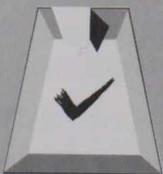
The traditions of feng shui go back for three thousand years but the ideas are still an important force in today's Hong Kong society. For many people, good feng shui is considered to be essential to good business and offices and homes are willingly adjusted in keeping with the feng shui expert's advice.

Chan Cheong Lap began studying feng shui over 20 years ago under the guidance of renowned feng shui expert Master Chui King Hei. Chan has given a number of talks on feng shui to the Canadian Chamber and other organizations as well as provided consultation on feng shui to many large financial institutions, commercial companies and banks. Here are excerpts from his address to the Chamber. By Yan Yan Li.

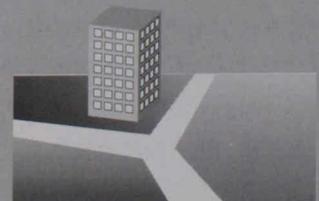
The word feng shui translates to "wind and water". It is one of the oldest Chinese branches of learning that studies the relationship of what is good and what is bad in a given geographical environment. It also involves a technique which aims to ensure all things are in harmony with their surroundings. Feng shui can be applied by anyone, anywhere, whether it be an architect planning an entire city or a home owner deciding where to place a single flower pot in his home.

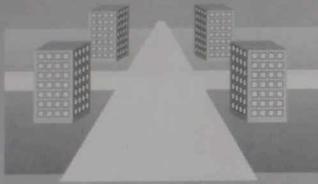
Feng shui centres round the role of man in relation to nature and the universe. It looks upon nature not as a dead object, but as a living and breathing organism. It doesn't mean that nature has a life of its own, but rather that the universe works in accordance with a set of natural laws that keeps the heavenly bodies revolving, keeps the seasons turning and all things in order. The earth is encircled by currents of good or favourable and negative or unfavourable influence called Ch'i (氣) or cosmic breaths of nature.

Buildings should not generally be located at a Y junction.

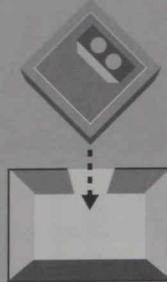


Rectangular or square shaped land is preferred. If the office or shop is irregular shaped, the base line should be longer than the front. If the entrance is located at the longer side, it is called a tiger mouth and will generate financial difficulty.

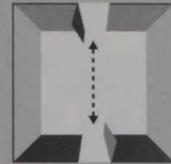




Residences situated at a crossroads are generally weaker.



Entrances or windows should not face the corner of an adjacent building.



Front entrances and the back doors should not be placed in line with each other, or else good fortune cannot be retained.

The essence of feng shui is how to locate and capture the vital cosmic breaths of nature for the siting and planning of a city, the construction of a house, and the lay-out of an office, so as to ensure health, prosperity, happiness and good fortune for the people concerned. A good site is where nature's cosmic breaths of vital energy or Chi converge. It is believed that these Chi that run along the earth's surface can be dispersed by strong winds and bound or held by the course of water. So a place of good feng shui should be guarded from strong winds, which blows away one's good fortune, and should contain water, which symbolizes wealth.

Man, like a plant, is a living thing of the earth therefore is more likely to prosper and reap the benefits of earth if its soil is fertile, likewise if man's business and/or home is situated on grounds that are harmonious with himself. The Chinese belief of feng shui is that the place makes the man!

Some general requirements of good feng shui include: an all around view, a hill to the back and hills or slopes on the side to act as support, an unobstructed front view, preferably of meandering water of which the mouth of the stretch of water should be concealed from view, and a foreground of trees or mountains in the distance and a solid foundation.

If we are to take a look at the location of Central in Hong Kong, it can be said that it is a geomantically favourable site because it meets with most of the aforesaid requirements. The Victoria Peak on the south-west acts as a support and protects Central from strong winds at the back. It is flanked on both sides by spurs and slopes, and commands a broad and open panoramic view of the whole of Kowloon peninsula in front. The water ebbs and flows along a tortuous course in the harbour, meandering from the north-west where the Pearl River comes, to the south-east to join the South China Sea. Both the inlet and the outlet are concealed behind slopes of hills on the right and the Lantau

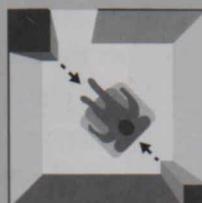
Island, Stonecutter's Island and Tsing Yi Island on the left, thus the outflow of water, (read money), is not visible. The Lion Rock Range in the distance to the north encompasses the territory and helps to contain and collect all good influences.

However, if we are to examine the location of the Governor's house, the result is not as favourable. The house rests against the gap between the Victoria Peak and Mount Gough, thus lying at the weakest point between the two peaks and it is not supported by any one of the Peaks. This signifies that Hong Kong has to exist between two powers, China and Britain and neither one will give Hong Kong its full support. The people of Hong Kong have to depend on their own efforts for major achievements. Despite these circumstances, Hong Kong has proven it can exist and prosper between contradictions and when China takes back Hong Kong in 1997, the scheme of "One Country Two Systems" will provide the feng shui criteria for the continuing prosperity in Hong Kong.

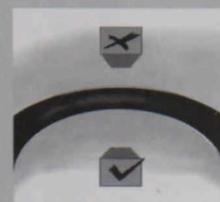
Road pointing directly at a building like an arrow is considered a bad influence.

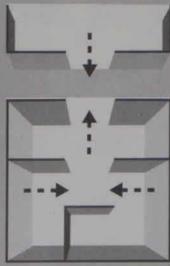


Do not sit facing an angular pillar or with the pillar pointing at your back.



Where the road bends, buildings embraced by the curve are good while those on the outside of the curve are cut by the bend.

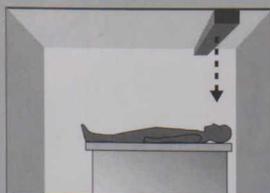




Houses should not face each other front to front and entrance doors of rooms should not be opposite.

As mentioned before, the Ch'i, or the vital energy of life, is the key to sound health and prosperity. In determining the layout of an office, the main entrance is most important as it determines the company's Ch'i. The entrance to the offices of the managing directors, managers and department heads must be in harmony with each other to foster work efficiency and good staff relations. The alignment of the desks and the position of the moving objects such as the telex machine, the photocopier, the fax machine, the computers and the water taps in the pantry and the colour scheme of the office all play a part to foster harmony with the forces of nature. Also, the angle of the sun's rays into the office must also be considered as sunlight is an important source of energy.

Do not sit in the office with a beam across your head or a lamp hanging vertically above you and do not sleep with a beam across the bed as it spells bad luck and can result in an accident for the occupant.



As suggested by its name "Wind" and "Water", feng shui is concerned with flow and circulation, especially the flow and circulate of vital energy or Ch'i. Like the acupuncturist who adjust the flow of Ch'i in the body with needles and herbs, the geomancer, using a variety of interior design and decorating techniques, harnesses and redirects environmental Ch'i in homes and offices, to improve the situation.

The home or office is examined as if it were a body with its own metabolism. Doors and windows are the mouths and eyes, letting in the correct amount of Ch'i. Corridors and passage ways are veins and arteries, conducting Ch'i from room to room while furniture, plants and minor doors channel Ch'i throughout the area.

If your entrance door opens into a wall, your Ch'i will be blocked which means you have to move around the wall thus affecting your posture. Also, if you come up against the wall it gives a sense of defeat which results in lower expectations in life. You should not work with your back to the door, as you will sub-consciously expect someone to enter from behind and interrupt you thus decreasing your effectiveness and productivity and hampering your success.

Feng shui attempts to define what elements in our environment depress or elevate us. It also identifies design problems and offers simple cures to balance and enhance our surroundings and our lives.

Although nature's influence is powerful, much room is left for the active interference by man.

Feng shui has developed an art of improving our environment and modifying or regulating the influence of nature to achieve good effect in human affairs. Tree planting, building structures at proper places, removing contours and water courses according to feng shui principles, changes in the layout of an office and the introduction of various objects like the mirrors, the door screen and special rearrangements of furniture are used to remedy feng shui defects. It can be said therefore that feng shui teaches a man how to harness natural forces for one's own benefit by understanding how heaven and earth govern him.

China has seen dynasties rise and fall, kingdoms absorbed into empires and empires overthrown but the belief in feng shui has never died down. It's three thousand years of gathered experience and common sense repeatedly put to test and refinement. The text and precepts may be ancient, but in general they can still be applied to modern day living. We can expect that the traditional feng shui principles will be applied by town planners architects, interior designers and landscape gardeners to improve the health, wealth, luck and general well-being of cities, offices, homes of all people on earth. ♦



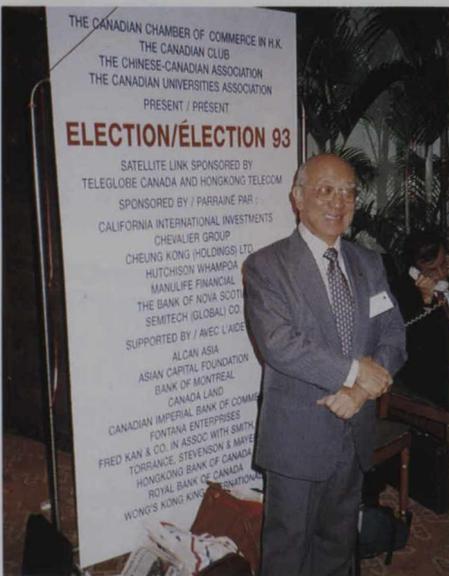
CANADIAN FEDERAL ELECTION 1993

BY MARGARET COATES

Canadians, their guests and friends of Canada crowded around televisions in Hong Kong and watched in amazement as the Canadian political landscape was dramatically transformed in the recent federal election.

Live television coverage of the election results was made available at the Mandarin Oriental Hotel in Hong Kong through a special satellite feed from the Canadian Broadcasting Corporation.

At times a hush fell over the crowd as everyone listened intently to the results; at other times it was a strain to hear the announcers over the excited hubbub in the room.



William Chong from the Vancouver Board of Trade next to the sponsor board.

The event was held on the morning of Tuesday, 26 October, 1993 (local time). More than 350 people attended, with many political junkies staying for the entire six hour broadcast. There was also a large press contingent present, recording the event for the local media.

The telecast was organized by the Canadian Chamber of Commerce in Hong Kong, the Canadian Club of Hong Kong, the Canadian Universities Association and the Chinese Canadian Association. Special thanks is also due to the Commission for Canada for its assistance.

Satellite transmission of the broadcast was provided by Teleglobe Canada, while

Hongkong Telecom sponsored the link to the hotel.

The event was made possible by generous financial support from California International Investments, Chevalier Group, Hutchison Whampoa, The Manufacturers Life Insurance Co., The Bank of Nova Scotia, SemiTech (Global) Co., Alcan Asia, Asian Capital Foundation, Canada Land, Canadian Imperial Bank of Commerce, Fontana Enterprises, Hongkong Bank of Canada, Fred Kan & Co. in association with Smith, Lyons, Torrance, Stevenson & Mayer, Royal Bank of Canada, Wong's Kong King International, and Bank of Montreal.

Two Canadian delegations that were visiting Hong Kong at the time, one from the City of Toronto and the other from the Vancouver Board of Trade, attended the event.

An unofficial "straw poll" among the Canadians at the broadcast showed 40 "voters" supporting the Liberals, 16 in favour of the Progressive Conservatives and the same number for the Reform Party, and 2 each for the Bloc Quebecois, NDP, and the Rhinoceros Party. John Parsons won the pool, correctly predicting the Liberal victory, right down to the number of seats.

For the first time, Canadian expatriates could vote in the federal election, if they met certain requirements and had registered on the electoral list. Although no records are kept, it is believed from discussions with Canadians in Hong Kong that few of those eligible actually registered to vote. Lack of information about the issues and the parties, and the fact that this was the first election in which an overseas vote was available, are often cited as contributing to the low level of participation.

However, a major reason appears to be



Colin Sheen of Scotiabank casts his ballot in the mock election.

concern that registration to vote might have adverse tax consequences. Fears were expressed that stating an intention to return to Canada in the future, as required in the application for registration to vote, could bring an otherwise non-resident Canadian into the Canadian tax net. Many people apparently were not prepared to take that risk.

Nevertheless, the Canadian community in Hong Kong and its friends were very interested in the outcome of the election, as demonstrated by the keen interest in the telecast. ♦



Commissioner for Canada John Higginbotham with Elizabeth Smart and Gloria Wong.

ARE YOU A PLAYAHOLIC?

BY RICHARD PEARSON

In Hong Kong there is a high premium on working hard and playing hard. So much so that we may sometimes feel that leisure time is no longer the relaxing and enjoyable break we need.

We feel pressured to use our time off as effectively as time on the job. Many people end up rigidly scheduling their weekends- a golf game, followed by a lunch date, tennis and a junk trip or dinner in the evening. This chronic overscheduling is compounded for playaholics with family demands. They face a full schedule, with little or no free time for spontaneous activities.

Our world has become so activity-centred that we no longer have time in our busy lives for reflection, and only through reflection can we recharge our batteries and get our creative juices flowing. In the last article we looked at confusing activity with achievement. To be creative - to be able to effectively plan your life strategies - it is sometimes necessary to sit back and simply free your mind. If you're rushing from one thing to another, you'll never have time for reflection.



Consider this:
a balanced life
requires that you plan
unplanned time.

How do you rate?

Give yourself two points for every **Yes** answer and one point for every **No** answer.

17-20 points:

You are a playaholic. Get off the treadmill! Make sure your play isn't becoming work and that you can still enjoy unstructured leisure time.

13-17 points:

With a little push, you could be a playaholic. Leave the phone at home and allow yourself to do nothing for at least four hours next weekend.

10-13 points:

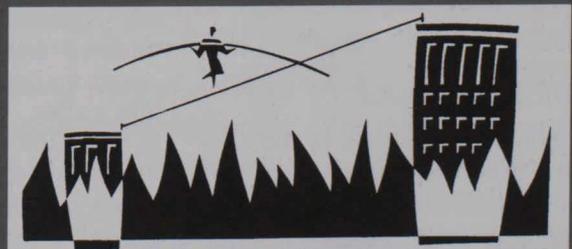
People don't have to tell you to slow down. You are probably more productive at work and happier at home because you're leading a balanced life.

Take this quiz to determine whether your leisure time has become so structured and planned that you are a playaholic.

- Yes No Have you accumulated vacation time from past years?
- Yes No Did you take two weeks vacation or less in the past year?
- Yes No Did you feel you had to plan or schedule each holiday day?
- Yes No Did you take work with you on your last vacation?
- Yes No While on holiday, did you keep in contact with the office by fax or phone?
- Yes No Do you prefer to take "active" holidays (skiing, golfing, tennis, hiking or other adventures?)
- Yes No Do you prefer to have plans for a weekend day rather than starting the day with no plans?
- Yes No Do you frequently feel your time off is too busy?
- Yes No Do you rate your weekend by how much you accomplished or how active you were?
- Yes No Has your leisure time ever caused you stress?

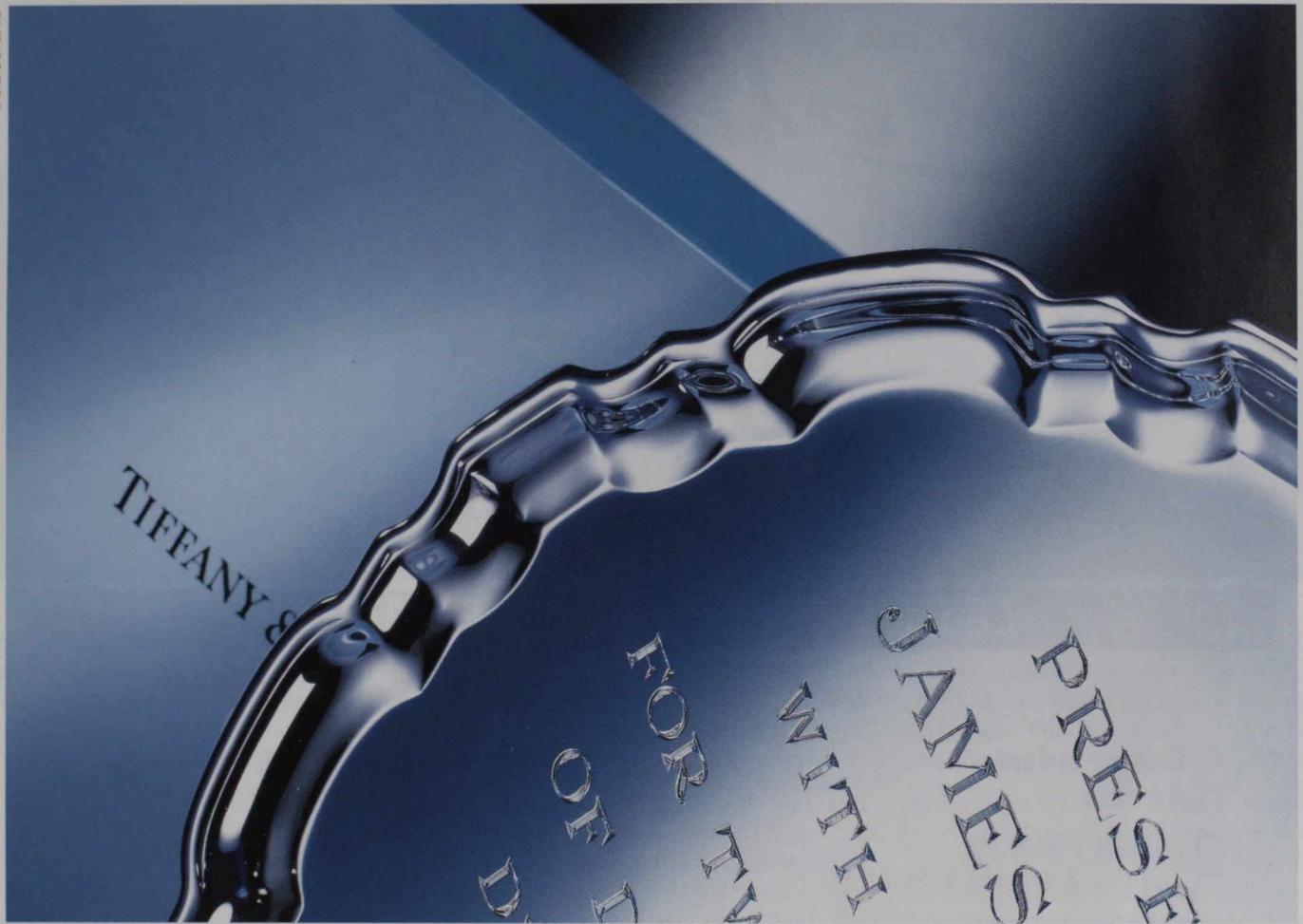
For the transformation of the workplace to establish a new equilibrium, employers and employees must somehow find ways for workers to lead balanced lives. Empowerment and shared responsibility are undeniably good - but paradoxically they increase the burdens on people who are already overstressed. Workers who lack the time and emotional energy to lead balanced lives risk burnout, and the companies that depend on them will lose. Find the solution to that one - somebody has to - and you'll be the biggest hero of the new world of work.

-From "Brave New Darwinian Workplace"
Fortune Magazine, January 25, 1993



Richard Pearson is Managing Director of Priority Management (HK) Limited, the Hong Kong franchise of Vancouver-based Priority Management International Management Development and Training Firm with over 300 offices worldwide.

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In 1992 surveys Calgary was voted the most liveable city in a country rated #1 by the United Nations for quality of life. Calgary is also Alberta's preferred location for business.

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JOIN THE MOVEMENT TO
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THE WEST AT ITS BEST

Ghosts of war felt through the generations

BY LESLIE HENDERSON



It's always interesting to find out what draws people to, or back to, Hong Kong. You can say laughingly that it's the money, or low taxes, but there are also some intangible reasons for choosing to live here. Sometimes these reasons are quite inexplicable.

Hong Kong was a word I heard around my house from a very young age. It isn't exotic pearl-of-the-Orient stuff that constitute my memories. What I recall is standing at the mirror in my parents' room trying on a navy blue tam that my father had, and on it was an emblem with the letters "HK" in bamboo-like script. He would get very distant and silent whenever that hat came out. It usually meant he was off to a meeting or parade at the cenataph. On a larger scale, it meant he was one of the 1,975 Canadians who were unfortunate enough to be in the army and in Hong Kong during December, 1941.

In 1983, my husband and I moved to Hong Kong "for the experience". It was a difficult decision not only because we were moving the family hearth to an unknown place 6,000 miles away, or because our friends thought we were crazy to sell all our possessions and take off to "China". The difficulty resided in the childhood memory of my father's impenetrable silences.

The details of what my father actually did during those terrible days of the war are blurred to me. He never talked much about it, and anyway, what child can actually picture their father doing anything as an 18-year-old boy. Some-

how, in my young mind, I had him staring as Alec Guinness in "Bridge Over the River Kwai" and wearing baggy shorts. I had no idea until much later as to the intensity of feeling behind his quiet.

He was in the Signal Corps and, so I was told, drove a bus with the last load of men to Kowloon's Star Ferry, making it to the island moments before the Japanese troops arrived at the Kowloon Peninsula. With the island's subsequent take-over, he helped build Kai Tak Airport and "lived" in Shamshuipo prison for a year. Later, he was transported to Japan for three years in a P.O.W. camp. When he returned to Canada, he told me how he was rescued by an American ship and therefore had an in-

discriminate love of Americans all his life. And he remembered, on that voyage, eating his first egg in four years, an experience that I'm sure was as tactile and amazing for him as if he were a newborn.

My husband and I took a flat at Jardine's Lookout during our first eight years here. We didn't know until later that my father had been captured at Wong Nei Chung Gap, the view from our window. "Wong Nei Chung" and "Shamshuipo" had been only words I had used as a child in order to pretend to my friends that I spoke Chinese. These words took on new life for me as I realized what they had meant to my father and what they now meant to me.

There are certainly the politics of what happened in 1941 and the cliché that in war, there are no winners. Even today, there are still concerns over just compensation for the Hong Kong veterans. (Part of my inheritance on my father's death included boxes of files and letters sent to Canada's Department of Veterans' Affairs over the years.) Finally, though, there is the legacy of war that is transmitted through families like ours and to the children.

When asked, my father would reply that he wasn't inclined to visit Hong Kong, even to see his daughter. He would simply say, "I've been there once and I didn't like it". Living here, over 40 years later, I have the opportunity to see Hong Kong the way he never saw it, to face a few of the family ghosts, and to approach doors he preferred, for his own reasons, remain shut. ♦

Wreath-Laying at Sai Wan Military Cemetery

In September 1941 the Canadian Government sent the Royal Rifles of Canada and the Winnipeg Grenadiers to assist in the defence of Hong Kong against the impending Japanese invasion. The Canadians arrived on November 16, 1941; the Japanese attacked the New Territories on December 8th and crossed to the island of Hong Kong on December 18th. The governor surrendered on Christmas Day. Of the 1975 Canadian soldiers, 557 were killed or died later in prison camps. A wreath laying ceremony at Sai Wan Military Cemetery will take place on Sunday, December 5, 1993 at 3:30pm to honour the memory of those 557 soldiers.

Governor of Hong Kong addresses Canadian Chamber

The Canadian Chamber of Commerce was pleased to welcome the Right Honourable Christopher Patten as he addressed a Chamber luncheon on September 30, 1993 at the Island Shangri-La Hotel.

Close to 250 people attended, including Stanley Ho, Commissioner for Canada John Higginbotham, Walter Kwok of Sun Hung Kai Properties Ltd, Richard Li of Hutchison Whampoa and Y S Lo of Century City Holdings. Sydney Leong of Henry Leong Estates, and Cheng Yu Tung and William Doo of New World Holdings Ltd were also among the prominent guests attending.

The Governor was accompanied into the room and to the head table by Marlene Lee, Chairman of the Chamber's Board of Governors, and President Eliza Chan.

Patten spoke first on the strong links between Canada and Hong Kong; Canadians make up one of the largest foreign communities in Hong Kong with around 18,000 residents and last year 30,000 Hong Kong people moved to Canada.



Governor Patten is led into the room by Eliza Chan and Marlene Lee.

Total trade between Hong Kong and Canada, he said, has grown at 15 per cent a year for the last five years and Hong Kong investments in Canada were estimated at around C\$5 billion in 1992. "Looking around the room, I can see some of those who have been responsible for those investments," he said.

Patten added that while the links were strong, he also realized Canadians were interested in Hong Kong because it was an unparalleled gateway into China.



Governor Chris Patten.

"We don't begrudge that. After all, Hong Kong is in the business of investing in and benefiting from what is going on in China as much as you are. What is happening there is in many senses truly awesome. The opening up of China's economy is one of the most important revolutions of this century," he said.

Hong Kong's economy has benefited over the years from its close relationship to China. At the root of this economic success, he said, has been the government policy of free economics, provision of good infrastructure and a tight grip on public expenditures.

Another vital ingredient, he said, was the rule of law, which led to the final theme of his talk.

"It is this acceptance of the rule of law that makes Hong Kong distinct. It underpins our values and our way of life. It underpins business. It is a distinction that was guaranteed in the Joint Declaration signed by Britain and China almost a decade ago.

"Maintaining that distinctiveness - implementing the Joint Declaration fully in spirit and to the letter - is what we are trying to do. We are not trying to change the Joint Declaration, or speed up the process of democratization laid down in the Basic Law. What we are talking about with China is how we can make sure that the election process needed to implement the Joint Declaration and Basic Law is one that is open, fair, credible and one which people in Hong Kong accept as such," said Patten.

He added that both a credible election system and secure rule of law were inextricably tied together and both must be strong in order for the system to work.

Despite a few bumps in the road, Patten says he sees the future in Hong Kong as very bright. "We in Hong Kong will do our part by holding onto our winning formula - a free market within the framework of the rule of the law...it's a combination that promises a prosperous as well as stable future for Hong Kong." ♦



From left to right: Marlene Lee, Walter Kwok, John Higginbotham, Sydney Leong, Eliza Chan, Cheng Yu Tung, William Doo at the reception preceding the luncheon.



WILLIAM A THOMSON
Chairman, Legal & Policies Committee

SNOWBIRD WOES

Canadian residents who spend several months a year in the United States may have to file a statement with the US tax authority to avoid US taxation even if they do not earn any income. A Canadian resident is determined to be a resident for US tax purposes if he meets the "substantial presence" test. To avoid the US residence status, the Canadian resident has two options. The option chosen will depend on each individual's personal situation. Not all taxpayers will have the option of filing either form.

Under the first option, to qualify for the "tax home" and "closer connection" exception, the Canadian resident would file a statement with the US tax authority (on a timely basis) stating the facts that support this exception. Those facts would include matters such as the number of

days spent in the US, where the individual maintains his home, where his family resides, and other such information. Once the statement is filed, the individual will be treated as a non-resident for all purposes of US taxation. If the statement is not filed on time, the Canadian resident may opt for the second option.

Under the second option, where a dual resident wishes to claim to be a Canadian resident under the Canada-US Tax Treaty, the person is required to file a US non-resident income tax return to which a statement is attached to indicate that the individual is claiming Treaty benefits. It should be noted that a dual resident who claims treaty protection will continue to be treated as a US resident for other purposes of the US Tax Code.

HENRY LAM
Tax Manager
Grant Thornton Byrne

CHANGES TO CANADIAN IMMIGRATION POLICY

Canada wishes to attract high quality individuals.

Effective August 9, 1993, Phase II of the Bill C86 Regulations came into effect. The changes affect "independent" applicants who are less educated and have difficulties in communicating in English or French.

Independent applicants are assessed based on education, abilities in the official languages, specific vocational preparation, working experience, occupational demand, demographic factors, personal suitability, relatives in Canada, and arranged employment. A minimum of 70 points is needed to pass.

Previously, educational points were assessed based on the number of years of education completed. The maximum attainable points was 12. The new system is quite a complicated one. It differentiates the types of diploma. For example, a trade or occupational certification may be entitled to five, 10 or 13 points. Hong Kong Form 5 graduates may be entitled up to 10 points. A Form 7 graduate may be entitled to up to 13 points and a university graduate may be entitled up to a maximum of 16 points.

Under the old regulations, in terms of abilities in the official languages, points were granted to applicants who could speak, read or write English or French.

However, the new regulation would only grant points to applicants who can speak, read or write the languages well or fluently.

These changes will not be applied retroactively. Therefore they do not affect applications filed prior to August 9, 1993.

On August 23, 1993 there are further amendments to the occupational Demand List. A total of 494 occupations has been added on to the list. Currently more than 2,400 occupations are eligible to apply under the independent category.

ALBERT TAM
President
Tamcor Business Consultancy

PHASED PROGRAMME FOR REGISTERING HONG KONG BTDC CITIZENS AS BRITISH NATIONALS (OVERSEAS)

As almost everyone is aware, China will resume sovereignty over Hong Kong July 1, 1997. At that time Hong Kong will cease to be a British Dependent Territory. As a result, those people who are British Dependent Territory citizens will cease to be such.

Pursuant to the terms of the Joint Declaration, Britain and China agreed that Britain could offer the Hong Kong British Dependent Territory citizens an alternative travel document which would continue to be valid beyond 1997. This travel document is the British National (Overseas) passport. Regulations for the issuance of these passports have now been published.

To enable an orderly flow of applicants, the Hong Kong government is providing for the issuance of British National (Overseas) passports in phases. Essentially the population is divided into age groups, and each group is designated a period of approximately five months between now and July 1, 1997 within which to apply for the passport. Applications after these times will not be permitted, in the absence of "special circumstance." Further information can be obtained from the Hong Kong Immigration Department. ♦

WILLIAM A THOMPSON
Tax Manager
Deloitte Touche Tohmatsu



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Occupying an area of 330,000 square metres, with more than 80 scenic attractions, Splendid China Miniature Scenic Spot embodies the changes of great events in the history of 5,000 years of Chinese nation, contains a land of charm and beauty of China ... in a word, you can travel around the ancient, civilized country only in one day.

中國民俗文化村佔地24萬平方米，按1:1比例建造中國各地區少數民族之24個村寨和20多個景點，數百名少數民族藝員表演歌舞和民間技藝，使您領略各民族的民間藝術和民族風情。

In an area of 240,000 square metres, 24 villages of China's minority nationalities on the scale of 1:1 and more than 20 well-known scenic places are built in China Folk Culture Villages. Here you can enjoy the performance of folk song and dance, and folk acrobatics presented by a few hundred minority artists. You will also get some idea of folk arts, and customs and lives of China's various minority nationalities.



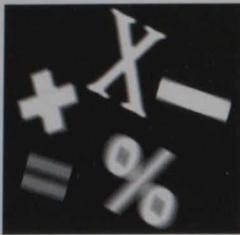
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THE FINE ART OF HAGGLING

I N H O N G K O N G

BY JACK MOORE

Canadians in Hong Kong often confirm the notion that travel is broadening — not necessarily by adding to their girth (though that often happens too) — but rather by experiencing economic, social and cultural situations that simply don't occur in Canada.

So it was with my sweet little sister-in-law Beverley, who with my brother Raoul recently spent 26 days as a Canadian tourist in Hong Kong.

"Little" in this context is no careless sexist diminutive. At five feet even, and possessed of no more poundage than two small sacks of supermarket rice, Beverley is not your huge North American tourist. This, plus her almost-black brunette hair, means she is very easy to lose in a local crowd.

We found this out the first day she was here, when Beverley — who is used to the relatively unpopulated streets of Kelowna, British Columbia — wandered off to examine a window display on Nathan Road.

Lost in the crowd

In an instant, she was merely one of the 148,886 short, dark-haired people in the immediate vicinity. She could not have been made any less visible by the best camouflage known to military science.

"I knew it," said Raoul. "She's gone. Twenty years we've been together, and now I lose her in 20 seconds. Now she's part of the hordes of Asia. She'll probably wind up bound and gagged in some opium den."

"Turn around, bozo," said Beverley. "I'm standing right behind you."

Like many visitors to Hong Kong, Beverley arrived with a set of preconceived notions that had nothing to do with reality. Just before leaving Canada she saw a Hollywood-TV Far Eastern adventure movie in which somebody said: "Don't forget, this is Hong Kong — the most dangerous city in the world!" — and from then until I convinced her otherwise, she about half believed the safest way to arrive here was to carry a full clip in her assault rifle, do a parachute roll out of the 747 as soon as it landed, and quickly take cover.

Still, there's no question that she was willing

to go through hand-to-hand combat — or almost anything else — to get here.

Had the territory been under actual attack by a military strike force, she would still have crawled through the minefields and barbed wire to get to a commercial district and (what else?) go shopping.

Hollywood fantasies aside, there's one thing that the world (including Kelowna B.C.) knows about Hong Kong — everybody everywhere is sure the streets here are lined with retail establishments selling ultra-desirable goods at laughably low prices.

Consumer Heaven

Even nowadays, this is still near enough to being true to make visitors like Beverley believe that they have arrived in Consumer Heaven.

So shopping was primarily what Beverley wanted, and it was in this field she decided to improve her international education — and indeed, it needed a lot of upgrading.

Kelowna B.C. is no place to hone your skills as a free-market bargainer. In a country of relentlessly-fixed prices and draconian sales taxes, the same effort Hong Kongers expend on getting bargains is instead used to calculate what items *really* cost after various governments are finished with them.

This situation affords shoppers no chance whatever to improve the effectiveness of their retail wrangling techniques, so when Beverley arrived here she was sadly lacking in the intensive training and practice necessary for world-class competitive bargain hunting.

Oh, there had been trips to Mexico and Europe during which she did some routine haggling for souvenirs, but that, she said, was no kind of preparation for shopping in *this* town.

For those competitors whose score is reckoned in retail bargains, she said, Hong Kong is the Big Time. And in going out to seek seriously-reduced prices here, she said, she felt like a sand-lot rookie faced with the task of pitching baseballs past the Toronto BlueJays.

She persevered, though. With three and a half weeks in Hong Kong to work on

her delivery, Beverley had 10 times the training opportunities of an average visitor — and she used every second to brow-beat shopkeepers and otherwise perfect her technique...to the point where Raoul was starting to worry that it might become an obsession.

"We bought some MTR passes today," he confided one evening, "and Beverley told the clerk that she should pay a reduced rate because she doesn't take up very much space."

That ploy didn't work, but others did. Within a week, Beverley was starting to score some solid bargaining points. She quickly developed the knack of seeming to be unimpressed by merchandise that she really wanted, and soon began dressing down for visits to the market, to convince retailers her financial resources were limited.

And on the second-to-last day of her visit, Beverley experience a triumph — a consumer coup that she reckoned left one retailer with no profit at all.

The deal involved an electric hair dryer, which Beverley originally bought for the most banal possible reason: she actually needed one.

Under these compelling circumstances, and with no thought of super-star shopping in mind, she popped into a store and purchased a moderately-priced machine in a matter of minutes, with no serious haggling.

A test of skill

It wasn't until the dryer broke down a day later — and a return to the store for redress was undertaken — that Beverley's new-found skills were put to the test.

Did she get a new dryer? You bet she did, and in fact she got a much better and more expensive model than the original, *plus* a partial cash refund *and* a personal apology from the store manager.

Beverley herself was too modest to explain exactly how she pulled this off, and too professionally secretive to reveal what tactics she had used to effect such a drastic reduction in price.

But Raoul witnessed the deal, and clearly saw the move that made it all possible.

"In professional wrestling," he said, "They used to call it a Peruvian Death Lock. But I think it's illegal these days." ♦

(Jack Moore is a Canadian freelance writer living in Hong Kong.)

呢部提款機有乜特別？



佢識中文，但係住嚟加拿大。

這類中文提款機將會設置在加拿大各主要華人聚居的城市，是當地最大銀行之一，加拿大多倫多道明銀行誠意為亞洲移民特別構思的服務。

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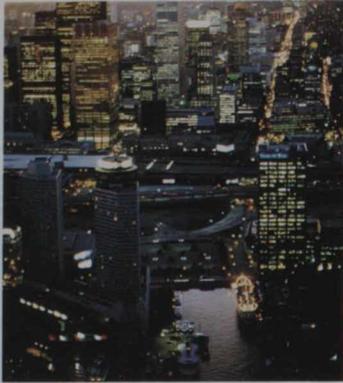
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萬事俱備，到了加國自然倍感輕鬆。而且，最富服務華人經驗的道明銀行，已於加拿大各主要城市，例如溫哥華、卡加利、多倫多及滿地可等地開設了亞洲銀行業務中心，由懂華語的職員提供各種切合您需要的服務。

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METRO TORONTO WEEK IN HONG KONG

Metro Toronto Week in Hong Kong, an inaugural joint political, business and educational promotional event led by the chairman of Canada's largest city, will be staged in the territory from November 28 to December 4.

Following the spirit of the highly successful Festival Canada '91 in Hong Kong and Hong Kong Festival '92 in Canada, the event aims to foster new investment opportunities, establish new business relationships and further strengthen cultural ties between Toronto and Hong Kong.



Metropolitan Toronto chairman Alan Tonks will be joined by four of Metro Toronto's six mayors from the municipalities of Scarborough, York, East York and Etobicoke, along with dozens of senior



business leaders from four sectoral business delegations specializing in electronics, architectural, building materials and environmental technology industries.

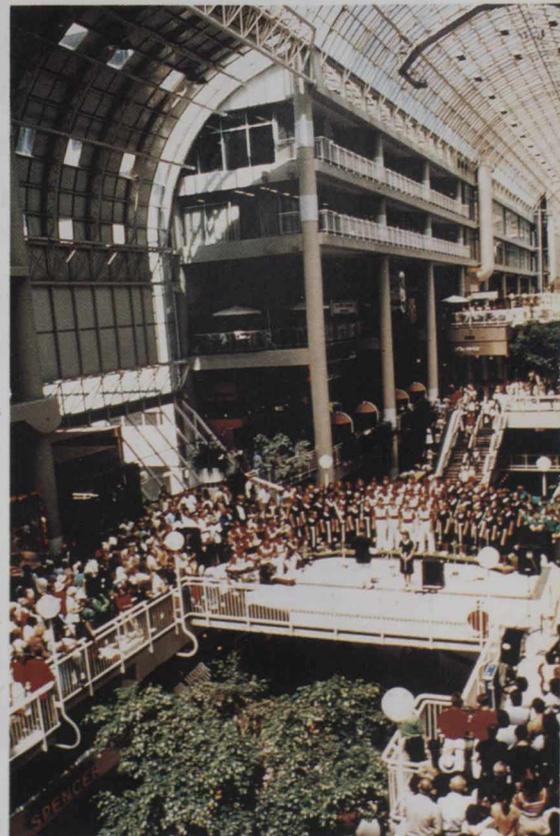
The delegations will conduct a range of investment seminars and engage in a series of private meetings with their counterparts in Hong Kong as well as take part in a number of events, including a community-oriented official opening at Hong Kong Park, a wreath laying ceremony at Sai Wan Military Cemetery, a gala dinner and a reception hosted by Governor Chris Patten.

For years, Toronto and Hong Kong have shared a culturally and economically mutually rewarding relationship. Not only does the territory regard Toronto as a prime destination for immigration, it continues to channel a significant amount of investment into the city. In 1992, Hong Kong poured C\$1 billion worth of investment into Toronto.

Funding for the event is being sourced primarily through the Metro Toronto government, the participating delegations and corporate sponsors from both Toronto and Hong Kong.

In addition to support from both the Government of Ontario and Commission for Canada in Hong Kong, a number of local Hong Kong organizers may participate including the Canadian Chamber of Commerce in Hong Kong, Chinese-Canadian Association, Canadian Club, University of Toronto Alumni Association, Hong Kong Tourist Association, Hong Kong Trade Development Council and the Hong Kong Government.

For more information on Toronto Week, call Andrew Szende at tel: 845-3388 or fax: 845-5166. ♦



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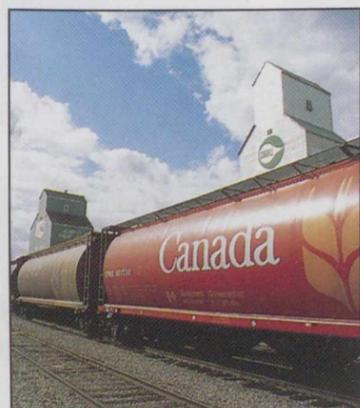


Yes, Canada is the place for investment.

It's a fact that more than 400 of the Fortune 500 companies are established in Canada. Why?

After-tax corporate profits in Canada have shown average annual increases of almost 30% from 1982 to 1987.

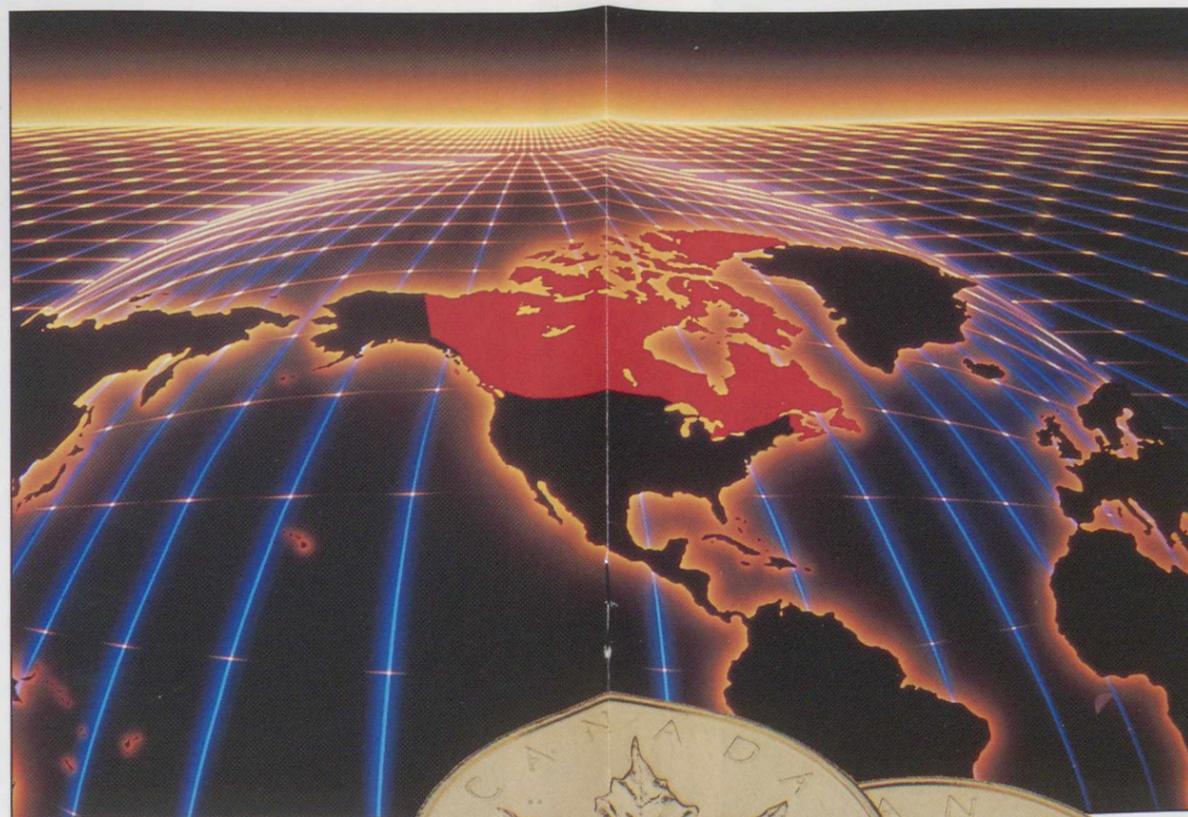
Canada is ideally positioned to reach both European and Pacific Rim markets. And now, as the historic Canada-U.S. Free Trade Agreement



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American market—more than 151 million people live within one trucking day of the Canada-U.S. border.

Canada is not only a prime investment location. It's a prime location for people. Canada enjoys one of the highest



standards of living in the world. Together with its enviable quality of life—cosmopolitan cities, unparalleled natural attractions and world-class cultural activities—Canada offers an unbeatable combination of economic strength and appealing lifestyle.

These are some of the reasons why investors are coming in record numbers to Canada.

For additional information on investing in Canada, contact your nearest Canadian Embassy, High Commission or Consulate, or:

Investment Canada Telex: 053-4450
P.O. Box 2800, Station "D" Fax: (613) 996-2515
Ottawa, Ontario Telephone:
Canada, K1P 6A5 (613) 995-0465



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When the going gets tough, the tough call in the professionals

Moving home can be an emotional rollercoaster ride, from the excitement of making a fresh start, to the sorrow of leaving friends, to the trauma of abandoning all that is familiar. That can be complicated by the physical necessity of moving, which few people consider properly before committing to a relocation.

That consideration is the key to a successful move. Information, about what to do before, during and after your move, will help you settle more easily in your new home.

For most people living in Hong Kong, a move is inevitable, whether you are returning to Canada after a contract expires or are simply transferred home, or are migrating to Canada. If you are transferring back to Canada, your company may provide some assistance since many multinationals now employ relocation consultants. These consultants can advise transferred employees on the physical and emotional aspects of relocating. The process includes such tasks as selling any real estate holdings, cultural training, and finding jobs for accompanying dependents to advising on change of address mailing lists, and the details of a physical move.

It is important to remain in control of your move. That control will be gained through information and organization. There is one golden rule for a successful move: Do your homework. And do as much as possible.

Through the looking glass

Start at the end - your destination. It's important for you and your family to know to what and to where you're moving. Organizations like the Young Men's and Women's Christian Associations (YMCA and YWCA) have branches worldwide and can often provide information



about your destination. You can also secure a copy of an Economic Conditions Abroad (ECA) report. ECA, based in London, provides a detailed profile of destinations, including such economic data as cost of living indices, as well as practical briefs on medical care, education, recreation, security and safety.

Once you've done some homework, it is important that you and your partner visit your new home in advance. Spend a few days exploring. If you can, involve your children in the tour. Try the public transportation, look at the shopping, tour schools, wander through parks and explore other recreational opportunities. Find out as much as you can about various neighborhoods before you make a deci-





sion about where you want your home to be. Once you make a decision, you'll have an address which will become the end to your means.

Back at the ranch . . .

Back home, begin looking for a removal company at least two months in advance, since you'll need to give movers 4-6 weeks notice. Remember that the end of the month, weekends, and May to August are the busiest times in the moving calendar and book well in advance. If schedules become tight, you will face higher prices.

Talk to friends, colleagues and associates about your move. You'll be surprised by



how many will have shared your experience, and will share their expertise. If your company doesn't offer a list of approved movers, talk to multinational companies, such as Canadian banks or companies like Northern Telecom, and ask for their recommendations. You can also check with several international accreditation organizations, which screen movers for the professionalism of their services, as well as their financial stability. Why check financial stability? If your removal company went bankrupt while your goods were at sea, you'd be the one left floating, unless your mover were covered by an international association's guarantee.

There are many removal companies in Hong Kong, ranging from small local



outfits that can only move you from Repulse Bay to Clearwater Bay, to truly international companies with offices around the world. Once you have prequalified several companies, you can begin the selection process.

Physical fitness

Quite simply, an international move is best left to an international removal com-

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will be unpacking your goods, as well as who will be handling them between homes. Look for real door-to-door service. That means taking responsibility from door to door, not just taking your cheque.

And the survey says . . .

Once you've found several movers who deserve the international tag, ask for a survey and quotation. The survey is as important as the quotation, although price is an obvious consideration. However, remember that a move is like a holiday - you generally pay for it in full before you receive the service. That's why it pays to monitor removal companies during the survey process since you will be able to establish a relationship with several companies while monitoring their performance.

It's best to invite at least

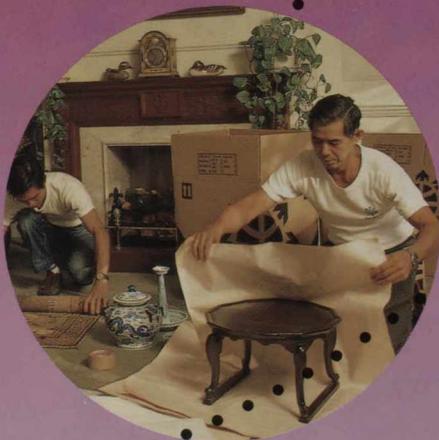
two companies, and probably no more than four, to survey your home. Their sales representatives should present details of the company's service, leave you with some literature, and answer any questions you may have. Does the representative speak English? Does he or she offer identification? The representative will also appraise the contents of your home. Watch for attention to detail. Are your items being measured or simply eyeballed? Is the rep taking careful note

pany. While many hang the word "international" above their doors, few offer a complete door-to-door service. Instead, they will pack your goods, and move them to the cargo terminal, where another company will takeover. At each stage of the journey, another contractor will be involved. Of course, if anything goes wrong, you have little control or recourse.

To avoid this trap, do your homework. Check for accreditation, and find out who



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SOONER OR LATER YOU'LL NEED TO PUT YOUR TRUST IN SOMEONE

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of your concerns, and of any items, such as antiques, that may need special care?

Since you will be meeting several surveyors, it's a good idea to make your own notes. Consider the quality of the literature offered. Is it comprehensive? Is any of it specifically about Canada? Ask for a list of corporate references and check them. Write down your impressions of the company and the service it offers. You'll find that you will have a

definite favourite, perhaps before the quotations arrive.

The price is right

Budget is, of course, a major consideration. Remember that, as with all services, you will get what you pay for. As one mover said: "If something is worth shipping, it's worth getting it there in one piece".

Canada Hong Kong Business asked four of Hong Kong's top international removal companies to offer quotes for a move to Canada. We asked how much it would cost to move a family of three door to door from Hong Kong to Vancouver or Toronto. Our family lives in a 1,200-square foot apartment, providing an estimated volume of 1,000 cubic feet, which would be packed in a 20-foot container. Esti-

mates ranged from HK\$26,000 to \$32,000 for moves to Vancouver and from \$34,000 to \$39,000 for moves to Toronto. Prices are based on the assumption that the relocation is within a 30-mile radius of city centre. Moves that are further from major cities will cost slightly more. Figures are approximate, do not include insurance, and do not specify whether packing is "loose" or in "liftvans". A loose move means that goods are loaded directly into the 20-foot container. If a move uses liftvans, goods are first packed into smaller boxes, then packed into the 20-foot container. While a liftvan move is more expensive, it offers greater security and safety.



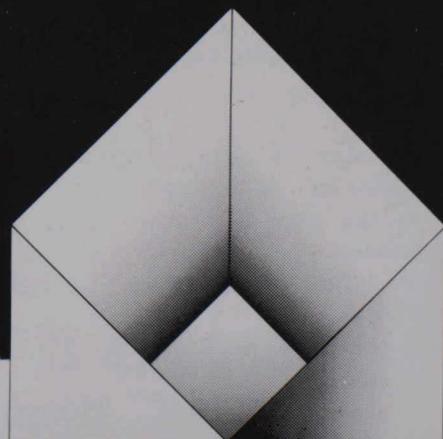
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Also be aware that some local companies will expect you to offer packers a substantial tip. While the quote may look inexpensive, a hefty tip will quickly erode some of those savings. Most reputable firms will discourage tipping.

But quotations involve more than just price, and often reveal a great deal about the quality of the removal company. The bottom line is not everything. Your quotation should clearly state exactly what the quoted price will cover. For example, there are port charges, demurrage charges, custom clearance charges and other fees that apply in moving to Canada. And is it loose, or is it liftvan?

Compare your quotations line by line, paying particular attention to the estimated volume of your move. Move costs are generally calculated by the cubic foot, and the greater the quantity you move, the cheaper the per cubic foot cost. Check to see that each of your prospective movers has estimated a similar volume. If you see any great discrepancies, it's time to be suspicious.



Cash on departure

Once you've decided on one removal company, you'll need to fix the date and finalize the list of items to be moved. Remember that it is cheaper to send one large container than several smaller shipments. Your list will be required by customs officials in Canada, and should include the value of goods. The same list can be used for insurance purposes. As you read the fine print of your removal contract, make sure that you have adequate insurance to cover loss of or damage to goods, and be aware that the cost

of insurance can exceed the cost of the move itself. While reputable companies will pay for accidental damage that is their responsibility, if damage is not the mover's fault, you will have no recourse.

Removal companies in Hong Kong require that you pay for your move in full before you go. An initial deposit is often required, followed by the balance, unless you are covered by a corporate account, which will be granted credit. It's now time to clearly mark what's not going with you. Give it away, sell it, or simply leave it. Notes one removal company representative, "Our packers do quite well". Once you've paid and sorted your belongings, you are ready for D-day.

Departure day

It's important to remain calm and let the packers do their jobs. Keep children and pets out of the way, and be available to answer any questions that packers may have.

Make sure that all required forms have been completed. A good removal company which is familiar with Canadian customs requirements should be able to offer extra assistance. Remember that you must have owned all goods for at least six months if you wish to bring them tax and duty-free into Canada. "Customs officials will check, especially in Vancouver," cautioned one mover. Canadian officials are looking for goods being smuggled into the country for resale. Again, a list prepared in Hong Kong will also prove exactly what is and is not yours, should you have any unpleasant surprises. As the owner of the goods, you must be present upon their arrival in Canada.



Home sweet home

At your destination, the removal company will unpack and place all furniture where you request. You'll need to be there to supervise all unpacking, and to monitor any damage that may have occurred. Keep a record of what has been unpacked to make sure you are not missing any of your possessions.

If you've made the right decisions, you will have received good advice, the care and attention of a professional mover, and paid a reasonable price. That's what home work is all about.



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Getting a move on before you move:

- Plan your move 4-6 weeks in advance.
- Arrange for several removal companies to offer quotations.
- Select a moving company.
- Schedule packing days and moving days.
- Plan the move for your family pet.
- Have appliances serviced.
- Defrost refrigerators and freezers and allow them to come to room temperature and dry to avoid odors.
- Turn on air-conditioners and dehumidifiers at least three weeks prior to moving due to Hong Kong's humidity.
- Vacuum all carpets and rugs.
- Empty, clean and drain refrigerators and washing machines at least two days before packing.
- Dispose of perishable food, and plants.
- Dispose of flammable and dangerous goods (including nail polish remover, bleach and other cleaning liquids; paints and spray cans) which cannot be moved.
- Sort jewelry, documents (passports, identification, tickets, driver's licence), money, medicine and small valuables which you will carry with you and pack in a hand-carry bag marked "Do not move".
- Sort school, bank, insurance, medical and dental records, birth certificates, stock lists, membership lists and power of attorney, which should not be packed by removal companies but should be carried with you while travelling.
- Sort items you will not take, and arrange to sell or discard.
- Make an inventory of everything to be moved.

- Estimate the value of each item and arrange insurance.
- Make a list of essential items you will need on the day of the move.
- Cancel deliveries of newspapers, magazines, groceries.
- Settle all outstanding accounts with suppliers.

On moving day:

- Supervise packers.
- Let packers do their job.
- Advise the removal company of your new contact details.
- Supervise children and keep pets in a contained space.
- Arrange for dinner to be delivered or eat out.
- Check each room to make sure nothing has been left behind.
- Turn off all lights and appliances.
- Close and lock all doors and windows.
- Leave the keys for the new tenant.

While goods are in transit:

- Keep in contact with your removal company.

On delivery day:

- Supervise delivery; be ready to give directions.
- Match what is unpacked to your inventory list and record any discrepancies.
- Make note of any damage.





Addressing your change

Create a list of people who should be notified of your move. Printed change of address cards are time savers. Don't forget to tell these people about your move:

- Post office for mail re-direction
- Tax authorities
- Friends and relatives
- Schools
- Lawyers
- Accountant
- Membership clubs
- Subscriptions, such as magazines, newspapers
- Your debtors
- Bank
- Credit card companies
- Insurance company

Moving matters

These items will need to be organized before you move:

- Work permits
- Visas
- Flights
- New schools
- Collect medical, dental, school and veterinary records
- Finalize payment of gas, water, electricity and telephone bills
- Have utilities disconnected
- Return borrowed items
- Collect outstanding items such as dry cleaning, shoe and jewelry repairs, tailoring
- Have utilities connected at new address
- Prepare list of important new contact numbers (emergency, police, doctor, hospital, dentist, taxi, school, bank, new work telephone numbers)

Paper tigers

You'll need these documents immediately when you arrive in Canada:

- Final immigration papers obtained from a Canadian immigration officer
- Valid passports
- Two copies of a detailed list of all goods you are taking or will be taking to Canada
- Social Insurance Number
- Vaccination papers

And these may soon be required:

- Birth or baptismal certificates
- Marriage certificates
- Education records, diplomas, degrees
- References from employers
- Trade or professional certification
- Health/immunization records
- Driver's licence
- Car ownership documents
- Vehicle insurance claim record
- Adoption, divorce, separation and other important personal papers
- Innoculation papers for pets

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New membership category set for fall

This fall, the Chamber will introduce a new membership category designed to entice and satisfy the needs of smaller businesses. The Entrepreneur Member will be defined as a privately owned and operated business based in Hong Kong with fewer than 15 employees, including the owner/manager.

The Entrepreneur and Membership Committees have worked to develop this category. It is seen as an incentive to small businesses, as many of the corporate benefits are included in the package.

The new category will be voted on by members at an Extraordinary General Meeting scheduled for November 25. Cost of being an Entrepreneur Member will be set at \$2,000, half of the corporate membership.

Individuals wishing to upgrade their memberships to Entrepreneur status must fall in with the following stipulations: "An entrepreneur member is defined to be a privately owned and operated business based in Hong Kong with fewer than 15 employees, including the owner/manager. Only one owner/manager may be the Chamber representative. This privilege is



Christine Kan, Andrew Szende, Ada Tsang and Dominic Chan at the October Happy Hour, held monthly at Judgement AD.

not transferrable within the Chamber year". Corporate members may not change their status until renewal.

We hope to see a lot more interest and activity from small businesses once they learn the benefits of being an Entrepreneur!

New office space for the Chamber

As many members will be aware, the Chamber office has resided in premises generously provided by the Commission

for Canada for many years. With government cutbacks in Ottawa, it has been deemed necessary for the Chamber to begin paying rent. The Executive Committee, together with the Long-Range Planning Committee headed up by Larry Mills, and the Board of Governors, have been discussing the various alternatives open to us.

Options being considered by the Chamber include paying rent on the existing premises in Exchange Square, or relocating to a less expensive piece of real estate and, in doing so, either lease the property or buy it outright. Any feedback from members would be appreciated.

New Membership Secretary

A warm welcome to new Membership Secretary Rosita Wun, who replaced Mina Ho in mid-September. She is already working well with the new membership system that has been installed and will be the one most likely to answer your membership enquiries.

Rosita, also known as Wun Kit Ling, studied in Victoria, BC for two years at Camosun College. She speaks Mandarin, Cantonese and English. Her interests include seeing movies, hiking and swimming. ♦



Miss Rosita Wun



The past meets the future. This photo features the four Executive Directors of the Canadian Chamber hamming it up. From left to right, current Executive Director Leslie Henderson and former Executive Directors Heather Allan, Pat Flavin and Shbelley Gunton. Since this photo was taken, Allan moved to New Zealand and Gunton to the US.

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New area codes in greater Toronto area

Long-distance callers to the Toronto area will want to take note of a change in area codes, which became effective October 4, 1993. The change was necessary because of a substantial growth in the demand for phone numbers in that area.

Metropolitan Toronto will retain its current 416 area code which will continue to serve the cities of: Toronto, Scarborough, York, North York, East York and Etobicoke.

A new 905 area code has been introduced for the area surrounding Metropolitan Toronto which includes cities such as Mississauga, Hamilton, Oshawa and Niagara Falls.

So, make the changes in your little black books and don't forget to reprogramme the memories of your phones and fax machines to avoid calling the wrong number.



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Applications are invited for admission to C. O. S. S. in each of the two semesters, September 1993 and January 1994.

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 Mr. Yan-Sui Chan
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 Mr. Anthony Dickinson
 Mr. Gary Steven Kots
 Mr. Wilson Lee
 Mr. Tommy Lui
 Ms. Patsy Ng
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Mr. Stephen O'Leary
 Credit Manager,
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CORPORATE



Mr. Andrew Taylor



Mr. Eugene Oh

Mr. Andrew Taylor

Partner
 Clifford Chance
 30/F Jardine House
 1 Connaught Place
 Hong Kong
 Tel: 810-0229
 Fax: 810-4708

Industry: Legal Service

Clifford Chance is a leading European-based law firm with offices in 18 major financial centres throughout the world, including Singapore, Tokyo and Shanghai. Andrew Taylor became a partner in Clifford Chance in 1988, having worked for the firm since 1979. He moved from London to Hong Kong in 1992 and is admitted as a solicitor in England and Hong Kong. He has acted over a period of years in relation to the raising of finance by major Canadian corporate and governmental bodies.

Eugene Oh is an associate with Clifford Chance, having previously worked for a Korean law firm in Seoul and for another international law firm in Hong Kong. He is admitted as a solicitor in Alberta, Hong Kong and England. He has worked on Korean investments in Canada and Canadian projects in Korea and is co-author of "A Guide for Canadian Business in Korea" (a publication of External Affairs in Ottawa).

Mr. Winston K.W. Leong

Director
 Fontana Enterprises Ltd
 Room 112 11/F New Henry House
 10 Ice House Street
 Hong Kong
 Tel: 526-0280
 Fax: 810-5376

Industry: Property Development & General Investment

Mr. Wai Hung Chau

Company Secretary
Novel Enterprises Limited
7/F Novel Industrial Bldg
850-870 Lai Chi Kok Road
Cheung Sha Wan
Hong Kong
Tel: 371-8888
Fax: 310-1841

Industry: I/E, Investment

The principal activities of the Novel Group include spinning and dyeing of woollen and worsted yarn and manufacture and sale of knitware. It is also engaged in denim weaving, production of jeans, dyeing and printing of fabrics, cotton spinning and silk weaving and the sale of yarn, denim fabric, jeans and kimono silk fabric. The turnover of the Novel Group in 1992-93 was HK\$2,667 million.

Mr. Martin C.V.M. Lister

Partner
Hampton, Winter and Glynn
38/F Asia Pacific Finance Tower
Citibank Plaza
3 Garden Road
Central
Hong Kong
Tel: 847-2300
Fax: 810-6089

Industry: Legal Services

Hampton, Winter and Glynn is a well-established Hong Kong firm of solicitors with a local, PRC and international practice. Mr Cheney heads the international transaction section and is an experienced Canadian solicitor qualified in Canada and the United Kingdom. The firm's clients include

Canadian corporations, local individuals and companies, multinational companies, financial institutions, banks insurance companies, trading and manufacturing groups and entrepreneurs. With over 20 years experience in Hong Kong and Asia, the firm is well-placed to clients wishing to pursue opportunities in the Far East.

Mr. Edward Shen

Executive Director
SRT Architects Ltd
6/F New World Tower 2
18 Queen's Road Central
Hong Kong
Tel: 530-0077
Fax: 537-1545

Industry: Architectural / Interior Design

SRT Architects is an Architect/Design Consultant firm in architectural planning and interior design with its main practice in Hong Kong and a branch office in Toronto. Majority of the professional staff including directors are Canadians with Canadian professional registration and training. SRT also has an investment portfolio in property and other business joint ventures in China.

Mr. Peter Wong Fat-Ho

Director
Tex-Prime International Ltd
Suite 2903 Tower I Metro Plaza
233 Hing Fong Road
Kwai Fong
Hong Kong
Tel: 481-1089
Fax: 481-2204

Industry: Garment Export, Hardware Import

Mr. Stanley Mok

General Manager
Summer Metal Products
Mfg Co Ltd
1/F Fook Shing Ind'l Bldg
1A Yuk Yat St
Tokwawan
Hong Kong
Tel: 764-4938
Fax: 764-4295

Industry: Manufacturing Metal Toys

Mr. Christian Sarrazin

Vice President Asia Pacific
Teleglobe Canada Inc
18/F Peregrine Tower
Lippo Centre
89 Queensway
Hong Kong
Tel: 525-2071
Fax: 537-7417

Industry: Telecommunication

Teleglobe Canada, one of the world's leading telecommunications companies, has announced the appointment of Christian Sarrazin as Vice President and Managing Director of its new Hong Kong office to help strengthen and further its presence in the Asian Pacific region. Sarrazin comes from the Canadian Foreign Service where he has served abroad in the United States, Hong Kong and China, notably as Consul General in Shanghai. Teleglobe Canada is headquartered in Montreal and has a network of transoceanic cables and satellites which reach more than 200 countries.

COMPILED BY MINA HO

CORRECTION

The address for Hong Kong Telecommunications Limited was incorrectly listed in the Sept/Oct 93 issue. The amended address reads :

Hong Kong Telecommunications Limited

34/F, Office Tower
Convention Plaza
1 Harbour Road, Wanchai
Hong Kong

Banking in southern China

Bank of Montreal has announced that its new representative office in Guangzhou is now open for business. The new office will allow Bank of Montreal to provide support to customers conducting business in southern China.

The bank's senior representative for Guangzhou is Roger Heng, and the assistant to the representative is Qu Liang.

"We see this as an important step in meeting our commitment to serve our customers' needs in this rapidly growing economy," said Matthew Barrett, the bank's Chairman and Chief Executive Officer. "Having a Bank of Montreal presence in Guangdong province will allow us to respond quickly to these needs whenever they arise."

Bank of Montreal now has seven offices in the Asia-Pacific region.

Canadian-based law firm sets up office in Shanghai

Chamber member Boughton Peterson Yang Anderson is the only Canadian-based law firm to receive permission to establish an office in the People's Republic of China. The firm, which is based in Vancouver and is affiliated with Aird & Berlis of Toronto, is one of only 41 foreign firms now approved by the Chinese authorities.

Senator Jack Austin, P.C., Q.C. from the firm's Vancouver office, and Victor Yang, from the firm's Hong Kong office, recently attended a ceremony in Beijing where they accepted the approval certificate from the Chinese Minister of Justice on behalf of Boughton Peterson Yang Anderson.

Senator Austin, recently appointed as president of the Canada-China Trade Council, said he has had a long-standing interest in international trade relations between Canada and Asia. "China is creating a positive climate for companies to do business, including offering attractive tax incentives," he said. "And the licensing of a Canadian law firm shows their commitment to strengthening Canada-China trade relations."

"There's tremendous potential for Canada and China to work together for each country's mutual benefit and we're pleased for the opportunity to be in a position to help make that happen," added Austin.

The firm has selected Shanghai as the location for its China office.

Manulife chief resigns



Mr. Thomas Di Giacomo

Thomas Di Giacomo has resigned as the Chairman, President, and Chief Executive Officer of Manulife Financial. Di Giacomo, 51, will pursue other interests in the international finance community.

On an interim basis, two board members will carry out the duties vacated by Di Giacomo, who worked for Manulife for 25 years.

Manulife Financial is the 39th largest life insurance company in the world. It has extensive operations in North America, United Kingdom and Asia Pacific, where it began operations in Hong Kong 97 years ago.

Lam joins AT Kearney

A T Kearney has announced the election of Lee G Lam as Vice President for China, Hong Kong and Taiwan. Lam will be based in Hong Kong where the firm's regional headquarters for greater China and Asia are located. AT Kearney is one of the world's oldest and largest international management consulting firms.

Lam has taken over responsibility for developing A T Kearney's rapidly growing

business in China, Hong Kong and Taiwan, with particular reference to the telecommunications and hi-tech industries. Lam is the youngest partner in A T Kearney's worldwide operations.

Before joining A T Kearney, Lam was Hongkong Telecom's General Manager of Business Sales. Lam, an overseas Chinese born in Vietnam, is a Canadian citizen who started his career with Bell Canada.

Bonus programme between Santa Fe and Canadian Airlines

A new offer by AMJ Campbell International (the Canadian affiliate of Santa Fe Transport International) can earn you additional Canadian Plus points when you move to Canada with Santa Fe and fly with Canadian Airlines.

Anyone who chooses to take advantage of this "Move and Fly" programme will automatically be accepted into the Canadian Plus Frequent Flyer Programme. Any points earned will be in addition to those customers would normally earn by flying with Canadian Airlines.

For more information please call the Santa Fe office at 574-6204.



Let your fax do the calling

A new joint venture between Hongkong Telecom and GTE Directories (HK) Limited will allow callers to obtain updated Yellow Pages information via their fax machines.

Dubbed CallFax, there are two ways customers can use the service.

Using the gateway number 1783 to access the system, the Yellow Pages CallFax Directory will provide the publication's advertising of products and services by classification free of charge to the customer.

CallFax Box allows the consumer to access a particular company's five digit code and provides advertiser specific information and promotional messages.

"In the Hong Kong context, where time is money, no-one wants continuously to get an engaged tone or be put on hold for an indefinite period when all you might need is straightforward flight information from an airline or an application form from your bank...", says Ian Stone, Managing Director of Hongkong Telecom. With the new CallFax system, he says, these documents can be accessed within minutes.

Manulife helps promote the arts

Manulife Young Artists Series '93 helped give exposure to six young talents and introduce the public to their works. Artists included Vincent Tong Kam-tang, Warren Leung and Sin Yuen.

The idea originates from the New Talents Exhibition in 1989 presented by the Hong Kong Arts Centre whose organizer believes that the role of cultural institutions is not just to promote accepted artists, but also to show the young and less known.

After a premiere in the Hong Kong Arts Centre, the exhibition will tour to a shopping mall of two public housing estates in November.

Hotel caters to female business traveller

Special ladies' rooms catering to the female business traveller have been introduced at the Holiday Inn Golden Mile, Hong Kong.

The tailor-made package includes a deluxe room with the added facilities of a full length mirror, an iron, a powerful hairdryer, extra lighting, a shoe brush and hangers for skirts. Other touches include fresh

flowers, magazines and a selection of toiletries.

The new executive ladies' room are part of the hotel's HK\$100 million room renovation project which also includes the addition of an executive floor, bringing the hotel's business facilities up to 26 per cent of the 600 guest rooms.



Ladies' room at the Holiday Inn Golden Mile

EIS proves its worth in Coopers & Lybrand survey

Last year Coopers and Lybrand Management Consultants conducted a survey on Executive Information Systems (EIS). The survey sought the views of organizations to establish the level of interest, their plans to use EIS, expectations of cost and benefits, and experience of organizations that already had EIS.

To those not familiar with EIS, the term is probably best defined by its purpose, which is to help the user achieve his business mission. EIS is designed to increase the effective-

ness of management, or anyone who uses information to make decisions, by providing them with timely, meaningful and relevant information.

Each EIS user has a personal computer which is linked to a central system.

The results of the survey have been compiled into a report which is now available at the Coopers & Lybrand office. The survey found a number of benefits of EIS: EIS improved business management, helped executives make more sound decisions, and provided greater analysis and earlier information.

Canadian dragon bonds

The first Canadian dollar denominated Dragon Bond has been issued by Export Development Corporation (EDC). The C\$250 million five year bond will be managed by Wardley Limited, Scotia McLeod Inc, and Wood Gundy.

EDC, a corporation whose debt obligations are the debt obligations of the Government of Canada, was established in 1969 by the Export Development Act, a statute of the Parliament of Canada. Payment of the principal and interest on EDC debt is payable out of the Consolidated Revenue Fund of Canada which is the aggregate of the public monies collected by the Government of Canada.

This means the assets and liabilities of EDC are the assets and liabilities of Canada and EDC's credit is identical to Canada's credit. In Canadian dollars, EDC enjoys Canada's Aaa/AAA rating by both Moody's and Standard and Poors. ♦

Teleglobe Canada Inc officially opened its Asia Pacific office in Hong Kong on September 20, 1993. Pictured here at the opening are:

Christian Sarrazin, Vice President for Asia Pacific, Alexander Arena, Director General of Telecommunications, Office of Telecommunications Industry and Andre LeBel, President and Chief Executive Officer, Teleglobe Canada.





THE CANADIAN CHAMBER OF COMMERCE IN HONG KONG

1993-1994 COMMITTEES

BY MARGARET COATES

The strength of the Chamber is in its committees, which plan and carry out the wide range of services and programmes available to members and others interested in business linkages between Canada, Hong Kong, China and Indochina.

For 1993-1994, 14 committees are in place and hard at work. Briefly, they are as follows:

Business Briefings, chaired by **Robin Hibberd**, is developing a service to provide delegations from Canada or other countries with an effective overview of the business environment in Hong Kong and China.

China Business & Investment, under the leadership of **Kyan Ko**, is developing a strategy for the Chamber's future role in China. It is also planning a trade mission to Beijing and Shanghai in late 1993 and a major Canada/China Trade & Investment Conference in China in 1994. As well, the committee will organize regular speakers throughout the year on trade and investment in China.

The growing importance of Indochina is reflected in the **Indochina Trade & Investment** Committee, which plans a trade mission to Hanoi in October, 1993 as well as opportunities throughout the year to hear speakers in a wide variety of relevant fields. The chairperson is to be confirmed.

Members are the heart of the Chamber and **Ada Tsang** and the **Membership** Committee have a series of initiatives planned to recruit new members and ensure that the existing members renew their memberships. It also runs the popular monthly Happy Hour.

Publications, chaired by **Heather Doyle**, provides the Editorial Board for the Chamber's main publication, *Canada Hong Kong*

Business magazine. Committee members are responsible for the editorial direction of the magazine and also write many of the articles.

Scholarships & Awards, under the leadership of **Helen Wong**, organizes the very successful annual MBA Canada-Hong Kong Trade Competition and the Voyageur Award.

A regular feature of the Chamber's calendar is the many addresses by local and visiting speakers whose views, knowledge, experience and influence are of interest to members and their guests. Chairman **Henry Chong** and the **Speakers** Committee are charged with seeking out individuals to address these events.

Paul Lam is chairman of the **Trade & Investment** Committee, which promotes trade and investment in Canada, Hong Kong and China through trade missions, factory visits, and speakers. This year it is organizing a mission to Canada in late 1993 to promote export and investment opportunities in Hong Kong and southern China.

Last year, the **Entrepreneurs** Committee organized a very successful Open House/Trade Show. This year, under the direction of chairman **Susan Mey**, another Open House/Trade Show will be held in the spring, as well as a series of Entrepreneur Forums and panel discussions/seminars on "How to Start and Run Your Own Business in Hong Kong."

Legal & Policy, chaired by **William Thomson**, plans to review the services provided by the government of Canada to the Canadian business community in Hong Kong. It will also promote an awareness in Hong Kong of the changes to the Canadian immigration rules. The committee provides a regular column in *Canada Hong Kong Business* magazine.

The mandate of the **Public Relations** Committee, chaired by **Jill Killeen**, is to increase the profile of the Chamber, both in the local community and in Canada. It is involved in organizing over-all strategic public relations plans and campaigns.

Human Resources, chaired by **Brian Gunderson**, intends to initiate seminars and speakers to address personnel issues and to provide a forum for the exchange of views, ideas and possible solutions to human resource issues.

The **Liaison** Committee, under the direction of **Don Roberts**, is charged with networking between other local, Asian and Canadian business organizations in order to promote common interests.

Larry Mills and the **Long-Range Planning** Committee are reviewing the Chamber's short and long-term needs for its own premises and will be recommending to the Executive viable alternatives.

The only committee not yet in place is the one that organizes and oversees the Chamber's major fundraising event of the year, the **Spring Ball**, which will be chaired by **Angela Gawreletz**. The responsibilities of this committee run the gamut from choosing a theme and entertainment to soliciting sponsors and publishing the ball programme.

Anyone interested in participating on the Spring Ball Committee, or any of the other committees mentioned above, should contact the Chamber at tel: 526-3207. This is an opportunity to get involved, meet other members, gain new business contacts and profile, and make a contribution. ♦

(Margaret Coates is a Canadian lawyer working at Baker & McKenzie in Hong Kong. She is a member of the Publications Committee.)



Out-of-classroom experience bonus for winners of Canada-Hong Kong Trade Competition

by Michael Chan

Michael Chan and Ngai Au, MBA students from McGill University in Montreal, were the winners of the 1992-93 Canada-Hong Kong Trade Competition put on The Canadian Chamber of Commerce in Hong Kong.

The competition, now in its seventh year, requires graduate-level students to prepare a business plan introducing a Canadian product or service to the Hong Kong market.

Chan and Au's prizes were return airline tickets between Canada and Hong Kong, four weeks accommodation at a deluxe hotel and spending money.

Here are some of Michael Chan's reflections on the competition and the time spent in Hong Kong this past August and September.

When Ngai and I started writing the business plan to introduce the public information system Visual Communication Network (VCN) to Hong Kong's Mass Transit Railway (MTR) for the Canada-Hong Kong Trade Competition, we did not recognize how much we would learn from the experience. After the four week stay in Hong Kong to study the marketplace, I believe I will cherish my experience in Hong Kong for the rest of my life.

VCN is a state-of-the-art public information system with commercial advertising ability for the subway system. In order to write a business plan for VCN, we had to fully understand different aspects in the business. We had to first know the basic theory behind the system.

We also needed to obtain detailed information on Hong Kong's Mass Transit Railway and on Hong Kong advertising. As VCN required a heavy initial investment, we had to consider how to obtain financing for the system.

Most important, however, is that we had to learn how to introduce the system to the public to guarantee a success. Using the theories from different fields on a real project let us appreciate what we have learned in a classroom. At the same time, writing a business plan for an existing product for a new market makes us realize classroom theories are only a part of the entire process.

We always believed VCN is what Hong Kong's MTR needs. In July, we received the news from the Canadian Chamber of Commerce that we had the opportunity to prove ourselves in Hong Kong.

Before we arrived, MTR had already known about VCN. During our four week stay in Hong Kong, we made a more detailed introduction to MTR. At the same time, we made use of this opportunity to introduce VCN to other transport authorities and the public. We met the officials from Kowloon-Canton Railway and Light Rail. We also talked to government officials, representatives from the media, executives from advertising agencies and many potential investors. They all showed extreme optimism and enthusiasm in this project despite the immense investment required. Confidence of Hong Kong's prosperity in the 21st century was found everywhere in the territory.

Hong Kong is in an excellent position to further open up the markets in China and South East Asia. We found that the hi-tech markets in China and certain parts of South East Asia are still very young and there are enormous opportunities for VCN and other Canadian products in this tiny place called Hong Kong.

The Canadian Chamber of Commerce in Hong Kong has provided our group with a tremendous opportunity to perform an intensified investigation on the Hong Kong market. We also have the chance to look at other markets in China and South East Asia.

In fact, writing a business plan for the competition has already led us to obtain a lot of valuable out-of-classroom experience. I believe the Canada-Hong Kong Trade Competition is an opportunity that no MBA student can afford to lose. ♦



Ngai Au and Michael Chan: winners of the 1992-93 Canada-Hong Kong Trade Competition.

CANADIAN COMPANIES IN THE NEWS

Canadian architectural firm sets up full time office in Hong Kong

Toronto-based Zeidler Partnership International Architects is the first Canadian architectural firm to establish a full time office in Hong Kong.

Work currently includes the design for the Beijing Capital International Airport's new terminal building, the Shanghai Xuhui International Tennis Club, a 1.5 million square feet commercial/residential develop in Guangzhou, the Vista Interasia Hotel in Fujian, and a 46-storey office tower/shopping centre in Jakarta called BNI City.

Zeidler's other international offices are located in London, England; Berlin and Baltimore. The 130 person firm, which has won more than 80 international awards, has been involved in such landmark projects as The Eaton Centre, The Hospital for Sick Children, Ontario Place in Toronto, and Vancouver's Canada Place.

Chairman and President Eberhard Zeidler decided to establish the first Asian office in Hong Kong as it is "an ideal place to provide clients in China and around the region with a full level of service."

The new office in Causeway Bay will have a dozen staff managed by Director and authorized person Tony Chan, a University of Manitoba graduate, and Mel Satok, the new venture's Vice President and a native of Toronto.

(by Harold Mandel)

HUSKY CONTRACT AWARDED

Husky Injection Moulding Systems Ltd, Bolton, Ontario has sold a machine and robot for the production of plastic automotive parts to one of the largest companies (more than 1,000,000 employees in more than 200 plants in the People's Republic of China. The sale was secured after a one-year round of international competitive bidding which included suppliers from Europe and Japan. One key to Husky's success in this endeavor was to invite the customer to visit Husky installations in North America. Another key to success was for Husky to form an alliance with a Detroit-based mold maker who will supply three molds to the same customer. The production system will injection mold plastic car bumpers which will be removed from the machine by a fully automatic robot. More than 90 per cent of Husky's sales are outside Canada.

(courtesy of CANADEXPORT)

Canadian pavilion at SEARAC showcases Canada's IT industries

Twenty-nine Canadian exhibitors formed the Canadian Pavilion at SEARCC '93 to showcase some of Canada's information technology industries. SEARAC took place October 5 to 8 at the Hong Kong Convention and Exhibition Centre.

Canada's IT industry consists of over 10,000 firms, employing 300,000 people in the manufacturing of electronics, telecommunications, instrumentation, and computer equipment and services.

Canada exports about 70 per cent of its locally-manufactured IT products, with IT sales, primarily in telecommunications, amounting to \$40 billion in 1991.

Canadian exhibitors at SEARAC 93 included:

GWN Systems Inc which is showing a geographical Information System software; **Infortech Systems Inc** which has a laser direct write system;

Sentai Software Development Inc which has Progress, an application software for the distribution, manufacturing and service industries;

Datek Industries Inc, demonstrating its Supervisory Control & Data

Acquisition Systems; **Taylor Industrial Software** showing its Integrated Software Solutions; **Hotel Voice Inc** which has a Multilingual Voice Messaging System for the hospitality industry; **MPR Teltech Ltd**, showing its systems integration approach and telecommunications technology;

Dynapro Corp showing a touch control system for industrial and laboratory environments; **Sentai Development** showing a series of object-oriented development tools for Progress-Software Workbook; **CREO Products Inc** which has an optical tape system for document storage; **British Columbia Systems Corporation** which is interested in technology transfer; **The Information Services for the Hospital for Sick Children** which has IT applications for the hospital environment; and the **Vancouver Stock Exchange**, showing an automatic stock exchange system.

A delegation from New Brunswick included **Cygnus Technology Ltd**, **EDP Consultants Ltd**, **Kansei Healthcare Technologies Ltd**, **Geoplan Consultants Inc**, and **Applied Course Technology**.

Words of wisdom from China's ambassador to Canada

Zhang Yijun, China's ambassador to Canada, urged Canadians to be more aggressive when it comes to doing business with China. "What is needed is more effort," he told a Canadian Chamber audience last summer at the Island Shangri-La Hotel. "There's a Chinese proverb that says you can't just watch the flowers from horseback, you have to get down to see them."

Good fields of opportunity include telecommunication, energy and agriculture. "Canada has the advantage in that we are both big countries," said Zhang. While Canadians may find some things different in China than in the West, he added, it is not necessarily an impediment to doing business.

Zhang said he would like to see more Canadian industry leaders visit China and meet their counterparts. "It's much easier when top people meet. It's a much shorter process than from below."

Ambassador Zhang accompanied Chinese Premier Zhou Rhongji when he visited Canada last spring. There, Rhongji dined with then-Prime Minister Brian Mulroney and gave a speech at a forum organized by the Toronto law firm Goodman & Goodman.

In Canada, Zhang says he urges business people to become more knowledgeable about China. "People at the Toronto Forum seemed surprised that the Chinese economy is so strong. We had a 12.8 per cent increase last year and 14.2 per cent in the first quarter of this year," said Zhang.

At the same time, he cautioned that the Chinese government may take steps to curb inflation, which last year ran as high as 15 per cent in 35 major cities. "There's no intention to clamp down on inflation too much," he told the Chamber, since the leaders have clearly indicated that they want economic reforms to continue. "We don't want to stop the growth, just make it more steady," he said.

Finally, Zhang urged those present to consider areas of China which were just opening up. "These not-so-famous areas may not have good trading facilities today, but they may tomorrow." ♦

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Old China Hand Annie Wu on Hong Kong-China partnership

You might have heard that bribes are a necessity to do business in China. Don't do it, was one of the pieces of advice given by Annie Wu, who spoke to the Canadian Chamber of Commerce in Hong Kong on September 24. Her topic was "Hong Kong and China Business Partnership."

Wu, who is Managing Director of the World Trade Centre Club, has a strong background in Hong Kong-China relations with experience as an advisor to the Hong Kong and Macau Affairs Office, director of Beijing Foreign Enterprises Association and managing director of Shanghai Eastern Air Catering Ltd, to name only a few of her lengthy list of accomplishments.

Regarding bribery, Wu advised companies to stay clear away from it. "The worst thing a company can do is be involved in bribery...Never break the rules of the law, especially in a country where there is not a strong legal system. Just don't do."



Annie Wu spoke to the Chamber in September

Sometimes it's difficult for someone new to doing business in China to know what the right thing to do is since, for instance, bribery is illegal but official commissions are acceptable. Wu suggested keeping a

close association with the Central Government who can advise you of the rules. Another suggestion was to use local staff whenever possible which helps with communication difficulties.

To help crack down on illegal activities, said Wu, China may develop an independent regulating force similar to that which is used in Hong Kong. "It's my guess that in the next three years China will have an Independent Commission Against Corruption...(which will) help to protect foreign businessmen's rights."

Wu also touched on a number of other areas, including the growing importance of Hong Kong as both a gateway to China and as an international gateway for China.

Her prediction for the real estate market in Hong Kong was that it would continue to go up for at least the next three years because of the outflow of money from China.

She also told the audience that Canadian business people need to get more informed and take advantage of the opportunities available in the burgeoning Chinese consumer market. ♦

New Senior Trade Commissioner

Scott Mullin, the new Senior Trade Commissioner at the Commission for Canada, says he is "delighted" to be back in the territory, which, in 1978, was his first posting.

"Hong Kong has a buzz in the air, it's infectious, invigorating and poses lots of challenges," he says. "I feel like I'm coming home."

Mullin replaces Colin Russel who is now Director of East Asia Trade in the government's Department of External Affairs, and International Trade Canada.

Some of the challenges, says Mullin, include maximizing the benefit to both Canada and Hong Kong. "How do we take the large amount of goodwill toward Canada, and there is a lot, and translate it into business terms?" As well, he says, "we must look at how to further build the Canada-Hong Kong-China triangle."

Canada currently exports C\$1 billion worth of goods (including \$450 million in gold) to Hong Kong with Canada's trade across the Pacific now greater than that across the Atlantic. Hong Kong is, after Japan, Canada's most significant economic partner in Asia.

Despite the challenges both politically and economically facing the territory, Hong Kong may seem like one of the calmer assignments for Scott Mullin.



New Senior Trade Commissioner Scott Mullin

In 1985, he closed the Canadian embassy in Beirut as the windows were blown out and then, in 1988, Mullin was sent by Ottawa to reopen the Canadian embassy in Tehran after it was shut in 1979 following the revolution in Iran. He stayed as Canada's Charge d'Affairs until 1991, spending most of his time on trade promotions.

A Montreal-raised, political science graduate from Carleton University, Mullin, 36, comes to the position of Senior Trade Commissioner with a strong press relations background.

His most recent posting was as the official spokesperson and press secretary to the Secretary of State for External Affairs in Ottawa. "I spent two years on the road practically 'velcroed' to External Affairs Minister Barbara McDougall as she attended everything from NATO to G7 summits. It was a fascinating experience," he says. Mullin also spent a stint in 1991 as Director of Media Relations for External Affairs.

Interestingly, Britain's new Senior Trade Commissioner for Hong Kong, Francis Cornish, also has a strong media relations history as former chief of the Foreign Office's News Department.

Mullin says he is looking forward to working closely with the Canadian Chamber of Commerce in Hong Kong. "It's great to be in a city which has the largest Canadian Chamber outside of Canada. I'm extremely impressed by the commitment and dedication of the people who are making things happen here." ♦

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HONG KONG HIGHLIGHTS



UPDATE

Treasures from the Silk Road

October 15, 1993 - January 2, 1994

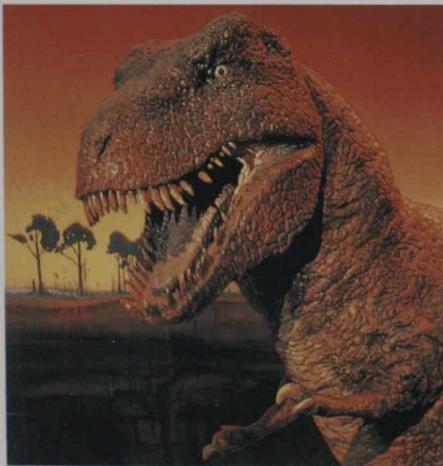


Gold bowl with mandarin ducks and lotus petal design. Tang dynasty, height 5.5 cm, diameter 13.7 cm. Collection of Shaanxi Provincial Museum.

Chang'an, known today as Xi'an is a famous historical city in China. In the Han and Tang dynasties, Chang'an was not only the capital but the starting point of the Silk Road. "Treasures of Chang'an" is a special exhibition at the Hong Kong Museum of Art, giving a comprehensive view of that era's artistic achievements. Exhibits include: pottery figures, bronzes, silk fabrics, stone sculptures and architectural items, many of which are very rare.

Terrestrial reptiles of long ago

November 23, 1993 - March 13, 1994



Life-like robotic dinosaurs will be one of the highlights of a special exhibit at the Science Museum. "Dinosaurs Alive!" features hands-on exhibits and information about a subject that has fascinated and intrigued generations. Exhibits are provided by the National Science and Technology Centre of Australia. For more information call 732-3232.

Operatic classic

November 28, 30, December 2, 5

The classic opera, "The Marriage of Figaro", combines a dramatic intensity and comedy with the brilliant music of Wolfgang Amadeus Mozart. Originally considered scandalous by the Emperor of Vienna, the first performance of Figaro opened to stunning success in Vienna in 1786. This version, put on by the Hong Kong Academy for the Performing Arts, is sung in Italian with Chinese and English subtitles. For tickets call 584-1500.



"The Marriage of Figaro"

The Nutcracker

December 17 - 24

The Christmas classic "The Nutcracker" will once again be put on by the Hong Kong Ballet and accompanied by the Hong Kong Philharmonic. For tickets, call URB TIX.

Conferences

HONG KONG CONVENTION AND EXHIBITION CENTRE

November 4 - 6

Inerstoff ASIA 1993 International Fabric Show

November 10 - 13

Investment & Trade '93: The 4th Inter-

national Forum on Investment & Trade for the Asia Pacific Region

November 18 - 22

Art Asia

November 26 - 30

Expo 2001: Living in Hong Kong in the Year 2001

December 8 - 11

Software Exhibition 93

December 17 - 21

The 6th Christmas Showcase

Holidays

HONG KONG

December 25 *Christmas*

December 27

CANADA

November 11 *Remembrance Day*

December 25 *Christmas Day*

December 26 *Boxing Day*

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