Synergis Awarded 39 Management Services Contracts by GPA
新昌管理获产业署39项管理服务合约
Early in 2011 Synergis introduced a new service concept – Synergis Plus. The purpose is to enhance the quality and strengthen the services offered by our company in engineering, materials purchase, laundry, security, and cleaning. Most importantly, the Synergis Plus concept aims to add value to our services, providing thoughtful, efficient and optimal services to all of our clients.

In this issue of Synergis Update we provide all the details of Synergis Plus. Also we interview our area manager Mr. Alex Kwan (see interview on following page), who shares his experience in the application of our new service and his work with our clients to gain their recognition.

This year Synergis has launched a new service concept as Synergis Plus, which aims to provide a more comprehensive and high-quality service to clients. The service includes various aspects such as engineering, materials purchase, laundry, security, and cleaning. The goal is to add value to our services and provide a more thoughtful, efficient, and optimal service to all clients.

Synergis is a leading asset management services provider in Hong Kong and the Chinese mainland. Synergis is truly the industry leader in the asset management service market in the Chinese mainland and Hong Kong. With over 5,700 employees we manage more than 380 properties and facilities in both Hong Kong and the Mainland. This includes over 176,000 residential units, 73,000 parking spaces and combined residential, commercial and factory spaces of more than 5,800,000 sq.m. Synergis provides a one-stop, comprehensive property management service to our broad range of clients.

Adding Value
Synergis is supported by many subsidiaries that provide a range of professional services, the main five being in engineering, materials purchasing, laundry, security, and cleaning. All these companies are operated by professional teams and are trusted by our clients. This year we aim to strengthen these services by enlarging the scope of services provided. As an example, in engineering we believe that comprehensive maintenance is the key to adding value to services. Our fellow subsidiaries Service Pro and Optimum Engineering provide a strong line-up to aid the provision of a large, one-stop project management scheme.

In 2010, Service Pro and Optimum Engineering launched the “Synergis Building Life Cycle Maintenance Scheme” which was universally well-received. This scheme proactively delivers all-round preventative maintenance measures by introducing comprehensive building management systems, extending the life-cycle of building parts and facilities. In turn, this brings direct benefits to our customers.
Fellow subsidiaries of Synergis

New management team of the associated company

Company | Major service scope & current business profile
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Hain Sheng Security and Consultancy Services Limited | Obtained official security company license from the Security and Guarding Services Industry Authority, allowing us to employ security staff directly.
Provides security and security consultancy services.

Optimum Engineering Limited (engineering company) | Certified by the Buildings Department and the Electrical and Mechanical Services Department as a Registered General Building Contractor and a Registered Electrical Contractor.
Provides total repair and maintenance solutions that include: building renovation, concrete, structural, drainage and waterproofing repair; slope maintenance, electrical installation and repair, air-conditioning (HVAC) systems installation and repair; etc.

Master Clean Service Limited | Provides cleaning services for different types of properties.
Other services including: pest control, pastel, control, building exterior cleaning, carpet cleaning and marble repair and maintenance.

Service Pro Limited (Internet services company) | Provides project management, architectural design, building consultancy, slope inspection etc.
Includes: building management, building design, building standards, etc.

Hain Sheng Security and Consultancy Services Limited | Provides a full range of laundry services including dry cleaning, machine wash cleaning, express laundry and leather cleaning.

Laundromate Service Limited | Operates from an almost 4000 sqm, self-owned workplace using advanced machines complying with Environmental Protection Department standards.
Has more than 60 collection points throughout Hong Kong.
Provides a full range of laundry services including dry cleaning, machine wash cleaning, express laundry and leather cleaning.

S-Club | Uniquely positioned as a "Healthy Lifestyle" oriented membership clubtailor-made for customers of properties under Synergis' care.
Provides: purchasing services.

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Provision of Property Management for Spot on WFI in Beijing

北京汇来汇新资产管理服务合约

The Beijing office of Synergis was recently commissioned for the property management contract of Spot on WFI. Located on Wangfujing Avenue in the Dongcheng District of Beijing, the total construction area exceeds 36,000 sq. m.

Effective from 1 April, 2011, Synergis provides property management and consultation services to the client, including pre-operation consultancy, property and facility management, carpark management, retail and operation management, etc.

Pre-Market Positioning Consultancy for Fushun Sanyeuecheng

为抚顺三义城提供前期市场定位顾问服务

Synergis has recently been appointed by Liaoning Shunfu Real Estate Development Co., Ltd. as the consultant to provide the pre-market positioning consultancy services for the commercial portion of Fushun Sanyeuecheng.

Located in the centre of Fushun city, Liaoning province and facing the downtown boulevard Zhongyuan Da Jie, Xiyu Lu and Minzhu Lu, Fushun Sanyeuecheng is a mixed use development featuring 250,000 sq.m of offices and shopping mall as well as residential apartments. The development is on a site of over 330,000 sq.m.

Commencing from 13 March, 2011, the contract includes the consultation services of market research and analysis, project positioning and industry trend recommendations, rental and financial analysis, shopping mall planning and design, amongst others.

Synergis Awarded 39 Management Services Contracts by GPA

新昌管理获产业署39项管理服务合约

Synergis has recently been appointed by Government Property Agency (GPA) to provide management services to 39 government properties in a 4-year contract term effective from 1 April, 2011.

The comprehensive and quality facility management services provided for these properties which are located at The Peak, Mid Levels, Central, Admiralty, Southern District, Western District, Pokfulam and outlying islands, include lease management, security, cleaning, administrative and other support services.

“The award of contracts to Synergis amidst such keen competition is concrete proof of our excellent management and quality services in compliance with the Government’s requirements,” said Dr D.C. H. Ma, Managing Director of Synergis.

“Synergis is committed to providing the best services through effective allocation of resources within an efficient corporate structure. Maintaining close and effective communication with GPA and end-users and constantly reviewing the quality of services will also be the keys to the success of this project, which aims to meet and exceed GPA’s expectations.”

新昌管理最近获得政府产业署委任为旗下39项政府物业提供管理服务，为期四年，合约有效期自2011年4月1日起。

是次合约的39项物业，分别位于山顶、半山、中区、金钟、南区、西区、斧山和青屿。新昌管理将会为上述物业提供全面及优质的设施管理服务，包括租务管理、保安、清洁、行政及其它支援服务。

新昌管理董事会主席卓锦文博士表示：“新昌管理今次能够从众多实力强劲的竞争对手中赢得合约，证明新昌管理拥有的管理及优质的服务，符合政府的要求。”

卓博士续说：“新昌管理具有完善及高效的企业架构，能有效运用资源，为物业用户提供优质的服务。我们深信与政府产业署及用户代表沟通，不断提升服务的质素，会为政府及香港市民带来超值的产业服务。”
Professional and Innovative Educational Organization Management Services

Evaluating organization facility management is one of Synergis’ core services. As an integral part of the overall management of educational organizations, we are committed to providing a safe, hygienic and cost-effective working and learning environment for staff and students, with the aim of enhancing their productivity in teaching and learning through the provision, utilisation and appropriate management of the facilities. Our professional and innovative educational organization management services include:

Safe School Management
Synergis delivers a wide range of services to educational organisations in relation to safety measures and health management as well as preventative measures in the areas of health and safety to protect students and staff. By adopting our Synergis Health and Safety Management System (SHMS), which has been integrated into our quality management system, we are committed to providing the safest environment possible for our clients in the education sector.

Green School Management
Green schools create a healthy and productive learning environment while saving energy, resources and money. By applying our Synergis Energy Management Model, which is a concrete and strategic energy management tool, we are able to integrate energy and high-performance educational organization facility management into any operational and maintenance practice with a holistic approach.

High-Tech School Management
With a large amount of IT assets consisting of computers, software and network hubs which need to be maintained, in addition to classrooms, laboratories, athletic fields and playgrounds, educational organizations may encounter challenges in managing assets, buildings and technical staff efficiently. Our Synergis Operations and Management System (SOMS) brings facility management the most effective, accurate and convenient management and operational services with extended asset lifespan, low maintenance costs as well as high labour productivity.

Our representative projects include:
- HKU SPACE Community College (Island East Campus)
- HKU SPACE Community College (Kowloon East Campus)
- The Chinese University of Hong Kong – Tung Wai Group of Hospitals
- Community College (Kwai Lee Road Campus)
- The Chinese University of Hong Kong – Tung Wah Group of Hospitals
- Community College (Shatin Street Campus)
- Savannah College of Art and Design (Hong Kong)

In addition, we were recently awarded a service contract from a new client – Ying Wa College & Primary School. We provide security, minor maintenance and cleaning services to this campus effective from 1 January, 2011.

School Health Management

Nestled in a green environment, Ying Wa College & Primary School has a healthy and physically active student body. The College Management has been working closely with HKU SPACE Community College to provide a comprehensive health management service. Our services include health promotion, health education, health surveillance and management of health-related incidents. We also conduct health-related surveys and risk assessments to identify potential health hazards in the school environment. The College Management has also implemented a number of health promotion initiatives, such as the “Health Star” programme, which encourages students to adopt healthy lifestyles. In addition, we have established a close partnership with the Department of Health and the Hospital Authority to provide timely and effective first aid and emergency medical services. The College Management has also adopted a comprehensive fire safety management system to ensure the safety of students and staff in case of emergency. Through our comprehensive health management services, we believe that Ying Wa College & Primary School is well-prepared to provide a safe and healthy learning environment for all students.

Health Management

Health management is an important aspect of school management. We provide a comprehensive service to Ying Wa College & Primary School, including health promotion, health education, health surveillance and management of health-related incidents. Our services include health promotion, health education, health surveillance and management of health-related incidents. We also conduct health-related surveys and risk assessments to identify potential health hazards in the school environment. The College Management has also implemented a number of health promotion initiatives, such as the “Health Star” programme, which encourages students to adopt healthy lifestyles. In addition, we have established a close partnership with the Department of Health and the Hospital Authority to provide timely and effective first aid and emergency medical services. The College Management has also adopted a comprehensive fire safety management system to ensure the safety of students and staff in case of emergency. Through our comprehensive health management services, we believe that Ying Wa College & Primary School is well-prepared to provide a safe and healthy learning environment for all students.
Car Park Management Services to Healthy Village and Jat Min Chuen
健康邨及乙明邨停车场之管理合约

Synergis has recently been awarded two new contracts on car park management, with provision of services including parking operations, parking charges and marketing to Healthy Village and Jat Min Chuen with effect from 1 March, 2011.

The car park of Healthy Village is located in North Point and has a total of 224 parking spaces, while that of Jat Min Chuen in Shatin features 286 parking spaces in total. Together with the car park management for The Link Management Limited, Synergis is currently providing management services for about 73,000 parking spaces in Hong Kong.

Pre-Management Contract of The Paragon
茂名公馆前期管理合约

Synergis has recently been commissioned by Capitaland (China) Investment Co., Ltd. to provide the pre-management contract of The Paragon, an iconic residential project located in Shanghai’s ex-French Concession area. This project includes quality apartments, a private club house and a high-end, mixed-use commercial building with total site coverage exceeding 115,500sq.m. The contract commenced on 1 January, 2011.

Management Services to Hin Yiu Estate and Hin Keng Estate
显耀邨及显径邨服务合约

Synergis has been awarded a property management services contract on Hin Yiu Estate and a rent and tenancy contract on Hin Keng Estate, with the service provision effective from 1 January, 2011. Providing 1,700 residential units in total, Hin Yiu Estate and Hin Keng Estate are two public housing estates in Shatin developed by Hong Kong Housing Authority.

Property Management Services to Le Palais
嘉爵园社区管理合约

Synergis has recently been awarded a property and facility management services contract on Le Palais, a high-end residential community developed by K Wah Group in Huadu District, Guangzhou, with comprehensive project management services to be provided from 1 February, 2011.

Le Palais, with a gross floor area of 43,998sq.m consists of independent villas, townhouses, style houses and high-rise apartments. Facilities include a clubhouse of more than 1,000sq.m, an outdoor swimming pool, tennis courts and underground parking lots.
Integrated Engineering Service – Slope Maintenance and Improvement Works and Building Refurbishment Projects

Through the services provided by Synergis’ fellow subsidiaries, Service Pro Limited and Optimum Engineering Limited, Synergis can fulfill the commitment of providing professional and all-round property management services by complementing it with large scale, one-stop maintenance and improvement solutions. Recently, the Company has completed two maintenance projects.

Building Refurbishment Project of CNT Disney

Compressed in November 2010, CNT Disney refurbishment project is scheduled to be completed in May this year. Optimum Engineering, being appointed as the project contractor, undertakes the building refurbishment works for CNT Disney with buildings aged over 15 years. This project covers renovation of external walls, replacement of the water supply pipes, drainage pipes, external installation of air conditioner drainage pipes, refurbishment of corridors and staircase, etc.

The major challenge of this project is the materials handling since the road nearby is too narrow, limiting the materials storage space. Workers need to calculate material needs accurately and ensure their delivery on schedule, without affecting the project time. Moreover, the site is in a luxury residential area and our team needs to take extra care on working hours and strictly comply with preventive measures to minimize any disturbance for the occupants. Customers appreciate our sophisticated and detailed arrangements and the project will also be completed on time.

Building life cycle maintenance service

Slope maintenance services were provided by the Group for Tai Lam Estate in Tsing Kwan O, from January to the end of April 2011. Managed by Synergis, Tai Lam Estate management office has to comply with the S-5 Year Planned Maintenance and Improvement Program under the Synergis Building Life Cycle Maintenance Model that forms a part of routine inspections and cyclical maintenance works. Service Pro is the project consultant and Optimum Engineering is the contractor; in which, Synergis served as the bridge of different parties and optimized the effectiveness of one-stop maintenance solutions.

This project aims to provide maintenance service for 20 slopes in the Tai Lam Estate, in an area exceeding 20,000sq.m. The project covers the repair of retaining walls and concrete of slope surface, improving the drainage and water collection systems and replacing the damaged drainage lid and the hardened filler between the expandable clips in retaining walls due to aging. The contract is valued at over HK$4 million.

Mr. Ryan Chan, Project Manager of Optimum Engineering said, “In order to complete the project before the wet season, we had to shorten the construction period from one hundred working days to within one and a half months, without sacrificing engineering quality. The results were encouraging and exceeded customer expectations.”

The project was completed in May 2011, and the management office of Tai Lam Estate is satisfied with the results and the quality of the work performed.
Seminar on Revitalization of Industrial Buildings (RIB) by Synergis and Century 21 Surveyors

New Chang Management with Century 21 Measurement to Form a Cooperation Alliance and Organize an Industrial Zone Revitalization Lecture

Synergis has announced the formation of a strategic alliance with Century 21 Surveyors Limited for the provision of industrial building revitalization services for the owners. Showing its active role in industrial building revitalization, Synergis, joining hands with Century 21 Surveyors and the Hong Kong Federation of Industries, organized a seminar on RIB on 27 January, 2011. Presented by Mr. Laurie Lo, Head of the Development Opportunities Office of the Development Bureau of the HKSAR Government, Mr. Matthew Chung, General Manager (Technical) of Synergis, and Mr. Tony Chan, CEO of Century 21 Surveyors, the seminar discussed the Government’s policies and the opportunities related to the revitalization of industrial buildings.

At the seminar, an agreement was signed between Synergis and Century 21 Surveyors on forming a strategic alliance to provide clients with the most professional and comprehensive services, including feasibility study, conversion application, and finance arrangement in the initial stages, to building renovation, leasing and daily management after revitalization, as well as helping clients to tackle any problems that may arise during the process.

New Chang Management (Hong Kong) Limited, on behalf of the Victorian Industrial Park, announced the formation of a cooperation alliance with Century 21 Surveyors Limited, for industrial building revitalization services. On 24 January, 2011, the Hong Kong Federation of Industries organized a seminar on RIB on 27 January, 2011. Presented by Mr. Laurie Lo, Head of the Development Opportunities Office of the Development Bureau of the HKSAR Government, Mr. Matthew Chung, General Manager (Technical) of Synergis, and Mr. Tony Chan, CEO of Century 21 Surveyors, the seminar discussed the Government’s policies and the opportunities related to the revitalization of industrial buildings.

Laundrimate Service Limited (Laundrimate) is a well-known subsidiary of Synergis dedicated to providing high-quality laundry and dry cleaning services. With state-of-the-art equipment and trained laundry experts, Laundrimate has grown steadily to serve over 100 corporate clients and has built up a good reputation for providing high-quality services.

Currently, the broad range of services includes dry cleaning, machine washing, cleaning, laundry and leather and fur care for personal clothes and household items and partnering with laundry retail outlets to handle their dry cleaning and special treatment orders. With a modern fleet of vans, Laundrimate has been providing daily pick-up and delivery services to various collection points throughout the territory.

As business expands, Laundrimate has extended the service scope to professional uniform cleaning for various businesses such as retail stores, hotels, restaurants, colleges and universities, logistics organizations, beauty salons, fitness centres, industrial business and many others.

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With the aim of enhancing the corporate image of our clients and to demonstrate our dedication in providing unparalleled attention to our clients’ needs, we offer free value-added services such as minor repairs and professional stain removal service in our professional uniform cleaning. Currently, Laundrimate is the designated service provider of uniform laundry services for many well-known retail groups, international brand chain stores, financial institutes and medical groups.
Synergis as Manpower Developer

Thanks to their commitment to manpower development, Synergis and its parent company, Hsin Chong Construction Group, have jointly been honoured as “Manpower Developers” in a 2-year term in the Manpower Developer Award Scheme organized by the Employers Retraining Board (ERB). The scheme was launched in December 2009 to acknowledge organizations which have demonstrated outstanding accomplishments in manpower training and development as Manpower Developers. The assessment areas include Leading a Learning Culture, Resources Planning, Training and Development System, Performance Management and Corporate Social Responsibility in Manpower Development. Synergis and Hsin Chong Construction Group were assessed as being outstanding in their commitment to manpower development and therefore honoured as Manpower Developers. The presentation ceremony was held on 28 April 2011 and Dr. Catherine Chu, Executive Director of Synergis and Hsin Chong Construction Group, accepted the award on behalf of both companies.

Synergis Wins Green Office Management Award

Hsin Chong Center joined the Hong Kong Green Awards 2010 in December last year and eventually won the Green Office Management Award Bronze Award. Organized by the Green Council and co-organized by 8 public organisations, the Awards are selected based on the corporate commitment and leadership to the establishment of green office management, the environmental achievement on energy conservation, water conservation, waste management, indoor air quality, carbon emissions and green purchasing, as well as environmental training and promotion. Winning the Award demonstrates the outstanding performance of Hsin Chong Center on all assessment criteria concerned.

Synergis supported the Good Housekeeping Competition organized by the Occupational Safety and Health Council and its property. Elegance Garden received a Merit Award in the Good Housekeeping Award presentation ceremony held on 14 December, 2010. Dr. C H Fan, Managing Director of Synergis, said, “Synergis is committed to delivering quality services as well as providing a safe and healthy environment to our employees, customers and the public. We believe, the implementation of 5S is an effective way to uphold the occupational safety and health level.”

The Good Housekeeping Promotional Campaign aims to promote, through the 5S concept, systematic management of the workplaces and encourage employers to provide a clean, tidy, safe and hygienic working environment, with the ultimate goal of raising the work efficiency of employees and reducing work injuries.

Shatin Quality Management Competition

Recently, several properties of Synergis have won the Quality Management Competition Awards in their respective districts thanks to the outstanding performances of the estate management offices in building management, cleaning services and security services. The award recipients are as follows:

Kowloon City Quality Building Management Competition and the Best Environmental Hygiene Building
Perth Garden – first runner-up (Best Environmental Health Building Group)
Wong Tai Sin Quality Building Management Competition
The Vista – first runner-up (Private Residential Property Group)
Toa On Court (Phase II) – Merit (Home Ownership Scheme and Tenants Purchase Scheme Group)

Elegance Garden Wins Merit Award in Good Housekeeping Promotional Campaign

Elegance Garden won the Merit Award in the Good Housekeeping Promotional Campaign held in December 2010. The contest commenced in mid-June, 2010. The participating properties had to save 2% or more electricity consumption in their respective public areas in three consecutive months between 15 June and 15 September, 2010, compared with the same period in 2009.

Quality Building Management Competition Awards

Shatin Quality Management Competition

Mei Tin Estate – Merit (Public Housing Group)

Elegance Garden – Merit (Commercial Premises Group)

Broadview Terrace Awarded in Power Smart Contest

Broadview Terrace won commendations in the “Power Smart” Contest 2010 organized by Friends of the Earth, in recognition of the property’s successful reduction of electricity use and emission of air pollutants and carbon dioxide, together with its support of a low-carbon lifestyle.

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New Staff on Board 新昌新力量

2月 Feb 2011

Mr. Manny Sagar Manney Sagar先生
Director – Facility Management 董事 – 设施管理

- Responsible for managing all FM operations.
- Holding the degree of Electrical Engineering.
- With over 25 years of experience in facility management.

Ms. Melody Guo 郭小雪小姐
Leasing Manager – Synergis Property Services (Beijing) Co., Limited

- Responsible for all the leasing and human resource management in Beijing.
- Over 20 years of experience in property management.

3月 Mar 2011

Mr. Paulman Fong 万志强先生
Operations Director – Synergis Property Management (Shenzhen) Co., Limited

- Responsible for the management and operations of ECMall in Beijing.
- Over 20 years of experience in the property management industry.

Ms. Nicole Lam 林慧娜女士
Technical Manager 工程经理

- Responsible for technical audit and associated with major decoration projects.
- Over 15 years of experience in the architectural field.

Mr. Raymond Ha 夏建辉先生
Area Manager 分区经理

- Responsible for estate management in New Territories West.
- Over 15 years of experience in estate management.

Mr. Wilson Chan 陈利球先生
Technical Manager – Service Pro Limited 服务服务有限公司工程经理

- Master Degree holder of Science in Construction Management (Construction Project Management).
- Over 15 years of experience in the architectural field.

4月 Apr 2011

Mr. Kevin Lam 林亿信先生
Technical Manager 工程经理

- Master Degree holder of Science in Project Management.
- Over 17 years of experience in building maintenance and project management.

Hong Kong and Mainland Annual Strategic Planning Workshops

The workshop was hosted by Mr. Steve Chow, Human Resources Director and managed by Dr. C H Fan who spoke of his expectation on the objectives, strategies and development goals in the Mainland for the present fiscal year. The two-day workshop consisted of the techniques on team building, excellent project visits, discussions and presentations of the strategies and participants are now well prepared for the company's strategic objectives for the year.

H Kong

The Annual Hong Kong Strategic Planning Workshop was held at the HICC Bella River Country Club on 28 January, 2011. Nearly 50 colleagues attended, including Managing Director Dr. C H Fan and Executive Director Dr. Catherine Chu. The workshop highlighted that day included the development of objectives, strategies and action plans. During the workshop, Executive Deputy Chairman Mr. Wilfred Wong described the company's direction and future challenges at the same time encouraged all colleagues to continue with their efforts to meet the company's goal of long-term development.

Mainland

The Annual Mainland Strategic Planning Workshop was successfully held in Tianhui County Club, Pinggu District in Beijing on 24 and 25 February, 2011. Among the more than 30 attendees was Dr. C H Fan, Managing Director, Mr. Alfonso Chu, Managing Director (China) – Synergis Property Services (Beijing) Co., Limited and Mr. Henry Tse, Director & Chief Operating Officer (China) and the management of all branches.

The workshop was hosted by Mr. Steve Chow, Human Resources Director and managed by Dr. C H Fan who spoke of his expectation on the objectives, strategies and development goals in the Mainland for the present fiscal year. The two-day workshop consisted of the techniques on team building, excellent project visits, discussions and presentations of the strategies and participants are now well prepared for the company's strategic objectives for the year.
**Exchange and Sharing – Contractor Forum 2011**

The Contractor Forum 2011 was successfully held at the Hsin Chong Center on 4 March, 2011 and representatives of a total of 60 categories of engineering and cleaning services were invited to attend. The Forum aimed at giving the contractors a full picture on what they need to pay attention to, based on the implementation of the micro works control system effective from 31 December, 2010 and the minimum wage regulations with effect from 1 May, 2011. Meanwhile, the Forum was expected to consolidate the familiarity of all contractors with the criteria of “integrity” and “safety and health”.

The Forum speakers included Dr C H Fan, Managing Director, Mr. Steve Chow, Human Resources Director, Mr. Matthew Chong, General Manager (Technical), Mr. James Ma, Senior Manager – Quality & Audit, Ms. Natalie Li, Human Resources Manager, Ms. Julie Chan, Administrative Manager. We also invited Mr. Wilson Chan, Director – Corporate Division of Jardine Lloyd Thompson Limited to provide all contractors with professional elaboration of his insurance expertise.

### Newly-added PPS Service

**新增缴费服务**

Effective from 1 July, 2011 our customers will have one more channel to set their management fees. With the newly-added PPS service, they can settle their bills either by phone or by internet.

The addition of the PPS service is one of our latest service enhancement initiatives to help customers enjoy a hassle-free life. Our customers can now set their management fees no matter where they are and at any time they prefer. Our merchant code is “6009” – Synergis Management Services Limited.

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**Hsin Chong Construction Group 2011 Annual Cocktail Reception**

The Hsin Chong Construction Group 2011 Annual Cocktail Reception was held at the Hong Kong Club in Central on 24 March, with more than 300 guests in attendance. We were honoured that guests included Mr. Yau Shing Miu, JP, Under Secretary for Transport and Housing, Mr. Wai Chi Sing, JP, Permanent Secretary for Development (Works), Mr. Chan Chi Chiu, JP, Director of Drainage Services, F. M. Leung, JP, Director of Water Supplies and Ms. Ada Fung, JP, Deputy Director (Development and Construction) of the Housing Department. Hsin Chong Construction Group hopes that this annual reception can strengthen the ties amongst customers and business partners and we thank them for their ongoing support of the Group.

Mr. Wilfred Wong, Deputy Executive Chairman of Hsin Chong Construction Group, SJR, JP, said in his special welcoming address, “With the support of those of you gathered here, we are confident that we can scale even greater heights in 2011.”

2011年年度合作夥伴研讨会已于3月4日在新昌中心圆满举行，共有60位工程及清洁服务类别的合作夥伴代表出席，是次研讨会的主要目的是回应于2010年12月31日生效的小型工程控制制度，以及2011年1月1日实施的最低工资制度。让各方了解他们所关注的有关问题。同时，我们亦希望通过研讨会，巩固各项合作以在「诚信及「安全与健康」方面建立及持续的合作。

是次研讨会的讲师包括新昌管理集团董事总经理兼博士、资深工业工程员谭星博士、资深工业安全管理员黄浩博士及助理工程员林嘉华女士。他们是新昌管理集团长期的合作夥伴，亦对新昌管理集团的服务有深入了解。

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**Hsin Chong Construction Group 2011 Annual Cocktail Reception**

新昌营造有限公司于2011年7月1日开始推出了新收费服务，客户可选择以缴费服务电话或网上缴管理费，更方便。

新设的缴费服务，除了提升了解管理服务之外，亦可让客户随时随地轻松支付管理费，令生活更加便捷。

新昌管理有限公司的商户编号为“6009”。

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**A Happy Team – Synergis Annual Dinner**

一个快乐的团队 - 新昌管理集团周年聚餐

Under the theme of “A Happy Team” Synergis Annual Dinner 2011 was successfully held in January at the Kowloon Bay International Trade and Exhibition Centre. The dinner’s theme was chosen to express the company's encouragement to its employees as valuable assets. More than 140 tables were offered for the annual lunch and dinner that day, whereas a number of corporate clients, chairmen and members of owners' corporations attended the dinner.

The evening commenced with a wonderful lion dance, followed by the striking of the gong by Executive Deputy Chairman Mr. Wilfred Wong, Executive Director Dr. Catherine Chu and Managing Director C. H. Fan, for the expectation of better business development. Mr. Wong and Dr. Fan then gave addresses and encouraged their staff to continue their efforts to meet the company’s vision.

Multiple awards were presented, including Long Service Award, The Best Security Guard, The Best Technician and The Star Programme. The company also arranged a wealth of lucky draw gifts and a number of exciting games which were hosted by artist Ms. Samantha Ko who also sang for the delight of those present.

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**Hsin Chong Construction Group 2011 Annual Cocktail Reception**

新昌营造2011年周年酒会于3月24日于香港会所举办，当晚超过300位宾客出席。董房局副主席范云峰及房屋局总建筑师胡国信两位主持，梁喜耀处长及黎德成处长均于会议中发言。活动由新昌营造总经理兼博士、资深工业安全管理员黄浩博士及助理工程员林嘉华女士主持。新昌营造亦与会者一同欢度佳节，携手共进，新昌营造亦与会者一同欢度佳节，携手共进。
Earth Hour 2011「地球一小时」2011熄灯活动

Synergies has been actively promoting environmental protection activities in view of the global warming crisis. Synergies together with its properties owned or managed by more than 1 billion people around the world to participate in Earth Hour 2011 on 26 March, 2011, to turn off unnecessary lights for one hour. We also encourage the same participation of the business users at home or in their offices, to switch off unnecessary lighting fixtures, so as to reduce our carbon emissions, thereby helping our earth to breathe a little easier.

Caring Company 商界关怀

Synergies is always dedicated to realizing the core value of ‘Corporate Responsibility’ and actively participating in social services. In recognition of our good corporate citizenship, Hong Kong Council of Social Service has awarded the Caring Company logo to Synergies for the year 2010/2011, the ninth consecutive year we have received the award.

St. James Settlement Festive Gift Transfer Campaign 2011

During the Chinese New Year in February 2011, Synergies and People’s Food Bank of St. James Settlement joined hands to launch a festive gift transfer campaign to encourage all kinds of households to contribute to the needs of those in need.

Heart to Heart Company 有心计划

Since 2006, Synergies has been involved in “Heart to Heart Company” project and sponsoring “Heart to Heart School” to set up volunteer teams. In 2011, we continue our support for the programme and have now been a Heart to Heart Company for 6 consecutive years. Our participation not only helps students enjoy growing and leading more exciting lives, but also plays a supportive role for the entire community.

Synergies and a Heart to Heart School, Buddhist Chi King Primary School visited Hong Kong PHAB Association Kowloon West PHAB Centre on 5 May. Through the dialogue with their members, the volunteers know more about their everyday lives and their needs.

Projects List (As of May 2011) 新合約一覽表 (截至2011年5月)

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Service Scope</th>
<th>No. of Block / Unit / Floor Area</th>
<th>Contact Commencement Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hong Kong 香港</td>
<td>Rent &amp; tenancy services</td>
<td>8 blocks, a total of 160 units</td>
<td>1 Jun 2011</td>
</tr>
<tr>
<td>HK Land Rental</td>
<td>Rent &amp; tenancy services</td>
<td>8 blocks, 301 units</td>
<td>1 Jan 2011</td>
</tr>
<tr>
<td>何文生地产</td>
<td>Property management services</td>
<td>1 block, a total of 77 units</td>
<td>1 Jun 2011</td>
</tr>
<tr>
<td>Rosa Land</td>
<td>Property management services</td>
<td>1 block, a total of 77 units</td>
<td>1 Jun 2011</td>
</tr>
<tr>
<td>Yung Wah College &amp; Primary School</td>
<td>Facility management services</td>
<td>37,000 sq m</td>
<td>1 Jun 2011</td>
</tr>
<tr>
<td>Healthy Village Carpark</td>
<td>Carpark management services</td>
<td>224 parking spaces</td>
<td>1 Mar 2011</td>
</tr>
<tr>
<td>Jet Lin Carpark</td>
<td>Carpark management services</td>
<td>288 parking spaces</td>
<td>1 Mar 2011</td>
</tr>
<tr>
<td>Country Club</td>
<td>Security &amp; cleaning services</td>
<td>16,200 sq m</td>
<td>1 Apr 2011</td>
</tr>
<tr>
<td>Department of Justice</td>
<td>Security services</td>
<td>-</td>
<td>1 Apr 2011</td>
</tr>
<tr>
<td>GPA HK1 District</td>
<td>Facility management services</td>
<td>39 properties</td>
<td>1 Apr 2011</td>
</tr>
<tr>
<td>Company Registry</td>
<td>Security services</td>
<td>-</td>
<td>1 May 2011</td>
</tr>
<tr>
<td>Fanning Town Centre</td>
<td>Security services</td>
<td>-</td>
<td>1 May 2011</td>
</tr>
<tr>
<td>Sewage Treatment Plants (Shi Kong, Shenzhen, Shun Tak,</td>
<td>Sewage services</td>
<td>488,000 sq m</td>
<td>1 May 2011</td>
</tr>
<tr>
<td>Shanghai 上海</td>
<td>Pre-management services</td>
<td>115,900 sq m</td>
<td>1 Jan 2011</td>
</tr>
<tr>
<td>The Fangong</td>
<td>Pre-management services</td>
<td>115,900 sq m</td>
<td>1 Jan 2011</td>
</tr>
</tbody>
</table>
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