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HEAD OFFICE

A Word from the Group General Manager

Dear Clients,

It is 20 years since Tim Berners-Lee working at CERN submitted a paper called "Information Management: a Proposal" to his supervisor Mike Sendall. This document, called "vague, but exciting" by Sendall, became the blueprint for the World Wide Web, (the foundation of the internet) which launched the following year.

E mail and the internet has changed the way we communicate and look at the world. By the time the current generation of school students finish their education they are likely to be doing jobs which don't even exist today. Things will be done differently.

In this issue we present a way for you to do things differently using [Gemini's](#) outsourcing service. [Gemini](#) currently handles the payroll and MPF administration for a range of clients. The whole process of issuing employment contracts, administration of pay and MPF contributions and end of year reporting to the Inland Revenue Department are all included in the service. If you are looking at ways of reducing the time you spend on administration, look closely at what [Gemini's](#) outsourced services provide.

Similar arrangements apply at our offices in China.

We also look at some of the issues surrounding good communications.

As always your comments and feedback are welcome at any time gprice@gemini.com.hk

Best regards,

Graham Price

Group General Manager

Thought for the month

If we had no winter, the spring would not be so pleasant; if we did not sometimes taste of adversity, **prosperity** would not be so welcome.

Anne Bradstreet (1612–1672), British-American poet

GEMINI PERSONNEL HONG KONG

New address for Gemini

[Gemini Personnel](#) will be upgrading our offices in next month. We will have improved communications, meeting rooms and conference facilities and this will all allow us to improve our service to you, our valued clients.

Our new address from 4 May 2009 will be:

6/Floor, ING Tower, 308, Des Voeux Road Central, Hong Kong

More details in next month's newsletter.

Temporary Staffing

Michael Parker, who founded online sweet shop "A Quarter Of" in 2002, has had to cope with surges in business after articles about the website appeared in the national press.



Temporary staffs, he says, are ideal because of the flexibility they provide. "It's just a case of, on a Friday or a Monday, saying to the agency that I need extra people this week and getting people in quickly. It can be that one week we might need 10 people, and the next week we might need three."

An added benefit has been that he was able to take one of the temps on permanently to deal with fulfilment of orders. "She had proven herself over two or three months. It's nice that once you train people up, you can keep them on as long as possible."

What do employers need from temporary staff?

When you employ temporary staff from Gemini you need someone who can get started right away, with the credentials to undertake the project. They need to be someone who will fit into your team and have a flexible attitude. The fact that you require someone on a temporary basis should not mean you have to compromise on efficiency and professionalism.

Please see the accompanying article [Gemini Temp and Outsourcing](#) in this edition.

The Economy

The Hong Kong economy has been hit by the global financial crisis, resulting in an increasingly higher jobless rate and a dismal employment outlook. The latest unemployment data shows the jobless rate in the construction industry has increased to 7.2% (with significant input from workers returning from blighted Macau projects). Ms Cherry Tse Ling Kit Ching, JP, Commissioner for the Hong Kong Labour Department, noted that the unemployment was also as high as 2.9% in the financial sector due to decreased job availability.

Let's look at the good news. There certainly been a slowdown in economies across the world and a consequent knock-on effect on jobs and career development prospects for professionals and managers at all levels. However this does not mean that recruitment has come to a complete stop. In fact our own experience is that things are starting to pick up.

Recent research found that worldwide well over half of all businesses questioned were currently hiring and 43% intended to hire in the coming quarter. The hiring of locals and returnees in preference to international staff in China has really taken off as organisations look for best value from their hires.

Rather than being a classic downturn, this one seems to be developing a very specific nature, which hits certain countries and sectors extremely hard whilst leaving others relatively or even completely unscathed.

GEMINI TEMP AND OUTSOURCING

Gemini's Temporary Staffing Division

Gemini has been active in temporary staffing throughout our 20 years of operation. Our experienced team are able to find staff for clients quickly and efficiently, whether you are looking for short term cover or for a longer term project or contract.

Services Provided:

Gemini can provide range of services:

- Recruitment of temporary staff
- Recruitment of contract staff
- Outsourcing Services



Recruitment of temporary staff

Finding temporary staff requires special skills as the sourcing of candidates differs from permanent staffing. This is particularly so when a client needs someone "this afternoon". [Gemini](#) provides "temp" candidates for various positions such as IT Managers, Legal Secretaries, Receptionists and HR Managers. [Gemini](#) also provides exhibition, sales and promotion staff for the many exhibitions that are held regularly at the HK Convention Centre. We were recently asked to find a multi cuisine cook and a chauffeur for an immediate start!

Our temporary staff are employed by [Gemini](#) with a full contract of employment and full benefits including prompt salary payment via autopay, MPF contributions, annual leave, and employee compensation insurance. [Gemini](#) Temp Consultants monitor the performance of the candidates on the job, which reduces turnover and ensures most candidates complete their entire assignment thus relieving clients of the headaches of frequent staff changes. [Gemini](#) manages all aspects of the employment contract, payroll, leave records etc

The fact that you require someone for a short term basis should not mean you have to compromise on efficiency and professionalism.

Recruitment of contract staff

There are many reasons why an employer does not want to issue permanent employment terms to staff, these include a headcount freeze, budgeting, or simply adjusting to seasonal workloads. By using [Gemini](#) contract staff, employers have ready access to a pool of qualified candidates, who can be issued with an employment contract by [Gemini](#), for the period that the work is required. The contract can be renewed or extended, thus relieving the client of most of the associated HR tasks which use in house resources and manpower which can be deployed on other duties in the organization. With [Gemini](#) handling all aspects of the temp employment and payroll, the employer can focus on the core business of making money for the organisation.

Outsourcing Services

Even if you wish to fully employ staff under your own contract of employment, [Gemini](#) is able to administer the payroll of temporary and contract staff, including the payment of Hong Kong MPF or Chinese Insurances, holiday pay and other statutory reporting. This relieves the employer of significant administrative overhead.

[Gemini](#) will:

- Complete all pre-payroll calculations
- Submit payroll summary report to client for final approval
- Remit the payroll into employee accounts
- Ensure all relevant insurance, tax, social security, pension and other deductions, as well as mandatory reporting requirements, are dealt with according to local regulations
- Provide pay slips in required formats, to employees
- Provide payroll reports to client
- Manage reimbursement of expenses or allowances

Payrolls are normally satisfied using HSBC's automated systems, but certain payments including holiday pay or sickness benefit may be made by cheque.

Gemini will ensure that the MPF contributions are made and correctly reported to the Inland Revenue department in Hong Kong, or that appropriate withholding taxes are calculated and paid in mainland China.

Gemini's Clients

Gemini currently provides payroll services to a number of Government departments and affiliated bodies, major chemicals multinationals, and several SME's. We are frequently asked to assist companies setting up in Hong Kong with the recruitment of staff, managing payroll and staff administration and our clients have ranged from SME's to large firms with substantial overseas operations but small presence in Hong Kong.

For further information, please contact Stephanie at stephanie@gemini.com.hk or call 2525 7326.

Executives you may be interested in

Gemini Executive attracts a large number of high calibre executives. In addition to our extensive database Gemini has an impressive network of industry contacts which enable us to identify the right executive for your team. Please contact Gemini for more details of these and other quality executives.

For more information about these candidates or Gemini's Executive Division and the services it provides, please contact the Gemini Executive Manager: Ms Helen Law at helenl@gemini.com.hk

Commercial Director

- Construction professional with over 30 years industry experience in infrastructure, building, civil engineering and themed construction projects
- M.R.I.C.S. qualified Quantity Surveyor with working exposure in the UK, Middle East, Singapore and Hong Kong SAR
- Track record of managing mega projects with values exceeding HK\$35Billion
- Strong in construction administration, processes and procedures, tendering at commercial level

Ref 46129

Chief Investment Officer

- A proven asset management fund manager with more than 13 years hands-on investment management experience
- Has strong work credential and established clientele/investor fund networking especially in Japanese market
- Strong organizing skills and extensive start-up operations experience as well as impressive fund performance benchmarking
- Worked in regional establishments and has in-depth investment understanding of regional markets like PRC, HK, Japan & SEA.
- A licensed "Responsible Officer" with SFC Type 4 & 9
- Managing AUM fund portfolio at about USD2Billion

Ref 30185

Senior Project Manager

- A Project Management professional with 17 years experience with major Construction companies & Developer for mega projects

- Project exposure in airport, rail, station, school, stadium to hotel in the region, to Government projects such as school, building, slope, road and drain Works.
- Recent 3 years on the fast track Hotel Complex and Stadium project in Macau value up to HK\$36B contract sum and achieved no EOT entitlement of contractors for O/S design & coordination, works completed 2 months before the grand opening, expenditure well below contract sum
- Strength in coordination of construction activities, budget control, cash flow forecast & overall programme for design, procurement and construction
- Registered Structural Engineer & Professional Engineer (Degree in Civil & Structural Engineering), Chartered Association of Certified Accountants, Member of HKIR & The Institution of Engineers in Australia, Licentiate - Quality Assurance, U.K.

Ref 44562

Country Head – Transactional Banking

- Senior Banking Specialist with country-wide responsibility for sales growth, revenue accountability and network support for Asset Finance, Transactional Banking and Receivables Finance Products.
- Has experience in providing and marketing a broad range of Financial services to corporate, large commercial, SME and HNWI's.
- Experienced in funding public company takeovers, mergers and acquisitions, Debt & Capital Structuring and Financial viability Assessment.
- Excellent leadership qualities and motivational drive. Has lead large team of people (15+) in achieving corporate goals, Sales targets and strategic objectives.
- Has held Director position in a Group with Intellectual property assets with responsibility to market actively to potential end users.

Ref 46222

READING PEOPLE'S BODY LANGUAGE

Body language is the meaning behind the words or the "**unspoken**" language. Surprisingly, studies show that only up to an estimated **10 percent of our communication is verbal**.

The majority of the rest of communication is unspoken. This unspoken language isn't rocket science. There are some basic interpretations that can be applied to help with the understanding or translating of these unspoken meanings.

Here are some basics:

1. Smile

People like warm smiles. Think of a heartfelt warm-fussy, maybe your favourite pet, and smile.



2. Eyes

If you don't look someone in the eyes while speaking, this can be interpreted as dishonesty or hiding something. Likewise, shifting eye movement or rapid changing of focus/direction can translate similarly.

If more than one person is present in a group, look each person in the eye as you speak,

slowly turning to face the next person and acknowledge him or her with eye contact as well.



Continue on so that each person has felt your warm, trusting glance. Some suggest beginning with one person and moving clockwise around the group so that no one is missed, and so that you are not darting around, seemingly glaring at people.

3. Attention Span / Attitude

Other people can tell what type attitude you have by your attention span. If you quickly lose focus of the other person and what is being said, and if your attention span wanders, this shows through and makes you seem disinterested, bored, possibly even uncaring.

4. Attention Direction

If you sit or stand so that you are blocking another in the party, say someone is behind you, this can be interpreted as rude or thoughtless.

So be sure to turn so that everyone is included in the conversation or angle of view, or turn gently, at ease and slowly, while talking, so that everyone is incorporated, recognized and involved in the conversation. Again some suggest the clockwise movement when working a group.



5. Arms Folded / Legs Crossed



This can be seen as defensive or an end to the conversation. So have arms hang freely or hold a glass of water, a business card or note taking instruments while communicating with others.

Be open with open arms. Note: If you need to cross legs, cross at your ankles and not your knees. Sitting tightly folded up says that you are closed to communications.

6. Head Shaking

If people are shaking their heads while you speak, they are in agreement. If they are shaking, "no," disagreement reigns in their minds.

7. Space / Distance

On the whole, people like their own personal body space. Give people room and keep out of their space. Entering to close can be intrusive and viewed as aggressive. Leaning – Sitting or standing, leaning is viewed as interest.

In other words, an interested listener leans toward the speaker. Note others' body language – While you are with others, note how their bodies read. If a person suddenly folds his arms across his chest and begins shaking his head ""no," you've probably lost him.

Might try taking a step back and picking up where the conversation began this turn for the negative and regroup. It's all about strategic planning!

So next time you are in a meeting, don't just listen to the words, look at the body language!

JM GEMINI CHINA

NPA Conference San Antonio

Last month Anthony Aucutt, GM of JM Gemini, represented AHRG at the NPA Annual conference in San Antonio.

NPA is a global association of over 450 Search and recruitment companies world wide, who work to a common standard of ethics and client service to allow member firms to provide international recruitment globally.

Shenzhen Visa Changes

The Hong Kong multi entry scheme for Shenzhen residents has now been extended. About 2.2 million Shenzhen residents can now apply for 12 month multi entry visas. They may obtain this alongside their existing travel permits, and stay in Hong Kong for up to seven days per visit.

For further information on J. M. Gemini's Visa solutions please contact veronicaz@jmgemini.com

Don't internet chat at work! Court Upholds chat sack ruling

A woman office worker who used MSN for personal chats while at work has had her dismissal upheld by the Shanghai No. 2 People's Intermediate Court. The woman was sacked from a research company last June for breaking a company regulation forbidding the use of MSN chats in office time for personal matters, according to the Oriental Morning Post report. The company paid Li more than 4,000 yuan for pay and overtime owed before she sought arbitration from a local mediation committee, and later from the court. The company told the court that its regulations had forbidden chatting on MSN for personal matters and that all its employees had signed an agreement to this after a staff meeting last January.

Shanghai Daily Online (Mar 17)

China rules on working hours

The Shenzhen Labour and Social Security Bureau will impose rules concerning flexible and accumulated working hours against government agencies, public institutions and social organizations that usually have fixed eight-hour workdays, the Guangzhou Daily reports. The rules aim to reduce the number of disputes over payment.

SCMP 14 Mar 09

CHINA – HELP WANTED

Help Wanted: China and India's Search for Experienced Managers

Despite the economic turmoil, businesses continue to invest in China's developing market. Hiring qualified people to fill strategic positions remains a problem for both local and international firms because of a skills gap in the country's labour market.

McKinsey Global Institute estimated that China will need 75,000 globally effective leaders over the next 10 to 15 years, and that there are only 3,000 to 5,000 individuals in China who meet the criteria.

Local Hires

Local hires understand the Chinese business environment, language, and culture, but often lack international business and regional management expertise and, in many cases, fluent English skills. Nurturing a local employee to developing these skills is slow and risky. Investment in China is creating so many opportunities that there is high demand for local staff and, therefore, high staff turnover

As the political and economic environment evolves, more Chinese students are being educated in Western markets and acquiring the global experience needed to manage a multinational business in China.

For the past years, Beijing has been trying to attract skilled Chinese working overseas to return home by offering stipends and financial aid. There are other issues to consider. Some have been living overseas for 10 or 15 years since leaving university. The China they return to is very different from the one they left. They have been used to living life in the West and face the same adaptability issues as a Western employee will when they arrive back in China.

Program to Offer Subsidies for Foreign Experts

Given the limited supply of returnees, Government has launched a programme to pay RMB 1 million in subsidies each for foreign senior company official, patent holder and entrepreneur willing to work and share their technical knowledge. The package will also include allotment for medical care and pensions.

The new program is looking into hiring 1,000 foreign experts aged 55 or younger that are willing to stay in the country for half a year or longer. Applicants must have the academic title equivalent to a professor, or currently work as a senior managing staff with a famous international company or banking institution.

People who have developed technologies or patents are also welcome to apply in addition to entrepreneurs well-versed with the international rules of a certain industry.

The foreign experts will be tasked to lead colleges, research institutes, state-owned companies, banking institutions and research programs.

In Conclusion

Still, whether companies choose to recruit from abroad or find talent in the domestic market, finding the right talent is just the beginning. As China continues to grow, skilled managers will be needed not only to lead companies forward, but to train the nations' next generation of business leaders. It is a task truly worthy of the global talent search taking place.

If you would like to know more about recruiting talent in China, please contact [Gemini](#).

GEMINI PERSONNEL THAILAND

Gemini Thailand



April is traditionally the summer holiday month in Thailand with all schools closed from mid March to early May and Thai New Year – Songkran – coming up from 13 to 15 April.

Business activity slows down considerably during this period. But we might have a hot political month with Mr. Thaksin's supporters blocking Government House as we write this newsletter.

Thailand ranked highly for women bosses

Thailand has been ranked third globally for its proportion of senior positions held by women - 38%, compared with an average of 24% - in a Grant Thornton International study. The highest percentage of women in senior management is 47% in the Philippines and the lowest is 7% in Japan.



A similar trend was apparent in the annual MasterCard Worldwide Index of Women's Advancement. This study of the development of women in their career path ranked Thailand second in the Asia Pacific, with an index score of 91.5, up from 78.4 in 2008.

The improvement reflects more women than last year reporting themselves to be in managerial positions and earning above median income.

Australia had the highest index of 96.1, while the pan-regional index score across 14 markets edged up from 71.6 in 2008 to 72.4 in 2009.

Thailand also had the highest percentage of women in Asia Pacific who saw themselves as making financial decisions for their households, with 77.8% of the women surveyed saying so.

Executive Recruitment: Character plays a key decision role

Although the Thai public opinion has become somewhat immune to scandals and their media coverage, the issue of "character" is surely on the minds of many International HR Directors and local recruiters as they seek senior-level executives.

While not a new focus, finding individuals with integrity is on the forefront simply because of the publicity surrounding many "tainted" projects at Suvanaphum airport and other infrastructure works. The new government has announced a long list of new public works to stimulate the economy and international companies are concerned (not) to find themselves confronted with unpleasant surprises a couple of years down the road.

Today, companies are looking beyond the resumes, the references, the "pedigree", the psychological tests, and the performances during interviews.

As a candidate, you should be aware of some unique ways that search firms like us and even more, in-house hiring managers are looking at their potential leaders-employees. Those in charge of screening candidates are drawing on unusual strategies to find out information not readily available during the typical interview. Don't be surprised if you're asked to attend a sport event or a dinner out. Sounds great, but what may seem like a fun night out may cost you that targeted executive position.

Here's some insight to what companies are looking for in a senior executive and what strategies are used:

- Be aware of the question "tell me about your mother or father." It may seem like an ice breaker, when in fact it is a question with far reaching impact. In many cases the values of a parent are also the values of the candidate, and that is what we and the employer are looking for. Compliments on a parent's work ethic, integrity, and so on can give a good picture of what it is that you value as well. How you were raised and your relationship with a parent frequently has a major impact on performance at the executive level.
- Warning: Should a recruiter ride along with you in your car through the congested streets of Bangkok, pay attention to your driving style and behaviour while behind the wheel. This can quickly show your reaction to a stressful situation. Courtesy, patience (too little, too much) and aggressiveness are qualities that become quite obvious behind the wheel. Just remember who you're riding with.
- Some of our clients like to take the candidate out for drinks or to dinner with some friends, unknown to you. Most important is to see how you relate to other people and the service personnel. How you treat others, whether it is with respect or in a demeaning manner, will become apparent in this environment. If you are rude to waiters, there's a good chance you will act the same way towards lower level employees in the organization.
- The squash/tennis court or the golf course is a great place to find insight into a person's character. Pay attention to how you're reacting to competition. Don't lose your temper, curse, or toss your gear John McEnroe style. Such issues of character won't surface during a typical interview and could very well hurt the company somewhere down the road.

Anyone can do a background check, finding out if you have ever been arrested (and for what), your driving record, previous employers, and references. Not to say that information is not important, but if all checks out well enough, the employer is still left wondering who this person really is. Will you cheat to get the upper hand? Will you lose it when put under stress? Are you going to turn into a liability? Do your values match those of the company?

These are all key issues when hiring a senior-level executive. And, it's our responsibility as search professionals to find out as much as possible before a candidate takes control of an organization.

Holiday Season

Monday April 6 – Chakri Day – our office will be closed.

Monday 13 April to Wednesday 15 April - Songkran Festival – Our office will be closed from Saturday 11 April 2009 till 20 April 2009.

The most obvious celebration of Songkran is the throwing of water. People roam the streets with containers of water or water guns, or post themselves at the side of roads with a garden hose and drench each other and passers-by. This, however, was not always the main activity of this festival. Songkran was traditionally a time to visit and pay respects to elders, including family members, friends and neighbours – sound like a long time ago!!



Not even the police were immune from a complete soaking during last year's Songkran festivities

PRACTICAL COMMUNICATION TIPS

Memo

To: All staff
From: General Manager
CC:
Date: 1 April 2009
Re: **Swearing at work**

Dear Employees:

It has been brought to management's attention that some individuals throughout the company have been using foul language during the course of normal conversation with their colleagues.

Due to complaints received from some employees who may be easily offended, this type of language will no longer be tolerated.

We do, however, realise the critical importance of being able to accurately express your feelings when communicating with colleagues.

Therefore, a list of 10 New and Innovative "TRY SAYING" phrases have been provided so that proper exchange of ideas and information can continue in an effective manner.

Instead Of:

You don't have a clue, do you?
And when the do you expect me to do this?
Well knock me backwards with a telegraph pole
Tell someone who does care
Not my problem, mate.
What the *****
No chance mate.

Why didn't you tell me that yesterday?
He's got his head up his backside
Yeah, who needs holidays anyway.

Try Saying:

I think you could do with more training
Perhaps I can work late
Really

Perhaps you should check with.
I wasn't involved in the project.
That's interesting.
I'm not sure this can be implemented within the given timescale.
It will be tight, but I'll try to schedule it in
He's not familiar with the issues
Of course, I was only going to be at home anyway

FOOD FOR THOUGHT!

With all this talk about "stimulus packages" and "bailouts"... Have you ever wondered what a Trillion dollars looks like?

We'll start with a \$100 dollar bill. Currently the largest U.S. Denomination in general circulation. Most everyone has seen them, slightly fewer have owned them. Guaranteed to make friends wherever they go.



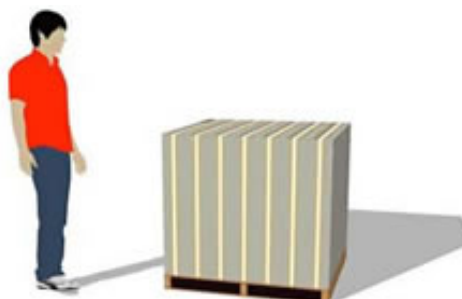
A packet of one hundred \$100 bills is less than 1/2" thick and contains \$10,000. Fits in your pocket easily and is more than enough for week or two of shamefully decadent fun.



Believe it or not, this next little pile is \$1 million dollars (100 packets of \$10,000). You could stuff that into a grocery bag and walk around with it.



While a measly \$1 million looked a little unimpressive, \$100 million is a little more respectable. It fits neatly on a standard pallet...



And \$1 BILLION dollars... Now we're really getting somewhere...



Next we'll look at ONE TRILLION dollars. This is that number we've been hearing so much about. What is a trillion dollars? Well, it's a million million. It's a thousand billion. It's a one followed by 12 zeros.



TAKE A BREAK!

Lawrence Livermore Laboratories has discovered the heaviest element yet known to science. The new element, Governmentium (Gv), has one neutron, 25 assistant neutrons, 88 deputy neutrons, and 198 assistant deputy neutrons, giving it an atomic mass of 312.

These 312 particles are held together by forces called morons, which are surrounded by vast quantities of lepton-like particles called peons.

Since Governmentium has no electrons, it is inert; however, it can be detected, because it impedes every reaction with which it comes into contact. A tiny amount of Governmentium

can cause a reaction that would normally take less than a second, to take from 4 days to 4 years to complete.

Governmentium has a normal half-life of 2- 6 years. It does not decay, but instead undergoes a reorganization in which a portion of the assistant neutrons and deputy neutrons exchange places.

In fact, Governmentium's mass will actually increase over time, since each reorganization will cause more morons to become neutrons, forming isodopes. This characteristic of moron promotion leads some scientists to believe that Governmentium is formed whenever morons reach a critical concentration. This hypothetical quantity is referred to as critical morass.

When catalyzed with money, Governmentium becomes Administratium, an element that radiates just as much energy as Governmentium since it has half as many peons but twice as many morons.

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