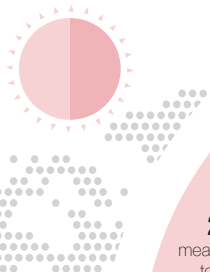




OUR PEOPLE MAKE THE DIFFERENCE

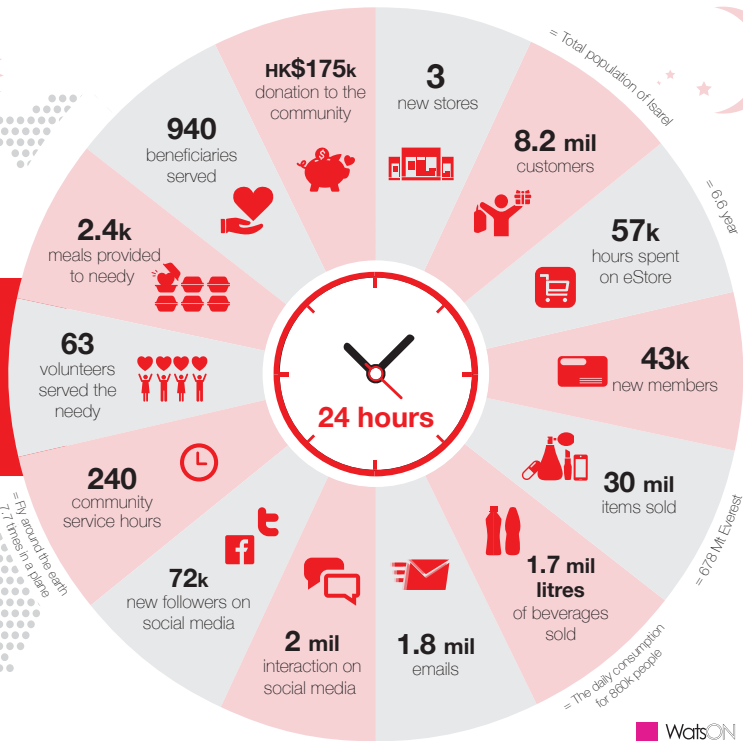
Season's greetings from A.S. Watson!



2016 ASW day?

What happens in an

What happens between sunrise and sunset across the globe in ASW, truly breath-taking!





ASW **175th** Anniversary
Celebrations Worldwide

Happy Birthday A.S.Watson!



ICI PARIS XL Belux – Store managers meeting



Watsons Thailand – Town Hall Meeting



Watsons Taiwan – Special Town Hall Meeting



Drogas – Gifts for the needy



A.S. Watson Group – Title Sponsor of FIVB Volleyball World Grand Prix Hong Kong 2016



Kruidvat & Trekpleister – Headquarter celebrations

Congratulations to our business units!



PARKnSHOP
Hong Kong

watsons
Singapore

watsons
Taiwan

watsons
Thailand

watsons
Thailand

watsons
Thailand

THE PERFUME SHOP

In Asia, **PARKnSHOP Hong Kong** and **Watsons Singapore** shares the joy of its 9th anniversary and 7th anniversary of its loyalty programme with its customers respectively by offering special offers and giveaways. While **Watsons Thailand** celebrates its 20th anniversary, 400th store opening and its membership reaching 3 million customers with a mini-concert and charity event, **Watsons Taiwan** also achieves the milestone of 5 million

members, 1 out of 4 Taiwanese have joined membership.

In Europe, **The Perfume Shop** celebrates its 5th birthday of Rewards Club and the milestone of 2 million members with an array of fantastic celebratory activities, from giant cakes, to parties and discounts on its fragrances.

watsons

HWB AWARDS 2016

PARTY TIME!

This year's Health, Wellness & Beauty (HWB) Awards once again thrilled and delighted our business partners around Asia, recognising the outstanding performance of our trade partners and strengthening the relationships that will continue to bring us shared success.

"Triumph in the Skies" was the theme of the **Watsons Hong Kong's** HWB Awards 2016. The theme reflected Watsons' role as a pioneer in the market as it steers the health and beauty sector towards new heights. Over 400 guests attended this event and over 200 awards were presented to the outstanding products and brands.



Around the world



Diane Cheung (4th from left), General Manager of Watsons Hong Kong, officiates at the ceremony



Kay Yi (left), Chief Operating Officer of Watsons Taiwan, presents trophy to the winner



Christian Nothhaft (front row, in the middle), CEO of Watsons and PARKnSHOP China, hosts the HWB Awards ceremony

Let the games begin! The Olympic spirit spilled over from Rio this summer and provided a sporting theme to **Watsons China's** HWB Awards which was held in Guangzhou and for the first time to involve a live webcast.

In **Watsons Taiwan**, there was a tour through the history of A.S. Watson Group at HWB Awards night. A history wall allowed visitors to walk through the milestones of the Group's 175 years, and guests were presented with a gift card featuring its vintage store opened in 1980s.

It was a step back in time to another era in **Watsons Singapore**, at a vintage circus-themed awards event. Visitors were treated to both the beautiful and the

Around the world



Rod Routley (3rd from left), Managing Director of Watsons Thailand attends the HWB Awards ceremony



Caryn Loh, Chief Operating Officer of Watsons Malaysia, gives her welcome address to all guests



Robert Sun (front row, 8th from left), Managing Director of Watsons Philippines, officiates at the kick-off ceremony

bizarre in a delightfully imaginative and tantalising awards presentation dinner that harked back to the style and mystique of the 1920s and 30s.

In **Watsons Malaysia**, the spotlight was thrown on the first ever store of A.S. Watson Group, at Alexandra House in Hong Kong. A lavish oriental gala dinner was inspired by the allure of Hong Kong back in 1841, and over 500 guests walked through the years of growth and transformation that followed.

Watsons Philippines drew on the shimmering gold of our original HWB logo to present a dazzling golden evening celebrating 175 years of heritage and innovation. Golden touches to all aspects of the awards lent an extra touch of glamour and prestige to the event.

There were bow ties, glamorous gowns and, of course, beautiful masks, at the masquerade party hosted by **Watsons Thailand**. More than 100 awards were presented to some of our customers' best-loved brands.



Singapore



Turning HEADS

24 lucky ladies entrusted their tresses to the world's top hair stylists in a promotion at **Drogas Latvia** to mark the launch of the Toni & Guy hair care and styling range. The promotion generated awareness and excitement around the new range, which takes the fashionable looks to Latvia.

Drogas

Winning on VALUE

Kruidvat has launched an attention-grabbing campaign "Our Price Evidence" this autumn to remind shoppers of its great value and low prices and demonstrate its commitment to the very best value. Meanwhile, **Trekpleister** is treating its customers to a double-dose of tips, expert advice, attractive offers on health and beauty, with the release of two surprise special-edition magazines.



SHADES of beauty

Superdrug has joined forces with a famous TV presenter to encourage the beauty industry to better cater to the needs of black and Asian British women. Superdrug has launched a Shades of Beauty microsite featuring more than 100 products that specifically cater to black and Asian hair types, and make-up for darker skin tones, all of which can be home-delivered free of charge to members.

Superdrug 



Heaven SCENT

Cocktail mixologists at an exclusive Perfume Bar created by **The Perfume Shop** created edible delights inspired by some of the world's favourite fragrances this summer and treated the guests to a choice of six custom-made cocktails. On the other hand, **ICI PARIS XL** has launched its first luxury fragrance for women called INTIMACY. This distinctive, rose-scented perfume comes in a sensuous oval bottle covered in soft leather.

THE PERFUME SHOP

ICI PARIS XL



Rhythm of **LIFE**

Watsons has taken the lead to promote healthy lifestyle.

Watsons Malaysia's night-time zumba party took place on the beach with over 5,000 glow-stick waving participants, breaking the Malaysia Book of Record. **Watsons Taiwan** and **Turkey** also hosted zumba parties to encourage people to try a new form of exercise. And **Watsons China** made zumba a meaningful cause, with 500 people dancing at a zumba carnival linked to a CSR campaign in support of new children's home. To promote the benefits of doing exercises, **Watsons Ukraine** organised a Healthy Living Festival where over 800 customers participated in yoga, Latin dance classes and street workout.



Grand **LAUNCH!**

The Absolute New York beauty brand has arrived at **Watsons Hong Kong**. A launch event was held to introduce new beauty products that create feminine, flirty and fun looks. Besides, superstar Aaron Kwok has launched his own range of men's skincare products at **Watsons China** – the Aa Kode+ range which is designed to help Asian men moisturise and revive their skin.



Christian Nothhaft (2nd from right), CEO of Watsons and PARKnSHOP China, attends the launch event



Caryn Loh (3rd from right), Chief Operating Officer of Watsons Malaysia hosts the launch event

[Visit the eStore!](#) ▶

Strive for **INNOVATION**

Watsons Malaysia has launched a new eStore and mobile app to give customers a refreshing shopping experience. The app unites members' VIP cards with their shopping, and allows them to pay with VIP points. The new eStore provides time-saving services such as home delivery and click & collect.



Bold hair **COLOURS**

Watsons Philippines customers were encouraged to be brave and try something new with the Colour Your Hair Bold campaign. Excitement built around a live event in Manila to give women tips for at-home colouring, and culminated in the transformation of six brave women's hair with bold new colours.



E-ASY for members

PARKnSHOP China has digitised its loyalty programme with an e-membership card that provides MoneyBack members with greater convenience and exclusive privileges. The e-membership card allows members to check their points, keep up with the latest promotions, enjoy member-only deals and even pay for their goods.





Try the iClub app!



EXCLUSIVE for members

A new loyalty scheme “iClub” and mobile app, which aim at attracting younger customers and rewarding loyal members, have been launched by **FORTRESS**. The iClub provides members with discounts, priority services and bonus points on their birthday while the mobile app allows them to manage their membership online as well as receive digital coupons and track their rewards.



Green and **REFRESHING**

Watsons Water has launched an entertaining and educational online video and TV commercial to promote its 100% rPET reborn bottle and its mission to help build a better future through quality and innovation. Also, **Mr. Juicy** has been given a taste and texture revamp and fresh new packaging to attract energetic and trend-conscious customers.



Watch the Online Video! ▶



CSR Awards



A.S. Watson Group

Hong Kong

Sustainable Business Award 2016

(by World Green Organisation)

The 7th Hong Kong Outstanding Corporate Citizenship Awards Enterprise Category - Silver Award

The 7th Hong Kong Outstanding Corporate Citizenship Awards Volunteer Team Category - Merit Award

(by Hong Kong Productivity Council and the Committee on the Promotion of Civil Education)

PR Awards 2016 Best PR Campaign (CSR) - Silver Award

(by Marketing Magazine)

HR Innovation Awards Excellence in CSR Strategy - Gold Award

(by Human Resources Magazine)



2015/16 Family-Friendly Employers Award Scheme -

- Distinguished Family-Friendly Employer
 - Award for Innovation
 - Special Mention (Gold)
- (by Family Council (Hong Kong))



Hong Kong

2015/16 Family-Friendly Employers Award Scheme -

- Family-Friendly Employer
- Special Mention (Gold)
- Awards for Breastfeeding Support

(by Family Council (Hong Kong))



Hong Kong

U Green Awards Outstanding Green Campaign

(by U magazine)



Hong Kong

FoodEver WasteNever Programme - FoodEver Award Platinum Class

(by Hong Kong Women Professionals & Entrepreneurs Association and the Hong Kong Productivity Council)

HOKLAS Accreditation for Pesticide Testing - Food Safety Lab

(by Hong Kong Accreditation Service)



Lithuania

Certified Green Energy User

(by Enefit)



Brand Recognition Awards



A.S. Watson Group

Hong Kong

PR Awards 2016 Best Use of Digital - Silver Award
(by *Marketing Magazine*)

Hong Kong Business Awards 2016 - International Award
(by *DHL & South China Morning Post*)

Retail Asia Pacific Top 500 - Top 10 Retailers
(by *Retail Asia Publishing*)

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Asia

"Asia's Top 1,000 Brands" Survey 2016 - Asia No.1
Pharmacy/ Drugstore Brand
(by *Campaign Asia-Pacific*)

watsons

Singapore Malaysia Thailand Philippines

Retail Asia Pacific Top 500 - Top 10 Retailers
(by *Retail Asia Publishing*)

watsons

Hong Kong

PR Awards 2016 Best Use of Budget - Bronze Award
(by *Marketing Magazine*)



Customer Service Team Leader of the Year 2015
(Retail Service Contact Centre)

Customer Service Professional of the Year 2015
(Retail Service Contact Centre)
(by *Asia Pacific Customer Service Consortium*)

Marketing Excellence Awards Excellence in Content
Marketing - Bronze Award
(by *Marketing Magazine*)

watsons

Singapore

Influential Brands Top Brands Awards 2016 - Retail
Loyalty Card, Personal Care Store & Multi Brands
Beauty Store
(by *Brand Alliance*)

Young Executive of the Year - Chew Wei Kean, Senior
Pharmacist

National Retail Scholarship (Master's) -
Sharene Goh, Cluster Pharmacy Manager
(by *Singapore Retailers Association*)

LF Asia Community Pharmacist of the Year 2016 -
Sharene Goh, Cluster Pharmacy Manager
(by *Pharmaceutical Society of Singapore*)



Asia Pacific
Customer Service Consortium
亞太顧客服務協會
國際傑出顧客服務獎



Brand Recognition Awards

watsons

Taiwan

Ranked No.22 in Taiwan's Top 100 Brands
(by Campaign Asia-Pacific)

watsons

Malaysia

Putra Brand Awards 2016
(by Association of Accredited Advertising Agents
Malaysia (4As))

Loyalty & Engagement Awards 2016
(by Marketing Magazine)

watsons

Ukraine

Choice of the Year - Beauty and Health Shop
(by "No.1 Choice of the Year" International Festival Contest / TNS)

The Panacea Competition – The Best Pharm-market
(by AIPM Ukraine)

Best Drugstore Retailer 2016
(by Ukrainian Retail Association)



Best Buy Award
(by Dutch Consumer Authority)

Superdrug

Ranked No.8 in the Top 20 Places to Interview in the UK
(by Glassdoor)

ICI PARIS XL

Netherlands

Best Retail Chain in the Category of Perfumery
Best Webshop in the Category of Perfumery
(by ABN AMRO Retailer of the Year Election)



NEW **STORE** OPENINGS

Gen-i Store

Watsons Taiwan has launched a new store format, the Gen-i Store, to provide a more connected online-offline experience. Features include digital signage for promotions, 'Style Me' screens so shoppers can 'try on' different beauty looks, 'Tap n Shop' screens allowing people to buy digitally in each department and pay once at the end, and a diagnostics tool that can recommend health products in just three minutes.



NEW STORE OPENINGS ASIA



Watsons Thailand – Victory Mall



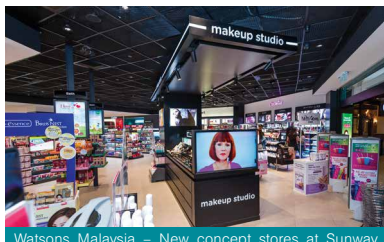
Watsons Singapore – Jurong Point Shopping Centre



PARKnSHOP China – TASTE at Guangzhou



Watsons China – Urumqi



Watsons Malaysia – New concept stores at Sunway Pyramid and Mid Valley



Watsons Hong Kong – First Gen Y store

NEW STORE OPENINGS EUROPE



ICI PARIS XL – Avenue de la Gare (Luxembourg) & Schilde (Belgium)



Watsons Ukraine – 11 new stores



Savers – 300th store opening



Kruidvat Belgium – Moeskroen



Superdrug UK – Teddington, North London and Nottingham



Trekpleister – Bunschoten



Drogas Latvia – Riga

Our People Make the Difference

A.S. Watson Group has grown over 175 years from a single dispensary into a 13,000-store global health & beauty retailer in a very different retail world. Our staff have been fundamental to our success, and here we look at how we're investing in the people who will be at the heart of our growth in the future.



The Paradigm Shift – from Training to Development

In the old days, people looked for a job, were hired or given the skills to do it, and hoped to eventually get a promotion. Those days are gone.

Just as consumers' needs are more varied and complex, so are the relationships we have with our staff. Career paths are not linear but networked, with opportunities across sectors of the business that help talented people develop their skills, not just use those they already have. Training has made way for 'people development', and the process of learning has changed from being course-focused to one of continuous learning.

“

Retail is changing rapidly, and so as A.S. Watson Group. Increasingly our focus starts and ends with customer. We recognise that technology changes customer expectations. Customers used to compare us with the store down the street, now they compare us with the best online shopping experience. And beyond just retail, they compare us with every business they interact with in their lives.

Hence in order to provide the best possible customer experience, we invest in people and technology.

And our 130,000 people are our unique asset.

”

Dominic Lai

Group Managing Director
A.S. Watson Group



Our people-development has won widespread praise:

A.S. Watson Group

- Best Companies to Work for in Asia
- Asia's Best Employer Brand Awards
- Happy Company 2012-2016
- The Best Places to Work in Hong Kong Awards 2016 – Top 10 Awards in Retail Category
- Top Employer in the Netherlands and Belgium

Watsons Taiwan

- 2015 Top 100 Companies Graduates Want to Work for

Watsons Philippines

- Investor in People Bronze Award

Superdrug

- CIPD People Management Awards 2016 – Customer Experience Training

The Perfume Shop

- Top 100 Best Companies to Work For

Savers

- Best 25 Big Companies Award



Attracting Top Talent On-board

It's no longer the case that employers hold all the cards when it comes to hiring. Talented people are looking for the best place to meet their needs – not just seeking the best salary but the places that can provide them with opportunities to grow. A recent survey shows that among young people, training and development opportunities are the number one factor in determining where they want to work.

We also are changing the way we find great people. Deloitte research shows people are looking for work through social networks, and 45% are applying for jobs from their mobile phone. The focus on engaging with staff pays dividends; research shows that companies with the



Watsons China runs a fast-track scheme called the Operational Manager Acceleration Programme over 18 months

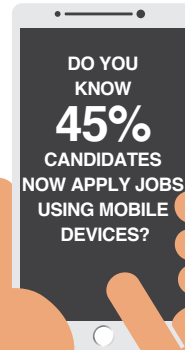


The apprenticeship scheme at Savers in the UK leads to the business being ranked in the Sunday Telegraph Top 10 Apprenticeship Employers within retail and services

highest levels of staff engagement have 12% higher customer satisfaction, 40% lower staff turnover and double the profit of those with the lowest engagement level.

Soft Skills, Hard Tasks

Our staff development is as much about providing 'soft' skills that help people grow, discover new things about themselves and prepare for new responsibilities as it is about training people in the 'hard' skills they



need to do the job they're currently in.

We take a two-stream approach to identifying the appropriate learning opportunities, with different programmes in place for store teams and our office-based staff. We ensure that all staff have the knowledge, expertise and attitude to deliver excellence now – and are developing skills that will enable them to take another step in their career later.

A.S. Watson focuses on five key areas of personal development right across the business:

- Interpersonal communication skills
- Critical thinking skills
- Teamwork
- Self-management
- Adaptability

“

It's important that we constantly come up with fresh approaches to personal development that excite and engage our people – digital learning must play a role and we know it's a great way to deliver the bite-sized learning that people like.

”

Chris Lindsay

Group Human Resources Director (Europe)



Dominic Lai (middle), A.S. Watson Group Managing Director attends the graduation ceremony of Professional Diploma in Retail Management under the Qualifications Framework



Dominic Lai (first row, 8th from left), A.S. Watson Group Managing Director and Malina Ngai (first row, 8th from right), A.S. Watson Group Chief Operating Officer attend the graduation ceremony of Talent Development Programme

Focus Story

Innovation is the Key to Future Growth

For a business to keep pace with the fast-changing needs of consumers, it's essential to cultivate an environment in which innovation is encouraged, nurtured and recognised. Innovation is not just a skill that can be taught; it's an attitude, a culture, and even a way of life.

At A.S. Watson, we're looking for new ways to excite our customers and keep them coming back. One of the ways we're



Innojam sessions put talented leaders in a fun but unfamiliar situation - and call on them to use their 'soft' skills in problem solving and creativity to generate big new ideas



Watsons Thailand runs an innovation project that leads to an extra 3 billion baht in Own Brand sales



“

Creating an innovation culture isn't just about hiring the people with the biggest ideas; it's about fostering an environment in which everyone feels their ideas will be listened to.

”

Ann Lau

Group Human Resources Director (Asia)

doing that is through Innojam sessions in the markets in Asia and Europe. We plunge some of our brightest leaders from across the business into a fast-paced, lively and sometimes-surprising situation to stimulate creativity and make it easy for people to make bold suggestions. The Innojam turned participants into detectives at a 'crime scene', hunting for the killer of creativity. The ideas and approaches these sessions generate can then cascade throughout the organisation.

Blended Learning in Action

The digital revolution hasn't just changed the way consumers shop, it's changed the way we work and the way we learn. We understand that the modern learner is using new channels and tools to access the knowledge they need; they want answers to their questions immediately, and 'how to' searches on YouTube are growing by 70% a year. People are using their smartphones to help them while they're completing work tasks.

A.S. Watson has developed its personal development programmes with this understanding in mind, with the aim of making workplace learning a continuous and largely effortless process for staff. We operate a 70:20:10 ratio of Experiential

“

I started as a Finance Analyst when I joined Superdrug in 2003.

The skills I learnt can be applied to other areas. I'm now working in eCommerce in a group role. I love the pace and excitement of it, and it's highly motivating to take part in a major area of the future business growth.

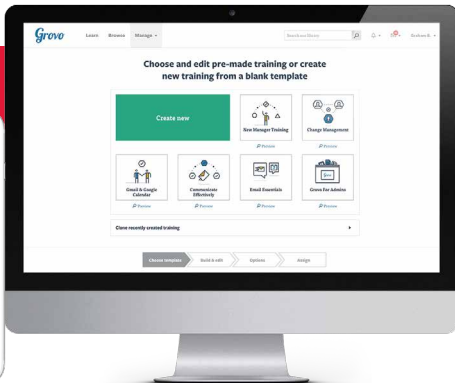
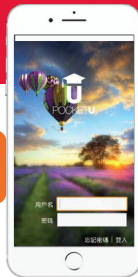
”

Dan Jarvis

General Manager of Group eCommerce (Europe)

learning: Social learning: Formal learning, which allows for 'blended' learning including group activities, networking and even reverse mentoring, in which digital natives advise their more senior Baby Boomer colleagues. Non-traditional ways of learning include a drumming workshop and video learning in Singapore and our Philippines Fun Friday .

A.S. Watson launches the PocketU mobile learning application (below) for its store employees. To help our people develop new skills, we are also trialing Grovo mobile learning (right) in Group Functions and selected Business Units across Asia and Europe





Dominic Lai (first row, 7th from left), A.S. Watson Group Managing Director, Malina Ngai (first row, 5th from right), A.S. Watson Chief Operating Officer, Alan Heaton (first row, 6th from left), A.S. Watson Group Finance Director, Ann Lau (first row, 4th from right), A.S. Watson Group Human Resources Director Asia, Diane Cheung (first row, 3rd from right), General Manager of Watsons Hong Kong and Ivan Ho (first row, 3rd from left), Managing Director of PARKnSHOP China attend the graduation ceremony of Talent Development Programme 2016

The Way Ahead

We are prepared for greater change and bigger challenges than ever before. New media, new consumer relationships with our brands and possibly even machine learning will affect the way we work and the skills we need to do that work. We expect to see four key trends shape talent development:

- Micro-learning – delivering learning as and when people need it in a personalised way;
- Creativity and innovation – essential to business agility;

“

The only constant now is change, and business agility is more important than ever. As we look ahead, we're constantly looking for new ways to develop the talents of the people who work so hard to deliver sustainable business growth. Together, we can and will achieve great things.

”

Dominic Lai
Group Managing Director
A.S. Watson Group

- Social learning – giving people the ability to learn from each other; and
- Collaborative learning – Leadership development that moves from traditional guidance to a collaborative style of learning.

We are developing new leaders of the future – collaborative leaders who understand the power of shared thinking, who want to innovate, take great ideas from wherever they come, and anticipate and defuse potential problems rather than wait for them to arise.



Phar



Goh Shiar Yin (Sharene)

Cluster Pharmacy Manager
Watsons Singapore
Years of service: 5 years*

“

I am a Cluster Pharmacy Manager who thrives on the friendly and energetic culture at Watsons. I am the first pharmacist to clinch the 2014 Service Excellence SuperStar Award by the Singapore Retailers Association. I enjoy working as part of a dynamic team with great colleagues and superiors. It's a supportive environment where talented people are given the opportunity to succeed. During the last five years with Watsons, I am very glad that I have been promoted three times.

One of most impressive times for me is when a distraught tourist asked me to help charge his dead phone as it was his only means to contact his family. Two years later, when I was in a media interview, the interviewer turned out to be that tourist. He recognised me and thanked me for helping him charge his phone! ”



Awards:

- National Retail Scholarship 2016 (by Singapore Retailers Association)
- LF Asia Community Pharmacist of the Year 2016 (by Pharmaceutical Society of Singapore)
- 2014 Service Excellence SuperStar Award (by Singapore Retailers Association)

“ I worked as a hospital pharmacist in Malaysia, and I was looking for a pharmacy role with a broader scope and was attracted by the opportunities to develop my skills in the highly competitive Singapore retail market. I've been able to advance from an ordinary pharmacist to a senior healthcare informatics pharmacist during my time at Watsons – something I wouldn't have been able to do without the support of the company and a great team around me.

The best times for me are when customers come back and seek me out because I've helped them before; then I know I must be doing the right thing. I also love it when tourist families use their kids as English translators to help them get what they need. The kids always make me smile. I am a father now and I can strike the right work-life balance so that I can see my family grow up. Thank you Watsons and my team! ”

Chew Wei Kean

Senior Pharmacist
Watsons Singapore
Years of service: 3 years*

Award:

Young Executive of the Year 2016 (by Singapore Retailers Association)





PARKnSHOP Hong Kong – Elderly Outing Day



A.S. WATSON Global Volunteer Day 2016

A.S. Watson Group hosted its 6th Global Volunteer Day to encourage its business units around the world to serve the local community. This year, we brought more smiles to the lives of the ones in need by motivating 19,700+ volunteers spending 77,000+ hours to serve 47,000+ people in the markets where we operate. Let's take a look at the cheerful moments and see the great impact we have brought together!



[Visit Facebook for all GVD actions!](#)



A.S. Watson Group HK Office, A.S. Watson Industries, Watson's Wine – Tram tour with children



FORTRESS – Elderly Fun Day



Watsons Hong Kong – Green Fun-mily Tour

#LotsOfLove #LotsOfLaughs



Watsons Indonesia – Health check



Watsons Singapore – Elderly visit



Watsons China – School visit



Watsons Thailand – Farming for the community



Watsons Taiwan – Coastal Clean-up

27 BUs
228
Activities

19,700+
Volunteers

Served
47,000+
people

77,000+
Service Hours



Watsons Philippines – Operation Smile Surgical Mission



Watsons Turkey – Charity run



PARKnSHOP China – Elderly visit



Watsons Ukraine – Visiting a boarding school



ASW Group UK office – Maintenance work at a community center



Drogas Latvia – Global Hand Washing Day



Kruidvat, Trekpleister & ICI PARIS XL – Arrange flowers with elderly



ICI PARIS XL – Renovating SOS Children's Villages



Drogas Lithuania – Global Hand Washing Day



Savers – Marie Curie fundraising



Superdrug – Marie Curie fundraising



ASW Group Office (eLab) – Preserving artistic heritage

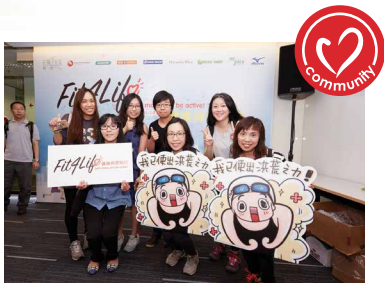


ASW Group Office (Zurich) – Caring the elderly

Beneficiary groups included...

- Children in schools, orphanages and hospices
- Elderly
- Underprivileged families
- Patients and healthcare institutions
- The mentally and physically challenged
- Local communities
- Green groups





Step up for **HEALTH**

Let's get fit together! On the first two mornings of September, colleagues at Watson House in Hong Kong were greeted by waves of cheers and encouraged to go up by the stairs during **A.S. Watson Group's** 4th Step Up for Health campaign.



Future **STAR**

Secondary school students have been given a special peek at life in the world of work, thanks to **A.S. Watson Group's** sponsorship of the "Future Star" programme run by the Commission on Poverty in Hong Kong. The scheme provides first-hand experience of life in a real-world setting, and opportunities to visit the **PARKnSHOP** fresh food distribution centre as well as **Watsons** and **Fortress** stores.



Our Responsibility

Good use of **RENEWABLE** energy

Installed with 1,600 solar panels, **Kruidvat**'s new energy-neutral logistics center which is expected to generate 420,000 kwh every year has been opened in Heteren, the Netherlands. This center is certified "excellent" under the BREEAM programme (a sustainability assessment for buildings). Moreover, Kruidvat has opened a green store - with solar panels on the roof, LED lighting, presence detector and efficient cooling system, the store has been awarded an A++++ energy label.



Spreading **LOVE**

PARKnSHOP Hong Kong launched a 2-month City Food Drive for the third year. Together with the matching donation made by PARKnSHOP and the fund raised at stores, the campaign collected over 38,900 food items, making a contribution of over HK\$1M to Food Angel which provides hot meals for the needy. Meanwhile, **Watsons Hong Kong** volunteer team joined forces with the Hong Kong Single Parents Association to visit single-parent families with goody bags and give them support.



Questions

- 1) What is the theme of Watsons Hong Kong's HWB Awards 2016?
- 2) What is the name of A.S. Watson's new mobile learning application?
- 3) Which business unit has opened an energy-neutral logistics center?

Super Prize (1)

Bluetooth Headphones



Sponsored by



A.S. Watson Group

Gold Prize (1)

Hair Spa



Sponsored by



A.S. Watson Group

Silver Prize (1)

Infrared Thermometer



Sponsored by



A.S. Watson Group

- 1) Lots of Love, Lots of Laughs
- 2) 1,750
- 3) 74 million

Super Prize (Facial Cleansing Device)

Name

Company & Department

1. Justinas Kvederis Drogas - IT Department

Gold Prize (Massage Pillow)

Name

Company & Department

1. Mireille Krechting ASW H&B Benelux - Finance Department
2. Mohammad Naqib Bin Ismail Watsons Singapore - Store 118

Silver Prize (Watsons Limited Edition Tote Bag)

Name

Company & Department

1. Ngan Chi Lam PARKNSHOP Warehouse - Administrative Department
2. But Siu Kam A.S. Watson Industries - Engineering Department
3. Howard Ko Watsons Taiwan - Store 0094
4. Liew Hueg Hsien Watsons Malaysia - Security Department
5. Chan Yan Wing Watsons Wine - Store 513
6. Bob Liu Watsons China NC - Security Department
7. Shari Borger ICI PARIS XL - Store Replenishment
8. Michelle D. Nimer Watsons Philippines - Administrative Department
9. Nilgün Sürücü Watsons Turkey - Human Resources
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Delivering his speech titled "The Future is Now" at the Commencement Ceremony, Mr Li Ka-shing shares with the students his thoughts and the keys to excellence



Mr Li is warmly welcomed by the STU students



Mr Li and Yao Ming (Right) have both committed to changing the world for the better

In the Dark, Be a Light

Mr Li Ka-shing, Honorary Chairman of the Shantou University (STU) Council, speaking at the University's commencement ceremony this year, tacked directly into the storm of contradictions that face mankind in the 21st century.

He spoke directly to the students, but his speech was expansive in view, addressing directly the forces buffeting the world environment. Mr Li put it straight to the students, "Our world is a troubled place: unsustainable, unequal, unjust and conflicted." He emphasised that "everything is unpredictable". Mental inertness has "spawned misguided strategies and policies". Turning to the Greek classics, he warned of this lethargy of the mind leading to a "Sisyphean future, a future where our goals are forever out of our reach".

A brighter way

Rather than let the darkness of the world dampen spirits, Mr Li challenged the graduates to rise above it; to use the fear as a tool to motivate them to become who they want to be. This self-actualisation

would enable them to become fearless in solving the problems of the world with their own vision.

While it may be true that “a climate of sociopolitical and economic uncertainty, a myriad of technological forces surge forward into every corner of life,” Mr Li believes that the students of STU have the means – indeed, the responsibility – “to reimagine and reshape established models and conventions” that drive our world. The uncertainty, the change, is not to be feared, but harnessed and directed for good.

For students to make that happen, they need to understand the fundamental and sometimes contradictory forces that must be mastered for humanity’s advancement. He describes a trinity of Ts – Technology, Talent and Tolerance – that must be balanced.

Change starts within

Creativity and flexibility in thinking are a must for future



Mr Li Ka-shing (front row, 10th from left) shares a joyful moment with some 6,000 distinguished guests, council members, faculty and students at the end of the Commencement Ceremony

leaders. Leaders need to make smarter, faster and better decisions that come from a passion for learning. That passion instils a sense of wonder and fosters intellectual growth. This is what is needed to find solutions that can bring real vision to life.

Mr Li’s success clearly shows the results of providing solutions to millions in a changing world, arising from a life lived with vision. While his curiosity comes naturally, he reminds himself that he must remain humble to achieve success, and encouraged students to do the same.

Full text of the speech: www.lksf.org/the-future-is-now/



About A.S. Watson Group

With a history dating back to 1841, the A.S. Watson Group (ASW) has evolved into the world's largest international retail and manufacturing business with operations in 25 markets worldwide.

Today, the Group operates over 13,000 retail stores running the gamut from health & beauty, luxury perfumeries & cosmetics to food, electrical & electronics and fine wine. Also an established player in the beverage industry, ASW provides a full range of beverages from bottled water, fruit juices, soft drinks and tea products to the world's finest wine labels via its international wine wholesaler and distributor.

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