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DECEMBER 2009

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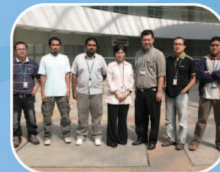
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Message from the CEO, Scope International Malaysia

Exciting things have happened for GSSC Malaysia the past few weeks! If we keep up the momentum, 2009 will end on a very high note for the Company!

MSC Malaysia has conferred Scope International Malaysia with the prestigious "Enhancing Skills and Globalizing Talent" Award, in recognition of our role in helping to develop highly skilled Malaysian talent for the Banking industry. The Award was officially presented to us by the Minister of Science, Technology & Innovation, Datuk Seri Dr. Maximus Ongkili at a ceremony attended by dignitaries and industry leaders. This is a big WIN for all in GSSC Malaysia. Through the years, GSSC Malaysia has placed great emphasis in People Development. The Award is a testament to the quality of our workforce. I wish to specially commend the Scope International Malaysia Academy (SIMA) for being the primary driver towards the achievement of the Award. Well done!

GSSC Malaysia's Extended Leadership team (ELT) recently convened to share and discuss our strategic priorities for next year. Technology Malaysia has also officially launched their Collective Agenda for 2010, which sets the full-year vision and objectives for the team. I am delighted to witness the tremendous energy and enthusiasm shown by the staff. This is the Spirit that will take us to great heights in 2010. Keep it up!

Learning Week was also launched. As you plan your ILDP for next year, I hope you will give serious thought to your career development path – "What do you want to be doing in 5 years' time?" It is sometimes not cliché to say that we are the "Masters of our own Destiny". Use the career tools that have been made available to you to continuously upskill and be a Leader in your field.

At the end of the month, we shall reach a major corporate milestone. IT-365 will finally be migrated into Scope International Malaysia on 1 January 2010. All of us will then belong to ONE single entity – Stronger, Bigger with even Greater industry presence. Jointly, we can push forward determinedly to be the world-class global technology and operations for the Standard Chartered Group.

To all our Christian colleagues, I wish you and your families a "Joyous Christmas". For all who will be taking year-end holidays, I wish you a restful and refreshing break. Come back re-energized and ready to leap into 2010!

Arif Siddiqui



GSSC Malaysia Wins Coveted Industry Award



(L to R) Datuk Badlisham Ghazali, CEO, MDeC; Datuk Seri Dr. Maximus Ongkili, Minister of Science, Technology & Innovation and Arif Siddiqui, CEO, Scope International Malaysia.

Scope International Malaysia was conferred the prestigious Excellence Award by the Malaysian Government during the Inaugural MSC Malaysia Shared Services & Outsourcing CEO's Dialogue and Appreciation Event on 24 November 2009. Presented by the Minister of Science, Technology & Innovation, Datuk Seri Dr. Maximus Ongkili, the Award recognizes Scope's sterling contribution to socio-economic growth in MSC Malaysia. MSC Malaysia is the country's premier national ICT initiative managed by the Multimedia Development Corporation (MDeC).

Scope International Malaysia is the first global shared services centre of an international bank in Malaysia with a workforce of 3000 employees. Scope's software division, the International Software Centre Malaysia (ISCM) houses the largest software development centre and largest software testing facility in Malaysia. Through the Scope International Malaysia Academy (SIMA) and in collaboration with MDeC, Scope has trained close to 400 interns since 2007 for the Malaysian banking industry. The Bank's Malaysia Hub Contact Centre is poised for tremendous growth to support call centre activities in the region. Scope is also actively engaged in industry dialogues and participates in MSC Malaysia's various fora to drive the growth of the ICT industry of Malaysia.





Extended Leadership Team (ELT) Offsite

An Extended Leadership Team (ELT) Offsite Event was held on 6th & 7th October 2009. The purpose of the offsite was to gather GSSC KL Manco, Divisional Mancos and Talents, to discuss key priorities for 2010 and derive a collective plan across GSSC KL on how each business unit can contribute to make 2010 more effective and successful than 2009.

Some of the key topics discussed were the need to

- Maximize hubbing
- Synchronise matrices
- Remove manual workaround
- Create & monitor productivity better
- Improve product or processing streams
- Simplify and automate data entry
- Achieve higher grades in BOLD
- Ensure risk-based management
- Enhance knowledge bases
- Review capability

The business units were then asked to present their ideas to the floor their plans. It was a successful event with important takeaways for each business unit to deliberate further upon in order to strategize and produce implementation plans.





Technology Malaysia's 2010 Collective Agenda Launched!



GSSC Malaysia's Technology Team launched their "2010 Collective Agenda" at a very exciting event on 25 November 2009. The Guest-of-Honour at the event was David Awcock, SCB's Group Head of Technology, who was warmly welcomed by Arif Siddiqui, Head of GSSC Malaysia and Goh See Wee, Head of Technology Malaysia.

The event was the culmination of a series of activities starting on 23 November, where expos with a "fun-fair" atmosphere were organized at both Technology Park Malaysia and Petaling Jaya. The expos presented to staff in a clear and novel way, the 5 main pillars in Technology's 2010 Collective Agenda. Prior to the expos, 5 teams were entrusted to champion one pillar each, competing against each other to showcase its key messages in the most creative way possible. As a result, the 5 booths at each expo were brilliant displays peppered with tremendous energy, enthusiasm and esprit de corps. Every team member was highly motivated to take the lead, contributing and working closely with each other to drive the 2010 Collective Agenda, which sets the vision for Technology Malaysia in the year ahead.





GSSC KL Health & Safety Week

To promote a safe, healthy and comfortable workplace, GSSC KL's H&S team organized a 'Great Place to Work' campaign from 16-20 November 2009. The programme was launched with a message from the CEO to all GSSC KL staff, followed with many activities such as talks, exhibitions, safety pledges, safety demos, a 'Pocho-pocho Dancercise' session, training in First Aid Basics, quizzes and fire drills in both Technology Park Malaysia and Petaling Jaya.

The activities involved many external parties such as the Road Safety Department Malaysia and PLUS Highway. A professional speaker on Occupational Safety & Health issues, Prof. Abdul Shukor from UNISEL was also invited to deliver a talk on 'Pregnancy at Work', which was highly popular with our female staff. He also delivered a presentation on 'Office Ergonomics'.

The main highlight of the GSSC KL H&S Week was the Fire Drill and evacuation exercise for staff at both locations, which ended with a prize presentation ceremony for winners of the week-long activities.





Tired of producing reports manually?

Tired of manually generating report after report from raw data? The Technology Information Management team has started providing automated report services. On a monthly average, the team completes 30 – 40 report automation requests via RMS, which translates into an average of 88 man hours saved which can be spent on other activities. Furthermore, automation can greatly speed up report generation and reduce human error. High quality and accurate reports are obtained through these means. Those who would like find out how they can do this can contact the Technology Information Management team.



RMS Hero : Thian Sing Fah



Thian Sing Fah, from ITSC Malaysia Tools Management team joined the ranks of Group Technology's Hall of Fame for his splendid effort during the RMS service improvement project. Thian was given the task of enhancing the usability, efficiency and intuitiveness of the RMS website which is used by all SCB users across the globe. He single handedly visualized and developed the all new RMS user interface that is receiving praises and rave reviews from the Group.

Ranganath Kanchi, Vice President PSS Support, Core Banking - "After a long time, I happened to access RMS site today and it's full of surprises. The new site is quite impressive, easy to navigate and pleasing. A great effort indeed!"

Aran Buckley, Group Head, Information Security - "The new RMS looks good. Who did that? I like the interface and would be keen to progress down a similar path with RPT."

Sonny Zulu, General Manager, Branch Sales and Services, Zambia - "The new look and feel on the RMS screen is fantastic! Well done to whoever has been working on it. If you are giving feedback to anyone in Group, please let them know that we like it!"

Charmaine Choy Yin Hung, Performance & Infrastructure Officer, HK - "I really appreciated the new look of RMS, it is more user friendly and more eye catching then before. Good job!"



Service Desk Team Building

ITSC Service Desk organized team-building events over 2 weekends at the Seri Dinar Training Retreat, Janda baik, Pahang in November 2009. The scheduling ensured smooth uninterrupted 24x7 service for customers. During the exercise, the team gained insights about themselves and their colleagues, and learned how dynamics could be improved within the team. It was also an excellent platform for the SD managers to spot leaders and talent as well as discover ways how their teams work best together and how they react to stress.

The Team Building exercise comprised a good balance of physical and mental exercises designed to reaffirm ITSC Service Desk's values, with special emphasis on cohesive teamwork and successfully managing organizational change. All activities highlighted the benefits of working in a team; encouraged leveraging on the strengths of team members and promoted creativity and ingenuity. Based on the organizer's observations, feedback was given to individuals to help them realize their skills and strengths which they had demonstrated while completing their tasks. This helps the individuals to understand their capabilities and also to emphasize the need of leveraging on each other's strengths when they are back at the office.





Visit to Rumah Limpahan Kasih

On 8 November 2009, staff from Wholesale Banking Operations' Securities Services (SS) team visited the Rumah Limpahan Kasih Orphanage situated in Puchong. Besides donating food, clothes and books, some beds and cupboards for the use of the children were also donated.

SS staff also rolled up their sleeves to clean up the hostels, which provide shelter not only for orphans but also poor children, single mothers, those who are entitled for 'zakat' and even the homeless. The staff helped the Home to create spaces within the compound to set up a Charity Boutique and a Nursery for them to operate from.

At the end of the visit, the SS team treated the clients and staff at the Home to a KFC lunch.





Say 'No' to Styrofoam

To help to save Mother Earth, ISCM's Go Green team launched a 10-day campaign to create awareness on the harmful effects of Styrofoam, commonly used by food vendors to pack food. Styrofoam releases the toxin called "Styrene", a petroleum by-product classified as a possible cancer-causing agent by the World Health Organization (WHO). It may also cause genetic changes to developing foetus in pregnant women.

Beware! Each meal of fried kway teow, economy rice, chicken rice or any other food packed in Styrofoam containers is seasoned with hazardous chemicals ! Even the steam formed on the inner surface of the containers contains toxins , which dripped right into your food!

During the campaign, any staff using their own containers for lunch in the pantry were given Go Green stamps to be pasted on Go Green Redemption Cards. The more stamps they collected, the better the gifts they could redeem. Go Green Committee members were stationed at all pantries on each day of the campaign to issue the Go Green stamps.

Let's help save the earth by using our own containers to pack food, instead of using styrofoam.



Exclusive Go Green Redemption Card

BYOB Campaign
(Bring Your Own Box)



Organised by: Go Green Committee

Standard Chartered
Scope International 

Collect Your Go Green Stamps Here:



Name : _____

Bank ID : _____

Dept : _____

Redeemed on : _____

Period from : _____

How this card works?
Step 1: Bring/use your own lunch box to pack food.
Step 2: Each time you do so, you will be entitled to a Go Green Stamp on this card.
Step 3: Collect as many stamp as you can during the redemption period.
Step 4: At the close of the redemption period, you will be able to redeem a Go Green Gift from us.

Let's work together to save the earth!



Visiting the Underprivileged

On 13 November 2009, the GSSC KL HR Team visited the disabled and underprivileged children at Pusat Penjagaan Kanak Kanak Cacat Taman Megah, Petaling Jaya. The Home shelters about 130 children of all races with various disabilities such as Down's Syndrome, Autism, Cerebral Palsy and other physically challenged, intellectually disabled and normal underprivileged children from broken families.

The team was impressed by the cleanliness and level of care given. Interns from Mara were there doing practical training in occupational and physiotherapy. However, the children at the centre are in need of attention, love, entertainment and education. The centre is constantly looking out for volunteers who are willing to spend their precious time with them.

The HR team purchased necessities like beverages, dhal, detergent, etc which were listed in the Home's 'Wish List'. A 'Murtabak Tea Party' was also organized, with simple games and a singalong. The children enjoyed themselves immensely. Mabel Goh, GSSC KL Head of HR said, "What we did was so small yet the happiness we see on the children's face was precious. It is definitely a place we should revisit more often".





Securities Services beats HSBC at Bowling

Our Securities Services team beat their HSBC counterpart in a friendly bowling competition at Midvalley Megamall on 7 November 2009. 32 staff took part in the competition which saw us wresting the Championship trophy. The “Best Individual Bowler” was Razlan Norashidi, who is also from GSSC KL’s Securities Services team. The friendly match ended in high spirits over lunch with the HSBC team.

