

## **GUANGDONG ENTERPRISES (HOLDINGS) LTD REPORT FROM THE BOARD OF EXAMINERS**

The Board of Examiners recognizes Guangdong Enterprises (Holdings) Ltd for its business performance excellence and improvement in competitiveness. In summary, the Board commends the Company for the following demonstrated achievements:

The company, with an established organization structure, has clearly-defined marketing strategies and an effective leadership system. Business goals and objectives for each of the Company's functional units are developed based on extensive business reviews and competitive benchmarking.

The company aligns its human resource management and development plan with its middle to long-term business plan, and regularly evaluates and adjusts them to reflect the change in business growth.

The company has established policies and a comprehensive framework for process management. A testimony for such corporate-wide efforts is the successful achievement of fourteen ISO9001/ISO9002 certificates by the Company's subsidiaries during the last two years.

From the Company's top management down to its front-line employees, the customer focus concept is well understood and practised. The implementation of the customer database and regular customer satisfaction surveys has enabled the Company to successfully create a number of brand-name products and demonstrate significant financial growth in its business units.