

Human Resources Development

As a leading provider of producer services in the informatization sector, the Group has endeavoured to create a team of capable management and professionals and help them fully exploit their potential. In 2010, based on its own situation, the Group responded closely to market changes by continuously improving the human resources management, innovating human resources management mechanism and optimizing the human resource allocation, thereby providing solid human resources support and guarantee to the Group in its pursuit to become a “hundred-billion enterprise” with excellent performance.

In 2010, the Group continued to upgrade its precise management of human resources and improve corporate performance in accordance with standards comparable to those of its domestic and international peers under the guidance of human resource plan. The Group established a management model to control the number of staff and labour cost, with a focus on introducing talents in our advantageous areas and key businesses such as consultation and design, applications, content related businesses, and overseas business. The Group also introduced seasoned talents from the market and high-quality graduates to reinforce its professional team and implemented a succession plan for the senior management in order to build a professional management team with passion, expertise and skills, so as to optimize human resource structure. As at the end of 2010, the Group had a total of 127,123 staff, including 8,377 managers, 49,637 technology and marketing personnel and 69,109 operating personnel.

In 2010, the Group continued to innovate its market-oriented incentive mechanism on performance appraisal and fully implemented the senior management appraisal that emphasized on the results of both annual appraisal and tenure appraisal, the achievement made and efforts input, as well as the consideration on the appraisal results and resource allocation of the Group. In addition, the Group endeavoured to explore a flexible income distribution system and conducted trials on its market-oriented remuneration system, so as to have its staff benefit from the Group's development. The Group also continued to implement its share appreciation right scheme and further improved its long-term incentive mechanism that adapts to modern enterprise system.

In 2010, the Group made great efforts in building its core team with talents by leveraging on the synergy among the three-level hierarchies within the Group, including head quarter level, provincial subsidiary level and the professional company level. The Group continued to improve its training schemes through allocating internal and external resources to provide various on-job trainings and focusing on trainings for senior management and overseas management, thus greatly enhancing the capabilities and skills of its staff. Meanwhile, the Group also offered trainings on professional qualifications, aiming to train professionals such as chartered financial analysts, registered accountants, registered consultants, registered architects, network engineers, human resources professionals, lawyers, etc.

In 2010, the Group kept on with its “people-oriented” philosophy and care on its staff. The Group abided the relevant national laws and regulations, established a harmonious work environment for its staff and built stable relationship with its employee. Furthermore, the Company has always stressed the great importance of labor safe and achieved effective protection on the staff's health and safety.