

Video Clip of Awardee Organisation of “Friendly Employment Award” (Script)

Awardee Organisation: AIA Pension and Trustee Co. Ltd. (AIA)

Elaine Lau
Chief Corporate Solutions
Officer
AIA Hong Kong and Macau

As one of the major MPF service providers in Hong Kong, AIA believes everyone deserves a stable life and ideal future of retirement regardless of his abilities or physical condition.

In view of the service gap for persons with disabilities, AIA took the lead in setting up a dedicated customer service team to assist customers with special needs. With the referral from CareER, we employed Gigi, who has hearing and speech impairments, as Associate of Corporate Client Service.

Gigi Yiu
Associate, Corporate Client
Service, Corporate Solutions
AIA Hong Kong and Macau

Due to my hearing and speech impairments, it is not easy for me to find a job after graduated from university. It is generally believed that persons with disabilities can only handle simple tasks even they have good academic qualification.

Some employers are reluctant to spend time on training disabled employees. I have once worked in a large company but was assigned with general clerical duties only. I was not able to show my talents.

Elaine Lau
Chief Corporate Solutions
Officer
AIA Hong Kong and Macau

When Gigi first joined the company, she had to learn how to operate the computer system. Sunny coached her with patience and encouragement, so that she has confidence to meet the work requirements and fully demonstrate her abilities.

Communication and acceptance among colleagues are also important. The company organises workshops to raise staff’s awareness of inclusive workplace and key points to communicate with persons with disabilities.

Colleagues are also willing to coordinate with each other, such as using computer-configured instant messaging tools, lip-reading, body language or writing etc. We see no problem to communicate with Gigi.

Sunny Law
Manager, Corporate Client
Service, Corporate Solutions
AIA Hong Kong and Macau

Gigi is optimistic and cheerful. She is brave to challenge herself and will not limit her progression even with her disabilities. She is willing to share her experience to promote inclusiveness. I am very happy to see her progress at work. Gigi is getting more confidence and decisive. I always show my appreciation of her good performance.

Gigi Yiu
Associate, Corporate Client
Service, Corporate Solutions
AIA Hong Kong and Macau

I am grateful to be a member of the AIA team which allows me to perform. I am very satisfied and happy to work here. My disabilities made me understand more about the needs of persons with disabilities.

With lip-reading, use of sign language and the support of video conferencing services, customers with special needs can stay at home to learn about their MPF investment status. My work allows me to show my strengths and help the others.

Elaine Lau
Chief Corporate Solutions
Officer
AIA Hong Kong and Macau

Employers generally believe that they have helped the persons with disabilities by offering them jobs. Gigi is a good example demonstrating that disabled employees are also valuable to the company.

Gigi's case also proves that it is beneficial for both employers and employees, and a win-win situation, if employers are willing to offer opportunities for disabled employees to unleash their potential.

To further promote the employment of persons with disabilities, we launched the "Let's Work Together" internship programme with a number of corporate clients with a view to providing internship opportunities and on-the-job training for persons with disabilities who have high academic qualifications.

With their outstanding performance, several student interns have been appointed as employees. This is a fruitful result of our efforts.

Please support the employment of persons with disabilities and build an inclusive community. Let's Work Together!