



WINSON GROUP HONG KONG LTD.

Brighter Tomorrow

For more than 35 years, Winson Group including its newly established holding company Winson Group Hong Kong Limited has exemplified the spirit of true service. TANNIE SZE sees the legacy through with both fresh perspectives and time-honored values.

Overlooked yet highly scrutinized, the cleaning sector addresses the vital concern of basic sanitation in the city. Buildings do not clean themselves – well-trained, dedicated people do. These people, whom the Company has invested much time, energy and resources to developing, have in turn garnered consistent customer approval.

Tannie Sze has witnessed much growth and change within the Company, initially from the sidelines, to the trenches and now, commanding the field. While claiming to have less experience than more seasoned colleagues do, she possesses a unique outlook, vital during times of transition.

Cultivating Relationships

A trusted provider of cleaning services and pest management, Winson Group has come a long way. “We grew up from a small company, Winson Cleaning Service Company Ltd.,” recounts the young Executive Director. From humble beginnings sprung a customer base spanning commercial complexes, transportation hubs, whole islands of residential estates, and a theme park, among its clients.

“Being a family-based company, we treasure communications and relationships.” The tight-knit, long-term kinship the Company enjoys with clients has given bountiful harvests, as excellent service continuously begets new opportunities to expand its network. The quality of communication between Winson Group and its clients is directly proportional to the services it renders. “It’s all about heart. You know your customers well and what they want you to provide them. That’s a key thing.”

With growing customer sophistication, the seemingly simple act of tidying up has become much more complicated.



**Tannie Sze, Winson Group
Hong Kong Ltd. Executive Director.**

Tannie jokes that Hong Kong cleaners are now required to wear make-up, adding that everyone expects first class treatment. Whereas hard work and consistency got the job done decades ago, government regulation and travel exposure have made particularly demanding customers.

Global Standards

Use of green technology, environmental awareness, social responsibility, and knowing the industry inside out are conditions the Company must meet in daily operations. Winson Group’s collective accreditations include ISO9001, ISO14001, and OHSAS 18001, certifying the Group in integrated management systems encompassing occupational health and safety, customer handling, effective processing, quality management and ecological considerations. While these standards are clear-cut, how each company achieves certificates varies, creating avenues for differentiation. To this end, it has formed several committees dedicated to sustainability, environment, social service, occupational health and safety, and staff welfare.

In pest management, Winson Professional Pest Control Company Ltd. works

under the keen eyes of the Hong Kong Pest Management Association and the Federation of Asian and Oceania Pest Managers Associations respectively as an enthusiastic executive committee member and sub-member. These agencies promote the industry through regular mutual exchanges, ensuring the adoption of best practices. Company initiatives enforce these internally, as Tannie reveals that Hong Kong has lagged behind despite pioneering these efforts.

A Human Business

The deciding element is people. An aging workforce and labour shortage consistently diminish many businesses’ frontlines. The challenge of maintaining staff expertise and experience will be much greater in five years. “If you can imagine even an hour where all cleaners stopped working, what would happen? That’s the importance I see in this industry,” says Tannie.

Tasked to carry out precise processes and policies, Winson Group’s personnel train constantly in new cleaning technologies, techniques, knowledge and skills maintenance. The Company simplifies instructional material for better absorption, and seeks new ways to incentivize worker growth and encourage self-development.

“We think of our labour force not as employees but as individuals. Similarly, they are taught to think of themselves as their own business, i.e. to contribute and invest in themselves for their best interests.”

The question of how to better the company and industry remains fixed on Tannie Sze’s mind. Her insight and devotion will further Winson Group as a proactive and progressive force for change. ■

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