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# SMS MAGAZINE

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HALF-YEAR JOURNAL OF SMS INFOCOMM COMPANY

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## WHY DID WE PREPARE SMS NEWS FOR YOU?

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Dear readers,

welcome to the first issue of the SMS corporate magazine. In the individual articles you can, for example, recall past SMS events, read an interview with our CEO Eric Hsiao, learn about the hobbies of your colleagues, bake a cake according to Arlene Huang's recipe, introduce the new brochure for newcomers and what training we have in store for you. We plan to publish the magazine once per 6 months and it has no regular sections yet. This first issue has been prepared for you by HR team and we would be glad if you were interested in joining the editorial team and preparing an article for other colleagues.

We will be happy if you let us know if you like this magazine or what topics/columns you would like to see in the future. :)

On behalf of the HR team

*Zuzana Šebelová*

# INTERVIEW

## WITH GENERAL MANAGER OF SMS COMPANY ERIC HSIAO



### ERIC HSIAO

#### [erik jao]

is general manager of SMS InfoComm Czech. He was born in May of 1970 in the city of MiaoLi in Taiwan where he grew up and also studied computer engineering. Since 2015, he lives in Czech republic and is married.

#### How long have you lived and worked in Czech republic?

Before living in Czech republic, I lived and worked on SMS sites in several other countries such as in Japan, China or Philippines. I have worked for SMS Czech Republic since Nov 1st 2015 up until now. When I first arrived in Brno, I liked the beautiful buildings in the city centre.

#### How easy or difficult is it for you to live in a foreign country?

It is not easy for me to live in a foreign country without HR team and WSCZ colleagues' support. Thank you for all of your support to make it more easy to work here in SMS CZ.

#### You mentioned working in some other countries. Do you have any dream country you would like to move and live next?

I used to work and live in Japan 20 years ago, I liked it there so probably this one. I found it very convenient.

#### Is there anything you like about Czech republic?

Yes, friendly people, convenience transportation, beautiful buildings, also the weather is very nice.

#### As for the convenient transportation, do you travel to other cities/places here?

Yes, I have already visited for example Prague, Budapest and Bratislava. I usually travel by car or STUDENT AGENCY bus.☺ Public transportation within Brno is good and travelling between cities here in Czech republic is comfortable. In Taiwan, travelling in the countryside is not always easy, it is usually better to travel by motorcycle there. But generally transportation in the cities there is good.

#### Is there anything you struggle with when living in Czech republic/Europe?

Except for language there is nothing else, Czech republic is a nice place.



#### Are Czech people different from Taiwanese in any way?

There are many cultural differences. People in Czechia are more creative and open to discuss things. In Taiwan, some topics are not easy to open and discuss. Also, the company hierarchy is more strict and style of the managers is different.

#### How would you describe your home country to us?

Taiwan is an island, there are very beautiful mountains, seaside, it has traditional Chinese culture and there are friendly people. The population is 24 millions of people, so cities are crowded. The weather is hot and typhoons usually hit Taiwan few times in summer every year.



#### What do people do when typhoon comes?

They hide in their houses, buildings are often made from concrete so they resist. Also, the forecast can spot that the typhoon is coming, but usually it also causes floods.

**What is a typical Taiwanese food? What you recommend it to us?**

Beef noodles, taiwanese styoe dumplings, bubble tea, tofu ... there are many delicious traditional kinds of food. I would recommend it to you.

**Do you cook taiwanese food here in Czech republic or do you eat local food?**

Yes, I cook traditional taiwanese food here, but I also eat some local food. I have tried for example KFC 😊

**Where do Taiwanese people most typically travel on holiday?**

Japan, EU countries and south-east asian countries are most popular for Taiwanese. But their annual leave entitlement is different from here. In Taiwan, it depends on the lenght of the employment and after years of working for the employer it increases. For example, after 5 years of working for a company you get 7 days of holiday entitlement. People also have days off on national holidays such as Dragon boat festival or Mooncake festival.

**Which national holiday do you personally like the most?**

As for most Taiwanese people, my favourite is Chinese New Year too.

**What was your first job ever after school?**

I studied computer engineering and after that, my first job was a MB repair technician. I worked there for 5 years and I liked the job.

**And which job was your dream job as a child?**

I am thinking... maybe a teacher. But when I was growing up I changed my mind.

**What hobbies do you have in your free time?**

Watching movies, specifically crime ones.

**Do you have any favourite one?**

The day after tomorrow.

**Do you prefer summer or winter?**

I prefer spring and autumn and perfect summer in Czechia.

**Is there anything you would like to say to our employees?**

Yes – thank you all for your support. Because of you, our business is stable and profitable now and projects are working. Thank you.



Eric Hsiao in the headquarters of SMS in Taiwan.



In 2003/2004 on SMS site in the Philippines.



And on current SMS site in the Czech Republic.



Chinese New Year celebrations in Taipei.



**TAIWAN**

It is an island nation located on the island of the same name, Taiwan, and other islands of the southeast coast of China. There is former tallest building of the world and the country has one of the most dynamic economies. Taiwan, with its capital in Taipei, offers not only wild tropical nature - mountain passes, lakes, thermal springs and wild coasts, but also Buddhist temples, monasteries and shrines. The official language is Standard Chinese and the currency is the Taiwan Dollar.

# 6 STEPS TO BUILDING MENTAL RESILIENCE

What to do when we feel a lack of energy  
and increased pressure, whether in our  
work or personal life?

## ONLINE WORKSHOPS FOR EMPLOYEES

For the past few months, in collaboration with company I Know What I Eat, we have been focusing the topics of online workshops for employees on physical health, building immunity and healthy sitting at work. Now, in collaboration with Hanka Vykoupilova, we are preparing three online workshops to be held in October or November on these topics:

### Mental Resilience and Mental Health

- 13.10. from 14:00 till 15:30

### 10 steps to effective communication

- 26.10. from 14:00 till 15:30

### Emotional balance - how to use the power of positive emotions for self- motivation

- 10.11. from 14:00 till 15:30

These tips were selected for SMS magazine from the workshop for senior managers held in June, led by external trainer Hanka Vykoupilová.

1. Be aware that you are stressed and uncomfortable and **try to identify what is causing your discomfort.**
2. **If you feel acute stress, "anchor yourself"** - put both feet on the floor and slowly inhale, hold your breath and exhale. Count to four with each of these steps and gradually you should calm down and relax.
3. **Live in the present moment.** Often our thoughts run back to the past - we may think about what we could have done differently, we may be troubled by past wrongs, misunderstandings or failures or, conversely, we fixate on the future and forget to experience what is happening to us now.
4. **Limit the number of decisions to those that you actually have to make.** The fact that we make a lot of decisions many times a day, choosing from several different options, is exhausting. Try to keep track of how many different decisions you make in a day, starting in the morning, for example, from choosing your clothes and eating breakfast to before you go to the bed.
5. **Be aware of what regular daily activities or rituals you have to recharge your own energy.** Compare how many hygiene rituals you do for your body on a daily basis (e.g. brushing your teeth, washing your face, combing your hair, etc.) with how many activities you regularly do yourself to energize your mind. If not enough, think about new activities to introduce into your energizing ritual - what makes you happy and what activities give you energy?
6. And finally and most importantly - **be kind to yourself.** Don't focus on your failures and what didn't work out. Praise yourself for the things that are going well and focus only on what is within your power to influence. You cannot change another person's behavior, but you can change how you perceive, for example, the impact of others' behavior on yourself. Focusing on things or others that you cannot influence takes away your own energy, which you need to conserve and increase.:

# CLEANING BRNO DAM

*within project Clean up Czechia*



As part of the Clean Up the Czechia project, we have traditionally set out to clean the Brno dam. This year the event took place on Saturday 18.9. and among the participants were both employees of our company and their family members, including the smallest ones. The beginning of the day was rainy, but none of those present were discouraged, and after the end of the rain the sun came up again. We picked not only bottles, drinking cups and snacks packaging, but also shoes and socks, which we find around the dam every year.



At the end we ate, overlooking the dam, pizza, and went back by steamboat, which was appreciated not only by the youngest member of our expedition.



Thanks to everyone who participated and did not hesitate to pick rubbish against all obstacles!

## ABOUT THE PROJECT

Clean Up the Czechia is a nationwide volunteer cleaning event, organized for the first time in 2014 by Miroslav Kubásek and Radek Janoušek with the aim of cleaning up black dumps and clutter throughout the Czech Republic. The goal of the event is that organized groups of volunteers distributed throughout the country clean up in selected locations. Before the event, the reported groups are sent aids, ie work gloves and sturdy garbage bags, as well as methodological advice, such as safety instructions for a smooth process or practical advice on how and where to prepare cleaning.

Before the event, the website shows where the individual groups are going to clean up. This allows volunteers to be connected quickly and efficiently at a specific location. In the last year before the outbreak of the pandemic in 2019, a total of 2,612 tons of waste was collected with the help of 157,163 volunteers (of which 509 tons were sorted).



**Uklidme  
Česko**

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# Unusual hobbies of our employees

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*you may had no idea about*

## David Ospalý

*American football coach*

In 1992, he started playing American football and after almost 20 years of active play, he got to train first the junior teams (including the national team), then the Alligators as the head coach. The 2021 season he coached **Áčko Brno Alligators**, a team playing the highest league in Czechia. He likes this sport for its strategicness, dynamics and connection of strength and strategic thinking.



### What was the biggest success of your team?

Historically, there are 4 or 5 titles of indoor champions of the republic among the biggest successes, which Brno Alligators won since 2002. Several times we were also multi-champions of the republic in indoor football. In the same way, we are two-time multi-champions of the republic in big football, which is played outside.

### What are you trying to convey during training?

I try to convey that no matter what level we play at, we have to enjoy it. Football and sports in general should bring us personal joy. I also tell my players that I am not interested in individualities. It's nice to have 2-3 top players, but what these players need to understand is that they couldn't be in their position if they didn't work as one team.

### What attracted you to American football?

In my opinion, there is no more strategic physical game than American football. When former players, professional coaches, talk about it, they compare it to chess on the court. So basically two coaches play chess against each other, which the players enjoy and serve to play the opponent's coach and his defense and possibly to break his attack.

### What do you think of women in sport?

I think women belong in sports. There is even a successful team of Amazons in Brno, who are three-time national champions, and one of our former employees played for them. There is something on every sport and I think women have their place in it.

## Michal Gábor

*football player*

Michal is one of our deaf employees, he got into football for the first time at a primary school for the hearing-impaired in Hradec Králové, where he lived in a boarding school at that time. After school, he played with his friends almost every afternoon also other sports, such as floorball, volleyball or table tennis, but he was most fascinated by classic football. This hobby remained with him and he still plays football today.



### What is your biggest sports success?

My real biggest success, which I was proud of and really happy about, was the first nomination for the deaf football team A at the time when I was 18 years old. Otherwise, we have won various deaf tournaments in futsal and football, but I do not add as much weight to it as the nomination for repre A.

### How often do you train?

I try to train 4 times a week. I mainly go to the gym and to football training.

### Do you have a sports dream?

I would like to participate (before I retire from football) in the Deaflympics - it is actually similar to today's Olympic Games, but only athletes with hearing impairments can take part in it. Unfortunately, we did not manage this year's qualification to the Deaflympics. We played against tough opponents, they are actually also favorites for the overall victory - Turkey and France.

### Where did you first meet as a team?

We met in the company, but we also know each other from the deaf football club SKN Brno.

### In this sport, are there any specifics for hearing-impaired?

I think the differences are big. Mainly in communication and signaling from the referees. Deaf football players are dependent on visual contact, they have to look where they are passing, they do not have feedback from a teammate, so overall the game and reactions of the deaf are slower. The main referee has a flag and waves to the player when the game is interrupted.



## SMS teambuilding 2021

After a one year's interruption, we met again and on Friday, September 10th we saw each other in large number at the summer teambuilding, which, like the last pre-pandemic year in 2019, took place in the Šneksport sports complex in Šlapanice. Participants could enjoy a cold and hot buffet, grilled piglet and a good drink. We are glad that you had fun at teambuilding and were able to enjoy the company of your colleagues finally outside the workplace.

As for sports disciplines, you could take part in the triathlon, which was won by the skilful Olymp team, the fun five-a-side match with the winning pair Kamil Kastner and Petr Studený, and many of you also took part in other activities such as tennis, beach volleyball, football and much more. Lots of you have also received a memorial from this year's teambuilding in the form of a picture from the best cartoonist of the Czech Republic, Lubomír Vaňek, and some also received awards for sending a photo to a competition with an SMS backpack.

At the very beginning of this event, we also had the honor of handing over a financial gift worth CZK 50,000 to Podané ruce, which helped us with the mandatory testing of employees at the workplace in the difficult moments of the past year. At the end of the introductory speech, the check was handed over by the plant manager of the SMS company Jana Haltmarová, directly to Simona Kumpanová, a representative of the Podané ruce company. If you wanted to use the Šneksport complex, you can do so free of charge from May next year after previous registration at [www.sneksport.cz](http://www.sneksport.cz).

**We hope you enjoyed this year's teambuilding at least as much as we did!**



# BROCHURE FOR BEGINNERS



We are preparing brochures for our new colleagues, which should make it easier for them to find their way around the first days and weeks in the company. The brochures are also intended to facilitate decision-making for candidates, who will be able to read them at the reception while waiting for an interview.

The brochure for beginners contains information on company rules, benefits, working hours, attendance, training for employees, but you will also find the most frequent contacts and general information about your workplace.



## NEW SCHEDULED SCREENING OF SEDUO COURSES



Screening of online courses from the Seduo portal is no longer new to you, we have been offering it in our company since last year, and together we have already looked at and learned from almost two dozen courses focused on various topics, which in the vast majority of cases you enjoyed. But what, in fact, Seduo really is?

Seduo is the largest Czech online educational portal with video courses from top lecturers offering a wide range of topics covered, focusing on both soft and hard skills. In the past, for example, we learned how best to prepare a presentation so that the presenter avoids the label "snake sleeper", mastered English idioms (not only) for small talk in English, or learned how not to be sucked by the so-called emotional vampire. The aim of the courses from the Seduo portal is to inspire and move employees professionally and humanly. Does that sound good to you? To us too! That is why we have selected other interesting topics for you, which we will be happy to show you during the autumn of 2021, and we believe that you will find among them those that will appeal to you.

**21.10. How to write e-mails in English**

**28.10. Anatomy of the right decisions**

**11.11. The courage to get out of the comfort zone with Tomáš Etzler**

**25.11. How to change one's mindset**

**2.12. Burn-out syndrome and how to prevent it**



# STRAWBERRY CAKE

by Arlene

Most of us know Arlene Huang as the fearless manager of the largest department which includes about 100 employees. However, what you probably didn't know about her is that she's a great cook and bakes delicious cakes. We personally tasted them and they were delicious, so we decided to ask for the recipe and share it with you so that you also may taste a little bit of Asian culture on your plate.



## WHO IS ARLENE HUANG?

Arlene Huang works as an RC Manager. She was born in June 1979 in the capital city of Taipei, Taiwan, where she gained a bachelor's degree in electronic engineering.

Arlene has been working at the SMS InfoComm (Czech) s.r.o. branch since 2010. Her big hobby (apart from baking a cake, of course) is her dog Maimai 麥麥.

*What will you need to prepare for baking of 3 - 4 cupcakes?*

## INGREDIENTS:

- 3 egg yolks (size M)
- 3 egg whites
- 40 ml milk
- 30 ml oil (any oil suitable for baking, e.g. rapeseed, sunflower)
- 50 g cake flour (if you don't have any, mix 39 g plain flour and 11 g cornstarch)
- 85 g sugar
- 250 ml whipping cream
- A pinch of salt
- 6 ml vinegar
- strawberries

## TOOLS:

- Cake tin 11 cm or silicone/paper cupcakes

## IF EVERYTHING IS READY, WE CAN START BAKING:

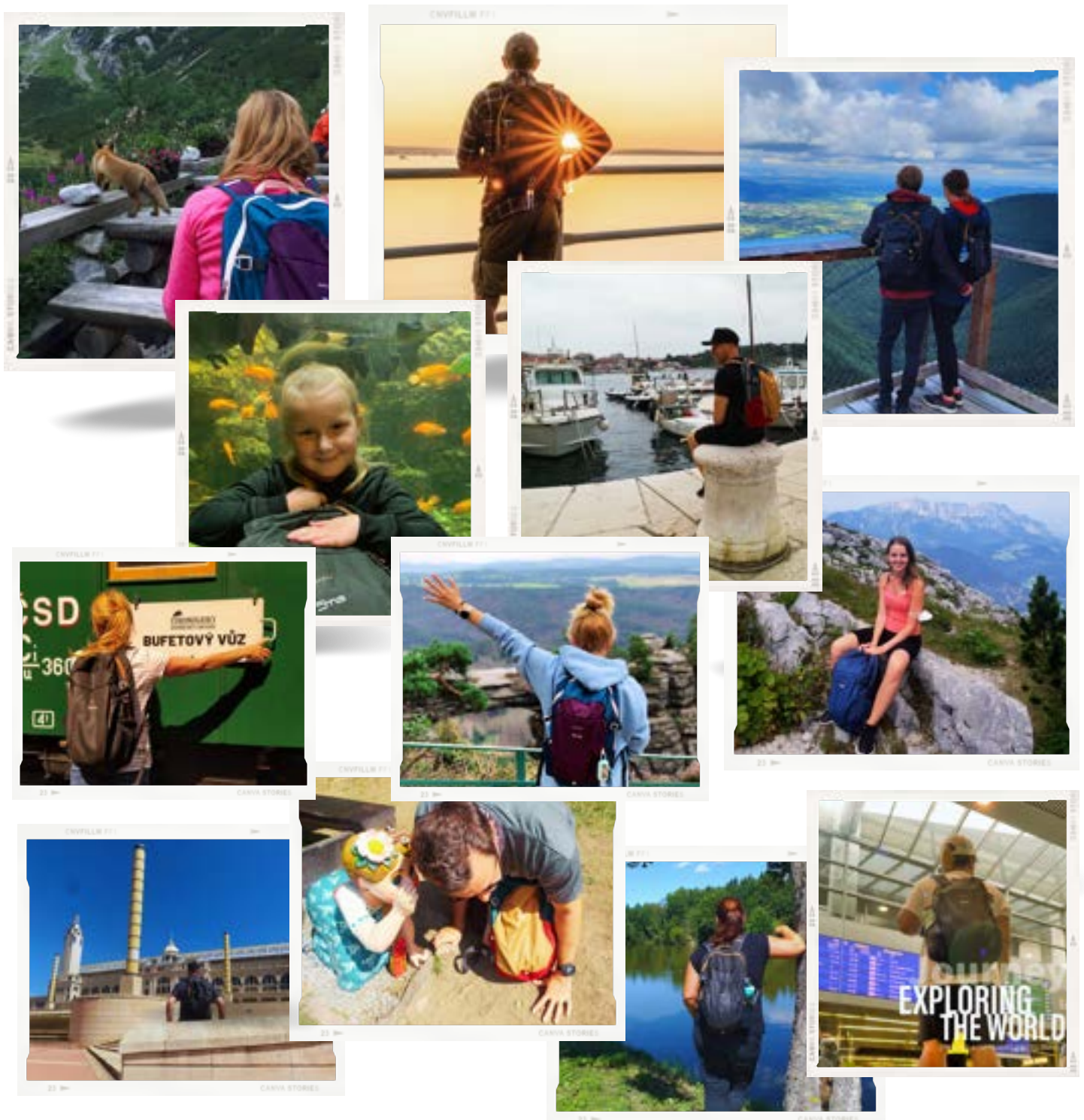
- 1** The night before you plan to bake the cakes, it's a good to prepare the whipped cream for decorating so that it sets properly. How to do it?  
- Whip the whipping cream together with 25 g of sugar and leave in the fridge long enough to chill (preferably overnight).
- 2** The next day, you can start baking:
- 3** First, mix the egg yolks with the milk and oil, sift the flour and then add it to the mixture (or a mix of plain flour and cornstarch), mix everything together (use the "Z" motion)
- 4** In a second bowl, whisk the egg whites with a pinch of salt and vinegar until stiff, then gradually add the 60g of sugar (preferably in thirds).
- 5** Then add the mixture from step 3 to the mixture from step 4 (preferably in thirds), stirring until the two mixtures are combined.
- 6** Meanwhile, preheat the oven to 170°C for 20 minutes
- 7** Fill a greased cake tin or silicone/paper cups with the dough.
- 8** The given amount of ingredients should make 3 - 4 cakes  
Once the oven is preheated, place the cupcakes in the oven and leave to bake for 10 minutes
- 9** After 10 minutes, remove the cupcakes and make a cross (X) on the surface with a knife, turn the oven down to about 150°C, and continue baking - total baking time should be about 60 minutes
- 10** Let the baked cakes cool afterwards, but it is important that it is upside down. For example, leave them "hanging" between two tins, there is no limit to creativity for this step
- 11** Finally, spread the prepared whipped cream over the cooled cupcakes and garnish with a fresh strawberry
- 12** Enjoy your cake, bon appetit!

# TRAVELLING WITH SMS BAGS

This year in July, you received a gift from SMS in the form of a bag with the company logo. Based on the feedback, we can happily state that you liked the bags and the number of photos you sent us as part of the competition for the best photo also proves this. Whether for work or for a trip, we simply enjoy that you keep carrying SMS bags!

First of all, we thank all those who participated in the competition for the most interesting photo with a bag with the company logo and sent us a picture from the trip. We hope that your holidays were at least half as successful as the photos themselves.

Winners are Monika Springinsfeldová, Gantuya Purevdorj, Tomáš Tetur, Stanko Radivojac, Petr Studený and Lukáš Krejčí. Congratulations to the winners!



# HELP FOR SOUTH MORAVIA

On Thursday, June 24, 2021, a storm with hail and a tornado passed through several villages on the border of Břeclav and Hodonín regions in southern Moravia, and 7 municipalities were critically affected. As the tornado caused enormous damage, groups of volunteers from all over the Czech Republic, including several SMS employees, set out for the affected area in the following days.



## JOSEF SMEJKAL

Business Development Manager



**Through what organization or how did you get involved in the tornado damage removal project in South Moravia?**

I accepted my friend's appeal for help from her family.

**In what village, how and for how long did you get involved in helping?**

I worked in Hrušky in Moravia, it was only the fourth day after the tornado. I spent one day removing and exporting all the waste to the containers provided.

**Why did you get involved in the help and what was the reaction of those you helped if you met them?**

This particular request appealed to me. The reaction of the family I helped was very friendly. In addition to a little work help, I also helped with a financial gift. Those people have my great admiration for not giving up, and even though their house was marked for demolition, they were determined to rebuild everything. It was a motivation for me personally that if you lose something valuable in life, you need to get up and move on.



## IVO SÁCKÝ

PSE Technician



**Through what organization or how did you get involved in the tornado damage removal project in South Moravia?**

I got involved myself.

**In what village, how and for how long did you get involved in helping?**

I helped for 2 days in Lužice, mostly by cleaning.

**Why did you get involved in the help and what was the reaction of those you helped if you met them?**

First I was filming in the area (filming is Ivo's second profession and hobby) and when I saw the extent of the damage and the catastrophe that caused the tornado, I wanted to get involved and help.

## PAVEL SVOJANOVSKÝ

RC Team Leader



### Through what organization or how did you get involved in the tornado damage removal project in South Moravia?

We became involved with friends through the Red Cross as bricklayers in the construction of a damaged shop (higher priority). First day, everyone lacked material, so we did what was currently needed, mostly clearing work

(rubble, trusses, etc.). Because we had our own van, we delivered the necessary things from the headquarters in Hodonín. I also provided IT help for people thanks to the fact that I processed unlimited data through the operator and put a mobile wi-fi hotspot for people. I must praise the helpfulness of the operator, who agreed that the data I would draw from the transmitters in the tornado area would not be counted in any way. 😊

### In what village, how and for how long did you get involved in helping?

We helped mainly in Lužice, where we were assigned. In the case of deliveries, we helped wherever it was needed. I helped all week and then a few more weekends. It was demanding both physically and mentally, even with the demands for more holiday consumption 😊

### Why did you get involved in the help and what was the reaction of those you helped if you met them?

We just got involved, I think we have to help. It's better than sitting at home at the computer. The people we helped were incredibly grateful - when it comes to positive people who have no problem and just help those who need it, it gives them at least a little hope. For a few people, we also acted as a lightning rod of emotions when people needed to tell somebody their problems. What they were telling us was really crazy - the worst part was the helplessness. We just came to clean up and do what was needed, people were happy to help 😊

# Refer a friend and get

**We are looking for new team mates into SMS!  
And in what positions is it possible to find a job at us?**

- **SERVICE CENTER OPERATOR**  
- BGA, tester, rework
- **TECHNICIAN** to the dept. of mobile phone repair
- **TECHNICIAN** to the dept. of laptop repair
- **DEFECTIVE COMPONENT RECEIVING OPERATOR**

**8 000 CZK**

*or*

**15 000 CZK**