

# SMS MAGAZINE

HALF-YEAR JOURNAL OF SMS INFOCOMM

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# TEAMBUILDINGS

*from past years*



Can you tell which year these photos are from? Here's a hint: every line is a different year. :)



# How were the parties and events in SMS?

## MY FAVORITES

from view of Zuzka Šebelová, HR Manager



### *Family and good deeds* April 2018

You can see how our children have grown up  
(and we have matured :))  
I think we all enjoyed our Saturday morning  
planting trees near Žebětín.



### **ADRENALINE**

August 2018

You can't forget ...when we found ourselves on a boat  
in the middle of the Brno dam without life jackets, the  
boat was rocking so much it was taking on water...we  
didn't win, but we survived and became friends! :)



### **CELEBRATING AND FUN**

June 2022

Miloš Knor explained why  
it is good to shop at IKEA  
and that it is good to visit  
toilets "just in case"... :)

At the same time, we  
celebrated our 10th  
anniversary under the SMS  
brand!!



### **WITH DELICIOUS MEALS**

September 2020

Great breakfast  
from Fat Free...



### **DANCING AND SINGING**

DECEMBER 2019

We danced the salsa  
and sang not only the  
song Vain cousin with  
the band, but also  
"Duckburg like a  
hurricane is heading  
towards us, cars laser  
aeroplane swirling  
through the city ..." :)



### **TEAM-ORIENTED AND DEDICATED**

September 2020

Involvement in Clean Czech is for those  
with a heart who don't mind picking up  
trash in the grass or bushes, rappelling  
off bridges and collecting things from the  
homeless in their free time. But more  
colleagues are joining in and that's a  
good sign! Thank you all!



# INTERVIEW

SUPPLY CHAIN MANAGER

ZUZANA MLEZIVOVÁ

## Hi, Zuzka. How long have you been working at SMS and on what job position did you originally start?

I joined SMS six years ago in summer as a BSO on the RTV team. Soon after, I became the RTV team leader and had the opportunity to participate in setting up processes for the SPF project. After two years, I also took over logistics where I was able to capitalize on my experience from my previous job and was promoted to manager. More than a year ago, I was offered the position of Supply Chain Manager, where I also took the planning and purchasing department under my wing.

## What do you enjoy about your job?

I enjoy the variety and wide range of responsibilities, as well as the responsibility. It's important to me to do work that is meaningful, to be useful to someone. I also enjoy working with people, supporting each other, developing and pushing each other.

## What advice would you give to new managers?

I would definitely advise them to talk to people in all roles in different departments and to look around. We are a company that mixes different cultures, so the environment is specific and you need to approach it that way.

## What's the biggest challenge you've had to deal with during your time at SMS?

I expect the biggest challenge is yet to come 😊. But probably the biggest challenge so far has been when I took over the RTV team after six months in the company and had to quickly set up a process for the HP project and create a functional team. It was a great opportunity to prove myself.

## Where do you come from?

I grew up in Luhačovice and I still have a strong connection to it. Now I have been living with my family in Křenovice for almost 10 years. This village quickly grew close to my heart.

## What do you like to do in your free time?

Of course, almost all of my free time revolves around my family. We spend a lot of time at the playground because my son is into volleyball and soccer. I like to swim, ski in the winter and if I have some time left over I like to read a good book.

## What is your favourite food?

Bún bò Nam Bộ 😊

## Is there anything you would like to say to the SMS staff?

If there is anything anyone would like to discuss and thinks I could help from my position, then don't be afraid to reach out to me. I look forward to seeing everyone at the Christmas party and wish everyone a wonderful Christmas and most importantly good health and happiness in the new year.





# HOW TO EFFECTIVELY COMMUNICATE



## Listen

We focus mainly on what we want to say to others, but we forget to listen to them. Listening to others is one of the foundations of effective communication. If we listen properly, we can better understand the needs and wishes of our colleagues and loved ones.

## Express yourself clearly and understandably

Unnecessarily complex, lengthy or imprecise communications can lead to misunderstandings and cause confusion. Try to use plain and understandable language and, where possible, try to use examples to help understanding.

## Watch out for the emotional component of communication

We involve emotions in most of our communication. Being able to understand and control your emotions is key to maintaining harmonious relationships in your personal life and in the workplace.

## Respect others

None of us is superior to another person. That is why it is important to respect others if you want to be respected. Show respect for the opinions and ideas of others, even if you don't necessarily agree with them. Mutual respect promotes a good atmosphere and harmonious cooperation.

## Be open to constructive feedback

None of us were born with all the knowledge and skills in the world. Even experts who have been in their field for years can get it wrong. But in order to develop further, these professionals must be open to constructive feedback. If you can learn from your mistakes and accept constructive feedback, you will become a better and better person every day.

All of the above principles have a significant impact on our personal and professional lives. Resolving conflict, improving interpersonal relationships, achieving work goals and creating a pleasant personal and work environment are just some of the benefits of good communication skills. Be proactive and improve your communication skills every day. You will see your quality of life gradually improve.

Who do you see when you think of a successful person? In our opinion, it is first and foremost a person who is able to communicate effectively. Communication is one of the key elements in our personal and professional lives. Communication helps us to express our thoughts, but it also enables us to understand the needs and expectations of others. Effective communication can affect our careers, relationships, and thus the overall quality of our lives.

# UNUSUAL EMPLOYEE HOBBIES

## JOEY SANTIAGO

### DANCING



Joey has been with SMS since 2019 and is currently a Senior QE Technician. In 2017 he founded the Prague dance group Groove N'Squad. They focus on hip hop as well as traditional Filipino dances such as Kappa Malong-malong, Paro-parong bukid and Tnikling.

#### What is your hobby and how did you get into it?

Imagine I have a variety of hobbies, but the one that stands out is dancing, especially in the hip-hop realm.

It all started in my childhood when I saw the famous dance group Street Boys from the Philippines. Since then, my dream has been to be like them and perform on TV shows and big stages as a dancer. In high school, I took dance classes and learned the basic steps. Ever since then, I have wanted to become a professional dancer.

#### What is the biggest achievement of your dance group?

The greatest achievement is performing on stage.

#### How often do you meet?

Despite our busy schedules, we meet twice a month to discuss and prepare for upcoming dance performances. We manage the planning session and rehearsal in one day.

#### Do you have a dream that you would like to achieve in dance?

Yes, I want to become a dance instructor or trainer and perform on prestigious stages such as the international World of Dance competition.

#### What advice would you give to people who are new to dance?

I would advise those who start dancing to be patient, enroll in dance classes and have fun.



# UNUSUAL EMPLOYEE HOBBIES

**KATEŘINA VLKOVÁ**

## MANDALA PAINTER



Katka joined SMS two years ago as a quality operator. She painted her first mandala in 2020, at first just in pencil on paper, based on a model from the internet. A year later, she started exhibiting her work in galleries and to paint on demand. Katka's inspiration for creating mandalas is Zuzana Krulová.

### How long does it usually take to create a mandala?

With a mandala, it depends on how big and how challenging it is. Whether you paint just with pencil or with crayons or on canvas with paints. So it can be anywhere from two hours to several days. My biggest mandala so far is 80x80cm on canvas.

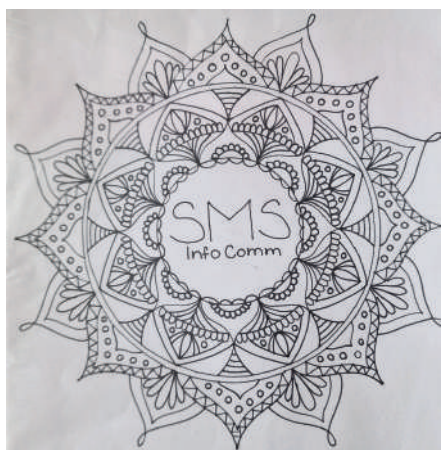


### What advice would you give to people who want to start this hobby?

I advise them not to hesitate and start trying. They should find a mandala pattern on the internet and try to paint it, even if the result may not be the same as the pattern. The main thing is to start, open your mind and imagination and then it will work itself out.

### Do you have a dream in mandala creation that you would like to achieve in the future?

My dream in painting is to make a living at it one day, to have exhibitions and to transmit joy and energy through mandalas to other people. I have been doing mandalas and porcelain painting for people on commission. In November, I exhibited my work for the public for the third year in a row in the new gallery at the RUBÍN Centre, but I still can't make a living doing it.



## MANDALA CONTEST

With the help of Katka, we have prepared a little respite from the everyday hustle and bustle. Put your worries behind you, take one pre-printed mandala, crayons in hand and let your imagination run wild. Involve the children, take a mandala for them too. We will reward the first five who bring us a coloured mandala from their little helpers with a surprise. You can find the mandala based here in the magazine, if they run out, just stop by the HR office.



# INTERVIEW

## REPAIR CENTER MANAGER REAGAN DONATOS



Reagan has been a part of SMS for 17 years, 10 of those in Brno, where he moved with his family - wife Carmina and daughters Maggie and Annie. He has worked his way up from operator to repair line manager. He is originally from the province of Bulacan, located in the Central Luzon region of the Philippines. He is fond of Czech cuisine, especially beef goulash and “svíčková”.

### **Hello, Reagan. How long have you been working at SMS?**

I was recruited to the SMS Philippines office in November 2006, and in August 2013 I was sent to Brno as an expatriate. In total, I have been working in SMS for 17 years, 10 of which have been in WSCZ.

### **You have worked your way to the RC manager position. What do you enjoy about your job?**

I enjoy learning new things and skills, learning not only from the training and guidance provided by senior management, but also from my members. I like to practice a culture of two-way open communication between employees and managers.

### **What was the biggest challenge you had to deal with during your time at SMS?**

This year has been the most challenging so far because I have been put in charge of a larger team (125 employees). I have to find a balance in managing different personalities, with different backgrounds and different ideas. I also have to come up with decisions or guidelines that can disperse a diverse workforce. The key to a positive outcome is to have all teams working towards the same goal, from the operators to the managers to me and my boss.

### **What did you want to be when you were a kid?**

I remember that I wanted to be an electrical engineer, but I ended up taking a different path. Although it's actually a similar field, I studied electronics and communications technology and now work for a global electronics company SMS Infocomm.

### **What do you like to do in your free time?**

In addition to my full-time work at SMS, I am also the overseer of the Philippine Christian Church and I am the lay pastor of the Brno Christian Fellowship (BCF). BCF is the mission church of the Philippine Christian Fellowship in Europe (PCG Europa).



### **Is there anything you would like to say to the SMS staff?**

I would like them to experience the same journey that I have in SMS. For me, SMS has evolved from a source of income and employment opportunity into a place where I feel at home. A family where we can build a reciprocal relationship. Whatever our position is, if we give the best we can to the company, then the company will also give us the best in return.

My journey can attest to this, Reagan Donatos: from operator to technician, line manager to supervisor, I now work as an RC manager.



# 7 Sustainable Tips to Contribute to a Greener Work Environment



In today's world, environmental issues are more pressing than ever. Climate change, pollution and resource depletion are forcing companies around the world to rethink their environmental impact. Each of us can contribute to a working environment that is kinder to our environment. Here are 7 tips we can implement into our daily work routine to make our workplace a little bit "greener".

## RECYCLE

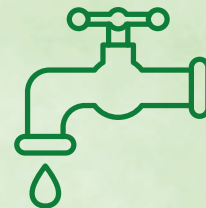
Proper sorting plays a big role in whether packaging and other resources can be reused. At SMS we have several locations with bins for sorting plastic, paper and cans. Let's remember to clean the packaging first before throwing it in with the other sorted waste. This will prevent contamination of the whole container. Dirty waste is completely unsuitable for sorting and will end up in landfill.

## REDUCE PAPER CONSUMPTION

Digital tools can help us reduce paper consumption. For example, we can use them to take notes, organise our work or keep documents for meetings. Only print documents if we really need to, use both sides of the paper and think about whether we really need to print in colour. Let's also think about what processes could be digitised as a part of our agenda.

## SAVE WATER

Be aware of water consumption and don't leave the tap running unnecessarily. Only heat the amount of water in the kettle that you can use immediately. Heating water consumes a significant amount of energy.



## REPLACE DISPOSABLE ITEMS

We have our own bottle in the workplace, so let's use it instead of disposable pet bottles. Make our coffee in a ceramic mug, and bring our lunches in reusable containers, for example in a glass box with the SMS logo.

## BUY ONLY WHAT WE WILL ACTUALLY USE

Take an inventory before buying work equipment, then think ahead about the amount of supplies you will actually need before buying anything. Prefer quality products that will last longer. Donate or recycle tools that you can no longer find a use for.

## TRAVEL GREENER

If we live close to work, in good weather we can use an alternative to cars - bikes or scooters - or walk to work. Using public transport or other alternatives to get to work is not only cheaper than travelling by car, but also produces less emissions, noise and eliminates traffic.



## TAKE PART IN ACTIONS WITH AN ENVIRONMENTAL IMPACT

Every year, as a company, we take part in the Clean up the Czech Republic event, where we unite our team and clean the surroundings of the Brno dam. By participating in events with an environmental theme, we can contribute to a cleaner environment, make new contacts and do something for our health.

# CHRISTMAS IN DIFFERENT CULTURES

In our company we have colleagues of different nationalities, as you all know. Every nation has its own Christmas traditions and customs, some nations do not celebrate Christmas as such at all. We would like to give you an insight into how winter holidays are celebrated in different parts of the world. Of course, customs can vary in different parts of each country and in each family, just as they do here. We asked our colleagues to share with us in a few sentences the customs and traditions they observe.



## CZECH REPUBLIC

Christmas preparations begin on the first Sunday in December, a period called Advent. Advent includes wreaths with 4 candles. Each week one is lit, when all 4 candles are burning on the wreath, Christmas is coming.

Advent is characterised by Christmas markets, where you can enjoy local specialities, have mulled wine, grog or mead to warm you up, buy all kinds of gifts, handicrafts, decorations, ornaments and so on.

Christmas starts on 24.12. - Christmas Eve and the celebrations continue until 26.12.

On Christmas Eve in the Czech Republic, "Ježíšek" brings presents under a decorated Christmas tree, and we eat carp with potato salad for dinner.

It is a holiday of peace and family gatherings.

Different families observe various customs and traditions, such as putting a coin under the plate at Christmas Eve dinner, cutting an apple, making boats out of nutshells, casting lead, singing carols, midnight mass in church and many others.

## MOST COMMON CUSTOMS

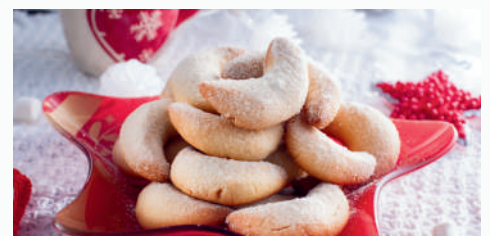
**Spruce** - protects against evil and disease

**Carp scales** - placed under each diner's plate, they bring good luck and plenty of money for the whole year to come

**Slicing an apple** - cut it in half with a knife perpendicular to the bite. If the core is shaped like an even star, you will be healthy and happy all year round

**Golden Piglet** - fasting all Christmas Eve will mean that you will see a golden piglet in the evening

**Boat launching** - a walnut boat with a small candle is left floating on the surface of the water. If the boat is lit for a long time, a happy life awaits you.





# CHRISTMAS IN DIFFERENT CULTURES



## PHILIPPINES

The Christmas season lasts for "BER" months which means from September to December (SeptemBER, OctoBER, NovemBER, DecemBER).

Traditions during BER months: Christmas songs, Christmas tree, "parolka" - a lantern in the shape of a star.

Christmas caroling - during the BER months, children make their own musical instruments and go house to house singing and playing Christmas songs. The homeowners give the children small gifts/mince pies.

Filipino Christmas food - there's a Spanish influence, Christmas dinner (Dec 24) is called "Noche Buena", the family gathers at a common table and share a feast - Christmas ham, lechon, Filipino spaghetti and sweets like leche flan, fruit salad.

## TAIWAN

Taiwan is not a typical country for celebrating Christmas as we know it here. It is a predominantly Christian holiday. In December we can find Christmas trees and decorations, send cards and give gifts, but there are mostly Buddhists living here and therefore they celebrate the Lunar New Year.

Chinese New Year is a celebration of the arrival of the spring season - the Spring Festival.

The most important of the traditional festivals, it symbolizes unity and prosperity and is worshipped to bring new hope for the future. These celebrations have a history that is more than 4,000 years old.

Its celebrations traditionally begin on the first day of the first lunar month and end on the 15th, known as the Feast of Lanterns.

The date of Chinese New Year is fluid and fluctuates between January 21 and February 20. It is determined astronomically - the New Year occurs with the second new moon after the winter solstice. The year 2023 will end the reign of the Hare, which will take on the mark of the Dragon.



## UKRAINE

The Christmas holidays are celebrated from 7.1.-9.1., every year on 6.1., they celebrate Holy Eve - for believers it means the last day of Lent, which lasted from 28.11.

Traditionally, 12 Lenten meals are prepared on Holy Eve, all of which must be free of milk, eggs, butter and cream. The main dish is Kutja, boiled grains of wheat in water, served with honey, poppy seeds and nuts. The main drink is Uzvar, a decoction of dried fruit.

On the first day of Christmas, they go caroling around the neighborhood with a manufactured star. It is customary to dress up in different costumes during caroling and to wish everyone they meet a Merry Christmas.







PF 2024.

Dear colleagues,

Thank you for your work and cooperation. We wish you and your loved ones a Christmas full of well-being and, above all, good health and only the best for the New Year 2024.



# Recommend a friend and get

We are looking for new SMS team mates!

## OPERATOR TECHNICIAN

laptop repair department

8 000 CZK  
15 000 CZK

You can bring the CV in person to HR or send it to the e-mail [wscz-nabor@servms.com](mailto:wscz-nabor@servms.com).

