

# CIVILITY EXPERTS

Worldwide



# CHINA



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## 1. FLAG



## 2. MAP



## 4. TRAVEL SAFETY INFORMATION

Canadians in China should exercise a high degree of caution at all times. Isolated acts of violence, including bombings and protests have occurred.

The presence of armed police is visible, and local authorities continue to monitor the situation very closely. Curfews and restrictions may be imposed on short notice. Travellers should avoid gatherings and demonstrations, and follow the instructions of local authorities.

Petty crime, such as pickpocketing, purse snatching, and theft of mobile phones and laptop computers, is prevalent, even during the day. Foreigners are targeted, especially in major cities and tourist areas. Be vigilant in all crowded locations, including tourist sites, trade fairs, restaurants, coffee shops, Internet cafés, markets and department stores. Do not carry large sums of money. Secure valuables, with the exception of passports, in hotel safe-deposit facilities.

Petty crime and sexual harassment occur on buses and overnight trains. Ensure that the train compartment contains packages belonging only to you and other occupants. Store personal belongings in a safe place and do not leave the compartment unattended. Doors should be securely locked.

Cases of extortion by taxi, motorcycle and pedicab drivers have increased. Foreigners have also been approached by strangers and invited to a nearby establishment for a drink (usually tea or alcohol). They were then presented with an exorbitant bill (sometimes hundreds of dollars) and forced to pay under threat of injury. In some cases, the person was harmed. Be cautious of unsolicited requests from strangers to "practice English" or to accompany them to an "art gallery" or unknown location.



## 5. OFFICIAL

Foreign Affairs and International Trade Canada offers a registration service for all Canadians travelling or living abroad. This service is provided so that we can contact and assist you in an emergency abroad, such as a natural disaster or civil unrest, or inform you of a family emergency at home.

[https://www.voyage.gc.ca/Registration\\_inscription/Register\\_Inscrire/Login\\_ouvrir-une-session-eng.aspx?fwd=true&hash=p0V4sjhYtXNnDsAOImpW8w6161](https://www.voyage.gc.ca/Registration_inscription/Register_Inscrire/Login_ouvrir-une-session-eng.aspx?fwd=true&hash=p0V4sjhYtXNnDsAOImpW8w6161)

## 6. PAPERWORK

It is the traveller's responsibility to check with the Embassy of the People's Republic of China and its consulates, for up-to-date information.

A **valid Canadian passport** is required for Canadians intending to visit China. The passport must be valid for at least six months beyond the date of your expected departure from the country.

Canadians must also be in possession of a visa, which must be obtained prior to arrival in China. Transit visas are not required for travellers who are on continuing international flights, who hold tickets on connecting flights or who will remain at the airport for no more than 24 hours while awaiting transit.

Travellers who wish to leave the airport while awaiting transit must request a stopover permit from the Chinese border authorities at the airport.

Travellers visiting Hong Kong or Macao during a trip to mainland China should ensure they obtain visas allowing multiple entries.

For information about applying for visas for mainland China in Hong Kong, consult the website of the Hong Kong Chinese Foreign Ministry.

Pay particular attention to the length of stay permitted after each entry on your Chinese visa. Overstaying can lead to fines and administrative detention for up to fifteen days.

All foreigners (tourists, visitors and long-term residents) must register their place of residence with the local Public Security Bureau within 24 hours of arrival.

If you are in a hotel, registration is normally done as part of the check-in process; those staying with family or friends in a private home must register.

Failure to do so can result in fines and/or detention.



Canadians not staying in commercial accommodation are advised to carry proof of their registration in order to avoid problems.

- Tourist Visa: Required
- Business Visa: Required
- Student Visa: Required
- Working Visa: Required

[http://www.voyage.gc.ca/countries\\_pays/report\\_rapport-eng.asp?id=55000](http://www.voyage.gc.ca/countries_pays/report_rapport-eng.asp?id=55000)

## Embassies:

You can obtain consular assistance and further consular information at the following addresses:

### China - BEIJING, Embassy of Canada

**Address:** Consular Section, 19 Dongzhimenwai Dajie, Chao Yang District, Beijing 100600, China

**Tel.:** 86 (10) 5139-4000

**Fax:** 86 (10) 5139-4448

**E-Mail:** beijing.consular@international.gc.ca

**Internet:** <http://www.china.gc.ca>

**Consular district:** The embassy's consular district includes the following provinces/regions of China: Beijing, Tianjin, Liaoning, Jilin, Heilongjiang, Shandong, Shanxi, Inner Mongolia, Ningxia, Shaanxi, Qinghai, Xinjiang, Xizang (Tibet), Henan and Hebei.

### China - CHONGQING, Consulate of Canada

**Address:** Room 1705, Metropolitan Tower, Wu Yi Lu, Yu Zhong District, Chongqing 400010, China

**Tel.:** 86 (23) 6373-8007

**Fax:** 86 (23) 6373-8026

**E-Mail:** chonq@international.gc.ca

**Internet:** <http://www.chongqing.gc.ca>

**Consular district:** The consulate's consular district includes the following provinces/regions of China: Chongqing, Sichuan, Yunnan and Guizhou.

### China - GUANGZHOU, Consulate General of Canada

**Address:** China Hotel Office Tower, Suite 801, Liu Hua Lu, Guangzhou, Guangdong 510015, China

**Tel.:** 86 (20) 8611-6100

**Fax:** 86 (20) 8611-6196

**E-Mail:** ganzucanadaconsul@international.gc.ca

**Internet:** <http://www.guangzhou.gc.ca>

**Consular district:** The consulate general's consular district includes the following provinces/regions of China: Guangdong,



Guangxi, Fujian, Jiangxi, Hunan and Hainan.

**China - Hong Kong, Consulate General of Canada**

**Address:** 13th Floor, One Exchange Square, 8 Connaught Place, Central Hong Kong SAR, China

**Postal Address:** P.O. Box 11142, Hong Kong SAR,

**Tel.:** 85 (2) 3719 4700

**Fax:** 85 (2) 2847 7561

**E-Mail:** hkong-cs@international.gc.ca

**Internet:** <http://www.hongkong.gc.ca>

**Consular district:** The consulate general's consular district includes Hong Kong and Macao Special Administrative Regions.

**China - SHANGHAI, Consulate General of Canada**

**Address:** Shanghai Centre, West Tower Suite 604, 1376 Nanjing Xi Lu, Shanghai, 200040, China

**Tel.:** 86 (21) 3279-2800

**Emergency toll-free to Ottawa:** 10800-1400125 (available only from Shanghai)

**Fax:** 86 (21) 3279-2801

**E-Mail:** shanghai.consular@international.gc.ca

**Internet:** <http://www.shanghai.gc.ca>

**Consular district:** The consulate general's consular district includes the following provinces/regions of China: Jiangsu, Anhui, Zhejiang, Hubei and the city of Shanghai.

For emergency assistance after hours, call the Embassy of Canada in Beijing and follow the instructions. You may also call the Department in Ottawa at 613-996-8885 (collect calls accepted).

[Source]: [http://www.voyage.gc.ca/countries\\_pays/report\\_rapport-eng.asp?id=55000#tphp](http://www.voyage.gc.ca/countries_pays/report_rapport-eng.asp?id=55000#tphp)

## 7. HONG KONG

A valid Canadian passport is required for Canadians intending to visit Hong Kong. The passport must be valid for at least one month beyond the date of your expected departure from Hong Kong.

Canadians travelling to mainland China via Hong Kong must obtain a Chinese visa before arrival. Canadian travellers who are not Hong Kong residents should seek information from the nearest Chinese Embassy or Consulate and apply for entry visas before leaving Canada. Canadian residents in Hong Kong are encouraged to seek detailed information from the Commissioner's Office of China's Foreign Ministry in Hong Kong. Travellers entering Hong Kong from mainland China and then leaving Hong Kong via the mainland should have a visa for that re-entry. Canadians should consult the China Travel Report for more information regarding travel to mainland China.

All travellers will be subject to temperature screening upon entry into Hong Kong.



- Tourist Visa: Not required (for stays less than three months)
- Business Visa: Not required (for stays less than three months)
- Student Visa: Required (for stays over three months)

## Embassies

You can obtain consular assistance and further consular information at the following address:

### China - Hong Kong, Consulate General of Canada

**Address:** 13th Floor, One Exchange Square, 8 Connaught Place, Central Hong Kong SAR, China

**Postal Address:** P.O. Box 11142, Hong Kong SAR,

**Tel.:** 85 (2) 3719 4700

**Fax:** 85 (2) 2847 7561

**E-Mail:** [hkong-cs@international.gc.ca](mailto:hkong-cs@international.gc.ca)

**Internet:** <http://www.hongkong.gc.ca>

For emergency assistance after hours, call the Consulate General of Canada in Hong Kong and follow the instructions. You may also make a collect call to the Emergency Operations Centre in Ottawa at 613-996-8885.

## 8. TRAVEL

### China

- Poor driving standards and poor road conditions make travelling hazardous.
- Travelling after dark outside major cities is not recommended.
- Canadian and international drivers licenses are not recognized in China.
- Foreigners must hold a foreigner residence permit and meet local requirements to obtain a Chinese driver's license.
- Travel near military installations is restricted.

In January 2009, the Government of the People's Republic of China implemented new regulations under which foreigners driving in China face much harsher penalties if they are involved in an accident.

Police officers have the right to detain and incarcerate foreigners suspected of being responsible for road accidents until their case is closed, which can take years. It is not uncommon for foreigners to be blamed to have caused accidents even though they are not at fault. Canadians should therefore carefully consider the implications of driving in China.

Taxis are plentiful in major cities and can be obtained at hotels or taxi stands. Most taxi drivers do not speak English or French, so you should arrange for a Chinese-speaking person to write out your destination in detail on a card before you go. Rental cars are available





only in the largest cities, generally with a driver.

[http://www.voyage.gc.ca/countries\\_pays/report\\_rapport-eng.asp?id=55000](http://www.voyage.gc.ca/countries_pays/report_rapport-eng.asp?id=55000)

## Hong Kong

- Traffic drives on the left and is congested in urban areas.
- Roads are narrow and frequently unmarked.
- Drivers are tested for alcohol consumption if involved in an accident. They may face prosecution if they exceed the legal limit.
- The use of cellular phones while driving is strictly prohibited unless fitted with a hands-free device.
- Public transportation is widely available.
- Taxi drivers speak little or no English.
- Have your destination written in Chinese.
- An International Driving Permit (IDP) is recommended.

[http://www.voyage.gc.ca/countries\\_pays/report\\_rapport-eng.asp?id=55000](http://www.voyage.gc.ca/countries_pays/report_rapport-eng.asp?id=55000)

## 9. CURRENCY

### China

- The currency is the renminbi (RMB).
- The basic unit of currency is the yuan.
- Counterfeit renminbi are relatively common, especially in southern China.
- It is illegal to use foreign currency.
- Exchange foreign currency at officially approved facilities only.
- Traveller's cheques can be exchanged at most hotels.
- Generally only international hotels and some larger shops accept international credit cards.
- Some Chinese banks will provide cash advances using credit card accounts, but they may charge for the service.
- It is possible to use bank cards to draw on your Canadian bank account at an increasing number of automated banking machines, especially in urban areas.
- Check with your bank for information on automated banking machine (ABM) services outside Canada.
- Credit cards and debit cards should be used during business hours inside a bank, supermarket, or large commercial



building. Leave copies of your card numbers with a family member in case of emergency.

<b>1.00 CNY</b>	<b>=</b>	<b>0.158975 USD</b>
<b>1.00 CNY</b>	<b>=</b>	<b>0.156943 CAD</b>

<http://www.xe.com/>



## Hong Kong

- The currency is the Hong Kong dollar (HKD).
- Foreign currency and traveller's cheques can be exchanged at banks and hotels.
- U.S. dollar traveller's cheques are recommended.
- Credit cards are widely accepted.
- Automated banking machines are widely available.

<b>1.00 HKD</b>	=	<b>0.128889 USD</b>
<b>1.00 HKD</b>	=	<b>0.127253 CAD</b>

## 10. OVERVIEW OF CHINA

### About China

China is situated in eastern Asia, bounded by the Pacific in the east. Being the third largest country in the world, it has an area of 9.6 million square kilometers, or one-fifteenth of the world's landmass.

### Political Situation/Type of Government

<b>Type:</b>	Communist party-led state.
<b>Branches:</b>	Executive--president, vice president, State Council, premier. Legislative--unicameral National People's Congress. Judicial--Supreme People's Court, Local People's Courts, Special People's Courts.
<b>Administrative divisions:</b>	23 provinces (the P.R.C. considers Taiwan to be its 23rd province); 5 autonomous regions, including Tibet; 4 municipalities directly under the State Council.
<b>Political parties:</b>	Chinese Communist Party, 76 million members; 8 minor parties under Communist Party supervision.



## Religion

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While the Chinese constitution affirms “freedom of religious belief,” the Chinese Government places restrictions on religious practice, particularly on religious practice outside officially recognized organizations.

The five state-sanctioned “patriotic religious associations” are Buddhism, Taoism, Islam, Catholicism, and Protestantism. Buddhism is most widely practiced.

## Main business/Industries/Exports

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**Natural Resources:** Coal, iron ore, petroleum, natural gas, mercury, tin, tungsten, antimony, manganese, molybdenum, vanadium, magnetite, aluminum, lead, zinc, uranium, hydropower potential (world's largest).  
**Agriculture:** Products--Among the world's largest producers of rice, wheat, potatoes, corn, peanuts, tea, millet, barley; commercial crops include cotton, other fibers, apples, oilseeds, pork and fish; produces variety of livestock products.

**Industry:** Types--mining and ore processing, iron, steel, aluminum, and other metals, coal; machine building; armaments; textiles and apparel; petroleum; cement; chemicals; fertilizers; consumer products, including footwear, toys, and electronics; food processing; transportation equipment, including automobiles, rail cars and locomotives, ships, and aircraft; telecommunications equipment, commercial space launch vehicles, satellites.

## Money

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Currency: Renminbi  
(see section 8 for information on currency)

## Culture

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### Special holidays and traditions:

- **January 1:** New Year's Eve
- Chinese New Year: it varies according to the lunar Calendar, but generally around the end of January to mid February.
- **April 5:** Tomb-Sweeping Day
- **May 1 - May 3:** Labour's Day:
- **August 15 (lunar calendar):** Mid-autumn Festival:
- **October 1 - October 7:** National Day
- The holiday will be slightly changed sometimes if it's on a weekend





## Appropriate Gifts to Give:

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- If invited to someone's home, bring a small gift of fruit, sweets, or cakes, saying that it is for the children.
- Do not give scissors, knives or other cutting utensils as they indicate a desire to sever the relationship.
- Flowers do not make good gifts as they are given to the sick and are used at funerals.
- Do not wrap gifts in mourning colours - white, blue, or black.
- Do not give clocks, handkerchiefs and straw sandals.
- Wrap the gifts in happy colours – red (lucky colour), pink and yellow (happiness).
- It is best to give gifts in even numbers since odd numbers are unlucky.
- 8 is the luckiest number.
- Gifts are generally not opened when received.

## Taboos

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- Avoid making expansive gestures and using unusual facial expressions.
- The Chinese do not use their hands when speaking, and will only become annoyed with a speaker who does.
- Smiling is not as noticeable in China, since there is a heavy emphasis on repressing emotion.
- Members of the same sex may hold hands in public in order to show friendliness.
- Public displays of affection between the sexes are frowned upon.
- Do not put your hands in your mouth, as it is considered vulgar. Consequently, when in public, avoid biting your nails, removing food from your teeth, and similar practices.
- Pushing and cutting ahead is common in lineups among Chinese, but they do not appreciate being cut in front of themselves.
- Spitting in public is no longer acceptable. It is subject to a heavy fine now.
- Blowing your nose with a handkerchief is also acceptable, but it is advisable to turn away from people while doing so.

## Common gestures and their meanings

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- The Chinese will sometimes nod as an initial greeting.
- Bowing is seldom used except in ceremonies.



- Handshakes are also popular; wait, however, for your Chinese counterpart to initiate the gesture.
- If you visit a school, theater, or other workplace, it is likely that you will be greeted with applause as a sign of welcome. In turn, you should respond by applauding back.
- Some hand gestures, however, are necessary.
- To summon attention, turn your palm down, waving your fingers toward yourself.
- Use your whole hand rather than your index finger to point.
- The Chinese, especially those who are older and in positions of authority, dislike being touched by strangers.
- Acknowledge the most senior person in a group first.

## 11. BUSINESS PRACTICES

### Corporate Culture

#### How to Dress for Business

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- Conservative suits with subtle colours are the norm. Bright colours should be avoided in business meetings.
- Men should wear suits and ties to formal events; tuxedos are not a part of Chinese business culture.
- Women should avoid strapless tops or mini skirts. The Chinese frown on women who display too much.
- Jeans and trainers are not acceptable for business meetings as well, but it's ok to wear those when you visit a factory.
- For females, proper makeup for meetings should not be too strong or too chic. No dramatic accessories or open-toe footwear.

#### Meeting Etiquette

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##### Appointment Alert!

Appointments are a must for business in China! If possible, schedule meetings a week in advance. Since the Chinese want to know whom they will be meeting, provide details on titles, positions, and responsibilities of attendees ahead of time. Agreeing on an agenda upfront can also be useful. If you are trying to meet with company executives or high-ranking officials, be prepared for extensive back-and-forth communications until everything is finalized, and do not postpone or cancel meetings on short notice.



Telephone is the most convenient and efficient way to make an appointment. E-mail contact is also used, but a call has to follow since many Chinese don't have the habit of checking their emails regularly. Punctuality expectations largely depend on the meeting participants' status and rank. The Chinese are careful not to waste a senior person's time. Being late to a meeting or social event without having a valid and plausible excuse can be a serious affront, so it's usually best to show up right on time or 5-10 minutes earlier. Meetings with lower-level managers are typically more flexible and may not even have a set start time. In that case, arrive at your convenience and be prepared to perhaps wait for a while.

The business hours are 9:00 AM to 6:00 PM, Monday to Friday. Since some companies run a flexible schedule, it's better to arrange meetings from 10:00 AM to 11:30 AM and from 1:30 PM to 5:30 PM. Lunch hour is usually around 12:00 AM-1:00 PM.

<http://www.executiveplanet.com/index.php?title=China: Appointment Alert%21>

## Conversation

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Before meetings, it's better to learn some common Chinese expressions like hello, thank you, goodbye as well as some knowledge of Chinese culture, history and geography. If you speak Chinese, they will really appreciate your efforts and take your initiative of doing business in China more seriously than if you do not speak any Mandarin.

When meeting with government, learning the names of the high officials is very important. Politics should always be avoided. Never lead the conversation to some sensitive areas such as Tibet, Xinjiang and Taiwan. The Chinese are very proud of their long and glorious history, it can be a very good beginning to build a nice relation.

It's common for Chinese to ask some private questions such as your age, salary, marital status. If you don't want to reveal that information, remain polite and give an unspecific answer with a pleasant smile. But you can always ask some general questions like "How long have you've been working here?" to show your care and have an interest toward the people you are meeting with.

Small talk is welcomed in the beginning, the middle and the end of a meeting. In China, good personal connections are very helpful to business. Showing your respect and giving some compliments can be a good way of doing business. During the meeting, a confident tone is very agreeable. Make sure that you don't speak too fast and leave enough time for people to digest what you have been saying. Also, a slow tone somehow implies your position in the company. No matter if you can speak Chinese or not, bring an interpreter with you always, not only to show your respect for the meeting but also your status in your company.

A firm handshake at the beginning and the end of the meeting is necessary. Avoid too much body contact with the Chinese, especially females.





<http://www.executiveplanet.com/index.php?title=China: Conversation>



## **Business Card Etiquette:**

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Business cards are exchanged after the initial introductions.

- Keep your cards in good condition by using a business card holder.
- Never use grubby or marked cards.
- The visiting party is usually the first to hand over business cards.
- Present the card with two hands with the right hand forward.
- Hand over cards with your name facing upwards.
- If possible, have your cards translated into the local language and present this side of the card.
- Never produce a card from or return one to a back pocket.
- Examine any business card you receive before keeping it.
- Never write on someone's card in their presence.
- The respect you show someone's business card is indicative of the respect you will show the individual in business.
- Briefly study the card and, when seated, place the cards so you can see them clearly.
- Optional: If you will be meeting Chinese, have one side of your card translated into Chinese, with the Chinese characters printed in gold.
- The exchange of business cards is an essential step when meeting someone for the first time, so bring more than you need.
- If someone presents you with his or her card and you do not offer one in return, the person will assume that you either do not want to make their acquaintance, that your status in your company's hierarchy is very low, or, quite to the contrary, that your status is very high.
- Show doctorate degrees on your card and make sure that it clearly states your professional title, especially if you have the seniority to make decisions.
- If any facts about your company are particularly noteworthy, for instance, if it's the oldest in your country or industry, mention this on your card since the Chinese view this very favorably.
- Similarly, accept others' cards using both hands if possible.
- Smile and make eye contact while doing so, then examine the card carefully.

**At the beginning of a meeting, there is normally some small talk.**

- This allows participants to become personally acquainted.



- It's best to let the local side set the pace and follow along.
- The most senior members of your group should lead the discussion.
- In Chinese business culture, it's inappropriate for subordinates to interrupt.
- It is good to make a presentation, but keep it simple and avoid over-designing it.
- Verify through diplomatic questions whether your audience understands you.
- Since saving face is so important, people will not openly admit it in front of others if they do not understand what you are presenting.
- You should bring a sufficient number of copies of anything you present, such that each attendee gets one.
- When a meeting is over, you should leave before your Chinese counterparts do.

## Negotiating Tips

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- Chinese negotiators are willing to spend considerable time gathering information and discussing various details before negotiation.
- Information is rarely shared freely, since the Chinese believe that privileged information creates bargaining advantages.
- Also, the Chinese treat "outside" information with caution.
- Be careful with what you are willing to share of yourself and protect your intellectual property.
- In China, people may consider all information available to them a property they are entitled to use to their best interest.
- Expect negotiations to be slow and protracted.
- Relationship building, information gathering, bargaining, and decision making may all take considerable time.
- Furthermore, negotiators often attempt to wear you down in an effort to obtain concessions.
- Be prepared to make several trips if necessary to achieve your objectives.
- Throughout the negotiations, be patient, show little emotion and accept that delays occur.
- Even after the contract is signed, the Chinese will often continue to press for a better deal.
- Do not bring an attorney to the negotiation table, since this may be taken as a sign that you do not trust your counterparts.
- Bear this in mind when you are planning a business negotiation.
- The key members of your team should not be too 'young' -- if the other party consists of mainly people who are more senior in age.



- Even if you care little about rank and title, give yourself appropriate rank and title when doing business in China.
- Otherwise, you may not be accorded with the right respect and attention.
- At the same time, it may put you in a disadvantageous position when you are at the business negotiation table.

## Proper Greetings

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- The Chinese handshake is light and may be rather prolonged.
- Men and women may shake hands, although the woman must extend her hand first.
- Many older Chinese lower their eyes during the greeting as a sign of respect.
- The Chinese traditionally have 3 names. The surname (family name) is first and is followed by two personal names. Many Chinese adopt more Western names and may ask you to use that instead. Many Chinese have a 'western name'. So even if their first name is actually Keng Wai they may introduce themselves as Alan.

## Addressing others with respect

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Chinese names are usually given in the order of family name, then first name. The latter may consist of two parts, the generational name and the given name. However, the two are often spoken and written as one. Think before you address someone with his Chinese name. Addressing people on a first name basis can be interpreted as impolite in China.

The Chinese are very conscious about the rank and titles they hold. People around them also consciously accord them with respect based on their titles. For that reason, you usually do not address a person, whom you newly know, by his first name. You may address the person with generic titles like 'Mister' or 'Madam'. You may also address the person by using official or professional titles.

### **For example:**

If the person has the surname Li, and he heads the company that you are talking to, you may address him as 'Li Zong', meaning something like "Boss Li". If he is a manager, you would address him as 'Manager'. If his surname is Li, then he would be addressed as 'Manager Li'.

If he is a professional, such as an engineer or business consultant, you can either address him by using his profession, or respectfully address him as 'lao shi', which means teacher, even when he is not an educator. When you are addressing a group of people by giving public speeches, take care to address the persons in the order of importance.

**It is risky to simply address people in alphabetical order!** You must be careful about who should be addressed first, and who later.



Usually, the governmental officials are given priority, followed by business bosses.

Be aware that age plays an important role in the social relationships. You are expected to show respect to someone who is more senior than you in terms of age, even if his official position is below you.

Take care of your collateral, such as name cards.

The emphasis on rank and title may give one an impression that the social system is a hierarchical, unfair system. This is however not exactly the case. While the hierarchy is clear, one's position in the hierarchy does not need to be fixed. Quite unlike a caste system, for centuries Confucianism recognized one's value and effort, and gave room to personal mobility within the system. The same principle is still observed in the Chinese business organizations today.

<http://www.executiveplanet.com/index.php?title=China: First Name or Title%3F>

## Gift Giving

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Today, official policy in Chinese business culture forbids giving gifts which can be considered as bribery, an illegal act in this country. In many organizations and companies, however, attitudes surrounding gifts are beginning to relax. If you wish to give a gift to an individual, you must do it privately, in the context of friendship, not business.

Here are other important reminders that can save you from spoiling a business deal:

- Choose a gift that represents your company, country, region or town. This should not be something too lavish or expensive.
- Don't be surprised if your gift is declined.
- You need to insist on giving the gift three times before the recipient finally accepts it.
- Never present a gift in front of a crowd, as this gesture only causes embarrassment.
- A business gift should be presented to the entire company. This is the only acceptable gift in the Chinese business culture.
- Exchange of gifts between the companies should only be done after all negotiations are concluded. This is the best time to give their gifts.
- It should be made explicit that the gift comes from the company and is given to the Chinese company. Usually the heads of both negotiation teams are the ones that exchange gifts.
- The gift should be wrapped in an appropriate color.
- Red is considered by the Chinese people as lucky so this is the safest color.
- Acceptable gifts for a company include items from your country or city, such as handicrafts, or an illustrated book.



- Be sure to bring a supply of these items with you, so that you can reciprocate if it happens that you are presented with a gift.

<http://www.executiveplanet.com/index.php?title=China: Gift Giving>

A banquet is usually a welcome gift; since it's likely you will be invited to one, you will have to follow Chinese business protocol and reciprocate. In some parts of China, although senior local officials host the welcoming party, you might be expected to pay for the cost of the banquet. Check this out and be prepared.

Gifts of food are acceptable, but not at dinner parties or other occasions where appetizers and meals will be served. Candy and fruit baskets, however, are acceptable as thank-you gifts sent after these events.

## Numbers

- Eight is considered one of the luckiest numbers in Chinese culture. If you receive eight of any item, consider it a gesture of good will.
- Six is considered a blessing for smoothness and problem free advances.
- Four is a taboo because it means 'death.'
- Other numbers such as '73' meaning 'the funeral' and
- '84' meaning 'having accidents' are to be avoided.



## TIP:

*Eight is considered one of the luckiest numbers in Chinese culture.*

*If you receive eight of any item, consider it a gesture of good will.*



## 12. PROSPEROUS ENTERTAINING

If you are invited to a banquet in China, prepare yourself for a meal to remember. The banquet can consist of up to thirty dishes being served over a period of time and it is therefore wise to pace yourself. Try to eat a little of each dish rather than sticking to the one you recognize. It is traditional to leave some food — if you finish everything, this can be taken as a sign that you are still hungry!

The seating arrangements at a banquet are very complex and linked to perceptions of hierarchy and status. If you are invited, you will be shown where to sit. However if you are the host it is probably best to get some local advice on the best seating plan if you want to avoid insulting anybody.

The meal is usually coming to an end when the fruit is served and the hot towels are given out. It is possible to leave after this stage of the proceedings — although the host is unlikely to initiate your departure.

Meals can be accompanied by a great deal of smoking — even during the courses. The idea of non-smoking restaurants hasn't really taken off in China.

It is acceptable to belch and slurp during the meal as this is taken as a sign of appreciation.

Alcohol plays an important part in banquets, and should flow freely- when toasting is mandatory. And drinking alcohol should not start until after the principal host stands to propose the first toast with a speech or the words Gan Bei (bottoms up). A few courses later, it is customary and courteous for the principal guest to reply in similar fashion. To observe the "face" of sobriety, you should fill other's glasses as fully as possible, without their spilling over, as a sign of respect and friendship. Be aware of the host who tries to make you drunk or challenge you to a drinking game, it may be a matter of courtesy or honour for him to do so! If you want to stop drinking, be polite and use health problems as excuse.

When it comes to serving food, Chinese dishes are placed in the centre of the table and everyone shares the food in the same dishes. Serve others, which is a sign of respect and friendship, by offering the choicest morsels to your neighbours. If public chopsticks and serving spoons are out of reach, reverse your chopsticks and use the end that has not been in your mouth.

When faced with a food you dislike or distrust, accept it but do not eat it or pretend you have sampled it. Remember to praise the food from time to time during, and at the end of the banquet.

As for chopsticks, do not play with them or point them at anyone. Never leave them in your rice-bowl (an omen of death) or pick up food dropped on the floor.

It is not only polite but also de rigueur for the host to over-order, and guests to leave something on their plates to signify their hunger has been satisfied. Before leaving, the guests should not hesitate to tell their host they have eaten enough. As a general rule at a banquet, when it comes to paying, the host settles the bills and the guests reciprocate



with a return banquet. Splitting bills is unheard of in China. As well, tipping is unusual.





### 13. CULTURAL FOODS (EATING TIPS, INFO, FACTS)

<http://www.travelchinaguide.com/intro/cuisine.htm>

The Chinese eat many foods that are unfamiliar to North Americans. Shark fins, seaweed, frogs, snakes, and even dog and cat meat are eaten.

<http://www.foodbycountry.com/Algeria-to-France/China.html>

<b>Starch Staples:</b>	millet, rice, kao-liang, wheat, maize, buckwheat, yam, sweet potato.
<b>Legumes:</b>	soybean, broad bean, peanut, mung bean.
<b>Vegetables:</b>	malva, amaranth, Chinese cabbage, mustard green, turnip, radish, mushroom.
<b>Fruits:</b>	peach, apricot, plum, apple, jujube date, pear, crab apple, mountain haw, longan, litchi, orange.
<b>Meats:</b>	pork, dog, beef, mutton, venison, chicken, duck, goose, pheasant, many fishes.
<b>Spices:</b>	red pepper, ginger, garlic, spring onion, cinnamon.

<http://asiasociety.org/lifestyle/food-recipes/food/meats/food-chinese-culture>

[http://www.ehow.com/facts\\_5234204\\_cultural-foods-china.html](http://www.ehow.com/facts_5234204_cultural-foods-china.html)

### 14. CLIPS DEPICTING CHINESE CULTURE OR LOCATIONS

<http://www.youtube.com/watch?v=mBdiyKMUuF4>

<http://www.youtube.com/watch?v=2lqdV5EfByg&feature=related>

<http://www.youtube.com/watch?v=ijpbhile6aY>

(Doing Business in China)

[http://www.youtube.com/watch?v=Qj\\_18XEHeMI&feature=related](http://www.youtube.com/watch?v=Qj_18XEHeMI&feature=related)

<http://www.youtube.com/watch?v=ev5-6jjQV6w&feature=related>

### 15. WEBSITES TO VISIT ABOUT CHINA

<http://www.worldbusinessculture.com/Business-Teams-in-China.html>

<http://www.kwintessential.co.uk/resources/global-etiquette/china-country-profile.html>

<http://www.china-briefing.com/news/2011/01/14/our-most-popular-china-business-and-culture-articles-in-2010.html>

<http://www.echinaexpat.com/>

<http://www.lonelyplanet.com/china>



## 16. SOUTHEAST ASIA

Southeast Asia is a sub-region of Asia, roughly be described as **geographically** situated east of the Indian subcontinent, south of [China](#) and north of [Australia](#), between the Indian Ocean (in west) and the Pacific Ocean (in east). It consists of two distinctive different geographic regions, one is mainland Southeast Asia, also known as Indochina, on the Indochinese peninsula; it comprises the countries of [Cambodia](#), [Laos](#), [Myanmar](#) (Burma), [Thailand](#), [Vietnam](#) and West [Malaysia](#) (Peninsular Malaysia), the other is the Malay Archipelago, or Maritime Southeast Asia, which comprises the countries of: [Brunei](#) (on the island of Borneo), East Malaysia (with the Malayan states of Sabah and Sarawak on the northern part of Borneo), all the islands of [Indonesia](#), the [Philippines](#), [Singapore](#) and [Timor-Leste](#) (East Timor).

Countries and regions on the fringe of Southeast Asia: [Bhutan](#), [Hong Kong](#), [Indian States and Union Territories](#), [Macau](#), [Maldives](#), [Nepal](#), [Pakistan](#), [Sri Lanka](#), [Taiwan](#), [Tibet](#)

[http://www.nationsonline.org/oneworld/map\\_of\\_southeast\\_asia.htm](http://www.nationsonline.org/oneworld/map_of_southeast_asia.htm)

[http://www.nationsonline.org/oneworld/map\\_of\\_southeast\\_asia.htm](http://www.nationsonline.org/oneworld/map_of_southeast_asia.htm)

## 17. WEBSITES OF INTEREST

Online business magazine – current events and business happenings.

<http://www.sea-globe.com/Business/>

## 18. CANADA AND THE ASSOCIATION OF SOUTHEAST ASIAN NATIONS

### ASEAN

**ASEAN** is a diverse region, home to nearly 600 million people, including the world's largest Muslim majority country: Indonesia. Despite substantial economic disparities among member countries, ASEAN is one of the world's fastest-growing regions and boasts an increasingly youthful and educated middle-class consumer base.

ASEAN's members include:

Brunei Darussalam, Burma (Myanmar), Cambodia, Indonesia, Laos, Malaysia, the Philippines, Singapore, Thailand and Vietnam

Canada became a Dialogue Partner of ASEAN in 1977. Other Dialogue Partners are Australia, the People's Republic of China, the European Union, India, Japan, the Republic of Korea, New Zealand, Russia and the United States of America.

[http://www.international.gc.ca/asia\\_pacific-asie\\_pacifique/asean-anase.aspx?lang=eng&view=d](http://www.international.gc.ca/asia_pacific-asie_pacifique/asean-anase.aspx?lang=eng&view=d)

<http://www.aseansec.org/>



## Brunei Darussalam:

Nestled in the north coast of the island of Borneo is the little haven of Brunei that is quite appropriately known as the Abode of Peace. The small 5765 sq km Commonwealth boasts one of the most advanced economies of the region, supported mostly by strong oil and gas trade

### Paperwork

Check with the **High Commission for Brunei Darussalam**, for up-to-date information.

A valid [Canadian passport](#) is required for Canadians intending to visit Brunei. The passport must be valid for at least six months beyond the date of your expected departure from the country.

- Tourist Visa: Not required (for stays up to 14 days)
- Business Visa: Not required (for stays up to 14 days)
- Student Visa: Required

### Canadian Government Contacts

You can obtain consular assistance and further information at the following address:

#### Brunei Darussalam - BANDAR SERI BEGAWAN, High Commission of Canada

**Address:** 5th Floor, Jalan McArthur Building, No. 1, Jalan McArthur, Bandar Seri Begawan, Brunei Darussalam

**Postal Address:** P.O. Box 2808, Bandar Seri Begawan, BS8675, Brunei Darussalam

**Tel.:** 673 (2) 22-00-43

**Fax:** 673 (2) 22-00-40

**E-Mail:** [bsbgn@international.gc.ca](mailto:bsbgn@international.gc.ca)

**Internet:** <http://www.brunei.gc.ca>

For emergency assistance after hours, call the High Commission of Canada in Bandar Seri Begawan and follow the instructions. You may also make a collect call to the Department in Ottawa at 613-996-8885.

You are subject to local laws. A serious violation may lead to a jail or death sentence. The sentence will be served in local prisons.

Immigration regulations are strict. Foreign workers who overstay their visas face harsh penalties, including jail sentences and caning. Canadians working in Brunei are strongly advised to



closely monitor their immigration status and visa expiration dates.

[http://www.voyage.gc.ca/countries\\_pays/report\\_rapport-eng.asp?id=41000](http://www.voyage.gc.ca/countries_pays/report_rapport-eng.asp?id=41000)

## History

The Sultanate of Brunei began as a rather prominent empire, reaching its height in the 14th to 16th centuries. Subsequent conflicts eventually led to European control over the area and Brunei was whittled down to the separate parts it is today. In 1888, it was established as a British protectorate until 1984, when it was officially given independence and remains a British Commonwealth to this day.

## Capital

Bandar Seri Begawan (BSB)

## Language

Malay, English

## Currency

Brunei Dollar (BND)

## Culture and Cuisine

- Brunei is a Sharia country and over 2/3 of the population actively practice Islam. As a result, the sale and consumption of alcohol has been banned since 1990. Travellers are permitted to bring in a certain limit of alcohol for their own personal consumption, which is limited to 12 beers and two other bottles of “other” alcohol.
- Meanwhile, the local cuisine very much resembles its Malaysian neighbours with an eclectic mix of ethnic choices, including Chinese, Thai, Malay and other inspirational dishes.
- Brunei is an Islamic country and the legal system is partly based on Sharia (Islamic law).
- Death is the mandatory penalty for many narcotics offences, including “trafficking” of controlled drugs even in very small amounts.
- State sanctions against violent crimes are very severe.
- Travellers should respect the laws and customs relating to dress, behaviour, and the avoidance of alcohol. Alcohol cannot be purchased in Brunei.
- Homosexual activity is illegal.



## Malaysia

Canadians arriving at the Kuala Lumpur International Airport (KLIA), including the Low Cost Carrier Terminal (LCCT), should be aware that touts attempt to get travellers to take their "taxi" into town. There have been several reported incidents of robbery and/or assault as well as gross overcharges by such individuals.

Arriving Canadians are advised to take registered airport taxis only, after obtaining a coupon from the airport taxi stand near the door before exiting the customs and arrivals hall.

- Canadians should avoid all political demonstrations and stay away from areas where they might occur.
- Male travellers, usually alone, have been approached in public places with invitations to participate in card games offering attractive opportunities for winning large amounts of money. Victims have lost thousands of dollars before realizing they were being scammed.
- Credit cards should be safeguarded at all times.
- Malaysia has one of the highest rates of credit card fraud in the world.
- Credit card magnetic strips have been duplicated, even in international hotels. Swiping your own card may not always be possible.
- Users should pay careful attention when their cards are being handled by others during the payment processing. Scams involving debit cards also occur.
- Before using their card, travellers should carefully inspect the automated banking machine to ensure it has not been tampered with.

[http://www.voyage.gc.ca/countries\\_pays/report\\_rapport-eng.asp?id=171000](http://www.voyage.gc.ca/countries_pays/report_rapport-eng.asp?id=171000)

## Paperwork

Visitors should carry their passport at all times as a form of identification. The Malaysian government is attempting to halt illegal immigration, particularly among foreigners who are working without an Employment Pass. Before you apply for an Employment Pass (at the Immigration Office or a Malaysian High Commission overseas), your prospective employer must apply for approval (from the Standing Committee for Malaysianisation, JKT, or the Malaysian Industrial Development Authority, MIDA) to fill the position with an expatriate. While waiting for the approval, your employer can apply to bring you into the country on a Social Visit Pass (i.e. Temporary Employment).



**We strongly recommend against this last step:** Canadians should obtain their Employment Pass before arrival since it is very difficult to change visa status once inside Malaysia. Foreigners are limited to three visit pass extensions, after which they must leave the country or a fine will be imposed for overstaying.

Foreigners are required to register their biometrics (fingerprints) at their port of entry.

- Tourist Visa: Not required (for stays up to three months)
- Business Visa: Required
- Student Visa: Required

### Canadian Government Contacts

You can obtain consular assistance and further consular information at the following addresses:

#### Malaysia - KUALA LUMPUR, High Commission of Canada

**Address:** 17th Floor, Menara Tan & Tan, 207 Jalan Tun Razak, 50400 Kuala Lumpur, Malaysia

**Postal Address:** P.O. Box 10990, 50732 Kuala Lumpur, Malaysia

**Tel.:** 6 (03) 2718-3333

**Fax:** 6 (03) 2718-3399

**E-Mail:** klmpr-cs@international.gc.ca

**Internet:** <http://www.malaysia.gc.ca>

#### Malaysia - PENANG, Consulate of Canada

**Address:** 3007, Tingkat Perusahaan 5, Prai Industrial Park, 13600 Prai, Penang, Malaysia

**Tel.:** 6 (04) 389-3300

**Fax:** 6 (04) 389-2300

**E-Mail:** tyt@lbsb.com.my

**Internet:** <http://www.malaysia.gc.ca>

For emergency assistance after hours, call the High Commission of Canada and follow the instructions. You may also call the Emergency Operations Centre in Ottawa at 613-996-8885 (collect calls accepted).

[http://www.voyage.gc.ca/countries\\_pays/report\\_rapport-eng.asp?id=171000](http://www.voyage.gc.ca/countries_pays/report_rapport-eng.asp?id=171000)

Upon entry into Malaysia, visitors will be given a Malaysian Disembarkation Card to complete and present to Malaysian immigration upon arrival. While in Malaysia, visitors are encouraged to carry their passports with them at all times. Travellers are required to carry their passports for travel from Peninsular Malaysia to Eastern Malaysia. Social visit passes (visas) issued at immigration points at KLIA airport, Johor Bahru and Kota Kinabalu for entry into Peninsular Malaysia are not valid for entry into Sarawak. New social visit passes must be obtained upon arrival at Kuching or Miri airports in Sarawak.



<http://www.executiveplanet.com/index.php?title=Malaysia: About Malaysia>



## About Malaysia

<http://www.executiveplanet.com/index.php?title=Malaysia: Appointment Alert%21>

Malaysia, located near the equator, is a country that consists of 13 states and 3 federal territories in Southeast Asia. The country is separated into 2 regions – Peninsular Malaysia and Malaysian Borneo – by the South China Seas, and has a total landmass of 329,847km<sup>2</sup>. The capital city is Kuala Lumpur while Putrajaya is the seat of the federal government. Malaysia is headed by the Yang di-Pertuan Agong and politically led by a Prime Minister.

Malaysia as a unified state did not exist until the mid 20th century. In the late 1700s, a set of colonies was established by the United Kingdom. This group of colonies was known as British Malaya until its dissolution in 1946, when it was reorganized as the Federation of Malaya and later recognized as an independent nation in 1957.

In September 1963, Singapore, Sarawak, British North Borneo and the Federation of Malaya joined to form Malaysia. The early years of the new union were marred by an armed conflict with Indonesia, and Singapore was later expelled. The population of Malaysia is approximately 26 million, with the Malays forming the majority of the population, with Chinese and Indians the minorities. Islam is the largest as well as the official religion of the federation. The Malay language, known as Bahasa Malaysia is the official language. As a former British colony, Malaysia is a member of the Commonwealth of Nations and the Developing 9 Countries.

<http://www.executiveplanet.com/index.php?title=Malaysia: About Malaysia>

## Government

The system of government in Malaysia is closely modelled on that of the Westminster Parliamentary system, a legacy of British colonial rule. Malaysia is a federal constitutional elective monarchy.

## Religion

Malaysia is a multi-religious society and Islam is the official religion. Approximately 60% of the 26 million population practice Islam, 20% Buddhism, 10% Christianity, and 5% Hinduism

## Holidays & Working Hours in Malaysia

### Government Offices

- All government offices operate on a 5-day week.
- There is a long lunch break on Fridays (12:15pm – 2:45pm) to allow the Muslims to perform their prayers.
- Weekends are usually non-working days, depending on the company's policy.





Malaysians do not have any specific vacation times as we are a non-seasonal country. The only vacations we have are during general Public holidays and also festive seasons, for example Hari Raya Aidilfitri, Chinese New Year, Deepavali and also Christmas.

### Appointments

- Appointments are usually made after lunch hours or in the mornings.
- Mondays and Fridays are not really that suitable for appointment making as Mondays will usually be the Conference day and Fridays are the Muslim prayer day. Observe protocol and decorum when arranging an appointment, and allow enough time for business counterparts to prepare for the meeting.
- A meeting request should clearly state the reason for the meeting, who is to attend, and a recommended date, time and venue.
- Allow extra time to attend appointments in Asia as traffic congestion and other difficulties can play havoc with schedules.
- Good first impressions in business settings start with the following:
  - ▶ Be punctual
  - ▶ Dress conservatively
  - ▶ When introduced, approach to a comfortable distance
  - ▶ Look the client in the eye
  - ▶ Business Meetings
  - ▶ Offer a firm handshake, lasting about three seconds
  - ▶ Smile

[http://www.executiveplanet.com/index.php?title=Malaysia:\\_Appointment\\_Alert%21](http://www.executiveplanet.com/index.php?title=Malaysia:_Appointment_Alert%21)

### First Impressions

When conducting business in Malaysia, the first meeting is crucial to establishing relationships and credibility. Asian cultures emphasize dress, gesture and language, so it is useful to develop a basic knowledge of the culture you are dealing with. In more westernized countries like Singapore and Hong Kong, it may be acceptable to use first names, but if in doubt, always opt for the more formal mode of address. Business people in Malaysia are cautious. They like to make sure they are doing business with the right people. As a result, it is necessary to take things slowly, spend time establishing a good relationship and demonstrating your capabilities.

Ensure you are polite and professional at all times. Maintaining face is critical. Try not to be too direct in asking questions or giving answers. Rather than say "no" to a request rephrase it as "I will try," "I am not sure" or "We'll see".

Losing your temper is a serious no-no. Always speak in gentle tones and remain calm even when under great pressure. This will gain you much more respect than becoming animated and 'passionate'.



It is a good idea for the most senior person on your team to enter first so that he or she is the first to greet the most senior Malaysian. Among all cultures, there is a general tendency to introduce the most important person to the lower ranking person, the older person to the younger person, and women to men.

Expect the most senior Malaysian to give a brief welcoming speech. You need not reciprocate. Meetings may be conducted or continue over lunch and dinner. There will be a period of small talk.

Meetings, especially initial ones, are generally somewhat formal. Treat all Malaysian participants with respect and be cautious not to lose your temper or appear irritated. At the first meeting between two companies, Malaysians will generally not get into in-depth discussions. They prefer to use the first meeting as an opportunity to get to know the other side and build a rapport, which is essential in this consensus-driven culture.

### **Business Attire**

- For men, business attire is commonly made up of dark pants or slacks, long-sleeved shirts and tie.
- Suits are worn during presentations and formal meetings.
- The attire for Malaysian women is more flexible and creative.
- Working women may wear appropriate attire such as skirts, slacks or traditional costumes.
- Revealing attire is discouraged.
- Batik attire is considered both appropriate and fashionable when attending formal occasions. A majority of Muslim women wear garments that fully cover their bodies.
- The usage of headscarves (tudung) is also common. Visitors are encouraged to take note of local sensitivities and dress modestly.

### **Conversation**

Malaysians rely on non-verbal communication (i.e. facial expressions, tone of voice, body language, etc). Such a communication style tends to be subtle, indirect, and, Malaysians may hint at a point rather than making a direct statement, since that might cause the other person to lose face. Rather than say "no", they might say, "I will try", or "I'll see what I can do". This allows the person making the request and the person turning it down to save face and maintain harmony in their relationship.

- Silence is an important element of Malaysian communication. Pausing before responding to a question indicates that they have given the question appropriate thought and considered their response carefully.
- Malaysians may laugh at what may appear to outsiders as inappropriate moments. This device is used to conceal uneasiness.



- Do not show anger in public as it makes Malaysians uncomfortable and creates a feeling of powerlessness. There is a greater chance of achieving a good outcome if you are calm, whereas little is resolved by shouting.
- Small talk is a common way of beginning business meetings.
- Avoid discussing religion or politics and don't bring up family matters unless asked.
- Positive questions about your counterpart's business activities, natural or national events, sports and hobbies are safe.
- Small talk is useful in establishing business relationships in Malaysia, so don't dismiss it.
- 'Face' and face-saving is an extremely important aspect of negotiating in Malaysia.
- Actions, expressions, words and the surrounding environment are all part of the greater negotiating picture - not just the issue at hand.
- In Asian-style negotiations, you should prepare yourself for initial pleasantries and recognize that you are entering into the beginning of a long-term relationship, with the negotiation process indicating the start of this relationship.
- Initial negotiations with an Asian counterpart or company will generally not deal with specific issues at first.
- The process usually goes from general to the specific, and this includes the detailing of agreements in later stages of negotiation.
- Speak clearly and slowly. If your client is in doubt, say it again with a different expression.
- Listen well and do not make any off-hand remarks.
- Be patient. By maintaining and retaining emotional control, demonstrating patience and not too aggressively pushing your position, not only do you leave further negotiations open, but you also importantly retain 'face' and subsequently earn respect.
- Be accurate with information and advice.

## Respectful Addressing

Malay men and women can be addressed by their first names. For instance, Amirul bin Yusof should be addressed as Mr Amirul and not Mr Yusof, as the latter is his father's name.

Many Malays do not have surnames. Instead, men add their father's name to their own name with the term "bin" (meaning 'son of'). i.e. Rosli bin Suleiman, would be Rosli the son of Suleiman.

Women use the term "binti" i.e. Aysha bint Suleiman is Aysha the daughter of Suleiman. In business they would only usually use their first name, i.e. Mr Ali.



## Gift Giving

- If invited to someone's home for dinner, bring the hostess pastries or good quality chocolates.
- Do not give toy dogs or pigs to children.
- Dogs are considered unclean.
- Never give knives because they have a sharp edge which symbolizes severing relationships.
- Never give alcohol.
- Never give products or foods from scavengers, which include pork, birds, and shellfish.
- Do not give anything made of pigskin.
- Artwork that consists of sculptures, drawings or photos showing the human body, especially a nude or partially nude female body is not acceptable as a gift.
- Avoid white wrapping paper as it symbolizes death and mourning.
- Avoid yellow wrapping paper, as it is the colour of royalty.
- If you give food, it must be “halal” (meaning permissible for Muslims).
- A good gift for a devout Muslim is a compass.
- Each day he must face Mecca for prayers.
- With a compass, no matter where in the world he happens to be, he can easily find the correct direction.
- Offer gifts with the right hand only or both hands if the item is large.
- The left hand is never used alone to hand someone a gift, as it's considered unclean.
- Gifts are generally not opened when received

## Meetings

As the majority of Malays are Muslim one should note that physical touch between sexes is not commonplace.

Malay women may not shake hands with men. When meeting a Malay woman, wait to see if she extends her hand first, if so then it is OK to shake it. If not, then bow slightly and place your hand over your heart as a sign of respect. Women can of course shake hands with women. Between men, a normal handshake is the norm when doing business.

## Prosperous Entertaining

### Food of Malaysia

The foods of Malaysia and Singapore have been influenced by the nations' histories and their diverse populations. Malays, Chinese, Indians, Eurasians, and the indigenous peoples have exerted



cultural influences over many aspects of their countries' development, including culinary traditions.

In today's marketplace, food can be ordered and eaten throughout the day and night at restaurants, coffee shops (kedai kopi in Malaysia), cafes, hawker centers or pushcarts.

In Malaysia, forks and spoons are generally used with meals. The Chinese typically use chopsticks and porcelain spoons. Indians traditionally use the right hand to scoop up foods, which may be served on clean, fresh banana leaves. Knives, which have been used as weapons throughout Malaysia's history and continue to symbolize aggression, are not usually placed on the dining table.

### A. Rice

Rice, noodles and tubers with spices, dried seafood and coconut flavourings are the heart of Malaysian cuisines. A typical meal consists of steamed white rice or noodles with a variety of accompaniments. For locals, a meal without rice is incomplete and unsatisfying, for they believe that the grain nourishes body and soul. Rice may be accompanied by curried chicken, braised lentils, shrimp sambal, grilled spicy fish, stir-fried or pickled vegetables, **roasted** pork, or rendang (a spiced, fiery beef dish). Rice also can be a meal on its own, with accompanying condiments and garnishes. We have tomato rice, congee (a porridge-like rice with pickled garnishes), Hainanese chicken rice (roasted or steamed chicken with a spicy ginger-based sauce), nasi kuning (yellow spiced rice), nasi bokhari (spicy pilaf-style rice), nasi ulam (rice with fresh herbs), and nasi lemak (made with **coconut milk** and pandan-leaf essence, which has a fragrant, sweet, vanilla/rose-like aroma).

### B. Noodles

Noodles (called mee or meehoon) also are often at the center of the plate in Malaysia. **Noodle dishes** tend to be accompanied by soups and fiery-hot condiments. They can be eaten for breakfast, lunch or dinner or as snacks any time of day. They can be stir-fried in a wok, stirred into soups or topped with sauces.

Favourite noodle fare includes laksa (Nonya-style fiery, soupy, curried **rice noodles** that are fish-broth- or coconut-based), mamak mee (Indian- or Muslim-style fried spicy noodles), mee rebus (Japanese-style stewed, spicy, turmeric-based wheat noodles), char kway teow (stir-fried, Cantonese-style rice noodles), meehoon (Chinese- or Indian-style, spiced, **stir-fried rice** vermicelli), clear noodle soups, Hokkien-style mee and curry mee.

### Useful Websites about Malaysia

<http://goasia.about.com/od/malaysi1/>

<http://www.who.int/countries/mys/en/>

<http://www.lonelyplanet.com/worldguide/destinations/asia/malaysia/>



## INDONESIA

You are advised to maintain a high level of security awareness when travelling in Indonesia.

High-profile Western facilities or businesses and places frequented by foreigners may be considered potential terrorist targets. Canadian travellers should assess their own safety and security and exercise caution in choosing accommodations, places of worship, shopping venues, restaurants, clubs, and other tourist facilities. They should opt for accommodation facilities with adequate security arrangements in place.

**It is the traveller's responsibility to check with the Embassy of the Republic of Indonesia and its consulates for up-to-date information.**

A valid **Canadian passport** is required for Canadians intending to visit Indonesia. The passport must be valid for at least six months beyond the date of entry into Indonesia, and must contain at least one blank page for the placement of the Indonesian visa. Travellers transiting from other points will not be permitted to board their onward flights to Indonesia without the six-month validity period. This regulation is strictly enforced and failure to comply may result in immigration authorities refusing entry into Indonesia. Officials at the Embassy of Canada in Jakarta cannot obtain entry permission for Canadians in this situation.

A 30 day tourist visa can be purchased upon arrival. However, it is recommended that Canadians obtain a visa before travelling to Indonesia. The 30 day tourist visa can be extended for a maximum of 30 days at an Immigration office in Indonesia.

Canadians travelling to Indonesia for business, social-cultural, or study purposes must be in possession of a visa prior to arrival. Business and Social-Cultural Visit single entry visas are extendable within Indonesia. A round-trip airline ticket is required to obtain all types of visas. For further information on visas, please consult the Embassy of the Republic of Indonesia's website.

Canadians travelling for business or social-cultural purposes require a letter from both the sponsoring organization in Indonesia and the sending organization.

- Tourist Visa: Required
- Business Visa: Required
- Study Visa: Required
- Social-Cultural Visit Visa: Required (humanitarian work, educational field trips, etc.)





## Canadian Government Contacts

You can obtain consular assistance and further consular information at the following addresses:

### Indonesia - JAKARTA, Embassy of Canada

**Address:** World Trade Centre, 6th Floor, Jl. Jend Sudirman, Kav. 29, Jakarta 12920, Indonesia.

**Postal Address:** P.O. Box 8324/JKS.MP, Jakarta, 12084

**Tel.:** 62 (21) 2550-7800

**Fax:** 62 (21) 2550-7811

**E-Mail:** jkrta@international.gc.ca

**Internet:** <http://www.indonesia.gc.ca>

The Consulate General of Australia in Bali can assist Canadians in an emergency (under the Canada-Australia Consular Services Sharing Agreement). The address is as follows:

### Indonesia - BALI, Consulate General of Australia

**Address:** Jalan Tantular No. 32, Renon Denpasar, Bali, Indonesia.

**Postal Address:** P.O. Box 80234, Renon Denpasar, Bali

**Tel.:** 62 (361) 241-118

**Fax:** 62 (361) 221-195 or 62 (361) 241-120 (Visa enquiries only)

**E-Mail:** Bali.congen@dfat.gov.au

For emergency assistance after hours, call the Embassy of Canada in Jakarta and follow the instructions. You may also make a collect call to the Emergency Operations Centre in Ottawa at 613-996-8885.

[http://www.voyage.gc.ca/countries\\_pays/report\\_rapport-eng.asp?id=130000](http://www.voyage.gc.ca/countries_pays/report_rapport-eng.asp?id=130000)





## PHILIPPINES

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### About the Philippines

The Philippines is a rich tropical archipelago that provides a mix of the old and new, and a wealth of artistic and cultural heritage. The country is blessed with abundant natural and historic wonders—majestic waterfalls, beautiful beaches, ancient rice terraces, reefs teeming with diverse aquatic life and many other landmark structures. The Philippines is an archipelago of 7,107 islands. It stretches from the south of China to the northern tip of Borneo.

Along with its warm environment, the Filipinos are famous for their warm hospitality, friendliness, musical and artistic talents.

Over the centuries, the population has been enriched by infusions of Chinese, Arabic, Spanish and American blood. This varied ancestry can be discerned in the physical features of the people and in their cultural values, customs and traditions.

The Philippines is a unique mix of East and West.

<http://www.executiveplanet.com/index.php?title=Philippines: About The Philippines>

### Religion

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More than 95% of Filipinos are Christian, and the large majority (82%) of the Christian population is Catholic. The remaining 5% practice Islam or indigenous religions.

### Government

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The political system in the Philippines takes place in an organized framework of a presidential, representative, and democratic republic whereby the president is both the head of state and the head of government within a pluriform multi-party system.

This system revolves around three separate and sovereign yet interdependent branches:

1. the legislative branch (the law-making body)
2. the executive branch (the law-enforcing body)
3. judicial branch (the law-interpreting body)

### Economy

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The Philippines has a free market economy, with an active private sector.





## Language

Tagalog is the national language. English is the business language and spoken widely. (Note: Around the late eighties, the national language was labeled “Filipino”. Filipino is inclusive of the contributions of languages other than Tagalog).

## Travel Safety

Canadians should maintain a high level of personal security awareness at all times and avoid any protests, demonstrations, political rallies, or large gatherings as they may turn violent without notice.

Continuing reports suggest that there is an ongoing terrorist threat to Westerners and Western interests in the Philippines. Bomb attacks could occur at any time in Manila and other key cities. Targets could include places frequented by foreigners, such as large shopping malls and convention centres. Visitors can expect to be subject to frequent security checks at public and private facilities, including shopping malls and public transportation stations

**OFFICIAL WARNING:** Foreign Affairs and International Trade Canada advises against all travel to the Autonomous Region of Muslim Mindanao (consisting of Basilan, Sulu, Tawi Tawi, Lanao del Sur, Maguindanao, and Sharif Kabunsuan), as well as the Zamboanga Peninsula, Zamboanga del Sur, Sarangani, Lanao del Norte, Davao del Sur (excluding urban areas of Davao City), North and South Cotabato, and Sultan Kudarat, due to the serious threat of terrorist attacks and kidnapping. Canadians living in or visiting the region are advised to review their security situation and to take appropriate precautions, particularly when visiting places frequented by foreigners, such as resorts.

**It is the traveller’s responsibility to check with the [Embassy of the Republic of the Philippines](#) and its [consulates](#) for up-to-date information.**

A valid **Canadian passport** is required for Canadians intending to visit the Philippines. The passport must be valid for at least six months beyond the date of entry into the country. Canadians must also be in possession of an onward or return ticket. Except for stateless persons and those from countries with which the Philippines has no diplomatic relations, all visitors may enter the country without visas and may stay for 21 days provided they have tickets for onward journey.

Holders of Hong Kong and Taiwan passports must have special permits. Visas and special permits may be obtained from Philippine embassies and consulates in your country.

[http://www.voyage.gc.ca/countries\\_pays/report\\_rapport-eng.asp?id=239000](http://www.voyage.gc.ca/countries_pays/report_rapport-eng.asp?id=239000)





## Canadian Government Contacts

You can obtain consular assistance and further consular information at the following addresses:

### Philippines - MANILA, Embassy of Canada

**Address:** 6th, 7th, and 8th Floors, RCBC Plaza Tower 2, 6819 Ayala Avenue, Makati City, Manila, Philippines

**Postal Address:** P.O. Box 2168, Makati City 1220, 1261 Makati

**Tel.:** 63 (2) 857-9000, 857-9001

**Fax:** 63 (2) 843-1082

**E-Mail:** manil@international.gc.ca, manil-cs@international.gc.ca

**Internet:** <http://www.philippines.gc.ca>

### Philippines - CEBU, Consulate of Canada

**Address:** 45-L Andres Abellana Street, Cebu City 6000, Philippines

**Tel.:** 63 (32) 256-3320

**Fax:** 63 (32) 255-3068

**E-Mail:** [canada-consulate-cebu@mozcom.com](mailto:canada-consulate-cebu@mozcom.com)

**Internet:** <http://www.philippines.gc.ca>

For emergency assistance after hours, call the Embassy of Canada in Manila and follow the instructions. You may also call the Emergency Operations Centre in Ottawa toll-free at 1-800-1-110-0226. Please note that this toll-free number is only available from a landline.

Avoid travel outside urban areas and tourist centres after dark. Driving conditions are poor. Roads are crowded and many drivers do not follow safe driving practices. Stay on national highways and paved roads.

An [International Driving Permit](#) (IDP) is recommended. However, Canadians wishing to remain in the Philippines for a lengthy period should apply for a local driving permit.

Exercise caution when using public transportation, including buses and the light rail system, due to safety and security concerns. Incidents of taxi drivers using threats to extort money from passengers have been reported. Arrange to be met at airports, use hotel transportation, or use the taxi booking services in arrival halls. Use officially marked taxis only and do not share them with strangers.

## Currency

- Unit of currency is the Philippine peso.
- Credit cards are widely accepted in major establishments. Credit card and bank card fraud is common. Users should pay careful attention when their cards are being handled by others during payment processing.



- Only U.S. dollar traveller's cheques can be exchanged in banks, hotels, restaurants, and shops. Automated banking machines are available in larger cities.

## Meetings

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Not so long ago, people perceived the Philippines as a place where it's fine to be late, but this is no longer true. Businesspeople have gradually come to appreciate the importance of punctuality, and it's best to arrive on time.

## Business Dress

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Although the “Barong Tagalog” (a lightweight, long-sleeved shirt worn without a tie) is often used by local businessmen during formal meetings, a good first impression by a foreigner can be made with a long-sleeved shirt with necktie. Wearing a suit might be a bit intimidating and would often be perceived as uncomfortable to wear in the Philippines primarily because of the climate/weather. **Light suits and dresses** are appropriate for women.

## Conversation

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English is the official business language, so Americans may not find it difficult to strike up a conversation. Most correspondences, contracts, and other documents are written in English. Body language and hand gestures (e.g., a raised eyebrow, a faint smile, a scratch on the head) are also integral to how **Filipinos** express themselves.

If you're a good conversationalist, engage in light conversation with your **Filipino** business colleagues either before and/or after the meeting, since establishing a cordial personal relationship is very important in Philippine business culture. This may involve being asked rather personal questions regarding your marital status, income, religion, and other sensitive subjects.

[http://www.executiveplanet.com/index.php?title=Philippines:\\_Let%27s\\_Make\\_a\\_Deal%21](http://www.executiveplanet.com/index.php?title=Philippines:_Let%27s_Make_a_Deal%21)

## First Name or Title

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When meeting your Filipino business associates for the first time, it is appropriate to address them with their title and family name.

Filipinos are status conscious; therefore the use of formal titles is an important means of showing respect. People without a professional title should be addressed with courtesy titles such as “Mr.”, “Mrs.”, or “Miss”, followed by their surname (i.e., Mr. Dominguez, Major Pasamonte, Doctor Freddie). You should avoid using someone's given name unless you have known them for a long period of time, or until they invite you to be more informal.

Many Filipinos have multiple names: Enrique Ramon, Juan Jesus, Maria Teresita. Always ask what they prefer to be called, then make a



note regarding both formal names and nicknames (with proper spelling).

Nicknames, some of them seemingly flippant, are common: Johnnyboy, Peachy, Babes, Junior, Booboy. In written form, the nickname is often enclosed in quotations as a middle name: Oliver "OJ" Juan, Ferdinand "Freddie" Sangers.

Filipinos also tend to say "sir" or "ma'am" to show their respect, not just to their superiors but to older people as well, until told otherwise. Colleagues are often addressed by the first name. So don't be surprised if someone calls you "Sir (your first name)" – but you're not expected (and should not) to do the same.

### Gift Giving

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Small, inexpensive gifts with a personal touch are always appreciated. Find out what your recipient's interests are. Attach a card with a personal message to your gift. Be careful not to give gifts that are too personal such as lingerie and perfume.

Don't expect that your Filipino business partner will **open the gift** in front of you. Likewise, you should not open the gift in front of the giver, but wait until they leave.

### Negotiating

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Doing business in the Philippines is a highly personalized affair and often requires a personal introduction by a mutual friend or business associate in order to carry out initial negotiations. Exchanging business cards.

The exchange of business cards is an important part of establishing working relationships in the Philippines, but unlike many other cultures, the manner in which the cards are exchanged tends to be less formal. When presenting and receiving business cards however, you should do so with both hands. Translated business cards are not essential, but you should include your title and position in order to emphasize any influence and authority you may have.

### Hire a local lawyer.

If you are in the process of finalizing a transaction or closing a deal (i.e., buying real estate, buying a business, etc.) and about to go over voluminous legal documents, it's best to obtain the services of an English speaking local lawyer, and pay good fees to get the best protection possible. A lawyer from your own country may end up being not so familiar with the local laws and issues.

### Sitting and presenting oneself in meetings.

Maintaining 'face' and upholding an individual's reputation are vital components of Philippine culture. In the Philippines, expressing anger, negativity or experiencing public embarrassment results in a "loss of face" and as such has negative consequences.

Filipinos will try to remain calm and in control of their emotions at all times and avoid direct confrontation.



When doing business in the Philippines, you should avoid causing embarrassment or offence whenever possible and make an effort not to be too direct when communicating with your Filipino counterparts. Generally, when conducting a business meeting in the Philippines, the seating arrangements will reflect the order of hierarchy within the company. By observing where each person sits, you will be able to determine who the key associates are in the organization.

A handshake upon entering the meeting room. A handshake with everyone in the room is a good way to start a meeting. The rules on handshakes are about the same as in the West, although Filipinos may use a little more contact (a pat on the side of the arm as gesture of hospitality or friendship). If there is a clear status differential, or you are meeting a senior executive, it may be best to let him/her offer the handshake first.

## **Prosperous Entertaining**

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### **Venues for Business Entertaining.**

In the Philippines, business deals are completed informally during meals, entertainment, or sometimes, over a round of golf. Often times, a good first impression is made by a foreigner if you treat your Filipino counterpart to a hearty meal, either lunch or dinner in a nice restaurant.

### **When to arrive at a social event.**

For most social occasions, it is almost rude to arrive at the stated time. Being “fashionably late” is the name of the game by as much as 15 minutes. At a party, the more important the guest, the later he or she arrives.

### **Etiquette concerning seating at a dinner table.**

Typically, good posture at the dinner table is expected. If you have your fiancé or wife with you on a social event, try to remember that in the Philippines, kissing and displaying affection in public is considered rude, especially among the young people.

### **Accepting/declining an invitation.**

Receiving an invitation to dine out should be considered an honor and should not be refused. Dining out with your hosts can help build your relationship and establish trust, which will help you with your business endeavors in the long run. If you must refuse, offer a legitimate reason.

### **Tipping in a restaurant.**

Tipping is expected for many services. The standard practice is 10% of the total bill. Tipping is optional on bills that already include a 10% service charge. That’s the standard practice. However, if you aim to build a strong presence, both indirectly and directly with your local business contact and the people around him, be generous. Filipinos have the tendency of providing that extra smile to a hearty tipper.

<http://www.gov.ph/aboutphil/general.asp>





