Jim Thompson is a nice man. But in this case, nice guys definitely don’t finish last. In fact, Mr Thompson is a Hong Kong success story wrt large, accomplishing great things from the smallest of beginnings. In 1965, with just one thousand dollars US in his pocket, Jim set up a company in Japan that has, through subsequent reincarnations, grown into the world’s largest privately-held international moving company, with over 4,000 employees spread out in 53 countries. Today, Crown Worldwide Group, of which he is chairman, serves more than 10,000 companies, many of them blue-chip or household names.

But it would be a mistake to measure Jim Thompson’s success in material terms alone. It is his entrepreneurial spirit, management wisdom and compassion for the underprivileged that we celebrate. It is these that define him as a leader and as a man. Though American-born and American-educated, Mr Thompson is first and foremost an archetypal global citizen.

Looking back, coming East after college graduation was for him a defining moment. In doing so, he had gone up a hill and come down a mountain. He saw a world in mobility and foresaw the rich opportunities that global mobility presented. He grew his business geographically, setting up his first company in Japan in 1965 and moving to Hong Kong in 1970. From his Hong Kong base, his operations expanded to countries in South-east Asia. When Crown Pacific became established, it spread its wings to Australia and New Zealand, and then to Europe and the Americas, thus becoming a worldwide enterprise. Mr Thompson’s business not only grew geographically, it grew logically. One only has to look at the list of companies that come under the umbrella of Crown Worldwide Group: Crown Relocations, Crown Records Management, Crown Logistics, Crown Fine Arts Group, and Crown Wine Cellars. They are facets of the same core concern: how to give the highly mobile workforce a good and productive life.

When a business grows in size, when it goes global, when its staff become ethnically diverse, the crucial question is how to maintain the high standards that have made it successful in the first place. Mr Thompson has a simple answer. It comes down to a simple device: feedback from his clients. When a letter of praise arrives at his Hong Kong headquarters, he makes sure that it is directed to the persons who are the object of the praise, so that they know what they are doing right. Likewise, when a complaint lands on his desk, it is channeled to those responsible for resolution. This way, his employees down the line know that the boss is watching knowingly. Significantly, the letters of praise are posted online for all to see. What’s more, he has created an environment which allows employees to develop skills that open up their career paths.

Mr Thompson may have a complex organization but he has a simple philosophy in life: doing everything with all his heart. He is very much in-the-moment, very much in the here-and-now. Yet, he never fails to look around and look ahead. With this kind of strategic alertness, he can happily delegate the details of execution.

The only thing that he doesn’t delegate is his hands-on approach to philanthropy. High on Mr Thompson’s agenda for charity is education. Coming from humble origins, being the first in his family to receive a college education, Jim knows the value of a university education. This explains his life-long passion in

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Jim Thompson's philanthropy is vast, although often not publicized. He has donated hundreds of thousands of dollars to local and international causes, with a particular focus on education. His contributions have been instrumental in establishing scholarship programs and funding research. Jim Thompson is not only a successful businessman but also a philanthropist who has left a lasting impact on the lives of many.
providing educational opportunities for the children of the less fortunate. When most business entrepreneurs have their eyes glued to their bottom line, Mr Thompson directs his gaze to the forgotten children in depressed areas such as Tin Shui Wai. His staff mentor the children of the poor. He shepherds them to visit his warehouse and a university, showing them the opportunities that are out there. While most business leaders display pictures taken with the powerful and the famous, Mr Thompson proudly and prominently displays a cushion with his company logo on his office couch made by grateful children he has befriended. Whether it is cleaning up old people’s homes, or transporting musical instruments for a charity concert, or organizing a “Hike for Hospice”, or being a keynote speaker at our University’s EMBA graduation ceremony, they all express his concern for the community: He and his wife Sally are very active in the Changing Young Lives Foundation supporting it through the chairing of fund-raising events. His married daughter directs the corporate charitable operations from New York. Caring about the community is woven into the fabric of his business. In helping people to relocate, his company also intelligently offers practical ways to increase the “cultural intelligence” of expatriates. After four and half decades in Asia, some say that there is something positively Chinese in his demeanor — his gentleness. For a man at the pinnacle of success, Mr Thompson’s proudest moment was when a teenage girl was moved to tell him that she wanted to serve the community the way he has.

Sometimes, the line between Mr Thompson’s business and life in the community is blurred. One of the “crowning” moments was when his company was commissioned to transport two pandas gifted to Hong Kong by the Mainland in celebration of the 10th anniversary of Hong Kong’s return to Chinese sovereignty. In 2005, his Fine Arts division handled the relocation of the famous Mona Lisa. And in 2003, after negotiating with 22 government departments, Crown signed a lease to turn former British war-time bunkers in Hong Kong into Crown Wine Cellars, a transformation which won the UNESCO Award of Merit. Busy as he is, Mr Thompson’s fingerprints and footprints are all over the community. He is on the Board of Directors of the highly successful Ocean Park and he is a member of the ICAC Advisory Committee. Jim has been an effective ambassador for Hong Kong in overseas trade missions organized by the Trade Development Council.

Mr Thompson’s devotion to quality and the community has not gone unnoticed. Crown won the Innovative Services Award from Hong Kong General Chamber of Commerce twice and the DHL/South China Morning Post International Award as Hong Kong’s best international company. It is also the winner of the prestigious Hong Kong Award for Service in Export Marketing. Personally, in 2003, he was the recipient of the Gold Bauhinia Star, the SAR’s second highest award for his services to the community.

Mr Thompson’s secret of success has been his sensitivity and ability to meet a felt need, whether socially or commercially. This uncanny ability has translated itself into the unique Global Career Partner Support Program for accompanying spouses of expatriates who still wish to pursue an active career of their own, or the aid of children dislocated by epic disasters. Mr Thompson is a business leader whose heart is always in the right place, and whose mind always follows suit.

Mr Pro-Chancellor, I have the great honor to present to you on behalf of the Council of The Hong Kong University of Science and Technology, Mr James E Thompson, founding Chairman of Crown Worldwide Group for the award of Honorary Fellowship.

要，因此一直以來，他盡心盡力，讓有需要的兒童有機會接受教育。詹肯信先生於1976年創辦愛心學校，並為該校提供資金援助，並為該校設立講座。詹肯信先生更親自領導小朋友參觀大學及他公司的倉庫，讓他們看到社會能夠提供的機會。許多名人來到學校探望，並為該校提議，讓學校能夠在辦公室的沙發上，他對探望者的探視，感到特別自豪，無論是為長者準備的、為慈善表演運送設備，為善終服務舉辦慈善晚宴，還是我們校方的行政人員工商管理碩士課程教授等擔任演講嘉賓，詹肯信先生都表現出對社區的關懷。詹肯信先生與妻子Sally一直積極推動「成長希望基金會」的慈善活動，並擔任該機構的活動主席；他和他的女兒則在紐約領導企業的慈善工作。社會關係項目已成為他們公司業務的一部分；他們一方面幫助外派人員搬家及運送物品，一方面幫助這些僑民認識居當地的文化及適應新生活。詹肯信先生在亞洲居住了四十多年，有著中國人最欣賞的內向性格，曾經有一位十多歲的少女自義地向他表示，希望能學習他的優雅，參與社會。對於詹肯信這位成功人士來說，這才是他一生中感到最自豪、最欣賞的一刻。

詹肯信先生的公司業務與社會服務，有時會融為一體。香港籌備回歸十周年紀念時，公司獲邀以重任，專責內地送給香港的兩隻熊貓運送到香港；這是詹最引以為傲的任務之一。2005年，公司專業包機服務中心的業務主管凌麗莎畫像的捐贈工作。另外，Crown與本港22個部門簽訂合約，於2003年成功達成協議，將英軍在二戰期間使用的前中軍總醫院倉庫改建為Crown Wine Cellars，並因此而獲得聯合國教科文組織頒發的公告牌及青銅獎。詹肯信先生關注企業的業務繁忙，他的貢獻仍然見諸於社會的每個角落。他是海洋公園董事局成員，亦為廉政公署的諮詢委員會委員，並協助香港貿易發展局的海外貿易促進與外國推廣香港。

詹肯信先生對商界及社會的貢獻，得到廣泛認同。Crown兩度獲得香港總商會創意服務獎，並奪得DHL與南華報社聯合頒發的香港國際傑出企業獎。此外，公司兩度獲香港服務業獎——出口市場推廣獎。另外，特區政府於2003年向詹肯信先生頒授金紫荊星章，以表揚他對本港的貢獻。

詹肯信先生的慈善事業，使他對社會及市場的需要有敏銳的觸覺，並且能夠設法滿足這些需要。有鑑於外派人員配偶的需要，他特別設立支援計劃，鼓勵配偶建立事業及參與慈善工作，幫助貧災災民和孤兒的兒童。詹肯信先生是一位宅心仁厚的商界領袖，以行動幫助有需要的人。

副監督先生，我謹代表香港大學商學院，欣請閣下頒授榮譽大學士予Crown Worldwide Group創辦人兼主席詹肯信先生。