

Beijing frets over its unruly tourists

By Jamil Anderlini

They are loud and ill-mannered, throw cash around and have little interest or respect for local culture. One or two decades ago this would have been how most people described the archetypal “ugly American” on holiday in Europe or Asia. Today, though, another group is vying for the title of worst-behaved tourist.

More than 70 million mainland Chinese citizens travelled overseas last year, making 1.5 trips on average, according to estimates from management consultants McKinsey. Most returned home without causing offence.

However, a stream of media reports and viral videos show unruly and uncouth exceptions, prompting Chinese authorities to publish etiquette guides and even introduce a travel blacklist of the most notorious offenders.

On the list are a couple who assaulted a flight attendant with boiling water, a man who opened the emergency exit of a taxiing aircraft to “get fresh air” and another who assaulted a shop assistant in Japan for asking his wife not to eat food before buying it.

China’s Communist leaders publicly fret that badly behaved tourists are hurting Beijing’s attempts to boost its “soft power” around the world. One of the more comprehensive official etiquette guides elaborates on their concerns.

It forbids Chinese tourists from spitting, smoking in non-smoking venues, queue-jumping, speaking too loudly, taking non-complimentary items from hotels, soiling public bathrooms, “chasing, beating or feeding animals” and “leaving footprints on toilet seats.”

Many of these recommendations feature in a recent cartoon-illustrated guide published by the Hokkaido Tourism Organisation and aimed at the 5 million Chinese tourists who flocked to



People walk through a concourse with their luggage at Hong Kong International Airport

Japan last year. In addition, the Japanese guide helpfully advises Chinese visitors not to steal cutlery from restaurants, break wind in public or keep tour groups waiting while shopping.

That final tip is probably the most relevant since shopping is central for the Chinese on holiday. Ac-

ording to McKinsey, 80 percent of Chinese tourists will go shopping on holiday and nearly 30 percent decide their travel destination based on the shopping opportunities available.

This is reflected in the fact that Chinese are by far the biggest-spending tourists - in both absolute and per

capita terms.

In the UK, for example, the average Chinese tourist spends far more than double that of the average American.

Despite the Chinese economic downturn this shopping spree shows no sign of slowing.

Last year, Chinese tourists spent USD215 billion

abroad, up 53 percent from 2014, according to the World Travel and Tourism Council. That figure is expected to increase to more than \$420 billion by 2020.

This spending power is already changing the travel experience everywhere, with many countries introducing Chinese signs and announcements in airports.

In some places the changes can be more profound. On the majority-Hindu island of Bali, Indonesia, the enormous influx has quite literally changed the face of God. In the wood and stone carving workshops that proliferate across the resort, the faces of Hindu deities like the elephant-headed Ganesha have been almost entirely replaced by those of chubby laughing Chinese Buddhas and serene Guanyin bodhisattvas.

Despite the fretting of the Chinese government and the steady flow of news reports highlighting bad behaviour by Chinese tourists, friction with travellers from other places is rare, especially

considering their enormous and growing numbers.

This is partly because Chinese tourists generally shun traditional western holiday pastimes like sunbathing, swimming at the beach or public drunkenness and debauchery. They overwhelmingly prefer to eat Chinese food in Chinese restaurants no matter where they are.

The most common places a western tourist will bump into a Chinese tourist or tour group will be at a culturally or historically significant site such as the Louvre or the Colosseum, and it is there they might witness some of the behaviour prohibited in Beijing’s travel etiquette guides.

Increasingly, however, they will also see that it is cosmopolitan and well-travelled Chinese tourists who go out of their way to educate their less well-mannered compatriots and - quite literally - get them back in line.



Chinese tourists walk along a pier after disembarking the Quantum of the Seas cruise ship

BRITAIN

Theresa May: A leader who plays a long game to win

By Kate Allen

As Theresa May stepped through the black door of 10 Downing Street on Wednesday evening as Britain's prime minister, she did exactly what she had promised when launching her leadership bid two weeks earlier: "I just get on with the job in front of me."

The quiet woman of British politics has played the long game and triumphed. The UK has its second female prime minister, and the first with the task of taking the country out of a major supranational organisation.

On entering office Mrs May, who is 59, immediately set about a radical overhaul of Whitehall's structure, ruthlessly disposing of several former colleagues and startling observers around the world by making her erstwhile leadership rival Boris Johnson foreign secretary.

She faces immense challenges: she must extricate the UK from the EU while reuniting a bitterly divided party. If her predecessor David Cameron's primary legacy was the referendum outcome, hers will be the implementation of the British public's shock decision.

Mrs May's record in government hints at her aptitude for the task. The longest-serving home secretary for 50 years, her low-key approach to the job saw her outlast flashier and higher-profile rivals.

Colleagues describe her as calm and tenacious; during the leadership contest Ken Clarke, a former chancellor, called her a "bloody difficult woman." Mrs May made a virtue of it, saying: "The next person to find that out will be Jean-Claude Juncker."

On entering Downing Street, Mrs May struck a One Nation tone reminiscent of Margaret Thatcher, who recited Francis of Assisi's "where there is discord" prayer. Mrs May pledged to govern for the many and not "the privileged few," and to address Britain's deep divisions.

Within hours, she had sacked George Osborne, the chancellor, who had championed austerity and greatly reduced funding for local councils, forcing deep cuts to social care and other basic services. Mrs May needs to win over the disaffected millions who chose to leave the EU as a protest and who in recent



Theresa May, U.K. prime minister, and her husband Philip May, wave to photographers outside 10 Downing Street in London on July 13

years have seen no improvement - even a worsening - of their prospects. Her ambition is more than political. She has a sense of social justice and altruism forged in an upbringing as the only child of an Anglican vicar in Oxfordshire. She has said of her childhood that "you didn't think about yourself."

Theresa Brasier was educated at state schools before studying geography at St Hugh's College, Oxford. She met Philip May in 1976 at a university Conservative association disco: they were introduced by Benazir Bhutto, later Pakistan's prime minister.

The couple married in

1980 and both went to work in the City of London: Mrs May at the Bank of England and then the Association for Payment Clearing Services before becoming MP for Maidenhead in 1997. Mr May works at Capital Group, a US fund manager.

The prime minister spoke recently about the couple's sadness at not having children. This became an issue during the leadership race when her rival Andrea Leadsom suggested that being a mother made her a better candidate, then apologised before dropping out.

The implosion of Mrs Leadsom's campaign re-

flects one of Mrs May's tactics: to stand back and let rivals trip themselves up. In meetings she lets "silence fill the room," tempting others to "start babbling," according to one official.

Another aspect of her operating style is the cultivation of a wide support base. She has spent many evenings nurturing local Conservative associations. Her greatest achievement in Tory politics to date is Women2Win, a group she co-founded, which campaigns to elect more Conservative women into parliament. This has given her a powerful network of contacts under male colleagues' radar. The number of female Conservative MPs has risen from 13 when Mrs May entered parliament in 1997, to 68 in last year's general election.

Mrs May's usually low-key approach accentuates the relish with which she

tackles occasional radical moves. Her sweeping cabinet reshuffle was one such, and that ruthlessness was evident during her time at the Home Office when she took on powerful vested interests such as Britain's police forces.

On both immigration and civil liberties, however, she has been a hawk, criticised by campaigners for policies such as ordering vans to drive around with boards warning illegal immigrants to "Go home or face arrest," and introducing ambitious surveillance legislation.

Mrs May's self-contained personality posed a challenge when she came to build a public profile. Although the media has been accused of sexism for reporting on her clothes, she has called her fashion choices "an icebreaker", an easy way of grabbing column inches without courting controversy.

The first signs of Mrs May's calculated fashion flair were the leopard-print heels she wore at the 2002 Conservative party conference, the time she warned the Tories that they were seen as "the nasty party." It made her a moderniser years before Mr Cameron popularised such thinking.

The government has a working majority of 16, and leading lights of Mr Cameron's government are free to make trouble on the backbenches. Many of Mrs May's fellow Remain supporters, meanwhile, worry about the power she has handed to Brexiters. She will need to deploy her steely leadership skills to steer her government and the country through extraordinary times.

The writer is an FT political correspondent

Copyright The Financial Times Limited 2016

One of Mrs May's tactics is to stand back and let rivals trip themselves up

By Chris Cooper, Katsuyo Kuwako

TOURISM

Buddhist priest's disciple finds stock nirvana in Japan hotels

THE Buddhist approach to doing business is yielding results in Japan again.

Tomoaki Horiguchi runs a small real estate company in Tokyo whose stock has jumped more than 11-fold in the past five years, extending gains in 2016 even as the broader market tumbles. He studies at the management school of Kazuo Inamori, the Buddhist priest and billionaire founder of Kyocera Corp. Around his office hang pictures inscribed with words of wisdom from his 84-year-old mentor, such as the need to make staff happy and for altruism.

When Horiguchi - and Inamori for that matter - talk of doing good, they mean developing a business that contributes to society but also makes a profit. While strolling in Tokyo's upscale Ginza shopping district last year, which was throbbing with Chinese tourists, Horiguchi had an idea that ticked both boxes: he was going to build hotels for them.

"Asia is becoming wealthier and people want to travel," Horiguchi said in an interview in Tokyo. "I want to make them happy. Tokyo is an economic hub at the moment, but it's changing to a tourist destination. It needs more hotels."

Horiguchi, the founder and president of Sun Frontier Fudousan Co., is planning to spend 60 billion yen (USD575 million) to develop 4,000 hotel rooms, half of them with a partner, he said. The 58-year-old opened the first in Nagoya earlier this year, is building another in Narita, and has five more in the pipeline.

Sun Frontier's shares jumped 34 percent from October, when it announced its hotel tie-up with the parent of Spring Airlines Co., China's largest budget carrier, through a peak in May. The benchmark Topix index fell 13 percent in the period. Sun Frontier, whose shares are up 16 percent in 2016, is the best performer of 56 companies in the Topix Real Estate Index over the past five years.

The strong performance is partly due to the timing of the hotel-business expansion. Japan is seeing record numbers of foreign visitors. Almost 20 million came last year, compared with 8.4 million in 2012, with 5 million of them from China.

That's creating a shortage of rooms in the capital and around the country. Occupancy rates at hotels climbed to as high as 86 percent in Tokyo and 91 percent in Osaka last year, according to the tourism agency. They

BLOOMBERG



Tomoaki Horiguchi, president and chief executive officer of Sun Frontier Fudousan

exceeded 80 percent even in far-flung spots like Fukuoka and Okinawa.

Not only that, the 2020 Tokyo Olympics is just around the corner. The number of tourists will hit 35 million by then, Goldman Sachs Group Inc. estimates.

The occupancy rate at the Spring Sunny hotel in Nagoya opened in April soared to 98 percent last month, up from about 60 percent last year before Sun Frontier bought and renovated it. Horiguchi added bigger elevators for tour groups, doubled the size of the restaurant, built a special parking area for buses and ad-

ded five or six Chinese staff to helm the front desk, he said. Its partner, Spring Group, is helping to bring in guests.

Horiguchi said he's considering holding the new hotels for about four years and then selling them as real estate investment trusts to maintain cash flow.

Sun Frontier already owned two hotels aimed at local tourists in regional areas of Japan when Horiguchi was approached by Spring Airlines last year, which was interested in buying one of them located near Mount Fuji. Horiguchi sat down with the founder of the company and persuaded him to start a joint hotel-management business in Japan instead.

"We were very much alike," said Horiguchi. "He wanted to give people happiness."

Happiness has a slightly different meaning in the world of Horiguchi and his mentor Inamori, especially when it comes to work. It often comes from devoting yourself to a task, no matter what it

is. Horiguchi, for example, has his staff clean the company's toilets, and has done so himself, to get this point across. He also organizes a summer sports camp to encourage bonding, and featured in a recent issue of a magazine published by Inamori's business school on the topic of helping workers be the best they can.

Horiguchi joined Inamori's Seiwa Jyuku school 21 years ago, a few years before he started Sun Frontier, and took part in its Hawaii get-together this year. He says it's important to get staff to work together, and that 14 percent of his employees' time is spent on training, company trips and morning gatherings.

Sun Frontier has seen increasing profits over the past six years, posting net income of 8.2 billion yen in the fiscal year ended March 31, after two years of losses during the financial crisis.

"The company got its fingers burnt in the past with

the Lehman shock and so has sharpened its focus on the turnaround of properties," said Kouki Ozawa, an analyst at Mitsubishi UFJ Morgan Stanley Co. in Tokyo. "The whole industry suffered at that time. They've done a good job of steadily building profit. If it pushed harder it could get higher returns, but that would run the risk of repeating past mistakes."

The focus on staff and doing something worthwhile for society is working out for shareholders too. Sun Frontier's return on equity was 31 percent at the end of June, the highest in at least nine years and four times the average for the Topix. Still, like Inamori, Horiguchi says investors aren't his top priority.

"My number one aim for the company is to make the employees happy," said Horiguchi. "Next is to make our business suppliers happy, then customers, after that society, and finally shareholders. And I say that at our annual general meeting." **Bloomberg**

Asia is becoming wealthier and people want to travel.

TOMOAKI HORIGUCHI

By Michelle Faul, Lagos

AFRICA'S largest city is closing dozens of mosques, churches and nightclubs in a bid to reduce noise for its 20 million residents long used to lusty hymn-singing, honking horns and boom boxes that rattle the foundations of homes.

The state government of Lagos is on a mission to make the seaside city free of noise pollution by 2020.

"It's a great menace," said Adebola Shabi, general manager of Lagos State Environmental Protection Agency. "Studies have shown that noise levels affect the amount of violence and affect our health."

The agency has shut down more than 70 churches and 20 mosques this year as well as a dozen pubs, hotels and clubs, he said.

Authorities act on complaints from neighbors, first gathering stakeholders to discuss noise limits. If the din continues, the establishment is closed.

But many people are afraid to lodge complaints, according to several people interviewed by The Associated Press.

"I have a church and mosque on my street and they're in competition to see who can be louder," said sculptor Charlie Chukwu. "When the Muslims bought a small speaker, the Christians bought an even big-

Africa's biggest city shuts churches, mosques to fight noise



A Muslim man attaches a megaphone in the street during Eid prayers in Lagos, Nigeria

ger one."

During the Muslim holy month of Ramadan, which ended earlier this month, he's awakened at 3 a.m. by calls to prayer, while his nights are raucous with Christian hymns.

He has not made an official complaint. "If you call the au-

thorities, then you are seen as the anti-Christ, against religion, and you become the enemy on the street," Chukwu said.

Receptionist Dora Ugu said the foundations of her home shake when her neighbor turns on his boom box. "Even when the power goes out, as it fre-

quently does, he will get out of bed to put on his generator and then it's boom, boom, boom," she said. It's particularly upsetting for a neighbor who has a small baby.

When they complained to the man, he cursed and scared them. So the two women have

I have a church and mosque on my street and they're in competition to see who can be louder.

CHARLIE CHUKWU

not filed a complaint.

Noise levels of 97 decibels have been registered in residential neighborhoods where the limits are supposed to be 55 decibels by day and 45 at night, said environmental protection official Shabi. In commercial areas the limits are 90 decibels by day and 80 at night, and in mixed areas 65 decibels by day and 55 at night, he said.

"When your noise exceeds these limits it becomes noise pollution, and we will shut you down," he said firmly. **AP**

ASK THE VET

By Dr Ruan Du Toit Bester



3 DIFFERENCES BETWEEN DOG AND CAT FLEA PRODUCTS

THERE are many differences between dog and cat flea products. It is important to be aware of these differences before making a purchase for your pet. Being uninformed about what you use on your animal can result in purchasing the wrong product and even causing harm to your pet. Below are the most common differences between dog and cat flea products.

1. INGREDIENTS

The main difference between dog and cat flea prevention medications and shampoos is the main ingredient. Permethrin is a common insecticide that is found in dog flea prevention products. It can easily be confused with pyrethrin which is in most flea prevention products for cats. Permethrin is a stronger form of pyrethrin and can be toxic to cats because of its high levels. Flea products that contain permethrin are labeled "for dogs only" and should never be used on a cat. If you have a cat and a dog, it is important that direct contact between the two be limited after the dog is treated.

Ingredients that are recommended for effective flea treatment in cats are safe levels of insecticide to eliminate adult fleas. Insect Growth Regulators (commonly labeled as "IGRs") or Insect Development Inhibitors ("IDIs") prevent young fleas from developing into mature, biting insects.

These ingredients are only effective on insects and are not harmful to mammals. Be cautious when it comes to flea prevention on senior or pregnant pets. Consult your veterinarian for non-insecticidal products.

2. WEIGHT

The dosage in flea prevention products is based on weight. Purchase a product that is suitable for your pet's current weight. If you are unsure of your pet's weight, have them weighed at the veterinarian or groomer. If your pet is small enough, you can get an approximate weight on a home scale by first weighing yourself, then weighing yourself holding your pet and deducting to find the difference. Weight is another reason why it is unsafe to use a dog flea product on a cat. Most cats will weigh significantly less than a dog. Combined with their sensitive metabolism, using the wrong product can make your cat extremely ill.

3. ENVIRONMENT

Purchase a flea product based on your location. Flea prevention products may also include ingredients that repel mosquitoes, ticks and other insects. A cat who only lives indoors will need a less potent flea product than a dog who goes outdoors to eliminate. Research the most common



insects in your area to determine the best product for your pet.

When it comes to purchasing a flea product for your dog or cat, remember the following:

- Read the label. Ingredients found in flea products will determine what insects are targeted.
- Never apply a dog flea product on a cat. Cats have a sensitive metabolism that is greatly affected by the high levels of insecticide found in dog flea prevention products.
- Weigh your animal before making your purchase to find the correct dosage.
- Research your local insect population to determine what your animal needs protection against.

• Be cautious when using flea prevention on senior or pregnant animals. Consult your veterinarian for methods of flea control that don't use insecticides.

Hope this info helps
Till next week
Dr Ruan

Ask the Vet:
Royal Veterinary Centre
Tel: +853 28501099, +853 28523678
Fax: +853 28508001
Email: info@rvcmacau.com
www.facebook.com/rvcmacau
www.royalveterinarycenter.com