

## 4.2

### Part 1

**Shireen** First of all, I'd like to thank you for inviting me here today. We really appreciate this opportunity to work with you. What I'd like to do in this presentation is three things. First, I'll give you a brief overview of the new DiScan product. Then I'll talk about some of the advantages for your company. After that, I'd like to show you a short video so that you can see the system in operation. And after that, you can ask me any questions. Does that sound OK?

... OK. We call this new system the DiScan2. Basically, DiScan2 is a state-of-the-art security system based on iris recognition. Iris recognition is part of the next generation in security and is already used in government security. Now Securkey is able to make this technology available to commercial businesses and organizations.

How does it work? Well, it's a pretty simple concept. Employees are identified by the unique patterns in the iris of their eye. So that when you look at a camera, the system scans your iris and matches it to a central database ...

## 4.3

### Part 2

**Shireen** OK, let's look at what DiScan2 has to offer. There are two main benefits of using DiScan2 – enhanced security, and increased flexibility.

Why enhanced security? Well, the biggest potential benefit of iris recognition is that no two people have the same iris – everyone is unique.

This means that DiScan2 is extremely secure in comparison to your current system where a code is needed. You can find out someone else's code, whereas you can't copy the patterns of their iris. Currently, if someone gets hold of a security code, they can go anywhere they want in your company. However, with the DiScan2 iris recognition system they won't be able to do that.

The other major advantage of DiScan2 is its flexibility. Although it may sound radical, it's up to you how far reaching you want the security to be. You can decide exactly which employees have access to which parts of the building – so you have complete control over who goes where. And here is another great thing about the DiScan2 – you can not only control entry to all parts of the building, but also control access to your computer system.

Now I'd like to move on to the question of personal safety, because the most common question I'm asked is about how it scans your eye ...

## 4.4

**Audience member 1** Thanks for your presentation. I think this is a very interesting area. I've also heard of retinal scanning. Can you say something about the difference?

**Shireen** Sure. Thanks for the question. With retinal scanning you use the back of the eye to check a person's identity. So it's the same idea as iris recognition and they are both reliable. However, for a retinal scan, you need to put your eye very close to the camera, whereas with an iris scan, the camera can read your eye at a distance of about twenty centimetres. And academic studies show that we feel more comfortable with iris scans than retinal scans. Does that answer your question?

**Audience member 1** Yes, thank you.

**Shireen** Yes, another question?

**Audience member 2** Hi. I know you said it's safe, but over time is it really? Surely if the scanner looks in your eye every time you enter the building or log onto your computer, isn't it bad for you?

**Shireen** I understand your point, but the technology was first invented in 1994 and since then all the medical evidence suggests that it's safe for the human eye. As I say, iris recognition is already being used in government security, which demonstrates how effective it is.

## 4.5

**Richard** So to sum up, Boatnet is a specialist Internet service provider that provides wireless Internet access at all the major marinas in the country. From the start, I could see that there was definitely a market. Boat owners want to be able to access the Internet to get information about the weather and sea conditions, as well as sending and receiving email. In the past, they could only do this on land because the technology wasn't in place. At the moment, in most parts of the world, you still can't access the Internet from your boat without the right technology. From now on, our subscribers will be able to access the Internet from their boats for a basic monthly fee. We set up a very successful pilot project in three marinas last year, so we were able to test the system extensively and we know it works. We've done a lot of research and we can offer the service for £25 a month – that's less than €40. We'd like to be able to increase this in the future.

**Jason** My name's Jason Black. It's an interesting idea. Have you been able to get any sort of protection for it?

**Richard** Well, of course, we couldn't get a patent or anything like that because it's not new technology, but we have been able to get exclusive contracts in all the major marinas in the country.

**Jason** And how long are these contracts?

**Richard** Seven years.

**Jason** So other companies won't be able to compete with you for the next seven years?

**Richard** That's right.

## Unit 5

### 5.1

**Interviewer** ... and now on to business. And we have with us in the studio Shamsul Aziz from Carno Oil and Gas Exploration who will be telling us about their latest initiatives in social responsibility. Mr Aziz, isn't it dishonest to pretend that you're anything other than a big multinational, motivated by greed, with a reputation for ruining the environment and exploiting local people?

**Shamsul** Not at all. We take corporate social responsibility very seriously, because as a leading gas and oil exploration company, we know that we can have a dramatic effect on people's lives ...

**Interviewer** Not necessarily a good one.

**Shamsul** If I may answer the question ... We are proud of our business ethics. Looking after our staff isn't just something we have suddenly discovered – it's one of our core values. We've always had a strong commitment to our workforce and an ethical approach to the environment ... and the communities we work in. We have a reputation for fairness, we work hard to combat discrimination and prejudice within our organization, and we are constantly improving working conditions for our staff. Safety has always been at the top of our agenda, but we have schemes in place for education, health and training. We do take care of our people.

**Interviewer** Leaving that aside for a minute ... How can an oil company have any credibility when it claims to be environmentally friendly? Surely that's deception ... Your industry is probably the greatest contributor to pollution that there is.

**Shamsul** No. Not at all. As regards the environment, we can't say how people should or shouldn't use oil, but what we can do – and what we have done – is to reduce our own methane and hydrocarbon emissions ... and we've made good progress. We also support a range of local projects – to take just one example, we provide financial support for turtle conservation in Bangladesh, and have done for several years.

**Interviewer** Apart from a few turtles, what do you actually do to help the people who are affected by your operations?

**Shamsul** One of our guiding principles is to give back to the communities where we are carrying out our operations. So, in Sangu, for example, we have established a community project to provide skills training for unemployed youths, and in Rajasthan we have undertaken health initiatives and other schemes to encourage sustainable livelihoods.

**Interviewer** Some people might see that as a form of bribery rather than generosity.

**Shamsul** I don't agree. It could be seen as corruption if all the money went to just one individual. But the support we provide, the health clinics, assistance to the air ambulance and so on, now these are things that benefit everyone, not just the people who work for us directly.

**Interviewer** OK, well, if I can now turn to the question of ...

## 5.2

### Part 1

**Reporter 1** ... Will we get our itinerary in writing after this meeting or should we take notes?

**Clare** We'll email you the final itinerary once you've decided what you'd like to see. And if you have any other questions, you can ask our Travel Coordinator, Janet Lawson – she's coming in later on this morning to speak with you.

**Reporter 1** Thanks.

**Clare** So, we're planning to show you how Hummingbird's operation works in China and some of the projects it's involved in.

**Reporter 2** That sounds good.

**Clare** The idea is to spend four days at one of the sites where the tea is grown. This will give you the opportunity to talk to the locals who supply the company.

**Reporter 2** So, can we interview them?

**Clare** Yes, but we advise you to set this up directly with them and ask their permission first. And of course, do be discreet and respect their privacy.

**Reporter 2** Of course.

**Clare** While you're there, you'll get the opportunity to accompany the workers in their daily work. This will give you a real insight into their lives and how Hummingbird's teas are produced.

**Reporter 1** That sounds really interesting.

**Clare** OK, now, the schedules. We've looked at all the options, and we're going to arrange two dates – one in February and one in May. The February flight leaves on the 15th so we need fixed bookings from you by January the 10th.

**Reporter 3** Can I just ask – are we returning on the 19th or 20th of February?

**Clare** The 20th. The trip will involve a lot of road travel and one internal flight ...

## 5.3

### Part 2

**Clare** ... So that was the timetable. Now, I'd like to tell you a bit about your stay. Feel free to ask any questions you may have. We'd like to invite you to watch the tea being prepared and spend a day sampling the local specialities which are produced by the cooperative in the village.

**Reporter 1** That would be great. Er ... Does anyone there speak English?

**Clare** On the whole, English isn't spoken so we strongly recommend you stay with our guide who can interpret for you.

**Reporter 1** Good idea.

**Clare** On the subject of language – you're also welcome to visit a project set up to help build a new school.

**Reporter 2** That sounds really interesting. I'd like to take you up on that.

**Clare** Good ... but I should warn you it's quite a long trip. Let me know how many of you would like to do this as it would be a good idea to travel with our interpreter.

**Reporter 2** That makes sense. We'll speak to our colleagues and let you know.

**Reporter 3** What about environmental projects?

**Clare** The company is supporting a charity called Tree 2000 Foundation and there's a reforestation scheme in one of the regions where it does business. As Hummingbird Teas is just a financial backer, it doesn't actively work in this field, but a visit to the site is highly recommended.

**Reporter 3** What will we see?

**Clare** The project managers who work on site are all professional environmentalists. They'll explain what's happening to the area and show you what the charity is doing to improve the management of the forests. I was there for the first time last month and found it fascinating. It's well worth a visit.

**Reporter 2** Mmm ... That's not really what I'm looking for. The feature I want to write should focus more on the people.

**Clare** Well, alternatively, we'd be delighted to introduce you to the team who work for Hummingbird in China. They aren't tea makers – they're employed to coordinate the business. I'm sure they have some interesting experiences they'd like to share.

**Reporter 2** That would be great – it's just the kind of thing I need.

**Clare** OK, so let's just run through ...

## 5.4

1

**A** How about joining us for a coffee after work?

**B** That would be nice, but can I let you know later?

2

**A** Do you feel like coming to the cinema with us?

**B** Sorry – I'm heading straight home tonight – it's my partner's birthday.

3

**A** Would you like to go to that new pizza place for lunch?

**B** Why not? Sounds good.

4

**A** I've got two tickets for the theatre next Thursday evening and was wondering if you'd like to come with me.

**B** That's very nice of you, but I'm fairly sure I've got something on that night. I'll have to check my calendar.

5

**A** Some of us are playing golf this weekend. Are you interested in coming along?

**B** Thanks for the invitation, but I'm not sure I can. I'm waiting to see if I have to work this weekend. I'm meeting my boss at three today to find out what's happening.

## Unit 6

### 6.1

1

The most important factor in making and implementing decisions is listening. I like to ask everybody I know to give me an opinion. I get different perspectives – and I listen to them. I also listen to my own intuition. I really do believe that using your intuition is the best way of processing and weighing up information. If I have to make a big decision, I'm never impulsive. I think about it, and I listen to what other people think. But ultimately, I listen to my intuition. I delay my decision until I wake up one morning and know what I'm going to do.

2

I used to think that decision-making was something you could do logically ... but for me, this didn't always work and I made some bad decisions. So I thought I'd try a new approach – one that takes feelings more into account. So now ... particularly for the big decisions in life – what job to take, where to live – I let my inner wisdom emerge and trust my instincts. We don't always make strictly logical deductions. Instead, we rely on patterns – and on feelings associated with those patterns. So for those big decisions, you need to let patterns develop in your mind. Once you realize that your intuition is reliable, making a decision is quite easy.

3

If you have to make a decision, don't listen to your intuition. Intuition is for people who don't want to think. OK ... it's fine for the small decisions in life, like what kind of ice cream to buy. But for the big decisions, you need a more systematic way of thinking. Let's say you have to decide between two things – two applicants for a key position, two properties you're thinking about buying. You check the facts, check the figures, and your analysis says to pick A over B. But your intuition says to choose B. What do you do? Most people stick with their intuition – which is wrong. You need to delay your decision until you can work out why your intuition is telling you something different. That's the whole point of analysis: to make you consider all the options – so you don't make the wrong decision.

4

To make good decisions, you need to have confidence in your own judgement. We all make bad decisions, but the important thing is not to worry about them. As a judge, I often have to decide between the evidence of two people standing in front of me. I don't know which one is being honest, but I know one of them is lying. That's when making decisions becomes very difficult. Even so, I never base my courtroom decisions on my feelings or my instinct. I do it by the evidence, and by what the law tells me.