

# CORPORATE RESPONSIBILITY

Corporate Responsibility (CR) practices have long since been part and parcel of our business processes. For the year under review, we continued to focus and align our CR efforts to our business priorities with special emphasis on our commitment to the community, marketplace, workplace and environment.



WORKPLACE



ENVIRONMENT



COMMUNITY



MARKETPLACE



# CORPORATE RESPONSIBILITY

## OUR COMMITMENT TO THE COMMUNITY

We believe in making a positive and sustainable impact in the communities we operate in. We constantly build our goodwill by playing a significant role in enhancing the living standards of the community focusing on educational and social development, and philanthropy. Our beneficiaries include students, schools, NGOs, orphanages and other deserving groups.



## Highlights of 2016

- HeiTech's volunteer team, HeiTech Cares received Chairman's Award under the category of Volunteer Recognition Award for its contribution to the community and efforts in promoting volunteerism among the staff.
- Activities organised by HeiTech Cares includes Sahabat Jalanan, Zoo Volunteer, We Care HeiTech Cares with Pertubuhan Rumah UMMI and Projek Ceria Surau dan Perpustakaan Mini at Perkampungan Orang Asli Lata Kinjang, Tapah, Perak.
- HeiTech's Empowerment of Youth Generation Programme continued with educational visit by students from SK Bukit Bota and UiTM Jasin Melaka. This yearly initiative helped to nurture their interest in becoming the next generation of IT specialist.
- More than RM30,000 allocated to students and schools under HeiTech Scholarship and School Adoption programmes.





# CORPORATE RESPONSIBILITY



## OUR COMMITMENT TO THE WORKPLACE

We are committed to build a constructive work culture that is suitable for everyone. With over than 1,000 employees, of whom 80% are IT specialists, human capital development is vital in strengthening the competencies, ability and knowledge of our people. Therefore, each individual is required to enhance their skills by attending selective training courses that meet the IT industry's standards and best practices.

In our efforts to create a conducive and safe working environments for our employees, we provide training and awareness programmes on Occupational Health and Safety related matters; hazard identification, fire drills and first aid. The formulation and enforcement of HeiTech's established Occupational Health and Safety (OHS) Policy ensures all employees are aware of their roles and responsibilities and strictly adhere to this policy in their work environment.

We also advocate a good work-life balance amongst the employees in order to improve morale and productivity. Activities conducted in 2016 includes motivational and religious talks, family programmes as well as sports and recreational programmes.

Ensuring effective communication with employees has always been our top priority as we believe that engaging employees at every level of the business results to higher performance and increase employee's loyalty. For the year under review, we have organised various activities to enhance two-way communications with employees which includes Corporate Town Hall session, appraisal and career development programme, Long Service Award ceremony, Chairman's Award ceremony, sports day, internal newsletter, corporate website, and corporate e-mail blast.

## Highlights of 2016

- 46 employees received Long Service Award for 10, 20 and 30 years of service.
- 8 recipients bagged the Certificate of Merit of Chairman's Award under the categories of Innovative Solutions Excellence, Innovative Revenue Stream, Service Delivery Excellence and Special Recognition Award.
- Staff Recognition Award witnessed 112 recipients of Zero Medical Cost Award, 257 recipients of Zero MC Award, and 3 recipients of Volunteer Award. Staff Recognition Award was introduced in 2016 as a token of appreciation for employee's dedication and commitment towards the development of the Group.
- More than 150 participants took part in HeiTech School of Sales 2016 programme. The event served as a platform for sales and account specialists from the Group to enhance their selling skills whilst fostering synergistic collaboration among business owners within the Group.
- 36 employees have been certified in various professional certification recognised by industries which includes Cisco Certified Network Professional (CCNP), Certified Professional Requirement Engineering (CPRE), Certified Data Centre Professional (CDCP), Certified Ethical Hacking & Countermeasure (CEH), PMI-AGILE Practitioner TOGAF 9.1 Foundation & Certified Level.
- 25 employees enrolled in the Self Development Programme "Project 615 Towards Superiority" in line with the Group's effort to nurture and develop young talent as a future leader.

# CORPORATE RESPONSIBILITY

## OUR COMMITMENT TO THE MARKETPLACE

We are committed to being a responsible corporate citizen to our stakeholders; customers, partners, suppliers and Government regulators. Hence, we strive to build a continuous working relationships based on integrity, respect and fairness. In 2016, we continued to demonstrate our commitment in addressing this through various initiatives such as information update through our investor relations portal, delivering excellent services, and active engagement with stakeholders through activities such as friendly golf tournament, Majlis Semarak Ramadan, and Technology Update sessions.

## OUR COMMITMENT TO THE ENVIRONMENT

We are committed towards the conservation of the environment. For this initiative, we focused on improving the quality of life for all Malaysians by meeting their growing IT demands while reducing the impact on the environment they live in. As an IT company, we make use of our innovative solutions and technology to optimise the computing environments in our business operations to tackle problems associated with climate change and biodiversity.

### Highlights of 2016

- HeiTech e\*Business Solution Sdn Bhd has organised technology update programme with a theme "Orchestrating the Future of Smart Living". More than 120 participants from public and commercial sectors took part in this event.
- HeiTech Managed Services Sdn Bhd hosted Partners Appreciation Night, as an appreciation to all its partners and principals for their support throughout the years.

