



# CORPORATE RESPONSIBILITY

HeiTech is committed to the principles of responsible corporate citizenship. We believe that Corporate Responsibility (CR) is an integral part of its business culture.



As a responsible corporate entity, we are always looking at ways in which we can contribute meaningfully to our key CR thrust on education and community development. Besides the aforementioned, our CR program aims to contribute to capacity building, human capital development and intellectual enhancement.

Whilst striving for business excellence, HeiTech continuously inculcates good CR practices in all its endeavours. By consistently applying CR in our business processes, it will not only contribute towards economic prosperity, but also to the growth of the community.

As CR is a continuous process, we pledge to renew and strengthen our commitment to be a responsible and accountable organisation. Our holistic CR approach focuses on four main areas; the community, workplace, environment and marketplace.



## CORPORATE RESPONSIBILITY

### OUR COMMITMENT TO THE COMMUNITY

At HeiTech, we are committed in supporting the creation of communities which are prosperous, sustainable, educated and healthy. We believe this can be achieved by conducting our business in an ethical way and in the interest of said communities.

#### 1. Youth and Educational Development

- HeiTech's involvement in youth educational development began since 2008, when we adopted Sekolah Kebangsaan Kertau (SK Kertau) in Maran, Pahang, as part of the 'Empowerment of Youth Generation Program'. With this initiative, we played our role in improving the educational standards of rural students, by providing them with opportunities to excel in their education. The program continued and in 2010, twelve (12) more schools were funded under the 'UPSR Excellence Program'. We invested these schools with educational seminars, tutorial classes, and sports program. We believe through these initiatives, we had made a big impact in the lives of students in the community.
- Yet another facet of our Educational Development initiative was the opening of our doors to make industrial visits possible. Students from selected colleges and universities were given the opportunity to make industrial visit to our world-class IT infrastructures and facilities. Participants were briefed on several breakthrough achievements and solutions, ranging from Software Development, ICT Architecture & Infrastructure Solution, Network Solutions and Desktop Management. It is our hope that these visits will ignite the interest and fuel the passion of the next generation of IT specialist.
- HeiTech's Scholarship Program was established in 2008 and since its establishment, the number of selected students progressively increase from one (1) to eight (8) students in 2013. As the adopted students of HeiTech, there were given the opportunity to benefit from HeiTech's education allowances, books and other things that relate to their educational purpose.



HeiTech have consistently monitors their academic performance in achieving our long term vision to nurture the adopted students to be future leaders equipped with necessary knowledge and skills.

- We also have conducted HeiTech's Internship Program which aimed to immerse students from both local and overseas universities into the dynamic work environment, providing them real life experience of what they will face in the real working world by exposing them to the various facets of the organisation in a program which lasted between six (6) to thirty (30) weeks. This program is designed to match the students' interest and abilities, and at the same time to impart pertinent knowledge and direct tangible skills that will help them decide which facet of the ICT industry best fits their career aspirations.





## 2. Social Development and Philanthropy

- Since early 2000, HeiTech has been a strong advocate of saving lives through voluntary blood donation initiatives. Annually, we hold an open day where our employees, tenants and residents around Subang Jaya area can donate blood. This annual initiative, exemplifies the need for all Malaysian to fulfil their social obligation and to also support the National Blood Bank.
- Philanthropy remains an important aspect in our CR effort. Ideally, all requests are evaluated and scrutinised to meet stringent criteria. We are serious in our efforts to build goodwill for the company through offering our value proportion across all segments of society, embracing our corporate value and in-line with the Government and regulatory policies. Our beneficiaries range from schools, universities, NGOs, orphanages, and others.

## CORPORATE RESPONSIBILITY

### OUR COMMITMENT TO THE WORKPLACE

We firmly believe that people are the cornerstone of our organisation's success. In support of our main asset, we have invested in creating a conducive working environment for all our employees. We pride ourselves in providing them with avenues to enhance their personal and professional development. We ensure that competencies of each individual are mapped according to their aptitude. At the same time, we take the necessary measures to retain high calibre individuals who contribute to the growth and bottom line of the organisation. This is in line with our corporate goal to provide rewards based on performance.

#### 1. Human Capital Development

We welcome people with diversified skills, experiences, and approaches that we can infuse into our business, to promulgate a creative environment. Each employee's potential is primed to develop their competitive prowess and measured through a structured measurement of Key Result Area (KRA) and Key Performance Indicator (KPI).

Employees are empowered by their participation in training courses that equip them for leadership roles and sharpening of business acumen. As an ICT company, we take pride in ensuring that our skilled people are technically competent in meeting the ICT industry standards. We also take great effort to ensure that our technical and operation engineers are equipped with up-to-date knowledge and expertise by encouraging them to pursue proper certification to complement their skills.

#### 2. Conducive and Safe Working Environment

We place paramount importance on our employees' wellbeing; hence we always aim at maintaining a conducive and safe working environment. The formulation and enforcement of HeiTech's established Occupational Health and Safety (OHS) Policy ensure all employees are aware of their roles and responsibilities in their work environment. Our OHS Policy complies with the Occupational Safety and Health Act 1994 (OSHA 1994) and the Occupational Safety and Health (Safety and Health Committee - SHC) Regulations 1996.

To ensure full compliance, we provide training and awareness programs on occupational health and safety matters related to manual handling, hazard identification, fire drills, fire fighting, and

first aid. In addition, we have also organised health awareness programs such as medical check-ups and talks to foster health conscious workforce.

#### 3. Work-Life Balance

In an ideal situation, employees seek out jobs that provide an element of flexibility, creativity, and growth. Work life balance is a crucial consideration for HeiTech, as we believe happy employees result in optimum productivity, improved morale and reduction in turnover and absenteeism. In showing our concern in giving morale support, we have embarked on initiative to invite financial institutions and organisation to promote and market their products to our employees such as Maybank, BSN, CIMB, Citibank, Celcom and others.

Another recent initiative in promoting work-life balance is through the launching of HeiTech Cares Program where we become a corporate member to hotels like Tune Hotels, Awana Kijal, Cherating, TH Travels & Tours and few other hotels around the world, so each staff can enjoy a special rate when they are away for holiday with their family and loved ones under the program.

#### 4. Communication with Employees

Employees' engagement has always been our top priority, as we believe that engaging employees at every level of the business results in higher performance, an essential element to achieving our business objectives.

Various communication channels such as Corporate/Business Updates, Employees Surveys, the Appraisal and Career Development Plan, Award/Recognition programs and the implementation of two-way communication tools were used to communicate the company goals.

The programs organised by HeiTech to enhance communications with employees include:-

- Corporate Kick-Off
- Internal Satisfaction Survey
- Retention Programs - Chairman's Award and Long Service Award
- Dual Communication Platform
- Business Update Session

### THE CHAIRMAN'S AWARD 2013

We honour those who have gone above and beyond their duty towards the success of HeiTech. The Chairman's Award is conferred to individuals or teams that displayed exceptional performance in achieving the company's objectives.

The Chairman's Award has been divided into four (4) categories:-

- **Chairman's Product Innovation Award**
  - ✓ Winner - PintarID (HeiTech e\*Business Solutions Sdn. Bhd.)
  - ✓ First Runner-up - JIAS Integration Services (HeiTech e\*Business Solutions Sdn. Bhd.)
  - ✓ Merit - Vehicle Information System Integration (HeiTech TransBiz Sdn. Bhd.)
- **Chairman's Service Excellence Award**
  - ✓ Winner - Data Centre Service Team on MySIKAP Revamp System (HeiTech Managed Services Sdn. Bhd.)
  - ✓ Merit - GIANT WAN Project (HeiTech Managed Services Sdn. Bhd.)

### THE LONG SERVICE AWARD 2013

We are always humbled by those who have stayed loyal and persevered through the years. In appreciation of those who have dedicated themselves to HeiTech's success, we have initiated the Long Service Program since 2002. This year, one (1) employee has received his thirty (30) years of service recognition while four (4) more received the recognition for twenty (20) years of service and forty four (44) received for ten (10) years.

The Long Service Award recipient for 30 years of service is as follows:-

- WAN ZAIDI BIN WAN JAAFAR

The Long Service Award recipients for twenty (20) years of service are as follows:-

- ZULKEPLI BIN JAAFAR
- ARNA BIN MOHD YAMAN
- NOR HASIMAH BINTI ISMAIL
- ZAINAL BIN HJ. JASIMAN

The Long Service Award recipients for ten (10) years of service are as follows:-

SUHAIZAR BINTI OSMAN  
 NORITA BINTI MOHD YUNOS  
 MOHD SANUAL BIN KAHARUN  
 HADRUL AKMAR BIN AHMAD  
 NOR HUDA BINTI IBRAHIM  
 FADHLIL NIZAM BIN AB GANI  
 MOHD AZIZI BIN MOHAMED MISMAN  
 ZURAINI BINTI ANNUAR  
 SHARIFAH ALINA BINTI SYED ALWI  
 MOHD KHAIRUSSALLEH BIN MOHAMAD KASINI  
 SALAMAT BIN ADISNABI  
 KHAIRUL AZIRA BINTI KHAIRUDDIN  
 AIDA BINTI ABDUL RASHID  
 FAIZUL BIN MOHAMAD  
 AMIR HANIFF BIN HALIM  
 FARYNA BINTI AHMAD MANSUR  
 MOHD SUHAIMI BIN SALLEH  
 MEGAT SHAMSUL AMAIZ BIN MEGAT AZAM  
 SABRI BIN SENIN  
 MOHAMED KAMIL BIN ABDULLAH  
 LENNY RUBY ANAK ATAI  
 MUHAMMAD JASMIL BIN DASAH  
 SITI MAZLIN BINTI MASROM  
 RUZIATI BINTI ISMAIL  
 IRINA BINTI RAMLI  
 ZULKARNAIN BIN KAMALUDIN  
 EDZUINA BINTI MOHD SHARIF  
 LIM THIAM HUAT  
 ZULKARNAIN BIN SAARI  
 MOHD AZUAN BIN TAHIR  
 MOHD AKBAR BIN ROSNEE  
 NOOR AZMI BIN MOHD SANI  
 DZULHANAN BIN ZAINAL ABIDIN  
 NORZALIMI BIN ABU BAKAR  
 HASWANDI BIN ASRUL  
 ROZAIDAH BINTI MAION  
 SITI FARAH HUDANI BINTI AB. HADI  
 MOHD HAFIZUL BIN IBRAHIM  
 MUSA BIN ABDULLAH  
 MOHD FAIRUZ FAIZAL BIN ZAINAL  
 KHADIJAH BINTI ABDUL RAHMAN  
 NORAIZAM BIN BADRON  
 ZOHAN ZUKI BIN MOHD ZUKI  
 HO KENG HONG

## CORPORATE RESPONSIBILITY



### OUR COMMITMENT TO THE ENVIRONMENT

We are committed towards the conservation of the environment, with special focus on environmental management.

For this initiative, we focused on improving the quality of life for all Malaysians by meeting their growing ICT demands while reducing the impact on the environment these communities live in. Some of the initiatives to support this include:-

- Ultra Energy saving devices at data centres resulting in more efficient energy usage.
- HeiTech observed Earth Hour on Saturday, 29 March 2014; an initiative to promote environmentally sustainable action, through non-utilisation of all non-essential lights for a full one hour in our HQ, Menara HeiTech Village.





## OUR COMMITMENT TO THE MARKETPLACE

We are in the business of delivering innovative solutions to our customers and the public. In 2013, we continued to demonstrate our commitment in realising this through various initiatives such as active engagement with stakeholders, taking the role of key opinion leader in the ICT industry and delivering excellent services.

### 1. Active Engagement with Stakeholders

We believe in synergising our capabilities and experience with our industry leading partners' technologies. Complementing this synergistic relationship is our deep understanding of our customers' requirements and the industry. Thus mix, we believe, resulted in excellent delivery to our customers. As such in 2013, we have actively engaged our stakeholders that included customers, partners, suppliers and Government regulators.

Event details as below:-

Event : LUNCH and LEARN  
Date : 5 March 2013  
Partner : Symantec  
Attendees : Internal (Account & Sales team)

Event : HeiTech Executive & Technology Update - 2013 Business Outlook  
Date : 18 April 2013  
Partner : IBM  
Attendees : Customer (Public Sector)

Event : HeiTech VIP Golf Tournament  
Date : 19 May 2013  
Partner : VIP Towers  
Attendees : Customer (Public Sector)