



CORPORATE RESPONSIBILITY

In the past year, we have continued to focus and align our efforts on fostering relationships with the community at large and the environment.



HeiTech is a firm believer in high social impact endeavours, both in business and community activities. We strongly believe in giving back to the communities in and around us. Being a company that is passionate about growth, not only in its business but also in its stakeholders, we therefore constantly seek to drive growth of those around us.

To ensure sustainable growth in every sense of the word, we continuously seek to provide strong foundations for the development of our people, our stakeholders and our community at large. This intention is translated into Corporate Responsibilities 'CR' initiatives and in achieving this end, these initiatives included our community, workplace, marketplace and environment based programmes conducted throughout 2012.

OUR COMMITMENT TO THE COMMUNITY

At HeiTech, we strive to support the creation of communities, which are prosperous, sustainable, educated and healthy. Our business practices have always had the interest of the community at heart.

1. Educational and Youth Development

a) Academic Excellence Programme

> Exceptional Student Scholarship Programme

- Established about 5 years ago, the main objective is to identify and assist exceptional students from low-income backgrounds.
- To date, we have 7 recipients selected for the Programme.
- The assistance given in the Programme includes school fees funding, allowances, books and associated school expenses.

> Kelompok Chenor Programme

- Established in 2010, this Programme funds 13 primary schools in Chenor, Pahang.
- The intention of this Programme is to improve the educational standards mainly in the rural area.



➤ **HeiTech Adopted School**

- Established since 2010, the overall objective is to improve the educational standards in rural areas especially among the Year 6 students.
- One of the noteworthy recipients was Sekolah Kebangsaan Kertau (SK Kertau), Maran Pahang which has shown continuous improvement in its UPSR examination results since the Programme was incepted.
- The school benefits from this programme through educational/curricular and financial support including annual contribution and jointly organised UPSR achievement appreciation events with the Parent Teacher Association.

➤ **HeiTech English Educational Series (HeS) Programme**

- Involving 13 primary schools in Chenor, Pahang.
- The objective was to highlight the importance of mastering the English language primarily to those in the rural areas.



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> HeiTech Internship Program

The goal of the Internship Programme was to immerse university students into the dynamic work environment, providing them real life experience of what they will face in the working world by exposing them to the various facets of the organisation in a programme which lasted between six (6) to thirty (30) weeks.

This Programme is designed to match the students' interest and abilities and to impart pertinent knowledge and direct tangible skills that will help them decide which facet of the ICT industry best fits their career aspirations. The students' overall performance is continuously evaluated and they are mentored towards mutually agreed goals.

> Educational Visits

- HeiTech opens its doors to tertiary students to expose them to the corporate environment and working world.
- The initiative includes knowledge sharing sessions at our corporate headquarters in Subang Jaya for students from various campuses of UiTM.

2. Social Development and Philanthropy

> Blood donation drive

- Held on 28 November 2012 at the Lobby of Menara HeiTech Village. The annual initiative has been conducted since 2001.
- The goal of this programme is to inculcate a sense of social welfare among our people.

> Sponsorship and Charitable Causes

- In 2012/2013, HeiTech contributed to a number of schools, universities, NGOs, orphanages etc. One of the beneficiaries is meant for disaster relief that include:-
 - In the aftermath of the crisis in Lahad Datu, HeiTech set up the **"Tabung HeiTech Bersama Wira Lahad Datu"** to raise funds for fallen and injured warriors who stood fast in defending the sovereignty of our country. The contribution was later contributed to Media Prima Berhad as part of its nationwide Tabung Wira Lahad Datu initiative.



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

Continuous improvement in Human Capital Development is vital in strengthening an organisation's competitive edge. Therefore, each employee is encouraged to enhance their skill sets by attending training courses and completing certification exercises. Our personnel development is based on a clearly defined HeiTech Capability Development Framework, where the focus is on developing tangible and intangible competencies, be it leadership, interpersonal and technical skills. Each employee has a clearly defined career path based on the chosen skill sets.

A number of capability development programmes have been embedded into our organisational ideals. The Leadership Development Program (LDP) is one of the programmes which focus on developing leadership skills. Employees are exposed to leadership skills, coaching and engagement exercises. To address the development of technical skills of employees, the necessary development programmes has been chartered out in the standard technical skill roadmap. Employees of the company are encouraged to further develop their skill sets by undergoing professional certifications and accreditations from industry leading principals such as CISCO, SAP and ORACLE.

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 programmes 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 programmes such as medical check-ups and talks to foster a health conscious workforce.

3. Work-life balance

It is necessary for an employee to strike a balance between personal endeavours and work obligations. This is key to a workforce that is motivated and committed. HeiTech, in support of fostering a positive and balanced workforce has organised a number of extracurricular activities for its employees. These include:

- Bowling tournament
- Futsal league
- Aerobic classes
- Islamic talks '*ceramah agama*'
- Corporate privilege for selected hotels



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4. Communication with employees

Two way communications is vital in any organisation to flourish. Updates from the Management and feedbacks from the employees are utilised to form strategies, plans and programme to further the achievements of the organisation. In order to provide effective communications, HeiTech utilises the following channels:

- Corporate/Business Updates
- Appraisal & Career Development Plan
- Employee Retention plans
- Award/Recognition programmes
- Dual communication platform

THE CHAIRMAN'S AWARD 2012

We honour those who have gone above and beyond their duty toward 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 following are considered when evaluating the recipients for the Award:

- Developing and marketing innovative products/solutions
- Achieving excellence in personal/project performance
- Enhancing the customer's overall performance and achieving optimum customer satisfaction
- Executing an endeavor that improves the reputation of the company

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

- Chairman's Special Appreciation Award
- Product Innovation Award
- Process Innovation Award
- Service Excellence Award

For 2012, the Chairman's Award was presented to HeiTech Defense System for their success in business development initiatives.

The Chairman's Innovation Award was given to OSK WAN Project Team from HeiTech Managed Services Sdn Bhd (HMS).

Merit Award were also given to the following recipients:

- 1 HeiTech Exchange Server (HES) Project Team
- 2 PNB Project Team
- 3 MYGOSSCON 2012 Team
- 4 Visa Malaysia-China (SPPV) Team
- 5 JPA POWER GEN2 System Team
- 6 MyIdentity Citizenship Registry System (CRS) Team
- 7 Brunei Hajj Management Solution Team
- 8 Ghana Social Security and National Insurance Trust (SSNIT) Project Team
- 9 JPN Core Business Maintenance Team
- 10 Emirates Vehicle Gate Team



THE LONG SERVICE AWARD 2012

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 Award programme in 2002. This year, 8 employees have received their 30 years of service recognition while 18 more received the recognition for 20 years of service and 48 received for 10 years.

The Long Service Award recipients for 30 years of service are as follows:-

- 1 Abdul Razak Ahmad
- 2 Mohammad Sultan Abdul Majeed
- 3 Mohd Amin Yem
- 4 Mustafa Kamal Abdul Majid
- 5 Nor'aisha Hassan
- 6 Norshidah Ismail
- 7 Razali Mohd
- 8 Rodzilah Adnan

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

- 1 Abd Rahman Abdul Malik
- 2 Ahmad Puzi Abdul Kadir
- 3 Azlan Abdul Hamid
- 4 Che Ngah Ibrahim
- 5 Che Suhaimi Hussain
- 6 Faudziyah Haji Ariffin
- 7 Hasbullah Hussin
- 8 Hasim Simon
- 9 Maliki Mohamed
- 10 Mohd Yaacob Ibrahim
- 11 Nor Azlina Abdul Latiff
- 12 Nor Hasina Hamzah
- 13 Norainon Hamdan
- 14 Norhanim Md Zin
- 15 Normala Mat Nor
- 16 Salwati Mohd Tahir @ Mohamad Taha
- 17 Sulaiman Donik
- 18 Suriana Ali

The Long Service Award recipients for 10 years of services are as follows:-

- 1 Ahmad Khairi Mohd Salleh
- 2 Ahmad Shahir Mohamed Jalil
- 3 Azlan Shazmi Anwar
- 4 Azman Muhamad
- 5 Azmi Anuar



- 6 Azzaddin Kamarul Ariffin
- 7 Badrunalina Mohamad Hussin
- 8 Ezdiani Kasmuri @ Shamsuri
- 9 Faizul Hazri Che Hashim
- 10 Farhanah Mohamad Khatib
- 11 Fong Chiok Hin
- 12 Haizam Mohamad
- 13 Halizuan Beiamin
- 14 Irwan Kurnawan Amat Sapuan
- 15 Ismahadi Ismail
- 16 Jahir Hussain Othman
- 17 Kamarudin Abd Hamid
- 18 Kamsiah Talib
- 19 Khalida Mohd Noor
- 20 Mansor Adam
- 21 Marisa Noranis Mohamad
- 22 Mohamad Siss M. Jamil
- 23 Mohd Amzani Mohd Zin
- 24 Mohd Azahari Abdullah
- 25 Mohd Faizal Ahmad Hosaini
- 26 Mohd Mustaqim Omar
- 27 Mohd Shukeri Sulaiman



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- 28 Muhammad Abdul Hamid
- 29 Muhammad Hadzrin Abdul Hamid
- 30 Muhammad Shukri Abdul Mutalib
- 31 Norashid Alias
- 32 Norazah Samion
- 33 Norazlina Borhan
- 34 Norazlyna Jamil
- 35 Norhisham Osman
- 36 Nurul Azuan Anuar
- 37 Rizuan Jusoh
- 38 Shahnezel Saad
- 39 Supian Abu Hanipah
- 40 Suraya Zalna Mohd Shith
- 41 Syafrial Jufri
- 42 Syed Amir Syed Abdul Rahman
- 43 Tengku Erni Mazwin Tengku Razman
- 44 Titek Asnina Suyub
- 45 Yusrita Mohamed Yunus
- 46 Zul Imran Abdul Rahaman
- 47 Zulkifli Razalli
- 48 Zurairah Md Tahir

OUR COMMITMENT TO THE MARKETPLACE

In 2012, we actively participated in events that fostered active engagement with stakeholders, and opinion leaders. Our goal in doing so was not only to understand the needs of our stakeholders but also, more importantly, to showcase how our organisation is adapting to the ever-changing nature of the ICT industry.

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. This mix, we believe, resulted in excellent delivery to our customers. As such in 2012, HeiTech actively engaged its stakeholders that included customers, partners, suppliers and government regulators.

Event details as below:-

Event : HeiTech Technology Update: Tape Library System
Date : 24 February 2012
Partner : Oracle
Audience : Customers from both public and private

Event : HeiTech Sales Rally: Sell-A-Bration 2012
Date : 6-7 March 2012
Partner : IBM
Audience : HeiTech Sales & Pre-Sales

Event : HeiTech Technology Update: Virtualised Desktop: The Next IT Challenge
Date : 20 March 2012
Partner : VMware & Trend Micro
Audience : Customers from various industries





Event : HeiTech Executive Update: An Exclusive Look Inside: Big Data Analytics and Social Media
Date : 10 July 2012
Partner : IBM
Audience : Customers from various industries

Event : HeiTech AM Forum: Raising The Bar
Date : 5-6 October 2012
Partner : HP, VIP Towers
Audience : HeiTech Sales & Pre-Sales

Event : 6th Business Continuity Institute's Local Forum Seminar
Date : 10th April 2012
Partner : Business Continuity Management Institute
Role : Guest speaker

Event : World Continuity Congress
Date : 3rd July 2012
Partner : BCM Institute Singapore
Role : Guest speaker

Event : CSM Award, Conference and Exhibition
Date : 13th-14th November 2012
Partner : CyberSecurity Malaysia
Role : BCM Track Facilitator

OUR COMMITMENT TO THE ENVIRONMENT

In the formulation of our various offerings, we look at various ways to improve efficiency, productivity and optimise cost. This drives us to look at creative and innovative ways to reduce our impact on the environment.

We take a serious stance in improving our environmental policies and performance to tackle problems associated with climate change and biodiversity. Some of the initiatives to support this include:

- Ultra Energy saving devices at data centres which resulted in 60% reduction of monthly incremental energy usage. It is anticipated that energy saving will increase further in the years to come.
- HeiTech observed Earth Hour on Saturday, 23 March 2013; an initiative to promote environmentally sustainable action, through non-utilisation of all non-essential lights for a full one hour beginning 8.30pm – 9.30pm in its main offices.
- HeiTech also launched HeiTech Go Green Campaign on April 2013, an awareness programme on recycling, waste management, energy efficiencies and water conservation for the present and future generations.