

SUSTAINABILITY REPORT

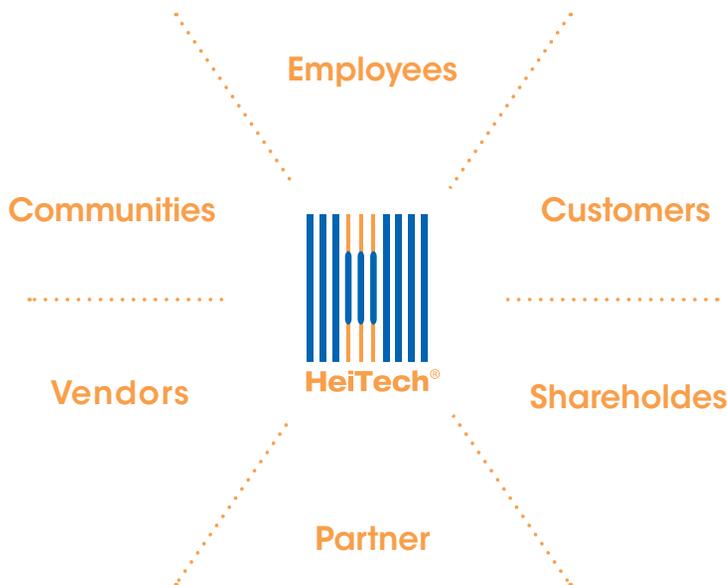
INTRODUCTION

Sustainability is about striking a balance between the community, environment and economic factors within the ecosystem that we live in. The way the ecosystem is maintained transcends into the way we conduct our business and the decision we make. At HeiTech, we believe that by adopting sustainable principles will guide us through the journey of making the world a better place to live in while maintaining the profitability of the Company.

We recognised and are committed to our sustainability, which forms an important part of our business culture. We believe that the long-term success of our business depends on the health and prosperity of the communities in which we operate. For the year under review, we continued to focus and align our sustainability efforts with special emphasis on creating economic, environment and social impact for our long-term sustainable growth.

Dimensions	Highlights	
Economic Impact	<ol style="list-style-type: none"> 1. Managing the supply chain 2. Adherence to corporate governance 3. International standard project delivery 4. Building IT literate generation 	
Environmental Impact	<ol style="list-style-type: none"> 1. Energy savings initiative 2. Operational efficiency 	
Social Impact	<ol style="list-style-type: none"> 1. Talent engagement 2. Shareholder engagement 3. Enhanced customer experience 4. Giving back to the communities 	

OVERVIEW



At HeiTech, stakeholder engagement has always been our top priority as it contributes to a successful project delivery, businesses and value creation for our sustainable growth.

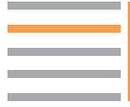
For more than two decades, we have touched the lives of thousands of people locally and regionally, from employees, customers, partners, shareholders, vendors and community. By understanding expectations and responding to their concerns, it allows HeiTech to nurture stakeholders' trust in and with us.

SUSTAINABILITY REPORT

Below are our key stakeholder groups together with an overview of our engagement activities.

Stakeholder	Engagement Programs
Employees	<ul style="list-style-type: none"> • Employee satisfaction survey • Dialogue with employees – Town Hall • Internal newsletter • Employee engagement programs • Sports Club
Customers	<ul style="list-style-type: none"> • Customer satisfaction survey • 24 hour customer support • Technology update session • Customer engagement programs
Shareholders	<ul style="list-style-type: none"> • Annual report • Annual General Meeting • Investor Relation portal
Partners	<ul style="list-style-type: none"> • Partner engagement program • Technology updates session
Vendor	<ul style="list-style-type: none"> • Vendor satisfaction survey
Community	<ul style="list-style-type: none"> • Community engagement through social activities with HeiTech Cares volunteers • Visits by University students





SUSTAINABILITY REPORT

ECONOMIC IMPACT

MANAGING THE SUPPLY CHAIN

Being one of the leading ICT company in Malaysia, the quality and performance of our vendors and suppliers are vital to us. Therefore, our vendors will have to go through a strict selection process to ensure their capability and integrity are in line with our values and principles.

No. of Vendor	Category
293	Bumiputras
456	Non-Bumi
26	Foreign Companies
5	Principal of the product

The selection of vendors are based on merit and capabilities. Therefore, our list of vendors varies from local to foreign, Bumiputra to non-Bumiputra companies.

We are aware of the importance of early engagement with our principals and partners. This early engagement practice has been implemented within the organization and it has benefitted both parties in various angles. Our partners have been loyal to us and will be working together with us from the initial stage of influencing the customers until closure of the business.

Another advantage of having excellent partnership is we are able to establish the "Center of Excellence" with our partners. We are investing in our people to be equipped with certifications on certain technical skillsets to support the multiple products that we are pushing to the market. This can only be done with the support of the partners and principals.

In January 2017, we have organized Partner Appreciation Night to acknowledge the commitment and support of our principals, partners and vendors.

ADHERENCE TO CORPORATE GOVERNANCE

Being a Public Listed Company requires HeiTech to adhere to corporate governance guidelines, set by Bursa Malaysia Berhad, Ministry of Finance and Securities Commission Malaysia. We at HeiTech takes compliance very seriously and always ensure that we do not violate any law and regulations intentionally.

In ensuring that we adhere to the regulations, we are maintaining effective control structure for the proper conduct of business operations. This includes;

- Audit Committee;
- Risk Management Committee;
- Nomination and Remuneration Committee;
- Employee Share Option Scheme Committee; and
- Voluntary Separation Scheme Committee.

INTERNATIONAL STANDARD PROJECT DELIVERY

Our IT projects adopt structured methodologies which includes HeiTech's Project Management Information System ("PROMISE") and Application Development Information System ("ADVISE"). It provides guidance for improving the organization's processes and ability to manage the development, acquisition and maintenance of products and services. Process compliance assessment is continuously being carried out on a monthly basis to assess the compliance level and necessary action(s) for improvement.

The combination of experience and technical certification such as Information Security Management System (ISO27001:2013), Quality Management System (ISO9001:2015) and Service Management System (ISO20000-1:2011) allows us to provide the high standard of qualities that meets the demand of many organisations in terms of service level, availability, data integrity and security.

SUSTAINABILITY REPORT

With the adoption of the structured methodologies, we successfully delivered and will continue delivering projects especially the mission-critical projects for the benefit of the nation.

BUILDING IT LITERATE GENERATION

As a leading provider in ICT services, software solutions and services for commercial applications for multiple industries, HeiTech is at the forefront of efforts to develop human capital in various skillsets.

Collaboration with IBM and Universiti Malaysia Pahang (UMP)

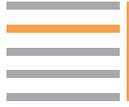
One of the skillsets that we are focusing is in the area of mainframe technology. We are collaborating with one of our main partners in the area of mainframe namely IBM. We have successfully established a Center of Excellence in mainframe area for Universiti Malaysia Pahang (UMP), a competency-based technical university that specializes in the fields of engineering and technology. HeiTech, University Malaysia Pahang (UMP) and IBM have collaborated and executed a Memorandum of Understanding since 2010 to engage in the "IBM-UMP-HTP System z Academic Initiative" (zAI) for the establishment and development of an elective curriculum leading to the nurturing of experts and specialized human resources on IBM system z.

HeiTech provides all the IBM Mainframe System z Infrastructures and Services for the UMP students to test on the actual mainframe infrastructure located at HeiTech Village 2 (HTV2) Data Center. Selected UMP student will have the opportunity to remotely access the z-Systems infrastructure at HTV2 Data Center. As part of the z-OS Course



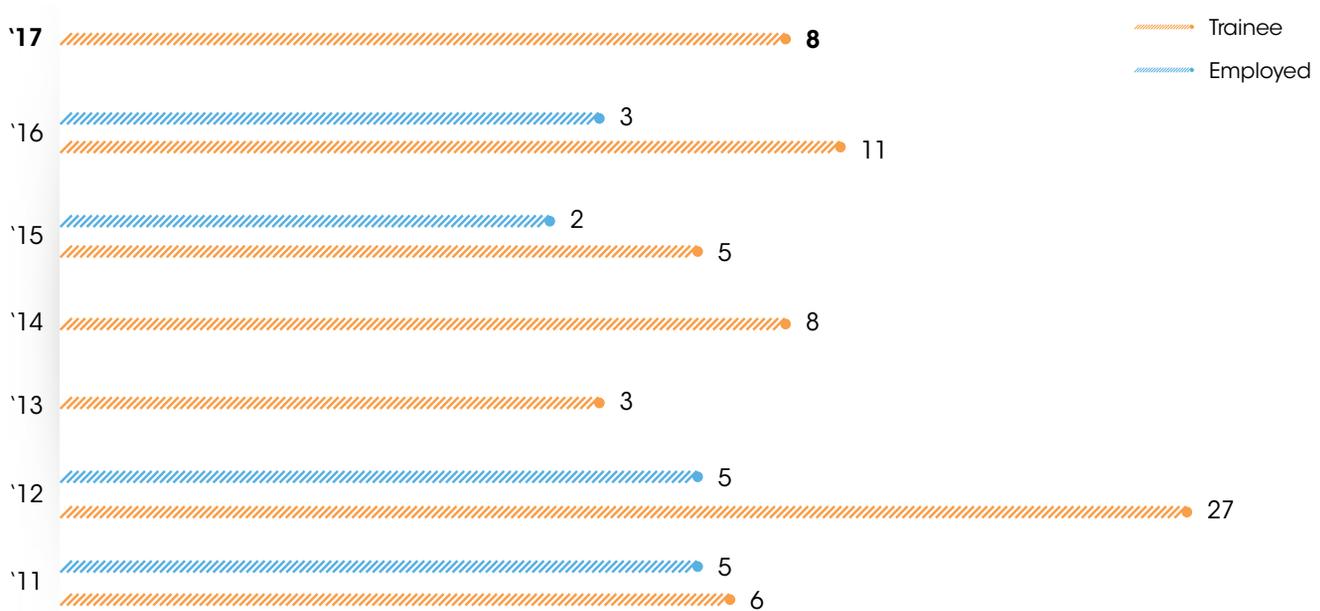
Contents, students will have the actual feel and experience in operating and managing the z-OS Systems including other mainframes infrastructure technology such as CICS, DB2 as well as Enterprise Storage. This will give them the experience of a truly Mainframe Technology in real data center environment.

As part of zAI program, HeiTech and IBM will have an annual session with UMP students to be held at UMP campus for us to conduct IndustrialTalk and Knowledge Sharing on the latest ICT Technology Offerings. It also focuses on mainframe services with an insight on career opportunity with regards to the related courses. This will be followed with interview sessions for the students to have opportunity to conduct their Internship Program at HeiTech and if successful, to become a Technical Engineer once they graduated.



SUSTAINABILITY REPORT

The graph below illustrate the number of UMP students to be employed and trained under the “IBM-UMP-HTP System z Academic Initiative”.



Skim Latihan 1Malaysia (SL1M) program

Skim Latihan 1Malaysia (SL1M) program was launched on 1st June 2011. It is a training program, aims to help the young graduates who are still unemployed to enhance their marketability with appropriate skills, knowledge and working experiences. This will eventually increase the possibility of advancing their career in the future.

HeiTech fully support this initiative by hiring four (4) SL1M trainees from Britay Consulting under Khazanah SL1M which commenced from November 2017 to May 2018. The duration for the overall on-the-job training is 7 months. The 4 trainees were assigned to 2 wholly owned subsidiaries of HeiTech Padu Berhad which are PSG Data Sdn Bhd (3) and HeiTech Managed Services Sdn Bhd (1).

So far, from all the four (4) trainees, 2 have been absorbed as HeiTech staff, while others are still continuing the On-The-Job training.

SUSTAINABILITY REPORT

ENVIRONMENTAL IMPACT

For years now, we have managed to maintain and managed our resources efficiently through multiple initiatives. As an ICT company, we capitalized our innovative solutions and technology to optimise the computing environments in our business operations to tackle problems associated with climate change and biodiversity. We are committed in saving our environment via our ICT initiatives and effort that spawned from our deep knowledge in the field.

ENERGY SAVING

Backed by over 20 years of experience in managed network services and data center services, HeiTech offers innovative and integrated ICT infrastructure solutions based on reliable, secure, cost-effective and customer-driven technology.

For our Managed Data Center Services, infrastructure cost represents a substantial portion of total operating cost. Hence, optimization of energy related cost shall result to greater operational efficiency whilst improving profitability to HeiTech.

Energy Consumption in our Data Center

We own and manage a Tier-IV ready Data Centre (DC) facility located in Bukit Jelutong, Selangor, Malaysia. We also offer services to design, build and manage data centre facilities. The experience of operating Tier-IV ready Data Centre has enabled us to provide world-class service level to our clients. The Data Center in HeiTech Village 2 (HTV 2) is designed and maintained in accordance to Uptime Institute Standards on mechanical and electrical (M&E) component and Tier IV ready under the Telecommunication Industry Association-Telecommunications Infrastructure Standards for Data Centers (TIA942) on 4 components i.e. Mechanical (cooling system), Electrical (based on Uptime), Architectural (civil & structures) and Network (connectivity for WAN & LAN).

Our DC cooling system needs to be enhanced for efficiency purposes. In 2017, we are progressively replaced 14 units of Computer Room Air Conditioning unit (CRAC) to ensure efficient use of energy. With this initiative, we expect to reduce the consumption of electricity for the DC cooling by 20%.

Node Optimisation of our Network

Cost reduction and efficiency help an organization re-invest their resources and save funds into achieving higher results, profits or competitiveness. Efficiency/ savings can be achieved by improving utilization, processes, or behavior associated with resource usage.

HeiTech has significantly create greater efficiency in our network by the consolidation of our network nodes. Starting from 2015, we have consolidated 6 of our network nodes, followed by the consolidation of 7 nodes in 2016 and 2 more nodes in 2017. In total, we have optimized the number of nodes from 24 nodes into 9 major nodes by 2017.

The objective of the exercise is to improve our services to the customers whilst at the same time reducing cost of operations. All customers' circuits involved in node optimisation activities were relocated/upgraded to Core Nodes on Metro E connectivity from leased lines.

With this initiative, we have managed to reduce operational cost by 10% on an annual basis since 2015. As a result, HeiTech has saved approximately RM8 mill for a span of 3 years. The node closure exercise also enabled us to optimize the node operation, eliminate inefficient node investment and most importantly, is for energy saving. It allows for better capacity and growth planning for specific nodes, creating an energy efficient footprint instead of performing upgrade to all nodes and affecting the environment.



SUSTAINABILITY REPORT

OPERATIONAL EFFICIENCY

Paperless Meeting

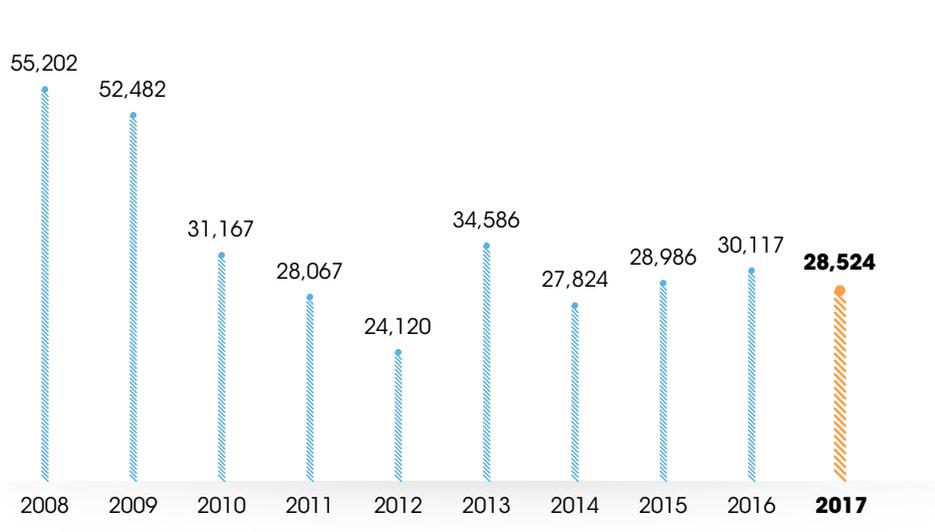
In HeiTech, we have implemented the initiatives to spur continuous initiatives in saving our most common basic needs.

For us, change starts at the Boardroom. We have started to implement paperless board papers in most of our Board of Directors meetings since 2014. We believe that a small step in the right direction is imperative and we must lead by example. Adoption of cloud base technology in trend with the current information technology environment proved that we have embraced it long before the market has.

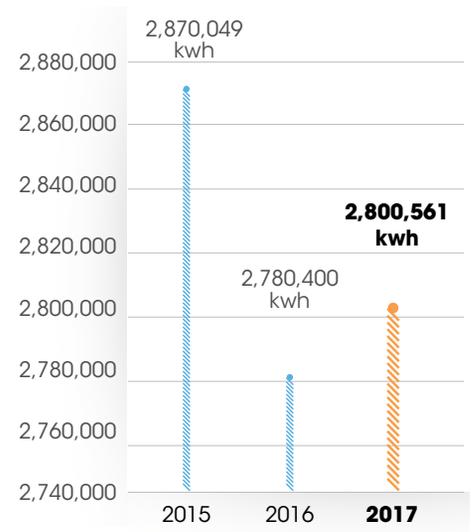
Water and Electricity Consumption

We have steadily reduced and maintained our water and electrical consumption since 2009 and maintained the usage at a lower consumption rate from 2014 onwards.

Water Consumption from 2008-2017 (Unit m3)



Electricity Consumption from 2015-2017 (Bulk meter)



Proper waste disposal

Proper document destruction is a very important component of doing business. As we are dealing with confidential information, proper documents disposal is very vital to ensure private and sensitive information are being protected.

In HeiTech, we disposed our documents via mobile shredding services, provided by one of our subsidiary companies, Inter-City MPC Sdn Bhd. Beside protecting the data, we are also encouraging proper document disposal for the papers to be recycled.

SUSTAINABILITY REPORT

SOCIAL IMPACT

At HeiTech, we believe that corporate and organisational success is justified and truly honoured when a holistic ecosystem is built around the aspirations of the Company and the people, customers, community and vendors, as well as all other stakeholders such as investors, and the larger community that we serve.

TALENT ENGAGEMENT

Our employees are our valuable asset. In striving to be the 'Employer of Choice', we endeavour to build a sustainable working culture by offering employees a combination of compelling propositions from work-life-balance, create diversity environment, create a clear career path, and safe working environment.

HeiTech realized that social starts with our own in-house talent thus we have traditionally created multiple programs that promote social engagement between the staff. We strongly believe that a happy worker will lead to a greater productivity.

HeiTech is committed to providing our employees with a stable and innovative work environment where there is equal opportunity in learning and personal growth. We are in the strategy to maximize the value of human capital to align with the company objectives, values, strategies and the needs of all stakeholders via the following initiatives:

- Ensuring a diverse workforce in a safe environment by maintaining compliance with law of the land and bye laws.
- Providing training and development in area of technical and soft skills that meet the IT industry's standards and best practices.
- Contributing to the Government programme of "Skim Latihan 1 Malaysia" and offered most of the talents as our full-time staff after completion of training period.
- Retaining our valued employees with multiple perks, remuneration, interpersonal and career development training.

Work Life Balance

Being an employee in the ICT industry, especially in delivering mission critical system has exposed our employees to be in a very stress condition. We acknowledged that stress can lead to poor health condition, thus reducing the productivity and efficiency. We advocate a good work-life balance amongst the employees in order to improve morale and productivity.

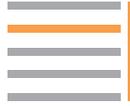
Activities conducted in 2017 includes motivational and religious talks, family programmes as well as sports and recreational programmes. Our flagship programme, HeiTech Cares is also part of the initiative that aimed to promote work-life balance and spirit of volunteerism amongst our employees.

Among the activities and facilities that we provide to the staff includes:

- Zumba class every week for the staff to have fun while getting exercise and burning calories;
- Jamming studio as social gathering and communal practice session;
- HR4U Wellness where free basic medical check-up and mammogram provided to all staff;
- Sports events organized by Kelab Kakitangan HeiTech including futsal tournament, badminton tournament, bowling tournament and HeiTech's Sports Day.
- 'Kelas Mengaji' and 'Ceramah Agama' on weekly basis for all staff

Career Development Program

Employee turnover is expensive. Replacing an employee who quits, costs on average, 21% of their annual pay. While it is tempting to dismiss turnover as a fact of life in today's fast-moving job market, new research shows otherwise. Many reasons employees jump ship are surprisingly simple, and business leaders who do not ask why workers want to go may be unnecessarily losing people who are pricey to replace.



SUSTAINABILITY REPORT

As the market for talent continues to intensify it will become increasingly difficult to attract and retain the best employees in HeiTech. We are working to continuously improve our talent and recruitment programmes, to ensure we have the workplace capability we require to deliver our vision and mission. We also embraced new opportunities to lift our collective performance and talent standards for existing employees.

On top of recognition and reward system for staff retention, skills-building is also important to create a clear career path for employees. Skills-building programs offered to upskill and reskill talent are benchmarked against international standards to equip the workforce with the right knowledge, skills and attitudes to increase talent employability and thrive in a globalised economy. HeiTech comprises of 80% technical employees and 20% support staff therefore it is crucial to keep the technical employees abreast with the latest technologies, skills and certifications required for the business. The summary for certification and training attended under year review are as follows;

- a. Certified Tester Foundation Level (CTFL)
- b. Certified Tester Advance Level – Test Manager (CTAL)
- c. Certified Data Science Specialist (CDSS)
- d. Cloudera Data Analyst
- e. Certified Cyber Defender Associate (CCDA)
- f. ComTIA Cloud +

However, our focus on technical competencies has not overshadowed the emphasis we place on improving the ability of frontline employees to enhance the customer experience. During the year, almost half of employees received training in various programmes to enhance their technical skills, customer management and communication skills, as well as supervisory skills - all geared towards the provision of a better customer experience.

Beyond academic, we also provide soft-skills training to the employees as value-added services to the programs offered. Effective verbal and written communication, preparations for job interviews, time management and grooming are some of the elements cascaded to the participants for a balanced, well-rounded education.

This can be seen through programs we developed and customized for employees covering the scope for non-executive, executive, middle management and top management. One of the programs for non-executive and executive level is called Project 615 and the objectives are as follows:

- To improve and ensure readiness of our employees to the next ladder of their career growth.
- To learn and manage others in the perspective of communication and interaction between management, supervisors and colleague.
- To promote effective teamwork and to encourage employee engagement in performing their duties.

In 2017, 28 staff were involved and graduated from the Project 615.

As for the middle management, objectives of the program are more towards developing leaders and is covered in program module called Management Development Program (MDP) which are among others:

- To enhance leadership quality, delegation, empowerment and coaching.
- To improve business acumen skills of the middle management.
- To ensure readiness of employees to the next ladder of their career growth.
- To learn and manage ourselves as well as manage others in the perspective of communication and interaction between management, supervisors and colleague.
- To assist staff towards a healthy and to promote better productivity.

28 staff were involved in the Management Development Program in 2017.

We are equipping our people especially the top management with the tools and development required to be inspiring leaders, to foster a global mindset and to deliver increasingly responsive, personalised customer service.

SUSTAINABILITY REPORT

Safe working environment

In HeiTech, we acknowledged that we are responsible to provide a safe working environment without risk to their physical and psychological health and welfare. Likewise, we expect our employees are obliged to: comply with any legislative requirements and organisational policies and procedures; work in accordance with agreed safe work practices; and use all means provided to protect their health and safety.

Our Data Center, HeiTech Village 2 (HTV2) has been gazetted as 'Kawasan Larangan' and 'Tempat Larangan' under the LAWS OF MALAYSIA Act 298 PROTECTED AREAS AND PROTECTED PLACES ACT 1959. This is very important as this will boost the confidence of our customers as well as employees.

In our efforts to provide conducive and safe working environments for our employees, we provided 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.

Category	2017	2016	2015
Trainings			
OSH Meeting	3	3	4
OSH Circular	4	6	5
Safety Knowledge Sharing / Awareness Talk	3	4	3

Nonetheless, we acknowledged that most common injuries in the ICT industry are slip disc and carpal tunnel due to static position at a long time. Therefore, we have taken pre-caution to encourage staff to perform light exercise in avoiding injuries to happen. The statistic for the 2 mentioned injuries are as follows;

	Average Total Staff	Carpal Tunnel	%	Slipped Disk	%
2017	902	3	0.33%	4	0.44%
2016	897	1	0.11%	4	0.45%
2015	932	2	0.21%	7	0.75%
Total		4	1%	15	

In protecting the well-being of the employees, HeiTech has also provided policies to protect the employees from internal and external harassment. This includes Sexual Harassment Policy and Social Media Policy.

Enhance two-way communication

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 programmes, family day, annual dinner, sports day, internal newsletter, corporate website, and corporate e-mail blast.

Diversity Environment

The staff composition in HeiTech varies from religious and political beliefs, gender, ethnicity, education, socio-economic background, sexual orientation and geographic location. We have acknowledged that a balance composition of staff is imperative to maximize productivity impact. We are also looking at empowering our young staff and prepare them for future leadership through exposing them with more project engagement, active role and experience. This effort will ensure that the company will not be lack of talent and promote leadership continuity.



SUSTAINABILITY REPORT

Demographic Info by Age, Gender & Ethnic

	2017	2016	2015
Age Group			
20-29	88	65	226
30-39	304	298	321
40-49	278	311	257
50-59	207	192	102
≥60	35	31	2
Gender			
Female	343	331	329
Male	569	566	579
Ethnic			
Chinese	12	12	10
Indian	7	10	11
Malay	878	863	872
Others Bumiputera Ethnic	8	8	11
Sabah Native	3	3	3
Pakistani	1	1	
Turkmenian			1
Sarawak Native	2		
Iranian	1		
Turnover Rate			
By Gender			
Female	5.53%	4.88%	4.94%
Male	8.84%	9.20%	8.91%
By Age Group			
20-29	6.30%	4.54%	4.29%
30-39	3.76%	5.65%	5.69%
40-49	3.10%	2.22%	2.47%
50-59	1.22%	1.55%	1.29%
≥ 60	0.00%	0.11%	0.11%

By Gender	2017	2016	2015
Top Management			
Male	2	2	7
Female	1	1	1
Board Of Directors			
Male	6	7	7
Female	2	1	1

Although the composition of our Top Management and Board of Directors are dominated by male, in HeiTech we do not practice gender discrimination. All positions, salary and benefits are based on merits.

SHAREHOLDER ENGAGEMENT

We have maintained an open communication channel with our shareholders within the limitation of the law. Bursa Malaysia has strict requirement on the matter and we have complied with every requirement.

Avenues for communication with shareholders are from Annual General Meeting, annual report and Bursa announcement. In 2017, we have increased our communications to our stakeholders for them to make informed decisions and notifications.

Year	2017	2016	2015
Bursa Announcement	37	27	24

SUSTAINABILITY REPORT

ENHANCE CUSTOMER EXPERIENCE

HeiTech has played a vital role in digitizing the government's offices into e-government. This includes Jabatan Pendaftaran Negara (JPN), Jabatan Pengangkutan Jalan (JPJ) and Jabatan Imigresen Malaysia (JIM). Today, we are collaborating with our customers in their transformation journey to create efficient operation, improved productivity and enhance their customers experience. Therefore, we are collaborating with strategic partners in ensuring that we provide the best service, cutting-edge technologies and best in class solutions to our customers.

Collaboration with Strategic Partners

Among our efforts to enhance customer experience is by implementing digital performance management tool to support day-to-day operations of our customers. Together with our partner, we improved customers' experience by enabling real-time automated performance monitoring, fast and accurate problem identification and trouble shooting and availability of analytics tool to give a snapshot of customers' IT resources. IT managers found the dashboard provided is very helpful in assisting them to manage day-to-day IT operations. As a service-based organization, apart from providing reliable tool, we also offer value-added service to analyze reports and also assist in troubleshooting activities.

Information Security and Privacy Policy

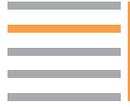
In today's complex ICT infrastructure and systems, security become increasingly important. Organizations are becoming more vulnerable to cyber threats, malware attack and viruses. HeiTech as an ICT provider to many large organizations need to equip ourselves with knowledge and best practices in defending our customers from the said threats. We strongly believe that, security aspect is an essential component for a complete customer experience enhancement. Realizing the importance of protecting security and privacy of our customers, in general, our Information Security Management System (ISMS) covers confidentiality of data, availability, data and system security.

Customer Care Centre

Customers are the life line of a business. "Without them, we are nowhere". That is the main thrust where we value our clients and providing them with our best support and systems, for enhancing their competitiveness in using our solutions. We have numerous engagement programs with them to ensure that new changes and development are properly communicated and govern by a structured process rather than a need to do basis.

Our most committed effort towards customer engagement is the 24 hours call center with focus in helping the customers increase their experience in using our systems. Operated by qualified staff, the call center remains the most valuable asset in our engagement with our clients. We equipped ourselves with an efficient infrastructure and ample resources to operate a 3-shift helpdesk facility. The staff are well trained to have a "customer centric culture". We also developed our own Problem Management System (PMS). The aim of PMS is to provide a comprehensive problem management system to ensure our customers can report problems related to all systems we implemented. The reported problems are captured and escalated to the right personnel to attend to. The workflow starts with ticket generation and ends with the closure of the issues. The whole flow with different levels of support structure is managed systematically by our PMS.

HeiTech PMS is well integrated with SMS capabilities for fast problem escalation. In 2017, in-line with HeiTech embarking into digitalization, we have upgraded the version of PMS to include omni-channels capability. The channels now include mobile devices. The data collected in the database is used to generate relevant reports to assist our customers in making the right decision and help to analyze the pattern of errors in the system implementation for counter-measure purposes. Moving forward, we are currently integrating PMS with analytics tool to enable better data analysis and serve as basis for predictive analytics.



SUSTAINABILITY REPORT

Customer Satisfaction Survey

Improving customer advocacy and meeting the targeted customer's level of awareness or understanding on vertical's consulting capabilities & offerings remains our number one strategic priority. We continue to listen to our customers to help us improve the way we do things. Our interaction with customers is present at all touchpoints and they can provide feedback to us via the Customer Satisfaction Survey that is conducted on an annual basis.

For every completion of project, we deployed customer satisfaction survey for evaluating and enhancing our performance in terms of deliverables and competencies.

HeiTech Quality Policy stated that we will strive to continuously achieve the expectation and satisfaction of our customers. For 2017, HeiTech has achieved 97% overall satisfaction level or Customer Satisfaction Index (CSI) covering both the Public and Commercial Sector customers. The CSI is a good indicator for us to strengthen our branding and positioning in the market.

Customer Engagement

We strive to build long-term working relationships with our customers based on integrity, respect and fairness. Therefore, we continue to demonstrate our commitment in addressing this through various customer engagement activities to enhance and strengthen our relationships with customers which include technology update session, workshops and user training, Hari Raya Gathering, team building, and futsal tournament.

GIVING BACK TO THE COMMUNITY

At HeiTech, we view Corporate Social Responsibility ("CSR") as an integral part of our overall strategies to fundamentally strengthen our business while contributing to society at the same time. We believe in making a positive and sustainable impact in the communities we operate in. For the year under review, we continued to focus and align our CSR efforts focusing on educational and social development, and philanthropy.

Highlights of 2017:

- Almost 100 staffs participated in HeiTech's Volunteer team HeiTech Cares activities in 2017.
- Activities organized by HeiTech Cares includes Projek Ceria Sekolah Sg.Bumbun, Program Memasak Bubur Lambuk , and Program Jalinan Kasih Aidilfitri.
- Involved more than 1,000 beneficiaries include students, schools, NGOs, orphanage, other deserving groups.
- More than RM30,000 allocated to students and schools under HeiTech Academic Excellence and School Adoption programmes.
- 1 of HeiTech adopted student is currently pursuing her studies in Bachelor of Finance, UiTM.

