

GLC Transformation Programme

As Malaysia is becoming increasingly dependable on domestic-led growth and investment, the Government has identified GLCs as an integral part of the country's economic engine to accelerate Malaysia's progress into a developed nation status by 2020. The GLC Transformation Programme aims to transform GLCs into high-performing organisations that would contribute to the upgrading of the public service delivery system, development of human capital and enhancement of operational performance, thus building a more competitive and resilient country.

CCM has entered the second half of the 10 year GLC Transformation Programme since its launch in 2004. To date, we have made significant progress and are on the right track in executing our plans to intensify performance management practices and accomplish our goal to becoming a best-in-class company that sets us apart from our competitors.

During the year under review, we took the initiative to review and revamp the Group's insurance structure and continue to build human capital by supporting ongoing programmes such as *Promoting Intelligence, Nurturing Talent and Advocating Responsibilities (PINTAR)*; *Sahabat Korporat Tabung Haji*; the *Graduate Employability Management Scheme (GEMS)*; the *Leadership Development Circle (LDC)* under the Orange Book initiative; and various plans under the Yellow Book initiative, aimed to improve CCM's Operational Efficiency and Effectiveness. At the same time, the Group will continue our responsibility to develop a highly skilled Bumiputera community through our Vendor Development Programme.

Although the transformation will not be an easy journey, we are confident that our efforts will enhance our overall performance and profitability as we move forward towards benefiting the public at large and contributing to Malaysia's goal of becoming a high income nation.

Information Technology

CCM considers the effective use of Information Technology (IT) and business analytics to be essential in raising productivity and achieving excellence in its business operations.

During 2010, CCM set up a clear and coherent framework for the development of its future Information & Communication Technology (ICT) landscape and infrastructure. It embarked on a shared service transformation initiative to consolidate its diverse business systems, platforms and service delivery processes.

These transformation efforts will standardise existing business processes and procedures, beginning with the harmonisation of our business operations in Malaysia. Upon completion, this new ICT landscape will support the delivery of efficient customer focused and value-adding activities. It will provide a strong foundation for achieving our long term strategy and goals, while ensuring that standards and regulatory requirements are met.