

CORPORATE SUSTAINABILITY REPORT 2020

“ EMBARKING ON A
SUSTAINABILITY JOURNEY ”



INTRODUCTION

The global supply chain has become an integral part of today's highly interconnected economy. The interdependence between economies can cause significant disruptions in the event of major turmoil in the supply of parts and equipment.

The supply disruption from China in early 2020 due to the Covid-19 pandemic was a case in point. Many economies were significantly impacted following massive closure and disruption of trade and production facilities.

The Covid-19 pandemic brought many lessons. Amongst them, companies must have a strong sustainability programme to ensure trade and business can run smoothly, especially in the event of disruption of the supply of goods and services.

Sustainability, the GDEX Approach

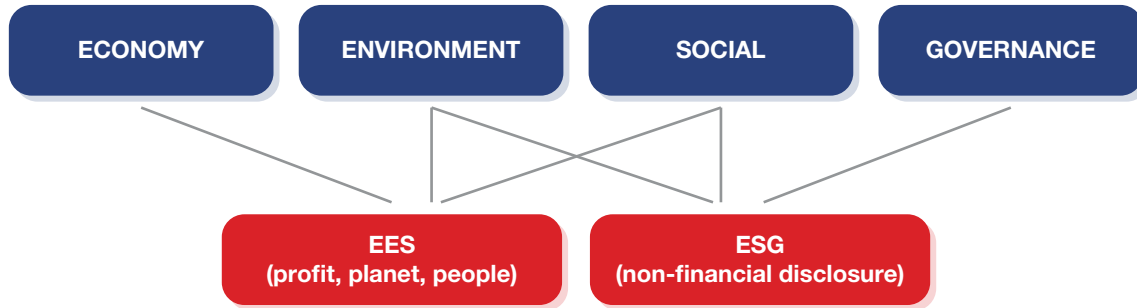
There are many definitions. Sustainability can be defined as an understanding of the needs of the present without compromising the ability to meet the needs of the future generation. It encompasses the ability to sustain whatever one is currently doing without compromising the capacity to endure what is necessary for the foreseeable future.

How can a company practise sustainability in a practical way? At GDEX, we have identified eight steps: Creating Awareness, Set-up Baseline Identification, Working out Strategy, Action to be Taken, Regular Tracking, Implementation, Regular Reporting, and Case Study.

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GDEX has also adopted the definitions of four broad categories; Economy, Environment, Social, and Governance.



In more developed economies, sustainability is well defined. Many of these economies offered various incentives for companies that have achieved sustainability performance by global standards of measurements.

As the benefits of accruing from successful compliance become more apparent, the idea of sustainability will continue to escalate.

Evidence of the benefits can be seen in the following: better shareholders value, more funding from investors, improved corporate creditability, stronger consumer preference, and better talent retention. GDEX subscribed to these positives and is a strong supporter of the sustainability initiative.

Shareholder Value: When the company's ESG practices improve, the overall economic value for shareholders expands.

Sustainable Fund Assets have been pouring into Asia. As of end-March 2020, such funds amounted to US\$7.7 billion, 21% higher than before (Source: Morningstar Research 2020). This will attract more funds to invest in companies that practise good sustainability.

Better Corporate Creditability: There is a positive correlation between a company's ESG performance and credit quality.

Consumer Preference: Consumers are willing to pay more to support companies that embrace sustainability, resulting in better marketability of their products and services.

Talent Retention: Most employees and potential recruits indicate that working at a company that impacts society is essential.

Sustainability practices were proven to correlate with strong company performance, better brand recognition, improved productivity, and a positive impact on profitability.

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Where is GDEX on The Sustainability Journey?



GDEX is at the stage of compliance. The Group has a good understanding and awareness of sustainability and able to enhance liabilities management through strict adherence to legal and labour requirement. Safety and health regulations are strictly enforced to ensure the well-being of employees.

GDEX THREE PILLARS OF SUSTAINABILITY

GDEX's corporate sustainability policy has continued to evolve over the years, as the Group adopted strategies and initiatives that are beneficial while discarding systems that are onerous and redundant. The Group subscribes to three pillars of sustainability; the Economy, Environment, and Social.

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I. THE ECONOMY

The Group continuously strives to understand better the correlation between our initiative on sustainability and the economic environment, the socio-economic, and geopolitical trends. This includes a better understanding of technological enhancement impact societal behaviour, operational changes, and directions. Our express courier services not only receive and deliver documents or parcels. We also recognise and connect with people, their aspirations, their ideas, and strive to provide our services in line with their needs.

In striving for continuous improvement and building strong partners and strategic alliances, GDEX is continually creating, improving, and expanding our connectivity that will result in greater conveniences and better customer experience as well as generating more employment opportunities, foster economic prosperity, and contributing towards lifting communities to better standards of living.

To ensure our profitability and business sustainability in this area, we focus on the following:

- Customers
- Suppliers, Vendors and Business Partners
- Government and Regulator
- Shareholders and Investors

Customers

The customer is of paramount importance, and delivering a positive customer experience is our priority. We realised that society is moving towards a cashless market environment, making it extremely important for the Group to offer online payments and e-wallet such as Touch 'n Go, Boost, Grabpay, Wechat pay, etc., for the convenience of customers. Cashless transactions have increased threefold over the previous year.

In recognition of these trends, the Group has implemented various new digital initiatives such as myGDEX and myGDEX Prime. myGDEX is an online shipping platform to enhance our customers' delivery experience and provide a user friendly and hassle-free environment for our customers. myGDEX Prime enables customers to print own airway bills in the comfort of their homes or offices. This initiative helped reduced some RM260,000 of paper wastage and carbonised printing costs. We have added new features for our customers to access and print an invoice at their convenience via the e-payment portal.

We continued to improve and fine-tuned our service standards so that our customers have easy access to our services. Most of our call service centres are now equipped with VOIP (Voice Over Internet Protocol) technology, which enables customers to access conveniently any service or billing department, even in the absence of an operator. Customers can go online via the GDEX website, myGDEX.com, or access many services and product offerings through Facebook or Twitter.

In our drive to create easier access and greater convenience for customers, we have increased our neighbourhood GDEX POP (Points of Presence) outlets. These outlets can be found in stationery shops, dry-cleaning centres, and even sundry shops. Through this initiative, customer access points, including branches and sub-substations, have expanded to over 450 outlets.

To ensure complete customer experience, we keep improving the usefulness of our products and services by ensuring that product packages remained cost-effective and innovative. We enhanced the liability coverage and one-stop solutions packages to ensure timely and secured delivery that meets customer needs and satisfaction.

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We significantly improved the door-to-door delivery services of documents and parcels. To carry out this successfully, 1,249 delivery partners were recruited, named “KITAKER” (a crowdsourcing application), to complement the GDEX delivery workforce of 2,347 drivers and riders. Similar efforts were taken for same-day delivery, express delivery service for time-sensitive and high-value goods, and other value-added services such as risk management and insurance coverage.

As gaining the trust of customers is crucial in business, and to increase name recognition for customers, we conduct regular sales promotion campaigns and sponsorships of events to ensure further familiarity of our various products and services.

The growth in business and advancement in technology has increased customer demand for comprehensive logistical and warehousing services. To support our customers, we provide customised logistics solutions and services, which include security handling for high-value items, managing mailroom operations, and handling logistics and distribution arrangements.

GDEX freight forwarding and warehousing division are providing integrated logistical solutions to meet the evolving needs and requirements of our customers. Covering around 240,000 sq ft of warehousing space, this expanded division houses the bulk handling of inbound and outbound goods and storage for temperature-sensitive goods.

We have also developed a nationwide transportation network with the necessary infrastructure that links towns and cities to our services. This ensures there is adequate logistical support and expertise to assist customers in their logistics needs. To date, we have increased our fleet of vehicles to 1,277 units with a carrying capacity of 3,905 tonnes compared to 3,580 tonnes previously.

Suppliers, Vendors and Business Partners

No business can thrive if they do not have reputable and reliable suppliers, vendors, and business partners. These third parties provide the necessary supplies and equipment to keep GDEX operations working effectively and efficiently. To ensure customers get the best services, we enforce strict criteria in the selection and evaluation of our suppliers, vendors, agents, contractors, and Business Partners. Strict requirements are imposed, such as compliance with ISO Certification quality standards, GDEX Vendors’ Code of Conduct, and GDEX Group Anti-Bribery Policy. These policies had been communicated to the intermediaries during the financial year. We worked closely with them in continually keeping abreast of technological advancement that positively impacted the products and services provided to the Group.

Our suppliers and vendors are also expected to organise regular workshops and seminars and were appropriate for overseas factory visits, to ensure our technical staff is thoroughly trained and capable of handling the products used. On an annual basis, supplier evaluation exercise was conducted to ensure suppliers and vendors meet the quality standards set by the Group.

Our cooperation with international co-loaders is an essential aspect of the last mile delivery service. We continue to prioritise their needs by having special lanes for co-loaders’ shipments to be off-loaded, sorted, and delivered in the quickest time possible. This way, customers can get their orders within the promised shipping time.



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Government and Regulator

The Government, through the Malaysian Communications and Multimedia Commission (MCMC), is the main regulatory body for the express delivery industry. We continue to actively engage the regulatory authorities through the Association of Malaysian Express Carriers (AMEC) to fine-tune the long-term development of the express carrier industry, particularly in areas of education, road safety, and orderly industry growth.



We also gave inputs to the training and building of skills set to enhance the human resource aspect of the industry. One of the results of our collaboration with the authorities is the setting up of GDEX Academy with the Department of Skills Development, Human Resources Ministry, which provides school leavers with industrial training leading to a professional certificate in logistics and express delivery.

On 10th January 2020, GDex Academy held a Convocation Ceremony for its eight Diploma in Skills Malaysia receivers who completed their Diploma in Courier Service Management via Pengiktirafan Pencapaian Terdahulu program. The Convocation was witnessed by approximately 50 people including representatives from the government agencies such as Malaysian Occupational of Skill Qualification, Malaysian Institute of Road Safety Research (MIROS) and MCMC.

We also liaised with other regulatory authorities such as the Road Transport Department (JPJ), Department of Occupational Safety and Health (DOSH), MIROS, and Traffic Police Division in matters concerning our road safety activities. We hold an annual road safety competition endorsed by JPJ, DOSH, MIROS, and the Traffic Police Division.



Shareholders and Investors

The interests and well-being of our shareholders, as always, an important factor. The Board of Directors, representing shareholders' interest, meet regularly (at least five times a year) take full recognisance of their fiduciary responsibility to ensure that the Group and the Company is managed in a responsible, transparent and profitable manner. The Board works closely with management to ensure continued and sustainable growth with dividends to reward shareholders and attract potential investors.

Shareholders and potential investors are kept informed of the latest developments through investor relations websites and official publications such as an annual report, announcement of quarterly results, and other important corporate announcements. We also organise regular briefings for investment analysts and fund managers to keep them abreast of development concerning the Group.

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Consistent with Bursa Malaysia's requirements, we announced quarterly financial results on a timely basis and presented an Annual Report for shareholder's approval at the Annual General Meeting.



II. THE ENVIRONMENT

As responsible corporate citizens, we continue to look at ways where environmental degradation can be minimised and actively contribute to addressing climate change issues. We are aware of the need to reduce fossil fuels and carbon emissions and plan to utilise our knowledge and expertise in operational efficiency to reduce carbon emission, wherever possible.

One way is to look into the use of environmentally-friendly electric vehicles as a means of transportation. At the same time, we are looking at increasing the use of alternatives such as bio-diesel and hybrid vehicles to minimize fuel usage and carbon emissions. We continue to fine-tune and enhance the integration of ISO 14001:2015 Environmental Management System (EMS) with ISO 9001:2015 Quality Management System (QMS), enabling the strengthening of environmental-friendly activities in areas of waste disposal and reduction of carbon emissions. These EMS and QMS are verified by a renowned independent party, Intertek Certification International Sdn Bhd on a yearly basis. The ISO 14001:2015 certification covers 90% of the sites of the Group's operating subsidiaries. As we strictly adhered to the requirements of the ISO standard, there was no environmental fine and penalty imposed during the financial year.

We have purpose-built waste disposal shed where all petroleum and lubricant waste is stored and systematically disposed of according to a scheduled waste disposal programme. During the financial year, we successfully reduced the oil waste disposal to 33.93 mt3 compared to 58.02 mt3 in 2019 and 44.09 mt3 in 2018. This reflects our firm commitment to reduce the adverse impact of waste on the environment.

GDEX motor vehicle workshop is manned by experienced and skilled staff responsible for repairing and servicing some 1,349 trucks and vehicles. The Group has a vehicle replacement programme for older one-tonne and three-tonne trucks with lighter and more fuel-efficient vans that are suited to city driving, thus reducing fuel usage and reduction of carbon emissions. During the financial year, 16 new trucks were added to the fleet assets. For the long-haul sector, more 40-foot container trucks were used that are fuel-efficient, require less servicing, and able to carry four times the load of the smaller trucks.

We continue to fine-tune our 3R (Reduce, Reuse, and Recycle) initiatives to reduce electricity, fuel, and stationery costs. To further improve the efficiency of resource use, through the quarterly newsletter and notice board bulletins, staff are encouraged to go online for submission of reports and correspondence as a way to minimise paper usage. We also constantly remind employees to switch off all electrical appliances when not in use. Truck drivers are trained to switch off engines to reduce idling and conserve fuel while on the delivery rounds. Such efforts might appear menial, but go a long way in inculcating a culture of saving and thrift, and in the process, support the campaign against waste and environmental degradation. The Group's electricity consumption totalled 1,817,545 KWH as compared to 1,731,052KWH in 2019 and 1,678,550 KWH in 2018. The increase in the electricity usage was due to our business expansion and additional operation hours during peak period.

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III. SOCIAL

Many of the company's social activities and plans have been either postponed or pared down following the implementation of the Movement Control Order (MCO) in the third and fourth quarters of the financial year. The Group diligently practised social distancing, wearing a face mask, and carry out regular sanitisation exercises to keep the workforce safe.

All the necessary efforts were implemented to our workforce safety precautions to keep the coronavirus pandemic at bay. We continue to provide training, motivation, and incentives to nurture and develop talents. Retention of talents becomes an imperative given the rampant pinching of experienced staff by competitors, 'many' were new licensees who lacked skilled workforce. In developing human capital, we pursue policies and practices that enable people to work in a safe and healthy environment. We also developed incentive systems that allow progress in career development.

New Philosophy

To rejuvenate the group, on 6 February 2020, we launched GDEX new philosophy, which comprises new core values, management principles, corporate qualities, and goals. The pillars of GDEX's corporate qualities are 4P's and 1S, namely People, Process, Platform, Product, and Speed. We recognise our people as the most important assets while Process has to be thoroughly planned. Our Platform and Product must also be reliable to provide transparent and consistent results, leading to quality service. As we strive to improve our turnaround time, learning to be expedited to remain competitive and productive, a culture of Speed needs to be nurtured.

Protecting Workers Welfare

Aligned with International Human Rights Pillars, "Protect, Respect and Remedy," the Group embraces these values and subscribe in the framework of Corporate Governance. Only candidates above 18 years old were recruited, in line with the international efforts to prevent child or forced labour. The Group embraces equality among human being, respect their effort and energy, protect workers' right and welfare. This principle will be cascaded, shared, and disclosed in our Employee Handbook.

All policies and practices within the Group are aligned with the Employment Act 1955 and government guidelines. Policies on staff are continuously improved. Work-life balance is improved via comprehensive schedules that enable the operational department to obviate excessive working hours that might affect the employee's health, family time, and productivity.



The Group responds quickly to changes in government regulation on employment, for example, on minimum wage, leave management, or statutory contribution. Employees were rewarded above minimum wage consistent with performance, skills, and experience.

The Group contributed to the industry by collaborating with Jabatan Pembangunan Kemahiran to provide a workshop on Occupation Framework for Postal and Courier Industry.

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As a fair employer, GDEX is committed to attract, recruit, develop, and employ a diverse workforce. All groups, irrespective of race, religion, gender, or age, will have equal opportunities within the Group.

The Group is very supportive of the underprivileged, the disabled, and those without formal education by providing job and training opportunities for skill-building. Of the 4,308 workforces, 0.02% of the employees are disabled workers working in Malaysia and Singapore, and 0.6% are employed under contract or temporary staff.

The GDEX Internship Programme provides an opportunity for young participants to develop professional and leadership skills. In 2018, the Group expanded the Internship Programme nationwide that enable participants to complete their internship in selected GDEX network throughout the country.



The Group conducted a new and refresher training programme for all staff on important and emerging topics such as HR procedures, Anti-Bribery Management System, Whistleblowing Policy, Sexual Harassment, Health, and Safety Operational Procedures.

The following programmes and incentives were designed to build loyalty and strengthen the commitment and dedication of our people:

I) Training

Our staff continues to receive regular and structured training, from new recruits to front-line service staff, couriers, drivers, supervisors, middle and senior executives. Our Pembangunan Sumber Manusia Berhad (PSMB) certified trainer works closely with management to plan rigorous training programmes that enhance professionalism among the staff.

The Group's Multimedia Remote Learning programme continues to provide valuable training guides. The programme, launched in 2011, has undergone numerous upgrades and improvements to reflect the latest teaching and learning techniques. It enables our training outreach to all parts of the Peninsular and East Malaysia. The training programme provided 25,495 training hours, an average of 10 hours per employee, or an average of 1.4 days per employee.

Despite the MCO lockdown that had affected specialised training and fewer executives were able to attend seminars, workshops, and industry exhibitions, a few programmes were held, including Personal Data Protection Act, Risk Management Seminars, MFRS 16, 9 & 15 Accounting Standards, National Conference GRS4.0, Workshops on ISO 37001:2016 Anti-Bribery Management System (ABMS), ISO 9001:2015 (QMS) & ISO 14001:2015 (EMS) Internal Auditor.

We have also launched the Group Anti-Bribery Policy on 21st May 2020, in compliance with ISO 37001:2016 Anti Bribery Management System, which is expected to be certified by Sirim QAS International Sdn Bhd in November 2020.

During the financial year, there was no case occurred on dismissal due to non-compliance on anti-corruption policy and no fines and penalties imposed concerning anti-corruption.

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II) Network Conference and Team-building



Staff interaction is a vital part of training and workforce development. GDEX makes it a point to organise a network conference annually where executives from the supervisory level onwards, congregate from all over the country to share their work experience, briefed on the Group's plans and directions. It is also a time for bonding and re-affirming their commitment and solidarity to the Group's vision and mission.

On a yearly basis, events were held such as annual dinners, long service award ceremonies, and festive gatherings to appreciate and recognize the efforts of our people as well as foster a family spirit and a sense of belonging to the Group. Many of such activities have been curtailed this year due to the need to maintain social distancing.

III) Safety, Health and Security

The 4,308-strong employees of GDEX are like family, and the management takes great effort to create a conducive workplace that looks after the welfare, health, and safety aspects of our employees. Our Safety policy covers employees, contractors, customers, and external shareholders. To ensure policies on these areas are not compromise, several oversight committees were established.

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Through our Safety and Health Committee, we continue to ensure safety measures to minimise accidents at the workplace. An investigation will be carried out to determine the root cause of the accident/incident, and suitable control measures will be proposed to avoid a similar accident/incident from occurring. The committee also carried out other safety-related activities such as fire drills for the entire workforce, defensive driving contests, and enhances driving skills for the drivers. The committee has organised a Safety Campaign on Covid-19 Awareness for the Group and participated in the Humanitarian Disaster Relief Programme in collaboration with MCMC. During the year, we had 45 staff trained on safety and 189 staff trained on general training which includes safety.



The Safety & Health Committee works together closely with the Network Committee on existing operations, new operations, including new branch opening, relocation, and expansion. Of particular importance, the committees emphasize risk assessment on safety & health and labour issues. This is consistent with the Branch Set-Up Flow as documented under ISO.

The management remains committed to maintaining a workplace that is free from theft, violence, harassment, intimidation, and other unsafe and disruptive behaviour. Security cameras are placed in strategic locations to ensure the safety of employees. External security was employed to provide 24-hour security services for the entire premises. Various measures put in place managed to reduce workplace accidents by 18 cases (a reduction of 24%) to 56 cases compared with the previous year's record. Theft cases were also reduced by 24 (a decrease of 53%) to 21 cases than the last year's record. The Lost Time Incident Rate was reduced to 1.23 compared to 3.0 in 2019 and 1.3 in 2018. The Group will continuously introduce measures that will reduce the above cases to a minimum.

COMMUNITY

On community participation, the Group commits to a domestic workforce where 96% of employees are local. The Group also aims to create a positive relationship with the local community. The Group's comprehensive networks can provide direct employment opportunities and help to build local skills and expertise. The local community is also encouraged to join the GDEX enterprise development programme through the G-Partner and crowdsourcing programme (called KITA). This strategic collaboration aims to strengthen the local economy by promoting entrepreneurship and support the young entrepreneur who will later contribute to the local business development and job creation.

GDEX community-based activities strive to provide relief and support to those in need. For example, the commitment to invest in the community by offering Package Prihatin to Malaysians. This initiative was offered under Prihatin Rakyat Economic Stimulus Package to support E-commerce entrepreneurs and alleviate challenges for Malaysians affected by the Covid-19 outbreak.

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To provide a boost to the initiative, from 6th April to 15th October 2020, myGDEX members can enjoy an RM5 charge for courier service delivery (price before tax) of shipments not exceeding 1kg within Peninsular Malaysia, and within Sabah and Sarawak.

In support of our front liners in facing challenging situation during the MCO period in April 2020, the Group contributed personal protective equipment such as surgical gloves, face masks, hand sanitizers, RO water to IPD Polis Petaling Jaya, IPD Polis Shah Alam, Polis Diraja Malaysia Taiping and Angkatan Tentera Malaysia Taiping, Polis Diraja Malaysia, and Angkatan Tentera Malaysia at PJ Old Town. We also worked together with Agensi Pengurusan Bencana Negara (NADMA) and MCMC to provide cleaning assistance after the flood at the Kota Tinggi flood incident. We also assisted NADMA and Jabatan Kebajikan Masyarakat Negeri Melaka to provide free delivery service of all PPE to Melaka and NADMA Putrajaya.

As part of our social and humanitarian programme, our CSR team continues to conduct annual visits to orphanages, handicapped homes, and the Orang Asli community, especially during the festive season, to bring some cheer and provided assistance such as foodstuff, toys, and educational items to the disadvantaged children. Unfortunately, all these programmes had to be postponed due to MCO. Once the MCO period is over, we intend to organise more of such activities to benefit the community.

The Group planned to resume the GDEX internship programme to provide students with an employment opportunity during their semester breaks. Some of these interns might be recruited as part of the Group's plan to nurture talents.

During the financial year, there was no contribution/donation made to any political parties or non-profit organisations.

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STAKEHOLDER ENGAGEMENT TABLE

STAKEHOLDER	KEY ENGAGEMENT AREA	METHOD OF ENGAGEMENT
THE ECONOMY		
Customers	<ul style="list-style-type: none"> • Service Satisfaction • Innovative offerings • Security Protection • Customer Service • Customer Easy Access • Customer Appreciation • Claim and Compensation • After Sales Service 	<ul style="list-style-type: none"> • Customer Survey • Feedback on GDEX Website, Facebook & Twitter • myGDEX portal • myGDEX Prime portal • e-payment portal • Enhanced Liability Coverage • Extensive GDEX network • Call Centre via Voice Over Internet Protocol (VOIP) • Customer Care Centre (CCC) • Secured Shipment & Project Department (SSPD) • Point of Presence (POP) Outlets • Refresh Through Campaign/Promotion • Events Sponsorship (MIA conference, festive customer appreciation)
Suppliers, Vendors & Business Partners	<ul style="list-style-type: none"> • Supplier Quotation • Supplier Evaluation • International Shipment • Integrators Collaboration • External audit exercise • Legal documents drafting and vetting • Financial matters 	<ul style="list-style-type: none"> • Compliance with ISO Standards • Yearly supplier evaluation • Suppliers Code of Conduct • Visitation to Suppliers Factories/Plants • Purchasing Control Procedures • Agent Workshop • Co-load for international delivery • Face-to-face meetings • Email/phone communication
Government Agencies & Regulators	<ul style="list-style-type: none"> • Courier Industry Development Plan • Courier Industry Rules & Regulations • Courier Industry Code of Practice • Personal Data Protection Act 2010 • Sales and Services Tax • E-commerce Development Plan • Safety and Health Campaigns 	<ul style="list-style-type: none"> • Licensing • Seminar/conference • Participation through AMEC with MCMC • Customer Awareness through website • Staff awareness through seminar & training • Participation with MITI and MDEC • Visitation to Government Agencies • Participation with DOSH, JPJ, MIROS, PDRM, JKJR (Jabatan Keselamatan Jalan Raya).
Shareholders & Investors	<ul style="list-style-type: none"> • Corporate Governance • Shareholders' Interests • Investor Relations 	<ul style="list-style-type: none"> • Annual Report • Announcements to Bursa Malaysia • Annual General Meeting and Extraordinary General Meeting • Dividends • Investor Relations Website • Analyst briefing and roadshows

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STAKEHOLDER	KEY ENGAGEMENT AREA	METHOD OF ENGAGEMENT
THE ENVIRONMENT		
ISO Auditor PUSPAKOM	<ul style="list-style-type: none"> • Carbon emission • Efficient energy use • Proper Maintenance of Vehicles • Scheduled Waste Disposal • 3R (Reduce, Reuse, Recycle) • ISO Certification • Vehicle Inspection 	<ul style="list-style-type: none"> • Adopting latest fuel & carbon emission technology • Repair and maintenance workshop • Purpose-built waste disposal shed • ISO 9001:2015 (Quality Management System) • ISO 14001:2015 (Environmental Management System) • Annual vehicle inspection
THE SOCIAL		
Employee	<ul style="list-style-type: none"> • Protecting rights and welfare of workers • Human Capital Development • Health & Wellness • Safety & Security • Education 	<ul style="list-style-type: none"> • Employees Handbook • Employment Act 1955 • Quarterly Newsletter • Weekly Operational Briefs • Refresher training • Regular Training, Multimedia Remote Learning (MMRL) Training • Teambuilding Activities • Operational Safety and Health Committee • Safety campaign – Covid 19 Awareness • GDEX Academy • Adoption of DOSH Vision 2020 campaign • Corporate Events • Staff Interaction Subsidy • Staff Assistance Scheme • Safety Driving Competition • Fire Drills • Hotel & Accommodation • Shuttle Bus service • Network Conference • Professional Certification
Community	<ul style="list-style-type: none"> • CSR Involvement • Education • Community Support & Development • GDEX Foundation • Kuching e-commerce Hub 	<ul style="list-style-type: none"> • G-Partner and KITA (Enterprise Development programme) • myGDEX Prihatin for e-commerce entrepreneurs • Internship Programme • Annual Blood Donation • Contribution of PPE to hospitals, government agencies • Free Delivery of PPE for Covid 19 Relief • Fund for welfare of the poor, needy and under-privileged, & protection of environment • Job opportunities for Sarawakians