





**CORPORATE  
SUSTAINABILITY  
REPORT**

**2023**

**Include. Integrate. Sustain.**



# CORPORATE SUSTAINABILITY REPORT

cont'd

## SCOPE OF REPORTING



This report encompasses the financial year from 1st January 2023 until 31st December 2023 ("FY2023"). All disclosures in this report emphasise on the core businesses of the GDEX Group.

## STATEMENT OF ASSURANCE



To strengthen the credibility of GDEX Berhad Corporate Sustainability Report 2023, this report has been evaluated by the company's internal auditors in relation with the latest FY2023 data, reviewed by the Combined Nomination and Remuneration Committee ("CNRC"), as well as approved by the Board. The scope of the internal review was carried out as per the Scope of Reporting.

## FEEDBACK



We encourage and appreciate feedback from our esteemed stakeholders. Should you require additional clarification, please do not hesitate to contact us.

GDEX Sustainability  
Email: [sustainability@gdexpress.com](mailto:sustainability@gdexpress.com)

## REPORT FRAMEWORK



The GDEX Berhad Corporate Sustainability Report for FY2023 has been prepared in reference to the following reporting guidelines and frameworks:

- Global Reporting Initiative ("GRI") 2021
- Bursa Malaysia Sustainability Reporting Guide (3rd Edition)
- United Nations Sustainable Development Goals

# CORPORATE SUSTAINABILITY REPORT

cont'd

# GDEX® 2023

## Sustainability Highlights



**4.95%**

Reduced metric tonnes of CO<sub>2</sub> equivalent from actual energy consumption



**95%**

Customer satisfaction score



**126,460 kg**

Carton boxes recycled



**PAPER**

**RM 855,181.14**

Savings in paper and printing cost



**34,319 kg**

Paper recycled



**31%**

Increase in self-generated electricity



**80%**

Recycled plastic component Used in GDEX Go Green Flyers

# CORPORATE **SUSTAINABILITY REPORT**

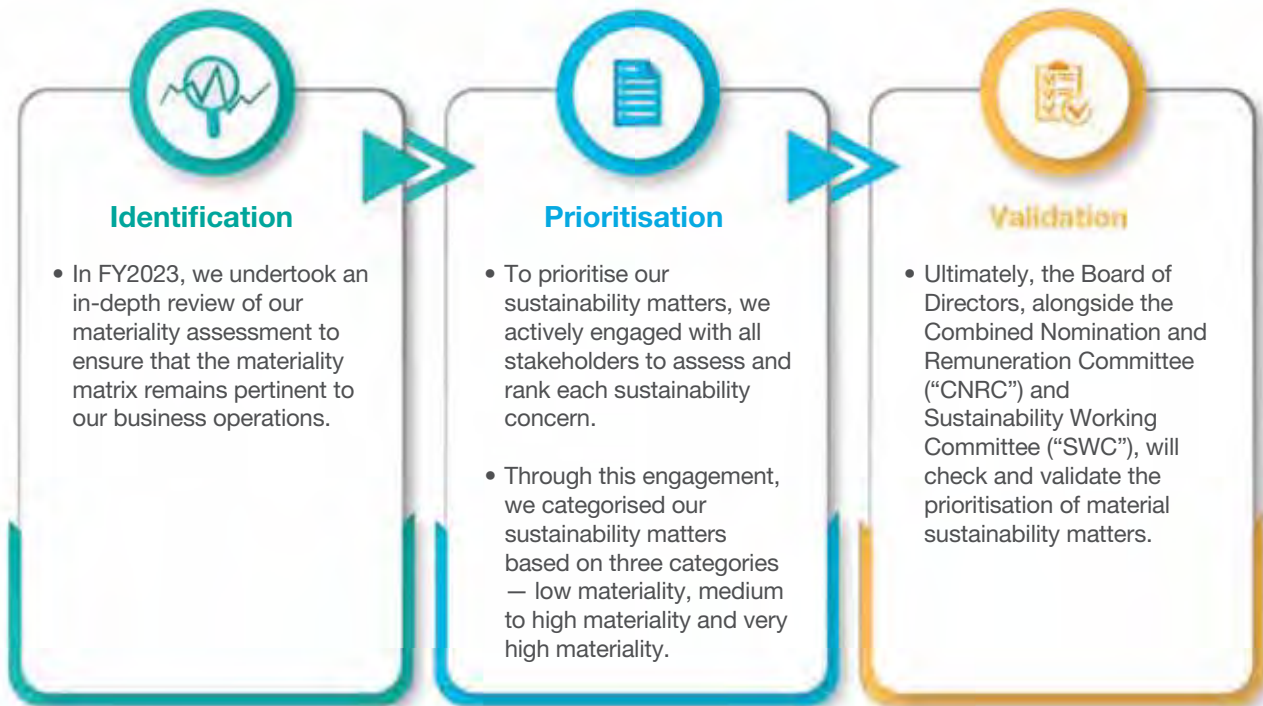
cont'd

## **GDEX'S APPROACH TO SUSTAINABILITY**

In FY2023, GDEX remains continuously steadfast in our dedication to advancing global sustainable development in harmony with global initiatives. Similar to FY2022, we are embracing 12 out of the 17 United Nations Sustainable Development Goals (“SDGs”) by integrating these goals into our operations, focusing on the four main pillars: Economic, Environment, Social and Governance.

### **Material Sustainability Matters**

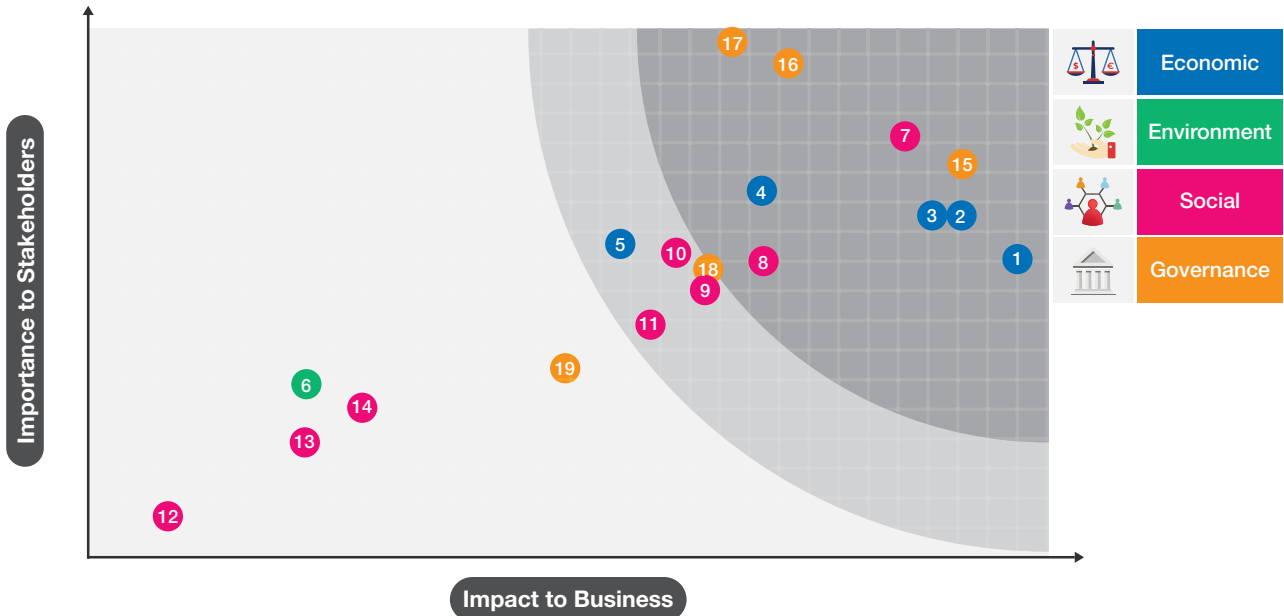
GDEX proactively engages with stakeholders to determine the most relevant material matters for the Group. A thorough review of materiality assessment and stakeholder engagement was performed in accordance with our good practices, involving three key steps: Identification, Prioritisation, and Validation. This assessment adhered to the Bursa Malaysia’s Sustainability Reporting Guide (3rd Edition) guidelines and utilised the Bursa Malaysia’s Toolkit, while also incorporating the perspectives of stakeholders aligned with GDEX’s strategic objectives. The outcomes pertaining to the material sustainability matters underwent detailed review and validation by the Board of Directors, in support of the Combined Nomination and Remuneration Committee (“CNRC”) as well as the Sustainability Working Committee (“SWC”).



# CORPORATE SUSTAINABILITY REPORT

cont'd

## GDEX Materiality Matrix




No	Material Sustainability Matters	Relevant Stakeholders	SDGs
<b>ECONOMIC</b>			
1	Financial Performance	Employees Shareholders	
2	Operational Excellence	Employees	
3	Business Continuity Plan	Employees Suppliers Vendors Business Partners	
4	Digitalisation and Technology	Employees Customers	
5	Innovation	Employees Customers	



# CORPORATE SUSTAINABILITY REPORT

## cont'd

No	Material Sustainability Matters	Relevant Stakeholders	SDGs
<b>ENVIRONMENT</b>			
6	Environmental Initiatives	Regulators Community	  
<b>SOCIAL</b>			
7	Customer Experience and Satisfaction	Customers	 
8	Company Culture and Philosophy	Employees	  
9	Occupational Health and Safety	Employees	
10	Employee Well Being and Benefits	Employees	 
11	Talent Development and Retention	Employees	 
12	Corporate Social Responsibility Program	Community	   
13	Employee Engagement	Employees	
14	Socially Responsible Products & Services	Customers	



# CORPORATE SUSTAINABILITY REPORT

cont'd

No	Material Sustainability Matters	Relevant Stakeholders	SDGs
<b>GOVERNANCE</b>			
15	Regulatory Compliance	Regulators	 
16	Anti-Bribery and Corruption	Employees Suppliers Vendors Business Partners	 
17	Data Security and Privacy	Employees Customers	 
18	Corporate Governance	Regulators	  
19	Risk Management	Employees Business Partners	  



# CORPORATE SUSTAINABILITY REPORT

cont'd

## Stakeholder Engagement

GDEX's main objective in 2023 was to engage with all its stakeholders and continuously work towards strengthening and building strong relationships with its Employees, Customers, Suppliers, Vendors & Business Partners, Government Agencies & Regulators, Local Communities, and Shareholders. Below is the disclosure of the engagement's focus and objectives, together with its engagement approach for both internal and external parties. This builds a strong and effective communication network among all GDEX stakeholders to uphold good governance and implement environment, social, and governance ("ESG") initiatives within the GDEX community.

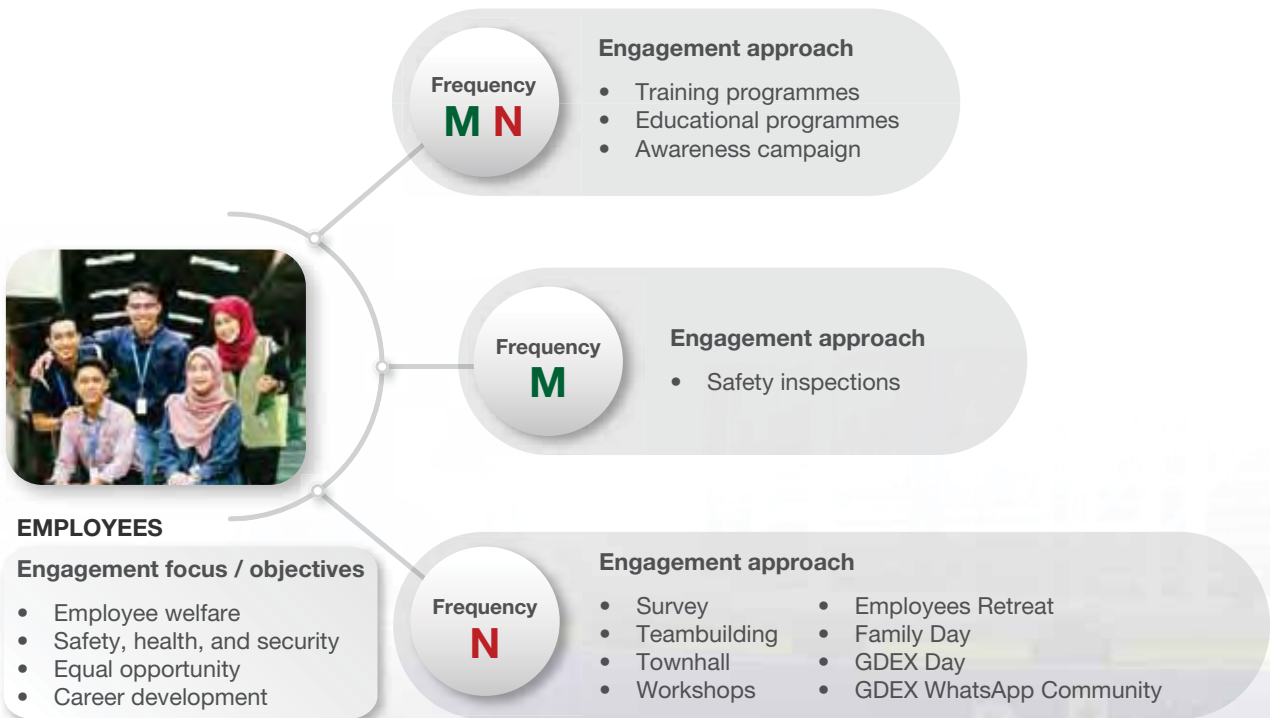
Annually - **A**

Quarterly - **Q**

Monthly - **M**

Daily - **D**

As needed - **N**



# CORPORATE SUSTAINABILITY REPORT

cont'd



Frequency  
**D N**

### Engagement approach

- Customer survey
- GDEX website and social media platforms
- Call Centre
- Customer Care Centre (CCC)
- Customer visits
- Point of Presence (POP) outlets
- Campaigns and promotions
- Event sponsorships

## CUSTOMERS

### Engagement focus / objectives

- Service satisfaction
- Innovative offerings
- Security protection



Frequency  
**A N**

### Engagement approach

- Supplier quotation
- Supplier evaluation
- Integrator collaboration
- External audit exercise
- Drafting and vetting of legal documents
- Financial matters

## SUPPLIERS, VENDORS & BUSINESS PARTNERS

### Engagement focus / objectives

- Competitive pricing
- Reliability



Frequency  
**M N**

### Engagement approach

- Audits
- Site visits
- Visitations
- Seminars and training

## GOVERNMENT AGENCIES & INDUSTRY REGULATORS

### Engagement focus / objectives

- Corporate governance
- Regulatory compliance
- Licensing
- Certifications

# CORPORATE SUSTAINABILITY REPORT

cont'd



Frequency  
**Q N**

### Engagement approach

- Community events
- Charity
- Internship programme

## LOCAL COMMUNITIES

### Engagement focus / objectives

- Community support and development
- Employment opportunities

Frequency  
**A**

### Engagement approach

- Annual report
- Annual General Meeting



Frequency  
**Q N**

### Engagement approach

- Analyst briefing and roadshows

## SHAREHOLDERS

### Engagement focus / objectives

- Corporate governance
- Financial performance
- Growth plans
- Shareholders' returns

Frequency  
**N**

### Engagement approach

- Investor relations website
- Press release
- Media interviews
- Announcements to Bursa Malaysia



# CORPORATE SUSTAINABILITY REPORT

cont'd

## Strength in Certification

GDEX remains committed to maintaining exemplary practices and ensuring the delivery of top-notch and dependable services to our customers as we progress on our sustainable journey. We are steadfast in our commitment to various certifications, including ISO 14001:2015 for Environmental Management System (“EMS”), ISO 9001:2015 for Quality Management System (“QMS”), and ISO 37001:2016 for Anti-Bribery Management System (“ABMS”). In FY2023, GDEX had obtained the Good Distribution Practice for Medical Devices (“GDPMD”) certification, marking another significant milestone. This achievement underscores our unwavering commitment to upholding high standards in our services. The Group is expected to obtain its ISO 27001:2022 Information Security Management System (“ISMS”) in FY2024.

## ECONOMIC PERFORMANCE

Aligned with GDEX’s strategic plan, we are dedicated to integrating sustainability into our economic planning. Our ongoing efforts focus on enhancing our services to deliver efficient and dependable supply chain solutions, which includes express delivery and warehouse fulfilment services to the business community. We remain committed to serving as a vital connector within communities, facilitating the realisation of aspirations and livelihoods. As we embark on our sustainable journey, we uphold our corporate responsibility by promoting and achieving sustainable business growth while ensuring environmental compliance. This approach aims to yield superior returns for all stakeholders and foster increased job opportunities within the community. Our continuous commitment to good governance practices and policies serves as the cornerstone of our operations.

As a result, in FY2023, we recorded a total revenue of RM397.2 million. We persist in advancing and investing in digitalisation and technology to meet the heightened demand for superior logistics services. On 30th May 2023, we proudly inaugurated our GDEX Auto Hub, representing a substantial investment of RM25 million. This facility incorporates environmentally friendly technology, aligning seamlessly with our steadfast commitment to sustainability. Additionally, we continuously augment the scope of our services, having branched out into new business segments such as smart retail, web and enterprise solutions, cybersecurity solutions, social commerce, and insurance.

Going forward, GDEX is focused on creating substantial long-term value for all stakeholders and dedicated to prioritising a sustainable business model as a fundamental element of our strategic planning. Additionally, we persist in embracing cutting-edge technologies throughout our operations, with the aim to substantially elevate the quality of our logistics services.

# CORPORATE SUSTAINABILITY REPORT

## cont'd

### Operational Excellence

At GDEX, we strive to maintain our top-notch services, especially in timely deliveries. Our dedication to operational excellence is unwavering, where we continuously conduct ongoing evaluations to oversee our operational processes, as meticulously outlined in our Quality Policy. Furthermore, we implement the Quality Management Review to refine our strategies and mitigate any efficiency gaps.

The inauguration of the GDEX Auto Hub in Petaling Jaya, has tripled our daily sorting capacity to 350,000 shipments. The integration of digitalisation has further bolstered our operations, ensuring the continued provision of high-quality delivery services to our customers. The Auto Hub is a vital part of the GDEX 2.0 transformation roadmap, which focuses on developing a comprehensive logistics ecosystem. By incorporating automation and digital solutions, GDEX strives to provide a streamlined delivery experience. The launch of the Auto Hub was graced by the presence of Communications and Digital Minister Yang Berhormat Fahmi Fadzil and GDEX board chairman Tan Sri Muhammad Ibrahim, both of whom praised the Group's commitment to innovation. With its advanced technology and expanded capacity, the GDEX Auto Hub aims to position GDEX as a leader in the delivery services sector.

We continue to uphold our commitment through the regular review of our organisation's Business Continuity Plan, to establish a robust framework aimed at maintaining high operational and service reliability.

### Digitalisation and Technology

Moving forward, GDEX continues to enhance our operational systems and processes through digitalisation initiatives such as myGDEX and myGDEX Prime. In FY2023, the launch of the GDEX Auto Hub in Petaling Jaya has significantly enhanced our sorting capacity with its cutting-edge technology, in line with GDEX 2.0 transformation initiatives. This automation and technology implementation has enabled GDEX to bolster our overall operations and deliver timely services to our customers.

With the digital shift, it is imperative that GDEX's systems and data are well protected against cyber threats to ensure data security and privacy. GDEX has deployed Artificial Intelligence and Machine Learning-powered cybersecurity solutions across its systems and digital platforms, making us the most secured logistics service provider in Malaysia. Additionally, our digitalisation initiatives through the use of digital platforms in our operations have led to a notable reduction in paper consumption, resulting in savings on paper and printing costs of RM855,181.14 in FY2023. We remain dedicated to further reducing our paper consumption and printing costs in the coming years.

Furthermore, the ongoing implementation of our own user-friendly, in-house developed application, iFleet Management System, has replaced conventional manual data recording methods and gathers data such as speed and idling time, that would be impossible to collect manually. This application enables GDEX to enhance fleet efficiency by gathering, monitoring, and reporting various vehicle-related data as follows:



Speed, location, and idling time from GPS tracker



Vehicle cost (i.e. fuel, maintenance cost, roadtax, etc)



Vehicle documents (Insurance, road tax, inspection record, accident claim, summon, etc)



Vehicle utilisation, trip, refuel, and inspection log

# CORPORATE SUSTAINABILITY REPORT

## cont'd

In support of the cashless market, GDEX has forged robust partnerships with third party merchants and payment providers like Touch 'n Go, Boost, GrabPay, ShopeePay, among others. These collaborations are fully integrated into our e-payment portal, myGDEX, and myGDEX Prime. At the convenience of our customers, they can easily access these features through various channels, including the GDEX website, myGDEX portal, as well as our official Facebook and Twitter accounts.



### Supply Chain Management

GDEX has implemented rigorous procurement policies and practices to ensure the sustainability and reliability of our supply chain. This commitment guarantees high-quality services and timely deliveries, while maintaining cost-effectiveness and upholding ethical standards. We adhere to a stringent evaluation process as part of our commitment in ensuring transparency when selecting and engaging with suppliers, vendors, agents, contractors, and business partners. All appointed third-party entities must fully adhere to ISO certification quality standards, as well as comply with GDEX's Vendors' Code of Conduct and Anti-Bribery and Corruption Policy. Furthermore, we continue to practise our annual assessment of our suppliers and vendors to ensure ongoing compliance with our quality standards, in addition to regular reviews of the GDEX Procurement Policy. Additionally, we place a high emphasis on bolstering the local economy, evidenced by 97.5% of our suppliers being locally based, while a mere 2.5% are sourced internationally. This strategy underscores our commitment to fostering local business ecosystems and minimising our global supply chain footprint.



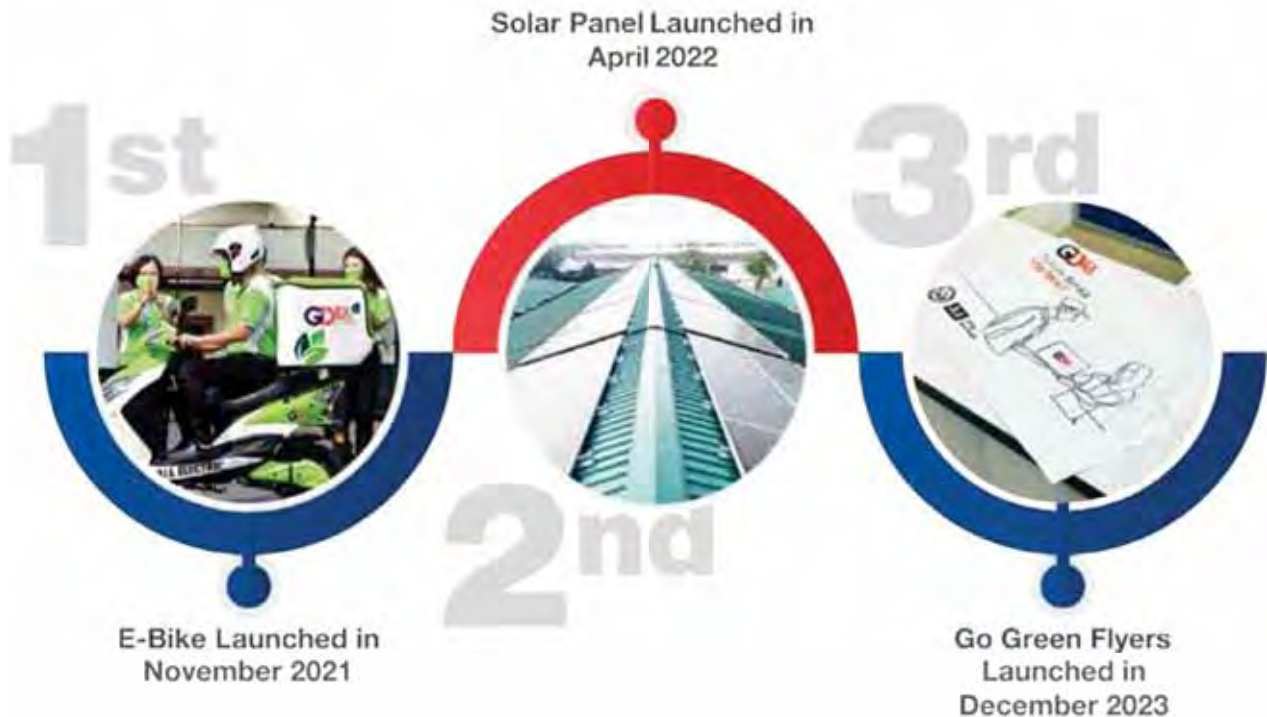
# CORPORATE SUSTAINABILITY REPORT

cont'd

## ENVIRONMENT

In FY2023, GDEX continued to make significant improvement in our operations to uphold our long-term goal in addressing climate change issues and their impact on the nation. GDEX aims to reduce our carbon footprint, by aligning the group's sustainability strategy in accordance with the Paris Climate Agreement 2015 and the United Nations' Sustainable Development Goals. GDEX launched its third green initiative with the introduction of the GDEX Go Green flyers in FY2023. In comparison to the conventional GDEX flyers, which are made from 100% virgin polyethylene (PE) plastic, the GDEX Go Green flyers are made of 80% recycled plastics. The use of recycled plastic components extends the lifespan of plastics and diverts it from landfills.

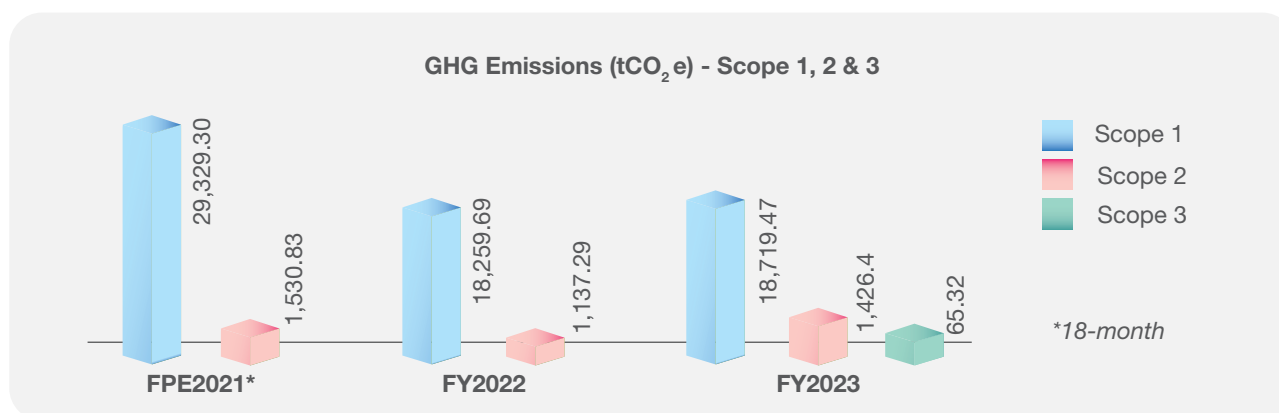
GDEX had taken further steps by disclosing Scope 3 greenhouse gas emissions, namely category 6 (Business Travel) and category 7 (Employee Commuting) for FY2023, in addition to the disclosure of Scope 1 and Scope 2 for FY2022. This demonstrates our support of the nation's target to achieving net-zero carbon emissions by 2050. In addition, GDEX continues to reinforce our environmental policies and practices, particularly in waste management and carbon emissions, through the integration of ISO 14001:2005 Environmental Management System (EMS) and ISO 9001:2005 Quality Management System in our business operations. These standards are independently verified on an annual basis by Intertek Certification International Sdn Bhd. As of FY2023, the integration of ISO 14001:2005 EMS certification encompasses over 90% of the sites of GDEX's operating subsidiaries in Malaysia.



# CORPORATE SUSTAINABILITY REPORT

cont'd

## Greenhouse Gas (GHG) Emissions



GDEX continues to enhance our GHG emissions disclosure by disclosing Scope 3, with Category 6 (Business Travel) and Category 7 (Employee Commuting), in addition to Scope 1 and 2 for FY2023. We recorded a total of 20,211.19 metric tonnes of CO<sub>2</sub> equivalent with a slight increase of 4.03% as compared to FY2022. In FY2023, we recorded a total of 65.32 metric tonnes of CO<sub>2</sub> equivalent for Scope 3 with Category 6 (56.54 tCO<sub>2</sub>e) and Category 7 (8.78 tCO<sub>2</sub>e). The installation of solar photovoltaic system at GDEX Petaling Jaya headquarters had yielded a substantial amount of 127,081 kWh energy reduction, equivalent to 74.34 tCO<sub>2</sub>e. GDEX strives to reduce its GHG emissions through our various impactful green initiatives.

	GHG Emissions (tCO <sub>2</sub> e)		
	FPE2021*	FY2022	FY2023
Scope 1 (Company vehicles)	29,329.3	18,259.69	18,719.47
Scope 2 (Energy consumption)	1,530.83	1,137.29	1,426.4
Scope 3 Category 6: (Business Travel)	N/A	N/A	56.54
Scope 3 Category 7: (Employee Commuting)	N/A	N/A	8.78
<b>Total</b>	<b>30,860.13</b>	<b>19,396.98</b>	<b>20,211.19</b>

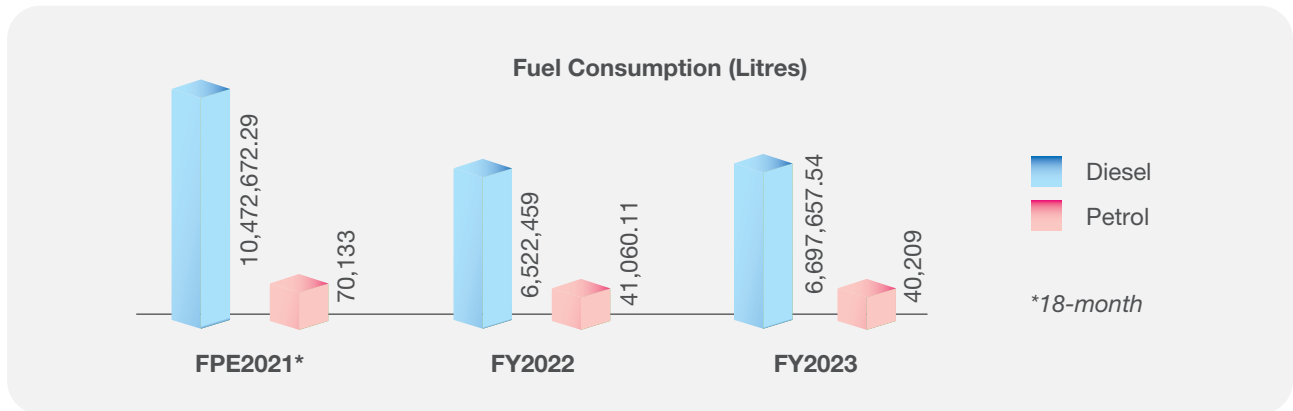
\*18-month

# CORPORATE SUSTAINABILITY REPORT

cont'd

## Energy and Fuel Consumption

To conserve fuel consumption and minimise fuel wastage, GDEX has trained a team of skilled employees to conduct regular maintenance on all company-owned vehicles. This ensures that all vehicles are properly maintained, thus enhancing energy efficiency. Additionally, GDEX is proactively replacing one-tonne and three-tonne trucks with lighter, more fuel-efficient models to reduce greenhouse gas emissions. Looking ahead, GDEX will continue to explore additional green alternatives such as biodiesel and hybrid vehicles to further reduce fuel consumption and GHG emissions.



The overall fuel consumption amounted to 6,737,867.44 litres in FY2023, consisting of 6,697,657.54 litres of diesel and 40,209.90 litres of petrol. This resulted in total emissions of 18,719.47 tCO<sub>2</sub>e. In FY2022, the total fuel consumption 6,563,519.11 litres, comprising 6,522,459 litres of diesel and 41,060.11 litres of petrol. The slight uptick in total fuel consumption for FY2023, relative to FY2022, is primarily attributed to a growth in our business activities.

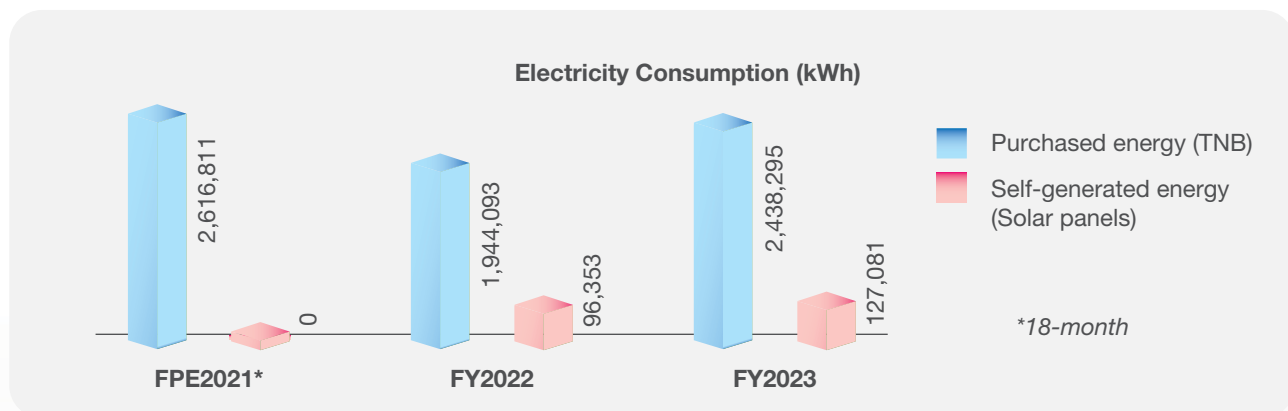




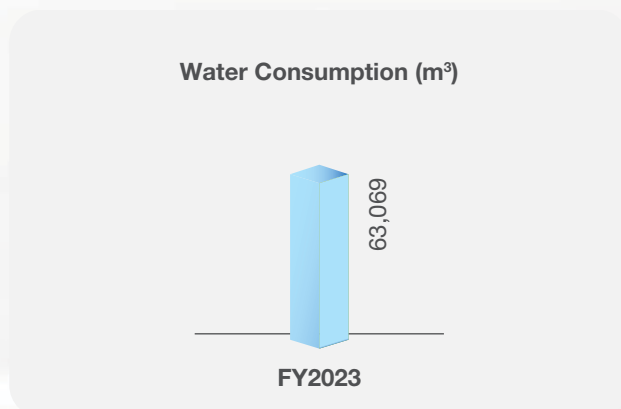
# CORPORATE SUSTAINABILITY REPORT

## cont'd

In FY2023, our total electricity consumption added up to 2,565,376 kWh, compared to 2,616,811 kWh in FPE2021 and 2,040,446 kWh in FY2022. Through our GDEX Go Green initiatives, particularly with the installation of solar panels at our Petaling Jaya headquarters in FY2022, we achieved self-generated electricity of 144,374 kWh for FY2023, an increase of 43,810 kWh (30.34%). Of this, 127,081 kWh was utilised for self-consumption, while the remaining 17,293 kWh was sold back to Tenaga Nasional Berhad (“TNB”). This green initiative enabled us to reduce a total of 74.34 tCO<sub>2</sub>e from purchasing electricity from TNB. This signifies a positive reduction of 4.95% in CO<sub>2</sub>e emissions from actual electricity consumption. We remain committed to educating our employees on the importance of energy conservation through regular briefings and awareness campaigns, emphasising on practices such as switching off electrical appliances when not in use and avoiding engine idling to conserve fuel.



### Water Consumption



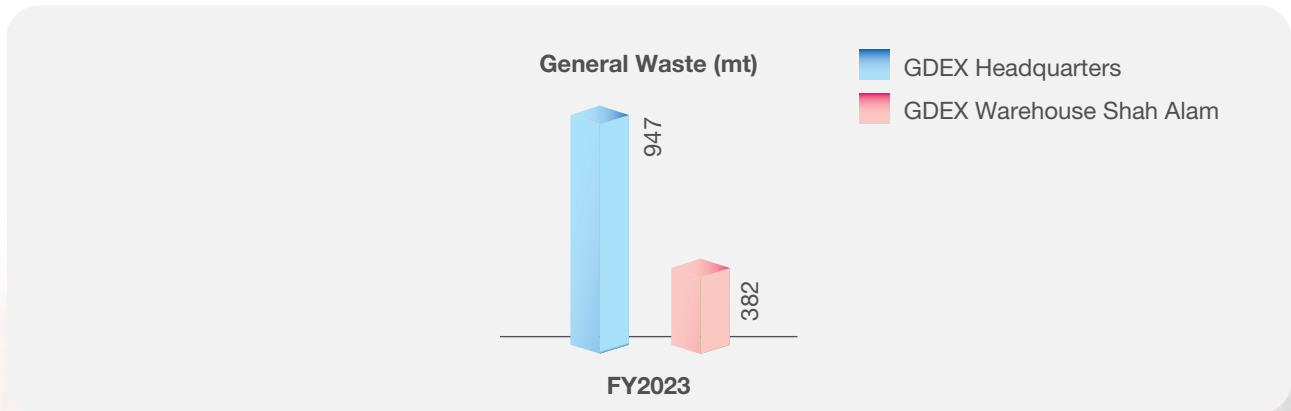
In FY2023, as a testament to our dedication to sustainability, we began to disclose our total water usage across the Group’s core operations in Malaysia. Our records show a consumption of approximately 63,069m<sup>3</sup> of water. GDEX remains steadfast in our commitment to conscientiously manage our water usage. This commitment is reflected in our ongoing efforts to involve and educate our employees on the importance of water conservation. Bulk of the water consumed within our operations is utilised for domestic purposes. This initiative not only supports our environmental objectives but also fosters a culture of responsibility and efficiency regarding natural resources among our workforce.

# CORPORATE SUSTAINABILITY REPORT

## cont'd

### Waste and Effluents

GDEX places utmost importance on ensuring the safe disposal of our waste in compliance with the Environmental Quality (Scheduled Waste) Regulation 2005. We are pleased to announce that GDEX had not incurred any environmental-related incidents, fines, or penalties in 2023. We have adopted the best practices of conducting stringent and regular reviews to continually enhance our environmental compliance and management practices. For example, we have a dedicated waste disposal shed designed specifically for the safe storage and disposal of petroleum and lubricant wastes, with a scheduled waste disposal programme.

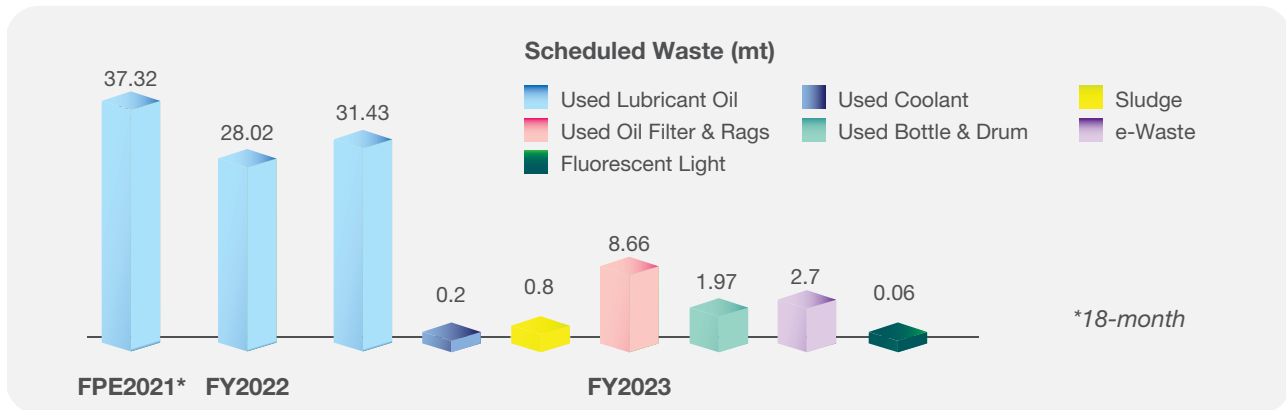


We have rigorously upheld our waste management procedures, resulting in total general waste of approximately 1,328 metric tonnes in FY2023. In addition, the total oil waste disposal of 31.43 metric tonnes represents a modest increase from the 28.02 metric tonnes reported in FY2022, primarily attributed to an uptick in our business activities. In line with our dedication to transparent and responsible waste management, starting from FY2023, we are also disclosing figures for other types of scheduled waste, including used coolant (0.20 metric tonnes), sludge (0.80 metric tonnes), used oil filter and rags (8.66 metric tonnes), used bottles and drums (1.97 metric tonnes), electronic waste (2.70 metric tonnes), and fluorescent light tubes (0.06 metric tonnes). GDEX is steadfast in our commitment to effective waste management practices, aiming to further reduce our environmental footprint through reduced waste disposal.



# CORPORATE SUSTAINABILITY REPORT

## cont'd



### Reduce, Reuse, and Recycle (3R)

Moreover, with the continuity of sustainable practices, we successfully recycled a total of 34,319.3 kg of paper in FY2023. This collected amount of recycled paper has increased by 18.4% as compared to FY2022 which amounted to 28,993 kg. Furthermore, we actively engage in recycling our carton boxes. In the reporting year, we recycled a total of 126,460 kg of carton boxes, an increase of 5,640 kg compared to FY2022, where we recycled 120,820 kg. This achievement stems from our monthly initiative to collect outdated documents from the GDEX headquarters and branches, as well as carton boxes from our warehouse, which are then sent to a third-party recycler for recycling. In addition, employees are regularly encouraged to utilise online platforms for report submissions and correspondence to further reduce paper consumption.

## SOCIAL

### Our commitment to customers

At GDEX, our ethos lies in resilience, which drives us towards excellence in every aspect of our operations. Built upon our foundational GDEX philosophy introduced since 2020, we uphold the principles of the 4P's and 1S, charting a course for GDEX's continued evolution and success. Thus, our dedication to delivering exceptional services to our customers is unwavering, driven by our belief that their satisfaction is paramount to our business's success.

We maintain ongoing engagement with our customers, actively seeking their feedback and diligently monitoring our services to uphold the highest standards. Our commitment to accessibility is evident in the continual improvement of our GDEX Point of Presence ("POP") outlets, strategically positioned in neighbourhoods for the convenience of our customers. As our expansion journey progresses, we remain steadfast in our commitment to revitalising our branches, crafting welcoming environments that foster positive interactions with our staff.

# CORPORATE SUSTAINABILITY REPORT

cont'd

## OUR CORE VALUES



### Customer Satisfaction

Each year, we perform a comprehensive customer satisfaction survey to assess our service performance and ensure that we meet the expectations of our esteemed customers. This survey serves as a pivotal tool in safeguarding our business reputation and evaluating the performance of our services. We continue to deliver our best services and achieved a 95% satisfaction rating for overall evaluation, 96% for delivery experience 92% for online experience, and 90% for customer service.

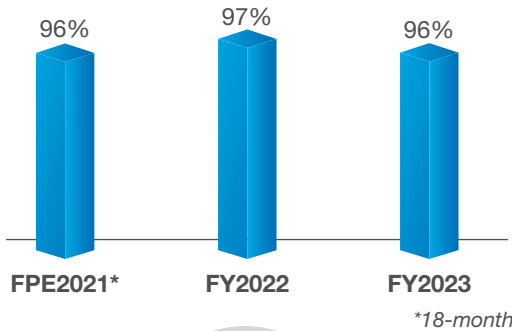


# CORPORATE SUSTAINABILITY REPORT **cont'd**

## FY2023 Customer Satisfaction Survey

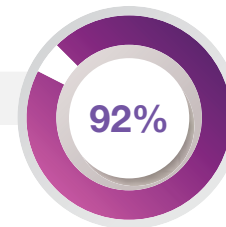
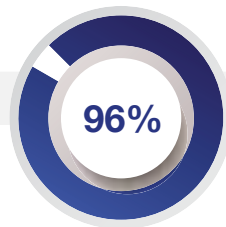
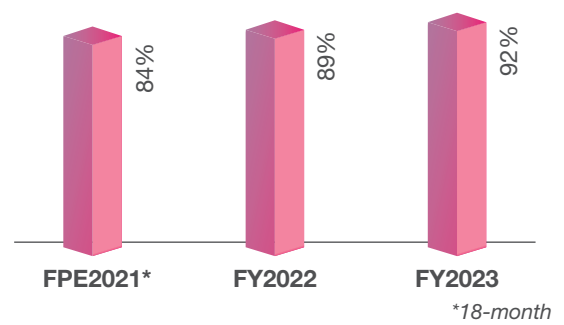
### Delivery Experience

Of customers are satisfied with overall performance of delivery services

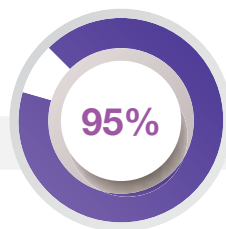
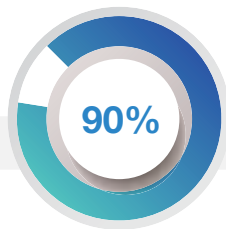


### Online Experience

Of customers are satisfied with overall performance of digital platforms

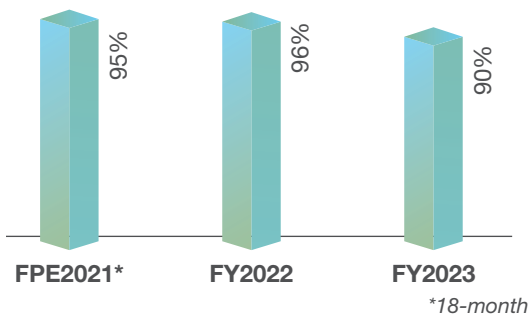


**Overall**  
Satisfaction  
**2,475**  
Respondents



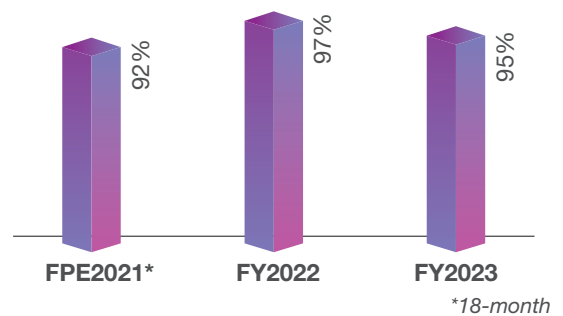
### Customer Service

Of customers are satisfied with overall performance of service quality



### Overall Evaluation

Of customers are satisfied across all aspects



# CORPORATE **SUSTAINABILITY REPORT**

## cont'd

### Our employees

At GDEX, we hold our employees in the highest regard, recognising them as our most valuable asset. It is our steadfast commitment to ensure that each employee is treated with fairness and respect. As a socially responsible business, we diligently uphold this principle by implementing exemplary employment practices and fostering active dialogue with our employees.

We believe in recognising the significant contributions of our employees to the advancement of our organisation. To this end, we offer a range of incentives and benefits aimed at valuing their dedication. These include competitive remuneration packages, performance bonuses, and rewards based on achievements. We also prioritise career development, providing ample opportunities for growth and advancement, supported by comprehensive upskilling training programmes. Additionally, we extend medical benefits to safeguard the health and well-being of our employees.

In FY2023, GDEX organised a series of GDEX Day events at every GDEX branch, including GDEX Headquarters. Several senior management personnel from the headquarters were each posted to visit a GDEX branch or region to celebrate GDEX Day. At the GDEX Headquarters, the GDEX Day theme was 'Back to School', which served as a reminder to everyone present that the pursuit of knowledge is indeed a lifelong journey. The GDEX Day celebrations across all GDEX branches provided the opportunity for GDEX employees to bond with one another, while interacting with the visiting senior management personnel from the GDEX Headquarters. In a move to ensure that all mid-management and senior management personnel are aligned to the GDEX 2.0 strategy and roadmap, a series of 'Happy Lunch' was held in FY2023, which serves as a large group meal and sharing session with the Managing Director/Group Chief Executive Officer, Mr Teong.

Moreover, GDEX wholeheartedly embraces the pillars of International Human Rights: Protect, Respect, and Remedy. We steadfastly uphold equal opportunity for all employees, irrespective of any differences, and place a strong emphasis on honouring their dedication and hard work. We are pleased to announce that there were no reported cases related to human rights violations in FY2023. The welfare and benefits of our employees are clearly delineated in the Employee Handbook, ensuring transparency and fairness across the board. We advocate for a healthy work-life balance among our employees by implementing comprehensive scheduling practices that prevent excessive working hours for each individual. We also adhere rigorously to our Child Labour Policy, which we strictly only employ individuals aged 18 and above. This commitment aligns with global endeavours to combat child and forced labour. Additionally, our recruitment policy is fully compliant with the Employment Act 1955, and all our policies and practices adhere strictly to government regulations and the national minimum wage policy.



# CORPORATE SUSTAINABILITY REPORT

cont'd

## Employee Diversity

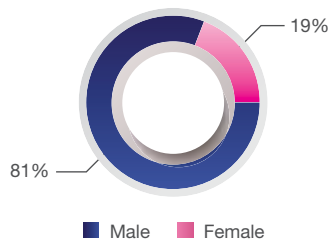


Total of  
**3,544**  
Employees

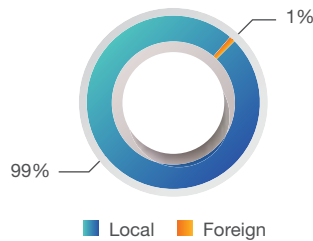
**1** disabled employee

**86** temporary or contract employees

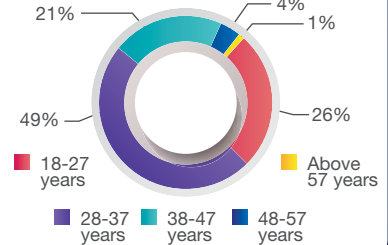
By Gender



By Nationality



By Age

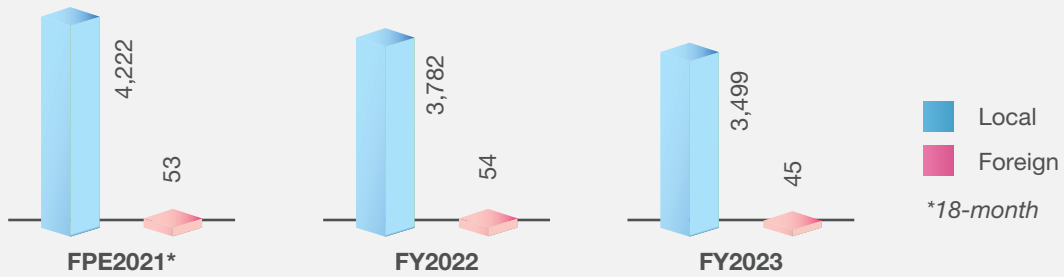


We value and respect the unique contributions and competencies of each individual, as they collectively contribute to providing the highest quality services to our customers. In FY2023, our overall workforce comprised 3,544 employees, with 3,499 being local hires and 45 consisting of non-local and contract staff. We remain dedicated to supporting local talent, particularly by hiring unemployed youths to bolster the local economy and community. It is important to note that GDEX does not engage in discrimination during the recruitment process. The majority of our workforce (81%) are male employees, with the remaining (19%) female; mainly due to the nature of our express delivery and logistics services, which is relatively labour intensive.

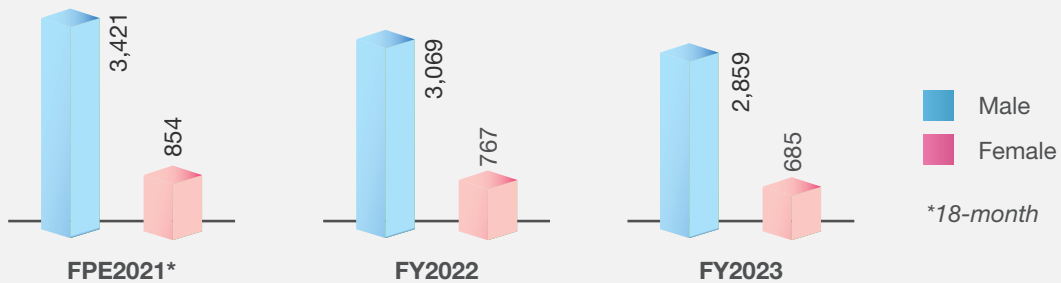
# CORPORATE SUSTAINABILITY REPORT

cont'd

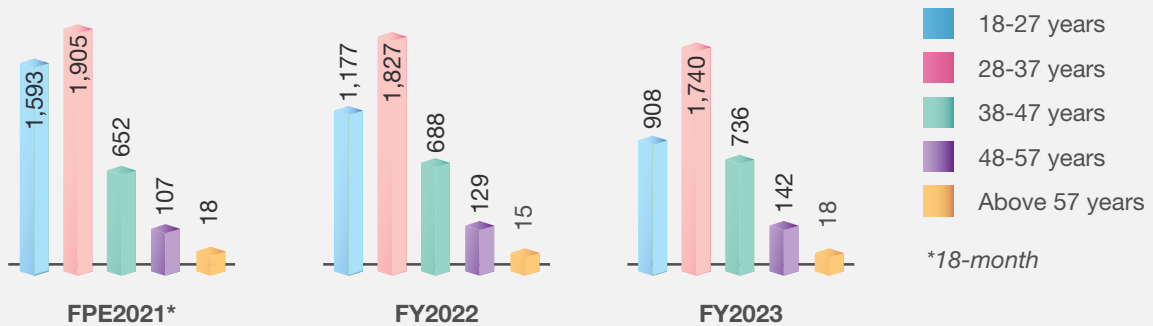
**Distribution of Employees: Nationality**



**Distribution of Employees: Gender**



**Distribution of Employees: Age**





# CORPORATE SUSTAINABILITY REPORT

cont'd

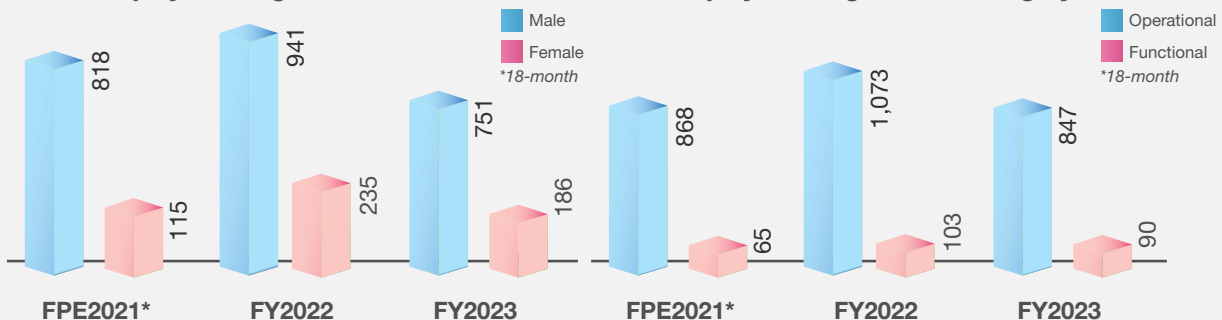
## New Hires: Gender



## Employee Resignations: Gender



## Employee Resignations: Category



In FY2023, our company welcomed a total of 666 new hires, consisting of 559 males and 107 females. Throughout the same fiscal year, we saw a total of 937 employee resignations. This represents a decrease in the number of resignations, as compared to FY2022, which can be attributed to our efforts in fostering a positive company culture and providing opportunities for professional growth development. Furthermore, our commitment to listening to and addressing employee concerns and feedback play a vital role in creating a more engaging and supportive work environment, thereby reducing the inclination of employees to seek career opportunities elsewhere. As an organisation committed to inclusivity and non-discrimination, we actively welcome adults with disabilities and those without formal education to contribute their skills and talents to GDEX. In total, we have employed 1 employee with disabilities while another 86 (2.43%) are engaged as contract or temporary staff.

Furthermore, the Whistleblowing Governance Unit serves as an avenue for employees to report any cases of discrimination or unwelcomed workplace behaviour. We actively promote a culture where employees feel empowered to voice their concerns and grievances to top management without fear. We promise to uphold strict confidentiality regarding all reports deemed significant and conduct thorough formal investigations where necessary. We are pleased to announce again that we record no incidents of discrimination or violations of child labour and forced labour in FY2023.

# CORPORATE SUSTAINABILITY REPORT

## cont'd

### Talent Development and Retention

We continue to foster active engagement among our employees by providing various platforms for interaction through learning and workforce development initiatives. Besides organising learning courses, we hosted sessions where executives, from supervisory level onward, come together to share experiences and discuss GDEX's plans and direction. This ensures alignment and unity among employees, guiding them along the same path as the Group.

The GDEX Academy remains dedicated to offering school leavers and GDEX employees the chance to undertake industrial training, leading to a professional certificate in logistics and express delivery. We take pride in the ongoing support and collaboration that we receive from the Ministry of Human Resources' Department of Skills Development, adhering strictly to the National Occupational Skill Standard for Courier Operations Service Syllabus.

The curriculum of our training modules and educational programmes are developed in partnership with *Pembangunan Sumber Manusia Berhad* ("PSMB"), aiming to enrich our employees' knowledge and keep them updated on the latest technological advancements and policy changes that foster their professional development.

In adherence to principles of good governance and ensuring comprehensive understanding among all employees regarding the importance of policy adherence, we regularly conduct training, workshops, and campaigns covering topics such as Human Resources, Anti-Bribery Management System, Whistleblowing Policy, Sexual Harassment, Health, and Safety Operational Procedures.

### Occupational Safety and Health

Ensuring the safety and well-being of all GDEX employees is our foremost concern. As our operations are heavily reliant on vehicles and machinery, it is vital that a comprehensive safety policy is implemented, aimed at safeguarding the welfare, health, and safety of our workforce. This commitment extends to our contractors, customers, and external stakeholders, underlining our dedication to holistic safety measures. To ensure adherence to all policies, the Group's Safety and Health committee has been established to oversee the full compliance of all safety policies and maintain a secure work environment. Should any accidents or incidents occur, an independent investigation will be conducted to ascertain the root cause and devise mitigation measures aimed at preventing the recurrence of similar incidents in the future.

Given the dynamic nature of our business, continual expansion and the opening of new branches are integral processes of GDEX's operations. Consequently, for every new branch opening, relocation, or expansion, the Group adheres to best practices by establishing a Network Committee to work closely with the Group's Safety and Health Committee as outlined in the Branch Set-Up Flow and documented within ISO guidelines. This is aimed at ensuring that the safety, health, and labour measures are also being practised and implemented at the branch level. In line with this commitment, GDEX consistently conducts training sessions and safety awareness programmes as detailed below.

In FY2023, we conducted 14 safety-related training sessions for 273 employees, alongside general training sessions attended by 5,921 employees, accumulating to a total of 30,716 training man hours. These general sessions encompassed safety training, among other topics, fostering a culture of responsibility and safety across our workplace.

# CORPORATE SUSTAINABILITY REPORT

cont'd

## List of Safety and Health Training

1	Defensive Riding & Maintenance
2	Defensive Riding for Motor Couriers
3	Ergonomics & Manual Handling
4	Forklift Safety and Certification Training
5	First Aider with AED and CPR Skill Training
6	Reach Truck & Power Pallet Training
7	Dangerous Goods Training
8	Conducting Effective HIRARC Training
9	Spill Drill Training
10	Schedule Waste Management Training
11	Radiation Safety Awareness Refresher Course
12	Scheduled Waste Minimisation and Cost Reduction
13	Scheduled Waste Inventory and Area Inspections
14	Crash Investigation Training

The number of accidents cases that happened at workplace has reduced from 18 cases in FY2022 to 9 cases in FY2023. We are pleased to disclose that during the fiscal year, there were no recorded cases of fatalities. This is due to the strict enforcement of safety policies, coupled with comprehensive safety training provided to our entire workforce. Our total lost time incident rate remained low, with a recorded rate of 0.92 in FY2023. According to the Occupational Safety and Health Act (“OSHA”) 1994, Lost Time Incident is defined as work-related injuries resulting in the loss of productive work time, encompassing both employees and contractors. We remain committed to upholding these policies to further reduce incidents in the upcoming reporting year, in alignment with the Department of Occupational Safety and Health (“DOSH”) campaign on Vision Zero.

This year, we recorded 1 theft case, a decrease from the 8 cases reported in FY2022. Our commitment extends beyond theft prevention to addressing issues such as violence, harassment, intimidation, and any unsafe or disruptive behaviour. To bolster security across our operations, strategic locations are equipped with security cameras. Moreover, 24-hour security patrols have been implemented throughout our premises to ensure the safety of all employees. Additionally, we implement a range of safety precautions including safety lanes, prominently displayed hazard labels and signs, as well as clear handling procedure instructions. These measures exemplify GDEX’s unwavering dedication to maintaining a safe and healthy workplace environment.



### LOST TIME INCIDENT RATE

(per one million man hours)

1.88

FPE2021

0.81

FY2022

0.92

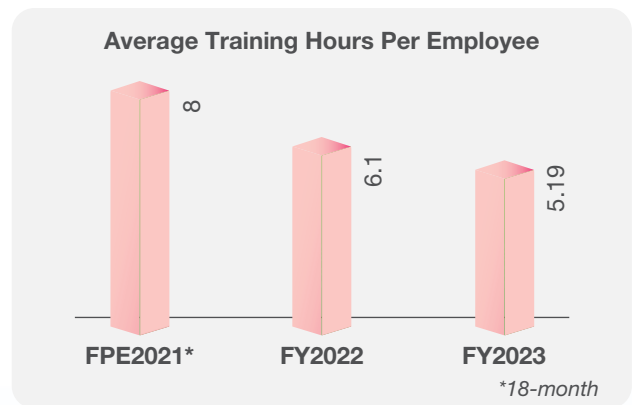
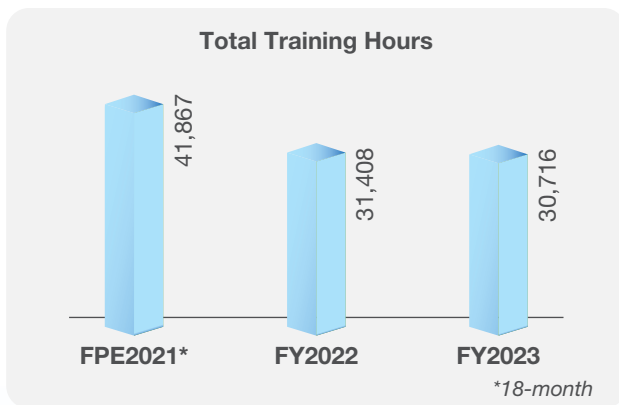
FY2023

# CORPORATE SUSTAINABILITY REPORT

cont'd

## Learning and Development

The Group's Multimedia Remote Learning ("MMRL") programme continues to offer a wide range of valuable training resources with the aim of enhancing the skills of our employees, across the nation. In FY2023, we conducted 30,716 total training man hours with an average of 5.19 training hours per employee.





# BURSA MALAYSIA

## SUSTAINABILITY PERFORMANCE REPORT 2023

Indicator	Measurement Unit	2023
<b>Bursa (Emissions management)</b>		
Bursa C11(a) Scope 1 emissions in tonnes of CO2e	Metric tonnes	18,719.47
Bursa C11(b) Scope 2 emissions in tonnes of CO2e	Metric tonnes	1,426.40
Bursa C11(c) Scope 3 emissions in tonnes of CO2e (at least for the categories of business travel and employee commuting)	Metric tonnes	65.32
<b>Bursa (Energy management)</b>		
Bursa C4(a) Total energy consumption	Megawatt	2,438.30
<b>Bursa (Waste management)</b>		
Bursa C10(a) Total waste generated	Metric tonnes	1,534.59
Bursa C10(a)(i) Total waste diverted from disposal	Metric tonnes	206.59
Bursa C10(a)(ii) Total waste directed to disposal	Metric tonnes	1,328.00
Total costs of environmental fines and penalties during financial year	MYR	0.00
Percentage of sites covered by recognized environmental management systems such as ISO14001 or EMAS	Percentage	97.00
<b>Bursa (Water)</b>		
Bursa C9(a) Total volume of water used	Megalitres	63.069000
<b>Bursa (Diversity)</b>		
Bursa C3(a) Percentage of employees by gender and age group, for each employee category		
Age Group by Employee Category		
Functional 18-27	Percentage	19.86
Functional 28-37	Percentage	48.08
Functional 38-47	Percentage	23.34
Functional 48-57	Percentage	6.97
Functional Above 57 years	Percentage	1.74
Operational 18-27	Percentage	26.13
Operational 28-37	Percentage	49.19
Operational 38-47	Percentage	20.54
Operational 48-57	Percentage	3.75
Operational Above 57 years	Percentage	0.40
Gender Group by Employee Category		
Functional Male	Percentage	47.74
Functional Female	Percentage	52.26
Operational Male	Percentage	83.11
Operational Female	Percentage	16.89
Bursa C3(b) Percentage of directors by gender and age group		
Male	Percentage	70.00
Female	Percentage	30.00
30-39	Percentage	10.00
40-49	Percentage	10.00
50-59	Percentage	20.00
60 and above	Percentage	60.00
Number of Board Directors	Number	10
Number of independent Directors on the board	Number	5
Number of women on the board	Number	3

Internal assurance

External assurance

No assurance

(\*)Restated

**SUSTAINABILITY PERFORMANCE REPORT 2023**

cont'd

Indicator	Measurement Unit	2023
<b>Bursa (Community/Society)</b>		
Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	122,263.34
Bursa C2(b) Total number of beneficiaries of the investment in communities	Number	5,282
<b>Bursa (Health and safety)</b>		
Bursa C5(a) Number of work-related fatalities	Number	0
Bursa C5(b) Lost time incident rate ("LTIR")	Rate	0.92
Bursa C5(c) Number of employees trained on health and safety standards	Number	273
<b>Bursa (Labour practices and standards)</b>		
Bursa C6(a) Total hours of training by employee category		
Functional	Hours	4,879
Operational	Hours	25,837
Bursa C6(b) Percentage of employees that are contractors or temporary staff	Percentage	2.40
Bursa C6(c) Total number of employee turnover by employee category		
Functional	Number	90
Operational	Number	847
Bursa C6(d) Number of substantiated complaints concerning human rights violations	Number	0
<b>Bursa (Supply chain management)</b>		
Bursa C7(a) Proportion of spending on local suppliers	Percentage	97.50
<b>Bursa (Anti-corruption)</b>		
Bursa C1(a) Percentage of employees who have received training on anti-corruption by employee category		
Functional	Percentage	95.47
Operational	Percentage	88.06
Bursa C1(b) Percentage of operations assessed for corruption-related risks	Percentage	97.20
Bursa C1(c) Confirmed incidents of corruption and action taken	Number	0
Disclosure of total amount of political contributions made	MYR	0.00
Disclosure of number of staff disciplined or dismissed due to non-compliance with anti-corruption policy/policies	Number	0
Disclosure of cost of fines, penalties or settlements in relation to corruption	MYR	0.00
<b>Bursa (Data privacy and security)</b>		
Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0





























# CORPORATE SUSTAINABILITY REPORT

cont'd

## Engaging and Empowering Communities

We actively invite the local community to participate in the GDEX enterprise development programme as part of our dedication to engaging and empowering communities transcends our core business activities. This programme facilitated through initiatives such as G-Partner and a crowdsourcing programme known as KITA. Through these strategic collaborations, our aim is to bolster the local economy by fostering entrepreneurship and supporting young entrepreneurs who will play a vital role in local business development and job creation.

In FY2023, we have impacted 5,282 individuals through our various Corporate Social Responsibility (“CSR”) events with a total investment of RM122,263.34, as summarised in the table below:

Date	Programme	SDGs
13 <sup>th</sup> April 2023	Program Iftar Bersama Anak-Anak Pusat Jagaan Telaga Kasih Nur Muhammad in conjunction with Ramadhan	  
12 <sup>th</sup> June 2023	GDEX Technovate Lab Launch at Universiti Tunku Abdul Rahman (“UTAR”) Kampar Campus	 
1 <sup>st</sup> August 2023	GDEX Here for You programme for Persatuan Insan Istimewa Cheras	  
31 <sup>st</sup> August 2023	National Day Parade	
14 <sup>th</sup> September 2023	GDEX No Bully, No Drugs	   
19 <sup>th</sup> September 2023	Cybersecurity solutions sponsorship for UTAR	 
14 <sup>th</sup> October 2023	Kechara Soup Kitchen Society	   
16 <sup>th</sup> October 2023	Serdang Kickers Football Club under 12 team	  
23 <sup>th</sup> October 2023	GDEX Beach Cleaning	     

## CORPORATE SUSTAINABILITY REPORT cont'd



### Program Iftar with the Children of Pusat Jagaan Telaga Kasih Nur Muhammad

The GDEX team was filled with joy and compassion as we shared the blessings of Ramadhan with the children at Pusat Jagaan Telaga Kasih Nur Muhammad orphanage, as we extended a heartfelt invitation to break their fast at Al-Rawsha Arabic Cuisine. The event was a resounding success, with a total of 40 children partaking in the breaking of fast celebration. It was a heartwarming sight to witness their excitement and gratitude as they enjoyed a delicious meal in the company of their newfound friends – the GDEX team. To make the event even more special, the children were pleasantly surprised to receive thoughtful gifts and Raya packets, adding an extra layer of joy and delight to their Ramadhan experience.





# CORPORATE SUSTAINABILITY REPORT

cont'd



## GDEX: Here For You

During our visit to Persatuan Insan Istimewa Cheras, a facility dedicated to providing professional care for young individuals with special needs, we had the opportunity to witness firsthand the incredible work being done to improve the lives of these residents. The atmosphere was filled with warmth and compassion as we interacted and shared a meal with the 43 individuals who call this place home. We also donated rehabilitation equipment and daily necessities to the home.





# CORPORATE SUSTAINABILITY REPORT

cont'd



## No Bully, No Drugs

GDEX collaborated with Polis Diraja Malaysia (“PDRM”), Ibu Pejabat Polis (“IPD”) Petaling Jaya, and Jabatan Penjara Malaysia to organise the ‘No Bully, No Drugs’ campaign at Sekolah Menengah Kebangsaan (Lelaki) Bukit Bintang, Petaling Jaya. Over 400 students and teachers took part in this campaign, pledging to combat bullying and drugs by fostering a positive environment through acts of kindness, acceptance, and inclusion.



# CORPORATE SUSTAINABILITY REPORT

## cont'd

### GDEX x Kechara Soup Kitchen Society

GDEX actively participated in the transportation and distribution of goods to individuals in need within the local community through collaborations with other organisations to empower communities. Our dedicated team successfully delivered and distributed a wide range of essential household items to multiple locations across Kuala Lumpur, ensuring that those who required assistance received the support they needed. By extending our reach and coordinating with various partners, we were able to make a significant impact in providing aid to those who were most vulnerable and affected by challenging living circumstances.



### GDEX Beach Cleanup

Aligned with GDEX's dedication to combating climate change through proper waste management, we organised the GDEX Beach Cleanup event at Bagan Lalang Beach in Sepang, Selangor. Through this initiative, we successfully collected a total of 400.2 kg of diverse waste types. Notably, the largest portion of this waste, totalling 285.5 kg, was attributed to agricultural waste. The other waste included paper, plastic, agricultural waste, and a staggering 821 pieces of discarded cigarette butts that were found scattered along the beach. Through this initiative, GDEX has contributed to the preservation of the natural beauty of our coastlines, promoting a cleaner and healthier environment for all.



# CORPORATE SUSTAINABILITY REPORT

cont'd



# CORPORATE SUSTAINABILITY REPORT

cont'd



## Our Commitment to the Nation

GDEX is thrilled to announce that our esteemed Van Supervisor, Mr Saifullizam bin Samsudin, has been honoured as a Finalist for the prestigious Courier Industry Staff Excellence Award. This distinguished recognition was presented by the respected Communications and Digital Minister Yang Berhormat Fahmi Fadzil. GDEX extends our gratitude towards the Association of Malaysian Express Carriers (“AMEC”) and Postal Forum for organising such a commendable event.

Apart from that, GDEX was recognised for its role in myKurier Criteria Simulation Session, coordinated by the Postal Forum and AMEC, together with the Malaysian Institute of Road Safety Research (“MIROS”). The myKurier initiative strives to enhance postal and courier service standards in Malaysia by focusing on safety, workplace conditions, and delivery performance, which are vital to customer satisfaction and trust. Through myKurier, which acts as both a benchmark and a selection guide, this initiative is expected to spur healthy competition among courier service providers, prompting service enhancements. GDEX’s involvement signifies its pledge to service quality and superior customer experience.



## CORPORATE SUSTAINABILITY REPORT CONT'D

During the National Day Parade held in conjunction with Malaysia's 66th Independence Day celebrations, GDEX marched alongside our fellow courier service industry peers as part of the Association of Malaysian Express Carriers ("AMEC") Contingent. This marked the first time that major courier industry players had the opportunity to participate in the National Day Parade, showcasing our unwavering dedication and steadfast commitment to serving the nation.

Additionally, GDEX places a strong emphasis on nurturing young talents as part of our commitment to SDG 4: Quality Education. In line with this goal, GDEX inaugurated the GDEX Technovate Lab at Universiti Tunku Abdul Rahman ("UTAR") Kampar campus on 12th June 2023. The Technovate Lab is designed to foster collaboration and innovation between industry and academia, providing UTAR students with opportunities to acquire knowledge and skills in key technological areas within the fields of Information Technology and Logistics.

The GDEX Internship Programme is another good initiative where we engage with the youth. This initiative aims to create a platform for young individuals to access learning opportunities on the job and employment prospects, catering to undergraduates and recent graduates. Furthermore, the internship programme enables participants to enhance their professional and leadership skills. The Group's internship program is offered at the GDEX Headquarters.

As per our policy, the Group refrained from contributing or donating to any political parties or non-profit organisations.





# CORPORATE SUSTAINABILITY REPORT

## cont'd

### GOVERNANCE

With the three crucial pillars of sustainability in mind – Economic, Environmental, and Social (“EES”), the Board of Directors guides the Group’s sustainability direction and objectives, instilling sustainability governance across the organisation. Furthermore, the Board actively oversees the cultivation of a robust and committed sustainability culture within the organisation, aided by the support of two main committees: the Combined Nomination and Remuneration Committee (“CNRC”) and the Sustainability Working Committee (“SWC”). The CNRC includes three Board representatives to ensure the achievement of targeted sustainability initiatives that are outlined for the particular year.



### Governance

At GDEX, we prioritise robust corporate governance, recognising its pivotal role in driving the successful attainment of our sustainability objectives. A sound governance framework empowers our Board of Directors to engage in strategic planning, essential for realising our sustainability goals. Thus, the Board is dedicated to embedding sustainability as a core agenda across the Group and take full accountability by employing a top-down approach to sustainability.

We remain steadfast in adhering to the highest standards and best practices set forth by the Malaysian Code on Corporate Governance (“MCCG”), Minority Shareholders Watch Group (“MSWG”), Corporate Governance Scorecard, FTSE4GOOD Bursa Malaysia Index, and Bursa Malaysia Corporate Governance Guide. Our comprehensive Corporate Governance Report can be accessed on our website at [www.gdexpress.com](http://www.gdexpress.com).

### Data Security and Privacy

With the advancement of technology, GDEX has deployed advanced Artificial Intelligence and Machine Learning-powered cybersecurity solutions in safeguarding the privacy of our customers, vendors, and employees’ data. We remain dedicated to continual improvement, ensuring a secure environment for our customers and the protection of their private information. We continue to perform regular reviews of cybersecurity management and mitigation strategies, ensuring strict compliance with all relevant regulations. In FY2023, there were no reported complaints regarding the leaking of customers, vendors, and employees’ data.

The Group is in the midst of obtaining the ISO 27001:2022 Standard for Information Security Management Systems (“ISMS”), which is expected to be achieved in FY2024.

# CORPORATE SUSTAINABILITY REPORT

## cont'd

### Anti-Bribery and Anti-Corruption

Since 2020, the Group has implemented the Anti-Bribery and Corruption Policy Statement and No Gift Policy which comply to the Main Market Listing Requirement of Bursa Malaysia Securities Berhad. These policies are applicable to all GDEX Directors, employees, and any third parties engaged with by the company. **This is part of our commitment in fostering a culture grounded with ethics, integrity, and reliability throughout our business operations in compliance with the ISO 37001:2016 Anti-Bribery Management System. We maintain a steadfast zero-tolerance approach towards bribery and corruption.**

At GDEX, the Anti-Bribery and Corruption Committee is tasked with supervising the implementation of GDEX Anti-Bribery Management System. This committee maintains direct access to the Board and management for addressing issues pertaining to bribery and corruption. In addition, the No Gift policy explicitly prohibits GDEX employees from soliciting, accepting, or offering any gifts, offers, entertainment, corporate hospitality, or anything of monetary value to or from any parties with direct or indirect dealings with the GDEX. Simultaneously, the Whistleblowing policy delineates the standardized procedures for any whistleblower to lodge a complaint or report. All these policies are accessible to public on our corporate website at [www.gdexpress.com](http://www.gdexpress.com).

With the dedication of the entire GDEX community, we are pleased to announce that in FY2023, there were no reported cases of corruption. This positive outcome is mainly driven by the Group's commitment in consistently engaging with our employees through regular training sessions on Anti-Bribery and Anti-Corruption measures. To date, we have trained 3,142 employees in total, accounting to 81% of the total employees, on Anti-Bribery and Anti-Corruption. Moving forward, we remain committed to upholding good governance across the GDEX Group.

### Regulatory Compliance and Engagement

The Group aligns with the latest regulations and guidelines issued by various authorities and regulatory bodies, underscoring our dedication to fostering good governance within the GDEX Group. We actively engage with ministries, regulators, government agencies, and organisations. The following list is a summary of all engagement activities that the Group has participated in during FY2023.

**List of Engagement Activities with Regulators and Associations FY2023**

January	Event Title and Information	Regulators and Organisations
6 January 2023	Sesi Perjumpaan bersama Association of Malaysian Express Carriers <ul style="list-style-type: none"> <li>Members discussed on ways to move forward together in the courier industry</li> </ul>	Association of Malaysian Express Carriers ("AMEC")

# CORPORATE SUSTAINABILITY REPORT

cont'd

February	Event Title and Information	Regulators and Organisations
7 February 2023	<p>Mesyuarat bersama Pengarah Jabatan Siasatan Jenayah Narkotik</p> <ul style="list-style-type: none"> <li>Discussion with industry players on how to manage illegal drug cases, where drugs are transported using courier service</li> </ul>	Polis Diraja Malaysia Bukit Aman (“PDRM”)
20 February 2023	<p>P-Hailing Regulations Meeting with Ketua Setia Usaha</p> <ul style="list-style-type: none"> <li>Briefing by Ketua Setia Usaha (KSU) of MOT on the new P-Hailing regulations that will impact the last mile industry</li> </ul>	Ministry of Transport (“MOT”)

March	Event Title and Information	Regulators and Organisations
1 March 2023	<p>National E-Commerce Strategic Roadmap (NESR) Lab</p> <ul style="list-style-type: none"> <li>An engagement programme where all industry players can contribute to the national target setting in the logistics industry and collectively agree to the targets set for the year</li> </ul>	<ul style="list-style-type: none"> <li>Malaysia Digital Economy Corporation (“MDEC”)</li> <li>Malaysian Investment Development Authority (“MIDA”)</li> <li>Ministry of Investment, Trade and Industry (“MITI”)</li> <li>Ministry of Transport (“MOT”)</li> </ul>
10 March - 12 March 2023	<p>Strategic Session Logistics Productivity Nexus</p> <ul style="list-style-type: none"> <li>Three-day workshop and group session to identify challenges of the courier industry and establish a proposal plan of improvement to resolve the challenges</li> </ul>	<ul style="list-style-type: none"> <li>Malaysia Productivity Corporation (“MPC”)</li> <li>Ministry of Transport (“MOT”)</li> <li>Malaysia External Trade Development Corporation (“MATRADE”)</li> <li>Academics from various universities in Malaysia</li> </ul>

# CORPORATE SUSTAINABILITY REPORT

cont'd

March	Event Title and Information	Regulators and Organisations
10 March 2023	Strategic Session Logistics Productivity Nexus: Business Roundtable Discussion 2022 <ul style="list-style-type: none"> <li>• Discussion on improving Courier Service Industry Competitiveness</li> <li>• AMEC Policy Paper presentation</li> </ul>	<ul style="list-style-type: none"> <li>• Malaysia Productivity Corporation (“MPC”)</li> <li>• Association Of Malaysian Express Carriers (“AMEC”)</li> </ul>
15 March 2023	Roundtable Session with YB Minister Fahmi Fadzil, Minister of Communications <ul style="list-style-type: none"> <li>• To tackle industry issues faced by the postal and courier industry, which employs some 175,000 local staff</li> </ul>	Ministry of Communications (“MOC”)
21 March 2023	AMEC Annual General Meeting (AGM) <ul style="list-style-type: none"> <li>• GDEX Group CEO was re-elected as the President of AMEC</li> </ul>	Association Of Malaysian Express Carriers (“AMEC”)

May	Event Title and Information	Regulators and Organisations
31 May 2023	Craft to Commercial Strategy Session <ul style="list-style-type: none"> <li>• To seek opportunities for courier industry in the craft industry in Malaysia</li> </ul>	Malaysia Digital Economy Corporation (“MDEC”)

June	Event Title and Information	Regulators and Organisations
13 June 2023	Digital Trade Platform Grand Launch <ul style="list-style-type: none"> <li>• The launch of the Digital Trade Platform was officiated by YB Senator Tengku Zafrul Aziz, Minister of MITI</li> </ul>	<ul style="list-style-type: none"> <li>• Malaysia External Trade Development Corporation (“MATRADE”)</li> <li>• Ministry of Investment, Trade and Industry (“MITI”)</li> </ul>
14 June 2023	P-Hailing Workshop (Industry Engagement) <ul style="list-style-type: none"> <li>• P-Hailing and courier industry players provided their input on the new upcoming implementation of P-Hailing regulations</li> </ul>	Ministry of Transport (“MOT”)

# CORPORATE SUSTAINABILITY REPORT

cont'd

July	Event Title and Information	Regulators and Organisations
4 July 2023	Courier Industry Appreciation Day <ul style="list-style-type: none"> <li>GDEX received a token of appreciation of participation for the myKurier criteria simulation session</li> <li>GDEX was selected as a Finalist of the Courier Industry Staff Excellence Award</li> </ul>	Postal Forum
4 July 2023	Participation in myKURIER Criteria Simulation Session 2023 <ul style="list-style-type: none"> <li>myKURIER will be a benchmark and measuring tool for users to evaluate and choose the best service, in addition to creating a healthy competitive environment among courier service companies in Malaysia</li> </ul>	<ul style="list-style-type: none"> <li>Malaysian Institute of Road Safety Research ("MIROS")</li> <li>Postal Forum</li> </ul>
August	Event Title and Information	Regulators and Organisations
3 August 2023	Industry Engagement for Customer Service 2023 <ul style="list-style-type: none"> <li>GDEX received an award for Best Complaint Management at the Industry Engagement for Customer Service 2023 for Postal &amp; Courier Industry</li> </ul>	Postal Forum
9 August 2023	Removing the Risk of Wildlife Smuggling from Malaysia's Postal Services - A Best Practice Workshop <ul style="list-style-type: none"> <li>A workshop that assists courier industry players to manage illegal wildlife transported via courier package</li> </ul>	<ul style="list-style-type: none"> <li>TRAFFIC ("The Wildlife Trade Monitoring Network")</li> <li>Kementerian Sumber Asli dan Alam Sekitar ("KetSA")</li> <li>US Airports Department</li> <li>Bureau of International Narcotics &amp; Law Enforcement ("INL")</li> </ul>
10 August 2023	National Green Logistics Briefing Session & Survey 2.0 <ul style="list-style-type: none"> <li>For business owners to share their implementation of environmental friendly practices and encourage logistics companies to implement environmental friendly practices in operations</li> </ul>	<ul style="list-style-type: none"> <li>Ministry of Transport ("MOT")</li> <li>Malaysian Green Technology and Climate Change Corporation ("MGTC")</li> </ul>



# CORPORATE SUSTAINABILITY REPORT

## cont'd

August	Event Title and Information	Regulators and Organisations
16 August 2023	Strategic Discussion on Postal Services Act 2012 Review <ul style="list-style-type: none"> <li>Brainstorm session with industry players and discussion of the necessary changes to selected clauses in the Postal Services Act 2012</li> </ul>	Malaysian Communications and Multimedia Commission ("MCMC")
17 August 2023	Research Symposium 2023 <ul style="list-style-type: none"> <li>To address the building blocks of MCMC's efforts to create a digital society, promote awareness, as well as understand societal participation</li> </ul>	Malaysian Communications and Multimedia Commission ("MCMC")
31 August 2023	National Merdeka Day Marching Parade <ul style="list-style-type: none"> <li>Participated in the National Day Parade as an industry team along with other courier service companies</li> </ul>	Ministry of Communications ("MOC")

September	Event Title and Information	Regulators and Organisations
12 September 2023	Belanjawan 2024: Sesi Townhall Ekonomi Digital with Minister of Communications <ul style="list-style-type: none"> <li>Townhall session on the ministry's budget allocation and challenges faced</li> </ul>	Ministry of Communications ("MOC")

October	Event Title and Information	Regulators and Organisations
9 October 2023 - 12 October 2023	Capacity Development Conference 2023 <ul style="list-style-type: none"> <li>A series of tailor-made, in-house sessions by MCMC Academy and subject matter experts; focusing on topics such as the wireless technology ecosystem, regulatory requirements, industry development, as well as relevant MCMC roles and functions that support and realise Malaysia's digital economy objectives</li> </ul>	Malaysian Communications and Multimedia Commission ("MCMC")
16 October 2023	Cybersecurity for Postal & Courier Industry Workshop <ul style="list-style-type: none"> <li>To raise the awareness of cybersecurity in general and applying cybersecurity enhancement in the courier industry</li> </ul>	Postal Forum
19 October 2023	The State of E-commerce Retail: A Pulse Check For 2023 <ul style="list-style-type: none"> <li>Sharing session on the experience of e-commerce platform business owners</li> </ul>	Malaysia Digital Economy Corporation ("MDEC")

# CORPORATE SUSTAINABILITY REPORT

cont'd

November	Event Title and Information	Regulators and Organisations
1 November 2023	<p>Majlis Perjumpaan Pengarah Jabatan Siasatan Jenayah Narkotik</p> <ul style="list-style-type: none"> <li>To brief and update industry players on the cases of illegal drugs transported via courier service</li> <li>To award industry players that fully cooperated with Bukit Aman Police Department to nab those who send or receive drugs via courier service</li> </ul>	Polis Diraja Malaysia Bukit Aman (“PDRM”)
27 November 2023 - 28 November 2023	<p>Transport Safety &amp; Security for Biological Products for Courier Service Providers and Transport Operators 2023 Workshop</p> <ul style="list-style-type: none"> <li>Learning to transport biological products safely and securely via courier service</li> <li>Identify courier industry challenges in managing biological products</li> </ul>	<ul style="list-style-type: none"> <li>World Health Organization (“WHO”)</li> <li>Ministry of Health (“MOH”)</li> <li>Institute of Medical Research (“IMR”)</li> <li>National Pharmaceutical Regulatory Agency (“NPRA”)</li> </ul>
27 November 2023 - 28 November 2023	<p>Handling Difficult Consumers &amp; Having Effective Communication</p> <ul style="list-style-type: none"> <li>To assist customer service personnel in managing all kinds of communications and different types of customers</li> </ul>	Malaysian Communications and Multimedia Commission (“MCMC”)
29 November 2023	<p>Persidangan PEDi Madani 2023 with Prime Minister of Malaysia</p> <ul style="list-style-type: none"> <li>To establish network with all Pick-Up Drop Off (PUDO) centres @ Pusat Ekonomi Digital (PEDi) across all states in Malaysia</li> <li>To promote GDEX PUDO to all</li> </ul>	<ul style="list-style-type: none"> <li>Prime Minister’s Office (“PMO”)</li> <li>Malaysian Communications and Multimedia Commission (“MCMC”)</li> </ul>

# CORPORATE SUSTAINABILITY REPORT

## cont'd

December	Event Title and Information	Regulators and Organisations
7 December 2023	Handling Dangerous Goods Training <ul style="list-style-type: none"> <li>• Refresher course on the Dangerous Goods Act, procedures, and handling processes</li> </ul>	Postal Forum
12 December 2023	Strategic Discussion on ISO 23412 in Malaysia <ul style="list-style-type: none"> <li>• Planning session on raising awareness of ISO 23412:2020 Indirect, temperature-controlled refrigerated delivery services</li> </ul>	<ul style="list-style-type: none"> <li>• Malaysian Investment Development Authority (“MIDA”)</li> <li>• Ministry of Transport (“MOT”)</li> <li>• Malaysian Communications and Multimedia Commission (“MCMC”)</li> <li>• Association of Malaysian Express Carriers (“AMEC”)</li> <li>• Jabatan Standard Malaysia (“JSM”)</li> </ul>
13 December 2023	Spearhead E-Commerce Innovation, an E-Commerce Industry Roundtable <ul style="list-style-type: none"> <li>• To identify opportunities and challenges of driving impact in e-commerce innovation</li> </ul>	Malaysia Digital Economy Corporation (“MDEC”)

### Conclusion

Our business remains committed to the path of sustainability, as we explore green initiatives that are in line with the worldwide pledge to achieve net-zero carbon emissions by 2050. Moreover, we are dedicated to enhancing our business’ sustainability and performance by focusing on strong governance and social responsibility, with the aim to enhance returns for our stakeholders.

