



# Sustainability Highlights 2024

Include. Integrate. Sustain.



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# About GDEX Berhad

- Established in 1997, GDEX Berhad is a leading domestic and international express delivery services provider in Malaysia. GDEX also has increasing presence in Southeast Asia, with operations in Singapore, Indonesia (SAP Express) ,and Vietnam (NETCO).
- Through its investee companies, GDEX also offers comprehensive digital solutions, such as cloud-based point-of-sales (POS) system, e-commerce and customised web and software solutions, as well as Artificial Intelligence-enabled cybersecurity solutions



# Material Matters

ECONOMIC			SOCIAL						
1	Financial Performance			7	Customer Experience and Satisfaction				
2	Operational Excellence			8	Company Culture and Philosophy				
3	Business Continuity Plan			9	Occupational Health and Safety				
4	Digitalisation and Technology				10	Employee Well Being and Benefits			
5	Innovation				11	Talent Development and Retention			
<b>ENVIRONMENT</b>				12	Corporate Social Responsibility Program				
6	Environmental Initiatives				13	Employee Engagement			
					14	Socially Responsible Products & Services			

# Material Matters (cont'd)

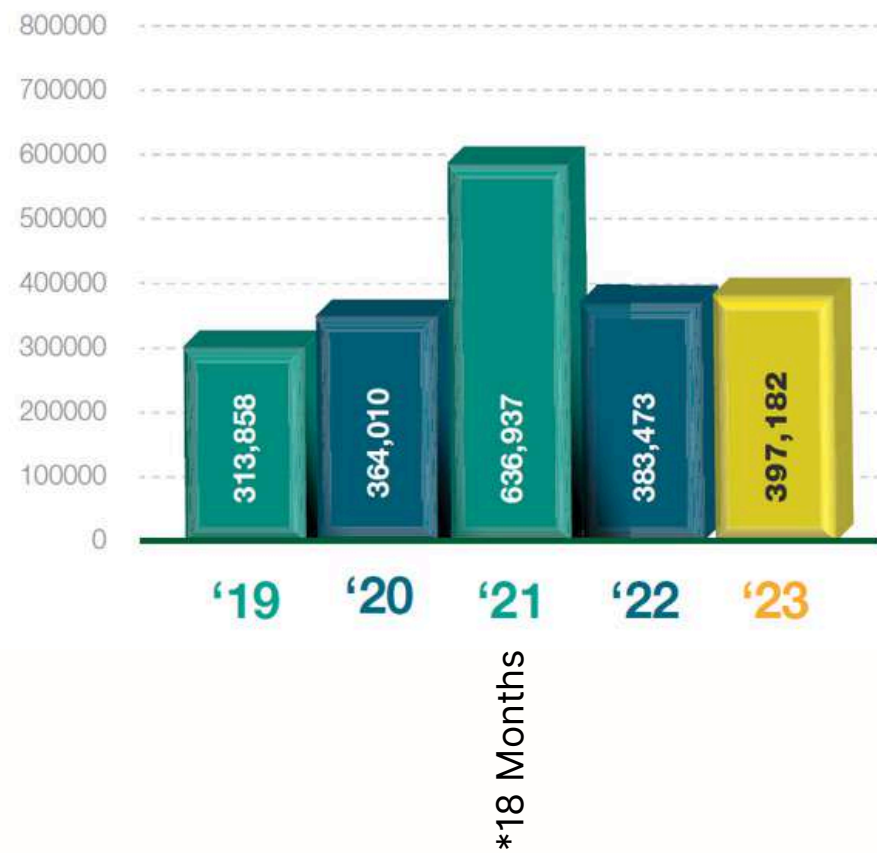
GOVERNANCE			
15	Regulatory Compliance		
16	Anti-Bribery and Corruption		
17	Data Security and Privacy		
18	Corporate Governance		
19	Risk Management		

In FY2023, GDEX remains continuously steadfast in our dedication to advancing global sustainable development in harmony with global initiatives.

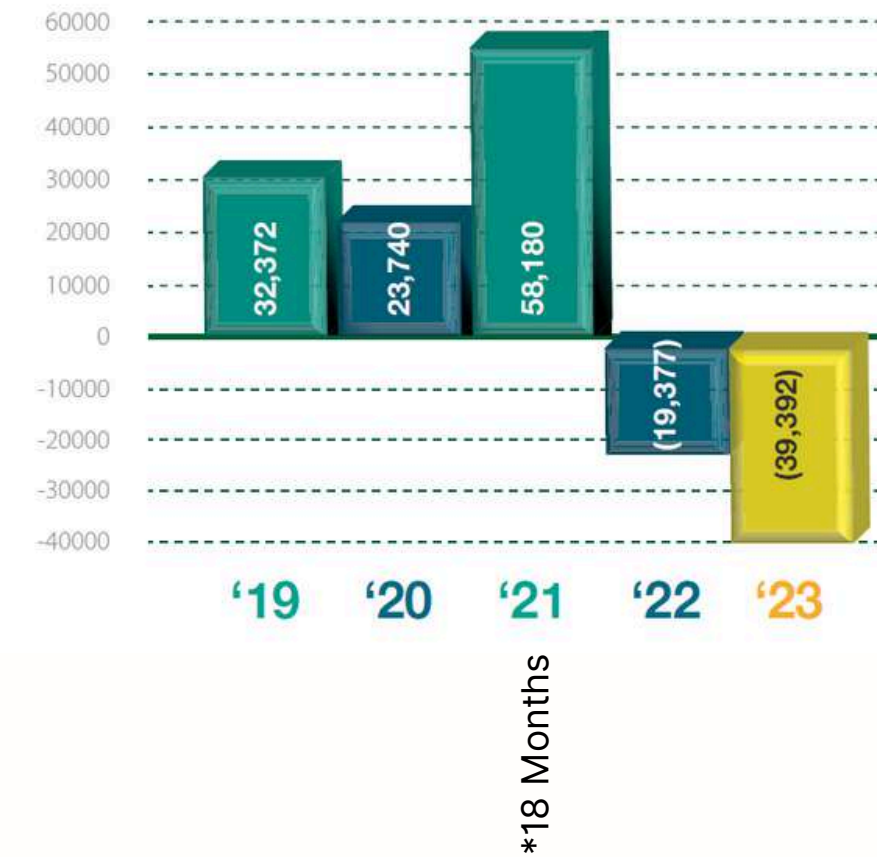
Similar to FY2022, we are embracing **12 out of the 17 United Nations Sustainable Development Goals (“SDGs”)** by integrating these goals into our operations, focusing on the four main pillars: Economic, Environment, Social and Governance.

# Economic Economic Performance

**Revenue**  
(RM'000)



**Profit/(Loss) Before Tax**  
(RM'000)



In FY2023, we recorded a total revenue of RM397.2 million.

- Advancing and investing in digitalisation and technology to meet the heightened demand for superior logistics services
- Continuously augment the scope of services, having branched out into new business segments such as:
  - Smart retail
  - Web and enterprise solutions
  - Cybersecurity solutions
  - Social commerce
  - Insurance



# Economic Operational Excellence



The inauguration of the GDEX Auto Hub in Petaling Jaya, has **tripled** our **daily sorting capacity to 350,000 shipments**.

The launch of the Auto Hub was graced by the presence of **Communications Minister Yang Berhormat Fahmi Fadzil** and **GDEX board chairman Tan Sri Muhammad Ibrahim**.

- Develop a comprehensive logistics ecosystem
- Provide a streamlined delivery experience

# Economic Digitalisation and Technology



GDEX's systems and data are well protected against cyber threats to ensure data security and privacy.

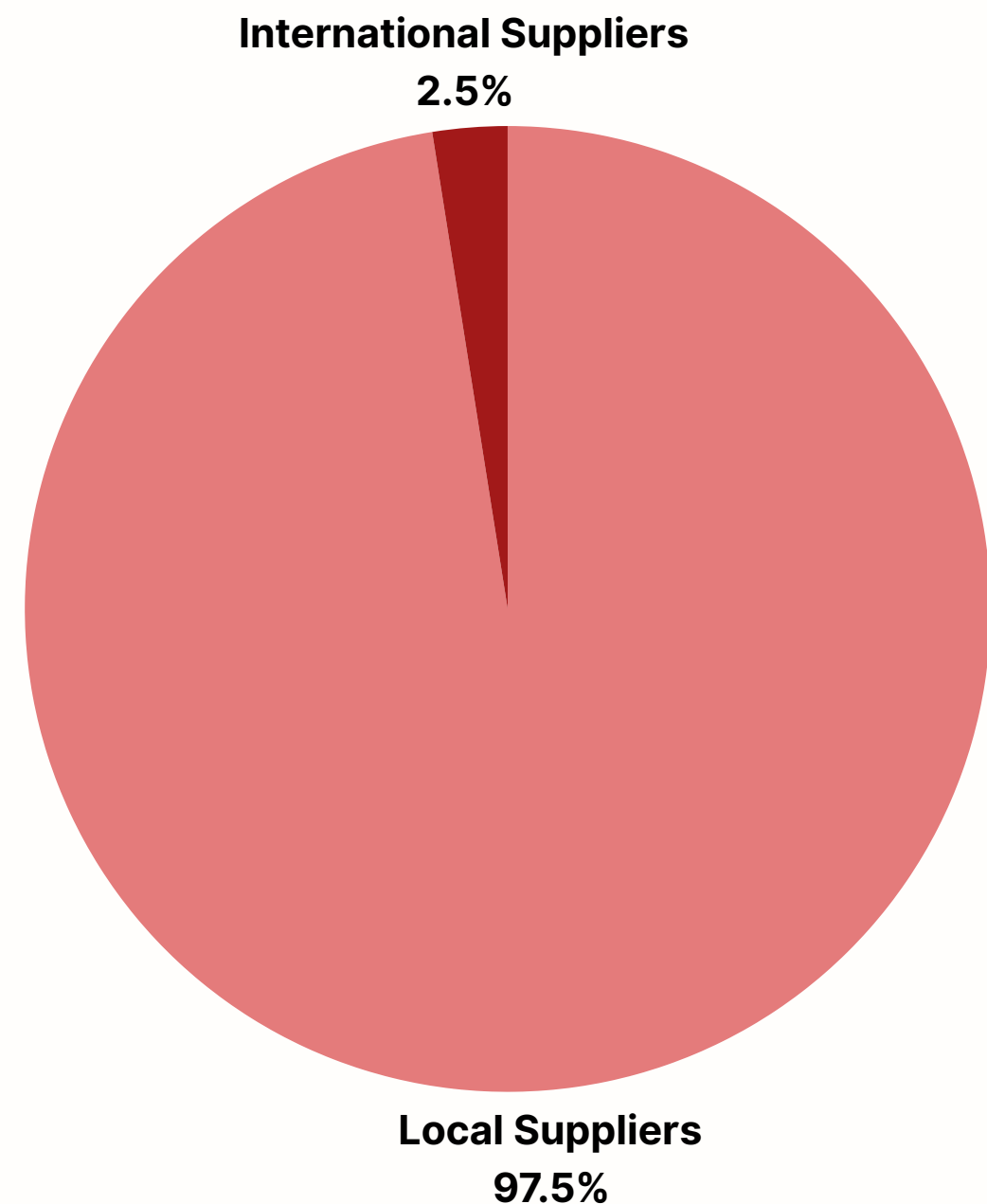
- Deployed **Artificial Intelligence and Machine Learning-powered cybersecurity solutions** across its systems and digital platforms
- Secured logistics service provider in Malaysia

Other digitalisation initiatives:

- **Savings up to RM855,000 in paper and printing costs** due to digitalisation in operations.
- In-house developed, **iFleet Management System**, which gathers, monitors, and reports various vehicle-related data
- Third party **merchants and payment providers** that are fully integrated into **e-payment portal, myGDEX, and myGDEX Prime**



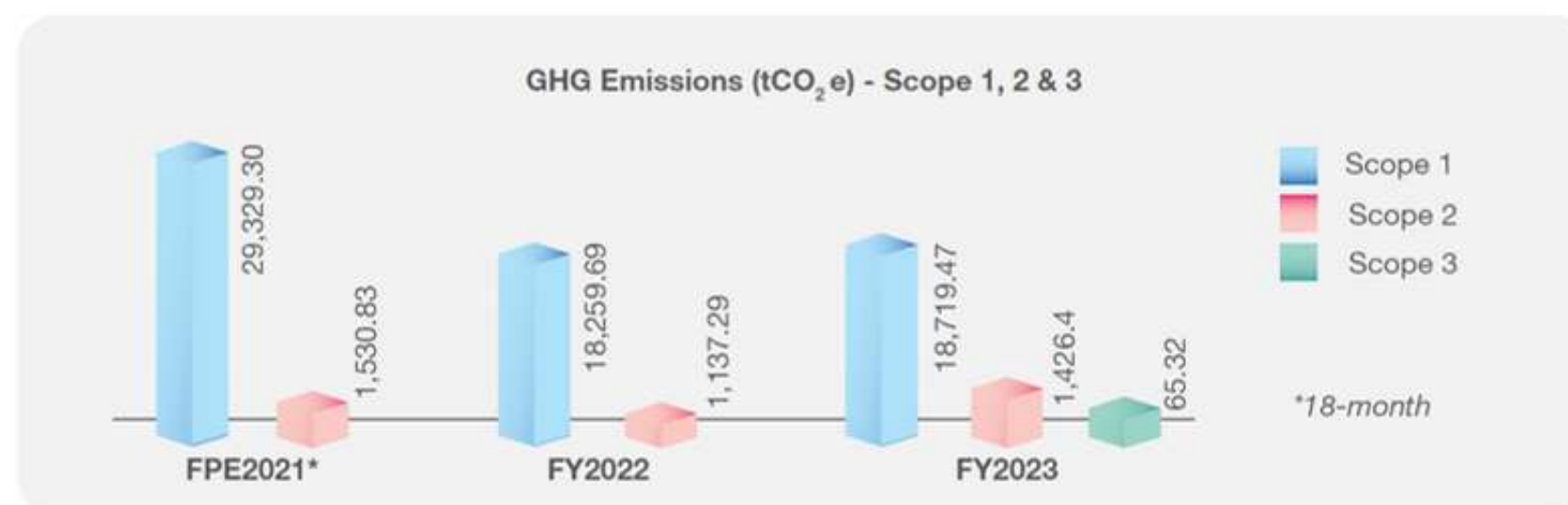
# Economic Supply Chain Management



- Rigorous procurement policies and practices for sustainability and reliability of supply chain.
- Stringent evaluation process 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
  - GDEX's Vendors' Code of Conduct
  - Anti-Bribery and Corruption Policy
- Annual assessment of suppliers and vendors.
- Regular reviews of the GDEX Procurement Policy
- 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

# Environment

## Greenhouse Gas Emissions (GHG)



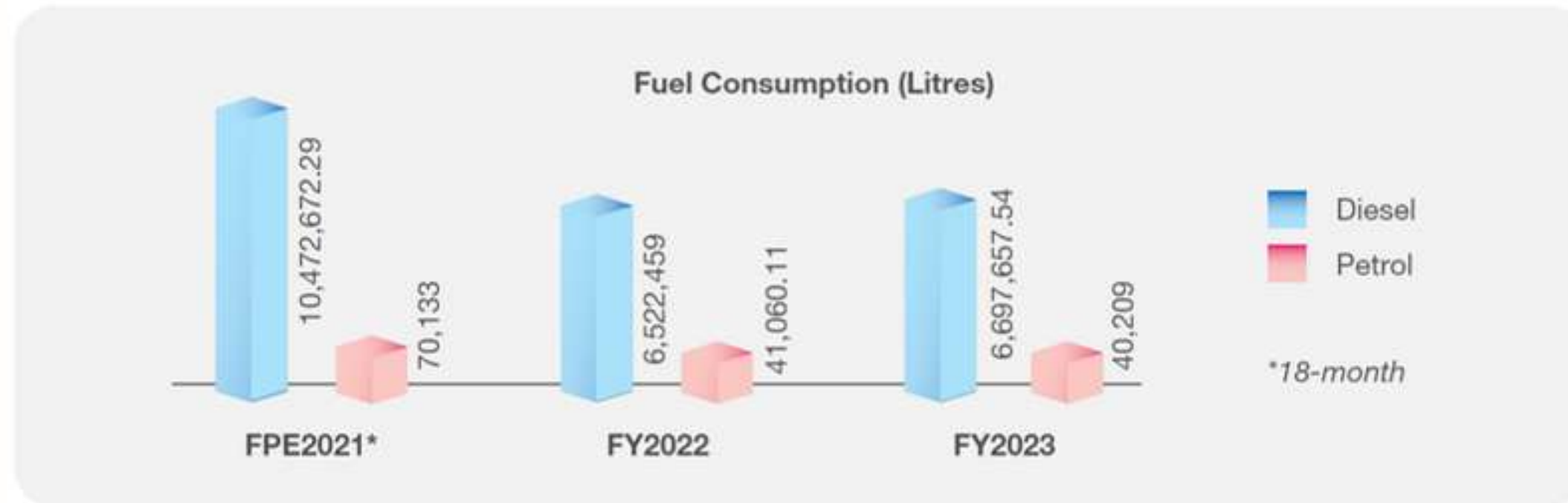
GHG Emissions (tCO <sub>2</sub> e)			
	FPE2021*	FY2022	FY2023
Scope 1 (Company vehicles)	29,329.3	18,259.69	18,719.47
Scope 2 (Energy consumption)	1,530.83	1,137.29	1,426.4
Scope 3 Category 6: (Business Travel)	N/A	N/A	56.54
Scope 3 Category 7: (Employee Commuting)	N/A	N/A	8.78
<b>Total</b>	<b>30,860.13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

\*18-month

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**.

# Environment

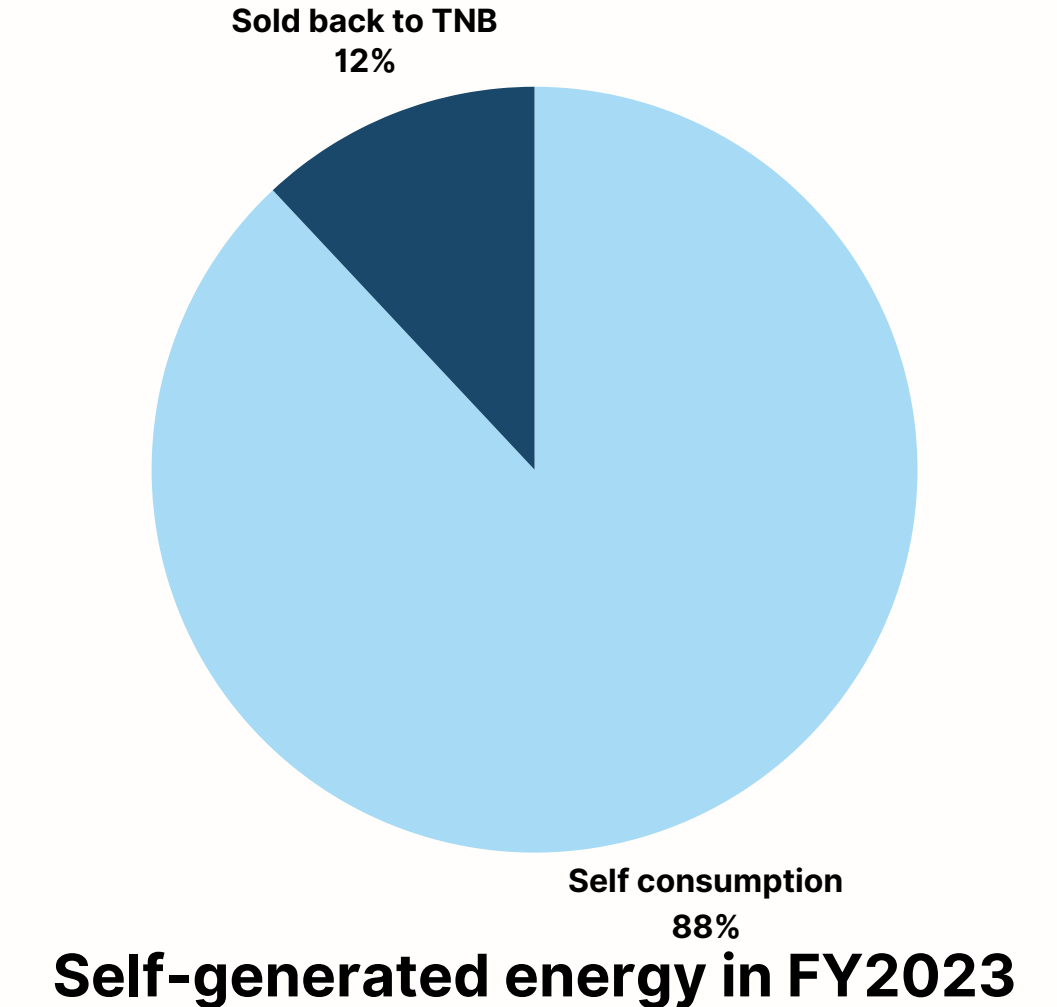
## Fuel Consumption



- Trained team of skilled employees to conduct **regular maintenance** on all company-owned vehicles to **conserve fuel consumption and minimise fuel wastage**, which enhance energy efficiency
- Replacing one-tonne and three-tonne trucks with lighter, more **fuel-efficient models** to reduce greenhouse gas emissions
- Continue to explore additional green alternatives such as **electric trucks** to further reduce fuel consumption and GHG emissions.

# Environment

## Electricity Consumption

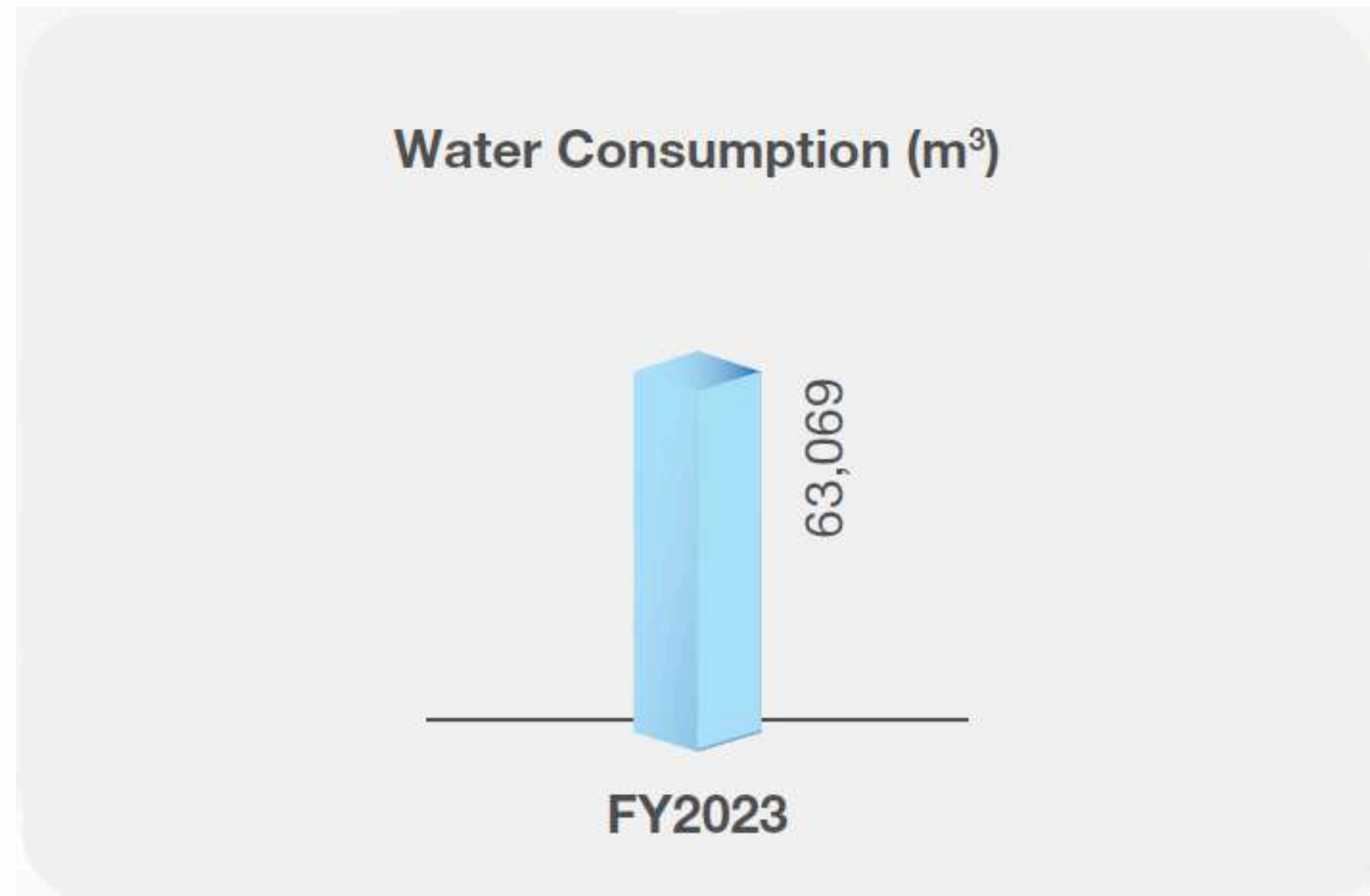


- The installation of solar panels at our Petaling Jaya headquarters in FY2022, resulted in self-generated electricity of **144,374 kWh** for FY2023, an increase of 43,810 kWh (30.34%)
- Of this, **127,081 kWh was utilised for self-consumption**, while the remaining **17,293 kWh was sold back to Tenaga 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.
- A 2nd solar panel project was completed to reduce reliance on electricity from TNB for auto hub.



# Environment

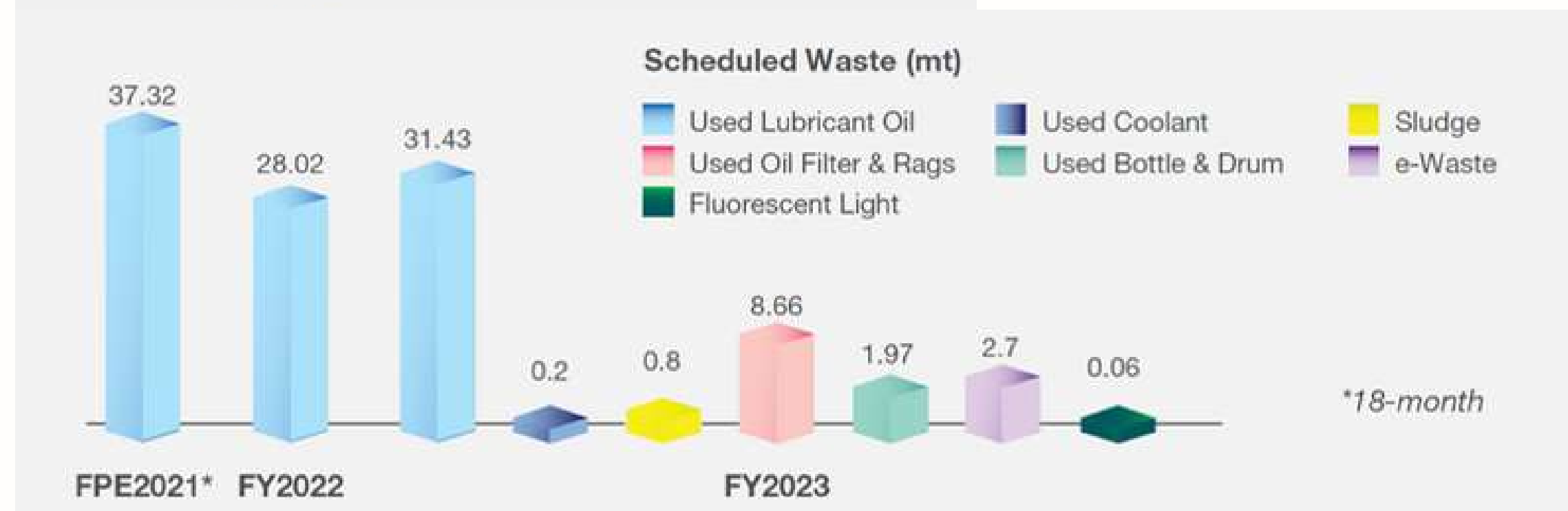
## Water Consumption



- Bulk of the water consumed within our operations is utilised for **domestic purposes**.
- Ongoing efforts to involve and educate our employees on the importance of water conservation.
- Fosters a culture of responsibility and efficiency regarding natural resources among our workforce.
- Started rainwater harvesting project to supply water for car wash at fleet workshop.

# Environment

## Waste and Effluents

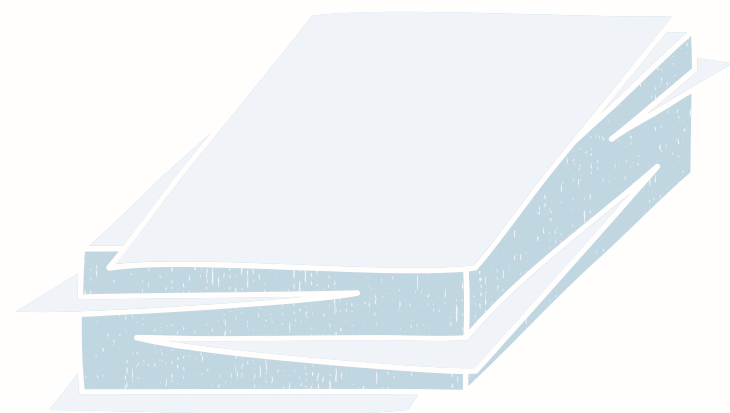


- Safe disposal of waste in compliance with Environmental Quality (Scheduled Waste) Regulation 2005 and **ISO 14001:2015 - Environmental Management Systems**
- No environmental-related incidents, fines, or penalties in 2023
- Total general waste of approximately **1,328 metric tonnes** in FY2023

- Dedicated waste disposal shed designed specifically for the safe storage and disposal of petroleum and lubricant wastes, with a scheduled waste disposal programme

# Environment

## Reduce, Reuse, Recycle (3R)



**34,319.3 kg**  
paper recycled in FY2023



**126,460 kg**  
carton boxes recycled in FY2023

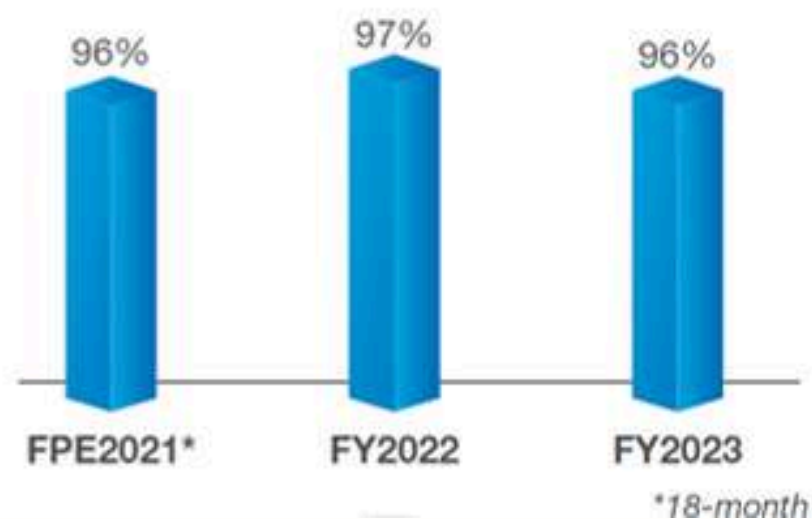
- With our constant sustainability efforts, we managed to recycle 34,319.3kg of paper in 2023, which is an increase of 18.4% compared to the amount in 2022.
- GDEX also managed to recycle a total of 126,460kg of carton boxes in 2023, an increase of 5,640KG compared to 2022.
- This achievement stems from our monthly initiative to collect outdated documents and carton boxes that are sent for recycling.

# Social

## Customer Satisfaction

### Delivery Experience

Of customers are satisfied with overall performance of delivery services



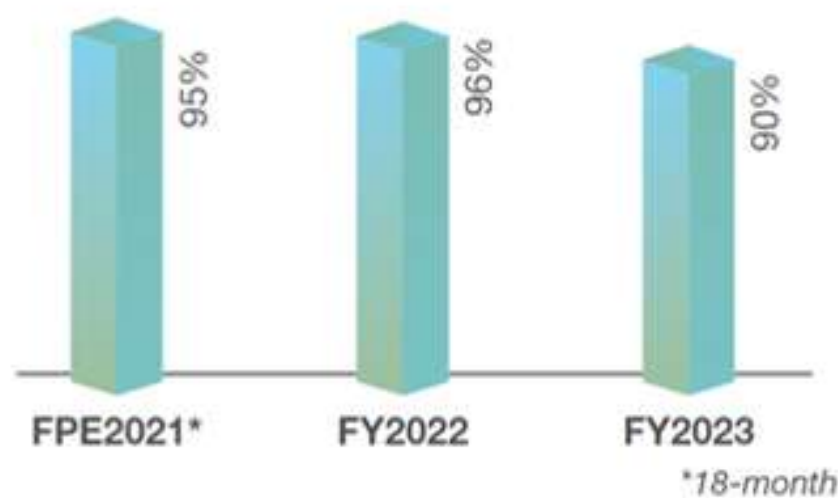
### Online Experience

Of customers are satisfied with overall performance of digital platforms



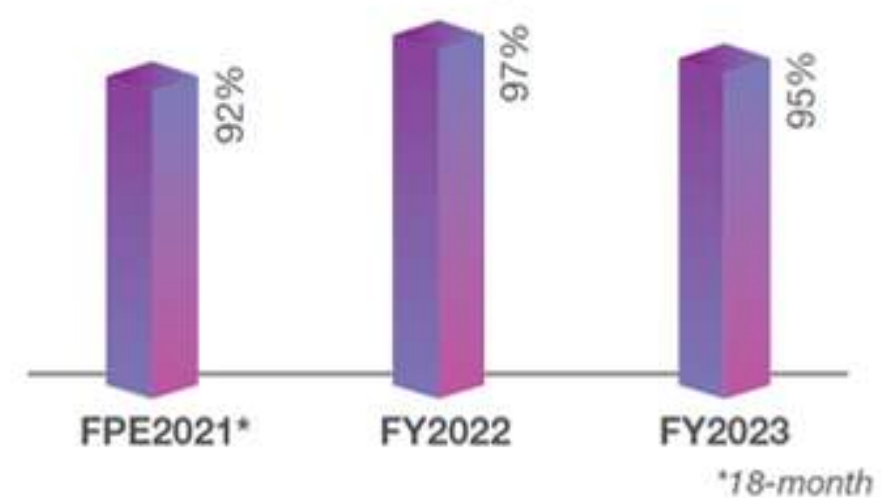
### Customer Service

Of customers are satisfied with overall performance of service quality



### Overall Evaluation

Of customers are satisfied across all aspects





# Social Company Culture and Philosophy



- We are a resilient organisation working towards attaining cultural excellence that will bring GDEX to greater heights
- Revamped in 2020, the GDEX Philosophy is the foundation of our culture and operations.
- The corporate qualities are defined as Cost Effective (People, Process), Reliability (Platform, Product), and Speed, or better known as 4P 1S

# Social Company Culture and Philosophy

GDEX Berhad also established a new mission and vision for the Group, known as Purpose and Compass.

- **Our Purpose: Delivering sustainable growth towards a better world**
  - By harnessing the GDEX Ecosystem, we are driven to deliver innovative solutions to empower businesses while striving to be resilient, forward-thinking, and people-centric, creating positive impacts in all we do.
- **Our Compass: Harmonising people and technology to mobilise businesses, everywhere**
  - We leverage the synergy between human expertise and top-tier technology to enhance business adaptability, agility, and marketability worldwide, fostering connections and seamless collaborations within our ecosystem.



# Social

## Occupational Health and Safety

- Ensuring the safety and well-being of all GDEX employees is our foremost concern.
- To ensure adherence to all policies, the Group’s Safety and Health committee oversees the full compliance and maintain a secure work environment.
- In 2023, 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.
- Obtained MYKURIER Star Rating Program Award — 4 stars (out of 5 stars)

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



# Social

## Employee Well-Being and Benefits

- At GDEX, we hold our employees in the highest regard, recognising them as our most valuable asset
- We believe in recognising the significant contributions of our employees to which we offer a range of incentives and benefits aimed at valuing their dedication.
- 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.

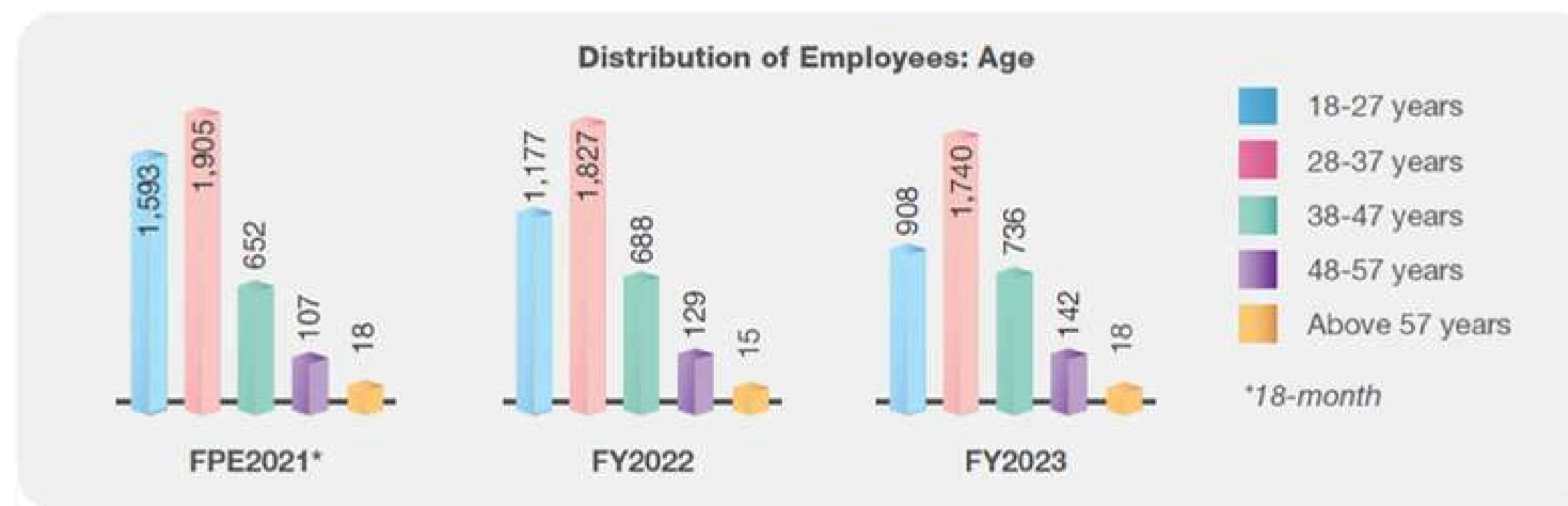
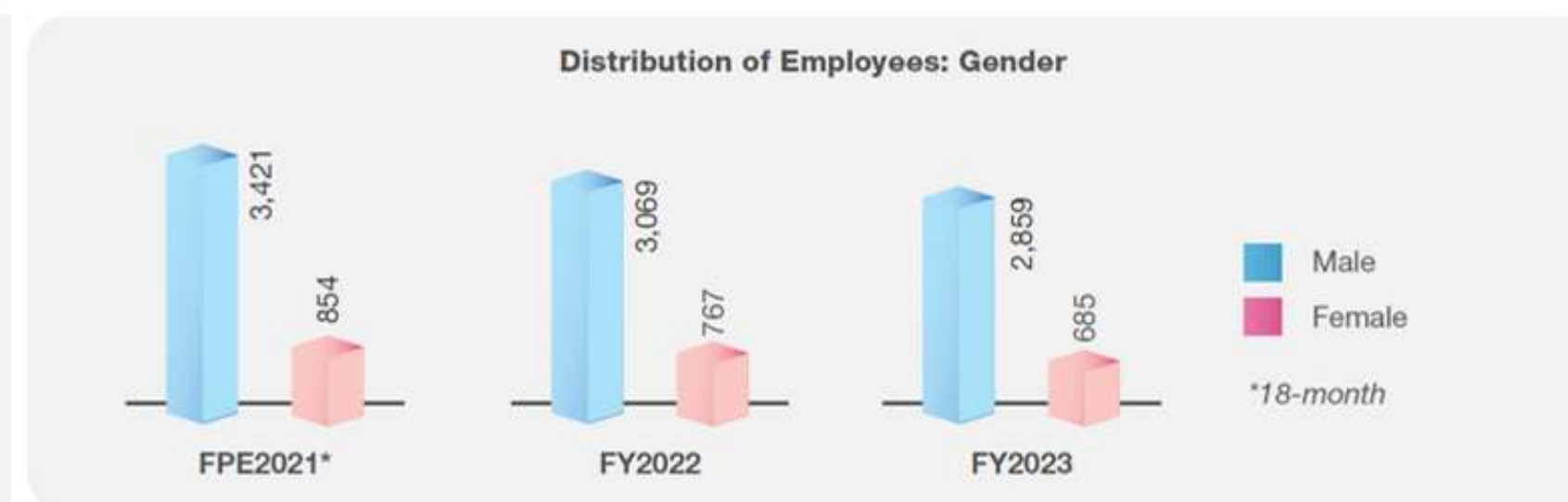




# Social Employee Diversity



# Social Employee Diversity (cont'd)



# Social 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.
- 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 regularly conduct trainings and workshops as a commitment to good governance.
- A total of 66 employees graduated with Diploma in Courier Management and Certificate in Warehouse & Distribution Service Operations. The Skills Development Program was designed by GDEX in collaboration with Department of Skills Development Malaysia (JPK) to enhance the technical and professional competencies of GDEX employees.





# Social Corporate Social Responsibility Programme



Date	Programme	SDGs
13 <sup>th</sup> April 2023	Program Iftar Bersama Anak-Anak Pusat Jagaan Telaga Kasih Nur Muhammad in conjunction with Ramadhan	1 NO POVERTY, 2 ZERO HUNGER, 10 DECENT WORK AND ECONOMIC GROWTH
12 <sup>th</sup> June 2023	GDEX Technovate Lab Launch at Universiti Tunku Abdul Rahman ("UTAR") Kampar Campus	4 QUALITY EDUCATION, 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
1 <sup>st</sup> August 2023	GDEX Here for You programme for Persatuan Insan Istimewa Cheras	4 QUALITY EDUCATION, 2 ZERO HUNGER, 10 DECENT WORK AND ECONOMIC GROWTH
31 <sup>st</sup> August 2023	National Day Parade	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
14 <sup>th</sup> September 2023	GDEX No Bully, No Drugs	3 GOOD HEALTH AND WELL-BEING, 4 QUALITY EDUCATION, 10 DECENT WORK AND ECONOMIC GROWTH, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
19 <sup>th</sup> September 2023	Cybersecurity solutions sponsorship for UTAR	4 QUALITY EDUCATION, 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
14 <sup>th</sup> October 2023	Kechara Soup Kitchen Society	1 NO POVERTY, 2 ZERO HUNGER, 3 GOOD HEALTH AND WELL-BEING, 10 DECENT WORK AND ECONOMIC GROWTH
16 <sup>th</sup> October 2023	Serdang Kickers Football Club under 12 team	3 GOOD HEALTH AND WELL-BEING, 10 DECENT WORK AND ECONOMIC GROWTH, 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
23 <sup>th</sup> October 2023	GDEX Beach Cleaning	6 CLEAN WATER AND SANITATION, 11 SUSTAINABLE CONSUMPTION AND PRODUCTION, 12 RESPONSIBLE CONSUMER PROTECTION, 13 CLIMATE ACTION, 14 LIFE BELOW WATER, 15 LIFE ON LAND





# Governance

## Regulatory Compliance

- We actively engage with ministries, regulators, government agencies, and organisations. Below are the regulatory bodies and various authorities that the Group has engaged with.



Polis Diraja Malaysia



KEMENTERIAN PENGANGKUTAN  
Ministry of Transport



Malaysian Digital Economy  
Corporation



Malaysian Investment Development  
Authority



Ministry of Health



Prime Minister's Office



Institute For Medical Research  
Malaysia



Ministry of International  
Trade and Industry



Malaysian External  
Trade Development  
Corporation



Malaysian Productivity  
Corporation



Associations of Malaysian  
Express Carriers



Ministry of  
Communications and  
Multimedia



Malaysian Institute of Road  
Safety Research



The Wildlife Trade  
Monitoring Network



Malaysian Communication and  
Multimedia Commission



World Health  
Organisation



Ministry of Natural Resources  
and Environmental Sustainability



Bureau of International  
Narcotics & Law Enforcement



Malaysian Green Technology  
and Climate Change Corporation

# Governance

## Anti-Bribery and Corruption

GDEX implemented the Anti-Bribery and Corruption Policy Statement and No Gift Policy to comply the Main Market Listing Requirement of Bursa Malaysia Securities Berhad.

GDEX complies with the ISO 37001:2016 Anti-Bribery Management System as part to our commitment in fostering a culture grounded with ethics, integrity, and reliability.

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.

# Governance

## Data Security and Privacy

A stylized laptop with a blue screen. The text on the screen is white and bold.

**GDEX has deployed advanced AI and Machine Learning - powered cybersecurity solutions in safeguarding the data of our employees, customers and vendors.**

A stylized laptop with a yellow screen. The text on the screen is black and bold.

**GDEX performs regular reviews of cybersecurity management and mitigation strategies to ensure strict compliance with relevant regulations.**



# Governance

## Corporate Governance

- At GDEX, we prioritise robust corporate governance, recognising its pivotal role in driving the successful attainment of our sustainability objectives.
- We remain steadfast in adhering to the highest standards and best practices set forth by
  - Malaysian Code on Corporate Governance (“MCCG”)
  - Minority Shareholders Watch Group (“MSWG”)
  - Corporate Governance Scorecard
  - Bursa Malaysia Corporate Governance Guide.
- Additionally, our ESG Ratings are done by the following bodies:
  - S&P Global - Corporate Sustainability Assessment
  - FTSE Russell ESG Ratings Methodology
    - Latest ESG Rating by FTSE Russell : ★ ★ ★



# Governance

## Risk Management - ISO Certifications

### Good Distribution Practice For Medical Devices (GDPMD)



### Quality Management Systems



CERTIFIED TO ISO 9001:2015  
CERT. NO : QMS 04017

### Environmental Management Systems



CERTIFIED TO ISO 14001:2015  
CERT. NO : EMS 01022

### Anti-Bribery Management System



CERTIFIED TO ISO 37001:2016  
CERT. NO : ABMS 00207



CERTIFIED TO ISO 9001:2015  
CERT. NO : QMS 04017



CERTIFIED TO ISO 14001:2015  
CERT. NO : EMS 01022



# THANK YOU

For more information or enquiries, email us at: [sustainability@gdexpress.com](mailto:sustainability@gdexpress.com)

