

CORPORATE SUSTAINABILITY REPORT 2024





CORPORATE SUSTAINABILITY REPORT

cont'd

SCOPE OF REPORTING

This report covers the financial year from 1 January 2024 to 31 December 2024 (FY2024), which highlights all products and services provided by GDEX Berhad. This report showcases our progress in fulfilling our commitments made on our sustainability journey as a group, guided by the 14 Material Matters we have identified. These material matters were determined and validated through comprehensive engagement with our stakeholders.



REPORTING FRAMEWORK

The GDEX Berhad Corporate Sustainability Report for FY2024 has been prepared in reference to the following reporting guidelines and frameworks:

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



FEEDBACK

We value and welcome feedback from our esteemed stakeholders. For any additional clarification, please feel free to reach out to us.

GDEX Sustainability
Email: sustainability@gdexpress.com



STATEMENT OF ASSURANCE

Assurance undertaken

In strengthening the credibility of the Sustainability Report, this Sustainability Report has been subjected to an internal review by the company's internal auditors as well as the Combined Nomination and Remuneration Committee ("CNRC"). The Report has also been approved by the Board of Directors.



Subject matter

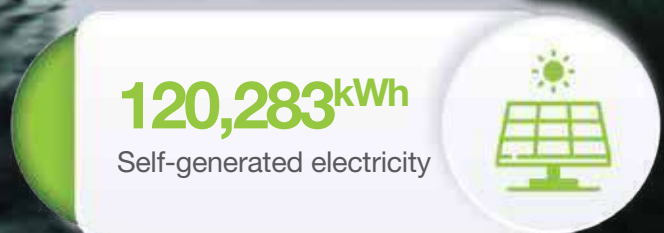
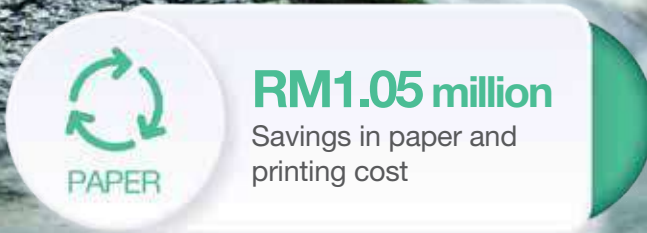
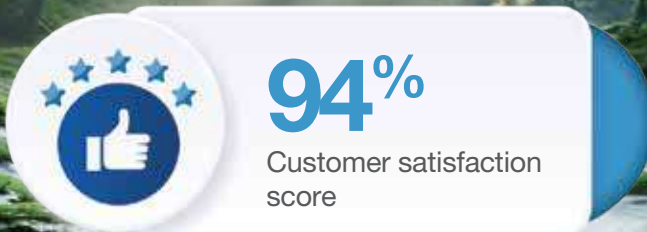
All contents of this sustainability report.

Scope

The boundary of the internal review includes the core businesses of the Group.

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GDEX[®] 2024 Sustainability Highlights



CORPORATE SUSTAINABILITY REPORT

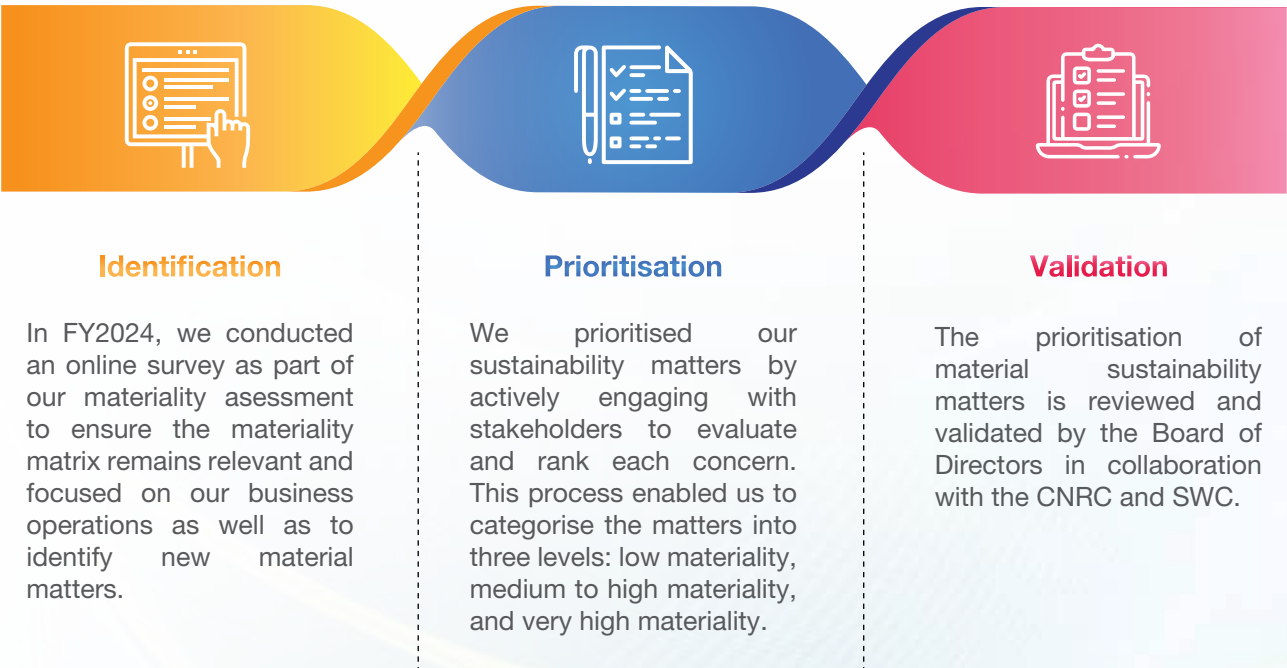
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GDEX'S APPROACH TO SUSTAINABILITY

In FY2024, GDEX Berhad (“GDEX”) continues to integrate sustainability at the core of its operations, aligning with the Group’s commitment to creating long-term value for stakeholders while minimising environmental impact. Through our stakeholder engagement, we identified 14 material matters that encompass environmental stewardship, social responsibility, and robust governance practices. With this, GDEX aims to drive meaningful and impactful progress in achieving our sustainability goals by leveraging innovative solutions, enhancing operational efficiency, and fostering strong partnerships.

Material Sustainability Matters

We continue to actively engage with our stakeholders to identify the most relevant material matters for the Group. A comprehensive materiality assessment and stakeholder engagement process were conducted via an online survey. This engagement process adheres to the Bursa Malaysia’s Sustainability Reporting Guide (3rd Edition), outlined in three key stages: Identification, Prioritisation, and Validation. This includes the stakeholder perspectives that align with GDEX’s strategic objectives, and the identified material matters that were thoroughly reviewed and validated by the Combined Nomination and Remuneration Committee (“CNRC”) and the Sustainability Working Committee (“SWC”).



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GDEX Materiality Matrix



Significance of Company's Economic, Environmental and Social Impacts



Economic



Environment



Social



Governance

CORPORATE SUSTAINABILITY REPORT

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No	Material Sustainability Matters	Relevant Stakeholders	SDGs
ECONOMIC			
1	Financial Performance	Employees Shareholders	
2	Operational Excellence	Employees	 
3	Digitalisation and Artificial Intelligence (AI)	Employees Customers	  
4	Research & Development (R&D) and Innovation	Employees Customers	   
ENVIRONMENT			
5	Pollution Management	Regulators Community Employees	 
6	Sustainable Resource Management	Employees	    

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No	Material Sustainability Matters	Relevant Stakeholders	SDGs
SOCIAL			
7	Customer Experience	Customers	 
8	Company Culture and Philosophy	Employees	  
9	Occupational Health and Safety	Employees Vendors	 
10	Employee Well Being and Engagement	Employees	  
11	Talent Development and Retention	Employees	  
12	Community Engagement	Community	   
GOVERNANCE			
13	Anti-Bribery and Corruption	Employees Suppliers Vendors Business Partners	 
14	Data Security and Privacy	Employees Customers	 

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Stakeholder Engagement














As part of our commitment, we actively engage with our stakeholders through various communication channels to gain a deeper understanding of their key concerns and to explore potential feasible solutions. By integrating stakeholder feedback in our materiality assessment process, this enables us to enhance our disclosure and sustainability reporting strategies. Our commitment extends to fostering strong and transparent relationships with all key stakeholders, including employees, customers, suppliers, vendors, and business partners, as well as government agencies, regulators, local communities, and shareholders. We aim to build trust, drive continuous improvement, and create long-term value for all parties involved through effective open dialogue session.

We continue to foster robust communication across the GDEX community to strengthen our commitment to good governance and effective implementation of our sustainability initiatives. We continue to ensure transparency, collaboration, and alignment with stakeholder expectations in our sustainable journey. The following provides an overview of our engagement focus, objectives, and approaches for both internal and external stakeholders.

				<div><div>A</div><div>Annually</div></div>	<div><div>Q</div><div>Quarterly</div></div>	<div><div>M</div><div>Monthly</div></div>	<div><div>D</div><div>Daily</div></div>	<div><div>N</div><div>As needed</div></div>
Stakeholder	Engagement focus/ objectives	Engagement approach		Frequency				
<div>Employees</div> <div></div>	<ul style="list-style-type: none">Employee welfareSafety, health, and securityEqual opportunityCareer development	<ul style="list-style-type: none">Training programmesEducational programmesAwareness campaign		<div><div>M</div><div>N</div></div>				
		<ul style="list-style-type: none">Safety inspections		<div><div>M</div></div>				
		<ul style="list-style-type: none">SurveyTeambuildingTownhallWorkshopsEmployees' RetreatFamily DayGDEX DayGDEX WhatsApp Community		<div><div>N</div></div>				
<div>Customers</div> <div></div>	<ul style="list-style-type: none">Service satisfactionInnovative offeringsSecurity protection	<ul style="list-style-type: none">Customer surveyGDEX Website and social media platformsCall CentreCustomer Care Centre (CCC)Customer visitsPoint of Presence (POP) outletsCampaigns and promotionsEvent sponsorships		<div><div>D</div><div>N</div></div>				

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Stakeholder	Engagement focus/objectives	Engagement approach	Frequency
Suppliers, Vendors & Business Partners 	<ul style="list-style-type: none"> Competitive pricing Reliability 	<ul style="list-style-type: none"> Supplier quotation Supplier evaluation Integrators collaboration External audit exercise Drafting and vetting of legal documents Financial matters Supplier Conference 	 
Government Agencies & Industry Regulators 	<ul style="list-style-type: none"> Corporate governance Regulatory compliance Licensing Certifications 	<ul style="list-style-type: none"> Audits Site visits Visitations Seminars and training Workshops 	 
Local Communities 	<ul style="list-style-type: none"> Community support and development Employment opportunities 	<ul style="list-style-type: none"> Community events Charity Internship programme 	 
Shareholders 	<ul style="list-style-type: none"> Corporate governance Financial performance Growth plans Shareholders' returns 	<ul style="list-style-type: none"> Annual report Annual General Meeting Analyst briefing and roadshows Investor relations website Press release Media interviews Announcements to Bursa Malaysia 	   

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Strength in Certification

We continue our commitment to maintaining exemplary standards and delivering reliable, high-quality services to our customers, as we advance on our sustainability journey. GDEX upholds our commitment to various certifications such as:

1. ISO 14001:2015 for Environmental Management System ("EMS")
2. ISO 9001:2015 for Quality Management System ("QMS")
3. ISO 37001:2016 for Anti-Bribery Management System ("ABMS")
4. Good Distribution Practice for Medical Devices ("GDPMD")



ECONOMIC PERFORMANCE

We continuously integrate sustainability into our core business operations and long-term economic planning that fully aligns with GDEX's strategic vision. Our commitment to innovation and service excellence drives us to continuously enhance our logistics solutions, ensuring seamless, efficient, and reliable supply chain services — including express delivery and warehouse fulfilment for businesses across diverse industries.

As a key enabler of commerce and connectivity, we take pride in bridging communities and empowering businesses by facilitating the movement of goods that support aspirations, livelihoods, and economic growth. Sustainability remains at the heart of our operations, as we proactively implement environmentally responsible practices to reduce our carbon footprint, optimise resource efficiency, and ensure full compliance with regulatory and environmental standards. Beyond business growth, we recognise our corporate responsibility in generating lasting value for all stakeholders. We strive to create a resilient and sustainable ecosystem that benefits our customers, partners, employees, and the communities we serve, by upholding strong governance practices, ethical business conduct, and stakeholder engagement. Our commitment to sustainability also extends to fostering job creation, developing skills and talent, as well as providing inclusive economic opportunities, which reinforce our role as a responsible corporate identity in Malaysia's evolving logistics landscape.

At GDEX, we remain committed to advancing and investing in digitalisation and cutting-edge technology to meet the growing demand for superior logistics solutions. Recognising the transformative power of innovation, we continue to enhance our capabilities to deliver faster, more efficient, and sustainable services. As a result, in FY2024, we recorded a total revenue of RM419.2 million. Since 2023, we have proudly introduced the GDEX Auto Hub, a state-of-the-art sorting facility representing a significant investment of RM25 million. This hub integrates environmental-friendly technology, reinforcing our dedication to sustainability while optimising operational efficiency. Beyond logistics, we are continuously expanding our service portfolio to cater to evolving market needs. Our strategic diversification into IT solutions and services has led us into new business segments, including smart retail, web and enterprise solutions, as well as cybersecurity solutions. In November 2024, GDEX entered into a strategic partnership with global commerce technology provider, Shopify, to help Malaysian retail businesses enhance their online commerce experience and expand market reach. These ventures position GDEX as an integrated solutions provider, enabling businesses to navigate the digital economy with confidence and agility.

CORPORATE SUSTAINABILITY REPORT

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As we drive forward, our unwavering focus on technological advancement, service excellence, and sustainability will continue to define our journey, ensuring we create lasting value for our customers and stakeholders.

Operational Excellence

At GDEX Malaysia, we are committed to maintaining exceptional service standards, with a strong emphasis on timely, reliable deliveries. Our pursuit of operational excellence is unwavering, driven by a culture of continuous evaluation and improvement. Through rigorous assessments of our operational processes that are aligned with our Quality Policy, we ensure that our logistics operations remain efficient, precise, and customer-centric. A testament to this commitment is the GDEX Auto Hub in Petaling Jaya, a cutting-edge facility that enables us to sort up to 350,000 shipments a day. By integrating automation and digitalisation, the Auto Hub significantly enhances our operational efficiency, ensuring that we continue to provide fast, seamless, and high-quality delivery services. As a key milestone in our GDEX 2.0 transformation roadmap, this facility plays a crucial role in developing a comprehensive, tech-driven logistics ecosystem. Through automation, AI-driven logistics solutions, and data analytics, we are redefining last-mile delivery efficiency while maintaining sustainability and operational excellence.

To reinforce our service reliability and resilience, we conduct regular reviews of our Business Continuity Plan. This ensures a robust, future-ready framework that enhances our ability to adapt to disruptions, sustain peak performance, and uphold the trust of our customers and stakeholders. As we advance, GDEX remains steadfast in leveraging innovation, optimising processes, and expanding our logistics capabilities in delivering not just shipments, but confidence and value to businesses and communities across the nation.

Digitalisation and Technology

GDEX continues to enhance our operational efficiency through strategic digitalisation initiatives, including myGDEX and myGDEX Prime, which streamline booking, tracking, and payment processes for a seamless customer experience. Since the launch of the GDEX Auto Hub in Petaling Jaya, which is equipped with cutting-edge automation and sorting technology, this facility has significantly boosted our parcel-handling capacity, optimising logistics workflows and ensuring faster, more reliable deliveries.

With the increasing digital shift, cybersecurity and data protection remain a top priority. GDEX has deployed AI and Machine Learning-powered cybersecurity solutions across our digital platforms, enabling real-time threat detection, prevention, and mitigation. These advanced measures reinforce our position as one of Malaysia's most secure logistics service providers, ensuring customer data remains protected against evolving cyber risks.

Digitalisation has also contributed to our sustainability efforts through the reduction of paper consumption and operational costs. Our implementation of digital platforms, myGDEX and myGDEX Prime, have reduced paper usage and carbonised printing costs by RM1.05 million in FY2024. This reflects our commitment to environmental responsibility and operational efficiency. Moving forward, we will continue expanding paperless solutions and eco-friendly digital innovations to further reduce our environmental footprint.

CORPORATE SUSTAINABILITY REPORT

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As part of our commitment to operational excellence, GDEX continues to digitise and optimise fleet management with our in-house developed iFleet Management System. This user-friendly application replaces traditional manual data recording methods, enabling seamless data collection, monitoring, and reporting level of insight that would be impossible to achieve manually. The system enhances fleet efficiency by tracking key vehicle-related data, including:

- Real-time speed, location, and idling time via GPS tracking
- Comprehensive vehicle cost tracking, covering fuel, maintenance, road tax, and other expenditures
- Vehicle documentation management, including insurance, inspection records, accident claims, and summons
- Utilisation logs, such as trip records, refueling data, and inspection logs

By leveraging real-time analytics and automation, GDEX optimises fleet performance, reduces operational costs, and ensures compliance with regulatory requirements, reinforcing our commitment to efficiency and sustainability.



In line with the growing cashless economy, GDEX has established strong partnerships with leading third-party payment providers, including Touch 'n Go, Boost, GrabPay, and ShopeePay. These collaborations are fully integrated into our e-payment platforms, myGDEX and myGDEX Prime, offering customers a seamless, secure, and convenient digital payment experience.

By embracing digital payment solutions, GDEX continues to streamline transactions, enhance customer convenience, and drive financial efficiency, ensuring that our services remain future-ready and customer-centric.

At GDEX, we remain steadfast in our mission to elevate logistics excellence through continuous digital advancements, robust cybersecurity measures, and eco-conscious business strategies. Our journey towards next-generation logistics is well underway, setting new industry benchmarks for efficiency, security, and sustainability.

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Supply Chain Management

At GDEX, we are committed to ensuring a sustainable, reliable, and ethical supply chain through the implementation of rigorous procurement policies and practices. This commitment enables us to maintain high service quality, ensure timely deliveries, optimise cost-efficiency, and uphold ethical business standards. To achieve this, we follow a comprehensive and transparent evaluation process when selecting and engaging with suppliers, vendors, agents, contractors, and business partners. This process is designed to guarantee that all third-party entities align with GDEX's quality, integrity, and sustainability principles.

All appointed suppliers and business partners must:

- Fully comply with ISO certification quality standards
- Adhere to GDEX's Vendors' Code of Conduct
- Comply with GDEX's Anti-Bribery and Corruption Policy

To maintain these high standards, we conduct annual assessments of our suppliers and vendors, ensuring they continue to meet our stringent compliance and performance benchmarks. Additionally, we regularly review and refine the GDEX Procurement Policy to adapt to evolving industry standards, regulatory requirements, and best practices. We also conduct engagements with our vendors and suppliers, through the GDEX Suppliers Conference.

By embedding transparency, accountability, and sustainability into our procurement framework, GDEX reinforces its position as a trusted logistics provider while fostering long-term, responsible partnerships within our supply chain network.



ENVIRONMENT

In FY2024, GDEX continued to enhance its operational strategies to support its long-term commitment to address climate change, find possible mitigation steps, and work towards net-zero carbon emission by 2050. As part of our ongoing sustainability initiatives, we remain focused on reducing our carbon footprint by aligning our sustainability initiatives with the principles of the Paris Climate Agreement 2015 and the United Nations' Sustainable Development Goals (SDGs).

GDEX successfully launched its fourth environmental initiative with the installation of the second phase of solar photovoltaic system at the GDEX Auto Hub sorting facility in Petaling Jaya. This initiative continues to mark a significant step in our journey towards renewable energy adoption, reinforcing our commitment to minimising environmental impact, while improving energy efficiency across our operations.

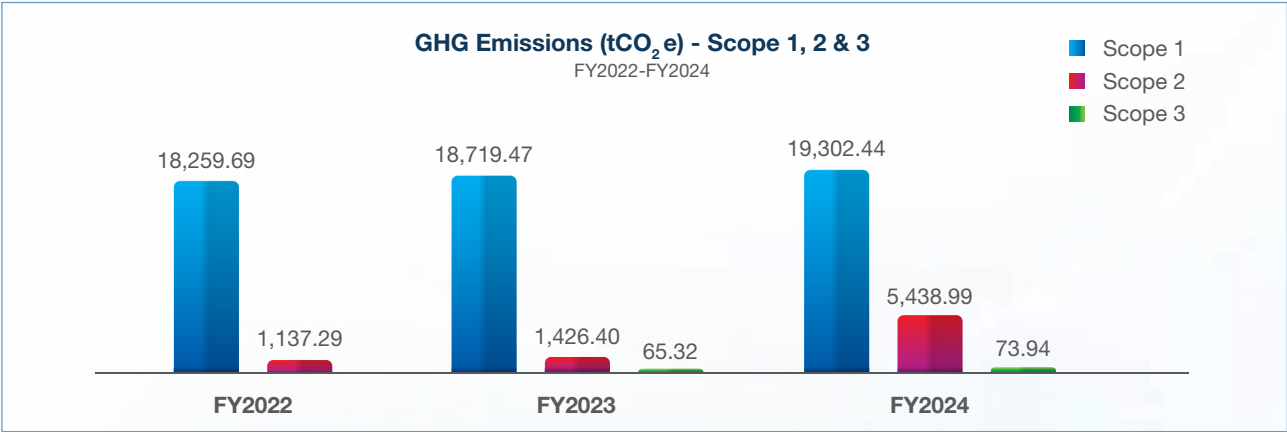
Furthermore, we remain committed to strengthening GDEX's environmental policies and practices, with a particular focus on waste management and carbon emissions reduction. We have integrated the ISO 14001:2015 Environmental Management System (EMS) and ISO 9001:2015 Quality Management System into our business operations, ensuring a structured and systematic approach to environmental responsibility and quality assurance. As of FY2024, the ISO 14001:2015 EMS certification has been successfully implemented across more than 88% of GDEX's operating subsidiaries in Malaysia. In addition, both of these internationally recognised standards undergo independent annual verification by SIRIM QAS International, signify our strong commitment to maintaining high environmental and operational standards.

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Greenhouse Gas (GHG) Emissions



GDEX's GHG emissions have increased from FY2023 to FY2024, reflecting the company's strong business expansion and growing operational capacity. Scope 1 emissions, primarily from fuel consumption of diesel and petrol, rose from 18,719.47 metric tonnes of carbon dioxide equivalent (tCO₂e) in FY2023 to 19,302.44 tCO₂e in FY2024. This aligns with the increase in logistics activities during the financial year. Meanwhile, Scope 2 emissions, associated with electricity consumption, saw a rise from 1,426.4 tCO₂e to 5,438.99 tCO₂e, driven by infrastructure growth and enhanced service capabilities through automation. The uptick in Scope 2 emissions was also attributable to the inclusion of emissions generated by 98 GDEX branches in FY2024. Scope 3 emissions remained relatively low but increased from 65.32 tCO₂e in FY2023 to 73.94 tCO₂e in FY2024. The solar photovoltaic system installed at the GDEX Headquarters in Petaling Jaya, along with the addition of the second phase of solar panels installed at the GDEX Auto Hub, continued to generate a substantial 120,283 kWh of renewable energy in FY2024. As GDEX continues to expand, the company remains committed to integrating sustainable practices, including energy efficiency improvements, renewable energy adoption such as solar panels, and carbon-conscious logistics solutions; ensuring responsible and sustainable growth.

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	GHG Emissions (tCO ₂ e)		
	FY2022	FY2023	FY2024
Scope 1 (Company vehicles)	18,259.69	18,719.47	19,302.44
Scope 2 (Energy consumption)	1,137.29	1,426.40	5,438.99
Scope 3 Category 6: (Business Travel)	N/A	56.54	62.21
Scope 3 Category 7: (Employee Commuting)	N/A	8.78	11.73
Total	19,396.98	20,211.19	24,815.37

*Scope 1 GHG emissions are calculated according to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories for Stationary and Mobile Combustion

Scope 2 GHG emissions are calculated according to the Malaysia 2017 CDM Electricity Baseline (FY2022 & FY2023).

Scope 2 GHG emissions are calculated according to the Malaysia Energy Commission Grid Emissions Factor 2022 (FY2024).

Scope 3 GHG emissions are calculated according to the United States Environmental Protection Agency Emission Factor 2023 (FY2023).

Scope 3 GHG emissions are calculated according to the United States Environmental Protection Agency Emission Factor 2024 (FY2024).

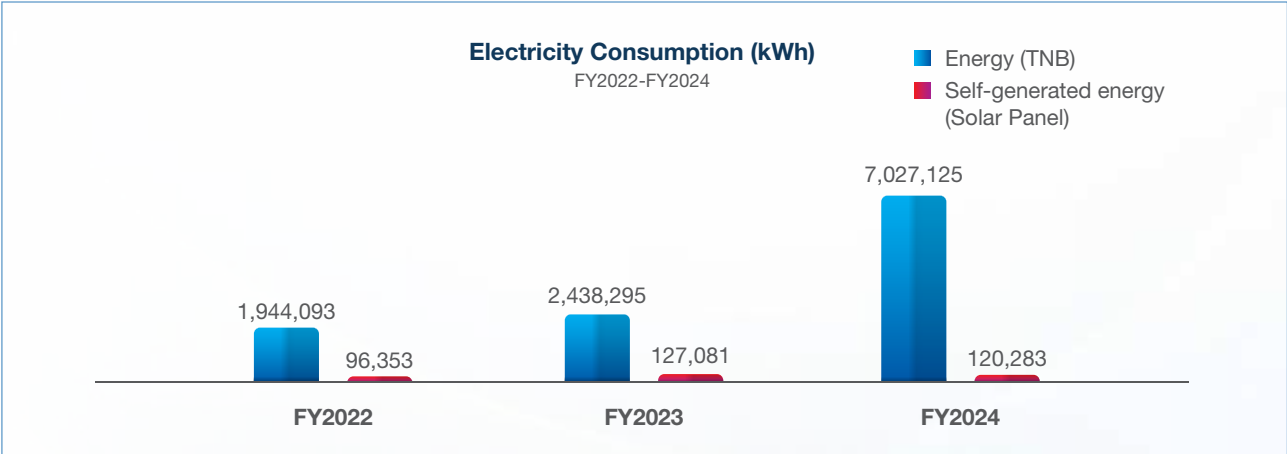
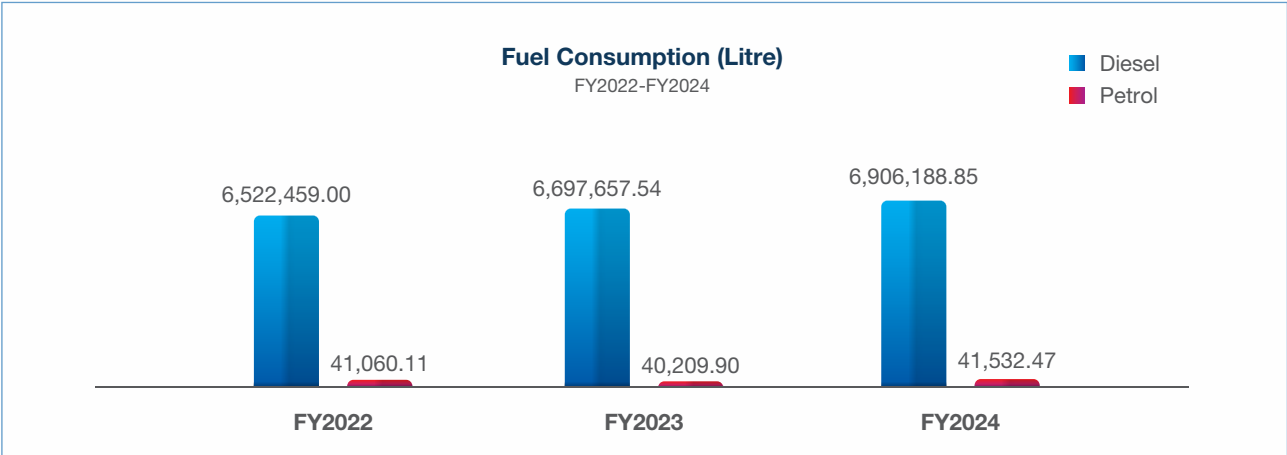
Energy and Fuel Consumption

In FY2024, GDEX's total fuel consumption amounted to 6,947,721.32 litres, reflecting an increase of 209,854.78 litres compared to FY2023, where fuel consumption stood at 6,737,866.54 litres. The total fuel consumption in FY2024 comprises 6,906,188.85 litres of diesel and 41,532.47 litres of petrol, contributing to total carbon emissions of 19,302.44 tCO₂e. The slight increase in fuel consumption from FY2023 to FY2024 is primarily driven by the expansion of our business activities, which had led to a higher volume of deliveries and transportation requirements.

Despite this increase, GDEX remains committed to improving fuel efficiency and reducing our carbon emissions through ongoing fleet optimisation, regular vehicle maintenance, and adoption of more fuel-efficient transportation models. We are progressively replacing our one-tonne and three-tonne trucks with more fuel-efficient models to lower the overall fuel consumption, which will indirectly reduce our overall carbon emissions as part of our commitment towards sustainable logistics. Furthermore, we have established a dedicated team of skilled employees responsible for conducting regular maintenance on all company-owned vehicles, in order for the group to optimise fuel efficiency and minimise fuel wastage. This proactive approach ensures that our fleet remains in optimal condition, to enhance energy efficiency, reduce operational costs, and extend the lifespan of our vehicles.

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GDEX’s overall energy consumption for FY2024 is 7,147,408 kWh, an increase from 2,565,376 kWh in FY2023. This rise in energy consumption is primarily attributed to the inclusion of the electricity usage of 98 GDEX branches nationwide, expansion of our operational footprint, growth in business activities, as well as the increasing use of automated and digitalised logistics systems to enhance service efficiency. As GDEX continues to scale its operations, the demand for electricity has naturally increased, supporting the integration of advanced technology, warehouse automation, and digital infrastructure across our facilities.

To mitigate our energy footprint, GDEX has invested in renewable energy solutions, including the installation of solar panels at our Petaling Jaya facility, generating 120,283 kWh of electricity for internal consumption. This initiative represents a critical step toward reducing reliance on conventional energy sources while contributing to our broader sustainability goals.

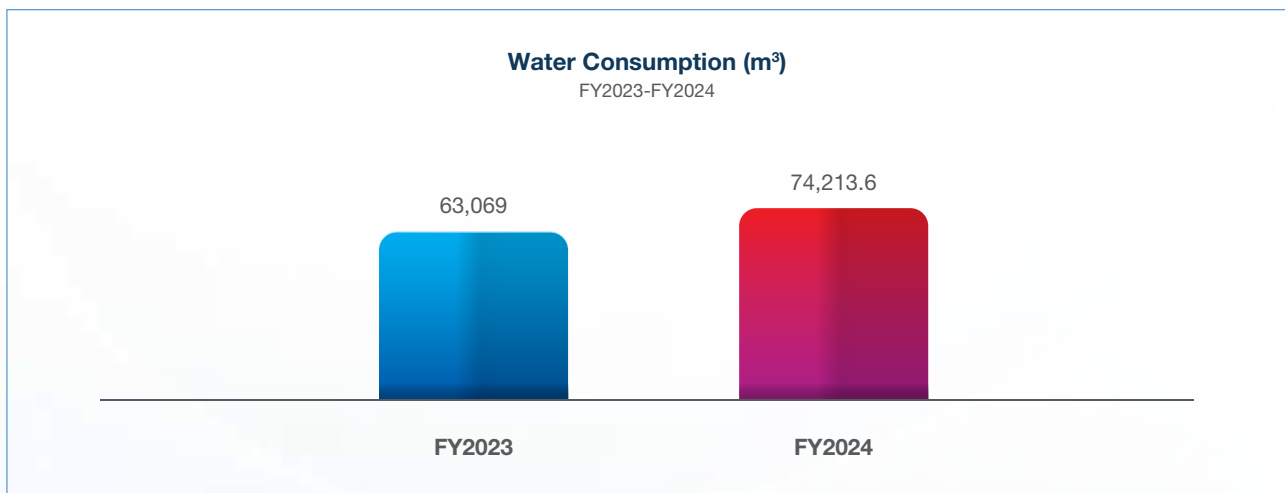
CORPORATE SUSTAINABILITY REPORT

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Additionally, GDEX remains committed to promoting energy conservation practices among employees. Through regular awareness campaigns and training sessions, we emphasise simple yet effective measures, such as turning off electrical appliances when not in use and reducing unnecessary engine idling to conserve fuel and lower carbon emissions. By integrating both technological advancements and behavioural changes, we aim to balance business growth with responsible energy consumption, enhancing our commitment to environmental sustainability.

Water Consumption

GDEX recorded total water consumption of 74,213.6 m³ in FY2024, reflecting an increase from 63,069 m³ in FY2023. This represents a rise of 11,144.6 m³, primarily attributed to the higher business activity levels across our sites. As GDEX continues to grow, we remain committed to enhancing water efficiency and conservation efforts. We are actively exploring and implementing measures, such as water-saving initiatives, employee awareness programs, and operational best practices to optimise water usage. We will continue to monitor and integrate sustainable water management solutions to minimise our environmental impact, while supporting our business growth.

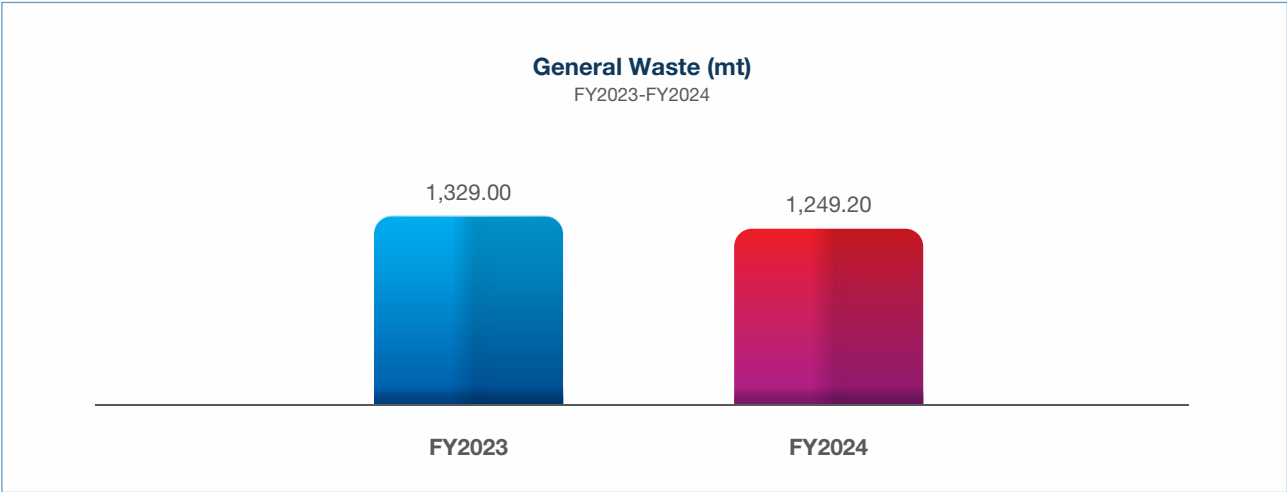


Waste and Effluents

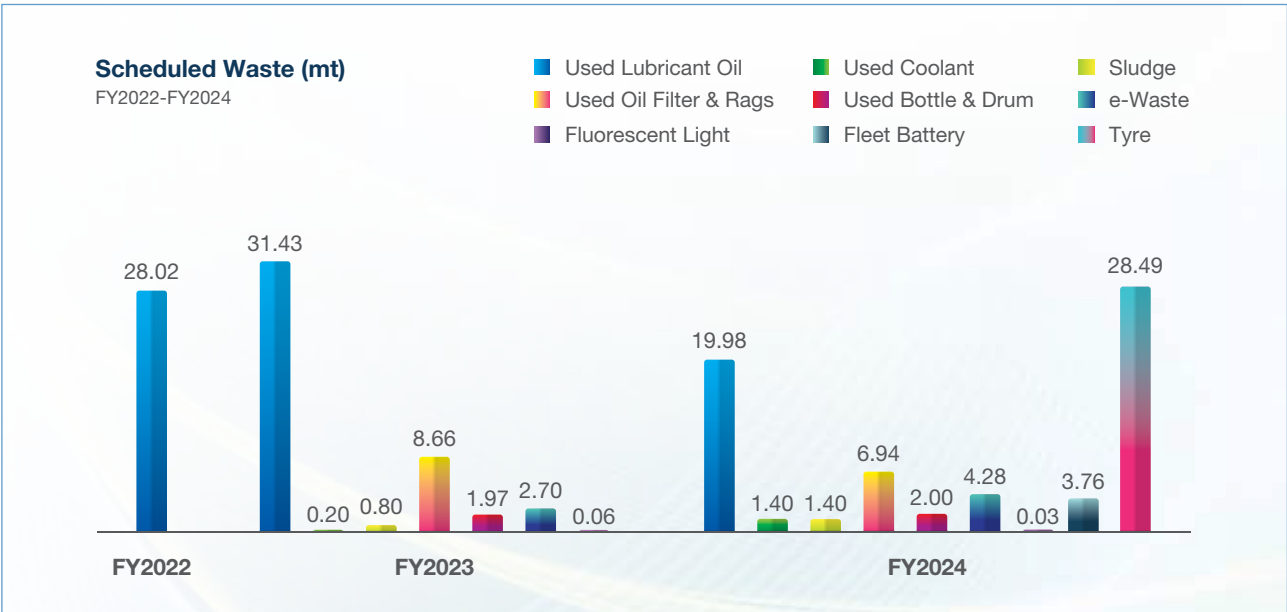
We continue to prioritise the safe and responsible disposal of waste, in full compliance with the Environmental Quality (Scheduled Waste) Regulations 2005 and we are pleased to report that in 2024, GDEX did not incur any environmental-related incidents, fines, or penalties in Malaysia. This reflects our robust commitment to regulatory adherence and environmental stewardship. We have implemented stringent and regular reviews of our waste management practices in order to maintain a high standard of environmental compliance. In line with this, we have a dedicated waste disposal shed specifically designed for the safe storage and disposal of petroleum and lubricant waste. Additionally, we have implemented a scheduled waste disposal program to ensure the proper handling and disposal of hazardous materials, further reinforcing our commitment to environmental responsibility and best practices in waste management.

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In FY2024, GDEX reduced its general waste to 1,249.20 metric tonnes, as compared to 1,329 metric tonnes in FY2023. This demonstrates our commitment to improved waste management practices, enhanced recycling initiatives, and optimised resource usage, which reflect our efforts to minimise landfill contributions, improve waste segregation, and adopt more sustainable disposal methods across our operations.

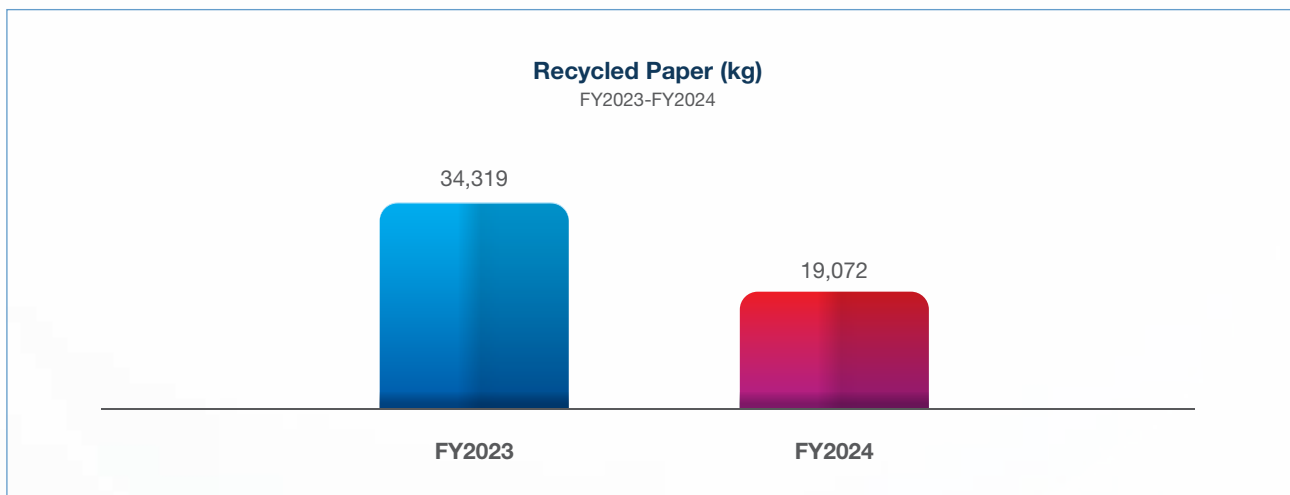


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As for scheduled waste, we recorded a reduction in the disposal of used lubricant oil from 31.43 metric tonnes in FY2023 to 19.98 metric tonnes in FY2024. This reduction is contributed through our initiative in improving the fleet maintenance efficiency. We continue to disclose the additional scheduled waste such as used coolant (1.40 metric tonne), sludge (1.40 metric tonne), used oil filter and rags (6.94 metric tonne), used bottle and drum (2.00 metric tonne), e-waste (4.28 metric tonne), fluorescent light (0.03 metric tonne), fleet battery (3.76 metric tonne) as well as tyres (28.49 metric tonne). Moving forward, we will continue to refine our waste management practices and integrate more circular economy principles to further minimise our environmental footprint.

Reduce, Reuse, and Recycle (3R)



Our digitalisation efforts have resulted in a total recycled paper volume of 19,072 kg, a 44.4% decrease from 34,319 kg in FY2023. As part of our commitment to sustainable resource management, we continue to implement paperless initiatives, such as electronic documentation, digital invoicing, and automated processes, to further reduce paper dependency. In FY2024, we also recycled a total of 115,900 kg of carton boxes, a decrease of 10,560 kg compared to 126,460 kg recycled in FY2023. Additionally, we actively encourage employees to adopt responsible paper usage practices, including double-sided printing, reusing paper where possible, and prioritising digital communications. We continue to remain dedicated to further reducing paper consumption and enhancing our recycling programs in alignment with our broader sustainability commitments.

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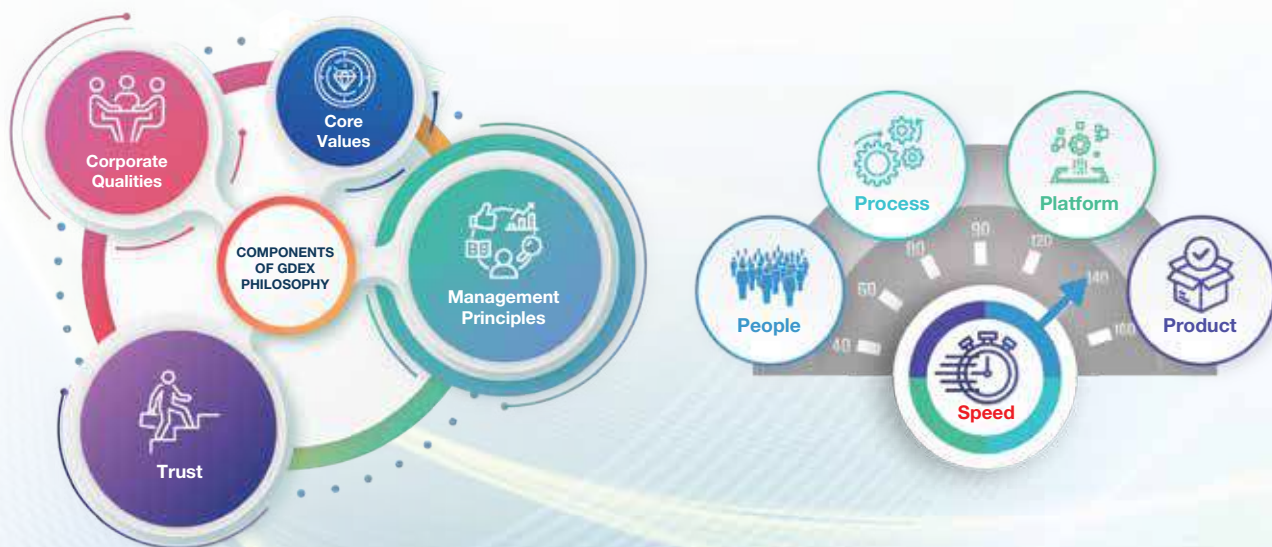
SOCIAL

Our commitment to customers

Our unwavering dedication to delivering excellent services stems from a deep-seated belief that customer satisfaction is not just a priority but the very essence of our business growth and sustainability. This is rooted in the GDEX philosophy renewed in 2020, where we steadfastly uphold the principles of the 4P's and 1S, representing People, Process, Platform, Product, and Speed. These corporate qualities continue to serve as the foundation for our continuous evolution and long-term success.

We continue to engage with our customers actively, in valuing their feedback as an essential component of our service enhancement efforts. Through constant monitoring and evaluation, we ensure that our standards not only meet, but exceed expectations. Our commitment to accessibility is reflected in the continuous enhancement of our GDEX Point of Presence ("POP") outlets, strategically located in key neighbourhoods to provide greater convenience and seamless service experiences.

As we continue to expand our business, we remain committed to revitalising and modernising our branches, creating inviting spaces where customers feel welcomed and valued. This will enable us to foster positive interactions with our dedicated staff to strive to build lasting relationships based on trust, efficiency, and superior service quality. At GDEX, every step forward is guided by our promise to serve our customers better, ensuring that their needs remain at the centre of our journey toward excellence.



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Customer Satisfaction

The FY2024 Customer Satisfaction Survey results highlight GDEX's strong commitment to service excellence, with 8,154 respondents commending high satisfaction levels across three main experience categories. An impressive 94% overall satisfaction rating underscores our dedication to delivering excellent experiences and services. The GDEX delivery experience received 96% approval, showcasing our reliability and efficiency, while the online experience scored 93%, reflecting our efforts to enhance digital accessibility. Additionally, 92% of customers expressed satisfaction with our customer service, demonstrating our commitment to responsive and supportive interactions. These results reaffirm our mission to continuously improve and innovate, ensuring that we meet and exceed customer expectations.

FY2024 Customer Satisfaction Survey



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Our employees

At GDEX, we appreciate every individual employee as we recognise them as our most vital asset and the driving force behind our business success. We foster a workplace culture built on fairness, respect, and inclusivity, ensuring that every team member feels valued and empowered as a big family. As a socially responsible organisation, we uphold exemplary employment practices, actively engaging in open dialogue with our employees to address their needs, concerns, and aspirations.

We believe that the dedication and contributions of our employees are integral to the growth and progress of our organisation. To show our appreciation, we provide comprehensive incentives and benefits designed to reward their commitment and service. These include competitive remuneration packages, performance-based bonuses, and achievement-driven rewards that recognise excellence. Additionally, we are committed to career development and professional growth, offering structured upskilling and training programs to equip our employees with the necessary skills for advancement. Recognising the importance of well-being, we also provide extensive medical benefits to ensure their health and peace of mind.

At GDEX, we go beyond just offering jobs we cultivate careers and foster an environment where employees can thrive, contribute meaningfully, and build a future with us.

We ensure that our workplace is built on principles of equality, fairness, and integrity as part of our commitment to upholding the pillars of International Human Rights: Protect, Respect, and Remedy. We steadfastly champion equal opportunities for all employees, valuing diversity and fostering an inclusive environment where dedication and hard work are recognised and rewarded. We take pride in our strong ethical framework, and we are pleased to report that there were no recorded cases of human rights violations in FY2024, reflecting our commitment to maintaining a responsible and respectful workplace.

Our Employee Handbook clearly outlines employee welfare and benefits, ensuring that every team member is well-informed about their rights, entitlements, and workplace policies, which showcase our transparency and fairness. In recognition of the importance of a healthy work-life balance, we implement structured scheduling practices that prevent excessive working hours, enabling our employees to maintain their well-being while maximising productivity.

Furthermore, we strictly adhere to Child Labour Laws, employing only individuals aged 18 and above, aligning with international efforts to eliminate child and forced labour. Our recruitment policies are fully compliant with the Employment Act 1955, ensuring adherence to all government regulations and the national minimum wage policy. Through these initiatives, we reaffirm our dedication to ethical labour practices, safeguarding the rights, dignity, and welfare of every GDEX employee.

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FY2024 Proportion of Employees

3,567

Total employees



123

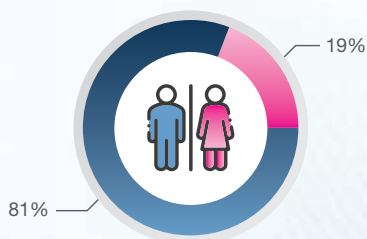
Temporary or contract employees

3

Disabled employees

By Gender

Male Female



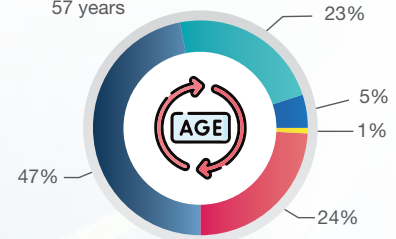
By Diversity

Local Foreign



By Age Distribution

18-27 years 28-37 years 38-47 years 48-57 years
Above 57 years



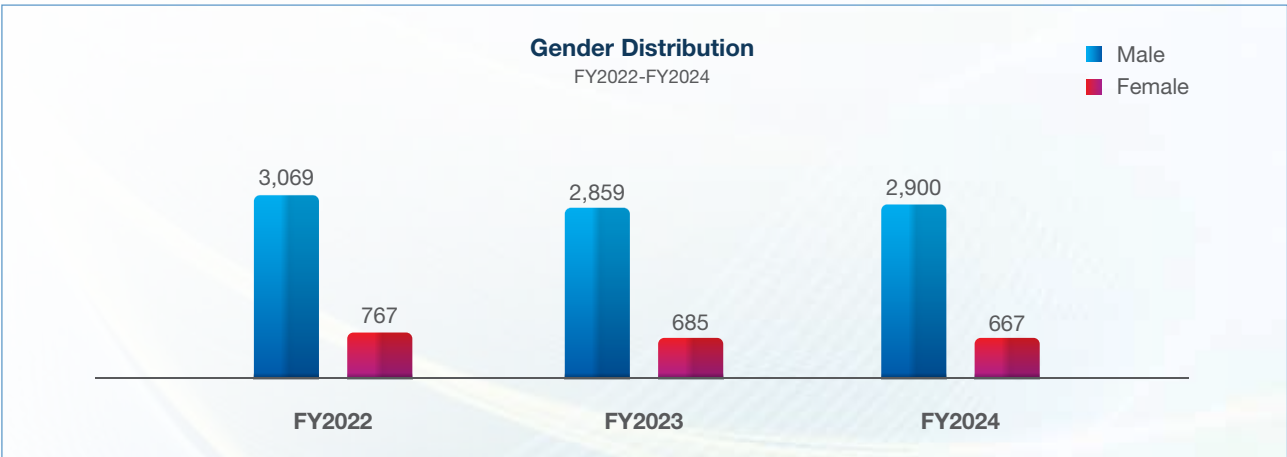
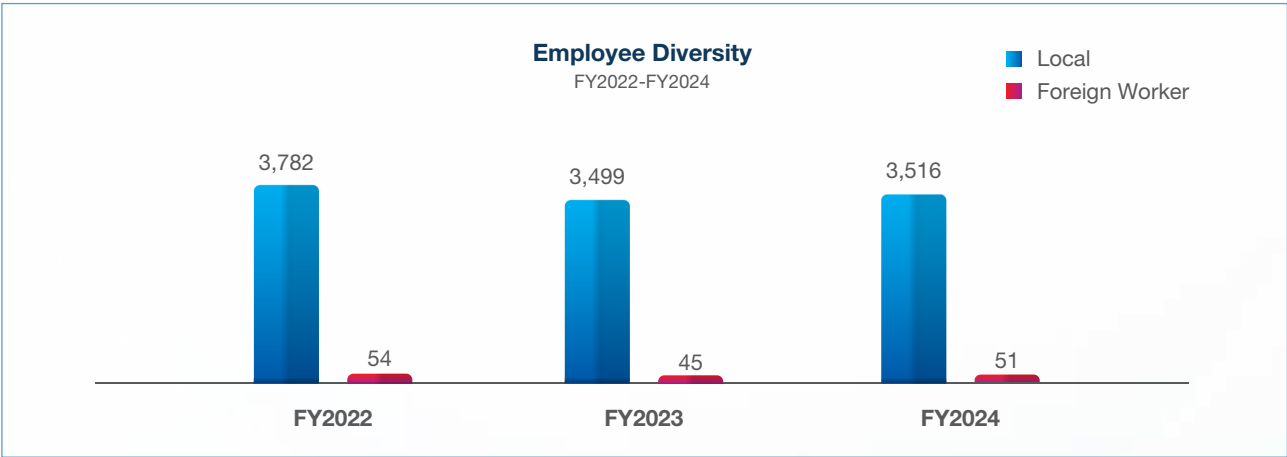
Our commitment to fostering an inclusive and dynamic workforce is reflected in our FY2024 workforce composition, totalling 3,567 employees, where 3,516 are local hires, while 51 are foreign employees. This demonstrates our dedication to supporting local talent while embracing a diverse workforce. Additionally, we employ 123 contract staff, further reinforcing our commitment to workforce flexibility and talent development.

CORPORATE SUSTAINABILITY REPORT

cont'd

We remain steadfast in our mission to support local talent and economic growth, particularly through the provision of employment opportunities to unemployed youths, helping to strengthen both the community and the industry. Meritocracy and fairness are at the core of our hiring practices at GDEX, where we firmly uphold a non-discriminatory recruitment policy, ensuring equal opportunities for all candidates. GDEX is committed to the diversity of our employees to ensure equal opportunities in regards to their differences in nationality, race, religion, gender, sexual orientation, and age.

In terms of workforce distribution, 81% of our employees are male, while 19% are female; a composition largely influenced by the labour-intensive nature of the express delivery and logistics sector. However, we continue to advocate for workplace inclusivity, ensuring that all employees, regardless of gender, have equal access to opportunities for growth, training, and career advancement. Through these efforts, we reaffirm our commitment to building a skilled, diverse, and empowered workforce that drives GDEX towards continued excellence.

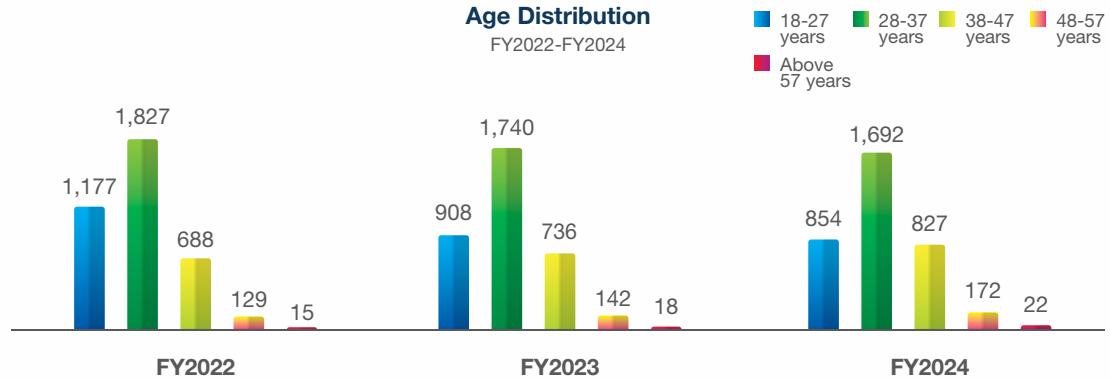


CORPORATE SUSTAINABILITY REPORT

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Age Distribution

FY2022-FY2024



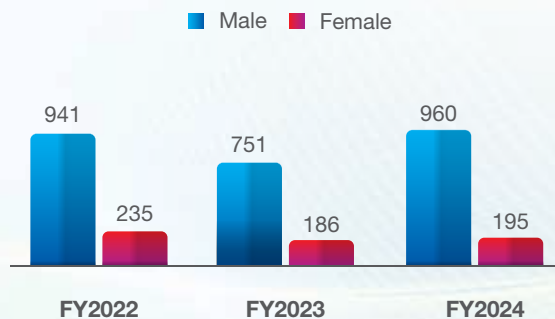
New Employee Hires

FY2022-FY2024



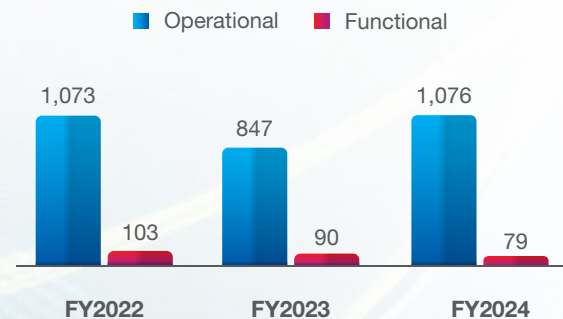
Employee Resignations: Gender

FY2022-FY2024



Employee Resignations: Category

FY2022-FY2024



CORPORATE SUSTAINABILITY REPORT

cont'd

In FY2024, GDEX welcomed 1,194 new hires, comprising 1,018 males and 176 females, reinforcing our commitment to workforce growth and talent acquisition. However, during the same period, we recorded 1,155 employee resignations. We continue to provide opportunities for individuals from all backgrounds, including adults with disabilities and those without formal education, in line with GDEX's approach of inclusivity and non-discrimination. Thus, we have increased the employment of persons with disabilities to a total of three employees, as compared to one disabled employee in FY2023. This is a positive step forward in strengthening workplace diversity and clearly reflects our commitment to equal opportunity employment. We always value every individual's ability to contribute to GDEX's success, regardless of their personal circumstances. In addition, the Group is supportive of the underprivileged, people with disabilities, and those without formal education by providing job and training opportunities.

At GDEX, we have the Whistleblowing Governance Unit in place to maintain a safe, fair, and respectful workplace for all employees. This serves as a confidential and secure channel for employees to report any cases of discrimination, misconduct, or unwelcomed workplace behaviour. We encourage our employees to raise concerns directly to the top management without fear of retaliation as our commitment to a transparent and open culture within GDEX. We strongly uphold strict confidentiality for all reports and ensure that any significant cases are thoroughly and formally investigated.

We are pleased to reaffirm that in FY2024, GDEX recorded zero incidents of discrimination, child labour, or forced labour violations, reinforcing our unwavering commitment to ethical employment practices and human rights compliance. Moving forward, we will continue to enhance our workplace policies, ensuring that all employees feel respected, valued, and empowered to thrive within our organization.

Talent Development and Retention

We continue to prioritise continuous learning and employee engagement through various development initiatives. Beyond specialised training courses, we host an annual network conference where executives from the supervisory level onward exchange insights and align with the Group's strategic direction, fostering unity and collaboration.

The GDEX Academy continues to play a vital role in workforce development, offering industrial training for school leavers and employees, leading to professional certificate and diploma in logistics and express delivery. This initiative is a collaboration with the Ministry of Human Resources' Department of Skills Development where we strictly adhere to National Occupational Skill Standards (NOSS), ensuring industry-relevant training. Additionally, our training curriculum is jointly developed with Pembangunan Sumber Manusia Berhad (PSMB) to equip employees with the latest technological, regulatory, and industrial knowledge.

In December 2024, we witnessed the graduation ceremony of 66 employees, of which 20 graduated with Malaysian Skills Certificate and 46 earned their Malaysian Skills Diploma. GDEX is honoured to be a part of their journey, as we recognise and celebrate the potential and dedication to lifelong learning of every graduate.

Apart from that, we actively conduct workshops on Human Resources policies, Anti-Bribery Management, Whistleblowing, No Gift Policy, as well as Health & Safety Procedures to uphold good governance and compliance within GDEX. Through these efforts, we remain committed to nurturing talent, ensuring ethical practices, and strengthening our future workforce.

CORPORATE SUSTAINABILITY REPORT

cont'd

Occupational Safety and Health

At GDEX, ensuring the safety and well-being of our employees remains a top priority. Given our operations' heavy reliance on vehicles and machinery, we enforce a comprehensive safety policy to protect our workforce, contractors, customers, and stakeholders. The GDEX Safety and Health Committee oversees policy compliance, ensuring a secure work environment to uphold strict adherence to safety regulations. In the event of an accident or incident, an independent investigation is conducted to determine the root cause and implement preventive measures to avoid future occurrences. As part of our business expansion strategy, GDEX adheres to best safety practices for every new branch opening, relocation, or expansion. A Network Committee collaborates with the Safety and Health Committee, ensuring that all branch operations comply with the Branch Set-Up Flow and ISO guidelines. This structured approach guarantees that safety, health, and labour standards are upheld at every location.

We reinforced our safety commitment through safety-related training sessions where a total of 1,975 employees were trained with various safety-related training in 2024. These efforts foster a strong safety culture and reinforce GDEX's commitment to workplace health, security, and operational excellence.

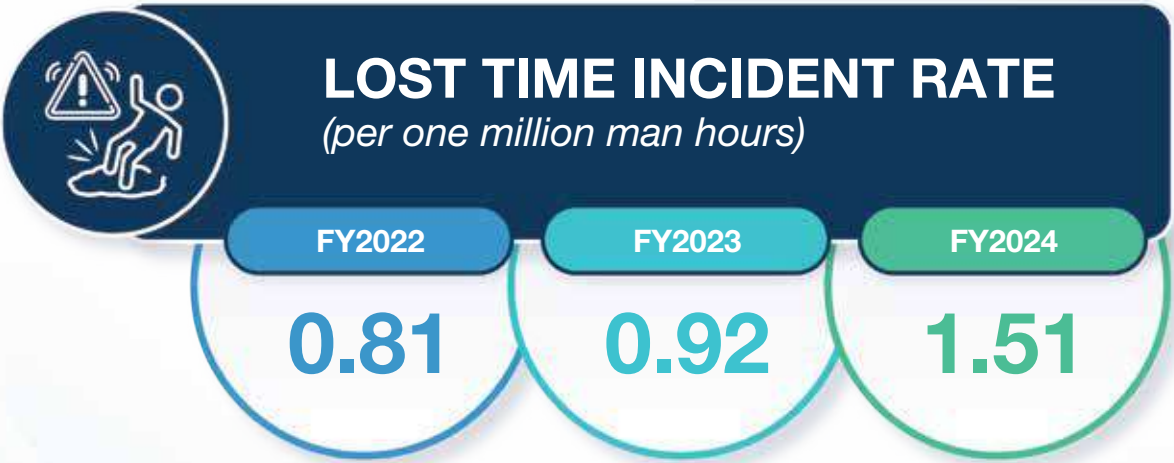
List of Safety and Health Training	
1	Spill Drill
2	Safe Motorcycle Defensive Riding
3	Defensive Driving & Vehicle Maintenance
4	OSH Coordinator Training
5	Hub Operation & Dangerous Goods Awareness
6	Forklift Certification and Safety Training
7	Riders' Awareness Workshop
8	Work Related Road Safety Training
9	Scheduled Waste Training
10	First Aider Training
11	Hazardous Material Training
12	Road Safety & Vehicle Maintenance Awareness for GDEX Drivers/Riders

In FY2024, GDEX recorded 15 workplace accident cases, with zero fatalities. Our Lost Time Incident Rate (LTIR) remained low at 1.51, in line with the Occupational Safety and Health Act (OSHA) 1994, which defines lost time incidents as work-related injuries resulting in lost productive hours for both employees and contractors.

We aim to further reduce incidents in the coming year through ongoing improvements and alignment with the Department of Occupational Safety and Health (DOSH) Vision Zero campaign as part of our commitment to enhance workplace safety. We also continuously enforce safety policies strictly and conduct comprehensive workforce training. One theft incident at a branch was reported in 2024, which has prompted us to strengthen security measures and implement preventive strategies to mitigate future risks. GDEX continues to prioritise safety, security, and well-being, ensuring a safer workplace for all.

CORPORATE SUSTAINABILITY REPORT
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Additionally, we implement comprehensive safety measures, including designated safety lanes, clearly visible hazard labels and signs, and well-defined handling procedure instructions. These proactive steps reflect GDEX’s strong commitment to maintaining a safe and healthy workplace, ensuring that all employees operate in a secure and hazard-free environment.



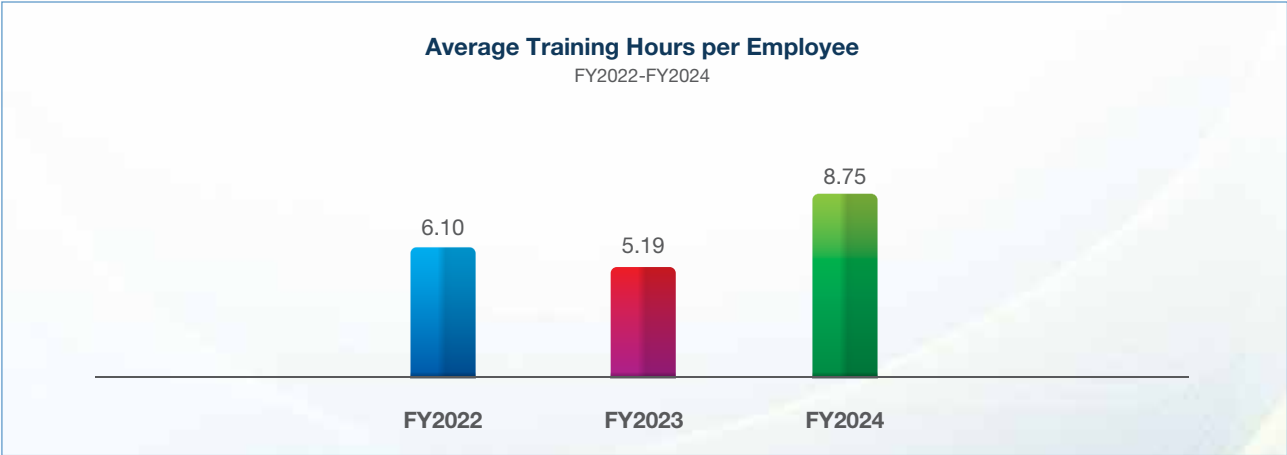
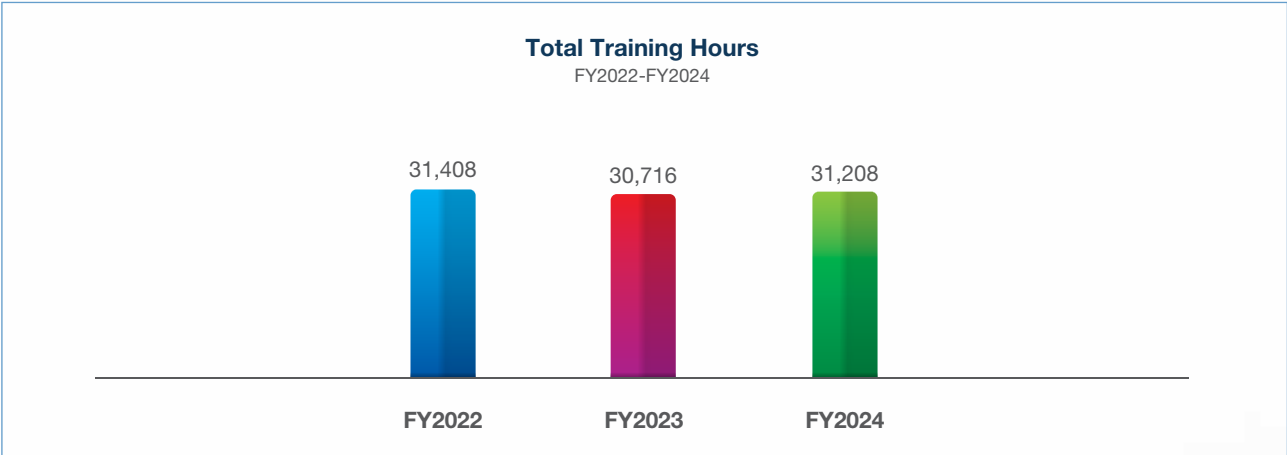
Learning and Development

In FY2024, we successfully conducted 31,208 total training man-hours, averaging 8.75 training hours per employee, marking an improvement from FY2023. This increase highlights GDEX’s commitment to workforce development, ensuring employees are well-equipped with up-to-date industry knowledge, emerging technologies, and best practices. Our Group’s Multimedia Remote Learning (MMRL) programme continue to remain our main initiative in providing comprehensive training resources, enabling employees across Malaysia to continuously enhance their skills and professional competencies. By strengthening upskilling efforts, we empower our workforce to maintain high competency levels, adaptability, and operational excellence, ultimately enhancing service quality and customer satisfaction.



CORPORATE SUSTAINABILITY REPORT

cont'd



CORPORATE SUSTAINABILITY REPORT
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Engaging and Empowering Communities

As part of our continuous commitment to community engagement, we actively reach out to the local community to participate in the GDEX enterprise development programme. This impactful initiative continues to be supported by the G-Partner programme and KITA crowdsourcing platform. This programme was designed to boost the local's economy through entrepreneurship especially targeting the young entrepreneurs who drive local business growth and job creation. Throughout FY2024, we made a significant impact on 43,759 individuals, a noteworthy increase from 5,282 individuals reached in the previous year. These efforts culminated in a total investment of RM87,749.35 through our various Corporate Social Responsibility ("CSR") events, as summarised in the table below:

Date	Programme	SDGs
23 rd April 2024	Educational Trip Programme to GDEX Auto Hub with Yamato Transport (M) Sdn Bhd	  
10 th July 2024	GDEX Share Love at NASOM Teluk Pulai	
15 th - 27 th August 2024	GDEX Journey of Knowledge at Sekolah Kebangsaan Kampung Selayang	 
10 th September 2024	GDEX Rivers of Renewal at Kanching River	  
26 th September 2024	Formalisation of Collaboration between Government-Industry TVET Coordination Body ("GITC") and GDEX	
20 th October 2024	United Nations Association Malaysia ("UNAM") UN Forum: Eight Decades, Issues and Challenges	
9 th November 2024	National Courier Day 2024 (Hari Kurier Negara 2024)	

CORPORATE SUSTAINABILITY REPORT

cont'd

Educational Trip Programme to GDEX Auto Hub with Yamato Transport (M) Sdn Bhd ("Yamato")

GDEX and Yamato were excited to welcome the eager Form 4 students from SMK Seri Gombak as they took a dive into the fascinating world of logistics. On 23 April 2024, the students visited the GDEX HQ and GDEX Auto Hub in Petaling Jaya, where they were introduced to the complex workings of logistics operations. The students gained valuable insights into the behind-the-scenes processes, from managing supply chains to coordinating deliveries, that ensure the seamless flow of goods and services.

It was a wonderful day of learning and inspiration, as we shared our knowledge and hopefully sparked an interest in the next generation of industry leaders. We hope this educational visit encouraged these young minds to consider future careers in the industry, potentially shaping them into the leaders who will drive innovation and progress in logistics.



CORPORATE SUSTAINABILITY REPORT

cont'd

GDEX Share Love at NASOM Teluk Pulai

GDEX had the privilege of sharing love and providing support at The National Autism Society of Malaysia (NASOM) in Teluk Pulai, Klang, on 10 July 2024. As part of our commitment to uplifting the local communities, we donated five sets of desktop computers to enhance the children's learning experience and aid in their development. This contribution enables the empowerment of the children by providing them with access to educational resources and opportunities to learn and grow their skills.

The day was filled with fun and engaging activities, and our team had the privilege of interacting with the children, participating in activities that fostered connection and understanding, and creating memories that will last a lifetime. We are deeply grateful to NASOM for providing us with this priceless opportunity to connect with the children and contribute to their educational journey.



CORPORATE SUSTAINABILITY REPORT

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GDEX Journey of Knowledge at Sekolah Kebangsaan Kampung Selayang

At GDEX, we believe in the transformative power of creativity to inspire and uplift people. As part of our ongoing commitment to support education and foster a positive learning environment, we were delighted to contribute two vibrant murals to Sekolah Kebangsaan Kampung Selayang.

These murals were designed to transform ordinary blank walls into stunning works of art, bringing energy and life to the school's surroundings. The artwork was thoughtfully crafted to resonate with the students, capturing their curiosity and inspiring a sense of wonder. We hope to motivate the students to think out of the box by unlocking their potential and fuelling them with new ideas as they navigate their educational journeys. We are proud to leave a lasting impact that not only brightens the physical environment but also the hearts and minds of the school community.



CORPORATE SUSTAINABILITY REPORT

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GDEX Rivers of Renewal at Kanching River

GDEX Rivers of Renewal is a heartfelt environmental initiative to rejuvenate and preserve the natural surroundings of the Kanching Eco Forest Park (Taman Eko Rimba Kanching) in Rawang, Selangor. We aim to create a cleaner, greener, and more sustainable environment for the benefit of both wildlife and the surrounding local communities through this programme. This initiative focused on waste collection, as well as the painting of rest huts and a bridge, combining efforts to improve the overall environment for both wildlife and local communities.

On the day of the event, a team of dedicated volunteers successfully collected 175 kg of waste from Levels 2 and 3 of the park. The waste collected includes plastic, aluminium, paper, glass, and organic materials. This effort not only contributed to a cleaner and safer ecosystem but also highlighted the importance of collective action in environmental conservation.

We hope that the success of the GDEX Rivers of Renewal event will inspire ongoing efforts to protect and conserve our natural resources. We believe this initiative can have a ripple effect, motivating individuals, organisations and communities to take impactful steps toward preserving the planet by fostering environmental awareness and encouraging active participation.



CORPORATE SUSTAINABILITY REPORT

cont'd



CORPORATE SUSTAINABILITY REPORT

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Donation for Typhoon Yagi Relief Efforts in Vietnam

Typhoon Yagi struck Vietnam on 7 September 2024, causing widespread devastation and forcing more than 50,000 people to evacuate their homes. Among those affected were 12 NETCO employees and their families, whose homes suffered extensive damage due to the destructive impact of the typhoon. In response, GDEX, through GD Holdings (M) Sdn Bhd, extended our solidarity and support by donating RM 100,000.00 to NETCO to assist with the recovery efforts. This donation was aimed at providing immediate aid to the affected employees and their families to help rebuild their lives and homes during this challenging time. Through this initiative, we hope to alleviate some of the burdens faced by the typhoon victims and inspire hope as they begin the process of recovery and rebuilding. This effort underscores GDEX's dedication to supporting our people and communities, especially in times of crisis.



CORPORATE SUSTAINABILITY REPORT

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Our Commitment to the Nation

Collaboration between Government-Industry TVET Coordination Body ("GITC") and GDEX



The Government-Industry TVET Coordination Body ("GITC") and GDEX Berhad formalised a groundbreaking collaboration agreement on 26 September 2024, aimed at developing a skilled and competent workforce to meet the needs of the courier and logistics industry. This strategic partnership seeks to bridge the gap between education and industry by fostering practical, hands-on experience by developing an internship programme and work-based learning opportunities. A key component of this collaboration involves the exchange of knowledge and expertise between GITC and GDEX. We will work closely to align technical and vocational education and training (TVET) curriculum with real-world industry requirements, as well as explore opportunities for joint projects and initiatives related to TVET and the logistics industry.

This collaboration marks GITC's first with a corporate partner. GITC was established back in February 2022 to steer the national TVET agenda by coordinating industry cooperation via an industry-led platform at the national level to articulate the skills and manpower requirement according to sectors. In addition, GITC serves as a unified source of reference for industry inputs on TVET development and government demand. This collaboration represents a milestone in integrating public and private sector efforts to elevate the TVET ecosystem in Malaysia.



CORPORATE SUSTAINABILITY REPORT

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UNAM UN Forum: Eight Decades, Issues and Challenges

GDEX is proud to demonstrate its commitment to the nation by supporting and collaborating with the United Nations Association Malaysia ("UNAM"). This year, we joined hands with the Ministry of Foreign Affairs, the United Nations in Malaysia, and the Ministry of Defence to commemorate the 79th Anniversary of UN Day in Malaysia on 24 October 2024.

The UNAM UN Forum: Eight Decades, Issues, and Challenges was a significant event that brought together key stakeholders to reflect on the progress made over the past 79 years and address the challenges that lie ahead. The forum also addressed pressing challenges and identified actionable pathways for sustainable growth, peace, and development. Through this collaboration, GDEX reaffirmed our commitments and underscored the importance of private-sector contributions in fostering impactful discussions and generating solutions to global and national challenges. By joining hands with UNAM and key government ministries, we continue to advocate for impactful partnerships that contribute to societal progress.



CORPORATE SUSTAINABILITY REPORT

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National Courier Day 2024 (Hari Kurier Negara 2024)

The inaugural National Courier Day 2024 (Hari Kurier Negara 2024) was attended by couriers across the industry, celebrating excellence. The lively event, officiated by the Minister of Communications, Yang Berhormat Datuk Ahmad Fahmi bin Mohamed Fadzil, highlighted the courier industry's vital role in driving Malaysia's economy and connecting communities nationwide.

During the event, GDEX walked away with the following awards:

1. National Courier Day 2024 Logo Design Competition — Grand Prize
2. Industry Staff Award 2024 for Best Courier — Courier (1st Mile & Last Mile) Category
3. MYKURIER Star Rating Program Award — 4 stars



CORPORATE SUSTAINABILITY REPORT

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These accolades underscore GDEX's position as a leader in the Malaysian logistics landscape, driven by innovation, teamwork, and commitment to excellence. This achievement would not have been possible without the dedicated GDEX team.

CORPORATE SUSTAINABILITY REPORT

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GOVERNANCE

GDEX's Board of Directors (the "Board") plays a vital role in steering the Group's sustainability strategy and objectives with a steadfast commitment to the three critical pillars of sustainability: Economic, Environmental, and Social ("EES"). By embedding sustainability governance throughout the organisation, the Board ensures that these principles are integrated into every facet of GDEX's operations, driving long-term value creation for stakeholders. The Board takes on an active role in fostering a strong and dedicated sustainability culture within the organisation through the assistance from two key committees - the CNRC and the SWC. Both committees ensure that the objectives set for each year are achieved and contribute meaningfully to GDEX's overall mission of sustainable growth.

GDEX not only reinforces our commitment to sustainability but also establishes ourselves as a forward-thinking organisation that integrates economic growth, environmental stewardship, and social responsibility into our core business practices through this comprehensive governance structure. This proactive approach ensures that GDEX remains resilient and adaptable while continuing to create value for our stakeholders and the communities we serve.



Corporate Governance

At GDEX, we place strong emphasis on robust corporate governance, fully acknowledging our critical role in achieving our sustainability objectives and driving long-term success. With our well-structured governance framework, the Board are empowered to engage in strategic decision-making and planning that aligns with the Group's direction in its sustainability journey.

We rigorously adhere to the principles and best practices outlined by the Malaysian Code on Corporate Governance ("MCCG"), the Minority Shareholders Watch Group ("MSWG"), the Corporate Governance Scorecard, the FTSE4Good Bursa Malaysia Index, S&P Global Corporate Sustainability Assessment ("CSA"), UN Global Compact Network Malaysia and Brunei ("UNGCMYB") and Bursa Malaysia Corporate Governance Guide. These benchmarks serve as a compass, ensuring that GDEX remains transparent, accountable, and aligned with stakeholders' expectations while contributing to broader ESG initiatives. This approach will ensure that GDEX meets the dynamic and evolving demands of the business environment.

To reflect our commitment to open communication and continuous improvement in corporate governance and sustainability performance, we publish our annual comprehensive Corporate Governance Report on our official website at <https://gdexpress.com/about-us/investor/>.

CORPORATE SUSTAINABILITY REPORT

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Data Security and Privacy

GDEX has proactively implemented cutting-edge Artificial Intelligence and Machine Learning-powered cybersecurity solutions to safeguard the privacy and security of data belonging to our customers, vendors, and employees. These advancements in technologies enable us to detect, prevent, and respond to potential threats in real time. This will ensure that sensitive information remains secure and reflect our unwavering commitment to continually enhancing our cybersecurity measures and maintaining a secure environment for all stakeholders. GDEX continues to conduct regular reviews of our cybersecurity management framework and mitigation strategies. In FY2024, there were no reported complaints related to data breaches involving customers, vendors, or employees, underscoring the effectiveness of our data protection protocols.

The Group is making significant progress toward obtaining the ISO 27001 Standard for Information Security Management Systems ("ISMS") in FY2025. This globally recognised certification demonstrates our dedication to upholding the highest standards of information security. It will strengthen our ability to protect sensitive data, enhance risk management practices, and build trust with our stakeholders.

Anti-Bribery and Anti-Corruption

Since 2020, GDEX has implemented an Anti-Bribery and Corruption Policy and a No Gift Policy that apply to all GDEX directors, employees, and third parties engaged by the company. Both of these policies align with the Main Market Listing Requirements of Bursa Malaysia Securities Berhad, reflecting our commitment to fostering a corporate culture rooted in ethics, integrity, and transparency. We uphold a strict zero-tolerance stance toward bribery and corruption across all aspects of our operations that adhere to ISO 37001:2016 Anti-Bribery Management System. The Anti-Bribery and Corruption Committee is responsible for overseeing the implementation and management of the company's Anti-Bribery Management System within the Group. To ensure that all issues related to bribery and corruption are addressed promptly and effectively, this committee has direct access to the Board of Directors and senior management of GDEX. In addition, our No Gift Policy clearly prohibits employees from soliciting, accepting, or offering gifts, entertainment, corporate hospitality, or any items of monetary value to or from parties with direct or indirectly in connection with GDEX. The Whistleblowing Policy and Procedures provides a clear and standardised framework for whistleblowers to report any concerns or irregularities to ensure transparency and accountability throughout the Group. All our policies are accessible to the public on our corporate website at www.gdexpress.com.

In FY2024, we are proud to report that there were no cases of corruption; a testament to our strong governance practices and continuous efforts to promote integrity. We are proud to disclose that to date, we have covered 90% of our workforce, who have received comprehensive training on anti-bribery and anti-corruption. As we move forward, we remain steadfast in upholding the highest standards of good governance and integrity, ensuring that our business operations continue to be conducted responsibly and ethically at all levels.

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 FY2024.

CORPORATE SUSTAINABILITY REPORT

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LIST OF REGULATORY ENGAGEMENT

Date	Event Title and Information	Regulators and organisations
12 January 2024	Royal Malaysia Customs Department Session with Industry Members on Low Value Goods Tax <ul style="list-style-type: none"> A discussion on implementation challenges and action plan on solutions of low value goods tax 	Royal Malaysia Customs Department (RMCD)
Date	Event Title and Information	Regulators and organisations
2 February 2024	Sesi Libat Urus Bersama Nexus Produktiviti, Persatuan Perniagaan dan Pemain Industri Bagi Pembangunan Dokumen 'New Deal for Business (NDFB)' <ul style="list-style-type: none"> A business solution proposal to increase productivity growth and economic power 	Malaysia Productivity Corporation (MPC)
7 February 2024	Focus Group Discussion with Land Owner in Petaling Jaya (Section 51 & 51A) <ul style="list-style-type: none"> A briefing of a comprehensive plan that includes physical and spatial planning as well as proposals that contain detailed studies from the aspects of land use, traffic, public transport, public facilities and green areas 	Majlis Perbandaran Petaling Jaya (MBPJ)
8 February 2024	Sesi Libat Urus Bersama Industri Pengangkutan Darat Berkenaan Pelaksanaan Sistem Kawalan Diesel Bersubsidi 2.0 (SKDS 2.0) – Sesi 1 <ul style="list-style-type: none"> A discussion on the implementation plan of diesel subsidy and new system 	Kementerian Perdagangan Dalam Negeri Dan Kos Sara Hidup (KPDN)
13 February 2024	Cadangan Pindaan Perintah Perlindungan Data Peribadi Peraturan (Golongan Pengguna Data), Akta Perlindungan Data Peribadi [Akta 709] Berdasarkan Klasifikasi Industri Malaysia 2008 Ver 1.0 (MSIC 2008) Termasuk Entiti Pertubuhan dan Badan Profesional <ul style="list-style-type: none"> A discussion on the latest changes in the Personal Data Protection Act (PDPA) 	Ministry of Digital (MOD)
16 February 2024	Sesi Libat Urus Bagi Penyampaian Taklimat e-Invois Bersama-sama Industri Logistik dan Pos & Kurier <ul style="list-style-type: none"> A discussion on implementation challenges and action plan on solutions of new e-invoice mechanism 	Ministry of Finance (MOF)

CORPORATE SUSTAINABILITY REPORT
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Date	Event Title and Information	Regulators and organisations
27 February 2024	Insight Exchange Bersama Nexus Produktiviti, Persatuan Perniagaan dan Pemain Industri Bagi Pembangunan Dokumen 'New Deal for Business (NDFB)' <ul style="list-style-type: none">A business solution proposal to increase productivity growth and economic power with additional information	Malaysia Productivity Corporation (MPC)
28 February 2024	Stakeholder Engagement Session for the Development of the Code of Practice for Postal Services (1st Session) <ul style="list-style-type: none">A discussion on detailed clauses in the Code of Practice for Postal Services	Postal Forum Malaysia

Date	Event Title and Information	Regulators and organisations
4 March 2024	Rangkaian Pelan Accelerator Kurier Negara (PAKEJ) Roundtable Session 1 <ul style="list-style-type: none">A discussion on the new pillar of PAKEJ – Sustainability	Malaysian Communications & Multimedia Commission (MCMC)
6 March 2024	Personal Data Protection Act (PDPA) Training <ul style="list-style-type: none">Training on PDPA Act	Postal Forum Malaysia
7 March 2024	Sesi Libat Urus Bersama Industri Pengangkutan Darat Berkenaan Pelaksanaan Sistem Kawalan Diesel Bersubsidi 2.0 (SKDS 2.0) – Sesi 2 <ul style="list-style-type: none">A discussion on the implementation plan of diesel subsidy	Kementerian Perdagangan Dalam Negeri Dan Kos Sara Hidup (KPDN)
7 March 2024	Malaysia Postal Security Group <ul style="list-style-type: none">A discussion on the new guideline for all courier licences on Postal Security	Malaysian Communications & Multimedia Commission (MCMC)
11 March 2024	Perbincangan Berhubung Pengenaan Cukai Perkhidmatan ke atas Perkhidmatan Logistik (Logistics Services) <ul style="list-style-type: none">A discussion on the implementation plan of service tax for logistics players	Ministry of Finance (MOF)
13 March 2024	Sesi Libat Urus New Deal for Business (NDFB) dengan Pihak Industri Bersama YB Menteri Ekonomi <ul style="list-style-type: none">A briefing by the Economic Minister of Malaysia on the New Deal for Business (NDFB)	Malaysia Productivity Corporation (MPC)

CORPORATE SUSTAINABILITY REPORT

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Date	Event Title and Information	Regulators and organisations
22 April 2024	Stakeholder Engagement Session for the Development of Code of Practice for Postal Services <ul style="list-style-type: none"> A discussion on all clauses in the Code of Practice for Postal Services 	Postal Forum Malaysia
23 April 2024	PAKEJ & Sustainability Workshop <ul style="list-style-type: none"> To appoint Environmental, Social, and Governance working group chairperson as a part of the future ESG plan of the Courier Industry 	Malaysian Communications & Multimedia Commission (MCMC)
30 April 2024	Majlis Publisiti Cadangan Penyediaan Draf Rancangan Kawasan Khas Petaling Jaya <ul style="list-style-type: none"> An update briefing of comprehensive (amended) plan that includes physical and spatial planning as well as proposals that contain detailed studies from aspects of land use, traffic, public transport, public facilities and green areas 	Majlis Perbandaran Petaling Jaya (MBPJ)

Date	Event Title and Information	Regulators and organisations
3 May 2024	Taklimat Sistem Integriti Korporat Malaysia (CISM) <ul style="list-style-type: none"> A briefing on Corporate Integrity System 	Malaysia External Trade Development Corporation (MATRADE)
6 May 2024	International Regulatory Conference 2024 <ul style="list-style-type: none"> An awareness update of regulatory policies from around the world that impact the courier and postal industry 	Malaysian Communications & Multimedia Commission (MCMC)
29 May 2024	AMEC Member Networking Session <ul style="list-style-type: none"> A get together session with new members of AMEC and new office bearers 	Association of Malaysian Express Carrier (AMEC)

CORPORATE SUSTAINABILITY REPORT
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Date	Event Title and Information	Regulators and organisations
13 June 2024	MyKurier Safety Rating Programme <ul style="list-style-type: none">Received a 4-Star award result from MIROS	Postal Forum Malaysia & Malaysian Institute of Road Safety Research (MIROS)
19 June 2024	Elevating Customer Service Experience in Postal and Courier <ul style="list-style-type: none">A training to increase postal courier customer service skills	Postal Forum Malaysia
20 June 2024	Association of Malaysian Express Carriers (AMEC) Discussion with Malaysia Competition Commission (MyCC) <ul style="list-style-type: none">A discussion on courier industry masking matters	Malaysia Competition Commission (MyCC)

Date	Event Title and Information	Regulators and organisations
2 July 2024	Workshop on the Draft of the Postal Services (Postal Security) Rules and Briefing on the Postal Services (Compounding of Offences) Regulations 2024 <ul style="list-style-type: none">A further discussion on the new guideline for all courier licences on Postal Security	Postal Forum Malaysia
23 July 2024	PAKEJ & Sustainability Action Plan Refinement Workshop <ul style="list-style-type: none">Represented the Governance Group & chaired the Social Group to discuss the focus components in the ESG plan of the Courier Industry	Malaysian Communications & Multimedia Commission (MCMC)
31 July 2024	Anti-Money Laundering Act (AMLA) and its Implications to Courier Industry <ul style="list-style-type: none">An awareness update on money laundering cases around the world that impacts the courier and postal industry	<ul style="list-style-type: none">Postal Forum MalaysiaSuruhanjaya Pencegahan Rasuah Malaysia (SPRM)Immigration Department of Malaysia

Date	Event Title and Information	Regulators and organisations
6 August 2024	Cyber Digital Services, Defence and Security Asia 2024 (CYBERDSA '24) <ul style="list-style-type: none">Awareness event to nurture growth and showcase the development of Cybersecurity Malaysia	Ministry of Digital (MOD)

CORPORATE SUSTAINABILITY REPORT

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Date	Event Title and Information	Regulators and organisations
2 October 2024	MSWG: What Can Seriously Go Wrong with RPTs? <ul style="list-style-type: none"> To further understand the legal requirements and gain insights from recent RPT cases 	Bursa Malaysia
11 October 2024	The CoSec's Playbook Series: Navigating and Managing Board Conflicts of Interest <ul style="list-style-type: none"> A discussion focused on the best practices for navigating conflicts to ensure ethical decision-making, maintain board integrity, and protect the interests of the organisation 	Institute of Corporate Directors Malaysia (ICDM)
16 October 2024	Skrine Conference: Lasting Strategies in a Changing World <ul style="list-style-type: none"> Awareness event on the new PDPA and obtained insights on how legal strategies can be adapted and refined to address the rapidly changing global environment 	Skrine & Company
22 October 2024	Mesyuarat Koordinasi & Kesiapsiagaan MCMC Bersama Agensi Berkepentingan, Pemain Industri Telco, Pos dan Kurier Bagi Menghadapi Monsun Timur Laut (MTL 2024/2025) <ul style="list-style-type: none"> This meeting aims to ensure preparedness and strong cooperation among all relevant agencies, communication service providers (Telcos), and postal and courier services, in efforts to minimise the impact of the monsoon on communication, postal, and courier services nationwide 	Malaysian Communications & Multimedia Commission (MCMC)
24 October 2024	UNAM UN Forum: Eight Decades, Issues and Challenges <ul style="list-style-type: none"> To foster dialogue on how the UN can adapt to contemporary global challenges and continue to promote a more just and sustainable world 	Institute of Diplomacy and Foreign Relations (IDFR)
29 October 2024	Taklimat Berkenaan Kawalan Pengimportan Barangan di Pintu Masuk Negara oleh Bahagian Penguatkuasaan Farmasi, Kementerian Kesihatan Malaysia (BPFKKM) <ul style="list-style-type: none"> To understand about the importation control of goods at the country's entry points, specifically focusing on regulations governed by the Pharmaceutical Enforcement Division, Ministry of Health Malaysia (BPFKKM) 	<ul style="list-style-type: none"> Malaysian Communications & Multimedia Commission (MCMC) Pharmaceutical Enforcement Division, Ministry of Health Malaysia (BPFKKM)

CORPORATE SUSTAINABILITY REPORT

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Date	Event Title and Information	Regulators and organisations
7 November 2024	Majlis SIRIM Industri 2024 <ul style="list-style-type: none">To receive an Award Certificate of Appreciation for GDEX's ongoing commitment to Anti-Bribery Management System and Good Distribution Practice for Medical Devices	Standards and Industrial Research Institute of Malaysia (SIRIM)
11 November 2024	Workshop on the Enhancement of the CIMS Courier Infrastructure Locations: Pick-Up Drop-Off (PUDO) Data Module <ul style="list-style-type: none">To recognise the postal and courier industry's contributions to service and data quality improvement, raising standards for all stakeholders	Malaysian Communications & Multimedia Commission (MCMC)
14 November 2024	Plan for Parcel Analytics Data Ingestion via API <ul style="list-style-type: none">A briefing of the establishment of API integration between MCMC and courier licensees, which will facilitate seamless data submission, minimise human errors, and eliminate repetitive tasks	Malaysian Communications & Multimedia Commission (MCMC)
19 November 2024	Understanding the Challenging Role of an Independent Director <ul style="list-style-type: none">To equip current and aspiring independent directors with the knowledge, skills, and tools needed to navigate challenges and fulfil their responsibilities effectively	Bursa Malaysia (Listing Requirement Training)
25 November 2024	Sesi Taklimat Kumpulan Kerja PAKEJ #1 <ul style="list-style-type: none">A further discussion on the aspects of the Environmental (EWG), Social (SWG), and Governance (GWG) Working Groups involved in the National Courier Accelerator Plan (PAKEJ) initiative	Malaysian Communications & Multimedia Commission (MCMC)
27 November 2024	Digital Society Research Grant (DSRGX) Research Collaboration Consultation Workshop <ul style="list-style-type: none">To gather feedback from stakeholders to confirm and refine the concept, ensuring alignment with industry expectations and needs, as well as garner preliminary interest towards the DSRGX concept	Malaysian Communications & Multimedia Commission (MCMC)

CORPORATE SUSTAINABILITY REPORT

cont'd

Date	Event Title and Information	Regulators and organisations
2 December 2024	Seminar on Information Security Incident Management <ul style="list-style-type: none"> A seminar which aims to equip licensees with essential knowledge and skills to effectively manage cybersecurity incidents 	Malaysian Communications & Multimedia Commission (MCMC)
5 December 2024	Effective Customer Relationship Management (CRM) In Complaint Handling Training <ul style="list-style-type: none"> A training designed to equip participants with the skills to understand the origins of complaints, uncover root causes through probing, and respond appropriately, whether verbally or in writing 	Malaysian Communications & Multimedia Commission (MCMC)
12 December 2024	Communication Infrastructure Management System (CIMS) Refresher Training Session <ul style="list-style-type: none"> A clinic organised by the Geospatial and Data Management Division (GDMD) for new and existing CIMS users, offering module guidance and a feedback session 	Malaysian Communications & Multimedia Commission (MCMC)

Conclusion

GDEX remains committed to its sustainability journey by implementing various green initiatives that align with the global goal of achieving net-zero carbon emissions by 2050. The successful installation of the second phase solar panel system at our GDEX Auto Hub marks another significant step in reducing our carbon footprint. Moving forward, we will introduce more sustainability-driven initiatives to enhance energy efficiency, reduce emissions, and promote eco-friendly logistics solutions. Beyond environmental efforts, we continue to strengthen our business sustainability by upholding strong governance practices and social responsibility, ensuring ethical operations, employee well-being, and community engagement. These efforts not only contribute to a greener future but also enhance long-term business performance and value creation for our stakeholders.



BURSA MALAYSIA

SUSTAINABILITY PERFORMANCE REPORT 2024

Indicator	Measurement Unit	2024
Bursa (Emissions management)		
Bursa C11(a) Scope 1 emissions in tonnes of CO2e	Metric tonnes	19,302.00
Bursa C11(b) Scope 2 emissions in tonnes of CO2e	Metric tonnes	5,439.00
Bursa C11(c) Scope 3 emissions in tonnes of CO2e (at least for the categories of business travel and employee commuting)	Metric tonnes	74.00
Bursa (Energy management)		
Bursa C4(a) Total energy consumption	Megawatt	7,147.41
Bursa (Waste management)		
Bursa C10(a) Total waste generated	Metric tonnes	1,452.00
Bursa C10(a)(i) Total waste diverted from disposal	Metric tonnes	203.00
Bursa C10(a)(ii) Total waste directed to disposal	Metric tonnes	1,249.00
Bursa (Water)		
Bursa C9(a) Total volume of water used	Megalitres	74.214000
Bursa (Diversity)		
Bursa C3(a) Percentage of employees by gender and age group, for each employee category		
Age Group by Employee Category		
Functional 18-27	Percentage	1.54
Functional 28-37	Percentage	3.98
Functional 38-47	Percentage	2.05
Functional 48-57	Percentage	0.56
Functional Above 57 years	Percentage	0.14
Operational 18-27	Percentage	22.40
Operational 28-37	Percentage	43.45
Operational 38-47	Percentage	21.14
Operational 48-57	Percentage	4.26
Operational Above 57 years	Percentage	0.48
Gender Group by Employee Category		
Functional Male	Percentage	4.18
Functional Female	Percentage	4.09
Operational Male	Percentage	77.12
Operational Female	Percentage	14.61
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	20.00
50-59	Percentage	30.00
60 and above	Percentage	40.00

BURSA MALAYSIA

SUSTAINABILITY PERFORMANCE REPORT 2024

cont'd

Indicator	Measurement Unit	2024
Bursa (Community/Society)		
Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	87,749.35
Bursa C2(b) Total number of beneficiaries of the investment in communities	Number	43,759
Bursa (Health and safety)		
Bursa C5(a) Number of work-related fatalities	Number	0
Bursa C5(b) Lost time incident rate ("LTIR")	Rate	1.51
Bursa C5(c) Number of employees trained on health and safety standards	Number	1,975
Bursa (Labour practices and standards)		
Bursa C6(a) Total hours of training by employee category		
Functional	Hours	3,745
Operational	Hours	27,463
Bursa C6(b) Percentage of employees that are contractors or temporary staff	Percentage	3.45
Bursa C6(c) Total number of employee turnover by employee category		
Functional	Number	79
Operational	Number	1,076
Bursa C6(d) Number of substantiated complaints concerning human rights violations	Number	0
Bursa (Supply chain management)		
Bursa C7(a) Proportion of spending on local suppliers	Percentage	96.00
Bursa (Anti-corruption)		
Bursa C1(a) Percentage of employees who have received training on anti-corruption by employee category		
Functional	Percentage	90.00
Operational	Percentage	90.00
Bursa C1(b) Percentage of operations assessed for corruption-related risks	Percentage	88.00
Bursa C1(c) Confirmed incidents of corruption and action taken	Number	0
Bursa (Data privacy and security)		
Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0

AWARDS, CERTIFICATION, AND MEMBERSHIPS

2014

- **2014 Certificate of Recognition by the Employees President Fund ("EPF")** — *Best Employer 2014 EPF Petaling Jaya*
- **2014 Driver and Rider Championship Award Postal and Courier Industry by the Malaysian Communications and Multimedia Commission ("MCMC")** — *Overall Championship*
- **2014 Frost & Sullivan Malaysia Excellence Awards** — *Domestic Express Service Provider of the Year – Private Sector*

2015

- **2015 Frost & Sullivan Malaysia Excellence Awards** — *Malaysia Excellence in Growth - Domestic Express Services*
- **2015 Forbes Asia Malaysia Excellence Awards** — *Best Under A Billion Award - Private Sector*
- **2015 Certificate of Appreciation by MCMC** — *Driver and Rider Championship Award #SampaiDenganSelamat Postal and Courier Industry*
- **2015 Certificate of Recognition by EPF** — *Best Employer 2015 EPF Petaling Jaya*

2016

- **2016 Frost & Sullivan** — *Malaysia Domestic Express Services Provider of the Year*
- **2016 Certificate of Appreciation by EPF** — *Compliance with EPF 1991 Act, Selangor*
- **2016 E-Commerce Delivery Awards by MCMC** — *Operational Excellence Award – Top 5 Delivery Performance*
- **2016 E-Commerce Delivery Awards by MCMC** — *Road Safety Excellence Award – Top 3 Companies*
- **2016 E-Commerce Delivery Awards by MCMC** — *Road Safety Excellence Award – Top 3 Riders*

2013

- **2013 Frost & Sullivan Malaysia Excellence Awards** — *Domestic Express Service Provider of the Year - Private Sector*

List of Memberships and Associations

1. The Chartered Institute of Logistics and Transport ("CILT")
2. Malaysia-Japan Economic Association ("MAJECA")
3. Federation Of Malaysian Manufacturers ("FMM")
4. Association of Malaysian Express Carriers ("AMEC")
5. The Japanese Chamber of Trade & Industry, Malaysia ("JACTIM")
6. Malaysia-China Chamber of Commerce ("MCCC")
7. Malaysia Chamber of Commerce and Industries Philippines, INC ("MCCI")
8. ASEAN Business Advisory Council Malaysia Circle ("ABMC")
9. Malaysia Retail Chain Association ("MRCA")
10. Universal Postal Union ("UPU")
11. Energy Industries Council ("EIC")
12. UN Global Compact Network Malaysia & Brunei ("UNGCMYB")
13. Singapore Business Federation ("SBF")

AWARDS, CERTIFICATION, AND MEMBERSHIPS

cont'd

2017

- **2017 MCMC Campaign #SampaiDenganSelamat** — Champion – Lorry Category
— 3rd Place – Rider Category

2018

- **2018 E-Commerce Delivery Awards by MCMC** — Best Innovation Award – GDEX GO
- **2018 Frost & Sullivan Asia-Pacific Best Practices Awards** — Malaysia Express Service Provider of the Year – Private Sector
- **2018 MCMC Campaign #SampaiDenganSelamat** — Champion – Warcry Competition
— 2nd Place – Rider Category

2019

- **2019 Frost & Sullivan Asia-Pacific Best Practices Awards** — 2019 Malaysia Express Logistics Service Customer Value Leadership Award

2021

- **2021 MCMC Star Rating Awards** — Top 3 Overall Delivery Performance
- **2021 MCMC Star Rating Awards** — Best Delivery Performance for Peninsular Malaysia
- **2021 Certificate of Recognition by EPF** — Best Electronic E-Payment Employer Award

2023

- **2023 Industry Engagement for Customer Service for Postal & Courier Industry** — Gold medal for Best Complaint Management
- **2023 The World CIO 200 Summit by Global CIO Forum** — Legend title at The World CIO 200 Awards
- **2023 IDC Future Enterprise Awards** — IDC's Best in Future of Trust 2023 (Malaysia)
- **2023 Excellence Reverse Testing Centre Award** — Delivery performance
— Warehouse performance

2024

- **2024 IDC Foundry Events Asia Pacific** — 2024 CIO 100
- **2024 MYKURIER Star Rating Program Award** — 4-star Rating
- **2024 Huawei Malaysia Supplier Ecosystem Convention** — 2024 Gold Supplier Award
- **2024 Sangfor EPIC Global Awards** — 2023 Best Cloud Computing (HCI) Use Case Award
- **2024 The World CIO 200 Summit by Global CIO Forum** — Legend title at The World CIO 200 Awards
- **2024 Top in Tech Innovation Awards 3rd Edition** — Merit Mention in the Best Brick and Mortar category
- **2024 Artificial Intelligence Cyber Shield Project** — Best IT Project - Information Security

