



Sustainability Highlights 2024

Include. Integrate. Sustain.



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About GDEX Berhad

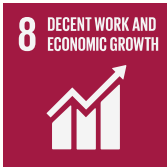
- Established in 1997, GDEX Berhad is a leading domestic and international express delivery services provider in Malaysia. GDEX also has increasing presence in Southeast Asia, with operations in Singapore, Indonesia (SAP Express), and Vietnam (NETCO).
- Through its investee companies, GDEX also offers 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

1 Financial Performance



2 Operational Excellence



3 Digitalisation and Artificial Intelligence (AI)



4 Research & Development (R&D) and Innovation



ENVIRONMENT

5 Pollution Management



6 Sustainable Resource Management



SOCIAL

7 Customer Experience and Satisfaction



8 Company Culture and Philosophy



9 Occupational Health and Safety



10 Employee Well Being and Engagement



11 Talent Development and Retention



12 Community Engagement



GOVERNANCE

13 Anti-Bribery and Corruption



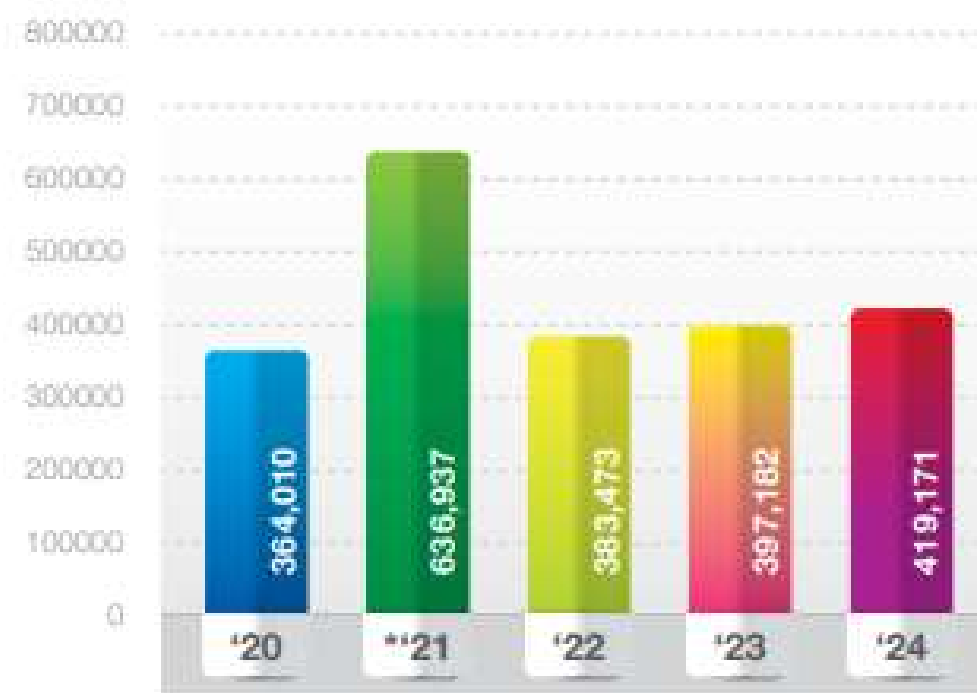
14 Data Security and Privacy



Economic Economic Performance

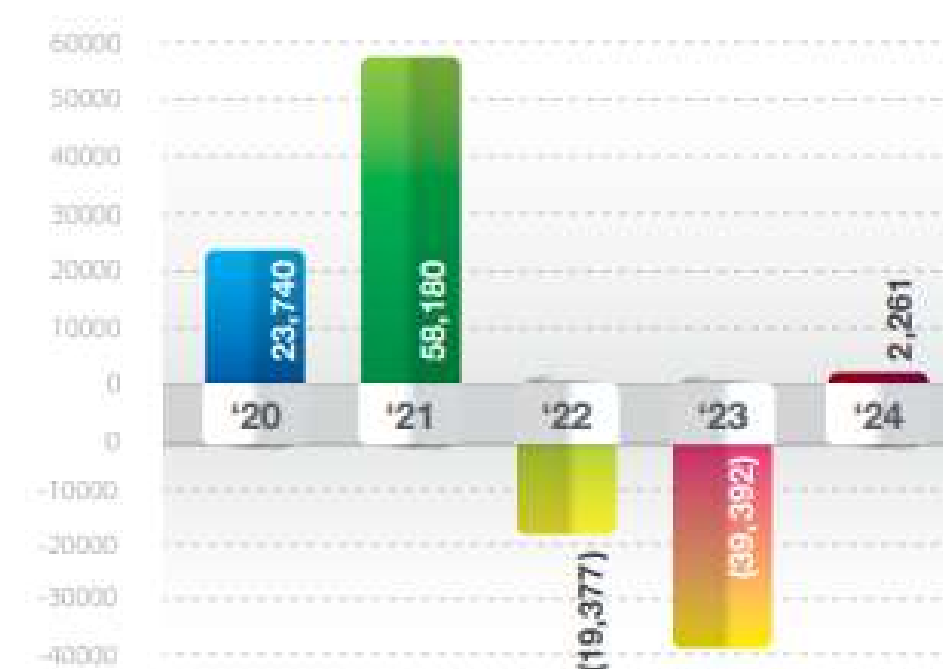
In FY2024, GDEX Berhad recorded a total revenue of **RM 419.2 million**.

Revenue
(RM'000)



* For 18 months period

Profit/(Loss) before tax
(RM'000)



2021: For 18 months period

- Advancing and investing in digitalisation and technology to meet the heightened demand for superior logistics services
- Strategic diversification into IT solutions and services:
 - Smart retail
 - Web and enterprise solutions
 - Cybersecurity solutions

Economic Operational Excellence



GDEX Auto Hub

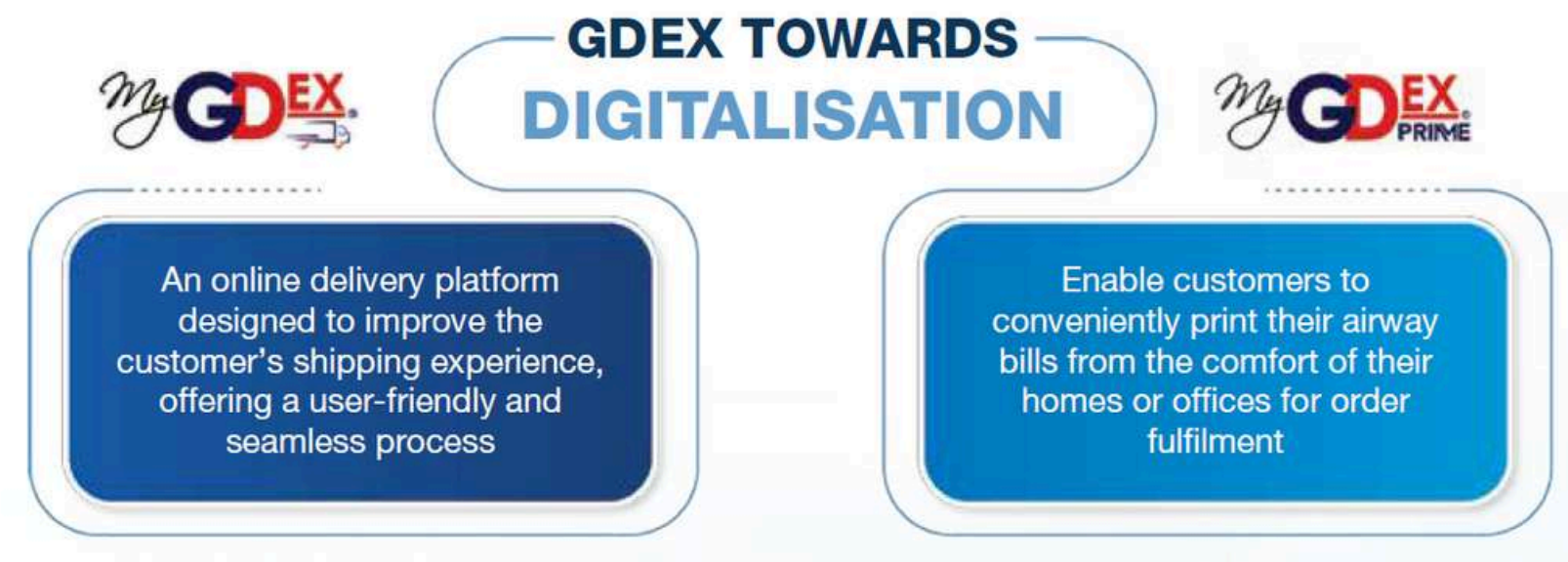
- **Tripled** daily sorting capacity to **350,000 shipments**
- Through integration of automation and digitalisation, the Auto Hub significantly enhances our operational efficiency – to provide **fast, seamless, and high-quality delivery services**



Business Continuity Plan

- Reviewed regularly
- To reinforce service reliability and resilience

Economic Digitalisation and Technology



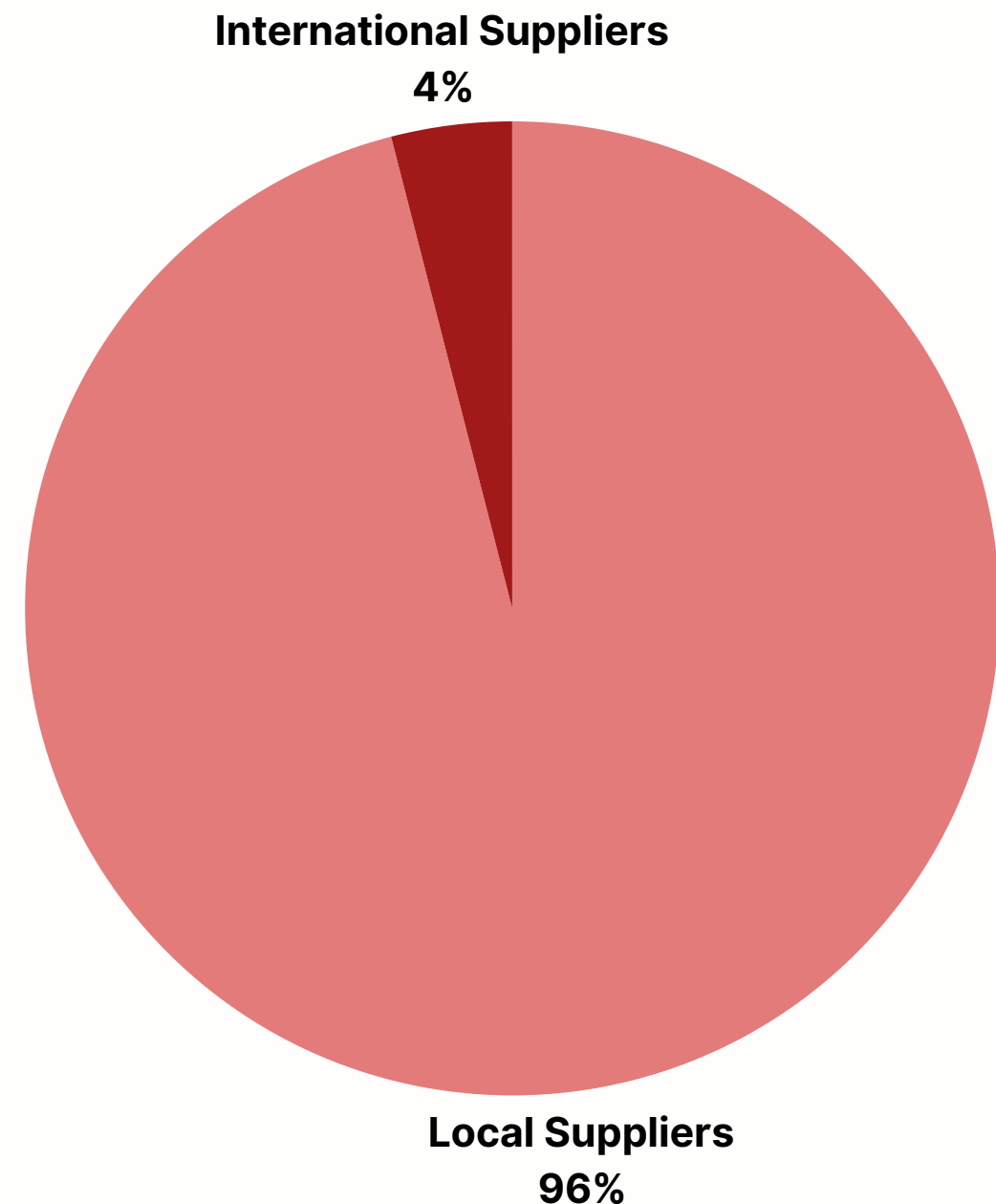
GDEX's systems and data are well protected against cyber threats to ensure data security and privacy.

- Deployed **Artificial Intelligence and Machine Learning-powered cybersecurity solutions** across its systems and digital platforms

Other digitalisation initiatives:

- **Savings of RM1.05 million in paper and printing costs** from 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 **96% of our suppliers being locally based**, while a mere 4% are sourced internationally

Environment

Greenhouse Gas Emissions (GHG)

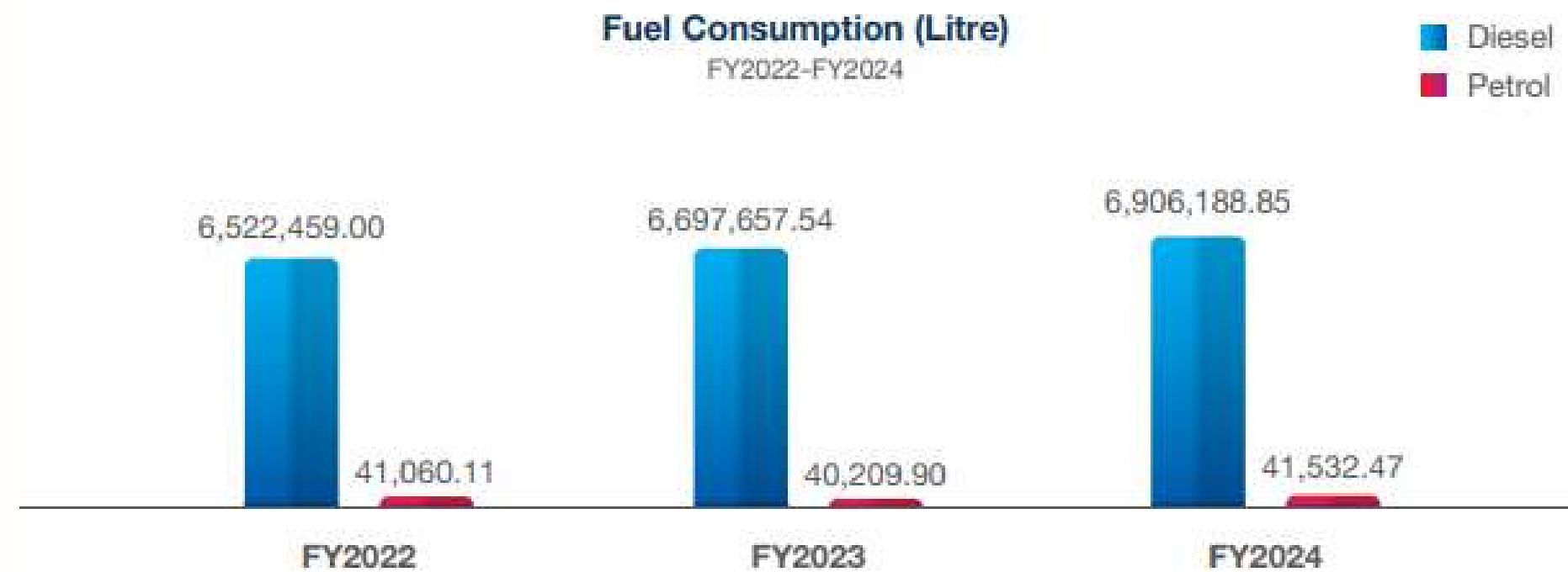


The installation of solar photovoltaic system at GDEX Headquarters and GDEX Auto Hub had yielded a substantial amount of **120,283 kWh energy reduction**, equivalent to **93 tCO₂e**.

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

Environment

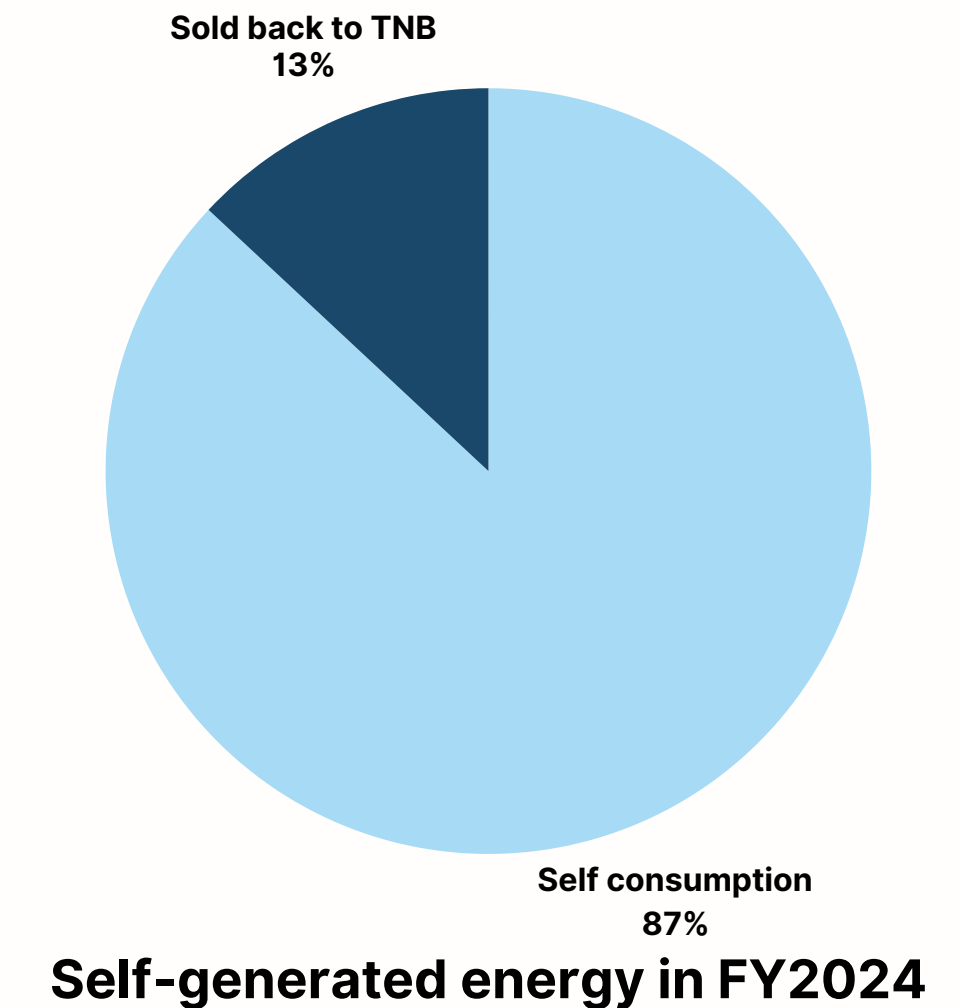
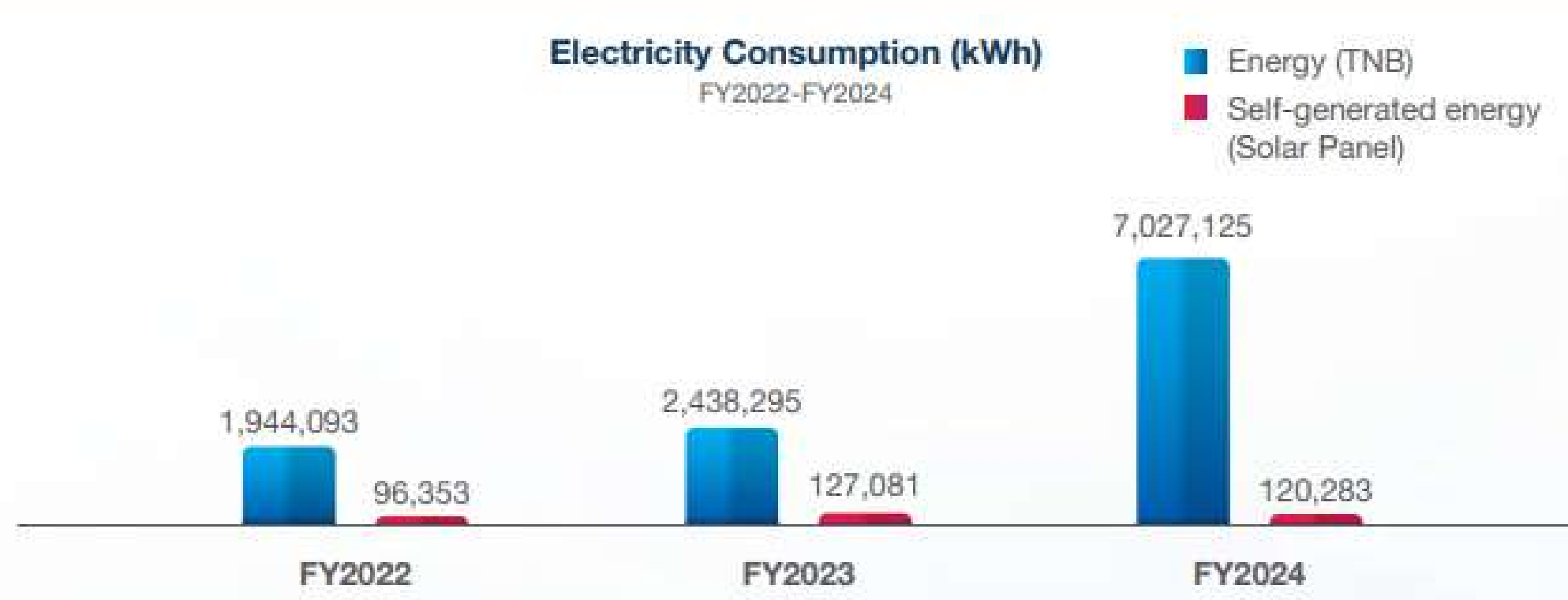
Fuel Consumption



- 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

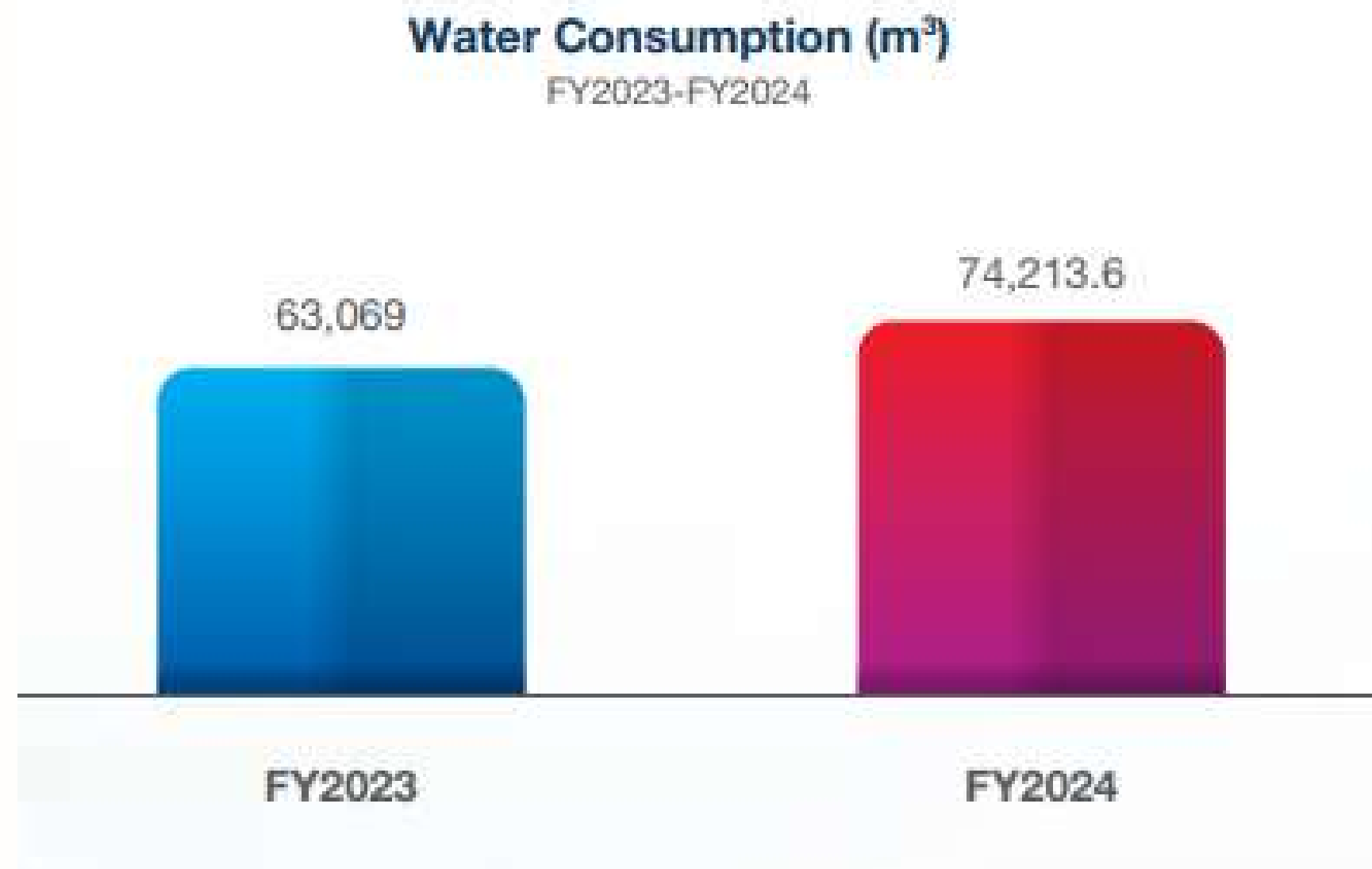
Electricity Consumption



- The installation of solar panels at GDEX Headquarters and GDEX Auto Hub resulted in self-generated electricity of **138,335 kWh** for FY2024
- Of this, **120,283 kWh** was utilised for self-consumption, while the remaining **18,052 kWh** was sold back to Tenaga Nasional Berhad ("TNB"). This green initiative enabled us to **reduce a total of 93 tCO2e** from purchasing electricity from TNB.

Environment

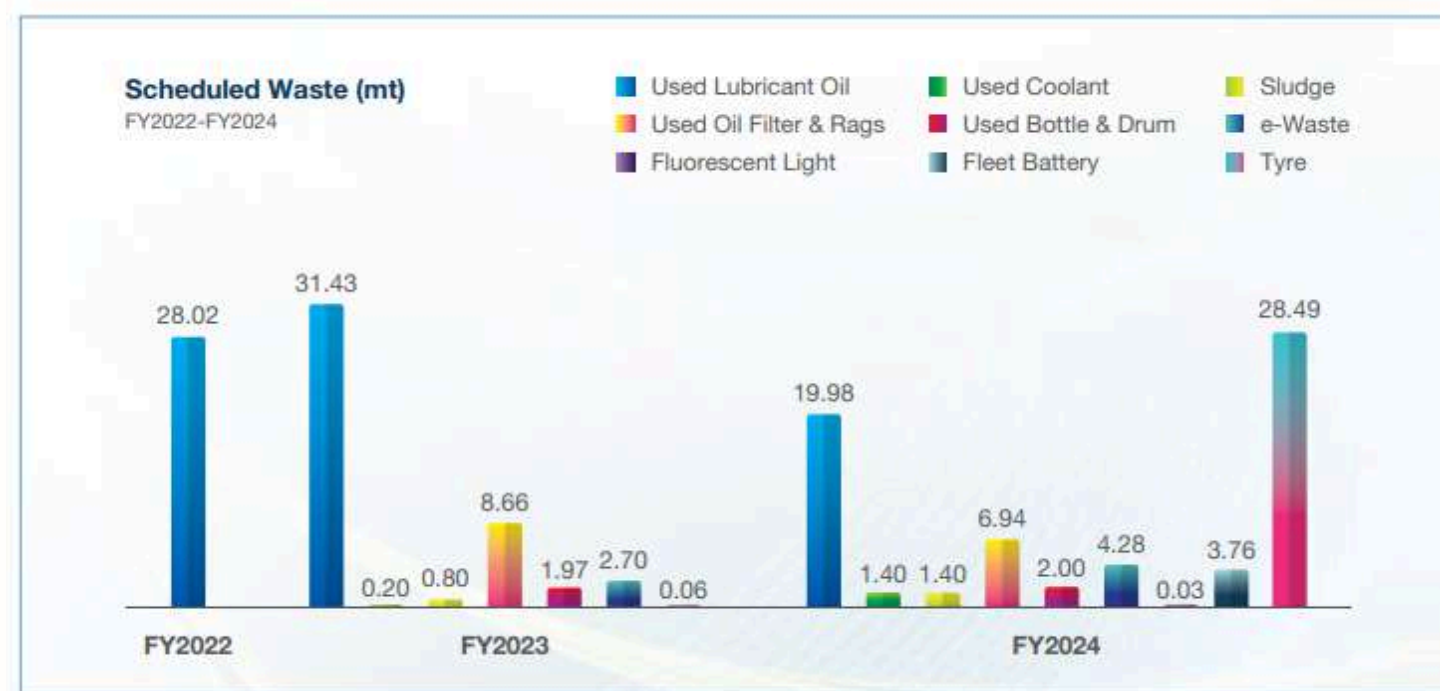
Water Consumption



- 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** to supply water to wash trucks at the GDEX HQ Fleet workshop

Environment

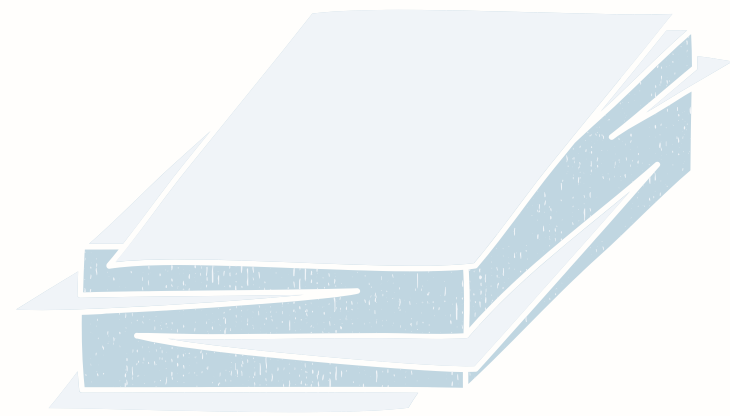
Waste and Effluents



- 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 FY2024**
- In **FY2024**, GDEX reduced its general waste to **1,249.20** metric tonnes, as compared to 1,329 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)



19,072 kg
paper recycled in FY2024



115,900 kg
carton boxes recycled in FY2024

- With our constant digitalisation efforts, we recycled **19,072 kg of paper** in **FY2024**, as compared to 34,319 kg in FY2023
- GDEX also managed to recycle a total of **115,900 kg of carton boxes** in **FY2024**, a decrease of 10,560 kg compared to 126,460 kg recycled in FY2023
- This achievement stems from our monthly initiative to collect **outdated documents and carton boxes** that are sent for recycling

Social

Customer Satisfaction

FY2024 Customer
Satisfaction Survey



Social Company Culture and Philosophy



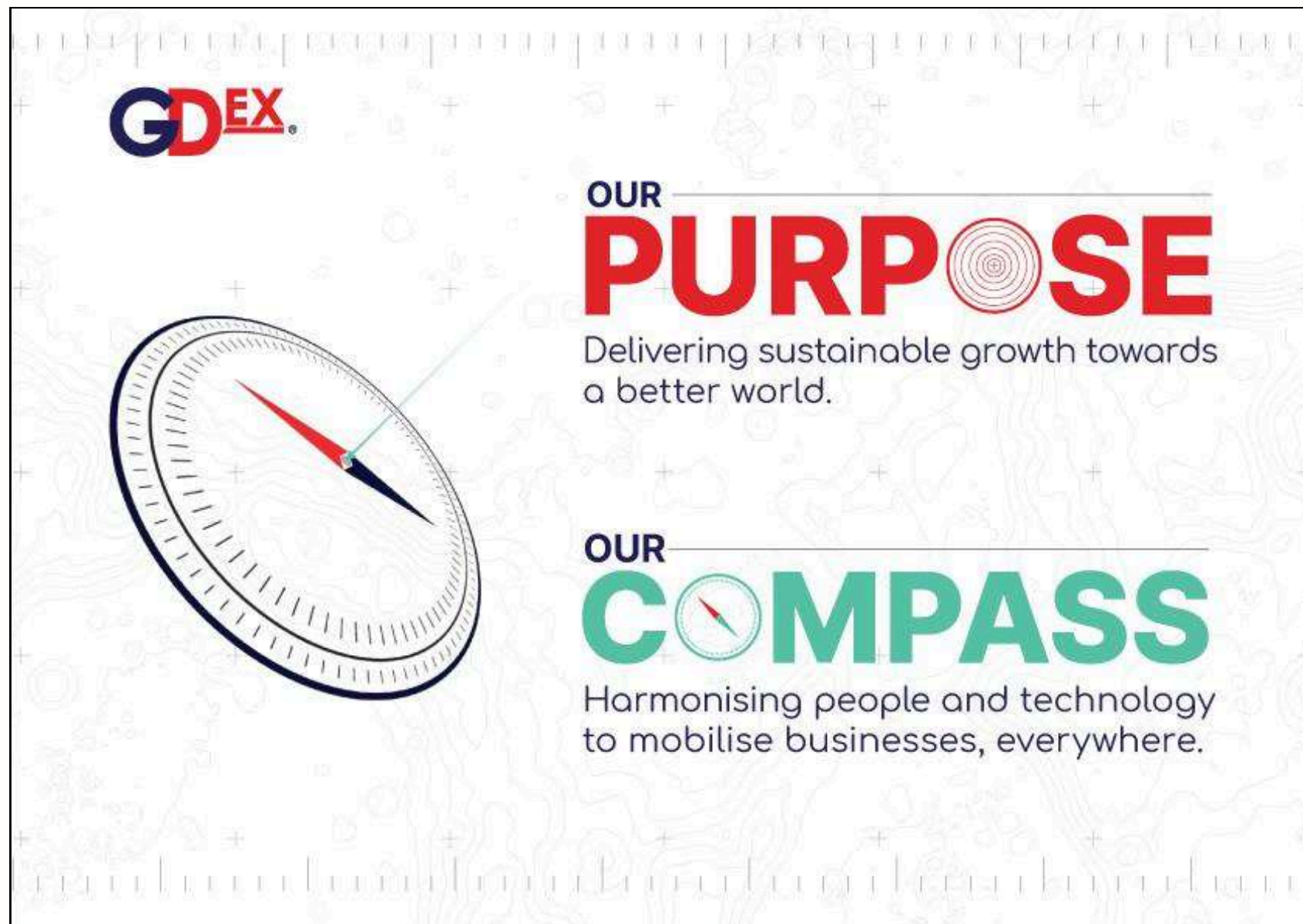
- Revamped in 2020, the GDEX Philosophy is the **foundation** of our culture and operations
- The corporate qualities are defined as Cost Effective (People, Process), Reliability (Platform, Product), and Speed, or better known as **4P 1S**

Social

Company Culture and Philosophy

GDEX Berhad also established a vision and mission 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

- To ensure adherence to all policies, the Group’s **Safety and Health Committee** oversees the full compliance and maintain a secure work environment
- In FY2024, we successfully conducted **31,208 total training man-hours**, averaging **8.75 training hours per employee**
- Obtained MYKURIER Star Rating Program Award — **4 stars** (out of 5 stars)

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

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

3,567

Total employees

3

Disabled employees

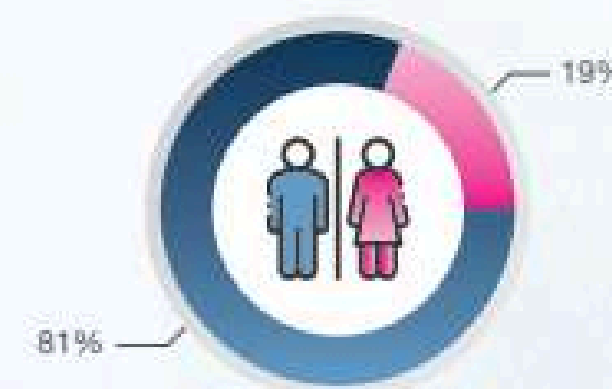


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Temporary or
contract employees

By Gender

Male Female



By Diversity

Local Foreign



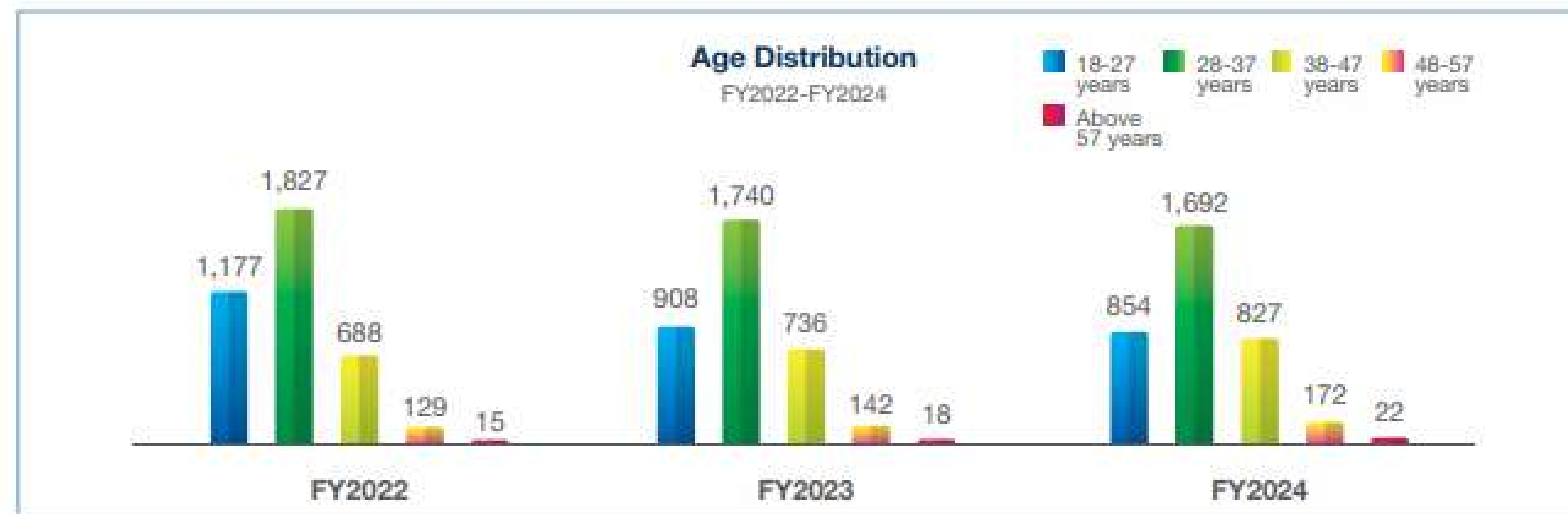
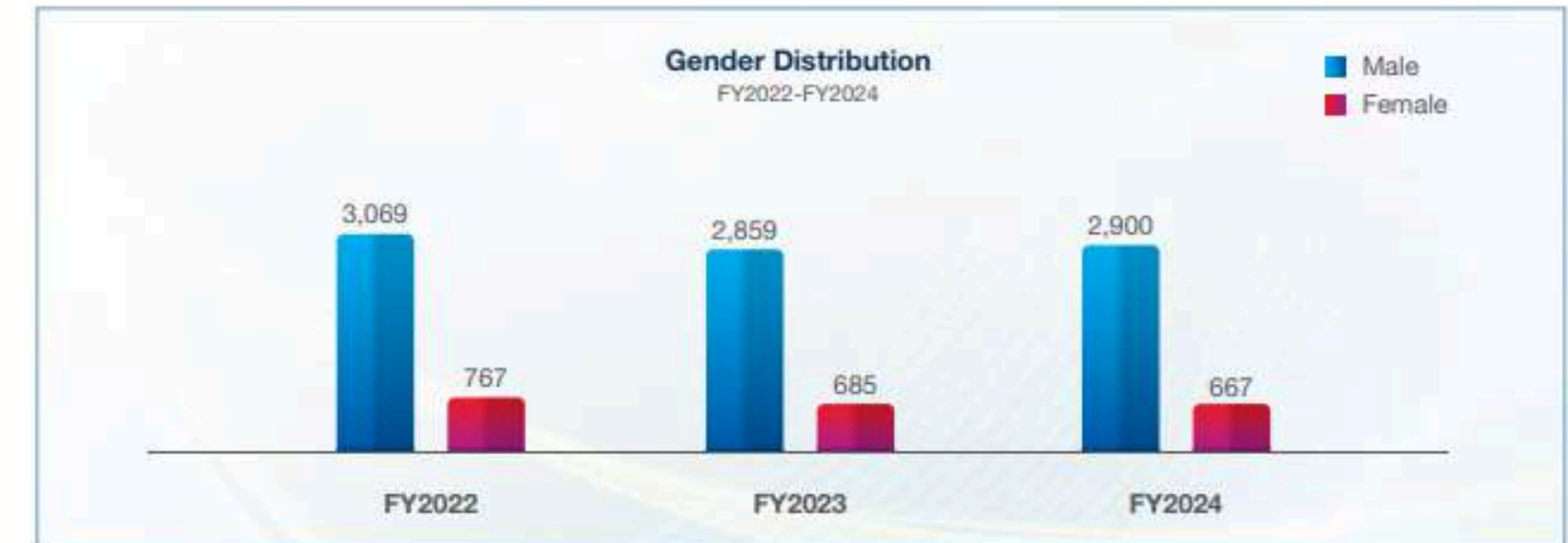
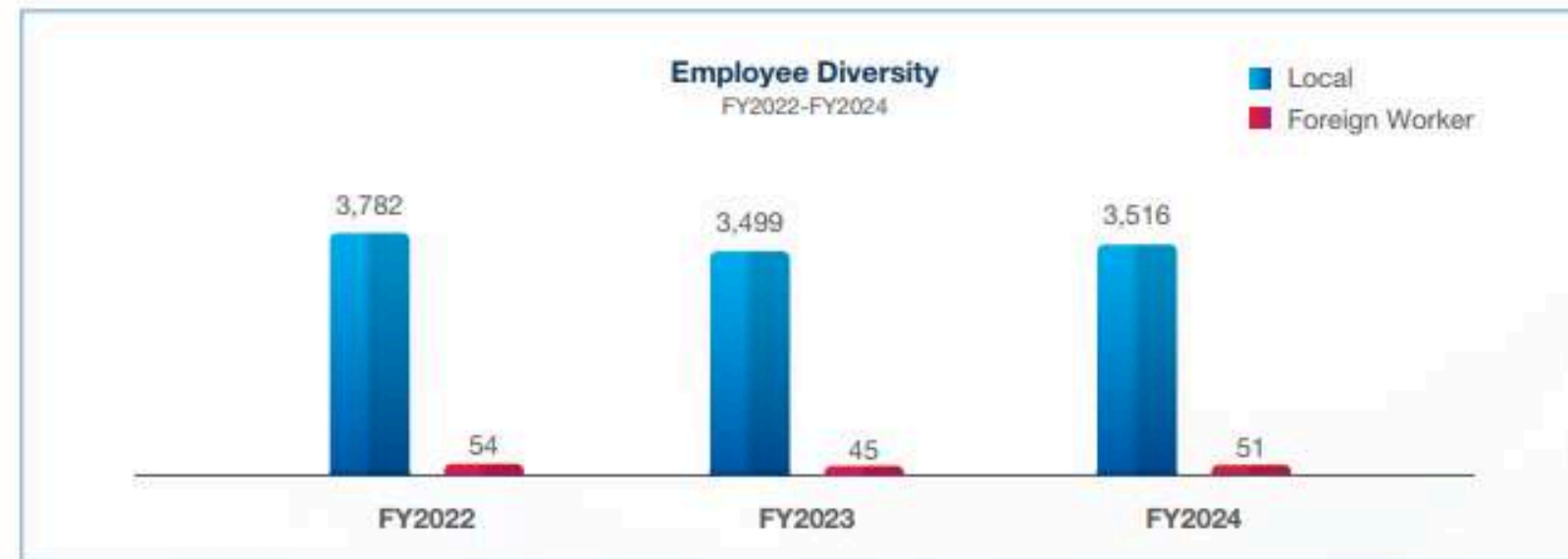
By Age Distribution

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



Social

Employee Diversity (cont'd)

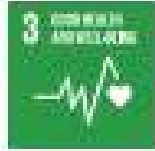










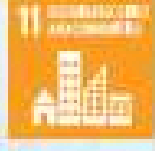


Social Talent Development and Retention

- 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**
- Trainings and workshops are conducted regularly
- 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 the **Department of Skills Development Malaysia (JPK)** to enhance the technical and professional competencies of GDEX employees



Social Corporate Social Responsibility Programme

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)	



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:



Malaysian Anti-Corruption Commission (MACC)



Ministry of Finance



Majlis Bandaraya Petaling Jaya



Institute of Diplomacy and Foreign Relations (IDFR)



Royal Malaysian Customs Department



Malaysian Communication and Multimedia Commission



Ministry of Health



Institute of Corporate Directors Malaysia (ICDM)



Standards and Industrial Research Institute of Malaysia



Malaysian Productivity Corporation



Malaysian External Trade Development Corporation



Malaysia Competition Commission



Malaysian Immigration Department



Postal Forum Malaysia



Bursa Malaysia



Malaysian Institute of Road Safety Research

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

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

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

GDEX obtained the **ISO/IEC 27001:2022** certification for **Information Security Management Systems** to strengthen GDEX's **information security standards** by ensuring **strict protection** of the company's data

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



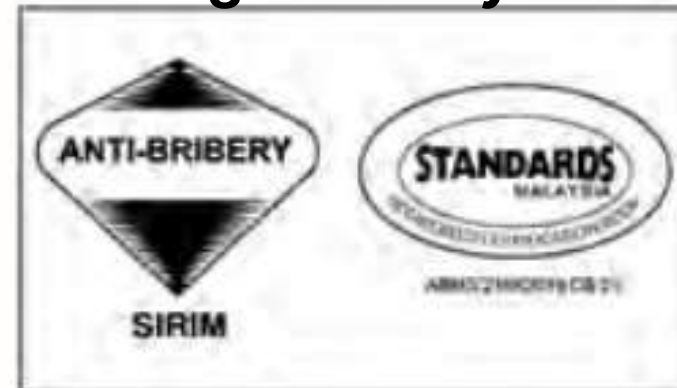
Governance

Risk Management - ISO Certifications

Good Distribution Practice For Medical Devices (GDPMD)



Anti-Bribery Management System



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

Quality Management Systems



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



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

Environmental Management Systems

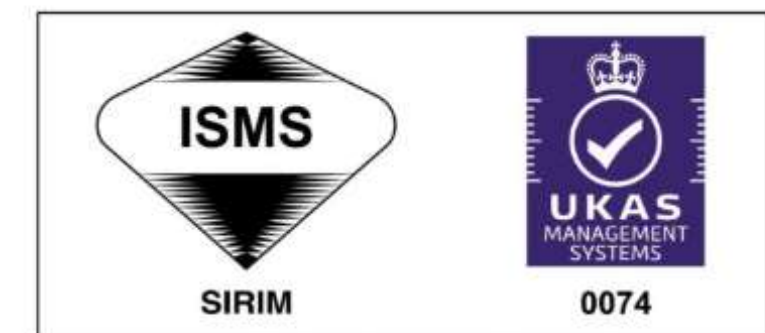


CERTIFIED TO ISO 14001:2015
CERT. NO : EMS 01022

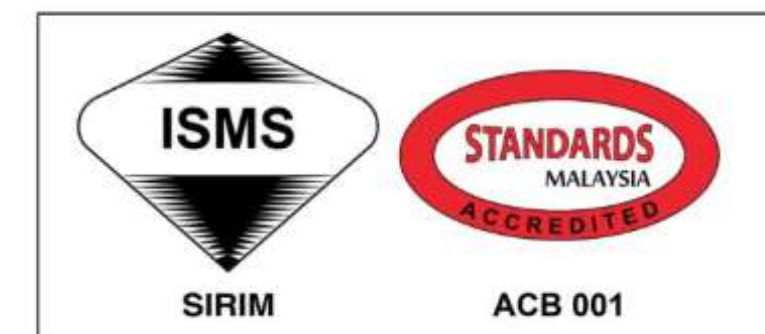


CERTIFIED TO ISO 14001:2015
CERT. NO : EMS 01022

Information Security Management Systems



CERTIFIED TO ISO/IEC 27001:2022
CERT. NO. : ISMS 00488



CERTIFIED TO ISO/IEC 27001:2022
CERT. NO. : ISMS 00488

Sustainability Assessments and Ratings

GDEX constantly takes part in Environmental, Social and Governance (ESG) evaluations to determine non-financial risks and long-term sustainability opportunities.

- GDEX is a proud participant of **The S&P Global Corporate Sustainability Assessment (CSA)** which leads the field in helping companies make the link between sustainability and their business strategies
- GDEX also uses **FTSE Russell ESG Ratings** to assess our Environmental, Social, and Governance (ESG) matters using a framework that includes over 300 indicators across 14 ESG themes



2024 ESG Rating by FTSE Russell : ★ ★ ★

THANK YOU

For more information or enquiries, email us at: sustainability@gdexpress.com

