

SUSTAINABILITY STATEMENT

REPORTING PERIOD

1 January 2022 to 31 December 2022

REPORTING SCOPE

This Sustainability Statement ("Statement") sets out the Economic, Environmental, Social & Governance ("EESG") performance of the Group, comprising the activities and operations of active companies in the Group which are located within Malaysia only. Overseas operations are considered insignificant in the Group's overall business and are, therefore, excluded in the reporting scope.

GUIDELINES AND REFERENCES

The preparation of this Statement is guided by the Sustainability Reporting Guide (3rd Edition) issued by Bursa Malaysia Securities Berhad ("Bursa Securities") and the United Nations Sustainability Development Goals ("UN SDGs") blueprint.

ACCESSIBILITY AND FEEDBACK

This Statement is accessible in PDF format at our corporate website at <https://www.warisantc.com.my/index.php/menu-examples/menu-icons>.

We welcome any feedback or suggestion about this Statement.

REVIEW OF STATEMENT

This Statement has been independently reviewed by the Group Internal Audit for factual and content accuracy.

WHO WE ARE?

Warisan TC Holdings Berhad ("WTCH") was incorporated in Malaysia on 26 March 1997 and the Group, comprising WTCH and its subsidiaries, whose principal activities consist of business in the travel, car rental, automotive, machinery, consumer products and other services. The Group has extensive expertise and vast experience in these sectors, spanning 25 years, and this has enabled us to extend our reach to other countries, namely Myanmar, Cambodia, Thailand and Taiwan.

OBJECTIVE

The Group's objective is to deliver consistent and sustainable growth to our shareholders and other stakeholders by adopting a relentless pursuit for customer excellence and innovative products, services and solutions, while ensuring that the Group operates sustainably, responsibly and ethically.

BUSINESS CONTINUITY

To meet our business objectives following the aftermath of the Covid-19 pandemic, we have adopted a prudent strategy to rebuild capacity, enhance capabilities and focus on improving efficiencies, while remaining cautious against any emerging uncertainties, both at the local and global fronts.

SUSTAINABILITY STATEMENT

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THE GROUP'S SUSTAINABILITY JOURNEY



VALUE CREATION

The Group acknowledges that the prioritisation of EESG factors is a key business driver to realise the following positive impacts in the long run:

a) Economy

A sustainable and resilient business operating with positive brand reputation

Attract responsible and progressive investors who screen for EESG criteria; expand markets to meet consumer demand for circularity; form stronger relationships with stakeholders and gain customer loyalty leading to increased profitability and improved long-term financial performance through cost-saving low carbon footprint innovative solutions that also address the environmental and social challenges.

SUSTAINABILITY STATEMENT

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b) Environmental

Sustainable business practices

Reduce impact on the environment; conserve natural resources; and promote long-term economic growth of the Group by adopting sustainable development best practices to increase efficiency and prolong lifecycles of products and services.

c) Social

A more sustainable and equitable future for all

Fostering social responsibility by prioritising the safety, health and well-being of employees, customers and communities; contributing to the development of local societies and advocating ethical behaviour. A highly engaged workforce serves as a loyal and valuable ambassador of the business brand whilst a diverse talent pool in a collaborative environment leads to increased productivity and spur innovation internally.

d) Governance

Contribute to the development of a fair and just society

By adopting strong governance practices and ethical conduct, businesses can create trust with stakeholders; gain resilience to regulatory change; manage risks effectively and build a strong reputation.

WHERE WE ARE?

- Rebuilding our workforce and operational capabilities following the aftermath of pandemic - gradually building capacity and growing resources to achieve our Vision and Mission.
- Understanding and adjusting to the key business growth drivers using EESG considerations and evaluating the effectiveness and impacts in value creation.



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MESSAGE FROM GROUP CHIEF EXECUTIVE OFFICER

Dear Valued Stakeholders,

I am pleased to express our dedication to the pursuit of "Growth with Sustainability" alongside you. Our team is eager to share our enthusiasm for sustainable growth and demonstrate our unwavering commitment to this goal.

"Growth with Sustainability" is a concept where businesses can achieve growth with sustainability by implementing sustainable practices and minimising negative impacts on the environment and society. In today's rapidly evolving world, sustainability has become a vital aspect of business operations. We believe that economic growth and environmental sustainability can co-exist in a mutually supportive manner.

Sustainability is a critical aspect that we prioritise not only for ethical and compliance reasons but also for business reasons. We acknowledge that sustainable growth is vital for the long-term success and profitability of the Group. We are committed to implementing practices that will help us optimise costs, improve efficiency and create a positive reputation for the Group as a responsible and innovative organisation. Through our efforts, we aim to demonstrate our dedication to environmental stewardship, social responsibility and economic prosperity for all stakeholders.

While we recognise that the Group's sustainability invariably requires significant efforts and resources, we believe that it is essential for the long-term success of the Group. Accordingly, we will work closely with our stakeholders to understand their expectations and concerns and incorporate them into our business strategies.

It is our aspirations to CREATE a viable future. We will take concrete actions on the following focus areas to CREATE a sustainable future for all.

- C** – Contribute to Community Progress and Prosperity
- R** – Reduce Environment Impacts and Carbon Footprint
- E** – Embrace Circular Economy
- A** – Adopt Good Governance
- T** – Thrive on Resilient Business Model and Innovation
- E** – Empowerment of Employees in Workplace

While we are still in the early stages of our sustainability journey, we are committed to making meaningful progress towards our sustainability goals. We have set targets and metrics to measure our progress and performance to ensure that we are accountable for our actions and transparent about our impact on the environment and society.

I am excited about the opportunities that lie ahead for the Group as we embark on our sustainability journey. I am confident that with your collective support and by working together, we can achieve "Growth with Sustainability".

Thank you for your attention and support, and we look forward to sharing more with you about our sustainability journey in the future.

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WE BEGIN OUR SUSTAINABILITY JOURNEY WITH A MINDSET SHIFT

WARISAN TC GUIDING PRINCIPLES:

Empowering a Future-Ready Culture and Embrace Forward Thinking Today

W	Workforce	Skilled, Competent and Dynamic
A	Accountability	Business Ethics and Code of Conduct
R	Robust	Governance
I	Integrated-Thinking	Business Models
S	Sustainability	Integrate into every aspect of the business
A	Assess Risks and Opportunities	Systematic Risk Management
N	Nimble	Leadership

T	Technology-Led and Driven	Digitalisation, Electrification, Automation and Innovation
C	Communication	Transparent, Consistent and Clarity

We are committed to achieve 'Growth with Sustainability' goal and have established a set of principles using the letters WARISAN TC to guide us on our sustainability journey.

W is for our Workforce, which we envision as Skilled, Competent and Dynamic. We recognise that our employees are a valuable asset and are committed to empowering them with the necessary skills and knowledge to succeed in a sustainable future.

A is for Accountability, where we uphold Business Ethics and Code of Conduct. We believe in ethical and responsible behaviour and are accountable for our actions.

R is for Robust Governance, where we ensure that our governance framework is strong, effective, fair and transparent.

I is for Integrated-Thinking, where we adopt innovative and sustainable Business Models. Integrated-Thinking will be an important aspect of our business models, using a holistic approach that considers all aspects of the business and its impact on the environment and society.

S is for Sustainability, which we aim to integrate into every aspect of our business and be an integral part of our decision-making process and operations.

A is for Assess Risks and Opportunities, where we adopt a systematic Risk Management approach. We believe that identifying and mitigating risks and opportunities associated with sustainability is crucial in achieving our sustainability goals.

N is for Nimble Leadership, which is crucial to thrive in today's fast-paced business world and to succeed in a sustainable future.

T is for Technology-Led and Driven, where we embrace Digitalisation, Electrification, Automation and Innovation to ensure our competitiveness and meet the needs of our customers.

C is for Communication, we recognise that transparency and clear communication are vital in building trust and fostering strong relationships that are crucial for success.

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SUSTAINABILITY GOVERNANCE

The Board of Directors ("Board") recognises that contribution to environment protection, economic growth and social development is as important as the corporate financial performance of the Group.

To deliver on our sustainability agenda, we leverage on a robust governance structure that provides the necessary leadership, oversight and accountability across the Group.

Pursuant to the Group Sustainability Framework, which was formalised in November 2021, the Board has the responsibility of setting strategic direction of the Group, and the Board is ultimately accountable for the integration of sustainability practices therein, including sustainability related strategies and their implementation towards realising the goals of the Group.

The Group aims to create sustainable value for all stakeholders by incorporating: (1) strategy and stewardship; (2) management and monitoring; and (3) accountability and assurance in its sustainability governance structure consisting of Sustainability Liaison Officer, Sustainability Working Group ("SWG"), Risk Management and Sustainability Committee ("RMSC"), Audit Committee ("AC") and the Board.

The SWG is set up with the task to monitor the implementation of sustainability strategies and policies approved by the Board and oversee the process of stakeholder engagement as well as the steps of identifying risks and opportunities of the Group arising from the EESG pillars. The SWG is led by the Chief Executive Officer ("CEO") with support from the Chief Financial Officer ("CFO") and the Sustainability Liaison Officer who serves as the focal point to coordinate with the heads of business units and the various support functions for the implementation of the Group's Sustainability Framework.

The RMSC's main duties and responsibilities include overseeing the management of significant business risks, including the material EESG risks; ensuring resources and processes are in place to enable the Group to achieve its sustainability commitments and targets as well as advising and recommending policies and strategies on sustainability to the Board for approval. The AC is tasked to oversee the financial reporting and performance management measured against sustainability risks and opportunities.

The Board is updated regularly through RMSC and AC on matters relating to sustainability risks and performance, key material issues identified by stakeholders and the planned follow-up measures.

GOVERNANCE REPORTING STRUCTURE



MATERIALITY APPROACH

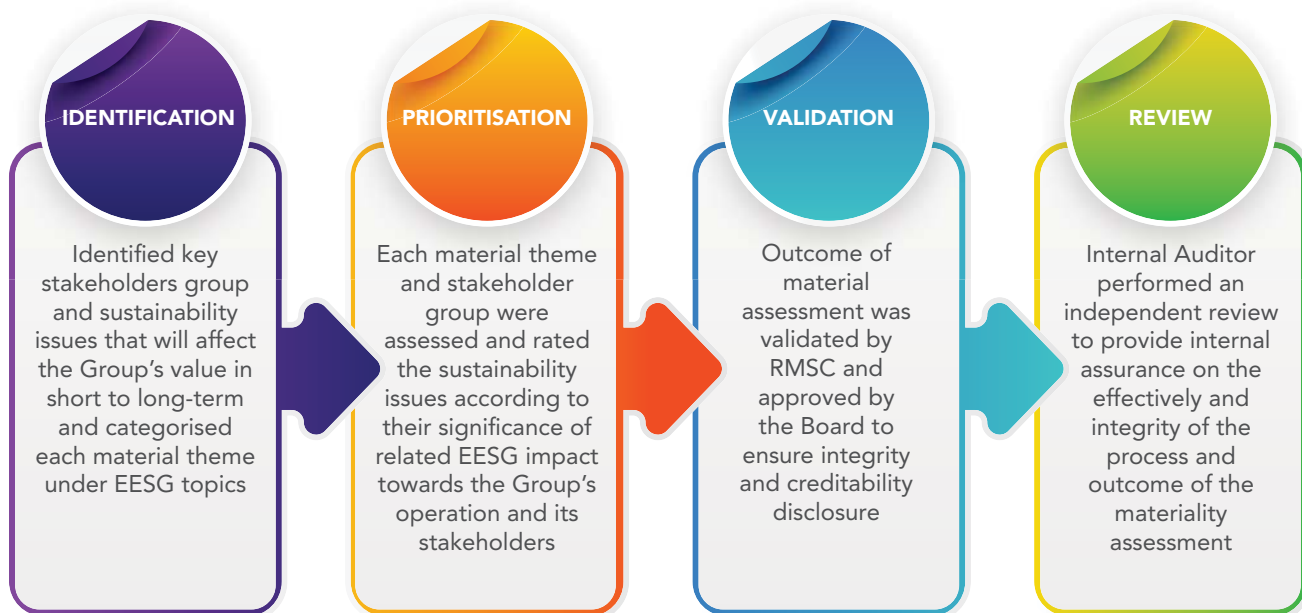
Our materiality approach is a fundamental aspect of our sustainability management process, as it enables us to align our strategies, performance management and reporting. The materiality assessment process adopted enables the Group to garner insights into the most significant EESG factors that are relevant to both our business and stakeholders.

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MATERIAL ASSESSMENT PROCESS

The assessment process conducted is summarised in the diagram below:



MATERIAL SUSTAINABILITY MATTERS

In 2022, we conducted a structured materiality assessment that identified fifteen (15) material sustainability matters ("MSM") that are significant to the Group's business operation and to our stakeholders. To streamline our efforts, we categorised these MSM into six (6) key focus areas in our sustainability approach. An online survey was conducted whereby our stakeholders, including customers, employees, shareholders, directors, financiers, suppliers and dealers were invited to provide feedback on the significance and relevance of these MSM that helped us to understand and prioritise our focus on areas that matter the most.

Following the Amendments to Bursa Securities Main Market Listing Requirements and release of the Sustainability Reporting Guide (3rd Edition) in September 2022, we have conducted a gap analysis and identified two (2) common mandatory MSMs prescribed by Bursa Securities, namely Water and Supply Chain Management which were not previously identified as MSM from our materiality assessment. These two (2) common MSMs were included, making up to a total of seventeen (17) MSMs for the Group and the Board has approved these MSMs in November 2022 for adoption and disclosure.

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MATERIALITY MATRIX



Summary of the seventeen (17) Material Sustainability Matters

PILLARS			
ECONOMY	ENVIRONMENTAL	SOCIAL	GOVERNANCE
<ul style="list-style-type: none"> Economy Growth Supply Chain Management* Digitalisation and Innovation 	<ul style="list-style-type: none"> Emission Management Waste Energy Management Water* Responsible Consumption - Materials 	<ul style="list-style-type: none"> Community Investment Health, Safety and Well-being (Customer) Customer Excellence Health, Safety and Well-being (Occupational) Diversity, Equality and Inclusion Labour Practices and Standards 	<ul style="list-style-type: none"> Anti-Corruption Compliance Data Privacy and Security
<p>* Added following the Amendments to Bursa Securities Main Market Listing Requirements and the Sustainability Reporting Guide (3rd Edition) in September 2022.</p>			

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STAKEHOLDER ENGAGEMENT

This engagement enables the Group to foster deeper connections with stakeholders, promoting long-term trust and loyalty.

By prioritising engagement and responsiveness, the Group can stay attuned to stakeholders' needs and take proactive actions to deliver greater value to its stakeholders and achieve sustained success over the long-term.

Stakeholder engagement forms an integral part in steering us towards our long-term sustainability goals. We aim to build long-term trust and stronger relationships with our stakeholders through active engagement. Our business units maintain an ongoing and open line of communication with all relevant stakeholders to forge a relationship of trust and cohesive environment to strengthen our credibility. By engaging with stakeholders, we can understand and keep pace with the change in consumer preferences, enhance customer satisfaction and explore new growth opportunities.

Additionally, the MSMs are identified, assessed and prioritised through stakeholder's involvement and engagement as well.

We have identified and prioritised the stakeholders, based on the level of influence and dependence of these stakeholders over the Group, and at the same time, the channels of engagement and the engagement matters with the respective stakeholders, as illustrated below:

Key Stakeholders	Material Matters	Key Needs & Expectations	Engagement Method	Frequency
Employees	<ul style="list-style-type: none"> Health, Safety and Well-being (Occupational) Labour Practices and Standards 	<ul style="list-style-type: none"> Workplace safety and employee wellness 	<ul style="list-style-type: none"> Health & Safety trainings, internal newsletters and poster displays 	Throughout the year
		<ul style="list-style-type: none"> Equal opportunities for professional learning and development 	<ul style="list-style-type: none"> Training opportunities (internal and external) 	Annually
		<ul style="list-style-type: none"> Career progression Remuneration & benefits 	<ul style="list-style-type: none"> Succession planning Performance review 	
		<ul style="list-style-type: none"> Employee engagement 	<ul style="list-style-type: none"> Festive gathering and team building activities Town hall meetings and branch visits 	Throughout the year
		<ul style="list-style-type: none"> Ethics and integrity Responsible citizens 	<ul style="list-style-type: none"> Briefing to raise awareness and ensuring compliance to the relevant laws and regulations 	Annually as needed
Customers	<ul style="list-style-type: none"> Health, Safety and Well-being (Customer) Customer Excellence 	<ul style="list-style-type: none"> Product safety & quality 	<ul style="list-style-type: none"> Feedback to principals/ manufacturers on quality and product enhancement 	Throughout the year
		<ul style="list-style-type: none"> Customer support service and experience Timely customer complaint management and handling 	<ul style="list-style-type: none"> Customer survey Online review and ratings 	Annually
			<ul style="list-style-type: none"> Visitation at customer service centre Virtual meeting / chat / email response Customer complaint channel (phone line / online web / social media) 	Throughout the year

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Key Stakeholders	Material Matters	Key Needs & Expectations	Engagement Method	Frequency
Financier	<ul style="list-style-type: none"> Economy Growth 	<ul style="list-style-type: none"> Borrowing for new projects, expansion of business and business operations. 	<ul style="list-style-type: none"> Face-to-face / virtual meetings 	As needed
Director	<ul style="list-style-type: none"> Economy Growth Compliance Anti-Corruption 	<ul style="list-style-type: none"> Business strategies and sustainability Risk management oversight Clear and comprehensive business plans 	<ul style="list-style-type: none"> Face-to-face / virtual meetings Board, Audit Committee and Executive Management Committee meetings 	Quarterly As needed
Suppliers	<ul style="list-style-type: none"> Supply Chain Management Digitalisation and Innovation 	<ul style="list-style-type: none"> Ethical supplier management Product quality Pricing and delivery schedule Efficient and effective payment process and platform 	<ul style="list-style-type: none"> Tender, bidding and quotation requests Supplier evaluation dialogs Assessing goods reject report Cost rationalization activities and dialogs Briefings on marketing strategy Enhancement updates 	Throughout the year
Investors / Shareholders	<ul style="list-style-type: none"> Economy Growth 	<ul style="list-style-type: none"> Good financial performance and results Favourable return on investments 	<ul style="list-style-type: none"> Annual general meeting Annual report 	Annually
Dealer	<ul style="list-style-type: none"> Economy Growth Customer Excellence 	<ul style="list-style-type: none"> Increase customer base Local market knowledge Insights into consumer preferences and buying behaviours Customers' feedback on product quality and service level. 	<ul style="list-style-type: none"> Face-to-face / virtual meetings Target setting and incentives program 	Throughout the year
Regulators & Government Bodies	<ul style="list-style-type: none"> Compliance Labour Practices and Standards Anti-Corruption 	<ul style="list-style-type: none"> Good governance, transparency and accountability Stay up-to-date with the relevant laws and regulations Accurate regulatory disclosures 	<ul style="list-style-type: none"> Active engagement with respective regulatory bodies Submission of returns and/or report. 	Throughout the year
Media	<ul style="list-style-type: none"> Economy Growth 	<ul style="list-style-type: none"> Good reputation and brand image Long-term relationship with existing customers / followers Increase visibility to expand customers / followers base 	<ul style="list-style-type: none"> Interviews and press release articles Social media posts and engagement 	Throughout the year

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Key Stakeholders	Material Matters	Key Needs & Expectations	Engagement Method	Frequency
Local Community	<ul style="list-style-type: none"> Community Investment 	<ul style="list-style-type: none"> Supply of manpower Corporate social responsibility Community care & support 	<ul style="list-style-type: none"> Talent sourcing in career fairs Social contribution and community services 	Annually As needed
Industry Associations	<ul style="list-style-type: none"> Supply Chain Management 	<ul style="list-style-type: none"> Supply chain sustainability 	<ul style="list-style-type: none"> Face-to-face / virtual meetings 	As needed
Non-Governmental Organisations (NGOs)	<ul style="list-style-type: none"> Emission Management Water Waste Responsible Consumption - Materials Community Investment 	<ul style="list-style-type: none"> Business operation impacts on environment Climate Change Community welfare 	<ul style="list-style-type: none"> Support in environmental sustainability efforts Cooperation and support to NGOs 	As needed

LEVEL OF PROFICIENCY	OUR MANAGEMENT APPROACH
 <p>Source: Bursa Securities Sustainability Reporting Guide (3rd Edition).</p>	<ul style="list-style-type: none"> Developed policies for MSM to increase business and operational effectiveness, efficiency and transparency as well as where regulatory requirements apply. Framework, procedures and/or action plans linked to several relevant key sustainability targets only. Adopted all Common MSM as prescribed by Bursa Securities. Adopted all Common Indicators except for indicator of Emission Management. Internal company targets are set and aimed to drive internal behavioural change. Disclosure of all reported sustainability indicators and targets on a 'Rolling Basis'; with year 2021 data as the Baseline. Our Sustainability Statement was reviewed by Group Internal Audit for factual and content accuracy.

WTCH POLICIES, PROCEDURES AND FRAMEWORKS

- Directors' Fit and Proper Policy
- Directors and Senior Management Remuneration Policy
- Provision of Non-Audit Services by External Auditor Policy
- Anti-Bribery and Anti-Corruption Policy
- Risk Management Policies and Procedures
- Special Complaint Policy
- Fraud Prevention Policy
- Environment, Health and Safety ("EHS") Policy
- Code of Business Conduct and Ethics for Employees
- Corruption Risk Assessment Framework
- Sustainability Framework

OUR FOCUS AREAS

The Group is committed to maintain a balanced and practical approach in managing MSM, focusing on environmental protection, economic growth and social development. Sustainability development is essential in our daily activities to remain competitive and relevant across all business functions as well as to anticipate and leverage opportunities.










As a responsible corporate citizen, we understand that creating a sustainable future requires immediate action to ensure that future generations inherit a liveable planet. Every step we take, no matter how small, have compounding effects to progress towards achieving our goal through CREATE, as follows:

- C** – Contribute to Community Progress and Prosperity
- R** – Reduce Environment Impacts and Carbon Footprint
- E** – Embrace Circular Economy
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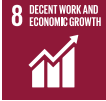



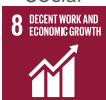




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MATERIALITY ASSESSMENT

GOAL: GROWTH WITH SUSTAINABILITY				
Focus Areas C.R.E.A.T.E	Importance to Us and Our Stakeholders	Material Sustainability Matters	Theme	EESG Pillars SDG
<u>C</u> ontribute: Community Progress and Prosperity	Care for the society: To increase positive social impacts.	Community Investment	Add Value to Communities • Corporate Social Responsibility (CSR) activities.	Social 
<u>R</u> educe: Environmental Impacts and Carbon Footprint	Care for the environment: • To reduce negative environmental impacts on air, land and water. • To switch to low carbon energy sources. • To promote responsible energy consumption. • To conserve water resource.	Emission Management	Protect and Conserve Our Environment • Reducing GHG and other airborne contaminants emission. • Decarbonisation: Green building and facilities, high-energy efficiency rating appliances, electric vehicles, solar power system etc.	Environment 
		Waste	Protect and Conserve Our Environment • Responsible Disposal of Scheduled and General Waste.	Environment  
		Energy Management	Protect and Conserve Our Environment • Decarbonisation: Green building and facilities, high-energy efficiency rating appliances, electric vehicles, solar power system etc. • Encourage work from home, virtual meetings, avoid unnecessary printing etc.	Environment  
		Water	Protect and Conserve Our Environment • Responsible water consumption. • Available clean drinking water and sanitation.	Environment 
<u>E</u> mbrace: Circular Economy	To harness maximum value.	Responsible Consumption (Materials)	Optimization of resources, reduce the consumption of raw materials, recover waste by recycling or giving it a second life as a new product. Example: 4Rs (Reduce, Reuse, Recycle and Renew/Repair).	Environment 
<u>A</u> dopt: Good Governance	To demonstrate good leadership and strong internal controls.	Anti-Corruption Compliance	Demonstrate Integrity and Accountability in Sustainability Development • Laws and Regulations.	Governance 
	To prevent harmful breaches and data loss.	Data Privacy and Security	• Data Protection and Cybersecurity Threats.	

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Focus Areas C.R.E.A.T.E	Importance to Us and Our Stakeholders	Material Sustainability Matters	Theme	EESG Pillars SDG
Thrive: <i>Business Model and Innovation</i>	To keep building capacity and capability.	Economy Growth	Resilient Business Model <ul style="list-style-type: none"> Agile against disruptions (e.g. Covid 19 pandemic). Sustainable profitability and financial management. Investing and operating businesses by applying EESG lens. 	Economy 8 DECENT WORK AND ECONOMIC GROWTH 
	To build resilience against supply chain disruptions.	Supply Chain Management	Resilient Business Model <ul style="list-style-type: none"> Sustaining and driving local economic growth. 	Economy 8 DECENT WORK AND ECONOMIC GROWTH 
	To keep pace with the fast evolving world.	Digitalisation and Innovation	Technology-Driven and Innovation for Better Reach, Products, Services and Customer Experience <ul style="list-style-type: none"> Enhance technology capability – Digitalisation and Automation to improve operational speed, accuracy, efficiency and effectiveness. Transform business via new platform. Conducive environment for innovation. 	Economy 9 INDUSTRY INNOVATION AND INFRASTRUCTURE 
	To maintain good quality and safe products/ services.	Health, Safety and Well-being (Customer)	Technology-Driven and Innovation for Better Reach, Products, Services and Customer Experience <ul style="list-style-type: none"> Product safety and responsible customer protection. 	Social 3 GOOD HEALTH AND WELL-BEING 
	To enhance customer relationship and experience.	Customer Excellence	Technology-Driven and Innovation for Better Reach, Products, Services and Customer Experience <ul style="list-style-type: none"> Availability, accessibility and reliability of products and services. Professional, responsive and timely customer support and communication. 	Social 8 DECENT WORK AND ECONOMIC GROWTH 
Empower: <i>Employees</i>	To protect our workforce and workplace.	Health, Safety and Well-being (Occupational)	Competent Workforce: People Growth, Engaged Employees and Diverse Talent Pool <ul style="list-style-type: none"> Health, Safety and Well-being (Occupational) and Mental Health. 	Social 3 GOOD HEALTH AND WELL-BEING 
	To build dynamic teams.	Diversity, Equality and Inclusion	Competent Workforce: People Growth, Engaged Employees and Diverse Talent Pool <ul style="list-style-type: none"> Diverse and Inclusive Environment. Non-discriminating, Fair and Safe Workplace. 	Social 5 GENDER EQUALITY  10 REDUCED INEQUALITIES 
	To care for our people: Employee enrichment.	Labour Practices and Standards	Competent Workforce: People Growth, Engaged Employees and Diverse Talent Pool <ul style="list-style-type: none"> Continuous Training and Development Programme. Employee benefits, welfare, rewards, accomplishment recognition, appreciation, autonomy and management support. 	Social 4 QUALITY EDUCATION 

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RISK AND OPPORTUNITIES IDENTIFIED

Focus Areas C.R.E.A.T.E	Ref. ID	Material Sustainability Matters	Risks	Opportunities
<u>C</u> ontribute: <i>Community Progress and Prosperity</i>	MSM1	Community Investment	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Creating positive social impacts and enhancing corporate image, branding and reputation.
<u>R</u> educe: <i>Environmental Impacts and Carbon Footprint</i>	MSM2	Emission Management	<ul style="list-style-type: none"> Increased operational costs, sanctions for non-compliance and increasing prevalence of environmental hazards. 	<ul style="list-style-type: none"> Review business operations and processes to reduce CO2 emission. Redefine business strategies and product offerings for the travel, automotive and machinery segments in support of environmental protection efforts at both international and national level.
	MSM3	Waste	<ul style="list-style-type: none"> Environmental pollution, health hazards, legal and regulatory compliance issues and reputational damage. 	<ul style="list-style-type: none"> Resource recovery, recycling materials, cost savings, additional revenue generation, innovation in waste reduction and disposal and mitigating health and safety issues.
	MSM4	Energy Management	<ul style="list-style-type: none"> Inefficient use of energy will lead to higher operating expenses and higher carbon footprint. High initial cost to invest in energy efficient appliances and renewable energy sources. Reduced profitability if carbon tax is implemented. 	<ul style="list-style-type: none"> Cheaper to maintain energy efficient appliances in long term. Cost savings and carbon tax incentives on renewable energy sources.
	MSM5	Water	<ul style="list-style-type: none"> Water wastage leading to higher water bills translated into increased costs for the Group and water shortage impacting the community and industry. 	<ul style="list-style-type: none"> Sustainable water management enhances efficiency, reduces waste and saves on operating cost.
<u>E</u> mbrace: <i>Circular Economy</i>	MSM6	Responsible Consumption (Materials)	<ul style="list-style-type: none"> Overconsumption can lead to biodiversity loss, ecosystem degradation, environmental hazards, deprivation of future generations' basic needs and a shortage of raw materials for production. 	<ul style="list-style-type: none"> Redefine business strategies and product offerings that optimize resources and reduce negative environmental impacts.

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Focus Areas C.R.E.A.T.E	Ref. ID	Material Sustainability Matters	Risks	Opportunities
<u>A</u> dopt: <i>Good Governance</i>	MSM7	Anti-Corruption	<ul style="list-style-type: none"> Reputation damage, monetary sanctions and business loss due to corrupted practices and unethical business transactions. 	<ul style="list-style-type: none"> Increased credibility and trust with the stakeholders and business partnership opportunities within the industry.
	MSM8	Compliance	<ul style="list-style-type: none"> Reputation damage, monetary sanctions and business disruption resulted from non-compliances with legal and regulatory requirements. 	<ul style="list-style-type: none"> Reputable company trusted by stakeholders, preferred by customers and possessing competitive edge with improved business operations.
	MSM9	Data Privacy and Security	<ul style="list-style-type: none"> Negative publicity, revenue and customer loss and monetary sanctions resulting from data breaches, compliance violations and operational disruptions. 	<ul style="list-style-type: none"> Enhanced cyber resilience with skilled employees, efficient business operations, effective data protection systems and capable security technology/ solutions.
<u>T</u> hrive: <i>Business Model and Innovation</i>	MSM10	Economy Growth	<ul style="list-style-type: none"> Potential losses of the Group may lead to decreased shareholder value, underperforming share prices, lower income tax contributions, reduced employee income and a negative impact on the local economy. 	<ul style="list-style-type: none"> Constantly enhancing business strategies, leveraging key business growth drivers and ensuring profitable operations.
	MDM11	Supply Chain Management	<ul style="list-style-type: none"> Challenges arising from supply chain disruptions and regulations changes that prioritize environmental and social issues. 	<ul style="list-style-type: none"> Sustainable supply chain practices can enhance cost-effectiveness, brand differentiation, stakeholder relationships, reduction in emission, increase in income of local community and resilience against supply chain disruption.
	MSM12	Digitalisation and Innovation	<ul style="list-style-type: none"> Obsolete technologies and products, inadequate data analysis tools and inefficient supply chain integration will result in loss of market share, revenue, errors, omissions and inconvenience for customers. 	<ul style="list-style-type: none"> Gain competitive advantage with new products, better data analysis and compliance, seamless payment solutions and enhanced customer experience.
	MSM13	Health, Safety and Well-being (Customer)	<ul style="list-style-type: none"> Accidents and incidences that may lead to fatality, severe injury, sanctions and negative publicity. 	<ul style="list-style-type: none"> Establish trust with customers and strengthen the corporate image and brand reputation.
	MSM14	Customer Excellence	<ul style="list-style-type: none"> Negative perception on corporate image and brand reputation. Loss of customers, sales and revenue. 	<ul style="list-style-type: none"> Establish trust with customers and strengthen the corporate image and brand reputation. Customer base, sales and revenue growth.

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Focus Areas C.R.E.A.T.E	Ref. ID	Material Sustainability Matters	Risks	Opportunities
Empower: Employees	MSM15	Health, Safety and Well-being (Occupational)	<ul style="list-style-type: none"> Accidents and incidences that may lead to fatality, severe injury, operation downtime, asset damage, sanctions and negative publicity. 	<ul style="list-style-type: none"> A safe and healthy workplace and work conditions can boost employee productivity and performance, reduce workplace accidents/incidents, lower absenteeism and turnover rates and minimize healthcare costs and workers' compensation claims.
	MSM16	Diversity, Equality and Inclusion	<ul style="list-style-type: none"> Communication barriers, low employee morale and conflicts arising from workplace discrimination and unfair treatment. 	<ul style="list-style-type: none"> Improved operational efficiency and decision-making process by bringing fresh perspectives, creativity, and innovation to the business. Benefits of good reputation, wider customer base, increased employee satisfaction and positive corporate culture.
	MSM17	Labour Practices and Standards	<ul style="list-style-type: none"> Incompetent workforce, disengaged employees and inability to attract talents. Negative publicity and poor reviews in professional networking and job search sites. 	<ul style="list-style-type: none"> Be the preferred employer with good human resource management and positive corporate culture to increase the capability and capacity for business growth.

SUSTAINABILITY STATEMENT

cont'd

INDICATORS AND PERFORMANCE TARGETS

We adopted all common indicators as prescribed by Bursa Securities except for Emission Management, which we intend to align in 2024. As a starting point for the Group, internal targets are set to drive behavioural change.

CROSS MAPPING AGAINST COMMON MATERIAL SUSTAINABILITY MATTERS AND INDICATORS

WTCH Ref. ID	WTCH Prioritized Sustainability Material Matters	Bursa Securities Common Sustainability Material Matters	WTCH Indicators	Indicator Type • (Aligned) to Bursa Securities Common Indicators • Company (Internal) Indicators	WTCH Targets • Available Targets = Company's Internal Target • Industry Benchmark Targets = None
MSM1	Community Investment	Community/Society (Aligned)	a) Total number of CSR activities b) Total amount invested in the community where the target beneficiaries are external to the listed issuers c) Total number of beneficiaries of the investment in communities	a) Internal b) Aligned c) Aligned	a) 10 CSR Activities per year b) N/A c) N/A
MSM2	Emission Management	Emission Management (Aligned)	(Rental Business – Car and Machineries) Percentage of electric and hybrid vehicles and machineries in total fleet	Internal	a) 5% increase of the number of electric, hybrid vehicles and machineries on yearly basis b) Achieve 10% of electric, hybrid vehicles and machineries in total fleet by 2026
MSM3	Waste	Waste Management (Aligned)	Machineries Business) a) Total waste generated in metric tonnes b) Total waste diverted from disposal in metric tonnes c) Total waste directed to disposal in metric tonnes	Aligned	N/A
MSM4	Energy Management	Energy Management (Aligned)	a) Energy intensity – Gigajoules (GJ) consumed per Ringgit Malaysia (RM) revenue generated b) Total energy consumption	a) Internal b) Aligned	a) Reduction of 5% of GJ consumed per RM (revenue) generated by 2026 b) N/A
MSM5	Water	Water (Aligned)	Total volume of water used in Megalitres (ML)	Aligned	N/A

SUSTAINABILITY STATEMENT

cont'd

WTCH Ref. ID	WTCH Prioritized Sustainability Material Matters	Bursa Securities Common Sustainability Material Matters	WTCH Indicators	Indicator Type • (Aligned) to Bursa Securities Common Indicators • Company (Internal) Indicators	WTCH Targets • Available Targets = Company's Internal Target • Industry Benchmark Targets = None
MSM6	Responsible Consumption (Materials)	N/A	(Travel Business) Number of sustainable tourism such as green hotels and eco-friendly products promoted (Manufacturing Business) Number of product sample developed with sustainable materials (Rental Business – Car and Machineries) Ratio of used/ total vehicles and machineries rental	N/A	(Travel Business) ≥ 5 posts promoting sustainable tourism per year (Manufacturing Business) Develop at least 2 new product samples with sustainable materials per year (Rental Business – Car and Machineries) Target: 60% used vehicles and machineries/ total fleet by 2026.
MSM7	Anti-Corruption	Anti-Corruption (Aligned)	a) Percentage of employees who have received training on anti-corruption by employee category. b) Percentage of directors who have received training on anti-corruption. c) Percentage of operations assessed for corruption-related risks. d) Confirmed incidence of corruption and action taken.	a) Aligned b) Internal c) Aligned d) Aligned	a) 100% employees b) 100% directors c) 100% operations d) Zero
MSM8	Compliance	N/A	• Total monetary value of fines. • Total number of non-monetary sanctions for non-compliance with laws and regulations.	N/A	Zero non-compliance with laws and regulations
MSM9	Data Privacy and Security	Data Privacy and Security (Aligned)	a) Number of substantiated complaints, concerning breaches of customer privacy and losses of customer data. b) Number of incidents of successful cyber-attack.	a) Aligned b) Internal	a) Zero b) Zero
MSM10	Economy Growth	N/A	Revenue	N/A	Yearly Revenue growth of 5%
MSM11	Supply Chain Management	Supply Chain Management (Aligned)	Proportion of spending on local supplies.	Aligned	N/A
MSM12	Digitalisation and Innovation	N/A	Numbers of digitalisation and automation projects improving operational efficiency and effectiveness.	N/A	At least 1 project per year

SUSTAINABILITY STATEMENT

cont'd

WTCH Ref. ID	WTCH Prioritized Sustainability Material Matters	Bursa Securities Common Sustainability Material Matters	WTCH Indicators	Indicator Type • (Aligned) to Bursa Securities Common Indicators • Company (Internal) Indicators	WTCH Targets • Available Targets = Company's Internal Target • Industry Benchmark Targets = None
MSM13	Health, Safety and Well-being (Customer)	N/A	<ul style="list-style-type: none"> Number of complaints. Number of accidents due to product safety. 	N/A	Zero complaints and accident due to the product safety
MSM14	Customer Excellence	N/A	Customer Survey Ratings: a. 1 to 2 stars - Detractor b. 3 stars - Neutral c. 4 to 5 stars - Promoter	N/A	3 stars and above - by 2024 4 stars and above - by 2026
MSM15	Health, Safety and Well-being (Occupational)	Health and Safety (Aligned)	a) Number of work-related fatalities. b) Lost Time incident Rate (LTIFR) and Severity Rate (SR). c) Number of training hours per employee on health and safety standards. d) Number of employees trained on health and safety standards.	a) Aligned b) Aligned c) Internal d) Aligned	a) Zero fatalities case b) Yearly 10% reduction for LTIFR and SR c) 2 training hours per employee d) 100% of employees trained on health and safety standards from year 2023
MSM16	Diversity, Equality and Inclusion	Diversity (Aligned)	a) Percentage of employees by gender and age group by each employee category. b) Percentage of directors by gender and age group	a) Aligned b) Aligned	a) Deviation of not more than 10% for all employees from the ratio of year 2021 b) At least 1 woman director any one point in time
MSM17	Labour Practices and Standards	Labour Practices and Standards (Aligned)	a) Total hours of training per employee per year by employee category. b) Percentage of employees that are contractors or temporary staff c) Total number of employee turnover by employee category d) Number of substantiated complaints concerning human rights violations.	a) Aligned b) Aligned c) Aligned d) Aligned	a) 20 hours b) N/A c) N/A d) Zero


SUSTAINABILITY STATEMENT

cont'd

PROGRESS AND PERFORMANCE

CREATE – Contribute to Community Progress and Prosperity:

We believe in the importance of giving back to the communities we serve. Through our Community Investment programme, we are able to engage with local stakeholders, identify areas of need and support initiatives that create positive social impacts extending beyond our business operations and benefiting future generations.

[MSM1] Community Investment: Making a Positive Social Impact Funding and supporting local charities and non-profits organisations through Corporate Social Responsibility (CSR) activities that benefit the community.		
Scope: GROUP		Target: 10 CSR activities per year.
Total number of CSR Activities: 14	Total amount invested in the community where the target beneficiaries are external to the Group: RM 6,950	Total number of beneficiaries of the investment in communities: 107
Remark: <ul style="list-style-type: none">Target achieved.		
Moving Forward: <ul style="list-style-type: none">Initiatives to support local charities and non-profit organisations to help advance their important causes.Strengthen our engagement with local charities and non-profit organisations to leverage their expertise, effectively targeting our CSR activities towards addressing pressing community needs.		

SUSTAINABILITY STATEMENT

cont'd

CORPORATE SOCIAL RESPONSIBILITIES ACTIVITIES IN 2022



TCIM donated RM500 to Crowdfunding Case 1370 for 8-year-old Chow Shun Rong, who has eye cancer.



MCR donated RM 500 and a RM 200 fruit basket to a Customer Service Officer who suffered from a stroke.



Donation of RM 1,800 to Kechara Soup Kitchen's "Feed a Family" campaign, providing 3 months' worth of dry food for four extremely poor families.



Flood relief donation drive to support the affected 36 TCIM employees.



TCIM employees visited 13 senior citizens at Pertubuhan Kebajikan Orang Tua Xiao Xin and donated essential items.



RM1,500 flood relief donation by MCTS to assist employees affected by severe flash floods in several states.



TCIM employees visited Lotus Charity Centre (Semenyih) and donated essential items to 51 senior citizens and young children.



The TCAM Recycling Program collected a total of 42kg of recyclable materials for the program's beneficiary i.e. Persatuan Perkhidmatan Komuniti Taiping.

SUSTAINABILITY STATEMENT

cont'd



ATM collaborated with WTCMS to the clean the beach at Port Dickson.



WTCMS employees volunteered at Galeri Animal Malaysia for Save The Strays. They cleaned and fed the animals and presented a contribution cheque from WTCMS and its staff to the Malaysian Association of Animals.



TCIM employees visited The Peace Education Centre (T-PEC), a non-profit refugee community learning center in Kuala Lumpur and donated essential items.



TCAM collaborated with Klinik Kesihatan Simpang (Taiping) to offer the Pap Smear and B40 PRIHATIN Health Screening Program.



TCIM collaborated with BP Healthcare to offer Health Screening Program, with a focus on workers over 40.



Blood Donation Drive at TCAM during the Lingerie Clearance Sales event and collected 15 bags of blood.


SUSTAINABILITY STATEMENT

cont'd

CREATE – Reduce Environmental Impacts and Carbon Footprint:

Reducing our environmental impacts and carbon footprint is crucial to minimise negative effects on nature and its inhabitants, while also improving efficiency, promoting responsible disposal, and ensuring the health, safety, and well-being of human beings. As a responsible corporate citizen, the Group places great emphasis on environmental sustainability and conservation. To achieve these goals, we take proactive measures to conserve energy, water and natural resources, as well as implementing waste management and recycling programmes. Our efforts not only protect and conserve the environment but also contribute to the overall betterment of society.



Transitioning to low carbon energy sources is crucial to reduce our carbon footprint and mitigate climate change by limiting the emission of greenhouse gases.

[MSM2] Emission Management: Reducing GHG and Other Airborne Contaminants Transition from Internal Combustion Engine (ICE) vehicles and machineries to Hybrid and Electric vehicles and machineries to reduce emission.		
Scope: Rental Business – Car and Machineries		
Target No.1 5% increase of the number of electric, hybrid vehicles and machineries on yearly basis.	Performance No.1 Total number of electric, hybrid vehicles and machineries: 432 Compared to FYE2021: ↑ 11.9%	
Target No.2 Achieve 10% of electric, hybrid vehicles and machineries in total fleet by 2026.	Performance No.2 Total fleet of electric, hybrid vehicles and machineries ratio: 15.5%	
Remarks: <ul style="list-style-type: none">Achieved both targets.For Target No.2, we have achieved and exceeded the target of 10% by 2026. The Group will consider raising the target in 2023.		
Moving Forward: <ul style="list-style-type: none">Steps to replace ICE vehicles and machinery with hybrid and electric alternatives as they reach their end-of-life or are due for replacement.Encourage the use of electric or hybrid vehicles for rent or term-subscriptions.Accelerate the pace of transitioning from ICE vehicles and machineries to hybrid and electric alternatives to achieve our 2026 target.		



SUSTAINABILITY STATEMENT

cont'd

Responsible disposal of waste is crucial to reduce the environmental impact of waste and prevent harm to human health and the ecosystem.

[MSM3] Waste: Responsible Disposal of Waste Handling and management of waste generated and disposal.			
Scope: Machinery Business			
Target: N/A	Performance: (a) Total waste generated: 74.1 Metric Tonnes (b) Total waste diverted from disposal: 67.9 Metric Tonnes (c) Total waste directed to disposal: 6.2 Metric Tonnes		
Remarks: <ul style="list-style-type: none">One of the subsidiaries of the Group has started monitoring the total waste generated, diverted from and to disposal.			
Moving Forward: <ul style="list-style-type: none">Monitor and analyse waste generation and disposal patterns to identify opportunities for waste reduction and diversion.Implementation and enforcement of waste segregation and recycling programmes to ensure recyclable materials are diverted from landfills.			


Responsible energy consumption promotes efficiency, reduces waste, minimises carbon footprint, lowers costs and supports sustainability.

[MSM4] Energy Management: Responsible Consumption Management of energy intensity and improving energy efficiency.			
Scope: GROUP	Target: Reduction of 5% of Gigajoules (GJ) consumed per RM (revenue) generated by 2026.		
Total GJ consumed per RM (revenue) generated: 0.0000560 GJ/RM		Total energy consumption: 28,440 GJ	
Compared to FYE2021: ↓ 17%		Compared to FYE2021: ↑ 8.9%	
Remarks: <ul style="list-style-type: none">We achieved a significant reduction in our energy intensity in 2022 compared to 2021. The decrease in energy intensity was attributed to the improved revenue generation in 2022 following the Covid-19 transition to the endemic phase.Our total energy consumption has increased due to resumption of full business operations and return of employees to the office. The 2021 figure is not a true representation of energy consumption of the Group as some operations were halted and employees were working from home to comply with the Movement Control Orders in 2021.			
Moving Forward: <ul style="list-style-type: none">Raise employee awareness about energy conservation and encourage them to take actions to reduce energy consumption in their work and personal lives.Invest in energy-efficient technologies such as LED lighting, energy-efficient heating, ventilation and air-conditioning systems and energy-efficient equipment to reduce our energy consumption.Explore investing in solar panels to generate renewable energy for our consumption.			

SUSTAINABILITY STATEMENT

cont'd

Water conservation is crucial for ensuring a sustainable supply of freshwater for present and future generations, reducing strain on limited resources, supporting human needs and mitigating climate change impacts.

[MSM5] Water: Ensuring Availability Handling and management of water consumption. Provision of clean water for drinking and sanitation.		
Scope: GROUP	Target: N/A	
Total water consumption: 28,414 Megalitres		
Compared to FYE2021: ↑ 17%		
Remarks: <ul style="list-style-type: none">Water consumption increased due to resumption of full business operations and return of employees to the office following the Covid-19 transition to the endemic phase.		
Moving Forward: <ul style="list-style-type: none">Raise employee awareness on water conservation and encourage them to take actions to reduce water consumption in their work and personal lives.		

CREATE – Embrace Circular Economy:

The embrace of a circular economy is driven by the desire to reduce environmental impact by optimising the use of resources, reducing the consumption of raw materials, and recovering waste through recycling or repurposing it as a new product. This can be achieved through the 4Rs of reduce, reuse, recycle and renew/repair, as well as by prolonging the life-cycle of products through repair, remanufacturing, retrofitting or promoting a new/second life through upcycling. Embracing a circular economy also presents an opportunity for businesses to generate revenue through promoting sustainable tourism, sharing/subscription and rental models.

Embracing a circular economy maximises the value of materials while promoting responsible consumption.

[MSM6] Responsible Consumption – Materials Optimizing and improving efficiencies in handling and management of material consumption.		
Scope: Travel, Manufacturing and Rental Businesses		
Target No.1: (Travel Business) At least 5 posts promoting sustainable tourism per year.	Performance No.1: (Travel Business) No. of post promoting sustainable tourism: 84 posts	
Target No.2: (Manufacturing Business) Develop at least 2 new product samples with sustainable materials per year.	Performance No.2: (Manufacturing Business) No. of new product samples with sustainable materials: 2 samples	
Target No.3: (Rental Business – Car and Machineries) 60% used vehicles and machineries/ total fleet by 2026.	Performance No.3: (Rental Business – Car and Machineries) Used vehicles and machineries/ total fleet: 60.6% Compared to FYE2021: ↑ 13.3%	
Remarks: <ul style="list-style-type: none">All targets achieved/on-track for achievement.		
Moving Forward: <ul style="list-style-type: none">Explore opportunities for developing partnerships with suppliers or collaboration with organisations who share our commitment to sustainability and offer sustainable materials.		


SUSTAINABILITY STATEMENT

cont'd

CREATE – Adopt Good Governance:

Adopting good governance practices is the pathway to create positive social impact, demonstrating integrity and accountability, building trust and credibility with stakeholders and fostering transparency, accountability and ethical behaviour in all business activities. Our Group can achieve long-term success by aligning policies with societal interests, being transparent in operations, building trust and promoting ethical behaviour. Good governance practices can also attract customers, investors and employees who value ethical behaviour and social responsibility.

A strict zero-tolerance policy towards corruption is critical to maintain our Group's integrity and reputation, prevent financial losses and promote ethical behaviour in all business dealings.

[MSM7] Anti-Corruption: Zero Tolerance Compliance to Malaysian Anti-Corruption Commission Act and WTCH Anti-Bribery and Anti-Corruption Policy.	
Scope: GROUP	
Targets: <ul style="list-style-type: none"> a) 100% employees who have received training on anti-corruption by employee category. b) 100% directors who have received training on anti-corruption. c) 100% operations assessed for corruption-related risks. d) Zero confirmed incidence of corruption and action taken. 	
Performance: <ul style="list-style-type: none"> a) Percentage of employees trained on anti-corruption by employee category: <i>Info: Total number of employees = 953 persons. Two (2) employees who were on long-term medical leave were exempted from the training.</i> <ul style="list-style-type: none"> ✓ Senior Management: 100% ✓ Mid-Management: 100% ✓ Executive: 100% ✓ Non-executive: 100% b) Percentage of directors trained on anti-corruption: 100% <i>Info: Total number of directors = 7 persons</i> c) Percentage of operations assessed for corruption-related risks: 100% d) No. of confirmed incidence of corruption and action taken: Zero 	
Remarks: <ul style="list-style-type: none"> • All targets achieved. 	
Moving Forward: <ul style="list-style-type: none"> • Prioritise anti-corruption measures and regularly assess and monitor the effectiveness of policies and procedures. • Corruption risk assessment and monitoring of corruption key risk indicators. • Provide yearly training and regular updates to directors on any changes to regulations or policies related to anti-corruption measures. • Conduct yearly training to reinforce the importance of anti-corruption measures and update employees on any changes in regulations or policies. 	

SUSTAINABILITY STATEMENT

cont'd

Zero Tolerance: Our Group is Against All Forms of Bribery and Corruption.




Compliance without compromise is crucial to demonstrate our integrity, accountability, and sustainability efforts.

[MSM8] Compliance: No Compromise Abide to all applicable laws, rules and regulations including internal company policies and procedures.		
Scope: GROUP	Target: Zero non-compliance with laws and regulations	
Total monetary value of fines: RM20,451	Total number of non-monetary sanctions for non-compliance with laws and regulations: Zero	
Remarks: <ul style="list-style-type: none"> 2 subsidiaries incurred fines totalling RM20,451. 		
Action Plan: The Standard Operating Procedures ("SOP") underwent a thorough review and improvement process, followed by comprehensive meetings with all relevant personnel. The aim was to effectively communicate and ensure timely implementation of the changes in the SOP, with the ultimate goal of mitigating non-compliance in the future.		
Moving forward: <ul style="list-style-type: none"> Strengthen the monitoring and tracking processes including automating manual reminder processes. 		

SUSTAINABILITY STATEMENT

cont'd


We prioritise cybersecurity to safeguard sensitive data and maintain customer privacy and take proactive measures to prevent breaches that could result in financial losses and harm to reputation.

[MSM9] Data Privacy and Security: Capabilities and Preparedness Effective data protection and preparedness against cybersecurity threats. Skilled and equipped to manage any potential breach and attacks.		
Scope: GROUP		
Targets: a) Zero number of substantiated complaints, concerning breaches of customer privacy and losses of customer data. b) Zero number of incidents of successful cyber-attack.		
Number of substantiated complaints, concerning breaches of customer privacy and losses of customer data: Zero	Number of incidents of successful cyber-attack: Zero	
Remarks: <ul style="list-style-type: none">Achieved both targets.		
Moving Forward: <ul style="list-style-type: none">Implement thorough risk assessment on cybersecurity risk.Prioritize data protection and system security control measures and regularly assess and monitor the effectiveness.Conduct of mandatory yearly awareness programme to train employees on data protection.		

CREATE – Thrive on Resilient Business Model and Innovation:

We believe that by driving innovation and embracing technology, we can continue to evolve and meet the changing needs of our customers, while delivering a positive social impact. We are committed to continuously improving our business model and leveraging technology to create value for our customers and society as a whole.


Economic performance is utmost importance for delivering profitability and maintaining a healthy financial performance as well as creating value for our stakeholders towards a sustainable business commitment.

[MSM10] Economy Growth Resilient business model with EESG considerations as key business growth drivers.		
Scope: GROUP		
Target: Yearly Revenue growth of 5%	Total Revenue: RM 507.6 Million Compared to FYE2021: ↑ 31%	
Remark: <ul style="list-style-type: none">Target achieved.		
Moving Forward: <ul style="list-style-type: none">Implement robust risk management and governance frameworks to ensure compliance with EESG regulations and standards.Maintain focus on building capacity and capability through training and development programmes for employees.Increase engagement with stakeholders, to understand their needs and expectations and integrate their feedback into the business strategy.Explore and implement sustainable business practices, such as energy-efficient operations, waste reduction and responsible supply chain management.Regularly review and evaluate the effectiveness of the EESG strategy and revise for continuous improvement and long-term success.		


SUSTAINABILITY STATEMENT

cont'd


A sustainable supply chain promotes long-term development and building resilience against disruptions while preserving the environment.

[MSM11] Supply Chain Management Sustaining and driving local economic growth. Strong and strategic partnerships with common sustainability goals.		
Scope: GROUP	Target: N/A	
Proportion of spending on local supplies by subsidiaries of the Group: Ranging from 92% to 100%		
Moving Forward: <ul style="list-style-type: none">Put in place a policy/procedure to address supply chain management for the Group.Engage with all stakeholders to raise awareness about the importance of supply chain management and identify opportunities for collaboration and improvement.		

Digitalisation enables businesses to automate processes, streamline operations and enhance their overall efficiency. Innovation, on the other hand, drives creativity and enables businesses to stay ahead of the curve by introducing new products, services and business models.

[MSM12] Digitalisation and Innovation Business operation efficiency and effectiveness.		
Scope: GROUP		
Target: At least 1 project digitalisation and automation project per year improving operational efficiency and effectiveness	Performance: At least 1 project ranging from website revamp, car costing template automation, virtual launch and online showroom, Apps enhancement and new designs.	
Remarks: <ul style="list-style-type: none">Target achieved.		
Moving Forward: <ul style="list-style-type: none">Measures to improve operational speed, accuracy, efficiency and effectiveness by automating business processes and workflows.Initiatives to enhance digital experience and seamless payment platform for customers.Engage with all stakeholders to identify opportunities for digital transformation and innovative business solutions.		

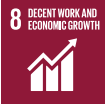
We prioritise customer health, safety, and well-being by providing high-quality and safe products/services that adhere to strict quality and safety standards.

[MSM13] Health, Safety and Well-being (Customer) Product safety and responsible customer protection.		
Scope: GROUP		
Target : Zero number of complaints and accident due to the product safety.	Performance: Number of complaints and accident due to the product safety: Zero	
Remarks: <ul style="list-style-type: none">Target achieved.		
Moving Forward: <ul style="list-style-type: none">Monitor and analyse data on product safety and customer feedback to identify areas for improvement and take proactive measures to address them.		

SUSTAINABILITY STATEMENT

cont'd

Customer excellence drives profitable growth. To ensure the sustainable growth of our business, we prioritise the experience and satisfaction of our customers by delivering high-quality products and services.

[MSM14] Customer Excellence: Professional Relationship Management Customer services and support before, during, and after-sales. Our reputation and stakeholder relationship management.	
Scope: GROUP	
Target: Customer Relationship Management and Customer Survey Ratings: a) 3 stars and above - by 2024 b) 4 stars and above - by 2026	Performance of subsidiaries: Ranging from 3.0 to 4.6 .
Remarks: <ul style="list-style-type: none"> Target is on-track for achievement. 	
Moving Forward: <ul style="list-style-type: none"> Provide training to employees to ensure they have the skills and knowledge to deliver excellent customer service. Engage with all stakeholders to identify and improve areas of concern. 	


CREATE – Empowerment of Employees in Workplace:

Empowering employees in the workplace not only contributes to a positive social impact but also results in a competent workforce. By providing opportunities for people growth, the Group can engage its employees, promote diversity and build a talented workforce. Empowered employees feel valued, motivated and engaged in their work, which can lead to higher job satisfaction, increased productivity and better organizational performance. Additionally, a competent workforce that values employee empowerment can positively impact the community by creating a culture of inclusivity, diversity and innovation, resulting in a more sustainable and successful business environment.

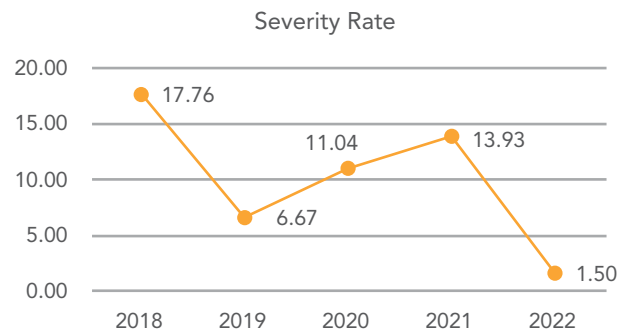
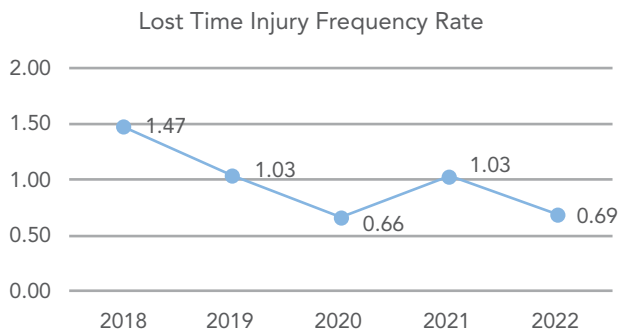
We prioritise the health, safety, and well-being of our workforce and workplace by adhering to the highest standards. We are committed to continually improving our health and safety performance.

SUSTAINABILITY STATEMENT

cont'd

[MSM15] Health, Safety and Well-being (Occupational) Working towards a healthier and safer workplace.		
Scope: GROUP		
Target No.1: a) Zero fatalities case.	Performance No.1: a) No. of fatality case: Zero	
Target No.2: b) Yearly 10% reduction for Lost Time Injury Frequency Rate ("LTIFR") and Severity Rate ("SR").	Performance No.2: b.1) LTIFR = 0.69 Compared to FYE2021: ↓ 33% b.2) SR = 1.50 Compared to FYE2021: ↓ 89%	
Target No.3: c) 2 training hours per employee on health and safety standards.	Performance No.3: c) Training hours of safety training: 2.65	
Target No. 4 d) 100% of employees trained on health and safety standards from year 2023.	Performance No.4: d) N/A	
Remarks: • All targets achieved.		
Moving forward: • Ensure 100% of employees trained on health and safety standards. • Safety and Health Committees to continue meeting on a regular basis to review the safety and health related matters.		

In 2022, the LTIFR decreased by 33% and SR decreased by 89%, compared to 2021. Investigation into six (6) reported lost time injury cases found that inexperienced employees and personal health issues were the main contributing factors. To address this, we organised health awareness programmes, implemented supervision and hands-on training for new joiners as well as refresher courses for existing employees to update and reinforce previously acquired knowledge or skills.




SUSTAINABILITY STATEMENT

cont'd

List of safety and health trainings provided to employees in 2022.

- Environmental Health and Safety Management Training
- Hazard Identification, Risk Assessment and Risk Control Training
- Incident Reporting and Investigation
- Emergency Response Team Briefing
- Fire Prevention Training
- Fire Drill
- Fire Extinguisher and Fire Fighting Training
- Electronic Scheduled Waste Information System Training
- Scheduled Waste Management Training
- Certificated Professional Scheduled Waste Training
- Awareness Talk
- Driving Safety Briefing
- Safety Induction
- Contractor Safety Briefing
- Noise Exposure Training
- Chemical Safety Training
- Ergonomic and Manual Handling Training

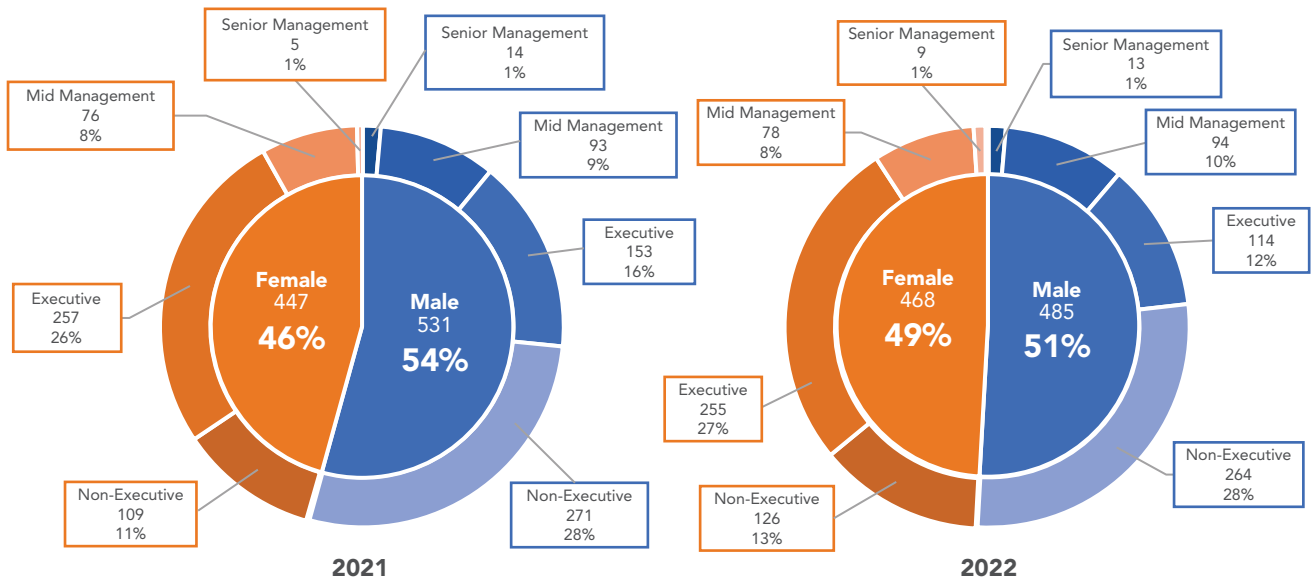
We value diversity, promote inclusiveness and provide equal opportunity at work. We uphold a culture of respect and fairness towards all our employees as well as evaluating and rewarding them based on their skills and contributions. Our goal is to create an inclusive and diverse culture that fosters innovation and collaboration, benefiting our customers and communities.

[MSM16] Diversity, Equality and Inclusion Our workplace promotes a diverse, inclusive, non-discriminating, fair and secure environment.		
Scope: GROUP		
Targets: a) Deviation of not more than 10% of employees by gender and age group by each employee category. b) At least 1 woman director any one point in time.		Performance: a) Deviation of <10% for all employees from the ratio of year 2021. b) Two (2) women directors.
Remarks: • All targets achieved.		
Moving forward: • Measures to promote diversity and inclusiveness as well as provide equal opportunity.		

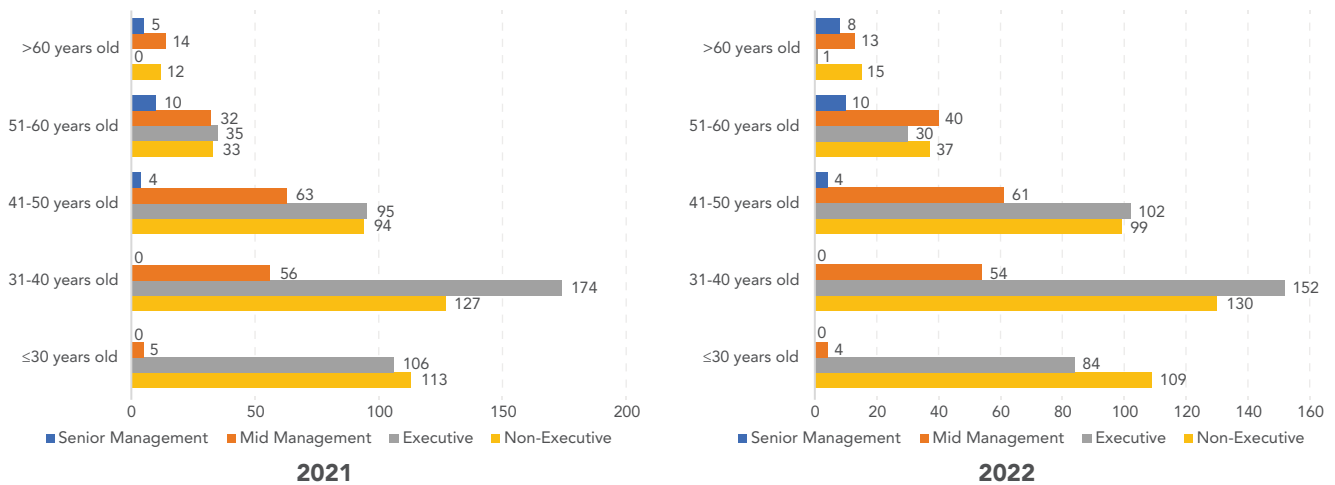
SUSTAINABILITY STATEMENT

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GENDER




AGE



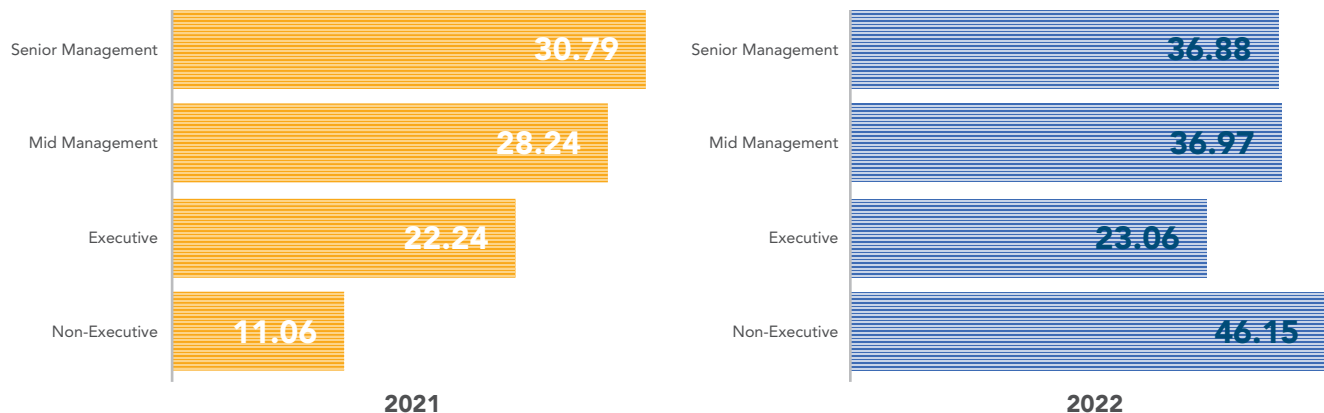
Our people are our greatest asset. We support their success through ongoing training and development programmes, creating a positive work environment that fosters growth, innovation and collaboration. We value and empower our employees to achieve their full potential.

SUSTAINABILITY STATEMENT

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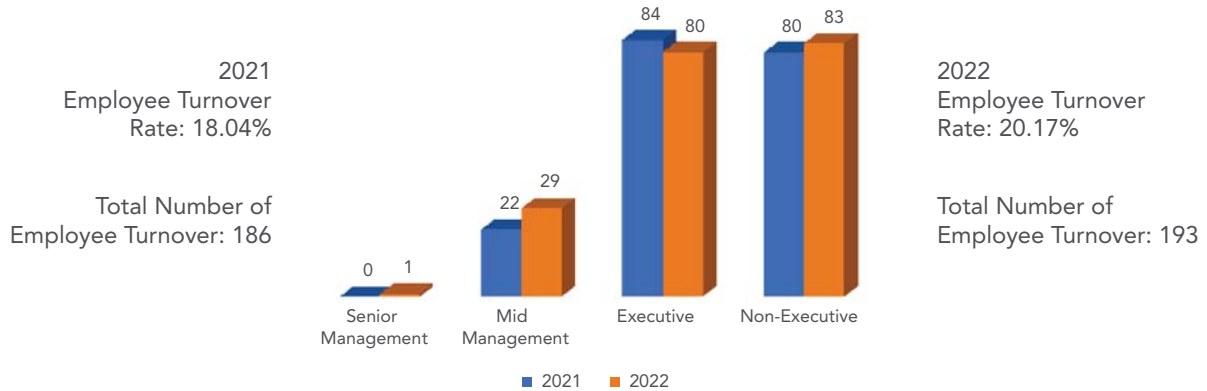
[MSM17] Labour Practices and Standards Employee skills, job experience, career development, engagement and empowerment.		
Scope: GROUP		
Targets: a) 20 hours of training per employee per year by employee category. b) No target set for percentage of employees that are contractors or temporary staff. c) No target set for total number of employee turnover by employee category. d) Zero substantiated complaints concerning human rights violations.		
Total hours of training per employee per year by employee category: Senior Management: 36.88 hours Mid-Management: 36.97 hours Executive: 23.06 hours Non Executive: 46.15 hours		Number of substantiated complaints concerning human rights violation: Zero
Remarks: • All targets achieved.		
Moving Forward: • Measures to enhance Learning Management System. • Encourage employees to pursue further education and professional development opportunities through workshops, seminars, online courses and certifications. • Regularly assess the effectiveness of the training programmes to ensure they are meeting the needs of the employees and the Group’s goals.		

Total hours of training per employee per year



SUSTAINABILITY STATEMENT

cont'd



EMPLOYEE TRAINING, EDUCATION AND CAREER DEVELOPMENT



As we move towards building a learning culture, each employee is expected and encouraged to take ownership and responsibility for their personal development in relation to their work. Our in-house Learning Management System - AIMS (Achievable Integrated Management System) allows our employees to register for training programmes, run e-learning modules, track employees' training hours and learning history and document the skills of employees.

By investing in these initiatives, we believe that the employees who have received training and education are better equipped to handle new challenges and opportunities, leading to improved performance and innovation and increased efficiency, productivity and profitability.

SUSTAINABILITY STATEMENT

cont'd

JOB OPPORTUNITIES FOR YOUNG TALENTS

In 2022, we recruited fresh graduates to join our workforce and engaged with a total of twenty four (24) interns in the various companies in the Group. We provided them with the required industrial trainings in our efforts to equip them with the necessary knowledge and skills for their future. Seven (7) of the interns have eventually become our permanent staff.

Visitation of Institut Kemahiran Tinggi Belia Negara Chembong, Negeri Sembilan



Visitation of Institut Kemahiran Tinggi MARA Jasin, Melaka



SUSTAINABILITY STATEMENT

cont'd

WORKPLACE WELLBEING ACTIVITIES IN 2022

The Group and its employee continued to organise various employee engagement initiatives to create a healthy and safe working environment and maintain a good relationship with each other.

TCAM Monthly Assembly



Staff joined TCAM Monthly Assembly.
Mini workouts led by staff.

Monthly Birthday Star



Birthday babies of
the month.

Tiong Guan Festival



Celebration on August 2022 in
TCIM Shah Alam.

Chinese New Year Celebration



Celebrated with Lunch and YuSheng at HQ.

Hari Raya Celebration



Hari Raya Lunch gathering at HQ.

Christmas, Year End, New Year Dinner



HQ Gathering at a home café.

TCAM Recycling Program



Staff connected with Persatuan Perkhidmatan
Komuniti Taiping for cycle the waste.

Fire Safety Training (1)



Fire Safety training to the staff.

Fire Safety Training (2)



Raising awareness on type of fires and
fire safety equipment.

Hearing examination by OHD



Hearing examination to
TCIM staff.

Basic Occupational First Aid Training



Organized for staff to provide knowledge &
basic life support skills.

Thermographic Scanning



Conducted to maintain a
safety environment.

SUSTAINABILITY STATEMENT

cont'd

In 2022, although Malaysia was transitioning to the endemic phase, with the reopening of the various economic sectors and the government relaxing on the Standard Operating Procedures ("SOP"), the Group remained vigilant and continued to adhere to the COVID-19 SOP to reduce the risk of transmission and prevent our employees from being infected by the virus. We constantly monitored compliance with the COVID-19 SOP, and any non-compliance thereof by the employees would result in disciplinary actions.

The following measures were observed:

- Communications to our employees on awareness, precautions to be taken and guidelines on travel was conducted via emails and notices;
- Notices, hand sanitizers, thermal detection guns and masks were deployed as required;
- Regular cleaning and disinfection were carried out periodically;
- Business continuity plans/guidelines were put in place and/or implemented when the situation escalated to crisis mode;
- All SOP/ return to work guidelines were deployed and uploaded on the HR portal;
- Spot checks for all businesses were conducted to determine extent of compliance by all businesses, entities and at all locations;
- Maintained physical distancing in the office, meeting room and other common areas; and
- Daily self-declarations continued to be monitored.

CONCLUSION

The Board is mindful of the initiatives taken by the Government to urge businesses to embrace sustainability practices, with a focus on climate-related risk and opportunities, in the Government's quest to achieve a net-zero economy by 2050. Regulatory requirements have been enacted or amended to hasten sustainability governance, management and reporting, in particular, focusing on listed issuers. When making decisions, shareholders and other stakeholders have begun to assess the corporations not solely in their economic performance but more so on how well they are managing the EESG agenda. Towards this end, the Board, together with Management, will continue to focus on the EESG agenda, including how the EESG matters are considered in Group's strategies, with the view to enhance long-term shareholder value and meeting the expectations of other stakeholders on a sustainable basis.

PERFORMANCE DATA TABLE

PILLAR: GOVERNANCE		2021	2022	Target
ANTI-CORRUPTION				
a)	Percentage of employees trained on anti-corruption by employee category (%). <i>Note: Total number of employees = 953 persons.</i>	100	100	100
b)	Percentage of Directors trained on anti-corruption (%). <i>Note: Total number of directors = 7 persons.</i>	100	100	100
c)	Percentage of Operations assessed for corruption-related risks (%).	100	100	100
d)	Confirmed incidence of corruption and action taken.	0	0	0
COMPLIANCE				
a)	Total monetary value of fines (Ringgit Malaysia).	8,195	20,451	0
b)	Total number of non-monetary sanctions for non-compliance with laws and regulations.	0	0	0
DATA PRIVACY AND SECURITY				
a)	Number of substantiated complaints, concerning breaches of customer privacy and losses of customer data.	0	0	0
b)	Number of incidents of successful cyber-attack.	0	0	0

SUSTAINABILITY STATEMENT

cont'd

PILLAR: ECONOMY	2021	2022	Target
ECONOMY GROWTH			
Revenue – Increment by yearly basis (%).	N/A	31.3	5.0
SUPPLY CHAIN MANAGEMENT			
Proportion of spending on local supplies (%).	92-100	92-100	N/A
DIGITALISATION AND INNOVATION			
Numbers of digitalisation and automation projects improving operational efficiency and effectiveness.	0	≥1	≥1
CUSTOMER EXCELLENCE			
Customer survey ratings by 2024			≥3
Customer survey ratings by 2026			≥4
Customer survey ratings via online and survey.	3.0-4.5	3.0-4.6	

PILLAR: ENVIRONMENTAL	2021	2022	Target
EMISSION MANAGEMENT			
a) Percentage of electric and hybrid vehicles and machineries in total fleet – Increment by yearly basis (%).	N/A	11.9	5
b) Percentage of electric and hybrid vehicles and machineries in total fleet by 2026 (%).	N/A	15.5	10
WASTE			
a) Total waste generated (Metric Tonnes)	76.1	74.1	N/A
b) Total waste diverted from disposal (Metric Tonnes)	73.2	67.9	N/A
c) Total waste diverted to disposal (Metric Tonnes)	2.9	6.2	N/A
<i>Note: This is applicable to Machinery Business only.</i>			
ENERGY MANAGEMENT			
a) Energy Intensity in Gigajoules consumed per revenue (Ringgit Malaysia) generated – Reduction by yearly basis (%).	N/A	17	5
b) Total energy consumption (Gigajoules).	26,104	28,440	N/A
WATER			
Total volume of water used (Megalitres).	24.28	28.41	N/A
RESPONSIBLE CONSUMPTION (MATERIALS)			
Number of sustainable tourism products, such as green hotels and eco-friendly products promoted - Minimum number	53	84	≥5
<i>Note: This is applicable to Travel Business only.</i>			
Number of product sample developed with sustainable materials - Minimum number.	3	2	≥2
<i>Note: This is applicable to Manufacturing Business only.</i>			
Ratio of used/ total vehicles and machineries rental (%).	47.3	60.6	60.0
<i>Note: This is applicable to Rental Business – Car and Machineries only.</i>			

SUSTAINABILITY STATEMENT

cont'd

PILLAR: SOCIAL	2021	2022	Target
COMMUNITY INVESTMENT			
a) Total number of CSR activities	4	14	10
b) Total amount invested in the community for external beneficiaries (Ringgit Malaysia)			
<i>Note: RM100,000 has been budgeted for community investment.</i>	500	6950	N/A
c) Total number of external beneficiaries of the investment in communities.	142	107	N/A
HEALTH, SAFETY AND WELL-BEING (CUSTOMER)			
a) Number of complaints and accident due to the product safety.	0	0	0
HEALTH, SAFETY AND WELL-BEING (OCCUPATIONAL)			
a) Number of work-related fatalities.	0	0	0
b.1.1) Lost time incident frequency rate (LTFIR)	1.03	0.69	
b.1.2) Lost time incident frequency rate (LTFIR) – Percentage of reduction (%)	N/A	33	10
b.2.1) Severity rate (SR)	13.93	1.50	
b.2.2) Severity rate (SR) – Percentage of reduction (%)	N/A	89	10
c) Number of training hours per employee on health and safety standards.	N/A	2.65	2.00
d) Number of employees trained on health and safety standard.			
<i>Note: 100% of employees trained on health and safety standards from year 2023 onwards.</i>	N/A	N/A	N/A
DIVERSITY, EQUALITY AND INCLUSION			
a) Percentage of employees by gender and age group by each employee category – Deviation (%) from baseline			≤10
a.1) Percentage of employees by gender by each employee category (%).			
Senior Management (Male)	1.4	1.3 (-0.1)	
Senior Management (Female)	0.5	0.9 (+0.4)	
Mid-Management (Male)	9.5	9.6 (+0.1)	
Mid-Management (Female)	7.8	8.0 (+0.2)	
Executive (Male)	15.6	11.7 (-3.9)	
Executive (Female)	26.3	26.1 (-0.2)	
Non-Executive (Male)	27.7	27.0 (-0.7)	
Non-Executive (Female)	11.1	12.9 (+1.8)	

SUSTAINABILITY STATEMENT

cont'd

PILLAR: SOCIAL	2021	2022	Target
DIVERSITY, EQUALITY AND INCLUSION Cont.			
a.2) Percentage of employees by age group (years old) by each employee category (%).			
Senior Management (≤ 30)	0.0	0.0	
Senior Management (31-40)	0.0	0.0	
Senior Management (41-50)	0.4	0.4	
Senior Management (51-60)	1.0	1.0	
Senior Management (> 60)	0.5	0.8 (+0.3)	
Mid-Management (≤ 30)	0.5	0.4 (-0.1)	
Mid-Management (31-40)	5.7	5.7	
Mid-Management (41-50)	6.4	6.4	
Mid-Management (51-60)	3.3	4.2 (+0.9)	
Mid-Management (> 60)	1.4	1.4	
Executive (≤ 30)	10.8	8.8 (-2.0)	
Executive (31-40)	17.8	15.9 (-1.9)	
Executive (41-50)	9.7	10.7 (-1.0)	
Executive (51-60)	3.6	3.1 (-0.5)	
Executive (> 60)	0.0	0.1 (+0.1)	
Non-Executive (≤ 30)	11.6	11.4 (-0.2)	
Non-Executive (31-40)	13.0	13.6 (+0.6)	
Non-Executive (41-50)	9.6	10.4 (+0.8)	
Non-Executive (51-60)	3.4	3.9 (+0.5)	
Non-Executive (> 60)	1.2	1.6 (+0.4)	

SUSTAINABILITY STATEMENT

cont'd

PILLAR: SOCIAL	2021	2022	Target
b.1) Directors by gender.			
Male (Number)	5	5	
Female (Number)	2	2	
Male (Percentage %)	71	71	
Female (Percentage %)	29	29	
b.2) Percentage of directors by age group (%).			
41-50	14	14	
51-60	14	14	
>60	72	72	
LABOUR PRACTICES AND STANDARDS			
Average hours of training per employee.	19.1	35.3	
Total training hours	18,675	33,681	
a) Total training hours per employee per year by employee category:			20.0
Senior Management	30.79	36.88	
Mid-Management	28.24	36.97	
Executive	22.24	23.06	
Non-Executive	11.06	46.15	
b) Percentage of employees that are contractors or temporary staff (%).			N/A
Senior Management	0.5	0.9	
Mid-Management	1.5	1.8	
Executive	0.1	0.4	
Non-Executive	1.9	2.4	
c) Total number of employee turnover by employee category.			N/A
Senior Management	0	1	
Mid-Management	22	29	
Executive	84	80	
Non-Executive	80	83	
d) Number of substantiated complaints concerning human rights violations.	0	0	0