Sustainability Statement

MESSAGE FROM CHIEF EXECUTIVE OFFICER

Dear Valued Stakeholders,

I am delighted to reaffirm our unwavering commitment to the pursuit of 'Growth with Sustainability' in the year 2023. We have continuously enhanced our workforce and operational capabilities, aligning them with strategic business decisions and expansion plans. Our dedication to Economic, Environmental, Social & Governance ("EESG") considerations remains steadfast, guiding us as we evaluate the effectiveness and impacts on value creation.

Considering the dynamic business landscape, sustainability is not merely an ethical choice; it is a strategic imperative. We firmly believe that strategic diversification and sustainability align with the idea of creating long-term value. Diversification contributes to building a resilient and adaptable business, while sustainability ensures growth without compromising future environmental and social well-being.

In response to this imperative, we actively orient the Group towards sustainable economic growth and automotive excellence through strategic investment in our subsidiaries (with GAC AION Y Plus and eAumark aligning with the EV trend). This is a pivotal step in our dedication to EESG considerations and will be an ongoing initiative that underscores our commitment to adapting to challenges and seizing opportunities with resilience and foresight.

As we move forward, we acknowledge the substantial efforts and resources required for sustainable practices. By actively collaborating with you, our valued stakeholders, we are committed to incorporating your expectations and concerns into our ever-evolving business strategies.

Our aspirations remain to CREATE a viable future, and we will continue to take concrete actions in the following focus areas:

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

I am optimistic and excited about the prospects that await us on this sustainability journey. With your collective support and our collaborative efforts, we are poised to achieve 'Growth with Sustainability'.

Thank you for your continued trust in Warisan TC Holdings Berhad ("WTCH"). We eagerly anticipate sharing more about our sustainability journey with you in the future.

TAN KENG MENG
CEO, WTCH Group

Sustainability Statement

REPORTING PERIOD

1 January 2023 to 31 December 2023

REPORTING SCOPE

This Sustainability Statement ("Statement") sets out the 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/index.php/menu-examples/menu-icons*

We welcome any feedback or suggestion about our Sustainability Statement.

REVIEW OF STATEMENT

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

WHO WE ARE

WTCH was incorporated in Malaysia on 26 March 1997 and the principal activities of the Group, comprising WTCH and its subsidiaries, consist of business in Machinery, Travel and Car Rental, Automotive, Consumer Products and Services and Others. 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

In response to ongoing local and global challenges, we focus on boosting productivity, optimising costs, and orienting our business activities towards Group success with sustainability factors and ethical considerations. Concurrently, we are dedicated to enhancing brand value and reputation through strategic diversification investments. This multifaceted approach, which includes rebuilding capacity and refining capabilities, positions us for resilience, with corporate responsibility in realising sustained growth in the evolving business landscape.

Sustainability Statement

THE GROUP'S SUSTAINABILITY JOURNEY

GOAL
'Growth with Sustainability'

VISION
Our vision is to be a responsible corporate citizen that embraces sustainable development, social responsibility and environmental conservation, ensuring long-term economic growth and prosperity for our shareholders and other stakeholders.

MISSION
Our mission is to enhance resilience against climate change by integrating sustainability into every aspect of our business operations, while balancing the needs of our stakeholders through responsible business practices, ethical conduct and innovative solutions.

RATIONALE
Climate change presents significant risk to businesses due to its global and long-term nature. The potential impacts of climate change are varied and potentially irreversible, including rising sea levels, increased frequency of extreme weather events and loss of biodiversity. Moreover, the almost overwhelming uncertainty surrounding the progression and effects of climate change makes it challenging to manage business effectively.

STRATEGY
'ACT RESPONSIBLE, THINK SUSTAINABLE'
We adopt a double materiality perspective, which considers both the financial impact of environmental and social issues on the Group and the impact of our operations on the environment and society.

PLAN
We aim to align our business approach with strategies and the practice of balancing the EESG factors that are essential business drivers to create value in the long run for all stakeholders, not just shareholders.

VALUE CREATION

The Group acknowledges that the prioritisation of EESG factors is a key business driver for value creation in the long run:

a) Economy

A sustainable and resilient business operating with positive brand reputation:

- Appeal to responsible investors screening for EESG criteria.
- Address circularity demands by expanding into new markets.
- Strengthen stakeholder relationships for profitability and customer loyalty.
- Improved long-term financial stability and performance through cost-saving low carbon footprint innovative solutions addressing environmental and social challenges.

b) Environmental

Sustainable business practices:

- Preserve natural resources and minimise negative environmental impacts.
- Foster the Group's long-term economic growth through sustainable development practices, enhancing efficiency and extending the lifecycles of products and services.

Sustainability Statement

VALUE CREATION (Cont'd)

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:

- Strong reputation with robust governance and ethical conduct.
- Effective risk management and internal controls.
- Stakeholders' trust and confidence.
- Resilient to regulatory changes.

WHERE WE ARE

- Persistently enhance capabilities and expand resources over time in pursuit of new approaches to make true advances to generate meaningful value.
- Continuously enhance our understanding and carefully manage key business growth drivers through EESG considerations, while evaluating the effectiveness and impacts on value creation.
- Orient the Group's success and automotive excellence through strategic diversification in our subsidiaries, focusing on emerging trends of advanced and modern automotive technology as well as introducing innovative electric vehicles ("EVs").

We continue our sustainability journey anchored by Warisan TC guiding principles:

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 business
A	Assess Risk & Opportunities	Systematic Risk Management
N	Nimble	Leadership
T	Technology-led & Driven	Digitalisation, Electrification, Automation and Innovation
C	Communication	Transparent, Consistent and Clarity

Sustainability Statement

WHERE WE ARE (Cont'd)

We are committed to achieve our '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 is a vital cog in 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 is 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 leveraging 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.

SUSTAINBILITY GOVERNANCE

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

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

Pursuant to the Group's Sustainability Framework, which was formalised in November 2021, the Board has the responsibility of setting strategic direction of the Group. The Board, together with Management, 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 , which consists of a Sustainability Liaison Officer, Sustainability Working Group ("SWG"), Risk Management and Sustainability Committee ("RMSC"), Audit Committee ("AC") and the Board.

Sustainability Statement

SUSTAINBILITY GOVERNANCE (Cont'd)

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.

Sustainability Statement

MATERIAL ASSESSMENT PROCESS

The assessment process conducted is summarised in the diagram below:

IDENTIFICATION

Identified key stakeholders group and sustainability issues that will affect the Group's value in short to long-term and categorised each material theme under EESG topics

PRIORITISATION

Each material theme and stakeholder group were assessed and rated on sustainability issues according to their significance of related EESG impact towards the Group's operation and its stakeholders

VALIDATION

Outcome of material assessment was validated by RMSC and approved by the Board to ensure integrity and creditability disclosure

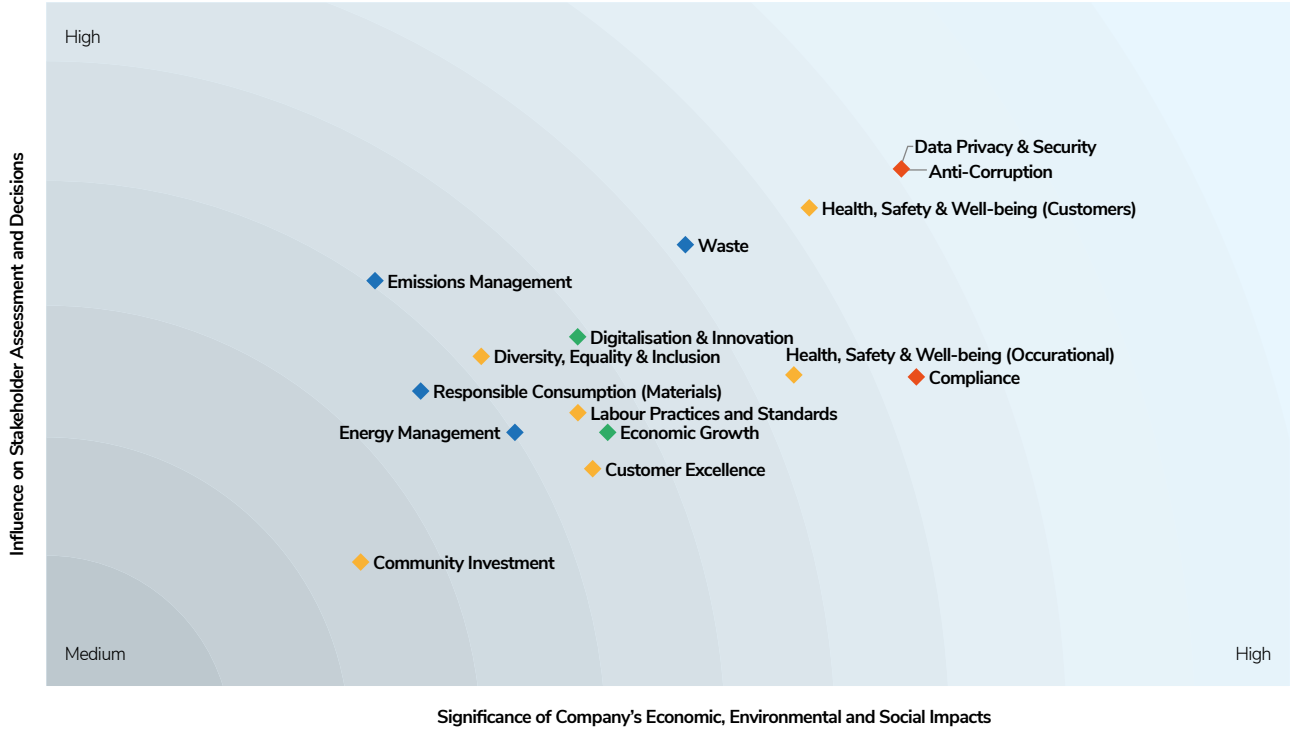
REVIEW

Internal Auditor performed an independent review to provide internal assurance on the effectiveness and integrity of the process and outcome of the materiality assessment

MATERIAL SUSTAINABILITY MATTERS

We initially 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. Following the Amendments to Bursa Securities Main Market Listing Requirements and release of the Sustainability Reporting Guide (3rd Edition) in September 2022, we have included another two (2) common mandatory MSM, making up to a total of seventeen (17) MSMs for the Group.

MATERIALITY MATRIX



Sustainability Statement

MATERIALITY MATRIX (Cont'd)

Summary of the seventeen (17) Material Sustainability Matters

PILLARS			
ECONOMY	ENVIRONMENTAL	SOCIAL	GOVERNANCE
• Economy Growth • *Supply Chain Management* • Digitalisation and Innovation	• Emission Management • Waste • Energy Management • *Water* • Responsible Consumption - Materials	• Community Investment • Health, Safety and Well-being (Customer) • Customer Excellence • Health, Safety and Well-being (Occupational) • Diversity, Equality and Inclusion • Labour Practices and Standards	• Anti-Corruption • Compliance • Data Privacy and Security

Italics: Added following the Amendments to Bursa Securities Main Market Listing Requirements and the Sustainability Reporting Guide (3rd Edition) in September 2022.

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.

Sustainability Statement

STAKEHOLDER ENGAGEMENT (Cont'd)

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	• Health, Safety and Well-being (Occupational) • Labour Practices and Standards • Diversity, Equality and Inclusion	• Workplace safety, wellness and equal opportunities • Monitor on safety of company assets	• Health & Safety trainings, internal newsletters, poster displays and banners	Throughout the year
		• Equal opportunities for professional learning and development	• Training opportunities (internal and external)	Throughout the year
		• Career development and progression • Remuneration & benefits	• Succession planning • Performance review • Day to day interaction • Operations meeting • Suggestion boxes implementation • Employee satisfaction survey	
		• Employee engagement • To build rapport and support to branches • To identify gaps for a better relationship and engagement	• Festive gathering and team building activities • Town hall meetings and branch visits • Employee Satisfaction Survey	Throughout the year
		• Ethics and integrity • Responsible citizens	• Briefing to raise awareness and ensuring compliance to the relevant laws and regulations	Throughout the year
Customers	• Health, Safety and Well-being (Customer • Customer Excellence	• Product safety & quality • Sustainable supply chain	• Feedback to principals/ manufacturers on quality and product enhancement • Provide product training to customers • Pricing and product development meet	As needed
		• Customer support service and experience/ customer satisfaction • Timely customer complaint management and handling • Reduce complain cases and rejection from customers • EHS Policy • Technology & Innovation • Improve transaction volume	• Customer survey • Online review and ratings • Website/ brochure • Platform usage term and conditions • Social media • Visitation at customer service centre • Virtual meeting / chat / email response • Customer complaint channel (phone line / online web / social media) • Timely updates and communication	Throughout the year

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Key Stakeholders	Material Matters	Key Needs & Expectations	Engagement Method	Frequency
Financier	• Economy Growth	• Borrowing for new projects, expansion of business and business operations. • Money market investment	• Face-to-face / virtual meetings	As needed
Director	• Economy Growth • Compliance • Anti-Corruption	• Business strategies and sustainability • Risk management oversight • Clear and comprehensive business plans • Results and performance	• Face-to-face / virtual meetings • Board of Directors', Audit Committee and Executive Management Committee meetings	Quarterly and As needed
Suppliers	• Supply Chain Management • Digitalisation and Innovation	• Ethical supplier management • Sustainable supply chain • Product quality • Pricing and delivery schedule • Efficient and effective payment process and platform • Quality service • Process enhancement • Retainer	• Tender, bidding and quotation requests • Supplier evaluation dialogs • Assessing goods reject report • Cost rationalisation activities and dialogs • Briefings on marketing strategy • Enhancement updates • Improvement/ digitalisation on process/ workflow such as payment process/ data capturing • Face to face meeting	Throughout the year
Investors / Shareholders	• Economy Growth	• Good financial performance and results • Favourable return on investments	• Annual general meeting • Annual report	Annually
Contractor	• Supply Chain Management	• Sustainable supply chain	• Evaluation on contractor's performance	Annually
Dealer	• Economy Growth • Customer Excellence	• Increase customer base • Local market knowledge • Insights into consumer preferences and buying behaviours • Customers' feedback on product quality and service level. • Achieving sales target. • Economic sustainability.	• Face-to-face / virtual meetings • Target setting and incentives programme • Product training	Throughout the year

Sustainability Statement

STAKEHOLDER ENGAGEMENT (Cont'd)

Key Stakeholders	Material Matters	Key Needs & Expectations	Engagement Method	Frequency
Regulators & Government Bodies	• Compliance • Labour Practices and Standards • Anti-Corruption	• Good governance, transparency and accountability • Stay up-to-date with the relevant laws and regulations • Accurate regulatory disclosures • Ensure no corrupt practice within the bidding exercise and transaction of used vehicles • Product and services	• Active engagement and meeting with respective regulatory bodies • Submission of returns and/or report. • Training on anti-corruption practices to all personnel	As needed
Media	• Economy Growth	• Good reputation and brand image • Long-term relationship with existing customers / followers • Increase visibility to expand customers / followers base	• Interviews and press release articles • Social media posts and engagement	Throughout the year
Local Community	• Community Investment	• Supply of manpower • CSR • Community care and support • Product and services responsibility	• Talent sourcing in career fairs • Social contribution and community services • Social media/email to promote eco-friendly resorts/ itinerary/ local attractions, and to promote local products to help indigenous community (East Malaysia) • Collaboration with premise owner	Throughout the year
Industry Associations	• Supply Chain Management • Economic Growth	• Supply chain sustainability • Governmental policies and economic growth	• Face-to-face / virtual meetings	As needed
Non-Governmental Organisations (NGOs)	• Emission Management • Water • Waste • Responsible Consumption - Materials • Community Investment	• Business operation impacts on environment • Climate Change • Community welfare	• Support in environmental sustainability efforts • Cooperation and support to NGOs	As needed

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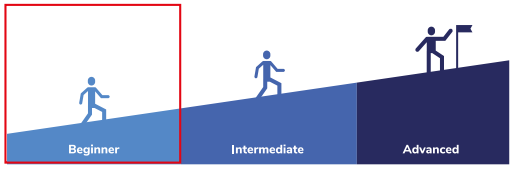
OUR PROFICIENCY AND APPROACH

LEVEL OF PROFICIENCY	OUR MANAGEMENT APPROACH
 *Source: Bursa Malaysia Sustainability Reporting Guide 3rd Ed.*	• 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 are linked to several relevant key sustainability targets. • Adopted all common mandatory MSM as prescribed by Bursa Securities. • Adopted all common mandatory indicators to the MSM except for the indicator of Emission Management. • Internal company targets are set and aimed to drive internal behavioural change. • Disclosure of all reported MSM indicators and targets on a 'Rolling Basis'; with year 2021 data as the baseline. • Our Sustainability Statement was reviewed by the Group Internal Audit for factual and content accuracy.

WTCH POLICIES, PROCEDURES AND FRAMEWORKS

- Anti-Bribery and Anti-Corruption Policy
- Board Diversity Policy
- Code of Business Conduct and Ethics for Employee
- Code of Business Conduct for Third Parties
- Conflict of Interest Policy
- Corporate Disclosure Policy and Procedures
- Corruption Risk Assessment Framework
- Directors' Code of Ethics
- Directors' Fit and Proper Policy
- Environment, Health and Safety ("EHS") Policy
- External Auditors' Assessment Policy & Procedures
- Fraud Prevention Policy
- Policies and Procedures for the Remuneration of Directors and Senior Management
- Related Party Transactions Policy & Disclosure Framework
- Risk Management Policies and Procedures
- Special Complaint Policy
- Stakeholder Communication Policies and Procedures
- 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, will have compounding effects towards achieving our goals through CREATE, as follows:

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

Sustainability Statement

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**
Contribute: *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 3 GOOD HEALTH AND WELL-BEING
Reduce: *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, EVs, solar power system etc.	Environment 13 CLIMATE ACTION
		Waste	Protect and Conserve Our Environment • Responsible Disposal of Scheduled and General Waste.	Environment 6 CLEAN WATER AND SANITATION 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
		Energy Management	Protect and Conserve Our Environment • Decarbonisation: Green building and facilities, high-energy efficiency rating appliances, EVs, solar power system etc. • Encourage work from home, virtual meetings, avoid unnecessary printing etc.	Environment 7 AFFORDABLE AND CLEAN ENERGY 13 CLIMATE ACTION
		Water	Protect and Conserve Our Environment • Responsible water consumption. • Available clean drinking water and sanitation.	Environment 6 CLEAN WATER AND SANITATION
Embrace: *Circular Economy*	To harness maximum value.	Responsible Consumption (Materials)	Optimisation 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 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Adopt: *Good Governance*	To demonstrate good leadership and strong internal controls.	Anti-Corruption Compliance	Demonstrate Integrity and Accountability in Sustainability Development • Laws and Regulations.	Governance 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
	To prevent harmful breaches and data loss.	Data Privacy and Security	• Data Protection and Cybersecurity Threats.	

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MATERIALITY ASSESSMENT (Cont'd)

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**
Thrive: *Business Model and Innovation*	To keep building capacity and capability.	Economy Growth	Resilient Business Model • 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 • 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 • 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 • 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 • Availability, accessibility and reliability of products and services. • Professional, responsive and timely customer support and communication.	Social 8 DECENT WORK AND ECONOMIC GROWTH

Sustainability Statement

MATERIALITY ASSESSMENT (Cont'd)

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**
Empower: *Employees*	To protect our workforce and workplace.	Health, Safety and Well-being (Occupational)	Competent Workforce: People Growth, Engaged Employees and Diverse Talent Pool • 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 • 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 • Continuous Training and Development Programme. • Employee benefits, welfare, rewards, accomplishment recognition, appreciation, autonomy and management support.	Social 4 QUALITY EDUCATION

Sustainability Statement

RISK AND OPPORTUNITIES IDENTIFIED

Focus Areas C-R-E-A-T-E	Ref. ID	Material Sustainability Matters	Risks	Opportunities
Contribute: *Community Progress and Prosperity*	MSM1	Community Investment	• N/A	• Creating positive social impacts and enhancing corporate image, branding and reputation.
Reduce: *Environmental Impacts and Carbon Footprint*	MSM2	Emission Management	• Increased operational costs, sanctions for non-compliance and increasing prevalence of environmental hazards.	• 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	• Environmental pollution, health hazards, legal and regulatory compliance issues and reputational damage.	• Resource recovery, recycling materials, cost savings, additional revenue generation, innovation in waste reduction and disposal and mitigating health and safety issues.
	MSM4	Energy Management	• 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.	• Cheaper to maintain energy efficient appliances in long term. • Cost savings and carbon tax incentives on renewable energy sources.
	MSM5	Water	• Water wastage leading to water shortage impacting the community and industry.	• Sustainable water management enhances efficiency, reduces waste and saves on operating cost.
Embrace: *Circular Economy*	MSM6	Responsible Consumption (Materials)	• Overconsumption can lead to biodiversity loss, ecosystem degradation, environmental hazards, deprivation of future generations' basic needs and a shortage of raw materials for production.	• Redefine business strategies and product offerings that optimise resources and reduce negative environmental impacts.

Sustainability Statement

RISK AND OPPORTUNITIES IDENTIFIED (Cont'd)

Focus Areas C-R-E-A-T-E	Ref. ID	Material Sustainability Matters	Risks	Opportunities
Adopt: *Good Governance*	MSM7	Anti-Corruption	• Reputation damage, monetary sanctions and business loss due to corrupted practices and unethical business transactions.	• Increased credibility and trust with the stakeholders and business partnership opportunities within the industry.
	MSM8	Compliance	• Reputation damage, monetary sanctions and business disruption resulted from non-compliances with legal and regulatory requirements.	• Reputable company trusted by stakeholders, preferred by customers and possessing competitive edge with improved business operations.
	MSM9	Data Privacy and Security	• Negative publicity, revenue and customer loss and monetary sanctions resulting from data breaches, compliance violations and operational disruptions.	• Enhanced cyber resilience with skilled employees, efficient business operations, effective data protection systems and capable security technology/solutions.
Thrive: *Business Model and Innovation*	MSM10	Economy Growth	• 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.	• Constantly enhancing business strategies, leveraging key business growth drivers and ensuring profitable operations.
	MSM11	Supply Chain Management	• Challenges arising from supply chain disruptions and regulation changes that prioritise environmental and social issues.	• Sustainable supply chain practices can enhance cost-effectiveness, reduction in emission, increase in job opportunities and income of local community and resilience against supply chain disruption.
	MSM12	Digitalisation and Innovation	• 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.	• 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)	• Accidents and incidences that may lead to fatality, severe injury, sanctions and negative publicity.	• Establish trust with customers and strengthen the corporate image and brand reputation.
	MSM14	Customer Excellence	• Negative perception on corporate image and brand reputation. • Loss of customers, sales and revenue.	• Establish trust with customers and strengthen the corporate image and brand reputation. • Customer base, sales and revenue growth.

Sustainability Statement

Focus Areas C-R-E-A-T-E	Ref. ID	Material Sustainability Matters	Risks	Opportunities
Empower: *Employees*	MSM15	Health, Safety and Well-being (Occupational)	• Accidents and incidences that may lead to fatality, severe injury, operation downtime, asset damage, sanctions and negative publicity.	• A safe and healthy workplace and work conditions can boost employee productivity and performance, reduce workplace accidents/incidents, lower absenteeism and turnover rates and minimise healthcare costs and workers' compensation claims.
	MSM16	Diversity, Equality and Inclusion	• Communication barriers, low employee morale and conflicts arising from workplace discrimination and unfair treatment.	• 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	• Incompetent workforce, disengaged employees and in ability to attract talents. • Negative publicity and poor reviews in professional networking and job search sites.	• Be the preferred employer with good human resource management and positive corporate culture to increase the capability and capacity for business growth.

INDICATORS AND PERFORMANCE TARGETS

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

Sustainability Statement

CROSS MAPPING AGAINST COMMON MATERIAL SUSTAINABILITY MATTERS AND INDICATORS

WTCH Ref. ID	WTCH Prioritised Sustainability Material Matters	Bursa Malaysia Common Sustainability Material Matters	WTCH Indicators	Indicator Type • (Aligned) to Bursa Malaysia 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)	a) Percentage of electric and hybrid vehicles and machineries in total fleet (Rental Business – Car and Machineries) b) Percentage of electric and hybrid vehicles and machineries in total fleet – Increment by yearly basis (%)	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 – Megajoules (MJ) consumed per Ringgit Malaysia (RM) revenue generated b) Total energy consumption	a) Internal b) Aligned	a) Reduction of 5% of MJ 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

CROSS MAPPING AGAINST COMMON MATERIAL SUSTAINABILITY MATTERS AND INDICATORS (Cont'd)

WTCH Ref. ID	WTCH Prioritised Sustainability Material Matters	Bursa Malaysia Common Sustainability Material Matters	WTCH Indicators	Indicator Type • (Aligned) to Bursa Malaysia Common Indicators • Company (Internal) Indicators	WTCH Targets • Available Targets = Company's Internal Target • Industry Benchmark Targets = None
MSM6	Responsible Consumption (Materials)	N/A	a) (Travel Business) Number of sustainable tourism such as green hotels and eco-friendly products promoted b) (Manufacturing Business) Number of product sample developed with sustainable materials c) (Rental Business – Car and Machineries) Ratio of used/ total vehicles and machineries rental	N/A	a) (Travel Business) ≥ 5 posts promoting sustainable tourism per year b) (Manufacturing Business) Develop at least 2 new product samples with sustainable materials per year c) (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	a) Total monetary value of fines. b) 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

Sustainability Statement

CROSS MAPPING AGAINST COMMON MATERIAL SUSTAINABILITY MATTERS AND INDICATORS (Cont'd)

WTCH Ref. ID	WTCH Prioritised Sustainability Material Matters	Bursa Malaysia Common Sustainability Material Matters	WTCH Indicators	Indicator Type • (Aligned) to Bursa Malaysia Common Indicators • Company (Internal) Indicators	WTCH Targets • Available Targets = Company's Internal Target • Industry Benchmark Targets = None
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
MSM13	Health, Safety and Well-being (Customer)	N/A	Number of complaints and 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 (LTIR) and Severity Rate (SR). c.1) Average training hours per employee on health and safety standard. c.2) Percentage of employees who have completed at least 2 training hours on health and safety standard. d) Number of employees trained on health and safety standards	a) Aligned b) Aligned c) Internal d) Aligned	a) Zero fatalities b) Yearly 10% reduction for LTIR and SR c) At least 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. b) Percentage of directors by gender and age group	a) Internal b) Aligned	a) Deviation of not more than 10% of employees by gender from the ratio of year 2021 b) At least 1 woman director any one point in time

Sustainability Statement

WTCH Ref. ID	WTCH Prioritised Sustainability Material Matters	Bursa Malaysia Common Sustainability Material Matters	WTCH Indicators	Indicator Type • (Aligned) to Bursa Malaysia Common Indicators • Company (Internal) Indicators	WTCH Targets • Available Targets = Company's Internal Target • Industry Benchmark Targets = None
MSM17	Labour Practices and Standards	Labour Practices and Standards (Aligned)	a.1) Total hours of training per employee per year by employee category. a.2) Total hours of training. a.3) Average hours of training per employee. a.4) Percentage of employees who have completed at least 20 hours of training. 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) Internal b) Aligned c) Aligned d) Aligned	a) At least 20 hours per employee b) N/A c) N/A d) Zero

PROGRESS AND PERFORMANCE

CREATE – Contribute to Community Progress and Prosperity:

We believe in the importance of giving back to the communities. 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 CSR activities that benefit the community.		
Scope: GROUP	Target: 10 CSR activities per year (Achieved)	
Total number of CSR Activities: **14**	Total amount invested in the community where the target beneficiaries are external to the Group: **RM35,237.45**	Total number of beneficiaries of the investment in communities: **671**

Sustainability Statement

PROGRESS AND PERFORMANCE (Cont'd)

CREATE – Contribute to Community Progress and Prosperity (Cont'd):

We are proud to share our community investment initiatives and key activities aimed at making a positive difference in the lives of those in need. We believe in giving back to the communities, and these programmes represent our commitment to social responsibility and philanthropy:

1. **Donation to Kebajikan Amal Da Ai Malaysia - Case 1660:** Supporting the welfare and well-being of individuals in need through financial assistance. TCIM Sdn Bhd ("TCIM") made a cash donation of RM1,000 towards fundraising efforts for a newborn baby diagnosed with a congenital heart disease for life-saving surgery.

2. **Flood Aid for Mayflower Car Rental Sdn Bhd ("MCR") Staff:** Extending support to our staff affected by the flash floods in Johor Bahru.

3. **Donation to Persatuan Makanan Ehsan 1:** Contributing to organisations dedicated to providing food assistance to homeless, jobless and low-income group B40. Angka-Tan Motor Sdn Bhd ("ATM") sponsored 100 food packs worth RM1,000 through the Cooked Food Distribution programme by Persatuan Makanan Ehsan Free Food Society (FFS), aimed at providing food aid to the homeless, B40, and unemployed individuals registered with Pertubuhan Kesihatan dan Kebajikan Umum Malaysia (PKKUM).

4. **Donation to Persatuan Makanan Ehsan 2:** Contributing to organisations dedicated to providing food assistance to the residences of People Housing Project (PPR). In further collaboration with FFS, ATM sponsored 100 food packs worth RM5,000 for residence of the PPR, a government resettlement programme catering to the housing needs of the low-income B40 group.

5. **Donation to Rumah Amal Budi Bistari:** Supporting charitable homes and shelters to provide a safe and caring environment for those in need. TCIM contributed RM7,414 in cash and daily necessities to support the welfare, care, and education of orphans, impoverished children, and children in need of protection at this charity childcare centre.

Sustainability Statement

6. **Hari Raya Celebration Dinner for Orphanage:** Spreading joy and celebrating festive occasions with orphaned children, creating memorable experiences for them. TCIM made a cash donation, donated daily necessities, raya shirts and treats in the sum of RM7,415 and invited orphaned children and their guardians for the TCIM Hari Raya dinner. MCR sponsored a bus with a capacity of 44 seats and a van with a capacity of 9 seats with drivers as transportation for the children and their guardians.

7. **Donation to Kebajikan Amal Da Ai Malaysia - Case 1715:** Continuing our support for charitable causes that uplift marginalised communities. TCIM made a cash donation of RM1,000 towards the fundraising efforts for a second life-saving heart surgery of premature baby diagnosed with a severe congenital heart disease.

8. **Methodist Crisis Relief & Development ("MCRD") Charity Run:** Participating in charity events to raise funds for humanitarian relief efforts and community development projects. WTCH Group made a cash donation of RM4,750 to MCRD, aiming to support vulnerable communities such as refugees and orang asli in Malaysia.

9. **Donation to YouShan Disabled Welfare Centre:** Assisting organisations dedicated to supporting individuals with disabilities, enabling them to lead fulfilling lives. MCR, Mayflower Corporate Travel Services Sdn Bhd, and Mayflower Holidays Sdn Bhd collectively contributed a total sum of RM2,250 for 45 disabled adults and children cared for and housed in this centre.

Sustainability Statement

PROGRESS AND PERFORMANCE (Cont'd)

CREATE – Contribute to Community Progress and Prosperity (Cont'd):

10. **AiYiDe Old Folks Home Visitation at Pertubuhan Kebajikan Warga Emas Kenang Budi Kuala Lumpur:** Engaging with elderly residents of care homes, providing companionship and support. TCIM contributed RM4,342 in cash and daily necessities to support the welfare and care of 14 elderly residence.

11. **Sponsorship Programme Merintis Masa Hadapan:** Investing in the future by sponsoring educational and skill-building programmes for youth empowerment. MCR sponsored RM500 for this programme organised by the students of University Putra Malaysia (UPM) attended by Form 5 students from SMK Sri Tapah, Perak, majority orang asli.

12. **Recycling Programme:** Continuing our commitment to environmental stewardship through ongoing recycling initiatives. Tan Chong Apparels Manufacturer Sdn Bhd ("TCAM") collected a total of 47 kg of recyclable materials for Persatuan Perkhidmatan Komuniti Taiping.

13. **Blood Donation Programme:** Promoting health and well-being by organising blood donation drives to support healthcare institutions and patients in need. TCAM invited Taiping Hospital Blood Transfusion Department for its Blood Donation Programme, which collected a total of 23 bags of blood.

14. **Sharing at the Legal 500 GC Summit Malaysia 2023 at Le Méridien Kuala Lumpur:** On how to manage a modern legal department by our Ong Yin Ee, Head of Group Legal, Compliance and Risk Management on a voluntary basis. Attended by more than 230 of Malaysia's top in-house lawyers. The event was organised in association with a few law firms, and complimentary for all participants.

Sustainability Statement

CREATE – Reduce Environmental Impacts and Carbon Footprint:

Reducing our environmental impacts and carbon footprint is crucial to minimise negative effects on nature and people, 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.

[MSM2] Emission Management: Reducing GHG and Other Airborne Contaminants Transitioning to low carbon energy sources is crucial to reduce our carbon footprint and mitigate climate change by limiting the emission of greenhouse gases.	
Scope: Rental Business – Car and Machineries	
Target No.1 (Achieved) 5% increase of the number of electric, hybrid vehicles and machineries on yearly basis.	Performance No.1 Compared to the target of FYE2022: ↑ **8.02%**
Target No.2 (On-track) 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: **14.9%**
Moving Forward: • Accelerate the pace of transitioning from ICE vehicles and machineries to hybrid and electric alternatives to achieve our 2026 target. • Replace ICE vehicles and machinery with hybrid and electric alternatives as they reach their end-of-life or are due for replacement. • Actively promote the adoption of electric or hybrid vehicles for rental or term-subscription services.	

In line with the Group's goal for 'Growth with Sustainability,' our subsidiaries have invested in and undertaken sustainability projects working towards achieving the global goal of net zero emission.

Electrification Journey

The Group has embarked on a journey to diversify its product mix to include EVs and create the necessary infrastructure to support the EV eco-system.

Automotive

One of the significant initiatives by the Group to integrate sustainability into every aspect of the Group's business operations is the electrification of its automotive division with the transition from internal combustion engine (ICE) vehicles to EVs. This transition is crucial to the Group to reduce our carbon footprint and mitigate the impact of climate change.

Through our wholly-owned subsidiary, WTC Automotif (M) Sdn Bhd ("WTCA"), the Group plans to launch a new EV, the GAC AION Y Plus, into the Malaysian automotive market. This EV is powered by an in-house magazine lithium iron phosphate (LFP) battery pack, which boasts the world's first Magazine Battery Safety Technology.

With the anticipated introduction of this EV in 2024, we hope to encourage decarbonisation and promote eco-friendly travel to the community in Malaysia. This strategic move reflects our dedication to shaping a sustainable automotive industry and supporting global efforts towards carbon neutrality. Through strategic collaborations with innovative international companies, we aim to continue introducing more EVs to the Malaysian market to promote sustainable development while creating long-term value for our stakeholders.

Sustainability Statement

PROGRESS AND PERFORMANCE (Cont'd)

CREATE – Reduce Environmental Impacts and Carbon Footprint (Cont'd):

Automotive (Cont'd)

In addition to the anticipated launch of an electric SUV by WTCA, through another wholly-owned subsidiary by us, ATM has also made plans to launch the eAumark and the Aumark S Euro 4 light-duty truck.

The eAumark which is an electric truck, will reduce carbon footprints, offer unparalleled efficiency and eco-friendliness, ensure cleaner air and quieter streets for the future generations. On the other hand, the Euro 4 truck will set a new standard for sustainability in diesel-powered vehicles. It is engineered to meet the stringent Euro 4 emission standards, which will significantly reduce levels of harmful pollutants, including nitrogen oxides (NOx) and particulate matter. By prioritising environmental responsibility without compromising performance, the Euro 4 truck will exemplify our unwavering commitment to driving positive change.

Machinery

Apart from the transition from ICE vehicles to EVs in the Group's automotive division, we have taken key steps to launch the electrification process of our machinery division through the introduction of battery operated machinery.

Under the Group's wholly-owned subsidiary, TCIM, our journey towards electrification began with electric counterbalance forklifts powered by Sealed Lead Acid (SLA) batteries, a technology that has been in the market for decades. However, the landscape shifted significantly in 2020 with the rising recognition of lithium iron phosphate (LiFePO4) batteries, also known as LFP batteries, as a superior alternative. This prompted TCIM to swiftly introduce forklifts and stackers equipped with LFP batteries into the Malaysian market.

The adoption of Zero Emission LFP batteries revolutionised material handling equipment, including forklifts and motorised pallet trucks. In 2021, we took a significant step by converting SLA battery-powered forklifts to LFP battery replacements, demonstrating our commitment to sustainability and innovation. Continuing our momentum in 2023, we engaged in discussions with our principals to integrate electrification into other machinery segments, such as wheel loaders and tractors.

Our electrification journey is not only about adopting modern technologies but also about driving environmental sustainability and operational efficiency. Through leveraging cutting-edge battery technologies and strategic partnerships, we are positioned to lead the way in electrifying machinery and equipment across various sectors.

Travel and Car Rental

Aside from the Automotive and Machinery divisions, the Group has also taken steps to increase its EV fleet and accessibility to EV rentals in its Travel and Car Rental segment. To emphasise the Group's dedication to sustainability, the Group has set targets to increase the number of electric, hybrid vehicles and machineries by 5% on a yearly basis and to achieve 10% of electric, hybrid vehicles and machineries in its total fleet by 2026.

Under the Group's 99.64% stake in Gocar Mobility Sdn Bhd ("GoCar"), GoCar's GoEV initiative aims to promote and enhance the accessibility of EVs in Malaysia, offering a greener and more sustainable alternative to traditional mobility options.

The GoEV car sharing services were initially launched in December 2021 with the Nissan Leaf EV. Since then, GoCar has expanded its fleet to include over 30 vehicles, available at more than 20 locations in Klang Valley and Penang. Alongside the Nissan Leaf, GoCar introduced the Renault Zoe and Ora Good Cat to its fleet, further diversifying GoCar's EV options. GoCar's partnership with Gentari Green Mobility Sdn Bhd enables customers to access GoEV car sharing vehicles through the Gentari Go mobile application, providing convenience for those seeking to rent an EV.

In supporting EV adoption, GoCar has introduced EV charge point operators, including Shell Recharge, Jom Charge, chargEV, and Gentari. Through GoCar's discovery programme, customers can easily locate nearby EV charging stations. By April 2024, both Gentari and chargEV intend to offer roaming services, allowing customers to activate and pay for EV charging directly through the GoCar mobile app, further streamlining the use of EVs by the community.

Furthermore, GoCar's GoEV subscription offers customers who are interested in purchasing an EV the opportunity for an extended test drive experience. With weekly or monthly subscription plans, GoEV Subs features a wide range of EV models such as the Tesla Model Y, Hyundai Ioniq 5, Hyundai Kona EV, BYD Atto 3, Mini Electric, Renault Zoe and Nissan Leaf. This programme is designed to provide the public with a comprehensive experience of the EV lifestyle, helping and encouraging them to make informed decisions about the transition to EVs.

Our wholly owned subsidiary, MCR, is currently monitoring new EV products in the market and is actively encouraging its customers to rent or lease EVs. MCR EV fleet includes models from Tesla and Renault, further enhancing consumers access to sustainable mobility options.

Sustainability Statement

Solar Power Adoption

In the Group's efforts to integrate sustainability into every aspect of the Group's business operations, the Group through its subsidiaries has implemented solar power adoption initiatives internally and via investments in other companies. These initiatives minimise carbon footprint, lower costs and supports sustainability.

Floating Large-Scale Solar Photovoltaic

TC Sunergy Sdn Bhd (of which our subsidiary, TCIM, owns a 9% share) is involved in the floating large-scale solar photovoltaic plant in Serendah, Selangor which is expected to supply 1,043,114 MWh of green energy to Tenaga Nasional Berhad under a 25-year Power Purchase Agreement. This will contribute to a reduction of 610,221 tonnes of CO2 (Carbon Dioxide) emissions to the atmosphere, equivalent to removing 132,656 units of cars from the road, or the planting of 29,058,175 trees over the period of 25 years.

Aerial View of the floating large-scale solar – Serendah

Rooftop Solar

In view of the contribution of the photovoltaic solar system, our wholly-owned subsidiary, MCR, is installing a 62.70kWp rooftop solar system which is expected to reduce 44.75 tonnes of CO2 which is equivalent to planting 2,131 trees and removing 10 cars from the road annually and TCIM is currently evaluating the feasibility of installing a rooftop solar system at two of its premises.

Sustainability Statement

PROGRESS AND PERFORMANCE (Cont'd)

CREATE – Reduce Environmental Impacts and Carbon Footprint (Cont'd):

[MSM3] Waste: Responsible Disposal of Waste Responsible management (handling and disposal) of waste is crucial to reduce the environmental impact of waste and prevent harm to human health and the ecosystem.		Scope: Machineries Business
Target: N/A	Performance: (a) Total waste generated: **50.8 Metric Tonnes** (b) Total waste diverted from disposal: **48.6 Metric Tonnes** (c) Total waste directed to disposal: **2.1 Metric Tonnes**	
Moving Forward: • 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.		

[MSM4] Energy Management: Responsible Consumption and improving energy efficiency Responsible energy consumption promotes efficiency, reduces waste, minimises carbon footprint, lowers costs, and supports sustainability.		Scope: GROUP
Target (Not on-track) Reduction of 5% of Megajoules (MJ) consumed per RM (revenue) generated by 2026.		
Total MJ consumed per RM (revenue) generated: **0.0688 MJ/RM** Compared to FYE2021: ↑ **1.9%**	Total energy consumption: **32,944,000 MJ**	
Moving Forward: • Continuously promote energy conservation awareness among employees and encourage them to reduce energy consumption both at work and in their personal lives. • Continuously opt for energy-efficient technologies, including LED lighting, efficient heating, ventilation, air-conditioning systems and energy-saving equipment in order to reduce overall energy consumption.		

[MSM5] Water: Ensuring Availability. Provision of clean water for drinking and sanitation. 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.	
Scope: GROUP	Target: N/A
Total water consumption: **25.359 Megalitres**	
Moving Forward: Continuously promote water conservation awareness among employees and encourage them to reduce water consumption both at work and in their personal lives.	

Sustainability Statement

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.

[MSM6] Responsible Consumption – Materials Embracing a circular economy maximises material value while promoting responsible consumption and optimising material handling and management efficiencies.	
Scope: Travel, Manufacturing and Rental Businesses	
Target No.1 (Achieved) (Travel Business) At least 5 posts promoting sustainable tourism per year.	Performance No.1: (Travel Business) No. of post promoting sustainable tourism: **142 posts**
Target No.2 (Achieved) (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: **9 samples**
Target No.3 (On-track) (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%**
Moving Forward: Continuously explore opportunities for developing partnerships with suppliers or collaboration with organisations who share our commitment to sustainability.	

Sustainability Statement

PROGRESS AND PERFORMANCE (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.

[MSM7] Anti-Corruption: Zero Tolerance 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.	Scope: GROUP
Targets (Achieved) 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: a) Percentage of employees trained on anti-corruption by employee category: ✓ Senior Management: **100%** ✓ Mid-Management: **100%** ✓ Executive: **100%** ✓ Non-executive: **100%** b) Percentage of directors trained on anti-corruption: **100%** c) Percentage of operations assessed for corruption-related risks: **100%** d) No. of confirmed incidence of corruption and action taken: **Zero**	
Moving Forward: • Continuously implement thorough corruption risk assessment and monitoring. • Continuously annually train directors, ensuring they stay informed about anti-corruption regulations and policy changes. • Reinforce the importance of anti-corruption measures and keep all employees updated on any relevant changes. • Emphasise implementation of anti-corruption control measures and regularly evaluate the effectiveness of policies and procedures.	

[MSM8] Compliance: No Compromise Compliance without compromise is crucial, demonstrating integrity, accountability, and sustainability efforts by adhering to all applicable laws, rules, regulations, and internal company policies and procedures.	
Scope: GROUP	Target (Not achieved) Zero non-compliance with laws and regulations
Total monetary value of fines: **RM54,135** incurred by 2 subsidiaries.	Total number of non-monetary sanctions for non-compliance with laws and regulations: **Zero**
Action Plan: The Standard Operating Procedures ("SOP") will be further enhanced through review and improvement process, followed by comprehensive meetings with all relevant personnel. The aim is 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: • Enhance training, supervision and regular communication to minimise human error. • Implementing automation to enhance the monitoring and tracking of tasks that necessitate timely renewal or payment.	

Sustainability Statement

[MSM9] Data Privacy and Security: Capabilities and Preparedness We prioritise cybersecurity to safeguard sensitive data and maintain customer privacy, taking proactive measures to prevent breaches that could result in financial losses and harm to reputation. Our effective data protection strategy includes preparedness against cybersecurity threats, ensuring we are skilled and equipped to manage any potential breach or attacks.		Scope: GROUP
Targets (Achieved) 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**	
Moving Forward: • Implement thorough risk assessment on cybersecurity risk. • Prioritise 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.

[MSM10] Economy Growth 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. Resilient business model with EESG considerations as key business growth drivers attract investors and mitigate economy leakages.		Scope: GROUP
Target (Achieved) Yearly Revenue growth of 5%	Total Revenue: **RM478.7 Million** Compared to the target of FYE2022 (RM405.8 Million): ↑ **18.0%**	
Action Plan: Proactively pursue strategic diversification into emerging markets or related industries to tap into new revenue streams and reduce reliance on the economic conditions of a single country.		
Moving Forward: • Continuously enhance risk management efforts to effectively address emerging trends to remain agile and adaptable to market changes, explore new opportunities and adjust business strategies accordingly. • Maintain the integrity of risk management and governance frameworks to ensure compliance with EESG regulations and standards, whilst regularly reviewing and evaluating the effectiveness of the EESG strategy for continuous improvement and long-term success. • Intensify 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.		

Sustainability Statement

PROGRESS AND PERFORMANCE (Cont'd)

CREATE – Thrive on Resilient Business Model and Innovation (Cont'd):

[MSM11] Supply Chain Management A sustainable supply chain fosters long-term development and resilience against disruptions. Strong strategic partnerships with shared sustainability goals spur local economic growth while preserving the environment.	
Scope: GROUP	Target: N/A
Proportion of spending on local supplies by subsidiaries of the Group: Ranging from **85% to 100%**	
Moving Forward: • Engage stakeholders to raise awareness about the importance of supply chain management, identify collaboration opportunities and enhance network for cost-effectiveness and predictable delivery lead times. • Embark on completely knocked down and localisation projects to ensure constant supply, reduce emission and support the local economic growth.	

[MSM12] Digitalisation and Innovation 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. Fit-for-purpose system and technology are essential resources for enhancing business operation efficiency and effectiveness.	Scope: GROUP
Target (Achieved) At least 1 project digitalisation and automation project per year improving operational efficiency and effectiveness	Performance: • **37** ongoing and completed projects ranging from enhancing online presence, vehicle launches, digitising documents, developing new car sharing features, and various enhancements to improve customer experience and profitability across platforms.
Moving Forward: • Initiatives to enhance digital experience and seamless payment platform for customers. • Engage with all stakeholders to identify improvement areas for operational accuracy, efficiency and effectiveness. • To identify opportunities and accelerate digital transformation and innovative business solutions.	

Sustainability Statement

[MSM13] Health, Safety and Well-being (Customer) We prioritise customer health, safety, and well-being by providing high-quality and safe products/services that adhere to strict quality and safety standards.		Scope: GROUP
Target (Achieved) Zero number of complaints and accident due to the product safety.	Performance: Number of complaints and accident due to the product safety: **Zero**	
Moving Forward: Ensure product safety and maintain customer trust by prioritising quality over cost, while continuously improving based on customer feedback.		

[MSM14] Customer Excellence: Professional Relationship Management 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.		Scope: GROUP
Target (On-track) 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 **2.8 to 4.6.**	
Moving Forward: • Consistently elevate customer service and support standards throughout the entire customer journey, prioritising reputation management and fostering strong stakeholder relationships. • Ensure employees are properly trained and enhance communication platforms to deliver excellent customer service and satisfaction. • Regularly conduct market research to stay attuned to consumer preferences, market trends, and competitor activities. This enables proactive adjustments to brand positioning as needed. • Actively collaborate with customers to identify and address areas of concern, while also strengthening engagement in EESG initiatives		

Sustainability Statement

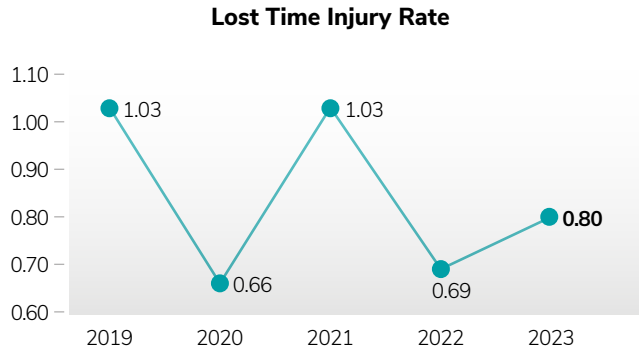
PROGRESS AND PERFORMANCE (Cont'd)

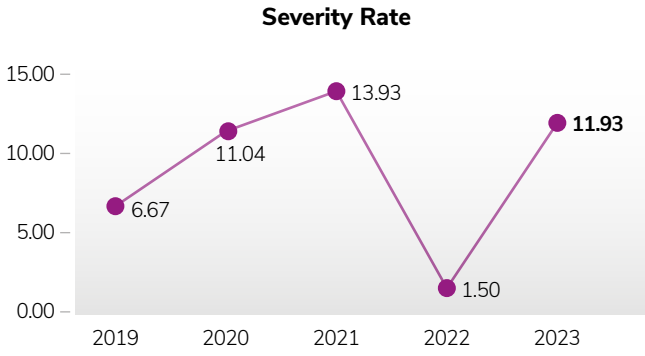
CREATE – Empowerment of Employees in Workplace:

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 organisational 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.

[MSM15] Health, Safety and Well-being (Occupational) 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.	Scope: GROUP
Target No.1 (Achieved) a) Zero fatalities case.	Performance No.1: a) No. of fatality case: **Zero**
Target No.2 b.1) Yearly 10% reduction for Lost Time Injury Rate ("LTIR"). (Achieved) b.2) Yearly 10% reduction for Severity Rate ("SR"). (Not achieved)	Performance No.2: b.1) LTIR = **0.80** Compared to the target of FYE2022 (0.93): ↓**14%** b.2) SR = **11.93** Compared to the target of FYE2022 (12.54): ↓**5%**
Target No.3 (Not achieved) c) At least 2 training hours per employee on health and safety standards.	Performance No.3: c.1) Average training hours of health and safety training: **8.30** c.2) Percentage of employees who have completed at least 2 training hours on health and safety standard: **62%**
Target No. 4 (Achieved) d) 100% of employees trained on health and safety standards from year 2023.	Performance No.4: d) **100%**

Remarks:
In 2023, the LTIR reduced by 14% and SR reduced by 5%, compared to the target of FYE2022. The investigation revealed that 57% of workplace accidents occurred during non-operational activities. These incidents were mainly attributed to a lack of awareness.





Moving forward:
- Continuously take appropriate measures to address potential hazards at workplace.
- Continuously promote safe system of work, personal responsibility for safety and sharing of lessons learned in transparent manner to enhance safety culture and foster safe working environment.

Sustainability Statement

[MSM16] Diversity, Equality and Inclusion In our multigenerational workforce, we bridge the gap by fostering effective collaboration, embracing inclusivity and recognising and leveraging the strengths of each individual, ensuring that we value diversity, promote inclusiveness and provide equal opportunities for all. 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.		Scope: GROUP
Targets (Achieved) a) Deviation of not more than 10% of employees by gender. b) At least one (1) woman director any one point in time.	Performance: a) Deviation of **<10%** of employees by gender from the ratio of year 2021. b) **Two (2)** women directors.	
Moving forward: • Emphasise the importance of accurately recognising and valuing the contributions of all employees for the overall success of the Group. • Consideration to implement a more effective and streamlined talent management strategy that fosters a supportive environment and ensures equity for employees across all levels, from back to front office, in the performance review process.		

Diversity and Equal Opportunity

We promote inclusiveness and equal opportunity in the workplace, regardless of ethnicity, gender, age or background. All employees are treated equally within the Group and are appraised and rewarded based solely on their merits. Diversity brings together people with different backgrounds, perspectives, and experiences. When individuals from diverse backgrounds collaborate, they bring unique ideas and approaches to problem-solving, fostering innovation and creativity within the organisation.

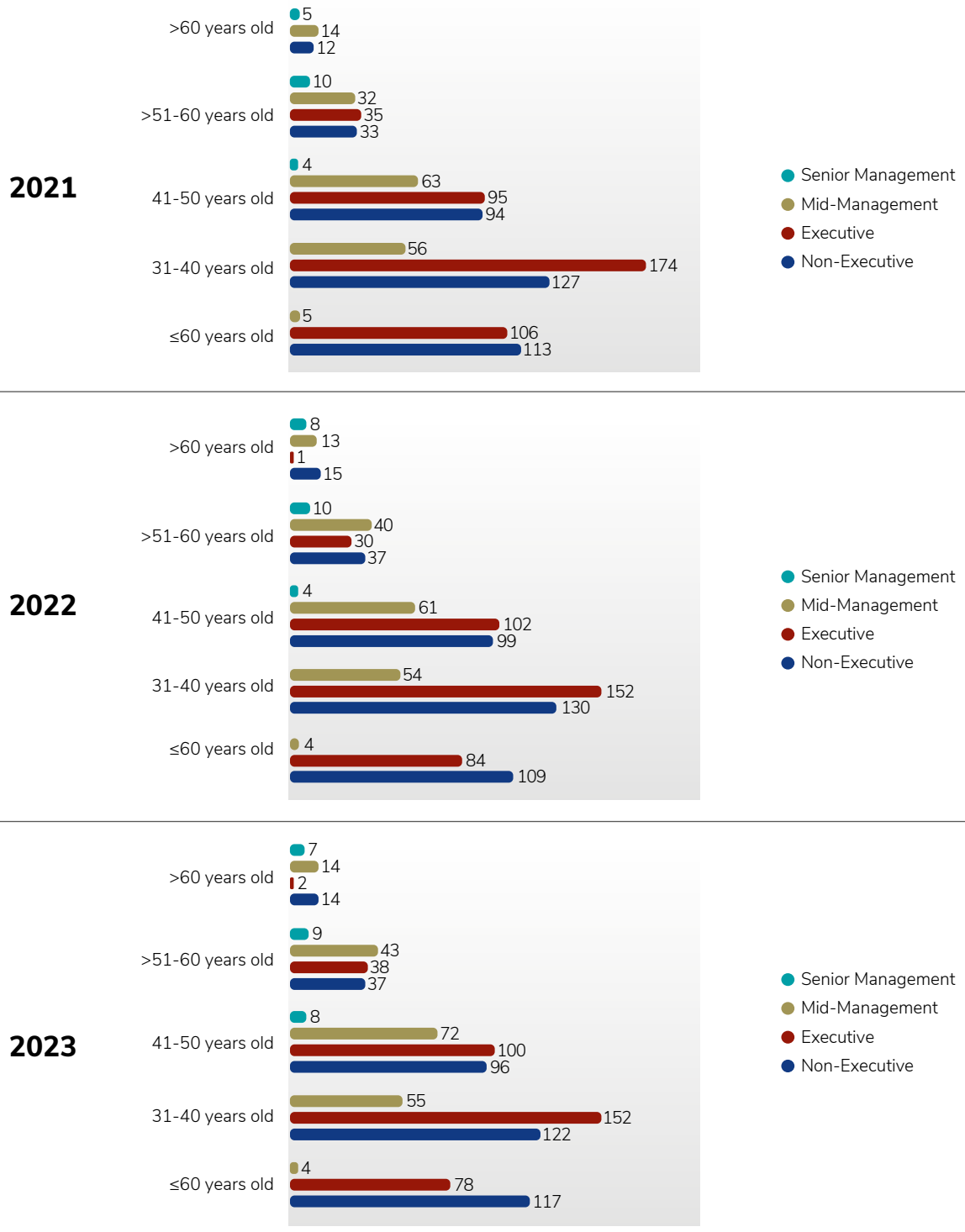
Sustainability Statement

PROGRESS AND PERFORMANCE (Cont'd)

Our Performance

The ethnicity and gender are almost the same as per the diversity profile of the Group's employees and is as follows:

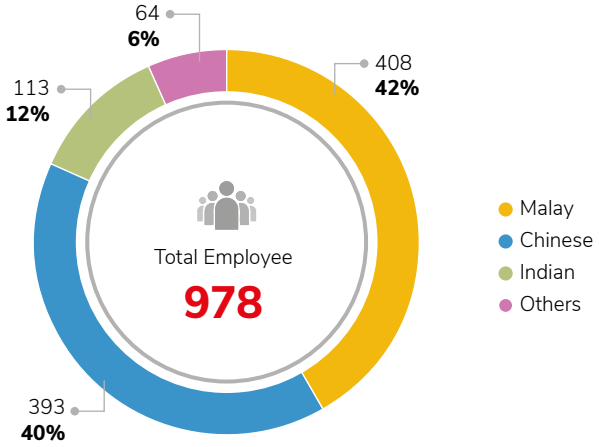
Age Diversity by Employee Category



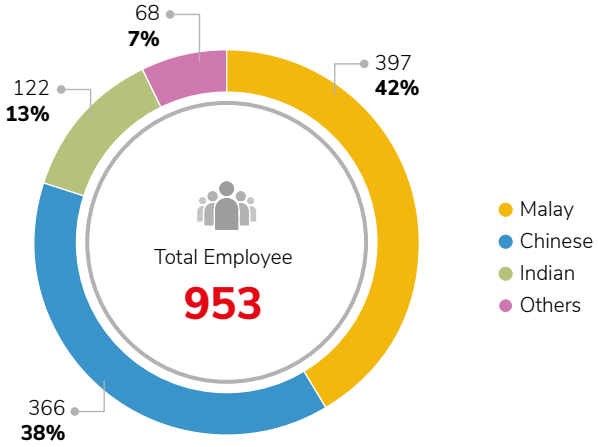
Sustainability Statement

Ethnic Diversity

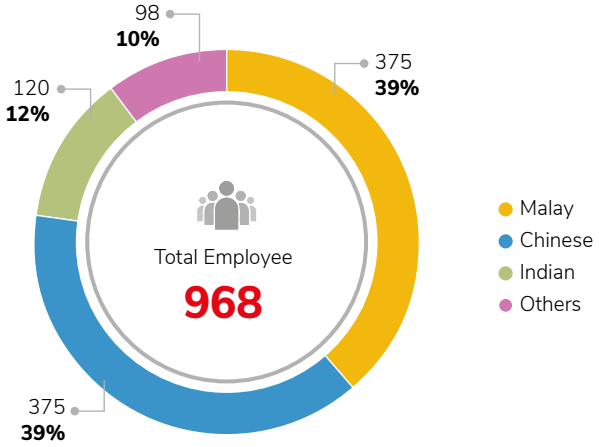
2021



2022



2023



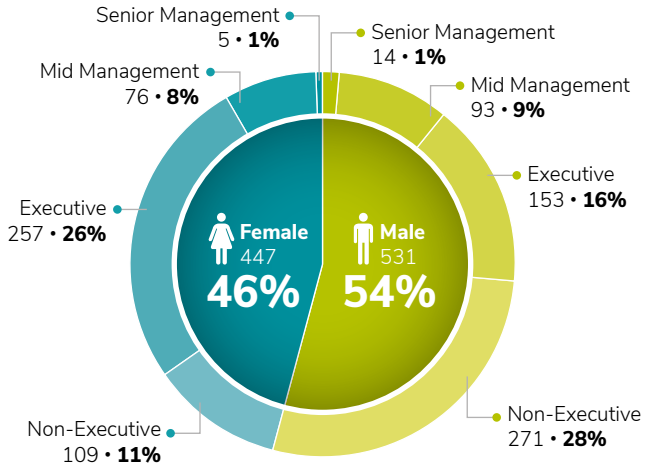
Sustainability Statement

PROGRESS AND PERFORMANCE (Cont'd)

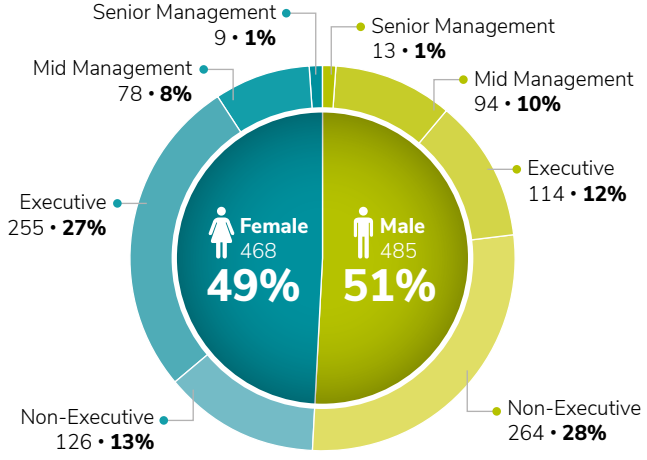
Our Performance (Cont'd)

Gender diversity by Employee Category

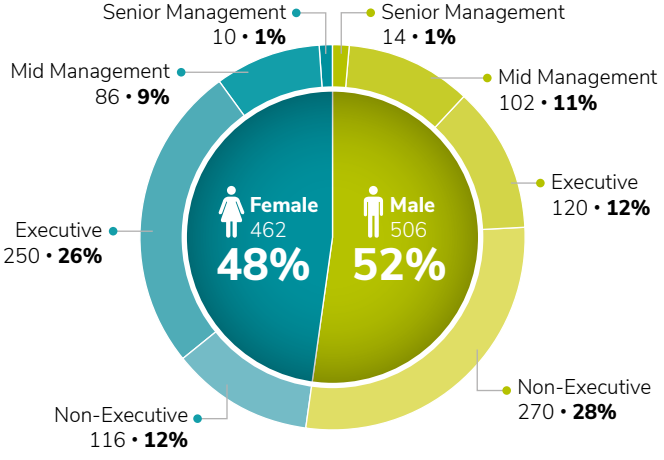
2021



2022



2023



Sustainability Statement

[MSM17] Labour Practices and Standards Our people are our greatest asset, encompassing diverse skills, job experience and potential. It is our duty as the employer to foster engagement, empowerment and support career development as well as recognising the invaluable contributions of each employee and demonstrating a commitment to unlocking their full potential.	Scope: GROUP
Targets a) At least 20 hours of training per employee per year. (Not achieved) b) Zero substantiated complaints concerning human rights violations. (Achieved)	
a.1) Total hours of training per employee per category: Senior Management: **653 hours** Mid-Management: **6,928 hours** Executive: **10,131 hours** Non-Executive: **8,345 hours** a.2) Total hours of training: **26,057 hours** a.3) Average hours of training per employee: **27 hours** a.4) Percentage of employees who have completed at least 20 hours of training: **53%**	(b) Number of substantiated complaints concerning human rights violation: **Zero**
Moving Forward: • Continuously enhance the 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.	

Employee Management

Our Integrated Talent Management Framework enables employees to craft and manage their own career and growth within the Group. Opportunities are available across the Group as it diversifies and grows in its businesses locally and internationally.

Workforce Planning

As the Group focuses on performance and productivity, workforce planning is essential for all the Business Units within the Group. The required manpower, skills and capabilities need to be optimised to ensure that our operations and output levels sustain our businesses for the long term. This planning starts from an understanding of the necessary business requirements, the existing manpower and their capabilities as well as the potential requirement to meet business requirements for the year and to take the organisation forward.

Sustainability Statement

PROGRESS AND PERFORMANCE (Cont'd)

Talent Acquisition

Who we bring into the organisation is important, as they need to not only have the right skills and capabilities but also the right values, mindset and attitude. This ultimately drives the desired culture within the Group, achievement of business goals and long-term sustainability. The Group is a proponent of diversity, equality and inclusion and sees this as a pre-requisite as we grow in the region.

The Group participated in the following career fairs in 2023:

- University Pertahanan Nasional Malaysia (UPNM) Career Fair
- University Tunku Abdul Rahman (UTAR) Career Fair
- Hirely Career Fair
- City University Jobstore Career Fair
- Help University Viva Career Fair

Managing Performance

Achieving the desired performance level is the basis of many HR processes that focuses on rewards and growth. We enable staff to build their technical and leadership competence to meet performance expectations, and with experience to grow their ability to manage bigger or more complex portfolios.

The process of helping an employee to achieve the expected performance level is called performance management, which starts from setting appropriate KPIs and targeted outcomes, to having continuous feedback and coaching for improvement throughout the year. The process ends at year end with annual reviews which provides the individual with an annual assessment that determines the rewards that the individual may receive. Through this process, talent with leadership potential is also identified, managed and groomed.

Sustainability Statement

Learning & Development

The Group uses a 70:20:10 philosophy for learning, where emphasis is on experiential, on-the-job training (70%) with an expected 20% from coaching and other behavioural support and 10% on classroom training. The focus of development is primarily to ensure that our employees have the appropriate skills and knowledge to build expertise in the business that they are in, and to help them progress in their career from independent contributors to people managers and leaders of the company.

The Group provides several structured development framework programmes designed to enhance fundamental capabilities, support personal growth, and improve work performance:

1. **Guided Managerial Development Framework (GMDF)**
   This framework assists our employees in determining the managerial and leadership development opportunities that could be beneficial to them at their level. It should be used in conjunction with discussions with their supervisor on both technical and managerial training to determine the most suited development strategy for themselves.

2. **Sales Advisor/ Service Advisor Development Programme (SADP)**
   The objective of this programme is to foster a proactive mind-set, excellence in customer service, effective communication, problem-solving skills, storytelling abilities, cross-selling techniques and negotiation and closing skills related to sales and service.

3. **Sales Managerial/ Service Managerial Development Programme (SMDP)**
   The training objectives for this programme revolve around developing supervisory skills, understanding basic financial statements, strategic performance management, business planning, fixed asset management, and group shared cost management within sales and service management roles.

4. **Contact Centre Agent Development Programme (CCDP)**
   The training objectives for contact centre agents include fostering a proactive mindset, providing excellent customer service and developing effective communication skills.

Technical training and functional training are encouraged at the Business Unit or Company or Department level.

Talent Management

The investment made to those deemed as Talent will be in a variety of ways, not limited to remuneration, but also in development, progression, opportunities and exposure. It is for the employee to determine how much they would like the company to invest in them by identifying their role and contribution, overcoming the challenges, delivering the desired outcomes, and ultimately their attitude.

One of the initiatives towards talent management is the inception of the Young Executive Club (referred to as the “Club”) in 2018. The Club has been a cornerstone of our commitment to nurturing the talents of our young employees and serves as an exclusive platform for engaging the younger generation within our organisation, providing them with opportunities to maximise their potential and make a positive impact through various CSR initiatives and projects across the Group.

Sustainability Statement

PROGRESS AND PERFORMANCE (Cont'd)

Engagement & Retention

Ultimately, we strive to provide a conducive work environment that will enable employees to grow in their career, with colleagues and leaders who are supportive in their development and focused on their success. The Group encourages a healthy and safe work life culture, focusing not just on work and performance outcomes but also on social, family and cultural traditions through our CSR activities.

We also undertake various employee engagement initiatives to improve teamwork and camaraderie as well as address employee concerns. Amongst employee engagement initiatives conducted in 2023 are as follows:

- Micare Alpro Roadshow 2023
- Team Building

- Movie Night
- First Aid Awareness Training

Sustainability Statement

- Fire Drill Training

- Festival Celebration (Chinese New Year, Hari Raya, Deepavali, Christmas)

Succession Planning

We intensify our talent management efforts by identifying individuals who are capable of taking on critical roles for succession planning. In 2023, we identified 47 employees from all levels as potential successors.

Sustainability Statement

OUR PERFORMANCE

Employee training hours

Acknowledging the vital role that employee training, education, and career development play in the sustainability and performance of our Group, we have established these initiatives as an integral component of our operations for several years. These programmes facilitate the acquisition and enhancement of skills, knowledge, and abilities necessary for effective role performance. Our training and education efforts encompass various methods such as on-the-job training, seminars, conferences, and online courses.

As part of our commitment to fostering a learning culture wherein each employee assumes responsibility for their personal development within their role, our in-house Learning Management System - AIMS (Achievable Integrated Management System) enables employees to register for training programmes, engage in e-learning modules, track their training hours, maintain a learning history, and document their acquired skills.

Through these investments, we are confident that employees who participate in training and education initiatives are better prepared to confront new challenges and capitalise on emerging opportunities. This, in turn, enhances performance, encourages innovation, and improves efficiency, productivity, and profitability across our organisation.

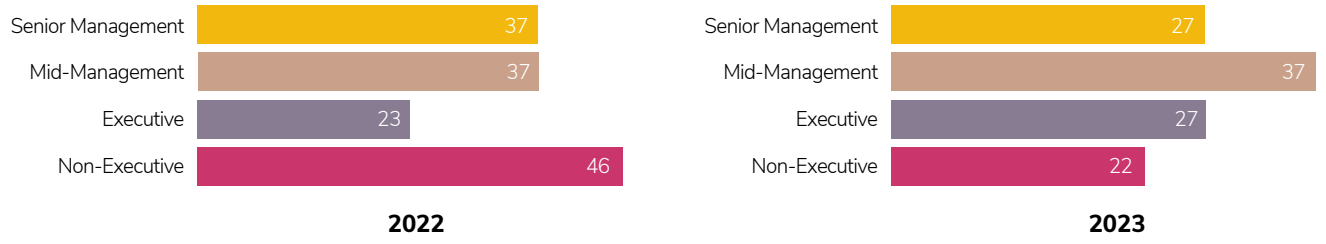
In 2023, we spent **26,057 hours** in internal and external learning and development programmes.

Employee Category	Total hours of training		
	Y2021	Y2022	Y2023
1. Senior Management	585	811	653
2. Mid-Management	4,772	6,359	6,928
3. Executive	9,117	8,510	10,131
4. Non-Executive	4,201	18,000	8,345
TOTAL	**18,675**	**33,680**	**26,057**

Employee Category	Average hours of training per employee		
	Y2021	Y2022	Y2023
1. Senior Management	31	37	27
2. Mid-Management	28	37	37
3. Executive	22	23	27
4. Non-Executive	11	46	22

Average hours of training per employee (hours)	Y2021	Y2022	Y2023
	19	**35**	**27**

Average hours of training per employee per year



Sustainability Statement

Employee Retention and Attrition

We observed a marked improvement in voluntary attrition rates. This encouraging trend reflects our ongoing dedication to nurturing a workplace environment characterised by employee development and engagement practices.

Our commitment to fostering a culture of continuous feedback, professional development opportunities, and open communication channels has played a pivotal role in bolstering employee satisfaction and retention. We attribute this achievement to the collective efforts of our leadership team and HR professionals who have diligently worked to address employee concerns and enhance organisational effectiveness.

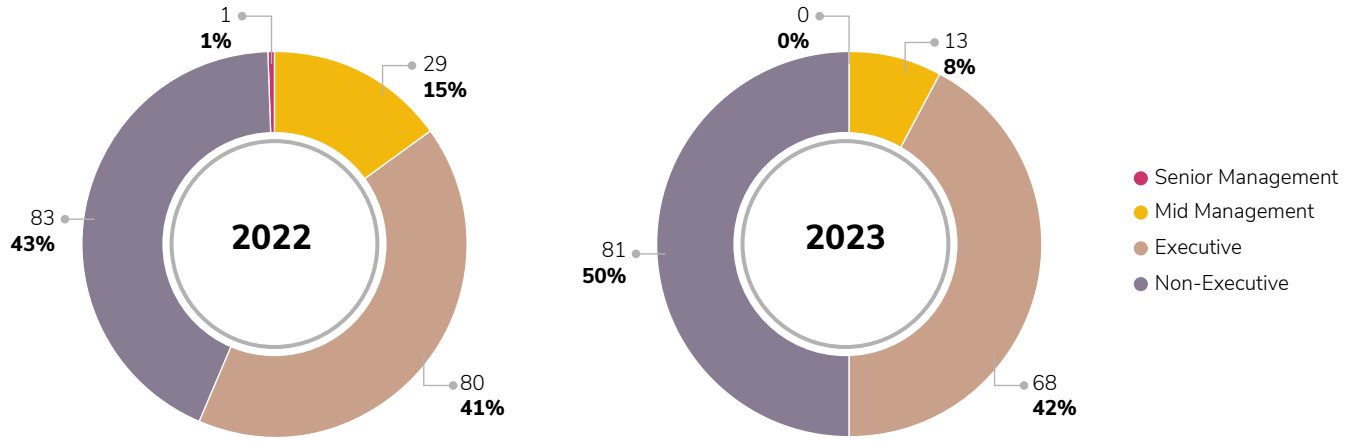
Employee Category	Total number of new hires		
	Y2021	Y2022	Y2023
1. Senior Management	4	5	2
2. Mid-Management	14	29	29
3. Executive	49	74	82
4. Non-Executive	60	136	164
TOTAL	**127**	**244**	**277**

Employee Category	Total number of employee voluntary turnover		
	Y2021	Y2022	Y2023
1. Senior Management	0	1	0
2. Mid-Management	22	29	13
3. Executive	84	80	68
4. Non-Executive	80	83	81
TOTAL	**186**	**193**	**162**

The voluntary attrition rate has decreased in 2023 due to continuous employee engagement.

	Y2021	Y2022	Y2023
New hire rates (%)	12.3%	25.5%	**28.8%**
Voluntary Turnover rates (%)	18.0%	20.2%	**16.8%**

Employee Turnover



Sustainability Statement

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.

Sustainability Statement

SUSTAINABILITY PERFORMANCE REPORT GENERATED FROM BURSA LISTING INFORMATION NETWORK (BURSA LINK)

Indicator	Measurement Unit	2021	2022	2023
Bursa (Community Investment)				
Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	500.00	6,950.00	35,237.45
Bursa C2(b) Total number of beneficiaries of the investment in communities	Number	142	107	671
WTCH C1 Total number of CSR activities	Number	4	14	14
Bursa (Emissions Management)				
WTCH C11 Percentage of electric and hybrid vehicles and machineries in total fleet (Rental Business Car and Machineries)	Percentage	23.04 *	15.50	14.90
WTCH C11 Percentage of electric and hybrid vehicles and machineries in total fleet - Increment by yearly basis (%)	Percentage	-	13.68 *	8.02 *
Bursa (Waste Management)				
Bursa C10(a) Total waste generated	Metric tonnes	76.10	74.10	50.80
Bursa C10(a)(i) Total waste diverted from disposal	Metric tonnes	73.20	67.90	48.60
Bursa C10(a)(ii) Total waste directed to disposal	Metric tonnes	2.90	6.20	2.10
Bursa (Energy Management)				
Bursa C4(a) Total energy consumption	Megawatt	-	-	No Data Provided
WTCH C4 Energy intensity - Gigajoules (GJ) consumed per Ringgit Malaysia (RM) revenue generated	Rate	-	-	No Data Provided
WTCH C4 Energy intensity - Gigajoules (GJ) consumed per Ringgit Malaysia (RM) revenue generated - Reduction by yearly basis (%)	Percentage	-	-	No Data Provided
Bursa C4(a) Total energy consumption	Megajoules	26,104,000.00	28,440,000.00	32,944,000.00
WTCH C4 Energy Intensity - Megajoules (MJ) consumed per Ringgit Malaysia (RM) revenue generated - Reduction by 2026	Percentage	-	-17.0	1.9
Bursa (Water)				
Bursa C9(a) Total volume of water used	Megalitres	24.280000	28.410000	25.360000
WTCH (Responsible Consumption: Materials)				
WTCH W1(b) Number of product sample developed with sustainable materials (Manufacturing Business)	Number	3	2	9
WTCH W1(c) Ratio of used/ total vehicles and machineries rental (Rental Business Car and Machineries)	Percentage	47.00	61.00	60.00
WTCH W1(a) Number of sustainable tourism products, such as green hotels and eco-friendly products promoted (Travel Business)	Number	53	84	142
Bursa (Anti-Corruption)				
Bursa C1(a) Percentage of employees who have received training on anti-corruption by employee category				
Senior Management	Percentage	100.00	100.00	100.00
Mid-Management	Percentage	100.00	100.00	100.00
Executive	Percentage	100.00	100.00	100.00
Non-Executive	Percentage	100.00	100.00	100.00
Bursa C1(b) Percentage of operations assessed for corruption-related risks	Percentage	100.00	100.00	100.00
Bursa C1(c) Confirmed incidents of corruption and action taken	Number	0	0	0
WTCH C1 Percentage of directors who have received training on anti-corruption	Percentage	100.00	100.00	100.00
WTCH (Compliance)				
WTCH W2(a) Total monetary value of fines	MYR	8,195.00	20,451.00	54,135.00
WTCH W2(b) Total number of non-monetary sanctions for non-compliance with laws and regulations	Number	0	0	0
Bursa (Data Privacy and Security)				
Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0	0	0
WTCH C8 Number of incidents of successful cyber-attack	Number	0	0	0
WTCH (Economy Growth)				
WTCH W3 Revenue - Increment by yearly basis (%)	Percentage	-	31.3	18.0
Bursa (Supply Chain Management)				
Bursa C7(a) Proportion of spending on local suppliers	Percentage	-	-	No Data Provided
WTCH (Digitalisation and Innovation)				
WTCH W4 Numbers of digitalisation and automation projects improving operational efficiency and effectiveness	Number	-	21	37
WTCH (Health, Safety and Well-being: Customer)				
WTCH W5 Number of complaints and accidents due to product safety	Number	0	0	0
WTCH (Customer Excellence)				
WTCH W6 Customer Survey Ratings	Rate	-	-	-
Bursa (Health, Safety and Well-Being: Occupational)				
Bursa C5(a) Number of work-related fatalities	Number	0	0	0
Bursa C5(b) Lost time incident rate ("LTIR")	Rate	1.03	0.69	0.80
Bursa C5(c) Number of employees trained on health and safety standards	Number	582	585	966
WTCH C5 Number of training hours per employee on health and safety standards	Hours	-	-	No Data Provided
WTCH C5(b)(ii) Severity rate (SR)	Rate	13.93	1.50	11.93
WTCH C5 Average number of training hours per employee on health and safety standards	Hours	-	3	8
WTCH C5(c)(i) Percentage of employees who have completed at least 2 training hours on health and safety standard	Percentage	-	-	62.0
WTCH C5(d) Percentage of employees trained on health and safety standards from year 2023	Percentage	-	-	100.00
Bursa (Diversity, Equality and Inclusion)				

Internal assurance | External assurance | No assurance | (*)Restated

Sustainability Statement

SUSTAINABILITY PERFORMANCE REPORT GENERATED FROM BURSA LISTING INFORMATION NETWORK (BURSA LINK) (Cont'd)

Indicator	Measurement Unit	2021	2022	2023
Bursa C3(a) Percentage of employees by gender and age group, for each employee category				
Age Group by Employee Category				
Senior Management Under 30	Percentage	0.00	0.00	0.00
Senior Management Between 31-40	Percentage	0.00	0.00	0.00
Senior Management Between 41-50	Percentage	0.40	0.40	0.80
Senior Management Between 51-60	Percentage	1.00	1.00	0.90
Senior Management Above 60	Percentage	0.50	0.80	0.70
Mid-Management Under 30	Percentage	0.50	0.40	0.40
Mid-Management Between 31-40	Percentage	5.70	5.70	5.70
Mid-Management Between 41-50	Percentage	6.40	6.40	7.40
Mid-Management Between 51-60	Percentage	3.30	4.20	4.40
Mid-Management Above 60	Percentage	1.40	1.40	1.40
Executive Under 30	Percentage	10.80	8.80	8.10
Executive Between 31-40	Percentage	17.80	15.90	15.70
Executive Between 41-50	Percentage	9.70	10.70	10.30
Executive Between 51-60	Percentage	3.60	3.10	3.90
Executive Above 60	Percentage	0.00	0.10	0.20
Non-Executive Under 30	Percentage	11.60	11.40	12.10
Non-Executive Between 31-40	Percentage	13.00	13.60	12.60
Non-Executive Between 41-50	Percentage	9.60	10.40	9.90
Non-Executive Between 51-60	Percentage	3.40	3.90	3.80
Non-Executive Above 60	Percentage	1.20	1.60	1.40
Gender Group by Employee Category				
Senior Management Male	Percentage	1.40	1.30	1.40
Senior Management Female	Percentage	0.50	0.90	1.00
Mid-Management Male	Percentage	9.50	9.60	10.50
Mid-Management Female	Percentage	7.80	8.00	8.90
Executive Male	Percentage	15.60	11.70	12.40
Executive Female	Percentage	26.30	26.10	25.80
Non-Executive Male	Percentage	27.70	27.00	27.90
Non-Executive Female	Percentage	11.10	12.90	12.00
Bursa C3(b) Percentage of directors by gender and age group				
Male	Percentage	71.00	71.00	71.00
Female	Percentage	29.00	29.00	29.00
Between 41-50	Percentage	14.00	14.00	14.00
Between 51-60	Percentage	14.00	14.00	14.00
Above 60	Percentage	72.00	72.00	72.00
Bursa (Labour Practices and Standards)				
Bursa C6(a) Total hours of training by employee category				
Senior Management	Hours	585	811	653
Mid-Management	Hours	4,772	6,359	6,928
Executive	Hours	9,117	8,510	10,131
Non-Executive	Hours	4,201	18,000	8,345
Bursa C6(b) Percentage of employees that are contractors or temporary staff	Percentage	4.00	5.50	7.60
Bursa C6(c) Total number of employee turnover by employee category				
Senior Management	Number	0	1	0
Mid-Management	Number	22	29	13
Executive	Number	84	80	68
Non-Executive	Number	80	83	81
Bursa C6(d) Number of substantiated complaints concerning human rights violations	Number	0	0	0
WTCH C6 Average hours of training per employee	Hours	19	35	27
WTCH C6(i) Total training hours	Hours	18,675	33,680	26,057
WTCH C6(ii) Percentage of employees who have completed at least 20 hours of training	Percentage	-	-	53.00

Internal assurance | External assurance | No assurance (*)Restated

Sustainability Statement

Considering some technical issues encountered when preparing the above-generated Sustainability Performance Report, the exact data and explanations are set out below:

- The data for "Bursa C4(a) Total energy consumption" is provided in Megajoules pursuant to the Sustainability Reporting Guide 3rd Edition. Therefore, the "Bursa C4(a) Total energy consumption" with the measurement unit of Megawatt, which indicates "No Data Provided" is to be disregarded.

- The "WTCH C4 Energy intensity - Gigajoules (GJ) consumed per Ringgit Malaysia (RM) revenue generated" and "WTCH C4 Energy intensity - Gigajoules (GJ) consumed per Ringgit Malaysia (RM) revenue generated - Reduction by yearly basis (%)" which both indicate "No Data Provided" are to be disregarded as the data has been provided under "WTCH C4 Energy intensity - Megajoules (MJ) consumed per Ringgit Malaysia (RM) revenue generated - Reduction by 2026".

- The data for "Bursa C7(a) Proportion of spending on local suppliers" which indicates "No Data Provided" is to be disregarded, and the data is as follows:

Measurement Unit	2021	2022	2023
Range	92% to 100%	92% to 100%	85% to 100%

- The data for "WTCH W6 Customer Survey Ratings" which indicates "-" is to be disregarded, and the data is as follows:

Measurement Unit	2021	2022	2023
Range	3.0 to 4.5	3.0 to 4.6	2.8 to 4.6

- The "WTCH C5 Number of training hours per employee on health and safety standards" which indicate "No Data Provided" is to be disregarded.