

*LEADER IN  
FRONTIER TECHNOLOGY.*



**SERBA DINAMIK**  
HOLDINGS BERHAD

ANNUAL REPORT  
**2019**





SERBA DINAMIK which is firmly entrenched for the past 27 years, has been able to remain steady, demonstrating exemplary leadership, professionalism and excellence.

We are committed to uphold corporate excellence upon the embarkation of our digitalization journey to meet the needs and expectations of our shareholders, with a focus to enhance global presence and excellence to the next level.

We constantly strive to enhance our staff's capabilities, benchmark and equip our work force with relevant industry best practices and up-to-date knowledge to compete with other industry players whilst supporting change management to remain competitive and relevant.

SERBA DINAMIK endeavours to maintain and sustain the high growth trajectory, performance excellence and value creation to all our shareholders.

The design encompassing the theme "LEADER IN FRONTIER TECHNOLOGY" is portrayed through the lit-up MENARA SERBA DINAMIK with Shah Alam City as the background. The light show radiated a glowing Menara Serba at night, symbolic of the milestone achievement in the adoption of digitalization, innovation and frontier technology by the company. The successfully launched Beyond Paradigm Summit 2019, KL Summit 2019 and D'Virtual Park in Kota Samarahan, Kuching Sarawak are the manifestation of our capabilities in the frontier technology. Serba Dinamik is aggressively taking the lead to spearhead the convergence into digitalization of broad industries through Industry Revolution 4.0.

The combination of blue and purple colors represents authority, power and dynamism, corporate traits that steer SERBA DINAMIK forward to meet the technological challenges ahead. The goal towards digitalization is represented by the optical lines on the background of Shah Alam City, traversing the lifestyle and futuristic facilities to enhance the service experience of the surrounding community, people and customers.





# VISION

To excel globally as a recognised Total Technical Engineering and Commercial Service Provider

# MISSION

To continuously be:

- The most highly regarded value-adder in terms of safety, quality and effectiveness.
- The first choice for customers that they need not look for other alternatives
- Profit contributor to our shareholders.

# OVERVIEW

Serba Dinamik Holdings Berhad ("Serba Dinamik" or "Company") and its group of companies ("Group") are an international energy services group providing a multitude of engineering services & solutions ranging from Operation & Maintenance ("O&M"), Engineering, Procurement Construction and Commissioning ("EPCC") and other supporting products and services. Serba Dinamik provides its engineering services & solutions for Oil & Gas (O&G) production platforms, crude O&G refineries, petrochemical manufacturing plants, Liquefied Natural Gas ("LNG") & Compressed Natural Gas ("CNG") plants, Power Production Plants, and Water & Utilities Plants. The Group also has the capabilities to carry out EPCC of plants, facilities, road infrastructure and buildings, as well as other related systems and solutions including design and installation of process control and instrumentation, system integration, auxiliary power generation and firefighting systems among others. The company further provide Education & Trainings and Information and Communication Technology ("ICT") solutions. Our operations cover fourteen (14) countries across five (5) different regions with facilities in Malaysia, Indonesia, United Arab Emirates ("UAE"), Bahrain and the United Kingdom ("UK"). We have further established our global presence in twenty-five (25) countries across six (6) continents through collaboration with our associate companies.



# CORPORATE INFORMATION



## BOARD OF DIRECTORS

Chairman and Independent Non-Executive Director  
**Dato' Mohamed Nor bin Abu Bakar**

Group Managing Director and Chief Executive Officer  
("Group MD/CEO") Non-Independent Executive Director  
**Dato' Dr. Ir. Ts. Mohd Abdul Karim bin Abdullah**

Non-Independent Non-Executive Directors  
**Dato' Awang Daud bin Awang Putera**  
**Datuk Abdul Kadier Sahib**

Senior Independent Non-Executive Director  
**Hasman Yusri bin Yusoff**

Other Independent Non-Executive Directors  
**Sharifah Irina binti Syed Ahmad Radzi**  
**Tengku Dato' Seri Hasmuddin bin Tengku Othman**  
**Rozilawati binti Haji Basir**



## AUDIT AND RISK COMMITTEE

**Hasman Yusri bin Yusoff (Chairman)**  
**Datuk Abdul Kadier Sahib**  
**Sharifah Irina binti Syed Ahmad Radzi**  
**Rozilawati binti Haji Basir**



## INVESTMENT COMMITTEE

**Dato' Dr. Ir. Ts. Mohd Abdul Karim bin Abdullah**  
(Chairman)  
**Dato' Awang Daud bin Awang Putera**  
**Tengku Dato' Seri Hasmuddin bin Tengku Othman**  
**Rozilawati binti Haji Basir**



## NOMINATION AND REMUNERATION COMMITTEE

**Tengku Dato' Seri Hasmuddin bin Tengku Othman**  
(Chairman)  
**Datuk Abdul Kadier Sahib**  
**Sharifah Irina binti Syed Ahmad Radzi**



## COMPANY SECRETARY

**Muhammad Hafiz bin Othman**  
(SSM PC No. 202008003349) (MIA 37218)  
**Nadiah Ili binti Adnan**  
(SSM PC No. 202008001698)  
(MAICSA 7062952)



## HEAD OFFICE

Level 15, Menara Serba Dinamik,  
Presint 3.4, Persiaran Perbandaran,  
Seksyen 14, 40000 Shah Alam,  
Selangor Darul Ehsan, Malaysia  
Telephone No. : +603 5516 6100  
Facsimile No. : +603 5524 2612  
E-mail : [serbadk@e-serbadk.com](mailto:serbadk@e-serbadk.com)  
Website : [www.e-serbadk.com](http://www.e-serbadk.com)



## AUDITORS

KPMG PLT (Firm No. AF 0758)  
Level 2, Lee Onn Building,  
Jalan Lapangan Terbang,  
93250 Kuching, Sarawak, Malaysia  
Telephone No. : +60 (82) 268 305  
Facsimile No. : +60 (82) 268 306



## REGISTERED OFFICE

Level 15, Menara Serba Dinamik,  
Presint 3.4, Persiaran Perbandaran,  
Seksyen 14, 40000 Shah Alam,  
Selangor Darul Ehsan, Malaysia  
Telephone No. : +603 5516 6100  
Facsimile No. : +603 5524 2612



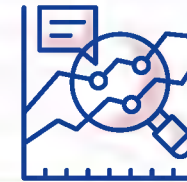
## INVESTOR RELATIONS

Telephone No. : +603 5516 6100  
Facsimile No. : +603 5524 2712  
E-mail : [serba.ir@serbadinamik.com](mailto:serba.ir@serbadinamik.com)



## SHARE REGISTRAR

TRICOR INVESTOR & ISSUING HOUSE  
SERVICES SDN BHD  
Unit 32-01, Level 32  
Tower A, Vertical Business Suite,  
Avenue 3, Bangsar South,  
No.8, Jalan Kerinchi,  
59200 Kuala Lumpur, Malaysia  
Telephone No. : +603 2783 9299  
Facsimile No. : +603 2783 9222  
E-mail : [is.enquiry@my.tricorglobal.com](mailto:is.enquiry@my.tricorglobal.com)



## STOCK EXCHANGE LISTING

Listed on the Main Market of  
Bursa Malaysia Securities Berhad  
Listing Date: 8 February 2017  
Stock Name: SERBADK  
Stock Code: 5279

# 01

## CORPORATE & BUSINESS REVIEW

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Access it

Get access to Serba Dinamik's website



You can also email [serbadk@serbadk.com](mailto:serbadk@serbadk.com)

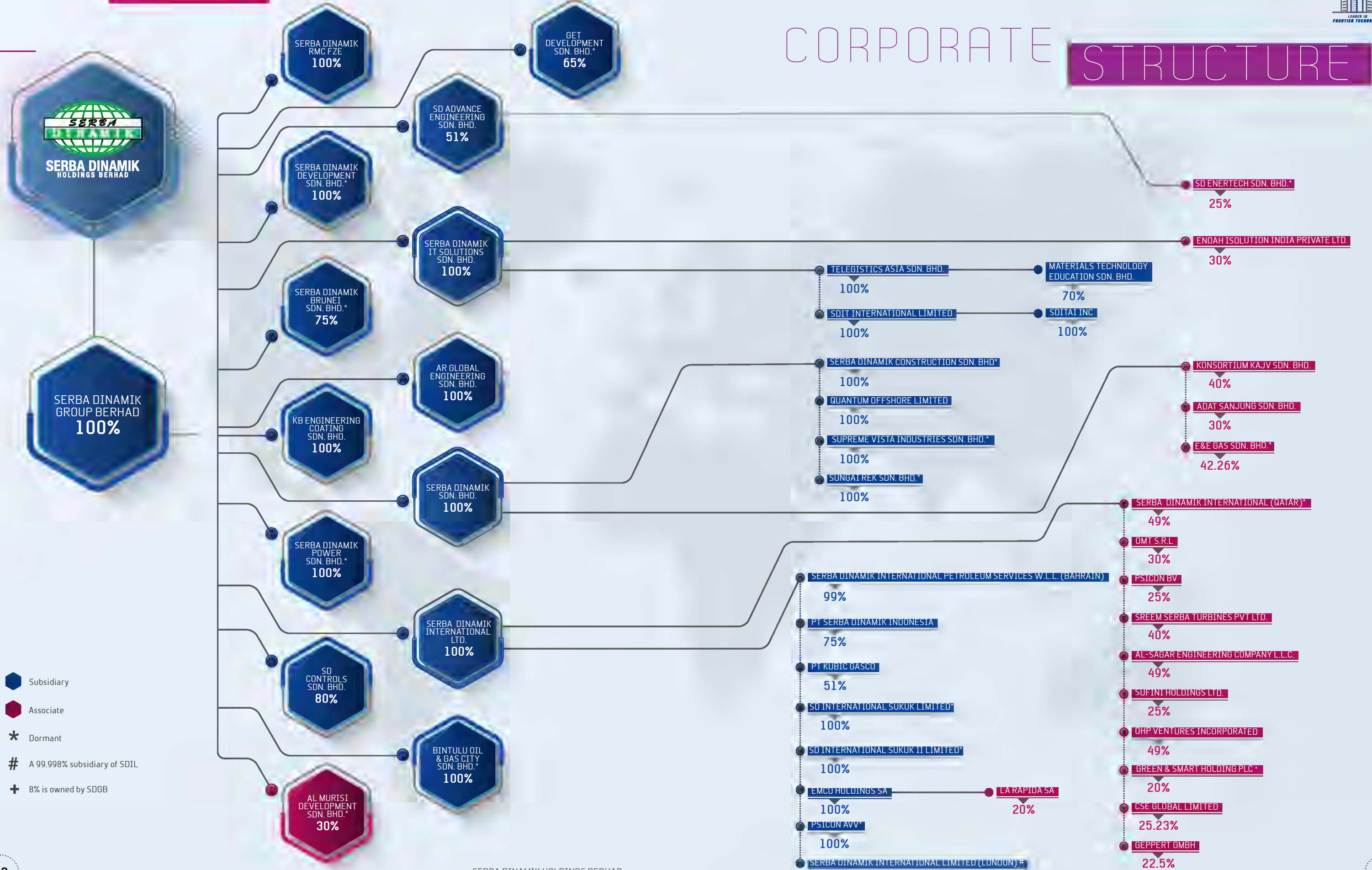




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CORPORATE &  
**BUSINESS**  
REVIEW

# CORPORATE STRUCTURE







# FACTS AT A GLANCE

## SOUTH & NORTH AMERICA

- UNITED STATES\*
- MEXICO\*
- GUYANA

## AFRICA

- TANZANIA
- NIGERIA\*

## EUROPE

- UNITED KINGDOM
- NETHERLANDS\*\*
- SWITZERLAND\*\*
- NORWAY\*

## MIDDLE EAST

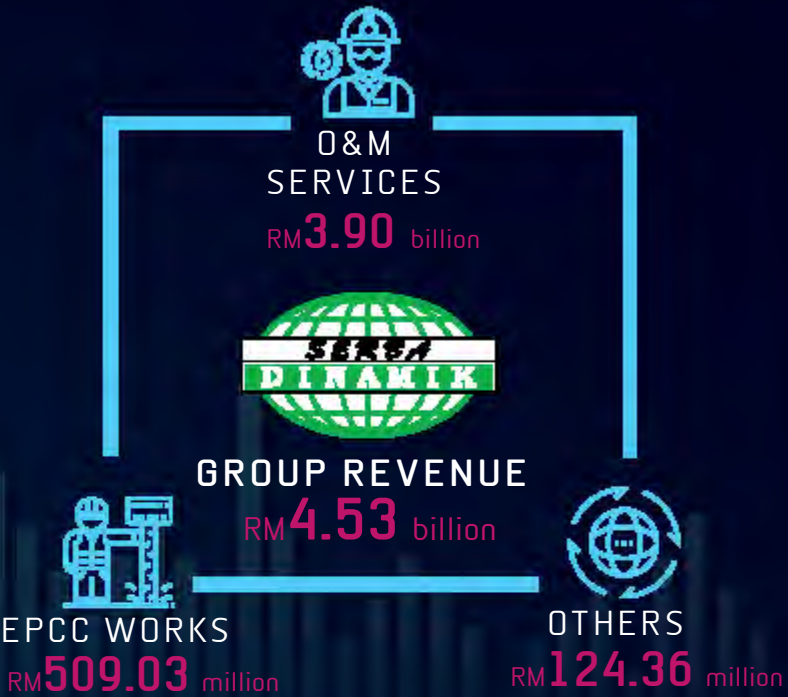
- QATAR
- BAHRAIN
- UAE
- SAUDI ARABIA
- OMAN
- KUWAIT

## CENTRAL & SOUTH ASIA

- UZBEKISTAN
- KAZAKHSTAN
- TURKMENISTAN
- INDIA

## ASIA PACIFIC

- MALAYSIA
- INDONESIA
- LAOS
- SINGAPORE\*
- AUSTRALIA\*
- NEW ZEALAND\*



\* CSE Global Operational Location

\*\* Through associate companies



1,725

TOTAL  
WORKFORCE



AS AT  
31 DECEMBER 2019



# CHAIRMAN'S MESSAGE



“

DEAR SHAREHOLDERS,

Despite a year in which the oil and gas industry faced a global economic slowdown, the continuation of geopolitical upheavals and prolonged trade tensions, Serba Dinamik has again delivered another outstanding performance for the financial year ended 31 December 2019 (“FYE2019”). The year’s challenges included volatile crude oil prices, which averaged US\$61 per barrel even after efforts by OPEC and non-OPEC oil producers to curtail production and therefore curb supply and support prices. There were a number of contributing factors to the volatility, including the rise of Oil Productions in the U.S., diminished OPEC Clout, strengthening of the US dollar and slowing global demand.”

”



## CHAIRMAN'S MESSAGE

## OVERVIEW

Oil demand is linked closely to economic growth. The International Monetary Fund ("IMF"), in the January update to the World Economic Outlook ("WEO") report, cut global growth by 0.1% to 2.9% for 2019 compared to the October WEO report. For Malaysia, the IMF has maintained growth of 4.5% for 2019.

The US Energy Information Agency, which released the Short-Term Energy Outlook report on 14 January 2020, noted that global oil markets were roughly balanced in 2019, with global oil consumption growing at its slowest pace since 2011 while global oil supply declined slightly.

A major factor weighing on global growth, and therefore on oil consumption, has been the ongoing US-China trade spat, which also affected global trade and investment. Global oil prices were volatile in the uncertainties surrounding the trade spat, with investors sentiment reflected not only in the commodity markets but also in equities and bonds. Ongoing geopolitical factors mirroring socio-economic discontent and political power play also weighed on the global economy.

By December 2019, the Organisation of the Petroleum Exporting Countries ("OPEC"), together with energy ministers from some of the world's largest oil producers had agreed to deepen recurring production cuts by an additional 500,000 barrels per day ("bpd") all the way to March 2020. This was done in order to reduce the total oil output by 1.7 million bpd.

The discipline in curbing supply through production cuts has mitigated somewhat the drop in oil prices but the slowdown in global economic activities has been of greater impact as it has led to the drop in demand. Notwithstanding the challenging backdrop, Serba Dinamik has performed better-than-expected as can be seen from the growth of its order book for the financial year ended 31 December 2019 ("FYE2019"). This, in turn, led to a significant growth in revenue when compared to FYE2018.

Significant contributors to revenue for FYE2019 were from the O&M segment due to more jobs from maintenance, repair and overhaul ("MRO") of rotating equipment coming from Qatar, United Arab Emirates, Kuwait and Malaysia.

Serba Dinamik has also focused more on the ICT segment of the business in year 2019. The recent in-house development for smart virtual reality training at the D-Virtual Park in Kota Samarahan is a commitment towards realising the Government's push for businesses to adopt Industry 4.0 technologies and practices while helping our customers to reach operational and cost efficiencies. The project is a collaboration with a start-up platform called Startup Borneo, which has 33 registered entities comprising incubators, accelerators and startups.

## LOOKING AHEAD

The IMF has projected the global economy to grow by 3.3% in 2020, which is 0.1% lower than the last projection in October. For Malaysia, the IMF has projected a growth of 4.5%, which is 0.1% lower than the October WEO report and 0.3% lower than the April WEO report.

Growth in Malaysia will continue to be supported by resilient private consumption on stable jobs and inflation outlook. The Government expects private investment to gain more traction in 2020 after the slower pace of investments in 2019.

However, the coronavirus outbreak originating from Wuhan, China, is a factor that could weigh on economic growth if it is prolonged. Oil prices have fluctuated greatly and in early February 2020, Brent crude, which averaged US\$68 a barrel, was at US\$55 a barrel in early February. Moving into May, oil prices had declined further since, but rose slightly above US\$26 per barrel, posting their first weekly gain in four weeks as OPEC and its allies embark on record output cuts to tackle a supply glut due to the coronavirus crisis.

The fear now is that a prolonged outbreak could mean second-round effects on the global economy, to which the global oil and gas ("O&G") services industry is not immune. The outlook for oil prices has dimmed since the beginning of the year, largely on slower economic activities, a drop in Chinese demand for oil and much less air travel.

## CHAIRMAN'S MESSAGE

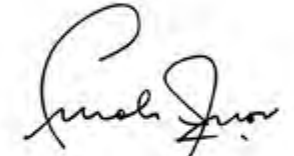
Petroliaam Nasional Berhad ("Petronas") expects the O&G industry to remain challenging for 2020 even without taking into consideration the coronavirus outbreak. Petronas' outlook is based solely on the fragile economic situation going into 2020, continued geopolitical tensions and uncertainties over the relationship between the US and China despite the signing of a first phase trade agreement in mid-January 2020. Petronas remains cautious and has urged all O&G players to be conscious of cost, sustainability of operations and to pursue innovative solutions.

Despite the sombre backdrop, Serba Dinamik remains optimistic that it will show improvements in its financial performance, for both the top and bottom lines, backed by contracts secured across the globe. The Group will focus on enhancing the ICT segment of the business and gradually reduce dependency on the Middle East while expanding into smaller markets in Central Asia and Africa. This will include growing the ICT segment while diversifying the Group's business operations geographically.

The Group is optimistic about growth prospects for 2020 and despite the challenging outlook, is confident of charting another year of exceptional results.

## APPRECIATION

I would like to take this opportunity to extend my heartfelt gratitude to my fellow Board members for their unceasing contribution towards the Company's continued success. On behalf of the Company, we would like to thank our valued customers, business associates, partners, bankers and staff as well as our loyal shareholders for their invaluable support and confidence in Serba Dinamik throughout the years.



DATO' MOHAMED NOR BIN ABU BAKAR

Chairman/Independent Non-Executive Director



# STATEMENT FROM OUR GROUP MANAGING DIRECTOR/CEO



“

DEAR STAKEHOLDERS,

As we continue our progress from the changes in the political environment and the industry in 2018, I am proud to say that 2019 is no different as Serba Dinamik once again delivers its promises with outstanding results. Within the year, the Company had successfully built our local presence in Central Asia and the Middle East through extending our engineering expertise into various sectors. Moreover, 2019 marked yet another milestone as the Company achieved great success in its initiatives in embracing and spearheading the adoption of technology and digitisation in the country as our team worked tirelessly to contributing to every breakthrough and ensuring the Company remains on track. Moving into yet another financial year with challenges of its own, I would like to express my gratitude and thanks to our amazing family in Serba Dinamik. It is through our dedication and high-spirit in facing any treacherous environments that we brought the Company to where it stands today.

”





# STATEMENT FROM OUR GROUP MD/CEO

## LOOKING BEYOND, REWARDING SHAREHOLDERS

I am pleased to present our Annual Report and Audited Financial Statements of the Company for the Financial Year ended 31 December 2019 ("FYE2019").

Financially, we have exceeded our target, posting RM 4.53 billion for the top line, a significant growth of 37.93%, as compared to RM3.28 billion in the preceding Financial Year Ended 2018 ("FYE2018"). Subsequently, both profit before tax and profit after tax increased by 24.50% to RM544.83 million and 26.76% to RM497.98 million respectively, as compared to RM437.63 million and RM392.84 million for FYE2018.

During FYE2019, Serba Dinamik has aggressively diversified into the fore front technologies of the Fourth Industrial Revolution ("IR4.0"). We launched the inaugural Beyond Paradigm Summit ("BPS") on 17 July 2019 that was officiated by the former Prime Minister, Tun Dr Mahathir Mohammad. The two-day summit with the theme "Creating Distinctive Digital Solutions", showcased the advance technologies encapsulating the core ideas of automation and data exchange surrounding IR4.0. In the same year, Serba Dinamik showcased our capabilities in IT technology during the international event KL Summit 2019. This event was graced by the Yang Di-Pertuan Agong and heads of the Islamic countries.

The Company has continuously secured sizeable works in the O&M and in the EPCC contracts. As of FYE2019, we have won various contracts across Central and South Asia, Middle East and South East Asia, which has led the Company to strengthen its presence globally. This creates value and we are seeing the fruits of this expansion as we reward our shareholders.

Our loyal shareholders were rewarded with a subdivision of the Company's shares, bonus issues and issuance of free warrants proposed on 30 August 2019. The corporate exercises were intended to further enhance the

marketability and trading liquidity of the Company's shares as a result of the increase in the number of shares issued. These corporate exercises was endorsed by the shareholders at Extraordinary General Meeting ("EGM") on 18 November 2019 and it was completed on 3rd December 2019.

Following the exercises, the Company's share price was adjusted to RM2.02 from the average price of RM4.25. There was also the issuance of free warrants to our existing shareholders on the basis of two warrants for every five subdivided shares held on the same entitlement date as the proposed subdivision. The share split and bonus issue will not raise any funds for the Company, but these are to reward our loyal shareholders as the warrants will be issued at no consideration to the entitled shareholders.

This year has marked another milestone as the Company achieved great success with the initiatives in embracing and spearheading the adoption of technology and digitalisation in the country. This includes the Beyond Paradigm Summit ("BPS") where we brought together businesses focussed on small-scale IR4.0 solutions and gather them to initiate ideas, discuss and implement strategies to change Malaysia's digital landscape. We had also successfully contributed to the KL Summit 2019 where it opened more opportunities and recognition for us in the IT industry as technology provider.

## OUR SOLID BASE

Despite the world railing with COVID-19 pandemic, we strived and continued to be agile with our business plans and operations. We see the lockdown period as time for strategic planning, developing our competencies and devising the right move for implementation when the time is right.

The adaptation of new normal and social distancing during COVID-19 has actually opened more opportunities for us in the IT forefront technology. As we have taken

# STATEMENT FROM OUR GROUP MD/CEO

steps and procedures to ensure the safety of our team in Serba Dinamik, we want to reassure our shareholders and stakeholders that the Company continues to be in business as usual. While this crisis presents challenges in the way we do business, it also offers various new opportunities in different areas. Thus, the chance for Serba Dinamik's diversification into new business and new market to strengthen its core competencies.

We have continued to build and sustain our presence locally, in South East Asia, Central & South Asia and the Middle East. Towards this end, we have been continuously extending our engineering expertise into the power, water and utilities sectors.

## OUR FORAY AS A LEADER INTO IR4.0

We are moving very aggressively to grow our base in the forefront technologies surrounding IR4.0. This will be our next core business expansion as we take lead when the country moves to adapt and embrace digitalisation across the broad industries. Our wholly owned subsidiary, Serba Dinamik IT Solutions Sdn. Bhd. ("SDIT"), has presented proposals to the government and other business partners to collaborate on new opportunities in this area. Currently, our D'Virtual Park ("DVP") in Kota Samarahan, Sarawak is the manifestation that we have the capabilities and capacity to be the leader and provider of these fore front technologies. DVP is completed and ready to receive visitors to experience and enjoy the wonders of innovation in the entertainment industry with virtual reality. It offers various futuristic features such as holograms and immersive simulators.

BPS 2019 and KL Summit 2019 have opened up SDIT's capabilities and capacity in the eyes of local and global partners. Through these events, SDIT has continuously receiving invitations for collaboration from several parts of the world.

Innovation Hub is a large-scale collaborative project with financial institutions that will propel us as a digital champion helping local, regional and global businesses as well as academia to adopt IR4.0 technologies. We envision the Innovation Hub as the centre of IT R&D deployment, catering to start-ups, SMEs and MNCs, working as the catalyst to drive digital economy and to further unlock the potentials in other major industries.

These IT forefront technologies will complement Serba Dinamik in the SMART Maintenance; a multi-channel Integrated Innovative Digital Platform, bringing forces such as Mixed Reality, IoT Frameworks, Big Data Machine Learning and Artificial Intelligence to create a virtual one-stop centre, assisting the Company to achieve predictive analytics, digitalized workflow and extended Enterprise Resource Planning ("ERP").

Another capabilities by SDIT is the niche digital transformation solution for airports named Augmented Reality to Inform, Engage and Transact ("A.R.I.E.T."), to assist users in keeping track of airport activities such as flight status, vehicle parking and check-in process while providing tangible benefits to passengers and business outlets.

Both Serba Dinamik Global Skills Centre ("SDGC") and SDIT are working closely together to revolutionize training and education to fit IR4.0 demands. Together, we have developed a Virtual Reality HSE Centre for application by Indonesia's PERTAMINA. The Immersive Technology (XR) development has also been expanded into actual industrial use through SMART Maintenance where professionals can interact with the 3D-Model of an exact equipment (a.k.a. Digital Twin).

SDIT is ready to offer a few public applications including QwikPay, GCE Club, NidCert and EasyBuyBye (an e-commerce platform). It is vigorously looking to integrate public transactions and documentation for



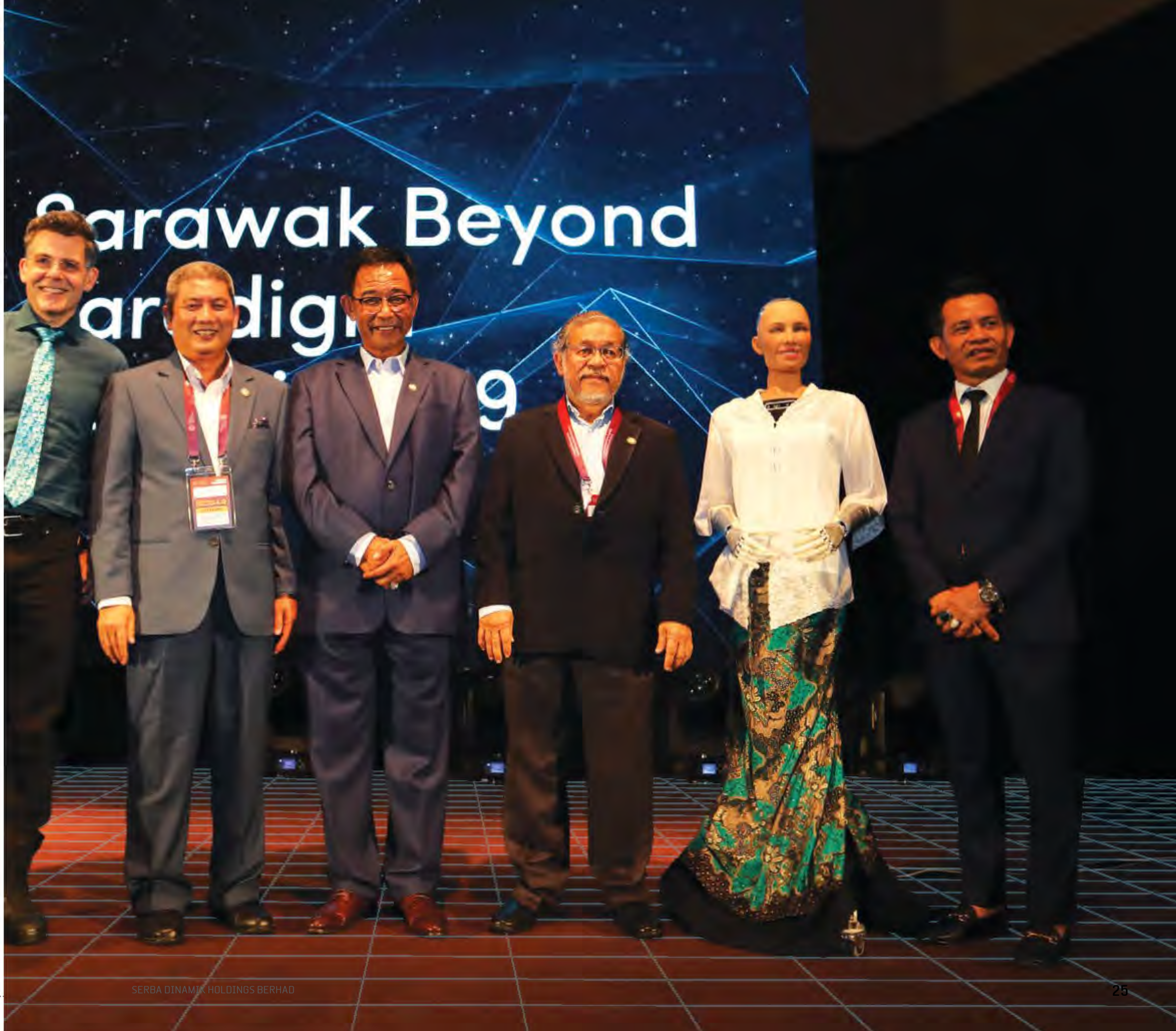
STATEMENT FROM OUR GROUP  
MD/CEO

zakat collection and distribution through the Blockchain. Currently, SDIT is promoting the end-users and small businesses to adopt e-commerce using EasyBuyBye, through collaboration with Persatuan Usahawan Wanita Bumiputra Malaysia (Usahanita).

As the adage says, there is always opportunity in crisis, we are optimistic that we are on the right track. This spate has given us the chance to continue to innovate and become more agile to remain sustainable. We always put the utmost importance to our customers, shareholders, business partners – financial institutions, consultants, and other stakeholders as our first priority. Over time, the new normal will eventually become common practise as we continue to sustain and explore further to strengthen the Company.



DATO' DR. IR. TS. MOHD ABDUL KARIM BIN ABDULLAH  
*Group MD/CEO*





# BOARD OF DIRECTORS

DATO' DR. IR. TS. MOHD ABDUL KARIM BIN ABDULLAH

SHARIFAH IRINA BINTI SYED AHMAD RADZI

DATO' MOHAMED NOR BIN ABU BAKAR

TENGGU DATO' SERI HASMUDDIN BIN TENGGU OTHMAN

DATO' AWANG DAUD BIN AWANG PUTERA

ROZILAWATI BINTI HAJI BASIR

HASMAN YUSRI BIN YUSOFF

DATUK ABDUL KADIER SAHIB





BOARD OF DIRECTORS PROFILE



DATO' MOHAMED NOR BIN ABU BAKAR

**Chairman**  
**Independent Non-Executive Director**  
*Malaysian / Age 70 / Male*  
*Date of Appointment: 31 May 2016*  
*Board Meeting Attendance in 2019: 8/8*  
*Board Committees Membership(s):*  
**Board of Directors (Chairman)**  
*Directorship In Other Public Companies*  
*And Listed Issuers:*  
**Nil**

ACADEMIC/PROFESSIONAL QUALIFICATIONS

Dato' Mohamed Nor obtained his Bachelor Degree in Chemical Engineering in 1974 from the Heriot-Watt University, Scotland, UK. Throughout his career, he has attended several senior management courses overseas, including The Wharton Advance Management Program at The Wharton School, University of Pennsylvania, United States of America. He sat on several technical committees associated with Scientific and Industrial Research Institute of Malaysia ("SIRIM") and was the past President of Petrochemical Association of Malaysia.

WORKING EXPERIENCE AND OCCUPATION

Dato' Mohamed Nor began his career with Chemical Company of Malaysia Berhad, a subsidiary of Imperial Chemical Industry of UK Ltd ("ICI") in 1974, prior to joining PETRONAS in 1981. While with ICI he was seconded to ICI Chemical and Fertiliser Teeside Complex in the UK for one and half years as a Technical Engineer in a chlor-alkali process plant manufacturing chlorine gas for water treatment. Subsequently in 1981, he joined PETRONAS as Operations Manager of Asean Bintulu Fertiliser Sdn Bhd and was seconded to Uhde High Pressure Technologies GmbH in Germany to head a project team to carry out the basic and detailed engineering of high pressure technology in the manufacturing of ammonia and urea. He was promoted as the Managing Director cum Chief Executive Officer of Asean Bintulu Fertiliser Sdn. Bhd. in 1992. In 1994, he was transferred to Kerteh, Terengganu as the Managing Director cum Chief Executive Officer of Ethylene and Polyethylene Malaysia Sdn. Bhd., a joint venture between PETRONAS, British Petroleum and Idemitsu Kosan Co. Ltd. His last position in PETRONAS was as the Chairman of Kerteh Integrated Petrochemical Complex prior to his retirement in 2007.



BOARD OF DIRECTORS PROFILE

ACADEMIC/PROFESSIONAL QUALIFICATIONS

Dato' Karim holds a Bachelor in Mechanical Engineering from Universiti Teknologi Malaysia. He obtained an Honorary PhD in Industrial Engineering from InterAmerican University, USA in 2009 and a PhD in Entrepreneurship from Golden State University, USA in 2012. He is a member of the Institution of Engineers Malaysia since 1994, a registered member of the Board of Engineers Malaysia since 1996 and a member of the Asean Federation of Engineering Organisation since 2002. Since January 2020, he holds the title of Professional Technologist ("Ts") from Malaysia Board Of Technologists ("MBOT").

He attended various trainings which include: courses on Welding Technology & Inspection held by MJ NDT Training & Consultancy Services (1990), Machinery Monitoring Data Acquisition & Machinery Diagnostic sponsored by Bently Nevada Singapore (1990), Inspection & Maintenance of Rotating Machines held by Japan Cooperation Center Petroleum (1991), seminar on steam turbines held by ABB Turbinen Nürnberg GmbH, Germany (1992) and training on design and usage of condition monitoring products held by Bruel & Kjaer, Denmark.

WORKING EXPERIENCE AND OCCUPATION

Dato' Karim's illustrious engineering career spanning 31 years started with Asean Bintulu Fertilizer Sdn. Bhd. (1988) as a Mechanical Engineer. Later he was appointed as the Coordinator for the Ammonia and Rotary 5th turnaround Preparation Team (1990) and as a Rotating Equipment Area Engineer (1991). In 1993, he formed Serba Dinamik and assumed the position as the Group Chief Executive Officer.

He gained vast experience in the maintenance and installation of rotating equipment since 1993 that includes major overhaul/inspection of 37MW MHI steam turbines in Module 1, 2 & 3 of Malaysia LNG Sdn. Bhd. and overall supervisory of plant shutdown maintenance on various rotating equipment.

His tenure as a site project manager with Malaysia LNG Sdn.Bhd. exposed him to construction and fabrication under the supply and construction of new civil workshop, extension of main warehouse and mechanical workshop in, installation of Jet A-1 Bunkering Line in Shell Timur Sdn. Bhd., installation of flush tank at Bintulu Depot and various other projects with the company.

He has conducted numerous training sessions, internally and externally, primarily in power and oil & gas sectors. Focus areas of training include vibration, machinery alignment and balancing course, condition monitoring programme for rotating equipment, integrated machinery maintenance, preventive and predictive maintenance, inspection and maintenance of pumps, and inspection and maintenance of steam turbines. He also conducted talks on the latest technologies related to Industry 4.0, Asset Integrity Management and Innovative Blockchain. Currently, Dato' Karim holds directorship in Kumpulan Powernet Berhad, Sarawak Consolidated Industries Berhad, Green & Smart Holdings PLC and CSE Global Limited.

DATO' DR. IR. TS.  
MOHD ABDUL KARIM BIN ABDULLAH

Group MD/CEO  
Non-Independent Executive Director  
Malaysian / Age 54 / Male  
Date of Appointment: 31 May 2016  
Board Meeting Attendance in 2019: 7/8  
Board Committees Membership:  
Investment Committee (Chairman)  
Board of Directors  
Directorship In Other Public Companies  
And Listed Issuers:  
Kumpulan Powernet Berhad  
Sarawak Consolidated Industries Berhad  
Green & Smart Holdings PLC (Listed on AIM)  
CSE Global Limited (Listed on SGX)



BOARD OF DIRECTORS PROFILE



DATO' AWANG DAUD BIN AWANG PUTERA

Non-Independent Non-Executive Director

Malaysian / Age 59 / Male

Date of Appointment: 31 May 2016

Board Meeting Attendance in 2018: 6/8

Board Committees Membership(s):

Board of Directors

Investment Committee

Directorship In Other Public Companies

And Listed Issuers:

Minetech Resources Berhad

ACADEMIC/PROFESSIONAL QUALIFICATIONS

Dato' Awang Daud obtained an intermediate certificate for Mechanical Fitter/General Mechanic in 1980 from the Institut Kemahiran MARA, Malaysia, and was certified by the National Industrial Trade Training Board in June 1980. He obtained his Bachelor of Science in Mechanical Engineering in 1994 from the University of the East, Philippines. He subsequently obtained a Master in Mechanical Engineering in 2007 from the Universitas Pancasila, Jakarta, Indonesia. In 2018, Dato' Awang Daud was conferred the highest professional qualification of Chartered Fellow which carries the post nominal FCILT from The Chartered Institute of Logistics and Transport Malaysia ("CILTM") which is locally and internationally recognised. He is currently appointed as the Honorary Advisor to The International Business Forum of CILTM and CILTM Sarawak Chapter.

WORKING EXPERIENCE AND OCCUPATION

Dato' Awang Daud began his career with Syarikat Jengka Pahang Sdn. Bhd. as an apprentice in 1978 where he was trained in overhauls and repairs of rotating equipment such as electric motor, multi centrifugal pumps, rotary pumps boiler and driers. In 1980, he joined Ballast Nedam International (Malaysia) Sdn. Bhd. as a Mechanical Workshop Supervisor where he was in charge of productivity and service quality of machining jobs, welding/fabrication and maintenance repair of mechanical equipment. He then joined Daelim (Malaysia) Sdn. Bhd. in 1981 as a Heavy Industries Equipment Millwright where he gained experience in designing, fabrication, maintenance, installation and repair works of various heavy machinery and vehicles. In 1983, he joined Malaysia LNG Sdn Bhd as Technician 3 and was eventually promoted to Supervisor. He was a part of the pioneer group which set up the mechanical workshop for the first product of LNG and maintenance of Malaysia LNG Sdn. Bhd. He remained in Malaysia LNG Sdn. Bhd. until 1993. He joined Serba Dinamik in 1994 as a director and was involved in field supervision, coordination and managing various projects, construction and fabrication tasks, planning and tendering, attending negotiation and handling managerial portfolios. Currently Dato' Awang holds a directorship in Minetech Resources Berhad.



BOARD OF DIRECTORS PROFILE



DATUK ABDUL KADIER SAHIB

**Non-Independent Non-Executive Director**  
*Malaysian / Age 71 / Male*  
*Date of Appointment: 31 May 2016*  
*Board Meeting Attendance in 2019: 8/8*  
*Board Committees Membership(s):*  
**Board of Directors**  
**Audit & Risk Committee**  
**Nomination and Remuneration Committee**  
*Directorship In Other Public Companies*  
*And Listed Issuers:*  
**Nil**

ACADEMIC/PROFESSIONAL QUALIFICATIONS

Datuk Abdul Kadier obtained his Bachelor Degree in Economics in 1973 from the University of Malaya, Malaysia. He began his career as a marketing executive with Diethlem Sdn. Bhd. in 1973 for one year and later joined Sarawak Economic Development Corporation, where he served as a marketing officer until 1976. In 1976, he started his own business in diversified areas of food industry, road transportation, agriculture and forestry. In July 1994, he was appointed as a director in Serba Dinamik and subsequently became a shareholder of Serba Dinamik in October 1994.

WORKING EXPERIENCE AND OCCUPATION

Datuk Abdul Kadier is a member of the Party Pesaka Bumiputera Bersatu Sarawak (“PBB”) and sat as an executive committee member at the state level of PBB Youth Wing for two terms, from 1985 to 1989. He is an active member of the Bumiputera Chamber of Commerce Sarawak (“DUBS”) and was elected as Chairman for the Bintulu branch in 1986 where he continued for three terms until 1991, thereafter advisor of DUBS from 1992 to 1994. Presently, he is the Vice President of DUBS at state level, a position he was elected in 2014 and will continue to hold until 2024. He was appointed as a member of the Consultative Council to Local Government, whose main function is to advise the Bintulu Development Authority on the development and local government functions in Bintulu, for the periods between 1991 to 1997 and 2013 to 2021.





BOARD OF DIRECTORS PROFILE

SHARIFAH IRINA BINTI SYED AHMAD RADZI

Independent Non-Executive Director

Malaysian / Age 43 / Female

Date of Appointment: 31 May 2016

Board Meeting Attendance in 2019: 8/8

Board Committees Membership(s):

Board of Directors

Audit & Risk Committee

Nomination & Remuneration Committee

Directorship In Other Public Companies

And Listed Issuers:

Nil

ACADEMIC/PROFESSIONAL QUALIFICATIONS

Irina obtained her Bachelor of Commerce (Accounting) in 1999 from The University of Adelaide, Australia. She later obtained a Master of Business of Administration (“MBA”) in 2011 from University of Strathclyde, Scotland, UK. She is a Chartered Accountant and has memberships with Chartered Accountants Australia and New Zealand (formerly The Institute of Chartered Accountants in Australia (“ICAA”) since 2003 and Malaysian Institute of Accountants (“MIA”) since 2004. During her career, she has also obtained a Graduate Diploma (ICAA) Certificate of Completion in 2003 and certification as a certified SAP Financial Solution Consultant in Financial Accounting in 2007 and Management Accounting in 2008.

WORKING EXPERIENCE AND OCCUPATION

Irina began her career with PricewaterhouseCoopers Malaysia in 1999, in Business Advisory Services, providing audit services to a wide range of industries, which include public listed companies dealing with media, oil and gas, automotive and property development, among others. In 2002, she joined Usaha Tegas Sdn. Bhd. in Internal Audit Department and was responsible for dealing with matters in relation to corporate governance, compliance, enterprise risk management, internal controls and policies. In 2003, she joined iPerintis Sdn. Bhd. as a Business Analyst to broaden her scope into IT, dealing with financial consultancy projects. While servicing predominantly oil and gas and shipping industries, she eventually became a certified SAP Financial Solution Consultant and thereon performed SAP projects including enhancements, customization, and full cycle project implementations.

In 2011, she joined Abeam Consulting (M) Sdn. Bhd. as a Senior SAP Financial Consultant providing SAP services locally as well as overseas for companies in various industries including insurance, manufacturing, security enforcement and defence and plantation. She was responsible for the end-to-end SAP implementation, from understanding the various business landscapes, needs and requirements and performing gap analysis to blueprint, functional specifications and manual documentations, project implementation, testing, verification and reconciliation exercises, through to training and support.





BOARD OF DIRECTORS PROFILE

ACADEMIC/PROFESSIONAL QUALIFICATIONS

Tengku Dato’ Seri Hasmuddin obtained his Bachelor of Law (Honours) in 1986 from the University of Malaya, Malaysia. He is a practising advocate and solicitor, having admitted to the Malaysian Bar on 14 July 1987.

WORKING EXPERIENCE AND OCCUPATION

In 1990, Tengku Dato’ Seri Hasmuddin joined Messrs. Hisham Sobri & Kadir where he is presently the Principal Partner. His main areas of practice are corporate commercial law and Islamic banking and finance. Tengku Dato’ Seri Hasmuddin was among one of the legal counsels involved in framing the structural framework for Islamic banking documentation in the early stages of its development in Malaysia.

He has been a member of the Association of Chartered Islamic Finance Professionals Malaysia since 2009. He continues to play an active role in the development of this area of law through his involvement in the organization of Kuala Lumpur Islamic Finance Forum ("KLIFF"), an annual forum that gathers prominent personalities, practitioners and industry players of Islamic Finance as well as by presenting papers at conferences and forums on the subject which are held both locally and internationally.

Tengku Dato’ Seri Hasmuddin is also involved in charitable organisations in the capacity of a trustee to the Tuanku Najihah Foundation, Yayasan Institut Al-Quran Kuala Lumpur, Tabung Amanah Pesakit Malaysia, Institut Quran Tuanku Jaafar, Yayasan Kolej Islam Sultan Alam Shah and Yayasan Munarah.

Currently, Tengku Dato’ Seri Hasmuddin sits on the Boards of Institut Jantung Negara Sdn. Bhd, IJN Holdings Sdn. Bhd. and Aliran Ihsan Resources Berhad.

TENGKU DATO’ SERI HASMUDDIN BIN  
TENGKU OTHMAN

Independent Non-Executive Director

Malaysian / Age 58 / Male

Date of Appointment: 31 May 2016

Board Meeting Attendance in 2019: 5/8

Board Committees Membership(s):

Nomination & Remuneration Committee (Chairman)

Board of Directors

Investment Committee

Directorship In Other Public Companies

And Listed Issuers:

Aliran Ihsan Resources Berhad







BOARD OF DIRECTORS PROFILE

ACADEMIC/PROFESSIONAL QUALIFICATIONS

Hasman Yusri is a member of the Malaysian Institute of Accountants and a Fellow of the Association of Chartered Certified Accountants. He holds a Postgraduate Diploma in Islamic Studies from International Islamic University Malaysia.

WORKING EXPERIENCE AND OCCUPATION

Hasman Yusri was a Partner at KPMG Malaysia before his retirement in December 2015. He joined KPMG in 1999 as a Director in the Assurance and Audit Division before becoming a Principal with the Assurance Division in October 2001. Prior to KPMG, he was with the Petronas Group of Companies for 10 years from 1984 to 1994, holding various positions in the Group. Thereafter, he joined Malakoff Berhad for four years from 1995 to 1999 as the General Manager, Finance responsible for the financial affairs of the Group. His experience in audit and commercial covers a wide range of industries including construction, property development, plantation, power generation and oil & gas. He currently sits on the Boards of Malaysian Resources Corporation Berhad and Chemicals Company of Malaysia Berhad.

HASMAN YUSRI BIN YUSOFF

Senior Independent Non-Executive Director

Malaysian / Age 59 / Male

Date of Appointment: 16 November 2016

Board Meeting Attendance in 2019: 8/8

Board Committees Membership(s):

Audit & Risk Committee (Chairman)

Board of Directors

Directorship In Other Public Companies

And Listed Issuers:

Malaysian Resources Corporation Berhad

Chemicals Company of Malaysia Berhad







BOARD OF DIRECTORS PROFILE



ROZILAWATI BINTI HAJI BASIR

**Independent Non-Executive Director**  
*Malaysian / Age 48 / Female*  
*Date of Appointment: 19 April 2019*  
*Board Meeting Attendance in 2019: 5/6*  
*Board Committees Membership(s):*  
**Board of Directors**  
**Audit & Risk Committee**  
*Directorship In Other Public Companies*  
*And Listed Issuers:*  
**Kumpulan Fima Berhad**

ACADEMIC/PROFESSIONAL QUALIFICATIONS

Rozilawati received her Degree in Social Sciences majoring in Law, University of Hertfordshire, United Kingdom in 1993. She furthered her education and obtained her Masters in Business Administration in International Business from the University of Bristol, United Kingdom in 1999.

WORKING EXPERIENCE AND OCCUPATION

Rozilawati began her career life as a Research & Analyst Assistant in Capital Corp Securities Malaysia Sdn Bhd in 1994 before moving to Kumpulan Fima Berhad in 1996 as a Corporate Services Executive. She further worked in the United Kingdom between 1999 and 2000 as a Business Executive in Bristol Enterprise Centre of the University of Bristol. She then assumed a Senior Management position in Nationwide Express Courier Services Berhad (“NECSB”) where she served as an Executive Director for the Business Development between 2000 and 2003 before assuming her position as the Chief Executive Officer of NECSB in 2003. Rozilawati was Founding President of Logistics and Supply Chain LSCoM from 2004 until 2006. In 2010, she became the Chairman of NECSB where she served in this position till 2014. She then became the Managing Director of Nationwide Express Holdings Berhad from 2014 till 2018. She has a long-standing list of achievements in corporate exercises, Mergers & Acquisitions, IPOs amongst others. She was also a notable speaker in several conventions and conferences that were held between 2004 and 2017. She was the President of Association of Malaysian Express Carriers (“AMEC”) for three (3) terms since 2015. Since 1st October 2019, she is the major shareholder and holds a position as a Deputy Commissioner of PT Pandu Siwi Sentosa ( known as Pandu Logistics), Indonesia. Rozilawati holds directorship in Kumpulan Fima Berhad and Premier Corporation Ltd in Singapore.

*\* None of the Directors of Serba Dinamik Holdings Berhad has any family relationship with other Directors and/or major shareholders of the Company.*

*\* None of the Directors and their family members have any interest with Serba Dinamik Holdings Berhad except for Dato’ Dr. Ir. Ts. Mohd Abdul Karim bin Abdullah, Dato’ Awang Daud bin Awang Putera and Abdul Kadier Sahib.*

*\* None of the Directors of Serba Dinamik Holdings Berhad has any conviction for offences or has been imposed of any public sanction or penalty by the relevant regulatory bodies within the past five years.*



# TOP MANAGEMENT

## TOP MANAGEMENT



### **DATO' DR. IR. TS. MOHD ABDUL KARIM BIN ABDULLAH**

*Group MD/CEO and  
Non-Independent Executive Director  
Malaysian / Age 54 / Male*

*Date of Appointment: 31 May 2016*

*For details of Dato' Dr. Ir. Ts. Mohd Abdul Karim bin Abdullah's  
profile, please refer to page 30 of this Annual Report.*



### **SYED NAZIM BIN SYED FAISAL**

*Group Chief Financial Officer  
Malaysian / Age 39 / Male*

*Date of Appointment: 03 August 2015*

*Directorships in public listed companies:*

**Green & Smart Holdings PLC  
CSE Global Limited**

### **ACADEMIC/PROFESSIONAL QUALIFICATIONS**

Syed Nazim obtained his Bachelor of Accounting in 2004 from the International Islamic University Malaysia. He later obtained a Master Degree in Islamic Finance Practice in 2014 from the International Centre for Education in Islamic Finance, Malaysia. He also obtained a Certificate in Islamic Banking and Finance Law in 2013 from the International Islamic University Malaysia. He is a member of the Malaysian Institute of Accountants since 2007.

### **WORKING EXPERIENCE AND OCCUPATION**

Syed Nazim began his career with KPMG (Assurance division) as an Audit Assistant in 2003. Later in 2009, he joined MISC Berhad as Strategic Planning Manager. Thereafter, in 2012, he joined RHB Islamic Bank Berhad as the Head of Statutory and Management Reporting. In 2013, he joined Ibdar Bank BSC(c), Kingdom of Bahrain, as Vice President, Financial Compliance and Administration. In August 2015, he joined the Serba Dinamik Group as Chief Financial Officer and subsequently, was appointed as our Group Chief Financial Officer in June 2016.



# SENIOR MANAGEMENT

## SENIOR MANAGEMENT

### AFANDI BIN ABD HAMID

Vice President, O&M Business Unit  
 Malaysian / Age 49 / Male  
 Date of Appointment: 01 September 2013

#### ACADEMIC/PROFESSIONAL QUALIFICATIONS

Afandi was appointed on 1 September 2013 as our Vice President of O&M Business Unit. He graduated from Petronas' Petroleum Technology Institute in 1992. In 1997, he obtained his Vibration Specialist Certification Level 1 and 2 from the Vibration Institute, United States of America. He later obtained his Bachelor of Science in Engineering in 2004 from the Liberty International University, United States of America, whereby he was awarded with an Award of Academic Excellence. He is also a member of the IMM Vibration Committee.

#### WORKING EXPERIENCE AND OCCUPATION

He began his career with Malaysia LNG Sdn. Bhd. as an Apprentice in 1991. In 1992, he joined Petronas Penapisan Melaka Sdn. Bhd. as Mechanical Technician, before assuming several roles, namely as an IMI Technician in 1995, Rotating Equipment Inspector in 1996, and was further promoted to Senior IMI Technician in 1998. In early 2000, he joined Petronas Carigali Sdn. Bhd. as a Vibration Specialist before starting his career with Serba Dinamik as Branch Manager for Kerteh Operation in September 2001. In 2003, he was transferred to corporate office at Shah Alam as Project Manager and was later appointed as General Manager, International Operation in 2006 before assuming his current position in September 2013.

### IR. ABDUL HALIM BIN MOHD DAMIAH

Vice President, EPCC Business Unit  
 Malaysian / Age 53 / Male  
 Date of Appointment: 01 March 2016

#### ACADEMIC/PROFESSIONAL QUALIFICATIONS

Ir Abdul Halim obtained his Bachelor's degree in Electrical Engineering in 1991 from the University of Malaya, Malaysia. He is a member of the Royal International Naval Architecture since 2008 and a Registered Professional Engineer with Practicing Certificate (PePC) (Electrical) in the Board of Engineers Malaysia since 2006.

#### WORKING EXPERIENCE AND OCCUPATION

Ir Abdul Halim began his career with SNC Industrial Laminates Sdn. Bhd., a subsidiary of Sumitomo, as a Maintenance Engineer in 1992. He later joined Holcim (Malaysia) Sdn Bhd (formerly known as Tenggara Cement Manufacturing Sdn. Bhd.) as an Electrical Engineer in 1994 and subsequently was promoted to Senior Electrical Engineer in 1998. In 2004, he joined Malaysia Marine and Heavy Engineering Sdn. Bhd as an Electrical Quality Assurance Senior Executive under Marine Business Unit and was subsequently promoted to Project Manager under the Yard Development Division. In 2010, he joined EKG Engineering, a Korean company as a General Manager. He then joined Serba Dinamik in April 2011 and has assumed his current position as VP of EPCC Business Unit.

\* None of the Key Senior Management of Serba Dinamik Holdings Berhad hold any directorship in public companies and/or listed issuers except for Dato' Dr. Ir. Ts. Mohd Abdul Karim bin Abdullah and Syed Nazim bin Syed Faisal.

\* None of the Key Senior Management of Serba Dinamik Holdings Berhad has any family relationship with other Directors and/or major shareholders of the Company.

\* None of the Key Senior Management of Serba Dinamik Holdings Berhad has any conviction for offences or has been imposed of any public sanction or penalty by the relevant regulatory bodies within the past five years.



OTHER SENIOR MANAGEMENT

CHAPTER 01 1.8

AZHAR MAJID QURESHI

Vice President,  
System Integrator Business Unit  
British / Age 68 / Male

Date of Appointment:  
01 January 2015

KALAIKOVAN ANTONY

Chief Technology Officer  
Indian / Age 42 / Male

Date of Appointment:  
09 August 2009

OTHER SENIOR MANAGEMENT

SYAIFUL RADZMAN OSMAN

Vice President,  
Group Human Capital &  
General Affairs  
Malaysian / Age 40 / Male

Date of Appointment:  
01 November 2001

YUSNI MOHAMED YUSOP

Vice President,  
Corporate Communication  
Malaysian / Age 50 / Female

Date of Appointment:  
16 March 2015

DR. TS. ZULKARNAIN KEDAH

Vice President,  
Education and Training  
Malaysian / Age 46 / Male

Date of Appointment:  
21 July 2014



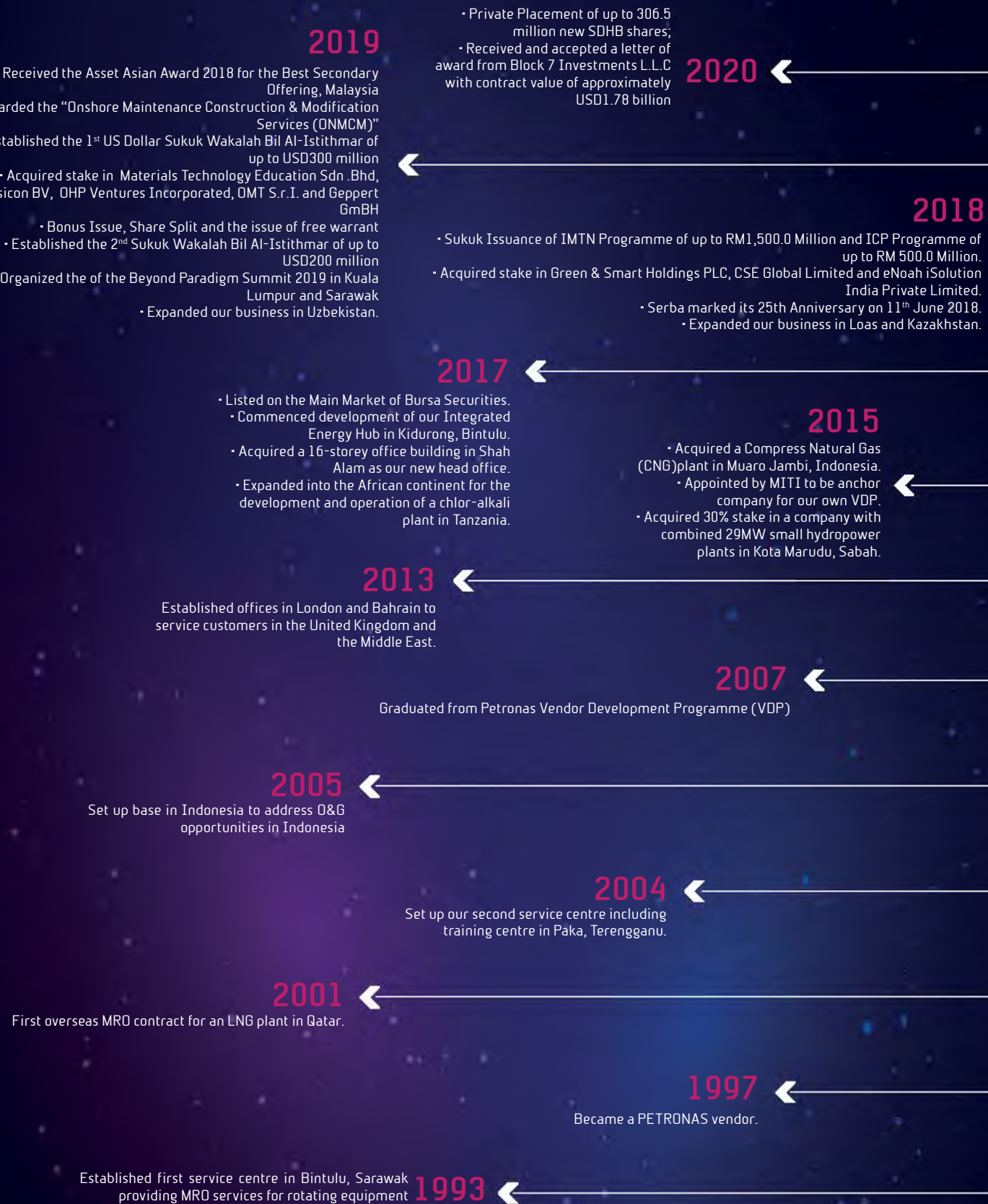


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# ABOUT OUR BUSINESS



# HISTORY & MILESTONE

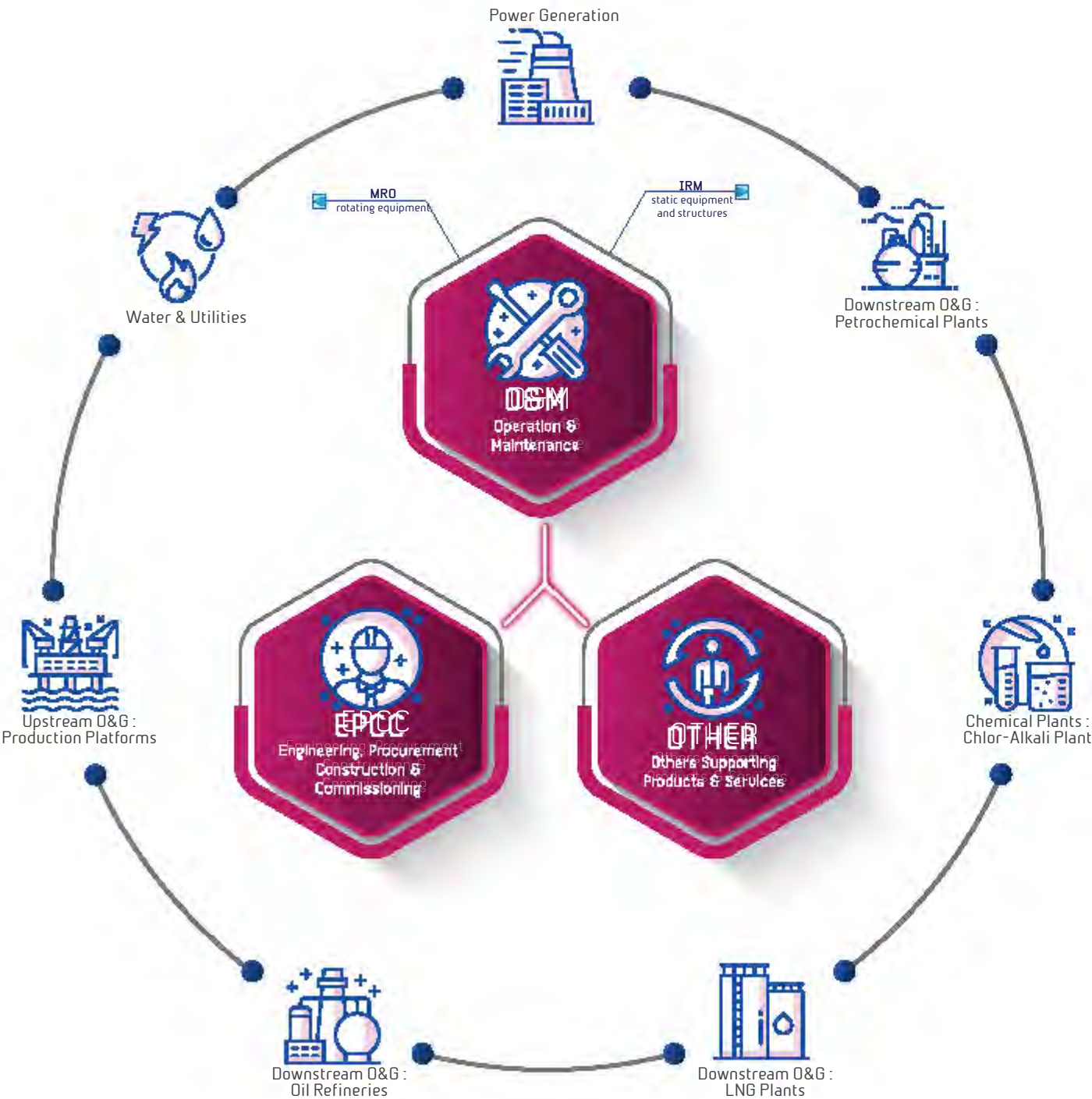
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# OUR BUSINESS MODEL

## GLOBAL INTEGRATED ENGINEERING SERVICE PROVIDER



# OUR BUSINESS ACTIVITIES

WE ARE A GLOBAL ENERGY SERVICES GROUP PROVIDING ENGINEERING SOLUTIONS TO THE OIL, GAS, PETROCHEMICAL AND POWER GENERATION INDUSTRIES SINCE 1993. OUR MAIN BUSINESS IS IN OPERATION AND MAINTENANCE ("O&M") SERVICES, AND ENGINEERING, PROCUREMENT, CONSTRUCTION AND COMMISSIONING ("EPCC") WORKS. A SMALL PROPORTION OF OUR BUSINESS IS IN RELATED PRODUCTS AND SERVICES.



## OUR OPERATIONS AND MAINTENANCE SERVICES

For FYE2019, our O&M services were focused on maintenance, repair and overhaul ("MRO") of rotating equipment, and inspection, repair and maintenance ("IRM") of static equipment and structures.



## MRO OF ROTATING EQUIPMENT

Rotating equipment is a general classification of machinery and equipment designed to generate reciprocating or circular motion, which is then used to do work. Examples of rotating equipment include gas and steam turbines, internal combustion engines, electric motors, generators, compressors, pumps, blowers and fans.

Rotating equipment are used in many industries including oil and gas, power generation, manufacturing, processing, mining, marine, transportation and construction. Rotating equipment are also used in commercial applications, including for heating, ventilation and air-conditioning, escalators and elevators.

We are an independent service provider, and therefore we are not restricted in providing MRO services for any specific brand of equipment.





## OVERVIEW OF OUR BUSINESS ACTIVITIES



### IRM OF STATIC EQUIPMENT AND STRUCTURES

Static equipment refers to objects that are part of a processing or manufacturing process that do not have any mechanical or moving parts. They include process equipment like boilers, pressure vessels, heat exchangers, columns, separators and reactors, and other equipment and structures like storage tanks and silos, piping systems and support structures.

Process equipment are used in many manufacturing and processing plants like crude oil refineries, gas processing plant, petrochemical and chemical manufacturing plants, palm oil refineries, power generation plants and distillation plants.



### OPERATIONS

Operations are involved in the efficient, effective and safe running of a plant or facility. We currently operate a compressed natural gas ("CNG") plant in Muaro Jambi, Indonesia. Some of the operations contracts we have entered recently include small hydropower plants in Kota Marudu, Sabah and a chlor-alkali plant in Tanzania. However, as these plants are still under construction, the operations contracts have yet to commence.



### ENGINEERING, PROCUREMENT, CONSTRUCTION AND COMMISSIONING

EPCC is a general term referring to the responsibility to deliver an entire defined project. We carry out EPCC of plants, facilities, road infrastructure and buildings. This includes small hydropower plants, CNG plant, chlor-alkali plant, biogas power plant, water treatment plants,

microturbine generators, steel structures, piping system and firefighting system. Additionally, we recently entered into agreements to carry out EPCC works for mid-scale LNG facilities which includes an LNG terminal, regasification plant and road works.



### OTHERS SUPPORTING PRODUCTS & SERVICES

A small proportion of our business includes other business activities such as process control and instrumentation, technical Education and Training ("E&T"), ICT services, supply of products and parts, as well as provision of logistics services.

The ICT segment provide various offering which include:

- (i) customised solutions to customer from various industry such as oil & gas, power & utilities, chemical, healthcare, public sectors, manufacturing etc;
- (ii) application/web base and e-commerce business that focus on mass market such as Qwikpay, GCE Club, Nidcert and EasyBuyBye, and;
- (iii) Industry 4.0 related solutions utilising Mixed Reality, IOT Frameworks, Big Data Machine Learning and Artificial Intelligence.

The E&T offer various certification programme and short courses mainly specialised on engineering courses for current and future professionals. The Group also provide tertiary leaning through the Group's fully owned university called University Malaysia of Computer Science & Engineering ("UniMY") that focused on developing future skilled based leaders through technologies, education, research and innovation.

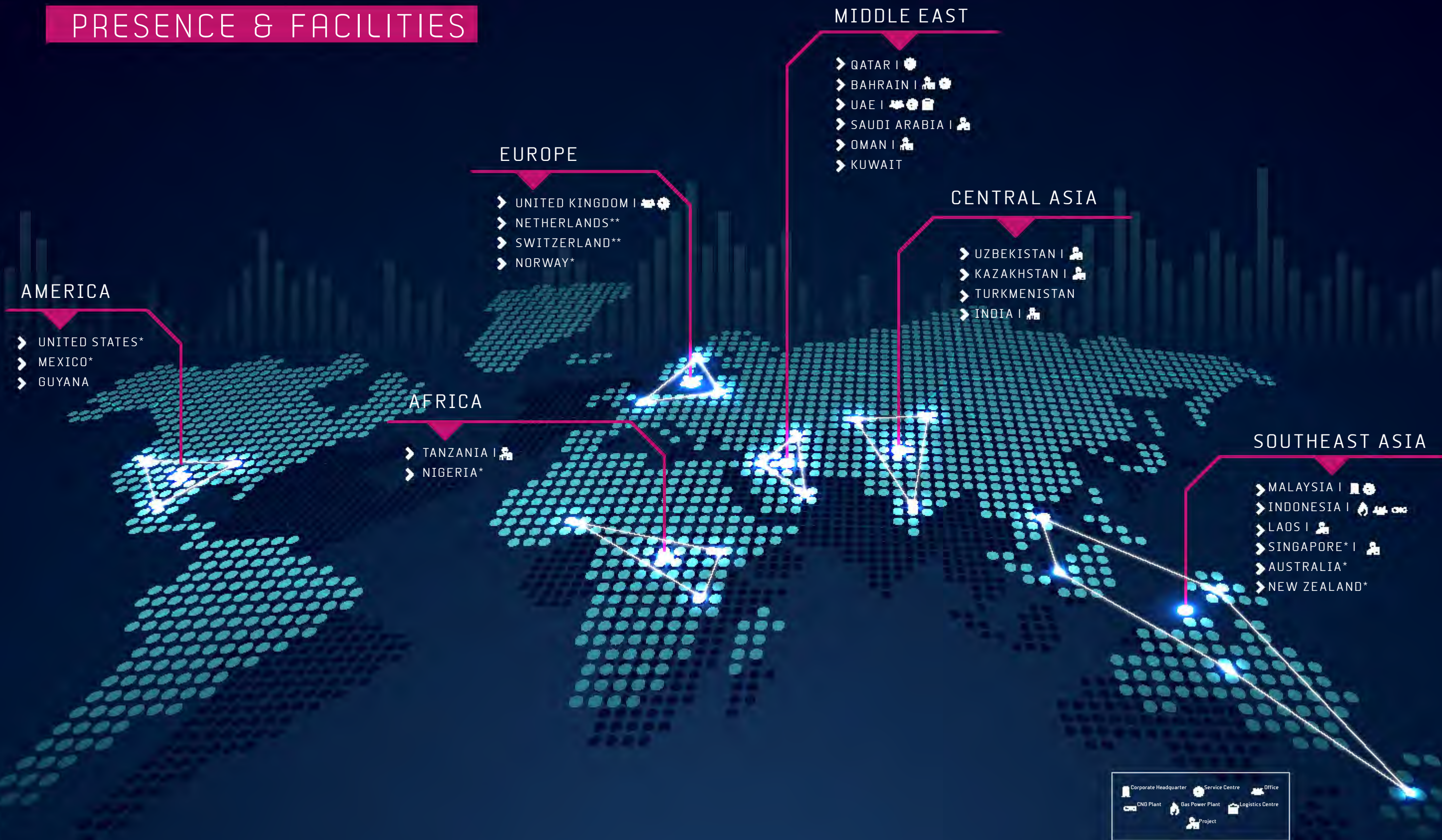
## OVERVIEW OF OUR BUSINESS ACTIVITIES







# OUR GLOBAL PRESENCE & FACILITIES



\*CSE Global Operational Location  
\*\*Through associate companies





# OUR CUSTOMERS & MARKETS

SOUTH & NORTH AMERICA

AFRICA  
2.30%

EUROPE  
0.10%

MIDDLE EAST  
60.30%

CENTRAL & SOUTH ASIA  
4.77%

ASIA PACIFIC  
32.53%

As an international company, a substantial proportion of our business is derived from foreign countries. We have a diversified customer base covering Asia, Middle East, Africa and Europe.