



SUSTAINABILITY REPORT

the ASEAN payment people

2023



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Sustainability Report 2023

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DISCLAIMER

The statements, data and information provided in this Report have been prepared to the best of our ability in ensuring completeness, accuracy and reliability. We shall not be liable for any errors or omissions that may remain and any loss or inconvenience incurred as a result of reliance on information provided in this Report.

INTRODUCTION

ABOUT THE REPORT

GHL Systems Berhad (“GHL” or “the Company”) strives to be an industry leader in Sustainability, through transparency and accountability in our sustainability practices, as well as embedding Environment, Social, and Governance (“ESG”) practices into our value chain. GHL’s Sustainability Report (“this Report”) encompasses all of our sustainability efforts and highlights the Group’s ESG performance in 2023. The report describes sustainability initiatives which we have undertaken and executed in our business and operations, for the interest of our stakeholders and the environment.

Underlying our sustainability journey are our strategies, a robust framework and initiatives that enable us to achieve the Group’s sustainability goals and targets in accordance to our four sustainability pillars: Customer Growth, Sustainable Workforce and Community, Corporate and Business Integrity as well as Environmental Excellence. This Report summarizes our progress and achievements based on a year-on-year comparison despite the challenges of our sustainability journey in 2023.

Reporting Scope and Boundaries

The scope of this Report covers disclosures and statements from our ASEAN operations, namely the Group Headquarters in Kuala Lumpur, Malaysia and the respective subsidiaries in other countries as follows:

- GHL Malaysia
- GHL Philippines
- GHL Thailand
- GHL Indonesia
- GHL Australia

This Report also includes all the subsidiaries and related corporation of each of the respective countries as stated above, if any (please refer to Annual Report 2023 for the full list of our subsidiaries and related corporations). This Report also contains comparative quantitative information, wherever applicable and/or available. Relevant key performance indicators (“KPI”) have been established, tracked and disclosed to the best of our ability within this Report.

Reporting Period

The reporting period of this Report is from 1 January 2023 to 31 December 2023 (“FY2023”), the same reporting period as covered in the Group’s financial reporting, unless stated otherwise. Our Sustainability Reports are issued annually and our last Sustainability Report was published on 28 April 2023.

Statement of Assurance

The statements, data and information provided in this Report have been prepared to the best of our ability in ensuring completeness, accuracy and reliability. We shall not be liable for any errors or omissions that may remain and any loss or inconvenience incurred as a result of reliance on the information provided in this Report.

This report has been reviewed by our Group Head of Legal, Compliance & Sustainability and the Sustainability Committee, approved by the Executive Director and Group Chief Executive Officer. This report was subsequently presented and approved by the Board of Directors.

In further strengthening the credibility of this Sustainability Statement, the Group Internal Audit has carried out a review to obtain a reasonable assurance of the processes and internal controls for collating and reporting of the various environmental and social indicators. The scope of the review included various business divisions and companies of the Group.

We endeavour to continuously improve our reporting disclosures, to be transparent regarding our operations, and consider expanding further our scope of assurance to engage external assurance in alignment with our commitment of building trust by being transparent.

For more information on the subject matter and scope of assurance, please refer to the Statement of Assurance in our Sustainability Report FY2023 on pages 50-51.

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Guidelines and Standards

The Group ensures that the production of this Report conforms to the highest reporting standards and industry's best practices. This Report has been prepared with reference to the following:

Global goals

- United Nation Sustainable Development Goals ("UN SDGs")
- Intergovernmental Panel on Climate Change ("IPCC")

Reporting Frameworks

- Bursa Malaysia Securities Berhad's ("Bursa Securities") Main Market Listing Requirements
- Bursa Securities' Sustainability Reporting Guide (3rd Edition)
- Malaysian Code on Corporate Governance ("MCCG") of Securities Commission Malaysia
- Global Reporting Initiative ("GRI") Standards 2021
- Task Force on Climate-related Financial Disclosure ("TCFD")

Rating Tools

- FTSE4Good Bursa Malaysia (F4GBM) Index
- FTSE4Good Bursa Malaysia Shariah (F4GBMS) Index

Forward-looking Statements

The Report contains "forward-looking statements". These "forward-looking statements" were made in alignment to the Group's vision, mission, strategies, and future initiatives that are based on reasonable expectations, estimates, forecast and projections that are interconnected with GHL's business, financial and non-financial performance. These "forward-looking statements" may include, without limitation to words such as 'expect', 'estimate', 'believe', 'anticipate', 'forecast', 'predict', 'project', 'potential', and similar terms or the negative of such words. Such statements are, by their nature, subject to risks and uncertainties which involve variables and factors beyond the Company's control, hence, causing actual results to differ materially from those expressed in the "forward-looking statements" for any reason whatsoever.

These statements reflect the Company's current views with respect to future events and should not be interpreted as a guarantee of future operating or financial performance or developments. You are strongly cautioned that reliance on any forward-looking statements involves known and unknown risks and uncertainties. Any of the information, charts and assumptions and all information contained in this Report must not be reproduced or disseminate or disseminate or shared or use in whatsoever manner without the prior and express written permission of GHL SYSTEMS BERHAD. All "forward-looking statements" contained herein are qualified by reference to the cautionary statements set forth in this section.

Accessibility

This Sustainability Report can be accessed via our corporate website under Sustainability; Reports section: <https://www.ghl.com/our-sustainability>.

Feedback

We appreciate feedback from stakeholders to further enhance our reporting and sustainability practices. Please direct any comments, questions, or suggestions to:

C-G-15, Block C, Jalan Dataran SD1,
Dataran SD, PJU 9,
Bandar Sri Damansara,
52200 Kuala Lumpur, Malaysia

Telephone : +603 – 6286 3388
Fax : +603 – 6280 2999
Email : enquiry@ghl.com

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ABOUT GHL

Our Story: Who Are We

GHL Systems Berhad ("GHL") is a leading end-to-end payment service provider, merchant acquirer and financial solutions provider in the ASEAN region. Headquartered in Kuala Lumpur, Malaysia, GHL is listed on the Main Market of the Bursa Securities' since 2003, and processes about RM2 billion in payment transaction value per month.

Founded in 1994, GHL is at the forefront of ASEAN's cutting edge Fintech payment industry, the company empowers the payment revolution that is shaping today's spending trend, with a footprint of 480,000*, spanning six countries across the Southeast Asia and Oceania. We have successfully expanded global footprint by our products and services business model to become a regional powerhouse in in the Fintech payment industry.



OUR MISSION

Payments Simplified

We help merchants, financial institutions and telcos make money by simplifying their distribution, payment and collections needs. We provide ASEAN merchants with comprehensive solutions.



OUR VISION

The ASEAN Payment People

To be clearly recognised as the leading ASEAN payment services provider.
Delivering powerful solutions to deeply rooted local relationships.



Notes: "*" Footprint as at December 2023

INTRODUCTION

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Our Story: What We Do

We provide world-class payment services and financial solutions. From new-generation cashless to personalised value-added solutions, GHL offers extensive online and offline payment options to fulfil merchants' and consumers' needs in the ASEAN region. GHL is Malaysia's largest prepaid credit top up and bill collection network.

GHL aspires to uplift businesses, while enhancing customers' shopping experience. As the global digital payments continues to grow, GHL strives to meet the demand and expectations of our stakeholders by facilitating the digital transformation of businesses. GHL aspires to catalyse sustainable livelihood of the Micro Small Medium Entrepreneurs (MSMEs) through financial and non-financial value-added services.

Guided by our corporate vision and mission, the company has incorporated Environmental, Social and Governance ("ESG") values into our business strategy and operations towards a more sustainable and ESG-conscious future, in addition to providing our stakeholders with long-term value creation. Further information at www.ghl.com.

Business Pillars



- Card Payments
- Mobile e-wallets payments
- Prepaid top ups & bill collection
- Online payments acceptance
- Buy Now Pay Later (BNPL)
- SME e-Lending



- Smart all-in-one payment acceptance devices; sale, rental, maintenance
- Mobile point-of-sale (MPOS)



Proprietary payment solutions (hardware and software) for:

- Secure Payment Network Access Controllers (NAC)
- Loyalty platforms
- Loan repayments
- Other client specific solution

SUSTAINABILITY AS DRIVEN BY OUR LEADERS

A MESSAGE FROM OUR GROUP HEAD OF LEGAL, COMPLIANCE & SUSTAINABILITY

Dear Stakeholders,

It is with great honour that I present to you GHL Systems Berhad's ("GHL" or "the Group") 3rd Annual Sustainability Report. This report presents an overview of the Group's efforts to manage key economic, environmental, social, and governance issues.



The market performance in FY2023 was promising and above expectations with more economic sectors opening up including travel. With global travel soaring back to pre-pandemic levels, it was not surprising that the carbon emissions also soared during the financial year. In 2023, specifically on 3rd July 2023, we witnessed the hottest day globally ever recorded and it is indeed a very critical sign that climate risk is now a global emergency. The 2015 Paris Agreement which was to limit global warming to 1.5 degree Celsius, is now all but an impossible task for us to achieve. Against this backdrop, corporate responsibility towards sustainability is more crucial than ever as we strive harder and put more efforts towards the said target.

Although GHL is not a significant carbon emitter, we prioritise our efforts towards ESG compliance, particularly in raising awareness. In 2023, I assumed a significant responsibility as the Lead Secretariat of the CEO Action Network, a leading closed-door peer-to-peer informal network of CEOs of leading Malaysian businesses. This network is a coalition of leaders with a purpose, focused on sustainability advocacy, capacity building, action and performance.

In 2021, GHL Systems Berhad joined as one of the 70 Members of CEO Action Network (CAN). We pledged towards the 14 Collective Commitments to be achieved under three categories, namely environment, people and governance within 3 years of signing up with CAN and this has already been achieved. We are active in our participation in two of the three CAN workstreams, namely the Awareness & Capacity Building Workstream as well as the Diversity, Equity & Inclusion (DEI) Workstream.

Leading by example, GHL contributed to CAN through sustainability leadership as the Lead Secretariat since November 2022 and the Co-Lead of Workstream on Awareness & Capacity Building. We are committed to engage with various stakeholders as well as our peers across various sectors to forge partnerships in line with our commitments to responsible business practices and achieving sustainable development.

We also participated in the jointly organised CAN-WWF-Malaysia Natures' Retreat 2023 themed Combating Nature Loss and the Climate Crisis which was attended by our Group CEO Sean S Hesh. This Retreat was attended by the Regent of Pahang Tengku Mahkota Tengku Hassanah Ibrahim Alam Shah Al-Sultan Abdullah Ri'ayatuddin Al-Mustafa as well as many prominent corporate CEOs and foreign Ambassadors to create further awareness and cohesive action. In the words of Tengku Mahkota "Achieving sustainability and economic growth together requires collaboration between the government, businesses and communities in a whole of society approach."

We have also organised a Biodiversity Programme for our employees to create more awareness in Urban Biodiversity Impact through Trigona Bees. GHL collaborated with Urban Hijau where we recognised that Biodiversity Loss is one of the Top 10 Risk listed in the Global Risk Report 2023 by the World Economic Forum.

We have also embarked on tracking our Scope 1 and Scope 3 carbon emissions and some of the key highlights are listed in our report herein.

The year 2023 marked a very important milestone for GHL as we won Silver for "The Most Improved Performance Over 3 Years" at the prestigious The Edge Malaysia ESG Awards 2023. This award was a recognition of the excellent performance on the ESG front by GHL and a testament to our commitment towards sustainability as we strive to make even more impact in the year 2024.

Chong Kok Wai
Group Head of Legal, Compliance & Sustainability
Lead Secretariat, CEO Action Network (CAN)

SUSTAINABILITY AS DRIVEN BY OUR LEADERS

CONT'D

KEY HIGHLIGHTS OF OUR 2023 SUSTAINABILITY MANAGEMENT

ENVIRONMENT



- Our actions fighting against **Climate Change**
 - Inclusion of Our Emissions in Scope 1 and 3
 - **27.4%** of energy is self-generated via cogeneration and solar panels
 - Quantification of our **Scope 1, 2 and 3** at Group level
- Use of resources & **Circular Economy**
 - Our waste is responsibly disposed
- **Biodiversity Impact Programme**
 - Beekeeper workshop with Urban Hijau – in support of regenerative agricultural practices



SOCIAL

- **Inclusion, enhancement and development of human capital**
- **Wellbeing, health and safety**
- **Employees empowerment**
 - 24 number of employees upskilled through High Potential (HIPO) Employee Development Program
 - A 7.6% increase in number of training programmes conducted in 2023 from previous year.

GOVERNANCE



- Business **Ethics and Integrity**
 - GHL Systems Berhad's policies, in particular, the Code of Ethics and Conduct, Anti-Bribery and Corruption (ABC) and Anti-Money Laundering (AML) is in force. The policies are enforced by having a robust whistleblowing policy.
 - Zero whistleblowing reports for FY2023. This translates to zero reputational and financial impact on our company.
- **Sustainable Procurement**
 - 82% of our suppliers are local
- **Sustainability** into the business strategy
 - Creation of the **Sustainability Function**
 - **Business Continuity Management (BCM)** in place as part of the group's risk management, to ensure business resiliency and sustainability – especially in times of disaster, unpredictable events and potential threats, such as natural disasters, fires, pandemic, supply chain disruptions, cyber attacks and other external threats.

SUSTAINABILITY AS DRIVEN BY OUR LEADERS

CONT'D

AWARDS AND RECOGNITIONS

MOST IMPROVED PERFORMANCE OVER 3 YEARS

RM800M to RM5B
Market Capitalisation

SILVER
GHL SYSTEMS BHD



GHL Systems Berhad proudly marks a significant achievement in our ongoing commitment to ESG excellence as we won Silver for 'Most Improved Performance Over 3 Years' at the prestigious The Edge Malaysia ESG Awards 2023.

This award organised in collaboration with Bursa Malaysia and FTSE Russell, An LSEG Business recognises leaders among public-listed companies (PLCs) and asset management firms in the environment, social and governance (ESG) space in Malaysia.

GHL is honoured to be among the award recipients in the equities category, and proud to stand among the 48 esteemed companies receiving recognition. This year, FTSE Russell appraised 356 PLCs, a significant increase from the 296 assessed last year, making them eligible for consideration in the equities category awards.

The Edge Malaysia ESG Awards 2023 winners		
EQUITIES CATEGORY By Sector Construction Gold: George Kent (M) Bhd Silver: MUB Bhd Consumer products and services Gold: Power & Water Holdings Bhd Silver: Kemas Bhd Energy Gold: Deewan Bhd Silver: Bumi Armada Bhd Financial services Gold: Hong Leong Bank Bhd Silver: RHB Bank Bhd Healthcare Gold: Dupleme Biotech Bhd Silver: Hartings Holdings Bhd Industrial products and services Gold: Pusa Metal Aluminium Holdings Bhd Silver: Sunway Bhd Plantation Gold: IOI Corporation Bhd Silver: Genting Plantations Bhd Property Gold: IOI Properties Group Bhd Silver: Mah Sing Group Bhd REITs Gold: Fintech REIT Silver: Sunway REIT Technology Gold: Malaysian Pacific Industries Bhd Silver: Inai American Bhd Telco & media Gold: Celcom-Dig Bhd Silver: Axiata Group Bhd Transport & logistics Gold: Wadports Holdings Bhd Silver: MSC Bhd	Utilities Gold: YTL Corp Bhd Silver: Pelandi Utilities Bhd Most Improved Performance Over 3 Years Gold: Vicer Corp Bhd Silver: Stantec Bhd Market cap over RM5 billion Gold: Vicer Corp Bhd Silver: Stantec Bhd Market cap between RM300 million and RM5 billion Gold: Frontken Corporation Bhd Silver: GHL Systems Bhd Market cap between RM800 million and RM5 billion Gold: Frontken Corporation Bhd Silver: GHL Systems Bhd Most Consistent Performer Over 5 Years Gold: Heng Guan Refining Company Bhd Silver: Malaysian Resources Corp Bhd Outstanding ESG and Dividend Return Gold: Heng Guan Refining Company Bhd Silver: Malaysian Resources Corp Bhd Green Transition Gold: Pusa Metal Aluminium Holdings Bhd Silver: Malaysia Marine and Heavy Engineering Holdings Bhd Silver: Hibiscus Petroleum Bhd	Best Fund Based On Asset Class Fixed Income Gold: AWM ESG SGD Bond Fund Summary Silver: United Sustainable Series - Global Credit Fund RM34 Equity Gold: MAMG Global Environment Fund MYR Silver: DRAQ-Anneque Global Shariah-ESG AI Technology Fund RM Allocation Gold: RHB ESG Multi Asset Fund MYR Hedged Silver: Mawar myInvest Fund RM Best Overall Winner Gold: MAMG Global Environment Fund MYR Silver: DRAQ-Anneque Global Shariah-ESG AI Technology Fund RM Best Low Carbon Award Gold: Public e-Carbon Efficient Fund Silver: Maybank Global Sustainable Technology Fund USD







SUSTAINABILITY AS DRIVEN BY OUR LEADERS

CONT'D

KEY PERFORMANCE HIGHLIGHTS

In part of our contribution to the Net Zero targets by 2050, the table below highlights the progress of GHL's contribution to sustainability practices based on our four core pillars in Sustainability. Our progress remains the same as last year's reporting period where by, of the four targets established, three (75%) were achieved and one (25%) remains in progress.

We have reframed our key performance indicators ("KPI") and its measurements of our environment, social and governance ("ESG") performance in accordance to our business sector and practices as well as, in conformation to the requirements by the guidelines and standards we reference to. **Refer to KPI section of this reporting on pages 44-49.* The improvements in reporting of our KPIs further enhances the comparability, transparency, and accountability of our data. This ensures better measurements and tracking of our ESG performance.

Our Four Core Pillars	Our Targets	Our Progress in FY2023
Corporate and Business Integrity	100% of our employees to complete annual training on our Anti-Bribery and Corruption Policy ("ABC")	 Achieved
Customer Growth	To maintain a Net Promoter Score, with a target of above 50% by FY2025	 Achieved
Environmental Excellence	To achieve 50% reduction in carbon emissions of our assets and operations by 2030	 In-Progress <ul style="list-style-type: none"> We have installed photovoltaic solar panels in our headquarters (HQ) office – to reduce reliance of grid electricity. We are in the process to transition our operations on to the cloud, through partnership with Amazon Web Services (AWS).
Sustainable Workforce and Community	To conduct four Corporate Social Responsibility ("CSR") programmes throughout our reporting period.	 Achieved

SUSTAINABILITY AS DRIVEN BY OUR LEADERS

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SUSTAINABILITY GOVERNANCE STRUCTURE

The Group is committed to safeguarding shareholders' interests, enhance corporate value, and practice corporate responsibility through our high-standard corporate governance. The Group has established a sound corporate governance structure, under which the Board is responsible for the leadership and supervision of the Company and oversees the businesses, strategic decisions, and performance of the Group.

The Management has established the Sustainability Committee ("SC") to further strengthen the management of Sustainability matters and oversee aspects of the Company's Sustainability affairs, including integrating and embedding sustainability agenda across the Group. The Board is assisted by the Group CEO who reviews and recommends to the Board all sustainability-related information that were collated and documented by the SC.

The SC is spearheaded by the Group Head of Legal, Compliance & Sustainability alongside the Group's Heads of Departments ("HOD") who are responsible for managing the Group's sustainability initiatives. The SC is further assisted by the Sustainability Working Groups which implements the initiatives at operational level. The following is the detailed information about the Company's Sustainability governance structure:



OUR APPROACH TO SUSTAINABILITY

SUSTAINABILITY AT GHL

It is GHL's responsibility to do what we can to help mitigate climate change and foster a community of sustainability-minded citizens. With the rise of ESG investments, Fintech companies like us, play a key role in the transition towards a sustainable economic model. From our operations to our supply chain, GHL is exploring and implementing sustainable solutions to address local and global challenges at all levels of the business. GHL's Sustainability framework unifies these initiatives under shared objectives to strengthen our business resilience and enhance abilities to adapt to climate impacts.

At GHL, we are determined to raise awareness and educate not only our employees but also our clients, partners and stakeholders across the ASEAN region. Our effort includes incorporating and emphasising on our environmental, social and governance (ESG) messaging in both our internal and external communication channels.

GHL's long-term targets include achieving low-carbon operations, and commitment to Net Zero Emissions by 2050, in line with the Paris Agreement 2015.

GHL is committed to playing a role in contributing towards the transition to a low carbon economy, and in cognisant of heightened interest from our stakeholders. We have initiated the process of integrating the TCFD Recommendations within our sustainability statement this year, ahead of the regulatory requirements of Bursa Securities' Main Market Listing Requirements. In positioning GHL for long-term success and climate resilience in a rapidly changing business environment, we strive to manage the climate-related risks and identifying opportunities, which may impact our business, strategy, and financial planning.

OUR SUSTAINABILITY VALUES & FRAMEWORK

The Group's sustainability values and framework are the key elements of our business practice in working towards becoming a more sustainable socially responsible company that embraces sustainability values across all our business practices. The Group's sustainability framework demonstrates the interconnectedness of our four sustainability pillars, supported by our reporting practices, initiatives, targets, and a culture of shared accountability to better reflect the company's key focus areas and priorities.

Our sustainability framework consists of **four core sustainability pillars**:

- Pillar 1: Corporate and Business Integrity
- Pillar 2: Customer Growth
- Pillar 3: Sustainable Workforce and Community
- Pillar 4: Environmental Excellence

We are committed towards enhancing our business model in accordance with our Sustainability Framework, with the aim to create, deliver, and capture value for all our stakeholders without depleting the natural, economic, and social capital that we rely on. This is in line with our corporate commitments that address climate change, social injustice, and corporate governance, as a member of the CEO Action Network ("CAN") and also in accordance with the United Nations Sustainable Development Goals ("UN SDGs").



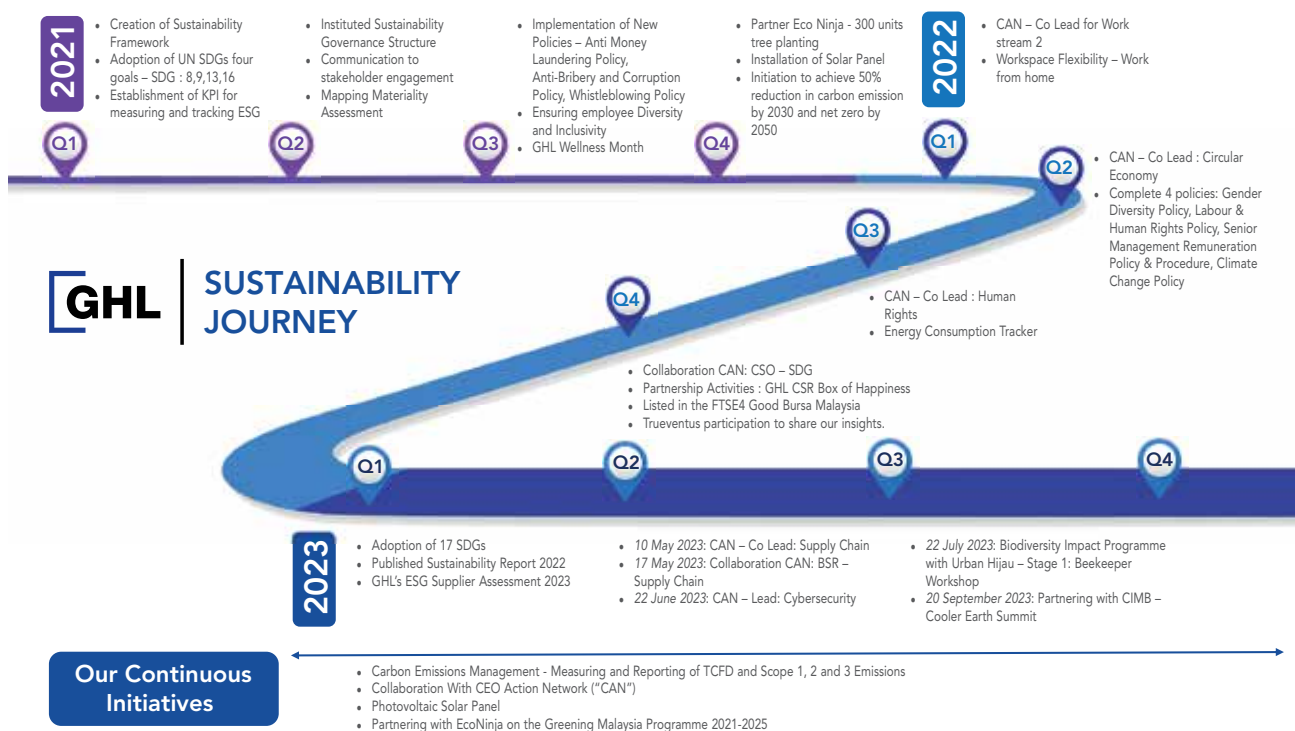
OUR APPROACH TO SUSTAINABILITY

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OUR SUSTAINABILITY JOURNEY

In 2023, we have continued to focus on building our creative resilience, a vital capacity that is forward-looking and we recognized and understand that it is always a work in progress as we strive every single year contributing to mitigating climate risk and climate change.

GHL's sustainability journey is a continue effort which sets out our progress toward sustainability goals. Our journey consists of projects, activities, and initiatives from the beginning of our sustainability journey in 2021 and spanning through the end of 2023. The below illustration, captures our journey to realize our sustainability strategy of achieving low-carbon operations, and commitment to Net Zero Emissions by 2050, in line with the 2015 Paris Agreement – leading to positive impacts for both our organisation and the planet. 🌱



OUR APPROACH TO SUSTAINABILITY

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OUR CONTRIBUTION TO THE UNITED NATIONS SDGs

The United Nations Sustainable Development Goals ("SDGs") are a series of 17 ambitious and wide-reaching global targets set out by the United Nations ("UN") in 2015 as a pathway for achieving global sustainability for all. The 17 different goal categories demonstrate a breadth of topics where sustainability can be applied. At GHL, we acknowledge that our business and operations have a role to play in ensuring these global goals are achieved. We identified five SDG goals and targets as our main contribution across our value chain.

UN SDG Goal Categories	Goal*	Our Targets
 <p>Decent Work and Economic Growth</p>	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.	<ul style="list-style-type: none"> Review of the Labour & Human Rights and the Gender Diversity Policy and the Director's Fit and Proper Policy. High Potential Programme to identify and train skilled candidates for leadership positions. Company guidelines and measures for flexible work arrangements.
 <p>Industry, Innovation and Infrastructure</p>	Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation.	<ul style="list-style-type: none"> Collaboration with Malaysian Digital Economic Corporation ("MDEC") to share insights about the industry. Introduction of the Digital Lending programme, designed to expand credit card payment options and thus improve cashflow particularly for Small and Medium Enterprises ("SMEs").
 <p>Climate Action</p>	Take urgent action to combat climate change and its impacts.	<ul style="list-style-type: none"> Establishment of Climate Change & Risk Policy. Collaboration with EcoNinja on Greening Malaysia Programme 2021-2025 through tree planting. Transition to cloud computing to reduce operational carbon footprint. Installation of office solar panels for renewable energy generation.
 <p>Peace, Justice and Strong Institutions</p>	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levels.	<ul style="list-style-type: none"> Reviewed of numerous ethics and integrity policies such as the Anti-Money Laundering Policy, Anti-Bribery and Corruption Policy and Whistleblowing Policy. Customer Due Diligence assessments conducted on all potential new customers by the Group's Risk Department. A robust Cyber security system and policies are in place to protect customer data.
 <p>Partnership for the Goals</p>	Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development.	<ul style="list-style-type: none"> Active collaborative work with CEO Action Network (CAN) in accelerating sustainable business practices in Malaysia. Collaboration with CSO-SDG Alliance Event: Partnership for the Goals.

* Visit the United Nation's ("UN") website to learn more about the SDG goals, their targets, and how the attainment of each goal is measured by different indicators.

OUR APPROACH TO SUSTAINABILITY

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OUR STAKEHOLDER MANAGEMENT

Clear and transparent communication with our stakeholders is the key to build trusting and long lasting partnerships. We continuously engage our key stakeholder groups to stay abreast of their primary concerns and areas of interest. The feedback we receive from them allows us to develop and/or revise business strategies and decisions that ensure the best possible outcome for both the Group and our valued stakeholders.

Our Stakeholder Group(s)	Areas of Interest(s)	GHL's Engagement Methods
Employees 	<ul style="list-style-type: none"> • Career Development Opportunities • Diversity and Inclusivity • Equitable Pay and Remuneration • Work-Life Balance and Employee Well-being 	<ul style="list-style-type: none"> • Open Dialogues • Staff Engagement Activities • Whistleblowing Policy • Management Trainee Program • Monthly Management Meetings • Skills Development and Training Opportunities • Events and Functions
Shareholders/Investors 	<ul style="list-style-type: none"> • Group Financial Performance • Long-Term Business Strategy • Key Corporate Development • Corporate Governance • ESG Strategy and Performance 	<ul style="list-style-type: none"> • Annual General Meeting • Investor Updates and Briefings • Annual Reports • Corporate Website • Announcement on Bursa Securities website
Regulators/Government 	<ul style="list-style-type: none"> • Regulatory Compliances • Cyber Security • Anti-Money Laundering • Customer Due Diligence • Card Scheme/ BNM/ TPA/ Banks Compliance • Climate Change 	<ul style="list-style-type: none"> • Dialogues with Regulatory Bodies/ Government • Quarterly/ Annual Reporting • Attending Seminars by Regulatory Bodies/ Government • Compliance Assessment/ Audit by External Auditors • Engagement with Central Banks of respective countries
Customers 	<ul style="list-style-type: none"> • Product/ Service pricing and quality • User Convenience • Improved customer experience • Product and service knowledge 	<ul style="list-style-type: none"> • Launch of new products into the market • Customer oriented solutions • Customer meetings, exhibition and roadshows • Training for merchants/ customers
Local Community 	<ul style="list-style-type: none"> • Reaching Out to ethical business conduct • Community welfare • Addressing social obligations 	<ul style="list-style-type: none"> • Social media • Corporate website • Corporate Social Responsibility activities • Press releases
Media 	<ul style="list-style-type: none"> • Financial and market performance • Industry trend and corporate issues • Product and service marketing 	<ul style="list-style-type: none"> • Social media • Corporate website • Press releases
Suppliers 	<ul style="list-style-type: none"> • Sustainable procurement practices • Vendor price and reliability • Transparent tender process 	<ul style="list-style-type: none"> • Anti-Bribery and Corruption Policy applicable to suppliers and third parties • Fair tendering processes

PRIORITISING MATERIAL ISSUES

MATERIALITY ASSESSMENT

To ensure that the Group's sustainability initiatives are driven by best practices, materiality assessment was conducted in 2021 to enable the group to address key sustainability issues in a holistic manner and we believe that the same materiality is still applicable. Our methodology in identifying our materiality matters was guided by Bursa Securities' Sustainability Reporting Guidelines and the Global Reporting Initiative ("GRI") Standards. No materiality assessment were conducted in FY2023 as our material matters remain the same. The Group focuses on delivering goals and targets from our previous assessment conducted.

The Process of Identifying Our Material Matters

Our materiality assessment comprises of three key steps in the formation of the materiality matrix: 'Review', 'Ranking' and 'Approval'.



Review

The material matter were reviewed to reflect changes in business priorities and stakeholder concerns.



Ranking

This importance of each material matter were assessed by key management personnel and categorised using a weighted ranking approach.



Approval



The materiality assessment methodology and resulting matrix were approved by GHL SC.

PRIORITISING MATERIAL ISSUES

CONT'D

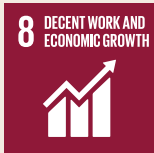


MAPPING OUR MATERIAL MATTERS

We have categorised all our material sustainability matters into four sustainability pillars, and have mapped each to the relevant stakeholder groups adopted SDGs as well as the management approach. We continue to work on making progress to our 19 material matters identified from our first materiality assessment conducted in 2021.

Material Sustainability Matters			Our contribution to the Sustainable Development Goals
Description		Stakeholders	
Corporate Business and Integrity			
Customer Data Privacy	Proper handling and storage of sensitive personal information provided by customers	<ul style="list-style-type: none">Customers	
Cyber Security	Protection of computer systems and networks from data theft or cyber-attacks to the hardware or software	<ul style="list-style-type: none">Regulators/ Government	
Anti-Money Laundering Policy	The Group’s commitment to prevent suspicious activities relating to money laundering or terrorist financing	<ul style="list-style-type: none">Regulators/ GovernmentShareholders/ Investors	
Anti-Bribery and Corruption Policy	The Group’s commitment towards preventing employee misconduct within business operations	<ul style="list-style-type: none">Regulators/ GovernmentEmployees	
Whistleblowing Policy	Mechanism or avenue for employees to raise their concerns in case of improper acts or violation of code of conduct	<ul style="list-style-type: none">Employees	
Customer Due Diligence	The processes used to collect and evaluate relevant information about potential customers	<ul style="list-style-type: none">Customers	
Customer Growth			
Customer Experience	The impression or perceptions customers have about the GHL brand	<ul style="list-style-type: none">Customers	
Technology and Innovation	Introduction of new products or processes that significantly enhance customer experience when using GHL products or services	<ul style="list-style-type: none">Customers	
Product and Service Quality	The ability of the Group to meet or exceed customer expectations and maintain high customer satisfaction	<ul style="list-style-type: none">Customers	
Customer Empowerment Event	Provision of necessary tools and resources for customers to make informed decisions	<ul style="list-style-type: none">CustomersMedia	

PRIORITISING MATERIAL ISSUES

CONT'D

Material Sustainability Matters			Our contribution to the Sustainable Development Goals
Description		Stakeholders	
Sustainable Workforce and Community			
Employee Diversity and Inclusivity	Initiatives in place to promote non-discriminatory practices across the Group	<ul style="list-style-type: none">• Employees	
Conducive Workplace	Work environment that increases employee motivation and safeguards their wellbeing	<ul style="list-style-type: none">• Employees	
Talent Attraction and Retention	Benefits and employee perks that allows the Group to recruit talented new hires	<ul style="list-style-type: none">• Employees	
Human Capital Development	Training and programmes that allows employees to acquire the necessary skills and knowledge for enhanced productivity	<ul style="list-style-type: none">• Employees	
Supply Chain Management	The consideration for ESG criteria when engaging supply chain partners	<ul style="list-style-type: none">• Suppliers	
Corporate Social Responsibility	Financial and non-financial contribution to support the wellbeing of surrounding communities and underprivileged groups	<ul style="list-style-type: none">• Local Community• Employees• Media	
Environmental Excellence			
Climate Change	Corporate effort to reduce carbon emissions due to business operations	<ul style="list-style-type: none">• Regulators/ Government• Shareholders/ Investors	
Partnership for the Goals			
Collaboration with CEO Action Network (CAN)	The Group's commitment towards creating employee awareness about Circular Economy and Human Rights	<ul style="list-style-type: none">• Employee	
Collaboration with Civil Society Organisation (CSO)	Effort to create awareness about partnering with Non-Governmental Organisation	<ul style="list-style-type: none">• Media	

MATERIALITY MATRIX

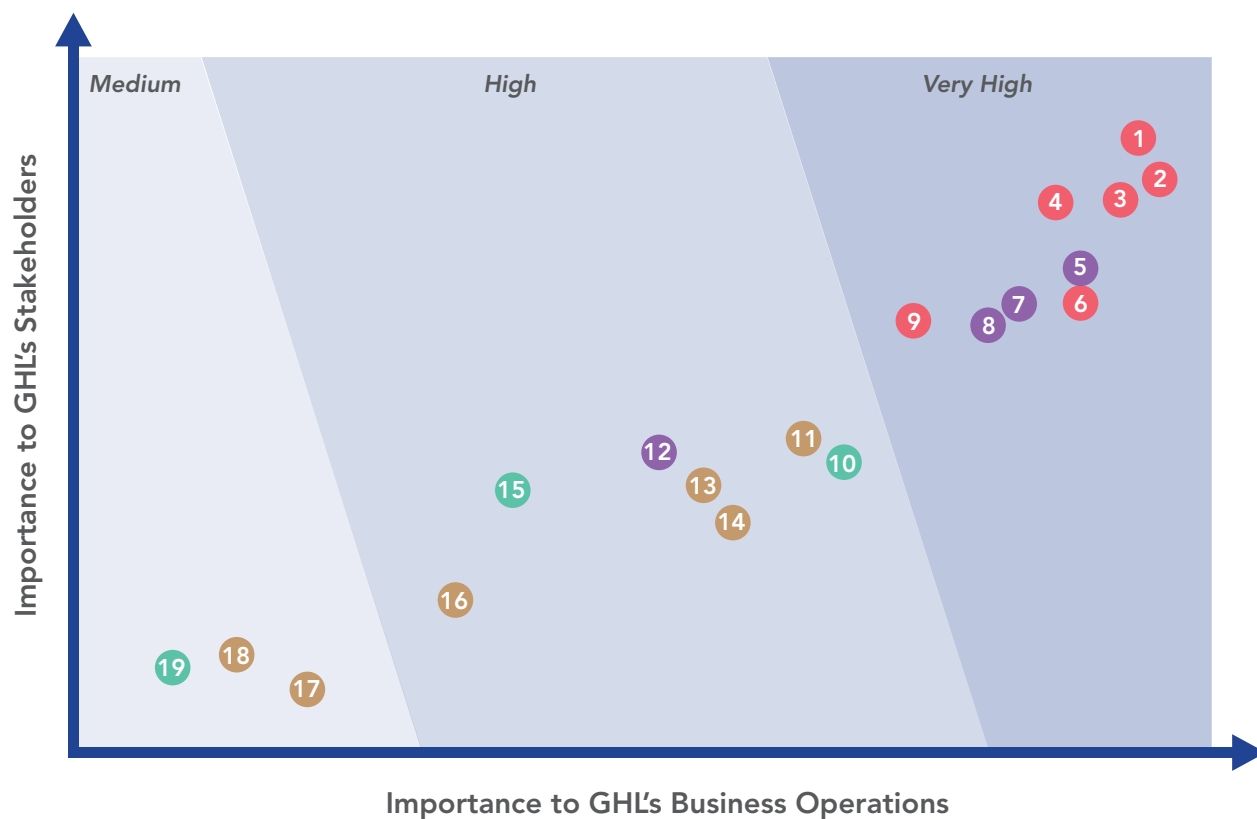
The prioritisation of our 19 material sustainability matters is demonstrated in the matrix below, which outlines the ranking of each material matter based on its importance to GHL's business and operations as well as to our stakeholder groups.

For FY2023, material topics under the Corporate and Business Integrity pillar ranked 'Very High', highlighting its significance to the Group and the stakeholders.

PRIORITISING MATERIAL ISSUES

CONT'D

Our reporting approach reflects improvements in the management of our material sustainability matters by consolidating them under the **four sustainability pillars**. We aim to enhance our sustainability disclosures to be more transparent to our stakeholders.



Corporate and Business Integrity

1. Customer Data Privacy
2. Cyber Security
3. Anti-Money Laundering Policy
4. Anti-Bribery and Corruption Policy
6. Whistleblowing Policy
9. Customer Due Diligence

Customer Growth

5. Customer Experience
7. Technology and Innovation
8. Product and Service Quality
12. Customer Empowerment Event

Environmental Excellence

10. Climate Change
15. Waste Management
19. Water Stewardship

Sustainable Workforce and Community

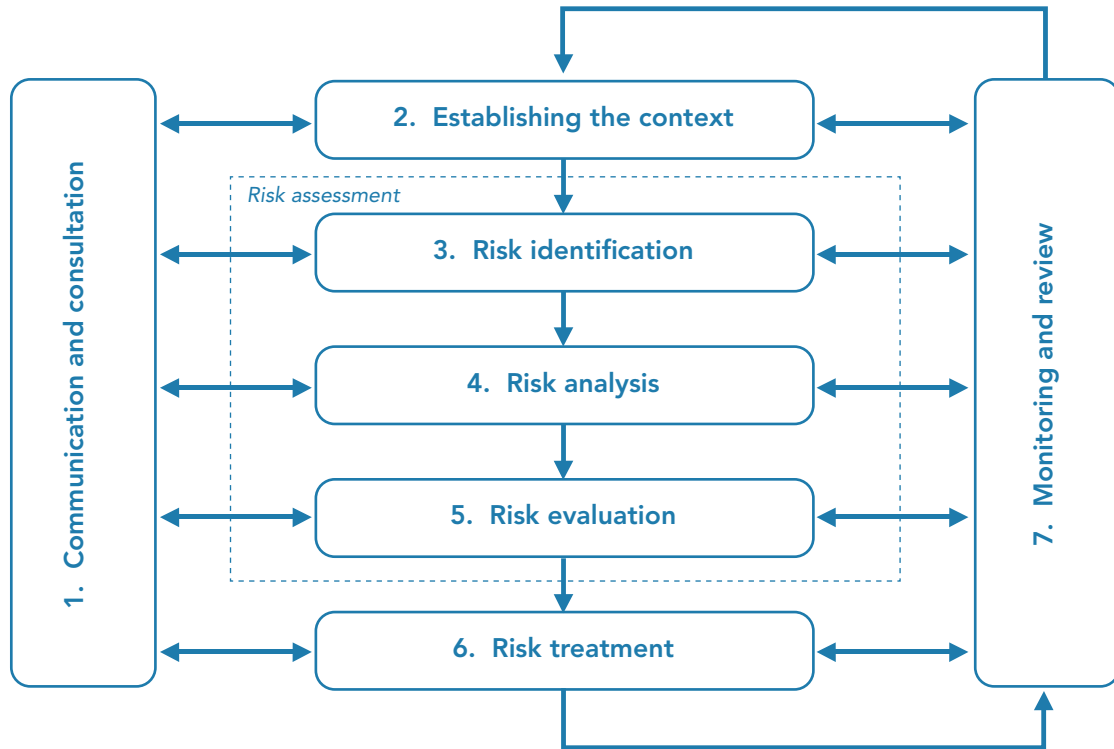
11. Conducive Workplace
13. Talent Attraction and Retention
14. Employee Diversity and Inclusivity
16. Human Capital Development
17. Corporate Social Responsibility
18. Supply Chain Management

PRIORITISING MATERIAL ISSUES

CONT'D

RISK MANAGEMENT

All identified risks, including climate-related risks are strategically assessed and managed through our risk management process, which is integrated into the organisation's Enterprise Risk Management ("ERM") framework. This framework is in accordance with the ISO 31000:2018 Risk Management Guideline.



Embedding ESG risk into an ERM framework

Building an effective ERM framework will provide GHL with essential data that is required to understand the scale and variables affecting ESG risks with strategies to manage them effectively. Six key steps to consider include:

1. Coordination with all responsible parties;
2. Prioritization and ranking ESG risks;
3. Determining risk tolerance;
4. Defining and setting sustainability development goals (Sustainable Development Goals);
5. Aligning internal and external communications; and
6. Monitoring risks and adjusting as needed.

ESG risks may evolve over time or new ones may emerge. Therefore, it is critical to monitor these risks over time and adjusting strategies accordingly. This is facilitated by obtaining data from all ESG touch points at GHL.

PRIORITISING MATERIAL ISSUES

CONT'D

Addressing Our Climate-Related Risks

GHL efforts continue to evolve and improve to overcome increasing climate challenges. Our efforts to mitigate climate change include:

- **Reducing energy** consumption through energy efficient fixtures and renewable energy adoption.
- **Adopting** sustainable materials / methods to decrease material waste and the use of natural resources to reduce embodied carbon footprint of technology in the Fintech industry.
- **Tracking, reporting and managing** all aspects of our sustainability performance in our core business.
- **Advocating** responsible practices along our supply chain and amongst internal and external stakeholders.
- **Partnering** industry players and policy makers to develop policies and innovations to achieve our business goals in a sustainable way.

Inculcating a Culture of Risk Awareness

For optimum risk management, our staff needs to understand the risks we are experiencing and to be part of the actions to manage or mitigate them. We continuously seek to cultivate a strong risk culture via Risk Management sessions that are organized with members of the entities' Leadership teams in driving risk management activities. The Group's Operational Risk team complements these sessions with risk engagements within the organization that provides information sharing of latest risk trends towards inculcating the right risk culture at GHL.

Business Continuity Management

Business Continuity Management complements Group Risk activities by ensuring that GHL is able to withstand unexpected shocks without any interruption to its operations. GHL has established a comprehensive Business Continuity Plan (BCP) under which key/high risk functions are assessed using a Business Impact Analysis (BIA) module. The BIA clearly outlines the functionality of people, processes, and systems, and evaluates the impact of any failure in these functionalities. All key functional heads review the BCP on an annual basis.

METRICS AND TARGETS

Measuring and reporting on carbon emissions from direct and indirect sources enable us to manage our carbon footprint and accelerate our journey towards achieving net zero emissions by 2050.

While we continue to report our carbon emissions according to Scope 1, 2 and 3 based on the best emissions reporting practices, we have mainly been focusing on reducing Scope 2 carbon emissions, where we have direct operational control. In 2023, we stepped up our efforts to measure our Scope 1 and 3 carbon emissions and to strategize to reduce our carbon emissions.

In 2023, we embarked on gathering carbon emissions data for our scope 3 measurements: business travels, employees commuting, and purchased goods, and services. The initiative was part of our effort to measure and track our Scope 3 GHG emissions, in line with Bursa Malaysia's enhanced sustainability requirements.

The Sustainability working group assisted in deriving the average business travel and employee commuting based on spend-based method, identified through claims made by employees during the reporting period. While on purchased goods and services, the proportion of spending on local and foreign suppliers were identified through amount spent based on invoices and/or commitments made during the reporting period, and subsequently converted into percentage based.

We are progressively expanding the dataset to achieve a more accurate result for employee commuting emissions.

PRIORITISING MATERIAL ISSUES

CONT'D

At GHL, we track our climate-related performance using the following metrics:

- Scope 1, Scope 2, and limited Scope 3 (i.e., business travel and employee commuting) emission (tonnes CO₂)
- Energy consumption (kWh)
- Waste generated (tonnes)
- Water used (m³)

All our carbon emission data follow the methodologies in accordance with the GHG Protocol Corporate Accounting and Reporting Standard, IFCCC and the harmonized grid emission factor data set by the United Nations Framework Convention on Climate Change.

As a commitment towards achieving Net Zero Emissions by 2050, GHL has set targets according to our four core sustainability pillars, as follows:

- Corporate and Business Integrity – 100% of staff to complete annual training on the Anti-Bribery and Corruption ("ABC") Policy.
- Customer Growth – To maintain a Net Promoter Score ("NPS"), with a target of above 80% by FY2025.
- Environmental Excellence – To achieve 50% reduction in carbon emissions by 2030.
- Sustainable Workforce and Community – To conduct four Corporate Social Responsibility ("CSR") programmes throughout the reporting period.

Note: For further information on our metrics and targets, please refer to our Key Performance Indicators (page 44-49).

OUR FOUR SUSTAINABILITY PILLARS

PILLAR 1: CORPORATE AND BUSINESS INTEGRITY

At GHL, we integrate ethics and integrity into everything we do. We maintain good corporate governance practices, standards and controls in order to ensure strict compliance with all relevant laws and regulations in our operating jurisdictions. Our commitment to integrity is the basis for the long-standing trust by our customers and other stakeholders and is supported by our comprehensive range of policies and procedures.

Customer Data Privacy

The Group's Privacy Statement covers all aspects of customer data privacy, and outlines our responsibilities and commitments to effective data handling. Formulated in accordance with the Malaysian Personal Data Protection Act ("PDPA") 2010, with the oversight of the Board of Directors, the Statement was reviewed by the Group Head of Legal, Compliance and Sustainability as and when necessary.

In part of ensuring transparency of our business operations, the corporate website, www.ghl.com, has a dedicated Privacy Statement section for the purview of all our stakeholders and the public. Pertinent clauses are included in the contractual agreements with our business partners.

In FY2023, the Group's Personal Data Protection (PDP) policy was reviewed to include the appointment of data protection officers', to oversee the management personal data in accordance with the Data Protection Laws.

Additionally, the Group Internal Auditors has audited outsourced service provider as well as the review of the Management of Customers' Information and Permitted Disclosure. This is to ensure that the group upholds the highest level of customers' data privacy in accordance to our group commitments.

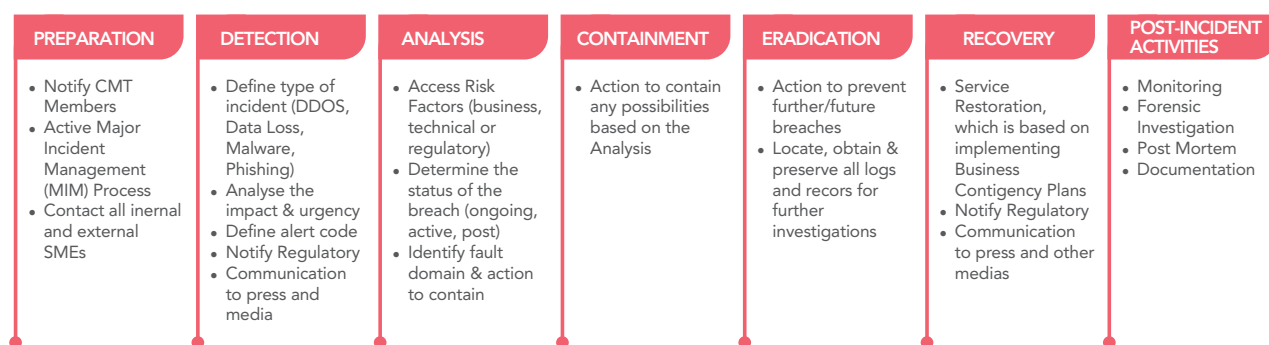
Cyber Security

As a responsible e-payment provider, GHL Systems Berhad strictly complies with the Payment Card Industry Data Security Standard ("PCI-DSS"), a compliance programme set by the Payment Card Industry Security Standards Council ("PCISSC"). To ensure utmost protection against data misuse and to preserve cardholder information, GHL's compliance is verified through the annual certification and assessment processes.

Cyber security and data protection is managed by our dedicated team of IT professionals led by our Group Chief Technology Officer. The team has expert domain knowledge in IT Compliance, Cyber Security and Cyber Resilience. Cyber security is also managed under several policies and procedures, including our Business Continuity Plan and Disaster Recovery Plan to ensure that we are resilient against any cyber-attacks.

We have established a comprehensive playbook to identify and handle suspected cyber security threats or breaches.

Cyber Threat Playbook



OUR FOUR SUSTAINABILITY PILLARS

CONT'D

ISO 27001 Certification for our SME Digital Loan

In FY2023, GHL's dedication to data security attains new heights with the recent ISO 27001 certification – Information Security Management Systems, obtained for our SME Digital Loan. As we understand that small and medium-sized enterprises (SMEs) play a crucial role in driving economic growth and creating job opportunities, our certified SME Digital Loan provides our customers and stakeholders with secure funding quick and hassle-free application process. With a special rate for GHL merchants, GHL is committed to empowering SMEs to reach their full potential and helping them to succeed in today's competitive business environment.

LGMS & GHL collaborate to boost Payment Card Industry (PCI) security standards compliance and elevate cybersecurity levels among local merchant ecosystem

LGMS Bhd and GHL Systems Bhd have partnered to boost the compliance of payment card industry security standards for the local merchant ecosystem. Developed by LGMS, the solution is set to further strengthen the security of the e-payment landscape for consumers and businesses alike. GHL's partnership with LGMS benefits its merchant ecosystem, stretching over a vast footprint of more than 145,000 payment touchpoints in Malaysia. For non-compliant merchants, should a data breach occur, they could even face paying penalties ranging from US\$5,000 to US\$500,000. Hence, this collaboration aims to simplify the process for merchants to be PCI compliant while giving them peace of mind that their cyber risks have been substantially reduced.



GHL could monitor merchants' security posture better and have access to their PCI data security standard (DSS) compliance report and evidence. In addition, GHL would also be able to track merchants' yearly PCI DSS compliance status and progress while having in place an automated tracking and reminder function for merchants' PCI DSS compliance cycle.

GHL enables PayNet's MyDebit Secure Card-Not-Present (CNP) for Safer Online Transactions

GHL enables PayNet's MyDebit Secure for its merchants utilising the online payment gateway. This allows the use of MyDebit cards for online purchases, enhancing the security of online transactions and reducing the risk of fraud. With this partnership, our merchants can now offer their customers a secure and convenient way to pay online, ensuing a smooth and hassle-free shopping experience. This MyDebit Secure Card-Not-Present (CNP) enablement is designed to facilitate 3D secure payment verifications and technology security protocols to assist fraud prevention in online debit card purchases. Over 1,500 of our online merchants stand to benefit from more secure online payments as GHL strive to better serve the needs of faster growing region for retail e-commerce and 3D Secure Payments.

Anti-Money Laundering ("AML") Policy

As a Fintech Payment service provider, it is essential for GHL to assess and address risks related to potential financial crimes. In 2019, we implemented our Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Policy. We have reviewed these policies to ensure its relevance in 2023. The comprehensive policy established our commitments to protect our business from financial crimes. The roles and responsibilities of the Board of Directors, the Senior Management and employees are defined in the AML Policy.

The AML Policy document covers the following: Preventative measures to avoid the risk of money laundering, detailed procedures in cases of suspected breach, template and standard procedures for reporting any suspicious transactions, as well as outlining the consequences in cases of non-compliance. AML can be referred to on the 'Investor Relations' section of our website, or at <https://www.ghl.com/ir-home>.

All employees at GHL undergo regular training to ensure policy compliance, with priority given to employees in the frontline - those who are the first point of contact for our customers, and responsible for establishing business relation and partnerships. This particular group of employees are trained the process of conducting customer due diligence and to detect potential suspicious behavioural patterns and transactions.

OUR FOUR SUSTAINABILITY PILLARS

CONT'D

Policy monitoring and review are conducted periodically by the Group's Legal, Compliance and Sustainability department, with the Board oversight. In compliance with the Policy, internal audit exercise are conducted, supported by an annual external audit. For FY2023, the Group Internal Audit conducted Anti-Money Laundering and Anti-Terrorist fund review on our operations in Malaysia. The audit conducted looked into the internal controls and identified control gaps, where by recommendations were provided for improvements. No risk areas or incidents of non-compliance were reported in this year's audit.

Anti-Bribery and Corruption ("ABC") Policy

GHL's Anti-Bribery and Corruption ("ABC") Policy implemented in 2018 has been reviewed in 2022, to ensure its alignment to the Malaysian Anti-Corruption Commission Act 2009 ("MACC Act") and with the Group's business needs. The ABC Policy includes clear definitions of bribery and other corrupt practices such as facilitation payments, giving and receiving of gifts and hospitality, political donations or favours, and sponsorships and donations. It also delineates the process for incident management and the consequences of non-compliance.

Annual mandatory training of the ABC Policy are conducted for all employees to ensure clear and adept knowledge of the policy. This is to ensure that all GHL employees conduct are in accordance to GHL's ethical standards. All third-party stakeholders the company engages with are required to complete a declaration of integrity, indicating their compliance to our terms.

The Group conducts a Group-wide vendor on-boarding process that comprehensively assesses the vendors' risk areas, including the potential for the risk of corruption. This assessment is applicable to all GHL's subsidiaries. As of FY2023, none of our areas of operation has been assessed as high risk.

Whistleblowing Policy

The Whistleblowing Policy was established in 2018 to reinforce our commitment to protect the Group from fraudulent practices and misconduct. This Policy encourages employees and third-party stakeholders to notify the Board on concerns in relation to the integrity or misconduct within the Group. This include but are not limited to suspected criminal offences, unfair treatment, misuse of confidential information, or receiving kickbacks.

Confidentiality is emphasised and appropriate protection from retaliation against any unjustified sanction for employees who have reasonable grounds to suspect corruption and who report in good faith their suspicion to responsible persons or authorities. Policy awareness among employees are facilitated through informative flyers circulated via emails and posted on the notice board in our offices. The Whistleblowing Policy have been translated into the respective local language of our countries of operation, to ensure full awareness of all employees. We received zero whistleblowing reports for this reporting year of 2023 and disposed with accordingly. Hence, this have zero reputational and financial impact on our company.

Customer Due Diligence ("CDD")

The Group has established a Customer Due Diligence ("CDD") procedure for the purpose of customer identification and background check. CDD is conducted in order to assess the risks attached to our customers, both potential and existing. Information collected includes identity documentation (for individuals), ownership information (for businesses), and source of funds or wealth in cases where the customer is assessed as high risk.

The proposed business relationship and/or partnership will not proceed with any potential customer who is unwilling to provide the requested information. As per the policy, GHL refrains from dealing with customers who does not meet the Company's CDD parameters. The assessment is conducted by the Group Risk Department with aims to reduce the risk of potential fraud and chargeback.

Business Continuity Management ("BCM")

As part as GHL's Business Continuity Management (BCM), our Malaysia offices recently conducted a comprehensive Business Continuity Plan (BCP) exercise. Led by the Group Risk Department, the annual exercise was successfully executed with the support of GHL Systems Berhad's management and employees.

OUR FOUR SUSTAINABILITY PILLARS

CONT'D

Our dedication to excellence in safety and governance is an ongoing effort, reflecting our unwavering commitment as a resilient organisation in this ever-evolving payments industry.

- i. The actual BCP exercise was performed on 24th October 2023.
- ii. 13 departments test run were conducted during the BCP exercise.
- iii. Response % < 1 Hour = 290/318 (91.19%)
 Response % between 1-2 Hour = 316/318 (99.37%)
 Response % after 2 – 3 Hour = 318/318 (100%)
- iv. 15 staff relocated at Paysys (Critical Function);
 10 CMT and 3 Risk Staff were at Epay Sunway Command Center; and
 290 staff were on Work From Home (WFH) mode.
- v. Productivity from all departments are 100% as at 6pm.



OUR FOUR SUSTAINABILITY PILLARS

CONT'D

PILLAR 2: CUSTOMER GROWTH

The Group's Core Value, "Customer is the Boss", drives us to continue providing excellent services to our customers. Our focus on customer experience and engagement is combined with delivery of high-quality innovative products. The result is high levels of customer satisfaction which in turn promotes long-term value to our business and our stakeholders.

Delivering on Customer Experience

A superior customer experience is essential to achieving high rates of customer loyalty, satisfaction and retention. We strive to be available to our customers at all times via telephone, email, and self-service digital customer portal.

With the goal of establishing the best possible connections with our customers and merchants, we launched our online Merchant Portal - the GHL Intelligent Support Assistant ("GISA") in 2020. The tool offers self-help service to our customers through a Live Chat application with Artificial Intelligence ("A.I."). The A.I. Chatbot is capable of responding to basic customer enquiries, reducing our dependence on call centres. GISA is also useful in collecting customer's feedback on our services.

To improve user experience, we upgraded the Merchant Portal with an enhanced dashboard. As a result, it is now easier to locate and view the payment verification and payment transaction details.

We maintain regular monitoring of our customer feedback through the Net Promoter Score ("NPS"). Calculated annually based on data received from customer feedback surveys, the NPS guides our efforts in ensuring that we continue to provide excellent service.

Net Promoter Score	
FY2023	85%
FY2022	84%
FY2021	90%
FY2020	49%

* Data is for GHL Malaysia only. Refer to Key Performance Indicators (KPI) on page 44-49 for detailed data.

New customers are engaged via our Welcome Calls wherein we collect feedback to determine their satisfaction level with the services provided by our Installers and Merchant Sales Officers. In addition to providing a Terminal User Guide, our new customers are also briefed on the basics of terminal use and, where relevant, on fraud awareness.

Technology and Innovation

As a Fintech Payment company, it is imperative for GHL to remain at the forefront of innovation and new technologies that will benefit our customers. Cross-border e-wallet transactions saw improvement in growth on the back of the return of travelling of tourists, especially from China and the wider usage of Alipay.

Direct Merchant Acquisition

GHL's new products, which was rolled out regionally and contributed to the Group's growth and innovation. GHL has successfully obtained all the requisite approvals for the rollout of its direct merchant acquisition via the Mastercard gateway in the Philippines, on September 2023, with a subsequent launch in Thailand in December 2023.

Digital Lending Programme

As we strive to contribute to the global digital economy, there is potential benefits of leveraging GHL's technological expertise in payments to accelerate its capabilities in digital lending. In FY2022, the Digital Lending Programme launched was designed specifically to enable small and medium enterprises ("SMEs") with a quick & easy financing solution to improve their business cash flow. GHL had been looking at the underserved digital loan and microfinancing market for MSMEs in Malaysia as a strategic move to provide value beyond payments to all our stakeholders.

OUR FOUR SUSTAINABILITY PILLARS

CONT'D

Approved and licensed by Kementerian Pembangunan Kerajaan Tempatan (KPKT), this SME digital loan is GHL's own micro financing service that aids existing GHL merchants' businesses. Aside from a very attractive interest rate to existing GHL merchants under this programme, subject to specific terms and conditions, GHL differentiate itself from the marketplace by offering speedy digital loan approvals and promising a fast turnaround time to disburse funds to merchants.

This is aligned with GHL's commitment to bridge the payment and credit gap among the financially underserved population, which are crucial drivers of economic growth, helping them thrive in an ever-evolving business landscape.

Our Contribution to Asia Legal Tech Leaders Summit 2023

GHL represented by the Group Head of Legal, Compliance and Sustainability Chong Kok Wai, as part of panel of leaders from Petronas, HRD Corp, BAE Systems and I-Berhad Group, discussed on ways Artificial Intelligence (AI) is shaping the future of work in a multi-disciplinary professional practice environment. The dialogue considers a legal vision and AI as a competitive edge tool in shaping our businesses globally and future talents.



Our Product and Service Quality

To maintain the high quality of our products and services, we conduct regular internal quality audits as well as independent external audits as required. Regular review of merchant experience are conducted to help improve our service quality. Any indication that our merchants have become inactive (i.e., have not processed sales for two months or more) prompts our team to reach out to the particular merchant to determine how we can be of assistance in reactivating the merchant.

We compile a monthly Service-Level Agreement ("SLA") Report for our bank clients, reporting on our level of success in resolving terminal fault calls. GHL targets to respond to these helpdesk calls within four hours of receiving the call. We have tracked the number of terminal fault calls received against the total number of terminals in operation to derive the fault call ratio. As we strive to reduce the ratio, the percentage of fault call ratio decreased to 1.61% in FY2023, from 1.75% in FY2022, a 0.14% reduction from the previous year.

Fault Call Ratio	
FY2023	1.61%
FY2022	1.75%
FY2021	1.46%
FY2020	1.82%

* Data is for GHL Malaysia only. Refer to Key Performance Indicators (KPI) on page 44-49 for detailed data.

OUR FOUR SUSTAINABILITY PILLARS

CONT'D

Our Commitment to Empower Our Customers

Financial literacy remains one of our prime focus areas in customer empowerment. Each year, we hold events and collaborations aimed at equipping our customers with the knowledge they need in order to succeed in operating their businesses and managing their payment processing needs. While in-person engagement returned as COVID-19 pandemic restrictions eased, there are increased demand in hybrid engagements, for both online and offline - leading to a more robust dialogue process with our customers and stakeholders.

Through these meaningful conversations, GHL hope to catalyse change by forging innovative solutions and fostering collaboration as we work towards our collective commitment to sustainability and an inclusive digital future.

HSBC Malaysia's panel discussion themed 'Accelerating Sustainability through the Digital Economy – Shaping A Long-Term Future'

Our Executive Director & Group Chief Executive Officer, Sean S Hesh, joined an esteemed panel of corporate leaders – Sunil Veetil, Regional Head of Commercial Banking Sustainability of HSBC Commercial Bank in Asia Pacific, Taufiq Iskandar, CEO of Penjana Kapital Sdn. Bhd., and Jong Eon Lee, Partner at Gobi Partners, at HSBC Malaysia's panel discussion themed 'Accelerating Sustainability through the Digital Economy – Shaping A Long-Term Future'. Sean shared GHL's commitment to sustainability and the importance of value-added services for SMEs, as the panellists delved into a captivating discourse on the pivotal role of startups in driving innovation and progress in the digital economy.



Verifone – 2023 APAC Partners Conference in Vietnam

Kevin Lee, Chief Executive Officer (CEO), Malaysia of GHL System Berhad, was a panelist at the Verifone - 2023 APAC Partners Conference in Vietnam. Alongside a distinguished panel of industry experts, Kevin shared his insights on the emerging trends shaping the payment landscape across the Asia-Pacific region. The conference gathered over 150 payment industry professionals worldwide, offering a platform to discuss about experiences and real-world scenarios to help attendees prepare for upcoming opportunities and challenges in the payment industry.



OUR FOUR SUSTAINABILITY PILLARS

CONT'D

PILLAR 3: SUSTAINABLE WORKFORCE AND COMMUNITY

At GHL, our people are our assets. We strive to create an inclusive culture to encourage a sense of belonging within a diverse workforce. Initiatives were implemented to build a constructive relationship with our local communities and suppliers. By putting people at the heart of what we do, we aim to bring value to our stakeholders through effective engagement activities with our employees and communities.

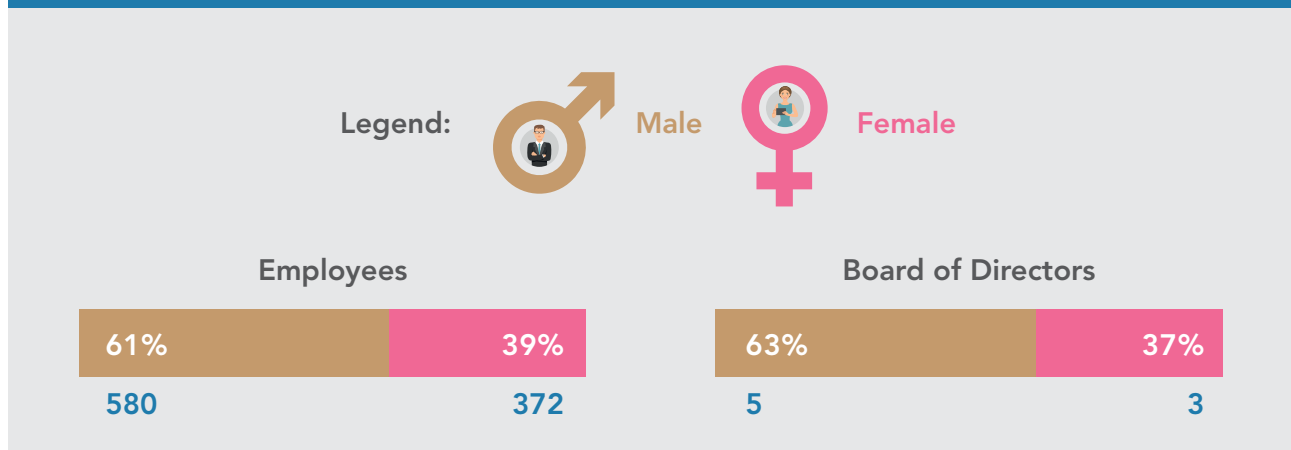
The Board approved the Group's Occupational Health Safety and Environment ("OHSE") Policy and was implemented on 22nd August 2022, with the aim of ensuring the Group's compliance with OHSE standards that is on par with or exceeds the industry practices.

Employee Diversity, Equity and Inclusion (D.E.I.)

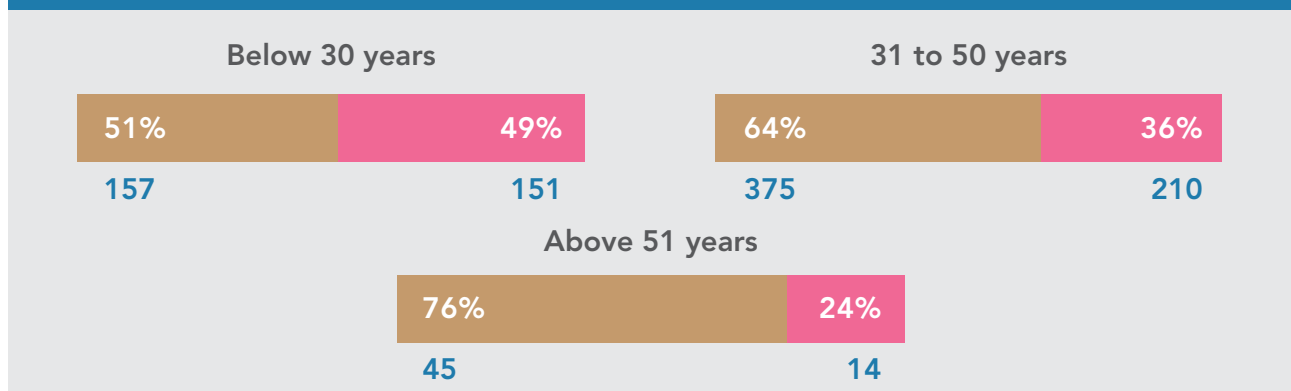
Our strength lies in the diversity of our 952-strong workforce that operates efficiently across six countries. We recognise the value that diversity can bring in terms of life experiences, cultural knowledge and unique perspectives. Guided by the Group's core values and Gender Diversity Policy, we remain committed to maintaining an inclusive and cohesive workforce.

GHL continues to champion women in the workforce, as evidenced by the strong presence of women leaders on our Board of Directors and our Senior Management team. Company-wide, we continue to make progress in advancing an inclusive workforce, with women holding 37% as part of the Board of Directors, 44.6% of executive positions and 18% of management roles.

Gender Diversity in FY2023

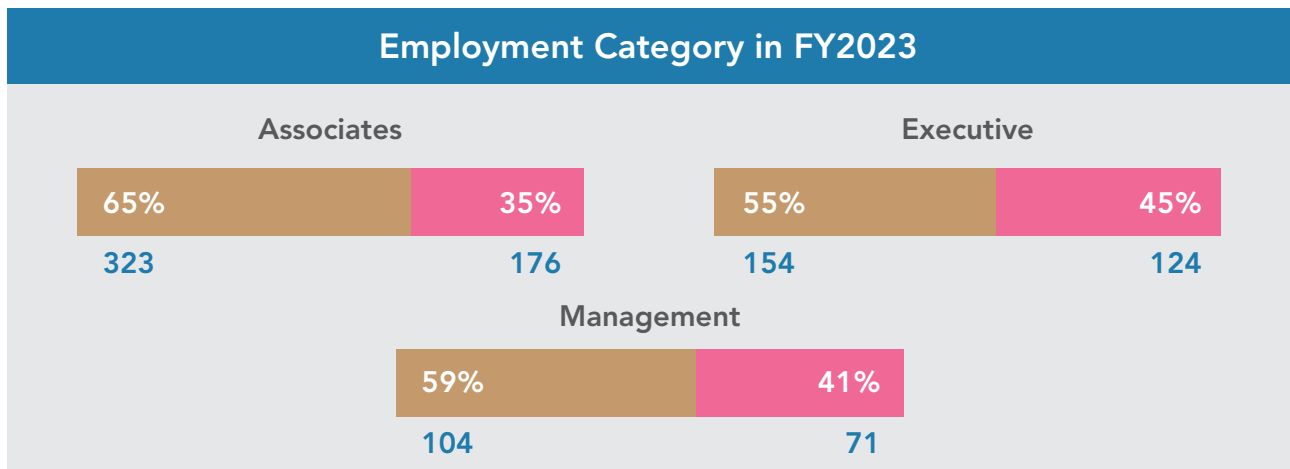
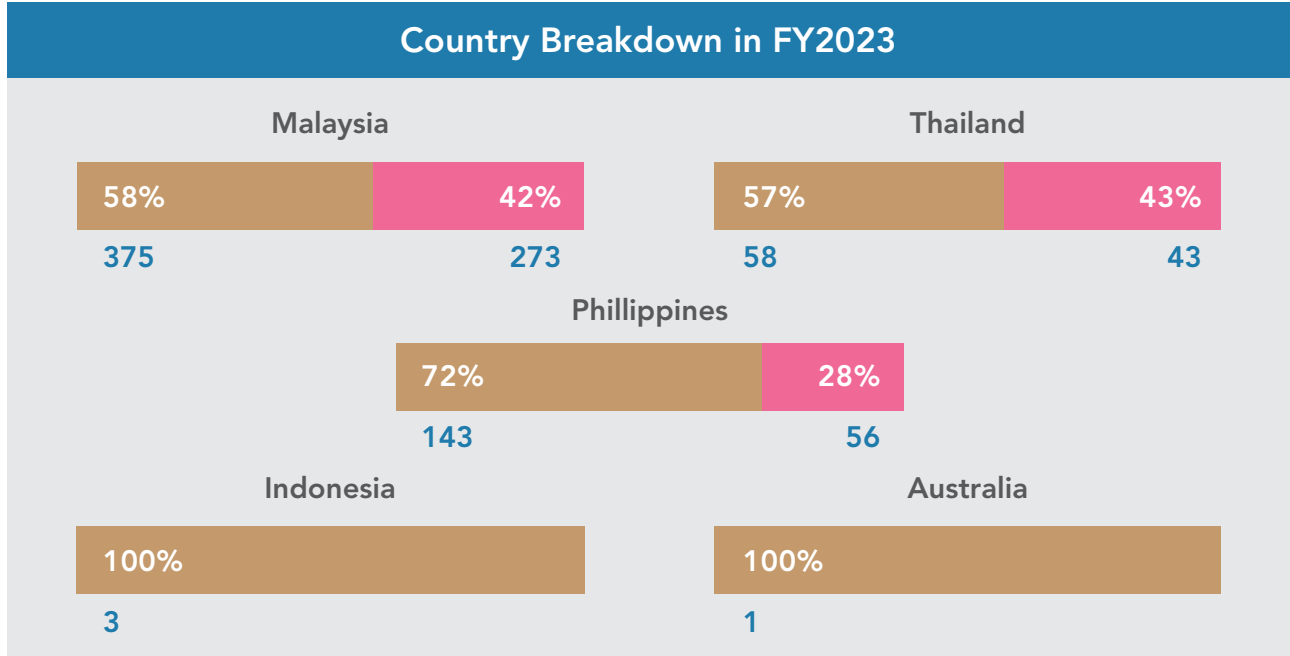


Age Breakdown in FY2023



OUR FOUR SUSTAINABILITY PILLARS

CONT'D



OUR FOUR SUSTAINABILITY PILLARS

CONT'D

As a strategic priority, a comprehensive diversity and inclusion training programme is embedded into the on-boarding process for new employees aiming to drive a positive and inclusive workplace culture. Anti-discrimination training is also provided to all employees in order to reinforce the message that harassment and prejudice will not be tolerated within the Group.

Our initiative to maintain a motivated workforce extends beyond company policies. Town Hall sessions were conducted regularly to engage with employees in a holistic manner. Town Halls were conducted both on group level as well as in each individual country, Malaysia, Thailand and Philippines. The sessions present employees a chance to learn about the company's strategic goals, company's achievements, discuss workplace conditions and to voice any grievances and to pose questions to GHL's management team.

GHL Systems Berhad kicks off 2023 with our virtual TownHall, gathering around 500 colleagues across Malaysia, Thailand, Philippines & Indonesia for an engaging session with the leadership team. The recent Group Townhall was led by Group CEO Sean S Hesh and key business heads Kevin Lee, Prinya Jinantuya & Frank Leong. Themed Back2Basics which place a focus on our vision, mission & core values to strengthen our foundation, we are reminded to not forget about the details that matter.



Diversity, Equity and Inclusion (D.E.I.) in Practice

At GHL, we are committed to foster an inclusive environment where every individual can thrive, regardless of physical obstacles. As we continue our efforts to work towards a more inclusive and equitable workplace, the GHL team came together for a surprise fundraiser, with one goal in mind: providing Muhang, our front office assistant, with a new electric wheelchair. He, who embarks on his daily journey to the office with unwavering determination, relying on his manual wheelchair, will now make his journey to the office smoother, enabling him to navigate with ease.



OUR FOUR SUSTAINABILITY PILLARS

CONT'D

2023 Blind Unity Race

With diversity, equity and inclusion (D.E.I.) at the core of GHL, the group organised The Blind Unity Race, in collaboration with the National Council For The Blind Malaysia. The team-building event brought together participants from GHL, e-pay Malaysia, and Paysys, alongside our CEOs from Malaysia, Thailand, and the Philippines for an exhilarating and impactful day. The group aims to raise awareness & offer a firsthand experiences of life as a visually impaired individual. From conquering challenges to showcasing adaptability & unleashing creativity, each team excelled at every station in the spirit of togetherness.



Safe, Healthy and Happy Workplace

A conducive working environment is crucial for a productive workforce. GHL's Labour & Human Rights Policy was approved and implemented in FY2022 to strengthen our commitment to a fair and safe workplace. The policy is communicated to all our employees and available on GHL's corporate website in English and Malay. In line with international labour standards, the policy addresses the following:

- Child Labour
- Forced Labour
- Minimum Wage and Benefits
- Working Hours
- Right to Freedom of Association and Collective Bargaining

Employees are encouraged to report any incidence of discrimination or harassment that may occur within the Group. Our Human Resources Department will take prompt action to investigate and resolve such issues, shall any such cases arise. In the FY2023 reporting period, zero incidents of discrimination were recorded at GHL.

We maintained and adhered to strict compliance with the local labour regulations in countries where we operate. The Group assesses the risk of labour misconduct to be low due to the nature of the Fintech industry. No incidents of non-compliance with labour standards were reported in FY2023.

The company also organised weekly Wellness Sessions including weekly badminton sessions, and provides health and wellness advice to employees. This is to foster the spirit of camaraderie and friendship amongst GHL employees.

Talent Attraction and Retention

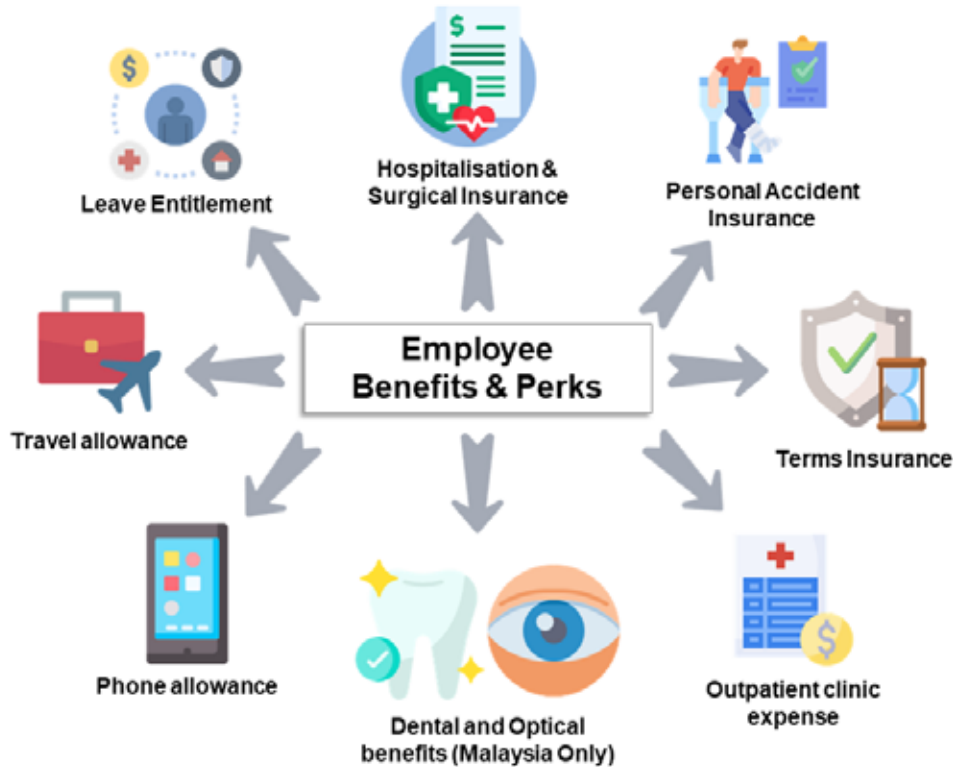
As a trusted employer that values our workforce, we endeavour to recruit, retain and remunerate our employees in a fair and equitable manner. Our recruitment and promotion processes promote equal pay for equal work regardless of the candidate's gender, age, ethnicity, culture or socio-economic background, in line with our Gender Diversity Policy.

We acknowledge that our employees are our greatest asset, and we strive to implement initiatives to improve employee productivity. Guided by our Labour and Human Rights Policy and the United Nations Guiding Principles on Business and Human Rights, we provide fair remuneration to all employees in conformity with relevant local regulations on minimum wage. We also provide competitive employee benefits and perks that differentiate our business from competitors.

In addition to the above, we are transparent in disclosing the salaries, compensation and remunerations to the public which is contained in our Corporate Governance Report which is uploaded in our website on an annual basis.

OUR FOUR SUSTAINABILITY PILLARS

CONT'D



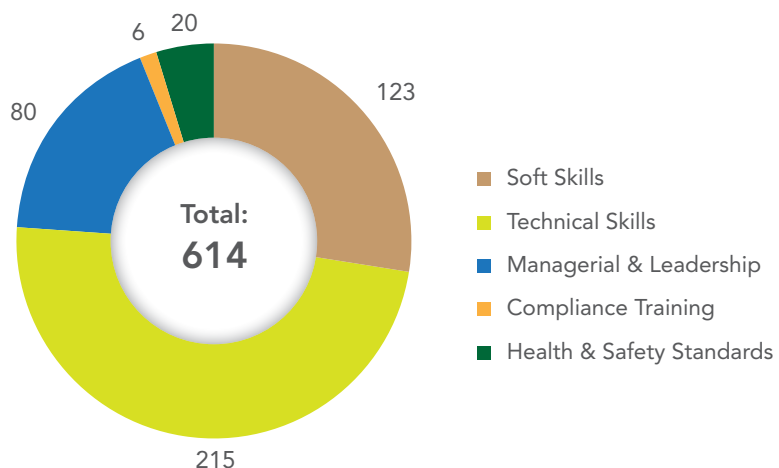
Due to our improvement efforts, we have achieved great success in retaining our talents within the Group. In FY2023, our new employee-hiring rate remains at 24.6%, as compared to 24% in FY2022. Our turnover rate reduced in FY2023 at annualised attrition rate of 25%, as compared to 29% in FY2022.

Human Capital Development

To encourage lifelong learning and professional growth among our talent pool, soft skills and technical training programmes are facilitated based on consultations between the management and employees, while taking in account the employee's job requirements.

We have invested in innovative solutions to enable remote learning opportunities in conjunction with physical training sessions for our staff. Utilising GHL's digital expertise, we ensure that our employees have the accessibility to quality content on the go, where internet connection is available.

Training programmes conducted:



OUR FOUR SUSTAINABILITY PILLARS

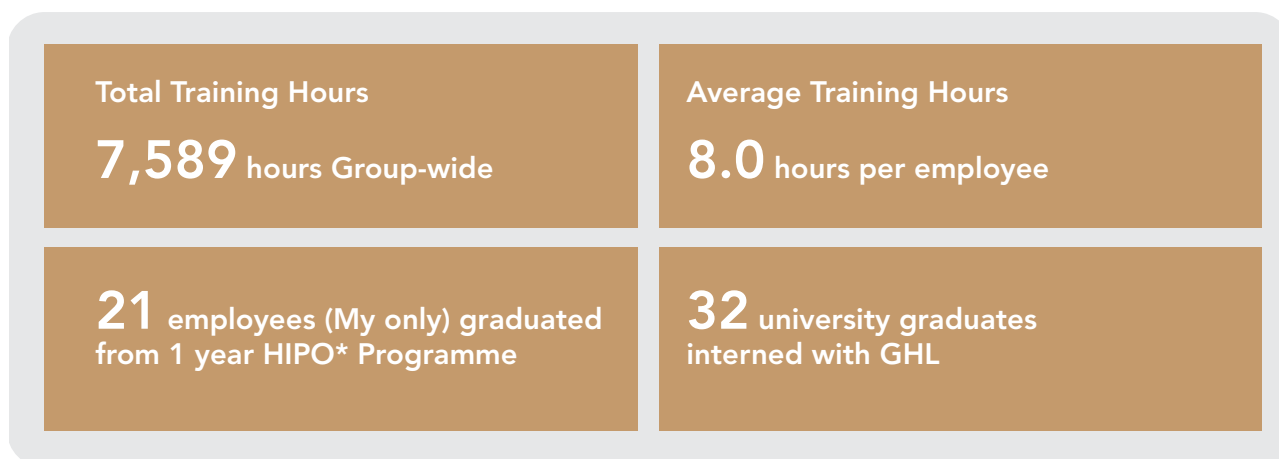
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In FY2023, we increased the number of training programmes conducted for our staffs group-wide to 614, as compared to 81 number of training programmes in FY2022. This further demonstrates our commitment to invest in the growth of our people, nurturing a positive culture to learn, unlearn and relearn in order for our talent to be competitive in today's job market.

We have introduced and began to track the number of employees trained on Health & Safety Standards. As of FY2023, we have sent 20 employees for this particular training as the safety and health regulations are essential to the well-being of our employees. A safe workplace with healthy environment is the key point to develop a positive business culture among employees.

Our talent pool is constantly augmented with interns and fresh graduates from various universities. The initiative not only allows us to discover new talents that are familiar with GHL operations but also injects fresh perspective for products and solutions that are critical for the Fintech industry. Mentoring the interns also doubles as leadership training for our senior employees, especially for new managers who graduated from the HIPO programme.

Our efforts in capacity building have translated into a skilled and adept workforce that can compete in the evolving tech industry. In FY2023, we recorded the following achievements:



The table shows an overview of our achievements:

Year	2023	2022	2021
Total Training Hours (hours Group-wide)	7,589	9,078	4,302
Average Training Hours (hours per employee)	8.0	9.5	4.74
Number of employees graduated from 1 year HIPO ¹ Programme	21 (MY only)	20 (MY, PH, TH)	20 (MY, PH, TH, ID)
Number of University Graduates Interned with GHL	32	11	2

Notes: ¹ HIPO programme means the High Potential (HIPO) Employee Development Program.

Managing Our Supply Chain

We believe that our commitment to sustainable development extends to our supply chain. A transparent assessment of our suppliers as well as alignment to our sustainability values are crucial for establishing a proper supply chain management process. During the year in review, the Group ensured minimal disruption to GHL's needs by continuously monitoring and planning for essential supplies as well as maintaining continuous engagement with supply chain partners.

We also conduct regular assessment of the Group's product and service providers and suppliers. We apply the GHL standards and criteria that look for competitive pricing, quality and compliance with regulations. Additional Service Level Agreements ("SLA") are applied to outsourced services. All criteria and expectations are appended in the contracts which must be acknowledged by the suppliers before they are awarded the contract.

OUR FOUR SUSTAINABILITY PILLARS

CONT'D

Corporate Social Responsibility ("CSR") as part of GHL

A year-in-review, our dedication to sustainability integration is strengthened through our joint efforts with fellow members of CEO Action Network (CAN) to create an ecosystem for sustainable businesses. CAN focuses on advocacy for sustainability-related policies and the transfer of skills and knowledge through workshops sessions and collective commitments.

The significant effects of COVID-19 on communities worldwide is here to stay, and its effects has disproportionately affected underprivileged groups. As corporate citizens, we exercise our corporate responsibility through collaboration with local non-governmental organisations ("NGOs") to address our community needs.

Beneficiaries (NGOs, Events)		Donation Amount
GHL Malaysia		
1	National Blood Bank for Malaysia and Philippines	N/A
2	Selangor and Federal Territory Association for the Mentally Handicapped (SAHM) Charity Dinner	RM 5,000
3	National Council for Blind Malaysia	RM 1,585
4	Biodiversity Impact Programme "Beekeeper Workshop" 2023 in partnership with Urban Hijau	N/A
5	Wheelchair for GHL OKU Staff	RM 5,000
GHL Thailand		
6	Beach Cleaning at Bang Sean Beach, Chonburi Province, Thailand	-
Total Investment in FY2023		RM 11, 585

Our GHL Thailand team volunteered to Beach Cleaning at Bang Sean Beach, Chonburi Province, Thailand



OUR FOUR SUSTAINABILITY PILLARS

CONT'D

Our Partnerships

Our Partnership with CEO Action Network ("CAN")

As one of the 70 (as of February 2024) current members of CEO Action Network ("CAN"), we are actively involved with spearheading sustainability advocacy, capacity building, action and performance. The partnership built between the CAN members has been proven successful in shaping GHL and our stakeholders into a more cognisant community. At GHL, we are determined to raise awareness and educate not only our employees but also our clients, partners and stakeholders across the ASEAN region.

GHL has established itself as a prominent and active member of CAN since 2021, through the direct efforts of our leaders, spearheaded by GHL Group's Head of Legal, Compliance and Sustainability, Mr. Chong Kok Wai. He contributes through his role in CAN as the Lead Secretariat since November 2022 and the Co-Lead of CAN's Capacity Building committee. Of which, his responsibilities include the coordination of internal and external communications between CAN's ever-growing members and the public.

Our Group has contributed through our participation in the following events held in 2023:

- **CAN Nature Retreat: Back to Nature programme**

GHL Systems Berhad had the honour of being part of the organising committee in the CEO Action Network (CAN) and WWF-Malaysia - "CAN Nature Retreat: Back to Nature" programme held in Genting Highlands from July 17-18, 2023.



Represented by our Executive Director and Group Chief Executive Officer, Sean S Hesh and Chong Kok Wai, alongside esteemed industry leaders and Corporate CEOs, delved into a series of high-level dialogues to pool knowledge as well as galvanise support to operationalise commitments and amplify collective actions to on combating climate change and nature loss.



The discussions was with a strong focus on translating this knowledge into actions towards a sustainable Malaysia and truly advocating sustainability, whilst emphasising that economic growth must go hand-in-hand. Through this meaningful experience, we reaffirm our commitment to fostering positive change and contributing to a greener future.

OUR FOUR SUSTAINABILITY PILLARS

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- ESG Evolve 2023

Representing GHL Systems Berhad and CEO Action Network (CAN), Chong Kok Wai shared his insights on “Decarbonising Business Models” alongside sustainability leaders. As we progress towards a sustainable future, GHL, as a responsible business, plays a role to collaboratively innovate for positive changes in decarbonising our companies’ business model to meet our net zero targets, which is now more critical than ever, given the escalating risks of climate change.



- The Cooler Earth Sustainability Summit 2023 by CIMB

Our participation in both the Cooler Earth Sustainability Summit 2023 by CIMB Malaysia and CIMB Thailand, respectively, solidifies our commitments to playing our part to accelerate the growth and adoption of sustainable practices among businesses and communities alike.

- I. In Kuala Lumpur, Malaysia on 11 & 12 September 2023
- II. In Bangkok, Thailand on 18 September 2023

The Cooler Earth is dedicated to unite global citizens, experts and key stakeholders to deliberate on how we can shape a more sustainable tomorrow by starting with what we can do today. The 2023's summit, themed “**Sustainability in Action: Opportunities for a Better Tomorrow**” will highlight the multitude of opportunities for people, businesses and societies, arising from a transition towards a greener economy and more equitable society. GHL's contributes as part of CAN, in order to enable capacity-building among a wider audience from the ASEAN region.

Kuala Lumpur, Malaysia



OUR FOUR SUSTAINABILITY PILLARS

CONT'D

Bangkok, Thailand



- **Environmental Social Governance Conference For SME Leaders 2023 by National Association of Women Entrepreneurs of Malaysia (NAWEM)**

GHL Systems Berhad's Mr. Chong Kok Wai, the Group Head of Legal, Compliance and Sustainability was invited to be a part of a panelist, alongside Saqib Sabah from SAP and Amarjit Chhina from MRCB as a member of the CEO Action Network (CAN), moderated by Noor Emeera H. from Impacto Sdn Bhd, to share on Transformative Leadership in their ESG Conference organised by the National Association of Women Entrepreneurs of Malaysia (NAWEM). Other panelist from CAN include Saqib Sabah from SAP and Amarjit Chhina from MRCB. Each panellist shared on their respective sustainability journey with hopes to inspire SMEs present at the event.



- **Peer Sharing Session on Trust and Cybersecurity**

Cybersecurity is one of the top global risk for all businesses in the world today according to the Global Risk Report 2023 by World Economic Forum and it is an issue that should be look at, as part of social sustainability due to the disruption it can cause to businesses' ESG targets and sustainability goals.



OUR FOUR SUSTAINABILITY PILLARS

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CAN through its Workstream 2 – Capacity Building, together with its members, CelcomDigi (venue sponsor), GHL Systems Berhad, Fraser & Neave Holdings Bhd (F&N), Ricoh (Malaysia) Sdn Bhd, and Malaysia Digital Economy Corporation (MDEC), brought together a special sharing on Trust and Cybersecurity. The sharing was presented succinctly by two distinguished and experienced Cybersecurity Experts - Victor Lo, Head of Department Digital Technology Malaysia Digital Economy Corporation (MDEC) and Sivakumar Nagaretnam, Head Cybersecurity CelcomDigi on the topic of cyber threats and ways to counter it. There was further sharing on a number of Digital Technology platforms and Cybersecurity Innovation Programmes that is available to build trust and strengthen the cyber security.

Other contributions by GHL into advancing Sustainability efforts includes:

- **World ESG Summit in Kuala Lumpur, Malaysia**

Representing GHL Systems Berhad, the Group Head of Legal, Compliance and Sustainability, Mr. Chong Kok Wai, was in a panel discussion entitled “Corporate Climate Action and the Energy Transition” at the World ESG Summit, Kuala Lumpur, Malaysia held on the 21-22 August 2023. This is a pivotal event which showcased GHL’s contribution on advancing discussions around Environmental, Social, and Governance matters.



- **ESG Summit Thailand**

Mr. Chong Kok Wai, Group Head of Legal, Compliance and Sustainability was invited to share GHL Systems Berhad’s approach for effectively incorporating ESG principles into the operations at the recent ESG Summit Thailand - Future Roadmap for Net-Zero Economy. He delved into several important aspects of GHL’s approach to ESG integration, which includes energy management, renewable energy, circular economy, governance and regulatory compliance.



OUR FOUR SUSTAINABILITY PILLARS

CONT'D

PILLAR 4: OUR COMMITMENT TO THE ENVIRONMENT

Environmental Excellence

Guided by our corporate vision and mission, the company has incorporated Environmental, Social and Governance ("ESG") values into our business strategy and operations towards a more sustainable and ESG-conscious future, in addition to providing our stakeholders with long-term value creation. To help achieve the Paris Agreement global climate targets, GHL endeavours its best effort in economic and socio transition in order to achieve low carbon operations by reducing 50% of our carbon emissions by 2030.

GHL continues to drive improvements and evolve our sustainability efforts to contribute to the global climate challenges in accordance to our Climate Change & Risk Policy. Recognising that a sizeable proportion of our carbon footprint lies beyond our direct control and our operations, we are committed in active engagement with stakeholders, including our supply chain. This is to mitigate climate impact and to influence communities we operate in to transition towards low-carbon solutions.

GHL has also begun to raise awareness amongst our stakeholders through social media. We have made our sustainability programmes available on LinkedIn, YouTube and Facebook through our GHL Systems Berhad's social media accounts.

Our Contribution to Climate Change

We are committed to manage our environmental footprint and provide opportunities to help advance environmental protection. These commitments involve actions focused on mitigating our carbon emissions, managing consumption of natural resources like water, enhancing our waste management practices and engaging partners across our value chain to build resilience to climate change.

Implementing ESG principles and installing a solar energy platform in the company improved overall performance, which is remarkable given that our initial goal was only to increase renewable energy generation and reduce our carbon footprint by relying less on grid electricity. Incorporating ESG principles into business practices has become an important part of mainstream investment decision-making, we see this as an opportunity for GHL to build trust with our investors and shareholders.

Climate change has been incorporated into the Group's business strategy. Potential climate impacts are identified and addressed in our Crisis Management Strategy Policy. We are committed to contributing to carbon reduction as we operate in a region that is vulnerable to the impacts of climate change such as floods, bushfire and hurricanes, which may potentially affect the longevity of our business.

As our employees are the core of our business, we believe employee engagement is critical in our corporate sustainability journey. Hence, we will continue to educate our employees across our group through various environmental initiatives.

Transition to Cloud Computing with Amazon Web Services ("AWS")

Our digital services are reliant on energy consumption, which constitutes the vast majority of our operational greenhouse gas ("GHG") emissions. In year 2022, we commenced transition of our processing platforms and applications from on-premise data centres to cloud-based solutions via Amazon Web Services ("AWS"). This transition is well in line with our climate efforts as cloud computing is more energy efficient. Additionally, AWS has further committed to renewable energy purchases to power its cloud servers, reducing our operations' dependence on fuel-based grid electricity.

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CONT'D

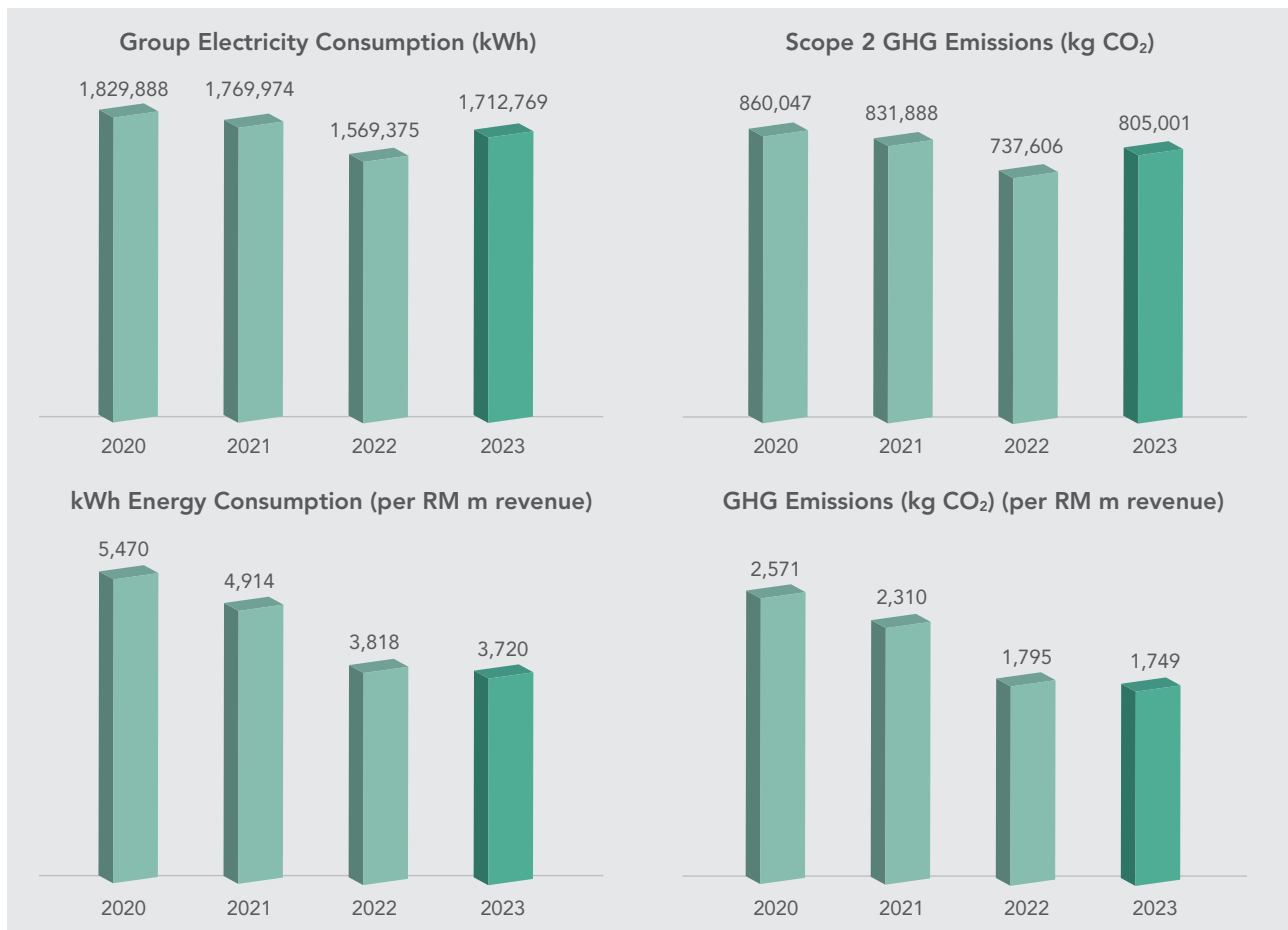
Reduction in Carbon Footprint**		
2021	2022	2023*
6.2 Tonnes in total emissions saved	23.9 Tonnes in total emissions saved	3.9 Tonnes in total emissions saved
4.6 Tonnes from renewable energy	2.8 Tonnes from renewable energy	0.2 Tonnes from renewable energy
1.6 Tonnes from cloud computing	21.0 Tonnes from cloud computing	3.7 Tonnes from cloud computing
		*up until October 2023

** Data extracted from AWS system and applicable for GHL Malaysia only.

Renewable Energy Generation – Photovoltaic (PV) Solar Panels in our Headquarters (HQ)

The photovoltaic solar panels, which were installed at our office buildings last year to increase renewable energy generation and decrease our reliance on grid electricity. Due to the use of renewable energy, since April 2022, we have managed to save a sum of RM 44,223.50 in FY2023, as compare to the actual grid electricity usage which is equivalent to a 25.6% in savings.

In our efforts to reduce overall energy consumption, employees at GHL practices hybrid work arrangements. Hybrid work arrangements at GHL encourages employees to work from home 2 days per week, subjected to Head of Departments and/or person-in-charge's approval. This arrangement resulted to a further reduction of our Scope 2 GHG Emission, which can be seen as follows:



OUR FOUR SUSTAINABILITY PILLARS

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Partnering with EcoNinja on the Greening Malaysia Programme 2021-2025

We continue to partner EcoNinja on the Greening Malaysia Programme 2021-2025, as part of our carbon reduction strategy and continuous efforts to contribute to Biodiversity. The programme aims to sequester carbon through trees. Approximately 300 trees were planted in FY2021, with our offset performance tracked through EcoNinja.



Biodiversity Impact Programme in collaboration with Urban Hijau – Beekeeper Workshop

Biodiversity decline and ecosystem collapse stand out as the fastest deteriorating global risks over the next decade, as highlighted in the Global Risk Report 2023 by the World Economic Forum. As we embrace biodiversity in GHL in our Sustainability Roadmap, we are proud to have this wonderful and educational program on the pollination of the kelulut stingless bees in collaboration with experts from Urban Hijau, to educate our employees the importance of biodiversity to the ecosystem and how sustainability is closely linked to biodiversity. This event aims to also raise awareness and enhance the learning journey of our employees through this event, by deepening our understanding about these essential pollinators and their role in maintaining a healthy ecosystem.



Waste Management

The majority of our waste generation results from Malaysia, Thailand and Philippines operations. The primary waste recorded are electronic waste ("e-waste") from obsolete terminals that can no longer be used in our operations. Our formal company procedure is to ensure obsolete terminals are disposed of in a responsible manner.

We recognise that partnership with specialised waste disposal authority is crucial to the safe transportation and disposal of hazardous waste. In the year 2023, we continue to collaborate with Trashcycle to ensure proper waste management. Across our regional footprint, qualified contractors and agencies are appointed for the management and recovery of e-waste, in alignment to each country's regulation and industry best practices. The collected e-waste will be shredded and utilised in concrete mixture to serve as a partial replacement to coarse aggregates.

The amount of office waste generated by GHL was negligible in FY2023 as most of our operations were conducted online. This is compounded by our hybrid-working arrangement where domestic office waste is further reduced compared to previous years.

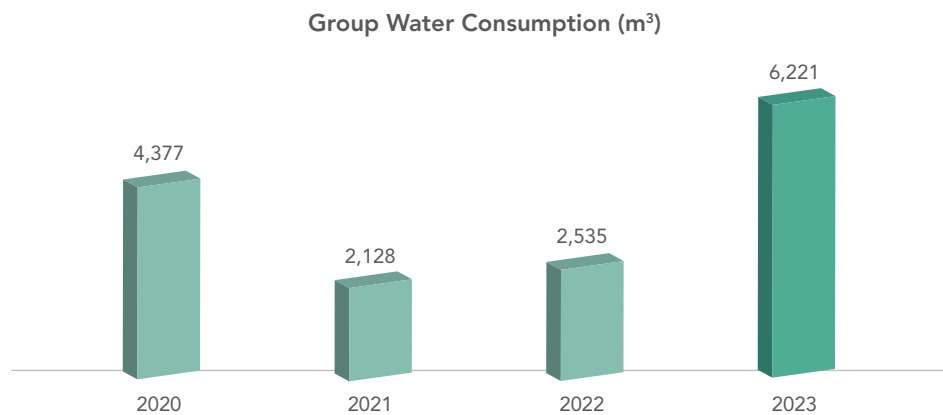
Water Stewardship

Water is primarily used as cooling agent in our servers and for domestic use in our office buildings. We remain cognisant of the issue of water security in water-scarce markets such as Australia. The Group's water-related risks are negligible as the size of our Australia operations is minimal, and our other operations are not located in water-scarce regions.

OUR FOUR SUSTAINABILITY PILLARS

CONT'D

Our annual water consumption is tracked across our office building in all countries we operate in. In FY2023, the Group's total water consumption amounted to 6,221 m³. The figure has increased, as most of our employees are back to office at maximum capacity.



Conclusion

With the rise of ESG investments, Fintech companies play a key role in the transition towards a sustainable economic model. GHL strives to empower sustainability leadership through collaboration and co-creation with our partners to drive ESG solutions.

GHL plays an active role in the CEO Action Network (CAN). As a member, we are committed to engage with various stakeholders as well as our peers across various sectors to forge partnerships and exchange industry best practices. This is as part of our commitment to responsible business practices and sustainable development. Moving forward, we will continue to strengthen our commitments to become an ESG-centric company that provides innovative financial solutions and sustainable long-term value to all our stakeholders.

APPENDICES

KEY PERFORMANCE INDICATORS

PILLAR 1: CORPORATE AND BUSINESS INTEGRITY

	2021		2022		2023	
	Group		Group		Group	
	Number	%	Number	%	Number	%
Anti-Corruption*						
Employees received training on anti-corruption	-	100%	-	100%	-	100%
i) Management (M2 & Above)	-	-	-	-	-	-
ii) Executives (E3 & M1)	-	-	-	-	-	-
iii) Associates (E1 & E2)	-	-	-	-	-	-
Percentage of operations assessed for corruption-related risks	-	100%	-	100%	-	100%
Confirmed incidents of corruption	0	0	0	0	0	0
Action taken on confirmed incidents of corruption	0	0	0	0	0	0
Data Privacy and Cyber Security*						
Number of substantiated complaints concerning breaches of customer privacy	-	-	-	-	0	0
Number of complaints concerning losses of customer data	-	-	-	-	0	0

Notes:

1. '**' refers to Bursa Malaysia Common and/or Sector-specific Sustainability Matters
2. '-' indicates that the data is not available.
3. Figures stated may not add up due to rounding of decimals.
4. The data and information provided have been prepared to the best of our ability in ensuring completeness, accuracy and reliability.

PILLAR 2: CUSTOMER GROWTH

Indicator	Unit of Measurement	Country of Operation	MY	TH	PH
Net Promoter Score	Percentage (%)	2023	85	-	-
		2022	84		
		2021	90		
		2020	49		
Fault Call Ratio	Percentage (%)	2023	1.61	0.60	2.74
		2022	1.75	-	-
		2021	1.46	-	-
		2020	1.82	-	-

Notes:

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PILLAR 3: SUSTAINABLE WORKFORCE AND COMMUNITY

			2021		2022		2023		
			Group		Group		Group		
			Number	%	Number	%	Number	%	
Board Diversity*									
Total Board Members		Number	9	100	8	100	8	100	
Age Group									
i)	Age 30 & Below		1	11.0	0	0	0	0	
ii)	Between ages 31 - 50 year old		1	11.0	1	12.5	1	12.5	
iii)	Above 51 year old		7	78.0	7	87.5	7	87.5	
Gender		Male	6	66.7	5	63	5	63	
		Female	3	33.3	3	37	3	37	
Employee Count									
Total Employees		Number	908	100	899	100	952	100	
		Male	561	62	564	63	580	61	
		Female	347	38	335	37	372	39	
Age Group									
i)	Age 30 & Below	Male	180	54.5	170	55	157	51	
		Female	150	45.5	141	45	151	49	
ii)	Between ages 31 - 50 year old	Male	355	65.4	360	66	375	64	
		Female	188	34.6	183	34	210	36	
iii)	Above 51 year old	Male	23	65.7	34	76	45	76	
		Female	12	34.3	11	24	14	24	
Breakdown by Region		MY	Male	350	57.9	353	59	375	58
			Female	254	42.1	241	41	273	42
		TH	Male	49	56.3	49	55	58	57.4
			Female	38	43.7	40	45	43	42.6
		PH	Male	156	73.2	158	75	143	71.9
			Female	57	26.8	53	25	56	28.1
		Indonesia	Male	2	66.6	2	67	3	100
			Female	1	33.3	1	33	0	-
		Australia	Male	1	100	2	100	1	100
			Female	-	-	-	-	0	-
Employee Attrition (Turnover Rate)									
Total Attrition		Number	199	-	237	-	193	-	
i)	Management (M2 & Above)	Number	38	-	30	-	17	-	
ii)	Executives (E3 & M1)	Number	38	-	61	-	48	-	
iii)	Associates (E1 & E2)	Number	123	-	146	-	128	-	
Annualised Attrition Rate		Percentage (%)	-	21	-	29	-	25	

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		2021		2022		2023	
		Group		Group		Group	
		Number	%	Number	%	Number	%
Employee Diversity*							
Gender							
i) Management (M2 & Above)	Male	27	65.7	26	63	104	59
	Female	11	34.3	15	37	71	41
ii) Executives (E3 & M1)	Male	109	65.4	120	56	154	55
	Female	102	34.6	93	44	124	45
iii) Associates (E1 & E2)	Male	424	54.5	417	65	323	65
	Female	234	45.5	227	35	176	35
New Hires							
Total New Hires	Percentage (%)	-	25	-	24	234	25
Gender	Male	-	-	-	-	118	50.43
	Female	-	-	-	-	116	49.57
Learning and Development							
Total Number of Training Programmes conducted	Number	50	-	81	-	614	-
Training Programmes Conducted:							
- Soft Skills	Percentage (%)	-	14	-	33	-	20
- Technical Skills	Percentage (%)	-	50	-	49	-	35
- Managerial & Leadership	Percentage (%)	-	18	-	8	-	13
- Compliance Training	Percentage (%)	-	18	-	10	-	1
- Health & Safety Standards*	Total No. of Employees	-	-	-	-	20	3.25
Total Training Hours Conducted	Hours Group-wide	4,302	-	9,078	-	7,589	-
Average Training Hours	Hours per employee	4.74	-	9.5	-	8	-
Number of Employees onboarded on HIPO Programme	Total No. of Employees	20 (MY, PH, TH, ID)	-	20 (MY, TH, PH)	-	24	-
Number of Employees graduated from 1 year HIPO Programme	Total No. of Employees	20 (MY, PH, TH, ID)	-	20 (MY, TH, PH)	-	21 (MY only)	-
University Graduates Interned in GHL	Total No. of Employees	2	-	11	-	32	-

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		2021		2022		2023	
		Group		Group		Group	
		Number	%	Number	%	Number	%
Corporate Social Responsibility (CSR) Programmes							
Number of Non-Governmental Organisation (NGO)s supported	Number	7	-	6	-	5	-
Total Donation Amount to Non-Governmental Organisation (NGO)s	RM	24,488	-	33,331.25	-	11,585	-
Labour Practices and Standards*							
Number of substantiated complaints concerning human rights violation	Number	0	0	0	0	0	0
Supply Chain Management*							
Proportion of spending on suppliers:							
i) Local Suppliers	RM	-	-	-	-	131,068,110	82
ii) Foreign Suppliers	RM	-	-	-	-	28,923,798	18
Total	RM	-	-	-	-	159,991,908	100

Notes:

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PILLAR 4: ENVIRONMENT EXCELLENCE

Scope and Categories	Unit of Measurement	2020	2021	2022	2023
Emissions*					
GHG Emissions					
Scope 1					
Company Vehicle (Fuel) ⁵	tonnes CO ₂	-	-	-	54.40
Scope 1 Subtotal	tonnes CO ₂	-	-	-	54.40
Scope 2					
Emissions from Data Centre	tonnes CO ₂	-	4.305	29.3	5.16
Purchased Electricity ⁶	kg CO ₂	860,047	831,888	737,606	805,001
Total Purchased Electricity	tonnes CO ₂	860.047	831.888	737.606	805.001
Scope 2 Subtotal	tonnes CO ₂	860.047	836.193	766.906	810.16
Scope 3					
Business Travel ⁷	tonnes CO ₂	-	-	-	41.54
Employee Commuting ⁸	tonnes CO ₂	-	-	-	20.33
Waste Generation in operations (Total waste directed to disposal)	tonnes CO ₂	-	-	-	0.407
Scope 3 Subtotal	tonnes CO ₂	-	-	-	62.28
Total GHG Emissions (Scope 1 and 2)	tonnes CO ₂	860.047	836.193	766.906	864.56
Total GHG Emissions (Scope 1, 2 and 3)	tonnes CO ₂	860.047	836.193	766.906	926.84

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Scope and Categories	Unit of Measurement	2020	2021	2022	2023
GHG Emissions Avoidance					
Scope 2					
Renewable Energy ⁹	tonnes CO ₂	-	-	63.19	84.85
Scope 2 Subtotal	tonnes CO ₂	-	-	63.19	84.85
Scope 3					
Purchased Goods and Services ¹⁰	tonnes CO ₂	-	-	-	21,119
Scope 3 Subtotal	tonnes CO ₂	-	-	-	21,119
Total GHG Emissions Avoidance	tonnes CO ₂	-	-	63.19	21,204

Notes:

1. '*' refers to Bursa Malaysia Common and/or Sector-specific Sustainability Matters
2. '-' indicates that the data is not available.
3. Figures stated may not add up due to rounding of decimals.
4. The data and information provided have been prepared to the best of our ability in ensuring completeness, accuracy and reliability.
5. We have used petrol card system to calculate directly measured fuel used. Measured by monthly petrol bill over the petrol price. Data measured is for Malaysia and Philippines only.
6. Data calculated based Harmonized grid emission factor data set by the United Nations Framework Convention on Climate Change (UNFCCC).
7. Data calculated via the spend-based method, through claims from bills, invoices and payments on air travel, based on Emission Factors for Greenhouse Gas Inventories.
8. Data calculated via the spend-based method, through claims from bills, invoices and payments on passenger car, based on Emission Factors for Greenhouse Gas Inventories. Claims are for all other employees other than Senior Management. Data measured is for Malaysia only.
9. Data source is from our solar photovoltaic system vendor, JT Green Tech Sdn Bhd.
10. Data calculated via the spend-based method on goods and services purchased through suppliers with reference to GHG Protocol.

Indicator	Unit of Measurement	2020	2021	2022	2023
Energy Consumption Management*					
Group Electricity Consumption	kwh	1,829,888	1,769,974	1,569,375	1,712,769
Total Group Electricity Consumption	kwh	1,829,888	1,769,974	1,569,375	1,712,769
Renewable Energy – Solar Photovoltaic System					
Renewable Energy Generation	kWh	-	-	63,380	85,108
Renewable Energy Self-Consumption	kWh	-	-	55,270	74,532
Total Energy Import from Source	kWh	-	-	174,919	237,251
Total Energy Usage	kWh	-	-	230,189	311,783
Renewable Energy Self-produced sold (Excess Power)	kWh	-	-	8,110	10,576
Total Energy Consumption	kwh	-	-	1,791,454	2,013,976
% of Renewable Energy from Overall Electricity Consumption	%	-	-	3.6	4.4
Energy Intensity					
Energy Intensity (Group Electricity Consumption)	kWh per RM mil revenue	5,470	4,914	3,818	3,720
Scope 2 GHG Emissions	kg CO ₂ per RM m revenue	2,571	2,310	1,795	1,749

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Indicator	Unit of Measurement	2020	2021	2022	2023
Energy from Cloud Computing - Carbon Footprint ⁵ (data from AWS Cloud System)					
Emissions Emitted from Cloud Computing	tonnes	-	4.305	29.3	5.155
Total Emissions saved on AWS	tonnes	-	10.55	23.9	3.918
Total Emissions from AWS renewable energy purchases	tonnes	-	7.44	2.8	0.207
Total Emissions saved by using AWS computing services	tonnes	-	3.1	21.1	3.711

*data from January - October 2023

Water Stewardship*					
Group Water Consumption	m ³	4,377	2,128	2,535	6,221
Total Water Consumption	m³	4,377	2,128	2,535	6,221

Waste Management* (data for Malaysia & Philippines only)					
Total Waste generated from operations	tonnes	-	-	-	20.34
• EDC Terminals	tonnes	-	-	-	8.68
• Cash Kiosk ⁶	tonnes	-	-	-	0.012
• Peripherals ⁷	tonnes	-	-	-	11.64
Total Waste generated from operations⁸	tonnes CO₂	-	-	-	0.407

Notes:

1. '*' refers to Bursa Malaysia Common and/or Sector-specific Sustainability Matters
2. '-' indicates that the data is not available.
3. Figures stated may not add up due to rounding of decimals.
4. The data and information provided have been prepared to the best of our ability in ensuring completeness, accuracy and reliability.
5. The data for energy from Cloud Computing - Carbon Footprint in year 2022 and 2021 have been restated due to improvement of data availability and collection. Data is available for Malaysia only and data for 2023 is from January – October 2023.
6. Data available for Malaysia only.
7. Data available for Philippines only. Peripherals consisting of unserialized defective power packs, cables, accessories and other spares from cannibalized or salvaged units.
8. Data calculated for total waste generated from operations is based on Emission Factors for Greenhouse Gas Inventories.

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STATEMENT OF ASSURANCE

Assurance Undertaken

In strengthening the credibility of the Sustainability Statement, this Sustainability Statement has been subjected to an internal review by the Group Internal Audit and has been reported to the Audit and Risk Committee.

The Scope, Subject Matter(s) covered, and Conclusion

Type of Assurance	Material Matters	Subject Matter	Scope	Conclusion
Internal Review:				
Environment	Climate Change	Total energy consumption	Operations assessed: Malaysia Thailand Philippines	Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Subject Matter as presented in GHL Systems Behad’s Sustainability Statement have not been prepared and presented fairly, in all material respects, in accordance with the defined Criteria*.
		Scope 1 emissions in tonnes of CO ₂		
		Scope 2 emissions in tonnes of CO ₂		
		Scope 3 emissions in tonnes of CO ₂ (i.e. business travel)		
	Waste Management	Total waste generated, and a breakdown of the following: (i) Total waste diverted from disposal (ii) Total waste directed to disposal		
Water Stewardship		Total volume of water used		
Social	Diversity (D.E.I.)	Percentage of employees by gender and age group, for each employee category		
		Percentage of Directors by gender and age group		
	Labour practices and standards	Total hours of training by employees category		
		Percentage of employees that are contractors or temporary staff		
		Total number of employee turnover by employee		
		Number of substantiated complaints concerning human rights violations		
	Health and Safety	Number of employees trained on health and safety		
	CSR	Total amount invested in the community where the target beneficiaries are external to the listed issuer		
		Total number of beneficiaries of the investment in communities		
	Supply Chain Management	Proportion of spending on local suppliers		

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Type of Assurance	Material Matters	Subject Matter	Scope	Conclusion
Governance	Anti-corruption	Percentage of employees who have received training on anti-corruption by employee category		
		Percentage of operations assessed for corruption-related risk		
		Confirmed incidents of corruption and action taken		
	Cyber security and Data Protection	Number of substantiated complaints concerning breaches of customer privacy and losses of customer data		

We will continue to improve on our data accuracy and quality to strengthen our disclosures moving forward by ensuring that all indicators will be subjected to independent assurance in the next 5 years.

*Note: In preparing the Subject Matter mentioned above, GHL Systems Berhad applied the following criteria:

- The Global Reporting Initiative ("GRI") Standards
- GHL Systems Berhad's relevant policies and procedures

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GRI CONTENT INDEX

Statement of use	GHL Systems Berhad has reported the information cited in this GRI content index for the period 1 January 2023 to 31 December 2023 with reference to the GRI Standards.
GRI 1 used	GRI 1 : Foundation 2021

GRI Standard	Disclosure Number	Disclosure Title	Bursa Malaysia	F4GBM ESG Themes	UN SDGs	Page Reference
General Disclosures						
GRI 2: General Disclosures 2021	The organisation and its reporting practices					
	2-1	Organisational details	-	-	-	2 - 5
	2-2	Entities included in the organisation's sustainability reporting				2
	2-3	Reporting period, frequency and contact point				2, 3
	Activities and workers					
	2-6	Activities, value chain and other business relationships	Labour Practices & Standards	Labour Standards	5, 8	4, 5, 36 - 39
	2-7	Employees				29 - 34, 45, 46
	Governance					
	2-9	Governance structure and composition	-	Corporate Governance	5, 16	10
	2-11	Chair of the highest governance body				10
	2-12	Role of the highest governance body in overseeing the management of impacts				10
	2-13	Delegation of responsibility for managing impacts				10
	2-14	Role of the highest governance body in sustainability reporting				10
	2-16	Communication of critical concerns				24
	2-17	Collective knowledge of the highest governance body				10
	2-19	Remuneration policies				32 - 34
	2-20	Process to determine remuneration				32 - 34
	2-21	Annual total compensation ratio				32 - 34

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GRI Standard	Disclosure Number	Disclosure Title	Bursa Malaysia	F4GBM ESG Themes	UN SDGs	Page Reference	
General Disclosures cont'd							
	Strategy, policies and practices						
	2-22	Statement on sustainable development strategy	Anti-Corruption	Anti-Corruption, Human Rights & Community, Risk Management	16	11, 12, 13, 20, 21	
	2-23	Policy Commitments				19, 20	
	2-24	Embedding policy commitments				19, 20	
	2-25	Processes to remediate negative impacts				19, 20	
	2-26	Mechanisms for seeking advice and raising concerns				24	
	2-27	Compliance with laws and regulations				24	
	2-28	Membership associations				36 - 39	
	Stakeholder engagement						
	2-29	Approach to stakeholder engagement	Labour Practices & Standards	Labour Standards	16	14	
Material Topics							
GRI 3: Material Topics 2021	3-1	Process to determine material topics	-	-	-	15	
	3-2	List of material topics				16, 17, 18	
	3-3	Management of material topics				16, 17, 19, 20, 21	
ESG Pillar Environmental Excellence							
Environment	GRI Standards 302: Energy 2016	302-1	Energy consumption within the organisation	Energy Management	Climate Change	7,12, 13	40, 41, 47 - 49
		302-4	Reduction of energy consumption				
	GRI Standards 303: Water and Effluents 2018	303-5	Water Consumption	Water	Pollution & Resources, Water Security	6	42, 43, 49
	GRI Standards 305: Emission 2016	305-1	Direct (Scope 1) GHG emissions	Emissions Management	Climate Change, Pollution & Resources	3, 12, 13, 14	47, 48
		305-2	Energy indirect (Scope 2) GHG emissions				47 - 49
		305-3	Other indirect (Scope 3) GHG emissions				47 - 49
		305-5	Reduction of GHG emissions				47 - 49

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GRI Standard		Disclosure Number	Disclosure Title	Bursa Malaysia	F4GBM ESG Themes	UN SDGs	Page Reference
ESG Pillar Environmental Excellence							
	GRI Standards 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	Waste Management	Pollution & Resources	12	42, 47, 49
		306-2	Management of significant waste-related impacts				42, 47, 49
		306-3	Waste generated				42, 47, 49
		306-5	Waste directed to disposal				42, 47, 49
ESG Pillar Sustainable Workforce and Community							
Social	GRI Standards 401: Employment 2016	401-1	New employee hires and employee turnover	Labour Practices & Standards	Labour Standards	5, 8	33, 46
		401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees				32 - 34
		401-3	Parental leave				33
	GRI Standards 403: Occupational Health and Safety 2018	403-5	Worker training on occupational health and safety	Health & Safety	Health & Safety	3, 8	29, 34, 46
		403-6	Promotion of worker health				32
	GRI Standards 404: Training and Education 2016	404-1	Average hours of training per year per employee	Labour Practices & Standards	Labour Standards	4, 5, 8	34, 46
		404-2	Programs for upgrading employee skills and transition assistance programs				33, 34, 46
		404-3	Programs for upgrading employee skills and transition assistance programs				33, 34, 46
	GRI Standards 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Labour Practices & Standards, Diversity	Labour Standards, Corporate Governance	5, 10	29 - 31, 45, 46
	GRI Standards 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken				32, 44, 47

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GRI Standard	Disclosure Number	Disclosure Title	Bursa Malaysia	F4GBM ESG Themes	UN SDGs	Page Reference
ESG Pillar Sustainable Workforce and Community						
GRI Standards 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessment and development programs	Community/ Society	Human Rights & Community	11	47
	GRI Standards 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Supply Chain Management	Supply Chain (Social), Supply Chain (Environmental)	12	47, 48
ESG Pillar Corporate and Business Integrity						
Governance	GRI Standards 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	Anti-Corruption	Anti-Corruption	16	23, 24, 44
		205-2 Communication and training about anti-corruption policies and procedures				23, 24, 44
		205-3 Confirmed incidents of corruption and actions taken				24, 44
	GRI Standards 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy and Security	-	16	22, 24, 44

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GLOSSARY

ABBREVIATIONS	FULL NAMES
ABC	Anti-Bribery and Anti-Corruption
AMLA or the AMLA Policy	Anti-Money Laundering Policy or Anti-Money Laundering, Anti-Terrorism Financing and Proceeds of Unlawful Activities Policy
BNPL	Buy Now Pay Later
Board	The Board of Directors
BCM	Business Continuity Management
BCP	Business Continuity Plan
CAN	The CEO Action Network
CDD	Customer Due Diligence
CSR	Corporate Social Responsibility
Director(s)	The director(s) of the Company
ERM	Enterprise Risk Management
ESG	Environment, Social and Governance (ESG); provides a structured framework for evaluating specific performance criteria
GRI Standards	GRI Sustainability Reporting Standards issued by the Global Sustainability Standards Board
HIPO programme	The High Potential (HIPO) Employee Development Program
ID	The Republic of Indonesia
KPI	Key Performance Indicator
Listing Rules	The Rules Governing the Listing of Securities on the Malaysia Stock Exchange (Bursa Malaysia)
MCCG	Malaysian Code on Corporate Governance of Securities Commission Malaysia
MPOS	Mobile point-of-sale
MY	Malaysia
NAC	Network Access Controllers
NPS	Net Promoter Score
OHSE	Occupational Health Safety and Environment Policy
OSH	Occupational Safety and Health
PH	The Philippines or The Republic of the Philippines
Reporting Period	The year ended 31 December 2023
RM	Ringgit Malaysia, the official currency of Malaysia
SLA	Service Level Agreements
SME	Small and Medium Enterprise
Sustainability	Sustainability takes a broader, holistic view, encompassing environmental, social, and economic dimensions
Sustainability Board Committee	The Sustainability Committee of the Company
SC	The Sustainability Committee
TCFD	Task Force on Climate-related Financial Disclosures
The Company or GHL	GHL Systems Berhad
The Group or We or Our	The company and its subsidiaries
TH	The Kingdom of Thailand
UN	The United Nations
UN SDG(s)	United Nations Sustainable Development Goals
Value Chain	For the purpose of this Guide, the full range of activities which are needed to move a product or service from conception through delivery to end-users and final disposal after use and includes supply chain.



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