

Sustainability Matter	Metric	Measurement Unit	2025	2026	Target	Assurance
PRODUCT AND SERVICE QUALITY	Customer complaints received	no.	0	0	0	Internal
PRODUCT AND SERVICE QUALITY	SLA compliance rate	%	100	100	100	Internal
CUSTOMER SATISFACTION AND CONTRACT RETENTION	Renewal rate	%	-	-	-	Internal
CUSTOMER SATISFACTION AND CONTRACT RETENTION	Number of invitation received for renewal opportunities	no.	-	-	-	Internal
CUSTOMER SATISFACTION AND CONTRACT RETENTION	Customer feedback	Qualitative	-	-	-	Internal
TALENT PIPELINE DEVELOPMENT	Number of interns engaged	no.	11	13	-	Internal
CIRCULAR ECONOMY AND PRODUCT LIFECYCLE MANAGEMENT	Average device lifespan	years	-	6	>6	Internal
CIRCULAR ECONOMY AND PRODUCT LIFECYCLE MANAGEMENT	Refurbishment rate of returned assets	%	8	10	-	Internal
CUSTOMER CLIMATE SOLUTIONS AND CARBON REDUCTION ENABLEMENT	Number of customers enrolled into CNCS programme	no.	3	2	-	Internal
CUSTOMER CLIMATE SOLUTIONS AND CARBON REDUCTION ENABLEMENT	Carbon emissions offset	tonnes CO2e	73	184	-	Internal
CUSTOMER CLIMATE SOLUTIONS AND CARBON REDUCTION ENABLEMENT	Carbon credits retired	tonnes CO2e	73	184	-	Internal
GREENHOUSE GAS EMISSIONS	Scope 1 GHG emissions	tonnes CO2e	12.9	23.4	-	Internal

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GREENHOUSE GAS EMISSIONS	Scope 2 GHG emissions	tonnes CO2e	47	47.2	-	Internal
GREENHOUSE GAS EMISSIONS	Scope 3 GHG emissions	tonnes CO2e	3,745.1	5,472.7	-	Internal
GREENHOUSE GAS EMISSIONS	Total carbon emission (Scope 1, 2 and 3)	tonnes CO2e	3,805.0	5,543.3	-	Internal
GREENHOUSE GAS EMISSIONS	Carbon intensity (Scope 1, 2 and 3)	tonnes CO2e per RM million revenue	29.78	41.33	-	Internal
ENERGY MANAGEMENT AND EFFICIENCY	Total electricity consumption	kWh	72,734	68,962	-	Internal
ENERGY MANAGEMENT AND EFFICIENCY	Total fuel consumption	litre	5,626	8,531.5	-	Internal
ENERGY MANAGEMENT AND EFFICIENCY	Electricity intensity	kWh per RM '000 revenue	0.57	0.51	-	Internal
ENERGY MANAGEMENT AND EFFICIENCY	Electricity intensity	kWh per square foot of area	3.0	2.8	-	Internal
ENERGY MANAGEMENT AND EFFICIENCY	Carbon emission (Scope 1 and 2)	tonnes CO2e	60.0	55.1	-	Internal
ENERGY MANAGEMENT AND EFFICIENCY	Carbon emission (Scope 1 and 2)	tonnes CO2e per RM million revenue	0.47	0.29	-	Internal
WASTE MANAGEMENT	Volume of paper recycled	kg	574	890	-	Internal
WASTE MANAGEMENT	Volume of e-waste disposed	%	0	12	-	Internal
BUSINESS ETHICS AND ANTI-CORRUPTION	Number of misconduct cases reported	no.	0	0	0	Internal
BUSINESS ETHICS AND ANTI-CORRUPTION	Participation rate of anti-corruption training program	%	64	46	-	Internal

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SUPPLY CHAIN MANAGEMENT AND RESPONSIBLE PROCUREMENT	Supplier assessment	Qualitative	-	-	-	Internal
SUPPLY CHAIN MANAGEMENT AND RESPONSIBLE PROCUREMENT	Percentage of suppliers assessed	%	-	2	-	Internal
DIVERSITY, EQUITY AND INCLUSION (DEI)	Workforce by gender composition - Male	%	57	60	-	Internal
DIVERSITY, EQUITY AND INCLUSION (DEI)	Workforce by gender composition - Female	%	43	40	-	Internal
DIVERSITY, EQUITY AND INCLUSION (DEI)	Workforce by age composition <30 years old	%	31	34	-	Internal
DIVERSITY, EQUITY AND INCLUSION (DEI)	Workforce by age composition 30-50 years old	%	58	57	-	Internal
DIVERSITY, EQUITY AND INCLUSION (DEI)	Workforce by age composition >50 years old	%	10	9	-	Internal
EMPLOYEE ENGAGEMENT AND WELL-BEING	Number of engagement activities per year	no.	8	12	-	Internal
EMPLOYEE ENGAGEMENT AND WELL-BEING	Number of performance review	%	100	100	100	Internal
TALENT ATTRACTION AND RETENTION	Number of internship placement	no.	11	13	-	Internal
TALENT ATTRACTION AND RETENTION	Employee turnover rate	%	20.9	14.3	20	Internal
TRAINING AND DEVELOPMENT	Training participation	Qualitative	-	-	-	Internal

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TRAINING AND DEVELOPMENT	Average training hours per employee	hours	39	20	20	Internal
OCCUPATIONAL SAFETY AND HEALTH	Number of workplace incidents	no.	0	0	0	Internal
DATA PRIVACY AND PROTECTION	Number of reported customer complaints relating to data handling or privacy matters	no.	0	0	0	Internal