

BUILDING A
SUSTAINABLE
COMPANY



Welcome to the PRIVASIA Technology Berhad (“PRIVASIA”) Sustainability Report 2022, which details the Group’s progress on its sustainability journey. It serves as our primary annual disclosure on Economic, Environmental, Social and Governance (“EESG”) performance and should be read with the Annual Report 2022.

Data in this report covers the period between 1 January 2022 and 31 December 2022 unless otherwise indicated.

This report covers PRIVASIA’s operations across our three business segments: Information Technology (“IT”), Information and Communication Technologies (“ICT”) and Satellite-based network services (“SAT”). References to “PRIVASIA”, “the Group”, “the Company”, “we”, “our”, and similar refer to PRIVASIA and its operating companies. We strive to extend our scope and boundary to include all parties involved in our value chain network.

PRIVASIA prepared this report according to the Global Reporting Initiative (“GRI”) Universal Standards and other local and international sustainability guidelines, including the following:

- *Bursa Malaysia Sustainability Reporting Guide;*
- *United Nations Sustainable Development Goals (“UNSDG”);*
- *ISO 26000 Guidance on Social Responsibility*

Bursa Malaysia’s updated reporting requirements mandate implementing the Task Force’s recommendations on Climate-related Financial Disclosures (“TCFD”) by 2025. PRIVASIA has disclosed a basic transition plan towards a low-carbon economy to elevate sustainability reporting in ACE market listed companies.

This report includes selected data on material sustainability topics. For a complete overview of our sustainability data disclosures, please refer to our 2022 Sustainability Performance Data on page 26.

We welcome your queries and feedback on this report. Please get in touch with the PRIVASIA office at:

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OUR APPROACH TO SUSTAINABILITY

INTRODUCTION

Sustainability underpins how we do business and how we respect and create value for our stakeholders. It has been ingrained in our processes, policies, business values, and company culture for many years. Today, EESG goals are a vital element of our corporate strategy.

Our sustainable approach to creating long-term value helps us deliver positive outcomes for stakeholders, minimise adverse impacts, contribute to society and conserve the environment.

COMPANY

Our primary focus is mainly on value creation for all stakeholders. Our vision is to elevate sustainability through governance, transparency via engagement with direct board oversight and accountability over social, environmental and economic issues.

SERVICES

We endeavour to provide the best quality service to all our clients as they are part of our esteemed valued stakeholders.

ALIGNING OUR SUSTAINABILITY FOCUS AREAS WITH THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UNSDGS)



GOVERNANCE

- I. Develop and maintain a system of governance aligned with the best national and international standards and practices.



PEOPLE

- I. Foster the involvement, well-being and development of our people.
- II. Continually improve, innovate and guarantee high safety standards along the value chain.



ENVIRONMENT

- I. Achieve carbon neutrality by 2035.
- II. Reduce environmental footprint with a circular economy approach.



INNOVATION

- I. Play an essential part in supporting our clients and community in the digitalisation of our nation.



COMMUNITY

- I. Contribute to the social, technological and economic development of our communities.

SUSTAINABILITY GOVERNANCE

INTRODUCTION

We are committed to protecting our people, environment, assets and reputation. Good governance is instrumental in upholding a history of high ethical standards and improving the Group’s decision-making processes. It forms the foundation of our sustainability strategy.

Effective sustainability management requires committed leadership, clear direction and strategic influence. A robust governance structure helps PRIVASIA implement a sustainability strategy, manage KPIs and goals, strengthen stakeholder relations and ensure overall accountability.



MATERIALITY ASSESSMENT 2022

Materiality assessments are formal exercises that engage stakeholders to learn how vital sustainability issues are to them. These insights guide strategy and communication and help PRIVASIA tell a more meaningful sustainability story.

We conduct periodic materiality assessments to identify EESG issues linked to the stakeholder interests and relevant to business success. We assess the importance of these issues to our stakeholders and the Group. The assessment helps prioritise areas which matter the most to key stakeholders and our business.

During the last quarter of 2022, we performed a comprehensive materiality assessment. The process, led by an independent third party, identified 13 critical topics grouped into three main pillars: economic, environmental and social. The study reviewed market trends, peers and competitors and reporting frameworks. The review ranks the importance of different topics to PRIVASIA and its stakeholders.



IDENTIFICATION OF SUSTAINABILITY MATTERS

Identified key issues and defined stakeholders



PRIORITISATION OF MATERIAL SUSTAINABILITY MATTERS

Conducted an online survey across 7 stakeholder groups



REVIEW AND VALIDATION OF PROCESS AND OUTCOME

Board of directors confirmed relevance of identified material issues











STAKEHOLDER ENGAGEMENT, ISSUE PRIORITISATION AND RESULTS

PRIVASIA launched the PRIVASIA Stakeholder Materiality Survey 2022 in the fourth quarter of 2022. Appointing an external consultant to conduct the survey ensured the impartiality and anonymity of the respondents.







MATERIALITY ASSESSMENT TOPICS

PRIVASIA queried stakeholders on the importance of 13 Economic, Environmental and Social issues. These issues, along with their related GRI topics and the UNSDGs, are presented in the table below.



MATERIAL ISSUE	DESCRIPTION	RELATED GRI-TOPIC	RELATED UNSDGs
ECONOMIC			
REGULATORY COMPLIANCE	Eliminating anti-competitive behaviour and corruption while complying with all other economic, environmental and social legislation	I. Anti-Competitive Behaviour II. Environmental Compliance III.Socio-economic Compliance	 
SUSTAINABLE SUPPLY CHAIN MANAGEMENT	Integrating environmentally and socially viable practices into the complete supply chain lifecycle	I. Procurement Practices II. Supplier Environmental Assessment III.Supplier Social Assessment	 
INDUSTRIAL ADVANCEMENT & NATION BUILDING	Advancing the industry and nation with High-Speed Internet Access and other software and IT services	I. Indirect Economic Impacts	     



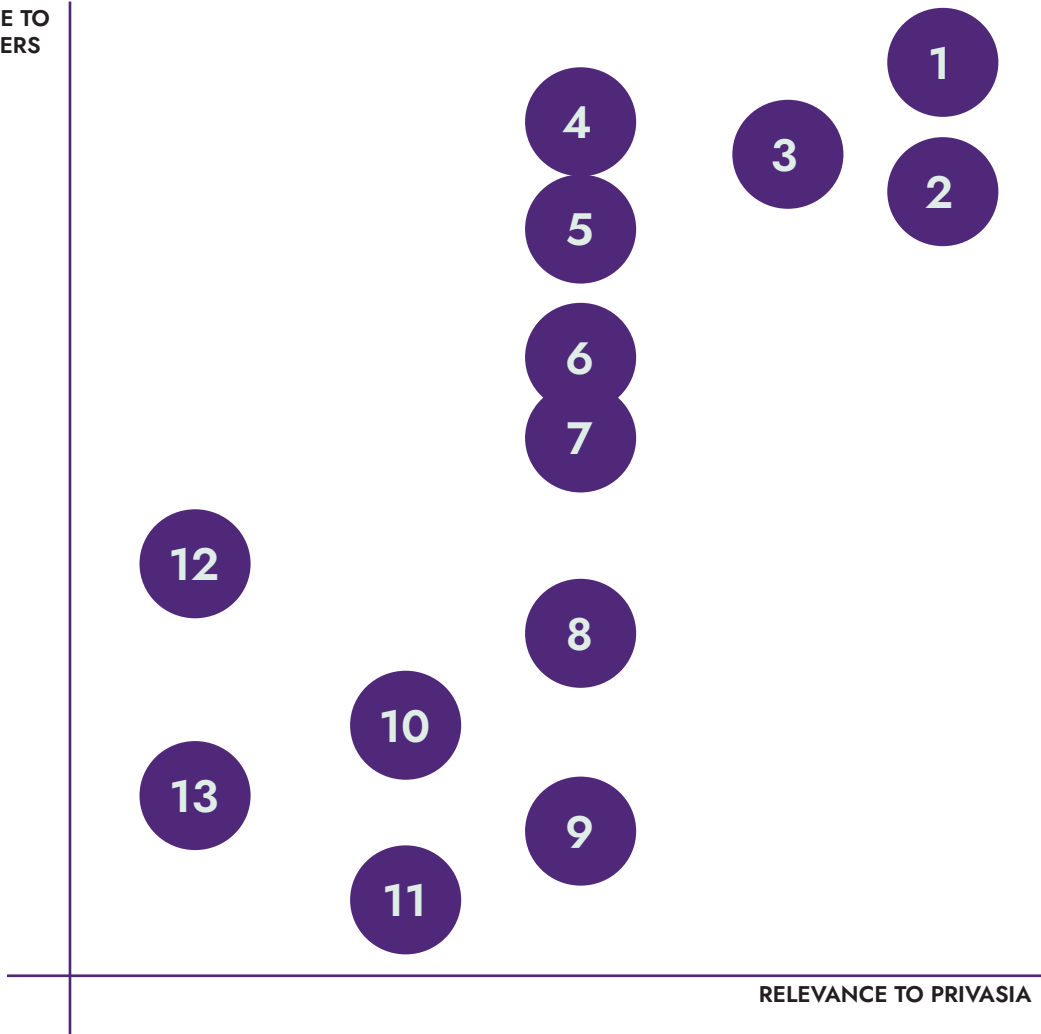
MATERIAL ISSUE	DESCRIPTION	RELATED GRI-TOPIC	RELATED UNSDGs
ENVIRONMENT			
ENERGY & CLIMATE CHANGE	Managing and reporting our energy and greenhouse gases produced by our data centres and vehicles	I. Energy II. Emissions	   
WASTE	Minimising e-waste, paper and all types of waste and recycling whenever possible	I. Effluents And Waste	 

MATERIALITY ASSESSMENT TOPICS
(continued)



MATERIAL ISSUE	DESCRIPTION	RELATED GRI-TOPIC	RELATED UNSDGs
SOCIAL			
DIVERSITY, EQUAL OPPORTUNITY & NON-DISCRIMINATION	Promoting diversity and equal opportunities and eliminating all forms of discrimination in the workplace	I. Diversity And Equal Opportunity II. Non-Discrimination	
COMMUNITY CONTRIBUTIONS	Having a positive influence on local communities through charitable contributions and Corporate Social Responsibility initiatives	I. Local Communities	
HUMAN RIGHTS	Protecting all aspects of human rights, including protecting the indigenous population, staff welfare and security and ensuring there is no child or forced labour	I. Human Rights Assessment II. Rights Of Indigenous Peoples III. Security Practices IV. Child Labour V. Forced Labour	
EMPLOYEE ENGAGEMENT	Respecting employees' rights to joint representation and consultative practices	I. Labour/Management Relations II. Freedom Of Association And Collective Bargaining	
TRAINING AND DEVELOPMENT	Providing training and education to employees to expand their knowledge base for career development	I. Employment II. Training And Education	
HEALTH & SAFETY	Keeping all customers and employees safe and free from injury, electromagnetic fields ("EMF") and noncommunicable and infectious diseases	I. Occupational Health And Safety II. Customer Health And Safety	
QUALITY & CUSTOMER SATISFACTION	Promoting quality through our software and services to ensure high levels of customer satisfaction	I. Marketing And Labelling	
DATA PRIVACY & CYBERSECURITY	Protecting all data in our software and IT services, including confidential business data and other data	I. Customer Privacy	

IMPORTANCE TO
STAKEHOLDERS



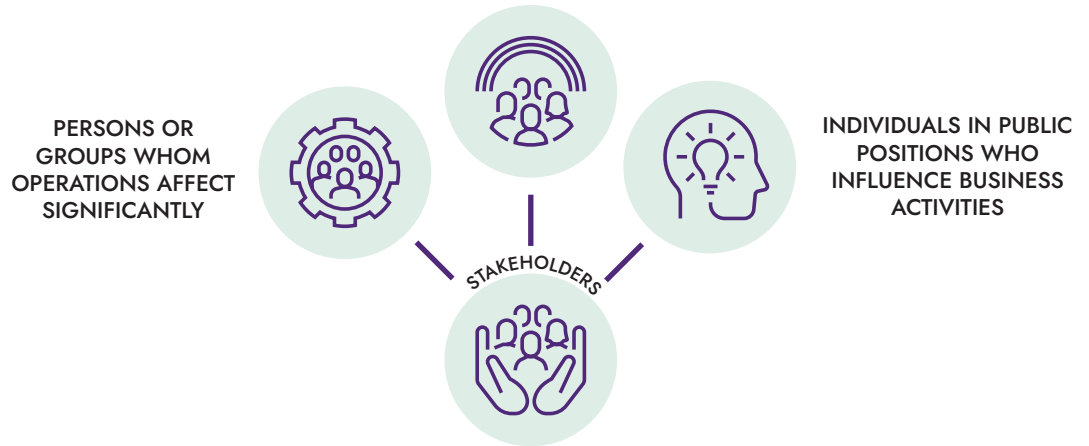
- LEGEND**
- 1 DATA PRIVACY & CYBERSECURITY
 - 2 HUMAN RIGHTS
 - 3 HEALTH & SAFETY
 - 4 TRAINING & DEVELOPMENT
 - 5 DIVERSITY, EQUAL OPPORTUNITY & NON-DISCRIMINATION
 - 6 EMPLOYEE ENGAGEMENT
 - 7 REGULATORY COMPLIANCE
 - 8 QUALITY & CUSTOMER SATISFACTION
 - 9 WASTE
 - 10 SUSTAINABLE SUPPLY CHAIN MANAGEMENT
 - 11 ENERGY & CLIMATE CHANGE
 - 12 INDUSTRIAL ADVANCEMENT & NATION BUILDING
 - 13 COMMUNITY CONTRIBUTIONS

STAKEHOLDER ENGAGEMENT

PRIVASIA values stakeholder input and is committed to proactive and constructive engagement with a wide range of stakeholders on local, national and international levels. Engaging with stakeholders allows us to achieve transformation across the industry value chain beyond our immediate activities. These meaningful engagements have also helped us improve our sustainability policies and strategies to meet the needs of stakeholders.

DEFINING STAKEHOLDERS

PERSONS OR GROUPS WITH A VESTED INTEREST IN OUR SUSTAINABILITY OR ECONOMIC, ENVIRONMENTAL, SOCIAL AND GOVERNANCE (EESG) PERFORMANCE



Please refer to the table below, which details the interests and critical concerns, engagement methods employed, and key engagement outcomes for the respective stakeholder groups.

We carefully consider the interests and concerns of stakeholders in our strategy, management decisions and operations. We are committed to making information on these impacts publicly available in formats and languages relevant to the affected stakeholders.

STAKEHOLDER GROUP	ENGAGEMENT METHOD	FREQUENCY OF ENGAGEMENT
SHAREHOLDERS AND INVESTORS	Annual Reports	Annually
	Video Conferencing	Ad Hoc
	Quarterly Reports	Quarterly
	Annual General Meetings	Annually
	Extraordinary General Meetings	Ad Hoc
	Company Website	Daily
	Materiality Survey	Biennially
PUBLIC	Company Website	Daily
	Bursa Website (Stock Code)	Periodic/Ad Hoc
REGULATORS	Bursa	Quarterly
	LHDB	Annually
	SSM	Annually
EMPLOYEES	Team Building	Annually
	Departmental Meetings	Weekly/Monthly
	Festive Celebrations	Ad Hoc
CUSTOMERS	Customer Satisfaction Surveys	Annually
SUPPLIERS	Supplier Performance Evaluations	Annually

ECONOMIC



ICT infrastructure plays a substantial role in catalysing economic growth, especially in today's internet and mobile telecommunication era. We strongly believe a robust information communication technology infrastructure can boost the nation's economic growth.

Digital has shown us that it is the largest social equaliser and economic multiplier. It continues to be the catalyst that steers societal transformations toward a more sustainable world. PRIVASIA delivers the most robust infrastructure to our most ambitious projects shaping the country's bright future through the following segments: Outsourcing and consulting, eProcurement, Information and Communication Technologies Distribution, Information and Communication Technologies Services, Satellite-Based Network Services and Radio Network Optimisation Services.

PRIVASIA creates economic and social impact by providing direct and indirect employment opportunities in our operations and business partnerships with suppliers and vendors.

INTERNET CONNECTIVITY



Internet connectivity has already changed many aspects of individual lives, providing far-reaching economic and social benefits. Extending these opportunities to developing economies accelerates economic and social growth while enabling the transition from a resource-based to a knowledge-based economy.

A fast and reliable internet connection is mandatory for running an effective business. An unreliable, slow, or lagging internet can affect employees' productivity and hamper business growth.

PRIVASIA has dedicated significant resources to laying fibre cables inside buildings and outside plants. This work has improved the connectivity in most areas where there were previously no or poor services.

SUSTAINABLE PROCUREMENT



As one of South East Asia's largest premium ICT outsourcing services and solutions providers, PRIVASIA has introduced PROCUREHERE.

This cloud-based Source-to-Pay ("S2P") digital procurement solution can change how high-growth organisations manage spending. The system gains unparalleled control and visibility with streamlined workflows, real-time data and innovative features to organise, allocate, track and report on spending from a single platform.

PROCUREHERE promotes transparency in procurement activities and significantly weeds out potential corruption with its audit trail functions.

We aim to deliver easy-to-use, cost-effective procurement solutions that increase productivity and help businesses reduce administrative headaches with lower costs.

CONVENTIONAL PROCUREMENT	PROCUREHERE - CLOUD-BASED PROCUREMENT
Ineffective and inefficient	End-to-end support
High potential of maverick buying	Streamline workflow with real-time data at your fingertips
High rate of paper and space wastage	Efficient sourcing with real-time price comparison
High human error rate	Cloud-based SaaS - available 24/7 anywhere

BENEFITS OF PROCUREMENT**SIMPLIFIED E-SOURCING**

PROCUREHERE's RFX features provide simplified e-sourcing for all your RFI, RFP, RFQ, RFA and RFT (Tender) events. RFX is a common acronym used in the procurement landscape and it captures all references to Request for Proposal ("RFP"), Request for Information ("RFI"), Request for Quote ("RFQ"), and Request for Bid ("RFB").

PROCURE-TO-PAY

Digitise and streamline buying, approvals, payments, compliance and delivery on a single platform.

SPEND ANALYTICS

PROCUREHERE's Spend Analytics assist in collecting and cleaning historical data, providing real time spend data for planning and compliance initiatives.

SUPPLIER MANAGEMENT

PROCUREHERE's Supplier Management tool provides a comprehensive streamlined solution for managing all of your suppliers across the entire supply chain process.

PROCUREHERE ADVANTAGES TO BUYERS**SUPERIOR QUALITATIVE SELECTION**

- Access to a larger pool of suppliers.
- Resulting in a lower cost of purchase.
- Improve the quality of purchase.

ENHANCED PERFORMANCE MANAGEMENT

- Up-to-date Supplier Rating.
- Enhanced due diligence.
- Ease of supplier onboarding.

HEALTHIER SUPPLIER RELATIONSHIP

- A centralised database for all suppliers' details.
- Reduce operation time.

EASY ONBOARDING

Provides suppliers with a single place for everything they need while giving them choice on going digital, from email to the PROCUREHERE's Supplier Portal.

OPTIMAL SUPPLIER BASE

Leverage PROCUREHERE's global supplier community and third-party data to continually minimise risk, lower purchase costs and improve quality across all approved contracts.

EFFECTIVE AUTOMATION

Automatically notify suppliers of outstanding information when they are submitting invoices or receiving POs.

PROCUREHERE ADVANTAGES TO SUPPLIERS**TRUSTED BY OVER 20,000 SUPPLIERS**

- Accommodation & Food Services
- Administrative, Waste Management & Remediation
- Agriculture, Forestry, Fishing & Hunting
- Art, Entertainment & Recreation
- Construction
- Educational Services
- Finance & Insurance
- Healthcare & Social Assistance
- Manufacturing
- Real Estate (Rental & Leasing)
- Retail Trade
- Transportation & Warehousing
- Utilities
- Wholesale Trade And Many More

GREATER MARKET ACCESS

Access to large corporate buyers, GLCs, MNCs and conglomerates.
Increasing productivity and growth.

OPTIMAL SUPPLIER EXPERIENCE

Automated DO and invoice generation, an online, easy-to-access portal view which reduces supplier risk of missing or losing information with manual legacy processes.

OPTIMAL TURNAROUND

Surface requests for supplier information when issuing new POs or when suppliers submit invoices to get the information buyers need, minimising delay and turnaround time.

HIGH-STANDARDS OF TRANSPARENCY

PROCUREHERE's Supplier Management helps suppliers monitor their risk.

Optimise buyer supply base with risk scores drawn from the data of supplier interactions from across the PROCUREHERE global supplier community.

**SUSTAINABLE
PROCUREMENT**
(continued)

**LOCAL
PROCUREMENT**

The business landscape is continuously evolving as businesses adjust to the new normal. PRIVASIA prefers to source locally whenever possible. Environmentally, local buying has a lower carbon footprint as it uses less transportation. Local sourcing also helps stimulate the growth of the local community through employment opportunities and tax payments.

**BENEFITS OF
LOCAL
PROCUREMENT**

- I. **REDUCED SUPPLY CHAIN COSTS**
- II. **REDUCED CURRENCY RISK**
- III. **MORE FLEXIBILITY**
- IV. **GREATER CONTROL**
- V. **REDUCED ENVIRONMENTAL IMPACT**
- VI. **SUPPORTS LOCAL COMMUNITIES**
- VII. **INCREASED REVENUE**

**SUPPLIERS
STANDARD**

PRIVASIA conducts an annual supplier performance evaluation to evaluate the suppliers' actual products, service quality, cost competitiveness, delivery performance and technical capabilities. The evaluations reduce the risk of non-performing suppliers and justify continuing supply-chain relationships. Specifically, the supplier performance evaluation helps PRIVASIA:

- *Select suppliers with a good reputation for a repeat purchase*
- *Identify poor-performing suppliers and replace them with a better alternative*
- *Identify suppliers who can reduce costs and improve delivery efficiency, which increases business performance*

**PERFORMANCE
EVALUATION
CRITERIA IN
SUPPLIER
ASSESSMENT
FORM**

- I. **MEET DELIVERY SCHEDULES**
- II. **MEET TESTS OR SPECIFICATION REQUIREMENTS**
- III. **RESPONSE TO INSTRUCTIONS**
- IV. **HONOUR WARRANTIES AND GUARANTEES**
- V. **MANAGEMENT COMMITMENT**
- VI. **QUALITY OF GOODS OR SERVICES RECEIVED**
- VII. **COST COMPETITIVENESS**
- VIII. **SUSTAINABILITY AND ENVIRONMENTAL COMPLIANCE**
- IX. **FINANCIAL STABILITY**
- X. **E-COMMERCE CAPABILITY**

**PRIVASIA'S
SUPPLIER DATA**

ECONOMIC	2020	2021	2022
SUSTAINABLE PROCUREMENT			
LOCAL SUPPLIERS ENGAGED (%)	86	91	91
FOREIGN SUPPLIERS ENGAGED (%)	14	9	9
LOCAL SUPPLIER PURCHASES (%)	91	92	91
FOREIGN SUPPLIER PURCHASES (%)	9	8	9
ANTI-CORRUPTION & ANTI-BRIBERY			
NUMBER OF SUBSTANTIATED CORRUPTION CASES	0	0	0
FINES RELATED TO CORRUPTION (RM)	0	0	0
CONTRIBUTIONS TO POLITICAL PARTIES (RM)	0	0	0

ETHICS AND COMPLIANCE



Placing respect, accountability and integrity at the core of our decision-making process is vital to support our ambition, creating value and earning the trust of our stakeholders. These values are our most important assets and integral to the long-term business strategy.

All directors and employees periodically review PRIVASIA's formal Code of Conduct and Ethics. The core areas of conduct under the Code include the following:

I. CONFLICTS OF INTEREST

II. CONFIDENTIAL INFORMATION

III. INSIDE INFORMATION AND SECURITIES TRADING

IV. PROTECTION OF ASSETS

V. BUSINESS RECORDS AND CONTROL

VI. COMPLIANCE WITH THE LAW

VII. PERSONAL GIFTING AND CONTRIBUTION

VIII. HEALTH AND SAFETY

IX. SEXUAL HARASSMENT

X. OUTSIDE INTEREST

XI. FAIR AND COURTEOUS BEHAVIOUR

XII. MISCONDUCT

ANTI-BRIBERY AND CORRUPTION

PRIVASIA recognises the threats and hazards posed by corruption and improper business practices. PRIVASIA upholds and promotes integrity, truth and transparency in all aspects and at every level of its operations.

PRIVASIA strictly adheres to the provisions of the Malaysian Anti-Corruption Commission Act 2009 ("the Act") and all relevant regulations, guidelines and orders of the Act. PRIVASIA's Anti-Bribery and Corruption Policy ("ABC Policy") formalises the responsibilities of the management and employees on what constitutes gratification and how to deal with bribery and corruption issues.

PRIVASIA extends this obligation to all its business partners and stakeholders, including third-party suppliers, vendors, service providers, customers, distributors, business contacts, agents and members of public office.

In addition to the Service Provider Integrity Pledge, every supplier must complete a supplier due diligence questionnaire/declaration form. This form and procedure confirm that:

- *The Company, directors, key senior management and shareholders have clean records and have received no fines, other than traffic offences, if any, in the last 5 years;*
- *The supplier has a Code of Conduct or Policy, including Anti-Bribery and Corruption, Anti-Money Laundering and Counter Financing of Terrorism;*
- *Privacy requirements have been established; and*
- *A dedicated officer oversees the Company's compliance with local laws and regulations.*

All suppliers were vetted for their legitimacy by checking their Company Registration certificates (ROC/ROB) and CTOS verification.

No disciplinary action or dismissal resulted from noncompliance with anti-corruption; and there were zero cases and zero penalties in 2022.

SUSTAINABLE PROCUREMENT
(continued)

ETHICS AND COMPLIANCE
(continued)

NO GIFT POLICY

PRIVASIA's No Gift Policy prohibits all employees and their family members from, directly or indirectly, receiving or giving third-party gifts, entertainment and hospitality. PRIVASIA does not make and will not accept any facilitation payments or kickbacks.

The general principle is to refuse or return such gifts immediately. Accepting a gift is allowed only in limited circumstances, such as if it is reasonable in conjunction with celebrating various festivals in Malaysia. However, receiving gifts is governed by strict conditions. For example, a personal gift must not exceed RM300 and must be entered in the Gift and Hospitality Register.

STRICTLY PROHIBITED GIFTS

- I. CASH OR CASH EQUIVALENTS
- II. DURING A TENDER OR COMPETITIVE BIDDING
- III. WITH EXPECTED OR DESIRABLE OUTCOME
- IV. BREACHING ANY LOCAL OR FOREIGN BRIBERY AND CORRUPTION LAWS
- V. LAVISH OR EXCESSIVE

POLITICAL CONTRIBUTIONS

PRIVASIA does not make charitable donations or contributions to any public body, political parties or politically motivated projects without management approval for any legitimate purpose. PRIVASIA made no payments to political parties during the year.

WHISTLEBLOWING

PRIVASIA encourages stakeholders to report genuine concerns about malpractice, illegal acts or failures to comply with recognised standards of work without fear of reprisal or victimisation. The Whistleblowing Policy can be used to report corruption or bribery and offers complete protection under the policy and Whistleblower Protection Act 2010.

The policy covers all stakeholders, including shareholders, directors, employees, partners, contractors, suppliers, clients, customers, government parties, professional organisations and associated companies or subsidiaries.

We make every effort to keep the Whistleblower's identity confidential. We expect any person involved in the investigation process to keep the Whistleblower's identity, the nature of the concern, and all involved confidential.

PRIVASIA has established a dedicated channel where whistleblowers can submit a report confidentially via email to whistleblowing@privasia.com. An independent director receives these emails and reports them directly to PRIVASIA's Audit and Risk Management Committee members. The committee decides on the appropriate disciplinary or corrective action and submits them to the Board of Directors of PRIVASIA for their review and approval. PRIVASIA received no whistleblowing emails in 2022.

SUPPORTING THE ICT INDUSTRY



PRIVASIA has the vision to be the largest premium ICT outsourcing services and solutions provider in South East Asia with the most significant number of clients. PRIVASIA works with its industry partners to improve the business climate in the interests of the ICT industry to promote industry growth in line with national aspirations. PRIVASIA is a member of numerous trade associations, working alongside other ICT businesses to define the future and consider the impact of the ICT and digital industry. These industry associations perform many functions that lead to better policy, practice and standards. Throughout the year, our experts actively participated in working groups to discuss industry standards, achieve greater customer savings, and deliver advanced ICT outsourcing solutions to the market.

The following table presents PRIVASIA's group and individual memberships.

CORPORATE MEMBERSHIPS	INDIVIDUAL MEMBERSHIPS
THE NATIONAL TECH ASSOCIATION OF MALAYSIA (PIKOM)	MALAYSIAN INSTITUTE OF ACCOUNTANTS (MIA) - DATUK PUVANESAN A/L SUBENTHIRAN - MR KULARAJAH M. THAVARATNAM
THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES	

ENVIRONMENT



PRIVASIA is committed to minimising its environmental impact and addressing the challenges of climate change relating to its operations and the entire value chain. The Company has committed to responsibly managing energy use and natural resources for many years.

Recently, we have seen climate change and environmental impact take on increased importance for our employees, investors, customers and other stakeholders. Changing expectations led us to expand or accelerate programmes and policies designed to reduce the environmental impact of our operations.

Our efforts to minimise our environmental impact support the COP21 Paris Agreement of December 2016 and the last COP26 Glasgow Climate Pact of November 2021 on limiting global warming.

Currently, we are aligning our practices and reporting with the guidelines recommended by the *Task Force on Climate-related Financial Disclosures (TCFD)* and set science-based targets based on robust emissions data.

The Group upholds environmental concerns with an emphasis on applying the latest technological advancements and industry best practices that are environmentally safe.

MATERIALS MANAGEMENT



ICT is one of the fastest-growing greenhouse gas-emitting and energy management sectors. Multiple methodologies are available to assess the environmental impact of ICT but do not provide a consistent methodological framework for this assessment. A solution to this is the work developed in various European and International standardisation bodies such as ETSI, ITU-T, IEC, ISO and others. These methodologies assess this environmental impact, such as energy management and greenhouse gas (“GHG”) emissions, in collaboration with industry, standardisation bodies and public authorities.

All imported telecommunication equipment conforms to the national SIRIM certification, ensuring the products adhere to Malaysian, Regional and International Standards. All products have been tested and certified following the Malaysian Communications and Multimedia Commission (“MCMC”) technical specifications, technical codes, Malaysian or international standards, technical checklist or technical declaration.

In addition, PRIVASIA is committed to reducing paper use and monitors its efficiency at various levels throughout the Group. Saving paper by not printing saves money, uses less water, conserves energy and helps preserve trees. We are also digitising our processes as part of the Company’s efforts to maximise resource use.

PRIVASIA'S PAPER USAGE DATA

MATERIALS	2020	2021	2022
PAPER CONSUMPTION (KG)	1,439	1,914	1,583

ENERGY MANAGEMENT



Energy management is a crucial challenge, not only for us but for our entire industry. The Group’s energy management involves:

- Reducing costs through sustainable procurement and strategically decreasing consumption
- Reducing greenhouse gas emissions for improved sustainability performance
- Tracking utility costs to prepare more accurate budgets and gaining greater insight into operating costs
- Reducing reliance on supply chains that do not share our environmental protection commitment

In June 2022, PRIVASIA formed a dedicated committee for analysing energy use. This small task force monitors energy usage monthly, responding quickly to minimise wastage. PRIVASIA targets lowering its energy usage by 8% to 10% in 2023.

PRIVASIA’S ENERGY DATA

ENERGY	2020	2021	2022
INDIRECT ENERGY: ELECTRICITY (kWh)	282,412	295,111	261,826
INDIRECT ENERGY: ELECTRICITY (GJ)	1,017	1,062	943

MOVING TO THE CLOUD

PRIVASIA is considering shutting down its on-site servers and using Amazon Web Services (“AWS”). AWS is extremely energy efficient and on a path to powering its operations with 100% renewable energy by 2025. Moving all servers to the cloud helps offset PRIVASIA’s greenhouse gas emissions.

RENEWABLE ENERGY

Solar energy currently represents Malaysia’s cheapest and most sustainable renewable electricity generation. Technology has improved so much that efficiency is constantly improving as prices fall. Solar panels cover the tops of buildings, shielding them from the sun and reducing solar gain, lowering energy demand further.

PRIVASIA is examining the feasibility of installing solar panels on its roof. There are several advantages to installing solar panels to harness renewable energy from the sun.

SUSTAINABLE IMPACT OF CAPTURING SOLAR ENERGY

- I. REDUCES IMPACT ON THE ENVIRONMENT
- II. REDUCES SOLAR GAIN
- III. LOWERS ENERGY BILLS
- IV. PRODUCES ENERGY DURING PEAK HOURS
- V. LOSES LESS ELECTRICITY DURING TRANSMISSION
- VI. IMPROVES GRID SECURITY
- VII. CREATES JOBS

CARBON MANAGEMENT



Carbon management is vital for addressing our contribution to climate change, reducing greenhouse gas emissions, and the challenging problem of global warming.

As grid electricity is the primary energy source for our properties, higher electricity consumption results in higher carbon emissions. We address energy-related issues by improving the efficiency of operations to reduce their carbon footprint and utility costs. Our employee handbook contains a Working from Home Policy, which also helps reduce our carbon footprint.

CARBON FOOTPRINT CALCULATIONS

CONSOLIDATION METHOD FOR CALCULATING THE CARBON FOOTPRINT

100% OF EMISSIONS FROM CONTROLLED OPERATIONS

ORGANISATIONAL BOUNDARY FOR CALCULATING THE CARBON FOOTPRINT

ACCOUNTS FOR 100% OF GHG EMISSIONS FROM PRIVASIA'S ASSET PORTFOLIO

SCOPE 1

Our support staff use petrol for travel to and from clients' premises. The team travels approximately 13,000 km per annum. PRIVASIA used the World Resources Institute's (2015) GHG Protocol tool for mobile combustion Version 2.6 for calculating its Scope 1 emissions.

SCOPE 2

Electricity from the national grid powers our data centres and offices. CO₂ emissions from electricity use were derived using the emission factor published by the Malaysian Green Technology Corporation for the Peninsular Grid.

SCOPE 3

PRIVASIA has developed a comprehensive system for monitoring and reporting its Scope 3 emissions. The Group monitors emissions from employee travel, air travel, water consumption and waste paper.

SCOPE	EMISSIONS FACTOR
AIR TRAVEL	Online tools derived from the WRI Greenhouse Gas Protocol.
EMPLOYEE BUSINESS TRAVEL (AIR AND ROAD)	The World Resources Institute (2015). GHG Protocol tool for mobile combustion. Version 2.6
EMPLOYEE COMMUTING	The World Resources Institute (2015). GHG Protocol tool for mobile combustion. Version 2.6
WATER USE	UNCC
WASTE GENERATED (PAPER)	Estimated from online sources.

PRIVASIA'S EMISSIONS DATA

EMISSIONS (KGC0 ₂ E)	2020	2021	2022
SCOPE 1	3,087	3,087	3,087
SCOPE 2	165,211	172,640	153,168
SCOPE 3: EMPLOYEE BUSINESS TRAVEL (AIR)	402	253	1,080
SCOPE 3: EMPLOYEE BUSINESS TRAVEL (ROAD)	NA	NA	21,861
SCOPE 3: EMPLOYEE COMMUTING	NA	NA	81,843
SCOPE 3: WATER USE	139	113	113
SCOPE 3: WASTE GENERATED (PAPER)	328	436	361

CARBON MANAGEMENT
(continued)

WATER



Water is a limited, shared resource, and a reliable water supply is essential. We take responsibility for all water-related challenges wherever we operate. PRIVASIA manages its water-related risks according to our needs and water availability.

We monitor the volume of water used and aim to reduce its use by continuously improving water efficiency across operations. The Group conducts regular assessments of water-consuming systems to ensure no leaks and upgrades to modern, water-saving appliances where possible. We also have clear water preservation guidelines and ensure all staff conform.

WATER	2020	2021	2022
TOTAL WATER WITHDRAWAL FROM MUNICIPAL SUPPLIES (M ³)	935	761	759

MANAGING WASTE



Business expansion presents greater responsibility to operate more sustainably. We embrace circularity and resource efficiency as key levers to reduce waste.

Our sustainability approach includes adopting a Solid and Hazardous Waste Management framework to reduce our operations' environmental impact progressively. Establishing Solid Waste Management and Hazardous Waste Management Guidelines ensures all future wastes are recycled, reused or appropriately treated.

Currently, we dispose of generated wastes through a contractor accredited by the local government. We ensure contractors remove this waste from our premises according to the schedule set by the Department of Environment.

E-waste is a growing challenge, matching the growth of the ICT industry. E-waste contains substances, such as mercury, cadmium and lead, that can be hazardous to human health and the environment if not dealt with properly. Our policy is to donate, sell and recycle E-waste whenever possible.

We always consider the safety and environmental factors in all our operational decisions and explore potential opportunities to minimise any adverse impact from the erection and dismantling of telecommunications or information-related systems and equipment operations, waste disposal and energy consumption.

OUR WASTE MANAGEMENT OBJECTIVES

- I. PREVENT HEALTH HAZARDS**
- II. MINIMISE POLLUTION**
- III. REDUCE LANDFILL PROBLEMS**
- IV. CONSERVE NATURAL RESOURCES**
- VI. CREATE LOCAL EMPLOYMENT OPPORTUNITIES**
- VII. PROMOTE A CIRCULAR ECONOMY**

MANAGING WASTE
(continued)

BREAKDOWN OF E-WASTE BY TYPE AND DISPOSAL METHOD

PRIVASIA sources disposal companies to buy its decommissioned IT equipment for refurbishment, parts or scrap. The Group also donated some of its laptops to schools as part of its CSR programme.

DISPOSAL METHOD	EQUIPMENT TYPE	TOTAL	REMARKS
SOLD	DESKTOP PC & LAPTOPS	481	END OF CONTRACT
	PRINTERS	11	END OF CONTRACT
	SERVER	37	END OF CONTRACT
DONATED	LAPTOPS	10	DONATED TO SCHOOLS

E-WASTE UPCYCLING

All electronic products have a life expectancy. Once they stop functioning or become obsolete, users discard them as waste without considering resuing them.

PRIVASIA aims to re-evaluate and upcycle its e-waste from 2023, collaborating with potential partners on processing plastic waste into 3D-printed trans-radial (below the elbow) active (cable-operated) prosthetic limbs. Other potential output includes Optical Frames, which have a faster turnaround and are much more scalable.

ENVIRONMENTAL SUSTAINABILITY PROGRAMME



Engaging all employees in day-to-day corporate sustainability efforts is the key to creating a vibrant and sustainable company. This year, PRIVASIA continued its "GO GREEN" campaign to promote and support the practices of using resources in an environmentally friendly manner. We initiated the following initiatives to preserve the environment:

- Encouraging staff to print on recycled paper, use a double-sided format and print in black and white;
- Communicating via emails, including pursuing a "paperless" office solution (e.g. HR System – PeopleESS to reduce paper usage);
- Closely monitoring water and electricity consumption by reminding employees and switching off lights and air-conditioning during non-peak hours); and
- Positioning recycling bins on all floors of PRIVASIA's headquarters.

**OUR
PEOPLE
FIRST**



Our people are essential to successfully delivering our strategy and sustaining our long-term business performance. We accelerate the development of our people, grow and strengthen their leadership capabilities and enhance their performance through solid engagement.

We aim to provide decent and productive employment while considering employees' overall welfare and development. We support the United Nations Sustainable Development Goal No. 8: "To promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all."

Providing fair compensation and benefits is vital to our People First commitment. Our rewards strategy motivates employees by paying competitive base salaries according to the level of complexity of the function in the organisation. We position our salary structure competitively compared to market rates. Our Job Grading Framework guides us in hiring and promotion and is the foundation for career progression, training and performance management.

PRIVASIA strictly adheres to local minimum wage labour regulations. Basic offered salaries are at least 60% higher than the minimum wage rate mandated by the Minimum Wage Order of Malaysia. We practise equal pay for equal work, basing pay and remuneration strictly on position and job scope, irrespective of gender.

Our benefits and compensation packages also improve employee welfare. Various welfare facilities, services and schemes include maternity leave, paternity leave, medical/ personal accident insurance, subsidy for new child expenses, yearly health screening, optical, dental and subsidised telecommunication expenses.

The Group's performance appraisal system allows employees to achieve financial rewards directly related to their business performance and contributions. Incentives and bonuses are computed based on the objectives and key performance indicators we defined in our corporate performance management framework. This framework ensures all employee rewards are fair and unbiased, based on their personal, department and company performance. In addition to the quarterly half-yearly performance appraisals, all employees receive an evaluation for work performed to promote learning and embrace opportunities for career development through informal verbal feedback from their immediate superiors.

**EMPLOYEE
ENGAGEMENT
AND TALENT
MANAGEMENT**



Our employees are instrumental in the company's success. Attracting, developing, and retaining talented employees is a priority for our business and strategy. Employee engagement is a crucial driver of employee performance and business results. PRIVASIA has a proactive approach to employee engagement and organised various social activities throughout the year, such as games, festive celebrations, sports and wellness events, team building, monthly birthday celebrations for employees and Corporate Social Responsibility programmes.

PRIVASIA's comprehensive talent management programme comprises induction and onboarding, internal and external skills training, on-the-job training, career development, annual performance reviews and succession planning.

The following table summarises the training programmes held during the year.

TRAINING EVENT	DATE
CDCP: CERTIFIED DATA CENTER PROFESSIONAL	14 - 15 March 2022
CISA: CERTIFIED INFORMATION SECURITY AUDITOR	4 - 8 April 2022
DEBT COLLECTION SYSTEM AND FINANCIAL REPORTING	22 - 23 June 2022
EMPLOYMENT AMENDMENT ACT 2021 & GUIDELINES FOR HR POLICIES	23 - 24 May 2022
IOT TRAINING	1 - 5 July 2022
MICROSOFT CERTIFIED: 365 SECURITY ADMINISTRATION	14 - 17 March 2022
PREPARATION AND PRESENTATION OF CONSOLIDATED FINANCIAL STATEMENTS	7 - 8 September 2022
PROGRESSIVE DISCIPLINARY	5 - 6 July 2022
SCRUM MASTER	27 - 28 October 2022
SETTING SUSTAINABILITY GOALS AND STRATEGIES TRAINING	18 July 2022
SIRIM LEAD AUDITOR ISO/IEC 27001:2013	14 -18 February 2022

PRIVASIA'S
EMPLOYEE AND
TRAINING DATA

SOCIAL	2020	2021	2022
WORKFORCE STRENGTH			
TOTAL NUMBER OF EMPLOYEES	142	141	141
NUMBER OF NEW EMPLOYEES HIRES	4	8	3
PERCENTAGE OF CONTRACTORS/TEMPORARY STAFF (%)	0%	0%	0%
WORKFORCE BREAKDOWN BY NATIONALITY			
MALAYSIAN	135 (95.07%)	133 (94.33%)	136 (96.45%)
NON-MALAYSIAN	7 (4.93%)	8 (5.67%)	5 (3.55%)
WORKFORCE BREAKDOWN BY CATEGORY			
EXECUTIVES	127 (89.44%)	130 (92.20%)	132 (93.62%)
NON-EXECUTIVES	15 (10.56%)	11 (7.80%)	9 (6.38%)
WORKFORCE BREAKDOWN BY GENDER			
FEMALE	42 (29.58%)	51 (36.17%)	54 (38.30%)
MALE	100 (70.42%)	90 (63.83%)	87 (61.70%)
WORKFORCE BREAKDOWN BY AGE GROUP			
BELOW 30 YEARS	31 (21.83%)	42 (29.79%)	57 (40.43%)
30 - 50 YEARS	103 (72.54%)	86 (60.99%)	75 (53.19%)
ABOVE 50 YEARS	8 (5.63%)	13 (9.22%)	9 (6.38%)
WORKFORCE BREAKDOWN BY ETHNICITY			
MALAY	80 (56.34%)	88 (62.41%)	95 (67.38%)
INDIAN	37 (26.06%)	34 (24.11%)	33 (23.40%)
CHINESE	11 (7.75%)	11 (7.80%)	8 (5.67%)
OTHERS	14 (9.86%)	8 (5.67%)	5 (3.55%)
EMPLOYEE TURNOVER RATES (NUMBER/%)	33 (23.24%)	66 (46.81%)	65 (46.10%)
EMPLOYEE TURNOVER BY GENDER			
FEMALE	5 (15.15%)	12 (18.18%)	23 (35.38%)
MALE	28 (84.85%)	54 (81.82%)	42 (64.62%)
EMPLOYEE TURNOVER BY AGE			
BELOW 30 YEARS	3 (9.09%)	42 (29.79%)	57 (40.43%)
30 - 50 YEARS	25 (75.76%)	45 (68.18%)	34 (52.31%)
ABOVE 50 YEARS	5 (15.15%)	2 (3.03%)	8 (12.31%)
FEMALE REPRESENTATION IN THE MANAGEMENT			
% OF WOMEN IN MANAGEMENT	10%	15%	20%
% OF WOMEN IN TOP MANAGEMENT	2%	2%	2%
TRAINING AND DEVELOPMENT			
TOTAL TRAINING TIME (HOURS)	176	386	357
AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE (HOURS)	14	14	14

EMPLOYEE ENGAGEMENT AND TALENT MANAGEMENT
(continued)

PRIVASIA is a certified and authorised training employer for the prestigious Institute of Chartered Accountants in England and Wales (“ICAEW”) professional body. We offer relevant training programmes as required by the ICAEW for our employees interested in pursuing a career as a certified chartered accountant.

Encouraging employees to obtain professional certifications is essential for their personal growth and adds credibility to their expertise. The Company pays for professional body membership subscriptions to advance their career growth potential.

SUCCESSION PLANNING

A systematic approach is necessary to ensure leadership continuity. We constantly strengthen our performance management system, engaging our high-performing employees to assume more prominent roles and responsibilities. Career development planning based on employees’ development needs and superiors’ input also helps us build a pool of future leaders.

Recently, we enhanced the performance management system with a more open, collegiate and motivating approach. A department performance matrix guides heads of department and line managers in setting individual key performance indicators for their employees. It also includes a career planning section to facilitate proper employee development plans. We continuously review our succession planning strategy to identify and develop high-potential employees to ensure a sufficient talent pool for future succession and leadership.

PRIVASIA recruits employees internally and promotes from within whenever possible, promoting 15 employees in 2022.

DIVERSITY, EQUITY, INCLUSION AND BELONGING



Workplace diversity drives better decisions, innovation and overall performance. While diversity has always been important, we are increasing our focus on diversity, equity, inclusion and belonging.

We aim to provide a welcoming environment and equitable opportunities for all employees regardless of background, nationality, race, ethnicity, gender, gender identity, age, sexual orientation, marital status, disability or religion. This principle is ingrained in our company values and articulated in our Code of Conduct and Ethics.

OCCUPATIONAL HEALTH AND SAFETY



People’s health and safety always come first at PRIVASIA. We are committed to protecting the health and safety of employees and contractors by providing a safe working environment, preventing workplace injuries and illnesses and providing access to healthcare.

Our Health, Safety and Environment (“HSE”) Policy formalises our commitment to protecting people, assets and the environment. Complying with all relevant legislation ensures that the health and safety of all its employees are never compromised.

HSE RULES

- I. WORK WITH VALID WORK PERMIT REQUIRED BY THE JOB**
- II. ISOLATE ELECTRICITY BEFORE STARTING WORK**
- III. OBTAIN AUTHORISATION BEFORE OVERRIDING OR DISABLING SAFETY CRITICAL EQUIPMENT**
- IV. GAIN AUTHORISATION BEFORE ENTERING A CONFINED SPACE**
- V. PROTECT AGAINST FALLS WHEN WORKING AT HEIGHT**
- VI. USE CORRECT PERSONAL PROTECTIVE EQUIPMENT DURING HAZARDOUS WORK**
- VII. OBTAIN AUTHORISATION BEFORE EXCAVATING OR ENTERING A TRENCH**
- VIII. DO NOT PLACE YOURSELF UNDER A SUSPENDED LOAD**
- IX. DO NOT SMOKE OUTSIDE DESIGNATED AREAS OR BRING POTENTIAL IGNITION SOURCES AREAS WITHOUT AUTHORISATION**
- X. NO USING MOBILE PHONES OR WALKIE-TALKIE WHILE DRIVING**
- XI. OBEY THE SPEED LIMIT**
- XII. USE A SEAT BELT**

Introducing all effective prevention measures, especially on high-risk jobs such as climbing up satellite or communication towers, protects the safety of employees and subcontractors. Contractors and employees are adequately briefed and well-trained on safety precautions and procedures. We also provide Personal Protective Equipment when our contractors and employees perform their duties.

Fire is a possible hazard, although the likelihood of fire risk at our data centres and offices is low. In 2022, PRIVASIA held a fire drill to reinforce employees with our evacuation procedures and rescue efforts, as fire can be devastating if it does occur.

PROMOTING HUMAN RIGHTS



We support human rights as outlined in the Universal Declaration of Human Rights, the core standards of the International Labor Organisation, the United Nations Global Compact, and the United Nations Guiding Principles on Business and Human Rights. We strive to ensure that our activities do not infringe on human rights. We expect our business partners to support the same human rights standards by committing to our Supplier Code of Conduct or an equivalent standard.

Our approach to human rights is emphasised in our Code of Conduct and Ethics and includes topics such as equal opportunity and non-discrimination, health and safety and fair pay. Feedback from our employees is essential.

We have zero tolerance for child labour, forced labour and other human rights violations, including harassment and bullying in the workplace.

Our human rights compliance practices are not yet mature. We have yet to conduct formal human rights assessments on our operations and investment agreements, run training on our human rights policies or include human rights clauses in our investment agreements. We will address human risks progressively in the future.

COMMUNITY



Building relationships with local communities is a priority. Our efforts convey our sincerity and commitment that we are their partner, now and in the long term. We favour programmes aligned with our corporate strategy that will impact our stakeholders, partners, and communities long-term. In 2022, community-building efforts centred on the environment, digital access, and charitable giving.

PRIVASIA allows charitable donations and sponsorships for legitimate purposes only. The total community contributions during the year amounted to RM6,575.00, including donations to Rumah Anak Yatim Cahaya Kasih in Kota Damansara, Victoria Institution Old Boy's Association, Persatuan Kebajikan Arutperunjothi Margam ("PKAM") and the Arutperunjothi Margam Welfare Fund ("AMWF").

The company has also donated 10 used laptops to the Special Education Programme (interactive multimedia design) of SMK SS17 Subang Jaya. With this contribution, they can learn more effectively.

PRODUCT RESPONSIBILITY



Product impact and innovation are critical to organic growth and our transformation into an ICT solutions company. We are proud of our competitive edge, differentiating us from other industry players.

In support of the 2030 Agenda for Sustainable Development, in particular Goal 9 and Goal 12, PRIVASIA introduced the following action plans to continue its efforts in fostering innovation and practising responsible operation:



- To verify Energy and Carbon Assessments for 2019-2022, which sets an example to all other industry players while supporting clients' and partners' ESG plans
- To continue developing circular economy initiatives with potential partners and subject matter experts to achieve carbon neutrality
- To have our Sustainability Reports audited by an independent third-party assurer



- To assess PRIVASIA's footprint and positive impacts
- To implement scalable and sustainable initiatives to increase the lifecycle of materials and products
- To continue collaborating, developing and promoting circular economy initiatives
- To work towards PRIVASIA's Inclusion in international and responsible reporting ESG ratings and accreditations

The following table summarises our contribution to these areas in support of the United Nations Development Goals.

COST ADVANTAGE FROM A STRATEGIC PARTNERSHIP WITH LEADING IT PLAYERS

- Cost competitiveness on hardware and software with partner pricing
- Well-equipped with knowledge of the latest technology

COMPREHENSIVE ICT SOLUTIONS OFFERING BUSINESS SOLUTIONS IN KEY AREAS

- Business Process Outsourcing
- Consultancy and System Integration
- Procurement Management

ENTRENCHED POSITION IN THE PORTS & LOGISTICS SEGMENT FOR IT OUTSOURCING

- One of the key players in the ports and logistics segment
- Strong reference point: currently serving Westports - one of the major ports in Malaysia

INNOVATIVENESS THROUGH R&D

- PRIVASIA provides eProcurement management solutions using its highly acclaimed eBidding hub
- Invested RM0.96 million in R&D in FYE 2022

SATISFACTION THROUGH QUALITY



Our quality strategy determines becoming our customers’ most valued and trusted partner by focusing on excellent quality, reliability, and responsiveness. Strong customer focus, results-driven improvement programmes and a sustainable culture of quality excellence help deliver this strategy.

PRIVASIA’s IT System Management Systems (SMS) were certified with ISO/IEC 20000-1:2018 on 17 December 2018 and updated in February 2022, covering:

- *SMS supporting the provision of VSAT Communication;*
- *Service desk operation;*
- *Managed services; and*
- *E-procurement and application maintenance support.*

ISO/IEC 20000-1:2011 is an SMS standard that specifies the requirements for the service provider to plan, establish, implement, operate, monitor, review, maintain and improve an SMS. The requirements include the design, transition, delivery and improvement of services to fulfil the agreed service.

The C-Band transmitters, broadband satellite routers and Ku-Band transmitters have received certificates of conformity from SIRIM.

The company established a set of procedures and management processes that form a service management system for effectively delivering customer services. A framework that includes regular internal and external customer reviews and robust customer key performance indicator (KPI) and scorecard tracking supports our quality and reliability-focused approach to customers, allowing us to:

- *Build closer relationships and more effective communication with our customers*
- *Understand their needs more clearly and adjust and sustain our quality performance to meet their expectations.*

Our 24/7 dedicated customer helpdesk addresses customer complaints and feedback promptly. We also conduct an annual customer satisfaction survey as part of the ISO requirements.

CYBERSECURITY AND DATA PRIVACY



As a digital company, cybersecurity and data privacy are essential to the success of our business. Customers rely on us to deliver our platforms and services safely and reliably while safeguarding their data. PRIVASIA operates in adherence to the Personal Data Protection Act (“PDPA”) in both policy and practice. We commit to protecting employees’ and customers’ personal and professional information by keeping information secure and respecting the rights of individuals to protect their data.

Our information security programme includes regular security risk assessments to assess and evaluate the effectiveness of our cybersecurity programme. We train employees in safeguarding and processing personal information and implement policies relating to the rights of individuals and privacy. We inform our customers about our privacy practices in various ways, including displaying a Privacy & Cookie notice on our website and as part of our marketing practices. We detail which personal information we collect, use and disclose, informing customers of their available rights and the choices for sharing their data.

PUBLIC SAFETY: MONITORING THE SAFETY OF TELECOMMUNICATION FACILITIES AND COMMUNICATION TOWERS



Telecommunication facilities and communication towers emit an Electronic Magnetic Frequency that harms humans. We erect all communication facilities at a safe distance from the local community. The equipment used for our installation is certified by SIRIM Malaysia for safe usage. We restrict access to our facilities with proper fencing and lock facilities to prevent unauthorised entry.

All IT equipment imported and distributed by the Group has obtained SIRIM approval that meets the regulatory safety, emission, energy and quality standards. SIRIM approval ensures that products are tested and certified following the MCMC Technical Specifications/Technical Codes.

SUMMARY - GROUP SUSTAINABILITY PERFORMANCE DATA 2022

ECONOMIC	2020	2021	2022
SUSTAINABLE PROCUREMENT			
LOCAL SUPPLIERS ENGAGED (%)	86	91	91
FOREIGN SUPPLIERS ENGAGED (%)	14	9	9
LOCAL SUPPLIER PURCHASES (%)	91	92	91
FOREIGN SUPPLIER PURCHASES (%)	9	8	9
ANTI-CORRUPTION & ANTI-BRIBERY			
NUMBER OF SUBSTANTIATED CORRUPTION CASES	0	0	0
FINES RELATED TO CORRUPTION (RM)	0	0	0
CONTRIBUTIONS TO POLITICAL PARTIES (RM)	0	0	0
ENVIRONMENT			
ENERGY			
INDIRECT ENERGY: ELECTRICITY (kWh)	282,412	295,111	261,826
INDIRECT ENERGY: ELECTRICITY (Gj)	1,017	1,062	943
MATERIALS			
PAPER CONSUMPTION (KG)	1,439	1,914	1,583
WATER			
TOTAL WATER WITHDRAWAL FROM MUNICIPAL SUPPLIES (M ³)	935	761	759
EMISSIONS (KGCO₂E)			
SCOPE 1	3,087	3,087	3,087
SCOPE 2	165,211	172,640	153,168
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SUMMARY - GROUP SUSTAINABILITY PERFORMANCE DATA 2022 (continued)

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NUMBER OF NEW EMPLOYEES HIRES	4	8	3
PERCENTAGE OF CONTRACTORS/TEMPORARY STAFF (%)	0%	0%	0%
WORKFORCE BREAKDOWN BY NATIONALITY			
MALAYSIAN	135 (95.07%)	133 (94.33%)	136 (96.45%)
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EXECUTIVES	127 (89.44%)	130 (92.20%)	132 (93.62%)
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% OF WOMEN IN MANAGEMENT	10%	15%	20%
% OF WOMEN IN TOP MANAGEMENT	2%	2%	2%
TRAINING AND DEVELOPMENT			
TOTAL TRAINING TIME (HOURS)	176	386	357
AVERAGE HOURS OF TRAINING PER YEAR PER EMPLOYEE (HOURS)	14	14	14



OUR FUTURE
COMMITMENT



Simplifying business through technology and innovation is the way forward. ICT has enhanced the quality of life around the globe and also provides solutions, tools and technologies to tackle emerging sustainability challenges.

Through our work, we commit to advancing the nation and growing sustainably with our clients by simplifying businesses with our technologies and smart BPO solutions.



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The mark of
responsible forestry