



## **UTS MARKETING SOLUTIONS HOLDINGS LIMITED**

(Incorporated in the Cayman Islands with limited liability)  
Stock Code: 6113

2023

ENVIRONMENTAL, SOCIAL  
AND GOVERNANCE REPORT

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## ABOUT THIS REPORT

This report is prepared in accordance with Appendix C2 — Environmental, Social and Governance (“ESG”) Reporting Guide (“ESG Guide”) under the Rules (the “Listing Rules”) Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

This report mainly reviews and reports the environmental, social and governance performance of the Group’s operation in Malaysia. This report covers the financial year ended 31 December 2023. The scope of the disclosure covers the eight contact centres of the Group situated within the central business district of Kuala Lumpur and one new branch contact center in the state of Melaka, Malaysia.

This report highlights the Group’s sustainability efforts in environmental and social aspects. For details of our corporate governance, please refer to the Corporate Governance Report included in the Group’s Annual Report 2023/24.

This report can be accessed on the website of the Stock Exchange at [www.hkexnews.hk](http://www.hkexnews.hk) and the website of the Company at <http://unitedteleservice.com> in the “Announcement and Circular” category under the section headed “Investor Relations”.

## REPORTING PRINCIPLES

In line with the Guide, the Report has applied the following principles:

### **Materiality:**

In order to identify and assess major issues that have an impact on business stakeholders, we conducted materiality assessment surveys through multiple ways of extensive communication with business stakeholders to determine factors that have a significant impact on the sustainable development of the Group.

### **Quantitative:**

Information is presented with quantitative measure, whenever feasible, including information on the standards, methodologies, assumptions used and provision of comparative data.

### **Balance:**

We aim to keep our report balanced and make fair disclosures on critical aspects of our performance, both in terms of progress made and on-going challenges that we are dealing with. The information in this Report mainly comes from internal statistical reports and documents.

### **Consistency:**

We have reported in accordance with the ESG Guide. If there are any changes that may affect the comparison with previous reports in future, the Group will add remarks to the corresponding content of upcoming reports.

## ROLE OF THE BOARD ON ESG STRATEGY, PRIORITY AND OBJECTIVE

Our main ESG strategy is to become one of the most respected outsourced contact service providers in Malaysia.

The board of directors of the Company (the “Board”) oversees the ESG issues of the Group and sets forth the overall ESG management approach, strategy and priorities. The Board is responsible for the overall risk management and internal control systems of the Group and for reviewing its effectiveness, which also covers the ESG-related risks to the Group’s business. A risk management framework is in place to provide a consistent approach to the risk management processes in identification, assessment, treatment and reporting of all risks identified affecting key business processes. Since the Group operates in a service oriented industry, supervision from the Board on ESG related matters is sufficient and we consider that no separate committee is required for the time being.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## ROLE OF THE BOARD ON ESG STRATEGY, PRIORITY AND OBJECTIVE *(continued)*

The Group strives to create long-term value for our stakeholders. The Group maintains ongoing dialogue and engages with key stakeholders, including clients, employees, suppliers, media, shareholders, regulators and the communities, to understand their expectations and address their concerns. We collect views from stakeholders regularly through a range of channels such as meetings, interviews, focus group discussions, surveys and feedback programmes.

The Board will also regularly review the implementation effectiveness of the systems and whether they cover major control measures, including operations team management, business development and planning, occupational health and safety, finance, risk management and investor relations. Representatives from other business functions are also involved, such as legal and policy; innovation; safety, health and environmental protection; and human resources units.

## MATERIALITY ASSESSMENT SURVEYS

During the year ended 31 December 2023, the Group has evaluated a number of ESG related issues, and assessed their importance to stakeholders and the Group. This assessment helps to ensure the Group's business development is in line with the expectations and requirements of its stakeholders. The Group's and its stakeholders' matters of concern are presented in the following materiality matrix:

		Importance to the Group		
		Low	Medium	High
Importance to stakeholders	High			<ul style="list-style-type: none"><li>• Health and safety of employees</li><li>• Quality assurance of products and services</li><li>• Terms of employment</li><li>• Development and training</li></ul>
	Medium	<ul style="list-style-type: none"><li>• Water consumption</li><li>• Impact on environment and natural resources</li></ul>	<ul style="list-style-type: none"><li>• Anti-corruption</li><li>• Child and forced labour</li><li>• Community investment</li></ul>	<ul style="list-style-type: none"><li>• Use of electricity</li><li>• Supply chain management</li></ul>
	Low	<ul style="list-style-type: none"><li>• Emission</li><li>• Packaging material</li></ul>	<ul style="list-style-type: none"><li>• Climate-related issues</li></ul>	

## OUR ENVIRONMENTAL COMMITMENT

Protecting the environment is of paramount importance to us, and we strive to create and maintain a clean and safe environment when carrying out our business activities.

### EMISSION

Due to our business nature which mainly involves office operations, no pollutants are produced, emitted or discharged during the course of provision of our outbound contact services.

In order to maintain a sustainable environment, we adopt a greenhouse gas ("GHG") policy to minimise the greenhouse gas impact resulting from our activities. For details of measures included in the GHG policy, please refer to the Performance Indicators table from page 8 onward of this report. During the year ended 31 December 2023, we were in compliance with the relevant local laws and regulations that have a significant impact on us.

# **ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT**

## **USE OF RESOURCES, THE ENVIRONMENT AND NATURAL RESOURCES**

We emphasize on the effective use of resources and are committed to reducing wastage in daily operations. We adopt a green office policy, in which efficient use of electricity, paper, water and other natural resources are strongly encouraged.

For efficient use of papers, we encourage: (i) using electronic communication instead of paper as far as is practicable; (ii) reusing papers, letterheads and envelopes, (iii) adopting double-sided printing instead of single-sided printings and (iv) setting appropriate font size and optimizing layout to minimize the number of pages.

For efficient use of resources, we encourage: (i) using automatic pencil leads and ball pen refills; (ii) employees to bring their own cups instead of using disposable cups; (iii) employees to reuse plastic bags, recycle glass bottles and aluminum cans; and (iv) recycling of printer cartridges and toners.

For efficient use of electricity and water, please refer to the Performance Indicators table on page 8 onward of this report.

## **CLIMATE CHANGE**

Climate change and global warming are the major environmental concerns in the world today. Despite having no significant impact on our business, we still recognise the importance of identifying climate change risk and strive to implement strategies to mitigate such risks and put forward environmental conservation practices and raise the environmental awareness of the employees.

Since our major business operation is carried out in office premises, climate change does not have direct significant impact on the business. The Group may experience productivity loss due to increase in extreme weather, such as typhoons, heavy rain and sudden flash flood. The Group will review the existing measures for adverse weather conditions and ensure the safety of the employees. For the year ended 31 December 2023, the weather conditions did not have material impact on the Group's business.

In an effort to reduce carbon footprint and emissions, the Group monitors the energy consumption intensity across its operations from time to time to identify opportunities for increasing efficiency and reducing GHG emissions.

## **QUALITY CONTROL OF OUR SERVICE AND DEVELOPMENT AND TRAINING FOR OUR WORKFORCE**

Being a company engaging in services business, quality of our services is crucial to our sustainability and long-term success. We are committed to delivering high quality of services. We strive to:

- provide effective and reliable services to fully meet the requirements, needs and expectations of our clients;
- comply with the requirements of all relevant standards, ordinances, statutes, regulations, and the Company's code of conduct;
- undertake all activities in efficient and effective manners; and
- provide appropriate trainings to staff members for activities affecting service quality.

In order to ensure the completeness and accuracy of the information delivered by our telemarketing sales representatives, we (i) provide trainings to our telemarketing sales representatives on the relevant outbound contact service skills and ethics before they commence to carry out their duties; (ii) monitor the conversation between our telemarketing sales representatives and the call recipients real-time through silent monitoring or voice logs after the completion of the conversation; and (iii) carefully control and review the content of the presentation script used by our telemarketing sales representatives from time to time. Such presentation script is prepared in collaboration with our client and the relevant database owner and prior consent to the final form must be obtained from our client and the relevant database owner before it is put into use. The presentation script usually includes a set of frequently asked questions and replies for our telemarketing sales representatives to respond to call recipients' questions.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## QUALITY CONTROL OF OUR SERVICE AND DEVELOPMENT AND TRAINING FOR OUR WORKFORCE

(continued)

Our training and development department is responsible for the training and development of our employees as well as the employees of one database owner which we are responsible to manage and train. Please refer to the Social Performance table from page 12 onward of this report.

Newly recruited telemarketing sales representatives are required to attend trainings conducted by our training and development department. The training curriculum usually covers information about our Group, our clients, the relevant contact service skills as well as general product knowledge.

Telemarketing sales representatives are assessed at the end of the training to ensure that they have the requisite skills and abilities to perform their duties. For any new services or any significant variation to the features of the services, the telemarketing sales representatives are required to attend trainings and are required to pass the services assessment test which is usually in the form of role play prior to the launch of the project.

The coaches of our training and development department also provide on-the-job trainings at the contact centres. This involves our telemarketing sales representatives being coached side-by-side in a buddy programme where coaches would listen to their calls and guide them to complete sales and improve call quality. Our coaches also conduct training sessions to improve their skill levels and motivation, and are also responsible for providing product-specific trainings on a project basis.

In addition, the team leaders are required to attend at least 30 hours of continuous professional development each year to ensure their skill sets remain afresh and updated. These trainings include trainings on technical and product knowledge as well as motivational, leadership and sales skills.

Various programmes aiming at improving staff's motivation and skills are organised at regular intervals, such as programmes on stress management and sales skills.

## MANAGING OUR SUPPLIERS

Our suppliers mainly consist of landlords of office premises, telecommunication operators and other services suppliers. We expect the suppliers to implement responsible employment measures by dealing with their employees fairly and reasonably, respecting employees' rights and providing employees with an environment free from abuse or discrimination, child labour and forced labour. The suppliers are also required to adhere to transparent business processes and high standards of integrity which they have to avoid conflicts of interest and prohibit any kinds of corruptive behavior. Before making any procurement decisions, we will conduct due diligence and evaluations on suppliers to avoid environmental and social risks along the supply chain.

When selecting suppliers, we only engage those who share the same level of commitment for quality. We consider:

- previous work history with the Group;
- their ability to conform with the agreed quality and contract requirements; and
- past track records.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## MANAGING OUR SUPPLIERS *(continued)*

Meetings may be held during the servicing period to ensure that the suppliers meet our vision, standards and requirements. Records are taken to keep track of the quality issues and appropriate remedial measures will be taken if necessary. Those suppliers with outstanding performance are added to our approved vendor list.

We pay attention to the environmental and sustainability awareness of our suppliers and promote sound environmental performance, sustainable development and governance practices amongst our business partners and suppliers. We encourage our suppliers to consider the risks posed to their operations from climate change and to actively mitigate their environmental impacts.

For the year ended 31 December 2023, we are not aware of any key suppliers which had any significant actual and potential negative records on business ethics, environmental protection, human and labour practices, nor did any of them have any material non-compliance in respect of human rights issues.

## DATA PROTECTION

Due to the nature of our business, our Group handles a large amount of sensitive personal data, including, inter alia, names and telephone numbers of the call recipients. Therefore, we treat data security and proper use of data are of utmost importance.

In order to ensure that there is no misuse or unauthorised use of personal data obtained from the database owners, our Group only uses the personal data received from the database owners according to the terms of the respective contracts. Our Group also handles the personal data obtained from the database owners in strict confidence. We constantly work with database owners and our clients closely to devise customised data security measures for each project in order to address data security requirements.

We restrict access to information and databases on a stringent need-to-know basis, allowing us to secure a reasonable level of risk management and maintain the confidentiality of the information and databases. Currently, we implement the following key data security measures:

Physical environment: There are security measures in place to ensure the physical security of the data. These measures include:

- segregating contact centres into different working zones for different projects. Each zone is guarded by its own access card system so that only authorised staff can access each zone;
- installing surveillance cameras in each contact centre, working zone and server room;
- stationing security personnel at the building's main entry point for surveillance purpose;
- requiring all telemarketing sales representatives to store their personal belongings in lockers provided. Recording devices including mobile phones and recording pens are not allowed at their workstations;
- implementing a clean desk policy at the contact centres, so that all telemarketing sales representatives do not leave any documents or papers after off duties and there is no place for them to temporarily store any confidential or sensitive documents;
- disabling the removable storage device ports for all contact centre staff computers; and
- restricting all telemarketing sales representatives from internet or email access and only necessary materials are made available to them in the form of call scripts.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## DATA PROTECTION *(continued)*

System security: There are security measures in place to ensure security in every process of our operation, including data access, transmission, storage and purging. These measures include:

- implementing password controls on network printing, while copying machines and fax machines are limited to supervisory staff;
- requiring confidential data be accessed by authorised staff only through designated user accounts and passwords;
- requiring our clients to deliver encrypted or password-protected soft copies of calling data and only authorised and designated personnel in our information technology department are allowed to download and upload such calling data;
- network connectivity and data exchange with our clients or database owners are being protected by firewall and regularly monitored by staff of our information technology department;
- configuring and stringently controlling those information which are visible to contact centre staff via our CRM system. Staff can generally only view the name of the call recipient while the telephone number is masked;
- disabling the alteration of data by contact centre staff;
- deleting and purging our database after provision of services or after an agreed period has elapsed, witnessed by clients or database owners upon request; and
- encrypting back-up data.

Our Group's measures to prevent hackers from attacking our systems include installing anti-virus software on servers and workstations, applying security patches and updates of operating systems, protecting the network connectivity with our clients by firewalls and disabling unnecessary services on servers and ports on firewalls.

All documents containing personal data are strictly controlled. The internal and external documents are recorded and archived following established procedures. All outgoing documents are screened to ensure no leakage of confidential information occurs.

## OUR WORKFORCE

Being a service provider, our competitive edge lies in the capabilities and competence of our employees. Through the ingenuity of our employees, the Group is able to continuously raise the frontier on sustainability. The Group is committed to create and maintain a work environment that not only facilitates creativity, but also being a place where employees are inspired for excellence.

As at 31 December 2023, the Group had a total of 1,411 employees, comprising 590 males and 821 females.

As the Group continues to expand its business, it is becoming even more important for us to attract and retain a talented workforce. The Group is committed to developing and deploying an innovative talent management system that anticipates and meets both the strategic needs of the Group and the employees. During the recruitment process, all candidates have an equal opportunity to compete for positions that are assigned based on the individual's qualifications, experiences and competence. We believe that a team with diversity is a competitive advantage and acknowledge and understand that we can achieve our corporate vision only with the full commitment, creativity and cooperative spirit of our team. The Group is committed to eliminating all kinds of discrimination, abuse and inequality. Our vision is to accelerate our business growth by creating a vibrant, open and inclusive work environment.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## OUR WORKFORCE *(continued)*

We comply with Minimum Wage Order, Employment (Restriction) Act 1968 and Employment Act 1955. Employees Provident Fund under the Employees Provident Fund Act 1991 and social security under the Employees' Social Security Act 1969 and Employment Insurance System Act 2017 covered all our employees in Malaysia.

Our Group generally pays our telemarketing sales representatives and their team leaders and managers a fixed salary and performance linked commission, such as attendance-linked commission and commission given for achieving daily or monthly sales target; while our Group generally pays other staff a fixed salary and discretionary bonus.

In addition to providing all employees with a competitive remuneration package, the Group has provided them with additional benefits to boost employee morale and happiness, such as (i) annual incentive free trip, (ii) employee insurance coverage such as group hospital and surgical, group personal accident and group term life insurance, (iii) monthly sales drives based on various unique themes, and (iv) festive season office premises decoration competition.

The Group complies with the relevant legal and regulatory requirements relating to staff compensation, dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, benefits and welfare, and anti-discrimination in all material respects.. We also comply with the relevant laws and regulations relating to the provision of a safe working environment and protecting employees from occupational hazards in all material respects.

## KEEPING OUR EMPLOYEES HEALTHY AND WELL

The safety of employees is of paramount importance to us. We are committed to maintaining a high standard of safety at all of our facilities.

The physical features of the work environment may affect employees' physical and psychological health. Understanding that the employees typically spend the majority of their working hours in the office, we are committed to achieving this goal by implementing the following key measures:

- Maintaining a safe working environment which poses no threat to health under our control;
- Inspecting any unsafe conditions and fixing it immediately; and
- Prohibiting smoking in all enclosed areas within the office, without exception.

For the year ended 31 December 2023, we did not experience any significant incidents or accidents in relation to workers' safety or any material non-compliance with the applicable laws and regulations relevant to work safety and health issues nor were there any fines or penalties for non-compliance of safety laws and regulations imposed on us.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## ANTI-CORRUPTION

Our Group values and promotes the integrity of our management and our staff and adopts a zero-tolerance policy towards all corruption, blackmail, fraud and money laundering activities and strictly complies with the Malaysian Anti- corruption Commission Act 2009. We have effectively communicated our expectations and values with the employees and vendors through our company policies. Employees are encouraged to report any suspected activities through our established whistle-blowing platform. We also monitor as to whether there is any corruptive practices conducted by our suppliers or business partners. We did not identify any non-compliance with the said legislation during the year ended 31 December 2023. Education materials regarding anti-corruption practices have been circulated to the Directors and the management to increase their awareness on the same.

During the year ended 31 December 2023, the Group did not identify any non-compliance with relevant laws and regulations that have a significant impact on us relating to corruption, anti-money laundering and terrorists financing activities.

## CREATING SUSTAINABLE VALUE FOR THE COMMUNITY

We acknowledge our social responsibility and are willing to contribute to the society. Our Group strives to create sustainable value for not only the business community, but also the local communities. For the year ended 31 December 2023, our Group has raised funds for various charitable organisations in Malaysia. Through participation in these community projects, we have fostered cross-team collaboration and strengthened team spirit while doing good for the community.

## CHARITABLE DONATIONS

Apart from participation in various volunteering activities and community campaigns, the Group has been keen to make charitable donations and sponsorship to support community development. During the year ended 31 December 2023, a total of approximately RM13,000 has been donated to non-profit charitable organisations and/or charitable event organisers.

## PERFORMANCE INDICATORS

Paragraph number in ESG Guide	Indicator	Unit	Performance Data
<b>A1</b>	<b>Emissions</b>		
A1.1	Types of emissions and respective emissions data	N/A	<p>The majority of our operation takes place in our office premises in Kuala Lumpur and Melaka, Malaysia. Carbon emission is the main type of emission produced as a result of our operation. All wastewater discharge is managed by the building management and therefore is immaterial to our operation.</p> <p>The main contributor to our carbon emission is resulted from our office premises' electricity consumption.</p>

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## PERFORMANCE INDICATORS *(continued)*

Paragraph number in ESG Guide	Indicator	Unit	Performance Data
A1.2	Total greenhouse gas emission	CO2/	N/A
	Direct (Scope 1)	N/A	N/A
	Energy indirect (Scope 2)	Metric Tons and intensity	332 metric tons. Intensity: 0.004 metric tons/square feet (based on gross floor area* of a total of 80,379 square feet)
A1.3	Total hazardous waste produced and, where appropriate, intensity	N/A	The Group does not produce any hazardous waste.
A1.4	Total non-hazardous waste produced and, where appropriate, intensity	N/A	The Group's waste mainly consists of office supplies and equipment such as papers. This does not represent a material impact on our Group for the time being. Going forward we will consider the need to measure our non-hazardous waste as and when it is applicable.
A1.5	Description of emissions target(s) set and steps taken to achieve them	N/A	<p>We aim to produce less emissions as compared with the corresponding period in 2022.</p> <p>The measures in our GHG policy that we adopt to mitigate emissions include but not limited to:</p> <ul style="list-style-type: none"> <li>(i) turning off lights during lunch hour in all the office premises (if not in use);</li> <li>(ii) upgrading of lights used in the office premises from fluorescent lights to LEDs;</li> <li>(iii) turning on power saver modes for all office equipment and electronic appliances;</li> <li>(iv) adopting optimal power consumption method; and</li> <li>(v) keeping the office premises from direct sunlight through installing solar window films and blinds.</li> </ul>

\* Gross floor area refers to the gross floor area of our call centers, IT and research and development office premises located in Malaysia.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## PERFORMANCE INDICATORS *(continued)*

Paragraph number in ESG Guide	Indicator	Unit	Performance Data
A1.6	Description of how hazardous and non-hazardous wastes are handled, a description of reduction target(s) set and steps taken to achieve them	N/A	<p>The majority of our wastes are general office refuse which is disposed by the building management. We aim to reduce waste production by minimizing the use of office supplies and paper. The following initiatives have been implemented to reduce our waste production:</p> <ul style="list-style-type: none"> <li>(i) use of reusable office supplies and cutlery;</li> <li>(ii) recycling papers, metal, and plastic waste;</li> <li>(iii) employees are encouraged to bring their own lunch or eat out to reduce the amount of takeout packaging wastes; and</li> <li>(iv) all single-sided printed papers are recycled for printing draft and internal documents.</li> </ul>
<b>A2 Use of Resources</b>			
A2.1	Total Electricity Usage	kWh	795,411
	Electricity intensity	kWh/employee	563
A2.2	Water consumption in total and intensity	N/A	Not applicable. Water consumed by the Group comprise tap water consumed as drinking water and toilet flush water, and is supplied and managed by the building management of the office premises.
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them	N/A	<p>The Group aims to use less electricity as compared with the corresponding period in 2022.</p> <p>The Group adopts the following energy use efficiency initiatives in our GHG policy:</p> <ul style="list-style-type: none"> <li>(i) measuring and evaluating the lighting intensity in the office and removing all unnecessary lighting fixtures; and</li> <li>(ii) energy saving reminders being posted on all the electrical equipment such as computers, printers and fax machines; and next to all the switches.</li> </ul> <p>For the year ended 31 December 2023, the Group recorded a slight increase of approximately 22,003 kWh usage of electricity as compared to the amount recorded for the year ended 31 December 2022.</p>

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## PERFORMANCE INDICATORS *(continued)*

Paragraph number in ESG Guide	Indicator	Unit	Performance Data
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	N/A	Water consumption of the Group on drinking and toilet flushing is relatively insignificant. However, the Group has actively encouraged employees in water saving practices such as reminding employees to turn off the water tap while lathering and scrubbing hands, then turning it back on to rinse. The Group has no issue in sourcing water that is fit for purpose.
A2.5	Total packaging materials used for finished products and, if applicable, with reference to per unit produced	N/A	Being a contact service provider, packaging materials are immaterial for the Group's operation.
<b>A3 Environment and Natural Resources</b>			
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	N/A	Due to the nature of our office operation, our activities have minimal impacts on the environment and the natural resources. Nevertheless, we have implemented several resources saving initiatives to further reduce our environmental impacts as mentioned on page 3 of this report.
<b>A4 Climate Change</b>			
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them	N/A	Please refer to the paragraph headed "Climate Change" in this report.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## SOCIAL PERFORMANCE

Paragraph number in ESG Guide	Indicator	Unit	Performance Data
<b>B1 Employment</b>			
B1.1	Total number of employees	No. of people	1,411
	Total number of male employees and age group	No. of people	590 in total, comprising: Aged less than 20: 40 Aged 21 to 30: 357 Aged 31 to 40: 153 Aged more than 41: 40
	Total number of female employees and age group	No. of people	821 in total, comprising: Aged less than 20: 34 Aged 21 to 30: 529 Aged 31 to 40: 210 Aged more than 41: 48
	Total number of full-time employees and part-time employees	No. of people	1,411 full-time 0 part-time
	Geographic location of employees		97% in Kuala Lumpur, Malaysia 3% in Melaka, Malaysia
B1.2	Employee turnover rate by gender, age group and geographical region	Percentage	10% male, 11% female Aged less than 20: 29% Aged 21 to 30: 13% Aged 31 to 40: 4% Aged more than 41: 1%
			93% in Kuala Lumpur, Malaysia 7% in Melaka, Malaysia

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## SOCIAL PERFORMANCE *(continued)*

Paragraph number in ESG Guide	Indicator	Unit	Performance Data
<b>B2</b>	<b>Health and Safety</b>		
B2.1	Number of work-related fatalities	No. of people	0
B2.2	Lost days due to work injury	No. of days	0
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	N/A	<p>Measures implemented in our corporate wellness program include:</p> <ul style="list-style-type: none"> <li>(i) equipping our various contact centres with refreshment area and vending machines;</li> <li>(ii) supplying refreshments to employees at our various call centres from time to time;</li> <li>(iii) providing financial assistance to fire or flood victims;</li> <li>(iv) providing back to school financial assistance to employees with school going children; and</li> <li>(v) incentivizing employees to enroll for COVID-19 vaccination as well as booster dose appointment.</li> </ul> <p>We have monitored the effectiveness of our program by actively seeking employees' feedback and suggestions for improvement through different engagement activities and channels.</p>
<b>B3</b>	<b>Development and Training</b>		
B3.1	Percentage of employees trained by gender and employee category	Percentage	Given the nature of the Company's business , all employees, regardless of gender and category, are required to undergo trainings.
B3.2	Average training hours completed per employee by gender and employee category	No. of hours	<p>37 hours per employee            36 hours for males            40 hours for females            53 hours for middle management            37 hours for telemarketing sales representatives</p>

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## SOCIAL PERFORMANCE *(continued)*

Paragraph number in ESG Guide	Indicator	Unit	Performance Data
<b>B4 Labour Standards</b>			
B4.1	Description of measures to review employment practices to avoid child and forced labour	N/A	Our Group adopts a zero tolerance policy towards child labour and forced labour and strictly follows major human rights declarations and applicable labour law. Our Group screens through all recruits to ensure employment contracts are duly signed in compliance with the local labour laws. During the year ended 31 December 2023, we did not identify any non-compliance with the relevant laws and regulations relating to child labour and forced labour which have a significant impact on the Group.
B4.2	Description of steps taken to eliminate such practices when discovered	N/A	If the Group discovers any underage employee or employees suffering from forced labour practice inflicted by any person, we will report the incident to the relevant regulatory body and terminate such employee's employment immediately.
<b>B5 Supply Chain Management</b>			
B5.1	Number of suppliers by geographical region	No. of suppliers	Total number of suppliers: 101 92 located in Malaysia 8 located in Hong Kong SAR, China 1 located in Shenzhen, China
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	N/A	Please refer to the paragraph headed "Managing Our Suppliers" in this report.
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored	N/A	Please refer to the paragraph headed "Managing Our Suppliers" in this report.
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	N/A	Please refer to the paragraph headed "Managing Our Suppliers" in this report.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## SOCIAL PERFORMANCE *(continued)*

Paragraph number in ESG Guide	Indicator	Unit	Performance Data
<b>B6 Product Responsibility</b>			
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons	N/A	The Group's business does not involve sale of products.
B6.2	Number of products and service related complaints received and how they are dealt with	No. of complaints	<p>Sales enrollment dispute complaints are the most common complaints received during the financial year. The Group has well experienced and trained Quality Assurance ("QA") personnel team to perform 100% audit on all sales voice calls.</p> <p>All QA audited sales voice calls are then archived into External Hard Disk Drive ("HDD") to handle any possible dispute in sales raised in the future.</p> <p>The Group received 69 valid complaints during the year ended 31 December 2023.</p> <p>Out of the total valid complaints, 35 cases are sales call related and 34 cases are non-sales call related.</p> <p>All complaints are handled by a dedicated QA Department and are resolved within a turnaround time of 48 hours (excluding Saturdays &amp; Sundays) upon receipt of such complaints.</p> <p>Complaints are received and responded through email and findings will be provided in a standard review format to clients.</p>
B6.3	Description of practices relating to observing and protecting intellectual property rights	N/A	<p>The Group's business does not involve intellectual property rights.</p> <p>Please refer to the paragraph headed "Data Protection" in this report.</p>
B6.4	Description of quality assurance process and recall procedures	N/A	Please refer to the paragraph headed "Quality Control of Our Service and Development and Training for Our Workforce" in this report.
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	N/A	Please refer to the paragraph headed "Data Protection" in this report.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## SOCIAL PERFORMANCE *(continued)*

Paragraph number in ESG Guide	Indicator	Unit	Performance Data
<b>B7 Anti-corruption</b>			
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases	No. of cases	0
B7.2	Description of preventive measures and whistleblowing procedures, how they are implemented and monitored	N/A	Our Group adopts a zero-tolerance policy towards all kinds of corruption and fraud activities and strictly complies with the Malaysian Anti-corruption Commission Act 2009. We have effectively communicated our expectations and values with the employees and vendors through our company policies. Employees are encouraged to report any suspected activities through our established whistleblowing platform. We did not identify any non-compliance with the said legislation during the year ended 31 December 2023.
B7.3	Description of anti-corruption training provided to directors and staff	N/A	The Group provided internal trainings through seminars and workshops to our directors and staff relating to anti-corruption legislation.
<b>B8 Community Investment</b>			
B8.1	Focus areas of contribution	N/A	The Group was engaged in fund raising for charitable organisations in Malaysia.
B8.2	Resources contributed	N/A	During the year ended 31 December 2023, we raised funds in the aggregate amount of RM13,000 for charitable events and institutions including but not limited to:
			<ul style="list-style-type: none"> <li>(i) United Nations Children's Fund — Emergency; and</li> <li>(ii) SJK (C) Connaught 2</li> </ul>