

# **Cover Rationale**

### "A Promise Delivered"

Continuity and Growth

For more than twenty (20) years, Nationwide Express has been exceeding customers' satisfaction, through dedicated personnel, our exciting array of products and most definitely our excellent service levels!

We concertedly establish links throughout the generations via new and innovative ideas, products and services. Along the way, we have also gathered accolades and awards as a testimony of our continuous endeavour to be the best.

While we are proud to be where we are today, we acknowledge that we still have a long journey to go. Realising this, we will continue to look into all angles to come up with new ideas and possibilities, just like how children view the world – nothing is impossible and there will always be different ways of seeing things.

We shall strive on this, and we shall see a different tomorrow.



# Contents –

1	Cover Rationale
4	Corporate Information
5-7	Our Vision, Mission & Values
	The Brand
8 9	ISO 9001:2000 Accreditation
12-16	Notice of Annual General Meeting &
12-10	Notice of Dividend Entitlement
17-18	Statement Accompanying Notice of
17-10	Annual General Meeting
19-20	Five-Years Group Financial Review
22-31	Products & Services
32-35	Corporate Social Responsibility
36-40	Statement on Corporate Governance
41-42	Statement on Internal Control
41-42	
45-44	Statement on Risk Management
	Statement on Directors' Responsibility
48-57	Profile of Directors
59-61	Report on Audit Committee
63	The Chairman's Letter
65-71	Message from The Chief Executive Office
74-123	Financial Statements
24-126	Analysis of Shareholdings
127	List of Properties
28-140	Network
141	Proxy Form

# **Corporate Information**

### **Board of Directors**

Dato' Adnan bin Shamsuddin Independent,Non-Executive Chairman

Rozilawati binti Haji Basir Executive Director / Chief Executive Officer

Dato' Sulaiman bin Sujak Independent, Non-Executive Director

**Dr. Roshayati binti Basir** Non Independent, Non-Executive Director

Yong Kok Liew Independent, Non-Executive Director

### **Audit Committee**

**Dato' Sulaiman bin Sujak** Chairman Independent, Non-Executive Director

**Dr. Roshayati binti Basir** Member Non Independent, Non-Executive Director

Yong Kok Liew Member Independent, Non-Executive Director

### **Nomination Committee**

**Dato' Sulaiman bin Sujak** Chairman Independent, Non-Executive Director

**Dr. Roshayati binti Basir** Member Non Independent, Non-Executive Director

Yong Kok Liew Member Independent, Non-Executive Director

### **Remuneration Committee**

**Dato' Sulaiman bin Sujak** Chairman Independent, Non-Executive Director

**Dr. Roshayati binti Basir** Member Non Independent, Non-Executive Director

Yong Kok Liew Member Independent, Non-Executive Director

### **ESOS Committee**

**Yong Kok Liew** Chairman Independent, Non-Executive Director Dato' Adnan bin Shamsuddin Member Independent,Non-Executive Chairman Rozilawati binti Haji Basir Member Executive Director / Chief Executive Officer Dato' Sulaiman bin Sujak Member Independent, Non-Executive Director Dr. Roshayati binti Basir Member Non Independent, Non-Executive Director

### **Registered Office**

Lot 11A, Persiaran Selangor, Seksyen 15 40200 Shah Alam, Selangor Darul Ehsan Tel No : 03-5163 3333 Fax No : 03-5518 2084 Website : www.nationwide2u.com

### **Corporate Office**

Lot 11A, Persiaran Selangor, Seksyen 15 40200 Shah Alam, Selangor Darul Ehsan Tel No : 03-5163 3333 Fax No : 03-5518 2084 Email address : enquiry@nationwide2u.com Website : www.nationwide2u.com

### **Company Secretaries**

Abu Zahren bin Md Yusof (LS 006986) Ahmad Najmi bin Mahfodz (MIA 13431)

### Registrar

**Symphony Share Registrars Sdn. Bhd. (378993-D)** Level 26, Menara Multi Purpose, Capital Square No. 8, Jalan Munshi Abdullah, 50100 Kuala Lumpur Tel No : 03 2721 2222 Fax No : 03 2721 2530 / 2531

### **Principal Bankers**

Malayan Banking Berhad HSBC Bank Malaysia Berhad

### Auditors

### Messrs. Hanafiah Raslan & Mohamad (AF:0002) Chartered Accountants

Level 23A, Menara Milenium, Jalan Damanlela, Pusat Bandar Damansara, Damansara Heights 50490 Kuala Lumpur Tel No : 03 7495 8723 Fax No : 03 7495 7914 / 7994

### Stock Exchange Listing

Main Board, Bursa Malaysia Securities Berhad



# Our Vision -

To Be The Premier Total Logistics Business Partner Locally And Globally

# Our Mission



# Nationwide Delivers

- Dedicated Workforce
  - Efficient And Excellent Services
  - Learning Organisation
  - Intimacy With Business Partners
  - Value Stakeholders
  - Exceed Customers' Expectations
  - Respect For Individual Dignity
  - Socially Responsible

# **Our Values**



# **Trustworthiness & Excellence Driven**

Our Core Values denote and represent the deeply held beliefs within Nationwide Express. These timeless principles are intrinsic values, which are seen in all our employees through our day-to-day behaviour and attitude. We hold these values close to our hearts as these are the very values, which make us Nationwide Express! Nationwide Express is a household name and a brand to be reckoned with! It is a brand that was introduced two (2) decades ago, and over the years has evolved into a brand name which is synonymous to courier and express delivery services in the Malaysian logistics scene.

Our brand image is communicated on the basis of our existing core values; namely Trustworthiness and Excellence Driven. Our objectives are simple yet compelling – to instil customers' loyalty and accentuate product superiority. In short, Nationwide Express is in a class above the rest!

We recognise that a strong brand is a valuable corporate asset, and we are aggressively formulating ongoing branding strategies to enhance the present image from a mere courier service to a total logistics service provider. In addition, various marketing and communication initiatives such as advertising, direct marketing, brand associations and public relations will further improve our market presence as well as awareness amongst all stakeholders. A strong brand like ours will not only reflect the services we offer, but portray what WE stand for!

As a household name, we have been awarded numerous brand awards. In 2004, Nationwide Express was voted by the consumers as the Best Malaysian Brand 2004 in the Logistics Industry in Malaysia at the International Brand and Consumer Fair (IBCOF) 2004. In 2005, Nationwide Express had been successfully selected by the Superbrands Council as the 2005 Superbrands of Malaysia taking into consideration our brand market dominance, brand resilience, brand goodwill, customer loyalty and overall market acceptance.

This financial year 2006/2007 denotes a successful year for the Nationwide Express brand as we have been awarded with two (2) brand recognition i.e. the BrandLaureate Award 2006/2007 and the Asia Pacific Super Excellent Brand 2006/2007.

The Asia Pacific Brands Foundation (APBF), a non profit organisation established particularly to raise branding standards in Malaysia and in Asia Pacific in general, noted that Nationwide Express displayed branding excellence in its particular field and business activities i.e. delivering our brand promises, enduring values and impeccable social and business standards. Therefore, Nationwide Express was conferred the BrandLaureate Award 2006/2007 for branding excellence in the Courier Industry – Malaysia on 8 January 2007.

On 8 April 2007, the Organising Committee of the Super Excellent Brand, which comprised of CEOs from Malaysia, Singapore, China, Hong Kong, Taiwan, Japan, Australia, Philippines, Thailand, Korea and Indonesia together with the Global Branding Council had identified and recognised Nationwide Express' excellent performance, achievement and conformity of products and services – assurance of quality, safety and reliability. Accordingly, Nationwide Express was conferred as the Asia Pacific Super Excellent Brand 2006/2007.

Nationwide Express' brand achievements are not only recognised as a mark of excellence achieved by us. It also provides Nationwide Express with a significant promotional asset which helps reassure consumers that they are making the right choice and encourages new consumers to join the brand franchise. The awards and recognitions bestowed on Nationwide Express strengthens our brand position, adds prestige and sets Nationwide Express apart from its competitors.

So, "Nationwide Express" your shipments anywhere and anytime, for 'When It Is Nationwide Express, It Is As Good As There!'





"thebrandlaureate"





Certificate No. 22398



Certificate No. 22398

In these days of strong competition and rising expectation from our customers, it is of strategic importance that we perform to the highest standards of quality. At Nationwide Express, quality is a continuous improvement process and we owe it to our customers, our industries and to ourselves.

Excellence for Nationwide Express is about distinguishing ourselves in the 6Ps, namely, People, Policies, Products, Practices, Performance and Processes. To be an excellent organization, these six elements must be viewed in an integrated, interactive and continuous improvement fashion.

Accordingly, with the ISO 9001:2000 accreditation, Nationwide Express stand tall as our standard is at par with the International Standards for quality management and quality assurance system. The adoption and implementation of ISO 9001:2000 ensure the establishment of an effective service quality system that provides excellent services to the customers.

The attainment of ISO 9001:2000 certification is in the best interest of Nationwide Express to enable us to be competitive in the global market. Indeed, as a certified ISO 9001:2000 organization, Nationwide Express is recognized and accepted by their customers for quality products produced and services rendered.

The ISO 9001:2000 accreditation is pertinent to Nationwide Express in our effort to provide efficient and excellent service to exceed our customers' expectation. In today's fast moving world, customers look for good services, quality and accessibility whereby ISO 9001:2000 is one of the tools that contribute to this effort. The requirements are aimed at creating and maintaining an ever-improving quality management system that proactively strives to not only meet the customers' satisfaction but most importantly exceeds it! ISO 9001:2000 has become the "International Language of Quality".

In order for our growing company to continually improve, we need a good document quality management system. We need to use ISO certification as a tool that can assist Nationwide Express in the achievement of the highest level of customers' satisfaction by reducing the probability of non-conformity within the operation processes.

The ISO standards are challenging be met. To pursue them, we need to ensure the standard operating procedures as outlined in our quality manual are properly developed and fully documented. Focus and dedication are needed to follow these consistently in a highly efficient manner. This process demands strong leadership from senior management and a sense of teamwork commitment among employees at all levels. Thanks to ALL, Nationwide Express is proud to be an ISO accredited company!

By gaining ISO 9001:2000 certification it demonstrates that Nationwide Express have implemented a tightly coupled Quality System that implies integrity and provides the structure to produce good Quality services. This quality approach would in turn lead us to the path in delivering competitive, superior and world class services to our customers.

### NATIONWIDE EXPRESS' ISO 9001:2000 QUALITY POLICY

### 'Total Delivery Commitment To Achieve Customer Satisfaction Through Our Quality And Reliable Services'

### Total

Total involvement of everyone in the process of continuous improving the effectiveness of quality management system and focusing on staff development to enhance the job competency.

### Customer

Internal and external customers.

### Satisfaction

Meeting agreed requirements, perceived internal and external customer needs.

### Quality And Reliable Services

Need to prioritize customer requirements and to exceed customer expectations in the quality of service.





### Notice of Annual General Meeting

NOTICE IS HEREBY GIVEN THAT the 21st Annual General Meeting of Nationwide Express Courier Services Berhad will be held at Cenderawasih Hall, Level 1, Glenmarie Golf & Country Club, Jalan Kerjaya Off Jalan Lapangan Terbang Sultan Abdul Aziz Shah, 47200 Subang, Selangor on Monday, 10th September 2007 at 3.00 p.m, for the following purposes :-

### Agenda

### AS ORDINARY BUSINESS

 To receive and adopt the Audited Financial Statements for the financial year ended **31st March 2007** and the Reports of the Directors and Auditors thereon.

### (Resolution 1)

 To sanction the declaration of a final dividend of 2% (tax exempt) and 4% (less 27% tax).

### (Resolution 2)

- 3. To approve the payment of Directors' fees for the financial year ending 31 March 2008. (Resolution 3)
- 4. To re-elect a Director, Rozilawati binti Haji Basir, who retires in accordance with Article 69 of the Company's Articles of Association.

### (Resolution 4)

5. To re-elect a Director, Dato' Sulaiman bin Sujak, who retires in accordance with Section 129 of the Companies Act, 1965.

### (Resolution 5)

6. To re-appoint Messrs. Hanafiah Raslan & Mohamad as Auditors of the Company and to authorise the Directors to fix their remuneration.

### (Resolution 6)

### AS SPECIAL BUSINESS

7. To consider and if thought fit, to pass the following Special Resolution :-

#### Proposed Amendments to the Articles of Association of the Company ("The Proposed Amendments")

"THAT the Proposed Amendments to the existing Articles of Association of the Company as set out in Annexure 1 of the Annual Report 2007 be hereby approved and adopted".

### (Special Resolution 1)

8. To transact any other ordinary business for which due notice has been given.

### NOTICE OF DIVIDEND ENTITLEMENT

NOTICE IS ALSO HEREBY GIVEN THAT subject to the approval of the shareholders, a **final dividend** of 2% (tax exempt) and 4% (less 27% tax) in respect of the financial year ended **31st March**  2007 will be paid on 31st October 2007 to shareholders whose names appear in the Company's Record of Depositors on 12th September 2007.

A Depositor shall qualify for entitlement only in respect of:-

- a) Shares transferred into the Depositor's Securities Account before 4.00 p.m. on 12th September 2007 in respect of shares which are exempted from mandatory deposit;
- b) Shares bought on the Bursa Malaysia Securities Berhad on a cum entitlement basis according to the Rules of the Bursa Malaysia Securities Berhad.

### **BY ORDER OF THE BOARD**

### ABU ZAHREN BIN MD YUSOF (LS 006986) AHMAD NAJMI BIN MAHFODZ (MIA 13431) Company Secretaries

Shah Alam, Selangor 17th August 2007

### NOTES:

A member of the Company entitled to attend and vote is entitled to appoint a proxy or proxies to attend and vote instead of him. A proxy may not be a Member and a Member may appoint more than two (2) proxies to attend at the same meeting. Where a Member appoints two (2) or more proxies, he shall specify the proportion of his shareholding to be represented by each proxy. The instruments appointing the proxy must be deposited at the Registered Office of the Company by not less than 48 hours before the time of the holding of the Annual General Meeting.

### **Explanatory Notes on Special Business:**

### **SPECIAL RESOLUTION**

#### Special Resolution 1: Proposed Amendments to the Articles of Association of the Company ("The Proposed Amendments")

The proposed **Special Resolution 1** if passed, will enable the Company to update the Articles of Association of the Company to be in line with the Listing Requirements of Bursa Malaysia Securities Berhad.

### Annexure 1

PROPOSED AMENDMENTS TO THE ARTICLES OF ASSOCIATION OF THE COMPANY

The existing Articles of Association of the Company ("the existing Articles") are amended by the alterations, modifications, deletion and/or addition, wherever necessary whereby the affected existing Articles are reproduced here with the Proposed Amendments to the Articles of Association of the Company alongside it :-

Article No	Exisiting Articles	Amended Articles	Rationale
Article 2	"Approved Market Place" means A stock exchange which is specified to be an approved market place in the Securities Industry (Central Depositories) (Exemption (No.2) Order 1998.	Deleted	<b>Definitions</b> Pursuant to Para. 1.01 of the Listing Requirements ("LR")
Article 2	"Central Depository" means Malaysian Central Depository Sdn. Bhd.	"Central Depository" means Bursa Malaysia Depository Sdn. Bhd. (Company No.165570-W) including any further change to its name.	
Article 2	"Central Depositories Act" means The Securities Industry (Central Depositories) Act 1991 and every statutory modification, amendment or re-enactment thereof for the time being in force.	"Central Depositories Act" means The Securities Industry (Central Depositories) Act 1991, or any statutory modification, amendment or re-enactment thereof for the time being in force.	
Article 2	"Deposited Security" means A Security standing to the credit of a Securities Account and includes Securities in a Securities Account that is in suspense.	"Deposited Security" shall have the meaning given in section 2 of the Securities Industry (Central Depositories) Act 1991.	
Article 2	"The Exchange" means The Kuala Lumpur Stock Exchange in which the shares or other securities of The Company are quoted.	"The Exchange" means Bursa Malaysia Securities Berhad including any further change to its name and/or any other Exchange on which the Company is listed.	
Article 2	"Listing Requirements" means The Listing Requirements of Kuala Lumpur Stock Exchange including any amendment to the Listing Requirements that may be made from time to time.	"Listing Requirements" means the Listing Requirements of the Exchange including any amendments to the Listing Requirements that may be made from time to time.	
Article 2	"Market Days" means Any day between Monday and Friday which is not a market holiday of the Kuala Lumpur Stock Exchange or Public Holidays.	"Market Day" means A day on which the stock market of the Exchange is open for trading in securities.	

Article No	Exisiting Articles	Amended Articles	Rationale
Article 4 (3) (a)	Subject to the Act, the provision of these Articles and the requirements of The Exchange, The Company may with the sanction of an Ordinary Resolution, issue preference shares on such terms that they are, or at the option of The Company, liable to be redeemed <b>provided that the total nominal</b> <b>value of the issued preference</b> <b>shares shall not exceed the total</b> <b>nominal value of the issued</b> <b>ordinary shares at any time.</b>	Deleted: "provided that the total nominal value of the issued preference shares shall not exceed the total nominal value of the issued ordinary shares at any time." New: Subject to the Act, the provision of these Articles and the requirements of The Exchange, The Company may with the sanction of an Ordinary Resolution, issue preference shares on such terms that they are, or at the option of The Company, shall liable to be redeemed.	<b>Issue of</b> <b>preference</b> <b>shares</b> Pursuant to the removal of Para. 7.05 of the LR.
Article 4 (3) (d)	The holder of a preference share shall be entitled to a return of capital in preference to holders of ordinary shares when The Company is wound up.	Deleted	<b>Rights of</b> <b>Preference</b> <b>shareholders</b> Pursuant to Para. 7.08 (2) of the LR.
Article 47 (c)	The Company shall request the Central Depository in accordance with the Rules, to issue a Record of Depositors, as at <b>a date</b> not less than three (3) market days before the general meeting (hereinafter referred to as "the General Meeting Record of Depositors"). The General Meeting Record of Depositors shall be the final record of all depositors who shall be deemed to be the registered holders of ordinary shares of The Company eligible to be present and vote at such meetings;	New The Company shall request the Central Depository in accordance with the Rules, to issue a Record of Depositors, as at <b>the latest date which is</b> reasonably practicable which shall in any event be not less than three (3) market days before the general meeting (hereinafter referred to as "the General Meeting Record of Depositors"). The General Meeting Record of Depositors shall be the final record of all depositors who shall be deemed to be the registered holders of ordinary shares of The Company eligible to be present and vote at such meetings;	<b>Record of</b> <b>Depositors</b> Pursuant to Para. 7.18 of the LR.

Article No	Exisiting Articles	Amended Articles	Rationale
Article 58	Subject to any rights or restrictions for the time being attaching to any class or classes of shares, at meetings of Members or of classes of Members and subject to Article 47, each Member shall be entitled to be present and to vote in respect of any share or shares upon which all calls due to The Company have been paid and may vote in person or by proxy or by attorney. <b>On a show of hands every</b> <b>person present who is a Member or</b> <b>a representative of a Member shall</b> <b>have one vote</b> , and on a poll every Member present in person or by proxy or by attorney or other duly authorized representative shall have one vote for every such share he holds.	Deleted: "On a show of hands every person present who is a Member or a representative of a Member shall have one vote" New: Subject to any rights or restrictions for the time being attaching to any class or classes of shares, at meetings of Members or of classes of Members and subject to Article 47, each Member shall be entitled to be present and to vote in respect of any share or shares upon which all calls due to The Company have been paid and may vote in person or by proxy or by attorney. On a resolution to be decided on a show of hands, a holder of ordinary shares or preference shares who is personally present and entitled to vote shall be entitled to 1 vote, and on a poll every Member present in person or by proxy or by attorney or other duly authorized representative shall have one vote for every such share he holds.	Voting rights on a show of hands Pursuant to Para. 7.19A of the LR.
Article 60	Appointment of <b>more than</b> one proxy	<b>Deleted:</b> " more than" <b>New:</b> Appointment of at least one proxy	Appointment of at least one proxy Pursuant to Para. 7.22 of the LR.

Article No	Exisiting Articles	Amended Articles	Rationale
Article 68	Directors of The Company shall be natural persons. No person not being a retiring Director shall be eligible for election to the office of Director at any general meeting unless some Member intending to propose him has, at least eleven (11) clear days before the meeting, left at the office of The Company a notice in writing duly signed by the nominee, giving his consent to the nomination and signifying his candidature for the office, or the intention of such Member to propose him, PROVIDED THAT in the case of a person recommended by the Directors for election, nine (9) clear days' notice only shall be necessary, and notice of each and every candidature for election to the board of Directors shall be served on the registered holders of shares at least seven (7) days prior to the meeting at which the election is to take place.	Deleted: "Directors of The Company shall be natural persons". New: No person not being a retiring Director shall be eligible for election to the office of Director at any general meeting unless some Member intending to propose him has, at least eleven (11) clear days before the meeting, left at the office of The Company a notice in writing duly signed by the nominee, giving his consent to the nomination and signifying his candidature for the office, or the intention of such Member to propose him, PROVIDED THAT in the case of a person recommended by the Directors for election, nine (9) clear days' notice only shall be necessary, and notice of each and every candidature for election to the board of Directors shall be served on the registered holders of shares at least seven (7) days prior to the meeting at which the election is to take place.	<b>Directors</b> Pursuant to Para. 7.23 of the LR.
Article 79	The office of Director shall become vacant if the Director:- (b) becomes bankrupt or makes any arrangement or composition with its creditors generally; (d) becomes of unsound mind or a person whose person or estate is liable to be dealt with in any way under the law relating to mental disorder; (f) for more than six (6) months is absent without permission of the Directors from meetings of the Directors held during that period or is absent from more than 50% of the total board of Directors' meetings held during a financial year;	New: (b) becomes bankrupt or makes any arrangement or composition with its creditors generally <b>during his term of office;</b> New (d) becomes of unsound mind or a person whose person or estate is liable to be dealt with in any way under the law relating to mental disorder <b>during his term of office;</b> (f) Deleted	Vacation of office of director Pursuant to Para. 7.29 of the LR.

# Statement Accompanying Notice of Annual General Meeting

### (1) NAME OF INDIVIDUALS STANDING FOR RE-ELECTION

The Directors who are standing for re-election are as follows:-

Rozilawati binti Haji Basir, pursuant to Article 69 of the Company's Articles of Association Dato' Sulaiman bin Sujak, pursuant to Section 129 of the Companies Act, 1965

The profiles of the Directors standing for re-election are set out on page 48 to 57 of this Annual Report.

### (2) DETAILS OF ATTENDANCE OF DIRECTORS AT BOARD MEETINGS

A total of five (5) Board meetings were held in the financial year ended 31st March 2007. The details of attendance of individual Directors at the Board Meetings held in the financial year ended 31st March 2007 are as follows:-

Directors	No. of Board Meetings		
Directors	Held	Attendance	
Dato' Adnan bin Shamsuddin	5	5	
Rozilawati binti Haji Basir	5	5	
Dato' Sulaiman bin Sujak	5	5	
Dr. Roshayati binti Basir	5	5	
Yong Kok Liew	5	5	

### (3) GENERAL MEETING HELD DURING THE FINANCIAL YEAR ENDED 31st MARCH 2007

:	20th	ANNUAL	GENERAL	MEETING

Date : 22nd August 2006

Type

- Time : 11.30 a.m.
- Venue : Royal Ballroom, Kelab Golf Sultan Abdul Aziz Shah No 1, Rumah Kelab, Jalan Kelab Golf 13/6 40100 Shah Alam, Selangor Darul Ehsan

### (4) DIRECTORS' SHAREHOLDINGS IN THE COMPANY & ITS SUBSIDIARIES

Directors	The Co	The	
Directors	Direct	Indirect	Subsidiaries
Dato' Adnan bin Shamsuddin	-0-	-0-	-0-
Rozilawati binti Haji Basir	-0- 30,594,923#		*
Dato' Sulaiman bin Sujak	56,000	-0-	-0-
Dr. Roshayati binti Basir	-0-	30,594,923#	*
Yong Kok Liew	-0-	-0-	-0-

# - Deemed interested by virtue of her shareholdings in BHR Enterprise Sdn Bhd of more than 15% pursuant to Section 6A of the Companies Act, 1965.

\* - By virtue of her major indirect shareholdings in shares of the Company, she is also deemed interested in all shares of the Company's subsidiaries to the extent that the Company has an interest.

17

### (5) FAMILY RELATIONSHIPS WITH ANY DIRECTORS AND/OR MAJOR SHAREHOLDERS OF THE COMPANY

None of the Directors have family relationship with any Directors and/or major shareholders of the Company except for Rozilawati binti Haji Basir and Dr. Roshayati binti Basir who are sisters and have family relationships with BHR Enterprise Sdn Bhd, the major shareholder of the Company.

### (6) CONFLICT OF INTEREST

Save for that disclosed in the section on Related Party Transactions, none of the Directors have any conflict of interest with the Company and its subsidiaries.

### (7) LIST OF CONVICTIONS FOR OFFENCES WITHIN THE PAST 10 YEARS OTHER THAN TRAFFIC OFFENCES

None of the Directors have any conviction for offences within the past 10 years other than traffic offences.

### (8) OTHER INFORMATION

- Status of Utilisation Of Proceeds Raised from Corporate Exercise No proceeds were raised by the Company from any corporate exercise during the financial year.
- Share Buybacks During the financial year, the Company did not enter into any share buyback transactions.
- Options, Warrants or Convertible Securities No options, warrants or convertible securities were exercised during the financial year.
- American Depository Receipt (ADR) or Global Depository Receipt (GDR) Programmes During the financial year, the Company did not sponsor any ADR or GDR programme.
- Imposition Of Sanctions and Penalties There were no sanctions or penalties imposed on the Company and its subsidiaries, directors or management by the relevant regulatory bodies during the financial year.
- Non-Audit Fees

There were no non-audit fees paid to the External Auditors during the financial year.

- Profit Estimate, Forecast or Projection
  The Company did not release any profit estimate, forecast or projection for the financial year.
- Profit Guarantee

During the financial year, there were no profit guarantees given by the Company.

• Material Contracts And Contracts Relating To Loans

There were no material contracts and contracts relating to loans entered into by the Company and its subsidiaries, which involve the Directors or major shareholders since the previous financial year ended 31st March 2006.

18

## Five-Years Group Financial Review

Financial Year Ended	31/03/03	31/03/04	31/03/05	31/03/06	31/03/07
Turnover (RM'000)	65,552	67,852	69,442	72,697	73,879
Profit Before Taxation (RM'000)	9,216	11,302	8,570	6,399	7,499
Taxation (RM'000)	(2,080)	(3,098)	(2,013)	(2,392)	(2,203)
Profit After Taxation (RM'000)	7,136	8,204	6,557	4,007	5,296
Shareholders' Fund (RM'000)	53,723	56,629	59,137	68,037	69,426
Net Earnings Per Share	16.6	15.9	12.4	6.7	8.8
Gross Dividend (%)	17.0	15.0	10.0	9.0	8.5



### TURNOVER



### **PROFIT BEFORE TAXATION**





Five-Years Group Financial Review

20





# **Products & Services**





At Nationwide Express, we have developed a range of dedicated services tailored to meet your needs. Our present company structure allows us the flexibility to adapt and customize our services to meet your requirements, or even exceed your expectations. The following options are just some of the ways in which we endeavour to serve you best.





### **COURIER SERVICES**

Over the last 22 years, Nationwide Express has grown to become a Malaysian household name with a well-earned reputation in providing fast and reliable door-to-door express deliveries. Our presence in over 180 locations enables us to instantly respond to your urgent collections and delivery instructions. We adhere to rigorous service standards of 24-hour deliveries within Peninsular Malaysia and 48 hours to East Malaysia. And to cater for more demanding shipments, we also provide special arrangements, such as:

### **Diplomat services**

Let your clients enjoy enhanced customer service with a same-day rush delivery service. Coast-to-coast and north-to-south, Nationwide Express is the single solution to all your timecritical or urgent delivery needs. Once the consignments have been successfully delivered to the recipient, we will call you to confirm their safe arrival.

### Late pick-up

We consistently offer the latest possible pick-up times while still providing next-day delivery. This has the dual benefit of allowing you maximum time to work on your material in the evening, whilst still providing the receiving party with an early morning delivery. As long as you adhere to the requirements, delivery can often be accomplished during the next day.

### Early delivery

For your most urgent shipments, we also offer early morning deliveries. You will immediately be informed once your delivery has been confirmed, so you can enjoy peace of mind.





### • Regular/standard pick-up

You can schedule your pick-up for a time that is most convenient for you. Your pick-up can even be pre-arranged to eliminate the need to call our customer service hotline daily.

### e-Shipping

For your convenience, we have introduced an e-solution known as Nationwide Express Internet Shipping (NEIS). This interactive solution was specially developed to enable you to prepare and manage shipments faster, smarter and more accurately. You'll be glad to know this e-Shipping technology needs no special software or training! NEIS is an easy process that allows anyone with a PC and Internet connection to fully utilize it. You can now print consignments on a regular sheet of paper or label printer by selecting from the online address book. Use NEIS and avoid the hassle of searching for contact details, re-keying or handwriting of consignments, transcribing errors, and manual usage management and tracking.

### • E-Commerce Fulfilment

E-Commerce Fulfilment is a service designed for online store front businesses. A logistics service from Nationwide Express that focuses solely on the e-commerce industry, E-Commerce Fulfilment ensures that consignments purchased online are safely delivered to the buyer.

### • Supply Chain Management

An extensive network, bountiful resources and broad range of services complemented by investments in viable IT solutions and systems – these advantages enable us to offer a total Supply Chain Management Solution to a broad customer base spanning various industries.





### International deliveries

In order to cater to international demand, we have formed strategic alliances with other reputable international courier companies. With local facilities and affiliates servicing over 190 countries, Nationwide Express is now at the forefront of international delivery services.

### **FREIGHT FORWARDING**

### **Freight Forwarding**

Nationwide Express Freight Forwarding offers trucking, brokerage, customs clearance and airfreight services in addition to warehousing solutions.

### 2/3 days delivery

This solution is designed for your non-urgent deliveries. With efficient planning and arrangement, your company can benefit from the cost savings earned from this solution.

### Warehousing

Nationwide Express provides a warehousing facility to complement the 'Pick, Pack and Ship' service offered to our customers.

### Pick, Pack and Ship

In addition to the traditional warehousing service of break bulking and re-packing of consignments, Nationwide Express also offers direct delivery of goods from warehouse to customer, and return collection of goods from customer to warehouse.





### **CUSTOMISED LOGISTICS**

### Mailroom Outsourcing

By assigning staff to be permanently based at your office premises, we can provide you with a mailroom service to handle all your outgoing and incoming mails and parcels. You can be assured of same-day delivery for all your mails and parcels within the Klang Valley.

### • Special Handling (Special Delivery Department)

The Special Delivery Department at Nationwide Express focuses on the secure handling of sensitive materials and high value items. This department has a separate sorting hub in addition to a special fleet of vehicles. You can rest assured knowing that all items entrusted to our Special Delivery Department are handled by a group of specially trained staff, and will be safely delivered.

### External mailroom

Nationwide Express offers one of the most efficient dispatching solutions in the business. Outsource your mailroom and save costs in salary, compensation, vehicle payments, maintenance, etc. Our dedicated staff are trained to the highest standards in operating procedures, and will work with you to get your package where it needs to be – when it needs to be there. For increased efficiency, we will also install a PC in your mailroom.

### Internal mailroom

Benefit from in-house logistics assistance on the spot and save costs. Equipped with a PC, our staff will increase your mailroom efficiency and promote the adoption of best practices in its daily operations.





### **CORPORATE AGENCY BUSINESS**

### Takaful Nasional Sdn. Bhd.

As one of the corporate agents of Takaful Nasional, Nationwide Express has the advantage of offering the most accessible and convenient facilities for the public to purchase insurance policy and road tax renewal. With over 180 stations and agents available throughout the country, there is no doubt that our vast business network can be leveraged to create a new chapter for Nationwide Express as a great one-stop service centre.

### e-pay Sdn. Bhd.

This small, compact and simple-to-operate terminal provides e-top up and e-voucher services for mobile operators in a matter of seconds, without the risks and stocking issues associated with physical cards and other product supplies, thus effectively eradicating the need for physical stock. Designed with extensive security features, the terminal also provides a detailed management report.

### Rangkaian Segar Sdn. Bhd.

This Electronic Payment System is a fantastic new method for toll and fare payment in Malaysia. At Nationwide Express outlets, you can purchase a new Touch'N Go card or reload your card.

### **POS Malaysia Berhad**

We also sell several types of POS Niaga products such as stamp and philately items.





### **TRACK & TRACE SYSTEM**

At Nationwide Express, we make technology work for you and your customers; anytime, anywhere. Our web-based track and trace system allows you to view the latest status on your shipment. You can check a shipment's status as it progresses through our hubs and scanning stations, or view the name of the person who signed for the package just by clicking on the consignment number. Our track and trace system even allows you to track up to 15 consignments simultaneously.

Shipments are constantly tracked via the Nationwide Express network in order to provide timely reports on the status of your goods. We also offer proactive tracking to customers requiring close monitoring of shipments.

### General Tracking - No Login ID required

- Track shipment by ref. no (up to 15 shipments)
- Detailed listing (from pickup, transit, and delivery location)
- Print details (printer friendly)

### Advanced Tracking – Login ID required

- Advanced search capability; search by status, location and pick-up date
- Exception listing i.e. undelivered shipments after certain number of days
- Consolidated (from a range of pickup dates) reporting





### **INTERNAL PROCESSES AND OPERATIONS**

Today's competitive environment makes constant innovation a necessity. In order to stay successful, organizations such as ours must develop internal business practices which promote opportunities for systematic, continuous improvement. We require innovation not just in the areas of technology and service, but also in the areas of management systems and practices. In this way, we hope to make the organization more effective, thus empowering ourselves to accomplish our goals as well as to overcome upcoming challenges in the modern corporate world.

Nationwide Express has taken steps to re-engineer our operational processes and procedures with a view to enhancing and improving the processes, adding value to our customers and eliminating those processes which do not add value. Efforts to improve our systems performance are being carried out by our Operations team, with a primary focus on implementing dispatch, pick-up and station-sort best practices.

These innovative tactics to improve day-to-day efficiency enable us to better serve our customers and maintain our position as a market leader. For example, various improvements have been continuously undertaken over the last year, allowing our hub to achieve its current handling capacity of up to 50,000 shipments per day. Further developments include the hiring of dedicated specialists whose task is to handle Dangerous Goods and give appropriate advice to customers who need to ship these items.





COURSEN DERVICE PREFAID BOD ECONDAY CEPPESS CRADING MATERIAS UNFICE SUPPLIES PROTOCOM UNDIN COLOUR PRINTIN COLOUR PRINTIN SCANNIN FAT BERVICE PREFAID BELDA INTERSE COMPUTER RENTA MADZINE BREFING CARD





With 180 offices and branches throughout the nation and a comprehensive network that spans over four (4) ASEAN countries, Nationwide Express customers are assured of precise time-in-transit connectivity, as well as to-the-door deliveries. Our facilities undergo periodic improvements so as to ensure that our high standards are not compromised. In FY06/07, we fulfilled our objective of creating customer value; our customers were provided with the best possible service via continued enhancement of our innovative technology, time-in-transit, and products and services.

It is no wonder then, that Nationwide Express services undoubtedly represent the best value in the industry. Businesses and consumers who choose Nationwide Express will instantly benefit from the wide portfolio of products and services, reliable integrated network and technology solutions that we offer.



### Corporate Social Responsibility



Corporate Social Responsibility (CSR) is a concept which encourages organizations to consider the interests of society by taking responsibility for the impact of the organization's activities on customers, employees, shareholders, communities and the environment in all aspects of its operations. This obligation is seen to extend beyond the statutory obligation to comply with legislation and sees organizations voluntarily taking further steps to improve the quality of life for employees and their families as well as for the local community and society at large.

No matter how it is phrased, businesses who declare CSR to be their aim are essentially making a commitment to bring about positive change in the environment, community, workplace and market-place whilst conducting their business by focusing on good economic performance, good social practices and good environmental practices.

In its written framework on CSR, Bursa Malaysia defines this important business concept as 'open and transparent business practices that are based on ethical values and respect for the community, employees, the environment, shareholders and other stakeholders. It is designed to deliver sustainable value to society at large.'

At Nationwide Express, we fully recognise this ethical imperative to be good corporate citizen and are dedicated to managing our business activities in a manner that is professional and ethically correct. After all, our mission is 'Nationwide D.E.L.I.V.E.R.S.', so we believe in delivering the best:-

### To our customers

- By providing speedy delivery, competitive prices and excellent customer services
- By being original in the creation and development of all our products and services

### To our employee

- By developing a performance-based culture to enhance productivity and improve work quality
- By creating an environment of trust, integrity and good morale
- By promoting good staff morale through proper staff training and development and provision of opportunities for career advancement



### To our shareholders

- By maintaining our position as a stable company, with good investor relations management
- By focusing on value creation and the delivery of superior returns on their investment

### To our community

- By assuming our role as a socially responsible corporate citizen
- By adhering closely to national policies and objectives

#### To our environment

By practising environmental friendly policy, management systems, reporting and performance management and monitoring

At Nationwide Express, we aim to meet and surpass the CSR criteria outlined by Prime Minister in the 2007 Budget Statement. These include the following: -

- Providing business opportunities to domestic entrepreneurs
- Awarding contracts to bumiputra vendors
- Contributions towards the well-being of the rakyat, especially the less fortunate including:o Adopt-a-Charity Programmes
  - o Employee volunteering schemes
  - o Providing equipment and facilities or payments in kind
  - Development of Human Capital including:
    - o Adopt-a-School Programmes
    - o Training unemployed graduates
    - o Scholarships and sponsorships
    - o Sponsoring tuition in English, Mathematics and Sciences

Nationwide Express CSR would be unique in many ways and would place us ahead of others – what better way for Nationwide Express to celebrate more than 22 years in business. At Nationwide Express, we strive to adopt and make CSR part of the way we work and think!

### Calendar of Significant Events 2006/2007

### **Blood Donation Drive**

Twice yearly, Nationwide Express organises blood donation campaign in collaboration with Tabung Darah Negara (the National Blood Bank). These blood donation drives are held in our corporate office and are intended to develop and instil a spirit of helping one another. Over the years, over 70 staff generously donated blood in aid of the community.

### Flood & Rescue Mission with Yayasan Salam

When flood hit Southern Peninsular Malaysia, Nationwide Express came to the rescue as part of the volunteer relief mission to the flood-devastated areas. In our capacity as the official logistics partner for Yayasan Salam, we sponsored the shipment of relief items for the ongoing humanitarian mission.

### Staff Donations to Flood Victims

Out of compassion for 25 homes affected in the recent floods in the south of Malaysia, Nationwide staff dug deep into their pockets to provide relief funds to the flood victims. Our Senior Manager, Information and Communication Technology on behalf of the CEO handed over the total sum collected eventually came to a heartening RM2,000 for each flood victim.

### **KSKN Futsal Tournament**

An exciting staff Futsal Tournament was held on 10 July 2006 at the Indoor Soccer Federation in Shah Alam. Congratulations to the following winning teams: Veteran Category – 'DreamTeam FC'; Men's Open Category – 'Mohfaz FC'; Women's Open Category – 'BSC Situ Sana Sini'.



#### 49th National Merdeka Parade

At the 49th National Merdeka Parade held in Shah Alam on 31 August 2006, Nationwide Express was proud to be among the top 5 corporate organizations invited to participate in the celebrations.

### **KSKN Bowling Tournament**

Nationwide Express organised an exciting staff bowling tournament at Pyramid Bowl on 2 September 2006. A total of 25 teams took part, with Mohd Zamri Ayub from Human Resource and Rosadila from Credit emerging victorious in the Men's and Women's Challenge respectively. Congratulations to the winning team, Kumpulan Genesis and its members - Andrew See, Jacqueline Stephen, Mohd Zaim Mohd Noor and Tracy Hoo – as well!

### **KSKN Annual Dinner**

Held at Intekma resort on 9 September 2006, the KSKN Annual Dinner was a sizzling affair this year. The theme was 'Red Hot' and the guests certainly obliged by dressing in glamorous shades of scarlet and red. The night's entertainment included a capoeira show, as well as 'clones' of Ziana Zain and Jamal Abdillah.

### Sahur with CEO

On 6 October 2006, the operations team and their managers had sahur with the Nationwide Express CEO at 4.30am in the operations centre. The event was meant to give the operations staff a chance to meet with the CEO, thus demonstrating Nationwide Express' belief that there should be no division between management and staff.

34

### 'Berbuka Puasa' at Ampang Station with the Darul Kifayah orphanage

On 12 October 2006, Nationwide Express organised a Berbuka Puasa for children from the Darul Kifayah orphanage. Employees and our top 10 customers were invited to participate in the experience of sharing our joy with the less fortunate. After a satisfying meal together, the children were made even happier with gifts of hampers, 'duit raya' and baju raya.

### Hari Raya Celebration

Nationwide Express employees and customers alike were invited to share in the festivities on 11 November 2006 at the Hari Raya Celebration held at the CEO's residence.

### Kem Bina Semangat at Biro Tatanegara

The Biro Tatanegara held from 23-26 November 2006 at Saujana Asahan, Jasin in Melaka was intended to help our staff build self-confidence, in order to better serve our customers. 40 staff from our headquarters attended this useful training event.

### ISO 9001:2000 Accreditation

In March 2007, Nationwide Express was awarded the prestigious and widely recognised ISO 9001:2000 certification. This accreditation recognises our commitment to, and achievement of, certain benchmarks of quality management and quality improvement.

### Product Launch of "Peace of Mind" at Intitute of Islamic Understanding of Malaysia (IKIM)

In order to introduce our latest service, an official launch was held on 31 July 2007 at IKIM. Over 120 people attended the function to learn about the new Nationwide Express services which included a collaboration with Garbiyat Service Trading and were endorsed by Bumitra Malaysia.

