

**NATIONWIDE EXPRESS
COURIER SERVICES BERHAD**
(133096-M)

Lot 11A, Persiaran Selangor
Seksyen 15
40200 Shah Alam
Selangor Darul Ehsan

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NATIONWIDE EXPRESS COURIER SERVICES BERHAD (133096M)

ANNUAL REPORT 2010

25TH
Anniversary

Years of
*Accelerating
Growth*

**NATIONWIDE
EXPRESS**

Annual Report **2010**

Milestones

1985

- Began operations

1986

- Expanded operations to East Malaysia

1988

- Established Nationwide Express Courier Pte Ltd in Singapore

1989

- Acquired Nationwide Express Freight Forwarders Sdn Bhd

1991

- Listed on the Second Board of KLSE

1997

- Implementation of Nationwide Integrated Courier Applications Systems (NICAS)

2001

- Goes international through collaboration and strategic alliances

2002

- Web-enablement of track and trace system
- Acquisition Nationwide Express Logistics Sdn Bhd
- Incorporation of Nationwide Express Distribution Sdn Bhd

- Smart partnership with Medical Relief Malaysia (MERCY Malaysia) coined as “When It’s For MERCY, Nationwide Express It”

2003

- Launched of “Easicourier” at Petronas service stations, countrywide
- Initiated pilot hajj project

2004

- Formed strategic alliance with PT Citra Van Titipan Kilat Indonesia
- Acquisition of a piece of leasehold land to accommodate the new corporate office
- Establishment of the Occupational Safety and Health Committee
- Awarded the Best Malaysian Brand Award at IBCOF 2004
- Collaboration with MERCY Malaysia to provide logistical solutions in the distribution of donations to the tsunami victims

2005

- Migration to the Main Board of Bursa Malaysia
- Establishment of new flagship known as Nationwide Express @ Jalan Ampang
- Awarded the Superbrands 2005
- Introduction of Nationwide Express’ e-shipping solutions
- Commencement of SIN-KUL-SIN delivery run project

2006

- Collaboration with Pos Malaysia Berhad
- Awarded The Brand Laureate
- Hajj Project Initiatives in relation to the Singaporean, Indonesian and Brunei market
- Established Nationwide Express Retail Sdn Bhd

2007

- ISO 9001 : 2000 Certification
- Established Nationwide Express Logistics Sdn Bhd
- Set up an office in Makkah, Kingdom of Saudi Arabia
- Set up the first retail concept boutique outlet at Mid Valley Megamall

2008

- Collaboration with KRU Film Sdn Bhd on the Cicakman 2 – Planet Hitam Movie

2009

- Launch of Mobile Media
- ISO 9001 : 2008 Certification
- Superbrands 2009 Award

2010

- Silver Jubilee Celebration

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COVER RATIONALE

Celebrating 25 years of Accelerating Growth

This year marks Nationwide Express 25th Anniversary of creating opportunities, expanding markets and opening up the world of integrated logistics nationwide and beyond. From our modest beginnings, as depicted on the cover as a box that unleashes its immense potential; Nationwide Express has delivered a wealth of solutions by shaping an integrated future by realising aspirations, dedication and skilled personal that have connected people, communities and accelerated the economy. Via our transformational services, Nationwide Express through our people brings these integrated solutions to the forefront of growth and beyond.

Corporate Information

BOARD OF DIRECTORS

Rozilawati binti Haji Basir

Chairman

Non-Independent, Non-Executive Director

Dato' Adnan bin Shamsuddin

Member

Senior Independent, Non-Executive Director

Tan Sri Dato' Sulaiman bin Sujak

Member

Independent, Non-Executive Director

Dr. Roshayati binti Basir

Member

Non-Independent, Non-Executive Director

Yong Kok Liew

Member

Independent, Non-Executive Director

AUDIT COMMITTEE

Tan Sri 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

Dr. Roshayati binti Basir

Chairman

Non-Independent, Non-Executive Director

Tan Sri Dato' Sulaiman bin Sujak

Member

Independent, Non-Executive Director



Corporate Information

Yong Kok Liew

Member

Independent, Non-Executive Director

REMUNERATION COMMITTEE

Dr. Roshayati binti Basir

Chairman

Non-Independent, Non-Executive Director

Tan Sri Dato' Sulaiman bin Sujak

Member

Independent, Non-Executive Director

Yong Kok Liew

Member

Independent, Non-Executive Director

ESOS COMMITTEE

Yong Kok Liew

Chairman

Independent, Non-Executive Director

Rozilawati binti Haji Basir

Member

Non-Independent, Non-Executive Director

Dato' Adnan bin Shamsuddin

Member

Senior Independent, Non-Executive Director

Tan Sri Dato' Sulaiman bin Sujak

Member

Independent, Non-Executive Director

Dr. Roshayati binti Basir

Member

Non-Independent, Non-Executive Director

PRINCIPAL OFFICERS

Ahmad Najmi bin Mahfodz

Chief Executive Officer

Amiruddin bin Abdul Shukor

Chief Financial Officer

Ahmad Awaluddin bin Ahmad Kamaluddin

Chief Operating Officer

COMPANY SECRETARIES

Aerman Iskandar bin Abraham

(LS 0008622)

Amiruddin bin Abdul Shukor

(CA (M) 19037)

REGISTERED OFFICE

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

REGISTRAR

Symphony Share Registrars

Sdn. Bhd. (378993-D)
Level 6, Symphony House
Pusat Dagangan Dana 1
Jalan PJU 1A/46,
47301 Petaling Jaya
Selangor Darul Ehsan
Tel No.: 03-7841 8000
Fax No.: 03-7841 8151/8152

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
Provider Globally Providing Innovation
In Services With State Of The Art
Technology**



OUR MISSION

NATIONWIDE EXPRESS DELIVERS

Dedicated Workforce
Efficient and Excellent Services
Learning Organisation
Intimacy with Business Partners
Value Stakeholders
Exceed Customers' Expectations
Respect for Individual Dignity
Socially Responsible





FOR OFFICE USE ONLY: PRELIMINARY INTERVIEW REVIEW

Mark 1 if the person is found to be a Person of Interest.
Mark 2 if the person is found to be a Person of Interest.
Mark 3 if the person is found to be a Person of Interest.
Mark 4 if the person is found to be a Person of Interest.

FACTORS	RATING
1. Appearance (Neatness and Cleanliness)	
2. Personality (Friendly, confident, mature and respectful)	
3. Communication (Spoken, written, gestures, etc.)	
4. Credibility (Honesty, reliability, consistency, etc.)	
5. Knowledge (Depth of knowledge, breadth of knowledge, etc.)	
6. Attitude (Positive, negative, neutral, etc.)	
7. Other (Any other factors that may be relevant)	
8. Overall Rating (Based on the above factors)	
9. Remarks (Any other information that may be relevant)	
10. Signature (Signature of the interviewer)	
11. Date (Date of the interview)	
12. Initials (Initials of the interviewer)	





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 makes us Nationwide Express!

The Brand



Nationwide Express is a household name and a brand to be reckoned with! It is a brand that was introduced twenty five (25) ago, and over the years has evolved into a brand name which is synonymous to courier 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 over the last few years, namely:-

- the Best Malaysian Brand 2004 - the Logistics Industry in Malaysia at the International Brand and Consumer Fair (IBCOF) 2004;
- the Superbrands of Malaysia Award 2005;
- the BrandLaureate Award 2006/2007 – Courier Industry; and
- The Superbrands of Malaysia Award 2008 – Malaysian Choice.

For the financial year 10/11, we will continue to enhance Nationwide Express' brand market dominance, brand resilience, brand goodwill, customer loyalty and overall market acceptance. In raising our branding standard, we will strive to display our branding excellence especially in our business activities i.e. delivering our brand promises, enduring values and impeccable social and business

standards. With this, we trust that Nationwide Express' excellent performance, achievement and conformity of products and services – assurance of quality, safety and reliability will be constantly recognised by all.

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 strengthen our brand position; add 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!'

ISO 9001:2008 Accreditation

In these days of strong competition and rising expectation from our customers, it is vital 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 excellent organization, these six elements must be viewed in an integrated, interactive and continuous improvement fashion.

Accordingly, with the ISO 9001:2008 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 9001:2008 ensure the establishment of an effective service quality system that provides excellent services to the customers.

The attainment of ISO 9001:2008 certification is in the best interest of Nationwide Express to enable us to be competitive in the global market. Indeed, as a certified ISO 9001:2008 organization, Nationwide Express is recognized and accepted by their customers for quality products produced and services rendered.

The ISO 9001:2008 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 excellent services, quality and

accessibility whereby ISO 9001:2008 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 only meet the customer' satisfaction but most importantly exceeds it! ISO 9001:2008 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 the 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 to 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 9001:2008 certification it demonstrates that Nationwide Express 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 to our customers.

NATIONWIDE EXPRESS' ISO 9001:2008 QUALITY POLICY

**'Total
Delivery
Commitment
To Achieve
Customer
Satisfaction
Through Our
Quality And
Reliable
Service'**

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 24th Annual General Meeting of Nationwide Express Courier Services Berhad will be held at the Royal Ballroom, Kelab Golf Sultan Abdul Aziz Shah, No. 1, Rumah Kelab, Jalan Kelab Golf 13/6, 40100 Shah Alam Selangor on **Tuesday, 21st September 2010 at 10.00 a.m.**, for the following purposes:

AGENDA

AS ORDINARY BUSINESS

1. To receive and adopt the Audited Financial Statements for the financial year ended **31st March 2010** and the Reports of the Directors and Auditors thereon. **(Resolution 1)**
2. To sanction the declaration of **a final dividend of 4.0% (less 25% tax).** **(Resolution 2)**
3. To approve the payment of **Directors' fees** for the financial year ending **31st March 2011.** **(Resolution 3)**
4. To re-elect a Director, **Dr. Roshayati Basir**, who retires in accordance with **Article 69** of the Company's Articles of Association. **(Resolution 4)**
5. To re-elect a Director, **Tan Sri 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)**
7. To transact any other ordinary business of which due notice shall have been given.

AS SPECIAL BUSINESS

To consider and if thought fit, to pass the following Resolution:

8. SPECIAL RESOLUTIONS

Proposed Amendment to Article 118 of the Company's Articles of Association on Electronic Dividend Payment (e-Dividend)

"That the Company's Articles of Association be hereby amended by deleting the existing Article 118 in its entirety and submitting the following new Article 118:-

New Article 118

Any dividend, interest or other monies payable in cash in respect of shares or other securities may be paid by cheque or warrant sent through the post directed to the registered address of the Member or person entitled thereto as it appears in the Register, or paid via electronic transfer or remittance to the bank account provided by the Member or person entitled thereto who is named in the Register and/or Record of Depositors, or if several persons registered as joint holders of the shares or securities are entitled thereto, to the registered address or via electronic transfer or remittance to the bank provided by the joint holder first named on the Register or to the extent permissible under the Central Deposit Depository Act and the Rules, in the Record of Depositors or to such person and to such

Notice of Annual General Meeting

address or bank account as the holder or first named joint holder may be in writing direct, or if several persons are entitled thereto in consequence of death or bankruptcy of the holder, to any one of such persons and to such address or bank account as such persons may be in writing direct. Every such cheque or warrant or electronic transfer of remittance shall be made payable to the order of the person to whom it is sent or to such person as the holder or joint holders or person or persons entitled to the shares or securities in consequence of the death or bankruptcy of the holders may direct. The payment of any such cheque or warrant or electronic transfer or remittance shall operate as a good discharge to the Company in respect of the dividend represented thereby, notwithstanding that it may subsequently appear that the same has been stolen or that the endorsement thereon or the instruction for the electronic transfer or remittance has been forged, or regardless of any discrepancy in the details of bank account given by the Member. Every such cheque or warrant or electronic transfer or remittance shall be sent at the risk of the person entitled to the money thereby represented and the Company shall have no responsibility for any sums lost or delayed in the course of any transfer or where the Company has acted on any of the instructions.”

(Resolution 7)

NOTICE OF DIVIDEND ENTITLEMENT

NOTICE IS ALSO HEREBY GIVEN THAT subject to the approval of the shareholders, a final dividend of **4.0% (less 25% tax)** in respect of the financial year ended **31st March 2010** will be paid on **25th October 2010** to shareholders whose names appear in the Company's Record of Depositors on **27th September 2010**.

A Depositor shall qualify for entitlement only in respect of:

- Shares transferred into the Depositor's Securities Account before 4.00 p.m. on **27th September 2010** in respect of shares which are exempted from mandatory deposit;
- 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

AERMAN ISKANDAR BIN ABRAHIM (LS 0008622)

AMIRUDDIN BIN ABDUL SHUKOR (CA (M) 19037)

Company Secretaries

Shah Alam, Selangor

30th August 2010

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 forty eight (48) hours before the time of the holding of the Annual General Meeting.

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:

- **Dr. Roshayati binti Basir**, pursuant to Article 69 of the Company's Articles of Association
- **Tan Sri 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 pages 39 to 45 of this Annual Report.

(2) DETAILS OF ATTENDANCE OF DIRECTORS AT BOARD MEETINGS

A total of **nine (9)** Board meetings were held in the financial year ended **31st March 2010**. The details of attendance of individual Directors at the Board Meetings held in the financial year ended **31st March 2010** are as follows:

Directors	No. of Board Meetings	
	Held	Attendance
Rozilawati binti Haji Basir	9	9
Dato' Adnan bin Shamsuddin	9	9
Tan Sri Dato' Sulaiman bin Sujak	9	9
Dr. Roshayati binti Basir	9	8
Yong Kok Liew	9	9

(3) GENERAL MEETING HELD DURING THE FINANCIAL YEAR ENDED 31ST MARCH 2009

Type : 23rd Annual General Meeting
Date : 29th September 2009
Time : 10.00 a.m.
Venue : Dewan Bunga Tanjung, Kelab Shah Alam Selangor
No. 1A, Jalan Aerobik 13/43, Persiaran Kayangan
40704 Shah Alam, Selangor

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

Directors	The Company		The Subsidiaries
	Direct	Indirect	
Rozilawati binti Haji Basir	0	31,194,923 [#]	*
Dato' Adnan bin Shamsuddin	0	0	0
Tan Sri Dato' Sulaiman bin Sujak	56,000	0	0
Dr. Roshayati binti Basir	0	31,194,923 [#]	*
Yong Kok Liew	0	0	0

[#] Deemed interested by virtue of her shareholdings in BHR Enterprise Sdn Bhd of more than fifteen per centum (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.

Statement Accompanying Notice of Annual General Meeting

(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 TEN (10) YEARS OTHER THAN TRAFFIC OFFENCES

None of the Directors have any conviction for offences within the past ten (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 Depositary Receipt (ADR) or Global Depositary 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**

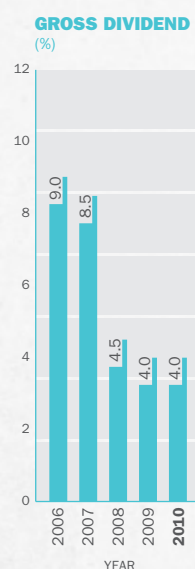
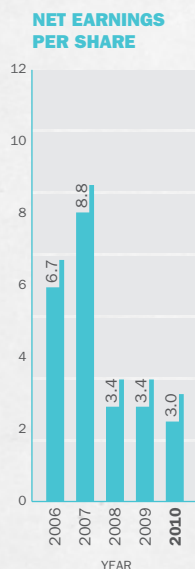
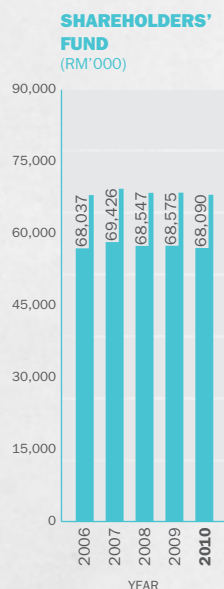
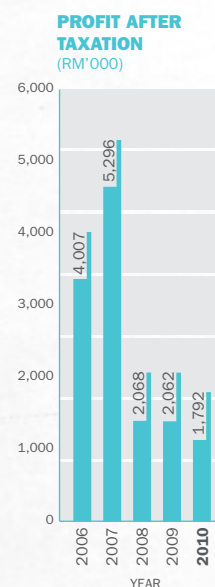
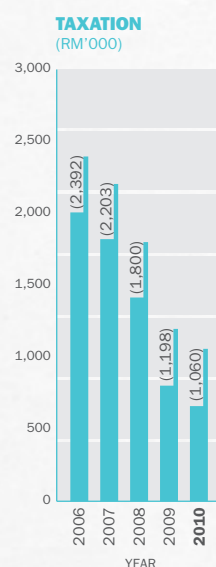
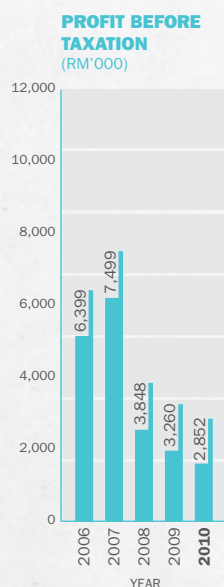
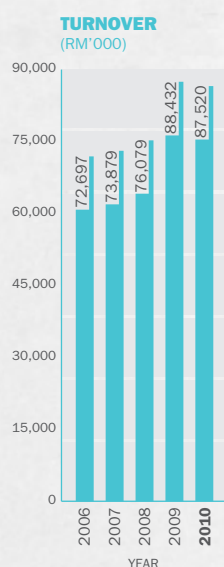
There were no material contracts and contracts relating to loans entered into by the Company and its subsidiaries, which involve the Directors or major shareholders since the previous financial year ended 31st March 2009.

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Five-Years Group Financial Review



FINANCIAL YEAR ENDED	31/03/06	31/03/07	31/03/08	31/03/09	31/03/10
Turnover (RM'000)	72,697	73,879	76,079	88,432	87,520
Profit Before Taxation (RM'000)	6,399	7,499	3,868	3,260	2,852
Taxation (RM'000)	(2,392)	(2,203)	(1,800)	(1,198)	(1,060)
Profit After Taxation (RM'000)	4,007	5,296	2,068	2,062	1,792
Shareholders' Fund (RM'000)	68,037	69,426	68,547	68,575	68,090
Net Earnings Per Share	6.7	8.8	3.4	3.4	3.0
Gross Dividend (%)	9.0	8.5	4.5	4.0	4.0



Products & Solutions

Over the last twenty five (25) years we have developed a range of dedicated products and solutions tailored to meet the demands of our discerning customers. As a total logistics solutions provider, we provide an array of products and solutions covering courier, freight forwarding, mailroom service, warehousing, etc.

1) STANDARD COURIER PRODUCTS & SOLUTIONS

a) Courier services (Domestic & International):-

- i. Schedule Pick-up – Pre-arranged shipments of daily express pick-up at pre-arranged address at scheduled times. Suitable convenient timing can be arranged in advance for our courier to collect the shipments every working day.
- ii. Express Pick-up – Arrange shipments of non schedule express pick-up by calling our customer service hotline.
- iii. Express Lodge-in – Self drop-off of express shipment at any of our branches, drop-off centres or retail outlets.
- iv. Economy Express – Prepaid envelope product to suit the customers' convenience which can be use at any time after purchase.



Products & Solutions



b) Premium services:-

- i. Express Insure – An optional insurance protection program for shipments against all risks during the course of carriage.
- ii. Diplomat services – Same work day door to door rush delivery service for time-critical or urgent delivery.
- iii. Customised services
 - Late pick-up – Through advance arrangement, we provide the latest possible pick-up time while still maintaining the next-working day delivery.
 - Early Delivery – Through advance arrangement, the most urgent shipments can be delivered by early morning.



Products & Solutions

2) CUSTOMISED/SPECIAL HANDLING PRODUCTS & SOLUTIONS

- a) High Value Items – High value items are handled by Special Delivery team, dedicated to secure the items utilising special unit, separate sorting hub and special fleet of vehicles with guards, GPS and other security devices.
- b) High Security Items – Similar with the high value items, the Special Delivery team is dedicated to handle sensitive material which requires high security upon delivery to the receiver.
- c) E-Commerce Fulfilment – A service designed for online store front businesses. E-Commerce fulfilment service ensures that consignments purchased online are safely delivered to the buyer.
- d) E-shipping – For customers' convenience, we have introduced an e-solution known as Nationwide Express Internet Shipping (NEIS). This interactive solution is specially developed to enable the customers to prepare and manage shipments faster, smarter and more accurate whereby it enables customers to print consignments on a regular sheet of paper or label printer. With only a PC and internet connection, NEIS is an easy process that also allows customers to track the shipments and avoid the hassle of searching for contact details, re-keying or handwriting of consignments and transcribing errors.
- e) Mailroom Management Services:-
 - i) Internal Mailroom – A central point handling letters, documents and packages for business occupants within a building.
 - ii) External Mailroom – Station in a premise handling outgoing letters, documents and packages for business occupants.
 - iii) Community Mailroom – Benefit from in-house logistics assistance on the spot and save cost.



>>>>



Products & Solutions

3) FREIGHT PRODUCTS & SOLUTIONS

- a) Freight Forwarding – Movement of bulky shipments either console or chartered vides land, sea and/or air.
- b) Warehousing & Distribution (Pick, pack & ship) – In addition to the traditional warehousing service of break bulking and re-packing of consignments, we also offers direct delivery of goods from warehouse to customer and return collection from customer to warehouse.
- c) Miscellaneous Freight Forwarding Solutions – A set of services which include customs clearing services, co-loading, dangerous goods handling, hajj & umrah excess baggage and other customised logistics solution.

4) RETAIL PRODUCTS & SOLUTIONS

- i. Travellers Express – For travellers who like to shop and want a hassle free journey home, our retail outlets provide an economical service of sending your baggage, even the excess, fast and cheaper.
- ii. Gift Express – A product created for those who want to purchase and deliver gifts to their loved ones. Our outlets offer a wonderful range of gifts, greeting cards, boxes, ribbons and wrapper for you to choose from.
- iii. Office Express – To cater for those who are always on the move, our retail outlets provide office stationeries and solutions such as printing, faxing, rental use of computer, etc. to ease their needs.



Corporate Social Responsibility



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APPROACH

Nationwide Express acknowledges Corporate Social Responsibility (CSR) as part of our commitment to bring about positive change in the environment, community, workplace and marketplace whilst conducting our daily business. We adopt CSR by integrating open and transparent business practices into our business operations which are based on ethical values and respect for employees, communities and the environment. The way we do business is designed to deliver sustainable value to the society at large and to all stakeholders, including our shareholders.

Our CSR program is based on the CSR Framework set by Bursa Malaysia which acts as a guide for the public listed companies in implementing and reporting on CSR. Nationwide Express inculcates the culture of CSR by disclosing our CSR activities as well as engages CSR as a part of the way we work and think. We believe that CSR is not about how we spend the money but about how we make money.

Our CSR program looks at four (4) main focal areas for CSR practice – the Environment, the Workplace, the Community and the Marketplace. In instilling good CSR practice, Nationwide Express remains focus on excellent economic performance, superior social practices and good environmental practices.

Corporate Social Responsibility



CSR MISSION STATEMENT

The Company views CSR as an integral part towards remaining or sustaining to be relevant and competitive in the industry. To create long term value for our stakeholders, we will build on our platform of supporting good corporate governance by embedding environmental and social considerations into our operations.

At Nationwide Express, we fully understand the ethical imperative to be good corporate citizens and are dedicated to managing our business activities in a manner that is professional and ethically correct. In line with our mission, 'Nationwide Express D.E.L.I.V.E.R.S.', we believe in delivering the best to all our stakeholders.

CSR CHARTER

The CSR Charter sets out Nationwide Express' commitments towards CSR and provides our stakeholders with an outline of what CSR means to the Company.

- Marketplace:** we are committed in building a sustainable, innovative and competitive marketplace which is receptive to the needs of our stakeholders and takes into consideration the key social and environmental issues to aid in the formulation of best practices.
- Accountability & Transparency:** we are committed towards upholding the highest local and international standards of corporate governance and corporate ethics.
- People:** we want to be recognized as a responsible employer, offering fair employment practices and remuneration, a safe working environment, provides training and support for skill enhancement, ensuring work-life balance. We want to be a company that respects all employees and promote human rights within our sphere of influence.
- Environment:** we work to embed an internationally recognised environment friendly management system in our operational process to reduce our environmental impact. We also recognise the importance of improving the environment in which we operate and we endeavour to influence and encourage our employees, vendors, customers and partners to address this need.
- Community Investment:** we work to engage with and support the sustainable development of local communities.
- Commitment to CSR improvement:** we will continuously review and develop our CSR practices and strategies.

Corporate Social Responsibility



MAIN FOCAL AREAS

● Environment

Although Nationwide Express' overall environmental impact is indirect, we still strive to manage our operations in a manner which reduces consumption of resources and waste. In FY 0910, the Company continued with its paper usage reduction and recycling initiatives. As vehicles are our main assets which also contribute to pollution which eventually contributes to the climate change and global warming, we strive to ensure that our vehicles be maintained accordingly. This will be an important element in the Company's support of Climate Change issues as we endeavour to reduce our own energy use and carbon dioxide output.

● Workplace

We strive to maintain high standards of recruitment, development and retention of employees. We have several initiatives in the workplace aimed at being a sustainable employer of choice. These include the following:-

- Employee volunteerism
- Health, safety and welfare
- Employee communication channels
- Company-wide employee opinion survey
- Sports and wellness programmes
- Employee training

● Community

Community investment (CI) at Nationwide Express refers to how our invested or donated money, time, products, services, influence, management knowledge and other resources make a positive contribution to deserving local communities. Community investment at Nationwide Express will include cash and donations in-kind to organisations, corporate incentives for employee contribution and employee volunteer programs. CI is a component of CSR and does not constitute CSR in its entirety at the Company.

Nationwide Express views CI as a long-term effort to creating meaningful impact for the communities surrounding us. Our CI efforts aim to:-

- improve the quality of life through enhanced education for the young;
- provide opportunities for the underprivileged;
- encourage employee volunteerism; and
- generate sustainable acceptance and appreciation by communities.

● Marketplace

Many important stakeholders are found in the Marketplace such as shareholders, suppliers, customers, Participating Organisations, Government Departments and Agencies, Regulators and Industry Associations.

Nationwide Express believes in interacting responsibly with these groups in various ways, such as supporting the market with good products, engaging in ethical procurement and organizing frequent dialogues. We consult industry players as part of our product development process, and in making business decisions on issues, which have an impact on them.

Corporate Social Responsibility



CSR ACTIVITIES

The Company's main CSR activities include:-

1. Flagging of Jalur Gemilang

Flagging of Jalur Gemilang was held in August at our Ampang Station. This annual event to celebrate the National Day was held with the aim to cultivate patriotism amongst our employees, customers and partners. The children from Rumah NurSalam were invited to join in the celebration. The activities includes the marching parade by Nationwide Express employees, the recital of Rukun Negara, singing of the National Anthem and a few patriotic songs, and the putting of the Jalur Gemilang on Nationwide Express' motorcycles and various sizes of vehicles.

2. Majlis Berbuka Puasa

During the month of Ramadhan, Nationwide Express organised a Majlis Berbuka Puasa for all our corporate customers, suppliers, vendors and employees. Fifty (50) children from the Al-Khadeem Foundation's Home of Hope of Shah Alam were invited to participate in the experience of sharing our joy with the less fortunate. After a satisfying meal together and the tarawih prayers, the orphans were made even happier with gifts of hampers, 'duit raya' and raya clothes.

3. Majlis Bersahur

On 26th September 2008, the Management of Nationwide Express inclusive of the CEO joined the Night Operations Team for the Majlis Bersahur at 2.30 am at 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 divide between management and staff.

4. Hari Raya Celebration

Nationwide Express employees and customers alike were invited to share in the festivities at the Hari Raya Celebrations held at the Chairman's residence in Petaling Jaya. The guests were treated to an array of dishes ranging from ketupat to serunding, satay, soto and varieties of cookies. There was also entertainment in the form of traditional songs from Akademi Seni Budaya dan Warisan Kebangsaan (ASWARA).

5. Sponsorship of The National Science & Mathematics Symposium And PERSAMA Awards 2009

Nationwide Express views education as one of the main factor that will build and shape the nation. Accordingly, Nationwide Express joins in to sponsor The National Science & Mathematics Symposium and PERSAMA Awards 2009 which was held at Mahkota Hotel Melaka on 15th-17th December 2009.

Corporate Social Responsibility



6. 1Malaysia Campaign

The 1Malaysia Campaign was jointly organized by Nationwide Express as part of the Association of the Malaysian Express Carriers (AMEC) in collaboration with Malaysian Communications and Multimedia Commission (MCMC). The ceremony was held at the Malaysian Communication and Multimedia Commission's office in Cyberjaya on 3rd April 2010. The Deputy Minister of Information, Communication and Culture, YB Dato' Joseph Salang officiated the event, which witnessed participants from ten (10) Malaysian courier companies came together under one roof.

7. Silver Jubilee Celebration

The Silver Jubilee Celebration was held on 20th April 2010 at Nationwide Express' Corporate Office in Shah Alam. The long service award was also awarded to ten (10) employees who have been with the Company since 1985. This came as an effort to acknowledge the contributions made by the employees.

8. Royal Classics Car Rally

As part of our 25th Anniversary Celebration, Nationwide Express organised the Royal Classics Car Rally (RCCR) 2010 from Shah Alam to Kangar from 21st-23rd May 2010 whereby the entourage made several stops at interesting places as well as Nationwide Express' Northern Regional Hub which is located in Butterworth.

9. Donation in kind to Rumah Seri Kenangan, Kangar, Perlis

As part of our 25th Anniversary programme, Nationwide Express' RCCR entourage visited the Rumah Seri Kenangan Kangar, an old folks home under the care of Jabatan Kebajikan Masyarakat Perlis, Nationwide Express contributed donations in kind to Rumah Seri Kenangan.

10. Sponsorship of opening of Tabung Haji Account (TAHA)

Nationwide Express sponsored students from various schools in Perlis, in opening TAHA accounts with Tabung Haji. This is as part of our effort to instill the spirit of saving for the future, as well as saving for performing the Hajj.

11. Donation to Persatuan Sukan & Rekreasi Orang Kurang Upaya Negeri Perlis

Nationwide Express donated cash to the Persatuan Sukan & Rekreasi Orang Kurang Upaya Negeri Perlis (PESRON) as part our obligation to the society.

12. Sponsorship of Majlis Santapan DiRaja : Anugerah Gemilang Olahraga Pahang

Nationwide Express participated in the sponsorship of the event to instill the spirit of sportsmanship and to support the development of the sport.

Corporate Social Responsibility



13. Blood Donation Drive

Blood donation drive was held every six (6) months at Nationwide Express in our effort to help and ensure sufficient supply of safe and quality blood supply for the Malaysian medical purposes. The event was organized by Kelab Sukan dan Kebajikan Nationwide (KSKN) and The National Blood Bank.

14. Majlis Ilmu

Nationwide Express organized Majlis Ilmu for all the Muslim staff throughout the year, to inculcate good values among our employees.

15. Employment of Orang Kurang Upaya (OKU)

Believing that everyone should be treated equally and be given the opportunities to work, Nationwide Express currently employs six (6) orang kurang upaya (OKU) as its employees. Five (5) of the OKU employees are based in Shah Alam, while the other employee is in our Tapah Station.

16. Industrial Training

Since year 2000, Nationwide Express has been the industrial training ground for many tertiary students from various universities and colleges and we are proud to be of the assistance in building the productive younger generations.

17. Contribution To Employees

KSKN as well as was the Company allocates several contributions to Nationwide Express' employees, namely upon marriage, death, in the event of natural disasters, etc.

18. Annual Dinner 2009

The Annual Dinner 2009 was organized with a theme of 1Malaysia. The dinner which was held on 13th March 2010 at Hotel Singgahsana, Petaling Jaya was attended by the Board of Directors and the employees of the Company adorned in colourful multinational traditional costumes.

19. Health Talks

Several health talks were organized by the Company throughout the year to inculcate healthy living by its employees.

Statement on Corporate Governance

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The Board of Directors of Nationwide Express Courier Services Berhad (“the Board”) is committed to ensure that the highest standards of Corporate Governance (“Code”) are practiced throughout the Group as a fundamental part of discharging its responsibilities to safeguard shareholders’ investment and ultimately enhance shareholders’ value.



Statement on Corporate Governance

In view of this, the Board has taken steps to ensure compliance with the Code as follows:

A. BOARD OF DIRECTORS

Composition of the Board

The Board currently consists of five (5) members, comprising five (5) Non-Executive Directors. Three (3) of the Non-Executive Directors are independent. The profile of each Director is set out in the Profile of Directors on pages 39 to 45 of the Annual Report.

The roles of the Chairman and Chief Executive Officer are separate with clear distinction of responsibilities between them to provide effective leadership of the Board and the Group.

The Chairman, who is a Non-Independent Non-Executive Director is primarily responsible for ensuring that the Board meets regularly throughout the year and the meetings are conducted in an orderly manner. The Chairman also plays a pivotal role in ensuring that the Directors are effectively apprised on the business and operations of the Group and encourages healthy debate on issues arising at Board meetings to ensure that decisions are arrived after taking into consideration the interests of shareholders, employees, customers and other stakeholders. She also bears the responsibility of ensuring the integrity and effectiveness of the Non-Executive Directors.

The Chief Executive Officer is responsible for the day-to-day management of the Group's businesses, which include implementing the policies and decisions of the Board, overseeing the operations to ensure organizational effectiveness, and managing the development and implementation of the Company's business and corporate strategies. The Chief Executive Officer reports to the Chairman in respect of matters concerning the Board members and is obliged to report and discuss at Board meetings all material matters currently or potentially affecting the Group and its performance, including all strategic projects and regulatory developments.

The Board has a well-balanced number of Non-Executive Directors, with more than one-third (1/3) Independent Non-Executive Directors. The Board has ensured the appointment of Independent Directors who are not member of management and the appointees are free of any relationship which could interfere with the exercise of independent opinion and the ability to act in the best interest of the Group. The Board is of the view that its three (3) Independent Non-Executive Directors who have extensive knowledge and experience are justifiable to represent the investment of the public and minority interests.

Board Responsibilities

The Board retains full and effective control of the Group. This includes responsibilities for determining the Company's overall strategic direction as well as development and control of the Group. Key issues such as approval of all corporate announcements including the announcement of the quarterly financial results prior to releasing them to Bursa Securities as well as material agreements, major capital expenditures, budgets and succession planning for the top management are reserved for the Board.



Statement on Corporate Governance

The Board has delegated specific responsibilities to the respective Committees of the Board which operate within clearly defined terms of reference. The Board Committees consist of Audit Committee, Nomination Committee, Remuneration Committee and ESOS Committee. The Board Committees comprise members of the Board, and each Board Committee holds separate meetings throughout the financial year. Meetings of the Board Committees provide an avenue for members of the respective Committees to focus on specific issues to enable full and in-depth discussion of business operations of the Group. Reviews, recommendations, findings and decisions reached at these Board Committees Meetings are reported directly to the Board for its deliberations, approvals and/or endorsements. The members of the various Board Committees are set out on pages 2 and 3 of this Annual Report.

Board Meetings & Supply of Information to the Board

Board meetings are scheduled in advance at the beginning of the new financial year to enable Directors to plan ahead and fit the year's meetings into their own schedules. The Board has at least four (4) regularly scheduled meetings annually, with additional meetings for particular matters convened as and when necessary. Informal meetings and consultations are frequently and freely held to share expertise and experience. A total of nine (9) Board meetings were held during the financial year. Details of the Directors' meetings attendances are disclosed on page 14 of this Annual Report.

To assist the Board in retaining full and effective control of the Group through reviews in the Meetings, the Board deliberates on a formal agenda and schedule of matters arising for approval or notation. During the financial year ended 31st March 2010, the Board reviewed and approved, amongst other matters, the Group's Business Plans, as well as the financial results and performance of the Group's businesses. The Board also reviewed and approved the acquisition and disposal of assets or investment of the Company and its subsidiaries that are material to the Group.

The Board as a whole determines, whether as a full Board or in their individual capacity, to take independent professional advice, where necessary and in appropriate circumstances, in furtherance of their duties, at the Group's expense. Directors also have direct access to the advice and services of the Group's Company Secretary who is responsible for ensuring that Board procedures are followed.

Appointments and Re-election of the Board

The Board has implemented procedures for the nomination and election of Directors via the Nomination Committee. Comprising mainly Independent Non-Executive Directors, the Nomination Committee is responsible for identifying and recommending to the Board suitable nominees for appointment to the Board and Board Committees. The Nomination Committee meets as and when required, and at least once every financial year. Newly appointed Directors are briefed by the Chairman, Company Secretary and members of the management on the nature of business and current issues within the Company and the Group. Newly appointed Directors are also given the opportunity to visit and familiarize themselves with the Company's operations to better understand the Company's business.

The Articles of Association of the Company provide that at the first annual general meeting (AGM) of the Company, all the Directors shall retire from office and at least one-third (1/3) of the Board are subject to retirement by rotation at each subsequent AGM. The Directors to retire in each year are the Directors who have been longest in the office since their appointment and re-appointment. The Articles of Association of the Company also provide that all the Board members including the Executive Director shall retire from office at least in each three (3) years and shall be eligible for re-election. Directors who are over seventy (70) years of age are required to submit themselves for re-appointment annually, in accordance with Section 129(6) of the Companies Act, 1965.

Statement on Corporate Governance

Training & Development Programme

All Directors have attended and completed the Mandatory Accreditation Training Programme ("MAP") and fulfilled the Continuing Education Programme ("CEP") requirements as prescribed by the Listing Requirements of Bursa Malaysia Securities Berhad ("Bursa Securities"). With the repeal of the Practice Note No. 15/2003 with effect from 1st January 2005, the directors of public listed company ("PLC") must evaluate and determine the training needs of its directors on a continuous basis. The subject matter of the training must be one that aids the PLC director in the discharge of his/her duties as a director. During the year, all the Directors have attended various trainings and will continue to undergo other relevant training programmes as appropriate to keep abreast with development on a continuous basis.

B. DIRECTORS' REMUNERATION

Remuneration Policy and Procedure

The Board has set up a Remuneration Committee on 20th December 2000 and its responsibilities include reviewing all annual salaries, incentives and other employment conditions for the Executive Director. Information prepared by independent consultants and appropriate survey data on the remuneration practice of comparable companies is taken into consideration. Meetings of the Remuneration Committee are held as and when necessary, and at least once a year. The Committee members are as listed in the Corporate Information. The remuneration for the Non-Executive Directors is determined by the Board during which the interested Directors will abstain from deliberating. The Company pays its Directors annual fees, which are approved by the shareholders. In addition, members of the Board Committees are paid allowances for each meeting they attend. The Remuneration Committee also considers the Group's proposed bonus/ex-gratia and increment for the year.

Remuneration Package

The remuneration package of Directors is as follows:-

- **Basic Salaries and Fees**
The Remuneration Committee recommends to the Board the basic salary (which is inclusive of statutory employer contributions to the Employees Provident Fund) for the Executive Director after taking into account his/her performance, the inflation price index and information from independent sources on the rates of salary for similar jobs in a selected group of comparable companies.
- **Annual Incentive (Bonus Scheme)**
The Group sets up a bonus scheme for all employees including the Executive Director. The criteria for the scheme are dependent upon the financial performance of the Company. Bonus payable to the Executive Director is reviewed by the Remuneration Committee and approved by the Board.
- **Retirement Plan**
Contributions are made to the Employees Provident Fund, the national mandatory defined contribution plan in respect of the Executive Director.
- **Employee Share Option Scheme ("ESOS")**
The ESOS allocation for all Directors and employees of the Group including the Non-Executive and Executive Directors are determined by the ESOS Committee which was established in August 2005 in compliance with the ESOS By-Laws approved by the Board of Directors and shareholders.

Statement on Corporate Governance

• Directors' Remuneration

	Group and Company	
	2010	2009
	RM'000	RM'000
Executive director's remuneration:		
Salaries and other emoluments	283	293
Ex-gratia	1	1
Defined contribution plan (EPF)	34	35
Estimated money value of benefit-in-kind	21	16
	340	345
Non-executive director's remuneration:		
Fees	108	108
Other emoluments	58	52
	166	160
Total directors' remuneration (excluding benefits-in-kind)	484	489
Estimated money value of benefits-in-kind	21	16
Total directors' remuneration including benefits-in-kind	505	505

The number of directors of the Company whose total remuneration during the year fell within the following bands is analysed below:

	Number of Directors	
	2010	2009
Executive Director:		
RM300,001 – RM350,000	0	1
Non-Executive Directors:		
Below RM50,000	5	4

C. SHAREHOLDERS

Investors and Shareholders relations

The Group recognizes the importance of timely and thorough dissemination of information to shareholders. In this regards, the Group strictly adheres to disclosure requirements of Bursa Malaysia. The annual report has comprehensive information pertaining to the Group, while various disclosures on quarterly and annual results provide investors with financial information. The Board also has nominated the Chairman, Cik Rozilawati Haji Basir, who is a Non-Independent Non-Executive Director to discuss any matters or issues with investors and shareholders.

Statement on Corporate Governance

Apart from the mandatory public announcements through Bursa Malaysia, the Group has also set up a website at www.nationwide2u.com to provide corporate, financial and non-financial information.

Annual General Meeting

The Annual General Meeting is the principal forum for dialogue with shareholders. Notice of the Annual General Meeting and annual reports are sent out to shareholders at least twenty one (21) days before the date of the meeting. Beside the usual agenda for the Annual General Meeting, the Board presents the progress and performance of the business as contained in the annual report and provides opportunities for shareholders to raise questions pertaining to the business activities of the Group. All Directors are available to provide responses to questions from the shareholders during these meetings. For re-election of Directors, the Board ensures that full information is disclosed through the notice of meeting regarding Directors who are retiring and who are willing to serve if reelected. Items of special business included in the notice of the meeting will be accompanied by an explanatory statement to facilitate full understanding and evaluation of the issues involved.

D. ACCOUNTABILITY AND AUDIT

Financial Reporting

For financial reporting through quarterly reports to Bursa Malaysia and the annual report to shareholders, the Directors have a responsibility to present a fair statement of the Group's position and prospects. The Audit Committee assists the Board in scrutinizing information for disclosure to ensure accuracy, adequacy and completeness. The Statement by Directors pursuant to Section 169 of the Companies Act, 1965 is set out on page 66 of this Annual Report.

Internal Controls and Internal Audit Function

The Company continues to maintain and review its internal control procedures to ensure, as far as possible, the protection of its assets and its shareholders' investment. Details of the Group's key

elements of internal control and Internal Audit functions are set out in the Statement on Internal Control Report and Audit Committee Report on pages 34 to 35 and 48 to 49 of this Annual Report respectively.

Relationship with Auditors

The role of the Audit Committee in relation to the External Auditors i.e. Messrs Hanafiah Raslan & Mohamad and Internal Auditors are disclosed in the Audit Committee Report set out on pages 48 to 49. The Group has always maintained a close and transparent relationship with its auditors in seeking professional advice and ensuring compliance with the accounting standards in Malaysia. The Head of Internal Auditors who reports functionally to the Audit Committee is present at all Audit Committee meetings. A meeting was held between the External Auditors, Head of Internal Auditors and members of the Audit Committee, without the presence of the Management during the year. Going forward, the Audit Committee will hold at least two (2) meetings a year with the External Auditors, the Internal Auditors or both as promoted by the Amended Code on Corporate Governance and the amended Chapter 15 of the Bursa Malaysia's Listing Requirements.

Statement of Compliance with the Best Practices of the Code

The Group is committed to achieving high standards of Corporate Governance throughout the Group and to the highest level of integrity and ethical standards in all its business dealings. The Board considers that it has complied throughout the financial year with the Best Practices as set out in the Code.

Statement made in accordance with the resolution of the Board of Directors dated 28th July 2010.



ROZILAWATI BINTI HAJI BASIR
Chairman