

www.nationwide2u.com

NATIONWIDE EXPRESS
COURIER SERVICES BERHAD (133096-M)

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

Tel: 03-5163 3333
Fax: 03-5518 2084

NATIONWIDE EXPRESS COURIER SERVICES BERHAD (133096-M)

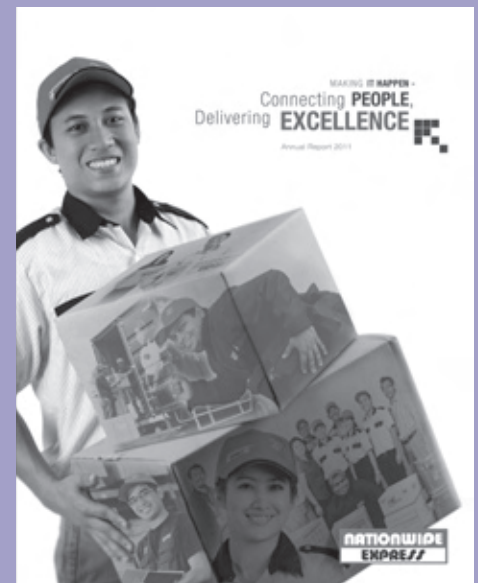
Annual Report 2011

MAKING **IT HAPPEN** -
Connecting **PEOPLE**,
Delivering **EXCELLENCE** 
Annual Report 2011



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Cover Rationale



MAKING IT HAPPEN - CONNECTING PEOPLE, DELIVERING EXCELLENCE.

At Nationwide Express, we are all about delivering excellence. In today's Information Technology driven world, it is essential that we deliver technologically advanced courier services with information and communications solutions for the ease of our customers. After all, besides courier, it is all about connecting people.

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

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



Corporate Information



EXECUTIVE COMMITTEE

Rozilawati binti Haji Basir

Chairman
Non-Independent, Non-Executive
Director

Ahmad Najmi bin Mahfodz

Chief Executive Officer

Amiruddin bin Abdul Shukor

Chief Financial Officer

PRINCIPAL OFFICERS

Ahmad Najmi bin Mahfodz

Chief Executive Officer

Amiruddin bin Abdul Shukor

Chief Financial Officer

COMPANY SECRETARIES

Aerman Iskandar bin Abraham
(LS 0008622)

Amiruddin bin Abdul Shukor
(MIA 19037)

REGISTERED OFFICE

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

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

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

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

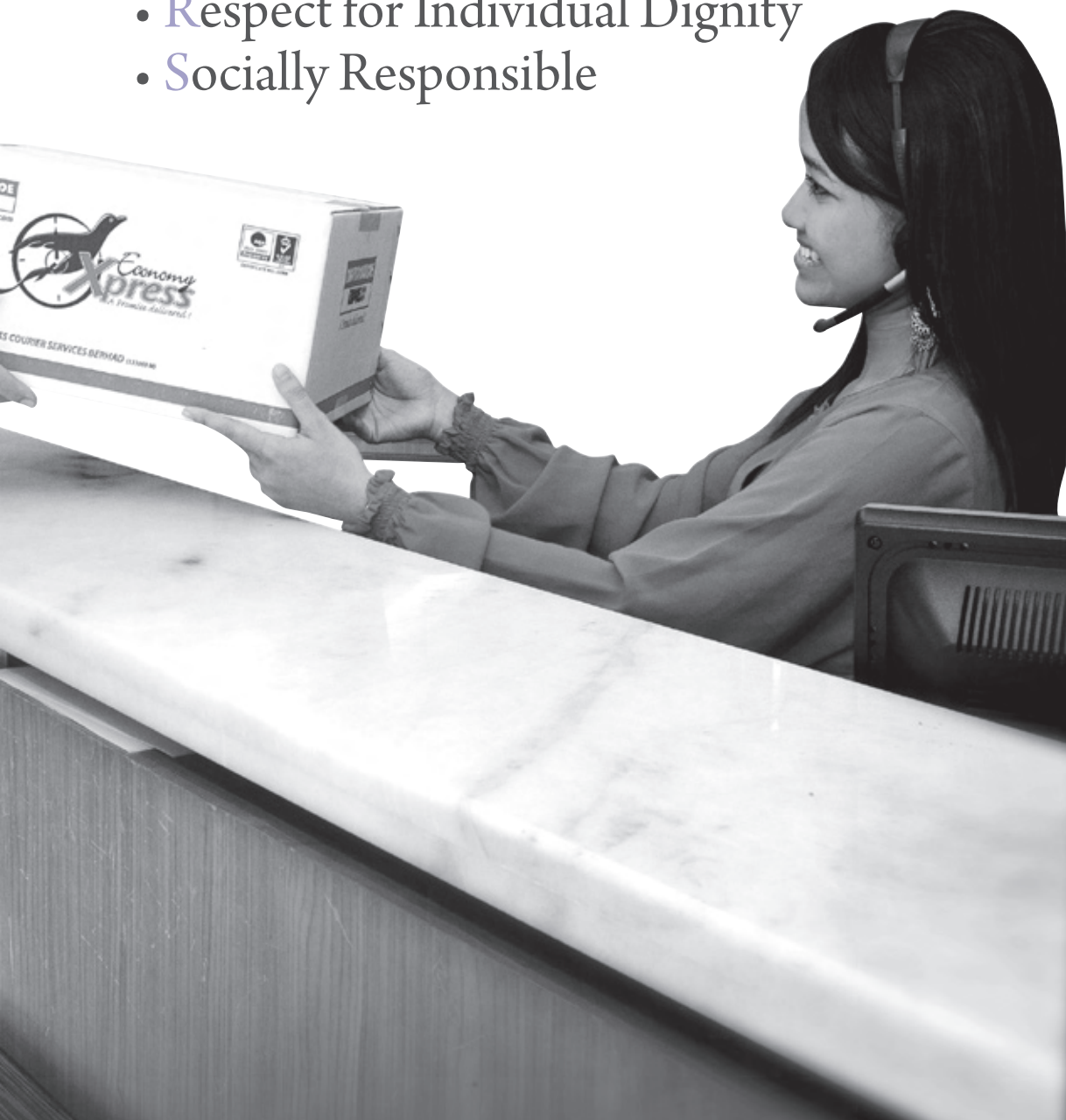


Our Mission



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



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 six (26) years 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;
- the Asia Pacific Super Excellent Brand 2006/2007;
- the Superbrands of Malaysia Award 2008 – Malaysian Choice; and
- the recipient of Certificate of Excellence 2010 from the Ministry & International Trade of Industry.

For the financial year 2010/11, we continued 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 strengthens our brand position, adds prestige and sets Nationwide Express apart from its competitors.

So, "Nationwide Express" your shipments anywhere and anytime, because 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 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 organisation, these six (6) elements must be viewed in an integrated, interactive and continuous improvement fashion.

Accordingly, with the ISO 9001:2000 accreditation and ISO 9001:2008 recertification, 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 ensures 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 organisation, Nationwide Express is recognised 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 good 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 not only meet the customers' 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 services 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 prioritise customer requirements and to exceed customer expectations in the quality of service.

Notice of Annual General Meeting

NOTICE IS HEREBY GIVEN THAT the 25th Annual General Meeting of Nationwide Express Courier Services Berhad will be held at Nationwide Express Courier & Logistics Training Centre, B-18-7-G, Jalan Pahat K15/K, Kompleks Otomobil, Dataran Otomobil, Section 15, 40200 Shah Alam, Selangor Darul Ehsan on **Tuesday, 20th September 2011** 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 2011** and the Reports of the Directors and Auditors thereon. **(Resolution 1)**
2. To sanction the declaration of **a final dividend of 3.5% (less 25% tax)**. **(Resolution 2)**
3. To approve the payment of **Directors' fees** for the financial year ending **31st March 2012**. **(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, **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.

NOTICE OF DIVIDEND ENTITLEMENT

NOTICE IS ALSO HEREBY GIVEN THAT subject to the approval of the shareholders, a final dividend of **3.5% (less 25% tax)** in respect of the financial year ended **31st March 2011** will be paid on **24th October 2011** to shareholders whose names appear in the Company's Record of Depositors on **26th September 2011**.

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 **26th September 2011** in respect of shares which are exempted from mandatory deposit; and/or
- b) Shares bought on the Bursa Malaysia Securities Berhad on a cum entitlement basis according to the Rules of the Bursa Malaysia Securities Berhad.

Notice of Annual General Meeting

BY ORDER OF THE BOARD

AERMAN ISKANDAR BIN ABRAHIM (LS 0008622)

AMIRUDDIN BIN ABDUL SHUKOR (CA (M) 19037)

Company Secretaries

Shah Alam, Selangor

29th August 2011

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/her. 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/she shall specify the proportion of his/her 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:-

- **Rozilawati binti Haji Basir**, pursuant to Article 69 of the Company's Articles of Association; and
- **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 2011**. The details of attendance of individual Directors at the Board Meetings held in the financial year ended **31st March 2011** 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	9
Yong Kok Liew	9	9

(3) GENERAL MEETING HELD DURING THE FINANCIAL YEAR ENDED 31ST MARCH 2010

Type : **24TH ANNUAL GENERAL MEETING**
 Date : 21st September 2010
 Time : 10.00 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 COMPANY		THE SUBSIDIARIES
	DIRECT	INDIRECT	
Rozilawati binti Haji Basir	0	32,930,679 [#]	*
Dato' Adnan bin Shamsuddin	0	0	0
Tan Sri Dato' Sulaiman bin Sujak	56,000	0	0
Dr. Roshayati binti Basir	0	32,930,679 [#]	*
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.

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 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**

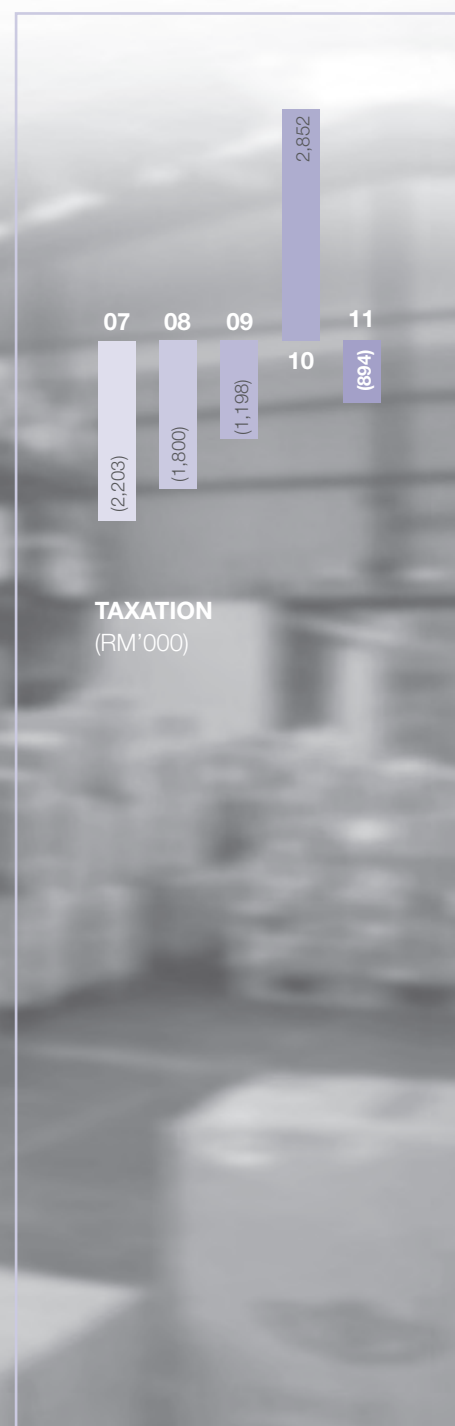
During the financial year, there were no profit guarantees given by the Company.

- **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 2010.

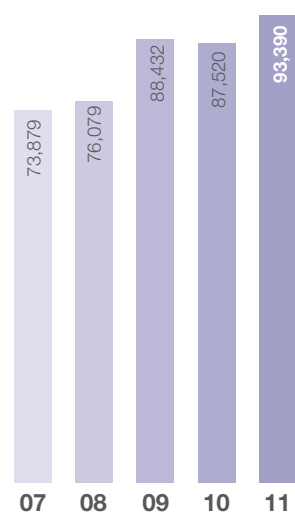
Five-Years Group Financial Review

FINANCIAL YEAR ENDED	31/03/07	31/03/08	31/03/09	31/03/10	31/03/11
Turnover (RM'000)	73,879	76,079	88,432	87,520	92,390
Profit Before Taxation (RM'000)	7,499	3,868	3,260	2,852	2,164
Taxation (RM'000)	(2,203)	(1,800)	(1,198)	2,852	(894)
Profit After Taxation (RM'000)	5,296	2,068	2,062	1,792	1,270
Shareholders' Fund (RM'000)	69,426	68,547	68,575	68,090	67,632
Net Earnings Per Share (sen)	8.8	3.4	3.4	3.0	2.1
Gross Dividend (%)	8.5	4.5	4.0	4.0	3.5

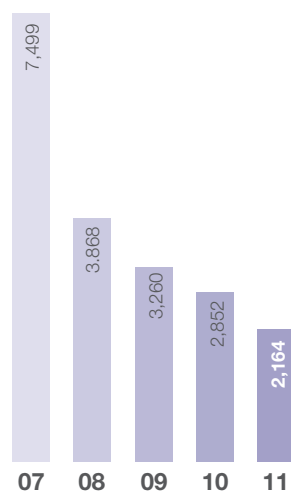


Five-Years Group Financial Review

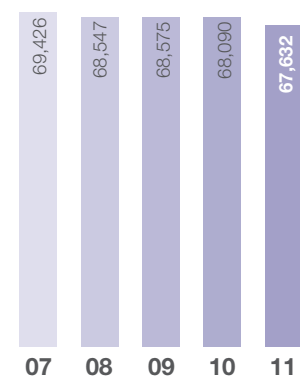
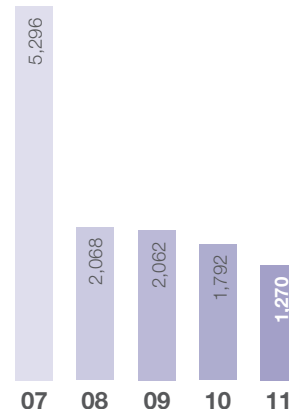
TURNOVER (RM'000)



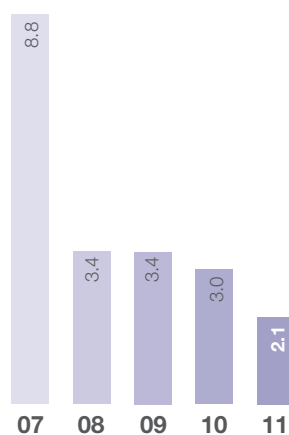
PROFIT BEFORE TAXATION (RM'000)



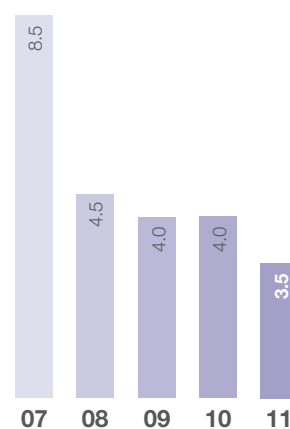
PROFIT AFTER TAXATION (RM'000)



SHAREHOLDERS' FUND (RM'000)



NET EARNINGS PER SHARE (sen)



GROSS DIVIDEND (%)

Products & Solutions

Over the last twenty six (26) 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 services, warehousing, etc.



Products & Solutions

A) COURIER PRODUCTS & SOLUTIONS

To instantly respond to our customers' urgent collections and delivery instructions, we adhere to rigorous express service standards of twenty four (24) hours deliveries within Peninsular Malaysia and forty eight (48) hours to East Malaysia for our courier products and solutions. We differentiate our courier products and solutions into two (2), namely:-

1) Standard courier products and solutions

- a. Schedule pick-up – Pre arranged shipments of daily express pick-up at pre arranged address at scheduled times.
- b. Express pick-up – Arrange shipments of non schedule express pick-up by calling our customer service hotline telephone numbers.
- c. Express lodge-in – Self drop-off of express shipment at any of our stations, drop-off centres and/or retail outlets.

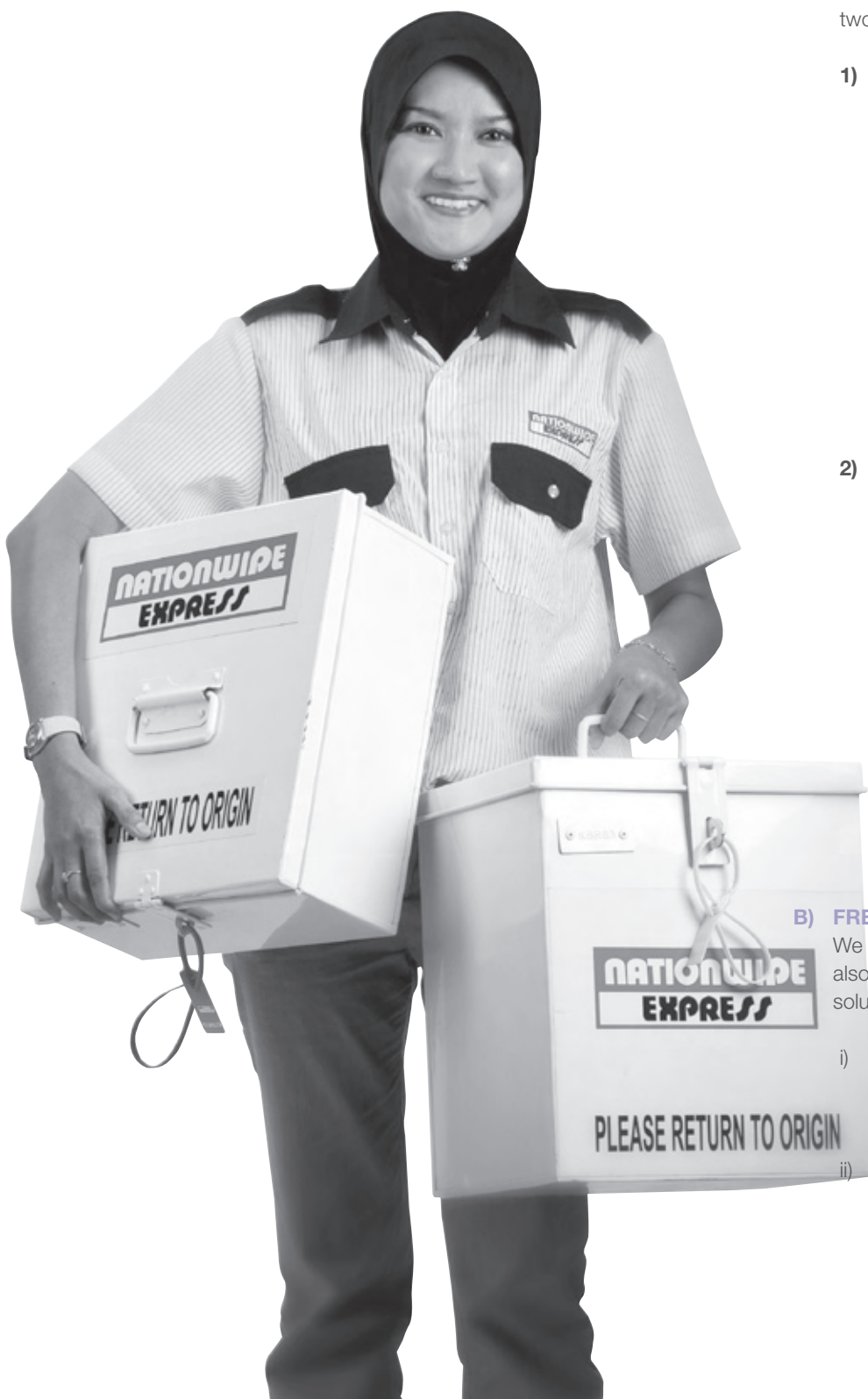
2) Premium courier products and solutions

- a. Express Insure – An optional insurance protection program for shipments against all risks during the course of carriage.
- b. Diplomat service – Same work day door to door rush delivery service within Malaysia.
- c. Late pick-up – Through advance arrangement, we provide late pick-up but maintaining next-day delivery of shipments.
- d. Early delivery – Through advance arrangement, your most urgent shipments can be delivered by early morning.

B) FREIGHT FORWARDING PRODUCTS & SOLUTIONS

We do not just deliver letters and small packages; we also offer the following freight forwarding products and solutions:-

- i) Freight Forwarding – Movement of bulky shipments either consolidated or chartered vide land, sea and/or air.
- ii) 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 of goods from customer to warehouse.



Products & Solutions

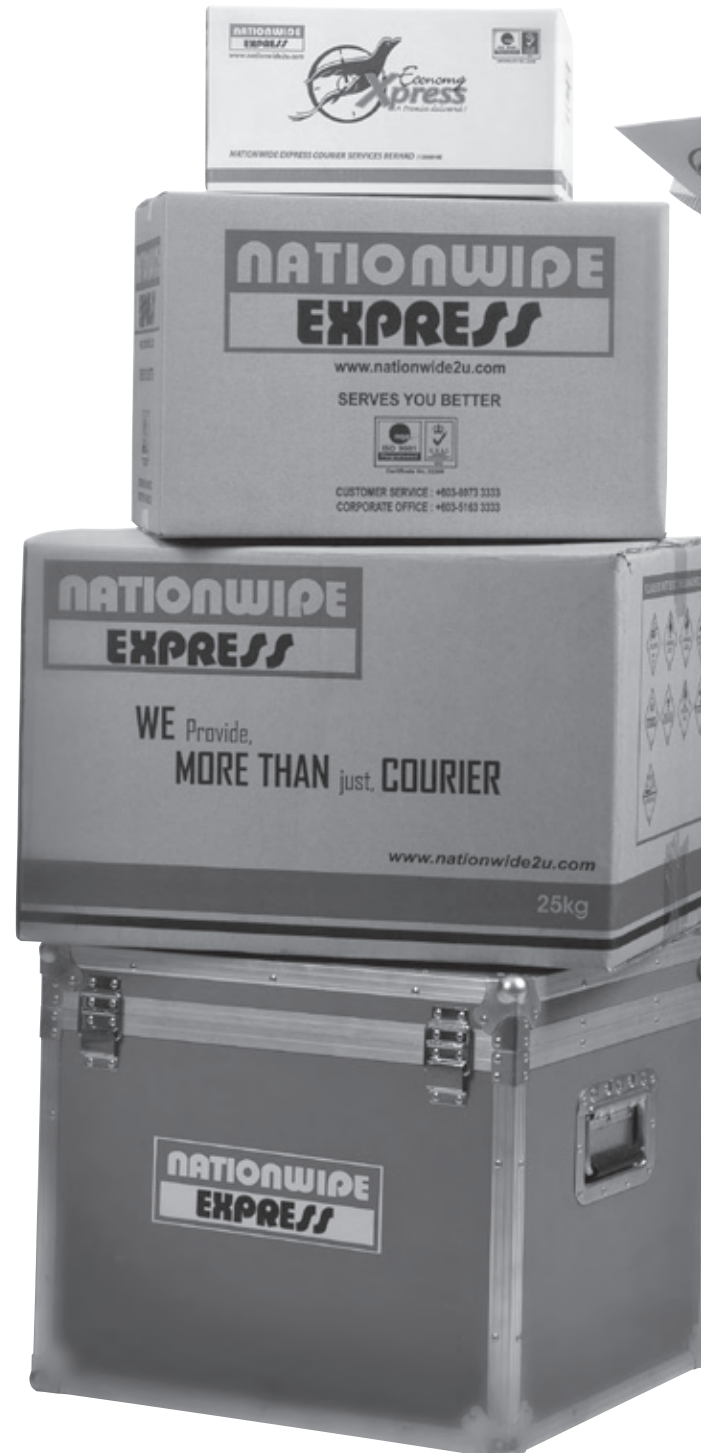
- iii) Other – A set of services which include customs clearing services, co loading, dangerous goods handling, customised logistics to cater for client's special requirement, excess baggage to all destinations especially for Haji and Umrah pilgrims.

C) CUSTOMISED PRODUCTS & SOLUTIONS

The Special Delivery Department (SDD) at Nationwide Express focus on the secure handling of sensitive materials and high value items.

Customers can be rest assured knowing that all items entrusted to our SDD are handled by a group of specially trained staff, and will be safely delivered.

- i) High Value Items – High value items are handled by SDD dedicated to ensure high value items are securely delivered utilising special unit, separate sorting hub and special fleet of vehicles with guards, GPS and other security devices.
- ii) High Security Items – Similar with the high value items, our SDD is dedicated to handle sensitive material which demands high security.
- iii) E-Commerce Fulfilment – 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.
- iv) E-Solutions –
 - a) E-Shipping – For our customers' convenience, we have introduced an e-solution known Nationwide Express Internet Shipping (NEIS). This interactive solution is specially developed to enable our customers to prepare and manage shipments faster, smarter and more accurately. 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 utilise it. Customers can now print consignments on a regular sheet of paper or label printer by selecting from the online address book. By utilising NEIS, customers can avoid the hassle of searching for contact details, re-keying or writing on consignments, transcribing errors, and manual usage management and tracking.





Products & Solutions

- b) E-Invoice – We also provide e-invoice as an option for our customers to view, save and print the invoices in PDF format.
- c) E-Statement – Customers are also given the option to view, save and print the statement of accounts.
- v) Mailroom Management Services –
 - a) Internal Mailroom – A central point handling letters, documents and packages for business occupants within a building.
 - b) External Mailroom – Station in a premise handling outgoing letters, documents and packages for business occupants.
 - c) Community Mailroom – Benefit from in house logistics assistance on the spot and save costs. Equipped with a equipment technology, our staff will increase the customers' mailroom efficiency and promote the adoption of best practices.
- vi) Metrobox – A new product exclusively designed and recommended for high value shipment with enhanced security and protection features.

D) RETAIL PRODUCTS AND SOLUTIONS

We operate a chain of boutique shops offering a range of our products and solutions including that of a courier and logistics services through our retail concept stores.

- i. Travellers Express – For those travellers who like to shop and want 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 to choose from.
- iii. Office Express – To cater for those who are always on the move, our retail outlet provide office stationeries and solutions such as printing, faxing, etc to ease their work.

Corporate Social Responsibility



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 recognised 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 1011, 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



Corporate Social Responsibility

• 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 organising 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.

