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Maximising Performance, Presenting Excellence



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Cover Rationale

Maximising Performance, Presenting Excellence



At Nationwide Express, we aim to be faster. Faster with improved Quality of services. Faster with equivalent time saving results. Faster in keeping up with market trends. And that is our promise to all our customers.

Excellence is achievable with a simple smile, and we aim to bring total customer satisfaction in making lives easier and gives lasting value

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

Non Independent, Non-Executive Director

Yong Kok Liew

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

Dato' Adnan bin Shamsuddin

Member

Senior 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

EXECUTIVE COMMITTEE

Cik Rozilawati Hj Basir

Chairman

Non-Independent, Non-Executive Director

Ahmad Najmi bin Mahfodz

Chief Executive Officer

Amiruddin bin Abdul Shukor

Chief Financial Officer

REGISTERED OFFICE

Lot 11A, Persiaran Selangor,
Section 15,
40200 Shah Alam,
Selangor Darul Ehsan.
Tel No. : +603 5163 3333
Fax No. : +603 5518 2084
Website : www.nationwide2u.com

CORPORATE OFFICE

Lot 11A, Persiaran Selangor,
Section 15,
40200 Shah Alam,
Selangor Darul Ehsan.
Tel No. : +603 5163 3333
Fax No. : +603 5518 2084
Email address : enquiry@nationwide2u.com
Website : www.nationwide2u.com

PRINCIPAL OFFICERS

Ahmad Najmi bin Mahfodz

Chief Executive Officer

Amiruddin bin Abdul Shukor

Chief Financial Officer

COMPANY SECRETARY

Amiruddin bin Abdul Shukor

(MIA 19037)

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. : +603 7841 8000
Fax No. : +603 7841 8151 / 8152

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. : +603 7495 8723
Fax No. : +603 7495 7914 / 7994

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!





Nationwide Express is a household name and a brand to be reckoned with! It is a brand that was introduced twenty seven (27) years 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 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 2011/12, 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.

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 (6) 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 customer' 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 only meet the customer' 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 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 so proud to be an ISO accredited company!

By gaining ISO 9001:2000 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 9001:2000 ***'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 26th Annual General Meeting of Nationwide Express Courier Services Berhad will be held at **Kelab Shah Alam, Jalan Akuatik, Seksyen 13, 40100 Shah Alam, Selangor Darul Ehsan** on **Wednesday, 26th September 2012 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 2012** and the Reports of the Directors and Auditors thereon. (Resolution 1)
2. To sanction the declaration of a **final dividend** of 3% (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, **Dato' Adnan bin Shamsuddin**, 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 ANNUAL GENERAL MEETING

NOTICE OF DIVIDEND ENTITLEMENT

NOTICE IS ALSO HEREBY GIVEN THAT subject to the approval of the shareholders, a final dividend of 3% (**less 25% tax**) in respect of the financial year ended **31st March 2012** will be paid on **29th October 2012** to shareholders whose names appear in the Company's Record of Depositors on **1st October 2012**.

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

1. Shares transferred into the Depositor's Securities Account before 4.00 p.m. on **1st October 2012** in respect of shares which are exempted from mandatory deposit; and/or
2. 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

AMIRUDDIN BIN ABDUL SHUKOR (MIA 19037)

Company Secretary

Shah Alam, Selangor
4th September 2012

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:-

- **Dato' Adnan bin Shamsuddin**, 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 page 32 to 33 of this Annual Report.

2. DETAILS OF ATTENDANCE OF DIRECTORS AT BOARD MEETINGS

A total of six **(6)** Board meetings were held in the financial year ended **31st March 2012**. The details of attendance of individual Directors at the Board Meetings held in the financial year ended **31st March 2012** are as follows:-

Directors	No. of Board Meetings	
	Held	Attendance
Rozilawati binti Haji Basir	6	6
Dato' Adnan bin Shamsuddin	6	6
Tan Sri Dato' Sulaiman bin Sujak	6	6
Dr. Roshayati binti Basir	6	6
Yong Kok Liew	6	6

3. GENERAL MEETING HELD DURING THE FINANCIAL YEAR ENDED 31ST MARCH 2011

Type : 25th Annual General Meeting
 Date : 20th September 2011
 Time : 10.00 a.m.
 Venue : Nationwide Express Courier & Logistics Training Centre,
 B-18-7-G, Jalan Pahat K15/K, Kompleks Otomobil,
 Dataran Otomobil, Section 15,
 40000 Shah Alam, Selangor Darul Ehsan

4. DIRECTORS' SHAREHOLDINGS IN THE COMPANY & ITS SUBSIDIARIES

Directors	The Company		
	Direct	Indirect	The Subsidiaries
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 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**

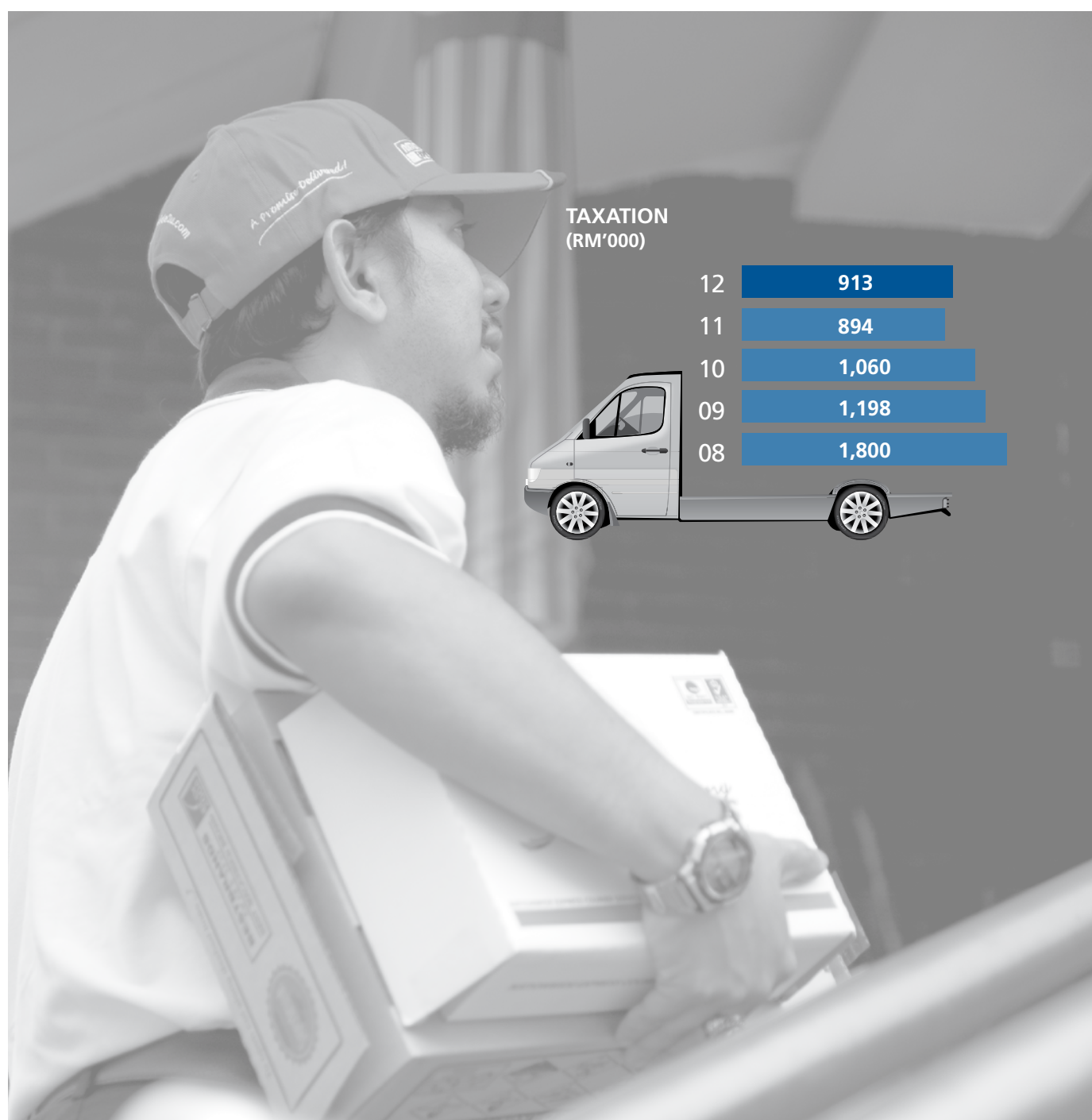
During the financial year, there were no profit guarantees given by the Company.

- **Material Contracts and Contracts relating to Loans**

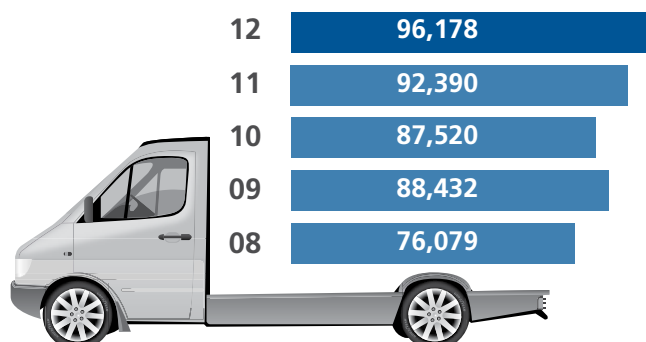
There were no material contracts and contracts relating to loans entered into by the Company and its subsidiaries, which involve the Directors or major shareholders since the previous financial year ended 31st March 2011.

FIVE-YEARS GROUP FINANCIAL REVIEW

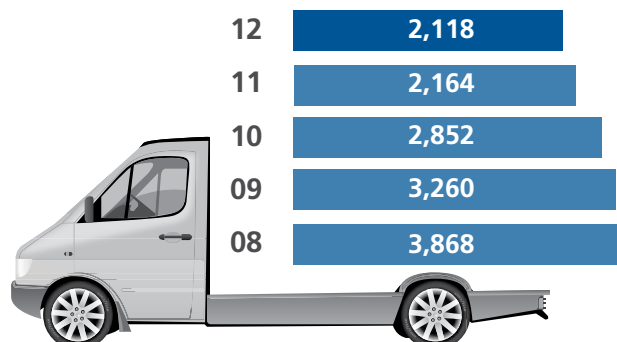
FINANCIAL YEAR ENDED	31/03/08	31/03/09	31/03/10	31/03/11	31/03/12
TURNOVER (RM'000)	76,079	88,432	87,520	92,390	96,178
PROFIT BEFORE TAXATION (RM'000)	3,868	3,260	2,852	2,164	2,118
TAXATION (RM'000)	(1800)	(1198)	(1060)	(894)	(913)
PROFIT AFTER TAXATION (RM'000)	2,068	2,062	1,792	1,270	1,205
SHAREHOLDERS' FUND (RM'000)	68,547	68,575	68,090	67,632	67,279
NET EARNINGS PER SHARE (SEN)	3.4	3.4	3.0	2.1	2.0
GROSS DIVIDEND (%)	4.5	4.0	4.0	3.5	3.0



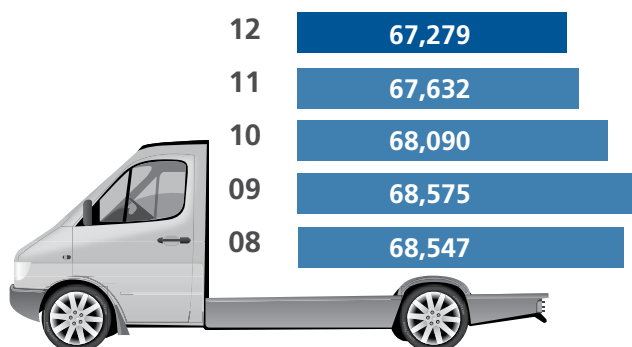
TURNOVER
(RM'000)



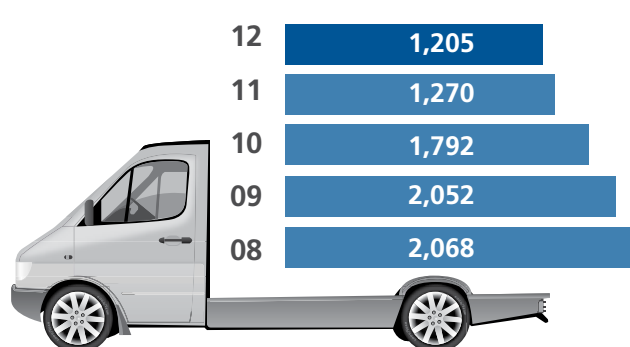
PROFIT BEFORE TAXATION
(RM'000)



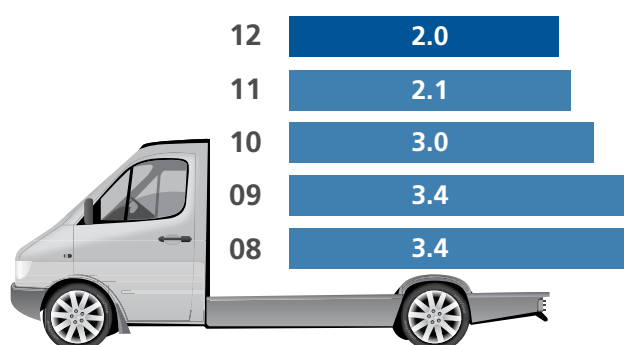
SHAREHOLDER'S FUND
(RM'000)



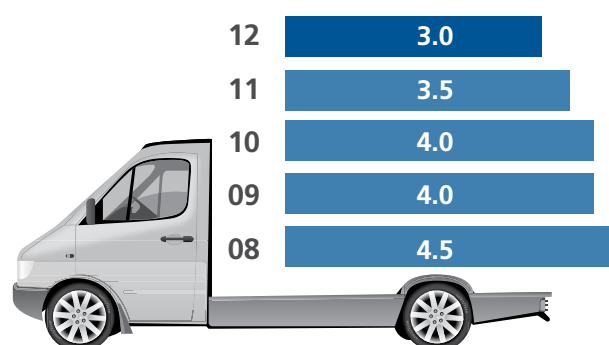
PROFIT AFTER TAXATION
(RM'000)

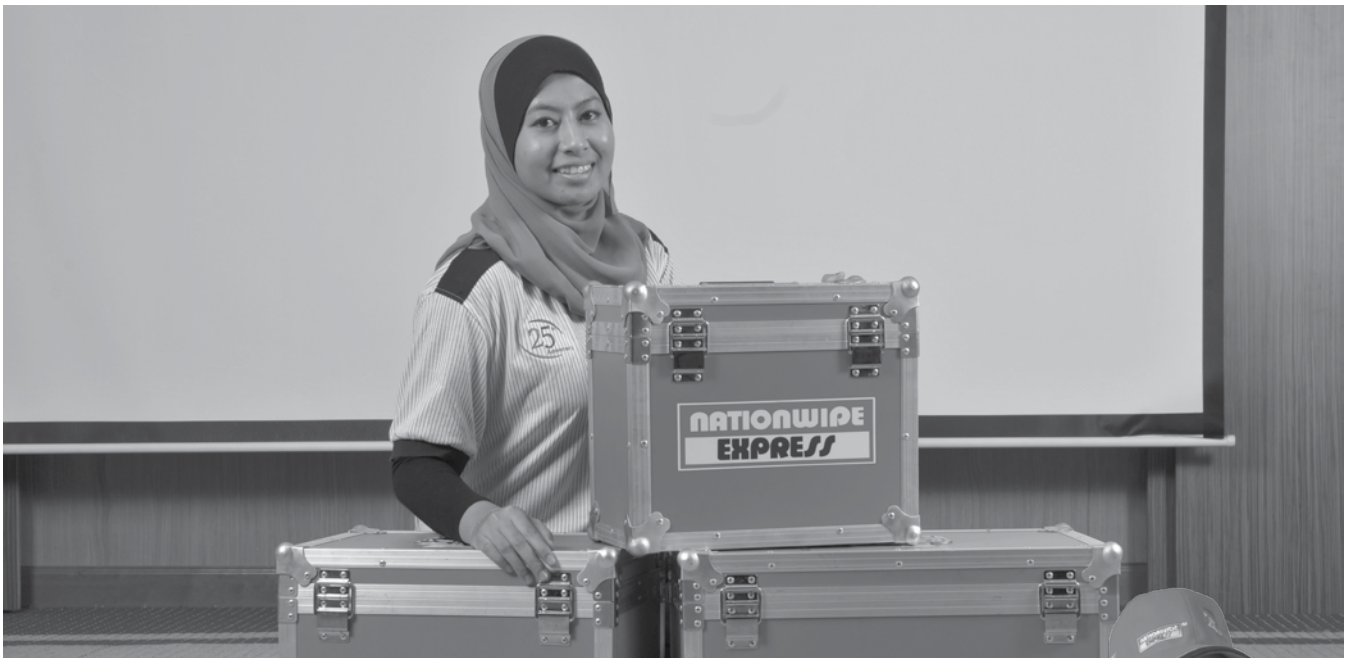


NET EARNING PER SHARE
(SEN)



GROSS DIVIDEND
(%)





Over the last twenty seven (27) 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, warehousing, etc.

