

# OUR PLACE IN THE WORLD

## ESG Report Malaysia 2025

A look back at 2024



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## **Our people & community**



## **Our planet & environment**



## **Our governance**







## Memberships and accreditations



### United Nations Global Compact

#### United Nations Global Compact (UNGC)

Crown Worldwide Group is proud to have participated in the Early Adopter Program for the United Nations Global Compact's new reporting framework this past year. This initiative aligns with our long-standing commitment to transparency and accountability. We have been a signatory of the UNGC since 2005 and operate in accordance with its ten principles.

As one of the first companies to use this new framework, we will provide feedback to help shape its future development, in areas of governance, human rights, labour, environment and anti-corruption. We are committed to this important initiative and look forward to sharing our progress through the new framework with the UNGC community and our stakeholders.



## ISO accreditations



### ISO 14001

Crown Worldwide Group is proud to be ISO 14001 certified across 33 of our sites, demonstrating commitment to environmental management and sustainability. This certification means our environmental management systems have been independently audited and meet the rigorous requirements of the ISO 14001 standard.



### ISO 27001

ISO 27001 is the international standard providing direction for an information security management system, enabling organisations to manage their information security processes in line with international best practice. 27 Crown locations are ISO 27001 certified.



### ISO 45001

Crown Worldwide Group is proud to be certified to ISO 45001 across 21 of its sites worldwide, ensuring that its operations meet the highest standards for occupational health and safety management. This certification underscores the company's commitment to providing a safe working environment for its employees, and its dedication to continuous improvement in this critical area.



### ISO 9001

ISO 9001 is the internationally recognised standard for Quality Management Systems (QMS). It is the most widely used QMS standard in the world, with over 1 million certificates issued to organisations in 178 countries.



### ISO 22301

Crown Malaysia is the first country within Crown Worldwide Group to achieve ISO 22301 certification, highlighting our commitment to business continuity and resilience. This certification ensures we have effective strategies to maintain operations during disruptions.

# Preface

## Reporting Standards and Guidelines

This is the second edition of Crown Malaysia Sustainability Report 2025 and it is developed to share our sustainability performance, strategies, and targets moving forward. The information disclosed in this report covers all of Crown Malaysia operations and activities from 1st January 2024 to 31st December 2024, unless otherwise stated. The inventory presented in this report has been prepared in accordance with the requirements, standards and guidelines specified below:

- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004)
- ISO 14064-1:2006 Specification with Guidance at the Organization Level for Quantification
- Global Reporting Initiative (GRI)
- United Nations Sustainable Development Goals (UN SDGs)
- Twelfth Malaysia Plan (RMK-12)
- Bursa Malaysia's Sustainability Reporting Guide (3rd Edition)
- ISO 31000:2018 - Risk management Guidelines
- MGTC LCOS ESG Reporting

## Resource to Value Models

We reaffirmed our material matters in FY25 via a limited-scale internal materiality review, and identified emerging opportunities and risks through our risk assessment framework. Our strategic response to these material matters is addressed through but not limited to; Crown's Group priorities, namely People, Sustainability, Customer-Driven, Greater Digital Focus, and Growth.

Embedding sustainability as a corporate imperative, we harness our capitals to create long-term sustainable outcomes for stakeholders, promoting employee well-being, empowering and developing local communities while minimising our carbon footprint for a greener planet dedication to continuous improvement in this critical area.

## Scope and Boundaries

The scope of the assessment includes Crown Malaysia operations in the following business premises, as they represent some of the largest groups of consumption of resources:

- MYKLP, Shah Alam & East Malaysia
- MYPNG, Penang
- MYENS, Negeri Sembilan
- MYJHB, Johor
- MYSSC, Crown Shared Services



## Strategic Pillars



Our Climate & Environment



Our People & Business



Our Community

## Crown's Commitment to Transparent and Inclusive Reporting



**Transparency:** Crown ensures that stakeholders receive clear, accurate, and timely information, enabling them to assess our performance effectively and confidently.



**Stakeholder Inclusiveness:** We are dedicated to addressing the evolving needs and expectations of our stakeholders by actively engaging with them and reflecting their perspectives in our sustainability efforts.



**Materiality:** Our report emphasizes Crown's key environmental, social, and governance (ESG) matters that significantly influence our business sustainability and stakeholder value creation.



**Balance:** We provide a fair representation of both positive achievements and challenges in our business, ensuring stakeholders have a comprehensive view for informed decision-making.



**Comparability:** Where possible, we present and highlight trends and changes in our performance, demonstrating our commitment to continuous improvement.



**Potential:** We showcase Crown's current performance and future growth opportunities, offering stakeholders a clear understanding of the rationale behind our strategic decisions.

# Navigating this Report

We also will be using use the following icons to indicate the connectivity of different elements of our business:





## Alignment to the united nations sustainable development goals (UN SDGs)

We align our sustainability strategies and initiatives with 13 of the United Nations Sustainable Development Goals (UN SDGs) as below in our efforts to contribute to a more sustainable future. All icons featured here are Navigation Icons that will be consistently featured within our reports as a guide towards better integration and presentation of information.

## Feedback

Your input is important in shaping our sustainability journey. We believe that enhancing our reporting practices and standards requires ongoing engagement and collaboration throughout the year. For any feedback or questions, please reach out to our Risk & Compliance department.



## Material Matters

It's our first Materiality Assessment as part of our commitment to embedding sustainability into our business and we determined 15 material matters incorporating on Economic, Environmental, Social and Governance (EESG) factors.

Innovation, Technology and Digitalization	Occupational Safety & Health and Security	Business Ethic & Regulatory Compliance
Talent acquisition, assessment, development and engagement	Fair Employment	Operation Excellence
Cyber Security & Data Protection	Sustainable Supply Chain	Business Continuity
Climate Change	Diversity Equality & Inclusion	Revenue diversification & financial performance
Customer Experience	Waste Management	
	Community Development	

More information on **Material Matters** can be found on page 32-35.



### Access the Digital ESG Report

Prefer reading online or saving a copy for later? Simply scan the QR Code to view, download, or share the digital version of Crown Malaysia's ESG Report 2025. Everything you need is just a scan away.



# A message from Martin Cole

Dear Valued Stakeholders,

We are proud to present the 2nd edition of the Crown Malaysia Sustainability Report 2025, an enhanced version that reflects our continued commitment to ESG principles and responsible business practices. Over the past year, we have taken significant steps to deepen our sustainability journey, strengthen governance, and drive positive change across our operations.

This year's report features an expanded materiality matters assessment ensuring our priorities align with the evolving needs of our stakeholders. Additionally, we have provided greater transparency in governance, reinforcing our commitment to accountability and ethical business conduct. In 2023, we launched Race Towards Net Zero, marking our commitment to climate action. In 2024, we built upon

this foundation by implementing tangible initiatives—from reducing carbon emissions and enhancing energy efficiency to advancing circular economy efforts through responsible waste management.

These actions align with our broader goal of achieving net-zero emissions by 2050, in line with Malaysia's international commitments. Our progress would not be possible without the dedication of our employees, the trust of our customers, and the support of our stakeholders. Thank you for being part of this journey as we continue to build a sustainable and resilient future together.

## **Martin Cole**

Managing Director (Malaysia) & Senior Director of Records Management (Asia)



# A message from Lyn Ng

Dear Valued Stakeholders,

As someone who joined Crown Malaysia just 12 months ago, I have had the incredible opportunity to witness a remarkable milestone: our 60th anniversary. What an extraordinary journey it has been! This anniversary is not only a testament to our resilience and innovation but also to the dedication and hard work of every individual who has been part of our story.

From my first day, I have been struck by the passion and commitment of our team, the loyalty of our customers, and the support of our partners. Together, we have built a vibrant community that stands for excellence and sustainability. I want to express my heartfelt gratitude to each and every one of you. Your contributions have shaped Crown Malaysia into the trusted and impactful organization it is today.

As we celebrate six decades of achievements, I am thrilled to present the second edition of Crown Malaysia's Sustainability Report. This reflects not only our dedication to sustainable practices but also our commitment to listening to our customers and adapting to their needs. Our focus on customer-centered decision-making allows us to innovate and deliver solutions that align with our sustainability objectives.

In the past year, I have witnessed firsthand our team's determination to lead in our Environmental, Social, and

Governance (ESG) initiatives. We understand that with leadership comes responsibility, and we aspire to set new benchmarks in our industry. Our approach emphasizes integrating eco-friendly practices across our operations, promoting social equity throughout our business, and upholding governance standards that ensure transparency and accountability.

As we look to the future, the progress highlighted in this report drives us to continue our stewardship for the planet and our commitment to the communities we serve. The journey to sustainability is ongoing, and we remain dedicated to evolving our practices in response to new challenges and opportunities.

I want to take a moment to express my appreciation once again to our employees, customers, and partners. You have made this past year exhilarating and rewarding. Your partnership is invaluable, and together, I am confident that we can achieve even greater milestones in the years to come.

Here's to the next 60 years, filled with collaboration, innovation, and a shared commitment to a sustainable future!

**Lyn Ng**

General Manager Malaysia



# A word from us!



**Jennifer Harvey**

Crown Group of CEO

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Congratulations to Crown Malaysia for its continuous commitment to sustainability. Your efforts in driving ESG initiatives and embedding responsible business practices are truly inspiring. Together, we are shaping a more sustainable future for our people, clients, and communities.



**Kong Tze Shen**

CEO of Asia

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Crown Malaysia's progress in sustainability reflects our collective vision for a greener, more responsible business.

Well done on this milestone ! Your dedication sets a strong example across the region.



**Magali Delafosse**

Group Vice President for Human Resources

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Your commitment to sustainability goes beyond compliance, it fosters a culture of responsibility and impact.

Crown Malaysia's focus on people, workplace well-being, and ESG excellence is commendable.



**Joy Lam**

Group ESG Director

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It's inspiring to see Crown Malaysia embarking on its sustainability journey with dedication and purpose.

Your efforts in emissions reduction, governance, and social responsibility contribute meaningfully to our global ESG commitment. Keep up the great work!



## The Leadership Team, Crown Malaysia.







# Joint Leadership statement

Dear Valued Stakeholders,

We are honored to present the second edition of the Crown MY Sustainability Report 2025. This report reflects our progress in advancing sustainability across the core pillars of Environmental, Social, and Governance (ESG). It highlights our key achievements, the challenges we face, and our strategic plans for a sustainable future.

## Overview

Over the past two years, sustainability has been at the forefront of Crown's operations and strategic vision. Our journey has been guided by critical themes that resonate with our industry and stakeholders. In 2023, we launched our Race Towards Net Zero roadmap, marking the beginning of our commitment to addressing global climate challenges while ensuring sustainable business growth and supporting local communities.

This roadmap contextualizes climate action within Crown's operational framework, focusing on stakeholder expectations and, most importantly, our people. Recognizing

the urgent need for climate resilience, we have developed a comprehensive climate action plan to mitigate risks and adapt to change. A key initiative in this effort is our commitment to halve GHG emissions by 2030, aligning with our broader goal of achieving net-zero emissions by 2050.

In line with evolving global standards, Crown has adopted a proactive approach to sustainability-related regulations. Our efforts are demonstrated through initiatives like the Green Logistics Approach, with the Crown Green Box, the adoption of EVs, minimizing single use of plastic and secure destruction services that incorporate sustainability principles. These measures highlight our steadfast commitment to environmental stewardship.





## Social Responsibility

Crown's commitment to human rights and labor standards remains steadfast. We have established a robust grievance mechanism to ensure that concerns are addressed transparently and effectively. Additionally, rigorous pre-sourcing assessments are conducted to ensure compliance with labor standards throughout our supply chain. Our strict enforcement of the 'no recruitment fee' policy for migrant workers reflects our dedication to ethical recruitment practices and safeguarding the dignity and rights of all workers involved in our operations. These efforts underscore our unwavering focus on promoting fairness, equality, and respect across all aspects of our business.



## Transparency and Collaboration

Transparency and accountability are integral to our operations. Through our Quality Management System, we ensure rigorous traceability that monitors the quality of services and products supplied, as well as the delivery of services and customer experiences. This system enables us to uphold the highest standards of sustainability, ethical conduct, and excellence across every aspect of our material matters. Collaboration is a cornerstone of our sustainability journey. By actively

engaging with communities, government bodies, and business networks, we leverage collective expertise and resources to achieve our ESG goals. Together, we are committed to driving sustainable value creation, ensuring that our actions align with the long-term aspirations of our stakeholders and contribute to a better future.



## Our commitment to good governance

At Crown, we are unwavering in our commitment to upholding the highest standards of good governance. We recognize that strong governance is the foundation of a resilient and sustainable organization, driving accountability, transparency, and ethical decision-making across all levels of our operations. We adopt a tone-from-the-top approach in sustainability governance, ensuring that leadership drives our commitment to responsible practices. Crown's Risk and Compliance team oversees sustainability-related matters, including climate-related risks and opportunities, and is supported by the Leadership Team, which ensures alignment with local policies, principles, and operations. This team is also responsible for addressing key sustainability issues, such as human rights and environmental stewardship, while ensuring compliance with greenhouse gas (GHG) emission targets. Our governance framework integrates risk management, compliance, and sustainability principles to ensure that our business operates responsibly and aligns with stakeholder expectations. Recognizing the importance of stakeholder expectations in the regions where we operate, Crown

ensures that its policies and operations adhere to recognized sustainability and governance standards. To further reinforce accountability, Crown provides an anonymous reporting mechanism that allows employees and stakeholders to report possible illegal, unethical, or improper conduct when traditional channels are impractical or ineffective. This ensures that all material matters are addressed with diligence and care.

By embedding good governance into our business practices, Crown safeguards its assets, strengthens stakeholder trust, and ensures sustainable growth that benefits our clients, employees, and communities. This commitment underpins our efforts to deliver exceptional value while contributing to a responsible and ethical future.





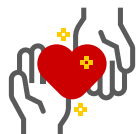
## Our commitment to diversity, equity and inclusion

We are proud to reaffirm our unwavering commitment to fostering a workplace that champions diversity, equity, and inclusion (DEI). With the recent update of our DEI Policy, which reflects our ongoing journey toward creating an inclusive and supportive environment for all employees. This revised policy underscores Crown's core values, mission, and purpose, highlighting our dedication to embracing diversity and ensuring equity across all aspects of our operations.

### Diversity and Inclusion in Action

Crown is committed to building a workplace where every individual feels respected, valued, and empowered to contribute to our shared success. The Crown Group DEI Steering Committee which oversee the entire DEI framework continues to play an instrumental role in promoting initiatives like gender equality, with a strong focus on increasing women's representation in senior leadership roles. This year, we celebrated International Women's Day 2024 under the theme, "Inspire Inclusion", inspiring our people to value and advance the inclusion of women in the workplace. Additionally, we organized several engagement initiatives for all employees, focusing on Anti-Sexual Harassment awareness and aligning with international standards on gender equality. These efforts reinforce our commitment to ensuring a safe, respectful, and equitable workplace for everyone.

Diversity, equity, and inclusion are not just initiatives for Crown—they are fundamental to who we are as an organization. Through continuous improvement, employee engagement, and the leadership of our DEI Steering Committee, we aim to inspire positive change within our organization and beyond. Together, we are fostering a culture that not only celebrates differences but also unites us in achieving shared success.



## Our commitment to society

Our commitment to society is deeply embedded in our purpose and values. We believe in making a positive impact beyond our business operations by contributing to the well-being and development of the communities where we live and work.

Through our sustainability initiatives, we actively support programs that address critical societal needs, including environmental preservation, education, and mental health awareness. Our collaborations with local communities, government agencies, and non-profit organizations aim to create meaningful and lasting change.

In 2024, we proudly participated in several community-focused initiatives, including tree-planting projects to combat climate change and activities promoting mental health awareness. These efforts underscore our dedication to enhancing the quality of life for individuals and fostering a more inclusive

and sustainable society. We also further strengthened our commitment to community engagement by initiating and supporting various impactful (CSR) activities i.e.

**Book Donation Campaign:** Collaborating with Books for a Better World, we organized a 2024 CSR Book Donation Drive to promote literacy and foster a love for reading among underprivileged children, enabling them to access educational resources for a brighter future.

**Breast Cancer Awareness Month:** Crown actively participated in 2024 Breast Cancer Awareness Month, organizing awareness sessions and fundraising campaigns.

Through our collaboration with Buku Jalanan Chow Kit (BJCK), we supported vulnerable children in Chow Kit by providing educational resources and creating safe spaces to nurture their learning and development.

As we move forward, we remain steadfast in our commitment to building strong, resilient communities by driving positive societal impact through collaborative action and shared purpose. Together, we can shape a brighter future for all.



## Our commitment to human rights

We are unwavering in our commitment to upholding and promoting human rights across all aspects of our operations. We firmly believe that respect for human rights is a fundamental principle that underpins a fair, ethical, and inclusive workplace.

We ensure that our policies and practices align with international human rights standards and are compliant with Malaysian legislation, including the Employment Act 1955, the Children and Young Persons (Employment) Act 1966, and the Anti-Trafficking in Persons and Anti-Smuggling of Migrants Act 2007 (ATIPSOM). These regulations guide our efforts to protect the rights of workers, prevent forced labor and child exploitation, and promote fair and equitable treatment.

Crown is committed to creating a work environment free from exploitation, harassment, and discrimination, where all individuals are treated with dignity and respect. This is reflected in our zero-tolerance towards forced labor and child labor, ensuring ethical recruitment practices. And we have implemented a mechanism that provides employees and stakeholders with a safe and anonymous platform to report any violations or concerns regarding human rights.

By adhering to both international standards and Malaysian laws, Crown Malaysia underscores its dedication to advancing human rights, fostering inclusivity, and creating a respectful and supportive environment for all.



## Our commitment to climate change

At Crown Malaysia, sustainability is at the heart of our operations and strategic vision. Recognizing the growing climate change concerns and the pivotal role businesses play, we are committed to aligning our actions with Malaysia's comprehensive approach to environmental stewardship and societal well-being. This reflects the interconnectedness of economic growth, social equity, and environmental preservation.

Our Race Towards Net Zero roadmap, launched in 2023, underscores our dedication to climate action. This framework focuses on achieving three strategic objectives, Accelerate Decarbonization: Reduce greenhouse gas emissions from our warehouses and operations through energy-efficient technologies and practices, Reduce Carbon Emissions (Scope 3): Target emissions from indirect sources, such as our supply chain and logistics operations, Empower Our People: Foster a culture of environmental responsibility and support initiatives that promote positive climate action.

In 2024, Crown achieved several significant milestones under this framework i.e. Transition to Electric Forklifts: Crown has fully transitioned to using electric forklifts, eliminating diesel-powered forklifts from our operations. This shift has significantly reduced our carbon emissions and operational reliance on fossil fuels, contributing to cleaner and more sustainable logistics practices. Water Harvesting at Enstek, We installed a water harvesting system at our Enstek facility, which is now used by our operations team and for landscaping activities. This initiative

reduces reliance on treated water, supporting sustainable resource management. Energy Management and Scope 2 Improvements, We implemented targeted energy efficiency measures, particularly at Enstek, resulting in reduced electricity consumption and a notable decrease in Scope 2 emissions. This progress exemplifies our commitment to minimizing our operational carbon footprint. Waste Management Enhancements, By partnering with a dedicated waste management vendor, we successfully minimized the amount of waste sent to landfills and improved recycling rates. These efforts align with our circular economy goals and reduce environmental impact and the Tree Planting Initiatives In conjunction with Hari Alam Sekitar Negara and in collaboration with the Malaysia Nature Society, Crown organized tree-planting activities at Hospital Kajang. These efforts as well supported the Malaysian 1 Million Tree Planting Campaign, demonstrating our commitment to reforestation and biodiversity conservation.

Through initiatives like our Green Logistics Approach, the adoption of electric vehicles (EVs), and sustainable packaging material such as Crown Box, we are actively reducing our carbon footprint while ensuring efficient and environmentally friendly service delivery.

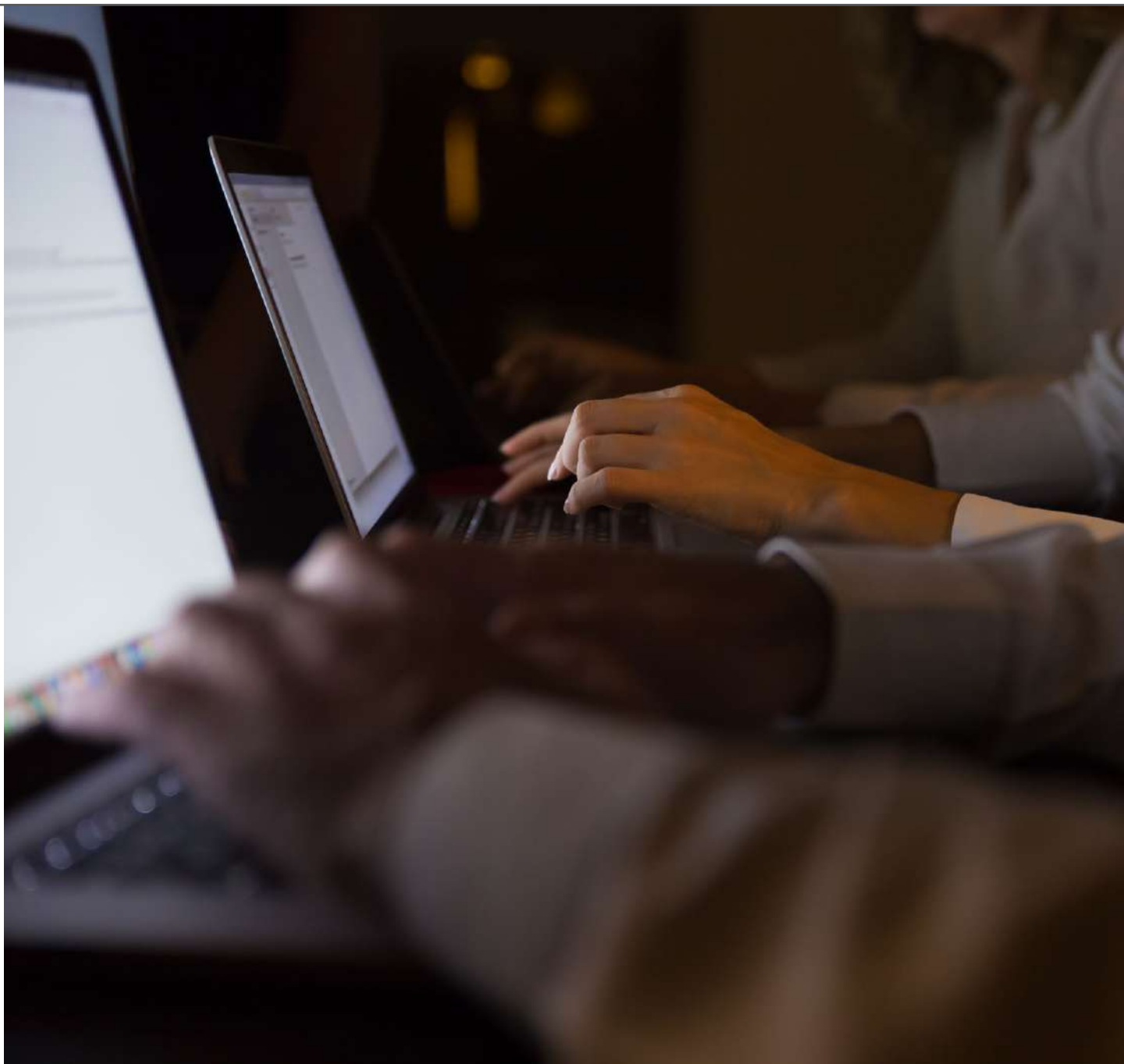
In alignment with Malaysian environmental regulations, Crown continues to support the Government's vision for a sustainable future. Addressing climate change is more than a responsibility—it is an opportunity to lead by example. Together, with the support of our stakeholders and communities, we are building a sustainable future, protecting our planet, and driving meaningful change for generations to come.



## Greater Digital Focus: Driving Efficiency, Customer Value and Sustainability

Following our 60 years of global heritage in securing client records, Crown Information Management continues to push the paperless agenda to enable clients to securely protect, unlock, and transform the data they work with. By adopting digital-first solutions, we contribute not only to enhancing operational efficiency but also to reducing environmental impact by minimizing paper usage. Our trained and experienced consultants automate manual workflows and digitize business processes to increase efficiency, foster collaboration within the enterprise, and support sustainability goals. Through secure document digitization methods, Crown Information Management enables data to be ingested into multiple platforms, accelerating ways to efficiently organize, store, and retrieve documents whether in physical or digital form while contributing to the reduction of resource consumption and waste.

Multiple Clients from the FSI, Manufacturing, FMCG, Hospitality, Healthcare, and GLC sectors benefit from entrusting Crown Information Management to improve control over the entire lifecycle of their information. Robust security measures and access controls safeguard sensitive information, ensuring compliance with regulatory requirements while aligning with broader sustainability practices. At Crown, we recognize that digital transformation is not only a driver of business value but also a key enabler of sustainability, helping us and our clients reduce carbon footprints and move toward a greener future.



# Going forward

As we look ahead, Crown Malaysia remains steadfast in its commitment to driving sustainability, innovation, and inclusivity across all aspects of our operations. Building on the foundations laid in 2024, we will continue to evolve our strategies to meet emerging challenges and opportunities, ensuring that our business aligns with the aspirations of our stakeholders and the global call for sustainable development. Our Race Towards Net Zero roadmap will guide our ongoing efforts to accelerate decarbonization, reduce emissions, and empower our people to take an active role in addressing climate change. We are committed to enhancing and improving our operational efficiency, customer experience, empowering our people, boosting revenue, and fostering a culture of environmental stewardship to create a positive impact on the planet and our communities.

## Acknowledgment & appreciation

In closing, we would like to extend our heartfelt gratitude to all our esteemed stakeholders who have played an instrumental role in Crown Malaysia's journey toward sustainability. Your trust, collaboration, and unwavering support have been the foundation of our progress. We would like to express our sincere appreciation to the Crown's Group Senior Management Team for their guidance, vision, and unwavering commitment to driving Crown's sustainable growth.

The strategic direction has been vital in shaping our goals and achievements. To the Crown MY Managing Director Martin Cole & our General Manager Lyn Ng, your dedication, innovative thinking, and steadfast focus have been the driving force behind our success, ensuring we remain resilient and adaptable in an evolving landscape. To our employees, we thank you for your hard work, resilience, and passion, which form the bedrock of our organization. It is through your daily efforts that we continue to achieve excellence and make a positive impact on our clients, stakeholders, and communities.

To our valued customers, we deeply appreciate your trust, feedback, and partnership. Your support inspires us to consistently innovate and deliver exceptional value in every interaction. To our vendors and service partners, your collaboration and commitment to quality and sustainability enable us to uphold the highest standards in all aspects of our operations. Last but not least, to the community and regulators, thank you for your collaboration and shared commitment to building a sustainable and inclusive future.

Together, we have made significant strides, and your ongoing support remains invaluable as we continue on this journey. As we look ahead, we remain confident that our collective efforts will continue to drive meaningful change, ensuring a brighter, more sustainable future for Crown Malaysia and all its stakeholders.

# Our Business Unit



Through our unique perspective, service range and network facilities, Crown Information Management works with organisations to maximise value from their corporate memory. This is achieved through digital and hard copy storage, active management, and smart and timely distribution of information assets across the enterprise.



To the corporate assignment manager, Crown World Mobility offers a range of business critical assignment – services backed by a unique international network of offices and experienced people.



Crown Relocations supports families on the move whether across the country or the world, we are there to make it simpler. Our network and our heritage in moving, combined with the expertise of our people in delivering relocations and destination services, give confidence to all.



Crown Workspace is dedicated to supporting clients' workplace needs as they change and grow. Our services and expertise span across relocations, moves and changes, IT services, furniture reconditioning, interiors and storage.



With priceless artifacts, choosing a reliable partner is critical. Developing the world's first, integrated international art logistics service, Crown Fine Art makes it possible to have the security and reliability of one supplier for fine art movements across the world.

Making it **simpler** to live, work,  
and do business **anywhere** in the world



# Our pledge to the UN Global Compact



## United Nations Global Compact

Our pledge to the United Nations Global Compact (UNGC), the world's largest corporate sustainability initiative, means we operate in ways that meet our responsibilities in the areas of human rights, labour, environment and anti-corruption.

We set operational standards not just for Crown, but for suppliers and sometimes clients. The UNGC provides a clear framework for us to transparently report and enables us to continually benchmark our efforts. We understand our place in the world, and the responsibilities we have to the environment and society.

Crown Worldwide Group is proud to have participated in the Early Adopter Program for the United Nations Global Compact's new reporting framework this past year. This initiative aligns with our long-standing commitment to transparency and accountability.

We have been a signatory of the UNGC since 2005 and operate in accordance with its ten principles. As one of the first companies to use this new framework, we will provide feedback to help shape its future development, in areas of governance, human rights, labor, environment and anti-corruption.

We are committed to this important initiative and look forward to sharing our progress through the new framework with the UNGC community and our stakeholders.

# Where we operate



Penang



Shah Alam



Enstek

Johor Bahru



Kuching

Kota Kinabalu



# Product & Service

## Overview of Household Goods & Fine Art Services

At Crown, we specialize in the safe and seamless relocation, storage, and management of household goods and fine art. Our services are designed to meet the needs of individuals, families, and organizations, ensuring that valuable possessions are handled with the utmost care and professionalism.

For household goods, we provide end-to-end relocation solutions, including packing, transportation, customs clearance, and secure storage. Whether it's a domestic move or an international relocation, we focus on delivering a stress-free experience with sustainability in mind.

For fine art, we cater to galleries, collectors, and artists by offering specialized art handling, storage, and secure transportation. Our expert team ensures that each piece is preserved, protected, and transported using industry best practices.

## Stakeholders & Expectations

Our key stakeholders include:

- Corporate Clients & Families – Expect seamless, efficient, and sustainable relocation solutions.
- Art Institutions & Collectors – Require specialized handling, security, and climate-controlled environments for fine art.
- Sustainability Advocates – Demand eco-friendly packing materials and carbon-conscious logistics.

To meet these expectations, we continuously innovate with sustainable packaging, digital inventory tracking, and optimized logistics routes to reduce environmental impact.

## Client Success Stories

One of our recent success stories involves assisting a renowned corporate in transporting high-value artworks within Malaysia collection across multiple locations. Using our expertise in fine art logistics, we ensured secure transportation while adhering to strict requirements. Additionally, for relocation, we successfully moved over 100 families across borders, providing them with an eco-friendly moving solution that minimized waste and carbon footprint.

## Moving Forward

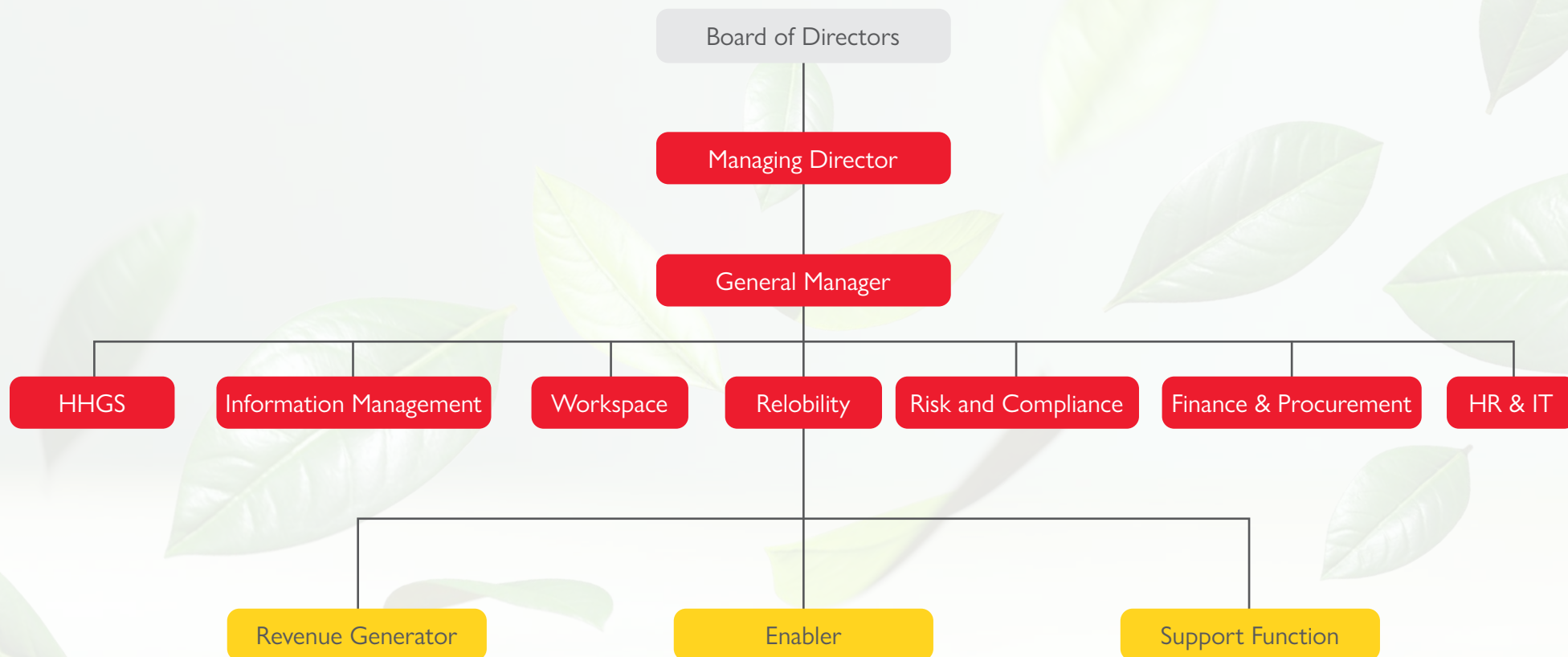
As we continue into 2025, Crown remains committed to:

- Enhancing sustainability efforts by expanding the use of eco-friendly materials and reducing carbon emissions in our logistics network.
- Leveraging technology for improved tracking, efficiency, and transparency in both household goods and fine art relocations.
- Strengthening partnerships with art institutions, museums, and global relocation networks to provide world-class service with minimal environmental impact.

By staying ahead of industry trends and prioritizing sustainability, security, and service excellence, we aim to deliver even greater value to our stakeholders in the years to come.



# Crown Malaysia Organisation Structure





# Crown Worldwide Group - Malaysia's 50th Anniversary

Crown Malaysia proudly celebrates its 50th anniversary, marking five decades of unwavering commitment to service excellence, operational resilience, and continuous innovation in the records and information management industry.

Since opening our first location in Petaling Jaya in 1974, Crown Malaysia has grown steadily through strategic investments and customer trust. A major turning point came in 1995, when we moved into Shah Alam, our first fully owned facility.

Since then, we have continued to invest in infrastructure, and today, we proudly own five purpose-built properties across the country — in Shah Alam, Enstek, Penang, Johor Bahru, and our newly acquired Sepanggar facility in Kota Kinabalu, with a storage capacity of up to 100,000 boxes —strengthening our presence and service reach in East Malaysia.

We have also strengthened our position through strategic acquisitions, including two records management companies in 2017 and 2018, further expanding our market share and capabilities. In 2018, Crown Malaysia was honored with the BrandLaureate Best Brands Award for Document Storage, reinforcing our leadership and reputation in the industry.

Today, Crown Malaysia operates with a dedicated team of 150 employees, managing over 4 million client boxes, making us the largest records & documents storage provider in Malaysia. Our client base includes a wide range of sectors, with more than 80% comprising financial institutions, alongside government agencies, private corporations, and GLCs.

In response to the evolving digital landscape, 2024 also marked the rebranding of Crown Records Management to Crown Information Management, underscoring our shift toward digital solutions, including secure digitization, workflow automation, and information governance.

Our sustainability journey continues to evolve as we align with our long-term roadmap for the Race Towards Net Zero by 2050. We have taken active steps to reduce our environmental impact through initiatives such as carbon emissions reduction, energy efficiency improvements and responsible waste management.

## **As we reflect on 50 years of achievement, Crown Malaysia remains committed to:**

- Innovating through technology and digital transformation
- Delivering excellence in customer experience
- Upholding high standards in safety, compliance, and security
- Empowering our people and giving back to our communities

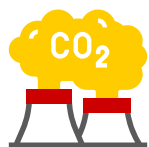


With a proud legacy and a clear vision ahead, we look forward to the next 50 years - building smarter, greener, and more resilient solutions for our clients and stakeholders



# ESG Performance highlight for 2024

## Environmental



4.5% reduction in Total Carbon emissions despite increased operational activities



76.8% reduction in total waste sent to landfill



Achieved a 12.5% reduction in Scope 2 (Purchased Energy) Carbon Emission



Water harvesting at MYENS - conserve 5,200 liters of water



We used 281,560 Crown MyHijau Boxes which are made from 100% recycled paper - 288.98 metric tons and saving an estimated 13,761 tress.



Switching from diesel to electrical forklift - avoided approximately 9 tons of CO<sub>2</sub> emissions

## Social



Maintained zero (0) cases of fatality rate (2024: 0)

Total Man-Hours in 2024: 300,000 hours

Lost Time Injury Frequency Rate (LTIFR): 3.33 (per 1,000,000 hours)



100% of mandatory & compliance HSE training completed by all staff 2024



DOSH Grade A Workplace Safety with few sites obtained 100% Score - Penang, Shah Alam, JB & Sarawak



CSR Book Donation collaborate with Book For A Better World

Crown CSR with BJCK 2024 Fundraising & Building Refurbishment

CSR Tree Planting – Hospital Kajang

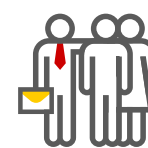


DEI -Overall Workforce Gender Composition: Remains balanced, with 44% women and 56% men,

## Governance



Maintained zero (0) cases of data loss (2024: 0)



Female Representation in Management: Increased from 36% in 2023 to 50% in 2024



Obtained ISO22301 BCMS by Cyber Security Malaysia



100% of mandatory training Ethical Business & Governance



First Materiality Assessment for Crown MY as part of our commitment to embedding sustainability into our business strategy



# Stakeholders engagement and creating value

Effective stakeholder engagement is essential to Crown's business success. We maintain open and consistent communications with our key stakeholders to stay aligned with their changing

needs, allowing us to continue serving them in the long term. By fostering clear communication and maintaining positive relationships, we not only strengthen trust but also enhance our ability to address potential challenges proactively and efficiently. An overview of our key stakeholder groups, their major concerns and our response to these matters is detailed in the table below:



## Leadership Team

### Why it Matters?

The Leadership Team drives strategic direction, decision-making, and ensures alignment with business goals and sustainability priorities.

### Area of Concern:

- Business strategy and direction
- Financial performance and achievement of operational targets.
- Risk management and compliance with regulations.
- Employee engagement and progression
- Health and safety procedures at work
- Sustainability initiatives and ESG targets
- Board diversity and knowledge

### Frequency

<b>A</b> Annually	<b>Q</b> Quarterly
<b>M</b> Monthly	<b>O</b> Ongoing

### Engagement Approach:

- Leadership Monthly Meeting/Weekly Huddle meeting M
- Employee engagement activities O
- Leadership Workshop A
- Safety and Health Committee Meeting Q
- ISO Management Review A
- Our Response:
  - Monitor business performance against Group Scorecard, KPIs,
  - Leading & Lagging Indicator and established targets.
  - Regular updates on material matters and ESG initiatives.
  - Prepare for the development of leadership roles and succession planning.
  - Encourage close collaboration between business functions to promote efficiency and productivity.





## Employees

### Why it Matters?

Employees are the foundation of Crown's success, driving innovation, operations, and customer satisfaction.

### Area of Concern:

- Health, safety, and well-being at workplace.
- Career growth, training, and development.
- Diversity, equity, and inclusion.
- Fair Employment.
- Remuneration structure.
- Employee benefits and welfare.
- Employee Recognition

### Engagement Approach:

- Employee Engagement Surveys A
- Safety and Health Committee Meeting Q
- Townhalls Q
- Onboarding programmes O
- Comprehensive well-being and wellness programmes Q
- Internal Communications i.e. Survey, Mini Townhall, Workshop i.e. Kaizen O

### Our Response:

- Inform on EES results
- Advise and update employee benefits
- HSE Training and activities
- CSR Activities



## Customers

### Why it Matters?

Customers are at the heart of our operations and ensure the sustainability of Crown's business model through loyalty and advocacy.

### Area of Concern:

- Service quality, reliability, and timeliness.
- Data Protection Information & Physical security.
- Business Continuity & Resilience.
- Customer Experience, Engagement & convenience.
- Business Ethic, Compliance and Good Governance
- Information and update on relevant ESG topics (e.g. social, climate matters).

### Engagement Approach:

- Customer feedback mechanisms, surveys, and direct communication. O
- Dedicated customer service and experience department. O
- 2nd Party audit – Client A
- Customer engagement activities i.e Live BCP Simulation A
- Crown MY Website and online platforms O

### Our Response:

- Establishment new role of a Customer Experience, Customer Relationship & onboard Operation Director



## Vendors & Service Partner

### Why it Matters?

Governments and regulators ensure compliance with laws, regulations, and policies, enabling Crown to maintain its license to operate

### Area of Concern:

- Compliance with laws and business regulations.
- Reporting and transparency.
- Collaboration on policy development.
- Sustainable business practices.

### Engagement Approach:

- Engagement with government ministries and agencies A
- Review of policies ,procedures and legal register A

### Our Response:

- Uphold risk and governance frameworks through robust policies such as the Code of Conduct and Business Ethics and the Anti-Bribery and Corruption Policy.



## Government & Regulators

### Why it Matters?

Governments and regulators ensure compliance with laws, regulations, and policies, enabling Crown to maintain its license to operate.

### Area of Concern:

- Compliance with laws and business regulations.
- Reporting and transparency.
- Collaboration on policy development.
- Sustainable business practices..

### Engagement Approach:

- Engagement with government ministries and agencies A
- Review of policies ,procedures and legal register A

### Our Response:

- Uphold risk and governance frameworks through robust policies such as the Code of Conduct and Business Ethics and the Anti-Bribery and Corruption Policy.



## Communities

### Why it Matters?

Crown's operations impact the communities where we operate, and we aim to contribute positively to their well-being and development.

### Area of Concern:

- Environmental impact and sustainability efforts.
- Community engagement and support initiatives.
- Contribute to community development.
- Implementation of social impact programmes.

### Engagement Approach:

- Company website and social media updates. O
- Collaboration on shared opportunities A

### Our Response:

- Event participation / sponsorship -Thompson Global Internship Program Interns
- Community messaging i.e During CSR

# Introduction to Materiality Matters

In this Year 2024, it's our first Materiality Assessment specific for Crown MY as part of our commitment to embedding sustainability into our business strategy. This marks a significant milestone in our journey toward understanding and addressing the issues that matter most to our stakeholders and operations. This Materiality Assessment has enabled us to identify and prioritize the Material Matters that significantly impact Crown's ability to create long-term value while addressing stakeholder needs and aligning with global sustainability goals. The results provide a foundation for our Sustainability Report and shape our strategies for creating a more resilient and sustainable future.

Our materiality assessment is guided by several frameworks and standards, including Bursa Malaysia's Sustainability Reporting Guide (3rd Edition), Global Reporting Initiatives (GRI) 3 Material Topics 2021, and Bursa Malaysia's Toolkit: Materiality Assessment 2022 and are based on Economic, Environmental, Social and Governance (EESG) factors. To ensure that our Material Matters remain relevant and impactful, we undertake a Materiality Assessment Process that involves three key stages: Identify, Review, and Validate.

1

## Identify

- Understand Crown's operating context and business scope
- Identify the stakeholder and their needs and expectation
- Identify list of material matters that relevant to the organization, aligning with both local and global standards and guidelines

2

## Priorities, reaffirm and review

- Engage internal and external stakeholders through surveys, simulation exercise and workshops, focusing on actual and potential impacts on ESG aspects.
- Evaluate and rank material matters based on their impacts on Crown and its key stakeholders

3

## Validate, Monitor and Report

- Align material matters with the sustainability pillars
- Revise the materiality matrix, considering matters ranging from critical to medium importance
- Present the updated materiality matrix to Leadership Team and respective business unit for review and validation.



# Materiality Matters

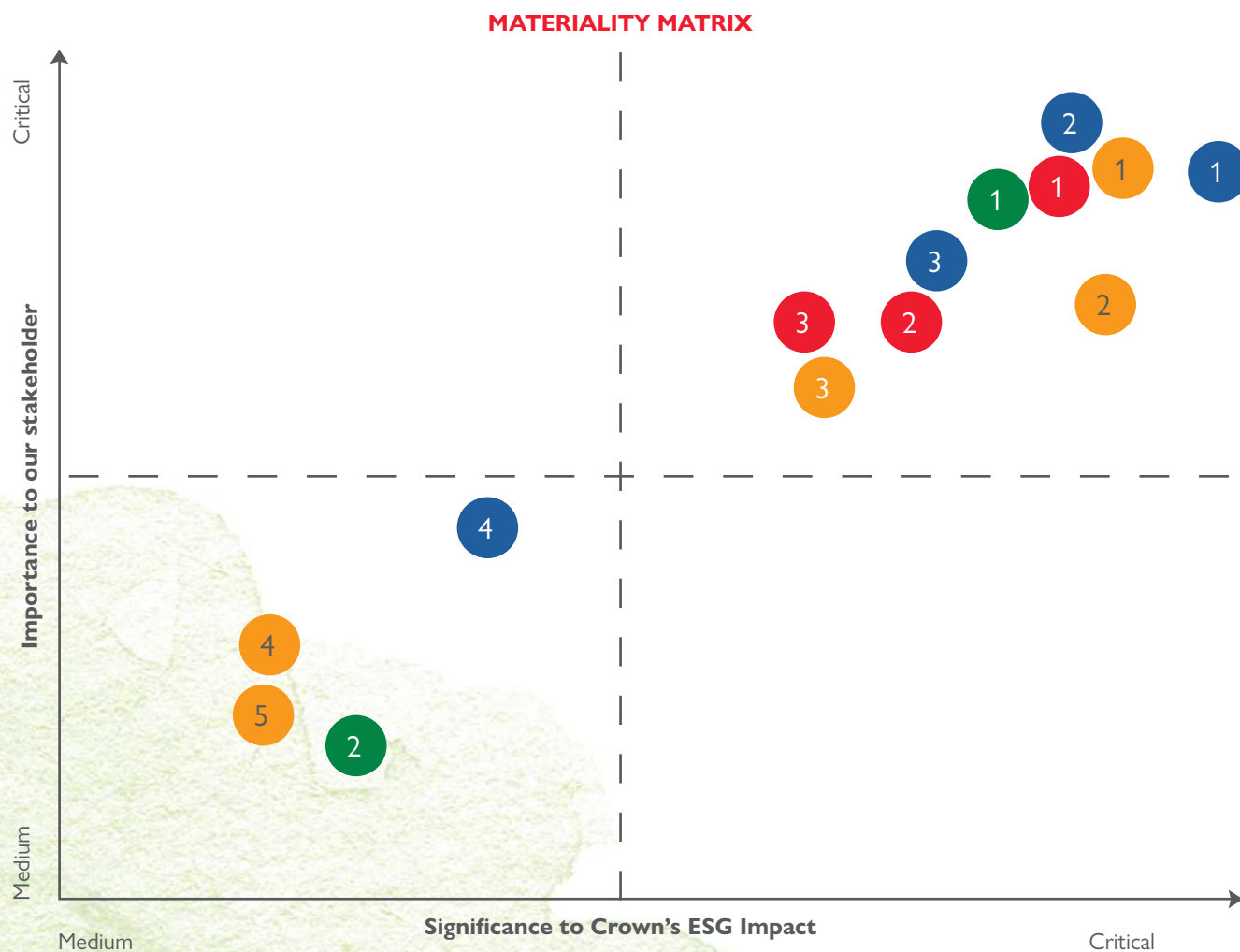
Economic	Social	Environment	Governance
Innovation, Technology and Digitalization	Talent acquisition, assessment, development and engagement	Climate Change	Cyber Security & Data Protection
Customer Experience	Occupational Safety & Health and Security	Waste Management	Business Ethic & Regulatory Compliance
Revenue diversification & financial performance	Fair Employment		Business Continuity
Sustainable Supply Chain	Diversity Equality & Inclusion		
	Community Development		

Following on our assessment, we determined 15 material matters incorporating on Economic, Environmental, Social and Governance (EESG) factors. All material matters were assessed on a scale ranging from Moderate Importance to Critical Importance. Innovation, Technology and Digitalization emerged as the highest-scoring material topic across all EESG pillars with a score of , while Waste Management, Community Development and Diversity, Equity & Inclusion received the lowest scores respectively.

Based on the findings of the material assessment, key material matters such as Customer Experience, Operation Excellence, Talent acquisition, assessment, development and engagement, Occupational Safety & Health and Security, Cyber Security & Data Protection are deemed critical for both Crown's operations and stakeholders.



The outcome of the materiality survey and workshop included data analysis to determine the top material matters to Crown's based on levels of significance:



Identified materials matters			
Economic		Environment	
Social		Governance	
List of Material Matters			
Critical Importance			
1	Innovation, technology and digitalization	1	Talent acquisition, assessment, development and engagement
1	Cyber security & data protection	1	Climate change
2	Customer Experience	2	Occupational Safety & Health and Security
2	Business Ethic and regulatory compliance	3	Revenue diversification & financial performance
3	Business continuity		
Medium Importance			
3	Fair employment	4	Sustainable supply chain
4	Diversity Equality & Inclusion	2	Waste management
5	Community Development		

# Linking Material Matters to Risks Management

The outcome of the materiality survey and workshop included data analysis to determine the top material matters to Crown's based on levels of significance:

Risks	Material Matter	Opportunities
Falling behind in adopting digital solutions may impact competitiveness	Innovation, technology and digitalization	Crown is currently expanding digital records management services to meet growing demand. Physical-to-Digital Transition Services via Scanning & Cloud Storage Services
Talent shortages and retention challenges could hinder growth	Talent acquisition, assessment, development and engagement	Conduct Talent Assessment, Develop robust training programs and enhance employee engagement strategies.
Poor customer experiences can negatively impact client satisfaction, retention and brand reputation	Custom experience	Under new unit CX Team-in the midst of streamlining customer support processes
Data breaches could damage reputation and result in financial losses	Cyber security and data protection	Strengthen cybersecurity infrastructure and ensure compliance with data protection regulations.
Dependence on legacy services may limit growth opportunities	Revenue diversification & financial performance	Expand into new markets and ESG-aligned services to drive financial resilience
Workplace accidents could lead to legal repercussions and affect employee morale.	Occupational safety and Health and Security	Implement advanced safety measures and foster a culture of health and well-being.
Regulatory non-compliance and environmental risks could impact operations.	Climate change	Crown practices environment sustainability to reduce carbon footprint and align with ESG goals
Non-compliance with regulations could harm reputation and incur penalties.	Business ethics & regulatory compliance	Build trust through robust governance frameworks and ethical practices.
Inequities in employment practices could harm employee satisfaction and brand reputation	Fair employment	Foster fair and inclusive workplace practices to attract and retain top talent.
Supply chain disruptions could affect service delivery and profitability.	Sustainable supply chain	Develop resilient and sustainable supply chain partnerships
Lack of diversity could hinder innovation and stakeholder confidence.	Diversity, equality and inclusion	Promote inclusivity to enhance workplace culture and innovation.
Inefficient waste management could lead to regulatory penalties and environmental harm	Waste management	Implement recycling and waste reduction initiatives to align with sustainability goals.
Limited community engagement may reduce social license to operate.	Community development	Strengthen CSR programs to foster goodwill and community partnerships.

The identified material matters are critical to Crown's ability to create value and align with stakeholder expectations. These matters are closely linked/integrate to our Risk Management Framework and the processes outlined in our Statement on Risk Management and Internal Control (SORMIC). Each material matter represents a potential risk or opportunity for the organization, influencing strategic decision-making and operational priorities. The integration of material matters into our risk management processes ensures that we proactively address

potential challenges and leverage opportunities to strengthen resilience and sustainability. For more detailed insights into how these material matters are managed through risk identification, mitigation strategies, and internal controls, refer to the Risk Management and Internal Control section on page 87 of this report. This section provides a comprehensive overview of the frameworks, systems, and governance mechanisms Crown employs to safeguard assets, maintain compliance, and achieve long-term growth.



# Values Creation Model

Our value creation is underpinned with six capitals i.e. Human, Natural, Financial, Social & Relationship, Intellectual, and Industrial. These inputs are closely integrated with Crown MY's Key Business Risks and Opportunities (Page 88) and strategically aligned with our Group strategy to ensure sustainable profitable growth, operational excellence, and long-term value for all stakeholders.

Our Crown Values Determined, Caring, There, Open-Minded, and Sharing, form the foundation of how we transform our resources into meaningful outcomes. Our material matters serve as a compass, prioritizing areas that significantly impact our business and stakeholders. These values guide our decision-making, inspire innovation, and strengthen our commitment. They connect our inputs to our strategic actions, ensuring that every step we take is aligned with our purpose of creating value for people, businesses, and the planet.

## Intellectual capitals

Leverages 60 years of expertise in records management to drive digital transformation, enhancing efficiency, security, and sustainability. Our commitment to secure digital solutions ensures compliance while reducing environmental impact.

## Industrial capitals

Our infrastructure is a key asset, supporting its position as Malaysia's largest records storage provider, with over 4 million boxes stored. With warehouses across North, Central, Southern, and East Malaysia (Sabah & Sarawak), Crown ensures seamless service delivery and operational efficiency.

## Financial capitals

With a strong cash flow and disciplined cost management enable us to reinvest for sustainable growth while delivering value to stakeholders. With stable access to financial markets and institutional support, we continue to drive innovation, operational excellence, and long-term resilience.

## Human capitals

We cultivate and enhance the diverse expertise of our team, empowering employees with the skills, knowledge, and innovation needed to drive excellence. We foster a culture of collaboration, inclusivity, and accountability, ensuring that our workforce remains agile, engaged, and future-ready.

## Social & relationship

We develop and maintain good relationships with the stakeholders, understand their needs and expectations and addressing their concern.

## Natural capitals

We responsibly manage natural resources and remain committed to minimizing our environmental footprint.

### List of Material Matters

Critical Importance	
Innovation, technology and digitalization	Talent acquisition, assessment, development and engagement
Cyber security & data protection	Climate change
Customer Experience	Occupational Safety & Health and Security
Business Ethic and regulatory compliance	Revenue diversification & financial performance
Business continuity	
Medium Importance	
Fair employment	Sustainable supply chain
Diversity Equality & Inclusion	Waste management
Community Development	



## Determined

**Determined** to be the best we can for our customers, our colleagues and ourselves. Our hunger to find ways of improving all that we do, inside and out, is what gives us our edge in our market place



## Caring

We **care** about people. We care about their experience, their feelings, and their environment, whether personal, local or the wider world.



## There

We're truly "**there**" for our customers and colleagues when and where they need us. Attentive, with genuine interest and guidance.



## Open minded

To lead the way we have to think differently. To overcome challenges we embrace them with **open** and inventive **minds**. Whether it's using innovative techniques or adapting the way we work, we're constantly thinking of new ways to achieve more for all.



## Sharing

What is a network without knowledge? Physical infrastructure and technology are mere carriers. The experience and the insight that is shared between people, offices and countries, that is the network. **Sharing** knowledge and experience is the platform for wisdom.

# Strategic Drivers



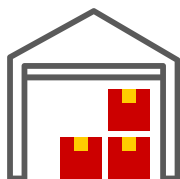


# Values Creation Model



## Intellectual Capital

- Expanding digital records management services to meet growing demand.
- Data Security & Compliance
- Maintained 100% compliance with industry data protection standards (e.g., PDPA, GDPR).



## Industrial Capital

Our infrastructure is a key asset, supporting its position as Malaysia's largest records storage provider, with over 4 million boxes stored. With warehouses across North, Central, Southern, and East Malaysia (Sabah & Sarawak), Crown ensures seamless service delivery and operational efficiency.



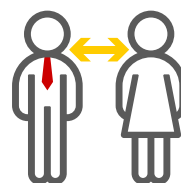
## Financial Capital

- Revenue Growth -Strengthened revenue streams through diversified services and enhanced customer satisfaction
- Revenue? Patami ? Corporate tax RM? Payment to vendors RM?



## Human Capital

- 1300 Training hours achieved in 2024
- 100% drop in health & safety incidents
- 44% women on the leadership team.



## Social & Relationship

- Maintained high trust levels with our stakeholders  
- Client Quality Survey TQQS ( RMS 97%)
- MS TQQS ( %)
- Insurance ( %)
- GMSQS



## Natural Capitals

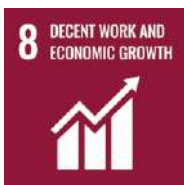
- Achieved a 76.8% reduction in waste sent to landfills in 2024.
- Recycled 547.22 MT of waste in 2024, a 39.9% increase compared to 2023.
- Scope 3 with 3.1% reduction

# Our people & Community





# Our people and Community



- Safety and well-being of our people and workplace (SDGs 3)
- Productivity and achievement of employees (SDGs 8)

## What our stakeholders expect

**Robust safety governance**

**Safety & Security culture**

**Safe work environment & work life balance**

## What is our approach & how we created value in 2024

We're committed to fostering a safe, healthy, and sustainable work environment, aligning our efforts with the (SDGs), specifically SDG 3: Good Health and Well-Being and SDG 8: Decent Work and Economic Growth.

At Crown, health, safety, and security are integral to how we conduct our business operations. Through the implementation of comprehensive measures and controls at all levels, we ensure a safe working environment for our workforce. Safety & Health Committees are established across all divisions and locations, with quarterly meetings involving management representatives to discuss performance and provide strategic direction. The health and safety of our employees



remain our top priority. We are committed to protecting the well-being of our workforce and ensuring their value is recognized and safeguarded. Workplace injuries and incidents can have serious consequences, including stress, financial burdens, potential disabilities, or, in the worst case, loss of life. In FY24, Crown MY achieved zero incidents of non-compliance with environmental, occupational safety, and health regulations. All procedures, processes, and frameworks are designed and implemented to comply with relevant laws, regulations, and industry standards. Regular audits and inspections by the HSE team ensure strict adherence to these policies.





In alignment with the Occupational Safety and Health Act (OSHA) 2022 amendments, Crown has appointed Occupational Safety and Health Coordinators (OSH-C) at all operational sites. These coordinators are tasked with ensuring compliance, conducting regular inspections, and promoting a culture of safety. They play a pivotal role in implementing safety measures, monitoring workplace conditions, and addressing potential risks to uphold the highest safety standards. Their commitment to these duties reinforces Crown's dedication to maintaining a safe and secure workplace.

Crown MY was honored with a Certificate of Appreciation for achieving Level 5 (Excellent) from the Ministry of Human Resources and DOSH Selangor under the SOHELP (Systematic Occupational Health Enhancement Level Program) in FY2022. This recognition reflects our excellence in managing industrial hygiene, including ergonomics, manual handling, noise, and chemical safety. SOHELP is a national platform fostering collaboration between the government, industries, and employees to enhance workplace health and safety standards.

#### Total No. of Incident

2021	2022	2023	2024
6	6	7	0

#### Total No. Occupational Accident

2021	2022	2023	2024
3	3	1	0

#### Total No. of Loss Time Injury ("LTI")

2021	2022	2023	2024
90	123	45	0

#### Total No. of Fatal Occupational Accident Rate

2021	2022	2023	2024
0	0	0	0

This year in 2024, Crown proudly marked its first entry into the NCOSH Award under the Service Sector category, representing Selangor, and advanced to the final round. This achievement is a testament to our unwavering commitment to excellence in workplace health and safety standards.

By prioritizing health and safety, Crown ensures that our operations align with best practices and comply with evolving regulatory requirements, demonstrating our commitment to protecting our employees, stakeholders, and the communities we serve.

## World OSH Day 2024: Addressing the Impacts of Climate Change on Occupational Safety and Health

In conjunction with World Day for Safety and Health at Work (OSH) 2024, observed on April 28th, we dedicated our efforts to addressing the theme, “The Impacts of Climate Change on Occupational Safety and Health.” This theme underscores the urgent need to recognize and mitigate the risks climate change poses to the safety and health of workers worldwide. In response, we conducted a comprehensive OSH training for all operational staff and emphasized the critical importance of protecting our workforce from climate-related health hazards.

The training focused on the direct and indirect effects of climate change in the workplace, such as the increased risks of heat stress, poor air quality, and the need for enhanced disaster preparedness due to extreme weather events. We educated our staff on how these changes can impact their daily activities and how to identify and manage new and evolving risks. By understanding these climate-induced challenges, employees are better equipped to respond to emerging threats, ensuring their safety and well-being.

The OSH training covered a wide range of topics essential to fostering a safe and compliant work environment. Participants were educated on how to effectively identify potential hazards, conduct thorough risk assessments, and implement best practices for mitigating risks. Emergency procedures were also a key focus of the training, ensuring that all staff are prepared and equipped to respond appropriately in the event of an accident or emergency.

This training is part of our ongoing efforts to embed safety into the everyday operations of our team. In addition to the OSH training, we took the opportunity to reinforce our Code of Conduct, which emphasizes the importance of professionalism, responsibility, and ethical behavior in every aspect of our operations. By ensuring that all operational staff are aligned with the company’s values, we strive to create an environment where safety, integrity, and respect are at the forefront of all our actions. We believe that these initiatives are essential in promoting a workplace culture that prioritizes safety and well-being.

By educating our staff and ensuring they are equipped with the knowledge and skills to prevent accidents and respond effectively to emergencies, we are not only complying with safety regulations but also creating a safe and supportive environment for our employees. Through continued engagement in such initiatives, we remain dedicated to upholding the highest standards of occupational safety and health, ensuring a sustainable and safe working environment for our entire workforce.



## Our Commitment to Workplace Safety Excellence

Crown MY is honored to have achieved an A Grade for compliance with workplace safety standards as evaluated by the Department of Safety & Health (DOSH), Malaysia. Few of our locations, including Shah Alam, Penang, JB, and Sarawak, achieved a perfect score of 100%—the highest grade possible. In addition to this, all Crown facilities comply with Bomba (Fire and Rescue Department Malaysia) requirements and hold valid fire certificates FC.

This highlights our commitment to ensuring that every workplace is safe, not only for our employees but also for the critical records entrusted to us by our clients. These certifications are a testament to our proactive approach to fire safety, emphasizing the importance of maintaining secure and compliant facilities. This recognition reflects Crown’s unwavering dedication to creating a safe, secure, and comfortable workplace for all employees. Furthermore, it provides assurance to our clients that their records are managed and stored in facilities that meet the highest safety standards.

This achievement serves as both a milestone and a motivation for everyone at Crown, regardless of job level, to continue upholding stringent health and safety regulations. It reinforces our commitment to adopting industry best practices across all our operations, ensuring that workplace safety remains a core value in everything we do.





# Workers Participation

As part of our emergency preparedness efforts, Crown conducts annual fire inspections, fire drills, and Business Continuity Plan (BCP) simulation exercises across all Crown warehouses and offices. These activities are designed to enhance our readiness to respond effectively to emergencies. Our qualified in-house Emergency Response Team (ERT) actively leads these drills at Shah Alam and other locations. The Crown MY First Responder Team, comprising 25 members from various departments, participated in these exercises, gaining valuable skills and hands-on experience to handle emergencies and security incidents within our premises.

## HSE Performance

Based on the National Occupational Injury and Disease Statistics 2023 released by the Department of Statistics Malaysia (DOSM), Malaysia recorded a 13.8% increase in occupational injury cases, totaling 38,950 cases in 2023, up from 34,216 cases in 2022. This corresponds to an occupational injury rate of 2.46 per 1,000 workers in 2023, compared to 2.26 in 2022.

In the Transport and Storage, sector, which includes warehousing, there were 342 reported cases from January to October 2023. Crown's achievement of a 0.00 occupational accident rate per 100 employees in 2024 is significantly better than the national average of 2.46 per 1,000 workers in 2023.

This underscores Crown's effective safety measures and commitment to maintaining a safe working environment. And Crown has reported no fatal accidents over the last three years, further highlighting our dedication to workplace safety and the effectiveness of our health and safety protocols. We continue to prioritize health and safety compliance through ongoing education and reinforcement of safety protocols to minimize workplace incidents.

Crown is committed to protecting the well-being of our people and continually improving our safety practices to ensure a secure and healthy working environment for all.



# Enhancing Employee Well-Being:

## Mental Health First Aider & Ergonomic Improvements for a Healthier Workplace

Crown Supports Workplace Mental Health, 10 staff members have participated in Malaysia's first Occupational Mental Health First Aid (OMHFA) training programme, launched by NIOSH in 2024. This training equips our team with skills to recognize and support colleagues facing mental health challenges, promoting early intervention and reducing stigma in the workplace.

In line with our commitment to employee well-being and with recent campaign on psychological risk, we have conducted an ergonomic risk assessment and workplace survey. This assessment revealed that prolonged sitting and the lack of ergonomic chairs are key risk factors which might affect our employees' health and comfort.

To address this, we have taken proactive steps by organizing an Ergonomic Awareness Talk, where employees learned about the importance of ergonomics in preventing discomfort and reducing injury risks. And we are pleased to announce the distribution of new ergonomic chairs to our team members, providing them with the support they need to work more comfortably and safely.

This initiative reflects our dedication to creating a healthier and more productive work environment for everyone. We believe that prioritizing ergonomics is not just about comfort—it's an essential part of fostering a positive workplace culture & well-being.



# How we will move forward

To instill a safety culture across Crown MY, we aim to promote & increase the safety awareness

#SAFETYISMYRESPONSIBILITY

#SAYSOMETHING #DOSOMETHING

#SEESOMETHING

Programme across all to achieve an injury-free workplace. We will also enhance competency by bolstering the capabilities of the HSE team and enhancing HSE safety wellbeing program among employees. Furthermore, we are committed to ensuring complete HSE compliance at worksite levels, conducting additional HSE engagement sessions, and developing a robust Vendor Development Programme that incorporates HSE aspects





# Safety is my responsibility





# Impact Scorecard Occupational Health & Safety

- Maintained zero (0) cases of fatality rate (2024: 0)
- Days Since Last Incident: 714 days
- (from 17th January 2023 to 31st December 2024)
- Total Man-Hours in 2024: 300,000 hours
- Lost Time Injury Frequency Rate (LTIFR): 3.33 (per 1,000,000 hours)
- Severity Rate: 150.0 (based on 45 lost workdays per 1,000,000 hours)
- 100% Reduction in of commuting accident (2024: 0)
- 100% of mandatory & compliance HSE training completed by all staff 2024
- HSE & Compliance Audit - 32 NCRs Issued ( Status: 100% Closed with the RCA & Action Plan)
- 83% score on health & Safety through our Employee Engagement Survey in 2024
- Summary for See Something, Say Something, Do Something Program 2024
- Total – 75 Feedback Received
- Close – 66 Feedback (88%)
- Open – 9 Feedback(12%)
- DOSH Grade A Workplace Safety with few sites obtained 100% Score - Penang, Shah Alam, JB & Sarawak
- Maintained Bomba Fire Certificate (FC) at all Crown own building
- Maintained DOSH Certificate of Fitness (CF) to all machineries

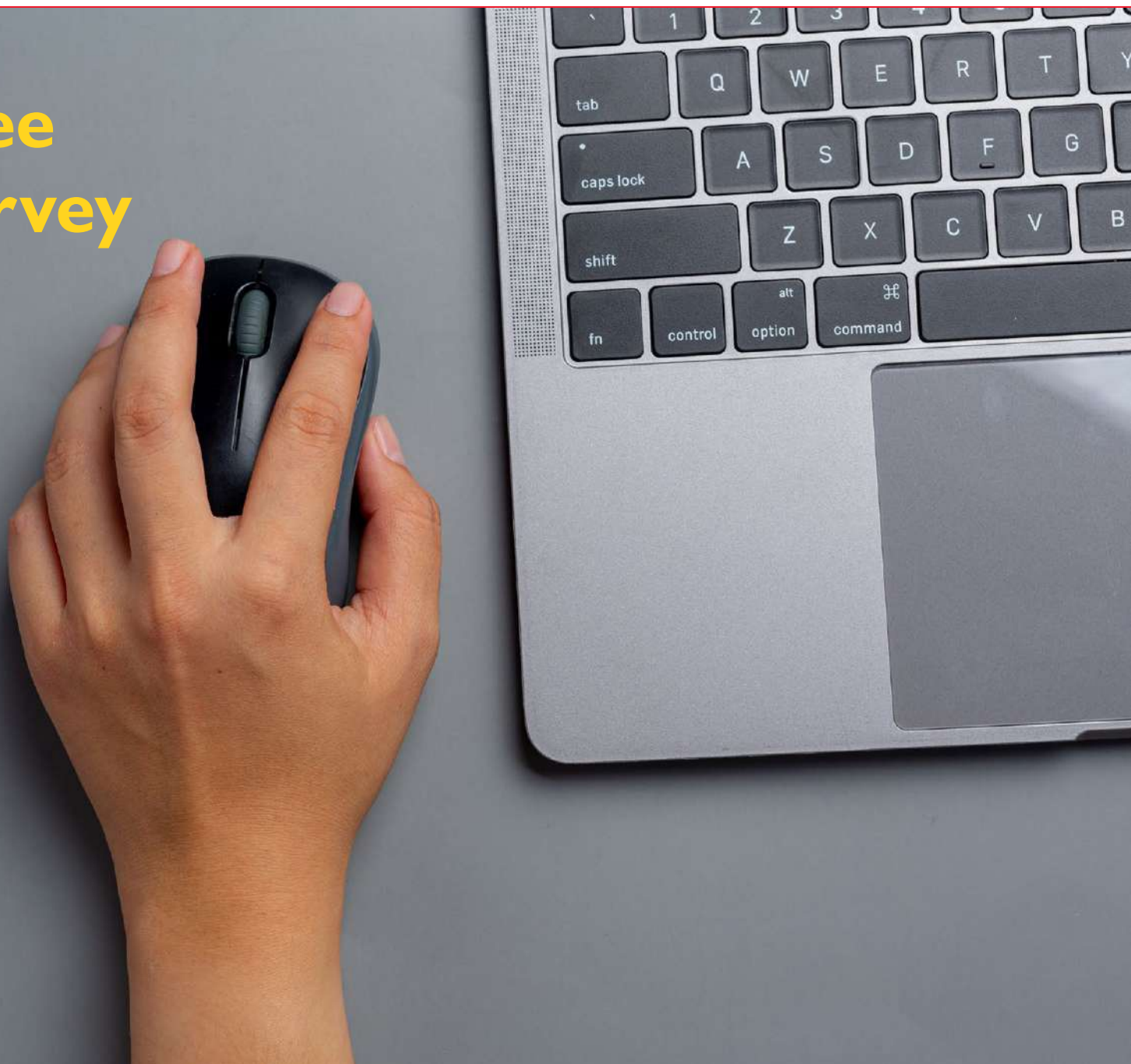
# Annual Employee Engagement Survey

As part of our commitment to enriching employee experience at Crown, each year we deliver a survey to the entirety of our workforce. Employee engagements are carried out consistently and we encourage all staff at Crown Malaysia to take ownership of their welfare and realign themselves on business matters.

Through our top-down approach, the management team also shared critical information with employees via townhalls and other events.

An employee engagement survey was conducted in September 2024 for staff to voice honest feedback about their working experience. Actionable feedback was gathered, allowing for areas of improvement to be identified and addressed.

In summary, our annual employee experience survey is to improve the employee experience that produce happier, more engaged employees in line with our human resources' tagline – Passionate about people, your experience matters.





# Summary - Crown Worldwide Group (Malaysia)

## Participation

2024	vs.	2023
Invited: 153		Invited: 148
Responded: 139		Responded: 139
Response rate: 91%		Response rate: 94%

## Key Engagement Questions

	Do you plan to be working for Crown in two years' time?	Yes: 55% (71%) Maybe: 37% (23%) No: 7% (6%)
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	Would you recommend Crown as a good place to work?	Yes: 92% (92%) No: 8% (8%)
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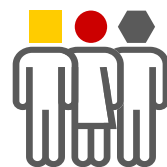
\*2023 scores in brackets

## Driver Averages



2024: 79%  
2023: 85%

Environmental Social  
& Governance



2024: 82%  
2023: 86%

Diversity, Equity &  
Inclusion



2024: 83%  
2023: 87%

Health, Safety  
& Wellbeing



2024: 82%  
2023: 87%

My Experience



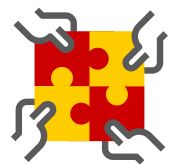
2024: 73%  
2023: 73%

Invest in Me



2024: 64%  
2023: 71%

Reward & Recognition



2024: 79%  
2023: 87%

Teamwork & Relationships



2024: 78%  
2023: 82%

Day to Day Leadership



2024: 79%  
2023: 83%

Leadership from the Top



# Summary - Crown Shared Services (SSC)

## Participation

2024	vs.	2023
Invited: 70		Invited: 73
Responded: 63		Responded: 65
Response rate: 90%		Response rate: 89%

## Key Engagement Questions



**Do you plan to be working for Crown in two years' time?**

Yes: 38% (40%)  
 Maybe: 46% (51%)  
 No: 16% (9%)



**Would you recommend Crown as a good place to work?**

Yes: 84% (85%)  
 No: 16% (15%)

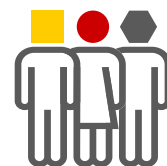
\*2023 scores in brackets

## Driver Averages



2024: 86%  
 2023: 84%

**Environmental Social & Governance**



2024: 83%  
 2023: 85%

**Diversity, Equity & Inclusion**



2024: 83%  
 2023: 82%

**Health, Safety & Wellbeing**



2024: 85%  
 2023: 86%

**My Experience**



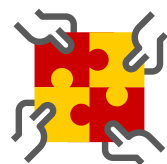
2024: 79%  
 2023: 76%

**Invest in Me**



2024: 61%  
 2023: 57%

**Reward & Recognition**



2024: 92%  
 2023: 90%

**Teamwork & Relationships**



2024: 81%  
 2023: 75%

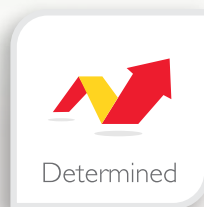
**Day to Day Leadership**



2024: 79%  
 2023: 83%

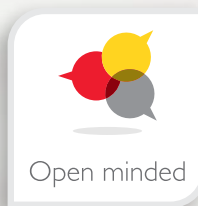
**Leadership from the Top**

# Reward & recognition



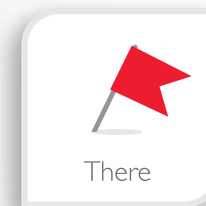
**The “Strive to Succeed” Award** | Value: Determined

**Surendran Nair a/l Subramaniam**



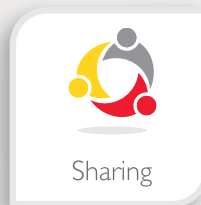
**The “Outside the Box” Award** | Value: Open-minded

**Afique Hidayat Sahabudin**



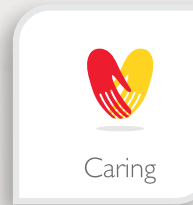
**The “I’ll Be There” Award** | Value: Share

**Teh Bee Lee (Vivien)**



**The “Great Communicator” Award** | Value: Share

**Richard Thiagaraj**



**The “Giving Back” Award** | Value: Care

**Aniq Amirah Kamarruzaman**

# Long Service Awards



- Mohd Faridzuan Piduman
- Nur Faridatul Husna Abu Zarim
- Aina Nadia Ghazali
- Mohamad Asrin Abd Rashid
- Theeban Nadarajan
- Mohd Nizam Abdul Majid
- Suresh Mathivanan
- Muhammad Anitaip Musadad
- Subashre Rajasagaran
- Deepan Moorthy
- Dinesh Chitambaram
- Adeline Jothy Joseph
- Tan Ee Theng
- Cheah Foong Tyng
- Subabbpriya P Maniam
- Siti Khadijah Azman



- Kalayarasu Umapadhi
- Sarah Anne Mutusamy
- Mohammad Sharizuan Abdullah
- Josephine Chen Kit Yan
- Muhammad Fikri Awang
- Arassan Selvaduray
- Zul Akmal Mohd Zulkifli
- Nitya Radhakrishnan
- Ganesh Palaniendy



- Michelle Clare Peterson
- Sharifah Farha Syed Shafik
- Rajkumar Muniandy
- Naga Letchimi Sandirakuptan
- Florina Premala Adam Naidu
- Kavitha Krishnasamy



- Zukifli Abd Wahab



# Learning and development

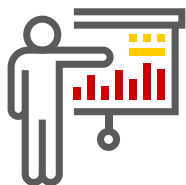
Upskilling and reskilling employees are critical to future-proofing our workforce, as these ensure that employees have the right skills and knowledge to thrive in a fast- changing environment.

In 2024, we carried out several training sessions for our employees:

Mandatory training applies for all employees, upon completion, there is a requirement to complete and pass an online assessment. The modules are:

- Carbon Awareness Training
- Crown Anti-bribery and Corruption
- Crown Data Privacy
- Data Protection for Crown Employees
- Information Security Awareness

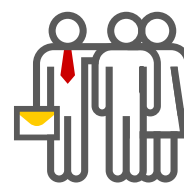
Crown Malaysia **completed 2,511** courses as registered across all types of **training with 3,492 hours in total** in year 2024.



Total Training Hours for 2024



Total no of employees 228 no of employees



- By Employee Category
- Managerial & Non-Managerial - 200
- Leadership Team - 28



- Average Training Hours Per Employee
- 15.3 hours

# Our community

Corporate Social Responsibility (CSR)

## Making A Difference In Our Community



The enthusiastic team from Crown Malaysia came together to participate in Corporate Social Responsibility (CSR) programs at Zoo Negara and Orang Asli Kg Tekir.



## Our Commitment

Collaborate to understand and meet the needs of our wider communities and have a positive impact on society.



Their mission is to contribute to the welfare of our furry and feathery friends, as well as to assist Zookeepers in providing daily care for our wildlife including husbandry, cleaning of animal exhibit, food preparation & animal behavioral enrichment activities. Whereas for Orang Asli Kg Tekir, their mission is to contribute to the welfare of the native people, and to ease their burden by donating used clothes, toys, and others.

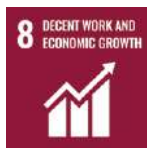
## CSR Tree Planting with Malaysian Nature Society at Hospital Kajang

In conjunction with (Hari Alam Sekitar Negara) Crown MY successfully conducted a tree-planting activity at Hospital Kajang on 24th October 2024. The event began with an opening ceremony, where Crown Management was represented by Faisal Yusof. In his speech, Faisal emphasized the crucial role of trees in combating climate change and the urgency of taking meaningful action to protect our environment.

The activity was a collaborative effort, bringing together hospital doctors, nurses, and the Malaysian Nature Society (MNS) team. We are proud to share the achievement of planting 150 trees, contributing to Malaysia's 1 Million Tree Planting campaign and further supporting national environmental goals.

And in conjunction with World Mental Health Day celebrated annually on 10th October, we were invited to visit the psychiatric ward. During the visit, we had the opportunity to meet with a specialist psychiatrist who provided valuable insights into the hospital's mental health programs. We learned about the importance of mental health awareness, the various treatments and support systems available, and the ongoing efforts to create a nurturing and understanding environment for patients. This visit deepened our appreciation for the critical role mental health plays in overall well-being.

Together, we continue to make a difference for our environment, recognizing the importance of protecting and nurturing our natural surroundings for future generations.



## Used Cooking Oil Recycling Drive: Promoting Sustainability and Supporting the Community



As part of our commitment to sustainable waste management, a group of representatives from the Shared Services (SSC) office in Kuala Lumpur participated in a Used Cooking Oil (UCO) Recycling Drive in collaboration with MINIMIZE Zero Waste Store. This initiative aimed to address the environmental issues related to UCO by responsibly collecting and repurposing it. MINIMIZE Zero Waste Store served as the designated collection point for the UCO, ensuring that it was managed in an environmentally friendly manner.

By diverting UCO from drainage systems, where it can cause blockages, pollute water sources, and disrupt wastewater treatment, this initiative helps mitigate these environmental hazards and supports local infrastructure. The collected UCO was partnered with SSUC and Recircle, who converted it into biodiesel. This eco-friendly biodiesel is used in the aviation industry, offering a greener alternative to traditional diesel and contributing to the reduction of carbon emissions. The drive was a success, collecting a total of 54kg of UCO.

The proceeds from trading in the UCO were donated to a fundraising program supporting underprivileged children at the Buku Jalanan Chow Kit (BJCK) facility, amplifying the social impact of the campaign. Through this initiative, we have not only contributed to environmental sustainability but also made a positive difference in the lives of those in need.





# Diversity, equity & inclusion

At Crown MY, we remain steadfast in our commitment to fostering a diverse, equitable, and inclusive workplace where every individual is valued, respected, and provided equal opportunities to grow. Our workforce comprises 150 employees, each bringing unique perspectives and experiences that contribute to our collective success. We uphold a non-discriminatory hiring and employment policy, ensuring fairness regardless of race, religion, gender, age, or disability.

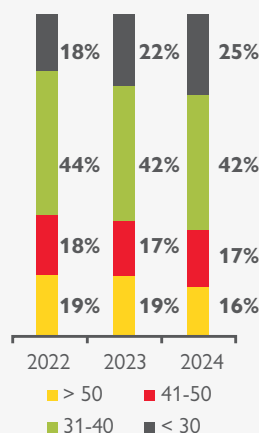
All employees have the right to express their opinions and be heard through various engagement channels within the organization. Career advancement and promotions are based solely on merit, skills, and qualifications.

This year, we have achieved notable progress in gender diversity and leadership representation: Female Representation in Management: Increased from 36% in 2023 to 50% in 2024, reflecting our continued efforts to promote women in leadership roles.

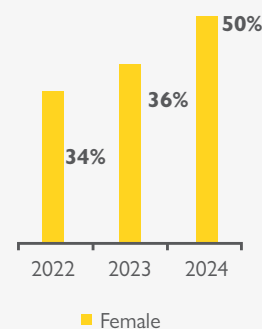
Overall Workforce Gender Composition: Remains balanced, with 44% women and 56% men, ensuring an inclusive work environment. Age Diversity: 42% of our workforce is aged 41-50, while 16% are under 30, demonstrating a mix

of experienced professionals and emerging young talent. We continue to emphasize local talent development, with 99% of our employees being Malaysians, ensuring a deep understanding of our customers' needs and strengthening community ties. Furthermore, 98% of our workforce consists of permanent employees, highlighting job stability and commitment to employee growth. As we move forward, Crown MY remains dedicated to embedding DEI principles into our business practices, nurturing an environment where everyone has an equal opportunity to thrive.

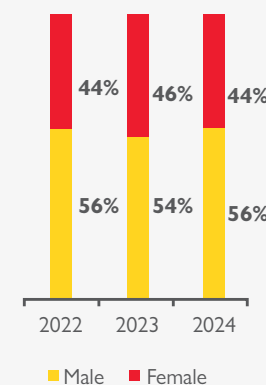
**Age composition  
average age**



**Female representation  
in management**



**Gender composition**



# Celebrating Diversity

“

Working in diverse team broadens my perspective and helps me grow personally and professionally.

**Faisol Yusof**

Head of Risk and Compliance, Malaysia



# Engagement

- Appreciation & Recognition
- Crown Malaysia Golden Jubilee
- Long Service Award Recognition
- Employee Award – Crown Worldwide Award
- Celebration
- Merdeka Celebration and Colour Contest
- Company Annual Dinner
- Hari Raya Aidil Fitri
- Christmas
- Deepavali
- Chinese New Year
- Team Collaboration
- SSC Team Building
- Communication
- Town Hall
- Giving Back to Communities
- CSR Book Donation collaborate with Book For A Better World
- Crown CSR with BJCK 2024 Fundraising & Building Refurbishment
- Used Cooking Oil Recycling Drive
- Open House Charity Carnival at Monfort Melaka Youth Centre
- Wellbeing
- Breast Cancer Awareness Month
- Influenza Vaccination
- Employee Medical Checkup
- LHDN Rahsia Jimat Cukai
- Organizational Development
- Employee Experience Survey





# Award & Certification



## **Congratulation Crown Malaysia for winning MY AMCHAM Cares Recognition!**

On November 26, Crown Malaysia once again made an history winning an MY AMCHAM award under Champion category which had won 4 consecutive MY AMCHAM cares award in a row, the ceremony held at the prestigious EQ Hotel Kuala Lumpur. The event brought members together and paint the town red the significant impact of corporate social responsibility (CSR).

The Focal point of the event where these 67 companies and one of it is Crown Malaysia was recognized for outstanding commitment to making a difference for the community to drive positive social and impactful community engagement efforts.

Once again congratulations to Crown Malaysia staff for tremendous support and showcase your best effort to serve the community.

## **Crown Malaysia Honored for ESG Commitment at SIRIM Industry Event 2024**

We are proud to announce that Crown Malaysia was honoured with a Certificate of Appreciation at the SIRIM Industry Event 2024, recognizing our steadfast commitment to ESG initiatives. The award was presented to our General Manager, Lyn Ng, who represented Crown Malaysia at the event, joined by our ESG Focal Point, Faisal Yusof, and the Crown Malaysia team.

“Integrating ESG principles into our business is not just a corporate responsibility but a strategic imperative. It’s no longer an option or something that businesses can ignore. Our stakeholders aren’t just asking for sustainability – they’re demanding it. By prioritizing ESG, and robust governance, we not only enhance our company’s resilience and reputation but also contribute positively to the communities we serve.” – Lyn Ng

Majlis SIRIM Industry 2024, themed “ESG: 50 Years of Change”, is an annual event focused on strengthening relationships and collaboration between the industry and government agencies. The event also featured a keynote address by Dato Bahria who represented the Minister of Investment, Trade, and Industry (MITI) Tengku Datuk Seri Utama Zafrul Abdul Aziz. This recognition underscores our ongoing efforts to embed ESG values into every facet of our business, ensuring a sustainable and responsible future for all stakeholders.





We're thrilled to share some exciting news! After nearly a year of hard work, Crown Malaysia has officially achieved ISO 22301 certification from CyberSecurity Malaysia.

### What makes this milestone truly exceptional?

**Industry First:** We are the first in the warehouse industry (Records & Information Management) to achieve this certification, as recognized by CyberSecurity Malaysia.

**Global Leader:** Crown Malaysia is also the first country within Crown Worldwide Group to obtain this certification, ahead of all other countries in the group.

This certification not only validates our operational resilience but also demonstrates our commitment to sustainable business practices, aligning with Crown's ESG goals. It strengthens our image, enhances our reputation, and positions us as a trusted leader in business continuity and security.



### Why ISO 22301 Matters for ESG:

Business continuity ensures efficient resource management during disruptions, minimizing waste and operational downtime.

We build trust with clients and partners, showing that their data and operations are in safe hands.

ISO 22301 is proof of our adherence to global best practices, reinforcing our commitment to high governance standards.

### What This Means for Our Clients:

**Reliability:** Crown Malaysia prioritizes uninterrupted service, offering peace of mind even during unexpected challenges.

**Innovation & Trust:** We demonstrate forward-thinking strategies, ensuring we're a dependable partner committed to security and resilience.

This is a proud moment for Crown Malaysia and a clear sign of our commitment to excellence. It's not just a milestone but a unique selling point that highlights why we're different—and better—than others in our industry.





## Certified with Arkib Negara

Crown Malaysia is certified by Arkib Negara Malaysia under Kod 22310: Perkhidmatan Penyimpanan Rekod, a recognition to our commitment to maintaining the highest standards in records management. This certification affirms our adherence to the National Archival Standards for the secure, organized, and accessible storage of records, ensuring the integrity and confidentiality of all critical documents. The certification process involves stringent protocols that ensure the proper handling and retention of records in compliance with legal and regulatory requirements. Through this certification, we demonstrate our dedication to safeguarding important business and operational records, enabling seamless access when needed for business continuity and legal compliance. It reflects our ability to manage records in a systematic and efficient manner.

This certification enhances our organizational processes, offering assurance to our stakeholders that we adhere to best practices in records management and regulatory compliance. Furthermore, by aligning with Arkib Negara's requirements, we strengthen our operational resilience, ensuring that key records are preserved in an efficient, reliable, and secure manner. This certification contributes significantly to our operational efficiency, risk management, and the overall governance framework of the organization, supporting the smooth functioning of our internal and external operations.



Awards / Certifications	Awarding Body
ISO 9001:2015 Quality Management System (QMS)	SGS
ISO 14001:2015 Environment Management System (EMS)	SGS
ISO 27001:2022 Information Security Management System (ISMS)	SGS
ISO 22301:2019 Business Continuity Management System (BCMS)	Cyber Security Malaysia
Information Management Services (221310) MS ISO 11799:2011	National Archives of Malaysia (ARKIB NEGARA)
ISO ECO Label 004:2021	SIRIM
Green Label Certification ISO 14024 Type 1-ECO-Labels	MyHijau MGTC
Nominated for Environment Pillar - Responsible Consumption & Production at ESG Positive Impact Awards 2024	Star Media Group
Finalist for National OSH Awards (NCOSH) under Service Sector.	Department of Occupational Safety & Health (DOSH)
MY AMCHAM CARES 2024	AMCHAM Malaysia
Asia-Pacific Green Deal	ESCAP Sustainable Business Network (ESBN)



**Our planet  
& environment**



# Our Carbon Emission Year 2024

Crown's Commitment to Climate Awareness and Action

## What our stakeholders expect

- Reduction of Carbon Footprint
- Clear Carbon Reduction Targets
- Innovation in Carbon Reduction
- Compliance with Climate Regulations

## What is our approach

Our approach to reducing carbon emissions focuses on improving operational efficiency, investing in low-carbon technologies, and utilizing renewable energy sources. We promote collaboration across all levels of the organization to drive energy-saving and emissions-reduction efforts. To strengthen our commitment to comprehensive carbon management, we continuously enhance our carbon monitoring and reporting processes, aligned with the GHG Protocol Corporate Accounting and Reporting Standard.

Our objectives include: Accelerating the decarbonization of our warehouses and operations. Reducing carbon emissions (Scope 3) from indirect sources. Empowering our people by fostering positive climate action and instilling environmental responsibility. In our journey toward net-zero emissions, we align with global standards and frameworks, including the GHG Standards, to guide the development, monitoring, and reporting of our roadmap. Our commitment to mitigating environmental impact is further demonstrated through our ISO 14001 Environmental Management Systems certification, which we have proudly held since 2018. This approach reflects Crown's dedication to sustainability and our role in supporting a greener future.

Employee engagement plays a pivotal role in Crown MY's journey toward sustainability and supports our Race Towards Net Zero Objective 3: Empower Our People—to support positive climate action and instill a sense of responsibility towards the environment. In partnership with MGTC, we organized a series of targeted workshops and training sessions designed to deepen understanding of climate concepts, enhance awareness, and encourage active participation and innovation. These sessions focused on critical areas such as carbon neutrality, climate risk and adaptation, carbon reduction and decarbonization strategies, as well as GHG accounting and reporting practices. Through these efforts, Crown MY is equipping employees with the knowledge and tools necessary to champion climate action within the organization, fostering a culture of environmental responsibility while advancing our commitment to sustainability and the global fight against climate change.

Emissions Crown's journey on climate action started in 2022 when we conducted our very first carbon footprint assessment of our Peninsular Malaysia site. In 2023, our scope of assessment was expanded to cover limited Scope 3 emissions. Since then, we have been measuring our Scope 1, Scope 2 and limited Scope 3 emissions, consistently improving our data collection processes over the years. In 2024, our scope of assessment was expanded to cover other major sites at East Malaysia (Sabah & Sarawak) and limited Scope 3 emissions. Since then, we have been measuring our Scope 1, Scope 2 and limited Scope 3 emissions, consistently improving our data collection processes over the years.



Our FY25 GHG assessment accounts for and reports emissions under the following scopes as defined in the GHG Protocol:

**Advancing The UN SDGS Our efforts are focused on:**

- Moving towards a sustainable energy future (SDGs 7)
- Logistic & green practices (SDGs 9)
- Crown Product with MyHijau (SDGs 12)
- Taking urgent action to combat the effects of climate change (SDGs 13)



## Crown's Carbon Accounting

### Scope 1 – Direct Emissions

All direct sources of emissions owned or controlled by Crown MY. These include fuel consumed for company-owned vehicles (Cars, Vans, Trucks & Forklift) and Genset

### Scope 2 – Indirect Emissions

Indirect emission sources from purchased electricity consumed by our facilities.

E.g., Electricity supply from Tenaga Nasional Berhad

### Scope 3 – All Other Indirect Emissions

Emissions that are outside our direct control and which occur across the value chain. For Year 2023, we managed to define Scope 3 as follows;

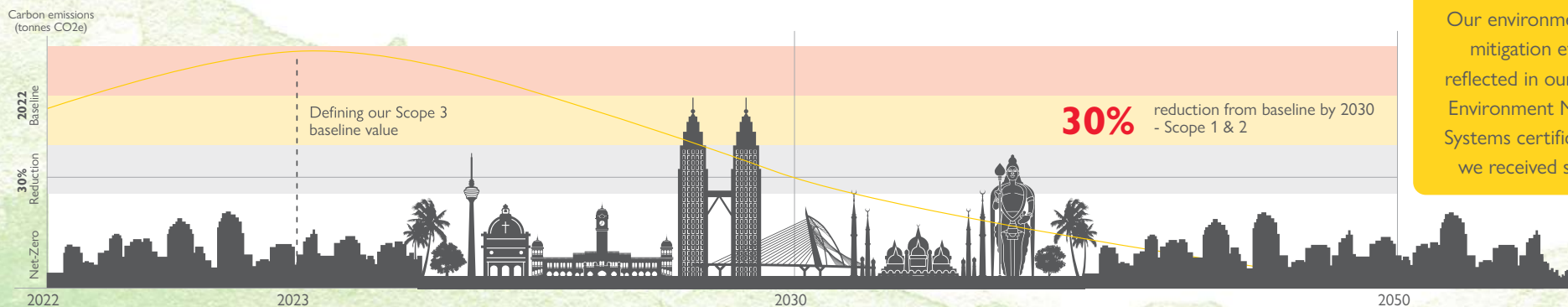
- Category 5 (Waste Generated)
- Category 6 (Business Travel)
- Category 7 (Employee Commuting)

# Crown Malaysia Race Towards Net Zero

At Crown, we aim to do business in a way that positively impacts the communities in which we live and work. Although our business nature (Warehouse, Relocation and Records Management) pose relatively low environmental threats, we remain mindful of our carbon footprint and aim to reduce our GHG emissions while exploring greener resource options. The commitment also aligns with Malaysia's ambition to achieve net-zero GHG emissions by 2050, as outlined in the National Energy Transition Roadmap ("NETR") and supported by frameworks like the New Industrial Master Plan 2030 ("NIMP 2030").

## Our objectives are:

- 1 Accelerate decarbonisation of our warehouse & operation.
- 2 Reduce Carbon Emission (Scope 3) from our indirect sources.
- 3 Empower our people - Support positive climate change & instill a sense of responsibility towards the environment.



In the development, monitoring and reporting of our roadmap and net-zero journey, we align ourselves with and are guided by global standards, frameworks (GHG Standards).

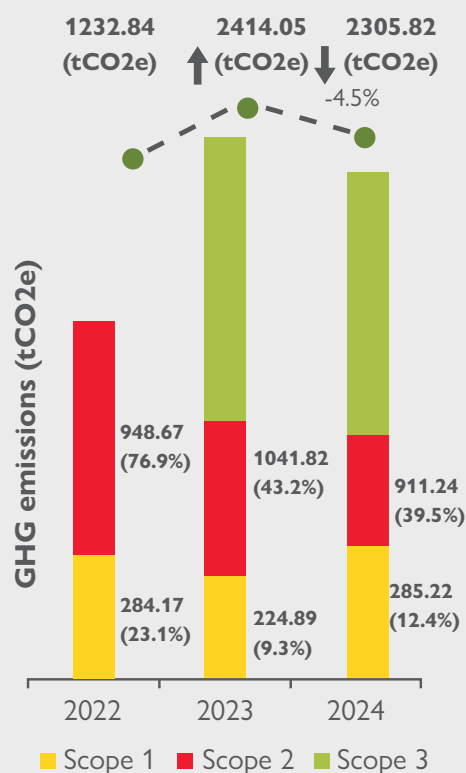
Our environmental impact mitigation efforts are reflected in our ISO 14001 Environment Management Systems certification which we received since 2019.

**With our approach and 2022 baseline established, we are set to establish and accelerate our actions towards meeting our net-zero ambition (Road Map 2022-2050)**



# Our Carbon Emission Year 2024

## Total GHG emissions (tCO<sub>2</sub>e)



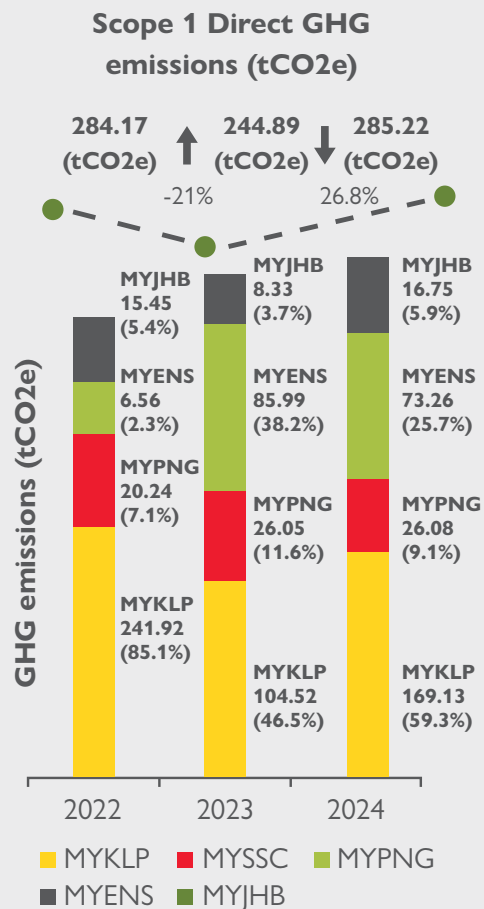
Restated based on updated emission factor for Malaysia, ADEME & DEFRA based on the LCOS Carbon Accounting

Crown MY's Race Towards Net Zero demonstrates our unwavering commitment to sustainability. In 2024, our total carbon emissions were recorded at 2,305.82 tCO<sub>2</sub>e, reflecting a 4.5% reduction compared to 2023, despite increased operational activities. This achievement highlights the success of our targeted initiatives, including waste reduction, energy efficiency enhancements, and the adoption of renewable energy solutions.

Guided by our 2022 baseline of 1,237.78 tCO<sub>2</sub>e for Scope 1 and Scope 2, we have set an ambitious goal of reducing carbon emissions by 30% by 2030 and achieving net-zero carbon status by 2050. Through our roadmap for 2022–2050, we are continuously accelerating our sustainability efforts to align with global standards and support our clients, stakeholders, and communities in creating a greener future.

Our total greenhouse gas (GHG) emissions for 2024 stood at 2,305.82 tCO<sub>2</sub>e, reflecting a 4.5% decrease from the 2023 emissions of 2,414.05 tCO<sub>2</sub>e, despite operational growth. This is attributed to continued efforts in emission reduction initiatives across Scope 1, 2, and 3 categories.





MYSSC Scope 1 Carbon Inventory is zero as there is no purchased vehicle.

## Analysis of Scope 1 Emissions for Crown MY

Scope 1 emissions represent direct greenhouse gas (GHG) emissions from sources owned or controlled by Crown MY. Below is an analysis of the data and contributing factors from 2022 to 2024:

### Emissions Data:

- 2022: 284.17 tCO<sub>2</sub>e
- 2023: 224.89 tCO<sub>2</sub>e (21% decrease from 2022)
- 2024: 285.22 tCO<sub>2</sub>e (26.8% increase from 2023, 0.37% increase from 2022)

### Key Observations and Insights:

- 2022-2023 Decrease:** The 21% reduction in emissions between 2022 and 2023 reflects deliberate actions taken by Crown MY to optimize its fleet. The reduction was driven by the disposal of older, less efficient vehicles (vans and trucks) and the introduction of electric vehicles (EVs) into Crown's fleet. This proactive fleet modernization demonstrates Crown's commitment to reducing its carbon footprint through strategic investments in low-emission technology.
- 2023-2024 Increase** - Emissions rose significantly in 2024, showing a 26.8% increase from 2023. This rebound was influenced by two main factors:
  - Increased Operational Demand: Higher business activity necessitated expanded transportation, increasing fuel usage.

- **Purchase of Fuel-Efficient Trucks:** To address operational needs and replace inefficient vehicles, Crown added fuel-efficient trucks to its fleet. While these trucks are an improvement over older models, they still contributed to an increase in emissions compared to 2023's EV transition.

- Forklift Electrification Initiative** - A major milestone in 2024 was the successful replacement of all diesel forklifts with electric forklifts across Crown's operations. This transition eliminated a significant source of direct emissions and reduced reliance on diesel fuel, aligning with Crown's commitment to decarbonizing its operations and improving energy efficiency.

- Long-Term Trend** - The emissions for 2024 are slightly higher than in 2022, indicating that while Crown is making strides in modernization, increased operational demand poses challenges to maintaining reductions.



## What is our strategy ?

1. **Fleet Optimization** - Continue phasing out older vehicles and expand the fleet of electric or hybrid trucks to offset rising operational demands. Explore further investments in alternative fuels and advanced vehicle technologies to ensure long-term emissions reductions.
2. **Operational Efficiency** - Enhance route optimization and load efficiency to reduce fuel usage during high-demand periods. Leverage data analytics to monitor and manage fuel efficiency across the fleet.

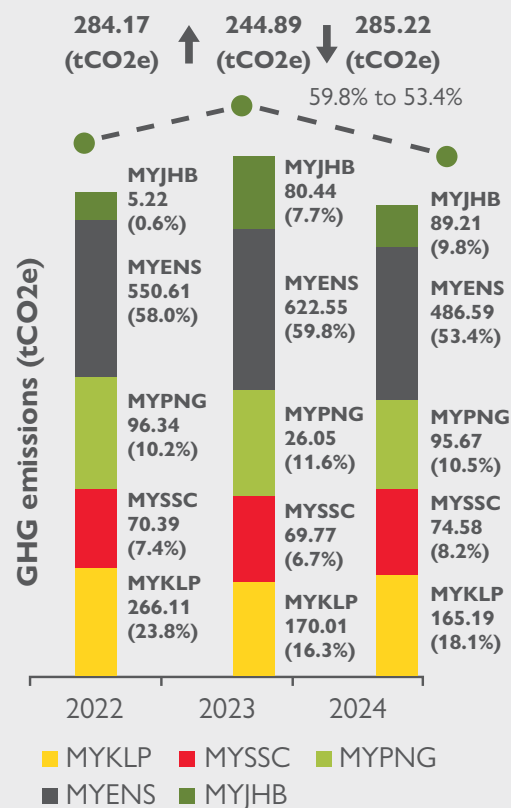
The significant drop in emissions in 2023 highlights the effectiveness of Crown's proactive fleet management efforts, including the disposal of older vehicles and the integration of EVs. However, the increase in 2024 underscores the challenges of balancing operational growth with emissions reduction. By continuing to invest in efficient technologies, optimizing operations, and prioritizing sustainability in decision-making, Crown can achieve consistent progress toward its long-term carbon reduction goals.





## Scope 2 Indirect GHG emissions (tCO<sub>2</sub>e)

### Purchased Electricity



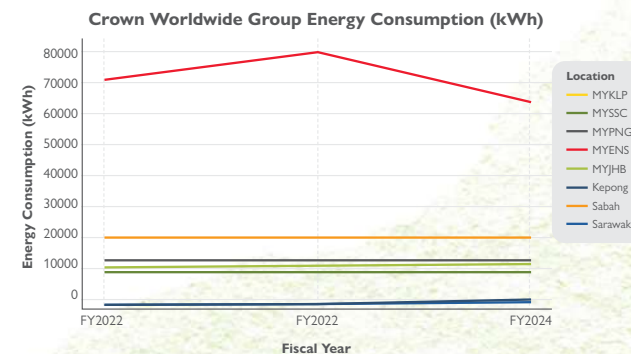
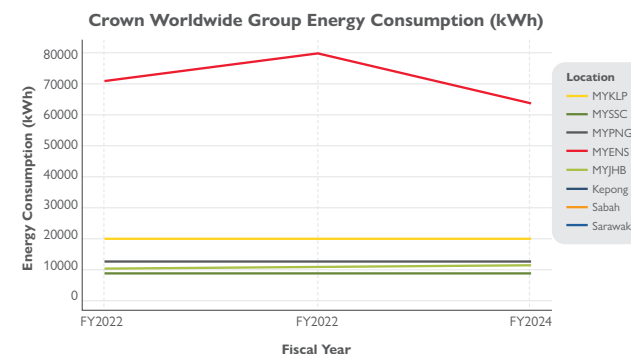
## Efforts to Reduce Scope 2 Emissions in 2024

In 2024, we have achieved significant progress in reducing our Scope 2 Indirect GHG Emissions, which represent emissions generated from purchased electricity. Our emissions decreased to 911.24 tCO<sub>2</sub>e, reflecting a 12.5% reduction compared to 2023 and a 3.9% reduction from 2022. This improvement highlights our ongoing commitment to sustainability and energy efficiency as part of our broader environmental strategy. A key factor in this reduction was the improved no. of the energy usage at MYENS (Enstek), where focused electricity optimization efforts led to a reduction in emissions share from 59.8% in 2023 to 53.4% in 2024. This was supported by the conversion of traditional lighting systems to energy-saving LED lighting across our facilities, contributing to overall lower energy consumption.

Although we faced unforeseen challenges that required us to delay the implementation of our earlier initiative to install solar panels, Crown remains steadfast in our commitment to adopting green energy solutions. While the solar panel project is rescheduled, we continue to focus on energy-efficient measures to ensure progress toward our sustainability goals.

## Energy Consumption (kWh)

MY remains committed to improving energy efficiency and reducing energy consumption across all its facilities. From FY2023 to FY2024, total energy consumption decreased by 6.8%, reflecting the success of our energy-saving initiatives. As we re-expanding the Scope 2 emission to all sites, the addition of facilities in Kepong, Sabah, and Sarawak, we have taken steps to incorporate sustainable practices into these operations as well.



We strengthened our commitment to energy conservation by ensuring that all new electrical appliances meet 5-star energy efficiency ratings, further reducing energy consumption across our operations.

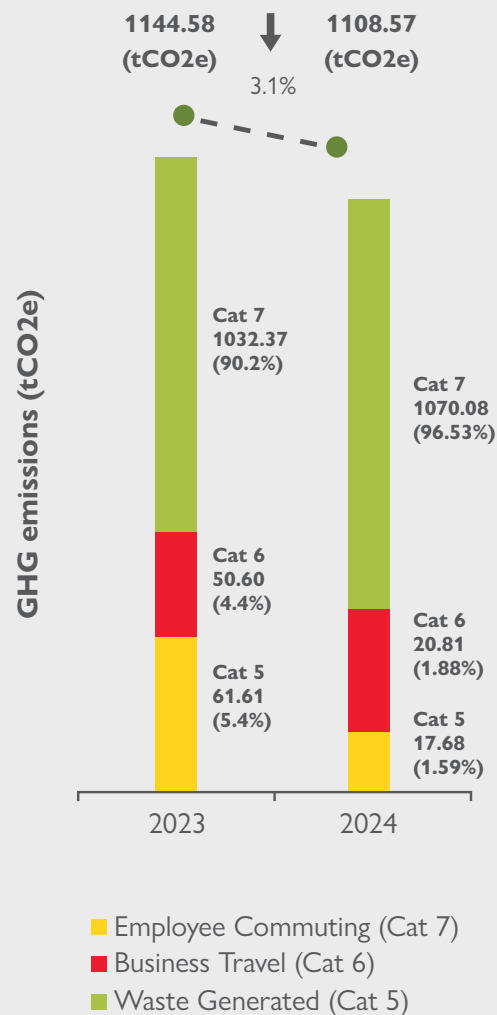
#### **Other on-going Initiatives Driving Emissions Reduction:**

1. **LED Lighting Conversion** - Ongoing upgrades to LED lighting + Motion Sensor systems significantly cut energy consumption.
2. **Energy-Efficient Appliances** - All newly acquired appliances meet 5-star energy efficiency standards, ensuring operational sustainability.
3. Awareness to our **employee & commitment to Green Energy**
4. **Daily AC & Light Off** – A daily practice from (12PM - 1PM) that helps to save the energy.
5. Ensure **regular maintenance** of critical systems such as Fan Coil Units (FCUs) and air conditioning systems
6. We **maintain the air conditioning temperature** at 23-24°C across all facilities, striking a balance between comfort and energy conservation.
7. Installed **solar-powered CCTV systems** in East Malaysia

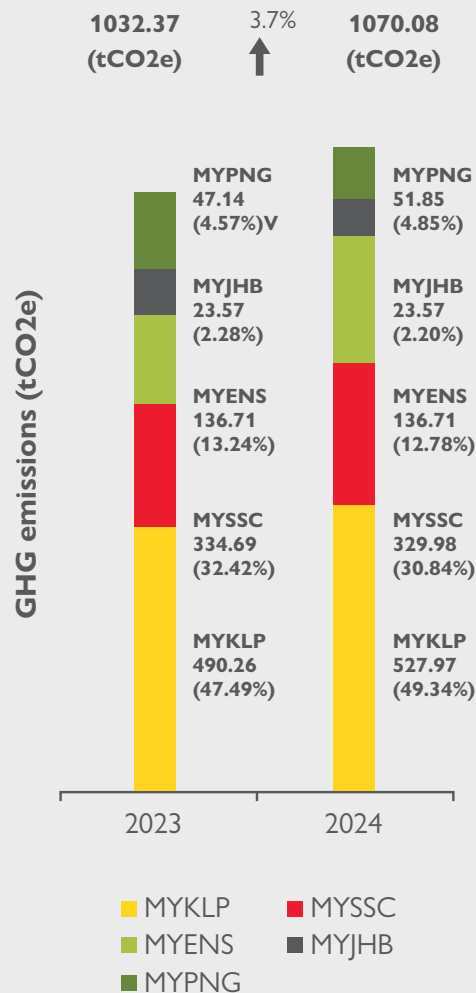
Despite delays in the solar panel initiative, we remains dedicated to exploring renewable energy options and integrating them into our operations in the near future. And we are committed to overcoming challenges and implementing sustainable practices that align with our long-term environmental goals. By continuing to adopt energy-efficient and green approaches, we are working toward a more sustainable future and further reducing our Scope 2 emissions footprint.



### Total Scope 3 Indirect GHG emissions



### Scope 3 Indirect GHG emissions Category 7 (Employee Commuting)



In 2023, Crown MY established its baseline year for Scope 3 emissions as part of our ongoing commitment to enhancing our sustainability reporting framework and managing climate-related actions more responsibly. Our reporting includes Scope 3 indirect emissions under Categories 5 (Waste Generated), 6 (Business Travel), and 7 (Employee Commuting) across our operations in Peninsular Malaysia.

This inclusion reflects Crown's dedication to monitoring and reducing both direct and indirect environmental impacts while fostering collaborative efforts along the value chain to drive sustainability. By addressing Scope 3 emissions, we aim to create a more transparent and accountable approach to reducing our carbon footprint and promoting sustainable practices within our business operations and partnerships.

Building on this progress, in 2024, we have expanded our efforts to analyze and refine data collection across these categories while exploring opportunities to include additional Scope 3 categories. These efforts will include collaboration with suppliers and vendors to collectively reduce environmental impacts, enhance operational efficiency, and strengthen sustainability across our supply chain. Crown MY is committed to continuous improvement in addressing our environmental responsibilities and supporting a sustainable future.





Overview of Scope 3 Emissions -The total Scope 3 emissions decreased slightly from 1144.58 tCO<sub>2</sub>e in 2023 to 1108.57 tCO<sub>2</sub>e in 2024, reflecting a 3.1% reduction.

#### These emissions are categorized into:

1. **Category 5:** Waste Generated
2. **Category 6:** Business Travel
3. **Category 7:** Employee Commuting  
(accounting for the largest share)

#### Category 5: Waste Generated

**2023**  
**61.61 tCO<sub>2</sub>e** (5.4% of total Scope 3 emissions)

**2024**  
**17.68 tCO<sub>2</sub>e** (1.6% of total Scope 3 emissions).  
Reduction: 71.3% decrease

The significant reduction in waste-related emissions in 2024 is attributed to the successful implementation of a waste management plan, including the appointment of a specialized waste management vendor (Gargeon) This initiative aimed to minimize the amount of waste sent to landfills by improving recycling practices and optimizing waste segregation processes across all Crown MY facilities in Shah Alam & Enstek. These efforts reflect Crown's commitment to reducing its environmental impact and aligning with sustainable waste management practices. We will continue engaging with waste management vendors to explore innovative solutions and expand waste segregation and recycling efforts to other locations i.e Penang & JB.

#### Category 6: Business Travel

**2023**  
**50.60 tCO<sub>2</sub>e** (4.4% of total Scope 3 emissions)

**2024**  
**20.81 tCO<sub>2</sub>e** (1.9% of total Scope 3 emissions).  
Reduction: 58.9% decrease

The significant reduction in business travel emissions from 2023 to 2024 reflects Crown MY's proactive efforts to minimize non-essential travel and promote virtual meetings as part of its operational strategy. The business travel emissions as part of operational needs i.e Branch Visit, To attend Client Audit, Risk and Compliance Engagement and etc.

#### Category 7: Employee Commuting

**2023**  
**1032.37 tCO<sub>2</sub>e** (90.2% of total Scope 3 emissions)

**2024**  
**1070.08 tCO<sub>2</sub>e** (96.5% of total Scope 3 emissions). Increase: 3.7% rise

Employee commuting remains the largest contributor to Scope 3 emissions, with MYKLP (49.34%) and MYSSC (30.84%) accounting for the highest shares. The increase in emissions may be driven by expanded workforce numbers or operational needs requiring more frequent commutes. Overall, the reduction in total Scope 3 emissions demonstrates Crown MY's proactive and strategic approach to environmental stewardship. By continuing to optimize waste management, reduce business travel emissions, and implement sustainable commuting practices, Crown MY remains steadfast in its commitment to sustainability and reducing its environmental impact across the value chain.

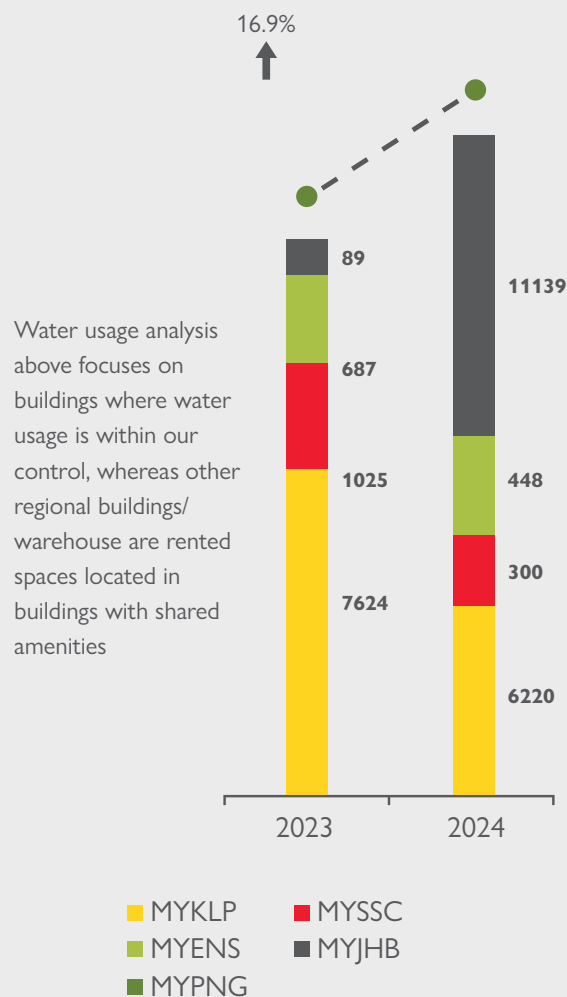


## Carbon Accounting Platform - LCOS

Since 2022, Crown MY has utilized the Low Carbon Operating System (LCOS) as our dedicated carbon accounting platform, in collaboration with our strategic partner, (MGTC). Through LCOS, we effectively track and measure Scope 1, 2 & 3 emissions, GHG Protocol compliant disclosure and Mitigate through offsets & credits. This will enable us to develop targeted strategies to reduce our carbon footprint and support our journey toward net-zero emissions. This platform underscores Crown MY's dedication to transparency, sustainability, and leadership in environmental stewardship.



### Water consumption ('000 m<sup>3</sup>)



We manage and consume our water resources responsibly. At key sites, we continue to apply environmentally friendly practices (Reduce Water Usage).

Our total water consumption in 2024 increased significantly to 11,139 m<sup>3</sup>, compared to 9,525 m<sup>3</sup> in 2023, representing a 16.9% increase. This change was influenced by specific factors at each facility i.e Major Pipe Leaking at MYPNG.

Our (MYKLP + MYSSC) Shah Alam showed a 18.4% decrease and this reduction reflects improved water efficiency measures and stricter monitoring practices. These efforts highlight Crown MY's ongoing commitment to reducing water consumption in high-usage facilities.

**MYENS (Enstek) 2023:** 1,025 m<sup>3</sup>**2024:** 300 m<sup>3</sup> (70.7% decrease) The significant drop is due to the successful implementation of a rainwater harvesting system in 2024. Harvested rainwater was effectively used for truck cleaning and landscape maintenance, reducing reliance on municipal water. The system enabled Crown MY to conserve 5,200 liters of water, reducing demand on freshwater resources. With an estimated tank capacity of 6,116 liters, the rainwater harvesting system ensures a consistent and eco-friendly water supply for operational needs.

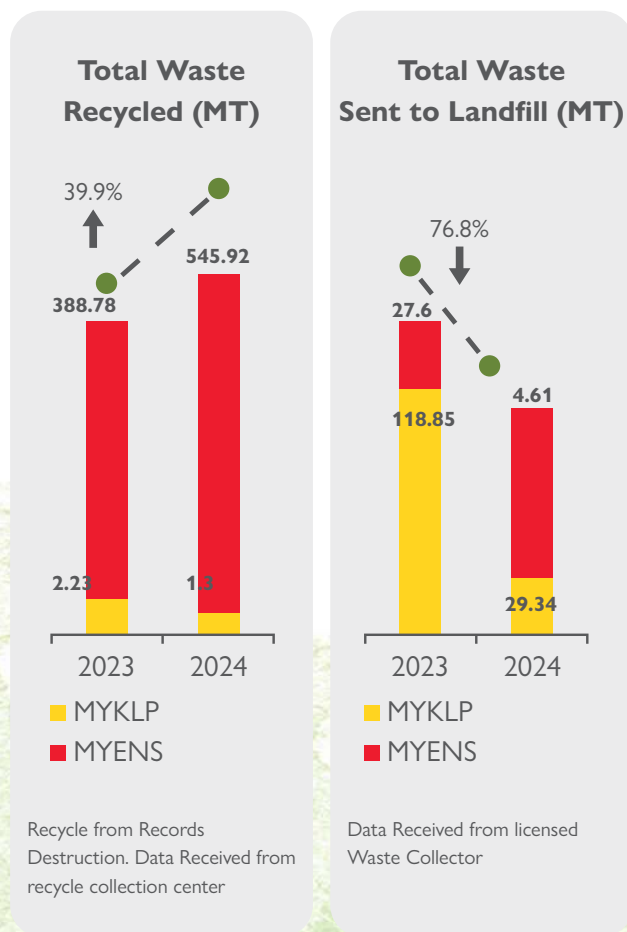
**MYPNG (Penang) 2023:** 89 m<sup>3</sup>**2024:** 11,139 m<sup>3</sup> (12,414% increase) The spike in water consumption in MYPNG was due to an underground Bomba pipe leak, which resulted in significant water wastage. The issue has since been resolved, and water usage is expected to stabilize. Moving forward, Crown will implement stricter monitoring and maintenance to prevent similar issues.

We actively exploring additional water-saving technologies, expend the water harvesting system, motion-sensor taps and low-flush toilet systems, to be implemented in existing warehouses and continuously raising awareness among employees about the importance of water conservation.

While overall water consumption increased in 2024 due to an exceptional spike at MYPNG, the successful resolution of the leaking issue and the ongoing adoption of water-saving initiatives demonstrate Crown MY's commitment to responsible water management. Significant reductions at MYKLP + MYSSC, MYENS, and MYJHB showcase the effectiveness of our efforts, particularly with innovative solutions like rainwater harvesting. Crown remains focused on enhancing water efficiency and sustainability practices across all locations.



# Waste Management Initiatives and Achievements



At Crown MY, effective waste management remains a cornerstone of our sustainability strategy. In 2024, we continued our commitment to minimizing waste sent to landfills while increasing recycling efforts. Through strategic collaboration with our waste management partner (Gargeon) we successfully achieved a 39.9% increase in total waste recycled, with MYENS contributing the largest share at 545.92 MT.

One of our most significant achievements was the 76.8% reduction in total waste sent to landfill, dropping from 146.45 MT in 2023 to 33.95 MT in 2024. This success was largely driven by the enhanced waste segregation processes at our facilities and our vendor-led initiatives to divert waste from landfills and improve recycling efficiency. We also recognize the importance of raising awareness internally about waste reduction. To this end, we have implemented centralized

waste bins for segregating paper, plastics, and aluminum, conveniently located across our buildings. These measures aim to foster a culture of responsible waste management among employees.

## Looking Ahead: 2024-2027 Goals and Commitments

In alignment with our sustainability objectives, we have outlined the following goals for waste management:

- 1. Improve Current Waste Management:** Optimize processes for waste collection and disposal.
- 2. Increase Diversion Rates:** Reduce the amount of waste sent to landfills by enhancing recycling initiatives.
- 3. Sustainability and Better Data Management:** Strengthen waste tracking systems for improved reporting and analysis.
- 4. Cost Savings:** Reduce monthly waste-related expenses through efficient management practices. By 2027, Crown MY aims to eliminate single-use plastics within our premises and adopt green packaging solutions. These initiatives will further reinforce our commitment to environmental sustainability and align with our long-term ESG goals.



Our initiative in 2024 to recycle 61.04 tonnes of old steel primarily from the removal of old racking systems at MYKLP. This initiative, highlights Crown's commitment to sustainable waste management by ensuring the responsible recycling of materials, reducing landfill contributions, and supporting a circular economy.

This effort not only aligns with our environmental goals but also demonstrates our dedication to resource recovery and sustainability.

This initiative generated significant environmental benefits:

- Avoided 101.94 tonnes of CO<sub>2</sub> emissions, equivalent to the carbon sequestration of approximately 4,500 trees annually.
- Saved 915.6 GJ of energy, enough to power approximately 22 homes for a year.
- Conserved 2.93 million liters of water, a critical resource for sustainable operations.
- Prevented 61.04 tonnes of steel from ending up in landfills, reinforcing our commitment to the circular economy.

\*Based on the EuRIC Metal Recycling Factsheet

These results underscore Crown MY's dedication to reducing its environmental footprint and advancing sustainable waste management practices.

# Sustainable Solutions: Secure Paper Shredding and E-Waste Disposal

At Crown, we are committed to providing sustainable solutions that prioritize security, compliance, and environmental responsibility. In today's digital and paper-reliant world, the proper disposal of sensitive documents and electronic waste (e-waste) is critical for protecting information and reducing environmental impact. Our secure paper shredding services guarantee the responsible and sustainable disposal of sensitive documents while safeguarding data privacy.

These services comply with stringent data protection and environmental laws, ensuring shredded materials are responsibly recycled or repurposed in alignment with our zero-waste goals. With expertise in information security, Crown assesses vulnerabilities in document disposal processes, tailors shredding solutions to meet business needs, and collaborates with certified recycling vendors to transform shredded paper into reusable materials, contributing to a circular economy.

Our e-waste disposal services provide a secure and sustainable solution for managing discarded electronic devices, such as laptops, CRT, Servers and hard drives. We work closely with licensed by DOE vendors to ensure the e-waste disposal process complies with Malaysian regulations and international standards. This service guarantees data security by securely wiping or destroying devices while minimizing environmental impact. Reusable components are recycled or repurposed, reducing waste sent to landfills and supporting sustainability efforts. By integrating secure paper shredding and e-waste disposal into our portfolio, Crown offers a holistic approach to sustainability, addressing both physical and digital asset disposal. These services ensure compliance, protect sensitive information, and promote environmental stewardship, reflecting our commitment to building a safer and greener future.

In 2024, Crown MY successfully recycled 545.92 tonnes of paper through secure and responsible record destruction services for our clients. This initiative reflects our unwavering commitment to sustainability and proper waste management practices. By ensuring that confidential records are securely destroyed and recycled, we not only safeguard our clients' sensitive information but also contribute to environmental conservation.

## Recycling 545.92 tonnes of paper in 2024 provided significant environmental benefits:



**Trees Saved:** Approximately 9,281 trees were preserved.



**Carbon Avoidance:** Around 1,365 tonnes of CO2 emissions were avoided.



**Water Conservation:** Saved approximately 14.47 million liters of water.



**Energy Savings:** Conserved about 2,183,680 kWh of energy, enough to power hundreds of homes for a year.

Source: EPA Paper Recycling Data



# Sustainable products and services

At Crown, we are driven by our purpose to safeguard and enhance the value of our customers' endeavors. This commitment is at the core of how we design and deliver sustainable solutions and services that meet their evolving needs.

Through Crown's innovative offerings, we not only protect and empower our customers' work but also contribute to creating a positive, lasting impact on people, the planet, and business performance.

## **Crown EV: Driving Sustainable Logistics Forward**

Crown is at the forefront of sustainable logistics, demonstrating our commitment to environmental responsibility through the integration of electric vehicles (EVs) into our operations. Our Crown EV vans, along with our fleet of EV forklifts, are pivotal in advancing our strategy to reduce carbon emissions and enhance energy efficiency across all facets of our business. In 2024, our Crown EV vans achieved a total mileage of 52,388 kilometers, significantly reducing carbon emissions 6.9 tCO<sub>2</sub> and saved 299 Trees.. The reduced carbon emissions from this mileage underscore our commitment to creating a sustainable future while maintaining operational excellence.

Crown's investment in EVs is more than a commitment to sustainability—it's a tangible step toward creating a future where businesses operate responsibly, efficiently, and in harmony with the environment. This initiative aligns seamlessly with our broader (ESG) goals and underscores our pledge to contribute to a healthier, more sustainable planet for future generations. Through the integration of electric vehicles, Crown is not only enhancing its operational capabilities but also setting a standard for the logistics industry to embrace innovative, sustainable practices. Together, we are driving meaningful change for a cleaner and more resilient tomorrow.



# Sustainable Products



## Crown's MyHijau Box: A Commitment to Sustainability Material & Green Products

The Crown MyHijau Box represents our dedication to sustainable practices and environmental responsibility. Made entirely from 100% recycled corrugated carton, this eco-friendly packaging is certified with both the MyHijau and SIRIM Eco Labels, signifying its compliance with the highest environmental standards. Featuring the MyHijau certification printed directly on the box, it adheres to the stringent requirements of ISO 14024 Type 1 eco-label standards, specifically under the Green Label Certification category.

This ensures the Crown MyHijau Box meets global benchmarks for eco-friendly products, providing our customers with a sustainable alternative for their storage and relocation needs. Aligned with Crown's zero-waste goals, the MyHijau Box supports the principles of the circular economy by promoting recycling and reducing waste sent to landfills. It is designed to not only protect our clients' belongings but also minimize environmental impact, contributing to a greener, healthier planet. By incorporating the Crown MyHijau Box into our operations, we demonstrate our commitment to aligning with Malaysia's sustainability agenda and supporting global efforts to combat climate change. This initiative underscores our vision of integrating environmentally responsible practices across all aspects of our business, inspiring others to join us in building a sustainable future. The Crown MyHijau Box is more than just packaging—it is a symbol of our shared responsibility to protect the environment for generations to come.

By utilizing 281,560 Crown MyHijau Boxes in 2024, which are made from 100% recycled paper and Non-Hazardous Material, Crown MY has contributed significantly to environmental sustainability.

### The estimated impact includes:



**Trees Saved:** 8,616 trees were preserved, reducing deforestation.



**Carbon Avoidance:** Approximately 1,267 tonnes of CO<sub>2</sub> emissions were prevented, minimizing environmental impact.



**Water Conservation:** Around 13.43 million liters of water were saved, reinforcing responsible resource use.



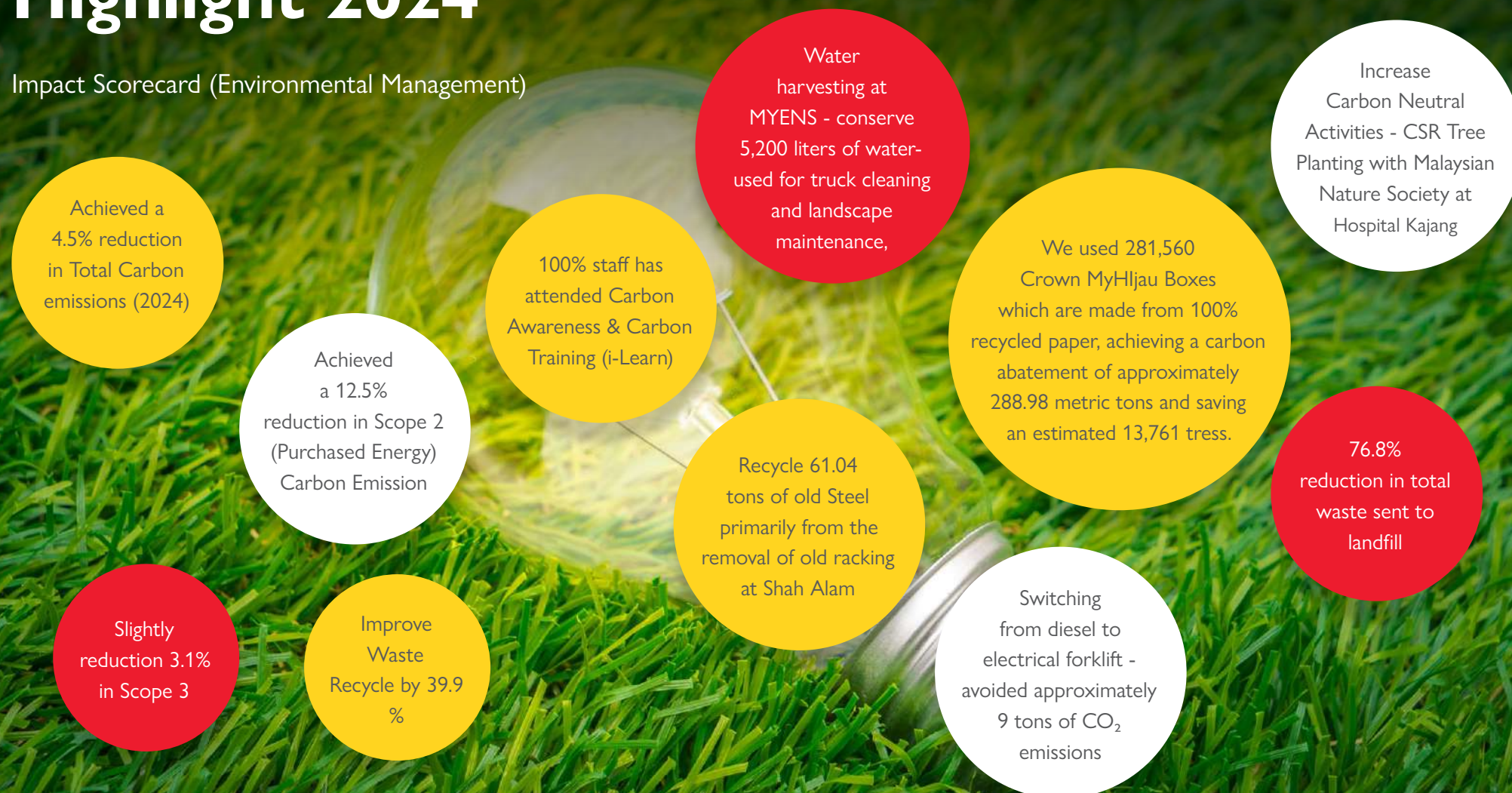
**Energy Savings:** An estimated 2.03 million kWh of energy was conserved, enough to power hundreds of homes for a year.

Source: EPA Paper Recycling Data



# Sustainability Performance Highlight 2024

Impact Scorecard (Environmental Management)





# Replaced with LED



# Reduce single use of plastic





# Our governance





# Risk Management & Internal Control

## What is our approach & how we created value in 2024

The Managing Director/General Manager of Crown MY is responsible for establishing and overseeing Malaysia's risk management framework and internal control systems. These systems are designed to manage risks within the defined risk appetite and acceptable tolerance levels set by the Management, rather than eliminate all risks entirely. The goal is to support the Crown MY strategic objectives and ensure the generation of value for our stakeholders. The Risk Committee conducts periodic reviews to assess the effectiveness and adequacy of the framework and systems by identifying, evaluating, monitoring, and addressing key business risks to safeguard the internal & external interested parties. For risks identified in the risk assessment report as requiring mitigation, an approach has been determined to apply one or more treatment options to reduce the risk level. Each risk is re-assessed under the assumption that the proposed mitigation actions have been completed to estimate their impact on the risk level. These estimates are subsequently validated to ensure accuracy after the actions have been implemented. If the mitigation measures do not achieve the intended effect, further actions may be required to bring the risk within acceptable limits.

The Leadership Team is accountable for implementing processes to identify, assess, monitor, and report risks, as well as to evaluate the effectiveness of internal control systems. They are responsible for ensuring that timely corrective actions are taken as needed.

The Leadership Team has provided assurance that the risk management framework and internal control systems adopted by Crown Group are functioning adequately and effectively in all material aspects. In the context of risk management, the Risk and Compliance team has implemented processes to:

- Identify and analyze the organization's risk appetite in relation to business objectives and determine the level of risk tolerance required to achieve these objectives and strategies.
- Design, implement, and monitor the risk management framework to align with the company's strategic vision and overall risk appetite.
- Identify emerging risks or changes to existing risks, take appropriate actions, and escalate these matters promptly to the Crown Group for attention.



# Objective of the Risk Governance Framework

The objective of the Risk Governance Framework for Crown MY is to establish a structured, transparent, and consistent approach to identifying, managing, monitoring, and reporting risks across all levels of the organization. This framework ensures that risks are effectively managed to support Crown's strategic goals and operational resilience while complying with regulatory requirements and stakeholder expectations.

## The specific objectives of this framework are as follows:

1. Promote a Risk-Aware Culture, Foster a culture where risk management is embedded into decision-making processes and daily operations. Ensure all employees understand their roles in managing risks and contributing to organizational success.
2. Enhance Risk Oversight and Accountability, and establish clear roles and responsibilities for risk management, from the top management to operational teams. Ensure proper oversight and governance of significant risks through the Leadership Team, Audit and Risk Committee
3. Align risk management practices with Crown's Group strategic priorities, ensuring that risks are proactively identified and mitigated to enable sustainable growth. Balance risk and opportunity to maximize value creation for stakeholders.
4. Ensure Regulatory and Policy Compliance and align with applicable governance standards, such as the Statement on Risk Management and Internal Control (SORMIC). Fulfill regulatory requirements and adhere to internal policies, minimizing compliance risks and associated penalties.
5. Enable Proactive Risk Management by Implementing a systematic approach to identifying, assessing, mitigating, and monitoring risks across operational, financial, strategic, and compliance areas.
6. Facilitate Continuous Improvement with regularly review and enhance the risk governance framework to address evolving risks, market dynamics, and lessons learned from past events. Incorporate industry best practices and feedback to improve risk management effectiveness.





# Internal Control System

## Our initiative

We recognize that the internal control systems are essential to managing and mitigating risks that may impede our ability to achieve its goals and objectives. These systems provide reasonable assurance in preventing material misstatements, business disruptions, operational inefficiencies, regulatory non-compliance, environmental challenges, and incidents of fraud or financial loss. Embedded within the Group's core activities and the strategic priorities framework, the internal control systems are designed to support business operations effectively and ensure accountability across all levels. Risk and Compliance team reviews these systems regularly throughout the year to ensure their adequacy, effectiveness, and integrity, considering any changes in regulatory requirements, applicable laws, and the dynamic business environment.

Key elements of the internal control systems implemented to promote effective governance and operational efficiency include:

1

Clearly Defined Lines of Responsibility and Authority where we have established clear lines of responsibility and authority to enable prompt decision-making, effective supervision, and accountability in a fast-changing business landscape.

2

Strategic Objectives and Core Values to achieve the Group's strategic vision, the Management focuses on driving growth and improving productivity through targeted initiatives. This includes enhancing customer experience, operational efficiency, and institutional capability to ensure sustainable growth and resilience.





## Crown Corporate Policies and Guidelines

Our Group-wide policies and procedures have been approved to ensure ethics and internal control principles and mechanisms are embedded in business operations. These policies and procedures are consistently reviewed for relevance and effectiveness. Among others, the Group policies and procedures in place are:

- Crown Anti Bribery & Corruption Policy
- Crown IT Security Policy
- Crown Data Protection Policy
- Crown Diversity, Equity & Inclusion Policy
- Crown Internal Investigation Policy
- Crown Flexible Working Policy
- Crown Computer Usage Policy
- Crown Social Media Policy
- Crown MY Business Continuity Policy
- Crown MY Environmental Policy
- Crown MY Quality Policy
- Crown MY Information Security
- Crown MY Safety & Health Policy
- Crown MY Employee Handbook
- Crown MY Contractor Safety Guideline
- Code of Conduct for Crown Employees
- Conflict of Interest Policy
- Corrective Action for Violations of Data Protection Policy
- Data Privacy Guideline for Service Partners

## Business Continuity Management

Crown MY is committed to ensuring that we are well prepared to minimize the impact to customers and interested parties in the event of a disruption of the critical services and resume regular business operations in a timely manner.

We achieve this by operating an effective Business Continuity Management System (BCMS) according to ISO 22301. We prepare and maintain Business Continuity Plans (BCP) to ensure that we can recover operational capability and continue to deliver our critical services, so far as is reasonably practicable when faced with a crisis. We are committed to:

1. Comply with applicable legal, statutory, regulatory, corporate and contractual requirements;
2. Provide a framework with sufficient resources to support the business continuity management policy and the achievement of the business continuity management objectives;
3. Maintain and conduct the business continuity review on the business impact, risks, strategies and solutions;
4. Continuously maintain, update, test and improve the BCP and procedures at periodic intervals and when there are significant changes in the organizational structure, equipment, facilities, processes or business activities;
5. Conduct evaluations of the business continuity capabilities of relevant partners and suppliers;
6. Provide adequate training, information and instruction on BCM preparedness, crisis management and emergency response;
7. Continually strive to improve BCMS processes, in a cost-effective manner.

We believe in continually improving our management system by periodically reviewing our Business Continuity Management System (BCMS) and its associated processes, and ensuring that our employees are adequately trained and motivated.

All Crown employees, who are involved in the planning, implementing, maintaining or improving of an BCMS must be aware of their roles and responsibilities in these aspects and provide a positive contribution to the BCMS of the organization, in line with this policy.

In 2024, We have carried out two (2) drills for each site i.e Shah Alam, Enstek, JB, Penang & East Malaysia with involvement from Management and witnessed by our clients (at Crown Enstek) mostly from the finance institution. In addition, drills to test readiness of business entities in crisis scenarios such as fire, power outage and etc were carried out according to plan and improvements identified from post-mortems were implemented to close gaps. Further improvements to the effectiveness of Crown MY's BCP and DRP through regular Tabletop Exercise (TTX) & Simulation.

After nearly a year of hard work, Crown Malaysia has officially obtained the ISO 22301 certification from CyberSecurity Malaysia. We're the first in the warehouse industry (Records & Information Management) to achieve this certification, as recognized by CyberSecurity Malaysia. Crown Malaysia is also the first country in Crown Worldwide Group to be certified, ahead of all other countries in the group. This certification doesn't just validate our operational resilience—it also enhances our image and reputation, setting us apart from competitors. It shows that Crown is a leader in business continuity and that we go the extra mile to ensure reliability and security for our clients.

## Why ISO 22301 matters?

We're future-ready. It proves we can keep operations running smoothly even during disruptions like disasters. It builds trust. Clients and partners can rely on us, knowing we follow global best practices for continuity and security. This certification positions us as a leader, making us different from competitors and strengthening our competitive edge.

## What this means for our clients?

They know they're partnering with a company that prioritizes uninterrupted service and reliability. It reassures them that Crown is a forward-thinking, dependable, and innovative partner they can trust. This is a proud moment for Crown Malaysia and a clear sign of our commitment to excellence. It's not just a milestone but a unique selling point that highlights why we're different—and better—than others in our industry.



## Code of Conduct for Service Partner & Vendor

Crown's Code of Conduct has been created to underpin how services are delivered to our customers. Everyone delivering services to customers must understand our expectations of how business should be conducted when supporting our customers. We expect every Service Partner to perform their work on behalf of Crown with honesty and integrity in any areas not covered by this Code. A violation of the Code may result in the Service Partner/Vendor being removed from service provision.

## Human Resource Policy & Procedure

Crown has established comprehensive Human Resource Policies and Procedures to provide clarity and consistency in all aspects of human capital management across the organization. A Competency-Based Development Framework has been implemented to identify the required competencies for each division, ensuring employees are equipped with the necessary skills through a combination of internal training, external programs, and via i-learn platforms. This year a succession planning is conducted regularly to ensure a strong pipeline of capable successors who are prepared to meet the organization's evolving business needs. To drive productivity, service excellence, and outstanding performance, Crown has developed the Crown Leadership Competency Model, which defines the skills and behaviors critical for success across all employee levels.

## Safety & Health Policy

Crown is committed to conduct its operations in full compliance with regulatory requirements on safety and health to all employees and others involved in or affected by its activity. In so doing, we will undertake a leading role in promoting best and safe practices in the industry and strive towards achieving continuous performance improvement in total prevention of injuries and occupational health.

## Insurance and Physical Safeguard

Crown has implemented adequate insurance coverage and physical safeguards for its major assets to ensure they are sufficiently protected. These measures are designed to minimize material losses and mitigate the impact of unforeseen incidents or mishaps, safeguarding the organization's operational continuity and financial stability.

## Data Governance Policy

Crown's Data Governance Policy provides a comprehensive framework and guidelines for managing data across the organization. The objective of this policy is to ensure data is managed effectively to deliver timely, accurate, and relevant information, enabling informed business decisions. The policy also defines clear ownership, roles, and responsibilities to support Crown's operational needs and ensure compliance with applicable Malaysian regulatory requirements, including the Malaysian Personal Data Protection Act (PDPA). This ensures that data privacy is consistently protected and maintained to the highest standards.







## Ethic & Compliance

Crown MY provides an anonymous reporting mechanism to facilitate easy and accessible reporting of possible illegal, unethical or improper conduct when the normal channels of communication have proven ineffective or are impractical under the circumstances. Our Ethics and Compliance Hotline is available 24 hours a day, seven days a week, to all Crown employees, clients, Service Partners and others in a business relationship with Crown. All submissions result in an alert to Crown's Chief Risk Officer only and the Hotline is designed to protect confidentiality and anonymity, if requested. The number of reported incidents is used to measure the effectiveness of our processes and instils confidence in our employees and clients that our ethics will not be compromised.

Our policy provides an avenue for employees and other stakeholders to safely report any improper conduct such as illegal, unethical or corrupt activities. Malaysia – One Trust + 601 800 81 3692

## Code of Conduct

Crown MY is committed to excellence and ethical behavior in everything we do. Our Code of Conduct sets the standards for honesty, integrity, and respect in the workplace and applies to all employees globally. Key points of the Code:

- Always act with integrity and fairness in business dealings.
- Follow all applicable laws, including those on health, safety, and the environment.
- Report any violations of the Code without fear of retaliation.

Employees are responsible for understanding and following the Code. By upholding this Code, we ensure Crown's reputation as a trusted and ethical organization.

## Legal and Regulatory Compliance

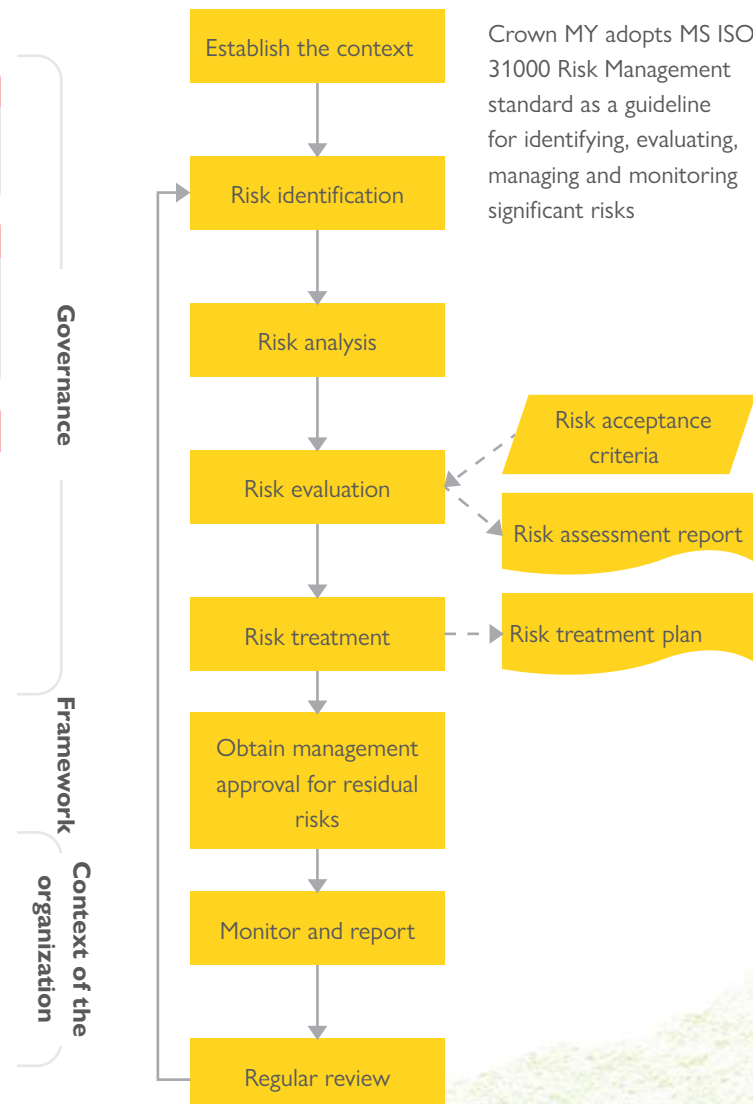
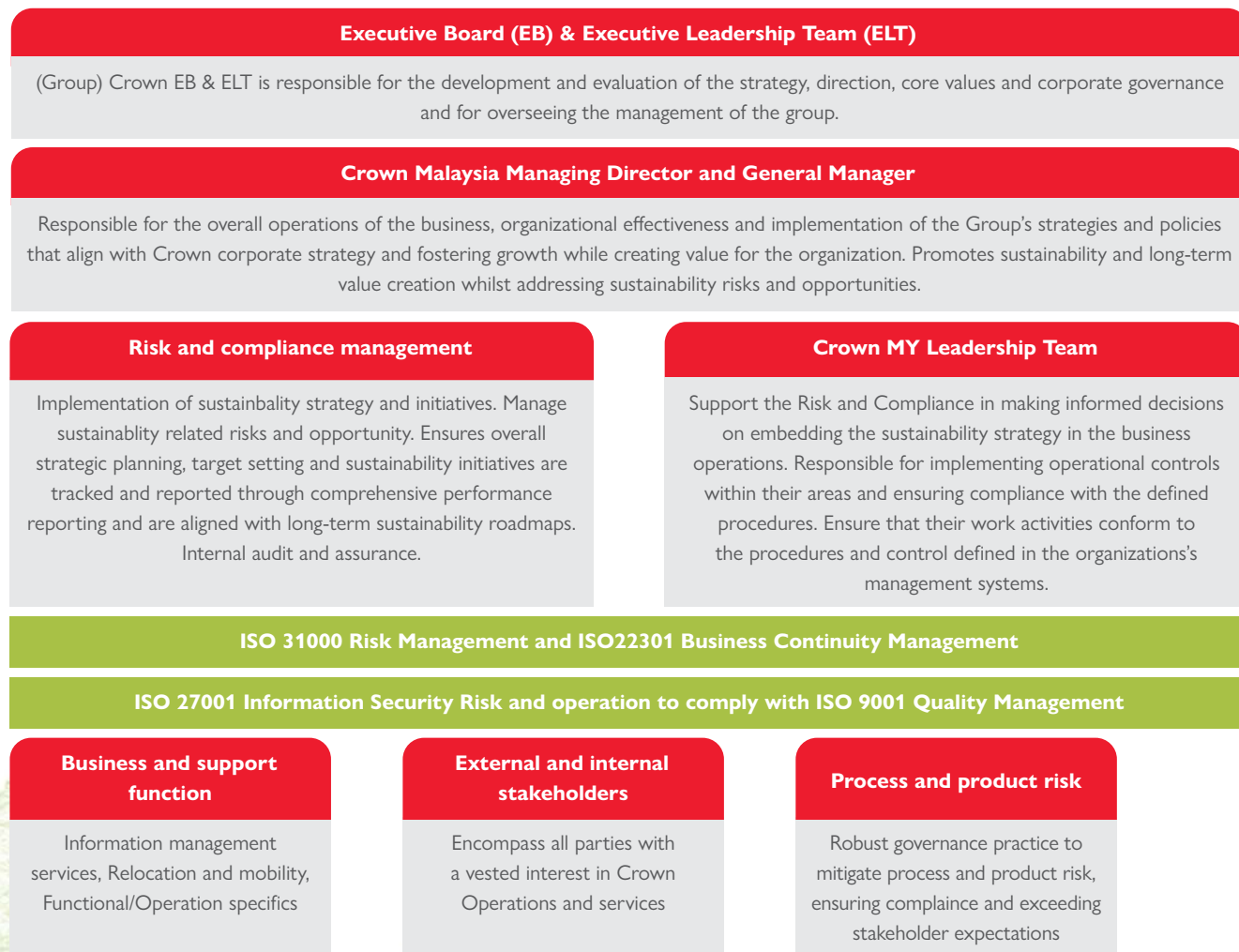
In addition, we have placed a structured mechanism to monitor our compliance to all other applicable acts and regulations and established necessary mechanisms to prepare for compliance to any emerging laws. We shall meet our obligations by observing all government regulations pertaining to health and safety, the environment and information security. Compliance will be checked by regular internal and external audits, suggestions, and annual review of legislation from external consultants. The ISO standards for environment, health and safety, business continuity, anti-bribery and information security recommend that each organization shall determine and provide the resources needed to identify and address legal and regulatory requirements. It is the purpose of this Legal Register demonstrate compliance with these standards. Each procedure, policy, or process is in place to ensure that we are legally compliant with all relevant legislation. This register is to be checked annually at minimum, i.e OSHA 1994, EQA 1974, PDPA 2010, Employment Act 1955, Malaysia Anti-Corruption Commission Act 2009 and etc.

## iLearn on Integrity

In 2024, all Crown MY staff completed our mandatory, yearly (Data Privacy, Data Protection, Carbon Awareness, Carbon Action, Anti-Bribery & Corruption and Information Security)

# Our governance structure

## Risk Management Governance Structure



Crown Worldwide Group (Malaysia) Risk Management Governance & Framework



# Statement on Internal Audit

## Practices and framework

We continue to adopt a risk-based audit approach, ensuring that all audit programs are aligned with the company's strategic objectives, key risks, and core operational areas. Our internal audit framework is designed to provide independent assurance that business processes are effectively managed, risks are mitigated, and governance structures remain strong. The audit scope is determined through a comprehensive risk assessment process that incorporates input from multiple sources, including the Business Plan, past internal and external audit findings, regulatory requirements, and Management insights. This approach enables the identification of critical risk areas and ensures that audit activities remain relevant, proactive, and value-driven. In 2024, Crown MY conducted in-depth reviews covering key areas such as Information Management, Compliance, Human Resources, Operations, and Information Technology. These audits assessed governance practices, risk management effectiveness, and internal control robustness to drive continuous improvements and uphold operational integrity.

## Resources & continuous competency development

All internal audit activities were performed in-house, led by a certified professional lead auditor and supported by a diverse team of internal auditors with expertise across various disciplines. The audit team adheres strictly to internal policies, procedures, and internationally recognized frameworks, including ISO standards, ensuring an objective and structured approach to evaluating the design, implementation, and effectiveness of Crown MY's internal control systems. By maintaining a rigorous internal audit process, Crown MY reinforces its commitment to transparency, accountability, and continuous improvement, fostering a strong governance culture that safeguards stakeholder interests and enhances organizational resilience.



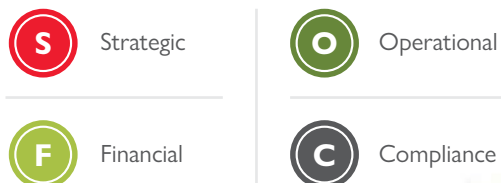
# Key business risks and opportunities

## Materiality Matrix and Risk Management in Crown's ESG Strategy

At Crown MY, we are committed to balancing the pursuit of value creation with the proactive management of existing and emerging risks. Through a comprehensive Materiality Matrix and risk management process, we identify and prioritize the most critical economic, environmental, social, and governance (ESG) issues, as well as operational risks, such as disruptions, regulatory compliance, and shifts in market demand. These tools ensure that our ESG and business strategies remain aligned with stakeholder expectations and strategic goals. The Materiality Matrix is a cornerstone of our ESG approach. It enables us to focus on key topics by assessing their importance to stakeholders and their impact on our business performance. Developed through stakeholder engagement, industry benchmarking, and regulatory analysis, the matrix highlights high-priority issues like climate action, employee well-being, data security, regulatory compliance, and customer experience. This ensures that our efforts are targeted, transparent, and effective in addressing areas of greatest concern. In tandem with the Materiality Matrix, our risk management process, detailed in the Statement on Risk Management and Internal Control (SORMIC), identifies and prioritizes interconnected risks. Key business risks and opportunities are regularly assessed, supported by defined key risk indicators and mitigation strategies. This process ensures that we remain agile and resilient in an evolving

business environment. By integrating the Materiality Matrix with our risk management framework, Crown ensures that our ESG initiatives and operational goals are interconnected and mutually reinforcing. This holistic approach strengthens our ability to manage risks, leverage opportunities, and create sustainable value for our stakeholders, while contributing positively to the environment and society.

### Risk Category:



Our key business risks and opportunities, key risk indicators, and the measures we are taking to mitigate these risks are tabled below. These risks are not ranked in any particular order and should not be viewed in isolation as some may be interrelated, whereby improvements in one may impact another directly or indirectly.



## 1) Innovation, Technology and Digitalization

### Risk:

- The rapid pace of technological advancements and digital transformation is reshaping the records management industry. Failure to innovate could lead to a loss of market relevance and client trust.

### Opportunities:

- We're expanding digital records management services to meet growing demand. Offering expertise in secure digital storage and cloud solutions. Developing a new line of business focused on digital transformation consulting.
- Digital Services Expansion - By investing in digital records management and cloud storage solutions, we can tap into the growing demand for secure, digital data handling.
- Physical-to-Digital Transition Services - Offering expertise in securely converting physical records to digital formats positions Crown as a one-stop solution for records information management.
- Innovation in Data Security - Strengthening our digital infrastructure allows us to attract clients that prioritize data protection and compliance with global data privacy standards.

### Mitigation & Future area of focus:

- In the midst of accelerating Digital (Crown Information Management) services - New Marketing on the digital records management offerings i.e., scanning and cloud storage, HR Digital.
- Technology Partnerships - Form strategic alliances with cloud and digital storage providers to enhance our service portfolio.
- Sales Team - Launch new sales campaigns to educate existing clients about the benefits and security of digital records management.

### Risk Category:



**Strategic**

### Key Risk Indicators:

- Adoption rate of new digital services among existing clients.
- Feedback and satisfaction levels from clients regarding digital service offerings



## 2) Customer Experience

- Poor customer experiences, including delays, inadequate communication, or service failures, can negatively impact client satisfaction, retention, and brand reputation.
- Increasing customer expectations in the competitive marketplace heighten the risk of falling short in delivering seamless, high-quality service.

### Opportunities:

- Streamlining customer support processes yields quicker response times
- Innovation in complaint resolution methods

### Mitigation & future area of focus:

- Establishment of Customer Experience Department - Crown has created a dedicated department to oversee and enhance customer interactions across all touchpoints, ensuring a consistent and superior experience.
- Proactive Communication - Implement clear, timely communication protocols to keep customers informed about service updates, delays, or changes.
- Employee Training - Provide comprehensive training to employees on customer service best practices, empathy, and problem-solving

### Risk Category:



Operational

### Key Risk Indicators:

- Customer satisfaction score (CSAT).
- Complaint resolution time.
- Percentage of repeat customers
- Frequency and trends in customer complaints.





### 3) Data Breach, Information Leak, and Cybersecurity Risks

#### Risk:

- The threat of data breaches and information leaks due to cyber-attacks or internal vulnerabilities poses a significant risk to Crown's business. Compromising sensitive client records could result in financial losses, regulatory consequences, client distrust, and irreparable damage to our reputation.

#### Opportunities:

- Enhanced Trust and Differentiation - Strengthening our cybersecurity measures and highlighting our commitment to data protection can differentiate Crown as a trusted partner in secure information management.
- New Service Offerings - We can develop consulting and advisory services focused on data security, offering clients additional value and generating new revenue streams.
- Client Loyalty: Proactive measures to protect client information can deepen client relationships and increase retention rates.

#### Mitigation and future area of focus:

- Comprehensive Security Framework: Implement robust data protection measures, including encryption, multi-factor authentication, data loss prevention systems, and regular vulnerability assessments.
- Strict Access Controls: Limit data access to authorized personnel only and use monitoring tools to detect and prevent unauthorized access i.e. Crown EV with GPS, Dash Cam, CCTV & Fleet Management.

- Incident Response Plan: Routinely test a response plan for handling data breaches and client information leaks, ensuring rapid containment and communication.
- Comply with the Personal Data Protection Act (PDPA) and regularly review our insurance coverage to protect against potential financial losses
- Reinforce employee awareness through mandatory annual PDPA assessments and regular information and e-learning programmes

#### Risk Category:



#### Compliance

#### Key Risk Indicators:

- Number of data breach
- Percentage of successful completion of data security training programs among employees.
- Frequency of audits showing compliance with data protection regulations.



## 4) People Management & Risk

### Risk:

- The threat of challenges in attracting, developing, and retaining a skilled and diverse workforce. With few of our aging workforce, which could lead to knowledge gaps, increased healthcare costs, and potential disruptions in operations as key employees retire. Addressing these issues is essential for maintaining operational efficiency and long-term business success.

### Opportunities:

- Knowledge Transfer Programs: Develop mentorship initiatives where experienced employees can transfer critical knowledge and skills to younger team members.
- Talent Pipeline Development: Focus on attracting young talent through partnerships with universities and offering internship programs to build a strong future workforce.
- Build a diverse and inclusive work environment that fosters creativity and collaboration

### Mitigation and future area of focus:

- Workforce Planning: Conduct workforce analysis to anticipate retirements and plan for succession in key roles.
- Health and Wellness Programs: Invest in wellness initiatives that cater to an aging workforce while promoting overall employee health and well-being.
- Continuous Training and Upskilling: Provide training programs tailored to employees of all ages, ensuring continuous professional development and skill enhancement.

### Risk Category:



### Operational

### Key Risk Indicators:

- Average age of the workforce and anticipated retirement rates.
- Employee health and wellness participation rates.



## 5) Market Growth and Demand

### Risk:

- The traditional service lines, such as Crown Relocation have been experiencing a steady decline over the past decade. This trend has been driven by changing market dynamics, increased competition, and evolving customer needs. As a result, there is an urgent need to diversify service offerings to remain competitive and capture new growth opportunities.

### Opportunities:

- Diversification - Expanding into emerging markets, such as digital records management and ESG-focused services, can offset the decline in traditional business areas.
- Innovation - Investing in technological advancements, such as cloud storage solutions, and exploring new business models like relocation-as-a-service or hybrid physical-digital solutions could attract a broader customer base.
- Strategic Partnerships: Forming alliances with tech companies or sustainability-focused organizations can accelerate diversification efforts and enhance the company's market position.

### Mitigation & Future area of focus:

- Accelerated Diversification Strategy - Implement a strategic roadmap that prioritizes high-potential services and markets, allocating resources efficiently to ensure a faster transition.
- Market Research and Development - Conduct continuous research to identify and capitalize on market trends and customer demands. Launch pilot programs for new services before a full-scale rollout.
- Heritage Business Optimization - While diversifying, optimize the existing heritage business by improving efficiency, enhancing customer experience, and finding niche markets that still value traditional relocation services.

### Risk Category:



**Strategic**

### Key Risk Indicators:

- Revenue growth rate
- Market share trends in both traditional





## 6) ESG (Environmental, Social, and Governance)

### Risk:

- Failing to meet the growing expectations around Environmental, Social, and Governance (ESG) standards may expose Crown MY to reputational risks, regulatory scrutiny, and loss of business opportunities. As clients and investors increasingly prioritize ESG criteria, aligning with these standards is critical for long-term resilience and brand reputation. Acceleration of climate change may disrupt our operations and supply chain, leading to financial and operational risks. Our stakeholders' expectations concerning ESG compliance may influence funding and investment. Transition to sustainable practices and regulatory changes requires adaptation, which may involve significant operational and financial adjustments

### Opportunities:

- Sustainable Service Offerings: Apply eco-friendly product & services, sustainable packaging, to attract clients who prioritize environmental responsibility.
- Community Engagement -Building a strong social presence through CSR initiatives can enhance Crown MY's brand image and customer loyalty.
- Emphasizing ESG practices can make Crown MY more attractive to socially conscious investors and stakeholders
- Implement green practices across operations, such as energy-efficient, waste reduction, and recycling programs, which can lead to environmentally conscious clients.
- Enhance brand reputation through strong ESG practices

### Mitigation & Future area of focus:

- ESG Performance Tracking - Implement an ESG reporting framework to track environmental impact, social contributions, and governance practices, ensuring compliance with global standards.
- Carbon Footprint Reduction Scope 1,2 & 3 - Introduce measures to reduce energy consumption, waste, and emissions across operations, including optimizing logistics and promoting digital transformation.

- ESG Training and Awareness: Educate employees on ESG principles, including green practices, and embed sustainability into daily operations, fostering a culture of accountability and environmental responsibility.
- Commitment towards aligning our disclosures to relevant climate requirements

### Risk Category:



### Financial

### Key Risk Indicators:

- Reduction in carbon emissions based on the carbon accounting platform
- Employee participation in ESG-related training and green initiatives.



## 7) Operational Disruptions

### Risk:

- Operational disruptions, caused by system failures, natural disasters, human error, or logistical challenges, could significantly impact Crown MY's ability to provide timely and reliable service. Such interruptions could lead to delays, financial losses, and decreased customer satisfaction, posing risks to both short-term performance and long-term client relationships.

### Opportunities:

- Enhanced Business Continuity Planning (BCP) - Developing robust business continuity and disaster recovery plans not only improves resilience but can also become a competitive advantage for clients seeking reliable partners.
- Improvement and Process Efficiency: Process Improvement i.e Kaizen for critical operations reduces the risk of human error, increases operational efficiency, and minimizes service disruptions.
- Proactive Client Communication: Enhancing communication strategies for disruptions can strengthen client trust and loyalty, turning operational resilience into a brand asset.

### Mitigation & Future area of focus:

- Comprehensive BCP and Disaster Recovery: Regularly review and test the business continuity plan to ensure it effectively addresses potential disruptions, including natural disasters and IT outages.
- Redundant Systems and Infrastructure: Establish backup systems and alternative resources to minimize downtime and maintain critical operations.
- Staff Training and Response Drills: Conduct regular training and simulation exercises for employees to ensure they are prepared to manage operational disruptions efficiently.

### Risk Category:



Operational



Compliance

### Key Risk Indicators:

- Frequency and duration of operational disruptions.
- BCP test completion rate and response time in simulations.
- Customer satisfaction scores post-disruption or in business continuity evaluations.



## 8) Revenue Diversification and Financial Performance Risks

### Risk:

- Reliance on a limited set of traditional service lines poses a risk to Crown MY's financial stability, especially as market demand shifts and some legacy businesses, such as Crown Relobility face declining demand. Failing to diversify revenue streams and adapt to evolving market trends could impact long-term financial performance and resilience.

### Opportunities:

- Expansion into Digital Services - Leveraging digital transformation to offer cloud storage, digital information management, and data security services, which are in growing demand, can diversify revenue and future-proof the business.
- Targeted New Market Segments - Identify and enter emerging markets with high growth potential, such as ESG-focused and technology-driven industries, to diversify the customer base and revenue sources.

### Mitigation and future area of focus:

- Strategic Investment in Innovation - Allocate resources to research and develop new services aligned with market trends, prioritizing initiatives that expand revenue streams beyond traditional lines.
- Financial Forecasting and Scenario Planning - Implement advanced financial modeling and scenario analysis to anticipate market changes and proactively plan for revenue fluctuations.
- Performance Tracking and Adjustments - Regularly monitor the performance of both traditional and new services, allowing for adjustments in strategy to focus on high-growth areas.

### Risk Category:



### Financial

### Key Risk Indicators:

- Year-over-year (YOY) growth rates
- Financial stability metrics, such as cash flow resilience and revenue mix.
- Customer acquisition rates in new markets or services.





## 9) Physical Security Risks

### Risk:

- Crown MY has implemented comprehensive physical security measures, including biometric access controls, 24/7 security monitoring, anti-climbing gates, and facilities located in geographically elevated areas to mitigate flood risks. Areas are also equipped with advanced fire system controls to protect assets. While these measures significantly reduce vulnerabilities, continuous improvements are essential to address evolving threats and maintain operational resilience.

### Opportunities:

- Enhanced Client Assurance -Promote the robustness of existing physical security measures as a value-added feature for clients.
- Integration with Advanced Technologies: - Adopt AI-based monitoring and predictive risk management systems to complement physical safeguards.
- Training and Awareness -Provide regular training to staff on emergency response protocols related to fire safety, flooding, and unauthorized access.

### Mitigation & Future area of focus:

- Regular Audits and Maintenance - Conduct periodic inspections and maintenance of the facilities. Continuously evaluate facility locations for new environmental threats and implement necessary mitigation measures.
- Advanced Scenario Testing - Perform comprehensive drills simulating floods, fires, and security breaches to improve preparedness.

### Risk Category:



Operational



Compliance

### Key Risk Indicators:

- Number of security incidents reported annually.



## 10) Supply Chain Disruptions

### Risk:

- Crown MY faces potential risks of supply chain disruptions due to delays, supplier failures, or logistical challenges, which can impact the timely delivery of services. Ensuring the continuity of supply chains is critical to maintaining operational efficiency and meeting client expectations.

### Opportunities:

- Strengthen Supplier Relationships - Build long-term partnerships with reliable suppliers to ensure continuity and foster trust.
- Diversified Supply Chain - Expand the supplier base to include alternative providers, reducing reliance on a single source or region.
- Digital Supply Chain Management - Leverage technology, such as AI-driven supply chain analytics.

### Mitigation & Future area of focus:

- Supplier Risk Assessments - Conduct regular evaluations of suppliers' financial health, operational capacity, and compliance with Crown's standards.
- Backup Suppliers and Contingency Plans - Establish agreements with backup suppliers to ensure an uninterrupted supply of critical goods and services during disruptions.
- Maintain ongoing communication with critical suppliers to monitor supply availability and scheduling while identifying alternative sources

### Risk Category:



Operational



Compliance

### Key Risk Indicators:

- Frequency of supply chain disruptions or delays.
- Supplier performance metrics, including on-time delivery rates.



## 11) Regulatory and Compliance Risks

### Risk:

- Changes in legislative framework and regulatory policies could disrupt the current operating model
- Non-compliance with new or existing regulations could lead to legal repercussions and financial penalties
- Adapting to regulatory changes may require significant operational and financial adjustments
- Recent amendments to key regulations, such as the Occupational Safety and Health Act (OSHA) 2022, the Fire Services Act (Bomba) with requirements of (OKK, FSM,FSO) and the Environmental Quality Act with fines up to RM1 million, have significantly increased compliance requirements. These changes necessitate organizations, including Crown, to adapt swiftly to avoid legal repercussions, operational disruptions, and financial penalties.

### Opportunities:

- Demonstrating proactive compliance with new regulations positions Crown as a responsible and forward-thinking industry leader.
- Engaging actively with regulators and staying updated on legislative changes provides a competitive advantage and mitigates potential risks.
- Ensuring compliance with the latest amendments enhances Crown's reputation, builds stakeholder trust, and attracts environmentally and socially conscious clients.

### Mitigation & Future area of focus:

- Proactive Regulatory Engagement: Maintain regular communication with regulatory bodies to understand the implications of amendments and address compliance proactively.
- Policy and Process Updates: Regularly review and update internal policies and processes to reflect the requirements of OSHA 2022, Bomba regulations, and the Environmental Quality Act.

- Training and Awareness: Conduct organization-wide training sessions on recent amendments to ensure employees and management are equipped with the knowledge to comply effectively.
- Internal Monitoring and Audits: Conduct regular internal audits and compliance checks to ensure all regulatory requirements are consistently met.
- Dedicated Compliance Resources – Crown has established a dedicated compliance team to monitor and ensure alignment with evolving regulations.

### Risk Category:



### Compliance

### Key Risk Indicators:

- Internal performance monitoring
- Fines and penalties





# Conclusion

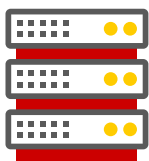
Crown is committed to maintaining sound risk management, governance, and internal control practices to ensure the organization operates effectively and responsibly. Through the processes and frameworks, we have adopted, Crown is able to identify, assess, and mitigate the top 11 key risks that could impact our business, operations, and long-term objectives. These practices are designed not only to comply with applicable regulatory requirements but also to uphold the highest standards of corporate governance. By embedding robust risk management processes into our daily operations, we ensure that risks are proactively managed, and opportunities are leveraged for sustainable growth.



The governance and internal control mechanisms in place are sound and adequate to safeguard our assets and the interests of all our stakeholders, including clients, regulators, employees, and shareholders. Through continuous review and improvement, Crown remains resilient, agile, and well-prepared to navigate an ever-changing business environment.

# Impact Scorecard

## Ethical business and governance



Maintained zero (0) cases of data loss  
(2024: 0)



Maintained zero (0) cases of physical  
Security Intruders(2024: 0)



100% of misconduct reports resolved  
(2024: 100%)



100% of mandatory training Ethical  
Business & Governance completed by all  
staff 2024



Maintained Arkib Negara Certification -  
Records Management Service 221310



Obtained ISO22301 BCMS by Cyber  
Security Malaysia



100% of compliance from any legal action/  
Notice of prohibition from regulatory  
body/government agencyMaintained ISO  
9001,14001 & 27001 Certification by SGS  
with 100% Compliance

# GRI content index

<b>Statement of Use</b>	Crown MY has reported the information cited in this GRI content index for the period 1 January 2024 to 31 December 2024 with reference to the GRI Standards.
<b>GRI 1 Used</b>	GRI 1: Foundation 2021
<b>Applicable GRI Sector Standard</b>	Not Applicable

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**Crown Worldwide Group** is a privately owned logistics company founded in 1965 and headquartered in Hong Kong. Committed to making it simpler to live, work and do business anywhere in the world. The Group manages a broad portfolio of complementary brands, including; Crown Workspace, Crown World Mobility, Crown Relocations, Crown Information Management, Crown Fine Art, Crown Logistics and Crown Wine Cellars.

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- Information Management
- Fine Art
- Logistics
- Workspace