



What is Pakej?

A five-year strategic roadmap focusing on rebranding and communication to Rakyat. Initiatives are formulated to achieve national aspirations of being first class Quality of Service for the Rakyat, improving integration of last mile delivery and providing seamless customer experience



* parcel per capita calculation as of December 2020 (MCMC Analysis)

Source: MCMC

GDEX'S Achievement

<ul style="list-style-type: none"> • PopBox, Parcel 365 • Pusat Internet as PUDOs • More PUDOs such as stationary, handshop shop etc <p>Parcel Point Network</p>	<ul style="list-style-type: none"> • Posmen Komuniti in rural areas in Sarawak <p>Asset Sharing</p>	<ul style="list-style-type: none"> • Work together with MCMC, KKMM and MOT to propose electric 3-wheelers <p>Commercial Vehicle Enhancement</p>	<ul style="list-style-type: none"> • Follow new Garis Panduan Terma and Syarat by MCMC <p>Quality of Service</p>	<ul style="list-style-type: none"> • Provide inputs to the Public Consultation Paper <p>Licensing Framework Review</p>	<ul style="list-style-type: none"> • Committed to submit data for parcel traffic, infrastructure, type of service, vehicles, financials etc <p>Network Map</p>
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* PUDO - Pick Up & Drop Off

Growth Strategies

<p>New Product Offerings</p> <ul style="list-style-type: none"> • More comprehensive digital solutions for customers • Improvement in last mile/ logistics service quality 	<p>New Business Segments</p> <ul style="list-style-type: none"> • Additional revenue streams and profit centre • Leverage on group supply chain competencies and infrastructure 	<p>Investment for Inorganic Growth</p> <ul style="list-style-type: none"> • Strengthen current core business via investments into strategic areas • Focus on cash flow and profitability • Expand business portfolio inorganically to accelerate growth
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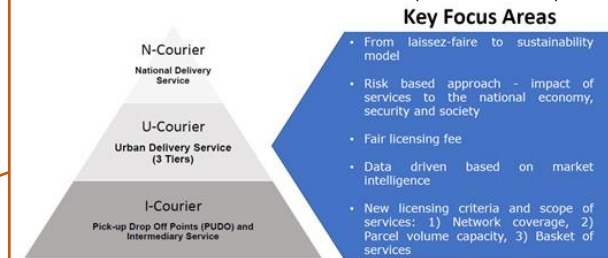
New Sorting Hub

- Double current sorting capacity to 350K parcels per day at an estimated cost of RM20-25 million
- Currently pursuing vendors and contractors to construct the new sorting hub

Regional Expansion

- Vietnam: Acquired 50% shares in Noi Bai Express and Trading Joint Stock Company (Netco), an express delivery company
- Indonesia: Acquired 44.5% shares in PT SAP Express Tbk (SAPX), an express delivery company
- Continue to explore M&A opportunities in the SEA region

PROPOSED NEW LICENSING STRUCTURE (INITIATIVE #6)



* Current licensing structure is divided into three categories:

- License A: Provision for international inbound and outbound courier service and domestic courier services in Malaysia
- License B: Provision for international inbound courier service and domestic courier service in Malaysia
- License C: Provision for intra-state domestic courier service in Malaysia

Source: Postal Services (Licensing) Regulation 2015

GDEX Sustainability

- A member of FTSE4GOOD Bursa Malaysia Index
- Embarking on solar energy project - installation of solar panel on rooftop
- Reducing carbon emission using clean fuel for fleets - migrating from diesel to Euro 4 and Euro 5
- "Happy Customer" project to improve customer experience
- Investment in technology and digitalisation
- Enhance data security especially cybersecurity
- Anti-bribery Management System - ISO37001:2016 certified

IT Infrastructure System

- KITA platform for last mile delivery providing gig economy opportunities
- myGDEX series digital shipping solution providing better customer experience
- Seamless integration with social commerce solution providers

Industry Dynamic

- Resources management (warehouse and manpower utilisation) and technology adoption to maintain competitive pricing
- Industry consolidation in the long run
- Challenges for delivery via drone - high cost of drone (comparing to low delivery fee in domestic market), licesing requirements