

SUSTAINABILITY REPORT

Environmental, Social and Governance 2023





IP ServerOne Commitment

At IP Serverone Solutions Sdn. Bhd. (IP ServerOne), our commitment to sustainability is an integral part of our business strategy. We recognise that our operations have an impact on the environment, society, and governance strategy, and we are dedicated to minimising this impact whilst promoting positive change.

Our commitment to sustainability is an ongoing journey. We regularly review and update our sustainability practises to ensure they remain relevant and effective.

IP ServerOne is dedicated to integrating sustainability into every aspect of our business. By prioritising environmental stewardship and social responsibility, we aim to maintain our commitment to good governance and to create a positive impact on the industry in locally and internationally whilst delivering value to our stakeholders. We invite our stakeholders to join us on this journey towards a more sustainable future.

About this report

IP Serverone's 2023 Sustainability Report provides a comprehensive overview of our sustainability initiatives, achievements, and future commitments. It reflects our ongoing efforts to integrate sustainable practises into our business operations and our dedication to making

a positive impact on the environment, society and governance. This report features data, performance highlights, and progress on our first fiscal year (1st January 2023 to 31st December 2023).

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Introduction

At IP ServerOne, sustainability is at the core of our business strategy. This introduction provides an overview of our commitment to sustainable development strategy, environmental stewardship, social responsibility and a summary of our goals. Our efforts are designed to minimise our environmental impact, promote positive social change, and drive long-term economic growth, ensuring that we deliver value to our stakeholders while contributing to a more sustainable future.

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Opening Letter From Managing Director



When I founded IP ServerOne in 2003, it was a one-person operation. I handled everything myself, serving a small group of customers with web and email hosting services. Fast forward to 2024, and we've grown to over 70 employees and 6,000 loyal customers. We operate our own data centre, and provide managed cloud services across the globe. As our business continues to expand, my concern for Mother Earth grows too.

Our brand promise, "We Host Better," extends beyond our customers and employees to future generations. Our inaugural Sustainability Report outlines our sustainability strategies and goals to address critical environmental, social, and governance (ESG) challenges. We aim to create value for all stakeholders, including customers, employees, and the communities where we operate.

A Greener Tomorrow Starts Today

Operating a three-storey data centre in Cyberjaya (KUL 11) housing over 7,000 hardware units, we consumed 3679 MWh of power in 2023. Recognising our data centre's significant environmental impact, we've implemented a comprehensive environmental stewardship plan to reduce our carbon footprint, improve resource efficiency, and foster sustainable practises across our operations. We target a PUE rating between 1.2 and 1.5 and aim to fully implement e-waste management by 2025.

Targets and Actions:

Cooling Technology

Implement advanced cooling systems and use automated controls to continuously monitor and optimise energy consumption.

Energy-Efficient Hardware

Regularly upgrade to the most efficient servers and equipment for our infrastructure services to achieve power efficiency and reduce our data centre's carbon footprint.

E-Waste Management

Establish robust recycling programmes with certified recyclers, extend server lifecycle as recommended by industry standards, and prioritise the reuse and refurbishment of IT equipment for non-critical infrastructure.

"The Server Behind the Servers Matter"

Our people are the heart of IP ServerOne, our most valuable asset, and the foundation of our success. We strive to be a company that genuinely values and empowers its people. Our team, primarily composed of Millennials and Gen Z, propels IP ServerOne forward. As a Gen Xer, I continuously learn new ways to connect and adapt with the new generations. In this fast-paced tech industry, achieving sustainable growth requires prioritising our employees' well-being and offering equal opportunity, respect, and empathy to all.



We're committed to nurturing young talent and building a strong pipeline for the digital economy. Our internship programme provides hands-on experience to students, equipping them with in-demand tech skills. We're proud to have hired several former interns into full-time roles. IP ServerOne is invested in our employees' growth and development, both personally and professionally. We'll continue to listen to our people's voices and work together to create a better future.

Strong Governance Builds a Solid Foundation

Our commitment to ethical conduct is evident in our robust code of conduct, which outlines expectations for all employees. We prioritise risk management, regularly assessing potential threats to our business. Transparency and accountability are fundamental to our operations, and we believe in a diverse board to bring various perspectives to our decision-making.

As the founder of IP ServerOne, I'm dedicated to the successful implementation of our ESG commitments. We'll continue prioritising sustainability, delivering high-quality products and services that contribute to a sustainable society while always listening to the needs of our employees and customers - that's the IP ServerOne difference.

CL. Lee

Founder and Managing Director
IP ServerOne Solutions Sdn Bhd

August 2023





Statement on Sustainable Development Strategy

At IP ServerOne, we recognise that sustainable development is integral to our long-term success and resilience. Our sustainable development strategy is designed to address the most pressing environmental, social, and governance (ESG) challenges we face and to create value for all our stakeholders, including customers, employees, shareholders, and the communities in which we operate.

Environmental Stewardship

We recognise the significant impact data centres have on the environment due to their high energy consumption and resource usage. As part of our commitment to sustainability, we have implemented a comprehensive environmental stewardship strategy aimed at reducing our carbon footprint, enhancing resource efficiency, and promoting sustainable practises throughout our operations.

Goal 1

Energy Efficiency

We aim to achieve Power Usage Effectiveness in Level of efficiency - Efficient (between 1.2 to 1.5) across CJ1 Data Centre by 2025.

Action Plan 1

Implement advanced cooling technology, such as hot/cold aisle containment, to reduce energy consumption

Utilise energy-efficient hardware and regularly upgrade to the latest, most efficient servers and equipment.

Conduct continuous monitoring and optimisation of energy use through automated systems

Goal 2

Waste Reduction

Implement electronic waste (e-waste) recycling by 2025

Action Plan 2

Establish comprehensive e-waste recycling programmes, partnering with certified e-waste recyclers to ensure the responsible disposal and recycling of electronic components.

Promote and facilitate the reuse and refurbishment of IT equipment within our operations and with our customers.

Social Responsibility

At IP ServerOne, we are committed to social responsibility and sustainability. We recognise that our business operations have far-reaching impacts on our employees, communities, and the broader society. This report outlines our efforts and achievements in upholding the highest standards of social responsibility.

We believe in the power of education and the importance of supporting academic institutions in their pursuit of knowledge and innovation. As part of our commitment to social responsibility, we are proud to sponsor a high-performance server and introduce the “IP ServerOne Cloud for Students” programme to University Tunku Abdul Rahman to enhance their academic and research capabilities. This programme empowers UTAR students and educators with MYR600 cloud credit for six months and access to variety cloud services, catalysing creativity and unlocking the potential of students, allowing them to design and implement solutions needed by small and medium enterprises. This sponsorship reflects our ongoing commitment to:

Supporting Education

By providing educational institutions with the tools they need to succeed, we contribute to the development of future leaders and innovators.

Fostering Innovation

Access to advanced technology enables groundbreaking research and the creation of new knowledge that can benefit society as a whole.

Building Stronger Communities

Through our support, we aim to strengthen the bonds between industry and academia, promoting a culture of collaboration and shared success.



Conclusion

IP ServerOne is dedicated to upholding strong governance principles and contributing to a sustainable future. We believe that our commitment to transparency, accountability, and ethical conduct is essential for building long-term value

for our stakeholders. We will continue to enhance our governance practises to meet the evolving needs of our stakeholders and contribute to a sustainable future.

Trade Association

Association 1

Building a Better Tech Future with PIKOM



PIKOM (Persatuan Industri Komputer dan Multimedia Malaysia)

KNOW MORE

<https://pikom.org.my/member/ip-serverone-solutions-sdn-bhd-2/>

IP ServerOne shares PIKOM's vision of building a robust tech ecosystem in Malaysia. As the "Voice of the Tech Industry," PIKOM advocates for policies that create a favourable environment for innovation and job creation, ultimately benefiting society as a whole.

Beyond Advocacy: Our partnership with PIKOM goes beyond mere membership. We actively participate in their initiatives, sharing our expertise at industry events and mentoring future tech leaders through the

PIKOM Industry Internship Programme.

Collaboration for Social Good: We strategically partner with PIKOM chapters like CIO and SpaceTech. This goes beyond simple sponsorships. We leverage our skills to contribute to projects that address social issues within the tech sector, focusing on areas like digital literacy and sustainable technology.

By actively engaging with PIKOM, we get to play a role in shaping the Malaysian tech landscape for the better, and that's something we're all proud of.

Association 2

Building a Digital Future with the Internet Alliance



Internet Alliance: Business Summit 2023

KNOW MORE

https://www.internetalliance.my/members_new

IP ServerOne's commitment to social responsibility extends to the digital sphere. We actively support the Internet Alliance (IA), a not-for-profit association working towards a responsible and inclusive digital landscape.

Empowering Businesses for the Digital Economy: Through events hosted by the IA, we share insights to equip businesses with the knowledge and tools they need to thrive in the digital age. We focus on topics like digital transformation strategies and industry best practises, including cybersecurity measures like ransomware protection.

Building a Knowledgeable Society: We actively participate in workshops and events organised by the IA. This allows us to stay at the forefront of industry trends and best practises. We also periodically dispense this knowledge to our clients, staff and educational institutions that work with us, to foster an empowered and informed society.

Empowering the Tech Landscape: By showcasing our expertise at IA events and being open to collaborate on industry projects, we contribute to the growth of the digital economy. This fosters innovation within the local tech sector.

As a member of the IA, this allows us to contribute to a thriving digital ecosystem in Malaysia, fostering positive social and economic outcomes.

Association 3

Building a Secure & Thriving Mobile Future with MMTA



2023 MMTA Networking Event

KNOW MORE
<https://www.mmta.my/mmta-members>

In today's rapidly evolving digital landscape, mobile technology plays a pivotal role in shaping the future. At IP ServerOne, we recognise the immense potential of mobile to empower businesses and foster innovation and that's why we're a proud member of the Malaysia Mobile Technology Association (MMTA).

Knowledge Sharing & Industry Collaboration:

Through our participation in MMTA council meetings and events, we engage in a dynamic exchange with industry leaders. This allows us to stay informed about the latest trends and best practises in mobile technology, using these insights to provide our clients with cutting-edge solutions.

Empowering Businesses & Fostering Innovation:

As a sponsor of MMTA events, we gain opportunities to share expertise about IP ServerOne's services. Through talks and presentations, we help businesses understand how our solutions can help them modernise their operations, build secure e-commerce platforms, and navigate the digital landscape. This contributes to the growth and innovation of the Malaysian mobile and application industry.

IP ServerOne is committed to working with MMTA alongside industry leaders to build a future where mobile technology empowers businesses, fosters innovation, and creates a secure and inclusive digital environment for all Malaysians.

Commercial Groups or Association 1

WordPress Meetup Kuala Lumpur: State of the Word on December 16, 2023



Kuala Lumpur WordPress Meetup

KNOW MORE
<https://www.meetup.com/kuala-lumpur-wordpress-meetup/>

The local developer community plays a vital role in fostering innovation and advancing the Malaysian digital landscape. For instance, the Kuala Lumpur WordPress Meetup is a vibrant community that promotes collaboration and knowledge sharing among WordPress users in Malaysia.

Building Secure and Scalable Websites:

By sponsoring the Kuala Lumpur WordPress Meetup, we have the opportunity to share insights about IP ServerOne's cloud hosting solutions. We educate members on how our services can help them build secure, scalable, and reliable WordPress websites or e-commerce platforms. This allows them to focus on their content and business goals without worrying about infrastructure limitations.

Sharing Industry Best Practises for Security:

Our experience as a hosting provider enables us to offer valuable insights into WordPress security best practises. Through workshops and presentations at Kuala Lumpur WordPress Meetups, we share tips and tricks on securing websites and e-commerce platforms against ransomware attacks. This knowledge helps members safeguard their online businesses and protect their customers' data.

Fostering Innovation with Cloud Trials:

We understand the importance of providing practical solutions. By offering cloud trials to meetup attendees, we allow business owners and web developers to experience the benefits of IP ServerOne's cloud hosting firsthand. This not only promotes a local cloud platform option but also empowers them to optimise



website performance, save hosting costs, and focus on growing their business.

We are passionate about Malaysia’s developer community. By sponsoring local events and collaborating with developers, we gain insights into their needs. This helps us continuously improve our cloud platform to address their specific challenges. Together, we empower developers to build secure and successful online experiences, ultimately contributing to a thriving digital ecosystem in Malaysia.

Commercial Groups or Association 2

MyNOG-10 Post Conference on 14 June 2023



Malaysia Network Operator Group (MyNOG)

The Malaysia Network Operators Group (MyNOG) plays a vital role in fostering collaboration and knowledge sharing among network operators, ultimately contributing to a robust and secure internet infrastructure in Malaysia.

Combating Cyber Threats and Ensuring Business Continuity: We offer valuable insights into combating ransomware attacks and planning for business continuity. This knowledge empowers network operators and ISPs to build stronger defences against cyber threats and ensure minimal disruptions to critical online services for Malaysian businesses and users.

Empowering Network Operators with Cloud Solutions: By showcasing IP ServerOne’s services at MyNOG events, we connect with network operators and businesses who can benefit from our cloud hosting or backup and disaster recovery solutions. These solutions offer greater flexibility, scalability, and peace of mind, knowing their data is secure and readily accessible in case of unforeseen disruptions.

Fostering Collaboration & Best Practises: MyNOG events provide a valuable platform for collaboration and knowledge exchange. By sharing our expertise and collaborating on solutions, we collectively contribute to a more secure and efficient internet infrastructure.

At IP ServerOne, we believe that hosting is just one piece of the puzzle in building a robust digital ecosystem. By partnering with organisations like MyNOG, we contribute to creating a more resilient and secure digital future for all Malaysians.

Education 1

2023 MonsoonSIM Enterprise Resources Management Competition (MERMC)



UTAR: International Grand Final & Short Study Trip with Initiative on Cross-Border IndustryAcademia Education-Collaboration In Digital Economy (cum International Youth Development Conference)
30 November 2023 to 02 December 2023.

Investing in the future workforce is essential for a thriving digital economy. Recognising this, IP ServerOne has partnered with Universiti Tunku Abdul Rahman (UTAR) through a comprehensive Memorandum of Understanding (MoU). This collaboration highlights our commitment to corporate social responsibility (CSR) and fostering a dynamic platform for knowledge exchange.

Bridging Education and Industry: Through mutual visits, industrial study experiences, and skill training initiatives, we connect UTAR students with real-

world industry practises. This equips them with the knowledge and skills needed for successful careers in the tech industry. Our internship programme provides valuable hands-on experience, preparing students for the workforce.

Empowering the Next Generation with Technology: Our “Cloud for Students” programme gives UTAR lecturers and students free access to our cloud services, fostering practical experience with cutting-edge technology. We also offer workshops on building secure e-commerce websites using our NovaCloud platform, empowering students with the skills and knowledge to navigate the digital marketplace confidently.

Collaboration and Knowledge Sharing: Our partnership with UTAR extends beyond internships and workshops. We actively collaborate on events like the Cross-Border Industry Academia Education-Collaboration in Digital Economy, connecting academia and industry experts to discuss crucial topics like ERP, e-commerce platforms, and the evolving digital economy.

Our collaboration with UTAR is just the beginning. We continuously seek opportunities to support the community and develop future generations through education-industry partnerships. By ensuring students graduate with the skills needed in today’s job market, we work together to build a robust and future-proof tech ecosystem in Malaysia.

Education 2

Career Fair: Programme Panca D’FTMK Summit 2023 on 9 & 10 May 2023



Universiti Teknikal Malaysia Melaka (UTeM)

IP ServerOne recognises the importance of nurturing young talent and fostering a strong pipeline for the digital economy. By partnering with Universiti Teknikal Malaysia Melaka (UTeM), a renowned institution for technical education, we work together to shape Malaysia’s future workforce.

Building Practical Skills through Internships:

We offer internship programmes at IP ServerOne, providing UTeM students with valuable hands-on experience in the managed cloud industry. These internships allow students to apply their theoretical knowledge to real-world scenarios, equipping them with practical skills for a successful tech career.

Connecting Talent with Opportunities – Career Fair Sponsorship: By sponsoring UTeM’s career fairs, we actively connect with potential future employees. This allows us to showcase our company culture and career opportunities to a talented pool of UTeM graduates seeking exciting careers in the tech industry.

Investing in the Future Workforce: Our partnership with UTeM goes beyond internships and career fairs. We believe in continuous learning and development. We are open and constantly looking to explore collaborative opportunities such as offering workshops or guest lectures on cloud computing and related topics, further enriching the educational experience for students.

By partnering with UTeM, IP ServerOne actively contributes to building a strong pipeline of future tech leaders. We invest in practical learning experiences and connect talented individuals with exciting career opportunities. This collaborative effort fosters innovation and empowers the next generation to shape a better tech future in Malaysia.

Environmental

Our commitment to environmental sustainability is reflected in our strategic initiatives and day-to-day operations. We recognise the significant impact that our operations, and we are committed to minimising this impact through proactive and responsible environmental management.

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Empowering a Greener Future: Our New Sustainable Office

In 2023, IP ServerOne proudly relocated to an office building that is both Green Building Certified and LEED Certified. This move represents a significant milestone in our sustainability journey, aligning with our commitment to reducing our environmental footprint and promoting sustainable practises across our business operations.

Our new office building is equipped with numerous green features and technologies designed to enhance energy efficiency, improve indoor air quality, and public transportation service provided and waste management.



- **Energy-Efficient Green Chillers:** The building utilises a district cooling plant supported by energy-efficient green chillers, significantly reducing energy consumption for cooling. The office air conditioning system is programmed to automatically shutdown after working hours to enhance our energy efficiency and reduce electricity waste. This initiative is part of our commitment to sustainable practises and responsible resource management.
- **Green Vertical Wall:** A stunning green wall over 20 metres in height enhances the building's aesthetic appeal and contributes to better air quality.
- **High-Performance Glazing:** Curtain walls with high-performance glazing minimise heat gain, reduce the need for artificial cooling, and maximise external views and daylighting, creating a bright and comfortable indoor environment.

- **Photosensors:** Installed at the building's perimeter, these sensors optimise lighting by adjusting based on the availability of natural daylight, thus conserving energy.
- **Carbon Dioxide Sensors:** Strategically placed CO2 sensors enhance indoor air quality control and energy efficiency by optimising ventilation systems based on occupancy levels.
- **MER13 Air Filters:** Advanced air filters in the Air Handling Units (AHU) ensure the delivery of high-quality, clean air, promoting a healthier indoor environment.
- **Carbon Monoxide Sensors:** Located in the basement, these sensors monitor air quality and regulate mechanical ventilation to conserve energy.

Transportation and Eco-Friendly Amenities

- **Bicycle Racks and Green Vehicle Parking:** Facilities are provided to encourage cycling and the use of eco-friendly vehicles.
- **Feeder Buses:** Connections to MRT station promote the use of public transportation, reducing the building's carbon footprint.



Water Management Systems

- **Rainwater Harvesting:** Collects and utilises rainwater for landscape irrigation, reducing the demand for potable water.
- **Condensate Water Recovery:** Utilises condensate from air conditioning systems for irrigation, further conserving water resources.

Energy Efficiency Initiatives

- **Photovoltaic Panels:** Installed to generate renewable energy for common area consumption, reducing reliance on non-renewable energy sources.
- **PHEV Car Park Bays:** Dedicated parking bays for Plug-in Hybrid Electric Vehicles (PHEVs) support the adoption of cleaner transportation options.



- **Regenerative Drives for Elevators:** These drives recapture energy during elevator operation, improving overall energy efficiency.
- **Automated Waste Collection System:** Streamlines waste management processes, enhancing recycling rates and reducing waste sent to landfills.

Recycling Facilities

- **Recycle Bins in Refuse Rooms:** Conveniently located recycle bins encourage waste segregation and recycling among building occupants.



The relocation of headquarters office to a green and LEED-certified building in 2023 marks a significant achievement in our sustainability efforts. By investing in advanced green technologies and sustainable infrastructure, we are not only improving the well-being and productivity of our employees but also contributing positively to the environment.

This strategic move aligns with our long-term sustainability goals and demonstrates our commitment to reducing our carbon footprint, conserving natural resources, and fostering a greener ecosystem. We remain dedicated to continuous improvement in our sustainability practises and look forward to the positive impact this new office environment will bring to our operations and the wider community.

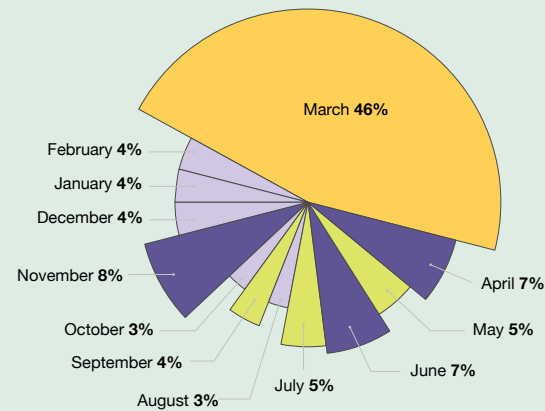


Towards a Greener Future: Our Commitment to Tracking and Reducing Paper Consumption

In our ongoing commitment to environmental sustainability, we meticulously track our paper consumption as part of our resource management strategy. In the year 2023, our organisation used a total of 8,775 pieces of paper. This metric is crucial for assessing our impact on natural resources and identifying opportunities for improvement in our sustainability practises.

As part of our ongoing sustainability efforts, we aim to reduce paper usage by 15% by the end of 2024 through continued implementation of digital resources and sustainable practises such as increase digital adoption by utilising cloud-based platform for documentation, enhance recycling programs to ensure that all used paper is properly recycled and reused.

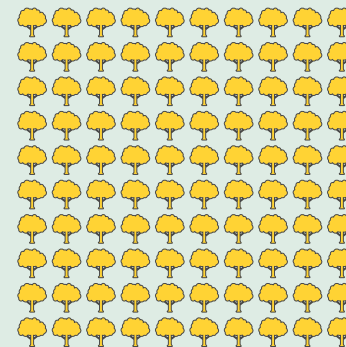
HQ Paper Usage: Year 2023



Actual Usage

Year 2023

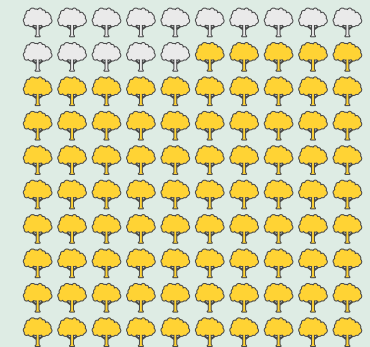
8775 pieces



Target Usage

Year 2024

Reduce usage by
15%

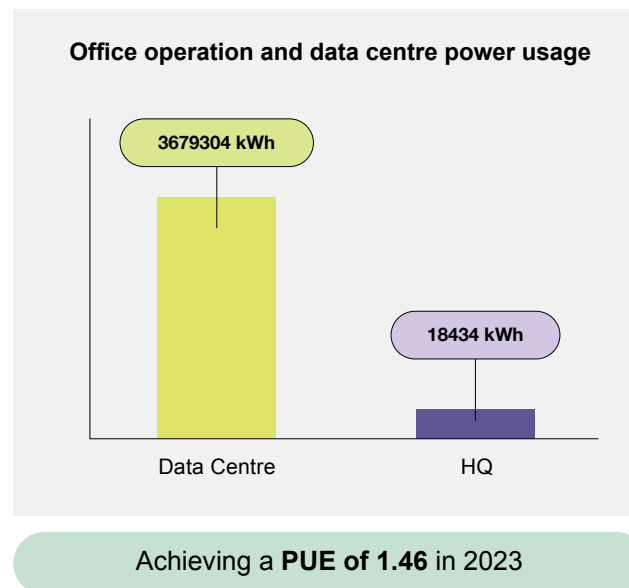


Optimising Efficiency: Our Commitment to Monitoring and Managing Energy Consumption

As part of our commitment to sustainability and reducing our environmental impact, we continuously monitor and manage our energy consumption. In the year 2023, our operational office's total power usage amounted to 18,434 kWh while our data centre's total power usage amounted to 3679 MWh.

For the year 2023, our data centre achieved a PUE of 1.46 in 1st floor. This value reflects our commitment to optimising energy efficiency and reducing the environmental impact of our operations. We invest in energy-efficient hardware to most of our critical infrastructure equipment in the same manner we also utilise efficient SMART PDUs to monitor daily power usage in each of the rack. We are adopting cold aisle containment strategies with the control of airflow management to enhancing colling efficiency. We also deploy energy-efficient Computer Room Air Conditioning (CRAC) units to control and balance the temperature and humidity within server room. Achieving a **PUE of 1.46** in 2023 underscores our dedication to optimising energy efficiency and minimising the environmental impact of our data centre operations. Through ongoing initiatives and contin-

uous improvement, we strive to enhance our sustainability performance and contribute to a greener future.

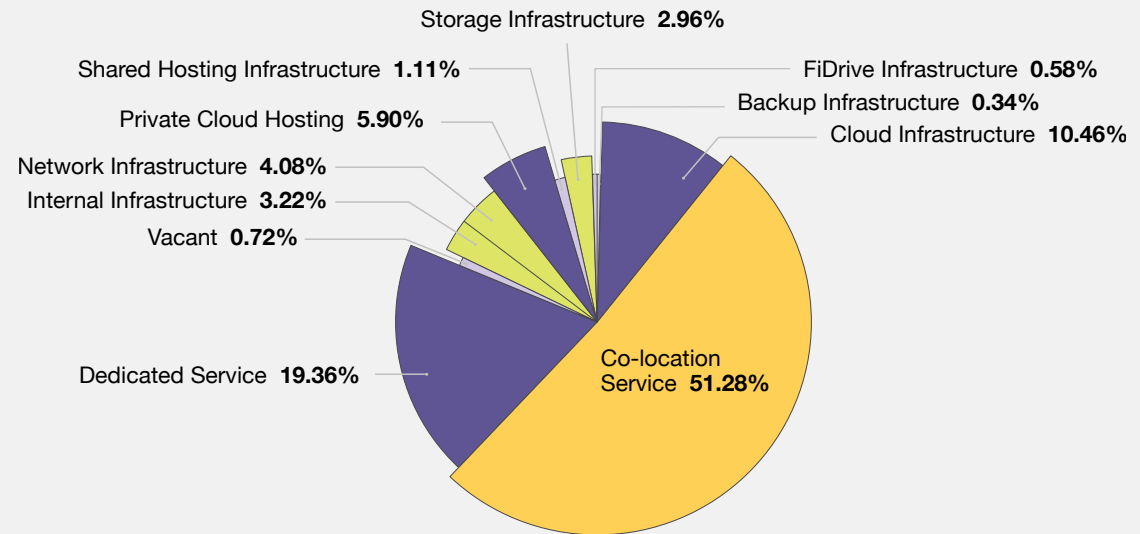




Our third floor has a higher PUE rating of 2.04 as it has only started operations recently. As a such, it currently houses fewer pieces of equipment, which affects its power efficiency. We anticipate that the PUE rate will return to normal once all equipment is fully moved in and operational.

This detailed analysis breaks down our power consumption by category, providing insights into the energy demands of different components within our data centre infrastructure. Understanding these usage patterns is essential for identifying opportunities to enhance energy efficiency and reduce our environmental impact.

Total Power Usage by Category



- **Co-location services**, where clients house their servers and equipment within our data centre facilities, constitute the largest share of power consumption, representing 51.28% of the total usage. This significant usage highlights the energy demands associated with providing reliable and secure hosting environments for our clients' infrastructure.

- **Dedicated servers** and resources allocated for specific clients or applications consume 19.36% of the total power. This category's high energy usage reflects the need for robust and high-performance infrastructure to meet client-specific demands.

- **Cloud computing** resources, including virtual machines and cloud storage services, account for 10.46% of the total power consumption. The growing demand for scalable and flexible cloud services contributes to this substantial energy usage.

- **Private cloud hosting services**, which provide dedicated cloud environments for specific clients, use 5.90% of the total power. This category supports clients requiring high levels of control and security over their cloud environments.

Maximizing Sustainability: Enhancing Resource Efficiency in Our Data Centre Operations

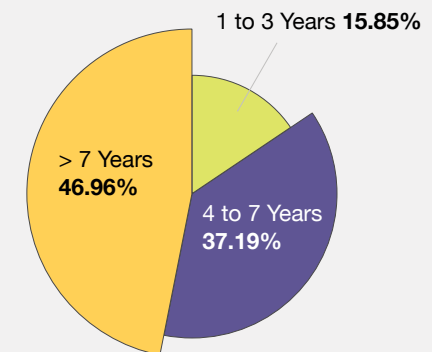


As part of our commitment to sustainability, we continually seek ways to enhance resource efficiency within our data centre operations. One of the key strategies we employ is the recycling and repurposing of our IT equipment, particularly servers. This approach not only reduces waste but also conserves valuable resources and minimises our environmental impact.

In 2023, we successfully recycled 426 servers, extending their service life and ensuring that valuable components remain in use. This initiative reflects our dedication to maintaining a circular economy within our data centre operations. By maintaining and refurbishing servers, we ensure they remain operational for as long as possible, reducing the need for

new equipment and the associated environmental impact of manufacturing and transportation. Components from decommissioned servers are carefully refurbished and tested for future reuse. This process includes cleaning, repairing, and upgrading parts to ensure they meet our high standards of performance and reliability. Before any server or component is reused or resold, it undergoes a thorough data sanitisation process to ensure all sensitive information is securely erased, complying with industry best practices and regulatory requirements. Refurbished components are either reintegrated into our data centre infrastructure or sold to trusted partners and clients, promoting a circular economy and extending the life-cycle of IT equipment. Enhancing resource efficiency through the recycling and repurposing of servers is a critical component of our sustainability strategy. By maximising the lifespan of our IT equipment, refurbishing and reusing components, and responsibly recycling non-reusable parts, we are actively reducing our environmental impact and promoting a sustainable, circular economy within our data centre operations.

Equipment Lifespan Range



Extending the lifespan of our equipment is a critical component of our sustainability strategy. It allows us to conserve resources, reduce waste, and achieve economic and operational efficiencies while demonstrating our commitment to environmental responsibility. Through dedicated maintenance, refurbishment, and sustainable practices, we strive to maximise the value and utility of our assets, contributing to a more sustainable future.

Social

Social sustainability is a fundamental pillar of our overall sustainability strategy. We are committed to fostering a positive impact on the communities in which we operate, ensuring the well-being of our employees, and promoting ethical practises throughout our value chain. Our approach to social sustainability encompasses a wide range of initiatives aimed at enhancing the quality of life for our stakeholders, upholding human rights, and creating a more inclusive and equitable society.

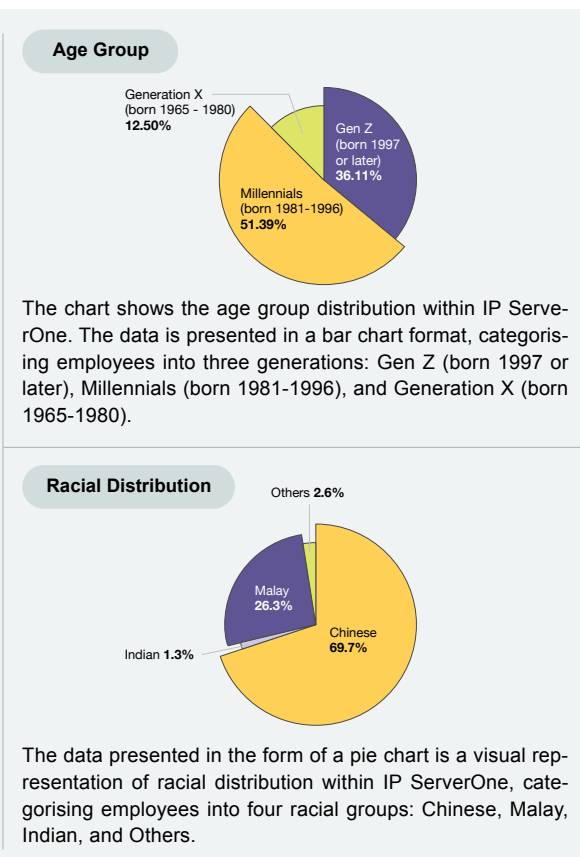
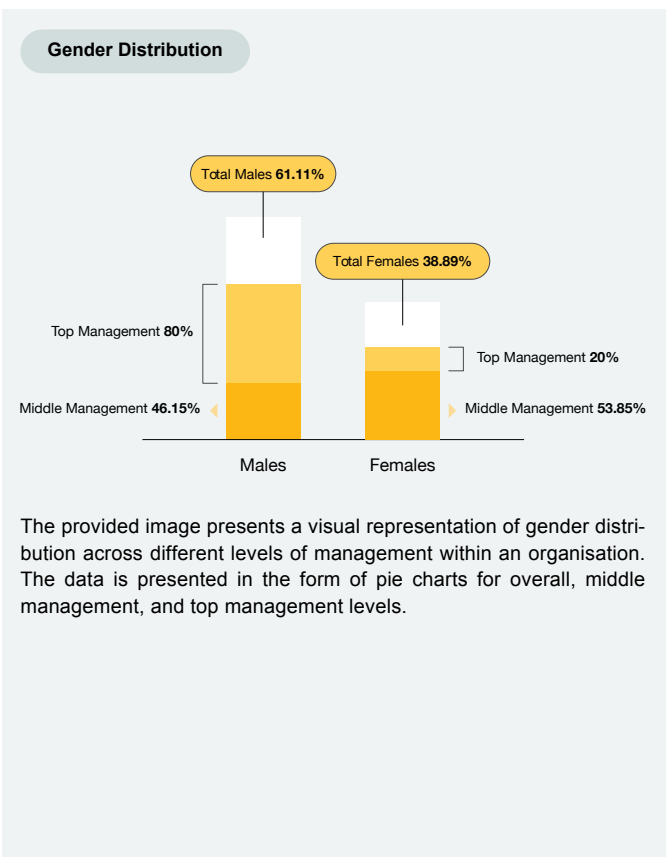
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Social Data Report

At IP ServerOne, we believe that fostering a diverse, equitable, and inclusive workplace is essential to our sustainability and success. We are committed to creating an environment where all employees are respected, recognised, and valued regardless of their gender, race, nationality, age, or any other characteristic. This commitment is fundamental to our corporate values and is integral to our sustainability strategy.

Analysis of Gender Distribution / Age Group Distribution Analysis / Racial Distribution



As part of our commitment to diversity and inclusion, we continually assess and report on the gender representation within our workforce. In the IT industry, there is a noticeable trend of male employees slightly outnumbering female employees. While the IT industry has traditionally seen a higher representation of male employees, we are actively working to address this imbalance through targeted initiatives and a commitment to fostering an inclusive and supportive workplace for all employees. By encouraging women to pursue careers in IT, creating an inclusive culture, and supporting career advancement for women, we aim to achieve greater gender diversity and equity within our organisation.

The age distribution within IP ServerOne reflects a relatively balanced representation of different generations. The predominance of Millennials suggests a dynamic and adaptable workforce. However, the presence of a significant Generation X population indicates a wealth of experience and institutional knowledge within the company. The age composition of the workforce allows the company to implement targeted strategies to optimise talent management and create a fulfilling work environment for all employees.



Employee Data Report

At IP ServerOne, we continuously monitor and report on workforce dynamics as part of our commitment to sustainability and organisational health. This includes tracking key metrics such as turnover rate and new hiring rate. In the reporting year, we observed a turnover rate of 18.98% and a new hiring rate of 35.04%. The turnover rate is higher than our target and prompts a thorough analysis of the underlying factors contributing to employee departures.

As Malaysia recovers from the pandemic, the job market has become increasingly dynamic, offering more opportunities across various sectors, including IT. This recovery has led to a highly competitive environment, contributing to our observed high turnover rate. The adoption of remote work has expanded job opportunities beyond geographical boundaries, enabling employees to consider roles with companies that offer more flexibility and work-life balance.

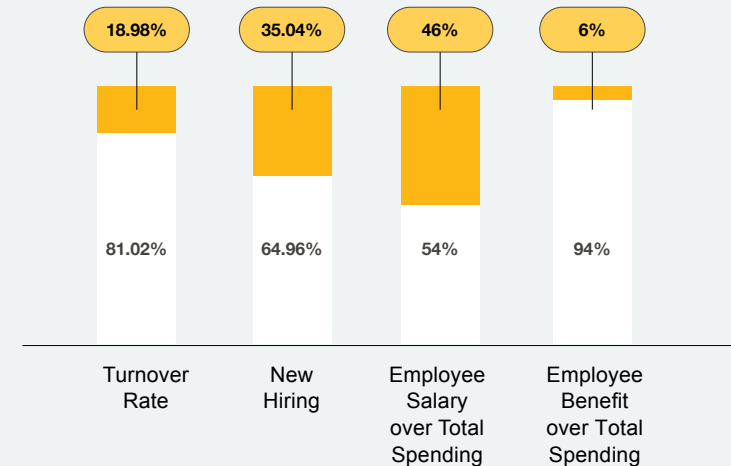
The high turnover rate of 18.98% and new hiring rate of 35.04% amidst Malaysia's post-pandemic economic recovery highlights the dynamic and competitive nature of the IT job market. By addressing the factors contributing to employee turnover and enhancing our retention strategies, we are committed to creating a stable, engaged,

and high-performing workforce. Our proactive approach to talent acquisition and retention ensures that we continue to attract and retain the best talent to drive our sustainability and success.

As part of our commitment to transparency and sustainability, we provide detailed insights into our spending on employee compensation and benefits. In the reporting year, employee salaries accounted for 46% of our total spending, while employee benefits constituted 6% over total spending. The allocation of our total spending to employee salaries underscores our commitment to attracting and retaining top talent by offering competitive compensation. This significant investment reflects our recognition of the critical role our employees play in driving the success and growth of our organisation. By maintaining competitive compensation and comprehensive benefits, we not only enhance the well-being of our employees but also drive the sustainable growth and success of our organisation. Our ongoing efforts to review and improve these offerings demonstrate our dedication to being an employer of choice in the industry.

Metrics

This is an analysis of key employee metrics and spending trends within the organisation. The data presented aims to offer insights into workforce dynamics, expenditure patterns, and potential areas for improvement.



Enhancing Employee Well-being

Employee Wellness Plan : Claims Benefit

At IP ServerOne, we are dedicated to supporting the health and well-being of our employees and their families. As part of our comprehensive benefits package, we offer a range of claim benefits designed to address various healthcare needs. These benefits ensure that our employees have access to essential medical services and support, fostering a healthier and more productive workforce.

Our employee claim benefits include:

- **Vision Claim:** We provide coverage for vision care, including eye examinations, prescription eyewear, and other necessary vision-related expenses.
- **Medical Claim:** Our medical claim benefit extends beyond the individual employee, offering coverage that can be shared with their spouse and children.
- **Dental Claim:** We also offer dental claim benefits, covering routine dental check-ups, treatments, and necessary dental procedures.

By offering these claim benefits, IP ServerOne demonstrates our commitment to the overall health and well-being of our employees and their families. We

believe that providing access to quality healthcare is fundamental to creating a supportive and thriving work environment.

Employee Wellness Plan : Insurance Coverage

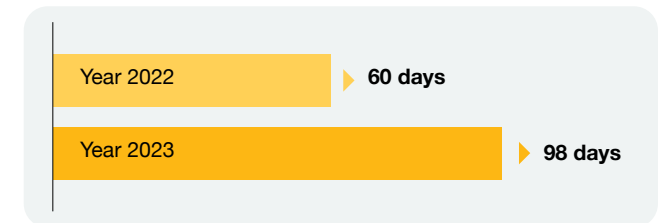
At IP ServerOne, we prioritise the health and well-being of our employees. Under our Employee Wellness Plan, a corporate insurance plan has been made available for all full-time confirmed staff members. This insurance plan includes a wide range of benefits tailored to meet the diverse healthcare needs of our workforce. With coverage for hospitalisation, surgical procedures, outpatient care, and preventive health services, this plan provides peace of mind and financial security for employees and their families. By partnering with a trusted name in insurance, we are dedicated to fostering a healthy work environment where our employees can thrive. The Employee Wellness Plan not only addresses immediate health concerns but also promotes long-term wellness, enabling our team to focus on their professional and personal growth.

We believe that a healthy workforce is the cornerstone of our success, and the Employee Wellness Plan is a vital component of our overall strategy to support and care for our employees.

Maternity and Paternity Leave

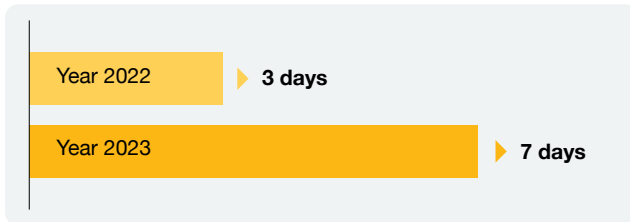
In 2023, Malaysia implemented significant changes to its paternity and maternity leave policies, reflecting a commitment to enhancing family support and promoting work-life balance. IP ServerOne has adapted and implemented the following policy for maternity and paternity leave.

• Maternity Leave



The new policy extends maternity leave from 60 days to 98 days, an increase of 63%. This increase aims to better support new mothers during the critical postpartum period, allowing for a longer recovery time and more bonding opportunities with their newborns. The extended leave also provides additional time for mothers to adjust to their new roles and responsibilities, promoting overall well-being and family health.

• Paternity Leave



In parallel, the policy has introduced an increase in paternity leave from 3 days to 7 days. This change recognises the growing importance of fathers' involvement in early childcare and family responsibilities. The extended paternity leave allows fathers to be more present during the initial stages of their child's life, supporting their partners and contributing to a more balanced approach to family caregiving.

These policy updates reflect Malaysia's ongoing efforts to enhance support for working parents, fostering a more inclusive and family-friendly work environment. By providing extended leave, the government aims to improve the overall quality of life for employees and support the well-being of both parents and their children.

Employee Training and Development

At IP ServerOne, we are dedicated to the continuous development of our employees through regular performance and career development reviews. We provide ample training and mobility opportunities to support their professional growth throughout their careers.

Average Training Hour / Employee	8.8 Hours
Management Level	10.1 Hours
Non-Management Level	8.5 Hours

We firmly believe that the advancement of our employees' talents is essential to the success and sustainability of our business. Our commitment to "supporting employees to better themselves" ensures that every team member has the opportunity to learn and grow within a diverse, equitable, and inclusive environment. We aim to foster enthusiasm, create value, and offer unwavering support and care.

Despite external challenges faced in the past year, we recognise that how we treat and support our employees directly impacts our ability to serve our customers and communities effectively. Our focus on employee development is integral to our long-term success and sustainability as a company.

Mental Health Support to Employee

Psychological Talks & Training Awareness & Skills Building



In August 2023, we organised a significant workshop for all staff in collaboration with an accredited psychology centre. This initiative aims to help staff better understand themselves and their colleagues, while also providing access to professional mental health support. The workshop, entitled **"Hello to Myself: Understanding True Colour Personality Workshop,"** served as an introduction to personality assessment, enabling employees to gain insights into their own personalities as well as those of their team members.

As part of this initiative, we also offer sponsored anonymous sessions with clinical psychologists from the centre. Employees are encouraged to utilise these resources to address any personal or work-related issues they may face. Furthermore, employees have the freedom to independently arrange sponsored 1-to-1 psychotherapy session with the centre at any time.

This initiative was developed in response to feedback from our Townhall engagements, highlighting the need for increased awareness and support for mental health. By providing these resources, we aim to foster a supportive environment where employees feel empowered to prioritise their well-being.

Employee Engagement

At IP ServerOne, we place great value on employee feedback, recognising it as a crucial element for continuous improvement and overall organisational success. We are committed to providing our team members with multiple platforms and opportunities to share their thoughts, whether they are positive sentiments or constructive comments on areas for development. Our efforts to engage with employees include a variety of initiatives designed to foster open communication, address concerns, and encourage suggestions for improvement.

Key employee engagement initiatives include:

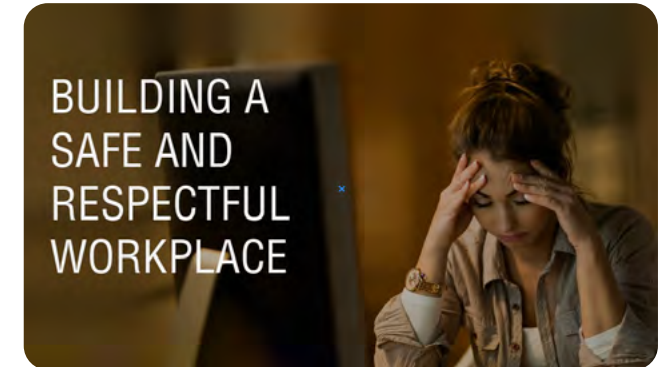
- **All-Hands Meetings and One-on-One Discussions:** Regular meetings with departmental heads and leaders offer employees the chance to raise issues, discuss ideas, and provide feedback in both group and individual settings.



- **Periodic Townhall Meetings with Slido channel:** We conduct Townhall meetings using Slido, an anonymous feedback platform, to ensure that every employee feels safe and comfortable sharing their suggestions, thoughts and concerns without fear of retribution.



- **Dedicated Feedback Channel:** We have established a specific feedback channel, better@ipserverone.com, to address sensitive issues such as sexual harassment, ensuring that employees have a secure and confidential way to report and discuss such matters.



These efforts demonstrate our commitment to creating a transparent and inclusive work environment where every team member's voice is heard and valued. By actively seeking and responding to employee feedback, we aim to build a workplace that supports personal growth, fosters innovation, and enhances overall job satisfaction.

Building an equitable and respectful work environment

We firmly believe that only when all employees are treated fairly can it be possible for them to unleash their full potential. In this regard, we are committed to creating a fair work environment highlighting respect and trust while adhering to the principle of fair recruitment and talent development. On the one hand, we continuously identify and eliminate obstacles that result in inequality by promoting top-down and bottom-up institutional innovations.

On the other hand, we continue to seek new approaches for creating a fair work environment and provide equitable resources for all employees to ensure equal opportunities for success.

We have launched the “**zero tolerance**” policy for violence, bullying, or sexual harassment in any work-related environment. According to the Labour Law of the Malaysia, we have formulated the systems and rules such as the IP ServerOne Code of Conduct, the IP ServerOne Code of Conduct against Sexual Harassment, and clarified the principle of “**zero tolerance**” for sexual harassment at the workplace. These rules and regulations are designed to safeguard the legitimate rights and interests of employees.

We have established a reporting mechanism in accordance with the IP ServerOne Code of Conduct against Sexual Harassment to ensure all employees readily access reporting channels. We commit to a

prompt and appropriate investigation, while protecting the privacy of victims and informants and providing psychological counselling and legal assistance services for employees in need, safeguarding their rights at work.



Talent Growth at IP ServerOne

At IP ServerOne, we are dedicated to the continuous growth and development of our employees. We firmly believe that every team member has the potential to excel and improve, and our commitment to fostering this potential is reflected in the numerous learning and development opportunities we provide.

Abundant Learning and Development Opportunities

We are dedicated to offering a wide range of high-quality learning and growth opportunities. Our aim is to ensure that all employees have access to resources and experiences that enable them to explore and

realise their full potential.

Commitment to Self-Improvement

Adhering to the principle that “all employees can better themselves at IP ServerOne,” we provide tailored learning experiences that support both personal and professional development. This approach ensures that each employee has the tools and guidance needed to advance in their careers and personal lives.

Diverse Learning Resources

Through our digital systems, we offer a variety of learning opportunities that cater to different stages of career and life development. These resources are designed to enhance personal growth and facilitate professional advancement, helping employees stay ahead in their fields.

International Exposure and Training

We also provide opportunities for employees to represent our company at international events, exhibitions, and world-class training programmes. This exposure allows our team members to engage with the latest technologies and trends, further enriching their professional experience and contributing to their overall growth.

By investing in our employees’ development and providing them with the tools and opportunities to succeed, we aim to cultivate a skilled, motivated, and forward-thinking workforce at IP ServerOne.

Community Support

At IP ServerOne, we believe in the power of nurturing young talents and preparing them for successful careers in the tech industry. Our collaboration with **Universiti Tunku Abdul Rahman (UTAR)** and **Universiti Teknikal Malaysia Melaka (UTEM)** is a testament to this commitment. Through this partnership, we offer internship opportunities and recruitment programmes designed to empower students and graduates with practical experience and professional growth. In 2022, four interns joined our organisation and were successfully converted to permanent staff in 2023. Additionally, In 2023, we welcomed seven new interns, reflecting our commitment to providing valuable learning experiences and potential career opportunities for emerging talent.

Objectives and Benefits

Skill Development

Our internship programme is structured to bridge the gap between academic learning and industry requirements. Interns will acquire essential technical skills and practical knowledge that are crucial for their future careers.

Professional Growth

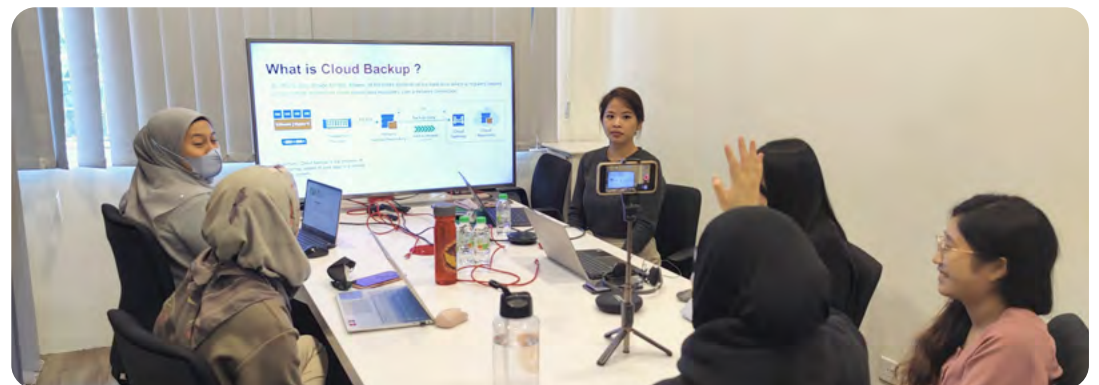
Interns will have the opportunity to work alongside seasoned professionals, gaining insights into the industry's best practises and developing their professional network.

Career Opportunities

Successful interns may be offered full-time positions at IP ServerOne, providing a seamless transition from academia to the professional world.

Industry Exposure

By working on real projects and facing actual industry challenges, interns will gain valuable exposure to the dynamic and fast-paced tech environment.



Empowering Young Talents: Internship Programmes and Collaboration with Universiti Tunku Abdul Rahman (UTAR)



In November 2023, IP ServerOne signed a Memorandum of Understanding (MOU) with Universiti Tunku Abdul Rahman (UTAR). This collaboration is designed to establish a dynamic platform for the exchange of ideas and facilities between UTAR and IP ServerOne. The MOU outlines mutual visits, industrial study experiences for students, and opportunities for skill training that are crucial for workforce development. This partnership underscores our commitment to fostering educational growth and preparing students for successful careers in the industry. This collaborative effort is just the beginning, as IP ServerOne remains committed to supporting the community, actively seeking additional initiatives and programmes to contribute to the betterment of society. Through education-industry partnerships, the aim is to create a learning environment that aligns closely with real-world scenarios and market demands, ensuring students are well-prepared for the challenges of the future.

To intensify this partnership, IP ServerOne introduces the “IP ServerOne Cloud for Students” programme. This programme empowers UTAR students and educators with MYR600 cloud credit for six months and access to a variety of cloud services, catalysing creativity and unlocking the potential of students, allowing them to design and implement solutions needed by small and medium enterprises, such as

ERP systems, databases, and e-commerce websites.

As we embark on this journey together, we look forward to a future where education and industry seamlessly converge, shaping a brighter and more innovative tomorrow. Stay tuned for more initiatives as IP ServerOne continues its mission of making a positive impact on society through strategic partnerships and meaningful programmes

UTAR MOU Programme: “UTAR and IP ServerOne’s collaboration signifies a commitment to nurturing the next generation of innovators and industry leaders. This strategic partnership will not only enhance curriculum development but also provide invaluable career development opportunities for students.”

YBhg Ir Prof Dato’ Dr Ewe Hong Tat,
UTAR President



Empowering Young Talents: Internship Programme and Recruitment with Universiti Teknikal Malaysia Melaka (UTeM)



Collaboration with UTEM

Our partnership with UTEM is aimed at fostering a culture of continuous learning and development. By collaborating with one of Malaysia's leading technical universities, we ensure that our programmes are aligned with current academic standards and industry trends. This collaboration not only benefits the students but also contributes to the development of a skilled workforce that can drive innovation and growth in the tech industry.

Empowering young talents through our internship programme and recruitment initiatives with UTEM is a core part of IP ServerOne's mission. We are dedicated to providing opportunities that help shape the future leaders of the tech industry, ensuring they are well-equipped to meet the challenges of tomorrow. Through this programme, we aim to create a positive impact on both the individual careers of our interns and the broader tech community.



Employee Events at IP ServerOne

In 2023, IP ServerOne prioritised enhancing employee engagement and well-being through a series of thoughtfully organised events. These events were designed with the goal of fostering a supportive and cohesive work environment, providing opportunities for staff to connect, de-stress, and celebrate their contributions.

Our events aimed to achieve the following objectives

Engage Employees

By creating meaningful and interactive experiences, we sought to actively involve our team members and strengthen their connection to the organisation.

Relax and Refresh

We organised activities and events that allowed employees to unwind and relax, helping to alleviate stress and promote overall well-being.

These initiatives reflect our ongoing dedication to creating a positive and engaging workplace, where employees feel valued, supported, and motivated to contribute their best.

Bond with Each Other

Through team-building events and social gatherings, we provided opportunities for employees to build stronger relationships and enhance collaboration.

Appreciate Staff

We celebrated the hard work and dedication of our staff, acknowledging their contributions and expressing our gratitude for their commitment.



Company Trip:
Lexis Hibiscus, Port Dickson



Team Building Activity:
Ping-Pong Doubles Match



Team Building Activity:
Badminton Doubles Match



Staff Dinner:
IP ServerOne Gather'n Dine



Annual Dinner - 2023 Unwind and Unplug:
A Picnic-Glamping Dinner Party

Conclusion

IP ServerOne is dedicated to fostering a workplace culture that prioritises employee well-being, satisfaction, and growth. Our commitment to diversity, inclusion, and employee development is evident in our initiatives and programmes.

This report highlights our efforts to create a positive and inclusive work environment. By analysing key employee metrics, we have identified areas of strength and opportunities for improvement. Our focus on employee satisfaction, well-being, and development is fundamental to our organisational success.

We believe that by investing in our employees, we are investing in the future of our company. We will continue to monitor our progress and adapt our strategies to ensure that IP ServerOne remains an employer of choice.



Governance

Strong governance is essential to achieving our sustainability objectives and ensuring the long-term success of organisation. By upholding the highest standards of accountability, transparency, and ethical conduct, we build trust with our stakeholders and create a solid foundation for sustainable growth. Our commitment to continuous improvement in governance practises reflects our dedication to responsible corporate citizenship and excellence in all aspects of our business.

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About IP ServerOne

IP ServerOne: Your Trusted Managed Cloud Provider



Discover the warmth and personalised care of our managed cloud services, and let us show you how “We Host Better.”

IP ServerOne is a leading managed cloud service provider in Malaysia with a regional presence. Since 2003 (incorporated in 2007), we have been committed to delivering seamless hosting experiences. With a hospitality-centric approach, robust security, and a team of experts, IP ServerOne continues to be a driving force in the industry. We serve over 6,000 clients from various sectors and industries. Our core services include cloud computing, private cloud, cloud backup, disaster recovery, and managed services, all tailored to meet customer requirements. What sets us apart is our dedicated expert team that provides heartwarming service, going the extra mile to ensure customer satisfaction. IP ServerOne is a true partner in supporting customers' every cloud need.

21

Years of Proven Excellence

Leader

of Managed Cloud Service Provider in Malaysia

16

Industry-Recognised Accreditation and Compliance

3

Data Centres Across Southeast Asia

7,000

Managed Physical Servers

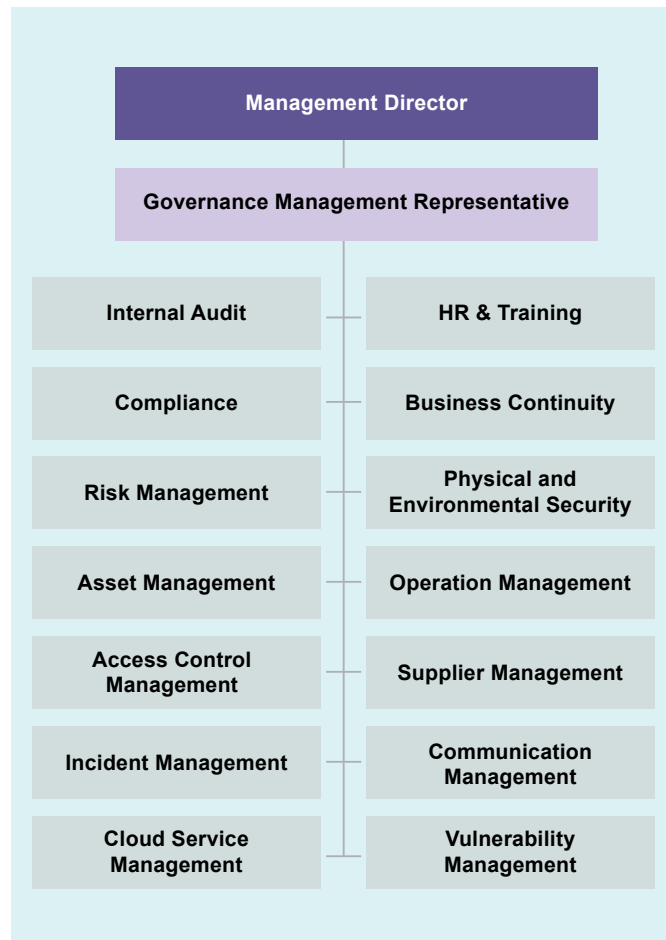
6,000

Trusted Customers

Sustainability Governance

IP ServerOne is committed to upholding the highest standards of corporate governance. We believe that strong governance is essential for building trust with stakeholders, ensuring long-term sustainability, and delivering exceptional value. This report outlines our governance framework, practises, and achievements.

Governance Team



The Governance Team provides strategic leadership and oversight to IP ServerOne. It is responsible for ensuring that the organisation operates in a manner that is socially responsible, environmentally sustainable, and economically viable. The Governance Team fulfils its responsibilities by:

- **Setting the Strategic Direction:** Establishing the company's vision, mission, and values, including its sustainability and social responsibility goals.
- **Policy Approval and Oversight:** Approving policies and frameworks governing environmental, social, and economic impacts, such as sustainability policies, codes of conduct, and ethical guidelines.
- **Risk Management:** Identifying, assessing, and managing risks related to the company's impacts, ensuring they are integrated into the overall risk management framework.
- **Monitoring and Reporting:** Overseeing the implementation of impact management strategies, monitoring performance against set goals, and reviewing regular reports on sustainability performance, social

responsibility initiatives, and economic impacts.

- **Stakeholder Engagement:** Ensuring effective engagement with stakeholders, including employees, customers, suppliers, communities, and regulatory bodies, considering their concerns and expectations in decision-making.
- **Compliance and Accountability:** Ensuring compliance with relevant laws, regulations, and standards related to impact management and holding the organisation accountable for its impact management practises.
- **Performance Evaluation:** Regularly evaluating the effectiveness of impact management strategies and the organisation's performance in achieving its sustainability and social responsibility goals, benchmarking against industry standards and best practises.
- **Leadership and Culture:** Promoting a culture of responsibility and sustainability within the organisation, leading by example and encouraging ethical behaviour and sustainable practises throughout the company.

Stakeholder Engagement

Our approach to stakeholder engagement is integral to our sustainability strategy. By effectively engaging with our stakeholders, we ensure that we address their needs and concerns, foster trust, and enhance our overall sustainability performance. We are committed to continuous improvement in our stakeholder engagement processes to better serve and collaborate with all our stakeholders.



Employees

Employee engagement is a vital component of our organisational success. Engaged employees are more productive, innovative, and committed to their work and the organisation. Our approach to employee engagement involves a comprehensive strategy that includes communication, recognition, professional development, and well-being initiatives. This commitment ensures a motivated workforce, driving both individual and organisational growth.

Customers

Customer engagement is a fundamental aspect of our sustainability strategy. Engaging with our cus-

tomers allows us to understand their needs, preferences, and concerns, ensuring that we deliver value while promoting sustainable practises. Our approach to customer engagement involves regular communication, feedback mechanisms, collaborative initiatives, and continuous improvement.

Suppliers

Engaging with suppliers is a critical component of our sustainability strategy. By promoting sustainable practises, ensuring compliance, and fostering collaboration, we aim to drive positive environmental, social, and economic outcomes throughout our supply chain. Our commitment to continuous improvement and innovation will enable us to build a more sustainable and resilient supply chain, benefiting both our business and the broader community.

Communities

Engaging with local communities is integral to our sustainability strategy and corporate responsibility. By focusing on education, environmental protection, economic development, and infrastructure, we aim to create lasting positive impacts and foster strong, collaborative relationships with the communities we

serve. Our ongoing commitment to community engagement reflects our belief in building a sustainable future together.



Industry Associations

By participating in these associations, we can advocate for best practises, influence policy, share knowledge, and collaborate on initiatives that drive sustainability across the industry. Our commitment to active and meaningful engagement with industry associations reflects our dedication to continuous improvement and leadership in sustainability.

Human Capital Management

Our employees are our greatest asset. We are committed to fostering a positive and inclusive work environment that supports employee growth and development.

Talent Development

We invest in employee training and development programmes to enhance skills and capabilities.

Diversity and Inclusion

We promote a diverse and inclusive workplace that values different perspectives and backgrounds.

Employee Well-being

We prioritise employee well-being through initiatives such as work-life balance programmes and wellness benefits.

Grievance Handling

The Code of Conduct includes a grievance handling procedure for employees to address workplace concerns and promote a fair and just work environment.

Code of Conduct

Our Code of Conduct outlines ethical standards and expectations for employee behaviour, including occupational safety and health, sexual harassment prevention, and intellectual property rights. All employees are required to acknowledge and agree to comply with the Code annually.





Remuneration Practises

We recognise the importance of fair and transparent remuneration practises to attract, motivate, and retain talented individuals who contribute to our success. Our remuneration policies are designed to align with our strategic goals, foster a performance-oriented culture, and ensure fairness across the organisation.

The remuneration structure includes base salary, which is the fixed component of remuneration, reflecting the role, responsibilities, and experience of each individual. Base salaries are regularly reviewed to ensure competitiveness within the industry and alignment with organisational goals.

Our performance-based pay policies are designed to incentivise excellence and align employee efforts with company objectives. Annual arrangements are directly linked to the achievement of predefined performance metrics, ensuring that rewards are based on measurable outcomes.

The determination of remuneration is based on individual performance, company performance, market benchmarks, and any other relevant factors.

Compensation Ratio

Our organisation is committed to transparency and fairness in our compensation practises. For this reporting period, our compensation ratio is 8.50:1. This ratio indicates that the highest-paid individual in our organisation earns 8.50 times more than the median employee.

We believe that this compensation ratio reflects our commitment to maintaining a balanced and equitable compensation structure. While there is a significant difference between the highest-paid individual and the median employee, the ratio is within a moderate range, suggesting that our income distribution is relatively fair compared to industry standards.

We continuously review and adjust our compensation policies to ensure they align with our organisational values and market standards. Our goal is to further narrow the compensation gap where feasible and appropriate, enhancing the overall satisfaction and engagement of our workforce.

In conclusion, our compensation ratio of 8.50:1 reflects our ongoing dedication to fair and transparent compensation practises. We remain committed to fostering a work environment that values equity and supports the well-being of all our employees.



Code of Business Practises

IP ServerOne is committed to conducting business ethically and responsibly. We strive to minimise our environmental impact and support sustainable IT practises. Our Code of Business Practises applies to everyone at IP ServerOne: Director, management team, all employees regardless of full, part-time or temporary status. It functions as the actionable face of our core values, outlining how our business holds to the highest ethical standards. In this way, we demonstrate to all that our values are more than simply aspirational, they are how we operate as a company. Once a year, all employees are required to provide acknowledgement that they have read, understood and agreed to comply with all its tenets. The area of Our Code of Business Practises includes ethical standards, occupational safety and health, prevention and eradication of sexual harassment in the workplace, intellectual property rights, grievance handling and disciplinary procedure.



Anti-Corruption and Anti-Bribery

IP ServerOne has a zero-tolerance policy towards corruption and bribery. We have continued to develop our compliance management system and capabilities at both the group and subsidiary levels. Through this system, we constantly monitor and identify risks, embed new compliance controls into our processes, and drive the optimisation of relevant business rules and processes. We have also invested heavily in building an atmosphere and culture of compliance and increasing employee compliance awareness. Internally, we work hard to ensure all employee conduct is above board, while externally, we pay special attention to third party compliance management. We have established compliance monitoring procedures that review the effectiveness of our risk controls and drive improvement of the company's anti-bribery system and the closed-loop management of compliance issues. The combination of these efforts allows us to effectively control anti-bribery compliance risks across the company.

Risk Management and Compliance

We have established a robust risk management framework to identify, assess, and mitigate potential risks. Our internal control systems ensure data integrity and compliance with regulations. We prioritise information security and data protection, as evidenced by our ISO 27001, ISO 27017, PCI-DSS, SOC 2 Type II, and CSA STAR Level 1 certifications.

Certification

ISO 27001



We achieved ISO 27001 certification in 2016, demonstrating our commitment to information security management systems (ISMS).

ISO 27017



We achieved ISO 27017 certification in 2020, highlighting our commitment to cloud security best practices.

PCI-DSS



We achieved PCI-DSS certification in 2019, underscoring our commitment to securing sensitive financial data.

SOC 2 Type II



We achieved SOC 2 Type II certification in 2022, demonstrating our commitment to data security, availability, and confidentiality.

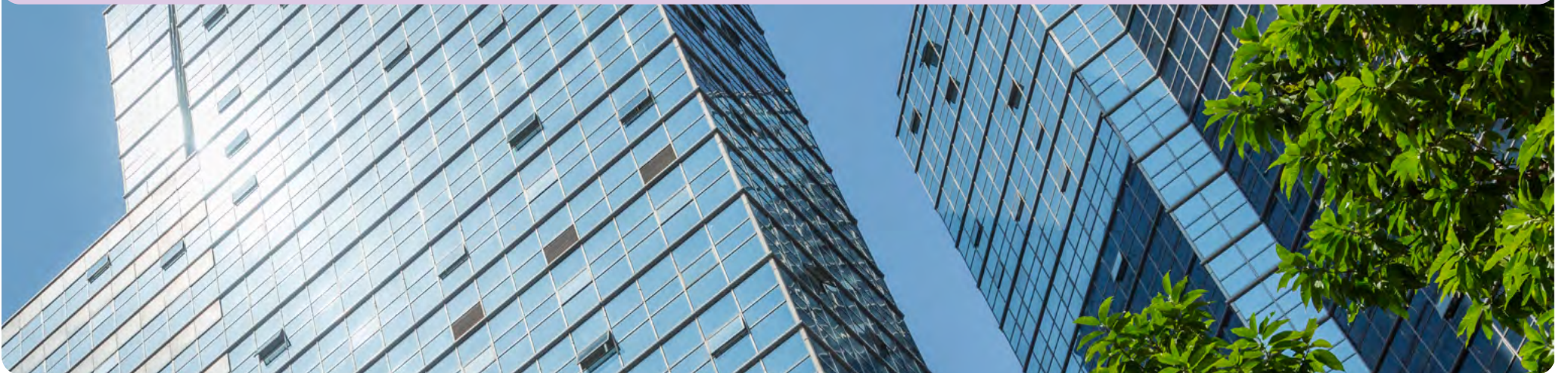
CSA STAR Level 1



We achieved CSA STAR Level 1 certification in 2022, reflecting our commitment to cloud security, transparency, and compliance.

For detailed information on the applicability of our certification, reporting, and compliance standards, please refer to our official website at <https://www.ipserverone.com/trust-compliance-certifications/>

Appendix





About this Report

This report has been prepared with reference to the Global Reporting Initiative (GRI) Standards, ensuring a comprehensive and transparent account of our sustainability performance. By adhering to the GRI Standards, we aim to provide stakeholders with a clear understanding of our economic, environmental, and social impacts.

Contact Information

Governance Team: governance@ipserverone.com

HR Representative: better@ipserverone.com

Methodology

Data Collection Methods

To ensure the accuracy and reliability of our data, we employed a combination of quantitative and qualitative research methodologies.

Employee Surveys



We conducted surveys to gather employee feedback on various aspects of their work experience, including job satisfaction, work-life balance, and perceptions of diversity and inclusion.

Human Resources Information



We leveraged our HR to extract relevant data on employee demographics, tenure, turnover rates, compensation, and benefits utilisation.

Performance Management Data



We analysed performance metrics to identify trends and correlations between employee performance and factors such as job satisfaction, work-life balance, and diversity and inclusion.



Summary of Expo/Event attend in 2023

Event Name	Type	Organizer	Date of Event	Venue
Internet Alliance Malaysia Business Summit 2023: Cybersecurity	Exhibition Booth with talking spot	Internet Alliance	11-January-2023	Connexion Conference and Event Center, Bangsar South
Career Fair: Programme Panca D'FTMK Summit 2023	Exhibition Booth	Universiti Teknikal Malaysia Melaka (UTeM)	9-May-2023 and 10-May-2023	Jalan Hang Tuah Jaya, 76100 Durian Tunggal, Melaka
PIKOM CIO Conference (PCC) 2023	Exhibition Booth	PIKOM	18-May-2023	Pullman Kuala Lumpur City Centre Hotel & Residences
MyNOG-10 Conference 2023	Exhibition Booth	MyNOG	14-June-2023	CCEC @ The Vertical, Bangsar South, Kuala Lumpur.
2023 MMTA Networking Event	Sponsored Event with Talking spot	The Malaysia Mobile Technology Association (MMTA)	13- September-2023	Bite Club Malaysia @ Foreli
MonsoonSIM Enterprise Resources Management Competition (MERMC) International Grand Final and Short Study Trip with Initiative on Cross-Border Industry-Academia Education-Collaboration In Digital Economy (cum International Youth Development Conference)	Sponsored / MOU Event NovaCloud Workshop Cloud for Students Programme	Universiti Tunku Abdul Rahman (UTAR)	30-November-2023 to 02-December-2023	UTAR, Jalan Universiti, Bandar Barat, 31900 Kampar, Perak Darul Ridzuan, Malaysia
WordPress Meetup Kuala Lumpur December 2023	Sponsored Event	WordPress meetup KL	16-December-2023	Idea Zone, IMAZIUM, Damansara Uptown

Disclaimer and Forward-Looking Statement

This Sustainability Report has been prepared by IP ServerOne to provide stakeholders with an overview of our sustainability performance and initiatives for the period from 1st January 2023 to 31st December 2023. While we strive to ensure the accuracy and completeness of the information presented in this report, certain statements and data are subject to uncertainties and external factors beyond our control.

This report contains forward-looking statements that reflect our current expectations and projections about future events and developments. These statements are based on reasonable assumptions and available information as of the date of publication. However, actual outcomes and results may differ materially from those anticipated due to various risks and uncertainties, including changes in market conditions, regulatory environments, technological advancements, and other unforeseen factors.

The data and metrics presented in this report have

been collected from a variety of internal and external sources. While we have made every effort to ensure the accuracy and reliability of this information, some data may be based on estimates or subject to revision. Additionally, certain metrics may have been rounded for presentation purposes.

Where this report includes information derived from third-party sources, such as industry reports and external studies, we have referenced these sources appropriately. While we believe these sources to be reliable, we do not guarantee the accuracy or completeness of third-party information.

This report includes non-financial information that is intended to provide insights into our sustainability practises and performance. Non-financial information is inherently subject to more uncertainty than financial information, and readers should be aware of these limitations when interpreting the data presented.

The information contained in this report is reflective of our performance and initiatives during the reporting period. We reserve the right to update or modify the content without notice of this report in response to new information, changing circumstances, or future developments. Readers are encouraged to consult our website or contact us directly for the most current information.

While we have taken reasonable steps to ensure the accuracy of the information in this report, IP ServerOne makes no warranty, express or implied, regarding the completeness, accuracy, or reliability of the information. We accept no liability for any errors or omissions or for any actions taken based on the information contained in this report.



IP ServerOne: We host better

Governance Team: governance@ipserverone.com

www.ipserverone.com