

# SUSTAINABILITY STATEMENT

Cont'd

## Driving Economic Growth and Ethical Practices

EITA is committed to driving sustainable growth through strong governance and sound economic practices. We focus on enhancing economic performance, upholding ethical standards and ensuring alignment with our long-term sustainability objectives, ultimately creating value for our stakeholders and contributing to responsible business practices.

### Commitment Statement

EITA pledges a sustainable business model that provides quality products and value-added services, upholds ethical business practices and delivers superior returns to shareholders.

### Material Sustainability Matters

- Corporate Governance and Anti-Corruption
- Product Quality and Innovation
- Data Privacy and Cybersecurity
- Supply Chain Management

### Key Stakeholder Groups



### Contribution to the UN SDGs



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## Corporate Governance and Anti-Corruption

Achieving the objective of 'Transporting People Safely' is vital for EITA as it drives excellence across all facets of our business, from production and installation to maintenance and service. To ensure safety and reliability in our operations, we uphold high standards of governance, ethics, and integrity through strong internal controls and effective stakeholder engagement.

At EITA, our policies guide our decision-making process, ensuring that we operate with integrity and responsibility. We have developed robust governance structures, including a compliance management system, to support our values-based company culture. The Board Charter incorporates the principles of the Malaysian Code on Corporate Governance ("MCCG"), defining the roles and responsibilities of the Board members. By regularly reviewing our policies, we ensure their continued relevance and applicability.

Our Policies	
<b>Anti-Bribery and Anti-Corruption Policy</b>	We adhere to laws against bribery and corruption at EITA and report any non-compliance to Malaysian Anti-Corruption Commission ("MACC").
<b>Whistle Blowing Policy</b>	The Group provides a channel for the public and our employees to report any misconduct, ensuring that concerns are addressed effectively while safeguarding individuals who report in good faith.
<b>Code of Ethics and Conduct</b>	Our Code of Ethics and Conduct is incorporated into our Board Charter, providing clear guidelines for directors and employees. The Board regularly reviews anti-bribery and anti-corruption provisions to ensure their ongoing relevance and effectiveness.
<b>Sustainability Policy</b>	The Group is committed to responsible business practices that drive positive impact through enhanced ESG practices.
<b>Directors' Fit and Proper Policy</b>	We outline a transparent and merit-based process for appointing and re-electing Directors at EITA.
<b>Remuneration Policy</b>	Our transparent and independent processes for determining remuneration for Directors and Senior Management align with the Group's long-term objectives.
<b>Gender Diversity Policy</b>	We support diversity at EITA's Board and Senior Management levels, ensuring suitability based on competency and skills.
<b>Corporate Disclosure Policy</b>	The Group promotes comprehensive, accurate and timely disclosures through various channels, such as reports, announcements and the company's website while maintaining active dialogue and effective communication with shareholders and investors.

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We maintain a zero-tolerance stance against all kinds of bribery and corruption. Our employees have undergone anti-corruption training via induction programmes and annual refresher training through our online courses.

In FY2024, we conducted a corruption risk assessment across all business units and departments to review operational practices for potential corruption risks within the Group. The assessment concluded that the overall corruption risk across all departments is low. Further to this, we recorded zero whistle-blowing reports and zero confirmed incidents of corruption.

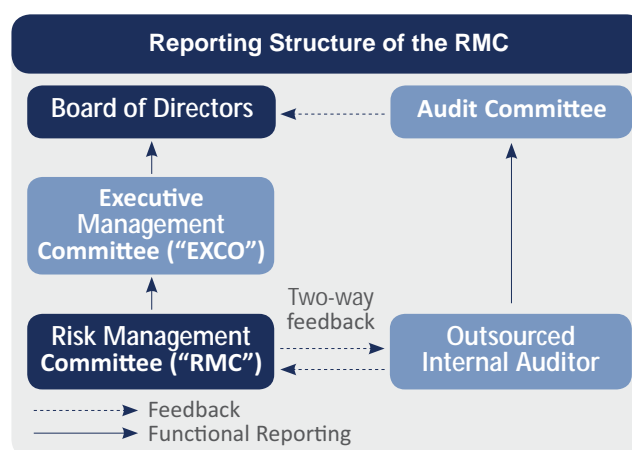
	FY2022	FY2023	FY2024
Percentage of operations assessed for corruption-related risks (%)	n/a	n/a	100
Percentage of employees received training on anti-bribery and anti-corruption training (%)	n/a	100	100
i. Senior Management (%)	n/a	100	100
ii. Management (%)	n/a	100	100
iii. Executive (%)	n/a	100	100
iv. Non-executive (%)	n/a	100	100
Number of confirmed incidents of corruption	0	0	0

Notes: n/a indicates not available

## Group Risk Management

We recognise the importance of establishing a robust risk management system to address potential threats in our operations. To this end, we have engaged a third-party internal auditor to assess the effectiveness of our internal controls and utilised the Committee of Sponsoring Organisations of the Treadway Commission ("COSO") Internal Control-Integrated Framework for this assessment.

Further to this, we have established a Risk Management Handbook for the Risk Management Committee ("RMC"), outlining the roles and responsibilities of key positions to align with the framework and to monitor our overall risk management performance.



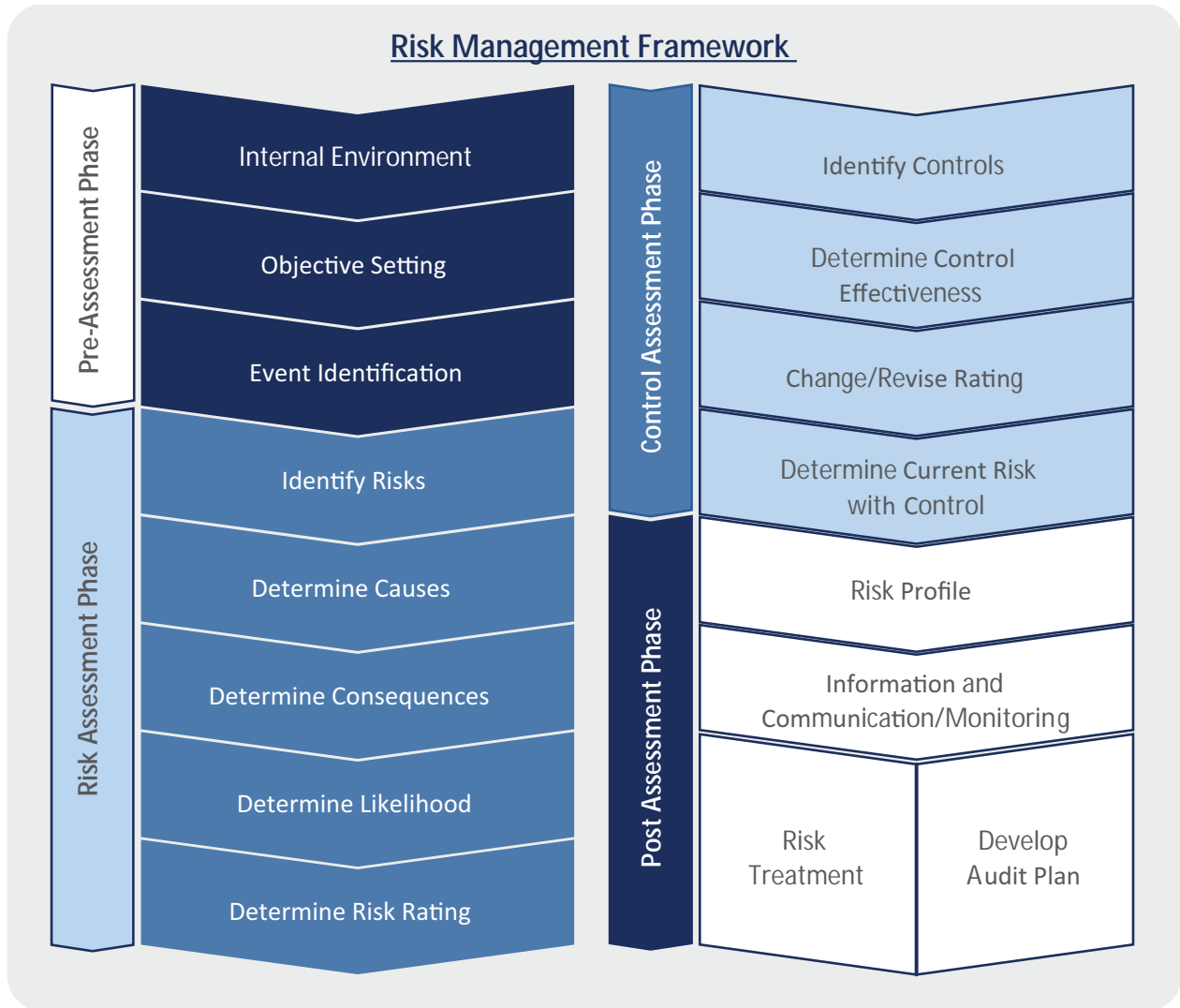
## Risk Assessment Framework

Our risk assessment framework consists of four phases:-

- ✓ **Pre-Assessment Phase:** Identify potential events and establish objectives to understand the scope and context of possible risks.
- ✓ **Risk Assessment Phase:** Identify specific risks, analyse the causes and consequences, assess likelihood and assign ratings based on potential impact.
- ✓ **Control Assessment Phase:** Identify existing controls for each risk and evaluate their effectiveness in mitigation.
- ✓ **Post-Assessment Phase:** Determine overall risk profile, communicate the assessment results, and develop an audit plan for addressing identified risks and ensuring ongoing monitoring and improvement.

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## Data Privacy and Cybersecurity

Ensuring the security of customer data is our foremost priority. As such, protecting data ensures customer confidentiality, prevents unauthorised access to sensitive information like usage patterns as well as maintenance schedules, and maintains compliance with regulations. By providing utmost care to our customer’s data and privacy, we cultivate an environment of trust for our valued customers.

EITA maintains high standards in data protection and information security which helps to build trust and sustain long-term relationships with our customers, employees, and other partners. We ensure that all data related to our stakeholders—including employees, customers, and third parties—is collected, processed, and stored in compliance with local regulations, such as Malaysia’s Personal Data Protection Act 2010 (“PDPA”). We additionally require all employees to sign and comply with our Computer Network Services Policy as well.

Throughout FY2024, we reported zero substantiated complaints regarding breaches of customer privacy or losses of customer data.

	FY2022	FY2023	FY2024
Number of substantiated complaints concerning breaches of customer privacy or losses of customer data	0	0	0

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## Product Quality and Innovation

We distinguish ourselves by delivering innovative and high-quality products that meet changing market demands. As Industry 4.0 reshapes the manufacturing landscape, our focus includes interconnectivity, automation, and real-time data where we invest in technologies like Remote Monitoring, Predictive Maintenance, and Energy Management Systems. Through continuous innovation, we uphold industry standards and ensure the highest product quality for passenger safety and satisfaction.

### Product Quality

Our product range, including EITA-Schneider® Elevator systems, Furutec® Busduct systems, REFAS® Lighting solutions, and PYROTEC® Fire-Resistant cables, meets the latest standards set by the International Electrotechnical Commission ("IEC"), British Standards ("BS"), Chinese National Standards ("CNS"), European Lift Standards ("EN81"), and the Standards & Industrial Research Institute of Malaysia ("SIRIM"), Eco-Label, Singapore Green Building Council ("SGBC"). Our production facilities are certified under ISO 9001:2015, ensuring adherence to stringent quality standards.

Throughout FY2024, we recorded zero incidents of product mislabeling and zero cases of non-compliance related to product safety.

### Furutec® Busduct System

#### HP-ES BUSDUCT



- Compliant with IEC 61439-6 and UL857
- Compact Sandwich Type
- Electro-Galvanised Steel Housing
- Corrosion Resistant
- Double-Bolt Joint Design
- Seismic Zone 4 Protection
- IK10 Mechanical Impact
- Complete IP65

#### AH BUSDUCT



- Compliant with IEC 61439-6 and UL857
- Compact Sandwich Type
- Extruded Aluminium Alloy Housing
- Excellent Heat Dissipation
- Corrosion Resistant
- 100% Integral Ground System
- Seismic Zone 4 Protection
- IK10 Mechanical Impact
- Complete IP65

#### CR BUSDUCT



- Compliant with IEC 61439-6
- Cast Resin Type
- Excellent Heat Dissipation
- Resistant to Fire, Corrosion and Chemical
- Robust and Heavy Duty
- Seismic Zone 4 Protection
- IK10 Mechanical Impact
- Complete IP68

#### i-DC BUSDUCT



- Modular and Compact Design for Lesser Space Utilisation
- Foolproof Design for Product Safety
- Turn & Lock TOU Installation
- Flexibility for Future Expansion
- Fast Installation and Lower Installation Cost
- Maintenance-free
- Reusable and Environmentally Friendly
- Ready for Intelligent Monitoring System

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## Innovation

Focusing on 'Green Technology,' our Research and Development ("R&D") team consistently innovates eco-friendly solutions with designs that reduce material usage, incorporate energy-saving features, and lower costs. Our energy-efficient elevators, escalators, and travellers meet stringent environmental standards and we adhere to the Restriction of Hazardous Substances ("RoHS") directives which ensures our end-products are safe and sustainable.

EITA delivers comprehensive solar photovoltaic ("PV") solutions to improve energy efficiency. Our in-house team, composed of Institute for Sustainable Power Quality ("ISPQ")-certified experts, provides end-to-end solar PV project support. This includes project design, management, installation, and maintenance while also assisting with Tenaga Nasional Berhad ("TNB") and Sustainable Energy Development Authority ("SEDA").

The Group is pleased to highlight the latest advancements and innovations in our elevator and busduct products which underlines our pursuit for technological excellence and sustainability.

Elevator	Busduct
<p><b>1</b> We harness the Internet of Things ("IoT") to adopt predictive and preventive maintenance approaches which significantly boost the reliability and longevity of our elevators.</p>	<p><b>1</b> We have developed our new i-DC busduct model to specifically meet the evolving needs of the Data-Centre industry.</p>
<p><b>2</b> Our elevators are equipped with touchless technologies and ultraviolet radiation ("UV") sanitisers to minimise cross-contamination, ensuring enhanced safety and hygiene for users.</p>	<p><b>2</b> Our integration of IoT technology enables close monitoring of power distribution throughput and temperature within our busduct systems, ensuring optimal performance.</p>
<p><b>3</b> Our initiative to redesign elevator controllers has resulted in a more compact and material-efficient design, simplifying both troubleshooting and maintenance.</p>	<p><b>3</b> We have redesigned our busduct system to maintain power distribution efficiency while adopting a more compact and sustainable design that optimises material use.</p>
	<p><b>4</b> Our busduct division now implements cradle-to-gate monitoring throughout the production lifecycle in alignment with the industry 4.0 shift.</p>

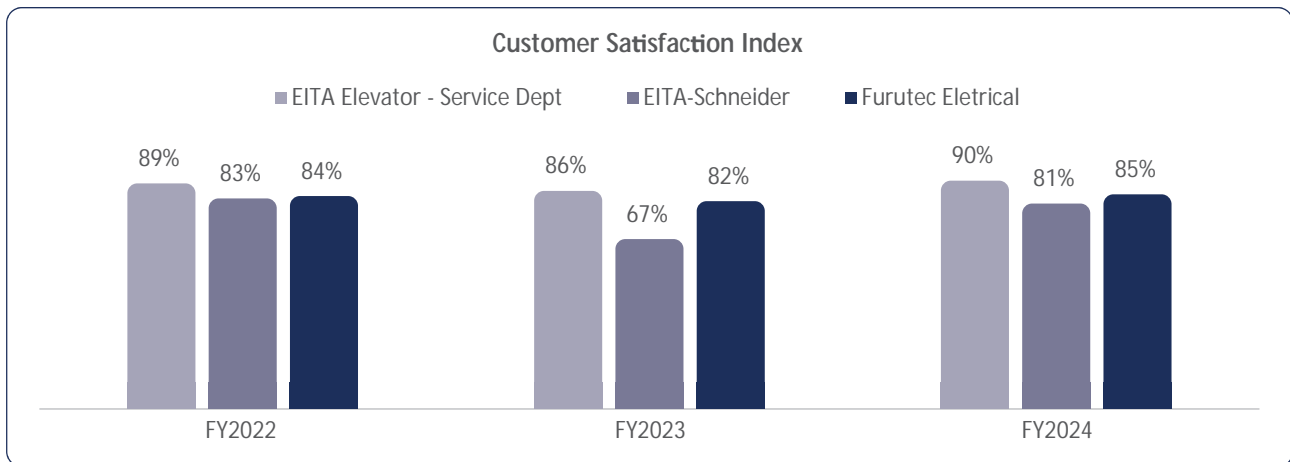
EITA leverages our collective strengths and resources through strategic partnerships that significantly impact our business. These collaborations include customised project specifications, product design partnerships with principals, technical knowledge exchanges, and joint R&D efforts with local universities. These initiatives are crucial in expanding our distribution networks across ASEAN and the Middle East.

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## Customer Satisfaction

We conduct quarterly customer satisfaction surveys through our subsidiaries—EITA Elevator, EITA-Schneider, and Furutec Electrical—assessing delivery timeliness, product quality, client communication, and pricing. EITA-Schneider handles local and international elevator sales, while Furutec Electrical focuses on product design, quality, and technical support. By gathering and analysing feedback, we continuously refine our processes and address any areas for improvement, enhancing overall customer satisfaction and loyalty.



EITA Elevator, EITA-Schneider, and Furutec Electrical demonstrated significant progress in customer satisfaction during FY2024. EITA Elevator achieved a 90% satisfaction score, surpassing the internal target of 80% and marking a 4% increase from FY2023. Meanwhile, EITA-Schneider recorded an impressive 14% improvement, reaching an 81% customer satisfaction rate, while Furutec Electrical achieved an 85% score, representing a 3% increase from FY2023.

## Supply Chain Management

Effective supply chain management ensures that all parts and materials are sourced responsibly and meet regulations, while also guaranteeing timely delivery of components to prevent production and installation delays. This is especially crucial in the elevator industry, where tight project timelines and delays can result in substantial costs. By incorporating effective management in the value chain, it contributes to the Group’s long-term business success.

In FY2023, we commenced monitoring our procurement budget allocation to prioritise local sourcing wherever feasible, thereby supporting the growth of the local economy. This year, 55% of our procurement budget was allocated to local suppliers, showing a 24% increase compared to FY2023.

EITA’s suppliers are assessed in accordance with ISO 9001:2015 Quality Management System standards, with a focus on quality, reliability and traceability. In FY2024, we further strengthened our supplier evaluation process by establishing and incorporating ESG criteria into our assessment form. This updated assessment encompasses aspects such as governance policies, legal compliance, grievance mechanisms for employees and contractors as well as management of resources and waste. In the upcoming years, this evaluation will be extended to both existing and new suppliers, facilitating a more comprehensive understanding of their sustainability performance.

