IP SERVER ONE®



# Building the Digital Core, Scaling Sustainability

Sustainability Report **2025**

**IP ServerOne:** We host better

## About this report

IP ServerOne's 2025 Sustainability Report presents a comprehensive account of our sustainability initiatives, achievements, and forward commitments. It captures our continuing journey to embed sustainable practices across our business operations and our dedication to creating a positive impact on the environment, society, and governance. Prepared with reference to the Global Reporting Initiative (GRI) Standards, this report provides a transparent account of our sustainability performance, giving stakeholders a clear understanding of our economic, environmental, and social impacts. This report marks our third year of reporting, featuring data, performance highlights, and progress covering the period from 1st January 2025 to 31st December 2025.

## IP ServerOne **Commitment**

Since embarking on our sustainability journey, IP ServerOne has worked to embed these principles into the very way we operate—not as an initiative alongside the business, but as integral to the business itself. This report reflects the progress of that journey, delivered through our infrastructure, our partnerships, and our people.

The results are now visible in our operations. Our data centers run with markedly greater energy efficiency than when we established our baseline in 2023, and we have upheld that standard even as demand for our services has grown. Our emissions tracking now spans both Scope 1 and Scope 2, providing a clearer view of our footprint and a firmer foundation for reducing it. The same principle guides our transition toward private cloud hosting and smarter infrastructure, where we recognize no trade-off between digital growth and environmental responsibility—only the responsibility to deliver both.

Our direction is clear: to host better, grow responsibly, and listen deeply. We will continue optimizing our operations, developing our people, and providing our customers with secure, scalable, and sustainable cloud solutions. The future we are building is one where digital growth and sustainability advance as one.

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# Open Letter from the Managing Director

## Dear readers,

As IP ServerOne continued to grow in 2025, expanding our infrastructure and supporting customers across Malaysia and the region, I found myself reflecting on what growth truly means. Beyond the data centers, cloud platforms, and technical milestones, it is ultimately about the people, communities, and responsibilities that grow alongside us.

For more than two decades, our customers have trusted us to build and operate their digital foundations. That trust comes with a responsibility to grow sustainably, operate ethically, and create meaningful value for the communities we serve. These principles remain at the heart of how we move forward.

### Scaling Responsibly While Managing Our Environmental Impact

The demand for digital infrastructure continued to rise in 2025, driving growth across our colocation, cloud, and managed services. Our Scope 2 emissions increased to 3,623.23 tCO2e, compared with our restated 2024 baseline of 2,054.50 tCO2e. This represents a like-for-like increase of approximately 76%, driven by our expanded data center footprint and a broader reporting boundary that now includes actual electricity consumption from our Kuala Lumpur facility.

Despite this growth, our teams maintained a PUE of 1.49, sustaining the efficiency gains achieved in recent years. Our Scope 1 emissions also decreased to 2.90 tCO2e through improved travel logistics and fleet efficiency.

We securely recycled 1,380 obsolete IT assets, avoiding an estimated 3,456.36 kg of CO2-equivalent emissions and recovering 574.39 kg of valuable materials for secondary industrial use.

These efforts reflect our belief that growth and environmental responsibility must move forward together.

### Investing in the People Behind the Digital Core

Technology is only as resilient as the people behind it. In 2025, we continued investing in the well-being, development, and long-term growth of our team.

Women represented 39.74% of our workforce



**CL. Lee**
**Founder and Managing Director**
IP ServerOne Solutions Sdn Bhd

and held 60.00% of middle management positions. We also strengthened our employee benefits by extending paid maternity leave to 98 days, increasing paternity leave to 7 days, and expanding medical coverage to include parents, spouses, and children. Dedicated annual health screenings further supported a more proactive approach to employee wellness.

Learning and development remained a priority. For the first time, non-management employees recorded higher average training hours than management, reaching 9.67 hours per employee. This reflects our commitment to the operational and technical teams who keep our services running around the clock.

### Strengthening Communities and Developing Future Talent

Growth is most meaningful when it creates opportunities beyond our own organization.

In 2025, we expanded our cloud and GPU computing capabilities into Sarawak, bringing locally managed digital infrastructure closer to organizations in East Malaysia. This supports businesses, startups, educators, and public sector organizations exploring new digital and AI opportunities while keeping their data within Malaysia.

Through our participation in IDECS 2025, we also strengthened our engagement with Sarawak's technology ecosystem. For us, expanding into Sarawak is not simply about adding infrastructure. It is about making trusted digital infrastructure more accessible across Malaysia and supporting innovation closer to where people and businesses are building it.

We also continued investing in Malaysia's future technology workforce. Through partnerships with UM, UTAR, APU, and UTeM, we welcomed 15 interns, with two subsequently joining IP ServerOne as permanent employees. Initiatives such as the UMPSA Hackathon further reminded us of the importance of giving young people opportunities to apply their skills to real-world challenges.

### Building Trust Through Strong Governance

As we grow, strong governance remains non-negotiable.
We continue to uphold internationally recognized standards, including ISO 27001:2022 and SOC 2 Type II, alongside our Anti-Bribery and Corruption framework. These practices help ensure that we operate responsibly, transparently, and with integrity.

As AI adoption accelerates, we believe innovation must go hand in hand with responsible deployment, secure infrastructure, trusted governance, and respect for data sovereignty.

### What We Build Today Matters Tomorrow

The journey toward a more sustainable digital future is ongoing. We do not have all the answers, but we remain committed to learning, improving, and balancing technological progress with environmental stewardship, strong governance, and genuine care for people.

To our customers, partners, and every member of the IP ServerOne team, thank you for the trust you place in us. Together, let us continue building a stronger digital core for Malaysia—one that grows responsibly, serves people thoughtfully, and proves that technology should never feel cold.

前人栽树，后人乘凉。
Those who plant trees today create shade for those who come after. May the work we do today help build a stronger, more sustainable digital future for the generations that follow.



**CL. Lee**
Founder and Managing Director
IP ServerOne Solutions Sdn Bhd

October 2025

# Social Responsibility

## Association 1

### Proxmox VE: Your Bridge to Sustainable and Resilient IT Systems

27 August 2025




Federation of Malaysian Manufacturers (FMM) x IP ServerOne)

**Enabling Sustainable Digital Infrastructure**
As organizations increasingly seek ways to optimize IT resources while managing operational costs, IP ServerOne collaborated with the Federation of Malaysian Manufacturers (FMM) to share practical strategies for building more sustainable and resilient technology environments. Through discussions on virtualization and infrastructure modernization, participants gained insights into reducing hardware dependency, improving resource utilization, and extending the lifecycle of IT investments.

**Promoting Responsible AI Adoption**
Recognizing the growing interest in artificial intelligence among Malaysian businesses, we introduced the concept of Private AI infrastructure as a secure alternative for organizations operating in regulated and compliance-sensitive sectors. By demonstrating how AI workloads can be deployed within private environments, businesses were able to explore opportunities to improve productivity and operational efficiency while maintaining control over sensitive data.

**Supporting Industry Readiness for Digital Transformation**
The event provided a platform for manufacturers and technology leaders to exchange ideas on digital transformation, cybersecurity, and business continuity. Through knowledge sharing and industry collaboration, IP ServerOne contributes to helping Malaysian enterprises adopt emerging technologies responsibly and sustainably, strengthening their long-term competitiveness in an increasingly digital economy.

Association 2

# The International Digital Economy Conference Sarawak (IDECS) – AI & Green Evolution: Growth, Challenges, and Community Resilience

22 and 23 October 2025




International Digital Economy Conference Sarawak (IDECS)

**Expanding Digital Infrastructure Access in East Malaysia**
Digital transformation requires equitable access to modern technology infrastructure. Through our participation in IDECS 2025, IP ServerOne highlighted our commitment to expanding cloud and GPU computing services in Sarawak, enabling local businesses, startups, educational institutions, and public sector organizations to access enterprise-grade digital infrastructure closer to where they operate.

**Supporting AI Innovation with Data Sovereignty**
As artificial intelligence adoption accelerates, many organizations face challenges related to data residency, compliance, and governance. By providing locally hosted cloud and GPU services in Kuching, we help organizations deploy AI solutions while maintaining greater control over their data and meeting sovereignty requirements. This supports Sarawak's vision of fostering a trusted and sustainable digital ecosystem.

**Driving Inclusive Economic Growth**
Access to affordable cloud and AI infrastructure lowers barriers to innovation and enables more organizations to participate in the digital economy. Through engagement with government agencies, businesses, and technology stakeholders at IDECS, we contributed to conversations on how digital infrastructure can support economic development, enhance competitiveness, and create opportunities for innovation across the region.

**Strengthening Regional Partnerships**
Collaboration remains essential to building resilient digital communities. Our participation at IDECS reflects our ongoing commitment to working alongside industry partners, government bodies, and local organizations to support Sarawak's digital transformation agenda and contribute to Malaysia's broader digital economy growth.

Communication Engagement 1

## WordCamp Johor Bahru 2025 – Empowering the Digital Future

17 May 2025




Malaysian WordPress community

**Supporting Open-Source and Digital Communities**
WordCamp Johor Bahru brought together website developers, digital creators, technology enthusiasts, and business owners from across Southeast Asia, creating opportunities for collaboration and knowledge exchange within the WordPress and broader digital ecosystem.

**Promoting Digital Skills and AI Awareness**
Through our participation, IP ServerOne engaged with community members on emerging technologies such as artificial intelligence, cloud infrastructure, and GPU computing. We shared practical insights on how individuals and businesses can leverage cloud-based AI resources to experiment, learn, and innovate without significant upfront investment. Complimentary cloud credits were also provided to encourage hands-on learning and technology adoption.

**Fostering Regional Knowledge Exchange**
The event facilitated meaningful discussions with participants from Malaysia, Thailand, the Philippines, and other regional communities. By exchanging ideas, experiences, and best practices, we contributed to strengthening regional collaboration and supporting the growth of a more knowledgeable, connected, and future-ready digital community.

Communication Engagement 2

## Ransomware: "Checkmate." Now, What's Your Next Move?

23 July 2025



IP ServerOne

**Strengthening Cybersecurity Awareness and Preparedness**
As cyber threats continue to grow in frequency and sophistication, organizations must be equipped with the knowledge and strategies needed to prevent, respond to, and recover from ransomware incidents. IP ServerOne organized this cybersecurity awareness event to help businesses better understand the evolving threat landscape and strengthen their cyber resilience.

**Bringing Together Industry Expertise**
The event featured contributions from technology partners including Arrosoft, NetArmor, and NetApp, who shared insights on ransomware prevention, incident response, data recovery, regulatory compliance, and data protection practices. By bringing together experts from different disciplines, participants gained a holistic understanding of cybersecurity risks and mitigation strategies.

**Empowering Organizations Through Knowledge Sharing**
Beyond introducing technology solutions, the event focused on practical and actionable guidance. Attendees learned about preventive measures, recovery planning, data protection best practices, and cost-effective approaches that organizations can implement using existing resources. This knowledge empowers businesses to make informed decisions and improve their resilience against cyber incidents.

**Building a More Resilient Digital Ecosystem**
Cybersecurity is a shared responsibility. Through education, collaboration, and awareness initiatives such as this event, IP ServerOne contributes to fostering a safer and more resilient digital environment for businesses and communities alike.

Education 1

## UMPSA Hackathon X: Pekan Smart City 2025

15 & 18 May 2025




Universiti Malaysia Pahang Al-Sultan Abdullah (UMPSA)

**Empowering Future Digital Innovators**
IP ServerOne supported students throughout the hackathon by providing complimentary cloud credits for them to host and deploy their projects. This gave participants an opportunity to gain practical experience working with real cloud infrastructure rather than relying solely on theoretical knowledge.

**Bridging Technology and Real-World Challenges**
Through our workshop and keynote session, we introduced students to cloud computing, GPU infrastructure, and AI applications. We shared practical ideas on how GPU-powered AI could be used to develop solutions such as AI chatbots, traffic reminders, weather forecasting, and other applications that could contribute to making Pekan a smarter and more connected community.

**Building Future-Ready Skills**
By giving students access to cloud resources and exposure to emerging technologies, we helped them develop practical skills in AI, cloud infrastructure, problem-solving, and innovation. The initiative also encouraged students to explore how technology can be applied to address real community needs.

**Strengthening Industry-Academia Collaboration**
Our involvement provided students with direct exposure to industry practices and perspectives, helping bridge the gap between classroom learning and the skills expected in the technology sector. Through initiatives such as this, IP ServerOne contributes to developing a future-ready technology workforce and encouraging young innovators to participate in Malaysia's digital transformation.

Education 2

## MYTECH Career Fair 2025

23 & 24 May 2025




Universiti Malaya (UM)

**Connecting Students with Career Opportunities**
Preparing students for meaningful careers requires collaboration between academia and industry. Through our participation in MYTECH Career Fair 2025 at Universiti Malaya, IP ServerOne engaged with students to share insights into career pathways within cloud computing, infrastructure, cybersecurity, and digital technologies.

**Building Awareness of Emerging Technology Careers**
By providing guidance and exposure to real-world industry environments, we contribute to developing a future workforce equipped with the knowledge and confidence needed to pursue careers in technology and innovation.

**Supporting Workforce Development**
By providing guidance and exposure to real-world industry environments, we contribute to developing a future workforce equipped with the knowledge and confidence needed to pursue careers in technology and innovation.

Education 3

## FTMK Career Day 2025

28 May 2025




Universiti Teknikal Malaysia Melaka (UTeM)

**Strengthening Industry-Academia Collaboration**
Collaboration between educational institutions and industry partners is essential for nurturing future talent. Through our participation in FTMK Career Day 2025, IP ServerOne engaged with students from Universiti Teknikal Malaysia Melaka (UTeM) to share industry insights and career opportunities within the technology sector.

**Preparing Students for Industry Readiness**
The event enabled students to gain a better understanding of professional expectations, emerging technologies, and the practical applications of cloud and digital infrastructure solutions. Such exposure helps students make informed decisions regarding their future careers.

**Investing in Future Talent**
By supporting career-focused initiatives, IP ServerOne contributes to the development of skilled graduates who can support Malaysia's ongoing digital transformation and innovation agenda.

Education 4

## FICT Industrial Exposure Day

29 July 2025




Universiti Tunku Abdul Rahman (UTAR)

**Bridging Education and Industry**
Industry exposure helps students understand how technology is applied beyond the classroom. Through our participation in FICT Industrial Exposure Day at UTAR, IP ServerOne provided students with insights into cloud infrastructure, digital transformation, and evolving technology trends.

**Sharing Real-World Technology Experiences**
Through both exhibition and engagement sessions, students gained practical perspectives on how cloud technologies support businesses, drive innovation, and enable digital services. This exposure helps students connect academic concepts with real-world applications.

**Nurturing Future Technology Professionals**
By engaging directly with students, we encourage greater interest in technology careers while helping future graduates better understand the opportunities and challenges within the digital industry.

# Environmental


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02

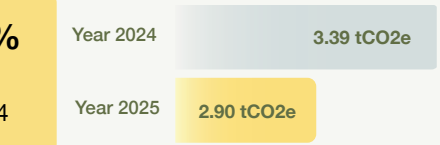
# Measuring Our Growth: Scope 1 & 2 in Focus

## Accountability in action as our data centers and operational reach expand.

As we scale our operations to meet the growing demand for high-density colocation and robust infrastructure, transparently measuring and reducing our environmental impact remains a core priority. This section details our Scope 1 and Scope 2 greenhouse gas emissions for Year 2025, reflecting our expanded operational boundaries—including newly integrated data center facilities—alongside the necessary restatements to our previous year's baseline to ensure total reporting integrity, complemented by targeted reductions in our mobile operations.

**Scope 1:**

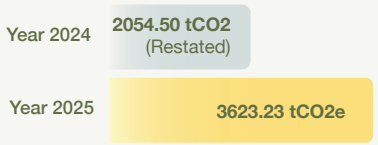
**14.45%** reduction from 2024




In Year 2025, our total Scope 1 greenhouse gas emissions—comprising mobile combustion from company-operated vehicles—decreased to 2.90 tCO2e, down from 3.39 tCO2e in Year 2024. This year-on-year reduction reflects our ongoing efforts to optimize travel logistics, improve fleet efficiency, and streamline on-site project operations across different states.

**Scope 2:**

**76.35%** increase from 2024




In Year 2025, total Scope 2 greenhouse gas emissions amounted to 3,623.23 tCO2e, compared to a restated baseline of 2,054.50 tCO2e for Year 2024. The Year 2024 figure has been updated from the previously disclosed 1,090.34 tCO2e to reflect a refinement in the calculation methodology, following an internal review of the prior reporting cycle.

The Year 2025 reporting boundary has been expanded to include actual electricity consumption data from the second-largest facility in Kuala Lumpur. This enhancement became possible through a direct energy reporting arrangement established with the utility provider in May 2025. The site had not been included in previous reporting periods due to legacy metering limitations.

The year-on-year increase in the emissions footprint is primarily attributable to this expanded reporting scope, alongside continued business growth — notably the scaling of the primary data center in Cyberjaya from 6800sqft to 13,600sqft data center space in support of increasing demand for high-density colocation services.

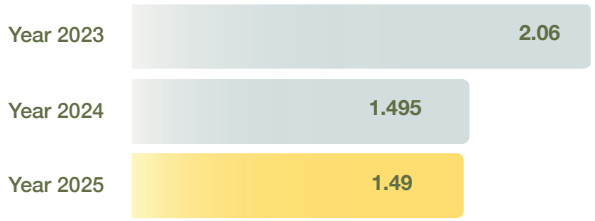
### Conclusion

While our Scope 2 footprint has naturally increased in line with our strategic business expansion and active rack capacity growth, our resolute focus on efficiency is demonstrated by a concurrent reduction in our Scope 1 emissions. By accurately capturing our comprehensive data center consumption and streamlining our mobile operations, we have established a resilient baseline for Year 2025. This balance of transparent scaling and active reduction ensures that as we continue to build the digital core, we do so with a clear, accountable path toward sustainable growth.

# Sustaining the Core: PUE and Consumption at a Glance

## Smarter energy. Stronger core.

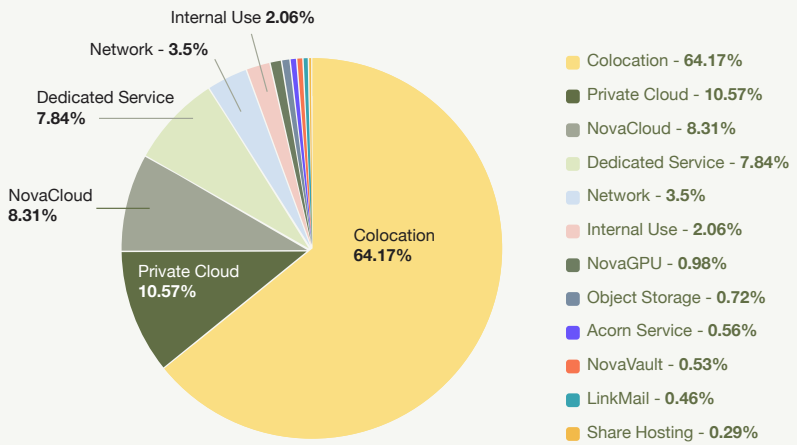
### Data Center Power Usage Effectiveness (PUE)



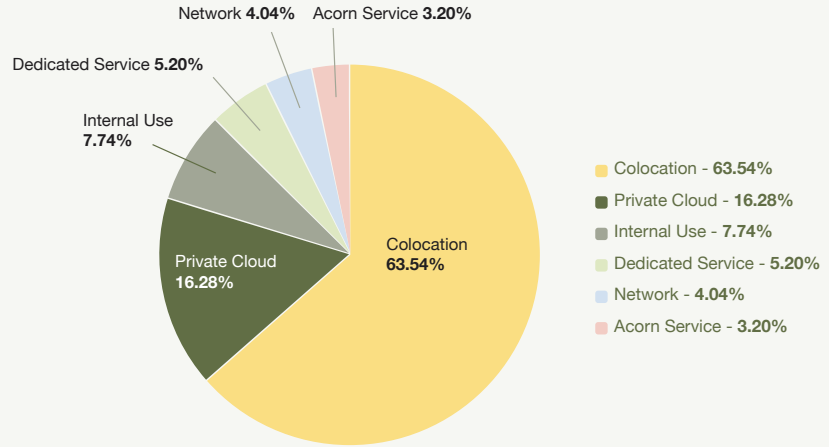

As we accelerated our data center expansion and colocation services in Year 2025, maintaining strict energy performance while managing strategic growth from 6800sqft to 13,600sqft data center space in Cyberjaya remained a primary objective. Our continuous operational improvements are clearly reflected in our Power Usage Effectiveness (PUE) trajectory, following a major infrastructural upgrade from 2.06 in 2023 down to 1.495 in 2024, before sustaining this efficiency momentum at 1.49 in Year 2025. This steady optimization demonstrates our ability to deliver cooling and power distribution with minimal energy waste, proving that our significant scaling of active rack capacity and high-density workloads does not come at the expense of energy efficiency. By successfully absorbing higher computing demands while keeping overhead energy tightly controlled, we continue to build the digital core and scale sustainably for the future.

### Total Power Usage by Category

#### Primary Data Center: Cyberjaya

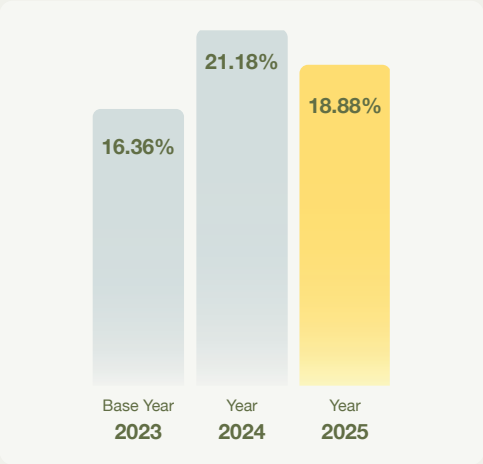



#### Secondary Data Center: Kuala Lumpur

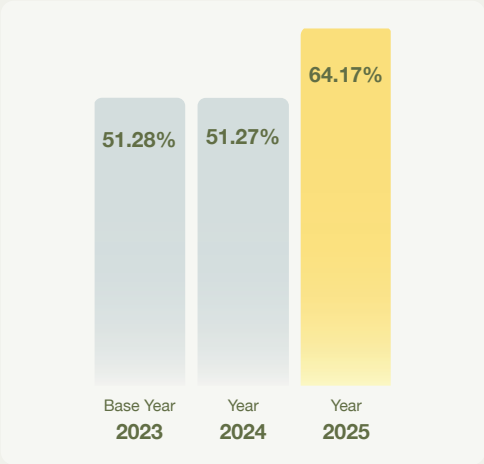


**Our power usage trends in Cyberjaya reflect a deliberate, multi-year evolution in our business strategy:**

**Cloud Power Usage Comparison**




**Colocation Power Usage Comparison**




**The Cloud-Focused Phase (2023–2024):**
In our base year 2023, combined cloud services (NovaCloud at 10.46% and Private Cloud at 5.90%) accounted for **16.36%** of power usage. This climbed to a peak of **21.18%** in Year 2024 (NovaCloud at 9.72% and Private Cloud at 11.46%), marking a strong strategic focus on cloud expansion. During this period, colocation power usage remained stable at **51.28%** in 2023 and **51.27%** in 2024.

**The Colocation Pivot (Year 2025):**
Year 2025 marked a sharp strategic shift toward major colocation growth, driving colocation power consumption up to **64.17%** in Cyberjaya. This transition directly mirrors our active rack expansion from 6800sqft to 13,600sqft data center space, while combined cloud services gracefully adjusted to **18.88%** (Private Cloud at 10.57% and NovaCloud at 8.31%) as infrastructure scaled. In Kuala Lumpur, colocation similarly anchors our operational footprint at **63.54%** of power usage.

The Primary Data Center in Cyberjaya exhibits a diverse and fragmented power profile to support its larger infrastructure and growing active racks. Beyond the dominant colocation share, significant portions of energy are consumed by Private Cloud at 10.57%, NovaCloud at 8.31%, and Dedicated Services at 7.84%, illustrating a robust mix of high-density multi-tenant workloads.

In contrast, the Secondary Data Center in Kuala Lumpur features a distinct workload distribution led heavily by **Private Cloud at 16.28%**—a notably higher proportion than Cyberjaya. This is complemented by steady power draws from **Internal Use at 7.74%, Dedicated Services at 5.20%**, and **Network operations at 4.04%**, reflecting a focused cloud and internal support layout.

Ultimately, the high concentration of energy dedicated to revenue-generating cloud and colocation services validates our strategic business expansion. By maintaining tight control over overhead power use across both sites, these usage profiles directly support our ongoing PUE optimization and sustainable growth goals.

# Driving Circularity and Decarbonization

## Environmental Footprint & Circular Economy Performance

### 1. IT Asset Decarbonization and Carbon Avoidance

As part of our continuous commitment to reducing our carbon footprint, we actively manages the end-of-life cycle of our data center infrastructure and corporate hardware. In March 2025, a comprehensive secure recycling and destruction initiative was executed for 1,380 obsolete IT assets, including enterprise servers, laptops, and data storage media.

Calculated via the e-Stewards Global Impact Calculator, this responsible asset lifecycle management directly achieved:

**3,456.36 kg**

**of CO2 equivalent emissions avoided**, led heavily by the responsible recycling of high-capacity server infrastructure (1,845.77 kg of GHG reduction).

**6.55 kg**

**of hazardous and toxic heavy metals safely diverted** from municipal landfills and safely neutralized.

**574.39 kg**

**of valuable metals** were successfully recovered for secondary industrial use.

### 2. Advancing Circular Economy Principles

In alignment with our waste reduction strategy, retired hardware collected from our Cyberjaya facility was processed through secure mechanical shredding at provider's specialized facility in Sungai Buloh. This process guarantees both absolute data eradication and maximum material recovery, reintroducing vital resources back into the supply chain and reducing reliance on virgin material extraction.

Our 2025 circularity milestones include:

**574.39 kg**

**of valuable metals successfully recovered** for secondary industrial use.

Enterprise servers contributed the largest share of material recovery, yielding

**517.82 kg**

of valuable secondary metals.

Laptops, adapters, storage drives (HDDs/SSDs), RAM cards, and power distribution units (PDUs) accounted for the remaining

**56.57 kg**

of material recovery.

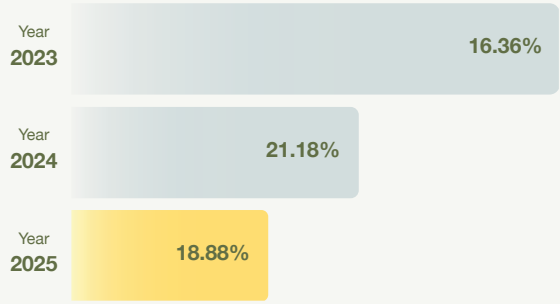
# Scaling Sustainably Through Digital Transformation

## Our Paper Reduction Journey

In line with an ongoing commitment to minimizing operational footprints and advancing resource efficiency, a significant downward trend in corporate paper consumption has been achieved across all facilities. Through the active digitization of administrative workflows, enhanced document management systems, and a conscious shift toward paperless internal processes, total paper consumption decreased from 8,775 units in 2023 to 5,120 units in 2024 (achieving a 41.65% reduction year-over-year) and further optimized to 3,540 units by the close of 2025 (marking an additional 30.86% reduction from 2024, and an overall 59.66% decrease compared to the 2023 baseline). This consistent multi-year decline highlights a dedication to reducing raw material consumption, cutting down on solid waste generation, and fostering a culture of mindful resource stewardship within the workplace.

**Paper Usage Reduction**

**-59.66%**
decrease compared to the 2023 baseline












# Social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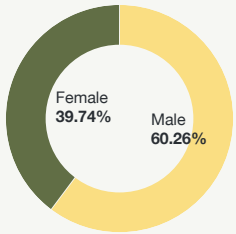
03

# Our Greatest Digital Asset

## Cultivating Talent, Diversity, and Community Well-Being

**Percentages of Gender in Year 2025**




Male - **60.26%** Female - **39.74%**

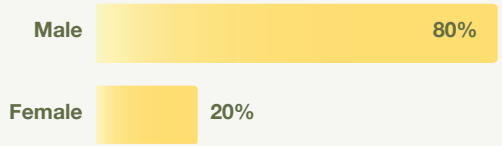
Fostering an inclusive and equitable workplace remains a fundamental priority as our operations expand. Over the past three consecutive years (2023 to 2025), our workforce gender distribution has maintained a steady and balanced trajectory:

**Male Representation:**
61.11% in 2023, shifting slightly to 61.00% in 2024, and optimizing to **60.26%** by 2025.

**Female Representation:**
38.89% in 2023, moving to 39.00% in 2024, and reaching **39.74%** by 2025.

As a specialized data center operator, our operational model requires round-the-clock infrastructure monitoring and complex technical engineering. Operating two dedicated teams on continuous 24-hour shift rotations, alongside specialized technical and engineering functions, naturally influences our recruitment landscape, historically drawing a higher proportion of male applicants in these specialized technical disciplines. Nonetheless, we remain deeply committed to promoting equal opportunities, supporting women in technology and critical operations, and cultivating an inclusive environment for all talents across every layer of the organization.

**Percentages of Gender in Top Management**




Leadership diversity is vital for steering long-term strategic growth and ethical governance. Across the reporting period from 2023 to 2025, the gender distribution within top management has remained stable and consistent:

While senior leadership reflects a steady structure shaped by long-term executive tenure and specialized industry pipelines, we recognize the importance of progressive leadership diversity. As we scale our digital infrastructure sustainably, we remain dedicated to strengthening internal succession planning, cultivating high-potential female talents through targeted mentorship, and expanding pathways for women to ascend into key decision-making and executive roles

**Percentages of Gender in Middle Management**



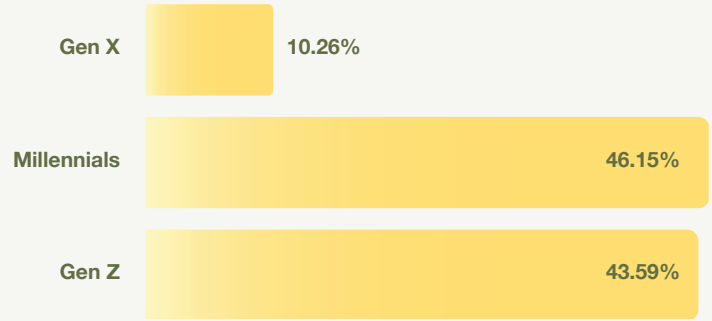

Middle management serves as the critical bridge connecting strategic leadership with day-to-day operations. Over the past three years, our middle management tier has demonstrated a progressive shift toward balanced gender representation, reflecting active internal talent development and career progression:

**Female Representation:**
Rose from **53.85%** in 2023 to **54.00%** in 2024, and further increased to **60.00%** by the close of 2025.

**Male Representation:**
Stood at **46.15%** in 2023, shifting to **46.00%** in 2024, and optimizing to **40.00%** by 2025.

This positive trend in middle management highlights our ongoing commitment to gender equity and leadership pipeline development. The strong representation of women in these supervisory and managerial roles also builds a solid foundation for future executive succession, ensuring a diverse pool of leaders drives our data center operations forward.

### Percentages of Age Group




A dynamic, multi-generational workforce is essential for driving digital innovation and operational excellence in our data center environment. Between 2023 and 2025, our workforce age distribution has evolved to reflect an increasingly vibrant, future-ready talent profile:

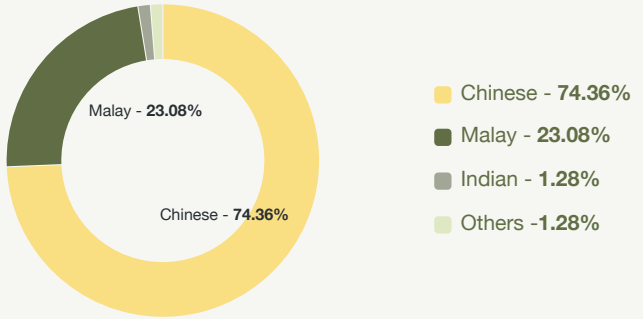
**Gen Z:**
Grew significantly from **36.11%** in 2023 to **38.00%** in 2024, and reached **43.59%** by 2025, representing a rising wave of digital-native talent entering our technical and operations teams

**Millennials:**
Stood at **51.39%** in 2023, **50.00%** in 2024, and **46.15%** in 2025, continuing to form the experienced core of our daily execution and supervisory functions

**Gen X:**
Accounted for **12.50%** in 2023, **12.00%** in 2024, and **10.26%** in 2025, providing invaluable long-term industry expertise, leadership stability, and mentorship across critical infrastructure domains.

This balanced generational mix—anchored by experienced leadership and energized by a growing Gen Z and Millennial core—ensures fresh perspectives and agile problem-solving as we scale our sustainable digital infrastructure.

### Percentages of Races




Reflecting Malaysia's rich multi-ethnic society, our workforce embraces diversity across various cultural and ethnic backgrounds. Between 2023 and 2025, our ethnic representation distribution across all facilities remained structured as follows:

**Chinese:**
69.70% in 2023, increasing to **74.00%** in 2024, and stabilizing at **74.36%** by the close of 2025.

**Malay:**
**26.30%** in 2023, shifting to **25.00%** in 2024, and standing at **23.08%** in 2025.

**Indian:**
**1.30%** in 2023, **1.00%** in 2024, and **1.28%** by 2025.

**Others:**
**2.60%** in 2023, with data reflecting **1.28%** by the close of 2025

We remain committed to fostering an inclusive, merit-based workplace culture that celebrates diversity, promotes equal employment opportunities, and embraces talents from all backgrounds as we continue to scale our sustainable digital infrastructure.

**Average Training Hour / Employee**




In Year 2025, the average training hours per employee were 9.33 hours for management and 9.67 hours for non-management, reflecting continued investment in capability building that supports both operational excellence and community impact. The learning agenda in Year 2025 balanced structured programmes — including the two-day Analytic Training — with on-the-job coaching and participation in global industry platforms, ensuring that development remained role-relevant as services scaled.

Movement Across the Reporting Cycle

**Management Level:** 11.68 hours in 2024, easing to 9.33 hours in 2025.

**Non-Management Level:** 10.29 hours in 2024, easing to 9.67 hours in 2025.

**Overall range:** both levels remained within a consolidated band of 9 to 12 hours across the two-year cycle, with the gap between levels narrowing from 1.39 hours to 0.34 hours.

The moderate decline in average training hours is attributed to the maturing of the intensive development agenda introduced in the preceding cycle: leadership, compliance, and ESG integration priorities for management, and safety, service reliability, and technical skills for non-management, were largely embedded during Year 2024, allowing the Year 2025 agenda to consolidate rather than expand. Notably, non-management training hours remained nearly level (9.67 hours against 10.29 hours), and for the first time exceeded the management average — reflecting deliberate attention to the shift teams who sustain round-the-clock operations. Absolute programme participation will be reviewed against the full Year 2025 training dataset to confirm the underlying drivers, consistent with the monitoring approach established in the previous reporting cycle.

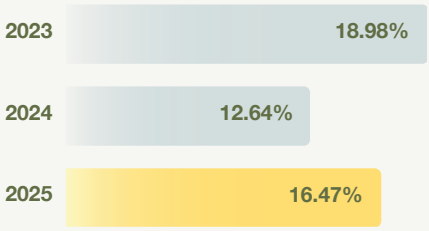
The growth of people remains fundamental to business success. All employees continue to receive regular performance and career development reviews, supported by training and internal mobility opportunities. The company remains committed to fostering a diverse, inclusive, and equitable work environment where every individual is encouraged to learn, grow, and contribute meaningfully. Continued investment in employee development and wellbeing directly influences how customers are served, communities are supported, and long-term growth is sustained — carrying forward the commitment to building the digital core and scaling sustainably.

**Turnover Rate 2025**

**16.47%**

Navigating rapid industry growth requires resilience in human capital management. Over the past three years, our employee turnover rate has reflected broader market dynamics:

**Turnover Rate:** **18.98%** in 2023, improving to **12.64%** in 2024, and recording **16.47%** in 2025.




The data center landscape in Malaysia has experienced unprecedented expansion, fueled by multi-billion-ringgit foreign investments and massive hyperscale and AI infrastructure projects approved by the government, particularly across key hubs like Johor and the Klang Valley.

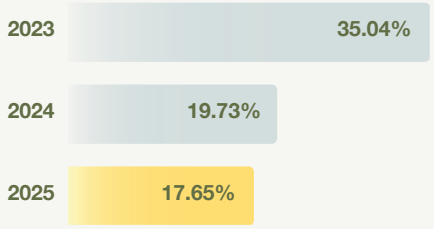
While this national digital boom validates our sector's critical importance, it has also intensified competition for skilled technical talent, with major multinational corporations (MNCs) actively drawing from the local talent pool. Facing these industry-wide headwinds, we remain steadfast in our commitment to our people.

**New Hiring Rate 2025**

**17.65%**

To fuel our ongoing expansion as a leading data center operator and replenish our talent pipeline against a backdrop of high industry competition, strategic recruitment remains a core pillar of our human capital strategy. Between 2023 and 2025, our new hire rates reflect a stabilizing, measured growth curve:

**New Hiring Rate:** **35.04%** in 2023, moderating to **19.73%** in 2024, and stabilizing at **17.65%** in 2025.




The evolution of our new hiring rates reflects a maturing workforce structure. Following our initial rapid scaling phase in 2023, our hiring velocity transitioned into a more targeted, sustainable recruitment model by 2024 and 2025.

Amid Malaysia's unprecedented digital boom—driven by billions in approved data center and cloud infrastructure investments—attracting and securing specialized technical talent has become increasingly competitive.

**Employee Benefit over Total Spending in 2025**

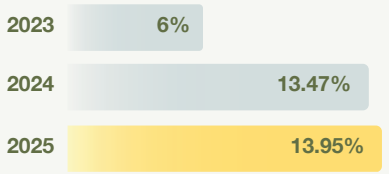
**13.95%**

**Employee Salary over Total Spending in 2025**

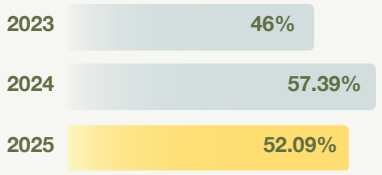
**52.09%**

The Company demonstrates a strong commitment to workforce well-being and equitable compensation by directing a major portion of its total expenditure directly to its workforce. In 2025, human capital investment constituted 66.04% of total operational spending, underscoring the organization's focus on talent retention, competitive remuneration, and comprehensive employee care.

**Employee Benefit over Total Spending:** 6.00% in 2023, surging to 13.47% in 2024, and strengthening further to 13.95% in 2025.




**Employee Salary over Total Spending:** 46.00% in 2023, rising to 57.39% in 2024, and easing to 52.09% in 2025.




In Year 2025, people-focused spending remained a central pillar of IP ServerOne's social performance. Employee benefits strengthened to 13.95% of total spending, extending the substantial expansion recorded over the previous two years — from 6.00% in Year 2023 to 13.47% in Year 2024, a share that has now more than doubled. The continued upward allocation reflects a sustained commitment to employee welfare, encompassing well-being programs, engagement initiatives, and support provisions that underpin a resilient workforce delivering round-the-clock cloud services.

Employee salary as a proportion of total spending eased to 52.09% in Year 2025, from 57.39% in Year 2024. Taken together, salary and benefits accounted for 66.04% of total spending, compared with 70.86% in the preceding year. Read alongside the concurrent rise in benefits allocation, this refinement in spending composition suggests that total operational spending grew at a faster pace than payroll during the year — an indication of broadening business activity as the digital core scales, rather than diminished investment in people. Absolute payroll and benefits figures will be reviewed against the full Year 2025 financial dataset to confirm the underlying drivers, consistent with the monitoring approach established in the previous reporting cycle.

## Conclusion

The company remains committed to balancing competitive compensation, meaningful benefits, and prudent cost management. Continued emphasis will be placed on directing benefits toward programs that support retention, mental and physical wellbeing, and capability building, while workforce planning stays aligned with service continuity and sustainable growth. These efforts carry forward the principle of building the digital core while investing in the people behind it.

# The New Employee Experience

## Driving Retention Through Enhanced Welfare and Benefits

As Malaysia's data center landscape enters an era of unprecedented expansion driven by massive hyperscale and cloud investments, retaining critical technical talent and supporting our workforce's holistic well-being has become a top strategic imperative. To counter industry-wide talent competition from multinational corporations and foster a high-performance, resilient organizational culture, we rolled out our comprehensive New Employee Handbook. Every enhancement was intentionally designed with specific strategic objectives to align long-term organizational growth with exceptional employee welfare, structured across our core operational focus areas below.

### Driving Talent Attraction and Agility

To establish clear and motivating career pathways in a competitive digital market, we instituted a transparent, tiered benefits framework where rewards and incentives scale progressively with job categories and grades. By directly linking higher responsibility with enhanced benefits, we incentivize internal promotion, professional development, and long-term retention across our specialized business operations. Complementing this structural clarity, we also shortened the executive onboarding evaluation window by reducing the probation period from six months to three months. This strategic adjustment accelerates the integration of high-demand technical talent into our fast-paced environment, demonstrating immediate trust in our rigorous hiring process and offering quicker validation to incoming professionals navigating a dynamic job market.

### Prioritizing Family-Centric Care and Total Well-Being

Championing gender equity and supporting our employees through critical life milestones forms the cornerstone of our family-first corporate culture. We fully aligned our maternity policy with Malaysia's Employment Act standards by extending paid maternity leave from 60 days to 98 days, ensuring working mothers receive ample time for crucial postnatal recovery while seamlessly balancing their career progression. Recognizing the importance of shared parenting and family support, we more than doubled paid paternity leave from three days to seven days, empowering fathers to be actively present during newborn arrivals.

To further alleviate the financial and emotional burdens associated with healthcare, we restructured our medical benefits by job grade and significantly broadened coverage to include employee parents, legal spouses, and dependent children. Knowing that their entire households are protected grants our workforce profound peace of mind, which directly translates into higher engagement, trust, and organizational loyalty. Additionally, we introduced a dedicated health screening program allowing all eligible staff to claim expenses for routine medical check-ups. This initiative shifts our organizational wellness philosophy from reactive treatment to proactive prevention, encouraging early detection and safeguarding our people against long-term health risks.

### Recognizing Experience and Rewarding Loyalty

Sustaining excellence in a mission-critical 24-hour data center environment requires honoring the institutional knowledge and dedication of our long-serving personnel. We introduced service-linked annual leave increments specifically for management-level personnel and above, tying extra rest days directly to their years of service to ensure our senior leaders remain adequately rested, valued, and motivated. Furthermore, we established formal Long Service Awards to celebrate employees reaching significant career milestones with the company. These structured milestones celebrate organizational loyalty, build deep emotional connections with our brand, and help anchor a stable, highly experienced core of talent amidst a volatile and rapidly evolving digital industry.

# Growing Talent, Extending Reach

In Year 2025, the activities calendar paired investment in capability, communication, and external presence with the celebration, wellbeing, and connection initiatives of the employee event programme presented in the following section. Four initiatives — two townhall sessions, the Analytic Training, an internal marketing and branding session with McGAsia, and participation at the International Digital Economy Conference Sarawak (IDECS) — anchored the development thread of the year. Each served a distinct purpose: townhalls sustained transparent two-way communication across shifts and locations; the Analytic Training strengthened data literacy as services scale; the McGAsia session sharpened how the company tells its story; and IDECS carried the company's voice to East Malaysia. Together they reflect a deliberate pairing of internal capability building with external engagement, setting the foundation for the people-first programmes that follow and advancing the commitment to building the digital core and scaling sustainably.

## Townhall Meetings

The regular townhall meetings continued in Year 2025, bringing together colleagues across shifts and locations to present company growth, departmental activities and projects, human resources briefings, and strategic plans. Two sessions were held — on 27 February and 29 October 2025 — each designed to be inclusive and accessible to both technical shift teams and corporate functions, reinforcing how day-to-day operations connect to company growth and objectives. A dedicated question-and-answer segment allowed employees to raise questions, with management committed to addressing issues during the session or following up afterwards, ensuring transparent two-way communication and psychological safety. These townhalls strengthen engagement, support retention and internal mobility, surface constructive feedback for continuous improvement, and demonstrate accountability to employees as resilient, round-the-clock cloud services are delivered while the community is sustained.




## Analytic Training

A two-day Analytic Training was held on 9 and 10 April 2025, strengthening the analytical capability that underpins both service delivery and commercial decision-making. As customer workloads and operational data grow with the expanding digital core, the ability to interpret data, identify trends, and act on insight becomes a core competence across functions. The training provided hands-on exposure to analytical methods and tools, equipping participants to translate operational and business data into informed decisions. The initiative contributes to the average training hours recorded for the year and reflects the broader talent growth strategy of role-specific upskilling, mentorship, and enhanced training access for shift teams, building a future-ready workforce that sustains reliable 24/7 cloud operations while advancing individual careers.



## Internal Marketing / Branding Session with McGAsia

An internal marketing and branding session was conducted with McGAsia on 3 and 6 November 2025, engaging employees in how the company is presented to customers, partners, and the wider market. The session strengthened internal understanding of the company's brand positioning, messaging, and identity — ensuring that employees, as the company's front line, can represent its values consistently and confidently. Building brand fluency internally multiplies the effect of external marketing: every customer interaction, proposal, and community engagement becomes an opportunity to communicate who IP ServerOne is and what it stands for. The initiative also nurtured a shared sense of ownership of the company's direction, connecting individual roles to the collective story of building the digital core and scaling sustainably.









## International Digital Economy Conference Sarawak (IDECS) 2025

The Year 2025 activities calendar also included participation at the International Digital Economy Conference Sarawak (IDECS), held from 21 to 24 October 2025 under the theme 'AI & Green Evolution'. The company's involvement — including an exhibition booth at the Borneo Convention Centre Kuching — provided a platform to engage regional leaders, businesses, and communities on expanding equitable access to digital infrastructure in East Malaysia, advancing artificial intelligence adoption with data sovereignty, and supporting inclusive economic growth. Central to this engagement is the provision of AI infrastructure within the Sarawak data center, through which the Sarawak community is supported in engaging with the AI industry and users and companies across East Malaysia are encouraged to accelerate their technology ambitions and join the AI journey.





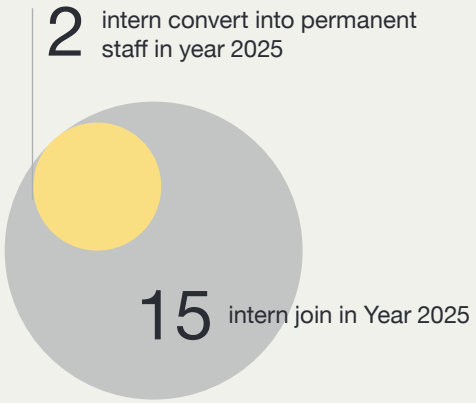



University Partnerships and Youth Talent

# Bridging Digital Talent, Building the Sustainable Core

In Year 2025, IP ServerOne continued to partner with leading Malaysian universities — University of Malaya (UM), Universiti Tunku Abdul Rahman (UTAR), Asia Pacific University of Technology & Innovation (APU), and Universiti Teknikal Malaysia Melaka (UTeM) — to develop future talent through structured industry placements, project collaboration, and curriculum alignment. A total of 15 students joined the IP ServerOne internship programme across the partner universities, gaining hands-on experience in operations, engineering, and support functions. Two interns were converted to permanent staff in Year 2025 after completing their internship programme and studies, demonstrating the programme's role in building a reliable talent pipeline. These partnerships reflect a commitment to community development and youth opportunity by creating practical pathways from study to career, strengthening local technical capacity, and ensuring a steady supply of skilled professionals to sustain the services behind the digital core.

The partnerships create shared value beyond the classroom. Universities gain industry-aligned projects and curriculum feedback, students gain practical pathways from study to career, and the wider community benefits from strengthened local technical capacity and a steady supply of skilled professionals who sustain the services powering the digital core.



# Sustaining Wellbeing, Scaling Together

In Year 2025, the IP ServerOne employee event programme was intentionally designed to deliver measurable social impact by promoting inclusion, strengthening mental and physical wellbeing, and deepening cross-functional connection across the company. Events created accessible, low-pressure spaces where employees from all shifts could build trust, surface informal leadership, practice collaboration, and recognize one another's contributions. Through deliberate integration of wellbeing support, preventive health initiatives, and shared cultural celebration, the programme reduced isolation, reinforced a sense of belonging, and fostered community stewardship. These social outcomes supported staff retention, enhanced operational resilience for round-the-clock services, and translated into a more engaged, capable workforce aligned with the broader commitment to building the digital core and scaling sustainably.

### Events at a Glance

| Date | Event |
|---|---|
| **6 January 2025** | Blood Test |
| **9 January 2025** | Annual Dinner / Chinese New Year Dinner |
| **17 February 2025** | Departmental Dinner |
| **18 February 2025** | GSC Movie Night |
| **11 April 2025** | Hari Raya Makan — Cyberjaya |
| **13 August 2025** | PB Blind Massage |
| **21 August 2025** | Safety & Health Care Programme — Healthy Heart Proactive Team |
| **21 September 2025** | GSC Popcorn Run 2025 |
| **11–15 & 18–22 November 2025** | Company Trip — Shanghai, China |
| **10 December 2025** | End Year Dinner |

## Company Trip Spotlight — Shanghai, China

A centrepiece of the Year 2025 programme was the company trip to Shanghai, China, organized in two batches — 11 to 15 November and 18 to 22 November 2025 — so that round-the-clock operations remained fully covered while every employee had the opportunity to travel. The itinerary paired cultural exploration of one of Asia's most dynamic cities with a visit to Shanghai Disneyland, creating shared experiences across departments and roles. Staggering the journey in two waves preserved service continuity for customers, while the destination itself offered a moment of recognition for the teams who keep the digital core running — blending recreation, cultural exchange, and appreciation into a single sustained investment in the people behind the infrastructure.








## Programme Objectives and Impact

### Build inclusion and celebrate culture

Cultural events and communal meals — the Annual Dinner and Chinese New Year Dinner, the Departmental Dinner, and the Hari Raya Makan at the Cyberjaya — acknowledged and honoured the diverse backgrounds of the workforce. These gatherings created shared rituals that increased mutual understanding and fostered a sense of belonging across teams and shifts.





### Promote wellbeing and psychological safety

Restorative activities such as PB Blind Massage Day offered restorative relief while normalizing self-care and signposting professional support. Preventive health measures — the workplace Blood Test and the Safety & Health Care Programme delivered with the Healthy Heart Proactive Team — brought proactive health screening on site, supporting early detection and reinforcing that employee health is an operational priority, not an afterthought.





## Strengthen team cohesion and cross-functional bonding

Interactive experiences such as Movie Night, department dinners, and the two-batch Shanghai company trip broke down silos, built trust, and improved working relationships that translate into smoother collaboration during operations and incident response.






## Develop talent informally through experiential opportunities

Events created occasions for employees to lead, organize, and volunteer, surfacing leadership, communication, and project management skills that feed into succession planning and internal mobility.



## Encourage community engagement and healthy living

The GSC Popcorn Run 2025 continued the company's running tradition, promoting physical and mental wellbeing through movement and connection. PB Blind Massage Day extended the impact beyond the workplace by supporting visually impaired massage therapists, connecting employees to local community initiatives.






## Conclusion

The company remains committed to balancing competitive compensation, meaningful benefits, and prudent cost management. Continued emphasis will be placed on directing benefits toward programs that support retention, mental and physical wellbeing, and capability building, while workforce planning stays aligned with service continuity and sustainable growth. These efforts carry forward the principle of building the digital core while investing in the people behind it.

# Governance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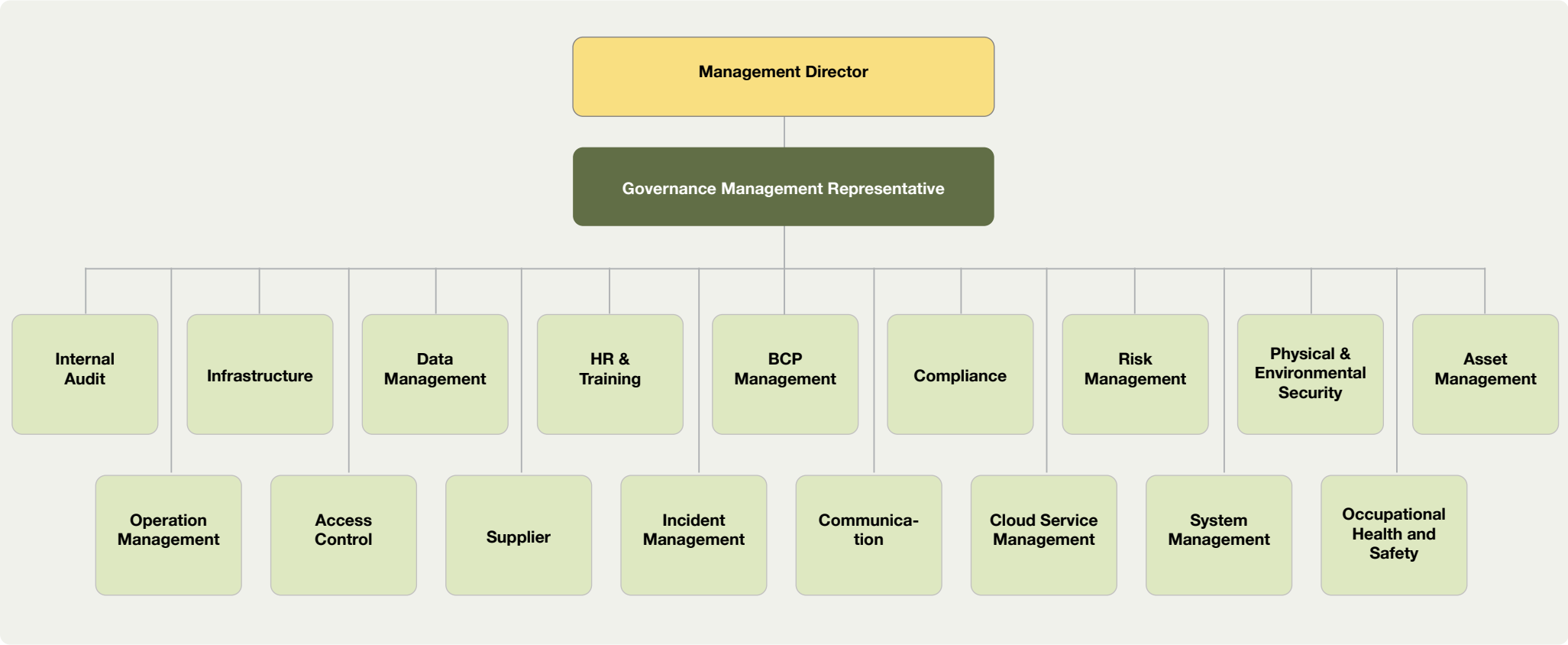
04

# Building a Trusted Foundation

## Governance at Our Core

### Governance Structure & Oversight Introduction



Robust governance forms the bedrock of our sustainable digital operations, ensuring that every layer of our organization aligns with strategic compliance, risk mitigation, and ethical standards. At the apex of our management framework sits the Managing Director, who provides overarching leadership and ultimate accountability for our corporate direction. Reporting directly to the Managing Director is the Governance Management Representative, who drives the day-to-day coordination, execution, and monitoring of our integrated governance policies across all operating units.

To ensure comprehensive oversight across our mission-critical data center ecosystem, our governance framework is executed through a robust network of specialized functional divisions. These include Internal Audit, Infrastructure, Data Management, HR & Training, BCP Management, Compliance, Risk Management, Physical & Environmental Security, and Asset Management.

Furthermore, specialized operational domains operate seamlessly within this structure—encompassing Operation Management, Access Control, Supplier management, Incident Management, Communication, Cloud Service Management, System Management, and Occupational Health and Safety. This structured collaborative matrix enables us to proactively manage risk, maintain stringent security, and uphold absolute transparency as we scale our digital infrastructure sustainably.

| | |
|---|---|
| **A** Executive Leadership & Governance Representative: | Directs company strategy, enforces corporate policies, and maintains ultimate board-level oversight for ESG commitments and organizational governance. |
| **B** Oversight & Compliance: | Manages business risks, conducts internal audits, enforces statutory policies, and ensures supply chain ESG accountability. |
| **C** Digital & Systems Governance: | Protects digital assets, enforces data privacy (PDPA), maintains system access security, and manages cloud infrastructure. |
| **D** Facilities & Infrastructure: | Oversees physical site operations, equipment assets, data center security, and hardware management. |
| **E** People & Resilience: | Supports employee well-being, conducts compliance training, manages occupational safety (OSHA), and ensures business continuity (BCP) during emergencies. |

# Risk Management and Compliance: Upholding Global Security and Trust

In the fast-evolving digital economy, trust, security, and rigorous compliance are non-negotiable pillars of our data center operations. To safeguard our clients' mission-critical infrastructure, sensitive data, and cloud environments against sophisticated threats, we maintain a proactive and comprehensive risk management framework. Our unwavering commitment to international best practices and regulatory compliance is anchored by a robust portfolio of globally recognized certifications and rigorous reporting standards:

**ISO/IEC 27001**
Information Security Management

**ISO 27001 (Information Security Management):**

Successfully completed the complex technical and operational transition from the 2013 version to the latest 2022 version, ensuring our Information Security Management System (ISMS) addresses modern cybersecurity landscapes and evolving threat vectors.

**ISO/IEC 27017**
Cloud Security Controls

**ISO 27017 (Cloud Security):**

Implemented stringent cloud-specific security controls and guidelines to secure multi-tenant cloud architectures and protect customer data hosted within our infrastructure.

**PCI-DSS**
Payment Card Industry Data Security Standard

**PCI-DSS (Payment Card Industry Data Security Standard):**

Maintained rigorous compliance standards for environments handling financial and cardholder data, ensuring absolute transactional security and encryption integrity.

**SOC 2 Type II**
Trust Services Criteria for Security, Availability, and Confidentiality

**SOC 2 Type II (Service Organization Control):**

Successfully achieved and maintained SOC 2 Type II attestation, validating the operational effectiveness of our security, availability, and confidentiality controls over sustained evaluation periods.

**CSA STAR Level I & II**
Cloud Security Alliance's Security, Trust & Assurance Registry

**CSA STAR (Cloud Security Alliance Security, Trust, Assurance, and Registry):**

Achieved both **Level I** (Self-Assessment) and **Level II** (Third-Party Certification) compliance, demonstrating our total transparency and adherence to advanced cloud security assurances.

Through this comprehensive array of certifications, we provide our enterprise clients, partners, and stakeholders with absolute confidence in our operational resilience, security posture, and uncompromising adherence to global governance standards.

# Risk Management

As a data center and managed services provider handling critical infrastructure and sensitive customer data, the organization is exposed to a broad spectrum of operational, regulatory, and information security risks. To safeguard business continuity, protect stakeholder interests, and ensure compliance with applicable laws and standards, a structured enterprise risk management framework has been established. The framework is aligned with the whole certification and compliance standard and supports informed decision-making at all organizational levels.

### (a) Monitoring and Identification

Risks are systematically identified across business, regulatory, and information security domains, capturing risk descriptions, assigned owners, and classification across confidentiality, integrity, and availability dimensions within a centralized risk register. The framework operates on a continuous monitoring cycle, with assessments conducted at least annually or triggered by major organizational changes such as restructuring, introduction of new technologies, market expansion, regulatory changes, security incidents, or third-party adjustments. Each risk entry is tracked through a structured lifecycle from identification to resolution, with documented reassessment dates and monitoring frequencies ensuring no risk remains unattended.

### (b) Assessment and Governance

Each identified risk is assessed using a structured scoring methodology combining asset value, likelihood, and impact. Asset value reflects confidentiality, integrity, and availability ratings weighted by business criticality. Likelihood is rated on a four-point scale, while impact is assessed across cost, timeline, scope, and quality dimensions. The resulting risk score ranges will be classifying risks into priority levels from Very Low to Critical. Accountability is distributed across thirteen designated functional risk owners, with the Management team holding final approval authority over the risk management plan and all risk acceptance decisions.




### (c) Reporting and Decision Making

Risk outcomes are documented through formal treatment plans specifying the selected approach — reduce, transfer, avoid, or accept — along with implementation actions and timelines. All treatment plans require approval from the designated risk owner, and residual risks following treatment are escalated for management review and formal acceptance. This ensures that all risk-related decisions are traceable, evidence-based, and aligned with the organization's risk appetite and tolerance thresholds.

### (d) Governance Validation and Review

The risk management framework is subject to ongoing validation to ensure continued effectiveness and relevance. The Code of Business Conduct and Ethics, along with supporting policies, are reviewed regularly by Management to reflect evolving regulatory requirements and business conditions. Internal audit, compliance, and governance functions provide independent oversight, while the Governance Committee maintains logs of complaints and whistle-blower reports to ensure transparency. This layered validation ensures the framework remains robust, accountable, and responsive to emerging risks.

# Driving Sustainable Growth Through Strong Governance

**Strengthening Data Governance and Privacy Frameworks**

The Company demonstrates an uncompromising commitment to operational integrity and customer trust by strictly adhering to the Personal Data Protection Act 2010 (PDPA) (Act 709) and its evolving legislative standards. In direct alignment with the latest regulatory mandates under Section 15, the Company has successfully updated its internal compliance architecture to ensure end-to-end privacy enforcement across all data collection, processing, and storage pipelines. As a pivotal milestone in fulfilling these legal obligations, the Company has officially appointed a dedicated Data Protection Officer (DPO) to oversee data management practices, conduct regular privacy impact assessments, and serve as the direct liaison for regulatory matters. This designated leadership ensures that privacy risk management is embedded directly into everyday governance, safeguarding individual data rights while upholding the highest standards of transparency and corporate accountability.

**Anti-Bribery and Corruption (ABC) Framework**

The Company maintains a strict zero-tolerance approach toward all forms of bribery, corruption, and financial impropriety across its operations. In full compliance with Section 17A of the Malaysian Anti-Corruption Commission (MACC) Act 2009 regarding corporate liability, the Company has established an Anti-Bribery and Corruption (ABC) Policy that mandates absolute ethical integrity from all employees, directors, and third-party partners.

**Whistleblower Policy and Integrity Mechanisms**

To maintain the highest standards of corporate governance, transparency, and accountability, the Company maintains a formal Whistle-Blower Policy designed to detect and address unethical or fraudulent behaviors promptly. The policy empowers employees to report concerns regarding accounting irregularities, audit matters, compliance breaches, or general workplace misconduct through a dedicated confidential channel managed by the Governance Committee. Should an issue require further escalation, reports may be submitted directly to the Managing Director.

The Company provides strict non-retaliation protections, ensuring that employees who report concerns in good faith are shielded from dismissal, harassment, demotion, or any form of workplace discrimination. Complaints may be filed anonymously or confidentially, with identity safeguards enforced at all times. Upon receiving a disclosure, the Chairman of the Governance Committee initiates an independent review, commissioning relevant internal personnel or external professionals as required to ensure prompt corrective action and appropriate feedback to the reporting individual.

**Occupational Safety and Health (OSH) Governance**

The Company prioritizes the safety, health, and overall well-being of all employees, visitors, and contractors in full compliance with the Occupational Safety and Health Act 1994 (OSHA) (Amendment 2022). To ensure a secure working environment across both corporate and technical sites, the Company proactively identifies workplace hazards, conducts risk assessments, and enforces mandatory safety compliance protocols. To maintain structured governance and regulatory oversight, the Company has appointed and certified five (5) dedicated OSH Coordinators—three (3) stationed at Headquarters and two (2) positioned at the Data Center—to lead safety consultations, incident monitoring, and compliance execution across all facilities.



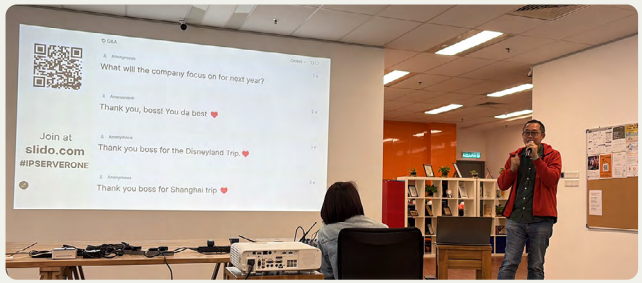
Stakeholder Engagement

# Building Connections, Scaling Together

In Year 2025, stakeholder engagement remained the connective tissue of IP ServerOne's sustainability journey. As the digital core expanded — with the primary Cyberjaya data center doubling from 6,800 to 13,600 square feet — the company deepened dialogue with the people who shape its ecosystem: employees, communities, customers, suppliers, and regulators. Engagement throughout the year was anchored in two-way communication, knowledge sharing, and the co-creation of value, ensuring that growth remained grounded in the needs of those it serves.

## (a) Employee Engagement: Voices That Shape the Core

Sustainability starts from townhall sessions — held on 27 February and 29 October 2025 — brought colleagues across shifts and locations together to review company growth, departmental projects, human resources briefings, and strategic plans. Dedicated question-and-answer segments ensured transparent two-way communication, with management committed to addressing issues during the session or following up afterwards. The Year 2025 employee event programme supplemented this dialogue with wellbeing and connection initiatives — preventive health screenings, the Safety & Health Care Programme, and the two-batch company trip to Shanghai, arranged so that round-the-clock operations remained fully covered while every employee had the opportunity to participate. Together, these channels keep employees informed, heard, and recognised as the digital core scales.

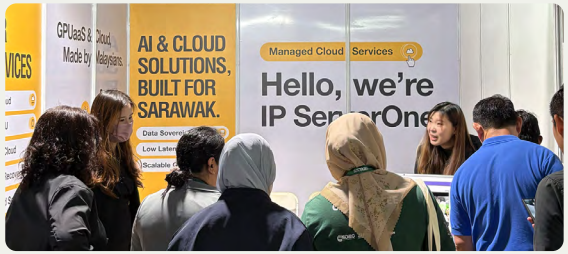







## (b) Community Engagement: Sharing Knowledge, Building Futures

Beyond its walls, the company engaged industry bodies, technology communities, and universities through eight community initiatives across three pillars — Association, Community Engagement, and Education. Collaboration with the Federation of Malaysian Manufacturers addressed sustainable and resilient IT systems for manufacturers; participation at IDECS 2025 in Kuching, held under the 'AI & Green Evolution' theme, extended the conversation on equitable digital infrastructure to East Malaysia; and the 'Ransomware: Checkmate.' event strengthened cybersecurity awareness across the business community. University partnerships with UM, UTAR, APU, and UTeM hosted 15 interns, two of whom converted to permanent roles — extending the talent pipeline that sustains Malaysia's digital economy.










## (c) Customer Engagement: Partners in Resilience









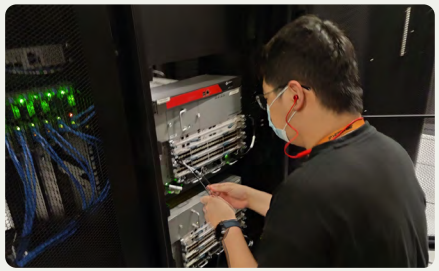



Customer engagement in Year 2025 centred on practical resilience. The 'Ransomware: Checkmate.' event brought together technology partners — Arrosoft, NetArmor, and NetApp — to share strategies on ransomware prevention, incident response, and data recovery, equipping businesses to strengthen cyber resilience using existing resources. Knowledge sharing at WordCamp Johor Bahru extended this engagement to the wider digital community, with complimentary cloud credits encouraging hands-on learning and adoption. Through such sessions, customers and communities are supported in adopting cloud, artificial intelligence, and security practices responsibly — reflecting the company's role as a trusted partner in digital transformation rather than a mere service provider.

### (d) Supplier Engagement: A Greener, Stronger Supply Chain

The company continued to collaborate with suppliers, vendors, and data center building management so that every component of its infrastructure supports both performance and environmental goals. Operations within state-of-the-art facilities such as Vantage Data Centers (CJ1, Cyberjaya) align infrastructure growth with advanced energy efficiency and net-zero trajectories, while the governance framework's supplier management and third-party compliance functions extend accountability across the supply chain. High-capacity, energy-efficient equipment remained central to expansion planning, consolidating workloads onto fewer, more powerful units and reducing the device count required to support growing operations.







## Conclusion

These engagements reflect a belief that a sustainable digital economy is built together. By listening as much as it shares, IP ServerOne ensures that its stakeholders grow alongside its infrastructure — carrying forward the commitment to building the digital core and scaling sustainably.

Human Capital Management

# Valuing People, Sustaining the Core

At the heart of the sustainability journey is a thriving, engaged workforce. In Year 2025, human capital management paired disciplined investment in capability with an expanded welfare and benefits framework, ensuring that as infrastructure scaled, the people behind it advanced in step. The approach goes beyond compliance — cultivating a workplace where people feel valued, connected, and empowered to contribute meaningfully to both business success and community impact.

## (a) Talent Development & Capability Building



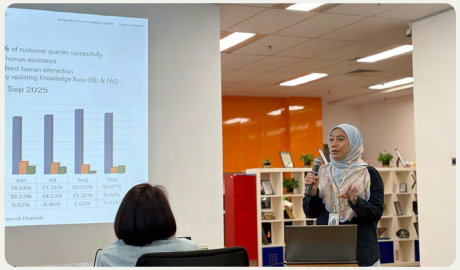

Average training hours per employee were 9.33 hours for management and 9.67 hours for non-management in Year 2025 — the first year in which non-management hours exceeded the management average, reflecting deliberate attention to the shift teams who sustain round-the-clock operations. The learning agenda balanced structured programmes, including the two-day Analytic Training, with on-the-job coaching and participation in global industry platforms.

## (b) Employee Engagement & Wellbeing




A vibrant workplace culture is built through shared experiences, recognition, and care. The Year 2025 employee event programme promoted inclusion, wellbeing, and cross-functional connection — from cultural celebrations and communal meals to preventive health screenings and the two-batch Shanghai company trip. The revised Employment Handbook introduced enhanced welfare provisions covering family-centric care, health screening, service recognition, and long service awards.

## (c) Diversity, Equity & Inclusion



Female representation reached 39.74% of the workforce and 60.00% of middle management by the close of Year 2025 — the latter rising from 53.85% in Year 2023, reflecting active internal talent development and career progression. A multi-generational profile — Gen Z at 43.59%, Millennials at 46.15%, and Gen X at 10.26% — pairs digital-native energy with institutional experience. Hiring practices, leadership development, and internal communications are designed to ensure every individual feels seen, heard, and valued. The full workforce diversity analysis is presented in the Social chapter.

## (d) Community & Social Impact




Beyond the workplace, employees contributed to the communities the company serves — supporting inclusive employment through PB Blind Massage Day, promoting healthy living through the GSC Popcorn Run, and mentoring future talent through the university internship programme. These efforts reflect the broader mission: connecting technological advancement with social responsibility.

Remuneration Practices

# Rewarding Performance, Upholding Fairness

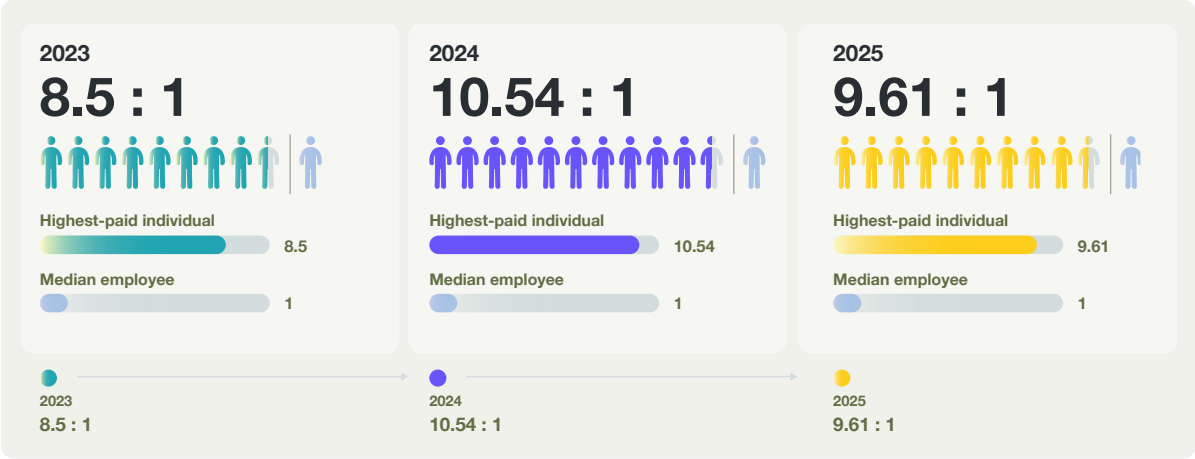
Remuneration practices are designed to attract, retain, and motivate talent while reinforcing fairness, transparency, and long-term value creation. The compensation framework balances market competitiveness with internal equity: packages are benchmarked against industry standards and reviewed periodically, integrating fixed salary, performance-based incentives, and non-monetary benefits. In Year 2025, the revised Employment Handbook formalised a transparent, tiered benefits framework in which rewards scale progressively with job categories and grades — linking higher responsibility with enhanced benefits and incentivising internal promotion, professional development, and long-term retention.

In line with ESG commitments, principles of non-discrimination and equal pay for equal work are upheld. Compensation practices are inclusive regardless of gender, background, or tenure, and recognition is merit-based, fostering a culture of accountability and continuous improvement.

In Year 2025, the compensation ratio — defined as the ratio between the highest-paid individual and the median employee — narrowed to 9.61:1, from 10.54:1 in Year 2024.

**Compensation Ratio:**
8.5:1 in 2023, widening to 10.54:1 in 2024, and narrowing to 9.61:1 in 2025.

The narrowing in Year 2025 is attributed to the maturing of the workforce cohort recruited during the Year 2023 expansion phase — whose members have since progressed through grades under the tiered benefits framework — alongside the measured hiring pace of Year 2025 and continued equitable reward practices. Consistent with the monitoring approach established in the previous reporting cycle, the drivers of this movement will be reviewed against the full Year 2025 remuneration dataset.




The remuneration framework continues to uphold fairness, transparency, and ESG alignment. Compensation practices remain regularly benchmarked and reviewed to ensure equity across all levels, supporting a sustainable organisation in which every team member is valued and rewarded for their contribution.

Code of Business Conduct and Ethics

# Anchoring Integrity, Guiding Growth

The Code of Business Conduct and Ethics — set out in the Employment Handbook — serves as the foundation for responsible decision-making, ethical behaviour, and long-term sustainability. It guides how the company and its people interact with colleagues, customers, suppliers, and the broader community, ensuring that growth is not only innovative and efficient, but also principled and inclusive.

**(a) Purpose and Scope**
The Code emphasises the company's commitment to ethics and compliance with the law, defines the basic standards of ethics and legal behaviour, embeds noble characteristics in the performance of duties to improve work quality and productivity, strengthens self-discipline in the delivery of good and quality service, and cultivates a corporate culture of ethical operation and exemplary professional conduct. It applies to all employees — whether full-time, probationary, part-time, contract, or casual — of the company and its subsidiary companies within the Group. Recognising the complexity of ethical questions that arise in business, the Code serves as a guide: employees confronting ethically ambiguous situations are directed to seek advice from their head of department, team lead, supervising unit, the Human Resources Department, or the Governance Committee.

**(b) Ethical Standards**
Conflicts of interest must be declared to the company prior to accepting employment and, should they come to light during employment, communicated in writing without delay. A conflict exists when private interest interferes with the interests of the company — including circumstances that compromise objective performance of duties, improper personal benefits arising from position, or simultaneous engagement with a competitor, customer, or supplier. Employees devote themselves exclusively to the affairs of the company, and corporate opportunities discovered through company property, information, or position may not be taken for personal gain. Fair dealing is central to the culture: employees behave honestly and ethically at all times, engaging only in fair and open competition, and never taking unfair advantage of anyone through manipulation, concealment, misrepresentation of material facts, abuse of privileged information, or any other unfair practice. Fraud and wilful misconduct attract zero tolerance.

**(c) Entertainment and Gifts**
Employees must maintain the highest standard of integrity and must not allow professional judgement or decision-making to be compromised by personal obligation to any external party. Unless authorised for a specific company-approved activity, entertainment activities, gifts, sponsorships, or donations from business associates, suppliers, or customers are not to be accepted. Where declining would be discourteous or impractical, such items may be accepted and must be declared to the company in accordance with the Entertainment and Gifts Policy.

**(d) Confidentiality and Data Protection**
Confidential information — including personal data as defined under the Personal Data Protection Act 2010 — must never be made public or disclosed during or after employment. Employees authorised to store, record, maintain, process, use, or disclose personal data are responsible for PDPA compliance and for the company's personal data protection policy; breaches constitute serious misconduct attracting disciplinary action up to and including dismissal. For a data center and cloud hosting operator entrusted with customer infrastructure and data, this duty of confidentiality is the foundation of customer trust. The appointment of a dedicated Data Protection Officer in Year 2025 further embeds privacy governance, as described in the data governance and privacy section of this chapter.

**(e) Whistle-Blower Protection**
Employees are encouraged to speak up about unethical behaviour, misconduct, or violations of the Code without fear of retaliation. Concerns regarding accounting, controls, audit, or compliance irregularities — or any illegal or unethical behaviour — may be submitted confidentially or anonymously to any member of the Governance Committee via the whistle-blowing channel (governance@ipserverone.com), with escalation to the Managing Director where insufficient action is taken. Reports made in good faith are protected: the company will not discharge, demote, suspend, threaten, harass, or in any manner discriminate against an employee in respect of complaints made in good faith. Frivolous or malicious complaints, however, attract disciplinary action.

The Code is more than a set of rules — it is a reflection of values. Its revision and reaffirmation in Year 2025, alongside the expanded welfare framework it accompanies, signal that as the digital core scales, integrity remains the licence to grow.




## Anti-Corruption and Anti-Bribery

# Zero Tolerance, Enduring Integrity

**A Zero-Tolerance Commitment**

IP ServerOne maintains a zero-tolerance policy towards all forms of bribery, corruption, and financial impropriety. All employees, directors, and third-party representatives must comply with the Malaysian Anti-Corruption Commission (MACC) Act 2009, its subsequent amendments, and all guidelines issued by the relevant authorities — including the corporate liability provisions of Section 17A — as well as the Anti-Bribery and Corruption (ABC) Policy set out in the Employment Handbook.

**Clear Prohibitions, Real Consequences**

Employees must refrain from any act of bribery in the form of offering, promising, giving, demanding, or receiving anything of value — bribes, kickbacks, or any other improper gratification, including gifts, hospitality, and entertainment — to improperly influence the outcome of any transaction, whether for personal benefit or for the benefit of the company, and whether in a business or personal capacity. The company does not tolerate bribes given to obtain or retain business, and does not accept such acts even in a personal capacity. Any breach of the ABC Policy constitutes serious misconduct and attracts disciplinary action up to and including dismissal, depending on the facts and circumstances of each case.

**Embedding a Culture of Integrity**

Beyond policy, the company has continued to develop its compliance management system and capabilities at both group and subsidiary levels. Through this system, risks are constantly monitored and identified, new compliance controls are embedded into processes, and relevant business rules are continuously optimised. Investment in building an atmosphere and culture of compliance raises employee awareness: internally, all employee conduct is held above board; externally, particular attention is paid to third-party compliance management. Compliance monitoring procedures review the effectiveness of risk controls and drive the improvement of the anti-bribery system and the closed-loop management of compliance issues, supported by thirteen designated functional risk owners and independent oversight by the governance functions. Employees are expected to read, understand, and comply with the MACC Act, the ABC Policy, and related laws, rules, and regulations.

Suspected violations may be reported through the confidential whistle-blowing channel described in the Code of Business Conduct and Ethics, with escalation to the Managing Director and independent review by the Governance Committee where required. The combination of these efforts allows anti-bribery compliance risks to be effectively controlled across the company — protecting the company‘s reputation and contributing to a fair, accountable marketplace. This institutional integrity is the foundation on which the digital core is built and scaled sustainably.

Sustainable Development Strategy

# Scaling Innovation, Sustaining Responsibility

The sustainable development strategy is built on the belief that digital innovation and environmental responsibility can — and must — coexist. As a data center and cloud hosting provider, the company recognises its unique role in shaping a future that is not only technologically advanced but also socially inclusive and environmentally sound. Guided by the ESG mission, sustainability is embedded into every layer of operations — from infrastructure design to employee engagement and community outreach.

### (a) Environmental Stewardship



In Year 2025, the primary Cyberjaya data center expanded from 6,800 to 13,600 square feet, while Power Usage Effectiveness (PUE) sustained its efficiency momentum at 1.49 — holding the gains achieved since 2.06 in Year 2023. Scope 1 emissions decreased to 2.90 tCO2e through optimised travel logistics and fleet efficiency, while Scope 2 emissions of 3,623.23 tCO2e were transparently disclosed against a restated Year 2024 baseline of 2,054.50 tCO2e, reflecting an expanded reporting boundary that now captures actual consumption at the Kuala Lumpur facility. Paper consumption declined to 3,540 units — 59.66% below the Year 2023 baseline — and 1,380 obsolete IT assets were securely recycled, avoiding 3,456.36 kg of CO2-equivalent emissions and recovering 574.39 kg of valuable metals for secondary industrial use. Colocation services, now 64.17% of power usage in Cyberjaya, anchor the high-density infrastructure that underpins Malaysia's digital economy.

### (b) Social Responsibility




Business success is shared through an inclusive workplace culture, community engagement, and support for local innovation. Female representation reached 39.74% of the workforce and 60.00% of middle management; the New Employee Experience framework extended family-centric care, health screening, and service recognition; and wellness initiatives supported a resilient round-the-clock workforce. Externally, eight community engagements — spanning industry associations, technology communities, and four university partnerships — extended digital skills, cybersecurity awareness, and equitable access to AI infrastructure, including the AI computing services hosted in the Sarawak data center that support East Malaysia's participation in the AI economy. Ethical governance, fair labour practices, and inclusive employment ensure that growth uplifts the communities served.

### (c) Alignment with Global Goals



The strategy is mapped to the United Nations Sustainable Development Goals, with Year 2025 contributions anchored to SDG 3 (Good Health and Well-being), SDG 4 (Quality Education), SDG 5 (Gender Equality), SDG 7 (Affordable and Clean Energy), SDG 8 (Decent Work and Economic Growth), SDG 9 (Industry, Innovation and Infrastructure), SDG 11 (Sustainable Cities and Communities), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action), SDG 16 (Peace, Justice and Strong Institutions), and SDG 17 (Partnerships for the Goals). The commitment made in Year 2024 to the United Nations Global Compact continued to inform alignment with its Ten Principles on human rights, labour, environment, and anti-corruption. A detailed SDG mapping is presented in the SDG section of this report.

By pairing digital growth with disciplined environmental and social stewardship, the company scales not only its infrastructure but its positive impact — building the digital core, and scaling sustainably.

# Driving Digital Transformation Through the UN Sustainable Development Goals

## Our Commitment to Global Standards: United Nations Sustainable Development Goals (SDGs)

As a leading digital infrastructure and data center operator, our business strategy is deeply intertwined with global sustainability principles. By aligning our operational milestones, governance structures, and workforce policies with the **United Nations Sustainable Development Goals (SDGs)**, we ensure that our rapid expansion contributes meaningfully to economic resilience, social equity, and robust institutional governance.

Here is how our performance, policies, and frameworks actively support the UN SDGs:



**a**

**SDG 3:**

Good Health and Well-being

**Our Contribution:**
We prioritize the holistic health, safety, and physical well-being of our 24-hour shift personnel and their wider families.

**Key Initiatives:**
Broadening medical insurance and claim benefits to encompass **employee parents, legal spouses, and children**, alongside introducing a dedicated annual **health screening program** to encourage preventative care and early medical detection.

**b**

**SDG 4:**

Quality Education

**Our Contribution:**
We empower young tech talent, bridge the gap between academic learning and industry demands, and foster digital skills development across Malaysian universities.

**Key Initiatives:**
Organizing and supporting initiatives like the **UMPSA Hackathon**, providing student cloud hosting credits through programs like **Cloud for Students**, and conducting technical workshops to equip future professionals with practical IT capabilities.

**c**

**SDG 5:**

Gender Equality

**Our Contribution:**
We champion gender equity and support working parents across our technical and management ranks.

**Key Initiatives:**
Reaching **60% female representation** in middle management by 2025, extending paid maternity leave from 60 to **98 days** in line with national standards, and increasing paternity leave to **7 days** to encourage shared parenting and family-first balance.

**d**

**SDG 7:**

Affordable and Clean Energy (Tenant Alignment)

**Our Contribution:**
While primary power generation sits with our data center building providers, we consciously partner with industry-leading infrastructure operators dedicated to high efficiency and clean energy integration.

**Key Initiatives:**
Operating within state-of-the-art facilities like **Vantage Data Centers (CJ1, Cyberjaya)**, which optimize energy usage and align with global net-zero trajectories, ensuring our high-density compute infrastructure leverages advanced power efficiencies.

**e**

**SDG 8:**

Decent Work and Economic Growth

**Our Contribution:**
We provide a secure, equitable, and rewarding work environment that fosters long-term career growth amidst a competitive industry landscape.

**Key Initiatives:**
Implementing our comprehensive New Employee Handbook featuring grade-based benefits, shortened executive probation (6 to 3 months), service-linked annual leave, formal **Long Service Awards**, and maintaining rigorous occupational health and safety (OHS) standards under OSHA 1994 and DOSH guidelines.

**f**

**SDG 9:**

Industry, Innovation, and Infrastructure

**Our Contribution:**
We build, secure, and operate resilient mission-critical digital infrastructure and cloud solutions that power Malaysia's digital and regional economy.

**Key Initiatives:**
Maintaining an advanced governance matrix and securing elite international compliance certifications, including successfully completing the transition to **ISO 27001:2022, ISO 27017, PCI-DSS, SOC 2 Type II,** and **CSA STAR Levels I & II.**

**g**

**SDG 11:**

Sustainable Cities and Communities (Tenant Alignment)

**Our Contribution:**
We prioritize sustainable urban and corporate environments by housing our primary administrative and operational headquarters in a certified green building.

**Key Initiatives:**
We prioritize sustainable urban and corporate environments by housing our primary administrative and operational headquarters in a certified green building.

**h**

**SDG 12:**

Responsible Consumption and Production

**Our Contribution:**
We champion resource efficiency, minimize the environmental impact of our hardware lifecycles, and drive sustainable production practices across our operations.

**Key Initiatives:**
Implementing a robust **IT E-Waste Recycling Program** with certified vendors to handle decommissioned assets safely, driving **asset decarbonization and carbon avoidance**, and actively advancing **circular economy principles** to maximize equipment longevity.

**i**

**SDG 13:**

Climate Action

**Our Contribution:**
We transparently measure, disclose, and manage our greenhouse gas (GHG) emissions to combat climate change and align with national net-zero tracking.

**Key Initiatives:**
Transparently tracking and disclosing **Scope 1 (direct emissions from backup generators and fleets)** and **Scope 2 (indirect emissions from electricity consumption)** data to establish baseline accountability and guide future decarbonization strategies.

**j**

**SDG 16:**

Peace, Justice and Strong Institutions

**Our Contribution:**
A comprehensive governance framework is in place to foster a culture of integrity, transparency, and accountability across all operations, aligning with Malaysian regulatory standards and international best practices.

**Key Initiatives:**
Enforcing a zero-tolerance **Anti-Bribery and Corruption (ABC) Policy** aligned with the MACC Act 2009, maintaining a confidential **Whistle-Blower Policy** with anti-retaliation protections, enforcing a **Code of Business Conduct and Ethics,** maintaining strict **Prevention of Sexual Harassment** and **Equal Treatment / Non-Discrimination** policies, and adhering strictly to **OSHA 1994** standards.

**k**

**SDG 17:**

Partnerships for the Goals

**Our Contribution:**
We foster multi-stakeholder partnerships between national tech providers, regional infrastructure operators, and state ecosystems to drive inclusive digital growth and data sovereignty.

**Key Initiatives:**
Collaborating strategically with regional operators (such as deploying GPU-as-a-Service in Sarawak with local partners like *irix*) to align with state digital blueprints, support local data sovereignty, and bridge regional digital divides.

This integrated framework demonstrates our commitment to creating sustainable, long-term value for our clients, our people, and the broader community as we scale our data center operations.

# About this Report

Prepared with reference to the Global Reporting Initiative (GRI) Standards, this report presents a transparent and comprehensive account of the Company's sustainability performance, providing stakeholders with a clear understanding of our economic, environmental, and social impacts.

## Contact Information

Governance Team: **governance@ipserverone.com**
HR Representative: **better@ipserverone.com**



# Appendix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05

# Methodology

## Data Collection Methods

Our approach combined quantitative and qualitative research methodologies to safeguard the accuracy and reliability of the data collected.

### Employee Surveys

We collected employee perspectives through surveys exploring their work experience, including job satisfaction, work-life balance, and their views on diversity and inclusion.



### Human Resources Information

Our Human Resources information systems served as a key source of data, covering employee demographics, tenure, turnover rates, compensation, and benefits utilization.



### Performance Management Data

We analyzed objective performance data to identify trends and correlations linking employee performance with the workplace factors shaping their experience.



# Disclaimer and Forward-Looking Statement

This Sustainability Report is published by IP ServerOne Solutions Sdn. Bhd. to provide stakeholders with an overview of our sustainability performance and initiatives for the reporting period from 1st January 2025 to 31st December 2025. This report is built upon a foundation of accuracy and completeness, recognizing that certain statements and data remain subject to uncertainties and external factors beyond our control.

This report contains forward-looking statements that reflect our current expectations and projections concerning future events and developments. These statements are founded upon reasonable assumptions and the information available as at the date of publication. Actual outcomes and results may nevertheless differ materially from those anticipated, owing to a range of 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 drawn from a variety of internal and external sources. While every effort has been made to ensure their accuracy and reliability, certain data may be based on estimates or subject to revision, and certain metrics may have been rounded for presentation purposes.

Where this report incorporates information derived from third-party sources, including industry reports and external studies, such sources have been referenced appropriately. While these sources are believed to be reliable, IP ServerOne Solutions Sdn. Bhd. does not guarantee the accuracy or completeness of third-party information.

The non-financial information presented in this report is intended to provide insights into our sustainability practices and performance. Readers are advised that non-financial information is inherently subject to greater uncertainty than financial information and are encouraged to bear this in mind when interpreting the data presented.

The information contained in this report reflects our performance and initiatives during the reporting period. We reserve the right to update or amend the content of this report at any time without notice, 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.

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