

EDUCATION MALAYSIA GLOBAL SERVICES

SUSTAINABILITY REPORT



2024



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Introduction

About This Report

Education Malaysia Global Services (EMGS) is pleased to present its Sustainability Report 2024 (SR2024), our inaugural standalone publication dedicated to transparency and accountability in our reporting. This report outlines the sustainability initiatives implemented across our offices and operations in Malaysia between 1 January and 31 December 2024, unless otherwise specified. The scope of this report is limited to EMGS, unless explicitly stated. Readers will also find forward-looking statements under the 'Going Forward' headings, reflecting EMGS's expectations for future value creation and performance.

For this report, we referenced the Global Reporting Initiative (GRI) Standards 2021 as a framework for reporting, identifying our key sustainability topics and metrics. While certain elements of the GRI guidelines are incorporated, the report is tailored to our specific context and priorities. Additionally, we have aligned with United Nations Sustainable Development Goals (UN SDGs) that are relevant to our organisation and have incorporated it within this report.

We hope you enjoy learning about our ongoing initiatives, and we welcome your feedback at enquiry@emgs.com.my.

Assurance Statement

The SR2024 has not been subjected to an assurance process in the current reporting year.

Message from our CEO

Dear Stakeholders,

As we present our inaugural sustainability report for Education Malaysia Global Services (EMGS), I want to iterate our organisation's unwavering commitment to addressing the critical sustainability issues that shape our industry and the world around us. This report reflects our ongoing journey towards a more sustainable future, outlining our progress, challenges, and future aspirations.

Underpinning all our sustainability efforts is a strong framework of good governance. We believe that operating with integrity, transparency, and accountability is fundamental to building a sustainable and resilient organisation.



Our social responsibility is equally integral to our values and operations. As a people-centric organisation, we understand the importance of fostering a positive and inclusive environment for our employees and contributing meaningfully to the communities in which we operate.

While the direct environmental impact of a service organisation like ours may differ from that of heavy industry, we recognise the significant role we play in promoting responsible practices. Our environmental responsibility remains a key focus, encompassing areas such as energy efficiency within our offices and data centres, the mindful consumption of resources in our daily operations, and our emissions. Furthermore, we are committed to engaging our supply chain to encourage and support their own sustainability initiatives.

This sustainability report is a testament to our ongoing commitment and provides a transparent account of our efforts. We recognise that the journey towards sustainability is continuous, and we are dedicated to learning, adapting, and striving for even greater impact in the years to come. We value the engagement of all our stakeholders as we work together to build a more sustainable future for our organisation and the wider world.

Yours sincerely,

NOVIE TAJUDDIN

CA(M), FCMA(UK), CGMA
CHIEF EXECUTIVE OFFICER
EDUCATION MALAYSIA GLOBAL SERVICES (EMGS)

EMGS at a Glance

EMGS is a Company Limited by Guarantee under the purview of the Ministry of Higher Education Malaysia (MoHE). EMGS is the official gateway for all international students interested in pursuing higher education at Malaysia's public and private higher education institutes, language and training centres. EMGS operates as a One-Stop Centre (OSC) for international student services and takes part in the global promotion of Education in Malaysia.



Our Vision

Aspiring Malaysia as a leading study destination and talent development.



Our Mission

To serve as the forefront one-stop centre for the global promotion of Malaysian education and the efficient management of international students' experiences.

Roles of EMGS

- **Process** Vetting, screening, and assisting international students with visa applications.
- **Promote** Responsible for promoting Malaysia to the world as an international education Malaysia hub.
- **Support** Assist in student welfare and provide added value services to international students who have arrived in Malaysia.
- **Engage** Develop a scholarship information platform for International Students who wish to continue their studies in Malaysia.

Our OSCs are in centralised locations such as Kuala Lumpur City Centre (KLCC), Cyberjaya and Kuching, Sarawak, offering comprehensive services to international students pursuing higher education in Malaysia.

EMGS has also established International Student Arrival Centres (ISAC) in KLIA Terminals 1 and 2 to provide 24/7 comprehensive support for international students arriving in Malaysia such as verification of all required documents for immigration purposes, ensuring a seamless and welcoming experience for the incoming students.

Beyond providing essential services, we actively promote Malaysian educational institutions and programs globally. We organise educational tours, participate in international exhibitions and conferences, and engage in various marketing and promotional activities to attract international students to Malaysia.

Leading Sustainability at EMGS

Our Journey Thus Far

Our commitment to sustainability is built upon the core principle of our business, which is serving others. Initially, our focus was on providing support to those in need within the society around us, kickstarting our efforts in social responsibility. Over time, as our understanding of sustainability matured, we recognised that sustainability meant beyond just the social aspect but also encompasses the care for our environment and the upholding of good governance within our organisation.

EMGS recognises that sustainable practices are not just an ethical imperative, but also a cornerstone to long-term organisational resilience and value creation. Since its inception, EMGS have been committed to fostering a responsible and transparent operational framework that aligns with ESG principles.

While EMGS acknowledges the progress made, we recognise that ESG is an ongoing journey. Committed to continuous improvement, EMGS will continue to integrate sustainable practices into all aspects of its operations, remaining dedicated to making a positive impact on its stakeholders and the wider community.

EMGS ESG Journey: A Timeline of Key Milestones and Initiatives

2018

Community Engagement and Social Responsibility

- ▶ EMGS embarked on its journey of social responsibility, contributing over RM8 million to various Corporate Social Responsibility (“CSR”) programs for period from 2018-2024, reflecting its commitment to societal betterment.

2021**2022**

Governance Enhancement

- ▶ EMGS made significant strides in improving its Privacy Policy to strengthen data protection and ensure transparency.
- ▶ The Internal Audit Division was established in 2022, reinforcing the company’s commitment to robust governance practices, transparency, and accountability.

2023**Environmental Stewardship**

- ▶ EMGS introduced digital signature implementation in 2023, a practical step to reduce paper consumption and minimise its environmental footprint, marking an important milestone in its environmental responsibility efforts.

2024**Social Responsibility & Employee Well-being**

- ▶ The EMGS Sports and Recreational Club was established in 2022 to promote physical and mental health among employees.
- ▶ EMGS introduced the “myStep” Policy in 2024, actively supporting government initiatives to expand employment opportunities and further its social impact.
- ▶ Published its first standalone sustainability report in FY2024, showcasing its dedication to transparency, accountability, and ongoing ESG progress.

Steering Towards Sustainability

EMGS is committed to ensuring strong governance in its sustainability efforts through a structured framework that oversees, manages, and implements sustainability initiatives across its operations.

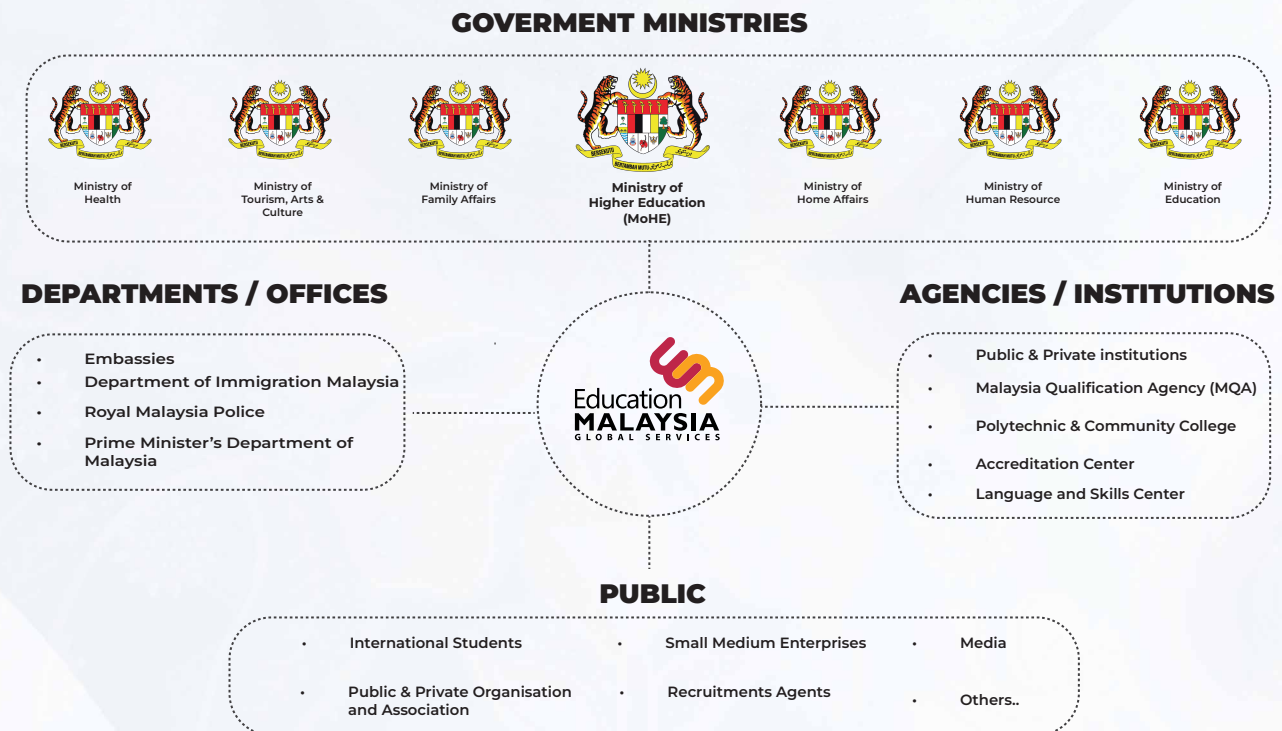
Currently, the Board serves as the overall overseer for sustainability matters, providing strategic direction and ensuring alignment with EMGS's broader objectives. The Management team is responsible for monitoring and assessing sustainability initiatives, ensuring that progress is tracked, and goals are met. Business Units are tasked with carrying out sustainability initiatives and collecting relevant sustainability data, contributing directly to the company's sustainability efforts.

This governance process is in place as of now, and EMGS plans to formalise and enhance it by setting up an official governance structure with a comprehensive action plan in 2025. Upon implementation, the governance process will be reviewed and refined to ensure a more cohesive, robust approach to managing sustainability, reinforcing EMGS's commitment to long-term, effective sustainability practices.

A Collaborative Effort

Our stakeholders are important to us because they have a significant interest in our business and can influence it. We ensure that their concerns, interests, and expectations are addressed through regular communication on multiple platforms. EMGS interlinks every stakeholder in Malaysia's higher education industry.

EMGS's Commitment to Stakeholder Engagement in Higher Education



- 1. Embassy/High Commission:** EMGS has actively engaged with embassies and high commissions to enhance diplomatic relations through networking events, national day celebrations, and courtesy visits. Initiatives such as Iftar programs with the African Foreign Missions and dinners with ambassadors from Tajikistan and Bangladesh have strengthened mutual understanding and foster diplomatic ties.
- 2. Ministry of Higher Education & Agencies:** EMGS has collaborated with the MoHE to promote higher education through key meetings, such as the PTPTN 2022-2025 and the PTPTN SSPN Savings Month launch.

3. **Jabatan Imigresen Malaysia (JIM):** EMGS has engaged with Malaysia's Immigration Department through strategic meetings to streamline immigration processes for international students and foster collaboration in managing education-related immigration matters.
4. **International Students:** EMGS has actively engaged with the international student community to strengthen relationships with diverse students in Malaysia through Iftar events, alumni dinners in Indonesia and Oman, and sponsorship of cultural events like Pesta Rakyat Indonesia.
5. **State Government of Sarawak:** EMGS has engaged with the Sarawak State Government through meetings and Iftar programs, as well as year-end dinners with stakeholders like Ministry of Education, Innovation and Talent Development Sarawak (MEITD) and Immigration and Labour Management Unit Sarawak (ILMU) to support Sarawak's development as a higher education hub.
6. **Scholarship Organisations:** EMGS has partnered with scholarship organisations such as the NAMA Foundation, Lembaga Pengelola Dana Pendidikan and Badan Zakat Indonesia through co-hosting events and attending conferences, to improve scholarship access and leadership development for international students.
7. **Higher Education Institutions:** EMGS has organised engagement meetings with various universities such as Albukhary International University, Universiti Putra Malaysia (UPM), Universiti Teknologi Malaysia (UTM), Universiti Kebangsaan Malaysia (UKM), Universiti Sains Malaysia (USM), Heriot-Watt University, INTI University, and UNIMAS to share best practices and gather more insights from the students.

8. **International Stakeholders:** EMGS has engaged with international stakeholders, including Nairobi University delegates, the Commission on Higher Education, Philippines NGAs, and APAIE 2024. These initiatives strengthen global partnerships, promote Malaysia's higher education globally, and expand educational exchanges.

Establishing Our Sustainability Priorities

To ensure a robust and inclusive approach to sustainability, a comprehensive materiality assessment was conducted in 2024 by engaging a total of 50 key internal stakeholders, including employees, customers, suppliers, and community members.

This process aimed to capture diverse perspectives and prioritise the issues that matter most to our stakeholders, allowing EMGS to gain valuable insights into the key areas of focus for our sustainability strategy. The assessment followed the following three steps

Identify



Following a review of our existing material matters, we conducted research on potential emerging issues, considering factors such as emerging risks, international sustainability rankings and indices, and sustainability disclosures from peer companies. This process led to the identification of 13 material matters.

Prioritise



An online materiality survey was distributed to all key stakeholders, inviting them to rank the 13 identified material matters based on their level of importance and our performance to date.

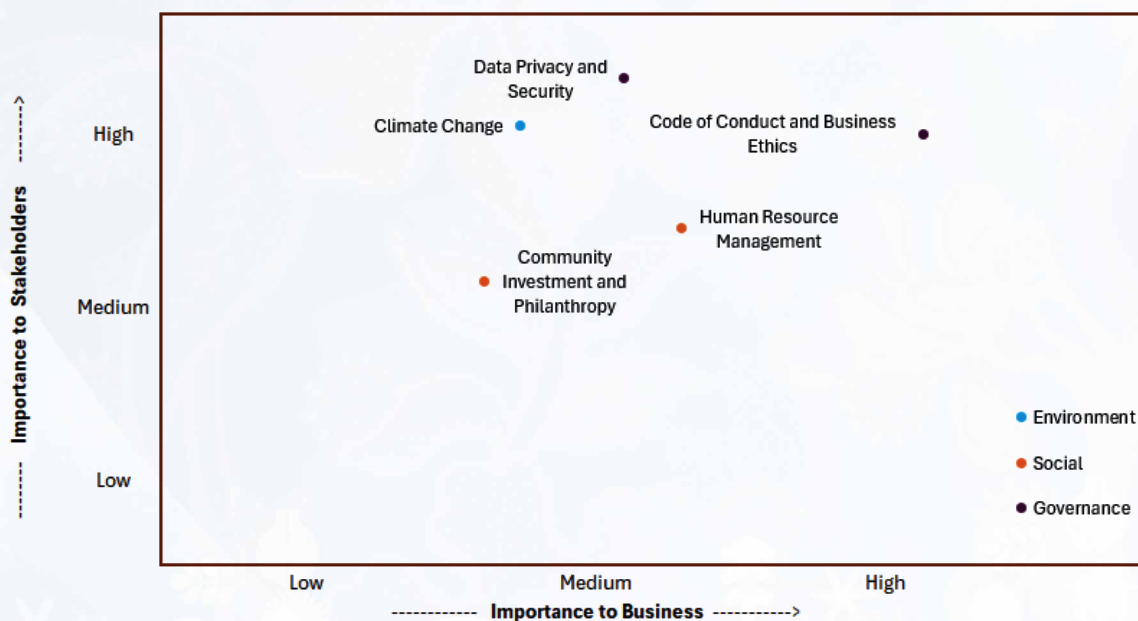
Based on the survey results, the management has further streamlined these topics into pillars, ultimately categorising them to 5 material matters based on their relevance to our business. The results of the assessment were then plotted in a materiality matrix, categorised as low, medium, or high importance.

■ Validate

▶ The final list of material matters, along with stakeholder feedback and the materiality matrix, was presented to the Board of Directors for review and validation.

Materiality Matrix

The results of the survey were plotted on a materiality matrix based on the degree of materiality and the relative relevance of the material issues.



To further ease our management of these material matters, we have segmented them into 3 themes that resonate with our sustainability strategy. Within the rest of this report, we will delve on our approach, journey and moving forward plans for each of these themes.

Our Sustainability Approach

Themes

Building Sustainable Communities

1. **Human Resource Management**
2. **Community Investment and Philanthropy**

Fostering Trust and Accountability

1. **Governance and Business Ethics**
2. **Data Privacy and Security**

Preserving Our Future

1. **Climate Changes**

Building Sustainable Communities

■ Our Approach

- ▶ **Human Resource Management**
 - Training and Development
 - Employment Practices
 - Diversity and Inclusion
- ▶ **Community Investment and Philanthropy**
 - Community Engagement

Human Resource Management and Community Investment are at the core of EMGS's mission. By investing in the development of skilled professionals and fostering the communities that we serve, EMGS ensures that the educational ecosystem in Malaysia is robust, inclusive, and sustainable. This commitment aligns seamlessly with several UN SDGs:

UN SDG**Our Alignment****No Poverty**

- ▶ Through community investment initiatives, EMGS works towards eradicating poverty. By providing scholarships, financial aid, and support programs, EMGS helps to reduce economic barriers to education, enabling students from disadvantaged backgrounds to pursue their academic aspirations.

Quality Education

- ▶ EMGS is committed to providing inclusive and equitable quality education. By ensuring access to education for all, EMGS contributes to lifelong learning opportunities and improving academic standards in Malaysia.

Gender Equality

- ▶ EMGS champions gender equality by promoting policies and practices that ensure equal opportunities for all, regardless of gender. This includes advocating for women's full participation in leadership roles and decision-making processes within the educational sector.

Human Resource Management

EMGS is committed to positioning Malaysia as a premier destination for international students, which aligns closely with our nation's educational goals. We believe in providing equal access to training and development for both women and men, empowering all individuals to grow professionally.

Our dedication to fair employment practices is evident in our implementation of an unbiased recruitment, promotion, and compensation policies, ensuring that everyone has an equal opportunity to succeed. We also prioritise diversity and inclusion within our workplace, fostering an environment that values gender diversity and guarantees that every employee is respected and supported.

In achieving these goals, effective human resource management is central to EMGS's success. The role of human resource management is vital in ensuring that we retain the right talent, leadership, and organisational culture to drive our mission.

Also, with our ongoing internship program, we aim to help bridge the gap between education and employment for fresh graduates. In addition, during the year 2024, we introduced our myStep Policy, which supports the government's initiative to provide short-term employment for job seekers with limited work experience. Through this policy, we have provided 12 job seekers with employment opportunities to date.

Workforce Composition

**Percentage of Employees that are
Contractors of Temporary Staff**

16%

Percentage of Permanent Employees

84%

Headcount Management

FY2024

Hiring Rate **22%**

Turnover Rate **4%**

■ Training and Development At EMGS

At EMGS, we take pride in being able to promote Malaysia's educational offerings and effectively manage international student mobility. To achieve our mission, we recognise the importance of having a workforce that is highly skilled, adaptable, and capable of addressing the dynamic challenges within the international education sector.

We believe that investing in our team's development is key to our success. Therefore, our training and development initiatives are designed to ensure that our employees not only meet the current organisational needs but are also prepared for future growth and challenges.

Below are the key aspects of Training and Development at EMGS:**► Policy and Regulatory Expertise:**

We prioritise continuous training to ensure our team remains up to date on immigration laws, visa processes, and regulations impacting international students. This guarantees smooth, efficient operations and compliance with all requirements.

► Cultural Competence:

Our training focuses on intercultural communication, helping us better understand and support international students from diverse backgrounds. This enables us to create a more inclusive and welcoming environment, strengthening Malaysia's position as a global education hub.

► Excellence in Customer Service:

We invest in training our staff to deliver exceptional customer service, ensuring that international students receive the best support throughout their journey, enhancing their overall experience with EMGS.

► Leadership and Technological Proficiency:

By developing leadership skills and enhancing technological capabilities within our team, we ensure that our staff is equipped to handle emerging trends in the education sector and maintain EMGS's competitiveness on the global stage.

Moreover, to ensure that our all employees are developing in the right direction, semi-annual performance reviews are held with them. These reviews help our employees understand their strengths and areas that could benefit from additional focus, while also aligning their personal growth with the organisation's goals.

Our Training Highlights for 2024

We recognise that continuous learning is key to personal growth and organisational success. We are committed to equipping our workforce with relevant skills and knowledge through a variety of targeted training programs. Listed below are several courses that are designed to enhance leadership, foster innovation, improve soft skills, and strengthen strategic capabilities, keeping our team aligned with industry trends and best practices.

Training Title	Description	Category
ESG Fundamentals for SME	Focuses on Environmental, Social, and Governance principles tailored for small and medium enterprises.	Innovation
Mindset Change for Better Results: Creating High High-Performance Workforce	Aims to drive organisational performance through positive mindset shifts.	Innovation
Comprehensive Digital Marketing Mastery Program	Covers SEO, social media advertising, and digital marketing management strategies.	Soft Skill
Advanced Marketing Data Analytics	Focuses on leveraging data analytics to inform and drive marketing decisions.	Soft Skill

Training Title	Description	Category
Empowering Excellence: Leadership in Driving Good Governance & Sustainability	Leadership development with emphasis on governance, ethics, and sustainable practices.	Leadership
MBTI For Team Engagement	Uses MBTI personality profiling to enhance team collaboration and engagement.	Leadership
Business Chinese for Professional Communication – Level 1	Introductory course for professionals to communicate effectively in Business Chinese (Mandarin).	Soft Skill
Strategic Planning – Charting Your Success Roadmap	Equips employees with tools for effective organisational strategy development and execution.	Innovation
High Impact Stakeholders Management	Training on managing and influencing key stakeholder relationships effectively.	Innovation
Contract & Procurement Fraud	Specialised course on detecting, preventing, and responding to fraud in procurement processes.	Innovation

Below are the recorded training hours by employee category for FY2024:

Total Hours of Training by Employee Category
FY2024

Management	568
Executive	824
Non-executive/Technical Staff	8

Average Training Hours by Employee Category
FY2024

Management	32.55
Executive	20.10
Non-executive/Technical Staff	8.00

Average Training Hours by Gender Category
FY2024

Male	23
Female	19

Employment Practices

Fostering a culture of respect, equality, and inclusivity in all aspects is one of our main aspirations in terms of our employment practices. This ambition is also represented as a core principle outlined in our Code of Conduct and Business Ethics, ensuring a workplace that is free from discrimination, harassment, and violence.

► **Respect and Integrity:**

We believe in treating all individuals whether superiors, peers, subordinates, or stakeholders, with respect, trust, honesty, and dignity. Our workplace culture is built on mutual respect, where everyone is valued, regardless of their role within the organisation.

► **Equal Opportunity and Non-Discrimination:**

Employment decisions at EMGS are made solely based on business needs, job requirements, and individual qualifications. We are committed to a policy of non-discrimination, ensuring that no decisions are influenced by factors such as age, gender, race, disability, nationality, religion, or sexual orientation. Additionally, we require that all our counterparties, including Malaysian Education Institutions and vendors, adopt the same commitment to equal opportunity and non-discrimination.

► **Harassment and Violence-Free Environment:**

EMGS has a strict no-tolerance policy towards harassment and violence in any form. This includes derogatory comments, spreading malicious rumours, sexual harassment, or the use of communication channels to transmit discriminatory or harmful material. We take any violation of this policy seriously, and non-compliance may result in immediate dismissal or termination of business relationships. Furthermore, we require Malaysian Education Institutions to implement effective procedures to prevent and address harassment and violence, ensuring a safe environment for all students and staff.

► **Health, Safety, and Environment (HSE):**

EMGS aims to provide a safe and healthy workplace for all our employees and minimise the environmental impact of our operations. We strictly adhere to HSE requirements, ensuring that all policies and procedures are followed diligently. Our commitment to safety and environmental stewardship is integral to our operations and is regularly reviewed to ensure compliance with applicable laws, including the Malaysian Occupational Safety and Health (Amendment) Act 2022 (OSHA).

We are proud to report that there have been no complaints regarding human rights violations in FY2024.

FY2024

**Number of substantiated complaints
concerning human rights violations**

0

Employee Benefits at EMGS

We are committed to the well-being, growth, and overall satisfaction of our employees. We believe that a supportive and rewarding work environment is essential for personal and professional success. As part of this commitment, we offer a comprehensive range of benefits designed to meet the diverse needs of our workforce, from financial support and wellness initiatives to professional development opportunities.

Category	Benefit	Description
Leave & Time Off	Pilgrimage Leave	Special leave is provided to support employees undertaking religious pilgrimages.
Transportation	Parking Subsidy	Subsidy to cover employee parking expenses.
	Petrol/ Transportation Allowance	Monthly allowance to assist with commuting or work-related travel costs.
	Company Car/ Car Allowance	Provision of a company vehicle or a monthly car allowance, depending on role within the organisation.
Communication	Handphone Allowance	Monthly allowance to support work-related mobile phone use.

Category	Benefit	Description
Health & Wellness	Health/Fitness Club Allowance	Reimbursement or subsidy for gym or fitness club memberships.
Family Support	Funeral Expenses	Financial assistance to support employees during the bereavement of a close family member.
Professional Development	Professional Membership	Coverage of fees for relevant professional memberships.
	Education Assistance Program	Financial support for further education or professional development courses.
Financial Support	Cost of Living Allowance (COLA)	Additional allowance to assist in managing rising living costs.
Travel	Travel Benefits and Allowances	Coverage or reimbursement for business-related travel expenses.

■ Diversity and Inclusion

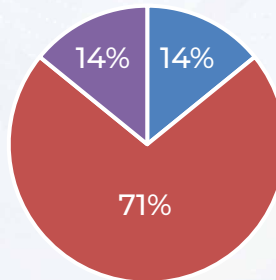
Since our nature of business is facilitating the movement of international students to Malaysia, this requires us to interact with a diverse range of students and educational institutions from all corners of the globe. International students come to Malaysia from various cultural, ethnic, and religious backgrounds, each bringing unique perspectives and experiences.

We recognise that diversity and inclusion are key pillars of our success and integral to our mission of positioning Malaysia as the preferred education hub for international students, becoming a global leader in higher education. By embracing these values, we can better understand the diverse needs of international students and provide tailored services that enhance their educational experience in Malaysia.

Furthermore, promoting diversity within our organisation reflects the global community we aim to serve, fostering an atmosphere where all individuals feel valued, respected, and empowered to contribute not only within our organisation but also across the educational institutions we collaborate with.

EMGS Workforce Composition

Percentage of Directors by Age Group



Percentage of Directors by Gender Group

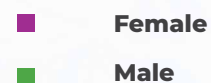
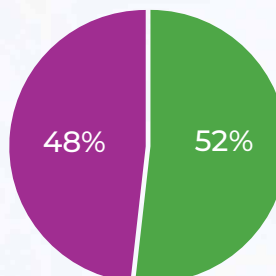


83%

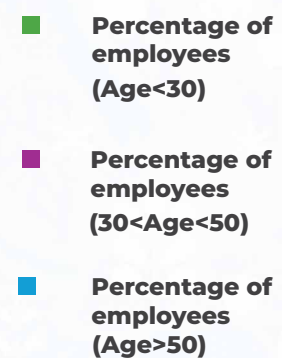
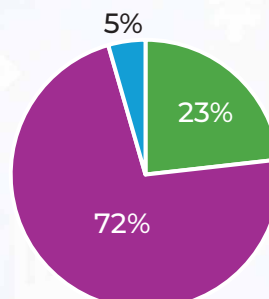


17%

Total Percentage of Employees and Breakdown by Gender Group



Total Percentage of Employees and Breakdown by Age Group



Community Investment and Philanthropy

■ **Community Engagement**

EMGS is deeply committed to community investment and philanthropy, ensuring that our business performance positively impacts the communities in which we operate. We have a dedicated Corporate Social Responsibility (CSR) Policy that guides our efforts to integrate social responsibility into our daily business practices, emphasising on enriching the lives of the communities we serve and making a positive impact through various educational initiatives and community.

Through strategic initiatives outlined in our policy, we actively support projects and partnerships that foster education access and empowerment, especially for underserved groups. Our philanthropic activities include sponsoring scholarships, supporting educational programs, and collaborating with local and international institutions to create pathways for students to access higher education. These initiatives not only align with our mission to make Malaysia a preferred education destination but also contribute to a more inclusive and equitable society. We recognise that our role extends beyond promoting Malaysia's educational offerings; it includes giving back to society through community service, enrichment programs, and donations.

EMGS has demonstrated its commitment to CSR through several impactful initiatives under its community pillar. These initiatives aim to assist individuals and groups affected by natural disasters, engage with foreign student communities, and contribute to broader social causes.

1. Disaster Relief for Families Affected by Helicopter Accident

EMGS extended support to 10 families who were affected by a tragic helicopter crash. A contribution of RM20,000 was provided to help the families during their difficult time.

2. Contribution to Koperasi Imigresen Malaysia Berhad (KOPRIMA) for Flood Relief

In response to the devastating floods, EMGS made a RM2,000 donation to KOPRIMA, supporting the Malaysian Immigration Cooperative's efforts to assist those impacted by the disaster.



3. Assistance and Engagement with Foreign Students

EMGS also focused on engaging foreign students, such as the Indonesian students at Universiti Utara Malaysia (UUM). A contribution of RM3,000 was made to support the "Pesta Rakyat Indonesia UUM", a cultural celebration for Indonesian students in Malaysia.



4. Support for Palestinian Students Affected by the War

EMGS has provided significant support to Palestinian students during the ongoing conflict. In response to the challenging circumstances, a fee waiver initiative has been implemented to assist Palestinian students with their educational applications and processing fees.

- ▶ **New Applications:** A total of 60 new applications from Palestinian students were processed, with a total contribution amount of **RM 65,000**.
- ▶ **Renewal Applications:** For students renewing their applications, 53 cases were processed, resulting in a contribution amounting to **RM 7,420**.

Overall, 113 Palestinian students benefited from this initiative, with a total discount of **RM 72,420** aimed at alleviating some of the financial burdens faced due to the ongoing war. This support reflects EMGS's commitment to assisting international students in times of crisis. These initiatives reflect EMGS's ongoing efforts to give back to the community and ensure the well-being of individuals affected by emergencies, as well as fostering cultural ties with the foreign student community in Malaysia.

Going Forward

At EMGS, we believe that training and development are vital for fostering a culture of growth and adaptability. We are dedicated to providing more training opportunities for our employees' growth, equipping them with the skills and knowledge needed to keep us at the forefront of the international education sector. By investing in our team's development, we strengthen our mission to make Malaysia the preferred educational destination for students worldwide.

As a key player in this sector, EMGS exemplifies diversity and inclusion, striving to create an environment where all employees, students, and stakeholders feel respected, regardless of race, nationality, gender, religion, or background. As part of our ongoing commitment, we are dedicated to strengthening our Diversity and Inclusion Programs through the implementation of targeted initiatives focused on promoting gender equality, fostering employee development, and ensuring fair employment opportunities.

We are committed to integrating these values into every aspect of our mission and inspiring educational institutions throughout Malaysia to adopt inclusive practices. By fostering a respectful environment, we enhance the experiences of international students and reinforce Malaysia's reputation as a leading destination for higher education. Together, we aim for a more inclusive future for all.

Fostering Trust And Accountability

■ Our Approach

- ▶ **Governance and Business Ethics**
 - Anti-Bribery and Corruption (ABAC)
 - Whistleblowing
- ▶ **Data Privacy and Security**
 - Compliance to Personal Data
 - Protection Act (PDPA) & EMGS Policies

For EMGS, trust is an important element in all aspects of our organisation. Therefore, it is imperative that we address key material matters that reinforce ethical business practices and ensure accountability, particularly within Malaysia's education and international student service sectors.

UN SDG

Our Alignment

Peace, Justice and Strong Institutions



- ▶ Through our enhancement of our governance frameworks and strengthening of our internal controls and auditing processes in 2022, EMGS focuses on our commitment to building a strong and transparent governance.

Governance and Business Ethics

■ **Anti-Bribery and Corruption (ABAC)**

At EMGS, we steadfastly commit to upholding the highest standards of integrity and ethics. Our approach to ABAC practices is rooted in a zero-tolerance stance against all forms of bribery and corruption. We believe fostering a transparent and ethical working environment is essential in maintaining trust with our stakeholders and fulfilling our mission to support international students in Malaysia.

Our ABAC practices are designed to ensure that we conduct our operations specifically in the administration of VISA/iKad applications, promotion of Malaysia as a global education hub, and facilitation of medical checkups and insurance for international students without compromising our commitment to integrity. This commitment is embedded in our policies, including the ABAC Policy and our Code of Business Conduct and Ethics.

We ensure that all employees, partners, and stakeholders acting on our behalf understand and adhere to our strict anti-bribery and anti-corruption guidelines. We do not tolerate any act of bribery or corruption and support the active reporting of concerns or potential misconduct without fear of retaliation. Even when such actions may result in challenges or disadvantages to EMGS, we prioritise integrity over business gains, firmly standing by our principles.

FY2024

Confirmed incidents of corruption and action taken **0**

Percentage of operations assessed for corruption-related risks **100%**

Through continuous training, clear communication, and robust internal controls, we are dedicated to maintaining an environment free of bribery and corruption in all our operations and functions. This proactive approach strengthens our reputation as a trusted institution and ensures that we contribute positively to the global education community.

Percentage of employees who have received training on anti-corruption by employee category

FY2024

Management **71%**

Executive **57%**

Non-executive/Technical Staff **100%**

■ Whistleblowing

Whistleblowing is vital for ensuring transparency, accountability, and integrity within any organisation. It provides a structured and safe avenue for individuals to report misconduct or unethical behaviour, helping to maintain the highest standards of conduct and prevent potential harm to the organisation, its employees, and stakeholders. At EMGS, we recognise the importance of whistleblowing in fostering a culture of openness and trust.

In line with this commitment, EMGS has established a clear and accessible whistleblowing mechanism, designed to encourage the reporting of actual or potential misconduct or malpractice. This process allows employees, third parties, stakeholders, and the public to confidentially report any concerns related to unethical or improper conduct within EMGS. We emphasise that reports should be based on factual knowledge rather than speculation or rumours, and we welcome concerns related to a wide range of potential issues, including financial malpractice, violations of our policies, discrimination, abuse of power, and any illegal activities, among others.

By providing these dedicated channels, we seek to create a safe space where individuals can raise concerns without fear of retaliation. Any reports made in good faith are taken seriously and thoroughly investigated. We believe that promoting an environment where unethical behaviour can be promptly addressed strengthens our organisation's integrity and ensures we maintain the highest standards of conduct.

Ultimately, EMGS's whistleblowing practices serve to safeguard our core values and ensure that any actions that may harm our reputation, operations, or the interests of our stakeholders are identified and addressed promptly.

Data Privacy and Security

■ **Compliance to the Personal Data Protection Act (PDPA) and EMGS Policies**

At EMGS, we are fully committed to complying with the PDPA and ensuring the privacy and security of personal and sensitive data. One of the critical steps taken by EMGS is enhancing data privacy and security. EMGS made significant strides in improving its Privacy Policy, ensuring stronger data protection measures that comply with legal standards and uphold transparency. This initiative is vital in safeguarding personal information, a fundamental component of building trust with stakeholders and ensuring robust institutional practices.

A key component of our data privacy strategy is a proprietary software developed by our trusted and vetted data management provider for our visa processing needs through the use of digital documents. The software plays a crucial role in ensuring data privacy, as it manages sensitive information related to visa applications, student records, and other personal details. Given the critical nature of the data, we work closely with our suppliers to ensure that all necessary privacy and security protocols are followed.

Our software provider holds ISO certifications for data privacy and Capability Maturity Model Integration (CMMI) certification, and both undergo regular external audits, including those conducted by government bodies. These audits help us maintain a high standard of data protection and ensure that we remain compliant with privacy regulations.

In addition, we oversee the implementation of data privacy policies, training, and communications provided by our supplier. They also play a key role in supporting our anti-corruption efforts by ensuring that data handling practices are free from any misuse or unethical actions.

Through these efforts, EMGS ensures that all data privacy and security measures are integrated into our systems. We are proud to report that we have received no complaints regarding breaches of customer privacy or losses of customer data in FY2024.

FY2024

Number of substantiated complaints concerning breaches of customer privacy and losses of customer data 0

Going Forward

We are committed to strengthening our approach to governance as a key element of our long-term strategic vision. To support our sustainability efforts, we are focused on developing a comprehensive sustainability framework and policy. This framework will provide a structured and clear approach to implementing sustainability strategies, ensuring that our initiatives align with both national and global standards. Additionally, we aim to regularly conduct cost-benefit analyses of our compliance efforts. This ongoing evaluation will allow us to assess the financial and operational impacts of each initiative, enabling us to optimise resource allocation and foster sustainable growth. By continuously refining our practices, we aim to make a meaningful contribution to global sustainability goals while ensuring operational efficiency and long-term success.

Preserving Our Future

■ Our Approach

► Climate Change

- Energy Management
- Emissions Management

For EMGS, safeguarding the future is central to all aspects of our organisation. Therefore, it is essential that we address key environmental matters that promote responsible practices, ensure accountability, particularly in relation to climate change and its long-term impact on our operations and the communities we serve.

UN SDG

Our Alignment

Climate Action



- We are taking a significant step toward aligning with UN SDG 13: Climate Action by launching our first-ever initiative to manage energy use and emissions. This marks the beginning of our journey to monitor and reduce our environmental footprint.

■ **Climate Change**

Climate change is no longer a distant threat but a present reality impacting all sectors, including us as a professional service provider. Rising global temperatures and more frequent extreme weather events like floods and storms can directly affect our operations, potentially disrupting supply chains, impacting customer access, and even damaging our physical locations.

At EMGS, we are committed to reducing our environmental footprint and contributing to the global effort against climate change. Our approach focuses on implementing sustainable practices that drive energy efficiency and effective use of resources across our operations.

Energy Management

EMGS prioritises energy efficiency throughout our operations. While a third-party supplier manages our service platform, we actively collaborate with them on their electricity reduction initiatives. Recognising that electricity is the primary energy source for our offices and operating locations, we are committed to implementing various internal initiatives to manage and reduce our energy consumption, demonstrating our dedication to environmental responsibility within the organisation.

- **Suppliers' Electricity Reduction Initiatives**

We collaborate with our main data management software supplier, who has implemented several energy-saving measures aimed at reducing electricity consumption. One significant initiative involves the use of timing sensors to control air conditioning, ensuring that it is turned off during weekends when it is not needed. This smart approach helps optimise energy usage and reduces overall electricity consumption. Although this may not have a direct impact on our electricity usage internally, however, recognising that our supplier is a significant contributor in our value chain, this will eventually be our Scope 3 emissions. Our data collection efforts on our greenhouse gas (GHG) emissions are as articulated under Emissions Management of this report.

Energy Consumption

FY2024

Electricity (kWh) **33,994.00**

Petrol (Litres) **12,315.62**

Total Energy Consumption (GJ) **505.70**

Note:

Total energy consumption is calculated using the Methodology from the Malaysia Energy Statistics Handbook 2022 ("MESH") (Petrol: 1Litre = 0.031 GJ) and total electricity consumption (1MWh = 1,000kWh; 1kWh = 0.0036 GJ)

Emissions Management

Our approach to managing GHG emissions is focused on minimising our environmental impact despite the nature of our business not being as emission-intensive, since our operations do not involve in any industrial processes. As a start, we have recently begun tracking our GHG emissions to better understand our footprint and are focused on identifying key areas where emissions are generated. This data will serve as the foundation for developing strategies to reduce our impact moving forward.

Emission Consumption

FY2024

Scope 1 (tCO ₂ e) ¹	33,994.00
Scope 2 (tCO ₂ e) ²	12,315.62
Total Emissions (tCO ₂ e)	52.00

Note:

¹Scope 1 factors are using the conversion factor retrieved from Malaysia Energy Statistics Handbook 2022 ("MESH") and Department for Environment Food and Rural Affairs UK ("DEFRA")

²Scope 2 factors are using the conversion factor retrieved from Malaysia Grid Emission Factor (2017-2022) ("GEF")

Going Forward

We recognise the need for greater transparency in our energy usage to identify additional opportunities for reduction. To address this, we are actively collaborating with our suppliers to come up with solutions that help us improve both our visibility and control over electricity consumption moving forward.

We will continue to track our energy consumption and GHG emissions with the monitoring and management of energy use and emissions being a key focus moving forward, aiming to identify opportunities for efficiency improvements. This proactive approach reflects our dedication to climate action and sets a solid foundation for long-term sustainability.

We are also actively integrating climate-related considerations into the core of our organisation, encompassing governance, strategy, risk management, and the establishment of clear metrics and targets. This commitment includes the active management of our carbon emissions through data collection efforts, which allow us to understand our impact, alongside energy-efficient office practices and the promotion of digital solutions to minimise our environmental footprint

Appendices

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GRI Disclosures			
GRI 2: General Disclosures			
2-1 Organisational details	EMGS at a Glance	7	Not applicable
2-2 Entities included in the organisation's sustainability reporting			
2-3 Reporting period, frequency and contact point	About this Report	4	
2-4 Restatements of information			No restatements during the year
2-5 External assurance	Assurance Statement	4	
2-6 Activities, value chain and other business relationships	EMGS at a Glance	7	
2-7 Employees	Human Resource Management	21 - 29	
2-8 Workers who are not employees	Human Resource Management	21 - 29	
2-9 Governance structure and composition	Steering Towards Sustainability	13	
2-10 Nomination and selection of the highest governance body	Steering Towards Sustainability	13	
2-11 Chair of the highest governance body	Steering Towards Sustainability	13	
2-12 Role of the highest governance body in overseeing the management of impacts	Steering Towards Sustainability	13	
2-13 Delegation of responsibility for managing impacts	Steering Towards Sustainability	13	

SUSTAINABILITY REPORT

Disclosures	Section & Page Number		Omissions & Explanation
2-14 Role of the highest governance body in sustainability reporting	Steering Towards Sustainability	13	
2-15 Conflicts of interest			Not included in the SR
2-16 Communication of critical concerns			Not included in the SR
2-17 Collective knowledge of the highest governance body			Not included in the SR
2-18 Evaluation of the performance of the highest governance body			Not included in the SR
2-19 Remuneration policies			Not included in the SR
2-20 Process to determine remuneration			Not included in the SR
2-21 Annual total compensation ratio			Not included in the SR
2-22 Statement on sustainable development strategy	Establishing Our Sustainability Priorities	16	
2-23 Policy commitments			No sustainability policy thus far
2-24 Embedding policy commitments			No sustainability policy thus far
2-25 Processes to remediate negative impacts	Governance and Business Ethics	37 - 39	
2-26 Mechanisms for seeking advice and raising concerns			Not included in the SR
2-27 Compliance with laws and regulations	Governance and Business Ethics	37 - 39	

SUSTAINABILITY REPORT

Disclosures	Section & Page Number		Omissions & Explanation
2-28 Membership associations			Not applicable
2-29 Approach to stakeholder engagement	A Collaborative Effort	13 - 14	
2-30 Collective bargaining agreements			Not applicable
Anti-Corruption			
3-3 Management of material topics	Anti-Bribery & Corruption	38 - 39	
205-1 Operations assessed for risks related to corruption	Anti-Bribery & Corruption	38 - 39	
205-2 Communication and training about anti-corruption policies and procedures	Anti-Bribery & Corruption	38 - 39	
205-3 Confirmed incidents of corruption and actions taken	Anti-Bribery & Corruption	38 - 39	
Energy			
3-3 Management of material topics	Energy Management	43 - 46	
302-1 Energy consumption within the organization	Energy Management	43 - 46	
302-2 Energy consumption outside of the organization			Not included in the SR
302-3 Energy intensity			Not included in the SR
302-4 Reduction of energy consumption			Not included in the SR

SUSTAINABILITY REPORT

Disclosures	Section & Page Number		Omissions & Explanation
302-5 Reductions in energy requirements of products and services			Not disclosed in the SR
305-6 Emissions of ozone-depleting substances (ODS)			Not applicable
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			Not applicable
Emissions			
3-3 Management of material topics	Emissions Management	45 - 46	
305-1 Direct (Scope 1) GHG emissions	Emissions Management	45 - 46	
305-2 Energy indirect (Scope 2) GHG emissions	Emissions Management	45 - 46	
305-3 Other indirect (Scope 3) GHG emissions			Not included in the SR
305-4 GHG emissions intensity			Not included in the SR
305-5 Reduction of GHG emissions			Not included in the SR
305-6 Emissions of ozone-depleting substances (ODS)			Not applicable
305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			Not applicable

SUSTAINABILITY REPORT

Disclosures	Section & Page Number		Omissions & Explanation
Training and Education			
3-3 Management of material topics	Training and Development	21 - 26	
404-1 Average hours of training per year per employee	Training and Development	21 - 26	
404-2 Programs for upgrading employee skills and transition assistance programs	Training and Development	21 - 26	
404-3 Percentage of employees receiving regular performance and career development reviews	Training and Development	21 - 26	
Diversity and Equal Opportunity			
3-3 Management of material topics	Diversity and Inclusion	31 - 32	
405-1 Diversity of governance bodies and employees	Diversity and Inclusion	31 - 32	
405-2 Ratio of basic salary and remuneration of women to men			Not included in the SR
Local Communities			
3-3 Management of material topics	Community Engagement	33 - 34	
413-1 Operations with local community engagement, impact assessments, and development programs potential negative impacts on	Community Engagement	33 - 34	

SUSTAINABILITY REPORT

Disclosures	Section & Page Number		Omissions & Explanation
413-2 Operations with significant actual and potential negative impacts on local communities			Not applicable
Customer Privacy			
3-3 Management of material topics	Data Privacy & Security	40 - 41	
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Data Privacy & Security	40 - 41	



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