



B E S H O M

THE BEST STARTS FROM HOME

BESHOM HOLDINGS BERHAD

Registration No. 202101001114 (1401212-A)

Sustainability Statement 2026

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ABOUT THIS REPORT

This Sustainability Statement (“Report”) presents the sustainability strategies, targets, performance and progress of Beshom Holdings Berhad’s (“BESHOM” or the “Company”) and its subsidiaries (collectively referred to as the “BESHOM Group” or the “Group”) for the financial year ended 30 April 2026 (“FY2026”). The Report highlights the Group’s ongoing approaches and commitment to integrating sustainability considerations into our business operations, strengthening responsible business practices, and creating long-term value for stakeholders.

This Report has been prepared in accordance with the Main Market Listing Requirements (“MMLR”) of Bursa Malaysia Securities Berhad (“Bursa Securities”). In preparing this Report, the Group has also taken into consideration relevant international sustainability reporting frameworks and requirements.

This Report has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards.

This Report has been reviewed and approved by the Board of Directors (the “Board”) of BESHOM.

This standalone Report is published alongside and complements BESHOM’s Annual Report (“AR”) for FY2026. Both reports are available on the Company’s corporate website to promote greater accessibility, transparency, and stakeholder engagement.



ABOUT THIS REPORT

(continued)

REPORTING BASIS AND SCOPE

The scope of this Report covers BESHOM Group's principal revenue-generating business segments in Malaysia, namely Multi-Level Marketing ("MLM"), Wholesale, Retail, and Manufacturing, property management, and operations at the Group's corporate office in Klang, Selangor. Collectively, these business segments represent the majority of the Group's revenue

contribution, while contributions from the Group's business ventures in Brunei remain minimal.

Unless otherwise stated, this Report excludes other business activities, including credit and leasing as well as insurance services, as their associated financial, environmental, and social impacts are not considered material to the Group's overall sustainability performance.



CORPORATE OFFICE

BESHOM's headquarters is in Wisma Hai-O, Klang, Selangor Darul Ehsan.



WHOLESALE SEGMENT

The Wholesale segment is operated by Hai-O Enterprise Bhd., Hai-O Medicine Sdn. Bhd., Kinds Resource Sdn. Bhd., Grand Brands (M) Sdn. Bhd. and Chop Aik Seng Sdn. Bhd.

The customer base of the Wholesale segment is predominantly located in Malaysia.



MLM SEGMENT

The MLM segment is operated by Sahajidah Hai-O Marketing Sdn. Bhd. ("SHOM"), with operations in both Malaysia and Brunei. The segment's customer base is predominantly located in Malaysia, while the Brunei market represents a relatively small proportion of MLM's customers.

SHOM collaborates with a network of MLM distributors who market and promote the Group's products. To support its operations and customer outreach, SHOM maintains 27 MLM branches, stockists, and a sales point across East and West Malaysia.



RETAIL SEGMENT

The Retail segment is operated by Hai-O Raya Bhd., comprising 55 outlets, including franchises, across East and West Malaysia, as well as an online retail store.

With both local and digital presence, the Retail segment is well positioned to serve customers in Malaysia and overseas markets.



MANUFACTURING SEGMENT

The Manufacturing segment is operated by SG Global Biotech Sdn. Bhd. and QIS Research Laboratory Sdn. Bhd.

The customer base of the Manufacturing segment is predominantly located in Malaysia

REPORTING PERIOD AND CYCLE

The data and information presented in this Report cover the reporting period from 1 May 2025 to 30 April 2026 ("FY2026"), unless otherwise stated. Where relevant, comparative and historical information has been included to provide context, illustrate key trends, and enhance stakeholders' understanding of the BESHOM Group's sustainability performance over time. This Report is published on an annual basis as part of the Group's ongoing commitment to transparent and consistent sustainability reporting.

ASSURANCE

The FY2026 water, energy, and emissions data disclosed in this Report have been audited by the Group's internal auditors.

The audit identified several potential improvement areas involving the data collection and calculation process. The Management has addressed the audit observations through the necessary amendments and has established action plans to further enhance the effectiveness of these processes.

There are no material inaccuracies in relation to the FY2026 water, energy, and emissions data disclosed in this Report.

Key data presented in this Report has been internally validated by the Management.

This Report has not been subjected to external assurance.

CONTACT US

For more information on BESHOM's policies and management processes, please visit our corporate website at www.beshom.com. If you have any questions about this Report, please contact us at ir@beshom.com.

GROUP MANAGING DIRECTOR'S MESSAGE



Dear Value Stakeholders,

In FY2026, the global and domestic business environment continued to be shaped by economic volatility, evolving regulatory requirements, shifting geopolitical dynamics, and the accelerating impacts of climate change and technological transformation. These interconnected developments have created both challenges and opportunities for businesses, reinforcing the importance of resilience, adaptability, and long-term value creation. Despite these complexities, BESHOM Group remained resilient and focused on executing its strategic priorities while strengthening its ability to navigate an increasingly dynamic operating landscape.

Sustainability continues to be a key pillar of the Group's long-term growth strategy. During the year, we continued to embed sustainability considerations into our governance, operations, and decision-making processes, ensuring that the Group remains well-positioned to address emerging risks and opportunities. Through our MLM, Retail, and Wholesale business segments, we strive to improve access to healthcare and wellness products while supporting the development of individuals and communities. In doing so, we remain committed to creating sustainable value for our stakeholders and delivering positive social, environmental, and economic outcomes in the markets where we operate.

To monitor our progress and drive accountability, the Group regularly assesses its performance against a set of sustainability key performance indicators ("KPIs") aligned with our material sustainability matters ("MSMs"). For FY2026, we established 14 sustainability KPIs and corresponding targets covering key focus areas ranging from business sustainability,

people, to environmental stewardship. We are pleased to report that, of the 14 targets set for the year, 6 targets were achieved and 5 targets were exceeded, demonstrating meaningful progress towards our sustainability commitments and providing a strong foundation for continued improvement and long-term value creation.

Following the adoption of International Financial Reporting Standards ("IFRS") S1 - General Requirements for Disclosure of Sustainability-related Financial Information and IFRS S2 - Climate-related Disclosures into Bursa Securities' MMLR on a phased basis, the Group has taken proactive steps to enhance its readiness for future reporting obligations. During FY2026, we continued to strengthen internal capabilities through targeted training and awareness programmes, while enhancing data collection and management processes to support more robust sustainability reporting and the integration of sustainability considerations into our business strategy and risk management framework.

Recognising the growing importance of climate-related risks and opportunities and in preparation for future alignment with IFRS S2, beginning in FY2027, the Group plans to progressively identify and assess the potential impacts of climate-related risks and opportunities, including those arising from extreme weather events such as heatwaves and heavy rainfall, to support timely mitigation measures and safeguard business continuity. In parallel, we have adopted a proactive approach to measuring and reporting Scope 1 and Scope 2 greenhouse gas ("GHG") emissions. To further strengthen our GHG reporting, BESHOM has also commenced reporting Scope 3 GHG emissions for Category 7 Employee Commuting this year. These efforts will enhance our understanding of the Group's environmental footprint, support informed decision-making, and strengthen our readiness for evolving sustainability disclosure requirements.

As part of our efforts to reduce environmental impacts and support a lower-carbon future, the Group continues to implement initiatives that enhance energy efficiency and resource management. During FY2026, renewable energy generated from solar panel systems installed at the Group's three properties amounted to 1,090,256 kWh, contributing to the avoidance of approximately 807 tonnes of CO₂ emissions. This was complemented by the continued adoption of LED lighting solutions to further reduce energy consumption. Beyond energy management, the Group remains committed to the 4R principles - Reduce, Reuse, Recycle and Recover - to improve resource efficiency and minimise operational waste.

BESHOM Group continues to prioritise responsible sourcing as a key pillar of its sustainability strategy. This commitment is further reinforced through the adoption of a Responsible Sourcing Policy ("RSP"), which sets out the Group's expectations of suppliers in relation to labour and human rights, environmental protection, workplace health and safety, and ethical business conduct, thereby strengthening

GROUP MANAGING DIRECTOR'S MESSAGE

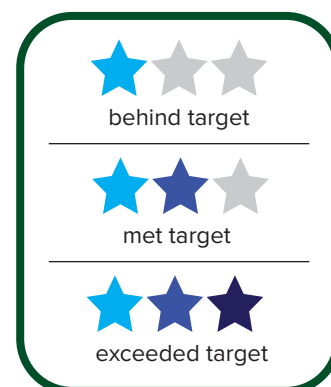
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responsible practices across the supply chain. The Group implements a structured supplier due diligence and evaluation process to ensure compliance with applicable laws, regulations, and quality standards. In recent years, we have deepened engagement with suppliers to better understand and enhance sustainability practices across the value chain. This includes working collaboratively to identify opportunities for more sustainable packaging in new product development.

Our employees are central to the Group's continued success, and we remain committed to supporting their well-being through competitive benefits and a positive working environment. In addition to statutory entitlements, the Group provides a range of benefits aimed at promoting work-life balance and overall wellness. During the year, we reviewed our employee benefits package and enhanced our healthcare offering with the inclusion of chiropractic treatment.

The table below summarises the Group's performance against its FY2026 sustainability KPIs, as well as the sustainability KPIs established for FY2027 to support the Group's ongoing sustainability objectives and commitments.

Legend:



Sustainability Category	FY2026 Targets	FY2026 Performance	Progress	FY2027 Targets	Supporting the SDGs
Socioeconomic	at least 11% of the sales from MLM and Retail segments made via e-commerce platform	10%		at least 11% of the sales from MLM and Retail Segment made via e-commerce platform	n/a
	facilitate at least 5 cross-over projects with business alliances to cater for market needs and synergy reach	7 cross-over projects/events		facilitate at least 5 cross-over projects with business alliances to cater for market needs and synergy reach	n/a
	zero product recall incidents	Zero product recall incidents recorded		zero product recall incidents	
	at least 85% of employees meet the minimum training hours required	99% of employees met the minimum training hours required		at least 85% of employees meet the minimum training hours required	
	maintaining a Gender Wage Parity Index of 1:0.95 among employees	Gender Wage Parity Index of 1:0.94		maintaining a Gender Wage Parity Index of 1:0.95 among employees	
	achieving zero cases of work-related injuries	Zero cases of work-related injuries		achieving zero cases of work-related injuries	

GROUP MANAGING DIRECTOR'S MESSAGE

(continued)

Sustainability Category	FY2026 Targets	FY2026 Performance	Progress	FY2027 Targets	Supporting the SDGs
Socioeconomic	sponsorship, fund-raising, or similar programmes that benefit more than 6,500 students and teachers	Achieved 7,467 which consists of 6,787 students and 680 teachers for sponsorship and fund-raising programmes		sponsorship, fund-raising, or similar programmes that benefit more than 4,200 students and teachers	 
	resolving 100% of product complaints received	100% resolved		resolving 100% of product complaints received	n/a
Governance	achieving 100% training completion rate for management-level employees on mandatory topics	100% completion		achieving 100% training completion rate for management-level employees on mandatory topics	
	zero complaints on breaches of customer privacy	One (1) case		zero complaints on breaches of customer privacy	
	zero food safety incidents	Zero food incidents recorded		zero food safety incidents	
Environment	at least half (50%) of rebranded or new housebrand products during the year incorporate elements of environmentally friendly packaging	8 out of 11 (73%) rebranded or new housebrand products during the year incorporate elements of environmentally friendly packaging		at least half (50%) of rebranded or new housebrand products during the year incorporate elements of environmentally friendly packaging	
	up to 20% of total energy usage (kWh) of the Group is from the renewable energy generated and consumed from the 3 properties with solar panel systems	25% of total energy usage was from renewable energy		up to 20% of total energy usage (kWh) of the Group is from the renewable energy generated and consumed from the 3 properties with solar panel systems	 
	to use LED lighting systems for all new outlets or newly refurbished outlets	LED installed for all new and newly refurbished outlets		to use LED lighting systems for all new outlets or newly refurbished outlets	 

GROUP MANAGING DIRECTOR'S MESSAGE

(continued)

SUSTAINABILITY AS THE HEART OF OUR HOME

BESHOM aims to become the premier healthcare company in Malaysia by promoting a culture of health and well-being while delivering meaningful value to our stakeholders through our diverse business segments. We serve Malaysia's multicultural communities by providing access to a wide range of healthcare-related consumer products, while also creating career and economic opportunities and supporting talent development within the healthcare industry.

Our products and services mainly focus on healthcare-related products such as supplements, nutritional foods and beverages, personal care, household, skincare, beauty and cosmetic products, herbs and tea, as well as traditional and complementary medicines ("TCM"). In addition, we manufacture health foods and food supplements at certified manufacturing and processing facilities that comply with relevant industry standards and certifications.



OUR MISSION

We are committed to healthcare culture and improving human's well-being.



OUR VISION

We aim to become the premier healthcare company in Malaysia, thereby bringing the greatest value and pride to our customers, business partners employees and shareholders.

We are committed to delivering our

CORPORATE VALUES



Social
Responsibility



Excellent
Services



Attitude



Growing



Unity



Loyalty



Learning

For Our People

以人为本

Making wellness and healthcare products more accessible has and will always be our goal.

我们为每个人提供便捷可信的健康保健产品，这个承诺永不改变。

For Our Livelihood

安居乐业

A platform to enhance the quality of life by giving support and opportunities. 我们精心设计一应俱全的平台，为您提供支援，替您创造机会，让每一个人享受安居乐业的成果。

For Our Future

高瞻远瞩

Improve the well-being of humankind through innovative healthcare and technology. 通过崭新的医疗保健科技，改善人类健康，勇于创新，未来可期。

For Our Legacy

继往开来

Building a world based on trust, values, integrity and sustainability for the future generations.

建立一个融合信任，价值、诚信和永续发展概念的企业，继往开来，承先启后、延续美好。

GROUP MANAGING DIRECTOR'S MESSAGE

(continued)

At BESHOM, we are committed to building a resilient and future-ready business by pursuing growth opportunities responsibly, managing risks, valuing our people, and upholding our social and environmental responsibilities. This commitment is reflected in our Board-approved Sustainability Policy, which sets out the Group's approach to conducting business in a responsible and sustainable manner.

Guided by our corporate vision to create the greatest value and pride for our customers, business partners, employees, and shareholders, we continue to integrate sustainability considerations across our value chain and business operations. Our operational processes and management practices are guided by applicable regulatory requirements, recognised environmental, social, and governance ("ESG") standards, and relevant international best practices.

The Group's Sustainability Policy is anchored in five (5) key sustainability focus areas, namely Economy, Governance, People, Product, and Planet, with reference to the relevant United Nations Sustainable Development Goals ("SDGs") as detailed below:

BESHOM's Sustainability Policy



Economy

We shall create business and employment opportunities, recruit local talent, embed sustainability in our procurement practices and throughout our value chain, provide a skill development and business collaboration platform for distributors, and instil the "Hai-O My Choice for Life" team spirit.



Governance

We shall prioritise compliance throughout our value chain, adhere to laws, regulations and internal conduct and policies, manage material sustainability matters, and embed integrity and transparency into our corporate culture.



People

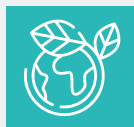
For our employees, we shall ensure a safe and conducive workplace, provide fair remuneration, foster talent development and performance management system, provide regular training and development programmes, encourage employees' involvement in Kelab Muhibbah Hai-O and provide recognition for high-performing and loyal employees, teams, and franchisees.

For the community, we shall strive to bring a positive impact, encourage quality education, support vulnerable communities, and continuously spread health awareness and community harmony.



Product

We shall promote products that improve community well-being, provide high-quality and safe products and services, apply and maintain standards and certifications, improve customers'/distributors' satisfaction, and establish sustainable and transparent lines of communication between BESHOM and our customers.



Planet

We shall educate the practice of 4R (Reduce, Reuse, Recycle, Replace), reduce and replace less environmentally friendly materials in product packaging, promote green initiatives, and introduce products that contain eco-friendly ingredients that are less harmful to the environment as well as human health.

We also acknowledge our roles in the global joint efforts towards combating climate change and pursuing efforts to limit the temperature increase to 1.5°C above pre-industrial levels. We shall take necessary efforts to account for and report our greenhouse gas ("GHG") emissions and to formulate appropriate strategies to mitigate our GHG impacts.



GOVERNANCE FOR SUSTAINABILITY

The Group's approach to sustainability management is embedded within its corporate governance structure through clearly defined roles and responsibilities across all levels of governance. The Board has ultimate oversight of sustainability-related risks and opportunities, including climate-related matters, across the Group's business operations. As the highest governing body, the Board ensures that sustainability considerations are integrated into the Group's long-term business strategy and aligned with stakeholder expectations, supporting the Group's long-term objectives while strengthening business sustainability and climate resilience over the short, medium, and long term.

The Board approves and oversees the implementation of the Group's Sustainability Strategy and Sustainability Policy, including the monitoring of sustainability targets and performance, while ensuring their continued relevance in an evolving business environment. In addition, the Board provides oversight of the Group's stakeholder engagement approach, management of MSMs, as well as key sustainability-related and climate-related risks and opportunities.

The Group's sustainability governance structure is illustrated in the diagram below:

Board of Directors ("Board")	- Endorses the Group's sustainability strategy and commitment statement - Approves the Sustainability Report and its contents
Sustainability Steering Committee ("SSC")	- Proposes the sustainability strategy to the Board - Reviews the material sustainability matters ("MSMs") identified and prioritised by the SMC - Engages the departments involved in the SMC and oversees the progress of sustainability initiatives and projects that are in place across different departments
Sustainability Management Committee ("SMC")	- Undertakes sustainability initiatives aligned with the Group's sustainability strategy - Records and manages data that reflect the Group's year-on-year performance against economic, environmental, climate and social parameters - Identifies and prioritises the MSMs that are relevant to the Group and the stakeholders
Sustainability Task Force and Employees	- Executes sustainability initiatives and collects sustainability data - Executes internal controls to manage sustainability and climate-related matters

To further strengthen sustainability governance and oversight, the Group has established a Sustainability Steering Committee ("SSC") to support the Board in overseeing sustainability-related and climate-related matters. The SSC is chaired by the Group Managing Director and comprises members including the Group Executive Director cum Group Chief Financial Officer and the Chairman of the Company, providing diverse perspectives and objective input in deliberations on sustainability matters.

The SSC is responsible for formulating and recommending group-wide sustainability strategies, goals, targets, and performance indicators for the Board's approval. In addition, the SSC oversees the Group's stakeholder engagement process, reviews the outcome of the Group's materiality assessment and stakeholder engagement, and monitors the management of MSMs.

The SSC is supported by the Sustainability Management Committee ("SMC"), a Management-level committee comprising senior management and key management personnel from relevant functions across the Group. The SMC plays an integral role in executing the Group's sustainability strategy towards meeting the sustainability goals and priorities approved by the Board. In this regard, members of the SMC are responsible for implementing relevant initiatives within their respective departments or functions to drive sustainability performance in line with the Group's operational and accountability structure.

The SMC also oversees stakeholder engagement activities and conducts materiality assessments, the outcomes of which are reported to the SSC and the Board. In addition, the SMC monitors significant developments relating to the Group's MSMs, including emerging sustainability-related and climate-related risks, as well as key stakeholder concerns.

GOVERNANCE FOR SUSTAINABILITY

(continued)

The day-to-day management of MSMs is led by the Sustainability Task Force (“STF”), comprising management personnel who guide employees in executing sustainability initiatives in line with approved strategies. The STF is also responsible for collecting relevant data to measure sustainability and climate performance and implementing internal controls to manage MSMs, including associated risks and opportunities.

During the financial year under review, the Board undertook the following actions in overseeing the Group’s management of sustainability-related and climate-related matters, including but not limited to:

- reviewed and approved the Group’s materiality assessment review performed by the SSC;
- reviewed matters highlighted by the SSC in relation to the Group’s stakeholder engagement activities;
- reviewed the Group’s corporate governance processes to further enhance alignment with sustainability-related accountability and performance evaluation;
- reviewed the Group’s sustainability strategy, targets, and Sustainability Policy¹ with reference to the Group’s Mission and Vision and relevant business strategies;
- reviewed the performance of the Group’s MSMs and their inclusion in BESHOM’s Sustainability Statement FY2026;
- reviewed the performance evaluation and remuneration of key Senior Management in addressing the Group’s sustainability performance;
- reviewed and approved the sustainability KPIs for FY2027 proposed by the SSC; and
- oversaw the Group’s strategies and initiatives in addressing climate change.

The Board and SSC have also initiated discussions on strengthening the Group’s governance and processes to better address climate-related impacts over both the short and long-term, including the consideration of appropriate risk assessment, strategies, and targets.

¹ There were no changes to the sustainability strategy and Sustainability Policy arising from the review.

STAKEHOLDER ENGAGEMENT

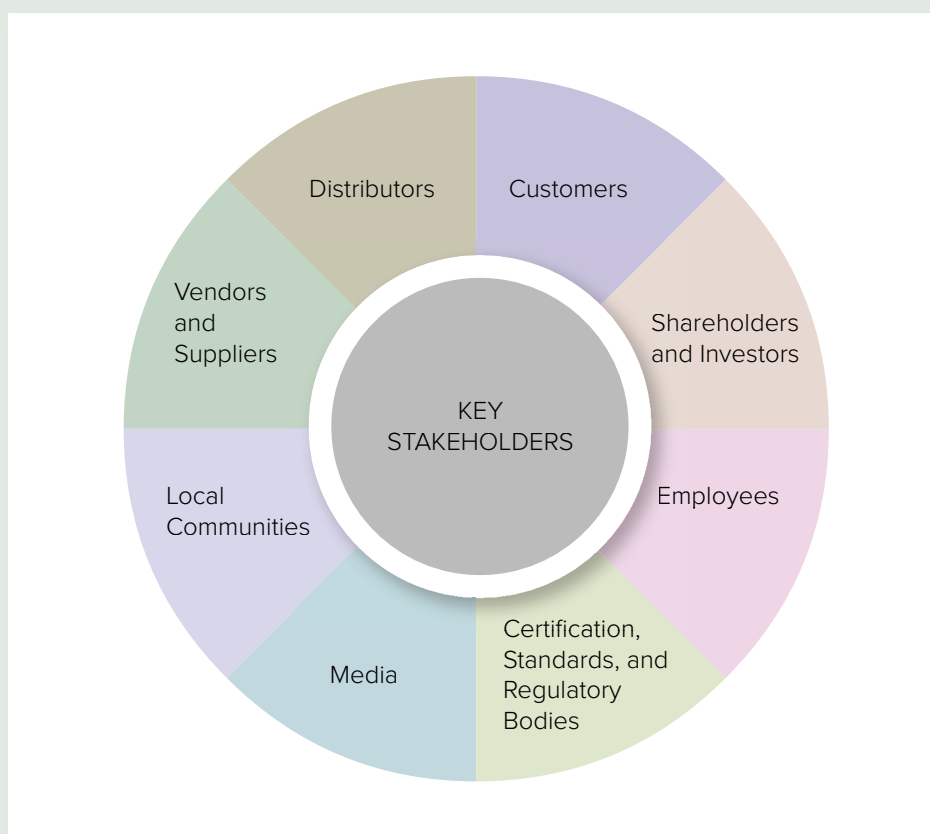
STAKEHOLDER ENGAGEMENT

BESHOM recognises that ongoing and effective engagement with stakeholders is fundamental to supporting long-term value creation and the successful execution of its sustainability strategy. Such engagements enable the Group to better align its business practices with stakeholder expectations while enhancing its ability to respond to evolving market and regulatory demands.

The Group seeks to balance its business interests, obligations, and corporate responsibilities with the expectations of its stakeholders to support sustainable value creation over the long term. Accordingly, the Group continuously identifies and assesses its stakeholders to understand their interests, expectations, and relationship with the Group. Structured communication channels are maintained to promote open and transparent engagement, fostering mutual understanding and alignment of interests.

Heads of business units and departments are responsible for facilitating stakeholder engagement within their respective functions, ensuring that relevant issues are addressed in accordance with the Group's sustainability strategy. Key outcomes of stakeholder engagement, including significant feedback, are reported to the Board via the SSC and SMC.

The Group engages a broad range of stakeholders, including those who influence or are impacted by its operations and decisions, as shown below:



STAKEHOLDER ENGAGEMENT

(continued)

During the financial year under review, the Group engaged with its stakeholders through various approaches. A summary of these engagements is provided below.

FOCUS AREAS	KEY ENGAGEMENT APPROACHES AND/OR CHANNELS	FREQUENCY OF ENGAGEMENT	KEY HIGHLIGHT OF ENGAGEMENT ACTIVITIES CONDUCTED DURING FY2026
Employees			
The individuals that enable us to serve our customers.			
• Career development and advancement • Work-life balance • Employee health and safety • Employee benefits	Performance appraisal	Annually	• Annual performance appraisal • Anniversary and festival gathering events • Kelab Muhibbah Hai-O activities • Training needs survey for MLM employees • Product knowledge and selling technique training • Basic Occupational First Aid • Workplace Safety and Health Awareness • Teambuilding • Emotional Wellbeing at the Workplace Training • Free Health Screening Program • One-Day Retail Management Skills Enhancement Program (Regional-Klang Valley)
	Employee Handbook, Code of Ethics & Business Conduct	Available at all times	
	Internship and training and development programmes	Regularly	
	Festive events or celebrations	At least once annually	
	Health screening and check-up	Regularly	
	BESHOM Human Resource Online	Available at all times	
	Employee Engagement Survey	Once every three years	
	Kelab Muhibbah Hai-O	Regularly	
	Staff purchase/product giveaway	Regularly	
Customers			
The people that use our products and services.			
• Food safety • Product quality and branding • Customer-company relationship • Customer service and complaints • Pricing and promotion	Customer satisfaction survey	Annually	• Customer satisfaction survey, Member Privilege Sales survey • Hai-O Chain Store Friendship Member Programme • Social media: Facebook, WeChat, Instagram, YouTube, Telegram, “Xiao Hong Shu (“XHS”)”, TikTok • Website and E-commerce • Health Talk • Google My Business page for retail outlet review • Monthly Promotional EDM (Electronic Direct Mail) • CNY Digital Ads, Theme Song, Dance Challenge – Giveaway and Gift Box unboxing video • XHS Blogger Reviews • Hai-O 50th Anniversary Sales & Promotion Campaign • Bulletin Futuristik, SHOM e-Catalogue • Roadshows, workshops & exhibitions • Zoominars • Herbal Medicine Symposium 2026 • Min Kaffe x Bingka Raya Campaign • New member PWP deals and free gifts • ATOME Promotions • Sales-related event for Regional wholesale distributors
	Conventional advertising media	Regularly	
	Social media platforms	Available at all times	
	Corporate website	Available at all times	
	Customer Relations Management	Ongoing	
	Hai-O Chain Store Friendship Member Programme	Ongoing	
	Product labelling and information	Ongoing	
	Product standards and certifications	Ongoing	
	Feedback and enquiry forms – online and in-store	Available at all times	
	WhatsApp line, customer care line and email	Available at all times during business hours	
	Business events	As applicable	

STAKEHOLDER
ENGAGEMENT

(continued)

FOCUS AREAS	KEY ENGAGEMENT APPROACHES AND/OR CHANNELS	FREQUENCY OF ENGAGEMENT	KEY HIGHLIGHT OF ENGAGEMENT ACTIVITIES CONDUCTED DURING FY2026
Distributors			
The individuals that bring our products to product users.			
- Enhancement of the distribution platform - Market demand for SHOM products - Product quality and pricing - Product development and innovation - MLM entrepreneurship	Marketing strategy and plans	At least once annually	- Distributors Survey - Anniversary and recognition events - CDM Conference 2026 - Campaigns: Overseas incentive trip, Million Dollar Achiever Board Award, Founder’s Legacy Diamond Award, Empire & Builders, SM Builders 360 Thera Body Shaping Consultant workshop - SHOMpreneurs Masterclass - TikTok Masterclass - Product Zoominars - Trainings & workshops - Promotions and vouchers - Meetings and briefings (Physical and online)
	E-bulletin	Quarterly	
	E-sales kit and e-registration	Available at all times	
	Distributor survey	Annually	
	Events and conferences	Regularly	
	Member’s portal	Available at all times	
	Training and workshops	Regularly	
Vendors and Suppliers			
The business partners that enable us to source, make and distribute our products.			
- Food safety - Product quality and branding - Customer-company relationship - Customer service and complaints resolution - Pricing and promotion	Meetings	Regularly	- Code of Business Ethics for Suppliers and Business Associates - Supplier declaration on - BESHOM Group Anti-Bribery Policy - Integrity & Background Declaration - Group Privacy Notice and PDPA Declaration - Responsible Sourcing Policy - Supplier Engagement Survey on Sustainability - Supplier site audit - Promotion support - Supplier evaluation
	Factory visits	Regularly	
	Audits	Regularly	
	Vendor evaluation	Periodically	
Certification and Regulatory Bodies			
The regulators who monitor our business practices.			
- Regulatory compliance - Approval and permits - Standards and certification	Meetings and consultations	Regularly	- ISO, HACCP, GMP and FDA certifications - BKKM, KPDN, NPRA - HALAL certification - Licenses: Wholesale, Retail, PDA, Direct Sales, Business, Manufacturing, Import and other related business activity licenses
	Training programmes and dialogues	Regularly	
	Factory visits and monitoring	Regularly	
	Legal and regulatory updates	Regularly/as applicable	
	Audits	Regularly	

STAKEHOLDER ENGAGEMENT (continued)

FOCUS AREAS	KEY ENGAGEMENT APPROACHES AND/OR CHANNELS	FREQUENCY OF ENGAGEMENT	KEY HIGHLIGHT OF ENGAGEMENT ACTIVITIES CONDUCTED DURING FY2026
Local Communities			
The individuals in the nearby community who are in need or are impacted by our operations.			
• Quality of health and education • Indirect economic impact • Environmental impact of operations • Community well-being	Community engagement and outreach	Regularly	• Hai-O Higher Educational Aid • Hai-O Excellent Academic Awards • Health talks • Supporting and visiting underprivileged children/ orphanage home • CSR SHOM: Ramadhan Donation to Orphanage Homes • Ai Hua Jiao Fund Raising Campaign • Kelab Muhibbah Hai-O Blood Donation Drive • DIY Herbal Tea - In Store • Educational Video Content Series –TCM Practitioner Health Knowledge Sharing • Wellness Awareness
	Donations and sponsorships	Regularly	
	Social and cultural activities	Regularly	
	Hai-O Foundation	Regularly	
	Kelab Muhibbah Hai-O	Regularly	
Shareholders and Investors			
The investors and lenders who invest in our business.			
• Financial performance • Regulatory compliance • Corporate governance • Ethical business conduct • Investment and divestment • Internal control and risk management • Board composition	General meetings	At least once annually	• 2025 AGM • 2025 Annual Report and quarterly announcement • 2025 Sustainability Statement • 2025 Corporate Governance Report • Other Bursa announcements • Research coverage by licensed research houses • Investor/analyst briefings
	Analyst briefings and reports	Regularly	
	Annual report, which includes financial report, corporate governance report, etc.	Annually	
	Financial announcements and reporting	At least once every quarter	
	Corporate website	Available at all times	
Media			
The media and other opinion formers.			
• Reputation and image • Financial performance • Business updates and corporate news • Public relations	Press releases	Regularly	• Collaboration with the media on CSR activities • Media interview on corporate and business updates • Media invitations to the Group business events/ functions, including AGM, CNY appreciation dinner, anniversaries dinner, etc. • CNY & Member Sales Campaign Advertisement and Advertorial Hamper Launch • Social Media Marketing Campaign
	Social media platform	Regularly	
	Conference and interviews	Regularly	
	Advertisements	Regularly	
	Events and functions	Regularly	

MATERIAL SUSTAINABILITY MATTERS

BESHOM identifies the Group's MSMs by assessing whether they reflect our significant economic, environmental, and social impacts or have a substantive influence on stakeholders' assessments or decision-making. The Group's sustainability matters comprise both financial and non-financial considerations, including ESG factors.

BESHOM's Materiality Assessment

The SMC conducts an annual materiality assessment to evaluate and prioritise the Group's MSMs. The assessment takes into account concerns and feedback gathered through ongoing stakeholder engagements, as well as insights from the Group's personnel based on their business perspectives.

Our approach to review the Group's material sustainability matters involves **three steps**.

Step 1	We review the sustainability matters which are relevant to BESHOM by taking into consideration our business operations and our stakeholders' concerns and interests, considering also if there are any emerging sustainability risks or opportunities.
Step 2	We rate the importance of each sustainability matter: (i) from the perspective of the business, i.e. "importance to business"; and (ii) from the perspectives of the stakeholders, i.e. "importance to stakeholders". A weighted rating approach is employed to consolidate the ratings for each sustainability matter. Based on the consolidated rating, each sustainability matter is plotted on a materiality matrix. Material sustainability matters are those with higher "importance to business" and/or "importance to stakeholders".
Step 3	The material sustainability matters identified are reported to the SSC for its recommendation for the Board's review and endorsement.

BESHOM Group conducted a materiality assessment and noted that the materiality ratings for the MSMs "Intellectual Property and Data Integrity" have increased, while the other sustainability matters maintained their ratings. This change reflects the growing awareness among our business operations of the importance of data privacy and cybersecurity for business sustainability.

The Group's FY2026 materiality matrix is presented as follows.



MATERIAL SUSTAINABILITY MATTERS

(continued)

The next section of this Report discusses our 15 MSMs, with reference to BESHOM's key sustainability focus areas, relevant stakeholders, GRI disclosures, and relevant SDGs.

Key Sustainability Focus Areas	Material Sustainability Matters	Materiality Ranking	Description
Economy 	Economic Performance	1	Good economic growth will enable BESHOM to have adequate capital to maintain its licence to operate, comply with new regulations and standards as well as prepare for potential risks and changes in the future.
	Supply Chain Management	11	We aim to build long-term, mutually beneficial relationships with all third parties along our value chain. A good supply chain management supports operational efficiency, cost optimisation, risk management, and also strengthens our commercial positioning.
Governance 	Corporate Governance and Risk Management	5	BESHOM focuses on establishing a sound governance structure to maintain a fair and orderly market, a high level of investor confidence and to manage risks.
	Ethics and Integrity	4	Ethics, bribery, and corruption risk has been identified as one of the principal risks that could threaten our strategy, performance, and reputation. Building trust can only be achieved through an ethical approach and we place significant emphasis on adopting the right behaviours.
	Intellectual Property ("IP") and Data Integrity	10	Data integrity and intellectual property, including data privacy and cybersecurity, are increasingly important to maintain the relevance of the Group's businesses and safeguard the interests of stakeholders.
People 	MLM Entrepreneurship	2	We continuously invest in our Multi-Level Marketing business, which is one of our main economic contributors, to create job opportunities and a platform for entrepreneurship excellence.
	Employee Well-being and Inclusiveness	6	We nurture employees by providing fair remuneration and comprehensive benefit packages to assure job security for employees who are vital to BESHOM. We also embrace diversity and inclusiveness and do not discriminate in our employment practices.
	Talent Management and Succession Planning	8	BESHOM's employment focuses on attracting and retaining the right talents to support the Group's long-term human capital sustainability. We make persistent efforts to equip employees with the right skills to keep them abreast of the latest knowledge and techniques, and training programmes are aimed at enhancing the skills, capabilities, and knowledge required for decision-making and creative thinking. It is paramount that we develop successors and identify next-in-lines candidate to ensure a smooth transition in our operational structure. We oversee and follow up on the competency development of employees from their first day at work to help them in their career development.

MATERIAL SUSTAINABILITY MATTERS

(continued)

Relevant Stakeholder Groups	Relevant GRI Disclosures	Relevant SDGs
- Shareholders and Investors - Employees - Local Communities	- Economic Performance - Market Presence - Indirect Economic Impacts - Procurement Practices	
Vendors and Suppliers	- Child Labour - Forced or Compulsory Labour	 
- Certification, Standards, and Regulatory Bodies - Employees	Non-GRI Disclosure	
- Certification, Standards, and Regulatory Bodies - Shareholders and Investors - Employees - Vendors and Suppliers - Distributors	- Anti-corruption - Non-discrimination - Freedom of Association and Collective Bargaining - Child Labour - Forced or Compulsory Labour - Public Policy	
- Customers - Distributors - Vendors & Suppliers - Certification, Standards, and Regulatory Bodies	Customer Privacy	
Distributors	Non-GRI Disclosure	 
Employees	- Market Presence - Employment - Occupational Health and Safety - Diversity and Equal Opportunity	 
- Employees - Shareholders and Investors	Training and Education	  

MATERIAL SUSTAINABILITY MATTERS

(continued)

Key Sustainability Focus Areas	Material Sustainability Matters	Materiality Ranking	Description
People 	Occupational Health and Safety	12	We operate in accordance with the principles of occupational health and workplace safety to ensure a suitable and sustainable workplace environment.
	Community Engagement	15	BESHOM focuses on supporting and promoting the development of communities as a way to demonstrate social responsibility and create engagement with the community and wider society to achieve sustainable advancement.
Product 	Reputable Brands, Products, and Services	3	BESHOM takes pride in its good branding and marketing strategies. We strengthen our corporate brand image by focusing on creative ideas that will build brand awareness while meeting customers' needs. We strive to contribute to a healthier community with innovative and safe products which our customers can trust and rely on. We listen to the individuals who use our products to better understand how they interact with our products and to identify how we can improve our products and services. Our commitment to "promoting healthcare culture and improving human's well-being" entails the provision of safe and quality products. Our healthcare products that improve consumers' well-being are safe and of the highest quality and comply with the statutory requirements and relevant standards. Our products are certified and are regularly audited by external experts, regulatory authorities, and external consultants. Furthermore, we consistently stay proactive to ensure that our manufacturing processes are undertaken in a safe and efficient manner.
	Customer Responsibility	7	BESHOM aims to produce our products with sustainable raw ingredients and environmentally friendly packaging to reduce the negative impact towards our customers and the planet. We also ensure that our products are advertised and marketed responsibly, as the health and safety of our consumers is our main focus.
Planet 	Green Product and Packaging	13	BESHOM works towards offering green products by avoiding harmful materials, sourcing raw materials with a lower environmental impact and utilising sustainable packaging materials.
	Energy and GHG Emissions Management	9	BESHOM strives to use resources and energy in an efficient and environmentally friendly manner to help alleviate global climate change. We strive to manage GHG emissions through emission reduction initiatives and pursuing emission-efficient operations.
	Resource and Waste Management	14	We aim to reduce waste across the Group while also stepping up efforts to reuse and recycle.

MATERIAL SUSTAINABILITY MATTERS

(continued)

Relevant Stakeholder Groups	Relevant GRI Disclosures	Relevant SDGs
- Employees - Certification, Standards, and Regulatory Bodies	Occupational Health and Safety	
Local Communities	Indirect Economic Impacts	 
- Shareholders and Investors - Media - Customers - Distributors - Certification, Standards, and Regulatory Bodies	Customer Health and Safety	  
- Customers - Certification, Standards, and Regulatory Bodies - Distributors	Marketing and Labelling	
- Certification, Standards, and Regulatory Bodies - Customers	Non-GRI Disclosure	
- Certification, Standards, and Regulatory Bodies - Employees	- Energy - Emissions	  
- Certification, Standards, and Regulatory Bodies - Employees - Vendors and Suppliers	- Water and Effluents - Waste	



OUR ECONOMY

KEY

SUSTAINABILITY

FOCUS AREA

OUR ECONOMY



Our Economy

To contribute to the sustainable growth of the local economy and to create business opportunities for entrepreneurs

Relevant Material Sustainability Matters	Key Highlights in FY2026	Relevant GRI Topics
Economic Performance Supply Chain Management	Profit Before Tax RM10.3 million	GRI 201: Economic Performance 2016
	Total Revenue RM144.8 million	GRI 202: Market Presence 2016
	Total Assets RM347.5 million	GRI 203: Indirect Economic Impacts 2016
	40% local trade procurement	GRI 204: Procurement Practices 2016
	Ratio of average entry-level non-executive wage to legal minimum wage 1.2 : 1 (East Malaysia) 1.3 : 1 (West Malaysia)	GRI 408: Child Labor 2016
	Internship Programme for 9 students	GRI 409: Forced or Compulsory Labor 2016
	Gender Wage Parity Index of 1 : 0.94 (male-to-female)	
	Supplier/Business Associates environmental and social impact assessment	

Contributions to SDGs



OUR ECONOMY

(continued)

ECONOMIC PERFORMANCE

The Group continues to create economic value through its diverse portfolio of traditional and complementary medicines, medicated tonics, wellness, beauty and healthcare products, supported by its clinical services offerings. A summary of the Group's economic value generated and distributed, and other key financial indicators for FY2026 is provided in the table below.

Economic value generated and distributed	FY2024 (RM'000)	FY2025 (RM'000)	FY2026 (RM'000)
Economic value generated			
Total Revenue	151,132	155,127	144,770
Economic value distributed			
Total Tax paid to the Government	4,887	3,050	192
Total shareholders' return in dividends	9,001	8,996	10,474
Interest paid to banks	-	189	284
Employee wages and benefits	29,940	30,003	29,754
Contribution to the community	711	859	1,018
Commissions and other incentives for distributors and customers	17,795	18,486	13,410
Other key financial indicators			
Profit Before Tax	14,483	12,209	10,315
Total assets	349,651 ²	355,181	347,474
Market Capitalisation	273,094	217,575	172,559

For more comprehensive discussion of the Group's financial performance and position, please refer to the **Management Discussion and Analysis** by the Group Managing Director and the Group's **Audited Financial Statements** together with the accompanying notes in the FY2026 Annual Report.

² The total assets in FY2024 have been restated.

OUR ECONOMY

(continued)

Supporting the Local Economy and Creating Work Opportunities

BESHOM Group contributes to economic development by creating a wide range of direct and indirect employment and income opportunities through our business operations and value chain.

As at 30 April 2026, the Group employed 438 individuals and maintained a network of approximately 29,000 distributors under its MLM

business. Over 99% of our workforce, including the entire Senior Management team, comprised Malaysians. In addition, 24 workers who are not our employees but are employed by our service providers performed work on our premises, contributing to the delivery of operational and support services across our business.

The Group also contributes to the development of future talent through internship programmes across various functions within the Group. These programmes provide practical industry exposure and valuable work experience to young individuals, including university students and recent graduates, while supporting the Group's talent pipeline.

During the financial year under review, we offered nine (9) internship placements in key functional areas, including Product Development, Human Resources ("HR"), Accounts, as well as Marketing and Branding.



438 employees

(30 April 2025: 454 employees)



29,000 distributors

(30 April 2025: 39,000 distributors)



9 internship positions

(FY2025: 9 internship positions)



Beyond direct employment, the Group generates economic value through the procurement of raw materials, finished goods, packaging materials, and outsourced manufacturing services. At BESHOM Group, we prioritise local sourcing where feasible to support homegrown businesses, stimulate economic growth, and foster strong relationships within the communities in which we operate.

We engage with more than 200 suppliers and service providers to support our diverse product portfolio.

Through this extensive supplier network, the Group not only strengthens the resilience, quality, and continuity of its supply chain but also contributes to broader economic development by creating business opportunities and supporting local industries.

In our procurement practices, we recognise the benefits of sourcing locally, including supporting domestic economic activity, reducing lead times, lowering indirect emissions associated with transportation, and enhancing supply chain risk management. At the same time, we maintain a balanced and responsible sourcing approach by considering factors such as product availability, quality standards, cost competitiveness, and the need to diversify supply chain risks.

In FY2026, approximately 40% of the Group's trade-related procurement³, including the sourcing of packaged products and raw materials, was procured from Malaysian businesses. Local procurement in FY2026 decreased as the Group increased its procurement of imported products to fulfil customer requirements.

	FY2024	FY2025	FY2026
Proportion of spending on local suppliers (%) ³	51	45	40

³ Percentage in relation to total trade-related procurement cost.

OUR ECONOMY

(continued)

SUPPLY CHAIN MANAGEMENT

The Group strives to build a responsible and resilient supply chain that supports sustainable business growth while delivering value to stakeholders. Suppliers and service providers are recognised as key partners in maintaining product quality, operational effectiveness, and responsible business practices throughout the value chain.

Given the diversity of products and services across our business segments, the Group has established a structured supply chain management process designed to support efficient delivery of products and services, while fostering responsible business practices and managing ESG-related risks throughout the value chain. Supplier selection and management are governed by stringent procurement processes, including due diligence, onboarding, and periodic performance evaluations. These processes consider a range of criteria, including product and service quality, supplier capability and reliability, business continuity, ethical business conduct, regulatory compliance, and ESG-related practices, where relevant.

To foster stronger partnerships and promote alignment of values and expectations across the value chain, BESHOM engages suppliers through various stakeholder engagement mechanisms, including surveys, self-declaration forms, on-site audits, inspections, and physical visits. These engagements enable the Group to gain a deeper understanding of supplier practices,

communicate expectations, and encourage continuous improvement in key areas such as product and service quality, food safety, responsible sourcing of raw materials, environmental stewardship, labour and human rights practices, and the management of significant waste streams and by-products.

The Group adopts a proactive approach to monitoring supplier performance and addressing areas of concern. Any instances of non-conformance, non-compliance, or unmet expectations identified through routine business interactions, audits, or performance assessments will be promptly followed up and addressed. Where necessary, the Group works closely with suppliers to develop, implement, and monitor corrective action plans, with the objective of driving continuous improvement, mitigating risks, and strengthening the overall sustainability and resilience of the supply chain.

Code of Business Ethics for Suppliers and Business Associates

The Group has implemented a Code of Business Ethics for Suppliers and Business Associates ("COBE") to guide responsible business conduct across its supply chain. The COBE sets out the standards expected of suppliers and business associates in key areas such as **compliance, business ethics, and environmental and social responsibility**, thereby supporting the development of a resilient and sustainable value chain. Key areas covered under the COBE include, among others:



The COBE has been communicated to our suppliers and business partners across the supply chain and is incorporated into contractual agreements with key suppliers, where applicable. Our suppliers and business partners are required to declare their commitment to the Group's Anti-Bribery Policy ("ABP"), submit an integrity background declaration, and acknowledge the Group's privacy notice and Personal Data Protection Act ("PDPA") declaration.

The COBE can be accessed at



<https://www.beshom.com/investor-relations/corporate-governance>

These measures form part of the Group's broader efforts to uphold ethical business conduct, strengthen accountability, and foster closer collaboration with overseas suppliers and business partners. In turn, this supports the enhancement of stakeholder confidence, reinforces the Group's brand image and reputation, and supports product sales across the market. The Group encourages the reporting of any actual or suspected violations of the COBE through its established whistleblowing channels under the Whistleblowing Policy, available on the Group's corporate website.

OUR ECONOMY

(continued)

Responsible Sourcing Policy

In addition to the COBE, the Group has established a Responsible Sourcing Policy ("RSP") to guide its procurement practices. The RSP sets out the Group's expectations in relation to environmental, social, and ethical considerations, and complements the principles established under the COBE. The policy outlines key principles, including, among others:

no excessive working hours

maintain right to freedom of association and collective bargaining

climate change - manage and control GHG emissions

manage and control of energy and water usage

resource and waste management

environment management & protection to prevent pollution

maintain confidentiality and data integrity

no facilitation payment

The Responsible Sourcing Policy can be accessed at



<https://www.beshom.com/sustainability/sustainability>

Sustainability Survey and other engagements

BESHOM introduced a Sustainability Survey for suppliers in FY2022 to assess and better understand potential sustainability risks and opportunities across the Group's supply chain. The survey covers key sustainability topics, including governance, social-related policies addressing ethical business practices, anti-corruption, child labour and forced labour, equal employment opportunities, excessive working hours, non-discrimination, and freedom of association and collective bargaining, amongst others. The survey findings support the Group in identifying potential sustainability-related risks, including climate change risks and impacts, and strengthening responsible supply chain management.

In FY2026, the survey continued to be rolled out progressively to selected trade and non-trade suppliers, service providers, and key tenants, with priority given to key suppliers and those with potentially higher sustainability risks. The survey assessed suppliers' readiness to integrate ESG considerations into their operations, while placing greater emphasis on governance, social responsibility, and environmental management as part of the Group's supplier evaluation process. Encouragingly, many suppliers have demonstrated greater awareness of ESG by allocating resources and implementing initiatives to address sustainability matters that are material to their businesses.

The survey also sought suppliers' feedback through the Group's Materiality Review Assessment. The majority of respondents agreed with the Group's identified MSMs, reflecting strong alignment with the Group's sustainability priorities. Their feedback has been considered in the review of the Group's MSMs and supports responsible business practices across the value chain.

No significant sustainability issues were identified from the survey responses. To date, 73 suppliers have participated in the survey, of which 56 have established governance structures or designated responsible individuals or functions to oversee and manage sustainability matters within their organisations.

Supplier Audits and Visits

In FY2026, the Group continued to conduct supplier audits and factory visits for both existing and new suppliers. These assessments covered a range of criteria, including supplier's occupational safety performance, relevant certifications and standards, hygiene and housekeeping practices, employee training programmes, quality control processes, product quality, waste management practices, compliance with halal standards for relevant products, etc.

A risk-based approach was adopted in planning supplier audits, with greater emphasis placed on suppliers involved in new products. Audit findings were communicated to the respective suppliers, and those with an average score below 3.0 are required to implement corrective action plans to address identified gaps and enhance performance in line with the Group's standards. The results of these assessments are also incorporated into the overall supplier evaluation process. These suppliers will subsequently be reassessed to verify that the required improvements have been implemented and that the minimum performance threshold has been met. Suppliers that continue to score below 3.0 after the reassessment will be removed from the Group's approved supplier list.



OUR GOVERNANCE

KEY

SUSTAINABILITY

FOCUS AREA

OUR GOVERNANCE



Our Governance

To foster corporate transparency and lay the foundation for strong and sound leadership

Relevant Material Sustainability Matters	Key Highlights in FY2026	Relevant GRI Topics
Corporate Governance and Risk Management Ethics and Integrity Intellectual Property ("IP") and Data Integrity	Anti-Bribery Policy	GRI 205: Anti-corruption 2016
	Code of Business Ethics for Suppliers and Business Associates	GRI 406: Non-discrimination 2016
	Responsible Sourcing Policy	GRI 407: Freedom of Association and Collective Bargaining 2016
	SHOM Business Handbook is made available in: English, Bahasa Malaysia, and Chinese	GRI 408: Child Labor 2016
	2 GMP-certified TCM Manufacturing Plants	GRI 409: Forced or Compulsory Labor 2016
	ISO 9001:2015-certified MLM and Manufacturing	GRI 415: Public Policy 2016
	One (1) complaint on breaches of customer privacy	GRI 418: Customer Privacy 2016
Contributions to SDGs		
		

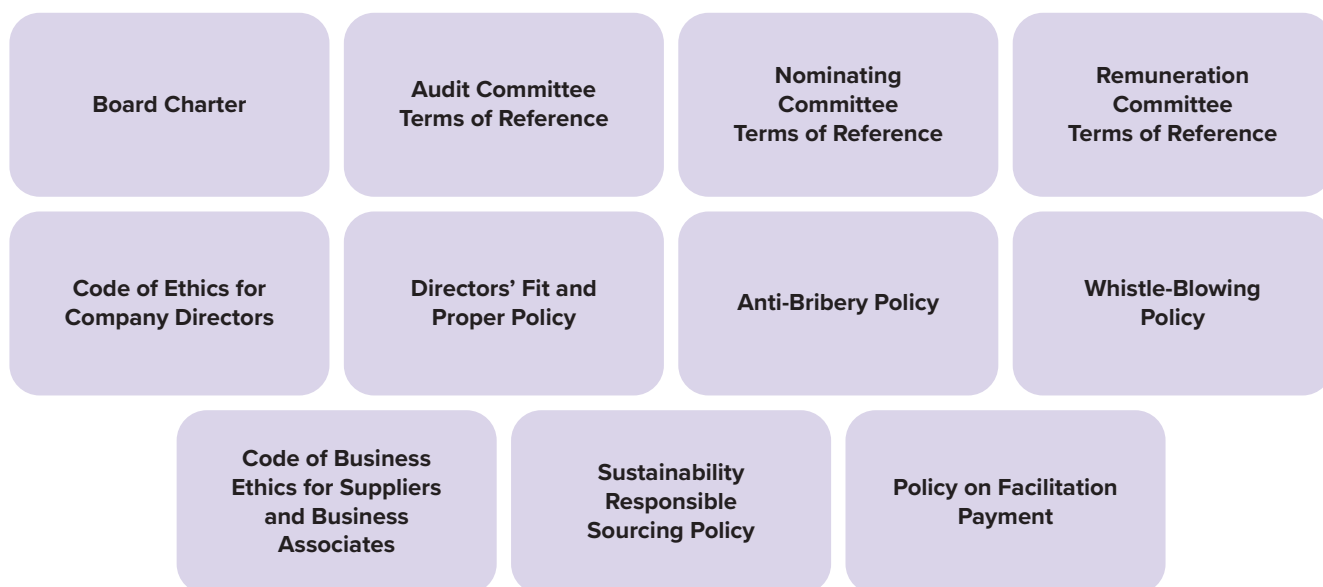
OUR GOVERNANCE

(continued)

CORPORATE GOVERNANCE AND RISK MANAGEMENT

BESHOM recognises that a sound corporate governance structure and practices are essential to the Group's long-term sustainability, embedding accountability and responsibility at every level of the organisation. The Group's corporate governance practices are aligned with the relevant requirements of the MMLR, guided by the Malaysian Code on Corporate Governance, and informed by other international best practices.

To uphold accountability and reinforce adherence to these standards, the Group has put in place governance frameworks and policies that guide its operations, among others, as outlined below:



Further details on the Group's corporate governance structure and practices are available in the **Corporate Governance Overview Statement** on pages 49 to 68 of BESHOM's Annual Report FY2026 and **Corporate Governance Report** FY2026.

Complementing this governance framework is a robust system of risk management and internal control, which has become integral to the Group's strategic and operational landscape. This system adopts a risk-based approach that addresses strategic, operational, and sustainability risks, safeguarding the Group's assets while enabling resilience in the face of emerging challenges. Rising energy costs, potential carbon-pricing mechanisms, tightening sustainability reporting requirements, and heightened stakeholder expectations underscore the importance of effective governance and risk management.

For more information on the Group's risk management and internal control system, please refer to the **Statement on Risk Management and Internal Control** on pages 69 to 75 of BESHOM's Annual Report FY2026.

Further information on our corporate governance policies and practices, together with key corporate communication materials, including Annual Reports, general meeting minutes, Bursa announcements, press releases, corporate presentations, financial result updates, and analyst reports, is publicly accessible on our corporate website.

OUR GOVERNANCE

(continued)

ETHICS AND INTEGRITY

The Board of BESHOM sets and upholds high standards of business ethics and integrity across the Group's business, operations, and people, including employees, distributors, and business partners. We recognise that ethical conduct is fundamental to sustaining company reputation and stakeholder trust and confidence.

Employees

BESHOM Group's Employee Handbook incorporates the Board-approved Code of Ethics and Business Conduct ("COE"), which is applicable to all our businesses, directors, and employees. The COE sets out standards of ethical behaviour covering areas such as anti-bribery and anti-corruption, conflict of interest, abuse of authority, insider trading, and anti-money laundering, and others.

The Group's Employee Handbook embodies our respect for fundamental human rights and commitment to complying with labour standards, including the prohibition of all forms of child labour, forced labour, trafficked labour, and excessive working hours. It is also designed to provide safeguards against any form of bullying and harassment, including sexual and verbal harassment, thereby protecting both employees and stakeholders. The Group affirms employees' rights to freedom of association and collective bargaining in line with prevailing laws and regulations. Our employment practices and business operations are conducted in strict compliance with applicable legislation, with Management actively monitoring implementation across key operating sites and branches.

All employees, including new hires, are provided with and briefed on the Employee Handbook, which includes the COE. New employees must acknowledge in writing their understanding and commitment to complying with the Employee Handbook, while all employees are required to disclose any potential conflicts of interest involving the Group or its stakeholders.

The Employee Handbook is accessible via the internal Human Resources Online Portal in both English and Chinese languages.

The Employee Handbook is reviewed and updated regularly to reflect regulatory developments. Significant updates require refreshed acknowledgements from employees, either in writing or electronically, to confirm their understanding and commitment to the revised guidelines. The most recent review included revisions to employee benefits, including the addition of chiropractic treatment under medical coverage and updates to the Best Employee and Best Sales Personnel award, requiring recipients to inform HR of their chosen trip before registration of the trip.

During the year, training on Workplace Harassment Prevention – Mental Health and Compliance Insights was conducted, with 30 employees participating. These sessions continue to be extended to employees, including supervisors, to raise awareness of sexual harassment, provide guidance on self-protection, and encourage reporting or whistleblowing in the event of incidents.

In addition, managers and supervisors receive periodic training tailored to their roles and responsibilities, focusing on the prevention and management of sexual harassment cases within the workplace.

Beyond harassment prevention, the Group also organised various programmes on mental health and stress management. These sessions were designed to increase awareness of mental health challenges, equip employees with practical coping strategies, and foster a supportive and resilient work environment.

As part of the Group's ongoing enhancement of its policy and control, we have updated and enhanced the following and subsequently communicated the updates to the relevant employees:

- ✓ Risk Management Framework;
- ✓ Procurement Policy;
- ✓ e-Payment Policy;
- ✓ Responsible Sourcing Policy; and
- ✓ Privacy Notice.

OUR GOVERNANCE

(continued)

MLM Distributors

All MLM distributors are guided by a Business Handbook that establishes consistent ethical standards across the MLM business. These standards encompass compliance with relevant laws and regulations, as well as principles related to anti-bribery and anti-corruption, anti-money laundering, responsible marketing and advertising, and customer return and exchange policy, amongst others.

SHOM and its distributors are committed to full compliance with the Code of Conduct of Direct Selling Association of Malaysia ("DSAM"), which sets out the expected standards and conduct for direct selling activities in Malaysia.

In line with the Business Handbook and the DSAM Code of Conduct, we are committed to upholding transparent and honest communication with all our stakeholders. Neither our distributors nor we make misleading claims regarding product quality, origin, or performance. Similarly, the criteria and terms and conditions of our marketing and incentive programmes, including rewards programmes and member awards, are communicated clearly and transparently.

Distributors have access to both the Business Handbook and DSAM Code of Conduct, which outline key ethical guidelines, including strict prohibitions against price-cutting and exaggerated product claims. These guidelines also emphasise maintaining unity and harmony within the distributor network, alongside other essential dos and don'ts. Updates, including strengthening the handling of transactions and notices on personal data, are incorporated into these materials.

To strengthen awareness of business ethics, SHOM regularly engages MLM distributors through daily communications, such as marketing plans, strategy briefings, bulletins, online meeting slides, marketing and tutorial videos, training sessions, and other relevant platforms. To support distributors from diverse cultural and language backgrounds, the Business Handbook is available in English, Bahasa Malaysia, and Chinese via the Member Portal.

In addition, the DSAM Code of Conduct are publicly accessible on SHOM's website, together with a third-party whistleblowing channel for reporting unethical direct selling practices.

MLM Distributor Governance



Business Handbook

Available in English, Bahasa Malaysia, and Chinese



DSAM Code of Conduct



Anti-Bribery Policy



Ethical Training



Whistleblowing Channel

To strengthen awareness of ethical business practices, MLM conducted a "Kod & Etika Panduan Penyiaran Iklan" Zoominar, attended by 158 participants. This initiative aimed to help distributors understand how to run promotions more professionally, ethically, and in line with current guidelines.

Business Partners

The COBE, which outlines standards on key areas such as compliance, business ethics, and environmental and social responsibilities, is applicable to all suppliers and business associates. Further details on the COBE can be found in the **Supply Chain Management** section of this Report.

OUR GOVERNANCE

(continued)

Anti-Bribery and Anti-Corruption

BESHOM Group is committed to complying with applicable laws and regulatory requirements, including the relevant provisions of the Malaysian Anti-Corruption Commission Act 2009. To reinforce this commitment, the Group has established a Board-approved Anti-Bribery Policy ("ABP"), which sets out a clear zero-tolerance stance on bribery and serves as a guide for all business operations, employees, distributors, suppliers, and business associates.

The ABP outlines the Group's expectations on the prohibition of bribery and facilitation payments, and provides guidance on the management of high-risk transactions, including gifts, entertainment, hospitality, donations, and sponsorships. The ABP is publicly available on the Group's corporate website at www.beshom.com/investor-relations/corporate-governance.

The ABP forms the foundation of the Group's Anti-Bribery Framework, which guides internal controls and processes for managing corruption risks. This framework includes due diligence, periodic reviews, and ongoing monitoring of existing and new employees, key distributors, and business associates, such as suppliers and service providers. It also sets out the permissible circumstances and procedures for managing high-risk transactions, including gifts, entertainment, and hospitality.

BESHOM Group adopts a risk-based approach to corruption risk management by integrating corruption-related risks into the Group's annual risk assessment, covering all functions and business activities. During the financial year, the Group Internal Auditors conducted follow-up reviews on previous bribery risk assessment findings and recommendations across all business units and non-trade operations involving dealings with business partners. The reviews assessed the implementation of corrective actions and provided further recommendations to strengthen the processes and procedures supporting the ABP.

As at 30 April 2026, 100% of the Group's operations have been assessed for corruption-related risks.

	FY2024	FY2025	FY2026
Percentage of operations ⁴ assessed for corruption-related risks (%)	100	100	100

Conflict-of-interest declarations are required from employees, key distributors, and suppliers as part of the Group's due diligence procedures. This enables the Group to proactively identify and address associated risks, while promoting integrity and transparency throughout the value chain.

Any breach of the ABP is treated seriously and may result in actions including, but not limited to, contract, employment, or appointment review; disciplinary action; dismissal; termination of business relationships; and/or reporting to the relevant authorities, in accordance with applicable laws and regulations.

Instilling Ethical Culture

The Group actively communicates and promotes awareness of its ABP, Anti-Bribery Framework, COE, COBE, and Business Handbook among stakeholders. Briefing and training are provided, particularly for selected stakeholders in higher-risk roles or business functions, including individuals authorised to approve or enter into high-value transactions.

A summary of the communication and training initiatives delivered to directors, employees, distributors, key suppliers, and relevant business associates as at 30 April 2026 is presented in the table below. These initiatives cover key anti-bribery and anti-corruption topics, including applicable legal and regulatory requirements, various forms of bribery (such as facilitation payments, active bribery, and passive bribery), the proper management of high-risk transactions involving gifts, entertainment, and hospitality, as well as the identification, prevention, and reporting of actual or suspected bribery through established reporting channels.

⁴ Each segment is considered as one operation. We adopt a risk-based approach, focusing on higher risk and significant processes and transactions.

OUR GOVERNANCE

(continued)

	30 April 2024		30 April 2025		30 April 2026	
	Communicated on ABP	Received training/ briefing on ABP	Communicated on ABP	Received training/ briefing on ABP	Communicated on ABP	Received training/ briefing on ABP
Board of Directors	100%	100%	100%	100%	100%	100%
Management	100%	100%	100%	100%	100%	100%
Executives	100%	100%	100%	100%	100%	100%
Non-Executives	100%	63%	100%	66%	100%	88%
Distributors	All active distributors		All active distributors		All active distributors	
Suppliers	All active suppliers		All active suppliers		All active suppliers	
Relevant business associates	All active business associates		All active business associates		All active business associates	

To reinforce understanding of anti-bribery requirements, selected employees are subject to post-training assessments. In FY2026, 100% of employees who were required to complete the anti-bribery assessment successfully passed the assessment.

BESHOM's Sustainability KPIs

FY2026 Target – achieving 100% training completion rate for management-level employees on mandatory topics.

As of 30 April 2026, 100% of management-level employees completed the mandatory anti-bribery training.

Monitoring and Audit

The Group's Anti-Bribery Framework is reinforced by monitoring controls and internal audit activities, which constitute the second and third lines of defence in its anti-corruption governance structure.

During FY2026, the internal audit function independently verified the results of the staff awareness assessment conducted after the ABP training delivered by the Group Human Resources Department.

BESHOM Group has no political affiliations and generally refrains from making political contributions or donations without Board approval. No political contributions or donations were made during the financial year under review.

The Group is pleased to report that, in FY2026, there were no reported corruption cases involving BESHOM's personnel and no employees were subject to disciplinary action or dismissal for non-compliance with the ABP. The Group also recorded zero fines, penalties, or settlements arising from corruption-related matters.



no incidents of corruption reported



no fines, penalties, or settlements reported in relation to corruption

OUR GOVERNANCE

(continued)

Whistle-Blowing Mechanism

BESHOM Group's Whistle-Blowing Policy ("WB Policy"), approved by the Board, provide a secure and confidential whistle-blowing channel for individuals to report genuine concerns relating to serious misconduct, unlawful acts, human rights violations, unethical business conduct, or significant breaches of the Group's policies and code, including workplace discrimination, bullying, or harassment. All reports are handled through a structured and confidential process designed to ensure the integrity of investigations and the protection of whistle-blowers.

The WB Policy is publicly available on our corporate website at <https://www.beshom.com/investor-relations/corporate-governance>.

The whistle-blowing mechanism is accessible to all internal and external stakeholders, including members of the public, to report genuine concerns in good faith. BESHOM recognises the importance of safeguarding whistle-blowers and maintaining confidentiality. Accordingly, the identity of a whistle-blower will be protected to the fullest extent practicable, provided that the disclosure is made in good faith. The WB Policy further provides protection to whistle-blowers against any form of retaliation, reprisal, or adverse treatment by the Group or its personnel.

During FY2026, no whistle-blowing reports were received. There were also no substantiated complaints or incidents noted pertaining to bribery and corruption, unethical business practices, or labour standards or human rights violations. In addition, the Group recorded no significant instances of non-compliance with applicable laws and regulations, and no significant associated fines or non-monetary sanctions were imposed during the financial year.

	FY2024	FY2025	FY2026
Confirmed incidents of bribery and corruption (no.)	0	0	0
Substantiated complaints concerning human rights violations (no.)	0	0	0



0 whistle-blowing cases reported



No substantiated complaints or incidents noted pertaining to bribery and corruption, unethical business practices, or labour standards or human rights violations



No significant instances of non-compliance with laws and regulations and no significant associated fines or non-monetary sanctions

OUR GOVERNANCE

(continued)

INTELLECTUAL PROPERTY (“IP”) AND DATA INTEGRITY

Intellectual Property (“IP”) Protection

At BESHOM, IP rights, particularly trademarks, are fundamental assets that underpin the Group’s brand identity, reputation, and the trust placed in us by our customers. They also serve an important role in protecting consumers by helping to prevent the circulation of counterfeit products and safeguarding the authenticity of our goods and services.

As of 30 April 2026, the Group owns more than 150 trademarks across Malaysia and other regions, including Indonesia, China, Brunei, and Singapore. Beyond managing trademark filings and registrations to secure and maintain our IP rights, we implement a comprehensive trademark monitoring programme. This includes regular surveillance of government gazettes and marketplace activities to identify potential infringements or conflicting registrations. Through this proactive approach, we are able to detect and address IP-related risks at an early stage, including instances where identical or similar trademarks are filed or registered by third parties, and to take appropriate measures where necessary.

Anti-counterfeiting

Counterfeiting remains a persistent challenge in Malaysia, impacting a broad spectrum of products ranging from luxury brands to widely consumed consumer goods. As a trusted brand owner, BESHOM recognises that its products are not immune to such risks and remains committed to protecting both its brand integrity and consumers from the adverse effects of counterfeit goods.

To mitigate this risk, the Group adopts a proactive and multi-faceted anti-counterfeiting strategy, working closely with relevant government authorities and enforcement agencies to detect, prevent, and eliminate counterfeit versions of our products from the market. Our efforts include continuous monitoring of online marketplaces and digital platforms to identify suspected counterfeit listings and taking timely enforcement actions where necessary.

In addition, the Group leverages technology-driven solutions to strengthen its anti-counterfeiting measures. This includes the implementation of product authentication labels and verification features that enable consumers to confirm the authenticity of products with ease. Beyond enhancing consumer confidence and trust, these measures provide greater visibility and control over the Group’s direct selling operations, supporting transparency, product traceability, quality assurance, and operational integrity throughout the distribution and supply chain ecosystem.

Super QR Code

Our MLM product – Min Kaffe and Min Kaffe Enhanced – are equipped with a proprietary Super QR Code label on its packaging, enabling consumers and buyers to verify product authenticity and confirm that the product has been officially distributed by SHOM. This advanced authentication feature forms part of our anti-counterfeiting measures, enhancing product traceability, security, and consumer protection. The Super QR Code is designed with unique security features that prevent duplication, helping to safeguard customers against counterfeit or unauthorised products. By providing a reliable means of authentication, it reinforces consumer confidence in the quality and legitimacy of our products.

When consumers scan the Super QR Code labelled “Customer Scan” on a SHOM-distributed product, the following information will be displayed:



Cybersecurity

In today’s increasingly digital and interconnected business environment, organisations are more dependent than ever on information technology, digital platforms, and online infrastructure. The virtual marketplace has become as critical as, and in many cases more influential than, the physical marketplace, driven by rapid technological advancements, high-speed connectivity, and widespread internet accessibility. As part of its key strategic priorities, BESHOM Group continues to advance the digitalisation of its operations and strengthen its online presence to enhance operational efficiency, customer engagement, and business competitiveness.

As digital adoption increases, so do the risks associated with cyber threats, data breaches, and technology disruptions. Recognising the importance of cyber resilience in ensuring sustainable business operations, BESHOM Group remains committed to safeguarding the integrity of our IT systems and upholding data security and privacy, while maintaining the trust of customers, employees, business partners, and other stakeholders.

Information and reminders on various scam tactics and emerging scam trends were periodically shared with our employees through

OUR GOVERNANCE

(continued)

WhatsApp group to enhance awareness and strengthen vigilance against potential scams. To mitigate cybersecurity and data privacy risks, the Group has established a range of policies, procedures, and controls designed to protect its IT infrastructure and manage both personal and business data. These measures support compliance with applicable regulatory requirements and industry best practices, while promoting responsible data governance across the organisation.

The Group has also implemented a Cyber Security Incident Response Plan to ensure the timely and effective management of cybersecurity incidents and data security breaches. The plan outlines clear protocols covering incident preparedness, threat detection and identification, containment, remediation and recovery. Through continuous monitoring, employee awareness initiatives, and ongoing enhancement of cybersecurity controls, BESHOM Group strives to strengthen its resilience against evolving cyber threats and maintain business continuity in an increasingly digital landscape.

During the year, the MLM business segment experienced a cyberattack that resulted in a data privacy breach involving distributors' personal data. The incident was promptly investigated, and remedial measures were implemented to strengthen cybersecurity and mitigate future risks. These included the removal of the affected application, migration to a new server environment and upgrade of the Operating System ("OS"), conduct of vulnerability assessments, and issuance of data security awareness communications to distributors.

Group-wide IT and data usage control

The Group has established a User Access Management Policy to govern and restrict access to critical systems and information based on business needs and authorised responsibilities. This policy is complemented by the Group's IT and Data Usage Policy, which sets out clear guidelines for the appropriate, secure, and responsible use of IT assets, systems, and data across the organisation.

Recognising that employees play a vital role in maintaining a secure digital environment, the Group places strong emphasis on cybersecurity awareness and education. Regular training and

awareness programmes are conducted to equip employees with the knowledge and skills necessary to identify, prevent, and respond to evolving cyber threats and data security risks. These initiatives foster a culture of cybersecurity awareness and reinforce the importance of protecting the Group's information assets and safeguarding data privacy.

In FY2026, a range of cybersecurity training and awareness programmes were conducted for employees, as summarised below:

- Prevention of Robbery, Fraud, Theft and Scammer;
- CyberSecMY Conference 2025;
- Cybersecurity Training for SMEs;
- Insights Over Lunch Cybersecurity Strategy Session;
- Cybersecurity: Create a Secure Work-From-Home Environment in the New Remote Work World;
- Future of Cybersecurity Summit ("FOCS") 2026; and
- Cyber Security Awareness Briefing.

Safe payment platforms

All the Group's payment platform service providers comply with the Payment Card Industry Data Security Standards ("PCI DSS"), which aligns with

regulatory security expectations. In addition, our MLM segment conducts monthly PCI DSS testing to verify the integrity and effectiveness of its payment systems. These ongoing measures help maintain robust security controls, strengthen cyber resilience, and safeguard the personal and financial information of our distributors and customers, while ensuring a secure and trusted transaction environment.

Data Privacy

BESHOM Group is committed to maintaining the highest standards of data governance, privacy, and information security. We have established robust policies, procedures, and controls to ensure the responsible handling, protection, and management of data entrusted to us by our employees, distributors, customers, suppliers and business associates.

Key data management and protection practices implemented across the Group include:

- restricting access to data and systems on a need-to-know basis;
- retaining personal and business data only for as long as necessary to fulfil legitimate business, legal, or regulatory requirements;
- conducting regular monitoring and oversight activities to facilitate the timely detection, investigation, and remediation of potential data breaches or security incidents; and
- implementing prompt security updates to address evolving threats, including phishing, malware, and ransomware attacks, while encouraging vigilance among users.

OUR
GOVERNANCE
(continued)

The Group’s Data Privacy Policy, together with related standards and procedures governing the collection, processing, and storage of personal data, is aligned with the requirements of the PDPA 2010. We are committed to ensuring transparency in our data handling practices and obtain the necessary consent from employees, distributors, customers, suppliers, and business associates when collecting personal data. Clear information is also provided regarding the purposes for which personal data is collected and how it will be processed.

In line with the requirements introduced under the Personal Data Protection (Amendment) Act 2024 (“the Act”), the Group has registered its appointed Data Protection Officer (“DPO”) with the Personal Data Protection Commissioner (“PDPC”) for the applicable companies within the Group. The DPO serves as the primary point of contact and liaison with the PDPC on data protection matters, including the management of data breach incidents. The DPO also assists data subjects with enquiries relating to their personal data and privacy rights, and oversees the notification of affected individuals and regulatory authorities within the prescribed timelines where required under applicable laws.

To further safeguard personal data, the Group has implemented a range of organisational, physical, and technical security measures. These include restricting access to personal data through controlled user credentials and authorisation protocols, promptly revoking access upon changes in employment status, maintaining appropriate physical security controls at data storage facilities, and deploying cybersecurity safeguards such as anti-virus software and system backups.

The use, transfer, and storage of personal data through removable media or cloud platforms are subject to strict governance requirements, including management approval and compliance with applicable data protection laws. Access and transfer activities are logged, monitored, and reviewed where appropriate. In

addition, third-party service providers engaged to process personal data on behalf of the Group are contractually required to maintain confidentiality and comply with relevant data protection, privacy, and information security obligations.

To promote transparency and accountability, the Group’s Privacy Notice is made available through our e-commerce platform, SHOM’s website, and our corporate website at <https://www.beshom.com/privacy-notice>. This notice outlines how personal data is collected, used, disclosed, protected, and managed by the Group. The Group’s Privacy Notice was updated in December 2025 to incorporate the recent amendments to the Personal Data Protection Act 2010.

In addition, the Group has established a Confidentiality Policy to govern the protection of proprietary business information and confidential data. All employees are required to acknowledge that they fully understand, accept, and agree to comply with the Policy as part of their employment obligations, reinforcing a culture of integrity, accountability, and responsible information management throughout the organisation.

During the financial year under review, the MLM segment recorded a complaint on a data privacy breach involving distributors’ personal data. Upon detection, incident response procedures were promptly activated, and investigation was conducted. The findings revealed that the breach originated from a cyberattack involving cross-site code injection on the SHOM Trip Registration Portal. The incident affected not more than 250 distributors’ personal data records and was considered a minor case; however, the compromised information did not pose an immediate risk of financial loss to either the affected distributors or the Group.

Appropriate remedial measures were implemented to contain the incident, strengthen system security, and mitigate the risk of similar occurrences in the future. These measures included notifying the authorities and affected individuals, removing the vulnerable application, migrating to a new and more secure server environment, engaging an independent third-party cybersecurity specialist for vulnerability assessments and remediation, issuing a data security awareness communication to distributors, and appointing a dedicated point of contact to manage data protection-related enquiries and provide support.

There were no other substantiated complaints concerning breaches of customer privacy, received from external parties or regulatory authority.

	FY2024	FY2025	FY2026
Substantiated complaints concerning breaches of customer privacy or losses of customer data (no.)	0	0	1

BESHOM’s Sustainability KPIs

FY2026 Target: No substantiated complaints on breaches of customer privacy or losses of customer data



FY2026 – One (1) substantiated complaint on breaches of customer privacy or losses of customer data



OUR PEOPLE

KEY

SUSTAINABILITY

FOCUS AREA

OUR PEOPLE



Our People

To create a corporate culture that champions safety, good conduct, skill development, and community development

Relevant Material Sustainability Matters	Key Highlights in FY2026	Relevant GRI Topics
MLM Entrepreneurship	438 employees	GRI 202: Market Presence 2016
Employee Well-being and Inclusiveness	29,000 MLM Distributors	GRI 203: Indirect Economic Impact 2016
Talent Management and Succession Planning	37% male : 63% female Employee diversity	GRI 401: Employment 2016
Occupational Health and Safety	0 cases of work-related injuries	GRI 403: Occupational Health and Safety 2018
Community Engagement	28 training hours per employee	GRI 404: Training and Education 2016
	Community engagement activities Ai Hua Jiao Fund Raising Campaign, Higher Educational Aid, Excellent Academic Awards	GRI 405: Diversity and Equal Opportunity 2016
Contributions to SDGs		

OUR PEOPLE

(continued)

MLM ENTREPRENEURSHIP

Our MLM business offers an equitable and inclusive platform designed to drive economic empowerment at every level of society. Our distributor network is rich in diversity, encompassing individuals from a wide range of cultural backgrounds, age groups, and career experiences, including housewives, youth entering society, professionals, and full-time businesspersons.

We take particular pride in the role women play within our organisation. In FY2026, women represented 81% of our distributors (FY2025: 81%), many of whom have risen to high-ranking positions, demonstrating strong leadership and delivering extraordinary business performance.



Beyond fostering equality through a flexible and inclusive business platform, our MLM business drives personal and team motivation among our distributor network through incentive programmes and performance recognition. Professional and personal development are further supported through structured training and development initiatives, underpinned by fair and mutually beneficial reward systems that encourage mutual growth across all levels. To maintain consistent and meaningful engagement with our distributors nationwide, regular communication is conducted through several channels, including electronic bulletin, email, training and events, as well as social media platforms such as YouTube, Facebook, Instagram, and Telegram.



81%

of MLM distributors are women members

Training and Upskilling	Incentives, Awards and Recognitions
In our MLM business, we continuously adopt business and people development programmes aimed at enhancing our distributors' business leadership skills, marketing skills, management skills, and others. Beyond driving business growth and performance, we believe these skills also contribute to the personal qualities and professionalism of our distributors. To effectively engage and support our distributor network, we adopt a hybrid approach that leverages the strengths of both online and physical training platforms. These training initiatives spanned a wide range of topics, encompassing product introductions, detailed explanations of product features, business experiences and testimonials, as well as guidance on utilising digital tools and platforms. In FY2026, we conducted 35 Zoominars, organised 52 nationwide roadshows, and participated in 2 exhibitions. These roadshows not only served as key training and engagement platforms but also played a vital role in elevating brand visibility and reinforcing our presence among mass market consumers.	To drive business growth and recognise the achievements of high-performance distributors, various marketing and promotional campaigns, along with incentive programmes, were implemented. Rewards included monthly sales bonuses, incentive trips, premium invitations as guest speakers, rank progression, and other member privileges. In FY2026, we gave out the Founder's Legacy Diamond Award 2025, Million Dollar Achiever Board Award 2025, Prestige Elite Achiever Board 2025, Dynamic Performing Achiever Board 2025, Empire Builder 1.0 and 2.0, as well as SM Builders 2026. All rewards, incentive trips, and campaigns are shared and communicated through Telegram, published in the bulletin, and/or announced at events/conferences.

All sales transactions and business-related information, encompassing sales performance, rank qualification, network tree, downline sales performance, and bonuses, are recorded transparently and made readily accessible to distributors at any time through the member portal. Members are actively encouraged to use the member portal to monitor their performance, track business progress, and manage their business more effectively.

OUR PEOPLE
(continued)

EMPLOYEE WELL-BEING AND INCLUSIVENESS

Employees

As at 30 April 2026, the Group employs 438 individuals, including 1 foreign national, across the business segments covered in this Report. Our employment practices are guided by the Group’s three core HR values, i.e. Sense of Belonging, Teamwork, and Equal Opportunity.

Core values of BESHOM Group’s HR Philosophy		
Sense of Belonging	Teamwork	Equal Opportunity

BESHOM embraces diversity and ensures equal opportunities for all individuals based on merit, competency, experience, and role-relevant qualities, without discrimination on grounds of race, religion, gender, age, disabilities, or nationality. This practice is embedded across all aspects of our employment practices, encompassing recruitment, training and development, performance appraisals, and promotions. Furthermore, the Group upholds the principle of fair remuneration, ensuring that equal pay for equal work is consistently applied based on merit and free from any forms of discrimination.



In the Retail Segment, we prioritised the optimisation of outlet operating hours across approximately 21 stores and strengthened overtime controls to improve operational efficiency, support work-life balance, and ensure compliance with labour requirements.

The Group’s HR Philosophy is publicly available at <https://www.beshom.com/career/hr-philosophy>.

Since 8 March 2011, at BESHOM Group, International Women’s Day has been celebrated as a special holiday and is a day-off for our employees, demonstrating our support and empowerment of women across the globe.

In February 2026, we implemented a Staggered Working Hours policy for all office employees to support work-life balance and enhance productivity by allowing employees to avoid peak traffic periods and better manage their schedules.

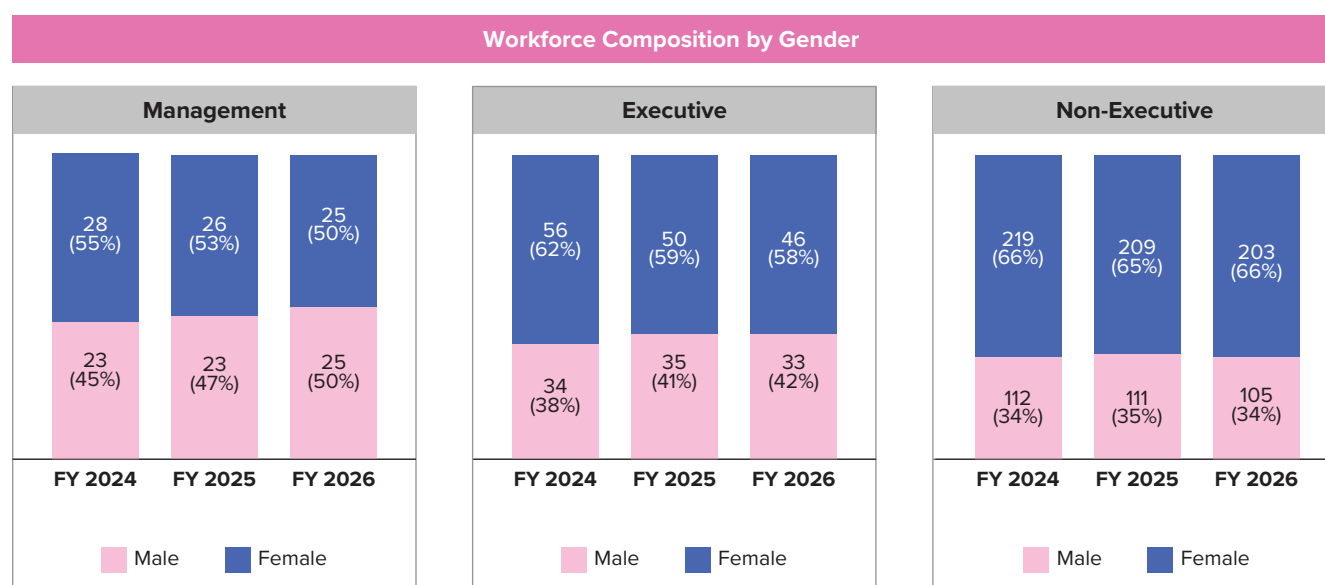
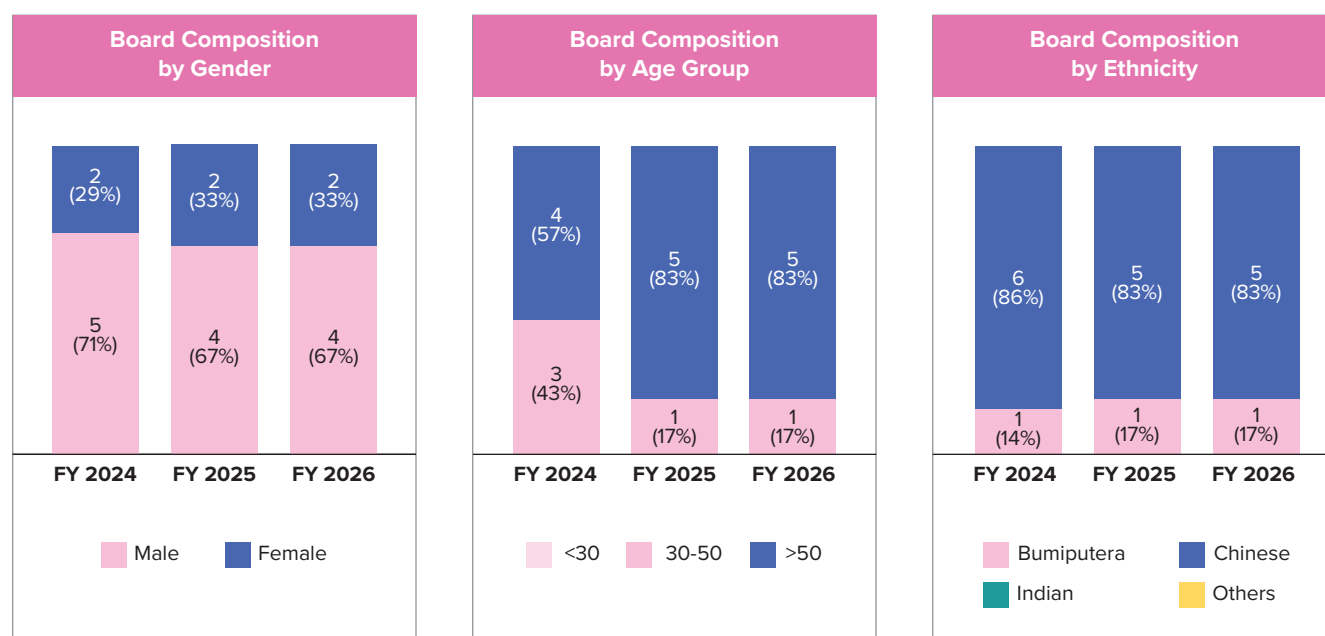
OUR PEOPLE

(continued)

As at 30 April 2026, our workforce consists of 83.8% permanent employees and 16.2% contract or temporary employees. In line with our efforts to promote inclusivity, we employ 6 persons with disabilities, representing 1.4% of our total workforce.

Employment type	FY2024		FY2025		FY2026	
	Number	%	Number	%	Number	%
Full-time permanent employees	398	84.3%	387	85.2%	367	83.8%
Full-time contract or temporary employees	63	13.3%	52	11.5%	42	9.6%
Part-time contract or temporary employees	11	2.4%	15	3.3%	29	6.6%
Total	472	100.0%	454	100.0%	438	100.0%

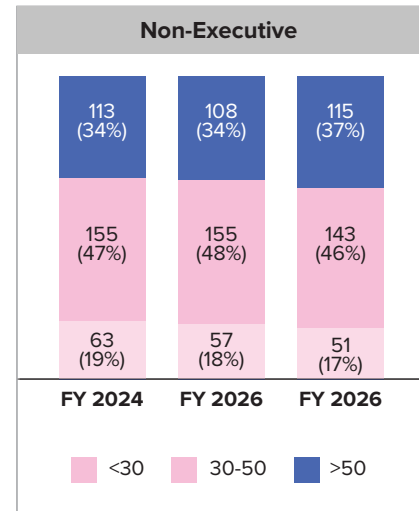
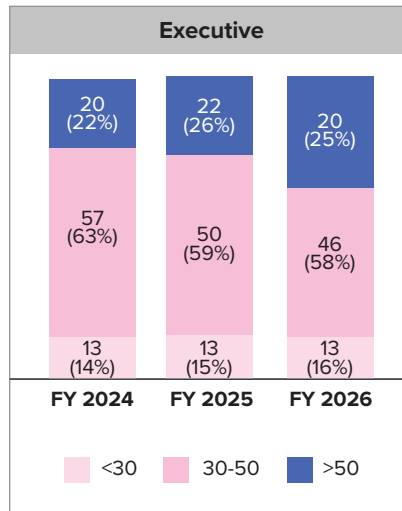
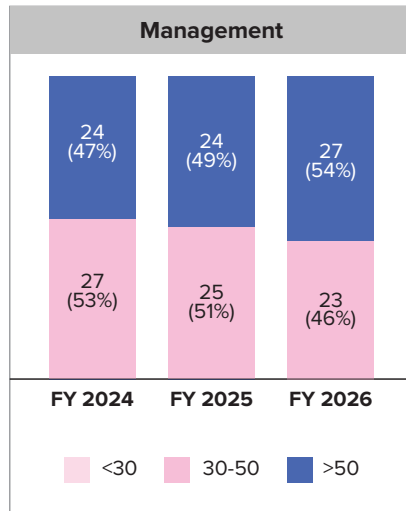
The composition breakdown of our people, including the Board and our workforce, is presented in the diagrams below.



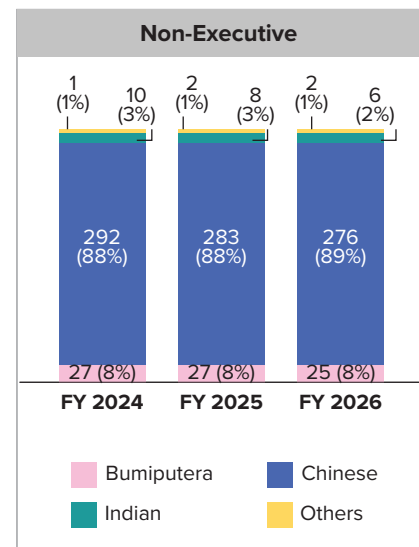
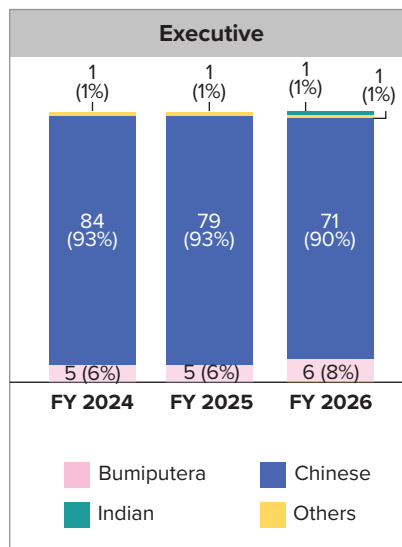
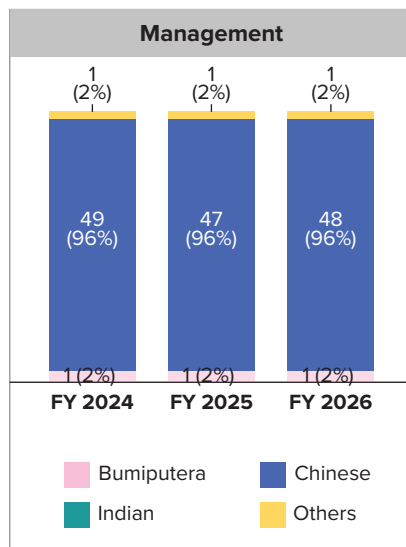
OUR PEOPLE

(continued)

Workforce Composition by Age Group



Workforce Composition by Ethnicity



BESHOM is committed to promoting a safe and supportive working environment for all employees, in accordance with the Group's HR culture and ethical standards. Discrimination, harassment, or bullying in any form are strictly prohibited within the workplace. Employees are encouraged to report any breaches of our HR standards or Code of Ethics via established internal grievance channels or the whistleblowing channel.

OUR PEOPLE

(continued)

Engagement Channels

Employees are regarded as among the Group's most valued stakeholders. To foster meaningful interaction with its workforce, multiple engagement channels have been established to communicate the Group's business direction and strategies, understand employees' needs and aspirations, and explore ways for mutual growth. We also acknowledge the importance of employees' innovative ideas in shaping future business development and ensuring continued market relevance. Towards this end, a culture of open communication is actively cultivated, with the Group striving to build ongoing and trustworthy relationships across its employees.

The HR department remains responsible for ensuring employees' voices are being heard and considered at the Group level. This involves addressing key topics such as compliance with employment laws and regulations, upholding acceptable labour standards and practices, and safeguarding the basic human rights of all employees.

In FY2026, relevant employment act training or briefings were provided to our employees to ensure they remain informed of the latest regulatory developments, understand their rights and responsibilities, and comply with regulatory requirements. The training covered key areas including employment law updates, labour standards, statutory obligations, workplace compliance, fair employment practices, and workplace well-being. In addition, topics relating to discrimination and equality will be incorporated into our staff orientation programme to promote an inclusive, respectful, and equitable workplace.

HR-related Training

In FY2026, HR personnel undertook training covering a broad range of social topics, including but not limited to:

- Two (2) Days - ASEAN Human Capital Development Investment Symposium ("AHCDIS");
- How to Develop a Health Culture in Organizations?;
- HR TECH & Innovation Conference & Expo 2025;
- What HR Knows: Emotional Intelligence as Leadership Edge;
- HR Compliance All-In-One Webinar;
- Bullying & Toxic Workplaces - Mental Health and Legal Perspectives;
- Sabah & Sarawak Labour Ordinance Amendments 2025;
- Workplace Harassment Prevention: Mental Health and Compliance Insights; and
- Avoid 2026 HR Compliance Errors: Key Tax Deadlines & New HR Changes.

Employee Well-being

We remain committed to adhering to all applicable laws and regulations governing employee benefits, including contributions towards employees' accident insurance under the Social Security Organisation ("SOCSO"), retirement savings under the Employees Provident Fund ("EPF"), and employment insurance under the Employment Insurance System ("EIS"). In this regard, BESHOM is aware of the latest amendments to SOCSO coverage, under which the scheme has been extended to encompass non-work-related accidents. The revised contribution rates arising from this enhancement have been duly incorporated and will take effect from the June 2026 salary cycle.

Beyond fulfilling these statutory obligations, BESHOM also provides various other benefits and entitlements designed to support employees' work-life balance and overall well-being.

Our employee well-being programme encompasses healthcare insurance, medical card, and insurance coverage for accidents and hospitalisation, ensuring that employees have access to essential medical and healthcare services for non-occupational-related health matters as well. In addition, the Group has established an Employee Share Option Scheme ("ESOS"), which serves to recognise and reward employee contributions, incentivise continuous performance, and attract and retain high-calibre talent within the organisation.

OUR PEOPLE

(continued)

Supporting Family Development

Recognising the importance of work-life harmony, the Group supports its employees in balancing their work and family life through the provision of maternity and paternity leave. At our headquarters in Wisma Hai-O and Wawasan Hai-O, dedicated mother rooms are available, providing a private and equipped space to accommodate the needs of nursing mothers as well as other personal medical needs.

All employees are eligible for parental leave, and the Group's parental leave records for FY2026 and the preceding two (2) years are summarised as follows.

Number of employees	FY2024		FY2025		FY2026	
	Male	Female	Male	Female	Male	Female
Entitled to parental leave	168	298	166	279	163	264
Took parental leave	2	5	8	9	1	1
Returned to work in the reporting period after parental leave ended	2	5	8	9	1	1
Total number of employees due to return to work after taking parental leave	2	5	8	9	1	1
Still employed 12 months after their return to work from parental leave	0	0	2	5	4	5
Return to work rate (%) ⁵	100	100	100	100	100	100
Retention rate (%) ⁶	0	0	100	100	50	56

Fair remuneration

Beyond compliance with minimum wage laws and regulations, we are committed to fair and equitable remuneration practices, ensuring that pay practices remain free from gender bias and consistent with the Group's HR Philosophy.

BESHOM has been tracking the Gender Wage Parity Index since FY2022, measuring the average salary comparison between male and female non-director full-time salaried employees. In FY2026, the Group's Gender Wage Parity Index decreased slightly to 1 : 0.94. The Group remains focused on initiatives to support greater gender pay parity.

BESHOM's Sustainability KPIs

FY2026 Target: Maintain Gender Wage Parity Index at 1 : 0.95 or better



Gender Wage Parity Index (M: F) – 1 : 0.94

(FY2025: Gender Wage Parity Index (M : F) – 1 : 0.95)

In FY2026, the average wage ratios for entry-level non-executives⁷ employees against the minimum wage⁸ were 1.2 : 1 in East Malaysia and 1.3 : 1 in West Malaysia. All employee remuneration is in compliance with the relevant minimum wage laws and regulations.

In its efforts to attract young talent, the Group provides entry-level executives with competitive remuneration packages that reflect their qualifications.

⁵ Return to work rate = Total number of employees that did return to work after parental leave ended/Total number of employees due to return to work after taking parental leave

⁶ Retention rate = Total number of employees who were still employed 12 months after their return to work from parental leave/Total number of employees that did return to work after parental leave ended in the prior reporting period

⁷ Full-time salaried employees only. The Group has 414 full-time salaried employees as at 30 April 2026.

⁸ The minimum wage of RM1,700 was used.

OUR PEOPLE

(continued)

New Hire and Turnover

The Group tracks both the turnover rate and new hire rate among full-time salaried employees as indicators of the effectiveness of its talent retention and development initiatives. As at 30 April 2026, the monthly turnover rate stood at 1.8% (FY2025: 2.0%), while the monthly new hire rate was recorded at 1.4% (FY2025: 1.7%).

Overall, both rates remained stable and within a manageable range throughout the financial year, consistent with the Group's operational needs.

	By Age			By Gender		Group-wide overall
	< 30 years	30 – 50 years	> 50 years	Male	Female	
New Hires						
Number	31	33	9	34	39	73
Rate (%) ⁹	7.3	7.7	2.1	8.0	9.1	17.1
Average of Monthly New Hire Rates ¹⁰ : 1.4%						
Employee Turnover						
Number	30	43	17	38	52	90
Rate (%) ¹¹	7.0	10.1	4.0	8.9	12.2	21.1
Average of Monthly Turnover Rates ¹² : 1.8%						

The turnover and new hire rates by employee category for FY2026 and the preceding two (2) years are illustrated below:

Employee category	FY2024		FY2025		FY2026	
	Number	Rate (%)	Number	Rate (%)	Number	Rate (%)
New Hires¹³						
Management	2	0.4	4	0.9	3	0.7
Executive	16	3.5	10	2.2	18	4.2
Non-Executive	62	13.4	75	16.7	52	12.2
Employee Turnover¹⁴						
Management	4	0.9	4	0.9	3	0.7
Executive	15	3.3	16	3.6	21	4.9
Non-Executive	64	13.9	88	19.6	65	15.2

To gain a deeper understanding of the factors contributing to employee departures, the Group conducts exit interviews and/or surveys with departing employees, providing valuable insights into areas for improvement. Where relevant, a process is in place to identify and review the findings from these interviews and surveys, with follow-up action plans formulated and implemented to address key issues identified and to continually strengthen the Group's existing practices.

⁹ New hires rate = (total new hires/average number of full-time salaried employees for the year) x 100%, where average number of full-time salaried employees for the year = (total number of full-time salaried employees on last day of previous FY + total number of full-time salaried employees on last day of current FY)/2

¹⁰ Average of monthly new hire rates = sum of 12 months' new hire rates/12, where monthly new hire rate = (total new hires during the month/average number of total full-time salaried employees for the month) x 100%

¹¹ Employee turnover rate = (total resigned employees/average number of full-time salaried employees for the year) x 100%

¹² Average of monthly turnover rates = sum of 12 months' turnover rates/12, where monthly turnover rate = (total resigned employees during the month/average number of full-time salaried employees for the month) x 100%

¹³ New hires rate by employee category = (total new hires by employee category/average number of full-time salaried employees for the years) x 100%

¹⁴ Employee turnover rate by employee category = (total resigned employees by employee category/ average number of full-time salaried employees for the year) x 100%

OUR PEOPLE

(continued)

TALENT MANAGEMENT AND SUCCESSION PLANNING

BESHOM Group's talent development and succession planning strategies are designed to work together to maintain a sustainable pipeline of leadership and skilled professionals for our future growth. At BESHOM Group, we are committed to fostering a culture of continuous learning and development opportunities for all employees while upholding our commitment to equal opportunity.

All employees across the Group participate in performance and career development reviews at least once annually. These reviews evaluate individual performance over the year, identify training and development needs, explore opportunities for business improvements, and recognise potential talent for the Group's succession planning. Additionally, the review process serves as a two-way communication platform that encourages constructive dialogue between employees and management, strengthening employee engagement and supporting individual career growth.

In addition to the training needs identified via employees' annual performance reviews, the Group also gather employee feedback through periodic training needs surveys.

Training needs surveys are conducted annually for the Group's Board and the MLM segment. For other business segments, the surveys are carried out at intervals ranging from annually to once every three (3) years, in accordance with the respective procedures.

Recognising the Efforts of Our Employees

In FY2026, BESHOM continued to recognise and acknowledge the efforts of its employees and presented 1 Best Company/ Best Resilient Company, 1 Best Sales Personnel/ Best Sales Team, 3 retail outlets with Best Category Performance Award, as well as 36 Long Service Awards.



Succession Planning

To maintain leadership continuity and support the Group's long-term sustainability, the succession plan evaluates key leadership positions across the organisation to anticipate future needs in leadership, experience, talents, and skills. This proactive approach enables the Group to manage and address potential succession risks arising from retirement, resignation, death, or disability of incumbent personnel, or new business opportunities or developments. Our succession planning efforts are further strengthened by our employee development initiatives, including annual performance reviews and assessments.

During the financial year under review, the Group conducted a group-wide review of its succession planning needs. Potential candidates were identified and enrolled in specific talent development programmes. These talent development programmes are ongoing, with participants' progress regularly tracked and reported to the Nominating Committee.

In BESHOM's Retail segment, we have implemented an active succession planning programme across our retail outlets to support management qualities, business continuity, and leadership sustainability. This initiative focuses on developing future leaders by equipping them with the necessary management skills and capabilities to support the long-term success of our Retail business and branches.

During the financial year under review, 20 potential outlet personnel were identified as part of the Retail segment's succession plans.

OUR PEOPLE

(continued)

Employees Training

The Group recorded a total of 11,308 training hours provided to our employees during the financial year, equivalent to an average of approximately 28 training hours per employee (FY2025: 27 training hours per employee).

BESHOM's Sustainability KPIs



Average 28 training hours per employee
(FY2025: Average 27 training hours per employee)

	FY2024 ¹⁵		FY2025 ¹⁶		FY2026 ¹⁷	
	Total	Average	Total	Average	Total	Average
Total training hours	11,336	25	11,554	27	11,308	28
By gender						
Male	4,178	25	3,701	23	4,220	26
Female	7,158	25	7,853	30	7,088	30
By employee category						
Management	2,932	57	2,603	52	2,745	55
Executives	2,317	26	2,681	33	2,647	34
Non-Executives	6,087	20	6,270	21	5,916	22

Employees at the executive level and above are required to participate in training annually, with specific target training hours established by employee category. We are pleased to report that approximately 99% of our employees met their respective training targets in FY2026.



BESHOM's Sustainability KPIs

We have set targets for the minimum training hours to be attended by each employee, as follows:

FY2026 Target:	FY2026 performance:
At least 85% of employees meet the following minimum training hours	99% of employees met the minimum training hours required
16 training hours annually per person for managers and above	
8 training hours annually per person for executive-level employees	

¹⁵ Employees who are promoters are excluded when calculating the total training hours and average training hours for FY2024.

¹⁶ Employees who are promoters are excluded when calculating the total training hours and average training hours for FY2025.

¹⁷ Employees who are promoters are excluded when calculating the total training hours and average training hours for FY2026.

OUR PEOPLE

(continued)

A summary of the training topics attended is as follows.

	Target Skills	Related topics, lessons, and training (non-exhaustive)
1.	Management and Strategic Management	- Building a High-Performance Culture - Driving Organizational Success Through Adaptive KPIs - Post-KPI Training: KPI Application & Feedback - Talent Strategy: Building Agile, Skilled & Future-Proof Teams - Strategic Cost Reduction in Manufacturing
2.	Accounting, Finance, Data Analysis, Marketing and Sales	- A.I. for Marketing - Fire Tariff Clauses - impact on Sums Insured and Claim settlement - Training Needs Analysis Workshop - Sales & Negotiation Skills - Re-shaping Financial Statement Presentation
3.	Corporate Governance	- Trademark Application and Examination Procedure in Malaysia and Indonesia - Navigating Succession in a Volatile Talent Landscape - Corporate Readiness 2026: From Tax Compliance to Competitive Advantage Conference - Anti-Bribery & Anti-Corruption Training
4.	Sustainability	- ESG Awareness Program for Agents - An Organization's Journey to Sustainability 2025 AIBP Conference: Navigating the Intersection of Business, Technology & Sustainability - Understanding the New Electricity Bill: Impact & Solutions for Industrial Manufacturers - ESG Training for Malaysian Business - NSRF Engagement Session with Group 2 CFO - Preparer Readiness - ESG & Waste Management: Sustainable Practices for a Cleaner Future
5.	Audit, Tax, and Risk Management	- Master E-Invoicing and Tax Reconciliation: Preventing Errors, Audits & Financial Losses - Sales Tax Revision and Service Tax Expansion 2025 - SST Revisions & Key Business Impact - SST on Rental & Leasing - SST - Decoding Tax Measures in 2026 Budget - Tax Briefing
6.	Compliance and Regulatory, Legal and Law	- The Mandatory Stamping on Employment Contract: Stamp or Not Stamp - Employment Contract Stamping Compliance - Legal Requirements & Employer Liabilities - From Risk to Resilience: Stamp Duty Mastery for Today's Corporate Teams - Internal 9001 QMS Auditor - Quarterly CEOs Luncheon: Stamp Duty Implementation - Income Tax / PCB + EPF ACT 1991, SOCSO ACT 1969 & EIS (2018) - Navigating Trade-Based Money Laundering Risks: A Practical AML/CFT Guide
7.	Human Resource Management	Refer to the Employees – HR-related Training section for further details on page 43
8.	Motivation and Personal Development	- Let's Motivate John Doe — Using His Emotional Driver M - Art Therapy for Stress Management and Resilience - Building Essential Skills for Training ("BEST") - SME Learning Lab: Building Skills, Exploring Opportunities

OUR PEOPLE

(continued)

	Target Skills	Related topics, lessons, and training (non-exhaustive)
9.	Supervisory and Leadership	- SME Leadership Training Series 2025 2025 HR Leadership Trends: Leadership's Ripple Effect on Performance - PIKOM Leadership Summit ("LEAD 2025") - Highly Effective Leadership Training
10.	Computer, Information and Technology, Digital Marketing, IT Management, Cyber Security, and Communication and Media	- Session on PDPA 2025 Compliance Briefing: Navigating Mandatory DPO Roles & Data Breach Reporting for CIOs - Want to Get More Done? Discover the Gemini App - Excel Hacks: Quick Fixes for Everyday Struggles - AI-Powered Forecasting & Automation in Excel: Smarter Decision with Minimal Efforts - The Intelligent Exporter: Using AI and Analytics to Win Global Markets - AI Tools Every Digital Marketer Should Know - Enhancing Corporate Productivity Through AI-Powered Visual Tools in Canva - AI at Work: Automating Office Tasks for Maximum Productivity - AI-Enhanced Social Media: Strategies for TikTok, LinkedIn & Brand Growth - Unleashing the Creative Use of AI for Productivity - Meta AI Commerce Forum - Dell Technologies Forum - Asia AI Infrastructure Malaysia 2026 - Microsoft Excel 2021 Advanced - Strategic AI Governance & Applied AI Demonstration
11.	Education and Training	- Bridging Innovation to Market: Unlocking IP & Commercialisation Potential with SIRIM - Creative Problem Solving with Systems Thinking, Design Thinking and AI - Learning & Development Asia
12.	Purchasing or Logistic or Supply Chain	- MOPI Webinar 4-2025: Exporting Pharmaceutical Products to United Arab Emirates ("UAE") and Saudi Arabia - Trade Facilities Duty Import & Sales Tax Exemption - Essentials of Procurement Strategy & Negotiations Skill
13.	Product Knowledge	- Product Training: 360 ProShake - Fuel Your Day, Manage Your Weight - Premium Beautiful & Bio Cleanz Product Training - Understanding Food Additives: Compliance & Labelling - Halal Logistics & Sertu Compliance Training - Food Labelling Training - Certified Professional Halal Executive - Halal Awareness Training
14.	Safety, Health, and Wellness	Refer to the Occupational Health and Safety – Safety and Health Training section for further details on pages 50 to 51
15.	Cyber Security training and awareness	Refer to the Cybersecurity – Group-wide IT and data usage control section for further details on pages 34 to 35

OUR PEOPLE

(continued)

OCCUPATIONAL HEALTH AND SAFETY

A group-wide Safety Policy has been implemented across all operations, underscoring the Group's commitment to safeguarding employees, the public, and the Group's assets. This Policy is designed to ensure a safe and conducive work environment for all individuals within our premises, including customers, employees, contractors, and visitors.

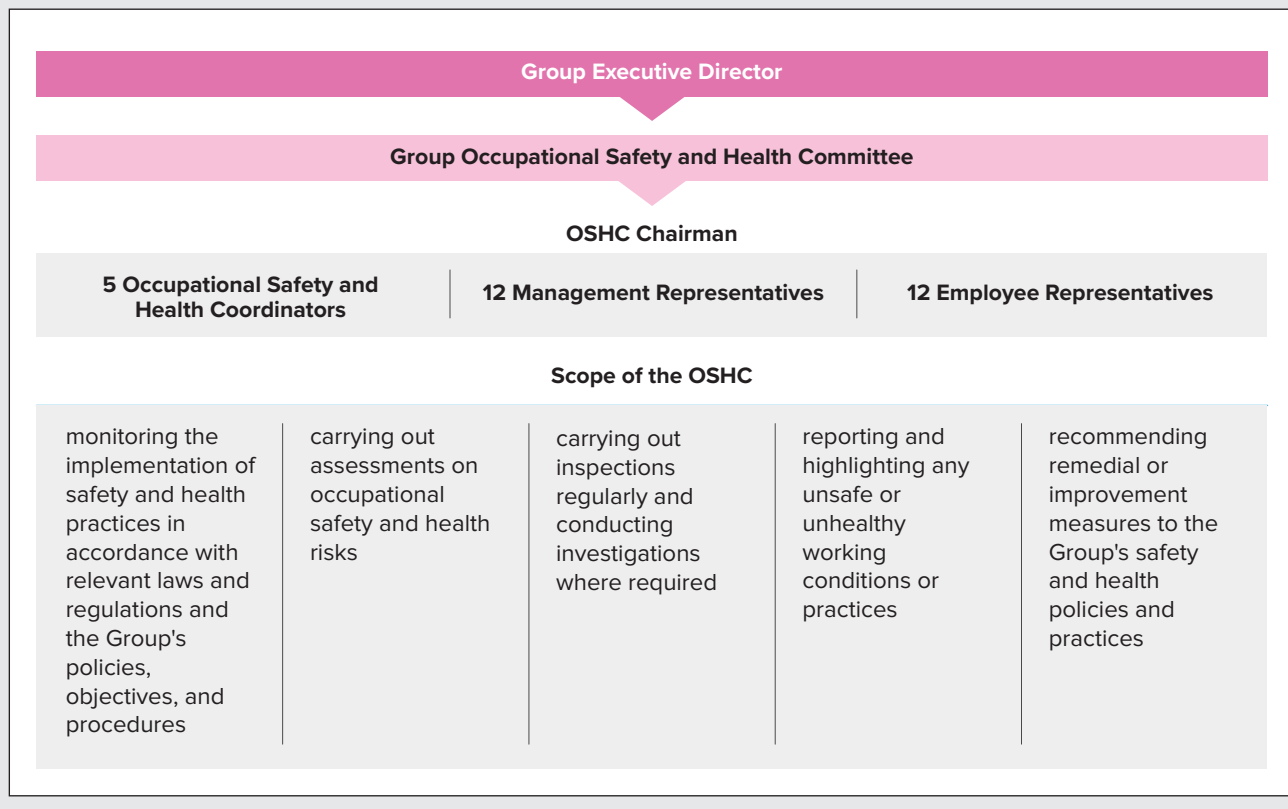
In its pursuit of an accident-free workplace, the Group is guided by its Operational Manual on Safety and Health ("OMSH"), which provides the framework for the management of safety and health. The OMSH sets out the governance structure, roles and responsibilities, as well as processes for monitoring, reporting, and continuously improving the Group's safety and health initiatives.

Governance for Safety and Health

The Board of BESHOM holds ultimate responsibility for the strategic risk management of the Group's Safety and Health Management System ("SHMS"). In this regard, the Board is supported by the Occupational Safety and Health Committee ("OSHC"), which is responsible for monitoring the implementation and performance of the SHMS across the Group's operations.

The OSHC Chairman reports to the Group Executive Director cum Group Chief Financial Officer, who serves as the Board's representative in overseeing the Group's overall health and safety performance and related issues.

The OSHC has been established in compliance with the Occupational Safety and Health Act 1994 and the Occupational Safety and Health (Safety and Health Committee) Regulation 1996. It comprises both management and employee representatives from the relevant business units, including a qualified Occupational Safety and Health Coordinator ("OSH-C") responsible for ensuring compliance with applicable safety and health laws and regulations. Each appointed OSH-C oversees a specific site or location. The inclusion of employee representatives enables operational-level insights to be incorporated into OSHC discussions and ensures that workplace safety and health concerns are effectively communicated and escalated via the appropriate channels.



OUR PEOPLE

(continued)

The OSHC meets on a quarterly basis to assess the Group's safety and health performance and to escalate any significant safety and health matters to the Board where necessary. This regular oversight ensures that key risks are promptly identified and appropriately managed across the Group's operations.

In FY2026, the OSHC met four times and conducted a "Workspace Inspection" on the 3 main buildings - Wisma Hai-O, Lot 1388, and Wawasan Hai-O. Some of the key activities of the SHC are summarised as follows:

- provided oversight of the establishment, review, and maintenance of relevant documents such as Safety & Health Policy, safety and health-related standard operating procedures ("SOPs");

- conducted risk assessments on the warehouse and office to identify actual and potential health and safety risks;
- reviewed the overall safety performance of the Group quarterly;
- reviewed the overall workplace safety and health conditions of the Group, including office and warehouse;
- reviewed the conduct and outcome of the annual safety audit;
- reviewed the conduct of the fire drill and inspection by the fire department;
- reviewed the adequacy of safety and health personnel, particularly first aid personnel and those involved in forklift operations; and
- reviewed the group-wide safety and health training and briefings.

Safety and Health Training

The safety and health training provided to employees is designed according to a risk-based approach and is tailored to their specific roles and job functions. Employees in safety-critical roles, such as first aid personnel and safety officers, receive more extensive and in-depth safety and health training to ensure they are adequately equipped to manage workplace safety and health risks effectively.

In FY2026, employees were trained on a range of safety and health topics, including but not limited to:

- OSHA Act;
- Basic Occupational First Aid, CPR & AED;
- Fire Drill;
- Managing & Safely Terminating Employees with Medical Conditions;
- Healthy Weight, Healthy Workforce: Reducing Risks, Driving Results;
- Seminar: Workplace Wellbeing towards a Healthy Workplace;
- First Aid & Basic Life Support;
- Hazard Identification, Risk Assessment and Risk Control ("HIRARC");
- Half-A-Day Forklift Safety Training;
- Prevent Neck and Back Pain; and
- Safety & Health Awareness.



A summary of employees trained on health and safety standards and general safety and health training, for FY2026 and the preceding two (2) years is presented below.

	FY2024	FY2025	FY2026
Employees trained on health and safety standards (no.)	85	113	165
Employees trained on general safety and health training (no.)	290	399	264



165 employees trained on safety and health standards

264 employees were provided with general safety and health training

OUR PEOPLE

(continued)

Recognising that safety and health extend beyond physical workplace safety, the Group also places emphasis on employees' mental well-being and hygiene. Accordingly, topics relating to ergonomics and mental health are periodically incorporated into the Group's safety and health training plan to promote a more holistic approach to employee well-being.

Fire safety awareness	Briefing on general safety and health awareness	Basic emergency response, CPR and AED	Ergonomics and manual handling	Stress management	Workplace hazards: risk assessments and risk control	Personal health and mental health
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Occupational Health and Safety Performance

		FY2024	FY2025	FY2026
Total number of hours worked ¹⁸		925,258	877,730	837,435
No. of accidents with lost time		2	0	0
Lost-time Incident Rate ¹⁹		4.2	0.0	0.0
Fatality as a result of work-related injury	No.	0	0	0
	Rate ²⁰	0.0	0.0	0.0
Lost time due to work-related injury	No. (hrs)	244	0	0
	Rate ²¹	0.000264	0.0	0.0
Lost time due to work-related illness	No. (hrs)	0	0	0
	Rate ²²	0.0	0.0	0.0

During FY2026, BESHOM recorded zero incidents of work-related injuries.

BESHOM's Sustainability KPIs

FY2026 Target: 0 cases of work-related injuries



0 cases of work-related injuries

(FY2025: 0 cases of work-related injuries)

¹⁸ Based on the work hours of full-time salaried employees.

¹⁹ Lost-time incident rate = Number of cases of accidents with lost-day x 1,000/annual average number of full-time salaried employees

²⁰ Fatality Rate = Number of cases of fatality x 1,000/annual average number of full-time salaried employee

²¹ Lost time due to work-related injury (Rate) = Total lost time due to work-related injury/Total number of hours worked

²² Lost time due to work-related illness (Rate) = Total lost time due to work-related illness/Total number of hours worked

OUR PEOPLE (continued)

COMMUNITY ENGAGEMENT

In addition to creating value for stakeholders through its core business operations, the Group continues to contribute to society and local communities through its corporate social responsibility (“CSR”) initiatives, which are primarily led by the Hai-O Foundation (also known as “Yayasan Hai-O”) and Yayasan Tan Kai Hee. These initiatives are largely focused on providing support to communities in need as well as promoting healthcare, education, and cultural causes.

Education – Ai Hua Jiao Fund Raising Campaign (“AHJ”)

In continued collaboration with Sin Chew Daily, Hai-O Foundation organised the Ai Hua Jiao Fund Raising Campaign. The campaign successfully raised a total of RM6.4 million, which was allocated to 6 schools, extending its impact to approximately 6,741 students and 380 teachers. Cumulatively, since the AHJ project was first launched in 2010, the total funds raised have accumulated to RM160.3million, which benefited 93 schools across Malaysia.



Sin Chew Daily Song He Night

Hai-O supported and sponsored the Song He Night event organised by Sin Chew, which was held at 10 locations across Peninsular Malaysia in Klang, Kuala Lumpur, Ipoh, Kuantan, Triang, Seremban, Melaka, Muar, Johor Bahru, and Bukit Mertajam. A total of more than 15,000 pax participated in this annual event held in 2026. Song He Night is organised with the aim of strengthening family relationships and promoting the value of filial piety. This event is usually held around Chinese New Year (“CNY”), and it is open exclusively to individuals who have family members aged 70 and above. The initiative encourages one to spend time with their elderly loved ones while also fostering respect for the elderly and reinforcing the importance of harmonious family and community relationships. These events are conducted at various locations to ensure wider participation and community reach.



OUR PEOPLE

(continued)

Education – Excellent Academic Awards 2025

The Excellent Academic Awards, established in 2016, aim to promote academic excellence among the children of our MLM entrepreneurs and employees, while also recognising the dedication and commitment of their parents. In FY2026, the Excellent Academic Awards 2025 were granted to a total of 46 SPM students of our MLM distributors' children, with a total award amount of RM18,400.



Education – Hai-O Higher Educational Aid 2026

Since 2014, Hai-O Foundation has continued to provide financial assistance to eligible children of employees to support their pursuit of higher education. We always believed in the power of education for advancing civilisation and humanity, as well as enhancing competitiveness for better career opportunities and improved living standards. The Hai-O Higher Educational Aid serves as a gesture of appreciation to our loyal employees.

In FY2026, we provided RM75,000 in assistance to 15 eligible employees' children via the Hai-O Higher Educational Aid.



CSR SHOM: Ramadhan Donation

The programme began with the donation and installation of an AiryVentz air purifier, along with a usage briefing to enhance living comfort. SHOMpreneurs also accompanied the children in selecting new outfits for Hari Raya Aidilfitri, adding greater meaning to the festive preparations. An evening dinner and interaction session further strengthened bonds, with the children's smiles making the visit truly meaningful. As part of the effort, SHOM also contributed an in-kind donation to Pertubuhan Rumah Anak Yatim Daerah Kuala Muda ("PRAYDKM") in Kepala Batas (20 students benefited).



OUR PEOPLE (continued)

Blood Donation Campaign

Kelab Muhibbah Hai-O continued to carry out its regular, annual blood donation campaign. The blood donation campaign serves as a platform to promote and raise awareness of healthcare and community well-being, while encouraging the public to contribute through meaningful action. In FY2026, we extended our support to 60 blood donation campaigns nationwide, contributing through the sponsorship of chicken essence and bird's nest for donors. This effort successfully collected approximately 5,000 bags of blood.

Wellness Awareness & Community Empowerment

We conducted nationwide wellness, beauty, and entrepreneurship programs, including 360 Thera Body Shaping Consultant Workshops, Infinence Skin Secrets Workshops, and SHOMpreneur Masterclass, to promote healthier lifestyles, self-confidence, and personal development among distributors and consumers. Complementing these efforts, continuous educational and engagement platforms were organised through Zoominars, product sharing sessions, and experiential workshops to strengthen wellness awareness, foster community interaction, and facilitate knowledge sharing.



Distributors and young entrepreneurs were empowered through digital and live-commerce training initiatives to enhance entrepreneurship opportunities, communication skills, and adaptability towards evolving digital business trends. Beyond capability building, we also fostered stronger community harmony and distributor engagement through recognition events, festive campaigns, wellness activities, and lifestyle-oriented initiatives that encouraged positive relationships and shared experiences within the SHOM community.

Free TCM consultation and treatment

These programmes were provided in collaboration with the appointed resident TCM practitioner upon commencement of their residency. In FY2026, one (1) new TCM practitioner joined the programme.



OUR PEOPLE

(continued)

Kelab Muhibbah Hai-O

At BESHOM, we recognise the importance of supporting employees to fulfil their social and recreational needs. The company's sports club called Kelab Muhibbah Hai-O was set up in 1998 to cultivate work-life balance and create a harmonious and cohesive workplace. During the financial year 2026, KMHO organised talent shows during Hari Raya Aidilfitri and Mooncake Festival celebrations, subsidised trips to Betong and Pulau Ketam, wellness and sports activities, free movie sessions, blood donation campaigns, as well as other welfare and social activities, making it a memorable year for our staff.



	FY2024	FY2025	FY2026
Total amount invested in the community (RM)	711,404	858,714	1,018,337
Beneficiaries ²³ of the investment in communities (estimated no.)	4,032	6,146	7,467

BESHOM's Sustainability KPIs

FY2026 Target: sponsorship, fund-raising, or similar programmes that benefit more than 6,500 students and teachers



In FY2026, the Group contributed RM1,018,337 to community investment activities which supported approximately 7,467 beneficiaries, including 6,787 students and 680 teachers, amongst others, through its various CSR activities.

²³ Beneficiaries only include target beneficiaries that are external to the BESHOM Group.



OUR PRODUCT

KEY

SUSTAINABILITY

FOCUS AREA

OUR PRODUCT



Our Product

To provide safe and high-quality products that cater to improving the well-being of our customers

Relevant Material Sustainability Matters	Key Highlights in FY2026	Relevant GRI Topics	
Reputable Brands, Products, and Services	Guidelines to govern responsible marketing	GRI 416: Customer Health and Safety 2016	
	Compliant with: NPRA Product Registration (MAL), BKMM Food Labelling, KKLIU		GRI 417: Marketing and Labeling 2016
	0 case of product recall		
	> 150 products with HALAL certifications		
	100% of product complaints resolved		
Contributions to SDGs			
3 GOOD HEALTH AND WELL-BEING  8 DECENT WORK AND ECONOMIC GROWTH  16 PEACE, JUSTICE AND STRONG INSTITUTIONS 			

OUR PRODUCT (continued)

REPUTABLE BRANDS, PRODUCTS AND SERVICES

Brand Reputation

At BESHOM, we continued to uphold our brand reputation and portfolio, which embody our core values and beliefs as a responsible corporate citizen. Our focus continues to be on delivering the best product quality and maintaining our position as a reliable and trustworthy business partner with integrity.

B E S H O M

THE BEST STARTS FROM HOME

Corporate Branding: BESHOM Group offers a wide range of Traditional Complementary Medicines (“TCM”), Wellness and healthcare products in Malaysia.



Objective: To constantly uphold corporate branding through various channels and activities

Strategy: To preserve and uphold our “SEAGULL” corporate values

Furthermore, our branding activities and events are often carried out in conjunction with health-related informative sessions, in line with our Vision and Mission to promote better healthcare for all people.

We actively engage with industry peers and leaders to stay informed of the latest industry developments and better practices, as well as to participate in industry-wide efforts towards building sustainable businesses.

Our MLM business is a member of the DSAM, which establishes industry standards and promotes an ethical marketplace for direct selling. Our Retail business is a member of the Malaysia Retail Chain Association. Moreover, we are also members of the Federation of Chinese Physicians and Acupuncturists Association of Malaysia (“FCPAAM”) and the Malaysia-China Traditional Medicine and Health Food Product Association (“MCTMHFPA”).

OUR PRODUCT

(continued)

Deepening our market presence

To enhance our market presence and expand our outreach, we actively collaborate with business partners to create business synergies and deliver attractive deals for consumers. As part of our strategy initiatives, we also organise a range of promotional events and activities aimed at increasing brand awareness.

BESHOM's Sustainability KPIs

FY2026 Target: We aim to have at least 5 cross-over projects with business alliances to cater for market needs and synergy reach in FY2026.

FY2026: There were seven (7) cross-over projects/ events conducted during the year to cater for market needs and create synergistic opportunities across different platforms and partners. These initiatives included collaborations with Atome, Viomi, Touch 'n Go through Go Rewards voucher campaigns to enhance customer acquisition and redemption opportunities, Asia Pacific University of Technology & Innovation ("APU") by listing promotional vouchers in the APU app, thereby expanding outreach to students and alumni communities.

In addition, we also partnered with Shopee for a 2-month SPayLater campaign to drive sales conversion and encourage flexible purchasing. Besides that, we organised a press conference and co-hosted a public health talk in collaboration with TXL Plus to strengthen strategic partnership visibility and community engagement. We also expanded digital retail presence through product listing on GrabMart to improve accessibility and convenience for consumers.

Product Innovation

BESHOM Group continuously strives to broaden its product portfolio with safe and high-quality offerings that promote consumers' well-being. We consistently seek out innovative products that address evolving market gaps through advanced formulations, functional technologies, and consumer-centric solutions tailored to modern lifestyle, wellness, and performance needs.

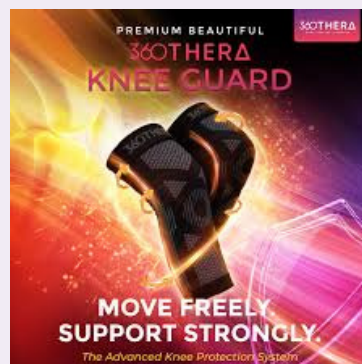
To sustain our competitiveness and relevance in the marketplace, we maintain a close watch on emerging industry trends and technological advancements. This is underpinned by our product team, which carries out continuous market research and analysis to identify demand-driven products or opportunities that are aligned with our overall business strategies.

At SHOM, customer feedback is regarded as a vital cornerstone of our product development and distribution strategies. Through active engagement with our distributors and consumers, encompassing distributors' surveys, direct communication, feedback sessions, and product evaluation conducted during the development phase, we continually enhance our products and delivery methods to better meet their evolving needs, product expectations, and market trends.

In recent years, our product innovation strategy has increasingly prioritised the integration of healthier alternatives and the adoption of more environmentally friendly elements across our product range, among other initiatives.

By leveraging our network of experienced distributors, who bring deep insights into local market dynamics, we are well-positioned to gauge market response via our product evaluation process prior to any new product launch. The insights gathered are utilised to refine product development, optimise distribution strategies, and enhance overall customer satisfaction. In the MLM segment, this product evaluation process considers a range of factors, such as physical and sensory aspects, unique and exclusive ingredients or formulations, and functional benefits for consumers, with the goal of achieving a customer satisfaction rate of at least 80%.

Premium Beautiful 360 Thera Knee Guard – An innovative knee support combining FIR technology, graphene infusion, and medical-grade compression support to enhance comfort, warmth, and daily mobility performance.



Min Kaffe Chill Brew – A unique instant coffee formulation with bamboo salt and monk fruit as a natural sweetener, specially designed for convenient cold-water preparation, offering consumers a refreshing coffee experience without the need for hot water brewing.



OUR PRODUCT (continued)

JTX TriboMax Motor Oil – A high-performance 5W-30 engine oil developed to meet the latest API SQ, ILSAC GF-7 specifications, delivering enhanced engine protection, efficiency, and compatibility with modern automotive requirements.



BellaGlo Collagen Drink – An advanced beauty-focused collagen drink formulated with active ingredients, such as marine collagen peptide, blood orange extract, olive extract, and licorice extract, creating a distinctive whitening and skin wellness formulation that differentiates it from conventional collagen beverages.



Bloom Royale Yu Feng Treasure Pills – A modernised traditional Bai Feng Wan formulation developed with ingredients more suitable for the Malaysian halal market, featuring a differentiated formula tailored to local consumer preferences and wellness needs.



Access to Healthier Option

In the development of our FMCG food products, we prioritise the use of ingredients that enhance health benefits where possible. We actively promote health awareness and responsible consumption, with a particular focus on encouraging non-excessive sugar intake. Where appropriate, we also incorporate safe alternative ingredients in new product formulations or rebranded products to help reduce health risks associated with excessive sugar consumption, including obesity or heart-related diseases. Our product portfolio comprises healthier food options and products designed to support consumers in managing and improving their overall health and well-being.

Summary of MLM Key Branding and Health Promotion Events in FY2026

Events participated/ held by MLM segment	Description
Nationwide Body Shaping Consultant Workshop and Thera Forum	Conducted in Kuala Lumpur, Kelantan and Brunei, this workshop was designed to develop competent Body Shaping Consultants by equipping distributors with practical knowledge in body shaping, posture improvement, body measurement techniques, and product consultation skills. The programme also strengthened brand recognition and product confidence for the 360 Thera range. 

OUR PRODUCT

(continued)

Events participated/ held by MLM segment	Description
Move Strong, Glow On Wellness Workshop	We organised the <i>Move Strong, Glow On</i> Wellness Workshop to promote proactive wellness, healthy ageing, and active lifestyles through the introduction of the 360 Thera Knee Guard and BellaGlo. The event featured expert sharing by a certified physiotherapist, product education sessions, real-life testimonials, and business opportunity sharing. The workshop strengthened consumer awareness on joint health, mobility, beauty, and overall well-being while enhancing engagement with SHOM's wellness product portfolio. 
Participation in Herbal Medicine Symposium 2026 ("HMS 2026")	We participated in the Herbal Medicine Symposium 2026 organised by the Ministry of Health Malaysia to promote Yu Feng Treasure Pills and strengthen awareness of traditional herbal wellness solutions. Through this initiative, the company continues its commitment towards promoting wellness education, responsible herbal healthcare awareness, and sustainable growth within the traditional medicine industry. 
Weekly Product & Business Zoominars	We organised a series of Zoominars featuring product knowledge sharing, product testimonials, business success stories, business sharing sessions, and campaign briefings. These sessions strengthen product and business education, customer and distributor engagement, and brand advocacy. 
SHOMpreneur Masterclass & Digital Marketing Training	We conducted entrepreneurship and digital marketing programmes, including TikTok content creation and live-streaming workshops led by industry practitioners. These initiatives enhanced distributors' digital marketing capabilities, helping them expand their online presence, improve customer engagement, and strengthen brand visibility.

OUR PRODUCT (continued)

Events participated/ held by MLM segment	Description
YoungPreneur BeautyPreneur Workshop	This workshop was organised to empower aspiring entrepreneurs with knowledge in personal branding, beauty care, image building, and business development. The programme supported distributor growth while promoting SHOM's beauty and wellness product portfolio to a younger market segment. 
Min Kaffe x Bingka Raya Collaboration Campaign	We collaborated with local Malaysian artist Bingka to launch a limited-edition festive collection featuring exclusive gift boxes, travel bags, and promotional merchandise. The campaign enhanced Min Kaffe brand presence and visibility, supported local creative talent, and increased consumer engagement during the festive season. 
Viomi Guangzhou Factory Immersion Programme	Prior to the launch of SHOM's new strategic partnership with Viomi, 47 selected pioneer leaders were invited to visit the Viomi Gigantic Factory in Guangzhou in April 2026. The programme provided first-hand exposure to the company's manufacturing capabilities, technology, and product innovation, enabling leaders to better understand and support the upcoming partnership and product launch initiatives.  
Participation in Malaysia International Halal Showcase ("MIHAS")	SHOM participated in MIHAS 2025, one of the region's largest halal trade exhibitions, to enhance brand visibility and explore new business opportunities. The participation reinforced SHOM's commitment to the halal industry while facilitating networking, market expansion, and potential distribution partnerships. 

OUR PRODUCT

(continued)

Summary of Wholesale and Retail Key Branding and Health Promotion Events in FY2026

Events participated/ held by Wholesale & Retail segments	Description
Roadshows	Various external and internal roadshows were conducted throughout the year, such as AiHuaJiao Roadshows, CNY Sales Roadshow, In-Store Carnival @ Kuantan, Chai Leng Park, Bandar Mahkota Cheras & Malim Jaya, as well as Kajang Sg Chua New Store Opening Carnival.  A total of 12 on-ground or physical roadshows and exhibitions were held in FY2026, including notable events such as the Malaysia International Halal Showcase (“MIHAS”), Malaysia China Trade Expo (“MCTE”), events organised by Malaysia Retail Chain Association (“MRCA”) and Malaysia Independent Living Association for Disabled (“MILAD”).  
Branding & Promotion Campaign	The BESHOM Anniversary – Hai-O 50th Celebration Promotion Campaign was successfully carried out with a series of special promotional offers and gift-with-purchase (GWP) activities to drive sales and strengthen customer engagement. The campaign featured attractive discounts on selected products together with purchase rewards, creating stronger market excitement and enhancing festive buying momentum among customers. In conjunction with the 2026 Chinese New Year celebration, a festive integrated marketing campaign was launched to enhance brand visibility and customer interaction. The campaign included the creation of a Hai-O CNY gifting song, dance challenge activities, radio advertising placements, as well as collaboration with 26 Xiaohongshu (“XHS”) bloggers for unboxing and promotional content. These initiatives helped strengthen online engagement, festive brand presence, and consumer reach across multiple platforms. To further strengthen product awareness and consumer education, various product and educational video content were produced throughout the year. This included promotional videos for JFLEX product as well as the TCM Practitioner health knowledge sharing series, which focused on educating consumers on health and wellness topics while improving product understanding and brand credibility. 

OUR PRODUCT (continued)

Events participated/ held by Wholesale & Retail segments	Description
Branding & Promotion Campaign (Continued)	Customer engagement activities were further enhanced through experiential retail initiatives, including DIY Herbal Tea Experience sessions conducted at Kajang Sg Chua, One Utama, and Setia Alam outlets, as well as in-store carnival activities organised at Chai Leng Park, Kuantan, and Bandar Mahkota outlets. These activities created stronger interaction opportunities between customers and the brand while improving outlet visibility, increasing customer traffic, and enhancing promotional effectiveness at store level. 
	As part of strategic collaboration efforts, a press conference and public health talk were co-organised with Tian Xian Liquid Plus product to strengthen partnership visibility and public engagement. The event provided an opportunity to enhance brand awareness while promoting health education and community outreach initiatives. 
	In addition, various promotional and GWP campaigns were implemented to encourage customer spending and improve sales conversion. Key initiatives included the Honbo Capsules Series portable pill organiser giveaway campaign launched in November 2025, as well as the storewide vacuum storage box redemption campaign, which successfully enhanced purchase incentives and customer participation.
	A total of 3 regional events were held with business partners and key distributors for wine and liquor products from December 2025 to February 2026. In addition, indoor advertisement campaigns were carried out at 5 customers' stores to enhance brand visibility, while OSAMI product sampling activities were carried out at 10 selected AEON outlets from May to November 2025.

OUR PRODUCT

(continued)

Customer Satisfaction

We strive to build customer confidence and trust in our products and our people.

To effectively engage with our customers, better understand their needs and preferences, and deliver quality service, BESHOM Group maintains various established communication channels that facilitate ongoing interaction and feedback.

MLM Segment

We maintain a strong and active engagement network with our distributors, who serve as the key touchpoints between the Group and consumers of our products. In addition, we have established direct communication channels that enable consumers to reach out to us with any enquiries, comments, or feedback.

Our key engagement channels are summarised as follows:

- Corporate email at info@shom.com.my and coe@shom.com.my
- Corporate website at www.shom.com.my
- Bulletin
- Social media including WhatsApp, YouTube (www.youtube.com/c/SahajidahHaiOMarketing), Facebook (www.facebook.com/OfficialSHOM) and Instagram (www.instagram.com/sahajidah.haio)
- Customer Service WhatsApp line: 017-302 8588
- E-commerce WhatsApp line for HQ
- E-commerce service lines for branches and stockists
- Text via SMS and Telegram (one-way communication)
- Member Portal
- Others include surveys, training, meetings, conferences, and events

FY2026 Highlights:

The Distributor Survey Form and the Training and Event Feedback Form continued to be used to gather feedback and strengthen engagement with our distributors.

SHOM continuously prioritised customer satisfaction through active consumer engagement, testimonial-sharing initiatives, product experience sessions, and wellness education programmes conducted both physically and via the Zoominar platform throughout the financial year.

Throughout the financial year, SHOM collected and showcased various customer testimonials and user experiences across products such as BellaGlo, 360 ProShake, and 360 Thera Socks, highlighting positive consumer feedback, lifestyle improvements, and product satisfaction through dedicated testimonial campaigns, sharing sessions, and distributor-led engagement activities.

SHOM also organised business and motivational sharing sessions featuring distributors and leaders to strengthen customer confidence, promote product awareness, and foster stronger community engagement and harmony within the SHOM ecosystem.

To ensure product quality and customer satisfaction standards are maintained, SHOM practices a stringent product evaluation and development process whereby new products are only considered for launch upon achieving a minimum internal evaluation benchmark of 80/100 marks in terms of quality, functionality, effectiveness, and consumer acceptance.

OUR PRODUCT (continued)

Retail Segment

Hai-O retail stores are represented by both its physical stores and online stores, enabling us to serve customers through multiple channels. At our physical retail stores, we prioritise creating a safe and comfortable shopping environment for customers, supported by well-trained staff who are committed to delivering quality service, product knowledge, and assistance to walk-in customers.

Our online store, <https://mall.hai-o.com.my>, provides our online customers with a convenient and accessible platform to browse and purchase our diverse range of products anytime and from anywhere. To further enhance the online shopping experience, we regularly conduct promotional activities tailored to our online customer base.

Members of our Hai-O Friendship Programme enjoy a variety of exclusive benefits designed to enhance their shopping experience and reward their continued support. These benefits include birthday rewards, member discounts, 'early bird' and exclusive promotions, access to special seminars, and other member privileges. Besides, we also hold Member Privilege Sales periodically to further recognise and reward the loyalty of our valued members.

A summary of Hai-O's key engagement channels is as follows:

- BESHOM General Email: info@beshom.com
- Social media including Facebook, Instagram, and XHS
- Hai-O Chain Store Customer Service Hotline: 03-3343 8889
- Text via SMS and telemarketing
- Customer Service WhatsApp line
- Customer complaint procedures
- Feedback Form (available in our retail stores)
- Customer Satisfaction Survey (accessible via QR Code)
- customer_care@hai-o.com.my (for online store)
- Live chat services

FY2026 Highlights:

The annual Post Member Privilege Sales Campaign Survey, Cordyceps Capsule Product Satisfaction Survey, as well as MZBFW Customer Product Satisfaction Survey have been carried out during the year.

Wholesale Segment

Hai-O's Wholesale segment primarily serves corporate clients, some of them are also our long-standing business partners. Over the years, we have collaborated closely with these partners to promote our products across their various distribution platforms, including supermarkets and hypermarkets. Our Wholesale segment focuses on fostering collaborative relationships with business partners that create mutual growth and enhance market competitiveness. To ensure that customer needs and interests are effectively met, our in-house representatives receive regular training to strengthen their service quality. Looking ahead, we will continue to deepen our engagement with customers through various events and functions, enabling us to better understand their expectations and concerns relating to product quality, sustainability, and responsibility.

The Group has established processes to effectively monitor and manage complaints, with an emphasis not only on timely resolution but also on driving continuous operational improvement. These processes enable the Group to effectively review feedback, identify root causes, and implement corrective actions where necessary to enhance overall service quality. In FY2026, all complaints received were addressed in an appropriate manner.

A summary of complaints received in FY2026 is presented below.

MLM Segment	18 product complaints - 18 resolved
Retail Segment	17 product complaints - 17 resolved
Wholesale Segment	nil

BESHOM's Sustainability KPIs

FY2026 Target: Resolving 100% of product complaints received

FY2026: All (100%) complaints received were resolved.

OUR PRODUCT

(continued)

Product Safety and Quality

Ensuring product safety is a fundamental and non-negotiable criterion that is rigorously assessed before any product is included in the Group's portfolio. We ensure that our products are safe for use and comply with all applicable regulatory requirements as well as consumer protection standards. To support this, the Group has established SOPs and controls to ensure that our products meet all applicable regulations issued by the relevant authorities, such as the Food Safety and Quality Division ("FSQD"), the National Pharmaceutical Regulatory Agency ("NPRA"), and the Ministry of Domestic Trade and Cost of Living ("KPDN"), prior to being made available to customers. FSQD and NPRA are divisions under the Ministry of Health ("MOH").

In Malaysia, products such as health supplements and traditional preparations are generally subject to registration requirements and must comply with guidelines set by the NPRA. Apart from that, all food, skincare, cosmetic, and personal care products marketed by SHOM are regulated and approved by the MOH. To ensure full regulatory compliance, the relevant business segments have implemented strict SOPs that are consistently adhered to before any product is released to the market or made available to customers.

How to Identify NPRA-registered Products

Health supplements and traditional preparations are considered pharmaceutical products and must be registered with the NPRA. There are two main features for registered products:

- Registration number starting with "MAL", followed by eight digits and ending with the letter T, A, X, or N; and
- Genuine hologram sticker affixed on the packaging of the product.

Please refer to the official government website of the NPRA or the official website of the MOH for further details.

During the financial year, SHOM undertook the SIRIM Genuine Product Certification Scheme process for its JTX lubricant products, reinforcing its commitment to product authenticity, quality assurance, and regulatory compliance within the automotive lubricant industry.

At BESHOM, the products we offer can be broadly categorised into three main groups: products manufactured under our own brands and in our own facilities, products manufactured under our brands by third parties, and third-party brands for which we hold the distribution rights. Irrespective of category, all products are subject to stringent quality and safety controls at every stage of their lifecycle — spanning product development, supplier selection, manufacturing, packaging, logistics, and distribution. These robust processes are in place to ensure that every product consistently upholds our high standards before reaching our customers.

As an integral part of our quality control process, all food, supplement, skincare, and cosmetic products received from suppliers are required to be accompanied by a Certificate of Analysis ("COA") or an in-house test report. These documents serve as verification that the products comply with applicable regulatory requirements and meet agreed-upon specifications. Furthermore, stringent testing is conducted throughout our manufacturing process to detect the presence of any contaminants and/or to assess product efficacy.

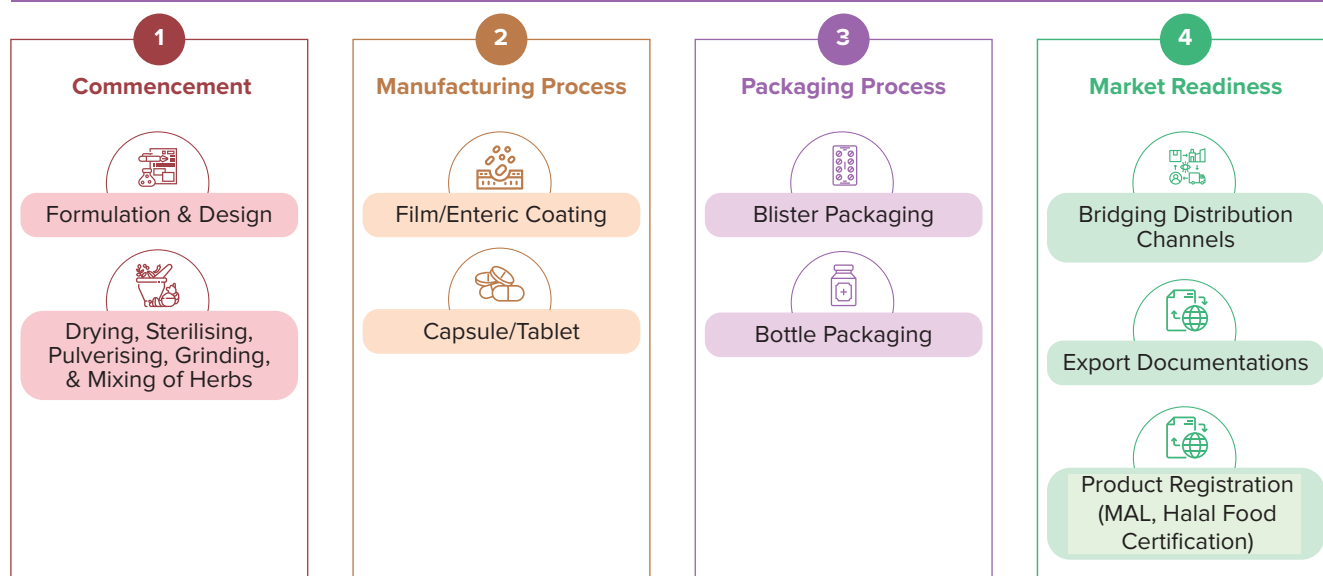
Across our MLM and Manufacturing segments, dedicated in-house quality control teams are in place to carry out quality checks on every product batch prior to distribution to our stores and branches. These teams assess a range of attributes, including physical appearance, aroma, taste (for edible products), and other relevant specifications.

As part of our quality control process, two (2) units of retention samples are extracted as controlled samples for each delivery batch and preserved throughout their specified shelf life. These retention samples serve as references for future verification, batch tracing, investigations, or testing as and when needed. In addition, we have also implemented traceability practices across every batch of products we distribute.

At our manufacturing sites, we uphold stringent standards by utilising only quality ingredients throughout our manufacturing process. To support this, we have a stringent supplier selection process for raw materials and products, whereby suppliers are assessed against a range of criteria, including, amongst others, the quality of raw materials, finished goods, and the manufacturing process, as relevant. We also conduct due diligence, periodic performance reviews, and audits to deepen our understanding of our suppliers' performance and reliability. Our manufacturing sites maintain a high standard of quality control, hygiene, and best practices, and are certified with GMP.

OUR PRODUCT (continued)

Production Flow in Manufacturing Segment



Shelf life of our MLM products

Cosmetic and Personal Care	Food Products	Wellness Products
 2 to 3 years	 1 to 3 years	 2 to 3 years

Product Certification and Manufacturing Certification

Product and manufacturing certifications provide an additional layer of assurance for the Group, its business partners, and customers.

The Group's relevant key business activities, including manufacturing, distribution, and quality control processes, are conducted in accordance with the following certifications, as applicable:

- **GMP** which governs the manufacturing and production of food or pharmaceutical products;
- **ISO 9001:2015** which specifies the requirements for a quality management system; and
- **HACCP** which is a management system addressing food safety through the production chain from sourcing to consumption.

To maintain these certifications, BESHOM undergoes regular independent audits to verify the ongoing implementation of practices in line with the said standards. In FY2026, we continued to maintain our certifications as follows, without any significant non-compliance issues.

Certification	Certified process/company	Audit Frequency
GMP	• Manufacturing plants at both Lot 1388 and Wisma Hai-O	Annually
ISO 9001:2015	• MLM operations at Wawasan Hai-O • Manufacturing plants at both Lot 1388 and Wisma Hai-O	Annually
HACCP	• Manufacturing plant at Lot 1388	Biennially
FDA Certificate of Registration	• Manufacturing plant at Lot 1388	-

OUR PRODUCT

(continued)

In fulfilling our commitment to serving diverse markets, SHOM ensures that its products are certified Halal by recognised bodies. We maintain strict adherence to Halal standards across our supply chain, manufacturing processes, and product offerings, reflecting our commitment to quality and ethical practices. To date, we hold HALAL certifications for more than 150 products and maintain KKLIIU certifications, which enable us to advertise MAL-registered products through appropriate channels.

Food Safety and Product Recall

BESHOM Group diligently upholds the integrity of its product safety processes and controls to protect consumers of its food products. Guided by a strong culture of prevention and a target of zero food safety incidents, we proactively work to identify and mitigate potential food safety risks. We are pleased to report that no food safety incidents were recorded throughout the financial year.

To ensure a prompt and efficient response in the event that a product recall becomes necessary, we have put in place a product recall policy and corresponding SOPs as part of our preventive and remedial controls. These measures enable us to swiftly contain and minimise any adverse impacts associated with recalled products. Our recall process has been developed in close alignment with the recall procedures prescribed by the NPRA and is subject to periodic review to ensure its continued relevance and effectiveness.

Our quality control processes across our operations, including batch tracing and other traceability-supporting practices, further strengthen the effectiveness of our recall process and facilitate accurate product tracing.

There were zero incidents of product recall during the financial year under review.

BESHOM's Sustainability KPIs

FY2026 Target: Zero food safety incidents

FY2026: Zero food safety incidents

(FY2025: Zero food safety incidents)

BESHOM's Sustainability KPIs

FY2026 Target: Zero product recall incidents

FY2026: Zero product recall incidents

(FY2025: Zero product recall incidents)

OUR PRODUCT (continued)

CUSTOMER RESPONSIBILITY

Responsible Marketing and Advertising

We are committed to upholding responsible marketing principles and strictly adhering to all applicable marketing and advertising regulations. All our MAL products will be registered under NPRA, and our advertisements will comply with KKLIU's²⁴ approval, ensuring we are in line with responsible advertising and marketing principles. Our food, wellness, skin care, and cosmetics, marketed by SHOM, are regulated and approved by MOH. For our MLM business, product pricing is governed by the KPDN.

Within our MLM business segment, represented by our numerous distributors, we place strong emphasis on responsible and ethical marketing practices. Committing to adhere to the DSAM Code of Conduct and SHOM's Business Handbook on ethical business practices, all our MLM distributors are required to conduct their business in a fair and ethical direct sales practices. Our Advertising and Marketing Policy for SHOM and Business Handbook similarly reinforce these requirements, requiring that all distributors engage in truthful and accurate advertising and promotional activities, including electronic formats. In accordance with the Policy, distributors are strictly prohibited from repackaging products, changing labels, or making misleading claims regarding product efficacy, health benefits, as a specific treatment, or purported cures for any disease or condition. Distributors are further required to provide accurate information pertaining to product quality, origin, performance, and other relevant attributes. To ensure ongoing compliance, our SHOM personnel actively monitor distributors' marketing practices and marketing materials, and take appropriate actions in cases of non-compliance.

At BESHOM, we emphasise delivering regular internal educational and briefing sessions, training, and awareness programmes for our employees, salesmen, and distributors through SHOM Zoominar to ensure ongoing compliance with relevant advertising and marketing regulations and to strengthen awareness of advertising ethics and responsible digital marketing practices. These initiatives serve to reinforce our commitment to responsible marketing while providing clear guidance on what constitutes acceptable and unacceptable marketing practices. By doing so, it also helps to promote responsible communication and advertising standards across wellness, nutrition, and food & beverage-related product categories, particularly on digital and social media platforms. To further support our salesmen and distributors, we provide clear guidance on product information materials for all products. In line with our efforts to promote greater awareness, we have uploaded the "Panduan Penyiaran Iklan" education video to our official SHOM YouTube channel, aimed at deepening distributor understanding. Besides, our code of ethics pertaining to advertisements and promotions is published in our quarterly Bulletin, serving as a consistent touchpoint to reinforce awareness.

Similar to FY2025, newly onboarded Retail staff continued to participate in an orientation and induction programme. These programmes covered key topics including "introduction to labelling requirements for traditional medicines" and "precautions and storage rules for herbal medicines". Moreover, the Regional One-Day Retail Management Skills Enhancement Programme was conducted to equip employees with the necessary skills and knowledge in the proper handling of herbal materials and product preparation.

Customer Data Privacy

The protection of customer privacy remains a matter of utmost importance to BESHOM. We uphold high standards of procedures to protect the personal privacy and information of our customers, in accordance with our established data and privacy policies. For more overview of our approach in this area, please refer to the **IP and Data Integrity** section of this Report.

Responsible Marketing of Products Containing Alcohol

In our Hai-O Wholesale and Retail segments, some of our products may contain alcohol, intended for use in traditional complementary health products, cooking, or personal enjoyment. Notably, the majority of such alcohol-containing products are traditional complementary medicated health products that are MAL-registered with the NPRA and affixed with genuine hologram stickers to verify their authenticity.

See "**Product Safety and Quality**" of this Report to understand how to identify NPRA-registered products.

The selling and marketing of all alcohol-containing products are carried out in strict compliance with all relevant laws and regulations. These alcohol-containing products are sold exclusively to non-Muslim adults aged 21 and above. Such statements and restrictions are clearly communicated and displayed across our physical and online stores, as well as in all our marketing and advertising materials, to ensure regulatory compliance and to prevent sales to Muslims or individuals below the legally stipulated minimum age. Our sales personnel, including staff at Hai-O's retail outlets, are also trained and required to enforce this practice by only selling alcohol-containing products to those who are 21 years old and older and non-Muslims. Moreover, the sale of such products is permitted only within the permissible time as stipulated by applicable local laws, regulations, and requirements.



Our wine and liquor products, which are intended for enjoyment, are labelled with a statement warning against excessive drinking, i.e. "Meminum Arak boleh Merbahayakan Kesihatan" and/or "文明喝酒", where applicable. Moreover, all our MAL-registered medicated tonic products include clear information on the recommended dosage and necessary precautions, ensuring that consumers are well-informed about their safe and appropriate use.

²⁴ Pharmaceutical Services Division, Ministry of Health.

OUR PRODUCT

(continued)

The Group continues to implement a Responsible Marketing Code that governs the distribution or sale of alcoholic products across our operations. The code articulates the Group's stance against alcohol consumption by minors and Muslims, while actively promoting the principles of responsible drinking. We strictly oppose any drink-driving actions and related irresponsible behaviours. Consistent with these policies and principles, we do not sell or provide product samples to minors and Muslims at any of our Retail outlets and events. We actively promote awareness of responsible drinking via reminder labels incorporated into our products, advertisements, or packaging.

Accessibility and Affordability for Health Products and Nutrition

The Group is committed to providing customers with access to high-quality, nutritious products that support their health and wellness. We strive to make our functional foods, health supplements, and other wellness products accessible to customers from diverse backgrounds by ensuring fair pricing and maintaining consistent product availability.

As an integral component of our product development process, price checking is in place to ensure that our high-quality, nutritionally beneficial products remain competitively priced and accessible to our customers. This involves an analysis of market trends, consumer expectations, and competitor pricing, enabling us to provide products that deliver value for money without compromising on quality.

Awareness of nutrition intake

All our processed food and beverage products are labelled with nutritional information in compliance with applicable laws and regulations, including the Food Act 1983. This encompasses details on the recommended intake amount as well as the content amount for each relevant nutrient contained within the said product, ensuring that consumers are equipped with the information necessary to make informed dietary choices.

To ensure that our distributors remain well-informed and knowledgeable about our product offerings, we conduct regular product training sessions through online and offline channels, with particular focus on newly launched products, focusing on ingredients and benefits. These training sessions are designed to provide our distributors with the necessary product knowledge to provide accurate and helpful recommendations to customers seeking guidance.

Product Labelling

Our product labelling practices are designed to comply with all relevant product labelling regulations, ensuring accurate and truthful communication of product information to consumers prior to market release. For food products, product labelling checks are carried out by the MOH to obtain clearance and ensure regulatory compliance. Additionally, the description of most food and beverage products featured on our SHOM's official website is also screened by the MOH.

To effectively serve our diverse customer base with varying language needs, the majority of our products are labelled in at least two languages. These labels typically include product information such as ingredients used, percentage of active ingredients, sugar and sodium, potential allergens or health risks, additives used, suggested consumption/application methods, manufacturing date, expiry date, and/or the best-before date, amongst others. Through these labelling practices, we aim to ensure that all consumers have access to relevant and adequate information to make well-informed decisions regarding their consumption or purchase of our products.

In FY2026, training related to Food Labelling Requirements, including Food Labelling Training and Understanding Food Additives: Compliance & Labelling, are provided to our employees. These training programmes are aimed at deepening employees' understanding of food labelling requirements, equipping them with the skills necessary to review and prepare the labels in compliance with regulatory requirements, including the Food Regulations 1985 and the Codex Alimentarius. Similarly, the Group also places strong emphasis on providing clear allergen information on its food products, enabling consumers to make informed purchasing decisions.

To address growing consumer demand for functional wellness support and non-invasive self-care solutions, SHOM introduced the Premium Beautiful 360 Thera Knee Guard, integrating FIR technology, graphene infusion, and compression support to enhance comfort and mobility support in daily use. This innovation reflects the Group's commitment to delivering functional products that go beyond conventional support wear available in the market.

To provide consumers with more differentiated and value-added beauty nutrition solutions, SHOM introduced BellaGlo Collagen Drink, formulated with collagen peptides together with blood orange, olive and licorice extracts to support skin wellness and brightening benefits. The formulation was specifically developed to differentiate from conventional collagen drinks in the market by incorporating multiple active ingredients into a single beauty-focused formulation.

OUR PRODUCT (continued)

Apart from that, the Group would like to highlight several examples of products that feature clear nutrition information and allergen statements, as shown below:

Bloom Royale Yu Feng Treasure Pills: This product contains substance(s) of animal origin;

BellaGlo: Excessive use can have laxative effect;

MK Chill Brew: Allergen Information: Contains milk and soy. Produced in a facility where gluten (oat, barley, wheat), fish (collagen), sesame, nuts and their products are also handled;

MK Kookie: Allergen Information: Product contains egg, gluten, and tree nuts; and

BV Alvalfa, Nurich Puri-C, Min Kaffe (Classic) and Nurich Nutra-I: Precaution statement remains on packaging.





OUR PLANET

KEY

SUSTAINABILITY

FOCUS AREA

OUR PLANET



Our Planet		
To strengthen our efforts towards protecting the environment when carrying out our business operations		
Relevant Material Sustainability Matters	Key Highlights in FY2026	Relevant GRI Topics
Energy and GHG Emissions Management	7.92 kWh/ ft² Total electricity usage intensit (per square foot)	GRI 302: Energy 2016
Green Product and Packaging	1,090,256 kWh of renewable energy generated from Solar Panel Projects	GRI 303: Water and Effluents 2018
Resource and Waste Management	Electronic communication with stakeholders	GRI 305: Emissions 2016
	Efforts to reduce packaging and use of paper and plastic materials	GRI 306: Waste 2020
Contributions to SDGs		
  		

BESHOM Group recognises its corporate responsibilities toward environmental stewardship and its role in supporting global efforts to mitigate climate change. In alignment with this effort, BESHOM strives to minimise the environmental impacts of its products and operations while preserving natural resources through a range of initiatives as follows:

- (i) pursuing efficient use of resources, including energy, water, and raw materials;
- (ii) reducing waste sent to landfills and minimising unnecessary wastage of materials;
- (iii) avoiding pollution in all forms;
- (iv) promoting the use of eco-friendly materials;
- (v) promoting the use of renewable energy;
- (vi) implementing digitalisation, waste segregation, and reducing printing; and
- (vii) cultivating sustainable behaviours inside and outside the workplace through training and awareness programmes.

We actively promote and raise environmental awareness among our stakeholders, including employees, distributors, customers, and supply chain partners. By cultivating a deeper understanding of environmental issues, the Group strengthens the effectiveness of its initiatives, such as reducing electricity consumption, minimising paper usage and encouraging paper recycling within the workplace, as well as implementing waste segregation practices to facilitate recycling and resource reuse. In addition, we also support a transition to a lower-carbon lifestyle among our employees. As part of this effort, the Group offers employees a lower interest rate for the purchase of personal electric cars and the installation of solar panel systems at their homes.

Within the Retail Segment, we have introduced various measures to reduce energy consumption across all our retail outlets. These include optimising air conditioner settings to maintain an ideal indoor temperature, a practice adopted across all outlets, alongside ongoing efforts to identify and minimise cool air leakage. Such initiatives reflect our commitment to mitigating the impacts of climate change and advancing energy efficiency within our operations. Besides, we actively promote and communicate environmentally friendly habits for daily lifestyles among our employees. These habits encompass avoiding food waste, avoiding and reducing reliance on new packing materials (including plastic bags and paper bags), eliminating the use of Styrofoam, collecting and reusing resources via measures like rainwater harvesting, and others.

OUR PLANET

(continued)

ENERGY AND GHG EMISSIONS MANAGEMENT

As climate change continues to emerge as one of the most pressing global challenges of our time, the Group acknowledges the critical importance of playing an active role in supporting climate action while ensuring the long-term sustainability of its business by adapting to the evolving global energy landscape.

To support this, BESHOM Group continues to monitor and manage its energy consumption, which remains one of the most significant sources of direct emissions within its operational control. As part of our broader energy management efforts, we conduct ongoing analysis of our emissions and proactively explore strategies to reduce emissions where possible.

Energy Management and Emissions

BESHOM's energy management approach is primarily centred on reducing overall energy consumption, with a particular emphasis on minimising reliance on fossil-based energy, while simultaneously improving operational efficiency across its operations and value chain.

Electricity represents the primary source of energy across our offices and premises and constitutes a significant contributor to our carbon emissions. As our operations are largely based in Malaysia, electricity is procured from Tenaga Nasional Berhad ("TNB") for operations in West Malaysia, and from the respective state power utility providers for operations in Sabah and Sarawak. In Malaysia, electricity is generally generated from a mix of non-renewable and renewable sources, including natural gas, coal, and hydro-powered dams.

To measure and improve the efficiency of its electricity usage, the electricity consumption of the Group's 4 main buildings, i.e. Wisma Hai-O, Lot 1388, Wawasan Hai-O, and Menara Hai-O, for FY2026 and the preceding two (2) years are recorded as follows:

Electricity saving efforts and performance in the 4 main buildings of the BESHOM Group	Unit	FY2024	FY2025	FY2026
Total electricity usage	million kWh	2.25 ²⁵	2.24	2.21
Total electricity usage intensity (per square foot)²⁶	kWh/ ft²	8.25 ²⁷	8.13	7.92
Conversion of LED lights				
LED Lights installed during the year	Unit	201	59 ²⁸	90
Estimated savings from conversion to LED for the year	kWh	19,711	24,660	9,729

Since 2017, we have been upgrading our lighting system to energy-efficient LED technology as part of our ongoing efforts to reduce energy consumption. Our approach prioritises the replacement of existing lamps that are approaching the end of their usable lifespan, thereby striking a balance between replacement costs and long-term cost-efficiency. To date, the Group has installed a total of 3,625 LED lights across its premises, contributing to an estimated energy savings of 532,390 kWh from all replacements made since the project began.

We also further extended our energy savings initiative to encompass both MLM branches and Retail stores. In FY2026, all 11 MLM branches have been equipped with LED lights, of which 6 branches are fully fitted with LED lights.

In March 2026, MLM in support of nature conservation had participated in the Earth Hour 2026 – the 20th Anniversary of the world's largest grassroots movement for the environment, organised by World Wildlife Fund ("WWF") Malaysia.

²⁵ The total electricity usage for FY2024 has been restated by considering the electricity generated and consumed from solar energy.

²⁶ The floor area used as the denominator is calculated based on the floor area used for the purpose of the Group's operations. The calculation of total electricity usage intensity (per square foot) for FY2024 and FY2025 included the electricity generated and consumed from solar energy.

²⁷ The total electricity usage intensity (per square foot) for FY2024 has been restated by considering the electricity generated and consumed from solar energy.

²⁸ Out of the 59 LED lights installed in FY2025, 4 units were high-bay LEDs, each delivering estimated energy savings of 860W per unit, which is substantially higher than the savings from standard LEDs rated at 24W per unit. As a result, the estimated savings from the conversion to LED for the year increased significantly compared to other years.

OUR PLANET

(continued)

In our Retail segment, new retail outlets in Kajang, Sg Chua, and Malim Jaya are fitted with LED lights, bringing the total to all 45 retail outlets²⁹ that are now fully fitted with LED lighting.



45 retail outlets
fully fitted with LED lighting systems
(FY2025: 45 outlets)

BESHOM's Sustainability KPIs

FY2026 Target: To use LED lighting systems for all new outlets or newly refurbished outlets.

In FY2026, all new and newly refurbished outlets were installed with LED lighting systems.

Renewable Energy

Our solar energy project, which involves the installation of solar panel systems at Wisma Hai-O, Lot 1388(B), and Wawasan Hai-O, has been fully commissioned since FY2024. In FY2026, the solar panel systems have generated a total of 1,090,256 kWh of renewable energy, resulting in the avoidance of approximately 807 tonnes of CO₂e emissions. Of the generated energy, the Group consumed 950,421 kWh of renewable energy, which comprises 25% of the total energy usage of the Group.

BESHOM's Sustainability KPIs

FY2026 Target: Up to 20% of the total energy usage (kwh) of the Group is from the renewable energy generated and consumed from 3 properties with solar panel systems.

In FY2026, 25% of total energy usage was from renewable energy.



²⁹ Outlets where the Group has control over the choice of lighting systems.

OUR PLANET

(continued)

Group energy consumption and GHG emissions

BESHOM Group continues to collect and report data on fuel and electricity consumption across all its business operations, with the aim of gaining an understanding of its energy usage throughout the financial year. This ongoing effort underpins the implementation of measures designed to enhance energy efficiency and minimise the Group's overall environmental impact.

The Group recorded a total energy consumption of approximately 3,733 MWh in FY2026, of which 59% was derived from purchased electricity.

BESHOM Group		Unit	FY2024	FY2025	FY2026
Fuel Consumption	Petrol	MWh	100.69	86.51	84.97
	Diesel	MWh	462.77	527.94	501.66
	Liquified Petroleum Gas	MWh	8.40	2.52	1.63
Electricity Purchased	Peninsular	MWh	2,384.49	2,195.01	2,083.39
	Sabah	MWh	59.48	57.14	44.39
	Sarawak	MWh	89.72	62.57	66.96
Solar/Renewable Fuel Consumption		MWh	752.00	890.03	950.42
Total Energy Consumption		MWh	3,857.55	3,821.72	3,733.42

The following table summarises the total emissions generated directly or indirectly from our business operations for FY2026 and the preceding two (2) years.

BESHOM Group		Unit	FY2024	FY2025	FY2026
Scope 1 Emissions ^{30 31}	Petrol	tCO ₂ e	24.58	21.67	21.28
	Diesel	tCO ₂ e	116.43	130.35	123.86
	Liquified Petroleum Gas	tCO ₂ e	1.90	0.60	0.39
Scope 2 Emissions ^{32 33}	Peninsular	tCO ₂ e	1,764.52	1,624.31	1,541.71
	Sabah	tCO ₂ e	32.06	30.80	23.93
	Sarawak	tCO ₂ e	17.85	12.45	13.33
Total Scope 1 and 2 GHG Emissions		tCO₂e	1,957.34	1,820.18	1,724.50

³⁰ FY2024 emissions from petrol, diesel, and liquified petroleum gas are calculated using the GHG Protocol. Reference: Transport_Tool_v2_6, <https://ghgprotocol.org/calculation-tools-and-guidance>.

³¹ FY2025 emissions from petrol, diesel, and liquified petroleum gas are calculated using the latest GHG Protocol. Reference: Transport_Tool_v2_7, <https://ghgprotocol.org/calculation-tools-and-guidance>.

³² FY2024 and FY2025 emissions from purchased electricity were restated using the Grid Emission Factor, i.e. for the year 2024, provided by the Energy Commission of Malaysia. Reference: Grid Emission Factor (GEF) in Malaysia, 2022-2024 (Provisional), <https://meih.st.gov.my/home>.

³³ FY2026 emissions from purchased electricity are calculated using the latest Grid Emission Factor, i.e. for the year 2024, provided by the Energy Commission of Malaysia. Reference: Grid Emission Factor (GEF) in Malaysia, 2022-2024 (Provisional), <https://meih.st.gov.my/home>.

OUR PLANET

(continued)

This year, the Group will begin reporting Scope 3 GHG emissions under Category 7 Employee Commuting, based on the data collected from our employees on their commuting patterns, including transport mode and distance travelled. Reporting on Category 6 Business Travel is still being refined, as the Group continues to enhance its data collection processes. The table below presents the Group's overall estimated GHG emissions data for employee commuting.

BESHOM Group		Unit	FY2024	FY2025	FY2026
Scope 3 Emissions ³⁴	Category 7 Employee Commuting ³⁵	tCO ₂ e	na	313.57	298.79

The overall Scope 1, 2, and 3 GHG emissions data is presented in the table below.

BESHOM Group	Unit	FY2024	FY2025	FY2026
Scope 1 Emissions	tCO ₂ e	142.91	152.62	145.53
Scope 2 Emissions	tCO ₂ e	1,814.43	1,667.56	1,578.97
Scope 3 Emissions	tCO ₂ e	na	313.57	298.79
Total Scope 1, 2, and 3 GHG Emissions	tCO₂e	1,957.34	2,133.75	2,023.29

³⁴ FY2025 and FY2026 Scope 3 GHG emissions for Category 7 Employee Commuting are calculated using the latest GHG Protocol. Reference: Transport_Tool_v2_7, <https://ghgprotocol.org/calculation-tools-and-guidance>.

³⁵ Excluding salesman who are categorised under Business Travel.

OUR PLANET

(continued)

GREEN PRODUCT AND PACKAGING

In selecting our product portfolio, the Group considers not only product safety and quality but also the environmental impacts of the materials used in both the product and its packaging. In addition, we also actively avoid materials that are hazardous or may carry significant risks of environmental pollution. Priority is also given to eco-friendly and reusable packaging materials.

Besides, we also consider consumer habits and continuously seek opportunities to enhance our packaging solutions or introduce more sustainable alternatives, such as refill packs.

Beyond product selection, we have adopted multiple initiatives to raise environmental awareness among our customers and consumers. These efforts include discouraging the use of less environmentally friendly plastic bags, promoting the recycling of supplement bottles, and reducing dependency on new packaging materials.

We strive to incorporate more recyclable materials in our packaging across all our business segments. For example, we have introduced recyclable bags designed for repeated use.

The Bring Your Own Bag campaign is an ongoing sustainability initiative introduced by BESHOM Group. Through this campaign, non-woven recyclable bags are made available as an alternative to plastic bags across all our retail outlets, encouraging customers to bring their own bags when shopping at our stores. Beyond reducing the consumption of new bags at our stores, this campaign also seeks to cultivate a widespread habit among our customers to carry their own shopping bags in their daily lives.



The Recycle & Be Rewarded campaign is an ongoing initiative designed to encourage customers to return their used supplement bottles in exchange for product discounts. While the reward component was introduced as a one-time awareness initiative, the recycling effort has been sustained as part of our ongoing commitment to environmental sustainability. Returned bottles are collected and periodically sent to responsible third-party recycling centres. The initiative continues to be actively promoted across our retail outlets and social media channels to raise public environmental awareness and encourage broader community participation.



BESHOM's Sustainability KPIs

FY2026 Target: At least half (50%) of rebranded or new housebrand products during the year incorporate elements of environmentally friendly packaging.



8 out of 11 (73%) rebranded or new housebrand products during the year incorporate elements of environmentally friendly packaging.

Our sustainability efforts extended into product packaging, where we made meaningful strides in adopting greener and more resource-efficient alternatives. For our CNY hampers, we adopted reusable acrylic storage boxes as packaging, while MLM's Thera Socks (Skin) and Thera Knee Guard were packaged in reusable velvet bags – both materials chosen for their reusability and reduced environmental footprint.

Beyond festive packaging, existing

products such as Min Kaffe and Min Kaffe Enhanced Formula were transitioned to greyback unit boxes, and the bottle packaging of Garam Buluh Cooking Salt was also replaced with refillable pouch packaging, further minimising waste. Grey pack packaging was also introduced for Propolis Candy.

At BESHOM, 8 out of 11 (73%) of rebranded or new housebrand products launched were designed with green initiatives.



OUR PLANET

(continued)

RESOURCE AND WASTE MANAGEMENT

As part of BESHOM Group's ongoing initiatives to optimise material utilisation and minimise waste generation, the '4R' principles are applied throughout our operations where possible. We are continuously working to strengthen our waste and resource management practices by identifying significant key waste streams and materials and proactively exploring strategies to recycle or reduce them. These initiatives are aimed at promoting better environmental protection and preservation beyond mere compliance with laws and regulations.

Reducing the use of paper

Driven by the Group's digitisation initiatives and systems migration, our MLM business now operates through an electronic membership system. This system enables us to issue membership cards, statements, and regular communications, including quarterly bulletins, in electronic form. Various business functions, such as stock purchases,

tracking, and sales, are conducted online, streamlining operations and reducing reliance on physical documentation. In FY2026, 98% of new members (FY2025: 89%) were registered via the e-membership platform, reflecting the growing adoption of digital channels. Where a small number of members may encounter difficulties accessing this e-membership platform.

Our digitalisation efforts have significantly enhanced the timeliness and accuracy of business data, transactions, and statistics, thereby supporting more informed decision-making. Building on this foundation, we continued to advance our digital transformation journey and reduce paper consumption by transitioning to digital meetings and electronic board papers. Across our operations and business segments, we have implemented various paperless approaches, including the e-filing of documentation for banking processes, requesting e-copies for statutory documents, providing e-statements to customers, implementing e-insurance policy, and transitioning accounting forms from 3-ply to 2-ply formats. In instances where the use of paper remains necessary, we continued to prioritise environmentally friendly paper and actively promote paper reuse practices among our employees.

Other waste reduction and management practices

In alignment with global efforts to reduce plastic waste, our MLM branches no longer provide single-use plastic bags. Meanwhile, our Retail stores are encouraged to reuse carton boxes for packing customer goods. When alternative packaging is needed, our Retail stores will provide biodegradable bags instead of single-use plastic bags.

In our warehouse, we dismantle broken wooden pallets and reconstruct the usable pieces into new, functional pallets. Typically, 3 or 4 broken pallets can be rebuilt into 2 usable units. We reuse carton boxes for packing and delivery.

In our manufacturing segment, the raw materials used over the past three years, primarily consisting of the powdered form of TCM and nutrient ingredients, are summarised as follows:

Manufacturing segment	Unit	FY2024	FY2025	FY2026
Raw materials used	Tonnes	2.620	3.378	4.229

Safe Disposal of Regulated Products and Expired Medicine

For the disposal of regulated products within the Group's operations, the Group has established SOPs and disposal methods that comply with relevant regulations. Meanwhile, consumer awareness regarding the responsible disposal of expired pharmaceutical products or medication remains limited. As such, the Group continues to promote awareness among employees through ongoing education initiatives. Medication disposal boxes have been made available at our headquarters and selected locations to facilitate the collection of expired medicine from employees. This initiative not only supports safe disposal but also serves as an educational platform to encourage responsible medication disposal practices across the workforce.

All collected expired pharmaceutical products or medication are sent to Bukit Tinggi Hospital Sdn Bhd for proper disposal in accordance with MOH guidelines.

BESHOM Group adheres strictly to all waste management regulations, with particular regard to the safe disposal of expired or defective pharmaceutical products, MAL-registered products, and the disposal of containers of defective excisable goods. All

our waste management practices are guided by established SOPs and Waste Management Procedures. In line with regulatory requirements, broken glass bottles used for excisable goods, such as alcoholic health tonic, are disposed of at designated sites and in approved containers as stipulated by the Department of Environment.

The appointed waste contractors are assessed to ensure full compliance with all relevant laws and regulations. In addition, these contractors are subject to periodic evaluation to uphold ongoing compliance and maintain consistent performance standards across all waste management activities.

OUR PLANET

(continued)

The table below presents a summary of the Group's notable waste generated from its offices and warehouse, which is subsequently disposed of or recycled by appointed third parties. In FY2026, overall waste generation increased notably, primarily due to a higher volume of paper and metal disposal resulting from a major cleaning exercise as well as roofing replacement and the dismantling and removal of the old warehouse.

Waste generated	Unit	FY2024	FY2025	FY2026
Total waste generated	tonnes	31.832³⁶	5.972	38.839
Total waste diverted from disposal				
Paper - recycled	tonnes	27.230	4.880	24.749
Metal - recycled	tonnes	0.182	0.810	13.582
Aluminium - recycled	tonnes	0.000	0.122	0.248
Plastic - recycled	tonnes	na	na	0.020
Total	tonnes	27.412	5.812	38.599
Total waste directed to disposal				
Glass - landfill	tonnes	4.420	0.160	0.240
Total	tonnes	4.420	0.160	0.240

In FY2026, the Group did not record any fines or penalties for non-compliance with waste management laws or regulations.



No fines or penalties for non-compliance with waste management laws or regulations recorded

Water consumption

Although the Group's operations are not based in water-stressed areas and its water consumption does not place significant pressure on the local water supply, we continue to monitor and report our water usage within Wisma Hai-O, Lot 1388, Wawasan Hai-O, Menara Hai-O, and the Group's branches and outlets.

The summary of our water consumption over the past three financial years is presented as follows. The water usage in FY2026 decreased mainly due to the temporary stop of operations of a manufacturing plant.

Water consumption	Unit	FY2024	FY2025	FY2026
Total water usage	MI	23.50	19.35	15.64

³⁶ Waste generated was higher in FY2024 due to a major cleaning exercise, which is typically carried out once every few years.



BURSA MALAYSIA PRESCRIBED TABLE

BURSA MALAYSIA PRESCRIBED TABLE

Date & Time: 2026-08-24_12:35:34
Main Market | Group 2 | FYE 30/04/2026

BESHOM HOLDINGS BERHAD BMLR Transition Period

Sustainability Matter	Metric	Measurement Unit	2025	2026	Target	Assurance
Economic Performance	Total shareholders' return in dividends	MYR	8,996,075	10,474,307	-	No assurance
Supply Chain Management	Proportion of spending on local suppliers	percentage	45	40	-	No assurance
Corporate Governance and Risk Management	Whistle-blowing cases reported	number	0	0	-	No assurance
Corporate Governance and Risk Management	Number of significant instances of non-compliance with laws and regulations, significant associated fines or non-monetary sanctions	number	0	0	-	No assurance
Ethics and Integrity	Percentage of employees who have received training on anti-corruption by employee category - Management	percentage	100	100	-	No assurance
Ethics and Integrity	Percentage of employees who have received training on anti-corruption by employee category - Executive	percentage	100	100	-	No assurance
Ethics and Integrity	Percentage of employees who have received training on anti-corruption by employee category - Non-executive	percentage	66	88	-	No assurance
Ethics and Integrity	Percentage of operations assessed for corruption-related risks	percentage	100	100	-	No assurance
Ethics and Integrity	Confirmed incidents of corruption and action taken	number	0	0	-	No assurance
Ethics and Integrity	Number of substantiated complaints concerning human rights violations	number	0	0	-	No assurance

**BURSA MALAYSIA
PRESCRIBED TABLE**
(continued)

Sustainability Matter	Metric	Measurement Unit	2025	2026	Target	Assurance
Intellectual Property ("IP") and Data Integrity	Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	number	0	1	zero complaints on breaches of customer privacy	No assurance
MLM Entrepreneurship	Percentage of MLM distributors who are women	percentage	81	81	-	No assurance
Employee Well-being and Inclusiveness	Percentage of management employees by age group - under 30 years old	percentage	0	0	-	No assurance
Employee Well-being and Inclusiveness	Percentage of management employees by age group - 30-50 years old	percentage	51.02	46.00	-	No assurance
Employee Well-being and Inclusiveness	Percentage of management employees by age group - above 50 years old	percentage	48.98	54.00	-	No assurance
Employee Well-being and Inclusiveness	Percentage of executive employees by age group - under 30 years old	percentage	15.30	16.45	-	No assurance
Employee Well-being and Inclusiveness	Percentage of executive employees by age group - 30-50 years old	percentage	58.82	58.23	-	No assurance
Employee Well-being and Inclusiveness	Percentage of executive employees by age group - above 50 years old	percentage	25.88	25.32	-	No assurance
Employee Well-being and Inclusiveness	Percentage of non-executive employees by age group - under 30 years old	percentage	17.81	16.50	-	No assurance
Employee Well-being and Inclusiveness	Percentage of non-executive employees by age group - 30-50 years old	percentage	48.44	46.28	-	No assurance
Employee Well-being and Inclusiveness	Percentage of non-executive employees by age group - above 50 years old	percentage	33.75	37.22	-	No assurance

BURSA MALAYSIA PRESCRIBED TABLE

(continued)

Date & Time: 2026-08-24_12:35:34
Main Market | Group 2 | FYE 30/04/2026

BESHOM HOLDINGS BERHAD BMLR Transition Period

Sustainability Matter	Metric	Measurement Unit	2025	2026	Target	Assurance
Employee Well-being and Inclusiveness	Percentage of management employees by gender group - male	percentage	46.94	50.00	-	No assurance
Employee Well-being and Inclusiveness	Percentage of management employees by gender group - female	percentage	53.06	50.00	-	No assurance
Employee Well-being and Inclusiveness	Percentage of executive employees by gender group - male	percentage	41.18	41.77	-	No assurance
Employee Well-being and Inclusiveness	Percentage of executive employees by gender group - female	percentage	58.82	58.23	-	No assurance
Employee Well-being and Inclusiveness	Percentage of non-executive employees - male	percentage	34.69	34.30	-	No assurance
Employee Well-being and Inclusiveness	Percentage of non-executive employees - female	percentage	65.31	65.70	-	No assurance
Employee Well-being and Inclusiveness	Percentage of directors by gender - male	percentage	66.67	66.67	-	No assurance
Employee Well-being and Inclusiveness	Percentage of directors by gender - female	percentage	33.33	33.33	-	No assurance
Employee Well-being and Inclusiveness	Percentage of directors by age group - under 30 years old	percentage	0	0	-	No assurance
Employee Well-being and Inclusiveness	Percentage of directors by age group - 30-50 years old	percentage	16.67	16.67	-	No assurance
Employee Well-being and Inclusiveness	Percentage of directors by age group - above 50 years old	percentage	83.33	83.33	-	No assurance
Employee Well-being and Inclusiveness	Percentage of employees that are contractors or temporary staff	percentage	14.80	16.20	-	No assurance

**BURSA MALAYSIA
PRESCRIBED TABLE**
(continued)

Sustainability Matter	Metric	Measurement Unit	2025	2026	Target	Assurance
Employee Well-being and Inclusiveness	Total number of employee turnover by employee category - management	number	4	3	-	No assurance
Employee Well-being and Inclusiveness	Total number of employee turnover by employee category - executive	number	16	21	-	No assurance
Employee Well-being and Inclusiveness	Total number of employee turnover by employee category - non-executive	number	88	65	-	No assurance
Talent Management and Succession Planning	Total hours of training by employee category - management	hours	2,603	2,745	-	No assurance
Talent Management and Succession Planning	Total hours of training by employee category - executive	hours	2,681	2,647	-	No assurance
Talent Management and Succession Planning	Total hours of training by employee category - non-executive	hours	6,270	5,916	-	No assurance
Occupational Health and Safety	Number of work-related fatalities	number	0	0	-	No assurance
Occupational Health and Safety	Lost time incident rate ("LTIR")	rate	0	0	-	No assurance
Occupational Health and Safety	Number of employees trained on health and safety standards	number	113	165	-	No assurance
Community Engagement	Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	858,714	1,018,337	-	No assurance
Community Engagement	Total number of beneficiaries of the investment in communities	number	6146	7467	Sponsorship, fund-raising, or similar programmes that benefit more than 6,500 students and teachers	No assurance

BURSA MALAYSIA PRESCRIBED TABLE

(continued)

Date & Time: 2026-08-24_12:35:34
Main Market | Group 2 | FYE 30/04/2026

BESHOM HOLDINGS BERHAD BMLR Transition Period

Sustainability Matter	Metric	Measurement Unit	2025	2026	Target	Assurance
Reputable Brands, Products and Services	Number of product complaints resolved	percentage	100	100	resolving 100% of product complaints received	No assurance
Customer Responsibility	Food safety incidents	number	0	0	zero food safety incidents	No assurance
Customer Responsibility	Product recall incidents	number	0	0	zero product recall incidents	No assurance
Green Product and Packaging	Percentage of rebranded or new housebrand products incorporate elements of environmentally friendly packaging	percentage	70	73	at least half (50%) of rebranded or new housebrand products incorporate elements of environmentally friendly packaging	No assurance
Energy and GHG Emissions Management	Total energy consumption	Megawatt	3,821.72	3,733.42	-	Internal
Energy and GHG Emissions Management	Scope 1 emissions in tonnes of CO ₂ e	tCO ₂ e	152.62	145.53	-	Internal
Energy and GHG Emissions Management	Scope 2 emissions in tonnes of CO ₂ e	tCO ₂ e	1,667.56	1,578.97	-	Internal
Energy and GHG Emissions Management	Scope 3 emissions in tonnes of CO ₂ e	tCO ₂ e	313.57	298.79	-	Internal
Resource and Waste management	Total volume of water used	megalitres	19.35	15.64	-	Internal
Resource and Waste management	Total waste generated	metric tonnes	5.97	38.84	-	No assurance
Resource and Waste management	Total waste diverted from disposal	metric tonnes	5.81	38.60	-	No assurance
Resource and Waste management	Total waste directed to disposal	metric tonnes	0.16	0.24	-	No assurance



GRI CONTENT INDEX

GRI CONTENT INDEX

Statement of use	Beshom Holdings Berhad has reported in accordance with the GRI Standards for the period from 1 May 2025 to 30 April 2026.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standards(s)	Not applicable

Abbreviations:

AR: Annual Report 2026

SS: Sustainability Statement 2026

GRI Standard/ Other Source	Disclosure	Information/ Location	Page Number
General Disclosures			
GRI 2: General Disclosures 2021	The organization and its reporting practices		
	2-1 Organizational details	Legal name: Beshom Holdings Berhad	
		Nature of ownership: Public Limited Liability Company	
		Location of its headquarters: Klang, Selangor Darul Ehsan	
		Countries of operation: Malaysia	
		AR: Notes to the Financial Statements	96 to 150
		SS: About This Report	2 to 3
	2-2 Entitles included in the organization's sustainability reporting	This Report did not cover the Group's other business activities, such as property management.	
		AR: Financial Statements	80 to 155
		SS: About This Report – Reporting Basis and Scope	3
	2-3 Reporting period, frequency and contact point	Reporting period: 1 May 2025 to 30 April 2026	
		Frequency: annually	
		Publication date: 28 August 2026	
		SS: About This Report – Contact Us	3
	2-4 Restatements of information	• Emissions conversion factors for purchased electricity	
	2-5 External assurance	SS: About This Report – Assurance	3
	Activities and workers		
	2-6 Activities, value chain and other business relationships	Sector: consumer products & services	
		AR: Management Discussion and Analysis by Group Managing Director	20 to 32
		SS: About This Report – Reporting Basis and Scope	3
		SS: Reputable Brands, Products, and Services	59 to 70
	2-7 Employees	The number of employees is reported based on headcount at the end of the reporting period	

GRI CONTENT INDEX

(continued)

GRI Standard/ Other Source	Disclosure	Information/ Location	Page Number
General Disclosures			
GRI 2: General Disclosures 2021	Activities and workers		
	2-7 Employees	The majority of our employees are on a full-time permanent basis, and most of them are locally employed (i.e. Malaysians). Our employees are required to work in an office-based based and their working time is mainly during working hours. Most of our employees are employed locally, based on the country we operate.	
		No significant fluctuations in the number of employees during the reporting period and between reporting periods	
		SS: Employee Well-being and Inclusiveness – Employees	40 to 42
	2-8 Workers who are not employees	Type of work: security and cleaner	
		The number of workers who are not employees is reported based on head count at the end of the reporting period	
		No significant fluctuations in the number of workers who are not employees during the reporting period and between reporting periods. The number of workers who are not employees is insignificant to the Group's workforce.	
		SS: Economic Performance – Supporting the Local Economy and Creating Work Opportunities	23
	Governance		
	2-9 Governance structure and composition	AR: Profile of the Board of Directors	9 to 12
		SS: Governance for Sustainability	9 to 10
	2-10 Nomination and selection of the highest governance body	Corporate Governance Report	
		AR: Corporate Governance Overview Statement	49 to 68
	2-11 Chair of the highest governance body	The Chair of the Board of Directors, Mr. Ng Chek Yong, is a Senior Independent Non-Executive Director	
		Corporate Governance Report	
	2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance Report	
		SS: Governance for Sustainability	9 to 10
		SS: Stakeholder Engagement	11 to 14
		SS: Material Sustainability Matters – BESHOM's Materiality Assessment	15
	2-13 Delegation of responsibility for managing impacts	Corporate Governance Report	
		SS: Governance for Sustainability	9 to 10
	2-14 Role of the highest governance body in sustainability reporting	SS: Governance for Sustainability	9 to 10

GRI CONTENT INDEX

(continued)

GRI Standard/ Other Source	Disclosure	Information/ Location	Page Number
General Disclosures			
GRI 2: General Disclosures 2021	Governance		
	2-15 Conflicts of interest	AR: Audit Committee Report	43 to 48
		AR: Corporate Governance Overview Statement	49 to 68
	2-16 Communication of critical concerns	SS: Ethics and Integrity – Whistle-Blowing Mechanism	33
	2-17 Collective knowledge of the highest governance body	Corporate Governance Report	
		SS: Group Managing Director's Message	4 to 8
	2-18 Evaluation of the performance of the highest governance body	Corporate Governance Report	
		SS: Governance for Sustainability	9 to 10
	2-19 Remuneration policies	The Remuneration Committee Terms of Reference is made available at https://www.beshom.com/investor-relations/corporate-governance	
		Corporate Governance Report	
	2-20 Process to determine remuneration	Corporate Governance Report	
	2-21 Annual total compensation ratio ³⁷		
	Strategy, policies and practices		
	2-22 Statement on sustainable development strategy	SS: Group Managing Director's Message	4 to 8
	2-23 Policy commitments	Code of Business Ethics for Suppliers and Business Associates is made available at https://www.beshom.com/investor-relations/corporate-governance	
		Responsible Sourcing Policy is made available at https://www.beshom.com/sustainability/sustainability	
		Anti-Bribery Policy is made available at https://www.beshom.com/investor-relations/corporate-governance	
		Privacy Policy is made available at https://www.beshom.com/privacy-notice	
		SS: Group Managing Director's Message	4 to 8
		SS: Supply Chain Management – Code of Business Ethics for Suppliers and Business Associates	24

³⁷ Disclosure for GRI 2-21-a, b & c on Annual total compensation ratio – Disclosure omitted as salary and compensation of employees are confidential information for BESHOM.

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(continued)

GRI Standard/ Other Source	Disclosure	Information/ Location	Page Number
General Disclosures			
GRI 2: General Disclosures 2021	Strategy, policies and practices		
	2-24 Embedding policy commitments	SS: Supply Chain Management – Code of Business Ethics for Suppliers and Business Associates	24
		SS: Ethics and Integrity – Anti-Bribery and Anti-Corruption	31 to 32
	2-25 Processes to remediate negative impacts	Whistle-Blowing Policy is made available at https://www.beshom.com/investor-relations/corporate-governance	
		SS: Ethics and Integrity – Whistle-Blowing Mechanism	33
	2-26 Mechanisms for seeking advice and raising concerns	SS: Ethics and Integrity – Whistle-Blowing Mechanism	33
	2-27 Compliance with laws and regulations	SS: Ethics and Integrity – Whistle-Blowing Mechanism	33
	2-28 Membership associations	SS: Reputable Brands, Products, and Services – Brand Reputation	59
	Stakeholder engagement		
	2-29 Approach to stakeholder engagement	SS: Stakeholder Engagement	11 to 14
	2-30 Collective bargaining agreements	There is no union in Beshom Group	
Material Topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics	SS: Stakeholder Engagement	11 to 14
		SS: Material Sustainability Matters	15 to 19
	3-2 List of material topics	SS: Material Sustainability Matters	15 to 19
Our Economy			
Economic Performance			
GRI 3: Material Topics 2021	3-3 Management of material topics	SS: Economic Performance	22 to 23
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	SS: Economic Performance	22 to 23

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(continued)

GRI Standard/ Other Source	Disclosure	Information/ Location	Page Number
Our Economy			
Economic Performance			
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	Significant location of operation: Malaysia	
		SS: Economic Performance – Supporting the Local Economy and Creating Work Opportunities	23
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	SS: Economic Performance – Supporting the Local Economy and Creating Work Opportunities	23
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	SS: Economic Performance – Supporting the Local Economy and Creating Work Opportunities	23
Supply Chain Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	SS: Supply Chain Management	24 to 25
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	SS: Supply Chain Management – Code of Business Ethics for Suppliers and Business Associates	24
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	SS: Supply Chain Management – Code of Business Ethics for Suppliers and Business Associates	24
Our Governance			
Corporate Governance and Risk Management			
GRI 3: Material Topics 2021	3-3 Management of material topics	SS: Corporate Governance and Risk Management	28
Ethics and Integrity			
GRI 3: Material Topics 2021	3-3 Management of material topics	SS: Ethics and Integrity	29 to 33
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	SS: Ethics and Integrity – Anti-Bribery and Anti-Corruption	31 to 32
	205-2 Communication and training about anti-corruption policies and procedures	SS: Ethics and Integrity – Instilling Ethical Culture	31

GRI CONTENT INDEX

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GRI Standard/ Other Source	Disclosure	Information/ Location	Page Number
Our Governance			
Ethics and Integrity			
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	SS: Ethics and Integrity – Whistle-Blowing Mechanism	33
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	SS: Ethics and Integrity – Whistle-Blowing Mechanism	33
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	SS: Ethics and Integrity	29 to 33
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	SS: Ethics and Integrity	29 to 33
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	SS: Ethics and Integrity	29 to 33
GRI 415: Public Policy 2016	415-1 Political contributions	SS: Ethics and Integrity – Monitoring and Audit	32
Intellectual Property (“IP”) and Data Integrity			
GRI 3: Material Topics 2021	3-3 Management of material topics	SS: IP and Data Integrity	34 to 36
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	SS: IP and Data Integrity – Data Privacy	35 to 36
Our People			
MLM Entrepreneurship			
GRI 3: Material Topics 2021	3-3 Management of material topics	SS: MLM Entrepreneurship	39

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(continued)

GRI Standard/ Other Source	Disclosure	Information/ Location	Page Number
Our People			
Employee Well-being and Inclusiveness			
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GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	SS: Employee Well-being and Inclusiveness – Employee Well-being – Fair remuneration	44
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