

daythree®
it's a brand new day



HUMANISING TECHNOLOGY

SHAPING TOMORROW'S CUSTOMER EXPERIENCE

COVER RATIONALE

Dive into the kaleidoscope of innovation and unity with Daythree Digital Berhad's 2023 Annual Report. Against a backdrop of vibrant, stylised shapes embodying progress, growth, and innovation, our team members exude energy and passion, united under one vision.

At Daythree Digital Berhad, we believe in the power of unity. Our culture of one-team, one-vision propels us forward, driving us to push boundaries and challenge the status quo. As you flip through the pages of this report, you'll witness the dynamic motions of progress and growth, each shape representing a milestone achieved, a challenge overcome, and a goal surpassed.

But our journey goes beyond mere achievements; it's about humanising technology to shape tomorrow's customer experience. Every Rockstars member depicted on the cover embodies our commitment to empathy-driven innovation, where technology serves as a conduit for meaningful connections and memorable experiences.

Visit our website at Daythree Digital Berhad to explore how we're transforming the digital landscape, one colourful shape at a time. Join us in celebrating a year of unity, progress, and human-centric innovation, as we continue to shape the future of customer experience together.



Scan QR code to view our Annual Report 2023 online or visit www.daythree.com

ND
**ANNUAL GENERAL
MEETING**

BROADCAST VENUE

<https://tjih.com.my>

DATE AND TIME

29 May 2024
Wednesday
2.00 p.m.

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ABOUT US

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ABOUT

DAYTHREE DIGITAL BERHAD

Daythree is an award-winning Global Business Services (“GBS”) company, delivering insights and innovation driven customer experience.

“Customer Experience Lifecycle Management is our Forte.”

“Delivering Insights and Innovation is our Differentiator.”

We help brands set up customer experience hubs, where they can communicate with their customers and assist them, utilising various digital channels combined with cutting-edge technologies, to enhance service experience and resolve inquiries efficiently.

Today we serve reputable brands in helping them build brand equity and trust through innovation and use of data. The numerous awards that we have won are a testament to the focus and emphasis we place on optimising customer experience through technology.

As organisations seek to improve performance and remain competitive in the global economy, partnering with a consultative GBS service provider is one strategy used to reduce operating costs, gain access to specialised skills, adapt to changes in technology and regulations, improve efficiency, and redirect resources to their core business.

Daythree is a leading GBS service provider in the region. We are a young and dynamic team combining knowledge and experience to improve operational outcomes for our customers. Designing from concept to process, and later to operations, we develop best practices to manage expectations of service level standards of the business and industry.



OUR VISION

TO BUILD TRUSTED BRANDS BY EMPOWERING CONSUMERS

OUR MISSION

WE INNOVATE AND LEVERAGE DATA TO DELIVER A CONNECTED EXPERIENCE



OUR CORE VALUES

EMPATHY



Become The Customer

We become the customer to unlock new insights into how to serve better.



INNOVATE



Technology as an Enabler

We leverage on technology to free our people up to do the creative work that really matters.



SERVICE FROM THE

EMPATHY
INNOVATE
PASSION
TRUST
INSIGHT

PASSION



People At The Core

We provide our people with the opportunity to grow together.

TRUST



Trust is our Product

We are stewards and protectors of the brands we serve.

INSIGHT



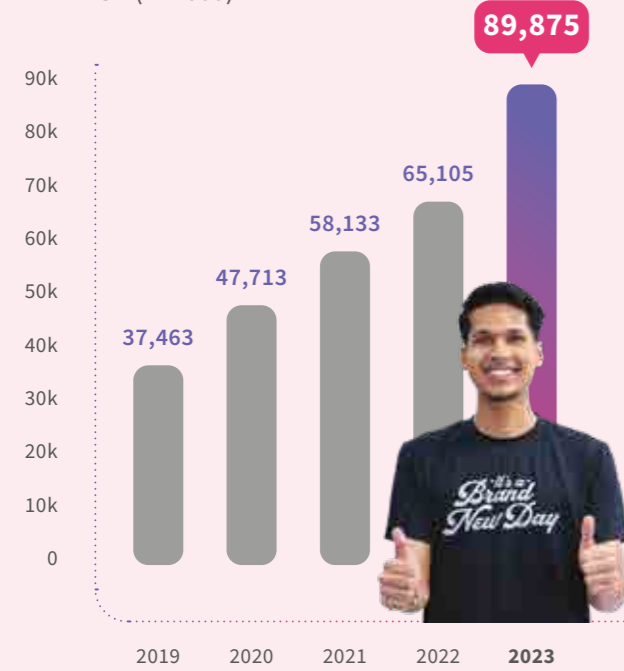
Turning Data Into Meaningful Insights

We mine for data that is most important to delivering connected experiences.

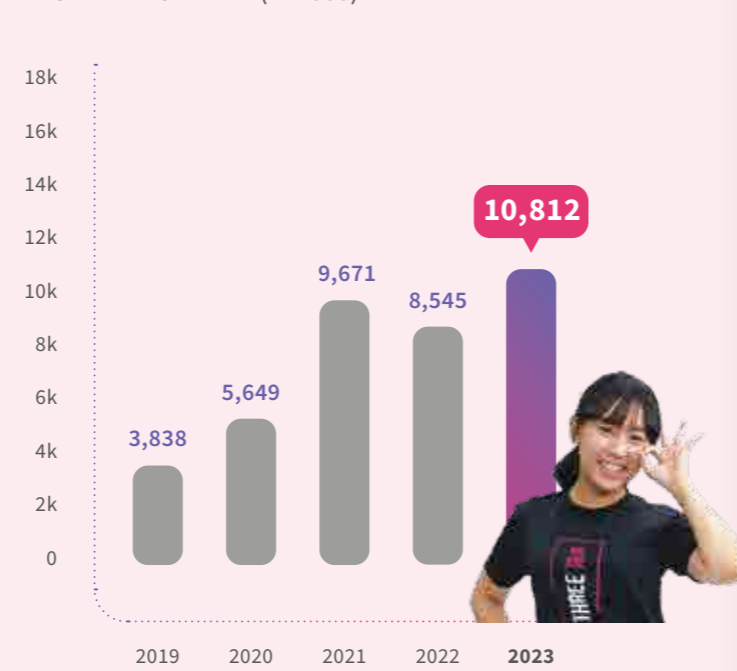


5-YEAR FINANCIAL HIGHLIGHTS

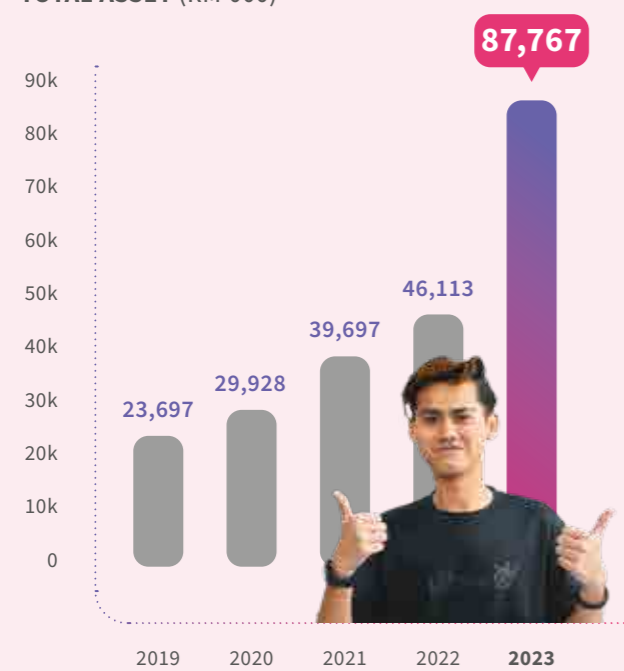
REVENUE (RM'000)



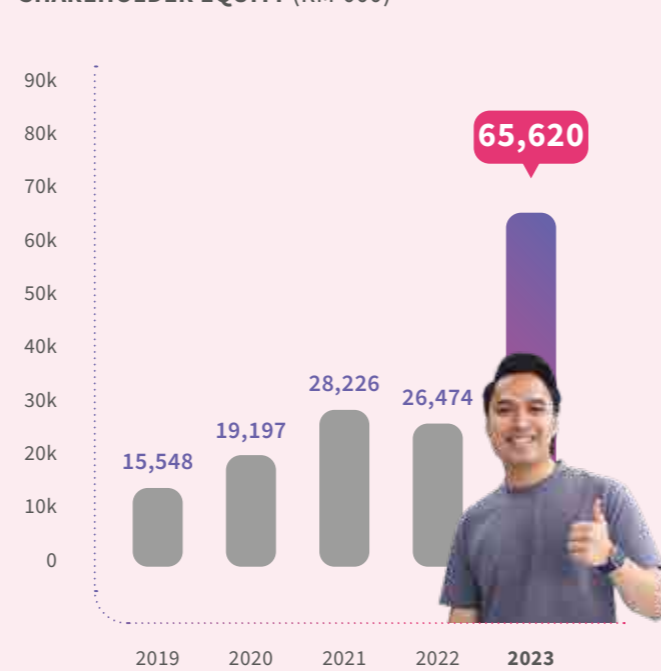
PROFIT BEFORE TAX (RM'000)



TOTAL ASSET (RM'000)

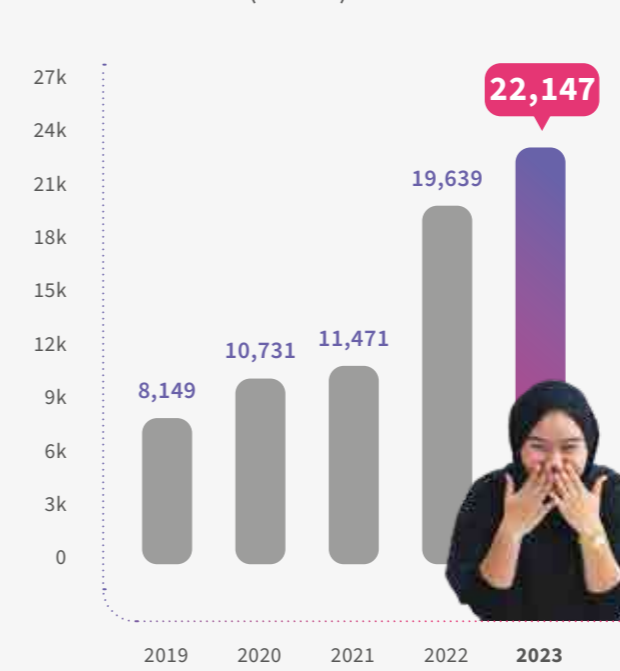


SHAREHOLDER EQUITY (RM'000)

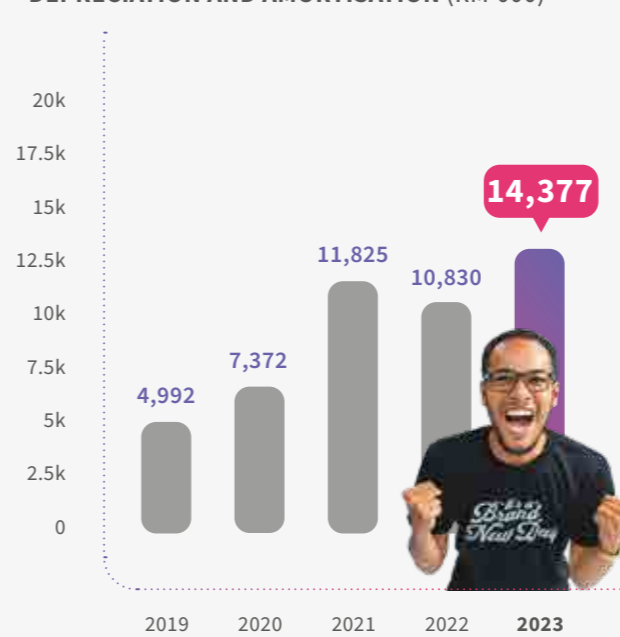


5-YEAR FINANCIAL HIGHLIGHTS

TOTAL LIABILITIES (RM'000)



EARNINGS BEFORE INTEREST, TAXES, DEPRECIATION AND AMORTISATION (RM'000)



Daythree is delighted to announce its year-end financial results for FY2023, with a record-breaking revenue of RM89.88 million, marking a 38.0% increase over last year's total of RM65.11 million. This growth is a testament to Daythree's strategic alignment with the surging demand in the GBS industry.

We achieved a profit before tax of RM10.81 million in FY2023 as compared to RM8.55 million in FY2022, an increase of 26.5%.



KEY FINANCIAL HIGHLIGHTS

RM89,875
FY2023



REVENUE
(RM'000)
FY2022 | RM65,105

RM10,812
FY2023



PROFIT BEFORE TAX
(RM'000)
FY2022 | RM8,545

RM87,767
FY2023



TOTAL ASSET
(RM'000)
FY2022 | RM46,113

RM65,620
FY2023



SHAREHOLDER EQUITY
(RM'000)
FY2022 | RM26,474

RM22,147
FY2023

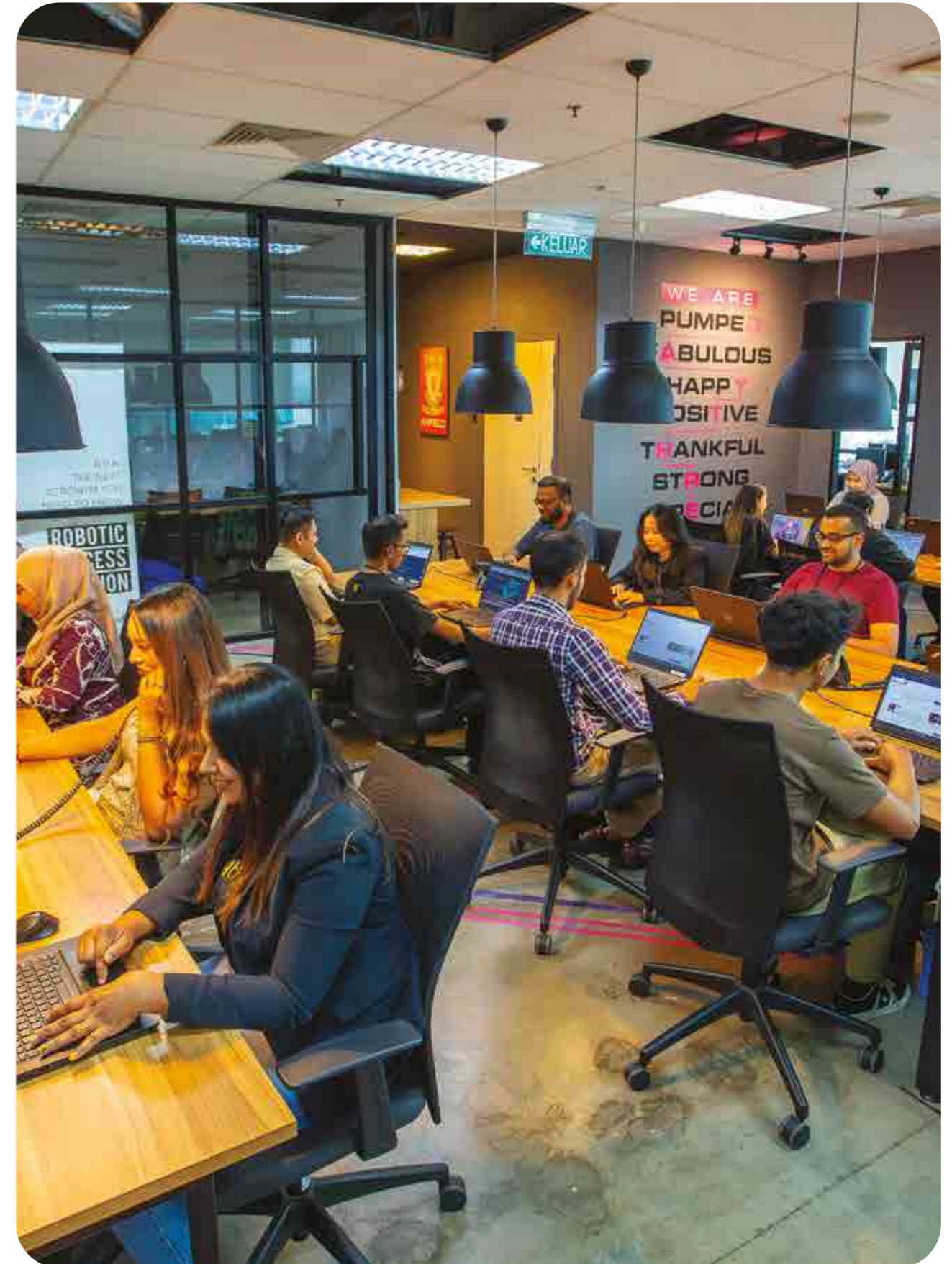


TOTAL LIABILITIES
(RM'000)
FY2022 | RM19,639

RM14,377
FY2023



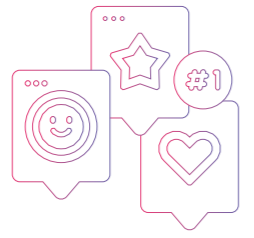
EARNINGS BEFORE INTEREST, TAXES, DEPRECIATION AND AMORTISATION
(RM'000)
FY2022 | RM10,830



WHAT WE DO



CUSTOMER EXPERIENCE



DELIVERING CONNECTED EXPERIENCES

We listen to consumer needs and find the right solution; building a psychological and emotional connection with the brand

BUSINESS PROCESS



REDESIGNING PROCESSES TO KEEP THEM SIMPLE AND STRAIGHT

We focus on enhancing business performance by looking to improve service levels, reduce costs, streamline processes and improve process efficiency

PROCESS AUTOMATION

AUTOMATING MANUAL RULE-BASED AND REPETITIVE TASKS

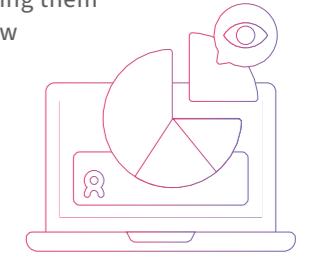
We offer brands a reliable implementation of the latest automation technology to increase effectiveness and capacity in their teams



KNOWLEDGE PROCESS

GIVING BUSINESSES THE ESSENTIALS WHEN COMPETING WITH THEIR RIVALS

We assist our customers by taking their analytical-intense processes and converting them into knowledge to allow them to focus on increasing revenue growth



SPECTRUM OF SERVICES



CUSTOMER EXPERIENCE MANAGEMENT

Developing a lasting relationship with your customers.

BACK OFFICE AND TRANSACTIONAL PROCESSING

Providing end-to-end administration and support services.

BUSINESS INTELLIGENCE

Helping you make calculated business decisions.

HELPDESK AND TECHNICAL SUPPORT

Turning technical support offering into a competitive advantage.

ROBOTIC PROCESS AUTOMATION

Automating repetitive computer-based tasks carried out by a human.

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

Using technology to know and serve customers better.

CUSTOMER RETENTION MANAGEMENT

Maintaining and enhancing revenue margins.

REVENUE GENERATION

Providing effective measures for revenue increase.

CONTACT CENTRE AND CLOUD PBX-AS-A-SERVICE

Unifying voice and data traffic on a single platform.

SOCIAL MEDIA AND CONTENT MODERATION SERVICES

Building trust and safety on your online platform.

RECEIVABLES MANAGEMENT

Maximizing returns on customer accounts entrusted to us.



IT IS OUR PASSION AND DEDICATION THAT PROPELS US FORWARD AND MAKES US A FORCE TO BE RECKONED WITH

.....

OUR DIGITAL TOOLS



FAITH IS OUR EMPLOYEE ENGAGEMENT WEB-BASED APPLICATION THAT STREAMLINES SCHEDULING, PAYROLL, COMMUNICATION, AND PERFORMANCE FEEDBACK.

FAITH is equipped with real-time push notifications and work schedule visibility, where it allows shift notifications to be customised to each CX executive based on their attendance records.

FAITH also provides instant performance management feedback. It enables the recording, review and evaluation of our CX executives' performance during Customer's interactions. It has a built-in mood tracker which enables us to review and understand our employee engagement and satisfaction.

CALIBRATION OF QUALITY REVIEWS



It contains features of the quality assurance module which include calibration of quality reviews with our Clients, evaluation of our CX executives' strengths and weaknesses, scheduled evaluation reports sent to leaders at regular intervals and quality assurance dashboard that shows all assigned, completed, and unassigned evaluations to manage workload.

FAITH allows our managers and CX executives to regularly discuss and identify areas of improvement and employees' training and coaching.

FAITH helps to sustain positive levels of employee satisfaction and promotes transparency across all stakeholders.

EMPLOYEE SATISFACTION

OUR DIGITAL TOOLS



DAISY IS AN AI ASSOCIATE ASSISTANT TOOL WITH RPA THAT ENABLES OUR CX EXECUTIVES TO HANDLE CUSTOMER'S INTERACTIONS MORE EFFICIENTLY ACROSS ALL CHANNELS OF COMMUNICATION.

When a CX executive handles a Customer's interactions, DAISY automatically identifies and tracks the Customer data. For example, product/service information from associated system, and assist to fill in the enquiries/issues lodged in

the form of CRM into the system. DAISY also disseminates the Customer data, enquires/issue to the associated systems to ensure data is captured accurately and consistently across the Client's associated systems.

HANDLE
CUSTOMER'S
INTERACTIONS



It reduces the time required to identify the Customer's data in the system and able to display all necessary details associated with them in one screen. As a result of the deployment of DAISY into our CX operation, our Clients' Customers do not have to wait for our CX executives to deal with data and to load all the details. This improves CX while reducing the average interaction duration.

REDUCE
INTERACTION
DURATION

OUR DIGITAL TOOLS



SAIGE IS OUR INTEGRATED DATA ANALYTICS AND REPORTING PLATFORM, EMBEDDED WITH AI DIGITAL ASSISTANT TOOL, THAT GATHERS DATA FROM EVERY CUSTOMER'S INTERACTIONS AND CAPTURES INTO ONE ANALYTICS PLATFORM FOR ANALYSIS, INTERPRETATION, AND RECOMMENDATIONS FOR IMPROVEMENT.

ANALYTICAL INSIGHTS



SAIGE includes key features such as data visualisation, visual analytics, interactive dashboarding and KPI scorecards. It also provides analytical insights incorporating descriptive analytics, which enable us to forecast future operational performance requirements based on current and historical data.

It is a real-time visualisation dashboard enables our Clients to assess their business performance based on the on-going key performance measures. The dashboards can produce charts that can be customized by various type of performance metrics and date and time stamp to view and assess individual or team performance.

ON-GOING KEY PERFORMANCE MEASURES

KEY MILESTONES

DAYTHREE WAS BORN

Raymond Davadass acquired a telemarketing contact centre services business.



BUSINESS EXPANSION

Expanded into e-commerce & retail and fintech & financial services industry.



MODERNISED APPROACH

1. Restructure and modularised our in-house developed digital tools into DAISY, SAIGE and FAITH.
2. Expanded into travel and hospitality industry providing customer care support services.



2016

2017

2019

2021

2022

2023

LEARNING BEGINS

1. Secured outsourced management services contract in the energy & utilities and telecommunication industry.
2. Strategic partnership with an international GBS services provider.
3. MSC status obtained in February 2017.



DIGITAL TRANSFORMATION

1. Use of AI digital assistant tool such as RPA; and the development of analytical and reporting platforms in our CX operations.
2. Secured a major contract from the energy & utilities industry to provide customer care support services.



INITIAL PUBLIC OFFERING

Daythree Digital Berhad debuted on the ACE Market of Bursa Malaysia Securities Berhad on 26 July 2023.



Daythree Digital Berhad was listed on the ACE Market of Bursa Securities on 26 July 2023.



OUR AWARD MILESTONES

2017 → 2018 →



- **Top 10 APAC Robotic Process Automation Companies** recognised by CIO Advisor APAC



- **Employer of Choice Award** at the Malaysia International HR Awards, awarded by the Malaysian Institute of Human Resource Management (MIHRM)



- **GBS Iskandar Avant-Garde Award**, awarded by i2M Ventures Sdn Bhd (a wholly owned subsidiary of Iskandar Investment Berhad)

2019 →



- **Best Digital Innovation Award**, awarded by CCAM



- **Gold Award of the Contact Centre Asia Pacific Innovations Award 2019**, awarded by CC-APAC



- **Winner Award for Operational Excellence in Contact Centre** at GBS Asia Awards 2019, organised by PIKOM



- **Life at Work Awards**, by Talent Corporation Malaysia Berhad



- **Malaysian Global Digital Icons Award** at Asian-Oceanian Computing Industry Organisation ("ASOCIO") ICT Awards 2019, by PIKOM and ASOCIO

OUR AWARD MILESTONES

2020 → 2021 → 2022 →



- **Winner Award for the Contact Centre Operational Excellence; Winner Award for the Best Practices in Business Process Transformation; Certificate of Merit for Best Practices in Information Technology; and Certificate of Merit for Best Practices in Business Continuity Plan** at GBS Asia Awards 2020, organised by GBS Malaysia and PIKOM



- **Winner Award for the Best Practices in Business Process Transformation** at GBS Asia Awards 2021, organised by GBS Malaysia and PIKOM



- **Gold Award for the Best New Contact Centre Project (Outsourced Inbound); Gold Award for the Best Data Security Practices in a Contact Centre; Silver Award for the Best Use of Data Analytics in a Contact Centre; and Silver Award for the Best Outbound Contact Centre (Outsourced Outbound)**, awarded by CCAM

2023 →



- **Winner Award for the Best Automation Organisation of the Year; Winner Award for the Best Digital GBS Provider of the Year; and Winner Award for the Best Digital Transformation Provider of the Year** at GBS Asia Awards 2022/23, organised by GBS Malaysia and PIKOM



- **Gold Award for Best Digital Innovation Program Best Use of Automation; Silver Award for Best Digital Innovation Program Best Use of Data Analytics; Silver Award for Best Digital Innovation Program Best Use of Digital Workforce; and Silver Award for Best Outsourced Inbound Contact Centre Large** at CCAM 2023 Industry Excellence Night



- **Overall Top Investor Local Company in Digital Global Business Services (GBS)** at Malaysia Digital 2023 Awards Night



- **ASOCIO 2023 Outstanding Tech Company Award** at ASOCIO 2023 ICT Awards, Korea

- **Platinum Award for Technology Innovation and Gold Award for Business Contribution** at CC-APAC Awards 2023

OUR CERTIFICATIONS



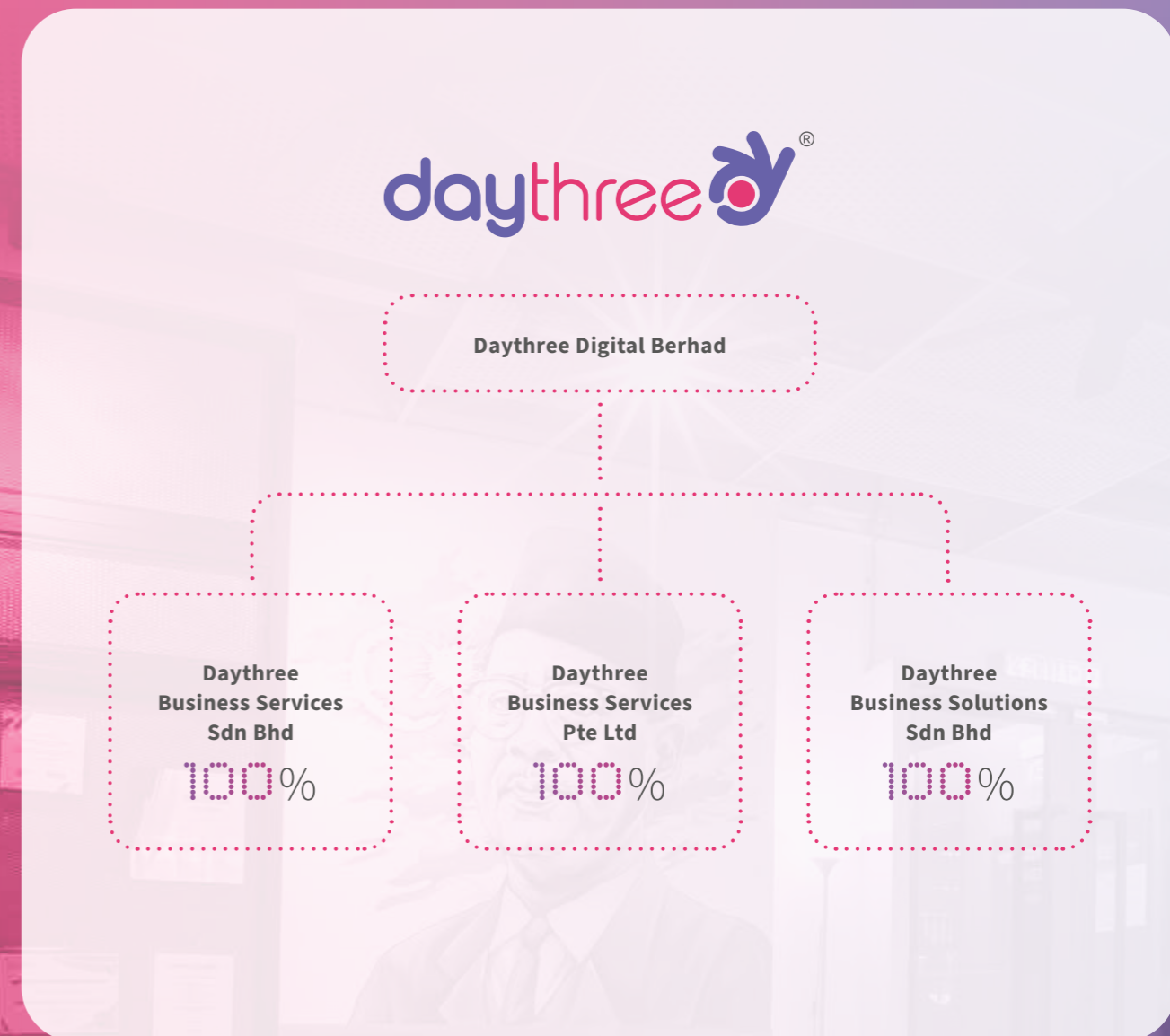
ISO 18295-1:2017

ISO / IEC 27001:2013

ISO 9001:2015

PCI-DSS

GROUP STRUCTURE



CORPORATE INFORMATION

BOARD OF DIRECTORS

Dato' Ting Heng Peng
Independent Non-Executive Chairman

Paul Raymond Raj A/L Davadass
Managing Director

Prabakaran A/L Chilatorai
Executive Director

Gan Jhia Jhia
Non-Independent Non-Executive Director

Syed Izmi Bin Syed Kamarul Bahrin
Non-Independent Non-Executive Director

Azlina Binti Abdullah
Independent Non-Executive Director

Leong Chooi Kuen
Independent Non-Executive Director

Woon Tai Hai
Independent Non-Executive Director

AUDIT AND RISK MANAGEMENT COMMITTEE

Leong Chooi Kuen
Chair

Azlina Binti Abdullah
Member

Woon Tai Hai
Member

NOMINATING COMMITTEE

Azlina Binti Abdullah
Chair

Woon Tai Hai
Member

Syed Izmi Bin Syed Kamarul Bahrin
Member

REMUNERATION COMMITTEE

Woon Tai Hai
Chair

Azlina Binti Abdullah
Member

Gan Jhia Jhia
Member

COMPANY SECRETARIES

Siew Suet Wei (MAICSA 7011254)
202008001690

Lim Yen Teng (LS0010182)
201908000028



CORPORATE INFORMATION



HEAD OFFICE

Level 8, Tower 7,
UOA Business Park
1, Jalan Pengaturcara U1/51A
Seksyen U1
40150 Shah Alam, Selangor
Tel No: +603-5567 2388
Website: www.daythree.com
Email: investorconnect@daythree.co

REGISTERED OFFICE

5-9A, The Boulevard Offices
Mid Valley City
Lingkar Syed Putra
59200 Kuala Lumpur
Tel No: +603-2282 6331
Email: cosec@accoris.my

SHARE REGISTRAR

Tricor Investor & Issuing House
Services Sdn Bhd
Unit 32-01, Level 32, Tower A
Vertical Business Suite, Avenue 3
Bangsar South
8, Jalan Kerinchi
59200 Kuala Lumpur
Tel No: +603-2783 9299
Email: is.enquiry@my.tricorglobal.com

SPONSOR

M & A Securities Sdn Bhd
45 & 47, Levels 3 and 7,
The Boulevard
Mid Valley City
Lingkar Syed Putra
59200 Kuala Lumpur
Tel No: +603-2284 2911

AUDITORS

Baker Tilly Monteiro Heng PLT
(Registration No. 201906000600
(LLP0019411-LCA) & AF 0117)
Baker Tilly Tower
Level 10, Tower 1, Avenue 5
Bangsar South City
59200 Kuala Lumpur
Tel No: +603-2297 1000

STOCK EXCHANGE LISTING

ACE Market of Bursa Malaysia
Securities Berhad
Stock Name: DAY3
Stock Code: 0281





30 Directors' Profile
38 Key Senior Management's Profile



DIRECTORS' PROFILE

DATO' TING HENG PENG

Independent Non-Executive Chairman

Appointment Date

25 August 2022

Number of meetings attended

1/1



Qualification(s)

- Bachelor of Commerce (Hons), University of Windsor, Ontario, Canada
- Bachelor of Laws (Hons), University of Essex, United Kingdom
- Barrister-at-Law, Lincoln's Inn, United Kingdom

Relevant Working Experience

Dato' Ting has over 36 years of corporate and commercial litigation experience since his admission to the Malaysian bar in 1987. He currently serves as the Managing Partner of Messrs Ting Asiah & Co. Additionally, he holds directorial positions at a leading international medical supply manufacturer and distributor and a Malaysia based investment holding company, both listed on the Main Market of Bursa Securities.

Present Directorship(s) in public companies and listed corporations

Listed Entity/Entities:

- Independent Non-Executive Chairman, Daythree Digital Berhad
- Non-Independent Non-Executive Director, Supermax Corporation Berhad
- Independent Non-Executive Director, Mercury Industries Berhad

Other Public Company/Companies:

- None

Membership of Board Committee in Daythree

- Chair**
- None
- Member**
- None

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

No

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

DIRECTORS' PROFILE

PAUL RAYMOND RAJ A/L DAVADASS

Managing Director

Appointment Date

25 August 2022

Number of meetings attended

1/1



Qualification(s)

- Master of Business Administration majoring in Strategy & Planning, Deakin University, Australia
- Fellow member of Certified Practising Accountant Australia
- Member of Malaysian Institute of Accountants

Relevant Working Experience

Paul Raymond Raj A/L Davadass ("Raymond Davadass") is the Managing Director, with expertise in strategic management, focusing on digital transformation strategy and management. He has over 11 years of experience in the Global Business Services industry. Raymond Davadass was Immediate Past President at the Contact Centre Association of Malaysia. Additionally, he serves as the Treasurer of GBS Malaysia's Digital Global Business Services Council and chairs its Research Committee.

Present Directorship(s) in public companies and listed corporations

Listed Entity/Entities:

- Managing Director, Daythree Digital Berhad
- Other Public Company/Companies:**
- None

Membership of Board Committee in Daythree

- Chair**
- None
- Member**
- None

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

Raymond Davadass is deemed to be a major shareholder of Daythree by virtue of his direct shareholdings in Dayspring Capital Sdn Bhd.

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

DIRECTORS' PROFILE

PRABAGARAN A/L CHILATORAI

Executive Director and Executive Vice President, Digital Customer Experience

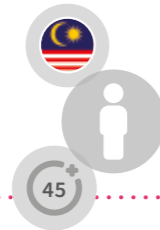


Appointment Date

25 August 2022

Number of meetings attended

1/1



Qualification(s)

- Bachelor of Technology majoring in Aeronautical Engineering, University of West of England Bristol, United Kingdom
- COPC Certified Implementation Leader 6.0

Relevant Working Experience

A COPC Certified Implementation Leader 6.0 with over 21 years of experience in managing Customer Experience Lifecycle business processes, consistently adopts a customer-centric approach, leveraging data and cutting-edge technologies to build brand trust for clients. Formerly the Head of Customer Services, Marketing and Customer Management at Retailer of lifestyle products company.

Present Directorship(s) in public companies and listed corporations

- Listed Entity/Entities:
- Executive Director, Daythree Digital Berhad
- Other Public Company/Companies:
- None

Membership of Board Committee in Daythree

- Chair
- None
- Member
- None

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

No

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

DIRECTORS' PROFILE

GAN JHIA JHIA

Non-Independent Non-Executive Director

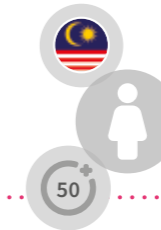


Appointment Date

25 August 2022

Number of meetings attended

1/1



Qualification(s)

- Bachelor of Commerce, University of Western Australia

Relevant Working Experience

Over 28 years of experience in the banking and finance sectors specialising in the structuring of corporate loans and transactions, including business collaboration, joint-venture, sales and leaseback, finance arrangements, and mergers and acquisitions. She currently holds the position of Senior Vice President in Corporate Services Division at Choizen Capital Advisory Sdn Bhd.

Present Directorship(s) in public companies and listed corporations

- Listed Entity/Entities:
- Non-Independent Non-Executive Director, Daythree Digital Berhad
- Other Public Company/Companies:
- Director, Meridian Care Capital Berhad

Membership of Board Committee in Daythree

- Chair
- None
- Member
- Remuneration Committee

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

Gan Jhia Jhia is deemed to be a major shareholder of Daythree by virtue of her direct shareholdings in Thanos Capital Sdn Bhd.

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

DIRECTORS' PROFILE

SYED IZMI BIN SYED KAMARUL BAHRIN

Non-Independent Non-Executive Director

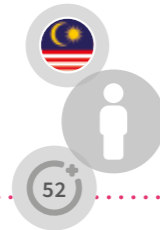


Appointment Date

25 August 2022

Number of meetings attended

1/1



Qualification(s)

- Bachelor of Laws (Hons), University of Exeter, United Kingdom
- Diploma in Accounting and Finance, Association of Chartered Certified Accountants
- Certificate in Legal Practice, Legal Profession Qualifying Board of Malaysia

Relevant Working Experience

Over 29 years of working experience in the area of corporate finance, investment and fund management. He founded Centennial Capital Management and Mekar Capital, where he evaluates investment proposals and undertakes investments in companies involved in the Information and Communications Technology ("ICT") and healthcare sectors. In 2022, he was appointed as an Executive Director of Perbadanan Wakaf Nasional Berhad, an endowment fund and wholly-owned subsidiary of Yayasan Wakaf Malaysia.

Present Directorship(s) in public companies and listed corporations

Listed Entity/Entities:

- Non-Independent Non-Executive Director, Daythree Digital Berhad

Other Public Company/Companies:

- Executive Director, Perbadanan Wakaf Nasional Berhad

Membership of Board Committee in Daythree

Chair

- None

Member

- Nominating Committee

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

No

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

DIRECTORS' PROFILE

AZLINA BINTI ABDULLAH

Independent Non-Executive Director

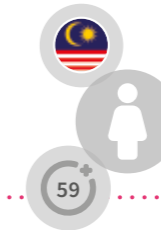


Appointment Date

25 August 2022

Number of meetings attended

1/1



Qualification(s)

- Master in Islamic Finance Practice, International Centre for Education in Islamic Finance University
- Bachelor of Business Administration, Eastern Michigan University, United States

Relevant Working Experience

Over 29 years of working experience in the banking industry, holding various senior management roles, including her last position as General Manager of Guidance Equipment Leasing Sdn Bhd prior to her retirement. There she was responsible for developing and establishing quality equipment-lease relationships with investment grade Malaysia corporations.

Present Directorship(s) in public companies and listed corporations

Listed Entity/Entities:

- Independent Non-Executive Director, Daythree Digital Berhad

Other Public Company/Companies:

- None

Membership of Board Committee in Daythree

Chair

- Nominating Committee

Member

- Audit and Risk Management Committee
- Remuneration Committee

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

No

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

DIRECTORS' PROFILE

LEONG CHOOI KUEN

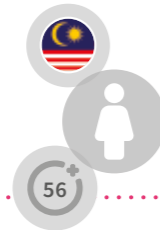
Independent Non-Executive Director

Appointment Date

25 August 2022

Number of meetings attended

1/1



Qualification(s)

- Professional Accounting Examinations, The Malaysian Institute of Certified Public Accountants
- Member of Certified Practising Accountant, Australia
- Member of Malaysian Institute of Accountants

Relevant Working Experience

Over 34 years of working experience in the field of accounting, finance, taxation and auditing. She is currently the General Manager of a large property development and investment company, where she is responsible for corporate tax planning and compliance, treasury, corporate planning, investor relations, internal audit and risk management. She is also a member of Malaysian Institute of Accountants and Certified Practising Accountant (CPA) Australia.

Present Directorship(s) in public companies and listed corporations

Listed Entity/Entities:

- Independent Non-Executive Director, Daythree Digital Berhad

Other Public Company/Companies:

- None

Membership of Board Committee in Daythree

Chair

- Audit and Risk Management Committee

Member

- None

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

No

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

DIRECTORS' PROFILE

WOON TAI HAI

Independent Non-Executive Director

Appointment Date

25 August 2022

Number of meetings attended

1/1



Qualification(s)

- Master of Business Administration, University of Technology, Sydney, Australia
- Bachelor of Science, University of New South Wales, Australia
- Diploma in Accounting and Finance, University of Technology, Sydney, Australia

Relevant Working Experience

Over 41 years of working experience in Information Technology ("IT") and risk management holding various senior management roles, including his last position as Executive Director of leading provider in audit & assurance, tax, advisory and business services & outsourcing where he acted as a Management Consultant to provide strategic advice to senior management in areas of IT related matter.

Present Directorship(s) in public companies and listed corporations

Listed Entity/Entities:

- Independent Non-Executive Director, Daythree Digital Berhad

Other Public Company/Companies:

- Director, Takaful Ikhlas General Berhad

Membership of Board Committee in Daythree

Chair

- Remuneration Committee

Member

- Audit and Risk Management Committee
- Nominating Committee

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

No

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

KEY SENIOR MANAGEMENT'S PROFILE

Tc. CHIEW SIN KWANG

Executive Vice President,
Digital Transformation & Consulting



Appointment Date as Key Senior Management

1 January 2019

Qualification(s)

- Diploma in Agriculture Engineering, University Putra Malaysia
- Advanced RPA Professional Certification, Automation Anywhere University, United States

Relevant Working Experience

Over 29 years of working experience in the field of computing and Information Technology, alongside 12 years of work experience in CX lifecycle management. Strategises and aligns all digital aspirations of the organisation by infusing cutting-edge technology into business processes to provide insights and innovation driven solutions. Previously, served as the Operation Manager and Service Assurance Manager at Asia's top communications group

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

No

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

CHARANJIT KAUR A/P MOHAN SINGH

Executive Vice President,
Digital Marketing & Sales



Appointment Date as Key Senior Management

1 October 2021

Qualification(s)

- Diploma in Business Studies, Politeknik Ungku Omar

Relevant Working Experience

Over 21 years of working experience in the GBS industry, managing strategic client partnerships and responsible for overall operational excellence for delivery of Revenue Generation business process services. Formerly held the role of an Account Director at Malaysia's leading outsourced contact centre service provider. Extensive experience in driving revenue growth with an 'insights based & outcome driven' approach.

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

No

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

KEY SENIOR MANAGEMENT'S PROFILE

CALLIE TAN POH CHOO

Financial Controller



Appointment Date as Key Senior Management

1 June 2022

Qualification(s)

- Bachelor of Accountancy (Hons), Universiti Utara Malaysia
- Member of Association of Chartered Certified Accountants
- Member of Malaysian Institute of Accountants
- Member of ASEAN Chartered Professional Accountant

Relevant Working Experience

With over 16 years of professional experience in accounting, responsible to manage and oversee financial operations. Began in 2007 as an Audit Associate at one of the world's leading professional services firms, then transitioned to a multinational corporation's finance shared service hub as a Management Accountant. Formerly, the Head of Department, Group Finance and Accounts, at a corporate finance advisory company.

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

No

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

SIVANESH MOHAN

Director,
Corporate Strategy



Appointment Date as Key Senior Management

1 March 2024

Qualification(s)

- Bachelor of Science (Hons) in Applied Accounting, Oxford Brookes University
- Member of Association of Chartered Certified Accountants
- Certified Accounting Technician of Association of Chartered Certified Accountants

Relevant Working Experience

Over a decade of experience in corporate finance, strategy, business development and consultancy from various organisations. With a background rooted in chartered accountancy, he ascended to the role of an Audit Manager at one of the world's leading professional services firms, steering financial audit and corporate advisory initiatives across a spectrum of industries such as Technology, Telecommunications, Financial Services and Automotive.

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

No

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

KEY SENIOR MANAGEMENT'S PROFILE

CHAN GUAN LI

Director,
Sales & Growth Initiatives



Appointment date as Key Senior Management

1 March 2024

Qualification(s)

- Diploma in Business Administration, Association of Business Executives
- Regent School of Economics, Stamford College

Relevant Working Experience

With over 20 years of sales and account management experience, Mr Chan has achieved substantial business growth, especially within the dynamic APAC outsourcing industry. Formerly the Chief Commercial Officer of a global GBS organisation, Mr Chan brings expertise in crafting compelling value propositions to expand the organisation APAC footprint.

Any Family Relationship with Any Director and/or Major Shareholder of Daythree

No

Any Conflict of Interest or Potential Conflict of Interest

No

Any Convictions for Offences within the Past 5 Years

No

Any Public Sanction or Penalty Imposed by the Relevant Regulatory Bodies during the Financial Year

No

