

HOLIDAY TOURS 

**SUSTAINABILITY
REPORT
2025**



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FOREWORD FROM THE CHAIRMAN DATO' LOY TEIK NGAN



“ As we navigate the currents of progress, let our commitment to sustainability chart a course toward a future where conscience and prosperity sail as one. ”

Executive Chairman
Dato' Loy Teik Ngan

HOLIDAY TOURS 



50 Years of Trust. A Future Built Green.

As we move through 2026, we carry the pride of a milestone: 50 years as Malaysia's trusted name in travel. Our Golden Anniversary was not merely a celebration of longevity. It was a reaffirmation of what we stand for. Businesses today are measured not only by performance, but by their impact on people, communities, and the environment. At Holiday Tours, that belief has guided us since our founding, and it guides us still, now with renewed purpose as we step into our next 50 years.

This report reflects our continued commitment to environmental stewardship, social responsibility, and strong governance. Reaching 50 affirmed something we have always believed: trust is built slowly, and sustained through action. If you trust us to take you somewhere extraordinary, trust us also to do it responsibly, for the destinations we visit, the communities we touch, and the planet we share.

We are proud of the progress documented in these pages, and we recognise that sustainability is an ongoing commitment. We remain dedicated to creating long-term value for our clients, our people, our partners, and the communities we serve.



MESSAGE FROM OUR LEADERS

Growing Greener at 50 and Beyond

2025 carried double significance for Holiday Tours. It marked our 50th anniversary and a year of meaningful progress as we grew our business while deepening our commitment to sustainability and responsible tourism. As Malaysia's trusted travel name for five decades, we knew the next chapter must be defined not just by growth, but by growth done right.

Our Environment

We made encouraging progress in energy efficiency, contributing to lower electricity consumption and reduced Scope 2 emissions. Moving forward to a greener us isn't just a statement. It is the natural evolution of a brand built on trust. At the same time, the recovery of travel activity increased Scope 3 emissions, reinforcing the importance of balancing growth with long-term environmental responsibility, a tension we will continue to navigate with transparency.

Our People

We expanded our workforce by 16% and continued investing in our people through learning opportunities and stronger career mobility. At 50, a company is only as enduring as the people who carry it forward, and we are proud of the team taking Holiday Tours into its next era.

Looking Ahead

Half a century of trust is a foundation, not a finish line. We remain committed to transparency, continuous improvement, and embedding sustainability more deeply into everything we do. Malaysia trusted us with their journeys for 50 years. We intend to honour that trust for 50 more.



Executive Vice President
Khor Chew Hong



Executive Vice President
Amy Lee Chong Ying

ORGANISATION CHART

The Senior Leadership Team (SLT), led by the Executive Chairman, holds overall accountability for the company's economic, environmental and social performance. The SLT sets corporate policy, oversees sustainability risk and approves this report. Sustainability implementation is delegated to the Sustainability Team and cross-functional departments.



DATO' LOY TEIK NGAN
EXECUTIVE CHAIRMAN



KHOR CHEW HONG
EXECUTIVE VICE PRESIDENT
CONSUMER TRAVEL, OPERATIONS,
PARTNERSHIP & MARKETING



AMY LEE CHONG YIN
EXECUTIVE VICE PRESIDENT
FINANCE, CORPORATE SALES,
MICE, PEOPLE & CULTURE



JACQUELINE LOH
VICE PRESIDENT
CORPORATE OPERATIONS



JASTON NG
VICE PRESIDENT
EXPERIENTIAL PRODUCT,
EVENT & PARTNERSHIP



STEPHANIE TAN
VICE PRESIDENT
FINANCE



JENNIFER KHAW
VICE PRESIDENT
PEOPLE & CULTURE



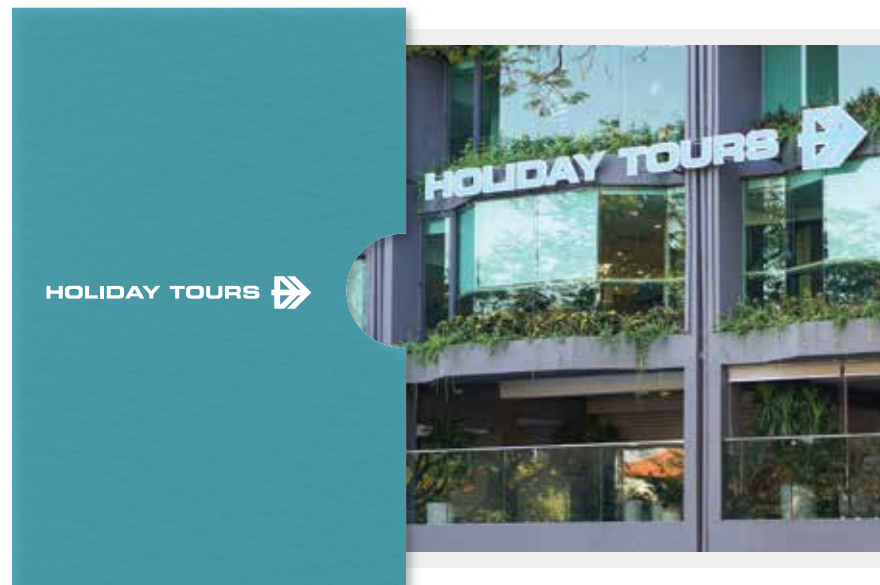
LIM SHIN YING
VICE PRESIDENT
MARKETING



LISON TAN
VICE PRESIDENT
BUSINESS INTELLIGENCE,
PROJECT MANAGEMENT &
OPTIMIZATION



ABOUT HOLIDAY TOURS



Operational Footprint

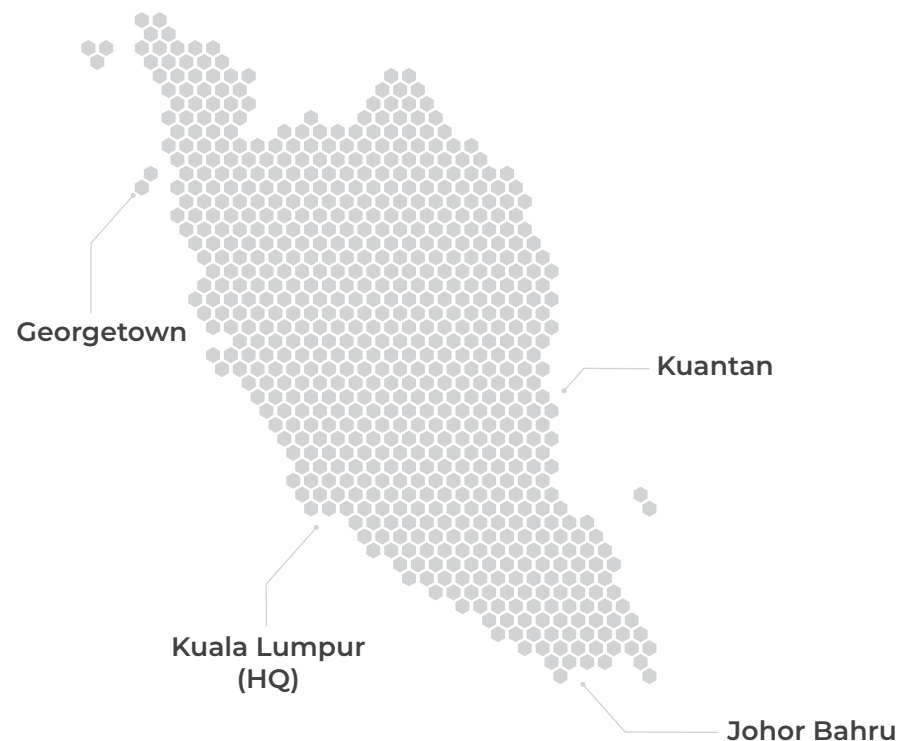
Holiday Tours & Travel (HTT) is a Malaysia-incorporated travel management company with five decades of operating history. We maintain offices in Kuala Lumpur, Penang, Kuantan, Johor Bahru, Sabah and Sarawak, serving corporate and leisure clients across Peninsular Malaysia.

Services

HTT provides end-to-end travel management solutions across air ticketing, hotel reservations, corporate account management, after-hours support, traveller security, meet-and-greet, passport and visa services, ticket tracking, consulting as well as meetings, incentives, conferences and exhibitions (MICE).

Financial Overview

Metric	2023	2024	2025
Revenue (RM million)	452	486	667
Total Employees	227	247	287
Offices (Malaysia)	4	4	4



SUSTAINABILITY FRAMEWORK



OUR VISION

To become Southeast Asia's leading experiential travel brand, committed to sustainable growth.

OUR MISSION

To inspire life through meaningful, responsible travel experiences that care for people and the planet.



CORE VALUES



**DELIVER
WOW**

We deliver exceptional service with purpose, creating meaningful experiences while remaining mindful of our environmental and social impacts.



**EMBRACE
CHANGE**

We continuously improve how we operate, leveraging digital tools and new ideas to enhance efficiency and reduce resource use.



**BE
RELIABLE**

We build trust through transparency, accountability and ethical conduct in every decision we make.



**ALWAYS
GROW**

We nurture talent, encourage learning and empower our teams to contribute to sustainable progress.



**STAY
HUMBLE**

We treat everyone with respect and collaborate thoughtfully with partners, communities and clients.



SUSTAINABILITY REPORTING



SCOPE & BOUNDARIES

This Sustainability Report 2025 covers HTT ESG performance from 1 January to 31 December 2025. The report covers core operations in Malaysia (Kuala Lumpur, Penang, Kuantan and Johor Bahru). Disclosures reflect activities under our operational control unless otherwise stated.



REPORTING FRAMEWORK

This report has been prepared with reference to the GRI Standards 2021, applying GRI 1: Foundation 2021. No GRI Sector Standard is currently applicable to the travel services industry. The report is published annually and covers governance structure, material topics, management approach and performance indicators across ESG dimensions.

This report has not been externally assured. We will continue to assess external assurance feasibility as our reporting framework matures.



SUSTAINABILITY GOVERNANCE

The SLT holds ultimate accountability for ESG performance and approved this report prior to publication. A dedicated Sustainability Team and cross-functional departments manage data integrity, implementation and monitoring. Sustainability risks are reviewed at SLT level as part of regular business management.



STAKEHOLDER ENGAGEMENT

HTT regularly engages with employees, shareholders, clients, suppliers and community partners to identify and address key sustainability priorities. Engagement is conducted through structured discussions, town halls, digital platforms and feedback channels to ensure alignment between business objectives and stakeholder expectations. Detailed engagement approaches are described in the Social section of this report.

Contact

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Forward-Looking Statements

This report may contain forward-looking statements. Actual outcomes may differ due to operational, regulatory or market developments. HTT assumes no obligation to update such statements unless required by law.



MATERIALITY ASSESSMENT

With reference to GRI 3: Material Topics 2021 (GRI 3-1 and 3-2), HTT identifies and prioritises sustainability topics through internal reviews, stakeholder discussions, industry benchmarking and regulatory consideration. Topics are assessed on their actual and potential impacts on the economy, environment, and people, including human rights.

MATERIAL TOPICS



ENVIRONMENTAL

- Digitalisation and Innovation Practices
- Resource Management
- Climate Change Adaptation
- Emission Management
- Responsible Sourcing of Services and Products

SOCIAL

- Employee Welfare
- Diversity and Inclusion
- Talent Development
- Community Engagement

GOVERNANCE

- Customer Relationship Management
- Data Privacy and Cybersecurity
- Transparency and Communication
- Management Independence
- Code of Conduct and Compliance

INSIGHT

Stakeholders highlighted transparency, employee well-being, digitalisation and climate resilience as key priorities. Data privacy and cybersecurity emerged as a growing concern given the Company's CRM and online platform footprint. Responsible sourcing and supplier ESG compliance were flagged by corporate clients as increasingly important. Business continuity planning was reinforced as essential, particularly in the context of post-pandemic operational recovery.

KEY TOPIC AREAS



ENVIRONMENTAL

Leveraging technology to enhance efficiency, reduce environmental impact and improve service quality.

Focus: Digitalisation & Resource Efficiency



SOCIAL

Building trust through inclusive practices, employee welfare, community engagement and transparent communication.

Focus: People & Stakeholder Management



GOVERNANCE

Strengthening organisational resilience to safeguard operations, data and stakeholder trust during crises.

Focus: Business Continuity & Ethics

ENVIRONMENTAL

Management Approach (GRI 3-3)

As an office-based travel services company, HTT's principal environmental impacts are electricity consumption (Scope 2 GHG) and business-related air travel (Scope 3 GHG). HTT has no material Scope 1 emissions under its operational control, as the Company does not operate company-owned vehicles or fuel-burning equipment. Environmental oversight is managed by the Operations and Facilities teams under SLT direction. Key risks include rising energy costs, regulatory requirements around emissions disclosure and reputational risk associated with the carbon intensity of air travel.

HTT continues to strengthen its sustainability efforts through digitalisation across our operations. By reducing paper-based processes and integrating cloud-based collaboration tools, e-signatures, and digital onboarding, we enhance operational efficiency while lowering our environmental footprint.

DAY-TO-DAY OPERATIONS

We utilise TalentCloud to streamline internal record-keeping, reporting, training and onboarding processes. Microsoft Teams and SharePoint support virtual collaboration and efficient document sharing across the organisation.

SUPPLY CHAIN

We leverage data analytics and digital tools to optimise resource utilisation across our supply chain, supporting operational efficiency while reducing environmental impact.

MARKETING

Digital platforms remain central to our marketing approach. Initiatives such as our proprietary queue system and online travel talks during MATTA Fair, alongside social media and digital campaigns, reduce reliance on physical materials and lower carbon-intensive activities.

WEBSITE & CRM

Our online enquiry form, online booking platforms, e-receipts and digital CRM systems enhance customer experience while minimising paper and in-person visits. These systems support personalised engagement, operational efficiency and more sustainable client interactions.



RESOURCE MANAGEMENT

Energy (GRI 302)



Electricity is HTT's sole source of energy consumption, used for lighting, air conditioning and digital infrastructure. In 2025, total electricity consumption was 273,586 kWh, a decrease of 3.3% from 283,026 kWh in 2024 (2023: 275,577 kWh). On an intensity basis, energy use improved 18.1% to 91.55 kWh/m², reflecting LED lighting upgrades, air-conditioning schedule optimisation and increased work-from-home flexibility. HTT is actively assessing renewable energy procurement options as part of its 2030 target to transition to 100% renewable electricity.

Water (GRI 303)



HTT sources water entirely from the municipal supply for sanitation and pantry use. Water consumption in 2024 was 2,169 m³ (2023: 2,482 m³), a 12.6% reduction reflecting improved conservation practices. (2025: 1838.15 m³) All wastewater is discharged through licensed municipal sewage infrastructure in compliance with local environmental regulations.

Waste Management (GRI 306)



HTT generated an estimated 0.54 tonnes of e-waste during the reporting period, primarily from IT equipment (monitors, laptops and thin clients). Of this, approximately 93–95% was diverted from disposal through recycling and recovery by DOE-licensed contractors in compliance with Malaysian Scheduled Waste (SW110) requirements. The remaining 5–7% was directed to approved disposal methods. We also conducted an employee e-waste campaign to encourage the responsible disposal of personal electronic devices alongside corporate assets. Additional office waste (paper, cardboard) is managed through recycling facilities in all offices. Formal measurement of general office waste volumes will be developed in future reporting cycles, in line with our 2030 target to reduce total waste by 80%.

EMISSIONS MANAGEMENT (GRI 305)

HTT quantifies GHG emissions in alignment with the GHG Protocol Corporate Standard across Scope 2 and Scope 3:

Emissions Category	2023 (tCO ₂ e)	2024 (tCO ₂ e)	2025 (tCO ₂ e)	Metric
*Scope 1 (Direct)	0	0	0	No combustion sources under operational control
Scope 2 (Electricity)	204	209	202	↓9% vs 2024; reflects reduced energy consumption
Scope 3 (Air Travel)	62,862	63,401	86,101	↑36% vs 2024; reflects recovery in business travel volumes
Total GHG Emissions	63,066	63,610	86,303	Scope 3 is 99.8% of total footprint

The significant increase in Scope 3 emissions in 2025 reflects the continued normalisation of corporate travel volumes following the COVID-19 pandemic. As a travel management company, HTT's Scope 3 profile is inherently linked to the scale of travel it facilitates on behalf of clients. HTT is evaluating the promotion of lower-emission travel alternatives (e.g., train and virtual meeting substitution for short-haul trips) as part of responsible tourism advocacy. A formal reduction target of 30% in Scope 2 and Scope 3 emissions by 2030 (2023 base year) has been established.

ESG Risk Disclosure — Environmental

Key Environmental Risks

- Climate regulatory risk: Malaysia's alignment with net-zero goals may introduce carbon reporting obligations or levies relevant to business travel — HTT is monitoring regulatory developments.
- Reputational risk: Increasing client scrutiny of the carbon intensity of travel management services may affect corporate tender requirements.
- Energy cost risk: Rising electricity tariffs may increase operating costs; renewable energy procurement is being explored as a mitigation measure.
- Physical climate risk: Extreme weather events may disrupt travel operations; addressed through the Business Continuity Plan.

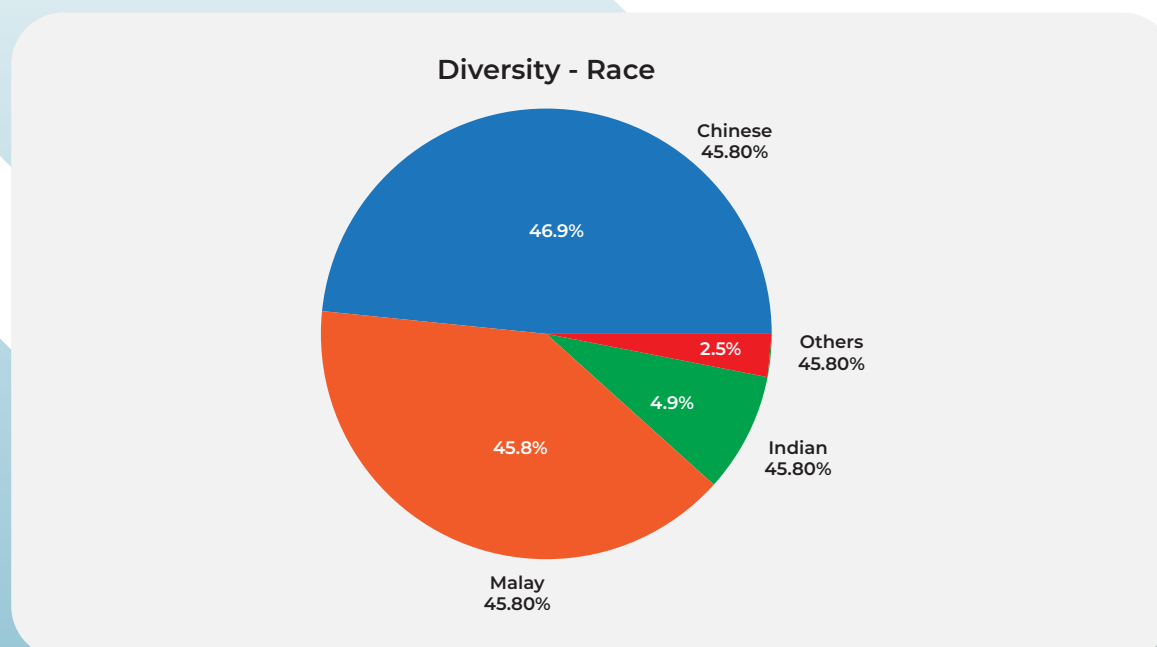
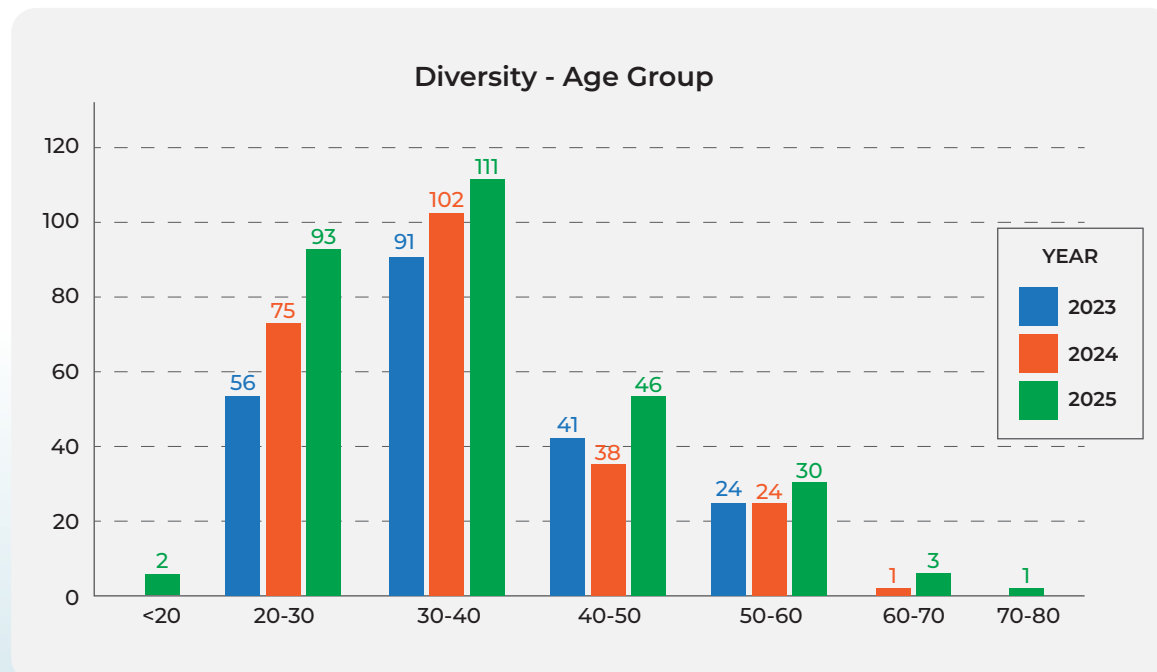
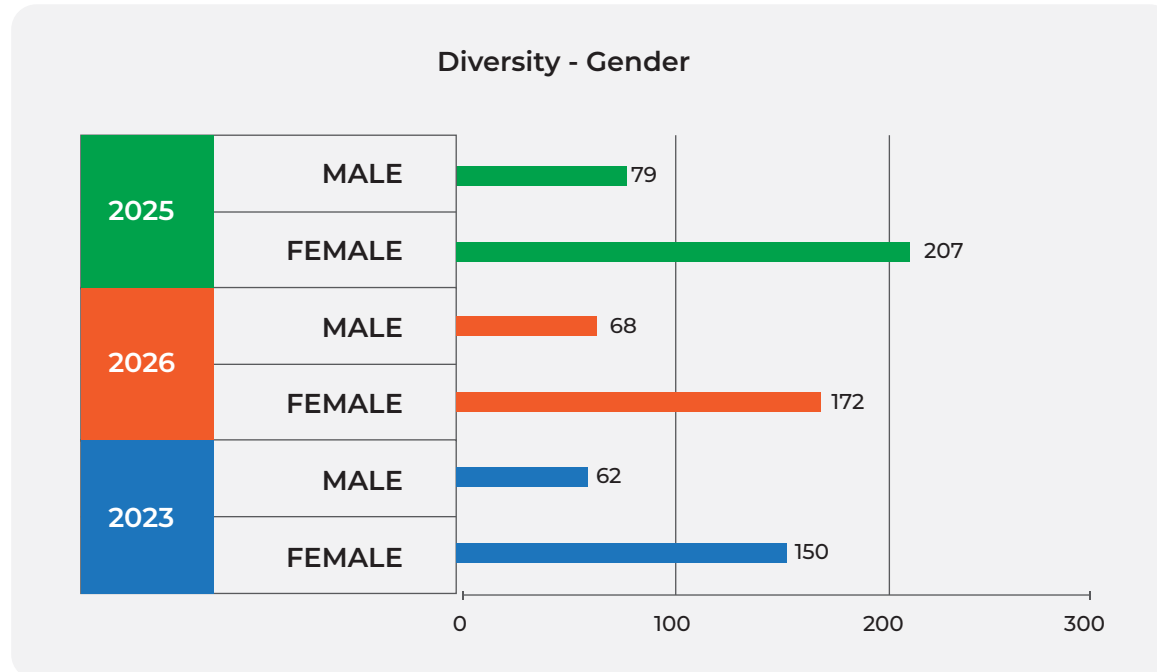
**Scope 1 figure covers combustion sources only (confirmed zero). Fugitive HFC emissions from office air-conditioning are not yet measured and are assessed as immaterial. Refrigerant tracking will be established in future reporting cycles.*



SOCIAL

Diversity, Equity and Inclusion (GRI 405)

HTT is committed to an equitable workplace where recruitment, remuneration and advancement are merit-based. All employees are Malaysian nationals. Workforce gender representation has remained consistently female majority across all reporting years, with 72.38% female employees in 2025. No confirmed incidents of discrimination were recorded during the reporting period.



Workforce Composition (GRI 2-7, 2-8)

Direct Employees - 31 December 2025

Employment Type	Male	Female	Total
Permanent	79	205	284
Temporary / Contract	0	3	3
Total	79	208	287

Non-Direct Workers under Operational Control (GRI 2-8)

Category	Male	Female	Role
Outsourced / Agency	3	3	Cleaning, security, and facility maintenance
Independent Contractors	5	0	IT support, air-conditioning, and event logistics
Vendor Personnel (On-Site)	3	0	Cafeteria, courier, and office support
Total	11	3	14 workers

Human Rights and Responsible Employment (GRI 408, 409)

HTT is committed to upholding fundamental human rights across our operations and business relationships. We strictly prohibit child labour, forced labour, bonded labour and any form of human trafficking. All employees are legally verified and formally employed in accordance with Malaysian labour regulations. These expectations are reinforced through our Code of Ethics and Conduct, which guides employee conduct and ethical business practices.

During the reporting period, no incidents of child labour or forced labour were identified. HTT remains committed to continuously monitoring and strengthening its practices to ensure responsible and ethical business conduct.



Grievance Mechanism (GRI 2-26)

Employees may raise workplace or conduct-related concerns directly with the People & Culture Department through established internal communication channels. All matters are reviewed confidentially and addressed in accordance with company policy. HTT maintains a strict zero-tolerance approach to retaliation against any employee who raises a concern in good faith.

Employee Well-Being (GRI 401)

HTT supports employee well-being through fair employment practices, flexible working arrangements where operationally appropriate, and benefits that extend beyond statutory requirements.

Confirmed employees are eligible for the Travee Flexi-Benefits Programme, which provides a personalised allowance covering medical expenses (including dependants), dental and optical care, fitness memberships, health screenings, psychotherapy or coaching, travel-related expenses and pet medical care.

HTT also provides statutory contributions (EPF, SOCSO, EIS), insurance coverage (group hospitalisation and surgery, personal accident and group term life) for applicable job grades, and operational allowances including mobile, parking, shift and event-related compensation. The company complies with Malaysian labour regulations on parental leave, including maternity, paternity and compassionate leave. During the reporting period, all employees who took parental leave returned to work and remained employed.

Occupational Health and Safety (GRI 403)

HTT is committed to maintaining a safe and healthy workplace appropriate to our office-based operations. Workplace safety is managed through internal policies, supervisory oversight and employee awareness initiatives. Employees have access to medical support and are encouraged to report workplace hazards through established internal channels. No major work-related injuries or fatalities were recorded during the reporting period.

Freedom of Association (GRI 407)

HTT respects employees' rights to freedom of association and collective bargaining under Malaysian legislation. No incidents of restriction were identified during the reporting period. The Supplier Code of Conduct reinforces these expectations with external parties.

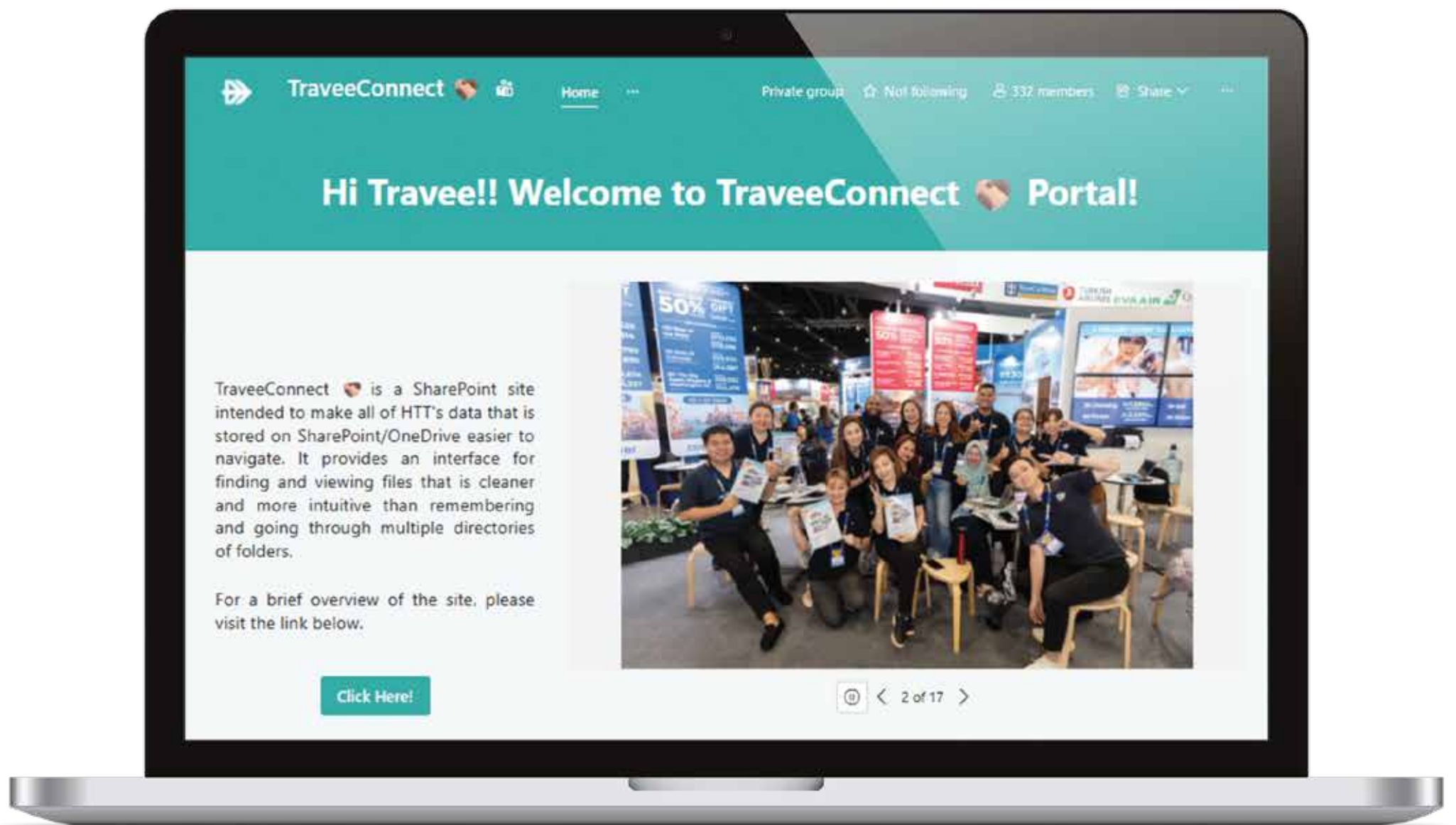


Stakeholder Engagement (GRI 2-29)

Employee Engagement

HTT engages employees through town halls, internal discussions, feedback sessions and digital platforms. The TraveeConnect Portal, managed by the People & Culture Department, serves as a centralised platform where employees can access company policies, updates and organisational resources, supporting transparent communication and stronger engagement.

Recognition and incentive programmes reinforce HTT's core values through structured peer recognition within the Talentcloud platform (PRAISE module). Employees are encouraged to recognise peers who exemplify our values — WOW, Change, Grow, Reliable and Humble.

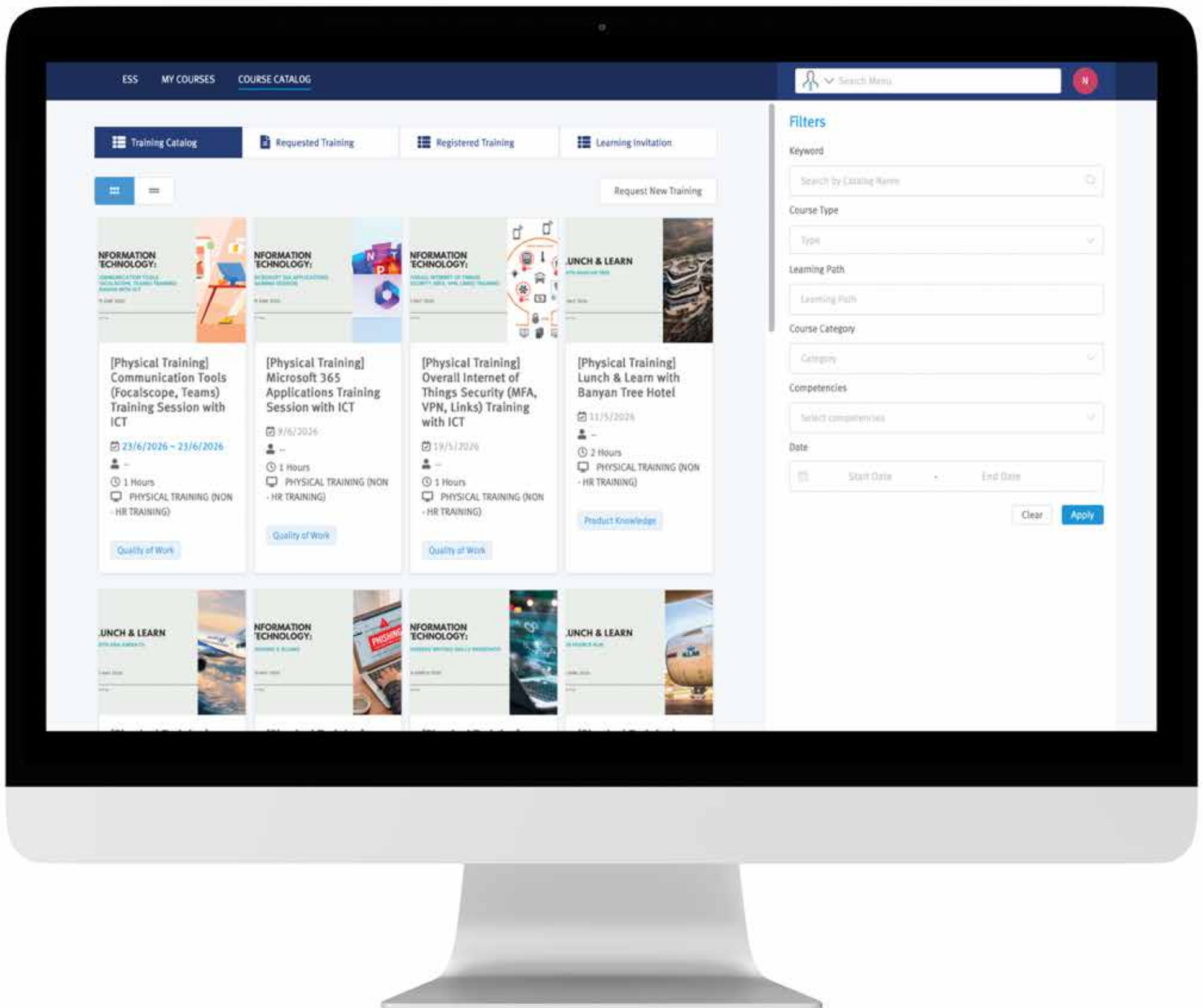


Performance Management

HTT utilises Talentcloud for structured performance management, facilitating performance appraisals, confirmation reviews and goal-setting processes to ensure alignment between individual contributions and organisational objectives.

Training and Development (GRI 404)

HTT is committed to building a skilled and future-ready workforce through continuous learning and development. Training is delivered through both in-person programmes and the TalentCloud E-Learning platform. In 2025, HTT developed and launched 87 e-learning modules across various categories, including airlines, hotels, destinations, cruises, systems, travel partners, and People & Culture. Complementing these digital learning resources, physical training programmes are conducted in areas such as leadership, customer excellence, and service excellence to support employee growth and organizational success.



Training and Development (GRI 404)

In 2025, average training hours per employee increased significantly to 110.96 hours (2024: 16.65 hours; 2023: 5.29 hours). This increase reflects the full-year roll-out and mandatory completion of e-learning modules across all employees for the first time — expanding scope from selective classroom delivery to organisation-wide e-learning participation. The 2024 figure of 16.65 hours covered instructor-led and leadership programmes only.

KPI	2023	2024	2025	Remarks
Avg. Training Hours / Employee	5.29	16.65	110.96	2025: full e-learning roll-out (all employees)
Training Participation Rate (%)	19.55%	99.60%	98.99%	
Training Completion Rate (%)	77%	78%	Ongoing	
NPS Score (Training)	N/A	N/A	80	Baseline established 2025
Training Satisfaction Score (5)	N/A	N/A	4.54	Baseline established 2025

Talent Development and Career Progression

KPI	2023	2024	2025	Remarks
Internal Promotion Rate (%)	N/A	47.62%	43.81%	
Internal Hire Rate (%)	N/A	3.17%	12.38%	↑ vs prior year
Employee Career Mobility Rate (%)	N/A	19.92%	24.65%	↑ vs prior year
Leadership Positions Filled Internally (%)	N/A	46.67%	50.00%	



Community Engagement (GRI 413)

HTT's operations are primarily office-based and do not involve activities such as construction, land use or resource extraction that directly affect local communities. Nevertheless, HTT remains committed to contributing positively to the communities in which it operates through three key initiatives during the reporting period:

Tree Planting

During the reporting period, the group planted 240 mangrove trees at Taman Rekreasi Paya Bakau Kampung Sijangkang as part of its environmental conservation efforts. Mangroves are recognised as effective natural carbon sinks that contribute to long-term carbon sequestration and coastal ecosystem restoration.

Based on conservative estimates and expected survival rates, this initiative is projected to sequester approximately 2.5 to 5.0 tCO₂e per year over the medium term. While the contribution is not material to the organisation's current emissions profile, it supports broader environmental sustainability efforts and ongoing community stewardship.



Corporate Social Responsibility Donations

HTT contributed RM90,000 in monetary donations to four welfare homes — RM20,000 each to Ti-Ratana and Shelter Home for Children, and RM25,000 each to Amitabha and Rumah Kasih — alongside in-kind donations delivered to Rumah Kids (Subang Jaya), as part of our commitment to supporting vulnerable communities.



E-Waste Recycling Campaign

HTT organised an e-waste collection campaign encouraging employees to responsibly dispose of recyclable materials and electronic waste. Approximately 0.54 tonnes of e-waste was collected, primarily from IT equipment (monitors, laptops and thin clients). Of this, 93–95% was diverted from disposal through recycling and recovery by DOE-licensed contractors in compliance with Malaysian Scheduled Waste (SW110) requirements. The remaining 5–7% was directed to approved disposal methods.



Membership Associations (GRI 2-28)

HTT is an active member of the Malaysian Association of Tour and Travel Agents (MATTA), which promotes sustainability and responsible tourism across Malaysia. In 2024, MATTA strengthened its ESG agenda through the MESTI Framework, supporting members with tools and guidance to integrate sustainable practices into daily operations. As MATTA aligns with Global Sustainable Tourism Council (GSTC) standards, HTT benefits from globally recognised sustainability principles. HTT also complies with Ministry of Tourism, Arts and Culture (MOTAC) licensing requirements.



Supplier ESG Compliance

HTT expects all suppliers and business partners to uphold responsible business practices consistently with our Supplier Code of Conduct. The Code sets minimum standards on labour rights, anti-corruption, environmental compliance, and data protection. As an initial baseline, HTT has begun mapping its supplier base to identify those requiring formal ESG assessment.

Supplier ESG Indicator	2023	2024	2025
Suppliers signed Supplier Code of Conduct (%)	Baseline in progress	N/A	N/A
Suppliers completed sustainability due diligence (%)	Baseline in progress	N/A	N/A

Note: Target: >90% of suppliers to sign the Supplier Code of Conduct and complete due diligence assessment by 2030.



GOVERNANCE

Business Continuity Plan

Effective governance ensures clear decision-making, accountability and risk management during crises, enabling HTT to minimise disruption and protect stakeholders. HTT's Business Continuity Plan (BCP) is designed to manage emergencies and disruptions while prioritising safety, sustainability and operational resilience. It ensures the protection of employees, clients and communities during crises such as natural disasters, pandemics, IT failures and other disruptions, including proactive safety protocols, health support measures and coordination with relevant authorities.

The BCP outlines eight potential disruption scenarios, including fire incidents, epidemics, IT failures and sudden surges in demand. Annual emergency preparedness drills and regular IT system testing are conducted to strengthen organisational readiness.

ESG Risk Disclosure — Governance

Key Governance & Social Risks

- **Data privacy and cybersecurity:** As a holder of client travel and payment data, HTT faces risk from data breaches. Mitigation includes access controls, security training and compliance with PDPA (Malaysia).
Regulatory compliance: Evolving ESG disclosure requirements (Bursa Malaysia, GRI) require ongoing investment in data systems and reporting capabilities.
- **Reputational risk:** Conduct of suppliers or partners that conflicts with our Code of Conduct may expose HTT to reputational harm. Addressed through Supplier Code of Conduct and vendor screening.
- **Talent retention:** A high proportion of female employees in a competitive labour market creates risk of attrition. Addressed through Flexi-Benefits, recognition programmes and career development.



Code of Ethics and Conduct (GRI 205, 206, 2-23)

HTT's Code of Ethics and Conduct sets standards of integrity, accountability and lawful conduct. It reinforces zero tolerance for bribery and corruption (MACC Act 2009), promotes fair competition, protects confidential information and mandates responsible use of company assets. No legal actions for anti-competitive behaviour were brought against HTT during the reporting period.

The Code Covers:

Anti-corruption and anti-bribery — MACC Act 2009 compliance; prohibition of all corrupt conduct.

Fair competition — prohibition of anti-competitive practices; respectful engagement with all counterparties.

Data integrity and information security — need-to-know access controls; adherence to HTT's Security Programme.

Protection of company assets — responsible use of physical and intellectual property.

Reporting of violations — employees encouraged to report concerns to People & Culture; no retaliation.

Environmental responsibility — environmental considerations integrated into business decisions.



APPENDICES

SUSTAINABILITY PERFORMANCE
GRI CONTENT INDEX

APPENDICES

Appendix A – Sustainability Performance Targets

PEOPLE — STAKEHOLDER MANAGEMENT	
Focus Area	Target
Employee Culture	100% of employees complete annual career conversation by 2030.
Employee Engagement	Meet or exceed prior year average NPS score annually.
Diversity & Equality	Attract more diverse candidates; track diversity KPIs annually.
Human Trafficking Awareness	100% of employees complete annual awareness training by 2030.

ENVIROMENT	
Focus Area	Target
Energy & Emissions Reduction	Reduce Scope 2 and Scope 3 GHG emissions by 30% by 2030 (base year: 2023).
Renewable Energy	Transition to 100% renewable electricity by 2030.
Waste Reduction	Reduce total waste by 80% by 2030; eliminate 100% of single-use plastics by 2030.
Environmental Awareness	Establish and track employee environmental engagement baseline.

GOVERNANCE, ETHICS & COMPLIANCE	
Focus Area	Target
Supplier Compliance	>90% of suppliers sign Supplier Code of Conduct; >90% complete ESG due diligence by 2030.
Sustainable Procurement	100% of sourcing team participate in sustainable procurement training.
Ethics Training	100% of employees complete Code of Ethics and Conduct training by 2030.
IT & Data Protection	100% of employees complete information security and data privacy training.



Appendix A – Sustainability Performance Targets

Target	Commitment	2025 Status	Assessment
Scope 2 & 3 reduction (-30% by 2030, base 2023)	Emissions reduction target	Scope 2: ↓7% vs base. Scope 3: ↑37% vs base.	Behind target — action plan needed
Renewable energy (100% by 2030)	Energy sourcing	Conventional grid. Assessment ongoing.	In progress
Supplier Code of Conduct (>90% by 2030)	Supplier ESG	Baseline mapping in progress.	Early stage
Training completion (100% by 2030)	Ethics training	Completion rate tracking to be established.	In progress

Appendix B – Key Performance Indicators

PEOPLE			
Indicator	2023	2024	2025
Number of Employees	227	247	287
Avg. Training Hours Per Employee	5.29	16.65	110.96*
Training Participation Rate (%)	19.55%	99.60%	98.99%
Training Completion Rate (%)	77%	78%	Ongoing
Women at All Levels (%)	70.75%	71.67%	72.38%
Women in Management (%)	14.15%	12.08%	13.99%
Women in Senior Management (%)	50.00%	50.00%	50.00%
Women on Board (%)	66.66%	66.66%	66.66%

ENVIROMENTAL			
Indicator	2023	2024	2025
Energy consumption (kWh)	275,577	283,026	273,586
Water consumption (m ³)	2,482	2,169	1,838.15
E-waste generated (tonnes)	N/A	N/A	0.54
E-waste recycled / diverted (%)	N/A	N/A	93–95%
Absolute Emissions (Reference)			
Scope 1 GHG emissions (tCO ₂ e)	0	0	0
Scope 2 GHG emissions (tCO ₂ e)	204	209	202
Scope 3 GHG emissions (tCO ₂ e)	62,862	63,401	86,101 **
Scope 3 GHG emissions (tCO ₂ e)	63,066	63,610	86,303
Business Denominators			
Revenue (RM)	452m	486m	667m
Total employees (FTE)	227	247	287
Offices (count)	4	4	4
Floor area (m ²)	2,532.08	2,532.08	2,988.22
Operational Intensity (Scope 1+2)			
Energy intensity (kWh / m ²)	108.83	111.78	91.55
Scope 1+2 intensity — per floor area (kgCO ₂ e / m ²)	80.54	82.71	67.75
Scope 1+2 intensity — per FTE (tCO ₂ e / FTE)	0.90	0.85	0.70
Scope 1+2 intensity — per revenue (tCO ₂ e / RM)	0.45m	0.43m	0.30m
Value Chain Intensity (Scope 3)			
Scope 3 intensity — per FTE (tCO ₂ e / FTE)	276.93	256.68	300.00
Scope 3 intensity — per revenue (tCO ₂ e / RM)	139.07m	130.45m	129.09m
Total Intensity (Scope 1+2+3)			
Total intensity — per FTE (tCO ₂ e / FTE)	277.82	257.53	300.71
Total intensity — per revenue (tCO ₂ e / RM)	139.53m	130.88m	129.39m

** Scope 3 increase reflects recovery of corporate travel volumes post-pandemic. Reduction strategies are under evaluation.



GOVERNANCE, ETHICS & COMPLIANCE			
Indicator	2023	2024	2025
Code of Ethics Training Completion (%)	N/A	N/A	N/A — tracking to be established
Data Privacy Training Completion (%)	N/A	N/A	N/A — tracking to be established
Suppliers Signed Supplier Code of Conduct (%)	N/A	N/A	Baseline mapping in progress
Suppliers Completed ESG Due Diligence (%)	N/A	N/A	Baseline mapping in progress

* 2025 training hours include full organisation-wide e-learning completion for the first time (prior years: instructor-led only).

** Scope 3 increase reflects recovery of corporate travel volumes post-pandemic. Reduction strategies are under evaluation.

Appendix C – GRI Content Index

Statement of Use: Holiday Tours & Travel Sdn Bhd has reported with reference to the GRI Standards for the period 1 January 2025 to 31 December 2025.

Applicable GRI Sector Standards: None — no GRI Sector Standard currently applies to the travel services industry.

GRI STANDARD	DISCLOSURE	LOCATION/DESCRIPTION/OMISSION	DISCLOSURE
GRI 2: General Disclosures 2021 — Organisation & Reporting Practices			
GRI 2-1	Organisational details	About holiday tours, p. 04	
GRI 2-2	Entities included in reporting	Sustainability reporting — scope and boundaries, p. 08 annually.	
GRI 2-3	Reporting period, frequency and contact	Sustainability reporting, p. 08	
GRI 2-4	Restatements	No restatements in this reporting period.	
GRI 2-5	External assurance	Not externally assured. Feasibility to be assessed in future cycles.	
GRI 2: General Disclosures 2021 — Organisation & Reporting Practices			
GRI 2-6	Activities, value chain and business relationships	About Holiday Tours, p. 04	
GRI 2-7	Employees	Social — Workforce composition, p. 14	
GRI 2-8	Workers who are not employees	Social — Non-direct workers, p. 15	
GRI 2: General Disclosures 2021 — Organisation & Reporting Practices			
GRI 2-9	Governance structure and composition	Organisation chart, p. 04	
GRI 2-10	Nomination and selection of highest governance body	Organisation chart, p. 04	
GRI 2-11	Chair of the highest governance body	Executive Chairman — Foreword, p. 02	
GRI 2-12	Role of highest governance body in overseeing impacts	Organisation chart, p. 04	

GRI 2-13	Delegation of responsibility for managing impacts	Sustainability reporting — Sustainability governance, p. 08	
GRI 2-14	Role of highest governance body in sustainability reporting	Sustainability reporting — Sustainability governance, p. 08	
GRI 2-15	Conflicts of interest	Governance — Code of Ethics and Conduct, p. 26	
GRI 2-16	Communication of critical concerns	Governance — Code of Ethics and Conduct, p. 26	
GRI 2-17	Collective knowledge of highest governance body	Not yet established. Framework to be developed in future cycles.	Information unavailable
GRI 2-18	Evaluation of performance of highest governance body	Formal evaluation process not yet established.	Information unavailable
GRI 2-19	Remuneration policies	Privately owned company — not disclosed.	Confidentiality
GRI 2-20	Process to determine remuneration	Privately owned company — not disclosed.	Confidentiality
GRI 2-21	Annual total compensation ratio	Privately owned company — not disclosed.	Confidentiality
GRI 2: General Disclosures 2021 — Organisation & Reporting Practices			
GRI 2-22	Statement on sustainable development strategy	Sustainability framework, p. 06	
GRI 2-23	Policy commitments	Governance — Code of Ethics and Conduct, p. 26	
GRI 2-24	Embedding policy commitments	Foreword, p. 02; Governance, p. 25	
GRI 2-25	Communication of critical concerns	Governance — BCP, p. 25	
GRI 2-26	Mechanisms for seeking advice and raising concerns	Social — Grievance Mechanism, p. 16; Code of Ethics and Conduct, p. 26	
GRI 2-27	Compliance with laws and regulations	Governance — Code of Ethics and Conduct, p. 26	

GRI 2-28	Membership associations	Social — Membership associations, p. 23	
GRI 2-29	Approach to stakeholder engagement	Social — Membership associations, p. 23	
GRI 2-30	Collective bargaining agreements	Social — Membership associations, p. 23	
GRI 3: Material Topics 2021			
GRI 3-1	Process to determine material topics	Materiality assessment, p. 09	
GRI 3-2	List of material topics	Materiality assessment, p. 09	
Energy (Material Topic)			
GRI 3-3	Management approach — Energy	Environmental — Management approach, p. 11	
GRI 302-1	Energy consumption within the organisation	KPI Table, Appendix B	
GRI 302-2	Energy consumption outside the organisation	Not tracked beyond organisational boundaries.	Information unavailable
GRI 302-3	Energy intensity	KPI Table, Appendix B	
GRI 302-4	Reduction of energy consumption	Environmental — Resource management, p. 12; ↓9.1% vs 2024	
Water and Effluents (Material Topic)			
GRI 3-3	Management approach — Water	Environmental — Management approach, p. 11	
GRI 303-1	Interaction with water as a shared resource	Resource Management – p. 12	
GRI 303-2	Management of water discharge-related impacts	Resource Management – p. 12	
GRI 303-3	Water withdrawal	Resource Management – p. 12	

Emissions (Material Topic)			
GRI 3-3	Management approach — Emissions	Environmental — Management approach, p. 11	
GRI 305-1	Direct (Scope 1) GHG emissions	HTT has no material Scope 1 emissions under operational control. No company-owned combustion sources.	
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Environmental — Emissions management, p. 13; KPI: 190 tCO ₂ e (2025)	
GRI 305-3	Other indirect (Scope 3) GHG emissions	Environmental — Emissions management, p. 13; KPI: 86,101 tCO ₂ e (2025)	
GRI 305-4	GHG intensity: 86,291 tCO ₂ e / 286 employees = 301.7 tCO ₂ e per employee (2025). Note: dominated by Scope 3 air travel. Intensity per employee: 2023: 297.5; 2024: 265.0; 2025: 301.7 tCO ₂ e. KPI Table, Appendix B.	KPI Table, Appendix B	
GRI 305-5	Reduction of GHG emissions	Target: 30% reduction by 2030 (base 2023). 2025 Scope 2: ↓7% vs base.	
Waste (Material Topic)			
GRI 3-3	Management approach — Waste	Environmental — Waste management, p. 12	
GRI 306-1	Waste generation and significant waste-related impacts	Environmental — Waste management, p. 12	
GRI 306-2	Management of significant waste -related impacts	E-waste managed via DOE-licensed contractors (SW110). Environmental — Waste management, p. 12	
GRI 306-3	Waste generated	E-waste: 0.54 tonnes (2025). General office waste not formally measured.	Partially unavailable
GRI 306-4	Waste diverted from disposal	93–95% of e-waste recycled via DOE-licensed contractors.	
GRI 306-5	Waste directed to disposal	5–7% of e-waste directed to approved disposal. General waste data in development.	Partially unavailable

Employment (Material Topic)			
GRI 3-3	Management approach — OHS	Social — OHS, p. 26	
GRI 403-1	OHS management system	HTT does not have a formally certified OHS management system. Workplace safety is managed through internal policies and supervisory oversight appropriate to an office environment.	Information unavailable
GRI 403-8	Workers covered by an OHS management system	All 287 direct employees and 14 non-direct workers are covered by HTT's internal workplace safety policies. No certified OHS management system is in place.	Information unavailable
GRI 403-2	Hazard identification, risk assessment and incident investigation	Social — OHS, p. 16	
GRI 403-3	Occupational health services	Social — OHS, p. 16	
GRI 403-4	Worker participation and consultation on OHS	Social — OHS, p. 16	
GRI 403-5	Worker training on OHS	Social — OHS, p. 16	
GRI 403-6	Promotion of worker health	Social — Employee well-being, p. 16	
GRI 403-7	OHS impacts linked to business relationships	Not significant — HTT is an office-based service provider.	
GRI 403-9	Work-related injuries	No major injuries or fatalities during the reporting period.	
GRI 403-10	Work-related ill health	No cases of work-related ill health were recorded during the reporting period. HTT monitors employee health through internal reporting channels and encourages proactive health management.	

Training and Education (Material Topic)			
GRI 3-3	Management approach — Training and Education	Social — Training and development. HTT delivers training through the Talentcloud e-learning platform, in-person sessions and leadership programmes. Performance reviews support continuous development.	
GRI 404-1	Average training hours per year per employee	Social — Training and development, p. 18; KPI: 110.96 hrs (2025)	
GRI 404-2	Programmes for upgrading employee skills	Social — Training and development, p. 18	
GRI 404-3	Employees receiving performance and career development reviews	Social — Training and development and performance management. Regular appraisals and career development reviews conducted via Talentcloud for all confirmed employees.	
Diversity, Equity and Inclusion (Material Topic)			
GRI 3-3	Diversity of governance bodies and employees	Social — Diversity, equity and inclusion. Employment decisions are merit-based. Policies prohibit discrimination. Workforce composition monitored annually.	
GRI 405-1	Diversity of governance bodies and employees	Social — DEI, p. 14; KPI Table, Appendix B	
GRI 405-2	Ratio of basic salary — women to men	Benchmarking conducted. Not publicly disclosed.	
Non-discrimination			
GRI 406-1	Incidents of discrimination and corrective actions	No confirmed cases recorded during the reporting period.	
Human Rights — Freedom of Association, Child Labour & Forced Labour			
GRI 3-3	Management approach — Human rights	Social — Human rights, p. 15	
GRI 407-1	Freedom of association risk — operations and suppliers	Social — Freedom of association, p. 16	
GRI 408-1	Child labour risk — operations and suppliers	Low risk. All employees are legally employed adults. Supplier Code of Conduct prohibits child labour.	
GRI 409-1	Forced labour risk — operations and suppliers	Low risk. Employees trained to identify and report cases. Supplier Code of Conduct prohibits forced labour.	

Anti-corruption (Material Topic)			
GRI 3-3	Management approach — Anti-corruption	Governance — Code of Ethics and Conduct. Zero-tolerance policy on bribery and corruption, compliant with MACC Act 2009. Reporting channels available without retaliation.	
GRI 205-1	Operations assessed for corruption risk	Governance — Code of Ethics and Conduct, p. 26	
GRI 205-2	Communication and training on anti-corruption policies	Governance — Code of Ethics and Conduct, p. 26	
GRI 205-3	Confirmed incidents of corruption	Not publicly disclosed.	Confidentiality
Anti-competitive Behaviour			
GRI 206-1	Legal actions for anti-competitive behaviour	No legal actions or investigations during the reporting period.	
Local Communities (Material Topic)			
GRI 3-3	Management approach — Local communities	Social — Community engagement . HTT contributes through CSR donations, environmental conservation activities and employee-led community initiatives. No formal impact assessments are required given the nature of HTT's office-based operations.	
GRI 413-1	Operations with community engagement, impact assessments and development programmes	Social — Community engagement, p. 20	
Supplier Social Assessment (Material Topic)			
GRI 3-3	Management approach — Supplier ESG	Social — Supplier ESG compliance, p. 24	
GRI 414-1	New suppliers screened using social criteria	Supplier Code of Conduct in place. Formal screening baseline being established.	Partially unavailable
Supplier Social Assessment (Material Topic)			
GRI 3-3	Management approach — Customer privacy	Governance — Code of Ethics and Conduct. HTT protects client travel and payment data through access controls, Security Programme compliance and PDPA (Malaysia) adherence. Data privacy training is a formal 2030 target.	
GRI 3-3	Management approach — Customer privacy	Not publicly disclosed.	Confidentiality

HOLIDAY TOURS

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