

Sustainability Statement

SUSTAINABILITY AND OUR BUSINESS

JF Technology Berhad ("JF Tech", or the "Group") recognises that sustainability is at the core of the Group's practices as we pursue long-term value creation for our stakeholders. We continuously integrate sustainability practices into our Group strategies and operations. All departments within the organisation collaborate and strive towards a common goal of leveraging sustainability and integrate Economic, Environmental and Social ("EES") considerations into the Group operations.

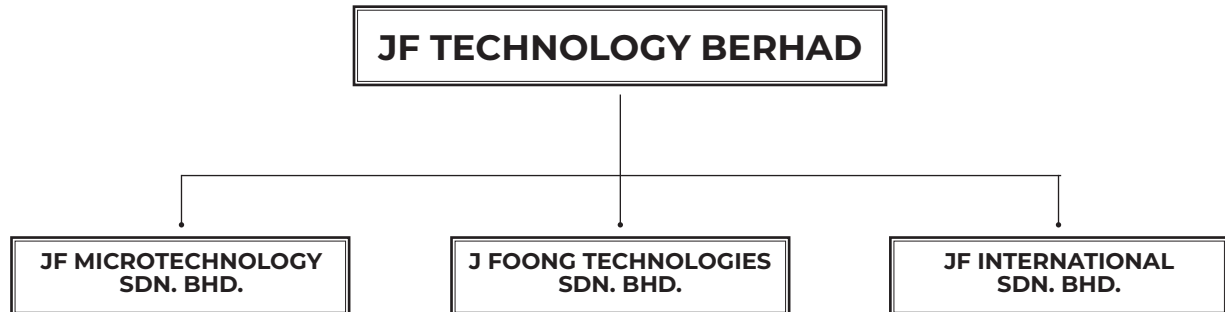
The Group provides high performance test contacting solutions to validate integrated circuits ("IC") that are produced in billions utilised in smartphones, consumer wearable electronics, medical appliances, automotive solid-state storage, military and the internet of things. Our strategic position as an international test contacting solution provider and a public listed entity propels us to leverage our approach towards material sustainability matters. We believe that strong corporate governance structure is crucial towards effective sustainability management and our Board of Directors ("Board")-level commitment towards this agenda fosters a culture of corporate social responsibility.

Reporting Period

This sustainability statement outlines the Group's approach towards achieving the stated EES goals and management of sustainability matters for the period from 1 July 2019 to 30 June 2020 ("FYE 2020").

Reporting Scope

The following shows the reporting scope of the annual report including JF Tech and its active subsidiaries which are located in Malaysia:



Sustainability Statement

SUSTAINABILITY AND OUR BUSINESS (CONT'D)

Core Values

JF Tech's core values represent the fundamental principles that we abide in the pursuit of individual and Group greatness. These guiding principles dictate the Group attitude towards our daily operations and creates an unwavering guide for our employees to consistently uphold.

"**JF TECH**" is acronym for:

- J** is Just be fair
- F** is Fiscal responsibility
- T** is Treat each other with respect
- E** is Energising innovation
- C** is Committed to a sense of ownership
- H** is Honest hard work

Mission

Anticipating customer's satisfaction and delivering superior products profitably and professionally by continuous improvement to our human resources productivity.

- Employees
- Fiscal Responsibility
- Innovation
- Quality Excellence
- Customer Experience

Vision

To be the World No.1 provider of high performance test interface solutions by maximising values for employees, customers and stakeholders.

Sustainability Governance

Successful integration and effective management of sustainability within the Group requires having committed leadership, clear direction, and strategic influence, all of which is achieved through a robust governance structure. A strong governance structure helps the Group implement sustainability strategy across the business, ensure accountability, oversight and review in the identification and management of sustainability matters.

The importance of governance sustainability in achieving our initiatives is well recognised by employees in the Group. As such, the Group incorporates proper controls and approvals, reserved matters, accountability and long-term objectives such as:

- to establish proper governance structure, control, monitor, evaluation and reporting features into the management process;
- to include sustainability as an integral part of the strategic planning of the Group;
- to enhance sustainability efforts through regular updates of strategies, policies, procedures and provide relevant trainings; and
- to assess regularly the impacts and outcomes of sustainability principles adopted by the Group.

Sustainability Statement

SUSTAINABILITY AND OUR BUSINESS (CONT'D)

Sustainability Governance (cont'd)

The roles of each division within the governance structure are as follows:

Board:

The Board oversees the formation and implementation of the strategies.

Management Committee:

The management committee determines the strategies and action plans relating to sustainability matters that are presented to the Board for approval.

Stakeholder Engagement

The Group believes that maintaining a good degree of communication with internal and external stakeholders is essential to establish strong corporate governance. We actively engage with our stakeholders through multiple channels of communication, enabling us to understand their expectations and obtain meaningful feedbacks on their interests and needs. This helps us to identify and emphasise key sustainability matters in a timely manner. A summary of the stakeholder groups, areas of interest, type of engagement, frequency and outcomes are listed below: -

Stakeholder Groups	Areas of Interest	Type of Engagement	Frequency	Outcomes
Investors/ Shareholders	<ul style="list-style-type: none"> - Business performance review - Operation in compliance with applicable laws and regulations - Strategic plans - Investor engagement - Corporate announcement - Information and communication 	<ul style="list-style-type: none"> - Quarterly financial reports - Annual report - Corporate website - Investor relationship channel - Regular meeting and correspondence - Feedback to media enquiries 	<ul style="list-style-type: none"> - Quarterly - Annually - On-going - As required - As required - As required 	Provides constructive feedback, improve relationship with shareholders and positive reputation amongst investors
Customers	<ul style="list-style-type: none"> - Product quality and performance - Sustaining long-term relationship - Operation in compliance with applicable laws and standards 	<ul style="list-style-type: none"> - Customer feedback - On-site visits - Customer audit 	<ul style="list-style-type: none"> - On-going - As required - On-going 	Better awareness of the Group's commitment to sustainability and an improved understanding of our policies, culture and values
Employees	<ul style="list-style-type: none"> - Health and safety protocols - Coronavirus ("Covid-19") standard operating procedures ("SOPs") compliance - Communication and engagement - Working environment - Career development and training 	<ul style="list-style-type: none"> - Training and development - Restraining and provision of personal protective equipment ("PPE") - Formal meeting and discussion - Employee feedback and briefing - Appraisal and performance review 	<ul style="list-style-type: none"> - On-going - On-going - On-going - Annually - On-going 	Inclusiveness in management decision making to foster a safer and more harmonious work environment

Sustainability Statement

SUSTAINABILITY AND OUR BUSINESS (CONT'D)

Stakeholder Engagement (cont'd)

Stakeholder Groups	Areas of Interest	Type of Engagement	Frequency	Outcomes
Suppliers	<ul style="list-style-type: none"> - Strategic partnership - Supplier performance review - Product and service quality 	<ul style="list-style-type: none"> - Supplier evaluation - Regular meeting and correspondence - Site visit to suppliers' premises 	<ul style="list-style-type: none"> - On-going - On-going - On-going 	Establish good long-term relationship with suppliers and maintain reliability throughout the value chain
Government and Regulators	<ul style="list-style-type: none"> - Regulatory compliance - Supporting country's economy growth 	<ul style="list-style-type: none"> - Site visit and meeting - Participation in programmes organised by Government bodies 	<ul style="list-style-type: none"> - As required - As required 	Compliance with regulations and ensure regular operations permits
Community	<ul style="list-style-type: none"> - Environment protection - Local community activities involvement 	<ul style="list-style-type: none"> - Participation in local community activities - Sponsorship and donations 	<ul style="list-style-type: none"> - On-going - On-going 	Maintain our promise towards corporate social responsibility and improve wellbeing of individuals from the charitable organisation

Materiality Assessment

The materiality matrix is used to identify the Group's important sustainability matters during the assessment. Applying materiality helps the Group identify what topics are most important to act on and report to stakeholders. In this respect, the materiality assessment provides valuable information that may positively or negatively influence the Group's ability to deliver our vision and strategy. Most importantly, it reflects our impact on the EES dimensions.

During FYE2020, the materiality matrix is included to illustrate the relative importance of sustainability matters to internal and external stakeholders. They are chosen and reviewed by the relevant divisional management based on the on risks and opportunities arising from the EES impacts of the organisation's operations and activities.

These seventeen (17) material sustainability matters are ranked highest in terms of their significance to the Group and we have decided to place greater emphasis on these matters in the Sustainability Statement. JF Tech will continue to review the highlighted matters and expand the depth and scope of our current reporting as we move forward.

Materiality Matrix

Importance to External Stakeholders	High	<ul style="list-style-type: none">- Local Supply Chain- Whistle Blowing Policy- Anti-Bribery and Corruption Policy- Pollution Control	<ul style="list-style-type: none">- Employee Development and Talent Management- COVID-19 Health and Safety Measures- Innovation, Automation and Intellectual Property	
		<ul style="list-style-type: none">- Diversified Customer Base- Contribution to Community- Healthy Work-Life Practices- Energy Usage- Waste Management	<ul style="list-style-type: none">- Occupational Safety and Health- Commitment to quality- Code of Conduct and Ethics	
		<ul style="list-style-type: none">- Workforce Diversity	<ul style="list-style-type: none">- Emergency Response Team	
	Low			
		Low	Medium	High
		Importance to Internal Stakeholders		

Sustainability Statement

ECONOMIC THRUST

1. Profitability

JF Tech aspires to combine strong and sustainable growth with good high profit margin to generate extended value for our shareholders and continued positive long-term development. We believe that a sustainable business performance enables us to create values to our stakeholders and enhance values to our stakeholders, create opportunities for employee and contribute to the communities.

Our products are highly customised to the exact needs of our customers, adhering to electrical, mechanical and dimensional precision. Our design know-how, technology and automation put us in the forefront of the industry and are key comparative advantages to the Group's success. The Group evaluates its impact on economics condition of its stakeholders and on economic systems at local, national and global levels.

For details of our financial results, please refer to the Management Discussion and Analysis and the Audited Financial Statements in this Annual Report.

2. Innovation, Automation and Intellectual Property

JF Tech is principally involved in the design, development, manufacture, marketing and sales of test contacting solutions, which are highly customised to its customers' needs and are patent-protected. The Group envisions a sustainable future and fulfills it by continuously innovating, designing, manufacturing and marketing a portfolio of test contacting solutions.

In FYE2020, we have filed for ten (10) patents and have been granted eleven (11) patents in total. The patents granted were related to the invention of high frequency IC test contacting solutions used mainly for 5G/ RF/mmWave applications and also the invention of IC test contacting solutions for automotive/high power applications. The Group's wholly-owned subsidiary, JF Microtechnology Sdn. Bhd., has also received a certificate of grant of a patent, titled "Kelvin Contact Assembly and Method of Installation Thereof", from the China National Intellectual Property Administration. The date of Grant and Publication of the Patent was made on 30 June 2020 (filed on 21 February 2017) for a duration of twenty (20) years from the filing date of the application.

To-date, the Group is a proud owner of twenty-seven (27) patents with another thirty-five (35) patents pending approval. This makes us one of the most aggressive intellectual property owners in the region for the semiconductor test socket industry. The patents owned by the Group is essential to protect our intellectual property rights that we have heavily invested towards and is the outcome of ongoing research and development efforts by our in-house Design and Development team. This gives us an edge within the industry, and we intend to maintain this advantage for the foreseeable future. The Group will continue to innovate and invest to lead in the creation of intellectual properties for the growth of the industry and sustain a strong economic performance in the long-term.

3. Code of Ethics and Conduct

Ethics, integrity, accountability, transparency and professionalism are rising to the forefront as mainstream touchstones in the business environment. In keeping with the Group's Code of Ethics and Conduct as outlined in the Employee Handbook, relevant policies and mechanisms have been established to ensure employees carry out business activities fairly, honestly, openly and in compliance with all applicable laws of the countries. As part of our continued efforts to create awareness, talks and trainings are organised on a regular basis for all levels of employees across departments.

The Code of Ethics and Conduct comprises the following main principles:

- to avoid conflict of interest;
- to avoid misuse and/or abuse of position;
- to ensure protection of assets and interests, confidentiality of information and to prevent misuse of information gained through the Group's operations, either for personal gain or for any purpose other than that intended by the Group;
- to encourage reporting of unlawful or unethical behaviour; and
- to ensure compliance with policies, laws, rules and regulations.

JF Tech's Code of Ethics and Conduct is available on our corporate website at www.jftech.com.my.

Sustainability Statement

ECONOMIC THRUST (CONT'D)

4. Whistle Blowing Policy

At JF Tech, we expect our employees to convey high standards of professionalism and ethics in the conduct of our operations across all divisions. As a measure of good corporate governance, we have established the relevant policies that encourages legitimate concerns to be thoroughly investigated and addressed. Employees will be able to raise concerns about illegal, unethical or questionable practices in confidence and without the risk of reprisal.

The following actions are generally accepted as improper and reportable conduct of whistle blowing, including but not limited to:

- any unlawful or illegal activities, whether criminal or breach in civil law;
- fraud, theft, embezzlement or dishonesty;
- corruption/bribery;
- bullying and harassment;
- breach of policies and/or procedures; and
- poor or unethical sales practices, including mis-selling

JF Tech's Whistle Blowing Policy is available on our corporate website at www.jftech.com.my.

5. Anti-Bribery and Anti-Corruption Policy

Our Anti-Bribery and Anti-Corruption Policy provides a clear statement of the conduct that is expected of the Group's personnel. The Group has a zero-tolerance approach to all forms of bribery and corruption and shall continuously conduct its business activities ethically, honestly and with high standards of integrity. Bribery and corruption compromise business ethics and damage an organisation's reputation. As such, the Group strongly opposes any practice that improperly or illegally disrupts proper business conduct.

We have implemented procedures to promote awareness on the Code of Ethics and Conduct, Anti-Bribery and Anti-Corruption Policy and Whistle Blowing Policy through formal briefings across all departments to maintain fair dealing, integrity and honesty in the way we conduct our business. By doing so, we hope to achieve transparency in our business practices and raise the standards where ethical conduct is concerned. This awareness briefing and policies will be shared throughout the year

JF Tech's Anti-Bribery and Anti-Corruption Policy is available on our corporate website at www.jftech.com.my.

6. Compliance with environmental laws and regulations

JF Tech is committed to the prevention of pollution and continuous improvement of overall environmental performance. Our operations are in compliance with the environmental laws and regulations that are governed and subject to heavy scrutiny. The following have been incorporated into our Group Environment Policy and we are determined to carry out the actions progressively and constantly to accomplish the intended goals as follows:

- to comply with applicable environmental legislation, regulations and other requirements;
- to foster employees' and contractors' awareness of environmental issues through training and active information dissemination;
- to create an awareness of the Group Environment Policy within the Group and our stakeholders;
- to reduce consumption of non-renewable and non-recycled materials; and
- to provide safe and hygienic workplace and ensure all personnel are properly trained with the appropriate safety procedures and control actions.

We are pleased to highlight that we have not been penalised for any environmental issues by any regulatory authorities during FYE2020 (financial year ended 30 June 2019 ("FYE2019")):NIL. We have continuously and regularly engage with Department of Environment ("DoE") in ensuring that any issues raised by DoE are addressed and steps are taken to ensure that the environmental issues are mitigated to an acceptable level.

Sustainability Statement

ENVIRONMENTAL THRUST (CONT'D)

7. Pollution Control

We have a holistic approach towards incorporating sustainability practices into our daily activities. Metal scraps generated from the production of test socket pins are fully recyclable. The Group's operations do not release harmful emissions into the air or discharge hazardous effluent into the drainage system. By their nature, there are minimal industrial wastes generated from operations that go to the landfill. We aim to operate sustainably by minimising waste and utilise resources efficiently throughout our production process.

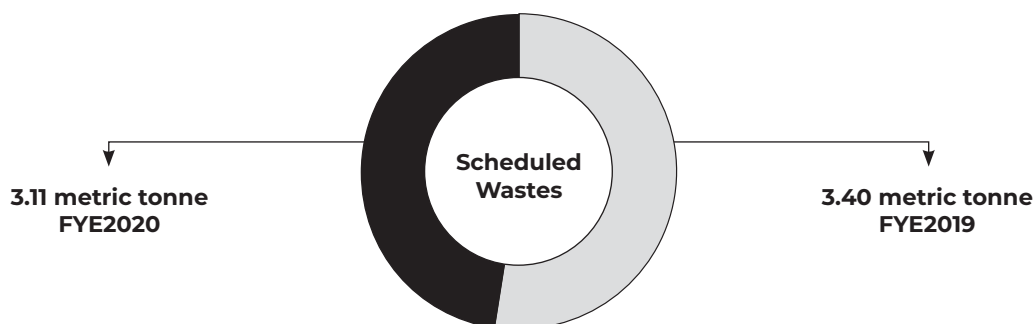
8. Energy Usage

During FYE2020, our electricity consumption has increased marginally from approximately 0.981 million kWh in FYE2019 to 0.986 million kWh. Our expenditure on energy consumption subsequently increased by 1% from RM427,900 in FYE2019 to RM432,300 in FYE2020. The increase was mainly due to growth in production output during FYE2020. Despite the slight increase in energy emission, we are convinced that our production processes are increasingly more efficient and consumes less energy. By replacing some older machineries with newer and more efficient machines into our production line, we aim to reduce our carbon footprint and to be more environmentally friendly in our operations.

9. Waste Management

JF Tech is constantly finding ways to sustainably manage waste from production and this includes supporting the prevention of waste generation and facilitating the reuse and safe recycling of waste materials. We are committed to ensuring that waste is managed in an environmentally sound management system. Reducing production wastage can reduce both the cost of raw materials and the cost of disposing waste created on site. Disposal creates additional unwanted steps and creates inefficiency including source separation. Under scheduled waste management, waste recovery for reuse and recycling can tremendously reduce the amount of waste that is destined for disposal by landfills.

Our operations are in compliance with the Environmental Quality Act 1974 under the Environmental Quality (Scheduled Waste) Regulations 2005.



Scheduled Wastes:

In FYE2020, we generated 3.11 metric tonne of scheduled waste, which was lower than the scheduled wastes produced in FYE2019 of 3.40 metric tonne. We are proud of our efforts in reducing scheduled wastes by improving our efficiency throughout our production process. This is a testament of our efforts in controlling scheduled waste production by taking additional steps to reduce production faults and increase productivity. Wastes produced from our production lines, such as Computer Numerically Controlled milling, wire cut and laser cut machines, have been reduced during the year and we aim to maintain this trend in the years to come.

Unscheduled Wastes:

We are continuously working towards a sustainable future by reducing our carbon footprint wherever possible. This includes efforts to reduce, reuse and recycle material to limit wastes going into landfills. Our employees are well aware of our initiative and have collectively helped to achieve our goal. Nonetheless, the health and safety of our employees is our utmost priority especially during the Covid-19 pandemic. As a result, we encourage the use of PPE throughout the workplace and no shortcuts are taken to reduce the usage of PPE where necessary. While this increases disposable wastes volume, we are certain that the extensive measures taken are necessary to maintain the wellbeing of our employees. Overall, we are still committed to maintaining environmentally friendly practices throughout the workplace.

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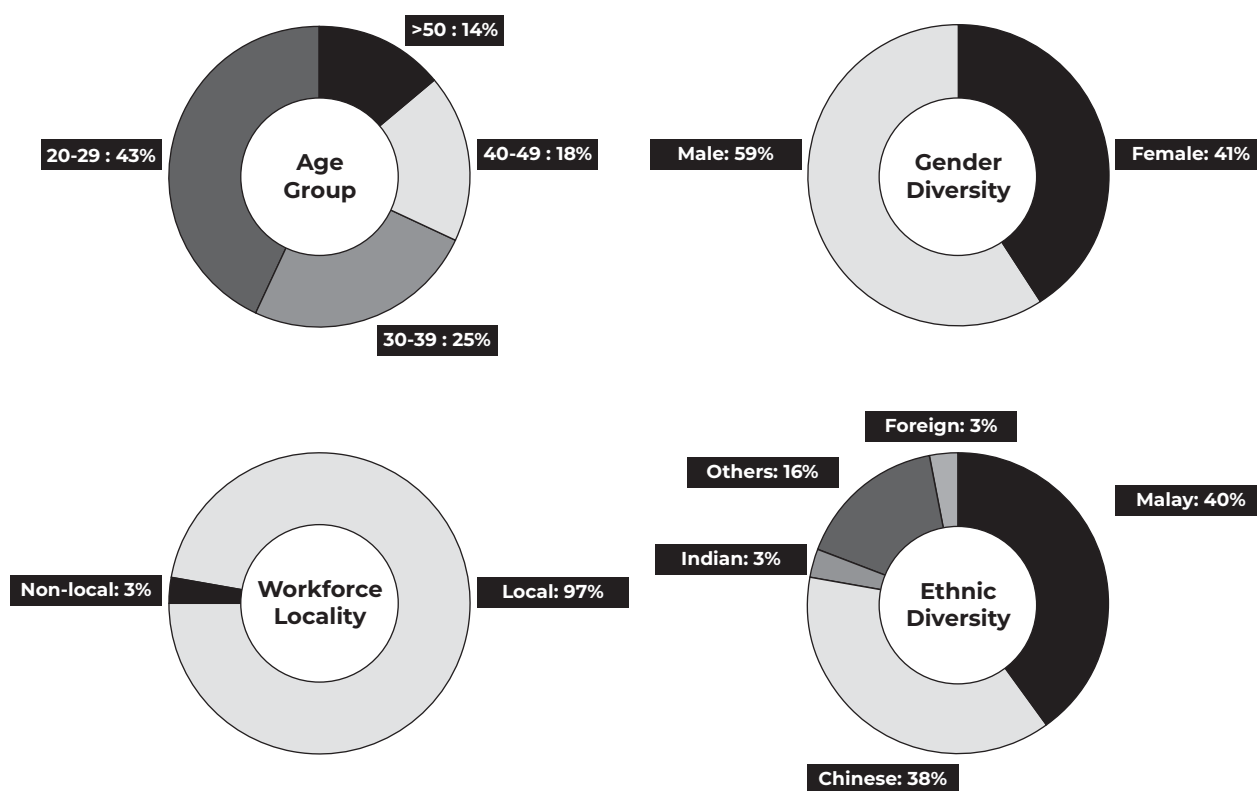
SOCIAL THRUST

JF Tech aims to provide a supportive, pleasant and healthy workplace for our employees, and to foster a caring community within our working environment. We care for our employees and recognise that having good staff relationship and a motivated workforce are crucial to our success. They are our partners in delivering and maintaining products and services of the highest quality standards to our customers. We also place importance on the safety and well-being of our employees, and we are committed to providing and maintaining a safe and healthy environment.

10. Workforce Diversity and equal opportunities

JF Tech recognises our employees as highly valued individuals and important contributors to the Group's sustainability efforts. We strive to create the best working environment to ensure their talents are exploited at their full potential which allows them to shine. We believe that we must take action to care for our employees and ensure that they have a sense of belonging.

As at 30 June 2020, the total number of employees of the Group is 111. Our emphasis has and will always be to hire local talent and support the local communities we operate in. We have young and performance driven workforce with over 40% of our employees below the age of 30. Our diversity in terms of age, ethnicity and locality shows that we aim to ensure that diversity and inclusion in the workplace is an essential part of our business practice. We encourage gender equality where both women and men are treated with respect and to have the same opportunities, rights and obligations. We endeavour to build a working environment that helps employees thrive. Employment opportunities in JF Tech are equal to all applicants with due regard to the diversity of skills, experience, age, ethnicity and gender in the workplace.



We consider talent retention to be vital in sustaining business growth and maintaining competitiveness in the marketplace. We strive to create job opportunities for local people. As at 30 June 2020, 97% of our employees are Malaysians.

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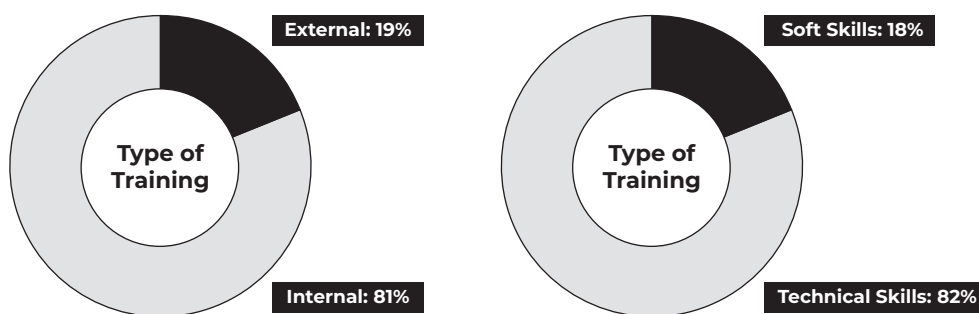
SOCIAL THRUST (CONT'D)

11. Employee Development and Talent Management

The Group's human capital is developed and strengthened through investment in our people. Continuous training and professional development programmes have helped to boost the technical knowledge and soft skills of our employees, positioning them in good stead to elevate the performance standard quality, which is necessary for the Group to meet the ever-changing needs of our customers. JF Tech is firmly committed to developing staff to achieve their best and maximise their potential.

Newly recruited employees will undergo an orientation programme to help familiarise them with the culture and background of the organisation. New employees will also go through on-the-job structured training programme that is tailored to their respective roles. The Group carefully manages employees' potential and talent while recognising the importance in delivering value to our business operations through our Performance Management Review system. Employees are nominated by the individual department heads to attend internal and external training programmes. Each employee has an average of twelve (12) hours of training throughout the financial year. For FYE2020, the Group spent a total of one thousand three hundred and forty (1,340) hours of training for all employees comprising various programmes covering soft skills as well as functional or technical skills, among others.

Internal and External Training by Hour(s):



The Group understands that the future lies in the hand of the younger generation of our workforce. In order to create opportunities and to nurture younger talents, we continue to encourage students to intern with us and gain first-hand experience of the industry, whilst preparing them for employment upon completion of their studies. We are welcoming more interns to join the Group in the year ahead.

12. Occupational Safety and Health

The Group is committed to adopt the best industrial practices in providing a safe work environment meeting or exceeding applicable legal and other requirements. We are also committed to the continual improvement of Occupational Safety and Health performance. We adhere strongly to the following safety and health principles:

- all injuries and ill-health can be prevented;
- all hazards can be controlled;
- working safely is a condition of employment;
- everyone is responsible for safety; and
- everyone will be communicated and trained to work safely.

Our Occupational Safety and Health Management ("OSH") committee consist of key staff from various departments, all of which have the main goal to safeguard, manage, discuss and report areas related to safety, health and environment issue and performance. We conduct first aid training and annual fire drill to be prepared for emergency events.

Sustainability Statement

SOCIAL THRUST (CONT'D)

12. Occupational Safety and Health (cont'd)

Our aim is to avoid all incidents that put our employees at risk and to achieve zero fatalities. We are proud to report that we have achieved this target during this financial year. Every incident, if any, is followed by a thorough review of the cause and swift actions would be taken to eliminate the factors involved. All reviews have been reinforced with continued efforts in the training and retraining on the use of appropriate protective equipment in order to minimise risks in the future.

We are proud of the collective efforts of our OSH committee to ensure that there were no major safety or health-related incidences at the workplace during the year.

13. COVID-19 Health and Safety Measures

The outbreak of the Covid-19 is a global pandemic that has hindered significant social and business activities affecting the global population. In response to the widespread of the global pandemic, the Government of Malaysia had announced on 16 March 2020, an imposition of the Movement Control Order ("MCO") effective from 18 March 2020 to 31 March 2020. However, this was further extended to 9 June 2020 following four (4) subsequent extensions. The MCO imposed, among others, a general prohibition of mass movement and gathering, travel restrictions and closure of all government and private premises except those involved in essential services. On 1 May 2020, the government announced a partial easing of the MCO to allow most economic sectors and businesses to reopen on 4 May 2020 subject to strict conditions and SOPs. Subsequently, the Recovery Movement Control Order is effective 10 June 2020 through 31 August 2020, before being extended further to 31 December 2020 recently.

In compliance with the Ministry of International Trade and Industry ("MITI") guidelines, the Group was given approval to resume operations to a maximum 50% of total capacity from 17 March 2020 provided that employees follow strict SOPs. On 29 April 2020, the Group resumed operations to levels before the MCO with full capacity as approved by MITI on 28 April 2020. Despite the ease in regulations, we continued to take extensive measures to ensure the health and safety of our personnel. Additionally, we were also able to meet backlogged orders and meet outstanding customer demands and orders as our operations returned to full capacity.

Operations at JF Tech have quickly adapted to health and safety procedures issued in light of the Covid-19 pandemic. We have taken numerous Covid-19 precautionary measures as per MITI's guidelines to prevent the spread of the contagious disease and to ensure the health and safety of our employees. Our Covid-19 committee consisting of six (6) employees was formed to address any issues and concerns regarding the virus and we have established an Emergency Response Protocol on Covid-19 management. We considered the wellbeing of our employees with the utmost priority and have taken extensive measures to ensure this.

Our Covid-19 precautionary measures include:

- face mask supply at the main entrance and respective departments;
- provision of hand sanitiser, rubber gloves, and disinfection solutions;
- health screening and temperature records before entering into premise;
- social distancing throughout the workplace;
- daily disinfection of workplace and company vehicles;
- disinfection checklist; and
- Covid-19 safety procedures and awareness briefing.

Sustainability Statement

SOCIAL THRUST (CONT'D)

14. Emergency Response Team

The table below outlines the role of the Emergency Response Team ("ERT") in managing accidents or emergencies at the workplace with regards to the Malaysian Mechanism of Disaster Management and the Occupational Safety and Health Administration 1994.

Division	No. of staff
Emergency Response Team Leader	1
Advisor	1
First Aid Team	7
Fire Fighting Team	8

Our ERT is an in-house group consisting of seventeen (17) people instituted by the organisation to deal with emergency situation which may happen in our premise. Their primary roles are to respond to emergencies to ensure proper personnel evacuation and safety, shut down building services and utilities, work with responding civil authorities, protect and salvage property, and evaluate areas for safety prior to re-entry.

Emergency preparedness is crucial and will help to minimise human, property, and economic losses due to any hazardous events.

15. Local Supply Chain

The Group's business begins with developing and supplying high performance IC test contacting solution for customers in the IC design center and subsequently our products are used in high volume IC manufacturing testing. In order to support our long-term strategy of providing a wide range of high-performance test contacting solution globally, it is crucial for our Group to establish a sustainable supply chain within the country. This allows us to continuously maintain and monitor our production to the highest degree in a timely manner. Therefore, through our vendor development programme, we actively engage with our approved local vendors to ensure that they are developed to deliver our organisations the best quality and service over the years. We are confident that maintaining this relationship with our suppliers will position the Group better to move up the value chain in the near future.

As at 30 June 2020, the number of local vendors accounted for 83% of the total vendors of the Group.

16. Commitment to Quality

In fulfilling JF Tech's vision to be the world's No. 1 provider of high-performance test contacting solutions, we achieved the ISO 9001:2015 Quality Management System certification from SGS (Malaysia) Sdn. Bhd. for design, manufacturing and assembly of test contactors for semi-conductor applications. This is an international standard that specifies the requirements for a quality management system where the Group:

- demonstrates its ability to consistently provide products and services that meet customer's needs and applicable statutory and regulatory requirements; and
- aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

The ISO 9001:2015 certificate is a testament that we continue to uphold a consistent quality standard for our products. A comprehensive quality management system has been established to assure customers those quality assurance policies and procedures are in place to address our product quality and reliability basis, as well as improving our work efficiency.

Sustainability Statement

SOCIAL THRUST (CONT'D)

16. Commitment to Quality (cont'd)

We have stringent quality controls throughout our operations. Our quality control practices involve various stages of processes across departments. All our products are subject to in-depth monitoring and quality control checks during different stages of production using sophisticated measurement methods and laboratory equipment. We inspect our finished goods to ensure the products meet customers' requirement specifications and are free from defects at the time of delivery. We also ensure that delivery of our products is consistently on-time. By adopting these stringent quality control practices, we are confident to sustain a long-term relationship with our customers and build a strong reputation within the industry.

The total number of hour(s) spent on ISO 9001:2015 introduction and awareness training increased from twelve (12) hours in FYE2019 to twenty-four (24) hours in FYE2020.

17. Healthy Work-life Practices

The Group encourages internal activities for employees to foster a pleasant work environment and maintain a driven workforce. Staff activities are organised throughout the year to facilitate bonding among the employees. These activities help improve the communication, productivity and morale at the work place.

We have organised a number of staff bonding activities including festive dinners and JF Tech's 20th Anniversary Celebration held at The Saujana Hotel.

18. Contribution to Community

JF Tech is committed to discharging its social responsibility through giving back to society and local communities. Our engagement with communities aims to be holistic, collaborative and sustainable, resulting ultimately in their empowerment.

During FYE2020, direct contributions to Semenanjung Orang Asli Educare Centre ("SEMOA"), a non-profit charitable and non-governmental organisation, were made through donation of various electrical appliances including refrigerators and washing machines to maintain and upkeep facilities at the SEMOA.

At the same time, the Group also provides numerous opportunities for students to undertake internship programmes with the aim of supporting students from local universities and colleges in gaining practical work experience. In FYE2020, the Group offered internships for students from universities, colleges and polytechnics from different states of Malaysia, which have benefitted a total of eight (8) students.

MOVING FORWARD

The Group recognises the importance of being a responsible and sustainable organisation and that it goes beyond measuring our financial performance. The Group is committed to this endeavour and we look forward to improving and share further on our sustainability efforts in years to come.