



**SERVICE
DELIVERY**

SERVICE DELIVERY

CLIENT CHARTER

The client charter target for 2021 is 99%. Actual achievement for 2021 is 100%.

The companies client charter performance for 2021 are as follows:

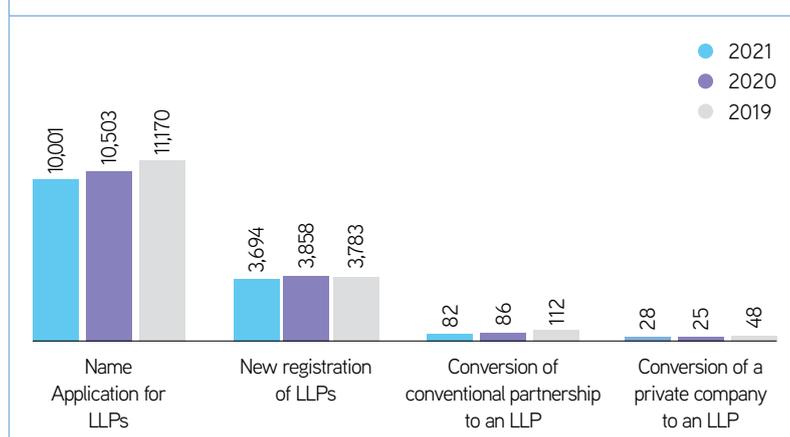
FORMS	CLIENT CHARTER	PERCENTAGE (%)
Incorporation of a Company	1 Day	100
Approval of Name	1 Day	100
Certificate of Starting a Business for Public Companies	1 Day	100
Change of Company Name	1 Day	100
Change of Company Status	2 Days	100
Registration of Charge	3 Days	100
Registration of Prospectus	3 Days	100

LIMITED LIABILITY PARTNERSHIPS (LLP)

The statistics of registration of LLPs for year 2019 to 2021 are as follows:

TRANSACTIONS	2021	2020	2019
Name Application for LLPs	10,001	10,503	11,170
New registration of LLPs	3,694	3,858	3,783
Conversion of conventional partnership to an LLP	82	86	112
Conversion of a private company to an LLP	28	25	48
TOTAL	13,805	14,472	15,113

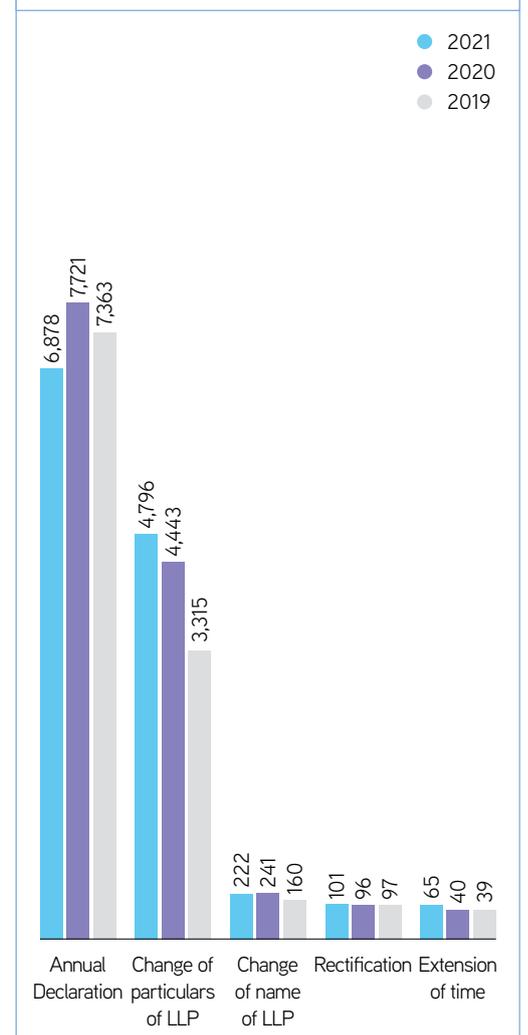
REGISTRATION OF LLPs FOR YEAR 2019 - 2021



The statistics of submission for post registration of LLPs for year 2019 to 2021 are as follows:

TRANSACTIONS	2021	2020	2019
Annual Declaration	6,878	7,721	7,363
Change of particulars of LLP	4,796	4,443	3,315
Change of name of LLP	222	241	160
Rectification	101	96	97
Extension of time	65	40	39
TOTAL	12,062	12,541	10,974

SUBMISSION FOR POST REGISTRATION OF LLPs FOR YEAR 2019 - 2021



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MALAYSIA CORPORATE IDENTITY (MyCoID)

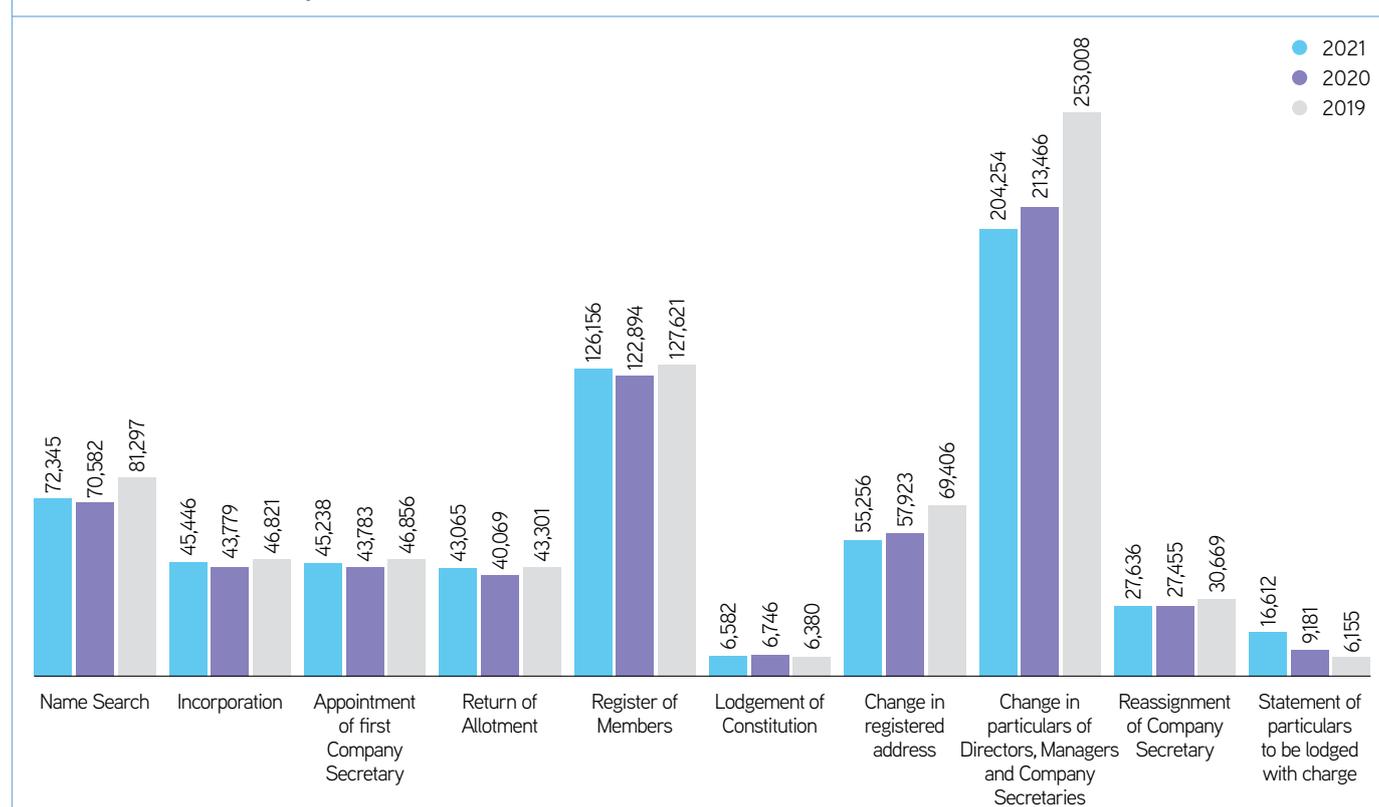
Applications received through the MyCoID system in 2021 is 642,590 compared to 635,878 in 2020. It showed an increase of 6,712 or 1.06%.

In 2021, a total of 45,446 companies were incorporated through the MyCoID system, showing an increase of 1,667 or 3.80% compared to 43,779 in 2020.

The statistics of MyCoID for year 2019 to 2021 are as follows:

TRANSACTIONS	2021	2020	2019
Name Search	72,345	70,582	81,297
Incorporation	45,446	43,779	46,821
Appointment of first Company Secretary	45,238	43,783	46,856
Return of Allotment	43,065	40,069	43,301
Register of Members	126,156	122,894	127,621
Lodgement of Constitution	6,582	6,746	6,380
Change in registered address	55,256	57,923	69,406
Change in particulars of Directors, Managers and Company Secretaries	204,254	213,466	253,008
Reassignment of Company Secretary	27,636	27,455	30,669
Statement of particulars to be lodged with charge	16,612	9,181	6,155
TOTAL	642,590	635,878	711,514

THE STATISTICS OF MyCoID FOR YEAR 2019 - 2021



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MALAYSIAN BUSINESS REPORTING SYSTEM (MBRS)

In 2021, a total of 433,555 submissions for Annual Returns (AR), Financial Statements (FS) and Exemption Applications related to AR and FS, were received. The following is the breakdown of submissions received through MBRS for 2019 to 2021:

SERVICES	2021	2020	2019
Annual Return for companies having share capital (section 68 of the CA 2016)	392,703	478,090	467,539
Annual Return for companies not having share capital (section 68 of the CA 2016)	1,536	1,939	1,772
Annual Return for foreign companies (section 576 of the CA 2016)	445	438	441
Annual Return for unchanged particulars (section 68 of the CA 2016)	17,371	26,275	4,314
TOTAL	412,055	506,742	474,066

SERVICES	2021	2020	2019
Financial Statements - Audited (section 244 of the CA 2016)	5,262	4,660	3,697
Financial Statements - Unaudited (section 267(2) of the CA 2016)	1,106	903	655
Certificate for Exempt Private Company (section 260 of the CA 2016)	10,763	12,352	14,098
TOTAL	17,131	17,915	18,450

APPLICATIONS	2021	2020	2019
Application for exemption from coinciding foreign subsidiary financial year end with holding company (section 247(5) of the CA 2016)	16	55	47
Application for exemption from filing financial statements in full XBRL format (section 604(2) of the CA 2016)	1	4	12
Application to waive lodgement of financial statements by foreign company (section 575(7) of the CA 2016)	2	1	11
Application for relief from requirements as to form and contents of directors' report (section 255(1) of the CA 2016)	2	3	16
Application for relief from requirements as to form and contents of financial statements (section 255(1) of the CA 2016)	0	1	0
Application for extension of time for circulation of financial statements and reports (section 259(2) of the CA 2016)	4,245	865	849
Application for extension of time to lodge financial statements and reports (section 259(2) of the CA 2016)	0	1	7
Application for extension of time for holding annual general meeting (section 340(4) of the CA 2016)	96	35	19
Application for extension of time to lodge annual return (section 609(2) of the CA 2016)	7	2	1
Application to Minister (with relation to Financial Statements and Report or Annual Return (section 247(8) of the CA 2016 and section 38E of the CCMA 2001)	0	0	1
TOTAL	4,369	967	963

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CORPORATE MANAGEMENT APPLICATION

The statistics for Corporate Management Applications for 2019 to 2021 are as follows:

APPLICATIONS	2021	2020	2019
Application for extension of time under section 259(2), 340 and 22(5)(b) of the CA 2016	5,833	2,729	2,072
Application to obtain relief on the form and content of the Audited Financial Statements and Directors' Report under section 253(2) and 255(1) of the CA 2016	14	40	98
Application to obtain relief for a subsidiary having a different financial year end from the holding company under section 247(3) of the CA 2016	56	21	37
Application for exemption for foreign companies to lodge the account in Malaysia under section 575(7) of the CA 2016	13	17	28
Lodgement fee of initial public offerings, abridged prospectus and other supporting documents	1,501	1,228	1,134
Obligations by director of borrowing corporation for lodgement of Quarterly Report	51	60	70
TOTAL	7,468	4,095	3,439

COMPANY LIMITED BY GUARANTEE (CLBG)

The statistics for applications received for approval by the Minister for 2019 to 2021 are as follows:

APPLICATIONS	2021	2020	2019
Application for incorporating CLBG without the word 'Berhad'	56	44	55
Application to drop the word 'Berhad'	3	3	4

APPLICATIONS	2021	2020	2019
Application for incorporating CLBG without the word 'Berhad'	56	44	55
Application to drop the word 'Berhad'	3	3	4
Application to hold/ dispose/ charge land/ property	52	34	53
Application for appointment of new Directors	384	425	425
Application to seek contributions/ donations from the public	19	11	17
Application for amendment of company's Constitution	65	62	70
Application for payment of salaries, fees, fixed allowances and other benefits to the director	8	2	9
Application for holding of subsidiary company	2	5	0
TOTAL	589	586	633

The statistics for applications received for approval by the Registrar for year 2019 to 2021 are as follows:

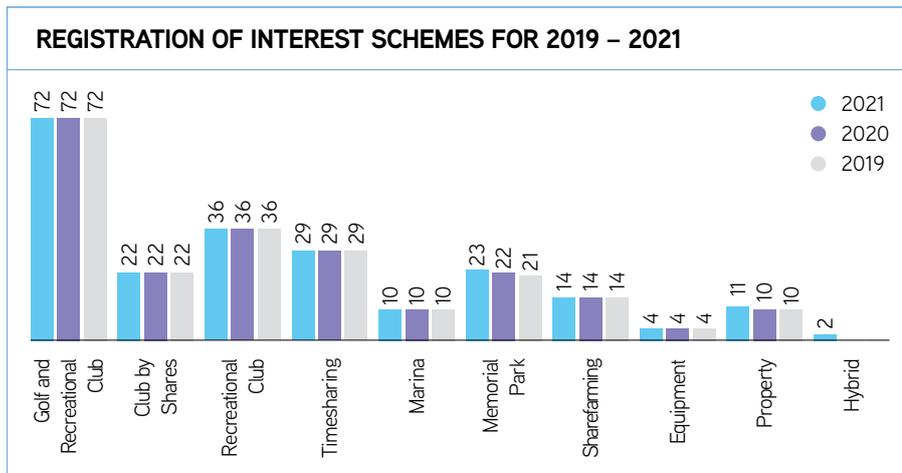
APPLICATIONS	2021	2020	2019
Application for incorporating CLBG with the word 'Berhad'	47	27	35
Application for appointment of new Directors	462	601	828
Application to seek contributions/ donations from the public	15	11	10
Application for amendment of company's Constitution	37	23	33
Application for payment of salaries, fees, fixed allowances and other benefits to the Director	17	4	7
Application for holding of subsidiary company	2	1	2
TOTAL	580	667	915

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INTEREST SCHEMES

The statistics of registered Interest Schemes for 2019 to 2021 are as follows:

CATEGORIES	2021	2020	2019
Golf and Recreational Club	72	72	72
Club by Shares	22	22	22
Recreational Club	36	36	36
Timesharing	29	29	29
Marina	10	10	10
Memorial Park	23	22	21
Sharefarming	14	14	14
Equipment	4	4	4
Property	11	10	10
Hybrid	2	0	0
TOTAL	223	219	218



The statistics for companies client's charter performance and registered documents of Interest Schemes for 2019 to 2021 are as follows:

FORMS	CLIENT CHARTER	PERFORMANCE (%)	2021	2020	2019
Prospectus & Supplemental Prospectus	3 Days	100	120	91	180
Annual Return of Schemes	7 Days	100	116	94	100

A total of 120 registration of prospectuses and supplemental prospectuses were received in 2021 compared to 91 registrations of prospectus and supplemental prospectuses in 2020. In 2021, SSM received 116 submissions of the Annual Return for Interest Schemes compared to 94 submissions for Annual Return for Interest Schemes in 2020.

TERMINATION OF REGISTERED INTEREST SCHEMES

SSM has taken a proactive and structured approach to regulate orderly closure of schemes such as those that have long been inactive but yet to be properly terminated, problematic schemes which can no longer continue or are no longer profitable or schemes which are suffering heavy losses. SSM plays a vital role in ensuring that management companies or trustees take the necessary steps in order to ensure that the termination or winding up is in compliance with the law.

The statistics of registered Interest Schemes status for 2019 to 2021 are as follows:

STATUS	2021	2020	2019
Active	96	146	144
Non active and under termination process	73	30	27
Terminated	50	42	40

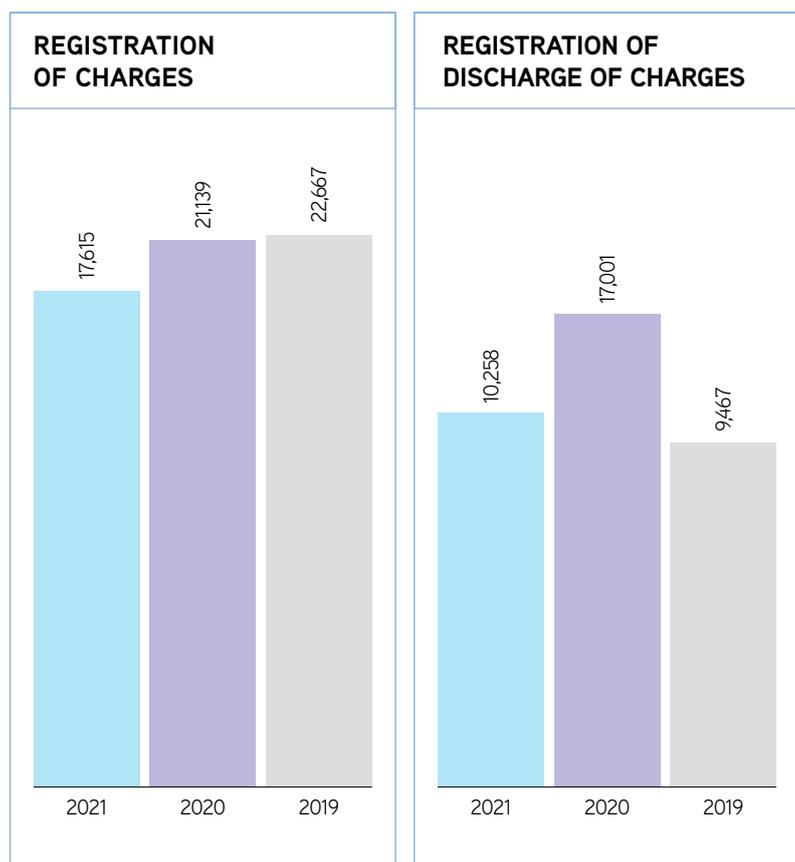
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CHARGES

The number of registered charges in 2021 is 17,615 (based on forms submitted over the counter and via the MyCoLD 2016 system). There is a decrease of 16.67% compared with 21,139 registered charges in 2020.

The registration of discharge of charge for 2021 is 10,258. There is a decrease of 40% compared with 17,001 registration of discharge of charge in 2020.

The statistics for the registration of charges and registration of discharge of charges for 2019 to 2021 are as follows:



TRANSACTIONS	2021	2020	2019
Registration of Charges	17,615	21,139	22,667
Registration of Discharge of Charges	10,258	17,001	9,467

COMPANIES WINDING UP

A total number of 2,112 companies were wound up in 2021 compared to 2,834 companies in 2020, showing a decrease of 25%. Meanwhile, 1,634 companies were dissolved in 2021 compared to 1,483 in 2020, showing an increase of 10%.

CATEGORIES	2021	2020	2019
Companies with winding up status	2,112	2,834	2,930
Companies with dissolved status	1,634	1,483	1,535

COMPANIES STRIKING OFF

The number of companies which are dissolved through striking off process has seen a decrease from 57,365 in 2020 to 30,464 in 2021 showing a decrease of 54%. Out of this number, 19,021 of companies were dissolved through striking off applications while 11,443 were through the Registrar's initiatives under section 68(8) of the CA 2016.

CATEGORY	2021	2020	2019
Companies dissolved	30,464	57,365	56,712

ASSET MANAGEMENT OF DISSOLVED COMPANY

There were 286 applications under sections 556, 557 and 558 of the CA 2016 recorded during 2021, which were slightly higher than 2020 which recorded 225 applications, an increase of 27.11%.

Section 556 of the CA 2016

There were 37 applications received under section 556 of the CA 2016 for the Registrar to act as a representative of a dissolved company in 2021 which was lower compared to 2020 which recorded 52 applications, a decrease of 28.85%.

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Section 557 of the CA 2016

There were 246 applications received under section 557 of the CA 2016 for outstanding asset (monies) of dissolved companies to be vested in the Registrar in 2021 which were higher compared to 2020 which recorded 167 applications, an increase of 47.31%.

Section 558 of the CA 2016

SSM received three (3) applications for the purchase of the assets vested in the Registrar under section 558 of the CA 2016 throughout 2021 compared to six (6) applications in 2020, a decrease of 50%.

Management of Assets of Dissolved Companies

The statistics for the management of the assets of dissolved Companies for 2019 to 2021 are as follows:

APPLICATIONS	2021	2020	2019
Applications to the Registrar to act as a representative of a defunct company under section 556 of the CA 2016	37	52	39
Assets vested to the Registrar under section 557 of the CA 2016	246	167	58
Applications for the purchase of the assets vested under section 558 of the CA 2016	3	6	4
TOTAL	286	225	101

CORPORATE RESCUE MECHANISM

SSM has enforced Part III, Division 8, Subsection 1 & 2 of the CA 2016 relating to Corporate Rescue Mechanism (CRM) comprising Corporate Voluntary Arrangements (CVA) and Judicial Management (JM) on 1 March 2018.

Both CVA and JM allows companies facing financial difficulties to be rehabilitated or to reach a compromise of the whole or part of the company's debts.

CVA is an arrangement with the company's creditors without the need for Court approval. However, JM is a court supervised rescue plan that places the management of a company under a judicial manager appointed by the Court.

Since CRM came into force until December 2021, a total of four (4) applications have been filed in Court to place the company under CVA. In 2019 and 2020 one (1) application was filed respectively while two (2) applications were filed in 2021.

Pursuant to the applications, all debt restructuring proposals have been approved by the company's creditors and shareholders.

As for JM, a total of 25 companies have filed applications to the Court to place the company under JM in 2021 where a total of 12 companies have obtained JM Orders from the Court and six (6) companies were released from JM Orders by the Court.

Judicial Management

The statistics for the application of JM received for 2019 to 2021 are as follows:

APPLICATIONS	2021	2020	2019
Application for Judicial Management Order in Court	25	36	9
Judicial Management Order granted	12	11	4
Discharged of Judicial Management Order	6	4	4

Corporate Voluntary Arrangement

The statistics for applications of CRM received for 2019 to 2021 are as follows:

APPLICATIONS	2021	2020	2019
Application for Corporate Voluntary Arrangement	2	1	1
Application for Corporate Voluntary Arrangement Approved by Creditors and Shareholders	2	1	1
Application for Corporate Voluntary Arrangement Disapproved by Creditors and Shareholders	0	0	0

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**BUSINESS CLIENT CHARTER PERFORMANCE
(Counter Services)**

The client charter performance for 2021 are as follows:

FORMS	CLIENT CHARTER	PERCENTAGE (%)
New Business Registration (Form A)	1 Hour	97.14
Renewal of Business Registration (Form A1)	15 Minutes	100.00
Change of Business Registration (Form B)	1 Hour	99.60
Termination of Business (Form C)	15 Minutes	96.81

**BUSINESS CLIENT CHARTER PERFORMANCE
(ezBiz Online)**

The client charter performance for 2021 are as follows:

FORMS	CLIENT CHARTER	PERCENTAGE (%)
New Business Registration (Form A)	1 working day	75.00
Renewal of Business Registration (Form A1)	Auto approve	100.00
Change of Business Registration (Form B)	1 working day	78.00
Termination of Business Registration (Form C)	1 working day	96.00

EZBIZ ONLINE SERVICES

ezBiz Online is an online business registration service provided by SSM to enable users to register new businesses, renew their business registration, register changes in business information, terminate business and also make payment for compound under ROBA 1956.

In 2021, several improvements have been implemented to the ezBiz Online system that allows 95% of business registration transactions to be executed online.

The statistics for the ezBiz Online transactions for 2020 and 2021 are as follows:

TRANSACTIONS	2021	2020
User Account Registration	442,044	491,741
New Business Registration	383,581	390,753
Change of Business Registration	172,413	128,899
Termination of Business Registration	20,118	8,815
Renewal of Business Registration	526,571	391,915
TOTAL	1,544,727	1,412,123

REGISTRATION OF BUSINESS SERVICES COUNTER

The statistics of registration of business transactions over the counter for 2019 to 2021 are as follows:

TRANSACTIONS	2021	2020	2019
New Business Registration	846	12,934	24,647
Change of Business Registration	2,281	82,387	106,513
Termination of Business Registration	1,371	15,272	25,924
Renewal of Business Registration	2,044	46,751	56,338
TOTAL	6,542	157,344	213,422

SKIM PENDAFTARAN PERNIAGAAN PRIHATIN (SPPP)

Skim 1 Pelajar 1 Perniagaan (S1P1P) was rebranded to the Skim Pendaftaran Perniagaan Prihatin (SPPP) to enable youths and single mothers' entrepreneurs in the B40 group including full time students of Public/ Private Institutions of Higher Learning to register their business with SSM under the ROBA 1956.

On 4 February 2021, SPPP was extended to all entrepreneurs in the B40 group including full time students of Public/ Private Institutions of Higher Learning to register their business with SSM under the ROBA 1956 without fee for registration and business information.

SPPP was introduced with the aim of encouraging more participation from entrepreneurs in the B40 group having difficulties due to the COVID-19 pandemic to venture into business, generate additional income that can support their daily lives and further boost the growth of the business sector in the country.

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SPPP is given for one (1) time registration (RM30.00 for business registration name as per IC or RM60.00 for business registration using trade name including business information amount RM10.00) for a period of one (1) year during the implementation period of this scheme. Renewals and registration of branches, if any, are charged as usual.

Total SPPP registrations in 2021 are as follows:

CATEGORIES	REGISTRATIONS
Entrepreneurs (B40 group)	17,908
Students	8,394
TOTAL	26,302

SSM has been progressively promoting SPPP with many initiatives for instance, announcements on SSM's official social media accounts, an interview with Radio Televisyen Malaysia (RTM) and online talks for students and B40 entrepreneurs by using the platform of Microsoft Teams in the period of the MCO being enforced by the Government. SSM's State Offices and Branches in Malaysia are not excluded from this promotional activities.

Following are the online talks regarding SPPP initiatives that has been conducted in the year 2021:

ORGANISATIONS	DATE	PARTICIPANTS
<i>Amanah Ikhtiar Malaysia (AIM)</i>	18 January 2021	25
Peoples System Consultancy (PSC)	18 February 2021	45
<i>Suruhanjaya Komunikasi & Multimedia Malaysia (SKMM)</i> Radio Spectrum Assignment Department (RSAD)	19 February 2021	30
Peoples System Consultancy (PSC)	23 February 2021	55
<i>Desamall @ Kementerian Pembangunan Luar Bandar (KPLB)</i>	24 February 2021	25
<i>Institut Keusahawanan Negara (INSKEN)</i>	1 March 2021	20
<i>Yayasan Komuniti Negara (YKN)</i>	2 March 2021	20

ORGANISATIONS	DATE	PARTICIPANTS
Peoples System Consultancy (PSC)	2 March 2021	48
<i>Agensi Kaunseling dan Pengurusan Kredit (AKPK)</i>	3 March 2021	37
Peoples System Consultancy (PSC)	4 March 2021	34
<i>Perbadanan Hal Ehwal Bekas Angkatan Tentera (PERHEBAT)</i>	10 March 2021	270
Peoples System Consultancy (PSC)	11 March 2021	23
Peoples System Consultancy (PSC)	16 March 2021	19
Peoples System Consultancy (PSC)	18 March 2021	40
Universiti Kuala Lumpur (UniKL)	19 March 2021	60
Moc Prints Sdn Bhd (PENJANA)	22 March 2021	15
<i>Kementerian Sumber Manusia</i>	25 March 2021	27
<i>Jabatan Pendaftaran Pertubuhan Malaysia, Wilayah Persekutuan</i>	26 March 2021	30
Peoples System Consultancy (PSC)	30 March 2021	16
<i>Agensi Kaunseling dan Pengurusan Kredit (AKPK)</i>	8 April 2021	34
<i>Universiti Islam Antarabangsa Malaysia (UIAM)</i>	9 April 2021	60
Peoples System Consultancy (PSC)	15 April 2021	18
GIATMARA Wilayah Persekutuan, Kuala Lumpur	19 April 2021	30
<i>Unit Penyelarasan Pelaksanaan (ICU) Jabatan Perdana Menteri, Wilayah Persekutuan, Kuala Lumpur</i>	20 April 2021	21

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ORGANISATIONS	DATE	PARTICIPANTS
Peoples System Consultancy (PSC)	20 April 2021	44
Peoples System Consultancy (PSC)	27 April 2021	18
Applied Energy Solutions Sdn Bhd (PENJANA)	30 April 2021	15
Peoples System Consultancy (PSC)	25 May 2021	48
Peoples System Consultancy (PSC)	27 May 2021	42
Peoples System Consultancy (PSC)	10 June 2021	49
Pembangunan Sumber Manusia Berhad (HRD CORP)	10 June 2021	25
GerakWanis	14 June 2021	30
Kolej Komuniti Hulu Langat	15 June 2021	49
GIATMARA	21 July 2021	60
GIATMARA	26 July 2021	60
Universiti Islam Antarabangsa Malaysia (UIAM)	29 October 2021	50

SKIM 1 OKU 1 PERNIAGAAN (S101P)

This scheme was first introduced on 23 October 2012 and is known as the OKU Incentive 2012 and was rebranded to S101P on 5 January 2017. This scheme aims to focus and encourage special groups to participate in business legally and further enhance the economy through business activities. Applications for new registrations and annual renewals are limited to one (1) business only.

The statistics for the business registration and renewal of business registration under the S101P for 2020 and 2021 are as follows:

YEAR	2021	2020
Business Registration	1,752	2,128
Renewal of Business Registration	1,593	2,550

SSM SERVICE COUNTER AT MDTCA PUTRAJAYA

The statistics for the registrations received at the SSM Service Counter at MDTCA Putrajaya for 2019 to 2021 are as follows:

	2021	2020	2019
	546	23,987	30,801

URBAN TRANSFORMATION CENTRE (UTC) – KUALA LUMPUR AND PERLIS

The statistics for the registrations received at UTC Kuala Lumpur dan Perlis for 2019 to 2021 are as follows:

UTC	2021		2020		2019	
	COMPANIES	BUSINESSES	COMPANIES	BUSINESSES	COMPANIES	BUSINESSES
Kuala Lumpur	-	780	-	80,804	-	183,903
Perlis	940	118	696	21,495	886	14,412

EZBIZ KIOSK SERVICES

The statistics for ezBiz Kiosk Transactions for 2019 to 2021 are as follows:

TRANSACTIONS	2021	2020	2019
Compound Payment	*279	45,306	145,157
Business Renewal	130,822	216,844	355,129
Business Information Supply	119,360	187,165	234,658
TOTAL	250,461	449,315	734,944

*User use online services instead of kiosks during the pandemic.

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ONLINE SUPPLY OF CORPORATE INFORMATION TO MINISTRIES, DEPARTMENTS AND FEDERAL GOVERNMENT AGENCIES (KJAKP)

The online supply of corporate information to KJAKP was introduced on 25 September 2018. It is an innovation that aims to increase productivity, efficiency, and effectiveness of the service delivery to KJAKP by leveraging the latest technological capabilities via online applications.

The subscription packages for KJAKP are:

PACKAGES	DETAILS
PACKAGE 1	- Company profile WITHOUT Charges information and Financial Statement
PACKAGE 2	- Company profile WITH Charges information and Financial Statement
PACKAGE 3	- Complete company profile and document image WITHOUT verification - For investigation and court purposes ONLY
PACKAGE 'ONE OFF'	- Complete company profile WITHOUT Charges information and Financial Statement - Access valid for only five (5) days with maximum 50 corporate information searches

Total agencies (KJAKP) registered as users and using the online application:

YEAR	AGENCIES
2021	206
2020	226
2019	291

Total users based on packages introduced:

YEAR	PACKAGE 1	PACKAGE 2	PACKAGE 3	TOTAL
2021	30	85	153	268
2020	36	77	184	297
2019	34	151	353	538

The statistics of KJAKP package subscription:

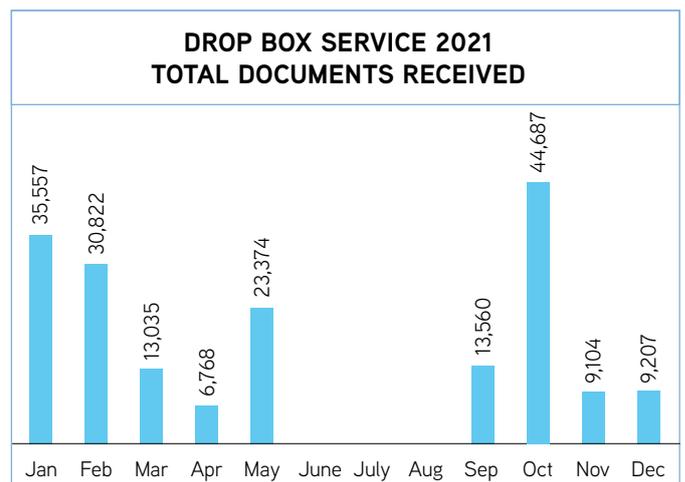
YEAR	PACKAGE 1	PACKAGE 2	PACKAGE 3	TOTAL
2021	27,146	157,610	258,842	443,598
2020	26,675	41,094	229,796	297,565
2019	1,283	12,932	19,884	34,099

DROP BOX SERVICE

To assist the business community and the corporate sector to submit documents in accordance with the SOPs enforced during the MCO period, SSM has introduced online appointment booking, online document/ application submission and Drop Box service.

This initiative was first introduced on 13 May 2020 and has since continued in 2021 expanding to all SSM offices nationwide. In year 2021, a total of 186,114 documents were received through this service.

MONTH	TOTAL
January	35,557
February	30,822
March	13,035
April	6,768
May	23,374
June	-
July	-
August	-
September	13,560
October	44,687
November	9,104
December	9,207
TOTAL	186,114



SERVICE DELIVERY

MANAGEMENT OF CUSTOMER INQUIRIES AND COMPLAINTS VIA THE SSM CONTACT CENTRE

In 2021, SSM recorded a total of 484,015 transactions through the SSM official contact platform via phone calls and emails. The amount is an increase of 10.32% over the previous year.

The statistics for customer inquiries and complaints for 2019 to 2021 are as follows:

YEAR	CALLS	E-MAILS	TOTAL
2021	290,515	193,500	484,015
2020	310,648	128,087	438,735
2019	186,194	92,244	278,438

The top five (5) inquiries received by the SSM Contact Centre are as follows:

- (a) Enquiries related to online business registration/ changes/ renewal application via the ezBiz Online;
- (b) General inquiries regarding business registration procedures;
- (c) Enquiries regarding the filing status of the company's statutory documents;
- (d) Enquiries related to SSM's operations; and
- (e) Enquiries related to technical issues encountered while using SSM's e-services.

CORPORATE AND BUSINESS INFORMATION DATA (CBID)

The total number of applications for 2019 to 2021 are as follows:

2021	2020	2019
137	170	154

SSM BIZTRUST

To further improve verification of business entities via the SSM BizTrust, SSM has taken a proactive move by introducing the SSM BizTrust QR Code that only requires a single scan for

access to information about a particular business. The SSM BizTrust QR Code or business starter kit was launched on 31 March 2021 and serves as a digital identification for business entities registered with SSM.

As a start, the SSM BizTrust QR Code is currently being offered to sole proprietorships and partnerships registered under ROBA 1956 via ezBiz Online portal. Once scanned via SSM's official mobile application (MySSM), the SSM BizTrust QR Code will display information such as the business entity's name, registration number, status and the business URL address. The SSM BizTrust QR Code will also be expanded in stages to business entities registered under the CA 2016 and the LLPA 2012. Since the introduction of the SSM BizTrust, a total of 820,753 business entities have been registered and the statistics for registration by levels are as follows:

LEVEL	REGISTRATIONS
L1 - Registration ¹	4,307
L1 (Auto - SSM ezBiz Online) Business Registration - Sole Proprietorship	254,096
L1 (Auto - SSM ezBiz Online) Business Registration - Partnership	24,000
L1 (Auto - SSM ezBiz Online) Renewal of Business Registration	538,015
L2 - Level 1 + Privacy ² or Security ³	59
L3 - Level 1 + Privacy and Security	276
TOTAL	820,753

Notes:

- 1 The Entity is registered and in good standing with SSM and follows established business practices in line with the SSM BizTrust Registration Principle Criteria.
- 2 The Entity is registered and in good standing with SSM and follows established business practices in line with the SSM BizTrust Privacy Principle Criteria.
- 3 The Entity has put in place safeguards to protect the security of the system/ portal in line with the SSM BizTrust Security Principle Criteria.

SERVICE DELIVERY

BUSINESS ADVISORY

The total number of enquiries for 2019 to 2021 are as follows:

2021	2020	2019
173	141	42

SSM e-INFO SERVICES

The total number of transactions for 2019 to 2021 are as follows:

2021	2020	2019
2,065,207	2,164,924	1,971,389

MyDATA-SSM SERVICES

The total number of transactions for 2019 to 2021 are as follows:

2021	2020	2019
2,950,481	2,132,904	1,900,795

XCESS PORTAL

SSM launched the XCESS Portal on 2 September 2021 which offers information on LLPs and personal involvement online via ssm4u.com.my. The XCESS Portal was developed to supply information that is not offered by SSM's existing Service Provider portals namely, SSM e-Info and MyDATA-SSM. The products offered by the XCESS Portal are as follows:

(a) LLP
(i) LLP Profile;
(ii) LLP Certificate; and
(iii) Copy of LLP Statutory Document Image
(b) Personal Involvement
(i) Based on CA 2016
- Personal Involvement as a Director;
- Personal Involvement as a Shareholder;
- Personal Involvement as a Company Secretary;
- Personal Involvement as Auditor; and
- Personal Involvement as a Liquidator.

(ii) Based on ROBA 1956

- Personal Involvement as a Business Owner

(iii) Based on the LLPA 2012

- Personal Involvement as a partner and Compliance Officer

The transformation of this service also allows the public to obtain information related to LLPs and personal involvement more easily without having to go to SSM. Through the introduction of this portal, SSM has introduced two (2) new personal involvement products namely personal involvement as auditors and liquidators. Since the introduction of the portal, a total of 17,157 applications have been received.

2021
Total Applications
17,157

ONLINE INTEGRATION SERVICE VIA SSM MIDDLEWARE

Moving forward, SSM has taken steps to accelerate the integration of SSM data towards the digitalization agenda using an application programming interface (API) between SSM systems with other applications. This service is not limited to being offered to the Ministries, Departments and Federal Government Agencies but also extended to data sharing between banks, private sectors, Government Linked Companies (GLCs) and corporate entities.

A total of three (3) projects have successfully launched with data sharing through the SSM Middleware integration and they are as follows:

- | |
|---|
| (a) The Electronic Centralized License & Permit System (eCLAPS) project launched by the National Water Services Commission (SPAN) on 13 October 2021; |
| (b) The Housing Integrated Management System (HIMS) project launched by KPKT which conducted a pilot run on 21 October 2021; and |
| (c) The CRIF BizInsight Malaysia Project launched by CRIF Sdn Bhd on 27 October 2021. |

The significant impact is that the supply of SSM data is provided in real time from SSM database to agencies that is integrated with SSM. This integration avoids customer

SERVICE DELIVERY

complaints since the data supplied is accurate and for the purpose of verification of each agency.

ONLINE INTEGRATION

The total number of new online integration for 2019 to 2021 are as follows:

2021	2020	2019
5	10	5

NEW PRODUCTS

SSM consistently conducts new product development to ensure that it meets the needs of its customers and stakeholders, in

line with the industry's demand for information on business entities in Malaysia. Following the introduction of the XCESS Portal to customers on 2 September 2021, SSM introduced two (2) new SSM products as follows:

(a) Personal Involvement as Auditor; and

(b) Personal Involvement as Liquidator

The new products introduced are the information relating to an individual's involvement as an auditor in audit firm or liquidator in any company through a search of MyKad (New/Old), Passport No, Police ID or Army ID.

INITIATIVES TO REDUCE THE BURDEN OF THE CORPORATE SECTOR AND BUSINESS COMMUNITIES IN 2021

In 2021, SSM continued several initiatives that were introduced in 2020 as well as introducing new initiatives to help reduce the burden and the pressures of the business community and corporate sector that were affected by the COVID-19 pandemic. This initiative is a continuous support by SSM to ensure that corporate and business sectors are resilient and subsequently competitive to generate economic activity during the pandemic period. SSM's initiatives to reduce the burden on the corporate and business sectors are as follows:

INITIATIVE 1



Introduction of *Skim Pendaftaran Perniagaan Prihatin (SPPP)* that offers free registration of new businesses to entrepreneurs in B40 group as well as full-time higher learning institutions students.

Details

- Launched on 23 December 2020. This initiative is given to all B40 youths and single mothers as well as full-time students from Institutes of Higher Learning (Public and Private), Polytechnics, Colleges, Skills Institutes and Skills Centres in Malaysia.
- On 15 February 2021, the SPPP initiative was extended to all individuals in the B40 group to start a business and who have never registered their business.
- Business registration is provided free of charge (exemption of new registration fee).

Implementation Period

This initiative is implemented continuously until the grant allocation is utilised.

Impact

Starting from 1 January 2021 until 31 December 2021, a total of **26,302** free business registrations were given to B40 entrepreneurs as well as full-time students of higher learning institutions. The details are as follows:

CATEGORIES	REGISTRATIONS
Entrepreneurs (B40 group)	17,908
Students	8,394
TOTAL	26,302

SERVICE DELIVERY

INITIATIVE 2

Continuation of *Skim 1 OKU 1 Perniagaan (S101P)*.

Details

- Introduced on 23 October 2012 and aims to encourage disabled persons (OKU) to venture into business legally.
- Free business registration and businesses renewal registration limited to one business registration only.

Implementation Period

This initiative is implemented on an ongoing basis.

Impact

Statistics on business registration and business renewal registration under S101P recorded **1,752** and **1,593** respectively for the period from 1 January 2021 to 31 December 2021. The details are as follows:

MONTH	REGISTRATIONS	RENEWALS
January	105	130
February	104	84
March	299	173
April	301	69
May	91	64
June	83	30
July	109	99
August	111	151
September	122	190
October	118	201
November	143	193
December	166	209
TOTAL	1,752	1,593

INITIATIVE 3



The extension of time for free registration of the SSM BizTrust until 31 December 2021.

Details

- The SSM BizTrust is a standard in the form of a logo (seal) offered by SSM to business entities especially online businesses with conditions that the entity has complied with the characteristics of the trust principles and criteria that have been established.
- The SSM BizTrust shall create user confidence, business entities compliance with legal requirements and increase business/ user awareness.
- The SSM BizTrust 2.0 was introduced on 31 March 2021 as a business starter kit in the form of a QR code that serves as a digital identification and business entity information review. It is automatically given to business entities under the ROBA 1956 and has an account with the ezBiz Online portal.
- The SSM BizTrust is FREE until 31 December 2021 for entities under the CA 2016 and the LLPA 2012 and application can be submitted via <https://biztrust.ssm.com.my>.

Implementation Period

SSM BizTrust free registration extended until 31 December 2021.

Impact

From when the SSM BizTrust was introduced until 31 December 2021, a total of **820,753** physical business entities were registered with the SSM BizTrust through this latest initiative as per the table below:

LEVEL	REGISTRATIONS
L1 - Registration¹	4,307
L1 (Auto – SSM ezBiz Online) Business Registration – Sole Proprietorship	254,096
L1 (Auto – SSM ezBiz Online) Business Registration – Partnership	24,000
L1 (Auto – SSM ezBiz Online) Renewal of Business Registration	538,015
L2 - Level 1 + Privacy² or Security³	59
L3 - Level 1 + Privacy and Security	276
TOTAL	820,753

Number of registrations before the SSM BizTrust QR Code was introduced (2017 – March 2021): **4,593**

SERVICE DELIVERY

INITIATIVE 4



Exemption of compound for late business renewal and late registration of businesses until 31 December 2021.

Details

- (a) Contribute to the cost savings of compliance with entrepreneurs who have been late in registering a business or are late in renewing their business registration and encourage to conduct business formally by complying with legal requirements.
- (b) Exemption of compound for the late business renewal of businesses from 1 January to 31 December 2021.
- (c) Exemption of compound for the late registration of businesses from 1 January to 31 December 2021.

Implementation Period

1 January 2021 until 31 December 2021.

Impact

The statistics for the exemption of compound for the period of 1 January 2021 to 31 December 2021 are as follows:

- (a) Compound for late business renewal
Number of businesses: **518,911**
- (b) Compound for late registration of businesses
Number of businesses: **3,876**

INITIATIVE 5



Compound reduction up to 90% from the original value of the compound for the application to strike off a company under section 549/ 550 of the CA 2016 until 31 December 2021.

Details

- (a) This incentive is SSM's initiative in assisting companies that are facing financial difficulties due to the COVID-19 pandemic.
- (b) Reduction of the financial burden to strike off a company to company directors with a simpler process and higher discount.
- (c) Companies and company directors that have applied for or taken action to strike off a company in accordance with the provisions of section 549/ 550 of the CA 2016 are eligible to obtain a compound reduction up to 90%.

Implementation Period

1 January 2021 until 31 December 2021.

Impact

Compound under the CA 2016 for striking off company name applications under section 549/ 550 of the CA 2016 from 1 January 2021 until 31 December 2021 are as follows:

- (a) Number of notices issued: **27,105**
- (b) Number of companies: **6,355**
- (c) Number of Directors: **8,574**

SERVICE DELIVERY

INITIATIVE 6



Increasing the value of indebtedness from RM10,000 to RM50,000 permanently.

Details

- (a) SSM increased the company's indebtedness threshold to RM50,000 effective 1 April 2021 as a new threshold value that remains after taking into account the uncertainties of the global economic situation due to the impact of the COVID-19 pandemic. The gazetting of the new value of indebtedness was made on 22 March 2021 [GN No. 4159] in accordance with the powers of the Minister under section 466(1)(a) of the CA 2016.
- (b) Previously, the threshold for indebtedness was temporarily increased from 23 April 2020 until 31 March 2021.
- (c) The action of maintaining the company's indebtedness threshold to an amount in excess of RM50,000 compared to the previous indebtedness threshold of RM10,000 is important to ease the burden of companies facing cash flow issues from winding up actions.

Implementation Period

New threshold value that remains.

Impact

- (a) The initiative to increase the indebtedness threshold from RM10,000 to RM50,000 has successfully shown a significant decrease in the number of winding-up petitions submitted to SSM.
- (b) The winding-up petitions statistical comparison for the period of January to December 2021 compared to the same period for 2019 and 2020 are as follows:

MONTH/ YEAR	2021	2020	2019
January	47	274	267
February	126	258	197
March	230	169	281
April	209	-	284
May	58	95	282
June	1	233	213
July	61	211	314
August	72	100	311
September	91	94	253
October	144	46	355
November	130	35	274
December	76	45	233
TOTAL	1,245	1,560	3,264

INITIATIVE 7



Recognition of the Continuing Professional Education (CPE) points through online training.

Details

- (a) SSM recognised all 20 CPE points collected through online training for the renewal of the Company Secretary Practicing Certificate effective from 1 January 2021.
- (b) Company secretaries can attend online training to ensure that the CPE points collection requirements are complied with as a condition for renewing the Company Secretary Practicing Certificate.
- (c) This initiative is a tool for corporate intermediaries, especially company secretaries to earn CPE points as well as boost economic opportunities to training industry who offer training through digital methods.

Implementation Period

1 January 2021 until 31 December 2021.

Impact

A total of **4,045** applications for the renewal of the Company Secretary Practicing Certificate were received and approved through the e-Secretary system starting from 1 January 2021 until 31 December 2021.

SERVICE DELIVERY

INITIATIVE 8



Proposing amendments to the CA 2016 regarding the Corporate Rescue Mechanism (CRM) and Scheme of Compromise or Arrangement.

INITIATIVE 9



Introducing provisions relating to Corporate Rescue Mechanism (CRM) under the LLPA 2012.

Details

- Proposed amendments and the introduction of new provisions related to CRM and Scheme of Compromise or Arrangement under the CA 2016 and related to CRM under the LLPA 2012 has been included in the draft Companies (Amendment) Bill 2021 (Companies Bill) and Limited Liability Partnerships (Amendment) Bill 2021 (PLT Bill) respectively.
- Currently, the Company's Bill is in the process of being finalised by the Drafting Division of the Attorney General's Chambers.
- Both draft bills are proposed to be presented in Parliament in the nearest session after approval from the Attorney General's Chambers.

INITIATIVE 10



Introducing a 30-day moratorium at the end of the total lockdown for statutory documents lodgement as required under the CA 2016 and the LLPA 2012 and late lodgement fee is waived.

Details

- Introducing a 30-day moratorium at the end of the total lockdown for statutory documents lodgement as required under the CA 2016 and the LLPA 2012.
- A moratorium of 30 days from the last date of the total lockdown will be given to all transactions under the CA 2016 and the LLPA 2012 that require submission to the Registrar during the total lockdown period.
- Late lodgement fee is waived.

Implementation Period

1 June 2021 until 31 December 2021.

Impact

The statistics of the number of transactions received the late lodgement fee exemption from 1 June 2021 to 31 December 2021 are as follows:

MONTH	TRANSACTIONS
June	2,720
July	21,294
August	27,694
September	36,948
October	33,095
November	50,863
December	50,863
TOTAL	208,367

INITIATIVE 11



Extension of time (EOT) up to 90 days for companies having financial year end 1 November 2020 to 31 January 2021.

Details

- SSM granted a 90 day extension of time for companies having a financial year end of 1 November 2020 to 31 January 2021 for:
 - Circulation of financial statements;
 - Holding of Annual General Meeting (AGM); and
 - Lodgements of financial statements.
- Companies can prepare financial statements and complete the relevant statutory documents as well as enable audit firms to complete the audit in a more convenient timeframe.
- Application fee of RM100 for EOT waived.

Impact

From first introduced until 31 July 2021, this initiative benefited a total of **102,743** companies with their financial year ending on 1 November 2020 until 31 January 2021.

Implementation Period

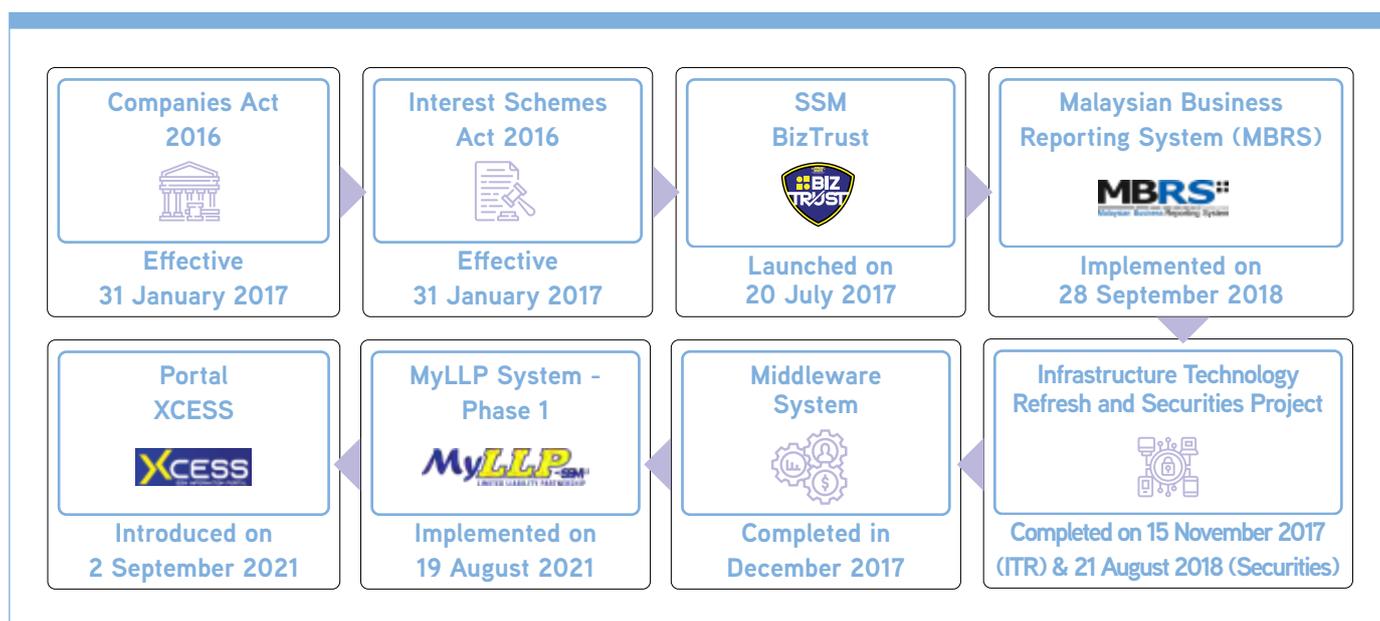
Until 31 July 2021.

SERVICE DELIVERY

STRATEGIC DIRECTION PLAN III (SDP III)

SSM's Strategic Direction Plan III (SDP III) was launched by SSM whose implementation from 2017 to 2023 is a continuation of the Suruhanjaya Syarikat Malaysia Transformation Program Blueprint (SSMTP Blueprint).

Among the major projects planned to be developed and successfully implemented in SDP III are as follows:



The main project in the SDP III that is under development is the *Projek Hala Tuju* SSM. The *Projek Hala Tuju* SSM is a technology and IT transformation plan to optimize the entire SSM process (both manual and automated) to become an integrated environment that is responsive to change and supports the delivery of SSM's digitalisation services.

Along with the end of SDP III in 2023, SSM will develop the Strategic Direction Plan (SDP IV) where the planning will begin in 2022 until 2023. SDP IV is expected to be launched in 2024.

KPI 2022 BRAINSTORMING SESSION

SSM organised a "KPI 2022 Brainstorming Session" from 6 - 7 September 2021. This workshop formulated SSM's key performance indicators (KPIs) for 2022. The setting of KPI is imperative to ensure SSM achieve and uphold its vision, strategic thrust and corporate values.

SSM'S HALA TUJU PROJECT

The categories for *Hala Tuju* projects are Quick Win Projects, High Priority Projects and Low Priority Projects.

QUICK WIN PROJECTS

PROJECTS
HT1 - MyLLP
HT3 - ROB

LOW PRIORITY PROJECTS

PROJECT
HT6 - DM (Data Management)

HIGH PRIORITY PROJECTS

PROJECTS
HT2 - RMS (Revenue Management System)
HT4 - CRS (Corporate Registry System)
HT8 - FMS (Financial Management System)
HT9 - CRM (Customer Relationship Management)
HT14 - MPSI (Movable Property Security Interest)

SERVICE DELIVERY

LIST OF ACTIVITIES CARRIED OUT FOR YEAR 2021

ACTIVITIES



The ezBiz system improvements for HT3 - ROB Project Go Live on 28 January 2021 and received the Project Completion Certificate (PCC) on 25 February 2021.



Appreciation Ceremony and Presentation of SME Involvement Certificate and Project Completion Certificate (PCC) for the HT3 - ROB project on 13 April 2021.



SME & Developer Joint System Development Mitigation Workshop Session for HT1 - MyLLP project on April 2021.



Kick off meeting on Data Governance Framework & Data Organisation Structure for HT6 - Data Management has been held on 4 May 2021.



Preparation of Data Governance Framework and Policy and Data Management Structure Workshop for HT6 - Data Management with University of Technology Malaysia (UTM) from 1 until 2 June 2021 and 8 until 9 June 2021.



Maturity Survey Data to selected Project Teams, Divisional Directors and SMEs for HT6 - Data Management on 9 until 16 July 2021.



Request for Information (RFI) No. 1/2021: Data Management & Data Analytics Solution (DMDA) for HT6 - Data Management was advertised in SSM website, *Akhbar Berita Harian* and NST on 16 August 2021.



RFI document Evaluation Session (input related to cost of ownership and implementation approach) for HT6 - Data Management from 13 until 15 September 2021.



SSM Data Maturity Analysis Presentation Mini Workshop (Data Maturity) by UTM for the HT6 - Data Management project held on 29 September 2021.



Conduct RFI activities for SSM *Hala Tuju* projects such as HT6 - Data Management from 11 until 14 November 2021.



Handling Business Process Re-Engineering (BPR) for SSM *Hala Tuju* Projects, such as:
 (a) HT4 - CRS - This activity was held from 13 October 2020 until 31 December 2021; and
 (b) HT2 - RMS - Commenced from 28 April 2021 until 31 December 2021.



Tender Specification Preparation Workshop for HT project was conducted for the following projects:
 (a) Tender Specification Preparation Workshop for HT2 - RMS was held from 24 May 2021 until 28 May 2021.
 (b) Discussion on the Preparation of Tender Specifications for HT4 - CRS from May 2021 until 30 June 2021; and
 (c) Specification Tender Preparation Workshop for HT14 - MPSI from 13 until 20 September 2021.



User Requirement System (URS) Activities for SSM *Hala Tuju* Project - This activity is done for all projects under the SSM *Hala Tuju* such as Project HT2 - RMS, HT4 - CRS, HT9 - CRM and HT14 - MPSI between January 2021 to 31 December 2021 and it must be completed before the procurement process being carried out.

SERVICE DELIVERY

CHANGE MANAGEMENT ACTIVITIES

INFORMATION SHARING WITH SSM STAFF THROUGH CHANGE MANAGEMENT ACTIVITIES

Throughout 2021, various programmes and activities through many types of mediums, were planned and implemented to ensure that information related to changes in SSM could be communicated accurately and effectively to all staff.

Among the programmes and activities that were carried out in this regard include Knowledge Sharing, Let's Share and Meet and Greet activities. These programmes are information sharing based and are related to the progress of SSM's *Projek Hala Tuju* with the objective of ensuring SSM staff understand the organisation's ongoing and upcoming projects.

These programmes involve two (2) way communication between change ambassadors/ project owners/ project directors with SSM staff.

Apart from providing accurate up-to-date information on SSM's *Projek Hala Tuju*, these programmes also introduce the working groups of each project to the staff and provide exposure to them on the scope of work carried out by the project team.

PROGRAMMES	DATE	SESSIONS	PARTICIPANTS
KNOWLEDGE SHARING			
Knowledge Sharing: HT14 - MPSI	23 September 2021	1	200
LET'S SHARE			
Let's Share: HT1 - MyLLP	29 July 2021	1	298
Let's Share <i>bersama</i> PMO	23 December 2021	1	250
MEET AND GREET			
Meet and Greet: <i>Bersama Kita Realisasikan Siri 1</i>	3 June 2021	1	298
Meet and Greet: <i>Bersama Kita Realisasikan Siri 2</i>	7 - 26 July 2021	30	1,100
Meet and Greet: HT3 - ROB	2 August 2021	1	254

SERVICE DELIVERY

Apart from obtaining information via the change management programmes, SSM staff can also obtain information through the series of change management announcements via the e-postcards, the e-posters and the e-Bulletins.

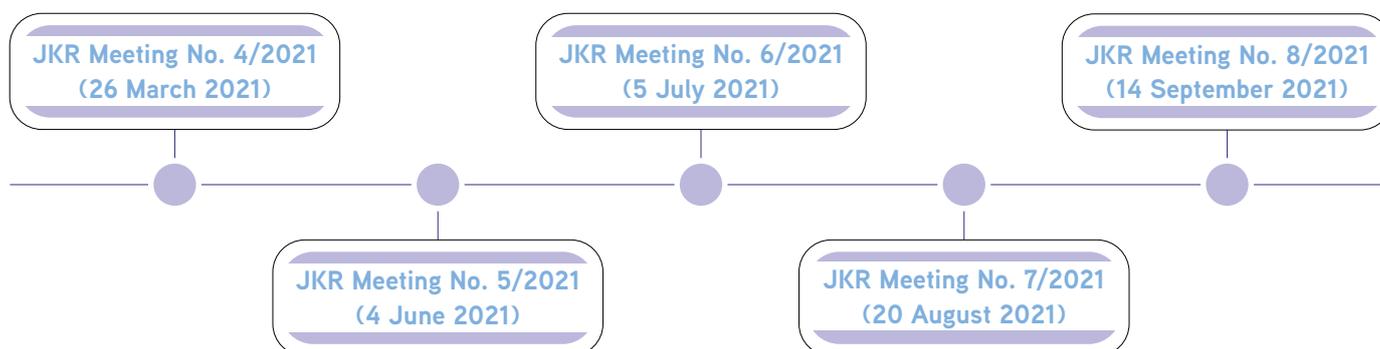
The change management team also shared the Project Performance Dashboard to all SSM staff for the progress of SSM's *Projek Hala Tuju*. These announcements were released on a quarterly basis in the form of infographics for easier comprehension.

CM SITE DEVELOPMENT ON SSM INTERNAL PORTAL

To ensure that all information that has been channelled through various mediums to SSM staff can continue to be refreshed and understood, Change Management has taken the initiative to develop and update SSM's internal portal with an information portal called the CM Site. The CM Site enables SSM staff to obtain information related to change management and *Projek Hala Tuju* that has been shared in previous change management programmes. SSM staff can also download presentation slides during the change management information sharing sessions.

ENTERPRISE ARCHITECTURE MANAGEMENT ACTIVITY REPORT

Series of *Mesyuarat Jawatankuasa Rekabentuk* (JKR) Meeting for the year 2021 are as follows:

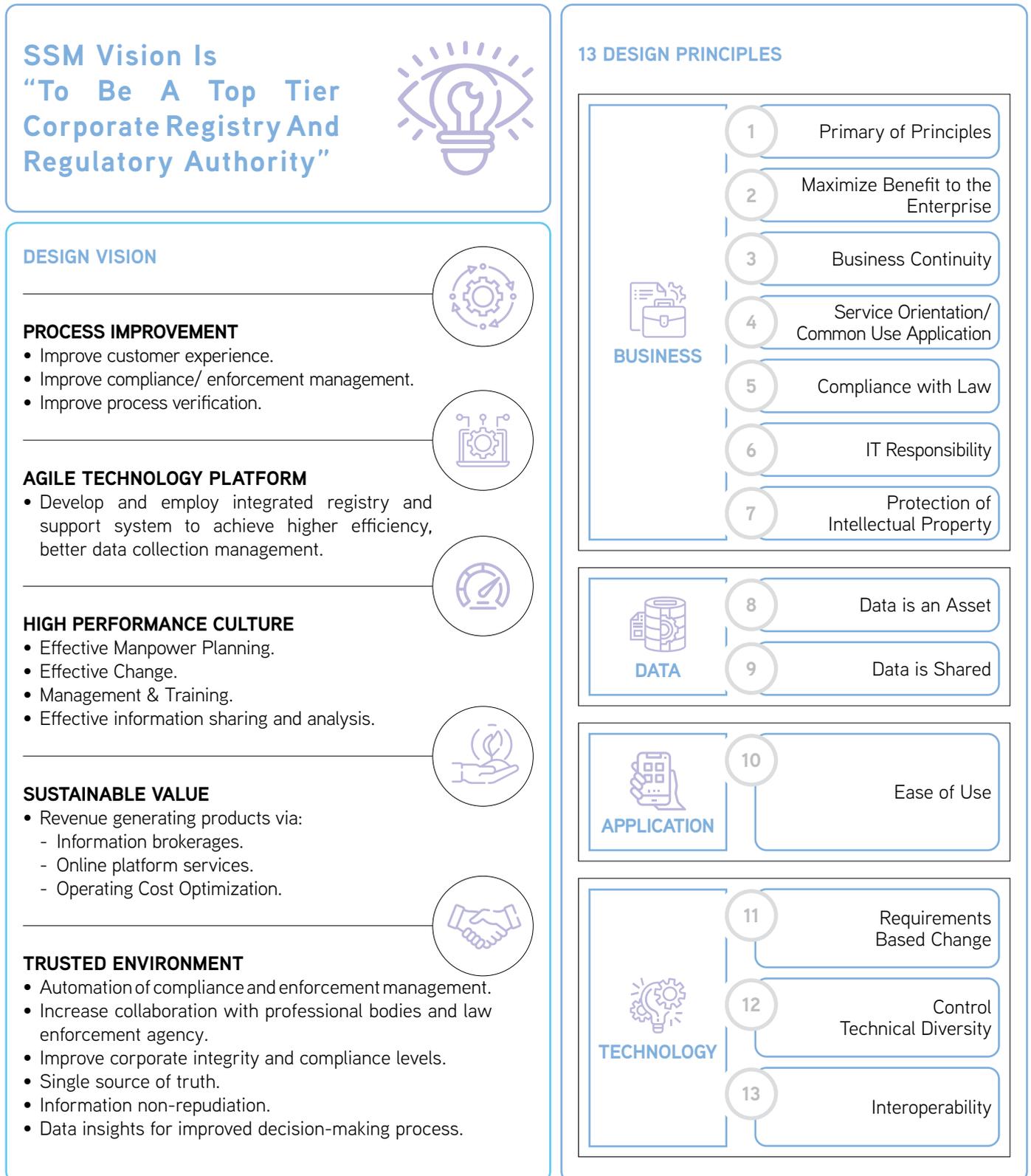


EA Board Meeting for the year 2021:

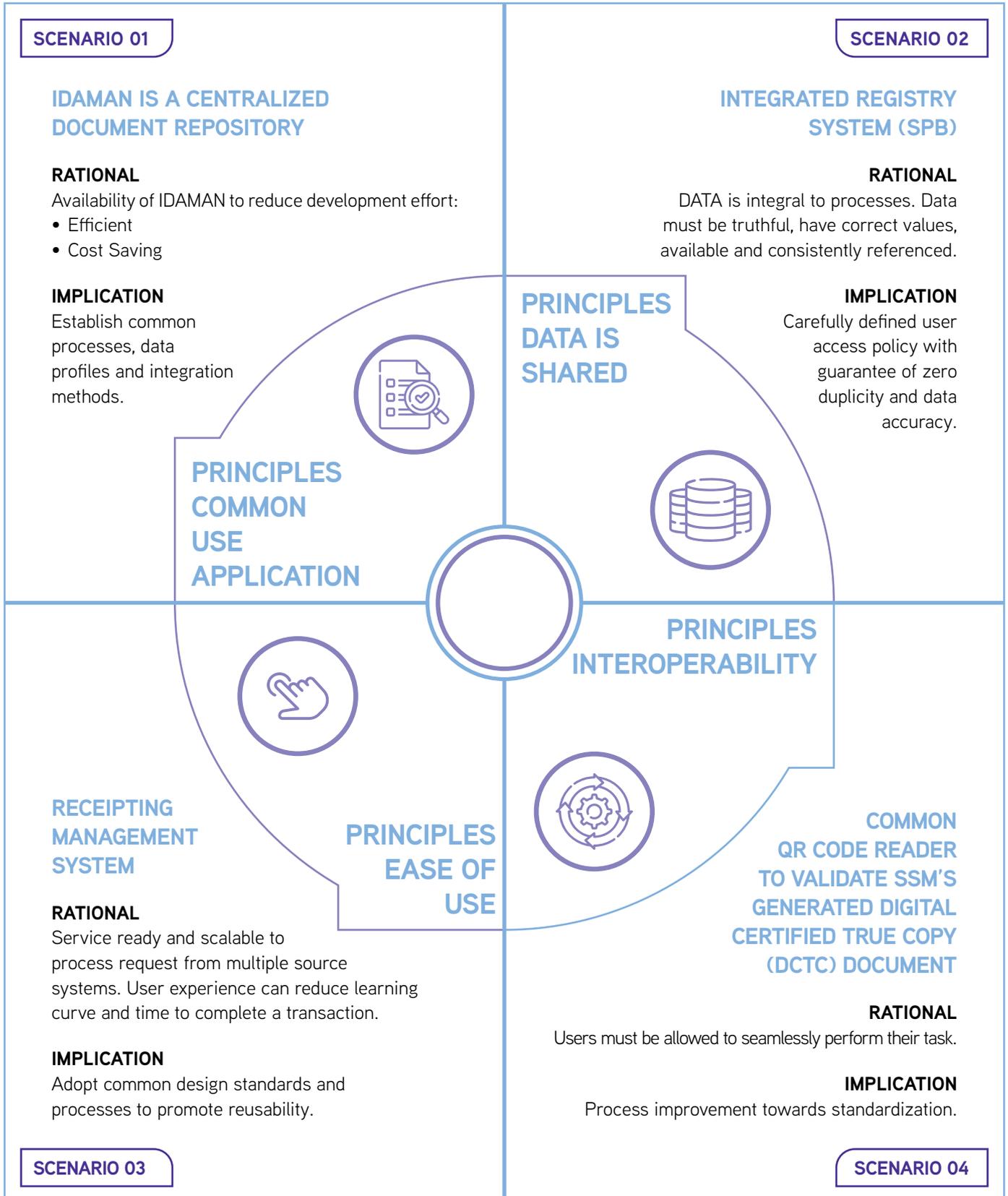


SERVICE DELIVERY

ENTERPRISE ARCHITECTURE DESIGN VISION AND PRINCIPLES



SERVICE DELIVERY



SERVICE DELIVERY

One (1) EA circular No. 1/2021 regarding the Enterprise Architecture Management Guidelines in the Companies Commission of Malaysia was circulated to SSM staff on 21 June 2021.



List of Enterprise Architecture Project Application Forms that have been processed are as follows:

Approval Date	Projects
9 February 2021	<ul style="list-style-type: none"> Addition Services on SSM Middleware for the Branding of SSM BizTrust as a 'Business Starter Kit' to Business Entities Registered with the Companies Commission of Malaysia.
5 July 2021	<ul style="list-style-type: none"> Digital Collaboration for Business Registration Renewal Services, Business Profiles Purchasing and Compound Payments Between SSM and Affin Bank.
3 September 2021	<ul style="list-style-type: none"> Handshake Application Renewal Subscription for 12 Months
20 September 2021	<ul style="list-style-type: none"> Online Document Submission System Development Project (Phase 1)

List of Enterprise Architecture reviews for Procurement Application that have been processed are as below:

Reviewed Date	Projects
6 April 2021	<ul style="list-style-type: none"> Application for Review the Renewal of Software License Services and Maintenance Works for Staff Claim Management System (SCMS) for the Year 2021 to 2023.
30 July 2021	<ul style="list-style-type: none"> Application for Commentary the Procurement Application of Maintenance of Human Resource Management System (HRMS) for the Year 2022.
2 December 2021	<ul style="list-style-type: none"> Application for Renewal License and Maintenance Services for Century Financial Management System (CFMS).

An EA awareness programme was held as follows:

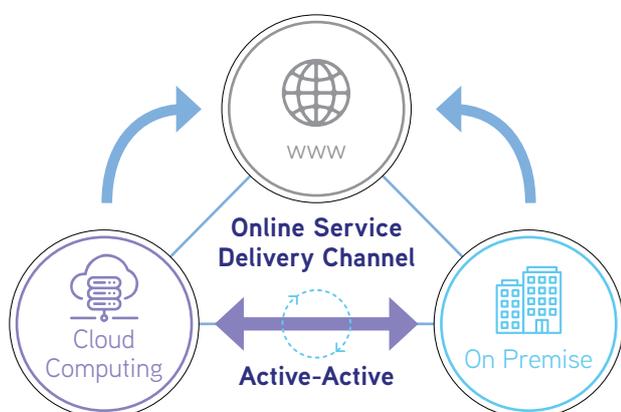
12 March 2021	<p>Overview of Electronic Know Your Customer (e-KYC)</p>
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SERVICE DELIVERY

SSM supported the SSM Transformation effort by strengthening three (3) key components of the organisation, namely Technology, Process & Human Capital Expertise through the initiatives below:

TECHNOLOGY:**NEW INFRASTRUCTURE DESIGN DEVELOPMENT**

SSM developed a new IT Infrastructure Design to address the current technological needs specifically to meet the requirements of the *Hala Tuju* Projects. The new IT Infrastructure Design has been developed, considering current technologies such as cloud computing, Virtual Machine Infrastructure, Artificial Intelligence and several other security technologies that support this new technology demand. The design is translated through a new infrastructure development project which is expected to be completed in 2022.

**PROCESS:****INFORMATION TECHNOLOGY SERVICE LEVEL MANAGEMENT FRAMEWORK DEVELOPMENT**

SSM also developed an IT Service Level Management Framework that provides a services charter to ensure that every service offered has a target level of service quality required. Documents containing Services Catalog and Operational Level Agreement-OLA will be a reference for the users and ICTD staffs in ensuring that the charter is fulfilled as stipulated.

PROCESS:**INTERNAL DEVELOPMENT RESOURCE ANALYSIS DOCUMENT USING THE FUNCTIONAL POINT ANALYSIS (FPA) METHOD**

In line with the SSM vision to enhance the system development capabilities internally, SSM developed a reference document to calculate the development resources needed based on the size of a proposed system. This method will provide a more scientific and objective measurement for the usage of resources. Hence, system development management will be more structured and adhere to more efficient project management practices.

HUMAN CAPITAL EXPERTISE:**INFORMATION & COMMUNICATIONS TECHNOLOGY DIVISION RESTRUCTURE**

The global trend of digitalization development shows an increase in the need to develop skilled human resources in developing and regulating the technological resources of an organisation. In line with that, SSM has restructured the Information & Communications Technology Division that is in line with the DevOps (Development Operation) approach that will provide the benefit of agility in the management of highly dynamic system development. SSM has also provided the available skilled manpower with current technology training to be in line with the development of Information Technology.

SERVICE DELIVERY

Based on the transformation initiatives above, SSM successfully developed several internal systems that will have a positive impact on the efficiency of information delivery. Among the systems that have been successfully developed in-house are:

MyLLP 2.0:

This system was successfully launched in August 2021 and is a replacement of the previous system. The system has also successfully standardised the PLT registration system through SSM's concentric delivery channel on the SSM4U online platform.

ezBiz Enhancement:

The enhancement of the ezBiz system has enabled the online availability of forms A, A1, B, C and for the user verification to be fully implemented. Other functions that have also been improved are under the *Skim 1 OKU 1 Perniagaan* (S101P) initiatives and *Skim Pendaftaran Perniagaan Prihatin* (SPPP) to support the government in helping traders overcome the difficult situation faced during the pandemic era.

XCESS Portal:

XCESS Portal is an online platform provided by SSM for the sale of products and information of LLPs. In addition, the portal also enables customers to purchase Personal Involvement information in companies, businesses and LLPs registered with SSM. Access to this portal commenced in September 2021.

e-COMTRAC:

e-COMTRAC is a system provided by SSM to enable users to register and pay online for corporate training programmes organised by SSM.

DISASTER RECOVERY SIMULATION TEST

Disaster Recovery Simulation Test (DR Simulation) by component testing was held on 25 December 2021. The simulation testing covered a total of 21 components such as downtime of the systems to the Secondary Data Centre (SDC) and Primary Data Centre (PDC) simultaneously or Cross-DC.

Component testing in this exercise is very important as other than updating the Disaster Recovery Plan (DR Plan), it also includes system configuration review and also as a preparation to support the implementation phase and readiness of new technology migration works.

EXECUTIVE TRAINING PHASE 1 NON-EXECUTIVE PROMOTION SCHEME (KPBE)

The Non-Executive Promotion Scheme (KPBE) introduced by SSM is a one-off scheme basis for a new promotion mechanism for Non-Executive employees to Executive positions based on the requirement that have been set. The KPBE scheme started in 2020 and is expected to end in 2023.

The purpose of the KPBE Scheme is to meet the Diamond-shaped Organisational transformation following the development of a new system, Business Advisory Environment and the expansion of enforcement groups in State and Branch Offices.

In 2021, there are three (3) main trainings and tests to be passed by participants, namely the Employee Development Training (EDT), the EDT Examination and the Executive Training (Phase 1).

SERVICE DELIVERY

For the Executive Training Phase 1, SSM entered into a collaboration with Universiti Utara Malaysia (UUM) to implement online classes starting from 15 November 2021 to 6 January 2022. A total of 62 participants were directly involved and completed all these sessions successfully. The Executive Training Phase 2 will commence in the first quarter of 2022 and end by the fourth quarter of 2022.

SSM INDUCTION COURSE 2021

The Induction Course is an annual programme organised for new employees including those on contract status. A total number of 28 participants have successfully attended the SSM Induction Course 2021. The course was divided into two (2) sessions where the Academic session was held virtually from 6 to 15 September 2021 and Insaniah session was held physically on 19 to 26 November 2021.

SSM STRATEGIC PERFORMANCE MANAGEMENT COURSE

The Strategic Performance Management Course was held from 8 to 10 April 2021 and was attended by 32 participants comprising of SSM's Top and Middle Management. The purpose of this course is to provide a comprehensive understanding to the SSM's leaders regarding the employee Performance & Competency Management (PCMS).

SSM 2021 LEADERSHIP COURSE

In the continuing efforts to elevate the level of leadership competencies among SSM's Management team, the 'Leadership Competency Model (LCM) for SSM's Leaders' programme was organised. This programme aims to support the initiative of the SSM Anti-Corruption Organisation Development Plan (OACP) 2019 - 2023 in addition to inculcating elements of good human governance.

A total of 28 participants attended this session including the Top and Middle Management. This programme was successfully conducted online periodically from 25 June to 8 October 2021 and held physically from 10 to 12 November 2021.

COMPETENCY AWARENESS BRIEFING TO SSM EMPLOYEES

SSM conducted a Competency Awareness Briefing for all SSM employees from 1 to 8 November 2021. The main purpose of this briefing is to:

(a) Provide a comprehensive understanding on the definition of competencies and understand the differences between Core, Technical and Leadership Competencies;

(b) Emphasise the importance of competency development in improving skills, knowledge and behaviour for the purpose of personal and career development; and

(c) To inform on the procedures and use of the competency dictionary as a whole.

AWARENESS BRIEFING ON PERFORMANCE ENHANCEMENT PLAN (PEP) FOR SSM EMPLOYEES

SSM conducted a virtual awareness briefing for SSM employees on the Performance Development Plan (PEP) between April to November 2021. The main purpose of this briefing is to:

(a) Provide a comprehensive understanding of PEP policies and processes;

(b) Provide information on the employees and supervisors responsibilities in the PEP Programme; and

(c) Emphasize the effects and consequences if employees fail to improve performance after following the PEP.

MOUs BETWEEN SSM AND UNIVERSITY TECHNOLOGY OF MALAYSIA (UTM), UNIVERSITY MALAYA (UM) AND UNIVERSITY MALAYSIA PAHANG (UMP) ON THE 2U2I DATA ANALYTICS PROGRAMME

SSM established cooperation with three (3) universities through a MoU with University Technology of Malaysia (UTM), University Malaya (UM) and University Malaysia Pahang (UMP) on the 2U2I Data Analytics Programme on 2 January, 5 and 17 March 2021 respectively.

The Work-Based Learning Education (WBL) programme is an initiative of the Malaysian Education Development Plan by the Ministry of Higher Education (MOHE) in providing work experience-based learning to students in the form of practical and curricular based experience based on the students' field of study. The programme combines academic learning and the application of real-world learning in the workplace.

SERVICE DELIVERY

Through this programme, students will gain relevant industrial experience according to the field of study, thus bridging the mismatch between the needs of the industry and the graduates produced by the Higher Education Institute.

The implementation of this programme will also support the efforts of the Malaysian Government, especially the Ministry of Higher Education (MOHE) in producing quality local graduates in line with the Malaysian Education Development Plan.

MINISTRY OF DOMESTIC TRADE AND CONSUMER AFFAIRS & AGENCIES SERVICE AWARD CEREMONY

On 9 November 2021, MDTCA organised the *Anugerah Perkhidmatan Cemerlang KPDNHEP* and Agencies for 2020 and was officiated by YB Dato Sri Alexander Nanta Linggi, the Minister of MDTCA. Agencies involved are SSM, the Intellectual Property Corporation of Malaysia (MyIPO) and the Malaysia Competition Commission (MyCC). A total of 59 SSM employees received the *Anugerah Perkhidmatan Cemerlang 2020*.

PROFESSIONAL TRAINING AND EDUCATION FOR GROWING ENTREPRENEURS (PROTÉGÉ) PROGRAMME

SSM's Professional Training and Education for Growing Entrepreneurs (PROTÉGÉ) programme continues our long-standing commitment towards growing the Malaysian talent pool. PROTÉGÉ aims to develop Malaysian graduates with the necessary skills and experience to thrive in the corporate world as well as to guide them in the pursuit of becoming more competitive entrepreneurs and skilled job seekers to meet industry needs.

A total of 40 participants reported on 1 March 2021. This one (1) year programme combines intensive soft skills training and on-the-job training opportunities.

STATUTORY BODIES SPORTS VIRTUAL EDITION

On 19 to 22 August 2021, SSM participated in the Virtual Edition Statutory Body Games (SUKANUNVE) organised by the Malaysian Association of Statutory Bodies. The purpose of this competition is to activate the e-Sports competitions and to further establish good relations with various statutory bodies. SSM won first place in the MOTOGP21 championship race.

APPRECIATION TO SSM STAFF

As a token of appreciation to SSM staff, various events have been conducted throughout 2021 as follows:

(a) Distribution of souvenir packages for the Chinese New Year and Deepavali celebrations for the celebrating staff;

(b) Distribution of dates during the month of Ramadan;

(c) Distribution of breaking fast packed food during the month of Ramadhan;

(d) Distribution of packed food for Hari Raya Celebration; and

(e) Distribution of health food during the increasing spread of COVID-19 Pandemic in Malaysia.

SSM PARTICIPATION IN THE MDTCA INNOVATION AWARD COMPETITION 2021 AND INNOVATIVE & CREATIVE GROUPS (KIK) CONVENTION COMPETITION 2021

SSM submitted the Staff Learning and Development Site (SLDS) Project to participate in the MDTCA 2021 Innovation Award Competition while e-COMTRAC and SSM EzBiz Chat projects in the KIK MDTCA 2021 Convention Competition.

The MDTCA 2021 Innovation Award Competition was held on 18 November 2021 and MDTCA 2021 KIK Convention Competition was held on 27 October 2021.

SSM won the 2nd Runner-up in the MDTCA 2021 Innovation Award Competition while in the MDTCA 2021 KIK Convention Competition, SSM won the 2nd Runner-up and Best Documentation Award for the e-COMTRAC project.

SSM STORE VERIFICATION YEAR 2021

This store verification is a routine activity which is implemented in every fourth quarter to verify the accuracy of the total physical stock with the current stock balance in the Store Management System (SPS) as well as to identify stocks that cannot be used, obsolete, damaged, expired or inactive. Next action is to recommend for appropriate action by the office based on the results of the inspection.

SERVICE DELIVERY

Store inspections and verification are conducted at all SSM offices throughout Malaysia by Store Verification Committee (JVS) starting from 18 October 2021 until 26 November 2021.

The main duties of JVS are as follows:

(a) Visit and inspect all Main Stores and Corporate Communication Section (SKK) Stores at SSM Headquarters, State Offices and Branches throughout Malaysia;

(b) Make calculations and physical checks on all stocks stored in the store along with stock record reviews through SPS; and

(c) Issue a detailed report on the results of inspections and verifications carried out.

(e) Distribution of COVID-19 Rapid Test Kit Antigen Self-Test (Saliva) to SOCSO Contributors among SSM employees;

(f) Mechanism of employee attendance to the office by rotation and Work From Home (WFH);

(g) Weekly awareness on COVID-19, vaccination, and SOP compliance;

(h) Detection of infection cases and close contacts of SSM employees;

(i) Sanitation activities regularly every 3 months in all SSM offices; and

(j) Distribution of Vitamin C to SSM employees.

POWER TALK PROGRAMME - WORKING FROM HOME ERGONOMIC PRACTICES

SSM has organised a webinar Power Talk Programme on 10 June 2021 delivered by a speaker from National Institute of Occupational Safety and Health (NIOSH) entitled Working From Home Ergonomic Practices.

The programme covered issues, challenges, factors, disease risks and best practices related to ergonomic especially while working from home in accordance with the Work From Home (WFH) approach implemented by SSM during the COVID-19 pandemic.

COVID-19 PANDEMIC RELATED INITIATIVES AND OUTREACH ACTIVITIES

SSM introduced and implemented various initiatives and outreach activities related to the COVID-19 pandemic in ensuring the safety and health of employees and the public dealing with SSM in accordance with the requirements of the Occupational Safety and Health Act 1994. Among them are:

(a) SSM Safe Working and COVID-19 Prevention Procedures;

(b) SSM COVID-19 Immunization Guidelines;

(c) Health screening process for the admission of employees and the public to SSM premises;

(d) COVID-19 screening test reimbursement facility;

ORGANISATION OF OFFICIAL SECURITY CONTROL STRENGTHENING COURSE FOR SSM CLASSIFICATION OFFICERS

Classifying Officer means the Officer appointed under the provisions of section 2B, Official Secrets Act (Act 88) to classify any official document, information or material as "Rahsia Besar", "Rahsia", "Sulit" or "Terhad" accordingly to ensure the security of protection at SSM is guaranteed and to ensure the management of files and documents classified by the department is always in accordance with the rules that have been set.

In addition to carrying out its duties, the SSM Classification Officer bears an important responsibility in ensuring the department's document affairs and documents are in compliance with the Security Directive and the Official Secrets Act 1972.

The Official Secrets Security Strengthening Course for SSM Classification Officers in collaboration with the Office of the Chief Government Security Officer (CGSO), Prime Minister's Department was organised in two (2) sessions on 15 until 17 November 2021 and 22 until 24 November 2021.

SNAPSHOTS IN 2021





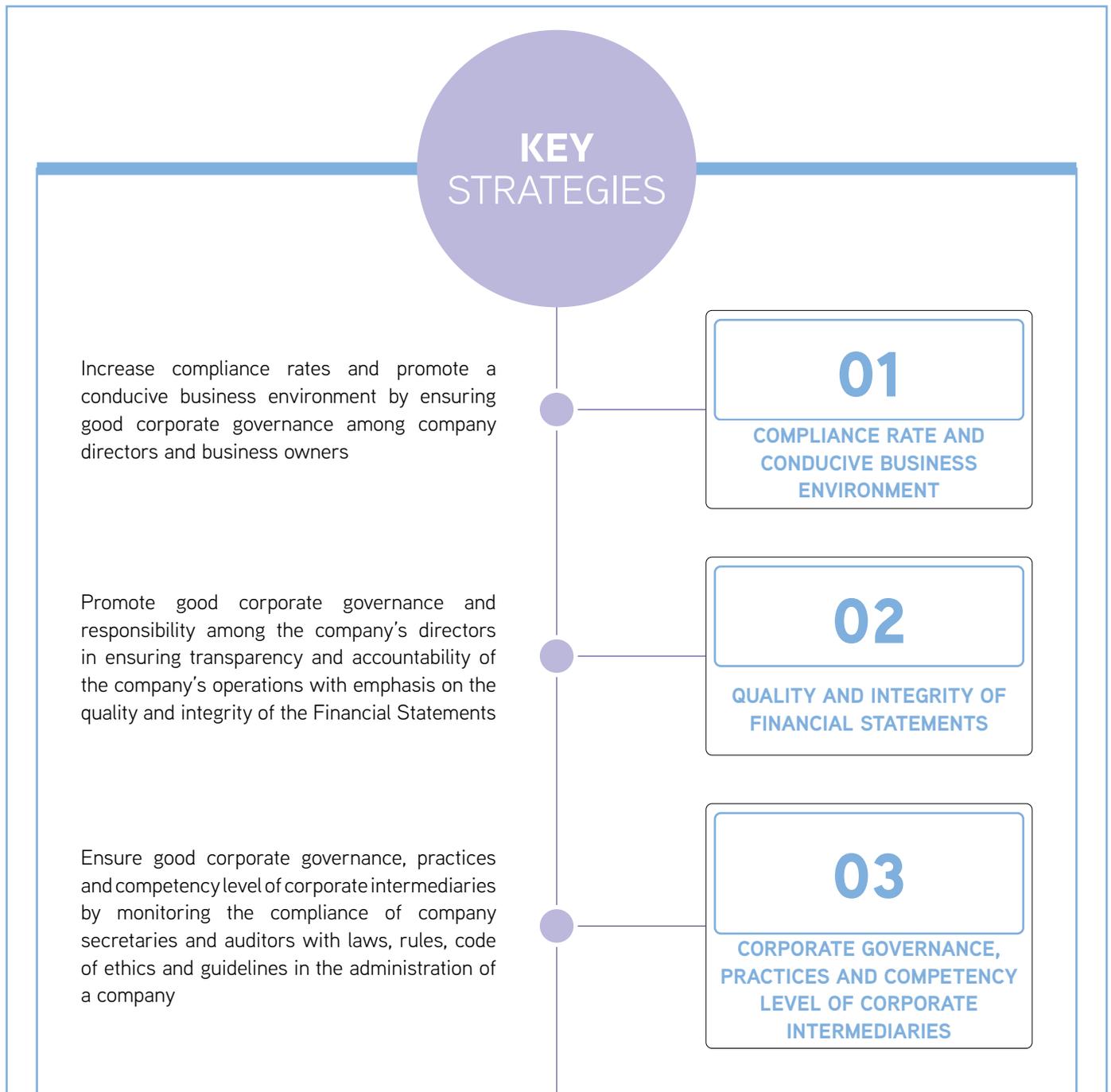
ENFORCEMENT INITIATIVES

ENFORCEMENT INITIATIVES

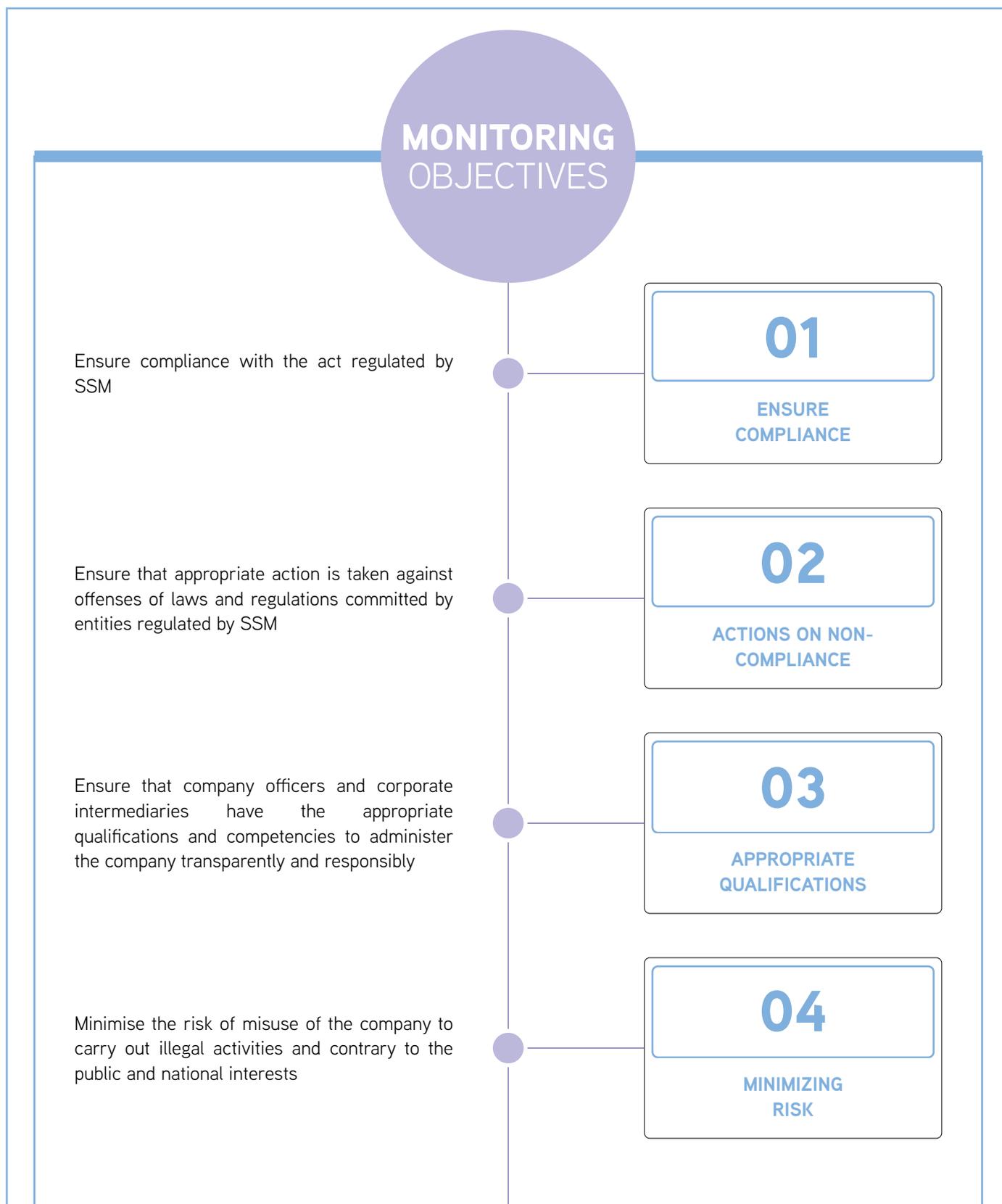
REPORT ON ENFORCEMENT INITIATIVES

In 2021, SSM continued to focus on three (3) enforcement initiatives on key strategies to create a conducive business environment and increase transparency among the corporate community.

All these strategies are aimed at achieving the main objectives of monitoring as below:



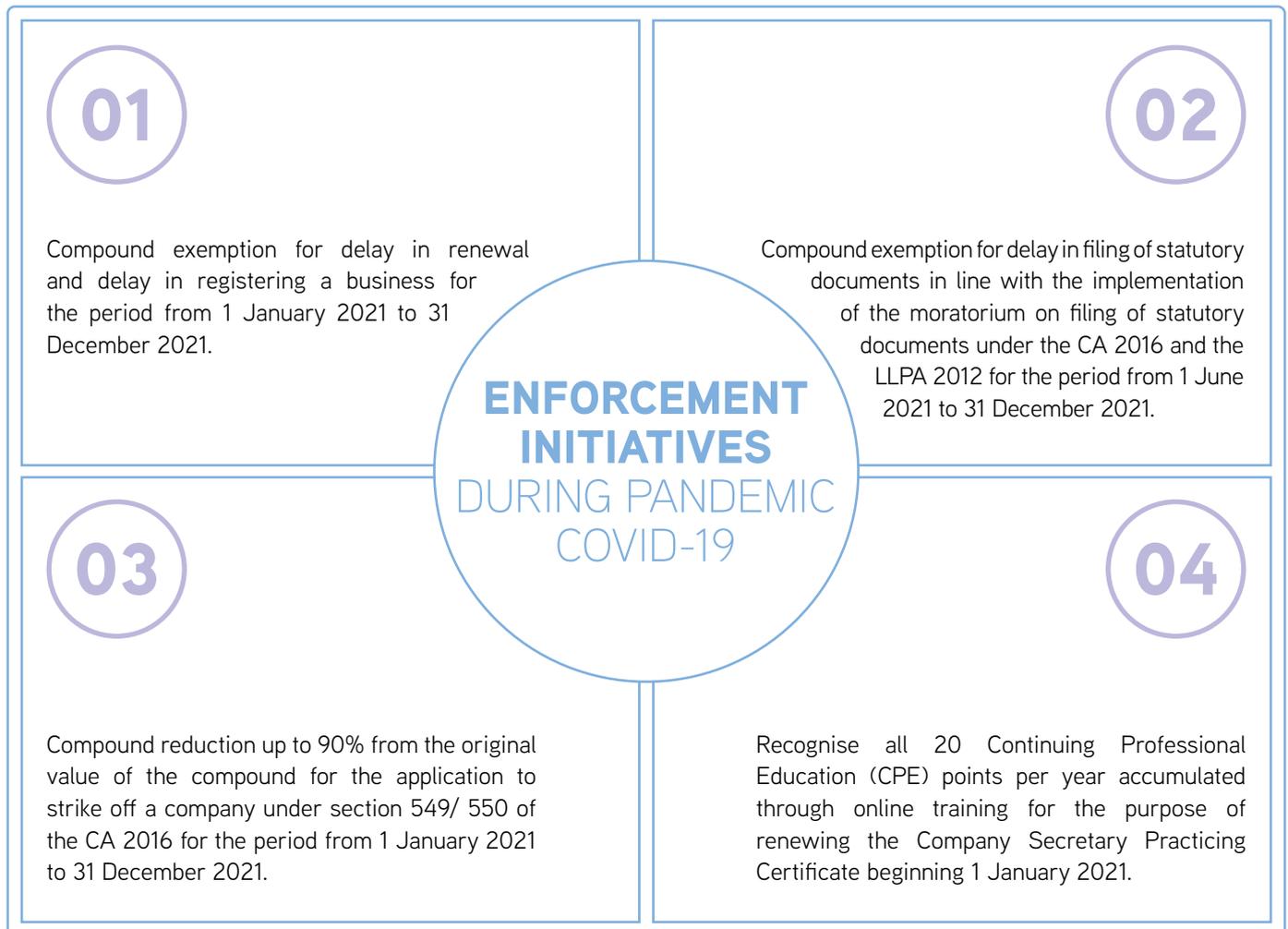
ENFORCEMENT INITIATIVES



ENFORCEMENT INITIATIVES

ENFORCEMENT INITIATIVES DURING THE COVID-19 PANDEMIC

In the challenging environment and circumstances faced by the business community in Malaysia, SSM is committed to assist individuals, businesses and companies affected by the COVID-19 pandemic through the following initiatives:



ENFORCEMENT INITIATIVES

INSPECTION AND MONITORING ACTIVITIES

Throughout 2021, SSM continued its physical and data inspection activities on **528,584** companies, businesses and LLPs. The scope of the inspections are as follows:

ENTITIES	PHYSICAL INSPECTION	DATA INSPECTION
Company	<p>Scope of Monitoring:</p> <ul style="list-style-type: none"> • Compliance under section 30(1) of the CA 2016 regarding the display of company name and registration number at business premises. • Record and maintenance of Statutory Books by Company Secretaries pursuant section 105, 362, 59, 57, 47, 343, 54 of the CA 2016 and Companies Regulations (CR) 1966 requirements. • Monitoring qualification of company secretaries under section 235 of the CA 2016. • Assessment of company secretary's competency through level of compliance to the CA 2016 provisions and requirements. 	<p>Scope of Monitoring:</p> <ul style="list-style-type: none"> • Annual Returns lodgement status pertaining to section 68(1) of the CA 2016. • Financial Statement lodgement status pertaining to section 248(1), 258(1) & 259(1) of the CA 2016. • Monitoring of companies to ensure every incorporated company has at least one (1) company secretary under section 240 of the CA 2016. • Qualification and independence of auditors under section 264 of the CA 2016 and conditions for Auditor Renewal Approval issued by Ministry of Finance. • Obligations of auditors pursuant to section 266(3)(b) of the CA 2016 relating to the opinion on maintenance of statutory books. • Qualifications and independence of liquidators under section 433 of the CA 2016. • Compliance under section 30(2) of the CA 2016 regarding the display of company name and registration number on official documents and publications including in electronic form and websites.
	TOTAL: 3,919	TOTAL: 325,252
Business	<p>Scope of Monitoring:</p> <ul style="list-style-type: none"> • Compliance under Rule 13A(2) of the ROBR 1957 regarding displaying business name and registration number outside the place of business. • Compliance under section 12(2) of the ROBA 1956 regarding the display of registration certificate at business premises. • Compliance with the provisions of section 12(1)(a) and 12(1)(b) of the ROBA 1956 regarding business registration and renewal of businesses. 	<p>Scope of Monitoring:</p> <ul style="list-style-type: none"> • Monitoring of business registration expiry dates under section 12(1)(b) of the ROBA 1956. • Concerns relating to public interest, e.g. illegal investments, interest schemes and fraud by businesses.
	TOTAL: 5,503	TOTAL: 189,432
Limited Liability Partnerships	<p>Scope of Monitoring:</p> <ul style="list-style-type: none"> • Compliance of LLPs to accounting records requirements and other such records pertaining to section 69 of the LLPA 2012. 	<p>Scope of Monitoring:</p> <ul style="list-style-type: none"> • Annual Declaration lodgement by LLPs pertaining to section 68(2) of the LLPA 2012. • Concerns relating to public interest, e.g. illegal investments, interest schemes and fraud by LLPs.
	TOTAL: 30	TOTAL: 4,448
TOTAL	9,452	519,132

ENFORCEMENT INITIATIVES

OTHER ENFORCEMENT ACTIVITIES IN 2021

Task Force: *Ops Ulat Sesawang*

A task force, named *Ops Ulat Sesawang* (OUS) was established on 25 March 2021 to combat unauthorized agents using SSM's name and logo and offering online business renewal services with high fees. Shown below are the statistics of the inspections carried out:

Statistics of Total Business Entity			
	Active	Cessation	Total
Businesses	5	12	17
Companies	1	0	1
LLPs	0	1	1
Unregistered	0	3	3
Total	6	16	22

Statistics of Total Website URL			
	Active	Cessation	Total
Businesses	5	19	24
Companies	1	1	2
LLPs	0	1	1
Unregistered	0	3	3
Total	6	24	30

Statistics of New Entity Findings				
	Website	Shopee	Facebook	Total
Businesses	14	4	2	20
Companies	-	-	-	-
LLPs	1	-	-	1
Cooperatives (Registered under SKM)	-	1	-	1
Unregistered	2	2	-	4
Total	17	7	2	26

ENFORCEMENT INITIATIVES

SSM ONLINE BUSINESS ALERT (OBA)

SSM continued to implement various initiatives to ensure corporate communities are protected against fraudulent and unauthorized business activities. The SSM OBA was introduced on 29 July 2020 as a proactive move to assist the public in identifying unethical and fraudulent business entities.

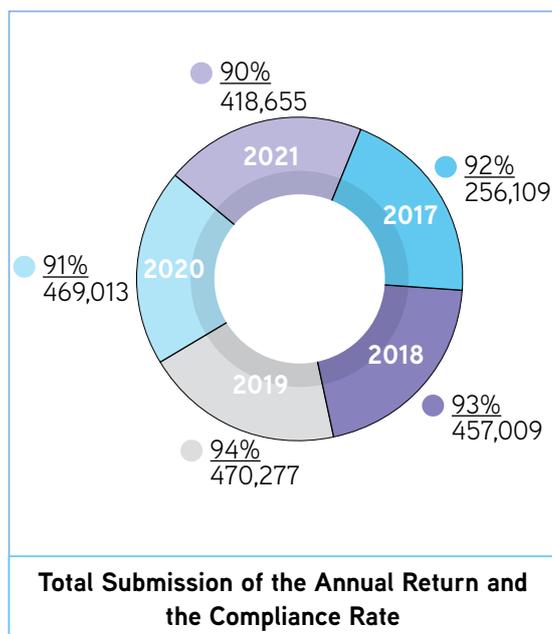
The OBA, which can be assessed through SSM's official website, will display a list of dubious websites and social media pages suspected of being involved in scam or fraudulent business activities. These websites/ social media pages were identified through police reports received from the public. Since it was introduced, a total of 20 entities have been identified and listed in the list.

MONITORING AND INSPECTION OUTCOMES

Compliance Rate

SSM continued its efforts in promoting compliance with the requirement to submit the Annual Return (AR) to the Registrar. Submissions of the AR for 2021 recorded a 90% compliance rate.

The chart below shows a comparison of the submission of the AR and the compliance rate for a period of five (5) years:



FURTHER ACTION FOR NON-COMPLIANCE



ENFORCEMENT INITIATIVES

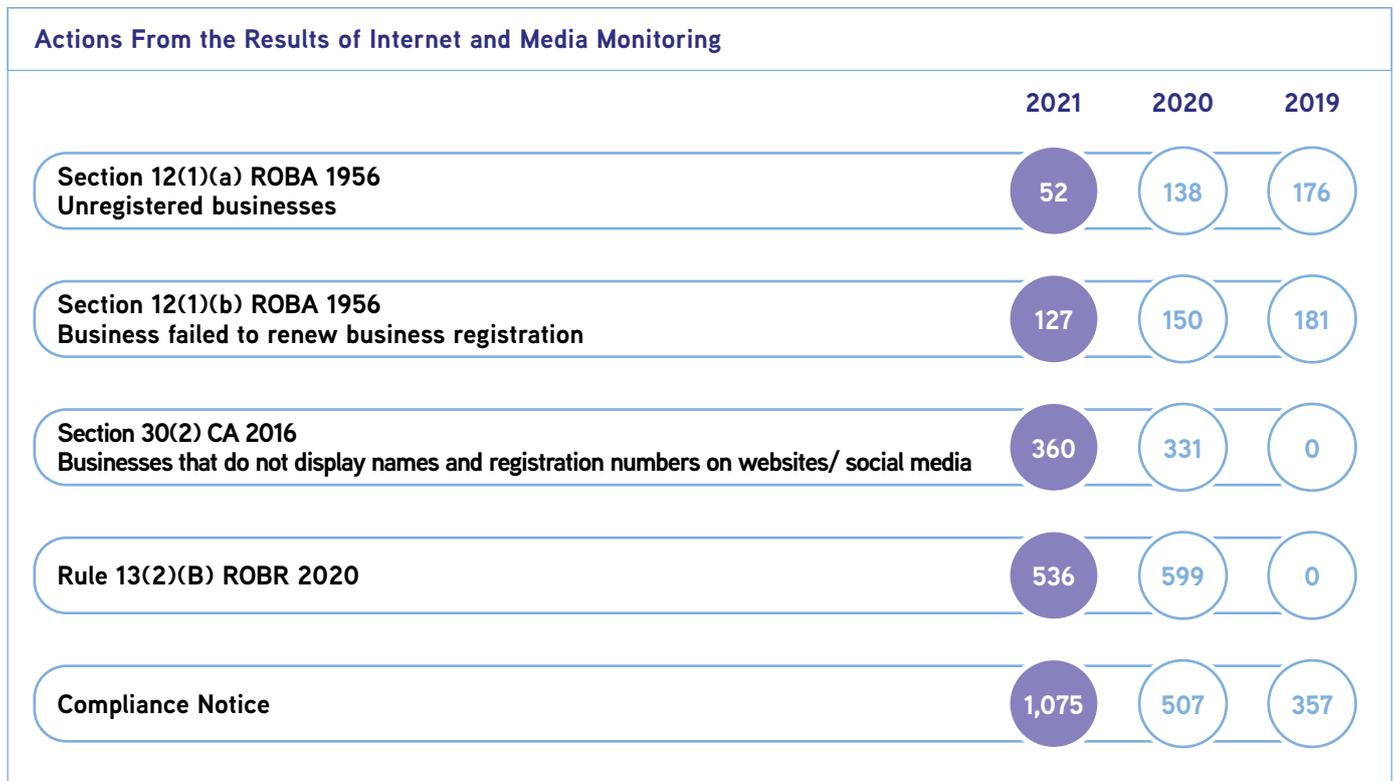
ACTION FROM MONITORING AND INSPECTION OUTCOMES

To ensure a conducive business environment and good corporate governance among company directors and business owners, SSM continues to take enforcement action against non-compliances identified through operational, online and media monitoring as well as monitoring the qualifications of company directors.

The statistics for the inspection of company, business and LLP premises are as below:



The statistics of online and media monitoring for 2019 to 2021 are as follows:



ENFORCEMENT INITIATIVES

Monitoring of bankrupt directors, companies that fail to submit Statement of Affairs and companies with outstanding charges are as follows:

MONITORING OF BANKRUPT DIRECTORS, COMPANIES THAT FAIL TO SUBMIT STATEMENTS OF AFFAIR & COMPANIES WITH OUTSTANDING CHARGES



WINDING UP COMPANIES WHICH FAILED TO SUBMIT STATEMENT OF AFFAIRS

Total Notices:

444 compliance notices under section 484 of the CA 2016 were issued against directors and company secretaries.

Administrative Actions:

444 company directors and secretaries have been imposed administrative action.



BANKRUPT DIRECTOR

Total Notices:

No compliance notice under section 198 of the CA 2016 was issued against any bankrupt director.

Administrative Actions:

2 Directors have been imposed administrative action.



COMPANIES WITH OUTSTANDING CHARGES

Total Notices:

1,469 compliance notices under section 360 of the CA 2016 were issued against companies, directors and company secretaries.

Winding Actions:

79 companies have been proposed for cancellation of names under section 549 of the CA 2016.

REGISTRATION OF COMPANY SECRETARY

Company Secretary Practicing Certificate

As of 31 December 2021, a total of 9,177 company secretaries have registered and obtained their Company Secretary Practicing Certificate since section 241 of the CA 2016 came into effect on 15 of March 2019.

This provision requires any person, who is qualified under section 235 of the CA 2016 and wishes to act as a company secretary, to register with SSM before they can act as a company secretary.

The purpose of section 241 of the CA 2016 is aimed at establishing a registry of company secretaries in Malaysia that will allow SSM to monitor the competencies and professionalism of company secretaries. This in turn will have a positive impact on the level of compliance and good governance among companies and the corporate community.

ENFORCEMENT INITIATIVES

The following are the statistics of new applications for Company Secretary Practicing Certificates in 2021:

APPLICATIONS FOR COMPANY SECRETARY PRACTICING CERTIFICATES IN 2021

Total Applications Received	658
Total Applications Approved	637
Breakdown of approved applications according to the qualifications and Professional Bodies	
(a) Company Secretary License (LS)	90
(b) Malaysian Institute of Chartered Secretaries and Administrators (MAICSA)	93
(c) Malaysian Institute of Accountants (MIA)	325
(d) Malaysian Bar (BC)	94
(e) Malaysian Association of Company Secretaries (MACS)	14
(f) Malaysian Institute of Certified Public Accountants (MICPA)	7
(g) Sabah Law Association (SLA)	10
(h) Advocates Association of Sarawak (AAS)	4

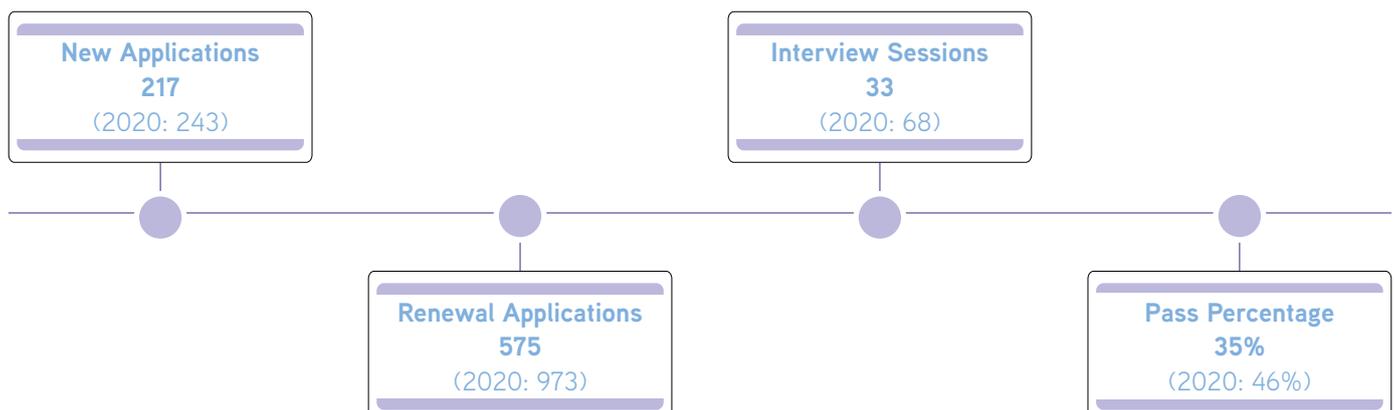
The table below shows the statistics of renewal application of Company Secretary Practicing Certificates in 2021:

APPLICATIONS FOR THE RENEWAL OF COMPANY SECRETARY PRACTISING CERTIFICATES IN 2021

Total Applications Received and Approved	4,045
Breakdown of renewal applications approved according to the qualifications and Professional Bodies	
(a) Company Secretary License (LS)	1,045
(b) Malaysian Institute of Chartered Secretaries and Administrators (MAICSA)	981
(c) Malaysian Institute of Accountants (MIA)	1,618
(d) Malaysian Bar (BC)	151
(e) Malaysian Association of Company Secretaries (MACS)	191
(f) Malaysian Institute of Certified Public Accountants (MICPA)	11
(g) Sabah Law Association (SLA)	10
(h) Advocates Association of Sarawak (AAS)	38

Company Secretary License

A total of 2,390 individuals have been licensed by the Commission under section 20G of the CCMA 2001 until 31 December 2021. The summary of licensing activities for the year 2021 are as follows:

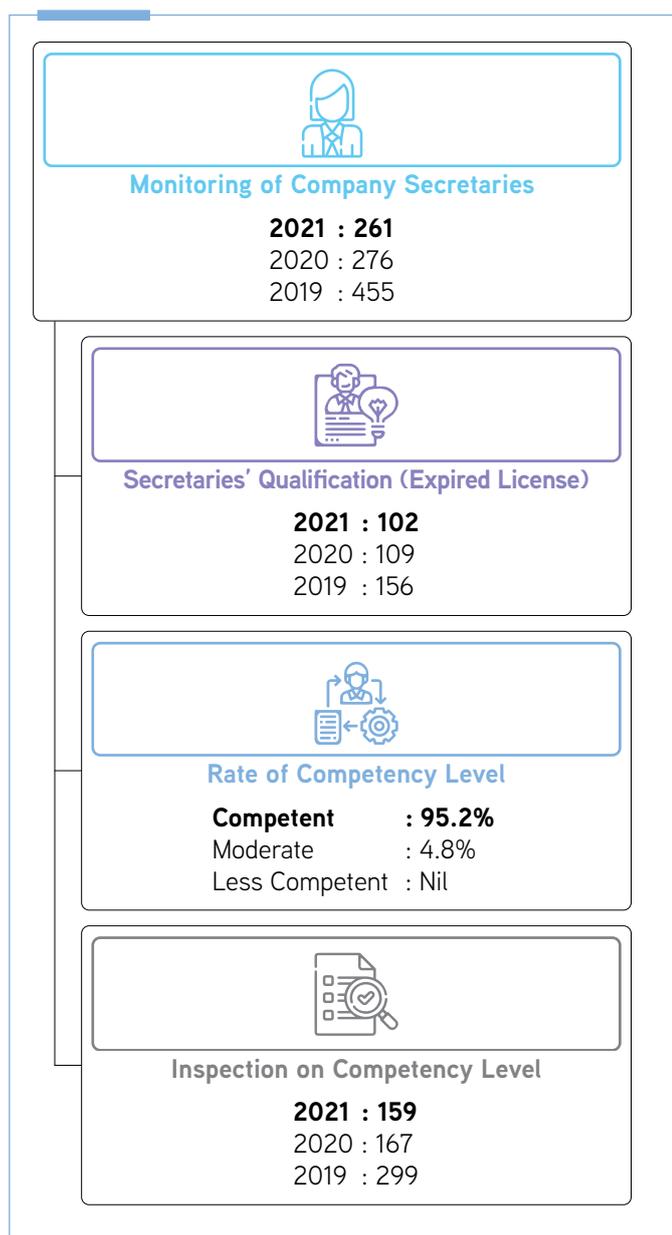


ENFORCEMENT INITIATIVES

MONITORING OF COMPANY SECRETARIES

For the monitoring of company secretaries, a total of 261 (2020: 276) competency inspections of company secretaries were conducted at the company's registered office to assess the level of compliance with the provisions and requirements of the CA 2016.

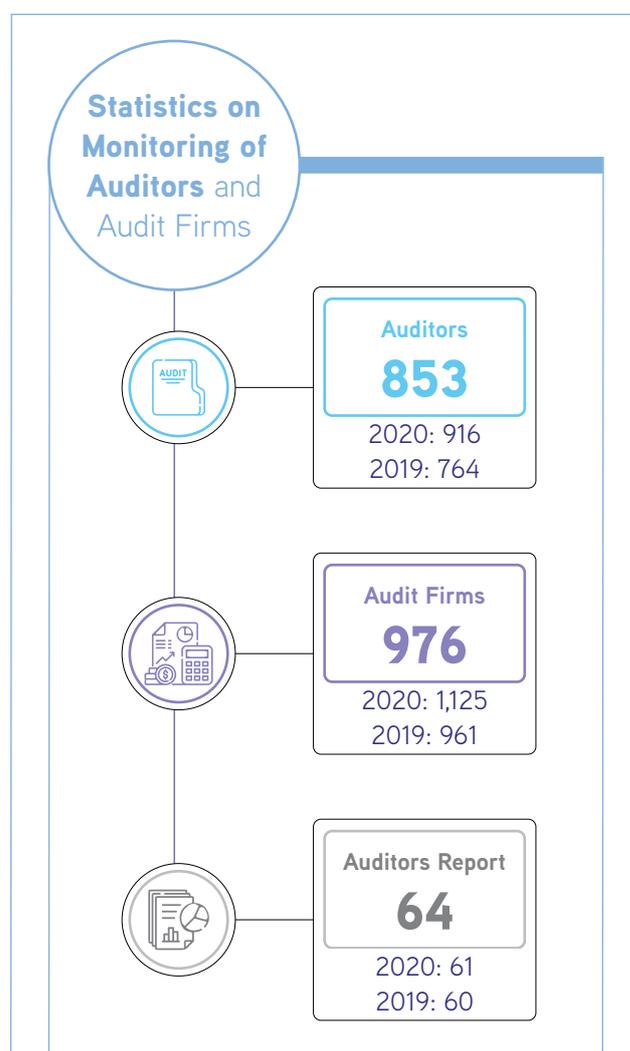
A total of 102 (2020: 109) monitoring notices on the qualifications of company secretaries under section 235(2) of the CA 2016 have been issued. The summary of the company secretaries monitoring activities for 2021 is as follows:

**MONITORING OF AUDITORS AND AUDIT FIRMS**

SSM conducts monitoring of auditors of companies to ensure that the level of competence and professionalism of auditors are monitored effectively through a comprehensive mechanism. This would also increase the level of awareness among auditors and audit firms regarding the need to comply with the provisions as prescribed under the CA 2016.

In 2021, SSM conducted inspections on 853 auditors (2020: 916) and 976 audit firms (2020: 1,125). The result of the inspections revealed two (2) audit firms had failed to comply with the provisions under section 265 (4) and section 284 (a) of the CA 2016.

A summary of activities related to the monitoring of auditors and audit firms for 2021 is as follows:



ENFORCEMENT INITIATIVES

COMPLAINTS MANAGEMENT

The number of complaints received until December 2021 was 1,109 complaints with a reduction of 74 complaints which is 6.25% compared to the previous year (1,183). Of the total number of complaints received, a total of 1,093 (98.5%) complaints were successfully processed within the target period set for 2021.

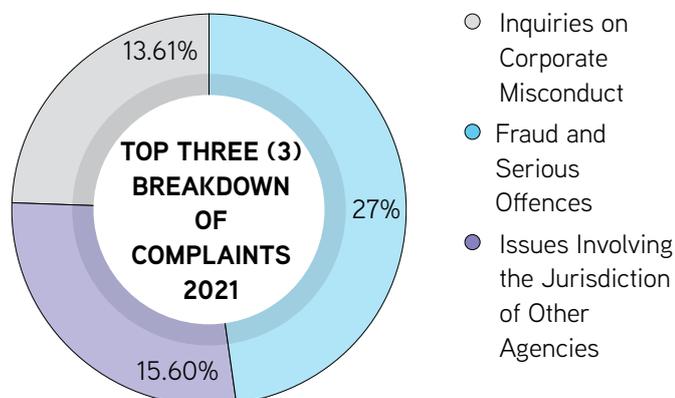
COMPLAINTS RECEIVED IN 2021						
Complaints Received	Complaints Resolved		Complaints Resolved Within the Timeline		Complaints Resolved Beyond the Timeline	
1,109	1,093	98.50%	1,093	98.50%	16	1.50%

YEAR	COMPLAINTS RECEIVED BY ENTITY			
	COMPANIES	BUSINESSES	OTHERS	TOTAL
2021	738	342	29	1,109
2020	786	371	26	1,183
2019	1,109	408	31	1,548

YEAR	COMPLAINTS RESOLVED BY ENTITY			
	COMPANIES	BUSINESSES	OTHERS	TOTAL
2021	725	339	29	1,093
2020	768	362	26	1,156
2019	1,076	403	31	1,510

CLASSIFICATION OF COMPLAINTS RECEIVED	
ISSUES	TOTAL
Inaccurate information and identical name	15
Inappropriate conduct by director	75
Inappropriate conduct by company secretary	89
Misconduct company auditor	3
Fraud and serious offences such as corporate governance and lodgement of false and misleading information	299
Misconduct during winding up of company	20
Accounting non-compliance	5
Registered Interest Schemes	26
Unregistered Interest Schemes	6
Unregistered online Interest Schemes	0
Regular offences and routine	140
Issues involving the jurisdiction of other agencies such as employment, tourism, scratch and win, direct selling and fraud	173
Issues that do not involve offences governed by SSM such as claims for money or goods, internal problems and meeting arrangements	107
Inquiries on corporate misconduct	151
TOTAL	1,109

ENFORCEMENT INITIATIVES



The top three (3) categories of complaints received in 2021 were:

(a) The highest complaint which constituted 299 complaints (27.00%) of the total complaints received were in relation to fraud and serious offences. Among the complaints received were on the lodgement of false and misleading information, the duties and liabilities of directors and taking unauthorised deposits or offering shares to the public.

(b) Issues involving the jurisdiction of other agencies such as employment issues, tourism, scratch and win, direct sales and fraud is the second highest complaint which comprised of 173 complaints (15.60%) out of the total number of complaints received.

(c) Complaints involving inquiries relating to corporate misconduct was the third highest complaint at 151 complaints (13.61%).

MONITORING OF FINANCIAL STATEMENTS FOR ENTITIES INCORPORATED AND REGISTERED IN MALAYSIA

In 2021, continuous monitoring of the company Financial Statement's integrity was a priority for SSM. A total of 4,366 Financial Statements were monitored. The monitoring activities were carried out by conducting a detailed review on the financial records of companies and LLP in accordance with the requirements of the CA 2016, CA 1965, TCA 1949, LLPA 2012 and CCMA 2001 and compliance with applicable approved accounting standards and other regulated Acts.

The focus of monitoring these regulated entities is to ensure that the accounting records and supporting documents of the company are properly kept, financial statements are prepared regularly, able to explain every transaction involved and

emphasis on the adoption of applicable approved accounting standards during the preparation of the financial statements. This is also to ensure the financial statements give a true and fair view as required by section 259 of the CA 2016.

In addition to the audited Financial Statements, SSM also monitors the unaudited Financial Statements in ensuring compliance with the criteria set out in Practice Directive 3/ 2017: Qualifying Criteria for Audit Exemption for Certain Categories of Private Companies.

Further, SSM monitors the key financial information in the Annual Declaration of an LLP to ensure that the LLPs comply with the provisions under section 69 of the LLPA 2012 regarding the keeping of accounts. In addition, the monitoring of key financial information of the LLP is also monitored through the issuance of the LLP Financial Information Form to ensure that the LLP provides accurate and not misleading information under section 80 of the LLPA 2012.

The purpose of monitoring a trust company is to ensure compliance under section 21 of the TCA 1949 on the submission of the statement of liabilities together with statement of affidavit and statement bi-annual activities. In addition, compliance with section 245 of the CA 2016 for the trust company is carried out to ensure compliance with the keeping of accounts are fulfilled.

Statistics on the monitoring the Financial Statements, accounting records and awareness programmes through e-postcard to company secretaries, directors and compliance officers are as follows:

Qualified Financial Statements

1,364

2020 : 408
2019 : 809



Unaudited Financial Statements

1,245

2020 : 172
2019 : 7



Limited Liability Partnerships

518

2020 : 428
2019 : 928



Trust Companies

37

2020 : 37
2019 : 38



ENFORCEMENT INITIATIVES



The description of the offences for Financial Statements and Accounting Records are as follows:

OFFENCES	DETAILS	TOTAL
Section 245 & 246 of the CA 2016	(a) Failure to keep accounting records and other records to ensure that Financial Statements can be prepared fairly and equitably. (b) Failure of directors of public companies and public subsidiaries to ensure that the company's system of internal control in relation to assets and transactions of accounting records can be properly controlled and recorded and to ensure that Financial Statements are properly prepared and fair.	479
Section 27B(4) of the CCMA 2001	Failure of the LLP to respond to the notice under section 27B of the CCMA 2001 for Financial Information Form.	63
Practice Directive 3/ 2017	Failure of companies to comply with the Practice Directive 3/ 2017: Qualifying Criteria for Audit Exemption for Certain Categories of Private Companies.	306
Section 248 of the CA 2016	Failure of company directors to prepare audited Financial Statements within six (6) months from the end of the financial year. The company submitted an unaudited Financial Statement and did not meet the criteria set out in PD 3/ 2017.	107
Section 251(1)(b) of the CA 2016	Failed to include a statutory declaration with the Financial Statements by the person responsible in providing an opinion on the accuracy of the content of the Financial Statements.	1
Section 244 of the CA 2016	Failure to use correct accounting standards in the preparation of the Financial Statements of a foreign company.	2
Section 574 of the CA 2016	The failure of a foreign company to keep accounting and other records in Malaysia that adequately describe the transactions and financial position of the foreign company to enable the records to be easily and properly audited.	1
Section 260 of the CA 2016	Failure of the company to comply with the provisions in particular to ensure that the information stated in the EPC Certificate (Form 558) signed by the directors, company secretary and auditors is true and valid.	66
	TOTAL	1,025

ENFORCEMENT INITIATIVES

Enforcement actions on monitoring Financial Statements and Accounting Records in 2021 are as follows:

ENFORCEMENT ACTIONS	TOTAL
Reminder Notice because the company does not follow the Audit Exemption Certificate (AEC) format	125
Reminder Notice because the company submitted unaudited Financial Statements without an Audit Exemption Certificate (AEC)	132
Notice of Compliance against companies with Qualified Financial Statements status under section 245 of the CA 2016 to company secretaries and company directors	154
Reminder Notice is issued to the company to comply with the provisions of section 260 of the CA 2016 so that the information stated in the EPC Certificate (Form 558) signed by the director, company secretary and auditor is true and valid	66
Reminder Notice is issued to LLP compliance officers who fail to respond to the notice under section 27B of the CCMA 2001	63
TOTAL	540

MONITORING OF COMPANIES LIMITED BY GUARANTEE (CLBG)

In 2021, a total of 250 CLBGs Financial Statements were inspected to ensure compliance with the approved accounting standards. A total of three (3) notices were sent to CLBGs for asset verification and a further 1,594 CLBGs were sent notices of 27B to respond to the Financial Information Form (FIF) and 2,123 Internal Control Information Form (ICIF). A total of 64 notices were sent to CLBGs to ensure that compliance on the RM1 million fund requirement to be obtained within six (6) months after incorporation. SSM also conducted Risk-Based Approach inspection where a total of 345 notices were issued.

Two (2) surveys on CLBGs were conducted in 2021 and they are firstly on the Best Practices of CLBGs and Anti-Corruption Policy Based on the National Anti-Corruption Plan (NACP). The survey was circulated to 2,123 CLBGs. The second survey was the Business Review Director Feedback Survey 2021 which was circulated to 600 CLBGs. Awareness programmes were also conducted to increase the level of awareness of CLBGs among directors and company secretaries regarding the accounting standards, business review and system of internal control. The information was disseminated to directors and secretaries of 4,846 CLBGs.

The summary of CLBG monitoring activities in 2021 are as follows:

MONITORING ACTIVITIES	TOTAL
Inspections of Financial Statement with "qualified/ unqualified" status	250
Assets Verification	3
Financial Information Form (FIF)	1,594
Internal Control Information Form (ICIF)	2,123
To Comply with The License Conditions/ CLBG Guidelines	
• CLBGs must obtained initial funds of RM1 million within six (6) months after incorporation	64
• CLBGs which holds or disposes land	86
• CLBGs who paid any fees, salaries and fixed allowance to its directors	96

ENFORCEMENT INITIATIVES

MONITORING ACTIVITIES	TOTAL
Inspections of FIF 2020 feedback	
• CLBG that has a total donation income from abroad exceeding RM100,000.00	35
• CLBG that receives income through grants	80
• CLBG that receives a total of cash and bank from abroad exceeding RM100,000.00.	10
• CLBG that receives income from trustees	38
Survey	
• “Best Practices of CLBG and Anti-Corruption Policy Based on NACP”	2,123
• “Business Review Director Feedback Survey 2021”	600
e-Postcard Awareness	
• Approve Accounting Standards	2,123
• Business Review under section 253(3) and Part II Fifth Schedule of the CA 2016	600
• CLBGs System of Internal Control	2,123

Enforcement actions of CLBG for 2021 are as follows:

FAILURE TO ANSWER FINANCIAL INFORMATION FORM FOR 2020

- 560 Reminder Notices
- 493 Seconds Reminder Notices

MONITORING OF REGISTERED INTEREST SCHEMES (RIS)

The Interest Schemes Act 2016 is the sole legislature to administer and regulate the RIS. The RIS is an alternative form of fundraising where contributions by stakeholders are collected within the same company.

The objectives of monitoring are to:

(a) Identify the types of RIS to be the basis for action under the Interest Schemes Act 2016;

(b) Ensure that the management company officers (operator of the scheme) are adhering to the corporate governance requirements;

(c) Ensure the rights and interests of interest holders are protected;

(d) Ensuring the appointed trustee of the scheme performs the duties and responsibilities as stipulated under the Interest Schemes Act 2016;

(e) Ensure that the management company (operator of the scheme) complies with the provisions under the Interest Schemes Act 2016 and complies with Deed of Trust (DoT) and prospectus registered and issue reminders to the company that has been identified; and

(f) Ensure the DoT, Supplementary Trust Deed (STD) and Prospectus have been inspected.

ENFORCEMENT INITIATIVES

Protection mechanisms against shareholders are as follows:

INTEREST SCHEMES ACT 2016

Section 9(5)

The power of the Registrar to direct the management company to compensate any person who have purchased any interest in the scheme prior to the application

Section 42

The Registrar may, by stop order in writing served on the management company

Section 55

The interest holders of a scheme may require the directors of a management company to call for a meeting of interest holders

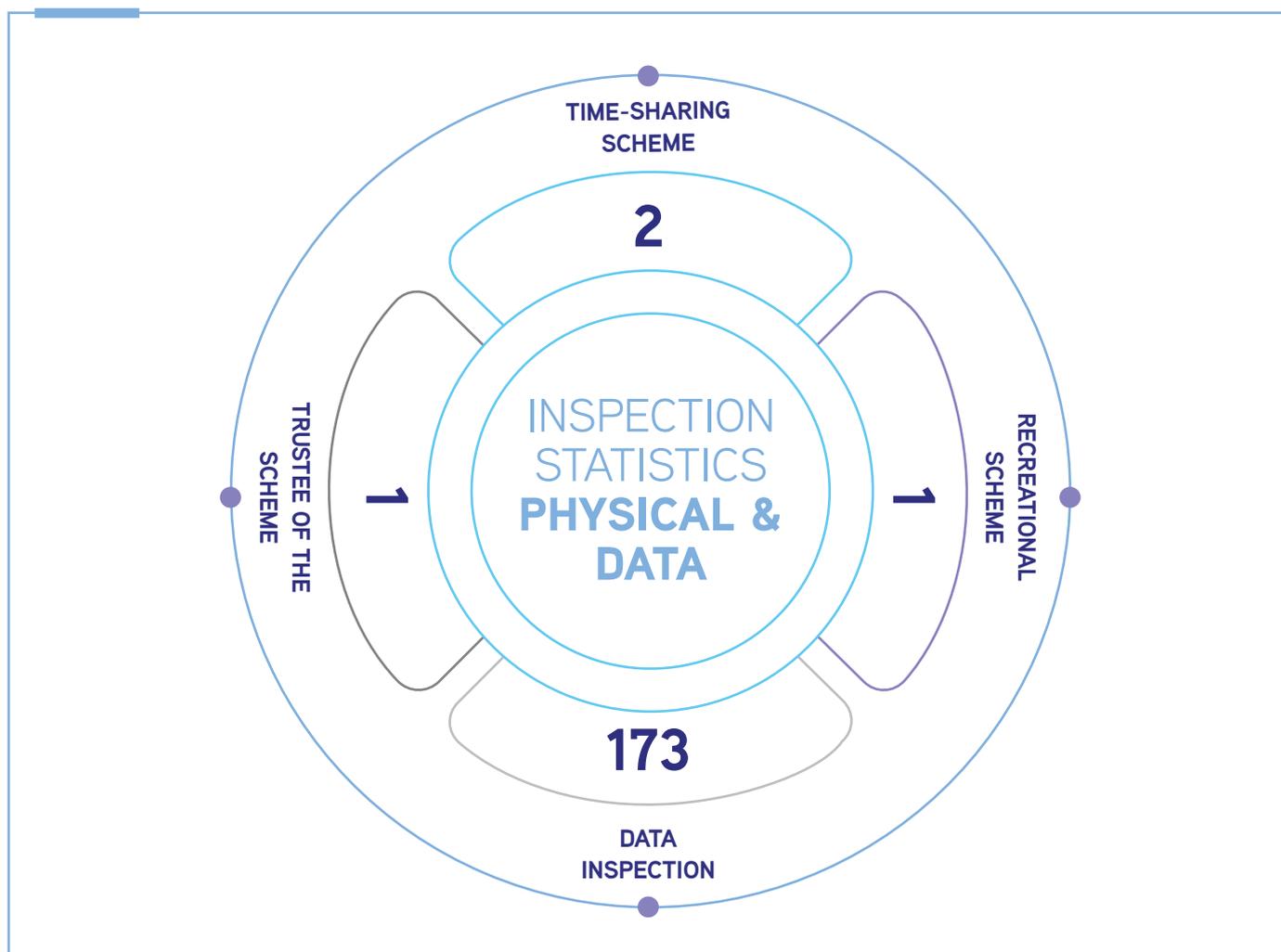
Section 71

Notwithstanding anything in this Act, the Registrar shall have the power to intervene in the management of a scheme when he is satisfied

Section 72

The Registrar shall have the power to terminate an unregistered scheme

Statistics of RIS for the 2021 which involved monitoring based on the physical and data inspections are as follows:

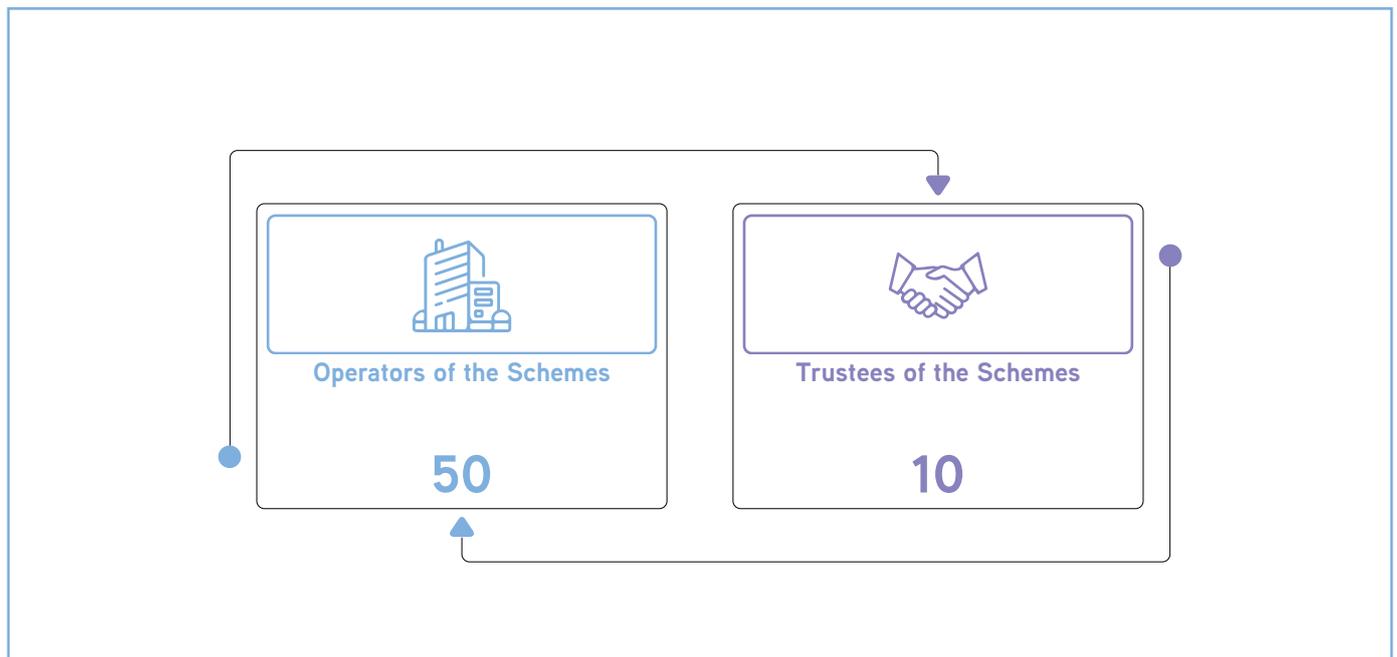


ENFORCEMENT INITIATIVES

Due to the COVID-19 pandemic, physical inspections were replaced to issuance of notices under section 27B. Findings of the physical and data inspections for 2021 are as follows:

ACTIVITIES	ACTIONS
Physical Inspection	<p>Four (4) complaints files were issued as below:</p> <ul style="list-style-type: none"> • No Further Action - 2 files • Under Winding Up Action - 2 files
Data Inspection	<p>33 compliance notices for renewal of the prospectus were issued to the following schemes from 173 data inspection as below:</p> <ul style="list-style-type: none"> • Recreational Membership Scheme - Golf & Recreational Club - 2 • Recreational Membership Scheme - Recreational Club - 11 • Timesharing Scheme - 7 • Investment Scheme - Share farming - 2 • Investment Scheme - Memorial Park - 4 • Investment Scheme - Property - 7
Issuance of notice under section 27B	<p>15 notices under section 27B were issued to trustee of the scheme regarding status of the scheme under their supervision as below:</p> <ul style="list-style-type: none"> • Continuous monitoring until submission of the Deed of Termination - 7 files • No further action - 6 files • Physical inspection - 2 files

Awareness programmes carried out for operators and trustees of the schemes in 2021 are as below:



ENFORCEMENT INITIATIVES

INVESTIGATION

PROGRAMME WITH COMPANY SECRETARIES ON A TARGETED BASIS ON THE ISSUE OF FALSIFICATION OF INFORMATION UNDER SECTION 364 OF THE CA 1965/ SECTION 591 OF THE CA 2016

THE INVOLVEMENT OF 72 PARTICIPANTS COMPRISING OF COMPANY SECRETARIES AND ASSISTANT COMPANY SECRETARIES THROUGH FOUR (4) PROGRAMME SESSIONS FOR 2021.

OBJECTIVE

THE MAIN INFORMATION CASES

CAUSES OF FALSIFICATION

Company secretaries failed to perform Know Your Customer (KYC)/ Customer Due Diligence (CDD) with the customers who have dealt with them

To provide exposure to the company secretaries on the importance of KYC/ CDD 1

To explain the consequences of non-compliance of KYC/ CDD 2

COMMON OFFENCES COMMITTED BY COMPANY SECRETARIES

Failed to identify and verify customer's identity

Granting permission to another individuals acting as a company secretary

Failed to identify and verify the locus standi of the individual's identity (third party) who dealt with company secretaries

Failure to ensure that the information and records of the company's Financial Statements are kept in an orderly manner

Failed to manage and store customer's information



86%



14%

Overall, 86% (62 participants) agreed that the objectives of the programme had been achieved and stated that the programme conducted has improved their knowledge and skills in performing duties as company secretaries.

ENFORCEMENT INITIATIVES

MEDIA RELEASES

In addition to the reactive conventional investigative actions practiced by SSM, preventive enforcement actions and awareness are also used as one of the proactive measures to educate the public to be more careful so that they do not get involved and be deceived in cases involving violations of acts regulated by SSM.

Therefore, throughout 2021, SSM has posted on SSM’s social media platforms on various topics. These media announcements appear to have received encouraging sharing response from other social media platforms especially media platforms owned by governments agencies and communities such as PDRM (Cyber Crime Alert Royal Malaysia Police and District Police Office), Malaysian Insolvency Department, Attorney General’s Chambers, *Pusat Ekonomi Digital Keluarga Malaysia* (PEDi), Community Internet Centres and also secretarial and accounting firms’ groups.

AWARENESS TOPICS

- 1 Kootu Schemes
- 2 Licensed Money Lenders
- 3 Bogus Auditors
- 4 Protect Your Identity
- 5 Misleading Information
- 6 Know Your Customers
- 7 Bankrupt Directors
- 8 SSM Notices

ANNOUNCEMENTS ON SSM SOCIAL MEDIA



ENFORCEMENT INITIATIVES

ENFORCEMENT ACTIVITIES 2021



STATEMENT RECORDING

534 SESSIONS

EXHIBIT MANAGEMENT

Registered Exhibit

90

Returned Exhibit

35



NOTICE



636

Notices under section 111 of the Criminal Procedure Code for statement recording

41

Notices under section 27B(2)(a) of the CCMA 2001 to obtain information

108

Notices under section 27B(2)(b) of the CCMA 2001 to obtain documents

INFORMATION SEARCH

14	INSOLVENCY DEPARTMENT
1	COURT
56	BANK
14	DEPARTMENT OF CHEMISTRY
31	ROAD TRANSPORT DEPARTMENT
46	NATIONAL REGISTRATION DEPARTMENT
381	TELCO
55	IMMIGRATION DEPARTMENT
14	FACEBOOK/ NEWSPAPER

PROSECUTION



CASES INVOLVING VARIOUS OFFENCES UNDER THE CA 1965/ CA 2016

7

CASE INVOLVING OFFENCE UNDER THE LLPA 2012

1



10 BLACKLISTED ACTIONS TAKEN

INSPECTION

BUSINESS PREMISES

23

REGISTERED OFFICES

30

AUDITOR'S OFFICE

1

WITNESSES AND SUSPECTS RESIDENTAL ADDRESSES

65

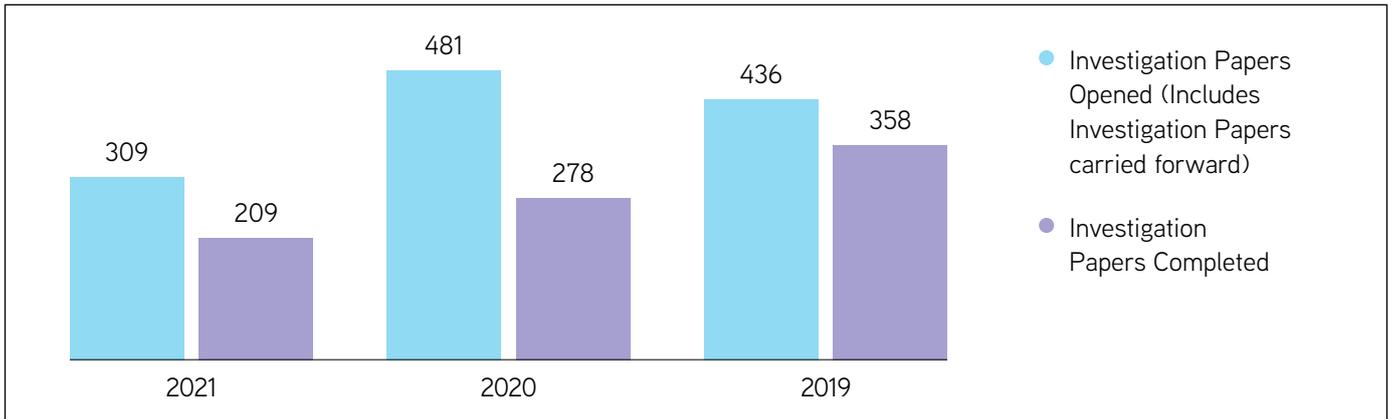
STRATEGIC COLLABORATIONS WITH ENFORCEMENT AGENCIES, STATUTORY BODIES AND OTHERS



ENFORCEMENT INITIATIVES

INVESTIGATION STATISTICS AND ANALYSIS FOR THE YEAR 2021

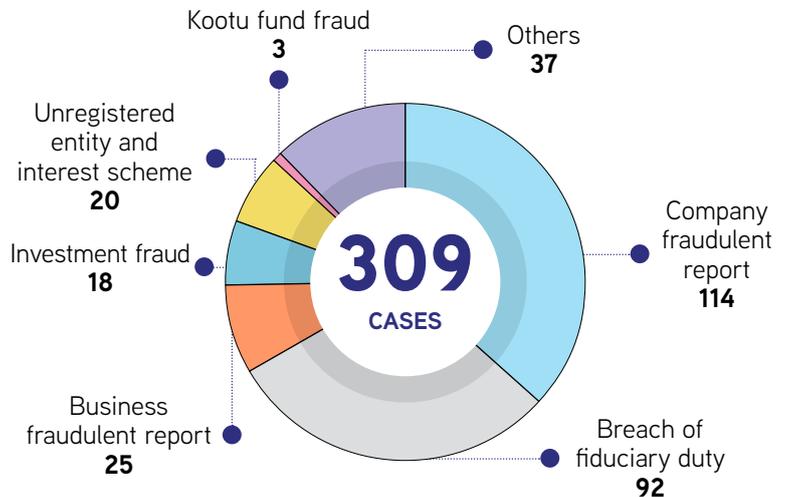
TOTAL INVESTIGATION PAPERS



INVESTIGATIONS UNDER RESPECTIVE ACTS



NATURE OF OFFENCES



309 ENTITIES INVOLVED IN THE INVESTIGATION



*ENFORCEMENT INITIATIVES***PROSECUTION AND LITIGATION****WORKSHOP ON TRIALS AND APPEALS**

The workshop on Trials and Appeals was held on 7 until 9 April 2021 involving 31 participants. The invited speaker to deliver the sessions for this programme was Puan Samihah Bt Rhazali, an experienced Deputy Public Prosecutor from the Appellate and Trials Division, Attorney General's Chambers of Malaysia. The participants of the programme included all Prosecution & Litigation Division (PLD) officers from SSM Headquarters and Enforcement Section officers from the SSM State Offices.

WORKSHOP ON DRAFTING PROSECUTION SUBMISSIONS 2021

Workshop on Drafting Prosecution Submissions was held on 17 until 19 November 2021. The workshop was officiated by Deputy Chief Executive Officer (Regulatory & Enforcement), Tuan Khuzairi Yahaya. The participants of this workshop were Prosecution Officers from SSM Headquarters. The speakers delivering the modules on the topic of drafting prosecution submissions were Puan Rozaliana Zakaria, Director of PLD and Encik Mohd Zulkhairi Kamaruzaman, Head of Prosecution Section, PLD.

SSM ENFORCEMENT CONFERENCE 2021

The 12th Enforcement Conference 2021 (ECON 2021) with the theme "*Social Economy and the COVID-19 Crisis: New Norms – New Strategies*" was successfully held on 8 until 10 December 2021. Participants from the Divisions under the Regulatory & Enforcement Office, SSM State Offices and Branches from throughout the country convened to share information and discuss issues regarding regulatory and enforcement. The speakers, panelists and moderators were the officers from the Regulatory & Enforcement Office as well as invited panelists from the Attorney General's Chambers of Malaysia and Royal Malaysian Police.

ENFORCEMENT INITIATIVES

PROSECUTION

REGISTRATION OF COURT CASES IN 2021

2021 recorded an increase in the number of prosecution cases registered in Court. SSM registered 5,732 cases in Court in 2021 as compared to 4,738 cases in 2020, which is an increase of 21%.

Statistics of Corporate Governance cases registered under the CA 1965, CA 2016, LLPA 2012, CCMA 2001, Interest Schemes Act 2016, Kootu Funds (Prohibition) Act 1971 and ROBA 1956 are as follows:

CATEGORY OF CORPORATE GOVERNANCE OFFENCES	NUMBER OF CASES REGISTERED		
	2021	2020	2019
Section 12(1)(d) ROBA 1956: Making or furnishing the Registrar with false information.	-	1	3
Section 7D(5) CA 1965: Failure to give a justify reason for non compliance of 7D(1) notice from Registrar.	-	-	-
Section 89 CA 1965: Interests to be issued by not a company or an agent of company.	-	-	-
Section 91(1) CA 1965: No issue without approved deed.	-	2	1
Section 125(1) CA 1965: Undischarged bankrupts acting as directors.	2	-	7
Section 128(2) CA 1965: Removal of directors without special notice.	-	-	-
Section 131(1) CA 1965: Failure to disclose interest to the company in a meeting.	-	-	-
Section 132(1) CA 1965: Failure to exercise power as director of a company in the best interest of the company.	-	-	4
Section 132(2)(c) CA 1965: Director or officer of company using his position as director or officer without the consent or ratification of a General Meeting.	-	4	4
Section 132(2)(d) CA 1965: Director or officer of company using his position as director or officer without the consent or ratification of a General Meeting to use any opportunity of the company which he becomes aware of.	-	-	1
Section 364(2) CA 1965: Person making or authorising the making of a statement false or misleading in any material particulars, knowing it to be false or misleading.	1	3	17
Section 370(1) CA 1965: Default penalty proceedings for continuous default.	-	-	-
Section 167(2) CA 1965: Failure to keep company accounting records for 7 years.	-	1	-
Section 198(1) CA 2016: Undischarged bankrupt acting as director.	3	2	4

ENFORCEMENT INITIATIVES

CATEGORY OF CORPORATE GOVERNANCE OFFENCES	NUMBER OF CASES REGISTERED		
	2021	2020	2019
Section 593(a) CA 2016: Person making or authorising the making of a statement false or misleading in any material particulars, knowing it to be false or misleading.	1	-	2
Section 593(b) CA 2016: Person making or authorising the making of a statement false or misleading in any material particulars, knowing it to be false or misleading.	-	1	-
Section 591(2)(a) CA 2016: False statement that is misleading.	2	5	3
Section 27B(1)(a) CCMA 2001: Failure to comply with notice to attend private hearing before the Registrar.	-	-	3
Section 80(1) LLPA 2012: False statement and misleading.	1	-	1
Section 484(6) CA 2016: Failure to disclose liabilities in Statement of Affairs.	-	-	1
Section 245(9) CA 2016: Failure to keep accounting records.	-	1	2
Section 3(2)(a) Interest Schemes Act 2016: Restriction to not issue any advertisement inviting to participate in an unregistered and unauthorized scheme.	-	-	2
Section 3 Kootu Funds (Prohibition) Act 1971: Carry on business of promoting kootu funds to the public.	-	1	-
Section 597(1) CA 2016: Any person carrying on business under any name or title of which "Berhad" or "Limited" is the final word or abbreviation without approval.	-	1	-
Section 230 CA 2016: Fees and benefits payable to directors of public company or listed company and its subsidiaries shall be approved at a general meeting.	2	-	-
TOTAL	12	22	55

ENFORCEMENT INITIATIVES

Statistics of non-compliance cases registered under the CA 1965, CA 2016, LLPA 2012, CCMA 2001, Interest Schemes Act 2016, Kootu Funds (Prohibition) Act 1971 and ROBA 1956 are as follows:

CATEGORY OF NON-COMPLIANCE OFFENCES	NUMBER OF CASES REGISTERED		
	2021	2020	2019
Section 143(1) CA 1965: Failure to hold Annual General Meeting.	214	131	384
Section 169(1) CA 1965: Failure to table accounts at the Annual General Meeting within the prescribed period.	66	121	107
Section 165(4) CA 1965: Failure to lodge Annual Return.	1,528	1,610	7,011
Section 68(1) CA 2016: Failure to lodge Annual Return.	3,413	2,508	1,705
Section 121(1)(b) CA 1965: Failure to print company name and number on official documents.	-	-	-
Section 121(3) CA 1965: Failure to display company name on all offices.	-	-	-
Section 369(1)(c) CA 1965: General Offences	-	-	-
Section 588(1)(c) CA 2016: General Offences	-	-	1
Section 12(1)(a) ROBA 1956: Carrying on business without registration.	5	34	21
Section 12(1)(b) ROBA 1956: Carrying on business after expiry of business registration.	36	63	76
Section 12(1)(c) ROBA 1956: Failure to give information to the Registrar.	-	-	-
Section 12(2) ROBA 1956: Failure to display Certificate of Registration.	65	76	32
Section 17A(1)(b) ROBA 1956: Failure to submit change of registered business particulars.	3	12	22
Section 17A(2) ROBA 1956: Failure to display signboard.	62	118	8
Section 259(1)(a) CA 2016: Duty to lodge Financial Statements and reports with the Registrar.	328	43	-
TOTAL	5,720	4,716	9,367

ENFORCEMENT INITIATIVES

SSM has jurisdiction to conduct prosecution cases in Court for offences under the CA 1965, Kootu Funds (Prohibition) Act 1971, CA 2016, ROBA 1956, LLPA 2012, CCMA 2001 and Interest Schemes Act 2016 pursuant to the First Schedule of the CCMA 2001.

Statistics of Corporate Governance cases charged under the CA 1965, CA 2016, LLPA 2012, CCMA 2001, Interest Schemes Act 2016 and ROBA 1956 are as follows:

CATEGORY OF CORPORATE GOVERNANCE OFFENCES	NUMBER OF CASES CHARGED		
	2021	2020	2019
Section 91(1) CA 1965: Issuing of interests without an approved deed.	-	-	-
Section 94(1)(b) CA 1965: Failure to comply with a covenant contained in a deed.	-	-	-
Section 7D(5) CA 1965: Failure to comply with notice 7D(1) to provide reasonable excuse to the Registrar.	-	-	-
Section 125(1) CA 1965: Undischarged bankrupt acting as director.	1	-	-
Section 132(1) CA 1965: Failure to exercise power as director of a company in the best interest of the company.	-	-	-
Section 132(2)(a) CA 1965: Use of company property without the consent or ratification of a General Meeting.	2	-	2
Section 132(2)(c) CA 1965: Director or officer of the company use his position without consent or ratification of meeting to gain for himself or cause detriment to the company.	2	-	1
Section 363(3) CA 1965: Offering shares for subscription or purchase to the public	-	-	-
Section 364(2) CA 1965: Persons who made or authorised the making of a statement false or misleading in any material particulars knowing it to be false or misleading.	-	1	4
Section 364A(1)(a) CA 1965: An officer knowingly and wilfully authorises the making of any false or misleading statements to members of the corporation	-	-	-
Section 198(1) CA 2016: Undischarged bankrupt acting as director.	-	1	1
Section 593(b) CA 2016: Persons who made or authorised the making of a statement false or misleading in any material particulars knowing it to be false or misleading.	-	4	-
Section 245(9) CA 2016: Failure to keep accounting records	-	1	-
Section 12(1)(d) ROBA 1956: False declaration to the Registrar	-	1	-
Section 3 Kootu Funds (Prohibition) Act 1971: Carry on business of promoting kootu funds to the public	-	1	-
Section 597(1) CA 2016: Any person carrying on business under any name or title of which "Berhad" or "Limited" is the final word or abbreviation without approval	-	1	-
Section 591(2)(a) CA 2016: False or misleading statement	1	-	-
TOTAL	6	10	8

ENFORCEMENT INITIATIVES

Statistics of non-compliance cases charged under the CA 1965, CA 2016, LLPA 2012, CCMA 2001, Interest Schemes Act 2016 and ROBA 1956 are as follows:

CATEGORY OF NON-COMPLIANCE OFFENCES	NUMBER OF CASES CHARGED		
	2021	2020	2019
Section 143(1) CA 1965: Failure to hold Annual General Meeting.	242	204	449
Section 169(1) CA 1965: Failure to table accounts at the Annual General Meeting within the prescribed period.	37	26	73
Section 165(4) CA 1965: Failure to lodge Annual Return.	546	1,412	3,924
Section 165A CA 1965: Failure to attach Auditor's Statement.	-	-	24
Section 68(1) CA 2016: Failure to lodge Annual Return.	5,279	3,135	1,220
Section 370(1) CA 1965: Default penalty proceedings for continuous default.	-	-	-
Section 139C CA 1965: Disqualified secretary	-	-	-
Section 12(1)(a) ROBA 1956: Carrying on business without registration.	522	1	-
Section 12(1)(b) ROBA 1956: Carrying on business after expiry of business registration.	149	30	58
Section 12(2) ROBA 1956: Failure to display certificate of registration.	120	17	2
Section 17A(1)(b) ROBA 1956: Failure to submit change of registered business particulars.	2	1	1
Section 17A(2) ROBA 1956: Failure to display signboard.	168	22	9
Section 259(1)(a) CA 2016: Duty to lodge Financial Statements and reports with the Registrar.	160	-	-
TOTAL	7,225	4,848	5,760

ENFORCEMENT INITIATIVES

LANDMARK CASES IN 2021

In 2021, SSM recorded a total number of 116 convictions. A summary of the important cases conducted by SSM are as follows:

PARTIES	DESCRIPTION OF OFFENCE	OFFENCE (SECTION)	SUMMARY
NWP Holdings Berhad v Public Prosecutor	Payment of directors' fees without obtaining approval in a general meeting	Section 230(1)(b) CA 2016	<p>The Appellant (accused) was charged with two (2) charges under section 230(1)(b) of the CA 2016 for the offence of payment of directors' fees without obtaining approval in a general meeting for the years 2017 and 2018.</p> <p>The reason for the Appellant's Application for Preliminary Objection is that the first charge (2017 fee payment) is retrospective due to the calendar year for 2017 is between the transition of the CA 1965 (Act 125) to the CA 2016 (Act 777) and therefore the charge is invalid. The Respondent (Public Prosecutor) quoted section 619 CA 2016 (General Transitional Provisions) to rebut the ground given by the Appellant.</p> <p>The Appellant also filed an objection because both charges were defective as they did not comply with Criminal Procedure Code and therefore both charges were invalid.</p> <p>The Court dismissed the Appellant's Preliminary Objection and ruled that both charges were valid and legitimate.</p>
Public Prosecutor v Aziz bin Intan	Director/ officer of company used his position to gain directly benefit for himself	Section 132(2)(a) and section 132(2)(c) CA 1965	The accused pleaded guilty to both charges against him. The Court convicted the accused and sentenced him to a fine of RM3,000 for each charge in lieu of three (3) months imprisonment.
Public Prosecutor v Cheng Nyok Wei	Giving false information to the Registrar	Section 364(2) CA 1965	The accused pleaded guilty to the charge against him through the Plea Bargaining process. The court convicted and sentenced the accused to a fine of RM50,000.
Public Prosecutor v Choong Shin Cheong	Giving false information to the Registrar	Section 364(2) CA 1965	The accused was found guilty after a full trial in Johor Bahru Sessions Court and was sentenced to a fine of RM20,000 in lieu of 6 months imprisonment. The accused's appeal was dismissed by the High Court and the Court of Appeal. Thus, the previous conviction and sentence were affirmed.
Public Prosecutor v Hung Lye Huat	Undischarged bankrupt acting as directors	Section 125(1) CA 1965	The accused pleaded guilty to two (2) charges against him through the Plea Bargaining process. The Court convicted and sentenced him to a fine of RM8,000 for each charge in lieu of three (3) months imprisonment.

ENFORCEMENT INITIATIVES

PROSECUTION CONVICTIONS FROM 2019 TO 2021

Statistics of convictions by Court are as below:

CATEGORIES	CORPORATE GOVERNANCE OFFENCES			NON-COMPLIANCE OFFENCES		
	2021	2020	2019	2021	2020	2019
Company	-	-	-	90	309	432
Director	8	3	8	-	-	-
Owner/ Individual Businesses	-	1	-	18	34	19
TOTAL	8	4	8	108	343	451

LITIGATION

In 2021, SSM has implemented two (2) activities as follows:

(a) Workshop for Preparation of Job Procedure Manual for cases involving Injunction for Acts governed by SSM through Microsoft Teams which was held on 17 September 2021; and

(b) Workshop for Preparation of Job Procedure Manual for Cases under Interest Schemes Act 2016 which was held on 1 until 3 December 2021.

Listed below are the statistics of files related to litigation action opened for the period of January until December 2021:

CATEGORIES	FILE OPENED		
	2021	2020	2019
Court Case	519	511	543
Legal Advice	1	12	4
Miscellaneous	6	8	8
TOTAL	526	531	555

Among the court cases handled by SSM are as follows:

(a) Application to reinstate the name of company in the Company's Register (section 555 of the CA 2016);

(b) Application for extension of time and amendment of documents related to charges (section 361 of the CA 2016);

(c) Application relating to the rectification of documents under section 602 of the CA 2016;

(d) Cases involving application to rectify register of members under section 103 of the CA 2016;

(e) Cases involving the Interest Schemes Act 2016;

(f) Cases involving Writ of Summons for negligence claim and damages against SSM; and

(g) Cases involving insolvency issues.

ENFORCEMENT INITIATIVES

In 2021, SSM was involved in several notable cases that need to be highlighted. Among the notable cases are listed as below:

PARTIES	SUMMARY
<p>Wabina Constructions & Engineering Sdn Bhd v Kerajaan Malaysia, Kementerian Perdagangan Dalam Negeri Dan Hal Ehwal Pengguna Malaysia, Datuk Alexander Nanta Linggi, SSM dan Lain-Lain (PA-25-26-05/2020)</p>	<p>The Plaintiff, Wabina Constructions & Engineering Sdn Bhd in this case filed an application for Judicial Review in the Pulau Pinang High Court to challenge the legality of the Companies Order (No.2) 2020 which was gazetted on 23 April 2020. The Exemption Order which was introduced during the Movement Control Order (MCO) 1.0 is aimed at providing a breathing space for many companies whose businesses and financial sustainability were affected by the COVID-19 pandemic.</p> <p>Amongst reliefs sought by the Plaintiff in the Judicial Review are:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">(a) An Order in the form of certiorari for cancellation or setting aside of the Companies (Exemption) Order No. 2 2020 [P.U (A) 123] dated 23 April 2020;</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">(b) An Order in the form of mandamus wherein the Respondents (including SSM as the 4th Respondent) will comply and recognise this Judicial Review Order; and</div> <div style="border: 1px solid black; padding: 5px;">(c) An Order in the form of mandamus that the costs of action shall be borne by the 1st Respondent until 4th Respondent jointly or severally.</div> <p>Prior to the hearing of the Judicial Review application conducted, the Plaintiff had made an interlocutory application to the Pulau Pinang High Court to refer the above mentioned issues for determination and disposal by the Federal Court.</p> <p>The interlocutory application was initiated under section 84 of the Court of Judicature Act 1964 as such issues involved which are related to the Federal Constitution as follows:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">(a) Whether the statutory rights of the Plaintiff as provided under section 465 and section 466(1)(a) of the CA 2016 has been infringed, disappeared and destroyed due to the issuance of the Companies (Exemption) Order (No.2) 2020 which was gazetted on 23 April 2020 and indirectly denying the Plaintiff's rights as protected and enshrined under Article 5(1) and Article 13(1) of the Federal Constitution;</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">(b) Whether the constitutional rights of the Plaintiff as the creditor which was decided by the Construction Industry Payment and Adjudication Act 2012 (CIPAA) on 24 February 2020 is blocked and destroyed in between 23 April 2020 until 31 December 2020 due to the Companies (Exemption) Order, whereas the 5th Respondent is unfairly enjoying valid interest and additional protection from the Companies (Exemption) Order. This has denied Plaintiff's rights enshrined under Article 5(1), Article 8(1) and Article 13(1) of the Federal Constitution;</div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;">(c) Whether the Plaintiff as the creditor (and any other companies which are the creditors) has different rights and is not granted any equal protection under the law compared to the 5th Respondent (and any other debtor company). This is again has denied Plaintiff's rights as protected and enshrined under Article 8 of the Federal Constitution; and</div> <div style="border: 1px solid black; padding: 5px;">(d) Whether the Plaintiff's has lost its rights under the law when a new law was enacted by the 2nd Respondent and the 3rd Respondent (which was proposed by the 4th Respondent) without any enactment in the Parliament of Malaysia. Indirectly this is a denial of the Plaintiff rights and reasonable expectation which is protected under Article 44(1) and Article 66(1) of the Federal Constitution.</div>

ENFORCEMENT INITIATIVES

PARTIES	SUMMARY
	<p>On 3 May 2021, His Lordship Dato' Sri Tun Abd Majid Dato' Haji Tun Hamzah, the Penang High Court Judge, had dismissed the above application with cost in cause and ordered that the main application for Judicial Review in paragraph 1 be heard by the Court on the date to be fixed. Parties were also ordered to file their necessary affidavits before the hearing date is fixed by the Court.</p> <p>At the main hearing of Wabina's Judicial Review application on 15 December 2021, the Penang High Court Judge had dismissed the application with cost of RM5,000 payable to Respondents No. 1-4 and RM3,000.00 costs to Respondent No. 5.</p> <p>The Penang High Court in its broad grounds agreed that this judicial review had become an academic issue as the Companies (Exemption) (No. 2) Order 2020 ended on 31 December 2020. Furthermore, the Applicant had received full payment from Respondent No. 5.</p> <p>On substantive issues, the Penang High Court held that the Exemption Order is not <i>ultra vires</i> against the CA 2016 and did not deny the rights of the Applicant nor the creditors or against the principle of equality under the Federal Constitution.</p>
<p>Janice Khoo Liew Kee & A La Pointe Ballet (Penang) Sdn Bhd v SSM</p>	<p>This case involves an application by SSM to intervene and to set aside the Court Order dated 8 January 2019. The Court had allowed an ex-parte application by the Applicant to strike off the name of A La Pointe Ballet Academy (Pg) Sdn Bhd from SSM's Register whereby SSM was ordered by the Court to give effect to the said Court Order.</p> <p>The issue raised in this case is whether the Court has the power to strike off the name of a company pursuant to section 549 and 550 of the CA 2016.</p> <p>On 7 September 2021, His Lordship Dato' Sri Tun Abd Majid Dato' Haji Tun Hamzah, the Penang High Court Judge allowed SSM's application to intervene and to set aside the Court Order dated 8 January 2019. The decision of the Court shows that the power to strike off a company's name from the Companies Register in accordance with section 549 and 550 of the CA 2016 lies with the Company Registrar and not the Court. The Applicant should not abuse the Court process by making an ex-parte application to strike off the company name through the Court since the power to strike off a company lies with the Company Registrar through the CA 2016.</p>
<p>Shanmuganathan A/L Palaniappan, Suresh A/L Kaliannan & Yow Hoe Bus Company Berhad v SSM</p>	<p>This case involves an application by the directors of Yow Hoe Bus Company Berhad in the Johor Bahru High Court for an Order under section 583 of the CA 2016 to transfer a total of 30,200 units of shares owned by eight (8) Yow Hoe Bus Company Berhad shareholders who are Singaporean and their whereabouts are unknown, for a period of not less than ten years, to the Minister charged with responsibility for finance.</p> <p>In this case, the Johor Bahru High Court Judge after hearing SSM's submission which refers to section 25(2) of the Court of Judicature Act 1964, allowed the Applicant's application and ordered the Deputy Registrar/ Senior Assistant Registrar of the High Court of Malaya to execute the shares transfer form pursuant to section 25(2) of the Court of Judicature Act 1964.</p>



**REGULATORY
REFORM
INITIATIVES**

REGULATORY REFORM INITIATIVES

COVID-19 Initiative: Prescription of Amount of Indebtedness of Company under section 466(1)(a) of the CA 2016

Effective from 1 April 2021, the threshold of indebtedness of a company pursuant to section 466(1)(a) of the CA 2016 is an amount exceeding RM50,000 as prescribed under Gazette Notification No. 4159 [G.N. No. 4159].

This permanent increase of the indebtedness threshold from RM10,000 is in line with SSM's initiatives to continuously support the business community during the economic recovery period to assist companies which are still financially viable but affected by the extended period of the Movement Control Order (MCO) due the COVID-19 pandemic in facing its financial obligations.

From the period of 23 April 2020 to 31 March 2021, the indebtedness threshold was raised temporarily from RM10,000 to RM50,000 as part of the intervention initiative to ensure that the companies affected by the COVID-19 pandemic do not face winding up actions.

Proposed Amendment to the CCMA 2001

Following the Cabinet mandate that SSM becomes the regulatory body responsible for administering the Movable Property Security Interest (MPSI) Bill, SSM has proposed amendments to the CCMA 2001 to widen the Commission's functions to regulate the Bill.

In addition, provisions relating to the power to publish information, power to take action and appeal to the Minister are also proposed to be amended. The proposals are aimed to address inconsistencies in law and strengthen the application of existing provisions relating to the powers of the Minister, the Commission and the Registrar.

Companies (Amendment) Bill and Limited Liability Partnership (Amendment) Bill

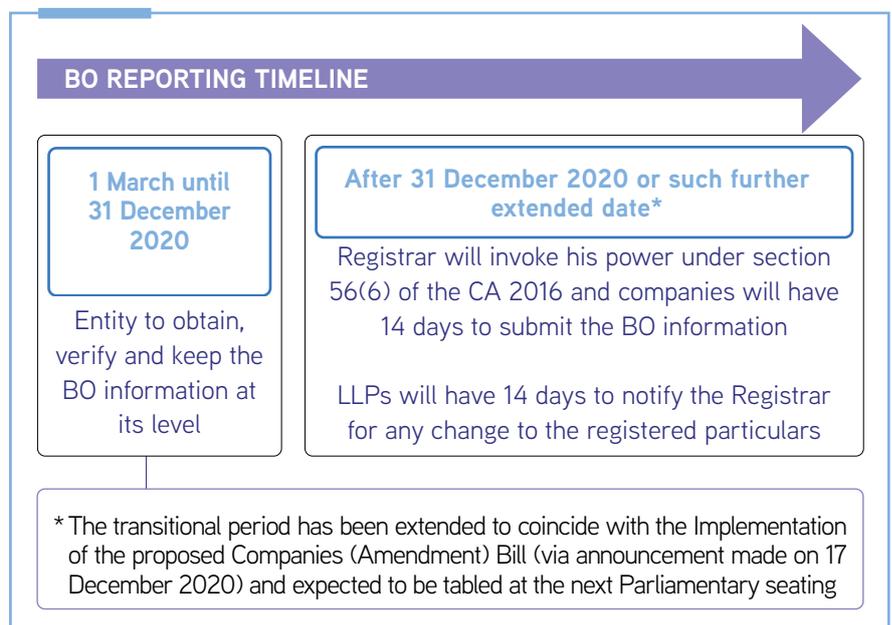
SSM is finalizing the Companies (Amendment) Bill and the Limited Liability Partnership (Amendment) Bill which are expected to be tabled in the Parliament in the 2022 session upon endorsement by the Attorney General's Chambers.

One of the objectives of the amendments is to improve the legal framework relating to the rehabilitation of business entities to be more comprehensive in line with the international standards to ensure that business entities remain competitive. Without a comprehensive legal framework, companies and limited liability partnerships are facing the risk of being wound-up when they are having financial difficulties even though the businesses are in fact still viable.

Another key objective of the amendments is to further strengthen the governance provisions by improving the beneficial ownership reporting framework to curb money laundering, terrorist financing, corruption, tax evasion etc. by abusing business entities to conceal criminal activities. The proposed reporting framework will increase the transparency of the actual individuals who own or control the business entity.

Extension of the Transitional Period for compliance to the Guideline for the Reporting Framework for Beneficial Ownership (BO) of Legal Persons

In line with the amendments made to the CA 2016 and the LLPA 2012 relating to the BO reporting framework, SSM has extended the transitional period for legal entities to comply with the requirement set out in the Guideline for the Reporting Framework for BO of Legal Persons to coincide with the enforcement date of the proposed Companies (Amendment) Bill and Limited Liability Partnerships (Amendment) Bill. During the transitional period, legal entities must fully comply with the guideline except for lodgement with the Registrar when there are changes to the BO information.



*REGULATORY REFORM INITIATIVES***Trust Companies Bill**

As part of its corporate law reform programme, SSM is proposing to introduce a new Trust Companies Bill to replace the existing Trust Companies Act 1949 (TCA 1949). This effort is to ensure that the law regulated by SSM remain relevant and to harmonise with the current development and best practices at the international level as well as to realize SSM's aspiration to be the world's leading regulator through effective monitoring based on comprehensive legal framework.

Trust companies have been identified by the Financial Action Task Force (FATF) as reporting institutions based on their propensity to be misused for money laundering and terrorist financing purposes. In response, the new Bill will introduce new policies towards modernizing the TCA 1949 in line with international requirements in ensuring that the business environment in Malaysia is safe and can attract foreign investors to Malaysia.

Objectives of TCA 1949 Review**01**

To provide clarity and certainty in law and to avoid inconsistent and overlapping provisions in different statutes

02

To introduce new modern enabling powers necessary for the efficient management of trust companies

03

To modernize the trust company law to facilitate more effective trust administration

04

To promote the trust business and strengthen the competitiveness and attractiveness of trust companies' services industry in Malaysia

05

To harmonize the law with relevant international standards

06

To abolish outdated and complicated rules which create uncertainties with regard to the registration process and reporting procedures

REGULATORY REFORM INITIATIVES

Policy Statements under the Trust Companies Bill

Parameters of Activities

Policy Statement 1	The law will provide a clear parameter of trust business or trust related activities and the definition of "Trust Business".
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Mandatory Registration Regime

Policy Statement 2	The law will clarify that only public companies limited by shares are allowed to be registered as trust companies and that mandatory registration will be required under the TC Bill before they are allowed to carry on trust business or trust related activities.
Policy Statement 3	The law will introduce a mandatory requirement for a trust company to have a constitution with specific objects.
Policy Statement 4	The law will provide for an exemption to certain categories of persons from the registration requirement and the power to exempt lies with the Minister upon recommendation from the Registrar.
Policy Statement 5	The law will be harmonized with the CA 2016 following the modernisation of several company law concepts including the abandonment of the authorised share capital concept.
Policy Statement 6	The law will prohibit a person from holding more than 20% shareholding in a trust company.
Policy Statement 7	The law will retain the existing requirement for trust companies to place security deposits with the Minister of Finance but with modifications to the amount of the security deposits based on certain percentage to reflect the current value of the trust business undertaken by a trust company.
Policy Statement 8	The law will omit the current reciprocal provisions relating to the trust law in Singapore.
Policy Statement 9	The law will provide a new definition of "beneficial ownership" and "control" to promote transparency of ownership and control of a trust company and its trust arrangement.
Policy Statement 10	The law will provide for a mandatory submission of Annual Statement together with the BO information.
Policy Statement 11	The law will provide criminal sanctions on directors of a trust company for breaches of certain duties and obligations under the TC Bill in addition to those stated in the CA 2016.
Policy Statement 12	The law will empower the Registrar to impose any terms and conditions with regard to the qualification and experience of a director of a trust company.
Policy Statement 13	The law will retain the current policy on provisions relating to auditors under the CA 2016.
Policy Statement 14	The law will expand section 8(1) of the TCA 1949 in relation to objects of trust companies to include the power of the board of directors of a trust company to fix the remuneration, charges and fees itself.

REGULATORY REFORM INITIATIVES

Policy Statements under the Trust Companies Bill

Cessation of Trust Companies

Policy Statement 15	Retention of provisions relating to court powers to order winding up of trust companies.
Policy Statement 16	Clarification that a trust company is allowed to cease business provided that the assets of the trust business or trust related activities is distributed while still acting as trustee.
Policy Statement 17	Trust companies are allowed to benefit from the provisions relating to Scheme of Compromise or Arrangement and Corporate Rescue Mechanism under the CA 2016.
Policy Statement 18	Retention relating to powers of Minister to apply for the winding up of a trust company on specific circumstances and the adoption of paragraph 465(2)(b) of the CA 2016 where the Registrar is empowered to apply to wind up a trust company which is being used for unlawful purposes.

Electronic Services

Policy Statement 19	The law will introduce mandatory electronic filing for lodgement or filing of documents and empower the Registrar to supply information and issue any documents electronically.
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Minister of Finance Related Powers

Policy Statement 20	<p>The law will empower the Minister:</p> <ul style="list-style-type: none"> (a) to hear an appeal to the Registrar's decision on refusal to register a company as a trust company; (b) to be in charge in matters relating to enforcement activities; and (c) to be in charge in matters relating to the winding up of a trust company by Court.
Policy Statement 21	<p>Retention of the existing policies relating to the Minister's power:</p> <ul style="list-style-type: none"> (a) to hear an appeal on the additional security deposit in certain situation and to approve substitution of other securities deposited with the Accountant General; (b) to approve investment and to sell mortgaged land within three (3) years after acquisition; and (c) to determine the amount of fees collected by the Registrar on behalf of the Accountant General.

REGULATORY REFORM INITIATIVES

Movable Property Security Interest Bill (MPSI Bill)

SSM continued its effort to introduce a secured transaction legal framework and establish a unified collateral registry for Malaysia through the proposed MPSI Bill.

The MPSI Bill was proposed to fill in the gap in Malaysia so that business entities can utilize movable property owned by them and use such property as collateral to obtain financing in order to further expand their business. Numerous discussions and consultations were conducted with various agencies and ministries, and a proposal paper to introduce a new legal framework for secured transactions was tabled to the Cabinet on 17 February 2021. The Cabinet agreed that MPSI Bill be enacted for the purpose of registration and enforcement of security interest of movable property in Malaysia and SSM was assigned with the responsibility to administer the MPSI Bill as well as regulating activities in relation to the registration of movable property as collateral.

A three (3) day workshop was held starting from 29 November to 1 December 2021 to finalize the draft MPSI Bill. The workshop was attended by legal officers from the Legal Division of MDTCA and SSM. 108 legal provisions based on 23 Policy Statements were discussed and refined for subsequent submission to the Attorney General's Chambers.

23 Policy Statements under the MPSI Framework

Policy Statement 1	Introduction of framework for the registration of security interest on movable property that includes security interest arising from shariah transactions.
Policy Statement 2	Registration is on voluntary basis.
Policy Statement 3	The legal framework will apply to floating charge.
Policy Statement 4	The legal framework applies to all movable properties.
Policy Statement 5	The establishment of a single comprehensive regime.
Policy Statement 6	The registration system will be fully electronic.
Policy Statement 7	Perfection of security interest is perfected and effective against third parties if (a) a notice with respect to the security interest is registered in the Registry; or (b) secured creditor is in possession of the movable property.
Policy Statement 8	The legal framework will provide notice filing.
Policy Statement 9	Only interested person can request information from the Register.
Policy Statement 10	Amendment to financing statement will be allowed to be registered by the grantor/ debtor/ secured creditor.
Policy Statement 11	The legal framework will provide criminal sanction for false statement made to the Registrar.
Policy Statement 12	The registration of security interest is effective unless seriously misleading.
Policy Statement 13	The registration of a financing statement may be cancelled by a notice.
Policy Statement 14	The legal framework will require disclosure on any subordination of financing statement.
Policy Statement 15	The framework will generally allow any person to search the register and obtain printed search result. However, consideration must also be taken with regards to Personal Data Protection Act (PDPA) 2010 where information to be made available to the public will not be those which are sensitive information under PDPA.
Policy Statement 16	As a general rule a perfected security interest has priority over an unperfected security interest in the same collateral and that priority between perfected security interests in the same collateral is determined by the time the party has taken the perfecting step.

REGULATORY REFORM INITIATIVES

23 Policy Statements under the MPSI Framework

Policy Statement 17	The legal framework shall provide clear parameters with regards to the security interests/ interest in different circumstances.
Policy Statement 18	The legal framework shall provide the enforcement of interests after default for the debtor/ grantor/ secured creditor.
Policy Statement 19	The legal framework shall allow the termination of enforcement by grantor or any person who has interest on the secured property.
Policy Statement 20	Provision will be made to ensure that appropriate protection is provided for the security interest involving debtor/ grantor under insolvency or receivership.
Policy Statement 21	General transition provision.
Policy Statement 22	Prior security interests.
Policy Statement 23	Consequential amendments and repeal.

Study on the Impact of Gig Economy on the ROBA 1956

Taking cognisance of the importance of the role played by gig workers and digital platform providers towards domestic growth, SSM took the initiative to study the impact of the gig sector to the ROBA 1956 with particular emphasis to determine whether the activities of gig workers fall within the definition of “business” that need to be registered under ROBA 1956.

This study is significant because many Malaysians have chosen to participate in the gig economy following retrenchments and loss of income due to the COVID-19 pandemic.

The objectives of study are:

(a) To ascertain whether the activities of gig workers involved in the gig economy falls within the classification of ‘business’ under ROBA 1956;

(b) To propose appropriate policies to regulate gig activities under ROBA 1956 based on their classification; and

(c) To modernise ROBA 1956 in tandem with current business practices and to be able to accommodate the new trend of “business like” activities carried out within the gig economy.

The final finding of the study is expected to be reported in May 2022 upon finalization of the report by the Malaysia Digital Economy Corporation (MDEC) in determining the appropriate national definitions relating to the gig industry and the research outcome on the Informal Workforce by the Economic Planning Unit (EPU).

Regulations, Practice Directives and Guidelines

In 2021, SSM continued to issue regulatory notes and documents to provide clear and up-to-date guidance and explanation of laws and practices under its supervision.

REGULATORY REFORM INITIATIVES

Below are the documents issued and gazette in year 2021:

(a) Companies (Amendment) Regulations 2021

Gazette Date: 18 August 2021

Objective : Amendment on the Schedule under the Companies Regulations 2017 with regards to:

- (i) The fee for the purpose of lodgement of notice on the increase of share capital of foreign company under subsection 567(3) of the CA 2016; and
- (ii) Items 43, 45, 47 and 48 so that the relevant particulars apply to the company, shareholders, directors, company secretaries, auditors and liquidators for the purpose of any relevant application and filing under the CA 2016.

(b) Prescription of Amount of Indebtedness of Company under section 466(1)(a) of the CA 2016

Gazette Date: 22 March 2021

Objective : To the increase of the indebtedness threshold of a company under section 466(1)(a) of the CA 2016 from RM10,000 to RM50,000.

(c) Revised Practice Directive 6/2020: Extension of Time for Annual General Meeting and Lodgement of Financial Statements

Issue Date : 27 January 2021

Objective : To clarify the powers of the Registrar relating to the application for the extension of time

- (i) To hold Annual General Meetings under section 340(4) of the CA 2016;
- (ii) To circulate the Financial Statements and Reports under PN 3/ 2018;
- (iii) To lodge the Financial Statements and Reports under section 259(2) of the CA 2016; and
- (iv) To waive the application fee for extension of time made under section 340(4), PN 3/ 2018 or section 259(2) of the CA 2016 for companies which are affected by the COVID-19 pandemic.

(d) Practice Directive 7/2021 – Lodgement of Annexure on Beneficial Ownership Information of Annual Return Lodged under section 68 of the CA 2016

Issue Date : 8 March 2021

Objective : (i) To clarify and streamline the lodgement of the annexure of the BO information accompanying the Annual Return pursuant to section 68 of the CA 2016.

- (ii) To determine the general requirements for the lodgement of the documents and related matters.

(e) Practice Directive 8/2021 – Extension of Time for Circulation of Financial Statements and Reports, Holding of Annual General Meeting and Lodgement of Financial Statements for Companies Affected by the Implementation of Movement Control Order.

Issue Date : 31 May 2021

Objective : To provide the manner for a company to apply for an extension of time for circulation of Financial Statements and Reports, holding an Annual General Meeting (AGM), and lodgement of Financial Statements and Reports with the Registrar for companies affected by the implementation of the MCO.

(f) Guidelines on Company Limited By Guarantee (CLBG)

Issue Date : 27 September 2021

Objective : To update the existing guidelines for matters regarding CLBGs.

(g) Guidelines for Application to Reinstate Company under section 555(1) of the CA 2016

Issue Date : 10 June 2021

Objective : To update the existing guidelines for companies applying for reinstatement after being struck-off by the Registrar.



**TRAINING
ACADEMY &
KNOWLEDGE
MANAGEMENT**

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

SSM NATIONAL CONFERENCE 2021

The 10th SSM National Conference with the theme 'Governing under New Normal' was held on 24 August 2021. The Conference was officially launched by YBhg. Datuk Seri Hj Hasnol Zam Zam Hj Ahmad, Secretary General of MDTCA cum Chairman of SSM.

For the first time, the SSM National Conference 2021 was hosted on a virtual conference platform that allowed delegates to participate in four (4) plenary sessions and utilise the networking lounge and exhibition booths. This conference was attended by a total of 2,049 delegates comprised of stakeholders from various background representing the public and private sectors. A total of 17 speakers, panelists and moderators deliberated the following topics at the Conference:

- (a) Governing Under New Normal;
- (b) Working with Remote Board;
- (c) Beneficial Ownership Reporting: Transitional Period and Future Obligations; and
- (d) SSM Talks.



YEAR 2021 - DIGITALISATION YEAR FOR TRAINING

This is the second year that SSM conducted its training programmes virtually to ensure its stakeholders, especially company directors and company secretaries continues training during the COVID-19 pandemic.

e-COMTRAC

The e-COMTRAC platform was introduced in January 2021 which is an online training registration system provided by SSM. All training registrations and payment must be made through the e-COMTRAC. Stakeholders and members of the public can access e-COMTRAC at <https://e-comtrac.ssm.com.my> for a fast, hassle free, 24/7 service to sign up for training and earn SSM Continuing Professional Education (CPE) points.



TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

The benefits of the e-COMTRAC are as follows:

(a) Improving the efficiency and effectiveness of SSM's service delivery system based on the concept of simple, fast and cost effective by optimising the use of information technology;

(b) A web-based access using the latest technology facilities such as smartphones, iPads and laptops with an internet connection;

(c) The service is easily accessible (24/7) and participants do not need to present at SSM service counters for the purpose of training registration and payment; and

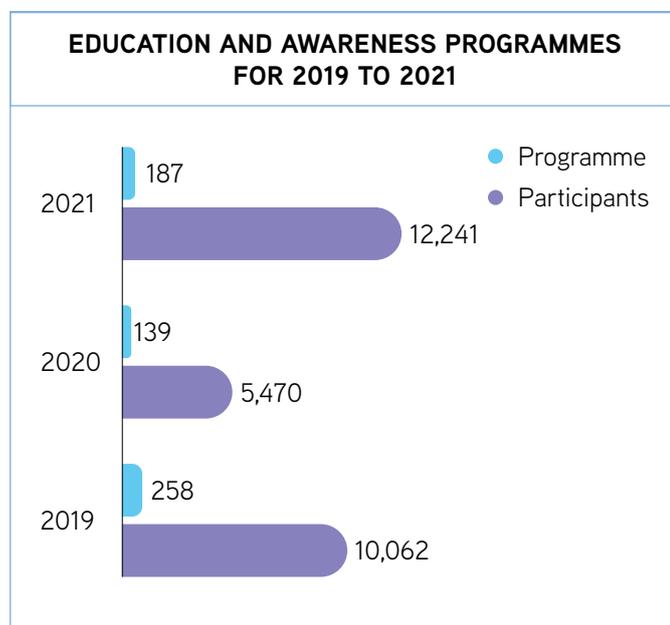
(d) Cashless environment and electronic payments.

In addition, training participants can download the e-Certificate via e-COMTRAC platform.

The e-COMTRAC has won the second place for the MDTC Innovative and Creative Award and the winner of the Best Documentation Award for 2021.

STAKEHOLDERS' EDUCATION AND AWARENESS

In 2021, SSM has conducted a total of 187 programmes (2020: 139) with 12,241 participants (2020: 5,470). All programmes were conducted online.



The total number of corporate programmes conducted throughout the year 2021 are as follows:

PROGRAMMES	SESSIONS	PARTICIPANTS
Corporate Directors Training Programme 3.0	7	247
Company Secretaries Training Programme Essential 1.0	21	1,686
Company Secretaries Training Programme Significant 2.0	12	774
Continuing Education Programmes	91	5,453
Malaysian Business Reporting Systems (MBRS)	40	1,474
In-house Training Programmes	15	558
SSM National Conference 2021	1	2,049
TOTAL	187	12,241

CORPORATE DIRECTORS TRAINING PROGRAMME (CDTP) 3.0

The Corporate Directors Training Programme Fundamental (CDTPF) 3.0 is specifically structured for company directors, company secretaries, chief executive officers, chief operating officers, chief financial officers, companies' top management, corporate employees, foreign investors, innovators, and entrepreneurs with the topics focusing on the roles and responsibilities of company directors and officers of the company.

Through participation in the CDTPF 3.0, participants are able to:

(a) Develop a good understanding of the concept, features and characteristics of a company;

(b) Outline the roles and responsibilities of a company director, company secretaries and auditors;

(c) Be equipped with the foundational knowledge of corporate governance and corporate responsibility;

(d) Develop an understanding on the ethical and integrity issues that business may be facing; and

(e) Be equipped with the essential knowledge on CA 2016.

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

The CDTPF 3.0 + Cyber Security Awareness programme was formulated by fusing the modules from CDTPF 3.0 with training on cyber security and CDTPF 3.0 + Financial Statements 101 on the introduction of Financial Statements for directors. In 2021, a total of seven (7) CDTPF 3.0 (2020: 8) were organised and attended by 247 participants (2020: 272).



COMPANY SECRETARIES TRAINING PROGRAMME ESSENTIAL (CSTPE) 1.0

The CSTPE 1.0 is an updated programme from CSTPE. The CSTPE 1.0 is based on the new CA 2016. It is a mandatory training course under SSM Continuing Professional Education (CPE) points scheme for licensed company secretaries who have been issued with licenses by the Registrar of Companies under section 235(2)(b) of the CA 2016.

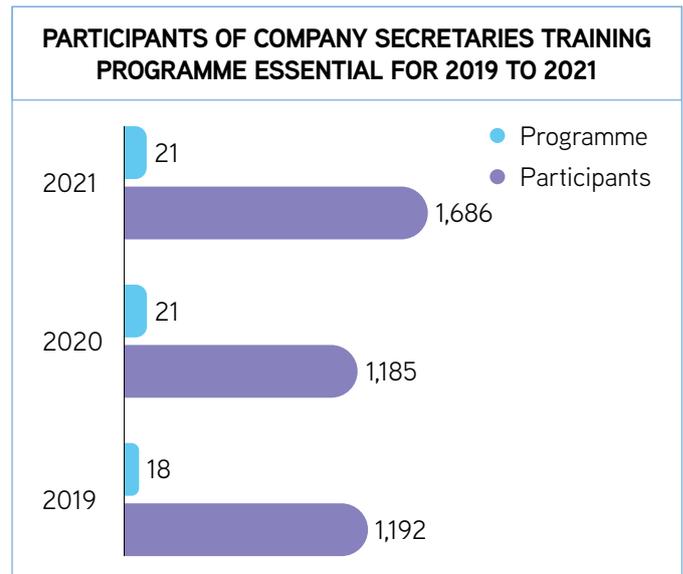
The CSTPE 1.0 is designed for existing and aspiring company secretaries and aims at enhancing their knowledge, skill and competencies required of their advisory role to the board of directors. Although CSTPE 1.0 is primarily targeted at licensed company secretaries, other corporate role-players

such as company secretaries of prescribed bodies, company directors, members of management and support staff can benefit from this programme and apply the skills acquired to manage their companies.

Participants of the CSTPE 1.0 modules will obtain the following benefits:

- Develop a good understanding of the concept and features of a company;
- State the role and responsibilities of company secretaries;
- Outline the roles and responsibilities of directors and auditors;
- Apply the knowledge acquired to manage statutory books and company meetings; and
- Identify key offences under the CA 2016.

In 2021, a total of 21 CSTPE 1.0 (2020: 21) were organised via webinars and attended by 1,686 (2020: 1,185) participants.



TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

COMPANY SECRETARIES TRAINING PROGRAMME SIGNIFICANT (CSTPS) 2.0

CSTPS 2.0 is designed as a follow-up programme from the CSTP Essential 1.0 that was introduced in 2013.

On completion of the course, participants to the CSTPS 2.0 modules were able to:

(a) Establish good corporate integrity values and ethics;

(b) Identify the company secretary's role in combating money laundering and terrorism financing;

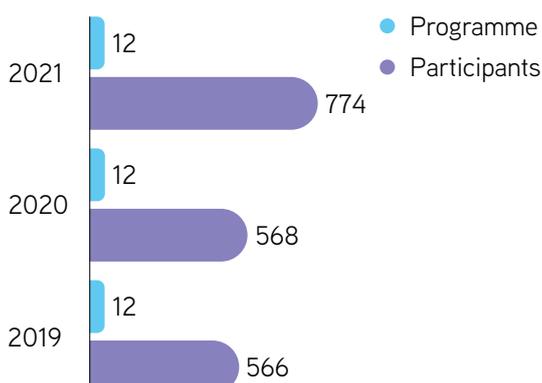
(c) Integrate corporate governance and corporate responsibility into company's operations;

(d) Identify the key challenges and issues affecting the company secretaries' daily functions;

(e) Know the cyber security risk management for the boardroom; and

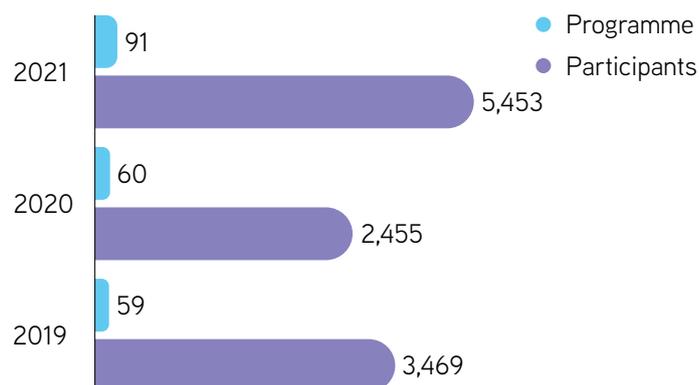
(f) Read and interpret Financial Statements.

There were 12 CSTPS 2.0 (2020: 12) programmes that were organised via webinars in 2021. These programmes were attended by 774 (2020: 568) participants.

PARTICIPANTS OF COMPANY SECRETARIES TRAINING PROGRAMME SIGNIFICANT FOR 2019 TO 2021**CONTINUING EDUCATION PROGRAMME (CEP)**

The CEP is designed to deliberate in detail on selected key strategic topics under the CA 2016 for corporate and key-economic role players. The target participants include board of directors, company secretaries, CEOs, COOs, CFOs, companies' top management, corporate professionals and entrepreneurs.

In 2021, a total of 91 CEPs programmes (2020: 60) were organised via webinars. The programmes were attended by 5,453 participants (2020: 2,455).

PARTICIPANTS OF CONTINUING EDUCATION PROGRAMMES FOR 2019 TO 2021**MALAYSIAN BUSINESS REPORTING SYSTEM (MBRS) TRAINING PROGRAMMES**

In 2021, the three (3) MBRS training programmes offered by SSM were:

(a) MBRS – Annual Return

This half-day course aims to provide participants with an in-depth understanding of MBRS platform and MBRS filing requirements to ensure smooth submission of annual returns to SSM.

(b) MBRS for Preparers – Financial Statements

This two (2) days course is specially designed to provide preparers with an in-depth understanding and knowledge in using the MBRS Preparation Tool (mTool) for submission of Financial Statements (FS) and Key Financial Indicators (KFI) to SSM.

(c) MBRS for Preparers – Financial Statements (Fast Track)

This 8-hours course over two (2) half days is a fast-track programme of MBRS for Preparers – Financial Statements. The hands-on course is designed for preparers with accounting/ financial backgrounds.

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

A total of 12 seminars on MBRS – Annual Return, 19 seminars on MBRS for Preparers – Financial Statements and nine (9) seminars on MBRS for Preparers – Financial Statements (Fast Track) were conducted via webinars. These programmes were attended by 1,474 participants.

CUSTOMIZED EXTERNAL IN-HOUSE TRAINING PROGRAMMES FOR VARIOUS ORGANISATIONS

SSM continued to conduct in-house trainings for board of directors and officers of various organisations. A total of 15 (2020: 6) customised in-house training programmes were conducted for the following organisations with 558 (2020: 145) participations.

In-house trainings for various organisations that were conducted in 2021 are as follows:

PROGRAMMES	ORGANISATIONS	DATE
Registration of Business, Company & Limited Liability Partnership & Common Offences Under ROBA 1956, CA 2016 & LLPA 2012	Royal Malaysian Customs Department	11 February 2021
Duties and Responsibilities of Directors & Understanding Boardroom Dynamics	Ministry of Finance Malaysia	16 February 2021
Read, Interpret and Analyse Financial Statement for Company Directors (Basic)	Ministry of Finance Malaysia	17 February 2021
MBRS - Annual Return	Universiti Teknologi MARA	18 February 2021
MBRS for Preparers - Financial Statements	Universiti Teknologi MARA	22 – 23 February 2021
MBRS for Preparers - Financial Statements	Universiti Teknologi MARA	24 – 25 February 2021
CA 2016 (Essential)	Malaysian Anti-Corruption Commission	23 March 2021
Practical Guide to Capital Reduction by Solvency Statement	Tricor Corporate Services Sdn Bhd	14 July 2021
Adequate Procedures: Implementations and Practical Aspects	Malaysian Anti-Corruption Commission	9 August 2021
MBRS – Annual Return	Universiti Teknologi MARA	12 August 2021
MBRS for Preparers - Financial Statements	Universiti Teknologi MARA	16 – 17 August 2021
MBRS for Preparers - Financial Statements	Universiti Teknologi MARA	18 – 19 August 2021
Interview for Approved Liquidators from the Companies Commission of Malaysia's Perspective	Malaysian Institute of Accountants	9 September 2021
CA 2016: Practical Guide for Company Directors	International Islamic University Malaysia	27 October 2021
Cyber Security: How to Mitigate the Impact of Cyber Crime on Your Business	Pansar Company Sdn Bhd	15 November 2021

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

CORPORATE TALK PROGRAMMES

In 2021, SSM has organised eight (8) Corporate Talk (CT) programmes to stakeholders such as company directors, company secretaries, managers and internal officers of companies, heads/ representatives of agencies and statutory bodies, members of professional bodies and other members of the public.

These programmes aim to provide exposure and awareness to stakeholders on the latest information and developments related to current corporate issues including latest compliance requirements which are crucial to assist them in rendering their duties according to the provisions of the CA 2016 and other related regulations.

SSM is a strong proponent to the philosophy of Enforcement By Education with the Balanced Enforcement approach. SSM believes that education complements the effectiveness of our enforcement initiatives in ensuring voluntary compliance.

Due to the COVID-19 pandemic in 2021, SSM continued to conduct CT programmes via online and through the SSM's official Facebook. Below are the CT programmes conducted in 2021:

PROGRAMMES	DATE	SPEAKERS	PARTICIPANTS
<i>Skim Pendaftaran Perniagaan Prihatin (SPPP) Dengan Kerjasama PERKESO Negeri WP Kuala Lumpur</i>	5 March 2021	Encik Thanak a/l Prak Hin, <i>Pengarah Negeri,</i> SSM Negeri Sembilan	125
HRDF – The Relevance & Significant of PSMB Act 2001	17 March 2021	Encik Md Sharizal Che Deris, HRDF	250
Disclosure Requirement: Who Is A Beneficial Owner?	16 April 2021	Cik Khairani M Yusof, <i>Bahagian Pembangunan & Perkhidmatan Perundangan SSM</i>	255
<i>Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	16 April 2021	Encik Mohammad Syafiq Hairom, <i>Bahagian Pemasaran & Pembangunan Perniagaan, SSM</i>	140
<i>Penerangan Terhadap Kerangka Kerja Skim Kepentingan di Bawah ASK 2016</i>	29 July 2021	Encik Nik Muhd Marwan Nik Mustapha, <i>Bahagian Perkhidmatan Pendaftaran, SSM</i>	103
Incorporation of Companies (Starting a Business in Malaysia)	14 September 2021	Encik Amirul Ihsan Sharif, <i>Bahagian Perkhidmatan Pendaftaran, SSM</i> Puan Norisa Ishat, <i>Bahagian Perkhidmatan Pendaftaran, SSM</i>	188
Business Review Reporting	21 October 2021	Encik David Yap Weng Seong, <i>Bahagian Pembangunan & Perkhidmatan Perundangan, SSM</i>	231
Incorporation of Companies (Starting a Business in Malaysia)	18 November 2021	Encik Amirul Ihsan Sharif, <i>Bahagian Perkhidmatan Pendaftaran, SSM</i> Puan Norisa Ishat, <i>Bahagian Perkhidmatan Pendaftaran, SSM</i>	241
TOTAL			1,533

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

PROGRAMMES ORGANISED BY OTHER ORGANISATIONS AND STAKEHOLDERS

Apart from CT programmes, SSM officers were invited to talk on business registration under the ROBA 1956, company establishment under the CA 2016, registration of partnership under LLPA 2012 and SSM's products.

In 2021, SSM was invited to hold a talk in 76 programmes organised by other organisations and attended by 10,376 participants.

DATE & ORGANISER	PROGRAMMES	SPEAKERS	PARTICIPANTS
4 January 2021 Universiti Utara Malaysia	<i>Undang-undang Akta Syarikat & Pencegahan Pengubahan Wang Haram (AMLA)</i>	Encik Mohamed Sufyan Mohd Mokhtar	63
14 January 2021 Kelab Liga Malaysia (MFL)	<i>Pendaftaran Syarikat – Sdn. Bhd.</i>	Puan Norisa Ishat	34
13 February 2021 Kolej Universiti Poly-Tech MARA Kuala Lumpur	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Mohammad Syafiq Hairom	207
17 February 2021 Universiti Teknologi PETRONAS	<i>Prosedur Pendaftaran Perniagaan</i>	Encik N.Vijayasegaran a/l Nadeson	132
3 March 2021 Jabatan Laut Malaysia	<i>AS 2016, Perkongsian Liabiliti Terhadap, Produk & Perkhidmatan SSM</i>	Puan Norisa Ishat, Puan Rosniwati Hussin	25
8 March 2021 HELP University	<i>Prosedur Pendaftaran Perniagaan</i>	Puan Sharmila a/p Avaniappan	60
9-10 March 2021 Penang Bar Committee	<i>Garis Panduan SSM untuk Pendaftar SSM Bertindak sebagai Wakil bagi syarikat yang telah dibubarkan</i>	Puan Norhaslinda Salleh	63
10 March 2021 Universiti Pertahanan Nasional Malaysia	<i>Pendaftaran Perniagaan di bawah APP 1956</i>	Puan Maziah Muhammad	41
16 March 2021 Polis Diraja Malaysia	<i>Kesalahan di bawah Akta Syarikat dan Bidang Kuasa Penyasatan SSM & PDRM</i>	Encik Sazuree Shuib	30
16 March 2021 Mont Royale College	<i>Prosedur Pendaftaran Perniagaan, Produk & Perkhidmatan SSM</i>	Encik Meor Ahmad Shafiq Bin Shaidi	80
17 March 2021 UNIKL MIMET	<i>Prosedur Pendaftaran Perniagaan</i>	Encik N.Vijayasegaran a/l Nadeson	189
25 March 2021 Top Performers Learning & Consulting Sdn. Bhd.	<i>Prosedur Pendaftaran Perniagaan</i>	Puan Sharmila a/p Avaniappan	25
29 March 2021 Perbadanan Kemajuan Pertanian Negeri Pahang	<i>Fungsi & Tanggungjawab Ahli Lembaga Pengarah, Setiausaha Syarikat dan Juruaudit di bawah AS 2016</i>	Puan Zaidah Mohamed Zainun	30

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

DATE & ORGANISER	PROGRAMMES	SPEAKERS	PARTICIPANTS
2 April 2021 Universiti Kebangsaan Malaysia	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Sharmila a/p Avaniappan	173
2 April 2021 Universiti Islam Antarabangsa Malaysia	<i>Forum 1: Bagaimana Merebut Peluang Perniagaan Pasca COVID-19</i>	Puan Azurah Nor Sarif	34
3 April 2021 Universiti Sains Islam Malaysia	<i>AS 2016, Pendaftaran Perniagaan, Perkongsian Liabiliti Terhadap</i>	Puan Azurah Nor Sarif	294
3 April 2021 Universiti Malaysia Pahang	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Cik Ku Aziruwaida Binti Ku Aziz	31
6 April 2021 Jabatan Pendaftaran Pertubuhan Malaysia WPKL	<i>Prosedur Pendaftaran Perniagaan, Produk & Perkhidmatan SSM</i>	Encik Ezarul Ezwan Yusoff	87
9 April 2021 Pusat Internet Komuniti Gerik	<i>Taklimat dan Tutorial Pendaftaran Perniagaan EzBiz</i>	Encik N.Vijayasegaran a/l Nadeson, Puan Nuraisida Binti Shaharom	8
10 April 2021 EMPOWERNCER	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Nuraisida Binti Shaharom	20
27 April 2021 MyIPO	<i>Mengoptimumkan Harta Alih Bukan Ahli sebagai Kolateral/ Sandaran untuk Pembiayaan Perniagaan</i>	Cik Khairon Niza Md. Akhir, Puan Raja Farahdatul Husna Raja Amiruddin	1,000
3 May 2021 Perbadanan Hal Ehwal Bekas Angkatan Tentera (PERHEBAT)	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik N.Vijayasegaran a/l Nedason	30
19 May 2021 Monash University	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Sharmila a/p Avaniappan	31
21 May 2021 Universiti Putra Malaysia	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Sharmila a/p Avaniappan	208
27-28 May 2021 Universiti Malaya	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Murnilawati Mustapha, Puan Sharmila a/p Avaniappan	250
2 June 2021 Universiti Pendidikan Sultan Idris	<i>Proses Pendaftaran Syarikat dan Perniagaan</i>	Encik N.Vijayasegaran a/l Nedason	665
5 June 2021 Universiti Kebangsaan Malaysia	<i>Semak 6M, Anda Tidak Mudah Tertipu</i>	Encik Premeelan a/l Sundararajoo	758

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

DATE & ORGANISER	PROGRAMMES	SPEAKERS	PARTICIPANTS
9 June 2021 Perbadanan Usahawan Nasional Berhad	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP), Produk SSM</i>	Puan Murnilawati Mustapha	163
15 June 2021 Kolej Komuniti Hulu Langat	<i>Tatacara Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Ezarul Ezwan Yusoff	52
16 June 2021 Jabatan Pembangunan Usahawan FELDA (JPU)	<i>Prosedur Pendaftaran Perniagaan, Penubuhan Syarikat</i>	Encik Mohammad Syafiq Hairom, Puan Mardiyana Ibrahim	26
22 June 2021 Institut Latihan Kehakiman dan Perundangan (ILKAP)	Company Limited by Guarantee, CA 2016	Puan Ravinderjit Kaur Savinder Singh	40
24 June 2021 Pejabat Perhubungan Sarawak Kuala Lumpur	<i>Pentingnya Pendaftaran SSM (Pemerbadanan Syarikat)</i>	Puan Mardiyana Ibrahim	35
1 July 2021 Jabatan Pembangunan Usahawan FELDA (JPU)	<i>Prosedur Pendaftaran Perniagaan, Penubuhan Syarikat</i>	Puan Nur Dyana Aina Mohamad Kamil, Puan Norisa Ishat	54
3 July 2021 Surau Baiturraudhah, Amoda Saujana Rawang	<i>Prosedur Pendaftaran Perniagaan</i>	Encik Mohammad Syafiq Hairom	30
5 July 2021 Jabatan Pembangunan Usahawan FELDA (JPU)	<i>Prosedur Pendaftaran Perniagaan, Penubuhan Syarikat</i>	Encik Arman Hamzah, Puan Rahmawati Yusof	68
6 July 2021 Jabatan Pembangunan Usahawan FELDA (JPU)	<i>Prosedur Pendaftaran Perniagaan, Penubuhan Syarikat</i>	Puan Samsiah Jamman, Cik Roslina Iberahim	44
8 July 2021 Jabatan Pembangunan Usahawan FELDA (JPU)	<i>Prosedur Pendaftaran Perniagaan, Penubuhan Syarikat</i>	Encik Mohd Rizal Abd Jamil, Puan Rahmawati Yusof	48
12 July 2021 Jabatan Pembangunan Usahawan FELDA (JPU)	<i>Prosedur Pendaftaran Perniagaan, Penubuhan Syarikat</i>	Puan Hasnah Hussain, Encik Amirul Ihsan Bin Sharif	37
13 July 2021 Jabatan Pembangunan Usahawan FELDA (JPU)	<i>Prosedur Pendaftaran Perniagaan, Penubuhan Syarikat</i>	Puan Murnilawati Mustapha, Cik Roslina Iberahim	56
14 July 2021 Jabatan Pembangunan Usahawan FELDA (JPU)	<i>Prosedur Pendaftaran Perniagaan, Penubuhan Syarikat</i>	Puan Siti Maryam Mustapha, Encik Amirul Ihsan Bin Sharif	73

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

DATE & ORGANISER	PROGRAMMES	SPEAKERS	PARTICIPANTS
28 July 2021 UniKL Medical Services Sdn. Bhd.	<i>Tatacara Pendaftaran dan Pengurusan Sebuah Syarikat</i>	Encik N.Vijayasegaran a/l Nedason	18
30 July 2021 Kolej Komuniti Ampang	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Nur Dyana Aina Mohamad Kamil	42
11 August 2021 GIATMARA Negeri Selangor	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP), Produk & Perkhidmatan SSM</i>	Puan Azihan Ahmad	58
11-12 August 2021 Institut Pengurusan Dan Integriti Melaka (INSPIM)	<i>Peranan Lembaga Pengarah Memastikan Tadbir Urus Yang Baik, Fungsi Operasi Dan Objektif Penubuhan Dalam Melindungi Kepentingan Pemegang Saham</i>	Puan Ravinderjit Kaur Savinder Singh, Encik Mohamed Sufyan Mohd Mokhtar	60
23 August 2021 Institut Kemahiran MARA Kuala Lumpur	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Hasnah Hussain	116
23 August 2021 Jabatan Pembangunan Usahawan FELDA (JPU)	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Mohammad Syafiq Hairom, Puan Hajah Sri Nor Indah Sarmon, Puan Samsiah Jamman	360
24 August 2021 Jabatan Pembangunan Usahawan FELDA (JPU)	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Siti Maryam Mustapha, Encik Mohd Rizal Abd Jamil, Puan Azlina Rahman Binti Abd Rahman	360
24 August 2021 Institut Kemahiran MARA Kuala Lumpur	Techno Talk: Business Registration	Encik Meor Ahmad Shafiq Bin Shaidi	48
25 August 2021 Jabatan Pembangunan Usahawan FELDA (JPU)	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Mohammad Syafiq Hairom, Puan Norisa Ishat, Puan Mardiyana Ibrahim	360
7 September 2021 SME Corporation Malaysia	Moderator - Forum 5: Legal and Regulatory Environment	YBhg. Datuk Nor Azimah Abdul Aziz	563
8 September 2021 Universiti Kuala Lumpur British Malaysian Institute	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP), Produk SSM</i>	Puan Nur Zawani Mohd Zulkifli	189

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

DATE & ORGANISER	PROGRAMMES	SPEAKERS	PARTICIPANTS
8 September 2021 Pembangunan Sumber Manusia Berhad	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP), SSM QR Kod BizTrust</i>	Puan Murnilawati Mustapha, Puan Nitty Herawati Tarmizi	128
8 September 2021 Institut Tadbiran Awam Negara (INTAN)	Common Offences Committed by Board of Directors Under CA 2016	Encik Mohd Zulkhairi Kamaruzaman	32
22 September 2021 BERJAYA TVET College	Start-up Business in Malaysia (Incorporation of Companies)	Encik Amirul Ihsan Bin Sharif	238
26 September 2021 Agensi Antidadah Kebangsaan Daerah Hulu Terengganu	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Muhammad Asyraf Marzuki	67
1 October 2021 Malaysian Global Innovation & Creativity Centre (MaGIC)	<i>Prosedur Pendaftaran Perniagaan, Perkongsian Liabiliti Terhadap</i>	Encik Mohammad Syafiq Hairom, Puan Norisa Ishat	17
5 October 2021 Maktab PDRM Kuala Lumpur	<i>Asas Perniagaan & Perdagangan/ Peranan SSM Dalam Siasatan Jenayah Komersil</i>	Puan Sazlin Abdul Khalil	65
15 October 2021 Universiti Malaysia Pahang	<i>Prosedur Pendaftaran Perniagaan, Produk SSM</i>	Encik Kamarudin Mohd Daud	137
18 October 2021 Pertubuhan Pelindung Kebajikan Pengguna Masyarakat Malaysia	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Noraini Binti Shuib	55
24 October 2021 Kementerian Perumahan Dan Kerajaan Tempatan (KPKT)/ PUI PERAK	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik N.Vijayasegaran a/l Nedason	42
26 October 2021 Politeknik Port Dickson	Secretarial Practice in Malaysia (The Roles & Responsibilities of Company Secretaries)	Encik Md Ibnu Hisyam Mohamad	72
27 October 2021 Akademi Audit Negara	<i>Pemantauan Terhadap Syarikat Berhad Menurut Jaminan</i>	Puan Zarinah Othman	64
28 October 2021 Universiti Teknologi MARA Kampus Puncak Alam	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Muhammad Fahmi Nazarudin	50
28 October 2021 Yayasan Pelajaran MARA Negeri Selangor	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Nur Zawani Mohd Zulkifli	167
28 October 2021 Institut Kemahiran Belia Negara Peretak (IKBN)	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Puteri Harnifareiza Halim	40

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

DATE & ORGANISER	PROGRAMMES	SPEAKERS	PARTICIPANTS
29 October 2021 Universiti Islam Antarabangsa Malaysia	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Azihan Ahmad	92
29 October 2021 EDUSPEC Holdings Berhad	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Noorsyahmina Binti Ismail	1,149
2 November 2021 Yayasan Pelajaran MARA Negeri Melaka	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Muhamad Shahreen Jahaya	91
10 November 2021 Kolej Komuniti Pasir Gudang	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Khairulsham Bin Jantan	51
12 November 2021 Maktab PDRM Kuala Lumpur	<i>Peranan & Kerjasama SSM Dalam Penyiasatan Kes Jenayah Komersil</i>	Encik Mohamad Azies Han Mohd Fadzil	30
16 November 2021 Universiti Pertahanan Nasional Malaysia (UPNM)	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Mohammad Syafiq Hairom	31
18 November 2021 UniKL RCMP & Kerjasama MARA	<i>Entiti Perniagaan Di Bawah SSM (Pendaftaran Perniagaan, Perkongsian Liabiliti Terhad & Pemerbadanan Syarikat)</i>	Encik N.Vijayasegaran a/l Nedason	20
19 November 2021 Kolej Komuniti Pasar Besar	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Kamarudin Mohd Daud	50
3 December 2021 Kementerian Pembangunan Usahawan Dan Koperasi (MEDAC)	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Mohammad Syafiq Hairom	80
14 December 2021 Syarikat La'Joise Industries (M) Sdn. Bhd.	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Encik Mohammad Syafiq Hairom	20
31 December 2021 Universiti Malaya	<i>Prosedur Pendaftaran Perniagaan – Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Puan Sharmila a/p Avaniappan	120
TOTAL			10,376

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

KMCHAMPION TRAINING COURSE

Knowledge Management & e-Learning is a continuing effort to strengthen and empower the level of personal and organisational excellence. A power talk session and workshop on KMChampion Training Course was organised for SSM staff on 22 until 23 December 2021.

The objectives of KMChampion Training Course are as follows:

- (a) Provide initial exposure to knowledge management concepts and applications;
- (b) Provide a comprehensive understanding of knowledge management in improving the competencies, skills and knowledge of continuous learning in an effort to enhance creativity, quality and innovation;
- (c) Identify, manage and share information in the form of databases, documents, organisational policies and regulations as well as skilled, knowledgeable and experienced employees; and
- (d) Improving knowledge management in organisational improvement through information sharing as well as proper use of information.

EMPLOYEE DEVELOPMENT TRAINING (EDT)

SSM organised a total of 18 EDT-3 (High Skills) modules from March to November 2021 held virtually for SSM employees.

The objectives of these programmes are as follows:

- (a) Provide exposure to SSM employees regarding the knowledge and skills of a matter at the internal level as well as from the point of view of stakeholders;
- (b) Explain in detail about operational matters or issues experienced by employees and stakeholders;
- (c) Updating employees with a variety of new knowledge and skills in line with current needs;
- (d) Exposing employees to case studies related to acts regulated by SSM;
- (e) Provide details to employees about their job functions, processes and procedures;
- (f) As a direct connection between SSM employees, SMEs and SSM's external associate speakers; and
- (g) Exposure to continuing education and learning through the Staff Learning & Development Site (SLDS).

The modules that have been implemented are as follows:

MODULES	DATE	PARTICIPANTS
Guidelines for Reporting Framework for Beneficial Ownership of Legal Person (SSM Perspective)	25 March 2021	210
Guidelines for Reporting Framework for Beneficial Ownership of Legal Person (Practitioner Perspective)	8 April 2021	220
<i>Tatacara Serbuan di bawah Kanun Prosedur Jenayah (CPC) Bagi Kes Jenayah Komersil</i>	21 April 2021	101
Roles and Responsibilities of Company Secretaries	5 May 2021	111
Managing Company Meetings	19 May 2021	106
Managing Registered Office, Stat books, Returns and Other Documents	9 June 2021	158
Navigating Compliance: Key Offences Under CA 2016	16 June 2021	162

TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT

MODULES	DATE	PARTICIPANTS
Towards Corporate Survivability: Corporate Rescue Mechanism (CRM)	22 June 2021	166
Enforcement of section 241 of the CA 2016	24 June 2021	175
Key Role-Players in A Company – Directors, Officers, Shareholders and Auditors	29 June 2021	168
Pathway for Beginners: Shares and Share Capital (Types, Allotments, Issuance, Certificate, Transfer & Dividend)	8 July 2021	191
Step-By-Step Guide on Issuance, Redemption & Conversion of Preference Shares	13 July 2021	143
Read, Interpret and Analyse Financial Statements for Company Directors and Company Secretaries	15 July 2021	174
Cessation of Companies & Limited Liability Partnerships in Perspective of Registrar	28 July 2021	106
<i>Kajian Kes Menurut APP 1956</i>	29 July 2021	168
<i>Garis Panduan Carian Nama Perniagaan 2019</i>	3 August 2021	176
Fundamentals of MBRS - Annual Return	5 August 2021	157
Corporate Liability Provision: Introduction to section 17A of Malaysian Anti-Corruption Act 2009	16 November 2021	60
TOTAL		2,752

MICROSOFT OFFICE SPECIALIST (MOS) CERTIFICATION PROGRAMME: WORD, EXCEL AND POWERPOINT 2019

SSM unearthed the talents of employees in information technology skills through this certification programme. This programme is implemented through the allocation of the Competency Enhancement Programme (CEP) Master Licensing Agreement (MLA) 2.0 Strategic Plan Fund for SSM employees.

A total of 30 SSM employees attended the MOS modules:

MODULES	DATE	CERTIFIED
MOS: Word 2019 Associate	15 – 22 November 2021	6 staff
MOS: Excel 2019 Associate	22 – 29 November 2021	5 staff
MOS: PowerPoint 2019 Associate	6 – 13 December 2021	8 staff

Employees participated in this programme have undergone competency test through the Certiport website which is the test centre for software certification under Microsoft. Of the 30 employees who participated in the programme, 19 (63%) employees were successfully recognised as Microsoft Office Specialists in their respective modules.

*TRAINING ACADEMY AND KNOWLEDGE MANAGEMENT***STAFF LEARNING & DEVELOPMENT SITE (SLDS)**

SSM has created a web-based site called SLDS that uses software available to all employees, namely Microsoft SharePoint (SharePoint).

The SLDS is equipped with a list of modules that have been prepared since year 2020 until now as a source of reference to employees in digital self-learning. This initiative is a transformation in the culture of learning and employee development in SSM.

The SLDS has won as the runner up of the MDTCA Innovation Award for the year 2021.

EDUCATION AND TRAINING PROGRAMMES

PROGRAMMES	DATE
Resolving Boardroom and Shareholder Disputes	10 February 2021
Read, Interpret and Analyze Financial Statement for Company Directors for Ministry of Finance	16 - 17 February 2021
Seminar on Companies Act 2016 Essential for Malaysian Anti-Corruption Commission	23 March 2021
Companies Act 2016 Practical Guide for Company Secretaries	1 April 2021
Emotional Quotient	6 - 7 April 2021
Seminar on Company Limited By Guarantee Under The Companies Act 2016	25 May 2021
Online Image and Influence	16 June 2021
Seminar on Insolvency	28 - 29 June 2021
Seminar on MBRS – Annual Return for Universiti Teknologi MARA (In-House)	12 August 2021
Seminar on MBRS for Prepares - Financial Statements for Universiti Teknologi MARA (In - House)	16 - 17 August 2021
Guidelines for Reporting Framework for Beneficial Ownership of Legal Person in Malaysia	4 October 2021
Persuasion and Influencing Skills	26 October 2021
Pathway for Beginner Series: Cessation of Companies	9 – 10 November 2021
Cyber Security: How to Mitigate the Impact of Cyber Crime on Your Business for Pansar Company Sdn Bhd	15 November 2021
Critical Thinking for Executives	16 November 2021
Pathway for Beginners: Corporate Governance	2 December 2021
Managing Challenging Communication	8 - 9 December 2021



**STAKEHOLDERS'
ENGAGEMENT
AND
COLLABORATIONS**

STAKEHOLDERS' ENGAGEMENT AND COLLABORATIONS

CORPORATE REGISTERS FORUM

The Corporate Registers Forum (CRF) was held online on 9 until 11 November 2021. CRF 2021 was organised by the Uganda Registration Services Bureau (URSB), the corporate registrar of Uganda and the CRF with the theme "Ease of Doing Business: The Role of Corporate Registries". SSM was invited to present a paper entitled "How Registries Have Supported Businesses Throughout COVID-19" and was presented by YBhg. Datuk Nor Azimah Abdul Aziz, Chief Executive Officer of SSM.



SSM ANNUAL DIALOGUE 2021

The SSM Annual Dialogue 2021 was held through webinar session on 23 November 2021. The SSM Annual Dialogues was attended by more than 500 representatives from various professional bodies, chambers of commerce and industrial associations in Kelantan, Terengganu, Pahang, Sabah and Sarawak.

The Annual Dialogue is a platform for SSM to share and disseminate the latest developments and information on policies and regulations with the industries, other government agencies and professional bodies as well as to exchange ideas and clarify matters relating to operational and enforcement which in turn would enhance the overall efficiency of SSM.

Various topics were presented during the session where 234 issues were received and clarified either through verbal explanation during the dialogue session or in writing.

This yearly initiative contributes to the improvement of SSM's service delivery to the public in line with the need to provide a dynamic business environment.

PUBLIC CONSULTATIONS

SSM regularly engages its stakeholders by issuing consultative documents to seek the views and comments from the industry and public at large on any proposed regulatory framework or policy statements to be adopted.

(a) Consultative document on the proposed MPSI Bill

For 2021, SSM issued several consultation documents to seek feedback on the MPSI Bill from the public (online consultation) and specifically from the following stakeholders:

- (i) The State Attorney General's Chambers for Sabah and Sarawak; and
- (ii) The Associations of Banks in Malaysia;

The consultation document was issued during the period from 23 September 2021 until 12 November 2021 and provided stakeholders with a copy of the draft MPSI Bill and an Explanatory Statement of the draft Bill so that the intention of the provisions is provided to ensure a better understanding of the legal framework as a whole. As the draft MPSI Bill involve procedures on registration and priority afforded upon that registration, explanation is provided so that the steps before and after registration of the security interest is understood and practicable.

The feedback from these consultations is crucial to ensure that the proposed MPSI Bill is clear in its intended purpose so that the full benefit (i.e. easy access to credit and acceptance of wider types of movable property as collateral) of the MPSI Bill will be effective for the affected stakeholders when the Bill is passed in Parliament at a later stage.

STAKEHOLDERS' ENGAGEMENT AND COLLABORATIONS

(b) Consultations on the impact study of the gig economy sector on the registration requirements under ROBA 1956

As part of the study on the Impact of Gig Economy on ROBA 1956, SSM issued consultative documents to 11 identified Ministries and government agencies in August 2021.

The consultative document sought the views and confirmation related to the functions and jurisdiction of the Ministries and agencies relating to their power to issue license or permit or other terms and conditions with regards to activities carried out by gig workers.

Additionally, SSM held a further discussion with MDEC to discuss further on MDEC's efforts to refine the definition of gig economy at the national level. This is an important step that will help various parties including SSM in identifying and categorizing the activity of gig workers appropriately in which not all of them should be deemed as a business or be registered as a business activity.

ASIA-PACIFIC ECONOMIC COOPERATION (APEC) EASE OF DOING BUSINESS WORKSHOP: RESOLVING INSOLVENCY IN APEC ECONOMIES

APEC Ease of Doing Business Workshop which was held on 10 June 2021 was led by the United States and implemented through the APEC Economic Committee.

The objective of the workshop is to build the capacity of APEC members by exploring lessons learned by APEC economies on the issue of resolving insolvency. APEC economies will have the opportunity to discuss the impact of COVID-19 on the existing insolvency regimes and reforms that have been made to combat COVID-19 related challenges through experience and information sharing. This workshop also created awareness for APEC economies on the legal and institutional mechanisms that affect many interested parties in an insolvency, as well as the role that effective insolvency regimes can play to improve economic resilience and recovery amidst the COVID-19 pandemic.

VIRTUAL FORUM ON ASIAN INSOLVENCY REFORM (FAIR)

FAIR was established by the World Bank Group, INSOL International and other institutions, following the Asian Financial Crisis of the late 1990s. The objective of the forum is to:

- (a) Provide a platform for a high-level dialogue between ministry officials and others involved in the development of insolvency, creditor rights and restructuring law and practice, including representatives of the World Bank Group and regional development organisations focusing on insolvency reform in the Asia Pacific region;
- (b) Set up a forum for a coordinated approach by international bodies, countries and experts by sharing experience and knowledge; and
- (c) Elevate insolvency and restructuring reform on the Asian policy agenda.

The FAIR was held online from 13 to 14 September 2021 and SSM was invited to present on the insolvency reforms of law and practice especially the measures taken during the COVID-19 pandemic.

INTERSESSIONAL POLICY DEVELOPMENT GROUP (PDG) MEETING ON REVISION OF RECOMMENDATION 24 FATF

SSM through *Bank Negara Malaysia* was invited to participate in the discussion to review Recommendation 24 of the FATF which was held virtually on 13 and 14 September 2021. Recommendation 24 relates to standards on beneficial ownership information.

Among the matters discussed during the meeting were the proposals submitted by all members to amend the existing Recommendation 24 and the finalized proposals, once tabled for the first time at the FATF Plenary Meeting will be published and circulated to various stakeholders for feedbacks. Once the review process completed and the revised Recommendation 24 is tabled at the FATF Plenary Meeting for adoption, member countries will have to take the necessary actions to comply with the new standards.

STAKEHOLDERS' ENGAGEMENT AND COLLABORATIONS

THE UNITED NATIONS COMMISSION ON INTERNATIONAL TRADE LAW (UNCITRAL) 54TH COMMISSION SESSION

UNCITRAL is a subsidiary body of the U.N. General Assembly (UNGA) responsible for helping to facilitate international trade and investment. UNCITRAL's official mandate is "to promote the progressive harmonization and unification of international trade law" through conventions, model laws and other instruments that address key areas of commerce, from dispute resolution to the procurement and sale of goods.

SSM joined as a Listener in the 54th UNCITRAL Commission Session which was conducted through virtual platform from 28 June to 16 July 2021. The main focus of the discussion is on the recovery of micro, small and medium enterprises (MSME) from the economic shock of COVID-19 pandemic through simplified insolvency regime. As Observer, SSM was able to follow the discussions and deliberations of issues and allowed to join series of side events to raise awareness of UNCITRAL texts and gain experience on UNCITRAL related issues from other stakeholders.

PUBLICATION OF ARTICLE

In year 2021, SSM conducted a study on "climate change impact on business development" as a response to the current issues regarding the company's activities and its impact on the environment.

An article was produced from the results of the study entitled "Climate Change: Weathering the Storm for Businesses" which was uploaded in the e-Secretary portal.

The objective of the article is to provide awareness and knowledge among the company secretaries regarding the importance for companies to take into account the environmental issues in making any decisions or creating company policies as well as creating awareness on its impact on the company.

SSM BIZTRUST ONE TO ONE COACHING (OTOC)

In an effort to create a business community that is safe and compliant with the ethics of online business practices, SSM has organised a total of 21 OTOC sessions in the form of SSM BizTrust Clinic to assist stakeholders and online merchants by providing awareness regarding the SSM BizTrust initiative.

Through this session, SSM collaborated with SiteGiant Sdn. Bhd. (SiteGiant) as its strategic partner in an effort to promote and encourage more entrepreneurs to apply the SSM BizTrust on their online business platform.

Apart from that, the involvement of the Corporate Compliance Division in providing briefings on the initiatives implemented by the Division including the SSM Online Business Alert (OBA) has also helped in further strengthening the objectives of the SSM BizTrust Clinic.

SSM BIZTRUST IN THE NATIONAL AGENDA

SSM is also directly involved in the setting of Key Performance Indicators (KPIs) of the National e-Commerce Strategic Roadmap 2.0 (NeSR 2.0) and the DTDigital Strategic Plan (originally the e-Commerce Integrated Action Plan) led by the MDTC itself.

SSM's involvement for a period of five (5) years from 2021 to 2025 which is more focused under the implementation of PS 2: Improve promotional efforts for existing online business verification programmes. PS 2 is focused on registration entities that apply the use of trustmarks such as Halal Development Corporation Berhad (HDC), Standard and Industrial Research Institute of Malaysia (SIRIM), Malaysian Intellectual Property Corporation (MyIPO), CyberSecurity Malaysia (CSM) and SSM. Through these two (2) initiatives, SSM is responsible for the registration of business entities, especially those involving online business entities to apply the use of SSM BizTrust QR Code.

MOU WITH DEPARTMENT OF STATISTICS MALAYSIA

The Department of Statistics Malaysia (DOSM) and SSM has continued to establish a strategic partnership with a memorandum of understanding to continue data sharing and improve the quality of data collected.

A signing ceremony of the Memorandum of Understanding (MoU) between the DOSM and SSM was held virtually on 19 November 2021. DOSM was represented by the Chief Statistician Malaysia, YBhg. Dato' Sri Dr. Mohd Uzir Mahidin, while the Chief Executive Officer, YBhg. Datuk Nor Azimah Abdul Aziz signed the MoU on behalf of SSM and was witnessed by senior officers of the two (2) agencies.

The MoU was signed for the second time after the first was implemented in 2009. Through this collaboration, DOSM will continue to share the Malaysia Standard Industrial Classification (MSIC) related information based on the International Standard Industrial Classification of All Economic Activities (ISIC), hold courses and briefings on statistics required by SSM as well as the supply of other official statistics to SSM, while SSM continues to supply data on company and business information in Malaysia.

STAKEHOLDERS' ENGAGEMENT AND COLLABORATIONS

OUTREACH AND PROMOTIONAL PROGRAMMES

Following are the list of organisations which SSM has been invited to hold the Business Registration Mobile Counter in 2021:

PROGRAMMES	VENUE	ORGANISATIONS	DATE
<i>Kaunter Bergerak Pendaftaran Perniagaan</i>	Pekan Masjid Tanah, Melaka	Pejabat Parlimen Masjid Tanah	25 February 2021
<i>Taklimat Produk, Perkhidmatan SSM Dan SPPP</i>	Pusat Internet Komuniti (PIK) PPR Pinggiran Bukit Jalil	Suruhanjaya Komunikasi Dan Multimedia Malaysia (SKMM)	4 April 2021
<i>Himpunan Sinergi Pertubuhan (HiPER) 2021</i>	Hotel Istana, Kuala Lumpur	Jabatan Pendaftaran Pertubuhan Malaysia, Wilayah Persekutuan	6 April 2021
<i>Karnival Kerjaya Up 2021</i>	Pusat Komuniti Setiawangsa	Kementerian Sumber Manusia & PERKESO	12 April 2021
<i>Sentuhan Kecantikan Menjana Pendapatan</i>	Dewan Prima LJT, Kuala Lumpur	Tri-D Event & Management Sdn Bhd	17 April 2021
<i>Pemeriksaan Ekonomi Komuniti Bandar (PEKB)</i>	Kolej Belia Transformasi Setiawangsa	Kolej Aimi Academy	26 October 2021
<i>Taklimat Skim Pendaftaran Perniagaan Prihatin (SPPP) - Pemeriksaan Ekonomi Komuniti Bandar (PEKB)</i>	Hotel Tamu, Kuala Lumpur	Persatuan Pengusaha Taska Dan Tadika Putrajaya	28 October 2021
<i>Karnival Usahawan Dan Koperasi 2021</i>	Padang Astaka Tanjung Karang, Selangor	Kementerian Pembangunan Usahawan Dan Koperasi	29-31 October 2021
<i>Program Skim Pendaftaran Perniagaan Prihatin (SPPP) MSU Entrepreneurship Program 2020/ 2021</i>	MSU	MSU	18 November 2021
<i>Program Pemeriksaan Pendigitalan Perusahaan Mikro, Kecil Dan Sederhana Kebangsaan 2021</i>	Dewan Konvensyen Majlis Daerah Bera, Pahang	MyDigital Corporation (Strategic Change Management Office)	20-22 November 2021
<i>Taklimat Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	Dewan Daha	IKBN Peretak Kuala Kubu Bharu	24 November 2021
<i>Program Citarasa Keluarga Malaysia Dan Seminar Let's Get Started</i>	MDTCA Lobby	MDTCA	25-26 November 2021
<i>Seminar Keusahawanan Keluarga Malaysia Dan Karnival Jualan Barangan Tempatan "Barang Baik, Barang Kita"</i>	Puspanitapur, Putrajaya	MDTCA	25-26 November 2021
<i>Majlis Perasmian Kad Prihatin Penjaja Dan Peniaga Melalui Platform Maya In2niagaan</i>	AEON AU2, Setiawangsa	Kementerian Pembangunan Usahawan Dan Koperasi	27 November 2021
<i>Program Sambutan Hari Penjaja Dan Peniaga Kecil 2021 (HPPK 2021)</i>	Pentas Utama Laman Usahawan Presint 2, Putrajaya	Kementerian Pembangunan Usahawan Dan Koperasi	2-4 December 2021
<i>Sambutan 100 Hari #AspirasiKeluargaMalaysia</i>	Convention Hall 1, KLCC	MDTCA	9-12 December 2021

STAKEHOLDERS' ENGAGEMENT AND COLLABORATIONS

PROMOTION AND OUTREACH PROGRAMMES – SSM STATE OFFICES AND BRANCHES

In 2021, SSM State Offices and Branches have organised programmes and awareness activities to promote SSM's services and products.

In addition, SSM State Offices and Branches have also been invited to participate in programmes organised by external parties such as Universities, Colleges, Government Agencies and others.

The implementation of the programmes and activities have been carried out physically, webinars, announcements and FB Live.

The module of the programmes and awareness activities includes:

(a) Procedure/ Compliance of the CA 2016, ROBA 1956 and LLPA 2012;

(b) *Skim Pendaftaran Perniagaan Prihatin (SPPP)*;

(c) *Skim 1 OKU 1 Perniagaan*;

(d) MyCoID, MBRS, ezBiz;

(e) SSM BizTrust, MyData, e-Info; and

(f) Any updates on SSM's informations.

STATISTICS OF INVITATION PROGRAMMES AND PROGRAMMES ORGANISED BY STATE OFFICES AND BRANCHES FOR THE YEAR 2021

State Offices & Branches	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Selangor	0	3	4	8	0	2	0	2	3	6	10	0	38
Johor	0	3	4	4	2	1	1	2	3	2	4	3	29
Pulau Pinang	1	3	2	6	0	10	1	4	1	6	4	4	42
Perak	1	4	1	4	2	3	4	1	2	3	3	1	29
Kedah	3	2	2	13	2	3	1	7	2	5	7	6	53
Melaka	0	3	4	5	1	4	2	2	4	9	9	2	45
Negeri Sembilan	0	6	18	3	3	0	1	0	0	4	7	5	47
Pahang	0	5	20	15	3	1	2	2	4	9	10	7	78
Kelantan	1	5	6	7	2	3	2	2	0	6	4	0	38
Terengganu	0	4	6	5	2	2	2	2	4	4	8	3	42
Sabah	1	4	4	2	0	0	1	0	2	1	1	1	17
Sarawak	1	0	0	3	2	3	1	3	3	3	3	1	23
Miri	0	1	0	2	2	0	0	0	1	0	0	0	6
Labuan	0	1	3	1	0	1	1	1	4	2	2	2	18
Tawau	0	0	1	0	0	0	0	0	0	1	1	0	3
Muar	1	1	3	1	1	1	1	1	2	1	2	1	16
Temerloh	0	1	4	1	0	1	1	2	2	1	2	5	20
Perlis	0	2	9	0	0	0	2	0	0	1	5	1	20
Sibu	0	0	0	0	0	0	0	1	0	1	1	0	3
Total	9	48	91	80	22	35	23	32	37	65	83	42	567

STAKEHOLDERS' ENGAGEMENT AND COLLABORATIONS

SSM's COMMUNITY PROGRAMMES

As a government agency, SSM supports the government's aspiration to lend a helping hand to the needy through the Corporate Social Responsibility (CSR) and zakat distribution activities. Through these activities, SSM shares its profit with those in need.

These initiatives fall under the responsibility of *Jawatankuasa Pengurusan Zakat dan Tanggungjawab Sosial Korporat SSM* (JPZCSR SSM) using the *Wakalah Zakat Korporat* (WZK) allocation for 2020 and the CSR 2021 fund.

JPZCSR SSM was established on 1 January 2021 with the objective of managing and distributing both the WZK and CSR allocations to targeted groups.

The JPZCSR SSM has organised various CSR programmes in 2021 as follows:

(a) *Program Agihan Zakat dan Serahan Sumbangan CSR SSM (MSUSSM19);*

(b) *Sumbangan Dua (2) Buah Van Jenazah di Hulu Terengganu;*

(c) *Program Ziarah Kasih Ramadhan 2021 Bersama YB Menteri KPDNHEP;*

(d) *Majlis Iftar Meraikan Anak-anak Yatim dan Asnaf Negeri Selangor Bersama KSU KPDNHEP;*

(e) *Program Ihya' Ramadan 2021: Dari Hati ke Hati Menyantuni Orang Tua Al-Ikhlas dan Anak Yatim Sempena Ramadan 1442H/ 2021;*

(f) *Program Sumbangan Usahawan Asnaf;*

(g) *Program Kerjasama SSM dan Yayasan Pendidikan Pelajaran MARA (YPM);*

(h) *Program Sumbangan Peralatan Perubatan Kepada Hospital Kapit Sarawak;*

(i) *Sumbangan Prihatin Kepada Pekerja Pembersihan dan Pengawal Keselamatan SSM di Ibu Pejabat Sempena Majlis Sambutan Aidilfitri 1442H/ 2021;*

(j) *Bantuan Kepada Pesara SSM Sempena Sambutan Hari Kemerdekaan Negara ke-64 dan Sambutan Hari Malaysia (Program Jejak Pesara SSM 2021);*

(k) *Program Sumbangan Food Aid Kepada Pertubuhan Pembangunan Orang Buta Malaysia;*

(l) *Sumbangan Bantuan Banjir Kepada Pekerja SSM;*

(m) *Sumbangan Bantuan Banjir ke Pusat Kawalan Operasi Bencana (PKOB) Daerah Yan;*

(n) *Program Sumbangan Peralatan Perubatan Kepada Hospital Sg. Buloh, Selangor;*

(o) *Program Sumbangan Peralatan Perubatan Kepada Hospital Sultanah Aminah, Johor Bharu;*

(p) *Penyertaan SSM di Program Karnival Advokasi Kepenggunaan Belia Bersama KPDNHEP; and*

(q) *Program Misi Bantuan Banjir Kepada 50 Orang Pekerja SSM.*

STAKEHOLDERS' ENGAGEMENT AND COLLABORATIONS

SSM's 19th ANNIVERSARY

In conjunction with SSM's 19th anniversary on 16 April 2021, various programmes were carried out as follows:

(a) *Program Jejak Pesara SSM (CSR)*

(b) CSR distribution to B40 entrepreneurs

(c) CSR distribution to shelter homes

(d) Zakat distribution

(e) Competition in conjunction of Independence Day (2021)

Two (2) competitions were held during SSM's 19th anniversary namely '*Pertandingan Video Ucapan Merdeka*' which was open to the public and '*Pertandingan Kereta Berhias*' (Auto Show) which was open to all SSM staff. A total of 10 winners were named for each competition.

(f) Corporate Talk

This programme was held online in a collaborative effort with Training Academy & Knowledge Management Division (COMTRAC) with the participation as follows:

TOPICS	TOTAL VIEWS	
	MSTEAMS	FB LIVE
Disclosure Requirement: Who is a Beneficial Owner?	255	5,600
<i>Skim Pendaftaran Perniagaan Prihatin (SPPP)</i>	140	2,300

(g) Launch of "*Usahawan Bijak, Usahawan Berdaftar*" Campaign

The launch of "*Usahawan Bijak, Usahawan Berdaftar*" campaign was held simultaneously at the Auditorium Tun Dr. Siti Hasmah, Menara SSM@Sentral with the presence of 150 people and online via Facebook Live with 2,800 views.

(h) *Hari Terbuka Bersama Pelanggan*

Hari Terbuka Bersama Pelanggan was held by several divisions in SSM to introduce their functions via exhibitions during SSM's 19th anniversary. In order to adhere to COVID-19 standard operating procedure (SOP), the number of participants was limited to 150.

STAKEHOLDERS' ENGAGEMENT AND COLLABORATIONS

PROGRAM BIMBINGAN USAHAWAN 2021 (PBU21)

This programme is an initiative to support the implementation of *Skim Pendaftaran Perniagaan Prihatin* (SPPP), meant to help B40 entrepreneurs.

Through the programme, talks and briefings from internal and external speakers were given to targeted entrepreneurs mainly on the requirements and benefits of registering a business, business and financial management strategies as well as digital marketing approaches. The free talks were delivered to participants by SSM internal speakers and guest speakers from other agencies like *Koperasi Co-op Bank Persatuan Malaysia Berhad*, Grab Malaysia and Shopee Malaysia.

Due to the COVID-19 pandemic, four (4) PBU21 programmes were held online. A total of 429 participants joined the programmes that were held between March 2021 until June 2021.

PBU21 PROGRAMMES	DATE	PARTICIPANTS
PBU21 Session 1	25 March 2021	100
PBU21 Session 2	7 April 2021	112
PBU21 Session 3	12 April 2021	100
PBU21 Session 4	29 June 2021	117

PROGRAM USAHAWAN MUDA 2021 (PUM21)

Program Usahawan Muda 2021 (PUM21) is a programme based on corporate education provided to local higher learning education students for free. The programme stresses on the benefits of registering a business, business financial management and digital marketing targeted at students who are interested in running a business through the understanding of actual business procedures with more accurate, concise and comprehensive information.

In addition, PUM21 also instils entrepreneurial interest in participants so that they could not only consider business as a career but also familiarising participants comprehensive business knowledge and practical business values.

Moreover, the programme helped participants who faced the uncertain lockdown period due to the COVID-19 pandemic, to find additional side income to support their cost of living as well. PUM21 brings back participants' confidence in business especially after the lockdown period that badly affected many businesses in the country, via effective business strategies and success stories sharing by well-known icons.

PUM21 was organised in a collaborative effort with several higher learning institutions such as the Universiti Utara Malaysia (UUM), the Technical & Vocational Education and Training Division (TVET), Ministry of Education Malaysia, the Universiti Teknologi MARA (UiTM) Melaka and the Universiti Sultan Zainal Abidin (UniSZA). A total of four (4) PUM21 programmes were successfully implemented by region and joined by 3,308 participants between November 2021 to December 2021 as follows:

PUM21 PROGRAMMES	DATE	PARTICIPANTS
Northern Region in collaboration with UUM	9 November 2021	492
Central Region in collaboration with TVET	11 November 2021	573
Southern Region in collaboration with UiTM Melaka	17 November 2021	984
Eastern Region in collaboration with UniSZA	4 December 2021	1,259

STAKEHOLDERS' ENGAGEMENT AND COLLABORATIONS

BENGKEL PEMANTAPAN TADBIR URUS JAWATANKUASA PENGURUSAN ZAKAT DAN CSR SSM (JPZCSR SSM)

The JPZCSR SSM workshop serves as a platform for generating ideas in formulating the committee's tasks as well as improving governance to manage WZK and SSM's CSR to more efficient as well as to standardise existing structures, policies and guidelines and terms of reference. The workshop was from 9 to 12 December 2021.

Among others, the workshop's objectives were also to review and streamline the *Manual Prosedur Kerja* (MPK) documents meant for the process flow of JPZCSR SSM. Through this workshop, the secretariat and members of JPZCSR SSM discussed, identified and developed strategic plans for a more focused and structured distribution of WZK and CSR for the following years.

The workshop was joined by experienced parties in zakat distribution and CSR contribution activities namely *Yayasan Bank Kerjasama Rakyat* and *Yayasan An-Nur* who shared their successful distribution methods with those present.

FLOOD AND POST-FLOOD RELIEF MISSION

The SSM Management was very concerned with the fate of 50 SSM staff who were affected by the devastating floods that happened in many parts of the country in December 2021. Following that, the Management agreed to the form the *Skuad Bantuan Kilat SSM* consisting of 12 squads of 120 SSM staff, who volunteered in lending a helping hand to the flood victims.

Considering the losses that the affected staff had incurred, JPZCSR SSM also distributed monetary assistance to 50 staff.

SSM also was concerned about Malaysians who were affected by the devastating flood. To help lessen their burden and provide some relief, JPZCSR SSM approved zakat distribution to six (6) temporary relief centres (PPS) via the SSM WZK 2020.

INFORMATION SHARING TO THE PUBLIC VIA SSM'S OFFICIAL SOCIAL MEDIA PLATFORMS

In line with the goal of strengthening the 'SSM' brand as well as to disseminate information and the latest developments regarding initiatives, products and services that SSM has to offer to the public, the Corporate Branding Unit has produced 23 videos and 121 posters which were uploaded on SSM's portal and social media platforms throughout 2021.

Among the videos produced include:

(a) *Skim Pendaftaran Perniagaan Prihatin* (SPPP)

(b) How to register business via ezBiz Online

(c) Zakat distribution in Johor, Terengganu and Pahang

(d) Zakat distribution at Pusat Jagaan dan Rawatan Orang Tua Al-Ikhlas

(e) Zakat distribution at Rumah Jalinan Kasih Anak Yatim dan Miskin Selangor

(f) Companies Limited By Guarantee (CLBG)

(g) *Cakna Hak Anda Kawan* (CHAK) - SPPP

(h) SSM National Conference 2021

(i) XCESS Teaser

(j) Video of inspirational entrepreneurs



MEDIA HIGHLIGHTS

SSM IN THE MEDIA 2021

SSM sasar 30,000 usahawan sertai SPPP

14 - BERITA HARIAN - 17 FEBRUARY 2021



6 - MINGGUAN MALAYSIA - 21 FEBRUARY 2021

Inisiatif SSM bantu komuniti bisnes



2 - BERITA HARIAN - 19 MARCH 2021

20 inisiatif lagi bantu rakyat, pacu ekonomi



Fewer companies wound up in 2020 compared with 2019



28 - THE EDGE - 29 MARCH 2021

Dasar luar biasa diperlukan pacu semula ekonomi



37 - BERITA HARIAN - 3 SEPTEMBER 2021

17 - KOSMO - 26 MARCH 2021



180,000 usahawan memanfaatkan SPPP



SSM tumpu pemeraksanaan usahawan



5 - SINAR HARIAN - 18 APRIL 2021

Ketua Ajaran PMYT lafaz taubat



11 - SINAR HARIAN - 28 SEPTEMBER 2021

Kaunseling gagal ubah pendirian



19 - BERITA HARIAN - 25 AUGUST 2021

Inisiatif SSM bantu syarikat harungi cabaran COVID-19



30 - SINAR HARIAN - 25 AUGUST 2021

Manfaat teknologi, amalan pengurusan terbaik



SSM BizTrust QR Code boosts business confidence



16 - NEW STRAITS TIMES - 30 MAY 2021

5 - BERITA HARIAN - 15 MARCH 2021

BANTU MEMUDAH CARA FRONTLINER



38 - HARIAN METRO - 18 DECEMBER 2021

公司委員會4月1日起 債務門檻永久提高至5萬

5 - CHINA PRESS - 4 APRIL 2021

2020	2021
4	8
1500	30
17	17

3 - THE BORNEO POST - 16 JULY 2021

SSM IN THE MEDIA 2021



11 - SINAR HARIAN - 30 MAY 2021



41 - THE EDGE - 27 SEPTEMBER 2021



27 - SINAR HARIAN - 28 NOVEMBER 2021



11 - NEW STRAITS TIMES - 16 JULY 2021



17 - THE STAR - 14 APRIL 2021



7 - MINGGUAN MALAYSIA - 18 APRIL 2021



7 - NEW STRAITS TIMES - 28 SEPTEMBER 2021



18 - KOSMO - 18 DECEMBER 2021



'Usahawan Bijak, Usahawan



SSM's Skim Pendaftaran Perniagaan Prihatin brings confidence and credibility to businesses



8 - UTUSAN MALAYSIA - 28 SEPTEMBER 2021



43 - THE EDGE - 19 JULY 2021



28 - UTUSAN MALAYSIA - 1 DECEMBER 2021



3 - THE BORNEO POST - 20 JULY 2021

SSM IN TV 2021

**Bayaran rayuan
GKP 2.0 berjumlah
RM155 juta kepada
52,000 PKS mikro**



BERNAMA - 7 February 2021

**Rasuah
pendaftaran
pemilik bermanfaat
perlu lebih efektif**



ASTRO AWANI - 7 February 2021

**SSM dakwa Exco
Terengganu**



TV9 - 7 February 2021

**900 mangsa banjir di
tiga negeri menerima
bantuan pasca banjir
sumbangan
PPZ-MAWP**



BERNAMA - 13 February 2021

**Hanya peniaga
kecil berdaftar
boleh mohon
bantuan**



RTM1 - 27 February 2021

**Jual beli dalam
talian naik
kepada 2.5b
tahun lalu**



TV3 - 29 March 2021

**Jual beli dalam
talian naik
kepada 2.5b**



ASTRO AWANI - 29 March 2021

**SSM lanjut inisiatif
pengecualian
kompaun sehingga
31 Disember 2021**



TV9 - 30 March 2021

**SSM lanjut inisiatif
pengecualian
kompaun sehingga
31 Disember 2021**



TV3 - 30 March 2021

**489,000 pendaftaran
baharu perniagaan
direkodkan SSM
pada tahun 2020**



RTM 1 - 31 March 2021

SSM IN TV 2021

SPPP bantu usahawan daftar perniagaan secara percuma



ASTRO AWANI - 31 March 2021

SSM lanjut inisiatif pengecualian kompaun sehingga 31 Disember 2021



TV9 - 1 April 2021

Daftar niaga menerusi SPPP dapat akses pelbagai dana



NTV7 - 1 April 2021

SSM lanjut inisiatif pengecualian kompaun sehingga 31 Disember 2021



TV3 - 1 April 2021

SSM bantu balu pesakit COVID-19



TV9 - 5 April 2021

SSM bantu balu pesakit COVID-19



NTV7 - 5 April 2021

SSM bantu balu pesakit COVID-19



TV3 - 5 April 2021

SSM lancar Kempen Usahawan Bijak, Usahawan Berdaftar



TV3 - 16 April 2021

SSM lancar Kempen Usahawan Bijak, Usahawan Berdaftar



RTM 1 - 16 April 2021

Kod QR SSM BizTrust



ASTRO AWANI - 30 May 2021

SSM IN TV 2021

Aspirasi perkasa pembangunan peneroka dan generasi baharu



TV3 - 7 July 2021

SSM Portal XCESS



RTM1 - 2 September 2021

RUU Syarikat 2021



RTM1 - 26 October 2021

Skuad bantuan kilat SSM bantu ringankan beban warga kerja SSM



RTM1 - 27 December 2021