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COMPANY CLIENT CHARTER

SSM aimed for a 99% achievement rate for all client charters in 2023 but exceeded its target by achieving 100%.

The performance of the client charter for companies in 2023 is as follows:

FORMS	CLIENT CHARTER	PERCENTAGE (%)
Incorporation of a New 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	1 Day	100
Registration of Charge	2 Days	100
Registration of Prospectus	3 Days	100

LIMITED LIABILITY PARTNERSHIPS (LLPs)

The registration statistics for LLPs from 2021 to 2023 are as follows:

SERVICES	2023	2022	2021
Name applications	6,677	7,413	10,001
New registrations	3,547	3,661	3,694
Conversion of a conventional partnership to LLP	105	74	82
Conversion of a private company to LLP	17	34	28
TOTAL	10,346	11,182	13,805

The statistics for post-registration submissions of LLPs from 2021 to 2023 are as follows:

SERVICES	2023	2022	2021
Annual Declaration	21,053	10,193	6,878
Change of particular of LLP	6,017	5,551	4,796
Change of name of LLP	268	286	222
Rectification	219	177	101
Extension of time	64	41	65
TOTAL	27,621	16,248	12,062

MALAYSIA CORPORATE IDENTITY (MyCoID)

In 2023, the MyCoID system received a total of 713,956 applications, an increase from 677,735 applications in 2022, representing a growth of 36,221 applications or 5.34%.

Additionally, 52,876 companies were incorporated through the MyCoID system in 2023, marking an increase of 4,623 companies or 9.58% compared to the 48,253 incorporations in 2022.

The statistics of services through the MyCoID system from 2021 to 2023 are as follows:

SERVICES	2023	2022	2021
Name Search	69,841	66,304	72,345
Incorporation	52,876	48,253	45,416
Appointment of first company secretary	51,918	47,912	45,238
Return of allotment	46,230	43,958	43,065
Register of member	142,090	135,677	126,156
Lodgement of constitution with e-stamping	7,198	7,144	6,582
Change in registered address	60,841	58,314	55,256
Change in particulars of directors, managers and company secretaries	231,001	217,969	204,254
Reassignment of company secretary	31,116	30,803	27,636
Statement of particulars to be lodged with charge	20,845	21,401	16,612
TOTAL	713,956	677,735	642,560

MALAYSIAN BUSINESS REPORTING SYSTEM (MBRS)

In 2023, a total of 545,133 submissions for Annual Return (AR), Financial Statements (FS) and Exemption Applications related to AR and FS under the CA 2016, were received through MBRS.

Statistics of submissions of Annual Return received through MBRS for year 2021 to 2023 are as follows:

SERVICES	2023	2022	2021
Annual Return for companies having share capital (section 68 of the CA 2016)	496,670	502,041	392,703
Annual Return for companies not having share capital (section 68 of the CA 2016)	1,895	2,021	1,536
Annual Return for foreign companies (section 576 of the CA 2016)	534	642	445
Annual Return for unchanged particulars (section 68 of the CA 2016)	18,442	20,112	17,371
TOTAL	517,541	524,816	412,055

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Statistics of submissions of Financial Statement received through MBRS for year 2021 to 2023 are as follows:

SERVICES	2023	2022	2021
Financial Statements - Audited (section 244 of the CA 2016)	**5,202**	5,663	5,262
Financial Statements - Unaudited (section 267(2) of the CA 2016)	**1,123**	1,467	1,106
Certificate for Exempt Private Company (section 260 of the CA 2016)	**5,970**	12,083	10,763
TOTAL	**12,295**	**19,213**	**17,131**

Statistics of submissions of Extension of Time received through MBRS for year 2021 to 2023 are as follows:

APPLICATIONS	2023	2022	2021
Application for exemption from coinciding with foreign subsidiary financial year end with holding company (section 247(5) of the CA 2016)	**19**	54	16
Application for exemption from filing Financial Statements in full XBRL format (section 604(2) of the CA 2016)	**4**	3	1
Application to waive lodgement of Financial Statements by foreign company (section 575(7) of the CA 2016)	**1**	2	2
Application for relief from requirements as to form and contents of Directors' Report (section 255(1) of the CA 2016)	**1**	3	2
Application for relief from requirements as to form and contents of Financial Statements (section 255(1) of the CA 2016)	**0**	0	0
Application for extension of time for circulation of Financial Statements and Reports (section 259(2) of the CA 2016)	**15,204**	12,566	4,245
Application for extension of time to lodge Financial Statements and reports (section 259(2) of the CA 2016)	**3**	0	0
Application for extension of time for holding annual general meeting (section 340(4) of the CA 2016)	**63**	76	96
Application for extension of time to lodge Annual Return (section 609(2) of the CA 2016)	**2**	1	7
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	0
TOTAL	**15,297**	**12,705**	**4,369**

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CORPORATE MANAGEMENT APPLICATIONS

For the year 2023, in addition to online submission, the applications for extension of time under sections 259(2) and 340 of the CA 2016, exemption applications under sections 253(2)/ 255(1) of the CA 2016 and waiver applications under section 575(7) of the CA 2016, may also be made through over-the-counter. For example, 11,733 exemption applications under section 259/ 340 of the CA 2016 were received from January to December 2023.

Application for extension of time under sections 259(2) and 340 of the CA 2016, application for exemption under sections 253(2)/ 255(1) of the CA 2016 and application for exemption (waiver) under section 575(7) of the CA 2016 may be accepted either via online and over the counter. The highest number of corporate applications received were the exemption applications under sections 259/ 340 of the CA 2016, amounting to 11,733 from January to December 2023.

The statistics of Corporate Management Applications from 2021 to 2023 are as follows:

APPLICATIONS	2023	2022	2021
Application for extension of time under section 259(2), 340 and 22(5)(b) of the CA 2016	**11,733**	8,631	5,833
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	**66**	74	14
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**	41	56
Application for exemption for foreign companies to lodge the account in Malaysia under section 575(7) of the CA 2016	**27**	18	13
Lodgement fee of initial public offerings, abridged prospectus and other supporting documents	**1,574**	1,476	1,501
Obligations by directors of borrowing corporation for lodgement of Quarterly Report	**37**	45	51
TOTAL	**13,493**	**10,285**	**7,468**

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COMPANY LIMITED BY GUARANTEE (CLBG)

CLBG is a company that can be established under the CA 2016 with a non-profit orientation, where the company's profits cannot be distributed to its members, such as through dividend payments. CLBG must engage in activities allowed by section 45 of the CA 2016 and as specified in the company's Constitution for the purpose of achieving its objectives. The common objectives of establishing a CLBG include involvement in recreational or entertainment activities, trade and industry, arts, science, religion, welfare and others.

Section 45 of the CA 2016 and the CLBG's Guidelines stipulate that a CLBG must obtain approval from either the Minister or the Registrar among others for the appointment of director, solicitation of donations from the public and amendments of the constitution.

The statistics of applications for the Minister's approval from 2021 to 2023 are as follows:

APPLICATIONS	2023	2022	2021
Application for incorporating a CLBG without the word 'Berhad'	43	60	56
Application to drop the word 'Berhad'	0	5	3
Application to hold/ dispose/ charge land	91	333	52
Application for appointment of new Directors	375	354	384
Application to seek contributions/ donations from the public	22	24	19
Application for amendment of a CLBG's Constitution	57	52	65
Application for payment of salaries, fees, fixed allowances and other benefits to the director	2	8	8
Application for holding of a subsidiary company	0	3	2
TOTAL	**590**	**839**	**589**

The statistics of applications for the Registrar's approval from 2021 to 2023 are as follows:

APPLICATIONS	2023	2022	2021
Application for incorporating a CLBG with the word 'Berhad'	43	46	47
Application for appointment of new Directors	619	646	462
Application to seek contributions/ donations from the public	31	19	15
Application for amendment of a CLBG's Constitution	48	40	37
Application for payment of salaries, fees, fixed allowances and other benefits to the Director	9	8	17
Application for holding of a subsidiary company	3	3	2
TOTAL	**753**	**762**	**580**

TRUST COMPANY

The TCA 1949 (Act 100) provides a legislative framework for trust companies to carry out their activities and operations. As a legal entity, a trust company can perform its fiduciary functions and act as an agent, trustee, or custodian on behalf of individuals or businesses for the purposes of administration, management and transfers of assets.

As a company registered under the TCA 1949, a trust company must comply with the relevant Guidelines. This includes obtaining approval from the Registrar for the appointment of the chief executive officer/director and submission of biannual report. In the year 2023, a total of 10 companies were registered as trust companies.

The statistics of applications under the TCA 1949 from 2021 to 2023 are as follows:

APPLICATIONS	2023	2022	2021
Application for registration of trust company	10	9	4
Application for appointment of chief executive officer	4	4	8
Application for appointment of new director	12	15	19
Lodgement of Annual Return	37	26	20
Lodgement of Biannual Report Activity	49	51	34
TOTAL	112	105	85

INTEREST SCHEMES

The interest schemes platform is available to be used by all economic sectors for the purpose of creating alternative business revenue streams or alternative financing to support business operation and organic growth. The statistics on the amount of funds in the form of alternative business revenue or alternative financing raised by 128 active interest schemes for the last three (3) years (representing the three (3) years where the relevant data has been obtained from the submission of documents to SSM) totaling RM2,611.3 million.

The statistics of registered interest schemes (cumulative) from 2021 to 2023 are as follows:

NATURE OF SCHEME	CATEGORIES	2023	2022	2021
Investment Scheme	Memorial park	26	25	23
	Share-farming	14	14	14
	Equipment	4	4	4
	Property	11	11	11
	Golf and recreational club	72	72	72
Recreational Membership Scheme	Recreational clubs by shares	0[1]	0	22
	Recreational club	36	36	36
	Marina	10	10	10
Time-sharing		29	29	29
Combination of such shemes (Hybrid)		3	3	2
TOTAL		205	204	223

[1] Commencing in 2022, statistical records for 22 recreational clubs by shares are removed from the Interest Scheme registration statistics as they are not Interest Schemes under the Interest Schemes Act2016, based on the Court of Appeal decision of SAUJANA RESORT (M) BHD v CHIN CHEEN FOH & ORS APPEAL [2021] 3 CLJ 71 which overruled the decision of the High Court in CHIN CHEEN FOH & ORS v SAUJANA RESORT (M) BHD [2018] 1 LNS 1421. Instead, the club memberships are accorded via shareholding which is regulated under the CA 2016.

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The statistics of submission of various statutory applications or documents from 2021 to 2023 are as follows:

APPLICATIONS	2023	2022	2021
Application for registration of new scheme	4	5	5
Application for first prospectus of the scheme	4	5	5
Application for appointment of trustee of the scheme	4	5	5
Application for registration of trust deed of the scheme	4	5	5
Application to the Minister for exemption under section 73(1) of the Interest Schemes Act 2016	4	5	5
Application for renewal prospectus	112	119	114
Application for supplemental prospectus	11	15	6
Lodgement of Annual Return of the schemes	103	109	116
Lodgement of advertisement	53	88	82
Application for relief: exemption from requirements regarding form and content of prospectus/ product disclosure statement for interest schemes	0	3	2
Application for exemption of stakeholder approval of the scheme - section 21(3) of the Interest Schemes Act 2016	10	22	20
Notice of change of chief executive officer of the scheme	10	3	0
Notice of winding up of interest schemes	4	4	5
TOTAL	**323**	**388**	**370**

TERMINATION OF REGISTERED INTEREST SCHEMES

The termination or winding up of interest schemes can occur for various reasons, such as the successful completion or failure to achieve the scheme's objectives. In some cases, an earlier closure may represent a more appropriate exit strategy that is ultimately more beneficial to the parties involved.

SSM has adopted a proactive and structured approach to regulate the orderly closure of interest schemes. It plays a vital role in ensuring that management companies or trustees undertake the necessary steps to ensure that the termination or winding up complies with the provisions under the Interest Schemes Act 2016.

The statistics of terminated or wound-up interest schemes from 2021 to 2023 are as follows:

STATUS	2023	2022	2021
Total Schemes Terminated or Wound Up Until 2023: 76 Schemes. (This total reflects the schemes that have been terminated or wound up since the first scheme was registered in 1993, including updated records based on the results of monitoring, review and inspection by the enforcement office.)	4	4	5

INTEREST SCHEMES ACTIVITIES IN 2023

Inspections on new schemes:

(a) **12 July 2023:** Nirvana Memorial Park (Karak) Scheme in Pahang.

(b) **17 July 2023:** Pahang MSK Durian Harvest Scheme in Pahang.

(c) **20 July 2023:** Tamu Wakalah Investment Scheme in Kg. Bharu, Kuala Lumpur.

CHARGES

In 2023, the total number of registered charges was 31,276, based on forms submitted both over the counter and via the MyCoID system. This reflects an increase of 2,613 registrations, or 9.12%, compared to the 28,663 registrations in 2022. The registration of charges is based on the 'Form Statement of Particulars to Be Lodged with Charge' submitted by companies that have created charges.

Additionally, the number of discharges of charges registered in 2023 was 21,836, representing an increase of 4.77% compared to the 20,859 registrations of discharges in 2022.

The statistics for the registration of charges and the registration of discharges, along with the number of certificates issued to companies from 2021 to 2023, are as follows:

SERVICES	2023	2022	2021
Registration of Charges	31,276	28,663	17,615
Registration of Discharge of Charges	21,836	20,859	10,258
TOTAL	53,112	49,522	27,873

COMPANIES WINDING UP

In 2023, a total of 2,810 companies were wound up, compared to 2,914 companies in 2022, reflecting a decrease of 0.04%. Additionally, 2,052 companies were dissolved in 2023, down from 2,477 in 2022, which represents a decrease of 21%. These statistics are based on the submission of forms to the Registrar.

The statistics for winding up and dissolved companies through winding-up proceedings from 2021 to 2023 are as follows:

CATEGORIES	2023	2022	2021
Companies with winding up status	2,810	2,914	2,112
Companies with dissolved status	2,052	2,477	1,634
TOTAL	4,862	5,391	3,746

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COMPANIES STRIKING OFF

The number of companies dissolved through the striking-off process decreased significantly from 54,529 in 2022 to 31,936 in 2023, reflecting a decline of 41.43%. Of this total, 18,771 companies were dissolved through striking-off applications, while the remaining 13,165 were dissolved under the Registrar's Initiatives pursuant to section 68(8) of the CA 2016.

The statistics for companies dissolved through the striking-off process from 2021 to 2023 are as follows:

CATEGORY	2023	2022	2021
Companies dissolved through striking off	**31,936**	54,529	30,464

ASSET MANAGEMENT OF DISSOLVED COMPANIES

In 2023, there were 446 applications received under sections 556, 557 and 558 of the CA 2016, marking a slight decrease from 487 applications in 2022, which represents a decline of 8.42%.

Section 556 of the CA 2016

In 2023, 82 applications were received under section 556 of the CA 2016 for the Registrar to act as the representative of dissolved companies, an increase from 72 applications in 2022, reflecting a growth of 13.89%.

Section 557 of the CA 2016

A total of 363 applications were received under section 557 of the CA 2016 in 2023, concerning the vesting of outstanding assets (monies) of dissolved companies with the Registrar. This represents a decrease from 413 applications recorded in 2022, showing a decline of 12.11%.

Section 558 of the CA 2016

In 2023, SSM received one (1) application for the purchase of assets vested with the Registrar under section 558 of the CA 2016, compared to two (2) applications in 2022, indicating a decrease of 50%.

Management of Assets of Dissolved Companies

The statistics of the management of the assets of dissolved company from 2021 to 2023 are as follows:

APPLICATIONS	2023	2022	2021
Applications to the Registrar to act as a representative of dissolved company under section 556 of the CA 2016	**82**	72	37
Applications to vest assets of dissolved companies to the Registrar under section 557 of the CA 2016	**363**	413	246
Applications for the purchase of the vested assets under section 558 of the CA 2016	**1**	2	3
TOTAL	**446**	**487**	**286**

ACTIVITIES IN 2023

> ### **WORKSHOP BETWEEN THE JABATAN KETUA PENGARAH TANAH DAN GALIAN PERSEKUTUAN (JKPTG), PEJABAT TANAH DAN GALIAN (PTG) AND SSM**

The workshop aimed to enhance understanding of the laws and procedures related to land administration under the National Land Code (Act 828), the Land Acquisition Act 1960 and the Strata Title Act 1985. During the sessions, SSM shared valuable information on various topics, including company dissolution, asset management, registration of interest schemes and land ownership by CLBG.

CORPORATE RESCUE MECHANISM (CRM)

The CRM regime includes Corporate Voluntary Arrangements (CVA) and Judicial Management (JM). Both CVA and JM provide a framework for companies facing financial difficulties to rehabilitate or reach a compromise regarding the whole or part of their debts.

Corporate Voluntary Arrangement

A CVA is an arrangement made between a company and its creditors without the need for court intervention. Since the CRM came into force until December 2023, a total of eight (8) applications have been filed in court to place companies under a CVA. Of these, five (5) applications were filed between 2018 and 2020, two (2) in 2021 and one (1) in 2022.

All debt restructuring proposals associated with these applications have received approval from the company's creditors and shareholders.

The statistics for CVA applications received from 2021 to 2023 are as follows:

APPLICATIONS	2023	2022	2021
Application for Corporate Voluntary Arrangement	0	1	2
Application for Corporate Voluntary Arrangement Approved by Creditors and Shareholders	0	1	2
Application for Corporate Voluntary Arrangement Disapproved by Creditors and Shareholders	0	0	0
TOTAL	**0**	**2**	**4**

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Judicial Management

Judicial Management (JM) is a court-supervised rescue plan that involves placing the management of a company under a judicial manager appointed by the Court. In 2023, a total of 48 applications were filed with the Court to place companies under JM. Of these applications, 15 companies were granted JM orders, indicating that their management was placed under judicial management. Additionally, during the same period, 15 companies were released from JM by court orders.

The statistics for JM applications received from 2021 to 2023 are as follows:

APPLICATIONS	2023	2022	2021
Application for Judicial Management Order in Court	48	41	28
Judicial Management Order granted	15	11	17
Discharged of Judicial Management Order	15	11	6
TOTAL	**78**	**63**	**51**

CORPORATE AND BUSINESS INFORMATION DATA (CBID)

The CBID product has become a leading choice for accessing bulk business entity data provided by SSM. It offers customisation based on customer requirements and budget, making it highly adaptable to diverse needs. CBID serves various sectors, including private and corporate industries, researchers, academics and other stakeholders.

This product provides comprehensive information on companies and businesses, organised by specific sectors, locations, or other criteria. The data is presented in the form of statistics as well as a complete list of information for each business entity. The specifics of the data set are divided into three (3) segments, including:

1	2	3
Demographics – gender, age, race etc	**Geography – states, cities etc**	**Financial – profit and loss, balance sheet etc (company data only)**

The provision of business entity information is designed to support the growth of the business sector in various locations, enhancing marketing strategies, facilitating networking collaborations, conducting research studies, performing investment analyses and maintaining system databases. This information enables the public, particularly entrepreneurs, to use the data as research material for making strategic business decisions related to starting, operating, or expanding their businesses.

The pricing packages offered are as follows:

Processing Fees

DESCRIPTION	FEES
Company	RM20.00 / application
Business	RM10.00 / application
LLP	RM20.00 / application

Product Fees

Statistics

DESCRIPTION	FEES
Company	Starting from RM100.00 / statistic
Business	Starting from RM20.00 / statistic
LLP	Starting from RM100.00 / statistic

Complete Data Listing

DESCRIPTION	FEES
Company Listing (Overall Table)	RM10.00 / Company
• Package A[1]/ B[2]/ C[3]/ D[4]	RM3.00 / Package per Company
• *Ala Carte*	RM1.00 / Table per Company
Business Listing (Overall Table)	RM10.00 / Business
LLP Listing (Overall Table)	RM20.00 / LLP

Note:
1   *Company Info, Registered Address, Business Address and Business Code*
2   *Company Info, Officers, Shareholders and Share Capital*
3   *Company Info, Balance Sheet and Profit & Loss*
4   *Company Info, Charges and Document Lodge*

Personal Involvement

DESCRIPTION	FEES
Personal Involvement (Directors, Shareholders, Company Secretaries, Auditors and Liquidators)	RM50.00 per NRIC
Personal Involvement (Business Ownership)	RM10.00 per Business
Personal Involvement (Partners and Compliance Officers)	RM100.00 per NRIC

The number of CBID applications received from 2021 to 2023 are as follows:

2023	2022	2021
179	178	137

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BUSINESS ADVISORY SERVICES

SSM plays a vital role in providing comprehensive and current consultancy and information delivery services regarding business setup processes in Malaysia. This effort often involves collaborating with other government agencies and professional bodies. By working together, these entities aim to streamline the Ease of Doing Business in Malaysia, making it more accessible and efficient for both local and international entrepreneurs. This collaborative approach helps to simplify procedures, reduce bureaucratic hurdles and enhance the overall business environment, ultimately fostering economic growth and attracting investment to the country.

The SSM Business Ownership 101 Tools represents an initiative developed via the SSM4U portal with the objective of aiding the public, particularly SSM customers, in selecting a suitable business entity for registration with SSM.

The Business Advisory module was introduced on 17 May 2023, as part of SSM's official mobile app, MySSM. This module serves as a resource for users seeking guidance and advice related to various aspects of business ownership and registration processes. MySSM can be conveniently downloaded from platforms such as the Apple App Store, Google Play Store and Huawei App Gallery, making it easily accessible to a wide range of users across different devices and operating systems.

The following are among five (5) general questions that are frequently asked to SSM such as:

(a)   Types of business entities in Malaysia;

(b)   Status of foreign nationality as 100% shareholder of a Company Limited by Share;

(c)   The category of MSIC code corresponding to the business activities carried out;

(d)   Preparation of a business entity involving policies / guidelines of other agencies; and

(e)   Preparation of business entity involving foreign nationality.

The number of inquiries received for 2021 to 2023 are as follows:

2023	2022	2021
225	422	173
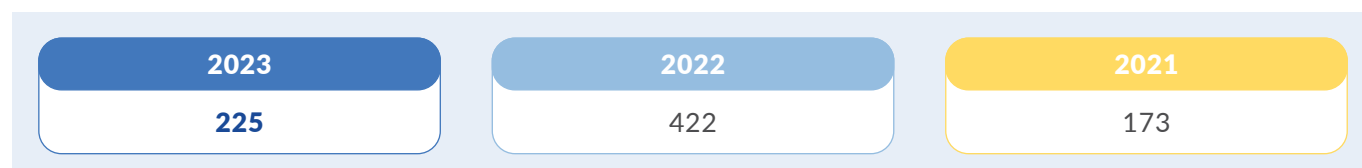
SSM BIZTRUST

SSM BizTrust has been rebranded through the introduction of a business starter kit in the form of SSM BizTrust QR Code taking into account the growth environment in the field of technology and e-Commerce business as well in strengthening compliance for every business entity registered under the provisions of the Acts administered by SSM.

This business starter kit serves as a digital identity verification that will display basic business entity information such as business entity name and registration number, status and business URL address as output through the MySSM application.

MySSM is a mobile application that offers access to information of registered business entities with the Companies Commission of Malaysia.

The display through the scanning of the SSM BizTrust QR Code include:

Business Name
Business Registration Number
Status
Business URL Address

In an effort to expand this initiative, the SSM BizTrust module was developed on an interim basis through the SSM4U portal under the e-Search -> Other Services module starting on 17 April 2023 to enable the Company to obtain the same privileges as Businesses and LLPs.

This effort is a continuation of the implementation of the SSM BizTrust QR Code which can be obtain free through the SSM EzBiz Online portal (https://ezbiz.ssm.com.my/) for all sole proprietorships and partnerships registered under ROBA 1956 and through the MyLLP system (https://myllp.ssm4u.com.my) on the SSM4U portal (https://ssm4u.com.my) for LLP entities registered under the LLPA 2012.

The total number of registrations for SSM BizTrust since its introduction in 2017, up to 31 December 2023, reached 1,675,220 business entities, with the following breakdown:

LEVEL	REGISTRATIONS
L1 – Registration[1]	680
L1 (Auto – SSM EzBiz Online) (Business Registration – Sole Proprietorship)	1,415,731
L1 (Auto – SSM EzBiz Online) (Business Registration – Partnership)	224,472
L1 (Auto – MyLLP) (Registration – LLP)	34,038
L1 (Auto – BizTrust Portal) (Registration – Company)	86
L2 – L1 + Privacy[2] or Security[3]	33
L3 – L1 + Privacy[2] and Security[3]	180
TOTAL	**1,675,220**

Note:
1 The entity is registered and in good standing with SSM and follows established business practices in line with the SSM BizTrust Registration Principles Criteria.
2 The entity assures and compromises that the system / portal is able to protect the privacy of customers 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.

To enhance the quality of its customer service, SSM restructured the Customer Relations Section (CRS) by establishing the Operations Management Unit and the Operations Support and Service Development Unit. This restructuring, which involves a total of 60 employees, took effect on 1 January 2023. By reorganising and reallocating resources, SSM aims to streamline operations, improve efficiency and ultimately deliver better services to its customers.

The primary function of CRS is to ensure that customers receive the best experience possible by offering high-quality advisory services. Additionally, CRS seeks to generate income through service innovations that facilitate more convenient and efficient interactions between customers and SSM. By focusing on both providing top-notch advice and creating innovative service solutions, CRS strives to enhance customer satisfaction and improve overall interactions with the organisation.

In 2023, SSM received a total of 317,843 customer inquiry transactions through its two (2) main channels: telephone calls and emails. However, the overall percentage of customer inquiries received by SSM decreased by 12% compared to the previous year.

Specifically, in 2023, the number of phone calls received by SSM was 187,141, down from 224,729 in 2022, representing a decrease of 17%. Similarly, the number of emails received in 2023 was 130,702, compared to 135,071 in the previous year, indicating a decline of 3%. These reductions reflect a decrease in customer interactions via both phone calls and emails compared to the prior year.

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The statistics of telephone calls and email transactions received for 2021 to 2023 are as follows:

YEAR	TELEPHONE CALLS	EMAILS	TOTAL
2023	**187,141**	**130,702**	**317,843**
2022	224,729	135,071	359,800
2021	290,515	193,500	484,015

The five (5) highest enquiries received by SSM are as follows:

(a) Enquiries related to online business registration/ changes/ business renewal through the SSM EzBiz Online portal;

(b) Enquiries related to the submission of statutory documents through the MBRS system;

(c) Enquiries related to business entity guidelines, products and profile data through the MyDATA service;

(d) Enquiries related to Notification of Changes in the Register of Directors/ Managers/ Company Secretaries through the MyCoID system; and

(e) Enquiries related to the Annual Declaration through MyLLP.

BUSINESS CLIENT CHARTER PERFORMANCE (Counter Services)

The client charter performance for 2023 are as below:

FORMS	CLIENT CHARTER	PERCENTAGE (%)
New Business Registration (Form A)	1 Hour	98.57
Renewal of Business Registration (Form A1)	15 Minutes	99.92
Changes of Business Registration (Form B)	1 Hour	99.03
Termination of Business (Form C)	15 Minutes	95.77

BUSINESS CLIENT CHARTER PERFORMANCE (EzBiz Online)

The client charter performance for 2023 are as below:

FORMS	CLIENT CHARTER	PERCENTAGE (%)
New Business Registration (Form A)	1 working day	90.00
Renewal of Business Registration (Form A1)	Auto approve	100.00
Changes of Business Registration (Form B)	1 working day	96.00
Termination of Business (Form C)	1 working day	98.00

EZBIZ ONLINE SERVICES

EzBiz Online is an online business registration service offered by SSM to facilitate various business-related transactions conveniently over the internet. This platform enables users to perform a range of tasks related to business registration and management without the need to visit physical offices. Some of the key functions of EzBiz Online include registering new businesses, renewing business registrations, registering changes of business information, terminating businesses and making compound payments under ROBA 1956.

The EzBiz Online serves as an alternative channel for business transactions that offers greater convenience, cost-effectiveness and time efficiency compared to traditional over-the-counter services. This online platform provides users with the flexibility to conduct business-related transactions 24 hours a day and seven (7) days a week, offering unparalleled accessibility and convenience. By accessing the SSM EzBiz Online portal, customers can initiate and complete various business transactions from the comfort of their own homes or offices, eliminating the need for physical visits to SSM service counters. This not only saves time and reduces the hassle associated with in-person transactions but also contributes to greater efficiency and productivity for business owners and entrepreneurs (https://ezbiz.ssm.com.my/).

Registering as a user of the SSM EzBiz Online portal and activating the user account is a mandatory requirement for each business owner and partner. This process helps ensure the safety and security of users accessing the online platform. By registering and activating their user accounts, business owners and partners are provided with unique login credentials, which serve as a means of authentication and access control.

In 2023, significant enhancements were made to the EzBiz Online service, resulting in a notable improvement in its functionality and efficiency. As a result of these improvements, approximately 95% of business registration transactions could be completed online. This indicates a substantial shift towards digitalisation and online service delivery, making it easier and more convenient for users to register their businesses and manage related transactions without the need for in-person visits to SSM service counters.

EzBiz Online's transaction statistics for 2022 and 2023 are as below:

| TRANSACTIONS	2023	2022
User Account Registration	259,359	330,123
New Business Registration	317,264	318,850
Changes of Business Registration	185,638	184,746
Termination of Business Registration	20,715	27,977
Renewal of Business Registration	509,712	536,206
TOTAL	**1,328,688**	**1,397,902**

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REGISTRATION OF BUSINESSES SERVICE COUNTER

SSM still provides for business registration services through its counters for senior citizens and disabled individuals who face technical difficulties or lack understanding in using the SSM EzBiz Online service which is seen as an inclusive approach. This ensures that all individuals, regardless of their technical proficiency or physical abilities, have access to the necessary support and assistance to complete their business registration processes.

By offering in-person assistance at SSM counters, staff can provide personalised guidance and support to senior citizens and disabled individuals, helping them navigate through the registration process step by step. This approach ensures a smoother and more inclusive experience for all users.

Additionally, providing dedicated support for individuals facing technical challenges or barriers to using online services aligns with principles of accessibility and social responsibility, demonstrating SSM's commitment to serving the diverse needs of its stakeholders and promoting equal access to government services for all citizens.

The statistics of over-the-counter business registration transactions for 2021 to 2023 are as follows:

2023	2022	2021
4,386	5,016	6,542
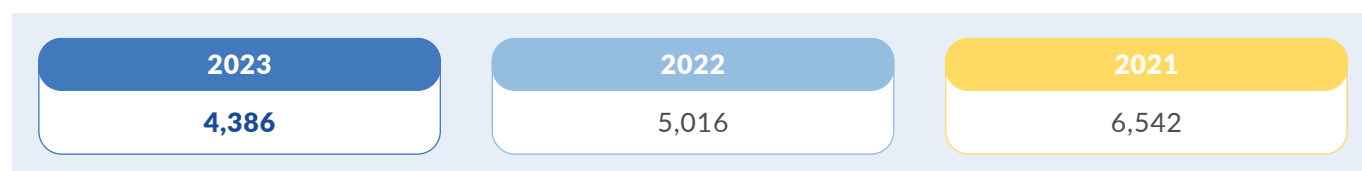
SKIM PENDAFTARAN PERNIAGAAN PERCUMA (SPPP)

As of 15 February 2023, the *Skim Pendaftaran Perniagaan Prihatin* underwent a rebranding initiative and is now known as the SPPP. This rebranding aims to encourage greater participation among B40 entrepreneurs and full-time IPT students who have been adversely affected by the COVID-19 pandemic to explore business opportunities.

The SPPP initiative is designed to empower B40 entrepreneurs and full-time IPT students to venture into business endeavors, thereby generating additional income streams to sustain their daily lives. By providing free business registration services, the programme aims to reduce barriers to entry and promote entrepreneurship among marginalised groups.

Furthermore, the SPPP initiative is expected to contribute to the growth and development of the business sector in Malaysia by fostering a more vibrant entrepreneurial ecosystem. By supporting aspiring entrepreneurs from diverse backgrounds, the programme seeks to stimulate economic activity, create job opportunities and drive innovation in the business landscape.

Overall, the rebranding of SPPP reflects a renewed commitment to empowering individuals and communities through entrepreneurship, particularly in the wake of the challenges posed by the COVID-19 pandemic.

The number of SPPP registrations from 2021 to 2023 is as follows:

CATEGORIES	2023	2022	2021
Entrepreneurs (B40 group)	**27,862**	8,237	17,908
Full-Time IPT Students	**15,845**	16,310	8,394
TOTAL	**43,707**	**24,547**	**26,302**

SKIM 1 OKU 1 PERNIAGAAN (S1O1P)

The S1O1P is a programme aimed at promoting and encouraging individuals with disabilities (OKU) to participate in business activities legally. The programme emphasises inclusivity and empowerment by providing support and opportunities for individuals with disabilities to engage in entrepreneurial endeavours.

The statistics of S1O1P registrations received for 2021 to 2023 are as below:

CATEGORIES	2023	2022	2021
New Business Registration	1,719	1,460	1,752
Renewal of Business Registration	3,100	2,889	2,870
TOTAL	4,819	4,349	4,622

URBAN TRANSFORMATION CENTRE (UTC) – KUALA LUMPUR AND PERLIS

Transaction statistics received at the UTC Kuala Lumpur and Perlis for 2021 to 2023 are as follows:

UTC	2023		2022		2021	
	COMPANIES	BUSINESSES	COMPANIES	BUSINESSES	COMPANIES	BUSINESSES
Kuala Lumpur	-	430	-	360	-	780
Perlis	1,242	39	1,060	165	940	118

BUSINESS RENEWAL PLATFORM THROUGH THE TAP.IT KIOSK (previously known as the EzBiz Kiosk Service)

Starting from 1 January 2023, Safeguards Kioskmedia Sdn Bhd was appointed as the agent to provide business renewal services, supply business information and facilitate compound payments through kiosks. A total of 397 units of Tap.It Kiosks have been strategically placed at selected locations across Malaysia to make SSM services more accessible to customers.

The transaction statistics received at the Tap.It Kiosk for 2023 are as follows:

TRANSACTIONS	2023
Renewal of Business	136,989
Supply of Business Information	76,822
Compound Payment	63,520
TOTAL	277,331

MySSM APP

The MySSM application is a comprehensive mobile application provided by SSM that offers a range of features and functionalities to users. This application serves as a convenient platform for accessing information related to business entities registered with SSM, offering various e-Services modules to facilitate business-related transactions and inquiries such as:

e-Search	**e-Query**	**e-Compound**	**Status 308**
SSM BizTrust	**e-Renewal**	**SSM DCTC QR Reader**	**Business Advisory**

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INCORPORATION OF COMPANY SERVICE COUNTER

The statistics of company's statutory document acceptance transaction over the counter from 2021 to 2023 are as follows:

CATEGORIES	2023	2022	2021
Document with payment	**326,483**	339,947	418,544
Document without payment	**94,753**	88,734	88,746
TOTAL	**421,236**	**428,681**	**507,290**

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

The implementation of online information supply to KJAKP introduced by SSM through KJAKP Access Portal represents an innovative approach aimed at enhancing the productivity, efficiency and effectiveness of service delivery to KJAKP by leveraging the latest technological capabilities through online applications. This portal serves as a centralised digital platform that provides access to a range of services and resources tailored to the needs of KJAKP.

SSM's contribution through this platform represents a collaboration between government-to-government (G2G) entities aimed at combating commercial crime, increasing government revenue and safeguarding the integrity and image of the country. By leveraging technological platforms and sharing relevant data and information, SSM collaborates with other ministries and agencies to achieve these objectives.

To enhance the service provided to customers, SSM has implemented various improvements on the KJAKP Access Portal. These improvements include:

Email notifications	User dashboard	Business entity search	Selection of company statutory documents in Package 3	Preparation of statistics and reporting

The packages offered through KJAKP Access Portal are:

PACKAGE	DESCRIPTION
Package 1	• Company profile WITHOUT Charges and Financial Statement information
Package 2	• Company profile WITH Charges and Financial Statement information
Package 3	• Complete company profil and document image WITHOUT verification • For investigation and court purposes only
Package One Off	• Complete company profile WITHOUT Charges and Financial Statement information • The access validity period is five (5) days and the maximum corporate information search is limited to 50 searches only

The number of agencies registered as KJAKP Access Portal users from 2021 to 2023 is as follows:

2023	2022	2021
164	293	206

The number of users based on the introduced packages is as follows:

YEAR	PACKAGE 1	PACKAGE 2	PACKAGE 3	TOTAL
2023	**18**	**74**	**192**	**284**
2022	31	121	262	414
2021	30	85	153	268

The usage statistics of KJAKP Access Portal are as follows:

YEAR	PACKAGE 1	PACKAGE 2	PACKAGE 3	TOTAL
2023	**17,772**	**80,678**	**141,764**	**240,214**
2022	47,039	172,595	438,955	658,589
2021	27,146	157,610	258,842	443,598

SSM E-INFO SERVICES

The number of transactions received from 2021 to 2023 is as follows:

2023	2022	2021
1,996,223	2,136,694	2,065,207

MYDATA-SSM SERVICES

The number of transactions received from 2021 to 2023 is as follows:

2023	2022	2021
3,219,357	2,909,293	2,950,481

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XCESS PORTAL

The XCESS Portal is a platform developed by SSM with the primary objective of facilitating the sale of corporate information for LLPs and the purchase of Personal Involvement information in Companies, Businesses and LLPs. This innovative portal was introduced on 2 September 2021 and can be conveniently accessed online through the website https://ssm4u.com.my.

The number of transactions received from 2021 to 2023 is as follows:

2023	2022	2021
55,235	58,931	5,670
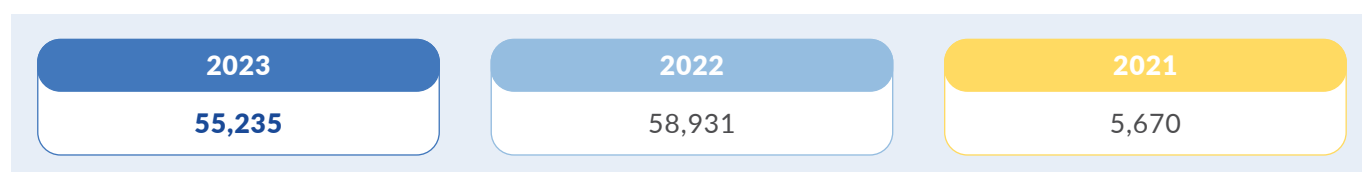
ONLINE INTEGRATION SERVICE THROUGH SSM MIDDLEWARE

SSM initiated the National Integration Gateway Project, also known as SSM Middleware, on 6 May 2016. This project was designed to facilitate communication protocols using Application Programming Interfaces (APIs) between the SSM system and other applications.

The vision of SSM Middleware is to establish a technologically advanced platform aimed at facilitating data sharing through standardised formats. This approach aims to simplify implementation and maintenance between different systems and applications, making it faster and more cost-effective.

Through the strategic implementation of SSM Middleware, SSM enhances the supply of corporate information in a more efficient and up-to-date manner. This information includes details about business entities, financial reports and other corporate particulars. By providing comprehensive information, SSM promotes transparency and adds value to stakeholders.

SSM Middleware is offered to KJAKP as an efficient and agile initiative to promote online services for data sharing. Additionally, SSM extends this service to banks, the private sector, Government-Linked Companies (GLCs) and corporate entities, facilitating seamless data exchange and enhancing the efficiency of business operations across various sectors.

The number of new online integration from 2021 to 2023 are as follows:

2023	2022	2021
7	2	5
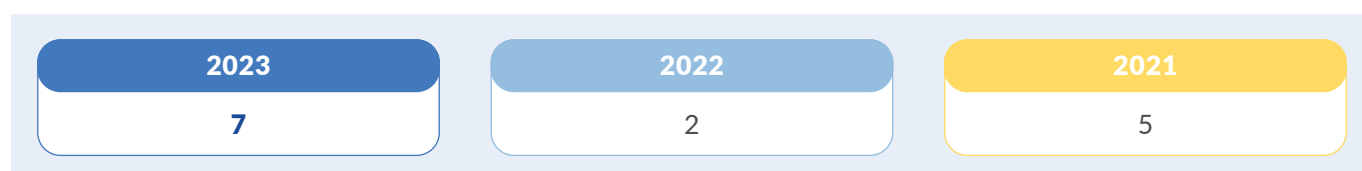
SSM DIGITAL CERTIFIED TRUE COPY

SSM Digital Certified True Copy (SSM DCTC) is a service provided by SSM to customers for obtaining copies of SSM document images or corporate information. This service represents a significant transformation aimed at replacing the manual process of verifying certified copies of SSM documents or corporate information, which was previously conducted over the counter.

SSM DCTC documents/ products purchase statistics from 2021 to 2023 are as follows:

YEAR	SSM E-INFO	MYDATA-SSM
2023	**184,901**	**548,947**
2022	141,128	550,674
2021	138,242	466,030

Starting from 10 November 2023, the SSM DCTC QR Reader, previously used to verify all SSM DCTC documents/products, is now fully integrated into the MySSM application. This integration allows users to easily check the authenticity of SSM DCTC documents and products using the QR code scanning feature within the MySSM app.

Users have the option to verify SSM DCTC documents and products through two (2) available platforms:

(a) **MySSM App:** Users can scan QR codes using the MySSM app to verify the authenticity of SSM DCTC documents quickly and conveniently.

(b) **SSM DCTC Web Checker:** Alternatively, users can verify documents by entering the serial number through the SSM DCTC Web Checker service website accessible at *https://ssm4u.com.my*.

The SSM DCTC service ensures the authenticity of SSM corporate document information for customers. This method of document verification is fast, user-friendly and available for free download.

SSM PRODUCT AND SERVICE POSTERS: ENHANCED VIBRANCY AND CONVENIENCE

Starting in 2023, SSM implemented new design initiatives for product and service posters, focusing on high visual appeal and ease of information delivery through the use of QR codes. These initiatives are aimed at capturing the interest and attention of SSM customers more effectively.

The posters play a pivotal role in SSM's marketing strategy, serving as interactive tools to enhance engagement and understanding among customers and stakeholders. By incorporating QR codes into the poster design, SSM enables customers to access additional information or resources conveniently using their smartphones or other devices.

The design of these posters places greater emphasis on vibrant colors and the delivery of easily comprehensible messages. This approach ensures that the information conveyed by SSM is clear, concise and aligned with current design trends, thereby enhancing its overall impact and effectiveness.

Through these new design initiatives, SSM aims to create visually engaging and informative materials that resonate with its target audience, ultimately improving communication and promoting greater awareness and understanding of its products and services.

DATA MODELLING GUIDELINES

SSM officially released a set of comprehensive Data Modelling Guidelines on 1 September 2023, marking a significant milestone in SSM's journey towards harmonising the development and deployment of data models across our organisational landscape. These guidelines represent a significant initiative aimed at streamlining the design of application databases and elevating SSM's data management standards to unprecedented levels of efficiency and effectiveness.

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ENTERPRISE ARCHITECTURE (EA) AWARENESS PROGRAMME

In 2023, SSM developed an Enterprise Architecture (EA) Awareness Programme to enhance understanding and engagement among SSM employees. The activities conducted as part of this programme include the following:

(a)   EA Design Principles Announcements

(b)   Research Sharing and IT Advisory Services (Gartner Research & Advisory)

(c)   Employee Development Training (EDT)

(d)   Meet & Greet programme with SSM staff at the State Office

KNOWLEDGE SHARING SESSION WITH UNITED KINGDOM COMPANIES HOUSE (UKCH)
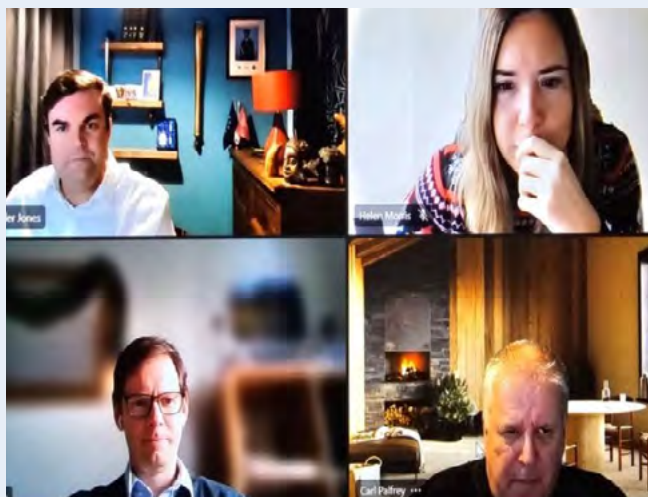
Representatives for iXBRL filing from UK Companies House

On 6 December 2023, SSM was provided an opportunity to attend a virtual meeting with representatives from the UK Companies House (UKCH). The purpose of the meeting was to learn from the success stories of UKCH in implementing iXBRL for account filing. The topic discussed focused on the high-level architecture of the filing system, method of filing, taxonomies, system performance, the use of third-party software, integration requirements and data security. Additionally, the session explored best practices for user engagement, challenges faced during implementation and strategies for ensuring compliance with regulatory standards. Insights gained from this meeting will be invaluable for enhancing SSM's filing systems and processes.

LET'S COFFEE PROGRAMME WITH CHANGE MANAGEMENT

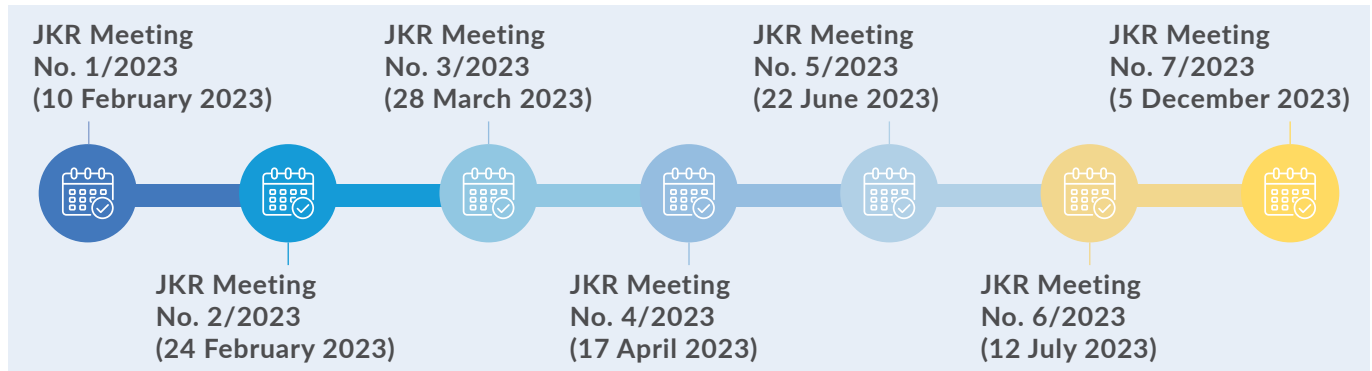*Let's Coffee with Change Management event with SSM Top Management*

The Let's Coffee with Change Management Programme held on 11 December 2023 provided SSM employees with a relaxed environment to discuss recent developments and updates regarding EA activities. Attendees had the opportunity to share insights and experiences, fostering a culture of open communication and collaboration within the organisation. The programme aimed to enhance understanding of ongoing EA initiatives and their impact on SSM's operational efficiency. By encouraging dialogue among employees, the SSM Management sought to strengthen the overall commitment to change management, ensuring that everyone is aligned and informed about the strategic direction and objectives of the organisation.

JAWATANKUASA REKABENTUK (JKR) MEETING

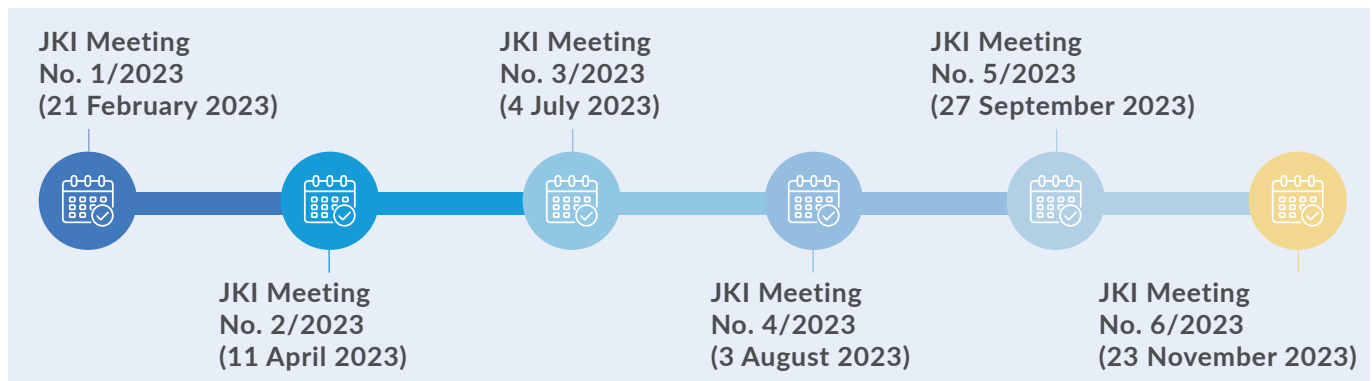Series of Jawatankuasa Rekabentuk (JKR) Meeting for the year 2023 are as follows:

JKR Meeting No. 1/2023 (10 February 2023)

JKR Meeting No. 2/2023 (24 February 2023)

JKR Meeting No. 3/2023 (28 March 2023)

JKR Meeting No. 4/2023 (17 April 2023)

JKR Meeting No. 5/2023 (22 June 2023)

JKR Meeting No. 6/2023 (12 July 2023)

JKR Meeting No. 7/2023 (5 December 2023)

Timeline for JKR Meeting 2023

ENTERPRISE ARCHITECTURE (EA) BOARD MEETING

Enterprise Architecture (EA) Board Meeting for the year 2023:

(i)   EA Board Meeting No. 1/2023 (6 December 2023)

JAWATANKUASA KECIL INTEGRASI (JKI) MEETING

Series of Jawatankuasa Kecil Integrasi (JKI) Meeting for the year 2023 are as follows:

JKI Meeting No. 1/2023 (21 February 2023)

JKI Meeting No. 2/2023 (11 April 2023)

JKI Meeting No. 3/2023 (4 July 2023)

JKI Meeting No. 4/2023 (3 August 2023)

JKI Meeting No. 5/2023 (27 September 2023)

JKI Meeting No. 6/2023 (23 November 2023)

Timeline for JKI Meeting 2023

ICT SECURITY AWARENESS PROGRAMME 2023

SSM has undertaken a proactive approach by initiating security awareness programmes tailored for its staff. A comprehensive series of five (5) awareness programmes were meticulously designed and executed, aimed at fostering a culture of cybersecurity consciousness and empowerment among SSM employees.

(a)   Security Seminar - User-Driven Data Classification

(b)   ICT Security Awareness Programme - 'Ransomware'

(c)   ICT Security Awareness Programme - Phishing, Protect Yourself at All Cost

(d)   ICT Security Awareness Programme - The Influence of Social Media and Cyber Crime Growth

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LAUNCH OF SSM4U V2

On 13 April 2023, the SSM4U was officially unveiled as the second iteration of the SSM4U Portal during the 21st SSM Anniversary Celebrations. Senator Puan Hajah Fuziah Salleh, Deputy Minister of PDN presided over the launch ceremony. SSM4U serves as the central hub for various SSM systems, consolidating platforms such as EzBiz, MyCoID, MBRS, MyLLP, XCESS and DCTC systems under one cohesive interface. This integration streamlines access to essential services and resources, offering users a seamless experience while navigating SSM's diverse array of functionalities and tools.

Moreover, this portal serves as the gateway to SSM's enterprise and corporate systems, facilitating seamless access for customers to the wide array of services offered by SSM. The second version of SSM4U boasts enhanced user interface (UI) and user experience (UX) elements, ensuring a more intuitive and user-friendly interaction for stakeholders. Additionally, the latest security features have been incorporated into this updated version, fortifying the platform against potential cyber threats and safeguarding sensitive data and transactions. With these advancements, SSM4U stands as a robust and reliable conduit for customers to engage with SSM's services securely and efficiently.

DISASTER RECOVERY SIMULATION

On 31 August and 16 September 2023, the Disaster Recovery Simulation (DR Simulation) aims to ensure the readiness of all SSM computer information systems in facing the possibility of disasters. Any disruption to SSM's information systems would have a significant impact on SSM's overall operations. Following the recent replacement of ICT infrastructure, a review of disaster recovery procedures and processes has been conducted.This review necessitates the implementation of simulations to ensure that the processes and procedures are at their most efficient level in ensuring Recovery Point Objective (RPO) and Recovery Time Objective (RTO). It also aims to ensure that SSM's risk management is at its most effective state. Two (2) DR simulations were carried out in 2023, one (1) in August and the other in November. Additionally, a BCP Simulation, which replicated the entire ecosystem to manage any catastrophic situation, encompassing human resources, communication plans, as well as technology, policies and procedures during disasters was carried out.

SSM INTERNAL SYSTEM DEVELOPMENT INITIATIVES

One of the main strategies of ICTSP is to ensure the capability of system developers within SSM to build and support the operations of systems within SSM. Consequently, several computer systems have been developed internally. These include systems such as:

1	**2**	**3**	**3**
XCess KJAKP	**Electronic Beneficial Ownership System (EBOS)**	**SSM4U version 2**	**e-Comtrac (Online System for SSM Training Academy)**

These systems were developed, tested and commissioned in 2023 and are ready to be launched for use in 2024.

SSM AND MYGDX

SSM was among the earliest organisations in the open data sharing initiative. MAMPU has invited several key government organisations to implement the Information Data Exchange. This data sharing initiative will enhance the efficiency of government channels, particularly in business dealings and online transaction verifications. This programme is called the Malaysian Government Central Data Exchange (MyGDX) saw SSM received an award as a pioneering organisation involved in this programme.

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ENTERPRISE PROJECT MANAGEMENT ACTIVITIES

The year 2023 marked a significant transition from a section to a division, as it was officially recognised as the Enterprise Project Management Division (EPMD) starting 1 January 2023.

EPMD consists of three (3) key components essential for coordinating, preparing and implementing Hala Tuju projects: the Project Management Unit (which includes Project Managers, Project Executives and Business Analysts), the Administration Unit and the Change Management Unit.

In addition to the active involvement of the project team, the Project Administration Unit oversaw administrative tasks related to the projects, including the preparation of overall progress reports, monitoring project achievements in accordance with contract agreements, managing project payment documentation and serving as the secretariat for meetings. Throughout 2023, a total of 15 meetings of the SSMTP/Hala Tuju Project Steering Committee (PSC) were organised, alongside two (2) meetings of the ICT Development Interim Committee (JKICT).

IMPLEMENTATION ACTIVITIES FOR SSM's HALA TUJU PROJECTS

To achieve the development objectives of each project, various activities were planned, designed and successfully implemented in 2023. The activities were aimed at ensuring that each project could be developed according to the defined scope, cost and timeline. Here was a summary of the main activities of each project which successfully implemented in 2023:

PROJECT	ACTIVITIES						
	Design Preparation	Tender Specification Document Preparation	URS Preparation	Kick Off Meeting	Technical Document Preparation	System testing	Go-live
HT1-MyLLP						✓	✓
HT2-RMS			✓	✓	✓		
HT4-CRS				✓	✓		
HT6-DM		✓	✓				
HT8-FMS			✓	✓	✓		
HT9-CRM						✓	✓
HT10-BAS	✓	✓	✓				
HT11-e-Procurement		✓	✓				
HT14-MPSI						✓	

HT1-LIMITED LIABILITY PARTNERSHIP (MyLLP)

The HT1-MyLLP Project was part of the Quick Win category for interim system development, focusing on transactions related to limited liability partnership (LLP) entities. This project was divided into Phase 1A, Phase 1B and the Beneficial Ownership (BO) MyLLP phase.

Development for Phase 1A began in December 2019 and went live on 19 August 2021. This phase included enhancements to the existing MyLLP system and the development of additional modules designed to improve regulation of LLP registration as stipulated in the LLPA 2012. Phase 1B was launched on 30 December 2022 and involved the development of three (3) modules: the Compound Management Module, Receipt Module and API Product Module.

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Meanwhile, the BO phase of the HT1-MyLLP Project focused on developing the Beneficial Ownership module. Development activities for this phase commenced in January 2023. The Beneficial Ownership module in the MyLLP System is currently 100% ready for go-live in the production environment, contingent upon the effective date of the Amendment Bill to the LLPA 2012.

HT2-REVENUE MANAGEMENT SYSTEM (RMS)

HT2-RMS Project was a high-priority project aimed at developing a revenue collection system that consolidated revenue collection, reconciliation and reporting at SSM through an integrated process. The project entered the development phase after the Kick-off meeting for the HT2-RMS Project was held on 31 July 2023, with the appointed vendor. Currently, the project team was in the process of finalising the RMS requirements and developing RMS modules for Release 1A. Additionally, the project team's current focus was on finalising technical documents involving the Integration System Document (IDS), Database Design Specification (DDS), Infrastructure Design Document (IDD), System Requirements Specification (SRS) and System Design Specification (SDS) for Release 1A, expected to be completed by 30 September 2024.

HT4-CORPORATE REGISTRY SYSTEM (CRS)

The HT4-CRS Project is categorized as a high-priority initiative aimed at consolidating and managing three primary entities of SSM: businesses, companies and LLPs. This project focuses on system development to replace existing systems, including CBS, MyCoID, MyLLP, e-Secretary, ezBiz, e-BOS and other related platforms. The goal is to ensure compliance with the requirements set forth by the CA 2016, LLPA 2012, ROBA 1956, Interest Schemes Act 2016 and TCA 1949.

The HT4-CRS Project is in the development phase, with a completion percentage of 32.95%. The main focus of the project team is on finalising technical documents, including the Integration System Document (ISD), Database Design Specification (DDS) and Infrastructure Design Document (IDD). Meanwhile, the System Requirement Specification (SRS) and System Design Specification (SDS) documents were finalised in stages, with all activities concluded by the end of December 2023.

HT6-DATA MANAGEMENT (DM)

The HT6-DM Project is categorised as a low-priority initiative focused on developing a data management system at SSM through data governance policies, industry best practices and cutting-edge technology platforms. The project aims to foster an analytical culture within SSM and meet stakeholder needs by delivering high-value, fast and efficient information. As of December 2023, the project is in the planning and procurement phase, with a completion percentage of 19.80%.

As the project transitions into the development phase, the appointment of a supplier for the HT6-DM Project has been formalised through an Letter of Acceptance (SST) dated 30 November 2023. The Kick-Off Meeting for the HT6-DM Project is expected to be held in January 2024. This meeting will serve as a critical milestone, setting the stage for collaborative efforts between SSM and the selected vendor, ultimately driving the successful implementation of the data management system to enhance operational efficiency and data integrity across the organisation.

HT8-FINANCIAL MANAGEMENT SYSTEM (FMS)

The HT8-FMS Project is a system development initiative aimed at implementing comprehensive and fully automated core accounting system for SSM. This project is guided by the Malaysian Public Sector Accounting Standard (MPSAS) and is designed to integrate with other SSM systems to comply with the Standard Accounting for Government Agencies (SAGA) criteria and accounting standards set by the Accountant General (AG).

The HT8-FMS Project entered the development and implementation phase following the Project Kick-Off Meeting held on 20 July 2023 with the appointed vendor. The project development period is targeted to last 24 months, with an expected go-live date in July 2025.

The project's current primary focus is on finalising the technical documents for FMS Iteration 1. These documents must be completed before the System Development, Testing, Implementation and Training Iteration 1 phase, which is expected to commence on 22 January 2024.

HT9-CUSTOMER RELATIONSHIPS MANAGEMENT (CRM)

The HT9-CRM Project, or Customer Relationship Management System, involved the development of a platform designed to systematically connect all interactions between SSM and its customers. Categorised as a high-priority project, the HT9-CRM Project encompasses five (5) main components: Customer Relationship Management (CRM), Social Relationship Management (SRM), Telephony System, Knowledge Base (K-Base) and Sales and Marketing.

The kick-off for the HT9-CRM Project took place on 1 November 2022, with a development period of 12 months. The project's Go-live date is scheduled for 1 January 2024.

HT10-BUILDING ADMINISTRATIVE SYSTEM (BAS)

The HT10-BAS Project is a system development project that is being implemented and integrated with other SSM systems to comply with SAGA criteria and to integrate with other internal SSM systems such as the FMS, RMS and others. The HT10-BAS Project is divided into two jointly developed systems, known as the HT10-Asset Management System (AMS) Project and the HT10-Store Management System (SMS) Project. The HT10-AMS Project is still in the planning and procurement phase, with a project progress status of 11.60%. The preparation of tender specifications and tender documents for the HT10-AMS Project is still in progress, with the target completion set for Quarter 2 of 2025.

HT11-E-PROCUREMENT (EP)

HT11-e-Procurement (EP) is a system development project aimed at implementation and integration with other SSM systems to comply with and support the SAGA criteria and to integrate with other internal SSM systems such as FMS, RMS and others. The HT11-EP Project is still in the planning and procurement phase, with a project progress status of 4.2% as of December 2023. The preparation of tender specification documents and tender documents for the HT11-EP Project is in progress and expected to be submitted to the Procurement Management Section (SPP) for further action in February 2024. The modules for this project consist of Supplier Management, Procurement Management, Contract Management, Dashboard & Reporting, Administration and Search.

HT14-MOVABLE PROPERTY SECURITY INTEREST (MPSI)

HT14-MPSI Project is a high-priority initiative developed to support the Movable Property Security Interest (MPSI) Bill, a legislative framework designed to regulate the registration and enforcement processes of rights over movable property. This project is critical in enhancing the security of transactions involving movable assets, which is essential for fostering trust and encouraging investment in the economy. As of now, the HT14-MPSI Project is still in the development phase, with an achievement percentage of 89.75%. The project team is focused on finalising the necessary documentation and addressing any outstanding issues to ensure successful implementation.

IMPLEMENTATION OF CHANGE MANAGEMENT ACTIVITIES

The Change Management Unit (CMU), EPMD, played a significant role in disseminating information and awareness regarding the Hala Tuju Project SSM to all SSM employees. To ensure that all SSM employees were constantly informed of the latest information and developments regarding the Hala Tuju Project SSM. CMU initiated various initiatives to organise and conduct information-sharing programmes, disseminate Project Performance Dashboards, e-bulletins via email and conduct briefings throughout the year to keep SSM employees updated. Additionally, CMU ensured that all SSM employees have full access to activity information, CMU programmes, presentation slides and project-related announcements by providing a CM Site website that could be accessed by SSM employees without limitations.

7	**Meet and Greet with Change Management Programme**
3	**HT's Journey with Project Team Programme**
1	***Pengenalan Duta Perubahan Baharu*** & **Artificial Intelligence (AI) Public Speaking Master Class Programme**
1	**Engagement Session with Project HT4-CRS Project & HT14-MPSI Team**

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| 1 | *Bersama Menghadapi Perubahan* Programme |

| 1 | LET'S COFFEE with Change Management Programme |

Based on the statistics above, a total of 14 programmes were successfully conducted by CMU throughout the year 2023, involving programmes conducted at both the SSM Headquarters and State Offices. The following were details descriptions of the respective programmes:

MEET AND GREET WITH CHANGE MANAGEMENT PROGRAMME

The Meet & Greet Programme is an information-sharing programme for all SSM employees throughout Malaysia regarding *Hala Tuju* Project SSM/ new initiatives/ and existing products, conducted online (via MSTeams) or physically at the SSM Headquarters and state offices/ branches nationwide. Additionally, this programme highlights the role of Change Ambassadors (CAs) appointed among project owners, project managers and SMEs, who was highly essential for working together with the Change Management team to implement programmes and activities with SSM employees.

HT's JOURNEY WITH PROJECT TEAM PROGRAMME

The programme was entirely conducted face-to-face and involved the participation of SSM Management. Among other things, this programme presented the journey of each SSM Hala Tuju Project from its inception to the present year. SSM employees gained a better understanding and appreciation of the commitment and responsibility carried by the project teams in ensuring the realisation of SSM Hala Tuju Projects and the successful implementation of transformation.

NEW CHANGE AMBASSADOR INTRODUCTION PROGRAMME & ARTIFICIAL INTELLIGENCE (AI) SKILLS TRAINING PUBLIC SPEAKING MASTER CLASS

This programme serves to introduce the newly appointed CAs for the period 2023-2025 to the SSM Management and enhance their communication skills as well as presentation abilities using AI. The programme, conducted over three (3) days was attended by 29 CAs and change management secretariat members. Among other objectives, this programme was organised to enhance the existing communication skills of CAs and enable them to deliver quick and effective presentations using AI methods.

ENGAGEMENT SESSION WITH PROJECT TEAM HT4-CRS AND HT14-MPSI

The Engagement Session involved the HT4-CRS and HT14-MPSI Project Teams and focus groups among selected representatives from various Divisions of SSM. The purpose of this engagement session was to gather inputs, perspectives, suggestions and experiences throughout the SSM transformation period. Additionally, participants attending this session were briefed on the activities, functions and roles of change management in SSM.

PROGRAMME *BERSAMA MENGHADAPI PERUBAHAN*

The programme involved an engagement session with CAs alongside SSM's Senior Management, Commission Members and newly appointed CAs for the 2023-2025 term. The primary objectives of organising this programme were:

(a) Enhancing understanding and awareness of the need for continuous self and organisational improvement and lifelong learning;
(b) Increasing understanding and appreciation of the need to play a more effective role in complementing personal and organisational development;

(c) Appreciating the efforts and contributions of project team members who diligently worked throughout the implementation of the SSM Hala Tuju Projects;

(d) Enhancing the skills and competencies required to generate more effective organisational development;

(e) Building and strengthening relationships between the SSM Management team and the change management group alongside appointed CAs;

(f) Cultivating trust and mutual dependence among all parties to ensure changes were managed well and effectively throughout the transformation period; and

(g) Demonstrating good branding among the SSM Management team, which will consistently provide support aligned with change management branding that will play a role in delivering information in line with the development of SSM Hala Tuju Projects.

LET'S COFFEE WITH CHANGE MANAGEMENT PROGRAMME

The Let's Coffee with Change Management Programme was a new initiative introduced by the CMU aimed at changing the trend for SSM employees to receive information about changes and Hala Tuju Projects in a relaxed and stress-free manner. The programme was held on 11 December 2023. Among the attractions provided during this programme were Pocket Talks from all SSM Hala Tuju Projects, Hala Tuju Project information booths, quizzes, games and the key feature of the programme, which was free-flowing coffee.

Simultaneously, through this programme, SSM employees were able to get to know the project teams and change management groups at SSM more closely through various activities provided by each project team. The programme, attended by 282 SSM employees from the SSM Headquarters, was officially inaugurated by YBhg. Datuk Nor Azimah Abdul Aziz, the Chief Executive Officer of SSM and was also attended by SSM's Senior Management team. The programme was also conducted in a hybrid manner via MSTeams Live Streaming and was attended by SSM employees at SSM state offices/ branches throughout Malaysia.

DEVELOPMENT OF THE FOURTH SSM STRATEGIC DIRECTION PLAN (SDPIV)

Benchmarking Study Visit for the Development of the Fourth SSM Strategic Direction Plan (SDPIV) (2026-2030) and Discussion with the Inland Revenue Board of Malaysia (IRBM)

On 2 February 2023, SSM conducted a Benchmarking Study Visit to IRBM headquarters as part of the development process for the SDPIV for the years 2026 to 2030. Seven (7) officers from the Corporate Strategy & Communication Division (CCSD) participated in this visit.

The objective of the study visit was to gain insights into the preparation and implementation methods of the direction plan developed internally by IRBM. This session provided significant opportunities for learning and the exchange of ideas, particularly in the areas of strategic planning and organisational development for SSM. Furthermore, it enabled SSM to identify best practices that could be integrated into the formulation of the SDPIV (2026-2030), ensuring alignment with the organisation's long-term goals and vision. The collaboration fostered mutual understanding and laid the groundwork for future partnerships between SSM and IRBM.

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Benchmarking Study Visit for the Development of the Fourth SSM Strategic Direction Plan (SDPIV) (2026-2030) and Discussion with the Employees Provident Fund (EPF)

On 1 March 2023, SSM conducted a Benchmarking Study Visit to EPF headquarters as part of the development of the SDPIV for the years 2026 to 2030. Seven (7) officers from CCSD participated in this visit.

The objective of the visit was to explore the process of preparing and developing the direction plan implemented internally by EPF. During the session, SSM gained valuable insights into best practices that could be adapted, alongside inspiration to enhance the development of the SDPIV (2026-2030). This ensured a comprehensive approach to achieving the targeted objectives.

Briefing Session on the Development of the Fourth SSM Strategic Direction Plan (SDPIV) (2026-2030) for Strategic Liaison Officers (SLOs), State Directors and Branch Managers

On 30 May 2023, SSM organised a Briefing Session focused on the Development of the Fourth SSM Strategic Direction Plan (SDPIV) for the years 2026 to 2030. The session was conducted in a hybrid format, enabling participants to attend either in person at Menara SSM@Sentral or online via Microsoft Teams.

A total of 52 participants attended the briefing, including SLOs from various divisions and sections, as well as state directors and branch managers. The objective of this session was to provide a comprehensive overview of the planning process for SSM's SDPIV (2026–2030). Engaging discussions and activities during this interactive session were vital for the organisation, ensuring that all stakeholders remained informed about the latest insights, planning and action plans to be implemented in the new SDPIV.

Workshop on the Fourth SSM Strategic Direction Plan (SDPIV) (2026-2030) with State Directors and Branch Managers at the State Directors' Meeting (MPN No. 2/2023)

On 9 June 2023, SSM organised a workshop focused on the Fourth SSM Strategic Direction Plan (SDPIV) for the years 2026 to 2030. This event took place during the State Directors' Meeting (MPN No. 2/2023) in Johor Bahru, Johor.

The workshop was attended by 19 participants, including state directors and branch managers. Its primary objective was to coordinate, validate and finalise the analysis report, which encompassed key areas such as objectives, functions, stakeholders, customers, strategic partners and analyses including SWOT and PESTLE, along with departmental wish lists.

In addition to the analysis, the workshop facilitated discussions aimed at identifying the new vision, strategic thrusts, strategies, corporate values and the implementation plan for the upcoming SDPIV (2026-2030).

Visioning Session 1 for The Development of The SSM Strategic Direction Plan (SDPIV) (2026-2030)

SSM organised a Visioning Session 1 for the Development of the SSM's SDPIV (2025 – 2030) on 30 August 2023, held in Melaka. A total of 23 participants, including the Chief Executive Officer, Deputy Chief Executive Officers, Division Directors and Senior Managers, attended this session.

The purpose of this session was to gather insights, suggestions and aspirations from the SSM Management regarding the new Vision, Strategic Thrust, Corporate Values and the Implementation Plan for the new SSM Strategic Plan. During this session, the management agreed to develop the SSM Corporate Plan (2024 - 2025) to align with the broader strategic objectives and to ensure a cohesive approach moving forward. The outcomes from this session will serve as a foundation for future planning and decision-making.

Focus Group Session - Interactive Discussion on the Development of The Fourth SSM Strategic Direction Plan (SDPIV) (2026-2030)

SSM organised a Focus Group Session - Interactive Discussion on the Development of the Fourth SSM Strategic Direction Plan (SDPIV) (2026-2030) from 21 to 23 June 2023 in Kuala Lumpur. A total of 54 participants, comprising Strategic Liaison Officers (SLOs), senior managers and managers/executives, attended this session.

The primary objective of this session was to coordinate, verify and finalise the analysis report, which included key elements such as objectives, functions, stakeholders, customers, strategic partners, SWOT analysis, PESTLE analysis and the department wishlist, all conducted by SLOs from various divisions and sections. Additionally, the session facilitated in-depth discussions to identify and establish the new vision, strategic thrust, strategies, corporate values and the comprehensive implementation plan for the upcoming SSM Strategic Direction Plan. This collaborative effort aimed to ensure alignment with the organisation's long-term goals and aspirations while fostering a unified approach to strategic development.

Workshop on the Development of the SSM Corporate Plan (2024-2025) with Strategic Liaison Officers (SLO)

SSM conducted a session on the Development of the SSM Corporate Plan (2024-2025) with Strategic Liaison Officers (SLO) on 6 November 2023. A total of 34 SLOs attended this session, which aimed to establish a corporate plan with a two-year implementation period from 2024 to 2025. This initiative precedes the comprehensive Fourth SSM Strategic Direction Plan (SDPIV) (2026-2030), aligning with the 13th Malaysia Plan, which is scheduled for implementation from 2026 to 2030.

The activities carried out during the workshop included detailing the action plan identified in the corporate plan to ensure clarity and direction in achieving the outlined objectives. The session facilitated collaborative discussions and input from the SLOs, enabling the development of a robust and effective corporate plan.

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SSM KPI 2024 Brainstorming Session

SSM organised the KPI 2024 Brainstorming Session from 27 to 29 August 2023, with the primary objective of developing SSM's key performance indicators (KPIs) for 2024. The session saw active participation from 21 attendees, including SSM Management and seven (7) secretariat from the Corporate Strategy Section.

Establishing KPIs is imperative to ensure that SSM achieves and implements its vision, strategic thrust and corporate values. During the session, participants engaged in collaborative discussions to identify specific, measurable, achievable, relevant and time-bound (SMART) indicators that would effectively monitor and evaluate SSM's performance throughout the year.

The brainstorming session encouraged the sharing of diverse perspectives, allowing participants to align their departmental goals with SSM's overarching objectives. This approach not only fostered a sense of ownership among attendees but also ensured that the KPIs developed were reflective of the organisation's strategic priorities.

Furthermore, the workshop provided an opportunity for participants to identify potential challenges and opportunities that may arise during the implementation of the KPIs. By addressing these factors early on, SSM aims to enhance its operational efficiency and adaptability in a rapidly changing environment.

The SSM KPI 2024 Brainstorming Session was a vital step in reinforcing the commitment of all participants to the organisation's mission, ensuring that SSM is well-prepared to navigate the challenges and opportunities that lie ahead in the upcoming year. The outcomes from this session will serve as a foundation for effective performance management and accountability within the organisation.

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SSM Initiatives in 2023 to Ease the Financial Burden of the Corporate Communities

SSM has introduced nine (9) initiatives in 2023 with the objective to ease the financial burden of the corporate community, as outlined below:

01
CA 1965
CA 2016

INITIATIVE 1

90% Compound Reduction for Companies with 'Dissolved' Status

Compound Reduction of 90% from the original value for companies with 'dissolved' status under the CA 1965 and the CA 2016.

Total companies that have received a 90% compound reduction:
- CA 1965: **1,211**
- CA 2016: **3,614**

(11 January 2023 - 31 December 2023)

02
CA 2016

INITIATIVE 2

90% Compound Reduction for Common Offences under the CA 2016

Compound Reduction of 90% from the original value of the compound for common offences under the CA 2016.

A total of **16,093** companies have received a 90% compound reduction

(11 January 2023 - 31 December 2023)

03
CA 1965

INITIATIVE 3

Continuation of 90% Compound Reduction for All Offences under the CA 1965

Continuation of Compound Reduction of 90% from the original value of the compound for all offences under the CA 1965.

A total of **5,724** companies have received a 90% compound reduction

(11 January 2023 - 31 December 2023)

04

INITIATIVE 4

Free Registration of SSM BizTrust

The free registration of SSM BizTrust has been extended until 31 December 2023, which includes the use of the SSM BizTrust QR Code, automatically available to registered Limited Liability Partnerships (LLPs).

Total registrations of SSM BizTrust from 1 January until 31 December 2023: **1,038,901**

05

INITIATIVE 5

Continuation of *Skim Pendaftaran Perniagaan Percuma* (SPPP)

The continuation of the SPPP offers FREE registration for new businesses to the following groups:

- B40 Group Entrepreneurs: **15,845**
- Full Time Students: **27,862**

(1 January 2023 - 31 December 2023)

06

INITIATIVE 6

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

The continuation of the implementation of S101P provides FREE business registration and business renewal registration for people with disabilities.

- Registration: **1,719**
- Renewals: **3,100**

(1 January 2023 - 31 December 2023)

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SSM Initiatives in 2023 to Ease the Financial Burden of the Corporate Communities

07 ⚖ CA 2016

INITIATIVE 7

Continuation of Proposal to Amend Provisions under the CA 2016

The proposal to amend provisions under the CA 2016 related to the Corporate Rescue Mechanism (CRM) and the Scheme of Compromise or Arrangement continued in 2023.

On 28 November 2023, the Companies Bill (Amendment) 2023 was tabled and approved in the Dewan Rakyat. Subsequently, the Bill was presented for the Second and Third Readings in the Dewan Negara on 13 December 2023 and was approved on the same day.

08 🤝 LLPA 2012

INITIATIVE 8

Continuation of Proposal to Introduce Provisions Relating to Corporate Rescue Mechanism under the LLPA 2012

The proposal to introduce provisions relating to the Corporate Rescue Mechanism under the LLPA 2012 has been distributed to various stakeholders, including the Attorney General's Chambers (AGC), Ministry of Finance (MOF), Legal Affairs Division of the Prime Minister's Department (BHEUU, JPM) and Ministry of Home Affairs (KDN) for feedback.

The AGC responded on 12 December 2023, while the MOF and BHEUU provided feedback on 18 December 2023 and 19 December 2023, respectively.

09 🤝 LLPA 2012

INITIATIVE 9

Compound Reduction of 90% for Common Offences under the LLPA 2012

A compound reduction of 90% from the original value of the compound for common offences under sections 68(2) and 68(3) of the LLPA 2012 was initiated on 3 July 2023.

Total LLPs that have received a 90% compound reduction: **1,698**

(3 July 2023 - 31 December 2023)

HUMAN CAPITAL ACTIVITIES

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 31 participants reported on 1 March 2023. This one (1) year programme combines intensive soft skills training and on the job training opportunities.

SSM Induction Course

The Induction Course is an annual programme organised for newly joined employees. The programme was attended by a total of 54 participants and was divided into two (2) groups where Group 1 was held from 17 to 26 May 2023 and Group 2 was held from 7 to 16 June 2023. Both sessions were held at Lumut, Perak and Banting, Selangor.

SERVICE DELIVERY

Excellence Service Award Ceremony of KPDN with Agencies

On 25 May 2023, KPDN organised the Anugerah Perkhidmatan Cemerlang KPDN and Agencies for 2022 and was officiated by the late Datuk Seri Salahuddin bin Ayub, the Minister of PDN. The Agencies involved together with SSM are Intellectual Property Corporation of Malaysia (MyIPO) and Malaysia Competition Commission (MyCC). A total of 63 SSM employees were honoured with excellence service award for their exceptional performance in 2022.

SSM Pre-Retirement Programme

The SSM Pre-Retirement Programme aims to assist future retirees to prepare themselves to face the psychological and emotional aspects in facing the future world of retirement. In addition, the Programme hopes to increase participants' awareness and understanding of financial management planning ahead of retirement. Talk sessions were conducted by professionals that are subject matter experts. It was held from 30 July to 2 August 2023 in Langkawi Island with 30 participants from all SSM offices across Malaysia.

Sports Carnival of the KPDN with Agencies

The KPDN Sports Carnival for 2023 took place from 5 to 10 September 2023 at Universiti Sains Malaysia, Penang. This event featured nine (9) sports competitions aimed at promoting sportsmanship and unity among various ministries and agencies. Officers from the KPDN Office and agencies across Malaysia participated in the carnival and SSM proudly secured 3rd place overall with the involvement of 97 officers.

SSM Health & Wellness Day

SSM's Health & Wellness Day is an annual event aimed at raising awareness among employees about the importance of personal health care. This year, the health carnival was organised in conjunction with World Mental Health Day to highlight the significance of mental health care. The event took place on 10 October 2023 at Menara SSM@Sentral, attracting a total of 249 employees for health screenings. Additionally, informative talk sessions on mental health were conducted and booths selling health products were set up to further support employees in their wellness journey. This initiative underscores SSM's commitment to fostering a healthy work environment and promoting the well-being of its workforce.

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SSM Strategic Performance Management Course

The Strategic Performance Management Course took place from 29 November to 2 December 2023, with 19 participants from SSM's Top and Middle Management in attendance. The primary aim of this course was to provide SSM leaders with a comprehensive understanding of Employee Performance and Competency Management (PCMS).

Transformational Leadership and Organisational Management Course

The Transformational Leadership and Organisational Management course was held from 18 to 21 December 2023. This programme engaged 20 participants from the Middle Management group of SSM. Through this course, participants developed key skills in transformational leadership and organisational management, equipping them to lead effectively and drive organisational success in the evolving corporate landscape.

SSM Staff Events

Various staff events were conducted throughout 2023, including:

(a)   Participation in the national-level Maulidur Rasul 1445H parade and celebration at the Putrajaya International Convention Centre (PICC);
(b)   Participation in the national-level Maal Hijrah celebration at the Kuala Lumpur World Trade Center (WTC);
(c)   Chinese New Year and Deepavali celebrations;
(d)   Distribution of dates and breaking fast ceremony in conjunction with the celebration of the month of Ramadan;
(e)   Hari Raya Aidilfitri Celebration; and
(f)   SSM Annual Dinner.

SSM INNOVATION PLAN 2025-2030

The SSM Innovation Plan 2025-2030 was initiated in 2022 by the SSM Innovative & Creative Implementation Committee and the Innovative & Creative Steering Committee. This proposal received approval from SSM Management on 30 January 2023, facilitating its implementation by the appointed Committee.

The primary objective of the plan is to cultivate a culture of innovation within SSM, enabling the organisation to adapt to evolving challenges and opportunities. Building upon previous initiatives such as the implementation of MS ISO 9001:2008 and the 5S programme, the plan aims to establish a strong foundation for quality service delivery.

As SSM aspires to be a leading corporate and regulatory registry authority, the Innovation Plan outlines strategies to maintain relevance and competitiveness in a rapidly changing environment. Key areas of focus include:

(a) **Meeting Evolving Customer and Stakeholder Demands:**
Enhancing responsiveness to changes in customer and stakeholder expectations;

(b) **Optimising Technology Capabilities:**
Leveraging the latest technologies to improve operational efficiency and effectiveness;

(c) **Introducing New Service Delivery Approaches:**
Exploring innovative methods for service delivery when existing approaches fall short; and

(d) **Enhancing Efficiency and Cost Control:**
Increasing operational efficiency while managing financial resource constraints.

By implementing the SSM Innovation Plan 2025-2030, SSM aims to foster an innovative mindset among its workforce and position itself for future success.

OCCUPATIONAL SAFETY AND HEALTH (OSH) BEST PRACTICE BENCHMARKING VISITS

OSH is a multidisciplinary field that plays a critical role in safeguarding workers from hazards, accidents and injuries in the workplace. Its primary aim is to create a safe and healthy work environment, recognising that incidents can occur at any time.

By prioritising OSH, employers can significantly reduce the risk of accidents by proactively identifying and mitigating workplace hazards. A safe and conducive working environment enhances the physical, mental and emotional well-being of employees, which in turn boosts productivity and efficiency.

When employees feel safe and valued, they experience reduced work-related stress and greater job satisfaction, fostering a harmonious relationship between employers and staff. Additionally, employers can lower costs associated with managing workplace accidents, which often include medical expenses, rehabilitation, lost productivity and potential legal fees.

In light of these benefits, the OSH Committee (JKK) at SSM conducted a comprehensive study of best OSH practices in both government and private sectors. The aim was to create a more effective environment for enhancing OSH performance within SSM. To this end, SSM through the OSH Committee, organised benchmarking visits to selected organisations to gather insights on best practices and improve OSH implementation in SSM.

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Programme details:

Session 1

Petaling Jaya City Council (MBPJ) on 10 April 2023

Session 2

AmBank Group, Menara AmBank, Kuala Lumpur on 22 May 2023

These benchmarking visits provided SSM with invaluable insights into effective OSH practices from various organisations.

The key objectives achieved through these visits include:

(a) Establishing strategic relationships between SSM and the visited organisations;

(b) Creating a platform for exchanging views and suggestions to enhance OSH knowledge, practices and capabilities;

(c) Identifying and understanding best practices that can serve as benchmarks for promoting OSH in the workplace;

(d) Improving the effectiveness of OSH-related programmes; and

(e) Examining the steps taken by other organisations to comply with OSH laws and regulations.

FIRE SAFETY AND FIRE SAFETY ORGANISATION TRAINING FOR SSM HEADQUARTERS EMERGENCY RESPONDERS

On 26 and 27 June 2023, a comprehensive training on fire safety and fire safety organisation was conducted in collaboration with the Jalan Hang Tuah Fire and Rescue Station. This training was attended by 7 members of the SSM Headquarters Emergency Response Team (ERT) at Menara SSM@Sentral.

The primary objective of this training was to enhance awareness and proficiency concerning fire safety measures in buildings and workplaces. Participants successfully achieved the following goals:

(a) Gained in-depth knowledge and skills related to fire safety practices, particularly in workplace settings;

(b) Developed proficiency in the use of fire safety equipment and fire prevention systems within buildings;

(c) Understood the roles and responsibilities of the SSM ERT in managing emergency situations, especially those involving fire incidents and building evacuations; and

d) Prepared themselves for emergencies through continuous education and practical exercises.

MENARA SSM@SENTRAL EVACUATION SIMULATION

On 6 July 2023, SSM, in collaboration with the Jalan Hang Tuah Fire and Rescue Station, organised a building evacuation simulation at Menara SSM@Sentral. This event involved a total of 817 occupants, including tenants, vendors, cafeteria operators, kindergarten operator and customers.

The annual training aimed to assess the proficiency of the SSM ERT and the overall preparedness of personnel for emergency situations. The drill was executed safely and successfully, with positive reports and evaluations from the Jalan Hang Tuah Fire and Rescue Station.

HAZARD IDENTIFICATION, RISK ASSESSMENT AND RISK CONTROL (HIRARC) PROCEDURE REVIEW WORKSHOP AND PREPARATION OF SSM HIRARC

The HIRARC Procedure Review Workshop and the preparation of the SSM HIRARC took place from 12 to 15 September 2023. HIRARC enables SSM to effectively manage and control hazards in the workplace. Implementing HIRARC is also part of the general obligations of employers under the Occupational Safety & Health Act 1994 (Act 514).