

Pos Malaysia Berhad Mesyuarat Agung Tahunan ke-33

Isnin, 26 Mei 2025



FOR A BETTER
TOMORROW

CHARLES BREWER

Ketua Pegawai Eksekutif Kumpulan



2024 SEIMBAS LALU





FOR A BETTER
TOMORROW

IMBASAN TAHUN 2024



Makro Ekonomi dan Trend Pasaran

- Pertumbuhan ekonomi kekal stabil meskipun berdepan cabaran luaran
- Dasar inflasi dan kewangan
- Perdagangan luar dan perkembangan mata wang
- Cabaran dan peluang struktur



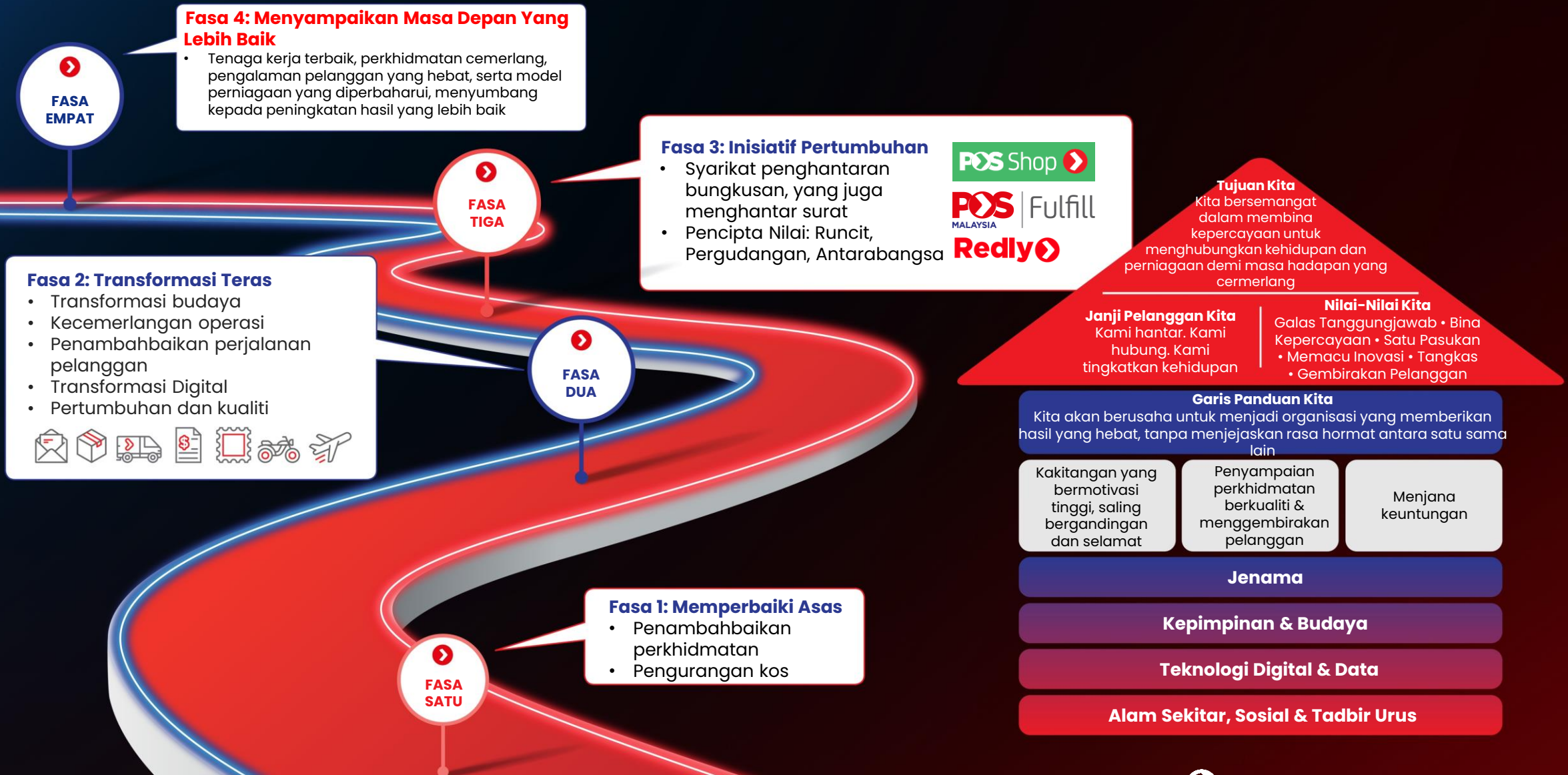
Sorotan Kewangan Kumpulan Tahun Kewangan 2024

RM 'billion	Tahun Kewangan 2024
Hasil Kumpulan	1.85
Postal	1.03
Pos Logistics	0.26
Pos Aviation	0.37
Lain-lain	0.19
Kerugian Sebelum Cukai Kumpulan	(0.18)

Sumber: Laporan Tahunan Pos Malaysia 2024

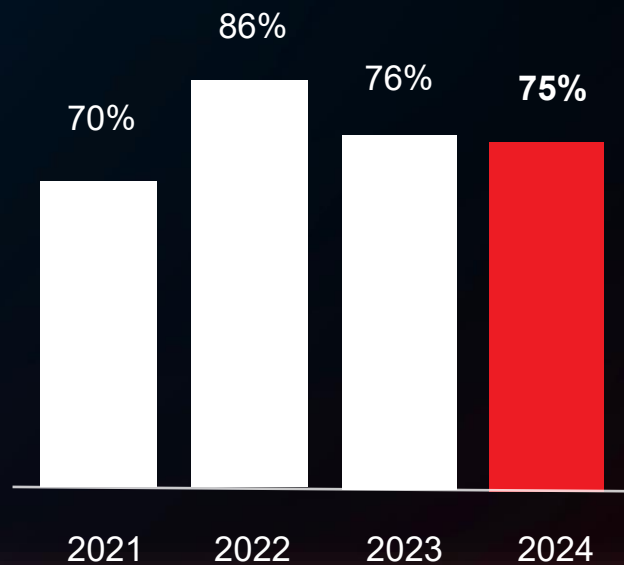


Pelan hala tuju transformasi



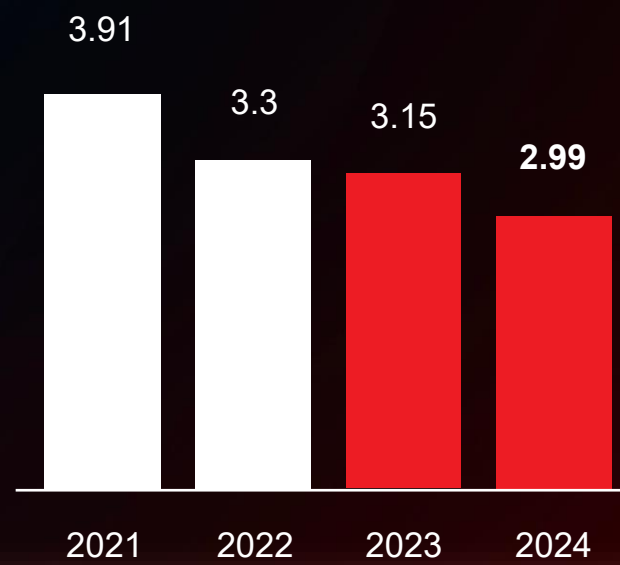
#1: Kakitangan yang bermotivasi tinggi, saling bergandingan dan selamat

Penglibatan Pekerja



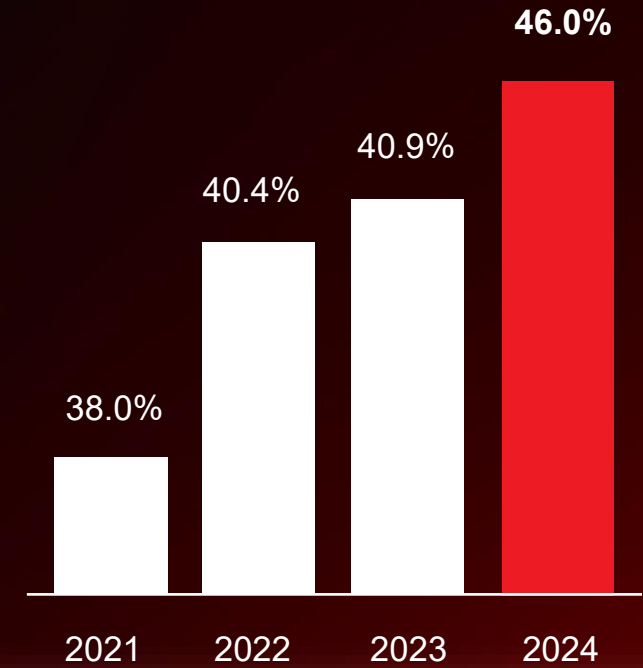
Sumber: Tinjauan Pekerja Pos Malaysia dan Kyzense

***Kadar Kekerapan Kecederaan Mengakibatkan Kehilangan Masa Bekerja**



Sumber: Laporan OSH Pos Malaysia
*Lost Time Injury Frequency Rate' (LTIFR)

Kepimpinan Wanita

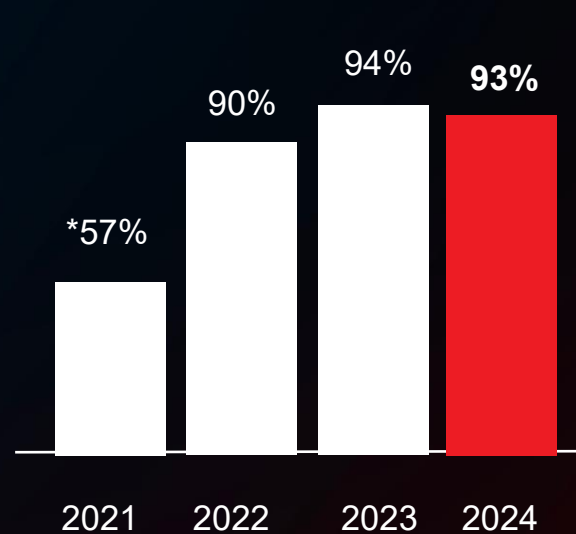


Sumber: Statistik Modal Insan Pos Malaysia



#2: Penyampaian perkhidmatan berkualiti & menggembirakan pelanggan

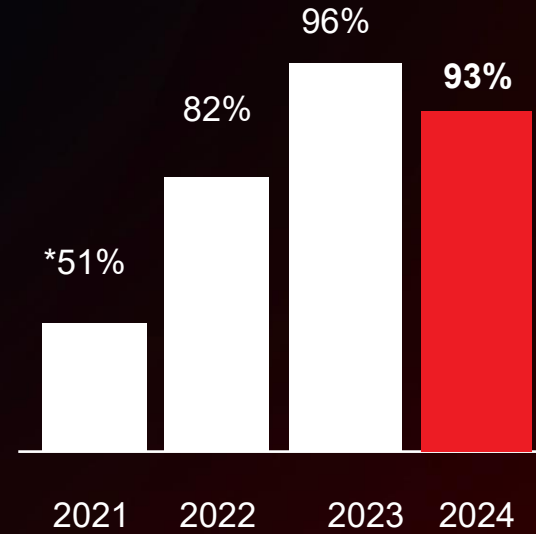
SLA D+1 Kurier



*Ogos 2021

Sumber: Fail Induk Kewangan Pos Malaysia

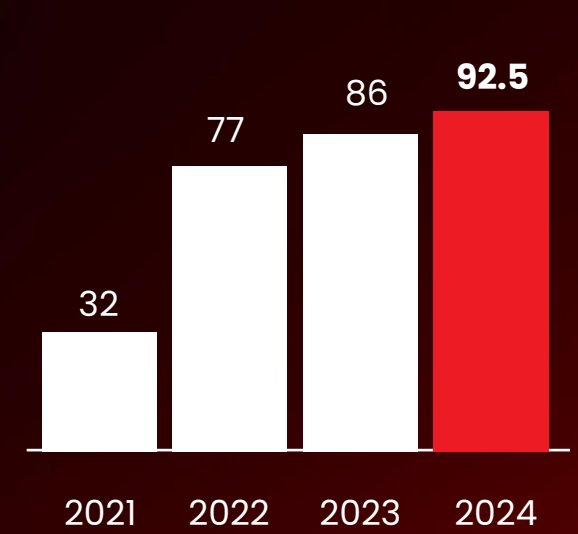
SLA Mel



*Ogos 2021

Sumber: Laporan Sistem Pemantauan Surat Ujian Pos Malaysia (TLMS)

*Skor Promoter Bersih - Peruncitan

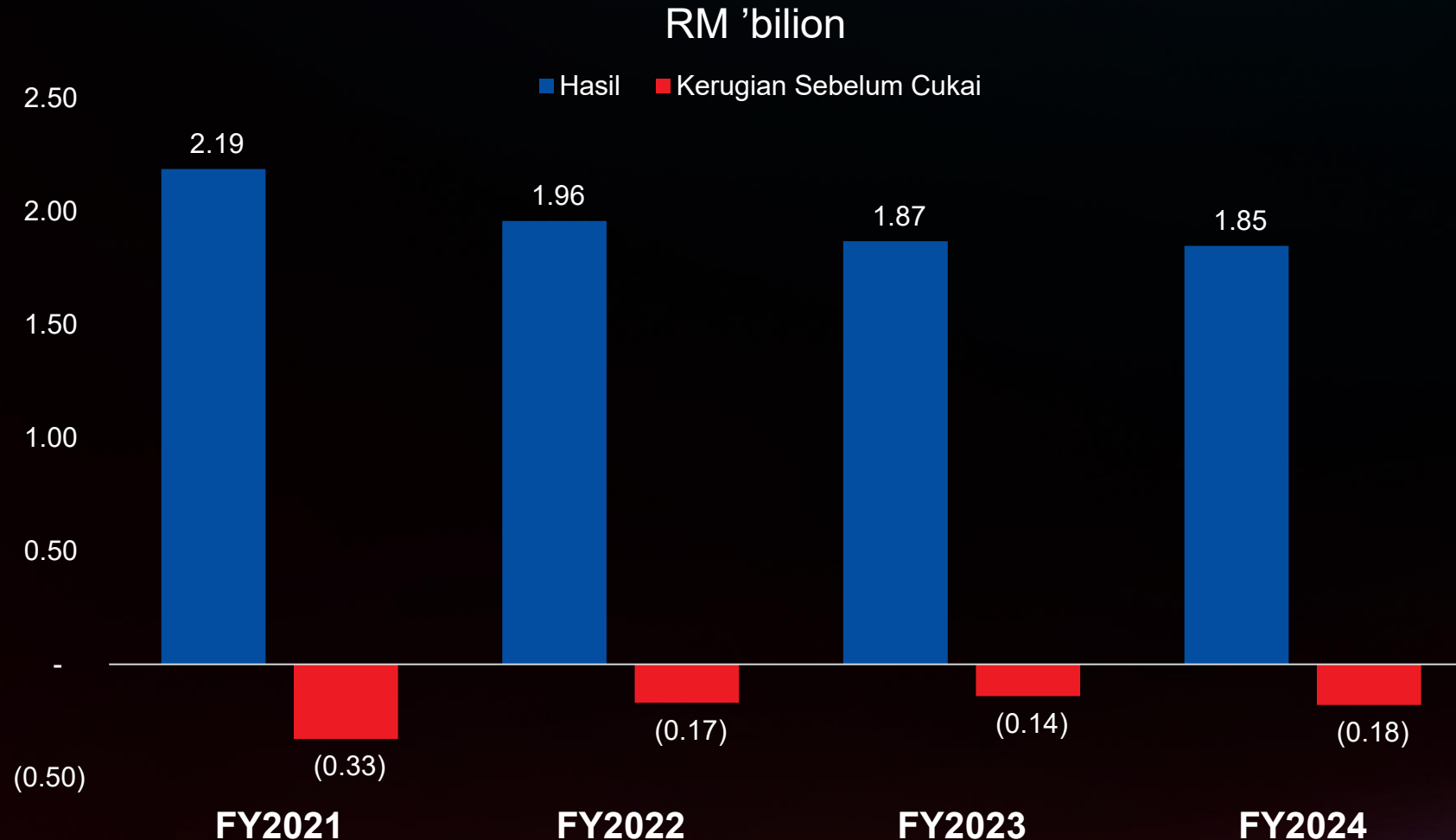


Sumber: Sistem Qualtrics Pos Malaysia
* Net Promoter Score (NPS)



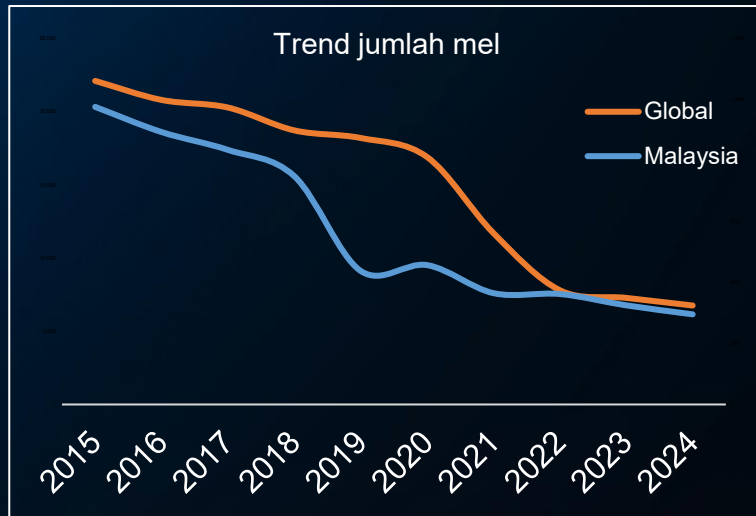
#3: Menjana keuntungan

Walaupun pelbagai usaha telah dilakukan, pelan transformasi masih belum menghasilkan keputusan kewangan seperti yang diharapkan



Apakah punca sebenar masalah perniagaan

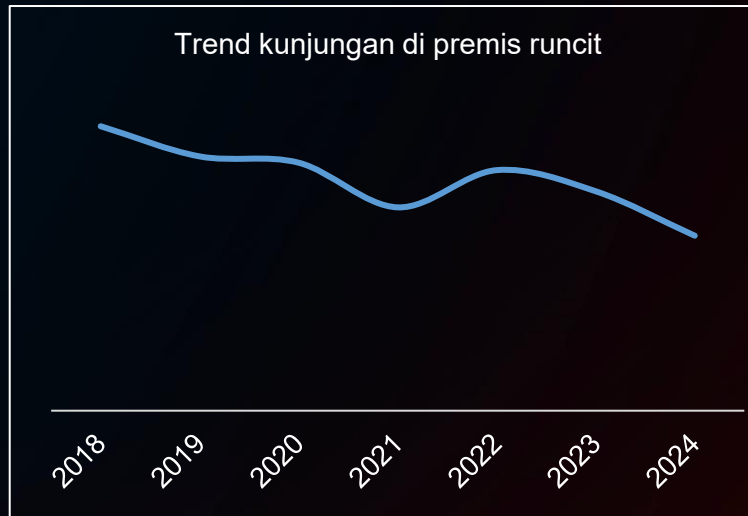
Mel



- Penurunan jumlah surat, penggantian digital
- Peningkatan alamat, kepadatan berkurangan
- Mandat Perkhidmatan Pos Sejagat (USO) untuk menghantar ke setiap kawasan
- Peningkatan kos pekerja

Sumber: Laporan Tahunan Pos Malaysia 2024 dan Laporan UPU 2024

Peruncitan



- Penurunan kunjungan pelanggan, penggantian digital
- Mandat USO >1,000 Lokasi perkhidmatan
- Peningkatan kos pekerja yang berterusan

Sumber: QMS.

Nota: Data bilangan pengunjung (footfall) QMS tersedia mulai tahun 2018 dan seterusnya.**

Kurier



- Persaingan tinggi >100 pemegang lesen kurier
- Sebahagian besar bungkusan daripada platform dikendalikan secara logistik dalaman
- Tiada pilihan kurier (masking) dibenarkan oleh platform
- Hasil yang semakin merosot

Sumber: Laporan Kearney dan Laporan Tahunan Pos Malaysia 2024

Cabaran ini bukanlah sesuatu yang unik, kerana pengendali pos di seluruh dunia turut menghadapi situasi yang sama

Sydney Today 15 °/ 27 °

news.com.au

National World Lifestyle Travel Entertainment Technology

Finance > Business > Retail

Australia Post proposes to increase basic postage stamp prices to curb financial loss

With less and less Aussies sending letters by mail, Australia Post is hoping to increase stamp prices in an effort to curb its financial losses.

Postal Mail Volume Decreases in Japan by 45% in Just Over Two Decades

Economy | Society Feb 26, 2024

Budget 2020: Govt injects \$280m into NZ Post as service 'no longer commercially viable'

Canada Post

https://www.canadapost-postescanada.ca/news-release

New repayable funding from the Government of Canada

24 Jan 2025 — The Government of Canada has informed Canada Post that it is providing funding of up to \$1.034 billion available to the Corporation through the ...

BBC

Denmark postal service to stop delivering letters

6 March 2025

Adrienne Murray & Paul Kirby

J&T's race to the bottom in SEA logistics sparks backlash

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NEWS RELEASES | 19 September 2023

Postage Rates to Increase Amid Rapidly Rising Costs and Declining Mail Volumes

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Domestic Postage Rates to Increase by 20 Cents

SINGAPORE, 19 September 2023 — Singapore Post Limited ("SingPost" or the "Group") today announced that the rate for standard regular mail will be increased by 20 cents to 51 cents, up from the current 31 cents to reflect the escalating costs of maintaining the postal service. The new rates are effective 9 October 2023. The last significant rate increment was nine years ago in 2014 when postage increased from 22 cents to 30 cents.

KPPU Investigates Alleged Monopoly of Delivery Services on E-commerce

February 06, 2024, 09:21 PM | Reporter: Wendy Yulia Susanto

KONTAN/Muradi

The Connexion

FRENCH NEWS IN ENGLISH SINCE 2002

French News Your Questions Practical Money Learning French Interviews Explore France All categories

La Poste told to look at stopping six-days-a-week post deliveries in France

The postal service's business model needs to

Singapore

Government may allow SingPost to raise postage rates in order to remain viable

Senior Minister of State for Communications and Information Tan Kiat How said IMDA will work further with SingPost on a "fundamental review" of the future of Singapore's postal service, given the rise of logistics and e-commerce players.

Singapore POST

The Singapore Post sign at a post office in Singapore. (File photo: Reuters/Thomas White)

THE STRAITS TIMES

BUSINESS

LOG IN SUBSCRIBE

SINGAPORE – Mail deliveries could be under threat amid a wide-ranging review by Singapore Post that will put the loss-making division under the microscope.

The review comes as the post and parcel unit reported its first-ever annual loss, an outcome that is expected to continue given the decline in consumers using mail services.

SingPost group chief executive Vincent Phang told a results briefing on Thursday that the review had only just begun, and he could not predict how long it would take.

Dan keadaan pasaran domestik kurier Malaysia tidak dapat kekal bertahan dalam jangka masa panjang..

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ASK EDGE BURSA SGX Stock Name

Home > GDEX's net loss widens to RM8.2 mil in 3Q

Corporate Malaysia

GDEX's net loss widens to RM8.2 mil in 3Q

By Anis Hazim / theedgemalaysia.com 27 Nov 2023, 09:12 pm

HongLeong Asset Management
Hong Leong Dividend Fund



KUALA LUMPUR (Nov 27): GDEX Bhd's net loss widened by 24.19% to RM8.16 million or 0.14 sen per share in the third quarter ended Sept 30, 2023 (3QFY2023), from RM6.57 million or 0.12 sen per share reported a year earlier, amid a weaker showing by its logistics business.

Revenue, however, rose 6.13% to RM101.11 million from RM95.28 million in 3QFY2022, fuelled by the express delivery and information technology segment, according to the logistics and express carrier's bourse filing.

THE EDGE
CEO MORNING BRIEF

UNION-UNION ANCHORS SELL 5.99% KIB STAKE FOR RM27.5 MIL, CEASES TO BE MAJOR SHAREHOLDER p6

Nationwide Express to cease operations after 37 years

Singapore's Temasek to write down over US\$200 mil in FTX

5G NOW WITH U



Nationwide Express to cease operations after 37 years

A Promise Delivered
Nationcare: 1 300-222-777
www.nationwide.com.my

NEW STRAITS TIMES BT

BUSINESS

CJ Century Logistics disposes loss-making courier unit for RM7.47mil

By Farah Adilla
June 4, 2021 @ 6:54pm



ing environment of the company's
has been challenging due to stiff
courier logistics service providers and the

PREMIUM CONTENT ⓘ

 Simon Huang · 24 Mar 2023 · 4 min read

Challenging times ahead for Ninja Van as losses spike and growth slows

Apakah langkah untuk menangani cabaran asas perniagaan?



Kawal selia: Suruhanjaya Komunikasi dan Multimedia Malaysia (SKMM) tentang Perkhidmatan Pos Sejangat (USO)



Kawal selia: AMEC dan MyCC tentang 'unmasking'



Kawal selia: Pendekatan wajib terhadap harga minimum bungkusan



Modal perniagaan yang diperbaharui

*USO: Universal Service Obligation

AMEC: Association of Malaysian Express Carriers

14 MyCC: Malaysia Competition Commission



Kami menyampaikan untuk masa depan yang lebih baik and mampan



1,382 kenderaan EV



Pengurangan pelepasan karbon sebanyak 15% bagi setiap kenderaan



Sistem solar PV dipasang di 17 premis



Mengitar semula 366 tan sisa operasi



“Flyers” diperbuat daripada 65% bahan kitar semula



2025, fokus dan perubahan demi masa depan yang lebih baik



Terus mengukuhkan teras perniagaan



Membangunkan aliran hasil baharu yang menguntungkan



Pengutamaan digital



Mengoptimumkan perniagaan



Mendorong perubahan kawalselia





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TERIMA KASIH



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