

SUSTAINABILITY STATEMENT



OUR SUSTAINABILITY APPROACH

This Sustainability Statement (“Statement”) covers the operations of the EITA Group of Companies (“EITA” or the “Group”) located in Malaysia, Singapore and Indonesia. It encompasses our various business segments namely, Manufacturing, Marketing and Distribution, Services and High Voltage System.

In previous Sustainability Statement reports, we highlighted selected data for comparison between current and previous year only. However, for this reporting cycle we have included graphs to show the trends for the past five (5) years.

SUSTAINABILITY STATEMENT

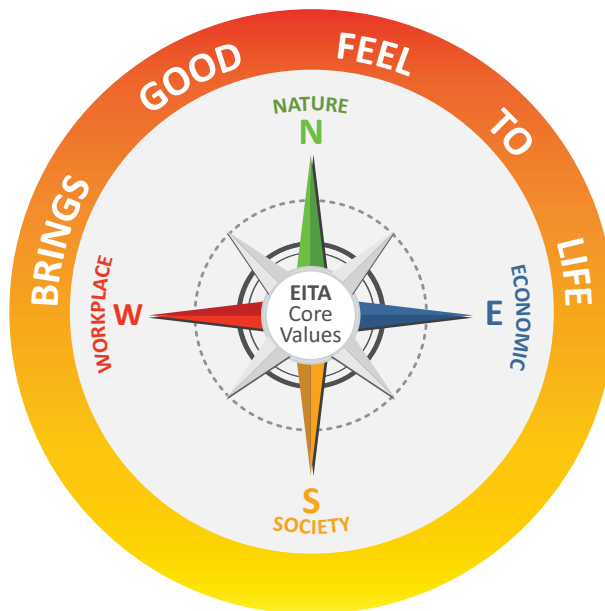
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Our Corporate Tagline “Brings Good Feel To Life”

“Brings good feel to life”, is our corporate tagline which highlights shared benefits to all stakeholders. In our mission to strive for long-term business sustainability, EITA embraces its role as a responsible corporate citizen. We strive to conduct our business ethically together with social and environmental best practices.

“The essence of this tagline is reflected in the keywords “Good Feel”. As employees, we are EITA “Good Feel” ambassadors, we all need to be the very best that we can be and practice mindfulness when carrying out our duties as we serve our stakeholders. Only then would our actions and outputs be viewed as holistic **Win-Win outcome** for all concerned.” – Fu Wing Hoong, Group Managing Director.

This tagline acts as the guiding principle and it encompasses our Core Values and Sustainability Compass.



Our Core Values

At the very heart of our business sustainability approach lies the Spirit of our Core Values as reflected in our EITA acronym:

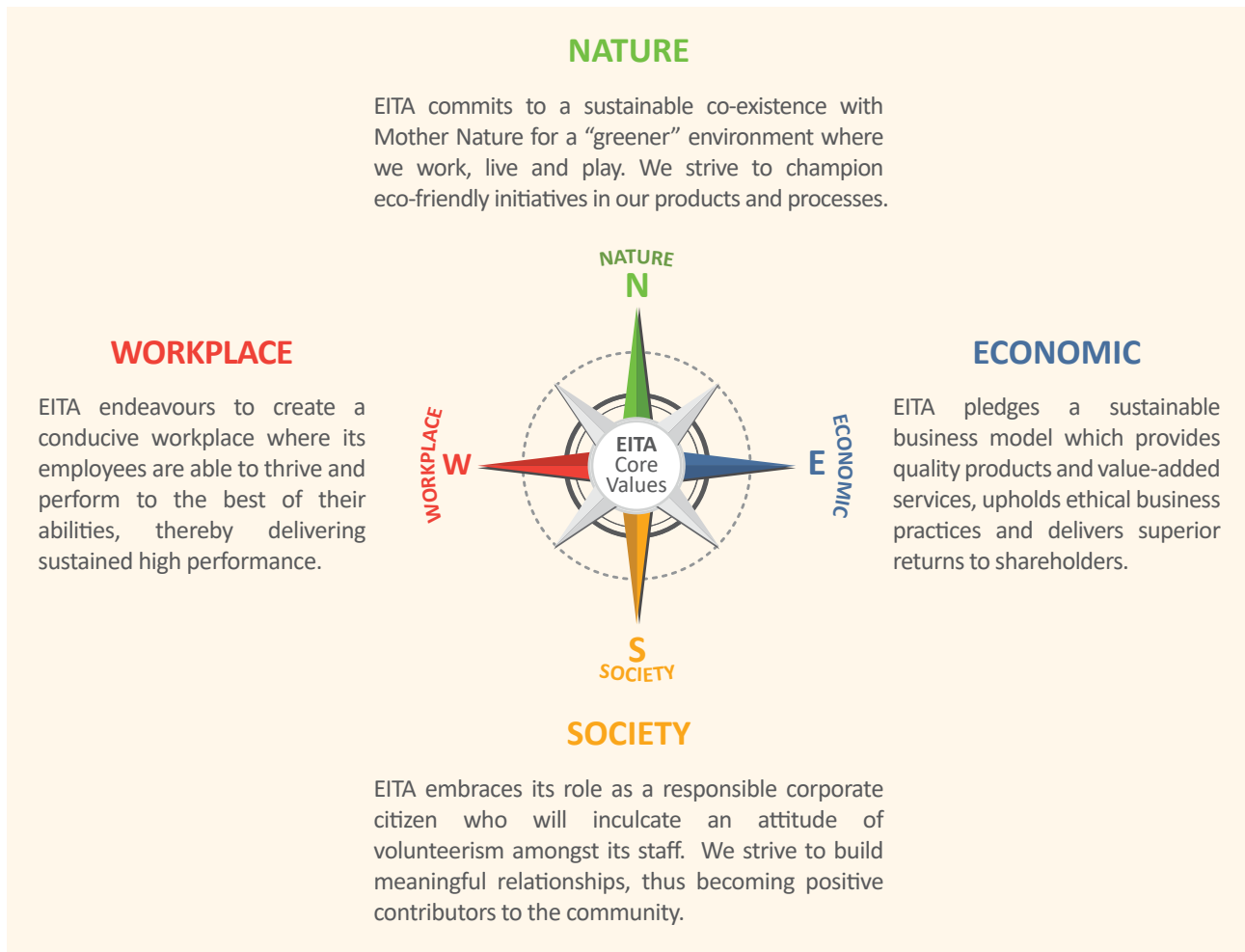
- E – Excellence:** In our quest for excellence, we seek sustained and strategic business growth for the company and its employees, and to optimise shareholders’ returns.
- I – Integrity:** We shall carry out our duties with the utmost integrity, grounded in sound moral and ethical principles.
- T – Trust and Respect:** It is through trust and mutual respect that we build strong working relationships and teamwork.
- A – Accountability:** We shall demonstrate full accountability and be responsible for all our actions, decisions and behavior.

SUSTAINABILITY STATEMENT

cont'd

Our Sustainability Compass

Our Sustainability Compass with its four (4) cardinal points acts as shining beacons to EITA's Sustainability Approach.



SUSTAINABILITY STATEMENT

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SUSTAINABILITY GOVERNANCE

As for overall sustainability governance, the Executive Committee consisting of the Board of Directors and led by our Group Managing Director sets the overall corporate sustainability strategy and provides impact oversight on the Group's sustainability initiatives.

The Sustainability Working Group ("SWG") is headed by our Executive Director, Mr. Lee Peng Sian. He reviews sustainability implementation and performance indicators and is supported by our Chief Financial Officer (CFO). The SWG comprises designated management and executives from various subsidiaries and departments. They are responsible for materiality assessment, drive implementation, monitor and report sustainability initiatives.

Ongoing governance processes are periodically reviewed and refined to incorporate sustainability best practices for greater effectiveness and efficiency.



SUSTAINABILITY STATEMENT

cont'd

STAKEHOLDER ENGAGEMENT

The Group acknowledges the importance of both internal and external stakeholders' contributions to EITA's sustainable growth. We work closely with both our internal and external stakeholders in a timely and open manner to identify and address sustainability. Ultimately, this helps us make informed decisions to achieve our sustainability objectives.

Stakeholders	Mode of Engagement	Sustainability Focus Areas
Shareholders/Investors	<ul style="list-style-type: none"> * Annual General Meeting * Annual Report * Quarterly Results Announcements * Websites * Analyst briefings * Media interviews and releases 	<ul style="list-style-type: none"> * Company performance * Dividend * Business strategy and plans * Corporate governance * Corporate activities
Customers/Distributors	<ul style="list-style-type: none"> * Direct engagements * On-site meetings * Customer Satisfaction Surveys * Exhibitions * Corporate website 	<ul style="list-style-type: none"> * Relationship management * Supply chain management * Quality of product & services * Project management
Suppliers/Contractors/ Consultants	<ul style="list-style-type: none"> * Direct engagements * On-site inspections 	<ul style="list-style-type: none"> * Relationship management * Supply chain management * Quality of product & services * Occupational health & safety
Government/Regulatory authorities	<ul style="list-style-type: none"> * Participation in programmes organised * On-site inspections 	<ul style="list-style-type: none"> * Corporate governance * Regulatory compliance
Media/Analyst	<ul style="list-style-type: none"> * Media interviews & releases * Analyst briefings * Advertisements 	<ul style="list-style-type: none"> * Timely communications
Employees	<ul style="list-style-type: none"> * Learning & Development programme * Employee Engagement Survey * Performance Appraisal * Company activities (Sports Club, Annual Dinner, Quarterly Birthdays) 	<ul style="list-style-type: none"> * Career development & advancement * Fair Employment practices * Workplace conduciveness * Safety, health and welfare * Balanced lifestyle
Local communities	<ul style="list-style-type: none"> * Volunteering programmes * Community engagement programmes 	<ul style="list-style-type: none"> * Good Corporate Citizenship * Safety practices * Environmental practices

SUSTAINABILITY STATEMENT

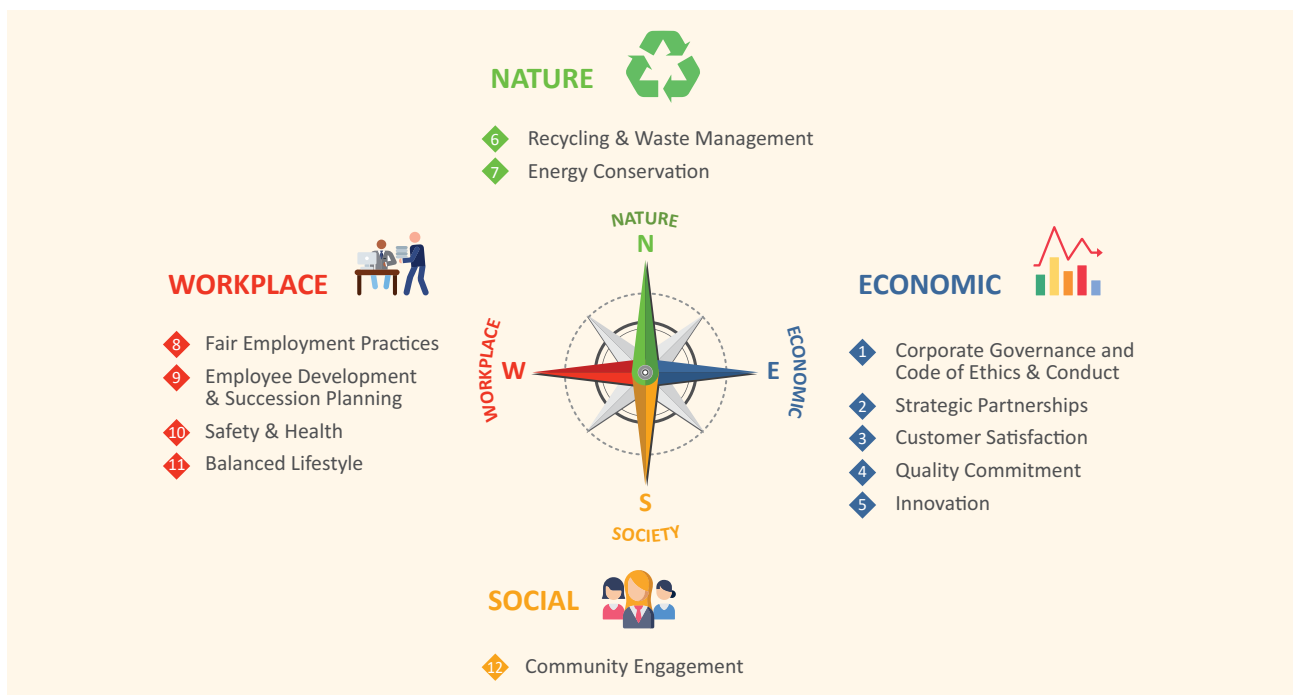
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MATERIALITY

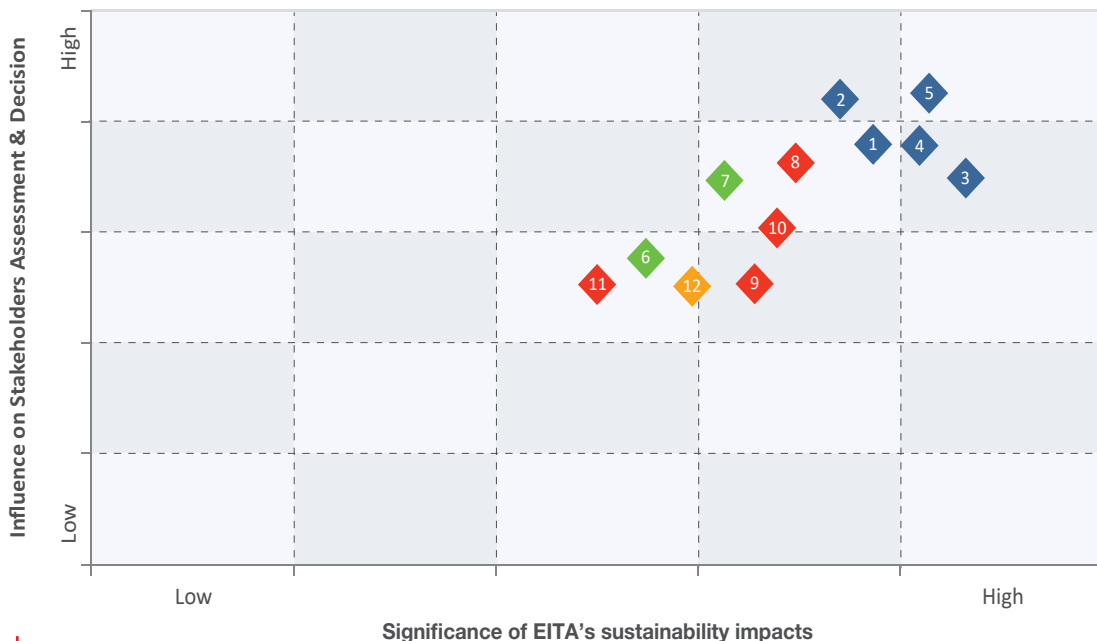
Following Bursa Malaysia’s Sustainability Reporting Guide and Toolkits, EITA has adopted a structured materiality assessment approach in identifying relevant sustainability matters.

Our approach in materiality assessment and in developing the Materiality Matrix is to evaluate the significant material sustainability matters within the four cardinal points of our Sustainability Compass that are most impactful to our long-term business sustainability and in harmony with our stakeholder interests.

Materiality Matters



Materiality Matrix



SUSTAINABILITY STATEMENT

cont'd

Each sustainability matter is mapped against the respective stakeholder group across our business value chain. Concurrently, we also match the impact created against United Nations Sustainable Development Goals (SDGs) framework.

Our Stakeholders	Shareholders/ Investors	Customers/ Distributors	Suppliers/ Contractors/ Consultants	Government/ Regulatory Authorities	Media/ Analyst	Employees	Local Communities	Contributions to SDGs
Sustainability Matters								
ECONOMIC								
Corporate Governance and Code of Ethics & Conduct	√	√	√	√	√	√		SDG#16
Strategic Partnerships	√	√	√	√	√	√		SDG#9, #12, #17
Customer Satisfaction	√	√			√	√		SDG#9, #17
Quality Commitment	√	√	√	√	√	√		SDG#9, #17
Innovation	√	√	√	√	√	√		SDG#9
NATURE								
Recycling & Waste Management	√	√		√		√	√	SDG#13
Energy Conservation	√	√		√		√	√	SDG#7, #12
WORKPLACE								
Fair Employment Practices	√			√		√	√	SDG#4, #5, #8
Employee Development & Succession Planning	√					√		SDG#4, #8
Safety & Health	√			√		√	√	SDG#3
Balanced Lifestyle	√					√		SDG#3
SOCIAL								
Community Engagement	√	√				√	√	SDG#10, #13



SUSTAINABLE DEVELOPMENT GOALS

17 GOALS TO TRANSFORM OUR WORLD



SUSTAINABILITY STATEMENT

cont'd

ECONOMIC SUSTAINABILITY



The Group's Sustainability Compass sets the direction towards achieving Economic Sustainability in terms of long-term profitability and growth for the Group.

- **Corporate Governance and Code of Ethics & Conduct**

Integrity is one of EITA's core values. We are committed to the principles of sound corporate governance as dictated in the Malaysia Code of Corporate Governance.

We continue our push for zero-tolerance of any form of bribes or corruption. In 2021, EITA conducted a group-wide evaluation exercise to remind and reinforce Anti-Bribery and Corruption guidelines. This exercise consisted of customised set of questionnaires targeted at various staff levels, namely, Technician, Non-executive, Executive and Management.

EITA's integrity initiatives are further supported by our Whistle Blowing Policy. For the financial year ended 30 September 2021 ("FY2021"), there were no reported cases.

- **Strategic Partnerships**

EITA understands that for business sustainability and long-term mutual benefits, it needs to develop strong strategic alliances with various business associates and stakeholders. Together we can leverage our collective strengths and synergise our resources to create a greater impact on our business and industry.

Collaborating with local and overseas partners on major projects such as MRT 1, MRT 2, LRT 3, and other challenging projects, has elevated EITA's staff knowledge and experiences.



This would improve our capabilities and expertise to handle even demanding projects in the future.

Overseas growth is vital for the Group, we will continue to expand our distribution network in ASEAN and the Middle-East regions, to seek and cultivate more strategic overseas partnerships.

- **Customer Satisfaction**

Our ability in satisfying customers' demanding expectations is the foundation in fostering long-term customer loyalty that drives business sustainability.

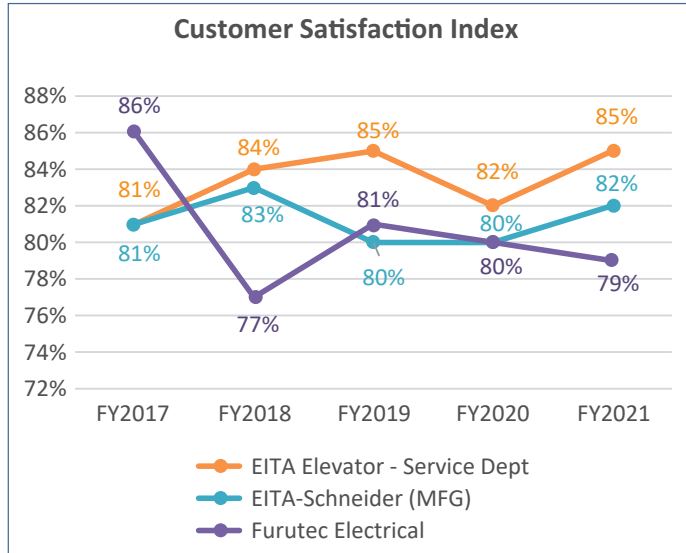
EITA is constantly exploring means and methods in elevating customer satisfaction in order to advance our business, such as, offering improved products, flexibility in customisation and faster deliveries. This also includes delivering a better overall customer service experience in sales, marketing support, project management, repairs and maintenance services.

SUSTAINABILITY STATEMENT

cont'd

For EITA Elevator (Malaysia) Sdn. Bhd. (“EITA Elevator”), the Maintenance and Service Department carries out Customer Satisfaction surveys on a quarterly basis. It has re-designed a new Customer Satisfaction survey with criteria ranging from promptness of delivery and services to quality of products and service, and from communication with customers to price competitiveness.

It sets an internal Customer Satisfaction benchmark of 80%. For FY2020, its Customer Satisfaction rating was at 82% which improved to 85% for FY2021. In line with our push to deliver greater customer satisfaction, numerous online technical training courses were conducted to upskill the Service team. We also expanded our pool of elevator Competent Persons to carry out timely safety inspections.



EITA-Schneider (MFG) Sdn. Bhd., our elevator manufacturing subsidiary is responsible for both local and overseas elevator sales. For FY2021, it also improved its Customer Satisfaction index to 82% as compared to 80% in FY2020. In order to be more responsive to its overseas customers, it has increased its overseas sales headcount.

With regard to Furutec Electrical Sdn. Bhd. (“Furutec Electrical”) in Penang, its Customer Satisfaction was revamped with an expanded set of survey metrics focused on product design, quality and technical support with a Customer Satisfaction target of 80%. For FY2021, it scored 79% as compared to 80% in FY2020. Upon further analysis, Furutec Electrical aims to improve on its delivery lead time.

- Marketing Support**

EITA continues to provide ongoing technical training to upskill its customers and business partners. Despite the pandemic, EITA Power System Sdn. Bhd. (“EITA Power System”) conducted virtual MMC Certified Installer courses and similarly, Furutec Electrical held several online Busduct Certified Installer programmes.

In embracing the new norm, Furutec Electrical even organised a virtual factory tour and conducted Acceptance Test for its international clients at its manufacturing plant in Penang.



SUSTAINABILITY STATEMENT

cont'd

We maintain our direct presence in Indonesia and Vietnam through our local Representative Office to provide on-the-ground marketing support for our business associates and customers. This allows us to proactively engage them and have a deeper understanding of the local business climate.



New norm – Online training for customers

- Quality Commitment**

EITA is committed to its quest to deliver high-quality products backed by superior service to support its customers and business associates. This allows EITA to compete effectively against other reputable brands.

Our own brands, EITA-Schneider® Elevator Systems, Furutec® Busduct Systems and PYROTEC® Fire-Resistant Cables, we continue to provide assurance of quality to our customers by complying with the latest international and local standards such as IEC, BS, CNS, EN81, SIRIM and others.

EITA also adheres to the latest management system standards such as ISO 9001:2015 Quality Management System and ISO 45001:2018 Occupational Health & Safety Management System. This is to ensure that we adhere to quality management principles to deliver consistent quality products and services with a strong customer focus and a process approach for continual improvement.

- Innovation & Improvement**



R&D in progress

In line with Mr. Fu Wing Hoong’s view, “We need to innovate for sustainability.”, EITA is committed to investing in research and development (“R&D”) to drive innovations and improvements to differentiate ourselves and to stay ahead of the competition.

Our in-house EITA Research & Development Sdn. Bhd. provides specialised research and development services for our own elevator and busduct products. Our R&D team is now focused on:

- o Furutec Electrical received a grant from MIDA to research and develop a new in-house IR4.0 solution. This involves developing specialised functions and processes, to monitor and provide key analytics for its production life cycle.
- o Collaborative Research in Engineering, Science and Technology (“CREST”). Under this CREST grant, this R&D project involves developing the next generation of busduct products that offers better energy throughput and cost savings by incorporating new composite material. This is also collaborative R&D project with a local university.
- o Internet-Of-Things (“IoT”). There are several ongoing IoT initiatives such as a cloud-based monitoring system for our elevators, integrating Facial Recognition into our elevator systems and sensors to measure elevator and busduct performance to enhance preventive maintenance.
- o Safety improvements. Ongoing R&D efforts to provide new safety features such as touchless buttons, lift ionizer and sterilizer for our elevator and escalator products in response to the pandemic.

With our very own Elevator Test Tower facility already up and running, the R&D team is now able to perform effective in-house R&D to further improve our elevator systems in terms of speed, safety, ride comfort, enhanced features and much more.

SUSTAINABILITY STATEMENT

cont'd

NATURE SUSTAINABILITY



EITA’s Nature Sustainability mission is grounded in the importance of co-existing with Mother Nature. We are mindful of the impact of our business decisions and operations on the environment, likewise the effects of the environment on us. As such, we endeavor to pursue green sustainable initiatives in terms of recycling, waste management, renewable energy and energy conservation.

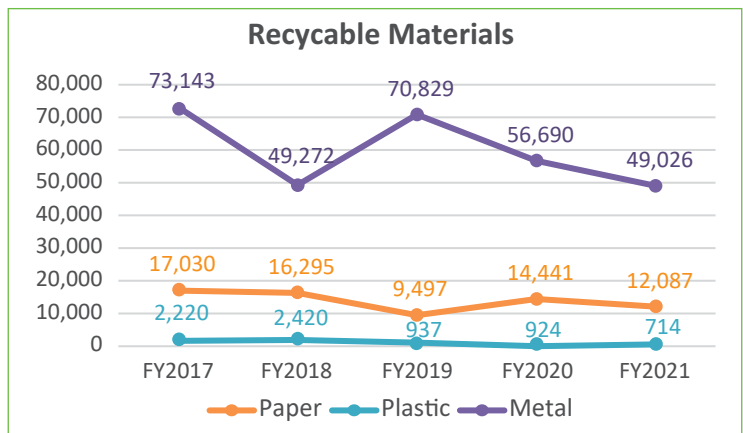
- Recycling and Waste Management**

Our Recycling Campaign which began in 2016, is already well-entrenched within EITA. The goal is to instill an active recycling mindset within the organization, at home and at the community level. And that we all need to play our part to protect the environment.

At Bukit Raja, there are no waste-paper baskets at the staff’s workstations. They will need to walk to the nearest Recycling Bins (Paper, Plastic, Metal) placed on their respective floors, segregate and drop off the recyclable materials.



For FY2021, we recorded a praiseworthy decrease in all our recyclable categories. The reasons for the decrease are twofolds; lockdowns causing slowdown in operations thus leading to lower operational waste and our staff’s ongoing recycling efforts. Meanwhile, we are constantly exploring ways to improve our waste management processes.



Our recycling initiative also has an extended Corporate Social Responsibility (“CSR”) component. Aligning and learning from like-minded Non-Governmental Organisations (“NGOs”) such as Tzu Chi Foundation Malaysia, we collaborate with them whereby they collect a portion of our recyclable materials on a regular basis. In turn, they would use the sales proceeds of these recyclable materials for their NGO’s charitable and welfare activities.

“To be able to instill a recycling mindset within the Group to help protect Mother Earth. Indeed, it is a worthy initiative I wholeheartedly support.”, Mr. Fu comments.

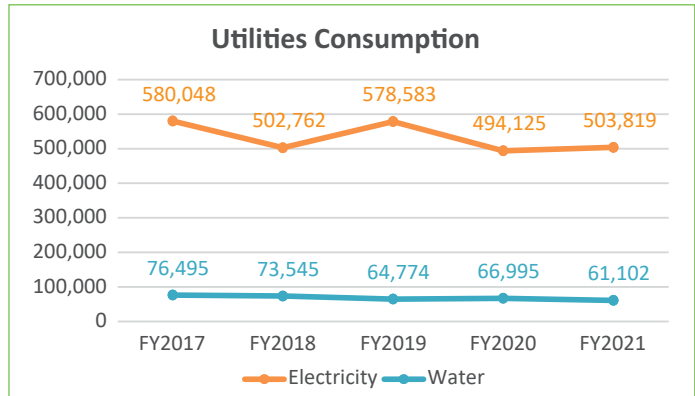
SUSTAINABILITY STATEMENT

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- Energy Conservation**

At EITA, we strive to inculcate good energy conservation habits within the staff, from the simplest act of switching off lights and air-conditioners while out-of-office, to encouraging the use of harvested rainwater to wash their cars.

For FY2021, the Group recorded a slight increase in electricity consumption due to the need to light up a larger built-up space at Bukit Raja. However, it is expected to be reduced once solar panels are installed at this site.



The new Bukit Raja office and factory have also implemented several energy conservation solutions. For instance, we installed energy-efficient LED lighting at the office areas and skylights for natural lighting for the factory. In addition, a rainwater harvesting system was installed which is being used for watering the plants at the compound, and washing the driveway and company vehicles.

- “Green” Renewable Energy**

Our first solar project was installing solar panels at the car-park rooftop at our Furutec factory in Penang in 2016. We are now embarking on a major solar project at Bukit Raja. The solar panels are to be installed on the rooftop of the factory with an estimated coverage area of about 1,700 square metres and an expected output of 25,000 AC power (kWh) per month. However, it has been delayed due to the pandemic. Installation is targeted to commence at the beginning of 2022.



	FY2020	FY2021
Solar energy	Estimated Savings	Estimated Savings
EEM/Bukit Raja	N/A	N/A
Furutec/Penang	RM9,272	RM9,500
Total CO2 reduction	14,590 kg	15,798 kg
Natural lighting	Estimated Savings	Estimated Savings
EEM/Bukit Raja	N/A	RM954
Furutec/Penang	RM477	RM477
Total CO2 reduction	745 kg	2,236 kg
Rain-water harvesting	Estimated Savings	Estimated Savings
EEM/Bukit Raja	N/A	RM420
Furutec/Penang	RM1,368	RM1,368
Total litres saved	456 K	636 K

SUSTAINABILITY STATEMENT

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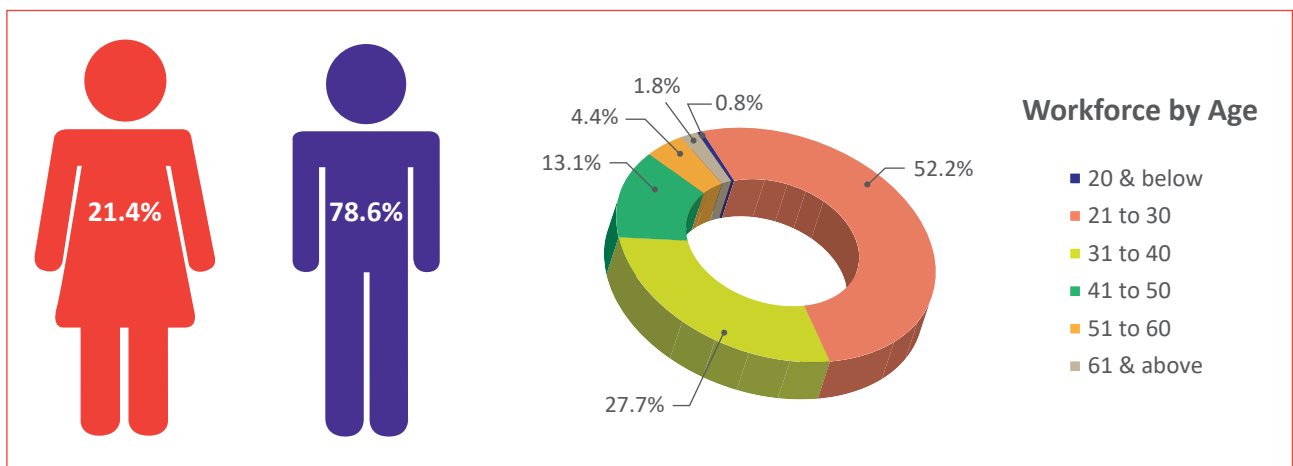
WORKPLACE SUSTAINABILITY



The Group acknowledges the importance of our dedicated staff’s collective commitment, knowledge, experiences and diversified skills that will help to continue propel EITA to attain sustainable growth.

EITA’s Workplace Sustainability efforts are focused on creating conducive work culture for its staff to thrive and perform to the best of their abilities, whilst promoting mutual respect and teamwork. We also aim to provide a rewarding work environment based on meritocracy to attract and retain top talents.

Our workforce profile:



About 81% of our staff are below 40 years old, indicating a relatively youthful and energetic workforce which is integral to ensuring a potential pool of talents geared for continued business sustainability.

- Employment Practices**

The Group advocates fair employment practices abiding by principles of equal opportunity and non-discrimination.

At our annual EITA Policy Review meeting, our Human Resources Policy is reviewed and benchmarked against the industry. Recommendations are proposed and where appropriate, they are adopted in order to offer a competitive overall remuneration and benefits package to our staff.

For FY2021, there were 56 Long Service Award recipients altogether, ranging from 5 years to 20 years of service. A virtual appreciation ceremony was held to present Long Service Awards to these deserving staff in recognition of their loyalty, dedication and contributions over the years.

Long Service	No. of employees
20 years	2
15 years	6
10 years	12
5 years	36
Total	56

SUSTAINABILITY STATEMENT

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- Employee Development & Succession Planning**

The growth and sustained success of any organisation is dependent on training, developing and retaining competent and capable employees by equipping them with relevant skills, knowledge, and work experiences. At EITA, we place significant importance on inculcating a learning culture within the organization.

During the pandemic period, our training classes have switched to virtual mode. Our in-house trainers and staff have adapted well to online learning which has allowed us to conduct more virtual classes. This has also helped in reducing our training expenditure.

Training & Development	FY2017	FY2018	FY2019	FY2020	FY2021
Training Expenditure (RM)	81,337	140,429	138,530	69,135	51,783
No. of training courses	65	79	81	138	234
Total training hours	3,266	4,698	5,257	5,352	9,632

In 2021, EITA Training Centre Sdn. Bhd. ("ETC") was formed to provide industrial-based training with its training facilities located at Bukit Raja. It is one of several training providers approved relevant authorities to conduct Lift Competent Person training and certification programmes. ETC is also an approved training provider under the Human Resource Development Corporation ("HRD Corp"), hence, it is eligible to offer HRDF claimable training courses.



- Safety & Health**

The Group recognises the significance of maintaining high standards of occupational safety and health management practices to ensure its employees, customers, the public and the environment are accorded the proper level of protection.

In early 2020, with the onset spread of the COVID-19 virus, EITA immediately set up a dedicated COVID-19 Safety & Health ("S&H") Task-force. It is headed by our Executive Director, Mr. Lee Peng Sian, backed by Human Resources Department with a representative from each subsidiary.

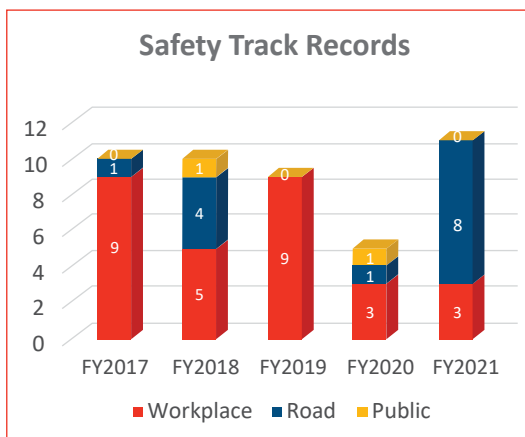


SUSTAINABILITY STATEMENT

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The various S&H Task-force efforts include:

- Ensure compliance related to our Government’s Standard Operating Procedures (“SOPs”) and various Movement Control Order (“MCO”) guidelines
- Weekly S&H task-force meeting for updates
- Monitoring of internal S&H SOPs, ranging from workplace sanitization to office zoning, from Work-From-Home guidelines to Visitors’ Safety guidelines, from organizing staff vaccination to the provision of RT test-kits and others
- Weekly S&H group-wide briefing and demonstration



Employees’ safety and well-being is one of our top agendas. We have already transitioned to the ISO 45001:2018 Occupational Health & Safety Management System and carried out our annual audit exercise accordingly.

Due to riders’ carelessness and road conditions, these factors resulted in higher road accidents for our Service Technicians on their motorcycle. Fortunately, these were all minor accidents. In order to reinforce road safety, plans have already been put in place to conduct Motorcycle Audit Checks and Ride Safety Courses.

To reinforce greater safety awareness, in early 2021, EITA Elevator implemented the EITA Safety Passport programme. This is a mandatory course for all field staff and sub-contractors in order to adhere to worksite safety best practices.



- **Balanced lifestyle**

To mirror our corporate “Brings good feel to life” tagline, EITA encourages its staff to embrace a balanced lifestyle of work, play and healthy living.

Fostering a better working relationship. EITA Sports Club, managed by elected staff, is responsible for organising fun and engaging activities for its members. However, in compliance with the Government’s safety SOPs, many planned group events had to be postponed in FY2021.



SUSTAINABILITY STATEMENT

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Promoting a healthier lifestyle. One of the major contributors to greenhouse gases is methane output from animal farming that has led to global warming and subsequent devastating effects on our climate. In doing our small part to protect our environment and at the same time advocate a healthier lifestyle, EITA continues to sponsor weekly “meatless” luncheons to encourage its staff to consume more vegetables. During some of these luncheons, staff get to enjoy motivational or educational presentations related to healthier living, recycling, protection of the environment and other related topics.



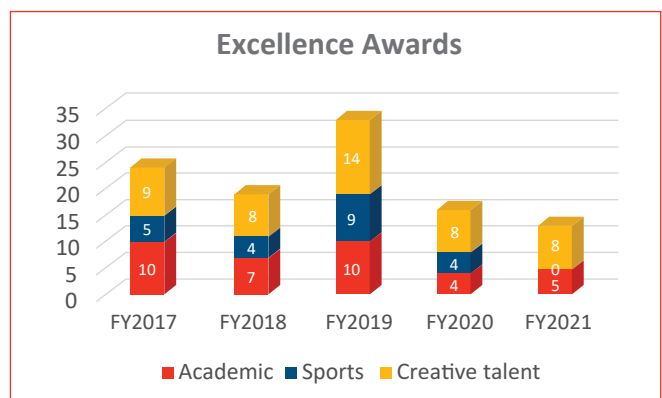
At Bukit Raja, with management support, a small hydroponic vegetable project was started on the roof of the main office block. It has proven to be quite successful, and as such, there are plans to invest in more hydroponic units to grow a variety of vegetables. Also, a “Best Meatless Meal Decoration” competition was held to further urge staff to embark on this journey of healthy eating. Winners received cash prizes.

Since 2016, the Group has made a deliberate decision to serve full vegetarian food for all its events, which include EITA Annual Dinner, in-house functions and training.

Encouraging well-rounded excellence. This balanced lifestyle message is also extended to the staff’s children to develop them into well-rounded individuals. We hold our annual EITA Excellence Award ceremony, specifically for our staff’s children to recognize their achievements in Academic Studies, Sports and Creative Talent pursuits. For FY2021, we had thirteen (13) recipients. These high achievers are rewarded with cash incentives to spur them to attain higher goals. The lockdowns caused schools to stop all sporting activities, thus no award given under the Sports category.



Similar to last year, we organized a fun and engaging virtual award ceremony for the parents and their children to celebrate their proud achievements.



SUSTAINABILITY STATEMENT

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SOCIAL SUSTAINABILITY

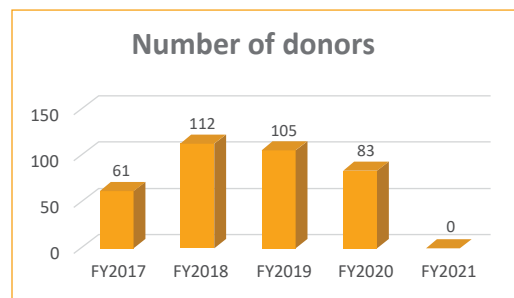
EITA is conscious of its Social Sustainability responsibilities. We strive to do our best to participate, contribute and build meaningful relationships with the communities.

“To reinforce our corporate tagline ‘brings good feel to life’ and foster a Caring Culture within EITA, we continually encourage our staff to serve and to give back to society.”, Mr. Fu enthuses.

- Community Engagement**

Saving lives. Again, due to pandemic and safety reasons, EITA decided not to hold its annual Blood Donation Drive.

However, staff on their own initiatives participated in blood donation drives organised by the National Blood Bank and Government hospitals.



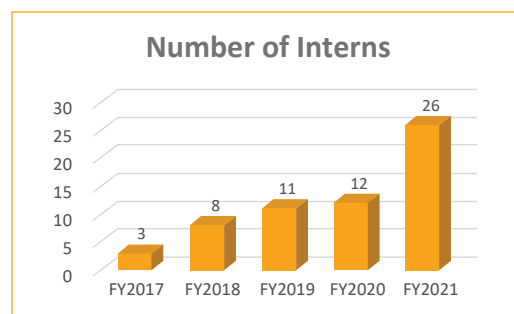
Internship (by Function)	Number of interns
Project	2
Technical (QC/Safety)	0
Finance & Accounts	1
Human Resources	0
R&D	2
Credit Control	2
Service & Maintenance	2
Purchasing	2
Warehouse	1
Production	2
Service Operation	11
Engineering	1
Total	26

Supporting education. The Group believes in developing industry-ready graduates through our internship programme. This would give them a proper head-start in their career and eventually be a positive contributor to society and the economy.

Every year, EITA offers internships to final year students in various functional disciplines. We mentor these students to best match them to industry needs in preparation for their eventual employment in the Construction and Manufacturing sectors. For FY2021, we took in twenty six (26) interns for various functional roles. In order to eventually increase our pool of Service Technician personnel, we provided thirteen (13) internship positions through our alliance with Selangor Human Resource Development Centre.



In 2021, Furutec Electrical in Penang again secured a grant from CREST to work in collaborative R&D with post-graduates from a local university in Penang. This is a win-win scenario enabling these students to provide R&D assistance for us, and at the same time, allow them to fulfil their project thesis, gain valuable practical hands-on R&D experience and relevant industry know-how.



SUSTAINABILITY STATEMENT

cont'd

Caring for the community. EITA supports the spirit of volunteerism within the organisation. It encourages its staff to contribute back to the community, especially in caring for the less fortunate. In order to recognise our staff's volunteerism spirit, EITA has incorporated a CSR KPI in our performance appraisal process to measure their participation in CSR projects.



Delivering medical equipment to hospital



Provisions for the needy

Leading by example, our top management regularly volunteer their time and effort to various charities, NGOs and community project. Their hands-on participation ranges from working at recycling centres to aiding international disaster reliefs, and much more. Throughout this pandemic period, they were directly involved in delivering care packages, food provisions, Personal Protective Equipment and medical equipment to various local hospitals, prisons, public housing projects and refugees in Klang Valley.

Meanwhile, EITA continues to give contributions both in cash and in kind to various charitable causes, especially in support of the underprivileged, schools, places of worship and disaster reliefs.



Providing aid to Old Folks Home in Bintulu