



# ACCELERATING ADVANCEMENT

(ECONOMIC & GOVERNANCE)

At PROLINTAS, we champion economic sustainability by prioritising **Innovation & Technology** and **Economic Contribution**. Acting as a catalyst for economic vitality, we engage in strategic partnerships to enhance non-toll revenue streams while strengthening our core toll collection operations.

Our efforts to diversify income and foster collaborations are dedicated to generating a lasting economic impact that uplifts communities. As a proactive change agent, PROLINTAS extends beyond toll operations to become a multifaceted economic enabler, focusing on financial resilience to support our **Economic** pillar and drive socioeconomic growth towards a sustainable future.

Simultaneously, **Ethics and Integrity** are fundamental to our operations as a leading highway concessionaire, critically influencing our actions across all EESG domains. We are dedicated to these core values, ensuring strict adherence to ethical standards in all business aspects, from highway operations to corporate dealings in reinforcing our **Sustainable Supply Chain**.

This commitment, transcending compliance, aims to instill confidence in the safety and reliability of our highways, instilling trust among road users and stakeholders. Our ethical practices embody a deep-seated responsibility towards environmental preservation, societal wellbeing and upholding labour and human rights, integral to our holistic business approach.

*The DASH highway served an average of 72 million commuters in 2023 who were commuting to and from Kuala Lumpur's city centre.*



## MATERIAL MATTERS



**INNOVATION & TECHNOLOGY**



**ECONOMIC CONTRIBUTION**



**ETHICS AND INTEGRITY**



**SUSTAINABLE SUPPLY CHAIN**



Dedicated to ethics, integrity and resilience, we prioritise a human-centered approach, with a deep-seated commitment to doing what is right guiding every decision. Our actions underscore a dedication to ethical values, embodying care and responsibility. Striving to elevate Malaysia's transportation sector, we concentrate on creating value for stakeholders through innovation and leveraging our team's strengths. This focus enables us to overcome challenges and capitalise on opportunities within the highway infrastructure domain to drive economic growth.



## ACCELERATING ADVANCEMENT (ECONOMIC & GOVERNANCE)

### NAVIGATING THROUGH 2023

#### MATERIAL MATTERS



#### INNOVATION & TECHNOLOGY

#### ISSUES & CONCERNS

##### Integration of Technology:

Balancing the integration of advanced technologies with existing infrastructure without disrupting daily operations.

##### Data Security:

Ensuring the protection of sensitive data collected from smart technologies against cyber threats.

##### Upkeep and Training:

Maintaining cutting-edge systems and providing adequate training for personnel to handle new technologies effectively.

#### RISKS

##### Obsolescence:

Rapid technological advancements can render current systems obsolete, necessitating continuous investment.

##### Dependence on Technology:

Over-reliance on automated systems may pose risks if technology fails or encounters errors.

##### Data Management:

The challenge of managing vast amounts of data from smart devices, with risks of overload or misinterpretation affecting decision-making.

#### OPPORTUNITIES

##### Safety Improvements:

Leveraging technology to significantly reduce accidents and enhance the safety of highway users.

##### Operational Excellence:

Utilising data analytics and AI to optimise traffic flow and maintenance schedules, improving overall efficiency.

##### Strategic Alliances:

Collaborating with tech firms and innovators to develop new solutions for smart transportation and infrastructure management.

Refer to page 132



#### ECONOMIC CONTRIBUTION

##### Revenue Fluctuation:

Sensitivity to economic cycles affecting traffic volume and toll revenue.

##### Community Impact:

Balancing profitability with the responsibility to provide affordable services that support local communities.

##### Infrastructure Cost:

Managing the high costs of maintaining and upgrading highway infrastructure to meet safety and efficiency standards.

##### Economic Downturns:

Vulnerability to broader economic downturns that could lead to decreased traffic and reduced toll collection.

##### Regulatory Changes:

The possibility of new regulations that could impose additional financial burdens or limit toll increases.

##### Operational Disruptions:

Risks of operational disruptions due to natural disasters or major accidents affecting the economic viability of highway operations.

##### Economic Growth Driver:

The potential to drive regional economic growth by improving connectivity and reducing transportation costs.

##### Service Diversification:

Opportunities to diversify services and create new revenue streams, such as commercial development along highway routes.

##### Sustainable Practices:

Implementing sustainable practices that could lead to cost savings and attract environmentally conscious stakeholders.

Refer to page 146

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives



Converging  
Communities

Data &  
Assurance



## ACCELERATING ADVANCEMENT (ECONOMIC & GOVERNANCE)

### NAVIGATING THROUGH 2023 (CONTINUED)

MATERIAL MATTERS	ISSUES & CONCERNS	RISKS	OPPORTUNITIES	PROGRESS IN 2023
 <b>ETHICS &amp; INTEGRITY</b>	<b>Compliance with Regulations:</b> Ensuring adherence to diverse and evolving regulatory standards in highway construction and maintenance.	<b>Reputational Damage:</b> Risks to the company's reputation due to ethical lapses or failure to comply with regulations.	<b>Enhanced Trust and Credibility:</b> Upholding strong ethical standards can bolster public trust and confidence in the company, enhancing its reputation and reliability.	Refer to page 152
	<b>Ethical Business Practices:</b> Upholding high ethical standards in all aspects of operations, from environmental stewardship to labour rights and fair treatment of business partners.	<b>Operational Disruptions:</b> Potential operational disruptions due to non-compliance with legal standards or ethical guidelines leading to legal penalties or work stoppages.	<b>Operational Excellence:</b> Ethical practices can lead to more efficient and sustainable operations, minimising risks and fostering a culture of accountability and transparency.	
	<b>Accountability and Transparency:</b> Maintaining clear, accurate, and transparent practices to avoid any instances of fraud or corruption.	<b>Financial Risk:</b> The financial implications of unethical practices, including fines, penalties, and loss of business opportunities, due to eroded trust and credibility.	<b>Strategic Partnerships:</b> Demonstrating a commitment to ethics and integrity can attract and retain high-quality partners, vendors, and employees, fostering collaborations that align with the company's values and standards.	
 <b>SUSTAINABLE SUPPLY CHAIN</b>	<b>Supplier Reliability and Diversity:</b> Ensuring a diverse and reliable supplier base to prevent operational disruptions.	<b>Operational Disruptions:</b> Risk of supply chain disruptions impacting highway operations due to supplier issues or lack of alternatives.	<b>Enhanced Operational Resilience:</b> A robust, diverse supply chain can strengthen operational continuity and adaptability.	Refer to page 160
	<b>Sustainability Standards Compliance:</b> Aligning suppliers with the company's EESG values.	<b>Regulatory and Ethical Non-Compliance:</b> Potential risks associated with suppliers failing to meet environmental and ethical standards, leading to regulatory breaches.	<b>Leadership in Sustainable Practices:</b> Driving sustainable practices in the supply chain can position the company as a leader in corporate responsibility within the industry.	
	<b>Cost and Pricing Stability:</b> Balancing the need for sustainable, ethical sourcing with cost-effectiveness and financial stability.	<b>Reputational Damage:</b> The possibility of reputational harm due to associations with suppliers not adhering to sustainability practices or ethical norms.	<b>Strategic Partnerships and Industry Influence:</b> Fostering a culture of sustainability can lead to beneficial partnerships and influence industry standards, amplifying the company's impact on the broader EESG landscape.	





“

Our dedication to ethical practices is a multifaceted commitment, spanning a profound responsibility towards the natural and built environments, society and the public at large.

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance





ACCELERATING ADVANCEMENT

# INNOVATION & TECHNOLOGY



**HIGH IMPORTANCE**  
**MEDIUM IMPORTANCE**  
**LOW IMPORTANCE**

## SIGNIFICANCE

**A**s a highway operator, Innovation & Technology are at the heart of our strategy for managing and expanding our network. These elements are crucial for ensuring safety, efficiency, and sustainability. They are foundational to our commitment to leading the industry with advanced practices, driving operational excellence, and promoting sustainable growth.

Our commitment to incorporating the latest technology and innovative solutions drives us forward, enhancing user experience and safety for all road users while equipping our employees with tools to optimise performance and excellence. This approach allows us to respond dynamically to transportation demands, ensuring the safety of our roads and empowering our team to deliver their best, thus meeting the evolving needs of our industry.

### OUR APPROACH INNOVATION & TECHNOLOGY

01

#### ADVANCING ROAD SAFETY WITH INNOVATION AND TECHNOLOGY

Our comprehensive strategy in addressing Innovation & Technology is segmented into three interconnected pillars, each being key to this material matter.

**01:** Harnessing the power of cutting-edge solutions to transform highway security. This approach embodies our commitment to leveraging the latest advancements, ensuring safer commuting experiences for all users.

02

#### OPTIMISING OPERATIONAL EFFICIENCY AND EFFICACY

**02:** Streamlining processes for peak performance. This focus underscores our commitment to refining operations, ensuring unparalleled productivity and effectiveness across all facets of our organisation.

03

#### DECISION-MAKING POWERED BY ADVANCED ANALYTICS DASHBOARD

**03:** Enhancing strategic choices with data-driven insights. This platform revolutionises our approach to critical decision-making, harnessing sophisticated analytics to guide operations and strategies.



01

## ADVANCING ROAD SAFETY WITH INNOVATION AND TECHNOLOGY

**W**e utilise the latest and most advanced technologies to improve highway security, focusing on enhancing the safety of commuters. Our approach is to provide secure and reliable facilities for all road users by harnessing the power of cutting-edge solutions and innovation. Our commitment to leveraging the latest advancements is paving the way for a safer and more efficient commuting experience for everyone.



**Our Digital Assist app transforms emergency response with real-time alerts, seamless user interaction, and direct access to patrolmen for swift assistance, ensuring safety on the road.**

**En. Anual Abdullah**  
Senior Manager,  
Innovation & Technology

1

## SMART SURVEILLANCE SYSTEM (S3)

Our cutting-edge home-grown solution, empowered by AI technology, has transformed the landscape of highway inspections and monitoring. Aptly named, S3 seamlessly integrates our Traffic Management Centre, patrolling, maintenance and IT functions, providing a unified platform for real-time highway oversight and issue detection.

This holistic approach enhances safety on our highways and ensures swift and effective maintenance works and emergency response when needed most.

S3 is a testament to our commitment to leveraging technology to improve highway operations. It offers a comprehensive and efficient solution for monitoring and safeguarding our highways.



2

## DIGITAL ASSIST

Our home-grown, innovative Digital Assist application has revolutionised the conventional emergency call system, streamlining and modernising how we respond to critical situations. This state-of-the-art platform boasts an automated workflow, ensuring real-time alerts for swift resource deployment that significantly reduces response times.

With a simple press of a button, road users are now empowered to seamlessly request emergency assistance. Distinguishing this system is its innovative capability to immediately inform road users about the specific patrolman assigned to their situation, along with an estimated time of arrival. This feature provides reassurance during critical moments and guarantees a swift response when it is most needed. This pivotal function significantly elevates safety standards and underscores our steadfast commitment to offering efficient and dependable emergency assistance services.

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance





### 3

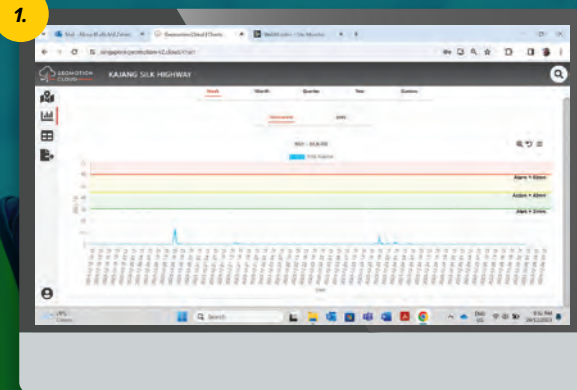
#### SMART SLOPE MONITORING SYSTEM

Our slope monitoring system lies at the intersection of innovation and safety, exemplifying a revolutionary approach to highway security. These cutting-edge systems employ advanced technology to detect early signs of landslides or slope failures, establishing themselves as pioneering safety mechanisms.

By proactively leveraging technological advancements, our systems possess the unique capability to identify potential slope instability in real time. This proactive approach empowers us to initiate timely maintenance and repair works, effectively preventing costly and extensive damage that could compromise the integrity of our highway infrastructure.

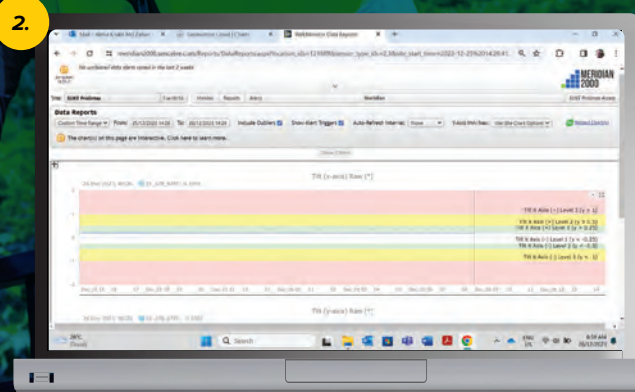
Our commitment to innovation extends far beyond safety alone. It resonates deeply with our environmental responsibilities. These systems actively preserve nearby ecosystems by preventing large-scale landslides and soil erosion, aligning seamlessly with our broader ecological sustainability goals.

1.



*The application monitors rainfall activity remotely and notifies our engineers when rainfall exceeds the determined limits of Alert (>31 mm), Action (>45 mm), and Alarming (>60 mm).*

2.



*The application monitors slope activity remotely and triggers our engineers when tilting surpasses the determined limit.*

3.



*PROLINTAS Web-Based Slope Monitoring Dashboard displays the locations and integrity of the slope structures.*





## 02

### OPTIMISING OPERATIONAL EFFICIENCY AND EFFICACY

*Communications towers erected along PROLINTAS highways ensure uninterrupted cellular and wireless communication coverage for drivers and passengers, enhancing safety, connectivity and convenience during travel. In addition, these towers support various other communication needs, such as emergency services, logistics and infrastructure monitoring along the highways.*

Our commitment to constant refinement and optimisation is rooted in our desire to serve our stakeholders better. We tirelessly work towards achieving higher levels of efficiency and effectiveness in every aspect of our operations, from our processes and systems to our dedicated team and culture.

This focus on improvement ensures that we consistently deliver results that meet and exceed expectations as we continue optimising our business.



## 1 SOFTWARE-DEFINED WIDE AREA NETWORK (SD-WAN) & INTERNET PROTOCOL VIRTUAL PRIVATE NETWORK (IPVPN)

Within our entire highway network, including our headquarters, we have deployed a comprehensive and secure network connectivity framework. This system stands out for its seamless fusion of two parallel connectivity solutions, eliminating the need for an extensive fibre optic cable network. Through this innovative strategy, we ensure secure network connections supported by rapid and uninterrupted data transmission.

As a result, we achieve near-zero downtime, providing us with the flexibility and quick response capability to meet the demands of highway management. This approach enhances operational efficiency and highlights our commitment to maintaining high standards of reliability and security in our network infrastructure.

## 2 ROBUST CYBERSECURITY MEASURES

We employ a multi-layered firewall system and centrally managed endpoint security to intercept and neutralise threats. Our network is thoughtfully structured with internal and external segmentation to minimise exposure to threats and deter attackers. Regular Vulnerability Assessment and Penetration Testing (VAPT) ensures the resilience of our defences by identifying and addressing vulnerabilities.

All the computers in our network are equipped with the latest anti-virus protection, bolstered by robust network accessibility controls governed by Active Directory (AD). With these controls, we establish a formidable defence to maximise cyber security.

## 3 4G LTE BACKUP CONNECTIVITY

We have strategically implemented 4G LTE backup connectivity at every toll plaza, ensuring a resilient safety net against any potential disruptions in fibre connectivity. This advanced technology is prepared to activate instantaneously, should there be any lapse in the primary network, thereby guaranteeing seamless connectivity and the continuation of toll operations without interruption.

Our adoption of this backup solution underscores our dedication to operational continuity, enabling us to maintain our services around the clock, every day of the year. This commitment to reliability ensures that the toll experience for our users remains consistent and efficient, irrespective of any challenges that may arise.

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance





# 4

## NGT SYSTEMS – FLEET MANAGEMENT TECHNOLOGY

Our real-time vehicle monitoring system includes the continuous tracking of vehicle maintenance, movement, and location, coupled with the vigilant monitoring of driving behaviour, fuel consumption, and speed, all facilitated through cutting-edge GPS technology and real-time data analysis.

This system lets us meticulously analyse vehicle trips and events while providing timely notifications to the relevant departments. The result is enhanced efficiency and safer and more streamlined operations, ensuring that we maintain the highest performance and safety standards at all times.

# 5

## ENTERPRISE APPLICATION @ CLOUD

Leveraging the capabilities of cloud-based technologies, we have developed an accessible, high-performance, and dependable solution that serves as part of our operational strategy. This synergistic integration allows us to streamline our processes, enhance productivity, and ensure precision in our work, all while providing a seamless and user-friendly experience.

Our commitment to embracing the forefront of technological innovation reflects our dedication to excellence in service provision. By utilising Oracle ERP alongside Cloud-Powered Office 365, we set a benchmark for efficiency and excellence within our industry, affirming our position as leaders in establishing industry standards.



*Real-time monitoring is crucial for PROLINTAS' operations and road users as it enhances safety by monitoring traffic flow, managing incidents and ensuring quick response to emergencies. It further aids in optimising traffic management, deterring criminal activities and analysing data for infrastructure planning and operational efficiency.*





6

### SMART LIGHTING SYSTEM FOR STREET LIGHTING

Our lighting infrastructure embodies intelligent and sustainable lighting solutions, seamlessly integrated within a network-connected framework. This advanced system enables the optimisation of maintenance schedules and the remote adjustment of lighting levels, facilitating significant energy savings and cost reduction.

A distinctive feature of our system is the implementation of smart dimming technology during off-peak hours, specifically from midnight to 7 am, where the illumination intensity is progressively reduced to 50%.

7

### MOTION SENSOR LIGHTING

This application introduces smart, energy-efficient technology transforming our approach to lighting spaces. This system autonomously manages lighting based on movement, improving energy savings, lowering operational costs and increasing security in our buildings.

*Smart lighting along PROLINTAS highways enhances safety and efficiency by providing adaptive illumination levels based on traffic conditions and time of day. This reduces energy consumption and light pollution while ensuring optimal visibility for drivers, thus contributing to overall road user comfort and safety.*

8

### ELECTRONIC DOCUMENT MANAGEMENT SYSTEMS (eDMS)

With eDMS, we are transforming how we prepare and issue documents, from Memorandums to Management Papers and Service Request Forms across various domains like legal, secretariat, quality, safety, training, and more.

Time is a valuable resource, and eDMS recognises its significance. It minimises the time required for seeking approvals, document submission, and retrieval, streamlining our operations for maximum efficiency. Beyond time, eDMS saves on costs associated with traditional paper usage and cartridges and optimises office space by reducing the need for document storage rooms.

As part of our commitment to sustainability, eDMS plays a pivotal role. By reducing the reliance on physical paperwork, we actively contribute to preserving trees, aligning with our broader environmental goals.

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance

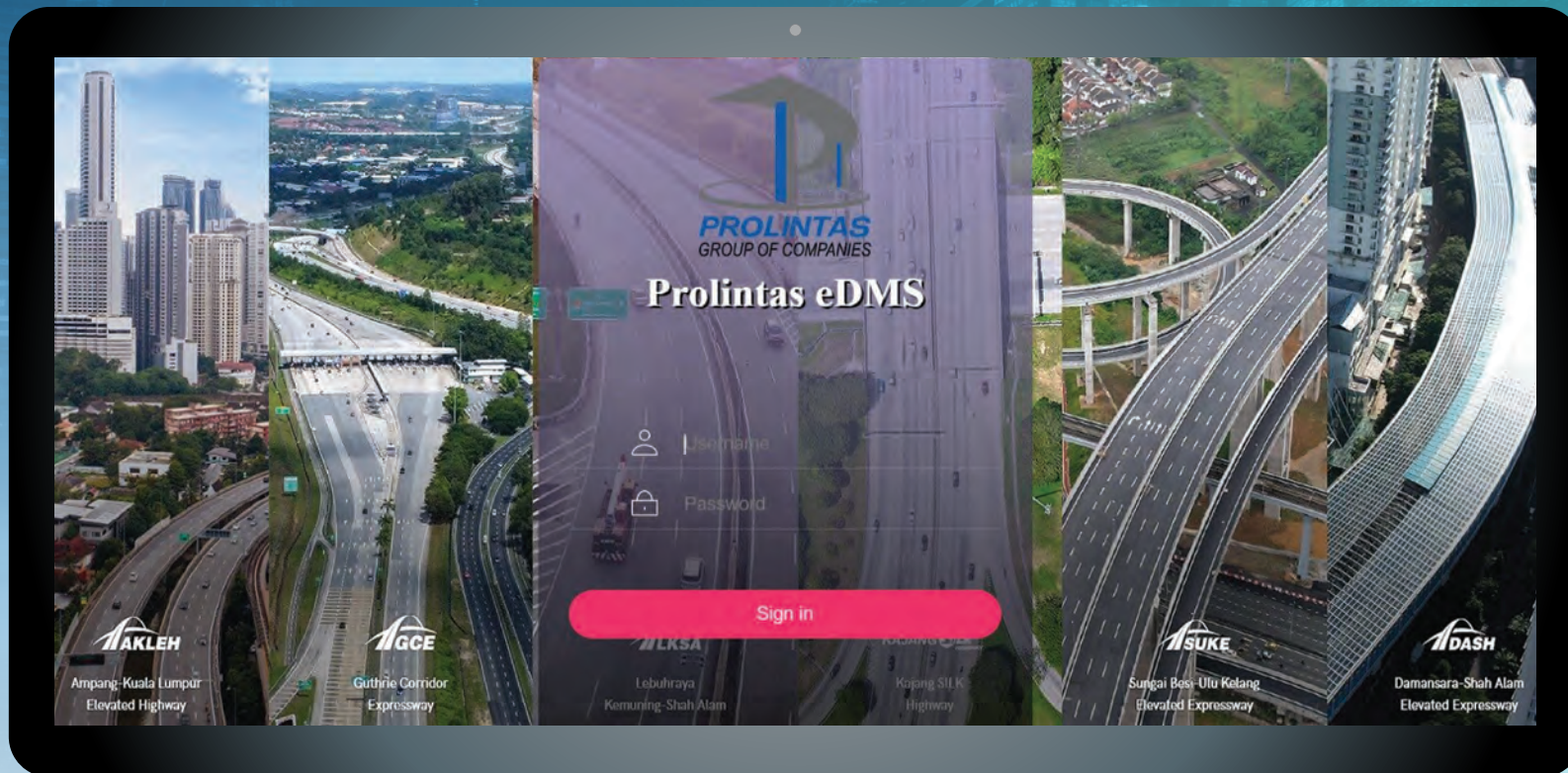




ACCELERATING ADVANCEMENT

# INNOVATION & TECHNOLOGY

## THE ADVANTAGES OF USING eDMS



Transformative shift towards a paperless organisational ecosystem.



Centralised document storage for streamlined management and enhancing access control for improved security.



Improving workflow processes, thereby catalysing a marked increase in organisational efficiency.





## CENTRALISED CALL CENTRE (CCC)

On 1 April 2023, we introduced a unified Hotline Number and email system for complaints across all our highways. This key improvement guarantees that regardless of which highway you are travelling on, there will be a singular, consistent point of contact for assistance or feedback.

This consolidated approach enables us to enhance traffic management operations, accelerate emergency responses and significantly improve the caliber of our customer service.



*The Centralised Call Centre is essential for managing and coordinating various aspects such as traffic flow, incident response and maintenance activities. It also expedites informed decision-making, ensuring the safety and security of road users. This optimises resource allocation, contributing to smoother traffic flow and overall operational efficiency on highways.*

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance





## OUR CASE STUDY

### 03

#### DECISION-MAKING POWERED BY ADVANCED ANALYTICS DASHBOARD

This innovative platform marks an advancement in our capacity to make well-informed decisions with confidence. Utilising the strength of sophisticated analytics, it delivers a comprehensive array of data-driven insights, enabling us to navigate towards success strategically. This tool empowers us to make strategic decisions with increased clarity and accuracy.

*PROLINTAS' analytics dashboard features real-time data insights, allowing us to optimise traffic flow, swiftly respond to incidents and ensure road safety and operational efficiency along highways.*



Innovative solutions that enhance precision and provide deeper insights are transforming the decision-making landscape. Leveraging advanced analytics capabilities, we introduce a fresh perspective on strategic planning enveloped in robust security and improved clarity. This prepares us to navigate the complexities of the marketplace with confidence and a forward-looking vision without overstating our capabilities.

### CHALLENGES



**DATA FRAGMENTATION AND DISPARATE FORMATS:** Data are dispersed across various subsidiaries, divisions, and departments within PROLINTAS, lacking a uniform format. This fragmentation hinders effective data analysis and strategic decision-making, creating inefficiencies across the organisation. It underscores the critical need for a more streamlined and integrated approach to maintaining data relevance and accuracy.



**CONTINUOUS DATA UPDATE AND STRATEGIC PLANNING CHALLENGES:** The necessity for ongoing manual updates to accurately track performance and inform strategic decisions presents a substantial challenge. Ensuring that data is consistently current is pivotal for sound decision-making, yet the limitations of the present data management infrastructure hinder this critical process. This situation not only leads to the inefficient use of valuable time, which could be allocated to more productive activities, but also underscores the need for an improved approach to data handling.



**RISK OF DATA LOSS AND INTEGRITY ISSUES:** Employee turnover introduces significant risks of data loss during transitions, leading to potential auditing discrepancies, reduced data integrity, and poor traceability. These issues not only affect operational efficiency but also pose a threat to the organisation's compliance and accountability standards. This can lead to misinformation and contradictions in PROLINTAS' communications.





## SOLUTION

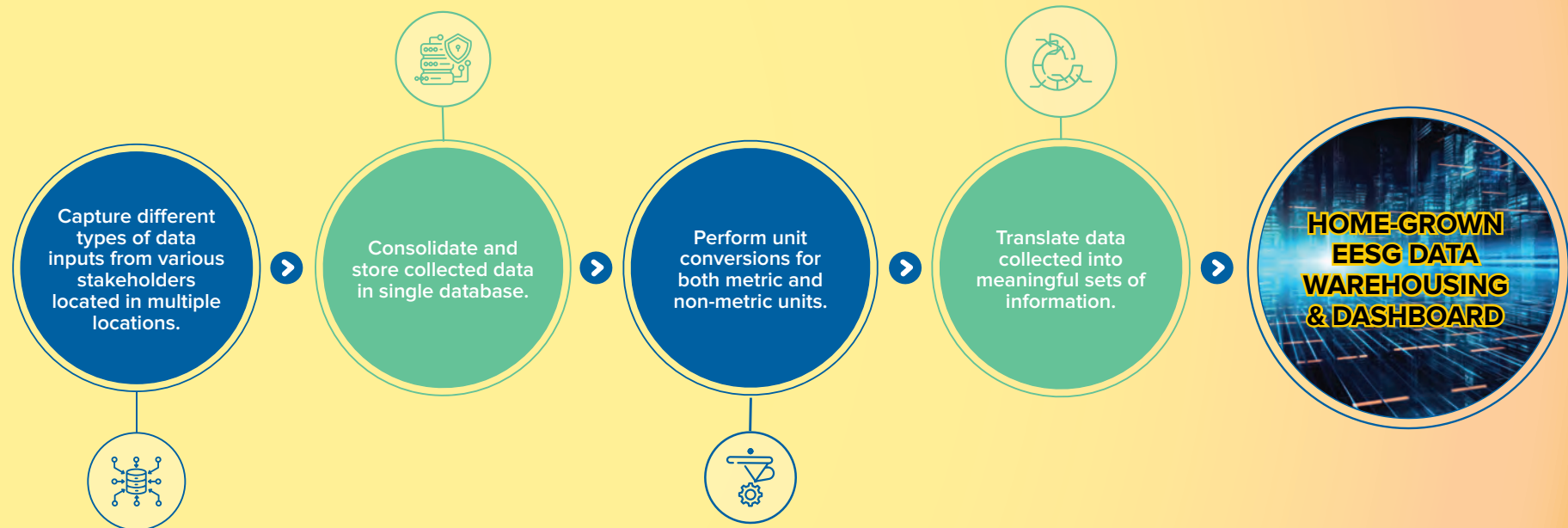
### HOME-GROWN EESG DATA WAREHOUSING AND DASHBOARD

Leveraging the power of an advanced analytics dashboard, we unlock data-driven insights, enabling strategic decisions to be made with greater clarity and precision. The core of this approach is a secured data repository paired with a robust reporting solution, ensuring the integrity and accessibility of critical information. This combination empowers us to navigate complex challenges confidently, transforming raw data into actionable intelligence.

We have established a dedicated EESG (Economic, Environmental, Social and Governance) Data Warehousing and Dashboard System to facilitate key activities, aiming for enhanced consolidation and robust data integration for analysis. This system is the foundation for improving our capabilities in managing and analysing EESG-related data, ensuring a comprehensive approach to sustainability and governance.

### HOW OUR INTEGRATED EESG DATA WAREHOUSING AND DASHBOARD WORK

Securely protects sensitive data and documentation and mitigates the risk of data loss and theft to uphold data privacy.



Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance





## OUR IMPACT STORY

**H**arnessing our EESG Data Warehousing and Dashboard, we extract pivotal information from our Traffic & Toll Collection Dashboard, which is integral for strategic oversight. This sophisticated tool provides real-time insights into traffic patterns and toll revenue, allowing for proactive traffic management and financial planning. It embodies our commitment to innovation and excellence, ensuring operational efficiency and sustainable revenue generation within the EESG framework.

### TRAFFIC & TOLL COLLECTION DASHBOARD

#### OPTIMISATION OF FINANCIAL PERFORMANCE THROUGH DATA-DRIVEN TOLL MANAGEMENT

##### INSIGHTFUL ANALYTICS FOR ENHANCED BUSINESS PERFORMANCE

Our dashboard is designed to convert raw data into actionable insights, thus simplifying complex information into easy-to-understand visuals. With its intuitive graphs and charts, we can promptly identify trends such as high traffic times and daily revenue, allowing us **to make strategic decisions without being overwhelmed by numbers.**

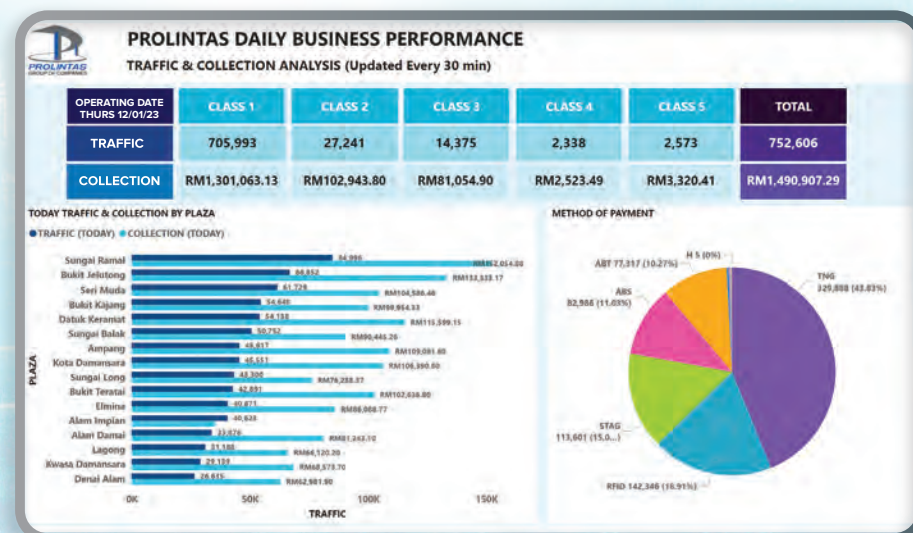
This tool serves as our analytical lens, providing a clear view of the toll revenue performance woven through traffic patterns and toll collections, which is critical for forecasting and optimising financial outcomes.

##### PROACTIVE ALERTS FOR OPERATIONAL EFFICIENCY

The system is our vigilant sentinel, scanning for irregularities or disruptions.

It promptly **alerts us to aberrations, from toll booth malfunctions to traffic surges, facilitating an immediate response.**

This responsiveness ensures operational continuity and contributes to the economic pillar of our sustainability by minimising downtime and maximising throughput.



*Insightful Overview: Navigating Through PROLINTAS' Daily Traffic Patterns and Revenue Streams*

##### FINANCIAL OVERSIGHT FOR SUSTAINABLE GROWTH

This dashboard segment provides a transparent view of the fiscal vitality of our operations. Acting as our economic compass, it **navigates us through revenue streams and payment method preferences and helps reconcile collections.**

By closely monitoring these financial metrics, PROLINTAS can sustain economic growth, optimise asset utilisation and contribute to broader sustainability goals through prudent financial management.





## ENHANCING ROAD SAFETY WITH REAL-TIME TRAFFIC MONITORING

### NEAR REAL-TIME DATA COLLECTION & ANALYSIS

The dashboard we offer can provide real-time updates on traffic dynamics.

This is achieved by **refreshing data on toll transactions every 30 minutes**, allowing for continuous monitoring of the volume of vehicles and emerging traffic patterns. This ability to oversee traffic immediately is akin to an eagle's keen vision, affording PROLINTAS an advantageous position in terms of traffic management.

### STRATEGIC TRAFFIC ANALYSIS FOR SMOOTHER JOURNEYS

Our traffic dashboard collects real-time data on traffic patterns, helping us gain a deeper understanding of how commuters travel throughout the day.

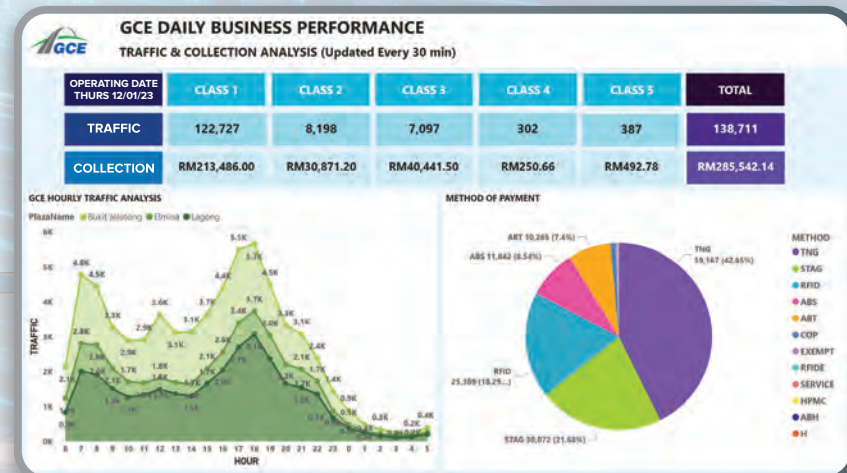
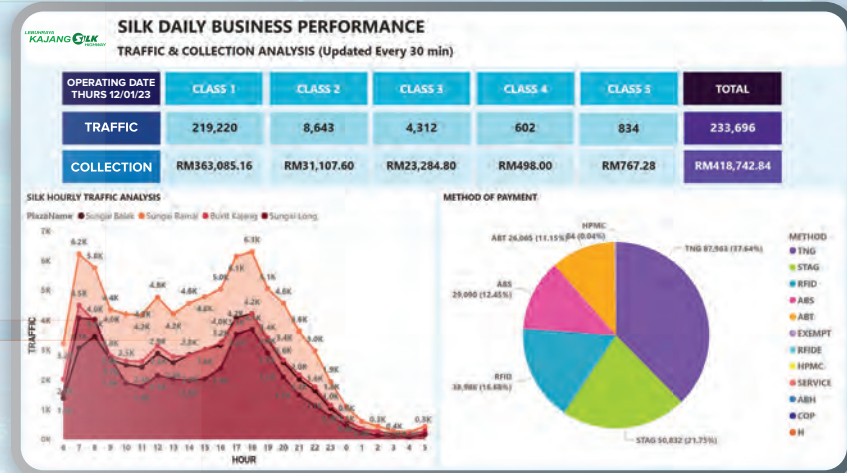
By analysing this data, we can **identify peak travel times, busy routes, and common commuter behaviours** that affect traffic efficiency. This information is crucial in assessing the effectiveness of our highway infrastructure.

With this knowledge, PROLINTAS can develop targeted strategies to manage and improve traffic flow, ensuring smoother journeys for everyone.

### DATA-DRIVEN DECISIONS FOR TRAFFIC MANAGEMENT EXCELLENCE

The near real time feed displayed on the dashboard is a key instrument in improving road safety and traffic management. By enabling us to monitor vehicle movement in real-time, we can **optimise traffic flow, and allocate resources** to maintain safety standards.

This proactive approach ensures a seamless journey for commuters. It is symbolic of PROLINTAS' commitment to the social aspects of sustainability, where the safety of every commuter is a top priority.



*Through the Dashboard, we monitor traffic volume and payment methods of our road users.*

Overview

About PROLINTAS

Our Business Approach

Guiding Voices

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating Lives

Converging Communities

Data & Assurance





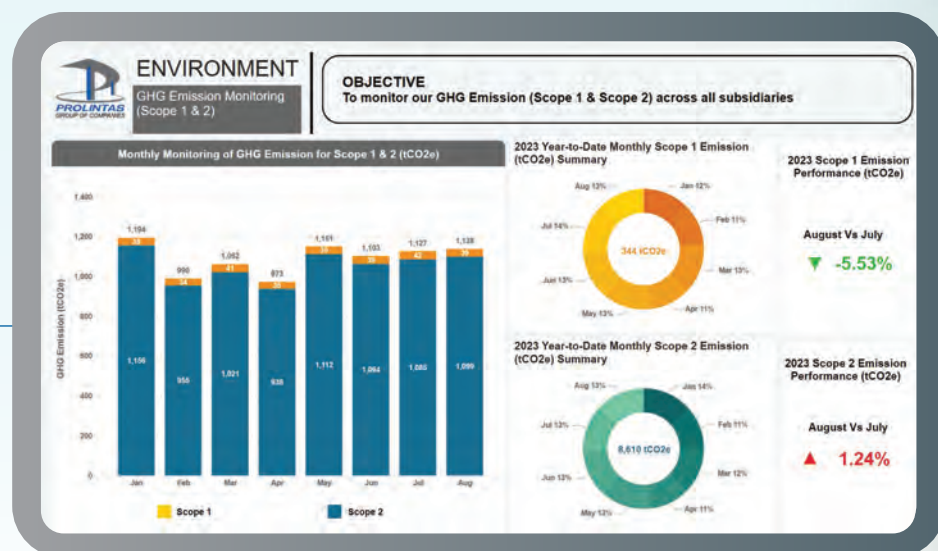
## ACCELERATING ADVANCEMENT INNOVATION & TECHNOLOGY

### OUR IMPACT STORY

Our EESG Data Warehousing and Dashboard System extends beyond the Traffic and Toll Collection Dashboard to encompass a thorough environmental stewardship function, delivering intelligent insights into critical sustainability metrics. It serves as a comprehensive platform for environmental oversight, facilitating the monitoring and analysing of environmental performance. This integration of key environmental data enables us to uphold our commitment to sustainability, driving strategic initiatives that align with global ecological goals. Through this system, PROLINTAS champions operational efficiency and reinforces its dedication to environmental responsibility. Each dashboard is instrumental in our pursuit of sustainable development and continuous environmental improvement.

#### CARBON MANAGEMENT DASHBOARD

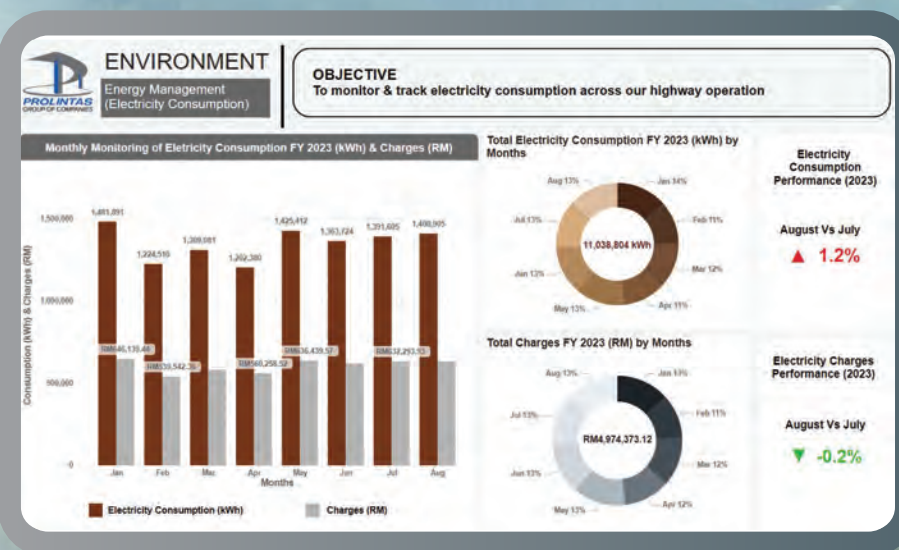
Our Carbon Management Dashboard meticulously tracks and reports on GHG emissions, enabling us to identify trends, set reduction targets, and implement strategies following environmental best practices. This tool is fundamental to minimising the carbon footprint of our operations and contributing to global climate action initiatives.



*The Carbon Management Dashboard meticulously tracks and reports on our GHG emissions.*

#### ENERGY MANAGEMENT DASHBOARD

The Energy Management Dashboard stands as a key resource, delivering in-depth analytics on energy consumption patterns. Through the meticulous analysis of energy usage data, it enables us to identify opportunities for enhancing efficiency, effectively managing energy-related expenses, and advancing our initiatives towards the adoption of renewable energy sources. This tool is instrumental in optimising our energy strategy and sustainability efforts.



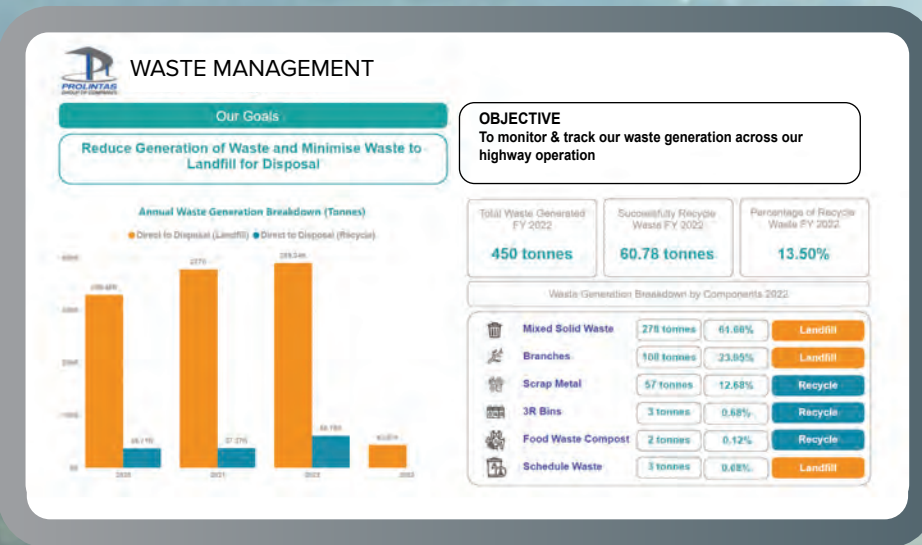
*The Energy Management Dashboard stands for analytics on energy consumption patterns.*





## WASTE MANAGEMENT DASHBOARD

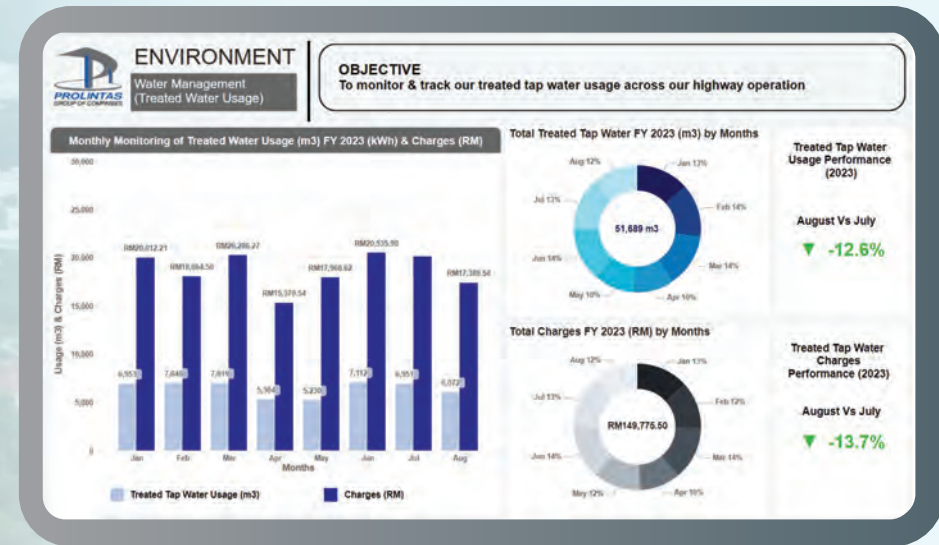
The Waste Management Dashboard provides an in-depth analysis of waste generation and disposal methods. It guides waste reduction efforts and promotes recycling and recovery practices. This dashboard is essential for managing environmental impact and aligning with regulatory compliance standards.



The Waste Management Dashboard provides analysis of waste generation and disposal methods.

## WATER MANAGEMENT DASHBOARD

We meticulously measure water usage across our operations through the Water Management Dashboard. This facilitates the optimisation of water resources, supports the identification of conservation opportunities, and underscores our dedication to responsible water stewardship.



The Water Management Dashboard presents analytics of water consumption patterns.

## GOING FORWARD

As we progress, our focus will remain resolute on our three essential pillars within Innovation and Technology. We are committed to transforming highway security with advanced technologies, optimising our processes for maximum efficiency and leveraging data-driven insights for strategic decision-making. This streamlined strategy highlights our dedication to excellence and positions us to address future challenges with agility and informed precision, ensuring ongoing innovation and impactful results.

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance





ACCELERATING ADVANCEMENT

# ECONOMIC CONTRIBUTION



**HIGH IMPORTANCE**  
**MEDIUM IMPORTANCE**  
**LOW IMPORTANCE**

## SIGNIFICANCE

Within the sophisticated structure of business influence, the critical issue of Economic Contribution serves as a powerful illustration of the extensive impact our operations exert on the wider socio-economic fabric. Our pledge to sustainable growth, economic stability and societal advancement is demonstrated through a carefully orchestrated revenue allocation strategy that extends well beyond simple financial exchanges.

This strategy embodies a comprehensive approach, showcasing our dedication to preserving and creatively advancing our core business model. It underscores our commitment to progressive growth and societal improvement, ensuring that our business activities contribute positively to the broader economic and social landscape.



### OUR APPROACH ECONOMIC CONTRIBUTION

01

#### CORE BUSINESS - HIGHWAY OPERATIONS AND TOLL MANAGEMENT

Our economic strategy is twofold, ensuring a robust impact and sustained growth.

**01:** We prioritise the efficient management and operation of highways to improve intracity commuting and stimulate regional development. Our toll business is meticulously designed, reflecting financial responsibility and sustaining an economic symbiosis.

02

#### NEW BUSINESS DEVELOPMENT - HIGHWAY COMMERCIAL VENTURES AND EXPANSION

**02:** We engage in strategic ventures and expansions that go beyond our core business operations to encourage growth in trade, tourism and local economies. Our approach involves thoughtful investment in new technologies, exploring diverse avenues for business development and ensuring the sustained, long-term growth of our business.





## 01

### CORE BUSINESS - HIGHWAY OPERATIONS AND TOLL MANAGEMENT

### STRATEGIC CONCESSIONS, TRAFFIC DYNAMICS AND REVENUE GROWTH IN 2023

Within our operational framework, toll collection from our six strategically positioned highways stands as the primary economic driver, constituting the cornerstone of our revenue stream. This revenue source fuels the financial machinery necessary for our day-to-day activities, ensuring the consistent upkeep and improvement of our extensive highway infrastructure. This commitment not only upholds safety standards but also enhances the overall convenience for millions of road users.

In Financial Year 2023 (FY2023), PROLINTAS entered into a pivotal Supplementary Concession Agreement (SCA) with the Federal Government, leading to a notable reduction in toll rates by 15% for AKLEH and by 8% for GCE, LKSA, and Kajang SILK. This strategic move resulted in a discernible impact, evidenced by a significant increase in traffic volume.

The Average Daily Traffic (ADT) for Kajang SILK, CGE and LKSA has surpassed pre-pandemic levels recorded in 2019.

Strategically projecting forward, the traffic volume for these four key highways is anticipated to see a compound annual growth rate (CAGR) ranging from 2% to 3% between 2022 and 2062. This growth trajectory is further supplemented by the comprehensive operations of SUKE and DASH, initiated in October 2022.

*(Please refer to Dialogue with our Group Chief Executive Officer on page 56 of this Report).*

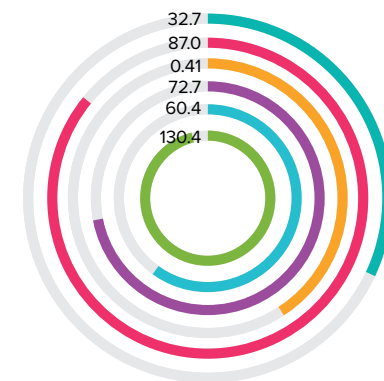
Significantly, there was a considerable uptick in SUKE's traffic volume with the opening of Phase 2 (Sri Petaling-Bukit Jalil to Cheras-Kajang) in June 2023 and Phase 3 (Alam Damai Elevated Interchange) in October 2023.

In FY2023, the cumulative Average Daily Traffic (ADT) exhibited an impressive ascent, reaching an estimated 32%, culminating in 618,571 vehicles, compared to 467,449 in the previous reporting period. This growth translated into a substantial rise in toll revenue, amounting to RM439 million in 2023, marking a significant increase of RM46 million from the preceding year's RM393 million.

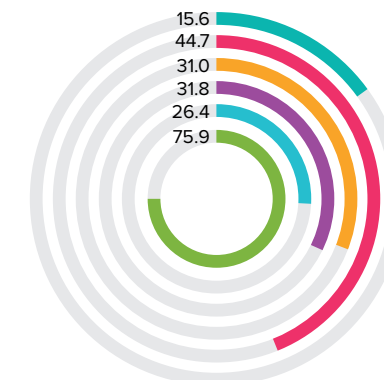


**Our Front Line Assistants are on standby 24/7 to ensure seamless travel along our highways.**

### FY2023 TOLL COLLECTION (RM MILLION)



### FY2023 TRAFFIC VOLUME (MILLION)







ACCELERATING ADVANCEMENT

## ECONOMIC CONTRIBUTION

02

### NEW BUSINESS DEVELOPMENT - HIGHWAY COMMERCIAL VENTURES AND EXPANSION

Embarking on a strategic trajectory of New Business Development, we recognise that while toll revenue remains the main contributor to Group revenue, a comprehensive approach entails actively exploring avenues to cultivate our non-toll segment. This proactive initiative involves the transformation of our highway spaces into vibrant points of destination, unleashing the untapped potential within our extensive network.

In our current landscape, we have already positioned ourselves with diverse commercial interests along our highways. Apart from the conventional leasing of stall lots, kiosks and push-carts at Rest Service Areas (RSA), we also capitalise on advertising space on billboards and leasing land for telecommunication towers. In 2023, the strategic addition of an event hall named Urban Park along the LKSA Highway further solidifies our commitment to creating dynamic, community-centric spaces along our highway network.



*We promote road safety awareness and empower consumers through impactful digital billboard advertising. Our goal is to inform and enhance journeys while maximising visibility and engagement for products and services.*

As highway operators, we are dedicated to providing a comfortable and connected journey with engaging and informative experiences. To achieve this, we have strategically placed advertising billboards along our highways to offer an extra layer of interaction for drivers and passengers.

Our billboards are towering structures located at key points along the route, offering a dynamic visual and textual landscape. They display bold brand logos, catchy slogans, vivid product images, and enticing promotional messages designed to capture attention and keep commuters informed and entertained. Our billboards reflect the latest trends, offers, and innovations, transforming the highway into a vibrant corridor of communication and commerce.

#### FY2023 COMMERCIAL REVENUE

##### BILLBOARDS



**RM654,551**

FY2022: RM783,208

▼ 16%



**RM321,044**

FY2022: RM314,407

▲ 2%



**RM741,904**

FY2022: RM724,205

▲ 2%



**RM42,000**

FY2022: RM194,481

▼ 78%





## ACCELERATING ADVANCEMENT ECONOMIC CONTRIBUTION

### FY2023 COMMERCIAL REVENUE



**RM1,167,598**

FY2022: RM637,834 ▲ **83%**

**REST & SERVICE AREAS (RSA)**



**RM918,602**

FY2022: RM909,931 ▲ **1%**

**TELCO TOWERS**



**RM223,066**

FY2022: RM150,150 ▲ **49%**

**FIBRE OPTICS**



We are committed to delivering an unparalleled level of comfort and convenience for all who travel on our highways. Our Rest and Service Areas (RSAs) are meticulously designed to meet the diverse needs of commuters, ensuring their journeys are relaxing and pleasurable as they head towards their destinations. Offering an array of dining options, our RSAs cater to various tastes, from quick bites to full-course meals.

Recognising the importance of tranquility following extended periods of travel, the RSAs at GCE is strategically nestled within verdant surroundings, providing a serene retreat for travellers to pause and rejuvenate. Additionally, we accommodate the spiritual needs of our visitors with a dedicated prayer room, emphasising the cleanliness and upkeep of both the prayer facilities and restrooms to ensure a comfortable experience for all.

We know that staying connected while travelling is important. Therefore, we have invested in robust telecommunications infrastructure along our highways. Our telco towers and fibre optic networks provide uninterrupted data and call services, allowing our customers to remain connected throughout their journey. Our seamless connectivity enhances our customers' experiences, whether travelling for business, pleasure or peace of mind.

Our highways are not just roads, they provide comfort, convenience and connection. We are committed to delivering journeys that surpass transportation, ensuring that every km travelled with us is enjoyable and productive.

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance





ACCELERATING ADVANCEMENT

## ECONOMIC CONTRIBUTION

### OUR PERFORMANCE

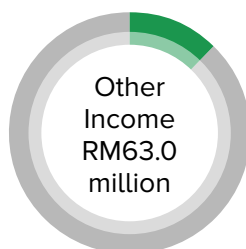
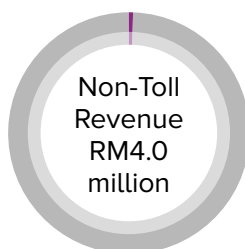
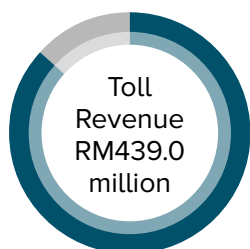
**W**e remain committed to transparency concerning our financial responsibilities, encompassing social contributions and tax payments, demonstrated through proactive disclosure.

#### ECONOMIC VALUE GENERATED

TOTAL VALUE GENERATED (RM MILLION)

**RM506 million** ▲ 20%

FY2022: RM421 million



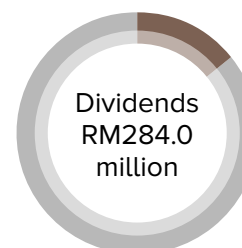
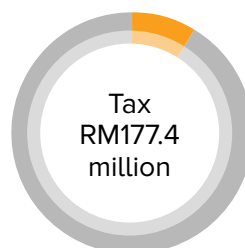
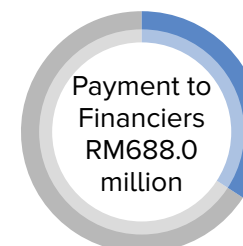
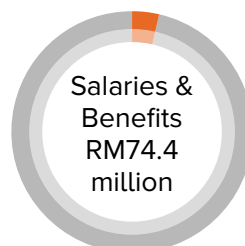
87% of the economic value generated was derived from the toll revenue segment, a contribution made across all six highways.

### ECONOMIC VALUE DISTRIBUTED

TOTAL VALUE DISTRIBUTED (RM MILLION)

**RM2,001 million** ▲ 308%

FY2022: RM491 million



Despite the economic value distributed being approximately 4.0 times greater than that generated, we remain committed to prioritising distributions, utilising our operational cash flow to meet these obligations.

### GOING FORWARD

**P**ROLINTAS remains committed to creating meaningful value for all stakeholders, going beyond our role as a leading highway concessionaire in Malaysia. We are evolving our sustainable business model that places the wellbeing of people and the environment at the core of every decision, while ensuring our growth and governance.







“

Our meticulous management of operating cash flow, which incorporates thorough financial planning and effective liquidity management, ensures that we can meet our commitments to stakeholders while maintaining the long-term viability and financial health of our operations.



Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance





ACCELERATING ADVANCEMENT

# ETHICS & INTEGRITY



**HIGH IMPORTANCE**  
**MEDIUM IMPORTANCE**  
**LOW IMPORTANCE**

## SIGNIFICANCE

Upholding ethical business practices is a moral imperative and essential for sustained business success. Our significant role in managing highway infrastructure and direct engagement with the public makes the imperative for ethical conduct and business integrity particularly crucial. Beyond its intrinsic value, it strengthens our reputation, attracts investments, secures top talent, and earns the trust of road users.

We consider Ethics & Integrity to be a material matter of utmost importance. Ensuring full compliance with safety standards in highway operations is critical. This commitment is indispensable for fostering public confidence in the safety and reliability of our highways.

Given the extensive impact of our operations on the surrounding environment and diverse communities, ethical practices are essential for effective environmental stewardship and responsible management of human resources and social contributions. We are dedicated to conscientiously considering labour rights and ensuring the welfare and wellbeing of our employees and third-party personnel throughout our supply chain, including business partners, contractors, vendors, suppliers, and service providers.

To ensure the integrity of financial transactions and cash-intensive dealings, adhering strictly to established guidelines is imperative. Such rigorous adherence is a deterrent against fraudulent and corrupt activities. This measure aims to protect the interests and reputation of the Group by enhancing the trustworthiness and reliability of PROLINTAS.



*Championing excellence with steadfast Ethics & Integrity, PROLINTAS ensures a foundation of trust, transparency, and reliability in all aspects of its commitment to advancing infrastructure and community development.*

### OUR APPROACH ETHICS & INTEGRITY

01

#### CORPORATE GOVERNANCE

02

#### OPERATIONAL GOVERNANCE

Two approaches form a comprehensive strategy that places Ethics & Integrity at the forefront of our operations. By combining clear policies with effective monitoring and enforcement mechanisms, we create a robust and ethical foundation that supports sustainable and responsible business practices.

**01:** Our first approach to upholding Ethics & Integrity revolves around establishing a robust policy framework, serving as the cornerstone of our ethical practices. This framework encompasses comprehensive policies that articulate our ethical standards and expectations clearly.

**02:** Complementing our policy framework, our second approach involves implementing a monitoring framework for best practices. This framework is designed to reinforce our existing policies and ensure their effective application across all levels of the organisation.





**01**

**CORPORATE GOVERNANCE**

**W**ith an established framework of policies, practices and procedures, our approach to corporate governance reaffirms alignment with our Corporate Vision, Mission and Core Values, and Sustainability Vision and Mission to safeguard the interests of all stakeholders.

Prioritising adherence to regulatory requirements, transparent disclosure to stakeholders and ethical decision-making across all levels, this framework serves as a guide for the comprehensive management and oversight of the Group.

**GROUP POLICIES, CODES AND GUIDELINES ON ETHICS & INTEGRITY**



**ANTI-CORRUPTION,  
TRANSPARENCY AND  
COMPLIANCE**

These policies aim to prevent bribery and corrupt practices, encourage ethical reporting of misconduct, promote transparency in asset declarations and ensure integrity in all business dealings.

- Anti-Bribery and Corruption Policy
- No Gift Policy
- Whistleblowing Policy
- Integrity Pact Policy
- Declaration of Assets Policy
- Declaration of Interest Policy



**ETHICAL BUSINESS PRACTICES**

Policies established to ensure ethical and fair business operations, including guidelines for hospitality, due diligence and overall conduct by the Group and its suppliers.

- Facilitation Policy
- Hospitality Policy
- Due Diligence Policy
- Code of Business Ethics and Conduct
- Supplier Code of Conduct



**COMMUNITY AND SOCIAL  
RESPONSIBILITY**

Policies governing the Group's interactions with the community, including charitable donations, sponsorships, support requests and political donations, emphasising responsible and ethical engagement.

- Charitable and Donation Policy
- Sponsorship Policy
- Support Request Policy
- Political Contribution Policy



**WELFARE, RIGHTS AND DATA  
PROTECTION**

Policies and guidelines that prioritise the wellbeing and rights of employees, business partners and stakeholders. These include policies for labour rights, personal data protection, and the prevention of sexual harassment in the workplace to ensure a safe, respectful and inclusive work environment.

- Personal Data Protection Policy
- Preventive Sexual Harassment Policy
- Labour Rights Policy

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance



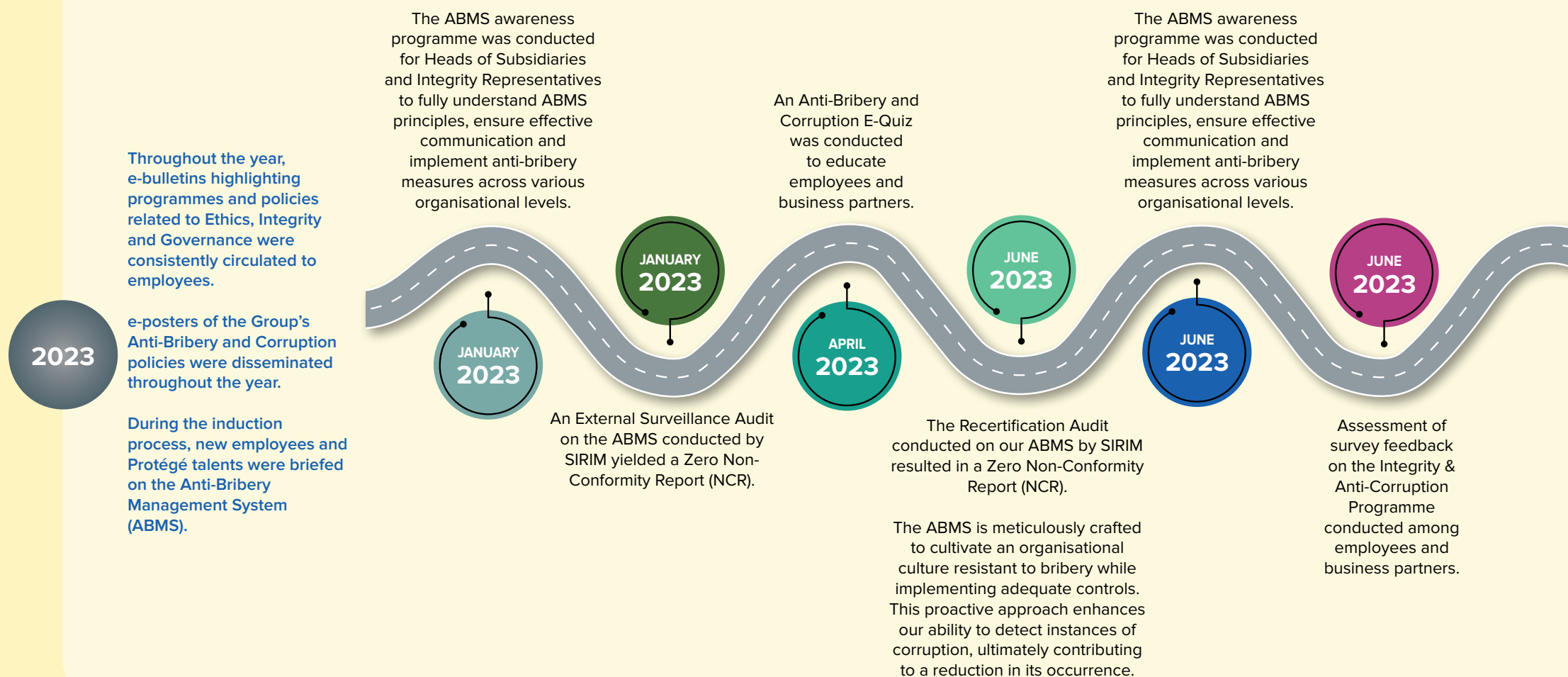


## ACCELERATING ADVANCEMENT ETHICS & INTEGRITY

### BUILDING TRUST THROUGH ETHICAL EXCELLENCE

In 2023, the Integrity and Governance Department (IGD) diligently executed its mandate from the Board and Management, focusing on establishing robust internal controls and fostering ethical conduct across internal and external stakeholders within the PROLINTAS Group of Companies.

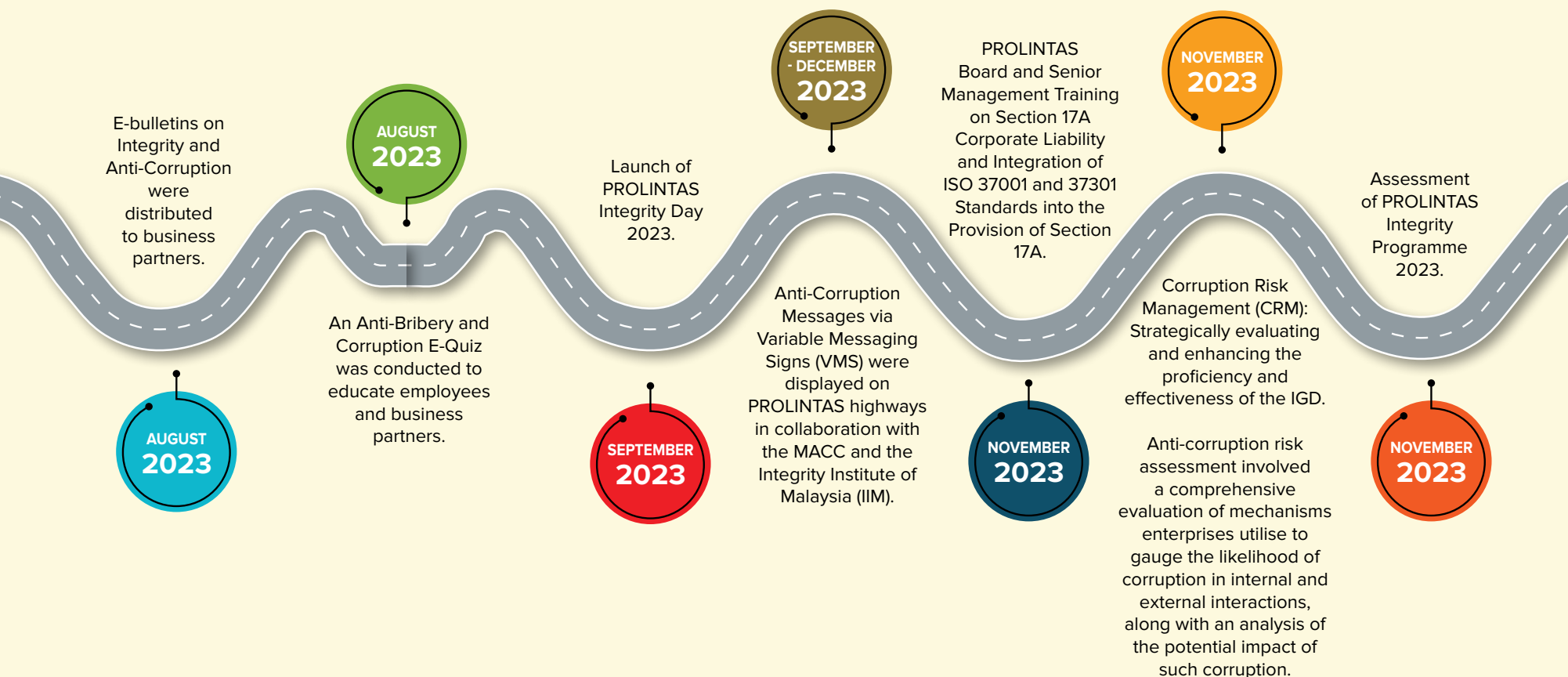
## CORPORATE GOVERNANCE PROGRAMMES:







## 2023 KEY HIGHLIGHTS



Overview

About PROLINTAS

Our Business Approach

Guiding Voices

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating Lives

Converging Communities

Data & Assurance





## ACCELERATING ADVANCEMENT ETHICS & INTEGRITY

### 02

#### OPERATIONAL GOVERNANCE

Our operational governance involves the development of a monitoring mechanism for best practices. The mechanism supports and enhances our existing policies, ensuring seamless integration and effective execution across the organisation at all levels. It functions as a vital tool for guiding continuous improvement and maintaining high standards of operational excellence.

Our quest for ISO certifications goes beyond meeting regulatory norms, reflecting our commitment to ongoing enhancement, accountability, and transparency. The adoption of ISO standards has advanced PROLINTAS towards a culture of excellence, establishing the Group as a compliant operator and a front runner in the industry. These actions have both improved our value to stakeholders and strengthened our reputation as a responsible and progressive corporate entity.



#### ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS

Our employees have undergone extensive training in quality control and customer satisfaction, with regular refinement of our quality management procedures to enhance efficiency and effectiveness.



#### ISO 45001:2018 OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS

We conducted regular safety training and performed Hazard Identification and Assessment of Risk & Opportunities (HIARO) to ensure a safe work environment and effectively mitigate risks.



#### ISO 14001:2015 ENVIRONMENTAL MANAGEMENT SYSTEMS

We conducted an Environmental Impact Assessment workshop to evaluate and mitigate our environmental footprint. Various energy-saving measures were implemented to minimise environmental impact and integrate sustainability practices into our operations.



#### ISO 39001:2012 ROAD TRAFFIC SAFETY MANAGEMENT SYSTEMS

We analysed road traffic data to pinpoint safety risks and deployed targeted strategies to mitigate them.



#### ISO 37001:2016 ANTI-BRIBERY MANAGEMENT SYSTEMS

We conducted regular ethics workshops for all employees to ensure the highest standards of integrity and transparency are upheld.



Our commitment to operational excellence shines through as our Quality, Environment, Safety & Health Department acts as the gatekeeper and rigorously upholding the ISO standards within PROLINTAS.





## RISK MANAGEMENT

In 2023, the Group conducted a comprehensive review to identify, assess, and manage risks, adopting a systematic approach to develop strategic mitigation measures.

### RISK TYPES

### MITIGATION EFFORTS

#### RISK TYPES

Implementing the Multi-Lane Fast Flow (MLFF) system on PROLINTAS highways introduces business, legal and technical risks, primarily affecting operational expenditure.

#### MITIGATION

A thorough cost-benefit analysis was conducted to determine the financial viability of the MLFF project, complemented by backup systems for consistent operations. Collaboration with the Association of Malaysian Highway Concessionaires Malaysia (PSKLM) facilitates a national exploration of MLFF's risks and opportunities.



### OPERATIONAL RISK

### RISK TYPES

### MITIGATION EFFORTS

#### RISK TYPES

In promoting sustainability, PROLINTAS leverages technology in its operations, from toll collection to maintenance. However, this approach comes with inherent risks, such as cybersecurity breaches and device failures.

#### MITIGATION

PROLINTAS has implemented stringent cybersecurity measures such as firewalls, antivirus software and encryption, along with regular security assessments, to mitigate technological risks. In addition, periodic maintenance of electronic hardware and a comprehensive business continuity plan ensure sustained operations and minimal failure impact.



### STRATEGIC RISK

### RISK TYPES

### MITIGATION EFFORTS

#### RISK TYPES

Operational inefficiencies pose a significant risk of impacting the sustainability of toll revenue financially.

#### MITIGATION

PROLINTAS enhances efficiency through the strategic integration of best practices and technology, coupled with investments in infrastructure. Efforts to optimise costs are centered on controlling overtime and utility expenses, as well as reducing non-essential costs.



### BUSINESS CONTINUITY

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance





## ACCELERATING ADVANCEMENT ETHICS & INTEGRITY

### INTERNAL AUDIT MANAGEMENT

In 2023, PROLINTAS' Internal Audit team executed risk-based audits across all operating units to assess and ensure the effectiveness of existing controls, aligning with the annual audit plan. The internal audit activities at PROLINTAS encompass a broad range of operational areas to ensure governance and efficiency.



“  
These comprehensive audits are integral to maintaining high standards of integrity, safety, and efficiency across all PROLINTAS operations.”





## OUR PERFORMANCE

The Group tracks performance and monitors the effectiveness of relevant initiatives on Ethics & Integrity via metrics that include training on anti-corruption, incidences of corruption and assessment of corruption risks.

Total number and percentage of organisation/ operations assessed for risks related to corruption.		Total number and percentage of governance body members that the organisation's anti-corruption policies and procedures have been communicated to.	
Number of operations assessed for corruption-related risks as at the end of the reporting period	Percentage of Completion for the Assessment	Number of Board of Directors who have received training on anti-corruption	Percentage of Completion for Board of Directors who have received training on anti-corruption
<b>6 highways</b> FY2022: 6 highways	<b>100%</b> FY2022: 100%	<b>7</b> FY2022: 6	<b>100%</b> FY2022: 83%
Total number and percentage of employees that the organisation's anti-corruption policies and procedures have been communicated to.		Total number and percentage of employees who have received training on anti-corruption.	
Number of employees	Percentage of employees who were apprised on anti-corruption policies & procedures	Number of employees who have received training on anti-corruption	Percentage of Completion for employees who have received training on anti-corruption
<b>759</b> FY2022: 765	<b>100%</b> FY2022: 100%	<b>759</b> FY2022: 765	<b>100%</b> FY2022: 100%
Whistleblower Programme Effectiveness.		<i>1 Whistleblowing case reported in 2023 was an allegation with false proof. Hence the case was classified as false allegation with No Further Action, NFA.</i>	
Number of whistleblower reports	Percentage of whistleblower reports resolved at the end of the reporting period		
<b>1<sup>1</sup></b> FY2022: -	<b>100%</b> FY2022: -		

### KEY HIGHLIGHT

We have reached a **100% success rate** in enforcing anti-corruption policies and risk assessments, ensuring a culture of integrity across the board.

### GOING FORWARD

**P**ROLINTAS is dedicated to upholding the highest standards of Ethics & Integrity, integrating them as key drivers of our sustainable highway operations. We will persist in embedding these values in all facets of our work, enhancing our corporate practices and community contributions.

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance





ACCELERATING ADVANCEMENT

# SUSTAINABLE SUPPLY CHAIN



■ HIGH IMPORTANCE  
■ MEDIUM IMPORTANCE  
■ LOW IMPORTANCE

## SIGNIFICANCE

**W**e recognise the immense significance of a Sustainable Supply Chain, underpinning our ability to maintain operational continuity. Our day-to-day highway operations and services rely on its presence, enabling us to exhibit resilience and agility in navigating challenges.

Over the years, our focus on making continuous improvements has led us to cultivate a culture of responsibility and sustainability throughout our value chain, ensuring our practices reflect our values and contribute to a sustainable business ecosystem.

Our strategic focus is more expansive than operating sustainably within ourselves. We aim to inspire and encourage sustainable practices across our network of partners and suppliers. Doing so amplifies our impact on the broader economic and environmental landscape, enabling us to make meaningful contributions to sustainability.

In enhancing the sustainability of our operations, we will continuously advocate for sustainability throughout our value chain to leave a positive impact in the areas in which we operate.

### OUR APPROACH SUSTAINABLE SUPPLY CHAIN

#### 01 BUILDING A RESILIENT SUPPLY CHAIN FOR OPERATIONAL EXCELLENCE

#### 02 FOSTERING SUSTAINABILITY AND SHAPING INDUSTRY STANDARDS

With a steadfast commitment to sustainability, we strive to integrate it seamlessly into every step of our supply chain. Our strategy is divided into two main areas, and we are committed to working collaboratively with all stakeholders to ensure that we meet our sustainability goals while supporting our business objectives.

**01:** PROLINTAS is shaping a robust, sustainable supply chain to support consistent, high-quality highway services and adapt to market changes. Our focus on eco-friendly practices and strong partnerships bolsters long-term operational efficiency and sustainability.

**02:** PROLINTAS cultivates ethical supply chain partnerships, driving sustainability and industry excellence, shaping standards and fostering a responsible operational ecosystem.





## 01

### BUILDING A RESILIENT SUPPLY CHAIN FOR OPERATIONAL EXCELLENCE

Understanding that maintaining a robust and resilient supply chain is critical to our success. To achieve this, we have developed a strategic approach to selecting suppliers who prioritise forming stable, long-term relationships with reliable partners.

We conduct extensive research and due diligence to identify suppliers who can offer the quality, quantity and diversity of products we require. We evaluate suppliers based on their track record, financial stability, compliance with regulations and commitment to sustainability. By selecting suppliers who meet these criteria, we can ensure that we have multiple sources to meet our various needs, reducing the risk of operational disruptions.

In addition to reducing risk, our approach to supply chain management allows us to respond quickly to changes in demand. By having a diverse network of suppliers, we can pivot quickly to meet the evolving needs of our customers. This agility is essential to maintaining our competitive edge in the market.

Critically, we understand the importance of maintaining financial health and cost-effectiveness in our operations. We negotiate with our suppliers to secure stable and competitive pricing while maintaining a balance that benefits both parties. By doing so, we can ensure that we maintain our financial stability and continue to provide high-quality products and services to our road users and customers.

#### Registered Vendors in 2023

**870**

FY2022: 753

#### Number of Contractors Awarded in 2023

**215**

FY2022: 165

▲ 30%

*Building a resilient supply chain in highway construction is vital to ensure timely access to materials, mitigate disruptions caused by unforeseen events such as natural disasters or supply chain shocks, and maintain project efficiency and cost-effectiveness, ultimately enhancing the durability and reliability of the constructed infrastructure.*



**We experienced a 15% rise in vendor interest compared to 2022, reflecting increased supplier engagement with PROLINTAS.**

**Pn. Norhayati Abdul Aziz**  
Manager,  
Contract Management

Overview

About PROLINTAS

Our Business Approach

Guiding Voices

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating Lives

Converging Communities

Data & Assurance



## 02

FOSTERING SUSTAINABILITY AND  
SHAPING INDUSTRY STANDARDS

**A**s a responsible highway operator, we prioritise sustainability throughout our supply chain, aiming to shape industry standards and promote corporate responsibility. We carefully vet and select suppliers who share our commitment to ethical and sustainable practices, ensuring alignment with environmental and social standards such as reducing emissions and promoting fair working conditions. Through close collaboration with our suppliers, we drive sustainability initiatives and innovate solutions to minimise our environmental impact, mitigate regulatory risks and safeguard our reputation.

By fostering sustainable practices and partnering with responsible suppliers, we generate long-term value for stakeholders while contributing to a more sustainable future. We promote positive and productive supplier relationships by adhering to clear communication, mutual expectations, and performance standards, ensuring a strong and mutually beneficial partnership.

*Refer to page 184, for further information on our sustainability initiatives in sourcing Sustainable Materials.*

Our communication plan includes annual engagements, dialogue sessions with suppliers and interactions during tendering and contract awards, ensuring clear and effective communication channels are maintained.

1

Suppliers Code  
of Conduct

2

Human Rights  
Policy

3

Labour Rights  
Policy





# ACCELERATING ADVANCEMENT SUSTAINABLE SUPPLY CHAIN



## ENVIRONMENTAL

### GHG EMISSIONS & ENERGY USAGE

**5%** Suppliers who monitor & track energy consumption.

### PACKAGING

**42%**

Suppliers who have set targets to reduce & recycle the packaging used.

### WASTE MANAGEMENT

**33%**

Suppliers who conduct programmes and have procedures to reduce or eliminate pollution and waste in their operations.



## SOCIAL

### WORKPLACE MANAGEMENT

**43%**

Provide Personal Protection Equipment (PPE) to their employees.

### HEALTH & SAFETY

**51%**

ISO 45001-2018 Occupational Health and Safety Management System certified.



## GOVERNANCE

### FORCED & CHILD LABOUR POLICIES

**58%**

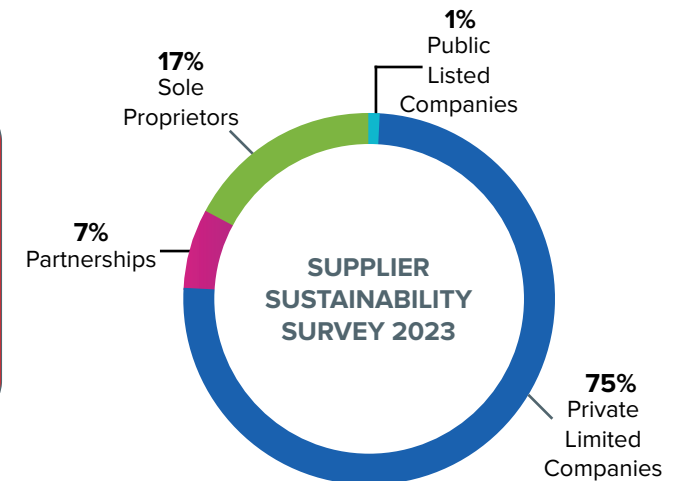
Have their own policies prohibiting Forced & Child Labour

**49%**

Have personnel responsible for compliance with environmental laws, regulation & codes.

**62%**  
(74 OUT OF  
A TOTAL OF 119  
PARTICIPANTS)

**Responded  
to the survey**



### KEY HIGHLIGHT

Our 2023 Supplier Sustainability Survey Report showcased robust engagement, with 62% of our suppliers responding to the survey, reflecting a deepened commitment to environmental and social responsibility.

Notably, there is a concerted effort towards energy efficiency, with 5% monitoring GHG emissions and 33% actively managing waste. Furthermore, 42% of our suppliers are dedicated to reducing and recycling packaging, evidencing our collective drive towards sustainable operations.



**In 2023, we conducted a Sustainability Supplier Survey to assess our vendors' understanding of sustainability topics through the EESG lens.**

**Tey Seu Inn**  
Senior Manager  
Administration & Purchasing





ACCELERATING ADVANCEMENT

## SUSTAINABLE SUPPLY CHAIN

### GOING FORWARD

In our ongoing journey, our commitment to responsible practices remains resolute. We will persist in building a sustainable supply chain, fostering long-lasting relationships with like-minded partners, and inspiring responsible practices across our industry. Upholding ethical guidelines, we aim to make a positive impact on the environment, society, and our business, all while creating a more sustainable future with our partners and employees by our side.

*The PROLINTAS team conducted a sustainability survey among RSA visitors to capture their opinions on the sustainability efforts implemented by PROLINTAS. The survey aimed to understand the perspectives of the public who patronise our RSAs, providing valuable information for future sustainability planning and improvements.*







## ACCELERATING ADVANCEMENT SUSTAINABLE SUPPLY CHAIN



*Building bridges with our partners! Dato' Mohammad Azlan Abdullah, GCEO and our Senior Management team engage with retailers and vendors at PROLINTAS RSAs to cultivate strong stakeholder relationships for a sustainable future.*

Overview

About  
PROLINTAS

Our Business  
Approach

Guiding  
Voices

Our  
Leadership

Sustainability  
at  
PROLINTAS

Our  
Materiality  
Matters

Accelerating  
Advancement

Elevating  
Lives

Converging  
Communities

Data &  
Assurance