



CONVERGING COMMUNITIES (SOCIAL)

Our vision for highway operations goes far beyond the conventional scope of managing physical infrastructures. We are on a mission to redefine the essence of highway management, where our focus is not just on the roads we build and maintain but on the profound impact we have on the lives of people and the communities.

This transformation is guided by our commitment to the **4Cs: Capacity, Capability, Competency & Culture**. These pillars embody our comprehensive strategy, merging highway operational excellence with a deep-rooted commitment to human development and wellbeing. This approach symbolises our dedication to sustainable growth and a future-oriented perspective in highway management, integrating the functional with the human.

Our people, the driving force of our organisation, are central to this journey. Enhancing their Capacity, Capability and Competency is not just a goal but a necessity for collective success. We invest in their continuous growth through training and development, nurturing a Culture that champions innovation. This empowerment is crucial as we align our objectives with our overarching Corporate and Sustainability Vision and Mission statements.

Our strategy intricately weaves sustainable practices into the fabric of our highway operations, including our non-toll ventures. We leverage our industry-leading expertise in highway management, enhanced by cutting-edge innovation and technology. We aim to create safer, more efficient, and socially responsible highways, improving **Road User Wellbeing** and contributing to the greater good.

Equally paramount is our focus on **Employee Wellbeing, Safety & Health**. We recognise our employees as our most valuable asset; their welfare is integral to our operations. Our proactive engagement with local communities, support for educational initiatives, and commitment to environmentally responsible practices ensure that our highways positively impact the socio-economic landscape. Our operations are designed with an **Impact on Communities**, positively contributing to the socio-economic fabric.

Diversity, Equity & Inclusivity are the cornerstones of our workforce ethos. We celebrate diverse talents and experiences, fostering an inclusive environment where fairness and opportunity are not just ideals but realities. This guiding principle extends to all our stakeholders, suppliers, and communities connected by our highways.

At PROLINTAS, we are more than highway operators; we are creators of pathways that enhance life and nurture the environment. Our pursuit goes beyond operational excellence, extending to social responsibility, environmental stewardship, and community enrichment. We are forging a legacy that transcends infrastructure, embedding values that resonate with a sustainable, inclusive and interconnected future.



Investing in the education of our children can cultivate a future generation that is more knowledgeable and capable, leading to positive impacts on society at large.

MATERIAL MATTERS



CAPACITY, CAPABILITY, COMPETENCY & CULTURE



ROAD USER WELLBEING



EMPLOYEE WELLBEING, SAFETY & HEALTH



IMPACT ON COMMUNITIES



DIVERSITY, EQUITY & INCLUSIVITY



By comprehensively understanding stakeholder needs, we aim for a lasting positive impact that transcends the lifespan of our projects. Managing relationships is a shared journey woven into sustainability plans, fostering mutual growth. Internally, employee inclusivity ensures a vital role in sustaining community-focused initiatives.



CONVERGING COMMUNITIES (SOCIAL)

NAVIGATING THROUGH 2023

MATERIAL MATTERS	ISSUES & CONCERNS	RISKS	OPPORTUNITIES	PROGRESS IN 2023
 CAPACITY, CAPABILITY, COMPETENCY & CULTURE	Skills Gap: Challenges in attracting and retaining skilled professionals who are equipped to manage advanced highway infrastructure technologies and management.	Talent Attrition: Risks associated with the loss of key personnel and the consequent impact on operations and project delivery.	Workforce Development: Opportunities for creating comprehensive training and development programmes that prepare employees for current and future industry demands.	Refer to page 220
	Change Management: Encountering resistance to organisational changes as the company adopts new technologies and operational practices.	Inadequate Training: The potential inadequacy of training programmes to upskill employees for future technological advancements and industry shifts.	Innovative Culture: Cultivating an innovative and inclusive corporate culture that attracts top talent and fosters a competitive edge.	
 ROAD USER WELLBEING	Cultural Alignment: Efforts to ensure the company culture evolves in tandem with the changing landscape of the workforce and the industry, thereby maintaining employee engagement and morale.	Operational Inefficiency: Risks of operational delays and inefficiencies due to a workforce that is not fully competent or capable in their roles.	Strategic Collaborations: Forming partnerships with educational institutions and industry organisations to bridge capacity gaps and stay ahead of the curve in competency development.	Refer to page 228
	High Accident Zones: Identifying and mitigating high-risk areas prone to accidents on the highways.	Safety Hazards for Commuters: Risks of injuries or fatalities due to inadequate safety measures or poor road conditions.	Advanced Safety Features: Implementing advanced safety features and technologies to prevent accidents and enhance the travel experience.	
	Adequate Infrastructure Maintenance: Ensuring that all highway infrastructure, such as roads, signage and barriers, are well-maintained and meet safety standards.	Traffic Congestion and Delays: Potential for increased traffic congestion and delays due to inadequate infrastructure or poor traffic management.	Educational Initiatives: Launching road safety awareness campaigns to educate commuters on safe travel practices.	
	Emergency Response Readiness: Developing efficient strategies for quick and effective emergency response in case of accidents or other incidents on the highways.	Reputational Damage: Risks of reputational damage and loss of public trust if road safety and user wellbeing are not effectively managed.	Collaborative Partnerships: Establishing partnerships with local authorities and organisations for joint safety initiatives and improvements in road user wellbeing.	

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CONVERGING COMMUNITIES

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NAVIGATING THROUGH 2023

MATERIAL MATTERS	ISSUES & CONCERNS	RISKS	OPPORTUNITIES	PROGRESS IN 2023
 <p>EMPLOYEE WELLBEING, SAFETY & HEALTH</p>	<p>Mental Health Stigma: Challenges in addressing mental health openly due to existing stigmas potentially affecting employee wellbeing and productivity.</p> <p>Workplace Safety Compliance: Constant need to update and enforce safety protocols to comply with evolving industry standards and regulations.</p> <p>Ergonomic, Health and Safety Risks: Risks related to ergonomics in office settings, as well as health and safety hazards at construction and maintenance sites.</p>	<p>Accidents and Injuries: Risk of workplace accidents leading to injuries or fatalities, especially in high-risk highway operations.</p> <p>Absenteeism and Turnover: Health-related employee absenteeism can increase turnover rates and cause the loss of experienced personnel.</p> <p>Non-Compliance Penalties: Financial and reputational risks associated with non-compliance to health and safety regulations.</p>	<p>Wellness Programmes: Implementing comprehensive wellness programmes that address both physical and mental health, leading to improved employee satisfaction and retention.</p> <p>Safety Culture: Building a robust safety culture through continuous training and employee empowerment, improving safety outcomes.</p> <p>Technological Solutions for Safety: Leveraging technology to monitor health risks and enhance safety measures, thus reducing accidents and promoting a healthier workforce.</p>	<p>Refer to page 240</p>
 <p>IMPACT ON COMMUNITIES</p>	<p>Community Disruption: The construction and operation of highways can disrupt local communities, affecting their daily lives and access to amenities.</p> <p>Environmental Impact: Potential negative impacts on local ecosystems due to construction and ongoing operations, including noise pollution and habitat disruption.</p> <p>Economic Displacement: Risk of economic displacement or inequity, where certain communities may not equally benefit from the economic opportunities provided by the highways.</p>	<p>Social Unrest: Risks of social unrest or dissatisfaction among local communities if their needs and concerns are not adequately addressed.</p> <p>Loss of Biodiversity: Potential loss of biodiversity and degradation of natural habitats surrounding the highway areas.</p> <p>Reputation and Brand Image: Risks of reputational damage if the highway operations are perceived as harmful the community or environment, leading to public opposition or legal challenges.</p>	<p>Community Development Programmes: Initiatives to advance local community development, including job creation, skills training and support for local businesses.</p> <p>Environmental Conservation Projects: Implementing and supporting environmental conservation and sustainability projects that benefit local ecosystems and communities.</p> <p>Partnerships for Progress: Collaborating with local authorities, NGOs, and community groups to create inclusive development plans that consider the needs and wellbeing of all stakeholders.</p>	<p>Refer to page 248</p>



CONVERGING COMMUNITIES

(SOCIAL)

NAVIGATING THROUGH 2023

MATERIAL MATTERS



DIVERSITY, EQUITY & INCLUSIVITY

ISSUES & CONCERNS

Underrepresentation:

Challenges in achieving a balanced and diverse representation in our workforce at all levels, particularly in leadership roles.

Unconscious Bias:

Potential for unconscious biases in recruitment, promotion and decision-making processes, impacting equity and fairness.

Inadequate Inclusivity Practices:

Challenges to cultivate an inclusive culture where all employees feel valued, respected and are able to contribute fully.

RISKS

Employee Disengagement:

Risks of employee disengagement and lower morale if diversity and inclusivity are not effectively managed and promoted within the organisation.

Legal and Compliance Issues:

Potential legal risks and non-compliance with regulations related to workplace discrimination and equity.

Reputation and Brand Image:

Risks to the company's reputation and brand image if it fails to demonstrate a commitment to diversity, equity and inclusivity, impacting customer perception and investor's confidence.

OPPORTUNITIES

Enhanced Innovation and Creativity:

Leveraging a diverse workforce can lead to increased innovation, creativity and problem-solving capabilities.

Greater Market Relevance:

An inclusive and equitable approach enhances market relevance and service delivery.

Positive Organisational Culture:

Fostering an inclusive culture can significantly boost employee satisfaction, loyalty and productivity, contributing to a positive and dynamic organisational environment.

PROGRESS IN 2023

Refer to page 262

We make a lasting impact in our communities, evidenced by our continuous achievements since inception. Our focus extends beyond short-term gains, emphasising a commitment to shaping a brighter future for the generations to come. Our sustained efforts reflect this dedication, ensuring that what we do today contributes to a more prosperous and sustainable tomorrow.





CONVERGING COMMUNITIES

CAPACITY, CAPABILITY, COMPETENCY & CULTURE



■ HIGH IMPORTANCE
■ MEDIUM IMPORTANCE
■ LOW IMPORTANCE

SIGNIFICANCE

At the core of our corporate philosophy lies a steadfast belief - Capacity, Capability, Competency & Culture: our people are the pillars of our success. Their talent, collective insight, and the culture they foster propel our company forward. We recognise the importance of enriching their skills, ensuring they have the capacity and capability to innovate and the proficiency to outperform. Our commitment goes beyond simple professional growth; we aim to balance individual potential with our corporate goals, creating a workplace that is both efficient and stimulating.

We pledge to continuously enhance our team's professional expertise, nurturing an atmosphere where each member is encouraged to contribute to our collective objectives. Our emphasis on developing a dynamic and welcoming corporate culture ensures that our operations are effective and reflect our cherished principles.

This dedication to our human assets goes beyond a mere strategic move. It is the manifestation of our pledge to enduring development and distinction. By prioritising these ideals, we are sculpting a robust workforce that personifies our corporate identity and is prepared to meet the demands of our sector, ensuring that our company does not just survive but continues to set the pace and innovate into the future.

OUR APPROACH

CAPACITY, CAPABILITY, COMPETENCY & CULTURE

Our strategy is meticulously structured around four critical pillars: Capacity, Capability, Competency & Culture. Each pillar is underpinned by targeted strategies and deliberate actions crafted to fulfil the distinct objectives that form the blueprint of our corporate and sustainability ambitions.

01

CAPACITY

01: Capacity building strategy centres on identifying, selecting, developing, and nurturing key human talent, which is pivotal in propelling our corporate and sustainability ambitions for business success.

02

CAPABILITY

02: Capability building involves enhancing our employees' existing skills and knowledge, preparing them to contribute effectively to our broader capacity-building efforts.

03

COMPETENCY

03: Competency building emphasises enhancing and updating the skills required for existing positions, ensuring our employees stay current with the latest developments and trends relevant to their roles and responsibilities.

04

CULTURE

04: Culture building revolves around cultivating a positive, proactive, and inclusive work environment that champions a mindset geared toward excellence, innovation, and continuous improvement. By fostering these values, we steer our company toward greater success.



01

CAPACITY

CAPACITY BUILDING

Achieving our business and sustainability goals starts with building a solid team. We ensure the right mix of individuals, proficient skills, and optimal numbers. Our hiring strategy is designed with precision, focusing on selecting the best candidates, projecting future talent requirements, and preparing for the growth and evolving needs of our company.

Our strategy is built on two key components:

01

SUCCESSION PLANNING

Methodically preparing for future leadership to ensure continuity and stability.

02

STRATEGIC RECRUITMENT

Proactively identifying and attracting talent to meet our expanding business and operational needs.

We aim to strategically position our employees to maximise their impact, ensuring that each department is adequately resourced and that the potential of each team member is fully harnessed for collective success.

Leveraging the collective capacity, diverse capabilities, and individual competencies of our staff, both in-office and working on-site, is essential for achieving our goals.



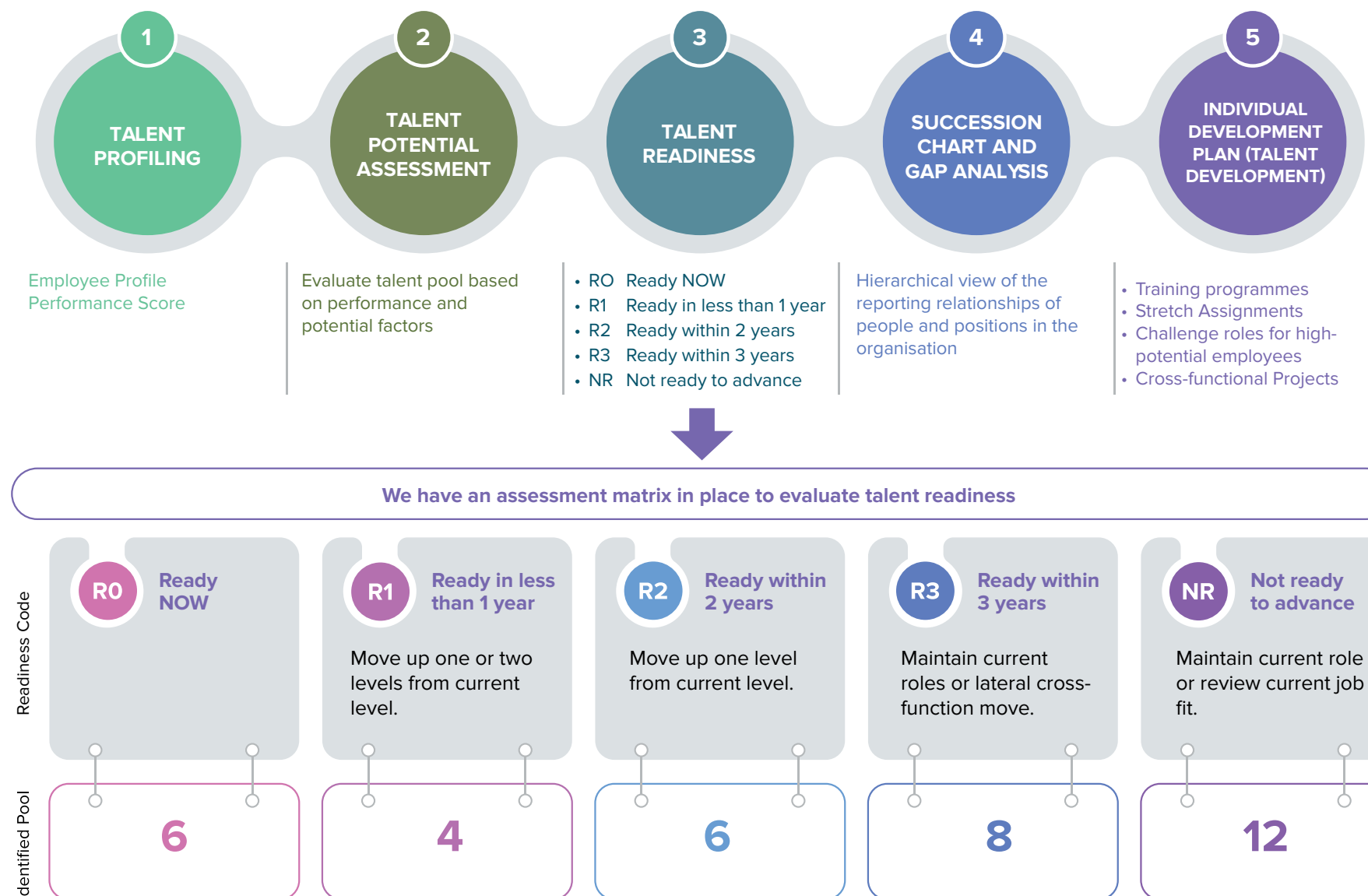
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SUCCESSION PLANNING 2023 FRAMEWORK

Adopting the right strategies to undertake and implement succession planning and to link it with organisation's objectives.





02

CAPABILITY

CAPABILITY ENHANCEMENT

Our commitment to enhancing our capabilities is integral to our capacity-building strategy. We achieve this by engaging our employees in comprehensive training programmes and equipping them with the latest technologies. This enables them to address current challenges effectively while cultivating a proactive and innovative mindset for future opportunities and challenges.

EMPOWERING THROUGH TRAINING AND DEVELOPMENT

- We are dedicated to investing in training programmes and professional development opportunities to bolster our employees' technical and managerial skills.
- We prioritise granting access to the most current tools and technologies, enabling our team to excel in their roles effectively.

CAREER GROWTH AND LEADERSHIP DEVELOPMENT

- We are committed to delineating clear career trajectories and planning initiatives, cultivating future leaders and specialists within our Group.
- Our approach includes a deeper focus on individual employee growth, evaluating and enhancing performance to align with the Group's objectives, and constructive feedback and avenues for advancement.
- We offer personalised career development plans enriched with mentoring and coaching programmes tailored to boost the potential of each employee.
- By nurturing leadership qualities across the Group, we aim to establish a strong team of future leaders poised to spearhead innovation and propel our growth.



- Certified Environmental Professionals in Sewage Treatment Plant Operations
- Drone Piloting & Customised Civil & Structural Related Training With Sijil Kemahiran Malaysia (SKM) Certification
- Sustainability Reporting Workshop Certification
- Professional Executive Coaching Engagement for PROLINTAS Leaders
- Certified Professional in Integrity Assurance and Management
- Certified Infrared Thermographer Course



Cultivating a vibrant talent pool of young professionals through systematic capability enhancement training programmes.

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CONVERGING COMMUNITIES

CAPACITY, CAPABILITY, COMPETENCY & CULTURE

03

COMPETENCY

COMPETENCY DEVELOPMENT

Competency development is geared towards refining and advancing the skill sets required for current positions, ensuring that our team members remain abreast of the latest industry advancements and shifts that influence their roles and contributions. This focus on skill enhancement is critical for keeping our workforce aligned with evolving market trends and organisational needs.

ONGOING SKILL ENHANCEMENT

By actively identifying the skills essential for future success and integrating targeted training and development programmes, we equip our employees to navigate the complexities of their positions with expertise and agility. We aim to cultivate a workforce that is not only adept at addressing today's challenges but also poised to seize future opportunities with confidence and strategic insight.

This commitment to ongoing professional growth creates a culture of continuous improvement and innovation, where employees are encouraged to develop their skill sets continually. As a result, our team members are well-prepared to drive our organisation forward in a dynamic and ever-changing industry landscape.



Elevating our workforce through targeted training initiatives to unlock potential and drive organisational innovation.

OUR PERFORMANCE



TOTAL TRAINING INVESTMENT

2020
RM950,000

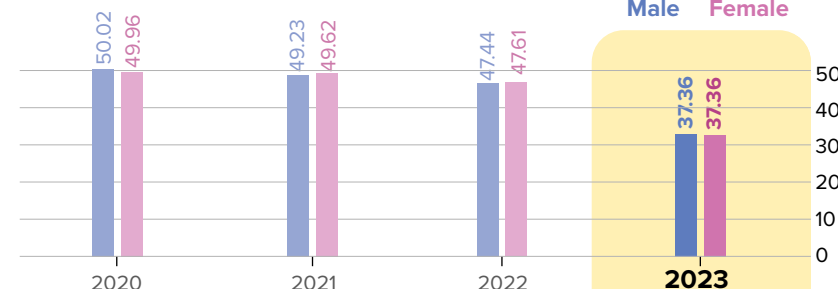
2021
RM 1,300,000

2022
RM2,000,000

2023
RM1,157,000

AVERAGE TRAINING HOURS BY GENDER

Male Female



AVERAGE TRAINING HOURS BY EMPLOYEE CATEGORY

Senior Management
Middle Management
Operations & Support



PROTÉGÉ PROGRAMME

	2020	2021	2022	2023
Total No of Participants	20	58	34	30
Total Investments for Protégé Programmes (RM)	850,000	1,400,000	682,000	617,280



04

CULTURE

FOSTERING A DYNAMIC AND INCLUSIVE CULTURE

At the core of our organisation lies the commitment to nurturing a positive, proactive, and inclusive culture. We understand that a vibrant and unified culture is vital to boosting employee morale and engagement, encouraging teamwork, and promoting collaboration, all of which are critical drivers of innovation.

We focus on creating an environment where excellence is the norm and innovative thinking is celebrated. We strive to embed a deep commitment to quality and sustainability in every facet of our operations, ensuring these principles are at the heart of everything we do. By cultivating a culture that champions excellence, nurtures innovation and prioritises continuous improvement, we drive our company towards new heights of success.

GUIDING PRINCIPLES AND PLATFORM OF OUR BEHAVIOUR PRACTICES TO PUT INTO ACTION

- Accountable management
- Ethical decision making
- Productive stakeholder engagement
- Proficient planning, investment and delivery
- Robust performance management
- Effective management of risk and opportunity
- Embedded compliance and internal controls

This culture is reinforced by our core corporate values of safety, sustainability, excellence and respect, which seamlessly integrate with our core individual values (S.T.A.R.) of being SMART, TRUSTWORTHY, ADMIRABLY HONEST and REACHING OUT. These values serve as guiding principles for our employees in their professional journeys.

S

Being smart is about behaving correctly and being guided by the proper knowledge in our daily work.

In other words, our actions should be based on the right attitude, skills and knowledge.

As employees, we should always strive for betterment by acquiring more knowledge in our quest to meet the expectations of our stakeholders.

T

To be trustworthy is to be reliable. Gaining and maintaining the confidence of others requires effort and integrity.

As employees, we should maintain high standards of reliability and trustworthiness.

Strong work ethics and self-discipline are the keys to achieving this.

A

Honesty is being truthful, fair, straightforward and sincere. Being honest is being truthful about what we say or do in our day-to-day affairs.

The attitude of honesty demands a clear understanding of why, what, where, when, and whom our actions will affect. Good intention is one requirement of honesty.

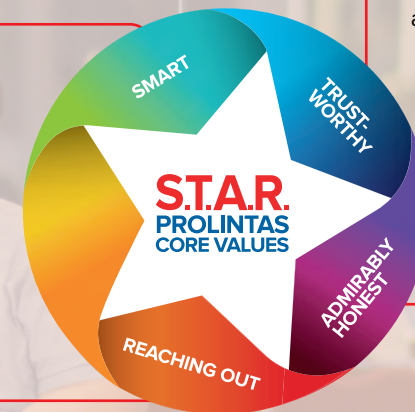
As employees, we are accountable and responsible for what we say or do be it formal or informal in nature.

R

Reaching out means we proactively act in all situations or environments.

In the context of the working environment, it is about servicing and anticipating the expectations of our stakeholders, making that first move within the acceptable boundaries of an established set of principles, standards, and regulations.

As employees, we strive to propagate this attitude of service, making sure we add value to everything we do.





CONVERGING COMMUNITIES

CAPACITY, CAPABILITY, COMPETENCY & CULTURE

OUR IMPACT STORY

PROLINTAS AND UTM COLLABORATE TO STRENGTHEN ACADEMIA-INDUSTRY SYNERGY VIA THE CEO@FACULTY PROGRAMME

PROLINTAS and Universiti Teknologi Malaysia (UTM) have forged a strategic alliance by signing a Memorandum of Understanding (MoU) to strengthen the bridge between academia and industry.

This partnership seeks to provide UTM students with valuable industrial training opportunities. It will also be a platform to encourage the facilitation of a dynamic collaboration between industry professionals and academic faculties, aiming at driving forward research and innovation efforts. This collaboration is envisioned to yield practical solutions to contemporary industry challenges, thereby enriching the integration of academic insights with real-world industry practices.

Set to last for three years, the MoU encompasses three critical areas of cooperation:



CEO@FACULTY PROGRAMME

The CEO@Faculty Programme (CFP), a hallmark of the partnership between PROLINTAS and Universiti Teknologi Malaysia (UTM), represents a significant stride in bridging the gap between academia and industry.

LEADERSHIP AND PARTICIPATION

PROLINTAS' Group Chief Executive Officer, Dato' Mohammad Azlan Abdullah's appointment as a member of the CFP by the Department of Higher Education, Ministry of Higher Education, leads the programme with a diverse group of participants, ranging from academicians to technical experts, all contributing to a rich tapestry of knowledge exchange.

INITIATION AND DURATION

Launched in 2022, the CFP is an ongoing initiative that fosters a symbiotic exchange between education and professional practice.

OBJECTIVES

For PROLINTAS:

The initiative allows PROLINTAS to leverage on UTM's research capabilities and innovative academic talent. This collaboration is focused on discovering novel solutions to operational challenges, from using sustainable materials to adopting cutting-edge technologies, thereby elevating the safety, efficiency and productivity of highway operations.

For Academicians:

The CFP aims to enhance the educational landscape by integrating industry insights into the academic curriculum, offering students firsthand exposure to real-world challenges, and supporting emerging talents in their professional development journey.



ACHIEVEMENTS AND IMPACTS

The CFP has been instrumental in fostering a vibrant exchange of knowledge and expertise, leading to notable achievements:

1 A faculty member in the Civil and Structural Engineering Department greatly benefited from insights on road maintenance, slope and drainage systems.

The Impact:

His expertise seamlessly integrated into the curriculum, enriching students' learning with practical industry insights alongside theoretical knowledge.

2 A contingent of 23 UTM lecturers and officers gained firsthand experience on PROLINTAS' operations, emphasising Highway Operations and Projects.

Lesson Learned:

They gained insights into the growing demand for effective road and transit infrastructures in the Klang Valley.

It bridged the academic-industry divide by melding theoretical education with practical operational scenarios, thus enhancing the academicians' ability to impart traffic and highway management concepts with added practical relevance.

3 A group of 17 members from PROLINTAS' technical team undertook a study tour at UTM, guided by representatives from the Faculty of Civil Engineering.

The Application:

This visit enabled the team to absorb cutting-edge technological practices in construction, operations and maintenance, fostering continuous innovation and learning experience.

The initiatives within the CFP detailed here are centred on human development. Further outcomes from the CFP, aligned with other material matters, are elaborated in the corresponding sections of this report.

GOING FORWARD

Together, we foster and nurture a space where every team member feels valued and empowered to contribute their best, where diverse perspectives are embraced, creativity flourishes, and where everyone is driven by a shared vision of excellence - shaping a path that leads to personal and professional fulfilment.

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CONVERGING COMMUNITIES

ROAD USER WELLBEING



■ HIGH IMPORTANCE
■ MEDIUM IMPORTANCE
■ LOW IMPORTANCE

SIGNIFICANCE

Entrusted with the development, operations and maintenance of six major intra-city highways within the Klang Valley, PROLINTAS is deeply committed to ensuring the safety, comfort and efficiency of every journey taken by commuters on its highways. PROLINTAS is dedicated to exceptional customer service, extending beyond corporate mandates to safeguard the wellbeing of all road users. Through the meticulous upkeep of our highways: AKLEH, LKSA, Kajang SILK, GCE, DASH and SUKE, PROLINTAS prioritises safety and comfort, providing secure, efficient and comfortable passage for all travellers.

Road User Wellbeing is a core value that underpins every decision and action undertaken. Recognising our responsibility as stewards of public safety, we ensure that every journey on any PROLINTAS highway is as secure and safe as possible.

OUR APPROACH ROAD USER WELLBEING

The Group employs a systematic approach to ensure the wellbeing of road users, addressing critical issues methodically before turning attention to less urgent matters. As such, our focus is prioritised in the following manner:

01

IDENTIFYING ACCIDENT-PRONE AREAS AND MITIGATING ACCIDENT RISK

01: PROLINTAS uses data analysis, technology, and strategic partnerships to identify and mitigate risks associated with highway accidents. By targeting high-risk areas and fostering collaboration with stakeholders, we enhance safety initiatives, which encompass infrastructure upgrades and proactive measures to promote the wellbeing of road users.

02

UPGRADING AND EXPANDING HIGHWAY INFRASTRUCTURE

02: Upgrading highways is essential to meet traffic demands, enhance safety and boost transportation efficiency. Modernisation reduces congestion, shortens travel times, stimulates economic development and integrates advanced technologies for optimised traffic flow and improved services.

03

EMERGENCY RESPONSE PREPAREDNESS (ERP) DRILLS

03: Emergency Response Preparedness (ERP) drills are regularly conducted to address highway crises swiftly. Personnel training include handling accidents, fires and disasters, refining protocols, coordinating with services and evaluating communication systems to ensure road user safety and minimise traffic disruptions.



The diligent monitoring of PROLINTAS Centralised Call Centre ensures the protection of road users through vigilant emergency breakdown services and highway patrol.



01

IDENTIFYING ACCIDENT-PRONE AREAS AND MITIGATING ACCIDENT RISKS

PROLINTAS employs a meticulous data-driven approach to identify and address accident-prone areas along its highways, recognising the significant impact of road accidents on public safety and wellbeing. According to statistics from Malaysia's Department of Statistics, road traffic accidents remain a prevalent concern, with thousands of fatalities and injuries reported annually.

ADDRESSING RISKS & INITIATIVES IN 2023



HOT SPOTS



ACCIDENT RISKS



INITIATIVES



OBJECTIVES



BENEFITS



OUTCOMES



From km 5.0 to km 6.0 eastbound.

Traffic congestion caused by accidents may escalate the risk of subsequent collisions.



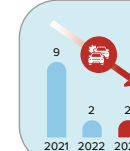
Chevron signs coupled with flashing blue lights strategically placed when approaching the hot spot.



Grab the attention of and alert approaching drivers of upcoming curves or bends.



Enable road users to be cautious, adjust their speed and drive accordingly.



The incidence of accidents decreased to two cases in both 2022 and 2023, marking a stark reduction from the nine reported cases in 2021.



Km 28.7 southbound.

Traffic congestion caused by accidents may escalate the risk of subsequent collisions.



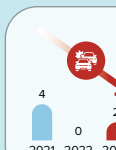
Chevron signs were painted on concrete New Jersey Barrier (NJB).



Enhance visibility, particularly during low-light conditions or inclement weather.



Assist drivers in promptly recognising alterations in road layout, enhancing overall road safety and navigation efficiency.



The number of accidents dropped from four in 2021 to none in 2022, while two cases were recorded in 2023.



From km 15.6 to km 15.7 westbound.

High frequency of accidents recorded since the opening: 14 accidents occurred between October 2022 & July 2023.



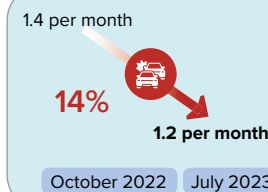
Geveko High Skid-Resistance Rollgrip was installed.



Optimise vehicle grip and traction, particularly in challenging conditions such as wet or slippery surfaces.



Assist drivers in promptly recognising alterations in road layout, enhancing overall road safety and navigation efficiency.



Accident rate has dropped by 14% from 1.4 per month to 1.2 per month.



From km 18.7 to km 18.9 northbound.

Traffic congestion caused by accidents may escalate the risk of subsequent collisions.



Geveko High Skid-Resistance Rollgrip was installed.



Optimise vehicle grip and traction, particularly in challenging conditions such as wet or slippery surfaces.



Assist drivers in promptly recognising alterations in road layout, enhancing overall road safety and navigation efficiency.



Installation of Geveko High Skid-Resistance Rollgrip was completed in December 2023.



02

UPGRADING AND
EXPANDING HIGHWAY
INFRASTRUCTURE

In 2023, PROLINTAS prioritised initiatives to enhance its highway assets, acknowledging the pivotal role of efficient transportation infrastructure in ensuring public safety and driving economic growth. The primary objective is to optimise traffic flow, improve safety measures and streamline operations across its extensive highway network.

Fourth Lane Widening of Kajang SILK

LOCATION
Sungai Ramal Interchange to
UNITEN Interchange
(Kajang SILK Phase 2)



To reduce traffic congestion and
spillover.



To enhance road user safety.



To facilitate faster access
for business activities and
emergencies.



To create jobs for
construction and
maintenance workers.



To lower GHG
emissions by reducing
traffic congestion.

OBJECTIVES



COMPLETED

- Improvement works for Country Heights Interchange.
- Rephasing of traffic lights.

IN PROGRESS

Widening of the road after the Sungai Ramal u-turn, left-turn ramp from Kajang Toll to Sungai Ramal and mainline from Sungai Ramal to UNITEN.

STAGE 1 & 2

STAGE 3

STAGE 4

STAGE 5

IN PROGRESS

Widening of mainline from Sungai Ramal to UNITEN.

UPCOMING

- Rephasing of traffic lights.
- U-turn at Country Heights Interchange.
- Dedicated ramp from Kajang Toll to Bandar Baru Bangi.

OUTCOME

Reduced traffic spillover to the mainline of Kajang SILK, resulting in smoother traffic flow.

Overall, the proposed lane widening project on the Kajang SILK Highway embodies a multifaceted approach to improving transportation infrastructure, fostering economic growth, enhancing safety and promoting environmental sustainability.



SLIDING EMERGENCY MEDIAN OPENINGS (EMOS) FOR SWIFT SOLUTION

With a significant traffic volume reaching 208,203 Annual Daily Traffic (ADT) on the Kajang Silk route, it stands as PROLINTAS' busiest highway. In November 2023, Sliding Emergency Median Openings (EMOs) were introduced along the Kajang SILK Expressway, precisely at km 14.1 and km 9.0, to ensure enhanced safety measures for commuters.

How it Works



EMOs serve as highly effective traffic management solutions.



They provide rapid access points for first responder vehicles.



These access points facilitate transitioning to opposite lanes during accidents, medical emergencies, and other critical situations.

Did you know?

It takes **1** person approximately **5 minutes** to mobilise the Sliding EMO!

Conventional models require an average of 7 persons and over 30 minutes.

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CONVERGING COMMUNITIES ROAD USER WELLBEING

UNIFIED COMMUNICATIONS FOR SAFER ROADS

The Centralised Call Center (CCC) was established to revolutionise highway management, optimise efficiency, ensure road user safety and elevate the overall customer experience.



Help is just a phone call away with our toll-free Road Assistance Hotline number, available 24/7.



CENTRALISED CALL CENTRE

COVERAGE

All six highways.

OBJECTIVE

To centralise hotline and call centre operations.



OUTCOME

Channeling calls or complaints to a unified number and email has streamlined traffic management, emergency response and improved customer service.

COMPONENTS

Starting 1 April 2023, a unified hotline and shared email address were implemented to facilitate road users and customers in requesting assistance, filing complaints, or offering feedback.



GREENING OUR HIGHWAYS

Our efforts to safeguard the wellbeing of road users extend to their visual and physical comfort when using our highways and related facilities, ensuring they can enjoy a wholesome travel experience.

PROLINTAS is dedicated to creating sustainable, visually appealing highways through environmental stewardship, focusing on ecological responsibility and protecting landscapes from soil erosion.

En. Bun Yin A/L Ai An
PROLINTAS Landscape Advisor

Shrub Species

Dalbergia oliveri
Fragrea fragrance
Calliandra tergemina
Mussaenda erythrophylla 'Dona Luz'
Podocarpus macrophyllus
Loropetalum chinensis or equivalent
Acalypha siamensis
Ficus nitida gold
Pandanus sanderi
Eugenia oleina
Phyllanthus myrtifolius
Bougainvillea 'Elizabeth Angus'
Bougainvillea 'Singapore White'
Codiaeum variegatum
(various species)
Melastoma malabathricum



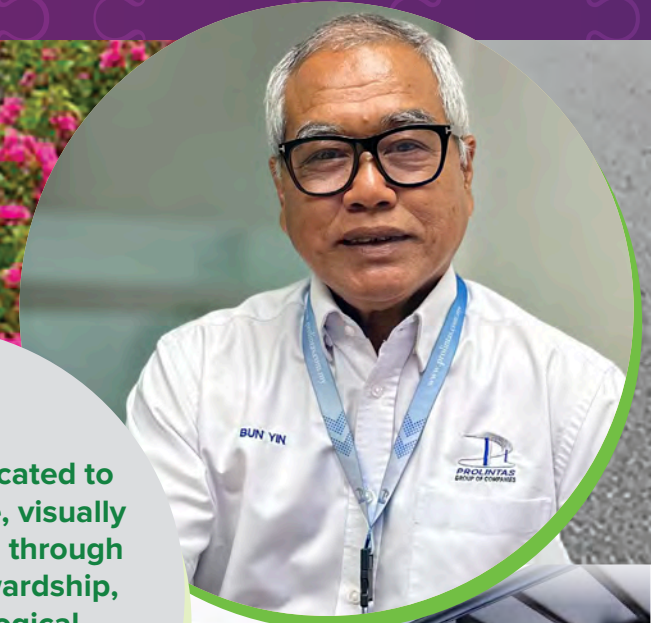
LOCATIONS

- Bukit Jelutong-NKVE Interchange
- Motorcycle lanes at GCE
- RSA Elmina at GCE



OBJECTIVE

Enhancing the visual aesthetics and sustainability of the highway entrance area and surrounding environments, including the motorcycle lanes.



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03

EMERGENCY RESPONSE
PREPAREDNESS (ERP)
DRILLS

Maintaining a state of utmost readiness to swiftly and effectively address emergencies along our highways is imperative at PROLINTAS. Our commitment to perpetual vigilance is a foundational principle that underscores our dedication to ensuring the safety and security of all stakeholders, including our personnel and the wider public. The strategic execution of emergency response drills is a linchpin in our preparedness arsenal. These meticulously orchestrated exercises serve as invaluable opportunities to hone the skills of our personnel, refine our protocols and stress-test our contingency plans.

In 2023, we simulated three plausible scenarios across key locations at SUKE, LKSA and the RSA at GCE.



ERP DRILL #1: TRAFFIC ACCIDENT

May 2023



TEAM MEMBERS

- Konsortium PD Sdn Bhd (transportation company).
- Hazardous Materials (Hazmat) team, Fire and Rescue Department (Bomba).
- Royal Malaysian Police.
- Ampang Hospital Ambulance Service.
- PROLINTAS personnel.
- Other agencies.



SIMULATION

A collision between a diesel tanker and a sulfuric acid tanker resulted in the spillage of diesel fuel and hazardous materials. Additionally, a car veered off from the upper to the lower lane, rendering all lanes impassable.



OBJECTIVES

Evaluating our emergency response plan and traffic control system for highway accidents, improving collaboration, identifying weaknesses and ensuring legal compliance.



km 4.5 southbound



OUTCOME

Incident Management and Response Efficiency

- Successfully achieved rapid response in five minutes, beating the 10-minute KPI.

Traffic Management Plan Effectiveness

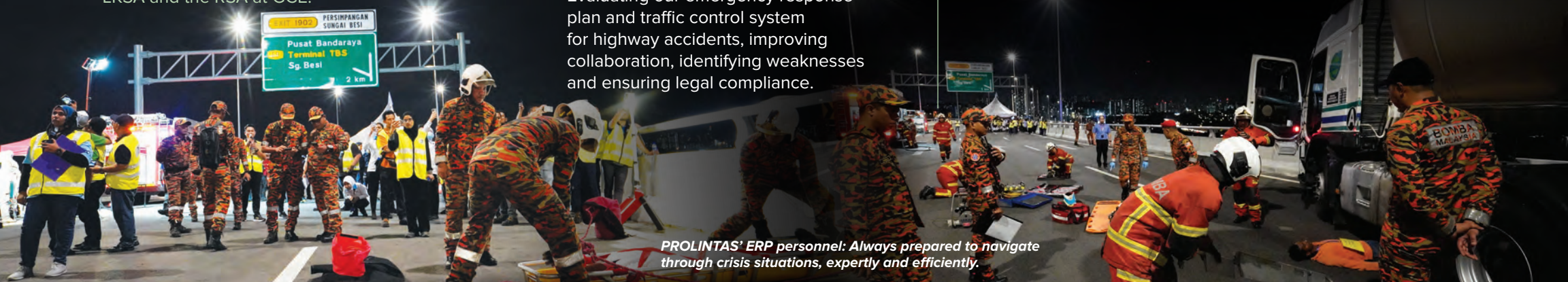
- Implemented measures, including contra-flow lane opening, preventing congestion despite the obstruction of two lanes.

Cross-Agency Coordination Effectiveness


- Demonstrated unified collaboration among BOMBA, Police, medical, transportation and PROLINTAS personnel, ensuring real-time decision-making.

Overcoming Unique Operational Challenges

- Successfully managed emergencies on an elevated highway, overcoming limited access and heightened risks, demonstrating our team's proficiency in challenging environments.



PROLINTAS' ERP personnel: Always prepared to navigate through crisis situations, expertly and efficiently.

**ERP DRILL #2: FIRE SAFETY TRAINING**
 October 2023
RSA Elmina **TEAM MEMBERS**

- Fire & Rescue Department (BOMBA).
- RSA vendors.
- PROLINTAS personnel.

**DRILL EXERCISE**

Fire safety training programme for RSA Elmina, GCE.

**OBJECTIVES**

Empower food vendors with fire safety knowledge and skills to prevent, detect, and respond to emergencies, ensuring the safety of vendors and patrons.

**OUTCOME**

Our RSA vendors are trained to handle fire outbreaks.



Vendors and PROLINTAS personnel alike learnt how to effectively manage fire incidents occurring at the RSAs.

**ERP DRILL #3: FLOOD PREPAREDNESS**

October 2023

**TEAM MEMBERS**

- Fire & Rescue Department (BOMBA).
- PROLINTAS personnel.

**DRILL EXERCISE**

The drill exercise prepares participants to work during flash floods by setting up barriers, diverting traffic, and fortifying vulnerable points along our highways to safeguard our road users.

**OBJECTIVES**

Addressing the risks of flash floods, where low-lying areas can be inundated within minutes. The training involved navigating rescue boats and moving waters, conducting submerged rescue missions, and prioritising safety in enhancing flood response effectiveness.

**OUTCOME**

The drill enhanced the emergency response capabilities of 30 personnel from the Highway Traffic Safety division, as well as the LKSA, GCE and DASH teams.



Participants at the ERP Flood Preparedness Drill Exercise listening intently to instructions.

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CONVERGING COMMUNITIES

ROAD USER WELLBEING

OUR IMPACT STORY

COMMUNITY SAFETY AND WELLBEING

Ensuring the safety and wellbeing of the communities around our highways is paramount. We are dedicated to maintaining high safety standards to protect not just the road users but also the residents of nearby areas.

Our dedication extends beyond conventional safety measures, encompassing a comprehensive approach that considers the holistic welfare of the communities. By actively engaging in initiatives to fortify safety protocols, PROLINTAS seeks to create an environment where both road users and nearby residents feel secured and protected.

We recognise the interconnectedness of road safety and community welfare, and our efforts are strategically aligned to address this symbiotic relationship. Through collaborative partnerships and continuous improvement in safety infrastructure, we aspire to create a seamless experience for all stakeholders involved.

Being one of the leading highway operators in the Klang Valley, our commitment to fostering ethical values among teenagers and instilling a sense of responsibility and law-abiding behaviour is vital.

In 2023, PROLINTAS collaborated with the Selangor Road Transport Department (JPJ) to champion the cause of road safety. This partnership was a comprehensive and dynamic programme designed to raise awareness and educate the public, especially the younger generation.

Key highlights included the innovative “Selangor Cares about Road Safety Educational Race” (SCORER) game, bespoke safety sessions focusing on motorcycles and bicycles for students, and a series of enlightening lectures and briefings about road safety. Furthermore, we hosted an engaging road safety exhibition offering insightful learning experiences.

A notable feature of this carnival was the participation of at least 200 schoolchildren, including members of the JPJ Cadet Club, from various selected schools. This initiative educated them about the importance of road safety and actively involved them in the learning process, making it both memorable and impactful.

These efforts are a testament to PROLINTAS’ unwavering commitment to providing efficient transportation solutions and contributing significantly to the wellbeing and ethical growth of the communities in which we operate. Through such initiatives, we aim to cultivate a more informed, safety-conscious generation and foster a culture of responsible road usage.



Over 200 participants including students from seven schools participated in the Road Safety Advocacy Carnival.



Doing our part to educate schoolchildren about the importance of road safety by engaging them in various interactive activities.



As a responsible urban highway operator, we actively promote highway safety through regular updates on social media.



CONVERGING COMMUNITIES

ROAD USER WELLBEING

PARTNERSHIPS AND COLLABORATIONS



SAFETY FIRST ON THE ROADS

ROAD SAFETY ADVOCACY CARNIVAL IN COLLABORATION WITH THE SELANGOR ROAD TRANSPORT DEPARTMENT (JPJ)



OBJECTIVE

To increase **road safety awareness** and foster **good road etiquette** among **students**.

ACTIVITIES

Selangor Cares About Road Safety Educational Race (SCORER).

Traffic regulations

Advocacy segments for motorcycles and bicycles.

Lectures and briefings on road safety.



200 participants



Students from **7** schools near our highways participated in the programme.

- SMK Seksyen 18 Shah Alam.
- SMK Seksyen 24 (2).
- SMK Seksyen 19 Shah Alam.
- SMK Subang Taman Subang Baru.
- SMK Bukit Gading Sungai Plong.
- SMK Bandar Baru Sungai Long.
- SMK Taman Medan.

- JPJ Cadet Club members
- JPJ Selangor officers
- Teachers
- Private agencies
- NGOs
- Government representatives

ASPIRATIONAL TARGETS



- Reduce accident rates.
- Net zero fatalities from road accidents.

ZERO ACCIDENTS



SCAN ME



<https://www.prolintas.com.my/prolintas-jpj-selangor-tingkat-kesedaran-keselamatan-jalan-ray-dalam-kalangan-pelajar-sekolah/>

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OUR PERFORMANCE

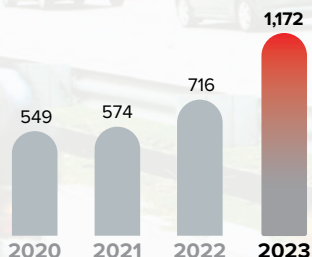
The Group monitors the effectiveness of our initiatives on Road User Wellbeing via metrics such as the accident and fatality rates and our response time to incidents on our highways.

ACCIDENT RATES
2020-2023

Accident Rate Per Million Vehicles

4.6 5.3 4.2 5.2

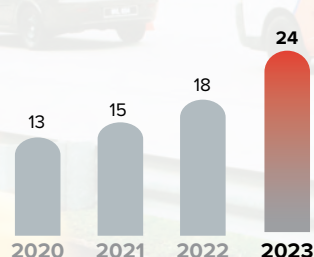
Number of Accidents

FATALITY RATES
2020-2023

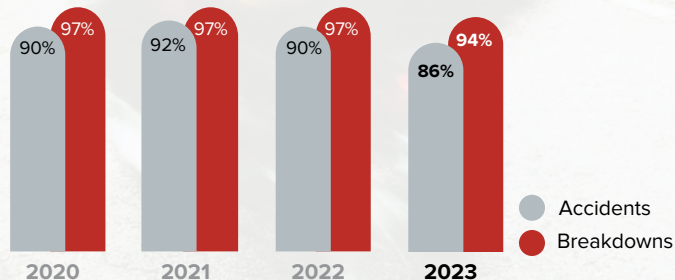
Fatality Rate Per Million Vehicles

0.10 0.14 0.10 0.11

Number of Fatalities

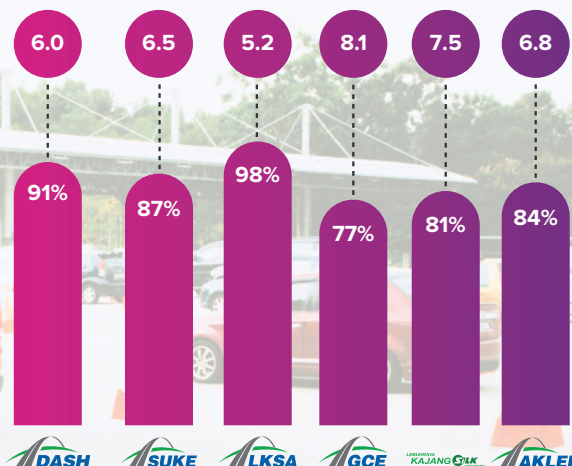
RESPONSE TO EMERGENCIES
2020-2023

Percentage of Response Within Target Time

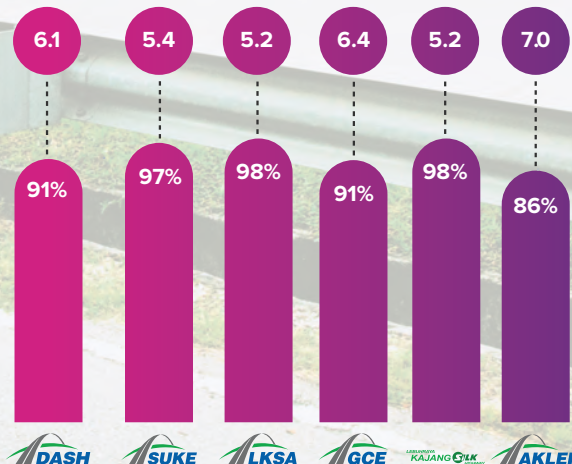


ACCIDENT & BREAKDOWN RESPONSE RATES IN 2023

ACCIDENTS

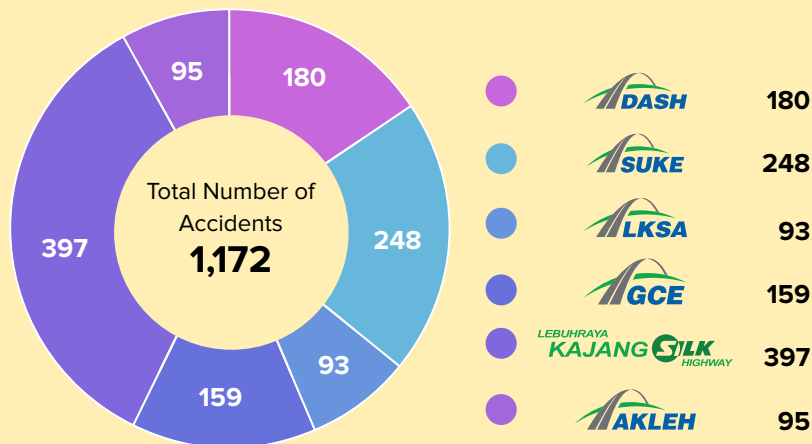
Minutes
(Average)Overall PROLINTAS
6 Highways6.6 Minutes
(Average)86%
Response
Within
Target Time

BREAKDOWNS

Minutes
(Average)Overall PROLINTAS
6 Highways5.9 Minutes
(Average)94%
Response
Within
Target Time



TOTAL NUMBER OF ACCIDENTS IN 2023 BY HIGHWAY



ACCIDENT AND FATALITY RATES IN 2023 BY HIGHWAYS

Total Accident Rate
5.2 per million vehicles

Total Fatality Rate
0.11 per million vehicles

ACCIDENT RATE
per million vehicles

FATALITY RATE
per million vehicles



GOING FORWARD

Our commitment to road safety is rooted in prioritising the wellbeing of all road users. Through continuous improvement and collaboration with stakeholders, we strive to ensure that highways remain safe and conducive to daily life, promoting positive experiences for everyone. Moving forward, this commitment will persist, fostering trust, sustainability, and prosperity within the communities we serve.





CONVERGING COMMUNITIES

EMPLOYEE WELLBEING, SAFETY & HEALTH



HIGH IMPORTANCE
MEDIUM IMPORTANCE
LOW IMPORTANCE

SIGNIFICANCE

The welfare and wellbeing of our employees are key material matters for PROLINTAS and form an integral part of our corporate and operational priorities to provide a safe, healthy, and inclusive workplace with a culture conducive to excellence. The Group believes that investing in the physical, mental and emotional wellbeing of our employees enhances their professional effectiveness and productivity of our operations. We also encourage open and inclusive communication between the Board of Directors, Senior Management and employees at all levels, further reinforcing our reputation as a responsible and employee-centric organisation. Employee Wellbeing, Safety & Health are a cornerstone of our commitment to the workforce.



Fostering a culture where employee well-being intertwines with organisational success, nurturing a vibrant workforce committed to health, safety and excellence.

OUR APPROACH EMPLOYEE WELLBEING, SAFETY & HEALTH

01

HOLISTIC HEALTH AND WELLBEING

02

OCCUPATIONAL SAFETY AND HEALTH FOCUS

03

FOSTERING HIGH ENGAGEMENT, INCLUSIVENESS AND PROGRESSIVE WORKPLACE CULTURE

Our robust Employee Wellbeing, Safety & Health approach encompasses three fundamental aspects:

- 01:** Our comprehensive health and wellbeing programmes, including medical benefits and flexible working options, prioritise our employees' physical and mental wellbeing. This approach fosters job performance and satisfaction, recognising the intrinsic link between employee wellbeing and productivity.
- 02:** Our business, which is heavily involved in highway operations, prioritises the safety and health of our operational employees, particularly our frontline workers. This is achieved through strict adherence to rigorous safety standards and practices.
- 03:** Our strategy fosters high employee engagement across all levels. We achieve this by employing diverse communication channels that enable everyone to feel heard, valued, and included. We recognise that an engaged workforce is crucial to our overall success and continued growth.



01

HOLISTIC HEALTH AND WELLBEING

PROLINTAS undertakes the responsibility of ensuring our employees are at optimal physical and mental health in order to enhance their work quality, productivity and satisfaction levels.

In acknowledging the diverse needs of our workforce, we provide comprehensive employee health and wellbeing programmes, medical and compensation benefits, and flexible working arrangements to promote peace of mind and confidence that their health and wellbeing are consistently prioritised and protected.

**Life Insurance**

By job grade – available to all

**Healthcare**

By job grade, staff category, age

**Maternity Allowance**

RM5,000 up to five surviving children

**Cost of Living Allowance**

RM400 per employee

**Dental**

RM500 per employee

**Parental Leave**

Eligible to male employees

**MARKET-ORIENTED
COMPENSATION &
BENEFITS**

Prioritising healthcare and employee wellbeing nurtures a resilient workforce, enhances productivity, and cultivates a positive organisational culture.

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OUR KEY HUMAN CAPITAL ROADSHOW ACTIVITIES

The recent amendment to Malaysia's Employment Act 1955 marks a pivotal advancement in labour rights and protection within the country. PROLINTAS actively incorporates these changes, ensuring full compliance and application across all employees and relevant stakeholders. We have communicated the critical aspects of this amendment to our employees and business partners, underlining our commitment to align with these enhanced legal standards.

OBJECTIVE

A Roadshow was held to highlight important updates and changes related to human capital involving:

- New entitlement of employees' medical benefits, effective 1 January 2023 that had been approved by the Special Board of Nomination and Remuneration Committee in 2022.
- Implementation of the new amendment of the Employment Act 1955, effective 1 January 2023.
- Implementation of the new process of Employee Self Service (ESS) via the Oracle System, effective 1 January 2023.

#1 ANTI-SEXUAL HARRASMENT



AWARENESS AT PROLINTAS

The Anti-Sexual Harassment Policy was introduced and a special committee was formed to ensure a safe, respectful workplace.

#4 LEAVE ENTITLEMENT



ENHANCING EMPLOYEE SUPPORT

In PROLINTAS, Maternity leave has expanded to 98 days, paternity leave up to 7 days for up to 5 confinements, plus 60 days hospitalisation leave added to sick leave.

#2 DISCRIMINATION



EMPLOYMENT IN PROLINTAS

Ensures equal employment opportunities, strictly prohibiting discrimination based on race, color, religion or any protected status, and commits to merit-based recruitment, promotions, and terminations.

#5 WORKING HOURS



OPTIMAL HUSTLE HOURS

Current observed optimal working hours:

- Office-based roles: 39 hours & 15 mins/week
- Shift-based roles: 42 hours/week

#3 WORKING ARRANGEMENT



FLEXI !

PROLINTAS has adopted Flexible Work Arrangement (FWA), enhancing work flexibility in terms of hours through staggered working hours, and in location through the Hybrid Working Model (HWM).

#6 EXPANSION OF OPTIMAL COVERAGE



APPLICABLE TO ALL EMPLOYEES

All employees earning up to RM4,000, regardless of their job title, are entitled to rest day pay, overtime and public holiday benefits.



02

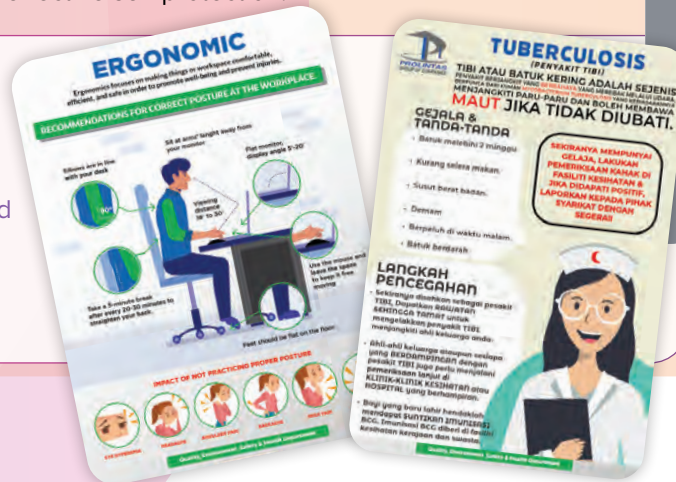
OCCUPATIONAL SAFETY AND HEALTH FOCUS

Committed to maintaining the highest workplace safety standards, on par with the guidelines set forth by the Occupational Safety & Health Act 1994, we prioritise the health and safety of our employees, particularly those engaged in our rigorous highway operations.

Our commitment is reflected in stringent safety measures, encompassing regular training sessions, equipping staff with necessary protective gear, and strict adherence to safety protocols. These steps are crucial in reducing workplace risks and ensuring the wellbeing of our team as they fulfil their roles and responsibilities.

In 2023, one of our key initiatives was a comprehensive study focused on frontline employees in toll booths, who face exposure to vehicle emissions and potential respiratory risks. This study aimed to thoroughly understand the hazards inherent to their roles, enhance their awareness of these risks, and offer practical measures for effective self-protection.

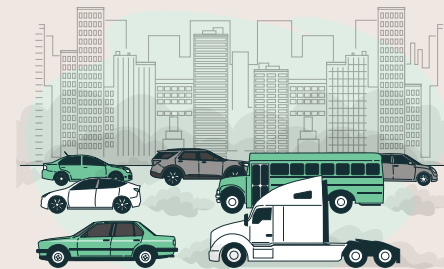
Further to the outlined initiatives, our Occupational Safety and Health programme also covered awareness campaigns e.g. Ergonomic and Tuberculosis.



ASSESSMENT OF VEHICLE EMISSION IMPACTS ON FRONT-LINE EMPLOYEES

CHALLENGE

The health and safety of front-line employees is a top priority. However, the level of exposure to smoke and associated respiratory hazards is currently unknown. There is a need to evaluate the risk and identify solutions to address this issue.



SOLUTION

A comprehensive occupational exposure assessment was conducted by industrial hygienists, involving the monitoring and sampling of air quality inside toll booths during peak traffic periods. Smoke exposure levels were measured and compared to permissible limits.



RESULT

The study conducted on our toll booth personnel revealed that vehicle smoke exposure remained within permissible limits. Nevertheless, we have implemented several enhancements as a precaution and in line with our unwavering commitment to employee health. These include improved ventilation systems and a strategic rotation policy for staff, among other measures.





03

FOSTERING HIGH ENGAGEMENT,
INCLUSIVENESS AND PROGRESSIVE
WORKPLACE CULTURE

PROLINTAS maintains high levels of employee engagement through various communication methods, including face-to-face meetings, one-on-one sessions, townhall gatherings, and digital communications. We prioritise open, ongoing dialogue, ensuring every employee throughout the Group feels heard, valued, and included. This commitment to inclusiveness fosters a cohesive and supportive workplace culture, aligning everyone with our shared goals and values.



PROLINTAS ANNUAL DINNER
10 FEBRUARY 2023, URBAN PARK
HALL @ LKSA

OBJECTIVES

- Reviving Employee Engagement:**
Nearly a decade had passed since our last Employee Appreciation Dinner in December 2014. Organising a new session was long overdue, and this gap was addressed.
- Boosting Engagement:**
Attending the dinner reinforced employees' connection to the company, emphasising the significance of their roles through the dedicated efforts put into this event.
- Acknowledging and Retaining Employees:**
The dinner was a critical strategy for nurturing a motivated and purpose-driven workforce, vital for long-term employee retention and appreciation.



INTERNATIONAL WOMEN'S DAY (IWD)
8 MARCH 2023

OBJECTIVES

- Promoting Diversity and Inclusivity:**
We demonstrated our commitment to diversity, equality and inclusion, particularly by recognising the achievements of women and advocating for gender equality in the workplace.
- Empowerment and Recognition:**
Celebrated and acknowledged the contributions and achievements of our female employees, enhancing their empowerment and motivation.



PROLINTAS TOWNHALL AND MAJLIS BERBUKA PUASA
8 APRIL 2023, SETIA CITY
CONVENTION CENTRE (SCCC)

OBJECTIVES

- Business Updates:**
We shared our financial performance for FY2022, provided updates on the recently launched SUKE and DASH projects, and worked towards aligning the entire organisation with our common goals.
- Performance Insights:**
A summary of employee performance was presented, highlighting achievements, milestones and areas for improvement based on recent trends.
- Encouraging Engagement:**
The event aimed to create a comfortable and interactive environment where employees were encouraged to share their thoughts and offer feedback.



SAMBUTAN HARI RAYA PROLINTAS
16 MAY 2023,
URBAN PARK HALL @ LKSA

OBJECTIVES

- Bringing People Together:**
Cultivating a sense of community and togetherness among teams and coworkers, creating a bond beyond work.



2023 EMPLOYEE ENGAGEMENT SURVEY
3 AUGUST - 25 AUGUST 2023

OBJECTIVES

- Assessing Employee Sentiment:**
We evaluated our employees' satisfaction, motivation, and commitment levels and compared them with those in 2022.
- Identifying Strengths and Areas for Improvement:**
We pinpointed areas of strength and those needing enhancement in our workplace, focusing on improving employee experience, productivity, and retention.
- Utilising the Survey as a Continuous Improvement Tool:**
We treated the survey as an ongoing tool to regularly assess progress throughout the year, measuring the impact of changes implemented.



SHOW YOUR PATRIOTISM AT WORK! CONTEST 30 AUGUST 2023

OBJECTIVES

- o The contest encouraged all employees to wear attire that symbolise our shared pride in the nation's advancement, serving to nurture patriotism as employees came together to honour our history and embrace our cultural diversity.

PROGRAMME OUTCOME

- o The contest received an overwhelming response from all employees who were united in displaying their patriotism.



PINK OCTOBER THROUGHOUT OCTOBER

OBJECTIVES

- o **Raising Awareness Among Female Employees:**
We educated our female employees about breast cancer, focusing on its prevention, early detection and treatment options.

Our "Pocket Talk" was a virtual discussion featuring dieticians Boh Shi Hui and Nurul Ain Baharudin, along with financial advisor Josephine Ong, focusing on holistic approaches to breast cancer prevention through diet and lifestyle.

- o **Supporting Women's Health:**
Showed solidarity and support for individuals, including our employees and their loved ones, affected by breast cancer. In addition we distributed gifts to 307 female employees, with a portion of the profits benefiting the Breast Cancer Welfare Association (BCWA).



MOVEMBER MEN THROUGHOUT NOVEMBER

OBJECTIVES

- o **Educational Awareness:**
Our initiative began with educating employees about men's health issues, focusing on prostate and testicular cancer and mental health challenges.

Dr. Gan Tech Sheng and Josephine Ong led a session on grooming for male employees, providing specialised advice and tips.

- o **Promoting Wellness and Supporting Men's Self-Care:**
We advocated for regular health screenings and self-assessments to enhance overall employee wellness.

In support of men's self-care, we distributed electronic shaving kits to 452 male employees, emphasising the importance of personal grooming and wellbeing.



BIGGEST LOSER CHALLENGE THROUGHOUT DECEMBER

OBJECTIVES

- o **Setting a Healthy Tone and Encouraging Healthy Habits:**
The programmes successfully allowed employees to end the year on a healthy note and start the new year with a positive momentum. It motivated employees to develop healthy habits toward the end of the year, setting a foundation for continued wellness into the following year.



MINI TOWNHALL WITH GCEO THROUGHOUT DECEMBER

OBJECTIVES

- o **Review of 2023 Achievements and Vision for 2024**

The agenda primarily featured a mini town hall session led by Group Chief Executive Officer Dato' Mohammad Azlan Abdullah, engaging all employees in meaningful dialogue.

This was followed by a review of PROLINTAS BT's progress. The session also included sharing our aspirations for 2024 and outlining a strategic vision to guide the company's future growth and success.

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CONVERGING COMMUNITIES

EMPLOYEE WELLBEING, SAFETY & HEALTH

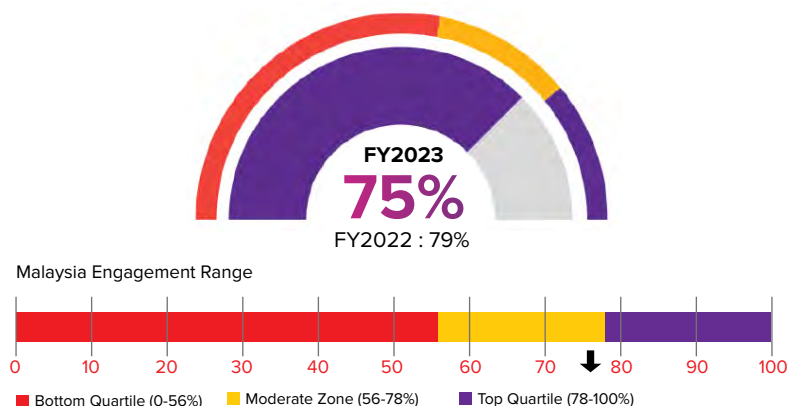
OUR PERFORMANCE

We track performance and monitor the effectiveness of our initiatives on Employee Wellbeing, Safety and Health via metrics including employee engagement and occupational safety records.

EMPLOYEE ENGAGEMENT

Our overall Employee Engagement Score dipped by four percentage points to 75% in 2023 as compared with the previous year. In response, we have developed an Action Plan to improve engagement for 2024, which includes team building activities, employee development and nurturing employee culture.

EMPLOYEE ENGAGEMENT SCORE



Comparison of our score with Malaysia Country Norm, APAC Transportation Infrastructure & Malaysia GLCs:

<p>↑ 6 points 69%</p> <p>Malaysia Country Norm</p> <p>6 points higher than Malaysia Country Norm</p>	<p>= 0 points 75%</p> <p>APAC Transportation Infrastructure</p> <p>On par with APAC Transportation Infrastructure</p>	<p>↑ 3 points 72%</p> <p>Malaysia GLCs Norm</p> <p>3 points higher than Malaysia GLCs Norm</p>
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Note: The engagement & evaluation was conducted by Kincentric Malaysia

OCCUPATIONAL SAFETY & HEALTH (OSH) PERFORMANCE



MAN HOURS WORKED

1,246,240

FY2022: 2,125,760 FY2021: 1,533,000



TOTAL NO. OF ACCIDENTS

ZERO

FY2022: 1 FY2021: 1

OCCUPATIONAL SAFETY RECORD FY2021-FY2023



LOST TIME INJURY FREQUENCY (LTIF) RATE

ZERO

FY2022: 27 FY2021: 3,913.9

FATALITIES

ZERO

FY2022: 0 FY2021: 1



MAJOR INJURIES

ZERO

FY2022: 1 FY2021: 0



INCIDENT RATE

ZERO

FY2022: 1.4 FY2021: 1.6

FATALITY RATE

ZERO

FY2022: ZERO FY2021: 1.6



KEY HIGHLIGHTS

Achieving a remarkable safety milestone, we have reduced the number of workplace accidents and significant injuries to **zero** while maintaining robust person-hour productivity. Our dedication to employee wellbeing and safety is reflected in our proactive measures and continuous improvement in engagement scores.



OUR CASE STUDY

PROLINTAS ANTI-SEXUAL HARASSMENT INITIATIVE 2023

VENUE AND PARTICIPATION

100 attendees converged for this event hosted at the Renaissance Hotel in Kuala Lumpur. This diverse group included PROLINTAS' leadership and external experts, creating a dynamic forum for exchange and learning.

CHALLENGES

Before this event, sexual harassment issues were handled only by the remit of the Human Capital Division.

SOLUTION

Establishing the Anti-Sexual Harassment Committee (ASHCOMM) in 2020 marked a significant shift towards a more structured approach.

In 2023, the ASHCOMM organised a forum themed 'Creating a Safe Space in the Workplace - Physically and Mentally for All'. The event was designed to achieve two primary objectives:

1

Enhancing understanding of sexual harassment issues.



2

Fostering meaningful dialogue on workplace safety among employees at all levels.



This holistic approach surpassed mere policy enforcement, instilling a culture of inclusivity and respect.

BENEFITS



ECONOMIC

Increasing productivity and morale, demonstrating the economic benefits of respectful workplace culture and reducing litigation risks.



SOCIAL

Improving employee mental health and wellbeing while cultivating a supportive work environment.

Leading the industry by raising awareness and facilitating knowledge exchange among corporations on effectively managing and responding to workplace sexual harassment.



GOVERNANCE

Aligning with the Anti-Sexual Harassment Act 2022, exemplifying strong corporate governance and ethical responsibility.

This case study exemplifies how a well-orchestrated initiative can transform organisational culture, making it a beacon of safety, respect, and ethical conduct.

GOING FORWARD

Our commitment to employee wellbeing remains firm. We will continue to prioritise initiatives to promote mental health, foster a supportive work environment and ensure the overall wellbeing of our employees. Through ongoing efforts and proactive measures, we strive to create a workplace where employees feel valued, supported, and empowered to thrive personally and professionally.

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IMPACT ON COMMUNITIES



HIGH IMPORTANCE
MEDIUM IMPORTANCE
LOW IMPORTANCE

SIGNIFICANCE

Beyond being mere transit routes, our highways serve as crucial connectors, shaping the socioeconomic fabric of communities. PROLINTAS embraces a proactive stance in acknowledging and addressing the multifaceted needs of neighbouring communities, spanning social and environmental domains. Through extensive stakeholder engagement, our initiatives strategically elevate the quality of life and boost socioeconomic activities. This underscores the importance of our Impact on Communities, reinforcing the integral role our intracity thoroughfares play in catalysing economic growth and fostering community wellbeing.



PROLINTAS community programmes are the cornerstones of enriching lives, weaving education, societal values and environmental stewardship into the fabric of everyday life for a more meaningful and connected future.



OUR APPROACH IMPACT ON COMMUNITIES

01

**DRIVING ECONOMIC
GROWTH AND COMMUNITY
DEVELOPMENT**

02

**COMMUNITY ENGAGEMENT
AND SUPPORT**

Our highways bridge communities, breaking down geographical barriers and fostering social cohesion via a two-fold strategy:

01: Our highways play a vital role in enhancing connectivity among different locations and communities. They enable people from various areas to engage in social, economic and cultural exchanges more readily, which fosters mutual understanding, cooperation, and a sense of community. We are dedicated to creating a more integrated and interconnected society.

02: We tailor initiatives for maximum impact through dynamic engagement, gaining insights into the diverse needs of multi-stakeholder groups, including those residing near our highways. PROLINTAS outreach programmes centre on **Advancing the Community, Empowering Education and Protecting the Environment.**



01

**DRIVING ECONOMIC
GROWTH AND COMMUNITY
DEVELOPMENT****CATALYST TO LOCAL ECONOMIES AND
COMMUNITY CONNECTIVITY**

Our highways are more than just roads; they are dynamic channels that connect talents to workplaces, consumers and contractors to markets, and individuals to essential services. They are pivotal in stimulating economic and socio-economic activities and driving growth and development in the surrounding regions. In the bustling Klang Valley, our highways are a lifeline, accounting for over a quarter of the area's total traffic, with an estimated 2.3 million vehicles using these routes daily.

Our network encompasses six strategic highways, each serving a crucial part of Malaysia's economic hub: GCE in the north, SUKE in the northeast, Kajang SILK in the southeast, LKSA in the south, DASH in the west, and AKLEH within Kuala Lumpur city centre. This comprehensive coverage ensures efficient access across the country's economic heartland.

Beyond facilitating transport, our highways enhance community connectivity across the Klang Valley. They dissolve suburban isolation by significantly reducing travel times and guarantee seamless integration into broader economic and social networks. Furthermore, our highways catalyse the growth of new townships and spur development at various ingress and egress points along their routes. This strategic infrastructure connects and transforms communities, underlining our commitment to shaping a more accessible, integrated and prosperous society.



Growing Guardians of the Earth - Inspiring the next generation to cherish and protect our planet through hands-on environmental education.



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CONVERGING COMMUNITIES

IMPACT ON COMMUNITIES

ACCELERATING ECONOMIC GROWTH AND FOSTERING COMMUNITY DEVELOPMENT THROUGH PROLINTAS' HIGHWAY INFRASTRUCTURE

PROLINTAS' highway infrastructure is not just a network of roads; it is a catalyst for economic growth and community development. With burgeoning townships emerging on the outskirts of Kuala Lumpur and Selangor, our highways, such as GCE, LKSA and DASH, are pivotal in bridging the distance, enabling easier commutes and fostering regional integration.



PROLINTAS' highways are more than asphalt paths - they are the arteries of progress, pumping vitality into the heart of Malaysia's growth.

RISING POPULATION AND URBANISATION IN KLANG VALLEY



POPULATION

KL and Selangor forecasted to continue to grow and reach

9.2 million

in 2025 and

9.7 million

in 2030

27.5%

total population in Klang Valley

2.5 million (1980)

5.6 million (2000)

9.0 million (2022)



This is leading to a higher urbanisation rate

2027

80.6%

Malaysian households live in urban areas.

78.2%

(FY2017: 75.4%)

Malaysian households live in urban areas.

The higher population and urbanisation rate, particularly in the Klang Valley, are expected to continue to drive the usage of urban highways.

NEW TOWNSHIP DEVELOPMENTS FURTHER FROM THE CITY CENTRE OF KL

One key success factor of these townships is good connectivity to major road infrastructure to reduce the travel time between the township areas and the city centre.

As Kuala Lumpur and Selangor become more crowded and developed, house prices have risen faster than incomes, making some homes unaffordable. This has led to the construction of affordable **housing** and **new townships** further from the city. In the last decade, areas over **30 km** away, such as **Setia Alam**, **Nilai**, **Sepang** and **Semenyih**, have seen rapid growth and development.

As more townships are being developed further away from the city centre, such as in the City of Elmina in Shah Alam, Lagong Mas in Rawang, and Kota Warisan in Salak Tinggi, a higher proportion of the population reside or will reside further away from the city centre, thus increasing the need for tolled highway usage for daily commute. To this extent, highways designed to improve connectivity, particularly GCE, LKSA, and DASH, are expected to benefit from this trend.

EXISTING ROAD OVERCAPACITY LEADING TO A HIGHER DEMAND FOR ALTERNATIVE ROADS

Road users in KL city centre have long suffered from traffic congestion. The construction of new highways represents one of the approaches available by providing alternative roads.

Ministry of Transport Malaysia (MOT)



Total Vehicles FY2022

6.8 million

(FY2017: 6.2 million)



Total Vehicles FY2022

3.1 million

(FY2017: 2.9 million)

This increment in total vehicles on the road will lead to further congestions in Klang Valley, which will drive the demand for new tolled highways in the future.



OBJECTIVE

To create event spaces and convert highways into points of destination.

PURPOSE

- To utilise vacant areas underneath elevated highways.
- To drive value through sustainable development and community engagement.

RATIONALE

- The spaces underneath elevated highways are often under utilised and neglected.
- Perceived as hazardous and unsightly, vacant spaces are urban spaces that are of interest to various stakeholder groups.
- With proper planning, these vacant spaces can be turned into viable economic, social and environmental resources that can contribute to long-term value for stakeholders.

PROJECTS

- Jogging Trail, Sungai Ampang, SUKE.
- Playground Facilities, Ampang, SUKE.
- Basketball & Futsal Court, Alam Damai, SUKE.
- Urban Park @ LKSA.

BENEFITS

- Availability of community spaces within our highway network.
- Enhances safety and addresses use of space underneath elevated highways.



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CONVERGING COMMUNITIES

IMPACT ON COMMUNITIES

02

COMMUNITY ENGAGEMENT AND SUPPORT

Through dynamic engagement, we glean invaluable insights into the unique needs and concerns of our diverse group of stakeholders, including residents and workers near our highways. This enables us to tailor initiatives for maximum positive impact.

At the core of our outreach efforts are multifaceted programmes focused on community support, educational empowerment, and local development projects aimed at enhancing community well-being.

Our approach is defined by three key areas:

Advancing the Community, Empowering Education, and Protecting the Environment. In our pursuit of Converging Communities, we prioritise initiatives that directly address the immediate needs of residents, reinforcing a sense of unity and shared progress.



Tabika Kemas students participating in a gardening campaign organised by PROLINTAS in collaboration with the Free Tree Society.

The Group's social investments and activities are segmented into three key areas:

ADVANCING THE COMMUNITY

We focus on the urban poor and disenfranchised segments in need of basic necessities. We engage with stakeholders who have ties to our businesses and other groups such as art movements, resident associations and business communities.



EMPOWERING EDUCATION

We are committed to nurturing a new generation. In addition, we educate the public on matters related to our business, current issues and our impact on communities, businesses and the economy.



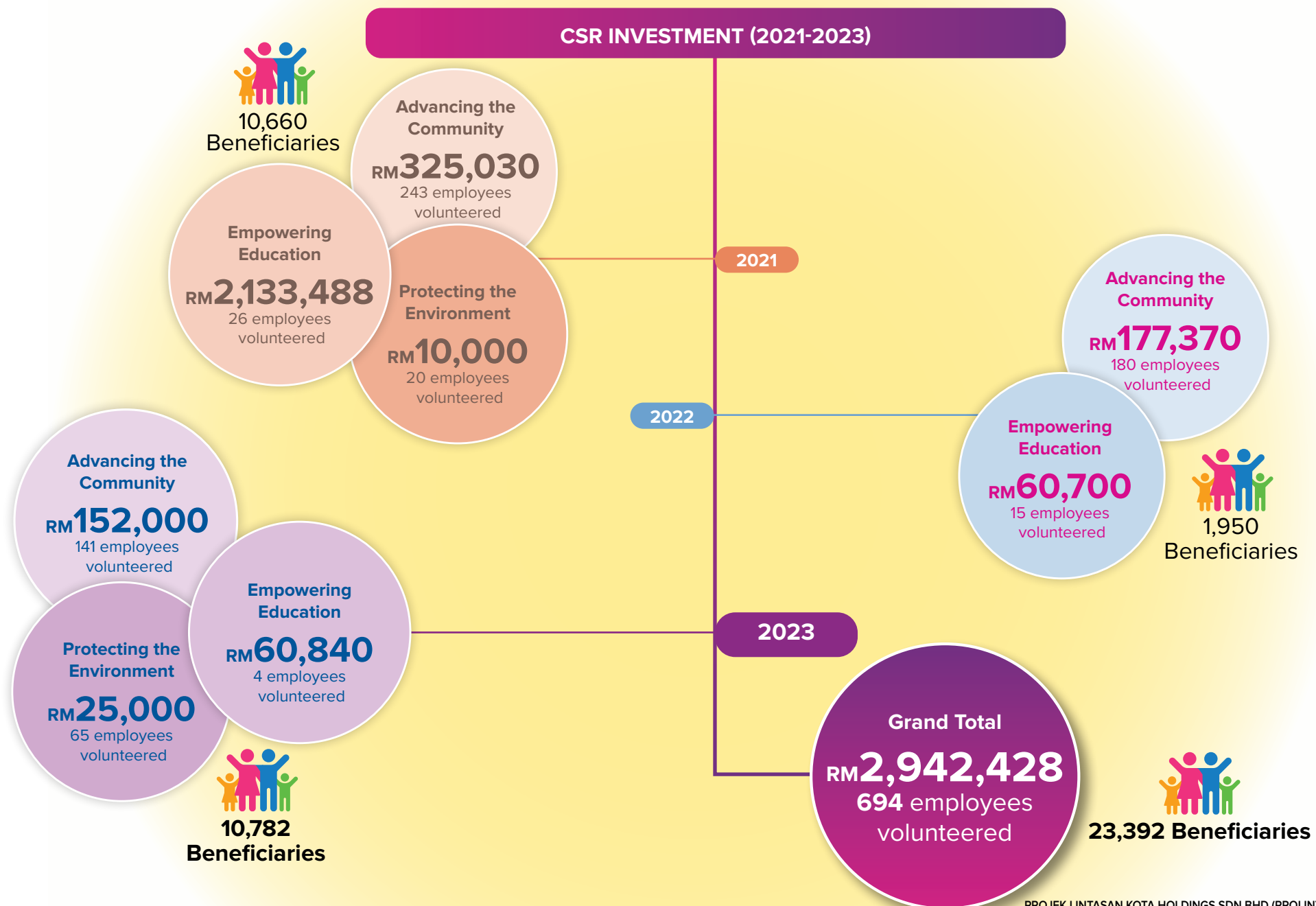
PROTECTING THE ENVIRONMENT

In line with our pledge towards sustainable development, we are involved in transplanting plants, replacing green lungs, replanting activities, observing green best practices and leveraging on green technology.





OUR PERFORMANCE



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CONVERGING COMMUNITIES

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*The beneficiaries of Chinese New Year
FY2023 contributions.*



DISTRIBUTION OF BASIC FOOD SUPPLIES TO B40 CHINESE FAMILIES AT KAJANG SILK AND SUKE CONSTRUCTION AREAS



LOCAL COMMUNITY

100 Families

20 Employees Involved

RM 10,000 Contribution

We distributed daily necessities to 25 families in Sungai Chua and another 25 families in Sungai Ramal living near construction areas along Kajang SILK. Similar contributions were made to 25 families in Taman Bukit Cheras and 25 families in Kampung Tasik Permai near SUKE.

*PROLINTAS, in collaboration with other corporate entities, sponsored
sewing equipment for female inmates at Kajang Women's Prison,
providing them with income-generating opportunities.*



CREATING INCOME OPPORTUNITIES FOR FEMALE INMATES AT THE KAJANG WOMEN'S PRISON



LOCAL COMMUNITY

200 Individuals

3 Employees Involved

RM 5,000 Contribution

In collaboration with students of Universiti Kebangsaan Malaysia's Graduate School of Business (UKM-GSB) and the Malaysian Prison Department, we upgraded the facilities and equipment for skills development programmes at the Kajang Women's Prison, to enable various employment activities such as the production of food products, sewing services and personal care services.

*Our Back to School Programme helped to
reduce the financial burden of B40 families.*



BACK TO SCHOOL PROGRAMME WITH THE B40 COMMUNITY



LOCAL COMMUNITY

200 Students

20 Employees Involved

RM 46,000 Contribution

We handed over essential school supplies to primary and secondary school students living near our six highways. Specific allocations were made to:

- 30 students from PPR Jelatek, AKLEH.
- 40 students from Kampung Sungai Ramal Luar, Kajang SILK.
- 30 students from Flat Sri Lembayung, LKSA.
- 40 students from PPR Raya Permai, SUKE.
- 30 from Flat Bukit Subang, GCE.
- 30 from Kampung Melayu Subang, DASH.



Contribution handover during the month of Ramadhan in FY2023.



RAMADHAN BUKA PUASA CONTRIBUTION FOR MOSQUES AND MUSOLLAHS NEAR OUR HIGHWAYS



LOCAL COMMUNITY

1,000 Individuals

60 Employees Involved

RM 18,000 Contribution

Donations to mosques and musollahs during the month of Ramadhan:

- Masjid Sg Ramal Luar, Kajang SILK.
- Masjid Zaid Bin Thabit, SUKE.
- Surau Al Amin Taman Bukit Subang, GCE.
- Surau An Nur, Taman Sri Lembayung, LKSA.
- Surau At-Taqwa, PPR Jelatek, AKLEH.
- Surau Nurur Rahmah, DASH.

The beneficiaries of Aidiladha contributions in FY2023.



CONTRIBUTION OF CATTLE TO COMMUNITIES ALONG OUR HIGHWAYS FOR HARI RAYA AIDILADHA



LOCAL COMMUNITY

600 B4O families and asnaf individuals

30 Employees Involved

RM 39,000 Contribution

In conjunction with the Hari Raya Aidiladha celebration, we donated cattle for *qurban* to six local communities along our highways:

- PPR Desa Tun Razak, SUKE.
- Surau As Salam, Gugusan Semarak, DASH.
- Surau Al Ikhwan, Kg Sg Ramal Dalam, Kajang SILK.
- Surau An-Nur, Flat Sri Lembayung, LKSA.
- Flat PKNS - Kg Baru, AKLEH.
- Surau Al Falah, Taman Bukit Subang, GCE.



- Contribution for family day - Kelab Kebajikan Seksyen Makro dan Penswataan (SMP) SUK Selangor.
- Contribution for the welfare of journalists to the National Press Club.
- Contribution for kidney patients via the National Kidney Foundation Malaysia.
- Contribution to Persatuan Kontraktor Bumiputera Malaysia for conducting their Annual General Meeting.
- Contribution for school mutual aid to PIBG SMK Subang Bestari.
- Contribution to Tabung Kemanusiaan Palestin KKR - Badan Kebajikan Sosial dan Sukan Lembaga Lebuhraya Malaysia.



LOCAL COMMUNITIES, LOCAL AUTHORITIES, NGOS AND MEDIA

RM 22,000 Contribution

These philanthropic activities, aimed at benefitting various stakeholders, reflect our commitment to a diverse range of social causes.

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CONVERGING COMMUNITIES

IMPACT ON COMMUNITIES



EMPOWERING EDUCATION

SPM 2023 candidates participated in the “Program Anjakan Minda” organised by PROLINTAS.



CONTRIBUTION TO SMK TUDM SUBANG FOR SCHOOL INFRASTRUCTURE



SCHOOL STUDENTS

1,000 Students

1

Employee Involved

RM 1,500 Contribution



EDUCATION PROGRAMME FOR SECONDARY SCHOOLS: PROGRAM ANJAKKAN MINDA



SCHOOL STUDENTS

250 Students

3

Employees Involved

RM 59,340 Contribution

This programme was conducted at six selected schools.

- **Objective:** To equip SPM students with a growth mindset and goal-setting skills, focusing on personal and environmental sustainability.
- **Approach:** Interactive workshops to engage students in hands-on sessions.
- **Outcome:** Improved academic resilience for students.
- **Sustainable Goals:** Students learned to set and achieve goals with an eye on environmental and societal wellbeing.

• Impact:

Empowered Youth: To cultivate a generation that excels academically and is conscious of their role in sustainable development.

Community Connection: To encourage students to apply their skills in community-oriented sustainable projects.

- **Essence:** This initiative blends academic skill-building with sustainability awareness, shaping students into capable and environmentally-conscious individuals.



PROTECTING THE ENVIRONMENT

Residents acquired knowledge and fostered social bonds through engagement in recycling activities.



ESG-BASED COMMUNITY ENGAGEMENT



LOCAL COMMUNITIES

300 Individuals

5 Employees Involved

RM 15,000 Contribution

The programme focused on the proper management of organic waste, with a workshop to teach participants how to make soap from used cooking oil. The participating communities were from Kampung Sg Balak, Kajang and PPR Sri Jelatek.

Our Green Programme initiative is crucial in shaping a more promising future for future generations.



TREE PLANTING PROGRAMME



PRE-SCHOOL STUDENTS

180 Students

60 Employees Involved

RM 10,000 Contribution

SCAN
ME



Held at all six highways, the programme aimed to instil interest in gardening among kindergarten students from:

- KEMAS Kindergarten Lembah Jaya Selatan (near SUKE).
- KEMAS Kindergarten Dato Ahmad Razali (near AKLEH).

- KEMAS Kindergarten Section 18 West (near LKSA).
- KEMAS Kindergarten Subang Perdana (near DASH).
- KEMAS Kindergarten Kampung Sungai Balak (near Kajang SILK).
- Minda Ceria Kindergarten Kampung Merbau Sempak (near GCE).



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PARTNERSHIPS AND COLLABORATIONS

The Group collaborated with an NGO, Ecomknight, in a community-based project, Trash to Treasure (T2T), to instil sustainability values in residential and school communities within the vicinity of our highway.

OLD SOLES NEW LIFE (OSNL)

DESCRIPTION

Launched in July 2022, the project provided a recycling platform for citizens to discard their old shoes responsibly. It involved the collection of old shoes to be repurposed into granules that were subsequently used to build environmentally-friendly playgrounds or sports surfaces.

The project carried the motto '*Paving The Way for More Eco-Friendly and Sustainable Sports Infrastructure Built in The Future*'.

COMPONENTS

- OSNL awareness talk and shoe collection drive.
- OSNL bin placement: **20** bins were placed along our highways.
- **Campaign duration: December 2023 - March 2024.**

BENEFICIARIES

Schools and residential communities.

PARTICIPANTS

Schools

- SK Lembah Jaya, Hulu Langat.
- SMK Bandar Tasik Selatan, Kuala Lumpur.
- SK TTDI Jaya, Shah Alam.

Residential Community

- PPR Sri Jelatek.

OUTCOME

Social

- Greater awareness on proper method of discarding old shoes.
- The programme encompassed three schools and one residential community with a total of 1,222 individuals.

Environmental

- 273.8 kg of old shoes were collected.
- 20 shoe collection points were installed along our highways.

The T2T initiative comprised two components:



Old Soles New Life (OSNL),
a recycling
programme for
old shoes.



Some of the primary school students that participated in the old shoe recycling activity organised by PROLINTAS Ecomknight.





CIRCLE

DESCRIPTION

This initiative encouraged the proper management of organic waste, particularly used cooking oil.

COMPONENTS

Used cooking oil was re-purposed into household soaps.

BENEFICIARIES

Residential communities.

PARTICIPANTS

Residential Communities

- Kampung Sg Balak, Kajang.
- PPR Sri Jelatek.

OUTCOME

Social

- Higher awareness of re-purposing waste into useful products.
- **40** individuals from two residential communities participated in the programme.

Environmental

- **12** kg of used cooking oil was recycled into soaps.


CIRCLE, a
recycling
programme for
organic waste.

SAVE THE PLANET



One of the recycling campaign activities in Kampung Sg Balak, Kajang, encouraged residents to recycle used cooking oil to promote proper organic waste management.



CONVERGING COMMUNITIES

IMPACT ON COMMUNITIES

OUR IMPACT STORY

Reflecting our social responsibility and commitment to sustainable community development, PROLINTAS has collaborated with Universiti Kebangsaan Malaysia (UKM) in two projects to increase the income opportunities of female inmates at the Kajang Women's Prison and support the development of their children.

We sponsored the **Cradle for Inclusive Nurturing and Teaching Atmosphere (C.I.N.T.A CARE)** and contributed financial assistance to upgrade facilities while improving the skillsets of inmates at the prison.

Representatives from UKM, Malaysian Prisons Department and PROLINTAS interacted with the children born to inmates at the Kajang Women's Prison.



What is C.i.n.t.a Care?

This initiative was aimed at creating a safe, nurturing environment for infants born to inmates via the provision of facilities including secure sleeping areas, dedicated breastfeeding spaces and educational toys useful for the development of young minds.

Why C.i.n.t.a Care?

OBJECTIVE 1: UPGRADING FACILITIES FOR INFANTS BORN TO INMATES

We believe every child deserves a safe and nurturing environment to grow and thrive, regardless of their circumstances. This is the reason why we initiated a programme to provide a secure place for infants born to inmates. Understanding the challenges these little ones face, we organised facilities, including secure sleeping areas, dedicated breastfeeding spaces and educational toys that aid their development. We aim to meet their immediate needs, strengthen family bonds and create a pathway for inmates to reintegrate into society. These efforts will lead to a healthier, more inclusive society where every child has an equal chance to succeed.

OBJECTIVE 2: UPGRADING WORKING FACILITIES FOR INMATES

We received a heartfelt request from the prison to upgrade baking and related equipment to improve the quality of cakes and biscuits made by the inmates. We understood how important it was to provide the inmates with opportunities to hone their skills and contribute to society, and we were happy to help.

The Group offered financial aid, allowing the prison officials to purchase new ovens, mixers and other necessary equipment to make this initiative successful. We are delighted to report that the production output of cakes and biscuits has increased, boosting sales and generating additional income for the inmates.

It gives us immense satisfaction to know that our contribution has not only led to an improvement in the quality of baked goods made by the inmates but also contributed to their financial wellbeing. We are grateful for the opportunity to positively impact the lives of those who need it the most.



How are we contributing?

We take great pride in our sponsorship activity that involves BrickMatrix, a LEGO wall game designed to inspire creativity and stimulate cognitive development in children. We believe that early exposure to Science, Mathematics, Engineering and Technology (STEM) is crucial for the growth and success of our future generations. We are honoured to be a part of this initiative that encourages learning in a fun and engaging way.

BENEFITS OF C.I.N.T.A CARE

ECONOMIC

Increased sales of products produce by inmates.

Benefited **40** inmates.

SOCIAL

ENHANCED QUALITY OF LIFE

Improving living and educational conditions for children, positively impacting their overall development.

SUPPORT INMATES' FAMILIES

Alleviated some of the emotional and psychological burdens on inmates concerning the welfare of their children.

GOING FORWARD

As PROLINTAS looks towards the future, our main objective is to foster a future where innovative infrastructure, community wellbeing and environmental stewardship come together. We are dedicated to this cause and will drive the development of comprehensive community engagement initiatives, educational programmes, and sustainability projects that enhance the efficiency of our highways and improve the quality of life of the people we impact.

Our priorities include:

- strengthening our focus on safety,
- expanding our social impact through targeted community support, and
- embracing environmentally responsible practices that will help safeguard our planet for present and future generations.



Chairman of UKM's Board of Directors, Prof. Emeritus Dato' Dr. Mohamad Abd. Razak (right) with the Deputy Commissioner General of Prisons (Management), Malaysian Prisons Department, TKJP Abd Kadir Rais and representatives of PROLINTAS in front of the BrickMatrix LEGO Artwork at the nursery of the Kajang Women's Prison.



CONVERGING COMMUNITIES

DIVERSITY, EQUITY & INCLUSIVITY



■ HIGH IMPORTANCE
■ MEDIUM IMPORTANCE
■ LOW IMPORTANCE

SIGNIFICANCE

Fostering a corporate culture and work environment that embraces diversity, ensures equity and encourages inclusivity is a priority in PROLINTAS. By leveraging the cultural and sociological differences of our talent, we believe in driving creativity and enhancing productivity to deliver exceptional service for sustainable business success.

While Diversity, Equity & Inclusivity may be considered of low material importance for the Group, they underscore our commitment to social responsibility and our position as a progressive leader in the industry.

OUR APPROACH DIVERSITY, EQUITY & INCLUSIVITY

01 EQUITY IN OPPORTUNITIES

The Group has implemented tailored strategies to enhance diversity within our workforce and foster an inclusive culture that mirrors our customer base and the communities we serve.

This approach prioritises two key pillars:

01: We strive to provide equal opportunities to all employees, balancing fairness in the opportunities we offer.

02: We proactively cultivate an inclusive community culture to foster stakeholder collaboration and unity.

02 COMMUNITY INCLUSIVE CULTURE



01

EQUITY IN OPPORTUNITIES

We maintain a healthy work environment free from bias and discrimination by practising equity in opportunities for growth and progress. Effectively, this involves fair treatment in hiring, promotion, training and compensation, creating a level-playing field that values merit and capability.

FAIR AND COMPETITIVE LIVING WAGE

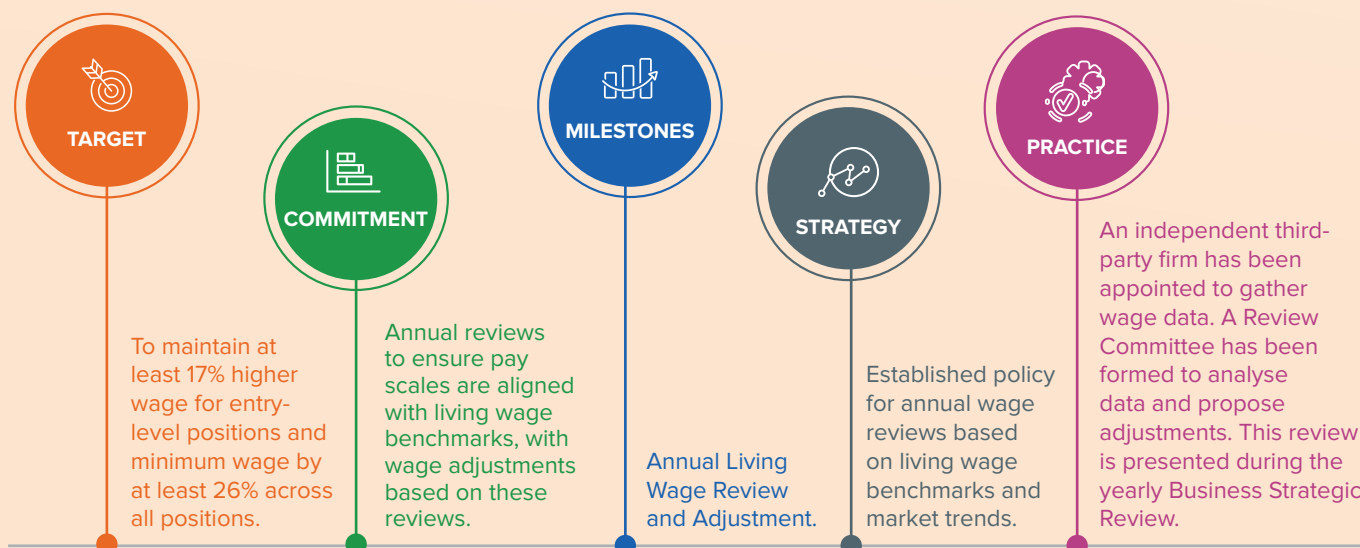
PROLINTAS ensures an equitable and motivated workforce by offering a competitive living wage above market rates, tied to performance, adjusted for inflation, and complemented by additional benefits.

REMUNERATION HIGHER THAN INDUSTRY RATES

Since 2020, we have become a preferred employer, offering graduates salaries 17% above the RM2,700 single adult living wage. Additionally, we exceed the RM1,500 minimum wage by at least 26%, demonstrating our commitment to competitive compensation.

ANNUAL SALARY BENCHMARKING

We conduct annual salary benchmarking to ensure competitive pay scales that are aligned with the cost of living, particularly in Kuala Lumpur.



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CONVERGING COMMUNITIES

DIVERSITY, EQUITY & INCLUSIVITY



TARGET

PAY FOR PERFORMANCE CULTURE

Our compensation framework for non-management level employees consists of 80% in fixed pay and 20% in variable pay.

To achieve a higher ratio of employees earning above the base salary through performance incentives.



COMMITMENT

Enhance performance management systems to establish clear, fair, and achievable metrics, reinforcing a culture of meritocracy.



MILESTONES

Performance Incentive System Enhancement.



POLICY

Comprehensive Performance Management Policy outlining the appraisal system, metrics and link between performance and pay.



PRACTICE

Uses a balanced scorecard approach to measure performance.

COST OF LIVING ADJUSTMENTS (COLA)

We offer a monthly COLA of RM400 on top of standard salaries to all employees, including contract workers, to offset inflation and protect their purchasing power.

To ensure that COLA can effectively mitigate the impact of inflation on employees.

Regularly review and adjust COLA based on reputable cost of living indices and employee feedback.

All employees have received monthly payments under COLA.

COLA Policy detailing how adjustments are calculated, when they are reviewed and how they are communicated and implemented.

Implemented a tracking system to monitor cost of living indices and gather feedback on living costs via regular focus groups and surveys.





02

COMMUNITY INCLUSIVE CULTURE

Our highways serve diverse communities, and we prioritise sensitivity to their varied needs. Our policies, services, and interactions reflect our commitment to meeting the expectations of all segments of society.



ARTFUL JOURNEYS

In collaboration with the National Autism Society of Malaysia (NASOM), PROLINTAS produced a 2024 corporate calendar and diary featuring artwork created by students with autism. The artwork showcased the hidden talents of the children to inspire a better appreciation of their capabilities and greater understanding of their efforts to contribute to society. The collaboration reflects the Group's enduring philosophy of **'Elevating Lives'**, which focuses on enriching lives beyond our primary responsibility to provide safe, efficient and convenient passage on our highways.

KEY HIGHLIGHT



PROLINTAS purchased **20** exquisite art pieces from NASOM, which were featured in PROLINTAS' Corporate Calendar 2024

FISH



Name of Artist:
Joel Joshua Augustian

Painting Technique:
Water colour & stamping

Drawing Inspiration:
Current obsession of Joshua



Name of Artist:
Noor Qanitha Binti Umar

Painting Technique:
Water colour

Drawing Inspiration:
Morning scene



SUNFLOWERS IN THE FIELD



KEEP THE WILD ALIVE



Name of Artist:
Maadaraju Joseph Paul

Painting Technique:
Water colour & stamping

Drawing Inspiration:
Artist is obsessed with elephants



Name of Artist:
Maathurvarman s/o Elayaraja

Painting Technique:
Water color

Drawing Inspiration:
Expression of Maathu's current mood



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CONVERGING COMMUNITIES

DIVERSITY, EQUITY & INCLUSIVITY

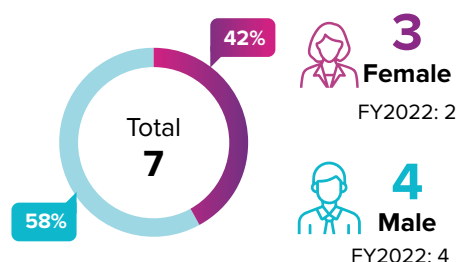
OUR PERFORMANCE

The Group monitors the effectiveness of our initiatives on Diversity, Equity & Inclusivity via metrics including the demographics of our workforce and comparisons of remuneration as well as other benefits between different groups of employees.

Please refer to the People Performance Indicators on pages 272 to 274 for historical data. In instances where historical data is unavailable, it is considered as the baseline year.

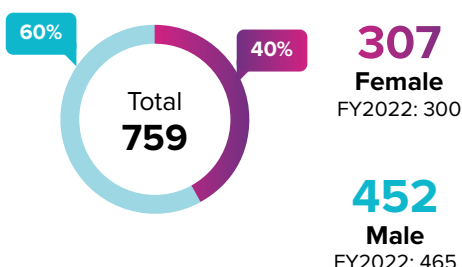
BOARD OF DIRECTORS BY GENDER

The Group is shifting towards a more balanced representation on the Board, having added two female Directors since 2021.



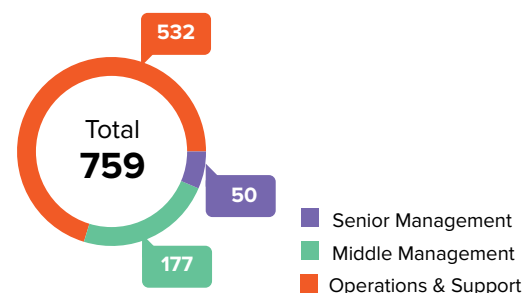
EMPLOYEES BY GENDER 2020 - 2023

The composition of our workforce continues to be dominated by males at a ratio of roughly 6:4 to female employees, largely due to the nature of work for highway operations.



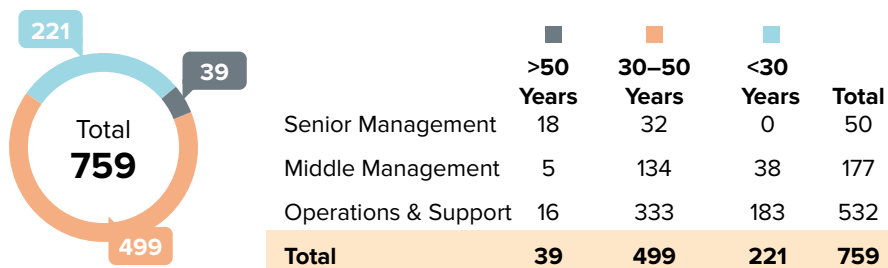
GENDER BY EMPLOYEE CATEGORY

While the gender proportion was almost equal in middle management positions, the number of females was considerably lower than their male counterparts in senior management and operational roles.

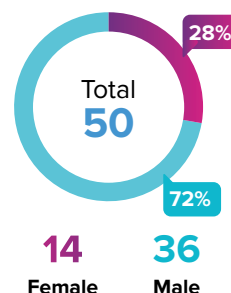


AGE BY EMPLOYEE CATEGORY

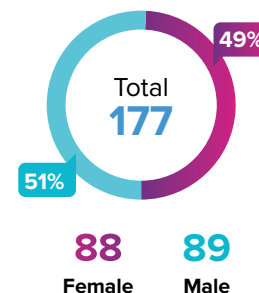
Our workforce represents a healthy blend of youth and experience, with most employees in their middle ages and a significant proportion starting out in their careers.



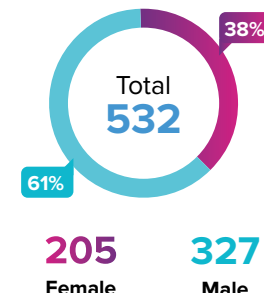
Senior Management



Middle Management



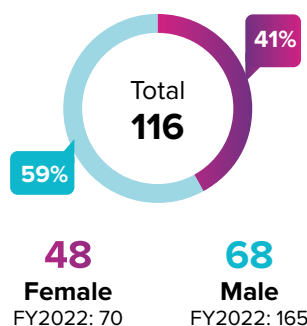
Operations & Support





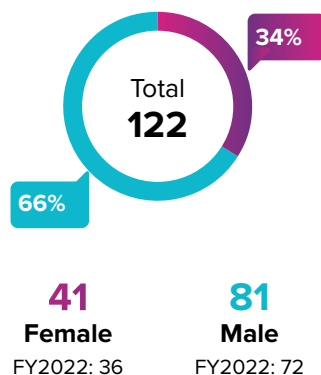
NEW EMPLOYEE HIRE BY GENDER

Males accounted for most of our new employee recruitment over the past four years, mainly due to the operational requirements of the newly-opened SUKE and DASH.



NEW EMPLOYEE TURNOVER BY GENDER

The attrition rate among male employees in the past three years has been double that of their female counterparts.



NEW EMPLOYEE HIRE & TURNOVER BY AGE GROUP

Our recruitment of new employees focused on young, bright talents in 2023 to balance the turnover by mostly employees aged 50 years and below.



	Employee Hire	Employee Turnover
>50 Years	1	7
30-50 Years	38	64
<30 Years	77	51
Total	116	122

FEMALE TO MALE RATIO OF MEAN SALARY BY EMPLOYEE CATEGORY

We are making measurable progress in narrowing the gender pay gap, particularly in Operations. Our commitment to equity remains strong as we work diligently to address and improve the ratio within management tiers.

Senior Management

0.64 : 1.00
FY2022: 0.64 : 1.00

Middle Management

0.77 : 1.00
FY2022: 0.77 : 1.00

Operations & Support

0.94 : 1.00
FY2022: 0.94 : 1.00

FEMALE TO MALE RATIO OF MEAN BONUS BY EMPLOYEE CATEGORY

Positive strides in bonus parity are seen in Operations & Support, with a near-equal ratio. Efforts are underway to enhance equity at all management levels.

Senior Management

0.39 : 1.00
FY2022: 0.39 : 1.00

Middle Management

0.84 : 1.00
FY2022: 0.84 : 1.00

Operations & Support

0.94 : 1.00
FY2022: 0.94 : 1.00

AVERAGE TRAINING HOURS BY EMPLOYEE CATEGORY

Senior Management

37
FY2022: 47

Middle Management

37
FY2022: 47

Operation & Support

37
FY2022: 47

AVERAGE TRAINING HOURS BY GENDER


Female
37
FY2022: 47


Male
37
FY2022: 47



CONVERGING COMMUNITIES

DIVERSITY, EQUITY & INCLUSIVITY

PARTNERSHIPS AND COLLABORATIONS

The Group is committed to developing partnerships and maintaining collaboration to contribute towards Diversity, Equity & Inclusivity beyond PROLINTAS to the communities we serve as well as society at large.

PROLINTAS AT MINGGU SAHAM AMANAH MALAYSIA 2023

PROLINTAS was a contributor to the Minggu Saham Amanah Malaysia (MSAM) 2023, organised by Permodalan Nasional Berhad (PNB) to highlight the importance of financial literacy and investment education.

Designed to highlight elements of science, technology, engineering and mathematics (STEM), our exhibition space attracted a significant proportion of the 200,000 attendees to the week-long event.

Another key aspect of our presentation was the focus on sustainable and equitable development, where infrastructure is specifically designed to serve the communities equitably while minimising impact to the natural environment.

Our interactive approach also encouraged attendees to offer feedback on their expectations of infrastructure development, reflecting the community-centric considerations at the core of our planning.



We presented a session on '**Empowering Future Highway Engineering with PROLINTAS**' to elaborate on the complexity of highway development and the role of highway infrastructure in stimulating economic and social growth.

During the session, we also ensured inclusivity by replacing technical jargon with simple and direct explanations to foster greater understanding among our audience comprising not only professionals, but also students.

GOING FORWARD

We will actively promote an inclusive culture that celebrates diversity and ensures equal opportunities for all employees, stakeholders, and the communities we serve. We aim to create a more equitable and inclusive highway system that reflects society's diverse needs and values by fostering an environment where every voice is heard and respected.



CONVERGING COMMUNITIES DIVERSITY, EQUITY & INCLUSIVITY

PROLINTAS

Penyedia lebuhraya terbesar
di Lembah Klang.

KOMITMEN
Menyediakan
perkhidmatan
yang terbaik
kepada pengguna
lebuhraya, dengan
memastikan sumber
manusia yang
berkompeten dan
beretika.

VISI
Membina dan
mengendalikan
lebuhraya yang
berkualiti tinggi
yang mempromosikan
pilihan percutian.

*Promoting inclusivity through education
awareness in highlighting PROLINTAS' role
in uplifting the community where it serves.*



*Briefing officials
from PNB on how PROLINTAS
embeds
sustainable
and equitable
development
into its highway
projects.*

*The hi-tech
exhibition booth
showcased the
complex world of
highway development
and how PROLINTAS
catalyses economic and
social growth.*



Overview

About
PROLINTAS

Our Business
Approach

Guiding
Voices

Our
Leadership

Sustainability
at
PROLINTAS

Our
Materiality
Matters

Accelerating
Advancement

Elevating
Lives

Converging
Communities

Data &
Assurance