

Guiding Voices

Dialogue with the

Group Chief Executive Officer

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Is it time for the highway infrastructure industry to expand its focus from merely attaining financial gains to a more encompassing sustainability model?

Could a model like this effectively tackle the complex challenges of ensuring the safety and wellbeing of employees and road users while striving to improve community wellbeing, enhance overall quality of life, champion social equity and prioritise environmental conservation and preservation?

ROLINTAS' commitment to championing sustainable progressive infrastructure development has become more critical than ever as we work to take actions that create a positive impact today and for the future. The long-term health and success of our people, businesses and communities are strongly and directly correlated with our environmental, social and governance performance. This connection includes a steadfast commitment to equality, diversity and inclusion throughout our operations.

We address all of this by implementing our sustainability strategy, Rising Together, Building Resilience, which delivers transformative changes for the benefit of all. Driven by the rising expectations of employees, customers, business partners, and communities, we increasingly need to place their broader purpose above short-term financial success and performance targets.

We persist in leading our industry, fulfilling our stated purpose to shape the future of highway infrastructure, transforming them into preferred routes of choice. I firmly embrace this perspective. Commuters are primarily interested in travelling or moving freight more efficiently, at faster speeds and with excellent reliability, with a higher margin of safety and comfort, in comparison to other available routes.

PROLINTAS has come a long way in demonstrating a willingness to embrace environmental stewardship and applying the best context-sensitive solutions as we steer operational and business activities through densely populated areas and the natural environment.

The population of the Federal Territory of Kuala Lumpur and Selangor was estimated to be over 9 million people in 2023 or almost 28% of the national population. With more people anticipated to move closer to the Klang Valley area in the coming years, many new large-scale townships and affordable housing projects are being built further away from the city centre of Kuala Lumpur and the surrounding areas of Selangor. In the past decade, areas more than 30 km from the city centre, including Puncak Alam, Setia Alam, Nilai, Sepang and Semenyih, have seen rapid township developments and population growth.

Overview

PROLINTAS

Guiding

Our Leadership

Sustainability **PROLINTAS**

Materiality Matters

Accelerating Advancement

Elevating

Converging Communities

Group Chief Executive Officer

Given this trend, we are responsible for contributing to the sustainable evolution and adaptation of our built environment. We have the knowledge, expertise and proven track record to leverage industrialisation and economic development, which are expected to continue to drive population and urbanisation growth in the Klang Valley.

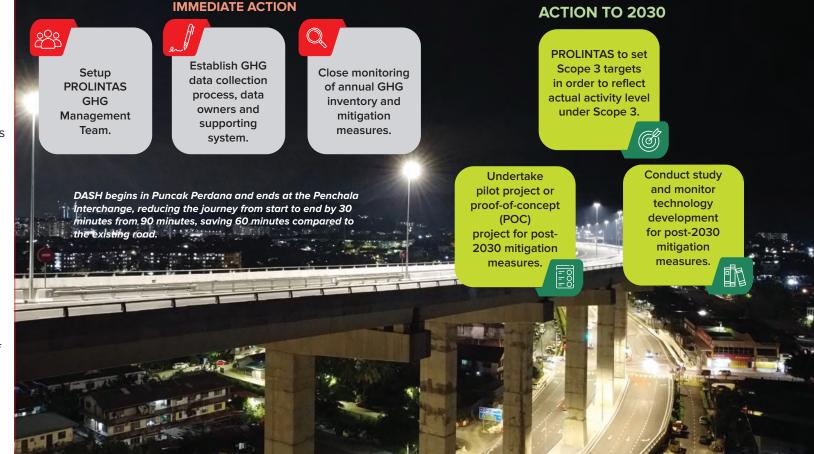
In 2023, PROLINTAS achieved a momentous breakthrough, marking the successful realisation of our objectives with the completion of DASH and SUKE. These accomplishments set the stage for our next ambitious endeavour: initiating new multi-year goals, prominently featuring the transformative PROLINTAS Carbon **Emissions Reduction Journey. Centred** on decarbonisation, we are gearing up to nurture low-carbon operations within our organisation. Our strategy to accomplish this feat encompasses implementing a diverse range of targeted, technologydriven measures meticulously designed to drastically reduce emissions across all facets of our Group's value chains.

In line with our target, we are prioritising the reduction of our Scope 2 emissions, a strategic focus driven by the fact that more than 80% of our total emissions stem from Scope 2 and its related Scope 3: Fuel and Energy-Related Activities.. By substantially decreasing our reliance on purchased electricity, we aim to effectively lower these emissions. This transition is pivotal in significantly reducing our overall footprint of energy-related emissions.

Our objective is to achieve a 30% reduction in Scope 1 and Scope 2 emissions by 2030, taking 2019 as our baseline year for this comparison. In our commitment, we collaborated with relevant parties to explore cutting-edge technology and innovation. We have devised an Energy Management strategy concentrating on transitioning to Renewable Energy (RE) sources, enhancing Energy Efficiency and implementing Energy Reduction measures across all highway assets. In line with our sustainability goals, our objective is to substantially boost our use of RE by 2030. As we reached the end of 2023, we are proud to announce that we have already made significant progress, achieving a 6.7% contribution of RE to our total energy portfolio.

The short-term and long-term targets outlined in this ambitious plan align seamlessly with Malaysia's environmental objectives for 2030 and 2050, respectively. Malaysia's updated Nationally Determined Contribution (NDC) has an unconditional target of a 45% reduction in GHG emissions intensity against the gross domestic product, below 2005 levels, to be achieved by 2030. Furthermore, Malaysia is steadfast in its commitment to achieve net-zero emissions as early as 2050.

For detailed information, please refer to Our Materiality Matters on page 116 and Elevating Lives on Page 166 in this Report.





The fully-enclosed Noise Barrier at DASH exemplifies our commitment towards minimising noise pollution as our highways are built in existing populated areas.

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About PROLINTAS

Our Business

Guiding Voices

Our Leadershin

Sustainability at PROLINTAS

Our Materiality

Accelerating Advancement

evating

onverging communities

Data &



What were the significant milestones achieved by PROLINTAS in 2023?

uestion

SAVINGS FOR ROAD USERS

ccordingly, toll rates have been reduced by 15% for AKLEH and 8% for GCE, LKSA and Kajang SILK. As of 31 December 2023, the concession period for AKLEH has been extended for another eight years, stretching to 2037 from 2029, while the concession expiry for the remaining three highways will be in 2062. The new agreements have significantly strengthened the underlying factors for the sustainability of our highway operations. At the same time, the reduction in toll rates will lighten the financial burden of road users and avert the need for the Federal Government to pay compensation for imposing an embargo on toll hikes.

NEW TOLL F	RATES F	OR CLA	SS ONE	VEHICL	ES	
			LKSA			X
HIGHWAY	AKLEH	GCE	SERI MUDA	ALAM IMPIAN	SILK	
Previous Toll Rates	2.50	1.90	1.70	0.90	1.80	12
Revised Toll Rates Discount	2.13 15%	1.75 8%	1.56 8%	0.83 8%	1.66 8%	

Group Chief Executive Officer



SUKE: NEW HIGHWAY EXPERIENCE

Another highlight was the completion of SUKE. The 16.6 km stretch of Phase 1, from the signature big loop Cheras-Kajang Interchange to Bukit Antarabangsa, was opened to traffic in September 2022 and is the Kuala Lumpur Middle Ring Road 2 (MRR2) alternative. We launched Phase 2 in June 2023, a 7.8 km stretch with one toll plaza connecting Sri Petaling and Bukit Jalil to the Cheras-Kajang Interchange of Phase 1. Phase 3, the SUKE Alam Damai interchange, was officially opened on 20 October 2023. Commuters can now avoid traffic congestion while enjoying SUKE's scenic route.

Overview

About PROLINTAS

Our Business Approach

Guiding Voices

Our Leadership

Sustainability at PROLINTAS

Our Materiality

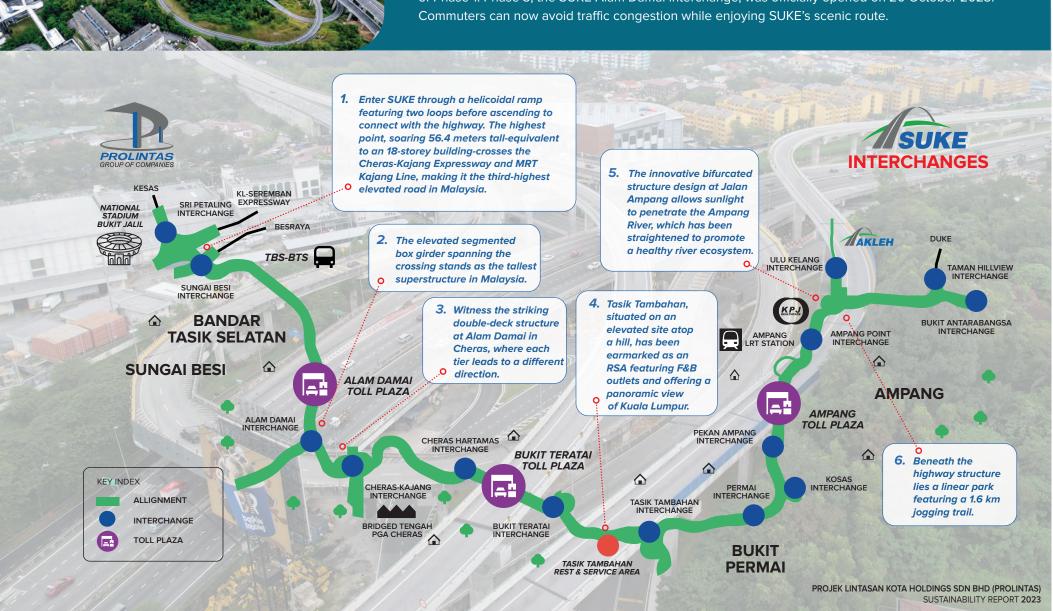
Matters

Accelerating Advancement

Elevating

Lives

Converging Communities



Group Chief Executive Officer

HARNESSING THE POWER OF THE SUN

Groundbreaking progress has also been achieved on the sustainability and technological fronts. PROLINTAS took the first step towards adopting renewable energy by installing and commissioning solar photovoltaic (PV) panels on the toll plaza rooftops at Alam Impian, LKSA and at Elmina, GCE in June 2023.

The results have been immediate and impressive. Monthly electricity consumption has decreased by an average of 38%, leading to average monthly cost savings of RM14,200 at Alam Impian, which is equipped with a solar capacity of 259.9 kWp*. Similarly, at Elmina, GCE, with a capacity of 238.7 kWp*, there has been a 65% reduction in monthly electricity consumption, resulting in average monthly cost savings of RM12,700.

* Under ideal conditions of 25° celsius and 1,000 watts per m² radiation.

The success of our pilot solar power projects is a key milestone in our Energy Management strategy primarily aimed at reducing our reliance on purchased electricity, thereby decreasing our Scope 2 emissions. Concurrently, this shift positively impacts our Scope 3 emissions, specifically in Category 3 - Fuel and Energy-Related Activities, by significantly lowering the overall energy-related emissions footprint.









PRIORITISING ROAD USERS

As part of a national initiative, the Open Payment Toll Collection System (OPS) was implemented at toll plazas along AKLEH and GCE on 9 September and 13 September 2023, respectively. The implementation of OPS is part of the MYjalan campaign initiative undertaken by the Ministry of Works, the Malaysian Highway Authority (MHA) and highway concessionaires for the convenience of road users. This is also the first step towards implementing the Multi-Lane Fast Flow (MLFF) toll system.

The innovative OPS system accepts debit and credit cards, offering convenient alternatives for toll payments and streamlining toll transactions for road users. Aligned with our internal efficiency benchmarks, the OPS seamlessly integrates into our toll plazas, ensuring that road users can complete the transaction process in under three seconds, from the initial card contact to lifting the barrier.

Overview

About PROLINTAS

Our Business

Guiding

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

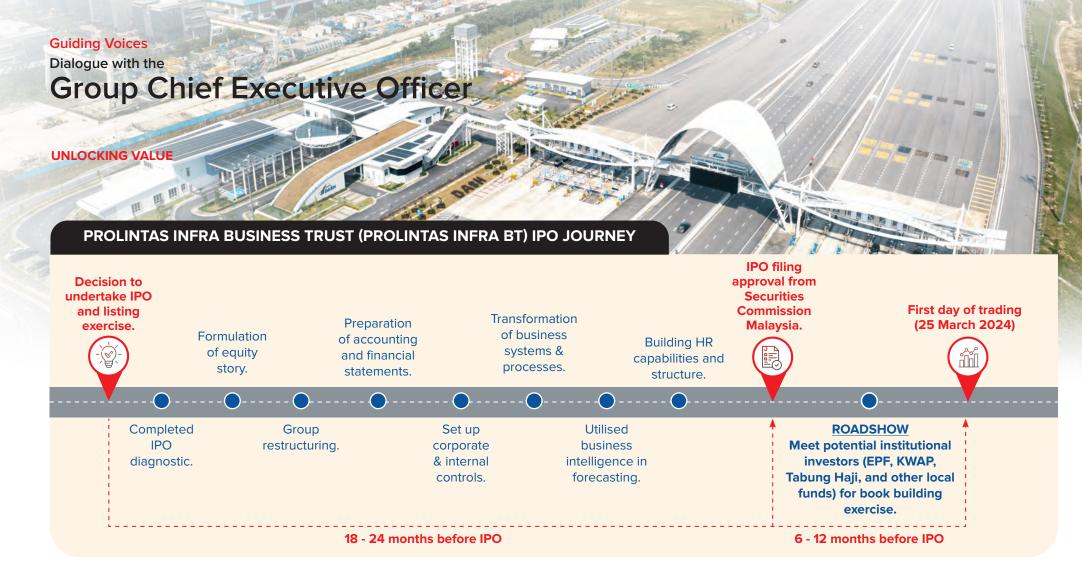
Accelerating Advancement

Elevating Lives

Converging Communities

Data &





The successful debut of PROLINTAS Infra Business Trust (PROLINTAS Infra BT) on the Main Board of Bursa Securities during the first quarter of 2024 has firmly established our presence with a market capitalisation of RM1.05 billion, reinforcing our position as Malaysia's premier listed highway trust in Malaysia.

This momentous listing exercise symbolises a significant milestone for PROLINTAS and is the most substantial in recent years in terms of market capitalisation.

By going public, this strategic move was designed to unlock the inherent value of our highway assets, serving as a means to reward our shareholders and secure capital for the sustained growth of our business in the years ahead. As of the reporting date, no pure highway concessionaires are listed to cater for investors seeking steady dividend returns. Notably, this listing initiative will initially encompass our four matured highways, namely AKLEH, GCE, LKSA and Kajang SILK.

The recently completed DASH and SUKE highways are excluded from the current Infrastructure Trust Initial Public Offering (IPO) due to their nascent operational phase, necessitating time for the organic growth of traffic. This deliberate strategy aims to ensure a prudent and favourable environment for investors as we navigate the initial stages of operation before determining the next steps for DASH and SUKE highways.

The decision to extend the concession period for the four highways makes a listing feasible, allowing us the flexibility to assess and respond to the evolving traffic patterns. This extension aligns with our commitment to optimising the infrastructure and positions the highway trust as a viable avenue for future listings. The prolonged concession periods are particularly advantageous, given the potential for expansion to accommodate the anticipated surge in traffic demand on selected highways.



EXCELLENCE REWARDED

A standout moment of the year was our remarkable success at the Forward Faster Sustainability Awards 2023, presented by the UN Global Compact Network Malaysia & Brunei (UNGCMYB) on 24 November 2023. PROLINTAS earned accolades for its impressive incorporation of sustainability, securing three prestigious awards at UNGCMYB's Awards Night. The Living Wage Award recognised our steadfast commitment to fair and equitable remuneration practices.

At the same time, our collaboration with the Malaysian Green Technology and Climate Change Corporation (MGTC) in striving towards becoming a low-carbon entity, received the esteemed Partnership for the Goals Recognition Award.

On a personal note, I am profoundly honoured to have been conferred the CEO Award, a testament to my contribution and leadership in steering PROLINTAS towards becoming a trailblazer as an operator of sustainable highways. We are deeply committed to growing our enterprise and, doing so, in a way that nurtures and protects the people and environment around us. These awards recognise and attest to our sustained efforts and commitment to create a positive impact on society.

Overview

About PROLINTAS

Our Business Approach

Guiding

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating

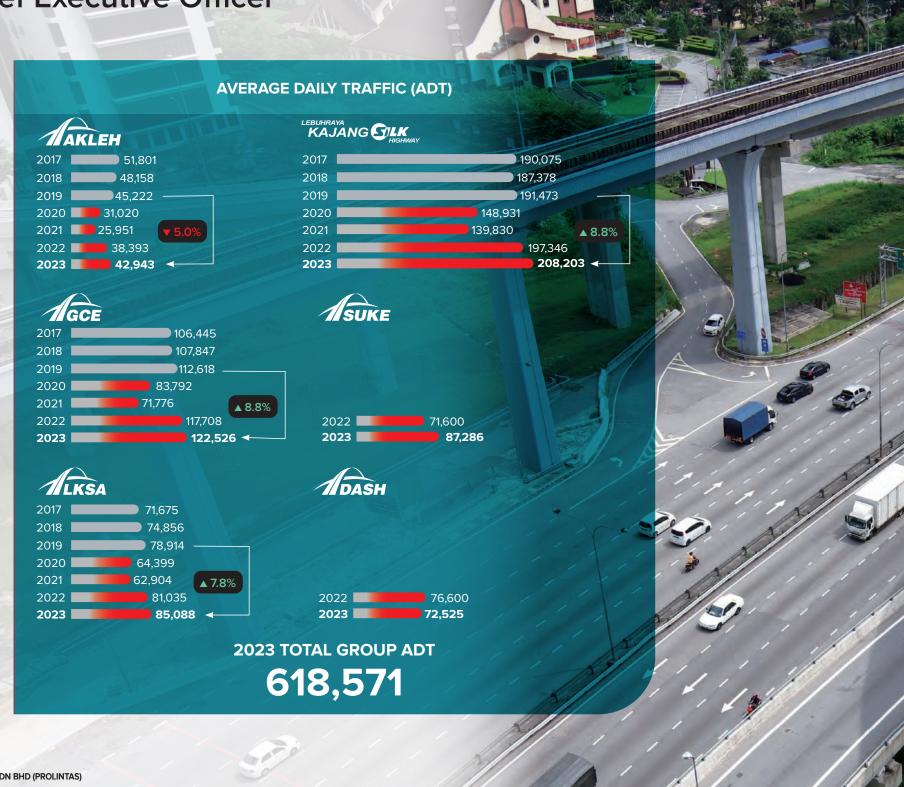
Converging Communities



Group Chief Executive Officer

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How does this translate into your financial performance?





our capability to navigate and thrive in challenging circumstances, reinforcing our commitment to operational excellence.

Overview

PROLINTAS

Our Business

Guidina Voices

Leadership

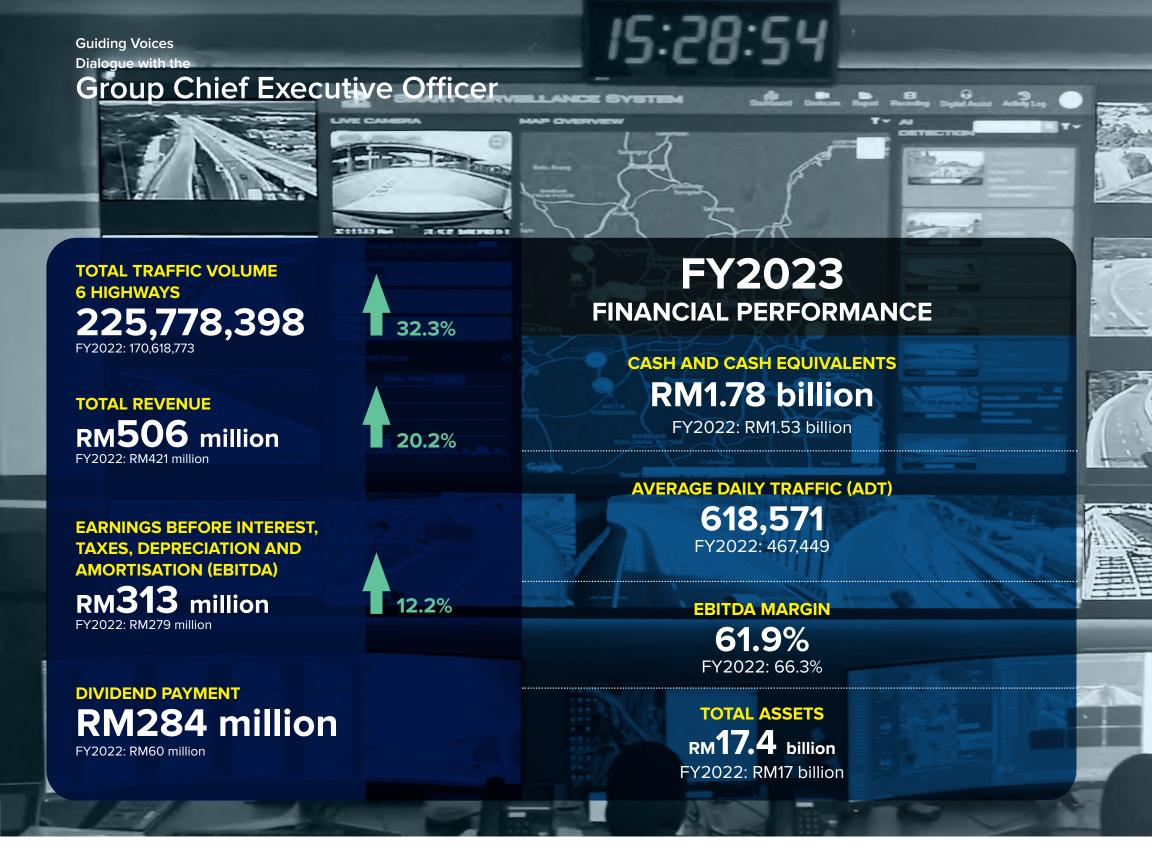
Sustainability **PROLINTAS**

Materiality

Accelerating Advancement

Elevating

Converging Communities



Group Chief Executive Officer

FINANCIAL OVERVIEW AND STRATEGIC INITIATIVES IN FY2023

Fiscal year 2023 witnessed the Group's remarkable financial performance, with total revenue peaking at RM506 million, a 20.2% increase from RM421 million in FY2022. This surge in vehicular activity has precipitated a commendable escalation in toll revenue, surging by RM46 million.

Meanwhile, the Earnings Before Interest,
Taxes, Depreciation and Amortisation
(EBITDA) for the fiscal year amounted to
RM313 million, against the preceding year's
RM279 million, reflecting an increase of
RM34 million or 12.2%. The increase in
EBITDA can be chiefly attributed to the
recent commissioning of the SUKE and DASH
highways.

Despite the introduction of new infrastructure projects leading to increased maintenance, operations and elevated administrative expenses, we have successfully managed to increase our profits. This highlights our strategic balance between growth investment and operational efficiency.

STRATEGIC LISTING AND FUTURE FINANCIAL FLEXIBILITY

In response to our high-leverage profile, we strategised a listing on Bursa Malaysia under the banner of PROLINTAS Infra BT. This move aimed to unlock the latent value in our asset portfolio and enhance returns for our shareholders.

The listing offered us greater flexibility in resource allocation and shareholder returns, free from the constraints of accounting profits. Having attained the status of a listed business trust, we were not required to peg dividends or any other financial disbursement for shareholders to the parameters of accounting profits. This financial latitude allowed us to allocate resources judiciously and augmented our ability to tailor shareholder returns according to the prevailing economic climate and strategic imperatives.

Moreover, it is imperative to underscore that any financial distributions accruing to our esteemed shareholders under this paradigm enjoyed tax-exempt status. This tax advantage enhanced our investment proposition and amplified the overall appeal of our securities within the investment landscape.

Overview

About PROLINTAS

Our Business

Guiding

Our Leadership

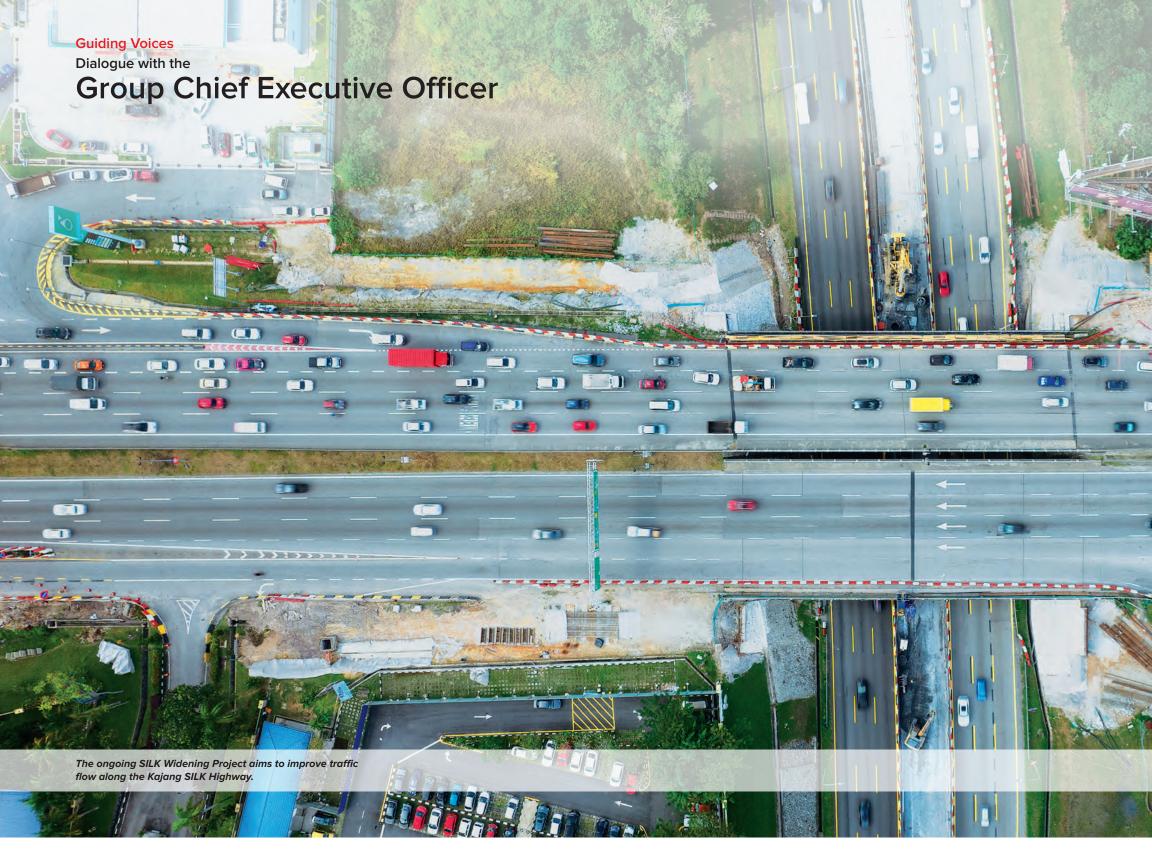
Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating

Converging



Group Chief Executive Officer

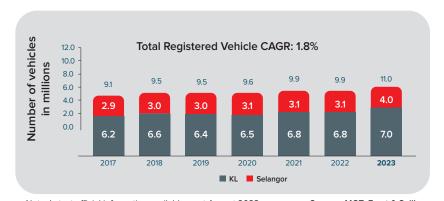
FUTURE OUTLOOK AND GROWTH TRAJECTORY

Anticipating the future trajectory, I am confident we can maintain this performance. The revenue outlooks for urban highways in the Klang Valley is poised for a projected CAGR of 4.8% from 2023 to 2027. Various factors, including expected population expansion, an upswing in car ownership, rising incomes, the current constraints of public transport infrastructure and the escalating interconnectivity among highways underpin this growth.

The Klang Valley population is anticipated to register a CAGR of 1.2% from 2020 to 2030, reaching 9.7 million residents. This growth is attributed to both organic expansion and urban migration. Concurrently, the rise in vehicle ownership has engendered heightened demand for alternative routes, supplementing existing roads grappling with overcapacity.

Elevated income levels have further empowered road users to favour tolled highways. Additional impetus for industry growth stems from the persistent constraints of public transport infrastructure, coupled with the burgeoning interconnectivity of the Klang Valley highway network. Notably, the share of public transport in the area was only 25% in 2020, marking a decline from 1990 levels.

TOTAL REGISTERED VEHICLES IN KUALA LUMPUR AND SELANGOR 2017-2023



Note: Latest official information available as at August 2023.

Sources MOT; Frost & Sullivan

Overview

PROLINTAS

Our Business Approach

Guiding

Our Leadership

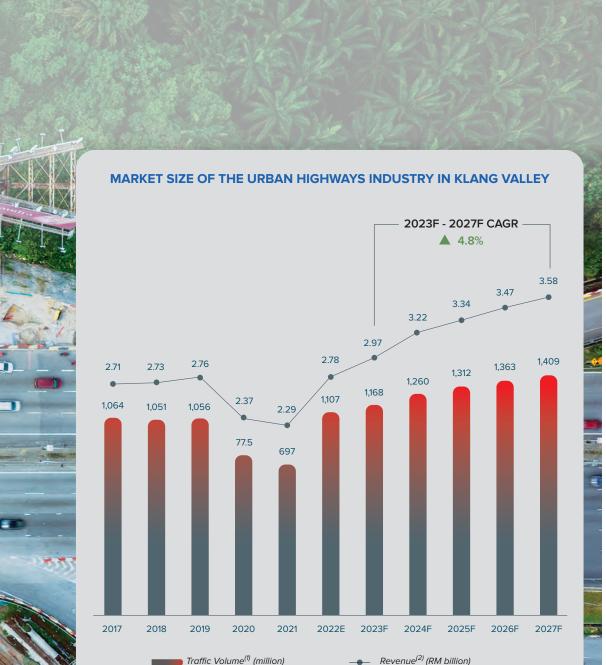
Sustainability **PROLINTAS**

Materiality Matters

Accelerating Advancemen

Elevating

Data & Assurance



Notes: (1) Traffic volume refers to the number of vehicles that pay toll fees.

(2) Revenue refers to toll collection and compensation received from the Government.

Guiding Voices

Dialogue with the

Group Chief Executive Officer

COMMITMENT TO EXCELLENCE AND SUSTAINABLE VALUE CREATION

We remain committed to leveraging these dynamics to reinforce our position in the urban highway sector. Given these compelling growth drivers, the current industry landscape is conducive to listing PROLINTAS Infra BT.

Focusing on organic growth in highway operations is fundamental to ensuring sustained financial health. Concentrating on processes and procedures aligned with our core expertise creates an environment conducive to sustainable development. Besides mitigating external uncertainties, diversifying our asset portfolio and venturing into value-added businesses that complement our highway operations expand our operational scope and enhance our market standing. The agility demonstrated through dynamic strategies is yielding positive trends. Our commitment is to progressively improve our financial position, all while responsibly and ethically delivering enduring value to our stakeholders.

Our journey through the fiscal years has been characterised by strategic agility, resilience and a clear vision for the future. As we continue to navigate the dynamic landscape of the highway sector, our commitment to operational excellence,



Group Chief Executive Officer



ar from being a concept, sustainability is a cornerstone of our business ethos, ingrained in every strategic decision. Beyond compliance, it is woven into our DNA and aligned with our shareholder value.

Sustainability means striving for operational excellence and continually improving service quality, matched by a deep commitment to environmental stewardship. As we expand our business horizons, our enduring goal is to magnify our positive impact on society, enriching the lives of communities across the markets in which we operate. The essence of the PROLINTAS SUSTAINABILITY FRAMEWORK embodies growth intertwined with responsible and impactful contributions to the community.

Our commitment to sustainability is anchored in three guiding Sustainability Principles aligning with the Economic, Environmental, Social and Governance (EESG) pillars to achieve the objectives set out.

Our multifaceted approach is nuanced and comprehensive in pursuit of highway development excellence, centring on innovation and strategic planning to ensure sustainable progress.



OUR SUSTAINABILITY GOALS

ECONOMIC & GOVERNANCE

Aiming to be the driving force for economic and socioeconomic growth, through robust development and maintenance of safe, seamless, and efficient highways. Complementing this infrastructure, we aim to broaden our portfolio of business offerings along these essential corridors, fostering the enrichment and advancement of the communities we connect. Concurrently, maintaining the highest ethical standards and a strong sense of responsibility across our value chain.

ENVIRONMENT

Support green growth via the conservation of resources, reduction of emissions and preservation of the natural environment.

SOCIAL

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Empower society by protecting their wellbeing, facilitating human capital development and enhancing inclusiveness.



Please refer to page 112 for full details of the

Overview

About PROLINTAS

Our Business Approach

Guiding

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating Lives

Converging Communities

ACCELERATING

ADVANCEMENT

Group Chief Executive Officer

OUR SUSTAINABILITY PRINCIPLES

PRINCIPLES FOCUS AREAS MATERIALITY MATTERS

- Deploying cutting-edge solutions, such as intelligent traffic control systems and real-time monitoring, to optimise highway operations, minimise congestion and enhance overall safety.
- Leveraging innovation and technology to spearhead the development of commercial hubs along our highways. These hubs will serve as convenient rest stops for travellers and be thriving centres for commerce, entertainment and services, contributing to the economic vibrancy of the surrounding areas.
- Seeking to broaden revenue streams beyond toll collection and contributing to sustainable economic growth by optimising the Right of Way (RoW) along our highways. Through strategic partnerships and innovative development, we aim to unlock the commercial potential of RoW.
- Transforming highways into community-centric hubs and preferred stops for road users by offering diverse services and amenities, catering to the needs of local communities and visitors alike.
- Driving efficiency and productivity across all facets of highway development. By streamlining costs and enhancing profitability through informed decision-making, we aim to ensure the sustainability and success of every venture.
- Adhering to the highest standards of ethics and integrity, exemplified in both our internal processes and external engagements.
- Cultivating a culture deeply rooted in accountability and transparency that permeates every facet of our operations and value chain.

- 3 INNOVATION & TECHNOLOGY
- 8 ECONOMIC CONTRIBUTION
- 4 ETHICS & INTEGRITY
- 10 SUSTAINABLE SUPPLY CHAIN



Group Chief Executive Officer

OUR SUSTAINABILITY PRINCIPLES (continued)

PRINCIPLES

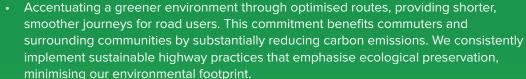
ELEVATING

LIVES

FOCUS AREAS

MATERIALITY MATTERS

GREENHOUSE GASES &



- SUSTAINABLE MATERIALS

CLIMATE ACTION

- Adopting a proactive, responsible and conscious approach in selecting materials for various purposes to reduce our carbon impact and promote sustainability throughout our operations.
- WATER MANAGEMENT
- Valuing water as a precious resource, we continuously improve conservation, recycling and harvesting techniques to ensure responsible water management.
- **WASTE MANAGEMENT**
- Embracing the 5Rs of waste management: refuse, reduce, reuse, repurpose and recycle to support a sustainable, circular economy by minimising waste generation, optimising the use of resources and fostering a culture of responsible consumption and
- **BIODIVERSITY**
- Advancing eco-engineering practices to green highways in preserving natural habitats, promoting biodiversity, safeguarding riverbanks, maintaining landscaping and creating



- Developing a comprehensive 4C framework to cultivate and elevate the skills and talents of our human capital across the entire value chain.
- Ensuring the safety, wellbeing and inclusivity of every stakeholder impacted by our business operations.
- CAPACITY, CAPABILITY, **COMPETENCY & CULTURE (4C)**
- **ROAD USER WELLBEING**
- **EMPLOYEE WELLBEING. SAFETY & HEALTH**
- **IMPACT ON COMMUNITIES**
- **DIVERSITY. EQUITY & INCLUSIVITY**

The Materiality Matters above are numbered in order of significance, from the highest to the lowest. Please refer to Materiality Matrix on page 124 of this Report. >>>

Forging a vital link between Shah Alam and Kampung Melayu Subang, DASH has contributed toward socioeconomic growth between these two locales.

Our Business

PROLINTAS

Overview

Guidina

Our Leadership

Materiality Matters

Accelerating Advancement

Elevating

Converging

Guiding Voices

Dialogue with the

Group Chief Executive Officer



have meticulously devised and methodically implemented a series of plans to uphold our Sustainability Principles and address Materiality Matters.

These initiatives are currently at various stages of planning, implementation, and execution.

While we have chartered an ambitious roadmap for PROLINTAS, it is grounded in a steadfast commitment to intrinsically link these initiatives with the health and wellbeing of our planet and the communities we serve.

Encouraging and empowering employees and engaging stakeholders in creative problemsolving pave the way for groundbreaking advancements in the highway industry. The convergence of diverse minds and unique perspectives can spark incremental changes and radical operational transformations to meet stakeholder needs and expectations. Our culture of innovation extends beyond our immediate employees to our broader network of stakeholders. By engaging with industry experts, academia and technology partners, we invite an infusion of fresh ideas and expertise that keeps us on the cutting edge.

The outcomes of this culture are evident in the resilient solutions we deploy on the ground, from adaptive traffic management systems to advanced infrastructure materials and the application of smart technology. PROLINTAS' commitment to innovation is a testament to our understanding that the future belongs to those who prepare for it today.



Group Chief Executive Officer

CONVERGING COMMUNITIES

POINTS OF DESTINATION: Beyond facilitating safe and efficient transit, our commitment extends to transforming our highways and ancillary facilities into vibrant destinations and focal points for community engagement.

In addition to catalysing organic growth for the Group, pre-construction plans for SUKE and DASH were strategically designed to evolve into social nuclei, community hubs of socioeconomic connections that can enrich the lives of road users and the surrounding communities.

To illustrate this, we have developed a recreational park beneath the elevated structure of SUKE at Sungai Ampang, catering to the local community in Taman Datuk Ahmad Razali. This park features amenities such as a jogging track and a children's playground. Furthermore, part of the land beneath SUKE at Taman Alam Damai has been earmarked for the future development of recreational facilities, including futsal and basketball courts.



By creating green lungs, we breathe life beneath our highway infrastructures, maximising empty spaces for the recreational benefits of nearby community members and the public.

Overview

About PROLINTAS

Our Business

Guiding Voices

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

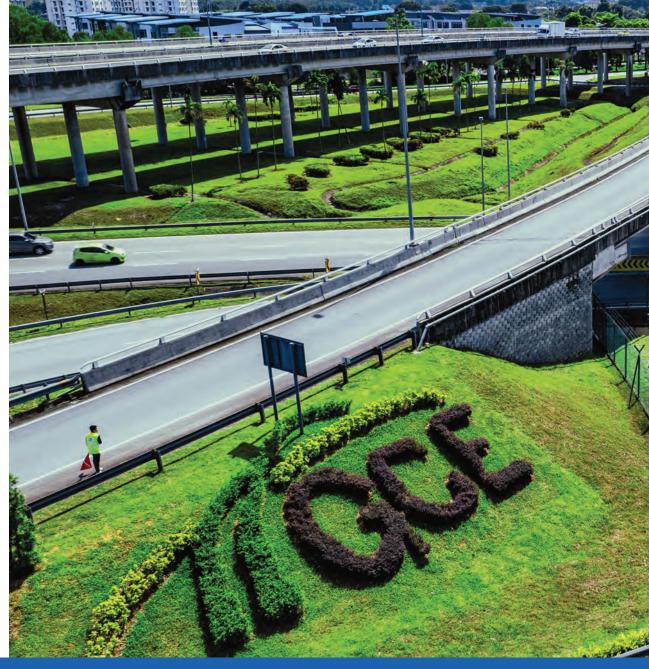
Elevating

Converging Communities



Group Chief Executive Officer

Our commitment
extends beyond survival,
encompassing eco-friendly
measures to reduce our
carbon footprint and
inclusive social programmes
that uplift marginalised
populations, actively
promoting prosperity and
inclusivity.



Committed to sustainable highway development, the integration of water retention and detention ponds is fundamental to creating green corridors within our infrastructure. As pioneers in constructing elevated intracity highways, our primary concern revolves around ensuring the safety of road users, particularly during heavy tropical rainfall.

From the initial planning stages of highway development, our approach extends beyond conventional norms. We meticulously prioritise sustaining biodiversity, regenerating natural habitats and crafting scenic routes within these green corridors. These deliberate measures ensure the safety and wellbeing of road users and contribute to the larger goal of spurring eco-friendly socioeconomic growth and development in the areas we serve.

Group Chief Executive Officer

Our commitment to community enrichment is also evident along the GCE and LKSA routes, where we previously developed facilities fostering community gatherings and interaction, exemplified by the activity-centric Elmina Rest & Service Area (RSA) and the Shah Alam Urban Park. As part of ongoing plans to invigorate community engagement along the GCE Northbound stretch, we are developing a petrol station and convenience store along the highway.

Commencing in November 2023, external utility tapping works are already in progress and construction is well underway.

Overview

About PROLINTAS

Our Business Approach

Guiding

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating

Converging Communities

Data & Assurance



During weekends, the event hall at Urban Park within LKSA transforms into a bustling hub of activity. Urbanites and local communities converge to organise and participate in diverse events, fostering a vibrant and engaging atmosphere within this recreational space.

Guiding Voices

Dialogue with the

Group Chief Executive Officer



Employees actively volunteer in the Group's diverse CSR programmes, bringing joy to underserved communities, uplifting lives and bridging the gap to create a brighter, more equitable future.

The Growth Mindset for the All-Stars CSR
Programme aims to empower youths
and foster community connections by
combining academic skill-building
with sustainability awareness.

Through interactive workshops attended by students from six schools, the programme enhances academic resilience, instils a growth mindset, and cultivates goal-setting skills. The focus is on shaping students into capable, academically proficient and environmentally conscious individuals



EMPOWERING COMMUNITIES: We take our societal role seriously, extending our efforts beyond infrastructure to contribute actively to community welfare and wellbeing. Through our robust Corporate Social Responsibility (CSR) initiatives, we have achieved notable success in areas central to our mission:







Our strategy emphasises establishing partnerships with Non-Governmental Organisations (NGOs), allowing us to enhance and extend our influence in crucial domains. These collaborations facilitate a deeper comprehension of local needs and enable a more efficient execution of our CSR initiatives, ensuring they resonate more profoundly with community requirements.

Our community outreach programmes are not merely philanthropic gestures as we focus on sustainable growth and uplifting disenfranchised segments of society by providing essential support. Besides effectively utilising our resources in identifying and managing meaningful higher-impact CSR initiatives, we can tap into a wealth of expertise and insights, tapping into the specialised knowledge possessed by these NGOs. This, in turn, facilitates the identification of CSR initiatives that align seamlessly with our corporate values and community needs.

Through carefully selected programmes, investments in youth education reflect a deep commitment to nurturing the next generation of talents through quality education and opportunities for growth and development.

As our highways traverse some of the most densely populated areas in Klang Valley, it is imperative for PROLINTAS to gain and strengthen on-the-ground experience, grassroot connections and a nuanced understanding of social issues. By combining active employee volunteerism with strategic partnerships to complement our resources, we can surely maximise the overall impact of our CSR initiatives.

Group Chief Executive Officer



 ${\it Making a difference in our society through active engagement in our {\it CSR programmes}.}$

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CONVERGING COMMUNITIES

Capacity, Capability, Competency & Culture



TALENT DEVELOPMENT

(FY2023)

Total Investment

RM 1,157,000

Total Training Hours **31,987**



EMPOWERING EDUCATION (FY2021-FY2023)

Contributed

RM2,255,028

Benefitted 3,255 Students

Impact on Communities



ADVANCING THE COMMUNITY (FY2021-FY2023)

Contributed

RM652,400

19,087 Beneficiaries



PROTECTING THE ENVIRONMENT

(FY2021-FY2023)

Contributed

RM35,000

850 Beneficiaries

Overview

About PROLINTAS

Our Business Approach

Guiding

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating Lives

Converging Communities

Group Chief Executive Officer



PROLINTAS clinched the Living Wage Award at the Forward Faster Sustainability Awards 2023 convened by the UN Global Compact Network Malaysia & Brunei (UNGCMYB) for equitable remuneration, ensuring every employee receives a just and liveable wage.

TALENT DEVELOPMENT: The cornerstone of our vision is nurturing an agile and forward-thinking workforce, recognising the importance of a proficient team towards achieving operational excellence. We highly prioritise capacity building for our talents at all levels of the Group, where substantial investment underscores our commitment to continuous improvement in our employees.

In line with the Group's long-term sustainability goals and the alignment of employee growth trajectories, we actively pursued collaboration with esteemed institutions of higher learning, specifically Universiti Teknologi Malaysia (UTM), to champion Technical and Vocational Education and Training (TVET) collaborations. The training modules were meticulously crafted to equip our workforce with cutting-edge skills and knowledge, enhancing their proficiency in critical areas. Through this strategic partnership, our employees not only gained technical expertise but also benefitted from a holistic educational experience that fosters innovation, adaptability and a forward-thinking mindset.

EMPLOYEE WELLBEING: PROLINTAS has embraced a comprehensive approach to employee development and welfare, integrating a progressive living wage system with fostering professional growth and financial wellbeing for the workforce. Reflecting this is our offer of wages above market standards, including attractive salaries for young graduates that are 17% above the RM2,700 single adult living wage and a performance-based salary scheme, which comprises a 20% variable and 80% fixed pay ratio.

Over and above basic wages, we also extend financial benefits such as bonuses and gratuities to further support employee welfare. This remuneration strategy not only enhances employee satisfaction and productivity but also sets a new benchmark for the industry in terms of equitable pay and employee treatment. We emphasise the importance of these practices in creating a respectful and thriving workplace, reflecting PROLINTAS' core belief in the value of its employees.

Group Chief Executive Officer

ELEVATING LIVES

The crucial equilibrium between sustainable development and ecological preservation cannot be emphasised enough to create a future where infrastructure harmoniously coexists with the environment. Understanding and mitigating the effects of climate change is deeply integrated into every phase of our planning and operations. Our proactive approach not only involves anticipating but actively designing for the future, with a primary focus on investing in weather-resistant materials. To safeguard wildlife, we are also working to reduce our ecological footprint, ensuring our response to climate change is comprehensive and responsible.

INDUSTRIALISED BUILDING SYSTEM: Efficient solutions also played a significant part in constructing SUKE and DASH. We used the Industrialised Building System (IBS) for up to 85% of the highways' structural components, which improves strength and quality while slashing the need for labour and scaffolding.

RESOURCE CONSERVATION: Our approach to resource management embodies responsible consumption. It embraces a circular economy ethos, emphasising developing and deploying ecofriendly solutions through sustainable materials crafted from recycled components, thus creating sustainable highways.

To date, we have successfully incorporated $65,363 \, \text{m}^2$ of recycled materials into our road surfaces, showcasing satisfactory performance and, more importantly, resulting in a tangible reduction in our environmental footprint. A prime example of this commitment is the integration of Fibre GlasGrid within pavements, with over 7,600 $\,\text{m}^2$ implemented at GCE, enhancing road longevity and durability.

Furthermore, our adoption of the innovative Carpet Patch technology for pothole repairs across 475 m² of highway demonstrates efficiency, with installations completed in under 10 minutes, streamlining the process and eliminating traditional, time-consuming methods. Aside from minimising downtime for repair works, this technology reduces the requirements for road closures, enhancing commuter convenience.

In addition, as a pilot initiative, we utilised the Plastic Waste Extender (MacRebur) Technology along a 200 m stretch on GCE. This groundbreaking approach incorporates recycled plastic waste into the asphalt mixture, diminishing reliance on bitumen and augmenting the overall performance of the asphalt. Our latest venture into sustainable materials for highway maintenance involves integrating Super Fibre Mix (SFM) for pavement reinforcement in road rehabilitation projects, covering an area of over 8,800 m² on Kajang SILK and 14,800 m² on GCE. This strategic integration of sustainable materials revolutionises industry practices and underscores our commitment to environmental stewardship, road user comfort and overall convenience.

MacRebur MR6, an eco-friendly waste plastic additive in Hot Mix Asphalt, offers a sustainable solution for road pavement projects. This innovation not only addresses plastic waste challenges but also improves pavement performance. With My HIJAU accreditation and adherence to ISO 14064-3:2006 standards, MacRebur demonstrates a strong commitment to environmental sustainability and responsibility in its

practices.

Overview

About PROLINTAS

Our Business Approach

Guiding Voices

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating Lives

Converging Communities

Data & Assurance

PROLINTAS prioritises sustainability in construction, recognising the benefits derived from green practices, increased efficiency, and streamlined project delivery. The recently completed SUKE expressway exemplifies this commitment, employing the IBS technique, which is especially suitable for elevated expressways. This choice accentuates our dedication to constructing urban green highways that contribute to advancing a sustainable society.

PROJEK LINTASAN KOTA HOLDINGS SDN BHD (PROLINTAS) SUSTAINABILITY REPORT 2023



Beyond retrofitting, we have accelerated our adoption of renewable energy by doubling capacity to 2,146,059 kWh per year. Currently, 6.7% of our energy mix is from renewable sources, and we intend to increase this quantum in line with our focus on sustainable energy use and its role in combating climate change.

Recognising the growing cost-efficiency of solar energy, we are poised to make substantial investments in installing solar photovoltaic (PV) systems on the rooftops of our toll offices. This strategic move aligns with our proactive approach to harnessing renewable energy sources.

contributes to energy conservation and minimises our environmental footprint by fostering sustainable operations. This initiative underscores our firm belief in harnessing innovative solutions to create a more sustainable and environmentally-friendly conscious infrastructure network.

In the effort to enhance water sustainability, we have successfully achieved a significant 11% reduction in usage, measured as water consumption per million traffic volume throughout the year. Strategic investments in innovative solutions underscore our commitment to water conservation. Notably, the stormwater management system, featuring 51 detention and 14 retention ponds, boasts a combined capacity of 59,729 m³. This robust infrastructure addresses flood prevention and effectively mitigates water ponding issues, mainly to safeguard motorists that ply our highways.

Rainwater harvesting systems were also introduced at 10 sites to lower our dependency on tap water. With a capacity of 364,000 litres, the system has contributed to water conservation for sanitary and landscaping purposes.

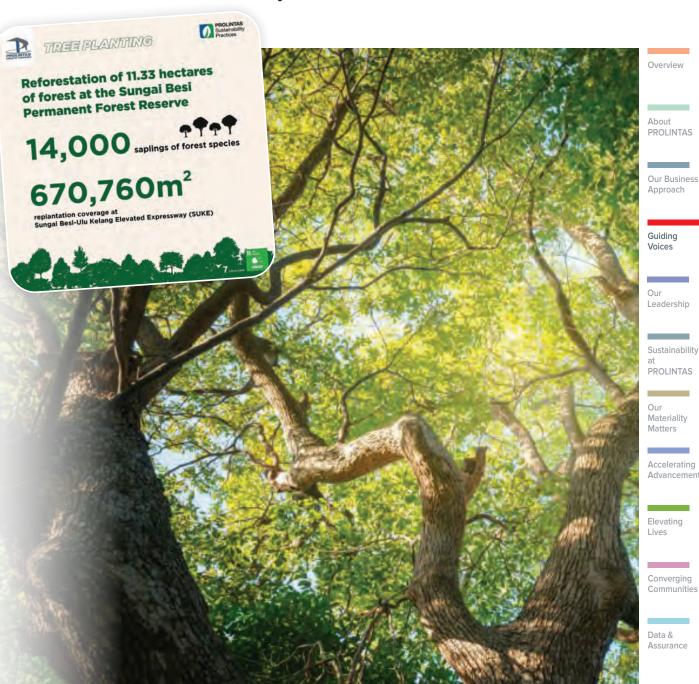
Group Chief Executive Officer

PRESERVING BIODIVERSITY: Our environmental responsibility is guided by an integrated approach that underscores our commitment to biodiversity and ecological preservation. Our collaboration with the Forestry Department of Peninsular Malaysia under the Green Pledge to Ecological Restoration initiative exemplifies our dedication. Through this partnership, we have successfully planted 14,000 saplings across 11.33 hectares, a green expanse that mirrors the magnitude of 22 football fields, in the Sungai Besi Forest Reserve.

The Green Chamber Initiative stands as another noteworthy project towards achieving ecological balance. This initiative involves strategically planting thousands of trees, including native species and those classified as critically endangered, along various sites adjacent to our highways. In our reforestation initiative, we carefully selected saplings, including native fruit trees like *Drybalanops Aromatica* (Champhor tree) and *Garcinea Merguensis* (Kandis Burung).

In addition, we are dedicated to the conservation of critically endangered species, such as *Shorea Sumatrana* (*Balau Sengkawan Air*), identified by the IUCN Red List. In demonstrating our commitment to preserving National Biodiversity Symbols, we also planted the *Instia Palembanica*, commonly known as *Pokok Merbau*. This particular species symbolises the strength and endurance of the Malaysian people, making it a significant inclusion among our selected plantings.

Furthermore, our commitment extends to enhancing aquatic ecosystems through the Sungai Ampang Straightening and Riverbank Improvement Project. This initiative significantly improves water quality and nurtures a suitable habitat for marine life in the Ampang River. The project incorporates design elements that facilitate unobstructed sunlight, promoting a healthier and more vibrant aquatic environment.



In our reforestation initiative, we planted 14,000 tree saplings, including native species like Drybalanops Aromatica (Camphor tree) at sites adjacent to our highways.

Group Chief Executive Officer

ACCELERATING ADVANCEMENT

Integrity and governance remain all-important principles for the Group. Our achievement in obtaining the ISO 37001:2016 certification for Anti-Bribery Management Systems underscores PROLINTAS' commitment to combating corruption and maintaining high standards of business ethics. This accomplishment was complemented by our recognition in the Integrity, Governance and Anti-Corruption (AIGA) Award 2022 and improvement in risk rating from high to medium by the Malaysian Anti-Corruption Commission (MACC).

Launched on PROLINTAS Integrity Day 2023 on 4 September 2023 in collaboration with MACC, this initiative reflects our commitment to promoting transparency and good governance. The guidebook, translated into English and distributed to over 800 GICs by PROLINTAS, is a vital resource for enhancing organisational integrity.

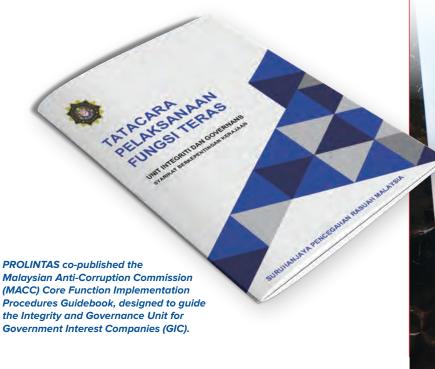
Our affiliation with the United Nations Global Compact (UNGC) positions PROLINTAS in active engagements with sustainable best practices. Collaborations with the UN Global Compact Network Malaysia & Brunei (UNGCMYB) extend beyond symbolism, serving as a testament to our commitment to the United Nations Sustainable Development Goals (UNSDGs) as the guiding principles steering our endeavours. This engagement yields tangible benefits for our Group, stakeholders, and, most importantly, our employees.

PROLINTAS actively engages in addressing regional challenges, exemplified by our contribution to the "Anti-Corruption: Collective Challenges and Actions in Malaysia's Private Sector" publication. This effort, in collaboration with UNGCMYB through the anti-bribery collective action committee, highlights our commitment to ethical practices. This involvement aligns closely with UNSDG-No.16, underscoring our dedication to fostering a just and transparent business environment. While these activities and programmes enhance our Environmental, Social, and Governance (ESG) standing, the impact felt within our organisation helps shape our reputation and positively influences the wellbeing of our workforce.

PROLINTAS Integrity Day 2023 saw the active involvement of over 200 participants, including Integrity and Governance Unit officers from various GIC's representing diverse regions throughout the country.

INTEGRITY DAY

Excellence in Action



Group Chief Executive Officer

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can you expand on the measures taken by PROLINTAS to ensure the health and safety of highway users and surrounding communities?



et me state unequivocally that ensuring the health and safety of our highway users and communities in the vicinity of our thoroughfares is paramount. We do not and will never compromise on this aspect of our operations. PROLINTAS maintains the safety and integrity of our highways by combining the capability of the latest technologies and the competency of our human resources to prevent and respond promptly to any critical situation.

On the technology front, we have installed an overlapping network of monitoring systems at all our highways, comprising closed circuit televisions (CCTV), sensors and other devices to detect and alert our teams in the event of any road incident or severe weather.

At PROLINTAS, we have two dedicated teams: one to manage traffic and safety efficiently and the other to manage road conditions, highway infrastructure and other assets.

Overview

About PROLINTAS

Our Business Approach

Guiding

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating Lives

Converging Communities

A 24-hour standby assistance unit is ready to help PROLINTAS road users.

Group Chief Executive Officer

TRAFFIC & SAFETY: Our Traffic Management team is constantly on hand to respond to any eventuality on our highways. We have a Traffic Management Centre manned by traffic controllers that provides round-the-clock surveillance on road conditions, traffic levels, accidents and other potential incidents.



Traffic Officers



Monitoring



Auxiliary Police Personnel (Polis Bantuan)



Patrolmen

1. 84 on and off-road Traffic Officers monitor our entire highway network on a 24/7 basis.

Each Traffic Officer's vehicle carries over 34 types of basic equipment, including lights, pumps, jumper cables, fire extinguisher and first aid supplies.

The Officers can immediately attend to minor breakdowns, such as overheating, weak battery or punctured tyres.

 Our Highway Patrol fleet is 34 vehicles strong and equipped with the Smart Surveillance System (S3).



Traffic Assistance



Patrol Car Units

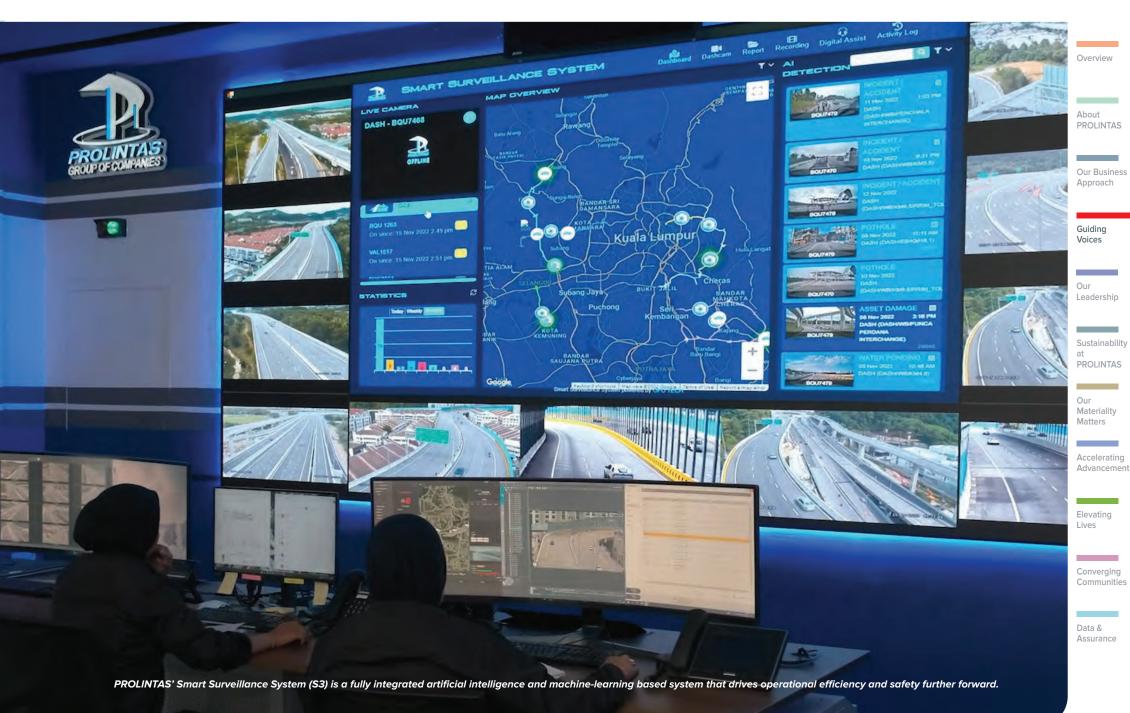


Motorcycle Patrol Units

1800-22-8888

Centralised Call
Centre (CCC) Hotline

Group Chief Executive Officer



Group Chief Executive Officer

ROAD CONDITION, INFRASTRUCTURE AND ASSET

MANAGEMENT: Our Operations Team has the responsibility to ensure our assets and highway infrastructure are in optimal conditions at all times.

Our Operations Team meticulously oversees the operations, maintenance and safety of our highways, managing every facet from toll collection to monitoring the condition of road surfaces, lighting, drainage, slopes, bridges and landscaping. A key component of this team is the Civil and Structure Engineering Division (C&S), comprising highly specialised professionals. They are adept at conducting periodic inspections and immediately execute remedial works for potholes internally, significantly reducing our reliance on external contractors. The C&S Engineering Division has four main sections: Bridges & Structures, Slopes & Drainage, Pavement & Special Projects and Landscape & Routine Maintenance.

Furthermore, our Group's Innovation, Technology and Services
Team is instrumental in enhancing operational efficiency. By utilising advanced data analytics, they focus on improving road traffic and safety management. Data gathered from our proprietary Smart Traffic & Toll Collection Dashboard is meticulously analysed, yielding valuable insights. This approach enables us to make well-informed decisions and optimise the performance of our highway network.

This system marks the first of its kind in the industry, but we will not rest on our laurels. Instead, it gives us the impetus to continuously improve ourselves as we set our sights on raising the bar of our performance, year after year.

Our comprehensive safety strategy includes regular immersive safety drills at all levels, from operations to executive management personnel. These measures reinforce safety and our preparedness to respond to any incident, reflecting our approach to managing highways as secure passageways and not merely highway routes.



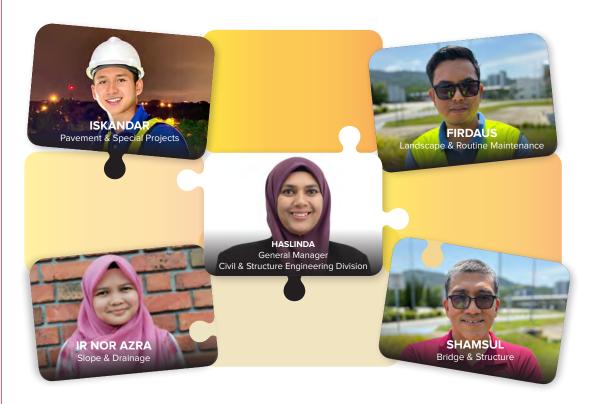
Highway culvert monitoring is crucial for safeguarding road safety and infrastructure integrity. Regular checks on these structures, which facilitate water flow beneath the roads, help prevent flooding and structural damage. This proactive process ensures the safety of road users, extends the lifespan of road infrastructure, and proves cost-effective by preventing the need for major repairs.

The primary goal is to detect and address potential issues early, ensuring the safety and longevity of both the culvert and the roadway above it.



Group Chief Executive Officer

CIVIL AND STRUCTURE ENGINEERING DIVISION



Highway bridge monitoring is a methodical inspection and assessment process focused on key structural elements like piers and reinforced concrete walls. Our team periodically examines the physical condition, stability and durability of these structures, involving checks for stress, cracks, corrosion and other signs of damage or deterioration.

The data log from tiltmeters transmit readings to a gateway, where the data is transmitted to system at Kajang SILK. The data is remotely collected, sent to a server and displayed at a control centre. Alerts are triggered via SMS if threshold values are breached with the Early Warning System transmitted to Kajang SILK.

During the reporting period, additional measures were taken to further enhance our safety and preventive measures. In partnership with the Malaysian Institute of Road Safety Research (MIROS), traffic safety assessments along our highways are being undertaken alongside recommendations on traffic safety initiatives, especially in high-risk areas. Concurrently, we plan to roll out awareness campaigns to promote safer driving habits among motorists.

Apart from road traffic and safety management, PROLINTAS also monitors noise levels, air and water quality in order to mitigate any inconvenience to communities living or working along the alignment of our highways.

As the Group is sensitive to their broader needs, we adopt every consideration to address any concern that may be raised. Ultimately, our goal at PROLINTAS is to create an environment where safety represents a fundamental promise, assuring every journey on our highway is backed by an unwavering commitment to health, safety and security.

Overview

About PROLINTAS

Our Business Approach

Guiding Voices

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating

Converging Communities



Group Chief Executive Officer

How do you ensure effective and transparent communication with stakeholders crisis?

n an era when information is as vital as our services, PROLINTAS is steadfast in its commitment to transparency, particularly during critical situations that impact our highway operations. Recognising the urgency of clear and rapid communication during crises, we have in place a multi-channel communication strategy to reach all stakeholders effectively and efficiently.

We utilise the full spectrum of digital platforms, from social media to our official website. These tools are complemented by direct alerts via SMS and email, ensuring that stakeholders can access real-time updates in the most convenient and reliable format.

Our responses are tailored accordingly to the type of incident, whether they are categorised as emergencies addressed by our Emergency Response Team or disasters attended to by the Crisis Management Team. For both scenarios, we have meticulously-prepared sets of procedures, as spelt out under the Emergency Action Procedures and Disaster Recovery Plan.

Incidents such as accidents, roadworks, peak-hour traffic, storms and floods requiring the temporary closure of part of our highways are classified as emergencies. On the other hand, disasters are events that significantly impact our services and threatens business continuity.

Both teams are composed of individuals specially-trained in the nuances of crisis management communication. They are not just spokespersons but gatekeepers of information integrity, tasked with ensuring that every message we disseminate is accurate, timely and actionable. Behind the scenes, we maintain communications centre where advanced monitoring tools allow us to track the development of a crisis in real-time. This enables us to anticipate and address information needs proactively rather than reactively.

Our approach to emergency and crisis communication also emphasises the human element. We understand that during times of disruption, stakeholders not only need information but also reassurance and guidance. Therefore, our communication is not confined to broadcasting messages but is also about creating a dialogue with all our stakeholders.

PROLINTAS

Our Business

Guiding

Our Leadership

Sustainability **PROLINTAS**

Materiality Matters

Accelerating Advancement

> Elevating Lives

Data & Assurance



uestion

during times of

En Azmee Nin, Highway

Team members at the

Command Centre on-site.

Operation's General Manager,

being briefed by the Rescue

Group Chief Executive Officer



Can you share a recent example where PROLINTAS had to demonstrate resilience in its operations?

e were profoundly tested in the wake of the catastrophic plane crash along the Guthrie Corridor Expressway (GCE) on 17 August 2023, when we were thrust into a critical response scenario that stretched our emergency protocols and infrastructure management to their limits.

Upon receiving the dire news that a Beechcraft 390 Premier I business jet had crashed onto the expressway interchange near Elmina, our Crisis Management Team swung into action, coordinating with first responders, mobilising our resources to secure the crash site and aiding in the rescue efforts.

We made the immediate decision to temporarily close the exit and entrance to the Elmina Interchange on both bounds of the GCE.

Although it disrupted traffic, this decisive action was critical to facilitate emergency operations without any hindrance.

We swiftly communicated alternate routes to the public, directing them to use the Bukit Subang Interchange as a detour, ensuring that traffic flow remained smooth. As the cleanup and investigative processes commenced, our commitment to transparency and community engagement remained at the forefront. We provided regular updates to the public through social media and press releases.

The location of the aircraft crash in the residential area of Elmina in Section U16, Shah Alam.



PROLINTAS also extended support to the families of the victims and affected communities. The aftermath was not just about restoring operations of the expressway but also about honouring those who had perished and ensuring their families received the necessary aid during such a harrowing time. The GCE plane crash was a sombre reminder of the unpredictable challenges that can arise in our line of work. Nevertheless, it also underscored the strength and preparedness of PROLINTAS.



DATE OF INCIDENT

17 August 2023



NATURE OF INCIDENT

Catastrophic light aircraft crash adjacent to GCE at Elmina.



RESPONSE TIME

The PROLINTAS Patrol Team was on-site within 5 minutes of the incident.



ROLE OF TEAM MEMBERS

- Supported personnel for emergency services.
- Assisted Traffic Police personnel on-site.
- Mobilised support for logistics.
- Erected tents for mobile Command Centre, personnel on duty, journalists and family members.
- Refreshments were provided for emergency services personnel, including the Royal Malaysian Police, the Fire & Rescue Department, Malaysian Aviation Commission, paramedics, US Air Accident Investigation Bureau (international investigation team), Majlis Bandaraya Shah Alam representatives, members of the media and family members of the crash victims.



POST-CRASH REMEDIAL WORKS

- · Site clearing.
- Repaving affected road areas.
- · Relandscaping affected areas.
- Within 24 hours, authorities granted approval, and traffic flow returned to normal after the prompt clearance of all debris.

Group Chief Executive Officer

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Given the importance of social responsibility, how does the Group integrate community needs into its business operations?

ur responsibilities extend beyond infrastructure to foster the wellbeing of our communities. Our highways connect people, but our sense of social responsibility builds communities.

Our investment in the community is tangible. It is a commitment to sustainable growth and the enrichment of community life. When we design new highways or upgrade existing ones, we consider how they will serve the commuters and the local population: Can we enhance green spaces to improve environmental health and community wellbeing?

Accordingly, PROLINTAS is commissioning several projects to convert some of our highways into points of destinations where communities can gather and interact. They include the development of the Tasik Tambahan RSA at SUKE and Denai Alam RSA (both bounds) as well as an orchard at DASH.

Our plans for SUKE is to capitalise on the panoramic vista at the Tasik Tambahan RSA in the form of F&B outlets, an amphitheater, space for events and a recreational park. In the case of DASH, we plan to build garden cafes to leverage on the ample greenery surrounding RSA Denai Alam.

The amenities we provide along our highways including rest areas, retail spaces and service stations are intended to offer convenience to commuters and create social and economic opportunities for local residents.

Through these concerted efforts, we aim to be a company that not only builds roads, but is also recognised as a responsible corporate citizen that upholds the principles of social responsibility at the highest standards.

Overview

About PROLINTAS

Our Business

Guiding Voices

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

> Accelerating Advancement

Elevating

Converging

Data & Assurance



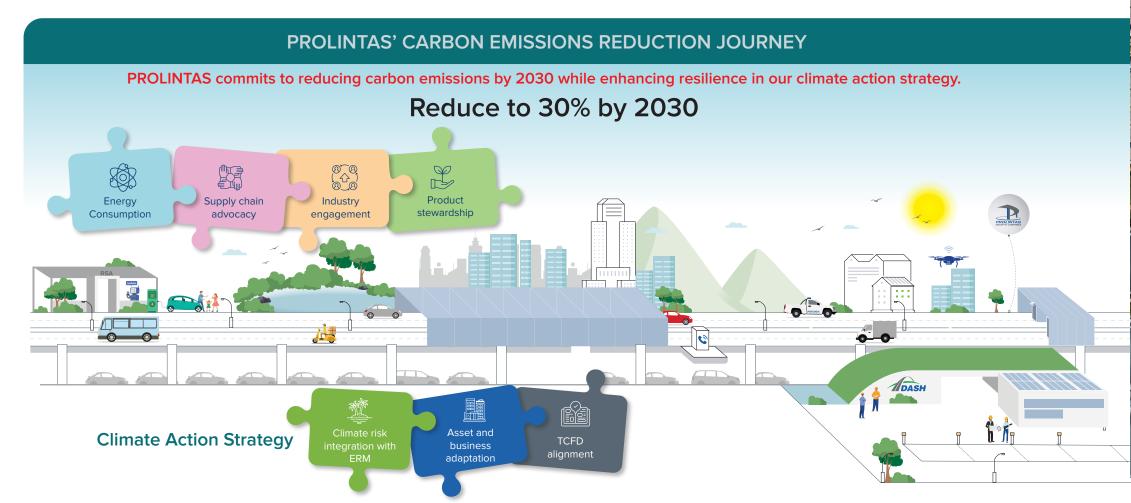
At the meticulously landscaped Elmina Rest & Service Area (RSA), passer-bys can indulge in a host of recreational features.

Group Chief Executive Officer

How does your company anticipate and prepare for the impact of climate change on highway infrastructure?

ROLINTAS is deeply committed to addressing the urgent challenge of climate change, recognising our essential role in reducing GHG emissions from our operations to foster a sustainable, environmentally responsible future. Our journey commenced with an in-depth evaluation and analysis of GHG emissions across our entire business and highway operations in collaboration with the Malaysian Green Technology and Climate Change Corporation (MGTC).

This assessment revealed that a substantial portion of our emissions is attributed to Scope 2, namely Purchased Electricity. Further analysis specifically identified electricity usage from street lighting on our highways as the leading source of emissions. To address this, we are steadily moving towards using renewable energy sources and adopting energy-efficient technologies, marking significant steps in our transition to more sustainable practices. This discovery has been instrumental in shaping PROLINTAS' strategy to decrease our carbon footprint. We have set a target to reduce our Scope 1 and 2 emissions by 30%, in line with the GHG Protocol Framework, by 2030.





Materiality

Accelerating

Converging Communities

Assurance

Apart from addressing GHG emissions, PROLINTAS is actively reinforcing our highway infrastructure against the potential consequences of climate change such as hotter weather, higher humidity and heavier rainfall.

Our investment in sustainable materials and shift towards a circular economy are part of this strategy to enhance the quality and durability of our highways while also contributing to the conservation of the Earth's finite natural resources. We are pioneering innovative and eco-friendly composites, including advanced polymers, to strengthen our highways against rising traffic volume and extreme weather conditions, thereby extending the lifecycles of our structures and optimising costs. As of the reporting period, sustainable materials account for an estimated 15% of materials used to maintain our highways.

To intensify the research and development of sustainable materials, our research and development team continues to broaden our collaboration with respected institutions of higher learning. In particular, our close ties with Universiti Teknologi Malaysia (UTM) is a partnership nurtured under the aegis of PROLINTAS' CEO@ Faculty Programme initiative. Through such cooperation with subject matter specialists, we can simulate climate scenarios and work towards solutions that not only preserve the integrity of our highway infrastructure, but also ensures the safety and comfort of road users.

The stormwater management system, featuring a total of 61 detention and retention ponds, serves to prevent water ponding and mitigate flooding risks on our highways.



Our latest initiative is the construction of an on-site detention (OSD) pond and the use of the pipe jacking technique to install the OSD system at Kajang SILK without compromising on the safety and the convenience of road users. The OSD system is preferable to conventional detention ponds for stormwater management as it occupies substantially less space, particularly relevant for urban infrastructure such as highways.

The system is an effective method to regulate stormwater runoff from roads to prevent local flooding, soil erosion and water pollution. Meanwhile, pipejacking, sometimes referred to as microtunnelling, is a non-disruptive technique to install underground pipelines, ducts and culverts that minimise potentially hazardous ground movement. While it may go unnoticed by many, its impact on road safety is profound and crucial.

One of the primary benefits of pipejacking is the reduction of traffic PROPERTY OF THE PROPERTY OF TH

The Pipe Jacking Technique minimises the negative impact on the environment and disruptions to traffic due to its non-evasive technology.

disruptions. With traditional methods, road closures and detours are inevitable, leading to congestion and frustration. Pipe-jacking, on the other hand, allows for a smoother flow of traffic, minimising delays and mitigating the risk of accidents associated with construction zones. Moreover, the technique minimises negative impacts on the environment. By avoiding extensive excavation, the disruption to surrounding ecosystems is reduced, preserving green spaces and maintaining the delicate balance of urban biodiversity. This eco-friendly approach aligns with the growing global consciousness towards sustainable development.

In preparing for the impact of climate change, we are also diligent in preserving the natural habitats enveloping our highways via various environmentally-sensitive design techniques, ensuring that our response to climate change is comprehensive and responsible.

Overview

About PROLINTAS

Our Business Approach

Guiding Voices

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating

Converging

Data & Assurance

Group Chief Executive Officer



he heartbeat of our services lies in exceeding customer expectations by integrating innovative technology to create a seamless experience for our road users. In the past few years, we have implemented intelligent toll systems that minimise waiting times while harnessing algorithms that predict and manage traffic flow to reduce and preclude congestion. The lanes at our toll plazas are specifically sequenced to facilitate smooth traffic flows, with the arrangement of Touch 'n Go, RFID, Open Payment System and Vehicle Class lanes determined by our in-house Smart Traffic and Toll Collection Dashboard.

By analysing traffic patterns according to demand and capacity, the system aids in our decision-making process on the arrangement of designated toll lanes to prevent traffic build-up or bottlenecks. To improve customer satisfaction, we have launched an award-winning user-centric mobile application, PROLINTAS Digital Assist, that enables road users to manage and plan their journeys with real-time traffic updates at their fingertips.

We also monitor and manage traffic situations through real-time solutions that harness data analytics to report and predict traffic conditions. This proactive approach allows us to swiftly offer alternative route suggestions and commute options, mitigating potential disruptions. Other features of our mobile app include an SOS Distress Call that alerts the Traffic Monitoring Centre, following which the road user can then track the estimated time of arrival of the Emergency Response team. (https://www.youtube.com/watch?v=1g3kyvmMH7Q)

Our innovations create a more reliable, user-friendly and responsive highway ecosystem for the future. Through these advancements, we are setting a high standard and new level of customer service, one that is adaptive, anticipative and consistently reliable.

Ensuring Road Safety with Our Mobile App **MOBILE APP ROBUSTNESS: USER TRACKING FEATURE:** · Live Location Tracking • Seamless Navigation · Estimated Time of Quick Response Time · User-Friendly Interface Assistance Arrival SOS DISTRESS CALL FEATURE: VICE VERSA TRACKING: • Emergency Button on App • Mutual Tracking: User & • Instant Alert to Traffic **Assistance Team Monitoring Centre** Enhanced Communication **STAY CONNECTED & SAFE: AUTOMATIC EMERGENCY** · Download Our Mobile **RESPONSE:** • Dispatch of Emergency **Empowering Road Safety** Response Team Together · Real-time Monitoring of Incident

Group Chief Executive Officer

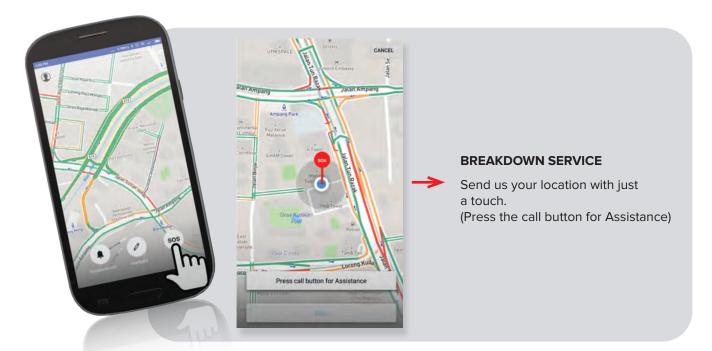




QR code for android user



QR code for apple user







Select incident type from the drop down menu.

Our operations personnel will be assigned and you will receive a notification.

Hang in there!

Our Assistance will be with you shortly.

You can also track their distance from your phone in real time.

Overview

About PROLINTAS

Our Business Approach

Guiding

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating

Converging Communities

Data & Assurance

Group Chief Executive Officer



n this digital age, data is the lifeblood of operational acumen.

Our commitment to operational resilience is deeply rooted in
the strategic utilisation of data analytics to observe the present
and predict the future. Our approach to data is both granular
and expansive where we have developed an in-house Data
Warehousing and Dashboard to manage traffic flow, toll collection,
our infrastructure and the full range of assets.

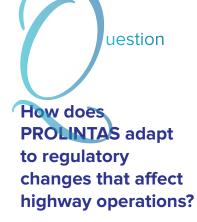
We scrutinise traffic flow, toll booth transactions and roadway conditions minute-by-minute, transforming this information into a predictive tool that empowers us to stay several steps ahead of potential issues. This allows us to anticipate and preempt traffic congestion, optimise toll booth staffing and intelligently schedule roadworks with minimal disruption to commuters.

In maintenance and operations, our data-driven insights are vital. They enable us to effectively deploy our resources, from dispatching repair crews to targeted locations before major faults escalate to planning major overhauls during off-peak periods to minimise inconvenience to road users.

Our data-centric vision extends to the user experience. We analyse customer feedback, usage patterns and service interactions to continually refine our offerings and touchpoints, ensuring that every journey on our highways exceeds expectations. Through our in-depth data analytics, we are redefining the paradigm of highway travel, making it safer, more efficient and consistently reliable for every user who entrusts us with their journey.



Group Chief Executive Officer



Regulatory shifts are not hurdles, but catalysts for advancement and innovation. Our multi-faceted approach ensures that operations are resilient, progressive, and compliant with the highest standards set by governing bodies. Our policy teams keep a vigilant eye on the legislative horizon, enabling us to stay ahead of the curve. By understanding the intentions behind policy changes, we align our operational ethos with the spirit of new regulations, thus ensuring a seamless transition when those changes take effect.

A case in point is the on-going discourse on the proposal by the Federal Government to introduce a Multi-Lane Fast Flow (MLFF) system on all tolled highways by 2025. Under the proposal, the MLFF will benefit highway users by facilitating fast-flow high-speed tolling by eliminating existing toll plazas and gantries. In addition, the system will also diversify payment options for users as opposed to the current single payment provider scheme. Amid the continuing deliberation, let me state that PROLINTAS is prepared for any decision and stands ready to contribute towards any and all measures that benefit road users and support the highway infrastructure industry. The dialogue between our company and policymakers is both ongoing and proactive. We believe in contributing our expertise to the legislative process by providing feedback that shapes balanced, effective regulations.

Internally, our legal and compliance teams work together to ensure that every aspect of our operations meets the baseline requirements and strives to exceed them. Through regular training sessions and audits, we foster a culture where compliance is ingrained in every action and decision. We view the regulatory fraternity as a partner in our journey towards excellence. Adapting to its changes is a strategic imperative that drives us to consistently deliver safe, efficient, and superior highway experiences to our users.

Overview

About PROLINTAS

Our Business

Guiding

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating

Converging Communities

Data & Assurance



Group Chief Executive Officer

What steps has PROLINTAS taken to foster a culture of innovation among its employees, suppliers, partners and other

stakeholders?

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nnovation is deeply embedded in our culture at PROLINTAS. We are committed to fostering a workplace that empowers our employees and engages stakeholders in creative problem-solving practices crucial for achieving groundbreaking progress in the highway infrastructure sector.

Our culture of innovation extends beyond our immediate employees to our broader network of stakeholders. By engaging with industry experts, academia, and technology partners, we invite an infusion of fresh ideas and expertise that keeps us at the cutting edge. The outcomes of this culture are evident in the resilient solutions we deploy on the ground, from adaptive traffic management systems to advanced infrastructure materials and the application of smart technology.







Anti-Corruption, Supplier ESG Assessment and various sustainability initiatives

Malakoff Corporation Berhad (MALAKOFF)
Renewable Energy

Social Security Organisation (PERKESO) Employee Wellbeing

Free Tree Society

Awareness on Environmental Conservation and

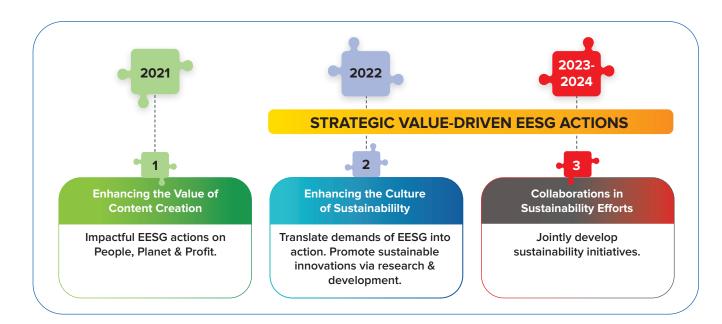
Preservation

We look forward to extending our existing collaboration with existing partners including UTM, MIROS, UNGC, MACC, MALAKOFF, PERKESO, Free Tree Society as well as stakeholders in TVET and the Group's Vendor Development Programme (VDP). PROLINTAS' commitment to innovation is a testament to our understanding that the future belongs to those who prepare for it today.

Looking ahead, what can stakeholders expect from PROLINTAS in the near future, particularly regarding sustainability

and overall

business growth?



hile we have outlined an ambitious roadmap for PROLINTAS, it is grounded in a steadfast commitment to sustainability. We are at a pivotal juncture where the second phase of our Strategic Intent will unfold. This is a phase characterised by bold steps and strategic expansion aimed at tapping into new business opportunities in the value chain and leveraging cutting-edge technology to revolutionise the highway infrastructure.

We foresee our growth trajectory to be robust and assertive, driven by innovative sustainability initiatives that will comply with and set new environmental and social responsibility benchmarks. Our stakeholders can expect to see PROLINTAS breaking ground on new projects that epitomise green engineering and social inclusivity. We are channelling investments into our greatest asset, our talents, for reskilling and upskilling to propel our business trajectory. This will be supported by our focus on ensuring the safety and wellbeing of our employees and customers; conservation of natural resources; renewable energy sources; sustainable materials; and engineering designs that minimise ecological footprints.

We will leverage on innovation and technology to achieve these objectives in order for us to optimise our business operations and yield optimal returns on investment for all parties. For sustainability, our strategic value-driven actions will involve enhancing value creation, improving our culture of sustainability and expanding collaboration in all these efforts.

We will always hold ourselves to the highest standards of ethical conduct and responsibility, understanding that our success is irreversibly tied to the preservation of the planet and the wellbeing of people. Our pledge is not merely one of profitability but also of progress that is conscientious and considerate.

Overview

About PROLINTAS

Our Business

Guiding Voices

Our Leadership

Sustainability at PROLINTAS

Our Materiality Matters

Accelerating Advancement

Elevating Lives

Converging Communities

Data & Assurance

YBHG. DATO' MOHAMMAD AZLAN ABDULLAH

Group Chief Executive Officer
Projek Lintasan Kota Holdings Sdn Bhd