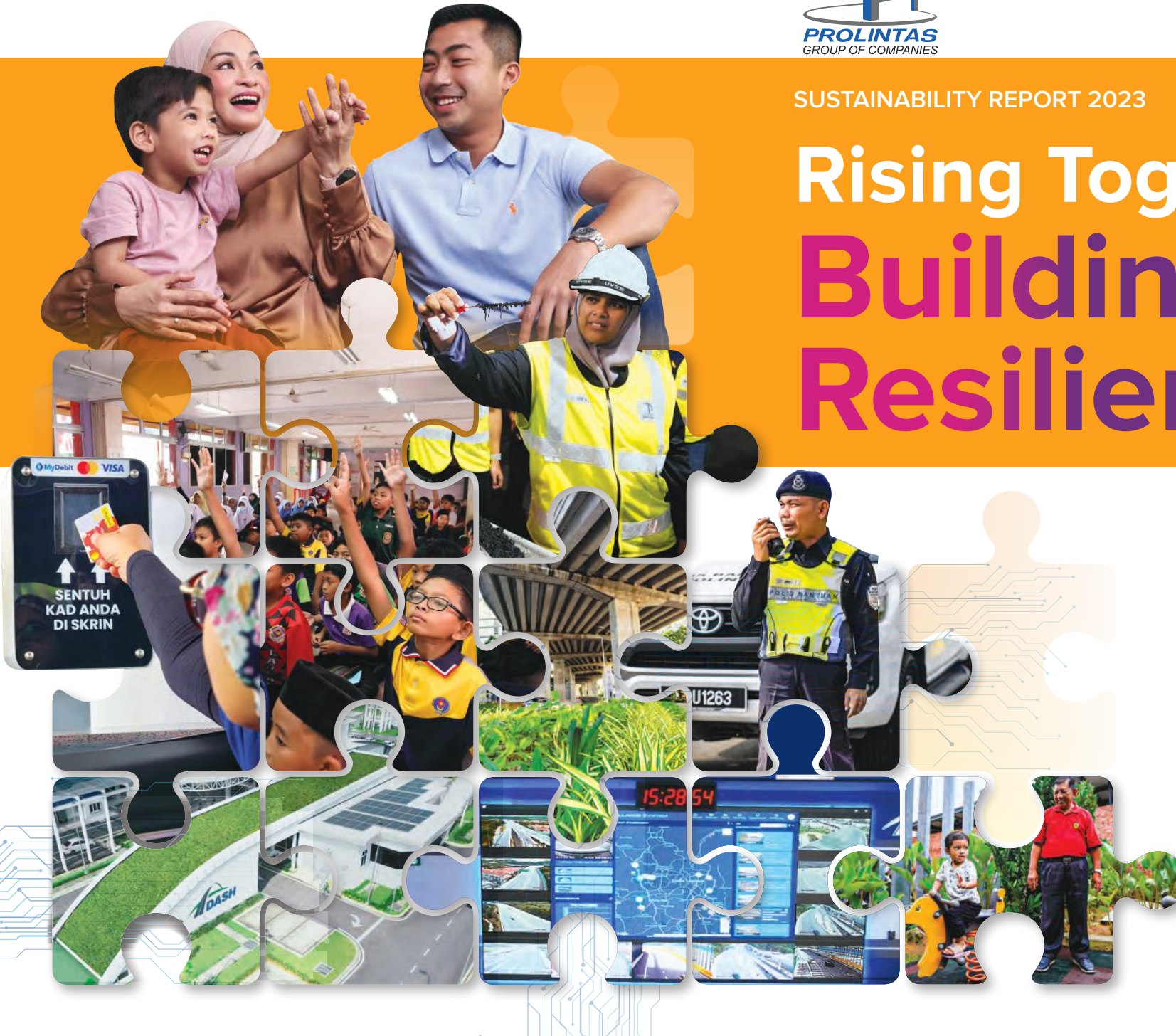


Rising Together Building Resilience



Rising Together Building Resilience

Our relentless pursuit of scaling up operations ensures that every aspect of our highways reflects a commitment to resilience. Our commitment to excellence, driven by a forward-thinking vision, leads us to employ cutting-edge construction techniques, sustainable practices in highway operations and advanced traffic management systems, all dedicated to delivering service of superior quality to our customers. This innovation-centric pursuit is not merely about redefining our identity as highway operators. We enrich the commuting experience on our highways, adding significant value at every turn. This progressive approach is pivotal in transforming PROLINTAS' highways into vibrant hubs of activity and connectivity. We go beyond typical roadway travel expectations, elevating every aspect of the travel experience. Our Business and Sustainability Strategies infuse decisive action for a sustainable and thriving future.

To strengthen our role in socioeconomic and societal wellbeing, we are extending our reach into non-toll business ventures. By proactively engaging and connecting with local communities, we aim to foster job creation, enable the development of local businesses and tap into new avenues for growth and opportunities.

Guided by a deep sense of responsibility and care, harmony with the environment is ingrained in every facet of our operations while prioritising Economic, Environmental, Social & Governance (EESG) best practices. Our mission is evident in increasing our societal and environmental impact positively.

For users of our thoroughfares, PROLINTAS highways are designed for comfort and satisfaction. Whether it is the convenient Rest & Service Areas (RSAs), high-tech traffic management technology or traveler-centric amenities, we transform every journey into a seamless and enjoyable part of one's day. In every action, we embody **"Rising Together, Building Resilience"** for a sustainable and harmonious future.



CAPACITY

Through intensive capacity building, we are confident in fulfilling our promise to road users and communities of ensuring safety, convenience, and wellbeing. Ingenious, eco-friendly strategies underpin our operations. Dedicated to meeting urbanisation's dynamic, rapidly evolving demands, we go beyond expanding and upgrading transportation conduits to optimising traffic flow seamlessly.

In shaping our core business, we aspire to maximise the potential of our highways' Right-of-Way (RoW), turning them into sustainable points of destination. We are transforming our highways into vibrant hubs of business and leisure, integrating cultural attractions and unique recreational spaces into destination-worthy corridors, which distinguish themselves within holistic urban landscapes.

Cornerstones of Excellence

The integration of PROLINTAS' 4Cs: Capacity, Capability, Competency and Culture are keys to forming a cohesive foundation. Together, they drive sustainable infrastructure development, ensuring efficiency, safety, innovation and the wellbeing of our employees, communities and all our stakeholders.



CAPABILITY

We are developing the right team to bring our capacity-building vision to life, and we are leveraging innovative technology to enhance, optimise and maximise our infrastructure. This comprehensive approach ensures we not only excel as current highway operators - guaranteeing smooth traffic flow, road safety and operational excellence - but also stay ahead in expanding our non-toll business for financial sustainability and increasing our positive role in societal and environmental impact.

Our highways are set to become the routes and destinations of choice, affirming our role as a robust, industry-leading highway concessionaire. Every step we take is geared towards creating sustainable, impactful spaces for the communities we connect, embodying our vision of being more than a highway operator - we are community builders for a sustainable future.

In this journey, we are not just managing thoroughfares; we are meticulously crafting a legacy as pioneers of a robust, community-focused, and environmentally conscious future.



COMPETENCY

At the core of our vision and mission is how we proactively nurture our highly skilled workforce, sharpening our innovation edge in sustainability within the industry. Talent enrichment is the basis of our resilience and agility, empowering our team through continuous lifelong learning and practical skill development to build a rich reservoir of resources.

The power of collaboration and strategic partnerships strengthens us in pursuing lasting and significant EESG impacts within and beyond our industry.



CULTURE

Our culture revolves around a profound understanding that, as consumers ourselves, what we do holds significance for every individual we impact. Our unwavering commitment to the safety and wellbeing of all stakeholders and the environment drives our daily actions. In the face of challenges, the trust and support instilled in our employees reflect our resilience and steadfastness.

We continuously evolve and grow, holding our ground to create lasting value in our business, ensuring that our actions align with our core principles and contribute positively to the communities we serve.

To be the leading
highway concessionaire
in Malaysia.



To build and operate
highways that will become the
routes of choice
for motorists and commuters.



Excellent Customer Service



Effective Cost Management



Effective Assets and Resources Management



Continuous Business Growth



Leading Economic, Environmental, Social and Governance (EESG) Initiatives



Technology-Focused Organisation



Leading All Relevant Quality, Safety and Regulatory Requirements and Standards

Dynamic highway network fuelling sustainable value.

Our mission is to deliver sustainable business growth while strengthening our role in promoting positive societal and environmental impact.



PROLINTAS SUSTAINABILITY PRINCIPLES


ACCELERATING
ADVANCEMENT
(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.


ELEVATING
LIVES
(ENVIRONMENTAL)

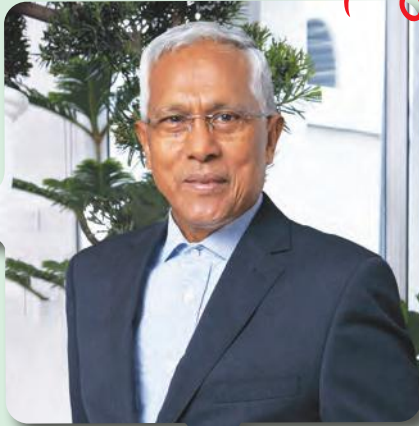
Supporting green growth via the conservation of resources, reduction of emissions and preservation of the natural environment.


CONVERGING
COMMUNITIES
(SOCIAL)

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

PROLINTAS SUSTAINABILITY GOALS

* Please refer to the sustainability framework on page 112-113.



Chairman's Reflections

“Through these collective efforts, we can continue to maintain and enhance the PROLINTAS legacy as we confidently stride ahead in **Rising Together, Building Resilience.**”

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A refreshing reprieve from the hustle and bustle of city commuting - the lush landscaped Elmina Rest & Service Area.



Dialogue with the Group Chief Executive Officer

“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.”

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Prolintas Highways PROLINTAS Group

prolintas.group PROLINTAS Group

About this Report

ECONOMIC, ENVIRONMENT, SOCIAL AND GOVERNANCE (EESG) AT THE CORE OF OUR BUSINESS

This is the third voluntary stand-alone Sustainability Report (the Report) 2023 of Projek Lintasan Kota Holdings Sdn Bhd (PROLINTAS). This Report is an inherent part of the Group's Strategic Intent and 2022-2027 Business Plan, which further contributes to the delivery of its financial and non-financial goals.

It is also fully aligned with the role PROLINTAS plays in the highway concession ecosystem and is regularly revised to ensure it remains relevant and meets the evolving needs of our industry. Previous Reports that were published covered activities and performance in 2022 and 2021.



REPORTING PERIOD, SCOPE AND BOUNDARIES

Reporting Period: **1 January to 31 December 2023**.
All data and information pertaining to the sustainability performances of business operations in Malaysia are included in the Report.



GLOBAL EESG REPORTING STANDARDS

This Report has been prepared according to Bursa Malaysia's Sustainability Reporting Guide 3 with reference to the FTSE4Good Bursa Malaysia Index (F4GBM) criteria, the Global Reporting Initiative (GRI) Universal Standards guidelines and the Integrated Reporting Framework.

Alignment with relevant United Nations Sustainable Development Goals (SDGs), emphasising high Economic, Environmental, Social and Governance (EESG) impact areas and performance indicators in each EESG dimension.

Comprehensive and transparent presentation for a better understanding of strategy and EESG performance.



CARBON FOOTPRINT ASSESSMENT

Partnered with the Malaysian Green Technology and Climate Change Corporation (MGTC) to enhance our EESG efforts. Establishing carbon emissions baseline 2019 and developing realistic strategies to map our Net Zero Pathway and in alignment with the Paris Agreement to limit global warming to 1.5°C.

The Report includes disclosure recommendations by the Task Force on Climate-Related Financial Disclosures (TCFD) Recommendations where relevant, structured around four thematic areas: governance, strategy, risk management and metrics and targets.



FORWARD-LOOKING STATEMENTS:
This Report contains forward-looking statements that are meant to provide our stakeholders with the opportunity to understand our opinions and future plans. These statements should not be construed as definitive or predictions of the Group's future outcomes. There are marked degrees of uncertainty involved and are based on expectations that may change due to various uncertainties beyond our control.



ASSURANCE APPROACH

This Report has been assured by British Standards Institution (BSI) for its adherence to materiality, inclusivity and responsiveness principles. Please refer to the Independent Assurance Opinion Statement on pages 293 to 294 of this Report.



FEEDBACK

Developed by the Sustainability Secretariat, this Report invites comments and feedback from all stakeholders to enhance our reporting regime. Please direct all enquiries and comments to:

PROJEK LINTASAN KOTA HOLDINGS SDN BHD
Tingkat 12, Menara PNB, 201-A, Jalan Tun Razak,
50400 Kuala Lumpur.

☎ 03-2164 2450

☎ 03-2164 2795

✉ sustainability@prolintas.com.my

Picture this: every day, over
600,000 people
 navigate our
6 highways*
 in the course of their
 daily lives.

Serving an estimated
789,000
 people within
 a radius of almost
300 km
 in the Klang Valley.

May 2001: **AKLEH***, Malaysia's 1st elevated
 highway was officially opened to the public.



225 million road users annually.
 (FY2022: 170 million)

We have
 our **pulse**
 on the
 nation

For nearly **30** years, PROLINTAS
 has proudly pioneered, built & operated
260 km of Klang Valley's most
 essential elevated expressways.



Did you know?

We are the **1st** Highway Operator
 to deploy the
Smart Surveillance System (S3)

With the **S3** in action, our efficiency in detecting and
 swiftly addressing issues has doubled.

"**Potholes???**" A thing of the past! PROLINTAS ensures
 safety, redefines comfort levels and transforms the road
 user experience with S3, setting new standards for
highway excellence.

and
 sustainability **It is not just**
??? **a buzzword**
for us. It is
ingrained in
our DNA...

Read more on the following pages >>>

*Ampang-Kuala Lumpur Elevated Highway (AKLEH), Kajang Dispersal Link Expressway (Kajang SILK), Guthrie Corridor Expressway (GCE),
 Kemuning-Shah Alam Highway (LKSA), Sungai Besi-Ulu Kelang Elevated Expressway (Suke) and Damansara-Shah Alam Elevated Expressway (DASH).

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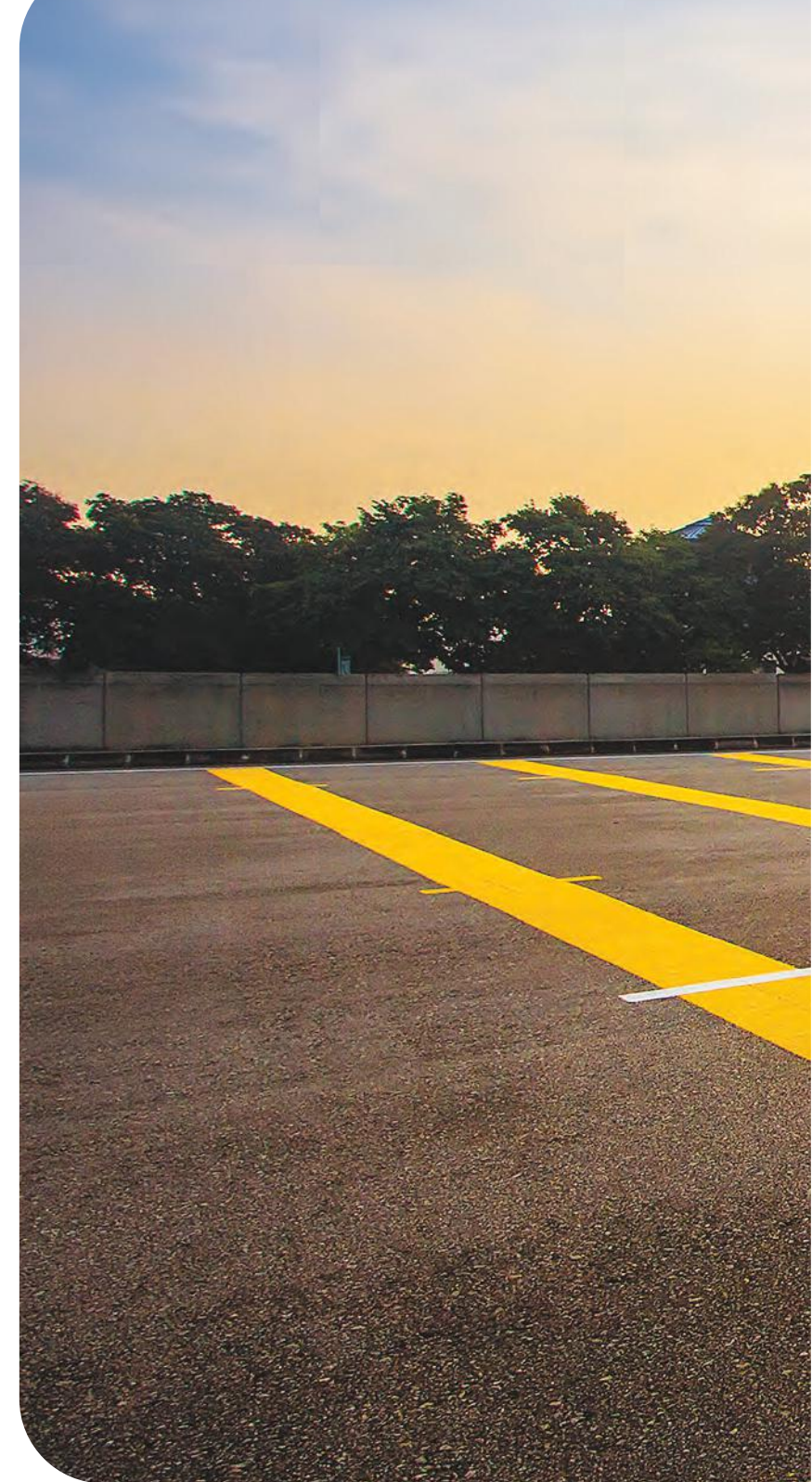
Our Highways

PROLINTAS has been a trailblazer in defying convention by pioneering elevated highways in the Klang Valley. In 2001, we marked our foray into this challenging domain by successfully completing AKLEH, the country's first elevated mega-infrastructure highway. Overcoming the complexities of designing and building above densely-populated business and residential enclaves, we set the stage for a series of remarkable achievements.

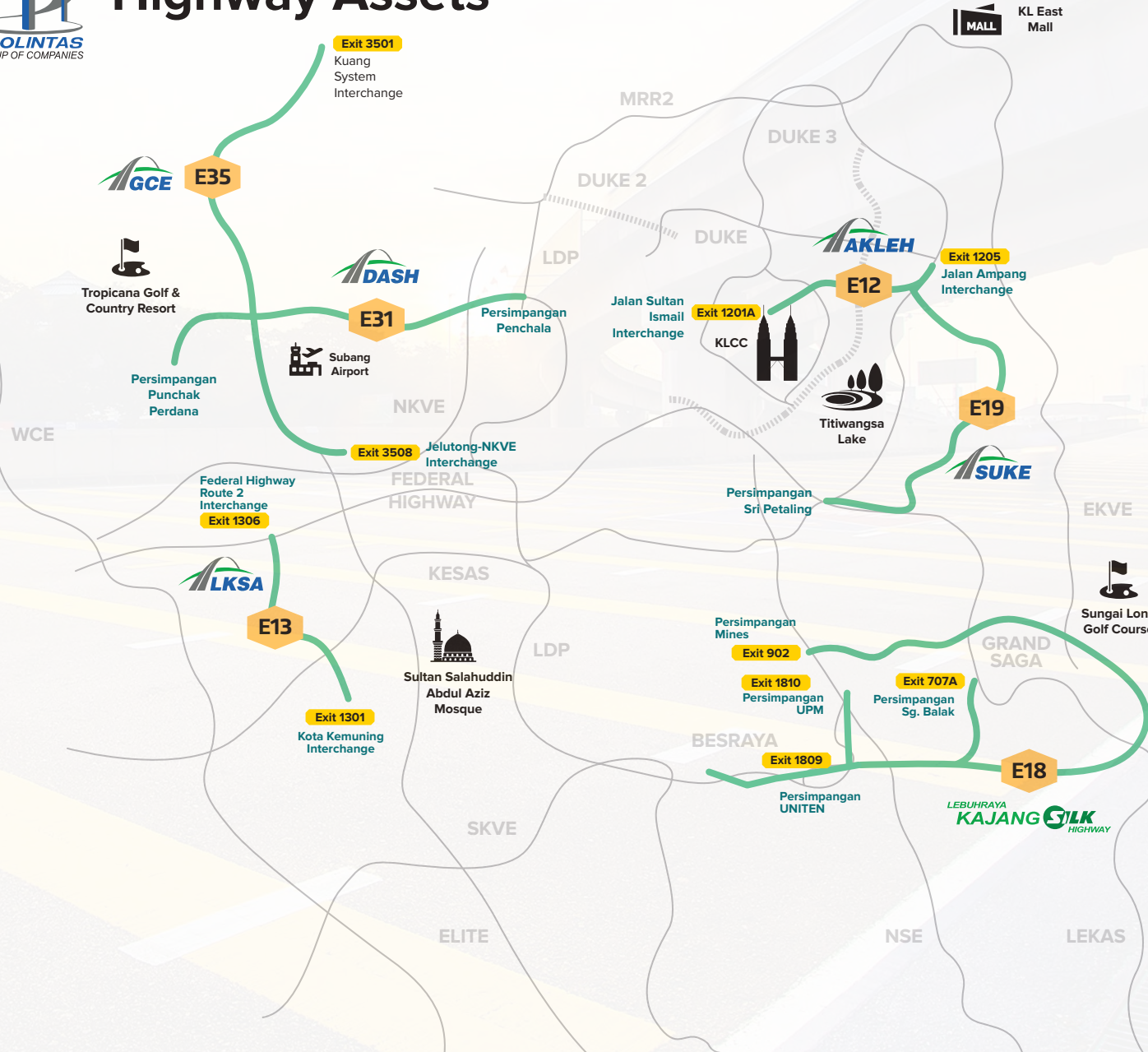
Between 2007 and 2017, the Group expanded its portfolio with the acquisition of GCE and Kajang SILK, followed by the delivery of LKSA. In 2022, our commitment to excellence persisted, leading to the recent accomplishment of two more elevated highways, SUKE and DASH. Noteworthy beyond their elevations, SUKE and DASH marked significant milestones as the first of our sustainable highways, prioritising Environmental, Social and Governance (ESG) principles, both in operations and the facilities offered.

From our inception with operating a single 16.8 km highway, witnessing a daily traffic volume of 28,000 vehicles, PROLINTAS has evolved significantly. Today, we proudly operate and maintain six highways spanning almost 260 km in effective length. The daily traffic volume has surged to over 600,000 vehicles and 225 million road users annually, with toll revenue reflecting our growth and success with record Revenue of RM506 million posted in Financial Year 2023 (FY2023). PROLINTAS continues to set benchmarks and redefine the landscape of highway development and management.

Read more at www.prolintas.com.my >>>



Highway Assets



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E31



**Damansara - Shah Alam
Elevated Expressway**

E19



**Sungai Besi-Ulu Kelang
Elevated Expressway**

E13



**Lebuhraya
Kemuning-Shah Alam**

Slashes commuting by 30 minutes
& accelerating property growth.



**90 minutes to 30 minutes
Time savings**



**41.9 km*
Effective length**



**13
Interchanges**

Connecting high-density areas
between Sungai Besi & Ulu Kelang.
Effective traffic dispersal system.
Promoting economic growth.



**34.1 km*
Effective length**



**11
Interchanges**

** Effective length including interchanges*

High-speed, high-capacity
link connecting Shah Alam
Expressway (KESAS), Federal
Highway Route 2 & Alam
Impian township.



**29.5 km*
Effective length**



**6
Interchanges**

E35



Guthrie Corridor Expressway



A smooth link between Shah Alam and Rawang. Alternative route from Klang Valley to the northern states.



40.2 km*
Effective length



6
Interchanges

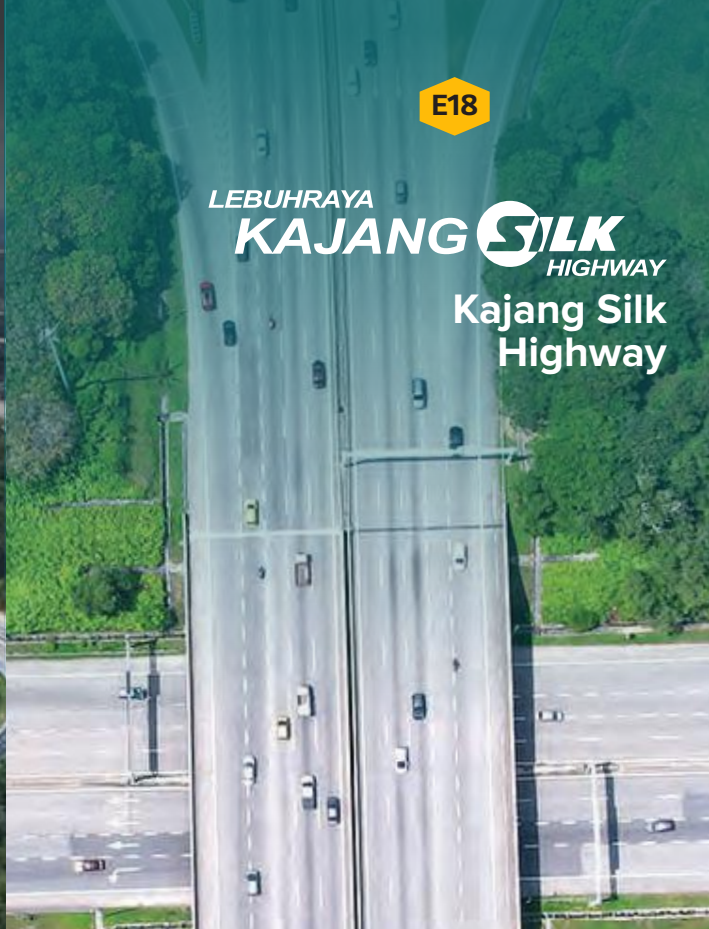


E18

LEBUHRAYA

KAJANG SILK HIGHWAY

Kajang Silk Highway



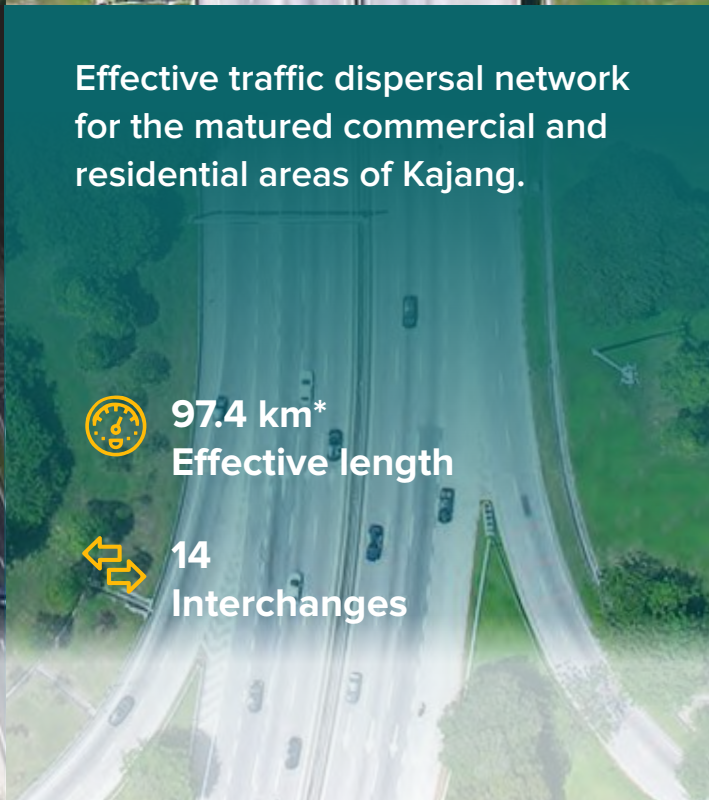
Effective traffic dispersal network for the matured commercial and residential areas of Kajang.



97.4 km*
Effective length



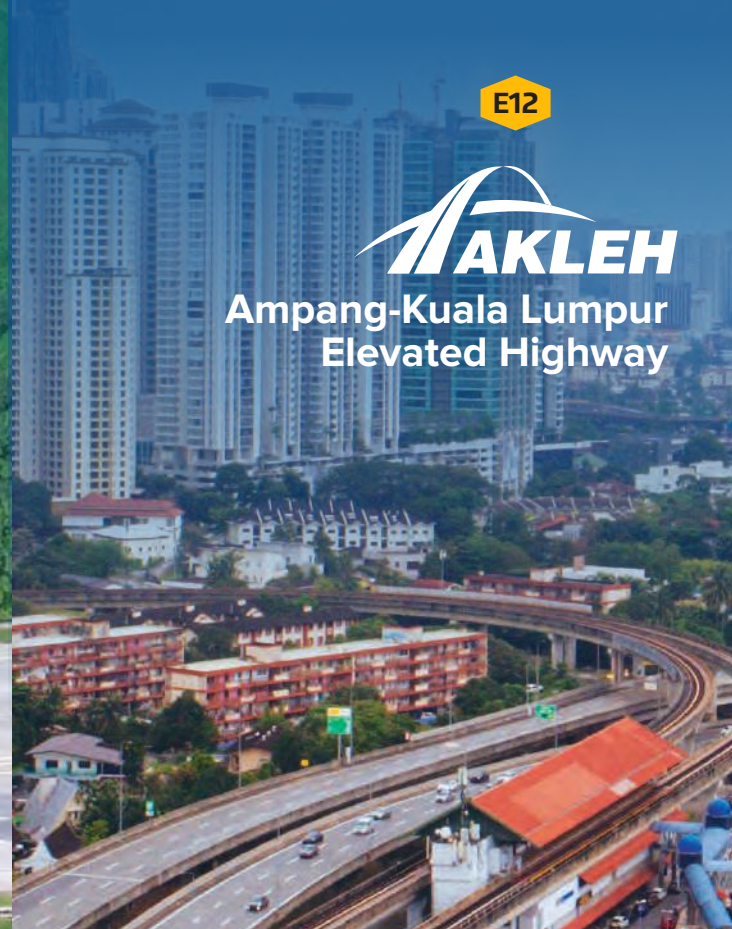
14
Interchanges



E12



Ampang-Kuala Lumpur Elevated Highway



The nation's first intra-urban elevated highway:

- Direct access into KL City Centre.
- Improves mobility & convenience.
- Supports the rapid urbanisation of Ampang and Ulu Kelang.



16.8 km*
Effective length



5
Interchanges



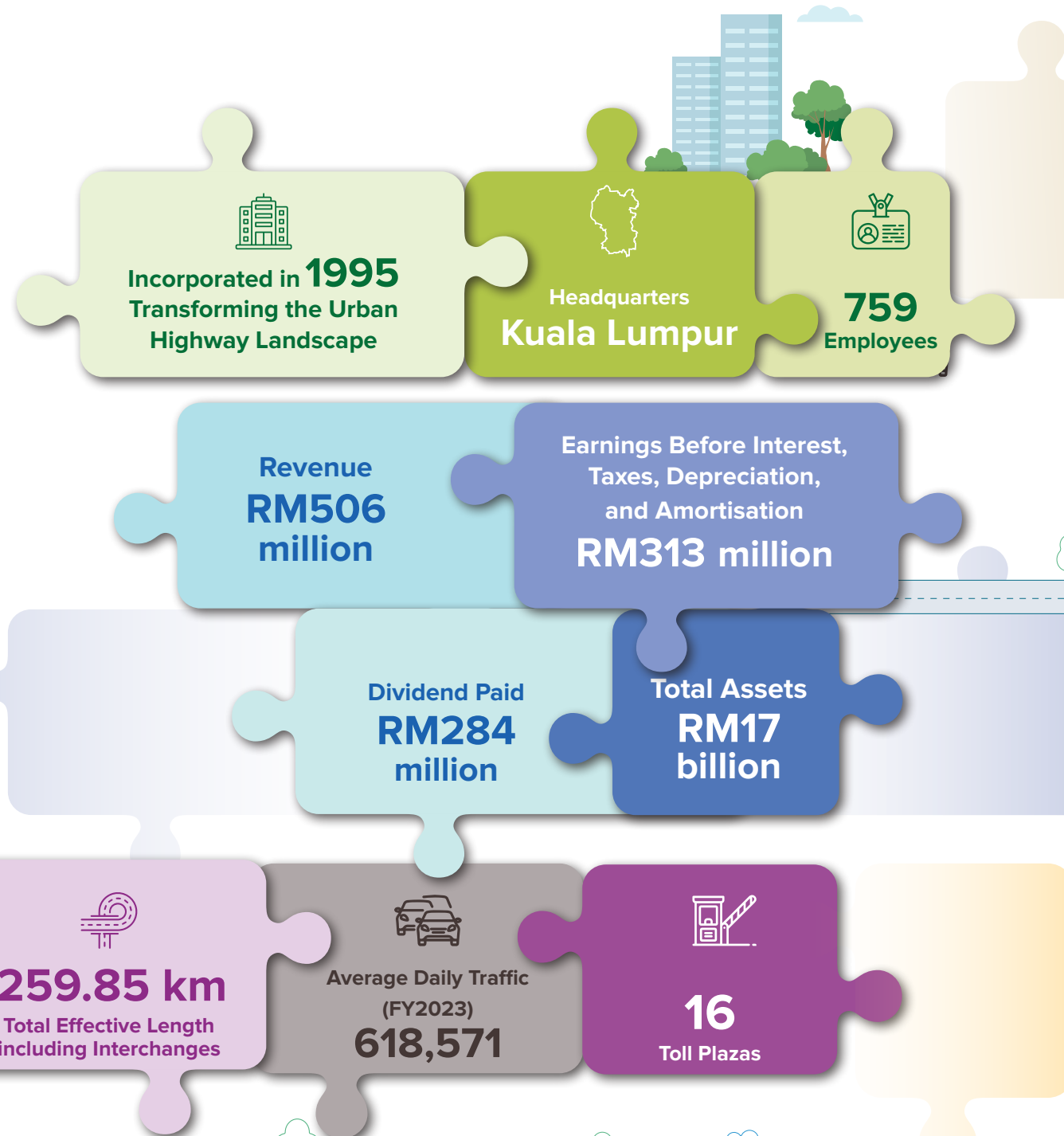
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Our Core Business

As the premier developer and operator of intracity highways in the Klang Valley, we facilitate the smooth passage of over **600,000** vehicles daily across nearly **260 km** spanning **6 innovative highways**.

Our distinctive achievements boast several 'first-of-its-kind' elements, exemplified by **SUKE's helicoidal ramp** and the **highest segmental box girder bridge**. Notably, our commitment to innovation and efficiency has garnered accolades, including a **5-star certification** for the ground breaking **Elmina Rest & Service Area (RSA)** on GCE.



[Read more in Key Milestones >>>](#)

Our Core Business

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In November 2023, PROLINTAS grabbed the spotlight at the **UN Global Compact Network Malaysia & Brunei's (UNGCMYB) Forward Faster Sustainability Awards 2023**, clinching **3** prestigious awards highlighting the Group's comprehensive integration of sustainability into its business:

- **CEO Award**
- **Living Wage Award**
- **Partnership for The Goals Recognition Award**

Integrity, Governance and Anti-Corruption (AIGA) Awards 2022
Gold Award

United Nations
Global Compact

CEO Award
Mid-Tier Company

United Nations
Global Compact

Living Wage Award
Mid-Tier Company

United Nations
Global Compact

Partnership for The Goals Recognition Award



Highest Elevated Segmental Box Girder Bridge

56.4 m height

equivalent to an 18-storey building
Published in the Malaysia Book of Records 2022



First Helicoidal Ramp

Published in the
Malaysia Book of Records 2022

Elmina Southbound RSA
was awarded

Malaysia Toilet of the Year 2023
(Rest Service Area Category)

by the Ministry of Housing and Local Government (Kementerian Perumahan dan Kerajaan Tempatan)



Key Milestones

As we embark on our 28th year, we take pride in having successfully delivered **6** intracity highways that seamlessly link communities and businesses throughout the Klang Valley. Featuring unique smart and sustainable highways, we map out the milestones that underline the substantial distance we have covered since our establishment in 1995.

start →

1995 >

Projek Lintasan Kota Holdings Sdn Bhd (PROLINTAS), an investment holding company, has played a pivotal role in urbanisation since its inception.

16 May 1996 >

Concession Agreement signed between the Government and PROLINTAS for the design, construction, operation, and maintenance of Ampang-Kuala Lumpur Elevated Highway (AKLEH), marking the Group's 1st large-scale infrastructure project.

15 December 1996 >

AKLEH Ground Breaking Ceremony.

< 18 May 2010

With its official opening, LKSA enhances daily mobility for an estimated 54,406 motorists residing in Kota Kemuning and Shah Alam. Notably, it features Malaysia's largest cloverleaf interchange.

< 1 April 2011

PROLINTAS received the green light to construct Sungai Besi-Ulu Kelang Elevated Expressway (Suke) and Damansara-Shah Alam Elevated Expressway (DASH).

✓ 25 September 2013

Signing of Concession Agreement with the Federal Government for the innovative design and development of the elevated Suke and DASH sustainable highways.

2 November 2015 >

Expansion of AKLEH Phase 2 was launched, from a 4-lane to 6-lane carriageway to accommodate increased traffic capacity and the future expansion in the Jelatek-MRR2 section.

28 April 2017 >

PROLINTAS acquired Kajang Dispersal Link Expressway (Kajang SILK), catering to a high average daily traffic volume of 208,202 vehicles.

October 2023: Smartlane activated to alleviate peak-hour traffic heading towards Putrajaya.

15 September 2022 >

- Suke Phase 1 launch, spanning 16.6 km from Cheras-Kajang interchange to Bukit Antarabangsa, effectively dispersing peak-hour traffic along MRR2, Jalan Ampang, and Jalan Loke Yew by 30%, 36% and 12%, respectively.

Suke

At 56.4 m high, equivalent to an 18-storey building, Suke is Malaysia's 3rd highest elevated road, showcasing the country's highest segmented box girder superstructure.



LEBUHRAYA
KAJANG SILK
HIGHWAY

About PROLINTAS

Key Milestones

17 May 2001 >

Opening of AKLEH. 22 years on, AKLEH continues to alleviate traffic congestion, reaching nearly 30,000 vehicles daily between Ampang and Kuala Lumpur City Centre (KLCC).

27 November 2006 >

Concession Agreement signed with the Federal Government for Lebuhraya Kemuning-Shah Alam (LKSA) and Kumpulan Guthrie Berhad, marking a strategic expansion of PROLINTAS' highway asset inventory.

< **6 December 2007**

LKSA Ground Breaking Ceremony.

< **August 2007**

PROLINTAS acquired Guthrie Corridor Expressway (GCE), providing a convenient 40.2 km route for both personal and commercial commutes, serving nearly 70,000 vehicles on average between Rawang and Shah Alam.

13 October 2022 >

Damansara-Shah Alam Elevated Expressway (DASH) officially opened, connecting Puncak Perdana to Penchala via 20.1 km and serving 72,525 motorists daily.

16 June 2023 >

SUKE Phase 2 launched, spanning 7.8 km from Sri Petaling to Bandar Tasik Selatan. Featuring Malaysia's first helicoidal ramp, a double-decker highway in Alam Damai.

**elevating
lives** →

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PERFORMANCE: Economic

In the era of technology and sustainability, the conventional approach to business must yield innovation and transformation, steering consistent improvement while addressing the concerns of all stakeholders.

Our strategy for **Accelerating Advancement** involves expanding our business and capacity beyond highway operations. We aim to position our highways as destination points through value-added commercial activities. By continually exploring and developing innovative technologies, we ensure that our highways not only cater to the preferences of road users but also drive us toward achieving our business and sustainability objectives.

As a pivotal aspect of our business growth strategy, we prioritise collaborations with various stakeholders throughout our value chain. These strong partnerships span a spectrum of activities, including, but are not limited to, contributing to research initiatives. We also promote knowledge sharing and transfer through our involvement in the CEO@Faculty Programme that was mooted by the Ministry of Higher Education.

In addition, we focus on elevating our competency levels via Technical & Vocational Education and Training (TVET) programmes. In tandem with these initiatives, our Vendor Development Programme (VDP) is designed to augment skills and share insights with our network of suppliers, contractors, and service providers.

Such strategic collaborations in both business and industry allow for the exchange of knowledge and dissemination of best practices across our operations. Additionally, these partnerships provide a platform for us to emerge as thought leaders in safety, highway infrastructure and urban connectivity.



[Read more in the Economic segment of this Report >>>](#)



Revenue
RM506
million

Total Assets
RM17
billion

Total Economic Value
Generated
RM506 million

Total Economic Value
Distributed
RM2,001 million

Achieved
53%
Improvement of Service
Quality Following the
Implementation of the S3

Average Daily Traffic
(FY2023)
618,571
Vehicles

AKLEH, PROLINTAS' flagship elevated highway structure, links the population in Ampang, Selangor to Kuala Lumpur City Centre. Leading directly into the underground tunnel to Suria KLCC, more than **15.6** million motorists traverse this route annually in one of Kuala Lumpur's busiest and bustling areas.

Number of Billboards

 **97**

Telco Towers

 **28**

Food & Beverage Outlets

 **31**

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PLANET: Environment

Sustainable highways play a pivotal role in fostering environmentally conscious urban development by serving as efficient conduits for achieving economic and socioeconomic equilibrium.

At PROLINTAS, our commitment to **Elevating Lives** is exemplified through the construction and operation of sustainable highways designed to minimise adverse environmental impacts. Our primary objective is to curtail greenhouse gas (GHG) emissions by providing road users with alternative routes that shorten travel times and contribute to our overarching sustainability goals.

Beyond the immediate benefit of GHG reduction, our highway management approach is oriented towards resource conservation. We prioritise the judicious use of utilities and materials, embracing a circular economy model to minimise waste. By adopting sustainable practices in the construction and operation of highways, we strive to create a harmonious balance between economic development and environmental stewardship, ensuring that our infrastructure projects contribute positively to the wellbeing of communities and the planet.



[Read more in the Environment segment of this Report >>>](#)



Green Building Index (GBI)



**Solar Rooftop
Masterplan**

2,425,936 kWh
Annual Estimated
Target Capacity

**The Offices & Ancillary Facilities at SUKE & DASH
are Green Building Index (GBI) Certified.**



Solar Panels



Green Turf Roof



**Rainwater
Harvesting System**

The DASH Expressway, which connects Puncak Perdana in Shah Alam to Penchala in the northwestern region of Kuala Lumpur, crosses through breathtaking views of the surrounding wetlands.



Rainwater Harvesting
Capacity*
235,000 litres



Meets the Average
Daily Water Usage of
936* People

* Malaysians use on average 251 litres of water per day. Source: Department of Statistics Malaysia (DoSM) 2021.

Stormwater Management
System
61
Detention and Retention Ponds

Reduced Energy
Intensity by
8%
compared to 2019



65,363 m²
Overall Area Paved with
Sustainable Materials
(2020 - 2023)

Achieved **50%**
Improvement in Pavement
Durability by Using
Sustainable Materials
Reduced Maintenance &
Minimised Road Closures



14,000 Saplings Planted
Across **11.33** Hectares in the
Sungai Besi Forest Reserve

Green Pledge to
Ecological Restoration
in Partnership with the
Forestry Department of Peninsular Malaysia



39,480 kg
Waste Diverted
from Landfill



Highway LED Lanterns
50%
Reduction in Energy Use
for Street Lighting
Approximately **5.2** million
kWh Annual Savings



is an example of infrastructure development designed with sustainability at its core.

72,525
Average Daily Traffic

Estimated
Travel Time
35%
Time Savings

260 m
Fully Enclosed
Noise Barrier



1st in Malaysia
Fully Enclosed Highway
Noise Barrier



Uniquely Designed Toll Plazas
Ready for the Multi-Lane Fast Flow
(MLFF) Gateless Gantry Toll System



Solar-Powered
Elevated
Walkways

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PEOPLE: Social

Mobility is the heartbeat of social connection and economic empowerment. At PROLINTAS, we are all about **Converging Communities**. First and foremost, we are diligent in ensuring the safety of road users via constant and comprehensive monitoring, regular maintenance of road surfaces and ancillary structures and the incorporation of advanced safety designs and features.

Through diligent efforts, we ensure our highways become not only conduits, but also hubs for social interaction by bringing communities together while stimulating socioeconomic activities by connecting workers to workplaces and consumers to markets. We continuously focus on improving the travel experience as our highways have become essential components of the communities they serve, contributing to the unity and connectivity of **Converging Communities**.

Priority is also extended to the social and professional needs of our employees, whose welfare and wellbeing are critical factors to our business success and quality of service for road users and communities. We are dedicated to maintaining an inclusive and conducive work environment that nurtures personal and professional growth.



Our far-reaching Corporate Social Responsibility (CSR) initiatives meaningfully improve the wellbeing of our communities, the environment and our employees.

Read more in the Social segment of this Report >>>





3,000
Participants Underwent
Upskilling and Reskilling
Training

Capacity Building
RM1,345,133
Invested in Strengthening
Our Workforce

Women Representation
42%
in Our Board Composition

Women Representation
40%
in Our Workforce

210
Employees
Volunteered
for CSR Programmes

10,782
Beneficiaries
of Our CSR
Programmes

Community Outreach
RM237,840
Social Impact Investment

PROLINTAS teamed up with the Free Tree Society to promote environmental awareness among kindergarten children at TABIKA KEMAS in Tabika Minda Ceria Kg Merbau Sempak.

Average Accident Response Time
6.6 minutes

Achieved 86%
Accident Response Time within target time
of 10 minutes

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PARTNERSHIP: Governance

In pursuing national harmony as a committed and responsible business partner, the intersection of sustainability governance, partnership and peace forms the intrinsic linkage in PROLINTAS.

As we navigate the complexities of our shared challenges in our operations, supply chain and the communities we serve, good governance practices guide responsible and ethical decision-making to safeguard the future of our Group, our planet and our people.

We continue collaborating effectively with our multi-stakeholders, recognising that sustainable development is an environmental imperative and a prerequisite for lasting socioeconomic growth.

In this nexus, we amplify the impact of collective action across PROLINTAS in corporate and operational governance. From the strategic leadership in our boardroom to the maintenance workers, and extending to our valued suppliers and vendors, each touchpoint is crucial to building a sustainable and equitable future for all.

[Read more in the Governance segment of this Report >>>](#)

*Malaysian Anti-Corruption Commission





A forum and dialogue session was organised as part of the PROLINTAS Integrity Day 2023. This event successfully convened a distinguished panel of speakers, renowned for their expertise in integrity and best practices in corporate governance.

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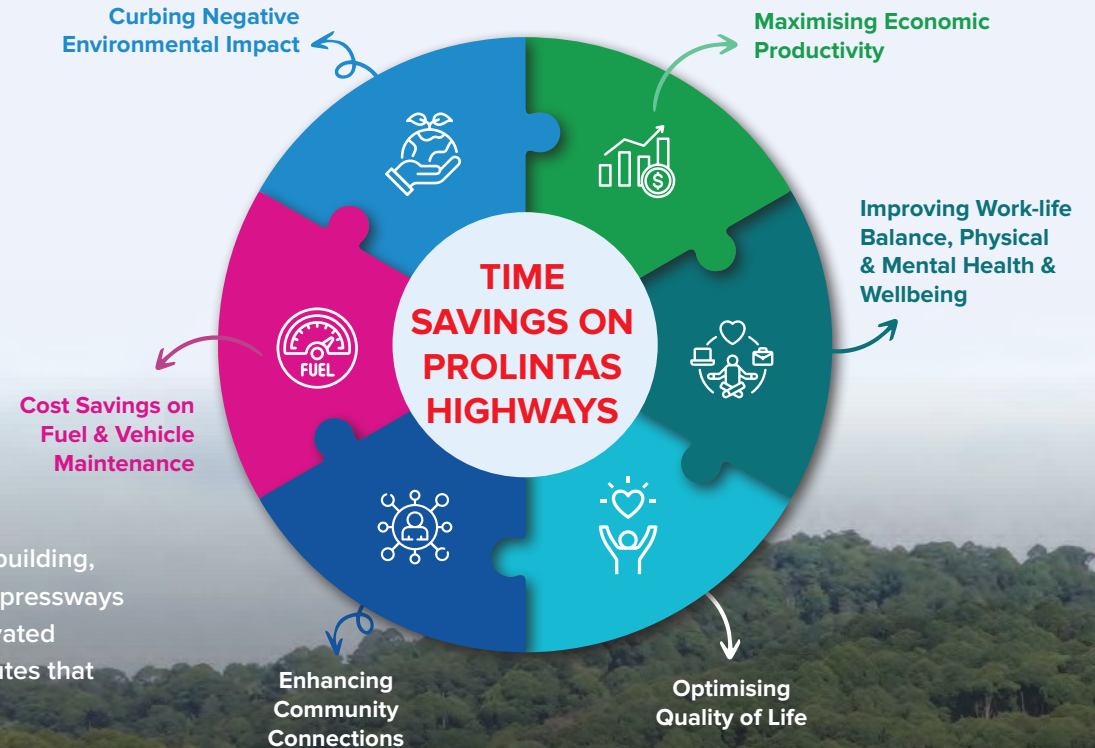
Who We Are

PROLINTAS differentiates itself from other highway operators as a specialist in large-scale elevated highway infrastructure.

Integrating and embedding sustainable practices throughout our operations, PROLINTAS highways are not mere transportation infrastructure. Our highways are a testament to the transformative power of human ingenuity and foresight intertwined with robust, sustainable practices.

Since 1995, PROLINTAS has proudly shouldered the responsibility of designing, building, operating, acquiring and maintaining some of Malaysia's most essential urban expressways in the Klang Valley. Boldly asserting our dominance by pioneering 6 intracity elevated highways slicing through the heart of the Klang Valley, we provide alternative routes that help disperse traffic and reduce congestion especially during peak hours.

PROLINTAS does not just exist. It thrives as the lifeline, seamlessly weaving connections between high density areas, spurring economic activities and catalysing the development of townships and commercial hubs. Our highways are not merely roads. They are conduits channelling human expertise to workplaces, moving supplies, goods and natural resources to manufacturers and industries, and intertwining consumers with marketplaces. Aside from facilitating connections and managing our highways efficiently, ensuring a continuous, smooth traffic flow is imperative for societal and economic progress.



We have a pulse on the nation.

The lush natural environment surrounding the DASH highway is a habitat for flora and fauna to flourish. We are mindful of protecting these areas.

Every day, over **600,000 motorists** navigate the urban sprawl via our Ampang-Kuala Lumpur Elevated Highway (AKLEH), Guthrie Corridor Expressway (GCE), Kemuning-Shah Alam Highway (LKSA), Kajang Dispersal Link Expressway (Kajang SILK), Sungai Besi-Ulu Kelang Elevated Expressway (Suke) and Damansara-Shah Alam Elevated Expressway (DASH) in the course of their daily lives.

More than **225 million road users** count on us annually to keep them on the move and, most importantly, safe. Towards the end of 2022, we pushed the limits with the completion of two more game-changing highways, the Damansara-Shah Alam Elevated Expressway (DASH) and Sungai Besi-Ulu Kelang Elevated Expressway (Suke), making PROLINTAS Malaysia's unrivalled intracity sustainable elevated highway infrastructure specialist.

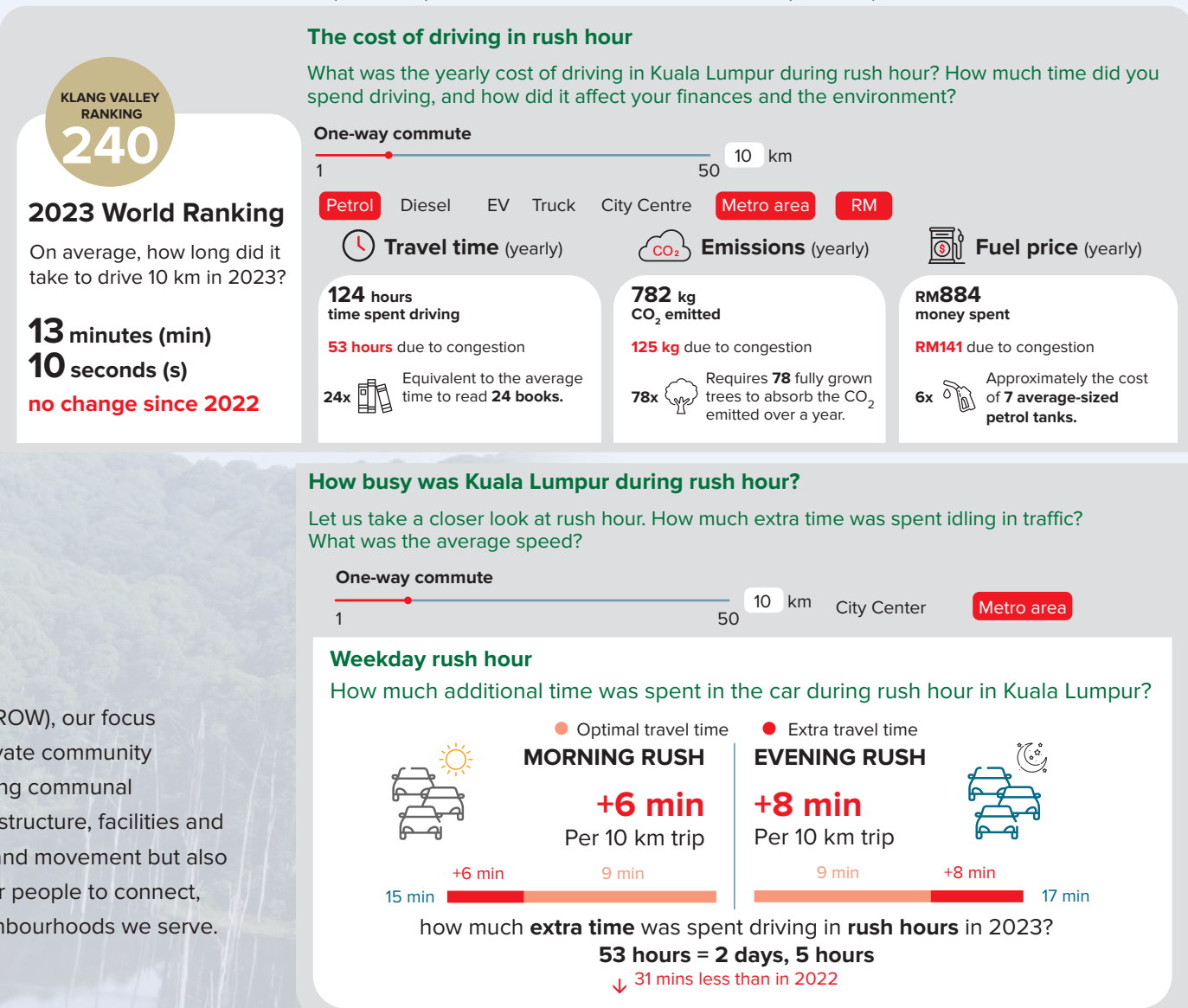
Bringing People Together

In our commitment to optimising the right of way (ROW), our focus extends beyond mere efficiency. We aspire to elevate community engagement by enhancing productivity and creating communal gathering spots within the spaces of our built infrastructure, facilities and amenities. This not only aims to streamline traffic and movement but also fosters a sense of community, providing spaces for people to connect, interact and contribute to the vibrancy of the neighbourhoods we serve.

KLANG VALLEY TRAFFIC INDEX REPORT 2023

Covering 390 cities across 56 countries on 6 continents, the TomTom Traffic Index measures cities worldwide by travel time, fuel costs and CO₂ emissions, providing free access to city-by-city information. Travel times and speeds are based on worldwide trip data spanning 551 billion (10⁹) km anonymously collected during the year from drivers within the larger metropolitan area (metro) or a 5 km radius from the centre (city centre) throughout the complete road network — including fast roads and highways crossing this area.

(Source: <https://www.tomtom.com/traffic-index/kuala-lumpur-traffic/>)





our People, our Greatest Asset

PROLINTAS goes beyond highway infrastructure, prioritising fairness, dignity and employee growth. We offer competitive remuneration to support employee wellbeing. This commitment aligns with our values of social responsibility, ethical conduct and community prosperity. By fostering a motivated team, we enhance service quality, road safety and community connectivity. This initiative sets a standard for responsible employment in the highway sector, contributing to a sustainable and equitable future for employees and the wider community.

Forging Strategic Alliances

PROLINTAS solidifies its leadership in the industry through a strategic emphasis on collaboration and partnerships. Recognising the complexity of modern challenges, we actively seek collaborations with industry leaders, experts and innovative entities. We tap into diverse perspectives, share resources and collectively address challenges to drive innovation and excellence. These collaborations extend beyond traditional boundaries, encompassing joint ventures, research initiatives and community engagement programmes. Through such synergies, PROLINTAS stays at the forefront of industry trends and contributes significantly to sustainable development and growth.

Tipping Point of Intracity Highways

PROLINTAS' intracity highways total almost 260 km in effective length, accounting for a sizeable 38% of 685 km of expressways that were constructed across the Klang Valley. Accumulatively, these 6 highways constitute approximately 11% of the total 2,315 km of tolled highways in operation nationwide. The total effective length of the entire controlled-access highways includes those in operation, under construction and in the planning stages.

(Source: https://en.wikipedia.org/wiki/List_of_expressways_and_highways_in_Malaysia)

These include the AKLEH, GCE, LKSA and Kajang SILK as well as our two latest additions, SUKE and DASH. AKLEH stands tall as Malaysia's first elevated highway while Kajang SILK has the highest traffic volume of all highways in the Klang Valley with an estimated 208,000 number of vehicles traversing back and forth each day.

Essentially, our highways facilitate the physical mobility vital for economic and socioeconomic development. SUKE and DASH Expressways, launched in Q4 2022 and early 2023 respectively, offer viable alternative routes that cut through bumper-to-bumper traffic on other highways during peak hours. This results in a potential increase in productivity at the workplace and a better work-life balance. SUKE connects high density areas between Sungai Besi and Ulu Kelang while DASH links Puncak Perdana in Shah Alam to Penchala in northwest Kuala Lumpur. Both highways are expected to spur socioeconomic development along its alignment in much the same way as the GCE and LKSA have done for the population in the outlying areas of Shah Alam, to the northwest and southwest of the Klang Valley.

Please refer to About PROLINTAS: Our Highways in this Report.

Tapping Innovation and Technology for Sustainable Highways

The expertise required to construct kilometre after kilometre of elevated roads over teeming populations and daily activities sets PROLINTAS apart from other highway contractors and operators. Our ability to achieve and repeat such feats highlights our embracement of sustainable innovation for the construction process and the subsequent task of operating and maintaining the highways.

At the heart of our operations beats a technological marvel. Our proprietary Smart Surveillance System (S3) is a fully integrated artificial intelligence and machine learning system revolutionising operational efficiency and safety. Imagine monitoring highway surfaces, detecting faulty highway assets, road accidents, foreign objects, stagnant water areas and even wildlife, all thanks to S3!

Simultaneously, we are incorporating the Internet of Things (IoT) to significantly increase road user safety, optimise cost efficiency and elevate our EESG (Economic, Environmental, Social, and Governance) performance across operational and corporate dimensions. Concurrently, our strategic emphasis extends to the EESG facets of sustainability, underscoring our commitment to positioning ourselves as a regional trailblazer in sustainable highway construction, operations and maintenance practices.

...and sustainability?

It is not just a buzzword for us. It is ingrained in our DNA. We are not just future-proofing our business. We are custodians of the wellbeing of our stakeholders and the environment. With our technological prowess, commitment to sustainability, and a track record of managing Malaysia's premier elevated highways, we confidently deliver mobility solutions that meet and exceed global standards.

We firmly assert that sustainability is a cornerstone in safeguarding the interests of all stakeholders. Meeting and exceeding their expectations are pivotal for driving business growth while upholding the highest quality, safety and efficiency standards on our highways. We are dedicated to preserving the environment, combating climate change, and actively contributing to the betterment of society.

Buckle up.
The future is PROLINTAS!

AKLEH, Malaysia's first elevated highway, spans an effective length of 16.8 km, linking Ampang to Kuala Lumpur.

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House of PROLINTAS >>

STRATEGIC INTENT

To be the Leading Highway Concessionaire in Malaysia

To Enhance Stakeholder Value Creation

2017 - 2022

2023 - 2027



OPERATIONAL EXCELLENCE



PROJECT DELIVERY

- Exceed all service parameters and user expectations.
- Improve the quality of services to international levels.
- Align to ISO standards for standard operating procedures (SOP) of key processes in operations.
- Adoption of smart technologies.
- Multi-Lane Fast Flow (MLFF) state of readiness.

- Timely delivery of SUKE and DASH.
- Close monitoring of contractors in respect of quality, cost and safety.
- Upholding all Health, Safety and Environmental (HSE) policies and practices during and after construction.



BUSINESS GROWTH

- Embarking on future acquisitions locally and regionally.
- Maximising commercial potential within the Right of Way (ROW) of the highways.
- SUKE fully opened to traffic in 2023.



ECONOMIC, ENVIRONMENT, SOCIAL AND GOVERNANCE (EESG)

- Enhance governance, risk and internal control mechanisms.
- Focus on sustainable employment through diversification.
- Rephrased continuous upskilling of competency and capability-building, with clear succession planning programmes at all levels.



INNOVATION AND TECHNOLOGY

- Adopting MLFF.
- Establishing comprehensive IoT and centralised monitoring solutions.
- Designing a sustainable IT Blueprint.
- Minimising energy consumption and costs while moving towards adopting more sustainable energy sources.

PROJECTS

OPERATIONS

CORPORATE

COMMUNICATIONS AND ENGAGEMENT

“

Within the vast expanse of PROLINTAS highways, our Smart Surveillance System (S3) unleashes a cascade of technological prowess. With its innate ability for real-time monitoring and astute, intelligent insights, it has become the silent architect for heightened safety and superb connectivity along the PROLINTAS corridors.

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Awards & Accolades



Dato' Mohammad Azlan Abdullah, GCEO flanked by the Sustainability Committee Secretariat that led to PROLINTAS' big win at the UNGCMYB Forward Faster Sustainability Awards 2023.
From left: Muhd Nurzulkhairi Mohd Yusuff, Azhari Karim, Mohd Johari Mohd Salleh and Juliana Abdul Jalil

In the modern era of sustainable development, PROLINTAS, led by Dato' Mohammad Azlan Abdullah, GCEO, prioritises environmental resilience and corporate responsibility, focusing on:

01

Decoupling economic growth from environmental impact, achieved by conducting materiality assessments to identify and prioritise EESG issues.

Addressing dynamic market needs and stakeholder concerns by designing urban highways that reduce congestion, enhance public safety and connect communities.

02

Enhancing our positive role in the market involves exploring innovative, sustainable mobility solutions to improve urban transportation efficiency, establish trust and positively impact communities.

03



PROLINTAS CLINCHES 3 AWARDS AT THE UN GLOBAL COMPACT NETWORK MALAYSIA & BRUNEI'S (UNGCMYB) FORWARD FASTER SUSTAINABILITY AWARDS 2023

In November 2023, PROLINTAS grabbed the spotlight at the UN Global Compact Network Malaysia & Brunei's (UNGCMYB) Forward Faster Sustainability Awards 2023, clinching three prestigious awards highlighting the Group's comprehensive integration of sustainability into its business:

- **CEO AWARD**
- **LIVING WAGE AWARD**
- **PARTNERSHIP FOR THE GOALS RECOGNITION AWARD**

PROLINTAS HISTORIC WIN AT AIGA 2022

PROLINTAS achieved a notable milestone when it received the Gold Award in the Integrity, Governance, and Anti-Corruption Awards (AIGA) 2022, making it the first highway operator in Malaysia to be honoured with this recognition.



The event organised by the Malaysian Integrity Institute underscores PROLINTAS' credibility as a corporate entity committed to maintaining high ethical standards in administration and operations. PROLINTAS was recognised for its transparency and adherence to the principles of Good Corporate Governance.

COMMITMENT TO QUALITY

Demonstrating our steadfast commitment to quality and excellence, PROLINTAS' ISO certifications validate our compliance with international standards. With streamlined processes, enhanced efficiency, and an intensified focus on customer satisfaction within the EESG dimensions, we are strengthening our leadership in the industry. This accomplishment solidifies and fosters greater trust among our stakeholders, affirming our core strengths, reliability and resilience.

1. ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS
2. ISO 14001:2015 ENVIRONMENTAL MANAGEMENT SYSTEMS
3. ISO 37001:2016 ANTI-BRIBERY MANAGEMENT SYSTEMS
4. ISO 39001:2012 ROAD TRAFFIC SAFETY MANAGEMENT SYSTEMS
5. ISO 45001:2018 OCCUPATIONAL HEALTH & SAFETY MANAGEMENT SYSTEMS

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Awards & Accolades

RSA ELMINA RESTROOMS ARE 5-STAR CERTIFIED

Congratulations to the Guthrie Corridor Expressway (GCE) Highway Operations Division as the Elmina South RSA won The Toilet of the Year Award (TOTYA) 2023 in the Rest & Service Area category for highways throughout Malaysia. TOTYA 2023, held for the first time this year by the Ministry of Housing and Local Government is an initiative to recognise private premises that have successfully maintained public toilets that are “*Bersih, Menawan dan Wangi (BMW)*” or Clean, Appealing and Fragrant standard. Meanwhile, the Elmina North RSA was among the finalists of 345 entries received in five contested categories.

The Elmina RSA also achieved the highest rating in the Public Restroom Cleanliness Rating Programme by the Shah Alam City Council (Majlis Bandaraya Shah Alam-MBSA). The restrooms at this RSA attained a 5-star certification with an ‘EXTREMELY CLEAN’ recognition from the Solid Waste Management and Public Cleansing Department, Shah Alam City Council (MBSA). This accomplishment underscores the quality of services provided and our ongoing commitment to sustainable practices on PROLINTAS-managed highways, ensuring the comfort and satisfaction of highway users.



HIGHWAY INDUSTRY PERSONNEL EXCELLENCE AWARDS 2022

In a prestigious ceremony attended by industry luminaries, PROLINTAS’ Ir. Rostam Shahrif Tami, Chief Operating Officer Projects & Operations, clinched the Excellence Service Award at the Highway Industry Personnel Excellence Awards 2022. The event, graced by the esteemed Minister of Works, YB Dato Seri Alexander Nanta Linggi, was organised by the Malaysian Highway Authority (Lembaga Lebuhraya Malaysia) to honour outstanding individuals in the highway industry.



Ir. Rostam’s well-deserved recognition is a testament to his exceptional leadership and the proactive spirit of our workforce. This accolade underscores the unwavering dedication and innovative strides made by our team.

PROLINTAS SHINES AT GC POWERLIST MALAYSIA AND SOUTHEAST ASIA TEAMS 2023



PROLINTAS’ Legal Department deserves heartfelt congratulations for its inclusion in the esteemed GC Powerlist Southeast Asia Teams 2023, building on their earlier recognition in the GC Powerlist Malaysia 2023 received in August 2023. Headed by Fareez Zahir, the Legal, Secretarial, and Corporate Affairs Department at PROLINTAS, along with Noor Yasmin Mohamad and Abdullah Syamil Abdul Samad, secured a coveted spot in The Legal 500 (Legalease) 2023.

This recognition highlights their exceptional and innovative contributions among in-house legal teams in Southeast Asia, encompassing the Philippines, Malaysia, Thailand and Vietnam. This award acknowledges the tireless efforts and dedication of the PROLINTAS Legal Department, inspiring us to pursue loftier objectives and function as a united, motivated team. We take great pride in their achievement, fuelling our determination at PROLINTAS to strive for even greater success.



Business Canvas Model

PROLINTAS operates highways secured through exclusive government concessions. Although toll collection is the primary revenue stream, we also actively seek and develop supplementary income channels to strengthen our financial sustainability while being socially and environmentally responsible.

PROLINTAS' business model emphasises the synergy of financial viability, technological innovation, and environmental stewardship, highlighting our commitment to creating a lasting positive impact on communities.

→ STRATEGIC PARTNERS

- Permodalan Nasional Berhad (PNB)
- Malaysian Highway Authority (MHA)
- Contractors
- Consultants
- Vendors
- Suppliers

→ KEY ACTIVITIES

- Construction
- Projects
- Highways Operations & Maintenance
- Commercial Development
- Corporate Services & Support

→ KEY RESOURCES

- Human Capital
- Financial Capital
- Innovation & Technology
- Building & Highway Assets

VALUE PROPOSITIONS



Read more about Our Purpose-to-Value Model on page 34 and 35 of this Report.

→ CUSTOMER RELATIONSHIPS

- Toll Transactions
- Retail Transactions
- Events
- PROLINTAS Digital Assist
- Customer Service
- Centralised Call Centre
- Social Media

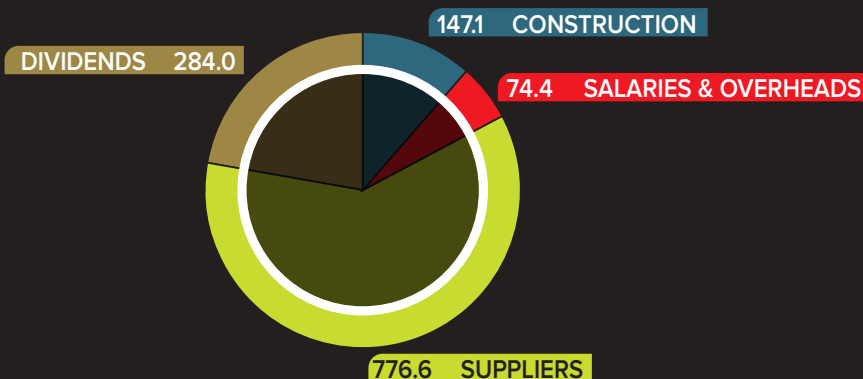
→ OPERATIONS & SERVICE DELIVERY CHANNELS

- Toll Plazas
- Amenities (RSAs, Lay-Bys & Urban Park at LKSA)

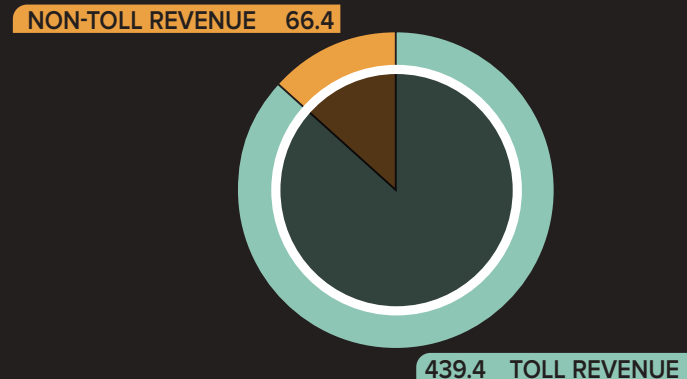
→ CUSTOMER SEGMENTS

- Commercial Vehicle Class 2 & 3
- Public Transport Class 4 & 5
- Personal Vehicle Class
- Tenants of the Non-Toll Business
- Motorcyclists
- Others (Police, Ambulance, Army & Other Law Enforcement & Government Vehicles)

FY2023 CAPITAL ALLOCATIONS (RM MILLION)



FY2023 REVENUE STREAM (RM MILLION)



Our Purpose-to-Value Model

PROLINTAS aspires to become the leading operator of sustainable highways in Malaysia. The value creation for our core business is balanced against the EESG requirements, sustainability needs and concerns of our stakeholders.



IN ALIGNMENT WITH

PROLINTAS SUSTAINABILITY PRINCIPLES

**ACCELERATING
ADVANCEMENT
(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.

**ELEVATING
LIVES
(ENVIRONMENTAL)**

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

**CONVERGING
COMMUNITIES
(SOCIAL)**

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

PROLINTAS SUSTAINABILITY GOALS

FIVE SUSTAINABILITY FOCUS AREAS

1. Advancing Road Safety & Promoting Road User Wellbeing
2. People & Industrial Development
3. Net-Zero Transition Strategy
4. Sustainable Supply Chain
5. Responsible Resource Management

OUR SIX CAPITALS OUTPUTS

1. FINANCIAL CAPITAL

- Total Revenue : RM506.0 million
- EBITDA : RM313 million
- Dividend Paid : RM284.0million

2. HUMAN CAPITAL

- Return on Human Capital Investment: RM431.6 million

3. INTELLECTUAL CAPITAL

- High quality service level, eco-centric and strong governance practices in our business relationships with all stakeholders
- Prompt issue resolution to increase road safety and emergency responses
- Optimisation of cost management and operational efficiency
- Facilitate well-informed decision making via analytical tools

4. SOCIAL AND RELATIONSHIP CAPITAL

- CSR Programmes benefitted 10,782 Beneficiaries
- DASH and SUKE registered 6.4 million vehicles during the toll-free period from 14 October to 30 November 2022 and from 15 to 30 June 2023, respectively
- Lowered risk classification for Corruption Risk Rating by the MACC from high to medium in FY2023

5. MANUFACTURED CAPITAL

- Total Traffic Volume : 225 million
- RSA* Occupancy Rate : 94%
- Billboard Occupancy Rate : 30%
- Telco Towers Occupancy Rate : 100%

6. NATURAL CAPITAL

- Carbon Intensity: 116 tCO2e per million traffic
- Water Intensity: 427 m³ per million traffic
- Recycling Rate: 9%

OUTCOMES

Delivering long-term value to shareholders.

A skilled team that is agile and prepared, equipped with the necessary competencies to adapt swiftly to changing market demands and innovate continuously.

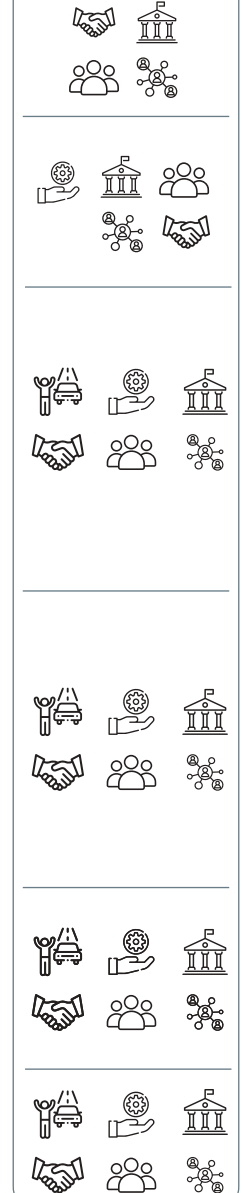
Enhancing brand equity, reputation and trust with a stronger, resilient and competitive edge in the marketplace.

Supporting communities where we operate.

Transforming highways into integrated corridors of economic growth and social connectivity.

Driving towards more sustainable and efficient business practices.

STAKEHOLDERS



* RSA : Rest and Service Area.

Chairman's Reflections

*Dear Valued
Stakeholders,*

I am honoured to address you as we present our third Voluntary Sustainability Report for 2023. In our ongoing commitment to transparency, governance and accountability, PROLINTAS has been diligently building a foundation for comprehensive disclosures.

This report stands as a testament to our dedication to sustainability practices and responsible business conduct. As we embark on this journey of openness and disclosure, we invite you to explore the strides we have made and the milestones achieved in aligning our operations with the principles of Economic, Environmental, Social and Governance (EESG) in shaping a sustainable and resilient future for the Group.

GOVERNANCE MATTERS

PROLINTAS embodies a corporate culture rooted in sound business ethics, evident across our operations as a leading builder and operator of intracity highways. Organised into three core business segments - projects, operations, and sustainability governance - we maintain an unwavering commitment to upholding the highest standards of ethics and integrity. Firmly believing in the pivotal role of good governance, we prioritise accountability and responsibility, ensuring that integrity is integral to our company's DNA. Adhering strictly to a stringent code of ethics, we recognise the detrimental effects of unethical practices on stakeholder trust and the broader economy, environment and society.

In a noteworthy accomplishment, our dedication to these principles was acknowledged in 2022 when we were bestowed with the prestigious Gold Award at the Integrity, Governance and Anti-Corruption Awards (AIGA) by the Malaysian Institute of Integrity. This accolade reaffirms our standing as a preferred employer and underscores our commitment to being at the forefront of ethical and responsible business practices.

YBHG. DATO' IDRIS KECHOT
Chairman



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Chairman's Reflections

Internally, we meticulously integrate the principles outlined in Section 17A of the MACC Act 2009, imposing liability on corporations for corrupt practices by their employees across our entire Group. Our initiatives encompass a range of actions and activities, including talks and workshops conducted in collaboration with officials from the Malaysian Anti-Corruption Commission (MACC) for our Board of Directors, Management Team, and employees. To enhance awareness and promote compliance, we have developed an interactive video and infographics for reference and training purposes.

Furthermore, our induction programme for new employees spans a comprehensive day, focusing specifically on ethics and integrity. Concurrently, we execute an extensive awareness campaign on our Anti-Bribery Management System (ABMS) to reinforce a culture of integrity. This campaign includes an annual survey designed to evaluate the effectiveness of our anti-corruption measures. In addition, we adhere strictly to the guidelines of the adequate procedure as required under the Section 17A provision, ensuring full compliance with legal requirements and ethical standards.

Since establishing the Integrity and Governance Department in 2017, PROLINTAS has led the way in developing comprehensive policies that exceed industry standards. Aligned with the National Anti-Corruption Plan 2019-2023, we actively promote good governance, ethics, and anti-corruption practices in collaboration with the Malaysian Anti-Corruption Commission (MACC). Our partnership with MACC includes contributing to the Integrity and Governance Unit (IGU) latest Core Functions and Implementation Procedures for all Government Interest Companies (GIC). Recognised by the Malaysia Anti-Corruption Agency, PROLINTAS is among the select few construction companies that have successfully reduced the corruption risk rating from High to Moderate, demonstrating our commitment to ethical business practices.

We consider integrity as a collective endeavour, and through strategic partnerships and active participation in anti-corruption initiatives, we aim to foster a culture of integrity and ethical behaviour within our organisation and society as a whole. This commitment underscores our dedication to excellence and the advancement of Malaysian society.

The Gold Award we received at the inaugural Integrity, Governance and Anti-Corruption (AIGA) Awards 2022 is an apt recognition of our efforts and commitment towards excellence in corporate governance.



Prime Minister, Dato' Seri Anwar Ibrahim, was cordially welcomed by Chairman, YBHG. Dato' Idris Kechot and the Senior Management of PROLINTAS. In response to the Prime Minister's visit, PROLINTAS increased efforts to strengthen corporate governance to protect its stakeholders and adopted a new paradigm in the fight against corruption.



Chairman's Reflections

“

As a distinguished public servant, PROLINTAS demonstrates its commitment to rigorous monitoring and promoting scrupulous conduct by the Group's Integrity and Governance Department. This initiative underscores our unwavering dedication to upholding the highest governance standards in our industry.

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Chairman's Reflections

As a GIC, we are committed to diligent oversight and promoting ethical behaviour through the efforts of the Group's Integrity and Governance Department. This initiative highlights our dedication to maintaining the highest governance standards within our industry. To offer guidance on corporate governance and business integrity, the Group has instituted and disseminated comprehensive policies, procedures, codes of conduct and mechanisms, as detailed below:

Policies to promote transparency and discourage bribery and corruption while encouraging the reporting of misconduct

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

Policies to uphold ethical business practices

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

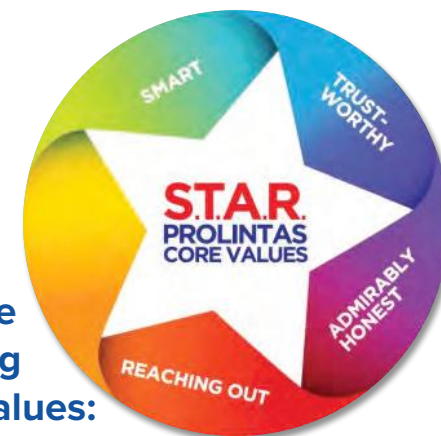
Policies to support our community and social responsibility

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

Policies and guidelines to prioritise the wellbeing of employees and other stakeholders to provide a safe, respectful and inclusive work environment

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

At industry level, our resolute endorsement and unwavering commitment to our STAR Core Values: Smart, Trustworthy, Admirably Honest and Reaching Out, significantly elevate our competitive standing within the corporate sector.



To reinforce our commitment to ethical conduct, PROLINTAS holds an annual Integrity Day, a pivotal event during which we reaffirm our zero tolerance for corruption and celebrate the integrity principles underpinning our operations. The event on 6 September 2023, witnessed the participation of over 200 individuals, including officers from the Integrity and Governance Units of Government-Linked Companies (GLC), representing various regions across the country. This significant occasion was a dynamic platform for fostering constructive dialogues with internal and external stakeholders. Through the annual Integrity Day, we aim to cultivate a culture where ethical conduct is not just a policy but a shared value embraced by every member of the PROLINTAS family. It is a testament to our dedication to upholding the highest standards of ethical behaviour, emphasising transparency, accountability and responsible corporate citizenship.

Securing the ISO 37001:2016 international certification for Anti-Bribery Management Systems (ABMS) for all of our subsidiaries within the PROLINTAS Group of Companies is indeed commendable. This recognition, accredited by esteemed bodies such as the Malaysian Standards Department, SIRIM QAS and the United Kingdom Accreditation Service since 2020, attests to our firm commitment to ethical business practices.

This recognition positions PROLINTAS as the first highway operator in Malaysia to be awarded the ABMS certificate, a testament to our dedication to maintaining high standards of ethical conduct. The certification was secured through a rigorous and comprehensive assessment of our anti-corruption policies and procedures.

Chairman's Reflections

This accomplishment underscores our broader commitment to cultivating a corporate culture centered on transparency, accountability, and ethical behavior. It represents a collective achievement that highlights the diligence and dedication of our teams in adhering to international standards, thus enhancing the overall credibility and trustworthiness of the PROLINTAS Group.

Our dedication to governance excellence goes beyond mere words, as demonstrated by our collaboration in coauthoring and disseminating over 2,500 copies of the MACC Core Function Implementation Procedures guidebook for domestic companies. This initiative solidifies our position as a leader in governance within the industry. Concurrently, we actively engage with the wider community to promote awareness about anti-corruption measures, fostering a culture of transparency and accountability. Our outreach efforts encompass public forums, educational workshops, and online campaigns.

A notable highlight of our community engagement endeavors was our participation in International Anti-Corruption Day. During this event, we distributed 100,000 car windshield stickers to advocate for the national vision of a corruption-free Malaysia. This initiative was recognized by the Malaysia Book of Records, acknowledging our campaign as the largest distribution of anti-corruption stickers, further highlighting our commitment to combatting corruption.



As a member of the United Nations Global Compact (UNGC), Anti-Corruption Collective Action team (ACCA), PROLINTAS actively embeds sustainable business practices and contributes to achieving the Sustainable Development Goals (SDGs). To exemplify our active participation in the UNGC's initiatives, we recently collaborated with the UN Global Compact Network Malaysia & Brunei (UNGCMYB), the official local network of UNGC. By contributing to the publication of the **"Anti-Corruption: Collective Challenges and Actions in Malaysia's Private Sector"** book, PROLINTAS demonstrates its tangible efforts to address specific challenges within the local context. Our involvement aligns with the Group's EESG initiatives, specifically SDG Goal No 16.

This collaboration signifies PROLINTAS' commitment to aligning its operations and strategies with the principles outlined by the UNGC, which include upholding human rights, labour standards, environmental stewardship and anti-corruption measures. This further emphasises our integration into a global network of businesses with a shared commitment to ethical, responsible and sustainable practices.



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Chairman's Reflections

These collaborations have elevated our profile as a bastion of ethics and integrity and resulted in speaking engagements for one of our Senior Management Team members, Dr. Rozaidi Razali, who is PROLINTAS' General Manager for Integrity & Governance. Dr. Rozaidi's academic background and hands-on experience in governance practices position him as a respected authority in the field and a sought-after speaker. His commitment to advancing corporate integrity aligns seamlessly with PROLINTAS' mission to be at the forefront of ethical business practices.

In October 2023, Dr. Rozaidi Razali was invited to moderate the Sabah State's Integrity, Governance and Anti-Corruption Convention, or KITA 2023 (Konvesyen Integriti, Tadbir Urus 2023), which was launched by Datuk Seri Hajiji Noor, Chief Minister of Sabah. The convention drew an enthusiastic crowd of participants from across Sabah, Sarawak and Peninsular Malaysia and was further elevated by the presence of notable figures, including Tan Sri Azam Baki, the Chief Commissioner of the Malaysian Anti-Corruption Commission (MACC), and Datuk Seri Safar Untong, the State Secretary of Sabah, underscoring the significance of the discussions on integrity, governance, and anti-corruption.

During the reporting period, the Sabah State Public Service Commission had taken a significant step towards promoting ethical conduct by undertaking a benchmarking exercise with PROLINTAS. This collaboration led to the adoption of a novel initiative: the Integrity Badges programme. These badges served to recognise individuals who exemplify the core values of honesty, fairness and respect. The initiative drew inspiration from PROLINTAS' foundational principle that **"INTEGRITY is my Mission, my Action, and my Pride"**, to ensure that the spirit of integrity becomes ingrained in the company's DNA.

Originally awarded to approximately 4,000 individuals, the initiative has since broadened its reach to include all staff members within the Sabah State Government Agencies. This expansion underscores a commitment to not only recognising but also cultivating a culture of integrity that is vigilant against misconduct and its detrimental impacts. Through these concerted efforts, the aim is to foster a pervasive awareness and understanding of integrity, thereby embedding its principles as a cornerstone of professional conduct and governance across the state.

It was truly an honour for PROLINTAS to be involved in sessions rich with valuable knowledge-sharing, impactful messages and forward-looking strategies aimed at transforming Sabah across various developmental aspects, particularly the efficiency of civil service delivery. This recent keynote address is just one of many instances where Dr. Rozaidi has contributed to elevating the discourse on corporate governance, both within the organisation and in external forums.



Chairman's Reflections

In addition to external collaborations, we consistently fortify our governance framework and standards through ISO certification. As of 2023, we proudly hold five certifications across the economic, environmental, social and governance (EESG) pillars of sustainability.

NAVIGATING THE FUTURE

In the first quarter of 2024, PROLINTAS Infra Business Trust (PROLINTAS Infra BT), which comprises four of the Group's six highways in its portfolio, successfully completed its listing on Bursa Malaysia. With a market capitalisation of RM1.05 billion, PROLINTAS Infra BT is the country's first listed highway trust. PROLINTAS will be under scrutiny as it would set the template for other highway concessionaires looking to unlock the value of their assets. The four highways, AKLEH, SILK, GCE and LKSA were developed and are operating for different purposes and are in various stages of maturity.

Currently, Klang Valley's network of 21 urban highways is poised to grow as the population continues to increase. With this in view, PROLINTAS is in a favourable position to take advantage of the strong recovery and growth of the highway industry in Klang Valley in the coming years, given its exemplary track record in ensuring safety for road users and compliance with all the relevant regulations and the requirements stipulated in the Concession Agreements.

“With a market capitalisation of RM1.05 billion, PROLINTAS Infra BT is the country's first listed highway trust.”

“In addition to external collaborations, we consistently fortify our governance framework and standards through ISO certification. As of 2023, we proudly hold five certifications across the economic, environmental, social and governance (EESG) pillars of sustainability.”



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Upgraded LED lights along our highways enhance nighttime visibility, providing advanced illumination for drivers and contributing to a safer driving experience, ultimately reducing the risk of accidents during nighttime travel.

Real-time monitoring of toll transactions at all PROLINTAS highways with the Live Traffic Pulse dashboard.

Chairman's Reflections

A TRIBUTE TO ADVANCING EXCELLENCE

On this note, I extend my most profound appreciation to my esteemed fellow Board members for their invaluable guidance, and I must particularly acknowledge and commend Dato' Mohammad Azlan Abdullah, our Group Chief Executive Officer (GCEO), for his exemplary and astute leadership and the impressive teamwork of the Senior Management. Under his stewardship, we have not only achieved but surpassed several noteworthy milestones throughout the year, sweeping a slew of distinguished awards to reaffirm our position in the industry.

It is indeed a pleasure to welcome Pn. Rose Anita Jalil, our newest Board member, to our esteemed team. Appointed on 20 July 2023, Pn. Rose Anita Jalil has extensive experience in investment analysis and portfolio management. We eagerly anticipate tapping into her wealth of expertise and strategic insights to propel our corporate trajectory further.

In expressing gratitude on behalf of the Board, I sincerely thank the Prime Minister's Department, the Government of Malaysia, the Public-Private Partnership Unit, the Ministry of Works, the Ministry of Finance and the Malaysian Highway Authority for their unwavering cooperation throughout the year. As we embark on a new chapter in FY2024, our sincere appreciation extends to our eminent shareholders, Permodalan Nasional Berhad and Amanah Saham Nasional Berhad, for their steadfast faith and unwavering support as we navigate the dynamic landscape of our industry.

Equally, we recognise and value the collaborations and partnerships with various organisations, business associates, contractors, and other stakeholders that have played a pivotal role in charting our course throughout the year.

In closing, I am awed by the commitment demonstrated by our '*warga*' PROLINTAS, our dedicated employees, **SYABAS!** I also extend my heartfelt appreciation to the road users of PROLINTAS highways and we intend to maintain endearing engagements with all of you. Your continued trust and patronage are integral to our success, and we remain steadfast in our commitment to providing safe, efficient and innovative solutions for your journeys.

Through these collective efforts,
we continue to maintain and enhance
the PROLINTAS legacy as
we confidently stride ahead in
**Rising Together,
Building Resilience.**

YBHG. DATO' IDRIS BIN KECHOT
Chairman

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*To Our Valued
Stakeholders,*

From our long-standing experience in planning, building, and managing intracity highways, we understand that stakeholders' interests extend beyond economic and financial issues.

YBHG. DATO' MOHAMMAD AZLAN ABDULLAH
Group Chief Executive Officer



Dialogue with the Group Chief Executive Officer



Question

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?

PROLINTAS' 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.

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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.

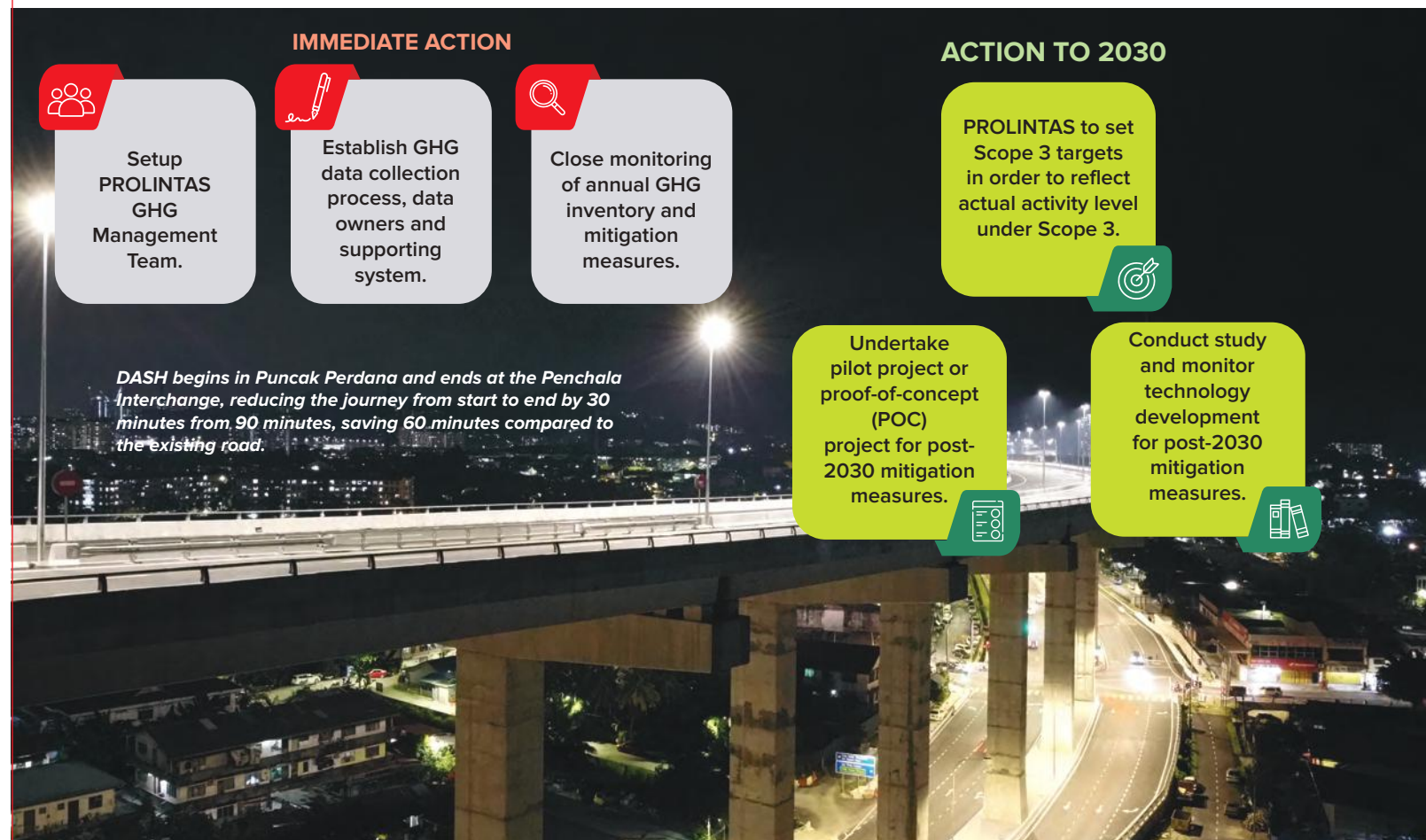
In 2023, PROLINTAS achieved a momentous breakthrough, marking the successful realisation of our objectives with the completion of DASH and SUKE. These accomplishments set the stage for our next ambitious endeavour: initiating new multi-year goals, prominently featuring the transformative PROLINTAS Carbon 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, technology-driven 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.



An aerial photograph of a cityscape featuring a multi-lane highway with a prominent, fully-enclosed noise barrier. The highway curves through the urban area, which is densely packed with high-rise buildings and residential structures. A large, lush green forested area is visible on the left side of the image, contrasting with the urban development. The sky is clear and blue.

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

Group Chief Executive Officer

Demonstrating a steadfast commitment to facilitating cost-effective travel, the reduced toll rates prioritise the satisfaction of road users through strategic and impactful measures.

Question

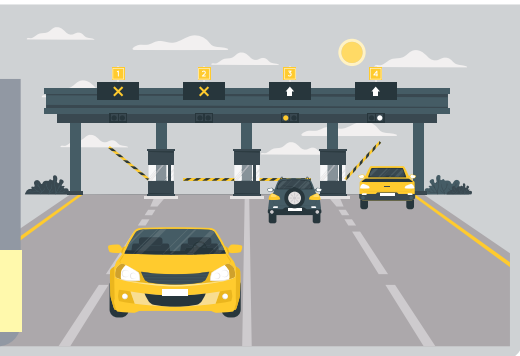
What were the significant milestones achieved by PROLINTAS in 2023?

SAVINGS FOR ROAD USERS

Accordingly, 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 RATES FOR CLASS ONE VEHICLES

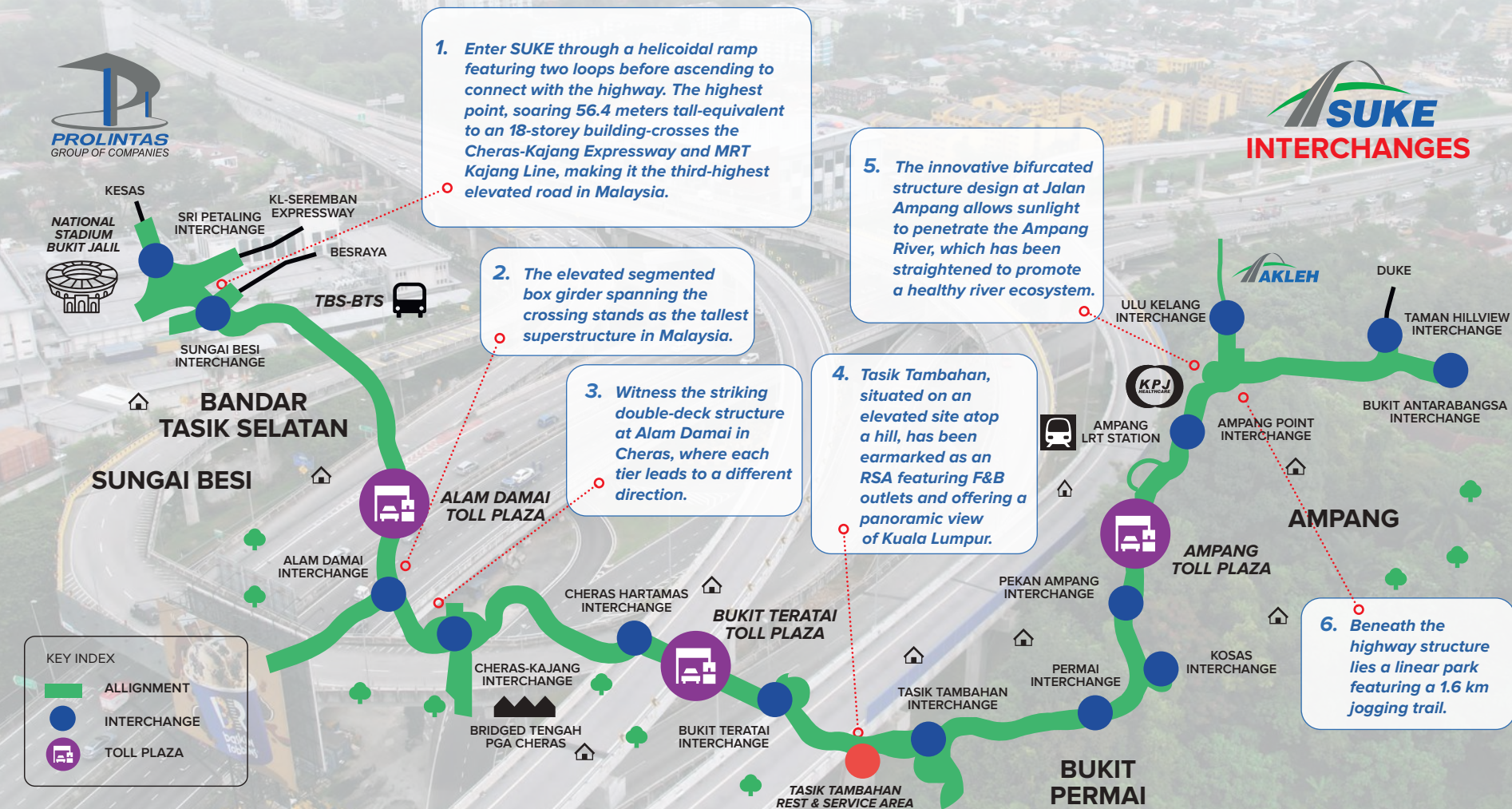
HIGHWAY	AKLEH	GCE	LKSA		SILK
			SERI MUDA	ALAM IMPIAN	
Previous Toll Rates	2.50	1.90	1.70	0.90	1.80
Revised Toll Rates	2.13	1.75	1.56	0.83	1.66
Discount	15%	8%	8%	8%	8%



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.



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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.



Powering up the GCE's office building with solar energy.



Harnessing solar energy at SUKE's Alam Damai Toll Plaza – sustainable, efficient and cost-effective.

Guiding Voices Dialogue with the Group Chief Executive Officer

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.

Open Payment System (OPS):
Providing flexibility through
multiple payment modes,
including credit and debit cards
and mobile payments, to enhance
the convenience of all users.
Currently implemented six OPS
lanes at GCE and two lanes at
AKLEH toll booths.

*New toll payment alternatives, including credit cards, debit cards,
and prepaid cards, are now accepted on the AKLEH (above) and GCE
(below) Highways.*

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UNLOCKING VALUE

PROLINTAS INFRA BUSINESS TRUST (PROLINTAS INFRA BT) IPO JOURNEY



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.

Group Chief Executive Officer



Dato' Mohammad Azlan Abdullah, GCEO (2nd from right), received the Forward Faster CEO Award from Dato Hajjah Hanifah Hajar Taib, Deputy Economic Minister. Looking on are Edey Suresh, UNGCMYB's Board Director (extreme left), and Faroze Nadar, UNGCMYB's Executive Director (extreme right).

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.

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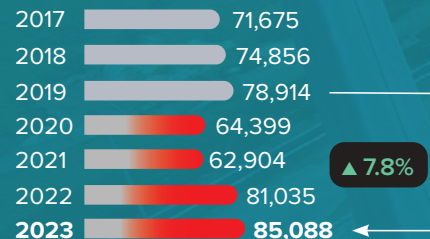
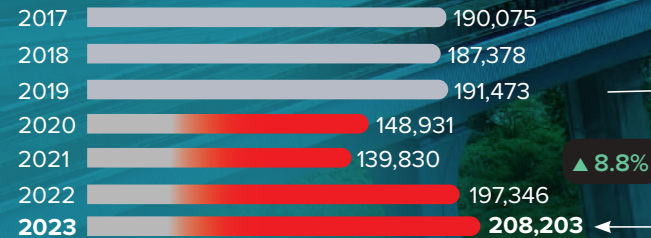
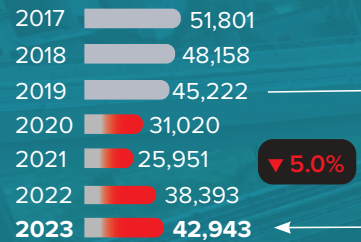
Group Chief Executive Officer



Question

How does this translate into your financial performance?

AVERAGE DAILY TRAFFIC (ADT)



2023 TOTAL GROUP ADT

618,571

Guiding Voices

Dialogue with the Group Chief Executive Officer

PERFORMANCE RESURGENCE AND FORWARD MOMENTUM POST-PANDEMIC

Our highway operations have exhibited remarkable resilience, evidenced by the recovery and growth in Average Daily Traffic (ADT) post-pandemic. The ADT figures for Kajang SILK, GCE and LKSA have impressively surpassed pre-pandemic levels, a clear indicator of our operational adaptability and strategic foresight. Although AKLEH experienced a modest decrease in 2023, the overarching trend is upward and promising. This recovery illustrates our capability to navigate and thrive in challenging circumstances, reinforcing our commitment to operational excellence.

SUSTAINED GROWTH AND REVENUE DIVERSIFICATION

The commencement of operations at SUKE and DASH in FY2023 has significantly bolstered our primary revenue source, toll collection. This expansion has led to a substantial increase in ADT, registering a significant rise of 32.33% to 618,571 vehicles in 2023. Consequently, our toll revenue experienced a commendable surge, contributing to a robust total revenue increase.



Briefing Dato Sri Alexander Nanta Linggi, Minister of Works (centre) on the progress of the SUKE project by Dato' Mohammad Azlan Abdullah, GCEO (left) and Ir. Rostam Shahrif Tami, Chief Operating Officer, Project & Operations (right).

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**TOTAL TRAFFIC VOLUME
6 HIGHWAYS**

225,778,398

FY2022: 170,618,773

↑ 32.3%

TOTAL REVENUE

RM506 million

FY2022: RM421 million

↑ 20.2%

**EARNINGS BEFORE INTEREST,
TAXES, DEPRECIATION AND
AMORTISATION (EBITDA)**

RM313 million

FY2022: RM279 million

↑ 12.2%

DIVIDEND PAYMENT

RM284 million

FY2022: RM60 million

**FY2023
FINANCIAL PERFORMANCE**

CASH AND CASH EQUIVALENTS

RM1.78 billion

FY2022: RM1.53 billion

AVERAGE DAILY TRAFFIC (ADT)

618,571

FY2022: 467,449

EBITDA MARGIN

61.9%

FY2022: 66.3%

TOTAL ASSETS

RM17.4 billion

FY2022: RM17 billion

Guiding Voices

Dialogue with the 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.

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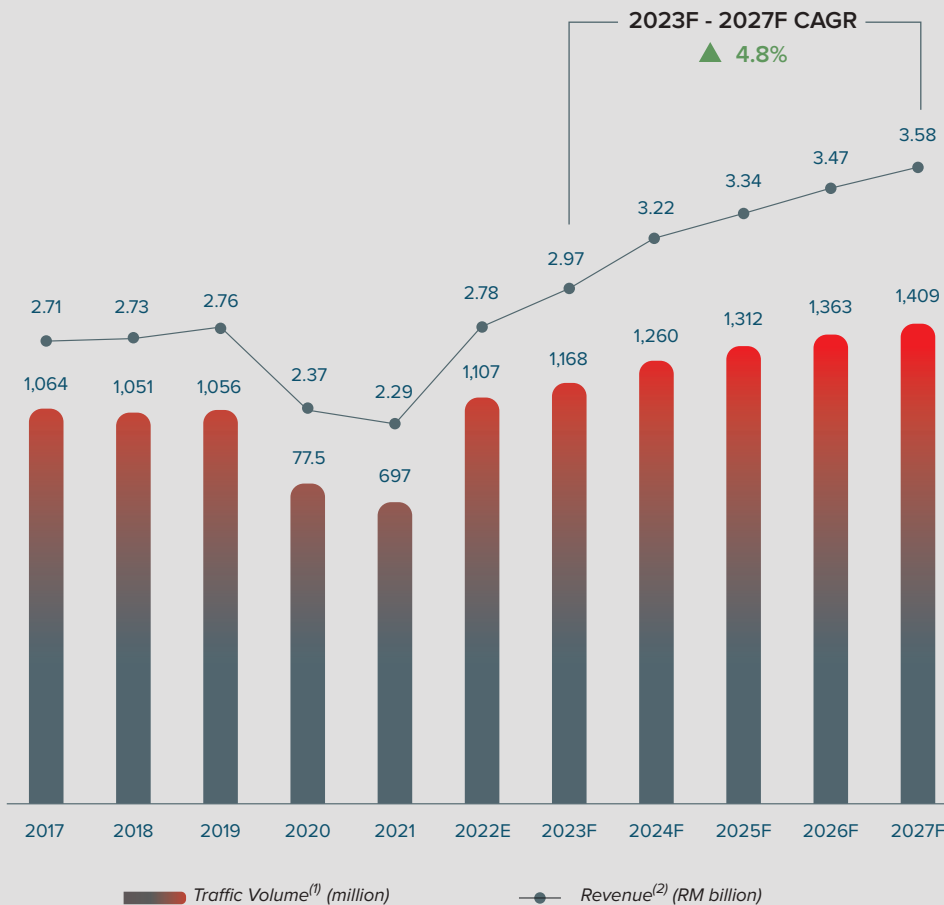
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The ongoing SILK Widening Project aims to improve traffic flow along the Kajang SILK Highway.

Group Chief Executive Officer

MARKET SIZE OF THE URBAN HIGHWAYS INDUSTRY IN KLANG VALLEY



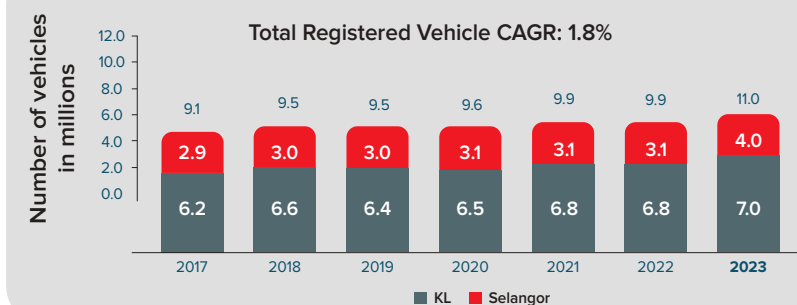
FUTURE OUTLOOK AND GROWTH TRAJECTORY

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

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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, innovation and sustainable growth remains unwavering. We are poised to maintain this growth trajectory, capitalising on the synergies of our operations and strategic initiatives to deliver long-term value to our stakeholders.

PROLINTAS BT Infra gears up to capitalise on prospective highway developments in the Klang Valley, fuelled by the projected population growth.



Group Chief Executive Officer



How has PROLINTAS integrated sustainability into its business strategy?

Far 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.

By generating clean, renewable energy, we are not only reducing our electricity usage and costs, but also paving the way towards a more sustainable future.



OUR SUSTAINABILITY GOALS

ECONOMIC & GOVERNANCE

1

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

2

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

SOCIAL

3

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

Please refer to page 112 for full details of the PROLINTAS Sustainability framework.

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OUR SUSTAINABILITY PRINCIPLES

PRINCIPLES



ACCELERATING ADVANCEMENT

- 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.

FOCUS AREAS

MATERIALITY MATTERS

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

Group Chief Executive Officer

OUR SUSTAINABILITY PRINCIPLES (continued)

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FOCUS AREAS

MATERIALITY MATTERS



ELEVATING LIVES

- Accentuating a greener environment through optimised routes, providing shorter, smoother journeys for road users. This commitment benefits commuters and surrounding communities by substantially reducing carbon emissions. We consistently implement sustainable highway practices that emphasise ecological preservation, minimising our environmental footprint.
- Adopting a proactive, responsible and conscious approach in selecting materials for various purposes to reduce our carbon impact and promote sustainability throughout our operations.
- Valuing water as a precious resource, we continuously improve conservation, recycling and harvesting techniques to ensure responsible water 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 disposal.
- Advancing eco-engineering practices to green highways in preserving natural habitats, promoting biodiversity, safeguarding riverbanks, maintaining landscaping and creating infrastructure that harmonises with the environment.

6 GREENHOUSE GASES & CLIMATE ACTION

9 SUSTAINABLE MATERIALS

11 WATER MANAGEMENT

12 WASTE MANAGEMENT

14 BIODIVERSITY



CONVERGING COMMUNITIES

- 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.

1 CAPACITY, CAPABILITY, COMPETENCY & CULTURE (4C)

2 ROAD USER WELLBEING

5 EMPLOYEE WELLBEING, SAFETY & HEALTH

7 IMPACT ON COMMUNITIES

13 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.

Group Chief Executive Officer



Could you elaborate on sustainability initiatives that PROLINTAS has in place?

We 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 problem-solving 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.



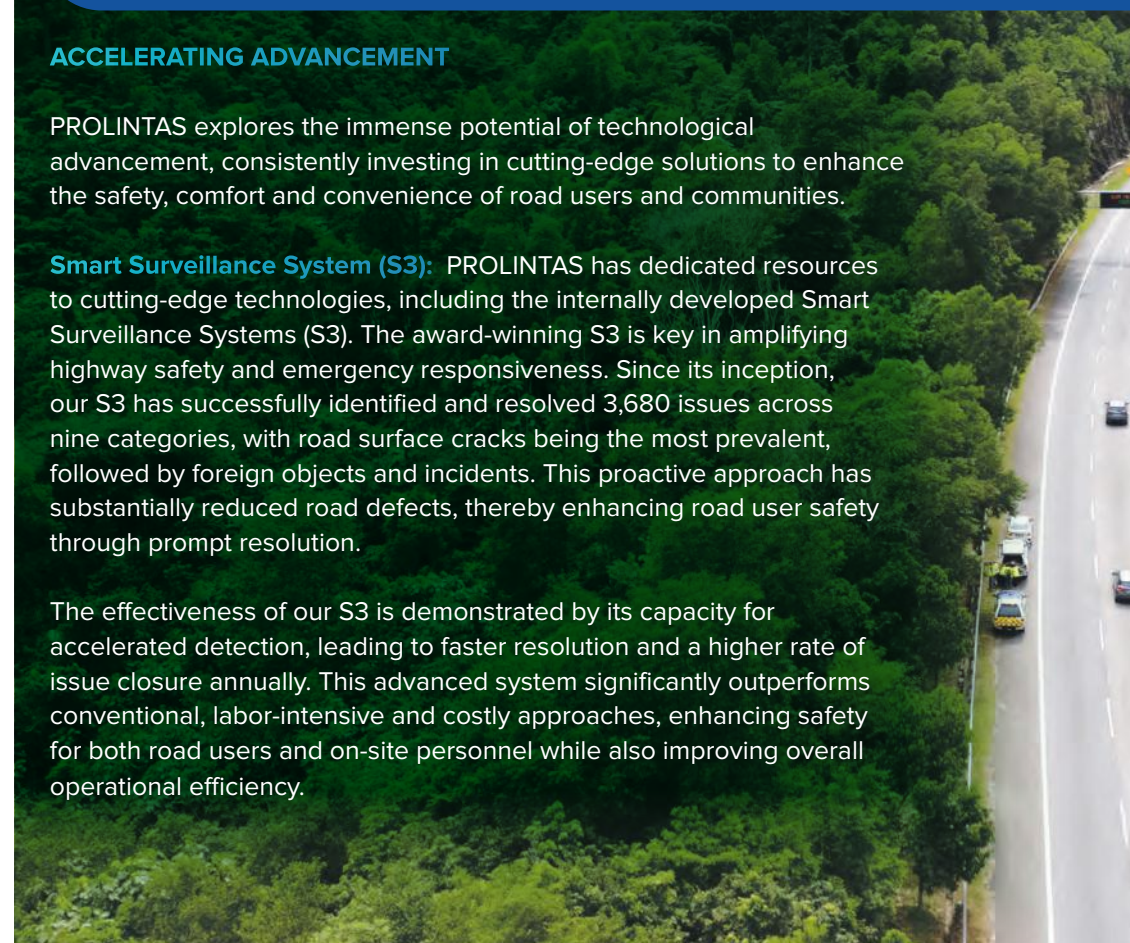
Our Smart Surveillance System (S3) with real-time monitoring and intelligent insights is the custodian for enhancing road user safety and seamless commuting.

ACCELERATING ADVANCEMENT

PROLINTAS explores the immense potential of technological advancement, consistently investing in cutting-edge solutions to enhance the safety, comfort and convenience of road users and communities.

Smart Surveillance System (S3): PROLINTAS has dedicated resources to cutting-edge technologies, including the internally developed Smart Surveillance Systems (S3). The award-winning S3 is key in amplifying highway safety and emergency responsiveness. Since its inception, our S3 has successfully identified and resolved 3,680 issues across nine categories, with road surface cracks being the most prevalent, followed by foreign objects and incidents. This proactive approach has substantially reduced road defects, thereby enhancing road user safety through prompt resolution.

The effectiveness of our S3 is demonstrated by its capacity for accelerated detection, leading to faster resolution and a higher rate of issue closure annually. This advanced system significantly outperforms conventional, labor-intensive and costly approaches, enhancing safety for both road users and on-site personnel while also improving overall operational efficiency.



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.



The intelligent high-precision Smart Slope Monitoring System accurately detects slope movements by analysing data from an advanced network of sensors. This comprehensive system includes rain gauges to measure meteorological variables, ensuring precise and reliable slope monitoring.

Smart Slope Monitoring System: In 2023, we implemented a Smart Slope Monitoring System for Kajang SILK and SUKE, two highways bordered by hill slopes. This system provides early warnings of potential slope failure through sensors that detect rainfall and soil movement with preset parameters triggering necessary remedial actions. Currently, two rain gauges and 10 tilt sensors are positioned on slopes overlooking Kajang SILK, and an additional 10 tilt sensors are deployed on the Bukit Saga slope next to SUKE.

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“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.



Guiding Voices Dialogue with the 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.



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.

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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, grassroots 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.

Guiding Voices

Dialogue with the Group Chief Executive Officer



Making a difference in our society through active engagement in our CSR programmes.



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



ADVANCING THE COMMUNITY (FY2021-FY2023)

Contributed

RM652,400

19,087 Beneficiaries



PROTECTING THE ENVIRONMENT (FY2021-FY2023)

Contributed

RM35,000

850 Beneficiaries

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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.

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.

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

To date, we have successfully incorporated 65,363 m² 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 m² 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.

Group Chief Executive Officer

ENERGY AND WATER EFFICIENCY: We have taken a significant leap towards energy efficiency by retrofitting our highway lighting with LEDs. The shift from SON to LED lanterns resulted in a dramatic reduction in electricity consumption with savings of 5,176,384 kWh per year, equivalent to a 50% reduction in energy use for street lighting.

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.

This implementation not only reflects our commitment to environmental conservation but also serves as a tangible step toward reducing GHG emissions, particularly within the Scope 2 category. Given that our facilities operate round the clock, the integration of solar-powered lighting 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 Palembangica*, 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.*

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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.

PROLINTAS co-published the Malaysian Anti-Corruption Commission (MACC) Core Function Implementation Procedures Guidebook, designed to guide the Integrity and Governance Unit for Government Interest Companies (GIC).



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.



Group Chief Executive Officer



Question

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



Let 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.

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

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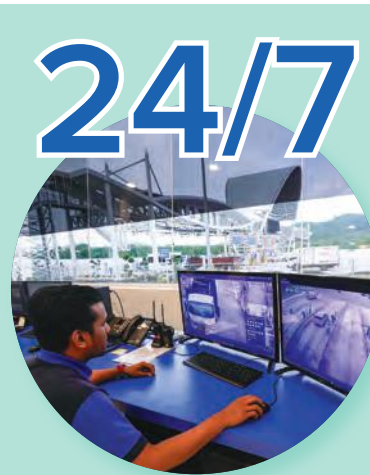
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TRAFFIC & SAFETY: Our Traffic Management team is constantly on hand to respond to any eventuality on our highways. We have a Traffic Management Centre manned by traffic controllers that provides round-the-clock surveillance on road conditions, traffic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



Traffic Officers



Monitoring



Auxiliary Police Personnel
(Polis Bantuan)



Patrolmen

HIGHWAY RESPONSE TEAM

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.

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



Traffic Assistance



Patrol Car Units



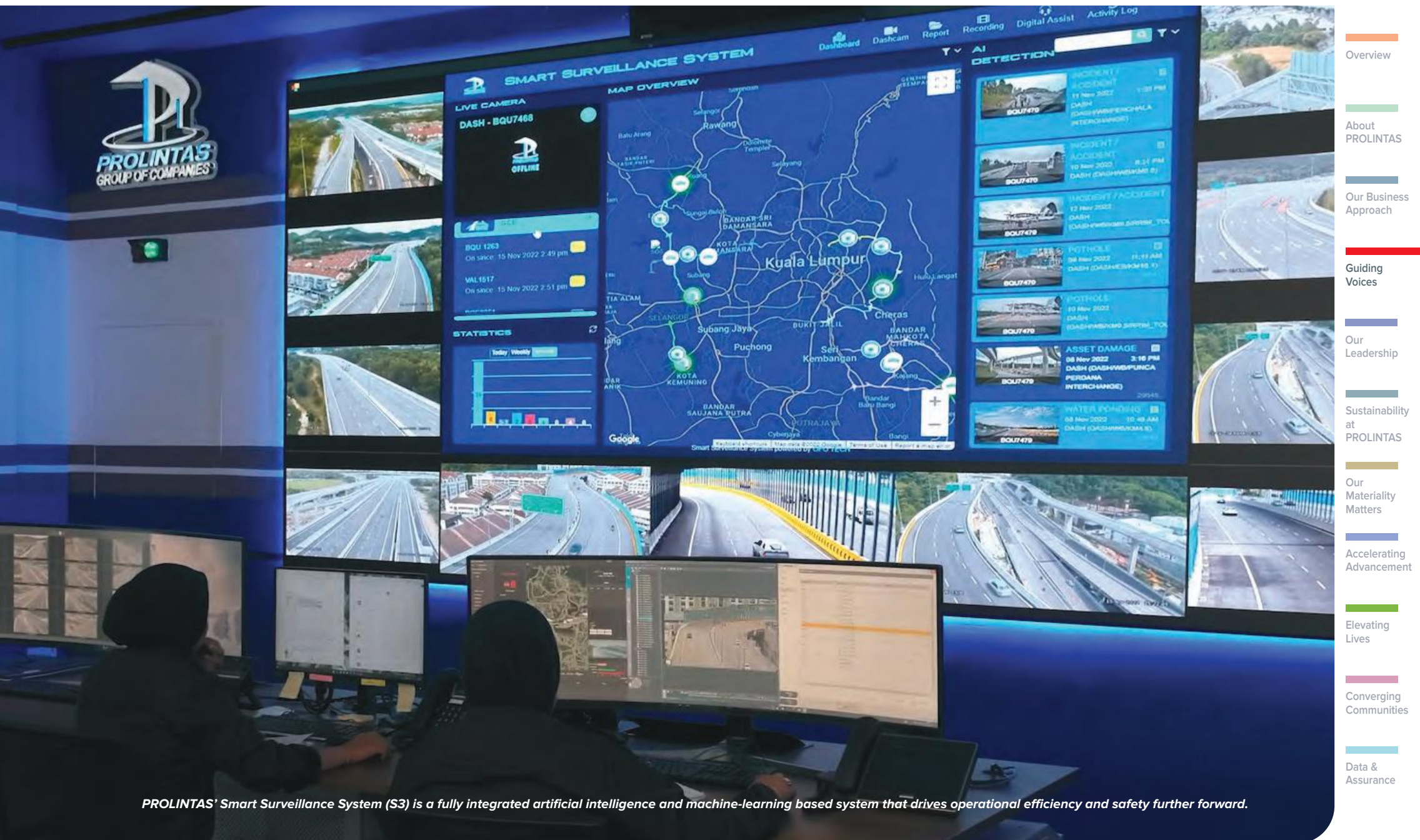
Motorcycle Patrol Units



Centralised Call
Centre (CCC) Hotline

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PROLINTAS' Smart Surveillance System (S3) is a fully integrated artificial intelligence and machine-learning based system that drives operational efficiency and safety further forward.

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ROAD CONDITION, INFRASTRUCTURE AND ASSET

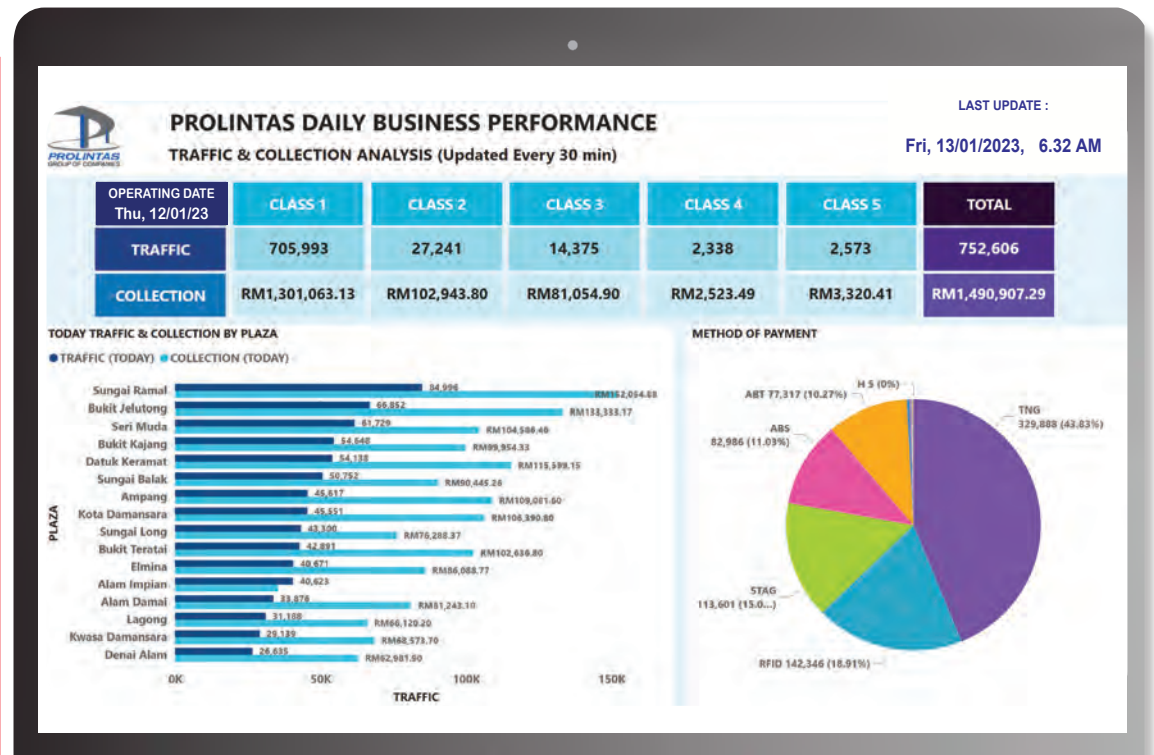
MANAGEMENT: Our Operations Team has the responsibility to ensure our assets and highway infrastructure are in optimal conditions at all times.

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.

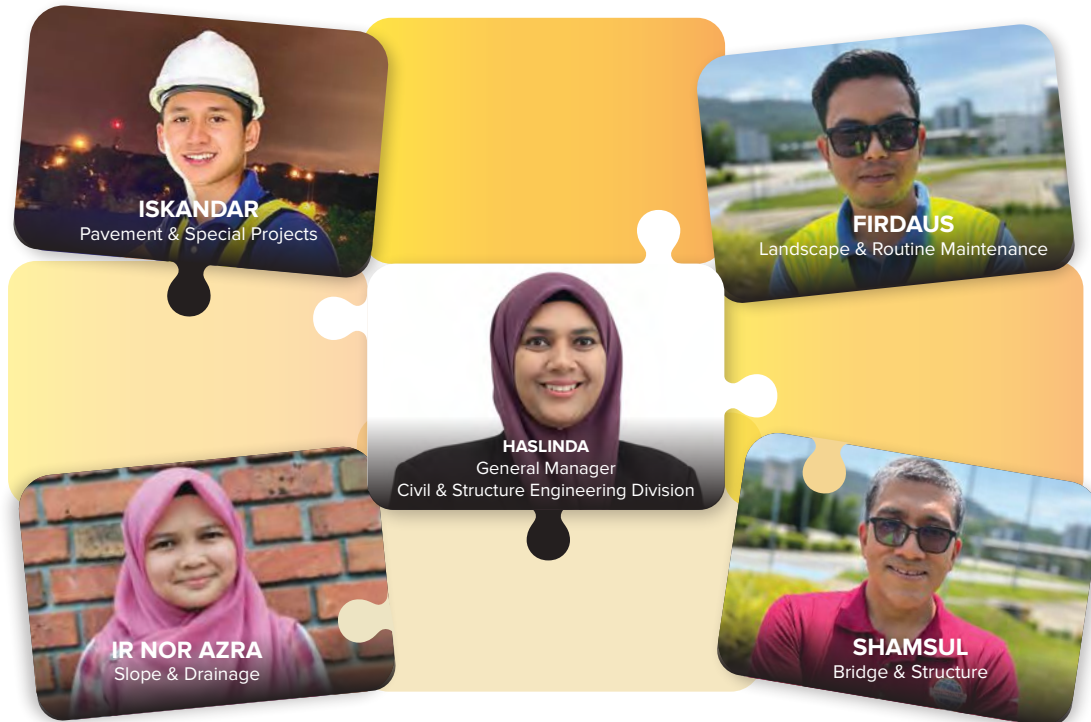


Group Chief Executive Officer

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.

CIVIL AND STRUCTURE ENGINEERING DIVISION



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.

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Guiding Voices

Dialogue with the

Group Chief Executive Officer

Dato' Mohammad Azlan Abdullah, GCEO, on-site during the opening of SUKE Highway Phase 2, linking Sri Petaling and Bukit Jalil via the Shah Alam Expressway (KESAS) towards the Cheras-Kajang interchange.



Group Chief Executive Officer



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

En Azmee Nin, Highway Operation's General Manager, being briefed by the Rescue Team members at the Command Centre on-site.

In 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.

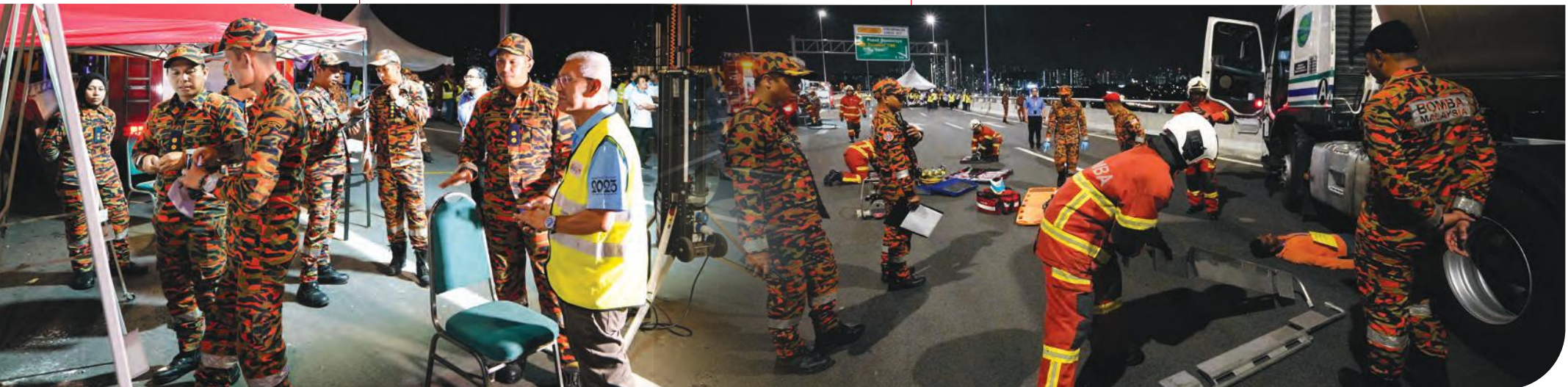
We utilise the full spectrum of digital platforms, from social media to our official website. These tools are complemented by direct alerts via SMS and email, ensuring that stakeholders can access real-time updates in the most convenient and reliable format.

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.



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Group Chief Executive Officer



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

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



We 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.



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



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

Our 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.



We actively collaborate with commercial lot tenants at our Rest and Service Areas (RSA) to address concerns and cultivate a dynamic business environment, nurturing mutual success and ensuring the smooth operation of the RSA.

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

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Group Chief Executive Officer



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

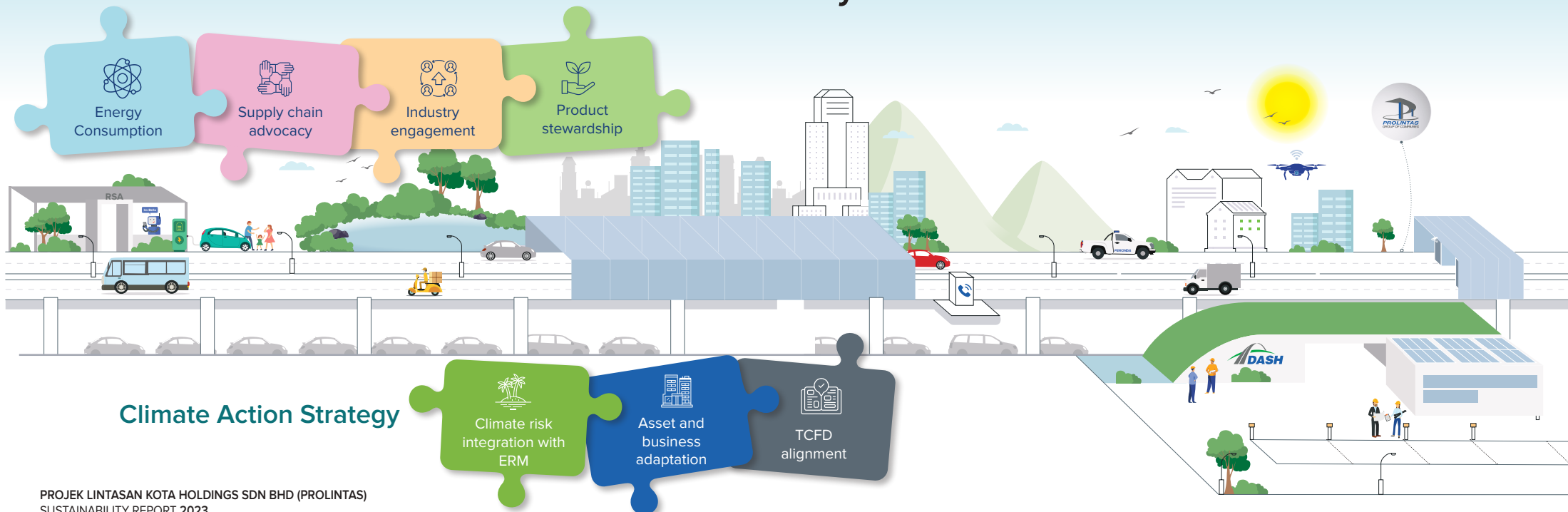
PROLINTAS is deeply committed to addressing the urgent challenge of climate change, recognising our essential role in reducing GHG emissions from our operations to foster a sustainable, environmentally responsible future. Our journey commenced with an in-depth evaluation and analysis of GHG emissions 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.

PROLINTAS' CARBON EMISSIONS REDUCTION JOURNEY

PROLINTAS commits to reducing carbon emissions by 2030 while enhancing resilience in our climate action strategy.

Reduce to 30% by 2030



Climate Action Strategy

Guiding Voices
Dialogue with the
Group Chief Executive Officer



“Capturing the energy of the sun with rooftop solar panels to minimise our carbon footprint and reduce energy expenses.”

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Guiding Voices Dialogue with the Group Chief Executive Officer

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.



Temperature Check - leading to better quality assurance for Pavement Rehabilitation Works.

Group Chief Executive Officer

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, pipe-jacking, sometimes referred to as micro-tunnelling, 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 pipe-jacking is the reduction of traffic 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.



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

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Group Chief Executive Officer



With the shift in customer expectations, what innovative services has PROLINTAS introduced to enhance the user experience?

The 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:

- Seamless Navigation
- Quick Response Time
- User-Friendly Interface

USER TRACKING FEATURE:

- Live Location Tracking
- Estimated Time of Assistance Arrival

SOS DISTRESS CALL FEATURE:

- Emergency Button on App
- Instant Alert to Traffic Monitoring Centre

VICE VERSA TRACKING:

- Mutual Tracking: User & Assistance Team
- Enhanced Communication

AUTOMATIC EMERGENCY RESPONSE:

- Dispatch of Emergency Response Team
- Real-time Monitoring of Incident

STAY CONNECTED & SAFE:

- Download Our Mobile App
- Empowering Road Safety Together

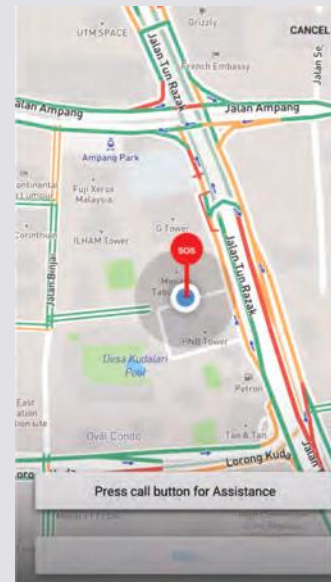
Group Chief Executive Officer



QR code for android user

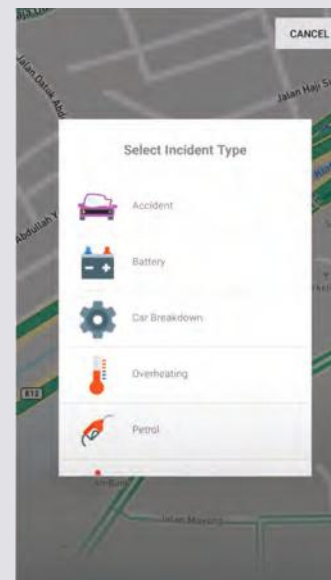


QR code for apple user



BREAKDOWN SERVICE

Send us your location with just a touch.
(Press the call button for Assistance)



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.

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Group Chief Executive Officer



What role does data play in strengthening PROLINTAS' operational resilience?

In 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.



The Variable Message Digital Signage along the SUKE expressway keep road users up-to-date on road conditions.

Group Chief Executive Officer

Question

How does
PROLINTAS adapt
to regulatory
changes that affect
highway operations?

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.



Sabah State Public Service Commission delegation visited PROLINTAS for benchmarking on Integrity and Governance practices.

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Group Chief Executive Officer



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

Innovation 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.



Pushing the boundaries of innovation in R&D to drive sustainable solutions at PROLINTAS. Transforming challenges into opportunities for a greener and healthier future.

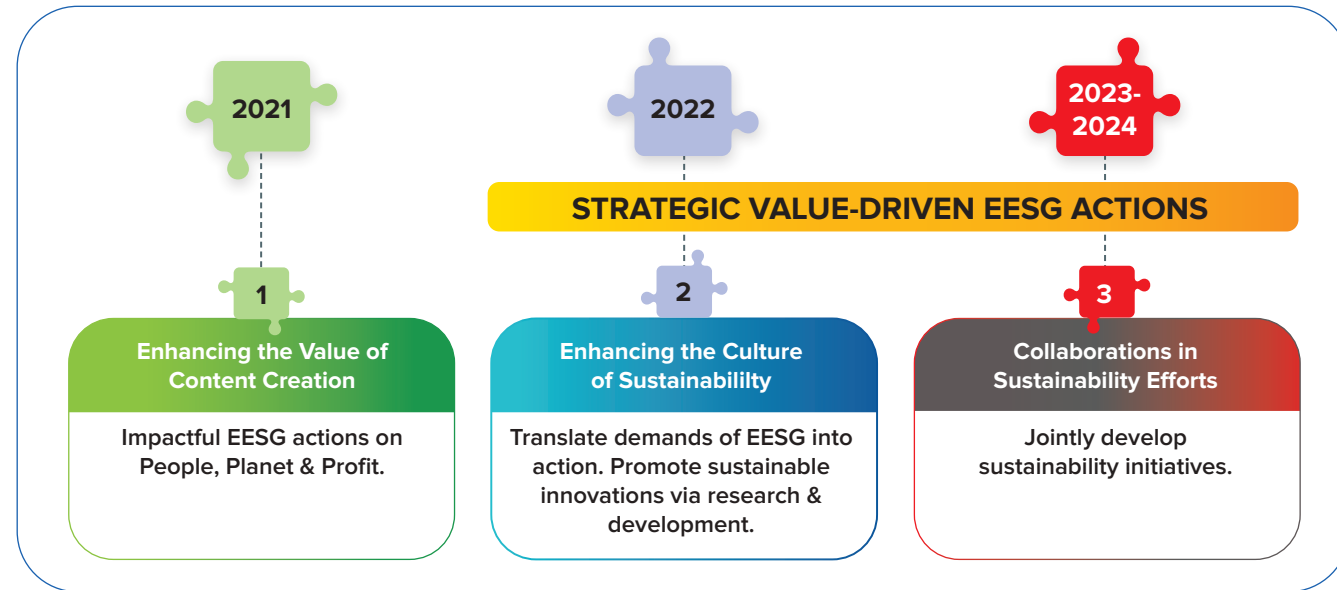


We look forward to extending our existing collaboration with existing partners including UTM, MIROS, UNGC, MACC, MALAKOFF, PERKESO, Free Tree Society as well as stakeholders in TVET and the Group's Vendor Development Programme (VDP). PROLINTAS' commitment to innovation is a testament to our understanding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

Group Chief Executive Officer

Question

Looking ahead, what can stakeholders expect from PROLINTAS in the near future, particularly regarding sustainability and overall business growth?



While 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.

YBHG. DATO' MOHAMMAD AZLAN ABDULLAH

Group Chief Executive Officer
Projek Lintasan Kota Holdings Sdn Bhd

Board of Directors

PROLINTAS' Board of Directors (the Board) exemplifies a hands-on, mindful approach to operations, blending industry expertise with strategic insight. Actively engaged in steering PROLINTAS towards success, their collective experience ensures informed decision-making aligned with sustainability concerns and continuous improvement.

By maintaining direct involvement, the Board upholds the highest governance, innovation and efficiency standards. This ethos underscores a dynamic leadership committed to delivering exceptional results and driving sustained success for our stakeholders.



Our Leadership

Board of Directors



1. YBHG. DATO' IDRIS BIN KECHOT
Chairman

2. YBHG. DATO' IKMAL HIJAZ BIN HASHIM
Director

**3. YBHG. DATIN SURYANI
BINTI TUN AHMAD SARJI**
Director

4. EN. MOHD IRWAN BIN AHMAD MUSTAFA
Director

5. YBHG. DATIN SHELINA BINTI RAZALY WAHI
Director

**6. YBHG. DATO' SRI IR. DR. ROSLAN
BIN MD TAHA**
Director

7. PN. ROSE ANITA BINTI JALIL
Director

**8. YBHG. DATO' MOHAMMAD AZLAN
BIN ABDULLAH**
Group Chief Executive Officer

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YBHG. DATO' IDRIS BIN KECHOT
Chairman

Age 68

Date of Appointment: 30 November 2020

Tenure: 3 years

Total Meetings Attended: 20/20

QUALIFICATIONS

- Master of Business Administration (Finance), University of Stirling, United Kingdom
- Bachelor of Science in Agribusiness, Universiti Pertanian Malaysia

RELEVANT WORKING EXPERIENCE

Dato' Idris was formerly the Deputy President and Group Chief Operating Officer of Permodalan Nasional Berhad (PNB) before retiring on 31 December 2018. Prior to that, he was the designated investment manager for the unit trust funds and the Executive Director of ASNB. He has more than 30 years of experience in equity valuation, equity trading and portfolio management of proprietary and unit trust portfolios. He began his career as a research analyst with PNB in 1983, undertaking industry and sectorial research, and has carved an illustrious career with PNB.

PRESENT APPOINTMENTS

Listed Entities:

- Independent Non-Executive Chairman, Kumpulan Fima Berhad
- Independent Non-Executive Director, Sime Darby Plantation Berhad

Other Public Companies:

- NIL



YBHG. DATO' IKMAL HIJAZ BIN HASHIM
Director

Age 70

Date of Appointment: 19 May 2017

Tenure: 6 years

Total Meetings Attended: 20/20

QUALIFICATIONS

- MPhil Land Management from University of Reading, United Kingdom
- Bachelor of Arts (Hons) from University of Malaya

RELEVANT WORKING EXPERIENCE

Dato' Ikmal Hijaz has over 45 years of experience in the Government sector and the property and highway infrastructure industries. He began his career in the Administrative and Diplomatic Service of the Government from 1976 to 1990. From 1990 to 1993, he joined United Engineers (Malaysia) Berhad as the General Manager overseeing the Malaysian-Singapore Second Crossing Project. In 1993, he was appointed as the Chief Operating Officer of Projek Lebuhraya Utara-Selatan Berhad and was subsequently appointed as Managing Director in 1995 and remained as a Director until 2001.

In February 2000, he was appointed as the President of the Property Division of the Renong Group (as it was then known). He held the position of Managing Director of Renong Berhad (as it was then known) from 2002 until 2003. From 2003 to 2007, he was appointed as the CEO of Pos Malaysia Berhad as well as the Group Managing Director/Chief Executive Officer of Pos Malaysia & Services Holdings Berhad. He then went on to serve as the Chief Executive of Iskandar Regional Development Authority (IRDA) from 2007 until 2009. He became the Chairman of Faber Group Berhad (as it was then known) in 2009 up till 2014. He was also the Chairman of MB World Group Berhad from 2016 to 2020, a director of Nadayu Properties Berhad from 2009 to 2020 and a director of EP Manufacturing Berhad from 2009 to 2021.

PRESENT APPOINTMENTS

Listed Entities:

- Senior Independent Non-Executive Director, Kumpulan Perangsang Selangor Berhad

Other Public Companies:

- NIL

Our Leadership

Board of Directors' Profile



EN. MOHD IRWAN BIN AHMAD MUSTAFA
Director

Age 43

Date of Appointment: 5 October 2017

Tenure: 6 years

Total Meetings Attended: 18/20

QUALIFICATIONS

- Master of Finance, The Australian National University, Australia
- Bachelor of Commerce (Accounting and Finance), The Australian National University, Australia
- Chartered Accountants of Australia and New Zealand

RELEVANT WORKING EXPERIENCE

En. Mohd Irwan is the Group Chief Financial Officer at Permodalan Nasional Berhad (PNB) effective 1 January 2024. Previously he was PNB's Group Head of Private Markets and was responsible for PNB's investments in Private Equity and Infrastructure since July 2017. Prior to joining PNB, he was with Ekuiti Nasional Berhad as Director of Investment from December 2011 to June 2017. He also served as the Vice President, Business Development at Integrax Berhad and Halim Rasip Holdings Sdn Bhd from December 2009 to November 2011. He started his career with PricewaterhouseCoopers Kuala Lumpur as an Associate and was later promoted to Manager, Corporate Finance from March 2004 to November 2009.

PRESENT APPOINTMENTS

Listed Entities:

- Non-Independent Non-Executive Director, Sime Darby Plantation Berhad

Other Public Companies:

- NIL



YBHG. DATIN SURYANI BINTI TUN AHMAD SARJI
Director

Age 56

Date of Appointment: 30 November 2020

Tenure: 3 years

Total Meetings Attended: 19/20

QUALIFICATIONS

- Bachelor of Science (Hons) in Accounting, University of Hull, United Kingdom

RELEVANT WORKING EXPERIENCE

Datin Suryani has retail experience, having served at Chopard Malaysia, a luxury Swiss international brand heading their flagship boutique with an added role as the Customer Relationship Management (CRM) expert. Prior to that, she was a retail business partner to Caltex Malaysia.

Earlier in her career, Datin Suryani worked as an Investment Analyst with Seacorp Schroders Capital Management, specialising in the motor and consumer sectors. She started her career with Petronas Carigali Sdn Bhd in the Finance Department and was a member of the Production Sharing Contract (PSC) tender committee.

PRESENT APPOINTMENTS

Listed Entities:

- Independent Non-Executive Director, MST Golf Group Berhad

Other Public Companies:

- NIL

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**YBHG. DATO' SRI IR. DR. ROSLAN
BIN MD TAHA**

Director

Age
64



Date of Appointment: 30 November 2020

Tenure: 3 years

Total Meetings Attended: 19/20

QUALIFICATIONS

- Doctor of Philosophy (Environment), University of Wales, United Kingdom
- Master of Science (Civil Environmental Engineering), University of Liverpool, United Kingdom
- Bachelor of Science (Civil Engineering), University of Newcastle upon Tyne, United Kingdom

RELEVANT WORKING EXPERIENCE

Upon graduation in 1982, Dato' Sri Ir. Dr. Roslan worked with the Public Works Department (JKR) Malaysia, held several positions at state levels and headquarters until his retirement in 2019 as the Director-General (DG). At Minconsult Sdn Bhd, he was the Non-Executive Director and served as Advisor for sustainability. As an Independent Non-Executive Director with IJN Holdings Sdn Bhd, he also chaired the Board Tender Committee. He is a registered Professional Engineer and Professional Engineer with Practising Certificate (PEPC), a member of the Disciplinary Committee with the Board of Engineers Malaysia (BEM), an Honorary Member with the Institution of Engineers Malaysia (IEM), an Honorary Fellow with the ASEAN Federation of Engineering Organisations (AFEO) and an ASEAN Chartered Professional Engineer (ACPE).

PRESENT APPOINTMENTS

Listed Entities:

- NIL

Other Public Companies:

- NIL



**YBHG. DATIN SHELINA
BINTI RAZALY WAHI**

Director

Age
50



Date of Appointment: 17 May 2022

Tenure: 2 years

Total Meetings Attended: 20/20

QUALIFICATIONS

- Barrister-at-Law, Lincoln's Inn, London, United Kingdom
- Bachelor of Law (Hons), University of Bristol, United Kingdom
- Bar Vocational, BPP Law School, United Kingdom

RELEVANT WORKING EXPERIENCE

Datin Shelina is a lawyer with experience in numerous industries, including oil and gas, media, content and consumer service providers, start-up airlines and food and beverage start-ups. In Oil and Gas, Datin Shelina served various roles as a focal point for all Human Resources related matters in Shell Malaysia, including setting up the in-house Litigation Management Programme. At AirAsia X, she served as a Legal Director who worked across all spheres of aviation, focusing on Aircraft and Engine Acquisitions, including leasing and financing, Aviation or Airlines Human Resources and Operations and Engineering contracting matters.

PRESENT APPOINTMENTS


Listed Entities:

- Independent Non-Executive Director, Marine and General Berhad
- Independent Non-Executive Director, Pekat Group Berhad
- Independent Non-Executive Director, Alcom Group Berhad

Other Public Companies:

- Director, Lam Soon (M) Berhad

Board of Directors' Profile



PN. ROSE ANITA BINTI JALIL
Director

Age 44

Date of Appointment: 20 July 2023

Tenure: Less than 1 year

Total Meetings Attended: 10/11

QUALIFICATIONS

- Master of Engineering (Hons) Electrical & Electronics with Management, Imperial College of Science, Technology & Medicine, United Kingdom
- Graduate Diploma in Applied Finance & Investment, Financial Services Institute of Australasia

RELEVANT WORKING EXPERIENCE

Pn. Rose Anita is currently a Senior Vice President and Head, Fund Management at Permodalan Nasional Berhad (PNB), where she leads the management of the investment portfolios of the unit trust funds under PNB's management. Over the course of a 20-year career with PNB, since starting her career as an investment analyst in 2004, she has amassed a wealth of experience in investment analysis and portfolio management, managing globally diversified multi-asset portfolios spanning equities, fixed income as well as alternative investments.

She is a Chartered Financial Analyst (CFA) charterholder, and holds a Capital Markets Services Representative's License from the Securities Commission Malaysia.

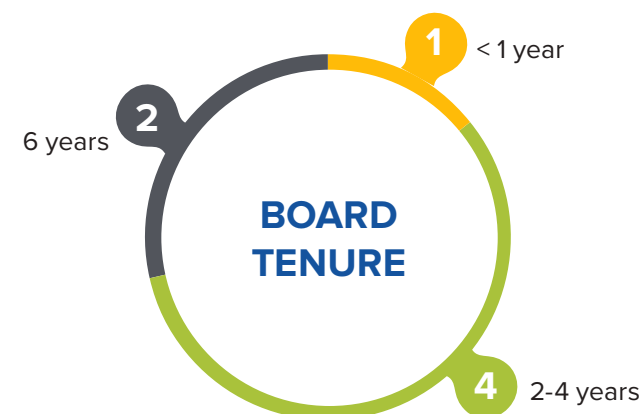
PRESENT APPOINTMENTS

Listed Entities:

- NIL

Other Public Companies:

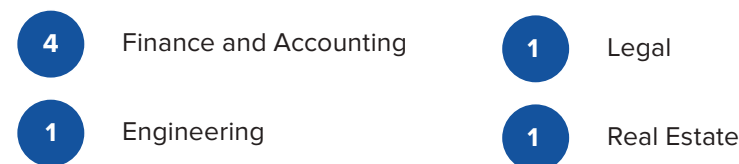
- NIL



BOARD GENDER



BOARD QUALIFICATIONS



Declaration:

All of the Directors have no family relationship with any Director and/or major shareholder of PROLINTAS, have no conflict of interest with PROLINTAS and have not been convicted of any offence within the past five years, or been subject to public sanction or penalty imposed by the relevant regulatory bodies during the financial year.

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C-Suite Team Profile



YBHG. DATO' MOHAMMAD AZLAN BIN ABDULLAH

Group Chief Executive Officer
PROLINTAS Group of Companies



Joined: 2017
Length of Service: 7 years

QUALIFICATIONS

- Bachelor of Business Degree (Accountancy), University of Tasmania, Australia
- Fellow, Certified Practising Accountant (CPA) Australia
- Fellow, Institute of Corporate Directors Malaysia (ICDM)
- Chartered Accountant, Malaysian Institute of Accountants (MIA)
- Attended ASEAN Senior Management Development Program, Harvard Business School Alumni Club Malaysia (HBSACM)
- Attended Global Institute for Leadership Development (GILD) Asia, Singapore

PRESENT APPOINTMENTS

- Chairman, Sapura Energy Berhad
- Deputy President, Certified Practising Accountant, (CPA) Australia, Malaysia Division
- Board of Trustee, Yayasan Bina Makmur
- Director, Universiti Teknikal Malaysia Melaka (UTeM) (till August 2023)
- Member, Industry Advisory Panel College of Business and Accountancy, Universiti Tenaga Nasional (UNITEN)

RELEVANT WORKING EXPERIENCE

Over 31 years of experience across various industries including professional services, real estate, media and advertising, as well as infrastructure. Prior to joining PROLINTAS, he was the Chief Executive Officer of The New Straits Times Press (Malaysia) Berhad since 1 January 2012 after assuming the position of Chief Operating Officer on 15 October 2011.

Dato' Mohammad Azlan is a Fellow Member of the Certified Practising Accountant (CPA) Australia and Chartered Accountant, Malaysian Institute of Accountants (MIA) as well as a Fellow Member of the Institute of Corporate Directors Malaysia (ICDM).

Our Leadership C-Suite Team Profile



MALIK PARVEZ AHMAD BIN NAZIR AHMAD
Chief Operating Officer, Commercial & Finance

Age
54



Joined: 2008 **Length of Service:** 15 years

QUALIFICATIONS

- Bachelor of Science (Accounting), International Islamic University Malaysia
- Chartered Accountant, Malaysian Institute of Accountants
- Attended Senior Management Development Programme, INSEAD, Fontainebleau, France

RELEVANT WORKING EXPERIENCE

Over 29 years of experience in corporate finance, encompassing auditing, accounting and financial control for several listed and non-listed companies, prior to joining PROLINTAS as Chief Financial Officer in 2008.



IR. ROSTAM SHAHRIF BIN TAMI
Chief Operating Officer, Project & Operations

Age
58



Joined: 1998 **Length of Service:** 25 years

QUALIFICATIONS

- Bachelor of Engineering (Civil Engineering), Polytechnic of East London, United Kingdom
- Attended Senior Management Development Programme, INSEAD, Fontainebleau, France
- Professional Engineer, Board of Engineers Malaysia

RELEVANT WORKING EXPERIENCE

Over 32 years of engineering experience, revolving around civil, structural and bridge. He was the Assistant Project Manager for Malaysian Resources Corporation Berhad before joining PROLINTAS as Executive, Design in 1998.

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Key Senior Management

1. **YBHG. DATO' MOHAMMAD AZLAN BIN ABDULLAH**
Group Chief Executive Officer
2. **MALIK PARVEZ AHMAD BIN NAZIR AHMAD**
Chief Operating Officer
Commercial & Finance
3. **IR. ROSTAM SHAHRIF BIN TAMI**
Chief Operating Officer
Project & Operations
4. **AZHARI BIN KARIM**
General Manager
Corporate Services Division
5. **AZMEE BIN NIN**
General Manager
Highway Operations Division
6. **DR. ROZAIDI BIN ABDUL RAHIM RAZALI**
General Manager
Integrity & Governance
Department
7. **MOHAMAD AZLAN BIN MOHAMAD ALAM**
General Manager
Finance Division
8. **YAZID BIN MISNAN**
General Manager
Human Capital Division
9. **NORHASHIMI BIN KASSIM**
General Manager
Mechanical, Electrical &
Electronics Division
10. **ZAKARIA BIN SHAFFIE**
General Manager
Sungai Besi Ulu-Klang Elevated
Expressway (SUKU)
11. **MOHAMED IBRAHIM BIN PACKER MOHAMED**
General Manager
Damansara-Shah Alam Elevated
Expressway (DASH)
12. **SR. AZURY BINTI KAMARUDDIN**
General Manager
Contract Management Division
13. **FAREEZ BIN ZAHIR**
General Manager
Legal, Secretarial & Corporate
Affairs Division
14. **NOOR HASLINDA BINTI HAMDAN**
General Manager
Civil & Structure Engineering
Division
15. **EAJIS AZMAN BIN LATIF**
Head
Internal Audit Department
16. **BADRI BIN IBRAHIM**
Head
Corporate Communications
Division
17. **NURDIANA BINTI KAMARUDIN**
Company Secretary
Legal, Secretarial & Corporate
Affairs Division



Key Senior Management



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Corporate Information

FORM OF LEGAL ENTITY

Incorporated on 19 January 1995 as a private company limited by shares under the Companies Act 1965.

BOARD OF DIRECTORS

YBHG. DATO' IDRIS BIN KECHOT
Chairman

YBHG. DATO' IKMAL HIJAZ BIN HASHIM
Director

YBHG. DATO' SRI IR. DR. ROSLAN BIN MD TAHA
Director

YBHG. DATIN SURYANI BINTI TUN AHMAD SARJI
Director

YBHG. DATIN SHELINEA BINTI RAZALY WAHI
Director

EN. MOHD IRWAN BIN AHMAD MUSTAFA
Director

PN. ROSE ANITA BINTI JALIL
Director

AUDIT COMMITTEE

YBHG. DATO' IKMAL HIJAZ BIN HASHIM
Chairperson

YBHG. DATO' SRI IR. DR. ROSLAN BIN MD TAHA

YBHG. DATIN SURYANI BINTI TUN AHMAD SARJI

YBHG. DATIN SHELINEA BINTI RAZALY WAHI

TENDER COMMITTEE

EN. MOHD IRWAN BIN AHMAD MUSTAFA
Chairperson

YBHG. DATO' IKMAL HIJAZ BIN HASHIM

YBHG. DATIN SHELINEA BINTI RAZALY WAHI

PN. ROSE ANITA BINTI JALIL

NOMINATION AND REMUNERATION COMMITTEE

YBHG. DATO' IKMAL HIJAZ BIN HASHIM
Chairperson

YBHG. DATIN SURYANI BINTI TUN AHMAD SARJI

EN. MOHD IRWAN BIN AHMAD MUSTAFA

PN. ROSE ANITA BINTI JALIL

PROJECT MONITORING COMMITTEE

YBHG. DATO' SRI IR. DR. ROSLAN BIN MD TAHA
Chairperson

YBHG. DATO' IKMAL HIJAZ BIN HASHIM

YBHG. DATIN SURYANI BINTI TUN AHMAD SARJI

EN. MOHD IRWAN BIN AHMAD MUSTAFA

REGISTERED OFFICE

12th Floor, Menara PNB,
201-A Jalan Tun Razak,
50400, Kuala Lumpur, Malaysia

+603 2164 2450

+603 2164 2795

info@prolintas.com.my

COMPANY SECRETARY

PN. NURDIANA BINTI KAMARUDIN
LS0009805

SSM PC No. 202108000224

+603 2164 2450 (Ext: 144)

+603 2164 2795

nurdiana.kamarudin@prolintas.com.my

AUDITORS

ERNST AND YOUNG PLT
(LLP0022760-LCA) & AF 0039
Level 23A, Menara Milenium,
Jalan Damanlela, Damansara Town Centre,
50490 Kuala Lumpur, Malaysia

+603 7495 8000

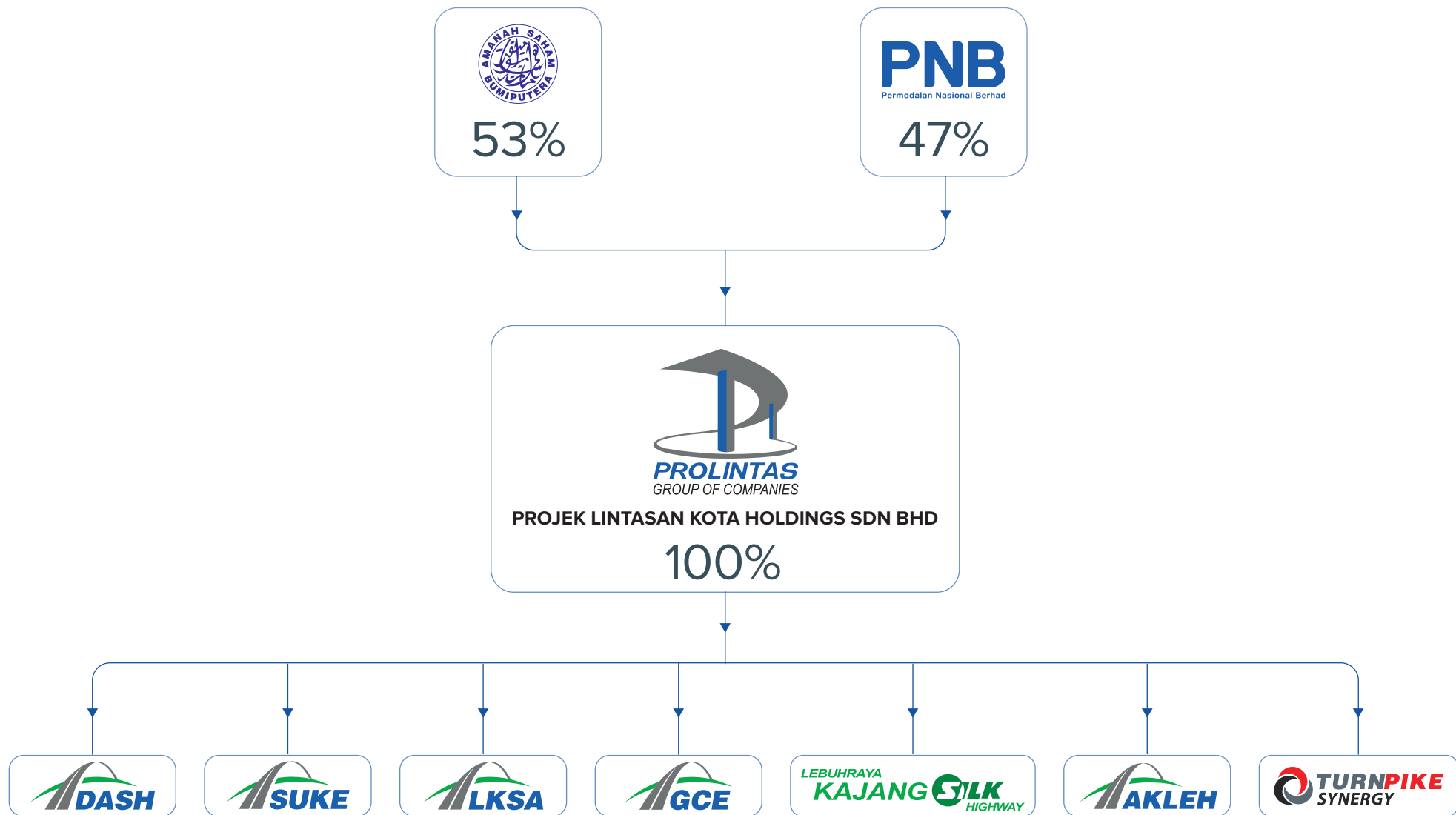
+603 2095 5332

www.ey.com

Our Leadership

Corporate Structure

as at 31 December 2023



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180 young gardeners from six Tabika Kemas kindergartens situated along PROLINTAS highways planted trees in the compounds of their schools.



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ELEVATING LIVES (ENVIRONMENT)

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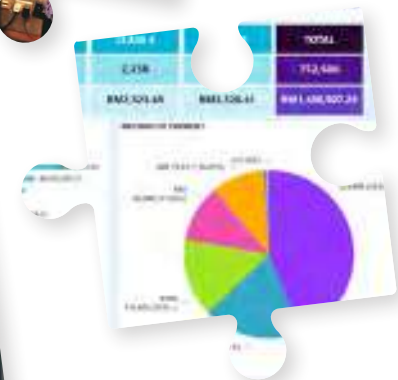
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Sustainability Governance

PROLINTAS has a comprehensive structure for Sustainability Governance that cuts across all tiers of the organisation, from the Board of Directors and Board Committees to the Senior Management and key personnel at the corporate, operational and project levels.

These groups set the direction of our sustainability strategy and journey by outlining priorities, plans and performance metrics in meeting the objectives of our EESG pillars and their respective materiality matters.

BOARD OF DIRECTORS

- Oversees the Group's overall sustainability framework and provides strategic direction for sustainability-related initiatives.

SUSTAINABILITY EXCO

- Led by the GCEO, the EXCO oversees the execution and progress of sustainability initiatives to ensure best practices are embedded across the Group.

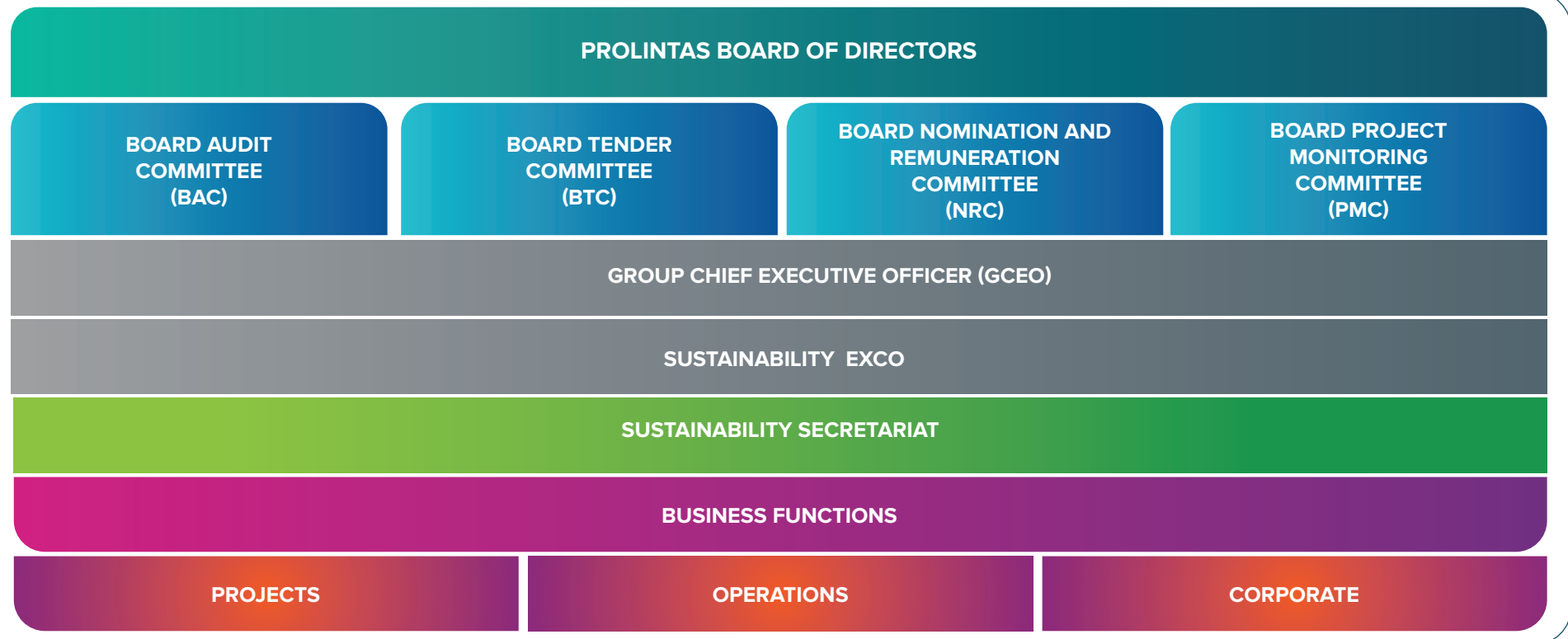
SUSTAINABILITY SECRETARIAT

- Oversees the delivery of the Group's sustainability strategy, initiatives and the production of the Group's Sustainability Report.

SUSTAINABILITY WORKING TEAMS

- Implement and monitor sustainability-related initiatives within respective business divisions.

SUSTAINABILITY GOVERNANCE STRUCTURE



PROLINTAS has embedded sustainability considerations across the entire Group, tailoring our EESG priorities to address the needs, concerns and aspirations of the Group and its stakeholders. Accordingly, we have set out three Sustainability Principles, each aligned to the following EESG pillars:

ECONOMIC & GOVERNANCE: ACCELERATING ADVANCEMENT

In our relentless pursuit of excellence, we are committed to accelerating change by ensuring that our initiatives seamlessly align with the dynamic shifts in business paradigms.

Catalysing swift transformations to further our objectives, we remain dedicated to innovating our methodologies and fundamental business practices, which involve a multifaceted approach:

- Integrating sustainability into built infrastructure to encourage economic expansion.
- Strategically re-engineering economic growth and business expansion strategies for shared prosperity with our stakeholders.
- Facilitating sustainable employment opportunities for enduring societal benefits.
- Cultivating a culture that prioritises diverse perspectives, urging each team member to explore unconventional ideas, and actively contributing to relentless innovation.
- Strengthening and enhancing our reputation as a competent and responsible corporate leader focused on creating substantial value for our stakeholders while ensuring business continuity.
- Upholding unwavering ethics, integrity and transparency in all our endeavours. Reinforcing accountability across every facet of our operations.

ENVIRONMENT: ELEVATING LIVES

By prioritising measures to reduce our carbon footprint, utilising sustainable materials, managing water resources, aiming for circularity practices and preserving biodiversity, we are shaping a future where sustainability is a tangible force in Elevating Lives.

Through meticulous green growth strategies, we are reinforcing our operations for long-term resilience via these strategies:

- Strategic GHG emissions reduction programmes and climate action beyond compliance by initiating action plans towards a low-carbon future, ensuring our operations align with global climate goals.
- Utilising sustainable materials to minimise our ecological footprint and encourage a circular economy, where materials are used efficiently, repurposed and recycled.
- Meticulous water management extends beyond conservation to optimise usage and minimise wastage.
- Waste optimisation by minimising waste generation, promoting recycling and contributing to a circular economy.
- Preserving and actively enhancing biodiversity. From supporting conservation efforts to integrating biodiversity considerations into our operations, we are ensuring that our activities contribute positively to the ecosystems we inhabit.

SOCIAL: CONVERGING COMMUNITIES

To deliver high-quality infrastructure networks and excellent services, aiming to enhance the overall quality of life for all.

- Enhancing inclusiveness towards an equitable society.
- Improving wellbeing for overall prosperity.
- Accelerating human capital development.
- Encouraging work-life balance.
- Making safety a top priority in all aspects of our operations to ensure the wellbeing of our team and communities.

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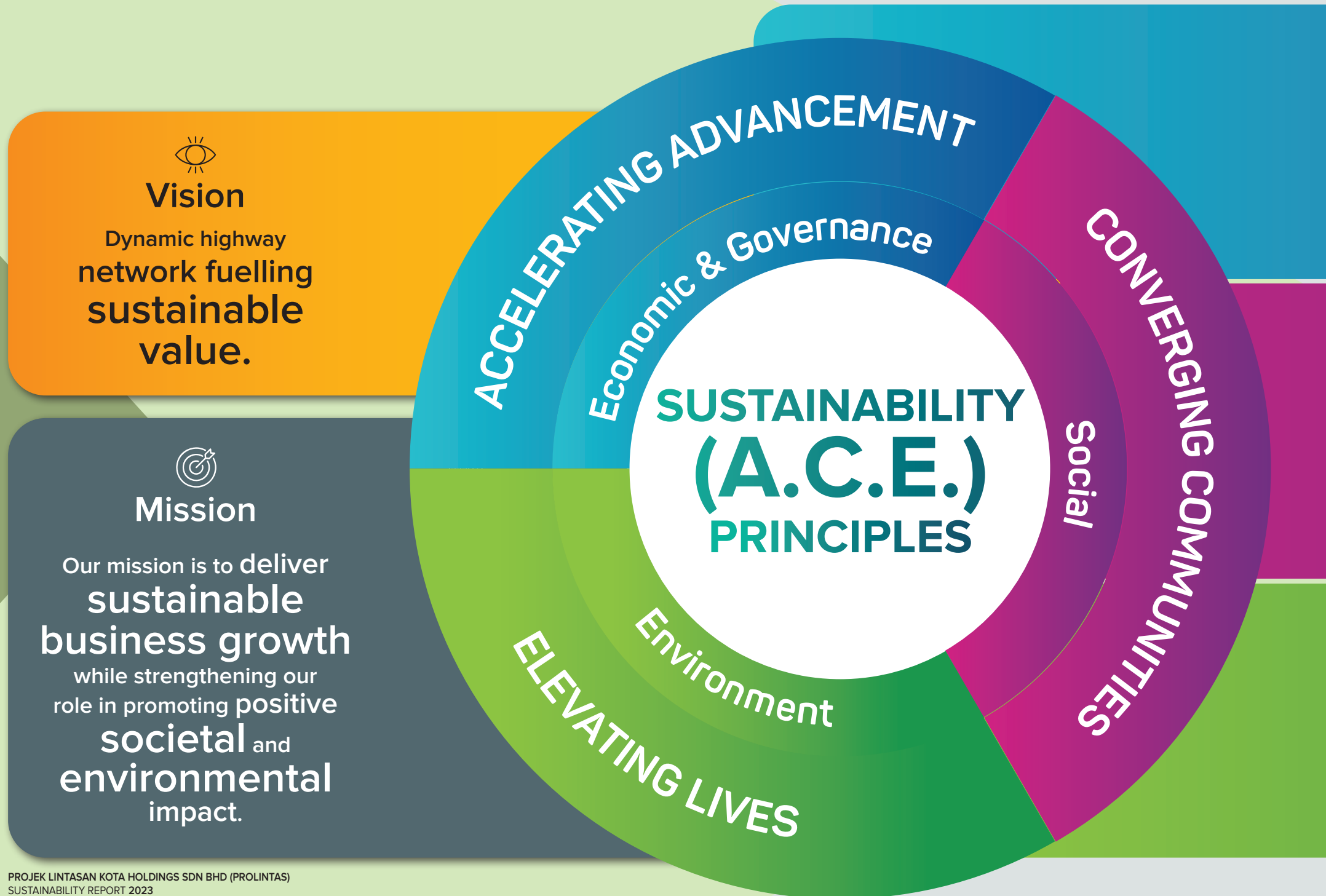
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PROLINTAS Sustainability Framework



PROLINTAS Sustainability Framework

A



ACCELERATING ADVANCEMENT

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.



INNOVATION & TECHNOLOGY



ECONOMIC CONTRIBUTION



ETHICS & INTEGRITY



SUSTAINABLE SUPPLY CHAIN

C



CONVERGING COMMUNITIES

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



CAPACITY, CAPABILITY, COMPETENCY & CULTURE



ROAD USER WELLBEING



EMPLOYEE WELLBEING, SAFETY & HEALTH



IMPACT ON COMMUNITIES



DIVERSITY, EQUITY & INCLUSIVITY

E



ELEVATING LIVES

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



GREENHOUSE GASES & CLIMATE ACTION



SUSTAINABLE MATERIALS



WATER MANAGEMENT



WASTE MANAGEMENT



BIODIVERSITY

FOCUS AREAS

1

ADVANCING ROAD SAFETY & PROMOTING ROAD USER WELLBEING

2

PEOPLE & INDUSTRIAL DEVELOPMENT

3

NET-ZERO TRANSITION STRATEGY

4

SUSTAINABLE SUPPLY CHAIN

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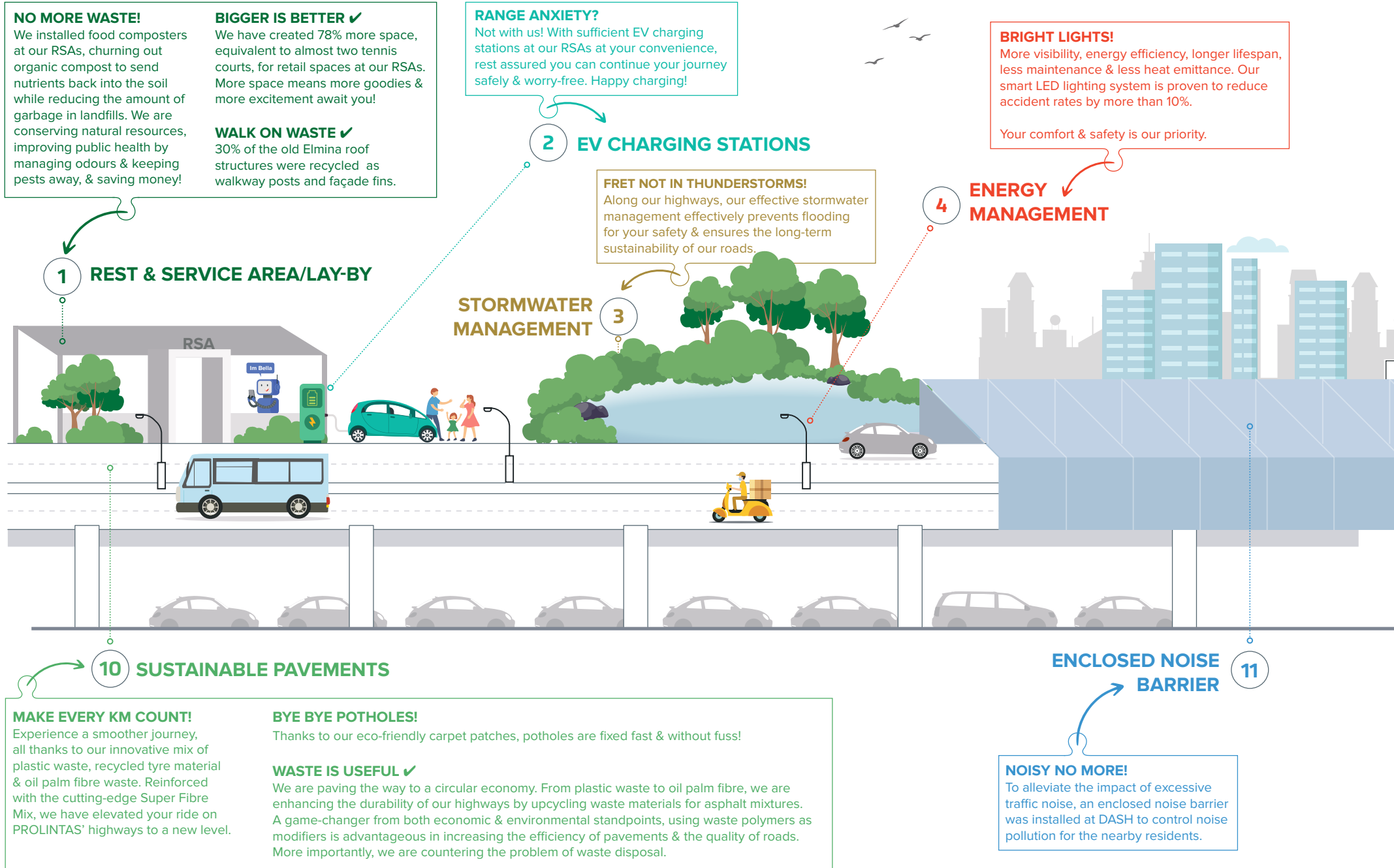
Accelerating Advancement

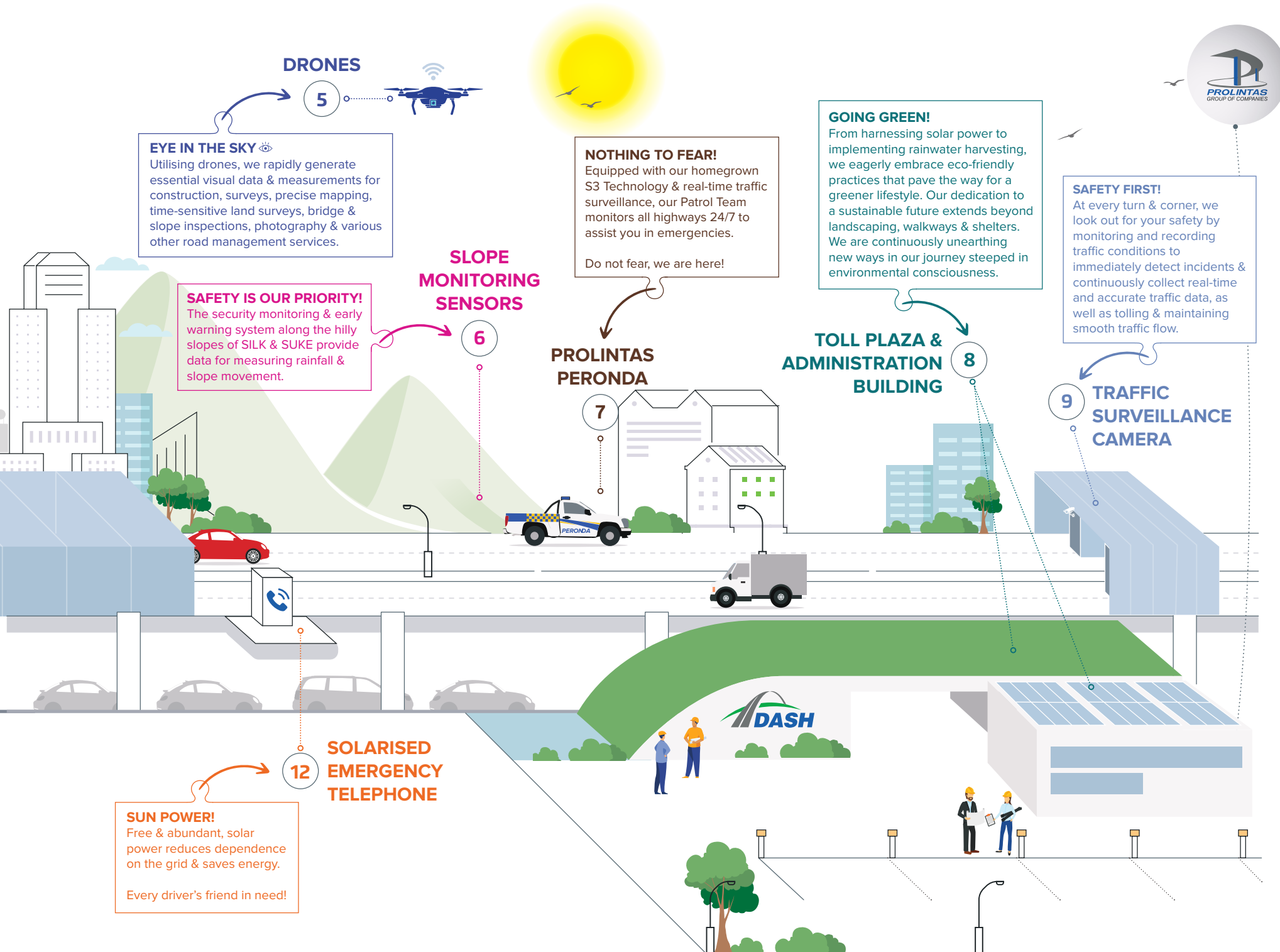
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Sustainable Highway Infrastructure





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Materiality Journey

While adhering to regulations, standards, and principles throughout our operations, PROLINTAS fundamentally embraces perpetual evolution. Every year, we remain dedicated to improving our sustainability strategies, focusing on the concerns most significant to our stakeholders. As highway operators, it is essential that we embody sustainability in our actions. Since the release of our inaugural Sustainability Report in 2021, our commitment has been to elevate our reporting processes by simplifying our approach and methodology to achieve substantial results.

Here is our story:

2021

Kickstarted with 12 prioritised EESG Materiality Matters (MM).



2022

Conducted first online MM survey to reassess and update EESG concerns, with 14 key matters emerging prominently.



2023

Second MM survey conducted online and physically to capture a wider stakeholder selection. To add fresh perspectives and arrive at the core EESG issues crucial to our stakeholders.



2025

To reduce Scope 1 & Scope 2 GHG emissions by 30%.



“The facilities at this RSA are comfortable for me to take a short break before continuing my journey. The facilities for prayer are also clean and comfortable for visitors”

Pn. Norhidayah
Klang Resident

“I use the GCE Highway for my journey back to my village in the Northern area. It really makes it easy for me to travel from Shah Alam back to my hometown”

En. Shamsul
Highway Road User



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Stakeholder Engagement

Emphasising the importance of constructive dialogue and collaboration, PROLINTAS values engagement with a diverse range of stakeholders. By sharing our organisational perspective and attentively considering feedback, we can build mutually beneficial relationships. As part of our commitment to creating value for all stakeholders, we actively seek their views, interests and concerns to generate positive impacts while minimising any negative ones.

















Through a systematic materiality assessment process, we have identified key stakeholder groups. The diagramme below provides a detailed overview of these groups relevant to PROLINTAS, outlining our engagement methods, areas of interest or concern and our responsive actions during the reporting period.



KEY STAKEHOLDERS	ENGAGEMENT METHODS
 <p>ROAD USERS</p> <ul style="list-style-type: none"> • Commuters • Customers that patronise our highway facilities 	<ul style="list-style-type: none"> • Telephone calls • Emails • Social media • Customer Satisfaction Survey • Centralised Call Centre
 <p>EXTERNAL PROVIDERS</p> <ul style="list-style-type: none"> • Works, goods and services provider • Business partners • Tenants 	<ul style="list-style-type: none"> • Tender Exercises • Requests for Quotations • Meetings
 <p>REGULATORS AND AUTHORITIES</p> <ul style="list-style-type: none"> • Federal Government and all its agencies • State Government and all its agencies 	<ul style="list-style-type: none"> • Meetings • Inspections and Audits • Periodic reports • Authorities liaison
 <p>SHAREHOLDERS, INVESTORS AND FINANCIAL INSTITUTIONS</p> <ul style="list-style-type: none"> • Shareholders • Investors • Fund Managers • Bankers 	<ul style="list-style-type: none"> • Periodic reports • Liaison activities
 <p>EMPLOYEES</p> <ul style="list-style-type: none"> • Management • Permanent and Contract Employees • Executives and Non-Executives 	<ul style="list-style-type: none"> • Meetings and townhall sessions (held physically and virtually) with feedback session • Events and activities held year round • Official emails • Employee Engagement Survey • Performance appraisal • Recognising women in senior management roles and leaders through various events
 <p>COMMUNITIES</p> <ul style="list-style-type: none"> • Local community members living or working in close proximity of our highways • Non-Government Organisations • Media and Influencers 	<ul style="list-style-type: none"> • Community engagement sessions • Telephone calls • Emails • Social media • Government Officials (Penghulu, Wakil Rakyat, etc.) • Corporate website

Stakeholder Engagement

Our Materiality Matters

	ISSUES OF CONCERN	OUR RESPONSE			
	 • ROAD USER WELLBEING	<ul style="list-style-type: none"> Road traffic safety Safety features on our highways Providing rapid response to emergencies Safety benchmarking exercise to global best practices 	<ul style="list-style-type: none"> Leveraging innovation for safer road conditions Safety training, knowledge and capabilities enhancement Convenience and amenities for better experience 		Overview
	 • SUSTAINABLE SUPPLY CHAIN	<ul style="list-style-type: none"> Fair and transparent procurement processes 	<ul style="list-style-type: none"> Vendor Development Programme Providing work opportunities 	<ul style="list-style-type: none"> Green Procurement 	About PROLINTAS
	 • ECONOMIC CONTRIBUTION	<ul style="list-style-type: none"> Business opportunities to local contractors, consultants, suppliers and vendors 	<ul style="list-style-type: none"> Business opportunities to local communities - CSR investment to local communities 		
	 • GREENHOUSE GASES & CLIMATE ACTION	<ul style="list-style-type: none"> Setting GHG emissions analysis 	<ul style="list-style-type: none"> GHG emissions analysis 	<ul style="list-style-type: none"> GHG emissions mitigating initiatives 	Our Business Approach
	 • WATER MANAGEMENT	<ul style="list-style-type: none"> Managing water consumption Managing wastewater 	<ul style="list-style-type: none"> Water conservation efforts Rainwater Harvesting System 		Guiding Voices
	 • SUSTAINABLE MATERIALS	<ul style="list-style-type: none"> Pavements innovation Slopes and structural protection 	<ul style="list-style-type: none"> Hydrology and drainage for flood mitigation Industrialised Building System (IBS) 		
	 • INNOVATION & TECHNOLOGY	<ul style="list-style-type: none"> Energy-efficient lighting systems Energy-efficient appliances 	<ul style="list-style-type: none"> Renewable energy Meeting Green Building Index (GBI) requirements 	<ul style="list-style-type: none"> ESG Data Warehousing & Dashboard 	Our Leadership
	 • WASTE MANAGEMENT	<ul style="list-style-type: none"> Proper handling of Scheduled Waste 	<ul style="list-style-type: none"> Waste management initiatives 		Sustainability at PROLINTAS
	 • BIODIVERSITY	<ul style="list-style-type: none"> Replanting trees E-Garden 	<ul style="list-style-type: none"> Harmonising our infrastructure with nature Education and awareness 		
	 • ETHICS AND INTEGRITY	<ul style="list-style-type: none"> Efforts to strengthen Integrity, Governance and Anti-Corruption Improvement in Corruption Risk Rating 	<ul style="list-style-type: none"> Acknowledgement by MACC ISO 37001:2016 Anti-Bribery Management Systems 	<ul style="list-style-type: none"> Awareness Programmes Integrity Day 	Our Materiality Matters
	 • ECONOMIC CONTRIBUTION	<ul style="list-style-type: none"> Tax paid to the Government 	<ul style="list-style-type: none"> Dividend contribution to Shareholders 		Accelerating Advancement
	 • EMPLOYEE WELLBEING, SAFETY & HEALTH	<ul style="list-style-type: none"> Aligning our people to understand our Purpose Upholding safety and well-being 	<ul style="list-style-type: none"> Conducive working environment Establishing Labour Rights policy 		
	 • CAPACITY, CAPABILITY, COMPETENCY & CULTURE	<ul style="list-style-type: none"> Enhancing talent development approach Training and development Embedding integrated learning 	<ul style="list-style-type: none"> Succession planning Understanding sustainability contribution Collaborating with industry peers 	<ul style="list-style-type: none"> Developing fresh talent pipeline Making learning accessible Programmes for continued employability 	Elevating Lives
	 • DIVERSITY, EQUITY & INCLUSIVITY	<ul style="list-style-type: none"> Upskilling and reskilling for safety and technical competencies, and service excellence 			Converging Communities
	 • IMPACT ON COMMUNITIES	<ul style="list-style-type: none"> Communities' right to a peaceful environment 	<ul style="list-style-type: none"> Contributing to national job creation and economic multiplier efforts 	<ul style="list-style-type: none"> Caring for our communities through all year round communities programmes 	
	 • ECONOMIC CONTRIBUTION	<ul style="list-style-type: none"> Corporate Social Responsibility activities 	<ul style="list-style-type: none"> Community investment through development and enhancement of facilities and amenities 		Data & Assurance

Assessing Our Material Matters

WHAT WE DID

We reached out to our stakeholders through an online and face-to-face survey and dialogues to pinpoint the key issues we should focus on based on our available resources. We received **922 responses**, guiding our next steps. Posters and buntings were strategically placed in key areas to enhance awareness and encourage participation in the MM Survey, in addition to our social media and online presence.



Assessing Our Material Matters

Our Materiality Matters

ONLINE SURVEYS AND FACE-TO-FACE DIALOGUES

From the survey, we learned how stakeholders see the importance of different issues to PROLINTAS, and how PROLINTAS affects these issues. We then organised this feedback based on the perspectives of our Board and Senior Management. In the ensuing pages, the most critical issues are highlighted under the respective EESG pillars of:



**ECONOMIC & GOVERNANCE:
ACCELERATING ADVANCEMENT**

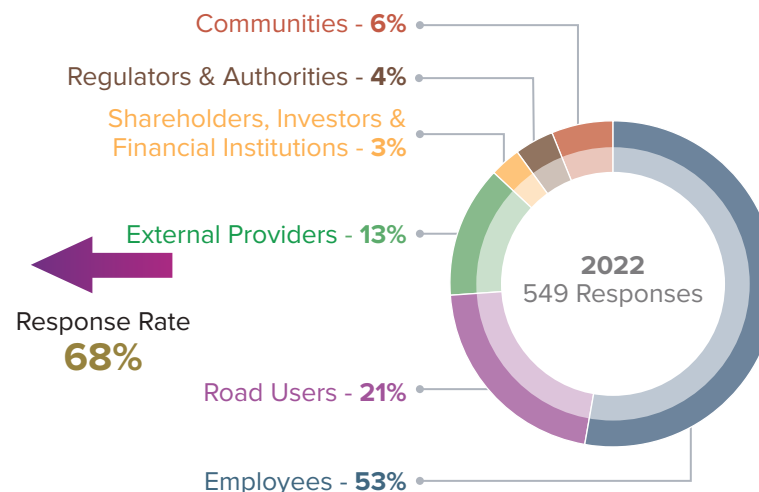
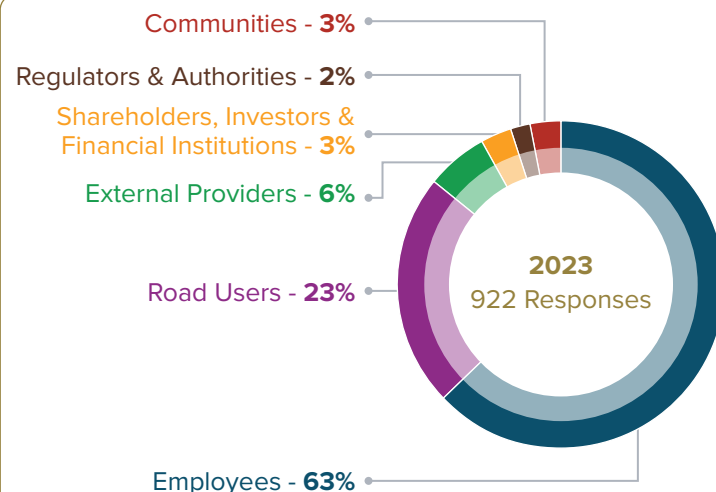


**ENVIRONMENTAL:
ELEVATING LIVES**



**SOCIAL:
CONVERGING COMMUNITIES**

STAKEHOLDERS



Response Rate
68%

"We reached out and you responded! In 2023, we captured 922 (FY2022: 549) voices, a remarkable 68% jump from 2022. From online polls to face-to-face chats, your insights were pivotal."

Thank you!

Assessing Our Material Matters

Tapping into green energy: Solar photovoltaic panels installed on the Administration Office Building of LKSA in Shah Alam, Selangor.

“

Focusing on EESG principles, our commitment to sustainable practices goes beyond profits. It positively impacts people, the planet and profitability, fostering prosperity by nurturing the environment, uplifting communities and ensuring responsible business for future generations.

Assessing Our Material Matters

ADDRESSING STAKEHOLDER CONCERNS

In PROLINTAS, we conduct materiality assessments to identify and rank EESG concerns significant to our stakeholders. The insights obtained from these assessments serve as a guiding framework, influencing our strategic decisions, management practices and the transparent reporting of sustainability performance.



ACCELERATING ADVANCEMENT (ECONOMIC & GOVERNANCE)

PROLINTAS, a catalyst for economic vitality, focuses on tactical partnerships to augment non-toll revenue streams while reinforcing our core toll collection business. By diversifying income avenues and establishing strategic collaborations, we ensure lasting economic impact, contributing to the prosperity of the communities we engage with.

Our ongoing focus on building financial resilience enables us to navigate the dynamic business landscape for stakeholder prospects and drive socioeconomic growth to secure a sustainable future. We prioritise the following most material matters to bolster other dimensions of our EESG commitment.

Good governance practices have been effectively implemented at PROLINTAS by identifying and prioritising the significant materiality matters related to governance.

These practices have enabled us to build trust with our stakeholders, reduce risks, improve efficiency, and contribute to long-term sustainability. The **ECONOMIC & GOVERNANCE** materiality matters we have identified are:

Innovation & Technology

Economic Contribution

Ethics & Integrity

Sustainable Supply Chain



ELEVATING LIVES (ENVIRONMENTAL)

Addressing these materiality matters is crucial to diminish our environmental impact, preserve natural resources, and enhance our overall environmental performance at PROLINTAS.

Identifying and prioritising relevant **ENVIRONMENTAL** issues through materiality considerations empowers us to focus on undertaking initiatives in the following areas:

Greenhouse Gases & Climate Action

Sustainable Materials

Water Management

Waste Management

Biodiversity



CONVERGING COMMUNITIES (SOCIAL)

Social materiality matters wield a substantial influence on our stakeholders.

Tackling these social considerations have propelled the enhancement of our social performance, cultivated trust and loyalty among stakeholders, and positively impacting communities. The identified **SOCIAL** materiality matters include:

Capacity, Capability,
Competency & Culture

Road User Wellbeing

Employee Wellbeing, Safety
& Health

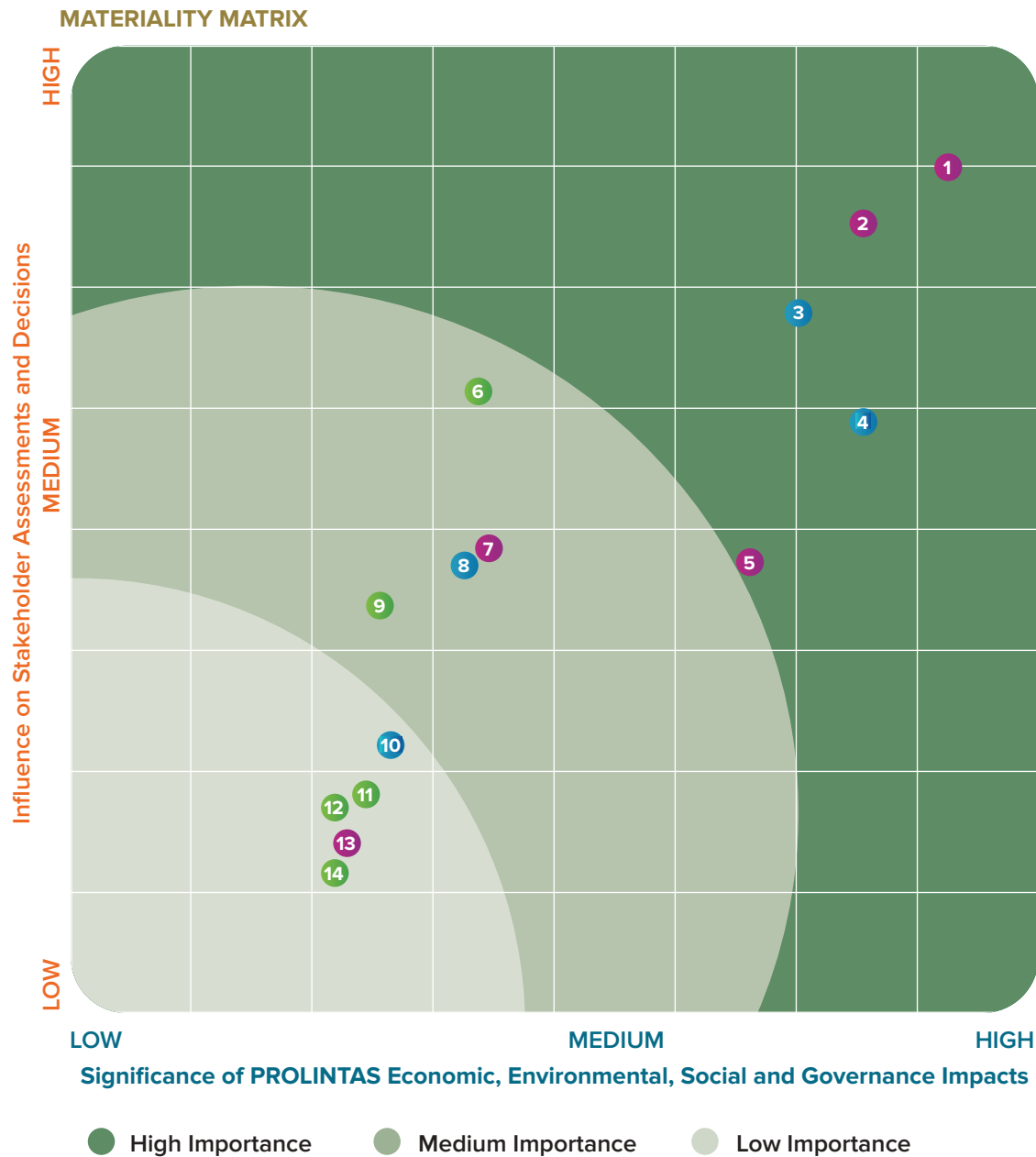
Impact on Communities

Diversity, Equity & Inclusivity

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Assessing Our Material Matters



RANKING	MATERIAL MATTERS	LEVEL
1	Capacity, Capability, Competency & Culture	▲
2	Road User Wellbeing	▼
3	Innovation & Technology	NEW
4	Ethics & Integrity	—
5	Employee Wellbeing, Safety & Health	▼
6	Greenhouse Gases & Climate Action	—
7	Impact on Communities	▲
8	Economic Contribution	▼
9	Sustainable Materials	—
10	Sustainable Supply Chain	▲
11	Water Management	▼
12	Waste Management	▲
13	Diversity, Equity & Inclusivity	▼
14	Biodiversity	▼

LEGEND

- **ACCELERATING ADVANCEMENT (ECONOMIC & GOVERNANCE)**
- **ELEVATING LIVES (ENVIRONMENTAL)**
- **CONVERGING COMMUNITIES (SOCIAL)**

▲ Increased importance compared to FY2022

▼ Decreased importance compared to FY2022

— Importance unchanged from FY2022

NEW New Material Matters in FY2023

Assessing Our Material Matters

WHAT STOOD OUT IN 2023:

- **Human Capital and Road User Wellbeing:** Our 4Cs—**Capacity, Capability, Competency & Culture** continued to lead the way and came out tops.
- New Entry: **Innovation & Technology** made its debut. As we navigate towards smarter solutions, it is evident that innovation is the future.
- **Ethics & Integrity, and Employee Wellbeing, Safety & Health:** Echoing your sentiments, these values remained integral to us.

CHANGING TIDES:

- **Water Management:** Its significance may have ebbed, but our commitment remains constant.
- **Energy Evolves:** In 2022, Energy Use was ranked eighth out of 14 concerns. We have since consolidated this issue within our broader **Greenhouse Gases & Climate Action** initiatives.

GAINING INSIGHT INTO CRITICAL PRIORITIES

Through meaningful dialogue with our stakeholders, we have pinpointed the core issues that hold profound significance. These five key concerns, prominently situated in the High quadrant of our Materiality Matrix, resonate deeply with PROLINTAS and its stakeholders. In our commitment to a sustainable future and in harmony with our Government's National Energy Transition Roadmap, we have added Greenhouse Gases & Climate Action to this list.

Two essential dimensions, Impact on Communities and Economic Contribution, have risen to prominence within the Medium quadrant, expanding our focus to eight priority issues. Beyond the confines of our immediate business concerns, PROLINTAS assumes a pivotal role in propelling economic growth within the realms of our highway operations. Our growth is not merely self-serving as it is about uplifting the communities and economies we touch. By integrating this perspective into our priority list, we ensure that our impact is extensive and enduring.

A GLOBAL CALL

Our pledge remains firm!

We target to achieve a **30%** reduction in GHG emissions by 2030, working towards a cooler planet.



1 CAPACITY, CAPABILITY, COMPETENCY & CULTURE

Nurturing Our Team

Our people are our strength. We are dedicated to honing their skills and ensuring they are content, motivated and poised for success.



2 ROAD USER WELLBEING

Encouraging Safe Journeys

For PROLINTAS, roads are more than asphalt as they symbolise our commitment to ensuring your journey is safe and enjoyable. Your wellbeing is our top priority.



3 INNOVATION & TECHNOLOGY

Innovation at Our Core

Staying ahead means embracing cutting-edge technology and innovative ideas. We are shaping tomorrow, ensuring PROLINTAS remains agile and ahead of the curve.



4 ETHICS & INTEGRITY

Transparent & Honest

Ethics and integrity are not just buzzwords. They are our foundation. Trust is hard-earned, and we are committed to deserving yours.



5 EMPLOYEE WELLBEING, SAFETY & HEALTH

Employee Wellness: Our Commitment

Your wellbeing fuels our success. From health programmes to work-life harmony, we ensure our families thrive.



6 IMPACT ON COMMUNITIES

Uplifting Communities

Reflects our role and responsibility in shaping the social and economic landscape of the regions we serve.

Highways are not merely transit routes. Instead, they are vital arteries connecting people, facilitating commerce and influencing the quality of life in the surrounding communities.



7 GREENHOUSE GASES & CLIMATE ACTION

Acting for the Climate

The planet. We listen and act. From green infrastructure to reduced emissions, we are proactive about our environmental footprint.



8 ECONOMIC CONTRIBUTION

Economic Impact: Beyond Business

PROLINTAS is not just building highways. We are driving economic growth, fostering prosperity every step of the way.

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Getting creative with empty spaces: Community playground constructed beneath SUKE Expressway in Ampang.

Strategic Alignment with Global & Local Frameworks

Our Materiality Matters

MAPPING OUR MATERIAL ISSUES

In shaping our sustainability agenda, we meticulously considered regulatory adherence, risk evaluation, global trends and invaluable stakeholder insights.

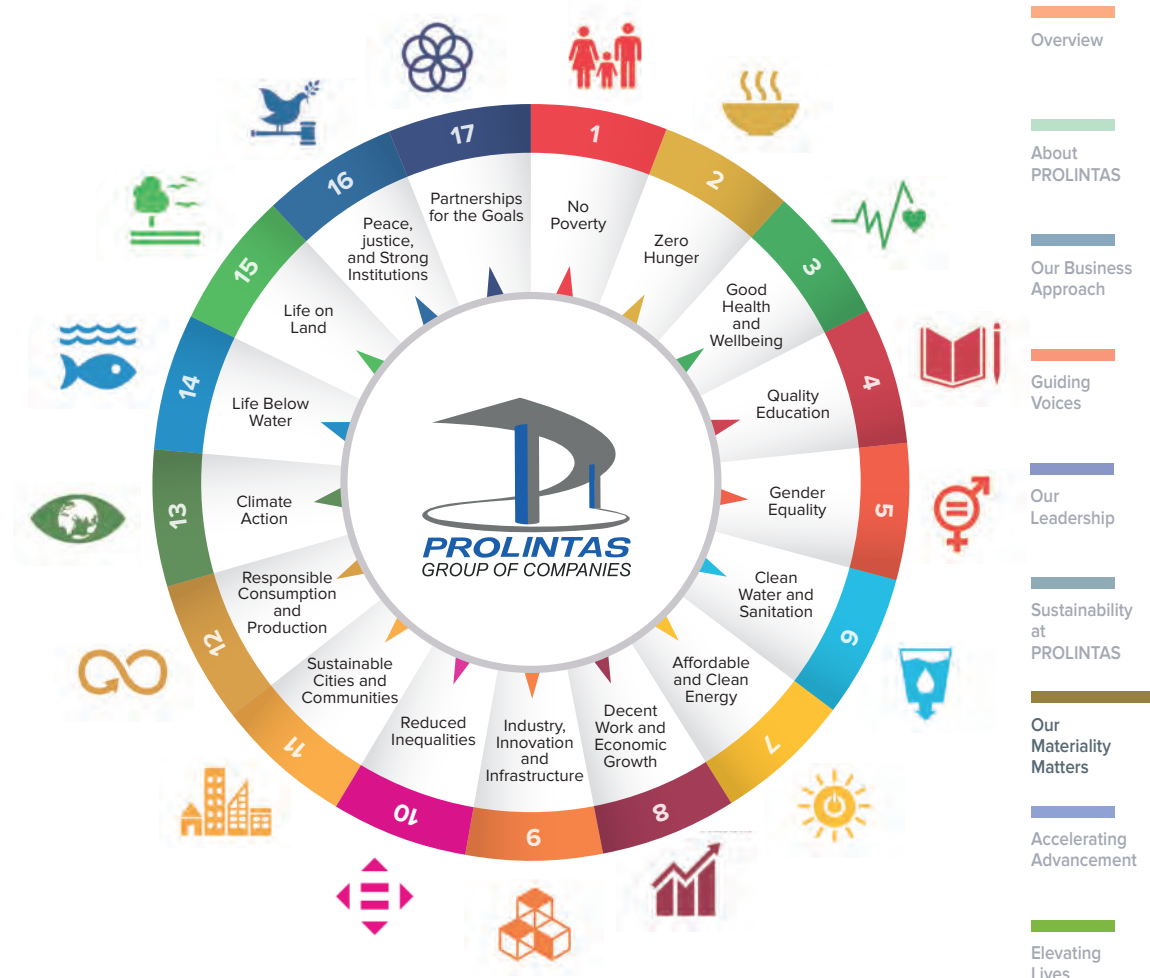
OUR METHODOICAL APPROACH

REGULATORY ALIGNMENT: Tuned into Bursa Malaysia's and Malaysia Code on Corporate Governance (MCCG) guidelines, we are raising the bar. We have incorporated 14 essential sustainability disclosures, keenly focusing on sector-specific directives.

RISK ASSESSMENTS: Both internal and external risks hold paramount importance. Our comprehensive strategy addresses EESG challenges, spanning across financial and infrastructure dimensions. We ensure alignment with industry benchmarks and strategically guide our actions using renowned tools, including the TCFD and F4GBM.

GLOBAL INSIGHTS: Our eyes are on the horizon, anticipating global shifts. By monitoring global megatrends, we are proactive, not reactive. With a commitment echoing the UN's 17 SDGs, we merge global ambitions with local actions.

ENGAGING STAKEHOLDERS: We consistently strive to grasp the most resonant concerns of our stakeholders, whether through online surveys or face-to-face dialogues. The feedback we gather, stemming from surveys and conversations, plays a pivotal role in discerning and prioritising the most critical sustainability issues for PROLINTAS.



OUR COMPASS FORWARD

Our strategic roadmap, based on the materiality assessment, ensures we make choices that resonate with our core values, benefiting both PROLINTAS and our broader community. Our journey is one we share with you. Every assessment and every discovery represents collective progress toward a sustainable future. As we pen this chapter, it serves as a reminder that our focus is not solely on our current position but on the direction we are heading. We invite you to continue being our partner as we travel ahead.

Together, Every Step of the Way!



ACCELERATING ADVANCEMENT

(ECONOMIC & GOVERNANCE)

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

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

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

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

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



MATERIAL MATTERS



INNOVATION & TECHNOLOGY



ECONOMIC CONTRIBUTION



ETHICS AND INTEGRITY



SUSTAINABLE SUPPLY CHAIN





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



ACCELERATING ADVANCEMENT (ECONOMIC & GOVERNANCE)

NAVIGATING THROUGH 2023

MATERIAL MATTERS	ISSUES & CONCERNS	RISKS	OPPORTUNITIES	PROGRESS IN 2023
 INNOVATION & TECHNOLOGY	Integration of Technology: Balancing the integration of advanced technologies with existing infrastructure without disrupting daily operations.	Obsolescence: Rapid technological advancements can render current systems obsolete, necessitating continuous investment.	Safety Improvements: Leveraging technology to significantly reduce accidents and enhance the safety of highway users.	Refer to page 132
	Data Security: Ensuring the protection of sensitive data collected from smart technologies against cyber threats.	Dependence on Technology: Over-reliance on automated systems may pose risks if technology fails or encounters errors.	Operational Excellence: Utilising data analytics and AI to optimise traffic flow and maintenance schedules, improving overall efficiency.	
 ECONOMIC CONTRIBUTION	Upkeep and Training: Maintaining cutting-edge systems and providing adequate training for personnel to handle new technologies effectively.	Data Management: The challenge of managing vast amounts of data from smart devices, with risks of overload or misinterpretation affecting decision-making.	Strategic Alliances: Collaborating with tech firms and innovators to develop new solutions for smart transportation and infrastructure management.	Refer to page 146
	Revenue Fluctuation: Sensitivity to economic cycles affecting traffic volume and toll revenue.	Economic Downturns: Vulnerability to broader economic downturns that could lead to decreased traffic and reduced toll collection.	Economic Growth Driver: The potential to drive regional economic growth by improving connectivity and reducing transportation costs.	
	Community Impact: Balancing profitability with the responsibility to provide affordable services that support local communities.	Regulatory Changes: The possibility of new regulations that could impose additional financial burdens or limit toll increases.	Service Diversification: Opportunities to diversify services and create new revenue streams, such as commercial development along highway routes.	
	Infrastructure Cost: Managing the high costs of maintaining and upgrading highway infrastructure to meet safety and efficiency standards.	Operational Disruptions: Risks of operational disruptions due to natural disasters or major accidents affecting the economic viability of highway operations.	Sustainable Practices: Implementing sustainable practices that could lead to cost savings and attract environmentally conscious stakeholders.	

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ACCELERATING ADVANCEMENT (ECONOMIC & GOVERNANCE)

NAVIGATING THROUGH 2023 (CONTINUED)

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



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

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ACCELERATING ADVANCEMENT

INNOVATION & TECHNOLOGY



■ HIGH IMPORTANCE
■ MEDIUM IMPORTANCE
■ LOW IMPORTANCE

SIGNIFICANCE

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

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

OUR APPROACH INNOVATION & TECHNOLOGY

01

ADVANCING ROAD SAFETY WITH INNOVATION AND TECHNOLOGY

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

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

02

OPTIMISING OPERATIONAL EFFICIENCY AND EFFICACY

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

03

DECISION-MAKING POWERED BY ADVANCED ANALYTICS DASHBOARD

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



01

ADVANCING ROAD SAFETY WITH INNOVATION AND TECHNOLOGY

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



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

En. Anual Abdullah
Senior Manager,
Innovation & Technology

1

SMART SURVEILLANCE SYSTEM (S3)

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

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

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



2

DIGITAL ASSIST

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

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

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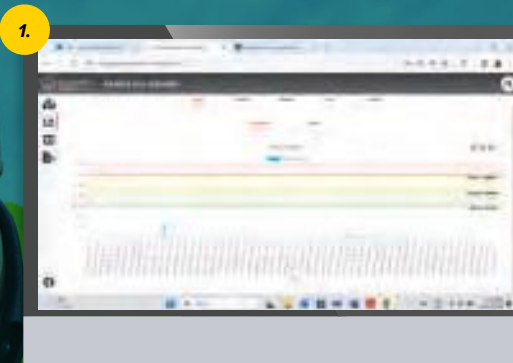
3

SMART SLOPE MONITORING SYSTEM

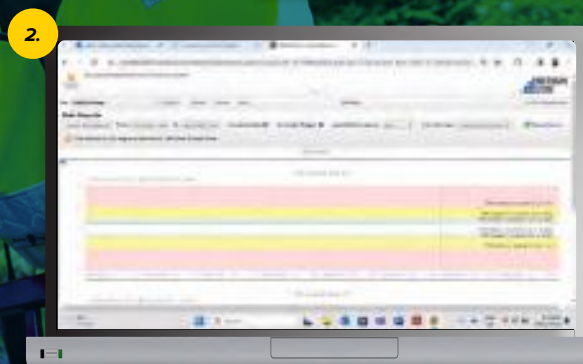
Our slope monitoring system lies at the intersection of innovation and safety, exemplifying a revolutionary approach to highway security. These cutting-edge systems employ advanced technology to detect early signs of landslides or slope failures, establishing themselves as pioneering safety mechanisms.

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

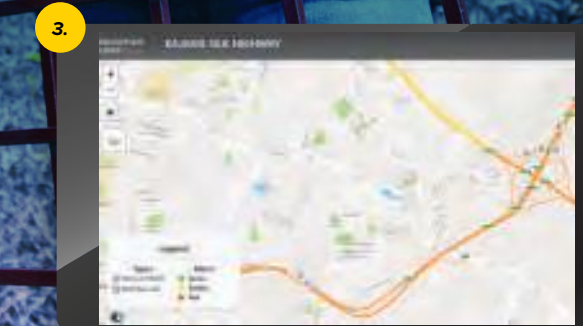
Our commitment to innovation extends far beyond safety alone. It resonates deeply with our environmental responsibilities. These systems actively preserve nearby ecosystems by preventing large-scale landslides and soil erosion, aligning seamlessly with our broader ecological sustainability goals.



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



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



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



02

OPTIMISING OPERATIONAL EFFICIENCY AND EFFICACY

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

Our commitment to constant refinement and optimisation is rooted in our desire to serve our stakeholders better. We tirelessly work towards achieving higher levels of efficiency and effectiveness in every aspect of our operations, from our processes and systems to our dedicated team and culture. This focus on improvement ensures that we consistently deliver results that meet and exceed expectations as we continue optimising our business.



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

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

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

2 ROBUST CYBERSECURITY MEASURES

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

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

3 4G LTE BACKUP CONNECTIVITY

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

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

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ACCELERATING ADVANCEMENT

INNOVATION & TECHNOLOGY

4

NGT SYSTEMS – FLEET MANAGEMENT TECHNOLOGY

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

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

5

ENTERPRISE APPLICATION @ CLOUD

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

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



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



6

SMART LIGHTING SYSTEM FOR STREET LIGHTING

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

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

7

MOTION SENSOR LIGHTING

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

8

ELECTRONIC DOCUMENT MANAGEMENT SYSTEMS (eDMS)

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

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

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

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

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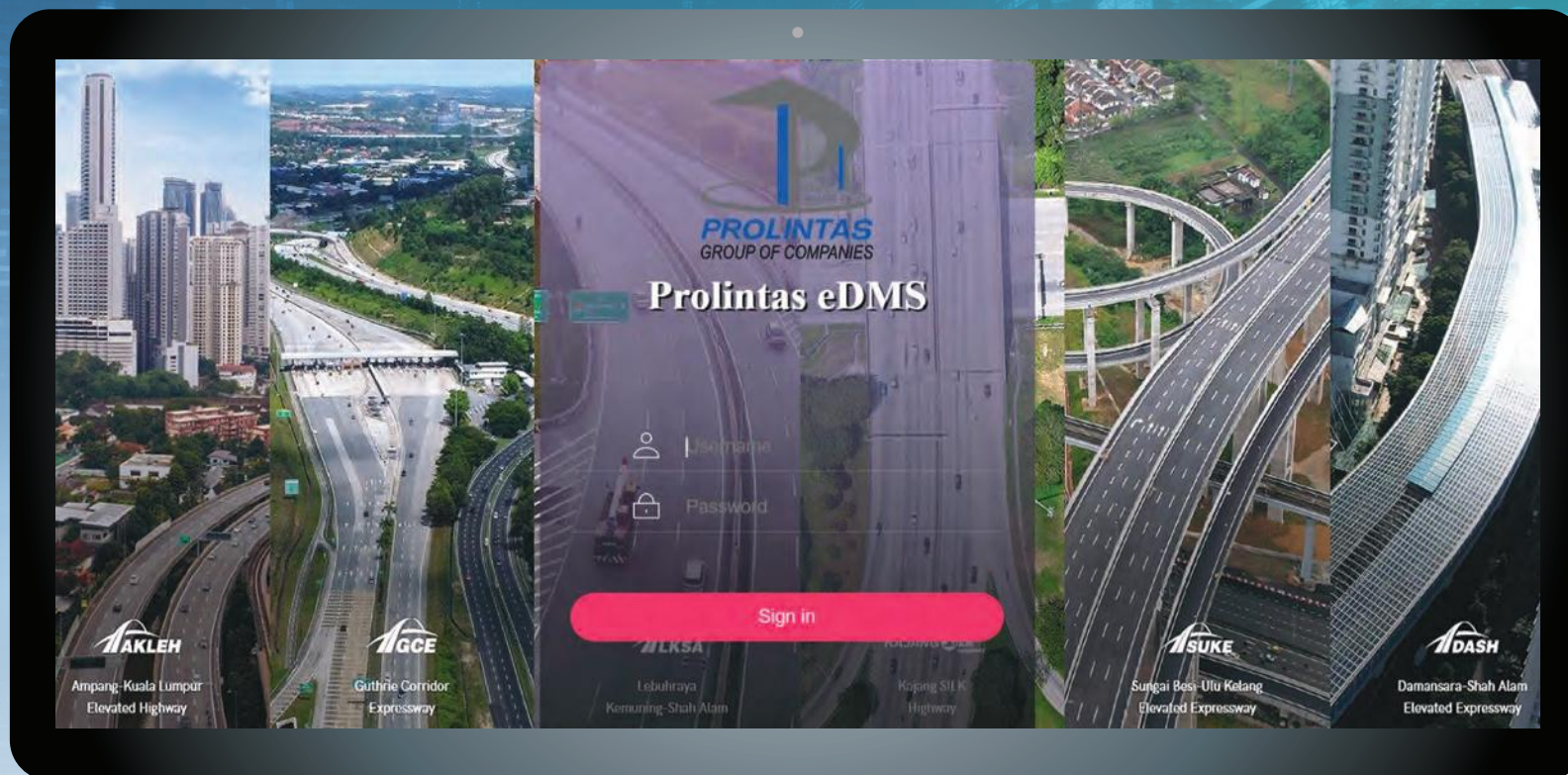
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ACCELERATING ADVANCEMENT INNOVATION & TECHNOLOGY

THE ADVANTAGES OF USING eDMS



Transformative shift towards a paperless organisational ecosystem.



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



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



CENTRALISED CALL CENTRE (CCC)

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

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



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

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OUR CASE STUDY

03

DECISION-MAKING POWERED BY ADVANCED ANALYTICS DASHBOARD

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

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



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

CHALLENGES



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



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



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



SOLUTION

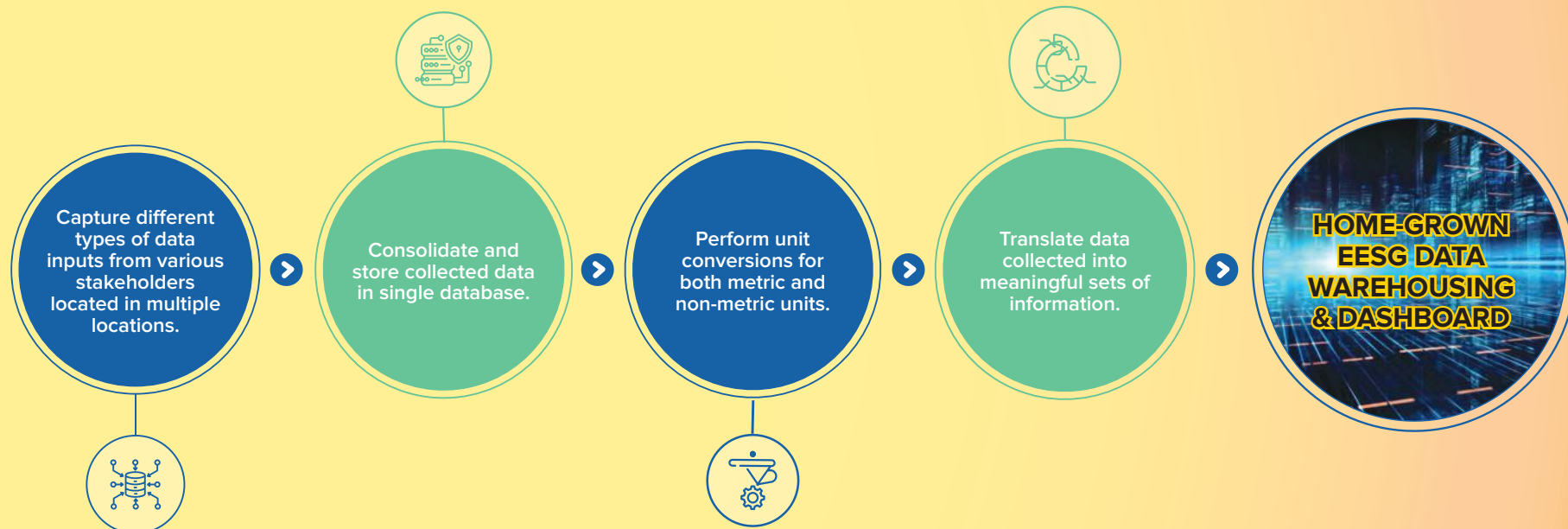
HOME-GROWN EESG DATA WAREHOUSING AND DASHBOARD

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

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

HOW OUR INTEGRATED EESG DATA WAREHOUSING AND DASHBOARD WORK

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



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ACCELERATING ADVANCEMENT INNOVATION & TECHNOLOGY

OUR CASE STUDY

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

TRAFFIC & TOLL COLLECTION DASHBOARD

OPTIMISATION OF FINANCIAL PERFORMANCE THROUGH DATA-DRIVEN TOLL MANAGEMENT

INSIGHTFUL ANALYTICS FOR ENHANCED BUSINESS PERFORMANCE

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

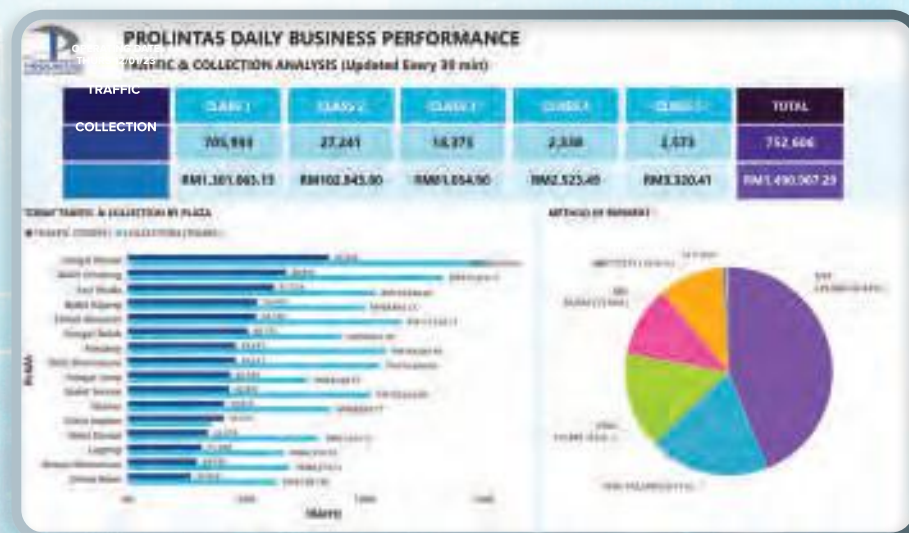
This tool serves as our analytical lens, providing a clear view of the toll revenue performance woven through traffic patterns and toll collections, which is critical for forecasting and optimising financial outcomes.

PROACTIVE ALERTS FOR OPERATIONAL EFFICIENCY

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

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

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



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

FINANCIAL OVERSIGHT FOR SUSTAINABLE GROWTH

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

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



ENHANCING ROAD SAFETY WITH REAL-TIME TRAFFIC MONITORING

NEAR REAL-TIME DATA COLLECTION & ANALYSIS

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

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

STRATEGIC TRAFFIC ANALYSIS FOR SMOOTHER JOURNEYS

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

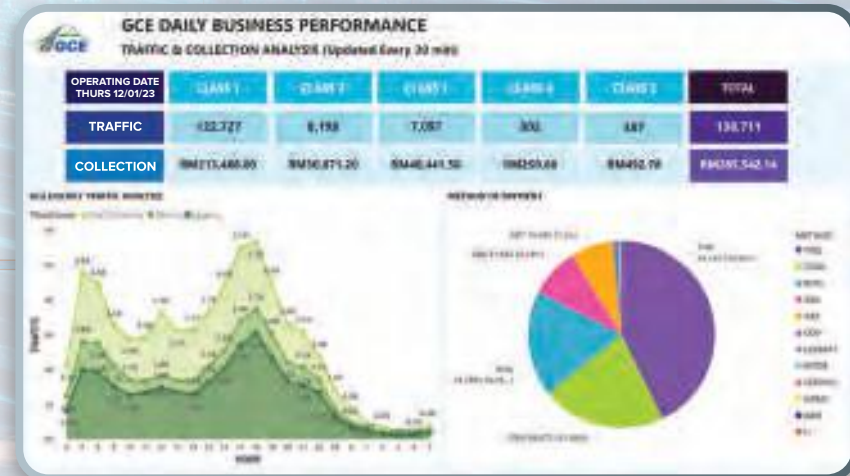
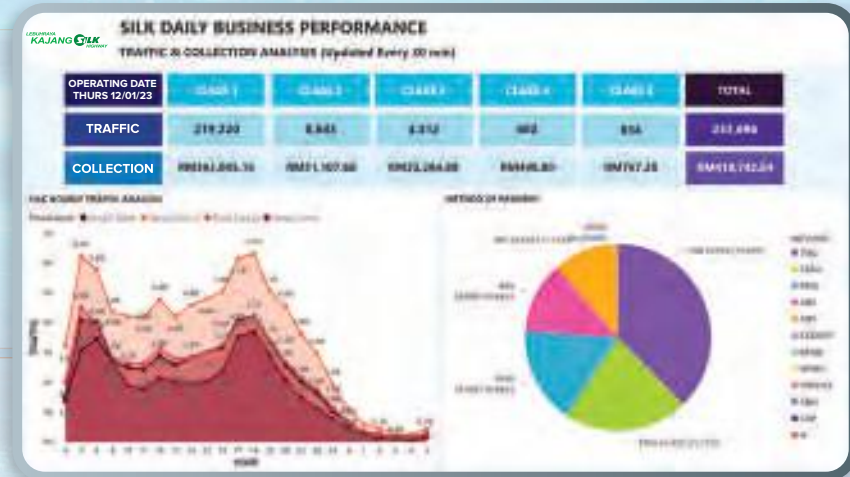
By analysing this data, we can **identify peak travel times, busy routes, and common commuter behaviours** that affect traffic efficiency. This information is crucial in assessing the effectiveness of our highway infrastructure.

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

DATA-DRIVEN DECISIONS FOR TRAFFIC MANAGEMENT EXCELLENCE

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

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



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

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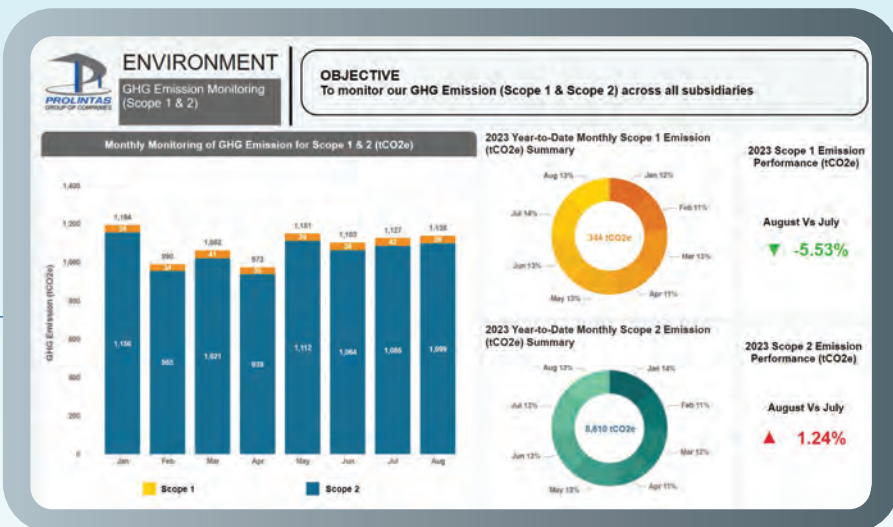
ACCELERATING ADVANCEMENT INNOVATION & TECHNOLOGY

OUR CASE STUDY

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

CARBON MANAGEMENT DASHBOARD

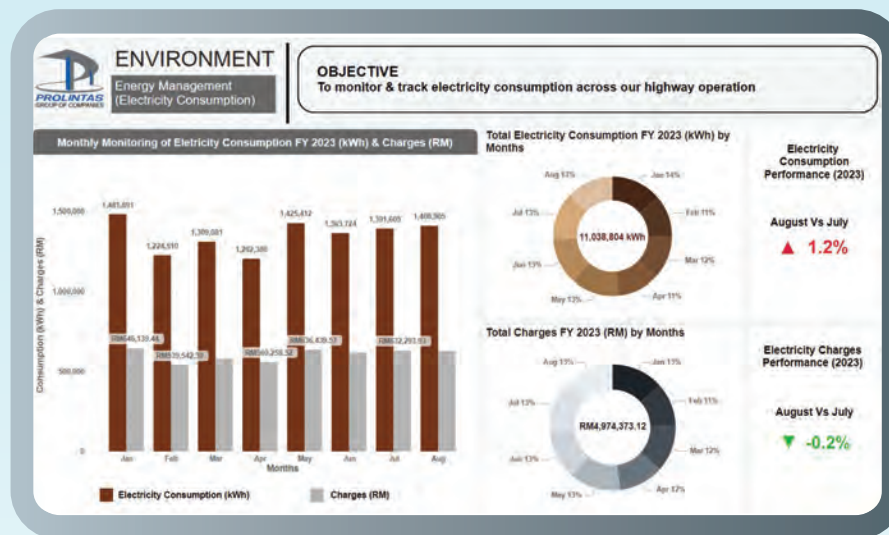
Our Carbon Management Dashboard meticulously tracks and reports on GHG emissions, enabling us to identify trends, set reduction targets, and implement strategies following environmental best practices. This tool is fundamental to minimising the carbon footprint of our operations and contributing to global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



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

ENERGY MANAGEMENT DASHBOARD

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

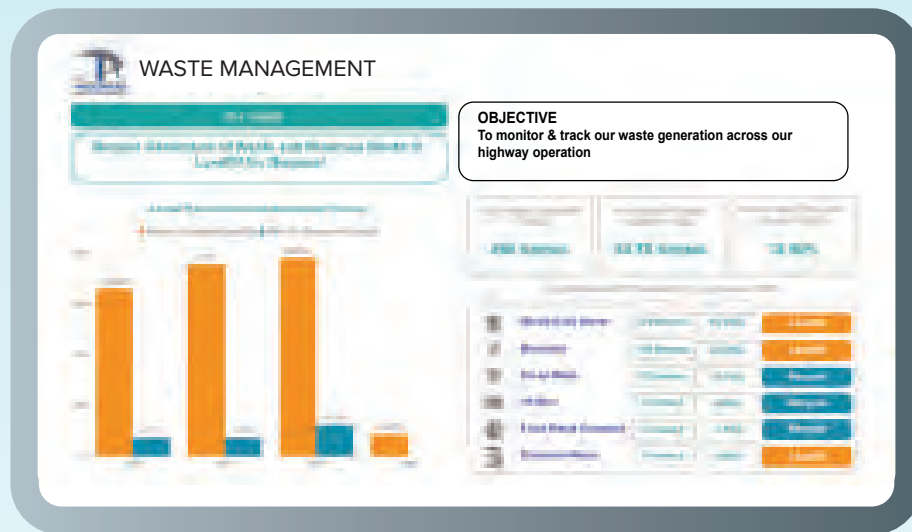


The Energy Management Dashboard stands for analytics on energy consumption patterns.



WASTE MANAGEMENT DASHBOARD

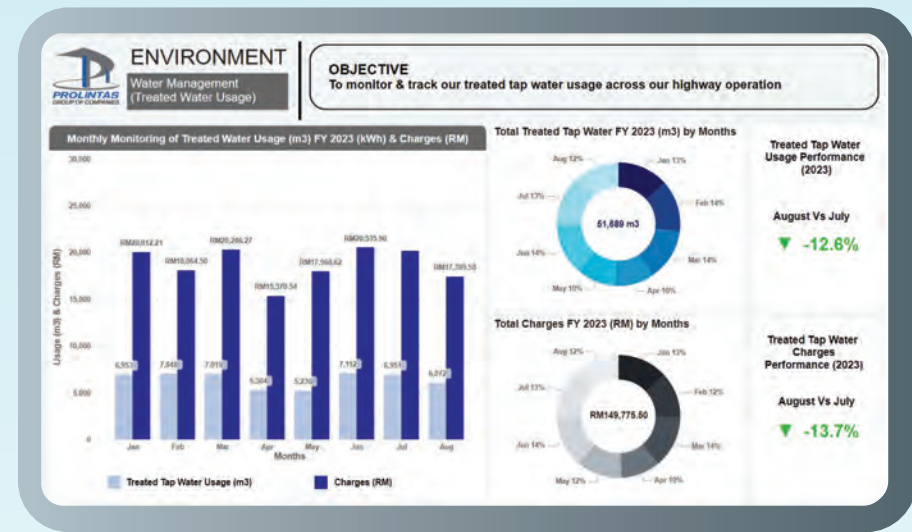
The Waste Management Dashboard provides an in-depth analysis of waste generation and disposal methods. It guides waste reduction efforts and promotes recycling and recovery practices. This dashboard is essential for managing environmental impact and aligning with regulatory compliance standards.



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

WATER MANAGEMENT DASHBOARD

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



The Water Management Dashboard presents analytics of water consumption patterns.

GOING FORWARD

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



ACCELERATING ADVANCEMENT

ECONOMIC CONTRIBUTION



HIGH IMPORTANCE
MEDIUM IMPORTANCE
LOW IMPORTANCE

SIGNIFICANCE

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

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



OUR APPROACH ECONOMIC CONTRIBUTION

01

CORE BUSINESS - HIGHWAY OPERATIONS AND TOLL MANAGEMENT

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

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

02

NEW BUSINESS DEVELOPMENT - HIGHWAY COMMERCIAL VENTURES AND EXPANSION

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



ACCELERATING ADVANCEMENT ECONOMIC CONTRIBUTION

01

CORE BUSINESS - HIGHWAY OPERATIONS AND TOLL MANAGEMENT

STRATEGIC CONCESSIONS, TRAFFIC DYNAMICS AND REVENUE GROWTH IN 2023

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

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

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

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

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

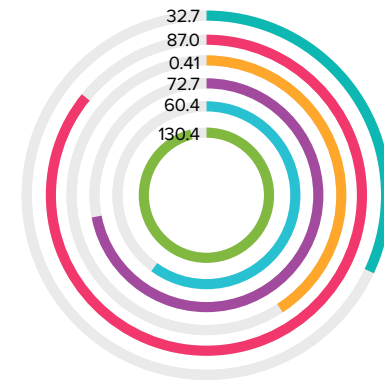
Significantly, there was a considerable uptick in SUKE's traffic volume with the opening of Phase 2 (Sri Petaling-Bukit Jalil to Cheras-Kajang) in June 2023 and Phase 3 (Alam Damai Elevated Interchange) in October 2023.

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

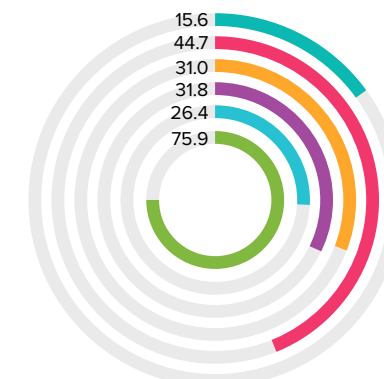


Our Front Line Assistants are on standby 24/7 to ensure seamless travel along our highways.

FY2023 TOLL COLLECTION (RM MILLION)



FY2023 TRAFFIC VOLUME (MILLION)





ACCELERATING ADVANCEMENT

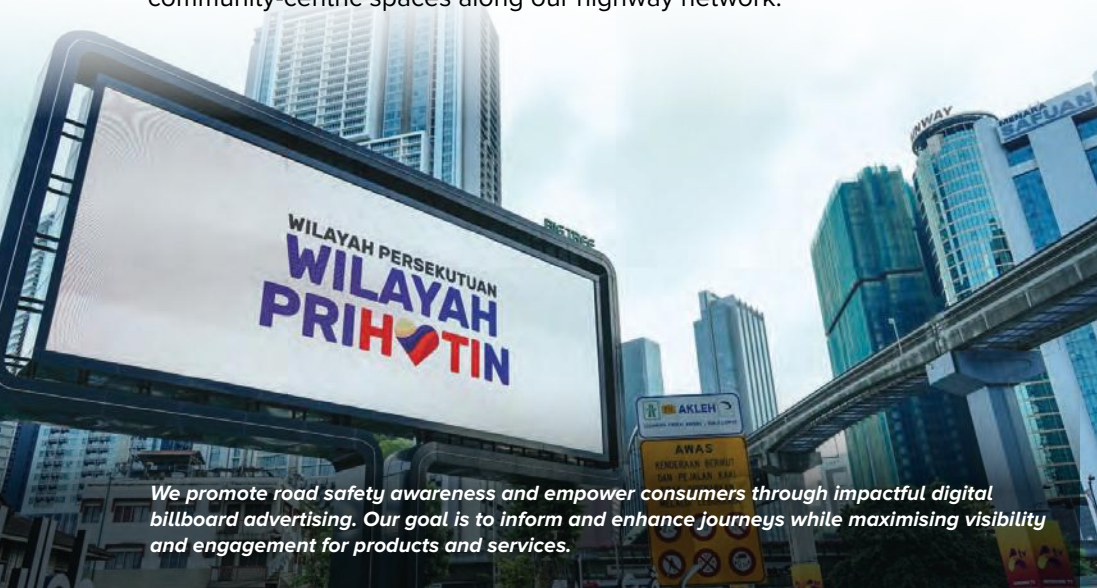
ECONOMIC CONTRIBUTION

02

NEW BUSINESS DEVELOPMENT - HIGHWAY COMMERCIAL VENTURES AND EXPANSION

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

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



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

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

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

FY2023 COMMERCIAL REVENUE



BILLBOARDS



RM654,551

FY2022: RM783,208

▼ 16%



RM321,044

FY2022: RM314,407

▲ 2%



RM741,904

FY2022: RM724,205

▲ 2%



RM42,000

FY2022: RM194,481

▼ 78%



ACCELERATING ADVANCEMENT ECONOMIC CONTRIBUTION

FY2023 COMMERCIAL REVENUE



RM1,167,598

FY2022: RM637,834 ▲ **83%**

REST & SERVICE AREAS (RSA)



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

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



RM918,602

FY2022: RM909,931 ▲ **1%**

TELCO TOWERS



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

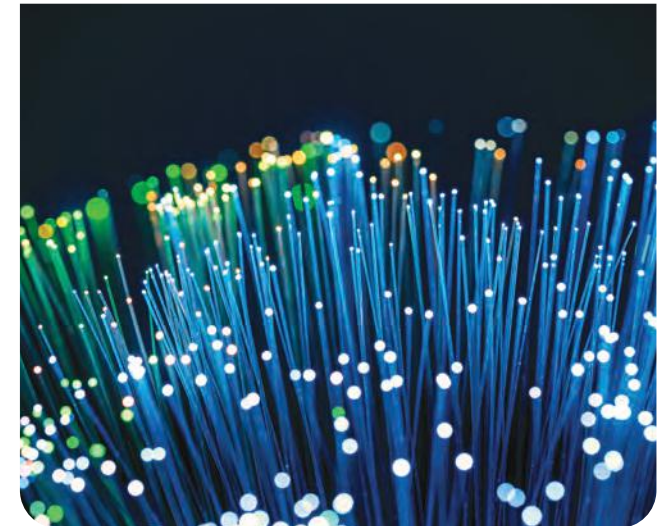
Our highways are not just roads, they provide comfort, convenience and connection. We are committed to delivering journeys that surpass transportation, ensuring that every km travelled with us is enjoyable and productive.



RM223,066

FY2022: RM150,150 ▲ **49%**

FIBRE OPTICS



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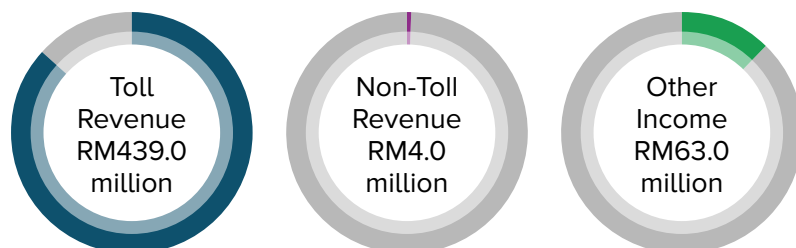
OUR PERFORMANCE

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

ECONOMIC VALUE GENERATED

TOTAL VALUE GENERATED (RM MILLION)

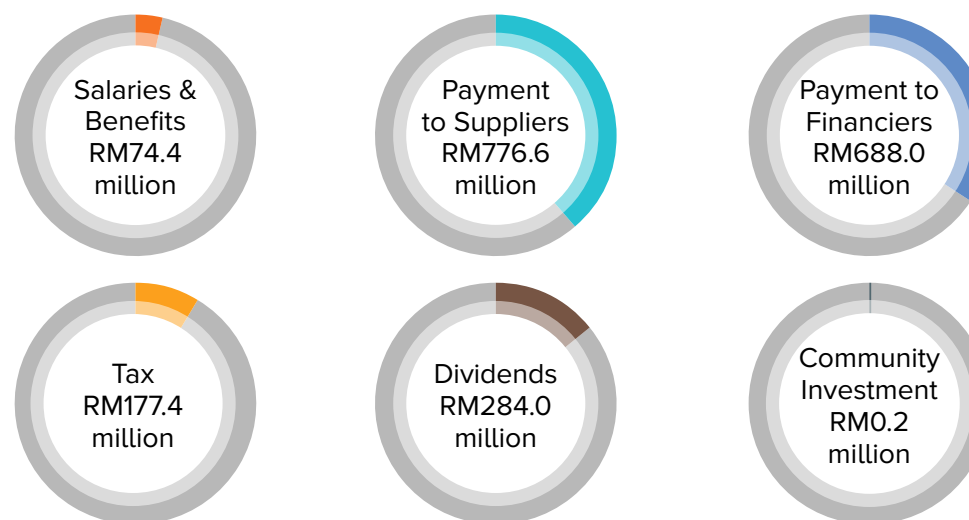
RM506 million
FY2022: RM421 million **▲ 20%**



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

TOTAL VALUE DISTRIBUTED (RM MILLION)

RM2,001 million
FY2022: RM491 million **▲ 308%**



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

GOING FORWARD

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





ACCELERATING ADVANCEMENT ECONOMIC CONTRIBUTION



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



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ACCELERATING ADVANCEMENT

ETHICS & INTEGRITY



HIGH IMPORTANCE
MEDIUM IMPORTANCE
LOW IMPORTANCE

SIGNIFICANCE

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

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

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

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



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

OUR APPROACH ETHICS & INTEGRITY

01

CORPORATE GOVERNANCE

02

OPERATIONAL GOVERNANCE

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

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

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



01

CORPORATE GOVERNANCE

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

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

GROUP POLICIES, CODES AND GUIDELINES ON ETHICS & INTEGRITY



ANTI-CORRUPTION, TRANSPARENCY AND COMPLIANCE

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

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



ETHICAL BUSINESS PRACTICES

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

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



COMMUNITY AND SOCIAL RESPONSIBILITY

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

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



WELFARE, RIGHTS AND DATA PROTECTION

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

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

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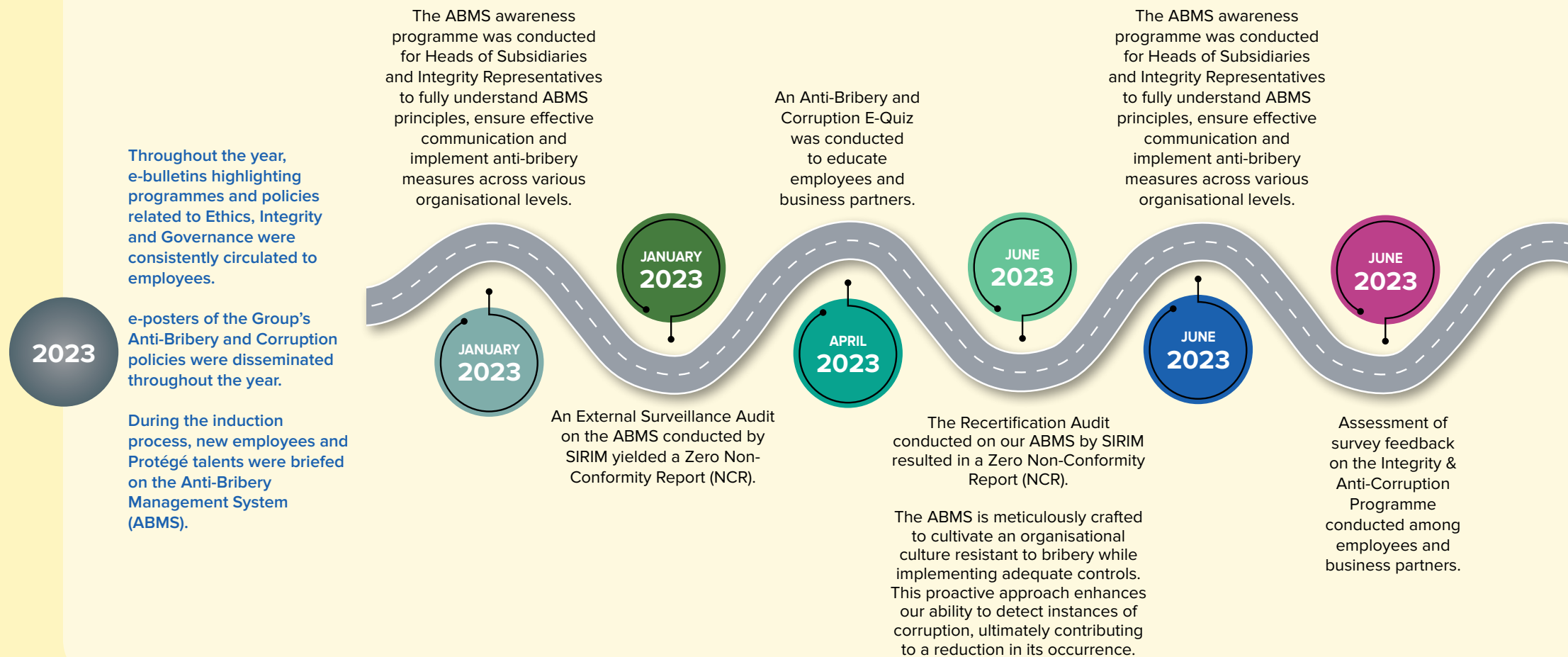


ACCELERATING ADVANCEMENT ETHICS & INTEGRITY

BUILDING TRUST THROUGH ETHICAL EXCELLENCE

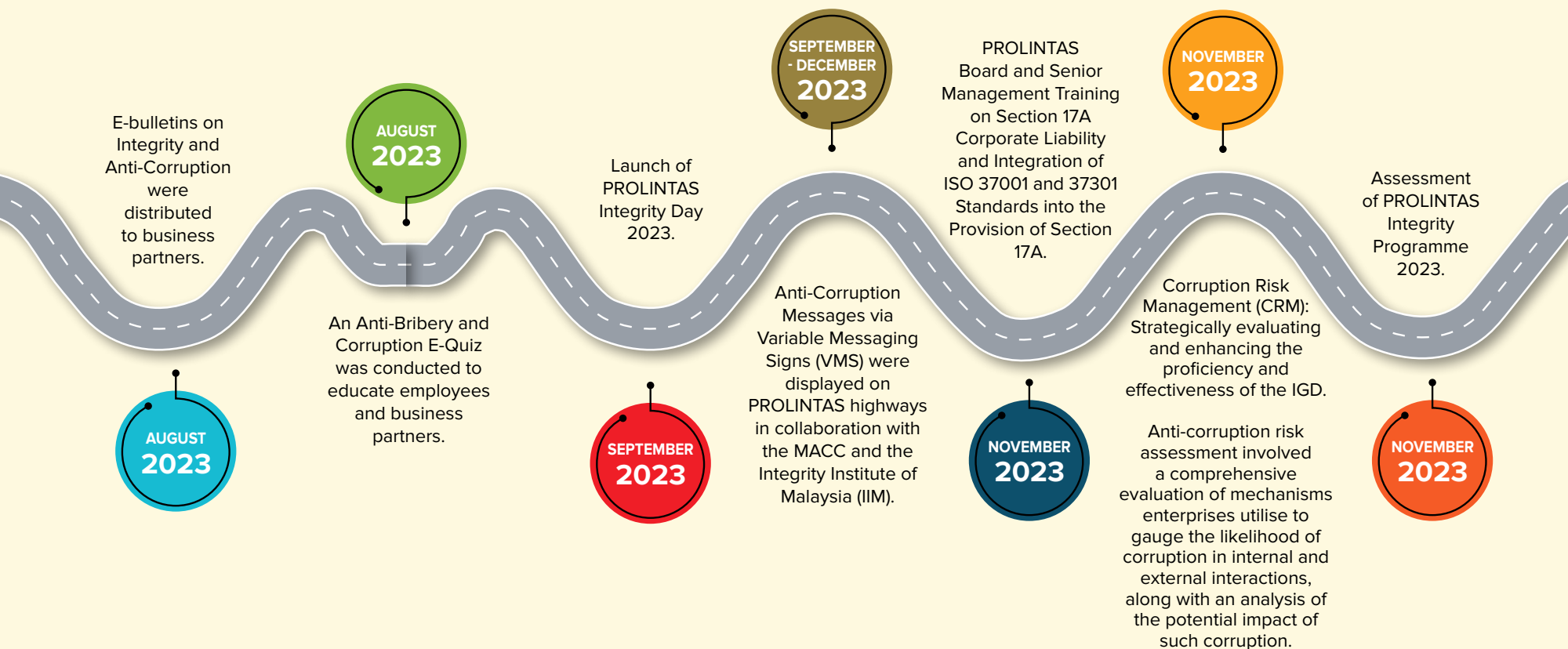
In 2023, the Integrity and Governance Department (IGD) diligently executed its mandate from the Board and Management, focusing on establishing robust internal controls and fostering ethical conduct across internal and external stakeholders within the PROLINTAS Group of Companies.

CORPORATE GOVERNANCE PROGRAMMES:





2023 KEY HIGHLIGHTS



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ACCELERATING ADVANCEMENT ETHICS & INTEGRITY

02

OPERATIONAL GOVERNANCE

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

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



ISO 9001:2015 QUALITY MANAGEMENT SYSTEMS

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



ISO 45001:2018 OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEMS

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



ISO 14001:2015 ENVIRONMENTAL MANAGEMENT SYSTEMS

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



ISO 39001:2012 ROAD TRAFFIC SAFETY MANAGEMENT SYSTEMS

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



ISO 37001:2016 ANTI-BRIBERY MANAGEMENT SYSTEMS

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



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



RISK MANAGEMENT

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

RISK TYPES

MITIGATION EFFORTS

RISK TYPES

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

MITIGATION

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



OPERATIONAL RISK

RISK TYPES

MITIGATION EFFORTS

RISK TYPES

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

MITIGATION

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



STRATEGIC RISK

RISK TYPES

MITIGATION EFFORTS

RISK TYPES

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

MITIGATION

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



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INTERNAL AUDIT MANAGEMENT

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

INTERNAL AUDIT EXECUTION



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



OUR PERFORMANCE

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

Total number and percentage of organisation/ operations assessed for risks related to corruption.		Total number and percentage of governance body members that the organisation's anti-corruption policies and procedures have been communicated to.	
Number of operations assessed for corruption-related risks as at the end of the reporting period	Percentage of Completion for the Assessment	Number of Board of Directors who have received training on anti-corruption	Percentage of Completion for Board of Directors who have received training on anti-corruption
6 highways FY2022: 6 highways	100% FY2022: 100%	7 FY2022: 6	100% FY2022: 83%
Total number and percentage of employees that the organisation's anti-corruption policies and procedures have been communicated to.		Total number and percentage of employees who have received training on anti-corruption.	
Number of employees	Percentage of employees who were apprised on anti-corruption policies & procedures	Number of employees who have received training on anti-corruption	Percentage of Completion for employees who have received training on anti-corruption
759 FY2022: 765	100% FY2022: 100%	759 FY2022: 765	100% FY2022: 100%

KEY HIGHLIGHT

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

GOING FORWARD

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

Whistleblower Programme Effectiveness.

Number of whistleblower reports	Percentage of whistleblower reports resolved at the end of the reporting period
1 ¹ FY2022: -	100% FY2022: -

¹ Whistleblowing case reported in 2023 was an allegation with false proof. Hence the case was classified as false allegation with No Further Action, NFA.

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ACCELERATING ADVANCEMENT

SUSTAINABLE SUPPLY CHAIN



 HIGH IMPORTANCE
 MEDIUM IMPORTANCE
 LOW IMPORTANCE

SIGNIFICANCE

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

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

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

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

OUR APPROACH SUSTAINABLE SUPPLY CHAIN

01 BUILDING A RESILIENT SUPPLY CHAIN FOR OPERATIONAL EXCELLENCE

02 FOSTERING SUSTAINABILITY AND SHAPING INDUSTRY STANDARDS

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

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

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



01

BUILDING A RESILIENT SUPPLY CHAIN FOR OPERATIONAL EXCELLENCE

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

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

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

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

Registered Vendors in 2023

870

FY2022: 753

Number of Contractors Awarded in 2023

215

FY2022: 165

▲ 30%

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



“

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

Pn. Norhayati Abdul Aziz
Manager,
Contract Management



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ACCELERATING ADVANCEMENT

SUSTAINABLE SUPPLY CHAIN

02

FOSTERING SUSTAINABILITY AND SHAPING INDUSTRY STANDARDS

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

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

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

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

1

Suppliers Code of Conduct

2

Human Rights Policy

3

Labour Rights Policy





ACCELERATING ADVANCEMENT SUSTAINABLE SUPPLY CHAIN



ENVIRONMENTAL

GHG EMISSIONS & ENERGY USAGE

5%

Suppliers who monitor & track energy consumption.

PACKAGING

42%

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

WASTE MANAGEMENT

33%

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



SOCIAL

WORKPLACE MANAGEMENT

43%

Provide Personal Protection Equipment (PPE) to their employees.

HEALTH & SAFETY

51%

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



GOVERNANCE

FORCED & CHILD LABOUR POLICIES

58%

Have their own policies prohibiting Forced & Child Labour

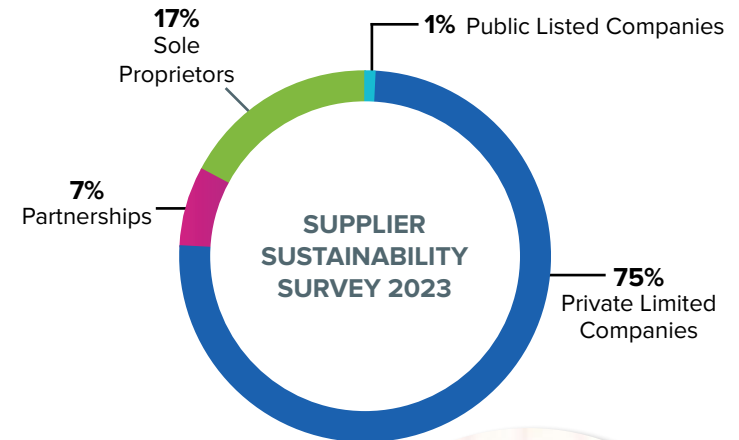
49%

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

62%

(74 OUT OF A TOTAL OF 119 PARTICIPANTS)

Responded to the survey



KEY HIGHLIGHT

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

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



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

Tey Seu Inn
Senior Manager
Administration & Purchasing



ACCELERATING ADVANCEMENT

SUSTAINABLE SUPPLY CHAIN

GOING FORWARD

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

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





ACCELERATING ADVANCEMENT SUSTAINABLE SUPPLY CHAIN



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

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ELEVATING LIVES (ENVIRONMENT)

PROLINTAS is committed to achieving a balance between urban development and environmental sustainability. To achieve this objective, we have designed and developed efficient highways that reduce travel time, decreasing the overall carbon footprint associated with transportation. Our aim is to provide efficient travel routes while promoting environmental sustainability. As part of our sustainability strategy, we are transitioning to renewable energy sources to reduce our dependence on non-renewable energy. The Group's initiatives on **Greenhouse Gases & Climate Action** represent a strategic shift aimed at significantly minimising our Greenhouse Gases (GHG) Emissions. This positions PROLINTAS as a leader in sustainable energy practices within the highway infrastructure sector.

We are steadfast in our commitment to resource conservation and advancing a circular economy. Our initiatives are strategically focused on minimising material usage and the consumption of natural resources while promoting recycling and waste reduction. These efforts are integral to our broader sustainability strategy, which aims to increase the use of **Sustainable Materials** in construction and maintenance work, and enforce more effective **Water Management** and **Waste Management**. We recognise the importance of **Biodiversity** preservation in our commitment to environmental stewardship. We carefully plan and manage our highway infrastructure to ensure coexistence with the natural environment, which is necessary for preserving the rich tapestry of life that thrives alongside our roads. By protecting and nurturing the ecosystems around our highways, we contribute to maintaining the ecological balance and the diversity of life in these areas.

Our dedication to promoting sustainable development in all aspects of our operations is an essential aspect of our mission at PROLINTAS. We continue to work towards a sustainable future for all, and our commitment to environmental responsibility is crucial to that mission.



PROLINTAS nurtures a generation of eco-conscious leaders through interactive sustainability practices and environmental education.

MATERIAL MATTERS



GREENHOUSE GASES & CLIMATE ACTION



SUSTAINABLE MATERIALS



WATER MANAGEMENT



WASTE MANAGEMENT



BIODIVERSITY



We are focused on harnessing sustainable energy, exercising prudent water use, and integrating environmentally sound materials, fostering circularity and biodiversity to protect ecosystems and improve community wellbeing, thus navigating towards a sustainable and resilient future for all.



ELEVATING LIVES

(ENVIRONMENT)

NAVIGATING THROUGH 2023

MATERIAL MATTERS	ISSUES & CONCERNS	RISKS	OPPORTUNITIES	PROGRESS IN 2023
 <p>GREENHOUSE GASES & CLIMATE ACTION</p>	<p>Regulatory Compliance: Navigating an increasingly complex regulatory landscape concerning GHG emissions.</p> <p>Operational Impact: Addressing the carbon footprint in highway operations and infrastructure maintenance.</p> <p>Stakeholder Expectations: Meeting the growing expectations for environmental responsibility from investors, customers, the community and other stakeholders.</p>	<p>Financial Exposure: Facing potential financial liabilities from non-compliance with GHG regulations and carbon pricing mechanisms.</p> <p>Infrastructure Vulnerability: Risks to highway infrastructure from extreme weather events exacerbated by climate change.</p> <p>Reputational Damage: Risk of reputational harm due to perceived inaction or insufficient measures to manage GHG emissions and environmental impact.</p>	<p>Innovation in Operations: Implementing innovative technologies to reduce GHG emissions, leading to improved efficiency and cost savings.</p> <p>Strategic Partnerships: Collaborating with environmental organisations and industry partners to develop climate action initiatives.</p> <p>Market Differentiation: Enhancing brand reputation and competitive advantage by demonstrating leadership in climate action and sustainability efforts.</p>	Refer to page 170
 <p>SUSTAINABLE MATERIALS</p>	<p>Supply Chain Complexity: Securing a consistent supply of high-quality sustainable materials.</p> <p>Cost Management: Balancing the higher costs of sustainable materials with budget constraints.</p> <p>Technological Adaptation: Adapting to new technologies and materials that meet sustainability criteria without compromising on performance.</p>	<p>Market Availability: Facing risks associated with the limited availability of specific eco-friendly materials.</p> <p>Infrastructure Compatibility: Potential risk of sustainable materials not meeting the long-term durability and safety standards of traditional materials.</p> <p>Investment Recovery: The risk that the higher initial investment in sustainable materials may not yield the expected long-term cost savings or environmental benefits.</p>	<p>Innovation Leadership: Leading the industry by adopting new sustainable materials and practices, setting a standard for others to follow.</p> <p>Operational Savings: Long-term cost savings and operational efficiencies from the use of durable, low-maintenance sustainable materials.</p> <p>Brand Enhancement: Strengthening the brand and reputation by demonstrating a commitment to sustainability and corporate social responsibility.</p>	Refer to page 184
 <p>WATER MANAGEMENT</p>	<p>Resource Scarcity: Managing the balance between operational water needs and the conservation of this limited resource, especially in regions facing water scarcity.</p> <p>Quality Control: Ensuring the quality of water is not compromised by highway runoff which may contain pollutants, affecting local ecosystems and water sources.</p> <p>Infrastructure Impact: Addressing the impact of large-scale water usage on local infrastructure, including the potential for depletion and strain on community resources.</p>	<p>Climate Variability: Dealing with the unpredictability of water supply due to climate change, which could lead to droughts or floods affecting highway operations.</p> <p>Regulatory Changes: Keeping abreast of and complying with strict environmental regulations related to water usage and conservation to avoid fines and operational interruptions.</p> <p>Reputational Damage: Potential for negative public perception if water management practices are deemed unsustainable or harmful to the environment.</p>	<p>Innovative Recycling: Implementing cutting-edge water recycling and rainwater harvesting techniques to reduce dependency on freshwater supplies.</p> <p>Sustainable Operations: Positioning the company as a leader in sustainable water management within the industry, enhancing corporate reputation and stakeholder trust.</p> <p>Community Engagement: Engaging with local communities to implement joint water conservation initiatives, fostering goodwill and corporate-community relations.</p>	Refer to page 198

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ELEVATING LIVES

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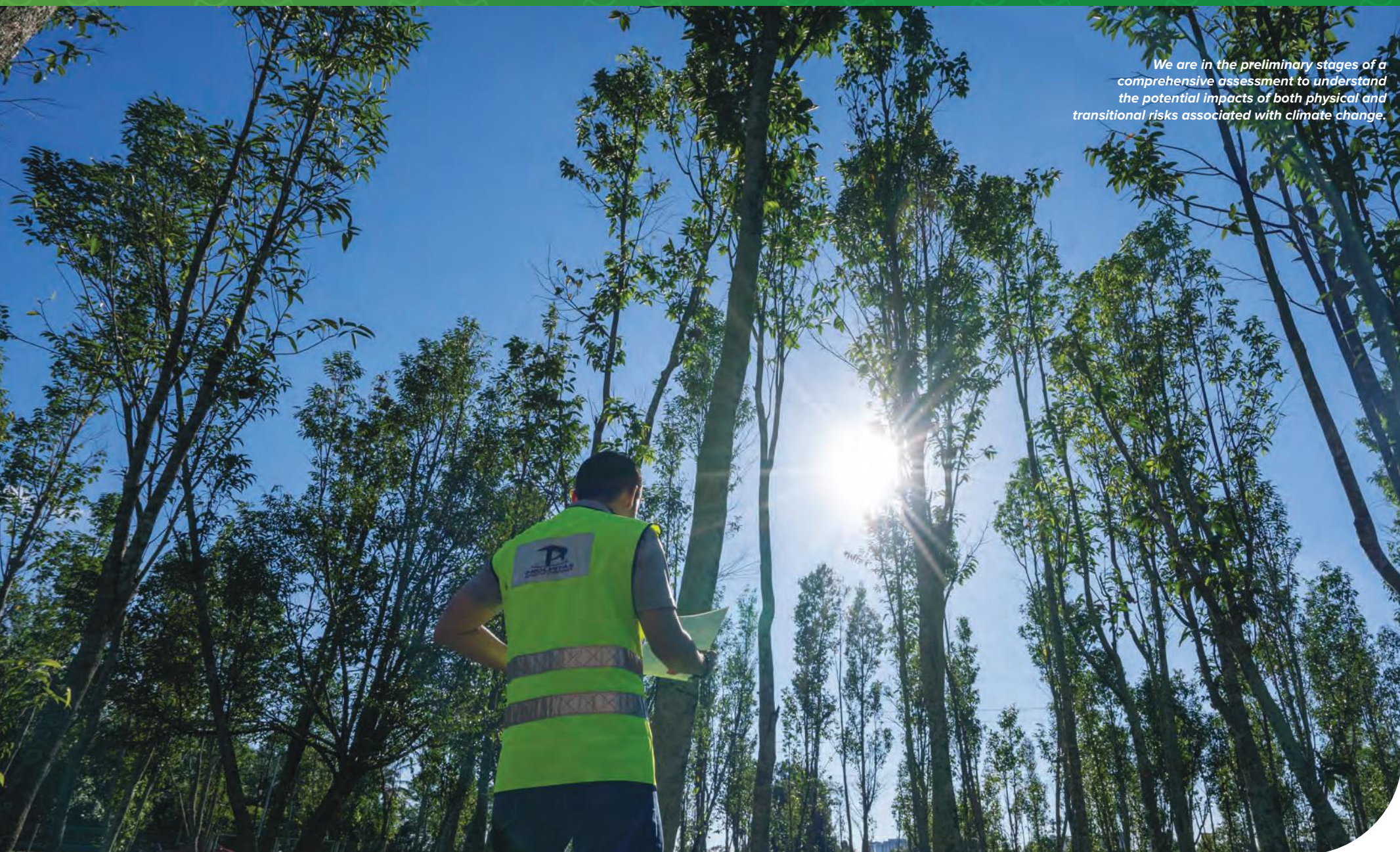
NAVIGATING THROUGH 2023

MATERIAL MATTERS	ISSUES & CONCERNS	RISKS	OPPORTUNITIES	PROGRESS IN 2023
 <p>WASTE MANAGEMENT</p>	<p>Volume Management: Handling the large volume of waste generated from construction, maintenance and daily operations without harming the environment.</p> <p>Hazardous Materials: Dealing with the safe disposal of hazardous waste that could pose a risk to human health and the natural environment.</p> <p>Public Cooperation: Ensuring road users and employees follow proper waste disposal and recycling practices to maintain cleanliness and sustainability.</p>	<p>Non-Compliance: Potential for regulatory non-compliance leading to legal penalties and increased scrutiny from environmental agencies.</p> <p>Environmental Impact: Risk of pollution from improper waste management practices, impacting local ecosystems and biodiversity.</p>	<p>Innovative Recycling: Developing advanced recycling programmes that transform waste into resources, promoting a shift towards a circular economy.</p> <p>Community Engagement: Partnering with local communities and businesses to foster a shared responsibility for waste reduction and management.</p> <p>Sustainability Leadership: Establishing the company as an industry leader in sustainable waste management practices, enhancing brand value and stakeholder trust.</p>	<p>Refer to page 204</p>
 <p>BIODIVERSITY</p>	<p>Habitat Disruption: Construction and expansion activities may disrupt local habitats, affecting flora and fauna diversity along the highways.</p> <p>Pollution: Potential for pollution from highway runoff, which can negatively impact nearby ecosystems and biodiversity.</p>	<p>Regulatory Compliance: Potential regulatory risks associated with non-compliance to environmental laws protecting biodiversity.</p> <p>Reputational Damage: Public perception of the company's impact on local ecosystems could affect its reputation among environmentally-conscious stakeholders.</p> <p>Financial Implications: Financial risks linked to biodiversity loss, including the cost of remediation, habitat restoration, and potential fines for environmental damage.</p>	<p>Ecological Enhancement: Opportunities to enhance local ecosystems through green infrastructure, such as wildlife crossings and native landscaping.</p> <p>Sustainability Leadership: Positioning the company as a leader in environmental stewardship and sustainable practices.</p> <p>Community Engagement: Engaging with local communities and environmental organisations to collaborate on conservation projects, enhancing the company's reputation.</p>	<p>Refer to page 210</p>



ELEVATING LIVES

(ENVIRONMENT)



We are in the preliminary stages of a comprehensive assessment to understand the potential impacts of both physical and transitional risks associated with climate change.

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ELEVATING LIVES

GREENHOUSE GASES & CLIMATE ACTION



■ HIGH IMPORTANCE
■ MEDIUM IMPORTANCE
■ LOW IMPORTANCE

SIGNIFICANCE

At PROLINTAS, we prioritise the management of GHG emissions as an integral aspect of our business operations. Our commitment to sustainability and environmental stewardship drives us to strategically manage GHG emissions, contributing to the broader goal of mitigating global warming and its detrimental effects on ecosystems and biodiversity.

Recognising our responsibilities as highway operators, we are acutely aware of the impacts of climate change. Extreme weather events, particularly intense rainfall, pose immediate challenges to our operations and increase highway safety hazards. These conditions can precipitate dangerous situations, endangering road users and our personnel. Through proactive adaptation and mitigation efforts, we aim to minimise these risks, safeguard our infrastructure, and ensure the safety and wellbeing of all stakeholders who rely on our highways.

OUR APPROACH GREENHOUSE GASES & CLIMATE ACTION

01

CARBON MANAGEMENT

Our comprehensive strategy in addressing Greenhouse Gases & Climate Action is segmented into three interconnected pillars, each key to this material matter.

01: This foundational element focuses on the reduction of GHG emissions. Our efforts here reflect our deep commitment to addressing environmental challenges head-on.

02

CLIMATE ACTION

02: The second pillar is dedicated to proactive measures-both adaptations and innovations -designed to lessen the impacts of climate change. This showcases our forward-thinking approach to safeguarding our infrastructure against climate variability.

03

ALIGNMENT TO THE TASK FORCE ON CLIMATE- RELATED FINANCIAL DISCLOSURES (TCFD)

03: The third pillar emphasises incorporating the TCFD framework into our climate action strategy. This alignment demonstrates our commitment to best practices in climate and environmental reporting, ensuring our strategies are transparent and accountable.



01

CARBON MANAGEMENT

In 2022, our partnership with Malaysian Green Technology and Climate Change Corporation (MGTC) marked the beginning of an extensive initiative to map out our GHG emissions across Scope 1, 2 and 3, aligning with the stringent criteria of the GHG Protocol framework. This collaboration led to the critical establishment of 2019 as our baseline year, providing a definitive starting point for understanding the landscape of our GHG emissions.

This foundational work paved the way for developing a targeted Carbon Reduction Strategy for short-to-medium-term goals, enabling our ultimate ambition of achieving a Net Zero Emissions Goal. This initiative represents a significant milestone in our quest for environmental sustainability and highlights our unwavering commitment to sustainable practices and the principles of ethical corporate governance.

In 2022, we embarked on a crucial journey towards sustainability by establishing key initiatives and processes to monitor and track GHG emissions across our operations.



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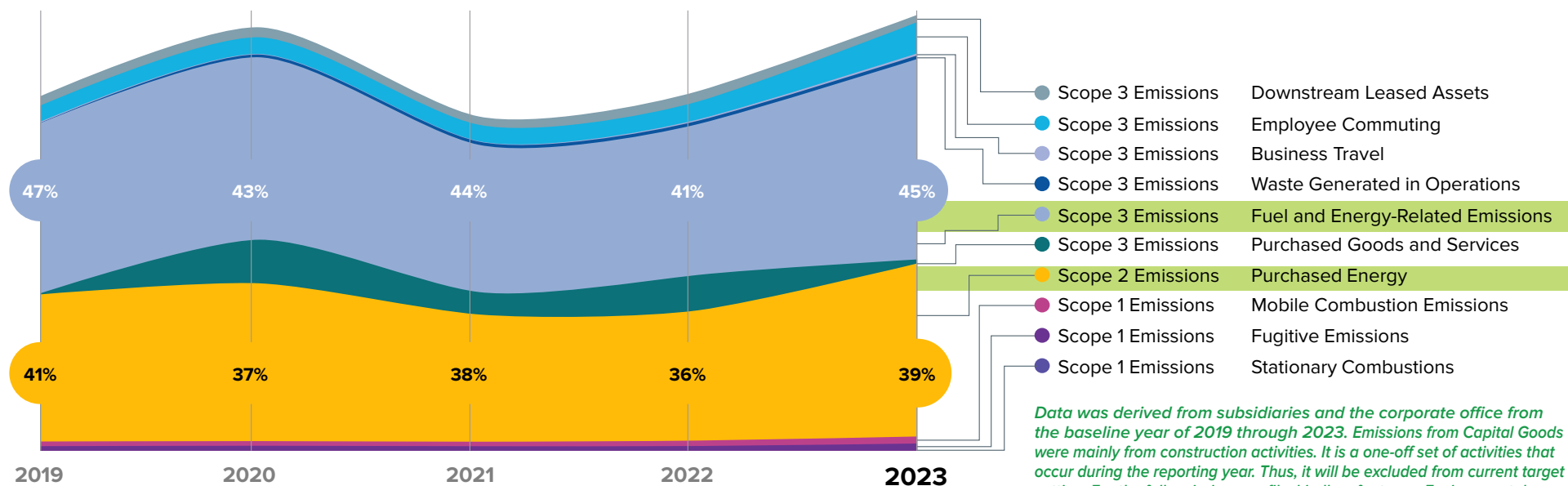


ELEVATING LIVES

GREENHOUSE GASES & CLIMATE ACTION

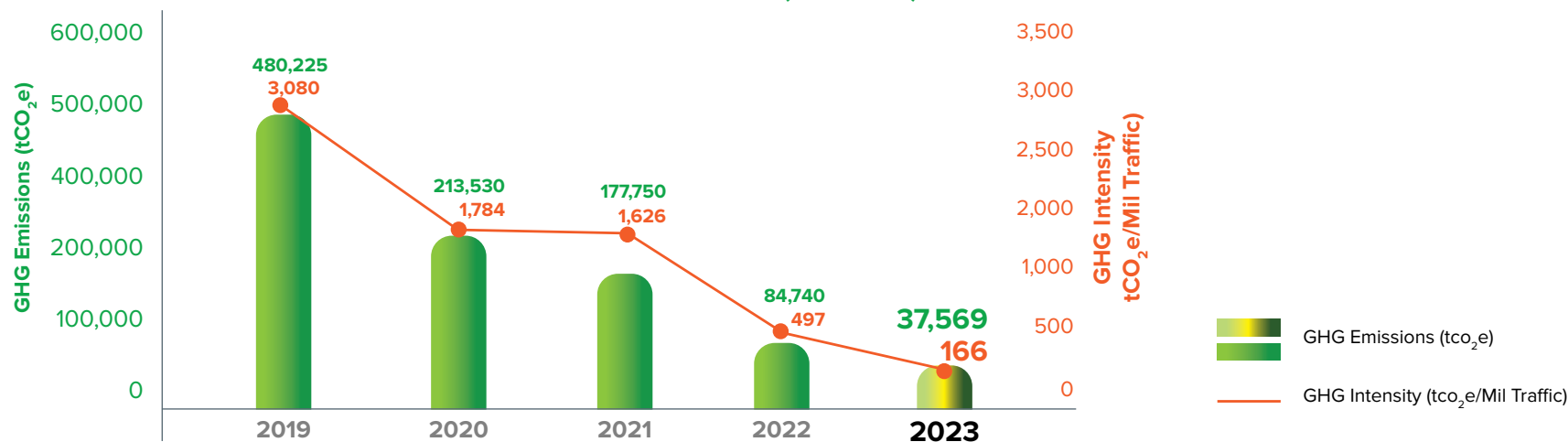
OUR PERFORMANCE

OVERVIEW OF PROLINTAS' GHG EMISSIONS PROFILE



Data was derived from subsidiaries and the corporate office from the baseline year of 2019 through 2023. Emissions from Capital Goods were mainly from construction activities. It is a one-off set of activities that occur during the reporting year. Thus, it will be excluded from current target setting. For the full emissions profile, kindly refer to our Environmental Performance Indicators pages 270 to 271 of this Report.

CARBON FOOTPRINT & INTENSITY ANALYSIS (2019-2023)





ELEVATING LIVES GREENHOUSE GASES & CLIMATE ACTION

THE ANALYSIS

Expanding upon our initial GHG emissions profile, our strategy strongly emphasises managing Scope 2 emissions, which account for 38% of our total GHG emissions on a five-year average. Given their direct link to the energy we procure and use, addressing Scope 2 emissions is pivotal.

Further analysis reveals that a significant portion of our Scope 3 emissions, constituting 44% on a five-year average, stems from fuel and energy-related sources. Recognising that Scope 2 and Scope 3 emissions constitute 82% of our overall GHG footprint, developing a comprehensive Energy Management strategy is imperative.

This strategy is crucial for our carbon reduction efforts and pursuit of a net-zero ambition, focusing on reducing energy consumption, enhancing energy efficiency, and transitioning to renewable energy sources. Through these targeted measures, we remain dedicated to environmental stewardship and actively contribute to the global fight against climate change.



PROLINTAS' Renewable Energy and Innovation Department is powering up progress in the transition to Green Energy.

Pn. Farah Iylia Nordin
Manager,
Renewable Energy & Innovation



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ELEVATING LIVES

GREENHOUSE GASES & CLIMATE ACTION

ENERGY MANAGEMENT INITIATIVES



THE CARBON REDUCTION STRATEGY

The development and reinforcement of the Energy Management Framework and Strategy are imperative for the Group, given that analysis over the past five years has shown that 82% of emissions originate from direct energy consumption and its related-activities.

The Mechanical, Electrical and Electronics Department has meticulously outlined a framework and strategy to address this significant portion of our GHG footprint. This approach is aligned with our goal to effectively managing our environmental impact, as detailed in the initiatives highlighted in the accompanying infographic.



GREENHOUSE GASES & CLIMATE ACTION

ELEVATING LIVES

The Energy Management strategy for 2023 comprises the following key initiatives:



IMPLEMENTATION OF ENERGY EFFICIENCY MEASURES



ADOPTION OF RENEWABLE ENERGY SOURCES



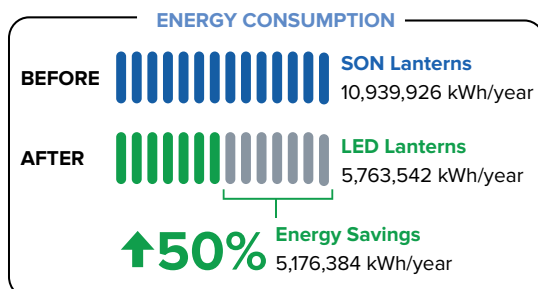
ENERGY CONSERVATION PROGRAMMES AND AWARENESS CAMPAIGNS

INITIATIVE 1 LED RETROFITTING & INSTALLATION



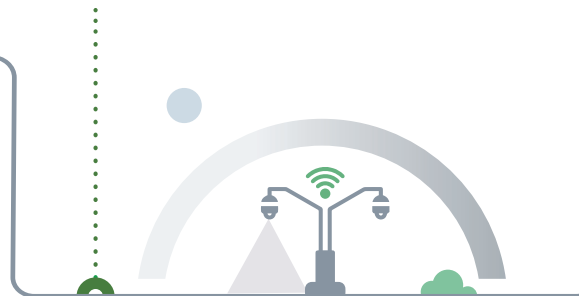
BENEFITS

- This initiative aims to enhance energy efficiency by transitioning from SON lanterns to LED lighting, which consumes significantly less energy.
- Anticipated energy savings of up to 50% compared to traditional SON lighting.



IMPLEMENTATION OF ENERGY EFFICIENCY MEASURES

INITIATIVE 2 SMART LIGHTING SYSTEMS FOR STREETLIGHTS



LOCATION

LEBUHRAYA KAJANG SILK HIGHWAY

BENEFITS

- Smart lighting systems offer sustainable advantages, including the capacity to modulate and adapt light output based on real-time data.
- Features include dimming capabilities, photo sensors and timers. The streetlights can be programmed to halve the brightness from midnight to dawn, promoting energy conservation.

INITIATIVE 3 INSTALLATION OF MOTION SENSORS



LOCATION

SUKE DASH

BENEFITS

- Incorporating motion sensors can save substantial energy by ensuring lights are activated only when needed.
- Motion sensor-equipped lights boast an extended lifespan and require less maintenance than conventional lighting solutions.
- Additionally, they improve safety and security by illuminating areas that are seldom frequented.








ELEVATING LIVES

GREENHOUSE GASES & CLIMATE ACTION



ADOPTION OF RENEWABLE ENERGY SOURCES

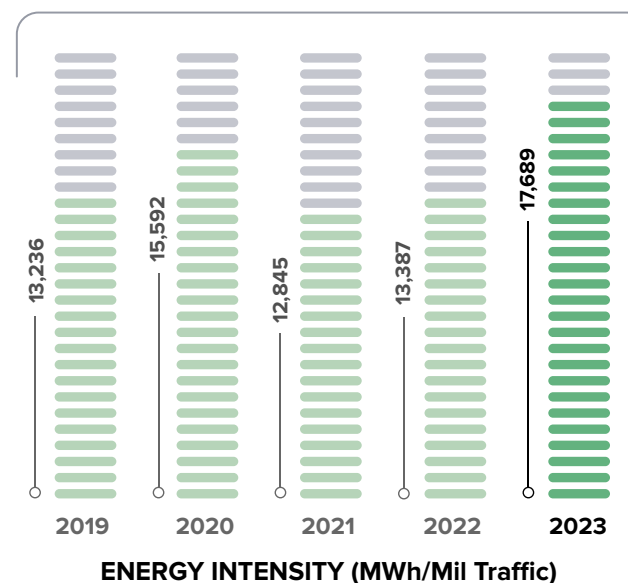
We are adopting solar photovoltaic (PV) systems to harness the power of the sun and generate clean, renewable energy. These systems are primarily installed on the roofs of our toll plazas. The following section delineates the current status and future plans for our solar rooftop project, extending until 2030.

HIGHWAY	EXISTING PV	PLANNED PV	SYSTEM SIZE (kWp)	POTENTIAL ELECTRICITY GENERATION (kWh/year)	POTENTIAL EMISSIONS REDUCTION (tCO ₂ e)
 GCE	1	2	662	773,216	603
 LKSA	1	1	500	584,000	456
 LEBUHRAYA KAJANG SILK HIGHWAY	0	4	529	617,872	482
 DASH	3	0	308	359,744	281
 SUKE	3	0	78	91,104	71
TOTAL	8	8	2,297	2,425,936	1,893

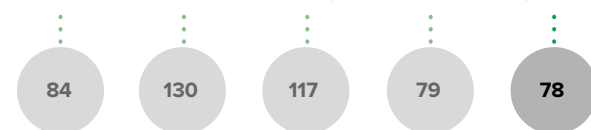
Conversion of kWp to kWh/Year: System Size (kWp) x Average Peak Sun Hours (3.2) x 365 Days
Conversion of Electricity (kWh) to CO₂e (Malaysia): kWh x 0.78 kg

ENERGY USAGE AND INTENSITY (PER MILLION TRAFFIC VOLUME)

TOTAL ENERGY USE (MWh)¹



ENERGY INTENSITY (MWh/Mil Traffic)



¹ The conversion for Energy Use, which comprises purchased electricity and fuel consumption, is based on NEB 2016 Conversion Coefficients and Equivalence.

KEY HIGHLIGHTS

8% Reduction in Energy Intensity based on the 2019 baseline.

In 2023, our Energy Intensity continued to exhibit a downward trajectory, reflecting a **decrease of 1%** from 2022.

Moreover, compared to the baseline year 2019, we have achieved a **noteworthy reduction of 8% in intensity.**

This decline can be attributed to the effective implementation of our energy reduction initiatives.

ENERGY CONSERVATION PROGRAMMES AND AWARENESS CAMPAIGNS



In our ongoing efforts to promote energy conservation and sustainable behaviours among our employees and stakeholders, we have coordinated campaigns and competitions to encourage adopting environmentally-friendly practices in the workplace and at home. These endeavours are designed to foster a culture of environmental responsibility within our organisation and the communities we are dedicated to serve.



02

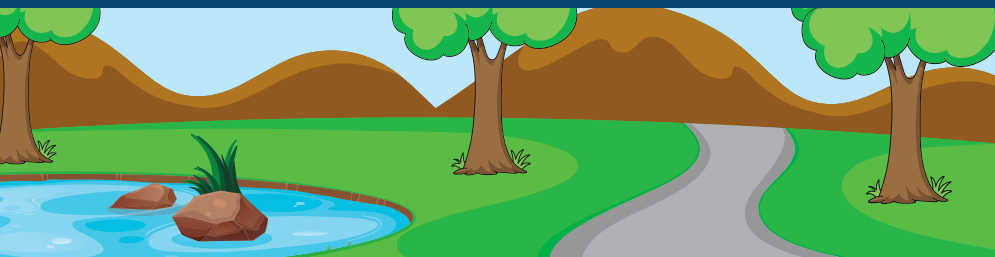
CLIMATE ACTION

Our Climate Action approach is centered on proactive adaptations and strategic responses aimed at mitigating the effects of climate change on our highway operations.

One of our primary areas of focus is flood mitigation and slope stability. We have an effective stormwater management complemented by the deployment of remote slope and rain monitoring sensors. This comprehensive approach enables us to anticipate and effectively respond to flood and slope-related risks, ensuring continued safety and reliability of our highways, even in extreme weather conditions.

KEY HIGHLIGHT

2023

Construction of 518 m³ of an On-site Detention Pond atLEBUHRAYA
KAJANG SILK
HIGHWAY

PROLINTAS significantly enhanced its stormwater management capabilities by adding an on-site detention pond at Kajang SILK. This expansion increased our stormwater handling capacity by

518 m³, elevating our overall capacity to **59,730 m³**.

This advancement underscores our commitment to environmental stewardship and operational excellence.






DETENTION AND RETENTION PONDS

In response to the escalating frequency and intensity of extreme weather events, such as floods, exacerbated by climate change, we are proactively implementing measures to mitigate this climate-related risk.

Understanding the potential implications for our business and the communities we support, we have initiated a comprehensive mitigation strategy. This strategy focuses on the development of advanced stormwater management infrastructure and the expansion and improvement of our road drainage systems. Our goal is to reduce the likelihood of flooding and bolster the resilience of our infrastructure against the dynamic challenges posed by the changing climate.

2023

LOCATION AND CAPACITY OF EXISTING DETENTION AND RETENTION PONDS

HIGHWAY	DETENTION POND CAPACITY (m ³)	RETENTION POND CAPACITY (m ³)
	20,473	3,814
	12,937	8,947
	518	0
	800	11,190
	1,050	0
TOTAL	35,778	23,951

The detention pond at GCE serves as an effective stormwater management system, mitigating flood risks by temporarily holding excess water runoff and allowing it to gradually dissipate, thus safeguarding infrastructure and ensuring road safety for commuters.



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ELEVATING LIVES

GREENHOUSE GASES & CLIMATE ACTION

SMART SLOPE MONITORING SYSTEM

In 2023, our organisation took a significant step forward in enhancing the safety and resilience of the Kajang SILK and SUKE highways, bordered by hilly slopes, by deploying an advanced Smart Slope Monitoring System.

A



PROACTIVE ALERTS FOR SLOPE STABILITY RISKS

This innovative system is designed to provide pre-emptive warnings of potential slope failures by utilising cutting-edge sensors capable of detecting critical changes in rainfall patterns and soil movement. The system employs predefined parameters to initiate timely remedial measures, thereby mitigating risk and ensuring the safety of these vital infrastructures.

B



ENHANCED SAFETY

Slope Monitoring Systems are pivotal in bolstering road safety by providing early warnings of potential landslides or slope failures. This capability is instrumental in significantly mitigating accident risks, safeguarding motorists' lives and ensuring uninterrupted travel.

C



PREVENTIVE AND TIMELY MAINTENANCE

The early detection features of these systems are critical in identifying signs of potential slope instability. This foresight allows for timely maintenance and repair measures, effectively preventing extensive and costly damage to the highway infrastructure.

D



EFFICIENT TRAFFIC MANAGEMENT

Leveraging real-time data on slope conditions, these systems facilitate the implementation of dynamic traffic management strategies. This includes enacting immediate road closures or implementing rerouting protocols, thereby minimising exposure to hazardous conditions.

The system has been designed with **two rain gauges and ten tilt sensors**, strategically positioned on the slopes adjacent to **Kajang SILK**.

An additional **ten tilt sensors** have been deployed on the **Bukit Saga slope next to SUKE**, guaranteeing comprehensive coverage and safeguarding against the risks of slope failure.



03

ALIGNMENT TO THE TASK
FORCE ON CLIMATE-
RELATED FINANCIAL
DISCLOSURES (TCFD)

We are proud to announce our inaugural alignment with the recommendations set forth by the TCFD, marking an advancement in our commitment to climate resilience. We are in the preliminary stages of a comprehensive assessment to understand the potential impacts of both physical and transitional risks associated with climate change. This process is being conducted alongside identifying opportunities that align with our operational goals and values, all under the structured guidance of TCFD. This proactive approach highlights our dedication to integrating climate resilience into our strategic planning, ensuring we remain at the forefront of sustainability and responsible corporate stewardship.

TCFD PILLARS

WHERE WE ARE TODAY

PRIORITIES FOR FY2024 TO FY2027



GOVERNANCE

Disclose the organisation's governance around climate-related risks and opportunities.

• Board Oversight

Periodic discussions by the Board on climate-related matters.

• Management Oversight

Review of climate risks as part of the Group's Enterprise Risk Management.

• Working Committees

Discussions and executions of climate-related matters.

• Awareness and Training Programmes

For all employees.

- Continue to strengthen and improve climate risk governance.
- Continue enhancing internal capabilities, competency & culture.
- Build a cohesive approach to tackle climate strategy.
- Align understanding of climate-related risks and opportunities across the Group.



STRATEGY

Disclose the actual and potential impacts of climate-related risks on the the Group's operations, strategy and financial planning where such information is material.

- Continuous capacity building for TCFD adoption.
- Prioritising GHG Emissions & Climate Action as a material matter.

• Develop Climate Strategy

- Enhance Scope 1, 2 and 3 carbon emissions profiles and dashboards.
- Strengthen the Carbon Reduction Strategy.
- Establish short, medium and long-term climate targets.
- Assess physical and transition risks and opportunities using scenario analysis over the short, medium and long term.



RISK MANAGEMENT

Disclose how the organisation identifies, assesses and manages climate-related risks.

- Climate risks are managed under the Group's Enterprise Risk Management

- Conduct physical risk assessment covering our significant asset locations.
- Conduct transition risk assessment based on policy, technology, market and reputation risk drivers.



METRICS AND TARGETS

Disclose the metrics and targets used to assess and manage relevant climate-related risks where such information is material.

- Disclosed carbon reduction efforts undertaken by PROLINTAS.

- Set short, medium and long-term carbon reduction targets.



ELEVATING LIVES

GREENHOUSE GASES & CLIMATE ACTION

OUR CASE STUDY

In the contemporary push towards sustainability, the strategic shift from traditional energy sources to renewable alternatives marks a pivotal development in climate action. This transition underscores a profound commitment to environmental stewardship and operational efficiency and sets new standards for industry practices.

Adopting solar energy solutions to revolutionise how energy is sourced and utilised within critical infrastructures such as highways is at the forefront of this movement.

The initiative to harness the power of the sun reflects a broader ambition to minimise our carbon footprint and ensure a stable, dependable energy supply. It embodies the growing dedication to sustainable development and addresses the escalating demand for green energy alternatives.

Energy consumption represents a significant portion of the operational expenses of maintaining our highways.



*Innovation Meets Sustainability:
238 kWp Solar PV System
commissioned at the
Elmina Toll Plaza, GCE.*



CHALLENGES

GRID RELIANCE

Our toll plazas rely heavily on grid energy. This long-standing dependence on conventional energy sources has been a critical aspect of infrastructure management, ensuring the continuous functioning of these essential services.

OPERATIONAL COSTS AND ENERGY CONSUMPTION

Energy consumption represents a significant portion of the operational expenses of maintaining our highways.

ENVIRONMENTAL CONSIDERATIONS

The reliance on grid energy, predominantly generated from coal and gas, poses a challenge to achieving environmental sustainability objectives. This method of energy sourcing contributes to an increased carbon footprint, diverging from the global movement towards reducing environmental impact and promoting sustainable practices.

PROLINTAS realised the need for change and began exploring ways to harness the potential of renewable energy.

Powering-Up with Solar Energy: 259 kWp Solar PV System commissioned at the Alam Impian Toll Plaza, LKSA.

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ELEVATING LIVES



GREENHOUSE GASES & CLIMATE ACTION

SOLUTION

SUSTAINABLE TRANSITION TO RENEWABLE ENERGY SOURCE

PROLINTAS has ventured towards sustainable energy by adopting an innovative solar rooftop project for its brownfield highways at the Alam Impian Toll Plaza at LKSA and the Elmina Toll Plaza at GCE.



The initiative is a strategic shift from conventional energy sources to renewable alternatives, thus emphasising our commitment to operational efficiency and environmental stewardship.

LOCATION		CAPACITY (kWp)
 Elmina Toll Plaza		238
 Alam Impian Toll Plaza		259

BENEFITS

ECONOMIC

The shift towards renewable energy sources has decreased our dependence on grid electricity, leading to reductions in energy costs. To date, our solar rooftop initiative has culminated in a total savings of **RM173,687**.

SITES		FY2023 TNB ELECTRICITY BILLS CONSUMPTION (RM)	SOLAR GENERATION SAVINGS (RM)
 Elmina Toll Plaza		244,228	85,627
 Alam Impian Toll Plaza		339,322	88,060



- The rooftop solar PV systems began operations in June 2023.
- Solar generation savings in RM is calculated from: Total Energy Generated (kWh) x RM0.55





ENVIRONMENTAL

The adoption of solar energy has lowered our carbon footprint, aligning with global efforts to combat climate change. Through this initiative, we have avoided a total of **233 tonnes CO₂e** in carbon emissions.

SITES		FY2023 TNB ELECTRICITY BILLS CONSUMPTION (kWh)	SOLAR GENERATION (kWh)	EMISSIONS AVOIDANCE (tCO ₂ e)
	Elmina Toll Plaza	319,344	155,687	121
	Alam Impian Toll Plaza	637,004	144,380	112

- The rooftop solar PV systems began operations in June 2023.
- Conversion of electricity to tCO₂e (Malaysia): kWh x 0.78 kg

GOING FORWARD

We are committed to further advancing our GHG reduction initiatives and enhancing our climate action efforts. Building on the success of our current projects, we aim to explore and implement innovative solutions that will drive our emissions even lower and foster a more sustainable future.

We will continue to align our strategies with global climate goals through proactive engagement and continuous improvement in our environmental performance.





ELEVATING LIVES

SUSTAINABLE MATERIALS



HIGH IMPORTANCE
MEDIUM IMPORTANCE
LOW IMPORTANCE

SIGNIFICANCE

Operating six urban highways with a cumulative length of almost 260 km, our highways represent not just a vital urban transport artery but also a commitment to the highest standards of maintenance, safety, and user comfort.

Recognising our responsibility, we ensure that every stretch of the road is meticulously maintained to safeguard the safety and comfort of all road users. Our focus extends to using Sustainable Materials for road maintenance, pavement rehabilitation, and pothole repairs, as well as in our offices and buildings, to minimise our ecological footprint.

While we intensify our efforts to identify and utilise feasible sustainable materials, we are also mindful of the cost implications, as typically, eco-friendly options come at a premium compared to conventional materials. However, we are dedicated to finding a balance, recognising that the higher upfront cost of sustainable materials can be offset by their long-term benefits, such as greater durability and reduced environmental impact.

Our commitment to sourcing sustainably is a strategic choice that extends beyond fulfilling our responsibility. It is about future-proofing our business in an increasingly eco-conscious world and maintaining relevance in a competitive industry.

OUR APPROACH SUSTAINABLE MATERIALS

01 ECO-EFFICIENT INFRASTRUCTURE AND MAINTENANCE SOLUTIONS

Advancing our commitment to environmental responsibility through a dual-pronged approach:

01: In the realm of our highway infrastructure, we are progressively incorporating a higher proportion of sustainable materials. This encompasses the initial construction and ongoing maintenance, ensuring that our roadways are durable and efficient.

02 SUSTAINABLE WORKPLACE AND BUILDING MANAGEMENT

02: Our dedication to sustainability extends beyond the highways themselves. We are integrating eco-friendly practices by selecting sustainable materials for the construction and ongoing maintenance of our ancillary buildings, including offices and support structures. Efforts are also being made to increase awareness and the usage of sustainable daily consumables at our workplace.



Implementation
of GlasGrid®.



ELEVATING LIVES SUSTAINABLE MATERIALS

01

ECO-EFFICIENT INFRASTRUCTURE AND MAINTENANCE SOLUTIONS

In our ongoing efforts to enhance the safety and durability of our highways and reduce environmental impact, we have introduced numerous innovative solutions. This reinforces our commitment to expanding the use of sustainable materials in our infrastructure projects.

In 2020, we began consistently employing carpet patches for potholes repairs across four highways. We have since continued this practice to ensure long-lasting solutions. In 2021, we started using GlasGrid[®] for pavement reinforcement, contributing to the structural integrity of the highways. This was applied to the GCE highway, and we continued to use this approach in 2022 on the SILK highway.

Additionally, in 2022, we integrated premix additives from recycled waste such as plastic, rubber tires, palm oil fibres, and synthetic fibres into the asphalt for road pavement on the GCE and SILK highways. This not only reduced the environmental footprint but also promoted resource efficiency. In 2023, we successfully deployed Alle-Grip as a durable and sustainable alternative for pavement resurfacing at AKLEH. This showcased our commitment to adopting innovative solutions and ensuring the continuous enhancement of highway performance.

Our commitment to circular economy principles and continuous enhancement in performance guides our choices of materials and practices. These practices reflect our dedication to sustainable and resilient infrastructure, which harmonises with the principles of the circular economy. We will continue to prioritise sustainable materials, innovative solutions, and best practices to ensure the comfort and convenience of road users while enhancing the safety, durability, and positive environmental impact along our highways.

KEY HIGHLIGHT

Overall Area Paved with
Sustainable Materials
(FY2020-FY2023):

65,363 m²

FY2023:

31,480 m²

Area Paved with Sustainable
Materials



*Delamination Spot along
Lane 2 (Touch 'n Go) at
AKLEH's toll booth.*



*By utilising the Super Fiber Mix (SFM), not
only are we able to contribute to a positive
impact on the environment, but we are also
able to reduce our costs by up to 40%.*

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ELEVATING LIVES

SUSTAINABLE MATERIALS

PRODUCTS	WHAT	WHY	WHEN & WHERE
Porous Asphalt 	<p>A type of pavement with high porosity that allows rainwater to pass through into the ground below. This characteristic distinguishes it from traditional asphalt pavement, which is designed to be impervious and directs water to drainage systems.</p>	<p>To Reduce Accident Risk</p>	<p>2020 - GCE</p>
GlasGrid® 	<p>A pavement reinforcement system used to enhance the longevity and durability of road surfaces. Typically integrated between layers of asphalt, these pavements feature a robust fibre GlasGrid® that strengthens the asphalt layer, prolonging the life of the pavement.</p> <p>This innovative approach yields a more resilient surface, mitigating the necessity for frequent repairs and maintenance. The GlasGrid® bonds to the surface of the road using an asphalt adhesive, contributing to a stronger, longer-lasting infrastructure.</p>	<p>To Reinforce Pavement Structure</p>	<p>2021 - SILK 2022 - GCE</p>
Microsurfacing 	<p>Microsurfacing, a road maintenance technique, optimises skid resistance by enhancing the frictional characteristics of the road. This method entails applying a thin, tough layer of asphalt emulsion combined with finely crushed stone. The microsurfacing material is then spread across the road surface and compacted, resulting in a smooth finish and durable surface. This meticulous process creates a sturdy road surface and seals small cracks and imperfections, improving skid resistance and mitigating the risks of road accidents.</p>	<p>To Reduce Accident Risk</p>	<p>2021 - AKLEH 2022 - GCE</p>
MacRebur - MR6 	<p>MacRebur MR6, a waste plastic additive, enhances pavement performance when incorporated into Hot Mix Asphalt (HMA). Comprised entirely of recycled plastic waste, MacRebur MR6 holds the prestigious My HIJAU accreditation, affirming its eco-friendly attributes.</p>	<p>To Support Circularity</p>	<p>2022 - GCE 2023 - SILK</p>



ELEVATING LIVES SUSTAINABLE MATERIALS

TOTAL AREA (M ²)	TOTAL LENGTH (KM)	WORKABILITY & BENEFITS
2,300 m ²	0.2 km	<ul style="list-style-type: none"> Helps mitigate aquaplaning by draining water through a permeable surface. Effective water management on roads. By allowing water to seep through the pavement and into the soil, porous asphalt reduces the amount of runoff that occurs during rainstorms. Reduces flood risks. Improves road safety in accident-prone areas during heavy rain.
2021 SILK - 12,743 m ² 2022 GCE - 7,600 m ²	2021 SILK - 3.49 km 2022 GCE - 2.08 km	<ul style="list-style-type: none"> Reduces milling thickness. Reduces asphalt usage. Reduces milling waste. Reduces working period.
2021 AKLEH - 7,200 m ² 2022 GCE - 3,600 m ²	2021 AKLEH - 0.6 km 2022 GCE - 0.15 km	<ul style="list-style-type: none"> Enhances road safety. Improves road surface friction. Significantly improves skid resistance, crucial for preventing skidding especially on wet road surfaces. Reduces accident risks. Effective in adverse weather conditions. Improves safety in emergency braking scenarios.
2022 GCE - 680 m ² 2023 SILK - 800 m ²	2022 GCE - 0.2 km 2023 SILK - 0.2 km	<ul style="list-style-type: none"> Reduces plastic waste in landfills. Creates durable and sustainable road surfaces. Reduces maintenance costs. Enhances asphalt binding properties. Extends pavement lifespan. Provides smoother and safer driving experiences.

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ELEVATING LIVES

SUSTAINABLE MATERIALS

PRODUCTS		WHAT	WHY	WHEN & WHERE
	Alle-Grip 	Alle-Grip is a multi-functional pavement surface treatment with excellent adhesion on asphaltic and concrete roads. It comprises green, low Volatile Organic Compounds (VOC) reactive resin, which undergoes the process of HYDROSYNTHESIS™ to form a robust yet elastic bond between special aggregates and the road. The treatment incorporates high abrasion-resistant and refractive aggregates, resulting in enhanced skid resistance, improved visibility and a maintenance-free system.	To Improve Skid Resistance	2023 - AKLEH
	Geveko PlastiRoute™ High Skid Resistance Rollgrip 	The thixotropic material, maintaining a non-levelling and non-flowing nature after rolling, yields a textured surface with superior traction for vehicles, especially in wet or slippery conditions. Ideal for preferential lanes and cycle lanes in heavy traffic zones, this permanent, easily applied, anti-slip coating reduces braking distance on both asphalt and concrete surfaces using a primer. Its high durability and quality ensure sustained performance and colour retention, minimising the necessity for frequent reapplications.	To Reduce Accident Risks	2023 - DASH
	Crumb-Rubber Modified Asphalt 	This product is manufactured from recycled rubber tire waste, offering road surfaces that are not only safer and quieter, but also more durable to meet the growing demands of increased traffic and loading pressures. It adheres to strict guidelines set by DOSH in producing Crumb-Rubber Modified Asphalt, ensuring better-performing roads that are also environmentally friendly by appropriately Putting Waste In the Right Place.	To Support Circularity	2023 - GCE
	NOVACEL® Pure Palm Oil Fibre incorporated in Asphalt 	Palm Oil Fibre is incorporated into Fibre Mastic Asphalt (FMA), which constitutes a gap-graded mixture featuring a significant proportion of coarse aggregate and standard bitumen (60/70), along with the addition of cellulose fibre additives. This innovative approach was conceived to address severe pavement cracking and rutting caused by extensive damage from heavy axle loads.	To Support Circularity	2023 - SILK



ELEVATING LIVES SUSTAINABLE MATERIALS

TOTAL AREA (M ²)	TOTAL LENGTH (KM)	WORKABILITY & BENEFITS
3,000 m ²	Not Available in length (km). Implemented at Toll Plaza area.	<ul style="list-style-type: none">• Reduces environmental impact by reusing waste.• Twice as strong as conventional compounds.• Enhances skid resistance and durability of existing roads.• Improves road safety and visibility, especially on critical road sections.
1,080 m ²	0.12 km	<ul style="list-style-type: none">• Enhances skid resistance of road surfaces.• Improves visibility of road markings.• Encourages drivers to be more cautious in specific road sections.
2,400 m ²	0.2 km	<ul style="list-style-type: none">• Enhances skid resistance of road surfaces.• Extends pavement lifespan, reduces the need for frequent maintenance.• Diverts waste from landfills.• Reduces noise.
600 m ²	0.15 km	<ul style="list-style-type: none">• Enhances road strength.• Reduces vulnerability to cracks.• Improves resistance to damage from heavy vehicles.• Focuses on creating durable and sustainable roads, particularly in high-traffic areas.

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PRODUCTS

FORTA-FI® Fibre (Super Fibre Mix)



Carpet Patch



WHAT

Super Fibre Mix (SFM) contains FORTA-FI®, a high tensile strength synthetic fibre blend formulated to reinforce asphalt mixes in new construction and rehabilitation projects. The combination of aramid and polyolefin fibres is designed to enhance the current mix design. Aramid fibres will not melt in the asphalt mix and are known for their strength and durability in high and low temperatures.

The traditional methods of patching potholes, such as hot mix/cold mix patching methods, have limitations in effectively resolving the pothole problem in Malaysia. One of the main issues with these methods is the inability to prevent water from seeping into the treated area, which can further weaken the supporting soil and lead to the formation of new potholes. The carpet patch could prevent water seepage and prolong the lifespan of the road surface.

WHY

To Reinforce
Pavement
Structure

For Pothole
Patching

WHEN & WHERE

2023 - SILK
2023 - GCE

2023 - All
Highways

Choosing sustainability
paves the way for
a resilient future.
PROLINTAS embraces
eco-friendly practices
by using sustainable
materials, contributing
to a greener, more
responsible infrastructure.



PROLINTAS utilises Industrial Building System (IBS) components like precast crossheads, beams and parapet walls in the concrete structural elements of bridges.





ELEVATING LIVES SUSTAINABLE MATERIALS



**TOTAL AREA
(M²)**

**TOTAL LENGTH
(KM)**

WORKABILITY & BENEFITS

SILK - 8,800 m²

6.46 km

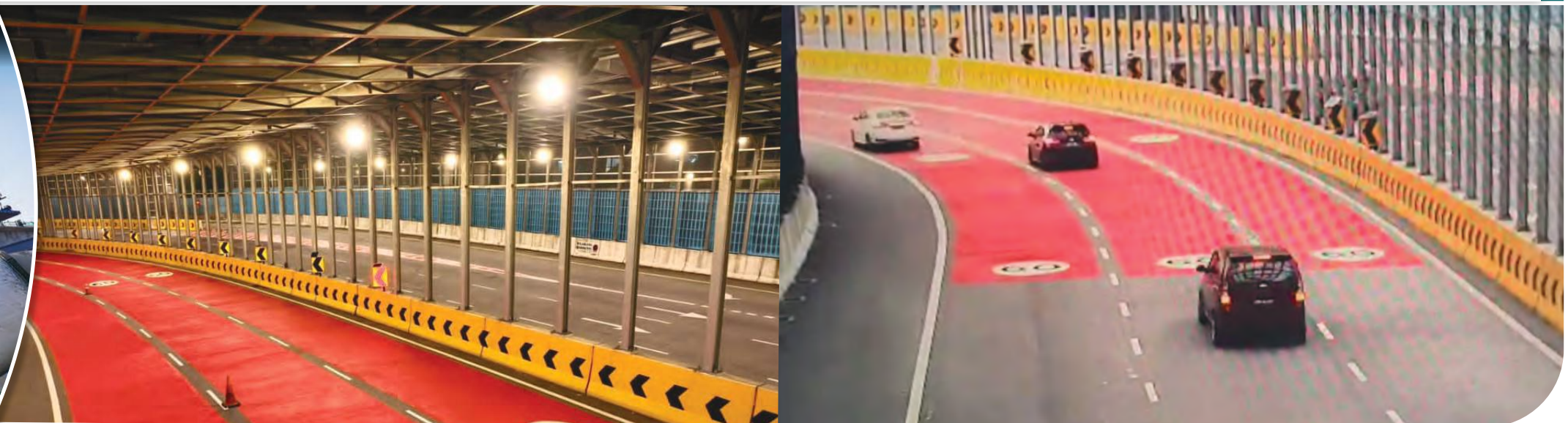
- Saves up to 40% cost compared to deep treatment.
- Reduces working period.
- Minimises traffic disruptions by eliminating the need for road closures during repair works.

GCE - 14,800 m²

Various
Locations

Various
Locations

- Immediate installation capability reduces downtime and inconvenience for road users.
- Sustainability is evident through using less raw materials, minimal heating and is an environmentally friendly approach.
- Successfully tested over the past three years on both low and high-speed roads in Malaysia.
- Demonstrates reliability and effectiveness in real-world conditions.



Installation of Geveko PlastiRoute™ High Skid Resistance Rollgrip at DASH to improve road safety measures.

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SUSTAINABLE MATERIALS

OUR PERFORMANCE

We track and assess the performance of our Sustainable Materials initiatives using metrics such as the proportion of sustainable materials utilised in our highway infrastructure and office consumables. As of the end of 2023, we successfully paved 13.9 km of our highways using sustainable materials, comprising 5.3% of the total highway effective length. This achievement corresponds to a substantial area coverage of 65,363 m². While still in the exploratory stage, our commitment to incorporating sustainable materials in highway pavement works reflects our dedication to environmentally conscious practices and sustainable development. This progress contributes to the longevity and resilience of our roadways and underscores our ongoing efforts to build a more sustainable and environmentally friendly transportation network.

COMMITMENT TO PROGRESS

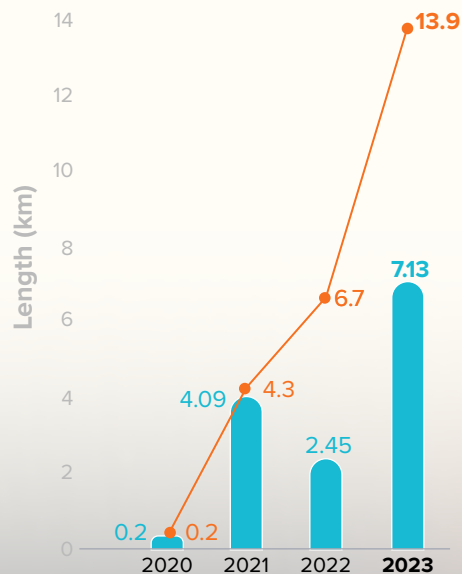
This commitment is contingent upon factors such as the availability of technology, associated costs and the required maintenance period. As we navigate these new possibilities, our determination to contribute more to the environment remains steadfast. Each test and trial we undertake marks a step forward in our mission to develop roads that connect communities safely, and actively contribute to protecting our planet.

By monitoring every test and trial as a step forward in the mission, we are embracing an innovative and adaptive approach. This determination will likely contribute not only to the development of safer and more sustainable roads but also to the broader conversation around sustainable infrastructure practices. As technology and knowledge continue to advance, our efforts can serve as a model for others in the construction and infrastructure sectors.

GCE Highway : Crumb Rubber-Modified Asphalt offers a sustainable and performance-enhancing solution for road construction, utilising recycled rubber to create more durable and environmentally friendly pavements.

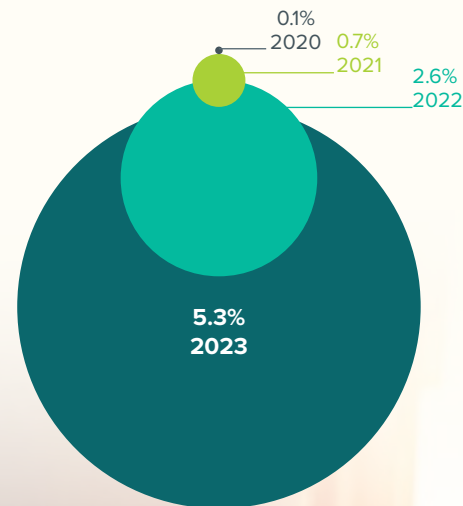


**ANNUAL PERFORMANCE OF
SUSTAINABLE MATERIALS
USED IN PAVEMENT WORKS**



■ Total length paved with Sustainable Materials (Annually)
— Cumulative total length paved with Sustainable Materials

**PERCENTAGE (%) OF CUMULATIVE TOTAL
LENGTH PAVED WITH SUSTAINABLE MATERIALS
VS
TOTAL EFFECTIVE HIGHWAY LENGTH**



KEY HIGHLIGHT

Successfully paved **13.9 km** with **Sustainable Materials** comprising approximately **5.3%** of the total effective length of highways.

02

**SUSTAINABLE
WORKPLACE AND
BUILDING MANAGEMENT**

Our use of sustainable materials is extended to our office and service buildings, where the intent is to create sustainable work environments that enhance the wellbeing of our employees and support productivity.



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ELEVATING LIVES

SUSTAINABLE MATERIALS

PARTNERSHIPS AND COLLABORATIONS

In a commitment to drive sustainable change, the Group actively engages in collaborative efforts with diverse companies and research institutions to explore and develop innovative eco-friendly materials. This collaborative spirit extends beyond our organisation, fostering partnerships that contribute to the enhancement and maintenance of our extensive highway network.

One notable collaboration was established with Alle Chemie Sdn Bhd between April and June 2023. This partnership aimed to implement pavement enhancement works covering 3,000 m² at AKLEH's Dato' Keramat toll plaza.

HOW

Through this collaboration we implemented a Revolutionary Road Repair Product that utilised **Reclaimed Asphaltic Pavement (RAP)**.

WHAT IT MEANS

We engage in a circular waste management approach during road repairs by recycling milling waste, improving its quality and repurposing it as a new pavement material. This practice reflects our commitment to promoting sustainability and resource efficiency in road maintenance.

BENEFITS OF USING THIS TECHNOLOGY

Enhancing our Commitment to Social Responsibility for Road Users:

- Improving skid resistance.
- Enhancing road durability to minimise repair cycles.

Environmental Responsibility:

- Responsible consumption of raw materials.
- Mitigating the impact of carbon emissions by reducing the usage of virgin materials in road repairs.

BEFORE PAVEMENT
SURFACE TREATMENT

AFTER PAVEMENT
SURFACE TREATMENT



LABORATORY TESTED



Skid resistance value improvements surpassing standard benchmarks.



ELEVATING LIVES SUSTAINABLE MATERIALS

ECONOMIC

- Adopting advanced German technology at local supplier pricing to elevate infrastructure quality.
- Enhancing the durability and performance of pavement repairs with high-performance solutions.

ENVIRONMENTAL

- Our circular waste management approach, which repurposes milling waste, conserves raw materials and minimises our carbon footprint, demonstrates environmental stewardship.
- Fostering a sustainable supply chain by minimising raw material usage and reducing landfill waste.

SOCIAL

- Enhancements in skid resistance and durability from these high-performance solutions lead to safer, more dependable roads, fulfilling our social responsibility to our road users and the surrounding community.



For PROLINTAS



For ALLE CHEMIE

SYNERGISTIC OUTCOMES

- Enhancing infrastructure quality through innovative practices.
- Cultivating a unified commitment to environmental sustainability, resulting in reduced reliance on non-renewable resources and reductions in landfill waste.
- Strengthening the supply chain, prioritising sustainable growth, innovation and ensuring community safety, thereby setting new standards in the development and maintenance of large-scale infrastructure.

ECONOMIC

- Pioneering the introduction of German engineering technological advancements in the Malaysian market.
- Expanding business horizons and scaling operations through strategic partnership appointments.

ENVIRONMENTAL

- Tropicalising & enhancing German engineering excellence that is eco-friendly and sustainable to improve infrastructure resilience and performance in Malaysia.
- By eliminating the need to ship finished products from Europe, it substantially reduces transportation-related emissions.

SOCIAL

- Alle Chemie is poised to broaden its presence in the industry while contributing to the development of sustainable supply chains.

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ELEVATING LIVES

SUSTAINABLE MATERIALS

OUR CASE STUDY

The shift to sustainable materials in road pavement rehabilitation is driven by the need to reduce environmental impact, combat resource depletion, mitigate climate change, enhance durability, achieve cost-efficiency and meet regulatory and public expectations. This transition from conventional asphalt is essential for a sustainable and resilient infrastructure.

CHALLENGES

RESILIENCE AND DURABILITY: Conventional asphalt is prone to wear and damage, requiring frequent maintenance and rehabilitation. Sustainable materials aim to provide more durable, longer-lasting solutions to reduce the frequency and cost of repairs.

ECONOMIC EFFICIENCY: Over time, sustainable materials can lead to cost savings by reducing maintenance expenses and extending the life of road pavements. This, in turn, offers an attractive benefit-cost ratio for infrastructure investments.

ENVIRONMENTAL IMPACT: Asphalt relies on non-renewable resources. This dependency is unsustainable in the long term as these resources become limited and more expensive.

BENEFITS

ECONOMIC

Saves up to **40%** of cost compared to deep treatment.

Saves time by **50%** compared to conventional methods due to less milling depth.

Easy handling and implementation.

ENVIRONMENT

Requires less frequent maintenance.

The lifespan of Super Fibre Mix (SFM) pavements extends **5 to 7 years** longer than that of ordinary Asphalt Concrete (AC), thus reducing the frequency of repairs.

Reduces use of natural resources.

SOCIAL

Enhances road infrastructure to provide greater comfort for road users, offering **increased durability** against cracks and damage.

Optimises time savings, reduces the duration of road closures during pavement rehabilitation works, and improves journey times for road users.

PROJECT SITES

In 2023, SFM was used at the following locations:

LEBUHRAYA
KAJANG SILK
HIGHWAY



8,800 m²



14,800 m²

SOLUTION

Integration of Super Fibre Mix (SFM) contains FORTA-FI®, a high-tensile strength synthetic fibre blend formulated to reinforce asphalt mixes in pavement rehabilitation projects.



ELEVATING LIVES SUSTAINABLE MATERIALS

GOING FORWARD

Committed to pioneering sustainable development, our forward-looking strategy involves exploring the integration of eco-friendly materials in the construction and maintenance of our elevated highways. Reflecting our deep commitment to EESG principles, this initiative aims to enhance the quality and longevity of road infrastructure for the benefit of users and reduce the environmental impact of construction processes.

By focusing on sustainable materials, we aim to decrease the carbon footprint associated with road construction and maintenance, thereby contributing to continuously tackling climate change-related issues. This approach aligns with global sustainability goals and demonstrates our responsibility towards environmental stewardship.

Socially, our efforts are to improve the overall user experience by providing safer, more durable and comfortable road surfaces. This initiative underscores our commitment to community wellbeing and safety, enhancing the quality of life for all road users.

From a financial perspective, integrating sustainable materials into constructing and maintaining our elevated highways supports our environmental and social goals and promotes long-term cost-effectiveness. By extending the lifespan of our roads and reducing the need for frequent repairs, we anticipate considerable savings in maintenance costs. This long-term cost-effectiveness further reinforces the value of our sustainable approach, ensuring that our investments today yield benefits for generations to come.

Governance-wise, our move towards sustainable construction practices reflects our dedication to transparency, innovation and accountability. We are setting new standards in the infrastructure domain, ensuring that our projects are benchmarks of engineering excellence and sustainability.

Integrating sustainable materials into the asphalt mix is a holistic approach that benefits road users, the planet and the economy. It is a testament to our dedication to leading the way in sustainable infrastructure development, with a keen eye on environmental conservation, social responsibility, financial sustainability and exemplary governance.

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ELEVATING LIVES

WATER MANAGEMENT



■ HIGH IMPORTANCE
■ MEDIUM IMPORTANCE
■ LOW IMPORTANCE

SIGNIFICANCE

PROLINTAS acknowledges Malaysia's abundant rainfall as a valuable resource while also understanding the limitations of treated water, particularly in light of climate change challenges. We prioritise responsible and conservative water usage in highway operations, reflecting our commitment to environmental stewardship and sustainable practices. Although Water Management may not be a high importance in our materiality matrix, our dedication to efficient water use underscores our broader environmental responsibility objectives. This approach remains aligned with our ongoing efforts to adapt to the evolving needs and conditions shaped by climate change.

OUR APPROACH WATER MANAGEMENT

01 ADVANCING SUSTAINABLE WATER USE AND CONSERVATION

02 PRESERVING WATER QUALITY

03 REPLENISHING GROUNDWATER AND PREVENTING FLOODS

As part of our commitment to the conservation of natural resources, we practice sustainable water management to ensure our operations contribute positively to the communities we serve and the environment.

Our approach flows through three focused areas:

01: We are taking steps to conserve water by reducing usage in operations and harvesting rainwater, contributing to the sustainable use of this resource.

02: Our commitment extends to maintaining high water quality standards, ensuring that our operational activities do not adversely affect the surrounding aquatic ecosystems.

03: We focus on innovative strategies that replenish groundwater sources and aid in effective flood prevention, thus safeguarding both the environment and local communities.



01

**ADVANCING SUSTAINABLE
WATER USE AND
CONSERVATION**

To ensure the efficient use of water and optimal daily consumption, we have installed rainwater harvesting systems on five highways: **GCE, LKSA, Kajang SILK, SUKE and DASH**. Through the collection and storage of rainwater, we decrease our reliance on commercial sources of treated piped water for activities like highway cleaning and landscaping. This reduces our consumption and lessens our dependence on external water supplies.

RAINWATER HARVESTING SYSTEM**WHAT**

Inter-connected rooftop with storage tanks as the catchment to collect and store rainwater.

WHY

Access to alternative water sources to reduce reliance on treated water.

USE

Rainwater collected serves as non-potable water supply for cleaning and landscaping purposes.

BENEFIT

Rainwater harvesting supplements the supply of treated water and contributes to water security in the event of temporary water cuts or in areas with limited water resources.

A total of **2,097,335 litres** of rainwater was used for cleaning and landscaping operations at **DASH**.

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ELEVATING LIVES

WATER MANAGEMENT

OUR PERFORMANCE

In 2023, PROLINTAS charted a 17% increase in absolute water consumption compared to 2022. Nevertheless, we saw an 11% decrease in intensity recorded per million traffic volume for the same year.

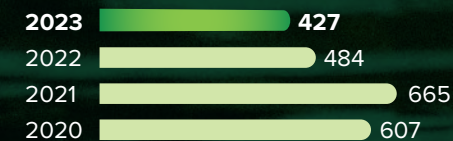
TOTAL WATER USE (m³)



TOTAL RAINWATER HARVESTING CAPACITY (m³)



WATER USAGE INTENSITY (m³/Mil Traffic)



No. of Tanks/Ponds

15

RAINWATER HARVESTING: STORAGE CAPACITY*

15 tanks/ponds
235,000 litres

Location		ELMINA RSA (NORTH)	ELMINA RSA (SOUTH)	BUKIT JELUTONG LAY-BY	Location		SG BALAK TOLL PLAZA
		2 4,000	2 4,000	1 2,000			1 1,000
Location		DENAI ALAM SUPERVISION BUILDING	DENAI ALAM LAY-BY	RRIM (KWASA DAMANSARA)	Location		SRI MUDA TOLL PLAZA
		1 76,000	1 68,000	1 70,000			1 1,000
Location		AMPANG	TERATAI		Location		
		2 2,400	3 6,800				

*In 2023, rainwater harvesting capacity was enhanced through additional facilities at the SUKE Ampang and Teratai toll plazas.

KEY HIGHLIGHT



Total Capacity (litres)
235,000

Achieved a
4% increase
in **storage capacity** in
2023.



02

PRESERVING WATER QUALITY

In line with our commitment towards water quality, the Group is steadfast in ensuring that wastewater is treated to meet permissible levels before discharge from our operation sites.

COMPLIANCE WITH EFFLUENT DISCHARGE (Standard B)



TREATMENT OF WASTEWATER

WHY

Wastewater treatment preserves the quality of water discharged into the natural environment.

WHERE

Managed by Indah Water Konsortium Sdn Bhd (IWK):



Managed by PROLINTAS:

LEBUHRAYA KAJANG

- STP Bukit Kajang
- STP Sg Balak
- STP Sg Long
- STP Sg Ramal



- STP Alam Impian
- STP Seri Muda
- STP Alam Impian lay-by



- STP Elmina
- STP Jelutong
- STP Lagong
- STP RSA (South)
- STP RSA (North)



- STP Alam Damai
- STP Teratai
- STP Ampang

HOW

At our sewage treatment plants (STPs), wastewater is treated to meet environmental safety standards before being discharged into waterways.

Monthly sampling of treated effluent to ensure compliance with permissible levels.

Routine maintenance of STPs according to ISO 9001 and ISO 14001.

Results submitted to DOE for transparency.

Desludging activities to mitigate environmental impact.

Each STP operation is supervised by a competent person: Certified Environmental Professional Sewage Treatment Plant Operation (CePSTPO).

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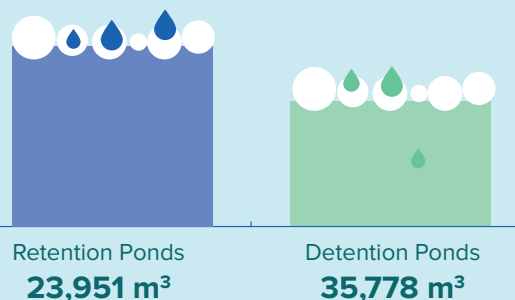
WATER MANAGEMENT

03

REPLENISHING GROUNDWATER AND PREVENTING FLOODS

Our efforts in water management include the development of retention and detention ponds that can replenish groundwater levels while also minimising the risk of local flash floods.

CAPACITY OF RETENTION AND DETENTION PONDS



OUR CASE STUDY

CROSSING OF PIPE CULVERT AND ON-SITE DETENTION FOR FOURTH LANE WIDENING OF KAJANG SILK HIGHWAY

Sungai Ramal Interchange to Uniten Interchange, Kajang SILK Highway

CHALLENGES

- Previously, the valley within Kajang SILK's right of way acted as a natural detention pond, collecting heavy water discharge from nearby developments.
- Recent construction developments have reduced the valley's capacity, leading to water overflow onto the mainline during heavy rains.
- The critical area spans from km 25.0 to km 26.4 on the Kajang SILK Highway, with frequent flash floods observed, especially at km 25.7 towards Kajang.

SOLUTIONS

To mitigate water overflow during heavy rains, we have implemented two key measures:

- Constructed an on-site detention pond with a capacity of 518 m³, approximately 20% the size of an Olympic swimming pool, to manage excess water.
- A pipe culvert with a discharge rate of 2.44 m³ per second, equivalent to channelling 2,440 litres of water every second, has been installed, a substantial flow rate to reduce flood risk. For illustration, this is comparable to 2,440 mineral water bottles, one litre each, flowing every second.

Monitoring flooding on highways involves inspecting and maintaining drainage systems and infrastructure, as well as using sensors and cameras to detect water levels and blockages. This ensures timely interventions to minimise flood risks and maintain safe travel conditions for motorists.



Mitigation measures to deter flood incidents at Kajang SILK were undertaken as part of the Fourth Lane Widening project.



ELEVATING LIVES

WATER MANAGEMENT

BENEFITS

ECONOMIC

Efficiently minimising highway floods improves traffic flow and connectivity, significantly reducing delays and economic costs for businesses and commuters. This results in more effective transportation, boosting productivity and contributing to the economic stability of the area.

ENVIRONMENTAL

By implementing flood mitigation measures, we can significantly decrease water pollution from runoff, safeguarding nearby ecosystems. Additionally, it aids in preserving the highway's structural integrity, minimising the frequency of repairs needed. This approach not only protects the environment but also ensures long-term infrastructural resilience.

SOCIAL

Effective flood mitigation not only enhances public safety by reducing the likelihood of accidents during heavy rainfall but also ensures uninterrupted access to vital services. This approach significantly contributes to improved living standards and bolsters the community's resilience, fostering a safer and more secure environment for all.

GOVERNANCE

Adopting flood mitigation strategies on urban highways showcases proactive governance and a solid commitment to public safety and efficient resource utilisation. Such measures build public confidence in governing authorities and promote active community engagement in urban planning and sustainability efforts, fostering a collaborative approach to urban development and environmental stewardship.



GOING FORWARD

We remain committed to proactive water management as a highway operator. Our focus will be on implementing sustainable solutions to manage water resources effectively, mitigate potential risks of water overflow, and minimise environmental impact. By prioritising responsible water usage and investing in resilience measures, we strive to uphold our commitment to environmental stewardship and contribute to a more sustainable future for all stakeholders.

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ELEVATING LIVES

WASTE MANAGEMENT



■ HIGH IMPORTANCE
■ MEDIUM IMPORTANCE
■ LOW IMPORTANCE

SIGNIFICANCE

Managing waste efficiently is a key concern as a highway operator, especially given the substantial amount of waste produced in various segments of our operations. This encompasses everything from construction and maintenance debris and litter from road users to waste in our rest & service areas.

Recognising this challenge, we are deeply committed to managing waste effectively and responsibly, which is integral to our operational strategy. While Waste Management is categorised as a low-importance issue in our materiality matrix, our dedication to handling it environmentally underscores our broader responsibility towards ecological conservation and sustainable practices.

OUR APPROACH WASTE MANAGEMENT

01

SYSTEMATIC AND EFFECTIVE WASTE SEGREGATION

At PROLINTAS, our waste management strategy has a dual focus: optimising efficiency and enhancing environmental sustainability.

01: Prioritising the meticulous sorting of various waste types at the source to ensure responsible management and disposal.

02

ADVANCING WASTE CIRCULARITY AND LANDFILL REDUCTION

This comprehensive approach begins with two primary elements:

02: Emphasising increased recycling and repurposing to conserve resources and uphold the principles of a circular economy.



ELEVATING LIVES WASTE MANAGEMENT

OUR PERFORMANCE

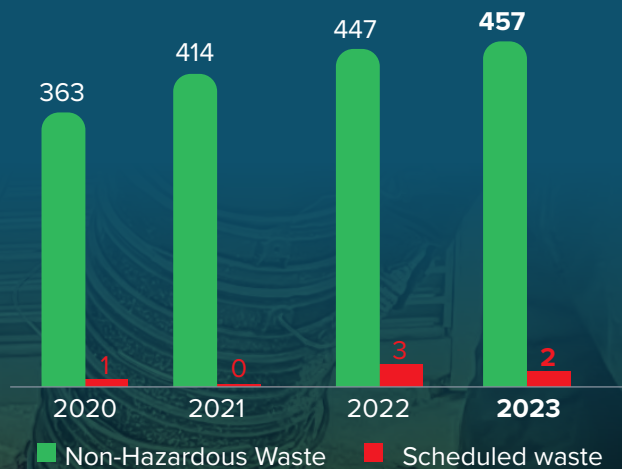
We monitor the effectiveness of our Waste Management initiatives by tracking key performance indicators, including the volume of municipal waste and scheduled waste generated on our highways and within our business operations.

Additionally, we measure the amount of waste recycled and repurposed for practical use along our highways and within our broader business activities.

WASTE GENERATED, DIVERTED AND DISPOSED (mt)

Type of Waste	2020	2021	2022	2023
Non-Hazardous Waste	363	414	447	457
Scheduled waste	1	0	3	2
Total Generated	365	414	450	459
Recycled waste	36	37	60	37
% of total waste	10%	9%	13%	9%
Disposed waste	328	377	389	421
% of total waste	89%	91%	86%	91%

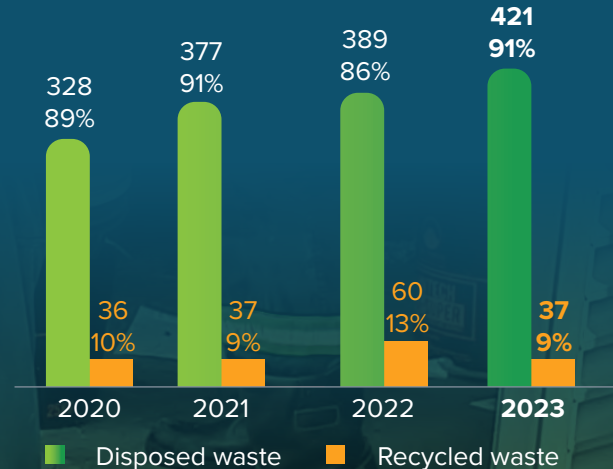
TOTAL WASTE GENERATED FROM PROLINTAS OPERATIONS (tonnes)



Breakdown of type of waste in FY2023:

- Disposed Waste - Mixed Waste (Highway & Office Operations) - 275 tonnes, Branches - 146 tonnes, Scheduled Waste 2 tonnes.
- Recycled Waste - Food Waste 1.8 tonnes, Paper - 3.6 tonnes, Aluminium - 0.02 tonnes, Plastic - 0.429 tonnes, Scrap Metal - 32 tonnes.

BREAKDOWN OF WASTE DIVERTED AND DIRECTED TO DISPOSAL (tonnes)



KEY HIGHLIGHT

FY2023:
37,850 kg
of waste
diverted from
disposal.



01

SYSTEMATIC AND EFFECTIVE
WASTE SEGREGATION

From the outset, we systematically segregate our waste materials at the source into municipal and scheduled waste. This approach optimises our waste-handling processes, minimises the risk of contamination through the safe disposal of hazardous substances, and facilitates practical recycling efforts.

1. GENERAL WASTE



SOURCE & DESCRIPTION OF WASTE:

Activity: Daily Highway Operations

- Waste generated by operations staff at the administration building.
- Trash on highways discarded by road users.

PROCESSES:

- Provision of 3R bins at Office Buildings, RSAs & Lay-Bys.
- Routine waste collection by licensed contractors.
- Waste disposal at landfill or recycled.

2. MILLING WASTE



SOURCE & DESCRIPTION OF WASTE

Activity: Pavement Rehabilitation

- Debris from pavement rehabilitation activities such as resurfacing, patching and repairing.

PROCESSES:

- Waste collection by appointed contractor.
- Waste disposal at landfill.

3. BIOMASS WASTE



SOURCE & DESCRIPTION OF WASTE:

Activity: Pruning

- Biomass from trimming trees and shrubbery along highways to ensure road safety and visibility of traffic signs and signals.

Activity: Trimming Trees and Grass Cutting

- Trimming trees, mowing grass and shrubbery along highways

PROCESSES:

- Waste collection by appointed contractor.
- Waste disposal at landfill.



ELEVATING LIVES WASTE MANAGEMENT

4. SCRAP METAL



SOURCE & DESCRIPTION OF WASTE:

Activity: Highway Maintenance

- Obsolete or damaged materials and components such as old road sections, worn-out road signs, damaged guard rails and barriers.

PROCESSES:

- Waste collection at each operation site by licensed contractors for recycling.

5. SCHEDULED WASTE



SOURCE & DESCRIPTION OF WASTE:

Activity: Road Accidents and Highway Maintenance

- Debris from accidents such as spilled fuel and other hazardous chemicals requiring specialised handling and disposal.
- SW 102, SW 103, SW 109, SW 110, SW 408 and SW 409.

PROCESSES:

- Waste is handled, transported, and disposed of safely by a licensed contractor equipped to handle hazardous materials.

6. FOOD WASTE



SOURCE & DESCRIPTION OF WASTE:

- Organic waste such as leftover food discarded by RSA patrons.

PROCESSES:

- Installation of food waste composter at RSA.
- Conversion of food waste to fertiliser to be used in landscaping along our highways.

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02

ADVANCING WASTE
CIRCULARITY AND
LANDFILL REDUCTION

By intensifying our recycling efforts, PROLINTAS is steadily advancing towards a circular economy wherein waste materials are repurposed and reused instead of indiscriminately disposed of in landfills. These endeavours contribute to the conservation of finite natural resources and mitigate the impact of our operational activities, ultimately reducing our environmental footprint.

INITIATIVE 1
PROVISION OF FABRIC RECYCLING BIN

On 21 October 2022, we launched our first-ever recycling bins for textile recycling in collaboration with Kloth Cares, the first textile-recycling movement in Southeast Asia.

Sungai Balak Lay-By, Kajang SILK.

13,000 kg

2023 : 9,500 kg
2022 : 500 kg

What Where Target

Performance Total

INITIATIVE 2
SCRAP METAL COLLECTION AND RECYCLING

Unused steel or metal structures from highway maintenance or the detritus from accidents are collected for recycling including guard rails, variable message sign (VMS) panels, air conditioning units, fire extinguishers and lantern lights.

All six highways.

Weight of scrap metal collected (kg) Total collected (RM)

2023 : 32,622	2023 : 66,768
2022 : 57,094	2022 : 101,685
2021 : 37,156	2021 : 56,865
2020 : 36,705	2020 : 2,460

INITIATIVE 3
FOOD WASTE COMPOSTER

Food composting helps to reduce the amount of organic waste generated by RSA tenants and road users, thereby reducing the waste for disposal at landfills. The food waste composter converts this waste into nutrient-rich compost, which are then used as fertiliser for landscaping.

Both bounds of RSA Elmina, GCE.

Weight of food waste composted (kg)	Fertiliser produced (kg)
2023 : 1,080	2023 : 216
2022 : 630	2022 : 126
2021 : 700	2021 : 140

*Note: Every 100 kg of food waste yields approximately 20% (20 kg) of fertiliser.



ELEVATING LIVES WASTE MANAGEMENT



INITIATIVE 4 3R BINS FOR RECYCLING

3R bins have been placed at strategic locations at our highways, office, RSAs and lay-bys since 2021 for employees and road users to segregate their waste.

All six highways and headquarters.

Paper (kg)	Tin (kg)
2023 : 3,600	2023 : 20
2022 : 2,428	2022 : 13
2021 : 86	2021 : 0
Plastics (kg)	Total collected (kg)
2023 : 429	2023 : 4,049
2022 : 495	2022 : 2,936
2021 : 0	2021 : 86



INITIATIVE 5 OLD SOLES NEW LIFE (OSNL)

Initiated in 2023, this initiative focused on the proper management of shoe waste in collaboration with a local NGO.

A total of 20 OSNL bins were placed in areas within the proximity of our highways between December 2023 and March 2024.

Total collected (kg)
2023 : 273 Shoes Collected



INITIATIVE 6 CIRCLE PROGRAMME (UPCYCLING USED COOKING OIL)

Started in 2023, this initiative focused on proper management of organic waste, particularly used cooking oil in collaboration with a local NGO.

1. Kampung Sg Balak, Kajang.
2. PPR Sri Jelatek.

Total collected (kg)

2023 : 12 of used cooking oil upcycled to soaps.

GOING FORWARD

PROLINTAS will remain dedicated to advancing our waste management practices. We will focus on sustainability, innovation, and collaboration to minimise waste, increase recycling, and promote a circular economy. We aim to continuously improve processes, reduce environmental impact, and positively impact the communities we serve.



ELEVATING LIVES

BIODIVERSITY



HIGH IMPORTANCE
MEDIUM IMPORTANCE
LOW IMPORTANCE

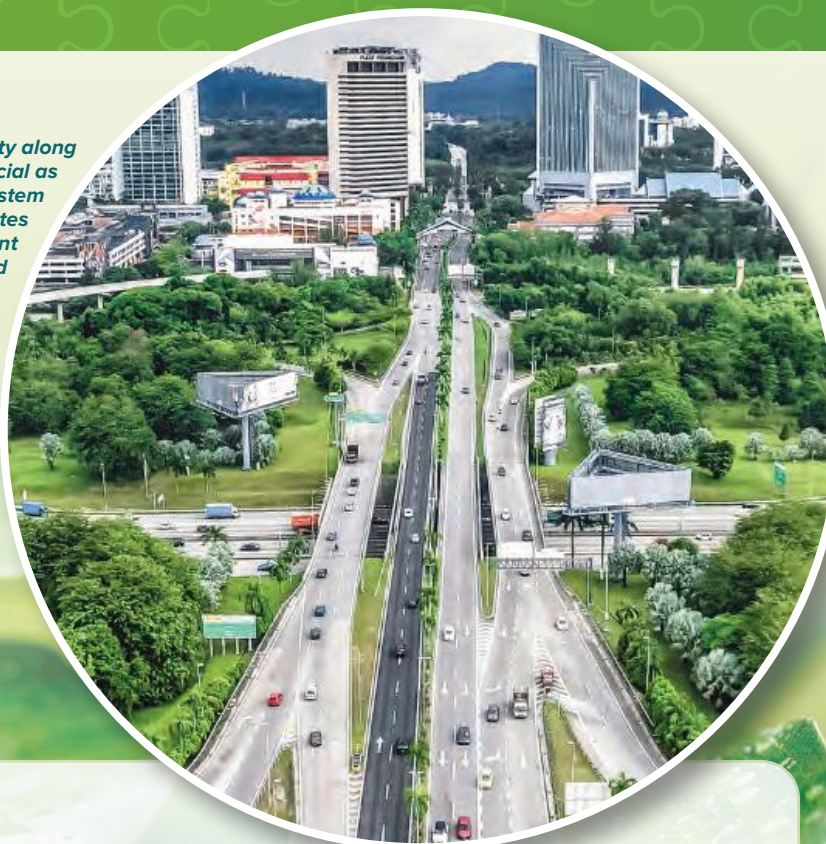
SIGNIFICANCE

PROLINTAS, embodying environmental stewardship, goes beyond operational duties to actively support Biodiversity. Our focus extends beyond immediate tasks to embrace a broader vision of environmental stewardship, preserving and enriching biodiversity within and around our project areas.

Our approach surpasses mere compliance, leading to ecological conservation. By integrating sustainable practices from planning to execution, we ensure our impact on the natural world is beneficial. PROLINTAS becomes not just a highway operator but a proactive contributor to planetary ecosystems.

Viewing biodiversity as integral to ecological balance, we prioritise innovative environmental practices for the long-term health of our planet.

Preserving biodiversity along our highways is crucial as it enhances ecosystem resilience, promotes pollination for adjacent agricultural lands and provides habitats for wildlife. These factors contribute to overall environmental sustainability and mitigating the impacts of habitat fragmentation caused by road infrastructure.



OUR APPROACH BIODIVERSITY

01

FOSTERING ECOSYSTEMS ALONG OUR HIGHWAY NETWORK

Our biodiversity initiatives consist of two distinct approaches. The first focuses on supporting ecosystems along our highways, while the second nurtures green environments beyond our immediate operational boundaries.

01: Revolving around the concept of ‘**Symbiotic Highways**’, we embody a profound synergy between urban development and the preservation of natural ecosystems.

02

NURTURING THE ENVIRONMENT BEYOND OUR OPERATIONAL BOUNDARIES

02: By recognising the interconnectedness of ecosystems, we strive to be pioneers in responsible infrastructure development, setting a standard for the industry and leaving a positive impact on the planet we all call home.



01

FOSTERING ECOSYSTEMS ALONG OUR HIGHWAY NETWORK

Our dedication to fostering thriving ecosystems along our highways stems from a profound understanding that these efforts contribute significantly to the overall ecological health and sustainability of the areas in which we operate. Reflecting a deep-seated commitment to preserving and enhancing biodiversity, we are cognisant of going beyond infrastructure development.

GREEN INITIATIVES

EDIBLE GARDEN AT KAJANG SILK (E-GARDEN)

WHAT

An edible garden cultivated on open spaces around our highway offices and designed as smart urban agro-gardens.

WHERE

Pilot project at Sg. Balak Toll Plaza, Kajang SILK.

WHY

The 'Edible Garden at the Office' is a dynamic space that promotes sustainability, wellness, innovation and efficient utilisation of space.

'E' represents our 6E principles:
**Edible, Environment, Engagement,
Encouragement, Education and
Empowerment.**

*Spicing Up Sustainability:
Fresh chilies from our
Office Edible Garden.*

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OUR IMPACT STORY

EDIBLE GARDEN AT KAJANG SILK

Our 'Edible Garden at the Office,' a pilot project launched at Sungai Balak, Kajang SILK, is a dynamic space embodying sustainability, wellness, innovation, and efficient space utilisation. Themed around the concept of 6T - *Tanam, Tinggal, Tuai, Tersusun, Terapi, Tenang* - the project reflects our goals aligned with the 6E principles of Edible, Environment, Engagement, Encouragement, Education and Empowerment.

6 KEY PRINCIPLES



EDIBLE

Fostering health and wellness: With fresh, organic produce, our garden encourages a healthy lifestyle and promotes wellbeing and mindful eating.



ENVIRONMENT

Creative upcycling and waste reduction: Our approach to reduce waste through recycling demonstrates our commitment to environmental stewardship.



ENGAGEMENT

Optimising office space: By transforming under-utilised spaces into a green area, we maximise our office environment to make it more vibrant and productive.



ENCOURAGEMENT

Enriching skills and connection with nature: More than merely an activity for relaxation; gardening is a practical way to learn valuable agricultural skills and deepen our bond with the environment.



EDUCATION

- **Empowering self-reliance:** Growing our own food enhances food security, empowering us with self-reliance and resilience.
- **Cultivating sustainability:** We are nurturing an environmentally-responsible culture, inspiring our team to embrace sustainable practices in and out of the office.



EMPOWERMENT

Innovating through smart agriculture: We explore and implement smart agricultural techniques, fostering innovation to stay at the forefront of modern, sustainable gardening practices.





02

NURTURING THE ENVIRONMENT BEYOND OUR OPERATIONAL BOUNDARIES

GREEN INITIATIVES



GREEN PLEDGE OF HABITAT RESTORATION

DESCRIPTION

The pledge underscores our dedication towards habitat restoration to maintain a balance between infrastructure progress and environmental sustainability.

TARGET

We are committed to restore any loss of habitat arising from our development of highways, including where necessary, the creation of new habitats at other locations to ensure no net loss in overall biodiversity.

COMMITMENT

We practice sustainable planning to ensure our highway alignments circumvent critical ecosystems such as forests and wetlands. Where not possible, we are resolved to substitute every tree felled with two trees planted elsewhere.

In PROLINTAS, environmental stewardship is a key principle that reaches far beyond the confines of operational sites, reflecting a profound commitment to the broader ecosystem. This dedication to environmental protection is evident in the efforts to preserve diverse plant and animal life, acknowledging the link between company operations and the wider ecological landscape. By nurturing environments beyond operational areas, we actively safeguard and enhance natural habitats, showcasing an understanding of the importance of environmental balance and the protection of natural resources for future generations.



Saplings were planted at three metre intervals in a grid planting system.



The saplings are tagged for identification.

INITIATIVES

FOREST RESTORATION PROGRAMME

We are collaborating with the Federal Territory Forestry Department to reforest and rejuvenate the biodiversity in parts of the Sungai Besi Forest Reserve. To date, we have planted 14,000 saplings of various tree species such as *champhor* (*drybalanops aromatica*) and *kandis burung* (*garcinea merguensis*) on 11.33 ha, equivalent to 22 football fields.

EFFORTS TO REVIVE CRITICALLY-ENDANGERED SPECIES

We prioritise the planting of tree species such as *balau sengkawan air* (*shorea sumatrana*) that are listed as critically-endangered on the International Union for Conservation of Nature (IUCN) red list.

PRIORITISING SYMBOLS OF NATIONAL BIODIVERSITY

One of the selected species, *pokok merbau* (*instia palembanica*), was declared as a National Tree to symbolise the strength and endurance of Malaysians.

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ELEVATING LIVES BIODIVERSITY

OUR PERFORMANCE

We track performance and monitor the effectiveness of our initiatives on biodiversity via metrics including the scale of areas set aside for green and landscaping projects measured against the cumulative area of our highway infrastructure.

INTENSITY OF OUR GREEN PROJECTS

11.33 ha

Total area of green projects beyond our boundaries

FY2023 Number of Trees

14,000

FY2021: 14,000



FOREST TREES

1,000

Casuarina equisetifolia
Rhu Pantai

800

Dryobalanops aromatica
Kapor

2,000

Hopea odorata
Merawan Siput Jantan

1,000

Intsia palembanica
Merbau

1,000

Shorea leprosula
Meranti Tembaga

2,000

Shorea parvifolia
Meranti Sarang Punai

1,200

Shorea sumatrana
Balau Sengkawang Air

9,000

Total



14,000

Grand Total

NATIVE FRUIT TREES

1,120

Artocarpus lanceifolius
Keledang-keledang

723

Baccaurea motleyana
Rambai

200

Bouea macrophylla
Kundang

235

Citrus x clementina
Kiat

105

Durio zibethius
Durian Kampung

78

Elateriospermum tapos
Perah

468

Eugenia claviflora
Keriang Bol

470

Eugenia malaccensis
Jambul Bol

30

Garcinia merguensis
Kandis Burung

132

Irvingia malayana
Pauh Kijang

50

Lansium domesticum
Langsat Hutan

85

Lepisanthes alata
Perupok

100

Mangifera odorata
Kuini

250

Pometia pinnata
Kasai

247

Parkia sp.
Petai

450

Parkia sp.
Petai

80

Sandoricum koetjape
Sentul

177

Syzygium polyanthum
Salam

5,000

Total



Eugenia malaccensis
Jambul Bol

ELEVATING LIVES BIODIVERSITY

GOING FORWARD

PROLINTAS remains dedicated to biodiversity conservation. We will prioritise initiatives supporting and enhancing biodiversity in and around our project areas.

Through proactive measures and innovation, we aim to integrate biodiversity considerations into our operations for the long-term health of ecosystems.

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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



CAPACITY, CAPABILITY, COMPETENCY & CULTURE

ISSUES & CONCERNS

Skills Gap:

Challenges in attracting and retaining skilled professionals who are equipped to manage advanced highway infrastructure technologies and management.

Change Management:

Encountering resistance to organisational changes as the company adopts new technologies and operational practices.

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.

RISKS

Talent Attrition:

Risks associated with the loss of key personnel and the consequent impact on operations and project delivery.

Inadequate Training:

The potential inadequacy of training programmes to upskill employees for future technological advancements and industry shifts.

Operational Inefficiency:

Risks of operational delays and inefficiencies due to a workforce that is not fully competent or capable in their roles.

OPPORTUNITIES

Workforce Development:

Opportunities for creating comprehensive training and development programmes that prepare employees for current and future industry demands.

Innovative Culture:

Cultivating an innovative and inclusive corporate culture that attracts top talent and fosters a competitive edge.

Strategic Collaborations:

Forming partnerships with educational institutions and industry organisations to bridge capacity gaps and stay ahead of the curve in competency development.

PROGRESS IN 2023

Refer to page 220



ROAD USER WELLBEING

High Accident Zones:

Identifying and mitigating high-risk areas prone to accidents on the highways.

Adequate Infrastructure Maintenance:

Ensuring that all highway infrastructure, such as roads, signage and barriers, are well-maintained and meet safety standards.

Emergency Response Readiness:

Developing efficient strategies for quick and effective emergency response in case of accidents or other incidents on the highways.

Safety Hazards for Commuters:

Risks of injuries or fatalities due to inadequate safety measures or poor road conditions.

Traffic Congestion and Delays:

Potential for increased traffic congestion and delays due to inadequate infrastructure or poor traffic management.

Reputational Damage:

Risks of reputational damage and loss of public trust if road safety and user wellbeing are not effectively managed.

Advanced Safety Features:

Implementing advanced safety features and technologies to prevent accidents and enhance the travel experience.

Educational Initiatives:

Launching road safety awareness campaigns to educate commuters on safe travel practices.

Collaborative Partnerships:

Establishing partnerships with local authorities and organisations for joint safety initiatives and improvements in road user wellbeing.

Refer to page 228

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CONVERGING COMMUNITIES

(SOCIAL)

NAVIGATING THROUGH 2023

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



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.



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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.

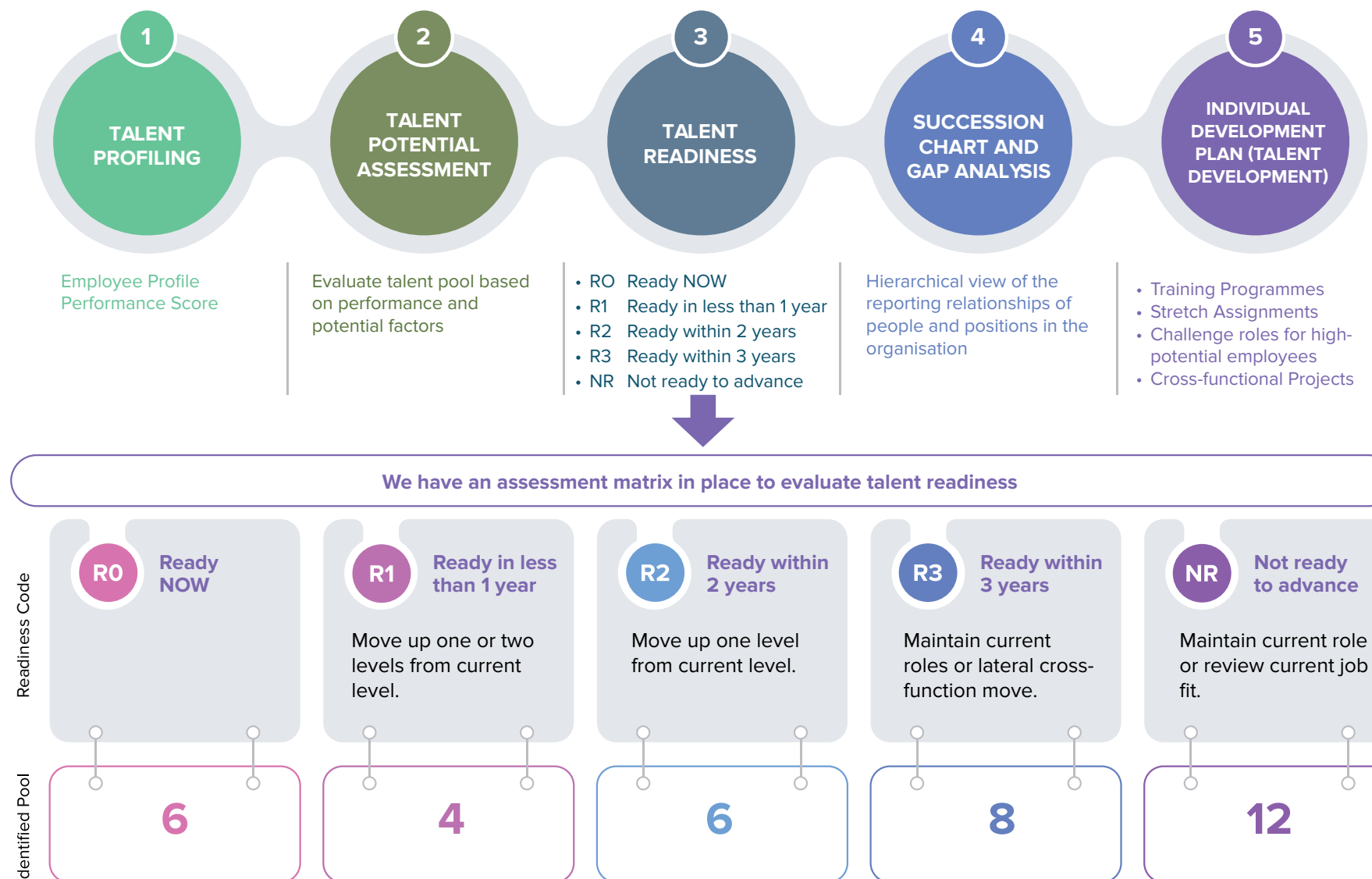
Leveraging the collective capacity, diverse capabilities, and individual competencies of our staff, both in-office and working on-site, is essential for achieving our goals.





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

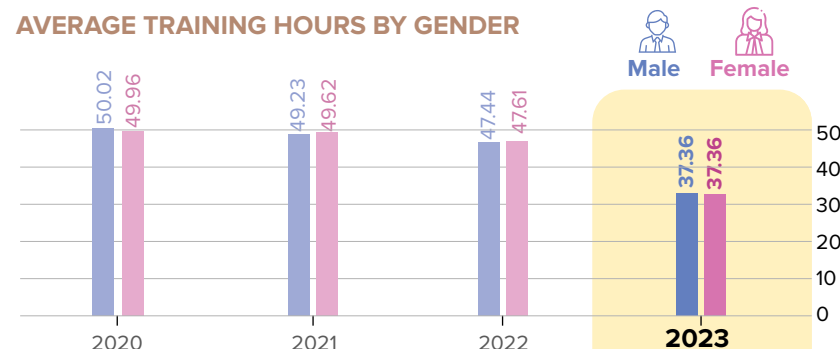
2020
RM950,000

2021
RM 1,300,000

2022
RM2,000,000

2023
RM1,157,000

AVERAGE TRAINING HOURS BY GENDER



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



CONVERGING COMMUNITIES

CAPACITY, CAPABILITY, COMPETENCY & CULTURE

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.

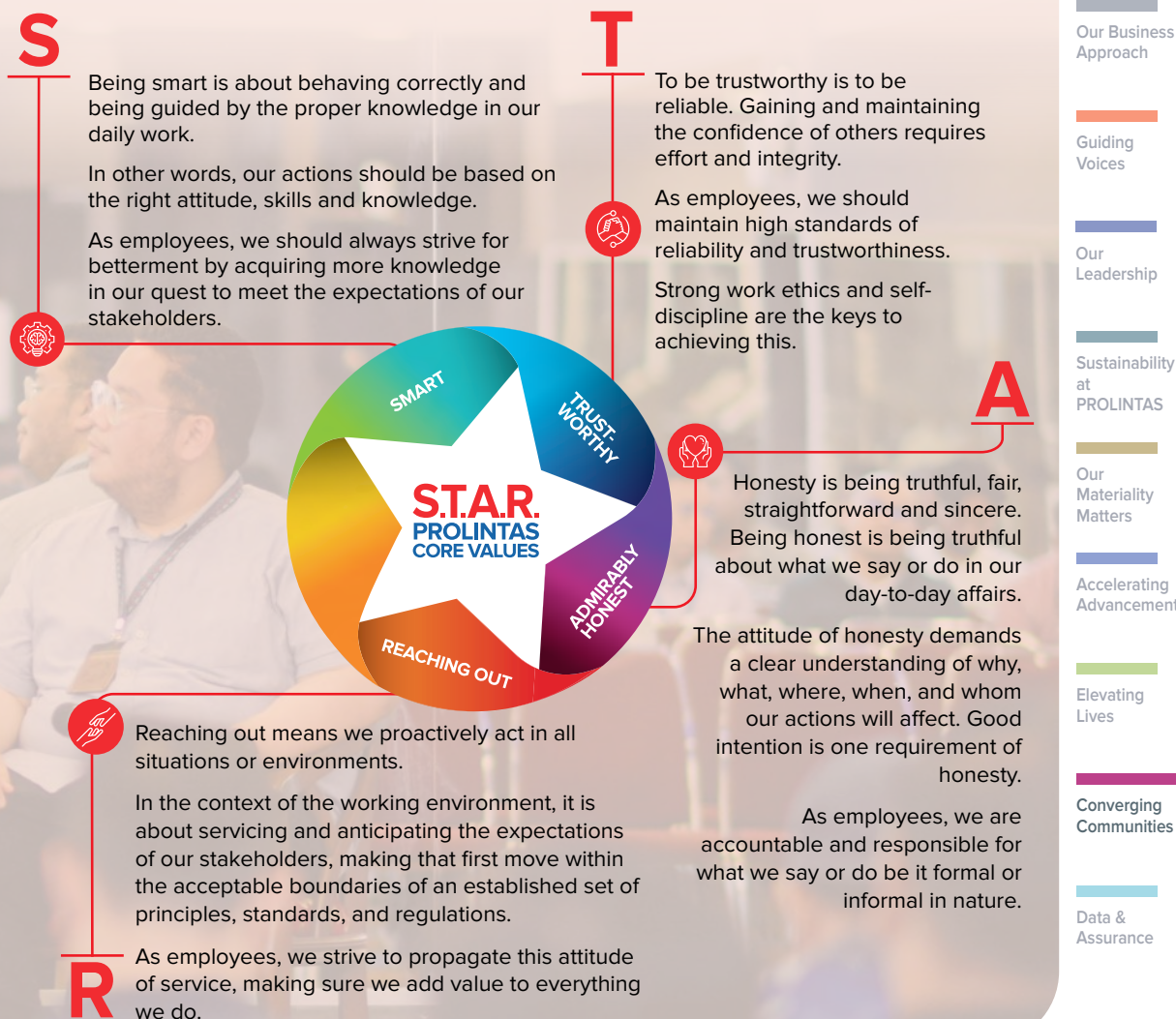
We focus on creating an environment where excellence is the norm and innovative thinking is celebrated. We strive to embed a deep commitment to quality and sustainability in every facet of our operations, ensuring these principles are at the heart of everything we do. By cultivating a culture that champions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





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.

INITIATION AND DURATION

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

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.

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.



CAPACITY, CAPABILITY, COMPETENCY & CULTURE

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.



CONVERGING COMMUNITIES ROAD USER WELLBEING

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.



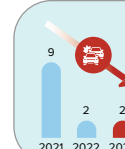
Chevron signs coupled with flashing blue lights strategically placed when approaching the hot spot.



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.



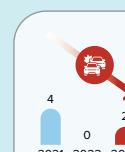
Chevron signs were painted on concrete New Jersey Barrier (NJB).



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.



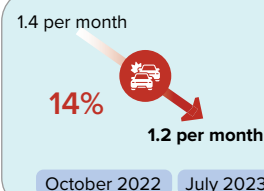
Geveko High Skid-Resistance Rollgrip was installed.



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.



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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Our Materiality Matters

Accelerating Advancement

Elevating Lives

Converging Communities

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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.



CONVERGING COMMUNITIES ROAD USER WELLBEING

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.

Shrub Species

Dalbergia oliveri
Fragrea fragrans
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

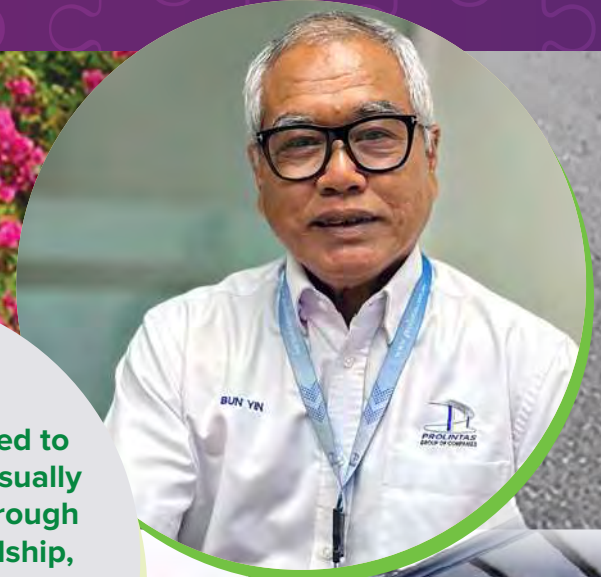


OBJECTIVE

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

“**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



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CONVERGING COMMUNITIES

ROAD USER WELLBEING

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



km 4.5 southbound



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.



OUTCOME

Incident Management and Response Efficiency

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

Traffic Management Plan Effectiveness

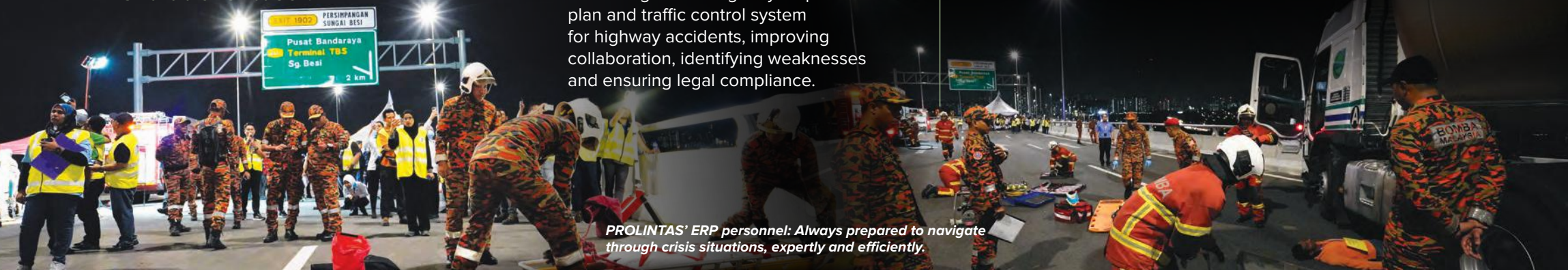
- Implemented measures, including contra-flow lane opening, preventing congestion despite the obstruction of two lanes.

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.



CONVERGING COMMUNITIES ROAD USER WELLBEING

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.

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



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.



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



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



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-a-dalam-kalangan-pelajar-sekolah/>

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CONVERGING COMMUNITIES

ROAD USER WELLBEING

OUR PERFORMANCE

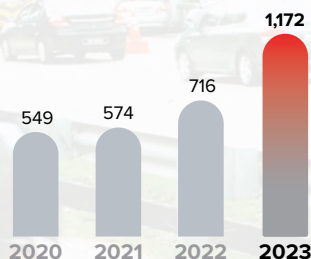
The Group monitors the effectiveness of our initiatives on Road User Wellbeing via metrics such as the accident and fatality rates and our response time to incidents on our highways.

ACCIDENT RATES 2020-2023

Accident Rate Per Million Vehicles

4.6 5.3 4.2 5.2

Number of Accidents

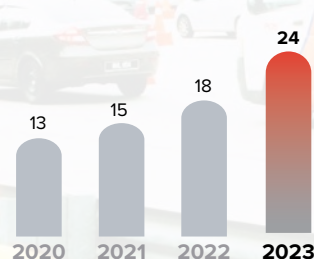


FATALITY RATES 2020-2023

Fatality Rate Per Million Vehicles

0.10 0.14 0.10 0.11

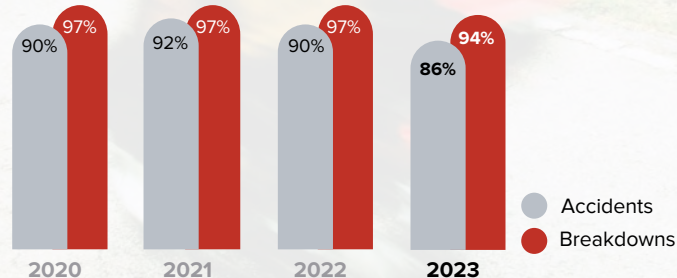
Number of Fatalities



RESPONSE TO EMERGENCIES 2020-2023

Percentage of Response Within Target Time

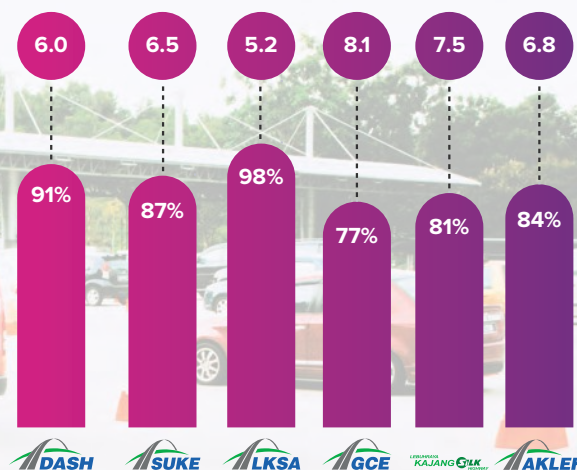
10 Minutes



ACCIDENT & BREAKDOWN RESPONSE RATES IN 2023

ACCIDENTS

Minutes (Average)



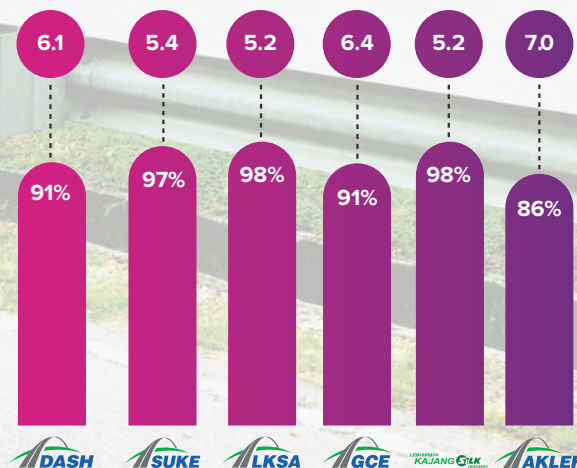
Overall PROLINTAS
6 Highways

6.6 Minutes
(Average)

86%
Response
Within
Target Time

BREAKDOWNS

Minutes (Average)



Overall PROLINTAS
6 Highways

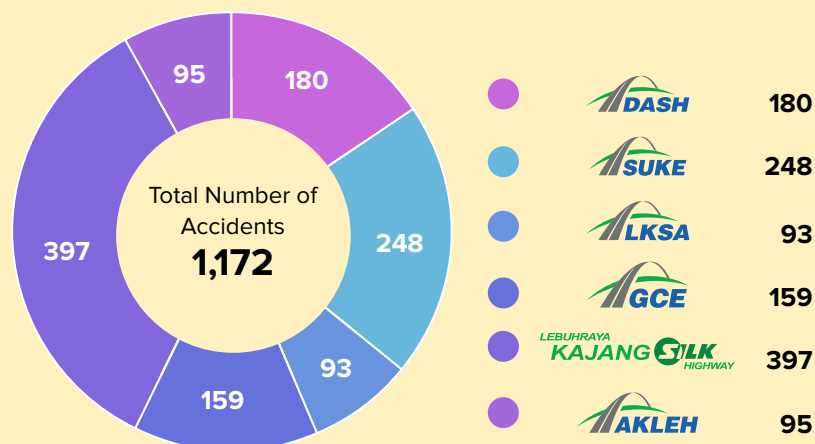
5.9 Minutes
(Average)

94%
Response
Within
Target Time



CONVERGING COMMUNITIES ROAD USER WELLBEING

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.



CONVERGING COMMUNITIES EMPLOYEE WELLBEING, SAFETY & HEALTH

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.



MARKET-ORIENTED COMPENSATION & BENEFITS

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



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

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CONVERGING COMMUNITIES

EMPLOYEE WELLBEING, SAFETY & HEALTH

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.



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CONVERGING COMMUNITIES

EMPLOYEE WELLBEING, SAFETY & HEALTH

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

- o **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.
- o **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.
- o **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

- o **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.
- o **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

- o **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.
- o **Performance Insights:** A summary of employee performance was presented, highlighting achievements, milestones and areas for improvement based on recent trends.
- o **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

- o **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

- o **Assessing Employee Sentiment:** We evaluated our employees' satisfaction, motivation, and commitment levels and compared them with those in 2022.
- o **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.
- o **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.



CONVERGING COMMUNITIES EMPLOYEE WELLBEING, SAFETY & HEALTH



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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EMPLOYEE WELLBEING, SAFETY & HEALTH

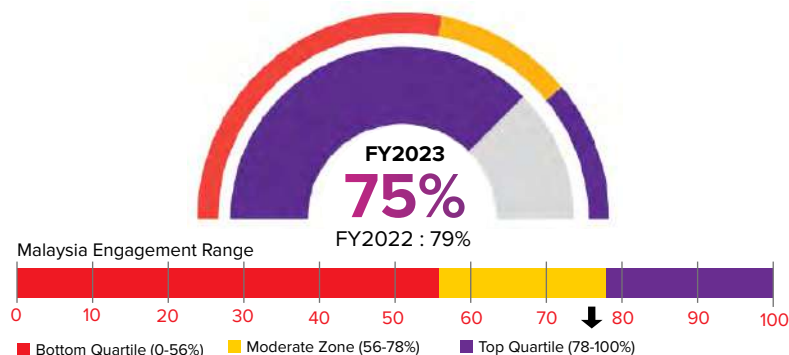
OUR PERFORMANCE

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:

↑ 6 points 69%	= 0 points 75%	↑ 3 points 72%
Malaysia Country Norm	APAC Transportation Infrastructure	Malaysia GLCs Norm
6 points higher than Malaysia Country Norm	On par with APAC Transportation Infrastructure	3 points higher than Malaysia GLCs Norm

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**

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

**COMMUNITY ENGAGEMENT
AND SUPPORT**

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.



1.6 km linear park jogging track developed underneath the SUKE Highway



Safe recreational spaces

The previously neglected area has now been repurposed into a recreational area specifically designed for children.

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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.

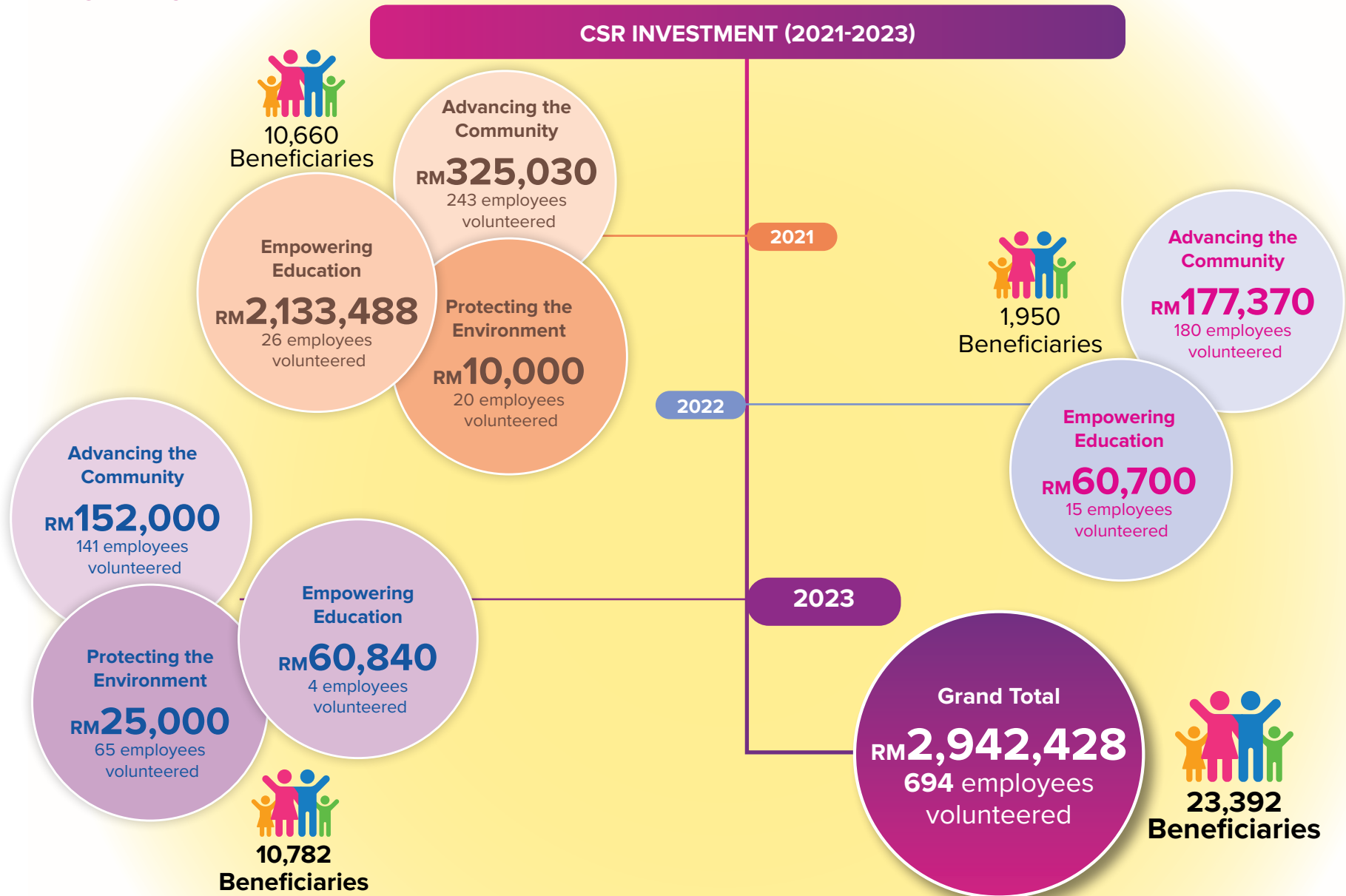
Tabika Kemas students participated in a gardening campaign organised by PROLINTAS in collaboration with the Free Tree Society.

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.



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CONVERGING COMMUNITIES IMPACT ON COMMUNITIES

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.



CONVERGING COMMUNITIES IMPACT ON COMMUNITIES

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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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.



Initiative is crucial in shaping a more promising future for future generations.

TREE PLANTING PROGRAMME



PRE-SCHOOL STUDENTS

180 Students

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).

60 Employees Involved

RM 10,000 Contribution

- 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).

SCAN ME



CONVERGING COMMUNITIES IMPACT ON COMMUNITIES

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PARTNERSHIPS AND COLLABORATIONS

The Group collaborated with an NGO, Ecomights, 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 Impacts

- 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 Impacts

- 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 Ecomights.





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.



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.

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.

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



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

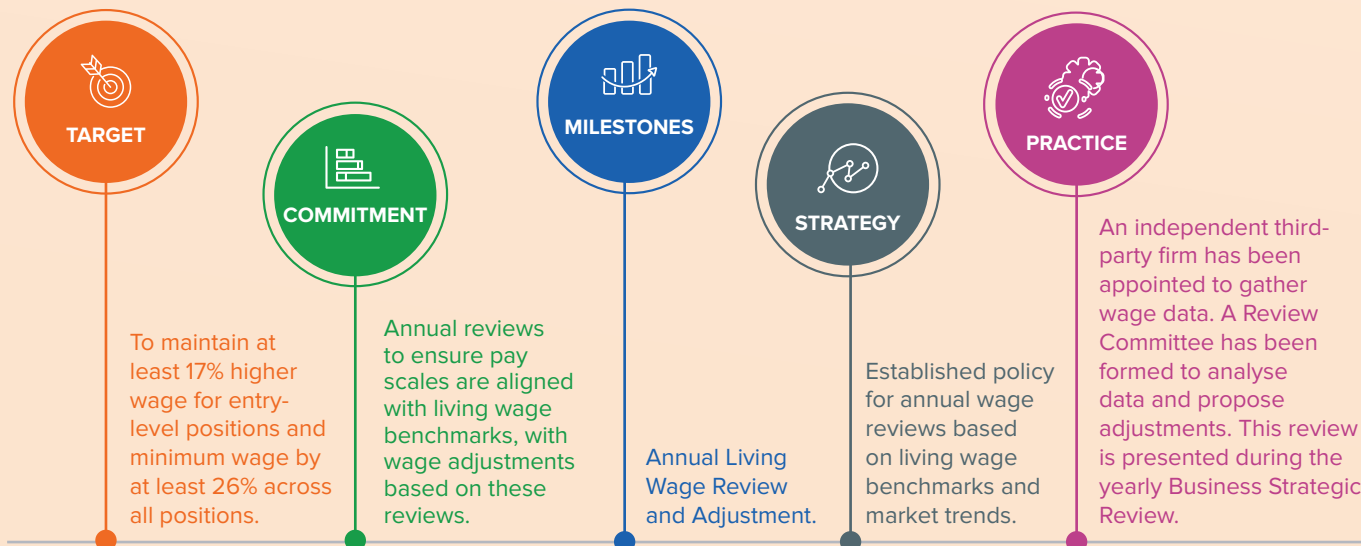
PROLINTAS ensures an equitable and motivated workforce by offering a competitive living wage above market rates, tied to performance, adjusted for inflation, and complemented by additional benefits.

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.





CONVERGING COMMUNITIES

DIVERSITY, EQUITY & INCLUSIVITY

	TARGET	COMMITMENT	MILESTONES	POLICY	PRACTICE
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.	Enhance performance management systems to establish clear, fair, and achievable metrics, reinforcing a culture of meritocracy.	Performance Incentive System Enhancement.	Comprehensive Performance Management Policy outlining the appraisal system, metrics and link between performance and pay.	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





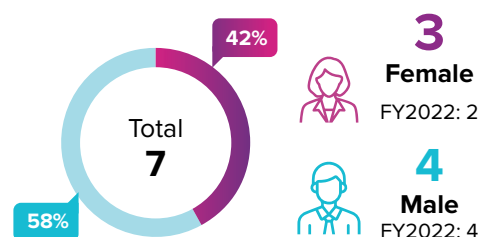
OUR PERFORMANCE

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.

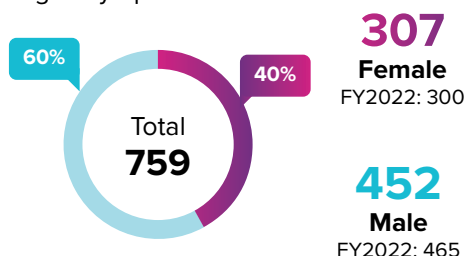
BOARD OF DIRECTORS BY GENDER

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



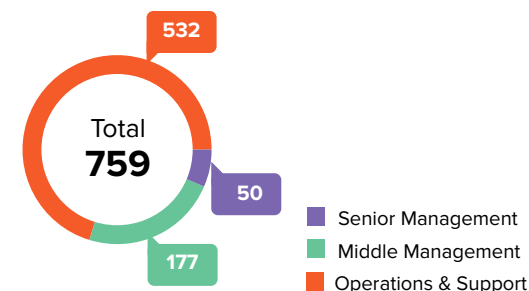
EMPLOYEES BY GENDER 2020 - 2023

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.



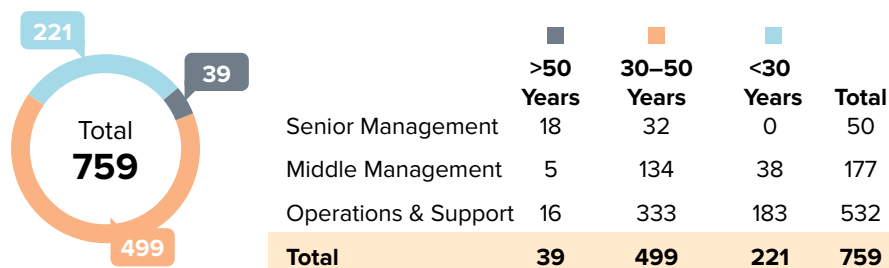
GENDER BY EMPLOYEE CATEGORY

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.

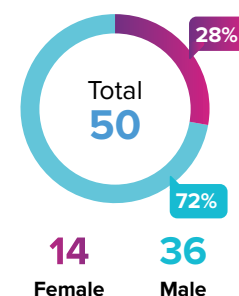


AGE BY EMPLOYEE CATEGORY

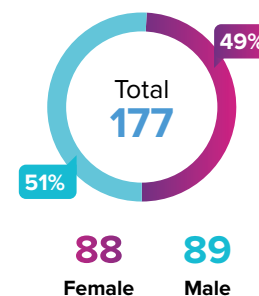
Our workforce represents a healthy blend of youth and experience, with most employees in their middle ages and a significant proportion starting out in their careers.



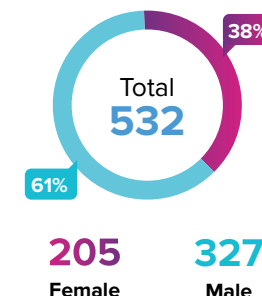
Senior Management



Middle Management



Operations & Support

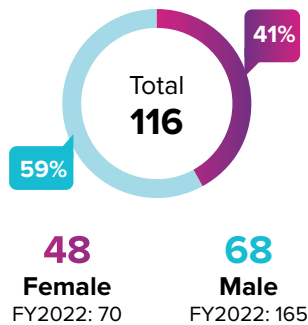




CONVERGING COMMUNITIES DIVERSITY, EQUITY & INCLUSIVITY

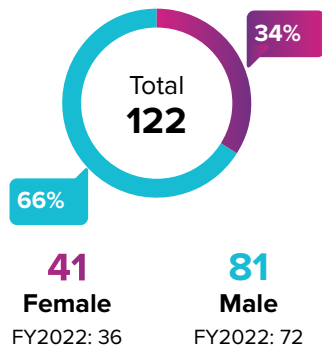
NEW EMPLOYEE HIRE BY GENDER

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.



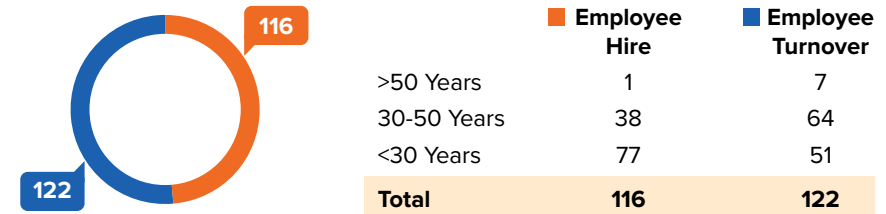
NEW EMPLOYEE TURNOVER BY GENDER

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



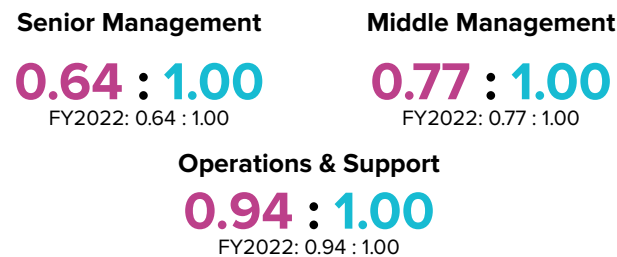
NEW EMPLOYEE HIRE & TURNOVER BY AGE GROUP

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



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.

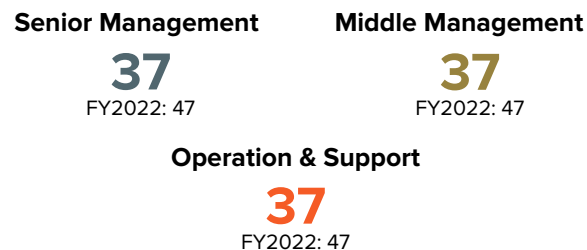


FEMALE TO MALE RATIO OF MEAN BONUS BY EMPLOYEE CATEGORY

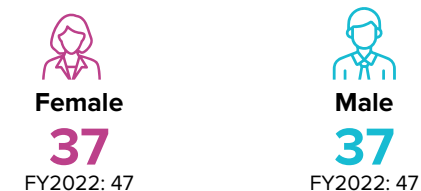
Positive strides in bonus parity are seen in Operations & Support, with a near-equal ratio. Efforts are underway to enhance equity at all management levels.



AVERAGE TRAINING HOURS BY EMPLOYEE CATEGORY



AVERAGE TRAINING HOURS BY GENDER





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



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.

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ENVIRONMENTAL PERFORMANCE INDICATORS (GHG EMISSIONS)

SCOPE	GREENHOUSE GAS EMISSIONS (tCO ₂ e) ¹	2019	2020	2021	2022	2023
Scope 1	Stationary Combustions	3.14	3.14	8.03	3.43	0.60
Scope 1	Fugitive Emissions	323.57	351.70	315.05	333.19	516.20
Scope 1	Mobile Combustion Emissions	334.00	333.49	322.98	390.70	502.19
SUB TOTAL	TOTAL SCOPE 1 EMISSIONS²	660.71	688.33	646.06	727.33	1,018.99
Scope 2	Purchased Energy	10,528.95	11,290.55	9,104.42	9,321.80	12,383.58
SUB TOTAL	TOTAL SCOPE 2 EMISSIONS³	10,528.95	11,290.55	9,104.42	9,321.80	12,383.58
Scope 3	Category 1: Purchased Goods and Services	83.95	3,123.68	1,605.88	2,532.52	289.95
Scope 3	Category 2: Capital Goods	454,846.13	183,226.63	153,829.31	59,005.41	8,696.93
Scope 3	Category 3: Fuel and Energy-Related Activities	12,179.96	13,053.60	10,538.23	10,795.77	14,345.17
Scope 3	Category 5: Waste Generated in Operations	18.70	198.28	226.32	238.25	251.11
Scope 3	Category 6: Business Travel	85.82	44.67	34.25	94.99	150.97
Scope 3	Category 7: Employee Commuting	1,150.93	1,188.30	1,171.31	1,282.99	2,237.19
Scope 3	Category 8: Upstream Leased Assets	IE	IE	IE	IE	IE
Scope 3	Category 13: Downstream Leased Assets ⁵	670.49	716.47	594.40	741.80	516.62
SUB TOTAL	TOTAL SCOPE 3 EMISSIONS⁴	469,035.99	201,551.63	167,999.71	74,691.73	24,167.34
Total	Total GHG Emissions	480,225.65	213,530.51	177,750.19	84,740.86	37,569.91

1. GHG emissions are derived in accordance with the requirement of the GHG Protocol Corporate Accounting and Reporting Standard, and Corporate Value Chain (Scope 3) Accounting and Reporting Standard by World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCDS).
2. Scope 1 direct emissions are calculated in accordance with the 2006 Intergovernmental Panel on Climate Change (IPCC) Guidelines for National Greenhouse Gas Inventories emissions factors, Energy Commission of Malaysia's National Energy Balance 2019 fuel conversion, coefficients and equivalence, United States Environmental Protection Agency (USEPA) Direct Fugitive Emissions from Refrigeration, Air Conditioning, Fire Suppression, and Industrial Gases leakage rate, IPCC/Technical and Economic Assessment Panel (TEAP) Special Report: Safeguarding the Ozone Layer and the Global Climate System average refrigerant capacity for residential and commercial air conditioners, and car air conditioners manufacturer on average refrigerant charges for non-commercial vehicles.
3. Scope 2 emissions or the equivalent CO₂ emissions for electricity used are calculated based on the Malaysia Fourth Biennial Update Report (BUR4) to UNFCCC for grid emissions factor, by the Ministry of Natural Resources, Environment and Climate Change Malaysia (NRECC).
4. Exclusion: (i) Scope 3, Category 4: Upstream Transportation and Distribution were not estimated due to the unavailability of data and low level of readiness. However, we are committed to improve as we progress in our sustainability journey. (ii) Scope 3, Category 8: Upstream Leased Asset is Included Elsewhere (IE) based on the leasing type and consolidation approach in accordance to the GHG Protocol Corporate Accounting and Reporting Standard. Thus, these emissions which are sourced from our hostel at Kajang SILK will be reported under our Scope 1 and Scope 2 emissions. (iii) Prolintas core business revolves around provision of services as a highway operator. Thus, Scope 3, Category 9: Downstream Transportation and Distribution, Category 10: Processing of Sold Products, Category 11: Use of Sold Products and Category 12: End-of-Life Treatment of Sold Products are Irrelevant (IR) to us. (iv) Similarly, Prolintas does not engage in franchising activities at all, nor do we engage in any investment activities that are significant enough to be registered under Scope 3, Category 14: Franchises and Category 15: Investments, respectively.
5. Scope 3, Category 13: This scope covers electricity and Liquefied Petroleum Gas (LPG) consumed by tenants at PROLINTAS Rest Service Areas.

ENVIRONMENTAL PERFORMANCE INDICATORS

OTHER ENVIRONMENTAL PERFORMANCE INDICATORS

	2020	2021	2022	2023
ENERGY USE				
Total Energy Use (MWh) ⁶	15,592.31	12,845.63	13,387.64	17,689.20
Energy Intensity (MWh/Mil Traffic)	130.30	117.51	79.12	78.35
(i) Electricity Use (MWh)	14,362.49	11,636.30	11,951.02	15,876.38
(ii) Fuel Use (MWh)	1,229.82	1,209.33	1,436.61	1,812.82
(i) Electricity Use (GJ)	51,704.97	41,890.68	43,023.68	57,154.96
(ii) Fuel Use (GJ)	4,426.26	4,352.45	5,170.63	5,295.81
WATER USE (m³)				
Water Use	72,740.00	72,739.00	81,898.00	96,412.43
Water Intensity (m³/Mil Traffic)	607.86	665.43	484.00	427.02
WASTE GENERATED (TONNES)				
Scheduled Waste Generated	1.71	0.00	3.06	2.00
Non-Scheduled Waste Generated	363.46	414.27	447.06	457.42
WASTE DIVERTED FROM DISPOSAL BY RECOVERY OPERATIONS (TONNES)				
Scheduled Waste	0.00	0.00	0.00	0.00
Non-Scheduled Waste	36.71	37.27	60.78	37.85
WASTE DIRECTED TO DISPOSAL BY DISPOSAL OPERATIONS (TONNES)				
Scheduled Waste	1.71	0.00	3.06	2.00
Non-Scheduled Waste	326.75	377.00	386.28	419.58
TOTAL TRAFFIC VOLUME	119,665,398	109,299,606	170,618,773	225,778,398

6. The energy used from fuel consumption and purchased electricity for the full operation of the new SUKE and DASH highways has been included.

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PEOPLE PERFORMANCE INDICATORS

EMPLOYEES ¹	2020	2021	2022	2023
1. TOTAL NUMBER OF EMPLOYEES BREAKDOWN BY GENDER				
Male	371	366	465	452
Female	279	270	300	307
Total Employees	650	636	765	759
2. TOTAL EMPLOYEES BY EMPLOYMENT CONTRACT AND GENDER²				
Permanent Employees (Male)	249	220	200	197
Permanent Employees (Female)	221	207	187	175
Total Permanent Employees	470	427	387	372
Contract Employees (Male)	122	146	265	255
Contract Employees (Female)	58	63	113	132
Total Contract Employees	180	209	378	387
3. TOTAL NUMBER OF EMPLOYEES PER EMPLOYEE CATEGORY (GENDER) (NEW DISCLOSURE FY2023)³				
Senior Management (Male : Female)	-	-	-	50 (36 : 14)
Middle Management (Male : Female)	-	-	-	177 (89 : 88)
Operations & Support (Male : Female)	-	-	-	532 (327 : 205)
4. TOTAL NUMBER OF EMPLOYEES PER EMPLOYEE CATEGORY (AGE) (NEW DISCLOSURE FY2023)³				
Senior Management (<30, 30-50, > 50) years old	-	-	-	50 (0 : 32 : 18)
Middle Management (<30, 30-50, > 50) years old	-	-	-	177 (38 : 134 : 5)
Operations & Support (<30, 30-50, > 50) years old	-	-	-	532 (183 : 333 : 16)
5. TOTAL NUMBER OF NEW EMPLOYEE HIRE (GENDER)				
Male	51	51	165	68
Female	13	15	70	48
6. TOTAL NUMBER OF NEW EMPLOYEE HIRE (AGE GROUP)				
<30 years old	-	-	-	77
30-50 years old	-	-	-	38
>50 years old	-	-	-	1
7. TOTAL NUMBER OF NEW EMPLOYEE TURNOVER (GENDER)				
Male	45	59	72	81
Female	13	30	36	41

PEOPLE PERFORMANCE INDICATORS

EMPLOYEES¹ (continued)

	2020	2021	2022	2023
8. TOTAL NUMBER OF NEW EMPLOYEES TURNOVER (AGE GROUP)				
<30 years old	17	22	43	51
30-50 years old	35	51	54	64
>50 years old	5	16	11	7
9. TOTAL NUMBER OF EMPLOYEES THAT WERE ENTITLED TO PARENTAL LEAVE, BY GENDER				
Male	371	366	465	454
Female	279	270	300	302
10. TOTAL NUMBER OF EMPLOYEES THAT TOOK PARENTAL LEAVE, BY GENDER⁴				
Male	-	-	-	15
Female	-	-	-	3
11. TOTAL NUMBER OF EMPLOYEES THAT RETURNED TO WORK IN THE REPORTING PERIOD AFTER PARENTAL LEAVE ENDED, BY GENDER⁴				
Male	-	-	-	15
Female	-	-	-	0
12. MEAN SALARY RATIO (FEMALE:MALE)				
Senior Management	(0.62 : 1.00)	(0.62 : 1.00)	(0.64 : 1.00)	(0.64 : 1.00)
Middle Management	(0.77 : 1.00)	(0.78 : 1.00)	(0.77 : 1.00)	(0.77 : 1.00)
Operations & Support	(0.90 : 1.00)	(0.91 : 1.00)	(0.94 : 1.00)	(0.94 : 1.00)
13. MEAN BONUS RATIO (FEMALE:MALE)⁵				
Senior Management	(0.40 : 1.00)	(0.46 : 1.00)	(0.39 : 1.00)	(0.39 : 1.00)
Middle Management	(0.87 : 1.00)	(0.99 : 1.00)	(0.84 : 1.00)	(0.84 : 1.00)
Operations & Support	(0.99 : 1.00)	(0.94 : 1.00)	(0.94 : 1.00)	(0.94 : 1.00)
14. TRAINING INVESTMENT				
Total Training Investment	RM950,000.00	RM1,300,000.00	RM2,000,000.00	RM1,157,000.00
15. AVERAGE TRAINING HOURS BY GENDER				
Male	50.02	49.23	47.44	37.36
Female	49.96	49.62	47.61	37.36

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EMPLOYEES' (continued)	2020	2021	2022	2023
16. AVERAGE TRAINING HOURS BY EMPLOYEE CATEGORY				
Senior Management (Male : Female)	50.03	49.21	47.43	37.36
Middle Management (Male : Female)	50.02	49.20	47.45	37.30
Operations & Support (Male : Female)	50.02	49.00	47.44	37.36
17. PROTÉGÉ PROGRAMME				
Total no of participants (Protégé) at the end of reporting period	20	58	34	30
Total Investments for Protégé Programmes	RM850,000	RM1,400,000	RM682,000	RM617,280

Notes to the People Performance Indicators

1. In compiling this data, we have used the average of our employment record across each financial year. Given that all of our operations are located in Malaysia, specifically in the Klang Valley where all of our highways and subsidiaries are located, disclosure of the same by region is not applicable.
2. There are two categories of employment contract in the Group, which are Permanent Employment which refers to employment for an indefinite period as well as Contract Employment which refers to employment for a limited period (e.g. a fixed term contract that spans for two year) which ends after the time period expires.
3. New performance indicators, which represent the total number of employees per category by gender and age for the year 2023, were disclosed; therefore, data from 2020 to 2022 have not been made available.
4. New performance indicators, which represent the total number of employee entitled to parental leave & took parental leave for the year 2023, were disclosed; therefore, data from 2020 to 2022 have not been made available.
5. The Group typically distributes its annual bonuses towards the end of the first quarter of the next financial year (i.e. Annual bonuses for FY2021 will typically be distributed in the end of first quarter of FY2022). Given the Last Practicable Date (LPD) of this Report is 31 March 2023, the disclosure of bonus ratio between Female to Male will be done accordingly (FY2020's to be declared in FY2021, FY2021's to be declared in FY2022 and so on).

TRAFFIC, OCCUPATIONAL SAFETY & HEALTH PERFORMANCE INDICATORS

TRAFFIC SAFETY

	2020	2021	2022	2023
1. VEHICLE ACCIDENT RATE (PER MILLION VEHICLES)				
Total Number of Accidents	549	574	716	1,172
Accident Rate (Per Million Vehicles) ¹	4.58	5.25	4.19	5.19
2. TRAFFIC ACCIDENT FATALITY RATE (PER MILLION VEHICLES)				
Total Number of Fatalities	13	15	18	24
Fatality Rate (Per Million Vehicles)	0.10	0.14	0.10	0.11
3. VEHICLE ACCIDENT RESPONSE TIME (WITHIN TARGET 10 MINUTES)				
Percentage (%)	90%	92%	90%	86%
4. VEHICLE BREAKDOWN RESPONSE TIME (WITHIN TARGET 10 MINUTES)				
Percentage (%)	97%	97%	97%	94%
5. TOTAL TRAFFIC VOLUME				
Traffic Volume	119,665,398	109,299,606	170,618,773	225,778,398

OCCUPATIONAL SAFETY & HEALTH

Total Man-Hours Worked (million)	1.48	1.53	2.13	1.24
Number of Fatalities	0	1	0	0
Workplace Injury Incidence Rate (per million man hours worked)	1.50	1.60	1.40	0.00
Workplace Fatality Rate (per million man hours worked)	0.00	1.60	0.00	0.00
Loss Time Injury Frequency Rate (per million man hours worked)	0.00	3,913.90	27.30	0.00

Notes to the Traffic, Occupational Safety & Health Performance Indicators

1. Vehicle Accident Rate: (total no. of accidents x 1,000,000) / total no. traffic
2. Fatality Rate: (total no. of accidents with fatality x 1,000,000) / total no. traffic
3. Occupational Incident Rate: (total no. of accidents x 1,000,000) / total manhours-worked
4. Occupational Fatality Rate: (total no. of accidents with fatality x 1,000,000) / total manhours-worked
5. LTIF Rate: (total no. of lost days caused by accidents x 1,000,000) / total manhours-worked

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GOVERNANCE PERFORMANCE INDICATORS (ANTI-CORRUPTION)

ETHICS & INTEGRITY	2020	2021	2022	2023
1. TOTAL NUMBER AND PERCENTAGE OF ORGANISATION/OPERATIONS ASSESSED FOR RISKS RELATED TO CORRUPTION				
Number of operations assessed for corruption-related risks as at the end of reporting period	6 highways	6 highways	6 highways	6 highways
Percentage of Completion for the Assessment	100%	100%	100%	100%
2. TOTAL NUMBER AND PERCENTAGE OF EMPLOYEES THAT THE ORGANISATION'S ANTI-CORRUPTION POLICIES AND PROCEDURES HAVE BEEN COMMUNICATED TO				
Number of employees who have been communicated on anti-corruption policies and procedures	650	636	765	759
Percentage of employees who have been communicated on anti-corruption policies and procedures	100%	100%	100%	100%
3. TOTAL NUMBER AND PERCENTAGE OF GOVERNANCE BODY MEMBERS THAT THE ORGANISATION'S ANTI-CORRUPTION POLICIES AND PROCEDURES HAVE BEEN COMMUNICATED TO				
Number of Board of Directors who have received training on anti-corruption	NA	NA	6	7
Percentage of Completion for Board of Directors who have received training on anti-corruption	NA	NA	83%	100%
4. TOTAL NUMBER AND PERCENTAGE OF EMPLOYEES THAT HAVE RECEIVED TRAINING ON ANTI-CORRUPTION				
Number of employees who have received training on anti-corruption	650	636	765	759
Percentage of Completion for Employee who have received training on anti-corruption	100%	100%	100%	100%
5. WHISTLEBLOWER PROGRAMME EFFECTIVENESS				
Number of whistleblower reports	NA	NA	0	1
Percentage of whistleblower reports resolved at the end of reporting period	NA	NA	0	100%
6. CONFIRMED INCIDENTS OF CORRUPTION AND ACTION TAKEN				
Total number confirmed incidents of corruption	0	0	0	0
Total number of confirmed incidents in which employees were dismissed or disciplined for corruption	0	0	0	0
Total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption	0	0	0	0

Notes to the Governance Performance Indicators

- Whistleblowing case reported on Year 2023 was an allegation with false proof. Hence the case is classified as false allegation with No Further Action, NFA.
- NA (Not Available) - The performance data for the years not reported in FY2023 reporting period.

BURSA MALAYSIA SUSTAINABILITY REPORTING GUIDE INDICATORS INDEX

COMMON INDICATORS, BURSA MALAYSIA SUSTAINABILITY REPORTING GUIDE 3RD EDITION

COMMON SUSTAINABILITY MATTERS			COMMON INDICATORS	OUR RESPONSE (PAGE REFERENCE)
1.	Anti-corruption	C1 (a)	Percentage of employees who have received training on anti-corruption by employee category	Information data available. Refer our Governance Performance Indicators Table (anti-corruption) Pg 276
		C1 (b)	Percentage of operations assessed for corruption-related risks	Information data available. Refer our Governance Performance Indicators Table (anti-corruption) Pg 276
		C1 (c)	Confirmed incidents of corruption and action taken	Information data available. Refer our Governance Performance Indicators Table (anti-corruption) Pg 276
2.	Community/ Society	C2 (a)	Total amount invested in the community where the target beneficiaries are external to the listed issuer	Information data available. Refer our Impact on Communities Section, Pg 248-261
		C2 (b)	Total number of beneficiaries of the investment in communities	Information data available. Refer our Impact on Communities Section, Pg 248-261
3.	Diversity	C3 (a)	Percentage of employees by gender and age group, for each employee category	Information data available. Refer our People Performance Indicators Table Pg 272-275
		C3 (b)	Percentage of directors by gender and age group	Information data available. Refer our Board of Directors Profile Section, Pg 96-101
4.	Energy management	C4 (a)	Total energy consumption	Information data available. Refer our Environmental Performance Indicators Table Pg 271
5.	Health and safety	C5 (a)	Number of work-related fatalities	Information data available. Refer our Traffic, Occupational Safety & Health Performance Indicators Table, Pg 275
		C5 (b)	Lost time incident rate	Information data available. Refer our Traffic, Occupational Safety & Health Performance Indicators Table, Pg 275
		C5 (c)	Number of employees trained on health and safety standards	765 no of employees. Our health and safety operations are governed by ISO 45001:2018, which pertains to Occupational Health and Safety Management Systems.
6.	Labour practices and standards	C6 (a)	Total hours of training by employee category	Information data available. Refer our People Performance Indicators Table Pg 272-275
		C6 (b)	Percentage of employees that are contractors or temporary staff	Information data available. Refer our People Performance Indicators Table Pg 272-275
		C6 (c)	Total number of employee turnover by employee category	Information data available. Refer our People Performance Indicators Table Pg 272-275
		C6 (d)	Number of substantiated complaints concerning human rights violations	NIL

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COMMON SUSTAINABILITY MATTERS			COMMON INDICATORS	OUR RESPONSE (PAGE REFERENCE)
7.	Supply chain management	C7 (a)	Proportion of spending on local suppliers	Information data available. Refer our Economic Contribution Section, Pg 146-151
8.	Data privacy and security	C8 (a)	Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	NIL
9.	Water	C9 (a)	Total volume of water used	Information data available. Refer our Environmental Performance Indicators Table Pg 271
10.	Waste management	C10 (a)	Total waste generated, and a breakdown of the following: (i) total waste diverted from disposal (ii) total waste directed to disposal	Information data available. Refer our Environmental Performance Indicators Table Pg 271
11.	Emissions management	C11 (a)	Scope 1 emissions in tonnes of CO ₂ e	Information data available. Refer our Environmental Performance Indicators Table Pg 270
		C11 (b)	Scope 2 emissions in tonnes of CO ₂ e	Information data available. Refer our Environmental Performance Indicators Table Pg 270
		C11 (c)	Scope 3 emissions in tonnes of CO ₂ e (at least for the categories of business travel and employee commuting)	Information data available. Refer our Environmental Performance Indicators Table Pg 270

SECTOR SPECIFIC INDICATORS, BURSA MALAYSIA SUSTAINABILITY REPORTING GUIDE 3RD EDITION

SECTOR-SPECIFIC MATTERS		APPLICABLE SECTORS		SECTOR-SPECIFIC INDICATORS	OUR RESPONSE (PAGE REFERENCE)
1.	Biodiversity	Construction, Energy, Plantation, Property, Utilities	S1 (a)	Percentage of existing operations or projects assessed for biodiversity risks	All our highways are assessed for biodiversity risks. Our construction & operations of environmental management are governed by ISO14001:2015.
		Construction, Energy, Plantation, Property, Utilities	S1 (b)	Size and location of all habitat areas protected or restored	Information data available. Refer our Biodiversity Section, Pg 210-215
		Construction, Energy, Plantation, Property, Utilities	S1 (c)	Total number of International Union for Conservation of Nature (IUCN) Red List of Threatened Species and national conservation list species with habitats in areas affected by the operations of the company	Information data available. Refer our Biodiversity Section, Pg 210-215
		Plantation <i>This is only applicable for listed issuers with oil palm crop.</i>	S1 (d)	Percentage of certified palm oil as a percentage of total palm oil produced, used or processed, relative to Roundtable on Sustainable Palm Oil (RSPO) or Malaysian Sustainable Palm Oil (MSPO) recommendations	Disclosure is not applicable to PROLINTAS.

BURSA MALAYSIA SUSTAINABILITY REPORTING GUIDE INDICATORS INDEX

SECTOR-SPECIFIC MATTERS		APPLICABLE SECTORS		SECTOR-SPECIFIC INDICATORS	OUR RESPONSE (PAGE REFERENCE)
2.	Community/ Society	Utilities	S2 (a)	Average retail electric or water rate	Disclosure is not applicable to PROLINTAS.
3.	Customer Health & Safety / Product Responsibility	Consumer Products & Services	S3 (a)	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Disclosure is not applicable to PROLINTAS.
		Consumer Products & Services	S3 (b)	Total number of incidents of non- compliance with regulations or voluntary codes concerning the health & safety impacts of products and services within the reporting period	Disclosure is not applicable to PROLINTAS.
		Consumer Products & Services	S3 (c)	Number of recalls issued and total units recalled for health and safety reasons	Disclosure is not applicable to PROLINTAS.
4.	Emissions - Air Quality/ Pollution	Energy, Industrial Products & Services, Transportation & Logistics	S4 (a)	Amount of air emissions of pollutants and particulate matter	PROLINTAS conducts an annual environmental quality monitoring in which the results of ambient air quality monitoring were found to be lower than the limit of the standard stipulated in the Malaysia Ambient Air Quality Standard 2020.
5.	Materials	Construction, Consumer Products & Services, Energy, Health Care, Industrial Products & Services, Plantation, Property, Transportation & Logistics, Utilities	S5 (a)	Total weight or volume of materials that are used to produce and package products and services	Information data available. PROLINTAS has disclosed this information as part of the GHG Emissions Scope 3 category consists of Category 1: Purchase Goods and Services and Category 3 : Capital Goods. Refer our Environmental Performance Indicators (GHG Emissions), Pg 270

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SECTOR-SPECIFIC MATTERS	APPLICABLE SECTORS		SECTOR-SPECIFIC INDICATORS	OUR RESPONSE (PAGE REFERENCE)
6. Supply Chain (Environmental) / Supplier Environmental Assessment	Construction, Consumer Products & Services, Industrial Products & Services, Plantation, Property, REITs	S6 (a)	Percentage of new suppliers that were screened using environmental criteria	Information unavailable. Steps are being taken to include the information in the next Report. FY2023, PROLINTAS conducted a Sustainability Supplier Survey to assess our vendors' understanding of sustainability topics through the EESG lens.
	Construction, Consumer Products & Services, Industrial Products & Services, Plantation, Property, REITs	S6 (b)	Number of suppliers assessed for environmental impacts	Information unavailable. Steps are being taken to include the information in the next Report. FY 2023, PROLINTAS conducted a Sustainability Supplier Survey to assess our vendors' understanding of sustainability topics through the EESG lens.
	Property, REITs	S6 (c)	Percentage of the company's total property portfolio certified to a recognised building management standard for property	Disclosure is not applicable to PROLINTAS.
	Plantation <i>This is only applicable for listed issuers with oil palm crop.</i>	S6 (d)	Percentage of fresh fruit bunch (FFB) sourced in accordance to certified environmental or sustainable standards	Disclosure is not applicable to PROLINTAS.
7. Supply Chain (Social) / Supplier Social Assessment	Construction, Consumer Products & Services, Industrial Products & Services, Plantation, Property	S7 (a)	Percentage of new suppliers that were screened using social criteria	Information unavailable. Steps are being taken to include the information in the next Report. FY2023, PROLINTAS conducted a Sustainability Supplier Survey to assess our vendors' understanding of sustainability topics through the EESG lens.
	Construction, Consumer Products & Services, Industrial Products & Services, Plantation, Property	S7 (b)	Number of suppliers assessed for social impacts	Information unavailable. Steps are being taken to include the information in the next Report. FY2023, PROLINTAS conducted a Sustainability Supplier Survey to assess our vendors' understanding of sustainability topics through the EESG lens.
8. Effluents	Construction, Consumer Products & Services, Energy, Health Care, Industrial Products & Services, Plantation, Property, Transportation & Logistics, Utilities	S8 (a)	Total volume of water (effluent) discharge over the reporting period	Information available. Refer our Water Management Section, Pg 201. PROLINTAS sewage treatment plants (STPs) wastewater is treated to meet environmental safety standards before being discharged into waterways. The data disclosed in a manner of percentage of compliance with effluent discharge standard stipulated by respective authority.

GRI INDEX

Page indications in this Index refer to PROLINTAS Sustainability Report 2023 unless otherwise noted. The Sustainability Report 2023 has been prepared with reference to the GRI Universal Standards: 2016, 2018 and 2021, which refer to standards issue date, not the date of the information presented in this report.

GRI STANDARD/OTHER SOURCE	DISCLOSURE	SDG	PAGE NUMBER	REMARKS
GENERAL DISCLOSURES				
GRI 2: General Disclosures 2021	2-1 Organisational details	-	8 - 32 106-107	About PROLINTAS Corporate Structure
	2-2 Entities included in the organisation's sustainability reporting	-	8 - 32 106-107	About PROLINTAS Corporate Structure
	2-3 Reporting period, frequency and contact point	-	6	Reporting Period, Scope and Boundaries Feedback
	2-4 Restatements of information	-	-	There are no restatements of information in this report
	2-5 External assurance	-	293-294	Assurance Statement
	2-6 Activities, value chain and other business relationships	-	8 - 32	About PROLINTAS
			106	Corporate Information
			33 - 35	Our Business Approach
			46 - 95	Dialogue with the Group Chief Executive Officer
	2-7 Employees	8; 10	220 - 227	Capacity, Capability, Competency & Culture
			240 - 247	Employee Wellbeing, Safety & Health
			262 - 269	Diversity, Equity & Inclusivity
	2-8 Workers who are not employees	5; 8; 16	-	Not Applicable
	2-9 Governance structure and composition	5; 16	110	Sustainability Governance
	2-10 Nomination and selection of the highest governance body	5; 6; 16	110	Sustainability Governance
	2-11 Chair of the highest governance body	16	110	Sustainability Governance
	2-12 Role of the highest governance body in overseeing the management of impacts	16	110	Sustainability Governance
	2-13 Delegation of responsibility for managing impacts	-	110	Sustainability Governance
	2-14 Role of the highest governance body in sustainability reporting	-	110	Sustainability Governance
	2-15 Conflicts of interest	16	152 - 159	Ethics & Integrity

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GRI STANDARD/OTHER SOURCE	DISCLOSURE		SDG	PAGE NUMBER	REMARKS
GENERAL DISCLOSURES (continued)					
GRI 2: General Disclosures 2021	2-16	Communication of critical concerns	-	116 - 127 118 - 119	Our Materiality Matters Stakeholder Engagement
	2-17	Collective knowledge of the highest governance body	-	98 - 101	Board of Directors' Profile
	2-18	Evaluation of the performance of the highest governance body	-	-	The Board of Directors report directly to shareholders.
	2-19	Remuneration policies	-	72	Dialogue with the Group Chief Executive Officer
				242	Employee Wellbeing, Safety & Health
				263	Diversity, Equity & Inclusivity
	2-20	Process to determine remuneration	-	106	Nomination and Remuneration Committee
	2-21	Annual total compensation ratio	-	-	The compensation we offer is based on the market rate and internal equity of the respective positions as well as the employee's skill set and experience. As far as possible, we strive to offer all our employees comparable compensation structures and monitor compliance with minimum standards.
	2-22	Statement on sustainable development strategy		46 - 95	Dialogue with the Group Chief Executive Officer
				111	Sustainability Approach
	2-23	Policy commitments	16	36 - 45	Chairman's Reflections
				152 - 159	Ethics & Integrity
				295	List of Policies
	2-24	Embedding policy commitments	-	36 - 45	Chairman's Reflections
				152 - 159	Ethics & Integrity
	2-25	Processes to remediate negative impacts	-	118 - 119	Stakeholder Engagement
				152 - 159	Ethics & Integrity
	2-26	Mechanisms for seeking advice and raising concerns	16	6	Feedback
				118 - 119	Stakeholder Engagement
				152 - 159	Ethics & Integrity
	2-27	Compliance with laws and regulations	-	36 - 45	Chairman's Reflections
				46 - 95	Dialogue with the Group Chief Executive Officer
				152 - 159	Ethics & Integrity
	2-28	Membership associations	-	16	Performance: Economic
				36 - 45	Chairman's Reflections
	2-29	Approach to stakeholder engagement	-	118 - 119	Stakeholder Engagement
2-30	Collective bargaining agreements	8	-	Not Applicable	

GRI STANDARD/OTHER SOURCE	DISCLOSURE		SDG	PAGE NUMBER	REMARKS
GRI 3: Material Topics 2021	3-1	Process to determine material topics	-	120 - 123	Assessing our Material Matters
	3-2	List of material topics	-	124 - 126	Materiality Matters
ECONOMIC PERFORMANCE					
GRI 3: Material Topics 2021	3-3	Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	8; 9	146 - 151	Economic Contribution
	201-2	Financial implications and other risks and opportunities due to climate change	13	170 - 183	Greenhouse Gases & Climate Action
	201-3	Defined benefit plan obligations and other retirement plans	-	-	Employer contributions to the Employee Provident Fund (EPF) and Social Security Organisation (SOC SO)
ECONOMIC PERFORMANCE (continued)					
GRI 201: Economic Performance 2016	201-4	Financial assistance received from government	-	-	Employee training and development claimable courses under HRD Corp. PERKESO Penjana Subsidy. Tax relief from utilisation of unabsorbed tax losses and capital allowance and training costs under the Professional Training and Education for Growing Entrepreneurs ("PROTÉGÉ-Ready to Work (RTW) Programme"
MARKET PRESENCE					
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	1; 5; 8	-	The compensation we offer is based on the minimum wage and internal equity of the respective positions as well as the employee's skill set and/ or experience. As far as possible, we strive to offer all our employees comparable compensation structures and monitor compliance with minimum standards.
	202-2	Proportion of senior management hired from the local community	1; 5; 8	100%	

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GRI STANDARD/OTHER SOURCE	DISCLOSURE		SDG	PAGE NUMBER	REMARKS
INDIRECT ECONOMIC IMPACTS					
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	5; 6; 8; 9; 11	8 - 32 114 - 115 128 -165	About PROLINTAS Sustainable Highway Infrastructure Accelerating Advancement
	203-2	Significant indirect economic impacts	1; 3; 6; 8	46 - 49 128 -165 166 - 215 216 - 269	Dialogue with the Group Chief Executive Officer Accelerating Advancement Elevating Lives Converging Communities
PROCUREMENT PRACTICES					
GRI 3: Material Topics 2021	3-3	Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	8	-	Total number of vendors & suppliers in 2023: 215 100% local suppliers
ANTI-CORRUPTION					
GRI 3: Material Topics 2021	3-3	Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	16	152 - 159	Ethics & Integrity
	205-2	Communication and training about anti-corruption policies and procedures	16	36 - 45	Chairman's Reflections
				152 - 159	Ethics & Integrity
				220 - 227	Capacity, Capability, Competency & Culture
205-3	Confirmed incidents of corruption and actions taken	16	276	Governance Performance Indicators	

GRI STANDARD/OTHER SOURCE	DISCLOSURE		SDG	PAGE NUMBER	REMARKS
ANTI-COMPETITIVE BEHAVIOUR					
GRI 3: Market Presence 2016	3-3	Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 206: Anti-competitive Behaviour 2016	206-1	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	16	-	Nil
TAX					
GRI 207: Tax 2019	207-1	Approach to tax	1; 10; 17	-	PROLINTAS adheres to all legal provisions on taxation including the Income Tax Act 1967
	207-2	Tax governance, control and risk management	1; 10; 17	-	PROLINTAS adheres to all legal provisions on taxation including the Income Tax Act 1967
				152 - 159	Ethics & Integrity
	207-3	Stakeholder engagement and management of concerns related to tax	1; 10; 17	-	PROLINTAS adheres to all legal provisions on taxation including the Income Tax Act 1967
				118 - 119	Stakeholder Engagement
	207-4	Country-by-country reporting	-	-	Not Applicable
MATERIALS					
GRI 301: Materials 2016	301-1	Materials used by weight or volume	8; 12	184 - 197	Sustainable Materials
	301-2	Recycled input materials used	8; 12	184 - 197	Sustainable Materials
	301-3	Reclaimed products and their packaging materials	16	184 - 197	Sustainable Materials

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GRI STANDARD/OTHER SOURCE	DISCLOSURE	SDG	PAGE NUMBER	REMARKS
ENERGY				
GRI 3: Material Topics 2021	3-3 Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	6; 7; 8 ; 9; 11; 12; 13; 14; 15; 17	170 - 183 270 - 271	Greenhouse Gases & Climate Action Environmental Performance Indicators
	302-2 Energy consumption outside of the organisation	7; 8; 12; 13	170 - 183 270 - 271	Greenhouse Gases & Climate Action Environmental Performance Indicators
	302-3 Energy intensity	6; 7; 8 ; 9; 11; 12; 13; 14; 15; 17	170 - 183 270 - 271	Greenhouse Gases & Climate Action Environmental Performance Indicators
	302-4 Reduction of energy consumption	6; 7; 8; 12; 13	170 - 183	Greenhouse Gases & Climate Action
	302-5 Reductions in energy requirements of products and services	7; 8 ;12; 13	170 - 183	Greenhouse Gases & Climate Action
WATER AND EFFLUENTS				
GRI 3: Material Topics 2021	3-3 Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	3; 6; 12	198 - 203	Water Management
	303-2 Management of water discharge-related impacts	3; 6; 12	198 - 203	Water Management
	303-3 Water withdrawal	6; 12	198 - 203	Water Management
	303-4 Water discharge	3; 6; 12	198 - 203	Water Management
	303-5 Water consumption	6	198 - 203 271	Water Management Environment Performance Indicators

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BIODIVERSITY					
GRI 3: Material Topics 2021	3-3	Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 304: Biodiversity 2016	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	3; 6; 13; 14; 15	210 - 215	Biodiversity
	304-2	Significant impacts of activities, products and services on biodiversity	3; 6; 13; 14; 15	210 - 215	Biodiversity
	304-3	Habitats protected or restored	6; 13; 14; 15	210 - 215	Biodiversity
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	6; 13; 14; 15	-	Not Applicable
EMISSIONS					
GRI 3: Material Topics 2021	3-3	Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 305: Energy 2016	305-1	Direct (Scope 1) GHG emissions	3; 12; 13; 14; 15	170 - 183 270-271	Greenhouse Gases & Climate Action Environmental Performance Indicators
	305-2	Energy indirect (Scope 2) GHG emissions	3; 12; 13; 14; 15	170 - 183 270-271	Greenhouse Gases & Climate Action Environmental Performance Indicators
	305-3	Other indirect (Scope 3) GHG emissions	3; 12; 13; 14; 15	170 - 183 270-271	Greenhouse Gases & Climate Action Environmental Performance Indicators
	305-4	GHG emissions intensity	3; 13; 14; 15	170 - 183 270-271	Greenhouse Gases & Climate Action Environmental Performance Indicators
	305-5	Reduction of GHG emissions	3; 12; 13; 14; 15	170 - 183	Greenhouse Gases & Climate Action
	305-6	Emissions of ozone-depleting substances (“ODS”)	3; 12; 13; 14; 15	170 - 183	Greenhouse Gases & Climate Action
	305-7	Nitrogen oxides (“NOx”), sulfur oxides (“SOx”), and other significant air emissions	3; 12; 13; 14; 15	170 - 183 270-271	Greenhouse Gases & Climate Action Environmental Performance Indicators

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GRI STANDARD/OTHER SOURCE	DISCLOSURE		SDG	PAGE NUMBER	REMARKS
WASTE					
GRI 3: Material Topics 2021	3-3	Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	3; 6; 11; 12	204 - 209	Waste Management
	306-2	Management of significant waste-related impacts	3; 8; 11; 12	204 - 209 270-271	Waste Management Environmental Performance Indicators
	306-3	Waste generated	3; 6; 11; 12; 15	204 - 209 270-271	Waste Management Environmental Performance Indicators
	306-4	Waste diverted from disposal	3; 11; 12	204 - 209 270-271	Waste Management Environmental Performance Indicators
	306-5	Waste directed to disposal	3; 6; 11; 12; 15	204 - 209 270-271	Waste Management Environmental Performance Indicators
SUPPLIER ENVIRONMENTAL ASSESSMENT					
GRI 3: Material Topics 2021	3-3	Management of material topics	-	-	Information unavailable. Steps are being taken to include the information in the next Report.
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	-	-	
	308-2	Negative environmental impacts in the supply chain and actions taken	-	-	None
EMPLOYMENT					
GRI 3: Material Topics 2021	3-3	Management of material topics	-		Throughout the Sustainability Report
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	5; 8; 10	262 - 269 272 - 275	Diversity, Equity & Inclusivity People Performance Indicators
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	3; 5; 8	240 - 247	Employee Wellbeing, Safety & Health
	401-3	Parental leave	3; 5; 8	240 - 247 272 - 275	Employee Wellbeing, Safety & Health People Performance Indicators

GRI STANDARD/OTHER SOURCE	DISCLOSURE		SDG	PAGE NUMBER	REMARKS
LABOUR/MANAGEMENT RELATIONS					
GRI 402: Labour/Management Relations 2016	402-1	Minimum notice periods regarding operational changes	8	-	Minimum 24 Hours Notice Period
OCCUPATIONAL HEALTH AND SAFETY					
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	3; 8	240 - 247	Employee Wellbeing, Safety & Health
	403-2	Hazard identification, risk assessment, and incident investigation	3; 8	240 - 247	Employee Wellbeing, Safety & Health
	403-3	Occupational health services	3; 8	240 - 247	Employee Wellbeing, Safety & Health
	403-4	Worker participation, consultation, and communication on occupational health and safety	3; 8; 16	240 - 247	Employee Wellbeing, Safety & Health
	403-5	Worker training on occupational health and safety	3; 8	240 - 247	Employee Wellbeing, Safety & Health
	403-6	Promotion of worker health	3; 8	240 - 247	Employee Wellbeing, Safety & Health
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	3; 8	240 - 247	Employee Wellbeing, Safety & Health
	403-8	Workers covered by an occupational health and safety management system	3; 8	240 - 247	Employee Wellbeing, Safety & Health
	403-9	Work-related injuries	3; 5; 8	240 - 247 275	Employee Wellbeing, Safety & Health Traffic, Occupational Safety & Health Performance Indicators
	403-10	Work-related ill health	3; 8; 16	240 - 247 275	Employee Wellbeing, Safety & Health Traffic, Occupational Safety & Health Performance Indicators
TRAINING AND EDUCATION					
GRI 3: Material Topics 2021	3-3	Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	4; 5; 8	262 -269	Diversity, Equity & Integrity
	404-2	Programmes for upgrading employee skills and transition assistance programmes	4; 5; 8	262 -269	Diversity, Equity & Integrity
	404-3	Percentage of employees receiving regular performance and career development reviews	5; 8; 10	-	100%

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GRI STANDARD/OTHER SOURCE	DISCLOSURE		SDG	PAGE NUMBER	REMARKS
DIVERSITY AND EQUAL OPPORTUNITY					
GRI 3: Material Topics 2021	3-3	Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	5; 8	262 - 269 272 - 275	Diversity, Equity & Inclusivity People Performance Indicators
	405-2	Ratio of basic salary and remuneration of women to men	5; 8; 10	262 - 269 272 - 275	Diversity, Equity & Inclusivity People Performance Indicators
NON-DISCRIMINATION					
GRI 406: Non-discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	5; 8	276	Governance Performance Indicators (Anti-Corruption)
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	8	-	Nil
				-	Nil
CHILD LABOUR					
GRI 408: Child Labour 2016	408-1	Operations and suppliers at significant risk for incidents of child labour	5; 8; 16	-	Nil
FORCED OR COMPULSORY LABOUR					
GRI 409: Forced or Compulsory Labour 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	5; 8; 16	-	Nil
SECURITY PRACTICES					
GRI 410: Security Practices 2016	410-1	Security personnel trained in human rights policies or procedures	16	-	PROLINTAS does not hire any security personnel
RIGHTS OF INDIGENOUS PEOPLES					
GRI 411: Rights of Indigenous Peoples 2016	411-1	Incidents of violations involving rights of indigenous peoples	2; 16	-	Not Applicable

GRI STANDARD/OTHER SOURCE	DISCLOSURE		SDG	PAGE NUMBER	REMARKS
LOCAL COMMUNITIES					
GRI 3: Material Topics 2021	3-3	Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programmes	1; 2; 3, 4, 8, 9, 11, 16, 17	228 - 239 248 - 261	Road User Wellbeing Impact on Communities
	413-2	Operations with significant actual and potential negative impacts on local communities	1; 2; 3, 4, 8, 9, 11, 16, 17	228 - 239 248 - 261	Road User Wellbeing Impact on Communities
SUPPLIER SOCIAL ASSESSMENT					
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	5; 8; 16	-	Information unavailable. Steps are being taken to include the information in the next Report.
	414-2	Negative social impacts in the supply chain and actions taken	5; 8; 16	-	None
PUBLIC POLICY					
GRI 415: Public Policy 2016	415-1	Political contributions	16	153	Ethics & Integrity
CUSTOMER HEALTH AND SAFETY					
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	3; 16	228 - 239	Road User Wellbeing
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	3; 16	228 - 239 275	Road User Wellbeing Traffic, Operational Safety & Health Performance Indicators
MARKETING AND LABELLING					
GRI 417: Marketing and Labelling 2016	417-1	Requirements for product and service information and labeling	12	228 - 239	Road User Wellbeing

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GRI STANDARD/OTHER SOURCE	DISCLOSURE	SDG	PAGE NUMBER	REMARKS
MARKETING AND LABELLING (continued)				
GRI 417: Marketing and Labelling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	16	-	Nil
	417-3 Incidents of non-compliance concerning marketing communications	16	-	Nil
CUSTOMER PRIVACY				
GRI 3: Material Topics 2021	3-3 Management of material topics	-	All material matters sections	Throughout the Sustainability Report
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	16	-	Nil

ASSURANCE STATEMENT



INDEPENDENT ASSURANCE OPINION STATEMENT

Statement No.: **SRA-MY 803004**

Projek Lintasan Kota Holdings Sdn Bhd (PROLINTAS) Sustainability Report 2023

The British Standards Institution is independent of Projek Lintasan Kota Holdings Sdn Bhd (hereafter referred to as "PROLINTAS" in this statement) and has no financial interest in the operation of PROLINTAS other than for the assessment and verification of the sustainability statements contained in this report.

This independent assurance opinion statement has been prepared for the stakeholders of PROLINTAS only for the purposes of verifying its statements relating to its environmental, social and governance (ESG), more particularly described in the scope, below. It was not prepared for any other purpose. The British Standards Institution will not, in providing this independent assurance opinion statement, accept or assume responsibility (legal or otherwise) or accept liability for or in connection with any other purpose for which it may be used, or to any person by whom the independent assurance opinion statement may be read.

This independent assurance opinion statement is prepared on the basis of review by the British Standards Institution of information presented to it by PROLINTAS. The review does not extend beyond such information and is solely based on it. In performing such review, the British Standards Institution has assumed that all such information is complete and accurate.

Any queries that may arise by virtue of this independent assurance opinion statement or matters relating to it should be addressed to PROLINTAS only.

Scope

The scope of engagement agreed upon with PROLINTAS includes the following:

- The assurance covers the whole report and focuses on systems and activities during the 1 January 2023 until December 2023 calendar year at PROLINTAS with the following exceptions:
 - The assurance engagement does not cover financial statement-related matters because they have been reviewed by an external auditor. This ensures that the assurance process does not duplicate efforts already undertaken by the external auditor regarding financial statements.
- 1) The evaluation of the nature and extent of the PROLINTAS adherence to all four AA1000 AccountAbility principles and the reliability of specified sustainability performance information in this report as conducted in accordance with Type 1 Moderate Level (Limited Assurance) of AA1000AS v3 sustainability assurance engagement.



Based on our work described in the verification report, nothing has come to our attention that causes us to believe that data and information stated in the PROLINTAS's Sustainability Report is not correctly presented or with omission, in any material respects or that Inclusivity, Materiality Responsiveness and Impact based on AA1000 criteria are not correctly addressed.

We conclude that the sustainability subject matter of the report provides a fair view of PROLINTAS's sustainability programmes and performance in the Reporting Year. We believe that the economic, social and environment performance indicators are accurate and are supported by robust internal verification processes.

Our work was carried out by a team of sustainability report assurers in accordance with the AA1000 Assurance Standard v3. We planned and performed this part of our work to obtain the necessary information and explanations. We considered to provide sufficient evidence that PROLINTAS's description of their approach to AA1000 Assurance Standard was fairly stated.

Methodology

Our work was designed to gather evidence on which our conclusion is based. We undertook the following activities:

- a top-level review of issues raised by external parties that could be relevant to PROLINTAS's policies to check on the appropriateness of statements made in the report.
- discussion with managers and staff on PROLINTAS's approach to stakeholder engagement. We had no direct contact with external stakeholders.
- interview with staff involved in sustainability management, report preparation and provision of report information.
- review of key organizational developments.
- review of supporting evidence for claims made in the reports.
- an assessment of the PROLINTAS's reporting and management processes concerning this reporting against the principles of Inclusivity, Materiality, Responsiveness, and Impact as described in the AA1000 AccountAbility Principles Standard.

Conclusions

A detailed review against the AA1000 AccountAbility Principles of Inclusivity, Materiality, Responsiveness, and Impact is set out below:

Inclusivity

The Report has reflected the fact that PROLINTAS is seeking the engagement of its stakeholders. The participation of stakeholders has been initiated in developing and achieving an accountable and strategic response to sustainability. The reporting systems are being developed to deliver the required information. There are fair reporting and disclosure for economic, social and environment information in this report, so that appropriate planning and target-setting can be supported. In our professional opinion the report covers PROLINTAS principle of Inclusivity.



ASSURANCE STATEMENT

PROLINTAS publishes sustainability information that enables its stakeholders to make informed judgments about PROLINTAS's management and performance. In our professional opinion, the report adheres to the principle of Materiality and identifies PROLINTAS's material aspects by using appropriate methods of materiality analysis and demonstrating material issues in a matrix form. Areas for enhancement of the report were adopted by PROLINTAS before the issuance of this statement.

Responsiveness

PROLINTAS has implemented practices that respond to the expectations and perceptions of its stakeholders. These include sustainability reporting for both internal and external stakeholders. In our professional opinion, PROLINTAS adheres to the principle of Responsiveness. Areas for enhancement of the Report were adopted by PROLINTAS before the issuance of this statement.

Impact

PROLINTAS has demonstrated a process on identify impacts that encompass a range of environmental, social and governance topics, and fairly represented the impacts in the report. These processes enable PROLINTAS to assess its impact and disclose them in the sustainability subject matter of the report. In our professional opinion, PROLINTAS adheres to the principle of Impact. Areas for enhancement of the report were adopted by PROLINTAS before the issuance of this statement.

Assurance Level

The moderate level of assurance provided is in accordance with AA1000 Assurance Standard v3 in our review, as defined by the scope and methodology described in this opinion statement.

Responsibility & Limitations

This Sustainability Report is the responsibility of the PROLINTAS's management as declared in the responsibility letter. Our responsibility is to provide an independent assurance opinion statement to stakeholders giving our professional opinion based on the scope and methodology described.

Competency and Independence

The assurance team was composed of Lead Auditors and Carbon Footprint Verifiers experienced in industrial sector, and trained in a range of sustainability, environmental and social standards including AA1000 AS, ISO14001, ISO14064, ISO 45001 and ISO 9001. BSI is a leading global standards and assessment body founded in 1901.



For and on behalf of BSI:

Ms Evelyn Chye
Managing Director

3rd April 2023

Verifier of the Report:



Mr. Shaiful Rahman
Lead Assessor



LIST OF POLICIES

No.	Name of Policies
1	Environmental, Safety and Health Policy
2	Quality Policy
3	Road Traffic Safety Policy
4	Anti-Sexual Harassment Policy
5	Grievance Policy
6	Information Technology Policy
7	Software Policy
8	Security Policy for Physical and Data
9	Network Usage Policy
10	Hardware Usage Policy
11	Shared Resources Usage Policy
12	Email Usage Policy
13	Internet Usage Policy
14	Password Policy
15	Anti-Bribery and Corruption Policy
16	No Gift Policy
17	Whistleblowing Policy
18	Declaration of Assets Policy
19	Declaration of Interest Policy
20	Facilitation Policy
21	Hospitality Policy
22	Charitable and Donation Policy
23	Sponsorship Policy
24	Support Request Policy
25	Political Contribution Policy
26	Due Diligence Policy
27	Integrity Pact Policy
28	Code of Business Ethics and Conduct
29	Supplier Code of Conduct
30	Personal Data Protection Policy for Employees and Job Applicants

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www.prolintas.com.my



PROJEK LINTASAN KOTA HOLDINGS SDN BHD - PROLINTAS (331374-X)

Tingkat 12, Menara PNB
201-A, Jalan Tun Razak 50400 Kuala Lumpur

Tel: (+603) 2164 2450

Fax: (+603) 2164 2795

Email: sustainability@prolintas.com.my

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