



CONVERGING COMMUNITIES

# EMPLOYEE WELLBEING, SAFETY & HEALTH



■ HIGH IMPORTANCE  
■ MEDIUM IMPORTANCE  
■ LOW IMPORTANCE

## SIGNIFICANCE

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



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

### OUR APPROACH EMPLOYEE WELLBEING, SAFETY & HEALTH

01

**HOLISTIC HEALTH AND WELLBEING**

02

**OCCUPATIONAL SAFETY AND HEALTH FOCUS**

03

**FOSTERING HIGH ENGAGEMENT, INCLUSIVENESS AND PROGRESSIVE WORKPLACE CULTURE**

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

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



## 01

### HOLISTIC HEALTH AND WELLBEING

**P**ROLINTAS 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.



*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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## 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.

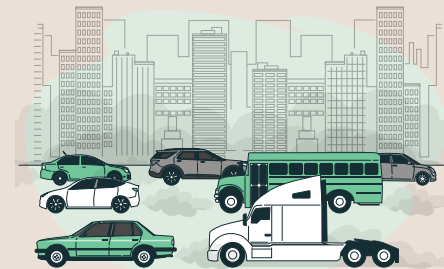
Further to the outlined initiatives, our Occupational Safety and Health programme also covered awareness campaigns e.g. Ergonomic and Tuberculosis.



### 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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## 03

### FOSTERING HIGH ENGAGEMENT, INCLUSIVENESS AND PROGRESSIVE WORKPLACE CULTURE

**P**ROLINTAS 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.



### 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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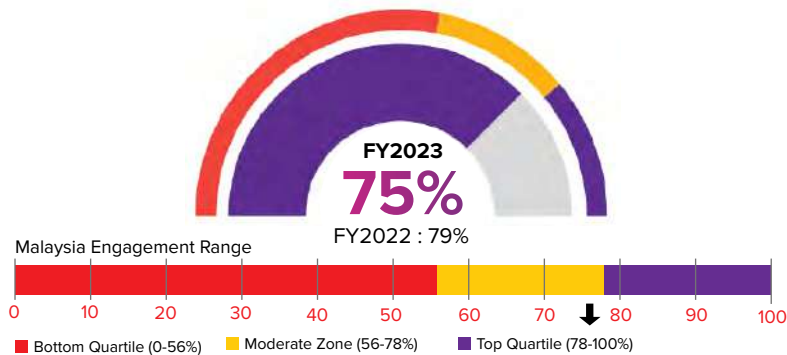
## OUR PERFORMANCE

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:

↑ <b>6 points</b> <b>69%</b>	= <b>0 points</b> <b>75%</b>	↑ <b>3 points</b> <b>72%</b>
Malaysia Country Norm	APAC Transportation Infrastructure	Malaysia GLCs Norm
<b>6 points</b> higher than Malaysia Country Norm	<b>On par</b> with APAC Transportation Infrastructure	<b>3 points</b> 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.



CONVERGING COMMUNITIES



# EMPLOYEE WELLBEING, SAFETY & HEALTH

## 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

**O**ur 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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