

SUSTAINABILITY DATA PERFORMANCE

ENVIRONMENTAL						
Indicator	Bursa Indicator	Unit of Measurement	2019	2021	2022	2023
EMISSIONS						
I. GHG EMISSIONS						
SCOPE 1						
Stationary Combustion						
Diesel - Gen Set	C11(a) Emmission Management - Scope 1	tCO ₂ e	11.18	20.14	19.88	6.60
Petrol - Gen Set						2.50
Diesel - Boiler			435.43	331.65	365.58	285.96
Petrol - Forklift			-	-	1.66	1.68
Natural Gas - Boiler			3,164.84	3,609.36	3,142.31	2,578.63
Liquefied Petroleum Gas (LPG) - Stoves			20.20	15.51	15.51	27.30
Total Stationary Combustion			3,631.65	3,976.66	3,544.94	2,902.67
Fugitive Emission						
Refrigerant	C11(a) Emmission Management - Scope 1	tCO ₂ e	3,463.82	788.81	515.20	436.12
Total Fugitive Emission			3,463.82	788.81	515.20	436.12
Mobile Combustion						
Diesel - Heavy good vehicle	C11(a) Emmission Management - Scope 1	tCO ₂ e	117.30	87.25	112.55	1,990.40
Diesel - Light good vehicle			266.48	395.77	403.08	436.68
Diesel - Car			148.16	50.97	37.04	-
Petrol - Light good vehicle			8.08	9.63	75.90	145.37
Petrol - Car			141.13	117.50	295.38	390.61
Petrol - Motorcycle			1,481.34	1,015.55	1,060.67	274.64
Total Mobile Combustion			2,162.49	1,676.67	1,984.62	3,237.70
Sub-total Scope 1			9,257.96	6,442.14	6,044.76	6,576.49
SCOPE 2						
Purchased electricity	C11(a) Emmission Management - Scope 2	tCO ₂ e	28,245.64	25,242.26	25,051.73	29,081.55
Sub-total Scope 2			28,245.64	25,242.26	25,051.73	29,081.55
Overall GHG emissions (Scope 1 & 2)	C11 (a) / C11(b)		37,503.60	31,684.40	31,096.49	35,658.04
II. GHG EMISSIONS AVOIDANCE						
SCOPE 2						
Renewable energy - Solar	C11(a) Emmission Management - Scope 2	tCO ₂ e	100.29	137.32	137.1	157.81
Overall GHG Emissions avoidance			100.29	137.32	137.1	157.81
III. GHG EMISSIONS INTENSITY						
Intensity	N/A	tCO ₂ e/ RM million	13.30	6.58	8.84	10.56
Overall GHG Emissions Intensity			13.30	6.58	8.84	10.56

Note: The data presented in the above performance table have been verified through External Assurance assessment except for those highlighted with *.

SUSTAINABILITY DATA PERFORMANCE

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ENVIRONMENTAL						
Indicator	Bursa Indicator	Unit of Measurement	2019	2021	2022	2023
ENERGY						
I. ENERGY SOURCE						
Company facilities						
Diesel	C4(a) Energy Management - Energy Consumption	GJ	5,931.32	4,672.18	5,119.26	3,930.71
Petrol			-	-	23.47	59.01
Natural Gas			61,353.19	69,970.54	60,916.25	49,989.04
Liquefied Petroleum Gas (LPG)			295.55	227.02	227.02	416.72
Total energy for company facilities			67,580.06	74,869.74	66,286.00	54,395.48
Company Vehicle						
Diesel	C4(a) Energy Management - Energy Consumption	GJ	7,102.05	7,129.33	7,378.85	32,401.43
Petrol			22,726.62	15,931.62	20,011.23	11,399.95
Total energy for company vehicles			29,828.67	23,060.95	27,390.08	43,801.38
Renewable energy						
Solar Energy	C4(a) Energy Management - Energy Consumption	GJ	561.42	768.68	767.48	749.50
Total renewable energy			561.42	768.68	767.48	749.50
Purchased energy						
Electricity	C4(a) Energy Management - Energy Consumption	GJ	152,389.25	135,656.12	134,566.87	140,542.63
Total Purchased energy			152,389.25	135,656.12	134,566.87	140,542.63
Total Energy			250,359.40	234,355.49	229,010.43	239,488.99
II. ENERGY INTENSITY						
Intensity	N/A	GJ/RM million	88.76	48.67	65.23	70.92
Total Energy Intensity			88.76	48.67	65.23	70.92

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ENVIRONMENTAL						
Indicator	Bursa Indicator	Unit of Measurement	2019	2021	2022	2023
WATER						
I. WATER WITHDRAWAL						
Water withdrawal by source						
Ground water	C9(a) Water Management	megalitres	16.95	25.01	21.38	15.35
Purchased water			316.99	398.74	354.07	273.50
Total withdrawal by source			333.94	423.75	375.45	288.85
Water withdrawal by country						
Malaysia	C9(a) Water Management	megalitres	306.91	265.16	259.35	262.85
Indonesia			27.03	158.58	116.10	26.00
Total withdrawal by country			333.94	423.74	375.45	288.85
Total water withdrawal			333.94	423.74	375.45	288.85
II. WATER RECYCLING						
Water recycled from process	C9(a) Water Management	megalitres	-	4.13	11.06	8.71
Total water recycled			-	4.13	11.06	8.71
III. RAINWATER HARVESTING						
Rainwater harvested	C9(a) Water Management	megalitres	-	0.14	0.15	0.22
Total rainwater harvested			-	0.14	0.15	0.22
IV. WATER WITHDRAWAL INTENSITY						
Intensity	N/A	megalitres/ RM million	0.12	0.09	0.11	0.09
Total water withdrawal intensity			0.12	0.09	0.11	0.09
MATERIAL						
Material packaging material used (standard + recycle) *	S5(a) Material Management	tonnes	-	-	1,047	1,069
Total material used			-	-	1,047	1,069
Recycled input material as packaging material			220.18	215.39	222.36	229.44
Total recycled input material			220.18	215.39	222.36	229.44

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ENVIRONMENTAL						
Indicator	Bursa Indicator	Unit of Measurement	2019	2021	2022	2023
WASTE						
I. DIRECTED TO DISPOSAL						
Hazardous waste						
Malaysia	C10(a)(ii) Waste Management	tonnes	320.54	138.19	293.19	392.63
Indonesia			10.77	12.51	7.01	4.75
Total hazardous waste directed to disposal			331.31	150.70	300.20	397.38
Hazardous waste disposal by weight and method *						
Incineration	N/A	tonnes	-	125.71	252.68	363.03
Solidification			-	0.54	0.09	0.033
Landfill			-	24.45	39.53	0.041
Recovery			-	-	0.12	30.59
Physical and Chemical treatment			-	-	0.04	-
Total Hazardous waste disposal by weight and method			-	150.70	292.46	393.69
II. DIVERTED FROM DISPOSAL						
Recycling of non-hazardous waste						
Malaysia	C10(a)(i) Waste Management	tonnes	225.99	347.30	705.73	931.11
Indonesia			0.17	51.33	31.99	28.26
Total recycling of non-hazardous waste			226.16	398.63	737.72	959.37
Reuse of non-hazardous waste			-	-	750.39	599.66
Total non-hazardous waste diverted from disposal			226.16	398.63	1,488.11	1,559.03
III. TRANSFORMATION OF SCHEDULE WASTE TO ALTERNATIVE RAW MATERIAL *						
Sludge (SW204) have been processed to alternative raw material	N/A	tonnes	-	4.49	6.07	2.253
Used of Activated carbon (SW 411) has been processed to alternative material			-	2.5	1.68	2.376
Total transformation of schedule waste			-	6.99	7.75	4.629

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SOCIAL									
Indicator	Bursa Indicator	2019		2021		2022		2023	
		Number	%	Number	%	Number	%	Number	%
EMPLOYEE DISTRIBUTION									
I. EMPLOYEE DISTRIBUTION BY GENDER									
Male	C3(a) Diversity - Employee by Gender and Age Group	2,166	60.0	2,218	60.0	2,284	60.5	2,126	60.6
Female		1,441	40.0	1,424	40.0	1,494	39.5	1,385	39.4
Total		3,607	100	3,642	100	3,778	100	3,511	100
II. EMPLOYEE DISTRIBUTION BY AGE									
Under 30 years old	C3(a) Diversity - Employee by Gender and Age Group	948	26.3	1,030	28.3	1,062	28.1	905.0	25.8
30 - 50 years old		2,229	61.0	2,236	61.4	2,397	63.5	2,294.0	65.3
More than 50 years old		430	11.9	376	10.3	319	8.4	312.0	8.9
Total		3,607	6,146	3,642	100	3,778	100	3,511	100
III. EMPLOYEE DISTRIBUTION BY CATEGORY									
Senior management	C3(a) Diversity - Employee by Gender and Age Group	64	1.8	80	2.2	195	5.2	58.0	1.7
Middle management		152	4.2	157	4.3	221	5.8	178.0	5.1
Executive		797	22.1	883	24.2	757	20.0	815.0	23.2
Non-executive		2,594	71.9	2,552	69.2	2,605	69.0	2,460.0	70.1
Total		3,607	100	3,672	100	3,778	100	3,511	100
IV. EMPLOYEE DISTRIBUTION BY NATIONALITY									
Local	N/A	3,595	99.7	3,629	99.6	3,767	99.7	3,502.0	99.7
Non-local		12	0.3	13	0.4	11	0.3	9.0	0.3
Total		3,607	100	3,642	100	3,778	100	3,511	100
V. EMPLOYEE DISTRIBUTION BY COUNTRY									
Malaysia	N/A	2,142	59.4	2,185	60.0	2,301	60.9	2,006	57
Indonesia		1,465	40.6	1,457	40.0	1,477	39.1	1,505	43
Total		3,607	100	3,642	100	3,778	100	3,511	100
VI. UNION MEMBERS									
Number of Union members	N/A	230	6.4	252	6.9	228	6.0	221	6.3
Total of Union members		230	6.4	252	6.9	228	6.0	221	6.3
VII. EMPLOYEE DISTRIBUTION BY EMPLOYMENT TYPE *									
Permanent	C6(b) Contract Employee Distribution					44,576	99.97	3,511	100
Part time						12	0.03	0	0
Total Employee						44,588	100.00	3,511	100
Permanent	C6(b) Contract Employee Distribution					39,462	88.50	3,085	88
Temporary						5126	11.50	426	12
Total Employee						44,588	100.00	3511	100

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SUSTAINABILITY DATA PERFORMANCE

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SOCIAL									
Indicator	Bursa Indicator	2019		2021		2022		2023	
		Number	%	Number	%	Number	%	Number	%
NEW HIRES									
I. NEW HIRES BY GENDER									
Male	N/A	305	56.2	351	65.5	451	59.7	251	61.4
Female		238	43.8	185	34.5	304	40.3	158	38.6
Total		543	100	536	100	755	100.0	409	100.0
II. NEW HIRES BY AGE									
Under 30 years old	N/A	397	73.1	345	64.4	494	65.4	277	67.7
30 - 50 years old		140	25.8	184	34.3	232	30.8	128	31.3
More than 50 years old		6	1.1	7	1.3	29	3.8	4	1.0
Total		543	100	536	100	755	100.0	409	100.0
III. NEW HIRES BY COUNTRY									
Malaysia	N/A	245	45.1	274	51.1	405	53.6	150	36.7
Indonesia		298	54.9	262	48.9	350	46.4	259	63.3
Total		543	100	536	100	755	100.0	409	100.0
EMPLOYEE TURNOVER									
I. TURNOVER BY GENDER									
Male	C6(c) Number of Employee Turnover	277	65.2	313	62.7	337	60.6	410	60.6
Female		148	34.8	186	37.3	219	39.4	267	39.4
Total		425	100	499	100	556	100.0	677	100.0
II. TURNOVER BY AGE									
Under 30 years old	C6(c) Number of Employee Turnover	322	75.8	213	42.7	252	45.3	286	42.2
30 - 50 years old		80	18.8	220	44.1	197	35.4	319	47.2
More than 50 years old		23	5.4	66	13.2	107	19.2	72	10.6
Total		425	100	499	100	556	99.9	677	100.0
III. TURNOVER BY CATEGORY *									
Senior management	C6(c) Number of Employee Turnover	N/A	-	N/A	-	N/A	-	15	-
Middle management		N/A	-	N/A	-	N/A	-	43	-
Executive		N/A	-	N/A	-	N/A	-	211	-
Non-Executive		N/A	-	N/A	-	N/A	-	408	-
Total								677	
IV. TURNOVER BY COUNTRY									
Malaysia	C6(c) Number of Employee Turnover	195	45.9	223	44.7	270	48.6	445	65.7
Indonesia		230	54.1	276	55.3	286	51.4	232	34.3
Total		425	100	499	100	556	100.0	677	100.0
V. ATTRITION RATE									
Malaysia	C6(c) Number of Employee Turnover	-	9	-	10	-	12	-	20.51
Indonesia		-	16	-	19	-	19	-	15.57

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SOCIAL									
Indicator	Bursa Indicator	2019		2021		2022		2023	
		Number	%	Number	%	Number	%	Number	%
TRAINING AND DEVELOPMENT									
I. TRAINING HOURS									
Total hours of external training by category									
Senior management	C6(a) Training hours by Employee Category	-	-	3,094	-	2,447	-	1,402	-
Middle management		-	-	38,674	-	50,242	-	30,352	-
Executive and Non-Executive		-	-	51,889	-	67,662	-	49,927	-
Total				93,657		120,351		51,329	
Average training hours by category									
Senior management	N/A	41	-	39	-	13	-	24	-
Middle management		61	-	36	-	25	-	45	-
Executive		60	-	37	-	61	-	27	-
Non-executive		26	-	21	-	26	-	20	-
Total		188	-	133	-	125	-	116	-
II. TRAINING EXPENDITURES (RM)									
External training									
Technical/Functional/IT Training	N/A	-	-	771,769.29	91.2	1,216,868.29	91.8	562,910.00	96.0
Soft skills training		-	-	74,832.22	8.8	108,388.59	8.2	23,746.00	4.0
Total		-	-	846,601.51	100	1,325,256.88	100	586,556.00	100
In-house training									
Technical/Functional/IT Training	N/A	-	-	257,356.00	34.7	368,900.86	40.4	192,471.00	63.8
Soft skills training		-	-	485,578.00	65.3	545,076.07	59.6	109,351.00	36.2
Total		-	-	742,934.00	100	913,976.93	100	301,822.00	100
Amount spent by category									
Senior management	N/A	-	-	238,733.37	15	216,979.30	9.7	119,161.00	13.4
Middle management		-	-	219,487.24	13.8	308,319.35	13.8	191,147.00	21.5
Executive		-	-	869,659.93	54.7	1,126,244.97	50.3	347,060.00	39.1
Non-executive		-	-	261,834.46	16.5	587,691.82	26.2	231,110.00	26.0
Total		-	-	1,589,715.00	100	2,239,235.44	100.0	888,478.00	100.0
BOARD DIVERSITY									
I. BOARD DIVERSITY BY GENDER									
Male Directors	C3(b) Diversity - Directors by Age and Gender	4	66.7	8	88.9	9	81.8	4	66.7
Female Directors		2	33.3	1	11.1	2	18.2	2	33.3
Total		6	100	9	100	11	100.0	6	100.0

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SUSTAINABILITY DATA PERFORMANCE

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SOCIAL									
Indicator	Bursa Indicator	2019		2021		2022		2023	
		Number	%	Number	%	Number	%	Number	%
BOARD DIVERSITY									
II. BOARD DIVERSITY BY AGE									
35 - 39 years old	C3(b) Diversity - Directors by Age and Gender	-	-	-	-	-	-	1	16.7
40 - 50 years old		1	16.7	4	44.4	3	27.3	3	50.0
More than 50 years old		5	83.3	5	55.6	8	72.7	2	33.3
Total		6	100	9	100	11	100	6	100.0
GRADUATE EMPLOYMENT OPPORTUNITIES									
PROTEGÉ	N/A	65	23	29	34.5	79	40.3	127	64.8
Provisionally Registered Pharmacist		2	0.7	4	4.8	6	3.1	-	-
Pharmaniaga Internship		216	76.3	51	60.7	111	56.6	69	35.2
Total		283	100	84	100	196	100.0	196	100.0
HUMAN RIGHT VIOLATION *									
Cases reported concerning human rights violation	C6(d) Human Right Violation	0		0		0		0	
Total cases reported		0		0		0		0	
HEALTH AND SAFETY									
Occupational Health and Safety Performance									
Hours worked	C5(a) Work Related Fatality	4,130,514	-	4,308,833	-	4,376,547	-	7,158,635	-
Fatality rate		0	-	0	-	0	-	0	-
Accident rate		3.29	-	5.50	-	6.24	-	5.70	-
Frequency rate		1.69	-	2.78	-	3.20	-	2.79	-
Lost time injury frequency rate	C5(b) LTIR	1.45	-	2.09	-	2.97	-	1.54	-
Lost Time Injury Rate (LTIR)		0.17	-	0.42	-	0.59	-	0.31	-
Training on Health and Safety									
Number of employees trained on health and safety standards	C5(c) Employee trained on Health and Safety	-	-	0	-	2	-	16	-

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SOCIAL									
Indicator	Bursa Indicator	2019		2021		2022		2023	
		Number	%	Number	%	Number	%	Number	%
SUPPORTING LOCAL BUSINESSES									
Procurement budget spent on local suppliers									
Budget spent on local suppliers	C7(a) Proportion spending on local suppliers	-	84	-	43	-	70	-	80
Beneficiaries benefitting from investment in communities									
Value distributed to communities (RM)	C2(a) Value distributed to Community and Society	7,500,000		3,100,000		3,081,809			
Value distributed to communities (IDR)		-		-		2,027,714,560			
Total number of Beneficiaries	C2(b) Number beneficiaries received distribution	Details to be referred in Goal 5							
Government healthcare									
Education Institutes									
Students									
Religion centres									
NGOs									
Vendor Development Programme									
Number of vendors	N/A	-	-	23	-	23	-	23	-

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GOVERNANCE						
Indicator	Bursa Indicator	Unit of Measurement	2019	2021	2022	2023
Economic Value						
Revenue	N/A	RM million	2,820.5	4,815.0	3,480.9	3,404.5
Profit/(Loss) before Zakat and Taxation			35.8	277.1	(610.6)	(78.2)
Investment in Community			3.4	30.7	3.1	3.1
Customer Satisfaction						
Ministry of Health (MOH)	N/A	Percentage	94	98	98	97
Ministry of Higher Education (MOHE)			92	96	100	97
Private sector			92	94	94	N/A
Compliance to concession Agreement						
Overall performance to concession agreement	N/A	Percentage	99.6	99.3	98.7	98.8
Integrity and Anti-Corruption						
Operation assessed for corruption risks	C1(b) - Operation assessed on Anti-corruption risk	Percentage	5	10	10	11

Employees training on Anti-Corruption										
	Bursa Indicator	2021			2022			2023		
		Total Employee	Employee Trained	% Trained	Total Employee	Employee Trained	% Trained	Total Employee	Employee Trained	% Trained
Senior Management	C1(a) - Employee Trained on Anti-corruption	76	8	10.5	63	10	15.9	53	11	20.8
Middle Management		93	14	15.1	154	20	13	111	41	36.9
Executive and Non-Executive		855	279	32.6	732	286	39.1	793	381	48

Confirmed incidents of corruption and action taken				
	Bursa Indicator	2021	2022	2023
Confirmed incidents of corruption	C1(c) Confirmed incident of corruption	0	0	0
Number of action(s) taken		0	0	0

Number of incidents concerning breach of privacy and losses of customer data				
	Bursa Indicator	FY2021	FY2022	FY2023
Man-in-the-middle and Phishing links attack	C8(a) Data Privacy & Security	More than 10	More than 10	More than 10
Malware, Virus attacked, Ransomware		N/A	Incident: 0 All been handled by Firewall and Endpoint Antivirus	Incident: 0 All been handled by Firewall and Endpoint Antivirus
Identified leaks, thefts or losses of data		N/A	Incident: 0	Incident: 4 Phishing: User put credential on scam website

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