



# TOGETHER TOWARDS A **SUSTAINABLE** **FUTURE**

Sustainability Report 2024



# WHAT'S INSIDE THIS REPORT

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## COVER RATIONALE

Pelabuhan Tanjung Pelepas Sdn Bhd (PTP) is the premier transshipment port in Malaysia, equipped with state of the art facilities, equipment and information technology systems integrating all port users. PTP is a joint venture between MMC Corporation Berhad (70%), representing a utilities and infrastructure group and APM Terminals (30%), a leading global ports group with an extensive global port network. We embed values such as passion, innovation, empowerment, respect and service, which fuels our dedication to achieving excellence. Our diversified businesses in container handling, marine services, free zone operations and real estate ensure that we continually evolve to meet the dynamic needs of our customers.

This year's Sustainability Report highlights our commitment to initiatives that matter to society. We have introduced our Human Rights Policy, established a baseline for our employees' mental wellness through surveys and awareness, as well as focused on greater inclusivity of female employees.

We have also set out our decarbonisation pathway this year, acknowledging the significance of integrating climate risks into our future strategies. Additionally, we are dedicated to educating our local suppliers on Environmental, Social and Governance principles to support PTP's decarbonisation journey. We deeply appreciate the individuals and businesses that contribute to our success and we believe that by collaborating on sustainability initiatives, we can unlock opportunities that create long-term value for our stakeholders on our collective journey of "Together Towards a Sustainable Future."

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## ABOUT THIS REPORT



This is Port of Tanjung Pelepas' (PTP) Sustainability Report 2024 which discusses our sustainability strategy, the governance structures we have established, the issues we have identified as significant to our company and stakeholders and the actions taken to tackle these issues throughout the year. This report contains details regarding the value we have created in the Environmental, Social and Governance (ESG) spheres and is presented to our stakeholders objectively and transparently. Being Malaysia's largest transshipment hub, we are driven to embed best practices across all aspects of our operations to secure sustainability for our business, stakeholders and the environment.

### SCOPE AND BOUNDARIES

This report encompasses details concerning all PTP operations, inclusive of those conducted by our wholly owned subsidiary, Manpower Excellence Sendirian Berhad (MESB). To ensure the accuracy and thoroughness of the data, statistics and information presented herein, we have enacted requisite internal controls and verification protocols. Moving forward, we are looking into third party assurance on our data for future reports by 2026. The timeframe covered in this report spans from 1 January 2024 to 31 December 2024, unless stated otherwise.

### REPORTING STANDARDS

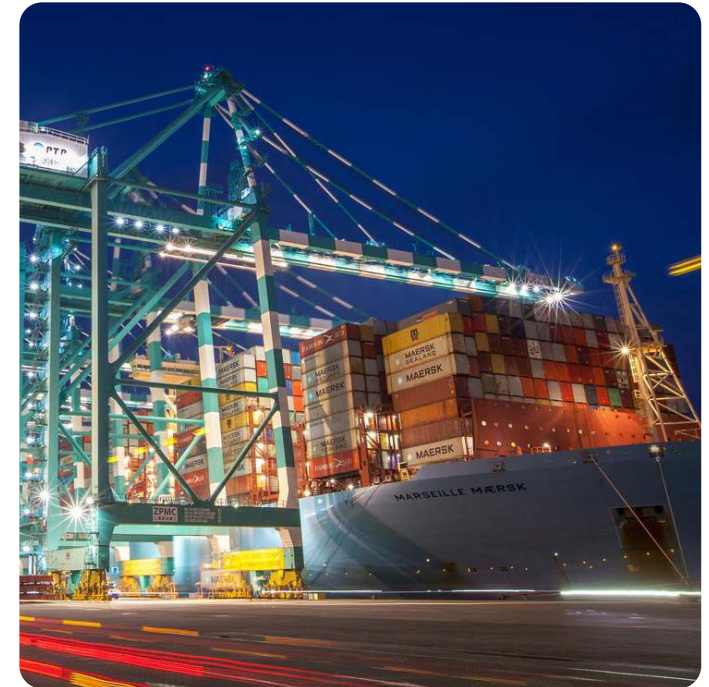
PTP is pleased to share our sustainability report despite it not being a requirement as we are not a public-listed company. The report and the disclosures within adhere to the Securities Commission's Malaysian Code on Corporate Governance 2021 and Bursa Malaysia Berhad's Sustainability Reporting Guide, Third Edition. We have adhered to The Global Reporting Initiative (GRI) Standards and have integrated the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD) into this sustainability report for the first time. Additionally, where applicable, we have aligned our sustainability initiatives with the United Nations' Sustainable Development Goals (SDGs).

### REPORT PRESENTATION AND PREPARATION

This is our third annual Sustainability Report and it was prepared by our Sustainability Department. The sustainability team conducted interviews with several internal departments and stakeholders and introduced internal documentation as part of the production of this year's report. The information and disclosures in the Report have been officially authorised and validated as true during the reporting period. Our commitment to transparency and accountability is reflected in the thoroughness of our review processes, ensuring the accuracy and reliability of the content presented.

### FEEDBACK

As we strive to enhance our disclosure guidelines and the general integration of sustainable practices throughout our company, we welcome comments on this report. We can be reached via email at [sustainability@ptp.com.my](mailto:sustainability@ptp.com.my) or through the contact forms on our website, [www.ptp.com.my](http://www.ptp.com.my), with enquiries or comments.



### FORWARD-LOOKING STATEMENT

This Report includes forward-looking statements regarding PTP's objectives, strategies, plans and future initiatives related to our business and non-financial performance. These statements are typically indicated by words such as 'expects', 'targets', 'intends', 'anticipates', 'believes', 'estimates', 'may', 'plans', 'projects', 'should', 'would' and 'will'. Due to possible risks and uncertainties beyond PTP's control, such statements should not be interpreted as a guarantee of future operating or financial results. International, domestic and regional economic conditions are among the variables that could cause actual results to materially deviate from those in the forward-looking statements.



## LEADERSHIP STATEMENT: CHAIRMAN

### “DEAR STAKEHOLDERS,

The year 2024 has truly been remarkable. I am privileged to extend my congratulations to Port of Tanjung Pelepas for reaching an incredible milestone by becoming the first terminal in Malaysia to achieve 12 million TEUs this year. Additionally, I commend the capabilities to facilitate low carbon transition fuel for its customers and its future-focused approach on fuel innovation. I acknowledge the hard work and dedication of the entire PTP team, along with stakeholders and partners, in achieving this success. It is inspiring to see how PTP has met challenges head-on, turning them into opportunities for growth and innovation.

**YBHG. TAN SRI CHE KHALIB  
MOHAMAD NOH**

*Chairman  
Port of Tanjung Pelepas*



### Positioned as the 5<sup>th</sup>

most efficient container port  
in the world according to the  
Container Port Performance  
Index (CPPI) 2023

Received the  
**Award** for Category Winner  
of Outstanding ESG at the  
British Malaysian Chamber of  
Commerce (BMCC) 5<sup>th</sup> Business  
Excellence Awards 2024



PTP not only has world-class port facilities but also serves as Malaysia's busiest and largest transshipment hub, which solidifies our position as a vital trade gateway for this entire region, even amidst today's challenging global shipping environment. Sustainability is an irreversible trend for the maritime industry and it is only with sustainable practices in a world with finite resources that our trade can be resilient. We capitalise on the momentum for sustainable initiatives driven by Malaysia's Ekonomi Madani, which is at the forefront of promoting sustainable development and good governance. It highlights the importance of businesses embracing sustainable practices.

Another outstanding achievement this year is that we proudly brought home five prestigious awards related to sustainability. These accolades, including the win for Services Sector Excellence in Category Four at the Industry Excellence Award 2024 and recognition by the UN Global Compact Network Malaysia & Brunei for our "Partnership for the Goals" and "Pioneer Sustainable Development Action," underscore our commitment to excellence. Additionally, being honoured in the outstanding ESG category at the British Malaysian Chamber of Commerce 5<sup>th</sup> Business Excellence Awards, receiving the Gold for Sustainability at the Lembaga Pelabuhan Johor Sustainability Awards 2024 and being named Supply Chain Innovator of the Year at the Supply Chain Asia Awards 2024 reflects our dedication to sustainable practices. These accomplishments not only elevate the reputation of the port but also set a positive precedent for the industry, inspiring others to prioritise sustainability and innovation.



## LEADERSHIP STATEMENT: CHAIRMAN



Winning these awards is just the beginning; we are committed to enhancing our focus on integrating sustainable practices throughout our organisation. We believe that continuous improvement is essential and we are dedicated to setting new benchmarks in sustainability.

We understand that in today's business environment, transparency is not merely an obligation; it is a vital component of our strategy that fosters trust and accountability. Through the inclusion of clear and detailed information about our sustainability initiatives, the advancements and the results we attain in our reporting processes, we strive to engage our stakeholders: investors, customers, employees and the broader community, in a meaningful way.

Our emphasis on sustainability, paired with transparent reporting, allows us to strengthen our relationships with stakeholders, cultivating a sense of confidence, collaboration and shared goals. We understand that sustainability is a joint endeavour and by uniting our efforts, we can forge a more sustainable future for the maritime industry and for the communities around us.

### Contributing to Environmental Sustainability

The National Energy Transition Roadmap (NETR) set forth by the Malaysian government is aimed at accelerating up the shift toward greener energy sources to enhance climate resilience. In line with this, PTP has embarked on an ambitious decarbonisation journey, emphasising transparency in our data and actions. We understand that going green often involves investments in renewables and technologies, which is why we have developed a comprehensive decarbonisation pathway plan aimed at reducing carbon emissions by 45% by 2030. As part of this initiative, we conducted a climate risk assessment to anticipate future challenges and ensure compliance with climate action requirements in our sustainability reporting.

PTP's ability to manage alternative marine fuels is promising and with further trials it is a potential model for other ports to follow in terms of developing new fuel solutions. We cannot successfully roll out these initiatives without the support from all stakeholders, which is why our collaboration with Petronas and Malaysia Palm Oil Board (MPOB) to transition from diesel to biofuel is important and underscores our dedication to innovative-sustainable energy solutions.

We continue to optimise our operations through technological advancements where in 2024, we managed to reduce our carbon emission intensity by 15% compared to our baseline data from 2021.

With our digitalisation and technological implementations, we are now positioned as the 5<sup>th</sup> most efficient container port in the world, according to the Container Port Performance Index (CPPI) 2023, published by The World Bank and S&P Global Market Intelligence in June 2024. This commitment to operational excellence not only enhances our efficiency but also reinforces our role as an environmentally responsible organisation.



# LEADERSHIP STATEMENT: CHAIRMAN

## Creating Meaningful Social Impacts

Everyone in PTP is fully committed to driving a sustainable agenda which includes keeping people safe, reducing the environmental impact of our operations and addressing social inequalities. We understand that our business belongs to an industry which is traditionally male-dominated; PTP is advancing forward in alignment with the Ekonomi Madani aspiration of increasing female participation in our workplace. We are pleased to share that we are making significant progress toward achieving this goal, as PTP now boasts the country's first female marine harbour pilot and RTG operator. Furthermore, our company employs women as our prime mover drivers. We actively promote the inclusion of women in this traditionally male-dominated industry, recognising the unique talents and strengths they contribute to our business.

We prioritise the importance of physical health by encouraging our employees to stay active. For instance, in 2024, we hosted the PTP Sports Carnival, which took place throughout the year. By promoting teamwork, camaraderie and a healthy lifestyle, the Sports Carnival not only strengthened bonds among colleagues but also contributed to overall employee wellness.

We are thrilled to share that our community initiatives are not just thriving; they are perfectly aligned with our strategic CSR Framework, which prioritises sustainable programmes for a brighter future. Through this framework, we have made meaningful connections with local and underprivileged communities, engaging them through three key platforms. First, the Eco Lestari programme has been instrumental in fostering a green community, where we proudly support 30 students across three primary schools, empowering them to become recognised Eco-Warriors. By cultivating the potential of these young Eco-Warriors, PTP is planting the seeds for a sustainable future, empowering them to drive significant change within their communities. Secondly, our Harapan Lestari programme has provided assistance to the

B40 and underprivileged communities, where PTP distributed Hari Raya aid to 250 individuals in Mukim Tanjung Kupang and Johor Bahru. Lastly, the Kasih Lestari programme is accelerating the growth of local ventures, as we collaborated with 10 single mothers and Small and Medium Enterprises in Johor to generate significant income through the sale of festive hampers. Together, we are not only creating sustainable change but also building a stronger, more resilient community.

## Strengthening Governance

A solid governance foundation continues to be a top priority for us, as it promotes accountability and transparency, both of which enhance our decision-making processes. To strengthen our practices we actively collaborate with external stakeholders, especially the Malaysia Anti-Corruption Commission (MACC), to foster awareness around Anti-Bribery and Anti-Corruption (ABAC). Furthermore, we are proud to report a zero data breach record for the year under review, showcasing our effective data security and compliance practices.

This year, we focused on strengthening initiatives within our supply chain and took significant steps toward raising ESG awareness and integrating these principles into our practices. A major achievement has been incorporating ESG principles into our Vendor Code of Conduct, a strategic decision that aligns with our long-term vision and underscores our dedication to responsible business practices. Additionally, we successfully organised two supplier engagement events, which attracted nearly 300 participants from 180 suppliers, showcasing our collective commitment to sustainability within the supply chain. Furthermore, our ongoing supplier labour audits, conducted in accordance with the Employment Act 1955, have ensured fair labour practices among high-risk suppliers, highlighting our commitment to transparency and ethical standards.

## Maintaining Our Sustainability Responsibilities

PTP is committed to lead in the maritime industry especially in sustainability. Therefore, it is crucial to uphold ESG practices to guarantee long-term viability, resilience and relevance in a global economy that is becoming more environmentally conscious.

While there are challenges along the way in realising our ESG practices, we are determined to ensure that they surpass our objectives, entrenched in our business practices as a way to enrich our stakeholders. While we are still setting some baselines and foundations to address not only environmental impacts but also social aspects, we believe that these efforts will serve as the cornerstone of our plans for a more sustainable future for PTP.

Once again, my heartiest congratulations and appreciation to PTP and its dedicated employees and partners for breaking boundaries this year in every ESG sphere, going above and beyond the call of duty to accelerate our sustainability agenda. Apart from our commitment, we also urge all stakeholders to join us in our efforts to achieve the United Nations' Sustainable Development Goals (UNSDGs) as we work towards a more sustainable and inclusive future. I am thankful to the incredible workforce of PTP that continues to invest their time and effort into sustainability, crucially shaping a responsible and resilient future for our organisation and the communities we serve.

**YBhg. Tan Sri Che Khalib Mohamad Noh**  
Chairman,  
Chairman, Port of Tanjung Pelepas

## LEADERSHIP STATEMENT: CEO

### DEAR STAKEHOLDERS,

Welcome to our third annual Sustainability report. This report serves as a testament to our unwavering commitment to integrating sustainability into every facet of our operations.

I would like to extend my heartfelt congratulations to our employees for their remarkable achievements this year. The year 2024 has been characterised by significant accomplishments and substantial growth, fuelled by our effective environmental strategies, social advancements and strong ESG governance. We are thrilled to celebrate the milestone of receiving five sustainability awards from esteemed organisations and being recognised as the first container terminal in Malaysia to achieve the impressive feat of handling 12 million TEUs this year. This success underscores how sustainability is at the heart of our operations.

**MARK HARDIMAN**  
Chief Executive Officer,  
Port of Tanjung Pelepas



As Malaysia's largest transshipment hub, we are in the position to take meaningful action, with impacts that are real and measurable. Our role has always been to enhance the value of the services we give and manage, creating sustainable long-term value for a wider set of stakeholders and our team at all levels of the organisation.

However, as we confront the escalating environmental and social challenges – including climate change, resource depletion and social inequality – our commitment to sustainability has intensified. In terms of putting ESG principles as part of the organisation's way of working, we have not only started to bring ESG awareness towards our employees through our in-house training, but we have also extended ESG awareness to our local suppliers to set expectations in sustainability and in decarbonisation. We see the importance for our employees and suppliers to understand and commit to sustainable practices so that they are equipped with practical knowledge and skills to integrate ESG practices, especially into decision-making processes.

Ranked as the world's 5<sup>th</sup> most efficient port and among the top 15 in volume, we are committed to fostering positive change, guided by our motto: together towards a sustainable future. Our commitment to sustainability is woven throughout our entire value chain, as we constantly strive to enhance our practices. We empower our employees to take initiative, paving the way for PTP and creating a brighter future in the maritime industry.



### Collaborated

with PETRONAS and Malaysia Palm Oil Board (MPOB) to transition our fuel from diesel to biofuel

### Recognised

as the first container terminal in Malaysia to achieve the impressive feat of handling 12 million TEUs



## LEADERSHIP STATEMENT: CEO



### Investment: Navigating the Future Ahead

As we navigate the future ahead, we need to proactively identify and continuously assess climate risks to enhance resilience and ensure sustainable business practices. Sustainable initiatives play a crucial role in safeguarding PTP's future by addressing both environmental and regulatory challenges. Our sustainable initiatives must ensure PTP remains resilient against physical risks, with coastal flooding currently posing the greatest threat. Additionally, transition risks related to policies and regulations in the shipping sector are expected to become more stringent in the future. Consequently, the identified risks will guide our future investments as we integrate them into our port's expansion plans. We aim to capitalise on new low-carbon technologies and innovative equipment and machinery. Thus, the plan to increase our capacity from 13 million to 16 million TEUs within the next three years will be supported to better meet the demands of swift and seamless global trade.

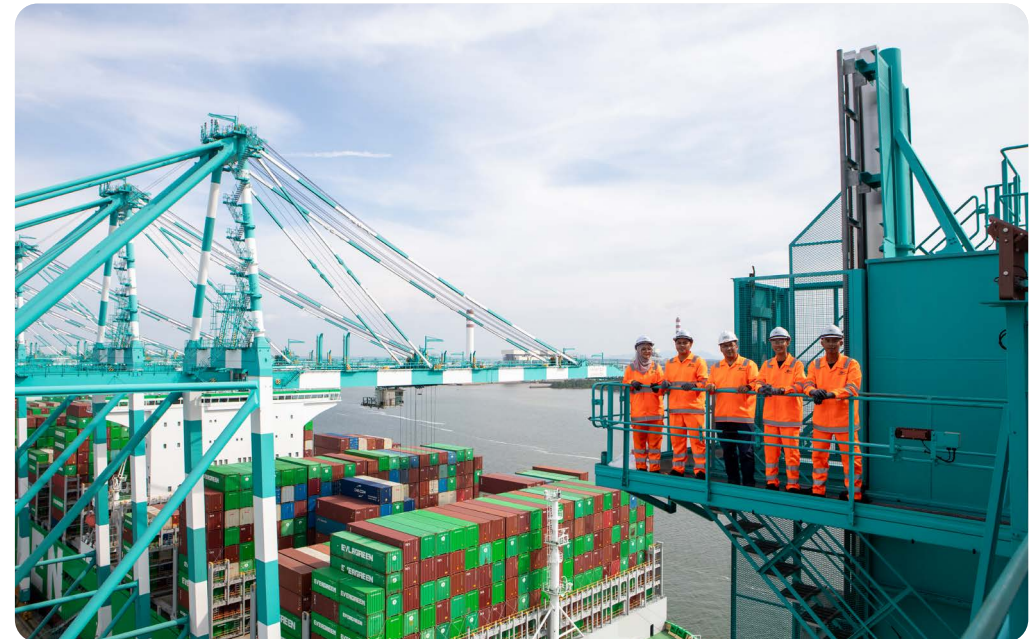
I am thrilled to announce that PTP has successfully completed its inaugural methanol bunkering operation, a feat that signifies our commitment to innovation and environmental responsibility. Refuelling the Antonia Maersk, a proud member of Maersk's fleet of 18 advanced dual-fuel vessels, is more than a logistical achievement – it is a bold step forward in our mission to reduce emissions and support the shipping industry's decarbonisation goals. Earlier in FY2024, we successfully executed our first Liquefied Natural Gas (LNG) bunkering operation for a CMA CGM Roll-On/Roll-Off (RORO) vessel on 21 February 2024. Our collaboration with industry partners such as PETRONAS Trading Corporation Sdn Bhd (PETCO) and CMA CGM to facilitate this LNG bunkering highlights the importance of cooperative efforts in driving forward the sustainability agenda within the port and shipping industries.

This initiative is not just about compliance; it embodies our dedication to transforming the maritime landscape in line with Malaysia's ambitious vision of achieving net-zero emissions by 2050.

### Integration: Adopting ESG Stewardship for Competitive Benefit

We strive to maintain a balance in ESG stewardship, understanding that long-term success relies on careful planning and integration to promote sustainability in every decision we make. PTP is diligently refining its ESG roadmap, transforming it into a structured plan of actionable steps that engage various departments and stakeholders to drive meaningful progress in environmental, social and governance initiatives. Sustainability is ever-evolving, requiring both adaptability and resilience. Our goal is to incorporate it into every facet of our operations, reducing our environmental footprint as well as that of our customers. As we move forward, we will continue to seek out innovative, practical and comprehensive projects that address current needs while ensuring a lasting positive impact. We reflect on our past initiatives to learn what has been effective and what has not, using these insights to inform our future actions.

By embracing a mindset of continuous learning and improvement, we ensure that our strategies remain relevant and effective. Our commitment to sustainability is not just a corporate responsibility but a core value that shapes our identity and future. As we progress, we remain dedicated to transparency and accountability, sharing our successes and challenges alike.



## LEADERSHIP STATEMENT: CEO

### Innovation: Reducing Our Carbon Footprint with Innovative Solutions

As a player in the port industry, we are steadfast in our commitment to environmental sustainability and aspire to achieve net-zero carbon emissions by 2050. In every aspect of our operations, we aim to firstly decarbonise the assets, monitor emissions and analyse efficiency and potential to contribute to our low carbon journey. We have established a decarbonisation pathway leading to 2030 which will help us better understand our contribution to reducing our carbon footprint and meet our target of reducing our carbon emissions by 45% by 2030. In FY2024, we are able to reduce our carbon emissions by 15% intensity compared to our 2021 baseline.

In our on-going effort to decarbonise our assets, this year, we have tested five electrified prime movers (ePM) to evaluate the most appropriate solution for our logistics operations. Besides electrifying our assets, we are looking at transitioning our diesel usage in our assets to biodiesel to further reduce our carbon footprint. Our pilot study for B20 diesel is currently under exploration and testing by PETRONAS and the MPOB, whereby PTP's assets are fuelled with a trial mix of regular B7 and B20 biodiesel, and measured for operational efficiency and CO2 emissions. Ultimately, with all these initiatives underway, we are on track to make significant changes in the coming years.

### Impact: Sustainable and Responsible Supply Chain

In FY2024, we concentrated our efforts on enhancing our supply chain systems and their implementation. We embarked on a transformative journey to integrate ESG elements into the PTP Vendor Code of Conduct, driven by PTP's commitment to sustainability, ethical practices and the well-being of our stakeholders. Our journey does not end here. We are committed to continuous improvement and for year 2025, we commit to ensure 100% acknowledgement of the Vendor Code of Conduct by our registered suppliers.

We also took a significant step forward by hosting dynamic supplier engagement programmes. These events, held on 24 July and 27 August, were designed to foster alignment with our local vendors from Small Medium Enterprises (SMEs) and drive sustainable practices throughout the supply chain. The programmes drew nearly 300 participants, representing 180 of PTP's suppliers, contractors and vendors. This impressive turnout underscored the collective commitment to sustainability and the importance of ESG principles in our operations. Building on this momentum, it is noteworthy that currently, 89% of our suppliers are local. In line with this commitment, our collaboration with the United Nations Global Compact Malaysia & Brunei (UNGCMYB) reflects our dedication to educating and assisting SMEs on this transformative journey. Additionally, we have made significant progress in raising ESG awareness among our suppliers to set clear expectations for our decarbonisation efforts and targets, ensuring that everyone involved is aligned with our sustainability goals.

### Integrity: Fostering Good Governance Structure for ESG and for Value Creation

We believe it is important to have clearly defined goals in order to drive outcomes. This year, we have significantly enhanced our ESG Committee at PTP. In addition to our existing ESG Steering Committees, we have introduced a new layer by incorporating selected department representatives into the ESG Working Committee. This initiative allows for a broader range of perspectives and expertise, fostering collaboration and ensuring that diverse ideas, alignment and concerns are addressed. Since August 2024, these representatives have been meeting monthly to engage in meaningful discussions that drive our commitment to environmental, social and governance principles. With this establishment, we can accomplish better results under our ESG strategy and roadmap where we have set realistic goals for all our material topics.

Engaging and listening to our stakeholders is crucial to our success. As a signatory to the United Nations Global Compact (UNGC), we fully support its principles and promote open, transparent communication. We are committed to upholding its values regarding human rights, labour standards, environmental responsibility and anti-corruption efforts.

I would like to express my deepest gratitude to our employees, esteemed Board of Directors and all stakeholders for their unwavering support and dedication to our sustainability initiatives. Their collective commitment has been instrumental in shaping our progress and fostering a culture of responsibility and innovation.

I believe we will move forward stronger than ever for the benefit of all our stakeholders.

**Mark Hardiman**  
Chief Executive Officer,  
Port of Tanjung Pelepas

# Together Towards a Sustainable Future



## ABOUT PTP



Pelabuhan Tanjung Pelepas Sdn Bhd (PTP), a joint venture between MMC Corporation Berhad (70%), a utilities and infrastructure group, and APM Terminals (30%), a prominent international ports conglomerate with a global network spanning 74 countries, stands as Malaysia's premier transshipment port.

It boasts cutting-edge facilities, equipment and IT systems that unify all port users. PTP ensures reliable, efficient and advanced services to major shipping lines and box operators, offering extensive connectivity to global markets for shippers in Malaysia and beyond. The seamless integration of Pelepas Free Zone with the port terminal further enhances the benefits for customers and business partners, facilitating smooth cargo movement.

### Core Values



#### PASSION

We take pride and are committed to go extra mile



#### INNOVATIVE

We innovate to improve



#### EMPOWERMENT

We give trust and take accountability to perform



#### RESPECT

We respect people and everyone's views matter



#### SERVICE

We deliver and exceed expectations





**YBHG. TAN SRI CHE KHALIB MOHAMAD NOH**  
*Chairman*



**DATO' MOHD TAUFIK BIN ABDULLAH**



**JOAO CARLOS VENDEIRINHO ALMEIDA**



**TIMOTHY JOHN SMITH**

# OUR BOARD OF DIRECTORS

Kindly scan the QR code  
to visit our Board of  
Director profiles.



**MOHD AZMAN ISMAIL**



**DR NOR FUAD ABDUL HAMID**



**ASYRAF SUHAIME SULAIMAN**



**DATO' AZMAN SHAH MOHD YUSOF**

# OUR LEADERSHIP TEAM

Kindly scan the QR code  
to visit our Senior  
Management Team  
profiles.



**MARK HARDIMAN**  
*Chief Executive Officer*



**SYAHRUL NAZRI MOHD SAION**  
*Chief Financial Officer*



**JOE SCHOFIELD**  
*Chief Operations Officer*



**JAIZAL KAMAR JALALUDIN**  
*Head of Human Capital Management*



**PRAKASH THURAIRASASINGAM**  
*Head of Commercial*



**KHAIRUL AMALIN ABD RAHMAN**  
*Head of HSSE & Sustainability*



**ARJAN WEERSTAND**  
*Head of Project Integration*



**MAHMOUD DORMAN  
HUSSEIN SHOUMAN**  
*Head of Engineering and Facilities*



**TS. DR. IRWANA ABD MALEK**  
*Head of Supply Chain*



**BRIAN R PEDERSEN**  
*Deputy Chief Financial Officer*



**VICTOR OOI**  
*Head of Information Technology*



## OUR DIVERSIFIED BUSINESS



### CONTAINER HANDLING SERVICES

- Terminal handling services
- State-of-the-art equipment capable of handling Ultra Large Container Vessels



### MARINE SERVICES

- Towage services
- Pilotage services
- Ship-to-ship services



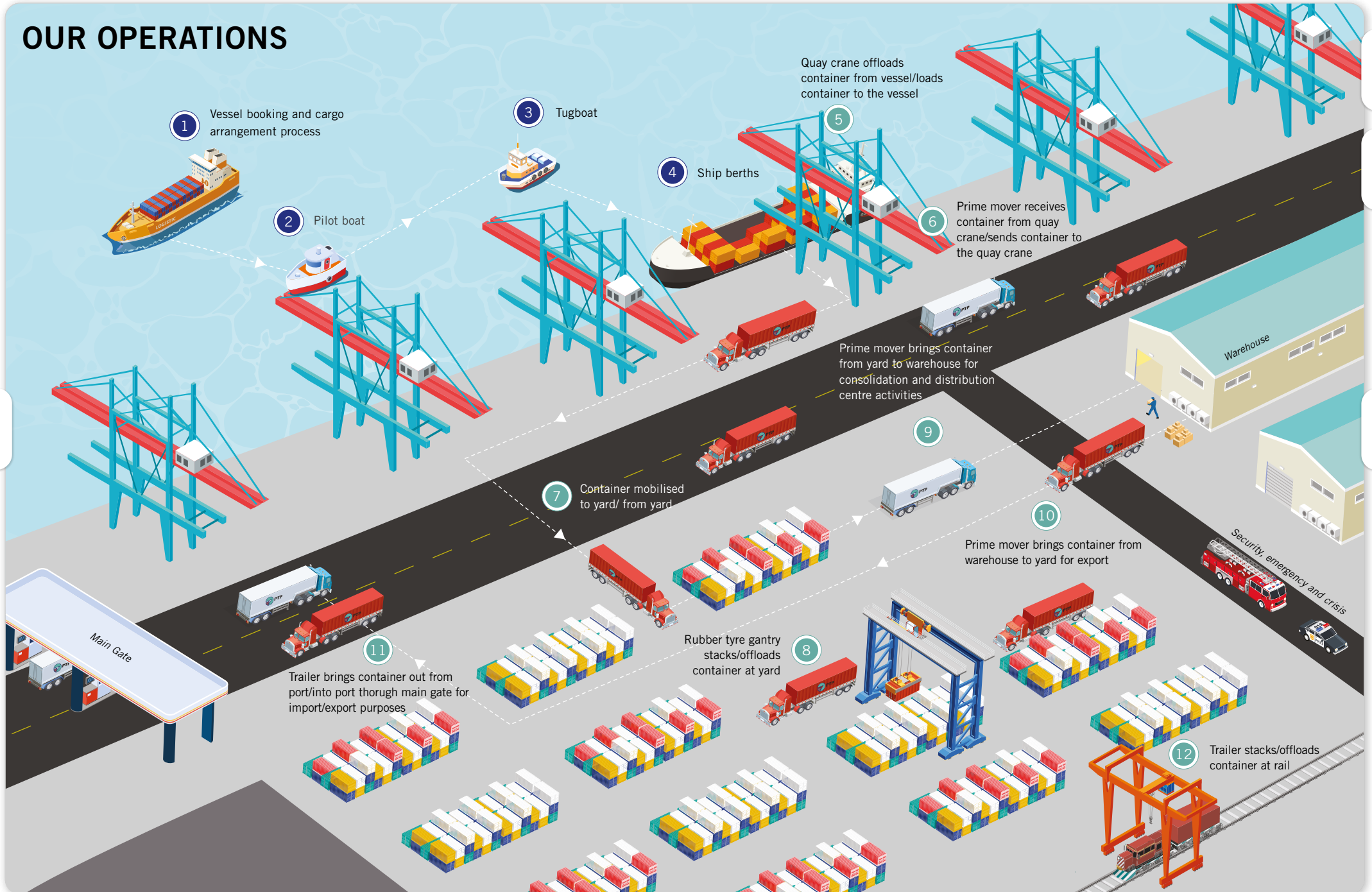
### FREE ZONE & REAL ESTATE

- Lease of land, storage facilities and office space
- Diversity of clients: Manufacturing to warehouse operators and freight forwarders





## OUR OPERATIONS



## SUSTAINABILITY HIGHLIGHTS AND ACHIEVEMENTS

**Award Name:**  
Lembaga Pelabuhan Johor  
Sustainability Awards 2024

**Achievements:**  
Gold for Sustainability Awards



**Award Name:**  
Industry Excellence Award  
2024

**Achievements:**  
Winner of Services Sector  
Excellence in Category Four



**Award Name:**  
British Malaysian Chamber  
of Commerce 5<sup>th</sup> Business  
Excellence Awards 2024

**Achievements:**  
Winner of Outstanding ESG  
Category



**Award Name:**  
UN Global Compact  
Network Malaysia & Brunei  
(UNGCMYB) Forward Faster  
Sustainability Awards 2024

**Achievements:**  
Recognised under The  
Recognition Categories:

“Partnership for the Goals  
Recognition” and “Pioneer  
Sustainable Development  
Action Recognition”



**Award Name:**  
Supply Chain Asia Awards 2024

**Achievements:**  
Supply Chain Innovator of the Year  
(Digital Transformation)



# SUSTAINABILITY VOYAGE

We understand the important role we have as a port operator in creating a sustainable future for everyone. We firmly believe in sustainability and we are consistently working towards integrating sustainable practices into every aspect of our company operations, establishing common values for our stakeholders.

## OUR SUSTAINABILITY APPROACH

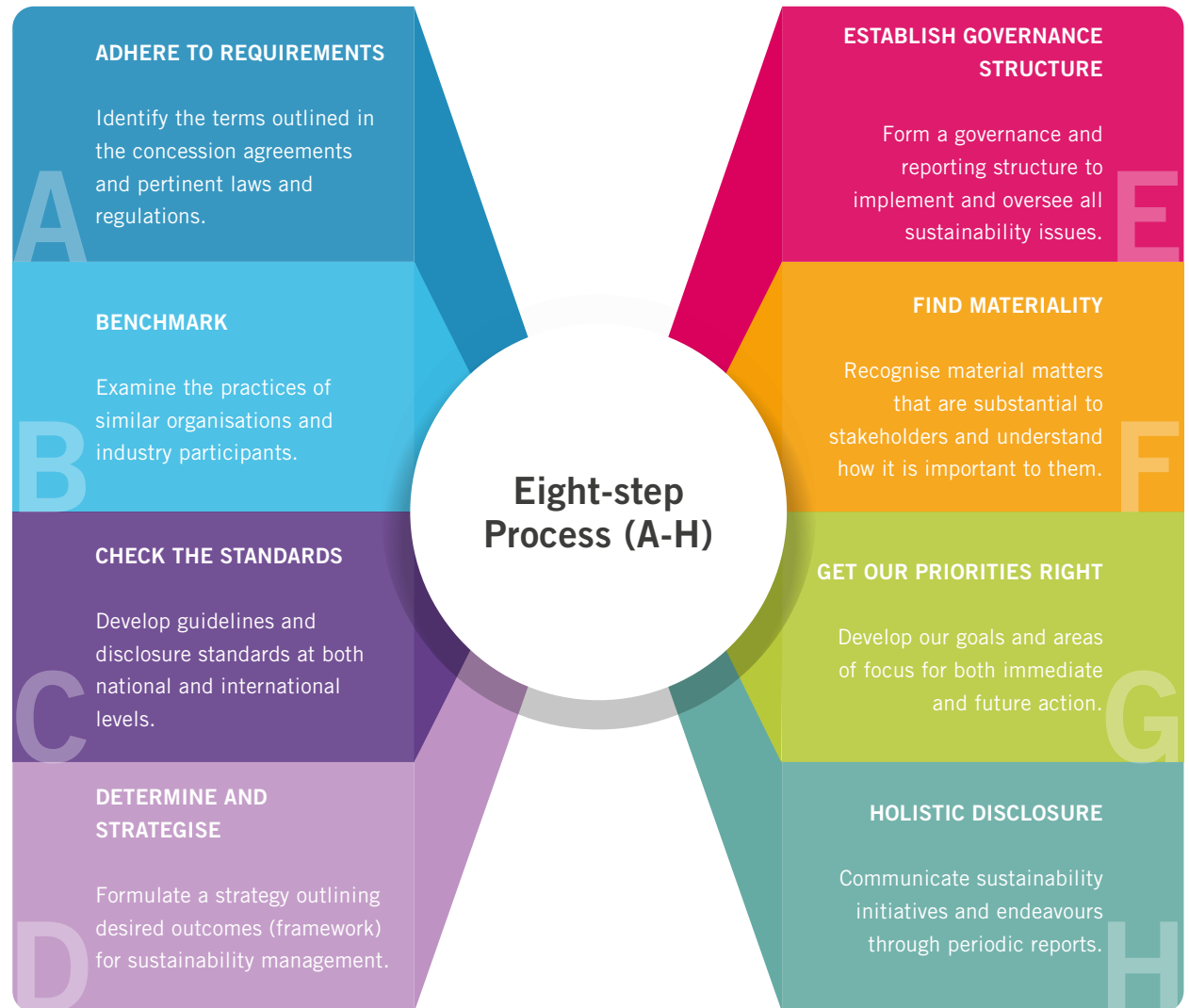
Driven by a sense of purpose for more than two decades, our sustainability efforts have been shaped by numerous initiatives aimed at reinforcing values and generating positive impacts for both people and the planet.

Upon the completion of our Sustainability Framework, we continued the momentum in FY2024 on a journey to transition into one of the world's leading smart green ports. This framework, along with its targets, has guided us in delivering sustainable value by integrating Environmental, Social and Governance (ESG) commitments into our core business practices in a comprehensive manner, aligning with relevant UN Sustainable Development Goals (SDGs). Concurrently, we established a robust governance structure to oversee the implementation of our sustainability initiatives.

Our sustainability approach strategically ensures effective management of opportunities and risks, facilitating long-term value creation. Sustainability is an intrinsic component of our business strategy, supported by various initiatives implemented over the years to drive positive societal and environmental impacts.

We also identified our material sustainability matters and their corresponding initiatives, categorised according to the E, S and G pillars, following the formalisation of our sustainability framework.

Guided by our eight-step process (A-H), we prioritise transparency and accountability in all our activities.





# OUR SUSTAINABILITY APPROACH

## BASELINE STUDIES AND GAP ASSESSMENT

### ADHERE TO REQUIREMENT

We began by outlining the terms in the concession agreements and the relevant laws and regulations that govern and may impact our business across the entire spectrum of Environmental, Social and Governance (ESG). This set the baseline for sustainability standards that the organisation must adhere to.



### BENCHMARK

We conducted a sustainability benchmarking exercise comparing ourselves to industry peers and other reputable businesses known for their sustainable practices. This enabled us to better understand the perspectives and approaches of our peers and other industry leaders in the field.



### CHECKING WITH STANDARDS

To ensure checks and balances, we subsequently examined both local and international standards relevant to sustainability activities and reporting. This allowed us to align our initiatives more effectively with established local and global standards.



We adhere to the following standards:

#### MALAYSIAN STANDARDS



#### Bursa Malaysia Sustainability Reporting Guide

The guide offers comprehensive guidance on reporting in accordance with sustainability-related Listing Requirements. It includes examples of disclosures and recommendations for best practices.



#### Malaysian Code on Corporate Governance (MCCG)

The document outlines recommended corporate governance practices and provides guidance on disclosing sustainability practices. It is particularly recommended for non-publicly listed companies.



#### INTERNATIONAL STANDARDS



#### The Taskforce on Climate-related Financial Disclosures (TCFD)

The emphasis is on understanding the risks and opportunities associated with climate change. This framework encourages organisations to integrate climate-related considerations into their governance, strategy, risk management, metrics and targets.



#### Global Reporting Initiative (GRI)

This resource offers disclosure guidelines and reporting principles aimed at enhancing organisational transparency and facilitating communication of their impacts on sustainable development.



#### United Nations Sustainable Development Goals (UN SDG)

A global imperative by 2030 to address goals that address pressing environmental, social and economic challenges.



## SUPPORTING THE UN SDGs

In our efforts to foster a sustainable future for the nation, one of PTP's central missions is to contribute to the UN Sustainable Development Goals (SDGs). As part of this commitment, the organisation conducted a review in 2022 to prioritise SDGs and establish targets based on their relevance to PTP's operations. This initiative aligns with our action plan toward achieving the 2030 Sustainability Goals, leveraging our capabilities to provide support and recognising the potential impact on PTP and our stakeholders.



### Environmental: Clean Operations for Climate Protection



PTP is devoted to significantly increasing the use of clean and renewable energy to enhance energy efficiency within the port and its surrounding environment.



PTP is committed to reducing the effects of climate change and achieving the Net Zero Goal by 2050 through a comprehensive approach to decarbonisation. This includes the electrification of equipment, on-site renewable energy deployment, asset digitalisation and initiatives for waste and water efficiency management.



PTP aims to proactively undertake sustainable actions and measures to protect and preserve marine areas, ecosystems and biodiversity within the port vicinity and its surroundings.



PTP endeavours to ensure the protection, restoration and sustainable management of terrestrial ecosystems and biodiversity resources.



### Social: Benefits for Business and Society



PTP acknowledges the importance of inclusive and high-quality education by fostering lifelong learning among our employees through ongoing training and development initiatives. We also prioritise the enhancement of educational facilities for children and the community. Furthermore, we create opportunities for the upskilling of youths and adults in various fields.



PTP is committed to promoting gender equity by empowering women through various initiatives, including providing equal opportunities for women's leadership participation and ensuring fair employment practices. We maintain a zero-tolerance policy towards all forms of discrimination and violence against women.



We strive to cultivate a safe, diverse and inclusive workplace to ensure employee satisfaction and motivation. Additionally, we support communities and society through collaborative projects aimed at product development and procurement of community products.



Across our value chain, PTP promotes equity by adopting policies that uphold fundamental principles of human rights and ethical labour practices. We also facilitate responsible migration and contribute to improving the livelihoods of communities by enhancing their socioeconomic status.



### Governance: Highly Trusted Organisation



PTP prioritises the construction of high-quality and safe infrastructures by efficiently utilising resources and fostering a culture of innovation through technological adoption. This ensures sustainable development of the economy and the well-being of individuals.



We ensure that our business development is inclusive, resilient and sustainable by providing integrated services within the port and surrounding business areas. This is achieved through comprehensive planning and strategic implementation of relevant policies.



PTP operates on principles of fairness for all parties, advocating transparency, accountability and strict compliance with the law. These principles serve as cornerstones of our operations.



PTP has collaborated with various sectors, both nationally and internationally, to strengthen the country's capacity, particularly that of our stakeholders, in advancing towards sustainability.

# OUR SUSTAINABILITY FRAMEWORK

We have established distinct aspirations for each ESG factor and defined outcome-oriented initiatives that we will pursue.

Our sustainability framework is depicted below:

## VISION & MISSION

**Our People Lead the Global Benchmark for Integrated Port Services from the Straits of Malacca**



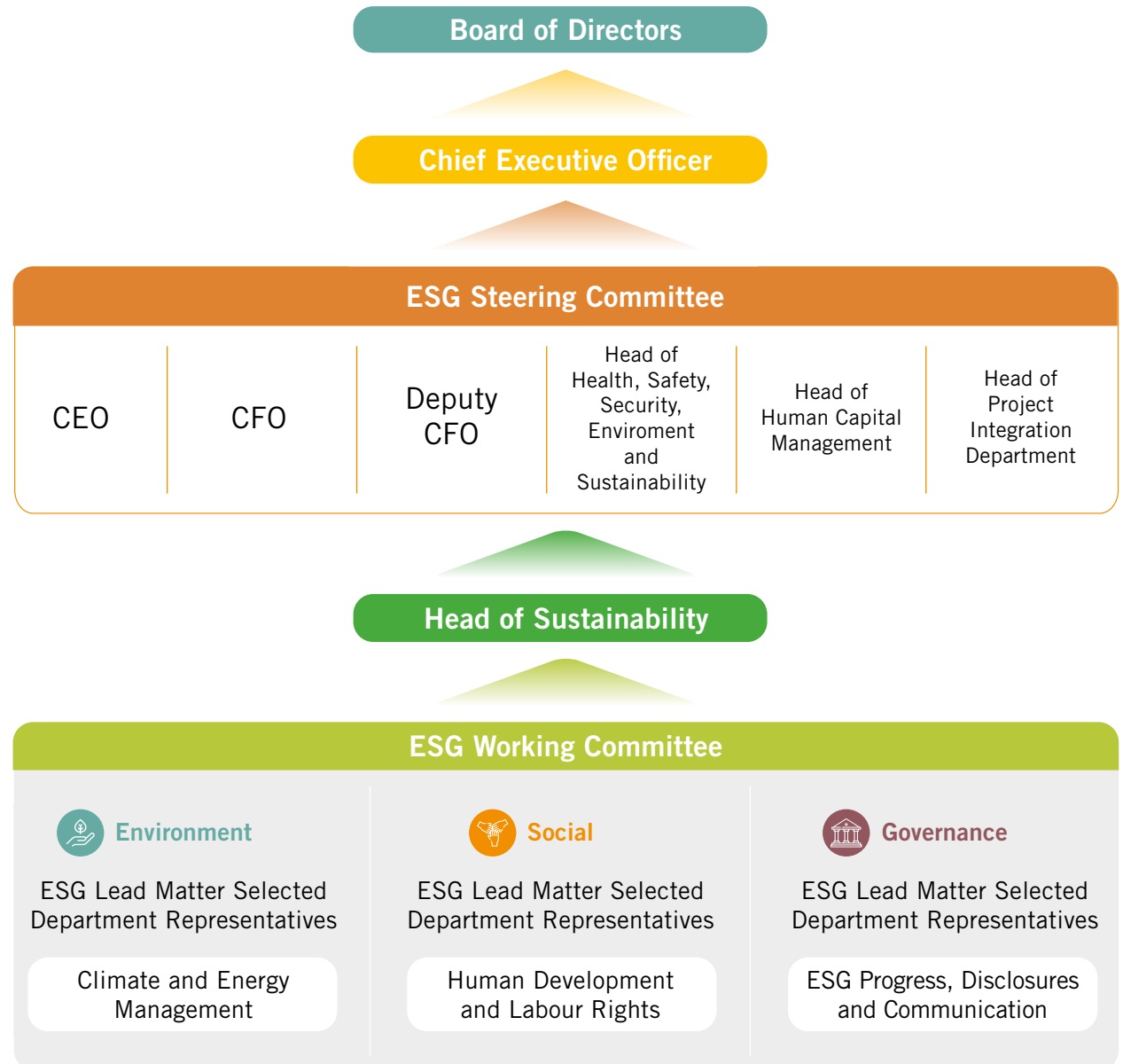


## ESTABLISHED GOVERNANCE STRUCTURE

At PTP, we have ingrained sustainability principles into every business process, encompassing decision-making, management and relevant organisational activities, as well as those of our suppliers. This practice underscores our commitment to minimising negative impacts on society and the environment across the entire value chain.

To oversee and drive sustainability efforts, we established the Sustainability ESG Steering Committee (ESG-SC), with our Chief Executive Officer serving as the Committee Chairman. The SC is tasked with overseeing policies, setting sustainability goals, defining strategies and guidelines aligned with our corporate strategy and international principles. Additionally, the SC manages and monitors our sustainability performance, with periodic reporting to senior management across all business groups and the Group's Board of Directors. To enhance accountability, sustainability-related key performance indicators (KPIs) have also been included in the Company's annual KPIs.

The ESG-SC convenes at least every three months to monitor sustainability progress and shape directions on key issues such as decarbonisation initiatives, ongoing social performance and supporting business groups in achieving enhanced sustainability performance across economic, social and environmental dimensions. Furthermore, PTP has appointed a dedicated working committee known as ESG Working Committee to serve as a support mechanism in driving our sustainability strategy. This committee regularly reports relevant progress and performance to the ESG lead representatives who are in the Sustainability Department.



# STAKEHOLDERS ENGAGEMENT



## GOVERNMENT AUTHORITIES/REGULATORS



## DEBT HOLDERS



## SHAREHOLDERS



## EMPLOYEES

### HOW WE IMPACT EACH OTHER

- Our customers depend on us to provide services that are uninterrupted, reliable and cost-effective.
- We formulate our strategies with the aim of meeting customers' expectations, as they provide the impetus for driving our business performance.

- Sukuk holders contribute to the necessary debt capital financing for PTP
- We are accountable for ensuring that we meet our financial obligations and covenants at all times

- Shareholders supply the essential equity capital for PTP
- We are dedicated to implementing our strategies and providing long-term sustainable returns to our shareholders by generating economic value

- Employees rely on us to offer a sustainable and dependable source of income, as well as a safe work environment with equitable opportunities for career growth
- We also acknowledge that our employees play a pivotal role in delivering value and implementing strategies

### HOW WE ENGAGE WITH THEM

- Engage with customers and communities
- Foster customer interaction through website and social media channels

- Transparent disclosures are made through the rating agency and trustee
- Regular briefings and engagements occur through both formal and informal meetings
- Share sustainability strategies effectively

- Facilitate regular briefings and engagements through meetings, site visits and conferences
- Ensure transparent and timely corporate reporting and disclosures across multiple platforms
- Communicate sustainability strategies effectively

- Share information through internal newsletters, conduct quarterly town halls and utilise the Intranet portal for communication
- Offer competitive benefits and remuneration packages
- Foster team building through sports and recreational activities
- Support talent development and provide training opportunities

### FREQUENCY OF ENGAGEMENT

Ongoing

Ongoing

Annual | Quarterly | Ongoing

Annual | Quarterly | Ongoing

### OUTCOMES

- Quality of products and services
- Customer experience
- Safety and security

- Economic performance
- Company growth and value chain
- Business strategy and direction
- Financial results
- Compliance and governance

- Economic performance
- Company growth and value chain
- Business strategy and direction
- Financial results
- Compliance and governance

- Corporate priorities, vision, core values and ethical conduct
- Business strategy and direction
- Reward and recognition
- Leadership and talent development
- Well-being and benefits
- Human rights, diversity and inclusion
- Workplace health and safety

# STAKEHOLDERS ENGAGEMENT



## CUSTOMERS



## VENDORS/SUPPLIERS



## COMMUNITY



## NON-GOVERNMENTAL ORGANISATIONS (NGOs)

### HOW WE IMPACT EACH OTHER

- Customers rely on us for uninterrupted, reliable and affordable services
- Our strategies are designed to meet customers' expectations, as they drive our business performance and give us purpose

- Vendors and suppliers depend on us to offer business opportunities and financial security
- Conversely, we rely on their business and services to support ours

- The public, including the media and the local community, anticipates that we operate as a reliable, responsible and sustainable company that contributes to the socioeconomic development of the country
- We communicate information to our stakeholders through the media and gather valuable insights about our business ecosystem from the public

- NGOs and external experts offer us insights into the pertinent sustainability causes they advocate for
- We work together with them to improve the standards of the maritime industry and receive valuable feedback regarding our operations

### HOW WE ENGAGE WITH THEM

- Engage with customers and the community
- Foster customer interaction through the website and social media platforms

- Fully disclose our procurement policies on the corporate website
- Organise supplier briefings and capacity-building programmes
- Engage continuously in meetings and communicate our efforts in addressing their concerns

- Establish and execute Corporate Social Responsibility (CSR) initiatives focusing on education enhancement, community engagement and environmental conservation
- Implement various placemaking and civic engagement initiatives

- Engage in community investments through donations, fundraising and volunteering programmes

### FREQUENCY OF ENGAGEMENT

Ongoing

Ongoing

Ongoing

Ongoing

### OUTCOMES

- Quality of products and services
- Customer satisfaction
- Safety and security measures

- Adherence to industry best practices, legislation, rules and regulations
- Health and safety protocols
- Equitable treatment of suppliers and business partners
- Ethical and responsible behaviour
- Opportunities for business partnerships

- Economic performance
- Company growth and value chain
- Business strategy and direction
- New projects and future prospects
- Mitigating environmental and social impacts
- Community investments, including donations, fundraising and volunteering programmes
- Project-specific initiatives

- Mitigating environmental and social impacts
- Community investments, including donations, fundraising and volunteering programmes
- Project-specific initiatives



# STAKEHOLDERS ENGAGEMENT

## MEMBERSHIPS

PTP actively collaborates with a variety of trade and industry associations as well as advocacy organisations worldwide to remain abreast of emerging trends. Additionally, we engage in proactive participation in stakeholder dialogues.

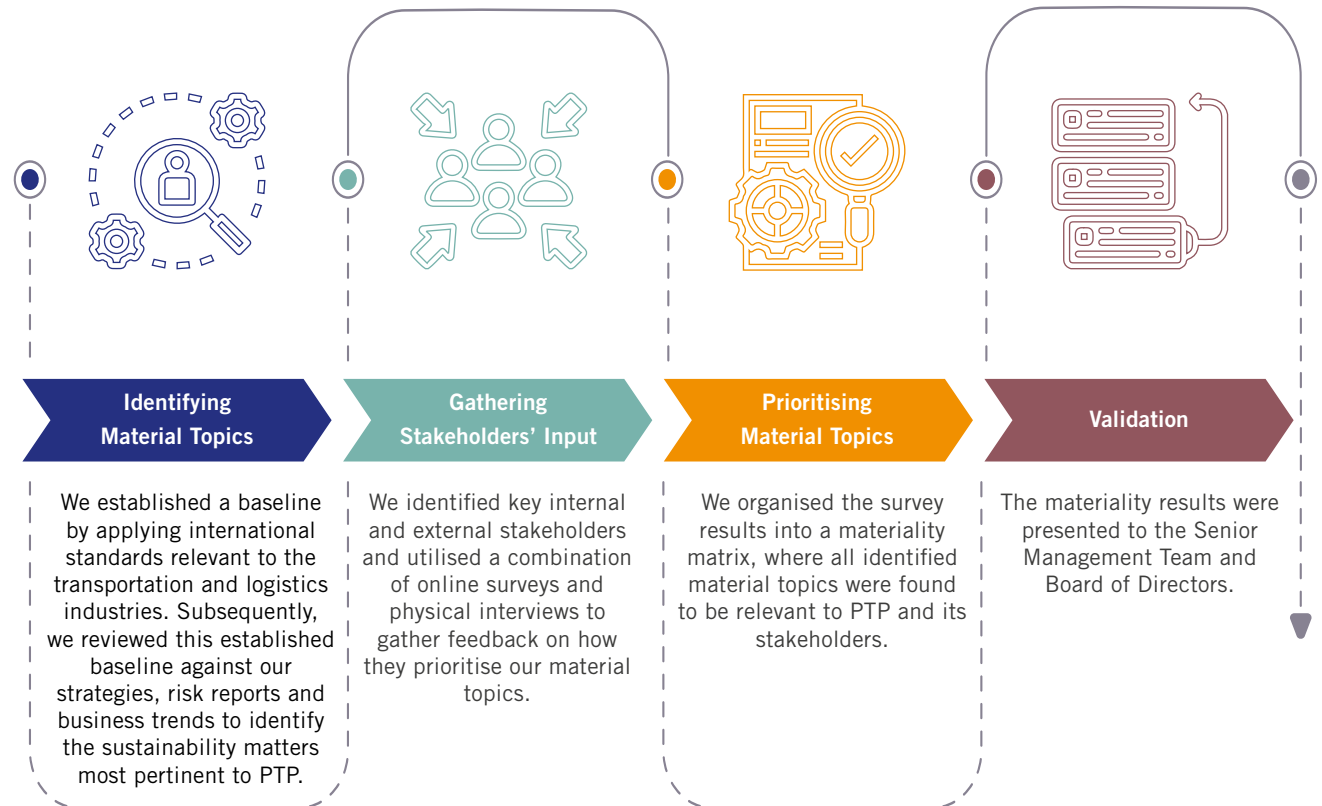
Some of our association memberships include:

- American-Malaysian Chamber of Commerce (AMCHAM)
- ASEAN Port Association
- Association of Malaysian Hauliers (AMH)
- British-Malaysian Chamber of Commerce Berhad (BMCC)
- Institute of Internal Auditors
- Johor Freight Forwarders Associations (JOFFA)
- Johor Port Shipping Freight Forwarding (JPSFA)
- Malaysia Australia Business Council (MABC)
- Malaysia Dutch Business Council (MDBC)
- Malaysian French Chamber of Commerce & Industry (CCI France Malaysia)
- Malaysian-German Chamber of Commerce and Industry (MGCCI)
- Malaysian International Chamber of Commerce & Industry (MICCI)
- Malaysia Auxiliary Police Association
- Shipping Line Association of Malaysia
- Singaporean-German Chamber of Industry and Commerce (SGC)
- The Chartered Institute of Logistics & Transport Malaysia (CILT)
- United Nations Global Compact Malaysian Brunei (UNGCMYB)

## WHAT MATTERS TO US

In FY2024, we conducted our second materiality assessment, aligning with Bursa Malaysia's recommendation to perform such assessments every two years. This assessment utilised the same key sustainability topics relevant to both PTP and our stakeholders, identified in our inaugural materiality assessment. The second assessment allowed us to re-prioritise our approach, enabling us to better focus on our initiatives and enhance our responsiveness to the needs of our stakeholders.

Our Materiality Assessment Process

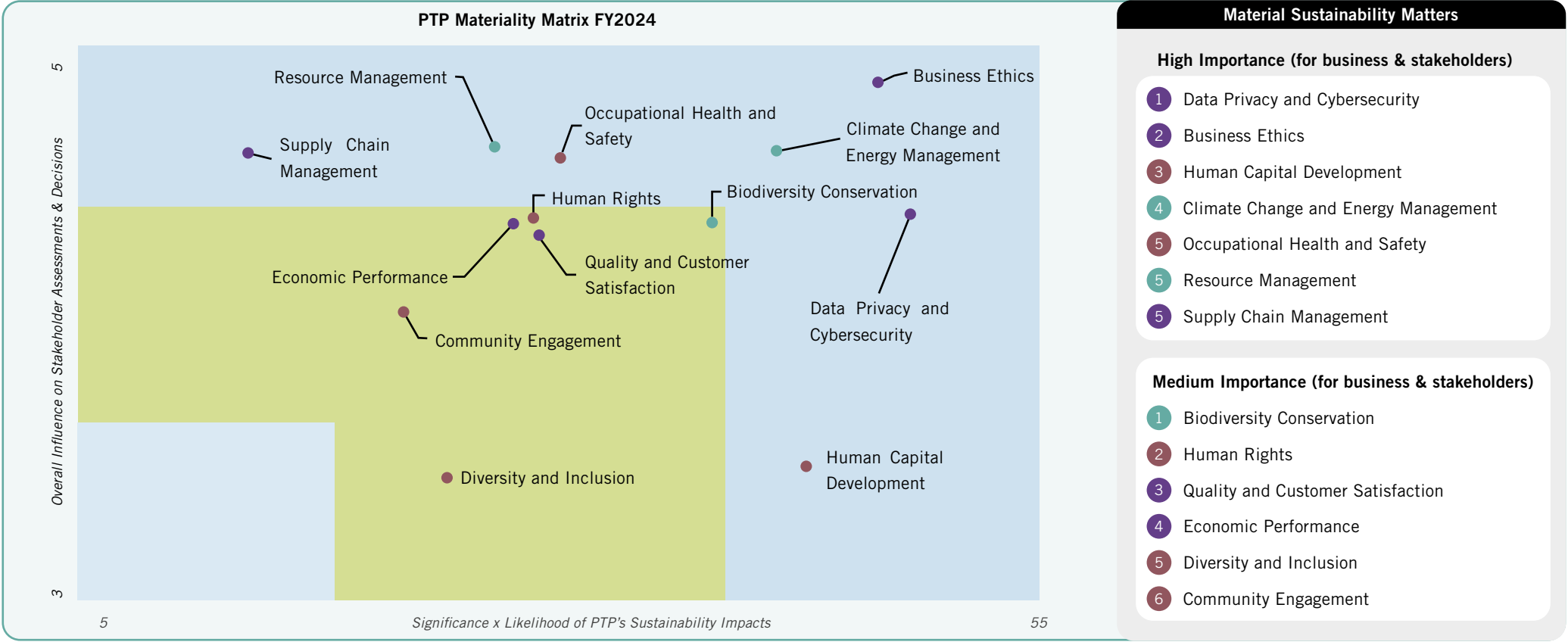


# MATERIALITY ASSESSMENT

Our Materiality Matrix delineates the significant sustainability concerns pertinent to PTP and our stakeholders. It aids us in allocating resources to address highly critical sustainability matters while maintaining oversight on others.

Drawing from inputs gathered through Stakeholders Prioritisation and Impact Assessment exercises, the following presents PTP's materiality matrix gathered in FY2024. It highlights Material Sustainability Matters, distinguishing between those of high and medium importance for PTP's business and our stakeholders.

Our next materiality assessment will be conducted in FY2027.



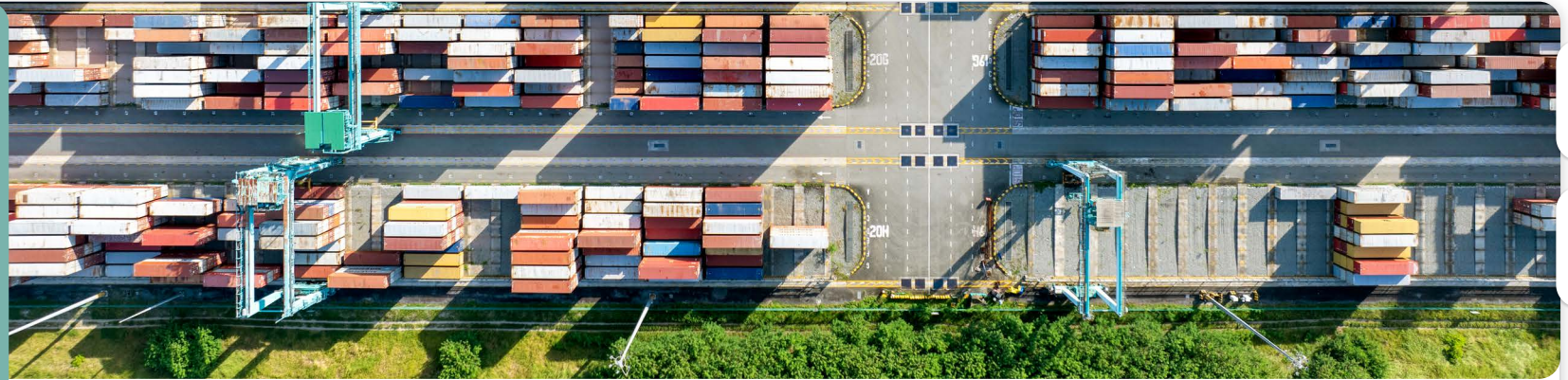
## HOLISTIC DISCLOSURE

We are committed to regularly disclosing our Environmental, Social and Governance performance based on our targets. This includes, but is not limited to, annual sustainability reports and proactive communication with our respective stakeholders.





# ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION



## OUR COMMITMENT

	SHORT-TERM (2023-2025)	MEDIUM-TERM (2030)	LONG-TERM (BEYOND 2030)
<b>Decarbonisation</b>	<ul style="list-style-type: none"> <li>5% reduction in GHG emissions including Scope 1<sup>(1)</sup> and 2<sup>(1)</sup></li> </ul>	<ul style="list-style-type: none"> <li>45% reduction in GHG emissions including Scope 1<sup>(1)</sup> and 2<sup>(1)</sup></li> <li>40% energy consumption from renewable sources</li> <li>ISO 50001 Energy Management Certification*</li> </ul>	<ul style="list-style-type: none"> <li>Carbon neutrality status by 2040</li> <li>Net zero emission by 2050</li> </ul>
<b>Environmental Protection</b>	<ul style="list-style-type: none"> <li>Maintain 60% total waste efficiency</li> <li>Identify area with potential for rehabilitation within PTP</li> </ul>	<ul style="list-style-type: none"> <li>Establish water recycling centre</li> <li>Water consumption data externally assured</li> <li>Biodiversity assessment covering all PTP's operational sites</li> </ul>	<ul style="list-style-type: none"> <li>50% of water utilised on site recycled by 2040</li> <li>80% of total waste diverted from landfill by 2040</li> </ul>
<b>Environmental Performance Monitoring &amp; Reporting</b>	<ul style="list-style-type: none"> <li>Publish report on environmental performances</li> </ul>	<ul style="list-style-type: none"> <li>Undertake reporting aligned to TCFD to consolidate climate change efforts</li> <li>Obtain external assurance on data</li> </ul>	

<sup>1</sup> versus 2021 baseline

\*previously under short-term

## OUR APPROACH

- 1 Minimising the environmental impacts of our operations
- 2 Reducing greenhouse gas (GHG) emissions through energy efficiency and renewable energy towards a low carbon economy
- 3 Prioritising sustainable water use and efficiency
- 4 Managing waste streams through responsible waste management, whilst optimising resource efficiency towards a truly circular economy
- 5 Protecting and conserving both terrestrial and marine biodiversity and their ecosystems



## ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION



### CLEAN OPERATIONS FOR CLIMATE PROTECTION

The impacts of climate change are becoming increasingly evident, both globally and locally. According to remarks made by the Chair of the Intergovernmental Panel on Climate Change (IPCC) at the High-Level Ministerial Roundtable on the Pre-2030 Ambition:

*“We are perilously close to 1.5°C warming, and indeed it may be that this level is exceeded, albeit temporarily, in 2024. Beyond this point many of the risks associated with climate change escalate from what we have called “moderate” risks — those that are detectable and attributable to climate change — to “high risks”, that is risks that are severe and widespread. And, if carry on as are, we could reach 3°C warming during this century which will see severe impacts, significant irreversibility and a limited ability to adapt.”*

The World Meteorological Organisation (WMO) has also confirmed that 2024 is the warmest year on record, based on six international datasets. The past ten years represent the Top 10 warmest years on record, in what has been an extraordinary streak of record-breaking temperatures.

The global average surface temperature was 1.55°C above the 1850–1900 average, with a margin of uncertainty of  $\pm 0.13^\circ\text{C}$ , according to the WMO’s consolidated analysis of the six datasets. This suggests that 2024 was likely the first calendar year with a global mean temperature of more than 1.5°C above the pre-industrial average.

Recognising the urgency of climate action, PTP is committed to reducing carbon emissions and embedding sustainable practices into every aspect of its operations. As a key player in Malaysia’s port logistics and a vital contributor to the national economy, we are aligning our efforts with Malaysia’s National Energy Transition Roadmap (NETR). This roadmap emphasises the transition to cleaner energy sources and the reduction of carbon footprints across all industries, including logistics. It also supports Malaysia’s national goal of reducing greenhouse gas (GHG) emissions intensity by 45% by 2030, relative to 2005 levels.

PTP’s sustainability journey is guided by its sustainability framework. In adopting the principles of the United Nations Global Compact (UNGC), we are dedicated to achieving the highest environmental standards. Our approach focuses on improving environmental performance and minimising our impact through targeted efforts in biodiversity conservation, climate change mitigation and resource management for energy, water and waste.

To this end, PTP has implemented robust environmental policies and strategies to measure and reduce its carbon footprint. We have invested in innovative environmental technologies, green initiatives and resource efficiency programmes, while also advancing our GHG emissions reduction measures and biodiversity conservation efforts across our operations.

Our vision is to become a leading port terminal in environmental protection. By collaborating with experts, learning from global best practices and engaging with stakeholders, PTP is committed to driving meaningful progress in sustainability and contributing to a greener future. This report outlines our key environmental initiatives and progress for the year.



## ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION



### CLIMATE RISK ASSESSMENT

We conducted a robust climate risk assessment (CRA) to identify vulnerabilities in our operations and infrastructure. This initiative enables us to proactively address climate-related risks, such as rising sea levels and extreme weather events, ensuring operational resilience.

'Climate Change and Energy Management' has been identified as a material sustainability issue to PTP, where we recognise climate change as a condition that can significantly impact business operations. Thus, we have developed a four-pronged approach to address decarbonisation and climate change.

As part of this approach, we made a commitment in our Inaugural Sustainability Report 2022 to conduct a comprehensive CRA and undertake reporting aligned with the Task Force on Climate-related Financial Disclosures (TCFD) by 2030.



### GOVERNANCE

At PTP, we integrate sustainability into every aspect of our business, including decision-making, management and supplier activities. This commitment helps us to minimise negative impacts on society and the environment across our value chain.

To drive our sustainability efforts, we established the Sustainability Environmental, Social and Governance (ESG) Steering Committee (ESG-SC), chaired by our CEO. The ESG-SC oversees not only policies, but also sets sustainability goals and aligns strategies with our corporate and international principles. It also monitors our sustainability performance and reports to senior management and the Board of Directors. To enhance accountability, sustainability-related KPIs are included in the PTP's annual performance metrics.



Please refer to page 19 for our established governance structure.



ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION

STRATEGY

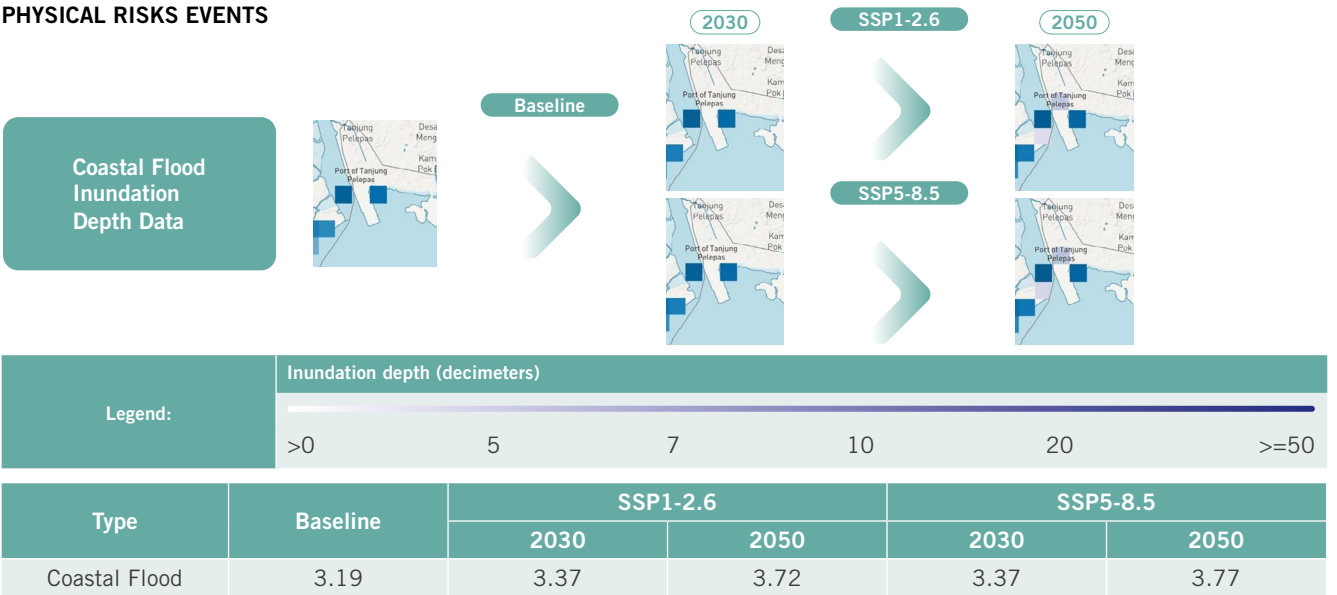
At PTP, we integrate sustainability into our operations. In line with this commitment, we have conducted a transition climate risk and opportunity assessment to enhance our understanding of the potential risks and opportunities associated with the low-carbon transition. This assessment, based on scenario analysis aligned with TCFD recommendations, helps us evaluate the potential impact on our operations and value chain. We used the Stated Policies Scenario (STEPS) and Announced Pledges Scenario (APS), two transition scenarios developed by the International Energy Agency (IEA), to assess transition risks and associated implications across three time frames, including 2026 (short term), 2030 (medium term) and 2050 (long term).

Furthermore, we conducted a physical climate risk assessment to identify the risks and opportunities that may impact our assets and operations, using a scenario analysis aligned with the TCFD recommendations. We used two climate scenarios developed by the IPCC, namely the Shared Socio-economic Pathway 1-2.6 (SSP1-2.6), which represents a 2°C or lower temperature increase scenario, and SSP5-8.5, which denotes a high-emissions and high-temperature increase scenario, to assess physical risks and associated business implications for PTP in Johor, Malaysia, across three time frames: baseline, 2030 and 2050.

We have identified the climate-related risks for both physical and transition climate risks, as follows:

- 1. **Physical risk:** The risk of physical climate events damaging PTP's properties, such as coastal flooding and river and extreme rainfall flooding.
- 2. **Transition risk:** Changes in policy that are expected during the transition to a low-carbon economy, including policy and legal risk and technology risk.

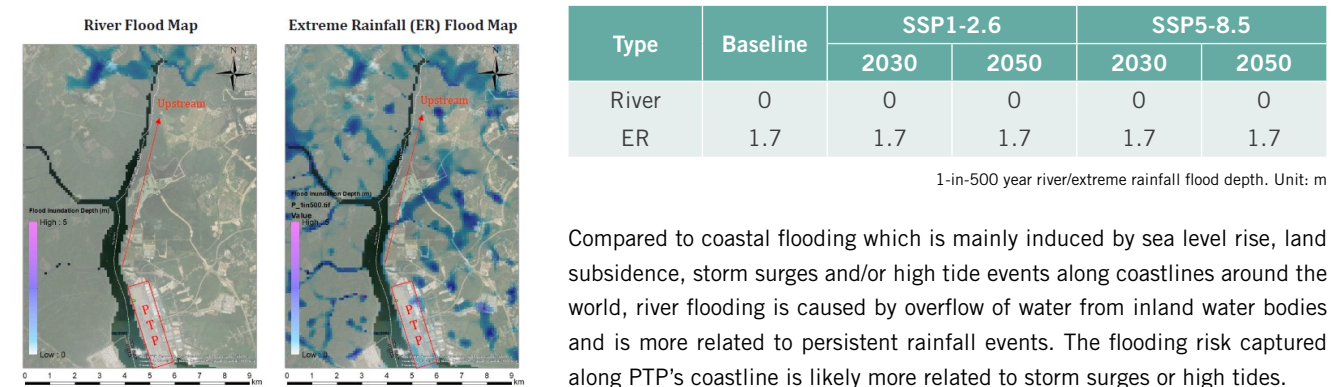
PHYSICAL RISKS EVENTS



1-in-500 year coastal flood depth. Unit: m

Coastal flooding risk is measured by the maximum inundation depth associated with a 1-in-500-year coastal flooding event (i.e. low probability, high impact), as a result of sea level rise, land subsidence, storm surges and/or high tide events.

River and Extreme Rainfall Flood Inundation Depth Data



1-in-500 year river/extreme rainfall flood depth. Unit: m

Compared to coastal flooding which is mainly induced by sea level rise, land subsidence, storm surges and/or high tide events along coastlines around the world, river flooding is caused by overflow of water from inland water bodies and is more related to persistent rainfall events. The flooding risk captured along PTP's coastline is likely more related to storm surges or high tides.

## ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION

### Transition Risks

Opportunity / Risk score Key			
Class	High Opp.	Mod. Opp.	Low Opp.
Limited	Low Risk	Mod. Risk	High Risk

### Risk

TCFD Category	2026	2030	2050
Policy & Legal	Limited	Limited	High Risk
Technology	Limited	Low Risk	High Risk
Market	Limited	Limited	Mod. Risk
Reputation	Limited	Limited	Limited

Policy and legal and technology drivers exhibit a high risk by 2050.

1. Policy and Legal : 'High risk' from carbon pricing and 'moderate risk' from decarbonisation commitment and related policies and regulations of shipping sector.
2. Technology: 'High risk' from decarbonisation of machinery, road and shipping fleets and 'low opportunity' from improvement in energy efficiency.

### Implication of Physical & Transition Risks

#### Response Measures for Managing Physical Hazard

Coastal & extreme rainfall flooding

#### Physical Damage

Physical damage to structural integrity of transport infrastructure, electricity supply, equipment, buildings and vessels.

#### Response Measures

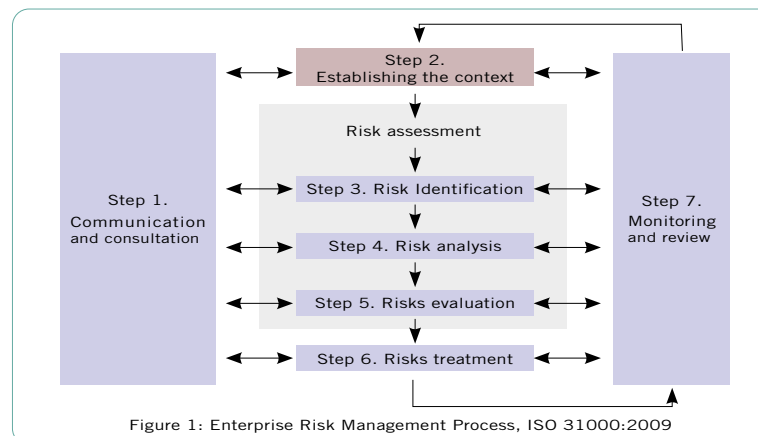
1. In-depth flood risk assessment to identify flood prone areas.
2. Design and implement suitable mitigation measures such as increasing capacity of water drainage or pumping systems
3. Implement regular checkup and early warning systems at the coastline

### Response Measures for Managing Transition Risks & Grasping Opportunities

Transition Drivers	Opportunities	Response Measures
Policy and Legal	Assess and apply planned decarbonisation/ low-carbon initiatives at the facility, equipment and service levels as per the decarbonisation roadmap	<ol style="list-style-type: none"> <li>1. Continuously study and prepare responses to emerging climate related policy and regulatory trends in PTP's country of operation and key markets.</li> <li>2. Assess further decarbonisation opportunities aside from initiatives stated in decarbonisation roadmap such as alternative fuel and virtual power purchase agreement to meet PTP's decarbonisation target</li> </ol>
Technology	Enhance collaboration with customers for downstream/Scope 3 emissions reduction, such as the Green Boat initiative	<ol style="list-style-type: none"> <li>1. Incorporate transition impacts into financial planning and portfolio management to inform strategic decisions in a low-carbon economy.</li> <li>2. Form industrial (with other IMO member states) or cross-industry alliance for Research &amp; Development (R&amp;D) of low-carbon port and shipping services</li> </ol>

### RISK MANAGEMENT

PTP adopts ISO 31000:2009 in its Risk Management Policy and Framework. Figure 1 illustrates the seven steps of the risk management process.



Based on our climate risk assessments, we are developing a comprehensive mitigation plan to proactively address identified risks. The plan aims to reduce vulnerabilities, enhance sustainability and ensure PTP's resilience against climate-related challenges.

## ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION

### METRICS AND TARGETS

We continued to closely monitor and report our Scope 1, 2 and 3 GHG emissions, calculated in accordance with the GHG Protocol, a globally recognised corporate accounting and reporting standard.

At PTP, we are committed to integrating sustainability into every aspect of our operations. Our approach focuses on:

#### 1. Minimising environmental impacts

We strive to reduce the ecological footprint of our activities by adopting innovative practices and technologies that prioritise environmental stewardship.

#### 2. Reducing GHG emissions

Through enhanced energy efficiency initiatives and the adoption of renewable energy, we are actively contributing to the transition to a low-carbon economy.

#### 3. Prioritising sustainable water use

We emphasise efficient water management practices to optimise usage and conserve this critical resource across all areas of our operations.

#### 4. Ensuring responsible waste management

By managing waste streams responsibly and improving resource efficiency, we are advancing towards a circular economy where waste is minimised and resources are reused effectively.

#### 5. Conserving biodiversity

Our efforts extend to protecting and preserving both terrestrial and marine biodiversity, ensuring the ecosystems within and around our operations remain healthy and thriving.

### GREENHOUSE GAS (GHG) EMISSIONS

Our strategy for climate change and business continues to focus on reducing emissions, improving energy efficiency and embracing renewable energy technologies to advance towards a low-carbon future. As an organisation, we are committed to enhancing our environmental stewardship not only by meeting regulatory and investor expectations, but also by increasing transparency and progressively disclosing relevant indicators and measures across our operations.

The energy management initiatives we have implemented have a positive impact on our GHG emissions and are integral to our goal of achieving net zero emissions by 2050.

As part of our commitment to reducing our carbon footprint, we actively monitor and manage Scope 1 emissions through efficient energy use, transitioning to cleaner fuels and optimising operational practices to minimise direct GHG emissions. These emissions occur from sources that PTP owns or controls and are generated from activities such as fuel combustion in vehicles, machinery and on-site operations.

Scope 2 emissions account for the indirect GHG emissions associated with purchased electricity, steam, heating and cooling that PTP consumes. These emissions are a significant focus area for us as we strive to reduce our overall carbon footprint.

To accurately quantify Scope 2 emissions, we employ emission factors derived from reputable sources, such as the IPCC and regional grid emission factor databases (TNB Sustainability Report). These factors are applied to calculate the GHG emissions from our electricity consumption based on the energy mix used by the utility provider.

In 2024, our total Scope 2 emissions were calculated at 80,828 metric tonnes of CO<sub>2</sub>e, based on an average grid emission factor of 0.55 tCO<sub>2</sub>e/MWh for Malaysia's electricity grid. This reflects the carbon intensity of the energy mix, which is influenced by the proportion of fossil fuels and renewable energy sources.

To mitigate Scope 2 emissions, we have implemented energy efficiency measures and are exploring renewable energy options, such as solar power integration and participation in green electricity programmes. These initiatives align with our commitment to reducing indirect emissions and transitioning to a low-carbon operational model.

Scope 3 emissions refer to indirect GHG emissions that occur across the value chain, outside of an organisation's direct control. We are committed to addressing Scope 3 emissions, as this is an important part of our comprehensive approach to carbon emissions management. By working closely with suppliers, stakeholders and partners, we aim to identify opportunities to reduce these emissions throughout our value chain.



#### Scope 1

Genset, container handling equipment and vehicles



#### Scope 2

Electricity purchased from the National Grid which remains the highest among all three scopes



#### Scope 3

Leased vehicles and waste transported to landfills



ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION

In 2024, although total emissions increased due to higher business volume, our improved carbon intensity reflects meaningful progress in managing emissions more efficiently. This positive trend indicates that our emission reduction initiatives are taking effect. We remain committed to our climate goals and will continue advancing our efforts through the implementation of the Decarbonisation Roadmap.

Our Scope 1, Scope 2 and Scope 3 carbon emissions are as follows:

		TOTAL CARBON (TCO <sub>2</sub> e)	TOTAL TEUs	CARBON INTENSITY = TOTAL CARBON/TOTAL TEUs (TCO <sub>2</sub> e/TEU)
FY2021	<div><div>58,171</div><div>90,404</div><div>13,941</div></div>	162,516	11,200,245	0.0145
FY2022	<div><div>54,808</div><div>78,912</div><div>14,912</div></div>	148,632	10,512,806	0.0141
FY2023	<div><div>52,076</div><div>71,851</div><div>13,849</div></div>	137,776	10,480,537	0.0131
FY2024	<div><div>56,948</div><div>80,828</div><div>12,965</div></div>	150,741	12,253,309	0.0123

We have restated our Scope 1,2 and 3 emissions data from 2021 onwards due to improved data collection and revision of emission factor.

EMISSION FACTOR ADJUSTMENTS FOR SCOPE 2: 2021–2023

As part of our ongoing commitment to transparency and environmental accountability, we have reassessed and updated our emission factors for 2021 to 2023 based on TNB grid emission factor as reported in databases. The revisions are as follows:

For 2021, the emission factor was adjusted from 0.57 to 0.55.

For 2022, the emission factor was adjusted from 0.57 to 0.54.

For 2023, the emission factor was adjusted from 0.57 to 0.55.

These adjustments reflect our continuous efforts to accurately measure and report our environmental impact, ensuring our data aligns with the latest industry standards and best practices. By making these updates, we reinforce our dedication to reducing emissions and advancing our sustainability objectives.

ENVIRONMENTAL MANAGEMENT AND COMPLIANCE

At PTP, we manage environmental impacts through stringent practices and adherence to international and local standards. We are committed to minimising our environmental harm and optimising efficiency in our projects. Our efforts align with ISO 14001 Environmental Management Systems (EMS), including thorough impact assessments, legal compliance, careful planning and continuous monitoring.

Guided by the PTP ESG Framework and Policies, including the HSE Environmental Policy, we conduct regular training and awareness programmes for our employees on topics such as emergency preparedness, energy savings, waste recycling and water use.

We ensure that all our operations comply with legal and regulatory requirements. As a result, there were no chemical or oil spills into water bodies in 2024 and no significant fines or non-monetary sanctions for non-compliance with environmental laws and regulations\* were administered against PTP by the Malaysian authorities in FY2024.

\*Significant fines = More than RM10,000

PROCESS	
Planning	Implementation And Operations
<ul style="list-style-type: none"><li>Identify environmental policies, interactions, significant aspects and other requirements</li><li>Develop environmental objectives, targets and programmes</li></ul>	<ul style="list-style-type: none"><li>Define EMS structures and responsibility</li><li>Identify and complete required training</li><li>Establish communication procedures for internal and external stakeholders</li><li>Implement documentation of policies, plans and procedures</li><li>Establish operational controls and implement emergency preparedness and response plans</li></ul>
Checking And Corrective Action	Management Review
<ul style="list-style-type: none"><li>Monitor and evaluate environmental performance and compliance levels</li><li>Establish non-conformance, corrective action and preventative action systems</li><li>Maintain records and perform periodic EMS compliance audits</li></ul>	<ul style="list-style-type: none"><li>Management review of environmental performance, policies, priorities and objectives and recommend improvements</li></ul>
Environmental Policy	
<ul style="list-style-type: none"><li>Commitment to regulatory compliance, pollution, prevention and continuous improvement of environmental performance</li></ul>	

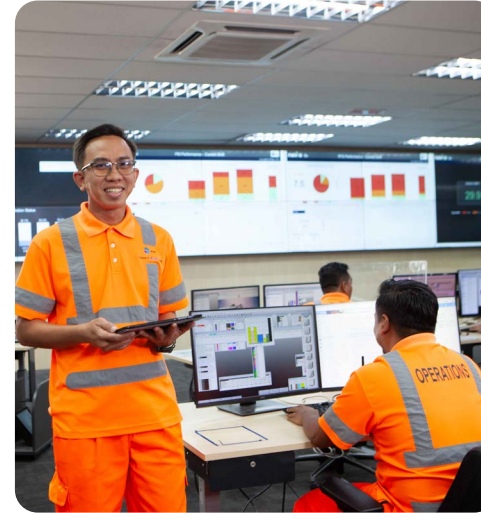
## ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION

PTP continues to advance its decarbonization efforts, with measurable improvements in emissions intensity recorded in FY2024 compared to our FY2021 baseline. Key initiatives such as the electrification of RTGs, Terminal Operating System (TOS) digitalization, improved waste management, and water harvesting have contributed to this progress. We are also piloting the electrification of Prime Movers and exploring green infrastructure solutions, reinforcing our commitment to a low-carbon future.



**Vessel Traffic Management System (VTMS): Seaside**  
We have implemented the Marine Resource Management System (MRMS) and Vessel Traffic Management System (VTMS) to drive our green port initiatives. These advanced systems enhance vessel traffic efficiency and navigation safety while promoting sustainable operations.

The MRMS seamlessly integrates key maritime processes, including vessel visit registration, resources allocation for pilot, pilot boat and tugboat deployment all done via a cloud solution system. By leveraging these technologies, we have transitioned to a fully paperless operation and optimised resource deployment for pilot boats, tugboats, pilots and pick-up drivers. This streamlined approach significantly reduces energy and fuel consumption, contributing to a lower carbon footprint and advancing PTP's commitment to sustainability port management.



### Asset Digitalisation: Landside

We have integrated the Opsview Real Time Performance Monitoring System into our strategy to boost efficiency, enhance berth productivity and cut operating costs. This cloud-based system provides real-time visibility of operational performance and asset utilisation from any device, minimising waste and reducing turnaround times. Its features include live equipment tracking to optimise Prime Mover routes, reducing idling, saving fuel and decreasing carbon emissions. In 2024, we upgraded our Terminal Operating System to Navis N4 4.0, marking a significant milestone in our journey towards enhanced operational excellence and future growth.



### Electric Rubber Tyred Gantry Crane Initiative

The electrification of Rubber Tyred Gantry Cranes (e-RTGs) began in 2011 and was fully completed in 2023, marking a significant milestone in our sustainability journey. Since then, the initiative has continued to evolve, including enhancements such as LED upgrades completed in 2024, further demonstrating our ongoing commitment to reducing environmental impact and achieving long-term sustainability goals.



### Electric Prime Mover Initiative

We initiated a proof-of-concept (POC) in collaboration with electric Prime Mover (ePM) and electric vehicle (EV) charger vendors, which was completed in 2024, and successfully evaluated their performance against key operational and sustainability metrics. This initiative aims to assess the technical capabilities and suitability of ePMs in a port environment while mitigating carbon emissions. Workshops are being conducted in parallel to establish a new operational process for EV deployment to ensure a smooth transition from the current prime mover deployment process to EVs. Based on the POC results, it is estimated that this initiative will contribute to a 48% reduction in Scope 1 emissions by 2030.

## ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION



### Green Boats Initiative Through GreenVoyage2050

PTP is the sole Malaysian representative in the IMO-Norway GreenVoyage2050 (GV2050). As a Pioneer Partner Country, Malaysia focuses on Green Boats, particularly tugboats and pilot boats. In 2023, we began working with the International Maritime Organization (IMO) to conduct comprehensive studies aimed at optimising our tugboats and pilot boats. Using data-driven methods, these studies aim to enhance future operations and set a global benchmark for pilot boat and tugboat deployment.

In 2024, we successfully hosted a workshop focused on optimising tugboat operational efficiency and minimising carbon emissions, led by our Marine Services Department in collaboration with IMO GV2050. We have incorporated our findings from the workshop into a document titled Port Optimisation: Nautical Service Assessment for PTP. This initiative exemplifies PTP's unwavering commitment to environmental stewardship and operational excellence.



### Electric Vehicle Charger Facility Installation

In response to the increasing number of PTP company electric vehicles and employee's electrical vehicle (EV), we initiated the installation of EV charging stations across our facilities. Recognising the importance of supporting sustainable transportation options, we aimed to provide convenient and accessible charging solutions for PTP and staff vehicle.

By 2024, we have successfully installed a total of 10 units of 22 kWh chargers at key locations at PTP. These strategically placed chargers are designed to meet the growing demand for EV infrastructure and support our commitment to sustainability, making it easier for employees to adopt and maintain eco-friendly driving practices.

### Partnership for Infrastructure: Charting a Path Towards Green Fuels and Decarbonisation

Partnership for Infrastructure (P4I), an Australian Government initiative, supports Malaysia's decarbonisation goals by partnering with the Malaysian government and PTP. The initiative aims to assess whether PTP is well-positioned to become a green bunkering hub in the region. The study, which encompasses five phases, confirms our strong advantage as a green bunkering hub for the region.



These findings have been shared at various industry events, including Malaysia Maritime Week 2024 and International Association of Ports and Harbors (IAPH) Japanese and Malaysian Member Ports. In addition, we have made progress in completing our first methanol bunkering operations. This initiative highlights PTP's commitment to sustainable maritime practices, aiming to set a benchmark for green initiatives in port operations and the transition to alternative fuels.



### First Successful Methanol Bunkering Operation

In collaboration with the Marine Department, the Johor Port Authority and Maersk, we successfully conducted our inaugural methanol bunkering operation, fuelling Maersk's dual-fuel container vessel, the Antonia Maersk. This milestone positions us as a frontrunner in alternative marine fuel adoption, showcasing our commitment to sustainability and innovation in maritime logistics.

The operation underscores our readiness to handle alternative fuels and sets the stage for future trials of diverse and emerging energy solutions. The Antonia Maersk, which is part of Maersk's fleet of 18 large dual-fuel vessels, is designed to operate on methanol, contributing to a significant reduction in emissions and advancing Maersk's decarbonisation goals. This achievement reaffirms PTP's dedication to driving sustainable practices in the shipping industry.



## ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION



### Waste-to-Energy

As part of our commitment to advancing the circular economy, we are actively exploring opportunities to convert waste into energy, addressing both waste management and energy generation challenges within the industry. In 2024, we completed a comprehensive study of vessel waste characteristics, concluding our analysis of various sources of waste generation across PTP. In 2025, we will delve deeper into identifying the most suitable technologies available and finalise our Waste-to-Energy (WTE) study. Based on the findings, we will explore the possibility of initiating a pilot project to test the viability of selected solutions. On average, over 4,000 metric tonnes of waste is generated annually. This holds significant potential for energy conversion using the latest technologies available in Malaysia.



### B20 Biodiesel Pilot Study

To advance our decarbonisation efforts, we plan to explore biodiesel blends such as B20, B30 and B100. This initiative aims to evaluate how these options can significantly reduce our Scope 1 emissions, particularly for prime movers and pilot boats.

In collaboration with the Malaysian Palm Oil Board (MPOB) and PETRONAS Dagangan Berhad, we carried out a pilot study for B20 biodiesel usage as an optional fuel for our operational vehicles, namely prime movers and pilot boats at PTP. This project is a key part of PTP's ESG initiatives to reduce carbon emissions.



## ENVIRONMENTAL PROTECTION

According to the Earthday Network, over two billion metric tonnes of human-generated waste are discarded globally each year, polluting ecosystems and threatening the environment. A massive collective effort will be required over the next five years to tackle the dual crises of climate change and biodiversity loss. This underscores the urgent need for sustainable management practices to protect our planet and the well-being of its inhabitants.

At PTP, environmental protection is at the core of our sustainability efforts, with water and waste management as key pillars. Our Environmental Policy reflects our steadfast commitment to conserving and protecting natural resources. Recognising the urgency of addressing global challenges, we strive to continually implement innovative solutions to safeguard resources and minimise our environmental impact.



## WATER MANAGEMENT

Access to safe water and sanitation is essential for human health, economic development and environmental sustainability. At PTP, we recognise the importance of responsible water management in addressing global challenges. As water demand continues to rise due to population growth, industrialisation and urbanisation, the strain on water resources is becoming increasingly critical.

In 2024, global water supply faced mounting challenges, with projections indicating that demand may exceed supply in many regions. This imbalance highlights the urgent need for sustainable water management practices. At PTP, we are committed to implementing innovative strategies to optimise water use, ensure equitable access and contribute to the long-term availability of this vital resource for our operations and the communities we serve.

In addition, the rapid expansion of data centres, particularly in Johor, has placed further pressure on Malaysia's water resources. The government's response includes implementing premiums for water usage and encouraging the adoption of renewable energy to mitigate environmental impacts.

ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION

WATER RESOURCE MANAGEMENT

At PTP, we are committed to optimising water usage through efficient practices, innovative technologies and stakeholder collaborations. Our efforts not only align with global sustainability goals, but also contribute to the well-being of local communities and ecosystems, ensuring the resilience of our operations in an increasingly water-constrained world.



Water  
 Withdrawal

We consider water stress levels in each of our operational areas and are committed to improving our water footprint and safeguarding water resources throughout the supply chain through sustainable water management practices.

Water  
 Discharge

Our team regularly assess and monitor the quality of discharged water, effluent and sewage approved by local authorities. This helps us minimise our negative impacts on the environment and ecosystems.

Water  
 Consumption

We regularly review our water management plans, monitoring and analysing progress to improve our water consumption. This includes introducing water conservation initiatives, process improvements and integrating technologies and innovations to treat, reuse and recycle water from our operations

We source water primarily from SAJ (Syarikat Air Johor), along with reused water, for various purposes, including drinking, cleaning, landscaping, and general use by our offices, canteens and other businesses, as well as tenants. While our reported water consumption data reflects usage within PTP operations, our total discharge volume is higher because it includes sewage management for the entire PTP and Free Zone area. All trade effluents from our operations are treated and discharged into watercourses or sewer systems in compliance with Malaysia’s environmental discharge limits and effluent standards. Over the years, we have consistently reduced the total water consumption volume and achieved 100% compliance with local water discharge quality standards. Additionally, no significant chemical or oil spills into water bodies were recorded during the reporting period.

	FY2022	FY2023	FY2024
Total water consumption volume (m3)	224,539	187,683	175,404
Municipal potable water withdrawal	SAJ	SAJ	SAJ
Total volume of effluent discharged (m3)	1,173,840	1,296,480	1,051,200
Quality of water/effluents discharged	Standard B	Standard B	Standard B

RAINWATER HARVESTING

The value of rainwater as a primary source of clean water is often overlooked. At PTP, we have successfully conserved a significant amount of water through our dedicated rainwater harvesting programme. By collecting and utilising 4,896,739 litres of rainwater from 2023 to 2024, we have made a substantial contribution to our sustainability goals. Rainwater harvesting captures runoff and collects it in a basin for use. At PTP, we employ the roof catchment method, which consist of five basic components:

Catchment Area

The surface area which catches the rainfall



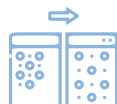
Conveyance

Channels or pipes that transport the water from catchment area to a storage tank



First Flush

The systems that filter and remove contaminants and debris using separation devices



Storage Tanks

Where collected rainwater is stored with water meter to monitor rainwater usage.



Distribution

The system that delivers the rainwater to the point of use either by gravity or pump to distribute rainwater to the buildings for toilet as non-potable water.



In 2023, we installed four water harvesting systems across the terminal area, primarily for domestic purposes. Meters are currently being installed to monitor these systems at various locations, including the wharf offices, Central Planning and Performance Office (CPPO), Engineering Department, as well as toilets and washing areas. In 2024, two additional water harvesting systems were installed at the HSSSES building and the fuel station.

ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION

WASTE MANAGEMENT

In 2024, Malaysia experienced a significant increase in waste volume, with the country generating over 39,000 tonnes of municipal solid waste daily, primarily driven by factors such as rapid urbanisation, population growth and changing lifestyles. This concerning trend is expected to continue rising if proper waste management practices are not effectively implemented. With that, we have a major role to play in minimising our waste footprint through sustainable practices at PTP.

As a non-manufacturing organisation, our waste generation is relatively minimal. However, we remain committed to implementing waste reduction, recycling practices and circular strategies to optimise resource efficiency. Through close collaboration with our stakeholders on waste management, we actively reduce unnecessary consumption and waste while pursuing innovative opportunities, fostering partnerships and implementing solutions to achieve zero waste goals and advance towards a fully circular economy.

	FY2022	FY2023	FY2024
Total waste generated (in tonnes)	4,965	4,320	3,456
Waste diverted from disposal, i.e. recycled waste (in tonnes)	2,611	2,325	2,508
Waste directed to disposal (in tonnes)	2,354	1,995	948
Hazardous waste or scheduled waste (in tonnes)	586	537	528
Percentage of hazardous waste generated (%)	11.80	12.42	15.29
Non-hazardous waste or non-scheduled waste (in tonnes)	4,379	3,783	2,927
Incineration (in tonnes)	182	114	116
Landfill (in tonnes)	2,172	1,881	832
Percentage used for energy recovery (%)	0	0	0
Percentage of recycled waste (recycling rate) (%)	52	54	72
Reused waste (in tonnes)	0	0	0

WASTE EFFICIENCY

We define waste efficiency as the minimisation of waste generation through reducing, reusing and recycling activities. This applies to both general and scheduled waste generated by our operational activities.

Year	2019	2020	2021	2022	2023	2024
General waste (%)	32	53.6	57.1	50.5	50.3	71.6
Scheduled waste (%)	35	48.4	60.3	73.9	78.6	78
Efficiency rate (%)	33.5	51.0	58.7	62.2	64.5	74.8
Improvement (YoY)		17.5	7.7	3.5	2.2	10.3

Formula:     Efficiency Rate = 
$$\frac{\text{General Waste Recycling Rate} + \text{Scheduled Waste Recycling Rate}}{2}$$

RECYCLING HUB

PTP, in partnership with SWM Malaysia through its KITARECYCLE programme, has established a community recycling hub to promote 3R behaviours (Reduce, Reuse, Recycle) among employees, tenants and the surrounding community. The PTP Community Recycling Hub operates weekly on Mondays from 12:30 p.m. to 1:30 p.m. and quarterly in collaboration with SWM for collection purposes. The hub is dedicated to managing and recycling waste that is not generated by our business operations. Instead, it focuses on processing waste collected from external sources, contributing to broader environmental sustainability efforts.

Profits generated from the recyclable items are used for community outreach programmes aimed at educating the younger generation on environmental care. As part of the PTP Community Recycling Hub, we have collaborated with our tenant, JB Cocoa Sdn Bhd, to organise more recycling programmes. Our partner, SWM, has stationed collection bins at the hub, with collections carried out once the bins are full. In 2024, we collected 1,678 kg of recyclable waste, consisting of mixed paper, cardboard, plastics, scrap metal, aluminium, glass bottles, e-waste, batteries, computer parts and common appliances.

The PTP Community Recycling Hub will continue to organise recycling programmes throughout the coming year, reinforcing our commitment to sustainability.



Recycled Items	per kg
Mixed paper	780
Cardboard	323
Plastics	342
Scrap metal	44
Aluminium	9
Glass bottles	70
e-Waste	98
Batteries	12
<b>TOTAL</b>	<b>1,678</b>



## ENVIRONMENT: CLEAN OPERATIONS FOR CLIMATE PROTECTION



### BIODIVERSITY CONSERVATION

Biodiversity is essential for our health, well-being and economic prosperity, yet it is being destroyed at an unprecedented rate. According to the United Nations' 2020 Fifth Global Biodiversity Outlook report, nearly one million species of plants and animals are threatened with extinction. As responsible stewards of the Earth, it is our duty to coexist harmoniously with the natural environment and facilitate the restoration and preservation of all living and non-living things.

At PTP, we are committed to protecting biodiversity and minimising the adverse impacts of our operations by enhancing our processes. This commitment allows us to coexist with nature, halt or reverse biodiversity loss and preserve both terrestrial and marine ecosystems. We also aim to raise public awareness of biodiversity conservation and form partnerships with experts, communities and stakeholders.

Our approach to impact assessments includes evaluating the location and development of projects in relation to their surrounding environments. We adopt the mitigation hierarchy to prepare for impacts and strive to achieve no net loss of biodiversity. This hierarchy follows a sequence of avoidance, minimisation, restoration and offsets to reduce development impacts and control negative environmental effects. In view of our project expansion in Tanjung Adang, we have undertaken two key biodiversity protection initiatives:

#### SEAGRASS PROTECTION MEASURES

Universiti Putra Malaysia (UPM) Seagrass Monitoring Survey in 2024 confirmed that seagrass species remain intact and the area remains protected. Mitigation measures, including silt curtains and water quality monitoring, will be implemented if future developments pose risks. With no infrastructure development near the Tanjung Adang Laut seagrass shoal following the completion of the Tanjung Adang project, no seagrass conservation activities were required in 2024.



#### MANGROVE TREE PLANTING CAMPAIGN

As part of our commitment to environmental stewardship and climate resilience, we are partnering with the Johor National Park Corporation to restore 13.4 hectares of mangroves in Tanjung Piai Johor National Park. This initiative plays a critical role in strengthening coastal protection, enhancing biodiversity and supporting carbon sequestration in one of Malaysia's most vital ecosystems.

Since the programme's launch in February 2023, we initially aimed to plant 160,000 mangrove saplings over five years. However, following consultation with the Environmental Authority, we have aligned our efforts with ecological best practices, prioritising the successful restoration of the entire 13.4-hectare area, rather than a fixed planting target.

By 2024, we have successfully restored 11.5 hectares, with 25,410 saplings planted. The remaining 1.9 hectares will be completed within the next two years, ensuring long-term ecosystem stability and sustainability. Additionally, we are evaluating further expansion opportunities to scale up our impact.

This initiative aligns with global climate action goals, reinforcing our commitment to nature-based solutions and biodiversity conservation. We will continue to work closely with key stakeholders to monitor progress, ensuring a science-based approach to ecosystem restoration and delivering measurable environmental benefits.



#### GOALS AND THEIR IMPACT

##### Enhancing the coastal ecosystem:

The replanting of mangroves plays a vital role in protecting and enhancing coastal ecosystems.

##### Sustaining environmental conservation:

This initiative promotes the conservation of natural habitats and combats climate change.

##### Fostering responsibility:

It provides our employees and community partners with an opportunity to actively contribute to environmental sustainability. By leading this campaign, we reaffirm our dedication to preserving natural habitats, promoting environmental conservation and fostering a sustainable future for all.

#### BIODIVERSITY ASSESSMENT AND MONITORING SYSTEM

To address biodiversity risks associated with our project areas, we are implementing a Biodiversity Assessment and Monitoring System. This system will help us to identify and evaluate potential risks, enabling us to set effective mitigation plans to reduce these risks, particularly for future operations and expansion projects.



## SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY



### OUR COMMITMENT

	SHORT-TERM (2023-2025)	MEDIUM-TERM (2030)	LONG-TERM (BEYOND 2030)
<b>CSR Framework &amp; Impact Assessment</b>	<ul style="list-style-type: none"> <li>Impact measurement on all CSR programmes</li> </ul>	<ul style="list-style-type: none"> <li>Assess the cumulative impact and value of all CSR activities*</li> </ul>	
<b>Training Capacity Building and Awareness</b>	<ul style="list-style-type: none"> <li>Women in 30% of management roles</li> <li>Provide job opportunities for people with disabilities</li> <li>Establish a comprehensive programme for foreign workers' well-being</li> </ul>	<ul style="list-style-type: none"> <li>Women in 40% of management roles</li> <li>Women in 30% of male dominated roles/positions (frontliners)</li> </ul>	<ul style="list-style-type: none"> <li>Strengthening gender equal opportunities*</li> </ul>
<b>Social Performance Monitoring &amp; Reporting</b>	<ul style="list-style-type: none"> <li>Human rights commitment statement</li> <li>10% YoY significant incidents reduction</li> <li>10% YoY safety risks reduction</li> </ul>	<ul style="list-style-type: none"> <li>85% Employee Satisfaction Index in site-wide Safety Climate Survey</li> </ul>	<ul style="list-style-type: none"> <li>Ensure all employees are trained and controls are in place to mitigate any occurrences of child labour, modern slavery across our supply chain</li> </ul>

\* Target has been reassessed and refined

### OUR APPROACH

- 1 Fostering a strong and positive culture of health, safety and well-being
- 2 Creating a harmonious workplace by embracing diversity and providing equal opportunities
- 3 Nurturing human capital and bridging gaps through talent development and active engagements
- 4 Co-existing harmoniously with communities in areas where we operate



## SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY



### HUMAN CAPITAL DEVELOPMENT

Nurturing talent is embedded in our DNA, with early career programmes combining industry knowledge and hands-on experience to shape future leaders. Regular performance appraisals offer constructive feedback, empowering employees to reach their full potential. The Competency Model aligns individual skills with strategic goals, ensuring meaningful contributions to the company's vision. Dedication and achievements are celebrated through initiatives that recognise excellence.

The comprehensive Competency Model blueprint, introduced in 2020, equips employees with the skills needed to meet evolving organisational demands.

A culture of mutual growth drives the alignment of personal ambitions with organisational objectives. Open communication ensures aspirations and development needs are continuously addressed, fostering a workplace where growth flourishes.

### MANAGEMENT APPROACH

Key performance indicators (KPIs) are set to align business and employee development goals, ensuring each individual's contribution supports our broader business objectives.

Our Employee Handbook reflects our commitment to creating a workplace where employees feel valued, motivated and supported in their growth and well-being.

Through annual performance appraisals and continuous communication, we track progress and identify development needs so our employees can grow and advance in their careers.

The Competency Model ensures that roles are aligned with strategic goals, helping us build a strong talent pipeline and an empowered workforce ready to meet future challenges.

### EMPLOYEE BENEFITS AND WELFARE

We believe our employees should be adequately compensated and rewarded for their contributions to the company's growth. Providing competitive remuneration packages and comprehensive benefits allows us to demonstrate how much we value our people and their welfare while inspiring them to excel in their roles.

We extend many of these benefits to temporary or contract employees, as we believe their basic welfare should also be given equal consideration. The following benefits are provided to all employees:

**Competitive Remuneration Packages**  
Ensuring fair and motivating compensation for hard work and achievements.



**Comprehensive Benefits**  
Including health insurance and wellness programmes to support overall well-being.



**Work-Life Balance Initiatives**  
Programmes and policies that promote a healthy balance between work and personal life.



**Professional Development Opportunities**  
Access to training and development programmes to foster career growth and skill enhancement.



**Performance-Based Incentives**  
Rewards and recognition based on individual and team performance to motivate continuous improvement.



In today's fast-paced world, financial literacy is crucial for long-term stability. To help employees and the community make informed decisions, we organised mobile counter services with the Employees Provident Fund (EPF) and Amanah Saham Nasional Berhad (ASNB). These services provided guidance on retirement planning, voluntary contributions and investment options, enabling employees to manage their finances more effectively.

Through the EPF Mobile Counter, employees received assistance with retirement savings and EPF i-Accounts, empowering them to secure their financial future. The ASNB Mobile Counter offered investment opportunities to help employees grow their savings and plan for long-term goals.

In partnership with Majlis Agama Islam Negeri Johor (MAINJ), we also facilitated zakat contributions through salary deductions, promoting social responsibility and community support.

These initiatives enhance financial literacy, support personal growth and align with our commitment to social responsibility, fostering a more resilient and responsible workforce.



## SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY

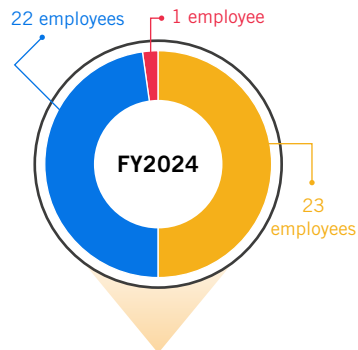
### FIT-PORT: PREVENTION & DISABILITY MANAGEMENT CENTRE - RETURN TO WORK PROGRAMME

In FY2024, the Fit-Port Tanjung Pelepas Rehabilitation Centre significantly improved employee health and recovery. This comprehensive physical rehabilitation centre is designed to accelerate recovery through structured physiotherapy programmes, ensuring employees return to work with improved physical function and job security.

The centre operates from 9:00 am to 5:30 pm on weekdays, in collaboration with SOCSO, offering rehabilitation services to PTP employees and other SOCSO members in the southern region of Malaysia. It plays a crucial role in PTP's health and safety strategy.

In FY2024, more than 46 employees participated in the rehabilitation programme, with 50% successfully returning to work after completing their treatment. The remaining 48% of the participants are undergoing treatment while 2% were medically boarded out or resigned.

Through this structured programme, we aim to accelerate recovery, develop preventive protocols for back injuries and establish an on-site clinical facility for swift management of potential disability cases. This initiative underscores our ongoing commitment to occupational safety and the well-being of our employees.



#### Physiotherapy

The physiotherapy module uses a physical approach to promote, maintain and restore functions and movements to maximise physical movements and increase the quality of life.

This treatment module is conducted through:

- pain management programmes (electrotherapy, ultrasound)
- manual therapy
- therapeutic training
- functional movement (re-training posture control, balance, gait and coordination).



#### Musculoskeletal rehabilitation

Musculoskeletal rehabilitation provides therapeutic assessments and interventions for muscles, tendons, ligaments or bones due to injury or disease.

The types of injuries or diseases that require musculoskeletal rehabilitation are:

- acute and chronic pain conditions (e.g. back pain and neck pain)
- traumatic injuries such as fractures, dislocations, tendon, ligament and/or nerve injuries
- sprains and strains
- arthritis
- repetitive strain injuries (e.g. tendonitis, carpal tunnel syndrome)
- joint replacement
- osteoporosis
- sports-related injuries.

### EMPLOYEE ENGAGEMENT

Employee engagement is essential for enhancing both work performance and overall employee well-being, contributing to the smooth functioning of our organisation. It is important that our employees feel valued and supported in their work environment, as this strengthens their sense of loyalty and deepens their dedication to the company. At PTP, we aim to foster stronger emotional and mental connections between our employees and the company, cultivating a workplace where they are motivated and empowered to excel in their roles.

We maintain regular interaction with our workforce through various methods, such as casual coffee break sessions and the PTP Connect platform, to ensure effective communication and reinforce alignment with our core principles. We highly appreciate the feedback from our employees and are committed to building a globally integrated team. By promoting collaboration and welcoming diverse viewpoints, we believe that our collective efforts fuel creativity and drive organisational growth. The feedback systems in place across PTP are essential for promoting transparency and facilitating continuous progress within the company.

## SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY

### Foreign Workers Engagement

At PTP, we believe a harmonious workplace begins with ensuring every employee feels heard, respected and supported, regardless of their background. Our recent efforts show our commitment to inclusivity and open communication.

We held a culture engagement session for our foreign workers, giving them a chance to share feedback and ideas. These open discussions help us improve and strengthen teamwork. By listening to them, we aim to create a workplace where everyone feels valued.

We also organised workshops on Culture in Malaysia, covering important topics such as sexual harassment awareness, hygiene practices and basic Malay language skills. These sessions helped our foreign workers adjust to local culture and understand PTP's core values, especially respect.

We engaged with our foreign workers through various cultural sessions and workshops, which are part of our ongoing efforts to build a more respectful and collaborative workplace. These initiatives have contributed to improvements in their living conditions, including enhancements to their hostel, transportation and bus stop facilities, further reflecting our commitment to their well-being and integration into the PTP community. We are excited about the positive changes ahead and committed to empowering every employee to thrive.

At PTP, we are working towards a future where inclusivity and respect are key to our workplace culture, and we look forward to making a lasting impact on our community.



### Women Engagement

As part of our ongoing commitment to inclusivity and gender equity, we organised engagement sessions for our female employees across various teams. These sessions, along with casual engagements like gathering feedback from female marine pilots, reflect our continuous efforts to ensure that all voices are heard and valued within the workplace. With the port industry traditionally dominated by male workers, these sessions created an opportunity for women to share their experiences and concerns.

During these sessions, we focused on understanding the challenges they face and how PTP can better support their career growth and well-being. The feedback we gathered highlighted areas where improvements can be made, including more mentorship opportunities and a clearer path for career advancement. We also discussed practical solutions to ensure a safer and more supportive work environment for women. As a result of this engagement, initiatives such as the establishment of a Mother's Room and designated parking for pregnant women were implemented, enhancing the workplace experience for female employees.

By actively listening to their concerns and suggestions, we are working towards a more inclusive workplace that values diversity and provides equal opportunities for all. This engagement is part of our ongoing efforts to empower women at PTP, with specific actions already being planned to enhance career development, safety and overall job satisfaction.



### Games and Leisure

Games and leisure activities play an important role in maintaining a healthy work-life balance and team spirit. PTP's participation in the MMC Games saw us secure the most gold medals, highlighting our strong collaboration and determination. The PTP Football Club (PTPFC) also encourages employees to stay active, promoting physical wellness and a sense of community.

At the 14<sup>th</sup> ASEAN Ports Association (APA) Sports Meet in Kuala Lumpur, PTP's 16 athletes proudly represented Malaysia, winning a gold medal in men's futsal, silver in women's futsal and bronze in the women's open mini-marathon, futsal and women's table tennis.

The event fosters cooperation and excellence among ASEAN countries, with the theme "Inspired by Tradition, Defined by Excellence."





## SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY

### Rewards and Appreciation

Acknowledging and appreciating the dedication and hard work of our employees is at the heart of our culture. The Long Service Awards celebrate the loyalty and contributions of those who have dedicated many years to the organisation. In FY2024, 41 employees were honoured for their 20 years of service at PTP, showcasing our commitment to recognising and rewarding long-term dedication.



### Health and Wellness

PTP is committed to promoting a healthy and productive workforce through comprehensive health and wellness programmes that support both physical and mental well-being. These initiatives are designed to raise awareness about critical health topics and encourage employees to adopt healthier lifestyles. Throughout the year, PTP organised a series of health-focused events and campaigns, including:



#### International Women's Day 2024

A special programme for PTP and MESB female employees, focusing on empowerment, health and well-being.



#### Orange April: World Health Day

Activities and discussions aimed at promoting overall health awareness and preventive care.



#### Grey May: Allergies Awareness Month

Educational sessions to increase awareness about managing allergies and maintaining a healthy environment.



#### World Blood Donor Day

A blood donation drive to support the community and promote the importance of regular blood donations.



#### Red & Yellow July: World Hepatitis Day

A campaign highlighting the importance of hepatitis prevention, testing and treatment.



#### Black & White August: Immunisation Awareness Month

Initiatives to educate employees on the importance of vaccinations for personal and community health.



### HSES Week Activities

A week-long programme covering various health, safety and sustainability topics, including:

- Drug awareness
- Crime prevention and martial arts demonstrations
- Mental health at the workplace
- Workplace safety
- Sexual harassment awareness
- HSES Explore Race
- Tabata fitness sessions
- Healthy lifestyle programmes
- Waste recycling workshops
- Zumba sessions



#### Green October: Mental Health Awareness Month

Activities aimed at promoting mental health awareness and reducing stigma associated with mental health issues.



#### Blue Movember

Focused on raising awareness about men's health issues, particularly prostate cancer and mental health.



#### Red December: World AIDS Day

An awareness campaign dedicated to educating employees about HIV/AIDS prevention and providing support for those affected.

These initiatives demonstrate PTP's dedication to creating a workplace culture where employees feel supported in maintaining their health and well-being, contributing to a resilient and thriving workforce.



## SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY

### Supporting Government Agencies

PTP recognises the importance of nurturing future talent and fostering a robust workforce for the maritime and logistics industry. We are committed to supporting educational institutions and government agencies in bridging the gap between education and employment, ensuring that young Malaysians have access to exciting and rewarding career opportunities within PTP and the wider industry.

PTP actively collaborates with various stakeholders, including SOCSO, SMI, Belia Mahir, Kolej Yayasan Pahang, Kolej Yayasan Pelajaran Johor, Johor Talent Development Council and MARii to develop and implement programmes that connect youth with real-world experiences and career pathways.

Our initiatives include internship programmes, graduate development programmes, career fair and industry talk as well collaboration with Department of Skills Development (DSD) for National Occupational Skills Standards (NOSS) development.

Through these initiatives, PTP is committed to building a strong talent pipeline for the future of the maritime and logistics industry. We believe that by investing in the development of young Malaysians, we are not only contributing to their individual success but also strengthening the overall competitiveness of the nation's economy. We are proud to play a vital role in connecting youth to career opportunities and shaping the future of the industry.



### Mental Health Campaign

Mental well-being is as important as physical health in creating a positive workplace. With support from the University of Reading, we examined mental health issues among our managers and employees to better understand their needs and challenges.

We started with a survey for managers to learn about their views on stress management and workplace support. This helped us align policies with leadership expectations while addressing employee welfare.

Following this, we reached out to all employees, including those on shift work, through a workforce survey. We made it easier for everyone, especially our port workers, to participate and share their feedback by setting up booths and using QR codes.

The findings guided us in improving mental health resources. Through discussions with stakeholders, we identified areas to enhance support for all employees.

To mark Mental Health Day, we showed appreciation with small gestures such as distributing chocolates, creating a sense of care and community.

We are committed to building a workplace where everyone feels valued and supported, ensuring both personal and professional growth. A healthy workforce drives a stronger, more sustainable future.



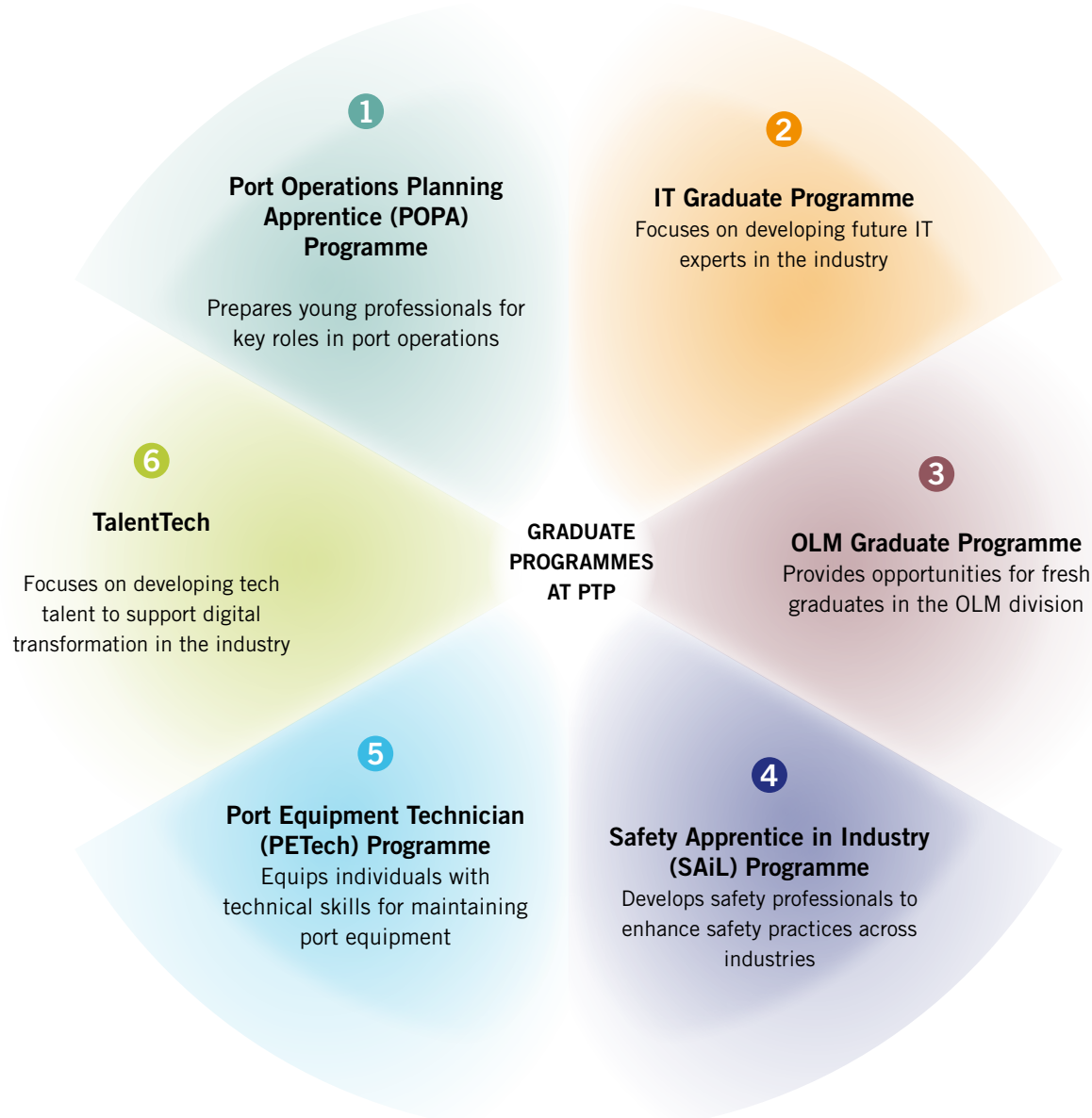
### LEARNING AND DEVELOPMENT

Harapan Lestari TVET Young Talents Programme (PETech) is an initiative designed to empower and develop young talent from diverse backgrounds, promoting inclusivity and equipping them with the skills needed for success in the workforce. This two year technical upskilling programme collaborates with Universiti Tun Hussien Onn Malaysia (UTHM) and Politeknik Malaysia to provide 32 fresh graduates, two of them females, from various ethnicities and B40 communities the opportunity to gain industry-relevant skills. By enhancing their career prospects, this programme helps nurture the next generation of professionals and leaders in the industry.

PTP is committed to creating pathways for future leaders through several graduate programmes that provide real-world experience and ensure a steady stream of fresh talent. These initiatives strengthen the workforce and have a positive impact on the industry.



## SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY



Through these programmes, PTP has successfully recruited 53 trainees across various divisions, offering them hands-on experience and mentoring. In particular, the PETech programme has seen tremendous success, gaining recognition from the Lembaga Pelabuhan Johor, leading to continued support and expansion.

In addition to local collaborations, PTP has strengthened partnerships with academic institutions such as Politeknik Kota Kinabalu and University Malaysia Sabah to attract talent from Borneo. This helps diversify the pool of potential employees within PTP, fostering inclusivity and enriching the workforce.

As part of our long-term vision, PTP has been appointed as a member of the Johor Talent Development Council. This appointment allows us to contribute to the broader talent ecosystem in Johor by sharing our graduate programmes with other industries and supporting initiatives that benefit the community.

Through our ongoing efforts, PTP continues to build meaningful, sustainable careers for the future, ensuring a skilled, diverse and inclusive workforce that can thrive in a rapidly evolving industry.

In a world that's rapidly changing, staying ahead means continuously adapting and growing. Recognising this, we have made a conscious effort to invest in our people, ensuring that our workforce is not only skilled but also resilient in the face of future challenges. By offering structured learning programmes, we focus on attracting top talent and improving employee retention. These initiatives are designed to help our team build the specific skills needed in today's dynamic port industry. The impact of this investment speaks for itself. In 2024, our commitment to talent development has led to a total of 312,179 training hours across the company. On average, each employee has benefited from 52 training hours, empowering them with the knowledge and skills needed to excel in a fast-evolving landscape. Through these efforts, we continue to build a strong, capable and sustainable workforce that is ready to face the future with confidence.



**312,179** training hours across PTP



**52** training hours per employee on average

SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY

General Training Data

	FY2023	FY2024
Total training hours as a company	304,169	312,179
Average Training Hours Per Employee	51	52

Total Training Hours by Employee Category

	FY2023	FY2024
Total Training Hours (Senior Management Staff)	386	796
Total Training Hours (Management Staff)	1,927	3,057
Total Training Hours (Executives)	10,836	14,714
Total Training Hours (Non-Executives)	291, 020	293,612

Average Training Hours by Employee Category

	FY2023	FY2024
Average Training Hours Per Employee (Senior Management Staff)	11	24
Average Training Hours Per Employee (Management Staff)	15	21
Average Training Hours Per Employee (Executives)	19	25
Average Training Hours Per Employee (Non-Executives)	57	9

LEAN ACADEMY

The Lean Academy stands as a key pillar of our Way of Working driving the development of strategies that align with global standards and best practices. It plays a vital role in empowering our people to reach their full potential, equipping them with a lean mindset and effective problem-solving tools to create true value.

Through the Lean Academy, PTP has cultivated a collaborative and high-performing workplace where employees are inspired to work smarter and deliver exceptional results. This reflects our dedication to accelerating value transformation by embedding sustainable business practices and maintaining a steadfast commitment to customer satisfaction.

LEAN Graduates (% of Total Employees)	
Level 1 LEAN Onboarding	46%
Level 2 LEAN Practitioner Preparation	24%
Level 3 LEAN Practitioner	13%
Level 4 Advanced LEAN Practitioner	1%
Level 5 LEAN Coach	0.05%
Level 6 LEAN Agent	0%

HUMAN RIGHTS

At the core of our workforce lies diversity, where individuals from various nationalities, cultures and backgrounds come together to form a vibrant, dynamic team. We are committed to fostering an inclusive environment where everyone, regardless of gender, race, age, religion, disability, or nationality, feels valued and empowered to contribute.

CHALLENGES & OPPORTUNITIES

While challenges such as overcoming biases and ensuring equal opportunities persist, we view them as opportunities to continuously strengthen our commitment to fairness and inclusivity. In an industry that is often male-dominated, our focus is on providing a level playing field, ensuring all employees have the chance to thrive and succeed.

MANAGEMENT APPROACH

Our management approach is guided by the principles of human rights and labour practices as outlined in the United Nations Global Compact (UNGC). Through our Code of Conduct and Business Ethics, we set clear expectations for responsible behavior and ethical practices, reinforcing the importance of respecting human dignity and equality in every interaction.

In FY2024, we introduced our Human Rights Policy to further solidify our commitment to protecting employee rights. This policy is accessible to all and reflects our ongoing efforts to create a better, more inclusive workplace. Moving forward, we will launch a human rights campaign across departments to raise awareness, foster engagement and ensure our values are woven into every aspect of our operations. Through this initiative, we aim to strengthen our commitment to human rights, setting a standard for fairness and respect in the port industry.



## SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY



### FAIR EMPLOYMENT

Fair employment creates opportunities based on merit, skill and potential, free from bias. Guided by human rights principles, it reflects our commitment to dignity, equality and inclusion in workforce management.

In a male-dominated industry, we foster diversity by breaking barriers and ensuring transparent, merit-based recruitment. Measures like structured interviews, standardised scoring and blind resume screening minimise bias, empowering the best talent.

Fair employment extends to equitable career progression, with equal access to training, mentorship and leadership opportunities. By embedding fairness, we drive sustainable growth and empower individuals to thrive in a diverse and inclusive workplace.

### FOREIGN WORKERS

Managing a diverse workforce that includes foreign workers presents several challenges, which require thoughtful solutions to ensure smooth operations and a harmonious work environment. These challenges span cultural, legal, social and operational aspects, and addressing them effectively is crucial for maintaining productivity and fostering positive relationships between local and foreign workers. Below are some of the key challenges and the actions taken to address them:



### Challenges

- Difficulty communicating due to language differences and unfamiliarity with local customs and workplace culture
- Complexities in adhering to regulations on work permits, visas and employment quotas
- Ensuring suitable living conditions, including healthcare, meals and recreational facilities
- Promoting teamwork and reducing conflicts by fostering better relationships between local and foreign workers
- Addressing disparities in technical skills and operational knowledge through training and development programmes
- Misaligned expectations or perceptions causing workplace disputes or dissatisfaction
- Managing absenteeism caused by requests for emergency leaves, particularly for family matters abroad

### Our Actions

- Conducting orientation programmes to familiarise foreign workers with local customs, workplace culture and basic language skills
- Establishing a dedicated team to ensure timely renewal of work permits, visas and compliance with labour laws
- Offering competitive remuneration, benefits and structured career development paths to retain skilled workers
- Upgrading hostels (e.g., Pelepas Residence), ensuring regular maintenance and providing recreational activities to improve living conditions
- Organising team bonding activities
- Team-cultural programme and corporate social responsibility projects to promote collaboration between local and foreign workers
- Offering skill enhancement workshops and on-the-job training to bridge technical gaps
- Setting up grievance redressal channels and engaging HR mediators to address workplace issues effectively
- Implementing recognition programmes to acknowledge the contributions of foreign workers, boosting morale and loyalty
- Providing regular health check-ups, access to medical facilities and safety training sessions to ensure well-being

By actively addressing these challenges, we can continue to build a more inclusive and efficient workforce while improving the overall work environment.

## SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY

### DIVERSITY, INCLUSION & GENDER EQUALITY

#### PROMOTING DIVERSITY, EQUITY AND INCLUSION (DEI)

In the male-dominated global maritime and port industry, PTP is committed to advancing diversity and inclusion within its workforce. We actively work to integrate women, minorities, people with disabilities and other underrepresented groups, recognising the strength that comes from a diverse and inclusive environment.

Our workforce is composed of individuals from varied genders, ethnicities, ages and skill levels, each bringing valuable perspectives to the table. We believe that this diversity is essential not only to reflect our values but also to drive innovation and success.

We prioritise equitable recruitment practices, selecting talent based on our business and operational needs. Alongside this, we continually promote a workplace where every individual is respected and valued, fostering an environment where creativity and new ideas can thrive.

Our DEI strategy is supported by comprehensive policies, programmes and change management initiatives designed to embed diversity, equity and inclusion into every aspect of our operations, shaping both our culture and the success of our teams:



#### Recruitment Policy

At PTP, we focus on merit and capability during recruitment, ensuring that we select the most qualified candidates for each position. We are dedicated to coaching our team to eliminate both conscious and unconscious biases in our hiring practices and processes. Through the introduction of the Female Employee Referral Programme, PTP aims to achieve a 30% representation of female employees, particularly in operational and technical roles, by 2030.



#### The Executive Development Programme

It's a 6-month Executive Excellence Programme (EEP), focusing on leadership growth. The programme integrates ESG and DEI awareness, with topics like Unconscious Bias in the workplace, ensuring a comprehensive development experience.



#### Career Progression

Career progression is supported through talent management and succession planning, with a structured framework for identifying successors and high-potential individuals. Ongoing development programmes are tailored to individual Development Plans (IDPs). Additionally, selected senior management members have completed a 6-month Executive Coaching programme, enhancing their leadership skills.



#### Sexual Harassment Policy

In our commitment to transparency and compliance with the Labour Law, we ensure that all employees are fully informed of their rights and the company's policies. As part of this effort, we have displayed posters and policies prominently within our premises, all of which are signed by our CEO. This step not only ensures adherence to legal requirements but also reinforces our dedication to maintaining an open and fair workplace.



#### Women Caucus

At PTP, our policies and practices are designed to support Diversity and Inclusion, ensuring a respectful and non-discriminatory environment. The PTP Women Caucus Group provides female employees with opportunities for both personal and professional development, driving initiatives that enhance workplace inclusivity and diversity.



By making these policies easily accessible, we encourage an environment where our employees are aware of the standards and values that guide us. This transparency helps build trust within the organisation and demonstrates our ongoing commitment to upholding the rights and well-being of every individual working at PTP.

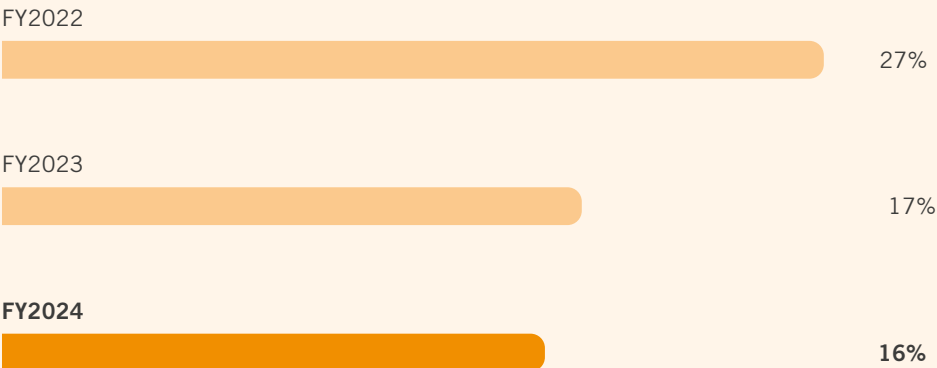
SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY

GENERAL & WORKFORCE DATA

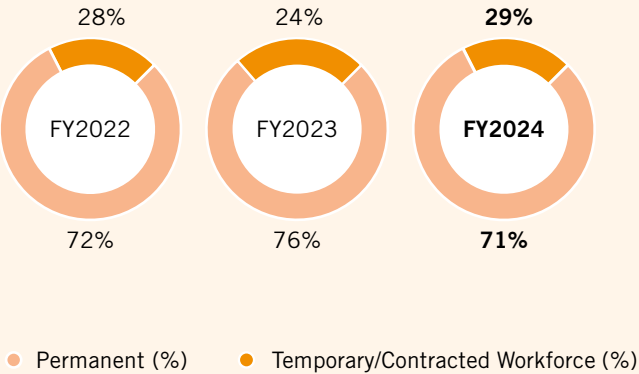
Total Workforce



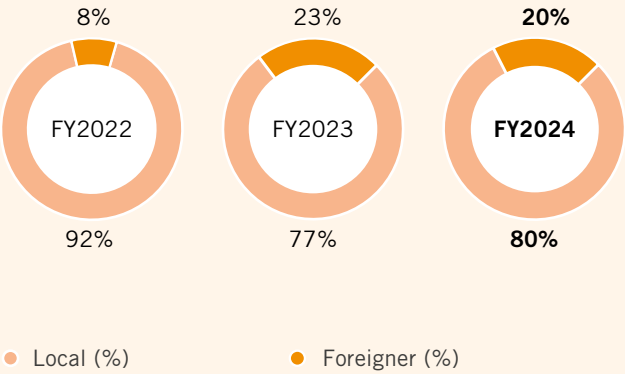
Turnover



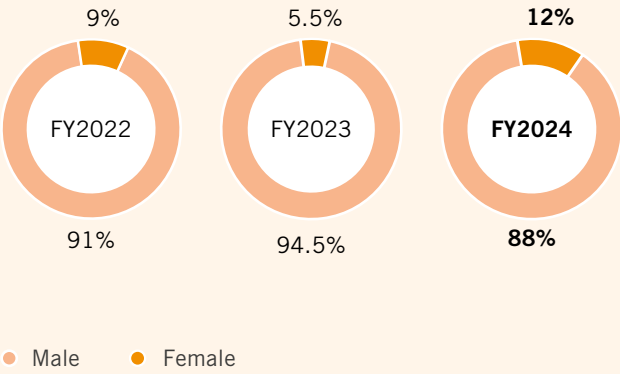
Employment Category



Nationality



New Hires

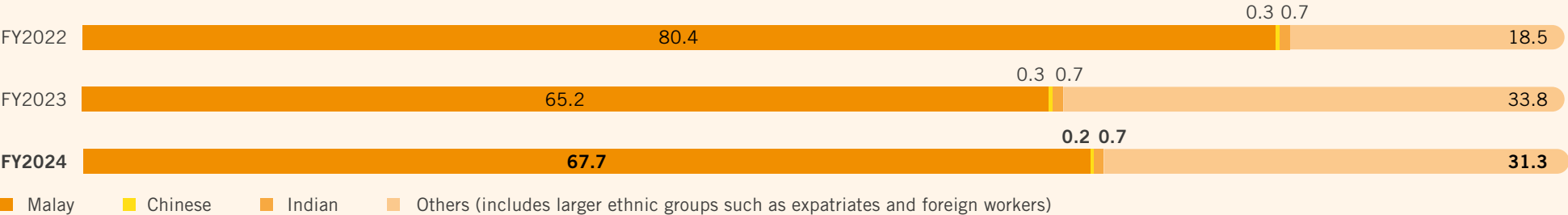


We have restated our General and Workforce Data for the year 2023.

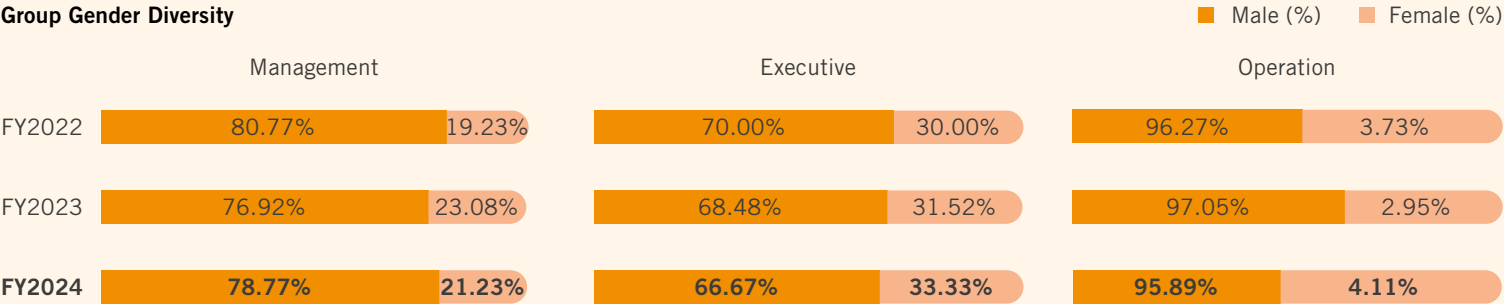


SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY

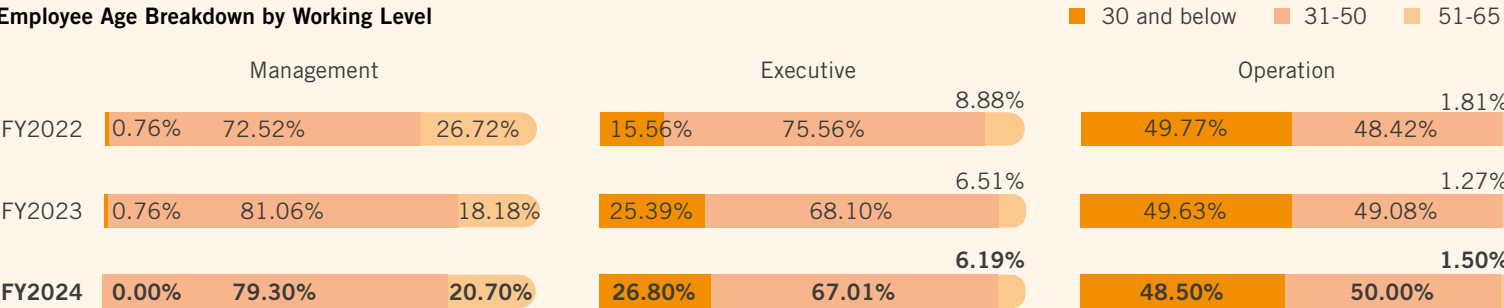
Ethnicity



Group Gender Diversity



Employee Age Breakdown by Working Level



Note: These data are not to scale



Women representation  
 in PTP  
**21%**  
 Management level

A 21% female representation in management reflects PTP's progress in fostering gender diversity. With a target of 30% by 2030, we are on the right path and remain committed to further strengthening inclusivity.



Most Management  
 roles are between the  
 age of **31-50**

We have restated our General and Workforce Data for the year 2023.

## SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY

### OCCUPATIONAL HEALTH AND SAFETY

#### OPPORTUNITIES AND CHALLENGES

Working at a busy port is physically demanding. With manual labour, heavy equipment and heavy traffic, our workforce faces potential risks every day. We are fully committed to occupational safety and health (OSH) excellence, ensuring the protection of our employees, suppliers and contractors and port users. Our goal of zero fatalities reflects how seriously we take OSH as part of our operations and sustainability.

At the heart of our safety culture is the Health, Safety, Environment and Sustainability (HSE) policy, which guides everything we do. The busy port environment presents challenges, but it also provides us with constant opportunities to improve and fine-tune our safety standards. With every step, we raise awareness of safety risks and create a space where feedback is always welcomed.

We make sure our employees have the knowledge and tools to identify and manage hazards, encouraging them to play an active role in keeping the workplace safe. This teamwork is essential in building a strong safety culture that addresses risks head-on, allowing everyone to work with confidence and security.



#### MANAGEMENT APPROACH

Safety is paramount at PTP and is at the core of everything we do. Achieving zero fatalities is not just an aspiration; it is a fundamental belief that guides every decision and action across all levels of the company. From the very beginning, we have focused on ensuring the safety of our people by constantly improving our practices. We understand that the journey to a safer workplace is never-ending, and as a result, we actively focus on continuously monitoring, evaluating and enhancing our OSH processes. This means always staying ahead by adopting best practices, learning from past experiences and adapting to new challenges. Through these efforts, we maintain a robust safety culture that protects our employees and ensures PTP continues to thrive in a safe and sustainable manner.

To this end, we have established the following initiatives to embed OSH at all levels of our operations:



By embedding these practices and initiatives into our daily operations, we reinforce our commitment to maintaining a safe and healthy workplace for all our employees, suppliers and contractors.

#### LEADERSHIP AND COMMITMENT

Occupational health and safety at PTP driven by the strong commitment of top management, who lead by example to build a safety culture across the organisation. The Senior Management Team actively oversees the Integrated Management System (IMS), ensuring it protects the workforce while aligning with PTP's strategic goals. These policies are deeply integrated into business processes, supporting operational goals while focusing on the well-being of employees, contractors and stakeholders. OSH is recognised as key to operational success and included in decision-making, strategic planning and day-to-day operations.

The CEO's direct involvement as the Chairman of the Safety and Health Committee's reflects strong leadership and dedication, ensuring a safe and sustainable workplace for all. By promoting a safety culture, supporting continuous improvement and allocating necessary resources, PTP's leadership ensures OSH is integral to the company's success and long-term sustainability. The IMS framework is reinforced through regular audits, risk assessments and measurable objectives based on our policies and risk findings. These objectives are continuously monitored and reviewed to drive improvement. Integrating these practices ensures our OSH processes remain proactive and responsive to new challenges.

Through this strategic approach, PTP maintains a strong foundation for protecting the well-being of its workforce and ensuring compliance with industry and regulatory standards.

SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY

CONSULTATION AND EMPLOYEE PARTICIPATION

Fostering active participation from both management and employees is key to maintaining a safe and sustainable work environment. The Safety and Health Committee, comprising management, employees and union members, holds regular meetings to address OSH concerns.

We encourage engagement in all HSES processes, including Hazard Identification, Risk Assessment and Risk Control (HIRARC) reviews and workplace inspections. This inclusive approach ensures employees are aware of safety measures and empowered to share their insights and experiences.

Employees play a vital role in continuous improvement through initiatives like Safety Kaizens, which focus on enhancing the safety of activities and processes. These initiatives provide a platform for innovative ideas that strengthen our safety culture.

By promoting open dialogue, shared responsibility and active involvement, we create an environment where every individual feels valued and accountable in our journey towards operational excellence and high safety standards.

Employee Participation

Policy Development

Quality and Health, Safety and Environment Policy

PTP's top management establishes and ensures the understanding of the Quality and HSE Policy throughout the organisation, committing to compliance and continual improvement.

Implementation strategies

Strategies include effective communication, employee involvement, adherence to documented procedures and regular reviews for effectiveness.

Consultation

The policy is developed in consultation with the Safety and Health Committee and is bilingual (Malay and English).

CEO's role

The CEO chairs the Safety and Health Committee, ensuring top-level oversight and commitment.

By embedding these practices and fostering a culture of safety and continuous improvement, PTP ensures a safe and healthy working environment for all employees, suppliers and contractors. We continuously strive to meet and exceed the highest OSH standards, safeguarding our workforce while effectively serving our customers and communities.

In FY2024, our safety performance reached a significant turning point with zero fatalities recorded. This milestone reflects the impact of proactive safety measures and a stronger culture of accountability among employees and management.

However, the year also saw a slight increase in lost time injuries (LTI), rising to nine cases compared to eight in FY2023. Despite this, the LTI/TEU rate improved from 0.86 to 0.80, reflecting that safety performance has remained stable relative to operational growth. Similarly, the LTI/Manhours rate moved from 0.51 to 0.57, highlighting the need for continuous focus on preventive actions and vigilance to minimize workplace risks.

HSE training hours saw steady growth, reaching 5,211 hours in FY2024, a 1.4% increase from the 5,140 hours recorded in FY2023. These training sessions equipped employees with the knowledge and confidence to maintain a safe workplace and contribute actively to a safer environment.

These achievements reflect a shared commitment to OSH. They represent not just data but a story of teamwork, dedication and a unified drive toward building a safer and more sustainable future.

	2021	2022	2023	2024
Fatalities				
a) Number	0	0	1	0
b) Rate	0	0	0.16	0
LTI				
a) Number	39	13	8	9
b) LTI/Manhours	2.53	0.81	0.51	0.57
c) LTI/TEU	3.48	1.24	0.86	0.80
HSE training hours	3,683	5,959	5,140	5,211

SOCIAL IMPACT

BRINGING HOPE TO COMMUNITIES

With sustainability at our core, we understand that true growth is rooted in the well-being of the communities we serve. Our initiatives focus on creating lasting positive change and improving the lives of local communities in Malaysia.

Our efforts are anchored in three key pillars: environment, education and local development. By supporting livelihoods and fostering economic growth, we aim to build a brighter future. For instance, we provide essential schooling aids to help the next generation thrive.

Through our corporate social responsibility initiatives, we embody values of philanthropy, employee volunteerism and collaboration, empowering those in need. From the outset, we engage with local communities to address their concerns through social mapping, ensuring that our projects have a meaningful and lasting impact.



## SOCIAL: BENEFITS FOR BUSINESS AND SOCIETY



### ECO LESTARI PROGRAMME — MAKING A DIFFERENCE

In FY2024, PTP launched the Eco Lestari Programme, reaching over 30 students from two primary schools in Gelang Patah as Eco Warriors – our young environmental ambassadors and future advocates. The programme focused on environmental education and covered key topics such as waste management, biodiversity and mangrove ecosystems. As part of the initiative, students planted 1,000 mangrove seedlings at the Tanjung Piai National Park, contributing to biodiversity conservation.



The programme's success extended beyond workshops, inspiring real action through a school recycling competition that successfully collected over 1,400 kg of recyclables. During HSSSES Week, students showcased their work, leaving a lasting impression and sparking greater environmental awareness. This momentum led to the induction of 40 new Eco Warriors from four secondary schools in Gelang Patah, further solidifying our commitment to fostering environmental leadership.



In partnership with leading and renowned environmental NGO, Eco Knights, PTP also promoted water conservation through the Air Kita programme, educating 80 students on water sustainability. To further instil eco-consciousness, 30 Eco Warriors embarked on a learning trip to the Kuala Lumpur Eco Film Festival, broadening their perspectives on sustainability at both local and global levels.



PTP is deeply committed to the safety and security of the Gelang Patah community. Our Port Police and Emergency & Crisis Management Department work tirelessly to protect not only our employees but also the community around us, often stepping in as first responders when emergencies arise. In FY2024, our dedication to safety is reflected in our efforts: 4,380 man-hours devoted to wharf and land operations and another 1,460 man-hours spent on sea operations. These numbers are more than just figures — they represent the heart of our commitment to keeping our community safe, day and night, through swift response, comprehensive training, awareness programmes, and public information initiatives.



In the same year, our Emergency Fire Operations responded to 278 incidents, including 165 within PTP and 114 externally. Our Ambulance Services attended 195 internal emergencies and 110 external ones, dedicating 85 hours to handling external incidents. Each call and each response is a reminder of our dedication to safeguarding lives, not just within our port, but throughout the broader community. Every action we take is guided by our promise to act quickly and effectively when lives are on the line.



## GOVERNANCE: HIGHLY TRUSTED ORGANISATION



### OUR COMMITMENT

	SHORT-TERM (2023-2025)	MEDIUM-TERM (2030)
<b>Responsible Supply Chain Practices</b>	<ul style="list-style-type: none"> <li>Collaboration with vendors for ESG initiatives</li> </ul>	<ul style="list-style-type: none"> <li>Green procurement: Target of five procurement initiatives for product or services with green certification (MyHijau)</li> </ul>
<b>Anti-Bribery, Anti-Corruption, Fair Competition</b>	<ul style="list-style-type: none"> <li>Customer satisfaction survey for improvement</li> <li>Full adherence to company policies and procedures for all employees</li> <li>Continuous awareness/training on company policies and procedures provided to all employees from onboarding onwards</li> <li>Proactively maintaining and updating policies and procedures to remain within the industry's compliance framework</li> </ul>	
<b>Innovation and Technology</b>	<ul style="list-style-type: none"> <li>Address data breaches within four hours of breach occurrence</li> <li>PTP commits to investments and implementation of the latest cybersecurity initiatives to address heightened cybersecurity risk in line with greater technological advancement (Previously Set as Mid-Term Targets)</li> </ul>	
<b>ESG Comm &amp; Disclosure</b>	<ul style="list-style-type: none"> <li>Publish inaugural PTP Sustainability Report</li> </ul>	<ul style="list-style-type: none"> <li>Undertake ESG reporting audit and assurance to assess reporting performance</li> </ul>

### OUR APPROACH

- Delivering sustainable growth through effective risk management and compliance
- Building responsible supply chains and procurement processes
- Investing in sustainable solutions and innovations
- Providing a seamless experience to meet customers' needs sustainably





## GOVERNANCE: HIGHLY TRUSTED ORGANISATION



### RISK MANAGEMENT, ETHICS AND COMPLIANCE

At PTP, we stay alert in observing the business environment, complying with regulatory standards to proactively address future risks. Our strong governance framework, along with our comprehensive policies, supports effective risk management systems for identifying and addressing risks. We are dedicated to nurturing a culture of ethics and integrity, ensuring adherence to all relevant laws and regulations.

Throughout 2024, we implemented various initiatives to enhance integrity and instil a culture of risk management. Our corporate policies and guidelines are accessible on our website: [www.ptp.com.my](http://www.ptp.com.my).

### WHISTLEBLOWING PROCEDURES

In line with our Code of Conduct and Business Ethics and commitment to the United Nations (UN) Global Compact Ten Principles, we provide multiple channels for employees to raise genuine concerns, including reporting unlawful, unethical or questionable behaviours. These channels include letters, emails, in-person reports or whistleblowing forms, allowing employees to report concerns confidentially without fear of retaliation.

Whistleblowing reports can be submitted via our website at <https://www.ptp.com.my/contacts/whistle-blower>, emailed to [ptpwbreport@mmc.com.my](mailto:ptpwbreport@mmc.com.my).

All whistleblowing reports are kept confidential and only disclosed on a need-to-know basis for investigation purposes. To ensure fair and thorough investigations, whistle-blowers are encouraged to provide sufficient details about the misconduct or incident reported.

### ANTI-BRIBERY AND ANTI-CORRUPTION (ABAC) AND COMPETITION LAW COMPLIANCE POLICY

#### GOVERNANCE AND COMPLIANCE INITIATIVES

We have established our Anti-Bribery and Anti-Corruption (ABAC) Policy and Framework, along with the Competition Law Compliance Policy, as part of our initiatives to enhance governance practices. We supported these policies with consistent and ongoing training to emphasise both legal and practical aspects, ensuring that internal and external stakeholders are well-informed. Initiatives to enhance governance practices include continuously reviewing guidelines, policies and frameworks to keep documents current, along with ongoing training and awareness sessions on compliance.

Initiatives in FY2024	Description
<b>E-newsletter distribution</b>	Publishment of internal e-newsletters once every two months to keep stakeholders informed about governance standards and updates
<b>Consultation clinics</b>	Organised quarterly sessions for employees to discuss governance issues and seek advice on compliance matters

### Legal and Compliance Day

Hosted the event on 9 December 2024 with supporting programmes focused on legal and compliance topics to educate participants on governance practices



### Wira Anti Rasuah (WAR)

Launched this community outreach initiative on 8 July 2024 in collaboration with Malaysia Anti-Corruption Commission Johor (MACC Johor) and SMK Taman Selesa Jaya 2 to promote anti-corruption awareness among the students.






GOVERNANCE: HIGHLY TRUSTED ORGANISATION

Business Associates Awareness Programme	Continuous engagement via virtual training sessions in collaboration with the Malaysian Anti-Corruption Commission (MACC) to enhance the awareness on the governance standards among business associates, thus emphasising PTP's commitment toward zero tolerance for corruption.
PTP Sharing Good Governance Practices	Participated in the programme organised by the Malaysian Anti-Corruption Commission (MACC) on 25 October 2024 to share experiences and best practices in governance

ABAC AND COMPETITION LAW COMPLIANCE TRAINING


An important aspect of our governance framework is ongoing training and communications. As such, we have conducted a series of training sessions to promote compliance and ethical practices within the organisation. These sessions were designed to cover a wide range of topics and targeted at different management and staff levels to ensure a thorough understanding and adherence to compliance standards. A comprehensive implementation plan has been developed to communicate and disseminate the ABAC and Competition Law Compliance policies and principles to all employees. This is done through various methods such as virtual and online training, train the trainers and others. During the reporting year, 100% of the target group employees completed the ABAC training, effectively mitigating the risk of policy breaches. To ensure our Board of Directors are updated regarding anti-bribery and anti-corruption policies and practices, as well as good corporate governance practices, training is organised once every two years, with the last session occurring in 2023 and the next planned session to be held in 2025.

FY2024 TRAINING SESSIONS OVERVIEW

**15**


### Anti-Bribery Sessions

To educate employees on identifying, preventing and addressing bribery in the workplace

**2**


### Competition Law Sessions

To provide insights into competition law, helping employees to understand legal boundaries and foster fair competition

**6**

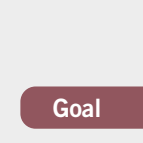
### Raid Protocol Sessions

To equip staff with the necessary knowledge and procedures to follow in the event of a regulatory raid

**1**

### Corporate Governance Session

To underline the importance of corporate governance and encourage best practices covering various management and staff levels



### Goal

The primary goal of these training initiatives is to ensure that all employees have a comprehensive understanding of compliance standards, fostering an environment of integrity and accountability throughout the organisation.

PTP RAID PROTOCOL TRAINING

We also conducted a series of training sessions regarding PTP's Raid Protocol, aimed at improving employees' preparedness during raids. This protocol includes measures to be implemented, guidelines for interactions with regulators during raids and restrictions, which are often a result of policy breaches. In FY2024, six raid protocol training sessions were conducted, covering the senior management teams (SMTs), selected managers of high-risk departments, frontliners and secretaries. The support of on-call retained solicitors and comprehensive Raid Protocol training ensured a robust approach and an increased understanding of the practical, legal and regulatory aspects.

CONTINUOUS GOVERNANCE IMPROVEMENT

By providing ongoing training and establishing clear policies and protocols, we strengthen our governance practices and ensure a high level of compliance among our employees. This approach not only prepares them for potential challenges, but also fosters the culture of integrity, accountability and ethics when conducting business throughout the organisation.



## GOVERNANCE: HIGHLY TRUSTED ORGANISATION



### BUSINESS CONTINUITY

Business continuity is a crucial element of effective governance, emphasising the importance of maintaining operations during and after disruptions. Emergency response plays a significant role in this process and the exercises conducted showcase the organisation's dedication to resilience and preparedness.

On 22 July 2024, we conducted business continuity management awareness sessions for the SMT and targeted groups of employees to enhance their knowledge and preparedness in managing potential disruptions effectively. This initiative reflects our commitment to continuous governance improvement and strengthening organisational resilience. We also took an important step by participating in the Malaysia International Rescue Extrication Challenge (MIREC) and the International Fire Chiefs Association of Asia (IFCAA) Joint Drill 2024 from 22 to 24 October. This significant event was hosted by the Fire and Rescue Department of Malaysia and received the full support from IFCAA.

Our participation aimed to ensure that we gained valuable exposure through related competitions, allowing us to enhance our skills and knowledge in emergency response. During the MIREC, teams from eight countries came together to showcase their best rescue practices and put their expert use of rescue equipment and technology to the test, highlighting the dedication and bravery of these remarkable individuals.

### DRILL OBJECTIVES:

- Evaluate coordination and cooperation between international parties, government and private agencies in dealing with emergencies and crises.
- Ensure members gain valuable exposure through related competitions, allowing them to enhance their skills and knowledge in emergency response.



### CYBERSECURITY AND DATA PROTECTION

The security and resilience of our digital systems and data protection are paramount to our business operations. The maritime industry, including shipping, ports and offshore activities, is highly vulnerable to cyberattacks, which can impact global trade, cause significant financial losses, result in environmental damage and even lead to loss of life. Given the increasing number of cybersecurity incidents related to ports worldwide, we have implemented crucial measures to enhance security and prevent similar breaches.

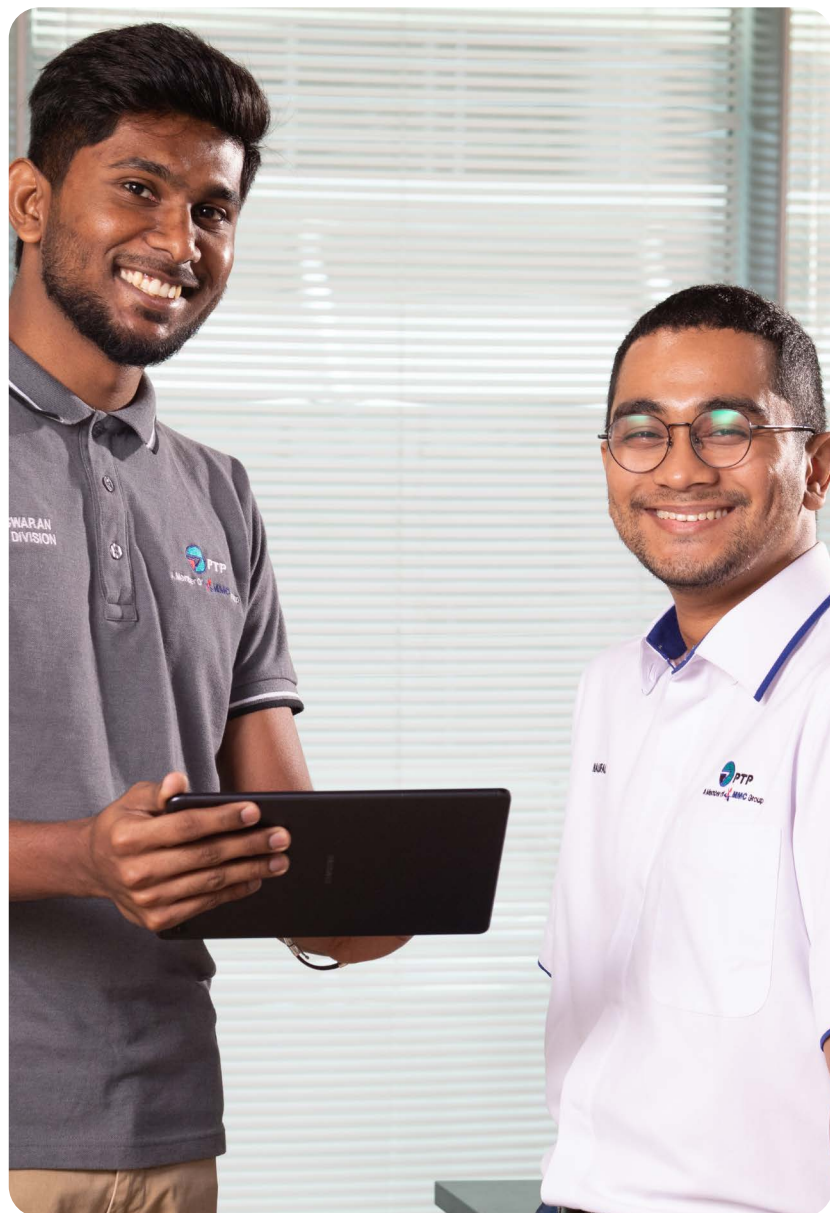
We conducted comprehensive cybersecurity training programmes for all employees to strengthen the company's first line of defence against significant security threats, such as ransomware, phishing scams and spyware. To further enhance security, we provided clear channels for employees to report any cyber issues via our IT Division hotline, email and ticketing system online.

In addition, we have implemented identity management tools, such as multi-factor authentication, to prevent unauthorised access to online accounts.

In FY2024, we had no reported cases of cybersecurity breaches. We remain committed to providing the highest standards of data security and privacy, safeguarding the personal data of our customers, employees and other stakeholders. All personal data is managed in accordance with the Personal Data Protection Act 2010. There were no recorded cases of substantiated complaints concerning breaches of customer privacy, data leaks, thefts or losses during the year under review.

We continuously provide training and education to all port workers, including top executives, managers and supervisors, to ensure a culture of cyber threat awareness at all organisational levels. In FY2024, our IT Division organised two training sessions for our white-collar employees and one for the SMT. Enhancing our cybersecurity equipment also prevents unauthorised access to port business data, keeping critical information safe. Furthermore, we strictly implement International Ship and Port Facility Security Code (ISPS) procedures and other preventive measures to reduce the risk of cyber threats.

## GOVERNANCE: HIGHLY TRUSTED ORGANISATION



### ISO CERTIFICATION

We are committed to building credibility and integrity to effectively serve our stakeholders. To ensure adherence to the highest standards at all levels, we adopt and obtain ISO certifications.

In FY2024, we demonstrated our unwavering commitment to excellence and sustainability by successfully maintaining and renewing several pivotal ISO certifications, ensuring all objectives were met in accordance with international standards for quality, environmental, occupational safety and health, as well as information security management. The ongoing maintenance of our certifications reflects our dedication to meeting demanding objectives and adhering to top industry standards. The sustained ISO certification status stands as a testament to our diligent efforts in achieving our goals and maintaining the highest standards across all operations.

The following ISO certifications were maintained and renewed:

#### ISO 14001:2015 for Environmental Management System

- Reflecting our commitment to environmental stewardship and sustainable practices.

#### ISO 9001:2015 for Quality Management System

- Ensuring consistent quality in our processes and outcomes.

#### ISO 45001:2018 for Occupational Health and Safety Management System

- Highlighting our dedication to the health and safety of our workforce.

#### ISO/IEC 27001:2022 for Information Security Management System

- Demonstrating our robust approach to information security and data protection.

In addition, our ABAC Policy and Framework adopts the **ISO 37001:2016** Anti-Bribery Management System, which specifies measures to assist organisations in preventing, detecting and addressing bribery and corruption. We also adhere to the **ISO 31000:2009** Risk Management processes as detailed in our Enterprise Risk Management Policy and Framework, outlining the effective and efficient management of risks across the organisation



## GOVERNANCE: HIGHLY TRUSTED ORGANISATION

### SUPPLY CHAIN MANAGEMENT

Given the nature of our business, we collaborate with an extensive network of suppliers, business partners and service providers. We understand the significance of maintaining responsible and sustainable supply chains throughout our operations. This entails incorporating sustainability factors into our supply chain management practices, namely supplier selection and registration, risk assessment, operational oversight and economic, social and environmental impact evaluations.

We emphasise ensuring that all our suppliers and business partners conduct their businesses ethically and responsibly to create long-term value and minimise potential environmental and societal impacts. In FY2025, we will focus on fostering strategic collaborations with our suppliers, incentivising them to initiate their ESG programmes. This initiative will include providing awareness, training and disclosure support to help them to align with our sustainability goals.

At PTP, a large majority of our appointed suppliers are local. In FY2024, 89% of our suppliers were local.



### PROMOTING A RESPONSIBLE AND ETHICAL SUPPLY CHAIN

To ensure greater transparency and fairness in our procurement processes, we have implemented stringent procedures and guidelines to prevent bribery and corruption, applicable to both our employees and suppliers. These measures are crucial for creating value for our stakeholders and establishing a sustainable pool of local suppliers. By promoting responsible and ethical supply chains, we aim to foster trust and integrity in all our business operations.

Our commitment to ethical practices not only enhances our reputation, but also contributes to the long-term success of our partners. By upholding these standards, we believe we can drive positive change in the industry, encouraging suppliers to adopt similar practices and creating a ripple effect that benefits the broader community. Through continuous monitoring and improvement of our supply chain practices, we are dedicated to maintaining a high level of accountability and transparency.



#### Qualification/ or pre-qualification

- Pre-Invitation to Bid for Tender: The pre-qualification/ or qualification exercise that is conducted during an open tender aims to ensure suppliers comply with the minimum requirements and are eligible to be invited to tender. Information we require includes such as Company Registration details, past experiences, financial capacity, etc.
- During Tender: We conduct evaluation based on technical criteria and ESG - related criteria (HSSE) as set by the end-user during technical evaluation: reputation, track record, delivery, quality, environmental impact, health and safety and certifications, etc. to ensure bidders have the required capability to supply goods and services in a sustainable and reliable manner.



#### Vendor registration

- To become PTP Approved Vendors, vendors must sign and adhere to the Vendor Code of Conduct, Integrity Pact and other relevant policies.



#### Performance evaluation

- All suppliers are regularly assessed and monitored to identify opportunities for improvement through partnerships under effective supply chain risk controls.
- Any non-compliance will result in a warning notice which may lead to penalties and/or termination of contract(s).



#### Communication and training

- We work closely with suppliers and business partners to maintain high standards of conduct through face-to-face briefings, virtual meetings and regular email broadcasts, etc.
- We conduct various capacity building training programmes on topics such as anti-bribery and anti-corruption, human rights, health and safety, environmental management and product briefings.

## GOVERNANCE: HIGHLY TRUSTED ORGANISATION

### SUPPLIER LABOUR AUDIT

The Employment Act 1955 (the Act) is a Malaysian law that regulates the rights and obligations of employers and employees in various sectors and industries. The Act ensures fair treatment and protection for employees, while outlining the responsibilities of employers.

Since 2022, our Human Capital Management, supported by the Supply Chain Division, has been committed to upholding the highest standards of labour practices among our vendors by conducting an annual Suppliers Audit focused on the Act. This initiative emphasises our dedication to fostering a fair and compliant working environment across our supply chain.

The importance of these audits cannot be overstated, as they serve multiple critical functions, such as ensuring legal compliance, promoting fair labour practices, building trust and transparency, as well as enhancing PTP's corporate reputation.

Throughout this exercise over the past three years, 45 suppliers have been audited to ensure compliance. Based on the audit results, regular site visits have been conducted to ensure proper due diligence and address any identified issues.

As we move forward, we will continue to prioritise these audits, reinforcing our dedication to legal compliance and ethical standards.

### ESG-INTEGRATED VENDOR CODE OF CONDUCT

In FY2024, we embarked on a transformative journey to integrate ESG elements into our Vendor Code of Conduct. This initiative was driven by our commitment to sustainability, ethical practices and the well-being of our stakeholders.

The updated Vendor Code of Conduct, launched in April 2024, enhances compliance and operational standards while addressing ESG criteria crucial for our supply chain and sustainability goals. This strategic move mitigates risks, improves operational efficiency and strengthens stakeholder relationships, showcasing our dedication to responsible business practices.

Our journey does not end here. We are committed to continuous improvement and for 2025, we will ensure 100% acknowledgement of our Vendor Code of Conduct by our local suppliers. This commitment is evidence of our dedication to integrating ESG principles into every aspect of our processes, ensuring we not only meet but also exceed the expectations of our stakeholders.



### ESG SUPPLIER ENGAGEMENT EVENTS

On 24 July and 27 August, we took a significant step forward in our ESG journey by hosting dynamic supplier engagement programmes. The Supply Chain Division aimed to foster alignment with our vendors from Small and Medium Enterprises and drive sustainable practices throughout the supply chain.

The programmes drew nearly 300 participants, representing 180 of PTP's suppliers, contractors and vendors. This impressive turnout underscored the collective commitment to sustainability and the importance of ESG principles in our operations.

To elevate the experience, we invited esteemed speakers from the UN Global Compact Network Malaysia & Brunei. Their insights provided a roadmap for our suppliers to transition from understanding ESG concepts to implementing them in their daily operations.

Through these engaging programmes, we demonstrated our commitment to sustainable operations. The events catalysed positive change within our supply chain, encouraging our vendors to adopt more sustainable practices and align with our ESG goals.

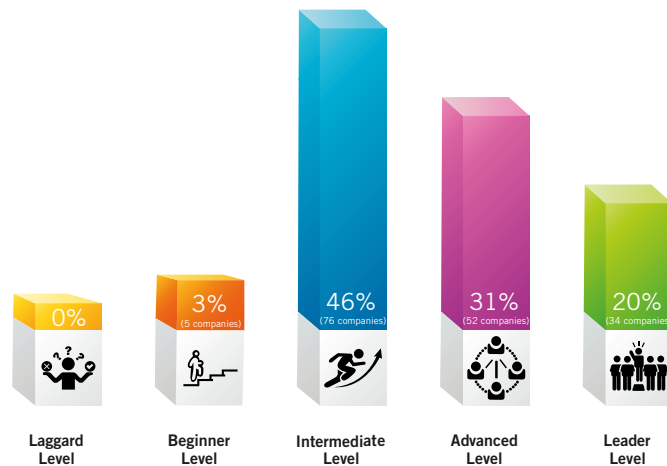
As we look ahead to 2025, the momentum continues. We are actively planning more comprehensive and enriching ESG events that will benefit both PTP and our vendors.

## GOVERNANCE: HIGHLY TRUSTED ORGANISATION

### UNDERSTANDING OUR SUPPLIERS' ESG MATURITY LEVEL

As part of our initiative for Scope 3 GHG emissions data collection among our suppliers in 2025, we conducted ESG maturity level surveys with our suppliers in FY2024. A total of 167 suppliers participated and we classified them into five categories: laggard, beginner, intermediate, advanced and leader. This baseline allows us to identify suppliers who have already started their ESG journey, particularly in establishing their GHG emissions baseline and monitoring systems or processes, as well as assessing the potential for data extraction related to Scope 3 GHG emissions.

### ESG MATURITY LEVEL OF 167 LOCAL SUPPLIERS IN OUR ESG READINESS SURVEY



This initiative will bolster our future efforts to enhance the responsibility of our supply chain. We aim to achieve this by engaging more deeply with our suppliers on ESG matters, assisting them in their ESG journey, collecting data on our Scope 3 GHG emissions and promoting green procurement practices. By fostering strong partnerships with our suppliers, we can collaboratively drive positive change and innovation within the industry.

### CUSTOMER/OPERATIONAL EXCELLENCE

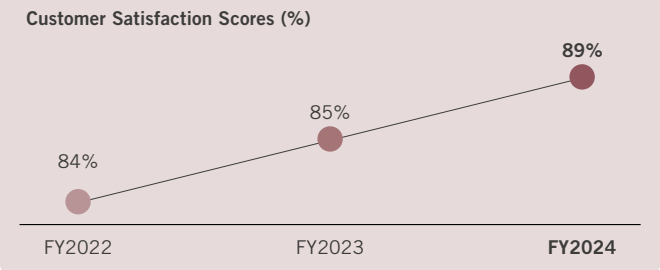
At PTP, we take pride in providing top-quality service to all our clients across various business sectors. We continuously evaluate the quality and performance of our services through internal audits and surveys to measure customer satisfaction. This process helps us to identify gaps and implement the necessary improvements. Customer satisfaction is one of our key performance indexes, enhancing our ability to promptly resolve any service and performance issues.

In FY2024, we maintained customer satisfaction scores above 80%. These scores have increased over three years, reflecting our commitment in promptly responding to complaints. Findings indicate that our customer satisfaction levels have increased from FY2022 to FY2024, driven by our continuous development and efforts to drive efficiency and productivity. These efforts included system optimisation and asset digitisation.

In addition, our customers have provided feedback on areas for improvement, including upgrading our systems to be more seamless and aligned with ongoing digitalisation efforts. In response, we plan to foster smoother operations, reduce redundancies and enable a more connected and future-ready infrastructure soon.

Moreover, we engaged with our customers through various events, including a Chinese New Year dinner, an Eid dinner celebration and networking dinners with industry associations.

In FY2024, due to our operational excellence and commitment to providing value to our customers, we achieved our highest call size, handling 10,219 container moves on the vessel Munkebo Maersk at a rate of 302 PMPH (Port Moves Per Hour).







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