

Sustainability Report

ESG PERFORMANCE SCORECARD

Nos	Materiality Matters	Key Performance Indicators (KPI)	
		Target	Actual
1	 Procurement Practices	To have at least 70% allocation spent on local suppliers	 <p>99% allocation has been spent on local suppliers.</p>
2	 Community Development	To have a minimum of 10 yearly community development programmes with a minimum allocation of RM200,000 for the year	 <p>102 philanthropic activities reported with an amount of RM811,896 with RM425,056 on community investment for 44 beneficiaries.</p>
3	 Diversity	To have 6% women leadership in the managerial position within the Group	 <p>5% woman leadership in the managerial position.</p>
4	 Occupational Safety & Health	To have at least 5 safety trainings and awareness programmes	 <p>A total of 172 safety trainings conducted by 7 BUs with 48 awareness programmes undertaken.</p>
5	 Labour Practices (Training & Development)	To ensure 70% of the Group's employees upgrade in their skills	 <p>About 83% of employees within the Group have obtained at least one training to upgrade their skills.</p>
6	 Labour Practices (Employment)	To maintain 10% Group employee turnover annually	 <p>Group turnover is 1.7% as of FY2023.</p>
7	 Product & Service Responsibility - Customer satisfaction	To maintain 70% customer satisfaction	 <p>The customer satisfaction score as of FY2023 on average is 86.16%.</p>
8	 Data Privacy & Cybersecurity	To have a minimum of 1 awareness programme on cybersecurity annually	 <p>3 awareness programmes on cybersecurity have been conducted.</p>

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		Target	Actual
9	 Waste & Effluent	To ensure 10% of waste recycled/ treated/diverted by projects under Protasco Berhad	 <p>29% waste was recycled and reused as of FY2023.</p>
10	 Water Management	To reduce water usage by 3% from the previous year	 <p>An increase of 13% from previous year.</p>
11	 Energy Management	To reduce energy usage by 3% from the previous year	 <p>An increase of 3% in energy usage from previous year.</p>
12	 Materials	To ensure a minimum of 3 materials used are from environmental-friendly or from sustainable sources	 <p>A total of 3 environmental-friendly or recycled materials used as of FY2023.</p>
13	 Anti-Corruption	To conduct a minimum of 1 anti-corruption activity for any 2 levels of employees	 <p>1 awareness programme and 1 workshop on anti-corruption were conducted and attended by 4 levels of employees.</p>
		To ensure zero reports/cases of anti-corruption within Protasco Berhad	 <p>No reports/cases have been recorded as of FY2023.</p>
14	 Compliance	To ensure zero non-compliance/ business ethics cases/penalties by authorities within Protasco Berhad	 <p>No reports/cases have been recorded on non-compliance/business ethics cases/ penalties by authorities within Protasco Berhad as of FY2023.</p>

Legend: progress tracking

-  On track to meeting set targets.
-  Falling short on meeting target for 1 year, review current practices.
-  Falling short on meeting target for more than 2 years, review and revise targets (if necessary).

- Each materiality matter has its own set of KPIs that have to be met by the Senior Management team. These, along with the KPI scores from business and operational activities, are tracked and evaluated through Protasco’s Performance Management System to determine the remunerations for the Senior Management team.