

## Sustainability Report

### Labour Practices (Training & Development)



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#### WHY IS THIS IMPORTANT?

The Group recognises the importance of upskilling and re-skilling within the Talent Management Programme for sustainability, acknowledging its pivotal role in cultivating a workforce adept at addressing challenges and seizing opportunities related to sustainable practices.

We affirm that ongoing training ensures employees stay current with the latest sustainability trends, technologies, and industry best practices, enabling each BUs to navigate evolving environmental and social expectations within their company. Additionally, it indirectly enhances employees' satisfaction and engagement, positioning the organisation as an appealing workplace for top talent valuing continuous professional development.

For Protasco Berhad, upskilling and re-skilling within the Talent Management Programme not only contribute to individual career development but also play a critical role in advancing the Group's sustainability agenda. This commitment ensures Protasco remains adaptable, responsible, and forward-looking in its approach to future challenges.

#### OUR APPROACH

##### Upskilling and Re-skilling

The Group is committed to investing in our workforce, giving priority to leadership development, recognition, compensation, career progression, and skills training. Our primary objective is to nurture a skilled, resilient, and adaptable workforce capable of thriving in a dynamic market environment marked by technological advancements and emerging trends. These efforts are concentrated within our Talent Management programme, identified as a Critical Success Factor through our IAP2.0. Our overarching responsibility is to develop a highly skilled workforce that enhances efficiency, improves customer service, and contributes to the reduction of operating costs. We accomplish this through continuous staff training and development. We consistently apply the 70-20-10 learning model, where 70% of talent development takes place through on-the-job training, 20% through developmental experiences such as coaching and mentoring, and the remaining 10% through formal development activities.

To bridge our employee's skill gaps and support them in achieving their career development objectives, our PDS mandates managers and employees to engage in career and development discussions, reaching agreements on the type of training/courses that will assist employees in setting and attaining their career goals.

In FY2023, our commitment to investing in training and development programmes persists, utilising both physical and online channels. Our comprehensive training and development initiatives encompass:

- 1 Corporate induction for management, executives, and non-executives
- 2 Leadership development programmes for middle and Senior Management levels
- 3 Upskilling programmes on technical courses related to job functions
- 4 Webinars from subject-matter experts and industry leaders
- 5 Capacity building via professional certification
- 6 Curated in-house programmes on IT, soft skills, and emotional intelligence
- 7 Continuous learning programmes through our on-demand e-learning platform



## Sustainability Report

### OUR PERFORMANCE

#### Employee training hours

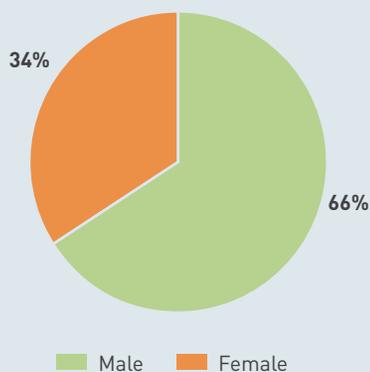
In FY2023, we spent 21,324.50 hours on training, investing approximately RM636,143 in internal and external learning and development programmes. Below we present a table indicating our 3 years performance.

Details	FY2023	FY2022	FY2021
Total training hours as a company	<b>21,324.50</b>	24,827.00	6,592.50
Total training spends as a company	<b>RM636,143</b>	RM778,277	RM242,687
Total training hours Per Business Unit	<b>3,046.36</b>	3,010.56	824.06
Total training spends per Business Unit	<b>RM90,878</b>	RM97,285	RM34,670
Total Employees	<b>1,389</b>	1,411	1,408
Average Training Hours Per Employee	<b>15.35</b>	17.6	94.52
Average Training Days Per Employee	<b>2.37</b>	13.88	19.00
Average Training Spend Per Employee	<b>RM458</b>	RM552	RM3,205

Out of the total 1,156 employees who attended the training, 66% are male and 34% are female. Overall, 83% of the Group’s employees have participated in at least one training session aimed at enhancing their skills to improve their tasks or soft skills.

The Group promotes self-improvement and the enhancement of current tasks through upskilling for all levels of employment. Both executives and non-executives are provided opportunities to enhance existing skills or acquire new ones through participation in upskilling and reskilling initiatives available within the Group.

#### EMPLOYEES ATTENDED TRAINING FOR FY2023



#### TRAINING & DEVELOPMENT

(Breakdown Based on Level of Employment)

