

ENGAGING WITH OUR STAKEHOLDERS

Pursuing shared value

Stakeholders are groups or individuals who are directly and indirectly impacted by our business operations. We are consistently focused on engaging with our stakeholders and responding to their needs to ensure the sustainable growth of our business. We identified nine (9) key stakeholders during a workshop involving our Sustainability Committee and employees ranging from executives to Senior Management.

Below we discuss the expectations and concerns of our stakeholders, the Group's responses (including methods and frequency) and the impact on the Group from our responses.



Shareholders

Expectations & Concerns

Shareholders expect the Company to enhance sustainable value creation and return on investment

Our Response

- Improving our productivity through implementing operational efficiencies while executing growth strategies to increase revenue

Method and Frequency of Engagement

Annual General Meeting	Annually
Shareholdings analysis	Monthly
Analyst briefing	Quarterly

Impact on the Group

Growing revenue while prudently managing cost leads to sustainable returns and dividends



Employees

Expectations & Concerns

Our employees expect to have a safe and secure working environment and also given opportunities for career development

Our Response

- Promoting worklife balance with regular health check-ups & mental health awareness talks
- Benefits were reviewed in 2019 with increases in medical, optical and allowances (i.e. housing & fuel)
- 334 training programmes were held in 2019

Method and Frequency of Engagement

Satisfaction survey	Annually
Corporate HSE week	Annually

Impact on the Group

Creates competent and efficient employees to add value to the Group

ENGAGING WITH OUR STAKEHOLDERS

When engaging with our stakeholders, we aim to:

Build relationships

Drive reputation

Proactively manage issues



Regulatory Authorities and Certification Bodies

Expectations & Concerns

Regulatory authorities expect the Group to comply with the relevant laws, standards, certifications and contracts

Our Response

- Continuing to practice the highest standards of governance, ethics and compliance

Method and Frequency of Engagement

Environmental Monitoring	Quarterly
Site inspection and audits	Periodically
Training for Board of Directors on updates to laws and regulations	Annually
Seminars, briefings and training for all employees	Periodically

Impact on the Group

Overall business continuity



Customers

Expectations & Concerns

Customers expect the Port to be efficient and safe to assist in the quick movement of their cargoes

Our Response

- The Port offers incentives like the Customer Retention & Loyalty Programme and Customer Attraction Programme
- The Port is constantly improving operational efficiency, e.g. Project Diamond, and has a robust maintenance programme to ensure reliability and availability of our equipment and facilities

Method and Frequency of Engagement

Customer Satisfaction Index (CSI)	Annually
Customer Appreciation Night	Biennially
Berthing Meetings	Daily
Focus Groups	Periodically

Impact on the Group

Our quick, efficient and safe turnaround of their goods will help our customers in their business while also raising our status as their preferred port

ENGAGING WITH OUR STAKEHOLDERS



Banks & Investors

Expectations & Concerns

Our lenders and investors expect transparent information on our performance as well as good financial performance to support the repayment of loans

● Our Response

- We respond with timely repayments on our borrowings, and an investor relations programme that shares transparent and material information about our performance

● Method and Frequency of Engagement

Investor Relations Programme	Quarterly
Interface sessions	As and when required
Group Financial Results announcements	Quarterly

● Impact on the Group

Maintaining good financial health and good reporting practices will allow us to be trusted and preferred by investors



Vendors & Suppliers

Expectations & Concerns

Vendors and suppliers expect the Port to be a professional business entity in the context of timely payments, safe operations and an ethical business environment

● Our Response

- We respond by ensuring timely payments, equal business opportunities and an ethical business environment

● Method and Frequency of Engagement

Vendor registration	As and when required
Contract negotiations	As and when required
Safety induction briefings	Periodically
Site visits	Periodically

● Impact on the Group

The continued trust and rapport we build with our vendors and suppliers leads to better value-creation outcomes



Maritime Community

Expectations & Concerns

The maritime community expects the port to conduct its operation in an environmentally friendly manner for the mutual benefits of the port and the community

● Our Response

- The port will comply with good environmental practices & standards and the concepts of a green port
- To promote port services to the shipping community and port users through regular and effective communications

● Method and Frequency of Engagement

Briefing and communication	As and when required
Networking events	As and when required

● Impact on the Group

Complying with rules and regulations is important for business continuity, while exploring new business opportunities improves revenue prospects for the Group

ENGAGING WITH OUR STAKEHOLDERS



Local Community

Expectations & Concerns

The local community expects employment and business opportunities and the Company will play a constructive role as a responsible corporate citizen

Our Response

- We respond by employing locals and ensuring safe operations with regular environmental monitoring and effective waste management
- We regularly engage with the community at large through CSR efforts

Method and Frequency of Engagement

Sponsorships and support for charitable and welfare programmes	Periodically
Industrial training	Periodically
CSR programmes	Regularly

Impact on the Group

Being recognised as a caring, friendly, responsible and proactive organisation will raise our standing with the community while also ensuring the sustainability of the overall business



Media

Expectations & Concerns

The media expects timely, reliable and transparent information about the Port's operations and initiatives

Our Response

- We provide regular press releases to be transparent about our operations and maintain good rapport with our media partners

Method and Frequency of Engagement

Press releases	As and when a newsworthy event is conducted
Media coverage	As and when a newsworthy event is conducted
Media get-together	Annually

Impact on the Group

A long-term partnership with the media is important in order to improve visibility, build on our reputation and broadcast our efforts to our stakeholders

MAPPING OUR MATERIAL ISSUES

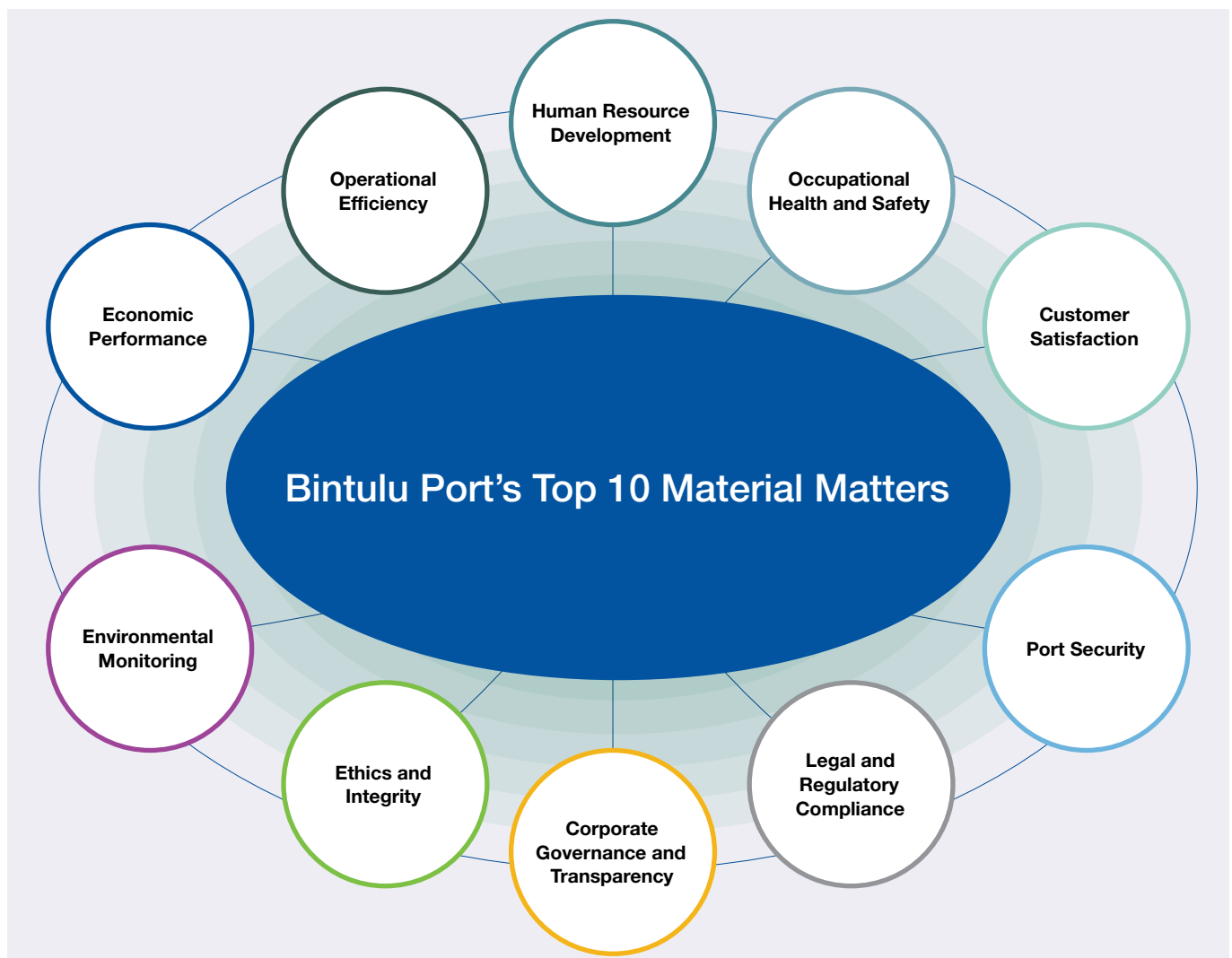
Material issues have the ability to affect Bintulu Port's value creation over the short, medium and long-term. In this context, it is imperative for the Group to focus our attention on the matters that have been identified and prioritised, to ensure we respond to the risks and opportunities presented.

After the initial process of identifying our material sustainability matters in 2017, where 23 material issues were identified based on GRI G4 Sustainability Guidelines, the 2018 annual report reduced this to 22 material issues following a revalidation exercise.

operational efficiency, human resource development, occupational health and safety, customer satisfaction, port security, legal and regulatory compliance, corporate governance and transparency, ethics and integrity and environmental monitoring.

In 2018, we then prioritised 10 material issues from the materiality assessment, which were; economic performance,

For 2019's Integrated Report, we have not proposed any changes and will carry forward the issues from 2018.



MAPPING OUR MATERIAL ISSUES

Material Matter	Impact on Bintulu Port	Bintulu Port's Response to the Matter			Stakeholder Groups Affected
		BPSB	BBSB	SIPSB	
Economic Performance	Constant Practice of Cost Efficiency	<ul style="list-style-type: none">Improving operating margin by managing expenses consistent with changes in revenueEffective contract and tender administration to support cost budgetingInculcating practical and prudent spending			Vendors & suppliers Employees
	Expanding Revenue Stream	<ul style="list-style-type: none">Targeting RM1 billion operating revenue by 2022			Shareholders
	Efficient Project Management	<ul style="list-style-type: none">Delivery in full and on time (DIFOT)			Customers
Operational Efficiency	Improving Operational Performance of Cargo/Container Handling	<p>Implementation of Project Diamond, which has already improved productivity and turnaround time by more than 20% on average. This initiative will continue for the foreseeable future</p> <p>Adherence to our Customer Charter targets of achieving:</p> <ul style="list-style-type: none">Bulk fertiliser – 5,000 tonnes/dayPlywood – 83 tonnes/gang hourPalm kernel – 6,500 tonnes/dayWoodchip – 11,000 tonnes/day	<p>Adherence to our Customer Charter targets of achieving:</p> <ul style="list-style-type: none">Palm oil – 350 tonnes/dayTank turnaround times of more than 12 times per yearZero contaminationAdditional pipeline provision	<p>Optimisation of conveyor belt system</p> <p>Improving productivity through procurement of equipment to support current mode of business</p> <p>Adherence to our Customer Charter targets of achieving:</p> <ul style="list-style-type: none">Alumina – 5,000 tonnes/daySilica quartz – 6,000 tonnes/dayManganese ore – 6,000 tonnes/day	Employees & Customers
	Improving Reliability & Availability of Marine/Port Equipment & Facilities	<ul style="list-style-type: none">100% on-time marine services80% availability of marine craft, facilities and land equipmentSufficient assets for operationOptimum utilisation of break bulk facilities and coastal terminal	<ul style="list-style-type: none">Plant and equipment availability (operational equipment effectiveness not less than 90%)Sufficient operation equipment needs – shipment & bulking hoses	<ul style="list-style-type: none">80% availability of marine craft, facilities and land equipment	
	Continuous Operational, Work Process and Standard Operating Procedure Improvement	<ul style="list-style-type: none">Responsiveness to customer requestsThree simultaneous operations through marine craft booking systemAn effective in-house maintenance teamThe initiation of early procurement processes to ensure timely completion of various projectsTimely and accurate billingThe review of container operation process flow to improve utilisation and efficiency (from time to time)Accurate billing of customersInvoice issuance within 3-4 days of the completion of bulking and shipment operationEfficient account receivable management			

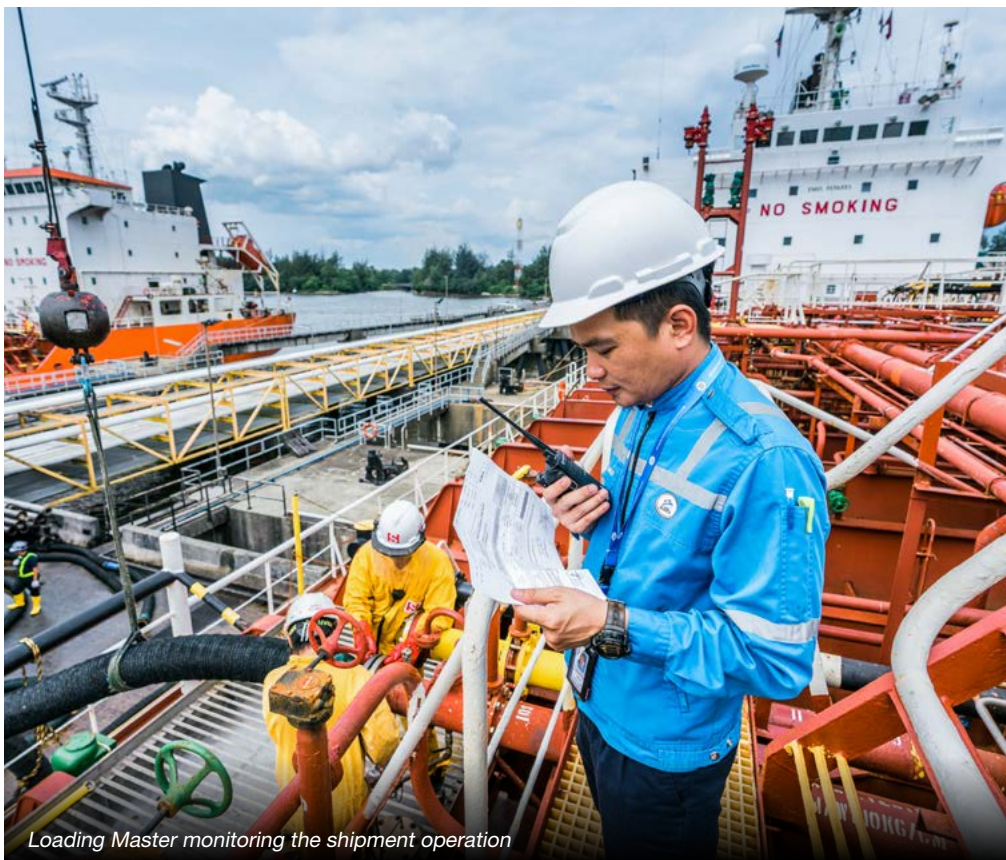
MAPPING OUR MATERIAL ISSUES

Material Matter	Impact on Bintulu Port	Bintulu Port's Response to the Matter			Stakeholder Groups affected
		BPSB	BBSB	SIPSB	
Human Resources Development	Enriching Human Capital and Instituting Corporate Rebranding	<ul style="list-style-type: none"> Inculcating a new Group Vision, Mission & Corporate Values through Company-wide rebranding Continuing to enhance human capital capabilities through: <ol style="list-style-type: none"> Developing and enhancing employee capabilities in the areas of leadership, knowledge, skills, behaviour and values Enhancing talent management & developing effective succession planning Employee engagement and providing a conducive working environment Continuous improvement of our Performance Management System (PMS) Targeting Employee Engagement Index score of 60% Reduction of attrition rate 			Employees
Occupational Health and Safety	Committing to Safety and Healthy Culture	<ul style="list-style-type: none"> Inculcating ZeFA Rules Targeting zero LTIF Effective enforcement of safety requirements, standards & procedures Enhancing emergency preparedness through multi-agency training & exercises Promoting health awareness 			Employees & Customers
Customer Satisfaction	Delivering Customer Satisfaction/Delight	<ul style="list-style-type: none"> Implementation of Customer Retention & Loyalty Programme and Customer Attraction Programme Aiming for an 80% score on the Customer Satisfaction Index 			Employees & Customers
Port Security	Enhancing Security within Port Area	Installing an intelligent surveillance system that automatically detects unauthorised approaches to the Port's perimeter and delivers a warning to these unauthorised target			Customers, Regulatory Authorities, Maritime Community
Legal and Regulatory Compliance	Renewal of Concession	The Group continues to engage with the government on the renewal of our concession agreement, which was agreed to in principle in 2014			Employees, Customers, Regulatory Authorities, Vendors and Suppliers
Corporate Governance and Transparency	Enterprise Risk Management	<ul style="list-style-type: none"> UTAP Transformation Programme – Embedding Governance, Risk and Compliance (GRC) culture across functions and processes; integrated assurance function; strong three lines of defence A number of risk awareness briefings and training sessions have been held for Management and our staff since the launch of UTAP in November 2019. Group Internal Audit has been closely involved in UTAP transformation to ensure its smooth implementation 			Employees, Shareholders
Ethics and Integrity	Transformation of Bintulu Port's Culture and Mindset	<ul style="list-style-type: none"> Governance, risk and compliance transformation through the UTAP transformation journey Started to develop adequate measures to comply with Section 17A, MACC Act 2009 			Employees, Customers, Regulatory Authorities, Vendors and Suppliers
Environmental Monitoring	Compliance with Department of Environment Requirements	<p>Environmental monitoring conducted quarterly at the port:</p> <ol style="list-style-type: none"> Marine water quality Marine sediment quality Marine biology Ambient air Ambient noise level <p>An Internal Environmental Audit (IEA) is also conducted to identify areas that can be improved.</p>			Regulatory Authorities, Local Community, Maritime Community

OUR PEOPLE

EMPLOYEE BENEFITS

The Group is aware that having a loyal, dedicated and talented workforce while providing a safe and conducive workplace is crucial for the Group to accomplish its objectives of value creation.

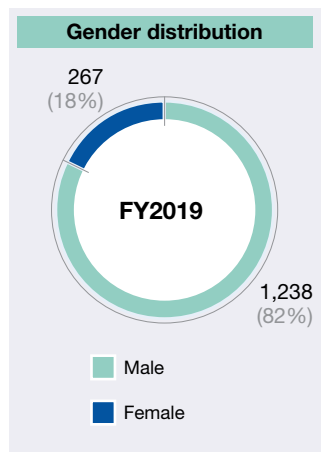
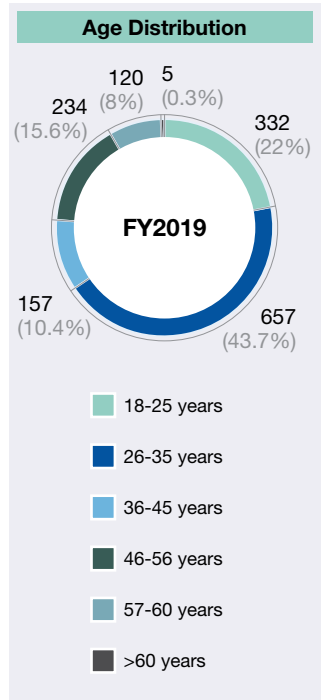
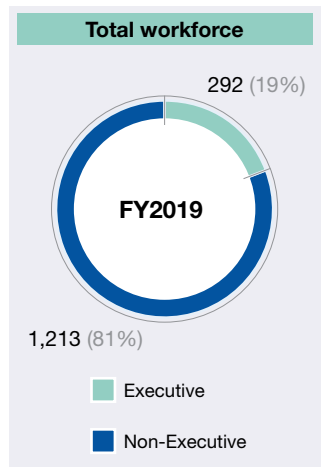


Loading Master monitoring the shipment operation

In this context, the Group makes great efforts to ensure that our employees are motivated, well taken care of and provided with the right opportunities to improve their skills and knowledge.

The Group's remuneration scheme is designed to retain high-performers and to attract new talent. Training programmes and opportunities are also provided to those who wish to advance their knowledge and skills in their respective fields or disciplines.

In terms of developing good labour relationships, the Group regularly organises activities such as annual dinners, sports and team-building retreats. The health, safety and welfare of the employees are also important concerns of the Group. In 2019, we increased certain allowances for our employees Group-wide, and negotiated a new collective agreement with the unionised staff of the Port.



As at 31 December 2019

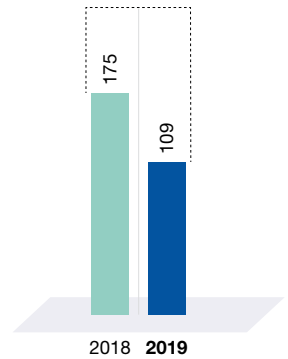
OUR PEOPLE

In addition to this, the Group operates a Montessori kindergarten and day care centre for the children of our staff, to ease their logistical burden and relieve them from expensive childcare costs. The Group life insurance scheme for staff is also in place, and health screenings and annual medical check-ups are available for staff above the age of 40.



Activities at Tadika Montessori Pelabuhan Bintulu (TMPB)

Total New Hires



Total amount spent on training:
RM4.29 million
 for 334 training programmes

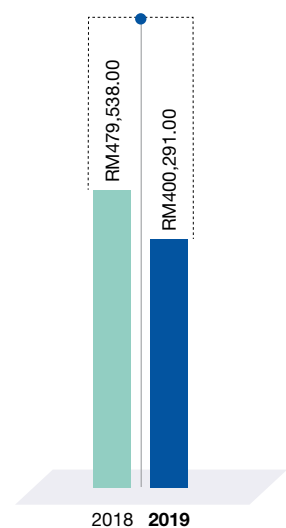
HEALTH AND SAFETY

The Group is committed to embedding a Port-wide culture that promotes the health, welfare and safety of our employees, contractors and the wider Port industry and community. This commitment is defined by strict policies and processes that guide our approach and decision-making to ensure the effective management of our health and safety systems.

Our goal is to prevent all workplace incidents and injuries and embed a culture where safety is innate to Port operations. We achieve this through strong leadership and stakeholder engagement, continual identification and control of risk and performance monitoring and evaluation. It is also critical to invest in the promotion of safety communication and training to provide employees with the skills and competencies to manage risk. Senior Management actively contributes to this goal by providing visible leadership through their walkabouts across the various worksites and engagement with Port stakeholders. All employees are committed to ensuring that safety and environment management is a common responsibility to be shared by all at BPHB.

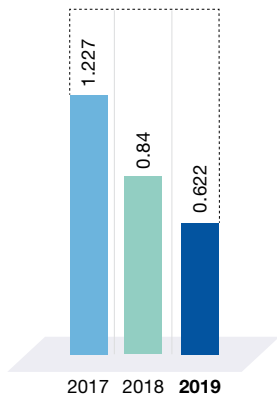
In 2019, the Port continued to implement the Zero Fatality and Accident (ZeFA) Rules and the Stop Work Policy. The Stop Work Policy empowers all staff to stop work that is deemed to be unsafe, as a means to prevent work-related injuries, disabilities and near-misses.

HSE Training Investment

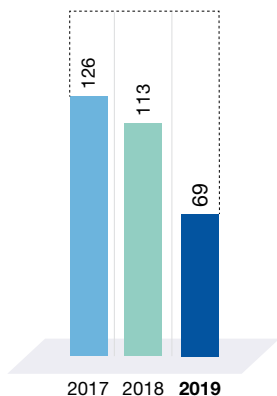


OUR PEOPLE

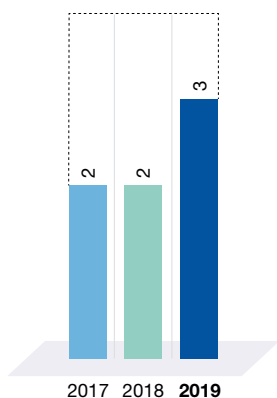
Loss Time Injury Frequency Rate (LTIF)



Accidents/Incidents



Management Walkabouts



REPORTING ON HEALTH AND SAFETY

Our approach to health and safety reporting is designed to drive transparency, accountability and continuous improvement at all levels of the organisation. Routine engagement across our organisation is crucial to ensure safety is prioritised and staff remain informed of any new hazards or risks. We have various reporting processes in place that include monthly safety reports, and an Employee Safety and Health Committee that discusses health and safety for the entire Port, lessons learned and improvement initiatives.

For 2019, we have seen a decrease in incidents and accident cases and zero cases of major fires, or oil or chemical spills. Our Loss Time Injury Frequency Rate is reported on a Group-wide basis and in 2019, it was recorded at 0.622.

EMERGENCY MANAGEMENT

The Group maintains an Emergency Response Plan (ERP) that provides an integrated framework for emergency management within the port limits. The ERP is reviewed as and when necessary to ensure it is updated to meet all regulatory safety requirements.

WORKPLACE WELL-BEING

Looking after our employees and providing support are priorities for the Group. We take an active role in promoting healthy lifestyles, including physical, mental and social well-being that helps build positive work environments and organisational resilience. We have a number of activities and programmes in place that inspire staff to focus on their health and well-being and create balance between their work and home lives.

GRIEVANCE PROCEDURE

BPHB is committed to providing a transparent and fair process for employees to bring workplace concerns to upper levels of Management. BPHB ensures that all grievances are dealt with fairly and in a timely

manner. The complaint must be submitted within the time specified by the complainant's immediate superior. If there is no consensus following discussions with the Management, complaints can be escalated to the Industrial Relations Department, Ministry of Human Resource as a dispute and action will be taken based on Section 26, Industrial Relations Act 1967.

Kesatuan Sekerja Kakitangan Bintulu Port Sdn Bhd (the worker's union) uses the same grievance channel, except it raises its complaints directly to the Management. Employees can also express their dissatisfaction through another channel, that is, the Crew Articleship Agreement between Management and crew representatives. It is clearly stated in Section 98 of the Merchant Shipping Ordinance (MSO) 1952. The agreement covers areas such as grade and salary structure, allowances, on-board complaint procedures, leave and other benefits agreed by both parties. BPSB also conducts daily berthing meetings as part of our efforts in resolving any concerns or issues regarding safe berthing and cargo operations of the ship at the port with the shipping agent. These meetings are chaired by the Manager of the Logistics Department, Cargo Handling Services Division.

CONVENIENCE FOR OUR EMPLOYEES

Our IT Department implemented a Human Resource Mobile Self Service online platform in 2019 for employees to apply for leave and to receive their payslips. Previously, leave applications and payslip distribution was done via hardcopy.

With this platform, our employees spend less time waiting for leave information, while the entire Group benefits from better data accuracy, efficiency and reduced costs as leave applications and payslips no longer have to be printed out.

OUR PEOPLE

HSE ACHIEVEMENTS AND ACTIVITIES

Emergency Preparedness Workshop for Top Management



SDGP Awareness



Management Walkabout



Health Talk – Mental Health



Zumba Exercise After Working Hours



WAY FORWARD: OCCUPATIONAL HEALTH, SAFETY AND ENVIRONMENT

For 2019, the Group has set a new Occupational Health, Safety and Environment Index for improving its safety and environmental performance. This includes the setting of new KPIs for LTIF and incident/accident percentages for the Group. We will also increase the number of walkabouts undertaken by Management while encouraging staff to report near-miss incidents, unsafe acts and unsafe conditions.

OUR ENVIRONMENT

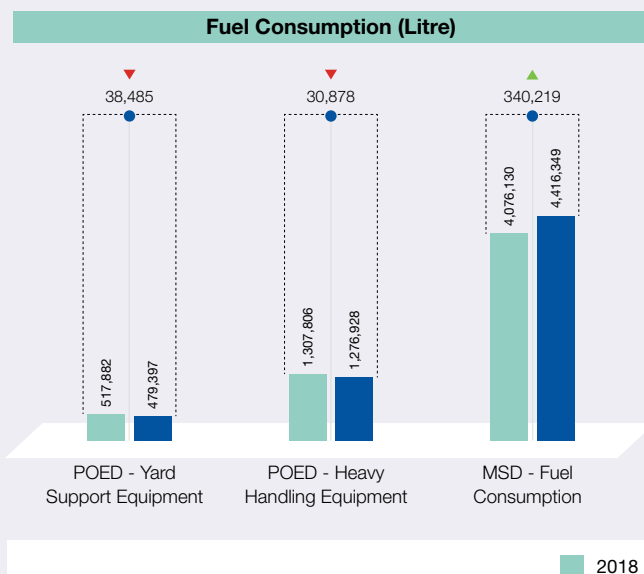
ENERGY



Staff during operation at Reefer Container Facility

Fuel Consumption

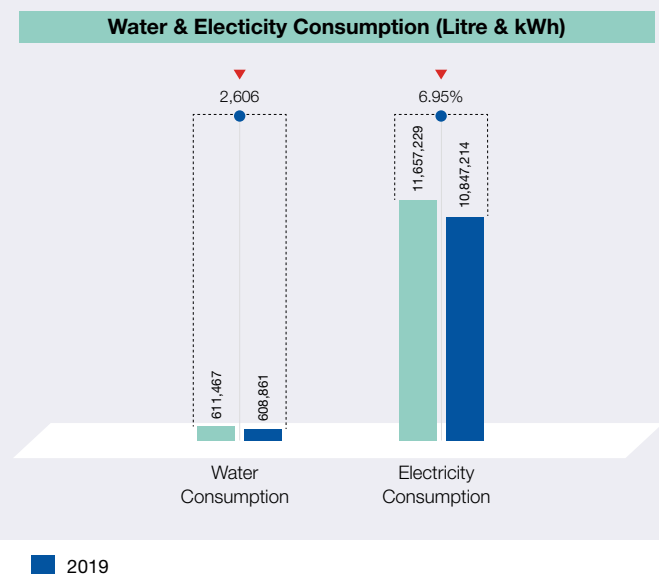
Energy consumption is a substantial part of our port operations and business activities. The main energy source is diesel, which powers our vessels, plants and equipment. We are acutely aware of the impact of fossil fuels on the environment and are taking active steps to mitigate the effects and reduce usage wherever possible. The graphs below show the fuel consumption for the Port Operation Equipment Department (POED) and the Marine Services Division (MSD).



Electricity and Water Consumption

The Group consumes large amounts of electricity and water for its operations and hence we continue to take steps to optimise our consumption. In 2019, we were able to reduce electricity consumption by:

- increasing the use of energy-saving LED lights throughout the Port
- the conversion of air conditioners to inverter types
- improving awareness among employees to turn off the lights and their computers during lunch hours, out of office and after working hours



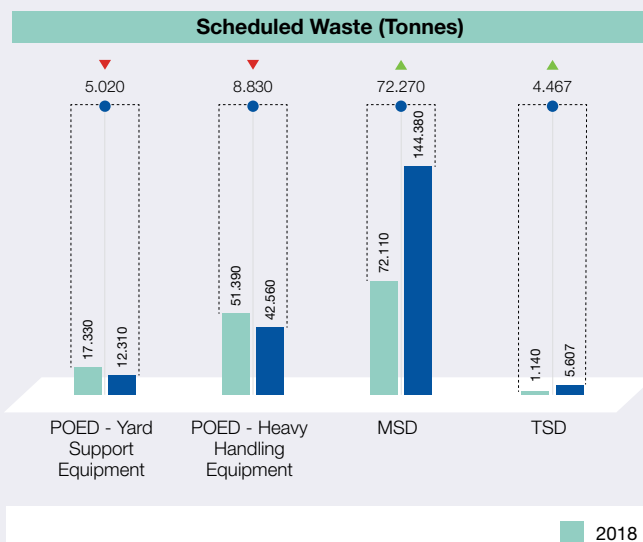
OUR ENVIRONMENT

WASTE MANAGEMENT

Scheduled Waste

The two main types of waste generated from our operations are scheduled waste and solid waste. Our total scheduled waste generated is reported monthly to Group HSE, which manages the disposal of scheduled waste.

A DOE Registered Waste Handler (Trienekens or E-Concern) has been appointed to dispose of the scheduled waste from each storage facility. The amount of waste generated by BPSB in 2019 showed an increase due to an increase in operations and maintenance demands.

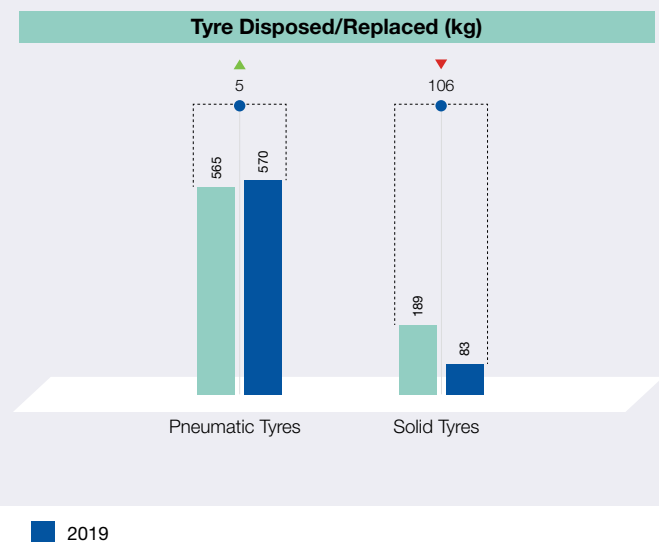


Recycling Programme

In 2019, the Group collected 214.2kg of recyclable waste compared to the 356kg collected in 2018. The types of waste we collected included paper, plastic, aluminium tins and cardboard boxes. The reduction in recyclable waste was because of the implementation of double-sided printing.

Tyre Disposal

In addition to the more traditional recyclable waste, the Group also recycles tyres to prevent them from being sent to landfills or being left in open spaces. The total number of tyres recycled in 2019 was 653 pieces, of which 570 were pneumatic tyres while 83 were solid tyres.



MARINE LIFE AND ECOSYSTEM

The conservation of marine life and its surrounding ecosystems is important as it directly impacts us and our communities. We are aware that our port activities impact the environment and are fully committed to mitigating these effects.

Dredging activities to further develop the Port or to maintain operational requirements cause the most impact. The Port has to dredge in order to remove unwanted deposits from water pathways, to enable smooth and uninterrupted ship berthing. Impacts from dredging activities include:

i

Alteration of soil deposit composition which can lead to the wiping out of habitats that certain creatures and organisms depend on

ii

If the dredging involves contaminated soil, the contaminated materials will cause the harmful particles to regroup and spread to a larger area, effectively polluting the water body

In order to minimise our impact, all projects or developments in the planning stage, which include dredging activities, will have an environmental impact assessment performed. Environmental Monitoring is also carried out on a quarterly basis, which includes the monitoring of aquatic biological species such as phytoplankton, sediment quality and water quality.

Beyond this, we manage the handling of chemicals to avoid spills and also monitor ballast water and the effects it may have on marine life and ecosystems. The release of ballast water, which may contain contaminants and sediments, can have a negative impact on the marine environment.

MARINE POLLUTION MANAGEMENT

The Group manages marine pollution through emergency preparedness and staff training as part of its Emergency Management Plan. Port tenants – through their Environment Management Plans – are responsible for ensuring pollution to the marine environment is minimised through the implementation of controls commensurate with any identified risks in their operations. If Port tenants become aware of a pollution incident, they are responsible for notifying Bintulu Port Control and Group HSE to ensure appropriate response is provided.

OUR ENVIRONMENT

ENVIRONMENTAL MONITORING

An important part of marine pollution management is Environmental Monitoring, which focuses on both our port areas. Environmental Monitoring is divided into three main areas, which are:



950m Berth



Petrochemical Jetty



LNG-3 Jetty

The monitoring is conducted quarterly and measures:

- Marine Water Quality
- Marine Sediment Quality
- Marine Biology
- Ambient Air Quality
- Ambient Noise Level

Based on the latest quarterly results (October-December 2019), our results for both inner harbours met the quality standards set out by DOE. An Internal Environmental Audit (IEA) was also conducted by selected consultants to identify areas for improvement. The audit is conducted quarterly on the same three areas where we focus our Environmental Monitoring efforts. The Group is in the process of transitioning the Environmental Management Plan (EMP) into the operational phase for the 2nd Inner Harbour, which will be completed by April 2020.

The Group is currently in the process of implementing environmental software for real-time environmental monitoring at Bintulu Port. The benefits of the software are:

- Providing immediate alerts of breaches or significant levels of pollutants, enabling swift remedial action to be taken
- Identification of potential sources of pollution and contaminants, informing operational and maintenance decisions
- A single point of reference for monitoring weather conditions on land and sea, to more effectively plan Port activities for optimum operational efficiency and reduced environmental impact
- Simple and intuitive interfaces that provide an immediate and comprehensive understanding of environmental conditions, improving communication with all stakeholders both internally and externally, including regulators and the community

OUR ENVIRONMENT

HSE AWARENESS PROGRAMME

The Safety and Environment Department (SED) conducts safety briefings for those who have applied to enter the operations area. All regulations by DOSH and DOE are included in the safety briefings and the Port's Zero Fatality Rules are the overall guidelines that are used to keep the Port safe through environmentally friendly working conditions.

SITE INSPECTIONS AND AUDITS

Site inspections are conducted every day by Safety Personnel to ensure all operations have complied with safety regulations. Every Unsafe Act and Unsafe Condition (UAUC), including environmental aspects, will be monitored and demerit points will be given to those who do not follow the regulations as per the safety briefing. The types of inspections conducted are:

- Occupational Safety Inspection
- Vessel Safety Inspection
- Tug Boat Audit
- Jetty Audit
- Scheduled Waste Inspection
- First Aid Inspection
- Machinery Entry
- Technical Audit
- DOSH Machinery Inspection
- Pest Control Monitoring Inspection

MITIGATING SPILLS AND ENVIRONMENTAL CONSERVATION

The Group has measures in place to mitigate the impact of potential oil spills or leaks in order to minimise the negative effects of such an occurrence on the marine environment.

We use a bund wall for primary containment around the skid tank, which is able to contain up to 110% of the volume. The containment design ensures flowage does not go directly to the drains and this is further supported with oil traps installed along the flowage area to help contain the spills. This design received the approval of the local authorities before it was constructed.

In addition, listed below are the activities and programmes conducted by the Group in 2019 in support of environmental conservation:

BPSB	BBSB	SIPSB
Protecting Our Rivers Awareness Talk during the Data Kakus CSR programme	Effluent Treatment Plant (ETP) management and monitoring as per DOE requirement	SIPSB Energy Saving Programme
MOU-signing ceremony with DOE to collaborate in environmental conservation activities	Scheduled waste monitoring & management	Tree-planting programme at Wisma Samalaju Building
Reducing plastic use during HSE Week by providing tupperware bottles to all staff	Chimney smoke emission monitoring for each of our four boilers as per DOE requirement	SIPSB Zero Waste Programme
Group Workshop Housekeeping Campaign 2019	Jetty Housekeeping conducted by an appointed contractor	SIPSB 'Plogging' at Kuala Nyalau
Monitoring freshwater supply under the Drinking Water Surveillance Control Programme	Energy conservation – LED bulbs & solar power for streetlights, especially for those used around the storage tank area	SIPSB Eco Run for Kids at Kuala Nyalau and donation to outstanding UPSR students from Kampung Nyalau
Smart Digital Green Port Awareness Talk during HSE Week	Usage of pipeline from refineries to storage tanks	Briefing on Compost Fertilisers by UPM Bintulu for the Kampung Nyalau Community
Environmental Monitoring Reporting for the proposed Second Inner Harbour (Quarterly)	Reducing road tanker operations, reducing congestion of trucks and reducing carbon emissions, leading to greener environment	Coral Reef Monitoring Programme (Annually)
Third-Party Environmental Audit for 950m Berth, Petroleum Jetty & LNG Jetty-3 (Quarterly)		Fisheries Landing Programme (Annually)
Workplace Housekeeping Hours conducted during HSE Week for all staff in their own office		Environmental Monitoring Programme (Quarterly)
Scheduled waste monitoring & management		Shoreline Monitoring Programme (Annually)
Management Walkabout (Workshop visit)		Third-Party Environmental Audit (Annually)
Reduce, Reuse, Recycle Programme		Scheduled waste monitoring & management
Energy cost-saving: high mast lighting		
Retrofitting of high mast lighting to LED luminaires		

OUR COMMUNITY

To the Group, the communities around us are a key component of our business.

Our social licence to operate is essentially predicated on how we are viewed by the communities we impact and interact with, and as such, we strive every year to meet the needs of local communities. Our corporate social responsibility programme is focused on four main pillars that seek to make a long-term and positive social impact.



PILLAR 1:

SERVING THE COMMUNITY

These programmes help us to create goodwill while being sensitive to a particular community's specific needs. Every year, we contribute financial aid, basic necessities and facilities to local communities. These contributions are highly appreciated by families within the community, and our employees involved find such deeds to be personally rewarding.

- 1 Donated RM10,000.00 to the Persatuan Nelayan Bintulu community and

32 book vouchers worth RM3,200.00

- 2 Donation of **660** pieces of zinc roofing to ease the cost of rebuilding

PILLAR 2:

EDUCATION

We provide help through a variety of ways to support this aspiration, including direct contributions to needy students and assistance to schools. We also offer industrial training to tertiary-level students to help bolster their qualifications.

- 1 **760** Form 4 students from eight secondary schools in Bintulu Division were involved in the 'Program Kembara Cemerlang SPM'

- 2 Sponsored school supplies worth a total of

RM71,655

OUR COMMUNITY

1

PROGRAM JALINAN MESRA BERSAMA PERSATUAN NELAYAN BINTULU (PNB)



Program Jalinan Mesra Bersama Persatuan Nelayan Bintulu is an engagement initiative by the Group to build rapport with PNB. We donated RM10,000 to the PNB community and 32 book vouchers worth RM3,200 were given to their children. We also conducted an exciting interactive session, career talk and boat ride.

2

RELIEF FOR FIRE VICTIMS AT UMA BAWANG SG. ASAP, BELAGA & RH. CHANDI SELANGAU, SIBU



The Group's employees volunteered their help following fires that destroyed the homes of many villagers at Uma Bawang Sg. Asap and Chandi Selangau. As part of the relief efforts, BPHB volunteers visited these villages to donate food supplies. This was later followed up with a donation of 660 pieces of zinc roofing to ease the burden of rebuilding their longhouses.

1

PROGRAM KEMBARA CEMERLANG SPM 2019



A total of 760 Form 4 students from eight secondary schools in Bintulu Division were involved in the 'Program Kembara Cemerlang SPM' held in October 2019, to help students prepare for the SPM examinations. It was organised by Bintulu Port Holdings Berhad (BPHB) and the Bintulu Education Office (PPD) in collaboration with the Bintulu Principals Association, Bintulu Excellent Teachers Council and Bintulu Guidance and Counselling Teachers Association. This was part of the Group's commitment to work with relevant agencies to produce high-quality human capital for the future.

2

PROGRAM BACK TO SCHOOL 2020



A total of 200 students from primary schools in the Tubau and Kemena zones were sponsored under the Group's 'Back To School' programme. The programme reduced the financial burden of low-income families preparing their children for the 2020 school session. The Group sponsored school supplies worth a total of RM71,655.

OUR COMMUNITY

PILLAR 3:

COMMUNITY HEALTH

The Group believes in supporting the provision of quality health services, as well as ensuring our communities remain healthy, while also being aware of what it takes to remain healthy. In this context, we provide health screenings during our various community engagements, organise sporting events and also provide contributions in kind to the Bintulu Hospital annually.

More than

RM80,000 worth of medical equipment, as well as items for the Special Care Nursery, were distributed

The blood donation campaign was able to attract

100 donors

1

DONATION OF MEDICAL EQUIPMENT TO BINTULU HOSPITAL



More than RM80,000 worth of medical equipment, as well as items for the Special Care Nursery, were distributed by the Group on 8 January 2019. The equipment comprised two units of Corometrics Twins Antepartum Fetal Monitors, two units of Pocket Dopplers with FHR Display, one unit of Sonorex Digitech Ultrasonic Cleaner, one unit of electrocardiograph and one unit of Connex Spot Vital Signs Monitor. The contribution was part of the Group's efforts in giving the community access to better healthcare services and strengthening health service delivery.

2

BLOOD DONATION CAMPAIGN



We organised a blood donation campaign at Times Square Megamall on 7 September 2019. The main objectives of this campaign were to support the blood bank of Bintulu Hospital and create awareness among the community. The campaign was able to attract 100 donors.

OUR COMMUNITY

PILLAR 4:

ENVIRONMENT

The Group continued to contribute to environment conservation through various initiatives and programmes that helped to create environmental awareness. Besides making the areas greener, the programmes also positively impacted the local communities.

Planted

70

Hopea odorata (merawan siput jantan) trees at the Bintulu Golf Club to help beautify the area

More than

200

people comprising employees and members of the community participated in this event

Contributed

RM15,900

to the Kg Kenyah Badeng community through the CSR programme

1

TREE-PLANTING AT HOLE 18, KELAB GOLF BINTULU



The Group planted 70 Hopea odorata (merawan siput jantan) trees at the Bintulu Golf Club to help beautify the area. This type of tree, which can grow up to a height of 45 metres, is also expected to reduce the incidence of golf balls hitting cars that drive by on the adjacent road.

2

ENVIRONMENTAL AWARENESS PROGRAMME AT KG KUALA NYALAU



The Group, through Samalaju Industrial Port, organised an Environmental Awareness Programme in December 2019 that included an Eco Run and 'plogging' to help clean up the beach. More than 200 people comprising employees and members of the community participated in this event.

3

BINTULU PORT'S CSR PROGRAMME WITH THE KENYAH COMMUNITY



The Group organised a CSR programme at Kg Kenyah Badeng on 17 October 2019 to build rapport with the Kenyah community. We donated 100 chairs to SK Ulu Kakus, repaired two school buildings, donated 40 units of solar LED street lights and contributed RM15,900 to the Kg Kenyah community.