

PREMIER CARE FUND

TOWARDS STAFF WELFARE AND
CORPORATE SOCIAL RESPONSIBILITY (CSR)



FORWARD



Pantai Premier Pathology is committed to uphold the highest standard of our organization by promoting staff Welfare, staff Engagement, charitable involvement and strive to provide a healthy, safe and balanced working environment for our employees to work in and achieve their true potential.

At Pantai Premier Pathology, we believe that our people are the driving factor behind our every accomplishment and milestone. It is therefore crucial to ensure a healthy working environment to make sure that our employees are mentally and emotionally invested in their work as the largest contributors to our success.

Hence, in order to cultivate a sense of belonging in our employee, the Premier Care Fund has been established in February 2014 as we want to ensure that our employee is playing the important role of the good-will effort.

The role of Premier Care Fund towards the company's direction for sustainability is also briefly explained in our Corporate Social Responsibility Report (CSR) section.

Give us your idea on how to make the Premier Care Fund a very meaningful aspect of live by emailing to sanorhizam.sadili@pantai.com.my, irmawati.abdullah@pantai.com.my and noreddah.mohamed@pantai.com.my.

We urge you to join hands with us to move forward!

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Executive Summary

Under the Pantai Premier Pathology's Premier Care Fund, each employee is required to contribute a sum of amount from their monthly allowance. The primary function of the Fund is to create a financial resource, Identify the needs and put it into action.

An appropriate distribution of fund system is channelled into the following 3 main objectives :

1) Staff Welfare

Consolation for Wedding, Newborn baby, Death benefits and Disaster relief

2) Staff Engagement Activity

Activities or programs that will cultivate camaraderie between employer and employee

3) Charity Involvement

Reaching out to community through a variety of charity initiatives

With the new exciting milestone achieved by forming the fund, not to forget the foundation from where it began, our top Management. They had pledged to donate an additional quantum on a monthly basis as a proven support to the fund.

Premier Care Fund underlines our commitment both to adding value to our staff by balancing our work with social and environmental considerations. In line with this, Premier Care Fund has establish our next development plan which is further explained in our Corporate Social Responsibility (CSR) report.

Whilst we work hard to drive a healthy profit, we also constantly recognise the need to balance this with our responsibility to our stakeholders. Premier Care Fund plays an important role for our CSR activities for present and future programs. The report which encompasses the three areas of workplace, community and environment.

PREMIER CARE FUND TOWARDS THE THREE MAIN OBJECTIVES

STAFF WELFARE

What is Staff Welfare?

Staff welfare is a services, benefits and facilities offered to the employees. The welfare measures need not be monetary but in any kind/forms. We have provided various benefits to ensure our employees' welfare which may increase our business expense and negatively affect our bottom line, however, looking after our employees will benefit us in other ways.

Why it is Important?

We show that we value employee by providing a good staff benefits and remunerations. In return, it will help the staff feel welcome and happy, motivating them to work harder. Providing a good employee welfare plan reflects well on our business by building a good company image.

STAFF ENGAGEMENT ACTIVITY

What is Staff Engagement?

Employee engagement is a workplace approach designed to ensure that employees are committed to their organisation's goals and values, motivated to contribute to organisational success.

Why is it important?

Researches found out that high level of employee engagement have been correlated with high level of quality, productivity and attendance.

CHARITY INVOLVEMENT

It is our aim to be the voice of those in need, the answer from those who are more fortunate. It is our vision to generate ripples of love, happiness & hope for the abandoned, the deprived, the abused, the sick and disadvantaged. We're also dedicated to support community and school projects worldwide, to make life better and bring hope to those that are less fortunate in life. Our goal is to connect you with charities that we care about in the most convenient, reliable and in as secure manner as possible. We want to serve everyone that needs help and we want to involve anyone who wants to help

ROLE OF PREMIER CARE FUND

Fund Management

Human Resource Department shall be the fund authority and any use of funds is governed by the Department. Managers are responsible for understanding the restrictions on use of fund.

Human Resource Department will be in-charge handling the fund disbursement and fund administrator while our Finance department will be our fund treasurer.

The fund will be utilized as an aid for the financial needs derived from any of the activities, programmes or events.

Govern by the Law

To ensure that the fund is legitimate and would enhance staff's benefit, our fund had been supported by Jabatan Tenaga Kerja's (Labour Office) and complying with their rules and regulation.

Foundation for Community Outreach

Premier Care Fund is our commitment to provide more focus and structure to our community where we operated. With the fund, we are better able to achieve our desired impact in giving back to the people who have made it possible for us.

Direct Benefit to the Staff

Staff who had their newborn, married couple, loss of their loved ones or staff who experiencing calamity shall benefit from this fund which they could use the contribution immediately to cater for their specific needs.



CORPORATE SOCIAL RESPONSIBILITY (CSR)

Corporate Social Responsibility (CSR) is the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as of the local community and society at large.

As Corporate Social Responsibility gains momentum in the business community, we recognise that we still have much room for improvement to become truly sustainable. Corporate Responsibility has now started to seep into our company, established through the way we engage with our stakeholders, the way we think about giving back to what we take from communities and the environment as well as our continuous commitment to build the best value proposition for the people we serve.

No corporate can live apart from the community it serves. That fundamental belief of our founders underpins the approach towards corporate responsibility throughout Pantai Premier Pathology. Our journey is about an organization that takes its social responsibility to heart. It is about strengthening local communities, promoting equal opportunities in the workplace, developing human capital, enhancing our customers' experience and improving the lives of those around us.

WORKPLACE

We realize that a motivated workforce is essential to a vibrant and productive workplace. Hence, our Human Resource policies are geared towards looking into the

varied needs of our employees, from enhancing their professional development to caring for their physical, social and emotional well-being at a more personal level.

Employee Welfare

We provide a comprehensive range of benefits for all staff, from basic salaries which are very competitive to annual leave and sick leave, we provide marriage leave, maternity leave, paternity leave, Hajj leave, and compassionate leave. Employees may now enjoy our newest benefit of Compassion and Bereavement allowance to assist the families of employees who passed away, and disaster relief allowance for employees affected by natural disasters. In December 2013, we have assisted our Kuantan Branch employees in term of cash to ease their burden for daily necessities. To further ensure employee welfare, we provide subsidized parking nationwide.

Development and Training

We have strong emphasis on nurturing a highly competent workforce via continuous human capital development programmes. The Company's training policies requires all employees to attend a minimum of 10 hours training days annually for non-Technical and 20 hours for Technical staff. In 2013, an allocation of RM500,000-00 had been allocated for training purposes.

By inculcating the principles of corporate integrity, we aim to delivery our best service

to all our customers and other stakeholders.

In line with this, Pantai Group had commenced the Personal Data Protection Act (PDPA) in January 2014 to protect the confidentiality of our employees and customers.

Recognition of Employee Contribution

We recognize employees who have excelled and contributed significantly to the company by honouring them with Long Service Awards for 10 and 15 years of service. More than 100 from our 480 employees had received the award.

Work-Life Balance

Towards optimizing the well-being and fulfilment of each employee, we encourage staff to spend sufficient time with their families by having a five-day work week starting with Corporate Office and Logistics in RCL. A controlled flexi-working hours to our Business Development Unit is another initiative that we had done.

Health and Wellness

We provide a wide range of benefits to ensure employees and eligible dependents receive the best healthcare and medical treatment. Currently, 142 of Mediviron clinics nationwide and major hospitals apart from our own, had been registered as our panel. In collaboration with Perkeso, employee aged 40 and above to have basic blood and urine screening test.

Safety and Accreditation

In order to ensure that the environment is put on the forefront of our day-to-day activities, few of our branches have achieved numerous recognitions from well known accreditation

bodies such as International Organisation for Standardisation (“ISO”) 15189, Malaysian Society for Quality and Health (MSQH) and Joint Commission International (JCI), the worldwide leader in improving the quality of health care.

Employee Engagement

We believe that healthy engagement with employees is crucial to maintaining unity within the organization and to keeping motivation level high. Direct communication channels have been set up to ensure all levels of employees are kept up-to-date with the latest information about the company. Much internal communication takes place over the internet. With our newly structured website, most of the latest news are updated here.

COMMUNITY

Our philosophy is to contribute to the betterment of the society in which we operate. We have target to reach out to different sectors of community, irrespective of race, creed and religion. In July 2013, a Majlis Berbuka Puasa had been held for Rumah Anak Yatim Poshe (Poshe).

We also had managed to collect sufficient fund through our charity Car Wash at Reference Core Lab in Pandan Indah and the proceeds derived from the event is meant for Poshe.

To show our continuous commitment, in February 2014, we have managed to

Donate daily necessities for the Poshe in conjunction with our Charity Treasure Hunt event. The supply will last for about 3 months.

Blood Donation Drive and Health Check

With the objective to assist the National Blood Bank (Pusat Darah Negara), we have engaged numerous blood donation drives nationwide with the latest in January 2014 at Pantai Hospital Kuala Lumpur. We have managed to collect over 600 pints of various type of blood from generous donor in 2013 to save lives and to help those who in need.

A discounted price of wellness package had been practiced since few years back. Starting in April 2013, we have Allergy Test package, a buy 1-free-1 on Parents Day for General Screening in May, Women Health Awareness in October and Hepatitis Screening and Diabetes screening in Nov in conjunction of Hepatitis month. We don't stop there as there will be various programmes and events to prove our continuous effort to serve the community.

ENVIRONMENT

Our staffs are encouraged to be sensitive towards environmental issues. Efforts are made to reduce paper usage, minimise wasteful lighting and air-conditioning, and to switch to environment-friendly products.

In 2014, we will be embarking on a bio-degradable plastic product on few section of our operation in order to save the environment. Part of waste management efforts i.e 3R (Reduce, Reuse and Recycle) programme had been practiced.

“Reduce” is achieved by using energy-saving lights at our Penang and Melaka Branch laboratories. “Reuse” is achieved by re-using waste paper for printing and back office usage. “Recycle” is achieved by waste segregation according to type of waste.

We will look into our carbon accounting on top of our efforts to reduce the usage of electricity, water and waste at our facility.

MOVING PREMIER CARE FUND FORWARD

We are encouraged to review and reflect on our targets, achievements, strategies and efforts to achieve better outcomes in the future.

Next Development Plan

We encourage the spirit of giving via PPP employee volunteer program, which will reach out to hundreds of people nationwide from children in paediatric wards, underprivileged children, cancer patients, orphanage, and old folk's home to hardcore poverty line.

We will look into supports Schools Programme to complement the education system through activities that fall under two major themes – academic/co-curricular and sponsorship. As a corporate organisation, we strongly believe that education is an important element in creating a progressive knowledgeable workforce. Our key aim for this programme is to aid schools within the vicinity of our branches.

CONCLUSION

None of the fund initiative would have achieved the required result if not for the dedication of our most important entity - our employees. Suffice to say that we truly appreciate the hard work and commitment of all our employees, to whom we would like to express our heartfelt gratitude. Finally, we hope to excel in what we do best – work-life balance and welcome feedback on how we can further improve our operation. With these series of mindset nurtured in our employees which will drive our business and CSR efforts. We are excited to see what positive contribution we can bring to the community.

