

PARTNERING RELATIONSHIPS

Sustainability Report 2018



OUR VISION

To be the leading provider of total customer solutions in the oil sector and allied businesses

OUR MISSION



Being an integral part of our customers' lives, exceeding expectations and meeting their changing needs, delivering a consistent customer experience through quality products and innovative services



Developing strategic partnerships in pursuit of growth opportunities



Fostering an entrepreneurial culture that encourages teamwork, innovation and excellence



Adhering to the strictest safety and environmental standards



Acting with professionalism, integrity and fairness at all times



Promoting the best interests of all our stakeholders, and caring for our community



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MESSAGE FROM THE CHAIRMAN



Dear Shareholders,

Ensuring continued business growth, especially in a challenging industry such as ours, demands that we continuously adapt, evolve, and innovate the way we operate. This Sustainability Report - our second in the last two years - provides us a roadmap to see how we can attain this using the prism of doing good and creating the best value for our stockholders, our business partners, our workforce, our communities, and the nation as a whole.

Navigating a business landscape highlighted by the volatility of oil prices and uncertainties in the global economy, as the year 2018 proved, was a daunting task. Our Company proved up to the challenge due mainly to our commitment to become a sustainably managed organisation. We are a business that is built to last. As such, we measure our long-term success on how we attain our economic, environment, and social goals. We are committed in our efforts to provide the best products and services, taking into account our contributions to the economy as well as our impact on the environment, the safety and well-being of our employees, and the growth of our communities. Ultimately, all these contribute to building the nation.

Sustaining our growth. Underlining our efforts to this end is the strategic collaborations that we have built and nurtured over the years. Strong partnering relationships with our employees, dealers, business partners and customers have allowed us to conduct our business operations efficiently and safely, ensuring that we sustain our growth. We surmounted the challenges of 2018 with a positive growth in our sales volume

and revenue. We continued to expand our service station network, where we have over 650 throughout Malaysia. Demand for our products such as Gasul, which is rapidly establishing itself as a popular household brand for LPG, has grown significantly, leading us to expand and enhance our supply chain to meet the growing requirements, even as we intensified the application of stringent safety and health standards in all areas of operations.

Creating better communities and a healthier environment. Partnering Relationships enabled us to develop and implement relevant programmes that have led to better communities and a healthier environment. Our stakeholders include government agencies like the Department of Environment, State Education Department, Road Safety Department, Department of Occupational Safety and Health, and local municipals, educational institutions, and other groups such as Malaysian Institute of Road Safety Research (MIROS), Syarikat Motosikal dan Enjin Nasional Sdn.Bhd. (MODENAS) and Honda. We have undertaken initiatives that advocate road safety in collaboration with the Road Safety Department and personal safety with the Royal Malaysia Police (RMP) under the **Go-To-Safety-Point (GTSP) programme** at our service stations, inspire academic excellence and promote local arts and culture among the youth with Vision Petron. We also continue to do our share in protecting biodiversity and manage our environmental footprint through the planting of mangroves and trees, beach cleaning and environmental awareness campaigns.

Engaging our employees. In 2018, we undertook more Volunteerism in Action (VIA) programmes to help the underprivileged communities and students. We successfully conducted a number of outreach projects, such as the Chinese New Year Old Folks Home programme, Ramadhan Sahur project, **"Give A Kid A Book", 'Let's Read!'**, and **Back-to-School** programmes that made a positive impact on some 800 beneficiaries.

Roughly 150 Petron Malaysia employees generously volunteered their time and resources to our efforts.

Gaining recognition for doing good. Our efforts to become a sustainable organisation have been rewarded by various recognitions. Our accomplishments in the area of safety have gained several awards from the Malaysian Society for Occupational Safety & Health (MSOSH), while the Port Dickson and Bagan Luar Terminals, Kuantan and Pasir Gudang JV Terminals under our sister company, Petron Fuels International Sdn. Bhd. (PFISB), received the Grand and Gold Class Awards from MSOSH.

The Port Dickson Refinery received the MSOSH Grand Award for Safety Excellence and the Prime Minister's Hibiscus Award for Environmental Excellence in our operations.

Fuelling a better future. All our achievements for the year are a result of our continuous collaboration with our stakeholders. We remain grateful for their active engagement and support for our undertakings, even as we renew our commitment to strengthen our partnership with them on our journey to become a more sustainable company.

Reporting on our sustainability efforts, as well as our impact, ensure that we continually improve our performance and deliver on our commitment to our stakeholders. In doing so, we remain true to our goals of fuelling a better future for our company, our communities, and our country.

RAMON S. ANG

Chairman
Petron Malaysia Refining & Marketing
Bhd. (PMRMB)

THE BUSINESS OF PETRON



> Petron MRR2 Melati

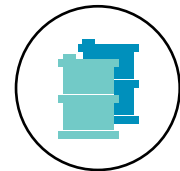
The acquisition of ExxonMobil's downstream businesses in March 2012 has proven to be a rewarding business venture for Petron Corporation.

Petron Malaysia group is composed of Petron Malaysia Refining & Marketing Bhd (PMRMB), a public company listed on the Main Board of Bursa Malaysia; Petron Fuel International Sdn. Bhd. (PFISB) and Petron Oil (M) Sdn Bhd. (POMSB).

Our Port Dickson Refinery (PDR), which has a rated capacity of 88,000 barrels per day, produces a wide range of petroleum products including gasoline, diesel, liquefied petroleum gas (LPG), commercial and aviation fuels. Distribution of our world-class fuels are done through 11 strategically located depots and terminals throughout Malaysia.

Petron with over 650 service stations nationwide under the Petron Malaysia Group, "Fuel Happy" journeys through our retail network and takes pride in our mission towards being an integral part of our customers' lives, exceeding expectations and meeting our customers' changing needs, and delivering consistent customer experience through quality products and innovative services.

Extensive research and development goes into our environment-friendly fuels, Blaze 100 Euro 4M, Blaze 97 Euro 4M, Blaze 95RON, Turbo Diesel Euro 5 and Diesel Max. In 2016, the high performance Blaze 100 Euro 4M was launched and in 2018, we increased the number of stations selling this product to cater to rising demand. This premium first-of-its-kind high performance petrol not only gives better power but also better mileage and better engine protection.



TERMINALS

Petron Malaysia Refining & Marketing Bhd (PMRMB), PFISB and POMSB operates 11 terminals throughout Malaysia



SERVICE STATIONS

Petron now operates a retail network of 650 service stations nationwide

THE BUSINESS OF PETRON

Our Turbo Diesel Euro 5 is a technologically-advanced diesel engineered with a premium additive system providing improved engine performance for superior acceleration, better fuel economy, and reduced harmful exhaust emissions. We are a proud sponsor of The Rainforest Challenge, which is a gruelling off-road event that has put our Turbo Diesel Euro 5 to the test, proving the product's superior qualities.

Petron provides a one-stop service experience to customers with "Treats" and "P Kedai" convenience stores which offer customers the consumables and other essential items during their journeys. The "Tandas Kita Bersih" campaign assures our customers that our restrooms are clean and have upgraded facilities making for a comfortable rest area. Partnerships with quick service restaurants and car wash centres have proven popular in making Petron the brand of choice. This, coupled with our Petron Miles Card, gives loyal customers more savings, rewards, and unique lifestyle experiences through our partnerships with Malaysia Airlines, Air Asia Big Points, Legoland and many others.



> Petron Bandar Utama

Our strong partnership with Royal Malaysia Police (RMP) has led Petron Malaysia to be the first oil company to transform all of its service stations into "Go-To-Safety-Point" (GTSP) or safety hubs for those needing emergency assistance. Our facilities with full GTSP implementation provide motorists with a feeling of safety when in our premises. Petron dealers and staff are trained by RMP and are equipped with relevant and sufficient knowledge to provide early assistance.



In the Commercial business, we now offer Petron Gasul at selected service stations – a first in the industry. We also continue to supply aviation fuels in Kuala Lumpur International Airport (KLIA) and KLIA 2 and invested in new facilities to cater to the growing demand.

ABOUT OUR REPORT

Petron Malaysia 2018 Sustainability Report was prepared using the guidelines prescribed by Bursa Malaysia and highlights our commitment to sustainable business practices anchored on the pillars of environment, social, and economic performance. All information disclosed in this report pertains to our operations from January 1 to December 31, 2018.

Petron Malaysia Refining & Marketing Bhd. (PMRMB) operations encompasses our Petron Malaysia Head Office, Port Dickson Refinery, Bagan Luar Terminal and PMRMB service stations. We endeavour to highlight current and pertinent issues and challenges faced by the Company in the context of sustainability in our operations and commensurate planned actions.

2018 is the second year that PMRMB is producing a formal sustainability report. We used a materiality matrix that required extensive discussions among our stakeholders, as our primary means to measure compliance.

Guided by these materiality indicators, we made a thorough review of our efforts within the company and with external stakeholders, including service station dealers, business partners, vendors, suppliers, and contractors, to ensure a comprehensive discussion of relevant economic, environmental and social issues to report on.



In preparing data for the report, we continued to adopt data monitoring and measurement methods in the environmental manual of all our facilities as prescribed in our Integrated Management System and Environmental Management System, which are fully compliant with all Malaysia regulatory requirements.

The Petron Technical Working Group (TWG), which reports to the Management Committee, continues to ensure applicability and materiality of the set indicators, as well as transparency and accuracy in our disclosures.

The Petron Malaysia Group strives to create and implement more impactful sustainability programmes under the following pillars:



ENVIRONMENTAL
PERFORMANCE



SOCIAL
PERFORMANCE



ECONOMIC
PERFORMANCE

ENVIRONMENTAL SUSTAINABILITY



OUR COMMITMENT

Petron Malaysia upholds its belief that all individuals are responsible for and must take appropriate actions to secure a sustainable environment. As a company, we are guided by the processes and measures in place that will ensure the attainment of our sustainability agenda for the environment.

Petron Malaysia's Vision and Mission Statement clearly spell out the Company's commitment to improve all that are impacted by our business:

- Acting with professionalism, integrity and fairness at all times;
- Adhering to strict safety and environmental standards and;
- Promoting the best interests of all stakeholders, and caring for our community.

Our management expects strict adherence to appropriate operational procedures and provides the required resources and tools to meet, if not exceed, all regulatory and industry standards in promoting and protecting the environment.

Our employees are likewise encouraged to make a concerted effort to contribute to caring for the environment. To facilitate this, the Company organises several greening programmes throughout the year to provide employees the avenue to be fully engaged in these efforts through volunteerism. These initiatives also involve our fenceline communities and partners like local councils, municipalities, and our service station dealers who regularly collaborate to ensure that succeeding generations will enjoy a healthy and sustainable environment.



Acting with professionalism, integrity and fairness at all times



Adhering to the strict safety and environmental standards



Promoting the best interests of all stakeholders, and caring for our community

ENVIRONMENTAL SUSTAINABILITY

Safety, Security, Health and Environment Policy

We at Petron Malaysia are fully committed to conduct our operations in a manner that protects the environment and ensures the safety, security, and health of our employees, customers, suppliers, contractors and the public in general. We believe that this is vital to ensure we attain business continuity and the long-term sustainability of the Company.

Consistent with this belief, we commit to:

- Comply with all government regulations to promote occupational safety and health, and the preservation of the environment;
- Implement appropriate operational control procedures, provide necessary resources and strong management support, and involve our stakeholders in related endeavours;
- Innovate our products and services while strictly adhering to global safety, health and environment standards; and
- Put a premium on safety and security at all our facilities.

To ensure that we live up to all these commitments:

- We continuously promote the safety, security and health of our colleagues, our host communities and stakeholders;
- We have in place stringent goals and targets to achieve operational excellence;
- We pro-actively manage risks and minimise environmental impact to ensure business continuity;
- We consistently implement strategies to constantly improve the way we do business.

The guiding principles as prescribed in our SSHE Policy are well-ingrained in all aspects of our operations, from the head-office to the service stations, our refinery, our terminals, and all our site offices and distribution centres.

Guided by these principles, various programmes are put in place in all levels of our operations to ensure that we meet all commitments as stated in our policy and in our Vision and Mission statements.

OUR ENVIRONMENTAL PROGRAMMES

Petron acknowledges that our business operations have an impact on the environment. Thus we exert every effort to meet and whenever possible, exceed regulatory standards and requirements. This includes establishing systems throughout our value chain to effectively measure our emissions, discharges, consumption, utilisation and impact in order to better manage our environmental footprint. Beyond compliance, we undertake activities with our stakeholders that contribute to preserving biodiversity and advocate greater awareness towards nurturing nature.

ENVIRONMENTAL SUSTAINABILITY

Our refinery, terminals and offices established Safety, Security, Health and Environment (SSHE) committees that involve employees at various levels. We are unwavering in our commitment and in our efforts to provide petroleum products that deliver maximum performance without compromising the environment.

Strategic programmes aimed at reducing wastes, managing emissions and optimising energy utilisation allow us to make a substantial impact in our environmental efforts at our Port Dickson Refinery (PDR) and terminals. These have resulted in improved energy and water conservation despite the expansion projects of the Company.

Additionally, Petron regularly conducts training to effectively communicate its sustainability vision and direction to employees, business partners, community leaders, and project beneficiaries. We also engage and brief our network of service station dealers and haulers to ensure our SHE policies and practices are fully understood and strictly adhered to at the operations level.

Our Environmental Business Plan (EBP)

To track and monitor our environmental performance at our refinery, a five (5)-year Environmental Business Plan (EBP) has been put in place that documents and measures our performance against regulatory and industry standards.

By regularly measuring our environmental impact, we make sure that our business processes, facilities, products, and services contribute to minimising our environmental impact.

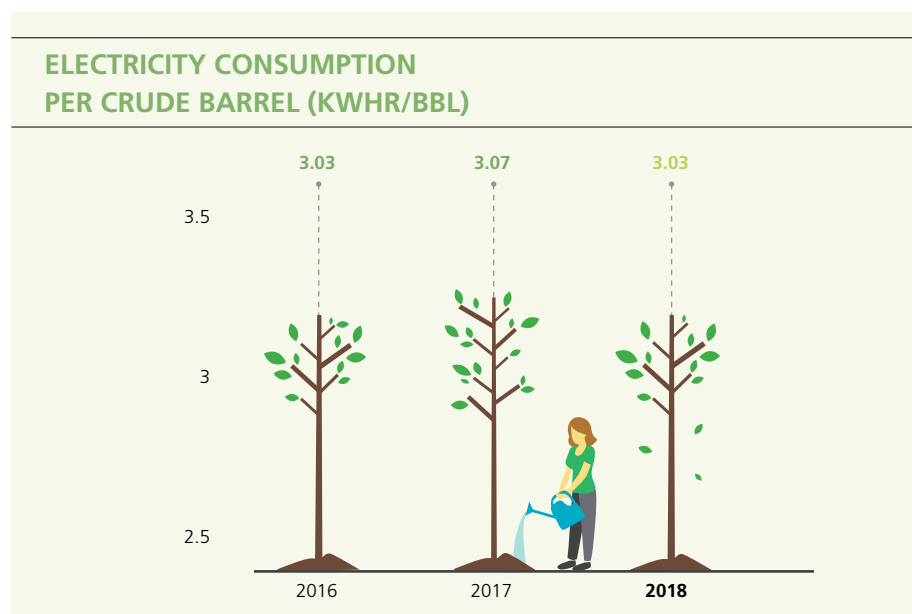
The EBP is a document that describes the impact of site operations and emissions in relation to environment conservation and regulatory compliance. It identifies strategic environmental focus areas and the initiatives to achieve them. Our EBP covers current environmental strategies and action plans up to a five-year period. This programme is implemented at operating sites and serves as a guideline to improve and sustain Petron's environmental performance consistent with our "Protect Tomorrow Today" philosophy. The EBP focuses on reducing the environmental impact related to expected operations over a 5-year period, including those emanating from new business challenges.

The following are the main considerations and processes applied in developing this EBP:

- Environmental aspects, impacts, metrics and quantitative targets of sites;
- Identification of actions and initiatives to meet the site and Corporation's environmental targets;
- Compliance with all applicable regulations and requirements;
- Review of short and long term regulatory changes and plan operating changes and facilities upgrading;
- Implementation of environmental best practices through development of a specific list of prioritised opportunities or needs, including those where technology help is necessary.

ENVIRONMENTAL SUSTAINABILITY

Improving Our Energy Efficiency



Improving Our Energy Efficiency

In 2018, our Port Dickson Refinery consumed 53,967 MWhr of electricity to process 17,787 KBbls of crude oil (3.03 KWhr/Bbl). This is lower than the electricity consumption rate of 3.07 KWhr/Bbl of crude oil processed in 2017. The lower crude oil processing by 3.4% was due to the refinery's temporary shutdown for mandatory maintenance and regulatory inspections, which are carried out on the processing units at five-year intervals. This also resulted in reduced power demand by 4.4% as the plant underwent the necessary inspections and maintenance to ensure safety and reliability at all times.

Total electricity consumption for the whole company, including head office, stood at 58,218 MWhr for the reporting year, with the Port Dickson Refinery accounting for 92.7% of total consumption. Reduction of crude processed also resulted in lower overall company electricity demand by 2.4 MWhr or 3.9% compared to 2017.

Improving Water Footprint

In 2018, the Port Dickson Refinery underwent a 40-day mandatory shutdown to carry out regulatory inspections and maintenance activities at 5-year intervals. These activities required additional water usage and resulted in an increase of 21.6% more consumption from 456,597 m³ in 2017 to 555,020 m³ in 2018.

Nonetheless, with ongoing water conservation efforts at other

locations, the overall demand for water for the whole company increased by only 9.5% from 509,096 m³ in 2017 to 557,549 m³ in 2018.

The Refinery was also the biggest consumer of water in Petron, capturing 99.5% of the company's total demand. All water consumed is purchased from the state water authority. The refinery's fresh water footprint per barrel of crude processed was 31.3 litres, an increase of 13% from previous year at 27.7 litres as a result of lower crude processed and increased water demand for maintenance.

The volume of waste water discharged from the refinery operations and maintenance activities flowing into the water retention pond (main lagoon) for treatment was reduced by 15% from 723,361 m³ in 2017 to 614,019 m³ in 2018. Improved methods of measuring water flow into the treatment pond contributed to better waste water volume recording. The waste water effluent qualities were all within the DOE Standard "B" allowable limits before being discharged into public water streams.



ENVIRONMENTAL SUSTAINABILITY

Managing our Materials

The refinery had a planned shutdown in 2018 as part of maintenance activities required every five years. With this, the volume of crude processed at the refinery went down by 3.4% from 18,407 KB (thousand barrels) in 2017 to 17,787 KB in 2018. Following the turnaround, the plant resumed operations at optimised levels and with full safety and reliability.



Reducing Air Emissions

With less electricity consumed in 2018, total Indirect GHG emission from purchased electricity at the refinery and terminals consequently fell by 4.8% from 26.1 kilotons in 2018 to 24.8 kilotons in 2017, with the Refinery accounting for nearly the entire indirect GHG emissions (92.2%).

Continuous monitoring of direct emission from plant operations (furnaces and boilers), control of flaring and successful maintenance turnaround activities allowed the refinery to manage the total direct emissions, which was increasing prior to turnaround activities due to reduced efficiency from equipment fouling and scaling. Overall direct emission for the year increased by 10.6% from 7.53kg/bbl in 2017 to 8.33kg CO₂/ bbl in 2018. The scheduled maintenance activities successfully brought efficiency back to the plant operations.



Minimum Discharges, Cleaner Operations

Waste oil generated from the refinery plant operation is recovered at the skim pond facility as slop oil while crude sludge is treated and the free oil recovered. Both the recovered slop oil and free oil are processed at the plant. At the terminal, slop oils generated are sold to recyclers approved by the Department of Environment. Under Malaysian Environmental Quality Act & Regulations, "Scheduled Wastes" must be sent to a Prescribed Premise for treatment or disposal.

In 2018, a total of 43.3 tons of scheduled wastes was disposed, a significant reduction from previous year at 162.7 tons. Fewer crude and product tanks that required cleaning resulted in less scheduled wastes. The refinery and terminals also engaged the services of licensed recyclers to recover oil from oily slop and sludge and use it as downgraded fuels in burners or as raw material. This supports the government initiative for a "cradle-to-grave" approach in using hazardous waste as raw material input to reduce using incineration or landfill facilities for disposal. Non-hazardous wastes are collected and disposed at the local municipal landfill.

ENVIRONMENTAL SUSTAINABILITY



> Kerian River, Nibong Tebal

Our Green Campaign

Working together with our fence line communities and younger generations over the years have helped us achieve a higher level of commitment and awareness in protecting and preserving our environment. Our carefully planned Green Outreach Programmes contributed to this achievement by engaging the society in a proactive manner and work toward a long-term environment sustainability goal. These programmes were carried out in partnership with local municipalities, government agencies, surrounding communities, non-governmental associations, universities and school students.

Our 2018 environmental outreach programme started in Penang with a river preservation effort along the scenic Kerian River in Nibong Tebal. Our employee volunteers from Bagan Luar Terminal, together with residents from the nearby community, municipal council workers, and experts from the local university, helped clean a 120-metre section of the river bank. At the same time, they planted 200 mangroves "Berembang" type (*Sonneratia Caseolaris*) seed pods along the river

bank. Carefully selected with the help of the university's science and environment research centre, the species serves to complement the local mangrove ecosystem. Once the trees mature, it will be home to fireflies which will attract visitors and spur ecotourism activities along the river and contributing to the livelihood of the villagers, who are mostly fishermen.

Our coastline protection and preservation efforts continued with the planting of mangrove seed pods along a muddy stretch of a popular tourist beach in Port Dickson. This programme had 50 Refinery employees as volunteers who worked in collaboration with the Forestry Department, Department of Environment, local municipality, and 80 school children from two local primary schools. Some 500 mangrove seed pods from the "Kurap" type (*Rhizophora*) were specifically selected for their tolerance to seawater. More than the first-hand experience of planting mangrove pods, the activity provided the school children with invaluable knowledge about caring for the environment. In addition, the volunteers also cleaned up approximately 600 metres of shoreline.



> Pantai Cahaya Negeri

ENVIRONMENTAL SUSTAINABILITY

Oil Spills and Remediation

Being a registered member of PIMMAG (Petroleum Industries of Malaysia Mutual Aid Group), PMRMB remains active in conducting oil spill trainings and field response exercises for employees and contractors. Our Refinery and Terminal operations management regularly send their Emergency Response Teams (ERT) members to Oil Spill Response (OSR) courses for operators, supervisors and management, organised periodically by PIMMAG to enhance the team members' knowledge and skills in handling potential oil spills both on land and in the water.



> PIMMAG demo on oil skimming



> Oil spill table top exercise

In addition, plant personnel are also regularly trained in firefighting. Fire drill trainings and simulations covering different scenarios of fire incidents were conducted quarterly throughout 2018. Various safety inspections and risk assessments were also undertaken to ensure any potential fire scenarios are identified and addressed.

In Retail business operations, we put an Underground Risk Management programme in place. This risk-based approach identifies aging pipelines and underground tanks that may potentially impact its surroundings in the event of any leaks. Annually, around 20 service stations will undergo pipeline or underground tank replacements. In the event of an incident, a remediation system is in place to swiftly mitigate impacts in the surrounding areas.

ENVIRONMENTAL SUSTAINABILITY

Product Responsibility

Fuel products manufactured and sold by Petron Malaysia adhere to the strict standards mandated by the different government agencies in Malaysia, such as the Department of Environment (DOE), Ministry of Domestic Trade and Consumer Affairs (MDTCA) and Scientific and Industrial Research Institute of Malaysia (SIRIM).

When Petron Malaysia launched Blaze 100 RON in 2016, we were the first and only oil company in Malaysia to offer RON 100 Euro 4M motor gasoline to motorists. Blaze 100 contains only 5ppm sulphur, which meets the Euro 5 and Euro 6 sulphur standards of 10ppm. This ultra-low sulphur content contributes significantly towards a cleaner environment.

Blaze 100RON Euro 4M has a proprietary additive package which contains detergent and combustion enhancer. The detergent cleans the dirty engine inlet system, valves and fuel injectors and continues to keep engine parts clean. This leads to cleaner burning and reduces harmful emissions. The combustion enhancer meanwhile improves fuel combustion, resulting in more complete burning and cleaner emissions.



Petron introduced the Euro 5 compliant Turbo Diesel in September 2016, which is a cleaner Biodiesel B7 fuel. With sulphur content of not more than 10ppm, this is 50 times less compared to Euro 2M diesel sulphur content meeting the Euro 5 standard. The low sulphur contributes to a cleaner environment and also allows diesel vehicles to be able to utilise the exhaust after-treatment device designed to clean up the diesel emissions.

Petron Malaysia service stations also offer Petron Diesel Max (B7), which meets the government mandated Malaysian Standard MS 123-1:2014, modelled after the European EURO2 diesel standard. Petron Diesel Max (B7) contains 7% Palm oil Methyl Ester (POME), which supports the government's mandate to progressively increase biodiesel content in diesel. This is in line with the country's efforts to increase utilisation of biofuel for the future.

In 2018, Petron Malaysia worked closely with the government to introduce higher biodiesel (B10) content in the country.



Petron Malaysia is the **FIRST OIL COMPANY** in Malaysia to offer the RON 100 Euro 4M motor gasoline



PETRON Malaysia **TURBO DIESEL EURO 5** a cleaner Biodiesel B7 fuel

ENVIRONMENTAL SUSTAINABILITY

Product Stewardship (product impact on the environment)

All petroleum products sold by Petron Malaysia carry Safety Data Sheet (SDS). The SDS provides users with safety information on the product including product composition, health and environmental impacts on humans and the environment, safe handling of the fuel, as well as identifying and quantifying any hazardous chemical in the product. All Petron Safety Data Sheets comply with the latest Globally Harmonised Standard (GHS) on Safety Data Sheet Reporting Format.

Benzene, Lead and Sulphur contents in fuels



Under the legally mandated MS 118-2:2005 (Euro2M) standard for 95RON gasoline fuel, benzene level is set at 5% max, lead at 0.013% wt. max and sulphur level at 500 ppm max. All Petron Blaze95 fuel sold by Petron Malaysia fully comply with the benzene, lead & sulphur limits in this standard.



Under the legally mandated MS 118-3:2011 (Euro4M) standard for 97RON gasoline fuel, benzene level is set at 3.5% max, lead at 0.013% wt. max and sulphur level at 50 ppm max. All Petron Blaze97 fuel sold by Petron Malaysia fully comply with the benzene, lead & sulphur limits in this standard.



Under the legally mandated MS 123-1:2014 (Euro2M) standard for diesel fuel, sulphur level is set at 500 ppm max. All Petron Diesel Max B7 fuel sold by Petron Malaysia fully comply with the sulphur limit in this standard.



Petron Malaysia implements a Product Quality Management System (PQMS) which, together with Control Management System (CMS) and Safety Management System (SMS), make up the umbrella Petron Malaysia Total Quality Management System (QMS) that encompasses the quality control processes of the entire manufacturing and supply chain. This ensures the products manufactured and sold by Petron Malaysia comply with all standards set by the government and meet the highest quality standards. These limits are built into our product Certificate of Quality (CoQ). All products released for public consumption/usage must have a CoQ.

Under the Group, Port Dickson Terminal, Port Dickson Refinery, Bagan Luar Terminal and Pasir Gudang JV Terminal have ISO QMS 9001:2015 certification, while Kuantan Terminal was the first Petron Malaysia facility to be Integrated Management System (IMS)-certified, with the facility meeting the global standards on Quality,

Environment, Safety and Health. These certifications affirm the Company's commitment to operate strictly within the parameters of internationally accepted policies, processes, and practices.



SOCIAL SUSTAINABILITY



IN PARTNERSHIP FOR SOCIAL OBLIGATION

Petron believes in nurturing its relationship with its partners anchored on social responsibility strategies that continuously promote the growth and well-being of every stakeholder.

This commitment to collective action with established government and private agencies has spurred our social investments for initiatives that allow us to deliver a more meaningful and lasting impact on the communities we serve.

We recognise management's leadership in making the social agenda an equally important part of the way we do business. As such, we take foremost consideration of the well-being of all stakeholders at our refinery, terminals, service stations, offices and other facilities, and that our activities in education, environmental protection, culture and arts, and community relations lead to improving the lives of the people in communities where we are present and all our stakeholders in general.

OUR SOCIAL PROGRAMMES

Partnering in Safety and Security

We continue to implement the **"Go-To-Safety-Point" (GTSP)** programme jointly with the Royal Malaysia Police (RMP). We re-emphasised our service stations as GTSP locations with the GTSP Art Installation at selected Klang Valley sites. This is the latest in a series of our GTSP initiatives, which includes posters at all stations and media promotions over radio and online communications.

We also held our annual team-building workshop in Langkawi, Kedah, providing a refresher training for our Penang, Perak, and Kedah dealers while renewing our support to the GTSP programme. These activities help strengthen our ties with our dealers and the RMP.

We also continued taking to the airwaves to spread our safety message through the **Petron Traffic Updates** on Astro Radio. We intensified our efforts on various social media platforms – Facebook, Twitter and Instagram to better impart public safety awareness among our more youthful or digital-savvy customers.

We also maintained our strong partnership with the Road Safety Department in promoting road safety at schools and universities.

SOCIAL SUSTAINABILITY



> Road Safety event in UNISZA

A total of 5,760 students from five universities and institutes of higher learning throughout Malaysia participated in our **Road Safety & Safe Riding Programme**. Using the "Amazing Race" concept, the activity had students racing through a series of challenges that enabled them to learn about road safety.

In addition to these activities, we also continued to organise Road Safety Schools Outreach Programmes at Sekolah Menengah Kebangsaan Sungai Layar, Sg. Petani, Kedah and at Sekolah Menengah Kebangsaan Seri Tanjung, Tanjung Keling, Melaka. These learning sessions served to help equip young riders and motorists with knowledge in road safety, with focus on traffic rules, regulations, safe passage and the correct use of roads.

Instead of utilising a classroom-type teaching approach, we used a more activity-based style to better enrich the students' understanding of road safety. In 2018, 1,800 school children benefitted from our road safety programmes. This included a live demonstration of safety riding skills conducted by our partner Motosikal dan Enjin Nasional Sdn. Bhd. (MODENAS). Meanwhile, our Fleet group educated the school children on critical blind-spot areas in large vehicles, utilising our petroleum tanker as an actual example.



Our partnership with Honda enabled us to organise two Road Safety Programmes in conjunction with the festive seasons of Chinese New Year and Hari Raya. The complimentary 32-point check conducted at 20 of our service stations allowed Honda to conduct safety inspections on nearly 4,000 vehicles. This allowed Honda car owners as well as that of other car brands to know the condition of their vehicles and if any part required repair or fixing.

We also worked closely with highway concessionaire LITRAK and the Malaysian Institute of Road Safety Research (MIROS) to brief 900 SMK Seri Hartamas children on blind spots. 200 form 4 students also attended the Presentations & Quiz session. This interactive session encouraged the students to ask questions and clarifications from the resource speakers.

In 2018, we had our first fire safety outreach programme, held in Pasir Gudang Johor. 160 teachers from SMK Kota Masai participated in the programme which involved the Pasir Gudang Fire & Rescue department conducting a fire safety talk and live fire-fighting demonstration whilst Petron Malaysia conducted a briefing on LPG safety. Another fire safety outreach programme was held in SMK Sandakan, where more than 1,000 school children and teachers participated. Many of them were given the opportunity to put out real fires during the practical session.

SOCIAL SUSTAINABILITY

CARING FOR OUR COMMUNITIES

Fenceline communities are vital to Petron's long-term viability, and we value their participation in our CSR programmes.

Inspiring future leaders through education

Petron Malaysia in partnership and support of the State Education Department and the State Government of Negeri Sembilan spent RM70,000 to help encourage and inspire our future leaders to excel in academics, sports, and the arts.

Petron co-sponsored the "Majlis Anugerah Insan Terbilang Negeri Sembilan 2018" where we recognised students, teachers and schools from the state for

their excellence in sports, co-curricular activities, drug prevention, student affairs and Curriculum Centres.

Building national unity and social development through the arts

At Petron, we believe that one of the best ways to achieve national unity and social development is by promoting local arts. Since 2013 Petron Malaysia has been organising **Vision Petron**, a national student art and painting competition. In 2018, Vision Petron received over 1,000 entries from students all over the country.

A highlight of Vision Petron's sixth year was the inclusion of Music as a new category, along with art painting, photography and videography.



> 1st Prize Winner, Art Painting



> 2nd Prize Winner, Art Painting



> 1st Prize Winner, Photography

SOCIAL SUSTAINABILITY

“Volunteerism in Action” (VIA)

Our Volunteerism in Action (VIA) programmes enable our employees to make a positive difference in the lives of our stakeholders by contributing not only money but time and effort in the CSR programmes.

In 2018, Petron Malaysia organised eight volunteering activities participated by 150 Petron employees which benefitted 800 individuals. We kicked off our Volunteerism in Action for the year in February at the Ampang Old Folks Home, where our employees contributed to purchase new bedsheets for its 50 residents. They had a double treat when they were treated to performances by our talented employees and given a scrumptious lunch.

The **VIA Ramadhan Sahur project** was done in partnership with non-profit organisation Food Aid Foundation. This time, we distributed 500 packs to carers of patients as well as hospital staff at Selayang Hospital. This pre-dawn hot meal was prepared, packed, then distributed by our VIA volunteers until the wee hours of the morning.

We also continued with the **‘Let’s Read!’** programme in 2018 where our volunteers played games with about 30 children from Sunway Mentari Kidzone, a tuition and recreational centre for less fortunate children. Our employees came up with fun ways to read using an Explorace concept, in conjunction with Malaysia Day.

In Kuantan and Tawau, VIA provided 100 colourful and fun storybooks to the children of Baitul Husna orphanage and SK Bandar Tawau. Our VIA picked suitable stories for a 30-minute reading session at each location, which was well received by the children and teachers alike.

In November, the VIA committee organised our flagship **Back-to-School** programme, this time in partnership with Petaling Jaya MP office, JomBaca i-Sina and Canggih, a school uniform supplier. A record 115 children each received a school bag containing two sets of uniforms, shoes and socks, also a goodie bag with other school supplies. All items were sponsored by Petron employees during a special event on November 24th, where the school children were also treated to a programme featuring a clown and magic show performance prior to receiving their school items.

Our sustainability initiatives cover areas in several fields namely education, environmental preservation, safety and security, and care for our communities. We make every effort to make a positive difference in the lives of our external stakeholders, while at the same time delivering timely and efficient service to our customers.

In 2018, Petron VIA organised a book donation programme both in Kuala Lumpur and Port Dickson office locations. Over 300 books were collected from employees and contributed to the National Library of Malaysia at their Perpustakaan Awam Bukit Damansara branch. The National Library Deputy Director General personally received the books and expressed their gratitude to Petron for donating useful reading materials for children.



> VIA Ramadhan Sahur project, Hospital Selayang



> VIA ‘Let’s Read!’, SK Bandar Tawau



> VIA Back-to-School

SOCIAL SUSTAINABILITY



> VIA Back-to-School

Customer Focus

Good customer experience remains a main focus for Petron Malaysia as this ensures customer loyalty and satisfaction.

Programmes such as the **Mystery Shopper Survey, Retail Excellence** and **Fuel Happy Games** continue to help us assess, motivate and reward our dealers and staff to give our customers the best experience whenever they visit our service stations.

With the Petron service stations growing in number and the continuous promotional programmes that support our retail sales, the role of Customer Service has significantly increased. Thus we have a team of dedicated support specialists to ensure that all customer feedback and complaints are captured and responded to in an efficient and timely manner.

In 2018, our PetronCare received a total of 3,127 customer queries, 10% lower from previous year. Customer enquiries made up the bulk of our total customer engagements (84%); however this was lower by 10% compared to 2017 figures. Meanwhile, we experienced an increase in customer complaints, from 382 in 2017 to 485 in 2018 but all enquiries were satisfactorily closed within 3 to 14 days.

PetronCare hotline and email continue to be the most convenient channels for customers to contact Petron, covering almost 78% of total feedback. Social media remain as the second most popular medium for customers to share their sentiments and experience.

**PETRONCARE
RECEIVED A TOTAL OF**

3,127
customer feedback,
calls, and emails in **2018**



> Fuel Happy Games

SOCIAL SUSTAINABILITY

Retail OSH Minimum Compliance

Safety is one of the core values of Petron Malaysia. Through our Safety Management System (SMS), we faithfully enforce Safety, Health and Environment protocols at all levels of our operations to ensure the well-being of our employees, contractors, customers, assets, communities and the environment within and outside of the workplace. By using SMS, operational risks and hazards are systematically identified, evaluated and controlled. Through our assurance programme, we make sure that the risk controls and safeguards we put in place are functioning.

Since 2015, DOSH has been auditing our service stations on a periodic basis. Written SOP is a core component of the DOSH comprehensive audit programme. All the tools used, such as our Retail service stations hazards identification, Risk Assessment & Risk Control (HIRARC) for retail operations, job safety analysis, DDCD checklist and permit to work for high risk work (i.e. hot work, confined space, working at height, among others), are regularly inspected.

Training for station workers is another focus of the DOSH audit to minimise safety incidents in service stations. DOSH requires all workers to undergo training on how to execute operational processes and operate equipment in an incident-free manner.



> 2018 2.2 Million Work Hours without LTI

DOSH also evaluates emergency preparedness and response training. The quality of exercises on incident scenarios such as fire, spills, injuries and natural disasters are reviewed to assess service stations commitment, emergency preparedness and response are in accordance to regulatory compliance and Petron guidelines.

Petron and service station dealers continue to partner closely with DOSH, especially with the inception of a new Industry Code of Practice (ICOP) for service stations and grading audit. Through this, we uphold our commitment to help our employees and contractors remain safe and healthy. We firmly believe that all incidents are preventable, that safety is everybody's business, and going out of our way to care for others allows us to readily achieve our slogan: "Nobody Gets Hurt".



> Filling point inspection by DOSH as part of station audit

ECONOMIC SUSTAINABILITY



As Petron marched into its seventh year in the highly competitive Malaysian market, Petron Malaysia Refining and Marketing Bhd (PMRMB) continued to capitalise on its consistently growing brand reputation by further expanding its retail network. Together with its sister companies, Petron Fuel International Sdn. Bhd. and Petron Oil (M) Sdn. Bhd., Petron in 2018 opened 34 new stations throughout East and West Malaysia, making the Petron brand available and accessible to more customers. These new stations increased Petron's market reach while establishing partnerships with new local dealers and more local suppliers. Apart from offering local employment opportunities, these new stations contribute to fuelling economic activities.

PMRMB also partnered with more LPG distributors and dealers in Melaka, Pahang, Perak and Penang, among others, to cater to the growing demand for its Petron Gasul brand. Together with the 34 new petrol stations, these new partnerships with LPG distributors and dealers are providing an economic boost to the Company as well as to the communities where they operate.

Reaffirming its long-term commitment to a cleaner environment, Petron embarked on upgrading its Port Dickson Refinery that will enable it to produce EURO 5 compliant diesel. The RM400 million planned investment is expected to spur economic activities in the local community as it generates additional employment, various production requirements and technological advancements. The investment will also ensure the refinery's long-term viability in providing locally produced and world-class petroleum products.

In 2018, the Company spent RM198 million in various capital investment projects to achieve operational efficiencies and to support sales network expansion.

Despite the cash requirements to fund these capital investments, debt level remains sustainable and lower compared to prior years when Petron just entered the Malaysian market. The shareholders are also reaping the benefits of Petron's steady growth with dividends of 20 sen per share or more in the past four years, and earnings per share averaging at 89.5 sen per share.

These encouraging results serve as a testament that we are on the right track to ensure economic sustainability, despite the challenges and risks inherent to the business.



DIVIDEND DECLARED

RM54million



NET INCOME

RM225million



SALES VOLUME

RM35.5million barrels



REVENUE

RM12.0billion

ECONOMIC SUSTAINABILITY



BUT HOW WAS THIS ACHIEVED?

Despite the challenges faced in 2018, the Company was still able to achieve profitability through sound management and prudent financial practices.

Petron Malaysia recognises that employees are its greatest assets, from the more experienced employees to the young new recruits. To ensure all employees are constantly engaged and internally aligned, the Company puts focus and emphasis in its Vision and Mission Statements that sets the tone for all its plans and strategies.

Employees uphold a Values Handbook called ExCITES that sets out the six key values essential to achieving long term sustainability:

Excellence

Customer Focus

Innovation

Teamwork

Ethics

Safety

Each ExCITES value is championed by a dedicated Management Committee member, and that all six values are imbibed by every employee as a way of life in the Company.

Petron also acknowledges the importance of training and education for employee development, and ensures that employees are equipped with the right skills to excel in their jobs. In 2018, the Company launched the **Employee Self Service Portal (ESS)** an online platform that makes it more efficient for employees and supervisors to administer and manage training records and course registration. This investment enables a move from a manual to an automated system and improves efficiency and reliability in managing training records and training registration process. In doing so, the Company is able to ensure that employees receive sufficient training that are aligned with their job performance and career development, which translates to a stronger and more dynamic workforce.

CORPORATE GOVERNANCE

PMRMB's Board of Directors is committed to ensuring that the highest standards of corporate governance are practiced throughout the Company. The Board endeavours to protect and enhance shareholder value by fully supporting the practices laid out in the Malaysian Code of Corporate Governance 2017.

The PMRMB Board Charter and the Management Committee Charter also spell out the roles and responsibilities of the Board and the Management Committee of Petron Malaysia Refining & Marketing Bhd. It also has a Nominating Committee and an Audit and Risk Management Committee with clearly defined roles and responsibilities as mandated by the Malaysian Code of Corporate Governance 2017. The Management Committee of Petron in Malaysia is comprised of all Department Heads, in addition to those who are Management Committee members of Petron Malaysia Refining & Marketing Bhd. This Committee meets every week to review the progress in all business and support areas and to manage any risks.

The Company has a written Standards of Business Conduct (SBC) in place that can also be accessed from the Company's website www.petron.com.my. The Code of Conduct contains policies and practices designed to create and support strong corporate governance, which includes guidelines on business ethics, conflicts of interest, alcohol and drug use, gifts and entertainment, harassment in the workplace and employees' outside directorships.

The SBC is regularly communicated to the Company's employees, contractors, and vendors, so that they have a clear understanding of the Company's expectations.

Periodic training is also carried out for employees, contractors and vendors to ensure understanding of our governance requirements.

As of 2018, all employees of Petron have undergone SBC training. New hires are also required to undergo a comprehensive and compulsory training on the SBC.

The Company seeks to employ ethical business practices. A 'Fair Competition Policy' reinforces the Company's commitment to compete fairly and ethically within the framework of applicable competition laws in all aspects of business.

Employees and officers must abide by competition and other laws intended to ensure and maintain competition in the market place and deal with prohibited trade practices.

The SBC has a 'whistle-blower' system built in to ensure that any issue of non-compliance with the SBC is brought to the attention of the management without any reprisals against the 'whistle-blower'.

The internal audit function is provided by the Internal Audit Department of Petron Corporation. The Department is independent from management of Petron Malaysia.

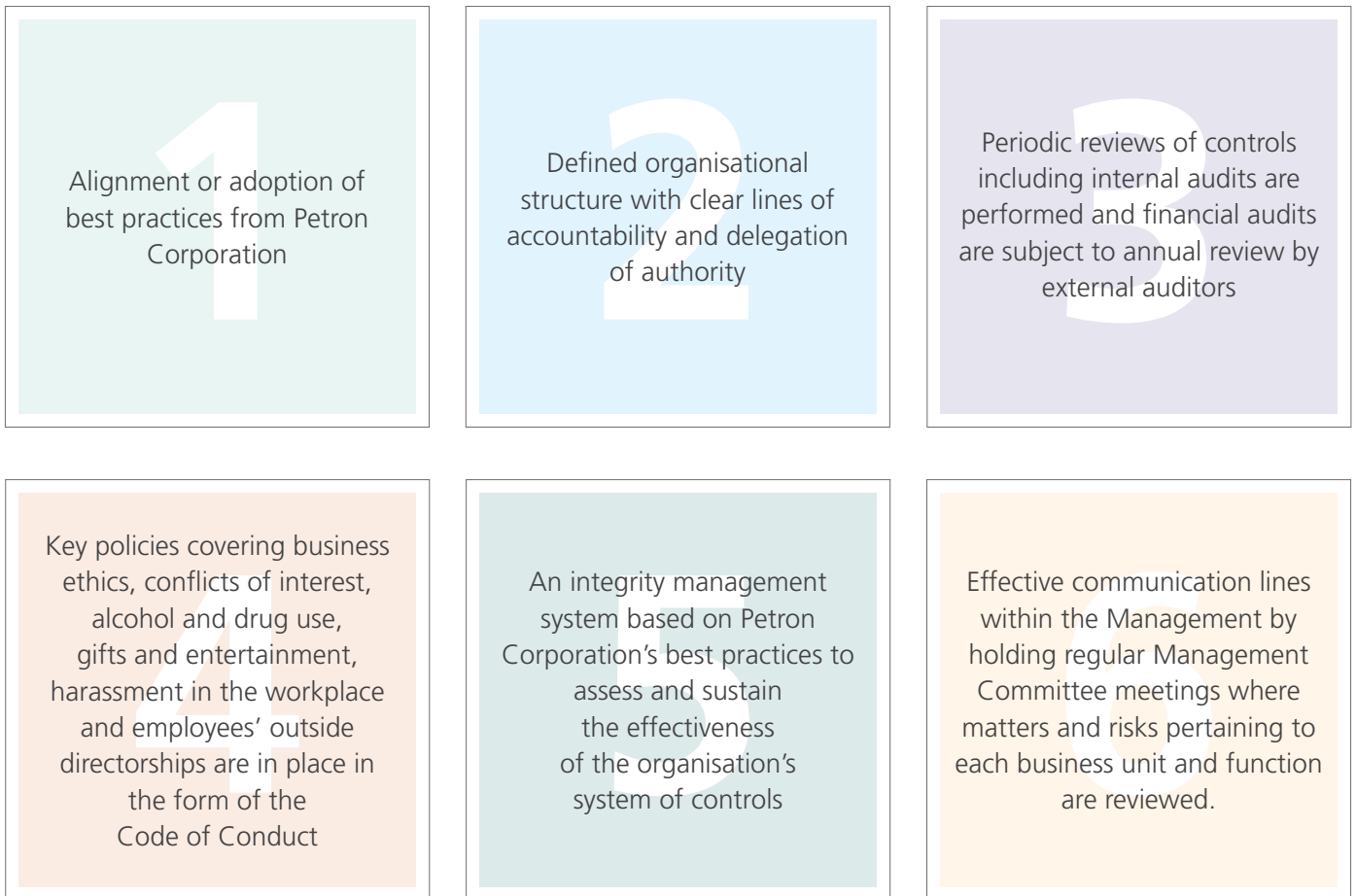


For a more in-depth discussion of Petron's ownership, capitalisation, corporate governance practices, and sales and revenue we invite you to access our 2018 annual report at www.petron.com.my.

RISK MANAGEMENT

The Board recognises that risks associated with managing a publicly-listed downstream oil company encompass financial, foreign exchange, legal compliance, crude and product supply, distribution, environmental issues, industrial requirements, safety and human resources.

Risks can be mitigated by having effective internal controls which include the following key elements;



Realising the need for risk management associated with price volatility of crude and petroleum, Petron Malaysia has a highly effective hedging process (that is devoid of any speculative elements). A Commodity Risk Management Group composed of dedicated team members meet weekly to review the market and hedging position to protect the company's interests. Similarly, mindful of the effect of the fluctuating foreign exchange involving the Malaysian Ringgit and the US Dollar, hedging on US dollar is carried out to protect the interests of the company against payments to be made in US Dollar for purchases made.

Petron Malaysia also has a robust set of Business Continuity Plans that are reviewed periodically to ensure that any emergency or any unforeseen disruption on its operations can be readily managed and that a back-up/contingency plan is in place.



For more information on our Risk Management, visit www.petron.com.my

AWARDS AND RECOGNITION FOR 2018

Petron's emphasis on safety, health, and positive branding is consistent and unrelenting. All Petron facilities, including our affiliate companies at Port Dickson Refinery, Port Dickson Terminal, Bagan Luar Terminal, Kuantan Terminal, Tawau Terminal, and Pasir Gudang JV Terminal, maintain exceptionally high standards in Occupational Safety and Health (OSH) and Environmental performance.

Facilities such as the Port Dickson Terminal, Bagan Luar Terminal, Kuantan Terminal, Pasir Gudang JV Terminal and Kuala Lumpur International Airport Aviation Depot are all recipients of the Grand and Gold Class Awards by the Malaysian Society for Occupational Safety and Health (MSOSH) as recognition for their occupational safety and health performance.

In 2018, the Port Dickson Refinery received the MSOSH Grand Award for Safety Excellence and the Prime Minister's Hibiscus Award for Environmental Excellence.

It was also awarded the Malaysia Productivity Corporation (MPC) Quality Environment (5S) Certification for its successful implementation of the 5S Principles and for creating an environment conducive to all in the terminal.

Petron was also bestowed with the Putra Brand Silver Award despite being relatively new in the market. The Putra Brand Awards is the premier award-giving body in Malaysia and was launched in 2010 by the Association of Accredited Advertising Agents Malaysia (4As) in association with Malaysia's Most Valuable Brands (MMVB). The Putra Brand Awards recognises brand-building as an integral business investment, measured by consumer preference.

Other noteworthy accolades and awards from MSOSH and various organisations, government and business groups for 2018 were:



AWARDS AND RECOGNITION FOR 2018

May 3rd, 2018

BrandLaureate Award

Petron won “Most Valuable Brand 2017-2018” in the oil and gas solutions category.

The annual event accords due recognition to organisations that practice the best branding strategies.

August 2nd, 2018

Social Media Week Awards

Petron was awarded as the Social Media Brand of the Year under the Oil and Gas category during the Malaysia Social Media Week (MSMW). This is a national event that connects people, content and conversations around emerging trends in social and mobile media.

October 11th, 2018

Google Premier Awards

The Company’s ‘Heart Petron on WAZE’ emerged as the winner of the Best Video Innovation Award.

Submitted by Trapper Media Group media agency, the project was selected to be the sole entry for Malaysia in the Japan Google Premier Awards.

October 19th, 2018

Marketing Excellence Awards

Petron Malaysia bagged the Silver Award under the Excellence in Mobile Marketing category for the ‘Heart Petron on WAZE’ project.

October 26th, 2018

Putra Brand Awards

Petron was presented with the Silver Award for the Automotive – Fuel, Lubricants & Accessories category.

2018 AWARDS & RECOGNITIONS – TERMINAL OPERATIONS

Category	Awards & Recognition	Award recipients
External Awards:		
 Safety & Health	Malaysian Society for Occupational Safety & Health (MSOSH) GRAND – Superior OSH Performance	Kuantan Terminal
	Malaysian Society for Occupational Safety & Health (MSOSH) GOLD MERIT – Excellent OSH Performance	Pasir Gudang JV Terminal Port Dickson Terminal Sepangar Bay Terminal
	Malaysian Society for Occupational Safety & Health (MSOSH) GOLD CLASS I – Very Good OSH Performance	Bagan Luar Terminal KLIA Aviation Depot
	ISO 45001:2018 – Occupational Health and Safety Management System	Port Dickson Terminal
	Continue Re-certification OHSAS 18001:2008 – Occupational Health and Safety Management System	Kuantan Terminal
 Quality	ISO 9001:2015 Certification – Quality Management System	KLIA Aviation Terminal
	Continue Re-certification ISO 9001:2015 – Quality Management System	Pasir Gudang JV Terminal Port Dickson Terminal Kuantan Terminal Bagan Luar Terminal
 Environment	ISO 14001:2015 Certification – Environmental Management System	Port Dickson Terminal
	Continue Re-certification ISO 14001:2015 – Environmental Management System	Kuantan Terminal
 Quality Environment / 5S	Malaysia Productivity Corporation (MPC) Quality Environment (5S) Certification	Port Dickson Terminal
	Continue Re-certification Malaysia Productivity Corporation (MPC) Quality Environment (5S)	Sepangar Bay Terminal Pasir Gudang JV Terminal
Internal Awards:		
 Terminal Operations (internal recognition by Petron Malaysia)	Flawless Operations (Excellent performance in safety, health, environment, control & product quality)	Pasir Gudang JV Terminal KLIA Aviation Depot Kuantan Terminal Tawau Terminal Sepangar Bay Terminal Sandakan Terminal Port Dickson Terminal

VIEW FORWARD

Just a year after our first sustainability report, we have already made significant strides to ensure that our business will be here for the long run, and that our continued success as an enterprise equates to the growth and well-being of our communities and the environment.



To this end, we have collaborated with all our stakeholders – employees, business partners, national and local government agencies, academic institutions, and other civic-minded organisations – an essential component for us to achieve what we aim for: a win-win for everyone concerned. Indeed, through partnering relationships, we have been able to implement programmes that centre around the environment, social and economic categories. These programmes in turn allow us to contribute to developing the youth, preserving the environment, advocating safety on the road, promoting the country's arts and culture, and engaging every stakeholder to become a catalyst for lasting change, all while keeping to the highest standards of quality, safety and health in the conduct of our operations and cultivating a culture of excellence among every employee.

Our partnership with local councils and municipalities, Department of Environment and other relevant agencies oversees our "Green Programmes" focus on environmental conservation on land and eco-system. Not forgetting the office environment, we also strive to create awareness amongst employees via our Petron Office Safety and Health Care Committee (POSHCC) and 2018 sees the beginning of their efforts to bring the Quality Environment principle in the form of 5S to our Kuala Lumpur office premises.

Looking ahead, we look forward to continuing on the path to sustainability, specifically in making sustainability management and reporting a fundamental part of how we run our business.

To this end, we will continue to assess our performance in the environment, social and economic categories and pledge to maintain practices that enable us to do well, while at the same time acknowledging areas where we fall short and resolve to institute measures for improvement.

We will continue to make partnerships a central component of our efforts to create better communities by providing opportunities where we can take collective action with our key stakeholders. We will also continue to elevate the discussion of sustainability throughout the Company, so that we are able to build Petron as a company that succeeds in the long run.

PETRON SUSTAINABILITY TECHNICAL WORKING GROUP

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Ching Yuan Kong

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Nanthana Chalermuwan
Chew Choy

Law
Hani Adyanti Ahmad

Human Resource
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