



MUSHTARI
MAINTENANCE SERVICES

SAFETY AND HEALTH POLICY

Mushtari Maintenance Services Sdn Bhd (MMSSB) prioritizes the safety and health of its employees as key components of its business's welfare. MMSSB acknowledges its obligation to conduct operations in a manner that minimizes risks to the safety and health of its employees and the public.

Achieving the objectives of this policy demands ongoing enhancement and collective efforts from all involved. Every employee bears individual responsibility to mitigate hazards and prevent harm or safety and health risks to themselves and others affected by their actions.

This Safety and Health Policy aligns with the Occupational Safety and Health Act 1994 (Act 514).

In essence, MMSSB is dedicated to adhering to customer safety regulations, maintaining regulatory compliance, and consistently improving the Safety and Health Management System.

The implementation of this policy involves several key strategies:

1. Continuously striving for accident prevention through training.
2. Assigning unequivocal safety and health responsibilities to all employees, integral to their roles.
3. Adhering to relevant legal regulations, company procedures, standards, and client requirements.
4. Establishing a framework for setting, evaluating, and monitoring safety and health goals and objectives.
5. Disseminating this policy among employees and contractors and making it available to other interested parties upon request.

This policy's effectiveness is contingent on the active participation and collaboration of MMSSB's workforce and all related personnel.

Syed Mohd Rizal Syed Abdul Rahman
Managing Director
For Mushtari Maintenance Services Sdn Bhd

1st January 2024
Revision 11.0





MUSHTARI
MAINTENANCE SERVICES

QUALITY POLICY

Mushtari Maintenance Services Sdn Bhd (MMSSB) recognizes the excellence of its employees' workmanship as crucial to the ongoing success of its business. MMSSB is committed to maintaining high standards in workmanship through careful planning, organization of manpower, and optimal use of equipment to meet quality goals.

The realization of this policy's strategic intent demands continuous improvement and collective commitment from all involved. Each employee is personally accountable for upholding high standards of workmanship, not only for themselves but also in a way that impacts others.

In summary, MMSSB is dedicated to achieving customer satisfaction, ensuring regulatory compliance, and continuously enhancing the Quality Management System.

To fulfill this policy, MMSSB will adopt the following strategies:

1. Consistently focusing on product satisfaction through employee training.
2. Employing skilled and effective quality controllers and supervisors.
3. Ensuring that every employee, irrespective of their position, is aware of and integrates quality awareness into their duties.
4. Adhering to applicable legal regulations, company policies, standards, and client requirements.
5. Establishing a framework for setting, reviewing, and tracking quality goals and objectives.
6. Disseminating this policy among employees and contractors, and making it available to other interested parties upon request.

This policy's effectiveness relies on the active involvement and cooperation of all MMSSB employees and related personnel.

.....
Syed Mohd Rizal Syed Abdul Rahman
Managing Director
For Mushtari Maintenance Services Sdn Bhd

1st January 2024
Revision 11.0





MUSHTARI
MAINTENANCE SERVICES

ENVIRONMENTAL POLICY

Mushtari Maintenance Services Sdn Bhd (MMSSB) places high importance on preventing environmental pollution as a key aspect of its business's sustainability. MMSSB is committed to conducting its operations in ways that minimize environmental risks.

The successful implementation of this policy requires continuous improvement and dedicated efforts from everyone involved. It is the personal responsibility of each employee to contribute to environmental preservation and pollution prevention.

This Environment Policy is structured in line with the Environmental Quality Act 1974 (Act 127) and other relevant guidelines.

Simply put, MMSSB is devoted to adhering to customer regulations, maintaining compliance with environmental laws, and consistently enhancing the effectiveness of the Environment Policy.

The policy will be realized through the following strategies:

1. Focusing persistently on pollution prevention through employee training.
2. Ensuring that environmental awareness is a fundamental responsibility for all employees, regardless of their position.
3. Actively reducing and preventing the production and disposal of waste materials that harm the air, water, land, and natural resources.
4. Complying with relevant statutory regulations, internal company procedures, standards, and client demands.
5. Establishing a framework for setting, reviewing, and tracking environmental targets and objectives.
6. Sharing this policy with employees and contractors and making it accessible to other interested parties upon request.

The effectiveness of this policy hinges on the active participation and cooperation of all MMSSB employees and associated personnel.

.....
Syed Mohd Rizal Syed Abdul Rahman
Managing Director
For Mushtari Maintenance Services Sdn Bhd

1st January 2024
Revision 11.0





MUSHTARI
MAINTENANCE SERVICES

STOP WORK POLICY

Mushtari Maintenance Services Sdn Bhd (MMSSB) is firmly committed to prioritizing Health, Safety, and Environment in all its operational areas.

MMSSB's policy dictates that every employee, supplier and subcontractor must cease work without delay if there exists an immediate threat to their safety and health or that of others. Additionally, any activity that could potentially lead to adverse effects on the environment or cause damage to property should also prompt an immediate work stoppage.

In situations where there is uncertainty about whether work should continue, employees, suppliers and subcontractors have the responsibility to promptly inform their supervisor on-site or the respective area owner about the hazardous circumstances.

Furthermore, MMSSB emphasizes that all adequately trained and authorized employees possess the authority to halt operations when they identify an imminent safety threat that could jeopardize the safety and health of personnel or have negative consequences on the environment or property.

MMSSB remains steadfast in ensuring that all its operations adhere to these Health, Safety, and Environment principles, fostering a safe and sustainable working environment for everyone involved.

.....
Syed Mohd Rizal Syed Abdul Rahman
Managing Director
For Mushtari Maintenance Services Sdn Bhd

1st January 2024
Revision 0





HUMAN RIGHTS POLICY

Mushtari Maintenance Services Sdn. Bhd. (MMSSB) aligns its operations with the principles outlined in the Universal Declaration of Human Rights. Our Human Rights Policy underscores our commitment to ethical workplace practices and positively impacting communities within our operational areas. This policy extends to all MMSSB-controlled operations, including our suppliers and subcontractors, and we are dedicated to progressively implementing this policy throughout our supply chain.

Our commitment encompasses:

Non-discrimination: We firmly oppose any form of discrimination, ensuring equal career opportunities for all employees, irrespective of their race, religion, or gender.

Fair Employment Conditions: MMSSB strictly adheres to laws governing wages, working hours, overtime, and benefits. We reward employees based on performance and their contribution to the company's success.

Health and Safety: Our focus is on maintaining a safe and healthy work environment. We comply with all health and safety laws and regulations and are committed to preventing work-related injuries and illnesses, with a goal of zero fatalities.

Workplace Security: We strive to create a workplace that is free from violence, harassment, humiliation, and sexual intimidation, fostering mutual respect among all employees.

Privacy/Data Protection: The confidentiality of our employees' personal information is of utmost importance, and we handle all personal data with the highest integrity.

No Child or Forced Labour and Human Trafficking: We adhere to laws against employing children and strictly prohibit forced labor, slavery, and human trafficking in any form.

Community Rights: We acknowledge and respect the legal and customary rights of local and indigenous communities, and we are committed to protecting the rights of marginalized groups, including refugees and differently-abled persons.

MMSSB has established grievance procedures and whistleblowing channels for stakeholders to report ethical, human rights, legal, or regulatory violations, including improper or unethical business practices. We ensure that individuals reporting such issues can do so without fear of discrimination or harassment.

.....
Syed Mohd Rizal Syed Abdul Rahman
Managing Director
For Mushtari Maintenance Services Sdn Bhd

1st January 2024
Revision 1.0





MUSHTARI
MAINTENANCE SERVICES

ESG POLICY

Mushtari Maintenance Services Sdn Bhd (MMSSB) is committed to sustainable and ethical business practices.

1. Environmental Sustainability

We prioritize:

- **Pollution Prevention:** Employee training to minimize environmental impact.
- **Resource Efficiency:** Reduce carbon footprint and resource consumption.
- **Waste Management:** Follow reduce, reuse, and recycle principles.
- **Compliance:** Adhere to regulations and client demands.
- **Supplier Engagement:** Encourage responsible environmental practices.

2. Social Responsibility

We focus on:

- **Community Engagement:** Actively support community initiatives.
- **Employee Well-being:** Ensure safety, health, and diversity.
- **Human Rights:** Zero tolerance for child or forced labor.
- **Employee Development:** Fair remuneration, training, and engagement.

3. Governance

We emphasize:

- **Policy and Framework:** Establish and maintain a robust ESG policy aligned with our agenda.
- **Legal Compliance:** Adhere to relevant laws and standards.
- **Integrity and Ethics:** Uphold high standards in financial and non-financial dealings.
- **Anti-Corruption:** Strengthen protocols against corruption and bribery.
- **Fair Practices:** Prohibit anti-competitive activities and support fair procurement.

MMSSB is dedicated to implementing and regularly reviewing this ESG Policy for continuous improvement aligned with global best practices.

.....
Syed Mohd Rizal Syed Abdul Rahman
Managing Director
For Mushtari Maintenance Services Sdn Bhd

1st January 2024

Revision 1.0





MUSHTARI
MAINTENANCE SERVICES

SUBSTANCE MISUSE POLICY

Mushtari Maintenance Services Sdn Bhd (MMSSB) prioritizes Health, Safety, and Environmental concerns in all its operational areas. Recognizing the detrimental impact of substance misuse on performance, health, safety, and the environment, MMSSB is dedicated to maintaining a workplace free from substance misuse.

This policy encompasses the prohibition of self-use, manufacture, sale, possession, and distribution of any illegal substances in the workplace.

MMSSB urges employees facing alcohol or drug-related issues to seek help and rehabilitation. Failure to do so may result in disciplinary action if substance misuse issues are identified in an employee.

MMSSB will comply with local laws and industry best practices in addressing substance misuse issues.

New hires must undergo a medical examination by an MMSSB-approved medical practitioner. The test results serve as a reference and part of ongoing health assessments. MMSSB mandates regular medical check-ups for all employees by an approved medical practitioner. Positive test results will be addressed by the Senior Management, with possible outcomes being:

1. A warning and a one-week suspension, including a report to the Local Authority, or
2. Termination of employment.

MMSSB reserves the right and authority to:

- Observe employee behavior for signs of substance misuse at the workplace.
- Conduct substance misuse tests on employees at any point during their employment.
- Search employee belongings while employed at MMSSB.
- Allow Local Authorities to identify, suspect, and conduct drug tests on MMSSB employees.
- Terminate the employment of any employee or subcontractor found or suspected to be involved in the misuse or abuse of illegal substances or other prohibited influences on MMSSB premises.

This policy is mandatory and must be strictly adhered to by all employees and contract staff of Mushtari Maintenance Services Sdn Bhd.

.....
Syed Mohd Rizal Syed Abdul Rahman
Managing Director
For Mushtari Maintenance Services Sdn Bhd

1st January 2024
Revision 7.0





MUSHTARI
MAINTENANCE SERVICES

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) POLICY

Mushtari Maintenance Services Sdn Bhd (MMSSB) recognises the need of ICT as vital to the continued well-being of its business. MMSSB recognises its duty to prevent any illegal use of computing and others ICT facilities.

All communications and information are limited to MMSSB business only and the right is given to limited personnel only. This includes the access to the maintenance of the MMSSB website.

All personal information stored in the MMSSB Datalink and office computers will REMAIN as MMSSB property. It is STRICTLY PROHIBITED for external used without any approval by management.

All MMSSB ICT users must comply to the Malaysian Government Laws in use of legal software, misuse of internet facilities and others illegal ICT practices.

All MMSSB ICT Facilities in Office must be secured with personal PASSWORD to prevent from use by un-authorized personnel.

All MMSSB employees are prohibited to use the Company communication facilities such as telephones, fax machine and Internet for personal use.

MMSSB Management will monitor the illegal ICT use in MMSSB premises at Paka and Melaka frequently.

The strategic intent of this policy will require continual improvement and sustained efforts by everybody concerned. All employees have personal responsibilities to maintain and prevent the illegal use of MMSSB ICT Facilities.

The success of this policy depends on the participation and cooperation of MMSSB employees and all personnel involved.

.....
Syed Mohd Rizal Syed Abdul Rahman
Managing Director
For Mushtari Maintenance Services Sdn Bhd

1st January 2024
Revision 1.0





MUSHTARI
MAINTENANCE SERVICES

ANTI-BRIBERY AND CORRUPTION POLICY

Mushtari Maintenance Services Sdn Bhd (MMSSB) firmly embraces a zero-tolerance stance on bribery and corruption, upholding integrity and ethical conduct in all aspects of our business operations.

"COMMITMENT TO INTEGRITY"

This policy is universally applicable to all individuals associated with MMSSB at every level, including but not limited to senior managers, officers, directors (whether permanent, fixed-term or temporary), consultants, contractors, seconded staff, agency staff, agents, and any personnel linked to MMSSB or its subsidiaries, irrespective of their location (hereafter collectively referred to as "Workers" in this policy).

The adoption of this policy is a step towards reinforcing our ethical standards and guiding our workforce in maintaining these principles.

.....
Syed Mohd Rizal Syed Abdul Rahman
Managing Director
For Mushtari Maintenance Services Sdn Bhd

1st January 2024
Revision 2.0





MUSHTARI
MAINTENANCE SERVICES

SAFE DRIVING POLICY

Mushtari Maintenance Services Sdn Bhd (MMSSB) is dedicated to mitigating the risks of health injuries related to driving, whether in personal or company vehicles. We are committed to enhancing the driving safety of our employees and contract staff.

This policy is mandatory for all MMSSB employees, contractors, and visitors when driving any vehicle, whether personal or company-owned, for work purposes or during regular commutes between home and the workplace.

Our commitment includes:

- Ensuring all company vehicles have the necessary legal documentation for use.
- Maintaining company vehicles in excellent condition, ensuring they are fit for driving and equipped with necessary safety and emergency gear.

To align with our Management's efforts and comply with local legal requirements, we have established the following control measures:

- Drivers must possess valid driving licenses.
- Drivers must be in good health and physically fit to drive.
- Seat belts must be worn by all drivers and passengers during vehicle operations, where applicable.
- The use of hand-held phones while driving is prohibited.
- Driving under the influence of alcohol, drugs, or other controlled substances is strictly forbidden.

All employees and contract staff of Mushtari Maintenance Services Sdn Bhd must strictly adhere to this policy. Violations may result in disciplinary action, up to and including termination of employment.

.....
Syed Mohd Rizal Syed Abdul Rahman
Managing Director
For Mushtari Maintenance Services Sdn Bhd

1st January 2024
Revision 5.0





MUSHTARI
MAINTENANCE SERVICES

CSR POLISI TANGGUNGJAWAB SOSIAL KORPORAT (CSR)

Penyata Dasar CSR MMSSB

Di Mushtari Maintenance Services Sdn Bhd (MMSSB), kami berbangga kerana menjadi entiti korporat yang bertanggungjawab dan prihatin. Komitmen kami adalah untuk menjalankan perniagaan kami secara beretika, memupuk rasa hormat dan nilai tambah kepada komuniti, pekerja dan pelanggan yang kami berkhidmat di semua wilayah operasi kami.

Objektif CSR MMSSB

Dalam usaha kami melaksanakan aktiviti Tanggungjawab Sosial Korporat (CSR), MMSSB mematuhi objektif teras ini:

- Membina dan mengekalkan muhibah dalam komuniti, menunjukkan pendekatan bertanggungjawab kami untuk menyokong kemampanan perniagaan kami.
- Menggalakkan dan memudahkan peluang untuk kakitangan kami untuk secara aktif menerapkan nilai korporat asas MMSSB, yang terkandung dalam akronim CENT2 RIC:
 1. Kepuasan Pelanggan: Mengutamakan pemenuhan dan kepuasan pelanggan kami.
 2. Kebajikan Pekerja: Memberi tumpuan kepada kesejahteraan dan pertumbuhan tenaga kerja kita.
 3. Penglibatan Komuniti/Aktiviti Jiran: Mengambil bahagian secara aktif dan menyumbang kepada inisiatif komuniti.
 4. Kerja Berpasukan: Menggalakkan kerjasama dan perpaduan di kalangan kakitangan.
 5. Kebolehpercayaan: Menjaga integriti dan kebolehpercayaan dalam semua urusan kita.
 6. Tanggungjawab: Bertanggungjawab dan teliti dalam tindakan kita.
 7. Inovatif: Menggalakkan kreativiti dan pendekatan berfikiran ke hadapan.
 8. Kecekapan: Berusaha untuk kecemerlangan dan kemahiran dalam perkhidmatan kami.

Syed Mohd Rizal Syed Abdul Rahman
Pengarah Urusan
Untuk Mushtari Maintenance Services Sdn Bhd

1^{hb} Januari 2024
Revision 4.0

