

Celebrating
35
Years

Delivering Value & A Sustainable Future

1992 - 2022



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———— **1992 - 2022** ————





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2 Introduction – Our 30th Anniversary

Gas Malaysia celebrates its 30th anniversary in 2022, commemorating this significant milestone through the production of the coffee table book you are reading at this very moment. This book will stand as a proud record of our achievements, documenting our growth from when we were conceived as just an idea, all the way to becoming Malaysia's premier gas distribution company.

Gas Malaysia remains committed to operational excellence and charting long-term sustainable growth as we look to our future and beyond. We will continue growing in a responsible manner as we uphold our Purpose of Delivering Best Energy Solutions for a Better Future.





4 30 Years of Milestones



Gas Malaysia was born following an alliance forged between MMC-Shapadu [Holdings] Sdn Bhd, Tokyo Gas-Mitsui & Co Holdings Sdn Bhd and Petroliam Nasional Berhad [PETRONAS] with the mandate to sell, market and distribute natural gas to industrial, commercial and residential consumers.



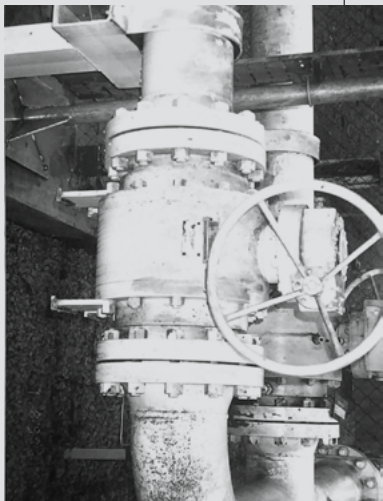
Obtained the Gas Utility License.

1992

1997

1998

2000



Signed the Gas Supply Agreement between PETRONAS as the seller and Gas Malaysia as the buyer for the supply of gas.



Obtained the company's first accreditation via the Quality Management Systems MS ISO 9002:1994 [upgraded to ISO 9001:2008] certificate.

Gas Malaysia was granted the license to supply and sell reticulated Liquefied Petroleum Gas [LPG].



Awarded the certificate for implementing the Environmental Management Systems which complies with ISO 14001:1997 [upgraded to ISO 14001:2015].

Achieved 2 million man hours without lost time injury - a significant milestone emphasising the company's commitment towards safety.

2003

2007

2009

2010



Signed the Supplemental Agreement with PETRONAS, to increase Gas Supply from 150 MMscfd to 300 MMscfd in 2009 and increased to 382 MMscfd in 2010.



Awarded the certificate for implementing the Occupational Health and Safety Management Systems which complies with OHSAS 18001:1999 [upgraded to OHSAS 18001:2007].



Listed on the Main Board of Bursa Malaysia with a market capitalisation of RM2.8 billion.

Embarked on the first large-scale gas supply projects by collaborating with the developer of the Sendayan Tech Valley Project.



Commenced the provision of compressed natural gas to customers who do not have access to the Natural Gas Distribution System [NGDS] via virtual pipeline.

2012

2014

2015

2016

2017



Expanded the non-regulated side of the business through joint venture agreements to generate and sell electricity and steam/heat to industries through the Combined Heat & Power [CHP] system.

Obtained further accreditations, this time for Information Security Management Systems, by obtaining ISO/IEC 27001:2005 and ISO/IEC 27001:2007 certificates.



Signed a Memorandum of Understanding with Sabah Energy Corporation to explore the opportunities in harnessing and distributing Bio Compressed Natural Gas [BioCNG] in Sabah.



A Member of Gas Malaysia Berhad

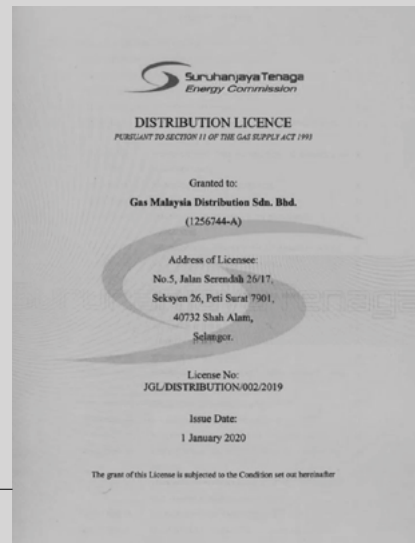


A Member of Gas Malaysia Berhad

Unbundled the business into two separate entities, Gas Malaysia Distribution Sdn Bhd [GMD] and Gas Malaysia Energy and Services Sdn Bhd [GMES], in preparation for the implementation of the Third Party Access regime [market liberalisation].



Secured an agreement with Perak State Government to develop, operate and own the NGDS network in Kinta Valley, Perak.



Granted a 20-year Distribution License and 10-year Shipping License for GMD and GMES, respectively.

Initiated the process of acquiring biomethane to be injected into the NGDS as a step towards greening the gas supply chain.



Maintained our various ISO certifications and expanded its scope to include GMD, GMES and Gas Malaysia Retail Services Sdn Bhd [GMRS].

8 Foreword from the Chairman

To all our valued stakeholders,

It gives me great honour to share the celebration of Gas Malaysia Berhad's 30th anniversary. Having served as a Director of the Board and now as Chairman, I personally am very pleased with how far Gas Malaysia has come. Operationally, there is no doubt that the company has attained world-class standards.

In tandem with the growth of the country, Gas Malaysia has also played a critical role in powering up and industrialising the nation since its establishment in 1992. Some of Malaysia's industries have reached the top of their industries as a result of natural gas – all made easily accessible and affordable by Gas Malaysia's steady and consistent efforts in creating an extensive and reliable pipeline network in the Peninsular.

Although the growth and contributions of a utility company like Gas Malaysia may not be immediately visible to the man on the street, I can assure you that Gas Malaysia has continued to operate with excellence behind the scenes, observing the highest operational standards, to ensure uninterrupted supply of gas. Gas Malaysia has also demonstrated great resilience and adaptability to deliver value within an evolving business landscape, that in my view, will only continue to evolve further.

Thus, after 30 years, it is both timely and highly relevant for the organisation to not only take stock but also to prepare for the future, especially in the context of the recent market liberalisation of the gas industry. The immediate question, which is also being asked by many of our stakeholders, is - what steps are we taking to manage the impact on the business from competition and permanently altered market dynamics?

To this, I am pleased to say that Gas Malaysia has once again risen to the challenge in preparing for change. Besides putting in place the appropriate strategies to continue expanding the core business, the company is looking to add on new businesses, leveraging our skillset to extract value from the various adjacencies surrounding the gas value chain.

This approach, in my view, is not merely an option for Gas Malaysia. This change is an imperative if the company wants to continue growing.

As with any change, our people must also be ready. Besides upskilling employees, injecting new talents and a mindset change are required to effectively navigate the new market landscape. Modernisation efforts both in terms of digitalisation and new systems must also take place alongside initiatives to improve organisational culture and diversity of the existing workforce.

While emphasis on the future of the company is important, I am also confident that Gas Malaysia will continue to maintain its excellent operational standards. I am excited and look forward to what the future holds for the company and its people.

In closing, I wish the management and employees of Gas Malaysia the best in their future endeavours. I also would like to sincerely thank all those who have come before, for their efforts in making Gas Malaysia what it is today.

Tan Sri Wan Zulkiflee Wan Ariffin

Chairman
Gas Malaysia Berhad



10 Message from Our Partner

TOKYO GAS

Tokyo Gas is one of the oldest and most established gas distribution companies in the world and we are fortunate to count them as one of Gas Malaysia's major shareholders. Tokyo Gas was instrumental in helping Gas Malaysia during its first few years and both organisations continue to maintain a close and mutually beneficial relationship.

As part of our robust governance framework, an Advisor to Tokyo Gas is appointed to sit on the Board of Directors of Gas Malaysia, to represent its interests as our major shareholder. Presently, Mr Nobuhisa Kobayashi is Tokyo Gas's representative and sits on Gas Malaysia's Board as a Non-Independent Non-Executive Director.

What makes it more significant is Mr Nobuhisa's special bond with Gas Malaysia's story as he was there at the beginning as a key participant in the birth of the company. In fact, Mr Nobuhisa's first visit to Malaysia was in 1991 to support Tokyo Gas's bid in an international tender for a gas

distribution project in Malaysia. The successful conclusion of this tender, which culminated in a joint venture with MMC-Shapadu and PETRONAS, was what led to the creation of Gas Malaysia.

"The impression I had of Malaysia at that time remains vivid until this day. The people's hope for a bright future was definitely palpable as WAWASAN 2020 had just been declared. I was also completely fascinated by the lush greenery and serene atmosphere of Kuala Lumpur."

During the initial negotiations with MMC-Shapadu, Mr Nobuhisa was suitably convinced that Tokyo Gas had found the right partner as he was deeply impressed by the honest and thoughtful personality of Gas Malaysia's chairman designate at that time, Dato' Hamzah Bakar.

The rest, as they say, is history.





Following Tokyo Gas's support at the initial stage of the business especially in the technical and sales aspects, Gas Malaysia has since grown by leaps and bounds. The company has built and maintained a gas distribution network that now spans a sizable portion of Peninsular Malaysia and contributes immensely to the economic growth of the nation.

Reflecting on Gas Malaysia's early days, Mr Nobuhisa opined that the gas distribution business was certainly new to everyone and every day presented a new challenge. However, he feels that the focus and dedication of its employees was what enabled Gas Malaysia to persevere, exceeding even his own expectations.

The pioneers put into practice the basics of the gas business and repeatedly found the right solutions and challenged themselves further to make the company great. While Tokyo Gas played the role of the teacher, it was thanks to the dedication of the employees and partner companies that Gas Malaysia was able to strike out on its own.

Mr Nobuhisa later left Malaysia in 1997 to return to Japan but he was always watching from afar, taking a keen interest in the progress of the company that he had played a role in starting up.

When the spot reserved on Gas Malaysia for Tokyo Gas's representative opened up in 2019, Mr Nobuhisa returned to Malaysia to serve without hesitation given his special affection for the company. He now also serves as an Advisor of Tokyo Gas and Chairman of Tokyo Gas Asia.

Looking ahead, Mr Nobuhisa cautions that new challenges in the form of the decarbonisation movement and volatile energy prices will persist and impact the business. He, however, says that this presents an opportunity for Gas Malaysia to take on new challenges.



BACKGROUND OF OIL & GAS EXPLORATION IN MALAYSIA

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Historically, Malaysia’s foray into oil and gas began during the British colonial rule, with the first oil well drilled in Sarawak way back in 1910. However, technological limitations during that time restrained supply and the industry from growing.

”

It was only after Malaysia declared independence in 1957 that the country paid closer attention to its oil and gas assets. Around this time, the oil and gas industry of Malaysia was governed by the Petroleum Mining Act 1966 and adopted the concession system to explore and produce petroleum resources in return for royalties and taxes. At the time, foreign multinational oil companies dominated upstream production, downstream refining and sales.

In response, the government saw the value of having more control over its hydrocarbon resources and that brought about the National Energy Policy [NEP]. This also occurred during the time when there was deliberate effort to reduce Malaysia’s reliance on commodities like tin and rubber, which then signalled the need to accelerate efforts to develop other natural resources.





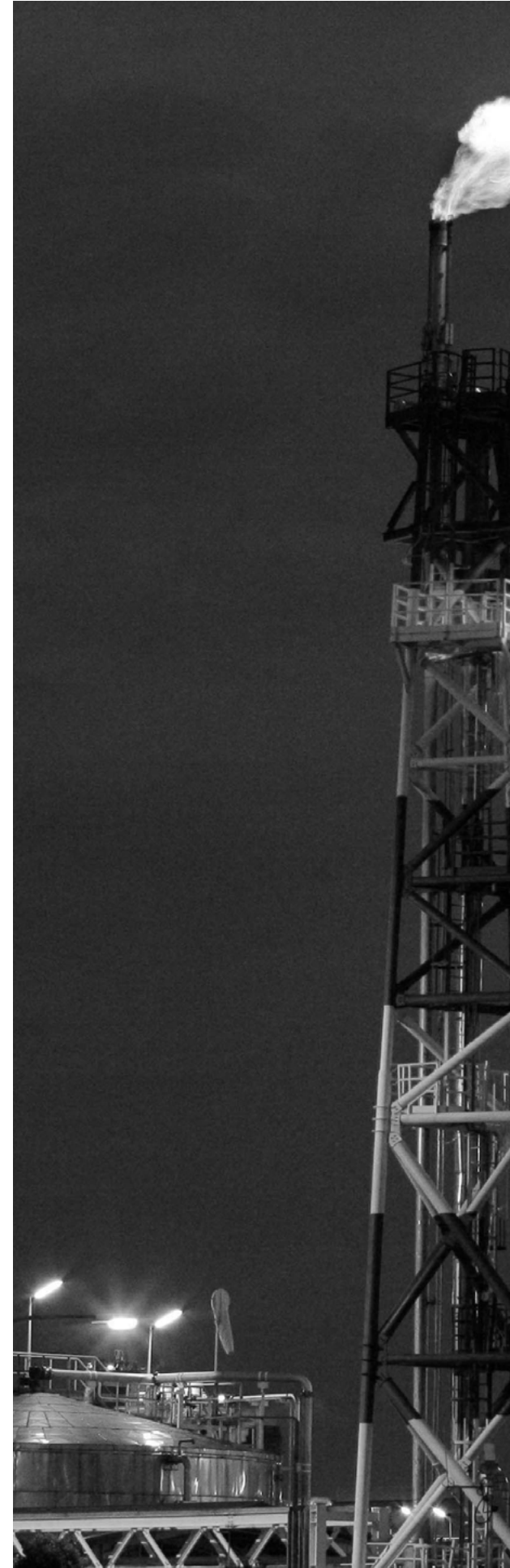
The NEP and the development of the oil industry were significant activities for the country which led to the enactment of the Petroleum Development Act in July 1974, where a wholly owned government entity was formed with exclusive rights to oil and gas reserves in Malaysia. Thus, PETRONAS came into being in August 1974 and led the nationalisation effort of Malaysia's oil and gas industry.

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THE CASE FOR NATURAL GAS

Natural gas is a vital component of the world's energy supply and an important source of fuel as well as feedstock for ammonia, which is a key component of fertilisers.

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Just like crude oil and coal, natural gas is a fossil fuel that emerges from the remains of plants, animals and microorganisms, stored deep underground for millions of years. But unlike other fossil fuels, natural gas is one of the cleanest fuels as it has low carbon intensity and is highly efficient.

Natural gas plays a major role in the Malaysian energy sector, from powering industries and heavy machinery and vehicles, as well as a chemical feedstock in the manufacturing process of plastics, household products and other commercial chemicals. Natural gas has consistently been the country's leading source of energy since 1997, reflecting how vital gas is to the nation's economic growth. In 2006, natural gas accounted for over half [53 percent] of Malaysia's energy supply. Its share of energy supply still remains significant at 41 percent in 2018.

This trend is likely to continue as the shift towards greener energy options has provided natural gas an advantage over other fossil fuels, given that natural gas is the cleanest burning fossil fuel. Its inherent characteristics as a flexible and reliable fuel makes natural gas the perfect complement to renewable energy resources.



MAKING THE CRUCIAL LAST MILE CONNECTION

Malaysia's consumption of natural gas can be traced back to the Borneo state of Sarawak with the introduction of domestic and commercial piped gas in the early 1960s.

In the 1980s, Peninsular Malaysia was added to the gas industry matrix and that was when the Gas Master Plan [GMP] was implemented.

Under the GMP, PETRONAS spurred the growth of Malaysia's gas industry to meet the rising demand for power domestically and for the export market. A key initiative was the development of the Peninsular Gas Utilisation [PGU] project to transport gas to gas processing plants, separating gas into its main components which was then exported or supplied to power producers, chemical plants and other large consumers of gas.

These developments also occurred around the time when Malaysia embarked on an economic diversification strategy with the objective of advancing into higher value-added activities such as manufacturing, therefore creating the need for greater amounts of energy that needed to be delivered direct to factories. This confluence of events kickstarted the next step of connecting the PGU to last-mile consumers, thus requiring the creation of Gas Malaysia to serve the nation's needs.

THE BIRTH & EVOLUTION OF GAS MALAYSIA

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With the rapid growth of Malaysia's manufacturing industries underway from the mid-1980s, it was clear that energy security would be a top priority in order to sustain the economic prosperity that the country was enjoying.

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Between 1988 and 1996, Malaysia's GDP growth averaged at more than 9 percent per annum.

After the completion of the PGU project, the government together with our founding fathers' recognised a business opportunity, precisely in the gas distribution sector. From that point onward, the plan was to expand the distribution of gas to the last mile, benefiting not only the manufacturing and commercial sectors but also residential areas. The vision was to establish a new organisation staffed with the right talent and expertise necessary to successfully execute this plan.





Mining giant, Malaysia Mining Corporation [MMC], fresh from completing the construction of over 600km of pipeline for the second phase of the PGU project was picked by the Government as the local partner for this venture.

Separately, the Government explored proposals for a foreign partner from a range of gas distribution companies from the United Kingdom, Europe, the United States of America and Japan. The consortium of Tokyo Gas-Mitsui was selected based on its track record and natural advantage in bringing in the numerous Japanese corporations that had set up manufacturing bases in Malaysia as potential customers.





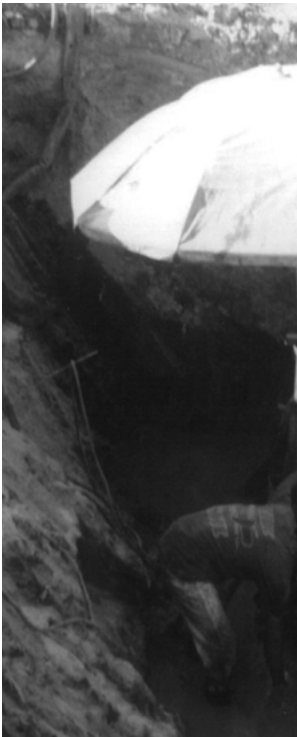
Thus, with the coming together of MMC-Shapadu, Tokyo Gas-Mitsui and PETRONAS as the supplier of gas, Gas Malaysia was born. Established on May 16, 1992, its mandate is to sell, market and distribute natural gas as well as to develop, operate and maintain the NGDS within Peninsular Malaysia.

Today, the NGDS spans more than 2,700km, providing the last mile connection of gas to consumers throughout the Peninsular. The NGDS is connected to the expansive 2,623km high-pressure transmission pipeline network that was constructed under the PGU project.

Fast-forwarding to recent times, in 2020, Gas Malaysia unbundled its business operations into two entities in preparation for the implementation of the Third Party Access regime, which was essentially the market liberalisation of the gas industry.

As a result, our distribution arm, Gas Malaysia Distribution Sdn Bhd [GMD], was granted a 20-year distribution license, enabling it to distribute gas via the NGDS. It also gives us the sole responsibility of managing the development, carrying out maintenance and operation of the NGDS to ensure the safe delivery of gas to customers across Peninsular Malaysia. Our marketing arm, Gas Malaysia Energy and Services Sdn Bhd [GMES] was given a 10-year shipping license with the license to procure gas from suppliers and arrange for delivery of gas according to customers' requirements.

In recent years, Gas Malaysia has diversified into the non-regulated area of the business via subsidiary and joint venture companies as part of our strategy to realise on new opportunities for long term growth.





THE FIRST DECADE

- ESTABLISHING OUR FOOTHOLD
[1992 - 2001]

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LAYING THE GROUNDWORK

From the moment the Company was conceived, our sights were set on transforming Malaysia's energy landscape.

”

The aim - to bring a cleaner, more efficient and affordable source of energy to every corner of the country in the midst of its next big industrial push. This agenda to support and enhance the nation's economy was the core of the lofty ambitions of those who had set us down this uncharted path.

We took those first steps with pride and with great urgency. We were pioneers, taking every challenge and opportunity in our stride. Backed by the alliance between MMC-Shapadu, Tokyo Gas-Mitsui and PETRONAS, we were in good hands as we tapped into their relevant expertise and deep experience to forge ahead.



▶▶

**We were able to help advance
Malaysia's economy while
contributing to a more robust
and cleaner industrial sector.**

▶▶

Ahmad Hashimi Abdul Manap
Group Chief Executive Officer
Gas Malaysia Berhad



THE EARLY YEARS

The early years of Gas Malaysia were exciting and full of promise as pioneer employees laid the groundwork that paved the way for our future success. Our sales, engineering, construction and operations teams demonstrated unwavering focus and dedication in their pursuit of excellence, successfully overcoming the initial challenges associated with promoting the widespread adoption of natural gas.

We worked closely with Tokyo Gas, our Japanese partners, who offered us guidance in both marketing and technical aspects of the business.

Although natural gas had entered the nation's consciousness via the development of the PGU project, the challenge for us was that many of our prospective customers did not understand its characteristics and how their respective businesses could benefit from.







Through a combination of persuasion and commitment on our part, we were able to convince some of our earlier customers to switch to natural gas - a cleaner and more sustainable source of energy. As the demand for eco-friendly energy continues to rise, our ability to effectively engage with customers, play a crucial role in meeting these needs. Despite facing numerous obstacles along the way, we remained optimistic and persistent, which ultimately led to our success story over the past 30 years and enabled Gas Malaysia to become what it is today.

Mohamad Farid Ghazali
Director of Marketing
Gas Malaysia Energy and
Services Sdn Bhd



At the time, the manufacturing landscape comprised both foreign and local companies. However, it was far easier to onboard foreign companies as they already understood the benefits of using natural gas based on the experience they had in their home countries.

Once local companies saw how the foreign multinationals were benefiting in terms of greater efficiency and productivity, they too opened up due to the substantial long-term cost savings. Moreover, piped natural gas was a much safer and reliable choice as it did not need to be transported or stored. It also burned cleaner, significantly reducing the amount of toxic emissions a factory would produce.





We deployed our marketing efforts to capitalise on gas demand in industrial areas. In some instances, we looked for factories or industrial areas which released heavy black smoke. Those were indicators that those factories were not using natural gas. By engaging with us, the black smoke has disappeared from our landscapes, replaced instead with the release of steam and other less dangerous gases, reducing the risk of acid rain and other health-related issues.



Customer loyalty - Unichamp Resources Sdn Bhd was one of our earliest customers, having been with us since 1993.



In constructing gas pipelines, our engineers initially relied on our Japanese counterparts for technical expertise. Concurrently, we needed to develop the local ecosystem that could support our gas pipeline construction needs.



“We worked hard to strengthen our marketing strategies to meet the growing demand for gas in existing and new industrial sectors. Our goal is to always provide more value to our customers to grow the industry and to expand our portfolio. Our focus remains on providing better value-added services to be their preferred choice for energy solutions.”

Syahril Nizam Mohd Hashim
Head of Marketing
Gas Malaysia Energy and
Services Sdn Bhd

RELIABILITY - OUR CORE STRENGTH

Within the first five years, Gas Malaysia experienced robust growth. While this exceeded expectations, we kept our eye on the ball and ensured that the business continue to be sustainable. We were united in the pursuit of excellence, a constant pillar of the business that enabled us to be effective, efficient and reliable.

Our dedication to excellence meant devoting time and effort to develop Standard Operating Procedures (SOPs) for an industry that did not exist before. To fuel our ambitions of being

world-class, we went all over the world to learn from the best in the industry. To ensure that we were always better than before, we constantly reviewed what we know to improve our knowledge and practices.

Ultimately, through this discipline, we produced reliability. Reliability is what we live by – a must have for any utility company. More so than the gas we distribute, if we are unable to do this reliably, then the business fails. We sincerely recognise that no customer pursues for their operations to face disruptions in gas supply.

THE SECOND DECADE

– GROWING FROM STRENGTH TO STRENGTH (2002 - 2011)

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NATION-BUILDING - THE UNSUNG HEROES OF MALAYSIA'S INDUSTRIAL DEVELOPMENT

With the steady growth in demand for natural gas, Gas Malaysia continued the expansion of the NGDS throughout Peninsular Malaysia.

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At this stage of our history, our steady and organic growth had seen us becoming closely intertwined with the hundreds of manufacturing businesses that drove Malaysia's economy. Just by looking at the amount of gas we sold each year, we could gauge with some degree of confidence whether the economy was expanding or shrinking in a particular year.

As the country’s economy developed further, sprawling industrial zones were created throughout the country, fuelling the demand for more natural gas. This spurred the establishment of our regional and branch offices to ensure we were able to serve our customers quickly and effectively.



Headquarters - Shah Alam, Selangor



Eastern Regional Office - Gebeng, Pahang

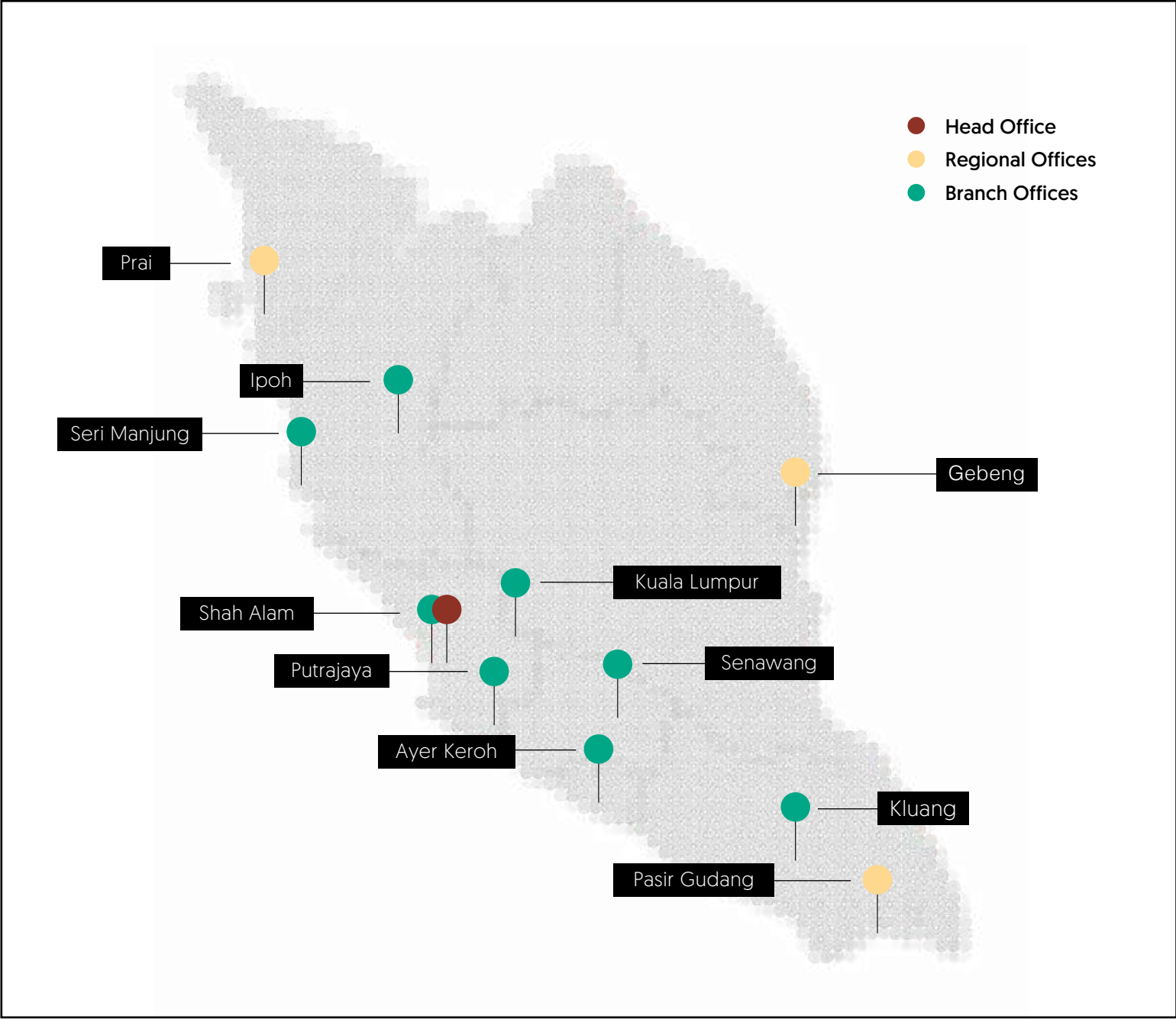


Northern Regional Office - Prai, Penang



Southern Regional Office - Pasir Gudang, Johor

Within the second decade of our operations alone, the volume of gas sold more than doubled, indicating the strong demand for gas that we were pivotal in developing and nurturing. We were relentless in reaching out to more businesses, constructing pipelines and expanding the network wherever natural gas was needed. Consequently, the NGDS grew tremendously to around 1,791km in the year 2010/2011 as it brought natural gas to all of Malaysia's major industries.



Our Presence in Peninsular Malaysia

”

ENABLING MALAYSIA’S COMPETITIVENESS

Our contributions, unseen by most, helped many companies and in fact, entire industries, become more efficient while lowering their operational costs. By extension, this helped Malaysia as a whole in becoming even more competitive on the global stage.

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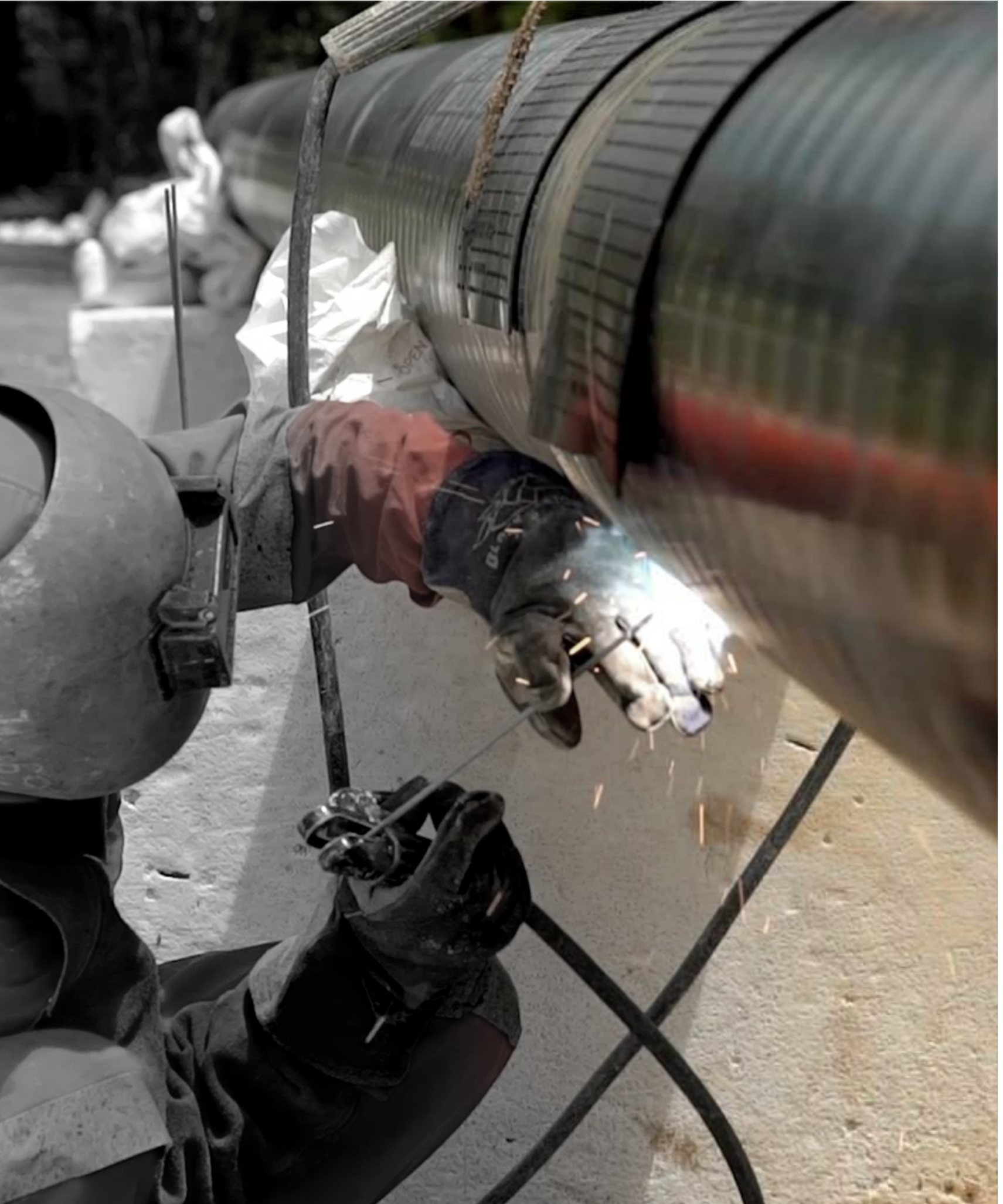


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We were the unsung heroes and biggest supporters of Malaysia’s fast developing economy. The country’s manufacturing sector needed clean, efficient, reliable and safe power. It was the gas that we piped and delivered right to the doorstep of their factories that made this possible.

”

Mohd Nisharuddin Mohd Noor
Director of Technical & Operations
Gas Malaysia Berhad



The easy access to natural gas also helped to boost the attractiveness of our country to many multinationals, as it strengthened Malaysia’s industrial infrastructure, complementing its well-educated workforce, relative stability and excellent connectivity to the world’s trade networks.



Rubber gloves - Industrial



Consumer products - Industrial



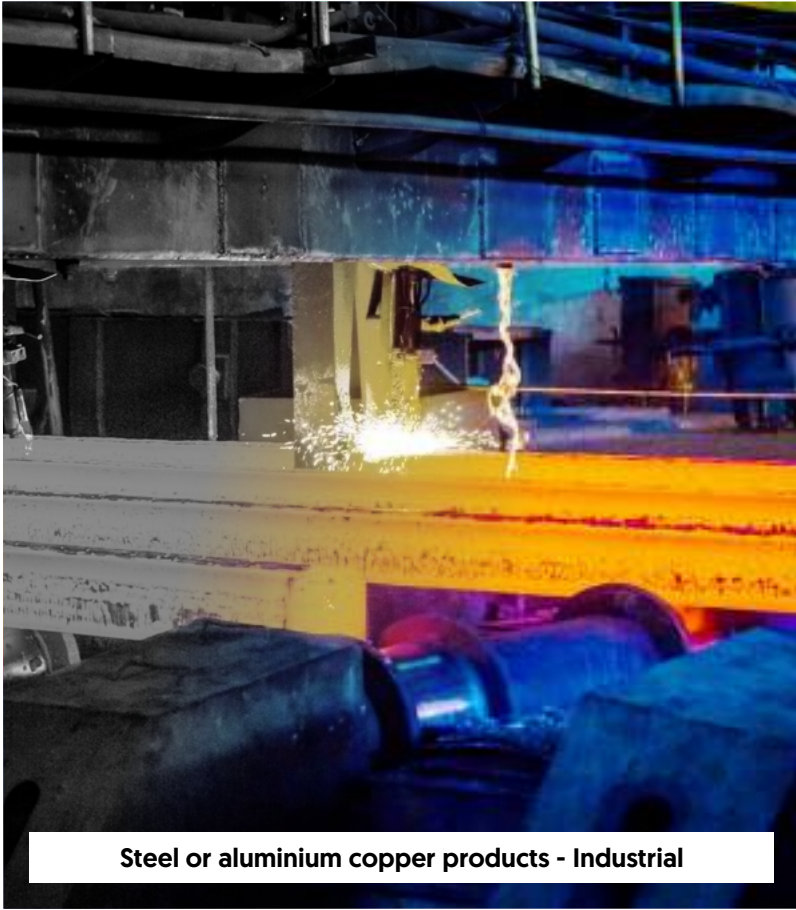
Oleochemical products - Industrial



Glass - Industrial



Pulp & papers - Industrial



Steel or aluminium copper products - Industrial



Hospital - Commercial



Mall - Commercial

More and more industries discovered the benefits of using natural gas and many transitioned over from energy sources like coal, fuel oil, biomass and LPG, noting immediate improvements to their efficiency and profitability.

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EMBARKING ON A PARADIGM SHIFT

With the business maturing, we were ready to move into our next stage of growth, cognisant that there was much more to accomplish in building a sustainable business.

”

In doing so, we had to embark on a paradigm shift. In essence, we were moving away from the days of merely reacting to the demands of the market. It was time to be proactive and seize the opportunities at hand.

Our confidence had grown over the years, illustrated by our track record of connecting pipelines to hundreds of customers. We had established a significant presence throughout the nation, obtained internationally recognised ISO certifications that demonstrated our competency. In continuing our pursuit for excellence, we could do so much more.

Thus, in the early 2000s, we started building even more pipelines.









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It was a simple proposition, but the intent was clear. We did not want to wait anymore for customers to come knocking on our doors. We chose to create the supply first, especially in areas poised for industrial growth, having the faith that the demand would follow. True enough, the customers turned up, setting up their business premises with no hassle in accessing the readily available piped gas connections.

”

Shahrel Amir Mohd Rashid

Director of Gas Networks and Infrastructure
Gas Malaysia Distribution Sdn Bhd



This shift in our business model marked a significant inflection point for Gas Malaysia and our contribution to nation-building. In evolving towards this direction, we not only helped to spur greater economic activity but also elevated natural gas into a utility as essential as electricity and water.

**ADVOCATING ENERGY
EFFICIENT SOLUTION**

Gas Malaysia has also strived to be ahead in terms of advancing the energy efficiency agenda. Besides being a strong advocate of natural gas, Gas Malaysia introduced and established Combined Heat & Power (CHP) solution to our clients. CHP a far more efficient method of producing energy that also met the needs of our clients who wanted to incorporate a clean, cost-effective and efficient use of energy into their processes.





Gas Malaysia Energy Advance Sdn Bhd owns a 33 MW cogeneration plant in Prai.







WHAT IS CHP?

CHP, sometimes referred to as cogeneration, is an efficient and a cleaner approach of generating onsite electricity and useful thermal energy [e.g., steam, hot water] from a single fuel source. By capturing and using heat that would otherwise be wasted and by avoiding distribution losses, CHP can achieve a total system efficiency of over 80 percent.

When compared against conventional options of grid-based electricity generation and boiler, natural gas fired CHP plant emits lesser greenhouse gases and other air pollutants.



Gas Malaysia has so far invested approximately RM250 million in CHP plants for generation and supply of 42MW electricity, 160 tph steam and 1,680 kctal hot water to customers. Apart from the energy cost reduction, the CHP plants help our customers reduce their carbon dioxide emissions by approximately 100,000 tonnes per year.

Our commitment to our customers goes beyond energy efficiency, as CHP enables our customers to fulfil their ESG commitments.



Mohd Shariff Lubis Mohd Ghazali Lubis

Chief Operating Officer
Gas Malaysia Energy Advance Sdn Bhd

THE THIRD DECADE

– THE DAWN OF A NEW ERA
[2012 - 2021]

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**FROM A MERE ASPIRATION, WE ARE
HERE NOW**

As we stepped into our third decade of operations, we were simultaneously stepping into a brand-new era – a result of the hard work put in by our predecessors and all those who came after.

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Through their meticulous nurturing of our ambitions, perseverance and pursuit of excellence above all else, Gas Malaysia was now not only a valuable but also a resilient organisation. We had grown by leaps and bounds in terms of financial strength, knowledge and skills that were gathered by our employees and our ability to consistently support the nation's growth aspirations.



This new era ushered in the official listing of Gas Malaysia on Bursa Malaysia in June 2012. This listing provided Gas Malaysia an immediate boost to its profile, infusing the company with capital to expand further and also gave us a much broader platform to share the value we were creating with our stakeholders.

After more than 20 years in existence, we still felt there was much more to do even though we acknowledge that we made significant progress throughout the years. It remained an exciting time to be an employee of Gas Malaysia to see just how far we could go on this journey.





Following the listing, Gas Malaysia has continued to maintain a sound financial position and consistent business performance, supported by a sustainable business model. We also continue to be strongly motivated to create value for our shareholders.



Zafian Supiat
Chief Financial Officer
Gas Malaysia Berhad



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ALWAYS PRIORITISING NATION-BUILDING

Gas Malaysia continued to prioritise nation-building even as we firmly evolved to a supply-led business model to fully capitalise Malaysia’s abundance of natural gas, enabling us to advance our aspiration to transform the nation’s energy landscape.

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In this respect, the steady and healthy expansion of the NGDS was further bolstered by special and unique projects that saw us partnering with state governments and private developers in developing new industrial areas and townships. This ensured the orderly and organised deployment of gas pipelines into completely new areas that were primed for growth, therefore expanding availability and improving access to natural gas.



One of the first large-scale projects we were involved in was with BSS Development Sdn Bhd, where we supplied natural gas to their 1,100-acre Sendayan TechValley township in Seremban.



Spotlight Story: The Kinta Valley Project

The Kinta Valley project began in 2017 and was a collaboration between the Ministry of International Trade and Industry and the Perak State Government. As of 2021, we managed to construct about 140 km of gas distribution pipeline. Promising healthy earnings potential, this key pipeline expansion project is still continuing and it marks our ongoing contribution towards nation-building. This project which was completed in 2021, was a significant milestone as it signified the first public-private partnership of this nature for the company. It also demonstrated our continuous efforts towards nation-building as the pipeline connections went a long way towards improving investment prospects, job opportunities and the economy of Perak.

The Kinta Valley area now boasts more than 40 connected customers with more to come and has been a resounding success that paved the way for other similar partnerships.



” FORGING STRONG PARTNERSHIPS

Gas Malaysia has developed long-standing relationships with its customers, spanning over 25 years. Many of these companies were, just like us, also in their infancy and taking their first steps into the business world as small medium enterprises.

”







In those days, most companies which needed to incorporate heating in the manufacturing process had no choice but to use Liquefied Petroleum Gas (LPG), fuel oil, diesel, biomass or coal as their energy source. When natural gas became a viable alternative, it prompted companies to switch over as they could see the immediate advantages from a cleaner, more convenient and safer fuel.

Over the years, some of our customers have risen to become significant players in Malaysia's corporate landscape, responsible for producing many staple products used by both businesses and consumers not only domestically, but globally.

GAS MALAYSIA BERHAD





To commemorate the celebration of Gas Malaysia's 30th anniversary, we sat down with some of our first customers to understand how they viewed our performance and the types of energy they used before changing to natural gas.

OUR CUSTOMER - TOP GLOVE CORPORATION BHD

Having partnered with Gas Malaysia for more than 25 years for our natural gas needs, I can honestly say that they have delivered impeccable service throughout this time. Gas Malaysia has indeed been the right business partner for us and an immense help in adding value to our operations, especially when we first switched to natural gas.

Looking back, Gas Malaysia came about at a time when the rubber glove manufacturing industry was reliant on other less efficient and cumbersome

fuels. For Top Glove, we were using LPG and to a lesser extent, biomass, fuel oil, diesel and coal. Besides the higher cost, these fuels presented challenges to the business such as the need for storage space as well as transportation and fire risks.

Because natural gas is piped in directly, it immediately eliminates all these issues. We save money, reduce risks and improve safety. Thus, switching over to natural gas was the right thing to do.



”
**Good Quality, Good
Price and Good
Service.**

”
Tan Sri Dr Lim Wee Chai
Executive Chairman
Top Glove Corporation Bhd



I must commend Gas Malaysia on a job well done and for consistently servicing us with dedication. It is worth mentioning that they ensure reliability of supply through round-the-clock surveillance of their pipelines, a critical aspect for a globally renowned business like ours. It is clear that their management truly understands the needs of their customers and I wish them well in their future endeavours.

OUR CUSTOMER - KOSSAN RUBBER INDUSTRIES BHD.

Natural gas has been a gamechanger for our industry and for the nation. Beyond helping domestic companies like Kossan advance, it was also a catalyst for foreign companies to set up their manufacturing operations here in Malaysia. This affordable, cleaner, safer and much more convenient fuel has been a boon for the rubber glove industry, enabling us to accelerate our expansion over the years.

In the past, we used 50kg drums of LPG to power our infrared burners. The whole factory was full of LPG tanks and that was certainly a worry for us as they were fire hazards. With LPG tanks, there was also the need to implement additional and tedious processes to ensure that we were utilising all the gas inside each tank. Even if one tank had 1kg of LPG left unused, this would accumulate into an enormous amount of wasted fuel over time.



**A Reliable, Efficient
and Honest Business
Partner.**



Tan Sri Lim Kuang Sia
Chairman
Kossan Rubber Industries Bhd



The moment Gas Malaysia knocked on our door and offered us piped natural gas, we signed up. There was absolutely zero hesitation given that the direct piping of gas would eliminate the need for storage, ensuring the safety of our properties and personnel, while optimising resource utilisation.

Before using natural gas, we had also tried using fuel oil and diesel to heat up our boilers, but this was inefficient, dirty and costly. With biomass, it was very messy as it produced a lot of dust when it was burned. It also required substantial space for storage. In one particular site, we needed 80,000 square feet of space to store the biomass we required for our operations.

When Gas Malaysia informed us that they were ready to connect pipelines to this site, I told them to have it done as soon as possible. Even with having to incur the cost to change all our boilers to burners to be compatible with the change in fuel, it just made good business sense to use natural gas.

Our relationship with Gas Malaysia has always been good. We have never experienced any disruptions, which speaks volumes about their dedication to reliability. To me, they are the ideal example of a good utility company that understands our needs. I see them as a company that is operated professionally and we continue to be happy with the level and quality of service we receive.

GREEN AND INNOVATIVE SOLUTIONS

Even as we continued to advance our core business, we were always looking ahead and considering how we could add even more value for our stakeholders and customers. This included initiatives to expand into the non-regulated side of the gas distribution industry. In exploring the potential present in the non-regulated sphere, we established joint venture companies that offered solutions such as biogas, biomethane and virtual pipelines. Biogas and biomethane are captured from the emissions of palm oil waste and offers a host of benefits including lower cost, emissions reduction and significant reduction in our carbon footprint. This further enables us to offer consumers greener alternatives while conserving the environment.

Meanwhile, the development of a virtual pipeline enabled natural gas to be delivered safely and efficiently to geographically remote locations that were unreachable by the NGDS. Both these businesses, while small, have helped fill important gaps in our value chain, enabling us to meet the needs of our customers with innovative solutions.



The market transition to cleaner energy is reshaping the energy landscape as customers have various preferences and consumption patterns. Looking ahead, we will work towards creating more sustainable value to drive Gas Malaysia, by focusing on the needs of our customers and engaging with the best talents in the industry.



Shahrir Shariff

Director of Commercial
Gas Malaysia Berhad





PILLARS OF OUR SUCCESS



”
RELIABILITY – THE
PROVEN WAY TO
GROW OUR BUSINESS
”







With our gas powering our customers, the definition of whether or not we were a good service provider was essentially reduced to one characteristic. **Reliability.** This one word defines us. Nothing else matters if the gas is not there when it is needed. This is why everything we do is premised on ensuring our customers have an uninterrupted supply of gas.

Mohd Nazim Abu Kassim
Head, Operations and Maintenance
Gas Malaysia Distribution Sdn Bhd





MAKING SAFETY A PRIORITY

The reliability of our business is closely linked to the culture of safety that we have spent years nurturing. Now, deeply embedded within Gas Malaysia, our employees and contractors understand that safety is of paramount importance not only for their own health but for the operational reliability of the company.

We continue to broadcast strong messages that all accidents and hazards are preventable, by prioritising the health and safety of our employees and contractors, and constantly adopting proactive measures to prevent accidents and minimise risks.





For example, in September 2019, we organised an OSH Day for our valued employees to raise awareness and instil a positive culture emphasising on safety and health. At the same time, it was also a platform for effective knowledge sharing on pressing issues related to occupational safety and health.

The company also conducts OSH Forum & Dialogue sessions with our contractors to encourage two-way discussions with the aim of addressing safety and health concerns and proposing remedial actions to prevent risks of untoward injury or health related issues.

The ultimate goal is to create a strong culture in which everyone, regardless of age and position, embraces safety as a way of life in Gas Malaysia and in turn, helps us to continue to be reliable, always.

ALWAYS ON, ALWAYS THERE

Despite the volatility and disruption caused by the COVID-19 pandemic which enveloped the world throughout 2020 and 2021, Gas Malaysia remained resolute in fulfilling the nation's energy needs. As an essential service provider, we continued to ensure the safe and reliable supply of gas to our customers, especially to other businesses that were also deemed essential services such as the pharmaceutical industry and government hospitals.



More companies stepping up to help combat Covid-19

by LYDIA NATHAN &
DARMINIA UTHAYAKUMAR

SINCE the wake of the Covid-19 outbreak, many corporates and individuals have been stepping up to assist various communities that are in need.

For members of the public who want to do their part, Touch 'n Go eWallet is giving them a chance to donate directly to non-governmental organisations (NGOs).

The NGOs include Kechara Soup Kitchen, Tzu Chi Buddhist Foundation, Yayasan Generasi Gemilang and 19 others.

Touch 'n Go Digital Sdn Bhd CEO Ignatius Ong said the proceeds donated will be channelled directly

been a challenging time for everyone, especially the healthcare and public service workers.

"We want to do our part in supporting efforts through our user base by advocating a digital, cashless manner in which financial aid can be given, not just as an immediate response to Covid-19 but as a long-term solution," he said.

Ong said people wanting to contribute can visit the service's Facebook page to view the list of QR (Quick Response) codes, which then can be scanned directly from a laptop, with a donation made.

"If you are using a mobile phone, save the QR code on your phone, open the Touch 'n Go eWallet app, use the scan function to scan the QR

Home improvement retailer Mr DIY recently donated 300,000 three-ply face masks to public services on the frontline.

The face masks are being distributed to the Royal Malaysia Police (PDRM), hospitals and the Domestic Trade and Consumer Affairs Ministry, to assist their personnel in carrying out their duties. In addition to that, Mr DIY also contributed 1,000 personal protective equipment (PPE) suits to six hospitals in Kuala Lumpur, Selangor and Kelantan.

Telekom Malaysia Bhd (TM) recently handed over a total of RM2 million in cash to the government's "Covid-19 Fund" to alleviate the burden of those directly affected by the pandemic.

prises. TM's zakat contribution of RM1 million as part of the total amount, is currently being disbursed nationwide through TM's regional and state offices.

Internally, TM has also launched an internal fundraising campaign — the Tabung Kebajikan Covid-19 since the Movement Control Order began and to date, employees have collectively contributed over RM440,000 to support the group's corporate responsibility efforts.

TM also distributed 200,000 face masks and 30,000 pairs of hand gloves to the PDRM, Malaysia Armed Forces and Malaysia Civil Defence Force.

Gas Malaysia Bhd will also provide special relief measures to low-cost residential customers, and

for customers during this pandemic.

Some 4,000 customers will be offered a total rebate of RM100 each from April to September, 2021, for gas consumption.

The company will also temporarily halt meter reading and bill issuance for low-cost residential customers.

Gas Malaysia will also halt the reading and issuance of bills for retails and hotels from April to June 2020.

Actual meter reading will be conducted in July based on the actual units of gas consumed during that period to allow retail customers and hotels to better manage their financial situation.

The company will also have





During this time, the health and safety of our employees took on even greater importance as without them, we would not be able to function at an optimal level. Thus, Gas Malaysia was quick to implement the necessary precautionary measures and Health Ministry mandated SOPs to protect them and ensure business continuity and sustainability. Employees were also tested for the COVID-19 virus and our office premises were regularly sanitised. We also remained vigilant and ready at a moment's notice to activate our Crisis Management Plan.

Despite the challenging business environment and multiple lockdowns, the company persevered and never compromised on its gas supply reliability. This has long been a key benchmark that we are focused on attaining. Premised on this, we are pleased to share that we have continued to maintain a near-perfect gas supply reliability rate of approximately 99 percent.

Gas Malaysia looks to reduce opex by 10%

Firm's cost management helps cushion MCO impact

CORPORATE

By Nur Hafizah Yusoff
Senior Reporter

PUTRAJAYA: Gas Malaysia (GAS) has been looking to cut its operating costs by 10 per cent to cushion the impact of the Movement Control Order (MCO) on its business, according to a report by the company.

The report, which was released on the company's website, stated that the firm had implemented various cost-cutting measures to ensure its financial stability during the MCO period.

One of the key measures was to reduce its operating expenses (OPEX) by 10 per cent, which was achieved through a combination of operational efficiency and strategic cost management.

The firm also reported that its revenue had remained stable despite the MCO, thanks to its strong customer base and diversified portfolio of services.

Gas Malaysia's commitment to cost management is expected to help it maintain its competitive edge in the market, even as it navigates the challenges posed by the MCO.

The company's financial performance for the first quarter of 2020 was also strong, with a net profit of RM1.1 billion, up from RM0.8 billion in the same period last year.

Gas Malaysia's success in managing its costs during the MCO is a testament to its strong financial foundation and strategic planning.

The firm's commitment to cost management is expected to continue as it looks to further optimise its operations and improve its financial performance.

Gas Malaysia's strong financial performance and commitment to cost management are key factors that have helped it maintain its competitive edge in the market.

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Fixing the right gas tariff

By Nur Hafizah Yusoff
Senior Reporter

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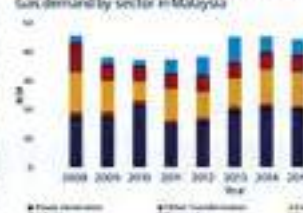
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Flat demand limits free market share

Gas demand by sector in Malaysia



Gas demand by sector in Malaysia

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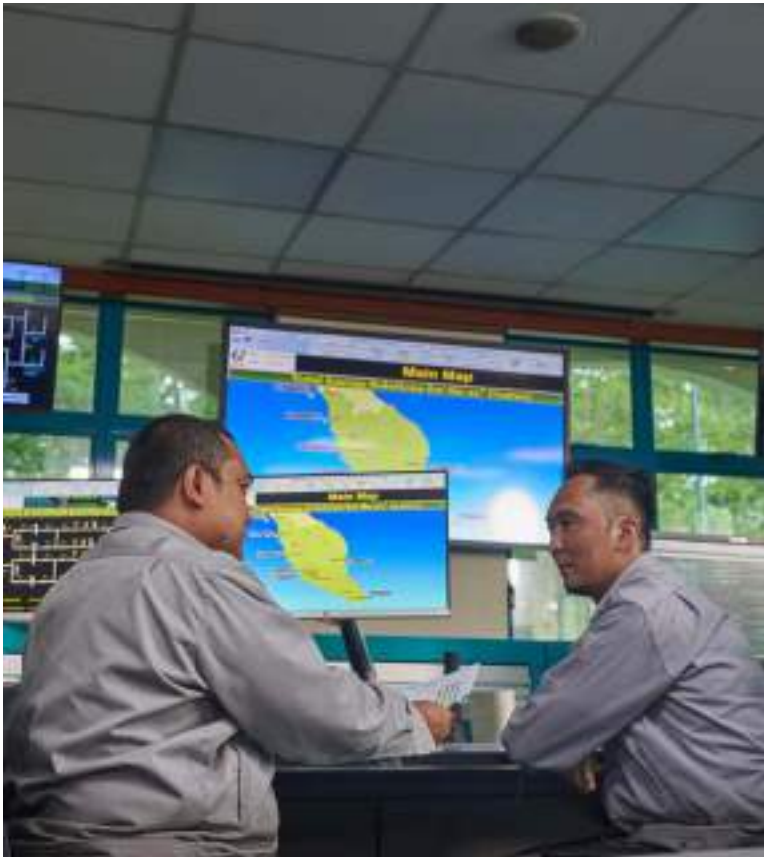
Gas demand by sector in Malaysia

PEOPLE & CULTURE

The backbone of Gas Malaysia's growth is none other than the passion and dedication of its employees. The working culture that has emerged over the years has resulted in an almost unbreakable bond between colleagues. Most of our employees have been with us from the early days and were tasked to grow a company from ground zero, creating the ideal conditions for teamwork, appreciation for one another and selflessness in supporting the leaders steering the ship.

From such humble beginnings, we have maintained a robust but lean team of dedicated and talented employees. Historically, we have always had an engineering-heavy talent pool, but as we surge ahead, we are making conscious decisions to bring in more non-technical employees to assist us in charting our path forward. As a result, our workforce now has an almost even mix of technical and non-technical employees.

Gas Malaysia is also committed to nurturing our talent pool, putting in place the right environment to foster high performance and unlock new growth opportunities. In addition, we are strong believers in training and skill development to ensure our employees are ahead of the game.





To better engage our employees, we advocate an open line of communication and in that respect, introduced the “Light & Easy with Group CEO” session which is conducted quarterly. This session provides a platform for the GCEO to engage openly with employees, enhance morale and promote a healthier working environment. We also took the effort to appreciate and acknowledge the contribution of our employees at the annual “Information Meeting & Long Service Award” ceremony.

During the year, the company conducted an Employee Engagement Survey to assess employee satisfaction, which showed improvement in certain areas compared to the previous year. The results exceeded the national standard. The survey provided valuable insights for management to understand the factors that drive employee performance and identify areas for improvement. On top of that, we also conducted health talk to raise awareness of employee well-being. The company emphasised succession planning and talent development to ensure business continuity and enhance leadership skills. Efforts were made to strengthen employee competency and improve overall productivity.

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RECOGNISING THE IMPORTANCE OF SUSTAINABILITY

Gas Malaysia recognises the importance of sustainability and strives to meet the growing concerns of investors and the public.

”









We are in full support of the United Nations Sustainable Development Goals which will ensure that we are contributing to the wider global sustainability agenda. It is also aligned with our own beliefs of taking care of our community, environment and employees.

We have in place a well-established governance structure to drive forth our sustainability efforts. As we continue on our sustainability journey ahead, our efforts will progressively translate into meaningful results.

Beyond this, we continued to make headway in our sustainability journey by diversifying our portfolio with sustainable businesses such as the Green Gas Project. Our Green Gas Project is a unique initiative as it involves injecting biomethane [renewable gas] generated from palm oil mill effluent [POME] into our pipelines.

We remain deeply committed to the Environmental, Social and Governance agenda and will continue to build on existing initiatives that will contribute positively to our sustainability journey.



BACK TO OUR ROOTS - EMPOWERING COMMUNITIES

Even as we pursued our growth agenda and invested heavily in Malaysia's industrial expansion, we always made sure that our communities would also progress with us.

As a responsible corporate citizen, we have remained steadfast in our commitment over the years by giving back to the nation through our Corporate Social Responsibility programmes via four key pillars - Community, Sports, Education and the Environment. We have executed numerous projects, initiatives, and partnerships while supporting change that makes a difference in the lives of many. Corporate Social Responsibility initiatives are a means for us to give back to society, and share what we have with those who are less fortunate.





COMMUNITY

Gas Malaysia strongly supports Non-Governmental Organisations (NGOs) that assist the vulnerable and needy. Throughout the years, we have supported NGOs who assist those afflicted with cancer and renal disease and contributed in kind to the homeless and those affected by floods as well as COVID-19.





SPORTS

Gas Malaysia has always taken a keen interest in developing the sport of football and has systematically supported initiatives to improve Malaysia's football standards.





EDUCATION

We believe that our efforts in education are vital to nurture and improve societal development. We actively support the underprivileged in pursuit of their educational aspirations through various initiatives. We also support the MARA Education Fund to commit underprivileged students sitting for their Sijil Pelajaran Malaysia examinations.



ENVIRONMENT

Gas Malaysia continues to champion environmental conservation efforts and in recent years, undertook initiatives such as tree planting, river terrapin conservation and the recycling of fabrics.



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RECOGNITION & STAKEHOLDER ENGAGEMENT

Gas Malaysia’s ability to continuously improve operational efficiencies and deliver long-term value has resulted in external recognition.

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Most notably, in year 2020 we had received the Best Taxpayer Award [Anugerah Pembayar Cukai Terbaik 2020] and also awarded with the 'Highest Return on Equity Over Three Years' and 'Highest Growth in Profit After Tax Over Three Years' under the utilities sector at The Edge Billion Ringgit Club Corporate Awards ceremony. The Edge Awards celebrates the achievements of outstanding Malaysian companies with a market value of at least RM1.0 billion.

In addition, Gas Malaysia continues to engage with stakeholders such as institutional investors and the media to further develop our brand and to build trust by creating awareness on our business initiatives. Every financial year, we persist in our efforts to ensure Gas Malaysia remains visible to our stakeholders, while adding long-term value to our organisation.

Highest Growth In
Profit After Tax Over
Three Years Award

└ 2019

Highest Return On
Equity Over Three
Years Award

└ 2019
└ 2020
└ 2021
└ 2022



30 years 1992 - 2022 & Beyond

The first 30 years of Gas Malaysia has been a story of determination and success, grounded in the company's ability to anticipate and adapt, all while taking a longer-term view in navigating the business. As we take a moment to reminisce, we must also focus on the future and prepare ourselves for the challenges ahead.



Gas Malaysia remains committed to operational excellence and achieving long-term sustainable growth as we look to our future and beyond.



The new pathway for the company, coined “Gas Malaysia 30,30”, is a business strategy focused for the long-term to ensure cohesion within the company, enabling it to achieve its targeted business goals.



Operationally, customer centricity will be a key focus as we roll out multiple initiatives to better understand our customers. We will also digitalise our business to make it easier for customers to engage with us, such as launching a mobile application to facilitate the management of billing and payments.



We are confident that Gas Malaysia will continue to lead the way in creating value for its stakeholders. As we begin a new chapter, we remain deeply committed to our purpose, mission and core values of professionalism, reliability, integrity, teamwork and innovation.

MY 30-YEAR JOURNEY

**Ahmad Hashimi Abdul Manap
is the Group Chief Executive
Officer of Gas Malaysia
Berhad.**



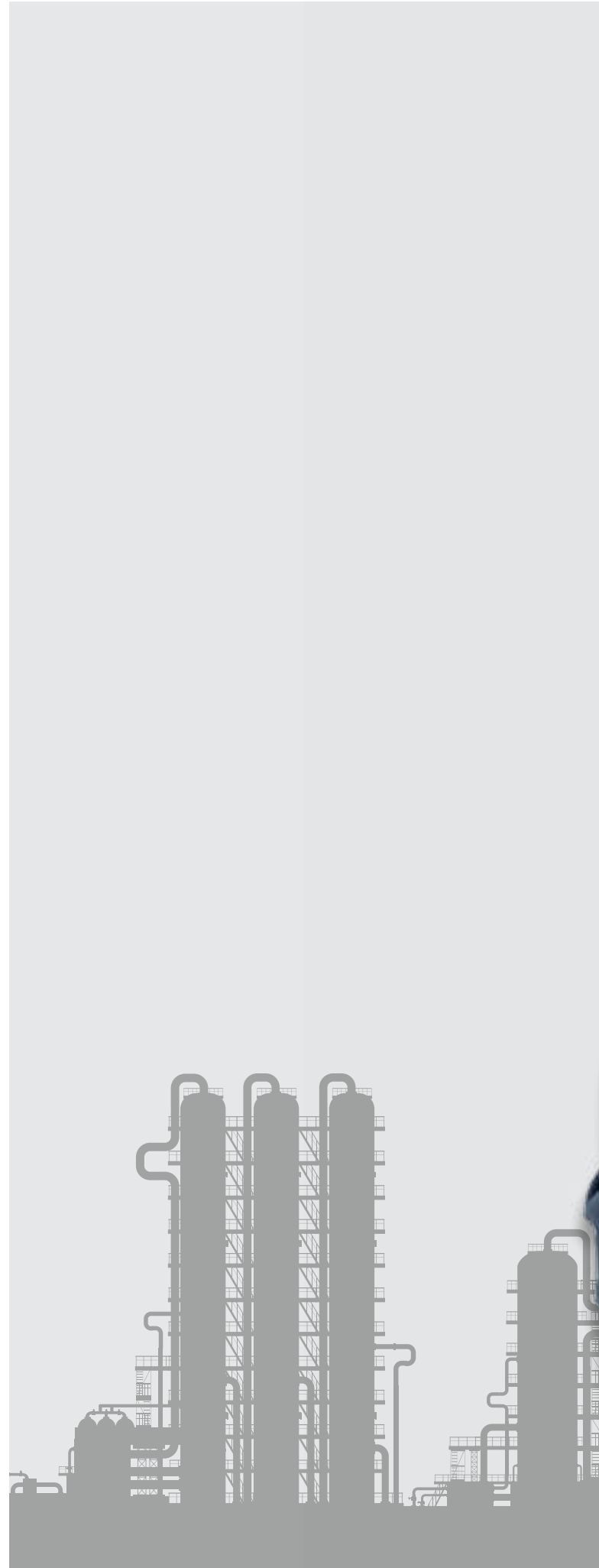
Together with our pioneer employees, I have been with the company since day one, starting out in the Engineering department and then moving on to the Operations & Maintenance department two years later. I rose steadily through the ranks and was appointed GCEO in 2015. However, my involvement with the company goes even further back, as I was part of the team that conducted the feasibility study which eventually led to the creation of Gas Malaysia.



This gives me a unique perspective regarding how Gas Malaysia has evolved as I was privy to the initial thinking behind the formation of the company. Here, I reflect on my time in the company, what has kept me going all this while, my most memorable moments and of course, what lies ahead for Gas Malaysia.

Throughout the previous chapters, it has been a great pleasure to take you, the reader, down memory lane, recounting Gas Malaysia's remarkable history and extraordinary achievements within a mere span of 30 years. For me, having been with the company since its inception, I remember the chapters of our history as distinct and special memories that were shared with my colleagues. The significance of these memories, over time, have been coloured with different emotions – bittersweet feelings over failures, satisfaction for the triumphs and gratefulness for having persevered.

Nevertheless, these were shared experiences that I will remember for life, and I am truly appreciative of all that was accomplished by our predecessors and my colleagues. As long-serving employees, we are essentially the most avid advocates of the company, passionate about its potential and driven to perform beyond the call of duty.









This sense of duty has been a driving force behind our pursuit of excellence, enabling us to accomplish remarkable feats as a cohesive unit. It was remarkable that we persevered in this way given that it was an uncharted terrain, especially when we first embarked on this journey. While we had the advantage of emulating established foreign gas distribution companies, we were the first in Malaysia to take that leap. It was an uphill task, but looking back, I think we have done extremely well and I feel fortunate that I was able to play a meaningful role in the growth of the company.

In the capacity as the Group Chief Executive Officer, it was an honour for me to pay a working visit to the Embassy of Argentina in 2021. During the visit, a wide range of topics were discussed, with a particular focus on exploring potential collaborations with Argentinian companies within the gas industry value chain.



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A JOURNEY OF MANY FIRSTS

While being the pioneer is certainly an honour, it also meant we carried huge responsibilities. This translated into a set of challenges. We were tasked with building everything from scratch, starting with identifying and securing initial customers as well as determining our suppliers.

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With technology not being as advanced in our early days, we relied on the dependable Yellow Pages directory as our guide to navigate the business landscape. In some instances, marketing efforts were targeted at factories or industrial areas which released heavy black smoke. This indicated that they were not using natural gas, making them promising targets for our services.



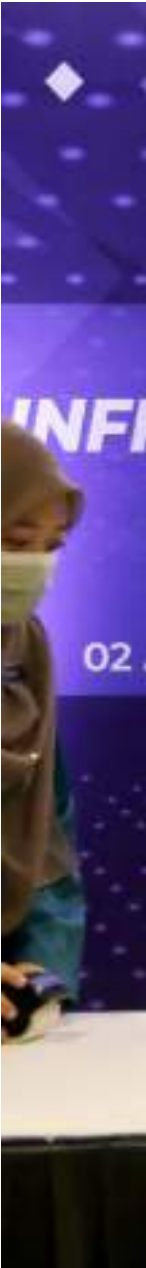
Other firsts included the creation of tender documents and the establishment of Standard Operating Procedures [SOPs] for all operational and maintenance processes. These were all key groundwork activities that served as guiding principles for our workforce, ensuring adherence to best practices across the company till to date.

In addition, pipes also needed to be designed, constructed, laid in the ground, tested and commissioned, all for the first time. Thankfully, we were guided by our Japanese partners in the technical aspect of the business in the initial stages. Our Malaysian engineers, in demonstrating their adaptability and commitment, were able to fully assume these technical responsibilities within a remarkably quick five years.

This was the nature of being the first in the industry. However, it was this very nature that drove our determination and propelled us forward. We knew that for every first we conquered, there would be another. There was always something new that needed to be accomplished.

Our dedication to excellence was clearly reflected through our financial results as we started recording our first profits by the end of our third year of operations, exceeding all expectations. That marked the first year that my colleagues and I were rewarded with bonuses.





In our pursuit of excellence, we travelled far and wide to learn from industry leaders. Our teams, including myself travelled extensively to explore and gain valuable insights about various aspects of the gas distribution business. These journeys served as transformative experiences. We absorbed the knowledge and brought it home to enhance our own operational capabilities. In retrospect, this was crucial to the long-term success of Gas Malaysia. Our reputation was after all, based on our reliability, as we were primarily judged on our ability to ensure an uninterrupted supply of gas.



We are focused on expanding the NGDS network to reach underserved areas that hold much promise for future growth. In 2021, a wholly owned subsidiary of Gas Malaysia Berhad, signed an Infrastructure Development Agreement with the Perlis State Government for the construction of NGDS to the Chuping Valley Industrial Area. This gas infrastructure development project has further strengthened our presence in Perlis.

Changing Lives, A Force for Good

The fruits of our endeavours go beyond our profitability and consistent dividend payouts, which may not be apparent to many. However, to us, it is undeniable that we have achieved a measure of success. Peninsular Malaysia now boasts an extensive NGDS that was built by us and as a result, thousands of manufacturers are now more competitive and productive as they have access to a more affordable, efficient and cleaner energy. The impact of natural gas on our economy and the average Malaysian worker has also been significant, due to the substantial cost savings that many companies were able to achieve.





I was given a powerful reminder of the impact we have had when a factory supervisor with our first customer in Kinta Valley approached to thank me, because it was the first time that he and his colleagues had received a bonus due to the savings the company obtained from switching over to natural gas. Stories like these have only strengthened my resolve further to ensure that we remain committed to delivering excellence at all times.

A New Era Beckons

By the time 2012 came around, which was the same year that Gas Malaysia was listed, I had been the Senior General Manager for Operations & Maintenance for some time. It also marked my 20-year career with Gas Malaysia, a significant duration for anyone to remain in a company. However, as I will reiterate here, there was still so much to be done to ensure that we were operationally resilient to support the company’s steady expansion.



Our Operations Control Centre (OCC) serves as a focal point in handling any emergency calls. Operating around the clock from our headquarters based in Shah Alam, the OCC is responsible for managing and providing appropriate response during emergencies, as well as attending to gas facilities related issues and monitoring gas pressure.







It was also during this time that I was tasked to head many of the committees overseeing the listing process of Gas Malaysia. As those who are familiar with the due diligence process, it is an extensive and rigorous undertaking that requires time and effort. Thus, when the gong sounded at the very moment that Gas Malaysia started trading on the stock exchange, I felt immense pride for our achievement and relief that it was successfully completed.

A few years later, I was appointed GCEO of Gas Malaysia. When I first started with Gas Malaysia, it was certainly not something I envisioned as it was not the norm for someone with an engineering background to be a GCEO. However, here I am and now in my 30th year with the company and 7th year as its GCEO, I am honoured and grateful for the opportunity to serve.

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EMBRACING PARADIGM SHIFTS

This essentially signalled the onset of the liberalisation of the gas distribution industry. One of the key changes we made was to unbundle our distribution business and shipping business into two distinct entities and prepare for the competition that would appear on both fronts.

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At present, we are operating under a fully liberalised market and we believe that the entrance of new market players in tandem with the introduction of competitive pricing will increase market efficiency and stimulate growth for the overall gas industry. We are supportive of this change and confident that we will be able to withstand these new competitive pressures premised on our extensive industry experience, unique market position, wide gas infrastructure network and competent workforce.

More importantly, we are addressing the mindsets of our employees in line with the implementation of market liberalisation. We have emphasised that mindsets need to be realigned to the new market environment, and that adaptability and resilience is key to the company's sustained growth. We need to cultivate a culture of agility, teamwork, accountability and shift our focus to strengthen the company's footing in the industry.

”

LOOKING AHEAD

In closing, I am pleased with how far we have come, together. I am thankful to all our stakeholders for the opportunities that have been granted to Gas Malaysia. In looking ahead, there is still a lot more to accomplish.

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Determined to cultivate a conducive and progressive workplace culture, I have taken proactive steps to engage with our employees through the "Light & Easy with GCEO" sessions. This engagement initiative has proven to be an effective platform for me to share my experiences and aspirations, while also facilitating constructive two-way communication with fellow employees.

We continue to plan for the future of the company which will hopefully advance Gas Malaysia beyond its core business, transforming it into more than just a gas distribution company amidst the ongoing gas industry reforms. The new pathway for the company, coined "Gas Malaysia 30,30", is a business strategy focused on the long-term to ensure cohesion within the company, enabling it to achieve its targeted business goals.

Our long-term strategies as well as commitment towards operational excellence while upholding the highest standards of corporate governance have laid the foundation for a secure future. I hope we will continue to receive the unwavering support from all our stakeholders as we chart the next 30 years of Gas Malaysia's future.

past & present chairmen

1

TAN SRI IBRAHIM MENUDIN
16 May 1992 - 16 February 2001

2

TAN SRI DATUK DR IR. AHMAD TAJUDDIN BIN ALI
17 February 2001 - 31 August 2004

3

DATO' HAMZAH BAKAR
1 September 2004 - 15 May 2013

4

DATUK HAJI HASNI HARUN
15 May 2013 - 30 June 2021

5

TAN SRI WAN ZULKIFLEE WAN ARIFFIN
1 July 2021 - Present

managing directors/group chief executive officers

- 1 MOHAMED SIRAJKUMAR ABDUL RAZACK
Acting COO
- 2 HAJI ABDUL SUKOR SHAHAR
- 3 AHMAD DAMANHURI ABDUL RAHIM
- 4 DATUK MUHAMAD UMAR SWIFT
- 5 DATUK MUHAMMAD NOOR HAMID
- 6 TAN SRI SYED FAISAL ALBAR SYED A.R ALBAR
- 7 AHMAD HASHIMI ABDUL MANAP

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