



The City
On The Move

Prasarana Malaysia Berhad - **Sustainability Report 2024 & 2025**

Cover Rationale

The City on the Move reflects Prasarana’s purpose of connecting people, communities and opportunities through sustainable urban mobility. Framed by the Kuala Lumpur skyline, the forward movement of the rail, bus and on-demand transit vehicles symbolises our commitment to a more connected, inclusive and lower-carbon future. As Malaysia’s national public transport operator, Prasarana is not only a provider of mobility services, but also an enabler of vibrant cities, economic activity and everyday experiences. The illustration captures the momentum of a nation in motion, where every journey strengthens communities, enhances accessibility and contributes to a more sustainable future for generations to come.



For more information, visit our website.

www.prasarana.com.my

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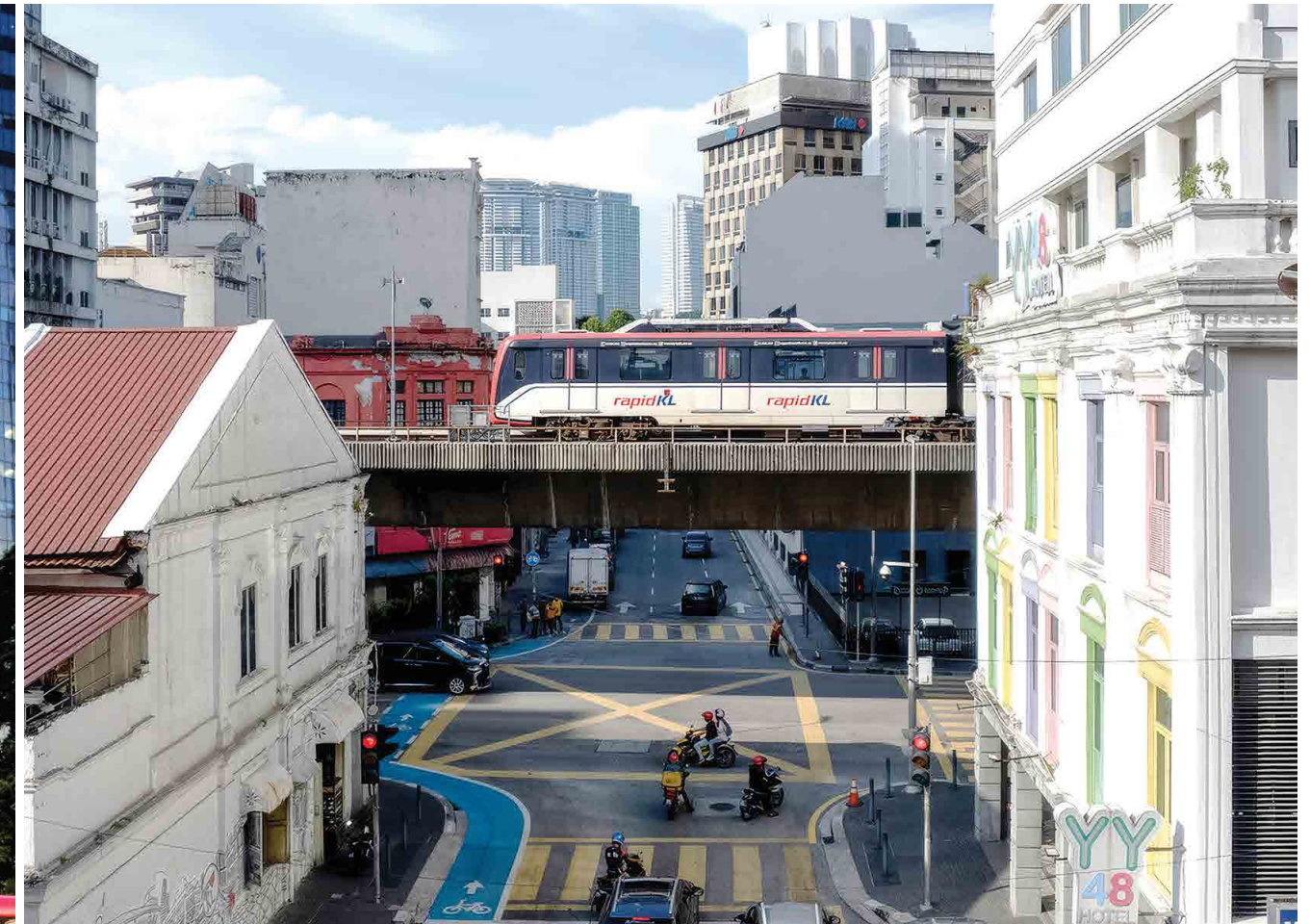


Welcome to Prasarana Malaysia Berhad's Inaugural Sustainability Report 2024 & 2025

Since our inception, Prasarana has connected people to opportunities, livelihoods, education, healthcare and the communities they call home. As Malaysia's largest public transport operator by ridership, we play an important role in shaping urban mobility, creating greater accessibility and bringing people closer to the opportunities and services that matter most.

We carry this responsibility with a strong sense of purpose. As expectations evolve and sustainability becomes increasingly central to long-term value creation, we are strengthening the way we operate to ensure sustainability is not just a standalone initiative, but embedded as a core driver of how we grow and create lasting impact.

This inaugural Sustainability Report marks an important milestone in that journey, reflecting our current progress while setting the direction for a more resilient, inclusive and connected urban mobility system. Through this report, we share the meaningful steps taken to build a safer, more efficient and environmentally responsible transport network that enhances the daily commuter experience while contributing to Malaysia's broader sustainability aspirations.



Basis of this Report

Within this report, we share how sustainability is being translated into everyday mobility decisions across Prasarana. From the way infrastructure is managed and services are delivered to how our partnerships, investments and operational choices shaped commuter experiences, we highlight the progress made as Malaysia’s national public transport owner and operator.

DISCLOSURE SCOPE AND BOUNDARY

This report covers the sustainability performance of Prasarana Malaysia Berhad and subsidiaries for the reporting period from 1 January 2024 to 31 December 2025. It encompasses key operational entities across our public transport and related development businesses, including:

- Rapid Rail Sdn. Bhd.
- Rapid Bus Sdn. Bhd.
- Prasarana Integrated Development Sdn. Bhd. (PRIDE)
- Prasarana RTS Operations Sdn. Bhd. (PROSPER)

** Note: Information for the PRIDE and PROSPER subsidiaries is largely limited to qualitative data for this reporting period.*

NATIONAL DEVELOPMENT AND STRATEGIC POLICY ALIGNMENT

Our sustainability direction is informed by national policies and development priorities that support low-carbon growth, sustainable urban mobility and inclusive socioeconomic development.

- 13th Malaysia Plan
- Ekonomi MADANI Framework
- National Transport Policy
- National Energy Transition Roadmap (NETR)
- Low Carbon Mobility Blueprint 2030

REPORTING GUIDELINES AND STANDARDS

Our sustainability approach is anchored in the Prasarana Sustainability Blueprint 2023–2030 and informed by national development priorities together with internationally recognised reporting standards. These guide our efforts to ensure they remain practical, relevant and responsive to the evolving needs of public transport users, communities and the wider mobility ecosystem.



Our disclosures are also guided by recognised sustainability reporting standards and regulatory references that support transparent, consistent and credible reporting practices.

- National Sustainability Reporting Framework (NSRF)
- Sustainability Reporting Guide (Bursa Malaysia)
- Global Reporting Initiative (GRI) Standards
- Sustainability Accounting Standards Board (SASB) Standards
- The Ten Principles of the United Nations Global Compact

GLOBAL SUSTAINABILITY COMMITMENTS

Prasarana’s sustainability efforts are further aligned with broader global sustainability priorities that support long-term social, environmental and economic progress, including the United Nations Sustainable Development Goals (UN SDGs).

MAINTAINING ACCOUNTABILITY IN DISCLOSURE

Information included in this report has undergone internal review and validation processes to support consistency, accuracy and responsible representation of our activities and progress.

FEEDBACK AND CONTACT INFORMATION

We welcome inquiries and perspectives on this report and invite you to contact us through the following details.

 sustainability@prasarana.com.my

 +603 - 7614 3333



For more information, visit our website.





Tan Sri Mohd Nasir Ahmad
Non-Executive Chairman

Amir Hamdan
President and Group Chief Executive Officer

Public transportation is more than a mode of travel. It is an essential public service that connects people to opportunities, strengthens communities and supports national progress.

Every day, millions of Malaysians rely on Prasarana's rail and bus services to access work, education, healthcare and essential services. As Malaysia's largest public transport operator and asset owner, we recognise the important responsibility entrusted to us to provide safe, reliable and sustainable mobility that improves quality of life and contributes to the nation's long-term development.

This inaugural Sustainability Report marks a significant milestone for Prasarana. It reflects our commitment to transparency, accountability and the integration of sustainability into every aspect of our operations and decision-making. Guided by our Sustainability Blueprint 2023–2030, we continue to strengthen our environmental, social and governance practices while creating long-term value for our stakeholders and the communities we serve.

DRIVING MALAYSIA'S LOW-CARBON MOBILITY FUTURE
Public transportation is one of the most effective tools in reducing greenhouse gas emissions, alleviating urban congestion and building more sustainable cities. By providing safe, reliable and accessible alternatives to private vehicle use, we contribute directly to Malaysia's transition towards a lower-carbon future.

With an average daily ridership of 1.31 million, we remove an estimated 377,000 cars off the road each day. Our rail and bus network enabled an estimated 225,000 tCO₂e of avoided emissions through modal shift, demonstrating the significant contribution of public transportation in advancing a low-carbon mobility ecosystem. We also continued our efforts to improve energy efficiency across our operations through initiatives such as rail system enhancements, solar energy deployment and asset optimisation programmes.

DELIVERING SAFE AND RELIABLE SERVICES
Safety and reliability remain fundamental to the trust that commuters place in our services. Guided by the Reliability, Availability, Maintainability and Safety (RAMS) framework, we strengthened operational resilience, enhanced asset performance and improved the commuter experience.

Throughout the year, we continued to improve accessibility for Persons with Disabilities, strengthen customer service standards and expand initiatives that support underserved communities.

As at 2026, four out of five rail lines successfully met the Mean Kilometre Between Failure (MKBF) targets set in 2023, with Ampang Line, Kajang Line and Putrajaya Line, each achieving 1 million MKBF, while Monorail Line achieved its target of 150,000 MKBF (0.15 million). This is a commendable milestone and a testament to the team’s commitment to operational excellence. Continuous investments in asset renewal, predictive maintenance and workforce capability development have strengthened the resilience of our network and enabled us to better serve our passengers.

Beyond operational performance, we remain committed to protecting the well-being of our employees, contractors and commuters through robust safety management systems, continuous risk management practices and a culture that prioritises accountability and operational excellence.

CREATING POSITIVE SOCIAL IMPACT

At Prasarana, sustainability extends beyond environmental performance. It is equally about ensuring that public transportation remains inclusive, accessible and beneficial to the communities we serve.

Throughout the year, we continued to improve accessibility for Persons with Disabilities, strengthen customer service standards and expand initiatives that support underserved communities. We also deepened our engagement with employees, recognising that our people are the driving force behind every achievement and innovation.

By fostering a workplace culture built on integrity, inclusivity and continuous learning, we are building an organisation that is equipped to meet the evolving needs of Malaysia’s public transportation sector.

STRENGTHENING GOVERNANCE AND ACCOUNTABILITY

Strong governance provides the foundation for sustainable growth. During the reporting period, we advanced key sustainability governance initiatives, including the development of the Prasarana Sustainability Policy, enhanced sustainability reporting practices and greater integration of environmental, social and governance (ESG) considerations into business decision-making.

These efforts reinforce accountability across the organisation and reflect our commitment to maintaining the highest standards of governance, ethical conduct and transparency. As we continue to embed sustainability into the way we operate, we remain focused on creating long-term value for our stakeholders while supporting Malaysia’s sustainability aspirations.

LOOKING AHEAD

As we move forward, sustainability will remain central to our strategy, guiding how we invest, operate and serve. Through innovation, collaboration and responsible stewardship, we are committed to building a public transportation system that supports Malaysia’s aspirations for a low-carbon, inclusive and resilient future.

This report reflects the collective efforts of our people and partners, and we thank all stakeholders for their continued trust, support and collaboration as we advance our sustainability journey.



Tan Sri Mohd Nasir Ahmad
Non-Executive Chairman



Amir Hamdan
President and Group Chief Executive Officer



About Prasarana



PURPOSE
Advancing Mobility, Enriching Experiences



VISION
To Be the First Choice for Urban Mobility

As a wholly government-owned entity under the Ministry of Finance, our mandate supports national priorities in improving public transport and urban connectivity. Guided by our purpose, Advancing Mobility, Enriching Experiences, we deliver safe, reliable and integrated journeys while progressing towards our vision of becoming the First Choice for Urban Mobility through continuous improvements in accessibility, service quality and commuter experience.

Complementing our transport services, we continue expanding our role across rail and bus systems, mobility solutions and transit-oriented developments to support more seamless movement and improve how urban environments are planned, connected and experienced while responding to evolving mobility needs.





1.31
Million
Ridership
connected every day across
Kuala Lumpur, Selangor,
Penang and Kuantan



Integrated Network
connecting communities
through our rail, bus and
feeder services



Rail

Average Daily Ridership
1,031,537
(As of Dec'25)

Total Network Length (km)
205*

Total Number of Stations
149*

* Exclusive of Shah Alam Line & RTS Link



Bus

Average Daily Ridership
(Weekdays, excluding public holidays)
278,106
(As of Dec'25)

Total Number of Depots
12

Total Number of Routes
406



Since 1998, Prasarana has grown to become Malaysia's national public transport owner and operator, supporting how people move across urban centres and providing access to opportunities, services and experiences that form part of everyday life.

OUR RAIL SERVICES

-  KL Monorail Line
-  Ampang-Sri Petaling Line
-  Kelana Jaya Line
-  Kajang Line
-  Putrajaya Line

OUR BUS AND FEEDER SERVICES

- RapidKL, Rapid Penang and Rapid Kuantan Bus Services
- Feeder Services
- BRT Sunway Line
- Rapid On-Demand (KL & Penang)

RAIL PROJECTS

- Shah Alam Line
- Rapid Transit System (RTS) Link

PRIDE



Transit-Oriented Development (TOD)



Retail, Merchandise, Parking, Technology



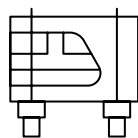
Advertising



Digital PULSE

Our Journey in Shaping Sustainable Urban Mobility

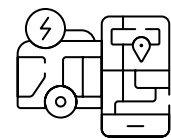
1998



Introducing Urban Rail to Malaysia

- Phase 1 STAR LRT – one of Malaysia's earliest large-scale urban rail systems
- PUTRA LRT launched (now Kelana Jaya Line)
- Syarikat Prasarana Negara Berhad (SPNB) established

2005



Creating an Integrated Mobility Ecosystem

- RapidKL established – seamless rail and bus integration
- KL Monorail integrated into Prasarana’s network
- Rapid Penang launched
- Introduced integrated ticketing and multimodal connectivity

2015



Expanding Access & Connectivity

- Extended Ampang and Kelana Jaya Lines
- Kajang Line – first underground MRT line in Malaysia
- Launched BRT Sunway – world’s first fully elevated electric BRT corridor
- Rapid Mobiliti introduced for Persons with Disabilities

2025 and Beyond



Shaping a Sustainable & Inclusive Future

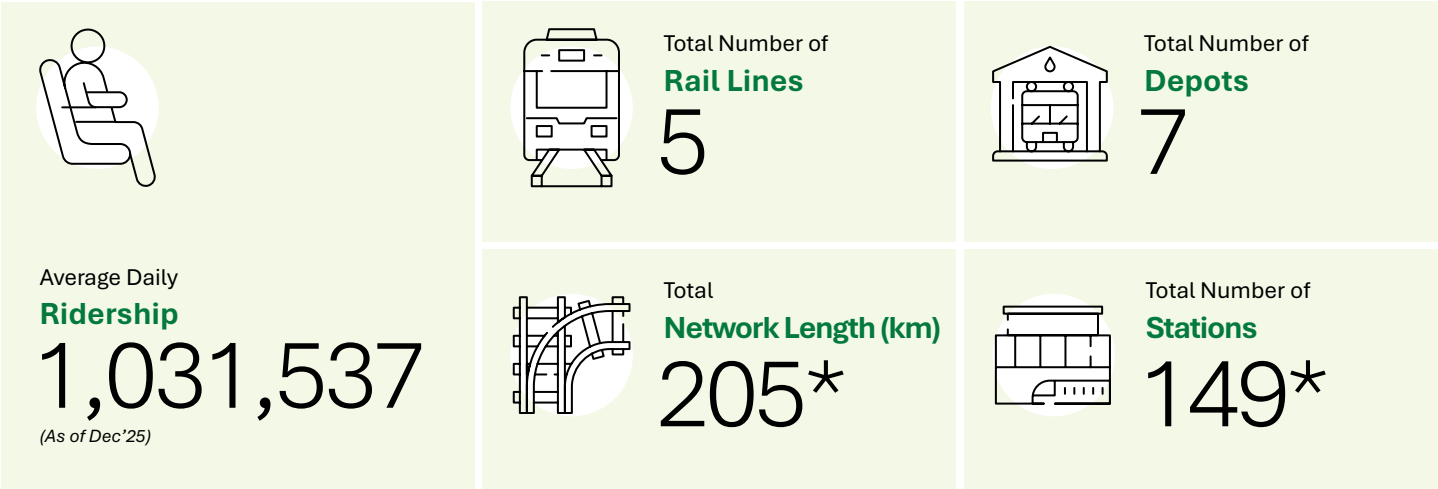
- Putrajaya Line completion
- My50 Unlimited Pass – affordable daily commuting
- Women’s Only Coach – enhanced safety and comfort
- Rapid On-Demand – first and last mile connectivity
- Launched myRapid PULSE – digital mobility solutions
- 100% Bus Electrification target by 2037
- RTS Link – strengthening cross-border connectivity
- Solar expansion across depots, hubs and stations
- AI-powered smart infrastructure (ICC, AI CCTV systems)
- TOD Framework – creating vibrant transit-oriented communities



Core Business Operations and Mobility Network

Rail

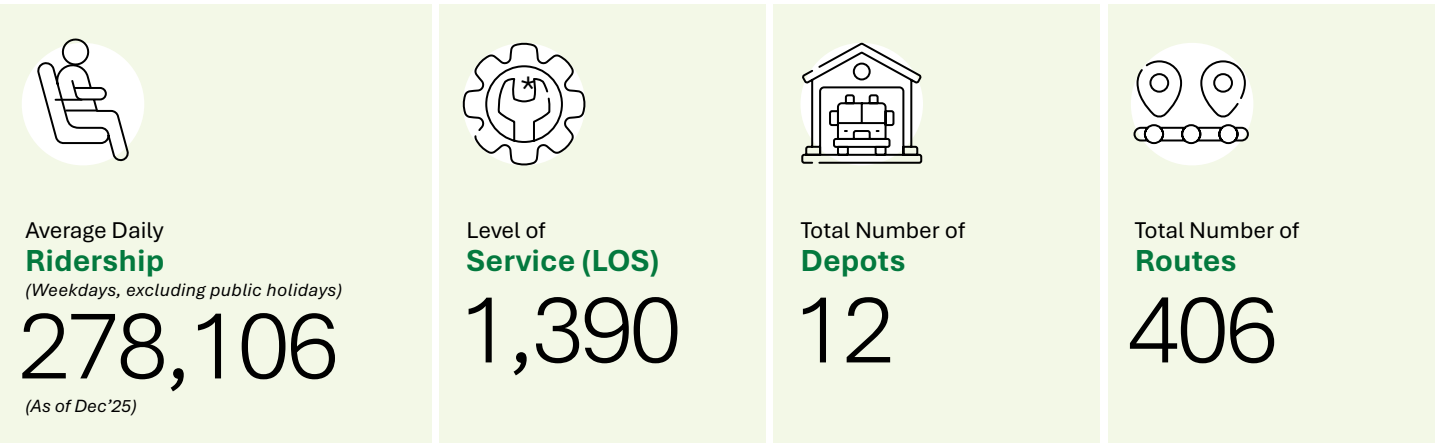
Our rail network supports how people move across the Klang Valley, connecting homes, workplaces, services and destinations across the region. Offering an alternative to private vehicle travel, the network also helps ease congestion and contributes to broader national efforts towards lower-carbon mobility.



Bus

Operating across Kuala Lumpur, Penang and Kuantan, our bus networks support how people move between communities, rail networks and key destinations including workplaces, education and healthcare facilities, improving first- and last-mile connectivity across the public transport system.

rapidKL rapidPenang rapidKuantan



BUS SERVICE OPERATED

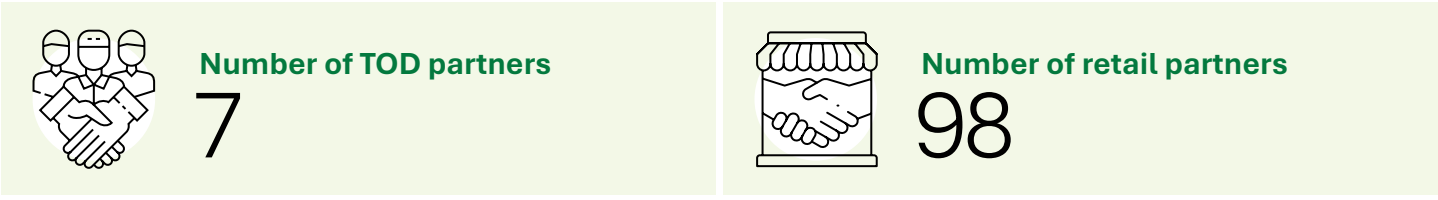
Rapid KL	Rapid Penang	Rapid Kuantan	Feeder Services	BRT Sunway Line	Rapid On-Demand (KL & Penang)
129,036*	46,926*	2,326*	64,893*	21,714*	13,211*

* Average Daily Ridership
Weekdays, excluding public holidays

PRIDE

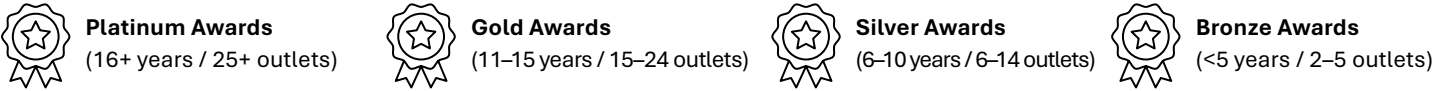
PRIDE is Prasarana’s non-fare revenue and commercial development arm, expanding the role of public transport beyond mobility through integrated commercial, retail and transit-oriented initiatives. The four business verticals under PRIDE support continued reinvestment into public transport while contributing to more vibrant, connected and engaging commuter environments.

PRIDE KEY BUSINESS VERTICALS



STRENGTHENING PARTNERSHIPS THROUGH APPRECIATION: PRIDE CELEBRATES TENANTS AND PARTNERS AT 2025 LUNCHEON
To celebrate and strengthen relationships with our valued tenants and partners across the transit retail network, Retail Appreciation Awards were presented to recognise tenants for their long-standing partnership with Prasarana.

RETAIL APPRECIATION AWARD CATEGORIES



Public Transport: The Backbone of Sustainable Cities

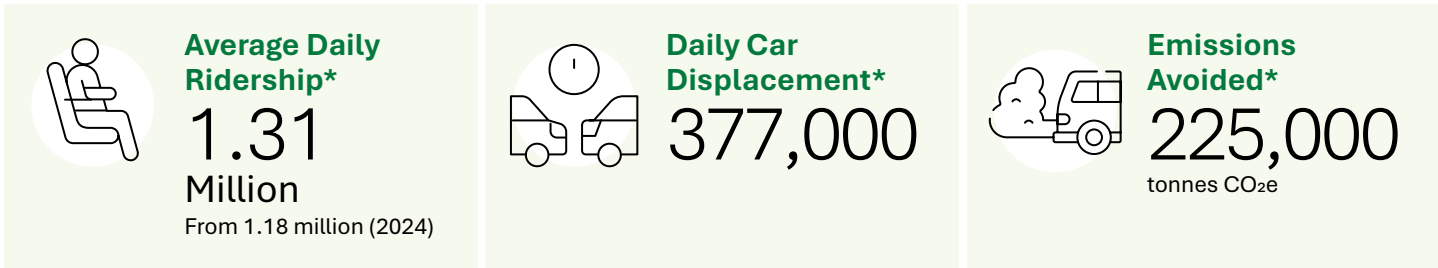
URBAN CITIES FACE INCREASING CLIMATE CHALLENGES, BUT THEY ARE ALSO PART OF THE SOLUTION. Driven primarily by transport and buildings, cities account for nearly 70% of global emissions. In Malaysia, the transport sector alone contributes approximately 25.2% of total greenhouse gas emissions, second behind the Energy sector (47.0%).

Against this backdrop, through the Thirteenth Malaysia Plan (RMK13), the government emphasises low-carbon mobility, public transport modal shift and transit-oriented development, reinforced by Malaysia’s Nationally Determined Contribution (NDC) to the United Nations Framework Convention on Climate Change (UNFCCC), the National Energy Policy and the NETR, which put forth public transportation as a critical pillar.

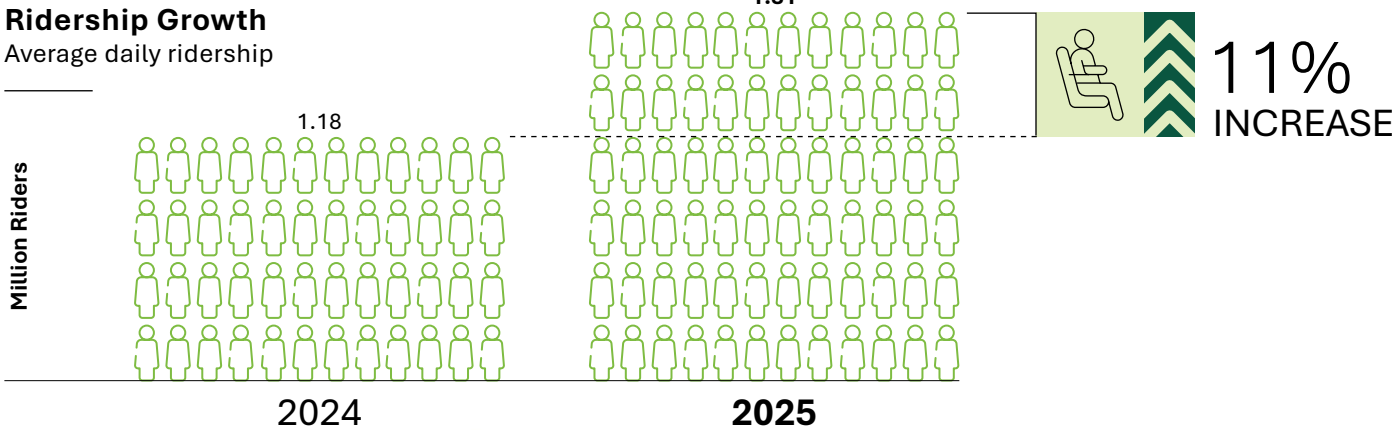
On average, we move 1.31 million riders daily. This means we displaced around 350,000 to 377,000 cars off the road, thereby avoiding 185,000 to 225,000 tCO₂e carbon emissions. Public transport ridership increased by 11%, from 1.18 million (2024) to 1.31 million (2025), with the highest ridership of 1.63 million recorded on 31 December 2025, during the New Year’s Eve celebration.

Public transport is not just part of the solution, it is the backbone of sustainable cities.

 Source: International Energy Agency, 2023.



* YTD 2025





Celebrating
Achievements
and Growth

2024

Anugerah Komitmen dan Praktik Terbaik Pengurusan Keselamatan (APAD)

Graduan Brand Awards: Transportation & Logistics

Talentbank GCA Award: Champion in Train Services

Talentbank GCA Award: Top 10 Engineering Company

Talentbank GCA Award: Top 10 GLC

Graduan Brand Awards: Malaysia’s Most Preferred Employer – Overall (3rd Runner Up)

Jobstore Top Employer Award: Top Employer of the Year

Jobstore Top Employer Award: Top Employer of Graduate Choice

Jobstore Top Employer Award: Best Workplace Award

Jobstore Top Employer Award: Top HR Leader Award

2025

UNGCMBC Inaugural ESG Select List – 3-Star Lister, 1st Transportation & Infrastructure Company

UNGCMBC Young Executive Sustainability Changemaker

Putra Brand Awards - Bronze in Transportation Travel and Tourism Category (RapidKL)

Kementerian Pengangkutan Malaysia – Sijil Penarafan “Platinum” (Naziran Pengurusan Aduan Awam)

MSOSH Award – Logistic & Transportation Sector (Silver)

Graduan Brand Awards: Transportation & Logistics

Talentbank Graduates’ Choice Award (GCA): Champion for 5 Consecutive Years – Train Services

Graduan Brand Awards: Malaysia’s Most Preferred Employer – Overall (4th Runner Up)

Excellence in Learning Tech Advancement System Award (HRD Corp)

Strategic Partnerships
and Industry Networks

As Malaysia’s national public transport owner and operator, Prasarana works alongside industry networks and strategic partners to advance mobility outcomes, exchange knowledge and contribute to the continued advancement of safe, reliable and future-ready public transportation systems.

These engagements support capability-building, operational excellence and wider collaboration across the mobility ecosystem while helping us deliver better experiences for commuters and communities.



International Association
of Public Transport (UITP)
Joined 2002



Malaysia Auxiliary Police
Associations (MAPA)
Joined 2008



Community of Metros (COMET)
Joined 2013



International Bus Benchmarking
Group (IBBG)
Joined 2014



United Nations Global Compact Malaysia,
Brunei and Cambodia (UNGCMBC)
Joined 2023

GLC OSH NET

Government-Linked Companies
Occupational Safety and Health
Network (GLC OSH NET)
Joined 2023



30% Club Malaysia Chapter
Joined 2025

Connected
By Purpose

“**Connected by Purpose**” highlights stories that demonstrate how Prasarana extends our role beyond daily transportation services to create more meaningful connections between people, communities and public transport. These strategic partnerships, community initiatives and commuter experiences create opportunities to improve accessibility, bring communities together and make public transport a more connected part of everyday life.

Throughout this report, we embedded 5 impact stories;

Our Partnership with UNGCMBC

RapidKL 20th Celebration

ASEAN Sustainable Urban Forum

Keretapi Sarong

World Public Transport Day



Connected by Purpose: Our Partnership with UNGCMBC

(United Nations Global Compact Malaysia, Brunei and Cambodia)



2023

Laying the Foundation for Sustainability Leadership

UNFCCC Asia Pacific Climate Week 2023
November 2023

Participated in the High-Level C-Suite Roundtable titled “Reshaping Tomorrow: Asian Private Sector Leadership in Climate Action and Resilience”, joining regional and global leaders to exchange perspectives on climate resilience and private sector climate action.

2024

Expanding Global Engagement and Sustainability Advocacy

Forward Faster – Asia & Oceania
August 2024

Delivered the Opening Remarks and participated in regional discussions and knowledge-sharing sessions focused on accelerating progress towards the UN SDGs.

United Nations Leaders’ Summit
September 2024

Represented Malaysia at the UN Leaders’ Summit and participated in engagements focused on advancing sustainability action and organisational readiness.

Participated in UN Global Compact Accelerator Programmes to strengthen internal readiness towards emerging climate and operational challenges.

2025

Strengthening Collaboration Through Strategic Partnership

**Memorandum of Understanding
between Prasarana and UNGCMBC**
May 2025

Formalised a strategic sustainability partnership with UNGCMBC.

Reinforced Prasarana’s commitment to responsible and sustainable business practices.

Supported the integration of sustainability within Malaysia’s public transportation sector.

Contributed towards national sustainability goals and stakeholder value creation.

ESG Vendor Hub
July 2025

Established to support sustainability awareness and practical ESG adoption across approximately 5,000 SMEs within the mobility supply chain.

Forward Faster Symposium
June 2025

Participated as Event Partner and contributed as a panel speaker for the CEO Dialogue session titled “Despite Headwinds, Sustainability is Still Here to Stay”.

Foundational ESG Training
June 2025

Conducted four training sessions aimed at embedding practical sustainability capabilities across the workforce.

Attended by 104 employees across four sessions, the initiative enhanced organisation-wide awareness and supported the integration of ESG metrics into daily operations.

2026

Building Long-Term Sustainability Capacity

UNGCMBC ESG Select List 2025
January 2026

Recognised as a 3-Star Lister and the first Transport and Infrastructure organisation included in the ESG Select List, reflecting progress across partnerships, sustainability leadership and measurable ESG commitments:

Purposeful Partnership – Recognised for launching the ESG Vendor Hub on 3 July 2025, integrating responsible procurement practices across approximately 5,000 vendors.

ESG Trailblazer – Recognised for introducing innovative sustainability solutions, including equipping the new Shah Alam Line with innovative energy recovery technology that captures regenerative braking energy.

The North Star ESG Target Setting – Recognised for establishing measurable ESG commitments, including a target for Persons with Disabilities (PwDs) to fill 1% of selected jobs by 2030.

Certified Sustainability Leadership Programme (CSLP)*
January 2026

Our Board and Management participated in the training designed to equip them with a strategic understanding of sustainability and the role of leadership in embedding these principles across the organisation.

Certified Sustainability Manager Programme (CSMP)*
May 2026

Equipped our Managers with the expertise to implement ESG strategies, measure performance, ensure compliance and drive sustainable business outcomes.

Certified Sustainability Executive Programme (CSEP)*
June 2026

Equipped our Executives with the technical expertise to manage ESG risks, ensure regulatory compliance and integrate sustainability into operations for long-term resilience.

* The UNGCMBC Sustainability Certification Programmes are held in partnership with the University of Wollongong (UoW) Malaysia (part of the University of Wollongong Australia)

Connected by Purpose: Celebrating 20 Years of Community and Connection

Over the past two decades, RapidKL has grown alongside the Klang Valley and become part of how people move, connect and experience the city. Marking its 20th anniversary in 2024, the celebration moved beyond recognising organisational milestones to create moments that brought communities together and encouraged people to experience public transport in new ways, reflecting our contribution towards SDG 11: Sustainable Cities and Communities.

CELEBRATING THE PEOPLE BEHIND THE JOURNEY

The anniversary was celebrated through a series of activities that recognised the continued support of our passengers over the years. Held from 1 to 20 December 2024, the “20 Days of Surprises” campaign introduced commemorative Touch ‘n Go cards and station activations across selected locations to create shared moments across the network.

RapidKL also celebrated its 20th anniversary by launching the MyTourist Pass and hosting a massive public transport carnival at the Tun Razak Exchange (TRX) MRT station.

OFFICIATED BY DEPUTY PRIME MINISTER DATUK SERI FADILLAH YUSOF AND TRANSPORT MINISTER ANTHONY LOKE

The festival marked the launch of the MyTourist Pass, an unlimited travel initiative introduced ahead of Visit Malaysia Year 2026, offering domestic and international visitors a more convenient way to explore the city using public transport and enjoying benefits from participating partners.



Photo Credit – Citizen Journal, 2024



Deputy Prime Minister Datuk Seri Fadillah Yusof and Transport Minister Anthony Loke joined Tan Sri Jamaludin Ibrahim, Encik Mohd Azharuddin Mat Sah, Dr. Nor Fuad Abdul Hamid and participating MyTourist Pass partners at RapidKL's 20th Anniversary Festival.

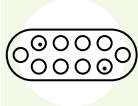
Photo Credit – Citizen Journal, 2024

WHERE TRANSIT MEETS COMMUNITY: RAPIDKL FESTIVAL

Held over the weekend of 9 and 10 November 2024, the carnival transformed the TRX station into a shared space for people to gather, explore and connect.

Visitors were encouraged to arrive via the TRX MRT station, reflecting how integrated public transport can connect mobility with leisure and city experiences.

RAPIDKL FESTIVAL ACTIVITIES

 Cultural Heritage: Traditional games such as congkak and chapteh	 Youth Engagement: The MyRapid Junior Programme, featuring traditional arts and crafts	 Entertainment and Gastronomy: Live performances by local artists and a food festival hosting over 40 vendors	 Educational Outreach: An exhibition booth highlighting the 20-year evolution of RapidKL
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Approach to Sustainability

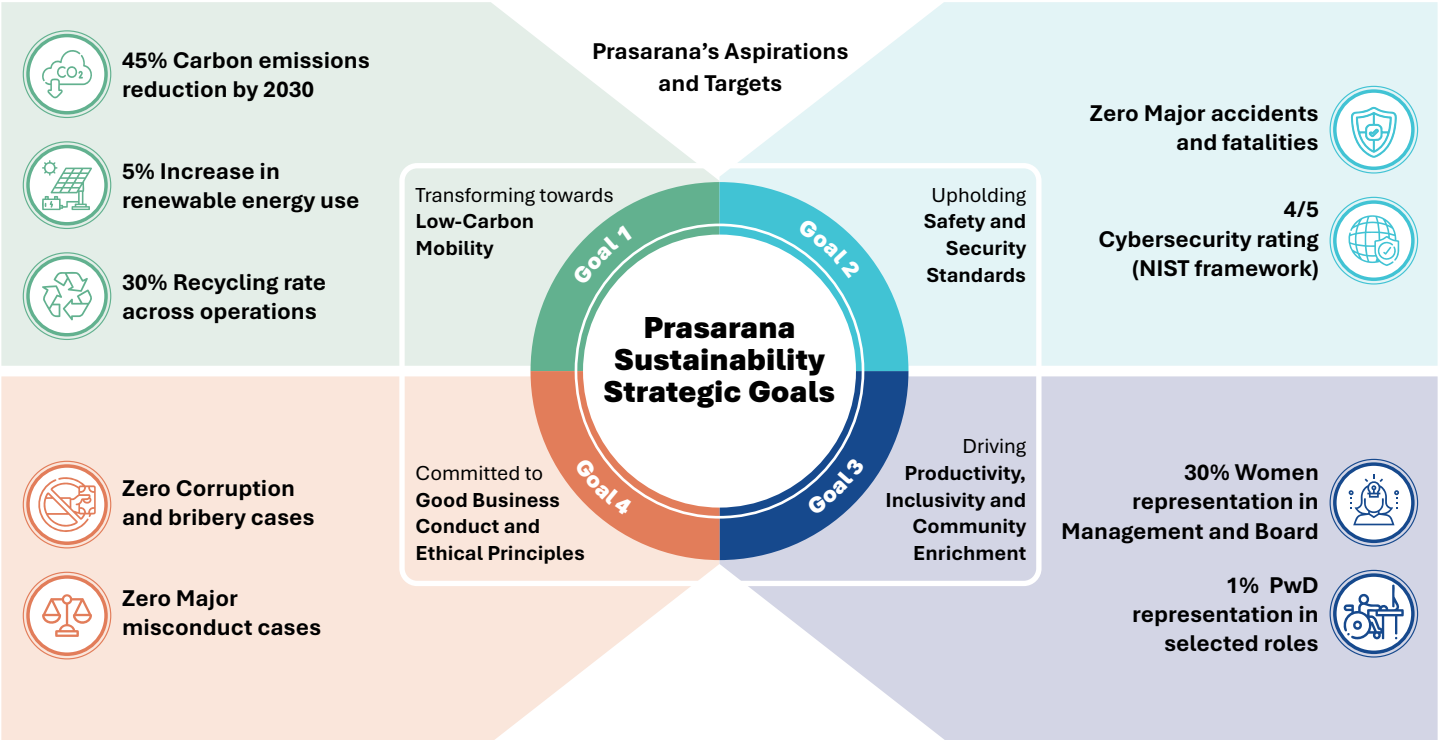
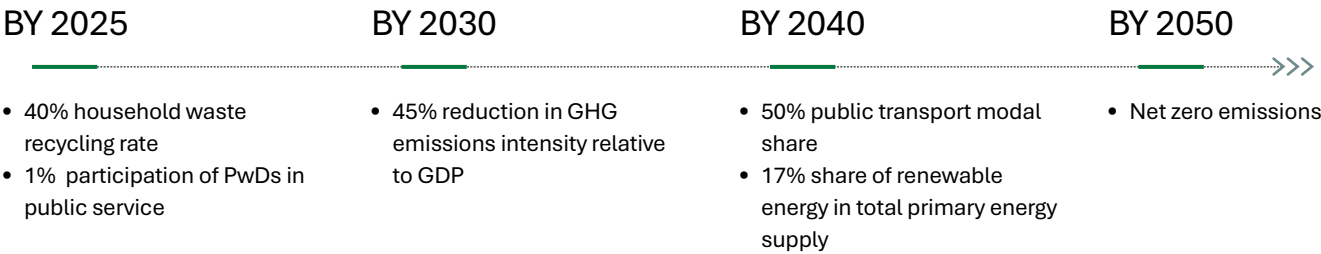
PRASARANA’S SUSTAINABILITY BLUEPRINT 2023–2030: DRIVING FUTURE MOBILITY

Prasarana’s Sustainability Blueprint 2023–2030 was published in December 2023. This document outlines how we are strengthening public transport for the future, balancing mobility needs with environmental responsibility, operational resilience and positive community outcomes. Developed to transition Prasarana from a traditional transport provider into a driver of low-carbon cities, this framework addresses accelerating climate risks by embedding ESG practices across our entire network.

Guided by four strategic pillars and nine targets, the Blueprint provides a clear pathway for delivering measurable progress over the decade ahead.

ADVANCING MOBILITY, ENRICHING EXPERIENCES

National Aspirations



SUSTAINABILITY POLICY

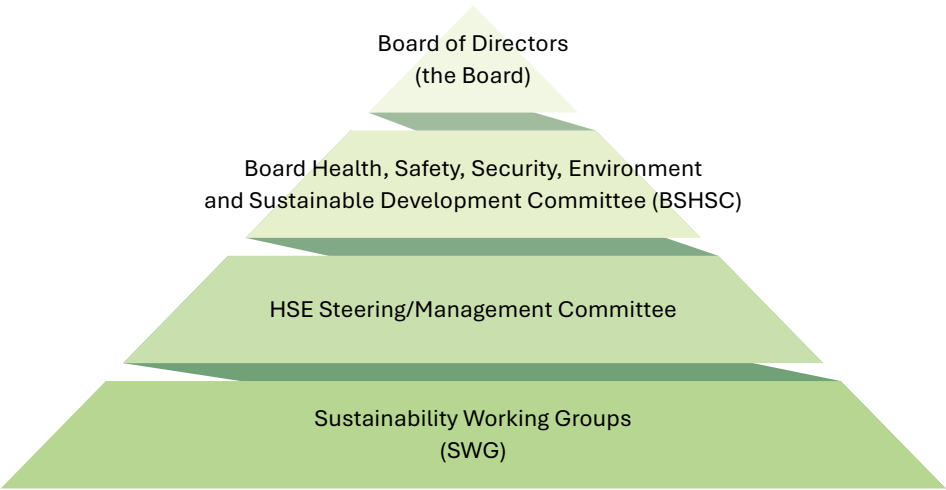
Prasarana’s Sustainability Policy provides the guiding principles for how environmental, safety, social and governance (ESSG) priorities are integrated across the organisation. This policy supports a more coordinated approach to delivering responsible and resilient public transport.

KEY SUSTAINABILITY COMMITMENTS/PRINCIPLES



SUSTAINABILITY GOVERNANCE STRUCTURE

Our sustainability governance structure brings together oversight, decision-making and implementation across the organisation. Defined responsibilities across the Board, management committees and working groups support a coordinated approach to managing sustainability and climate-related risks and opportunities while embedding accountability into how decisions are made.

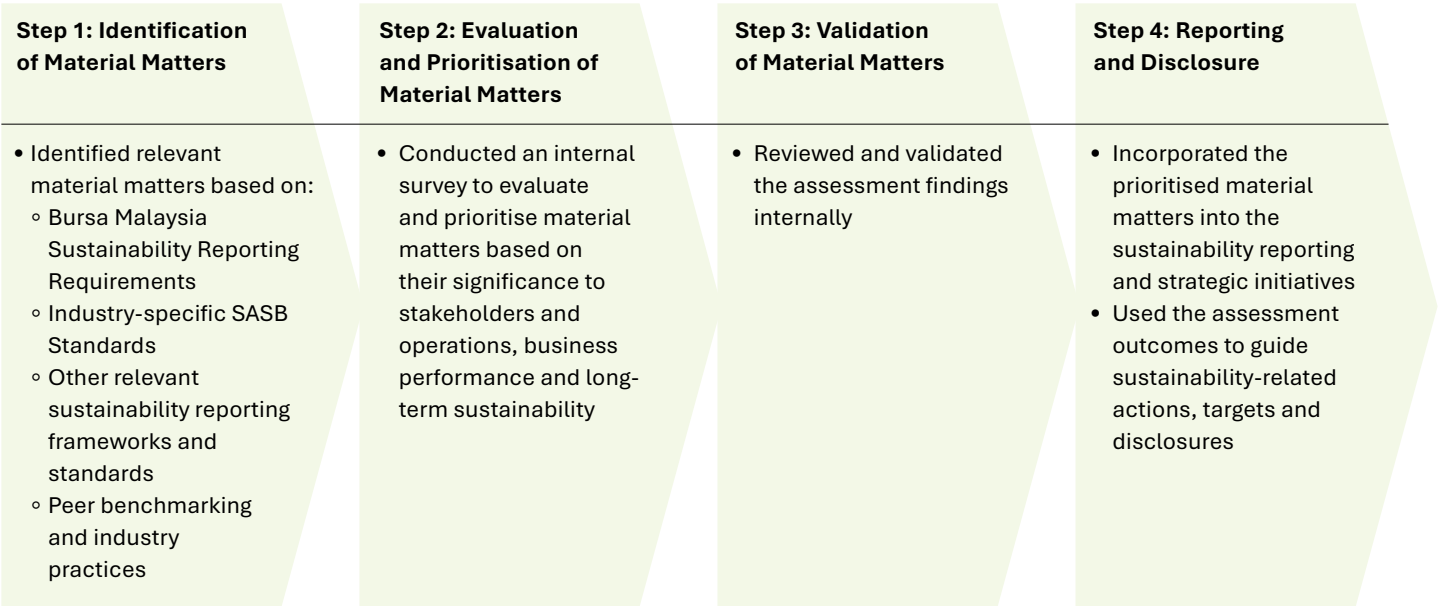


Roles and Responsibilities

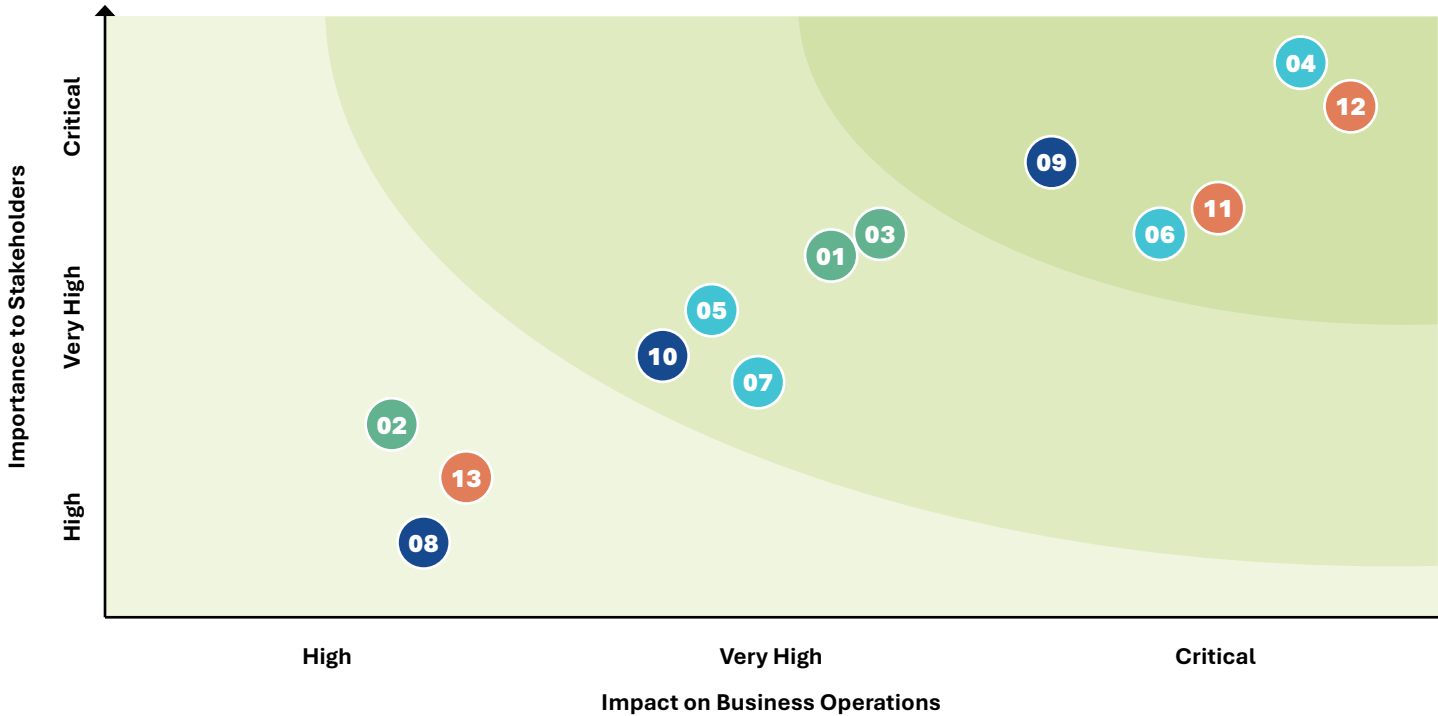
Board - Provide strategic direction and oversight on sustainability - Approve sustainability strategies, targets and key decisions - Monitor performance against approved targets - Ensure material sustainability matters are integrated into business strategy	BSHSC - Review and recommend sustainability strategies and targets to the Board - Monitor implementation progress and performance outcomes - Integrate sustainability considerations into committee deliberations and decisions - Provide oversight on key sustainability risks and disclosures
HSE Steering/Management Committee - Implement Board-approved sustainability strategies and targets - Allocate responsibilities, KPIs and resources across the Group - Monitor implementation progress and operational performance - Recommend enhancements or revisions to strategies and targets	SWG - Execute initiatives aligned with assigned targets and KPIs - Develop and implement action plans and operational measures - Monitor and report progress on a periodic basis - Submit updates and recommendations to the SC

IDENTIFYING AND MANAGING OUR MATERIAL TOPICS

Understanding what matters most to stakeholders helps shape how Prasarana prioritises sustainability across the organisation. Our materiality assessment identifies the environmental, safety, social and governance topics that are most relevant to stakeholders and the business, providing a clearer basis for decision-making, target setting and long-term value creation.



Priority topics include regulatory compliance, governance, safety and well-being, service reliability, and inclusive and accessible public transportation.



Note: Material topics presented reflect the outcome of the latest materiality assessment.

While the identified material matters remain aligned with the four goals outlined in our Sustainability Blueprint 2023–2030, the title of Goal 3 was revised to Driving Inclusive Growth and Community Impact, and material matter titles were refined to improve clarity and reporting consistency. In addition, Responsible and Sustainable Supply Chain Management was identified as a new material matter.

MANAGING SUSTAINABILITY-RELATED RISKS

We recognise that sustainability-related risks may affect operational resilience, service reliability and long-term value creation. In line with International Financial Reporting Standards (IFRS) S1, sustainability considerations are integrated into our Enterprise Risk Management (ERM) Policy and Framework to support the identification, assessment and management of material risks and opportunities across operations and the wider value chain.

Oversight is provided through the ERM Governance Structure, ensuring these risks are managed in line with our strategic priorities and risk appetite. The risks identified are aligned with our organisation’s material matters and reflect the issues most relevant to operations, stakeholders and long-term organisational sustainability.

As we continue to strengthen our sustainability reporting practices and alignment with evolving disclosure requirements, we intend to progressively enhance our disclosure of sustainability-related risks, opportunities and management approaches in future reporting periods.

Goal 1:	Goal 2:	Goal 3:	Goal 4:
Transforming Towards Low-Carbon Mobility	Upholding Safety and Security Standards	Driving Inclusive Growth and Community Impact	Committed to Good Business Conduct and Ethical Principles
01 Transition to Renewable and Low-Carbon Energy 02 Optimising Waste Management and Resource Efficiency 03 Climate Resilience and Emissions Management	04 Ensuring Passenger Safety and Service Reliability 05 Adoption of Smart Infrastructure and Technology 06 Prioritising Employee Health, Safety and Well-Being 07 Strengthening Cybersecurity Integration	08 Strengthening Prasarana’s Position as an Employer of Choice 09 Inclusive and Accessible Public Transportation Services 10 Fostering a Culture of Innovation and Digital Transformation	11 Ensuring Compliance with Regulations and Industry Standards 12 Upholding Integrity, Transparency and Accountability 13 Responsible and Sustainable Supply Chain Management

CONTRIBUTING TO THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

As a government-owned entity, our mandate is interlinked with Malaysia’s national development priorities. We align our sustainability strategy with the United Nations 2030 Agenda for Sustainable Development by adopting the 10 UN SDGs most relevant to our operations as the national public transport operator, ensuring our ambitions are aligned with the nation’s socioeconomic and environmental aspirations.

3 GOOD HEALTH AND WELL-BEING  SDG 3: Good Health and Well-Being For more detailed information, please refer to the relevant sections of this Report: - Goal 2: pp. 52-59 - Goal 3: p. 70		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
3.4 Promote mental health and well-being. 3.6 Reduce deaths and injuries from road traffic accidents.	Promotes safe public transport operations while safeguarding employee health, occupational safety and commuter well-being.	Occupational Safety & Health (OSH), Employee Health & Well-being Programme, Mental Health, Health Screening, Emergency Preparedness, Safety Campaigns

7 AFFORDABLE AND CLEAN ENERGY  SDG 7 – Affordable and Clean Energy For more detailed information, please refer to the relevant sections of this Report: Goal 1: pp. 36-39		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
7.2 Increase renewable energy. 7.3 Improve energy efficiency.	Accelerates decarbonisation through renewable energy adoption, energy efficiency and transport electrification.	Solar PV Programme, Electric Bus Deployment, Energy Efficiency Initiatives, Green Buildings, LED Lighting

4 QUALITY EDUCATION  SDG 4 – Quality Education For more detailed information, please refer to the relevant sections of this Report: Goal 3: pp. 72-73		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
4.3 Equal access to technical and vocational education. 4.4 Increase skills for employment. 4.7 Education for sustainable development.	Develops future-ready talent through technical, vocational and leadership development programmes.	UITP Regional Training Centre (RTC), TVET (T-GEAR & PPT), Leadership Development Programme, SPEEDS Programme, Customer Service Excellence, Technical Training

8 DECENT WORK AND ECONOMIC GROWTH  SDG 8 – Decent Work and Economic Growth For more detailed information, please refer to the relevant sections of this Report: - Goal 3: pp. 68-73 - Goal 4: p. 89		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
8.5 Full and productive employment. 8.8 Safe and secure working environment.	Creates quality employment, develops workforce capability and strengthens responsible procurement and SME participation.	Human Capital Policy, Employee Engagement, TVET, Vendor ESG Hub, SME Sustainability Champion Programme, Supplier Development

5 GENDER EQUALITY  SDG 5 – Gender Equality For more detailed information, please refer to the relevant sections of this Report: Goal 3: p. 68		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
5.5 Ensure women’s participation and leadership.	Promotes diversity, inclusion and equal employment opportunities while supporting women in leadership.	Human Capital Policy, Diversity, Equity & Inclusion (DEI), 30% Club Malaysia, Equal Opportunity Employment

9 INDUSTRY INNOVATION AND INFRASTRUCTURE  SDG 9 – Industry, Innovation and Infrastructure For more detailed information, please refer to the relevant sections of this Report: - Goal 1: pp. 36-38 - Goal 3: pp. 76-81		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
9.1 Develop reliable, sustainable infrastructure. 9.4 Upgrade infrastructure for sustainability. 9.5 Enhance innovation.	Modernises transport infrastructure while accelerating digital transformation and innovation.	Rail & Bus Modernisation, Digital Transformation Roadmap, MyRapid PULSE, Digital My50, AI & Data Analytics, TOD Rating Framework

10 REDUCED INEQUALITIES  SDG 10 – Reduced Inequalities For more detailed information, please refer to the relevant sections of this Report: Goal 3: pp. 68-83		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
10.2 Promote social inclusion. 10.3 Ensure equal opportunity.	Improves affordable and accessible mobility for underserved communities, senior citizens and Persons with Disabilities.	Rapid Mobiliti Vans, PwD Employment, Accessibility Improvements, Rapid On-Demand, My50 Pass, Mutiara Pass, Rapid Travel Passes, Community Support

13 CLIMATE ACTION  SDG 13 – Climate Action For more detailed information, please refer to the relevant sections of this Report: Goal 1: pp. 36-45		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
13.2 Integrate climate measures into policies and planning. 13.3 Climate awareness and capacity building.	Supports Malaysia’s decarbonisation agenda by reducing transport emissions, improving energy efficiency and strengthening climate resilience.	Sustainability Blueprint 2023–2030, GHG Management, Renewable Energy, Electric Buses, Climate Risk Management, Energy Efficiency

11 SUSTAINABLE CITIES AND COMMUNITIES  SDG 11 – Sustainable Cities and Communities For more detailed information, please refer to the relevant sections of this Report: Goal 3: pp. 64-79		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
11.2 Accessible and sustainable transport systems. 11.3 Inclusive urbanisation. 11.6 Reduce environmental impact of cities. 11.7 Inclusive public spaces.	Delivers integrated, affordable and sustainable public transport while supporting transit-oriented urban development and community connectivity.	Rail & Bus Network Operations, TOD Rating Framework, Station Rejuvenation Project, Rapid On-Demand, My50 Pass, Mutiara Pass, Rapid Travel Passes, <i>Keretapi Sarong</i> , ASUF 2025

16 PEACE, JUSTICE AND STRONG INSTITUTIONS  SDG 16 – Peace, Justice and Strong Institutions For more detailed information, please refer to the relevant sections of this Report: Goal 4: pp. 86-91		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
16.5 Reduce corruption. 16.6 Develop effective, accountable institutions. 16.7 Inclusive decision-making.	Strengthens governance, ethics, integrity, enterprise risk management and regulatory compliance across Prasarana.	Code of Ethics & Business Conduct (COBE), Anti-Bribery Management System (ISO 37001), Whistleblowing Platform (Speeki®), Enterprise Risk Management (ERM), LORCO, Vendor Code of Ethics

12 RESPONSIBLE CONSUMPTION AND PRODUCTION  SDG 12 – Responsible Consumption and Production For more detailed information, please refer to the relevant sections of this Report: - Goal 1: pp. 46-49 - Goal 4: pp. 89-90		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
12.2 Sustainable resource management. 12.5 Waste reduction. 12.6 Sustainable business practices. 12.7 Sustainable procurement.	Embeds sustainability into procurement, supply chain management and responsible resource use.	Vendor ESG Hub, Procurement Policy, Vendor Code of Ethics (VCOE), Supplier ESG Development, Circular Economy & Waste Management

17 PARTNERSHIPS FOR THE GOALS  SDG 17 – Partnerships for the Goals For more detailed information, please refer to the relevant sections of this Report: - Goal 3: pp. 64-65 - Goal 4: pp. 90-93		
Official UN SDG Target(s)	Prasarana Business Contribution	Key Initiatives / Programmes
17.16 Multi-stakeholder partnerships. 17.17 Public-private and civil society partnerships.	Collaborates with governments, industry, academia and international organisations to advance sustainable mobility, innovation and ESG performance.	UNGCMBBC, UITP, CoMET, IBBG, PLANMalaysia, DBKL, TERAJU, CIDB, MIDA, SME Bank, ASUF 2025

Goal 1: Transforming Towards Low-Carbon Mobility

As the flagship champion for Public Transport Electrification under the NETR, Prasarana is advancing low-carbon mobility through bus electrification, renewable energy adoption and more efficient operations across our rail and bus network. These efforts are supported by broader initiatives to strengthen resource efficiency, improve waste management and advance Scope 1, 2 and 3 emissions management, while integrating climate considerations into operations to support service reliability and long-term resilience.

SDG RELATED:

7 AFFORDABLE AND CLEAN ENERGY

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

OUR MATERIAL TOPICS AND INITIATIVES:

Transition to Renewable and Low-Carbon Energy

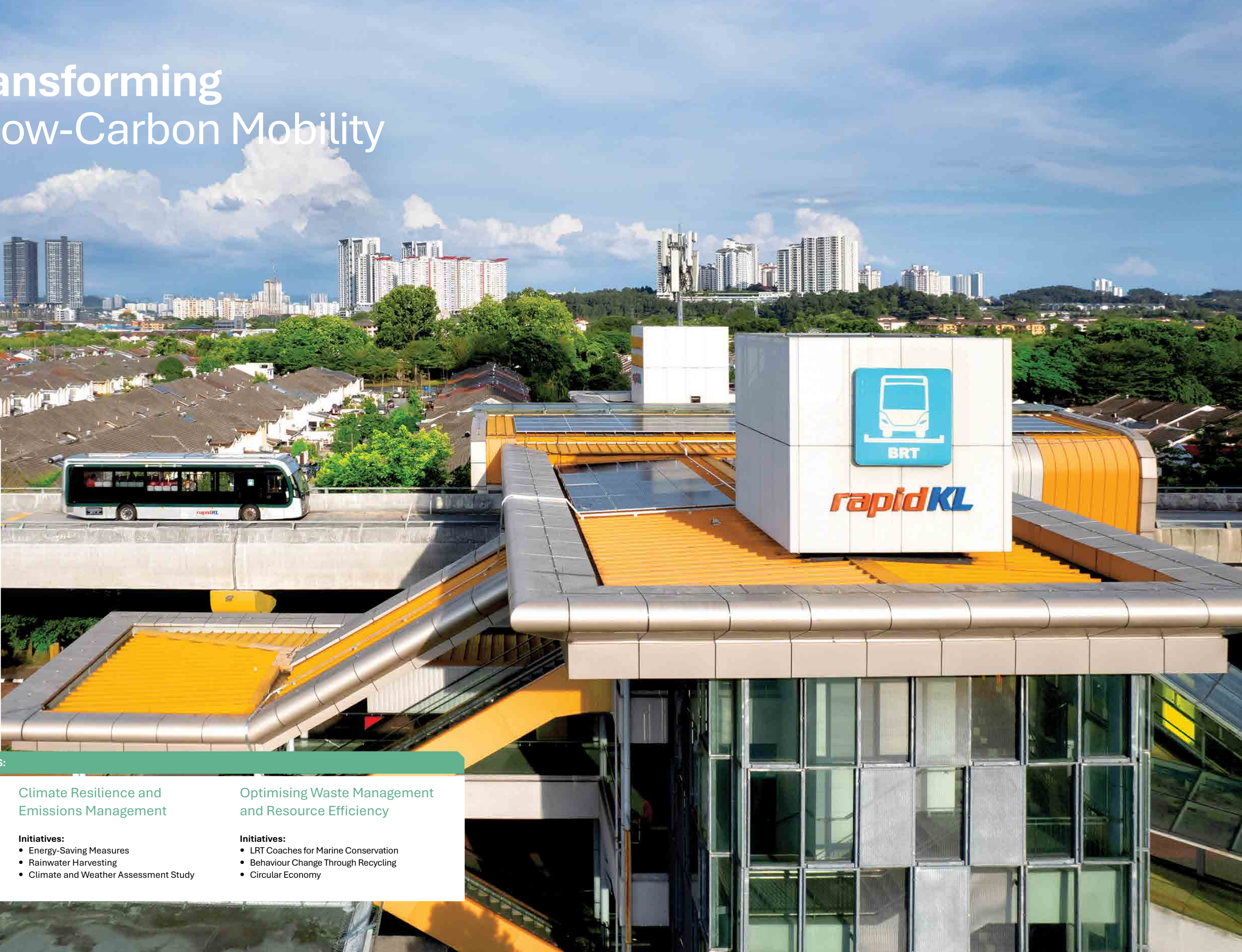
- Initiatives:**
- Bus Electrification
 - Solar Deployment
 - Dedicated Bus Lanes

Climate Resilience and Emissions Management

- Initiatives:**
- Energy-Saving Measures
 - Rainwater Harvesting
 - Climate and Weather Assessment Study

Optimising Waste Management and Resource Efficiency

- Initiatives:**
- LRT Coaches for Marine Conservation
 - Behaviour Change Through Recycling
 - Circular Economy



Driving Urban Mobility with Dedicated Bus Lanes

Prasarana introduced dedicated bus lanes along Jalan Ampang, Jalan Genting Klang and Jalan Klang Lama in 2023, which were all subsequently approved as permanent routes. Following implementation, the corridors recorded a 10% increase in total ridership, reflecting stronger uptake of public transportation and improved travel efficiency along the route. In Penang, we also introduced a trial bus lane along Jalan Penang.

We regularly report the ridership performance of these routes to the *Mesyuarat Jawatankuasa Kabinet Mengenai Keselamatan dan Kesesakan Jalan Raya* (JKMKKJR), chaired by Deputy Prime Minister, YAB Dato’ Seri Zahid Ahmad Hamidi.

Expanding on the success of these corridors, we remain committed to working with state governments and local councils to broaden the implementation of dedicated bus lanes.

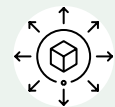
Powering Public Transport with Solar Energy

Solar panels were installed across the BRT Sunway system, six stations and one depot in 2024, with further expansion planned over the next three years.

These renewable energy assets contribute directly to reducing Prasarana’s reliance on grid electricity and lowering Scope 2 emissions, while aligning with our commitment to energy

efficiency and green mobility, supporting the broader transition towards lower-carbon systems.

Beyond operational applications, Prasarana also extends renewable energy solutions into surrounding communities to demonstrate how transport infrastructure can create wider environmental and social value.



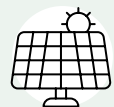
Future expansion:

- Across depots, hubs and rail stations
- Large-scale solar projects through the Corporate Renewable Energy Supply Scheme (CRESS)



The BRT Sunway Depot was energised in October 2024, with six BRT Sunway stations subsequently energised in December 2024.

Between October 2024 and December 2025, the initiative contributed to the avoidance of **734 tCO₂e of emissions**.



47 sites

were identified along KJL, AGL, MRL as well as Rapid Bus depots and hubs for solar panel project installation.

Solar Streetlights Installed in Kampung Kerdas, Gombak

Under the Kampung Angkat MADANI initiative under Prime Minister’s Department, Prasarana adopted Kampung Kerdas Gombak to improve community well-being through targeted infrastructure and social development programmes.

Solar-powered lighting was installed to improve visibility and enhance safety for residents, particularly during night-time hours.



CLIMATE RESILIENCE AND EMISSIONS MANAGEMENT

Extreme weather events and changing climate conditions present growing challenges to the resilience of Prasarana’s public transport operations and infrastructure. In response, we continue to strengthen climate resilience across our rail and bus networks through targeted adaptation measures, operational planning and risk management, enhancing service reliability while improving our readiness for changing climate conditions.

Energy-Saving Measures

Prasarana continues improving energy management practices across operations to improve operational efficiency. Our approach is guided by the Energy Efficiency and Conservation Act (EECA) 2024 and the NETR.

The rail sector is identified under the NETR as an energy-intensive sector and is prioritised for energy audits and energy efficiency measures. In response, Prasarana formally established an Energy Task Force to oversee our compliance with the EECA, as regulated by the Energy Commission. The Task Force serves as the central coordinating body for our energy compliance, audits and conservation activities, as well as reporting requirements across Prasarana’s facilities, operations and subsidiaries. The following initiatives support these efforts:



Menara Prasarana

Designed as an energy-efficient building, Menara Prasarana achieved a Building Energy Intensity (BEI) of less than 135 kWh/m²/year, significantly lower than that of a conventional office building. The building incorporates a range of sustainability features including natural lighting, energy-efficient smart lighting systems and EV parking facilities, optimising energy consumption while supporting sustainable building operations.

Building performance is further enhanced through carbon dioxide (CO₂) sensors capable of monitoring indoor CO₂ concentrations as an indicator of occupancy levels. Integrated with the Heating, Ventilation and Air Conditioning (HVAC) system, these sensors enable demand-controlled ventilation, optimising fresh-air intake based on occupancy levels. This contributes to improved indoor air quality, enhanced occupant comfort and greater energy efficiency.

Energy Audits

We are progressively conducting energy audits across 44 selected operational sites, including depots, stations, hubs and complexes, to support the identification and implementation of targeted energy-saving measures across operations.

As of Q1 2026, an energy audit has been completed at Menara Prasarana to identify baseline energy consumption and potential energy-saving measures, with implementation expanding across Rapid Bus and Rapid Rail facilities.

These efforts are supported by appointed Energy Managers across Rapid Bus and Rapid Rail who are registered with Suruhanjaya Tenaga (ST). As of 2025, 12 employees from Rapid Rail and the Sustainability Department have obtained Registered Energy Manager (REM) Type 1 certification, leading Group-wide energy-saving initiatives and assessments. As we expand operations and transition to electrification, we will continue strengthening internal energy management capabilities through additional REM appointments and progression to REM Type 2 certification.

Our BEI Performance



Optimising Water Use Through Rainwater Harvesting

While water consumption represents a smaller proportion of our resource use, we recognise the importance of strengthening operational resilience against potential water-related disruptions. Prasarana has installed rainwater harvesting systems across selected rail and bus depots to reduce reliance on municipal water supplies, conserving water resources and mitigating the impacts of water scarcity.

Complementing this initiative, trains on the Ampang–Sri Petaling Line are washed utilising a combination of harvested rainwater and recycled water from a closed-loop washing system, further improving responsible water management.

Daily train washing uses up to

3.78 m³ of water*

* 3 train sets per day: Kampung Kuala Sg. Baru Depot, LRT Ampang-Sri Petaling Line

Saves

82.5% of water daily

and reduces as much as

200 kg CO₂e a year



Climate and Extreme Weather Risk Assessment Study

Extreme weather risks continue to shape how Prasarana plans and manages the resilience of our public transport operations and infrastructure. In response, a Climate and Extreme Weather Risk Assessment Study was undertaken across 2024 to 2025 in order to better understand potential impacts and identify measures that support service readiness under changing climate conditions.

Conducted over six months across rail and bus operations, the study assessed priority climate-related risks and identified practical measures to improve preparedness and response across the network.

Implementation Challenges	Key Risks	Mitigation Measures
 Rapid Rail	 Lightning strikes affecting infrastructure, fleet and equipment	- Implement lightning protection and/or arresters - Install mobile gensets as backup
	 Strong wind damaging stations, depots, tracks or nearby trees	- Establish and implement an Emergency Response Plan (ERP) for depots - Schedule regular infrastructure maintenance, including tree pruning and drainage system upkeep, preventing potential blockage
 Rapid Bus	 Flash floods affecting access to depots and hubs	- Improve drainage systems for more efficient draining - Conduct yearly review and testing of the Business Continuity Plan (BCP)
	 Strong winds damaging depot infrastructure	- Establish and implement an ERP for depots - Conduct risk assessments on infrastructure resiliency and possible climate scenarios - Improve drainage systems, preventing potential blockage
	 Flooded routes leave buses with passengers stranded	- Schedule regular weather monitoring - Conduct ERP procedure training for bus captains to increase readiness

Going forward, these assessments will be conducted quarterly to improve climate risk visibility and support the integration of resilience considerations into operational planning, infrastructure management and long-term decision-making.

QUANTIFYING OUR EMISSIONS

Prasarana recognises our responsibility to support the transition towards a low-carbon future. In pursuit of our target to achieve a 45% reduction in GHG emissions by 2030, as outlined in the Prasarana Sustainability Blueprint, we strengthened our understanding of emissions generated across Prasarana through the development of a comprehensive GHG inventory.

Guided by the GHG Protocol Corporate Accounting and Reporting Standard (2004) and ISO 14064, the inventory captures emissions from across our operations, providing greater visibility into emission sources. Establishing this baseline enhances our ability to track performance, identify reduction opportunities and implement effective carbon management strategies, contributing to both our sustainability ambitions and Malaysia’s broader climate goals.

Emissions are categorised into Scope 1, Scope 2 and Scope 3 in accordance with the GHG Protocol.

- **Scope 1 GHG emissions** represent direct emissions generated from company-owned vehicles and operational assets.
- **Scope 2 GHG emissions** refer to indirect emissions arising from the consumption of purchased electricity.
- **Scope 3 GHG emissions** cover other indirect emissions generated across our value chain, including employee commuting, business travel, upstream and downstream activities.

Note:
Prasarana currently tracks employee commuting and business travel activities as part of its Scope 3 emissions management efforts. While business travel emissions are not yet reported due to ongoing data enhancement and quantification efforts, additional Scope 3 categories, including fuel- and energy-related activities, vehicle manufacturing, and maintenance-related goods and services, have been identified and will be progressively incorporated into future disclosures.

Sources of Our Emissions

Scope 1: Direct Emissions



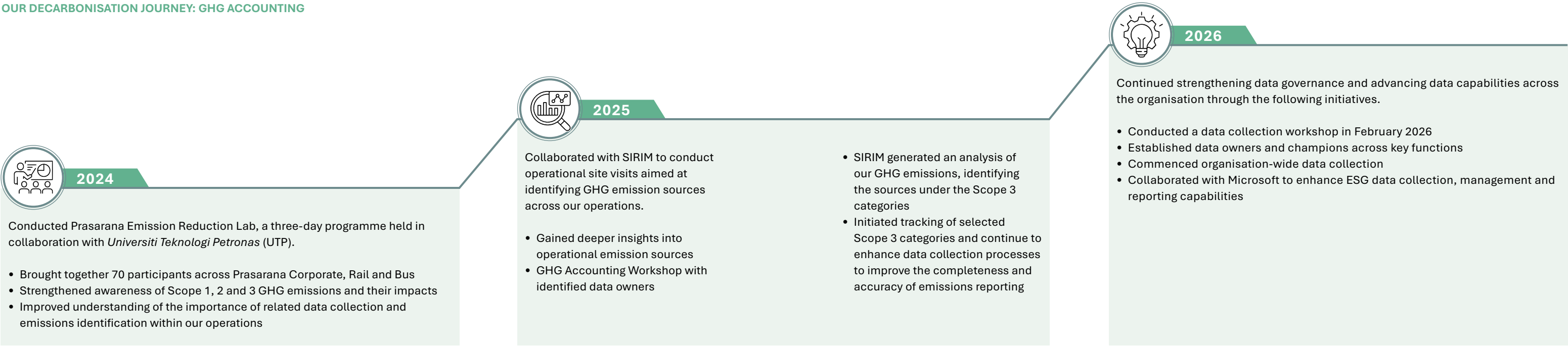
Scope 2: Indirect Emissions



Scope 3: Other Indirect Emissions



OUR DECARBONISATION JOURNEY: GHG ACCOUNTING



OUR PERFORMANCE: ENERGY AND EMISSIONS PROFILE

Prasarana’s GHG emissions profile comprises Scope 1 and Scope 2 emissions arising from fuel consumption and purchased electricity across our operations. During the reporting period, we also expanded our emissions measurement and disclosure to include a selected Scope 3 category, namely employee commuting. Scope 1 emissions increased by 6.1%, primarily due to expanded Rapid Bus operations, while Scope 2 emissions rose by only 0.4% despite strong growth in passenger demand, reflecting improvements in rail service reliability and operational efficiency.

The commissioning of a 0.779 MWp solar photovoltaic (PV) system along the BRT Sunway further strengthened our emissions management efforts, avoiding approximately 734 tCO₂e through renewable electricity generation. Rail emissions intensity also improved by 7.4%, indicating that passenger growth outpaced the increase in electricity consumption and resulted in lower emissions per passenger-kilometre.

Overall, the relatively modest increase in emissions despite substantial growth in ridership reflects Prasarana’s continued progress in improving operational efficiency while expanding public transport services. Continued investments in renewable energy, fleet decarbonisation and asset optimisation will further support our long-term climate ambitions.

	FY2024	FY2025
Fuel Consumption ('000,000 Litres)		
Petrol	0.07	0.08
Diesel ¹	39.06	40.50
Electricity Consumption ('000,000 kWh)		
Purchased Electricity	487.08	489.11
Solar Generated Electricity ²	0.08	0.91
GHG Emissions ('000 tCO ₂ e)		
Scope 1 (Stationary Combustion) ³	0.20	0.21
Scope 1 (Mobile Combustion) ³	98.12	104.08
Scope 2 ⁴	360.44	361.94
Scope 2 Emissions Avoidance ⁵	-0.06	-0.68
Total (Scope 1 & 2)	458.76	466.23
Scope 3 (Employee Commuting) ⁶	-	3.59
Grand Total	458.76	469.81

Notes:

1. The diesel consumption from gensets used within Prasarana’s headquarters (Corporate) has been averaged across FY2024 and FY2025, with the bulk consumption being 161,509 litres.

2. Solar-generated electricity refers to electricity generated by solar PV systems at BRT Sunway. The solar-generated electricity consumed in FY2024 is lower due to its commencement in October 2024.

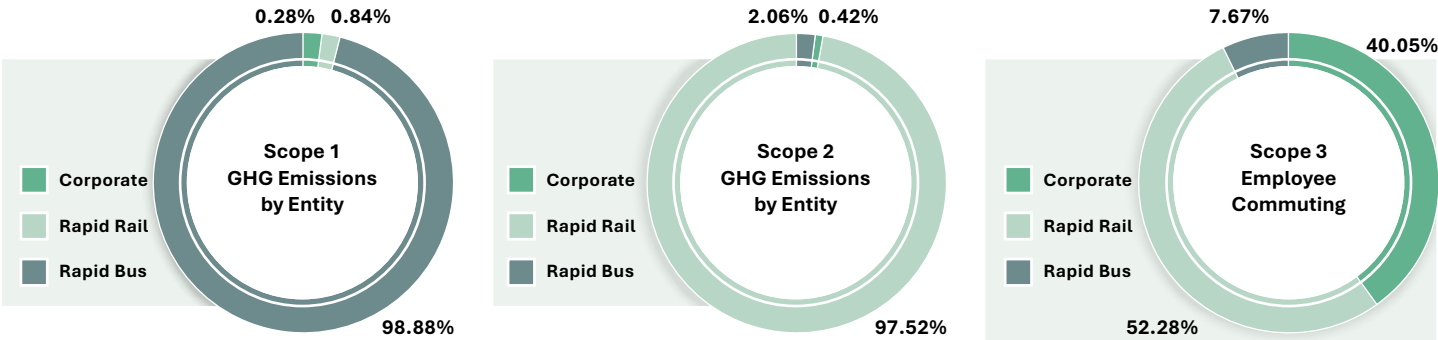
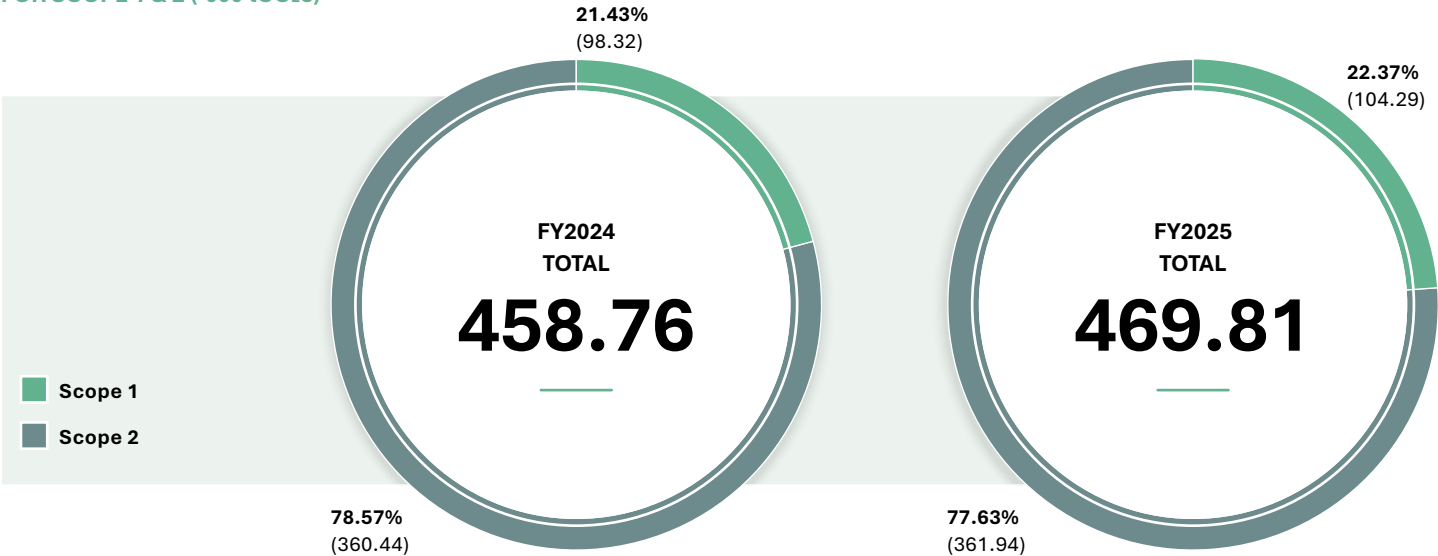
3. Scope 1 emissions factors for FY2024 and FY2025 were sourced from the UK Government’s Conversion Factors 2024 and 2025 respectively.

4. Scope 2 emissions factors for FY2024 and FY2025 were sourced from the Energy Commission of Malaysia.

5. Emissions avoidance only includes sources from solar PV systems.

6. Scope 3 emissions factors for FY2024 and FY2025 were sourced from the UK Government’s Conversion Factors 2024 and 2025 respectively.

TOTAL GHG EMISSIONS
FOR SCOPE 1 & 2 ('000 tCO₂e)



Note:
Each entity's proportion of Prasarana's total Scope 1 and Scope 2 GHG emissions is presented as an average percentage across FY2024 and FY2025.

Scope 3 Emissions
Current emissions measurement efforts, particularly for Scope 3 emissions, reflect our ongoing efforts to progressively enhance visibility over emissions sources based on available operational data. We will continue to strengthen data collection processes, supporting more accurate emissions tracking and more robust climate-related reporting over time.

Scope 3 Data Improvement

- Since introducing employee commuting data collection and reporting, Prasarana has recorded 1,849 responses, accounting for 14% of Prasarana’s workforce. These responses improve visibility into Scope 3 emissions associated with commuting activities.
- The implementation of the ESG Vendor Hub is expected to further improve the availability and quality of emissions data across our vendor ecosystem, supporting more comprehensive Scope 3 emissions assessments and reporting in the future. (Refer to Goal 4 for further details).

OPTIMISING WASTE MANAGEMENT AND RESOURCE EFFICIENCY

Across our rail, bus and operational facilities, waste is managed through structured practices and formal procedures that promote resource efficiency and ensure the consistent management of both general and scheduled waste streams.

Solid Waste Management Guideline (2024)	Outlines the requirements for waste segregation, handling, storage and disposal in compliance with applicable regulatory standards.
Scheduled Waste Management Procedure (2021)	

Repurposing LRT Coaches for Marine Conservation

In July 2024, Prasarana repurposed two decommissioned Kelana Jaya Line LRT coaches into Malaysia's first artificial reef constructed from retired rail carriages. Submerged 18 metres beneath the waters of Pulau Tioman, Pahang, this initiative creates new marine habitats while demonstrating how retired transport assets can be repurposed to generate environmental and community value.

Developed in collaboration with Yayasan Al-Sultan Abdullah and the Pahang State Government, the project supports marine biodiversity and aligns with UN SDG 14: Life Below Water. Officially recognised by the Malaysia Book of Records, the initiative reflects how circular approaches can extend asset value beyond their original operational purpose.

Malaysia's First LRT Artificial Reef

2 decommissioned LRT coaches submerged at Pulau Tioman, creating new marine habitats while supporting biodiversity and eco-tourism



Driving Behaviour Change Through Recycling

Reverse Vending Machines

In 2025, Prasarana deployed AI-powered Reverse Vending Machines (RVMs) across selected operational facilities and high-traffic LRT stations to make recycling more accessible and encourage everyday resource-conscious behaviours among employees and commuters.

Installations at Kompleks Rapid Bus Cheras Selatan and Menara Prasarana supported more responsible waste management practices within workplace environments, while deployments at Masjid Jamek and KLCC stations expanded access to recycling within the public transport network.

The initiative featured two RVM solutions by KLEAN and Atlas Ecopod, which use smart technology to identify recyclable plastic bottles and aluminium cans while rewarding participation through digital incentives. Users can accumulate and redeem points through designated vending machines, helping integrate recycling into everyday commuting and workplace routines.



During its first month, the KLEAN RVMs contributed to an estimated **0.233 tCO₂e** of avoided emissions.



War on Waste (WoW) Box Programme

Launched in December 2025, the WoW Box programme deployed two collection points at Menara Prasarana and Kompleks Rapid Bus Cheras Selatan, making recycling more accessible to employees.

The programme integrates the separation and collection of commonly recyclable materials such as paper, plastic and glass

into everyday workplace practices, encouraging employees to build more consistent resource-conscious habits.

Reward-based incentives are integrated into the programme, encouraging participation and instilling responsible recycling habits across the workplace.

During its first month, the programme collected **14 kg** of recyclable materials.



Incentivising employees to adopt sustainable habits



Convenient collection points for everyday recyclables



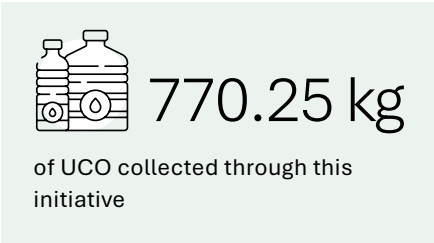
Making recycling part of everyday workplace routines

Advancing a Circular Economy

Prasarana turns circular economy principles into practical action through the collection of used cooking oil (UCO), diverting household waste from improper disposal into alternative energy applications.

In collaboration with FatHopes Energy and Petronas Dagangan Berhad (PDB), Prasarana conducted nine UCO collection drives across Menara Prasarana, Kompleks Rapid Bus Cheras Selatan, Rapid Penang Mak Mandin and Rapid Penang Sungai Nibong. This enabled the responsible collection and diversion of UCO from drains and waterways, supporting its conversion into renewable energy.

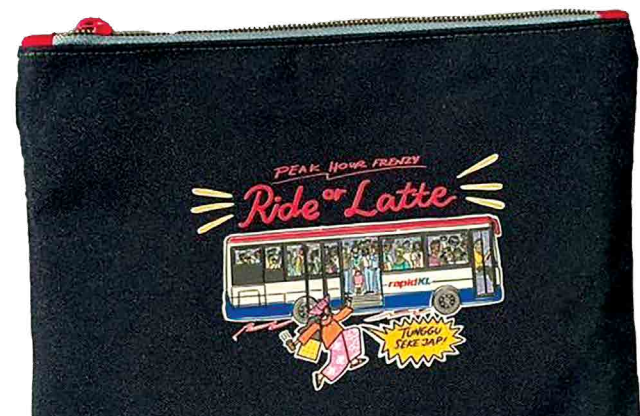
The programme encourages community participation in resource recovery while promoting more responsible waste management and reducing environmental pollution.



Giving Textiles a Second Life

Prasarana gives retired uniforms a second life through an upcycling initiative in collaboration with Kloth Circularity, transforming old and unused materials into practical everyday products.

A total of 100 sets of retired uniforms previously used by auxiliary police and staff were collected and repurposed into 400 upcycled pouches, resulting in 120 kg of textile waste being diverted from disposal streams.



From everyday habits to system-wide improvements, we embed circular practices across our operations to maximise resource value and minimise waste.

Digitalisation has redefined Prasarana’s internal processes by reducing reliance on paper-based and manual workflows. Digital leave applications, overtime tracking and employee onboarding processes have replaced conventional systems, enhancing efficiency and reducing administrative overhead. Tools such as training dashboards and budget tracking systems strengthened oversight of learning and resource use.

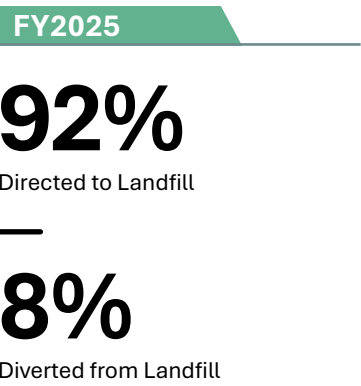
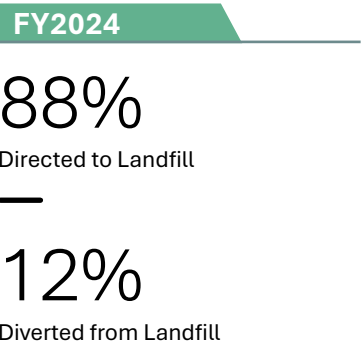
Together, these initiatives significantly reduced paper consumption and manual intervention, improved data integrity and enhanced governance, aligning strongly with our ESG commitments.

OUR PERFORMANCE: WASTE GENERATION AND DISPOSAL

Refinements to waste data management and reporting remain focused on improving the quality, consistency and transparency of environmental performance monitoring across operations.

Data collection boundaries were expanded in FY2025 to include non-scheduled waste generated from rail and bus operations, improving visibility across key operational activities. As a result, the increase recorded in total non-scheduled waste during the year reflects broader reporting coverage and should not be interpreted solely as an increase in underlying waste generation.

Refining these tracking systems and methodologies remains an ongoing commitment across Prasarana to support informed decision-making, drive waste reduction initiatives and achieve our target of increasing recycling rates across operations.



Goal 2: Upholding Safety and Security Standards

Safe and reliable public transport increasingly depends on secure and resilient digital systems. Dedicated cybersecurity capabilities protect critical infrastructure and data, while customer feedback and service monitoring help guide continuous improvements across the commuter experience.

SDG RELATED:



OUR MATERIAL TOPICS AND INITIATIVES:

Ensuring Passenger Safety and Service Reliability

Initiatives:

- Reliability, Availability, Maintainability and Safety (RAMS) Framework
- Monorail Platform Automated Gate System (PAGS)
- Dedicated Women's Coach

Prioritising Employee Health, Safety and Well-Being

Initiatives:

- Health and Safety Policy Statement
- Prasarana Safety 6-Year Roadmap
- Safety Risks and Emergency Preparedness
- Safety Capacities

Adoption of Smart Infrastructure and Technology

Initiatives:

- Integrated Control Centre (ICC)
- HSE Connect Application

Strengthening Cybersecurity Integration

Initiatives:

- Information Security (IS) Policy in compliance with the APAD Cybersecurity Code of Practice (CoP)
- Cybersecurity Uplift

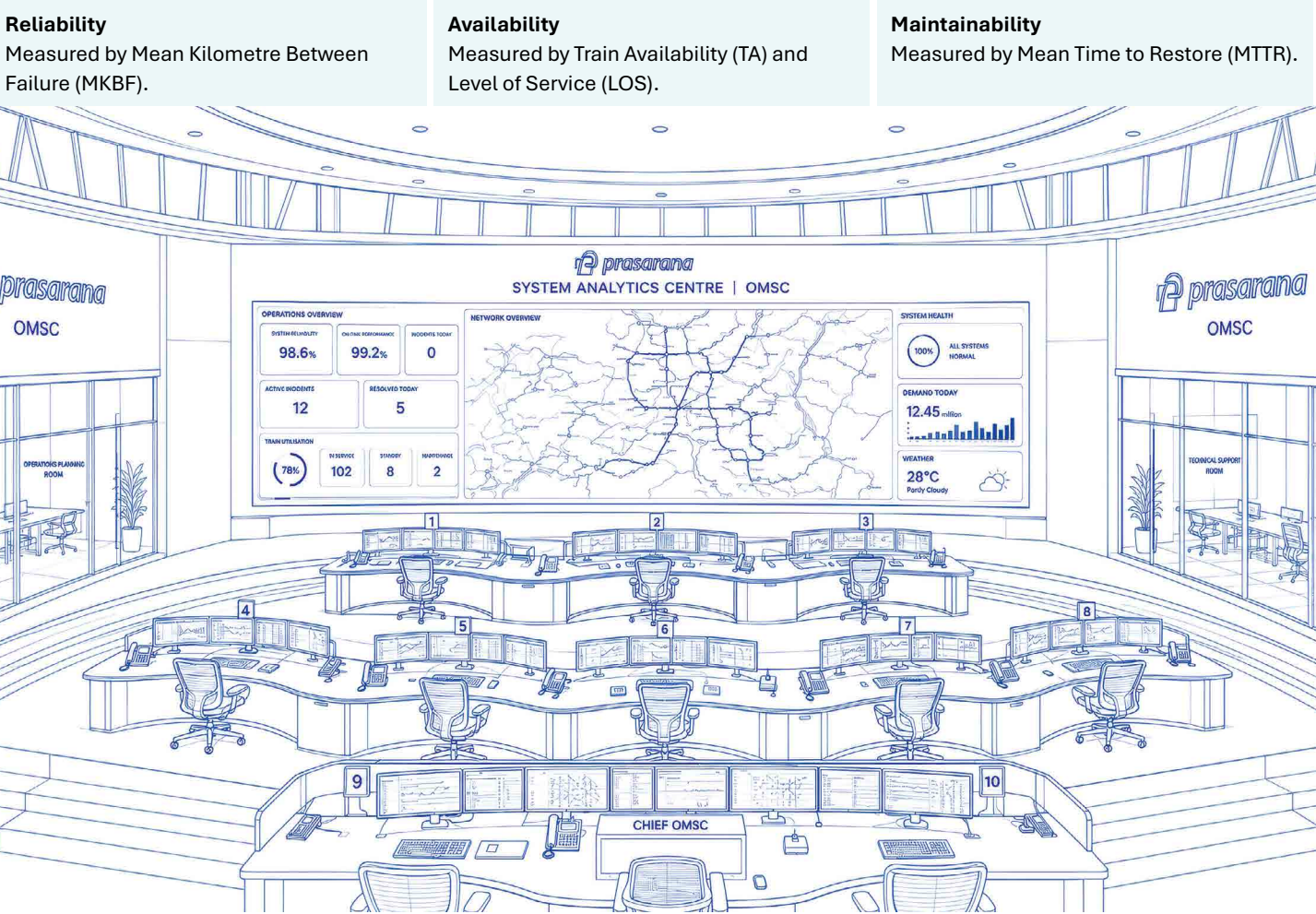
ENSURING PASSENGER SAFETY AND SERVICE RELIABILITY

Safe and reliable journeys remain central to how we serve millions of commuters across our network. Preventive controls, operational discipline and continuous monitoring support service continuity while creating a safer and more confident travel experience.

Reliability, Availability, Maintainability and Safety (RAMS) Framework

Our operations are guided by the RAMS framework, leveraging fault diagnostics to ensure service reliability, passenger safety and long-term asset performance.

Under the RAMS framework, Reliability focuses on reducing system failures and service disruptions, while Availability ensures services remain accessible to commuters. Maintainability supports efficient maintenance and reduced downtime, and Safety remains central to preventing incidents that may affect passengers, employees and the surrounding environment. Each pillar has its own metrics to measure performance as outlined below.



MKBF is a key reliability indicator that refers to the average distance a train is able to travel without experiencing a service-affecting failure. Higher MKBF performance reflects greater asset reliability and operational efficiency, resulting in fewer service disruptions, delays and unplanned maintenance incidents.



Rail MKBF
In 2025, our Rail MKBF reached 0.79 mil-km (28 failures), exceeding the annual target of 0.59 million km (36 failures) by 34%. This represents a significant improvement from 0.33 million km and 71 failures in 2024, and 0.16 million km and 118 failures in 2023, demonstrating stronger asset reliability and fewer service disruptions across the rail network.

Overall Rail MKBF does not include Monorail MKBF as Monorail’s track length is significantly shorter than others. Monorail has exceeded the MKBF target of 150,000 km.

As at 2026, four out of five rail lines successfully met the MKBF targets set in 2023, with Ampang Line, Kajang Line and Putrajaya Line each achieving 1 million MKBF, while Monorail Line achieved its target of 150,000 MKBF (0.15 million).



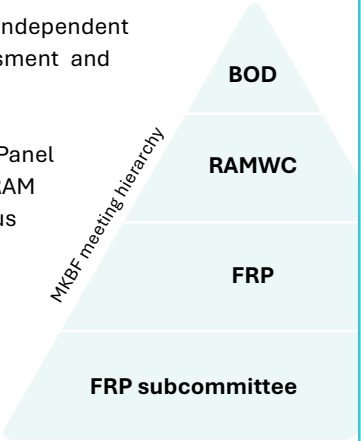
Bus MKBF
In 2025, our Bus MKBF recorded 10,949 km against the 2025 target of 16,000 km. Performance is expected to improve progressively through the ongoing fleet replacement programme, which aims to enhance service reliability and passenger experience.

MKBF performance is analysed and monitored by the Group System Assurance Department (GSAD), an independent department at Group level separate from Rapid Rail, to support continuous performance assessment and improvement.

Performance is monitored through a structured governance framework, beginning with Failure Review Panel (FRP) subcommittee sessions at line level, followed by monthly meetings. The FRP then reports to the RAM Working Committee (RAMWC) and MKBF Board of Directors, ensuring accountability and continuous improvement across the network.

We continue to invest in workforce capability development, critical spare parts management, system upgrades and asset renewal programmes to strengthen reliability and operational resilience. These initiatives support long-term service reliability, operational efficiency and improved commuter outcomes.

To further strengthen service reliability and improve MKBF performance, Prasarana is leveraging advanced technologies such as the System Analytics Centre (SAC). The platform will enable faster response to service disruptions, enhance operations and maintenance through real-time monitoring, and strengthen engineering analytics to improve failure diagnostics, root cause analysis and predictive maintenance.



Monorail Platform Automated Gate System (PAGS)

Installed across stations along the Monorail Line, PAGS enhances commuter safety by creating a protective barrier between platforms and train tracks. The gates open only when trains are aligned at designated stopping points, reducing the risk of accidental falls, deterring unauthorised track access and minimising service disruptions.

Integrated with train signalling and control systems, PAGS helps create more orderly boarding and alighting while improving passenger movement across stations. Additional safety features, including emergency exit doors and fixed platform-end screens, further enhance commuter protection and operational reliability.

The backbone of our operations is the deployment of nearly 1,000 Auxiliary Police personnel who work tirelessly to ensure passenger safety, security and effective crowd management. We thank them for their steadfast commitment to serving our customers.

Beyond improving station safety, we have initiated partial barriers at 20 stations along Kelana Jaya and Ampang Lines in 2025, and this initiative will be extended to Shah Alam Line in the future.

Prasarana is also upgrading our CCTV system with AI capabilities to enable real-time monitoring of suspicious activities. The enhanced system will strengthen crime detection, crowd management and intrusion monitoring.



Dedicated Women’s Coach



As one of the leading transport operators to introduce women’s coaches, our dedicated spaces create a safer and more comfortable journey for female passengers while contributing to a more inclusive public transport experience.

“Globally, when women travel, they make a higher proportion of trips using public transport and walking. Men make more trips by car, motorcycle, and bicycle. Women’s mobility patterns are often not a matter of preference but necessity. Care responsibilities, reduced access to a car, and less disposable income shape women’s transport choices.”

 Source: World Bank Group & UITP. (2022). Integrating gender considerations into public transport policies and operations.

In 2023, Prasarana introduced the Women's Coach initiative on the Kajang Line, providing dedicated coaches for female commuters as part of our commitment to providing safer commuting experiences.

Following positive reception, the Women's Coach initiative was expanded to the Putrajaya Line in June 2024 and the Ampang-Sri Petaling Line in December 2024. These efforts contributed to a safer commuting environment, with reported sexual harassment cases declining by 13.89% between 2024 and 2025.



PRIORITISING EMPLOYEE HEALTH, SAFETY AND WELL-BEING

Safety is a core operational priority at Prasarana, reflecting the realities of working across high-risk operational environments, complex transportation infrastructure and varying weather conditions. We are dedicated to protecting our employees, passengers, business partners, vendors and various stakeholders, while tirelessly working to deliver essential mobility services to the people.

Health and safety matters are supported through dedicated governance and oversight structures, including the BSHSC and the HSE Steering Committee.

BSHSC Holds strategic oversight and governance to ensure effective HSE and sustainability management across the organisation	HSE Steering Committee - Functions as the key decision-making forum, driving direction, accountability and leadership - Delivers HSE initiatives, manages risks, optimises resources and aligns outcomes with organisational objectives
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Operationally, our approach integrates:

Hazard identification, risk assessment and opportunity management through the Hazard identification, Assessment of Risks & Opportunities procedure;	Emergency preparedness and response planning; and	Continuous monitoring and improvement of HSE performance across all business units.
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Our approach is anchored on internationally recognised standards, particularly MS ISO 45001:2018 Occupational Health and Safety Management System and supported by environmental management principles under MS ISO 14001:2015. It is also aligned with applicable Malaysian regulatory requirements, particularly the Occupational Safety and Health Act 1994 and Environmental Quality Act 1974.

To strengthen a safety-first culture, we implement initiatives that cultivate strong internal and external partnerships as well as encourage leadership, accountability and ownership across the workforce. Key programmes include:

- HSE Galactic, which drives continuous safety awareness and communication across the organisation;
- HSE Week, an annual programme that promotes safety awareness and engagement with external authorities and institutions; and
- Safety Lead, which reinforces leadership and ownership of safety practices across the workforce.



Health and Safety Policy Statement

All personnel operating within Prasarana’s ecosystem are governed by the Health and Safety Policy Statement 2025, alongside supporting directives such as the Stop Work Policy revised in 2025.

The Policy Statement reaffirms our commitment to providing safe, healthy and climate-resilient working conditions, with a focus on preventing work-related injuries and ill health while safeguarding people, assets and communities. Forming the foundation of Prasarana’s safety culture, the Policy Statement embeds shared responsibility between management, employees and contractors, reinforcing operational excellence and public safety commitments.

- Key principles of the Policy Statement include:**
- Establishing a comprehensive framework for setting occupational health and safety objectives, including climate adaptation and mitigation considerations;
 - Ensuring full compliance with legal and regulatory requirements, as well as ISO-based management system standards;
 - Implementing proactive processes to identify hazards, assess risks and implement controls to eliminate or reduce risks;
 - Promoting employee consultation and participation across all levels of the organisation; and
 - Driving continuous improvement through regular review of policies, systems, training and operational procedures.

Additionally, Prasarana’s Stop Work Policy empowers all employees, contractors and partners to immediately halt any activity that poses a potential risk to people, the public, the environment or operations, aiming to prevent or reduce the occurrence of incidents, accidents and injuries.

Individuals have both the right and responsibility to stop unsafe work without fear of retaliation, ensuring that all hazards are addressed promptly, respectfully and transparently. Work may only resume once identified risks have been effectively mitigated and verified as safe by the relevant authority, supporting our commitment to preventing incidents and safeguarding operational integrity.

Prasarana Safety 6-Year Roadmap

As part of our long-term commitment to achieving a zero accident Generative Culture, Prasarana has developed a structured 6-year safety roadmap that provides a phased approach to strengthening safety performance across operations, customer experience and workforce engagement. Anchored by three core pillars, the roadmap is designed to transition Prasarana from a reactive approach towards a generative culture where risk awareness is embedded in decision-making, behaviours and leadership accountability at all levels.

Zero Accident Generative Culture							
Strategy	Engineering & Operational Excellence		Enhancing Customer Experience		Enhancing Work Experience		
Objective	Strengthen personal barrier towards effective risk control	Fortify contractor compliance & practice towards HSE requirement	Transform from Reactive to Generative HSE culture	Reinforce customer safety awareness on public transportation	Leverage industrial best practices in Rail Safety Management System	Leverage technology to improve drivability & performance	Explore to Improve accident caused by 3 rd party
Key Focus	① Engineering Prevention	② Contractor Management	③ Generative Safety Culture	④ Enriching Customer Experience	⑤ Safety Management System	⑥ Advance Fleet Telematics	⑦ Proactive External Prevention
Target	Zero Accidents, Injuries and Deaths	Zero Accident Contractor	Generative Culture Operation Lead	Customer Experience	Ops Excellence Rail Accident	Zero Accident Bus Accident	Zero Accident 3 rd Party Accident

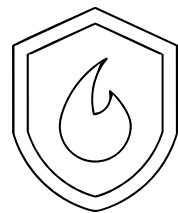
Building on our existing HSE framework, the roadmap goes beyond compliance to embed safety as a shared organisational value, resonating with the long-term ambition outlined within the Prasarana Sustainability Blueprint of achieving zero accident operations while strengthening our role as a safe, sustainable and responsible public transport provider.

Managing Safety Risks and Emergency Preparedness

Prasarana established structured processes for hazard management and emergency response in order to operationalise our safety commitments and ensure readiness across all operations.

Through the **HIARO** procedure, we adopted a meticulous strategy to:

- Identify potential hazards across routine, non-routine and emergency activities;
- Assess risks based on likelihood and severity; and
- Implement controls in accordance with the hierarchy of control to eliminate or reduce risks to the lowest practicable level.



Additionally, Prasarana’s headquarters also received the Fire Certification (Perakuan Bomba), confirming that our implemented fire safety systems meet national regulatory requirements.

HIARO is applied across all workplaces, including employees, registered contractors and vendors, and incorporates critical inputs which ensures that high-risk scenarios are prioritised, with immediate controls implemented and continuously monitored.

Complementing this is the **Prasarana Emergency Response Plan (ERP)** established in 2019, which forms a plan applicable across our operations.

The ERP is designed to:

- Identify potential emergency situations such as fire, explosion, natural disasters and other operational risks;
- Establish Emergency Response Teams (ERT) at workplace levels, supported by trained personnel including fire wardens and first aiders;
- Define clear roles and responsibilities across organisational levels, including senior management accountability and employee participation; and
- Ensure effective communication and coordination with internal teams and external emergency response agencies.

We maintain emergency preparedness through regular emergency drills, training programmes and ensuring the availability of emergency equipment and evacuation plans at all facilities. Drill exercises at our rail and bus facilities are conducted in close collaboration with APAD, BOMBA and other relevant authorities to ensure standardised safety procedures are aligned and in compliance with current laws and regulations.

Post-incident reviews and periodic updates to the ERP ensure that lessons learned are embedded into daily operations, strengthening resilience and response effectiveness over time.

Building Safety Capacities

In strengthening our safety performance, Prasarana invests in developing HSE capabilities and workforce upskilling, equipping employees, contractors and critical frontline personnel with the necessary knowledge and competencies to manage risks and handle emergency situations effectively.

Prasarana developed the **Functional Competency Index (FCI)** as a strategic enhancement to our HSE management system. The FCI systematically assesses, benchmarks and enhances the competencies of HSE personnel across the organisation, ensuring these professionals possess the necessary technical knowledge, regulatory understanding, leadership capabilities and practical skills to effectively support operational excellence in a dynamic risk environment.

Complementing this enhancement is a **HSE Training Matrix** established to align competency requirements with job roles, operational risks and regulatory obligations. The matrix provides a structured approach for identifying training needs and continuous monitoring of competency levels, strengthening workforce capability, improving compliance performance and supporting our goal of developing a more proactive, risk-aware safety culture.

Our training programmes are designed to address both operational safety requirements and strategic HSE competencies. Between FY2024 and FY2025, we significantly expanded our training outreach, increasing the number of employees trained in relevant HSE topics and skills from 3,055 to 7,459, with total training hours rising from 500 hours to 1,522 hours. This a testament to our strong commitment toward building a competent, safety-aware and resilient workforce.

Key Training and Preparedness Programmes

2024 2025

- HSE Toolbox

Safety Toolbox

Occupational Safety and Health Management System (OSHMS) and Environmental Management System (EMS) Awareness Training

Table Top Exercise (Flooding)

Integrated Management System (IMS) Awareness

Noise Risk Assessment (NRA) Discussion

Scheduled Waste and Chemical Handling Training

Chemical Spillage Drill

Emergency Response Plan (ERP) Briefing
- Basic Firefighting

Fire Drill and Evacuation

Basic First Aid and CPR

Basic Electrical Safety

Basic Rigging and Slings

Working at Height Safety Level 1

Lock Out, Tag Out and Test Out

HIARO Workshop and Training

Combining structured safety risk management processes and continuous capacity-building, Prasarana continues to enhance our HSE performance and resilience, supporting our goal of achieving a Zero Accident Generative Culture while delivering a safe and sustainable public transportation system.

Our Performance

In FY2025, Prasarana recorded zero work-related fatalities.

Indicators	FY2024	FY2025
No. of Fatalities	1	0
No. of Lost-Time Incidents	22	39
Lost-Time Incident Rate (LTIR) ¹	0.85	1.28

Indicators	FY2024	FY2025
No. of employees who received OHS training	3,055	7,459
Total OHS training hours	500	1,522

Note:

1. The LTIR is calculated based on the number of workplace incidents resulting in workplace injury-related absences, expressed per 1,000,000 hours worked.

ADOPTION OF SMART INFRASTRUCTURE AND TECHNOLOGY

Investments in smart infrastructure and advanced technologies reinforce the reliability, responsiveness and performance of our public transport network. Embedded across operations, these capabilities support more dependable services and improve the overall commuter experience.

Integrated Control Centre (ICC)

The ICC serves as the central command hub for rail operations across the Kelana Jaya Line, Ampang Line and Monorail Line. Centralised monitoring enables faster decision-making, improved response times and more reliable service delivery across the network.

Working in close coordination with maintenance teams, the ICC monitors train performance against defined LOS and scheduled timetables. It also oversees the safe operation of both automatic and manual trains, while coordinating defect identification and rectification through a centralised maintenance system. During service disruptions, the ICC manages fault recovery and implements alternative service arrangements to minimise downtime and passenger delays.

HSE Connect Application

Prasarana launched the HSE Connect App in 2025 to facilitate seamless and efficient safety reporting across operations, strengthening our digital HSE capabilities.



The application provides employees with a digital platform to report Unsafe Acts and Unsafe Conditions (UAUC) in real time, manage incident reporting and investigations as well as conduct structured safety audits.

Since its introduction, HSE Connect has facilitated the reporting of UAUC and incident cases, enhancing the visibility of workplace risks, enabling timely corrective actions and supporting continuous improvements in our safety performance and safety culture.

STRENGTHENING CYBERSECURITY INTEGRATION

As public transport becomes increasingly connected and technology-enabled, protecting passenger information, operational systems and critical transport infrastructure remains essential to maintaining safe and reliable services. Strong cybersecurity practices safeguard service continuity, operational resilience and commuter confidence across our network.

Information Security (IS) Policy in Compliance with the APAD Cybersecurity Code of Practice (CoP)

Following Prasarana’s designation as a National Critical Information Infrastructure (NCII) entity on 3 February 2025, we enhanced our cybersecurity governance and control environment through the establishment and implementation of comprehensive Information Security Policies, Procedures and Standards to meet heightened statutory and sectoral requirements. These governance documents provide a structured approach to safeguarding information assets, ensuring regulatory compliance and managing cybersecurity risks across the organisation.

The Information Security Policy and Procedures were developed in accordance with the Cyber Security Act 2024 and the APAD Cybersecurity CoP, while aligning with internationally recognised standards, including ISO/IEC 27001:2022 and the NIST Cybersecurity Framework (CSF) 2.0. This establishes a consistent, risk-based and resilient approach to cybersecurity governance across Prasarana.

Cybersecurity Uplift

Prasarana operates a 24/7 Security Operations Centre (SOC) to continuously monitor mission-critical systems, enabling proactive threat detection and response. The SOC is further strengthened through the integration of global and national threat intelligence, including MyCERT, improving situational awareness and the early identification of emerging cyber threats.

Leveraging enriched telemetry, automation and customised detection capabilities, we enhanced threat detection accuracy and accelerated incident escalation, enabling faster and more effective response actions.

To further strengthen cyber resilience, Prasarana established an Incident Response (IR) retainer supported by forensic capabilities to facilitate the rapid containment, investigation and recovery of cyber incidents. Both SOC and IR functions are formally aligned and registered under our cybersecurity insurance programme to ensure consistent incident documentation, standardised evidence collection and streamlined information sharing.

In addition, Prasarana continues to enhance our cybersecurity posture across key domains, including data protection, secure zero trust access and network segmentation across on-premises and cloud environments. Efforts also extend to strengthening API and mobile application security, reinforcing end-to-end digital resilience across our operations.

Goal 3: Driving Inclusive Growth and Community Impact

Our integrated transit network connects communities to essential services and economic opportunities by expanding access to mobility. Inclusive growth is supported through employee-focused initiatives that strengthen workforce capability and expand opportunities for Persons with Disabilities to participate across the organisation. Ongoing investments in professional development refine our technical capabilities across Prasarana, enabling the delivery of various key mobility initiatives.

SDG RELATED:

3

GOOD HEALTH AND WELL-BEING

10

REDUCED INEQUALITIES

11

SUSTAINABLE CITIES AND COMMUNITIES

OUR MATERIAL TOPICS AND INITIATIVES:

Strengthening Prasarana’s Position as an Employer of Choice

- Initiatives:**
- Human Capital Policy
 - Persons with Disabilities (PwDs) Engagement
 - Employee Health and Well-being
 - Employee Engagement
 - Future-Ready Workforce and Capability Excellence

Inclusive and Accessible Public Transportation Services

- Initiatives:**
- Station Rejuvenation Project
 - Transit-Oriented Development (TOD) Rating Framework
 - Rapid On-Demand (ROD) Vans
 - Rapid Travel Passes
 - My50 Unlimited Pass and the Mutiara Pass
 - Underserved Communities Support

Fostering a Culture of Innovation and Digital Transformation

- Initiatives:**
- Digital Transformation Roadmap
 - MyRapid PULSE



Connected by Purpose: Expanding the Reach of Regional Mobility

In August 2025, Malaysia hosted the ASEAN Sustainable Urbanisation Forum (ASUF) in Kuala Lumpur as part of its ASEAN Chairmanship. Serving as the Official Urban Mobility Partner, Prasarana was instrumental in transforming the forum's theme, "ASEAN Future Cities and Regions: Inclusivity and Sustainability", into a tangible reality for over 9,000 global delegates.

SEAMLESS MOBILITY

Prasarana deployed specially themed buses to manage the transit logistics and delegate movement across key Kuala Lumpur locations. Branded as “moving ambassadors”, these buses served as mobile billboards while increasing the visibility of public transportation throughout the city, displaying the role of transit systems in supporting large-scale urban events.



Ronda-Ronda Kota Raya: Children's City Walk jointly hosted by Prasarana and Kerja Jalan with DBKL, Urbanice and UNICEF as part of ASUF 2025



Technical Visit to Kompleks Rapid Rail Subang with ASUF 2025 delegates and participants

TECHNICAL VISIT AND SOCIAL INCLUSIVITY

For ASUF 2025, Prasarana organised two engagement events for visiting delegates and the wider community, including:

- A technical visit by the ASEAN delegates to the Mobility Hub, Kelana Jaya Line Operations Control Centre (OCC) and Maintenance Hall; and
- The Ronda-Ronda Kota Raya programme organised in collaboration with Kerja Jalan, which brought 25 children and their guardians on a city excursion from KLCC Park to Menara Prasarana, offering a first-hand experience of travelling on the RapidKL rail network.



The Pre-Launch Ceremony of the ASEAN Sustainable Urban Forum (ASUF), ASEAN Governors and Mayors Forum (AGMF), and Meeting of Governors and Mayors of ASEAN Capitals (MGMAC)

The ASUF 2025 Urban Expo also provided a platform for Prasarana to showcase our latest advancements in sustainable urban mobility. Featured solutions included technologies and commuter-focused initiatives that demonstrated how urban mobility can become more accessible, connected and lower-carbon.

Connected by Purpose: Celebrating Heritage in Motion

Since its inception, *Keretapi Sarong* (Sarong Train) has grown into a uniquely Malaysian cultural movement, bringing communities together in celebration of heritage, identity and national unity during Malaysia Day. Dressed in traditional attire and sarongs, commuters gather at designated rail stations before embarking on a journey to a “Secret Location”, revealed only on the day of the event.

A CULTURAL CELEBRATION

Keretapi Sarong reflects the diversity and inclusivity of Malaysian communities, bringing together participants of all ages and backgrounds in a vibrant public celebration. As the event’s primary mobility partner, Prasarana enables the movement of thousands of participants across the rail network while demonstrating how public transport can connect people to culture, heritage and shared community experiences.



KERETAPI SARONG 2025: STRENGTHENING NATIONAL UNITY

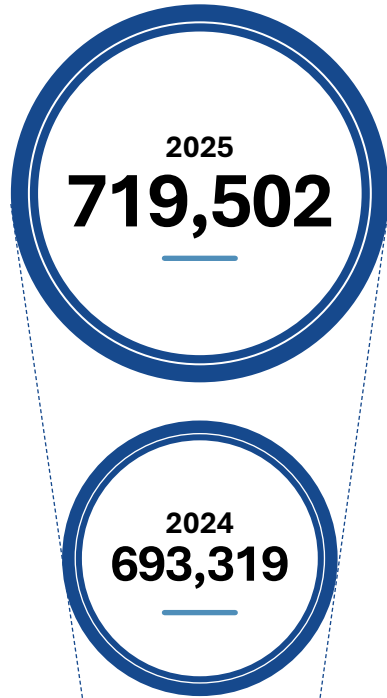
The 2025 edition, themed “Serumpun”, transformed stations and train coaches into vibrant displays of Malaysian culture and shared community spirit. Drawing over 20,000 participants, the event underscored how integrated public transport can bring communities together and enable large-scale public celebrations.

Prasarana increased train frequencies across the LRT, MRT and Monorail Lines to accommodate the crowd, supported by crowd management measures at 11 key transit hubs. Auxiliary police and station personnel were also mobilised to maintain secure commutes for families, tourists and participants, ensuring a safe and orderly environment despite higher passenger volumes.

Beyond the celebration itself, *Keretapi Sarong* demonstrated how public transport can bring people together through shared cultural experiences while encouraging greater use of public transportation during major events. The initiative also reflects the spirit of SDG 11 by promoting accessible public spaces, cultural participation and community connection.

Extending beyond Kuala Lumpur through Prasarana’s wider rail and bus networks, synchronised celebrations were held across eight major cities nationwide. As Malaysia prepares for Visit Malaysia 2026, initiatives such as *Keretapi Sarong* demonstrate how public transport, heritage and community participation can come together to create memorable journeys.

Ridership for *Keretapi Sarong* 2025 recorded an increase of over 26,000 compared to *Keretapi Sarong* 2024. The strong performance was mainly driven by the Kajang Line, which surpassed the average daily ridership on a Saturday.



STRENGTHENING PRASARANA’S POSITION AS AN EMPLOYER OF CHOICE

Reliable public transport services depend on the people who operate, maintain and continuously improve our network. Prasarana has strong morale among staff, with an Employee Satisfaction Index (ESI) of 83% and Culture Engagement Index (CEI) of 77%. Alongside low attrition of 3.4%, this reflects strong workforce stability, engagement and trust.

Human Capital Policy

Our operations are guided by a Human Capital Policy that provides a structured approach to workforce planning, recruitment, rewards management and industrial relations while promoting a safe, supportive and inclusive workplace.

Employee Diversity, Inclusivity and Equal Opportunity

Hiring and progression decisions are based on merit, qualifications and experience, reinforcing fair and transparent employment practices. The Human Capital Policy guides recruitment, remuneration and promotion, enabling the development of a diverse workforce and progression based on professional capability.

Our Performance



Total Employee Strength
13,718
(FY2024:12,295)



Frontliners make up
70%
of our total workforce

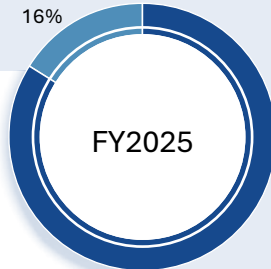
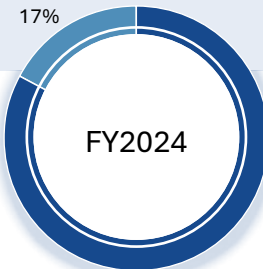
Women Representation in Senior Management



Women Representation in Management

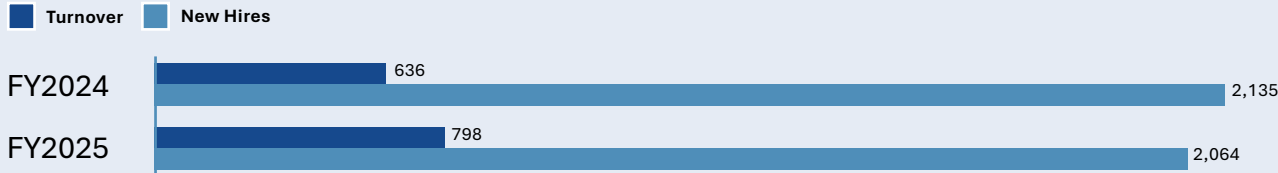


Workforce Gender Diversity



Prasarana welcomed 2,064 new hires during the reporting period, alongside employee turnover of 798. Workforce movements are managed to maintain operational continuity and service delivery across the network.

Total New Hires and Turnovers



In 2025, Prasarana also officially became a Corporate Advocate of the 30% Club Malaysia, marking an important milestone in our ongoing commitment to fostering a more inclusive, equitable and progressive workplace. The 30% Club Malaysia is part of a global movement that seeks to increase female representation at the highest levels of corporate leadership.

Persons with Disabilities (PwDs)

Rapid Mobiliti Vans

Expanding access to public transportation remains an important part of creating a more inclusive network. Rapid Mobiliti vans provide a specialised transport service, equipped with hydraulic lifts to support PwDs and senior citizens across the Klang Valley and Penang.

rapidMobiliti

Affordable Way to Travel for
Passengers with Special Needs

rapidPenang

Penang Island only.

rapidKL

Shah Alam, Kajang, Seri Kembangan,
Cheras, Subang Jaya, Petaling Jaya,
Ampang, Selayang, Kuala Lumpur.



As at 2025, we transported a total of
9,154
passengers
across the Klang Valley and Penang.



Disability Equality Initiatives

Prasarana also implemented disability equality training for our rail and bus frontliners, standardised accessibility assistance protocols as well as created employment opportunities to empower PwDs.

PwD Recruitment

Four key focus areas guide these efforts:

- Expanding external partnerships
- Redesigning jobs across functions
- Targeted outreach to PwD communities
- Structured selection and onboarding processes

PwD representation reached

3.8% of our target
of 130 employees (equivalent to 5 employees).



Employee Health and Well-being

We provide full-time employees with benefits that support well-being and workplace engagement, including healthcare, life insurance and leave entitlements. These provisions are designed to help employees balance work and personal responsibilities within a stable and supportive workplace.

Beyond these benefits, we continue investing in initiatives that promote physical wellness, psychological resilience and workplace sustainability through the following initiatives:

- An on-site clinic and physiotherapy centre at Menara Prasarana Headquarters
 - The Mind-in-Motion programme, which encourages daily physical activity through the provided office walking pads
 - Dedicated employee wellness facilities, including a lactation lounge, massage chairs, gender-specific gyms, a dance studio and recreational spaces for activities such as table tennis and snooker
 - Access to the ALPRO E-Pharmacy platform for convenient healthcare support
- The Okay Ke? programme, which promotes psychological safety and mental well-being, supported by a certified psychologist within the Human Capital Division
 - Wellness programmes and events such as:
 - o Health screenings
 - o Free vaccinations for employees and their family members
 - o Blood donation drives
 - o Cancer screening initiatives
 - o Monthly health talks
 - o Physiotherapy sessions
 - o Mental Health First Aider training
 - o Annual health and wellness programme for senior leadership



Employee Engagement

Prasarana conducted various employee engagement programmes throughout the year to strengthen workplace connections, promote well-being and recognise employee contributions.

Key programmes included company-wide Town Halls that fostered greater visibility and dialogue between leadership and employees, the Rapid Rail Sports Day, which encouraged teamwork and healthy lifestyles and the Prasarana High Performance (PERFORM) Award Celebrations, recognising outstanding employee achievements. These programmes contributed to a more engaged, motivated and connected workforce.



Town Hall: An Afternoon with Tan Sri Jamaludin Ibrahim



Employee Engagement with Tan Sri Mohd Nasir Ahmad



Townhall: Employee Engagement with Tan Sri Mohd Nasir Ahmad



Town Hall: An Afternoon with Tan Sri Jamaludin Ibrahim

Future-ready Workforce and Capability Excellence

In 2024, Prasarana was appointed as a Regional Training Centre (RTC) by the International Association of Public Transport (UITP), becoming the first organisation in Southeast Asia to receive this recognition. This milestone reflects Prasarana’s growing role in building public transport capabilities, developing regional talent and facilitating knowledge exchange in sustainable urban mobility across the region.

Our people remain central to operational excellence and continued investment in professional development builds technical expertise and sustains a culture of continuous learning. In FY2025, employees participated in the following key training programmes.

Key Training Programmes

UITP RTC TECHNICAL DEVELOPMENT

Structured programmes are designed to develop core competencies across public transport operations, transport economics and sustainable urban mobility, equipping employees with the knowledge and skills needed for future-ready transport systems. Between 2024 and 2025, a total of six specialised training programmes were conducted, benefiting 248 participants from Prasarana and external organisations, including the Ministry of Transport (MOT), Ministry of Finance (MOF), Road Transport Department (JPJ), Perbadanan Putrajaya and other industry stakeholders.

Public Transit Essentials for Executives

Explores how public transport drives sustainable, accessible mobility, system integration and socio-economic development.

Transport Economics

Offers insights into the economic principles underpinning public transport systems, including funding strategies, fare structures, revenue management and innovative financing mechanisms.

Electric Bus Planning, Operations and Maintenance

Focuses on the adoption of electric mobility solutions, covering energy planning, charging strategies, technology selection, operations and maintenance.

Rail Operations and Maintenance

Provides practical insights into rail asset management, including lifecycle costing, maintenance planning and obsolescence management.

TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING (TVET)

A pathway that emphasises hands-on training to equip learners for direct employment and entrepreneurship, aligning closely with our industry needs to develop a skilled and job-ready workforce.

TVET Graduate Empowerment through Apprenticeship and Readiness (T-GEAR)

The programme combines hands-on technical training with real-world work experience, enabling employees to gain recognised qualifications through theoretical learning, work-based learning (WBL) certification and industry exposure. Graduates are awarded the Sijil Kemahiran Malaysia (SKM) by the Department of Skills Development (DSD).

The T-GEAR initiative aims to strengthen Prasarana’s commitment to the national

TVET agenda, with a target of benefiting 1,000 graduates by 2029. To support this commitment, Prasarana signed a Memorandum of Understanding (MoU) with High Learning Institutions (HLIs) including UTHM, KKMT, BPLTV, UMPSA and UiTM to secure a steady intake of qualified students and graduates from these institutions into Prasarana’s TVET programmes, apprenticeships and employment pathways.



Target of benefiting
1,000
graduates by 2029

Future-ready Workforce and Capability Excellence

During the reporting period, we recorded a total of 14,742 training participants in 2024 and 14,777 training participants in 2025, amounting to 3,105.547 training hours in total and an average of 105.21 training hours per employee.

Total Training Hours



Invested
RM1,869,454
in employee training and development programmes in 2025.

Customer Service Excellence

The following training programmes focus on developing customer service capabilities and service quality to deliver more consistent, welcoming and positive commuter experiences across the network.

Mesra Malaysia Course

Emphasises cultural sensitivity and hospitality excellence, equipping employees to create a welcoming environment for local and international passengers.

Frontliner Training

Strengthens essential customer service competencies, enabling frontline staff to effectively manage daily passenger interactions with confidence and professionalism.

Citra Mesra Rapid Penang

Equips employees with communication skills, service etiquette and professional conduct to deliver safe, seamless and positive passenger experiences in support of Visit Malaysia 2026.

Recorded a Customer Satisfaction (CSAT) Score of
88% in 2025 compared to 87% in FY2024.

A total of 4,105 frontliners participated in the frontliner training programmes.

Group Talent Development Programme

In 2025, Prasarana’s Human Capital Division introduced initiatives to prepare employees for evolving workforce needs. These programmes integrate structured learning and coaching interventions while embedding forward-looking practices across operational levels.

Leadership Development Programme (LDP)

The LDP strengthens managerial effectiveness and leadership capability among high-potential employees identified through Prasarana’s ASPIRE Talent Pool. Participants are selected through a competency-based internal assessment process focused on identifying future leaders and successors for critical organisational roles.

The programme contributes to leadership succession planning by equipping participants with the skills, exposure and development opportunities needed to advance Prasarana’s long-term strategic direction. In 2025, the programme achieved an 80% participation rate across the identified talent pool.

SPEEDS Programme

Our SPEEDS Programme accelerates the development of young talent by equipping them with the foundational competencies and practical exposure necessary for professional growth.

We provide opportunities to cultivate innovative thinking and adaptability through this programme, ensuring the next generation of leaders are aligned with our organisational values. This initiative is a vital component of our strategy to build a sustainable and resilient talent base across Prasarana.



PRIDE Highlight: Transit-Oriented Development (TOD) Rating Framework

PRIDE collaborated with PLANMalaysia to develop a TOD rating framework as a structured assessment tool that promotes integrated, walkable and sustainable developments that remain commercially viable and well connected to rail infrastructure.

As TOD adoption continues to evolve, the framework supports greater consistency in development planning and integration with public transport systems through clear assessment criteria aligned with national planning policies.

The TOD rating framework evaluates how effectively developments align with TOD Principles. Collectively, these criteria support the development of sustainable, inclusive and transit-oriented communities.

- The TOD rating framework promotes developments that are:
- Well-connected to transit stations
 - Safe and accessible for pedestrians
 - Supported by integrated mixed-use components such as residential, retail, commercial and public spaces

Key Assessment Areas for the TOD Principles	Key Indicators
Connectivity & Accessibility	Walkability
Density & Intensity	Proximity to transit stations
Land-Use Diversity	Bicycle and feeder transport connectivity
Urban Design	Residential and employment density
Transit Integration	Access to essential amenities
Environmental Sustainability	Public space quality
Economic Vitality	Energy efficiency
Social Inclusion	Affordable housing
Governance & Implementation	Stakeholder engagement

Better-integrated developments can contribute to broader modal shift objectives by creating stronger connections with rail networks. The framework also creates opportunities to enhance station attractiveness for investors and tenants while supporting new revenue streams.

The TOD rating framework incorporates pedestrian-friendly infrastructure and universal design considerations, including ramps, lifts, adequate lighting and accessible public spaces within walking distance of transit nodes.

As one of the first structured TOD assessment frameworks tailored for Malaysian rail-based developments, it has the potential to serve as an industry reference for TOD quality. Pilot applications are currently underway at selected locations, with plans for progressive rollout to refine implementation and address identified gaps.

Sustainability Contributions

- **Environmental:** Encourages compact, transit-linked developments, reducing reliance on private vehicles and supporting emissions reduction
- **Social:** Enhances accessibility and inclusivity through barrier-free design, safer public spaces and improved mobility for the elderly, PwDs and families
- **Economic:** Enhances land value, attracts investment and creates new revenue opportunities

Rapid On-Demand (ROD) Vans

Introduced in May 2023, ROD vans provide flexible, demand-responsive public transport services that improve urban mobility and first- and last-mile connectivity.

Accessible through a mobile application, commuters can book rides based on real-time demand across selected coverage areas, particularly in locations with more limited access to fixed-route public transport services. The service offers greater flexibility for short-distance travel while providing easier access to the wider public transport network.



A total of
13,211 passengers
utilised the service in FY2025 across the Klang Valley and Penang.

Klang Valley



Penang



What is Rapid On-Demand?

- An on-demand public transport service providing **convenient, affordable, comfortable** and **efficient** travel using vans.
- Complements existing **bus and rail** services.
- Supports **first-mile and last-mile** connectivity.
- Trips booked via **Rapid On-Demand app**.
- Operates daily from **6:00am to 11:30pm**.
- Shared rides with **pick-up and drop-off points within the service zone**.
- Includes **30 PwD-friendly vans**.

How is ROD Different?

	 Bus	 ROD	 E-hailing
Operational area	Fixed routes	Defined service zones	No fixed routes
Stops	Fixed physical bus stops	Virtual points	Any legal points
Vehicle	Bus	Van	Car
Sharing	Shared along fixed routes	Shared (trip pooling)	Usually non-shared
Service type	Trunk and feeder	First and last mile	Door-to-door
Fare	Regulated	Fixed (RM1 Promotional Fare)	Dynamic (Starting from RM5)

Rapid Travel Passes

Rapid Travel Passes are offered to make public transportation more accessible and affordable for different commuter groups, including daily commuters, students, senior citizens, families and frequent travellers. The passes help expand access to public transport while supporting more inclusive travel experiences across the communities we serve.

Among the travel passes, Rapid Kembara recorded the strongest growth, with sales increasing more than eightfold year-on-year, reflecting growing uptake of the product between 2024 and 2025. This was followed by Rapid Pelajar and Rapid Keluarga. Meanwhile, Rapid Kota, the highest-volume product, grew by 6.2% to 3.4 million passes sold in 2025.



PRODUK-PRODUK RAPID

RAPID PRODUCTS





Pas perjalanan tanpa had selama 30 hari, terbuka untuk warganegara sahaja.
A 30-day unlimited travel pass, available for Malaysians only.

RM50

30 hari / 30 days





Pas perjalanan tanpa had 1 hari dan 3 hari, dengan tawaran eksklusif daripada rakan-rakan strategik, terbuka untuk semua pengguna.
Unlimited travel pass for 1 day and 3 days with exclusive offers from strategic partners, open to all users.

RM25

1 hari / 1 day

RM55

3 hari / 3 days





Pas perjalanan tanpa had 1 hari dan 3 hari, terbuka untuk warganegara sahaja.
Unlimited travel pass for 1 day and 3 days, available for Malaysians only.

RM10

1 hari / 1 day

RM25

3 hari / 3 days





Pas perjalanan berkumpulan tanpa had satu (1) hari untuk empat (4) orang, ditawarkan khas untuk warganegara pada hujung minggu dan cuti umum sahaja.
A group travel pass for four (4) Malaysians, valid on weekends and public holidays only.

RM30

1 hari / 1 day





Pas perjalanan tanpa had PERCUMA untuk pengguna Orang Kurang Upaya (OKU) warganegara yang berdaftar.
Unlimited FREE RIDES for registered Malaysian Persons with Disabilities (OKU).

PERCUMA

Free





Diskaun 50% pada tambang tunai untuk semua pelajar warganegara.
50% discount on regular cash fares for Malaysian students.

50%

Diskaun / Discount





Pas perjalanan tanpa had selama 30 hari, terbuka untuk semua pengguna.
A 30-day unlimited travel pass, open to all users.

RM150

30 hari / 30 days





Diskaun 50% pada tambang tunai untuk warga emas warganegara.
50% discount on regular cash fares for Malaysian senior citizens.

50%

Diskaun / Discount



Dapatkan pas di aplikasi Touch 'n Go eWallet sekarang!

Now available on Touch 'n Go eWallet app!





My50 Unlimited Pass and the Mutiara Pass

The My50 pass provides unlimited monthly travel at an affordable fixed rate. Introduced by the Government of Malaysia and implemented by Prasarana, the initiative expands access across our integrated network and supports more affordable public transportation in the Klang Valley.

Services Included:

LRT	MRT	Monorail	BRT	RapidKL	ROD Vans since June 2024
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Number of My50 Passes Sold

FY2024	2.73 million
FY2025	3.13 million

Number of Mutiara Passes Sold

FY2024	227,499
FY2025	267,898

The initiative is supported by government subsidies, which increased by 26% in 2025, enabling commuters to purchase the pass at RM50. Total passes sold increased by 14% in 2025 compared to 2024, reflecting sustained demand and improved access to public transport.

Similarly, the Penang State Government adopted the Mutiara Pass, which provides fully subsidised access to Rapid Penang bus services at no cost to users. Sales of total passes increased by 18% in 2025 compared to 2024. Collectively, Prasarana’s travel passes support more affordable and accessible public transportation while encouraging greater public transport participation.



PRIDE Highlight: Support for the Underserved Communities

Prasarana’s approach extends beyond generating commercial value by creating opportunities that support local businesses, community participation and more meaningful use of transit spaces.

Aligned with this direction, PRIDE facilitates access to retail spaces within transit stations at subsidised rental rates for small and medium enterprises (SMEs). The initiative is further enabled through organisations such as Yayasan Kebajikan Negara (YKN) and other community partners that provide funding support for participating businesses.

Tenancies are structured on a short-term basis, typically ranging from one to two years, providing a lower barrier to entry for businesses to establish operations. The arrangement allows tenants to build operational stability and progressively transition towards independent commercial viability.



Businesses from underserved communities account for

20-30%

of total outlets across all 91 train stations

Pop-up Kiosks and Thematic Spaces

PRIDE expanded beyond permanent retail offerings by introducing flexible short-term retail spaces within stations, including temporary kiosks and thematic concepts such as BookXcess pop-ups.

These spaces create more vibrant station environments while improving the commuter experience. More broadly, they reflect how stations can serve as places for connection, activity and community engagement alongside their transport function.

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FOSTERING A CULTURE OF INNOVATION AND DIGITAL TRANSFORMATION

Digitalisation plays an increasingly important role in elevating service reliability and supporting innovation across the network. The integration of digital systems and smarter ways of working enhances operational efficiency, improves coordination and enables more consistent service delivery.

Digital Transformation Roadmap

Prasarana’s digital transformation roadmap outlines a progressive journey towards becoming a seamless, intelligent and resilient organisation by 2030. The roadmap focuses on enhancing the customer experience through initiatives such as open payment systems, digital ticketing, loyalty platforms, AI-driven personalisation and the development of a Mobility-as-a-Service (MaaS) ecosystem. These efforts aim to deliver a more integrated and convenient mobility experience while strengthening engagement across rail and bus services.

Supporting this transformation are strategic investments into data and AI capabilities, cybersecurity, enterprise systems and digital infrastructure. Key initiatives include the establishment of a unified data lake, AI-powered knowledge management and automation, network modernisation, enhanced cyber resilience and the implementation of next-generation ERP platforms. Collectively, these initiatives will strengthen operational efficiency, enable data-driven decision-making and build a future-ready digital foundation that supports Prasarana’s long-term growth and service excellence objectives.

Digital Transformation Roadmap by 2030

Customer Experience	Big Data and AI	Cybersecurity and Infrastructure Modernisation	ERP	EA & Development
Pulse Digital Ticket (wallet)	RB – IOT Analytics	Network Infrastructure - Private WiFi (Station & Depot) - Device Refresh (PC and Laptop Replacement)	SAP Ariba	EA for Corporate
OPS Rapid Rail	Gen AI Knowledge Based for Group	Infrastructure Modernisation (Network Segmentation, Secure ISP, Unified User App, Advanced API Security, Database Active Monitoring and More)	HR & Procurement Cloud-Based Platform	EA for Rapid Bus and Rapid Rail
Biometrics Payments and Ticketing, Interoperable Transit	Agentic AI Automation for Group		SAP RISE: S/4 HANA With Integration to RIS and Ariba	Enterprise Architecture Centre of Excellence
OPS Rapid Bus	Big Data Engineering Data Migration for System Analytics Centre (SAC) Digitisation		BAU and Operational Enhancements	ERP & Enterprise Systems SAP User Account Auditing
Dig, Experience and Loyalty Partner Portal	Prasarana One Lake (Ms Fabric)	Strengthening the Cybersecurity Foundation		Rapid Rail Forms and Process Digitisation
AI Personalisation		Enhancing Defence and Resilience		Rapid Bus Forms and Process Digitisation
Mobility-as-a-Service App		Advancing Cybersecurity Capabilities		

MyRapid PULSE

The MyRapid PULSE mobile application was enhanced through targeted user interface and user experience (UI/UX) improvements, strengthening its role as a reliable journey planning tool, particularly for infrequent users and commuters navigating unfamiliar routes.

Key Facts

556,618

Digital My50 passes sold between July and December 2025.

Digital transactions accounted for an average of 34%

of purchases, while conventional channels made up the remaining 66%.

Digital purchase share increased steadily, reaching 39%

by December 2025.

Trends of Digital My50 Adoption

45%

35%

25%

15%

DTP %

Jul

Aug

Sep

Oct

Nov

Dec

Month

Key features include:

Improved clarity of route, transfer and travel time information

Simplified navigation and information structure

More intuitive user flows to enhance decision-making

Integration of accessibility-focused features

Promotions and rewards

240k+ downloads

96k+ active users

Implementation follows a phased approach, with refinements guided by user feedback, system performance and operational readiness. Enhancements are reviewed through structured sprint cycles to maintain platform stability and alignment with user requirements. Performance is monitored through usability indicators, including reductions in drop-off rates and improvements in user retention.

Sustainability Contributions

Environmental:

Improved journey clarity and user confidence encourage greater use of public transport, supporting modal shift and emissions reduction

Social:

Inclusive and accessible interface design benefits a wide range of users, including commuters with varying levels of digital familiarity and older users

Economic:

Enhanced journey planning drives workforce mobility and productivity by improving access to employment, education and essential services

Digital My50

Launched on MyRapid PULSE on 1 July 2025, Digital My50 enables commuters to purchase My50 passes digitally. Between July and December 2025, digital adoption reached 37%, representing a cumulative 556,618 Digital My50 pass purchases.

Future Outlook

The initiative forms a foundational component of PULSE’s evolution into a scalable and trusted journey planning platform. Future enhancements will focus on iterative improvements, guided by platform performance indicators and readiness for multi-operator integration.

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CORPORATE SOCIAL RESPONSIBILITY (CSR)

Prasarana’s transit network connects people to jobs, education and essential services while creating spaces that bring communities together. The network also drives community engagement and broader social participation across the diverse communities we serve.

Our CSR initiatives are delivered through partnerships and collaborations with government agencies, non-governmental organisations (NGOs), universities and schools to extend the reach of programmes to underserved communities.



49,283
beneficiaries across two years

CSR Initiatives in 2024 and 2025

January 2024

- Promoted the OKU SMILE (now known as Rapid Mesra) initiative and raised awareness on inclusive mobility at Hospital Al-Sultan Abdullah, Puncak Alam and the Malaysian Association for the Blind (MAB) on 22 and 23 January 2024, respectively. The programme facilitated on-site registration for PwDs, improving accessibility to public transportation services whilst strengthening collaboration with healthcare and advocacy institutions.



April to July 2024

- Collaborated with Polis DiRaja Malaysia (PDRM) and residents of Perumahan Awam Sri Sabah, Cheras to organise a Crime Prevention Carnival, promoting public safety awareness and strengthening community engagement.
- Organised an educational train ride and experiential learning visit to Petrosains for children from Pusat Jagaan Cahaya Kasih Bestari, fostering interest in science, technology and public transportation.



October to November 2024

- Distributed Deepavali festive hampers to patients and healthcare personnel at Hospital Tunku Azizah, Kuala Lumpur, promoting cultural inclusivity and community well-being.
- Hosted a transport immersion programme featuring journeys on the KTM Komuter and LRT networks for students with special needs from selected schools, helping build confidence in using public transportation while promoting inclusive mobility.
- Donated essential educational equipment, including bookshelves and a public address (PA) system, to SK Taman Sri P. Ramlee, supporting inclusive education for students with special needs in conjunction with the International Day of Persons with Disabilities to promote inclusive mobility.



January to March 2025

- The Sang Seni SS15 Mural Project, implemented in collaboration with Subang Jaya Assemblywoman Michelle Ng, transformed selected pillars at SS15 LRT Station into vibrant public art installations, enhancing the urban landscape whilst fostering community identity, creativity and civic pride.
- Supported B40 and *asnaf* communities at AEON Alpha Angle and Kampung Kerdas under the Santuni MADANI programme through the provision of school supplies. The visit also included an assessment of solar-powered streetlights installed within the community to support improved safety and infrastructure.
- Hosted a *buka puasa* event for orphans from PPR Lembah Subang 1 at Menara Prasarana to foster inclusivity and community engagement during the Ramadan period.



- Distributed food boxes to B40 families at Pusat Khidmat Masyarakat DUN Subang Jaya to alleviate cost-of-living pressures and contribute to the well-being of vulnerable households.
- Delivered *iftar* meals to the homeless at Pusat Khidmat Gelandangan Medan Tuanku, providing aid to marginalised communities during the festive season.
- Provided Rapid On-Demand Vans during the gas pipeline fire in Putra Heights for victims to commute between the temporary shelter at Dewan Masjid Putra Heights and affected residential areas.

June 2025

- Organised educational outreach programmes at Putra Heights LRT Station and KL Sentral in conjunction with World Train Day to promote public transportation awareness among students and encourage the adoption of sustainable mobility practices.



September to November 2025

- Conducted a beach clean-up and conservation programme at Pusat Konservasi dan Penerangan Penyu Cherating.



- Conducted a community outreach programme that included the distribution of essential goods, briefings on RapidKL services and career talks at Masjid Al-Syakirin, aimed at deepening community ties and providing socioeconomic opportunities.



We provide unlimited free rides via Rapid Mesra Passes for Registered Malaysian Persons with Disabilities.

2024

7,795 units
valued at RM38,975 in subsidy

2025

6,294 units
valued at RM31,470 in subsidy

Goal 4: Committed to Good Business Conduct and Ethical Principles

Delivering safe, reliable and trusted public transport services depends on strong governance and disciplined decision-making across the organisation. Governance shapes how risks are managed, standards are maintained and services are delivered across our network, supported by clear accountability, established policies and oversight mechanisms.

SDG RELATED:



Upholding Transparency, Integrity and Accountability

- Initiatives:**
- Code of Ethics and Business Conduct (COBE)
 - Anti-Bribery and Anti-Corruption Policy Statement
 - Prasarana Whistleblowing Platform

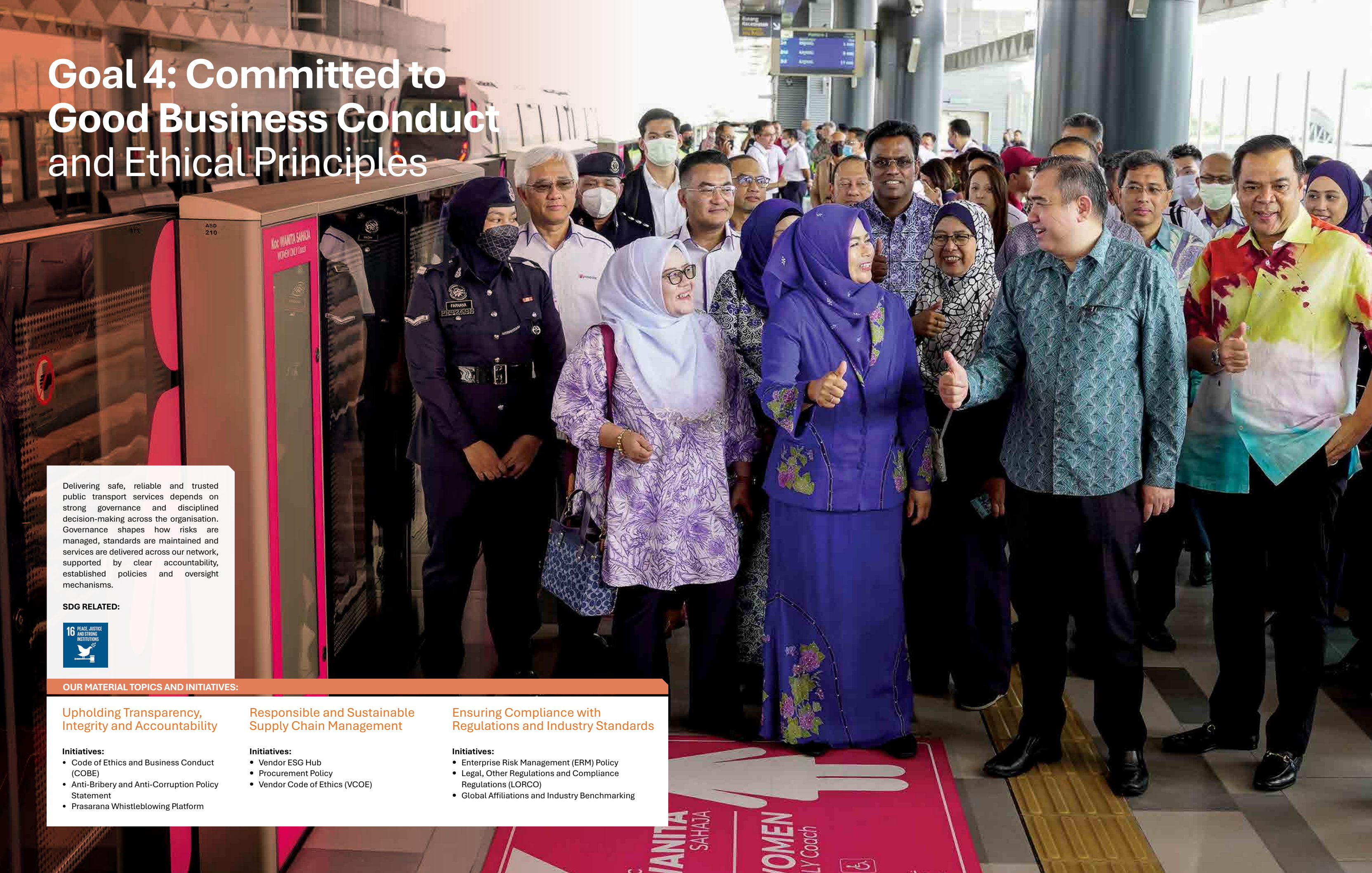
Responsible and Sustainable Supply Chain Management

- Initiatives:**
- Vendor ESG Hub
 - Procurement Policy
 - Vendor Code of Ethics (VCOE)

Ensuring Compliance with Regulations and Industry Standards

- Initiatives:**
- Enterprise Risk Management (ERM) Policy
 - Legal, Other Regulations and Compliance Regulations (LORCO)
 - Global Affiliations and Industry Benchmarking

OUR MATERIAL TOPICS AND INITIATIVES:



UPHOLDING INTEGRITY, TRANSPARENCY AND ACCOUNTABILITY

Operating a public-facing transport network requires decisions to be guided by integrity, accountability and transparency at every level of the organisation. At Prasarana, ethical conduct guides responsible decision-making, strengthens stakeholder confidence and helps maintain public trust in the services we deliver.

Prasarana’s Integrity and Governance (IGU) team leads efforts to promote ethical conduct and reinforce integrity practices across the Group. Working alongside corporate policies and governance frameworks, the team promotes awareness, accountability and the consistent application of ethical standards across operations.

Code of Ethics and Business Conduct (COBE)

The COBE sets clear expectations for ethical behaviour across employees, management, directors and business partners, informing decision-making and reinforcing responsible conduct across operations.

Compliance with the COBE is supported through established disciplinary processes, with appropriate actions taken where breaches are identified in accordance with internal policies.

Prasarana conducts regular awareness programmes, training initiatives and formal declaration processes to support understanding and application of these standards. Such initiatives include Integrity Awareness Days, targeted training sessions and formal declarations that reinforce transparency and responsible conduct across operations.

Key Areas Covered by the COBE

- Compliance with Laws and Policies
- Anti-Bribery and Anti-Corruption
- Conflicts of Interest
- Gifts and Hospitality
- Proper use of Company Assets
- Confidentiality
- Fair Dealing
- Reporting Misconduct through Whistleblowing Channels

Our training programmes cover the following topics:

- 1. Declaration of Gifts, Hospitality and Similar Benefits Form**

Driven by enhanced awareness and improved compliance culture, the number of declarations increased by approximately 433% from 2024 to 2025.
- 2. Travelling Overseas on Personal Affairs Form**

The number of declarations increased by approximately 878% from 2024 to 2025, supported by stronger awareness and the introduction of a QR code-enabled digital submission platform.
- 3. Conflict-of-Interest (COI)**

COI declarations achieved a 92% completion rate across Prasarana Corporate, Rapid Rail and Rapid Bus.

In 2024, COI management was under Human Capital Development (HCD) supervision, which was formally transferred to the IGD in 2025.

These key declaration processes have also been digitalised, enhancing accessibility, transparency and the integrity of record management systems.

Anti-Bribery and Anti-Corruption Policy Statement

Prasarana maintains a zero-tolerance stance towards bribery and corruption, underpinned by the Anti-Bribery and Anti-Corruption (ABAC) Policy Statement and reinforced through the implementation of an Anti-Bribery Management System (ABMS) aligned with ISO 37001:2016*.

The ABMS provides a structured framework for identifying, assessing and mitigating corruption risks, supported by regular integrity assessments. These efforts are aligned with the Prasarana Anti-Corruption Plan 2024 (PACP) and strengthen our overall governance and risk management practices.

In FY2025, the ABAC Policy Statement was updated to reinforce expected standards of conduct and strengthen awareness across the organisation. Group-wide pledges and initiatives, including *Ikrar Bebas Rasuah* (IBR) and *Kod Etika Perniagaan Kumpulan Prasarana* (KEPP), supported continued employee engagement on integrity and ethical business practices.

*ISO 37001:2025 has been updated in 2026.

Anti-Corruption and Bribery Training

Anti-bribery and anti-corruption training remains an important part of reinforcing awareness and expected standards of conduct across Prasarana. In FY2024, Prasarana aimed to achieve 100% awareness rate among our employees, and our evolved aim in FY2025 was to focus on identified high-risk departments: Human Capital Division, PRIDE, Finance, Procurement, Security and Group Communication & Branding.

Our Performance

We further strengthened our anti-corruption framework through a series of initiatives and engagements conducted throughout 2024 and 2025.

1. Sesi Naziran Ke Atas Jabatan Integriti & Tatakelola Prasarana Malaysia Berhad

Conducted on 9 July 2024 by the Business Integrity and Audit Division (BPIA) under the Malaysian Anti-Corruption Commission (MACC), the inspection updated Prasarana’s MACC risk classification from high risk to medium risk, reflecting improvements in governance and integrity practices.

2. Prasarana Integrity Day

During the event held on 29 July 2024, Prasarana President and Group Chief Executive Officer (PGCEO) and the MACC Deputy Chief Commissioner (Prevention) signed the Corruption-Free Pledge, reaffirming our leadership’s commitment to a corruption-free organisation.

3. ABMS Re-Certification Audit by SIRIM QAS

Prasarana successfully completed the Anti-Bribery Management System (ABMS) re-certification audit conducted by SIRIM QAS across 18 to 20 August 2025, strengthening assurance over our integrity management system and compliance with ISO 37001 standards.

4. The Power of No: Effective Strategies to Reject Corruption



5. Integrity E-Book

Launched in December 2025, the e-book serves as a practical reference for all staff to uphold ethical conduct and reinforce Prasarana’s commitment to uphold a corruption-free organisational culture. The publication provides an overview of ISO 37001 and outlines a structured, risk-based approach to preventing, detecting and responding to bribery.

Integrity Strengthening Initiatives

In FY2025, we further enhanced a culture of integrity at Prasarana through the implementation of the following initiatives.

- 1. ABMS PALMS Module** (October to December 2025) - **100% participation rate**

2. Integrity E-Assessment (17 to 31 December 2025) - **95% participation rate**

Prasarana Whistleblowing Platform

We maintain a Whistleblowing Policy, facilitated through our digital platform, Speak Up, and hosted on the AI-driven platform Speeki®, providing confidential channels for employees and stakeholders to report misconduct across operations without fear of retaliation.

Oversight of the policy is maintained by the Board Risk Compliance and Governance Committee (BRCGC), with administration, implementation and monitoring led by the Chief Integrity Officer (CIO).

All reports are channelled to the IGD for initial assessment and classification through the Information Review Committee (IRC). Where required, formal investigations are undertaken, with findings documented and submitted to the appropriate governing bodies, ensuring robust oversight and accountability.

Cases involving misconduct are addressed through established consequence management processes in line with internal policies, including the COBE. Significant cases are escalated to the Board of Directors and, where appropriate, to relevant authorities.

Since its inception, Speeki® has significantly increased reporting activity through its accessible portal. The application is highly user-friendly, enabling seamless access to information and efficient communication between reporters and administrators, while maintaining strict confidentiality.

Whistleblowing Channels

Speeki® Platform	Integrity and Governance Team
Speak Up Online Portal - prasarana.portal.speeki.com Speeki® Mobile App - https://portal.speeki.com	Email Address integrity.prasarana@prasarana.com.my



The Launch of Prasarana's ESG Vendor Hub in Partnership with UNGCMBC

RESPONSIBLE AND SUSTAINABLE SUPPLY CHAIN MANAGEMENT

Reliable public transport services depend on responsible procurement practices and a supply chain that supports operational continuity, safety and service quality across the network. Our procurement activities are guided by transparency, accountability and responsible sourcing practices to reinforce infrastructure resilience, dependable service delivery and long-term operational performance.

Vendor ESG Hub

Prasarana introduced the Vendor ESG Hub in 2025, the first initiative of its kind within the mobility industry, to help vendors build stronger sustainability capabilities and improve readiness for evolving business and procurement expectations. Developed in collaboration with the UNGCMBC, the platform promotes wider sustainability awareness and capability-building across Prasarana's value chain, benefitting 4,845 vendors.

The Hub serves as a centralised platform offering practical tools, guidance and resources across four key focus areas, enabling vendors to improve sustainability awareness, identify practical actions and better align with Prasarana's operational and procurement expectations.



ASSESS

Enables vendors to evaluate their maturity across key sustainability topics and benchmark progress against industry peers.



LEARN

Provides educational resources to improve sustainability knowledge and practical awareness across vendor operations.



INSPIRE

Provides case studies and practical examples that showcase different approaches to improving sustainability practices across operations.



DO

Provides tools and resources to guide vendors in integrating sustainability practices into their operations.

Our Performance

After the first year of its inception, the Vendor ESG Hub successfully onboarded almost 1,000 vendors through several virtual onboarding sessions.

Vendor Training: SME Sustainability Champion Programme



Three Days
of SME Sustainability
Champion Programme
(17, 18 & 21 July 2025)



30 SME vendors selected
to be part of Prasarana's
ESG START Sustainability
Champion journey



13 Topics
covered to enhance ESG
understanding



Training Output
30 Sustainability Action Plans
by 30 SME vendors

Procurement Policy

The Procurement Policy 2025 establishes clear vendor selection expectations and procurement requirements across Prasarana’s operations. These criteria promote more transparent and consistent procurement practices while helping ensure suppliers meet operational, regulatory and service quality expectations across the network.

SAP Ariba Platform

The platform facilitates more consistent vendor evaluation and documentation management across procurement activities, helping assess operational capability, technical readiness and compliance requirements before vendors are included in our Approved Vendor List.

Vendor Evaluation Process

Listed under our Procurement Policy is the Vendor Evaluation Process. Vendor selection at Prasarana involves pre-qualification and due diligence assessments to evaluate supplier capability, integrity and operational suitability before engagement.

HANDSHAKE Platform

Additional screening is conducted through the HANDSHAKE platform, which enables the identification of potential conflict-of-interest risks and procurement integrity checks. Where required, physical site visits are carried out by the Vendor Management Unit to assess operational readiness and compliance with procurement requirements.

Supplier Capacity Building

Supplier engagement and training initiatives help vendors build stronger operational, governance and sustainability-related capabilities across Prasarana’s supply chain. Training programmes cover areas such as procurement practices, lifecycle assessment, ethical compliance under the VCOE and cybersecurity awareness, delivered in collaboration with relevant government agencies and industry-related institutions. These initiatives improve vendor readiness for evolving governance and sustainability expectations across our supply chain.

Supplier training topics include:

- Procurement Opportunities
- Enterprise Lifecycle Assessment
- Ethical Compliance under the VCOE
- Cybersecurity Awareness

Government Agencies

- Bumiputera Agenda Steering Unit (TERAJU)
- Construction Industry Development Board (CIDB)
- Malaysian Investment Development Authority (MIDA)
- Small Medium Enterprise Development Bank Malaysia Berhad (SME Bank)

These training sessions enable vendors to strengthen their technical capabilities while preparing for evolving governance and sustainability expectations, fostering a future-ready supply chain ecosystem.

Vendor Code of Ethics (VCOE)

The VCOE establishes comprehensive standards for ethical conduct, integrity, transparency and compliance expected of all vendors, suppliers and subcontractors providing services for Prasarana’s operations, reinforcing responsible procurement practices and safeguarding our business relationships and reputation.

All vendors are required to acknowledge and comply with the VCOE as part of the registration process before participating in procurement and tender activities.

ENSURING COMPLIANCE WITH REGULATIONS AND INDUSTRY STANDARDS

Enterprise Risk Management

Prasarana's Enterprise Risk Management (ERM) Policy and Framework provides a structured and integrated approach to identifying, assessing and managing risks that may affect the achievement of our strategic, operational and sustainability objectives. Enhanced in December 2025 through the introduction of the Risk Appetite Framework and Group Risk Appetite Statements, the framework enables informed decision-making while supporting operational resilience, stakeholder confidence and long-term value creation.

Our ERM approach supports the delivery of the four sustainability goals outlined in the Prasarana Sustainability Blueprint 2023–2030:

Sustainability Goal | Key Risk Areas Managed Through ERM

Goal 1:

Transforming Towards **Low-Carbon Mobility**

Climate change impacts, extreme weather events, energy security, emissions management, renewable energy adoption, electrification projects and environmental compliance.

Goal 2:

Upholding **Safety and Security Standards**

Rail and bus operational safety, occupational safety and health, service reliability, cybersecurity threats, passenger security, asset integrity and business continuity risks.

Goal 3:

Driving **Inclusive Growth and Community Impact**

Talent retention, workforce capability, accessibility and inclusivity, stakeholder trust, customer experience and community expectations.

Goal 4:

Committed to **Good Business Conduct and Ethical Principles**

Governance effectiveness, regulatory compliance, corruption and misconduct risks, procurement integrity, vendor sustainability performance and data governance.

The framework embeds risk management into strategic planning, project delivery and day-to-day operations through a systematic process of risk identification, assessment, treatment, monitoring and reporting. Risks are reviewed against approved risk appetite thresholds to ensure that management actions remain aligned with our objectives and stakeholder expectations.

Oversight is provided by the Board Risk, Compliance and Governance Committee (BRCGC) and the Enterprise Risk Management Committee (ERMC), while risk ownership is embedded across all business divisions and subsidiaries through the Three Lines of Defence model. This ensures accountability at all levels and promotes a strong risk-aware culture throughout the organisation.

As sustainability-related risks continue to evolve, Prasarana will progressively strengthen our integration of climate, social, governance and emerging operational risks into enterprise risk assessments to support resilient and sustainable public transport services for the communities we serve.

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Legal, Other Requirements and Compliance Obligations (LORCO)

To keep abreast of the vast and evolving range of the expectations and requirements imposed on Prasarana, we are guided by a Legal, Other Requirements and Compliance Obligations (LORCO) Master Listing. Maintained by the RGC, the Master Listing consolidates all applicable laws, regulations, guidelines and compliance obligations across Prasarana.

The list includes our many obligations, such as:

- Railways Act 1991
- Land Public Transport Act 2010 (Act 715)
- Electricity Regulations 1994
- Malaysian Code on Corporate Governance
- Occupational Safety and Health Act 1994 (OSHA)

- Employment Act 1955
- Industrial Relations Act 1967
- Environmental Quality Act 1974
- Regulations governing cybersecurity, public health and safety, employee health and safety, fire safety, anti-corruption and finances

Operating according to global standards, Prasarana remains steadfast in ensuring that the systems governing Prasarana are consistently maintained, improved and verified.

ISO Certification	Corporate	Rapid Rail	Rapid Bus	PRIDE
ISO 9001:2015 – QMS	●	●	●	●
ISO 14001:2015 – EMS	●	●	●	●
ISO 45001:2018 – OHSMS	●	●	●	●
ISO 37001:2016 – ABM	●	●	●	●
ISO/IEC 27001:2022 – ISMS	●	●	●	●

Global Affiliations and Industry Benchmarking

Prasarana actively participates in international benchmarking programmes, industry networks and sustainability initiatives to strengthen governance, enhance operational performance and align with global best practices.

Community of Metros (CoMET) and International Bus Benchmarking Group (IBBG)

Participation in CoMET and IBBG, facilitated by the Transport Strategy Centre (TSC) at Imperial College London, enables Prasarana to benchmark the performance of our rail and bus operations against leading public transport operators worldwide. The platforms provide structured KPIs for performance monitoring and comparison, while facilitating the exchange of operational insights, best practices and continuous improvement opportunities.

International Association of Public Transport (UITP)

UITP is a global network of public transport operators, regulators, academia and industry stakeholders that promotes sustainable and integrated urban mobility systems through policy dialogue, research and advocacy. Prasarana’s role as a UITP Regional Training Centre for Asia Pacific reinforces our position as a trusted industry leader and knowledge hub by allowing us to contribute to regional capacity building. Our engineers, technicians and wider employees also benefit from this partnership, developing skills necessary to help drive operational and service excellence.

(For further details, please refer to Goal 3: Future-ready Workforce and Capability Excellence)

United Nations Global Compact Malaysia, Brunei and Cambodia (UNGCMBC)

Prasarana has been affiliated with UNGCMBC since 2013, supporting our commitment to corporate sustainability and responsible business practices aligned with the United Nations Global Compact principles. We report our performance across governance, human rights, labour, environment and anti-corruption through the annual Communication on Progress (CoP).

(For further details, please refer to Connected by Purpose: Our Partnership with UNGCMBC)

30% Club Malaysia

Prasarana joined the 30% Club Malaysia in 2025, demonstrating our support for greater gender diversity and increased female representation at senior management and Board levels. Our participation reinforces our commitment to championing Diversity, Equity and Inclusion (DEI) and aligns with our vision of creating equitable opportunities and building an inclusive future with other industry players.

Malaysia Auxiliary Police Association (MAPA)

Collaboration with MAPA, the national body representing auxiliary police personnel, enhances coordination with auxiliary police forces to safeguard our operations, assets and passengers wherever necessary, while supporting security arrangements for official events.

Government-Linked Companies Occupational Safety and Health Network (GLC OSH NET)

Participation in GLC OSH NET provides a collaborative platform for government-linked companies to share knowledge, best practices and standards, supporting the continuous enhancement of workplace safety and health across Prasarana.

We keep our commitments in check and strengthen our ability to benchmark performance, shape industry practices and drive continuous improvement through these affiliations, reinforcing governance and supporting the delivery of safe, reliable and sustainable public transport services.

Connected by Purpose: Celebrating World Public Transport Day 2026

In conjunction with World Public Transport Day 2026, Prasarana organised several engagement initiatives at select locations as part of our ongoing efforts to encourage greater public transport adoption and sustainable commuting habits.

Parking access at the Prasarana premises was limited to only 150 bays for the day, encouraging employees and the public to opt for public transportation over private vehicles. 1,050 complimentary beverages were also distributed at selected RapidKL stations, including LRT Kerinchi, LRT Abdullah Hukum and LRT Ampang Park, as well as at Menara Prasarana, for commuters choosing to travel via public transport. The initiative received an encouraging response, with strong turnout observed across participating locations throughout the morning.

Collectively, these efforts reinforced greater public awareness of the importance of sustainable mobility and the shared role communities play in reducing traffic congestion while supporting a lower-carbon urban future.



Connecting Communities, Sustaining the Future

Across the rail and bus systems we own and operate, our focus remains on delivering safe, reliable and commuter-focused public transportation services while responding to evolving expectations surrounding accessibility, resilience and environmental performance. Progress achieved during the reporting period reflects continued efforts to strengthen service reliability, enhance commuter experiences and reinforce the long-term sustainability of our integrated transport network.

Key initiatives throughout the year focused on improving how people experience public transportation in their daily lives, including enhancements to safety, accessibility, service environments and network resilience. At the same time, Prasarana continued advancing lower-carbon mobility through bus electrification, renewable energy adoption, resource efficiency initiatives and broader efforts to strengthen climate resilience across operations.

As cities continue to evolve and mobility needs become increasingly interconnected, public transportation will remain essential in shaping more inclusive, accessible and sustainable urban communities. Prasarana remains committed to building a transport network that not only moves people efficiently, but also strengthens connectivity, supports everyday journeys and contributes to a more resilient and future-ready Malaysia.

GRI Content Index

GRI Disclosure	Disclosure Description	Sustainability Goal	Page(s)	UN SDGs
GRI 2: General Disclosures 2021				
GRI 2-1	Organisational details	All Goals	4-5, 10-17	SDG 9, SDG 11
GRI 2-2	Entities included in sustainability reporting	All Goals	4	-
GRI 2-3	Reporting period, frequency and contact point	All Goals	4-5	-
GRI 2-7	Employees	Goal 3	68	SDG 5, SDG 8
GRI 2-9	Governance structure and composition	Goal 4	27	SDG 16
GRI 2-12	Role of highest governance body in overseeing impacts	Goal 4	27-29	SDG 16
GRI 2-13	Delegation of responsibility for managing impacts	Goal 4	29, 91	SDG 16
GRI 2-14	Role of highest governance body in sustainability reporting	Goal 4	27	SDG 16
GRI 2-23	Policy commitments	All Goals	Throughout	All Relevant SDGs
GRI 2-27	Compliance with laws and regulations	Goal 4	92	SDG 16
GRI 3: Material Topics 2021				
GRI 3-1	Process to determine material topics	All Goals	28	All Relevant SDGs
GRI 3-2	List of material topics	All Goals	28-29	All Relevant SDGs
GRI 3-3	Management of material topics	All Goals	Throughout	All Relevant SDGs
Material Topic 01: Transition to Renewable and Low-Carbon Energy				
GRI 103-2	Energy consumption and self-generation within organisation	Goal 1	36-43	SDG 7, SDG 11, SDG 13
Material Topic 02: Optimising Waste Management and Resource Efficiency				
GRI 306-3	Waste generated	Goal 1	49	SDG 12
GRI 306-4	Waste diverted from disposal	Goal 1	49	SDG 12
GRI 306-5	Waste directed to disposal	Goal 1	49	SDG 12
Material Topic 03: Climate Resilience and Emissions Management				
GRI 102-5	Scope 1 GHG emissions	Goal 1	44-45	SDG 13
GRI 102-6	Scope 2 GHG emissions	Goal 1	44-45	SDG 13
GRI 102-7	Scope 3 GHG emissions	Goal 1	44-45	SDG 13
Material Topic 04: Ensuring Passenger Safety and Service Reliability				
GRI 403-1	Occupational health and safety management system	Goal 2	56-59	SDG 3, SDG 11
GRI 416	Customer health and safety	Goal 2	52-55	SDG 3, SDG 11
Material Topic 06: Prioritising Employee Health, Safety and Well-Being				
GRI 403-9	Work-related injuries	Goal 2	59	SDG 3, SDG 8
GRI 403-10	Work-related ill health	Goal 2	59	SDG 3
Material Topic 08: Employer of Choice				
GRI 401-1	New employee hires and turnover	Goal 3	68	SDG 8
GRI 404-1	Average hours of training per employee	Goal 3	73	SDG 4, SDG 8
GRI 404-2	Programmes for upgrading employee skills	Goal 3	72-73	SDG 4, SDG 8
GRI 405-1	Diversity of governance bodies and employees	Goal 3	68	SDG 5, SDG 10
Material Topic 09: Inclusive and Accessible Public Transportation Services				
GRI 413-1	Local community engagement and development programmes	Goal 3	82-83	SDG 10, SDG 11
Material Topic 12: Integrity, Transparency and Accountability				
GRI 205-1	Operations assessed for corruption risks	Goal 4	86-87	SDG 16
GRI 205-2	Communication and training on anti-corruption policies	Goal 4	86-87	SDG 16
Material Topic 13: Responsible and Sustainable Supply Chain Management				
GRI 204	Procurement practices	Goal 4	89-90	SDG 8, SDG 12, SDG 16
GRI 308	Supplier environmental assessment	Goal 4	89	SDG 12
GRI 414	Supplier social assessment	Goal 4	89	SDG 8, SDG 16



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