



Delivering What Matters to You

INTEGRATED ANNUAL REPORT 2021



Statement From Our Leaders

LAYING SOLID FOUNDATIONS FOR THE FUTURE

Datuk MD Arif Bin Mahmood

Chairman

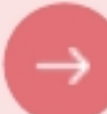


Sustainability Highlights

ECONOMIC



SOCIAL



ENVIRONMENT



KPJ is committed to reduce environmental impacts while providing quality healthcare.



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At a Glance

Revenue

RM2.6 billion

Gross Profit

RM940.1 million

Advertisement



Post COVID-19 Screening
RM 348* By Appointment Only

Book an Appointment



Care for Life



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LAYING SOLID FOUNDATIONS FOR THE FUTURE

Datuk MD Arif Bin Mahmood
Chairman



Dear Valued Shareholders,

I came on board as Chairman of the Board of KPJ Healthcare Berhad on 1 April 2022, and based on my observations and the updates provided, I am truly pleased with what our team has achieved.

Demonstrating a steadfast resilience, dedication and diligence, Team KPJ overcame many of the challenges faced in order for us to deliver the best care for life. I applaud the team for their unwavering and selfless efforts.

The number of inpatient and outpatient visits

IMPROVED

in July 2021 when Malaysia entered the first phase of the NRP following the two MCOs.

The Group's

HYBRID HOSPITAL APPROACH

Balanced out KPJ's performance in 2021.

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STABILISING THE BUSINESS AND FUTURE- PROOFING KPJ

**Dato' Mohd Shukrie
Bin Mohd Salleh**
President & Managing
Director



Dear Valued Shareholders,

This is my first statement to you as KPJ's new President & Managing Director since I was appointed on 1 April 2022. It is heartening to see that the solid foundations laid down by my predecessor and the team at KPJ are providing the Group the momentum its needs to continue delivering sustainable value for the long term.

In view of KPJ's role as an essential and critical service provider during the pandemic,

ALL 28 OF THE GROUP'S HOSPITALS IN MALAYSIA REMAINED OPEN

and provided continuous care to outpatients and inpatients throughout 2021.

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ENVIRONMENT

KPJ is committed to achieving a balance between reducing its environmental impacts and providing quality healthcare services.

Our aim is to enable low carbon circular economies to reduce energy wastage and derive savings across our hospitals. We plan to adopt clean energy solutions as well as sustainable energy sources with energy management.



Hazardous Waste

4.2%

Reduced output in 2021 from 2020.

Energy Management Initiatives

RM 2.43
million in savings
derived.

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SOCIAL

KPJ's Social initiatives encompass our aspirations to positively impact not only those directly connected to the Group such as our employees and our stakeholders, but also the communities in which we operate. While our social efforts for the year 2021 continued to revolve around the COVID-19 pandemic, we also invested into providing opportunities for growth for our employees and our KPJUC students. Our community efforts saw KPJ continue to offer relief via our flagship KWAN clinics, mobile clinics and Briged Wakaf volunteers.



99.8%

of KPJ's employees

received their vaccination shots by end 2021.

Invested

RM 3.93

million in training and career
development programmes for over
15,247 employees.

Administered

539,219

doses

by 22 KPJ hospitals to the general

Over

56,000

patients

benefited from 17 KWAN clinics and
six mobile clinics.



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ECONOMIC

Economic sustainability is critical to KPJ's business model since a strong, stable and sustainable financial and economic system underpins not only the Group but also a sizeable section of the healthcare ecosystem. As a responsible corporate entity, KPJ is committed to continuously increasing shareholder value while safeguarding the well-being of patients and employees across our hospitals. We are also continuously improving the quality of our products and services as well as preserving our environment. All of our efforts not only demonstrate our commitment to achieve sustainable economic growth for the long-term, but also enable us to remain resilient and relevant to the markets that we operate in.



Assessed And Recognised

6 more hospitals

by SIRIM CSM in 2021 bringing the total to nine hospitals.

3,578

active vendors

endorsed and executed KPJ's Integrity Pact Declaration.

Completed

ISO 37001

ABMS Surveillance Audit with no NCR.

Opened 2nd

Ambulatory Care Centre

in Bandar Kinrara, Puchong, Selangor.



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