



# Delivering What Matters to You

INTEGRATED ANNUAL REPORT 2021



29TH AGM

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## At a Glance

**Revenue**

**RM2.6  
billion**

**Gross Profit**

**RM940.1  
million**

## Statement From Our Leaders

**LAYING SOLID  
FOUNDATIONS  
FOR THE  
FUTURE**

**Datuk MD  
Arif Bin  
Mahmood**  
Chairman



**STABILIZING  
THE BUSINESS  
AND FINANCIAL  
PROPOSITION**

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



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## At a Glance

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### Profit Before Tax

**RM115.6  
million**

### Net Profit

**RM65.7  
million**

## Statement From Our Leaders

LID  
NS



### STABILISING THE BUSINESS AND FUTURE- PROOFING KPJ

**Dato' Mohd  
Shukrie Bin  
Mohd Salleh**

President &  
Managing Director



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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

## HYB HOS APP

Balanced 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 and Other Stakeholders,**

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 it needs to continue delivering sustainable value for the long term.



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## Post COVID-19 Screening RM 348\*

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Care for Life

## Sustainability Highlights

**ECONOMIC**



**SOCIAL**



**ENVIRONMENT**



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



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

## Hazardous Waste

# 4.2%

Reduced output in 2021 from 2020.

## Energy Management Initiatives

RM **2.43**  
million in savings  
derived.



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## Sustainability Highlights

### ECONOMIC



### SOCIAL



KPJ aspires to positively impact our employees, our stakeholders and the community.



### ENVIRONMENT



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KPJ aspires to positively impact our employees, our stakeholders and the community.

**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 public in 2021

**Over**

**56,000**

**patients**

benefited from 17 KWAN clinics and six mobile clinics.

**Developed A Supplier**

**CODE OF CONDUCT**

outlining KPJ's requirements for suppliers to ensure that the Group's sustainability objectives are met across the supply chain.

**Vaccinated**

**11,670**

**patients**

under the KWAN programme.

**Allocated**

**RM 1.7**

**million for KPJUC Scholarships**

in 2021 and sponsored a total of 90 staff and students who pursued Post Basic Nursing programme.



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## Sustainability Highlights

### ECONOMIC



KPJ is committed to continuously increase shareholder value.



### SOCIAL



### ENVIRONMENT

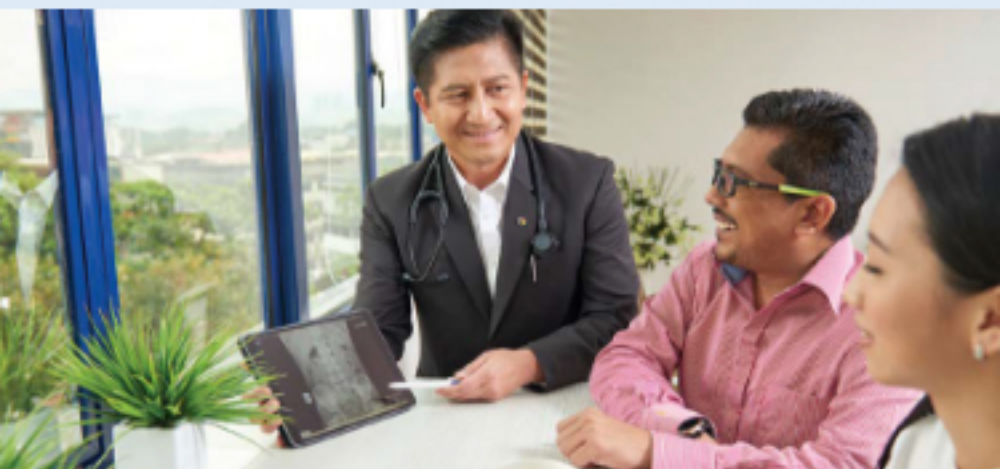


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KPJ is committed to continuously increase shareholder value.

**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 2<sup>nd</sup>**

**Ambulatory Care Centre**

in Bandar Kinrara, Puchong, Selangor.

**86.2**

**NPS (For Patient Loyalty)**

**92.3%**

**CSI**

Achieved Highest Customer Satisfaction Index and Net Promoter Score to date.

**ABMS SOP Awareness**

**12,433**

**employees**

attended the online training programme.

**HOSPITAL  
INFORMATION  
SYSTEM (HIS)**

Implementation of the 1st phase of the new HIS system



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