

A member of **UEM Group**

Our COVID-19  
*Business*  
**Solutions**

Powered by **Edgenta**



Bringing **Solutions** to life  
**The Edgenta Way.**

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## Solutions You Can Count On



“  
**...with technology, people and passion, we are able to withstand any obstacle and prove our sustainability promise in providing enhanced delivery of services to all our stakeholders.**”

**Syahrudin Samsudin**  
 Managing Director /  
 Chief Executive Officer

We hope you are keeping safe and healthy during these trying times. At UEM Edgenta, we take pride in our role as the caretaker of assets and facilities for life and communities to prosper.

From hospitals to highways, bridges and offices, our sustainability promise was certainly tested throughout the pandemic. The challenges we faced at the start of last year helped to reveal two big things for our team at UEM Edgenta.

First, our experience and expertise in technological innovations have helped us through the pandemic by implementing measures to keep our people safe and healthy. This pandemic serves as a learning curve for all of us and from this experience we are able to provide our clients with a slew of future-proof services to weather against this pandemic.

Secondly, we also discovered that with technology, people and passion, we are able to withstand any obstacle and prove our sustainability promise in providing enhanced delivery of services to all our stakeholders. We are committed to ensure our services in combating the pandemic are aligned with our sustainable efforts towards promoting good environmental, social and corporate governance (ESG) practices.

Our COVID-19 Business Solutions presents our services, experiences and measures to help you in safeguarding your business and most importantly your people as we move out of the pandemic in a stronger and flexible position.

Just as we have done so throughout the past few months, we are here to continue supporting your business, delivering our responsibilities and essential role for the benefit of the people, markets and nations we serve.

Learn how we can work together to bring your business back in motion.

Blending over  
**80 years**  
of experience to adapt  
with today's new normal.

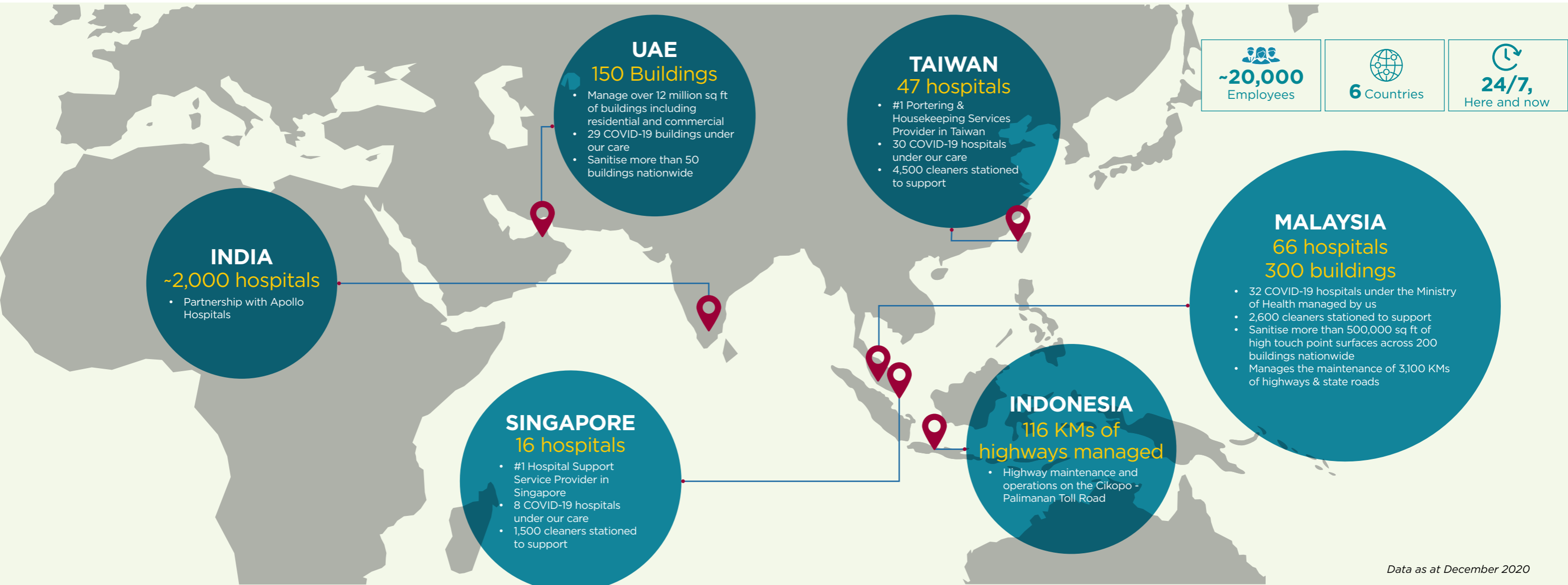


We operate 24/7 all-year-round efficiently with our **Command & Contact Centre**, the central hub connecting **data scientists** with highways, hospitals, offices and other infrastructure assets.

Our Epidemic Management System is connected to Edgenta's Command & Contact Centre, providing the National Crisis Preparedness & Resource Centre with real-time and accurate data, ensuring efficient and systematic COVID-19 management for Malaysia.

**Convenience at your fingertips.**

# Our COVID-19 Support at Regional Operations



Data as at December 2020

# Delivering essential services

at the front lines.



Our laundry plant in Perak supplies more than **99,000 pieces of clean linen daily** including scrubs, patient gowns and hospital uniforms.

# Realities of the New Normal

Changes that are here to stay, whether at home, work or play.



**Physically distant,**  
socially connected



**Temperature checks**  
at building entry points



**Wearing a face mask**  
and maintaining good personal hygiene



**Working from home**  
instead of the office



**Productive and flexible**  
work hours



**Heightened awareness**  
by avoiding the 3C's  
- Crowded places  
- Close-contact settings  
- Confined & enclosed spaces



**Hybrid / Virtual events**  
replacing physical events

# Adapting to the New Normal, The Edgenta Way

At our Headquarters in Kuala Lumpur, we incorporated several practices for our employees to continue remaining productive and efficient throughout the pandemic, be it working at home or when returning to the office.

## Working from Home

Virtual meetings



Flexible work hours



Ongoing virtual internal trainings



New controls for business travels



This is how Edgenta responded to the new normal. Our end-to-end business solutions will help safeguard your people at the workplace.



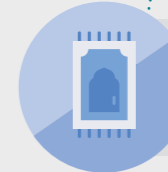
## Returning to the Office



Applying floor markers for safe distancing



Signages to create awareness for compliance



SOPs for prayer rooms, pantries, and using public transportation



Creating educational videos on COVID-19



Special conditions for ground and air travels



New rules when meeting with external parties

# Buzzing on with trade and commerce

3,100 KMs of highways and roads are maintained by Edgenta in Malaysia and Indonesia.

Some of the iconic assets that we manage include the **Penang Bridge**, **North - South Expressway** and **Cikopo - Palimanan Toll Road**, to name a few.

# Simplifying Routines, Bringing Our Solutions to Life

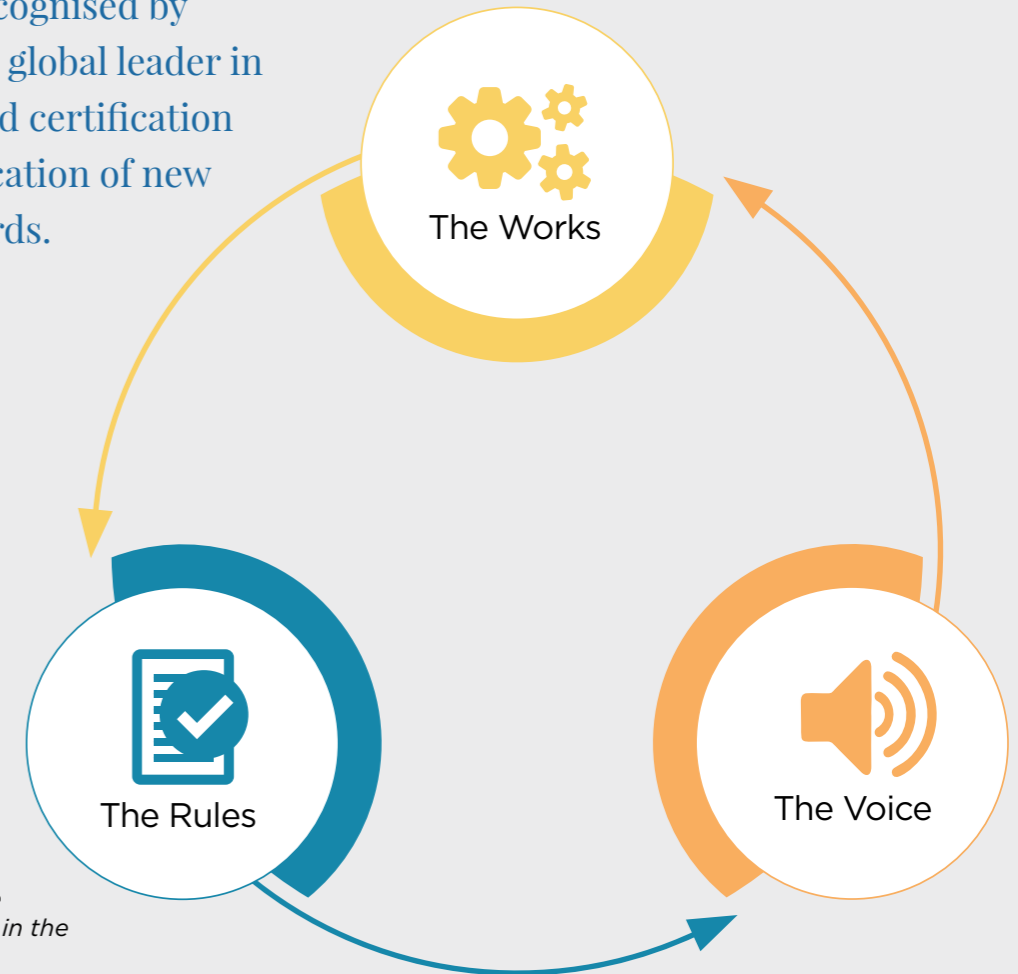
Our experience at the front lines gave us insights to innovate and simplify routines in the new normal, to keep your people and assets safe and sound.



At **Edgenta's Headquarters**, we embraced the new normal by implementing a perfect balance of solutions, procedures and communications to keep our people safe when returning to work, which has led to us being recognised by Bureau Veritas (BV), a global leader in testing, inspection and certification services for the application of new protocols and standards.



Edgenta's Headquarters in Bangsar South is the **1<sup>st</sup> corporate building in Malaysia\*** to be Safeguard certified by Bureau Veritas



*\*Certified for complying with the implementation of hygiene excellence and safety controls in the country as at November 2020*



### The Works

#### Keeping Things **Pristine** Through **Complete Solutions**

- We provide numerous cleansing, sanitisation & disinfection services to suit the wide market landscape amidst the COVID-19 pandemic.
- Our solutions are powered by technology and the latest innovations to assist and adapt to our clients' needs in keeping their assets clean and safe.



### The Rules

#### Procedures to **Boost** Productivity

- In this new normal, reactive procedures are in place to ensure that workplaces remain secure and productive by utilising a contemporary or a more prudent approach to go beyond expectations.
- Edgenta is here to help you curate new procedures for your workplace, taking in the experience of working with our clients at the front lines and how we implemented these procedures ourselves for our teams.



### The Voice

#### Promising a **Clean & Safe Workplace**

- Your teams need to be aware of the new routines to follow at the workplace and the efforts you put into safeguarding their health, safety and well-being.
- The power of communicating the do's and don'ts will ensure compliance to new procedures and keep workplaces safe for all, boosting your team's productivity and morale.

There is no perfect workplace environment in this new normal, but you can take some important steps to ensure that we create the best space for your teams to experience.

Implementing solutions together will help you get there.

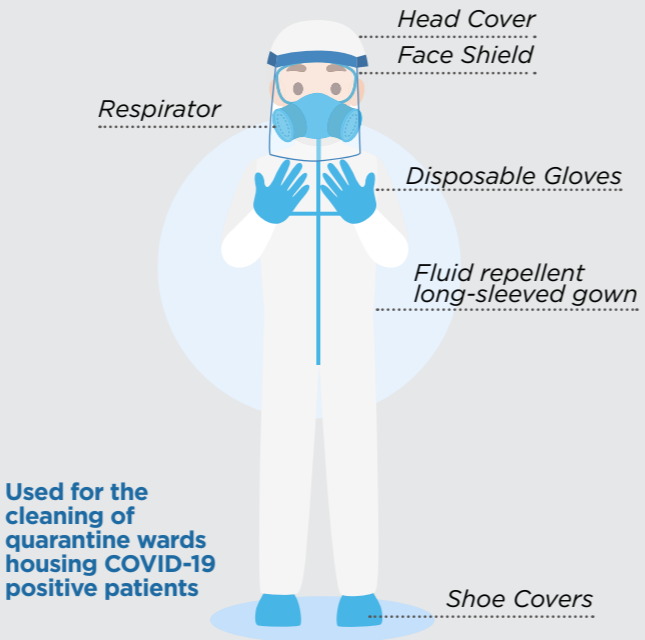
**Ask us how**

With  
**Edgenta-Powered  
Solutions,**  
there can only be winners.

Over **50,000** Biomedical  
equipment at hospitals and  
healthcare facilities across the  
region are managed by us.

# Safeguarding Lives, with the Right Personal Protective Equipment

**4 Million**  
PPEs used at hospitals  
managed by us since  
March 2020



Used for the cleaning of quarantine wards housing COVID-19 positive patients



Safety is deeply rooted in our DNA.



Used for disinfection of commercial areas with suspected / confirmed positive cases



In Malaysia, we sanitise over 500,000 sq ft of surfaces at 200 buildings every 3 hours.



Used for cleaning indoor areas / wards with high risk patients within hospitals



Keeping hospitals clean and hygienic at all times.

# One Step Ahead of Challenges

## Crisis Preparedness & Response Centre (CPRC)

We developed the Epidemic Management System which allows efficient data and inventory management for the CPRC to manage the pandemic effectively for the nation, connecting hospitals and quarantine centres across the country.

This intuitive system empowers users with information relating to PPE inventory levels and patient administration records, among others, through a simple dashboard to keep track of the pandemic situation in real time.



Our data scientists analyses trends and other statistics on COVID-19 for efficient tracking and management.

Responding to

# Our Stakeholders' Needs

## Field Hybrid Intensive Care Unit

A collaboration with the Ministry of Health (MoH) Malaysia, we introduced a cost-efficient intensive care unit (ICU) as an alternative solution to ICUs which are in high demand at government hospitals responding to the COVID-19 pandemic.

The hybrid facility, which can accommodate up to 10 people and is equipped with an Airborne Infection Isolation Room (AIIR), is built from materials such as aluminium and steel frames, and can be ready within 3 weeks.



# Answering the Call of Duty to Save Lives and Preserve Society

Apart from our focus in delivering technology-based services to clients, we also support the government in national-level efforts to combat the COVID-19 pandemic.

Sanitised and disinfected more than **3 million sq ft** of floor space at hospitals managed by us.

We conducted thorough sanitisation works at **COVID-19 red zones nationwide.**



Pokok Sena Prison, Kedah, Malaysia



Kamunting Laundry & Incineration Plant, Perak, Malaysia

## COVID-19 DESIGNATED GOVERNMENT HOSPITALS UNDER OUR CARE

### PERLIS

Hosp. Kangar

### KEDAH

Hosp. Sultanah Bahiyah  
Hosp. Baling  
Hosp. Jitra  
Hosp. Yan  
Hosp. Kuala Nerang  
Hosp. Langkawi  
Hosp. Sik  
Hosp. Sultan Abdul Halim  
Hosp. Sg. Petani Lama  
Hosp. Kulim

### PULAU PINANG

Hosp. Pulau Pinang  
Hosp. Seberang Jaya  
Hosp. Bukit Mertajam  
Hosp. Kepala Batas  
Hosp. Sg. Bakap  
Hosp. Balik Pulau

### PERAK

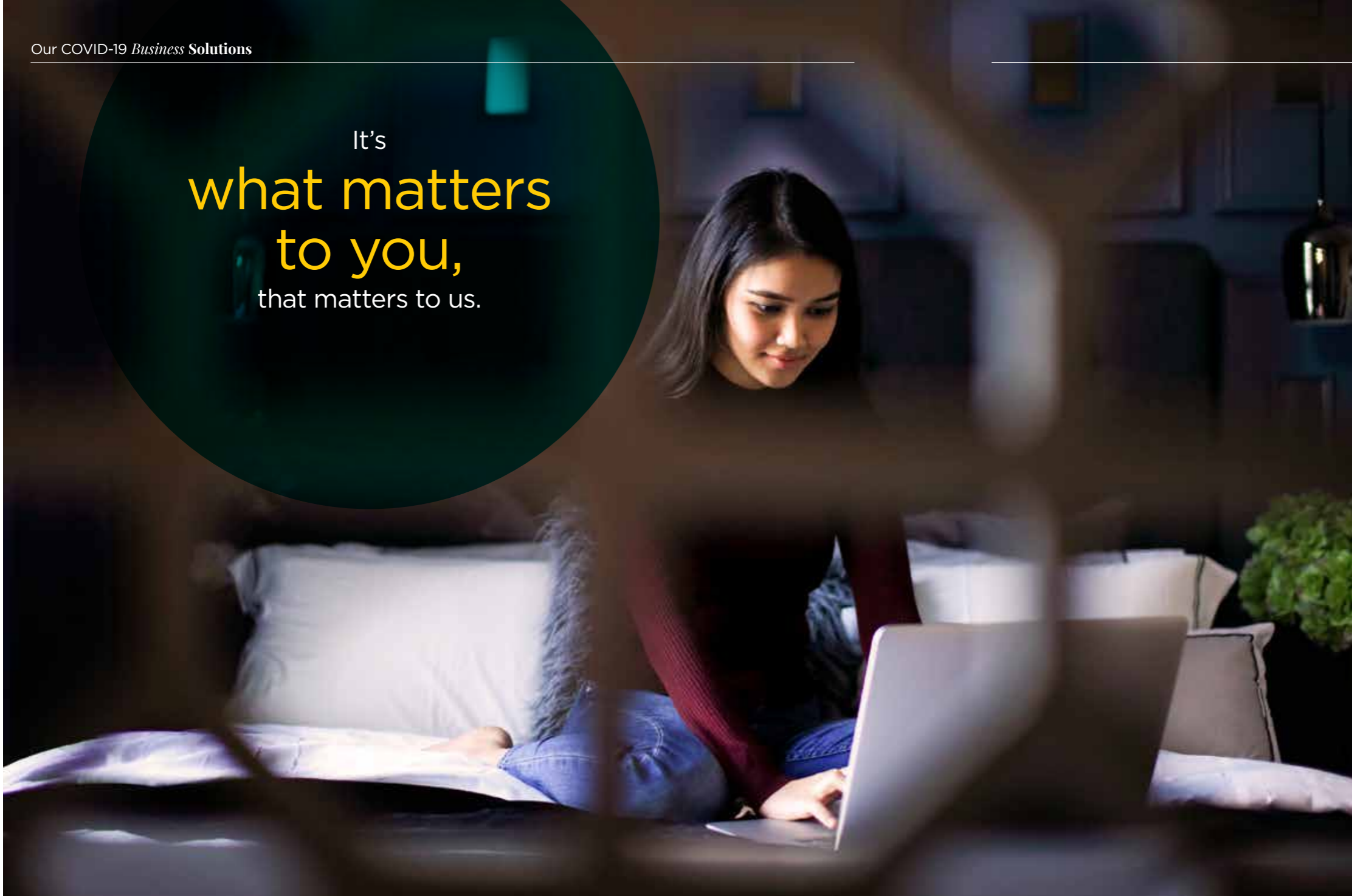
Hosp. Batu Gajah  
Hosp. Changkat Melintang  
Hosp. Gerik  
Hosp. Teluk Intan  
Hosp. Sri Manjung  
Hosp. Tapah  
Hosp. Sg. Siput  
Hosp. Bahagia Ulu Kinta  
Hosp. Raja Permaisuri Bainun  
Hosp. Kuala Kangsar  
Hosp. Slim River  
Hosp. Kampar  
Hosp. Selama  
Hosp. Taiping  
Hosp. Parit Buntar

“ We love our jobs, we are good at our jobs, we have been well-trained to do our jobs. And we are ready to do them.”

*Nor Azilah Ismail,  
Head of Facility Cleansing,  
Hospital Teluk Intan, Perak*



It's  
**what matters**  
**to you,**  
that matters to us.



**We offer:**

- Workplace Solutions
- COVID-19 Management
- COVID-19 Screenings
- Digital Healthcare
- Health, Safety & Environment Services



## Workplace Solutions

### TOTAL WORKPLACE SOLUTIONS FOR YOUR BUSINESSES TO OPERATE IN THE NEW NORMAL

Workplaces are seeing periods of low building occupancy. For each shut down or restart cycle, you can count on us to safeguard the health and safety interests of people and assets.



## COVID-19 Screenings

### QUICK AND EASY SCREENINGS AND TESTINGS

COVID-19 testing is an important element to contain the spread of the virus in this new normal. We offer multiple types of screening options including drive-in services for your convenience.



## Digital Healthcare

### TRANSFORMING THE HEALTHCARE ECOSYSTEM FOR A BETTER EXPERIENCE

The future that we imagine for our healthcare industry is one that emphasises on patient's well-being while also enhancing accessibility and affordability, anywhere at anytime. We constantly find new ways in developing the latest innovation to enhance user experience, benefitting both patients, as well as their healthcare providers.



## COVID-19 Management

### EFFICIENT AND EFFECTIVE MANAGEMENT TO KEEP YOUR BUSINESS RUNNING

Your workplace needs to remain hygienic and clean without compromising the safety and health of your employees. Put your mind at ease with our effective COVID-19 management solutions for your workplace.



## Health, Safety & Environment Services

### OUR EXPERIENCE AND EXPERTISE IN HEALTH, SAFETY & ENVIRONMENT IS FOR THE COMMON GOAL OF IMPROVING PERFORMANCE

Health, Safety & Environment (HSE) is a priority in everything that we do - it is part of the Edgenta DNA. Our experienced professionals are equipped with the knowledge and capabilities to manage your business' HSE protocols, methods and resources to comply with the highest levels of industry standards your business needs.



## Workplace Solutions

Smart Solutions in the New Normal



### Smart Facilities Management

We employ a data-driven approach to Facilities Management through our Edgenta-Powered Solutions.

- Operations & maintenance management
- Business and hospitality services
- IoT technology deployment
- Building condition assessment
- Energy audit
- Indoor Air Quality audit
- Monitoring and targeting
- Energy conservation programmes

### Social Distancing Measures

Acclimatising people to the new norm requires constant and visible reminders. We help minimise cross-traffic and promote hand hygiene through:

- Installation of signages and floor markers
- Installation of protective barriers
- Workspace layout reconfiguration
- Pervasive hand hygiene stations setup

### Equipment Restart / Mothballing

We undertake procedures according to best practices.

- Backup and data protection
- Checking of remote access connectivity
- Configuring systems to unoccupied or low occupancy modes



**Edgenta's Headquarters in Bangsar South is the 1<sup>st</sup> corporate building in Malaysia\* to be Safeguard certified by Bureau Veritas**

*\*Certified for complying with the implementation of hygiene excellence and safety controls in the country as at November 2020*



## Workplace Solutions

New Solutions to Safeguard Your Health



### IAQ Monitoring System

View the Indoor Air Quality (IAQ) performance of your building portfolio in real-time. With live dashboards, corrective measures can be taken based on actionable insights.

### Thermal Scanning System

Our solution provides pre-emptive measures against the spread of infections. It automates screening for unencumbered access and maintained social distancing.

- Contactless scanning
- Real-time simultaneous readings
- Facial recognition

### Sanitisation & Disinfection




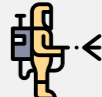

We implement measures to eliminate and prevent viral transmission at the workplace.

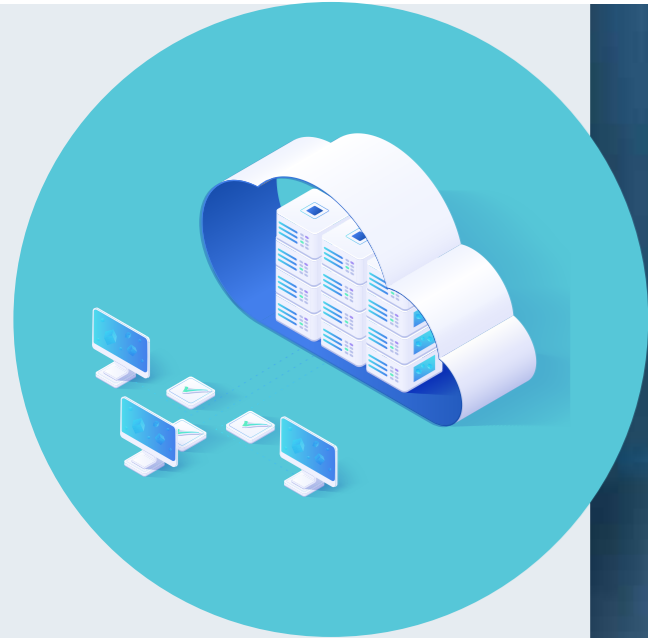
- High touch point decontamination
- Disinfection with antimicrobial spray
- Hand sanitisation stations
- Social distancing markers
- Robotic disinfection system

Our services are in accordance with guidelines from the MoH and utilises protocols which are used for hospital operating theaters, specifically developed to combat against infectious viruses such as COVID-19, H1N1 and SARS, among others.

#### Sanitisation vs Disinfection

Knowing the difference

Sanitisation	Periodical or scheduled cleaning	High touch point areas only	Masks, gloves and aprons	Basic cleaning tools	Medium effectiveness
vs	 <b>Objective</b>	 <b>Areas Covered</b>	 <b>PPE Usage</b>	 <b>Mechanisation</b>	 <b>Cleaning Efficacy</b>
Disinfection	Disinfecting space(s) after an infection has been reported	All surfaces within the facility including walls / ceilings and hard-to-reach areas	Coveralls, N95 masks, gloves and shoe covers	Misting machine & carpet steamer	High effectiveness



## COVID-19 Management

Efficiently Managing Your Business and Risks of COVID-19 Round-the-clock



### Risk Assessment

Evaluates risks and threats of COVID-19 at facilities to build necessary controls and measures.

- Hazard Identification, Risk Assessment and Risk Control (HIRARC)
- Bowtie Method

### COVID-19 Tracker Software

Utilises Gensuite, a safety observation application which allows users to track potential risks of COVID-19 infections in a facility efficiently and effectively.

### Management & Control

We apply the decision tree system to analyse the implementation of SOPs and the next course of action, while providing a suite of administrative control measures.

- Educational videos
- Brown bag sessions
- Ready-made templates
- Signages



## COVID-19 Screenings

Hassle-free and Efficient Screenings



### Mandatory Employee Testing

We have the capability to deploy teams and mobile facilities for mass testing. Our screening services comprises the Polymerase Chain Reaction (PCR) and Rapid Test Kit (RTK) screenings which are both in compliance with the Government's ruling mandating affordable and safe COVID-19 tests for employees.

Our tests are approved by the MoH and processed by an MoH-licensed laboratory. We can produce results for RTK screenings on-site within 30 minutes with results for PCR screenings available within 24 - 48 hours.

### Corporate Drive-in and On-site Screenings

Drive-in or on-site screenings can be made available in any preferred locations across Malaysia. All tests are conducted through an MoH-approved laboratory and testing facility.

- We offer both PCR & RTK tests at some of the most competitive rates in the market.

Our RTK screenings can deliver quick results in 30 - 45 minutes, while the PCR screenings deliver comprehensive and accurate results within 24 - 48 hours.

#### Reverse Transcription Polymerase Chain Reaction Test (RT - PCR)

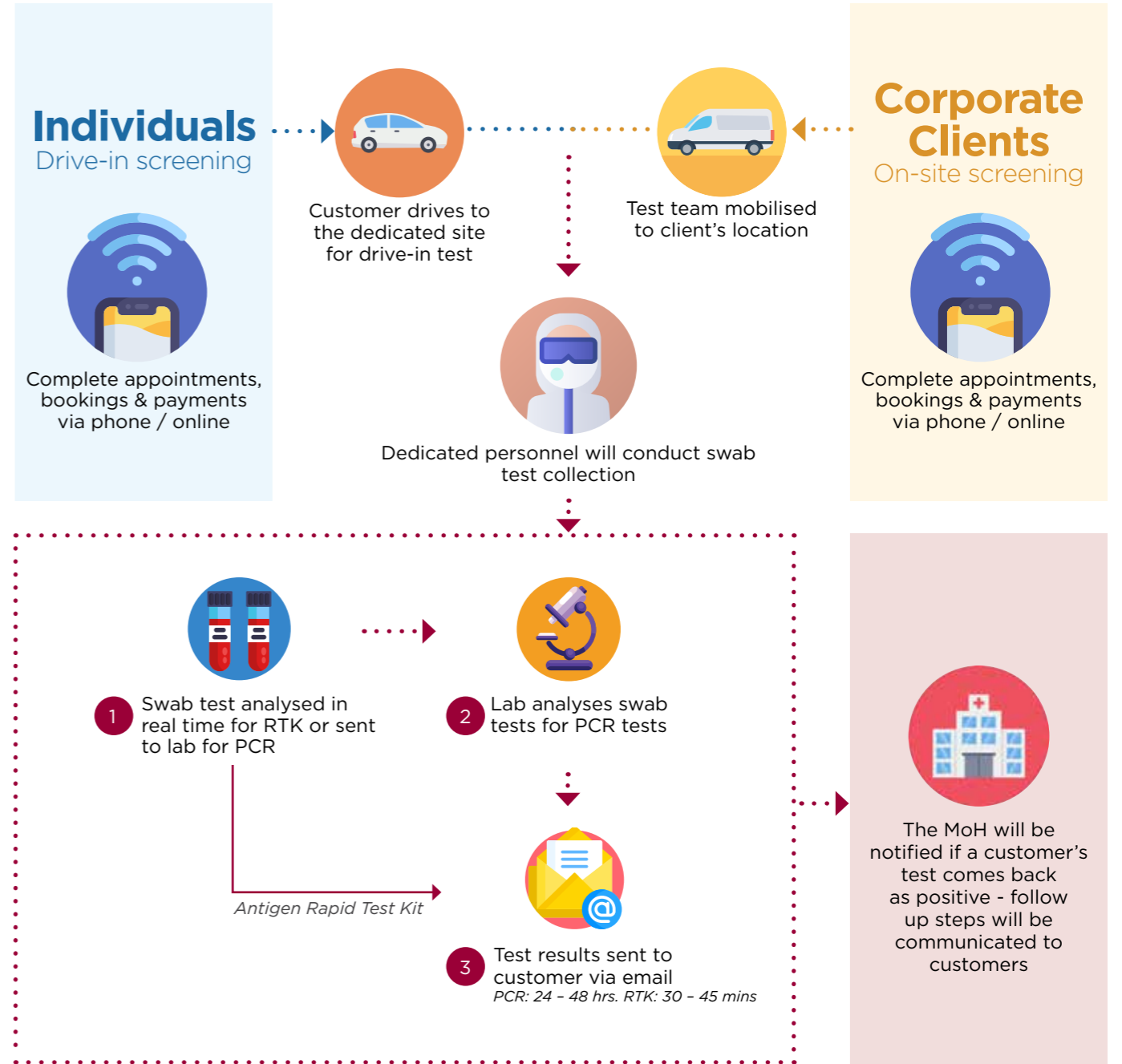
#### Antigen Rapid Test Kit (RTK - Ag)

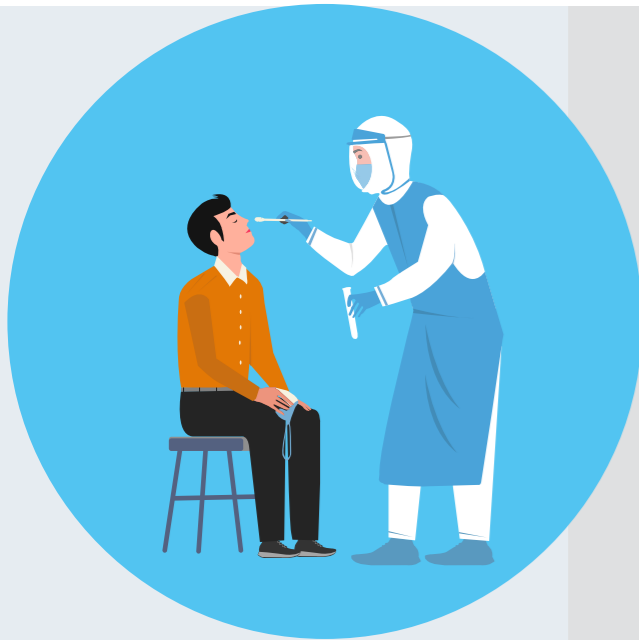
<b>Advantages</b>	Provides the most accurate results with the highest sensitivity rate of any test variants - accepted as the <b>gold standard diagnostics test</b> for COVID-19	<b>Quicker time</b> to analyse test swabs for a more efficient result output compared to RT-PCR (typically takes <b>30 - 45 minutes</b> for results to be produced)
<b>Sample type</b>	Nasopharyngeal swab & Oropharyngeal swab	Nasopharyngeal swab
<b>Sensitivity</b>	>98%	>85%
<b>Test sampling time</b>	10 - 15 minutes	10 - 15 minutes
<b>Lab processing time</b>	4 - 6 hours (results issued within 24 - 48 hours)	30 minutes (results issued within 30 - 45 minutes)
<b>Detection strength</b>	<b>Very high</b> Early stage infection can be detected (test identifies RNA presence of virus)	<b>Moderate</b> Test detection depends on amount of viral antigen present in a patient's system



## COVID-19 Screenings

Solutions Catered for Both Individuals and Corporate Clients





## COVID-19 Screenings

6 Simple Steps That Can Save Lives

1



Customer arrives for drive-in screening. **Customer information validated** by testing team against online registration data.

2



Customer briefed by testing team on procedures. Customer **DOES NOT** need to leave their vehicle.

3



A new sealed test kit will be used for each customer. Swab samples will be labelled accurately with customer information.

4



Nasal swab will be performed first for both PCR / RTK tests. Swab kit will be inserted into nostrils and swirled to collect nasal sample.

5



Oral swab will be performed next **ONLY** if customers perform a PCR test. The swab kit will be inserted down the throat to collect tissue samples in the throat region.

6



Labelled swabs will be packed and stored carefully in chillers to be sent to the lab for analysis. Customers can leave the premises and await for the results\* (24 - 48 hrs).

*\*Customers who opt for RTK tests will receive results in ~30 mins.*



## Digital Healthcare

Power of Data at Your Fingertips



### Virtual Clinic Solution

Through our Virtual Clinic Solution, patients will have the opportunity to receive medical care conveniently, right at their finger tips. Appointments, consultations, follow-ups and even prescriptions of medications are all done in a single application on your mobile device.

This allows patients to experience the same quality of medical care they would receive through a physical consultation, with the added benefit of having easy access to their medical health records so that healthcare providers can determine the best outcome and treatment for each patient.



### Advancing the industry with our esteemed partners



### Pandemic Management

Pandemics are not new, but COVID-19 definitely caught the world by surprise. Discover how you can better manage a pandemic with recommendations for best practices in Pandemic Management today.

- Emergency Response & Preparedness (ERP) plan for pandemics
- Guidebook for returning to the office
- Safeguard certification
- Pandemic drill

### Occupational Health

The physical and mental well-being of employees in the workplace is often overlooked, which is why Occupational Health is extremely important to prevent work-related illnesses and injuries by encouraging safe practices, monitoring the health of employees and supporting the management of absences.

- Bootcamps
- Emotional well-being, ergonomics & physical fitness management

### Environmental Services

Environment is one of the most vital areas of HSE practices. However, the term can imply that it only takes place outdoors, which is far from the case. Be in the know about practices and procedures that ensure the safety and well-being of everyone in the immediate area.

- Waste management
- Environmental gap analysis
- Environmental management system manual

## Health, Safety & Environment Services

Our HSE Solutions to Manage Your Safety

Technology Powered by  
**Edgenta**



## **UETRACK™**

UETTrack™ is a mobile resource optimisation platform, which encompasses a web portal, mobile and tablet app. It consists of several sub-modules to support housekeeping, facility management and other services, enhancing productivity and promoting automation of work processes, while also reducing cost and improving customer satisfaction.



## **COMMAND & CONTACT CENTRE**

As the central hub for the implementation of IoT applications into the realm of facilities management, the Command & Contact Centre (CnC) houses our data repository and enables remote asset management through machine learning and predictive analysis. The centre facilitates energy management, real-time monitoring with controls and building automation. It also allows for predictive maintenance and strategic building management planning.

### **Smart Toilets**

We continue to elevate the cleaning standards for toilets in facilities we manage using various Smart Toilet solutions. The Toilet Demand Inspection System (TDIS) for example, shifts cleaner mobilisation based on user volume instead of time based scheduling to deliver a more hygienic experience for our users while increasing our team's productivity.

### **Ambulance Tracking System**

Our sophisticated Ambulance Tracking System is connected to our CnC at our headquarters where we can track the progress and conditions of the vehicles to ensure efficient and timely duties.

# Our COVID-19 Relief Efforts

We continuously play our part in ensuring that the communities we serve are safe and healthy throughout the pandemic.



# Formulating Solutions and Your Success

Tech. People. Passion.

Our expertise allows our clients to enjoy a holistic asset and facility management experience built on technology, people and processes.

All this, while meeting the strict standards and regulatory requirements of the healthcare industry. In the current pandemic, we have proven our ability to ensure all the hospitals and healthcare facilities under our care across the region continue to operate uninterrupted and safe.

**Ask us how ?**

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