

**Partnering for a  
better healthcare  
experience**

**EDGENTA**  
HEALTHCARE SUPPORT

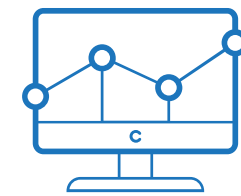


## OVERVIEW OF UEM EDGENTA

UEM Edgenta ([www.uemedgenta.com](http://www.uemedgenta.com)) is a leading Asset Management and Infrastructure Solutions company in the region and a subsidiary of UEM Group. Listed on the Main Market of Bursa Malaysia Securities Berhad (KLSE: EDGENTA), our expertise covers Healthcare Support and Property & Facility Solutions, and Infrastructure Services covering Expressways and Rail, including project management & engineering design capabilities via Opus Consultants.

Guided by its 'Edgenta of the Future 2025' vision, UEM Edgenta's full suite of services is driven by technological advancements throughout the asset life cycle including consultancy, procurement & construction planning, operations & maintenance, as well as optimisation, rehabilitation and upgrades. Digital solutions across multiple industries positions UEM Edgenta as a powerhouse to become a Technology-Enabled Solutions Company with a focus on healthcare by 2025.

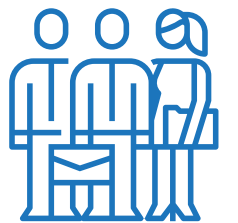
UEM Edgenta has operational presence in Malaysia, Singapore, Indonesia, Taiwan, India and United Arab Emirates.



MARKET CAPITALISATION OF  
**RM1.6  
BILLION**  
AS OF 31 DECEMBER 2020



LISTED ON THE  
MAIN MARKET OF  
**BURSA  
MALAYSIA  
SECURITIES BERHAD**  
SINCE 2 JANUARY 1964



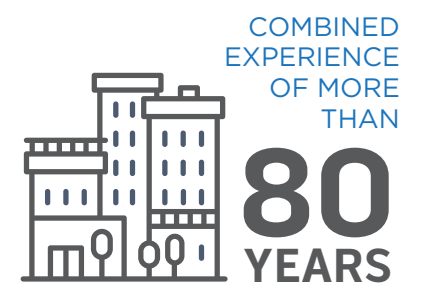
OVER  
**20,000**  
EMPLOYEES SERVING  
OUR CUSTOMERS



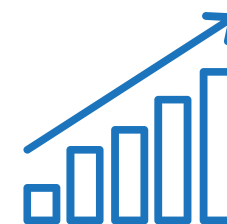
FY2020  
SHAREHOLDERS' FUNDS OF  
**RM1.5  
BILLION**  
AS OF 31 DECEMBER 2020



PRESENCE IN  
**6 COUNTRIES**



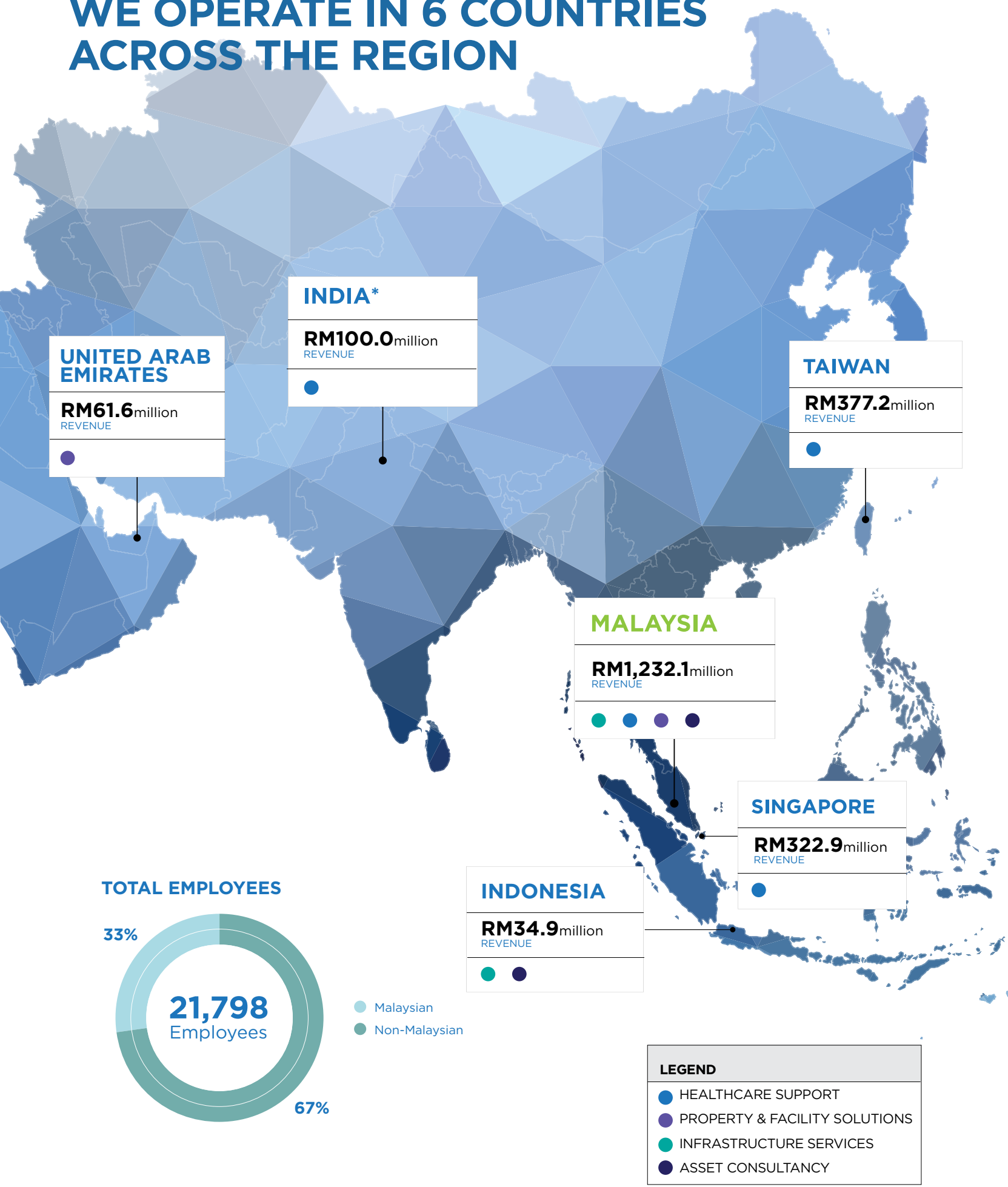
COMBINED  
EXPERIENCE  
OF MORE  
THAN  
**80  
YEARS**  
IN ASSET MANAGEMENT &  
INFRASTRUCTURE  
SOLUTIONS



ONE OF THE REGION'S LARGEST  
ASSET MANAGEMENT & INFRASTRUCTURE SOLUTIONS  
ENTITIES WITH FY2020 GROUP ASSETS OF

**RM2.8  
BILLION**

# WE OPERATE IN 6 COUNTRIES ACROSS THE REGION



<p>Serving over <b>300</b> hospitals across Malaysia, Singapore, Taiwan and India</p>	<p>Completing <b>98%</b> planned preventive maintenance on schedule Maintaining a <b>90%</b> uptime since 2002</p>	<p>Processing <b>18,000 tonnes</b> of soiled linen annually</p>	<p>Maintaining over <b>3.6 million sqm<sup>2</sup></b> of cleanable area daily</p>
<p>Incinerating <b>6,900</b> metric tonnes of clinical waste annually</p>	<p>Caring for more than <b>RM1.8 billion</b> worth of FEMS* assets</p>	<p>Preserving the lives of over <b>50,000 BEMS**</b> assets</p>	<p>Optimised manpower utilisation by over <b>20%</b> through our <b>Portering</b> service</p>

\*Facilities Engineering Maintenance Services (FEMS) \*\*Biomedical Engineering Maintenance Services (BEMS)

## INTERNATIONALLY CERTIFIED TO PROVIDE SERVICES FOR HOSPITALS AND HEALTHCARE INSTITUTIONS

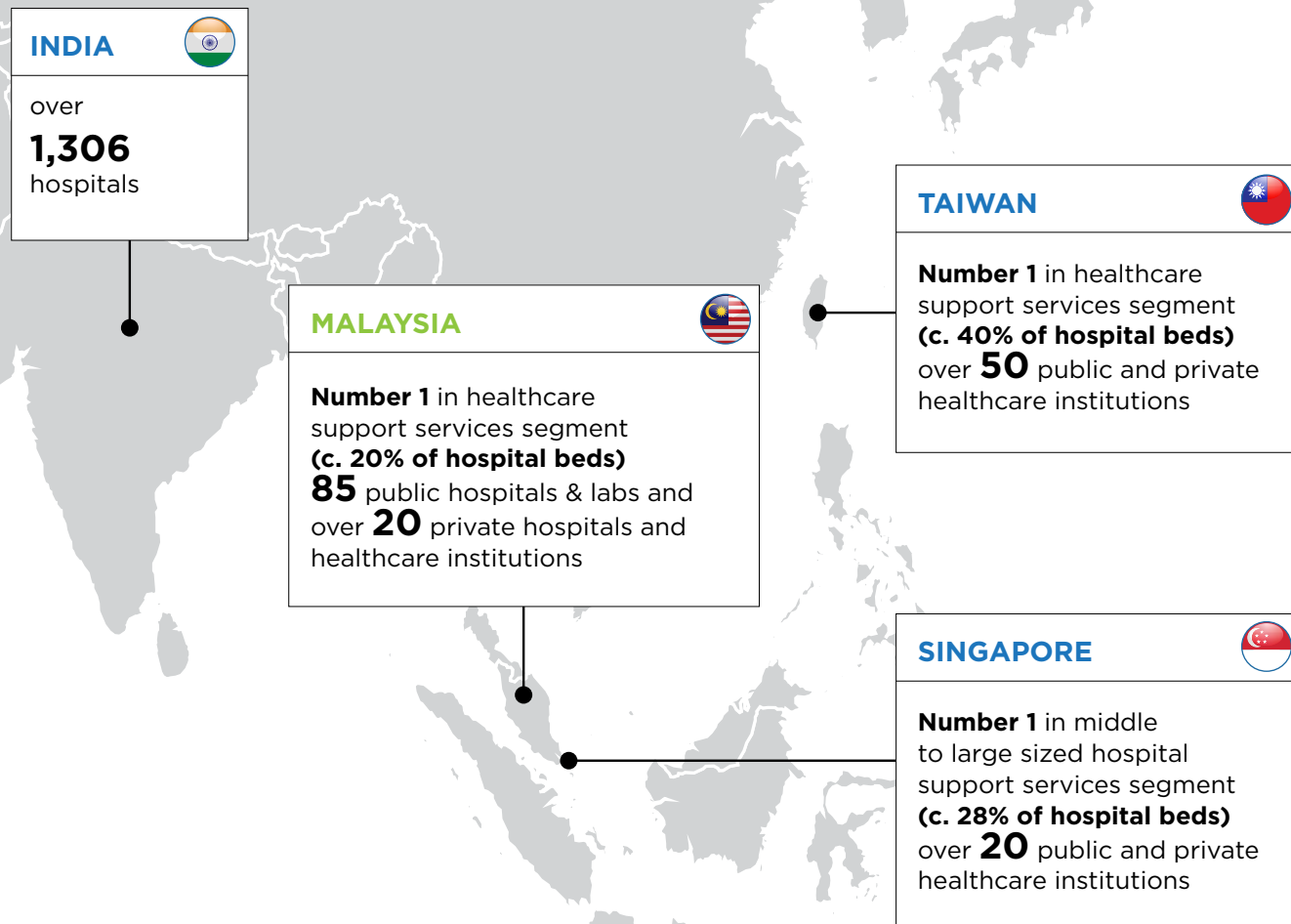
As the number one player in Malaysia's healthcare sector, we serve more than 100 public and private hospitals, as well as various healthcare institutions.

In our role as a strategic partner to healthcare institutions, we are highly dedicated and committed in ensuring our client's hospital assets and facilities are operating at optimum levels of efficiency.

\* Faber Sindoori Management Services Pte. Ltd. is accounted as an associate of UEM Edgenta

## OUR HEALTHCARE SUPPORT PRESENCE

We are the largest Hospital Support Services player in Southeast Asia serving over 300 hospitals in Malaysia, Singapore, Taiwan and India.



## SERVICE DELIVERY PLATFORM & SOLUTIONS

### Command & Contact Centre

The Command & Contact Centre is UEM Edgenta's central hub for the creation and implementation of IoT applications into the realm of facilities and asset management. The Command & Contact Centre is involved in energy management, remote monitoring, controls on building automation systems, predictive maintenance and strategic management planning.

Our capabilities and offerings include:

- Online data collection
- Remote monitoring
- Remote managing
- Machine learning
- Predictive analysis
- Contact centre
- Workforce management



## QUALITY, SAFETY, HEALTH & ENVIRONMENT

Our quality, safety, health & environment policy goes beyond business-as-usual and regulatory requirements, best practices and benchmarks.

We utilise our resources effectively to consistently improve process efficiency and reduce quality issues. Additionally, we aim to build a culture and mindset where safety is always first.



## TRAINING PROGRAMMES & CERTIFICATIONS

Our training programmes ensure our staff are competent to perform their daily routines through various structured service delivery training programmes. Some of these programmes are certified by international bodies.



## OUR EXPERTISE

We provide innovative solutions for your business including:



- Facilities Engineering Maintenance Services (FEMS)



- Housekeeping / Cleansing Services (HKS / CLS)



- Biomedical Engineering Maintenance Services (BEMS)



- Portering Services (PTR)



- Healthcare Waste Management Services (HWMS)



- Sustainability and Energy Management



- Linen & Laundry Services (LLS)



- Healthcare Technology



## FACILITIES ENGINEERING MAINTENANCE SERVICES (FEMS)

The Facilities Engineering Maintenance Services we provide combines international best practices, performance benchmarking and established procedures & systems.

### Scope of work

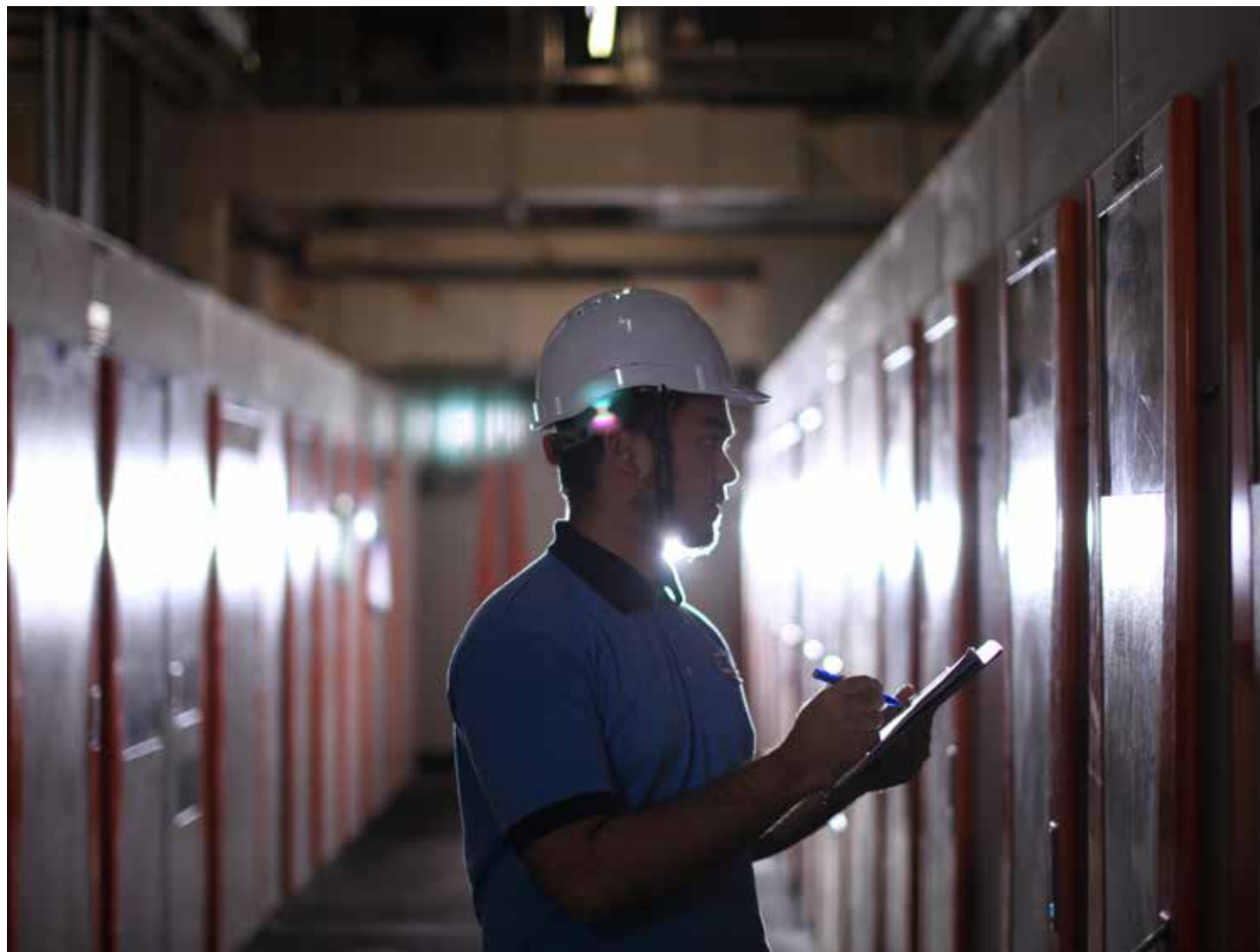
- Building Engineering Services
  - Building Automation System (BAS)
  - Air Conditioning & Mechanical Ventilation (ACMV) System
  - Lift System
  - Lightning & Surge Protection System
  - Fire Protection System
- Fleet & Vehicle Maintenance Technical Consultancy
  - Electrical Supply
  - Communication System
  - Ground Maintenance & Landscaping
  - Stone Services
  - External Facade Maintenance
  - Pest Control

Caring for more than  
**RM1.8 billion**  
worth of FEMS assets

**161%**  
growth in asset size since  
1997, accumulating to  
200,000 units

**98%**  
planned preventive  
maintenance completed on  
schedule

**95%**  
service uptime





## BIOMEDICAL ENGINEERING MAINTENANCE SERVICES (BEMS)

Our goal in maintaining biomedical equipment is to maximise its availability to our clients, enhancing accuracy in performance, ensuring safety in usage and prolonging its lifespan.

### Scope of work

- Planned Preventive Maintenance
  - Equipment Maintenance Service
- Corrective Maintenance
  - Corrective Routine
  - Breakdown and Emergency Maintenance
  - Emergency Response and Repair
- Structured Asset Management & Inventory Programme
- Private Hospital Asset Leasing (PHAL)

Preserving the lives of over **RM3.0 billion** worth of BEMS assets

**96%**

Planned Preventive Maintenance completed on schedule

**90%**

equipment uptime since 2002, resulting in higher patient turnover



## HEALTHCARE WASTE MANAGEMENT SERVICES (HWMS)

A clean environment is critical to safeguard the health and safety of all patients, staff and visitors to healthcare facilities under our care. To create and maintain such an environment, it requires a holistic and efficient framework that controls and reduces exposure to sources of infection and health hazards.

Our end-to-end process involves the separation and segregation of clinical wastes at the source with clear identification and labelling, proper and safe handling, and storage at the hospitals before safe transportation to our incinerator plant for treatment and disposal of residue.

### Scope of work

- Healthcare Waste Collection, Transportation & Storage
- Hygiene & Infection Control Management
- Treatment and Incineration of Healthcare Waste
- Spillage Management

Invested **RM66.9 million** in clinical waste incineration plants and equipment

Undertakes **10,000** scheduled pick-ups annually

Incinerates more than **4,371 tonnes** of clinical waste annually

Over **40** employees including Engineers, Logistic Coordinators and Drivers dedicated to this service





## LINEN & LAUNDRY SERVICES (LLS)

We understand that the uniforms and linen of a healthcare institution is an extension of its values, brand and quality. We take pride in upholding the quality, durability and cleanliness by providing a comprehensive service in line with international standards that ensures the elimination of cross-contamination and infection risks.

### Scope of work

- Linen Inventory Management
  - Linen Supply / Rental
  - Linen Collection
  - Linen Processing
  - Linen Loss / Damage Replacement
- Linen Delivery and Processing Management

Investment of more than **RM86 million** in laundry plant and equipment

Supplying more than **99,000** pieces of clean linen daily

Processing **51** tonnes of soiled linen daily



## HOUSEKEEPING/CLEANSING SERVICES (HKS/CLS)

Good hospital hygiene at minimal disruption to patients is a vital component for healthcare providers. We leverage on technology such as our UETrack™ platform to incorporate the latest cleansing products and methods in ensuring the best service quality for our customers.

### Scope of work

- General and Specialised Area
- Cleaning Supplies and Consumables
- Extensive Cleaning
  - Hygiene and Infection Control Management
  - Spillage Management

**RM6.2 million** invested in cleansing equipment since 1997

**3.6 million** sq. metres of floor area cleaned daily

Over **4,000** employees





## PORTERING SERVICES (PTR)

Our technology is capable of assigning highly trained porters to manage both patient and non-patient movements, as well as assisting medical staff in performing administrative and logistical tasks.

We are the pioneer service provider in Malaysia with proven methods and a strong track record in Singapore and Taiwan as well. We leverage on technology to improve productivity and efficiency which leads to cost reductions for our clients.

### Scope of work

- Patient movement within the healthcare facility
- Replenishment of oxygen cylinders
- Portering of documents, blood samples and other healthcare related items
- Item delivery for repair and maintenance or relocation

An average of  
**100,000**  
tasks monthly

UETrack™ Portering  
provides

**24 hours**

communication and live data  
streaming

**85%**

response time  
averaging between 8 to 15  
minutes

Over  
**20%**

improved and optimised  
manpower utilisation  
(2015 - 2019)



## SUSTAINABILITY AND ENERGY MANAGEMENT PROGRAMME

We provide energy management solutions to promote energy savings and efficiency. Through our advanced and innovative technology offerings, asset owners and operators can optimise a building's energy performance and lower carbon footprint, translating into reduced asset management costs.

Our remote monitoring system leverages on real-time software to capture building services data for translation into actionable output, enabling immediate analysis and quick decision making. The system allows us to detect and rectify anomalies as they surface, thus optimising energy consumption and reducing clients' operational costs.

### Scope of work

- Energy Consultancy
- Energy Financing
- Energy Monitoring & Management System
- Sustainability Services

**Our Sustainability and Energy Management Programme provides holistic solutions leveraging on technology**

Incorporating  
International Best  
Practices



Performance  
Benchmarking



Delivering Effective  
Sustainability  
Programme



Optimised Service  
Delivery



## AWARDS



Excellence Hospital Support Services Award



Outstanding Productivity: **Enhancing Spot Cleaning Productivity via I-Mop Machine at Khoo Teck Puat Hospital** 2017



Outstanding Productivity: **UETrack™ Toilet Demand Inspection System Pioneering Restroom Cleaning on Demand at National University Hospital Medical Centre** 2017



Outstanding Innovation: **UETrack™ Housekeeping Performance-Based System Module Strengthening Inter-Department Collaboration at National University Hospital Medical Centre** 2017



Outstanding Continuous Improvement: **Enhancing UETrack™ Portering System for Smart Assignment of Jobs at Tan Tock Seng Hospital** 2017



Merit Continuous Improvement: **Improving the Quality of Housekeeping via UETrack™ Housekeeping Performance-Based System Inspection Module at Yishun Community Hospital** 2017



Merit Continuous Improvement: **KAIVAC-Professionalising Restroom Cleaning at National University Hospital Medical Centre** 2017



National Environment Agency Singapore: **Enhanced Clean Mark Accreditation Scheme (Gold) Award** 2018 | 2019 | 2020



Leadership in Energy and Environmental Design ("LEED") for Sultanah Maliha Hospital, Langkawi **LEED v4 Gold Rating Hospital**



ENERGY STAR Sultanah Maliha Hospital, Langkawi **Energy Star 100**



ASEAN Energy Management Scheme **Energy Management Gold Standard 3-Star** (Batu Gajah & Selama Hospitals) **Energy Management Gold Standard 2-Star** Sultanah Maliha Hospital, Langkawi

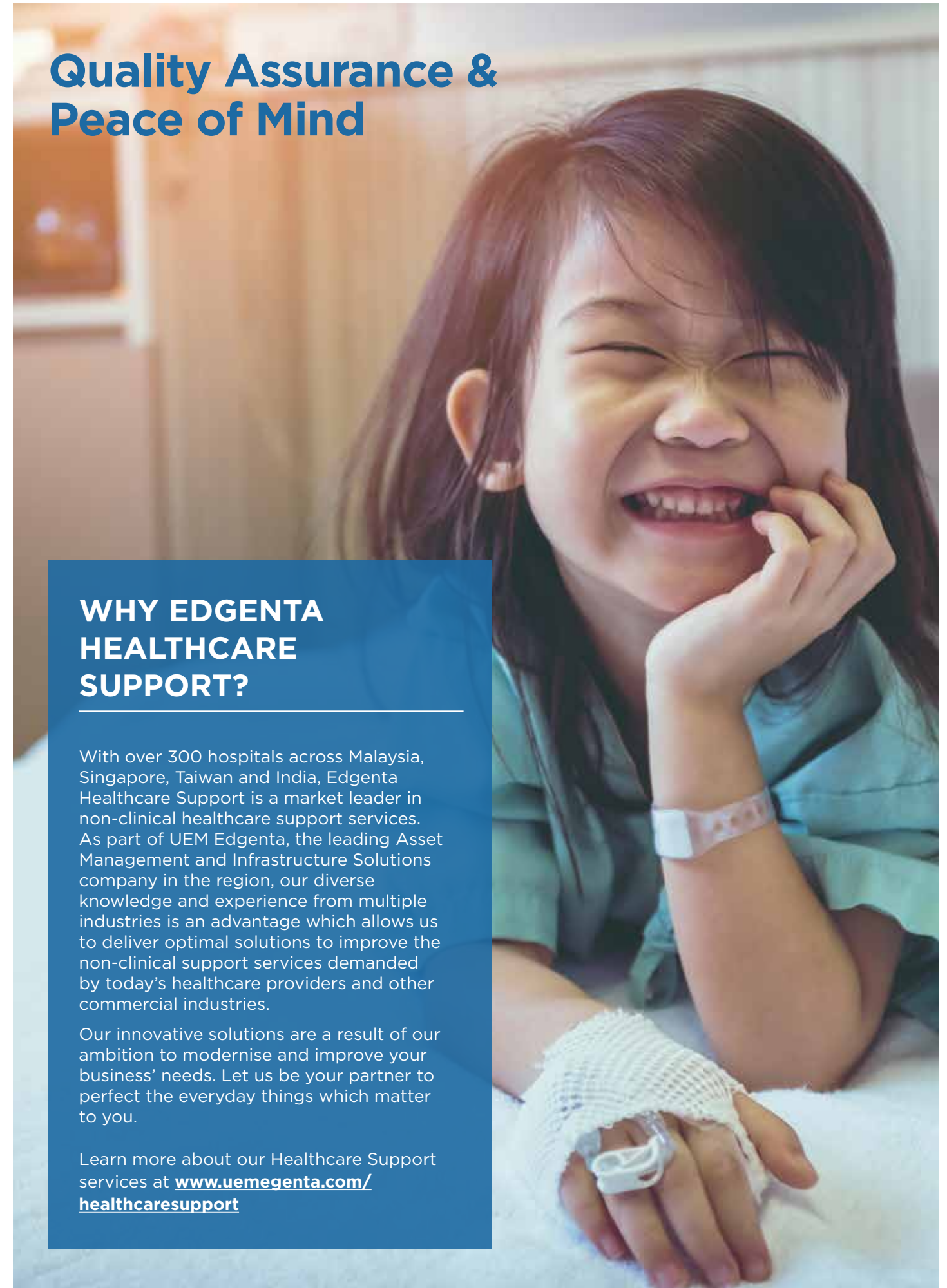
## Quality Assurance & Peace of Mind

### WHY EDGENTA HEALTHCARE SUPPORT?

With over 300 hospitals across Malaysia, Singapore, Taiwan and India, Edgenta Healthcare Support is a market leader in non-clinical healthcare support services. As part of UEM Edgenta, the leading Asset Management and Infrastructure Solutions company in the region, our diverse knowledge and experience from multiple industries is an advantage which allows us to deliver optimal solutions to improve the non-clinical support services demanded by today's healthcare providers and other commercial industries.

Our innovative solutions are a result of our ambition to modernise and improve your business' needs. Let us be your partner to perfect the everyday things which matter to you.

Learn more about our Healthcare Support services at [www.uemegenta.com/healthcaresupport](http://www.uemegenta.com/healthcaresupport)





## CONTACTS

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A member of UEM Group

Asset Management  
& Infrastructure  
Solutions

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HEALTHCARE SUPPORT