

Pandemic Preparedness Across PETRONAS

When the COVID-19 pandemic and the ensuing movement restrictions hit us in early 2020, PETRONAS responded swiftly by making the health and safety of our people our topmost priority. The PETRONAS Pandemic Preparedness and Response Team (PPRT) was set up with its roots going deep into our daily operations around the world. Working across the Group, they coordinated activities as well as rolled out and ensured adherence to stringent SOPs. The timely and proactive measures that the PPRT implemented to manage and curb the transmission of the virus across all our operations, went a long way in keeping our people safe and operations running.

Nowadays trust is a concern. But that's not the case with the **COVID-19 One-Stop Centre.** Trusted and reliable.

The PPRT issues timely directives through one source of truth for our employees. In the 12th week into the Movement Control Order (MCO) in Malaysia, the internal portal received over **110,000 visits** from over **24,700 unique visitors.**

The PPRT also supported the Group's operational and business continuity efforts via technical advice to the Corporate Command Centre (C3). Established in March 2020, the C3 provides unified commands and generates strategic and tactical decisions across the businesses within the Group.

We also went on to set up cross-functional COVID-19 response teams that dealt with and tracked cases across the entire Group and attended to them immediately. We reviewed our global operations and mobilised our staff and families back to home countries when that was the better option.

The Group also deployed digital tools to monitor our essential services and operations requirements, imposed minimal manning on site, and moved towards working from home. Despite the limitations, we were able to maintain our operational efficiency. As traditional ways of doing business were disrupted, we adapted quickly to the new norm via virtual meetings with key customers, stakeholders and government officials.

The PETRONAS PPRT is tasked with managing and curbing transmission of the virus across all of the Group's operations. The following were some of their key achievements in 2020. Other practices are ongoing.

Carry out Weekly Country Risk Assessments with ISOS and Country Chairs

- Current trending of cases
- Border lockdown status
- Medical accessibility
- Travel security

Remobilised staff and dependents to 13 host countries.

Evacuated 1,039 staff, dependents and sponsored students from 33 countries.

Transfer affected staff from our offshore facilities to designated hospitals or quarantine centres.

Set-up Government Quarantine Centres at PETRONAS facilities

- PETRONAS Learning Centre, Bangi
- PETRONAS in Kota Kinabalu, Sabah for offshore crew

Collaboration with the Ministry of Health (MOH), government agencies and embassies to develop

- SOPs for Malaysia's oil and gas industry
- A contact tracing guidebook

COVID-19 Health and Safety Measures			
Proactive testing	Contact tracing and quarantine measures	Signpost and controls for redeployment and repatriation	Risk-assessments for events and international travels
Projection modelling to predict future COVID-19 situations	SOPs for the management of foreign workers and internal clusters	COVID-19 One-Stop Portal clusters	Mental health support

Positive Social Impact

COVID-19 Responses within Our Operations

- ➔ Among the key SOPs that the Upstream business fully implemented domestically was an **occupancy limit** at any one time **at our offices, plants and offshore facilities**; while the other part of the workforce worked from home to ensure business continuity.

- ➔ Some Upstream operation crews (specifically offshore personnel and those at selected terminals) had to undergo stringent COVID-19 testing as well as adhere to a minimum of **seven to 10-day quarantine** until their test results were released.

- ➔ As a precautionary measure to ensure the health, safety, and well-being of our employees, PETRONAS **safely brought home employees and their family members from our operations abroad**. The respective PETRONAS' operations continued, while implementing the appropriate working arrangements and optimum manning levels, including working from home to ensure the continuation of operations while minimising close contact among employees.

- ➔ **COVID-19 infections** at a few of our offshore locations required us to change the teams at our rigs as part of the efforts in managing and containing the spread of the virus.

- ➔ Some crew members were **quarantined for 14 days, remained offshore for 28 days and had another 14 days of quarantine** again upon returning. In total, some spent a **total of 60 days** away from their families. Many of them also went out of their way to ensure that the needs and welfare of others were taken care of before their own. Although the lockdown produced isolation which could lead to potential mental health issues, our people went above and beyond the call of duty by playing their parts.

- ➔ We **introduced relief, rental waivers and deferrals for our retail operations** so that Small and Medium Enterprises (SMEs) were able to remain in business. By looking out for our partners across the value chain, this went a long way in helping to keep them afloat. It also ensured PETRONAS was in a strong position to move forward quickly when the market picked up.

- ➔ To **mitigate the risk of personnel** dealing with LNG shipping operations contracting the virus, the novel **Contactless LNG Offloading methodology was introduced**.

- ➔ As an **essential activity** even during the lockdowns and movement restrictions, **Project Delivery and Technology (PD&T) pivoted to source for alternative supplies** from non-affected countries and optimised the Group's inventories to keep the overall value chain running without interruptions.

Among the digital tools that we leveraged in 2020 were the following:

The Secure Personnel Online Tracking (SPOT) system

a personnel localisation and tracking system which enables contact tracing to be done at sites and on ships.

The Artificial Intelligence Security Camera (AISC)

which is an autonomous monitoring and tracking tool that can be used for HSSE non-compliance surveillance at PETRONAS projects.

MyBOT

to manage staff whereabouts and well-being while integrating HSSE and Human Resource processes onto one single platform.



For more details of how we safeguarded the well-being of our people amidst the pandemic, go to the Corporate Social Responsibility section on pages 179 to 181 of this report.