Annual Report 2024

CORPORATE PROFILE

CORPORATE PROFILE



WE ARE PETRON

Petron Corporation entered Malaysia's dynamic and progressive market in 2012 with the acquisition of ExxonMobil's downstream businesses. As an Asian company with a global mindset, we are proud to be an integral part of every Malaysian's journey, dedicated to fuelling the nation's growth and progress.

OUR STRUCTURE

Petron Malaysia Group comprises Petron Malaysia Refining & Marketing Bhd a public-listed company on Bursa Malaysia Securities Berhad's Main Board and its sister companies. **Petron** Fuel International Sdn. Bhd. and Petron Oil (M) Sdn. Bhd. As Malaysia's third-largest downstream oil and gas player, we are committed to delivering quality fuels and innovative solutions nationwide.

As a progressive oil company in Malaysia, we aspire towards a sustainable energy-secured nation where everyone's journey is fueled by opportunities for

We will achieve this by:

>> Reliably providing premium products and services that exceed customers' expectations.

> >> Ensuring excellent customer experience enabled by technology and adapted to local communities.

> > >> Developing and strengthening relationships with our stakeholders and partners towards shared growth and success.

>> Enhancing our retail, distribution and refining facilities to achieve competitive advantage, sustainable supply chain and long-term viability.

Managing business and operational risks effectively and reducing our impact on the environment.

>> Creating an inclusive, nurturing, and purposeful work environment.



Residue

Terminals

- Port Dickson Terminal, Negeri Sembilan
- Bagan Luar Terminal, Lumut PME Plant, Perak

Our Businesses and Facilities

Possesses a crude distillation capacity of 88,000

Produces a wide range of petroleum products

that includes Gasoline, Jet Fuel, Automotive Diesel Oil, LPG, Naphtha and Low-Sulphur Waxy

- Kuantan Terminal, Pahang* Westport Terminal
- (JV-BHP), Selangor* KLIA Aviation Depot, Selangor
- * PMRMB's sister companies' facilities

We Create Value by

• Providing a sustainable supply of quality, cleaner fuel and value-added petroleum **products** to domestic, and global markets, supporting essential industries and the nation.

• Maintaining our reliable, top-of-the-line fuels and LPG. • Klang Valley Distribution

Terminal (JV-Petronas/

Pasir Gudang Terminal

(JV-Chevron), Johor*

Sepangar Bay Terminal,

Shell), Selangor

· Sandakan Terminal,

• Tawau Terminal, Sabah*

- Maintaining award-winning terminals that are vital for ensuring the safety, stability and efficiency of the supply chain.
- Ensuring **flawless operations** in 2024, we achieved a significant milestone of 37.82 million injury-free man-hours and extended our Loss Time Injury (LTI)-free record to 27.82

Retail

- 800 retail service stations nationwide
- More than 200 allied businesses at retail service
- Providing reliable and quality top-of-the-line fuels: Blaze 97 RON Euro 4M, Blaze 95 RON, Turbo Diesel Euro 5 and Diesel Max.
- Maintaining our position as the only player in the market that provides the Blaze 100 RON fuel for our customers.
- Ensuring our chain of Treats **one-stop convenience** stores delivers unique experiences that cater to diverse customer needs.
- Delivering a consistent customer experience through quality products, innovative and excellent customer services as well as convenient non-fuel offerings.



- More than 200 retail service stations offer cash and carry LPG
- Our efficient and clean burning LPG comes in 12 kg, 14 kg, and 50 kg variants
- Providing efficient energy with the blue flame from Gasul - an indication that your gas appliance is in good working order for Malaysian households and eateries for cooking, lighting, etc.



> Customer Focus

meaningful experiences.

VISION

- > Innovation
- > Teamwork
- > Ethics
- > Safety



Industrial

- Supplies fuel to unbranded mini stations, transportation, power plants, plantations, airlines and lube workshops
- Providing a range of clean and high-quality industrial products to fuel the Malaysian economy

CORPORATE PROFILE

CORPORATE PROFILE

OUR COMPETITIVE ADVANTAGE



Resilient Financial Position



Our strong financial foundation is built on a stable financial base, robust sales performance, and a healthy financial track record. Reinforced by prudent risk management and an unwavering commitment to operational excellence, we remain a resilient and dependable industry leader.



Exceptional Customer Service and Innovative Products

Excellence in service is synonymous with the Petron brand. We continuously innovate to deliver cutting-edge products and services, ensuring a rewarding experience for our customers.

Our competitive edge in customer satisfaction is achieved through:

• Premium fuel offerings that enhance vehicle performance and efficiency;

Personalised loyalty programmes providing added value to customers;



This financial strength enables us to:

- Sustain business continuity even in volatile market conditions;
- Invest in growth opportunities that drive long-term profitability;
- Enhance shareholder value through strategic decision-making; and
- Support impactful CSR initiatives that contribute to economic, environmental and social progress.



Robust Distribution Network



As an Asian company with a global perspective, we strive to be an integral part of every Malaysian's journey. Our network of 800 service stations is supported by 10 strategically located depots and terminals and 1 Lumut PME plant nationwide, enabling us to efficiently distribute world-class fuels produced by our oil refinery at Port Dickson.



A Strong Workforce and Strategic Partnerships

· Seamless digital integration, allowing for convenient and secure transactions; and

At Petron, our people are our greatest asset. Their expertise, dedication, and passion drive our success. We also recognise the invaluable support of our stakeholders - customers, investors, partners, and communities

- whose collaboration fuels our mission and strengthens our corporate responsibility efforts.



Our distribution excellence is driven by:

- Nationwide reach that allows us to serve diverse customer segments, from urban centres to rural communities;
- · Strategic logistics that optimise fuel delivery, minimising delays and maximising availability; and
- · Continuous expansion and modernisation of our service stations to enhance customer experience.

Our strength lies in:

- · A skilled and diverse workforce, equipped with industry-leading knowledge and expertise;
- · A positive work environment with comprehensive training and career development programmes that empower employees to excel;

• A customer-centric approach, ensuring prompt response to feedback and continuous service improvement.

- · Strong partnerships with local and global stakeholders, fostering mutual growth and innovation; and
- · A corporate culture rooted in integrity, inclusivity, and teamwork, driving long-term success.



Safe, Efficient, and Sustainable Operations



At Petron Malaysia, safety, efficiency, and sustainability are at the core of our operations. Our distribution and terminal facilities operate with precision, achieving zero unplanned downtime and ensuring on-time delivery throughout the year, which are vital for maintaining customer satisfaction and our brand reputation.



A Long-Term Commitment to Sustainability

Sustainability is more than a commitment - it is deeply ingrained in our culture and values. Through eco-friendly initiatives and impactful community programmes, we are actively shaping a greener, more sustainable future.



Our strong operational performance reflects our commitment to:

- · Workplace safety and regulatory compliance, ensuring a risk-free environment for employees and partners;
- Technological advancements that improve process efficiency and reduce operational costs;
- · Sustainable energy solutions, integrating eco-friendly practices to minimise our carbon footprint; and
- · Crisis management, safeguarding business continuity under all circumstances.

Our sustainability efforts focus on:

- Renewable energy solutions that contribute to a cleaner, low-carbon economy;
- Waste reduction and responsible resource management such as circular economy practices, aligning with global environmental goals;
- · Community engagement programmes, promoting environmental education and awareness; and
- Long-term conservation efforts, including tree planting programmes.