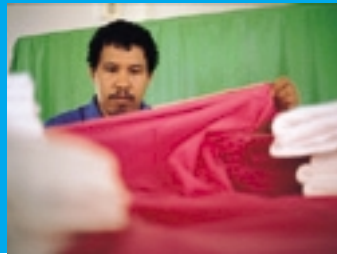


THE LATEST IN HEALTHCARE TECHNOLOGIES ARE DOOMED TO FAIL, RISKING THE LIVES OF THOUSANDS, IF THERE IS NO COMMITMENT TO A STRINGENT AND REGULAR STRATEGY OF TRAINING AND MAINTENANCE.

# healthcare needs






PROVERB

## Never do things by halves.

WHEN DEALING WITH KEY SERVICES SUCH AS HEALTHCARE, HEIGHTENED EXPECTATIONS ARE THE NORM. SO THE COMPANY THAT BEST DELIVERS, SUCCEEDS. FABER'S HEALTHCARE DIVISION IS DELIVERING THE HIGHEST STANDARDS OF FACILITIES MANAGEMENT THROUGH A HIGHLY COMMITTED AND CONTINUAL PROCESS OF TRAINING AND DEVELOPMENT AIMED AT HELPING MALAYSIAN HOSPITALS ATTAIN GREATER OPERATIONAL EFFICIENCY.

## healthcare



Faber Medi-Serve Sdn Bhd ("FMS") is the third of the three core businesses of Faber Group Bhd. The Company is focused on managing the 15-year concession with the Government to provide hospital support services for 71 Government hospitals under the Ministry of Health ("MOH") in the Northern states of Perlis, Kedah, Penang and Perak, and the East Malaysian states of Sabah and Sarawak. Together, this accounts for approximately 52% of the total Government hospital beds in the country. The concession involves the provision of services in clinical waste management, cleansing, linen and laundry, facility engineering maintenance and biomedical engineering maintenance. Besides the hospitals under the concession, FMS also provides clinical waste management services to more than 100 healthcare institutions in the private sector.

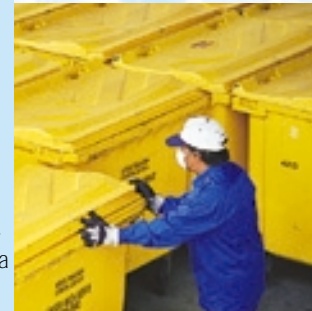
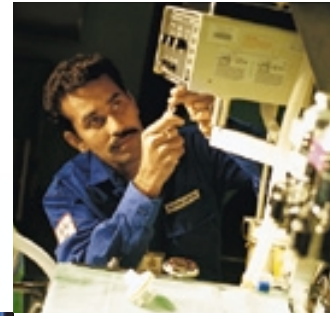
In line with the concession requirements, FMS' operational focus is targeted at ensuring delivery of quality and efficient services through the establishment ISO9001 accreditation, quality assurance programmes, maintenance management information system, and the upgrading of facilities and training programmes for all five services.

### FMS CONTINUES TO MAINTAIN ITS DOMINANT FOOTHOLD IN THE HEALTHCARE CATEGORY WITH THE QUALITY OF ITS SUPPORT SERVICES FOR 71 HOSPITALS IN MALAYSIA UNDER ITS CONCESSION AGREEMENT WITH THE MINISTRY OF HEALTH.

When FMS was awarded the concession, FMS took over all existing MOH assets and equipment required for the provision of the services. Additional RM139 million was invested on new equipment, machinery, setting-up incineration and laundry plants as well as the upgrading of facilities. FMS has conducted condition appraisal exercises on all hospital facilities, installations, equipment and other assets that require modification, replacement, upgrading and/or renovation to ensure their meeting with the Technical Requirements and Performance Indicators and the relevant legal requirements.

Under the Concession Agreement, 1,175 MOH staff joined FMS as part of the privatization exercise. Together with additional personnel recruited, they have undergone various training programmes to upgrade their knowledge, professionalism and expertise. To date, a total of 6,110 personnel have been deployed to carry out the Company's concession obligations at the hospitals. Ultimately, FMS' policy is to recruit, develop, retain and motivate its people towards professional excellence; making best use of the skill and capabilities of all those employed to meet the company's objectives.





To achieve the high operational standards specified by MOH, FMS has employed a computer-based maintenance management information system that is networked across MOH headquarters, State Health Directors' Offices, Zone Offices, the Hospitals' administrators and FMS facility management and administration offices to provide on-line critical information that will facilitate operation and decision-making. The system automatically schedules each piece of equipment for planned preventative maintenance, so as to minimize downtime and further improve service excellence.

FMS has also launched a 24-hour hotline at its head office, its offices in Ipoh, Alor Setar, Kuching, Kota Kinabalu and its incinerator plants in Kamunting and Sibu to further improve the present procedures of handling a crisis. The hotline, which operates 24 hours, seven days a week-throughout the year, is manned by Executives On-Call.

The year under review recorded two significant achievements when FMS successfully took over the Linen and Laundry services for 25 hospitals in the Northern Zone and 37 hospitals in East Malaysia, on 1 July 2000 and 1 October 2000 respectively. A further achievement was attained when operations of the Clinical Waste Incineration Plant in Sibu received its ISO9002 certification on 3 November 2000.

Moving forward, FMS intends to play a more direct role in the provision of each of the services. FMS has embarked on a programme to integrate the resources utilized in the concession into a new structure by the year 2002. This new structure is designed to achieve greater efficiencies and improve performance, while developing internal competencies in order to strengthen its platform for business expansion beyond the span of the existing concession.

As the Government continues to build new hospitals which are more sophisticated and advanced in terms of facilities, equipment and services being offered, FMS remains confident of its potential in this rapidly growing sector and expects to once again contribute significantly to the Group's income in the coming year.

**[Top left]** Linen and Laundry Services at Sungai Siput Hospital **[Top right]** Biomedical engineering maintenance work at Sungai Siput Hospital **[Center]** Monitoring the clinical waste disposal process at the Kamunting Incineration Plant **[Bottom]** Clinical waste management, one of the five healthcare services provided by FMS